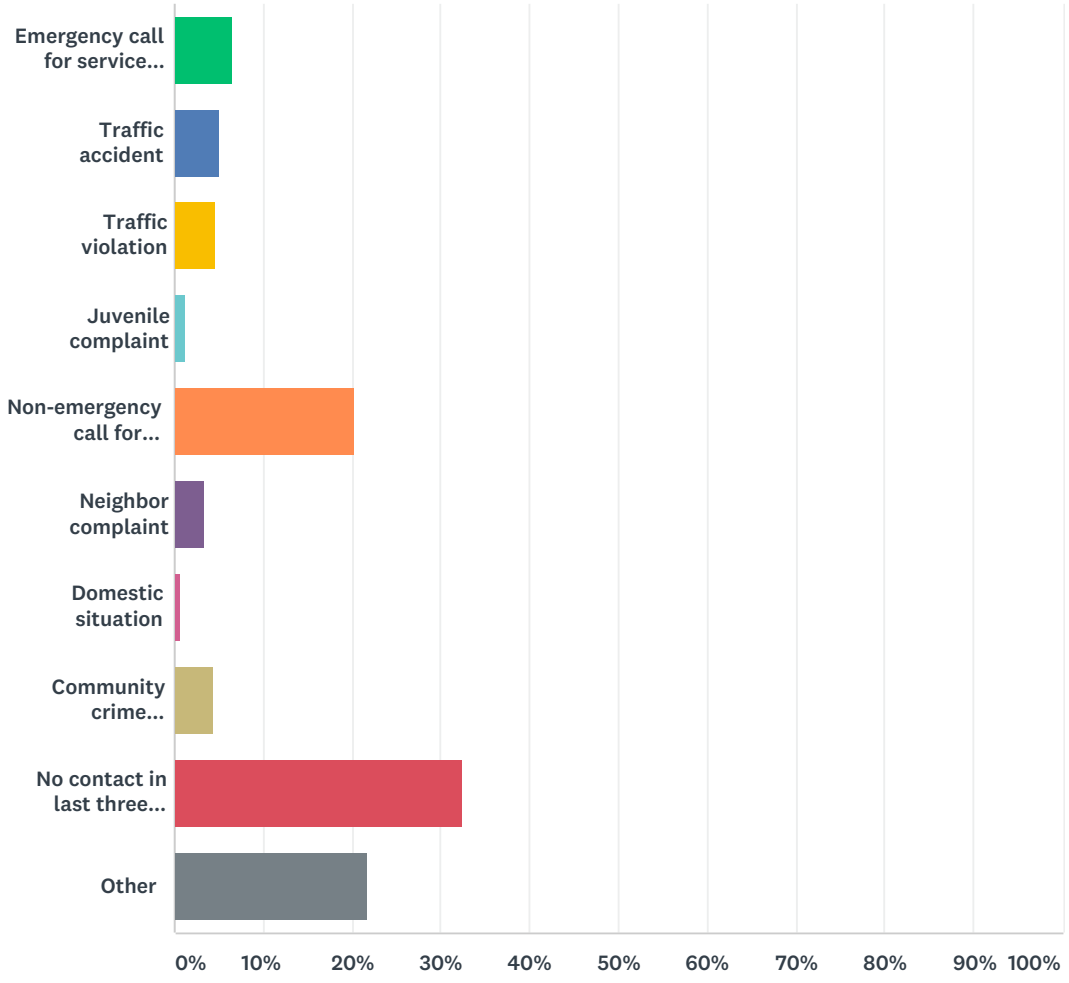
Q1 Select the answer that best describes your most recent contact with the Upper Arlington Police Division.

Answered: 482 Skipped: 0

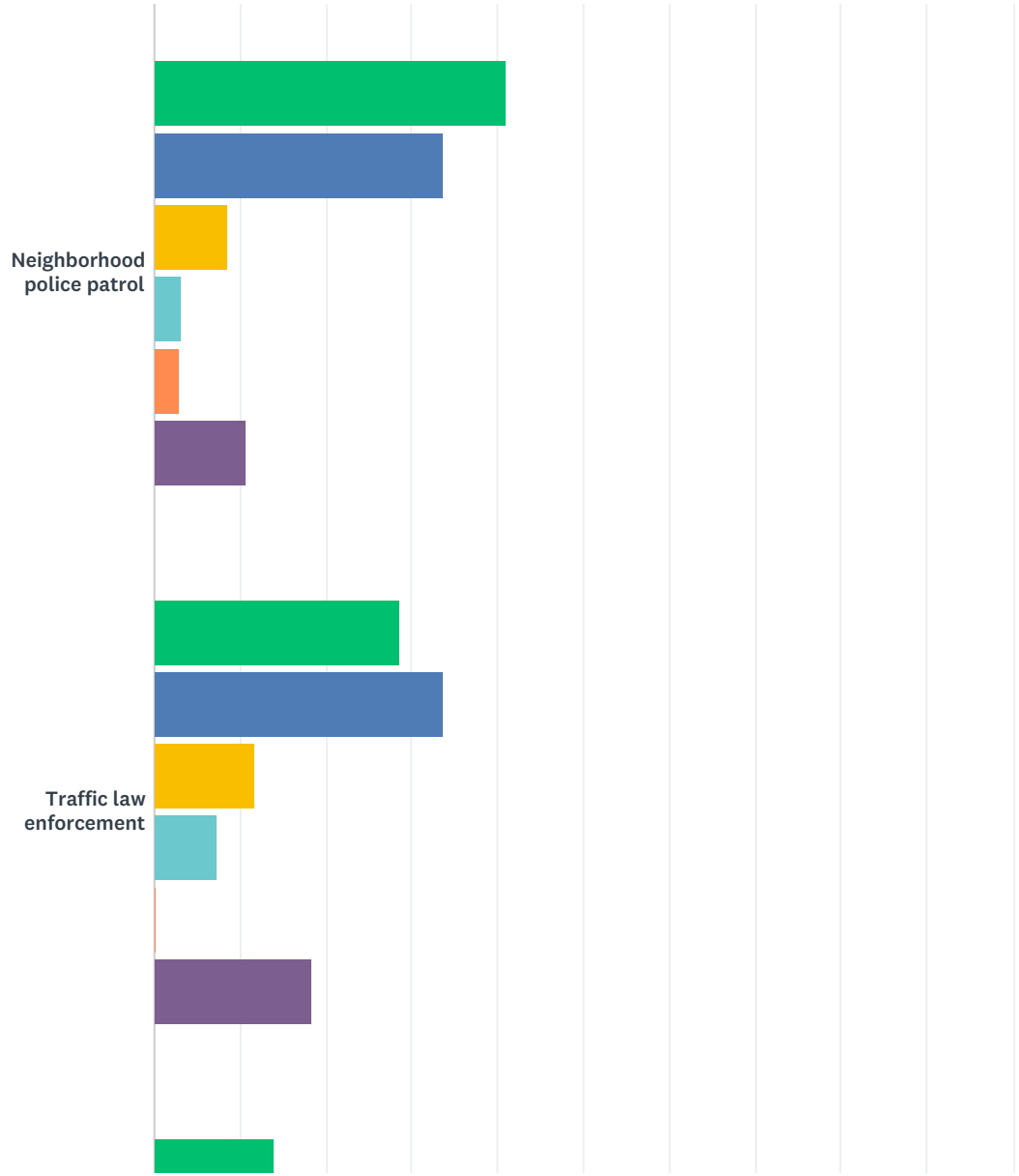


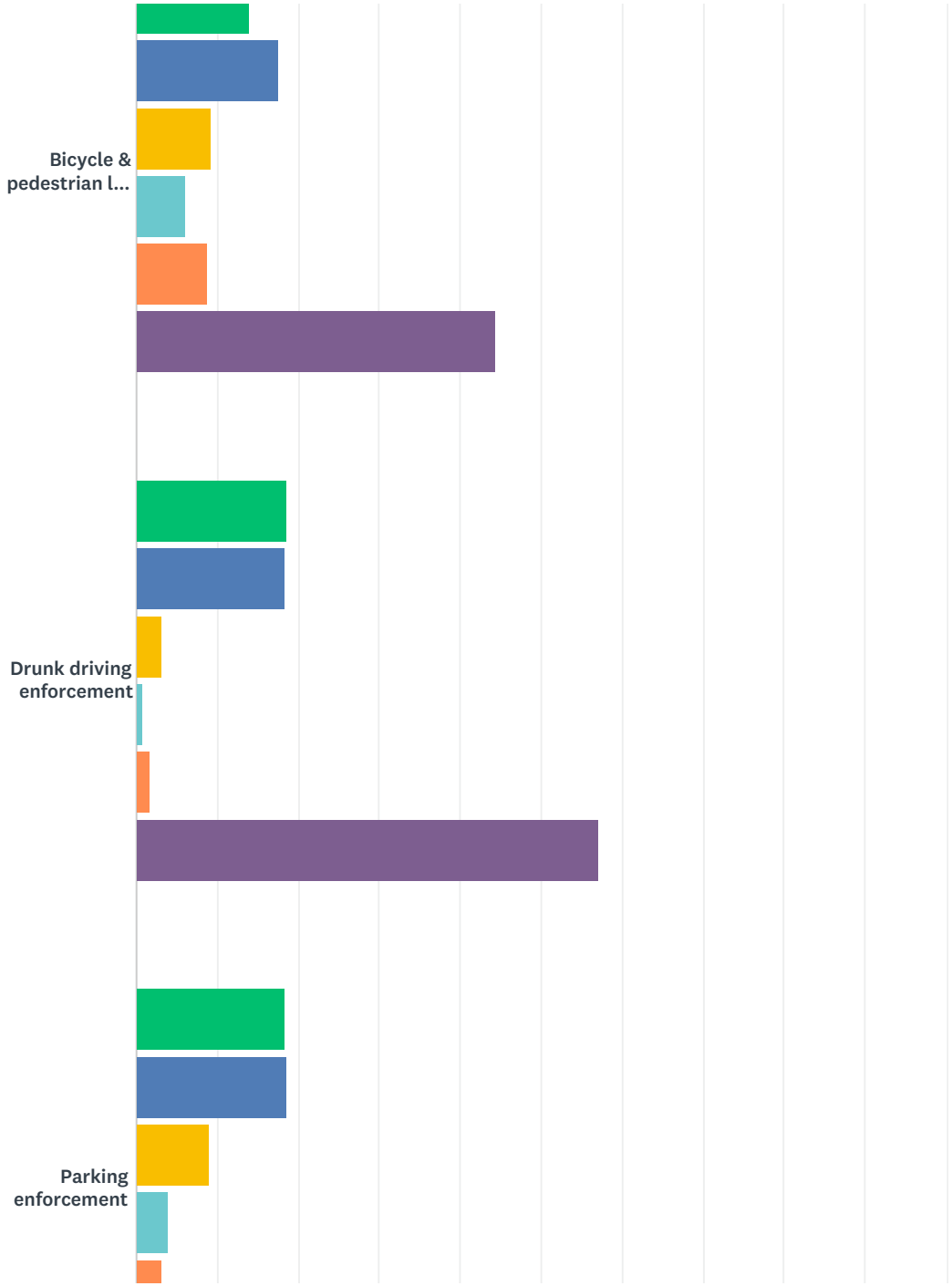
ANSWER CHOICES	RESPONSES	
Emergency call for service (9-1-1)	6.43%	31

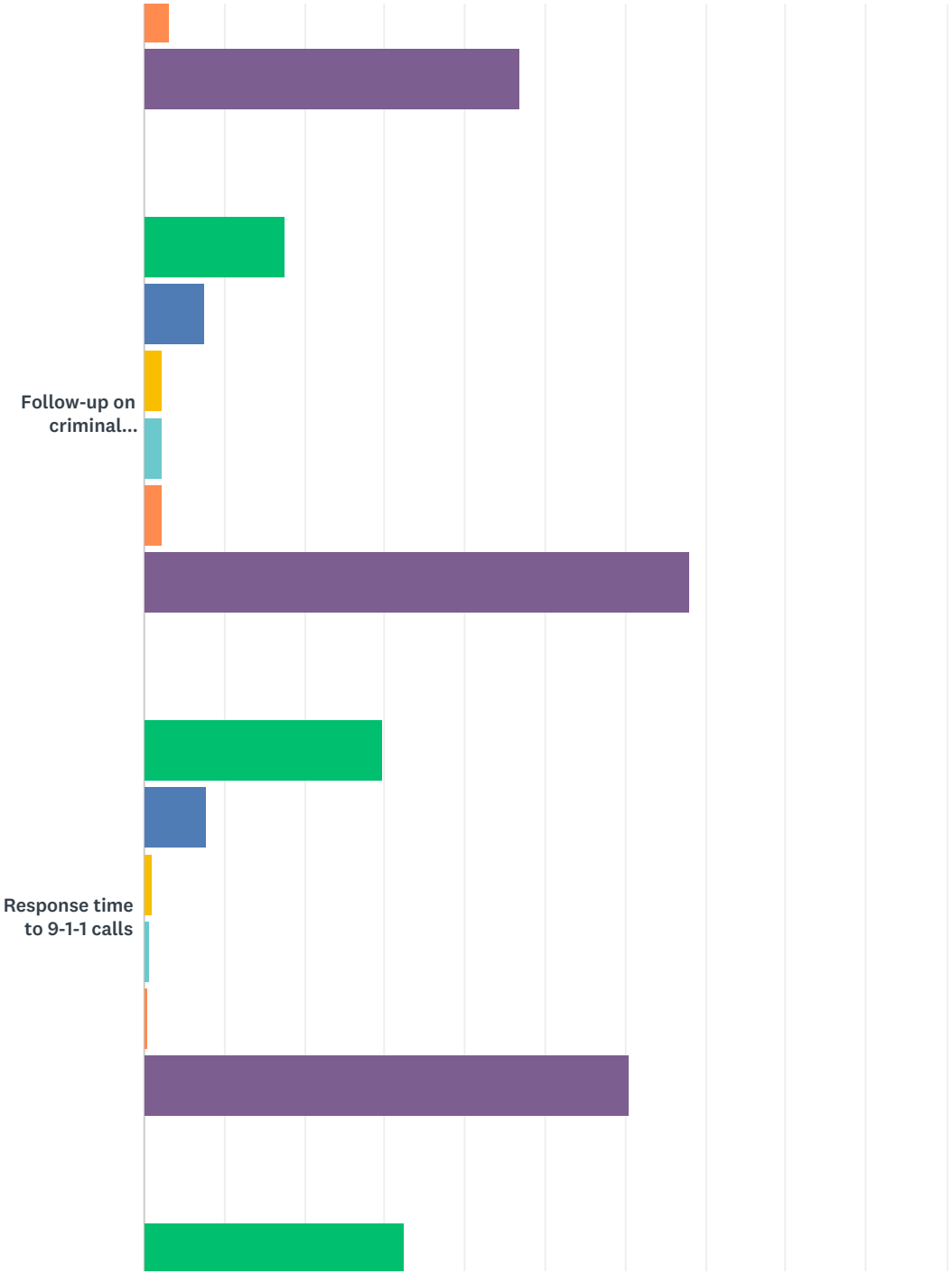
Traffic accident	4.98%	24
Traffic violation	4.56%	22
Juvenile complaint	1.24%	6
Non-emergency call for service (report a theft, property destruction, etc)	20.33%	98
Neighbor complaint	3.32%	16
Domestic situation	0.62%	3
Community crime prevention program	4.36%	21
No contact in last three years	32.37%	156
Other	21.78%	105
TOTAL		482

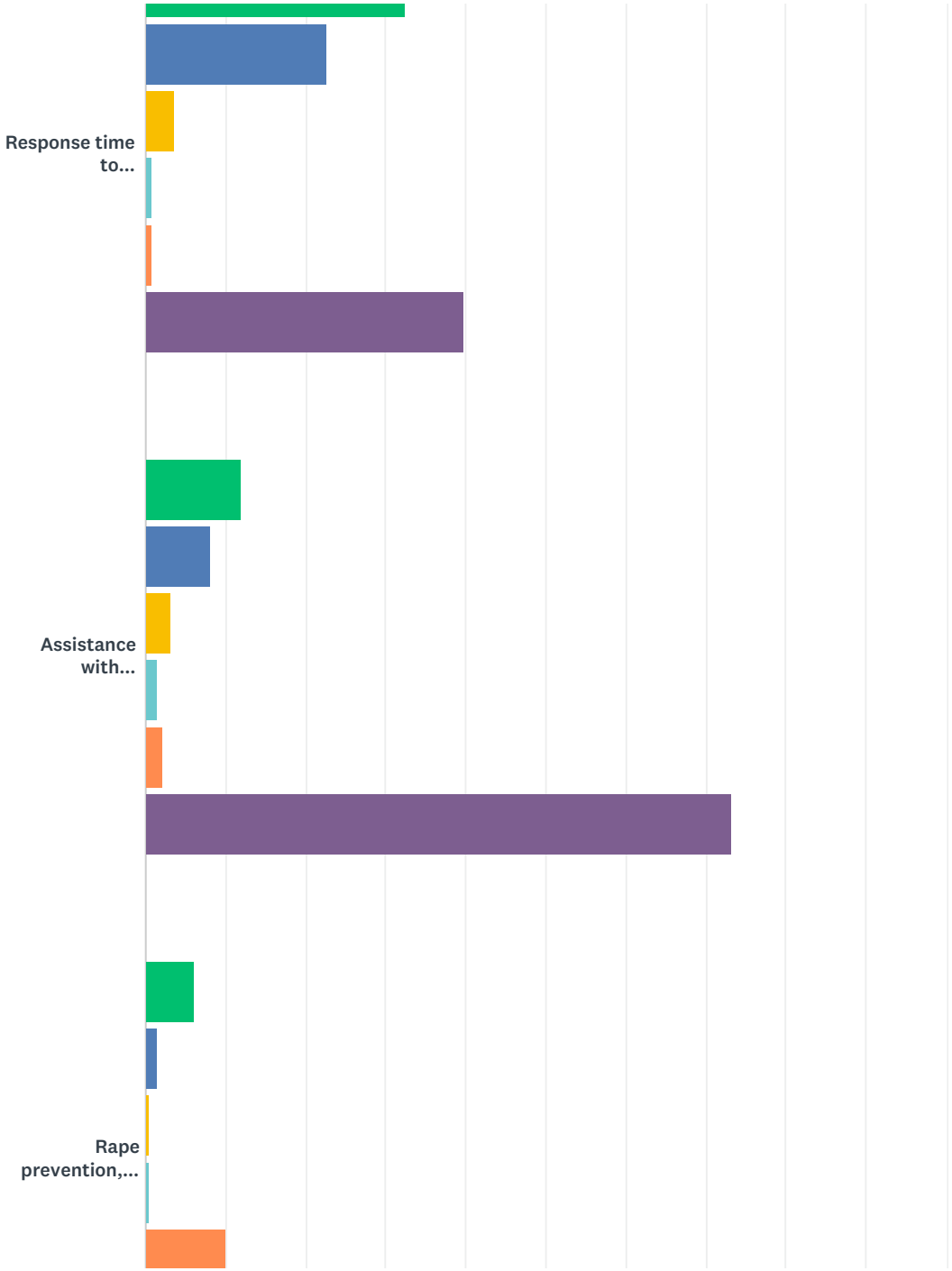
Q2 How would you rate the quality of services provided by the UA Police Division?

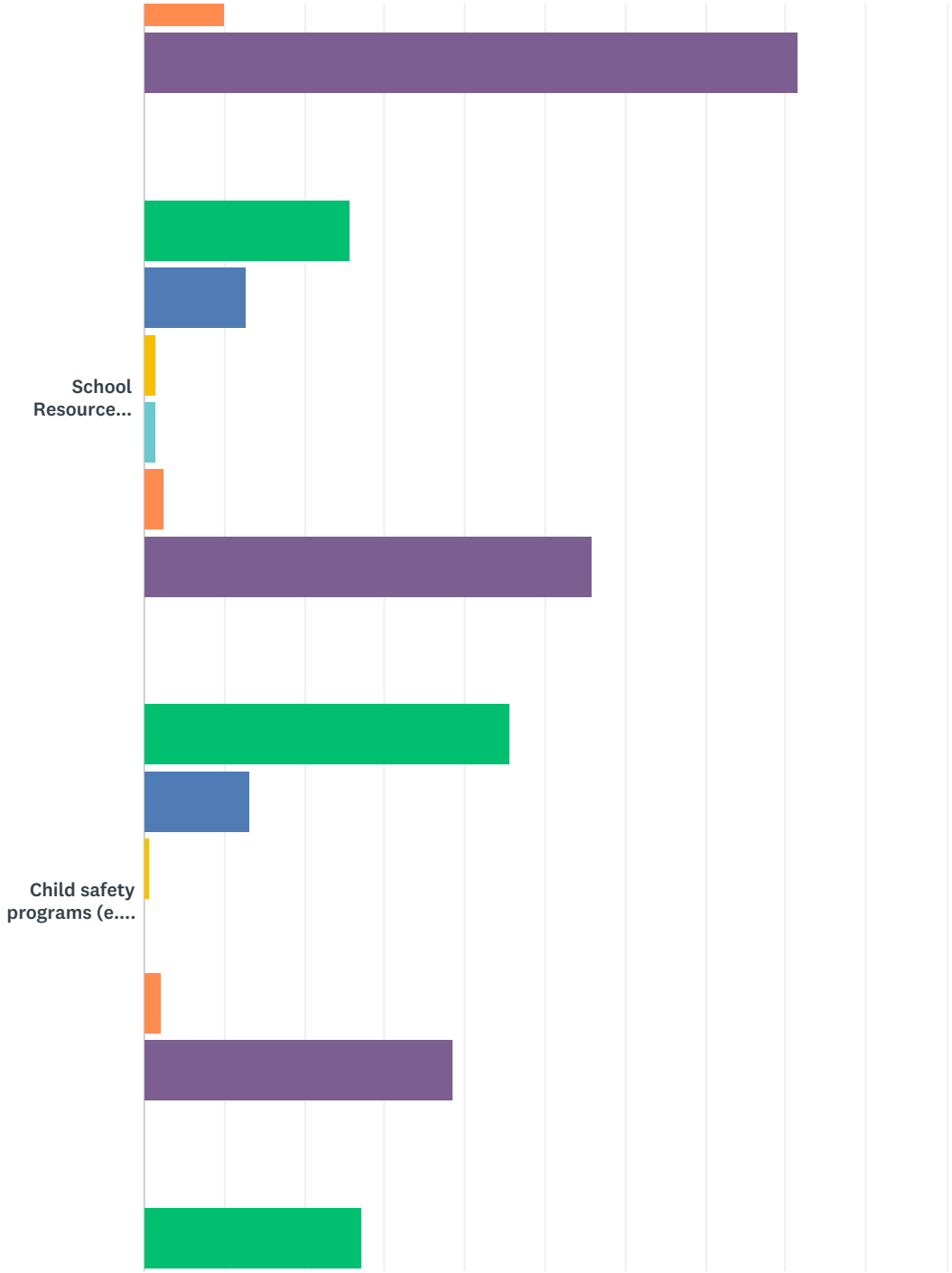
Answered: 474 Skipped: 8

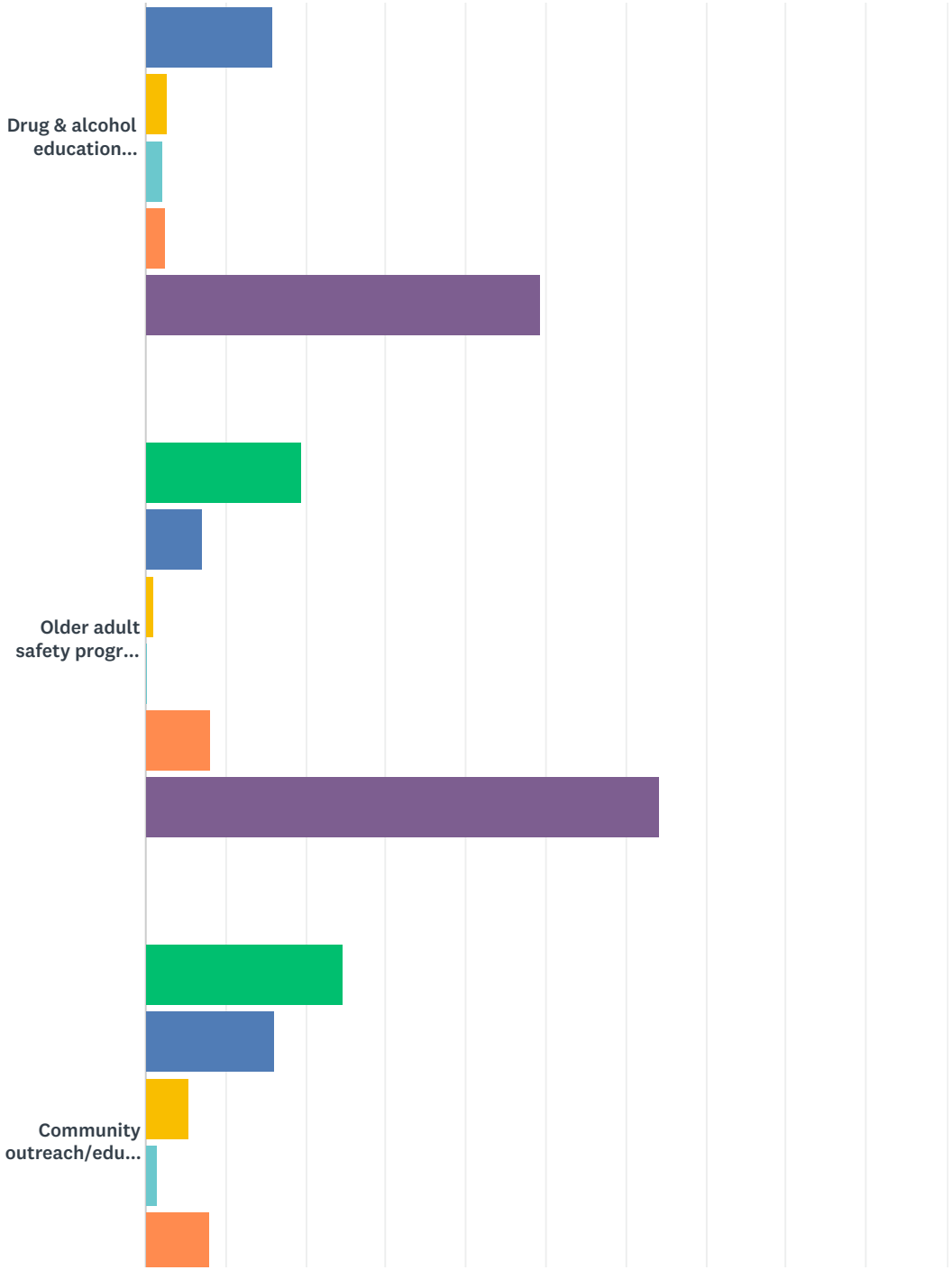


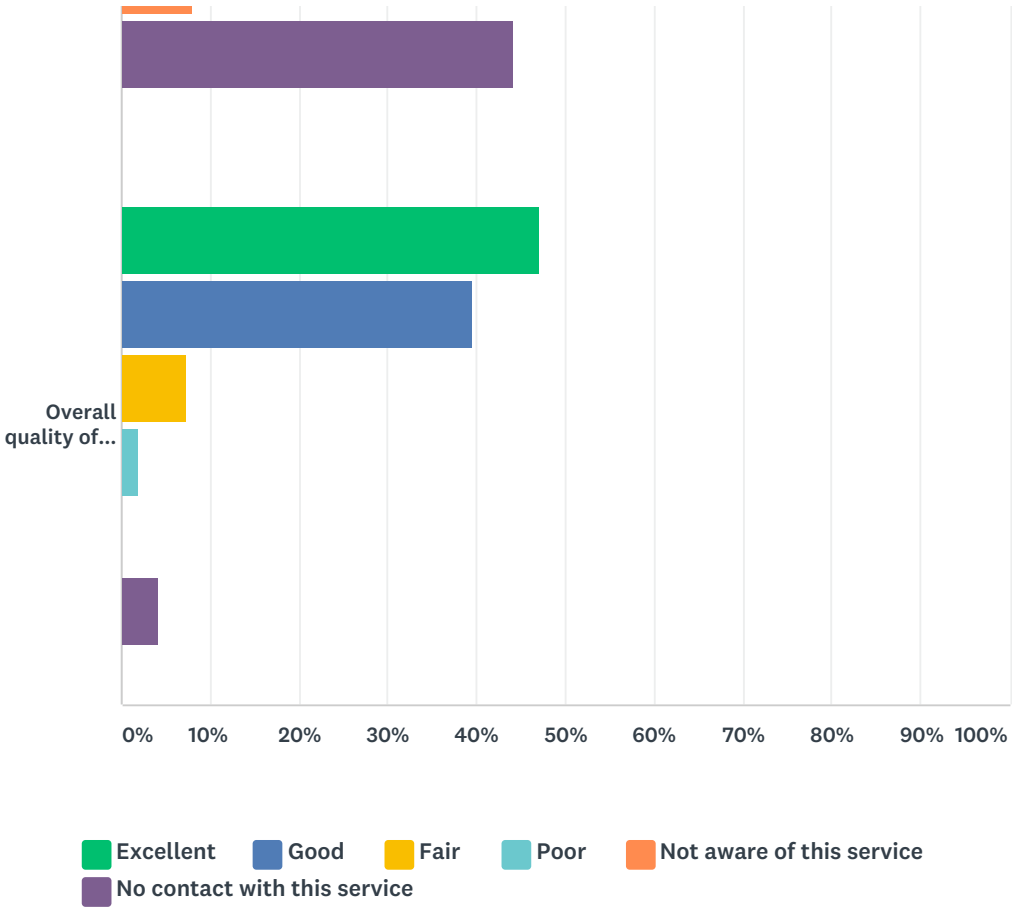

Bicycle & pedestrian l...
Drunk driving enforcement
Parking enforcement


Follow-up on criminal...
Response time to 9-1-1 calls


Response time to...
Assistance with...
Rape prevention,...


School Resource...
Child safety programs (e....


Drug & alcohol education...
Older adult safety progr...
Community outreach/edu...

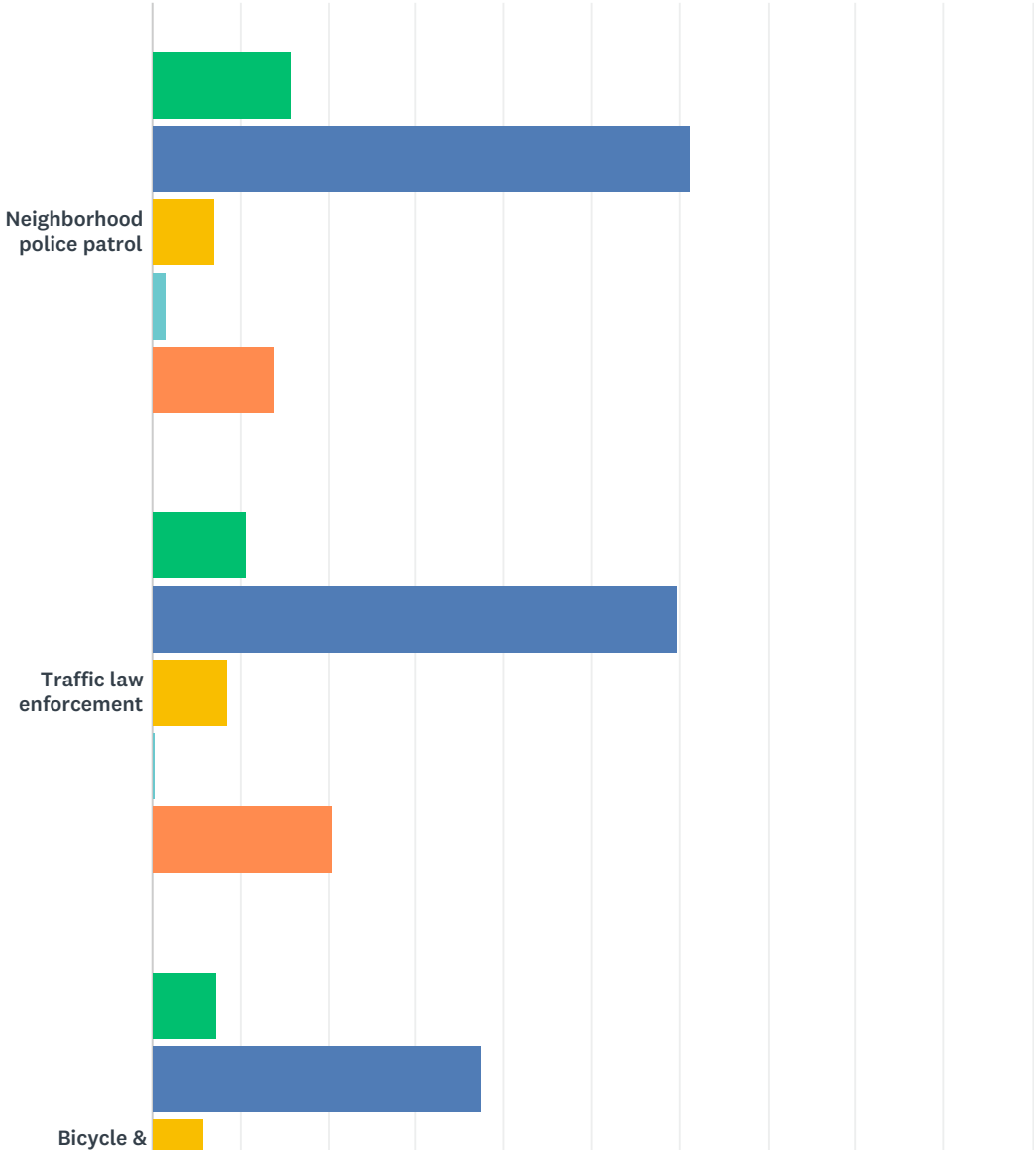


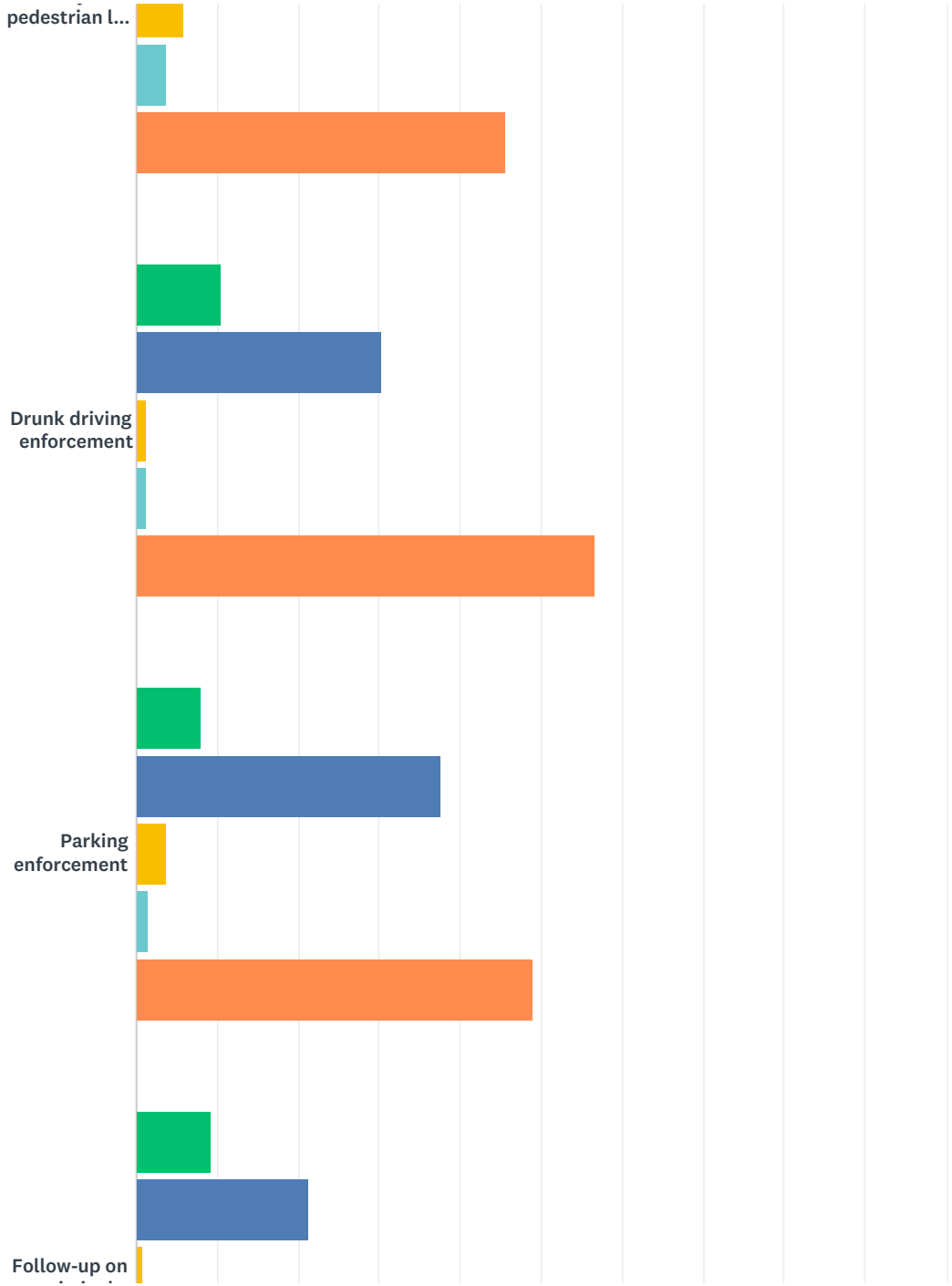
	EXCELLENT	GOOD	FAIR	POOR	NOT AWARE OF THIS SERVICE	NO CONTACT WITH THIS SERVICE	TOTAL
Neighborhood police patrol	41.01% 194	33.62% 159	8.67% 41	3.17% 15	2.96% 14	10.57% 50	473
Traffic law enforcement	28.72% 135	33.62% 158	11.70% 55	7.23% 34	0.21% 1	18.51% 87	470
Bicycle & pedestrian law enforcement	14.01% 66	17.62% 83	9.13% 43	6.16% 29	8.70% 41	44.37% 209	471
Drunk driving enforcement	18.68% 88	18.47% 87	3.18% 15	0.85% 4	1.70% 8	57.11% 269	471

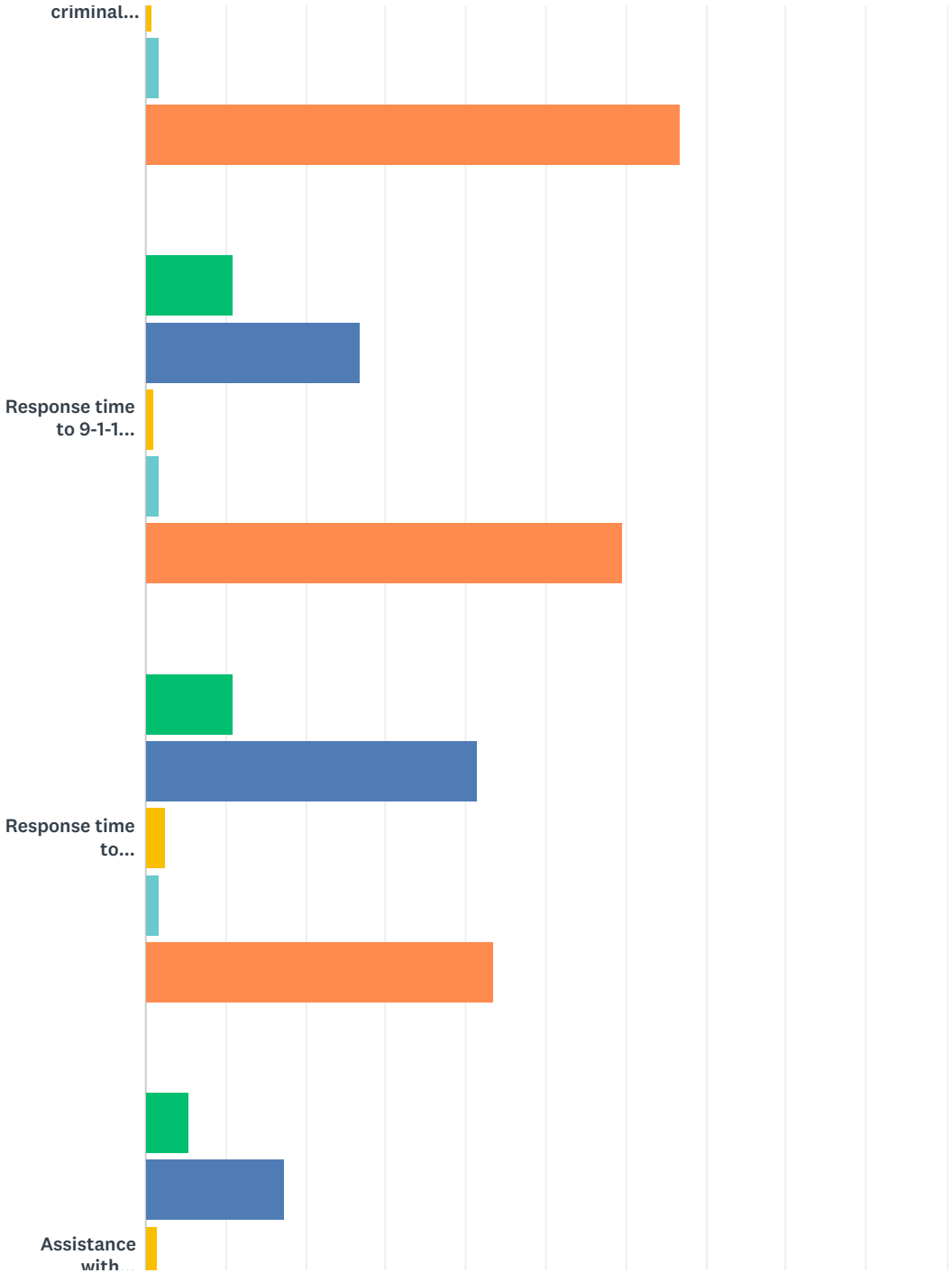
Parking enforcement	18.38% 86	18.59% 87	8.97% 42	4.06% 19	3.21% 15	46.79% 219	468
Follow-up on criminal complaints by detectives	17.62% 83	7.43% 35	2.34% 11	2.34% 11	2.34% 11	67.94% 320	471
Response time to 9-1-1 calls	29.66% 140	7.84% 37	1.06% 5	0.64% 3	0.42% 2	60.38% 285	472
Response time to non-emergency calls	32.34% 152	22.55% 106	3.62% 17	0.85% 4	0.85% 4	39.79% 187	470
Assistance with domestic/neighbor issues	11.94% 56	8.10% 38	3.20% 15	1.49% 7	2.13% 10	73.13% 343	469
Rape prevention, self-defense, victim counseling	6.17% 29	1.49% 7	0.43% 2	0.43% 2	10.00% 47	81.49% 383	470
School Resource Officer	25.70% 119	12.74% 59	1.51% 7	1.51% 7	2.59% 12	55.94% 259	463
Child safety programs (e.g., Safety Town)	45.51% 213	13.25% 62	0.64% 3	0.00% 0	2.14% 10	38.46% 180	468
Drug & alcohol education (e.g., D.A.R.E)	27.18% 128	15.92% 75	2.76% 13	2.12% 10	2.55% 12	49.47% 233	471
Older adult safety programs (e.g., Kind Call, Project Lifesaver)	19.36% 91	7.02% 33	1.06% 5	0.21% 1	8.09% 38	64.26% 302	470
Community outreach/education (e.g., Crime Alerts, Citizen Police Academy)	24.73% 116	16.20% 76	5.54% 26	1.49% 7	7.89% 37	44.14% 207	469
Overall quality of Police services	47.10% 219	39.57% 184	7.31% 34	1.94% 9	0.00% 0	4.09% 19	465

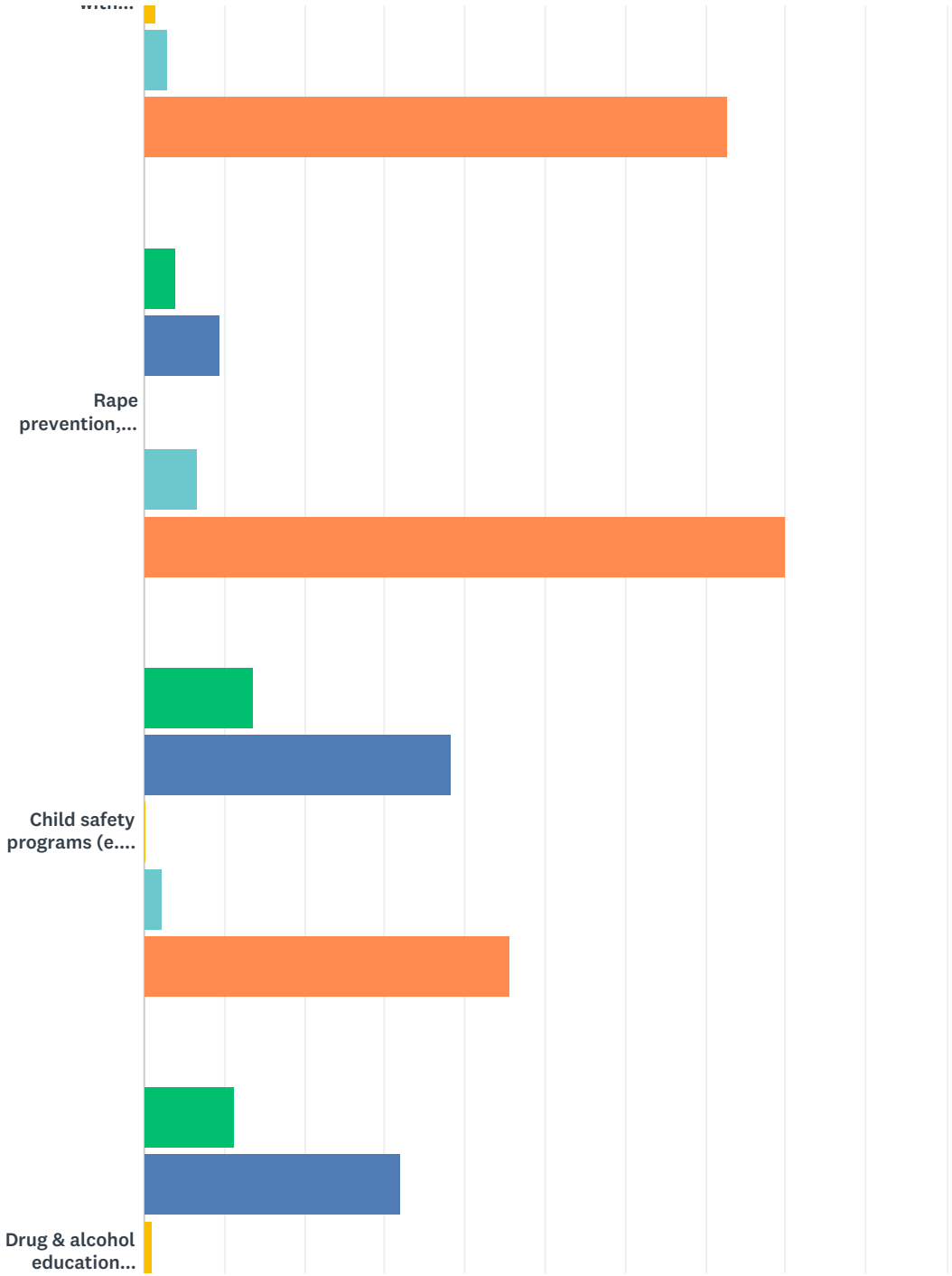
Q3 In your opinion, over the past three years, has the quality of each service provided by the Upper Arlington Police Division improved (better), stayed the same (same) or declined (worse)?

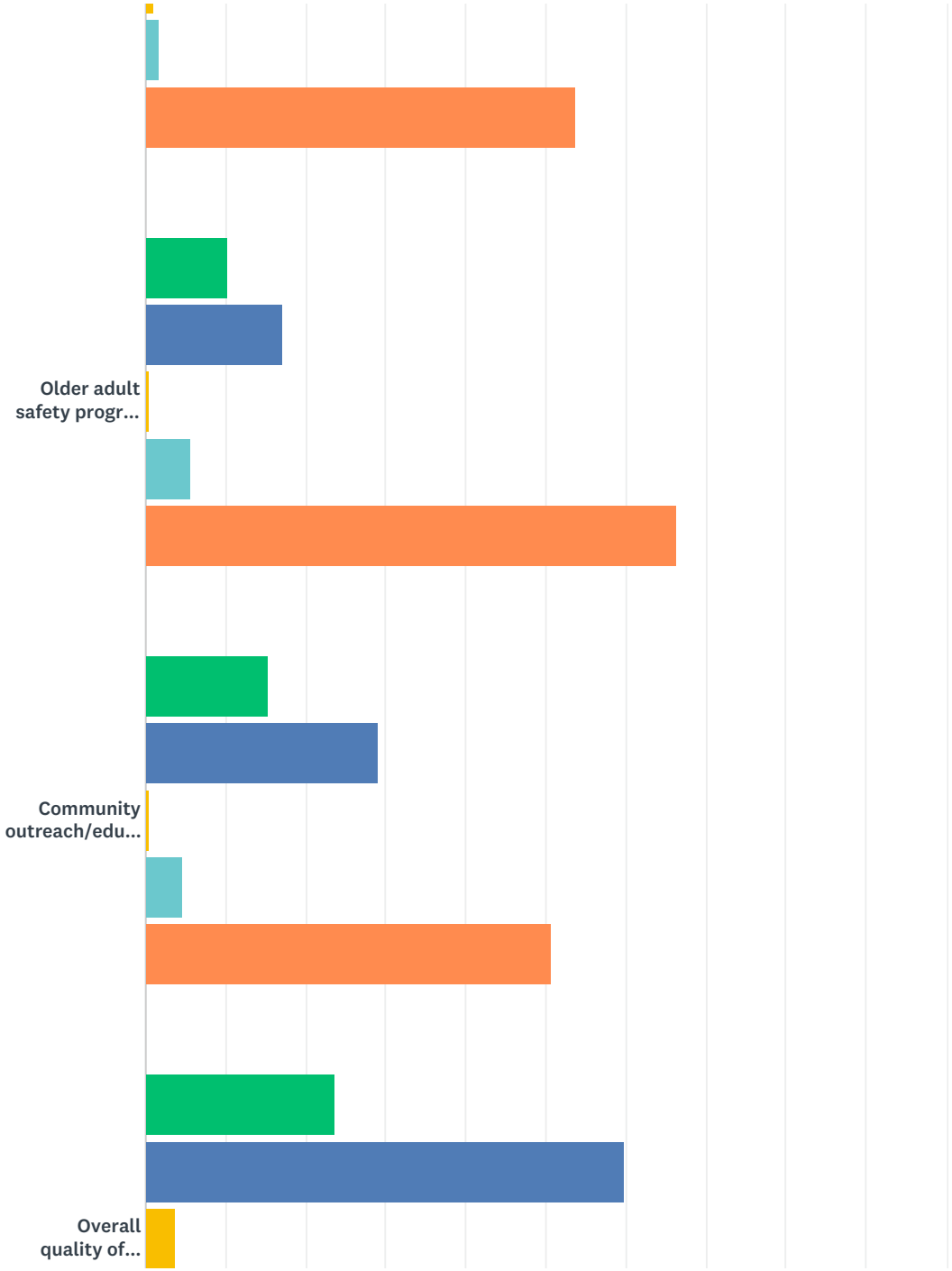
Answered: 465 Skipped: 17

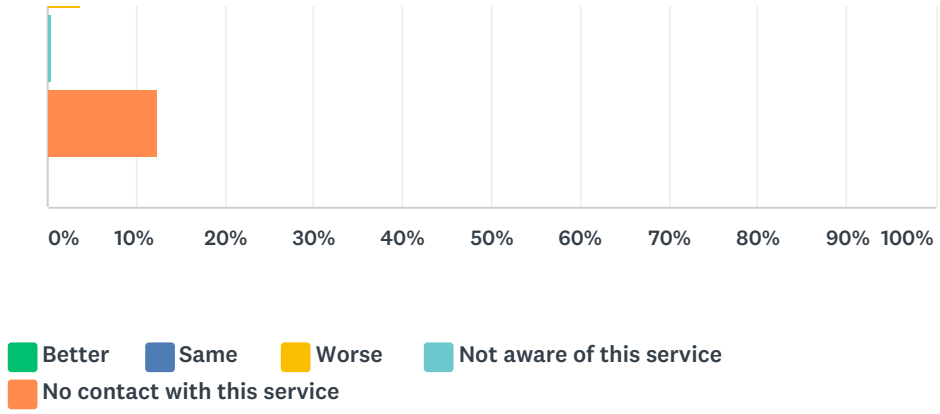



pedestrian l...
Drunk driving enforcement
Parking enforcement
Follow-up on


criminal...
Response time to 9-1-1...
Response time to...
Assistance with...


Rape prevention,...
Child safety programs (e....
Drug & alcohol education...


Older adult safety progr...
Community outreach/edu...
Overall quality of...

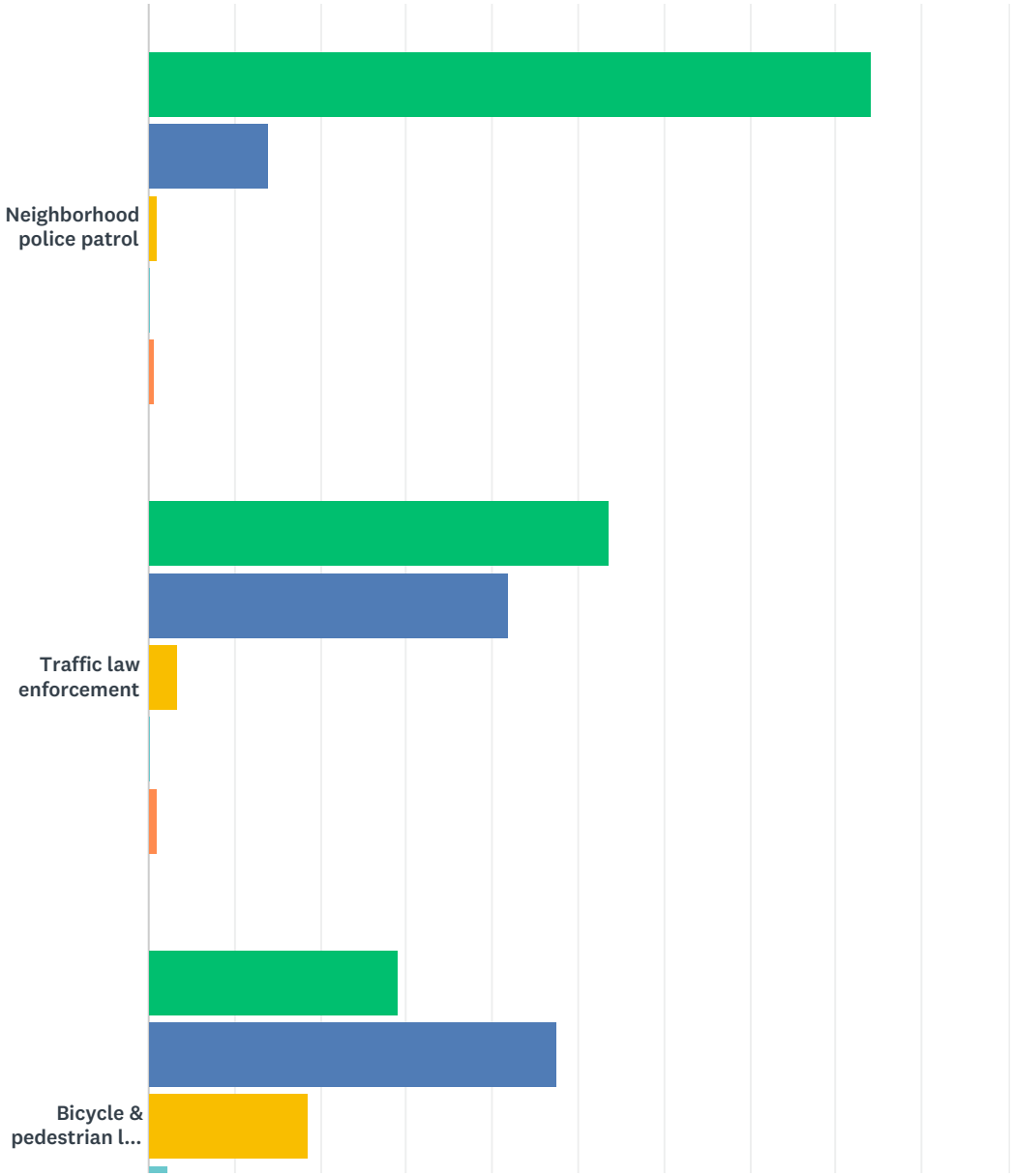


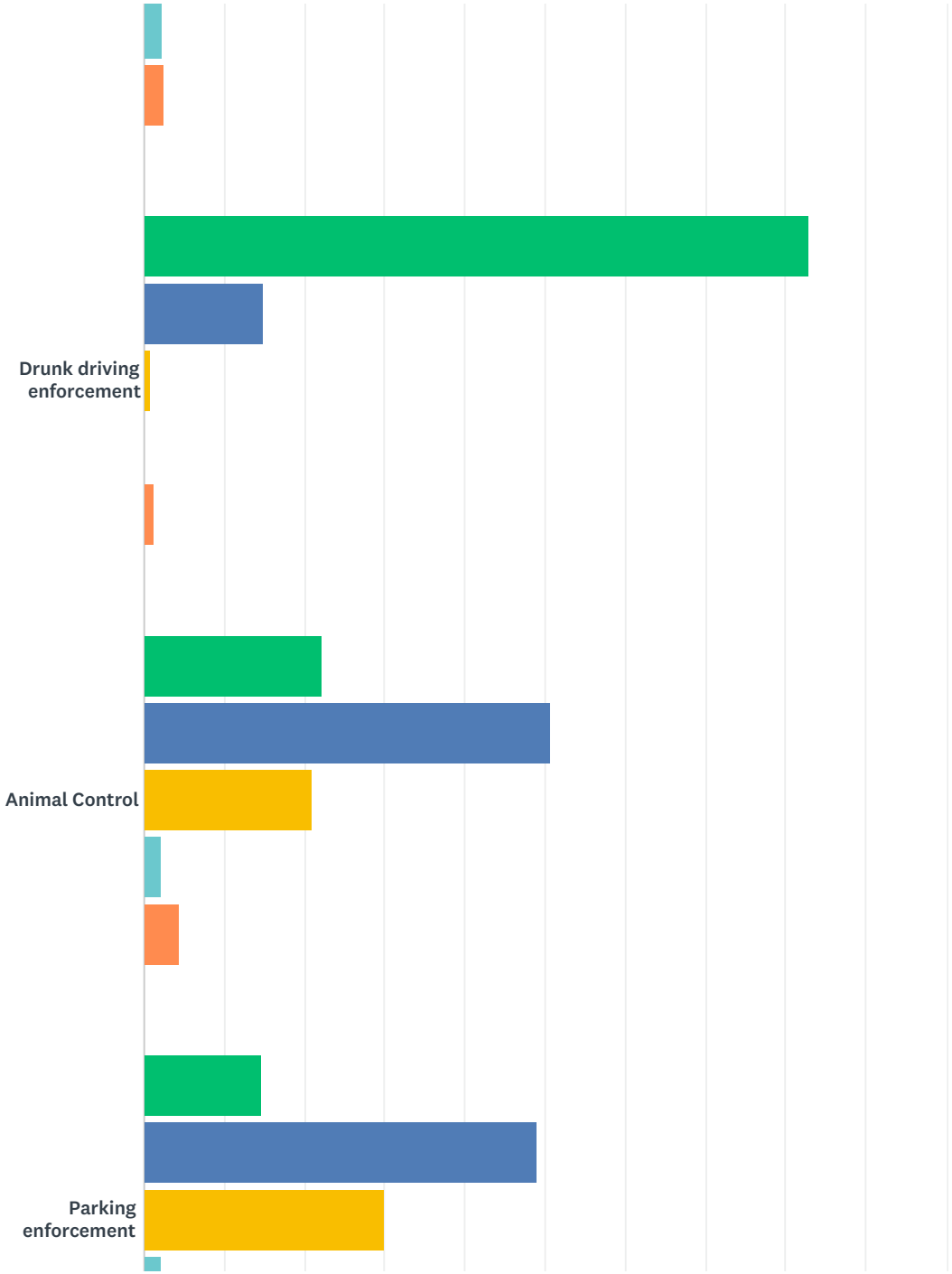
	BETTER	SAME	WORSE	NOT AWARE OF THIS SERVICE	NO CONTACT WITH THIS SERVICE	TOTAL
Neighborhood police patrol	15.80% 73	61.26% 283	7.14% 33	1.73% 8	14.07% 65	462
Traffic law enforcement	10.58% 49	59.83% 277	8.64% 40	0.43% 2	20.52% 95	463
Bicycle & pedestrian law enforcement	7.36% 34	37.45% 173	5.84% 27	3.68% 17	45.67% 211	462
Drunk driving enforcement	10.41% 48	30.37% 140	1.30% 6	1.30% 6	56.62% 261	461
Parking enforcement	8.03% 37	37.74% 174	3.69% 17	1.52% 7	49.02% 226	461
Follow-up on criminal complaints by detectives	9.31% 43	21.43% 99	0.87% 4	1.73% 8	66.67% 308	462
Response time to 9-1-1 emergency calls	10.85% 50	26.68% 123	1.08% 5	1.74% 8	59.65% 275	461
Response time to non-emergency calls	10.96% 50	41.45% 189	2.41% 11	1.75% 8	43.42% 198	456
Assistance with domestic/neighbor issues	5.43% 25	17.39% 80	1.52% 7	2.83% 13	72.83% 335	460
Rape prevention, self-defense, victim counseling	3.92% 18	9.37% 43	0.00% 0	6.75% 31	79.96% 367	459
Child safety programs (e.g., Safety Town)	13.54% 62	38.21% 175	0.22% 1	2.40% 11	45.63% 209	458

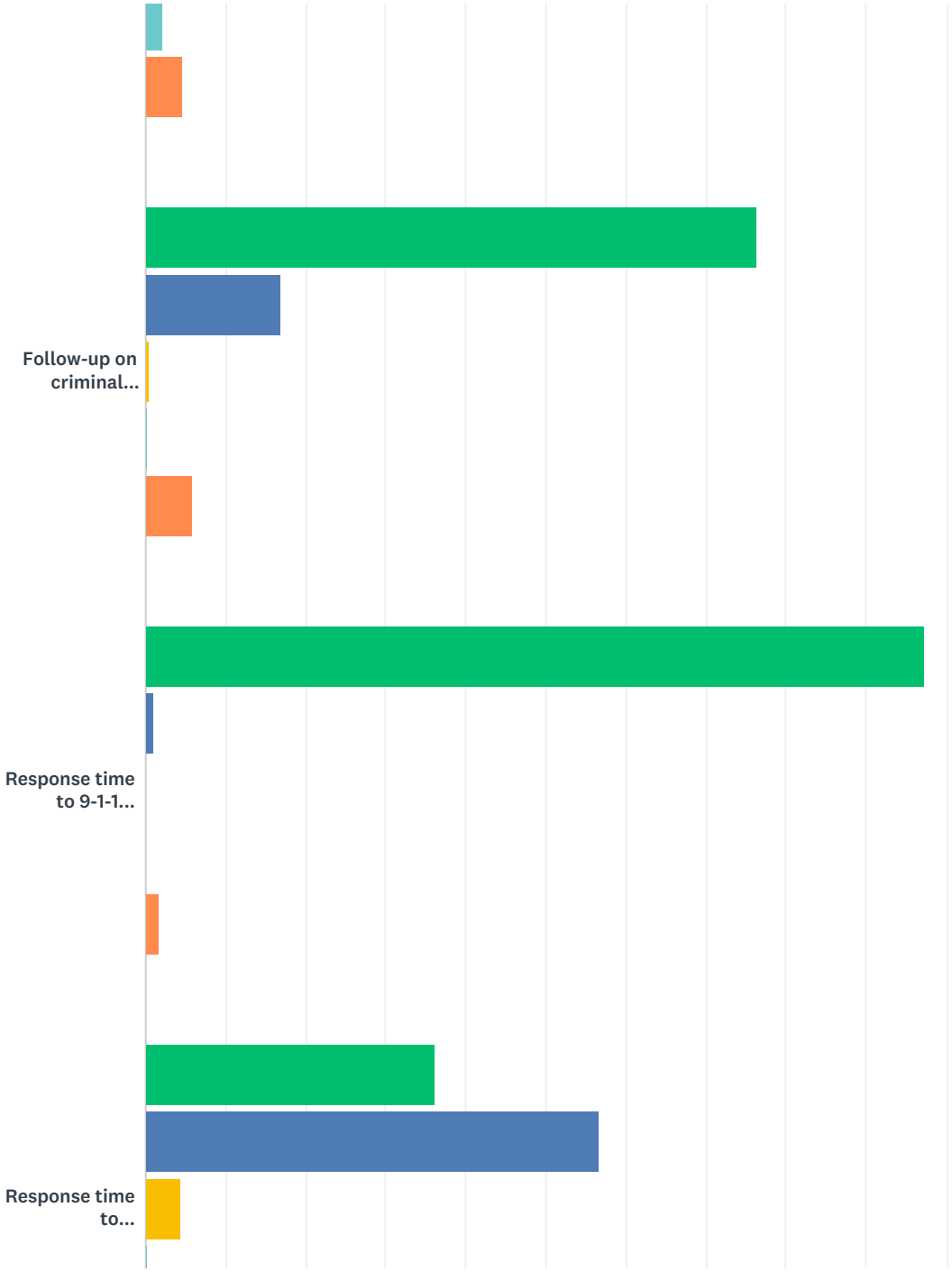
Drug & alcohol education (e.g., D.A.R.E)	11.38% 52	31.95% 146	1.09% 5	1.75% 8	53.83% 246	457
Older adult safety programs (e.g., Kind Call, Project Lifesaver)	10.26% 47	17.25% 79	0.44% 2	5.68% 26	66.38% 304	458
Community outreach/education (e.g., Crime Alerts, Citizen Police Academy)	15.32% 70	29.10% 133	0.44% 2	4.60% 21	50.55% 231	457
Overall quality of Police services	23.64% 109	59.87% 276	3.69% 17	0.43% 2	12.36% 57	461

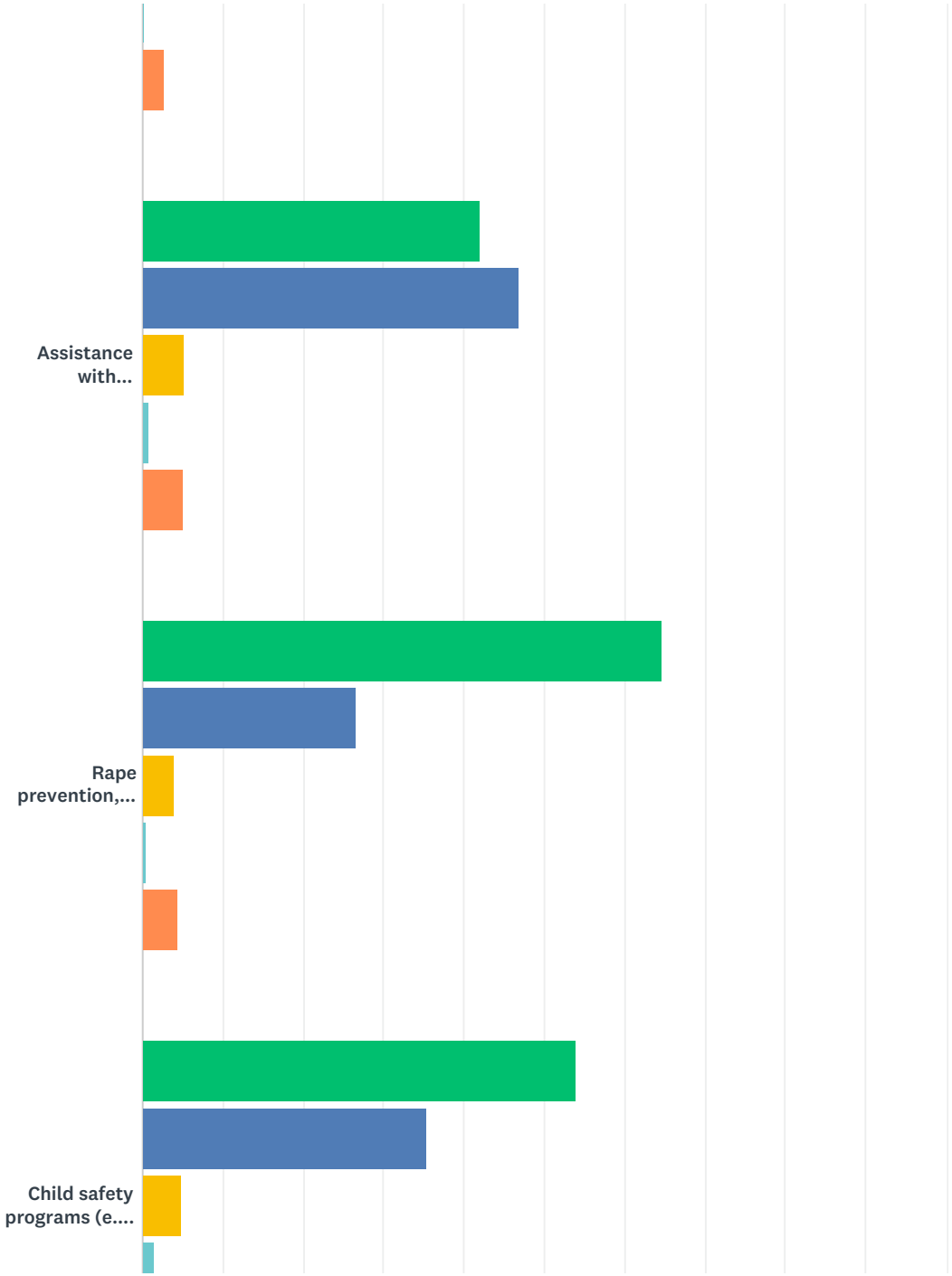
Q4 How would you rate the following services' importance to you?

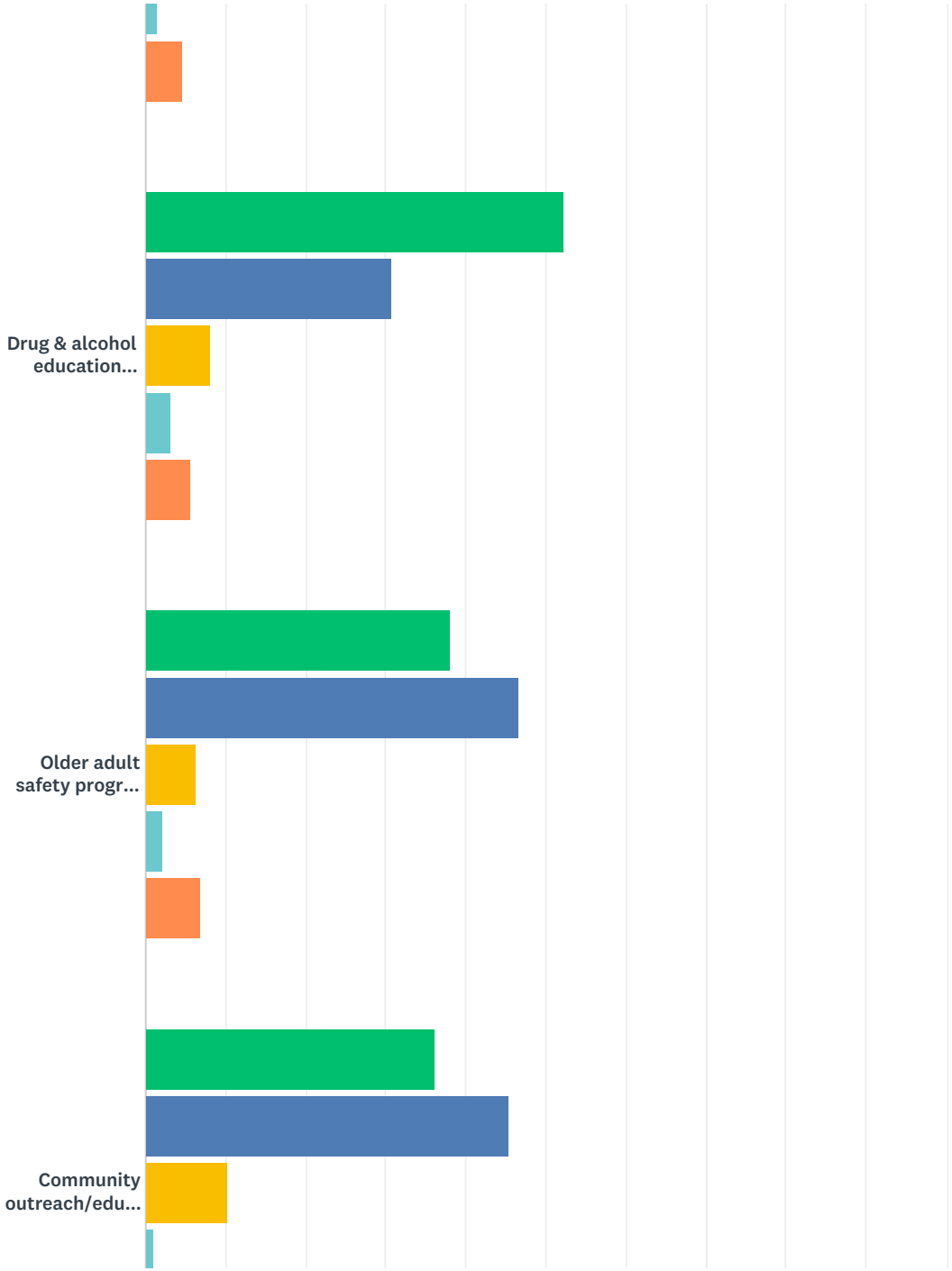
Answered: 446 Skipped: 36

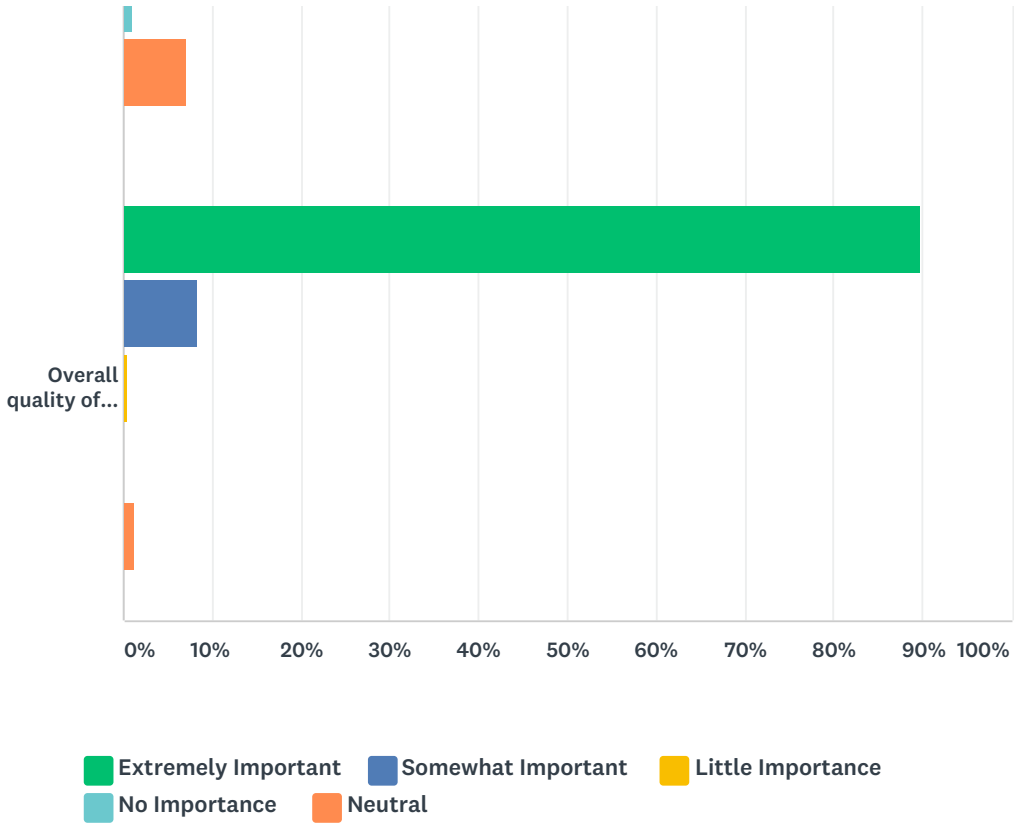



Drunk driving enforcement
Animal Control
Parking enforcement


Follow-up on criminal...
Response time to 9-1-1...
Response time to...


Assistance with...
Rape prevention,...
Child safety programs (e....


Drug & alcohol education...
Older adult safety progr...
Community outreach/edu...

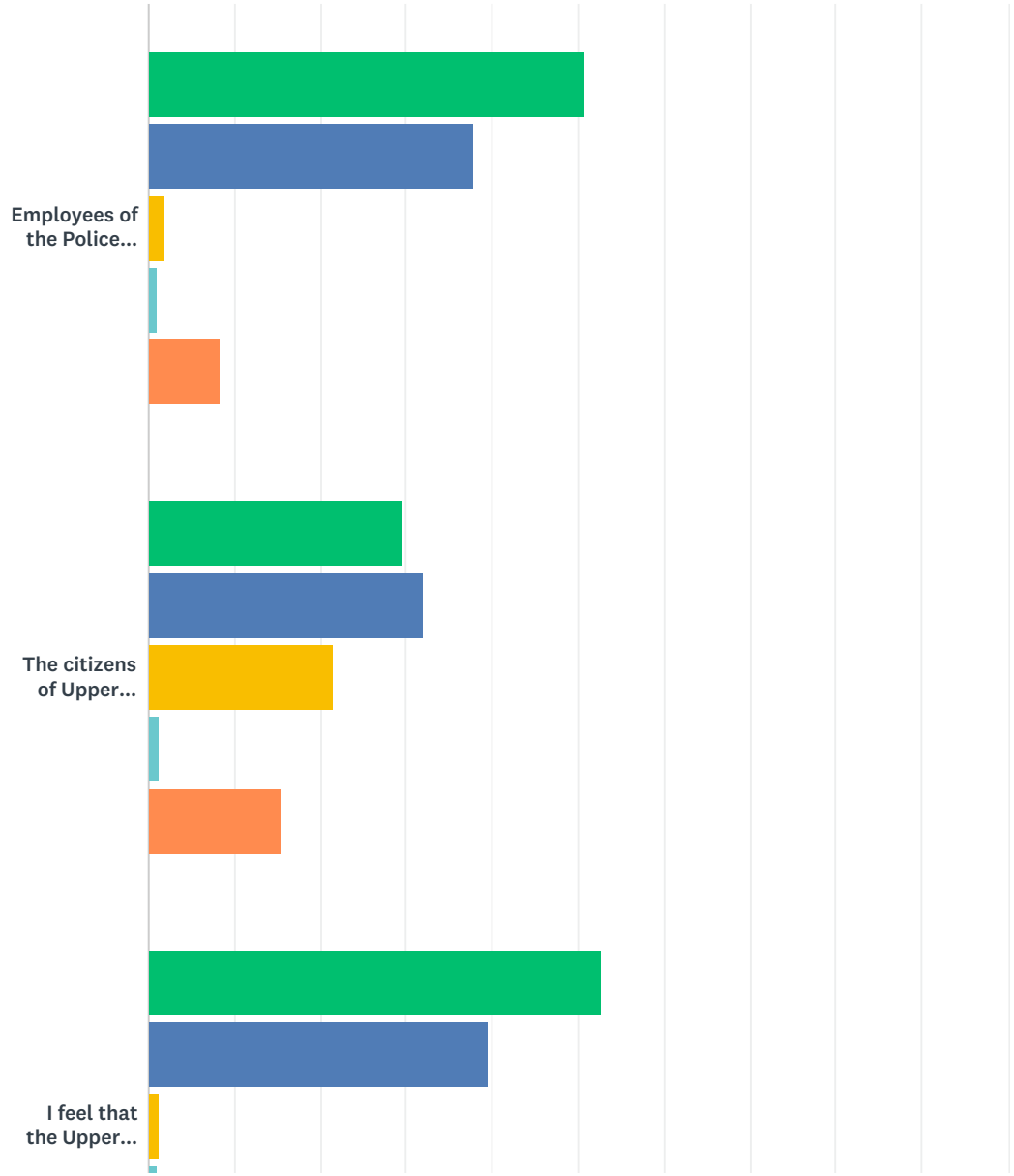


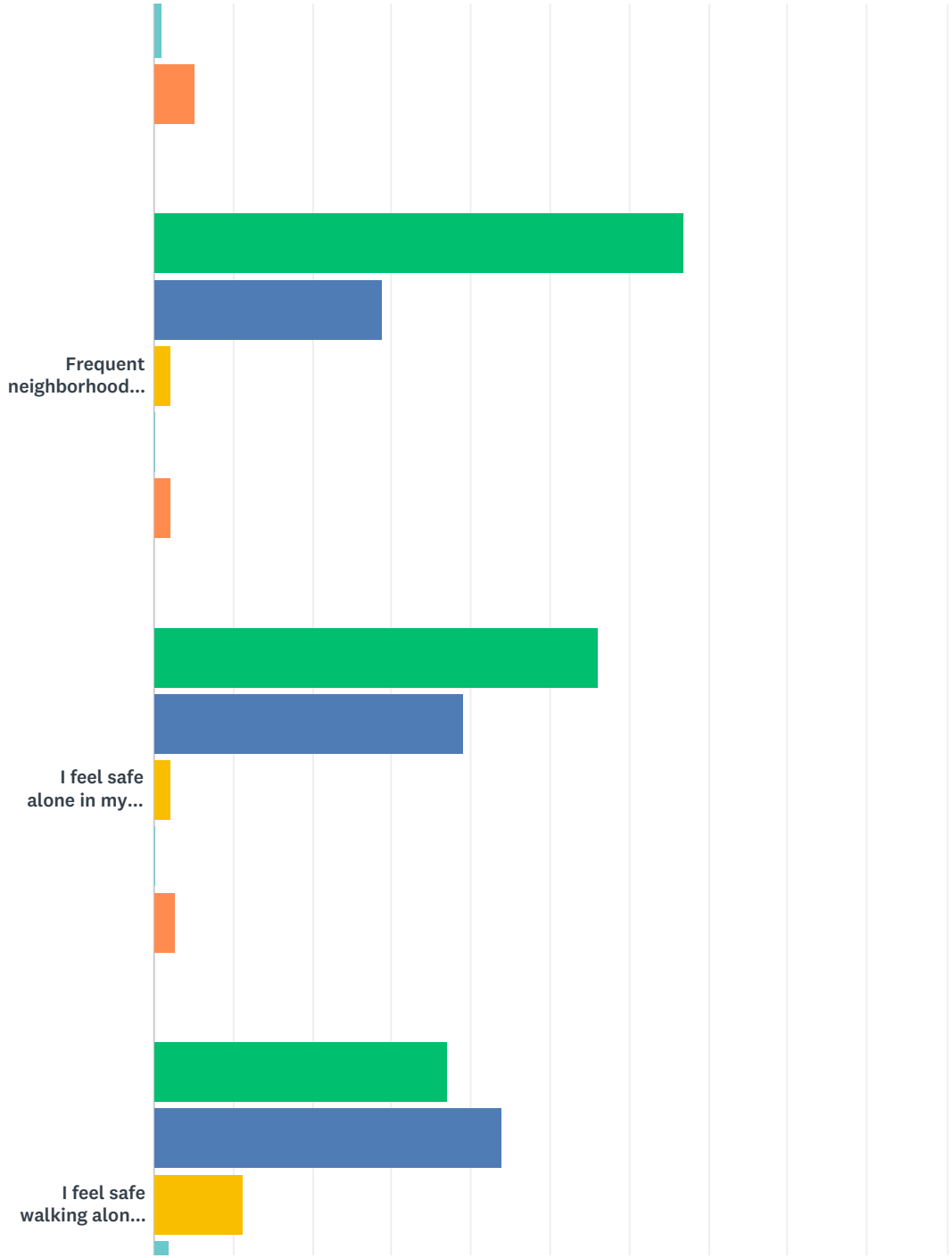
	EXTREMELY IMPORTANT	SOMEWHAT IMPORTANT	LITTLE IMPORTANCE	NO IMPORTANCE	NEUTRAL	TOTAL
Neighborhood police patrol	84.04% 374	13.93% 62	1.12% 5	0.22% 1	0.67% 3	445
Traffic law enforcement	53.50% 237	41.76% 185	3.39% 15	0.23% 1	1.13% 5	443
Bicycle & pedestrian law enforcement	29.05% 129	47.52% 211	18.69% 83	2.25% 10	2.48% 11	444
Drunk driving enforcement	82.88% 368	14.86% 66	0.90% 4	0.00% 0	1.35% 6	444
Animal Control	22.22% 98	50.57% 223	20.86% 92	2.04% 9	4.31% 19	441
Parking enforcement	14.64% 65	48.87% 217	29.95% 133	2.03% 9	4.50% 20	444

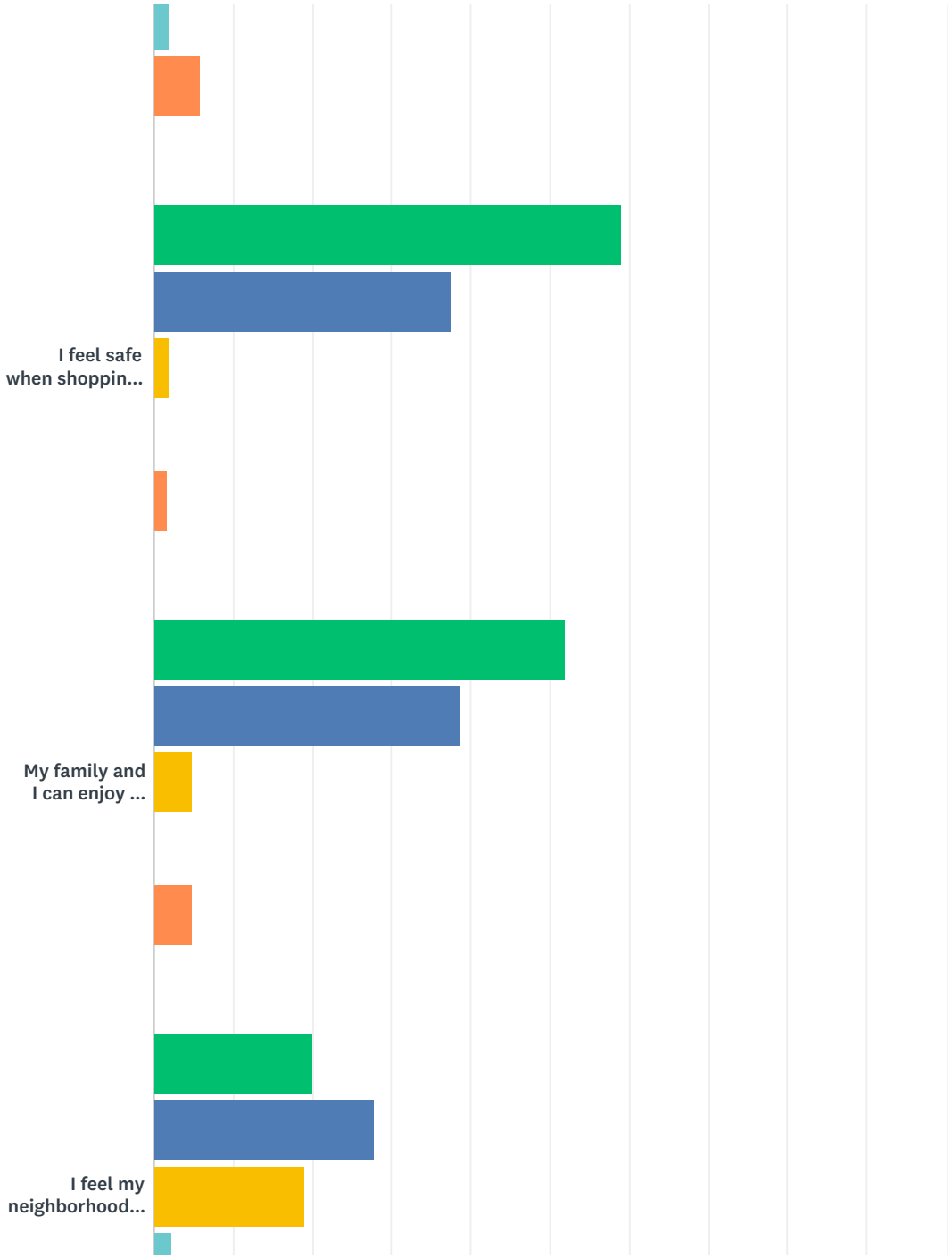
Follow-up on criminal complaints by detectives	76.42% 337	17.01% 75	0.45% 2	0.23% 1	5.90% 26	441
Response time to 9-1-1 emergency calls	97.30% 432	1.13% 5	0.00% 0	0.00% 0	1.58% 7	444
Response time to non-emergency calls	36.12% 160	56.66% 251	4.29% 19	0.23% 1	2.71% 12	443
Assistance with domestic/neighbor issues	42.12% 187	46.85% 208	5.18% 23	0.90% 4	4.95% 22	444
Rape prevention, self-defense, victim counseling	64.71% 286	26.47% 117	4.07% 18	0.45% 2	4.30% 19	442
Child safety programs (e.g., Safety Town)	53.97% 238	35.37% 156	4.76% 21	1.36% 6	4.54% 20	441
Drug & alcohol education (e.g., D.A.R.E)	52.27% 230	30.68% 135	8.18% 36	3.18% 14	5.68% 25	440
Older adult safety programs (e.g., Kind Call, Project Lifesaver)	38.04% 167	46.70% 205	6.38% 28	2.05% 9	6.83% 30	439
Community outreach/education (e.g., Crime Alerts, Citizen Police Academy)	36.20% 160	45.48% 201	10.18% 45	1.13% 5	7.01% 31	442
Overall quality of Police services	89.82% 397	8.37% 37	0.45% 2	0.00% 0	1.36% 6	442

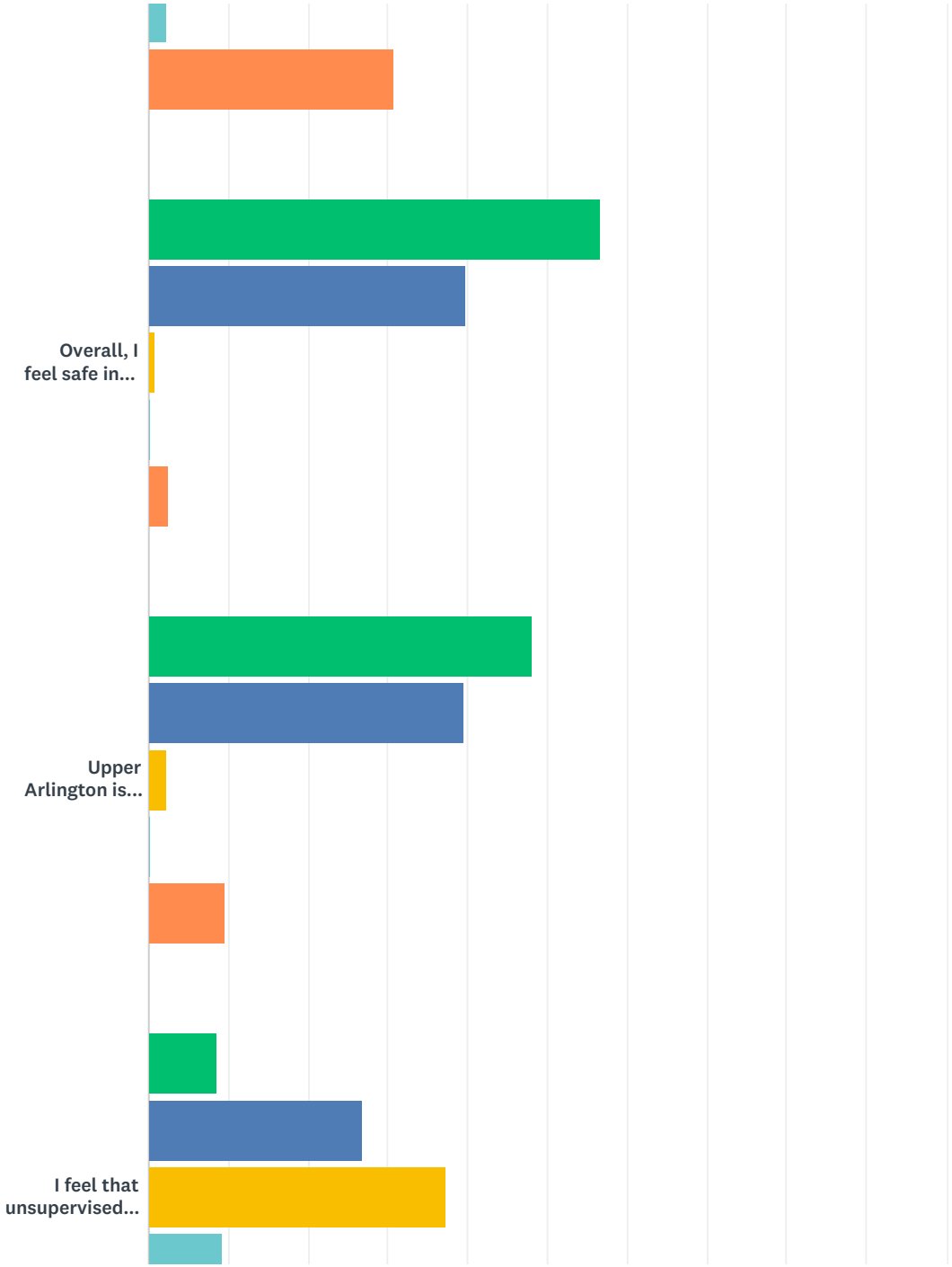
Q5 Read the following statements and select the option that best reflects your opinion.

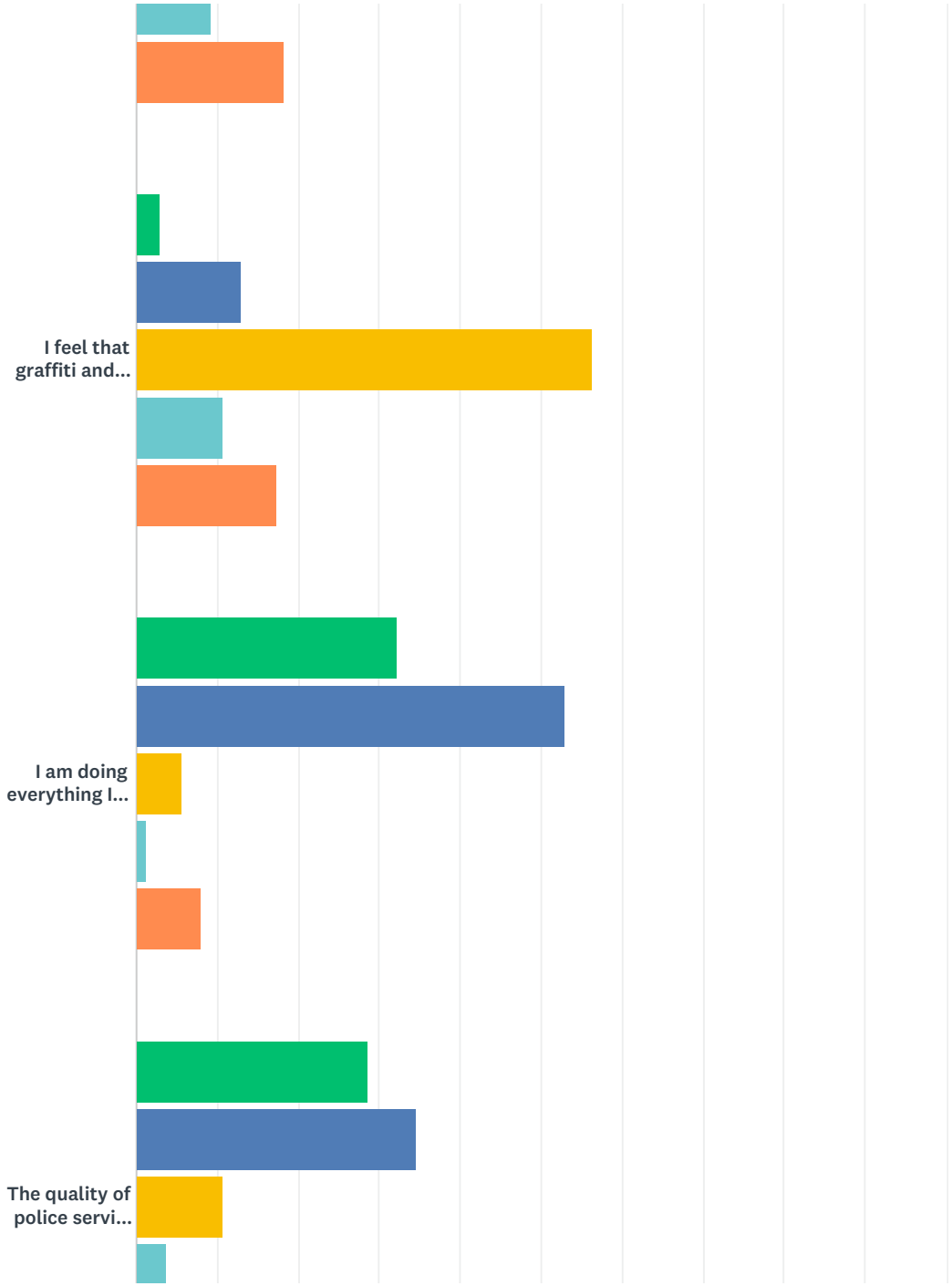
Answered: 446 Skipped: 36

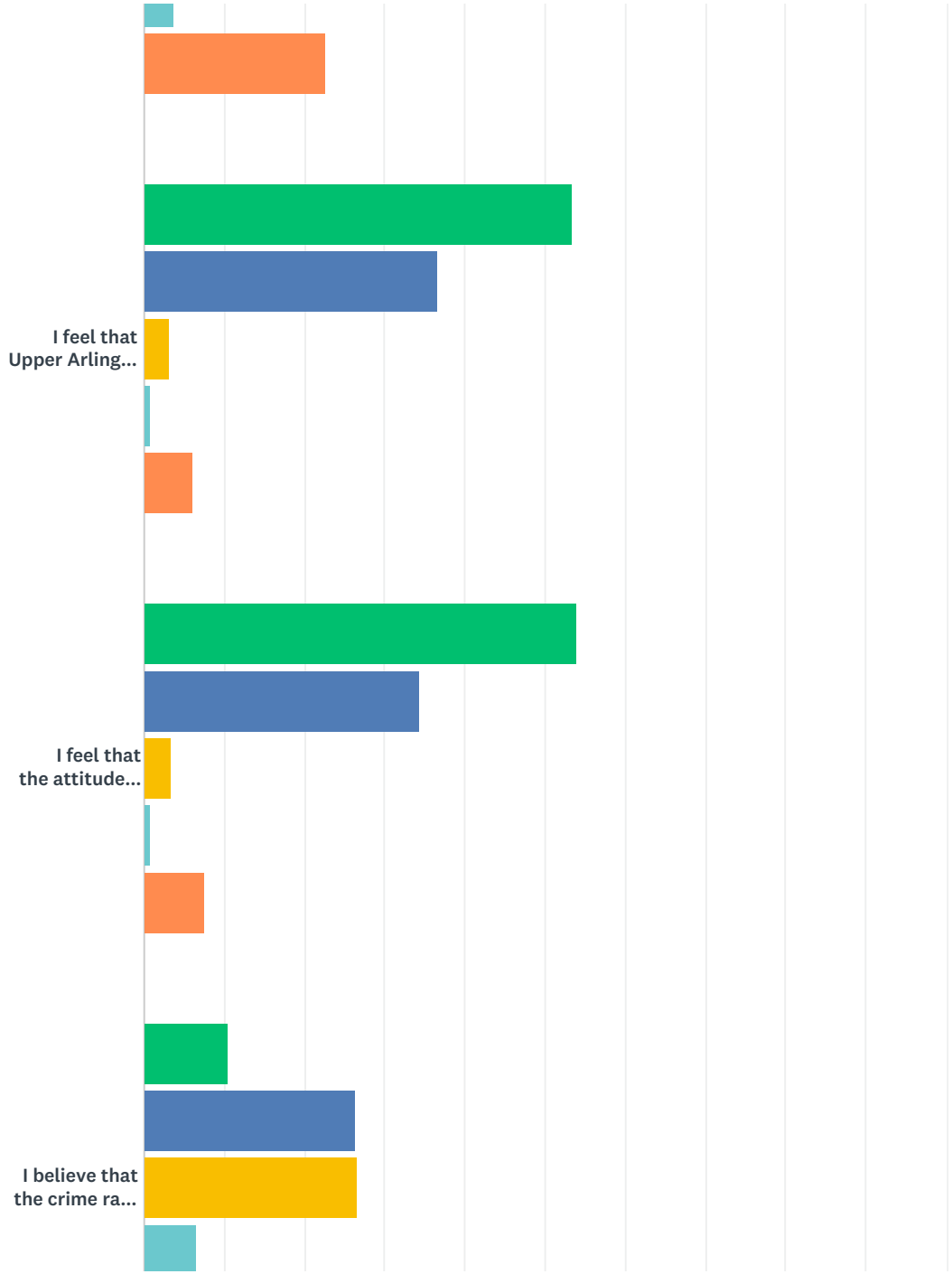


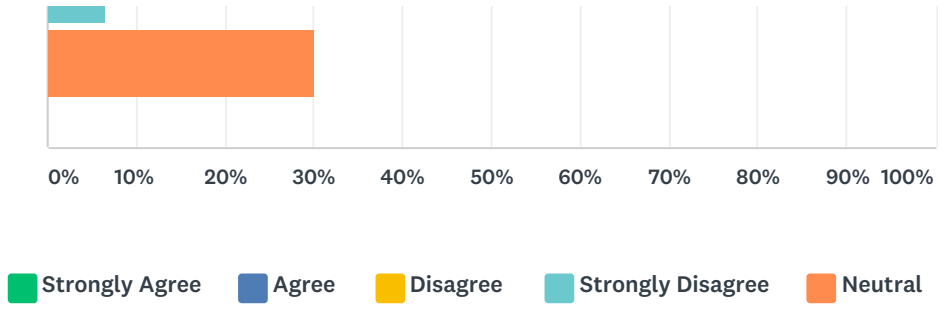

Frequent neighborhood...
I feel safe alone in my...
I feel safe walking alon...


I feel safe when shoppin...
My family and I can enjoy ...
I feel my neighborhood...


Overall, I feel safe in...
Upper Arlington is...
I feel that unsupervised...


I feel that graffiti and...
I am doing everything I...
The quality of police servi...


I feel that Upper Arling...
I feel that the attitude...
I believe that the crime ra...

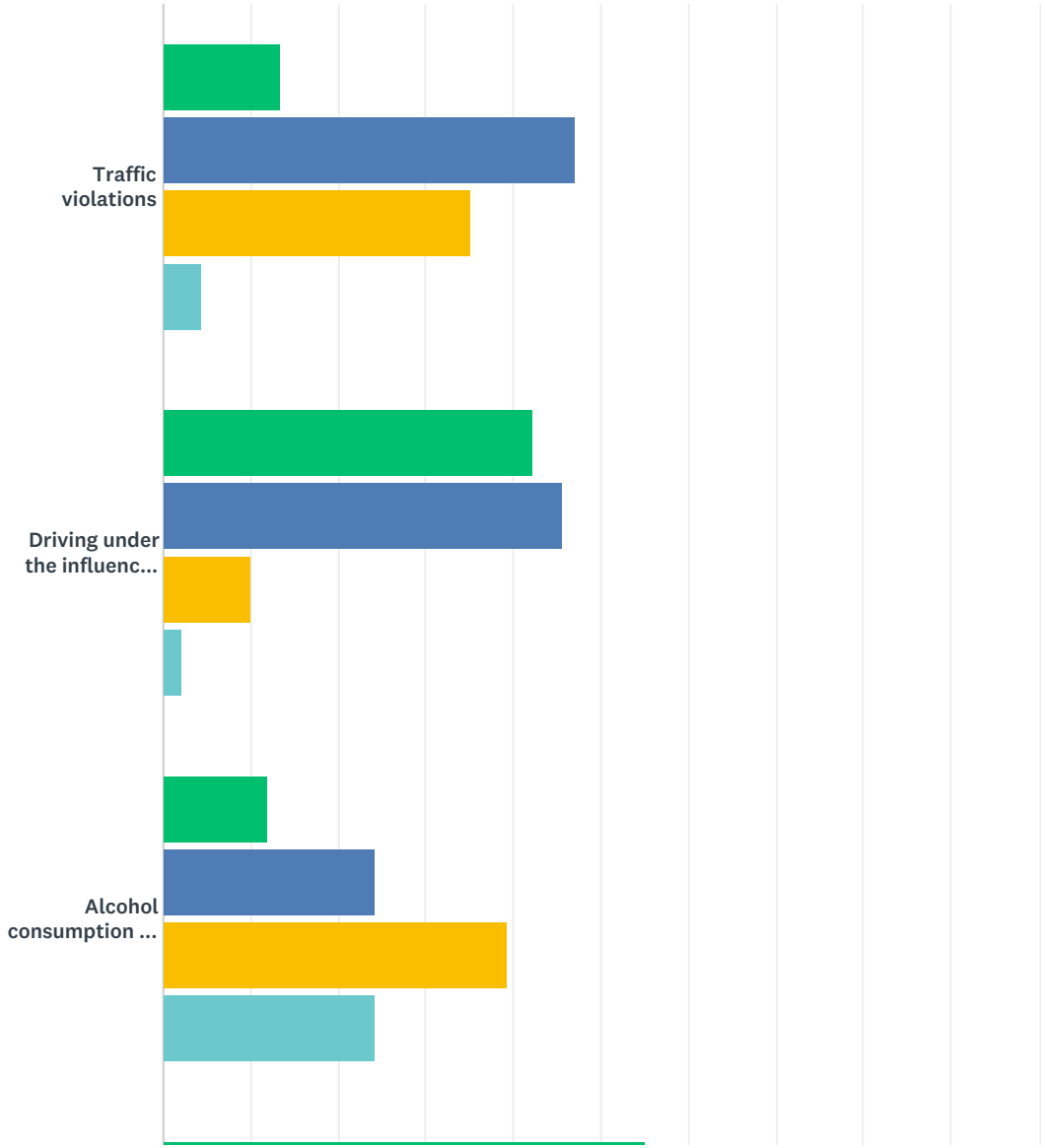


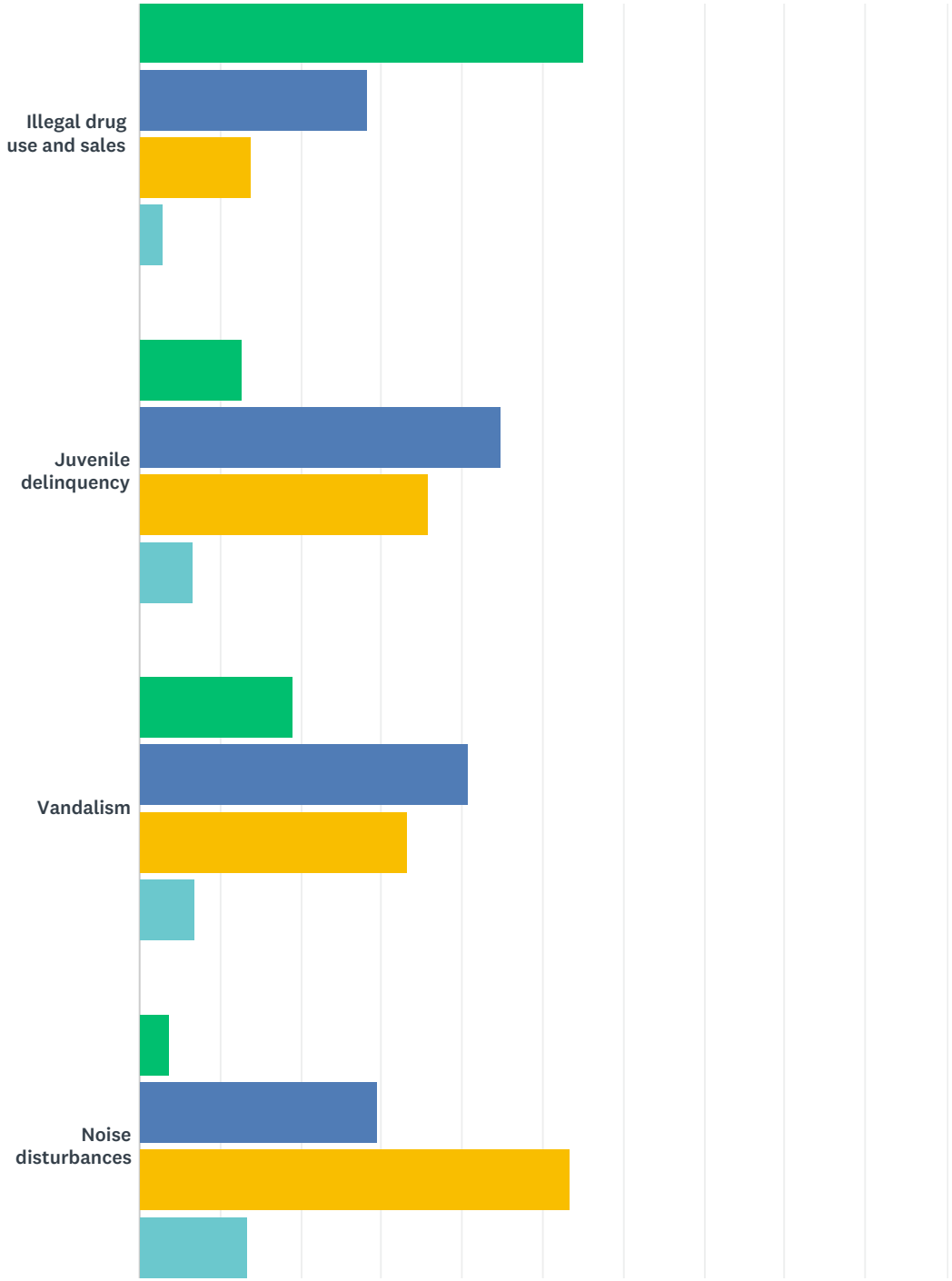
	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NEUTRAL	TOTAL
Employees of the Police Division seem concerned about residents and their problems.	50.90% 226	37.84% 168	1.80% 8	1.13% 5	8.33% 37	444
The citizens of Upper Arlington seem more concerned about crime in their community than most cities.	29.60% 132	32.06% 143	21.52% 96	1.35% 6	15.47% 69	446
I feel that the Upper Arlington police officers are doing a competent job.	52.81% 235	39.55% 176	1.35% 6	1.12% 5	5.17% 23	445
Frequent neighborhood police patrols are important in suppressing crime.	66.89% 297	28.83% 128	2.03% 9	0.23% 1	2.03% 9	444
I feel safe alone in my home at night.	55.98% 248	39.05% 173	2.03% 9	0.23% 1	2.71% 12	443
I feel safe walking alone on the streets of my neighborhood after dark.	37.02% 164	44.02% 195	11.29% 50	1.81% 8	5.87% 26	443
I feel safe when shopping in the Upper Arlington community.	59.01% 262	37.61% 167	1.80% 8	0.00% 0	1.58% 7	444
My family and I can enjoy the City parks and recreation areas without being concerned about our safety.	51.92% 230	38.60% 171	4.74% 21	0.00% 0	4.74% 21	443
I feel my neighborhood is safer than other neighborhoods within the City of Upper Arlington.	20.14% 89	27.83% 123	19.00% 84	2.26% 10	30.77% 136	442
Overall, I feel safe in Upper Arlington.	56.63% 252	39.78% 177	0.90% 4	0.22% 1	2.47% 11	445
Upper Arlington is safer than other Central Ohio communities.	48.20% 214	39.64% 176	2.25% 10	0.23% 1	9.68% 43	444
I feel that unsupervised juveniles pose a problem in our community.	8.56% 38	26.80% 119	37.16% 165	9.23% 41	18.24% 81	444

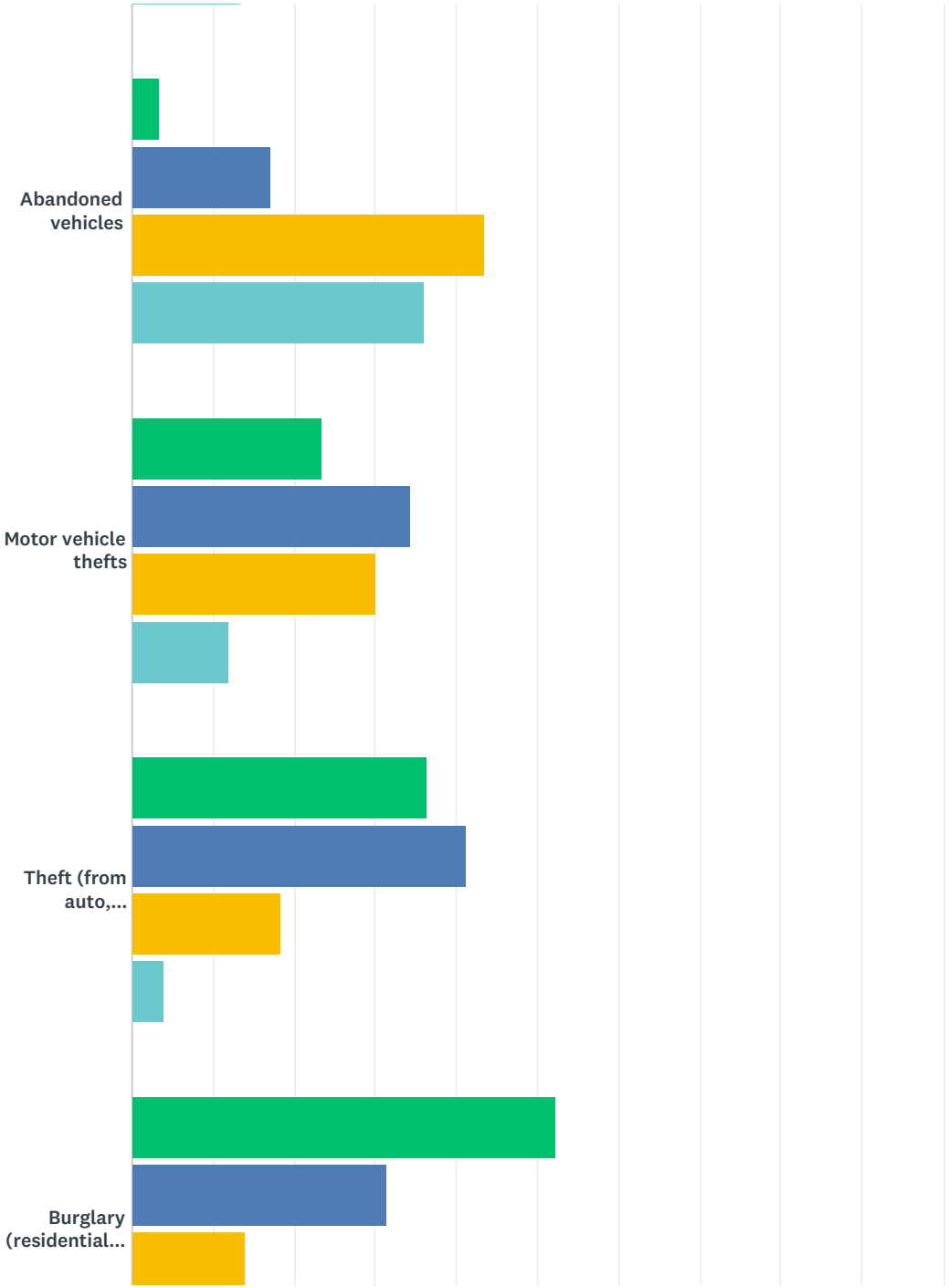
I feel that graffiti and property damage are problems in Upper Arlington.	2.93% 13	12.87% 57	56.21% 249	10.61% 47	17.38% 77	443
I am doing everything I can to protect myself and my property against crime.	32.13% 142	52.94% 234	5.66% 25	1.36% 6	7.92% 35	442
The quality of police services was a factor in my decision to live in Upper Arlington.	28.60% 127	34.46% 153	10.59% 47	3.83% 17	22.52% 100	444
I feel that Upper Arlington police officers are approachable.	53.27% 236	36.57% 162	3.16% 14	0.90% 4	6.09% 27	443
I feel that the attitudes and behaviors of Upper Arlington police officers is professional and positive.	54.05% 240	34.23% 152	3.38% 15	0.90% 4	7.43% 33	444
I believe that the crime rate in Upper Arlington has increased over recent years.	10.36% 46	26.35% 117	26.58% 118	6.53% 29	30.18% 134	444

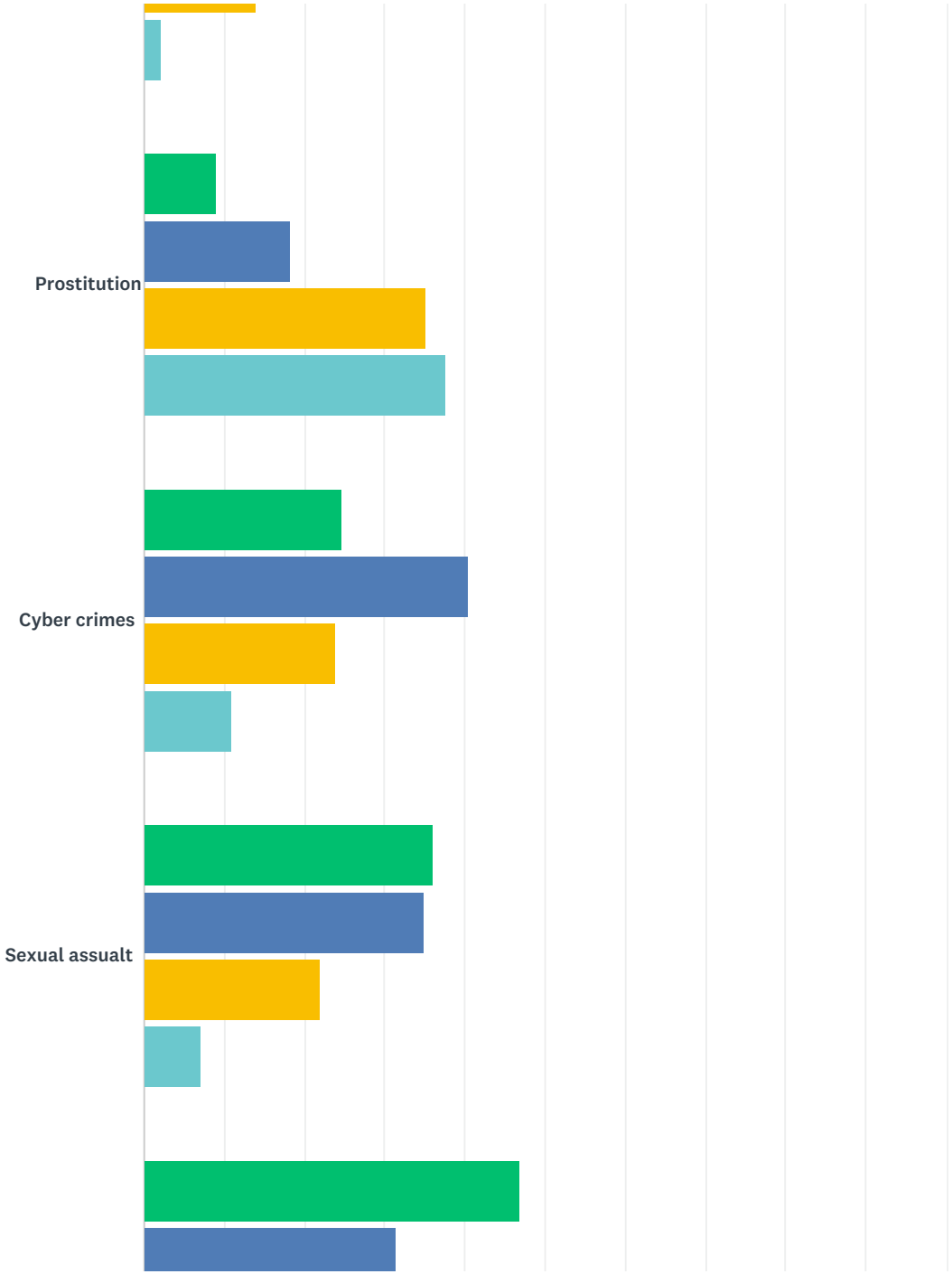
Q6 Select the option that best reflects your opinion of the following criminal activities as they occur in Upper Arlington.

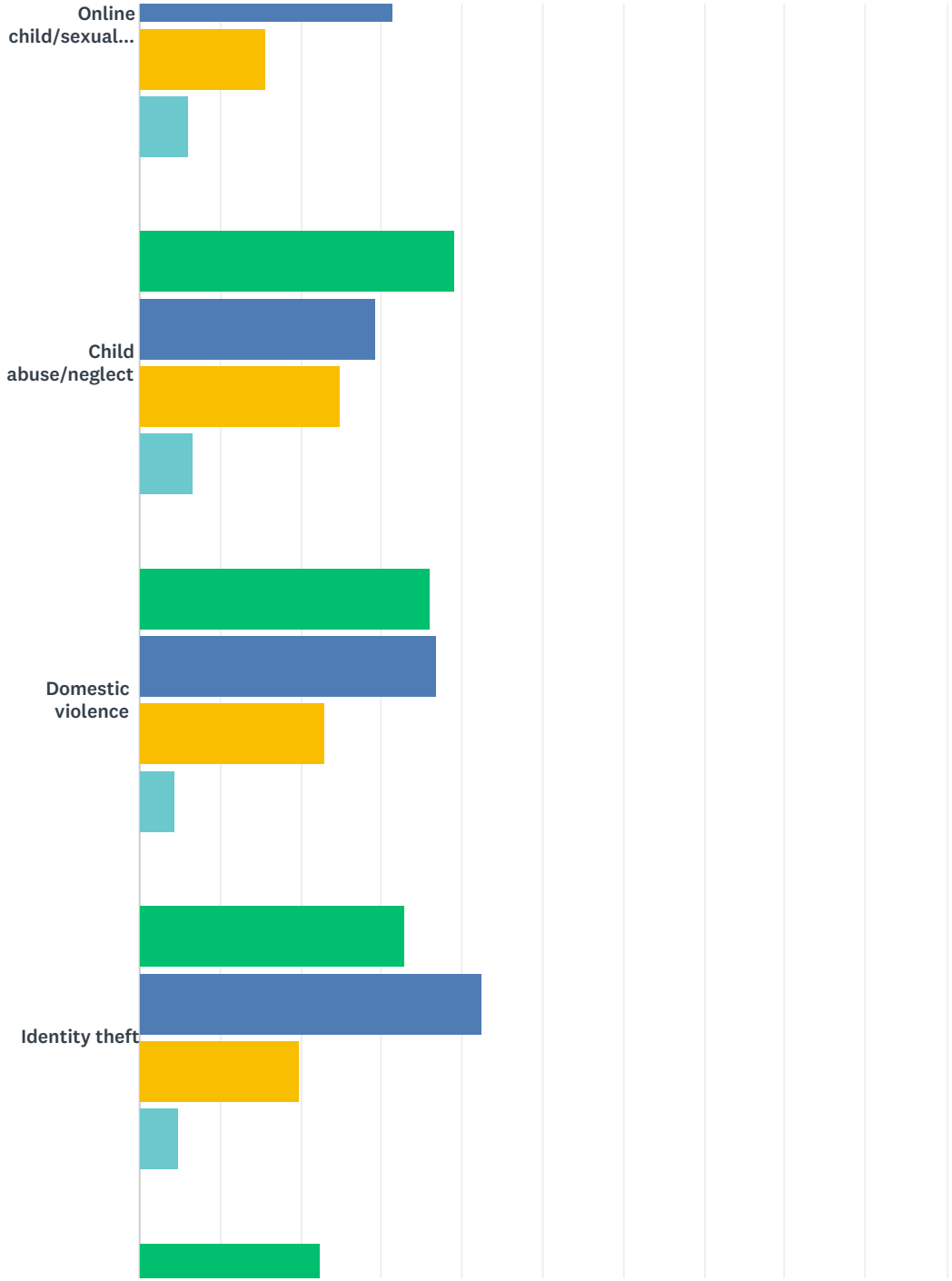
Answered: 421 Skipped: 61



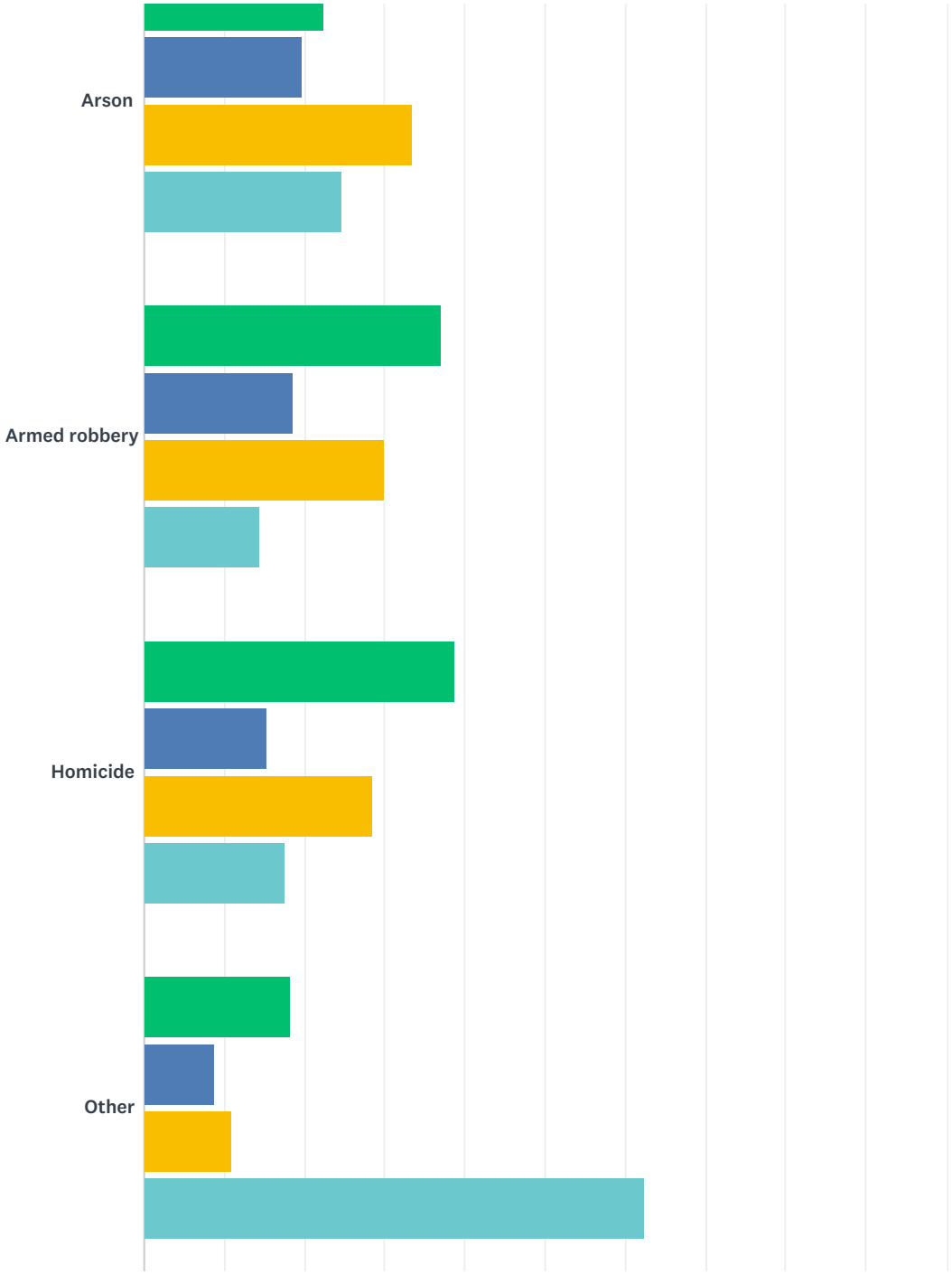

Illegal drug use and sales
Juvenile delinquency
Vandalism
Noise disturbances

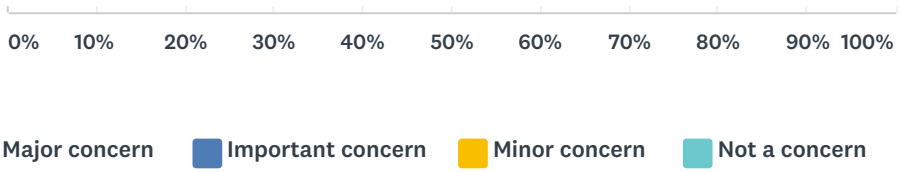

Abandoned vehicles
Motor vehicle thefts
Theft (from auto,...
Burglary (residential...


Prostitution
Cyber crimes
Sexual assualt


Online child/sexual...
Child abuse/neglect
Domestic violence
Identity theft

2018 Upper Arlington Police Division Survey





	MAJOR CONCERN	IMPORTANT CONCERN	MINOR CONCERN	NOT A CONCERN	TOTAL
Traffic violations	13.46% 56	47.12% 196	35.10% 146	4.33% 18	416
Driving under the influence (DUI)	42.24% 177	45.58% 191	10.02% 42	2.15% 9	419
Alcohol consumption in public	11.93% 50	24.34% 102	39.38% 165	24.34% 102	419
Illegal drug use and sales	55.00% 231	28.33% 119	13.81% 58	2.86% 12	420
Juvenile delinquency	12.86% 54	44.76% 188	35.71% 150	6.67% 28	420
Vandalism	19.05% 80	40.71% 171	33.33% 140	6.90% 29	420
Noise disturbances	3.81% 16	29.52% 124	53.33% 224	13.33% 56	420
Abandoned vehicles	3.33% 14	17.14% 72	43.57% 183	35.95% 151	420
Motor vehicle thefts	23.50% 98	34.29% 143	30.22% 126	11.99% 50	417
Theft (from auto, businesses, etc)	36.36% 152	41.15% 172	18.42% 77	4.07% 17	418
Burglary (residential break-in)	52.38% 220	31.43% 132	14.05% 59	2.14% 9	420
Prostitution	9.09% 38	18.18% 76	35.17% 147	37.56% 157	418
Cyber crimes	24.76% 104	40.48% 170	23.81% 100	10.95% 46	420
Sexual assualt	35.89% 150	34.93% 146	22.01% 92	7.18% 30	418
Online child/sexual predators	46.89% 196	31.34% 131	15.79% 66	5.98% 25	418

Child abuse/neglect	39.14% 164	29.36% 123	24.82% 104	6.68% 28	419
Domestic violence	36.04% 151	36.75% 154	22.91% 96	4.30% 18	419
Identity theft	32.94% 138	42.48% 178	19.81% 83	4.77% 20	419
Arson	22.43% 94	19.57% 82	33.41% 140	24.58% 103	419
Armed robbery	37.08% 155	18.66% 78	29.90% 125	14.35% 60	418
Homicide	38.61% 161	15.35% 64	28.54% 119	17.51% 73	417
Other	18.12% 25	8.70% 12	10.87% 15	62.32% 86	138

Q7 As an Upper Arlington resident, what safety service do you think the UA Police Division performs best?

Answered: 279 Skipped: 203

Q8 Do you have any suggestions for improvement?

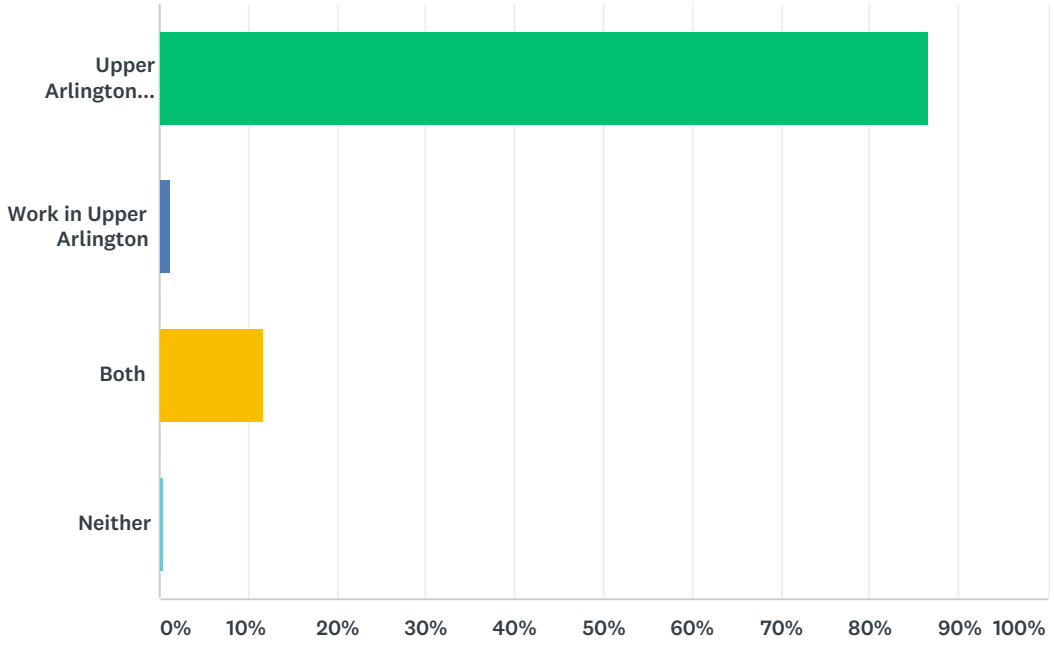
Answered: 246 Skipped: 236

Q9 Is there anything else you would like to share with us regarding Police services and safety issues?

Answered: 199 Skipped: 283

Q10 What is your current status in Upper Arlington?

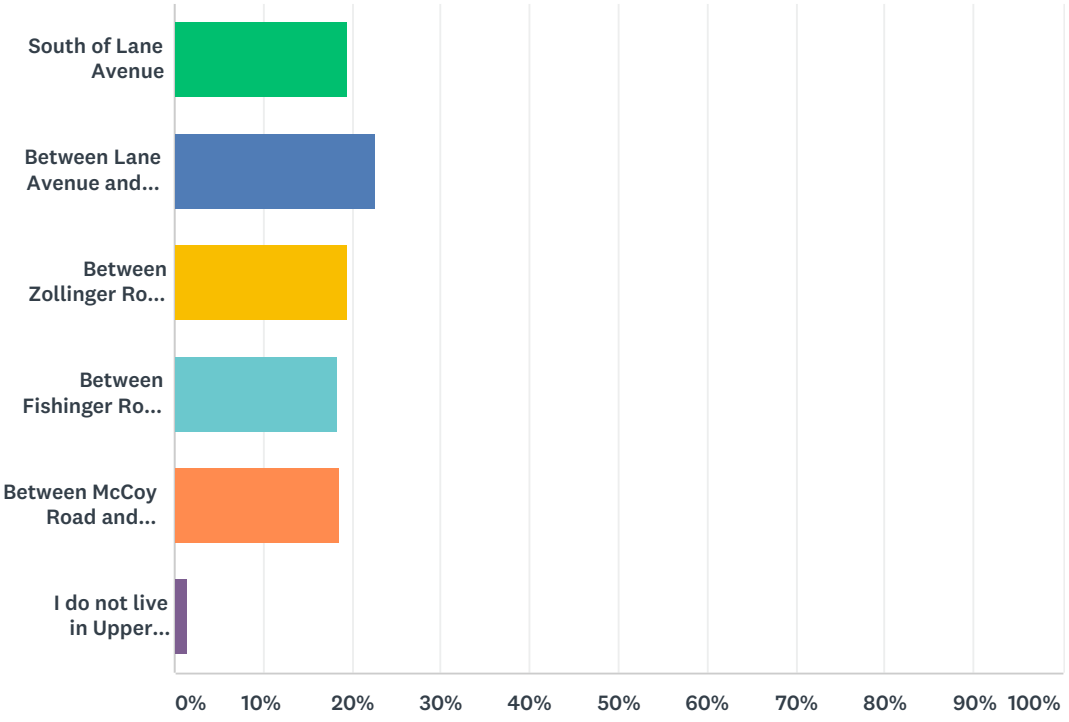
Answered: 421 Skipped: 61



ANSWER CHOICES	RESPONSES	
Upper Arlington resident	86.70%	365
Work in Upper Arlington	1.19%	5
Both	11.64%	49
Neither	0.48%	2
TOTAL		421

Q11 If you live in Upper Arlington, what best describes your location?

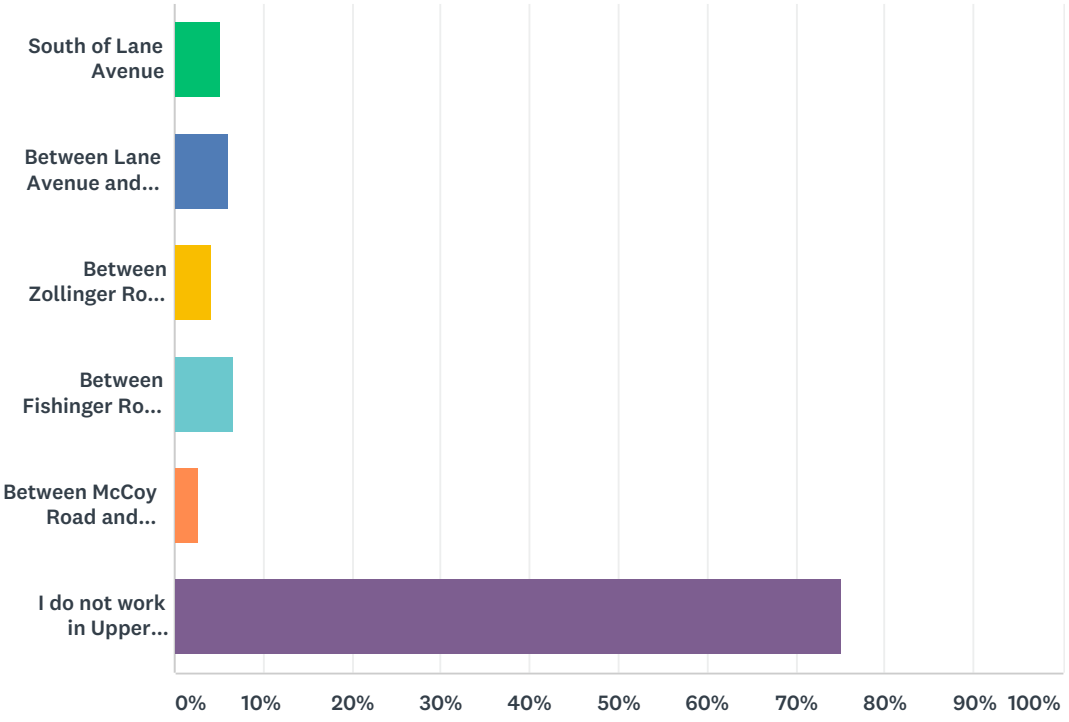
Answered: 420 Skipped: 62



ANSWER CHOICES	RESPONSES	
South of Lane Avenue	19.52%	82
Between Lane Avenue and Zollinger Road	22.62%	95
Between Zollinger Road and Fishinger Road	19.52%	82
Between Fishinger Road and McCoy Road	18.33%	77
Between McCoy Road and Henderson Road	18.57%	78
I do not live in Upper Arlington	1.43%	6
TOTAL		420

Q12 If you work in Upper Arlington, what best describes your location?

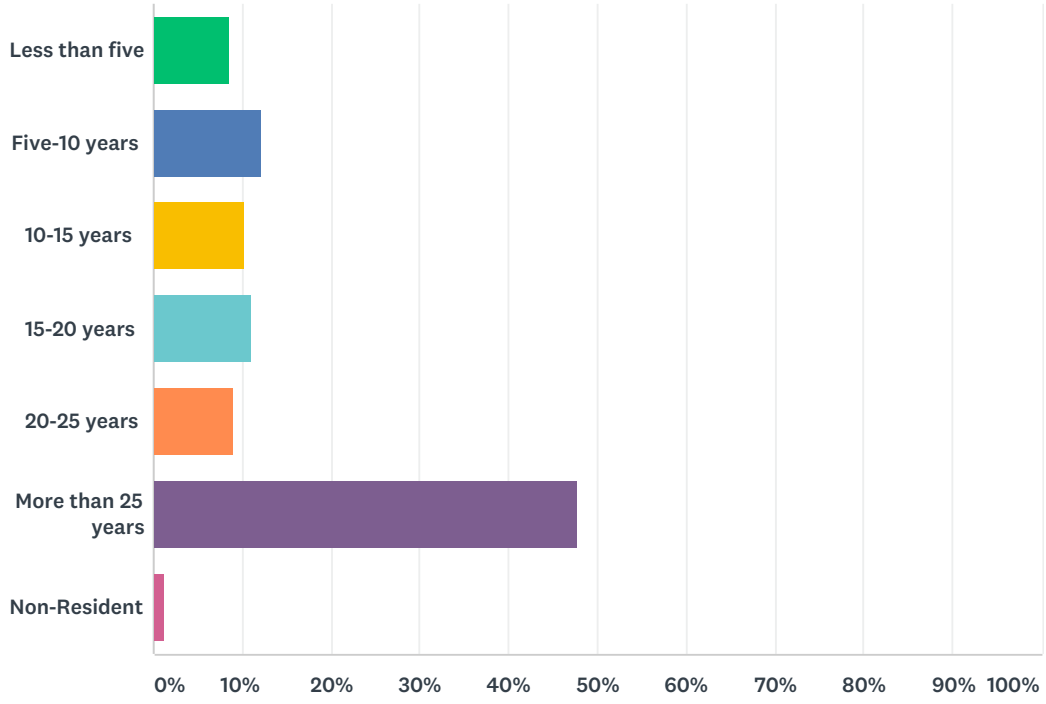
Answered: 363 Skipped: 119



ANSWER CHOICES	RESPONSES	
South of Lane Avenue	5.23%	19
Between Lane Avenue and Zollinger Road	6.06%	22
Between Zollinger Road and Fishinger Road	4.13%	15
Between Fishinger Road and McCoy Road	6.61%	24
Between McCoy Road and Henderson Road	2.75%	10
I do not work in Upper Arlington	75.21%	273
TOTAL		363

Q13 How many total years have you lived in Upper Arlington? Please include all the years you have lived here, even if you moved away and came back.

Answered: 421 Skipped: 61

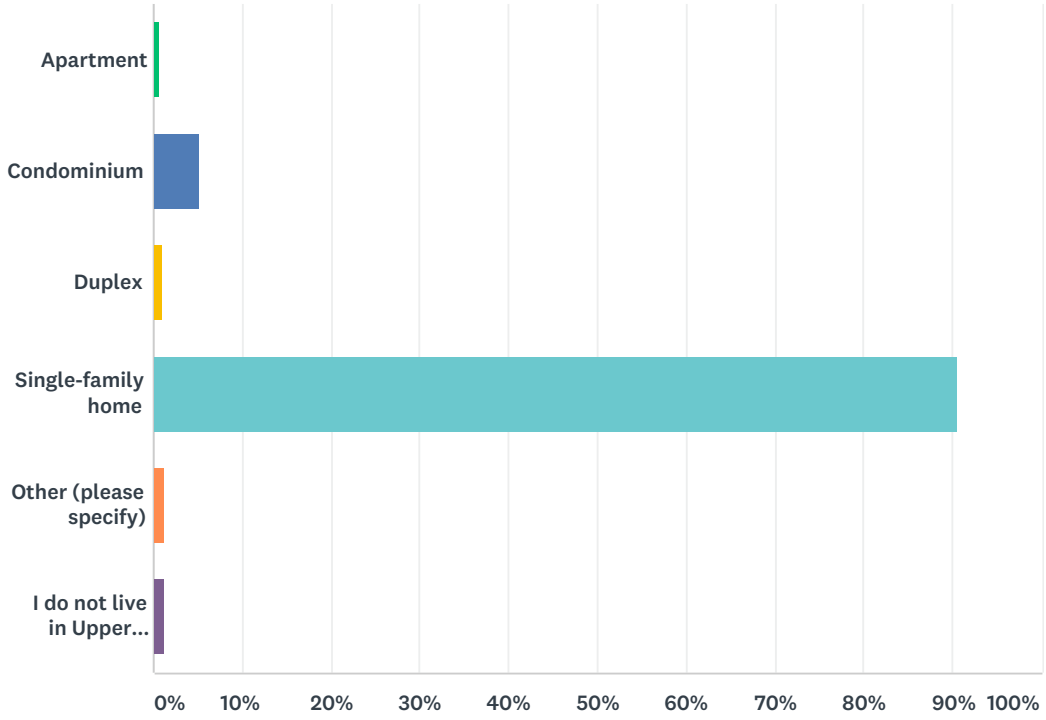


ANSWER CHOICES	RESPONSES	
Less than five	8.55%	36
Five-10 years	12.11%	51
10-15 years	10.21%	43
15-20 years	11.16%	47
20-25 years	9.03%	38
More than 25 years	47.74%	201

Non-Resident	1.19%	5
TOTAL		421

Q14 What type of home do you live in?

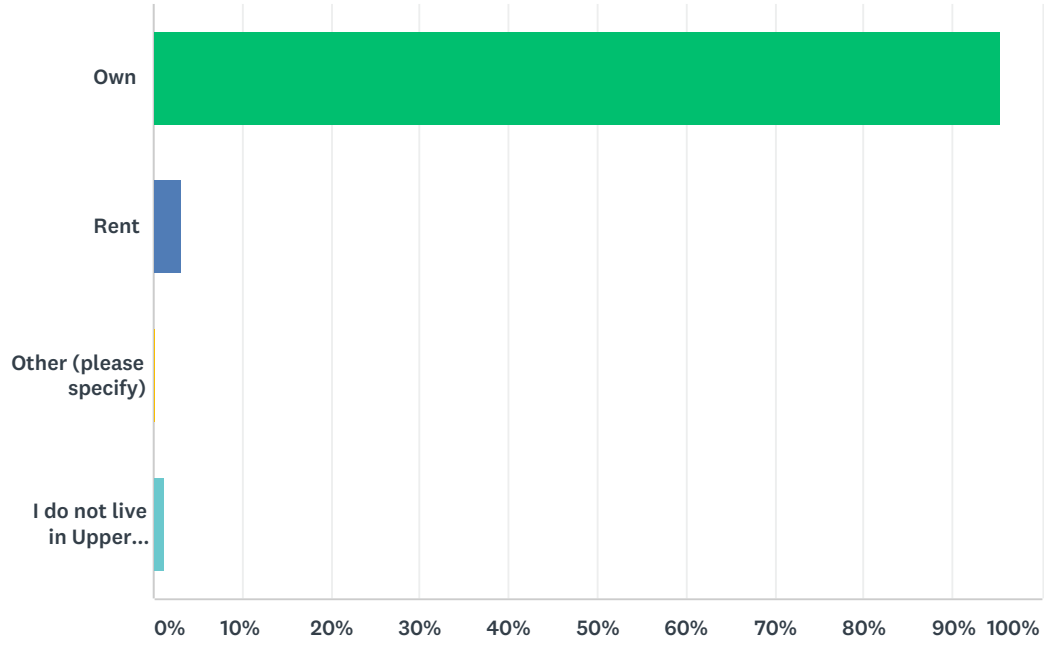
Answered: 417 Skipped: 65



ANSWER CHOICES	RESPONSES	
Apartment	0.72%	3
Condominium	5.28%	22
Duplex	0.96%	4
Single-family home	90.65%	378
Other (please specify)	1.20%	5
I do not live in Upper Arlington	1.20%	5
TOTAL		417

Q15 Do you or a member of your household own or rent your home?

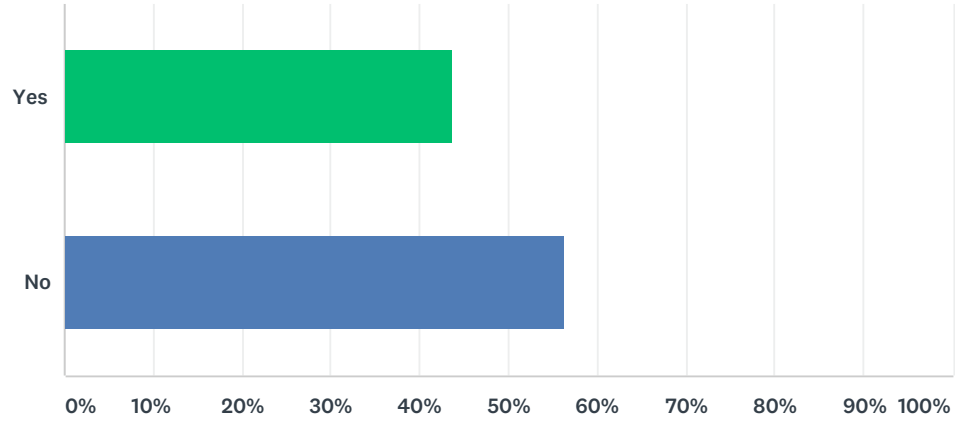
Answered: 419 Skipped: 63



ANSWER CHOICES	RESPONSES	
Own	95.47%	400
Rent	3.10%	13
Other (please specify)	0.24%	1
I do not live in Upper Arlington	1.19%	5
TOTAL		419

Q16 Are there children under the age of 18 in your home?

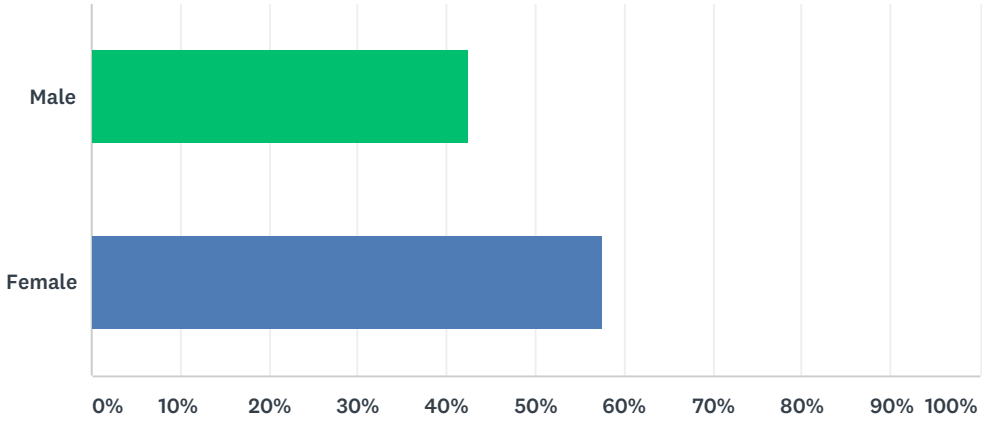
Answered: 419 Skipped: 63



ANSWER CHOICES	RESPONSES	
Yes	43.68%	183
No	56.32%	236
TOTAL		419

Q17 What is your gender?

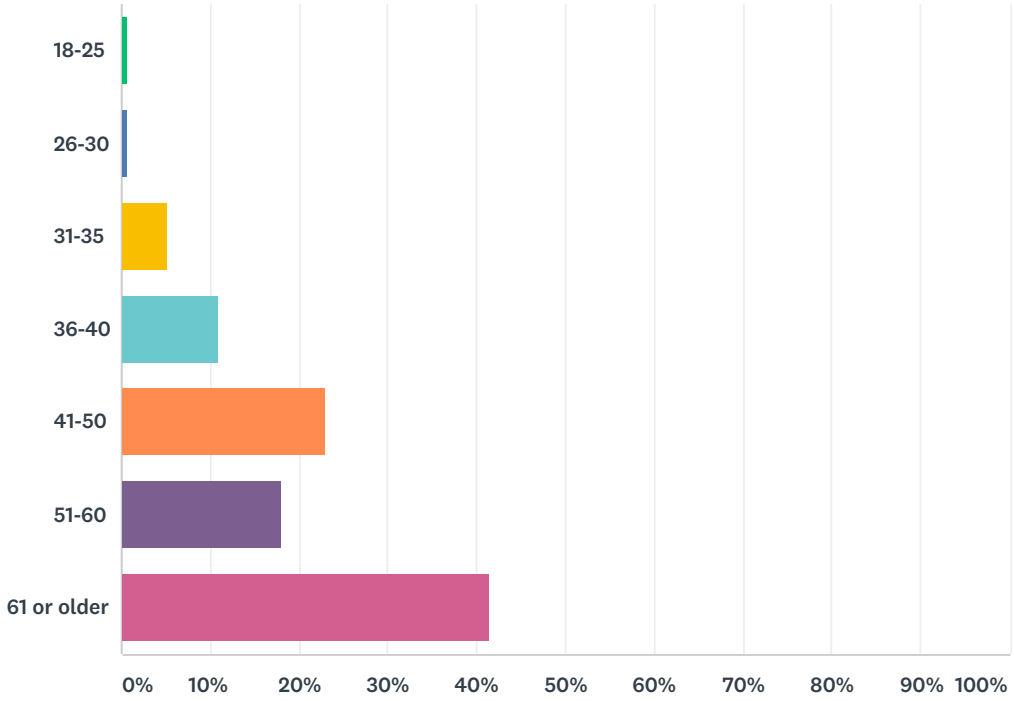
Answered: 417 Skipped: 65



ANSWER CHOICES	RESPONSES	
Male	42.45%	177
Female	57.55%	240
TOTAL		417

Q18 What is your current age?

Answered: 417 Skipped: 65

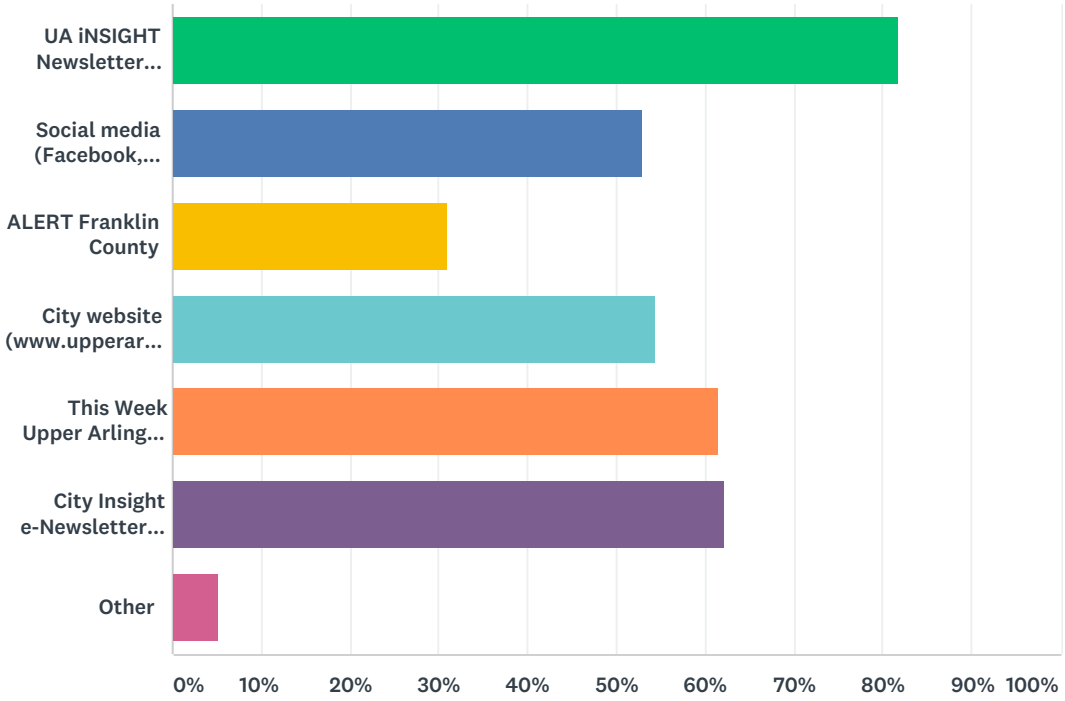


ANSWER CHOICES	RESPONSES	
18-25	0.72%	3
26-30	0.72%	3
31-35	5.28%	22
36-40	10.79%	45
41-50	23.02%	96
51-60	17.99%	75
61 or older	41.49%	173

TOTAL	417

Q19 How do you receive your City information? (Check all that apply.)

Answered: 419 Skipped: 63

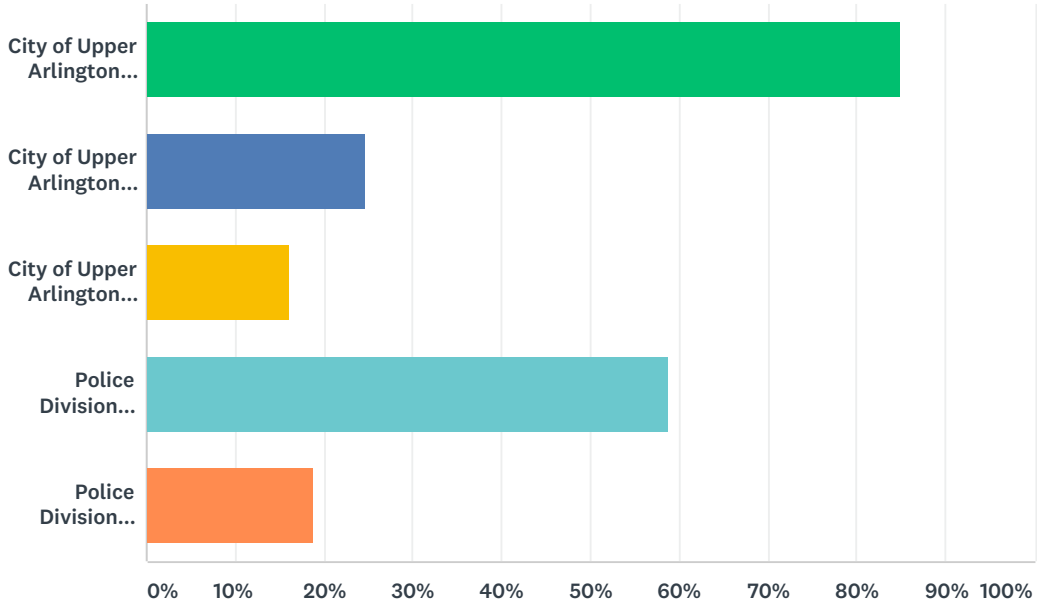


ANSWER CHOICES	RESPONSES	
UA iNSIGHT Newsletter (Quarterly publication from City, Schools and Library)	81.86%	343
Social media (Facebook, Twitter)	52.98%	222
ALERT Franklin County	31.03%	130
City website (www.upperarlingtonoh.gov)	54.42%	228
This Week Upper Arlington News	61.58%	258
City Insight e-Newsletter (semi-monthly)	62.05%	260
Other	5.25%	22

Total Respondents: 419	

Q20 Do you follow any of the following social media accounts? (Check all that apply.)

Answered: 206 Skipped: 276



ANSWER CHOICES	RESPONSES	
City of Upper Arlington Facebook (www.facebook.com/CityofUA)	84.95%	175
City of Upper Arlington Twitter (@CityofUA)	24.76%	51
City of Upper Arlington Instagram (@CityofUA)	16.02%	33
Police Division Facebook (@CityofUAPolice)	58.74%	121
Police Division Twitter (@UAPolice)	18.93%	39
Total Respondents: 206		