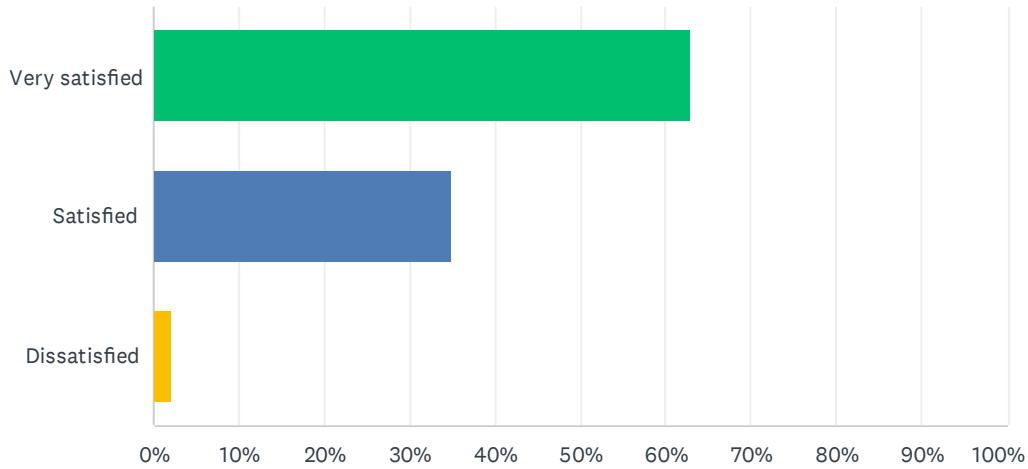


Q4 Overall, how satisfied or dissatisfied are you with the services HPP provides?

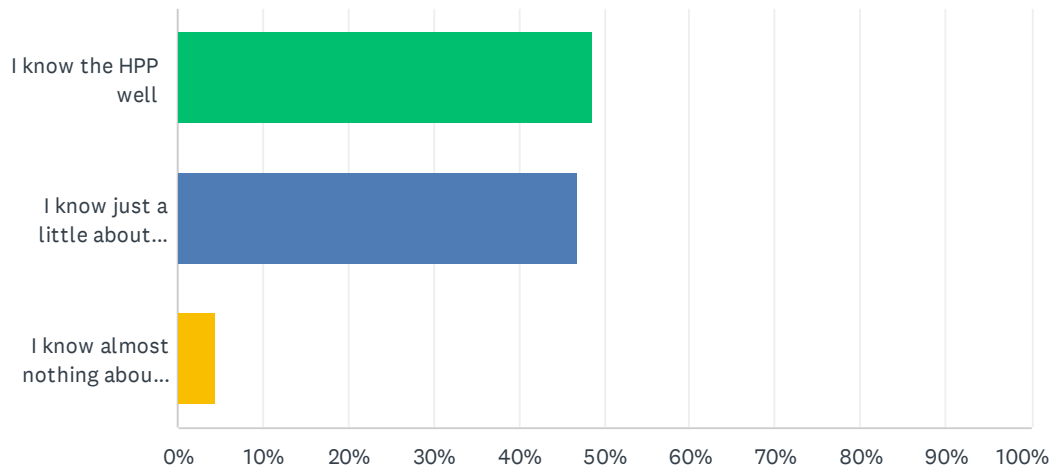
Answered: 472 Skipped: 3



ANSWER CHOICES	RESPONSES
Very satisfied	62.92% 297
Satisfied	34.96% 165
Dissatisfied	2.12% 10
TOTAL	472

Q5 How well do you know HPP?

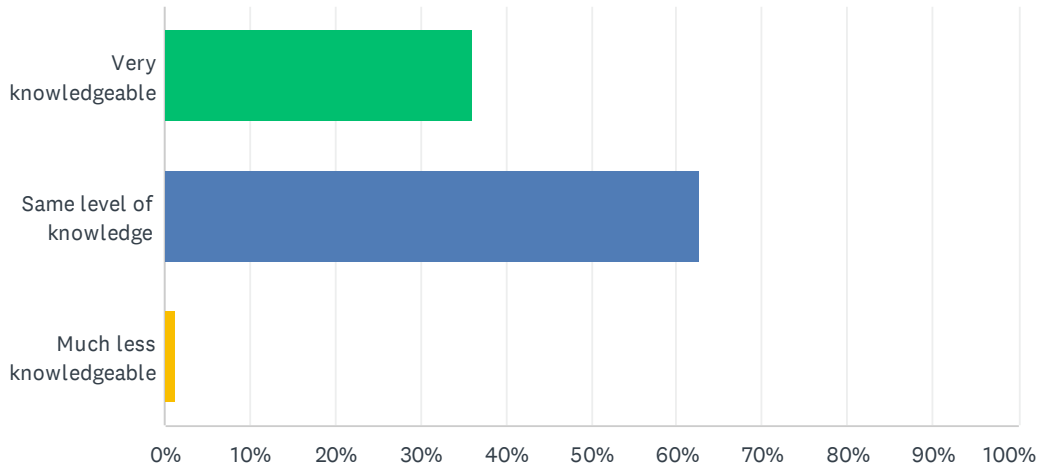
Answered: 465 Skipped: 10



ANSWER CHOICES	RESPONSES	
I know the HPP well	48.60%	226
I know just a little about the HPP	46.88%	218
I know almost nothing about the HPP	4.52%	21
TOTAL		465

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

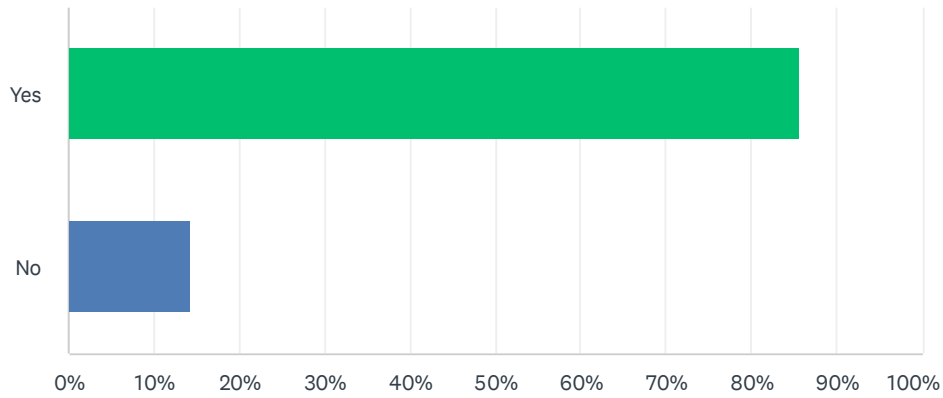
Answered: 462 Skipped: 13



ANSWER CHOICES	RESPONSES	
Very knowledgeable	35.93%	166
Same level of knowledge	62.77%	290
Much less knowledgeable	1.30%	6
TOTAL		462

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

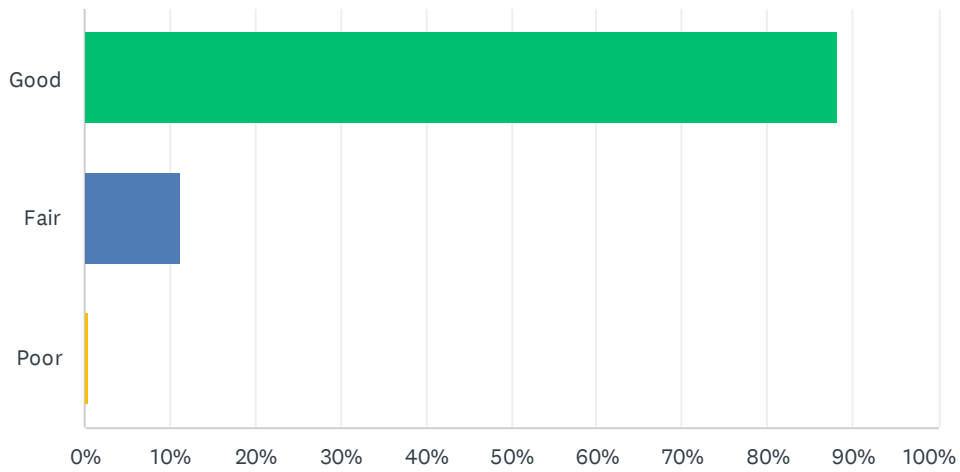
Answered: 467 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	85.65%	400
No	14.35%	67
TOTAL		467

Q8 What is your overall evaluation of the monthly newsletter?

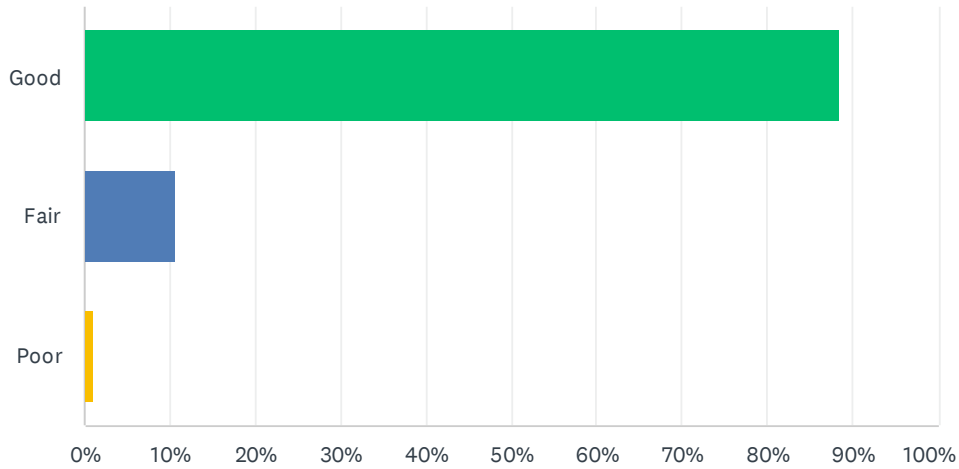
Answered: 398 Skipped: 77



ANSWER CHOICES	RESPONSES	
Good	88.19%	351
Fair	11.31%	45
Poor	0.50%	2
TOTAL		398

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

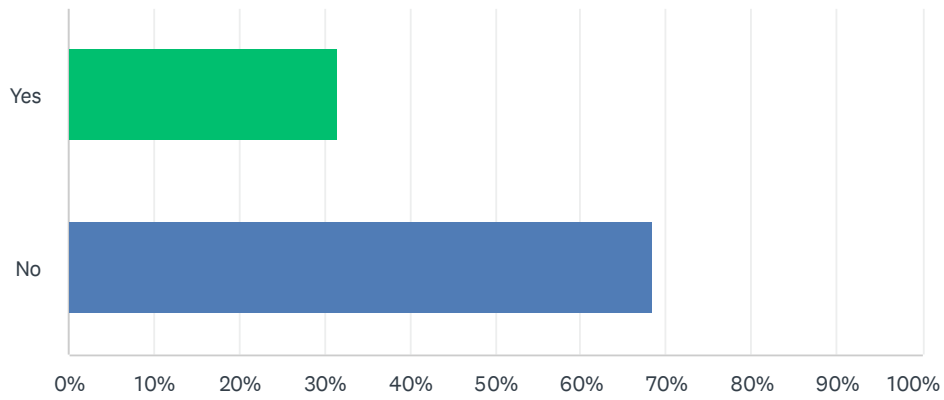
Answered: 397 Skipped: 78



ANSWER CHOICES	RESPONSES	
Good	88.41%	351
Fair	10.58%	42
Poor	1.01%	4
TOTAL		397

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

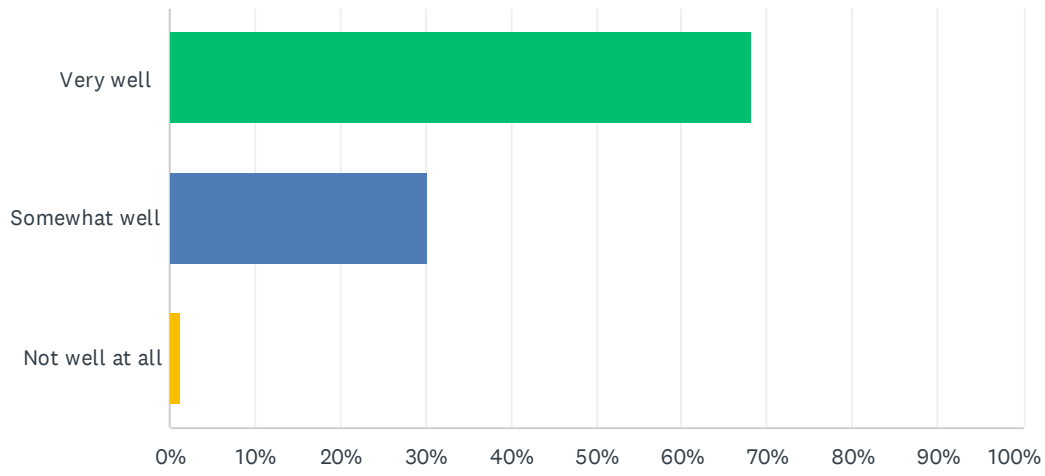
Answered: 464 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes	31.47%	146
No	68.53%	318
TOTAL		464

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

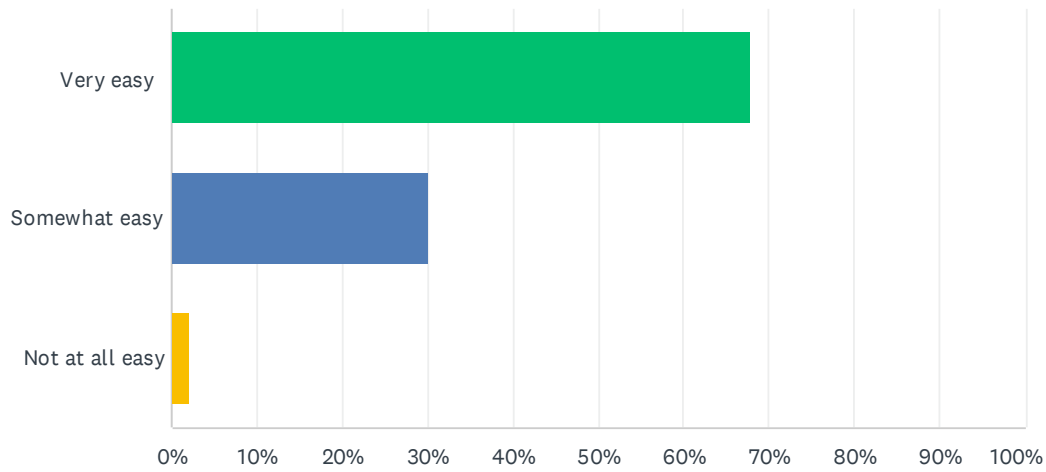
Answered: 145 Skipped: 330



ANSWER CHOICES	RESPONSES
Very well	68.28% 99
Somewhat well	30.34% 44
Not well at all	1.38% 2
TOTAL	145

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

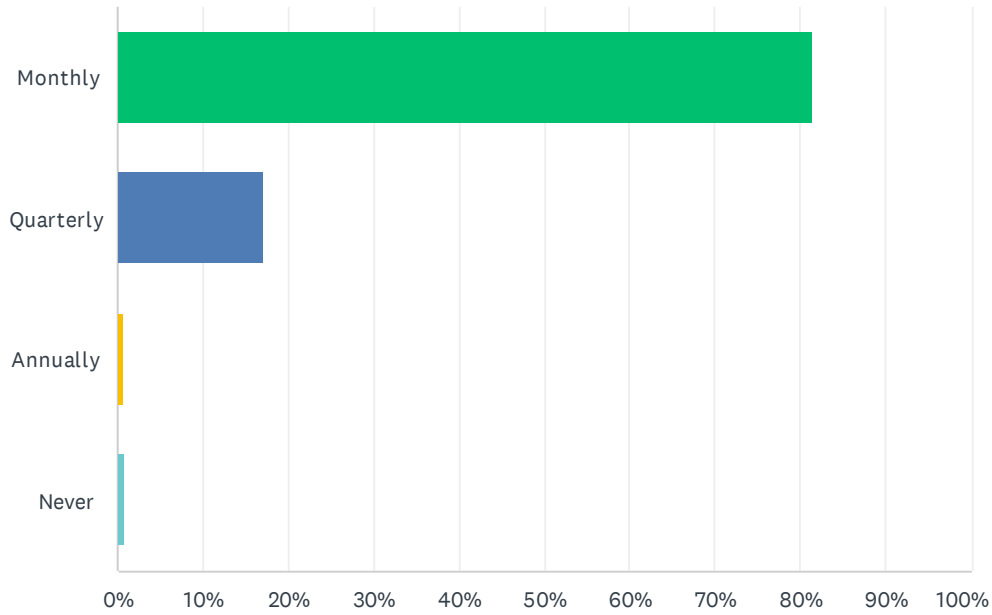
Answered: 143 Skipped: 332



ANSWER CHOICES	RESPONSES	
Very easy	67.83%	97
Somewhat easy	30.07%	43
Not at all easy	2.10%	3
TOTAL		143

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

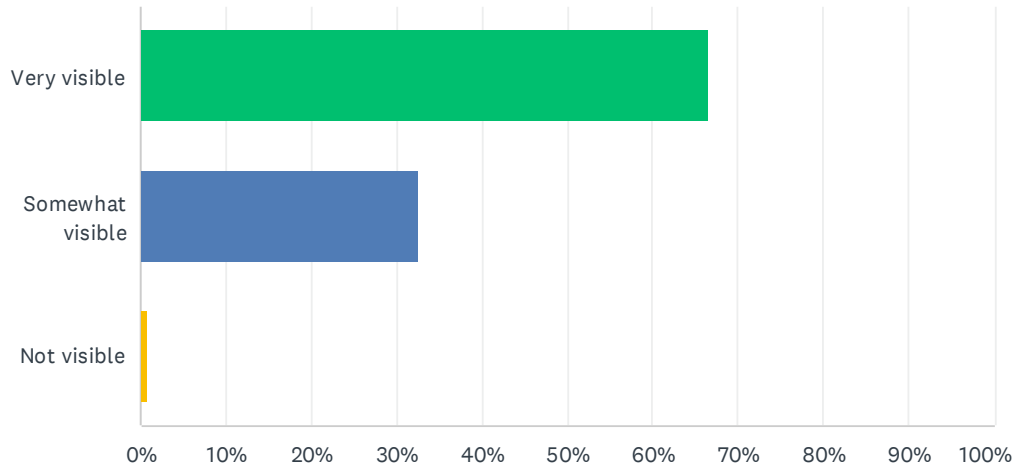
Answered: 459 Skipped: 16



ANSWER CHOICES	RESPONSES	
Monthly	81.48%	374
Quarterly	16.99%	78
Annually	0.65%	3
Never	0.87%	4
TOTAL		459

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

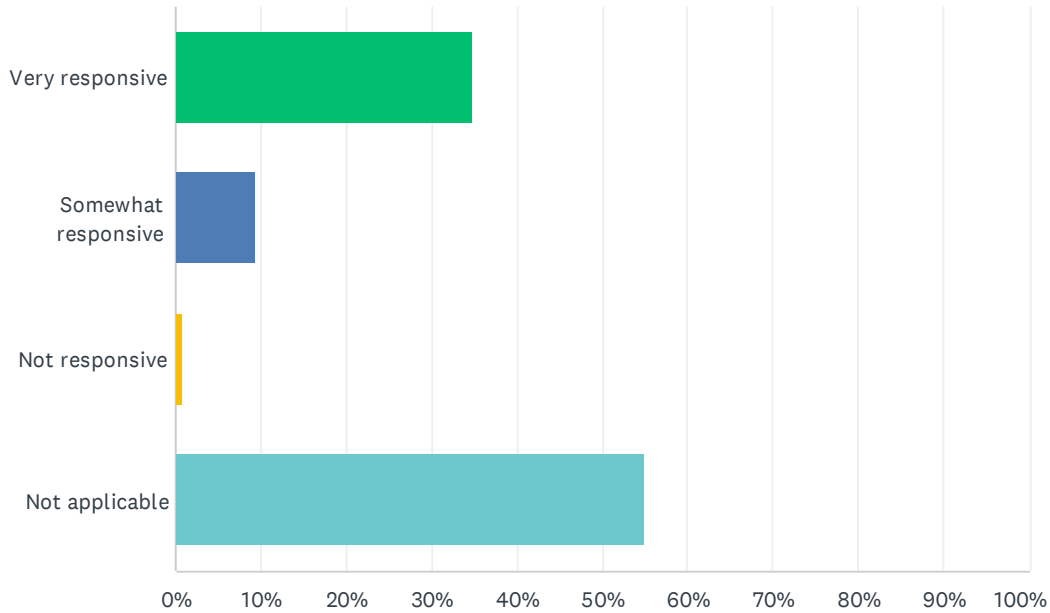
Answered: 457 Skipped: 18



ANSWER CHOICES	RESPONSES
Very visible	66.52% 304
Somewhat visible	32.60% 149
Not visible	0.88% 4
TOTAL	457

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

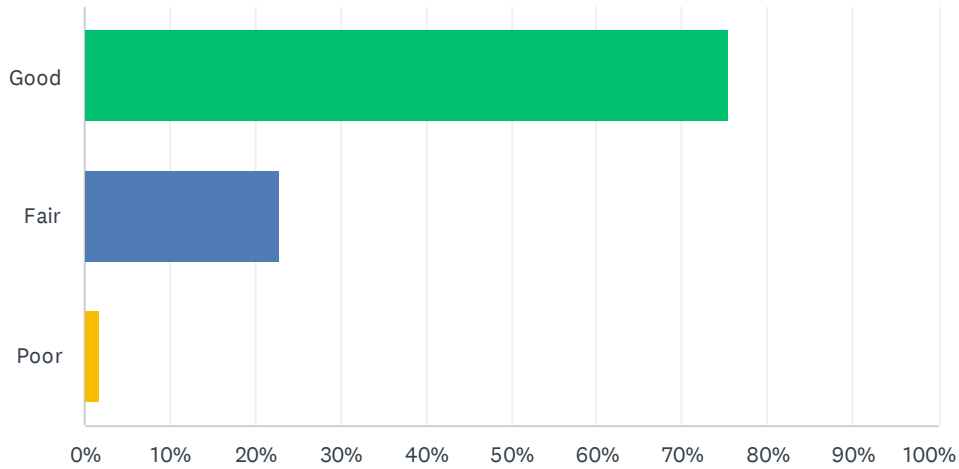
Answered: 452 Skipped: 23



ANSWER CHOICES	RESPONSES	
Very responsive	34.73%	157
Somewhat responsive	9.29%	42
Not responsive	0.88%	4
Not applicable	55.09%	249
TOTAL		452

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

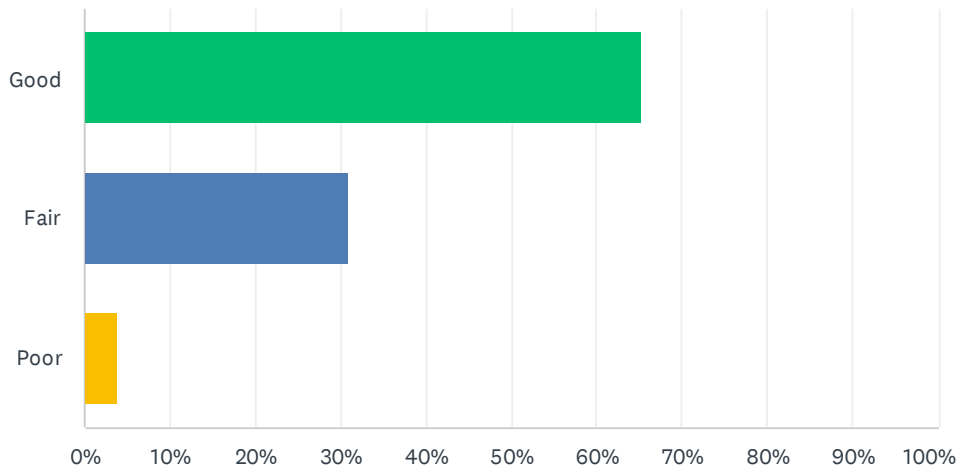
Answered: 432 Skipped: 43



ANSWER CHOICES	RESPONSES	
Good	75.46%	326
Fair	22.92%	99
Poor	1.62%	7
TOTAL		432

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

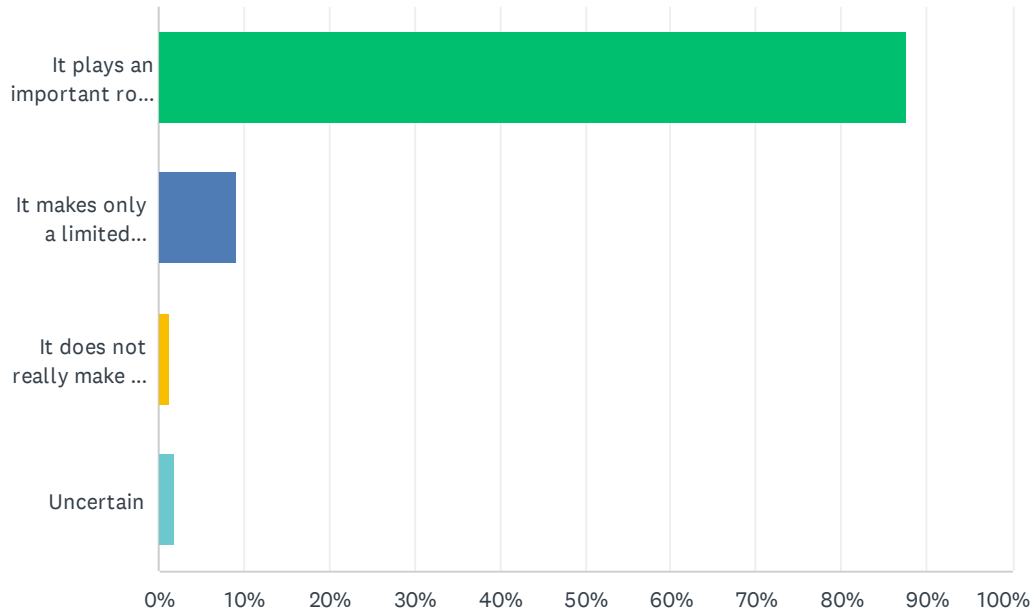
Answered: 453 Skipped: 22



ANSWER CHOICES	RESPONSES	
Good	65.34%	296
Fair	30.91%	140
Poor	3.75%	17
TOTAL		453

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

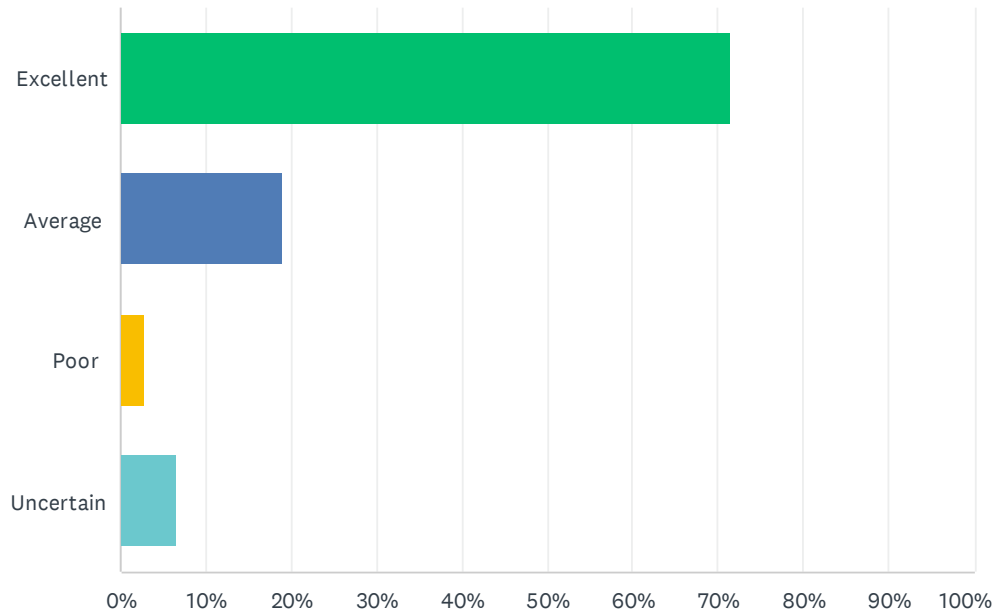
Answered: 457 Skipped: 18



ANSWER CHOICES	RESPONSES	
It plays an important role in preventing crime	87.53%	400
It makes only a limited impact on crime	9.19%	42
It does not really make any difference	1.31%	6
Uncertain	1.97%	9
TOTAL		457

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: 456 Skipped: 19



ANSWER CHOICES	RESPONSES	
Excellent	71.49%	326
Average	19.08%	87
Poor	2.85%	13
Uncertain	6.58%	30
TOTAL		456