

# Lynchburg Police Department

## 2022 Community Survey



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## Community Survey Responses - 2022

### I. Executive Summary

The Lynchburg Police Department (LPD) conducted its biennial Community Survey from December 20 to December 30, 2022 using the online survey platform SurveyMonkey. The department informed the community about this survey through social media and local media outlets. The LPD received 788 responses to the 2022 Lynchburg Police Department Community Survey. The 2020 Lynchburg Police Department Community Survey generated 355 responses, 2018 survey had 86 responses, and the 2015 survey had 184 responses.

The 2022 survey included 22 questions, which was an increase of one question from the 2020 survey and 14 questions from the 2018 survey. The additional question was added to determine residency in The City of Lynchburg. The LPD will use the responses provided in this survey to inform the department's continued efforts to provide the best service possible to Lynchburg's residents and visitors.

The majority (40%) of respondents to the 2022 survey were 55 or older and 57% were female. Overall, the majority of respondents (91%) stated they were a resident of The City of Lynchburg. Respondents lived in all areas of the city and were fairly evenly distributed between Wards I, II, III, and IV.

The majority (34%) of respondents rated the quality of police service in Lynchburg as "Good" and the majority (46%) said LPD is responsive to "A Lot" and "To a Great Extent" of the concerns of the community. More than 55% of respondents said they trust their local law enforcement "A Lot" or "To a Great Extent."

In response to questions about developing relationships with community members, communicating with community members, and working with community members to solve problems, the majority of respondents said they "Somewhat" feel the department performs these tasks. Most respondents who had contact with an LPD Officer or Professional Staff over the past two years said the LPD employee explained themselves and their actions "To a Great Extent," but the majority (33%) of respondents answered "N/A." The majority (55%) of respondents also stated that they were treated with dignity and respect. Most respondents (29%) also said that LPD shows "A Lot" of concern for community members, but when combined with "To a Great Extent" that number reaches 51%.

Around 65% of those who responded to the 2022 survey said they feel their neighborhood is safe, with 64% saying they feel "Safe" or "Very Safe" walking alone in their neighborhood during the day. The majority of respondents (25%) said they felt "Neutral" about the safety of walking alone in their neighborhood at night. The top three most serious problems noted by respondents were "larceny/theft" (38%), "other" (32%), and "drugs" (31%). The most common issue noted by respondents in their neighborhood was speeding (58%).

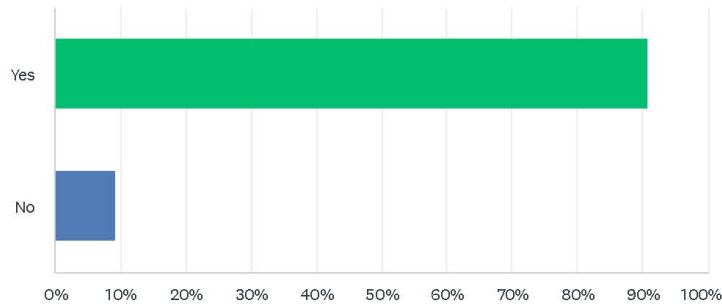
The survey concluded with an open-ended question asking individuals to provide feedback on what the department needs to do differently. The LPD received 516 responses, including both constructive criticism and positive feedback. The predominant themes were: more community engagement and patrols; hire more officers; increase officer pay; and a voicing of support. Several comments also related to traffic and speed enforcement and a tougher and more proactive stance on crime.



II. Results

Q1 Are you a resident of The City of Lynchburg?

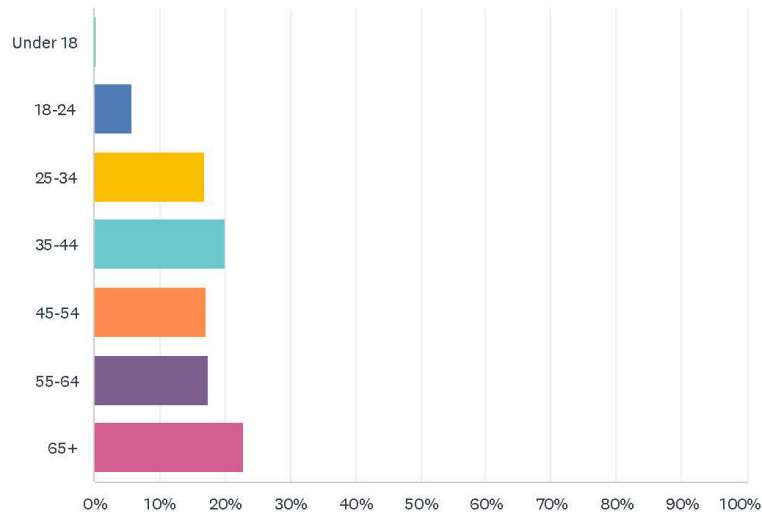
Answered: 788 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	90.74%	715
No	9.26%	73
TOTAL		788

## Q2 What is your age?

Answered: 788 Skipped: 0



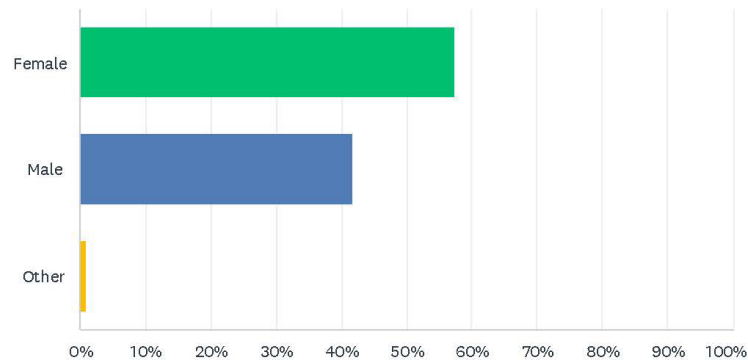
ANSWER CHOICES	RESPONSES	
Under 18	0.13%	1
18-24	5.71%	45
25-34	16.88%	133
35-44	20.05%	158
45-54	17.13%	135
55-64	17.39%	137
65+	22.72%	179
TOTAL		788



## Community Survey Responses - 2022

### Q3 What is your gender?

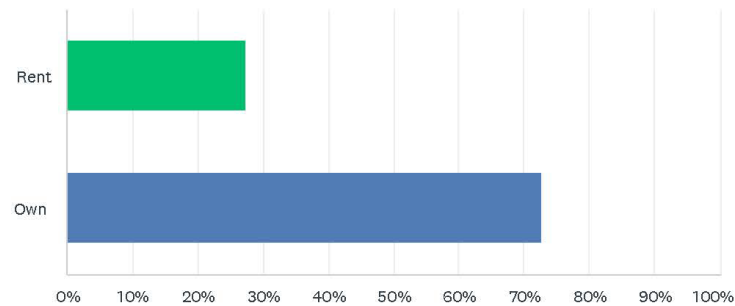
Answered: 788 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	57.36%	452
Male	41.75%	329
Other	0.89%	7
TOTAL		788

### Q4 Do you own or rent your home?

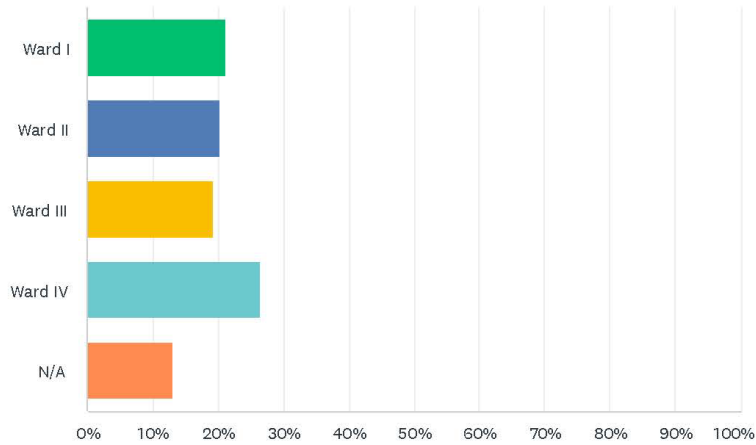
Answered: 785 Skipped: 3



ANSWER CHOICES	RESPONSES	
Rent	27.39%	215
Own	72.61%	570
TOTAL		785

## Q5 In which Ward do you live? You can find your Ward here: [Ward Map](#)

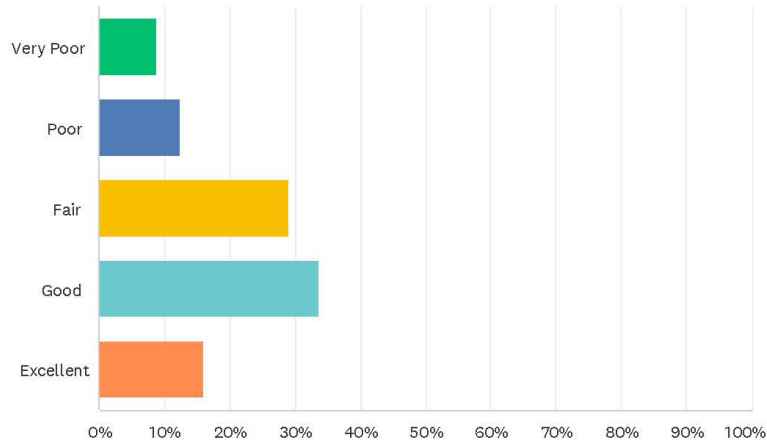
Answered: 788 Skipped: 0



ANSWER CHOICES	RESPONSES	
Ward I	21.19%	167
Ward II	20.18%	159
Ward III	19.16%	151
Ward IV	26.52%	209
N/A	12.94%	102
TOTAL		788

## Q6 How would you rate the quality of police service in your community?

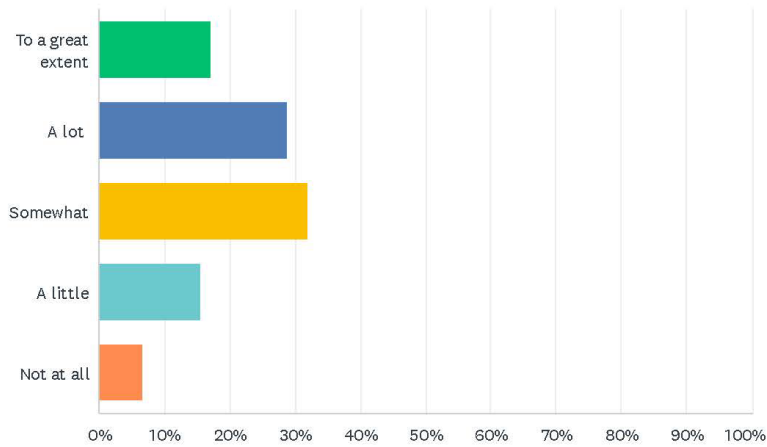
Answered: 784 Skipped: 4



ANSWER CHOICES	RESPONSES	
Very Poor	8.80%	69
Poor	12.37%	97
Fair	29.08%	228
Good	33.67%	264
Excellent	16.07%	126
TOTAL		784

## Q7 To what extent is the Lynchburg Police Department responsive to the concerns of the community?

Answered: 782 Skipped: 6

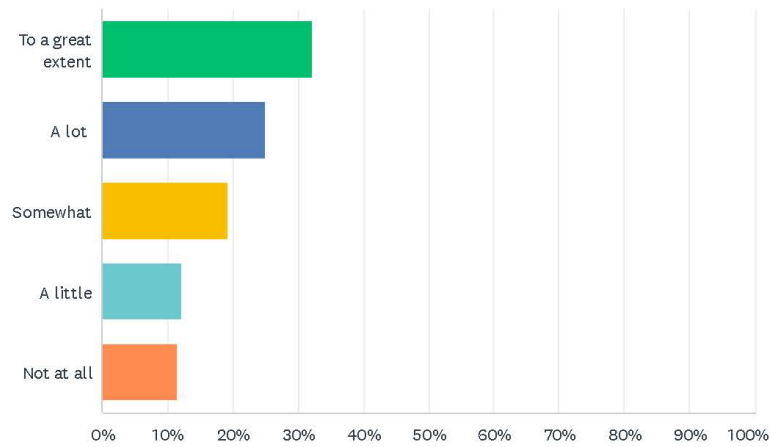


ANSWER CHOICES	RESPONSES	
To a great extent	17.14%	134
A lot	28.77%	225
Somewhat	31.97%	250
A little	15.60%	122
Not at all	6.52%	51
TOTAL		782



## Q8 To what extent do you trust your law enforcement?

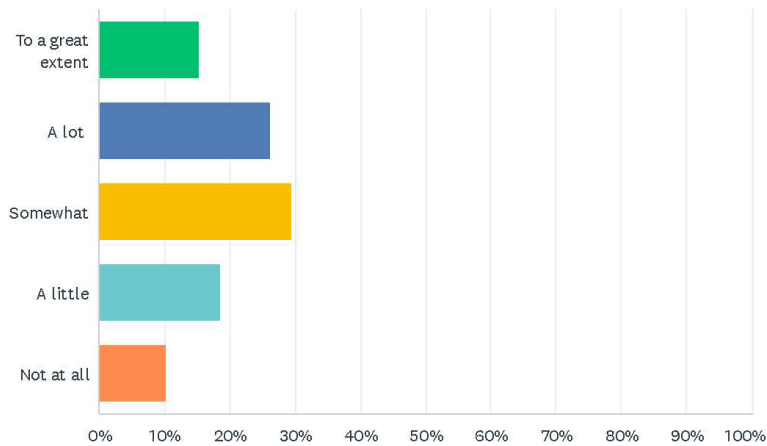
Answered: 785 Skipped: 3



ANSWER CHOICES	RESPONSES	
To a great extent	32.23%	253
A lot	24.97%	196
Somewhat	19.24%	151
A little	12.10%	95
Not at all	11.46%	90
TOTAL		785

**Q9 To what extent does the Lynchburg Police Department develop relationships with community members (residents, organizations, and groups)?**

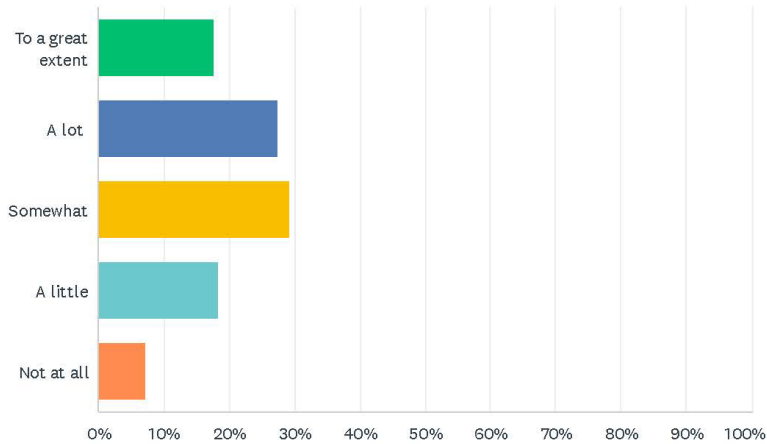
Answered: 775 Skipped: 13



ANSWER CHOICES	RESPONSES	
To a great extent	15.35%	119
A lot	26.32%	204
Somewhat	29.42%	228
A little	18.58%	144
Not at all	10.32%	80
TOTAL		775

**Q10 To what extent does the Lynchburg Police Department regularly communicate with community members (website, emails, public meetings, events, social media)?**

Answered: 776 Skipped: 12



ANSWER CHOICES	RESPONSES	
To a great extent	17.65%	137
A lot	27.58%	214
Somewhat	29.12%	226
A little	18.30%	142
Not at all	7.35%	57
TOTAL		776

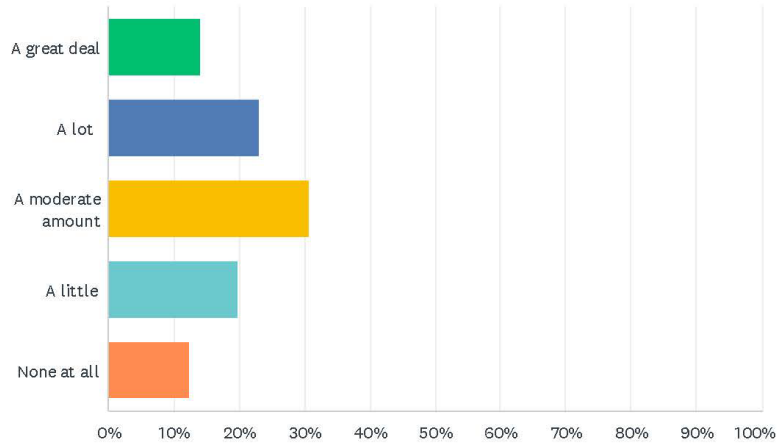


## Community Survey Responses - 2022

### Lynchburg Police Department Community Survey

#### Q11 To what extent does the Lynchburg Police Department work together with community members to solve problems?

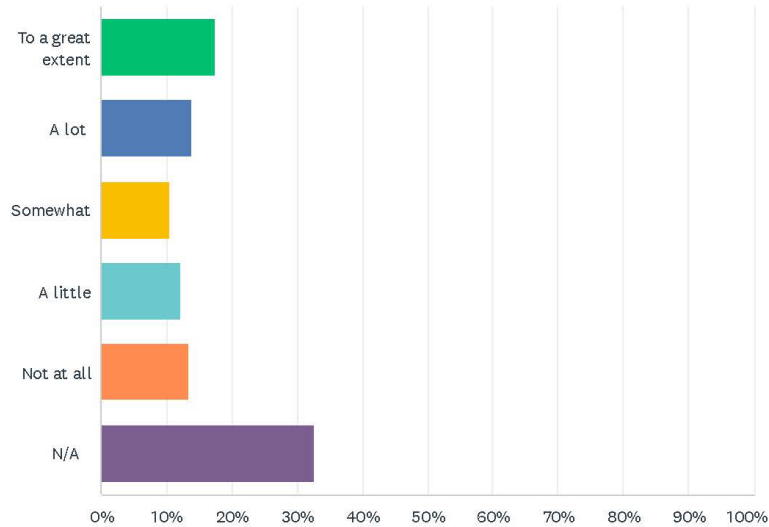
Answered: 770 Skipped: 18



ANSWER CHOICES	RESPONSES	
A great deal	14.16%	109
A lot	22.99%	177
A moderate amount	30.65%	236
A little	19.87%	153
None at all	12.34%	95
TOTAL		770

**Q12 If you had contact with a Lynchburg Police Department officer or staff over the past two years, to what extent did they sufficiently explain their actions and procedures?**

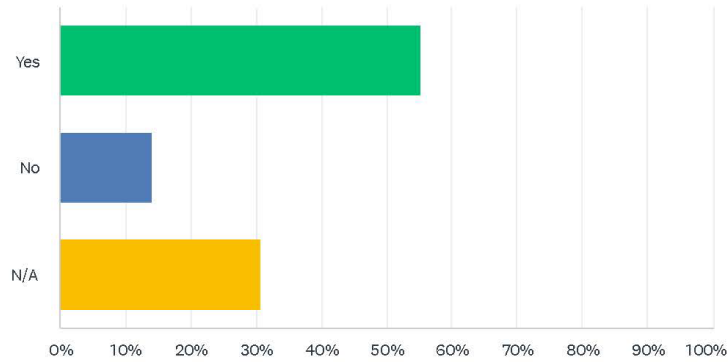
Answered: 780 Skipped: 8



ANSWER CHOICES	RESPONSES	
To a great extent	17.44%	136
A lot	13.85%	108
Somewhat	10.51%	82
A little	12.05%	94
Not at all	13.46%	105
N/A	32.69%	255
TOTAL		780

**Q13 If you have had any contact with a Lynchburg Police Department officer or staff over the past two years, were you treated professionally, with dignity and respect?**

Answered: 780 Skipped: 8

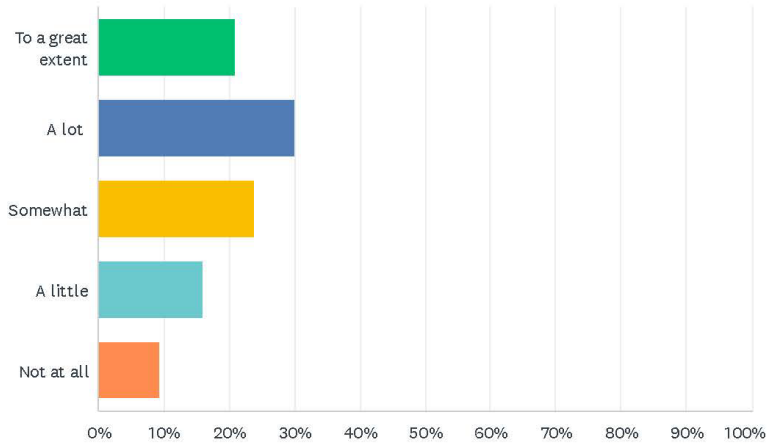


ANSWER CHOICES	RESPONSES	
Yes	55.13%	430
No	14.10%	110
N/A	30.77%	240
TOTAL		780



### Q14 To what extent do Lynchburg Police officers and staff show concern for community members?

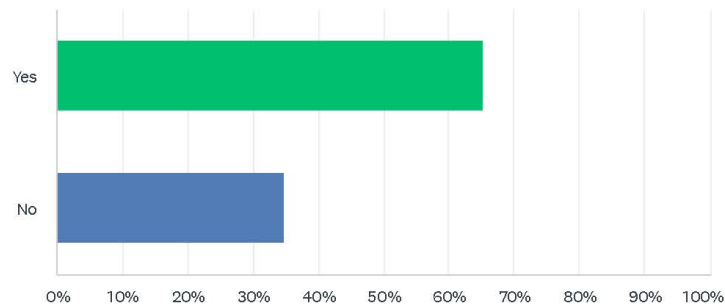
Answered: 774 Skipped: 14



ANSWER CHOICES	RESPONSES	
To a great extent	20.80%	161
A lot	29.97%	232
Somewhat	23.90%	185
A little	16.02%	124
Not at all	9.30%	72
TOTAL		774

### Q15 Do you feel your neighborhood is safe?

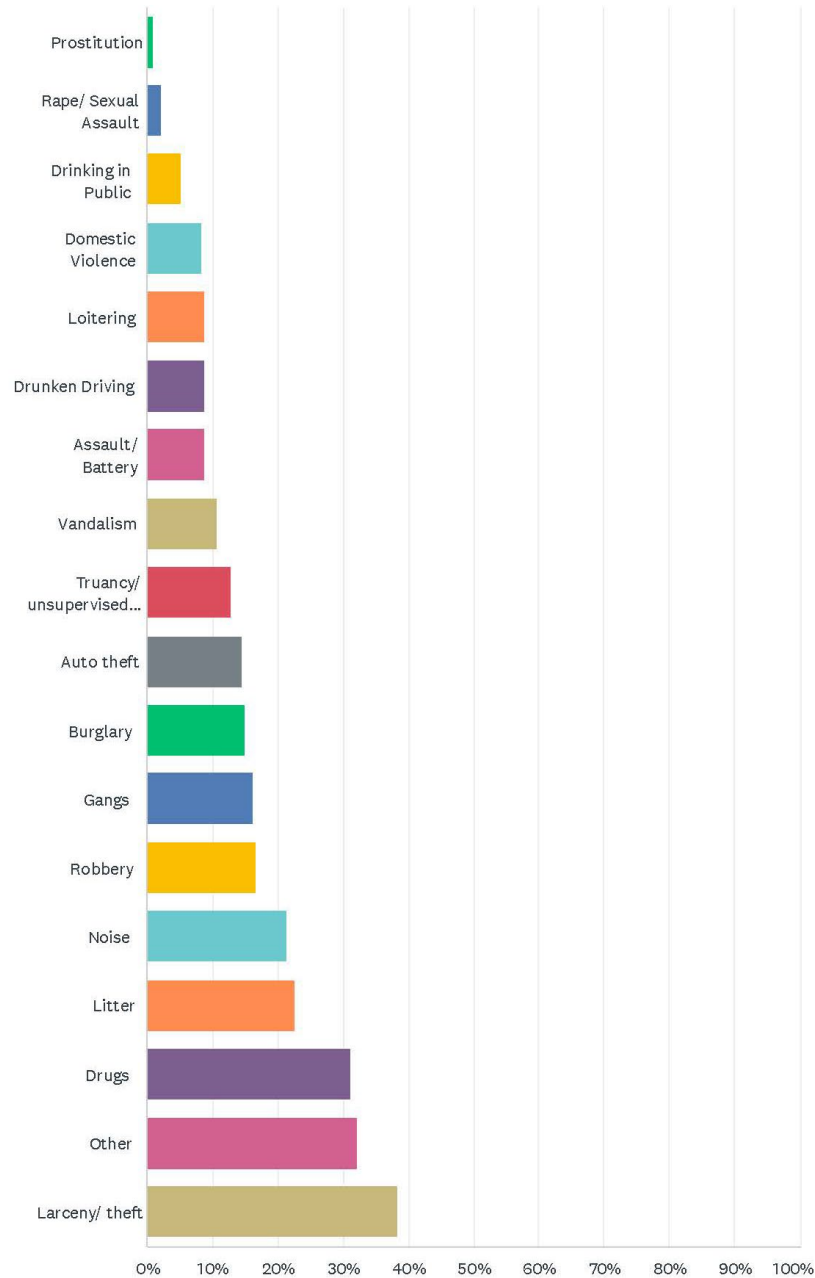
Answered: 781 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	65.17%	509
No	34.83%	272
TOTAL		781

## Q16 In your opinion, what are the top 3 most serious problems in your neighborhood?

Answered: 738 Skipped: 50



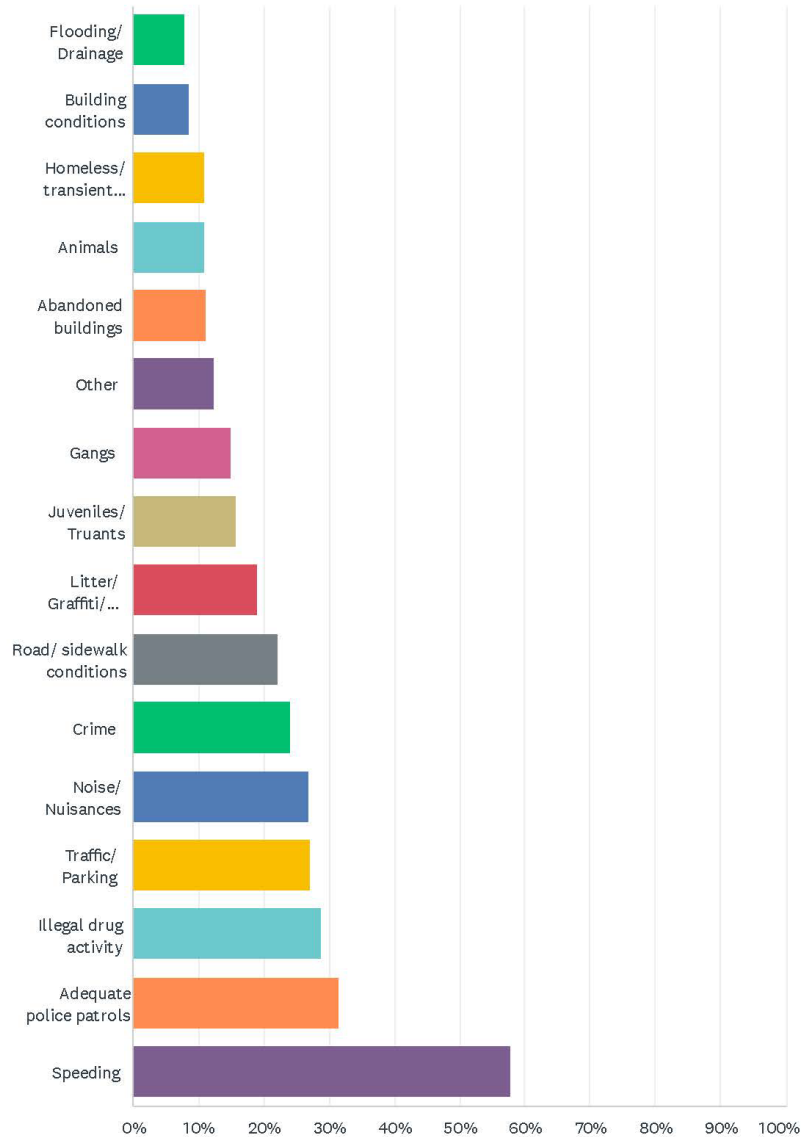


## Community Survey Responses - 2022

ANSWER CHOICES	RESPONSES	
Prostitution	0.81%	6
Rape/ Sexual Assault	2.03%	15
Drinking in Public	5.01%	37
Domestic Violence	8.40%	62
Loitering	8.67%	64
Drunken Driving	8.67%	64
Assault/ Battery	8.81%	65
Vandalism	10.57%	78
Truancy/ unsupervised juveniles	12.74%	94
Auto theft	14.50%	107
Burglary	14.91%	110
Gangs	16.26%	120
Robbery	16.67%	123
Noise	21.27%	157
Litter	22.63%	167
Drugs	31.03%	229
Other	32.11%	237
Larceny/ theft	38.35%	283
Total Respondents: 738		

Q17 Check each box that you feel is a problem in your neighborhood.

Answered: 732 Skipped: 56



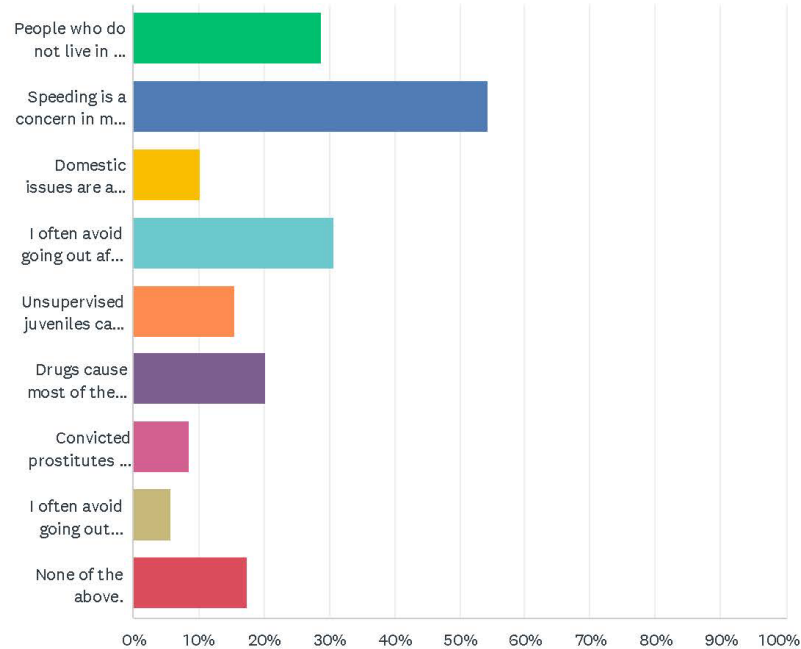


## Community Survey Responses - 2022

ANSWER CHOICES	RESPONSES	
Flooding/ Drainage	7.92%	58
Building conditions	8.61%	63
Homeless/ transient people	10.79%	79
Animals	10.93%	80
Abandoned buildings	11.07%	81
Other	12.43%	91
Gangs	14.89%	109
Juveniles/ Truants	15.71%	115
Litter/ Graffiti/ Rodents	18.99%	139
Road/ sidewalk conditions	22.27%	163
Crime	24.04%	176
Noise/ Nuisances	26.78%	196
Traffic/ Parking	27.05%	198
Illegal drug activity	28.69%	210
Adequate police patrols	31.56%	231
Speeding	57.79%	423
Total Respondents: 732		

### Q18 Check the following statements that are true to your neighborhood.

Answered: 768 Skipped: 20

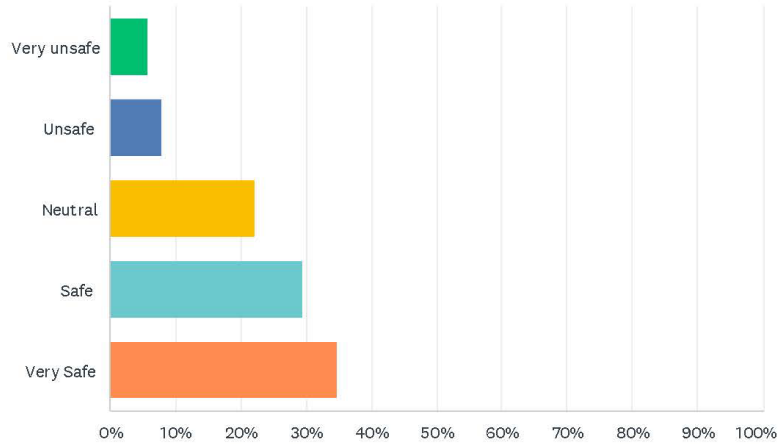


ANSWER CHOICES	RESPONSES	
People who do not live in the neighborhood cause most of the crime problems around here.	28.78%	221
Speeding is a concern in my neighborhood.	54.30%	417
Domestic issues are a problem in my neighborhood.	10.29%	79
I often avoid going out after dark because I am afraid of crime.	30.60%	235
Unsupervised juveniles cause most of the crime problems in my neighborhood.	15.63%	120
Drugs cause most of the crime problems around here.	20.18%	155
Convicted prostitutes and drug dealers should be banned from entering the neighborhood.	8.46%	65
I often avoid going out during the day because I am afraid of crime.	5.73%	44
None of the above.	17.58%	135
Total Respondents: 768		



## Q19 How safe do you feel walking alone in your neighborhood during the day?

Answered: 778 Skipped: 10



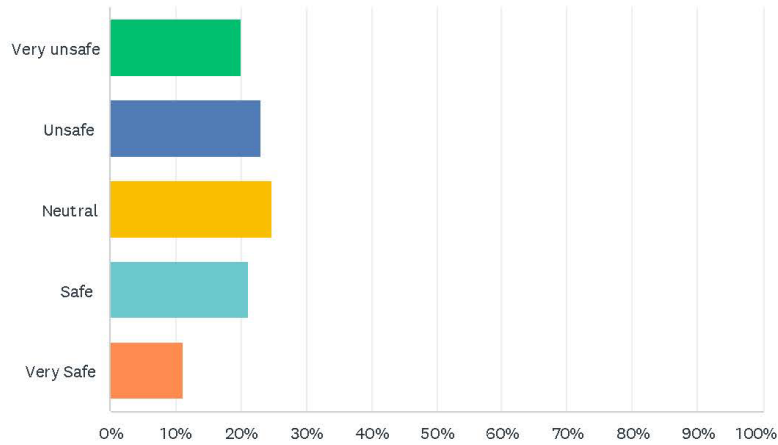
ANSWER CHOICES	RESPONSES	
Very unsafe	5.78%	45
Unsafe	7.97%	62
Neutral	22.11%	172
Safe	29.43%	229
Very Safe	34.70%	270
TOTAL		778



## Community Survey Responses - 2022

### Q20 How safe do you feel walking alone in your neighborhood at night?

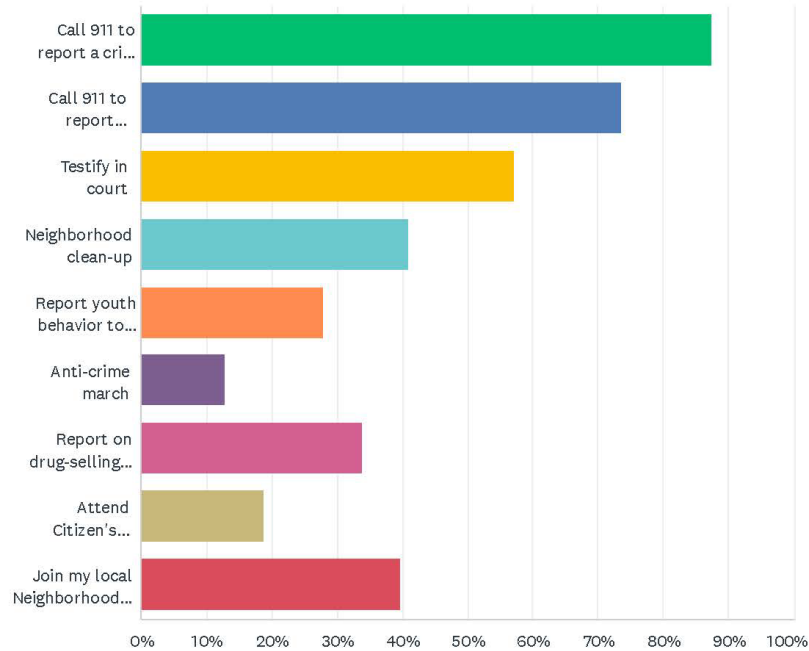
Answered: 780 Skipped: 8



ANSWER CHOICES	RESPONSES	
Very unsafe	20.00%	156
Unsafe	22.95%	179
Neutral	24.74%	193
Safe	21.15%	165
Very Safe	11.15%	87
TOTAL		780

## Q21 The police officers can't be on every street to prevent crime. What are you willing to do to solve the problems in your neighborhood?

Answered: 733 Skipped: 55



ANSWER CHOICES	RESPONSES	
Call 911 to report a crime in progress	87.45%	641
Call 911 to report suspicious people or activities	73.53%	539
Testify in court	57.16%	419
Neighborhood clean-up	40.93%	300
Report youth behavior to parent	27.97%	205
Anti-crime march	12.82%	94
Report on drug-selling youth in the neighborhood	33.97%	249
Attend Citizen's Police Academy	18.69%	137
Join my local Neighborhood Watch group	39.70%	291
Total Respondents: 733		

Q22 What does the department need to do different?

Answered: 516      Skipped: 272

The open-ended question received 516 written responses that included both positive and negative feedback. The majority (28%) of responses requested extra patrols and more community engagements in their neighborhoods. One respondent stated, "I know the Police can't be everywhere but it would be nice to see Police in our neighborhood more often maybe stop and speak if neighbors are out in yard just to ask if everything is ok." This sentiment was reflected in the majority of those types of responses.

The next highest responses was a request for the department to hire more officers and increase pay (20%). This was followed by commendations and expressions of support for the Lynchburg Police Department (13%). One respondent stated, "We can't express our appreciation enough -- thank you for putting your lives on the line everyday to protect us!" and another said, ""I think the police department is doing a great job and I truly appreciate the news conferences Chief Zuidema has held to discuss community concerns as needed. Keep up the great job of partnering with the community and communicating how citizens of Lynchburg City can make a difference in their community by partnering with the police."

The largest area of concern expressed in these open-ended responses was the need for more speeding enforcement and for traffic calming or enforcement devices across the city. Several responses included streets or neighborhoods that were of concern. These responses reflect that this issue is felt across all Wards.

Below is a Word Cloud representing the 518 responses provided by SurveyMonkey. The words are categorized by size to indicate the number of times they appeared in responses.

