



# NEVADA CITY POLICE DEPARTMENT

Nevada City, California



LOUIS A. TROVATO  
Chief of Police

March 3, 2010

To: Gene Albaugh, City Manager  
From: Louis A. Trovato, Chief of Police  
Subject: REPORT ON POLICE SERVICE SURVEYS

## Background

Surveys to determine the community's satisfaction and evaluation of the Police Department were included with City water bills sent out in January. Fourteen hundred surveys were sent out and 49 (3.5%) were returned. The surveys consisted of three parts. Part I was designed to determine the community's perception of the quality of service provided by the Police Department on a scale from Excellent to Poor. Part II was for citizens to rate the most common public safety issues on a scale from Serious to Not a Problem. Part III was to determine the area(s) citizens wanted the Department to focus on in the future. There was the option to add comments if desired.

## Analysis of Responses

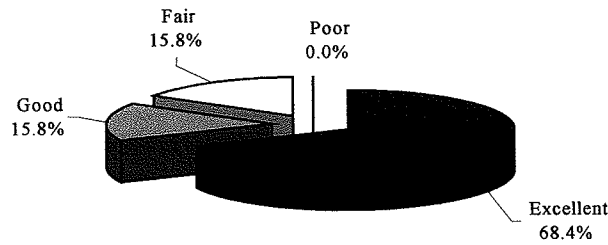
The low return rate of 3.5% can be attributed to many reasons. The most likely reason is that when people opened their water bills they did not notice the survey on the backside of the newsletter. Another likely reason is that, in general, and for the majority of the community, police service is not enough of an issue for them to bother to complete the survey. This implies tacit approval of the Department's service and focus. The low return rate limits the significance of the survey responses.

Only 18 (36%) of the respondents indicated they had used any of the services listed. There were also 15 comments included which are listed on page five of this report.

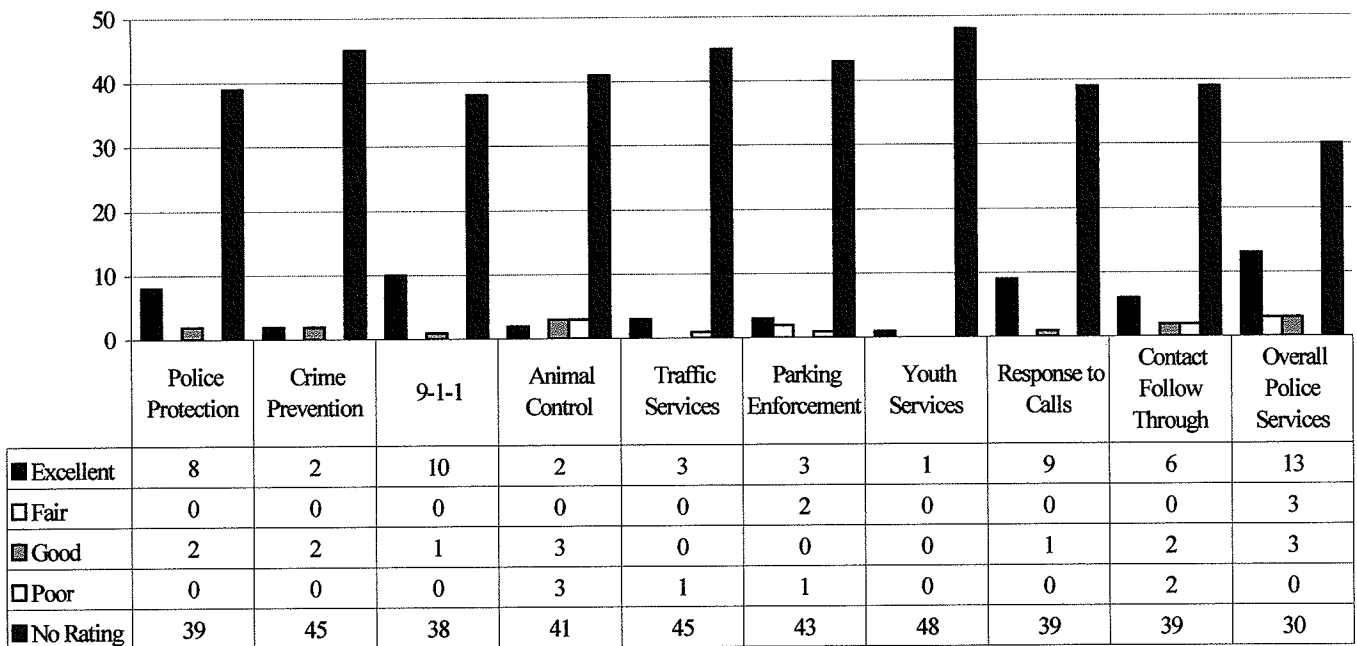
## Section I Quality of Service

Since the primary function of the police is to protect the community, the most important ratings in this section are those that rate how safe people feel in the community. Three critical issues in this section gauge the perception of safety. Those issues are Police Protection, 9-1-1 and Response to Calls. These three critical issues received the highest rating of Excellent by the most respondents at eight, ten and nine respectively. Overall Police Services was the only issue that received more Excellent responses, 13, than the three critical issues. Animal Control, a contractual service provided by the County, received three Poor ratings, which was the largest number of Poor ratings.

**Overall Police Services**

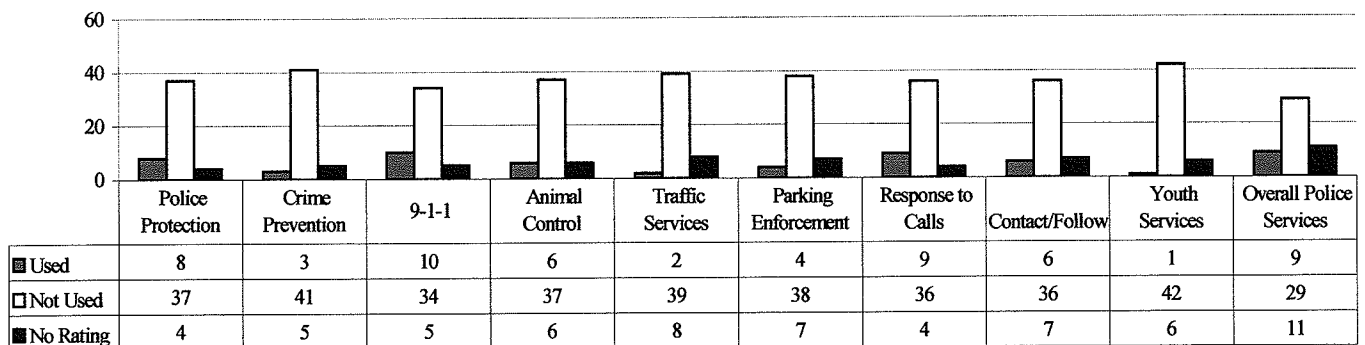


**Ratings for all Issues**



The COPP & Volunteer categories had no responses & were not included in charts. COPP is a deployment plan the Department does not use & there are currently no volunteers working with the public.

**Service Usage**

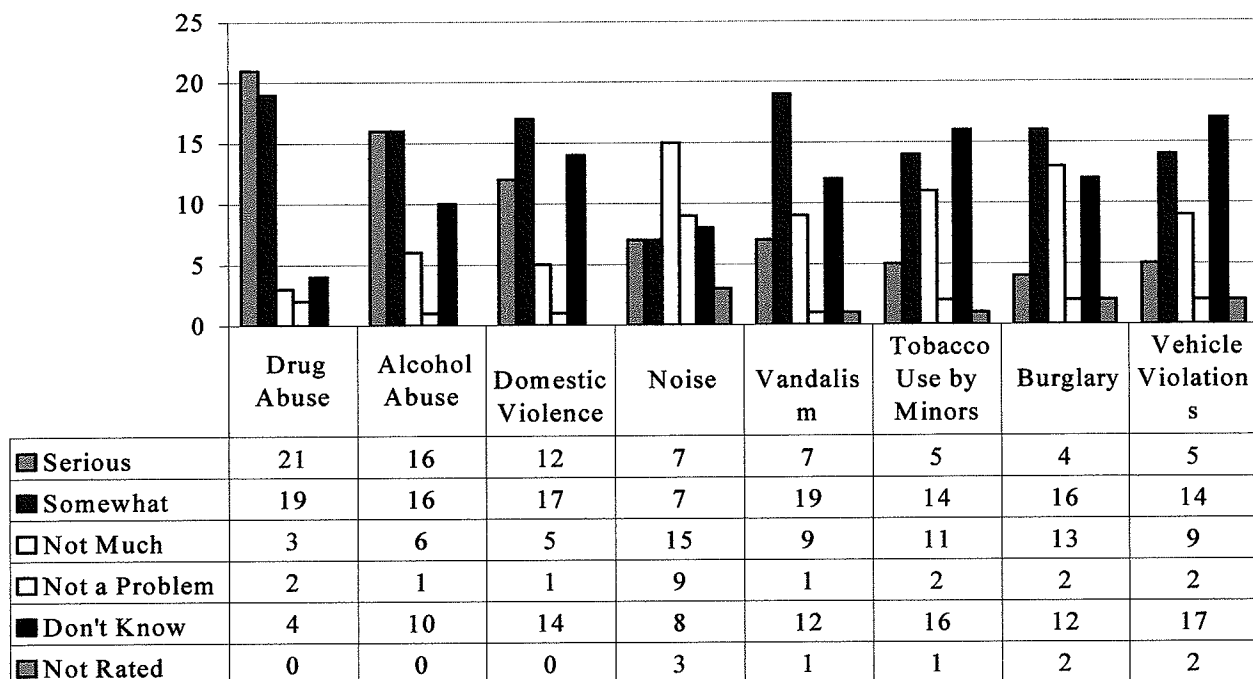


**Section II Rating Problem Issues**

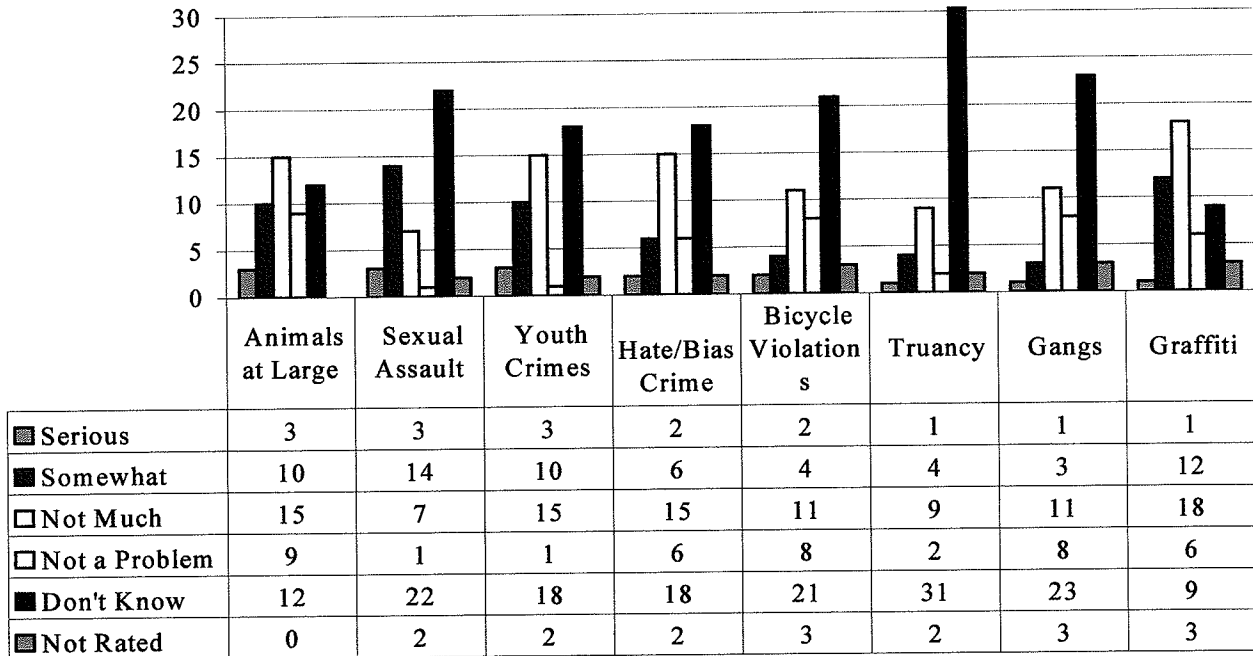
This Section is designed to (hopefully) identify the public safety issues that are of concern to the citizens. Depending on the severity of the problem these issues can have a detrimental effect on the quality of life in Nevada City. This section had respondents rate the seriousness of 16 common police problems in the City. Respondents did not rate 3% of the issues. Only 31% of the ratings were I don't know. This indicates that, although many of the respondents do not have an opinion to voice on the Quality of the job the Police Department is doing (as evidenced by the large number of Don't Know and No Rating answers in Section I), they do know the issues that worry them.

Drug Abuse with 21 (42%) of the respondents rating it as a Serious problem was by far the highest rated Serious issue. Alcohol Abuse 16 (32%) and Domestic Violence 12 (24%) followed. The number of respondents rating the remaining issues as Serious was of minor significance. Of significance, and possibly more of an indication of quality of life issues, were ratings of Somewhat of a Problem. Topping this rating was Vandalism, 19 (45%), Drug Abuse 18 (36%), Domestic Violence 17 (34%), with Burglary and Alcohol Abuse both at 16 (32%). Combining the Serious and Somewhat of a Problem ratings for Drug Abuse, Alcohol Abuse, Domestic Violence, and Vandalism shows that over half of the respondents feel these are the most significant problems in the City.

**Top 8 Issues Rated as Serious Problems**



**Remaining 8 Issues**

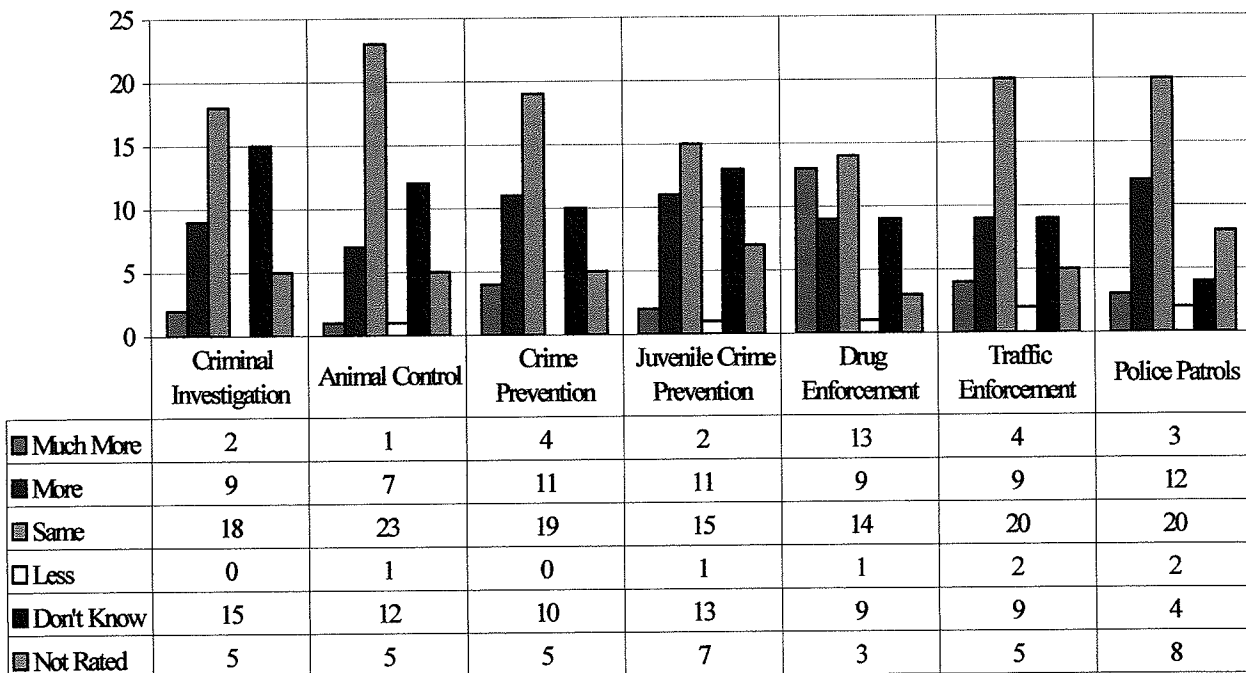


**Section III Levels of Service in the Future**

This section was designed to evaluate the effectiveness of the current focus of the police and to identify the areas that should have more or less emphasis. Seven areas of service were listed.

The majority of respondents selected the same level of service as is currently provided. With the exception of Drug Enforcement, there was no one area that a majority felt needed Much More

**Emphasis in the Future**



emphasis. Crime Prevention was rated highest in the More emphasis category, which most likely goes along with the high rating of Vandalism as a problem in Section II.

### Conclusion

As stated at the beginning of this report the small number of responses limits the significance of the data collected. It is recommended that the survey be sent out again in six month after incorporating many of the issues commented on. Printing the survey on a separate paper, or inserting a note calling attention to it would most likely result in more people responding. Learning directly of how people see the crime problems in this City makes valuable communication between officers and the public more likely. Having an impartial evaluation of the quality of work the public believes they are getting from the Department is an invaluable tool to ensuring the Department is in-line with our citizens.

### Synopsis of Comments

1. Motorcycle noise in downtown area
2. Loitering on sidewalks and in parks. Blocking traffic. Skateboarders. Contract with Sheriff. Police cluster together at public events.
3. Motorcycles
4. Alcohol and drug activity Alpha Hardware, Commercial St. and Callahan Park.
5. When did High St. become a RV parking site.
6. Bicyclists do not obey traffic laws and are a danger to everyone.
7. Noise from people leaving bars and going to cars.
8. Speaking from personal experience and what I hear from friends, I think they are doing a fine job and I trust they will do what is needed.
9. Noise from Motorcycles
10. Noise from Motorcycles
11. Thank you
12. Speeding. Chief should retire. Parking enforcement seems to be a high priority. I would use part of those efforts for public relations and follow ups with crime reports. There were reports called in by this homeowner regarding my property. The first officer was professional the second officer seemed pressed for time. I had an attempt burglary a few years back. The officer did not have ID with him or a business card. This officer, obviously, had not been trained around the psychological effects of an attempted or a burglary [sic] being carried out. It is a violation. Changes in the future look good on the drawing board, but does anyone even bother to inquire about how it will impact those persons involved? Don't the citizens of Nevada City pay your salary? So, aren't you accountable to us?
13. Alcohol abuse is much better since the Park Ordinance.
14. Speeding and cars parked behind the courthouse on Washington St. More patrol in Pioneer Park and Miner's Trail
15. Need more traffic control especially on NC Highway. Police should walk around more during public events and not bunch up.



# Nevada City Police Department Citizen Attitude Survey 2010

Results from the survey will provide valuable information to strengthen our partnership and community-oriented policing efforts. The Nevada City Police Department provides a number of services to the residents of Nevada City. Please indicate whether or not you have used each of the following services or facilities in the last 12 months. If you have, rate the quality of that service as excellent, good, fair or poor.

	No Not Used	Yes Used	Excellent	Good	Fair	Poor
Police Protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime Prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9-1-1	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking Enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response to Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contact/Follow Through	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
COPP Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteer Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Police Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In your opinion, are each of the below issues a serious problem, somewhat of a problem, not much of a problem, or not a problem at all in Nevada City?

	Serious Problem	Somewhat of a Problem	Not Much of a Problem	Not a Problem	Don't Know
Alcohol Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug Abuse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic Violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Assault	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hate/Bias Crimes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Burglary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vandalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vehicle Violations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bicycle Violations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Crimes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Truancy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gangs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tobacco Use By Minors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graffiti	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Noise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animals At Large	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Compared with current service levels, how much should the Nevada City PD emphasize each of the following services in the future:

	Much More	More	The Same	Much Less	Don't Know
Police Patrols	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Juvenile Crime Prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic Enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal Control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Crime Prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drug Enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal Investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please attach any additional feedback, comments or suggestions.

Please return to: City Hall 317 Broad St. Nevada City, CA 95959

Optional:


Name: \_\_\_\_\_

Phone #: \_\_\_\_\_

**CITY OF NEVADA CITY**

**MEMORANDUM**

**TO:** Honorable City Council Members

**FROM:** William J. Falconi, City Engineer  
Verne Taylor, Director of Public Works 

**DATE:** March 18, 2010

**SUBJECT:** Measure S Program for 2010 and Other Related Street Improvement Projects with Council Direction, if Any.

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**BACKGROUND & DISCUSSION:**

Since 2006, the City has conducted a very aggressive street improvement program. As a result of the ½ cent sales tax passed by the voters (Measure S) one third of the existing streets have been paved and improved. In the past, the City has received more than \$500,000.00 per year for street improvements. Policy has been to program work ahead of the revenues. i.e.) work would be done in a given year during the summer and the City then would recover revenues in the winter to reimburse the previous years work.

This year, as a result of declining revenues, the City staff is considering revising work in the City to “pay as we go” rather than ahead of schedule. Having said this however, as a result of other funds being available this year, the city is prepared to continue the aggressive program with these other monies. There are ARRA funds for the reconstruction of Broad Street \$125,000,000; Safe Routes to Schools grant for Zion Street crossings and Doanne Ave. turn lane onto Zion St. The City has some other additional funds for upper Searls Ave. and/or Lower Zion St.

The staff is currently preparing a program for Council review and direction as well as the City Finance Director is completing revising the Measure S reporting program.

Staff would expect to give a full report to the Council within the next few months.