

Washington State Patrol Capitol Campus Detachment 2007 Survey



Captain Mark E. Couey, Division Commander

Lieutenant Jason G. Berry, Section Commander

Sergeant Larry D. Bradeen, Detachment Supervisor

Office: 360-753-2191

August 2007

EXECUTIVE SUMMARY

In August 2007, a customer satisfaction survey was conducted on the Washington State Patrol's Capitol Campus Detachment. An electronic mail invitation was sent to approximately 10,000 campus employees inviting them to participate in the survey.

This survey was conducted to solicit feedback from stakeholders and customers on the services provided by the Washington State Patrol's Capitol Campus Detachment.

Washington State Patrol Mission Statement

The Washington State Patrol makes a difference every day, enhancing the safety and security of our state by providing the best in public safety services.

Special Operations Division Mission Statement

The Washington State Patrol Special Operations Division (SOD) provides efficient, coordinated law enforcement, security and aviation services and support to a variety of customers to improve the quality of life in Washington State.

Core Mission Areas

The Capitol Campus Detachment is comprised of eight commissioned troopers and one sergeant providing law enforcement services 24 hours/7 days per week.

- .Proactive Law Enforcement Services
- .Security Related Activities
- .Reduction of Serious Crime
- .Fulfill the Interagency Agreement

The 2007 Capitol Campus survey reflects the high quality of service provided by the detachment. A thorough review of the responses indicate that a majority of the participants in the survey approve of the services provided, approve of the high caliber of WSP employee serving them, and feel very safe on the campus grounds. Improvements/suggestions will be considered and implemented in some of the areas identified by customers; primarily with visibility and how to provide more feedback to customers.

Washington State Patrol

Special Operations Division ~ Strategic Plan 2006 to 2011

Capitol Campus Detachment

Action Plan

1. Utilize a proactive approach in providing police services to the Capitol Campus Grounds.
2. Develop and enhance partnerships with GA, Olympia PD, and other stakeholders.
3. Use the POPS problem solving and community policing methods beyond implementation to full integration.

Objective

1. Provide law enforcement services to ensure a safe environment for state employees and visitors on the Capitol Campus.
2. Fulfill all requirements outlined in the General Administration contract.

Goal

Reduce the state's vulnerability to fire, crime, terrorism and natural hazards.

OVERVIEW

The survey was created by the WSP Executive Services Section, in partnership with the Strategic Planning and Performance Section and the Information Technology Division. There were four sections of the survey document created to solicit both specific data points and generalized comments or suggestions. The four sections are as follows:

1. Rating of Services

- Providing information
- Providing Safety/Security
- Providing Law Enforcement
- Providing Investigations and Follow-up

2. Other Suggested Services

3. Rating of Trooper Qualities

- Professionalism
- Attitude
- Knowledge
- Visibility
- Courtesy

4. How safe participants feel on campus

- Very Safe
- Somewhat Safe
- Somewhat Unsafe
- Not Safe

On August 5, 2007, an electronic mail message was distributed by the Department of General Administration to approximately 60 state agency representatives on the Capitol Campus. These agency representatives were, in turn, asked to forward the email invitation to their respective employees who work on the Capitol Campus. The email invitation contained a hotlink address that when selected took the participant directly to the survey on the WSP Internet Homepage. (http://www.wsp.wa.gov\community\survey\campus_survey.htm).

Although there is no data available to determine how many campus employees actually received the invitation, 469 surveys were completed. There are approximately 10,000 permanent state employees assigned to the Capitol Campus. If the survey was received by all known campus employees, the survey return rate was a 4.7% sample.

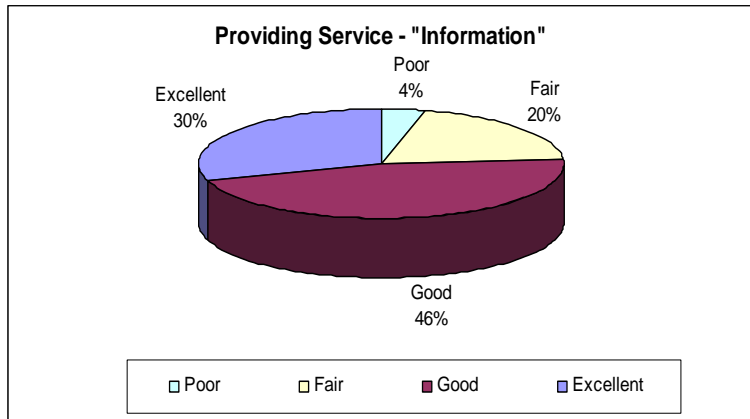
Completed surveys were routed electronically to the Executive Services. After the closing date of September 5, 2007, professional staff entered all raw numerical data into an Excel spreadsheet, minus any participant's identifying information. This data was then analyzed for inclusion in this document.

Section One

Survey participants were asked ***“How would you rate the services WSP Campus Troopers provide on the Capitol Campus parks and grounds?”***

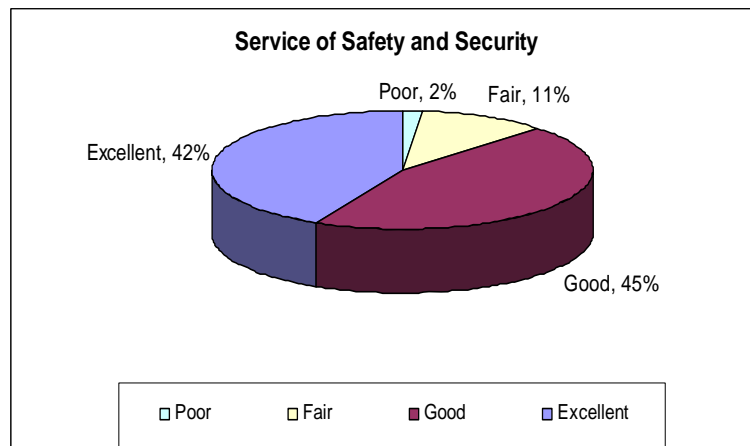
Providing Information-

Troopers often interact with their customers regarding information that they need; directions to buildings, offices or other sites off the Capitol Grounds or general law enforcement questions. Requested information may also be general knowledge and history of the campus or information regarding its monuments.



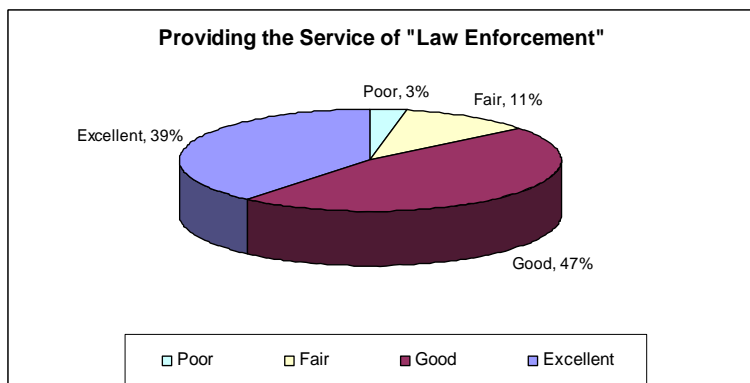
Providing Safety/Security Services-

Troopers conduct several different types of safety/security services on Campus. Troopers also conduct building checks and conduct security rounds on the parks. When a security issue arises, Campus Troopers are often called upon for advice and expertise.



Providing Law Enforcement Services -

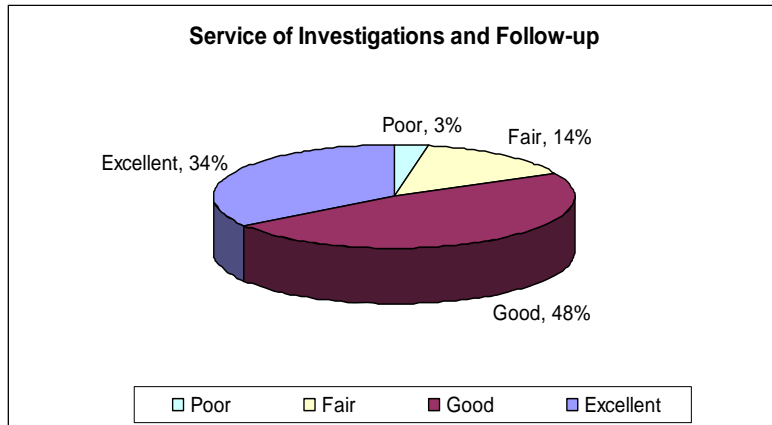
Traditional law enforcement is another service provided to the 485 acre campus. Traffic law enforcement, pedestrian contacts, parking enforcement, social



contacts and “Terry Stops” are frequently conducted.

Providing Investigation and Follow-up –

Campus troopers conduct a variety of criminal investigations. Vandalism, theft, vehicle prowling, harassment and threats are examples. Follow-up and closure to the victim or reporting party is often necessary to ensure proper communication is maintained.



Section Two

Survey participants were asked, “***What other services would you like to see WSP provide on the Capitol Campus Parks and Grounds?***”

Of the 469 total surveys received, 258 comments were entered by survey participants into “comments” field. Professional staff summarized and categorized the comments.

There were 160 recommendations and/or suggested additional services that were categorized into the following:

- Increased visibility or patrols (75)
- Increased Enforcement Activity (27)
- Would like to see more information on the WSP (16)
- Trooper escorts to cars (4)
- Other miscellaneous comments (38)

There were 52 overtly positive comments of the WSP entered in the “comments” field, such as “*thank you, extremely professional, very friendly, glad you are here, always professional, good job, good presence, nice to have WSP here, well mannered, etc.*”

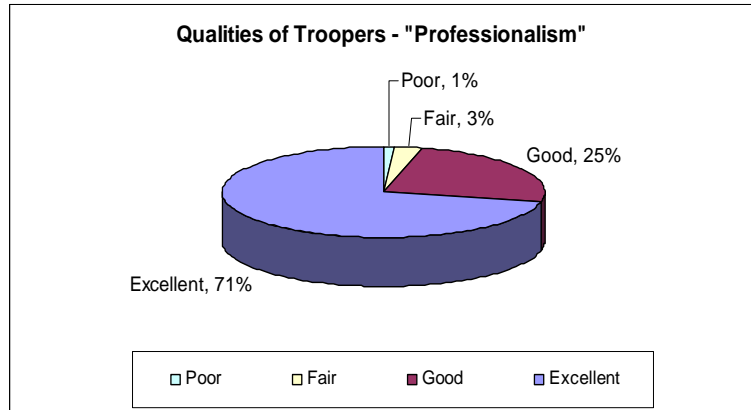
There were 46 comments where the participant stated they had “*no experience*” to suggest other services or were “*not sure*” what additional service to recommend.

Section Three

Survey participants were asked, ***“How would you rate the following qualities you have witnessed or experienced in the WSP Campus Troopers?”***

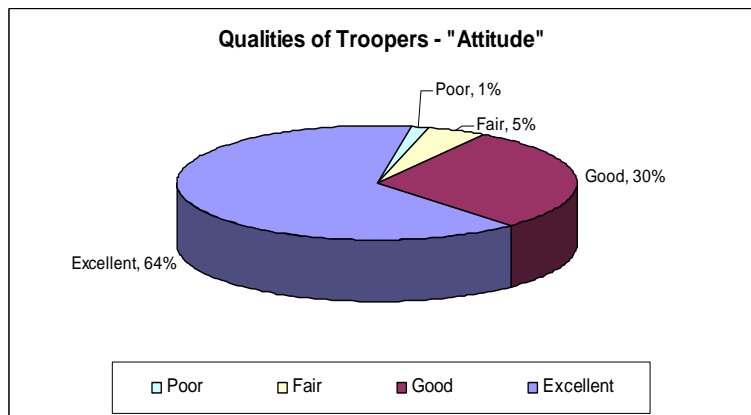
Professionalism -

Officers of the WSP are expected to conduct themselves with the highest level of professionalism. The graph to the right depicts the participant's perception of WSP Campus Troopers.



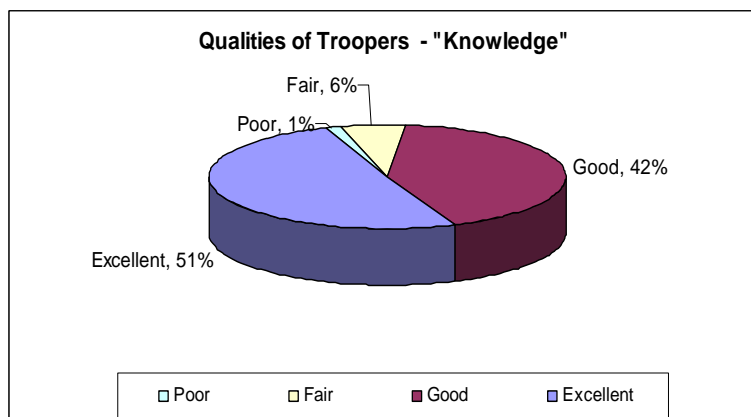
Attitude -

WSP Troopers should display a positive and helpful attitude whenever possible. The graph to the right depicts the participant's perception of WSP Campus Troopers.



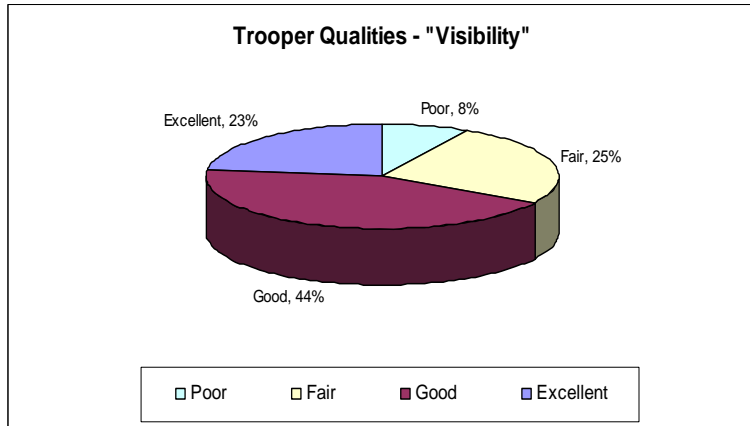
Knowledge -

Campus Troopers need to display a thorough knowledge of the overall criminal justice system, laws, traffic and other specifics of their chosen career. This graph depicts how survey participants rated WSP Campus Troopers in this area.



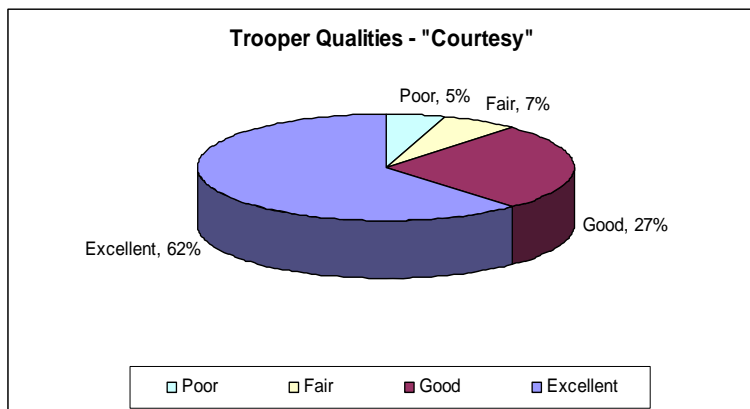
Visibility –

Eight WSP Troopers patrol 485 acres of the Capitol Campus Grounds, 50 state buildings and five parks; Heritage, Marathon, Centennial, Sylvester, and the Interpretive Center. The Campus is covered 24/7 by WSP troopers.



Courtesy –

Another trademark quality expected of a WSP trooper is the aspect of being courteous, helpful and polite to others.



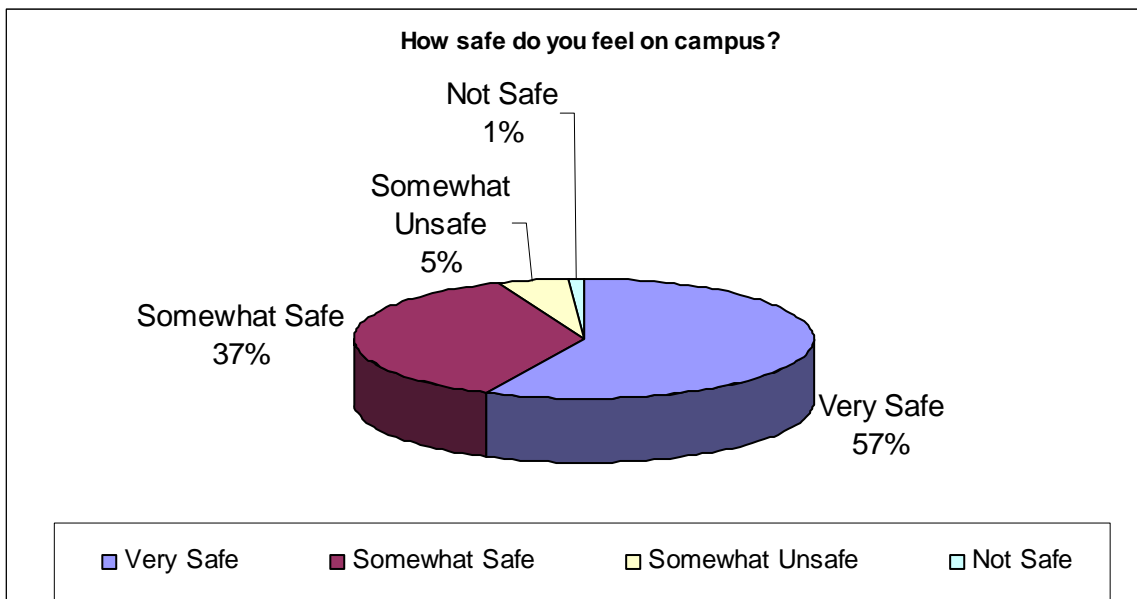
Section Four

The final portion of the survey dealt with measuring how safe people feel on the Capitol Campus Grounds.

Survey participants were asked, ***“How safe do you feel on the Capitol Campus?”***

From the Strategic Plan of the Special Operations Division, the Capitol Campus Detachment’s primary objective is to, ***“Provide law enforcement services to ensure a safe environment for state employees and visitors.”***

The chart below indicates an overwhelming number of participants feel safe on the campus overall. This survey question was answered by 455 participants, with 428 (94%) stating “very safe” or “somewhat safe”. Only 22 (5%) felt “somewhat unsafe” and 5 (1%) stated they felt “not safe”.



Further information on the Capitol Campus Detachment can be found at <http://www.wsp.wa.gov/about/sod.htm#exec>.