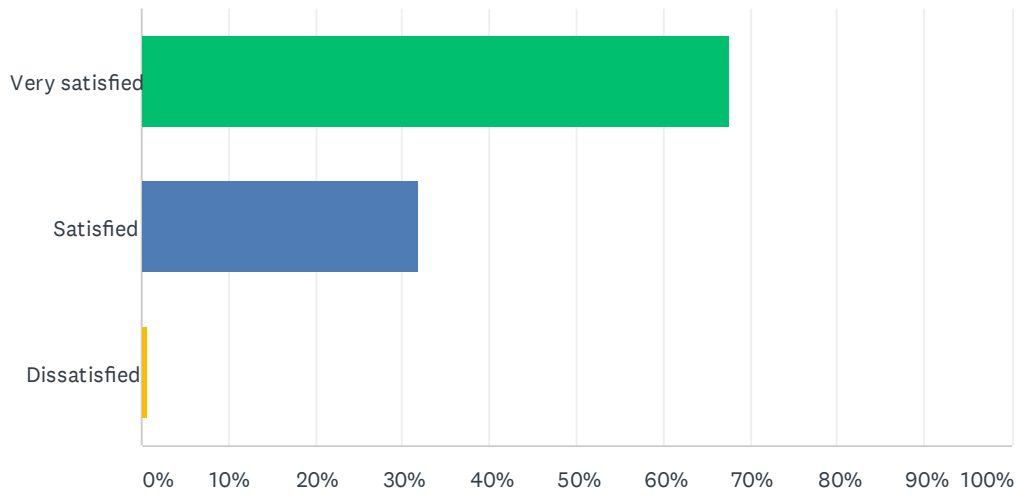


Q4 Overall, how satisfied or dissatisfied are you with the services HPP provides?

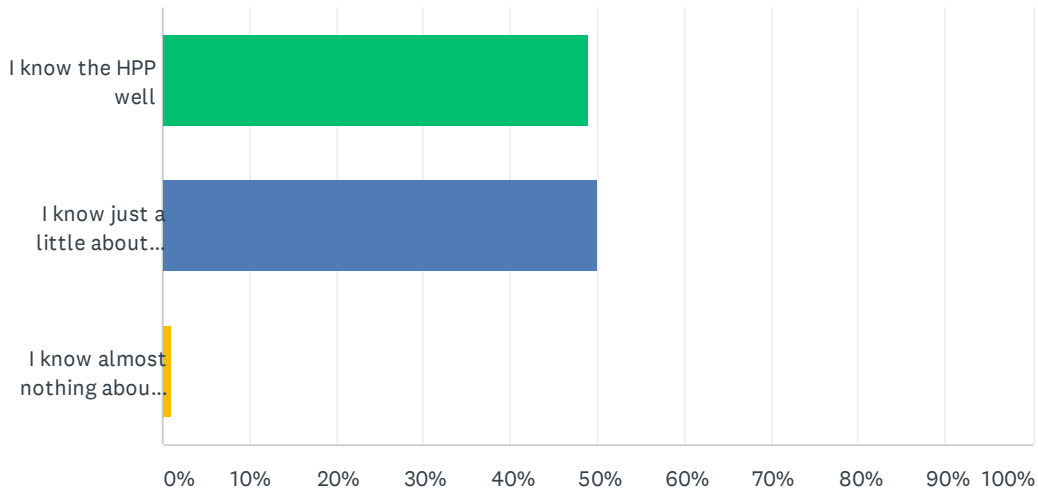
Answered: 277 Skipped: 1



ANSWER CHOICES	RESPONSES
Very satisfied	67.51% 187
Satisfied	31.77% 88
Dissatisfied	0.72% 2
TOTAL	277

Q5 How well do you know HPP?

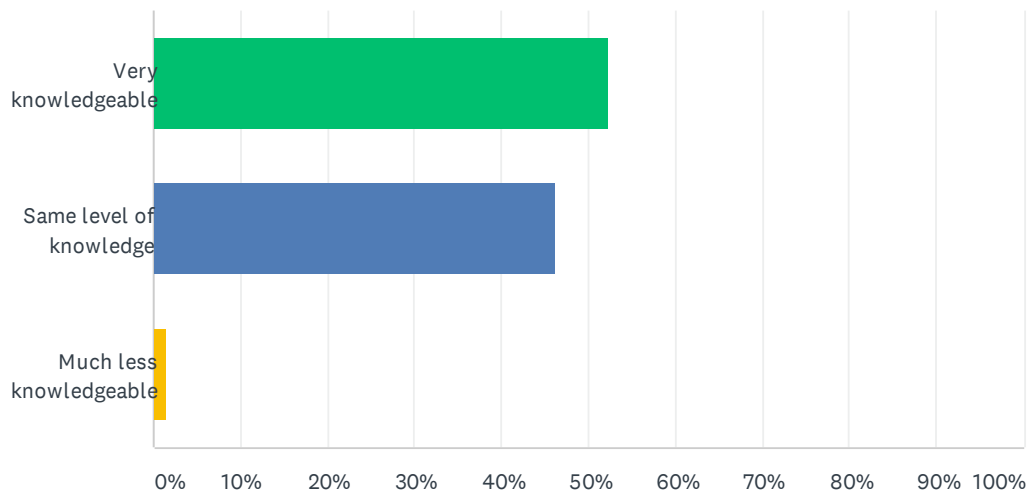
Answered: 276 Skipped: 2



ANSWER CHOICES	RESPONSES	
I know the HPP well	48.91%	135
I know just a little about the HPP	50.00%	138
I know almost nothing about the HPP	1.09%	3
TOTAL		276

Q6 Compared to a year ago, how would you rate your knowledge of HPP, its strategies, and its ongoing accomplishments?

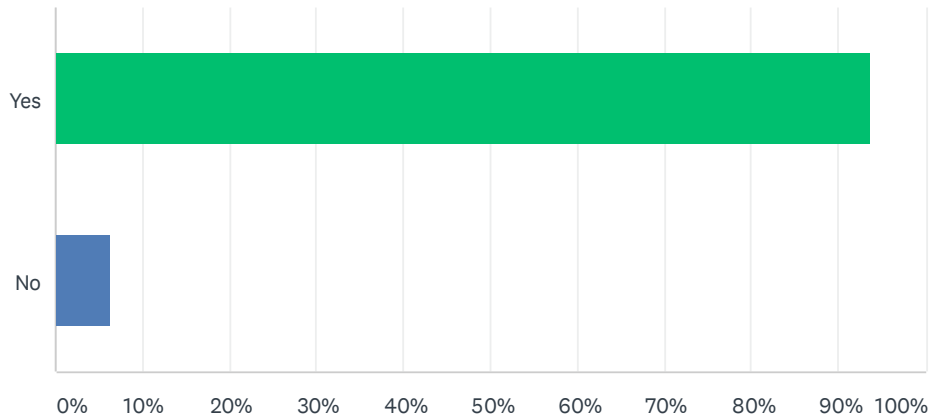
Answered: 275 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very knowledgeable	52.36%	144
Same level of knowledge	46.18%	127
Much less knowledgeable	1.45%	4
TOTAL		275

Q7 Do you receive the monthly communications (newsletter and performance report) from the HPP (distributed via our website, e-mail and WhatsApp Groups)?

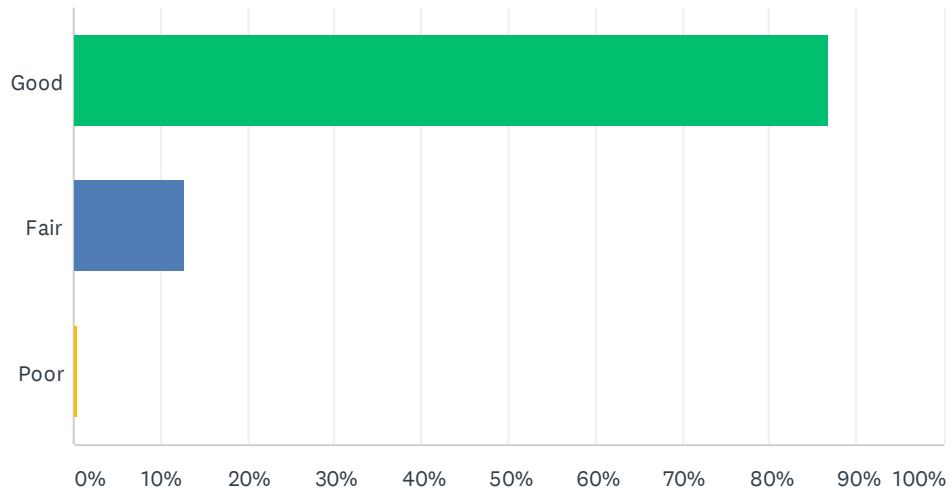
Answered: 275 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	93.82%	258
No	6.18%	17
TOTAL		275

Q8 What is your overall evaluation of the monthly newsletter?

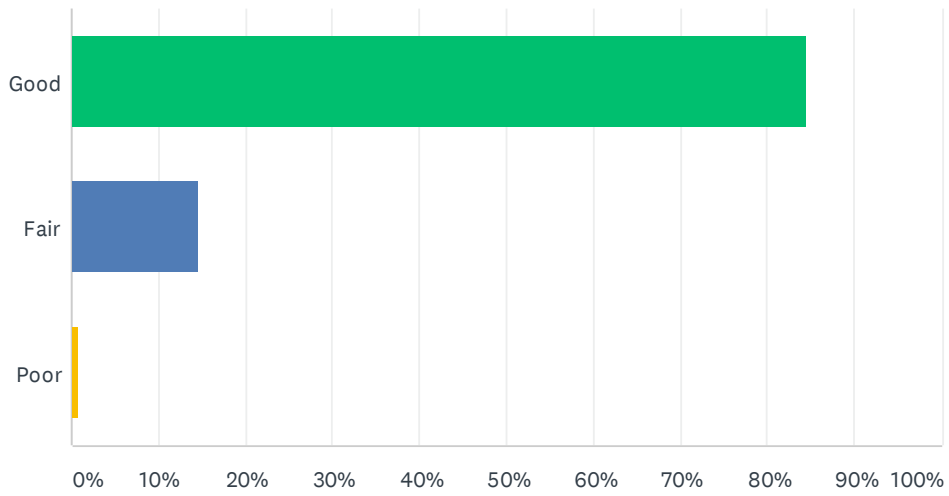
Answered: 259 Skipped: 19



ANSWER CHOICES	RESPONSES	
Good	86.87%	225
Fair	12.74%	33
Poor	0.39%	1
TOTAL		259

Q9 What is your overall evaluation of the monthly performance report (that details crime statistics and trends)?

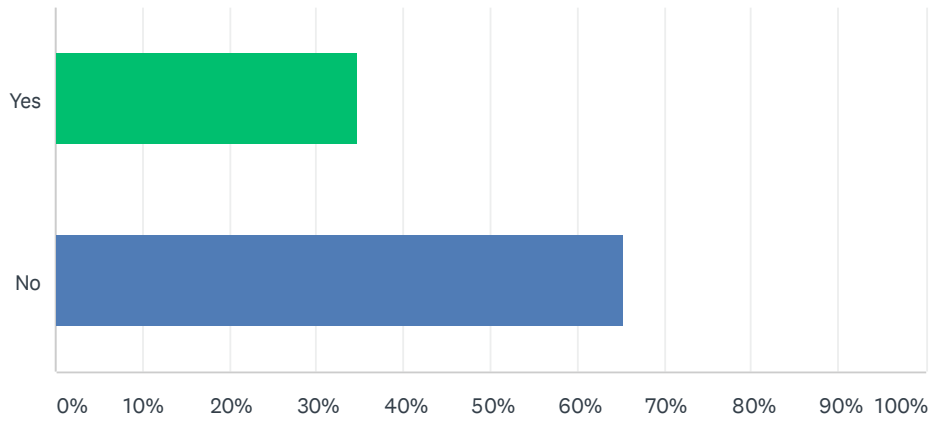
Answered: 259 Skipped: 19



ANSWER CHOICES		RESPONSES	
Good		84.56%	219
Fair		14.67%	38
Poor		0.77%	2
TOTAL			259

Q10 Have you visited the HPP-website (www.hpp.org.za)?

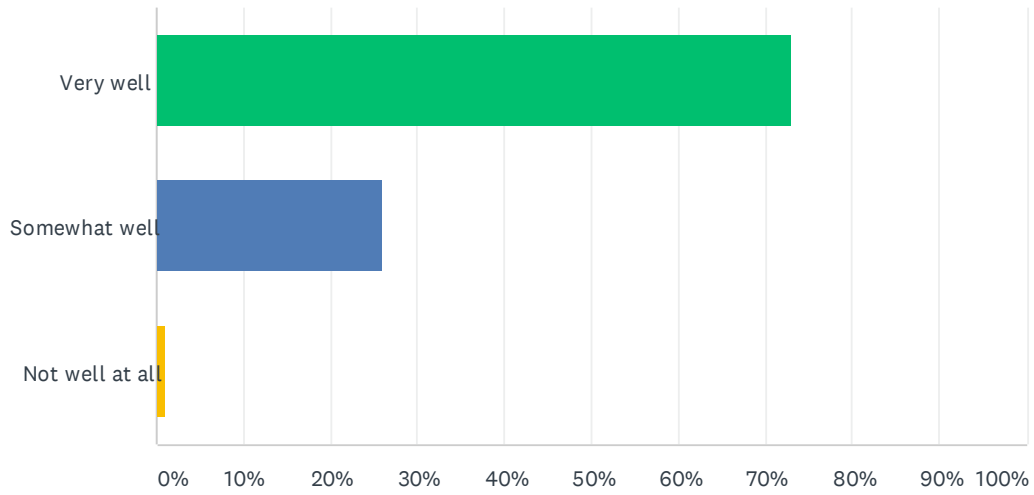
Answered: 276 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	34.78%	96
No	65.22%	180
TOTAL		276

Q11 Overall, how well does HPP website (hpp.org.za) meet your needs?

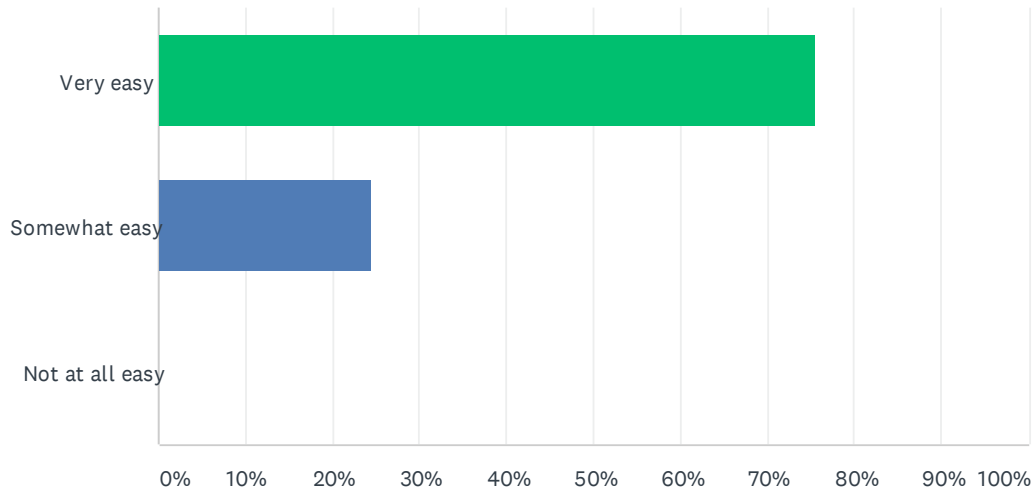
Answered: 96 Skipped: 182



ANSWER CHOICES	RESPONSES	
Very well	72.92%	70
Somewhat well	26.04%	25
Not well at all	1.04%	1
TOTAL		96

Q12 How easy is it to find information on our website?

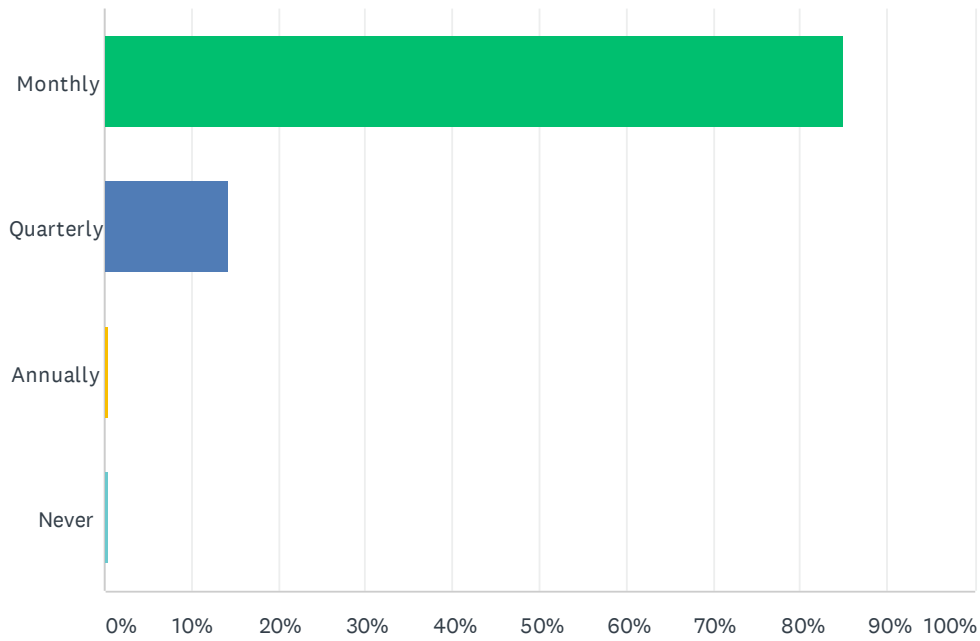
Answered: 94 Skipped: 184



ANSWER CHOICES	RESPONSES
Very easy	75.53% 71
Somewhat easy	24.47% 23
Not at all easy	0.00% 0
TOTAL	94

Q13 How frequently would you like to receive communications from the HPP?

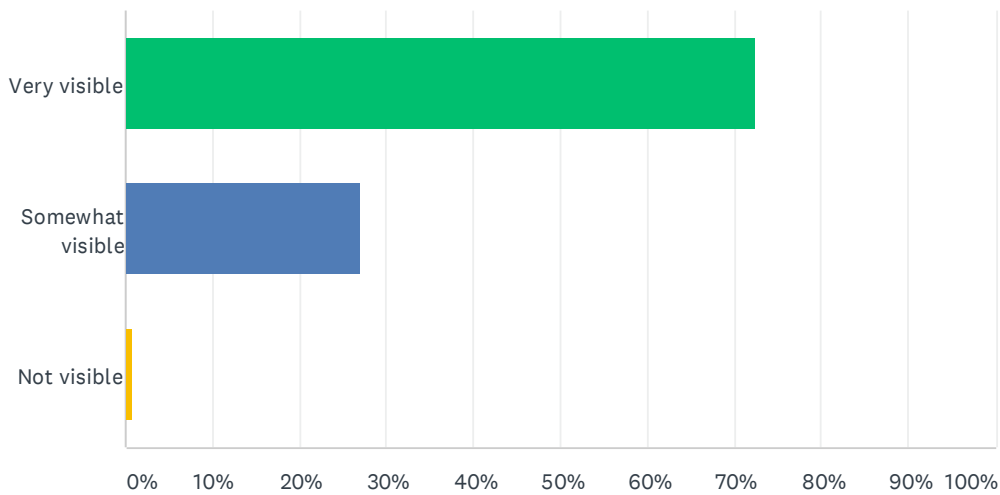
Answered: 274 Skipped: 4



ANSWER CHOICES	RESPONSES	
Monthly	85.04%	233
Quarterly	14.23%	39
Annually	0.36%	1
Never	0.36%	1
TOTAL		274

Q15 Visibility of patrols (foot patrollers in CBD, along the Cliff Path and around Hoy's Koppie and vehicle patrols in neighbourhoods)

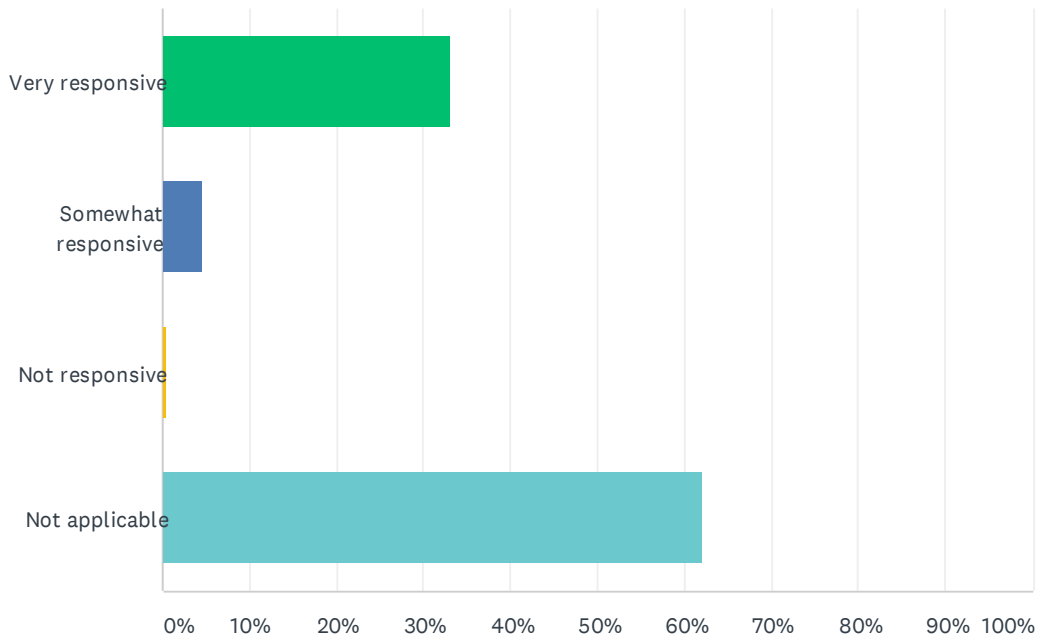
Answered: 271 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very visible	72.32%	196
Somewhat visible	26.94%	73
Not visible	0.74%	2
TOTAL		271

Q16 How responsive has HPP been when requesting assistance (answering calls, foot patroller or specialised response vehicles)?

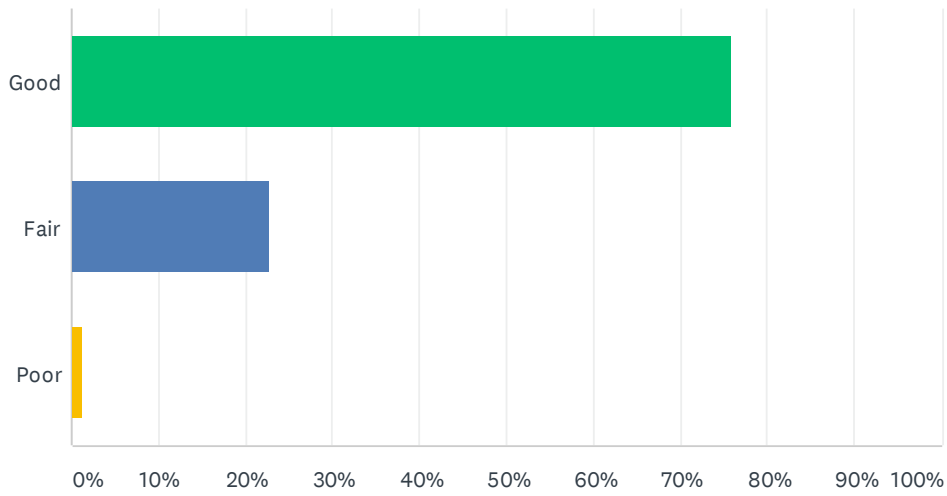
Answered: 266 Skipped: 12



ANSWER CHOICES	RESPONSES	
Very responsive	33.08%	88
Somewhat responsive	4.51%	12
Not responsive	0.38%	1
Not applicable	62.03%	165
TOTAL		266

Q17 How do you rate the effectiveness, professionalism and support of the response vehicles and foot patrollers?

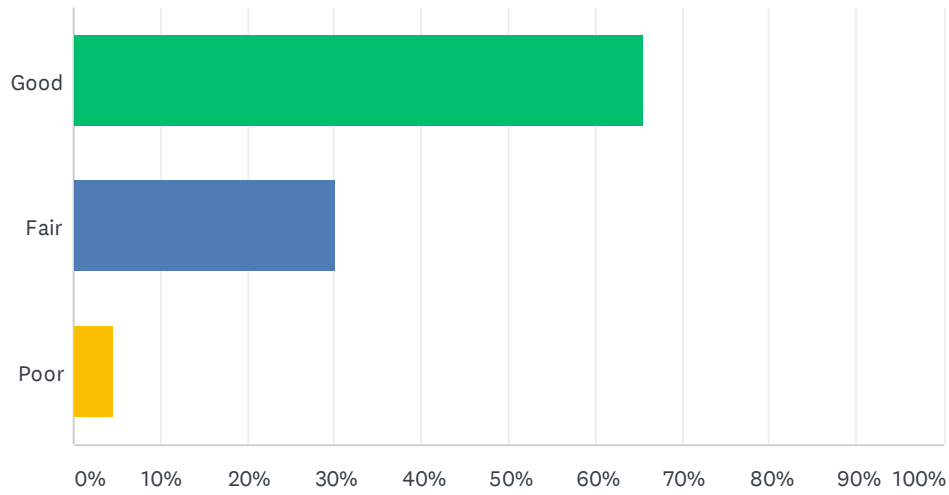
Answered: 258 Skipped: 20



ANSWER CHOICES	RESPONSES
Good	75.97% 196
Fair	22.87% 59
Poor	1.16% 3
TOTAL	258

Q18 How do you rate the cleanliness of the cliff path and Hoy's Koppie?

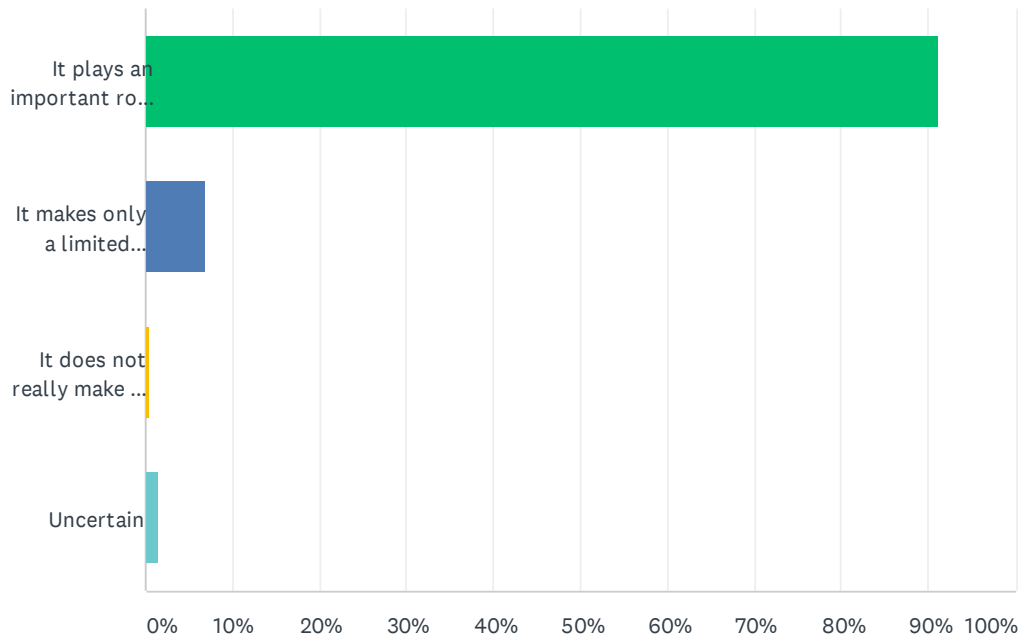
Answered: 266 Skipped: 12



ANSWER CHOICES	RESPONSES	
Good	65.41%	174
Fair	30.08%	80
Poor	4.51%	12
TOTAL		266

Q19 What is your perception about the role of Hermanus Public Protection (HPP)?

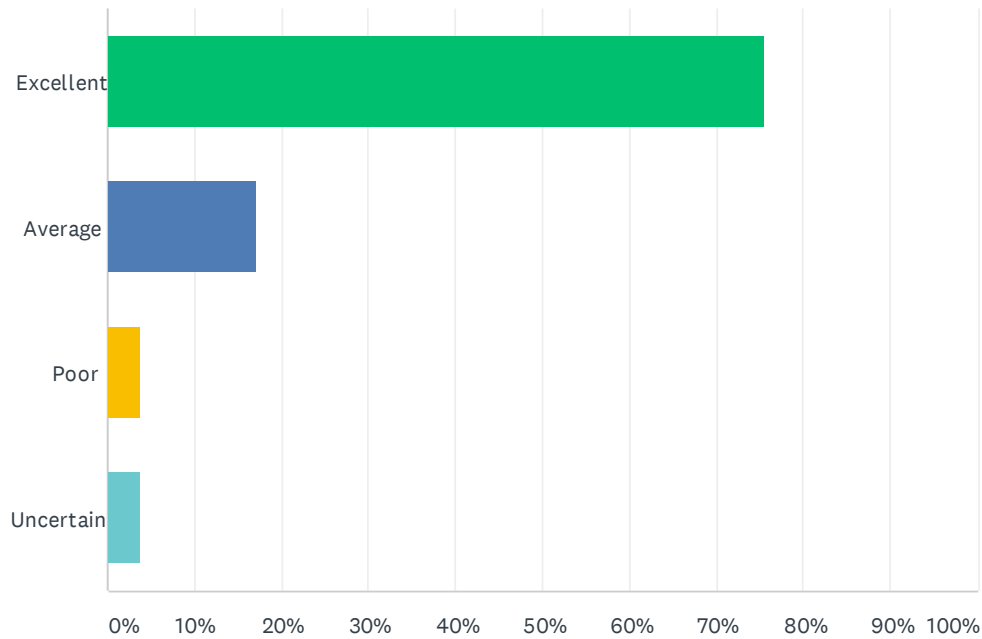
Answered: 273 Skipped: 5



ANSWER CHOICES	RESPONSES	
It plays an important role in preventing crime	91.21%	249
It makes only a limited impact on crime	6.96%	19
It does not really make any difference	0.37%	1
Uncertain	1.47%	4
TOTAL		273

Q20 As a ratepayer, you contribute a monthly amount towards HPP operations. This amount is determined by your property’s Municipal valuation and collected by the Overstrand Municipality. How would you rate the value for money of the HPP services?

Answered: 269 Skipped: 9



ANSWER CHOICES	RESPONSES	
Excellent	75.46%	203
Average	17.10%	46
Poor	3.72%	10
Uncertain	3.72%	10
TOTAL		269