



The 2013 Grove City Community Attitudes Survey

Saperstein Associates, Inc. | Spring 2013

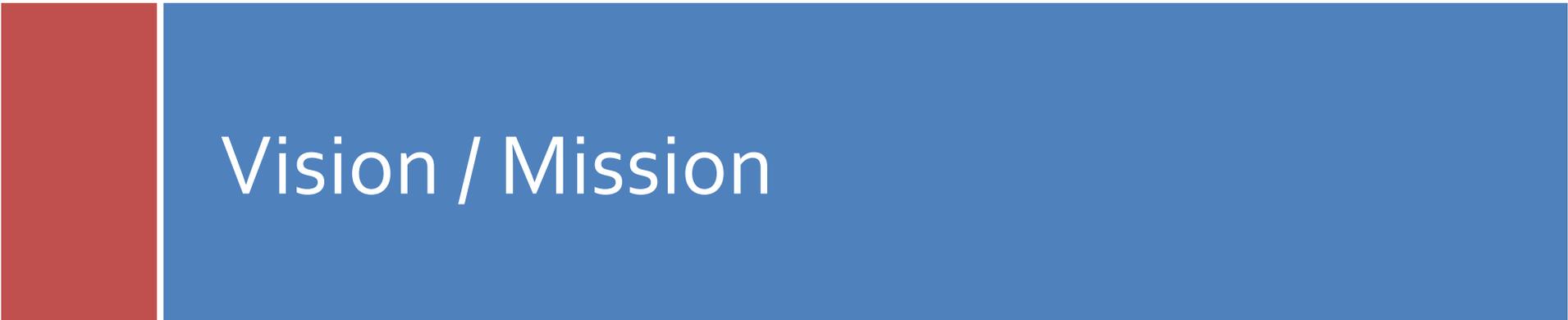


Objectives

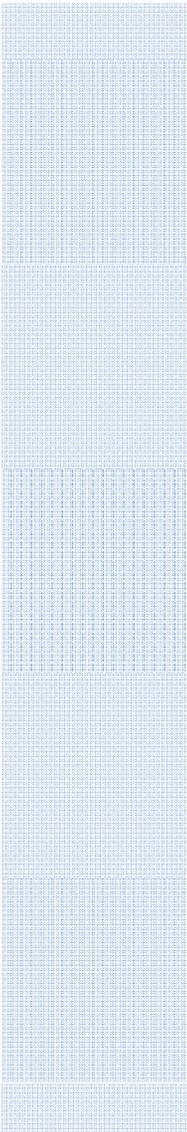


This research:

- **Provides a statistically reliable vehicle for residents to share their opinions with city officials;**
- **Identifies developing trends to assist with city planning; and**
- **Monitors how residents communicate to ensure that the city employs the most appropriate media.**



Vision / Mission

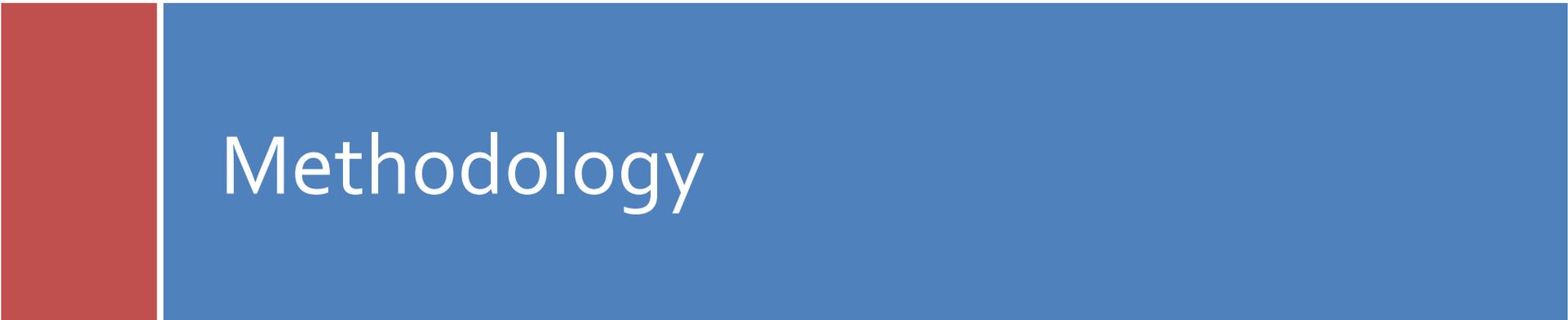


Vision:

Offer the highest quality of life achievable

Mission:

**Continuously strive to efficiently improve City
services, programs, and facilities**



Methodology



Telephone interviews were completed with more than 500 adult residents of Grove City, Urbancrest, and Jackson Township.



The interviews were conducted on landlines and cell phones between March 14 and March 23, 2013 – and averaged 16 minutes in length.



The findings presented in this report, for the entire sample, are accurate to ± 4.4 percentage points at the 95 percent level of confidence.



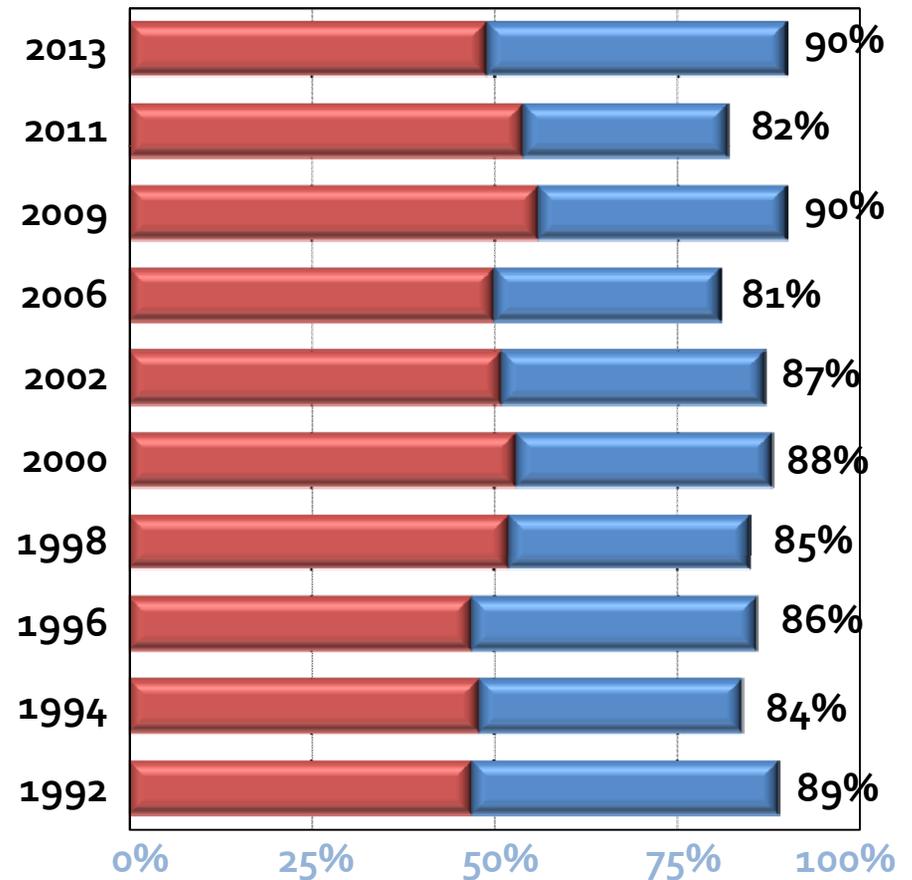
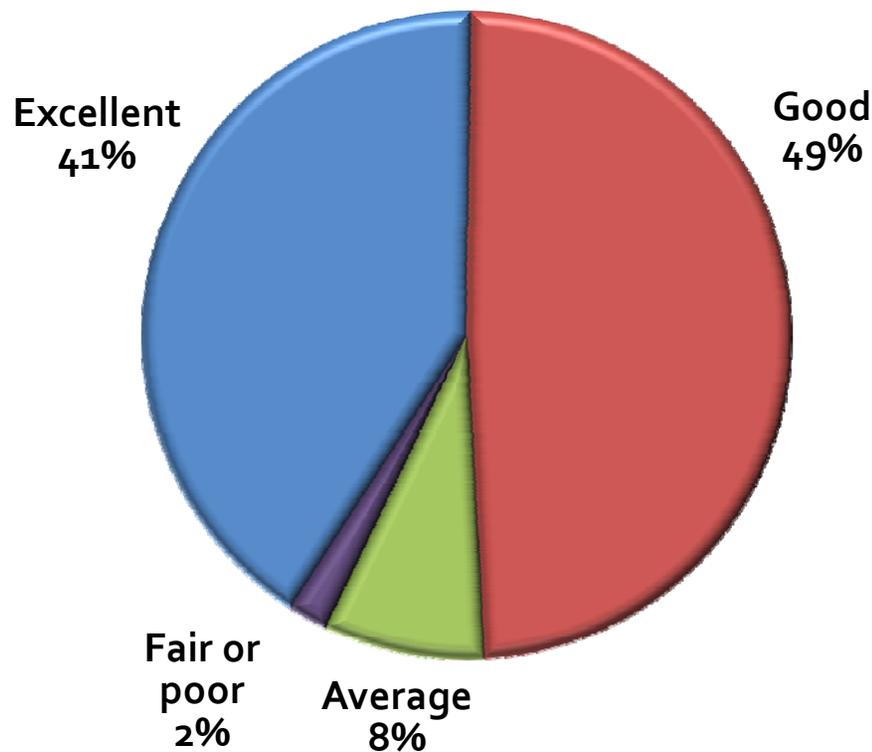
This study is the tenth in a series of studies that began in 1992.

Grove City as a Place to Live

Nine out of ten residents have positive impressions of Grove City as a place to live, up from eight out of ten in 2011.



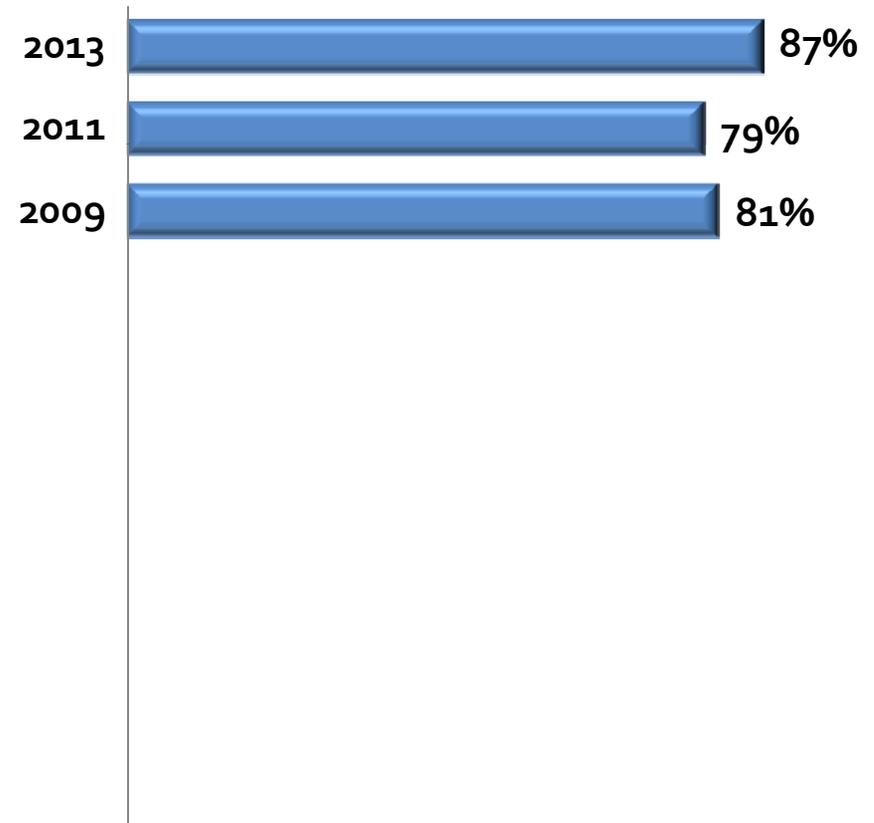
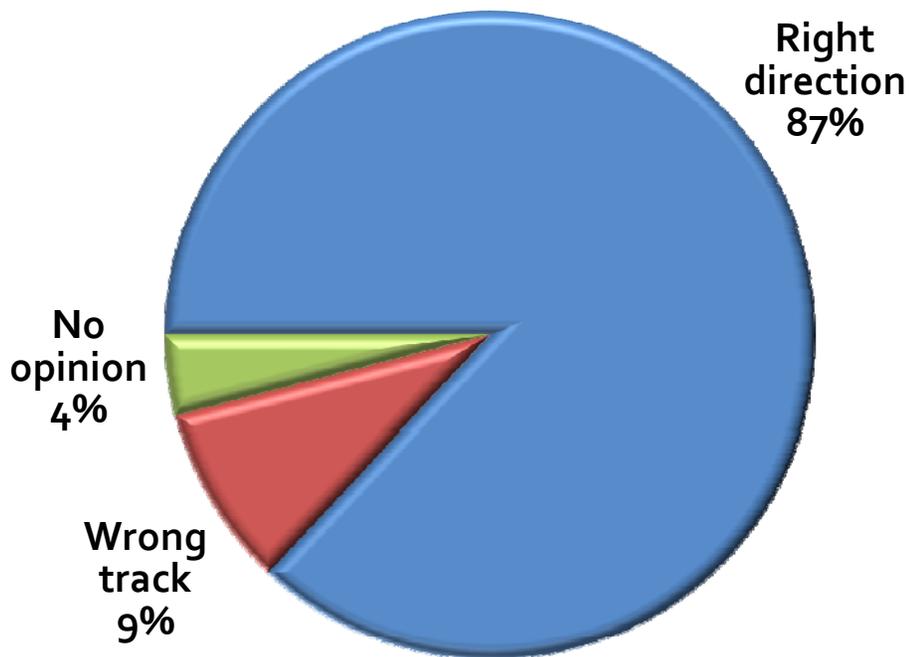
Grove City as a Place to Live





This year, nearly nine out of ten residents feel that Grove City is heading in the right direction.

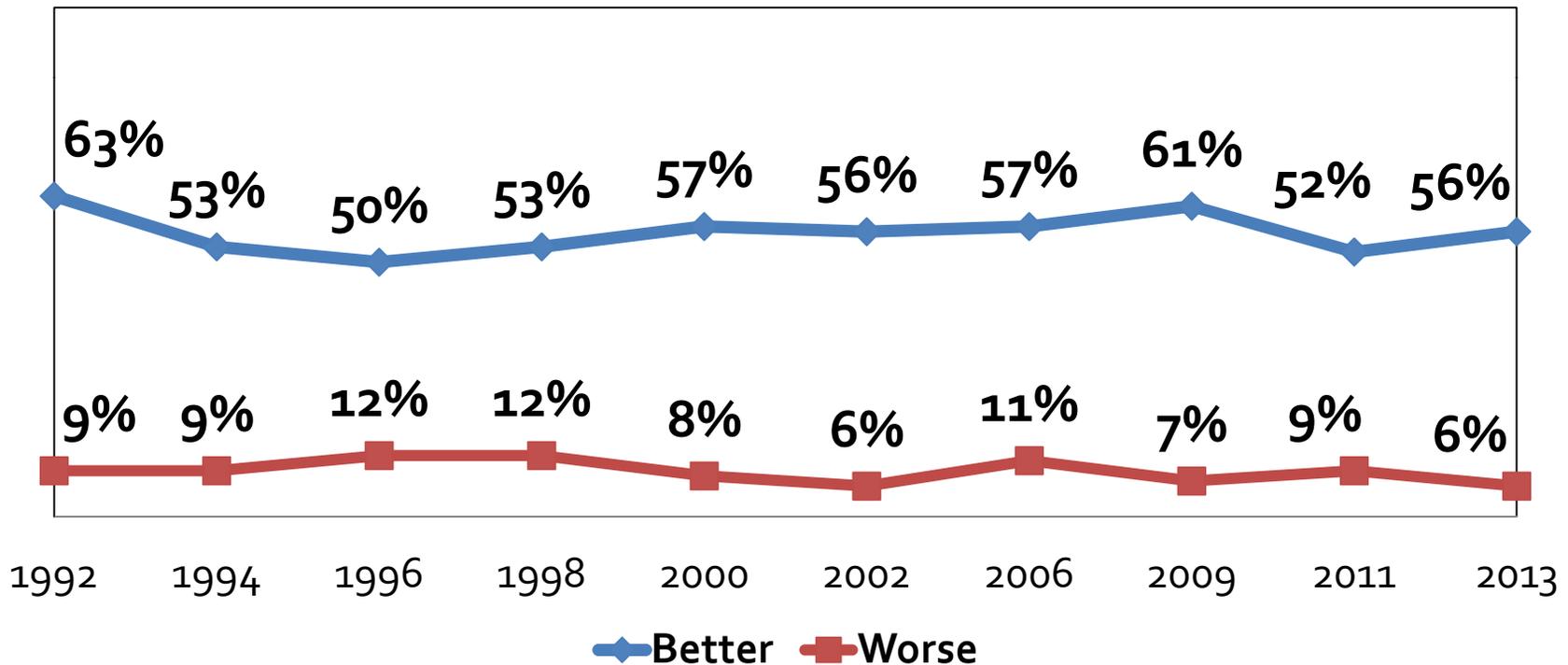
Direction of Grove City



Among long-term residents,* more than half believe that the quality of life in the Grove City area is better today than it was five years ago.



Quality of Life in the Grove City Area

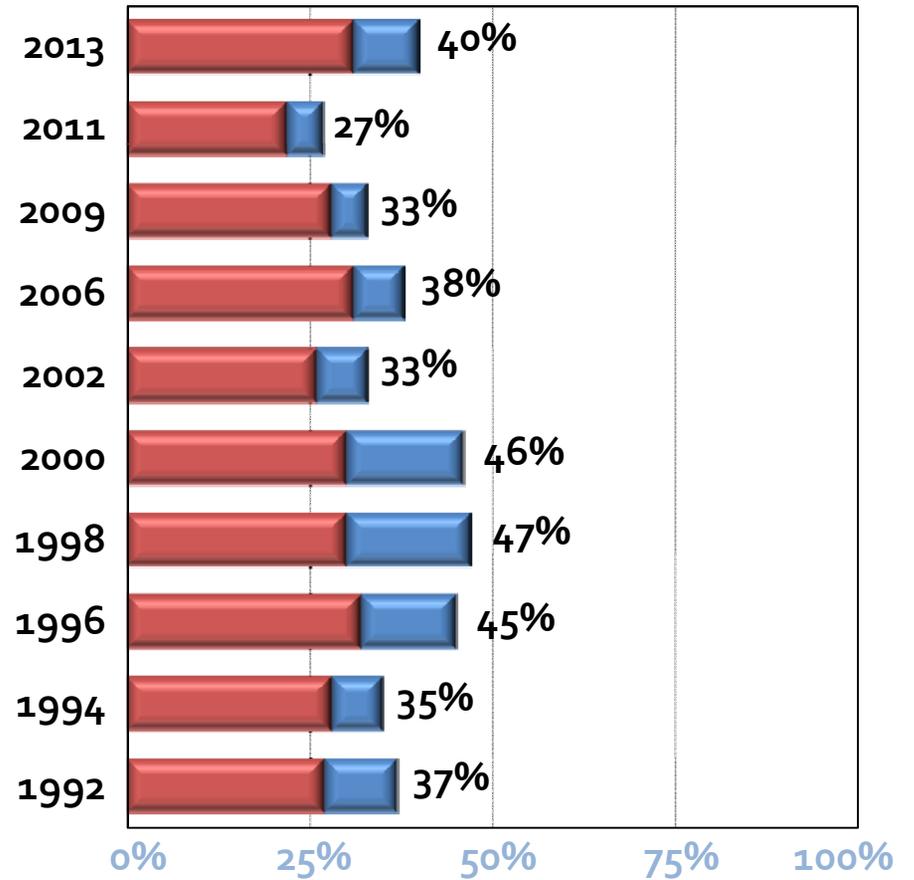
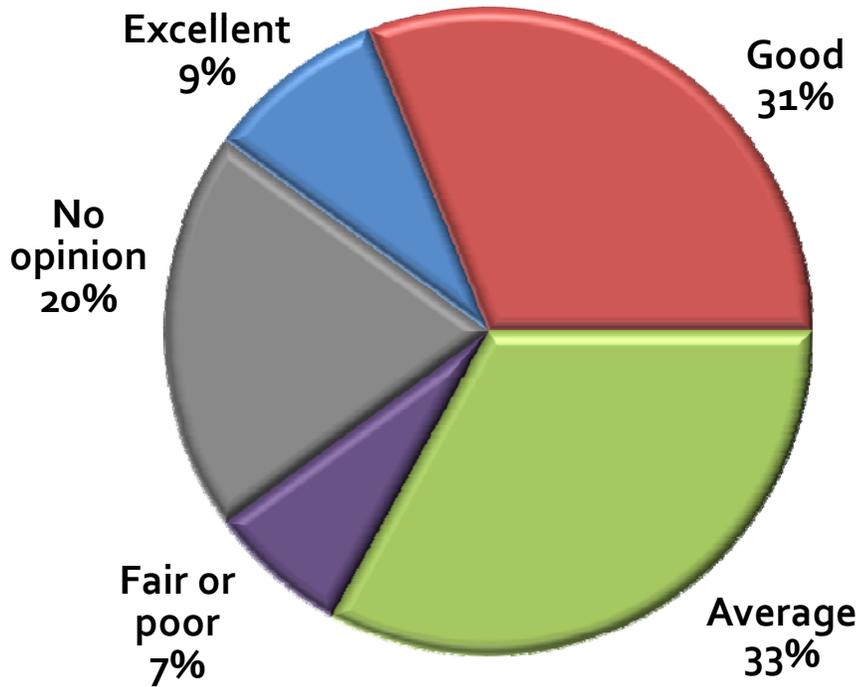


*Residents who have lived in the Grove City area more than five years

Four out of ten residents rate job opportunities in Grove City excellent or good, up substantially from 2011.



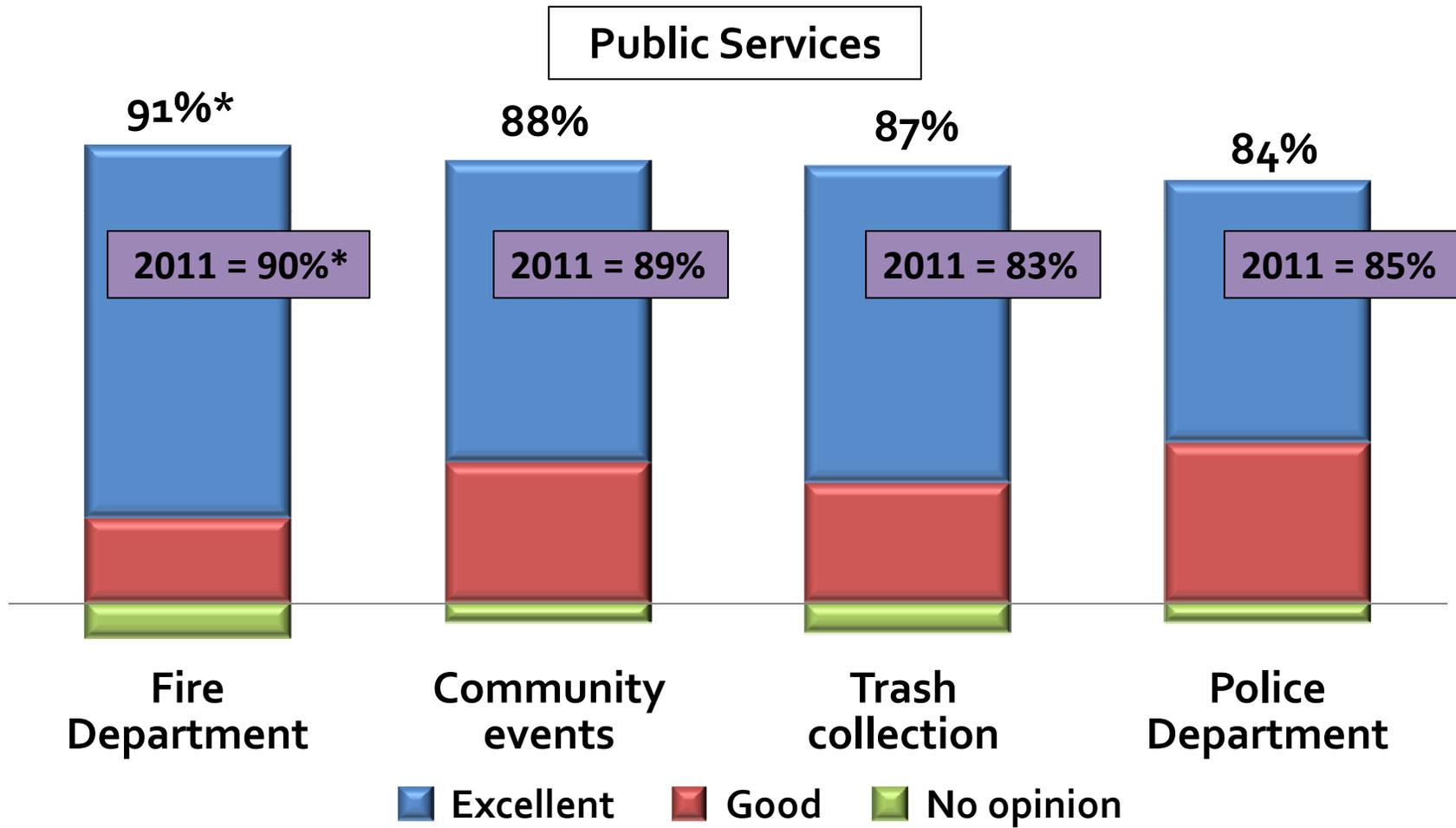
Employment Opportunities





Public Services

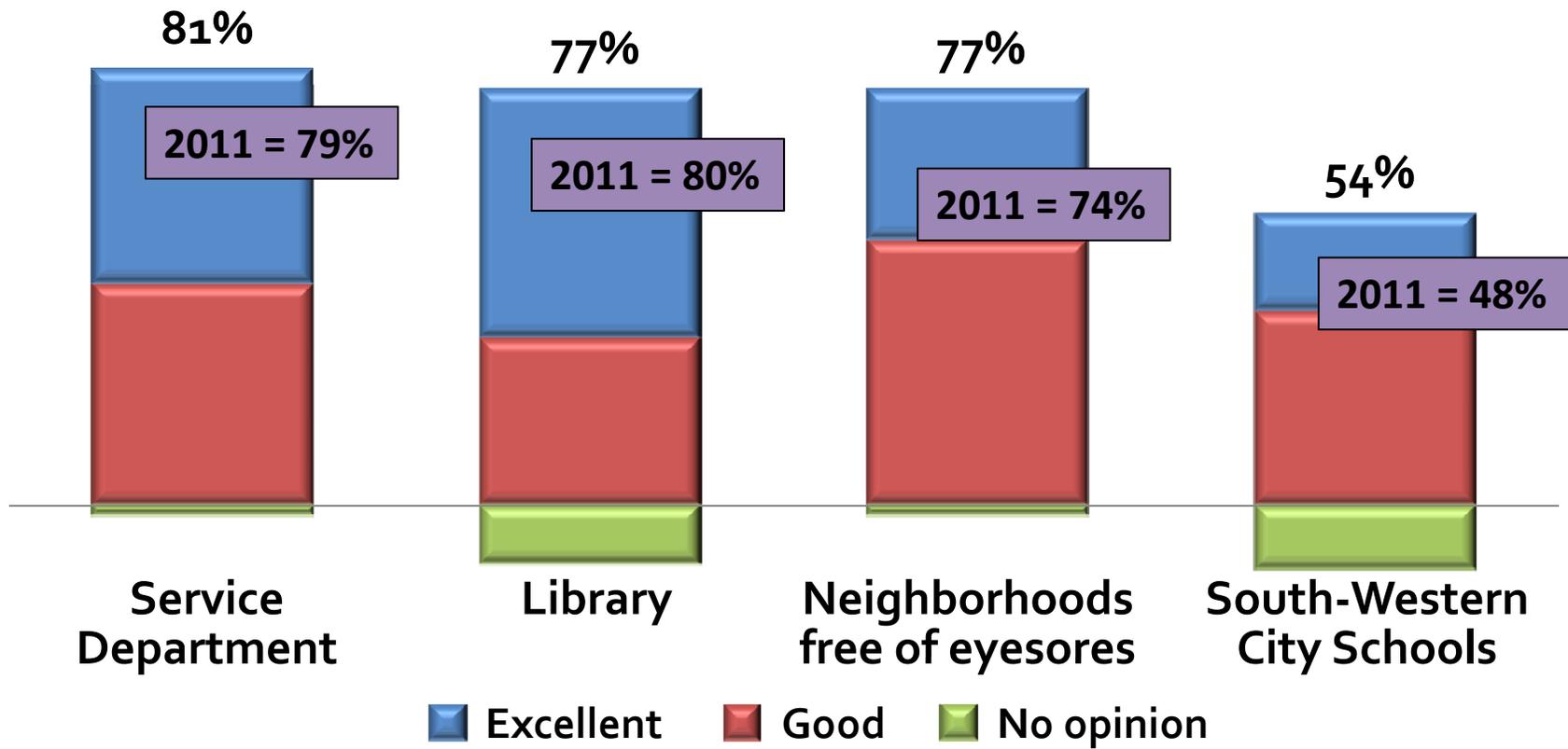
Once again, residents are pleased with Grove City's public services.



*Excellent and good

Though fewer are pleased with the South-Western City Schools, this year positive impressions have grown more common.

Public Services

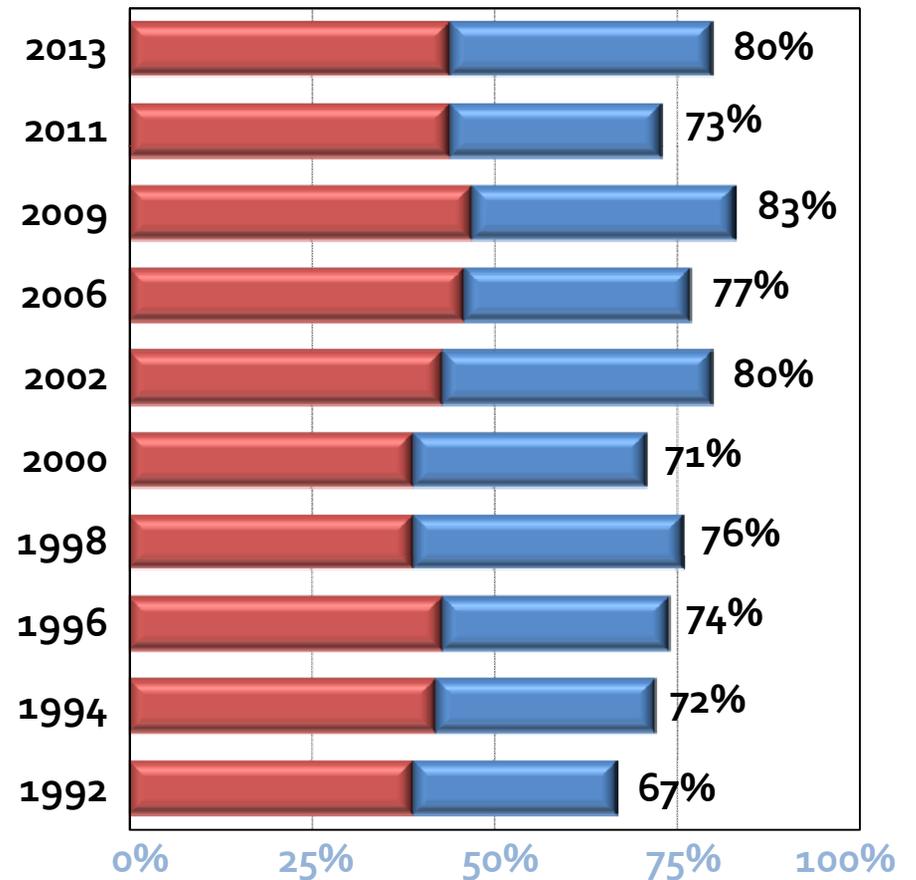
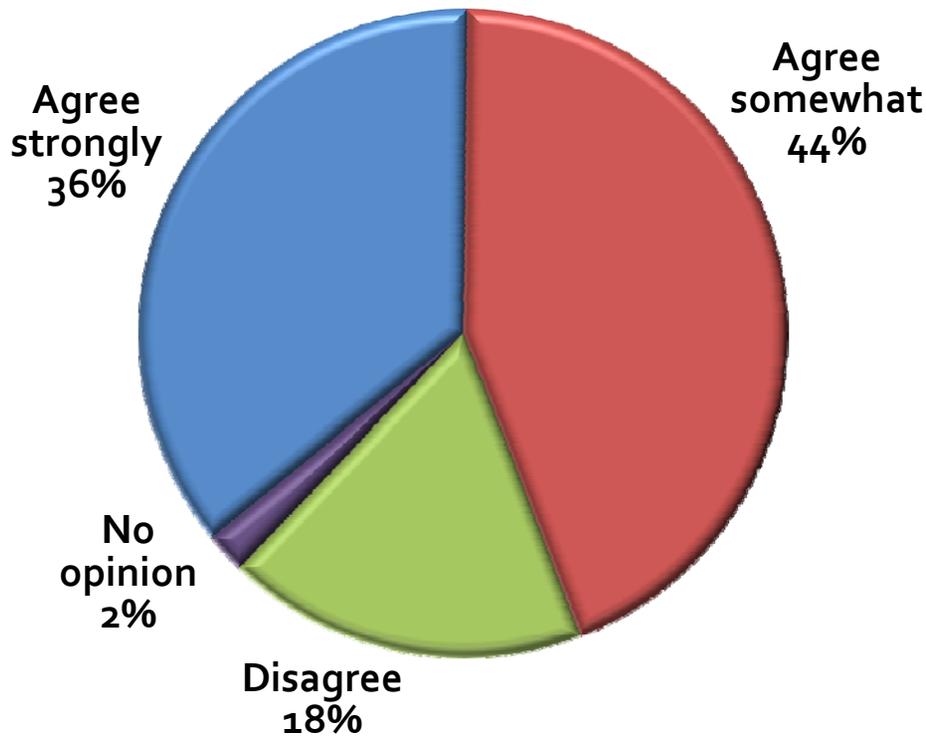




Grove City Officials

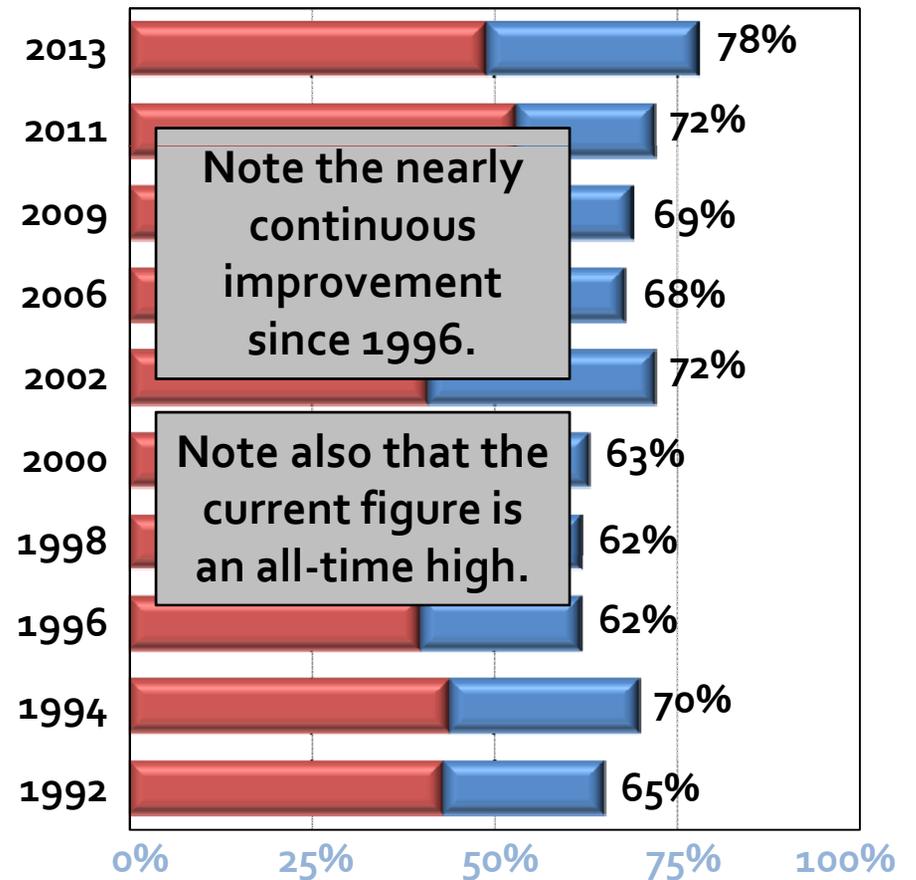
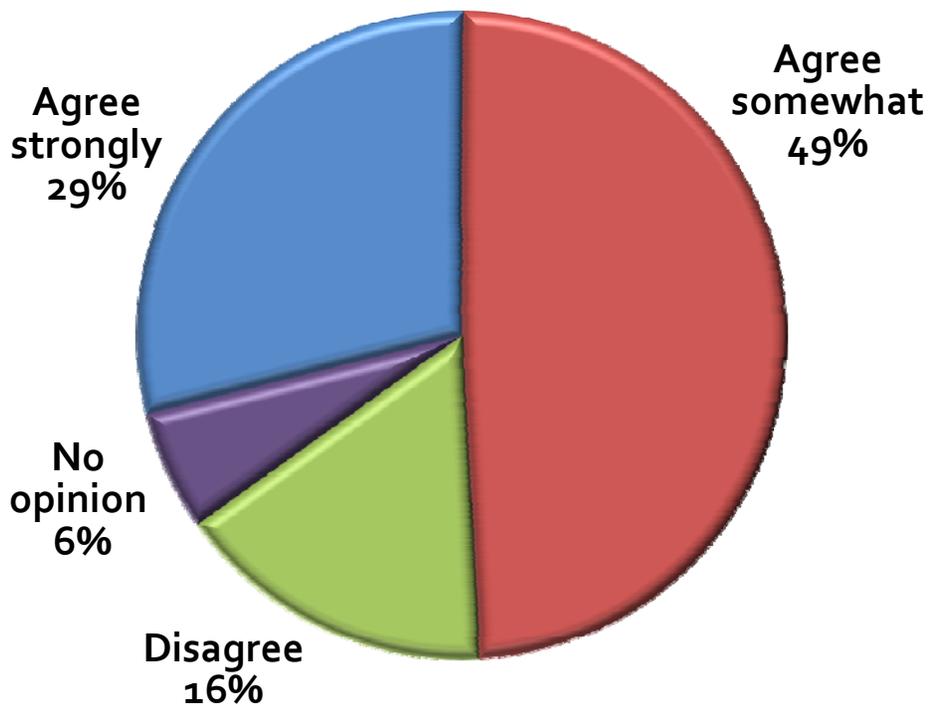
Satisfaction also is high with city officials, especially on four key dimensions: keeping the public informed, ...

City Officials:
Keeping Public Informed



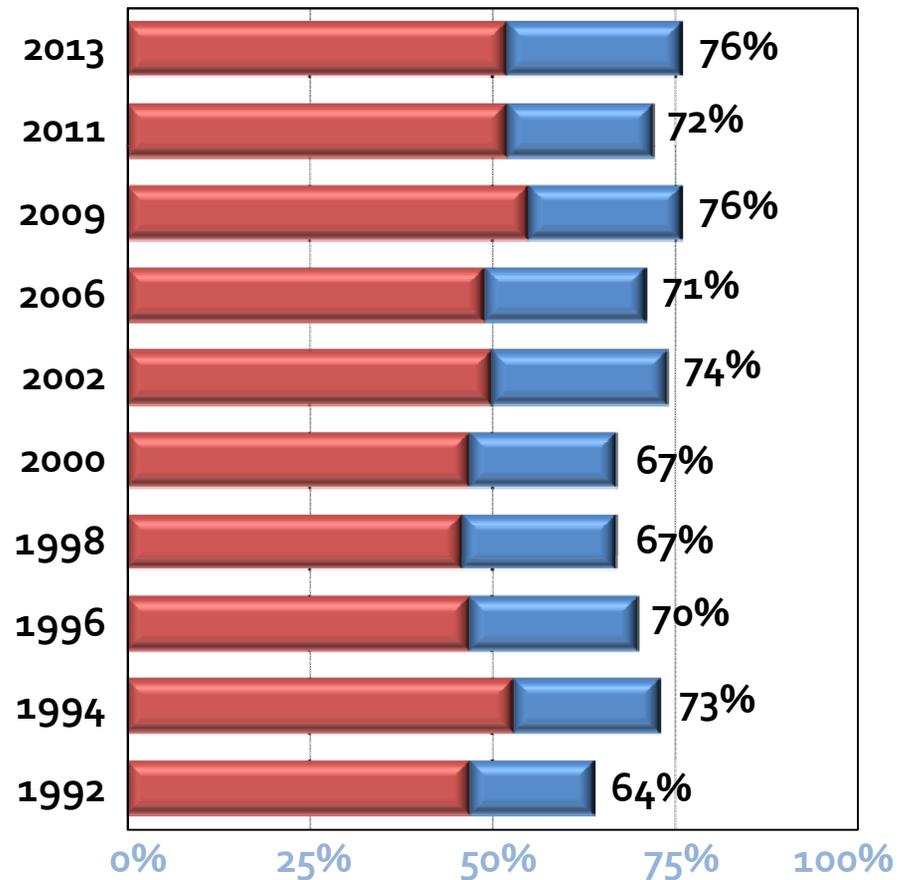
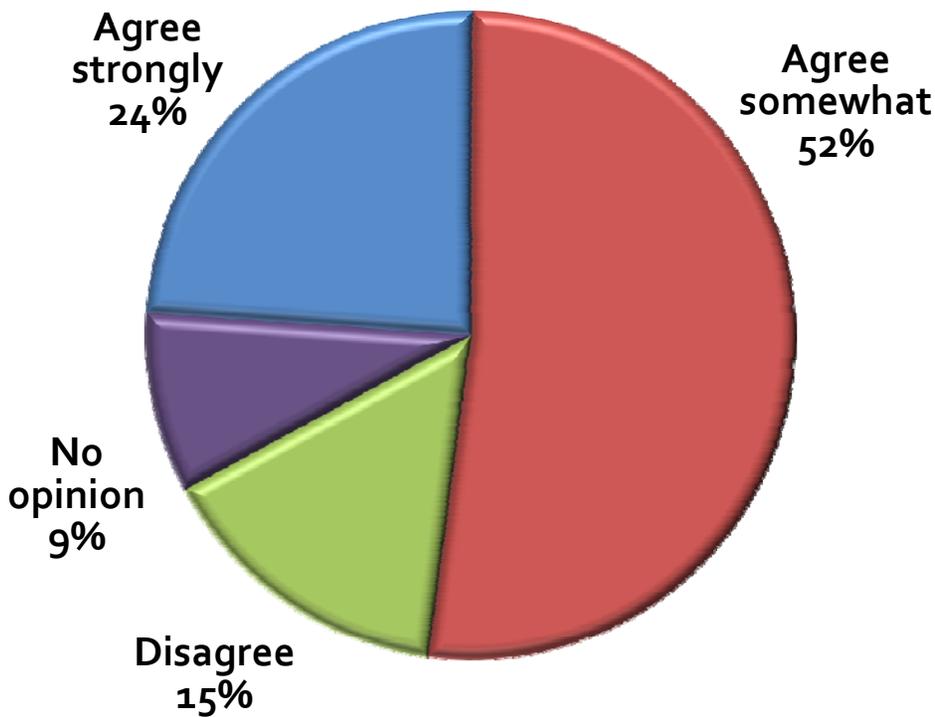
... planning for the future of the Grove City area, ...

City Officials:
Planning for the Future



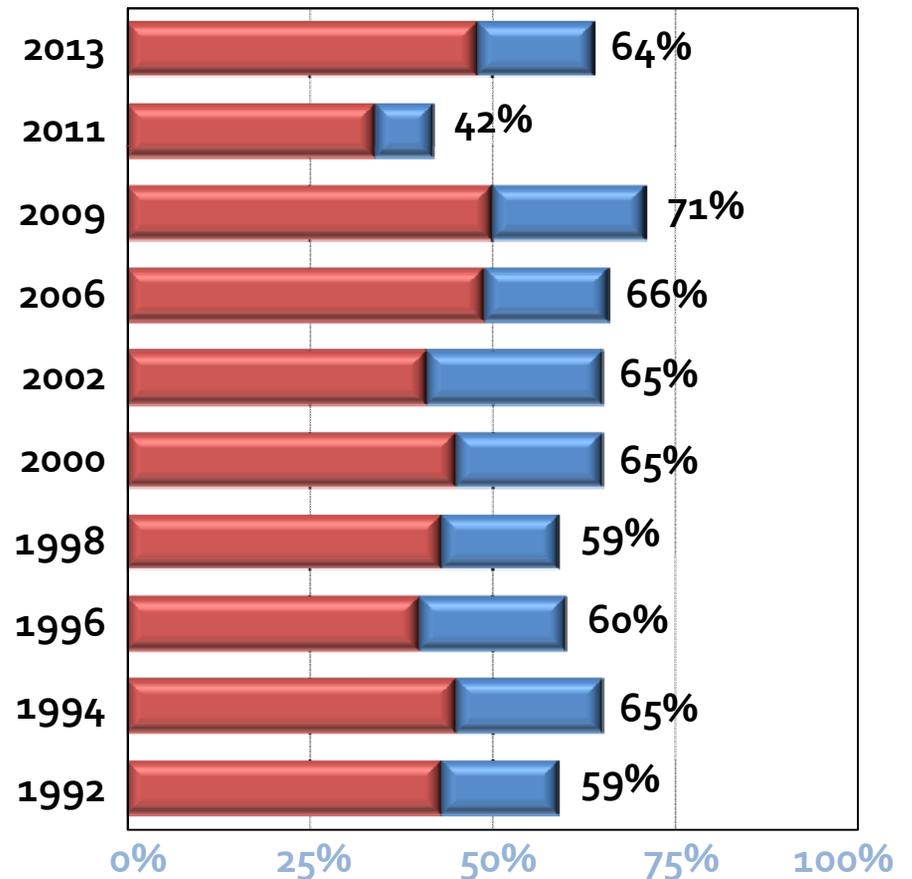
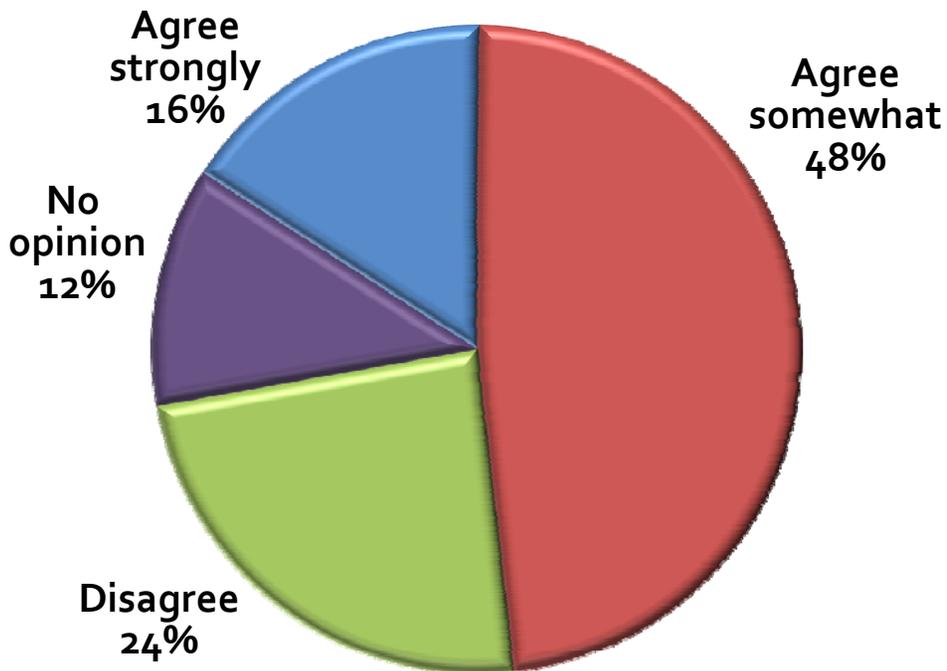
... responding to the needs and concerns of residents, and ...

City Officials:
Responding to Needs



... managing the city's money, which has increased dramatically, from four out of ten to more than six out of ten.

City Officials:
Managing City's Money



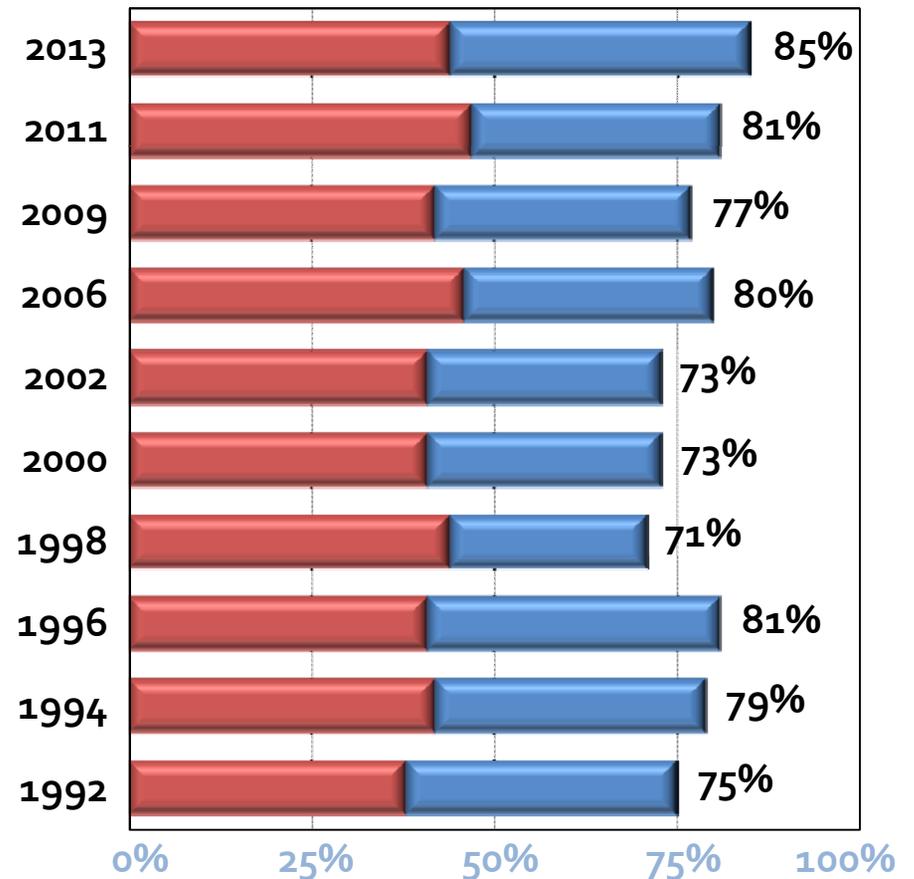
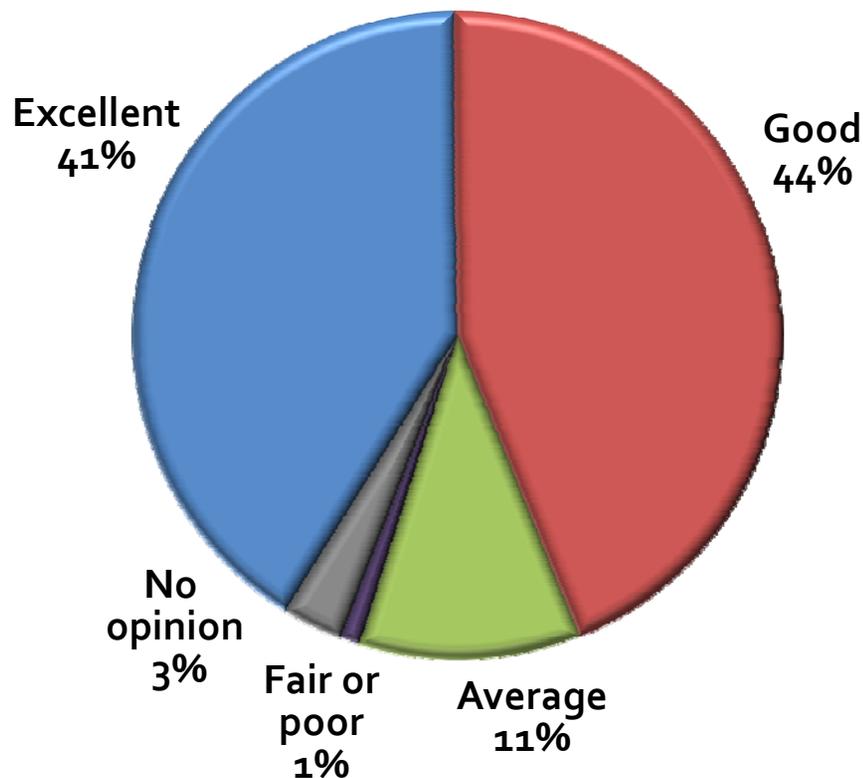


Parks and Recreation

Positive impressions of the city's parks and public facilities have grown uninterrupted since 2009 – and have never been higher.

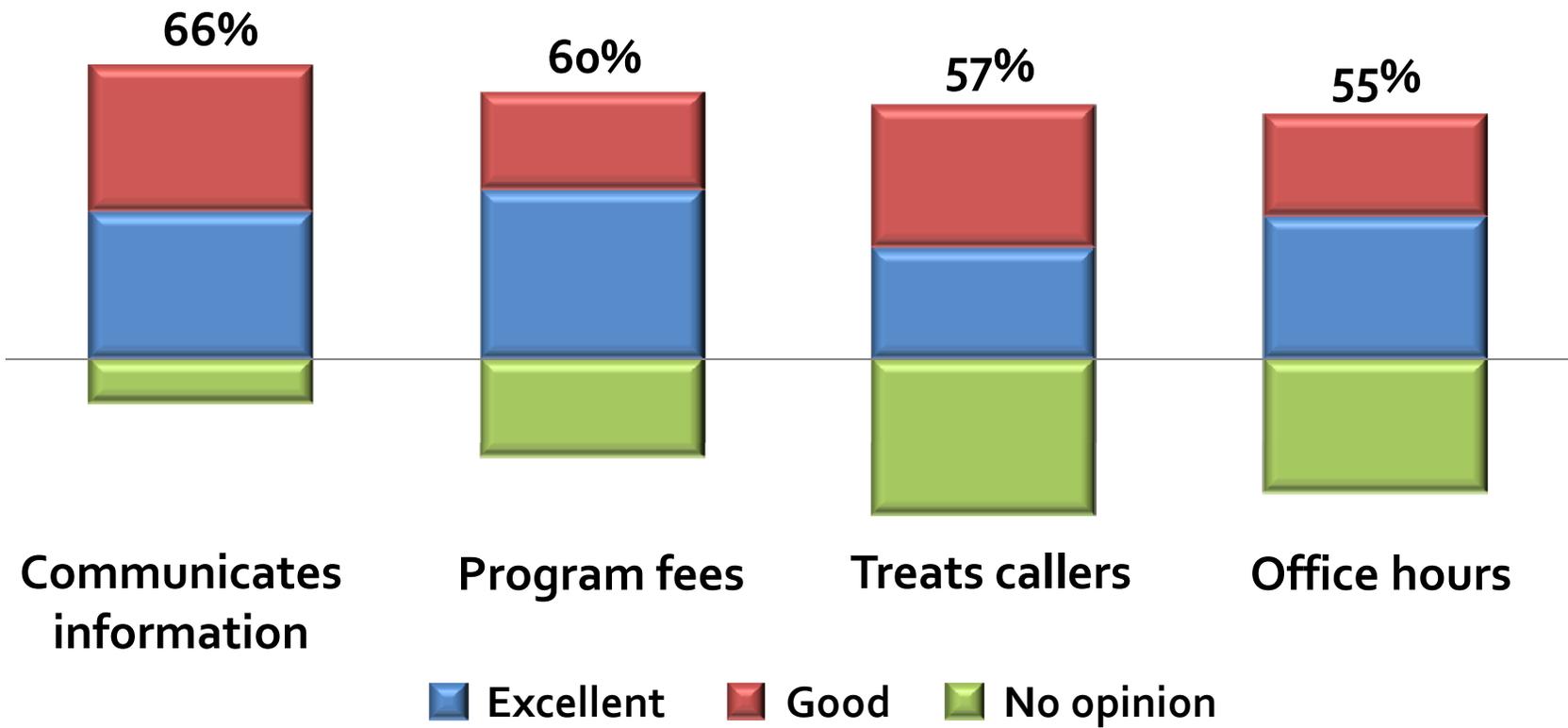


Parks and Public Facilities



A majority of residents have positive impressions of the city's Parks and Recreation Department. On some specifics, however, many have no opinion.

Parks and Recreation Department



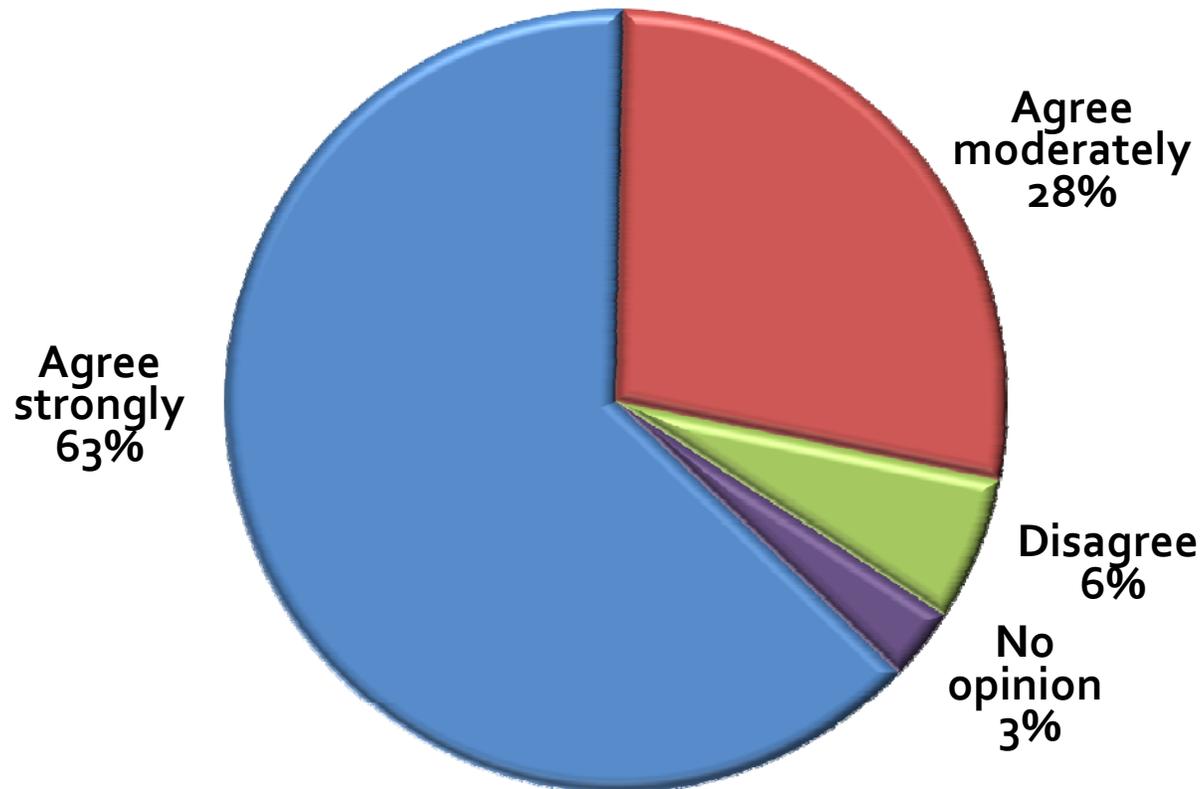
The logo for the Grove City Police Department is a horizontal bar. It consists of a red rectangular section on the left and a larger blue rectangular section on the right. The text "Grove City Police Department" is written in white, sans-serif font across the blue section.

Grove City Police Department

Most residents agree that the Grove City Police Department does a good job keeping the community safe.

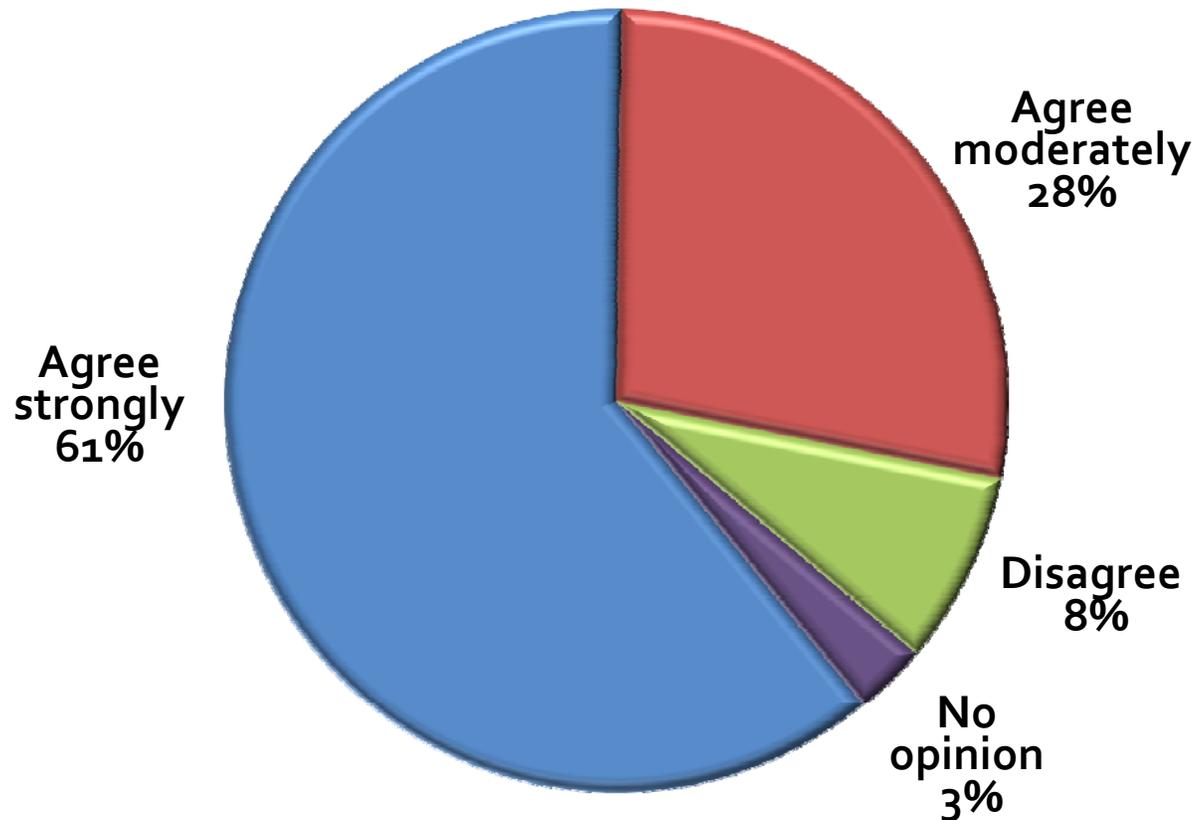


Police do a Good Job Keeping My Neighborhood Safe



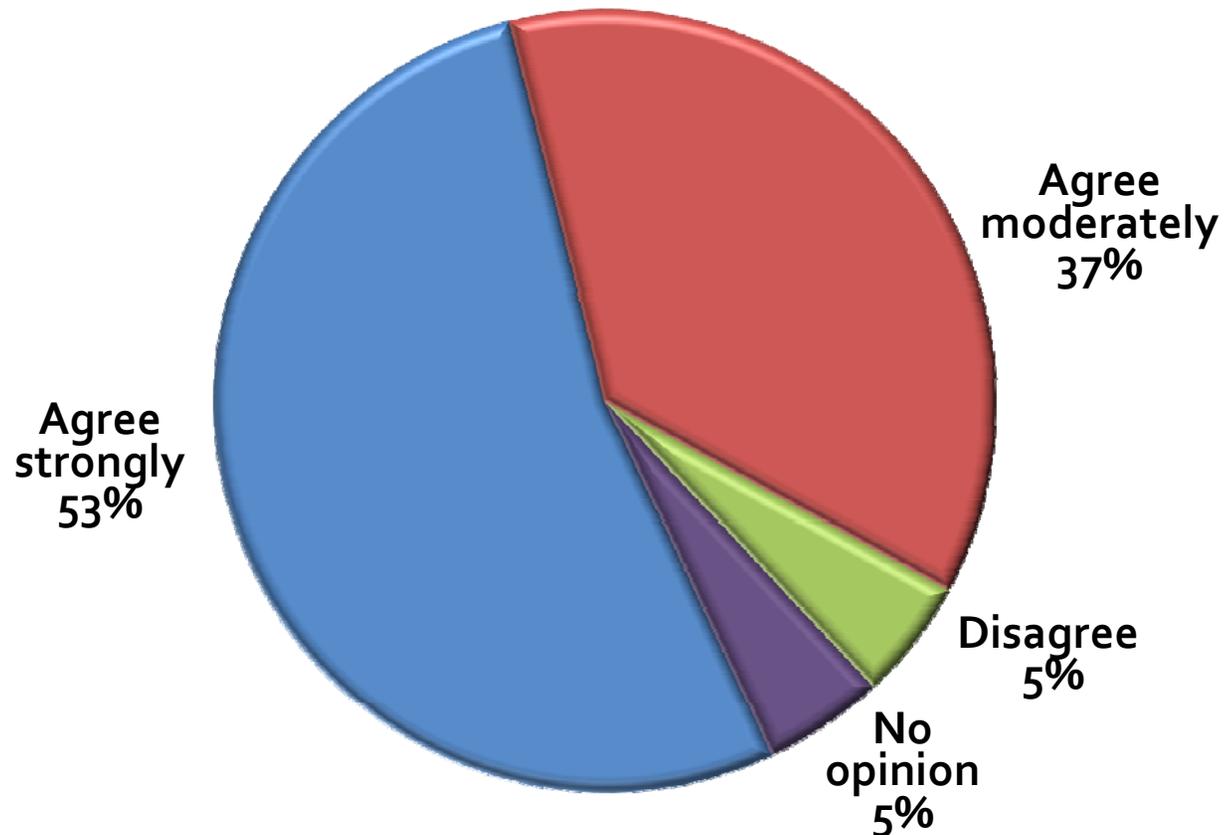
Most also agree that the Grove City police treat local residents courteously ...

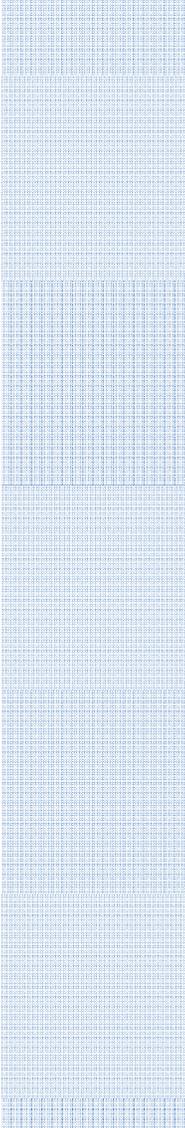
Police Treat Local Residents Courteously



... and are well-trained, competent professionals.

Police are Well-Trained, Competent Professionals





**Residents were asked:
“What would you suggest or recommend to
improve the Grove City Police Department?”**

**Though five out of ten offered no ideas, other
residents voiced a scatter of suggestions ...**

Have diversity training

More community interaction

Secure more funding

Treat people fairly

Increase involvement in neighborhood watches

Faster response time

Get rid of corrupt officers

Be more visible

Stay focused and active while on duty

Manage funds better

Visit schools and educate students

Increase the size of the headquarters

Don't be overzealous with charging minor violations

Hire more officers

Patrol neighborhoods more

Patrol more (area not specified)

More diversity on staff

More bike patrols

Update equipment/cruisers

Charge those who speed and park illegally more

More foot patrols

Stop and prevent drug use in the community

Be more friendly/polite

Build a second station

Stop racial profiling

Patrol businesses more

Allow people to make anonymous complaints

Have more/better training

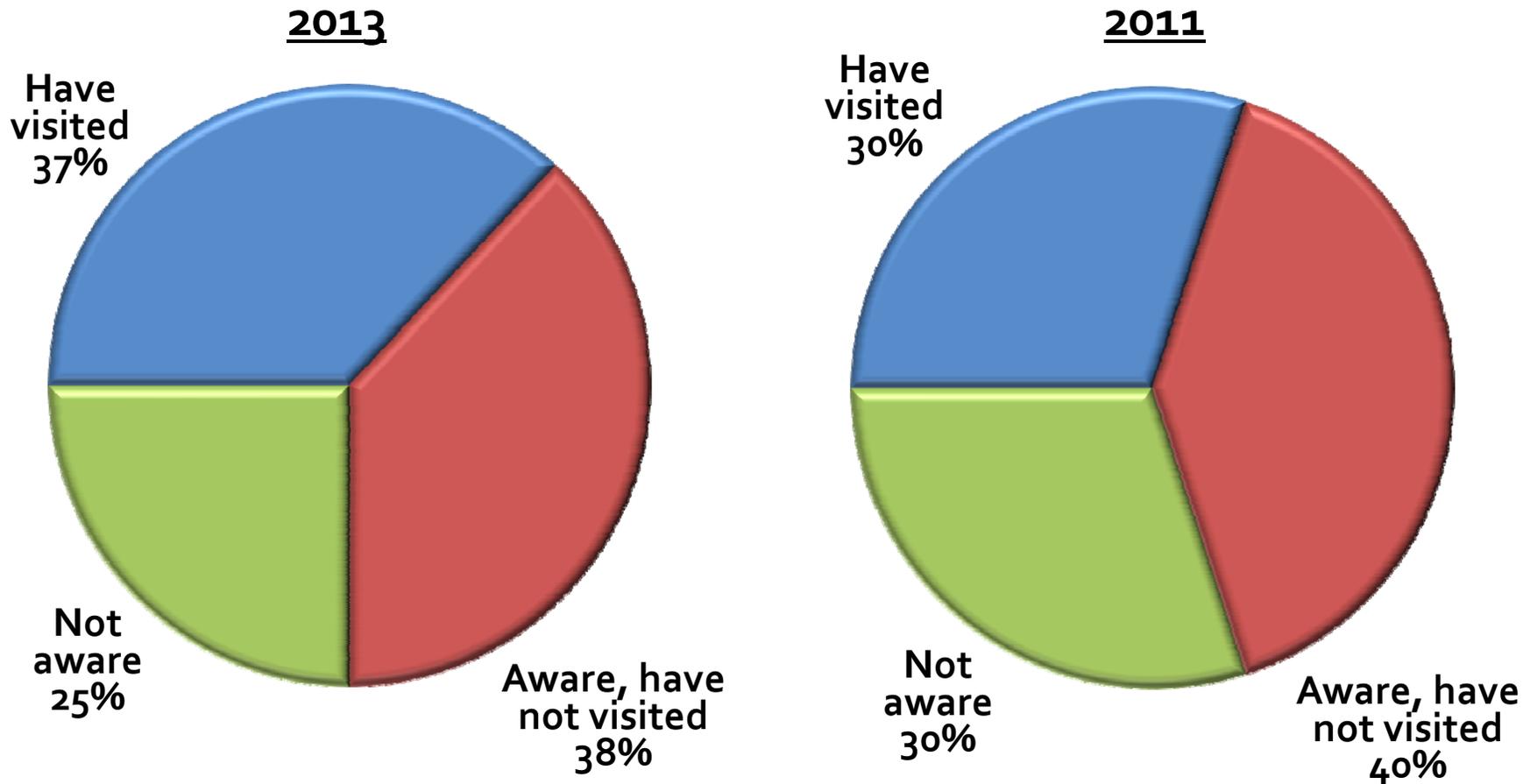
(The size of each word or phrase reflects the number of times it was mentioned.)



The Grove City Welcome Center and Museum

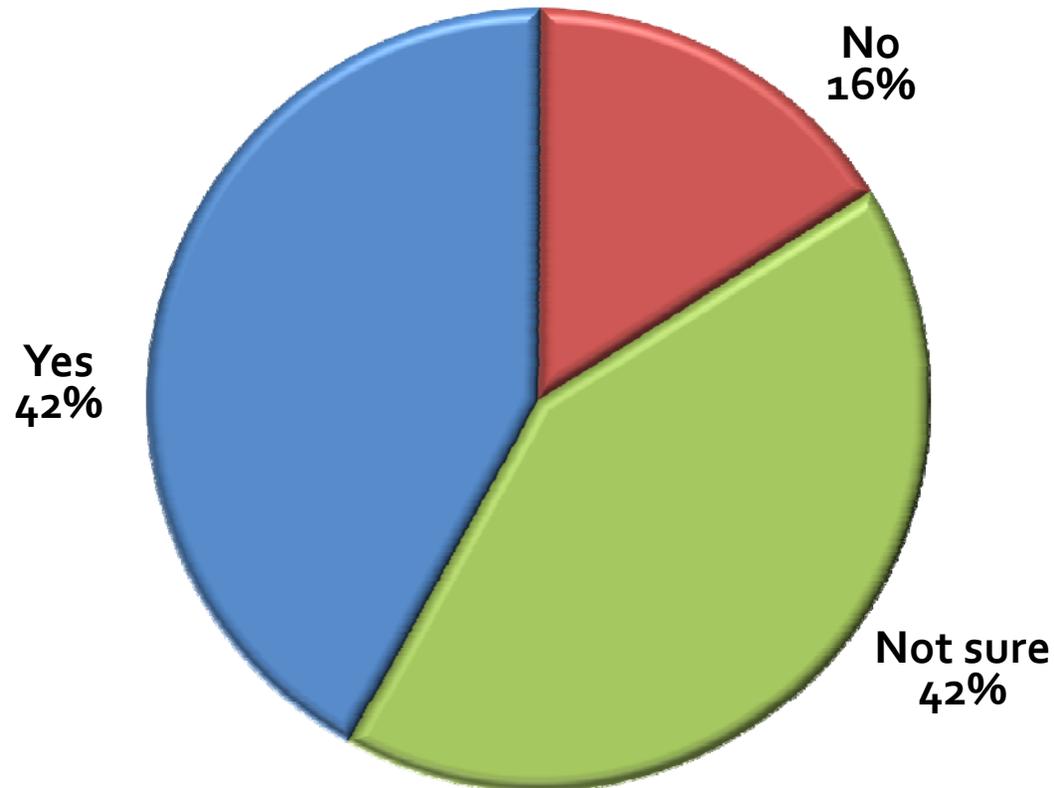
Awareness of and visits to the Grove City Welcome Center and Museum have increased since 2011.

Awareness of Grove City Welcome Center and Museum



Two out of five residents are aware that the Grove City Welcome Center and Museum offers maps and brochures that help residents plan Ohio vacations.

Aware of Ohio Vacation Resources at Welcome Center





Development Priorities

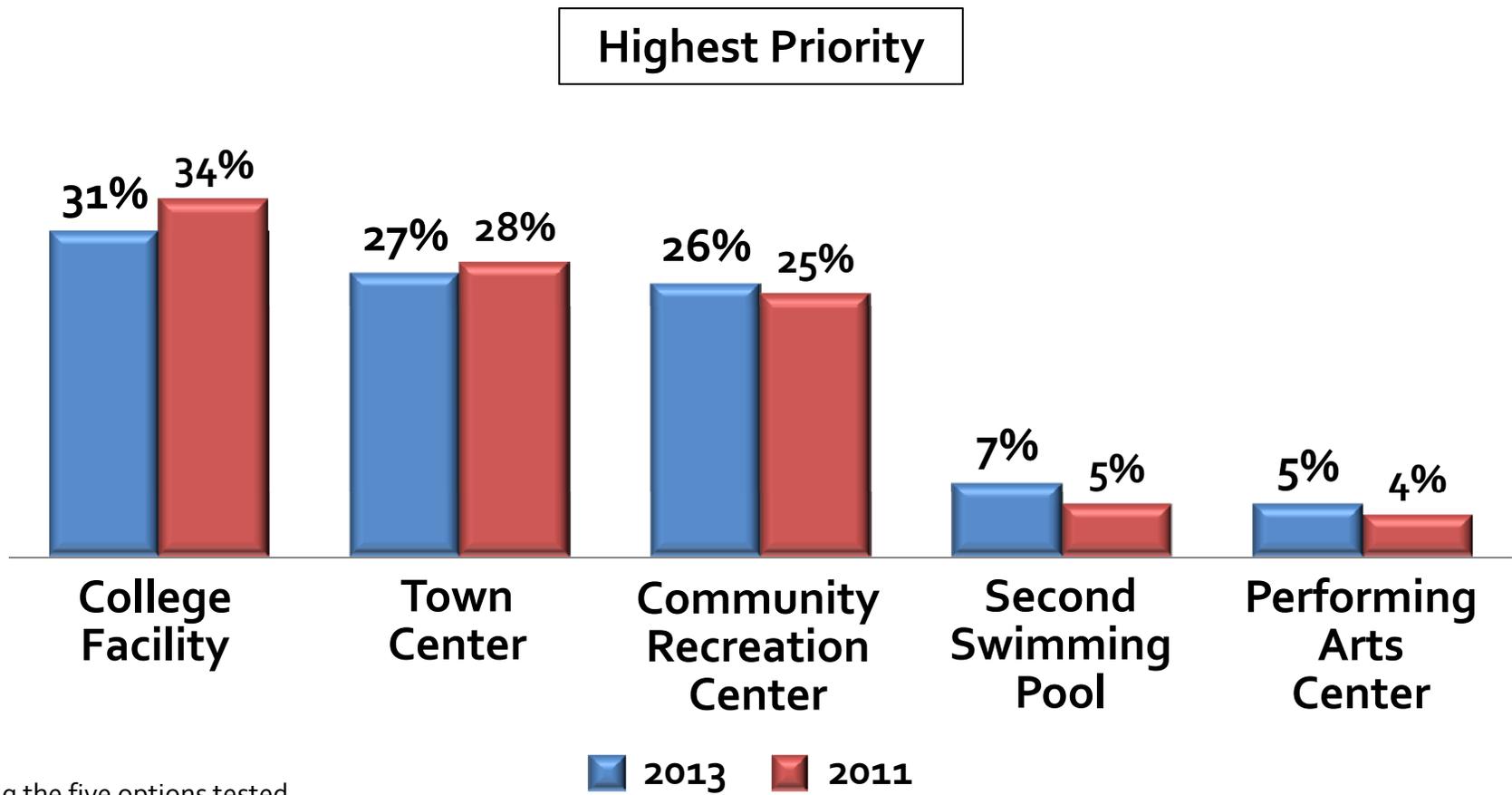
Residents were asked:

Which of the following five community projects should Grove City officials make their highest priority?*

- **Building a performing arts center**
- **Building a community recreation center**
- **Building a second community swimming pool**
- **Building a permanent facility where colleges and universities can offer courses for area residents**
- **Redeveloping the Grove City Town Center**

*Options were presented in a randomized order.

As in 2011, a plurality of residents feel that building a permanent facility for college courses should be the city's highest priority.* Redeveloping the Town Center and building a rec center follow closely behind.



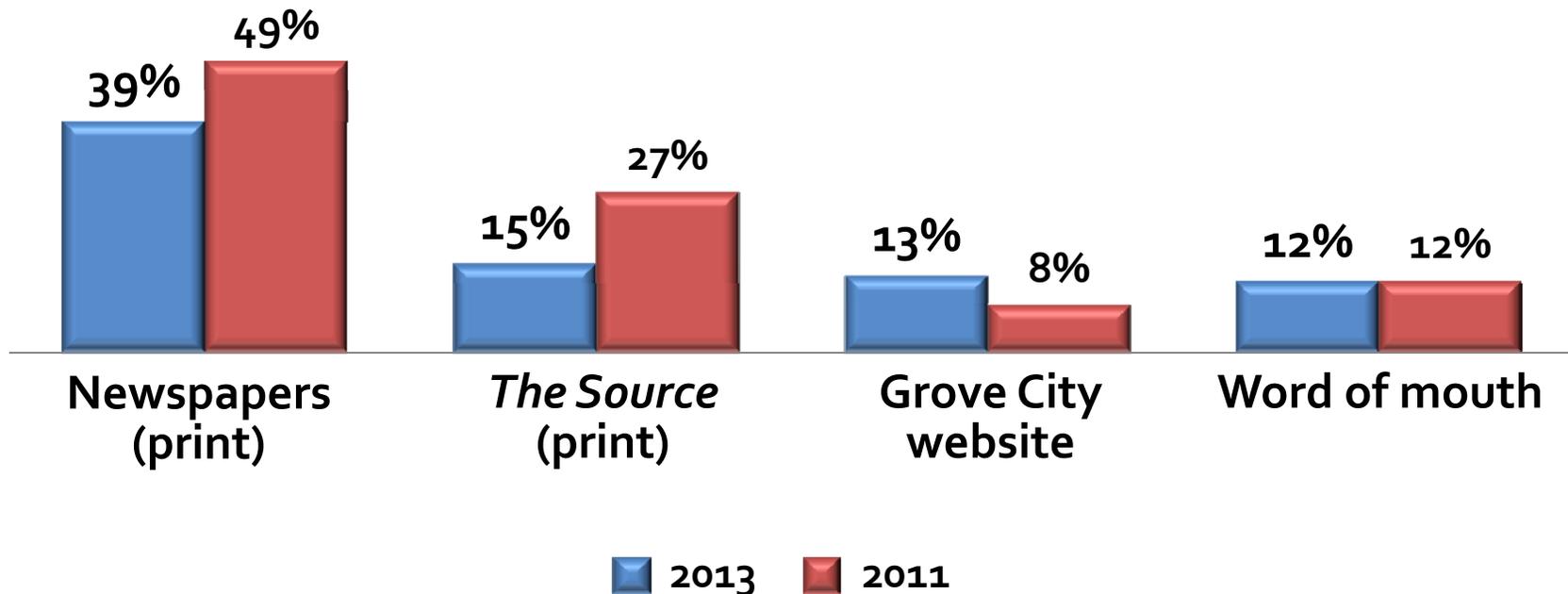
*Among the five options tested



Communications

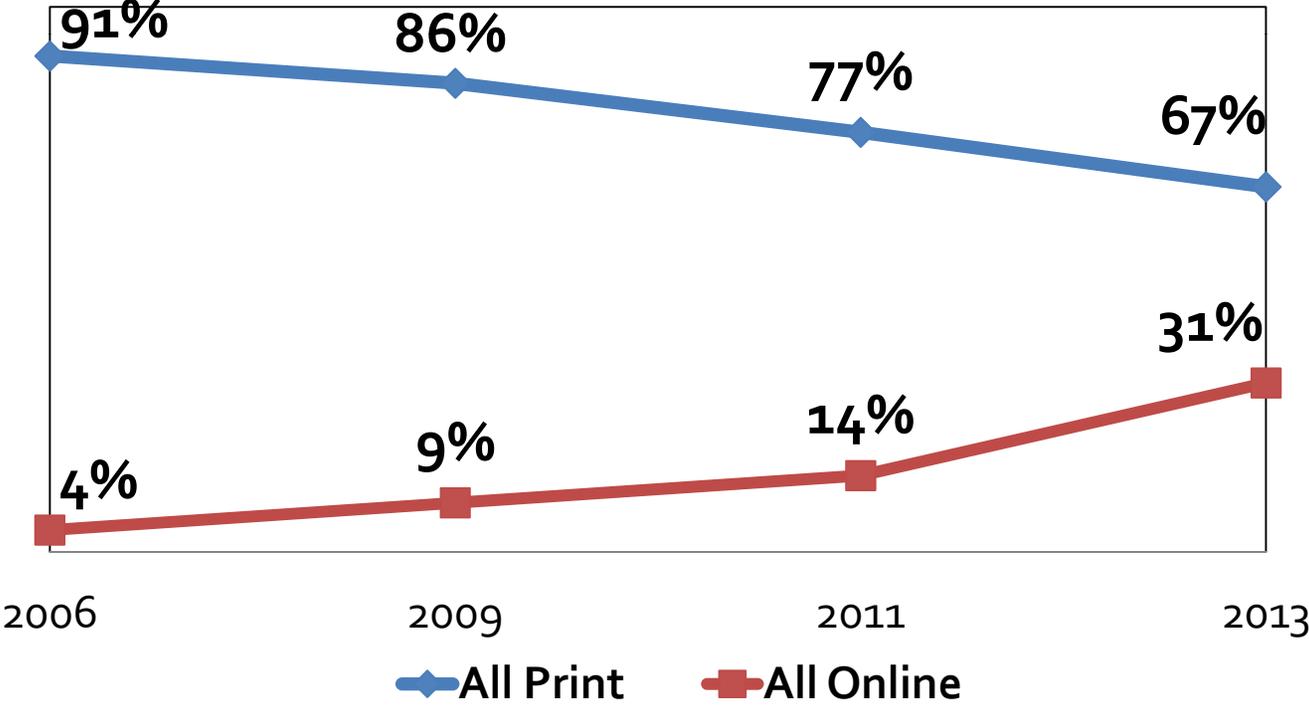
A plurality of residents obtain information about events, programs, and activities sponsored by Grove City from local papers. Print, however, is on the decline ...

Primary Source of Information About Events and Activities in Grove City



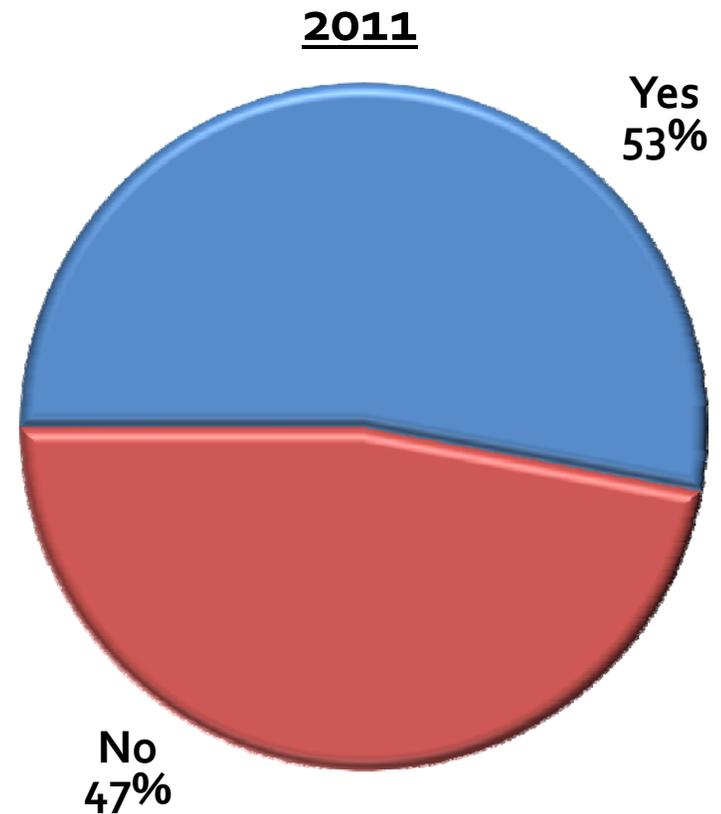
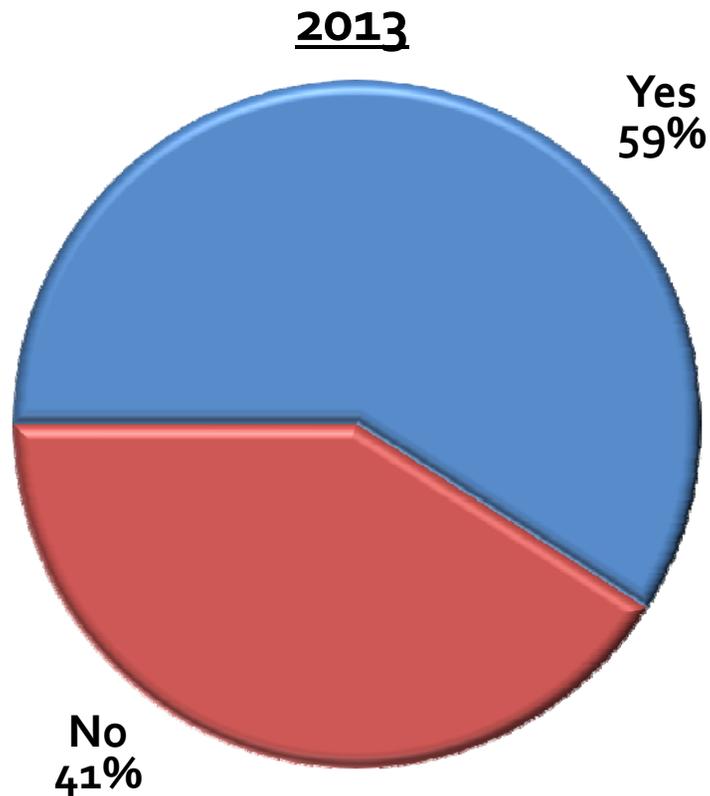
... while online sources – including, for example, the city’s website and e-newsletter – are surging.

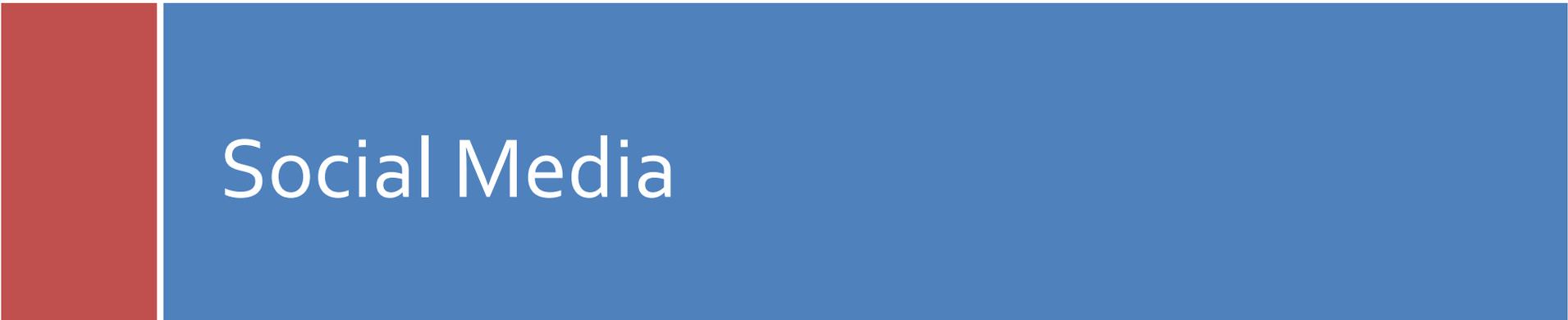
Primary Source of Information



Six out of ten residents have been to the Grove City website during the past 12 months, up from 2011.

Visited the Grove City Website

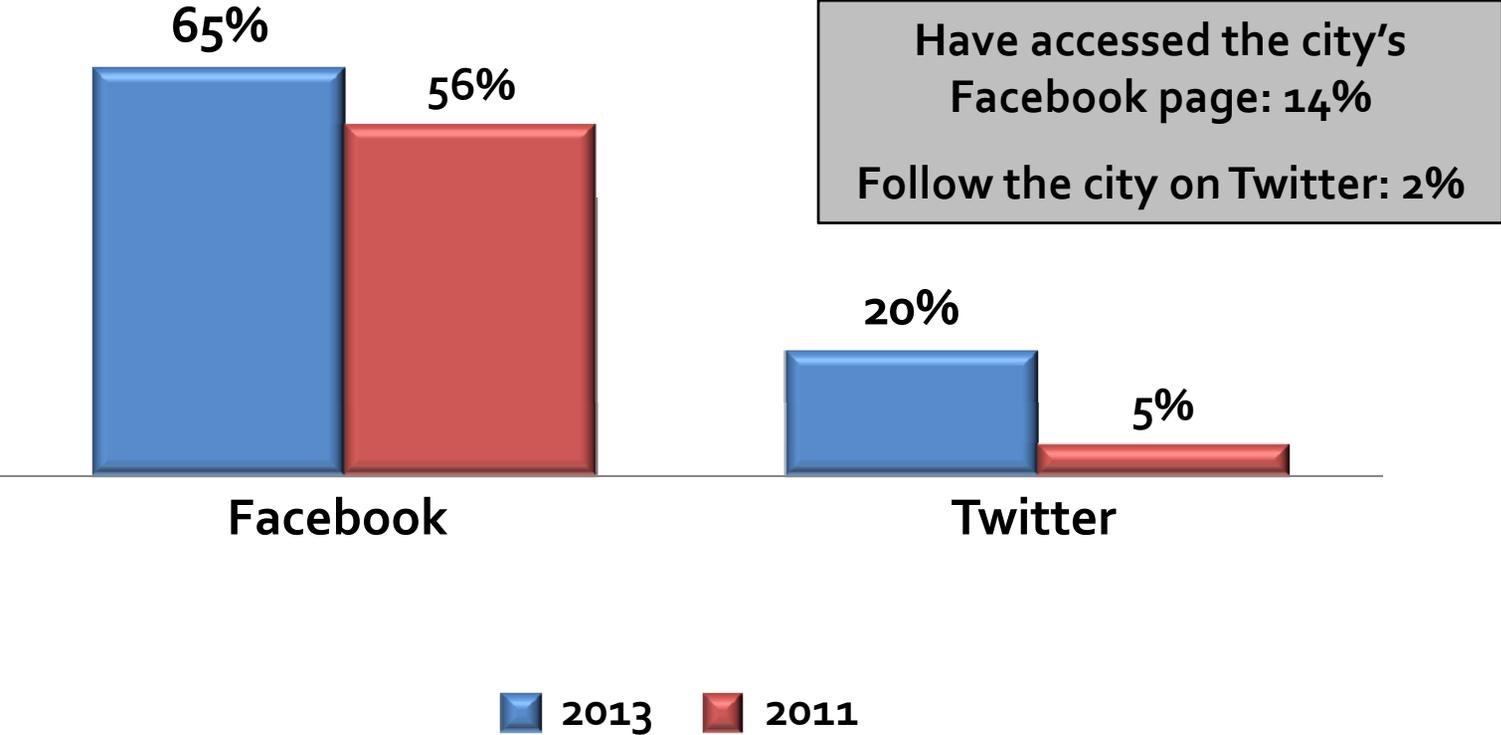




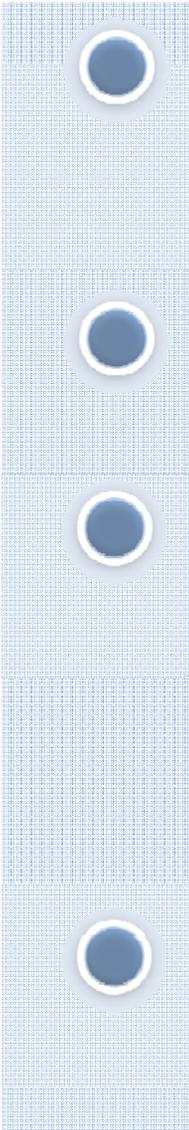
Social Media

More than six out of ten residents have a Facebook account and two out of ten Tweet. Few, however, have accessed the city's Facebook page and fewer follow the city on Twitter.

Use of Social Media



Conclusions

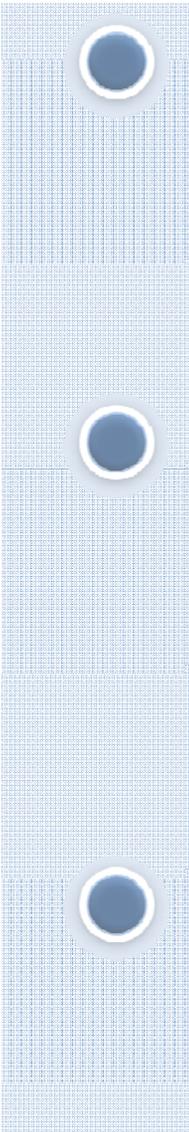


Impressions of Grove City as a place to live are mostly positive; in fact, this year, compared with 2011, positive impressions tend to be more common.

According to most residents, Grove City is heading in the right direction.

Most residents are pleased with Grove City's Police and Fire Departments, community events, the Grove City Library, routine city services, and the city's parks and public facilities. Most also are pleased with Grove City's public officials.

Over the past two years, impressions of Grove City have improved dramatically in two areas: employment opportunities and the managing of city funds.



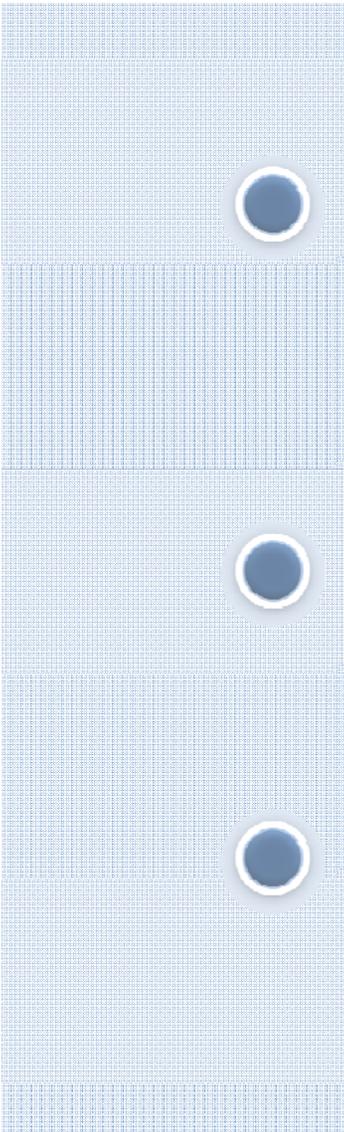
When residents considered five potential community development projects, a plurality claimed – as they had in 2011 – that building a permanent facility for college courses should be the city’s highest priority.

Though newspapers continue to be the most common source of information about events, programs, and activities sponsored by Grove City, print is on the decline while online sources – including the city’s website and e-newsletter – are surging.

Finally, more residents use Facebook and Twitter this year than in 2011; only a few, however, use these social media to “follow” the city.



Next Steps



XXXX

XXXX

XXXX

Questions?

Appendix

ID No.	What would you suggest or recommend to <u>improve</u> the Grove City Police Department?
280	Add additional officers. When they go out at night to a break-in, they should go out in twos so someone is watching their back.
52712	Add more officers.
3202	Add more officers.
97	Add more police officers since they have such a wide area to cover.
2374	Add three or four more officers.
51131	Additional staffing
5556	Admit that they have a drug problem in the community. Increase their anti-drug programming in the schools. Be more proactive to stop and prevent drug use.
52250	Always be visible. Make your presence known.
50421	Avoid racial profiling. I am a preacher, so I hear everything. I hear an occasional story of corruption, but nothing major, so that is why I still gave them a B grade.
50177	Be more friendly and courteous. They're not the friendliest, even when people aren't doing anything wrong.
51327	Be more interactive with the community.
245	Be more present during late night hours.
3086	Be more understanding. Be considerate when they stop somebody rather than being cocky and slapping a ticket on you.
3588	Be more visible, particularly around Stringtown Road. There is a drug problem in the apartment complexes. Have more personnel.
1461	Be out more in the field.
51065	Before they send a letter to a homeowner saying that they are going to start charging for home alarms going off, they should come out and speak with the homeowner in person to get the whole story.
7185	Better training in community relations
51532	Build a bigger station. Interact more with the public, including with the neighborhood watches.
1489	Communicate better with the residents. Provide crime reports and alerts by email.
51335	Continue patrolling the neighborhood.
7481	Crack down on speeders; Demorest Road is a speedway.
4407	Create at least one substation. Watch out for speeders.
51945	Diversity training
1352	Do more with the smaller children. Ensure that kids are acting properly and obeying the laws.
51988	Do not pull over black people all the time.
9647	Do not waste time on those speeding one mile over the limit.
7939	Do something about suspected drug dealers on the streets.
52454	Encourage neighborhood block watches to increase safety in their neighborhoods.
6733	Enforce some of the laws that we already have out here. We have two grade schools out here. They allow people to park on Haughn Road and Richard Avenue. It blocks traffic when school lets out. We have called about it, but no one does anything about it.
7505	Establish a substation. I think they should be dispersed more evenly across the community. There should be one on the east side and one on the west side.

ID No.	What would you suggest or recommend to <u>improve</u> the Grove City Police Department?
3529	Expand a bit; have more officers.
51619	Expand them so there is more coverage. There are people vandalizing cars and garages in my neighborhood. People are also speeding through the neighborhood. If they had more patrols, they could reduce that.
8191	Faster response time
50288	Faster response time
1711	Fire them all.
1169	Focus on any large crimes they might have. There are also too many vehicle break-ins.
2467	Focus on the drug problems, not just traffic.
1361	Get a few more cruisers on the street.
53255	Get a mixture of nationalities on the force.
52076	Get more cops.
50180	Get more police officers.
2036	Get more police on the street.
8526	Get more police.
627	Get out of the quiet neighborhoods. One night I was leaving my sister's place in Grove City. I was in a quiet neighborhood where nothing was going on. I did a rolling stop, and they stopped me when they could have been on Stringtown Road catching real criminals.
867	Get to know the people in the community better.
148	Give them a raise.
8572	Have a quicker response time.
447	Have additional police officers.
5082	Have better and more current equipment.
50569	Have better communication. Be more consistent with the application of policies. We had issues with loud noises around July 4 th . They don't clarify what fireworks and other noisemakers are allowed. It seems like it's based on whether your neighbors like it. It's arbitrary and seems to be up to the neighbors.
5549	Have better training for community relations. Focus more on the drug issue.
6141	Have better training so they can deal with citizens better.
51931	Have citizen ride-alongs.
455	Have extra patrols through the neighborhoods.
6531	Have fewer speed traps and more patrolling. I would rather see them cruising the neighborhood rather than worrying about people going ten miles an hour over the speed limit.
52664	Have more active patrols. Too many are just parked in parking lots.
548	Have more bike and foot patrols on Stringtown Road.
6721	Have more bike patrols.
259	Have more cars patrolling the area.
50054	Have more community interaction. You don't see them very much.

ID No.	What would you suggest or recommend to <u>improve</u> the Grove City Police Department?
2273	Have more community involvement, particularly more bike patrols and foot patrols.
52513	Have more community involvement. Many are unaware of the outreach programs available for promoting child safety.
52667	Have more cops, maybe another police station, and more guns.
52865	Have more diversity on the force.
4025	Have more exposure to the public.
4449	Have more face-to-face contact.
50291	Have more foot patrols in the parks and during events. Be out on foot instead of in cars.
8257	Have more funding.
5074	Have more interaction with the public.
1468	Have more neighborhood patrols, especially farther out of the city.
3964	Have more neighborhood patrols.
50061	Have more neighborhood watch involvement. Be more aware of what they need to be looking for.
3467	Have more of them.
1903	Have more officers on the force.
52033	Have more officers, another substation, and more cruisers. I do not see them in my neighborhood. I live in a low crime area, but I would still like to see them.
806	Have more officers.
774	Have more officers.
1706	Have more officers.
9376	Have more officers.
5297	Have more officers.
1838	Have more outreach. Help start neighborhood watches.
53213	Have more patrol cars on Stringtown, especially at the intersection near Walmart and Longhorn Steakhouse. It's terrible.
8067	Have more patrolling in the Girbert Street and Richard Avenue area.
1210	Have more patrolling in the neighborhoods.
1317	Have more patrols on Broadway and near other apartments.
51409	Have more patrols through neighborhoods.
7053	Have more patrols. I don't see them enough.
51185	Have more police available, if necessary.
52814	Have more police in lower income neighborhoods. Cover more area.
1757	Have more police officers. The current ratio of residents to officers is unbalanced. They need to be more visible.
3574	Have more presence where I live. I don't see them very often.
574	Have more professional development. Behave more professionally while on duty.
1525	Have more programs that interact with the public, including home safety, firearm storage safety, and other things like that. Have more programs for kids, like DARE.

ID No.	What would you suggest or recommend to <u>improve</u> the Grove City Police Department?
50194	Have more racial diversity.
4697	Have more training and funding.
3359	Have more training on diversity and community relations. Maybe have a liaison position for the community so they can make complaints.
5329	Have more training on drug and traffic related issues. Add more officers.
51290	Have more training on investigations. We had someone drive up on our lawn. The tire tracks were clearly visible. The police officer who came out to investigate drove directly over the track; he probably shouldn't have done that.
5079	Have more training. They could understand their role as public servants a lot better. They are nonresponsive to neighborhood issues, and it is hard to get them to respond to public service issues.
8119	Have more visibility. They are nowhere near visible enough.
2159	Have the finances to continue their work.
8646	Help more block watches.
7403	Hire a few more officers. I don't know if they have any drug enforcement officers other than the DARE officer, but I think they need that here since Grove City is kind of known for having drug problems, especially in Urbancrest.
1360	Hire more officers.
51258	Hire more officers.
4214	Hire more police officers.
50548	I also work in Grove City, and our offices have been broken into. Maybe they could increase patrolling, although I always see them patrolling. Be in multiple places at one time. Add another car or officer. I have no clue how they operate, though.
8647	I am happy with the service they provide.
3057	I am satisfied with the way they are.
383	I am sure they could use more police officers.
51935	I believe they are understaffed for the growth that is going on.
2883	I don't want to see them sitting around talking. I always see two of them in their cars just sitting and talking.
926	I feel that they should have more patience with residents.
7470	I guess you could add more of them.
9176	I have heard too many people say they are small town bullies. They have a tendency to profile youth. They think all youth are involved in drugs or alcohol. They don't treat youthful driver with much respect. They haven't patrolled my neighborhood. They just patrol the main streets. They have a lot of vehicles just parked at the station that stay idle. There are not enough officers. Go back in the schools, and not just for the DARE program. Get the youth to associate police officers with something other than just an authority figure. Help them relate and talk to the police.
5947	I know we've had a lot of thefts and break-ins, but I don't know how they can solve that.
50733	I like how they go into the schools for things like DARE. It makes kids aware of police matters. It makes the officers more approachable. Kids realize they can go to an officer if they don't want to go to their parents. I have a son in middle school. They remind children of bike safety, and have coupons for ice cream, which brings about a positive attitude. My friends from other areas think it's great what they do.
293	I like it when they put the crime reports in the newspaper. Continue that because that is how I know which kids have been arrested.

ID No.	What would you suggest or recommend to <u>improve</u> the Grove City Police Department?
1642	I live on a busy street, and the police cars fly down here. I think they are going down to Walmart and places down the street where something is happening. They don't turn on the sirens; they just have the lights on. I am concerned that a kid or an elderly person may not see them coming. I spoke to them about it, and they said they only put the sirens on for certain crimes. I am just worried for the safety of kids on bikes.
6663	I still like to see officers on foot patrol.
1827	I think that they should have more police officers.
8371	I think the guys have outgrown their facilities. The city needs to look at something to improve City Hall as well as the police department. They need to expand them, not improve them. The facilities should be able to keep up with the growth in the community. The officers are trained pretty well. They just need the facilities to help them serve.
5257	I think there is a lot of favoritism. People grew up together, so there is a small town attitude. They do favors for each other, and I don't think that is right.
478	I think they could manage money better. Monitor their overtime and salaries in order to spend the money wisely.
1771	I think they could use their time more efficiently. Every time I drive on Buckeye Parkway, I see police cars just sitting there. There are no restaurants there, so they are not breaking for lunch. They are just sitting there.
50207	I think they do a fantastic job. All my interaction with them has been great.
7421	I think they do a good job. Maybe they could monitor more the high-volume intersections for people who blow through red and yellow lights.
5174	I think they should privatize it. Focus on the things that make them a good police department, like unlocking cars for people or more person-to-person stuff.
566	I think they're doing a fine job.
85	I think we need more focus on detective work and the study of crimes. I don't think they are strong in those areas.
4930	I wish they had more officers.
50855	I wish they would have more opportunities for people to apply there. The parking lot and lobby is extremely small. The mayor's court should be held in City Hall because there is a lot more space there.
52300	I wish they would patrol the shopping centers more, specifically Walmart. I get creeped out at night when I go to the Walmart.
2152	I would like the chief to treat all officers equally and stand behind his officers more.
7600	I would like to see it expanded, especially with the growth we have experienced lately.
50462	I would like to see more DARE programs.
50137	I would recommend more training around crisis intervention. They need to know how to deal with people who are mentally ill, including those who are suicidal. It should be a staple to their program. Have ongoing training around cultural diversity. The landscape of Grove City continues to change. There is a growing Hispanic and African-American population.
3328	I would suggest more tours around the city. I see quite a few police officers parked in alleys reading tablets or books. I have friends who get pulled over for things that are ridiculous, when the officers should put more effort towards trying to catch real criminals. Stop pulling me over and giving me warnings for things that are no big deal. We also need more security near schools. I see a lot of bad activity near the high school. I can only imagine how bad it will be when my elementary kids are old enough to be in high school.
52215	I've been nothing but happy with what they've done.
7860	I'd like to see them more visible in my neighborhood. Have more neighborhood patrols.
53903	Improve their overall attitude.

ID No.	What would you suggest or recommend to <u>improve</u> the Grove City Police Department?
4836	Increase the frequency with which they drive through the neighborhoods.
50668	Increase the work force.
4931	Increase their block watch participation. Have more outreach and more patrols.
1948	Increase their manpower.
50078	Increase their presence in the neighborhoods.
52195	Interact more with public, especially in more positive situations. Be friendlier. Get citizens to trust them more instead of worrying about getting a ticket.
6613	It seems like there are a lot of speed traps. They should better utilize officers by patrolling neighborhoods more. The cruisers are just sitting around.
51497	It's hard to find a phone number to reach them. You have to be transferred. When you do reach them, they arrive quickly. They do a great job. Are they understaffed? If so, have more of them.
5899	Just add more officers.
4985	Just have more of them.
255	Keep up the good work.
50702	Maintain the status quo.
1373	Make it bigger with more officers.
50916	Make sure that they have patrol rifles just in case we have a gang problem out of the blue. They should also have the best body armor money can buy so that their spouses don't have to get that call. They should also patrol in pairs to cut down on the time they are waiting for backup.
51088	Make sure they are keeping up with the growth of Grove City. Have enough officers to keep Grove City covered.
161	Make sure they are prepared for emergencies you don't want to think about, such as bombings. Make sure they are properly trained for dire emergencies. Their cars are getting old. They could use better police cars and vans.
4873	Make their response time a little quicker.
50875	Maybe have more cops out patrolling.
50841	Maybe have more patrols in the shopping centers. Monitor more the neighborhoods that have a history of specific violations. Follow up with those who make complaints.
4028	Monitor trends in break-ins. People are violating building codes.
551	More officers
8755	More officers are better. I know they tend to be stretched thin at times.
1414	More or better patrolling
52861	More patrolling
8937	More patrols during the day, not just at night
54363	More police
53739	More police officers
52550	More police on the street
2530	More policemen

ID No.	What would you suggest or recommend to <u>improve</u> the Grove City Police Department?
1094	More presence in residential neighborhoods
9311	More staffing and more training
51224	More training and education
157	More visibility
51293	More visibility
54351	More visibility
51085	More visibility
2260	My contact with them has always been great.
789	My experiences with them have all been good. I don't think I am aware of anything that needs to be changed. There are plenty of them out there.
5664	My property is on the Grove City line. They need to respond to Jackson Township quicker.
9339	My street used to have speed limit signs; what happened to those? There are a lot of speed traps out here in the suburbs. Have them sit on some other side street instead of just Kingston Avenue. They should check speeds in other locations, and monitor the stop signs as well.
2552	One good thing about the Grove City police is that I see them all the time. In other communities, I never see any police. I generally feel safe in Grove City. I have never been a victim of a crime. I like living here in Grove City. They do a good job.
5560	Participate in neighborhood watches. Leave the teenagers alone.
2459	Patrol certain areas more often, especially the skate park.
336	Patrol in irregular patterns, particularly in areas where crime is increasing.
5730	Patrol the abandoned houses.
1650	Provide more follow-up on break-ins and burglaries. I live in a condo community. We have had several break-ins, and the police have not gotten back with us to let us know if an arrest was made. They need to communicate back to victims.
5068	Provide more training in public relations. They need to patrol more side streets at nighttime. They stay on main drags and do not patrol enough. I would like to see Franklin County take over and eliminate the police here.
51957	Put more attention toward public areas rather than traffic issues.
6094	Put more officers where crime is on the rise. They need to engage in more training.
1026	Put on a few more smiles. Anytime I have had a conversation with an officer, they are very, very firm. They are almost too rigid.
50649	Require a higher educational degree upon acceptance. I'm not sure if they require an associate's degree to join the force, but if they don't, then they should.
5070	Revise the Explorer Program, which is a youth program that fell by the wayside. Have more officers, community patrols, and neighborhood liaisons.
466	Shorten their response time. To do that, they would need more police officers.
1755	Solve crime instead of sitting around and waiting for speeders.
2953	Some of them are a little cocky.
118	Spend less money by having officers patrol on foot.
51644	Spend less money.
52725	Stop harassing people going to work at 2:00 a.m.

ID No.	What would you suggest or recommend to improve the Grove City Police Department?
52927	Stop racial profiling.
1145	The length time they take to get to an emergency should be shorter.
1715	The police are great.
53588	The professionalism needs improvement. I got pulled over once when there was construction because they were redoing the railroad crossing over by Alkire. An officer randomly pulled me over out of ten cars because he must have known I didn't live there. He wouldn't talk to me. He said it wasn't up for debate, but it was the only way I could get home. I don't really see them as often as I see police in other towns. They don't have as much presence.
50517	Their attitudes need to improve. They come across as arrogant to many citizens. I've had some problems with them.
53663	Their listening skills need to improve. I've dealt with them a couple of times, and I don't feel like I am being heard.
54101	Their patrols aren't very good. They let too many people drink and drive. They do respond quickly, though. When they're patrolling, they single people out. They look for particular vehicles, and they take on certain individuals. They don't arrest the ones that they should. Their attitude sucks. They talk down to you like they're better than you. We've seen a couple that were nice, but that's only two out of five. The others were not nice to us. They also need more female officers.
53395	Their ticket office hours for payments are ridiculous. How can we pay for tickets when we are at work? It's stupid.
3790	There are a lot of car break-ins near Windsor Park.
51313	There are not many police officer programs to educate kids. Educate kids on what they do.
2214	There is a serious problem with drugs. Get kids and drugs off the streets. I have a first-hand knowledge of this and believe the city is presenting a cleaner image than it really is.
50526	They are awesome.
946	They are doing a great job.
7774	They are nitpicky about everything they do. For a traffic stop, they call for back up.
661	They communicate well and come out to meet with us. Maybe they need to address crimes more, like break-ins. It seems like there are a lot of break-ins lately. I do like the police, and they do well with the manpower and resources that they have. We want them to be able to do everything, but we are not giving them enough resources.
5091	They could probably have another station somewhere on the outer edge of Grove City to take care of people in the southern area. The current station is downtown.
6005	They do a good job.
8829	They do a great job. They are pretty confident and have good curb appeal. When they are out of their car, they look nice. Their cars are well kept. They are courteous.
8941	They do an excellent job. They patrol a lot. They are on the ball.
3008	They do not patrol certain areas. I feel they are afraid to do that.
300	They have to be more visible. Be more involved in the community. Talk to the kids and get out of the cruiser.
2446	They need a stronger presence.
7465	They need more police.
4290	They need sensitivity training for dealing with those of different sexual orientations.

ID No.	What would you suggest or recommend to improve the Grove City Police Department?
7976	They need some sensitivity training. They need to know that females cannot push a car out of the way in a thunderstorm. The car was locked up and the tow truck driver was unable to move the car. The officer stayed in his car yelling at me to push the car. Have better public relations, like saying hello to people or acknowledging when they are spoken to, especially for the younger generation of officers. When they are on duty, they shouldn't stop at their friend's house to have beer. I've seen it happen.
9581	They need somebody in charge of them who is well versed. They send three or four police cars to charge a jaywalker. They never get out of the way. They block the street
1084	They need to continue to grow to match the city's growth. I'm an educator, so I would like them to be more visible in the schools. Have education programs, including drug awareness and drivers ed classes. Make kids know what kinds of things can happen.
687	They need to do a little better job monitoring the large parking areas to prevent car break-ins.
52324	They need to have a second station on the east side of Grove City. There is a fire department being built there, so there should also be a second police station.
53926	They need to have more patience. They do a lot of manhandling when they don't have to.
1231	They need to hire more police to keep up with the population growth and the expansion. They should patrol more areas. The sheriff and the police need to coordinate. It takes them too long to get somewhere. You have to wait for the sheriff to get there.
53470	They need to improve their customer service and follow-up on issues. Make me feel like they are keeping me safe.
3981	They need to listen more carefully. A few years ago, my son paid for his gas at a station and was accused of not paying. The police would not listen to his side of the story. They were judging him without looking at the evidence adequately.
2387	They need to quit speeding.
579	They need to take a public relations course. They need to smile and welcome people. They're just really egotistical. I understand that they are supposed to be professional, but they don't have to be a bunch of egotists.
8617	They need to worry about crime more than they do.
7561	They obviously need more officers and more staff, such as dispatchers and clerical help in the mayor's court.
2409	They play chicken with you by accelerating close to your tail to see if you will flinch or weave, and I think that is terrible.
218	They seem to have things under control.
3794	They seem to target young drivers a lot. They kind of watch them because they are an easy target for writing a ticket.
7483	They should attend classes on how to treat the populace. I think they seem to target people with beat-up cars.
176	They should be investigated by the FBI. I have been a licensed investigator for five years. I have seen them acting lazy, selective, and inept, including being used by people in a divorce. Internal affairs in Columbus have told me they are inept. They have no one in-house who investigates them for internal affairs.
271	They should be more available to the citizens of Grove City. Reinforce some of the laws we got on the books. Do not play politics. When we first moved to Grove City, I got ticketed for doing 38 in a 35 mph zone, which I think is ridiculous. It was on a street where traffic wasn't heavy. Most people drive faster than that on that road.
3148	They should have a larger police building. They do not have enough parking. Sometimes it takes them a while to get somewhere. They need to get there faster. Have more police officers.
6725	They should have an ombudsman so that if you need information when it is not emergency, there is a source. I'd also like to call and make a complaint anonymously.

ID No.	What would you suggest or recommend to improve the Grove City Police Department?
51276	They should not give me a ticket when I have not violated any laws. They could stand to scale things back. They are too proactive at times.
6662	They should not have an attitude when stopping someone.
8857	They should patrol the bad areas on foot instead of watching from patrol cars. If they really want to catch someone, they should wear only a badge and not a uniform.
51015	They shouldn't treat everyone like criminals. They shouldn't automatically assume when they pull you over that you are a bad person.
1329	Train more residents, such as neighborhood watch groups. I have no complaints. They do a great job.
52019	Treat all people fairly. I feel discrimination is a problem in Grove City. Black people are discriminated against.
51713	Treat people fairly.
8059	Try to be involved in activities in which people meet them. I don't know a single one by name.
6587	Two policemen should be in a patrol car at all times. We could add a K-9 unit.
680	We just need to keep supporting them.
8319	When accidents occur, they could redirect traffic more efficiently. They can be seen standing off to the side and not facilitating the traffic flow. They could also facilitate better traffic flow during peak rush hours.
52225	When people are in no-parking zones, give them a ticket. This happens a lot on Dudley Avenue and Columbus Street. People park there when there is a big "no parking" sign right there.
2810	When there is a traffic jam due to an accident or traffic light being out, they are not there to direct the traffic. They could be parked half a block down, and they will ignore it.
9253	When they are making arrests, they need to treat the rest of the public with a lot more courtesy.
4789	Write more tickets to teenagers who speed. Concentrate on the elderly.
7988	You could add more staff, but they do a good job as is.