



Greenbelt Police Department

Accreditation Surveys & Analysis



CITIZEN ATTITUDE AND OPINION SURVEY – The Department randomly surveyed (480) people a year, (40) each month who had contact with the agency by way of traffic stop or contacting the Department to report an incident. In 2020 the return rate was 15% compared to 12 % in 2019, 12% in 2018, 14% in 2017, 9 % in 2016, 15 % in 2015, 18% in 2014 and 15% in 2013.

Crime Report Survey Data (data converted to percent)

Was your phone call answered in a timely manner?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
YES	96	92	96	96	100	100	97	100	100	92
NO	4	8	4	4	0	0	3	0	0	8

Was the communication specialist who answered your call polite?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
YES	96	97	96	100	92	100	97	97	97	84
NO	4	3	4	0	8	0	3	3	3	16

Was the Officer courteous and understanding to your circumstances?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
YES	98	97	96	96	97	100	97	97	97	100
NO	2	3	4	4	3	0	3	3	3	0

Did the officer present a professional demeanor (dress, grooming and language)?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
YES	98	100	98	100	97	100	97	100	100	97
NO	2	0	2	0	3	0	3	0	0	3

How long did it take for the officers to arrive?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Less than 5 min	16	32	40	27	27	26	24	16	22	43
5-15 minutes	59	46	50	51	37	52	58	52	39	42
15-30 minutes	20	14	8	16	30	22	12	19	29	9
30 plus minutes	5	8	2	6	6	0	6	13	10	6

After the encounter with the Greenbelt Police Officer, were you left with a positive, neutral or negative opinion of the officer?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
POSITIVE	87	88	96	88	86	91	95	80	77	79
NEUTRAL	10	10	2	10	11	9	2	17	20	16
NEGATIVE	3	2	2	2	3	0	3	3	3	5

After the encounter with the Greenbelt Officer, were you left with a positive, neutral or negative opinion of the Greenbelt Police Department?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
POSITIVE	83	81	96	84	86	87	92	79	79	74
NEUTRAL	14	17	2	14	11	13	5	21	21	16
NEGATIVE	3	2	2	2	3	0	3	0	0	10

How do you rate the overall performance of the Greenbelt Police Department?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
VERY GOOD	64	65	76	70	70	75	86	60	57	46
GOOD	23	30	20	22	19	21	8	34	36	44
AVERAGE	9	2	2	4	6	4	3	3	3	5
POOR	4	3	2	4	5	0	3	3	4	5

How do you rate the overall competence of agency personnel?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
VERY GOOD	53	54	76	66	68	75	81	57	59	49
GOOD	39	37	20	22	16	21	11	27	18	36
AVERAGE	4	6	2	8	11	4	5	13	19	5
POOR	4	3	2	4	5	0	3	3	4	10

TRAFFIC STOP SURVEY DATA (data converted to percent)

Was the officer's appearance professional in nature (dress, grooming and language)?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
YES	95	97	96	94	97	95	100	100	100	94
NO	5	3	4	4	3	5	0	0	0	6

Was the officer courteous and explain the reason why you were stopped?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
YES	95	100	96	94	94	100	100	100	100	89
NO	5	0	4	6	6	0	0	0	0	11

Were you issued a warning, citation, or repair order?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
WARNING	76	72	64	67	50	85	71	67	64	55
CITATION	16	14	27	33	32	10	29	20	22	42
REPAIR ORDER	8	14	9	0	18	5	0	13	14	3

Did the officer explain the warning, citation, or repair order to you?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
YES	97	97	98	91	91	100	100	100	100	91
NO	3	3	2	9	9	0	0	0	0	9

Did the officer answer the questions you asked?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
YES	95	94	98	91	91	100	96	100	100	88
NO	5	6	2	9	9	0	4	0	0	12

After the traffic stop were you left with a positive, neutral or negative opinion of the officer?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
POSITIVE	81	80	86	76	73	90	79	90	90	69
NEUTRAL	13	17	7	12	18	5	14	6	7	17
NEGATIVE	6	3	7	12	9	5	7	4	3	14

After your traffic stop were you left with a positive, neutral, or negative opinion of the Greenbelt Police Department?

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
POSITIVE	68	68	86	64	68	80	71	90	90	74
NEUTRAL	24	29	7	24	23	15	25	6	7	20
NEGATIVE	8	3	7	12	9	5	4	4	3	6

USE OF FORCE ANALYSIS

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Firearm	0	0	0	0	0	1	1	0	0	0
Firearm Display	***	***	***	***	***	***	***	***	***	1
Taser/ERD	8	1	1	0	0	3	0	1	1	0
Taser/Probe	8	3	6	3	4	2	2	1	0	2
Taser/Display	***	***	5	3	8	1	6	2	2	14
Flashlight	0	0	0	1	0	0	0	0	0	0
Baton Impact	0	0	0	0	0	0	1	0	0	0
Pepper Spray (OC)	1	0	0	0	0	0	0	0	0	0
Empty Hand	10	8	10	7	10	8	9	3	2	7
Canine	***	***	***	0	1	0	1	0	0	0
Total	27	12	22	14	23	15	20	7	5	24

NOTE: Out of the 27,709 calls for service the agency handled in 2020, force was only used on 24 calls for service.

Internal Affairs Investigations 2020

Complaint Type	Admin. Closed	Exonerated	Not Sustained	Sustained	Unfounded	Open/Suspended	Total	Investigated by Division Commander	Internal Affairs Investigation
Excessive Force	0	0	0	0	0	0	0	0	0
Unnecessary Force	0	0	0	0	0	0	0	0	0
Traffic Collisions	0	9	0	7	0	0	16	16	0
Misconduct	0	0	0	0	1	0	1	0	1
Policy Violations	1	0	0	1	0	1 open	3	2	1
Courtesy	0	1	0	1	0	0	2	2	0
Grand Total	1	10	0	9	1	1	22	20	2

Dispositions Types:

1. Administratively Closed: When investigations are completed and non-disciplinary actions, such as training or counseling, are provided.
2. Exonerated: When investigation determines that the incident did occur, but the actions of the accused were justified, lawful and proper.
3. Not Sustained: When an investigation fails to disclose sufficient evidence to prove or disprove an allegation.
4. Sustained: When the investigation discloses sufficient evidence to establish a prima facie case with respect to the allegations of misconduct.
5. Unfounded: When the investigation indicates that the alleged acts did not occur.

Internal Affairs Investigations 2019

Complaint Type	Admin. Closed	Exonerated	Not Sustained	Sustained	Unfounded	Open/Suspended	Total	Investigated by Division Commander	Internal Affairs Investigation
Excessive Force	0	0	0	0	0	0	0	0	0
Unnecessary Force	0	0	0	0	0	0	0	0	0
Traffic Collisions	0	8	0	7	0	0	15	15	0
Misconduct	0	0	0	1	0	0	1	0	1
Policy Violations	1	5	3	0	0	0	9	7	2
Courtesy	0	1	0	0	0	0	1	1	0
Grand Total	1	14	3	8	0	0	26	23	3

NOTE: Two complaints are not included as they were received too late to investigate and will be included in the 2020 report.

Dispositions Types:

6. Administratively Closed: When investigations are completed and non-disciplinary actions, such as training or counseling, are provided.
7. Exonerated: When investigation determines that the incident did occur, but the actions of the accused were justified, lawful and proper.
8. Not Sustained: When an investigation fails to disclose sufficient evidence to prove or disprove an allegation.
9. Sustained: When the investigation discloses sufficient evidence to establish a prima facie case with respect to the allegations of misconduct.
10. Unfounded: When the investigation indicates that the alleged acts did not occur.

Internal Affairs Investigations 2018

Complaint Type	Admin. Closed	Exonerated	Not Sustained	Sustained	Unfounded	Open/Suspended	Total	Investigated by Division Commander	Internal Affairs Investigation
Excessive Force	0	0	0	0	0	0	0	0	0
Unnecessary Force	0	0	0	0	0	0	0	0	0
Traffic Collisions	0	10	0	4	0	0	0	14	0
Misconduct	0	0	2	0	1	0	0	3	0
Policy Violations	1	0	1	4	4	0	0	8	2
Courtesy	0	0	1	1	0	0	0	2	0
Grand Total	1	10	4	9	5	0	0	27	2

11.

Internal Affairs Investigations 2017

Complaint Type	Admin. Closed	Exonerated	Not Sustained	Sustained	Unfounded	Open/ Suspended	Total	Investigated by Division Commander	Internal Affairs Investigation
Excessive Force	0	0	0	0	0	1	1	1	0
Unnecessary Force	0	0	0	1	0	0	1	0	1
Traffic Collisions	0	7	0	7	0	0	14	14	0
Misconduct	0	0	0	1	1	1	3	0	3
Policy Violations	0	0	0	3	1	0	4	4	0
Courtesy	1	0	1	1	2	1	6	6	0
Grand Total	1	7	1	13	4	3	29	25	4

Dispositions Types:

12. Administratively Closed: When investigations are completed and non-disciplinary actions, such as training or counseling, are provided.
13. Exonerated: When investigation determines that the incident did occur, but the actions of the accused were justified, lawful and proper.
14. Not Sustained: When an investigation fails to disclose sufficient evidence to prove or disprove an allegation.
15. Sustained: When the investigation discloses sufficient evidence to establish a prima facie case with respect to the allegations of misconduct.
16. Unfounded: When the investigation indicates that the alleged acts did not occur.

INTERNAL AFFAIRS INVESTIGATIONS

2016

Complaint Type	Admin. Closed	Exonerated	Not Sustained	Sustained	Unfounded	Open/ Suspended	Total	Investigated by Division Commander	Internal Affairs Investigation
Excessive Force	0	1	0	0	0	0	1	0	1
Unnecessary Force	0	0	0	0	0	0	0	0	0
Traffic Collisions	0	11	0	6	0	0	17	17	0
Misconduct	0	1	0	1	0	0	2	1	1
Policy Violations	1	2	0	0	1	0	4	4	0
Courtesy	1	0	2	0	2	0	5	5	0
Grand Total	2	15	2	7	3	1	29	27	2

Pursuit Analysis

2020

Date of Pursuit	Day of Week	Time of Pursuit	Distance (miles)	Reason	Location Pursuit Began
05/18/20	Mon	0144	8.6	Armed Carjacking	Greenbelt RD @ Mandan Rd

2019

Date of Pursuit	Day of Week	Time of Pursuit	Distance (miles)	Reason	Location Pursuit Began
08/07/19	Wed	11:58	¼ mile	Home Invasion/Armed Robbery	Mandan Rd @ Greenbelt Road

2018

Date of Pursuit	Day of Week	Time of Pursuit	Distance (miles)	Reason	Location Pursuit Began
07/22/18	Sun	1730	3miles	1 St . Degree Assault	Cherrywood Lane

2017

Date of Pursuit	Day of Week	Time of Pursuit	Distance (miles)	Reason	Location Pursuit Began
07/06/17	Thur	2323	½ mile	Armed Carjacking	Cherrywood Lane

2016

Date of Pursuit	Day of Week	Time of Pursuit	Distance (miles)	Reason	Location Pursuit Began
06/14/16	Tue	0147	1 mile	Active Assault	Cherrywood Lane/Cherrywood Court
10/13/16	Thu	1415	5 miles	Armed Robbery	Edmonston Ter @ Breezewod Court

DEPARTMENT COLLISION REPORT

Total number of accidents involving police department vehicles:

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Total collisions	17	17	18	20	21	17	14	14	15	16

Status of officer at time of collision

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Emergency Call	6	1	0	1	0	3	4	1	2	3
Non-Emergency	11	16	18	19	21	14	10	13	13	13

Collision type:

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Preventable	3	7	7	8	9	6	7	4	6	7
Non-preventable	14	10	11	12	12	11	7	10	9	9

DEPARTMENT GRIEVANCE ANALYSIS

Grievances filed

	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Total Grievances	4	0	2	3	4	6	2	2	4	0

NOTE: Complete copies of the CALEA Survey and Analysis source documents are available from Accreditation Manager James Parker Greenbelt Police Department, Office of Professional Standards at (240)542-2111.