Police Colonel Stephen McCartney announced today the findings of a Citizen Satisfaction Survey conducted by Roger Williams University, School of Justice Studies during April/May of 2008. The survey was conducted as a component of the Warwick Police Department's national accreditation through CALEA and demonstrates both the department's allegiance to this coveted achievement and its continued commitment to providing effective services to the citizens of the city. The department will use responses as a platform for organizational learning, through analysis of responses regarding the quality of policing in the local community. The information collected will assist command staff in gauging how day-to-day operations are performed, what are the perceptions of crime trends and overall feelings safety of residents and businesses within the city. Command staff will use survey responses to assess services provided to the community.

The 35-question survey, to which participants responded anonymously, was sent out by Roger Williams University School of Justice Studies students to a sample of residents and businesses within the City of Warwick. Students analyzed the completed surveys, under the guidance of the Dean of the School of Justice Studies, Stephanie Manzi, PhD.

Last month, the University submitted its findings to McCartney. The final report on the survey concluded that "Warwick residents, as well as business owners/employees, tend to have favorable opinions towards the Warwick Police. Warwick Police Officers are perceived to be doing a good job keeping residents safe, as well as being courteous and professional in their conduct and the respondents also report a high level of confidence and favorable interactions with their local police agency." On average, 94 percent of all respondents said that Warwick is a safe community and 91 percent have a high level of confidence in the department. Non-violent crimes, such as traffic violations and littering, ranked highest on a ranking of the most problematic crimes/nuisances in the city.

"Our Police Department is consistently recognized for exceptional service and a commitment to meeting and exceeding law enforcement standards," Mayor Scott Avedisian said. "I congratulate Colonel McCartney, his command staff and the members of our Police Department for again being commended for their dedication to our community."

The 2008 Warwick Police Department Citizen Satisfaction Survey is posted on the department's website www.warwickpd.org .

Point of Contact: Captain Sean Collins, 468-4320, wpdcsd@warwickri.com.

WARWICK POLICE DEPARTMENT
"A Nationally Accredited Agency"

Colonel Stephen M. McCartney, Chief of Police
99 Veterans Memorial Drive
Warwick, RI 02886-4617
(401) 468-4200

P R E S S R E L E A S E