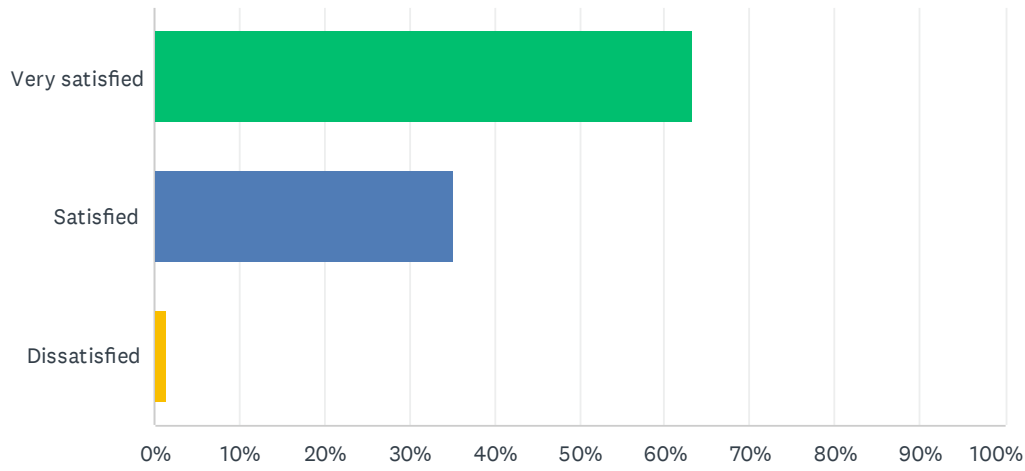


## Q4 Overall, how satisfied or dissatisfied are you with the services HPP provides?

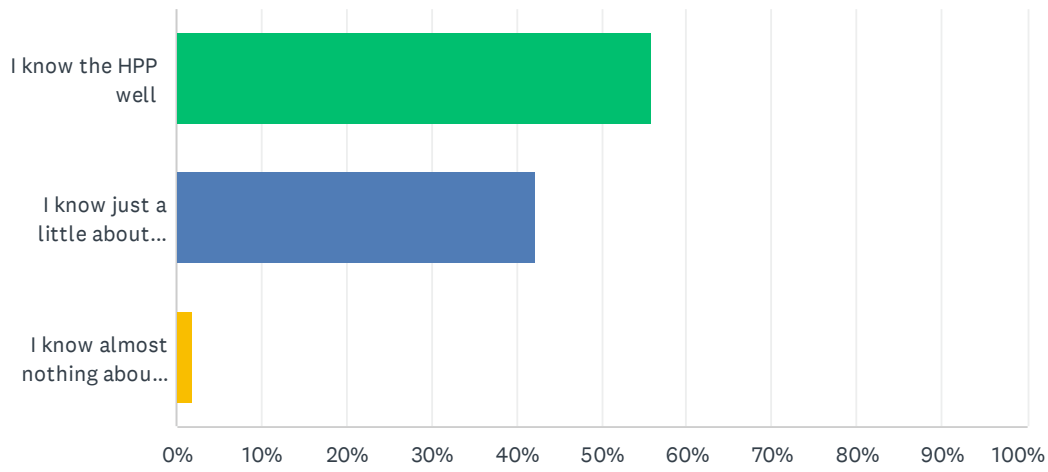
Answered: 256 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very satisfied	63.28%	162
Satisfied	35.16%	90
Dissatisfied	1.56%	4
<b>TOTAL</b>		<b>256</b>

### Q5 How well do you know HPP?

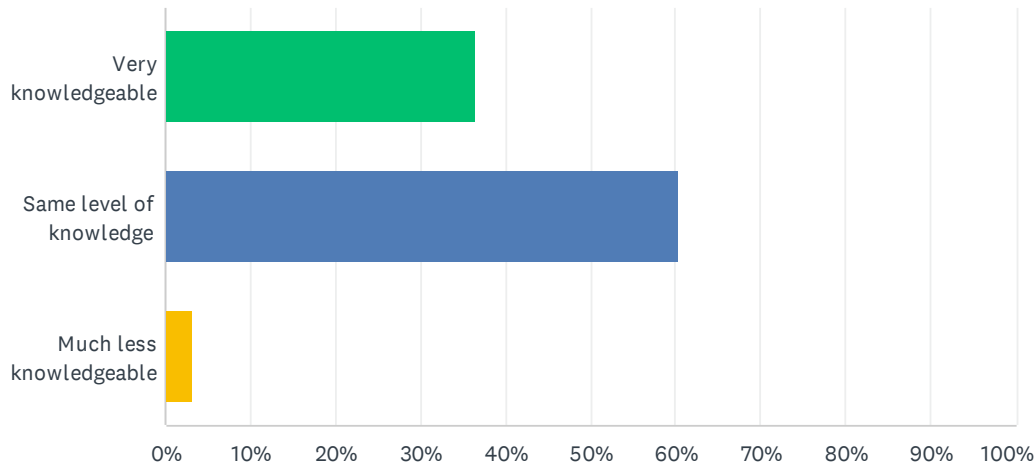
Answered: 256 Skipped: 1



ANSWER CHOICES	RESPONSES	
I know the HPP well	55.86%	143
I know just a little about the HPP	42.19%	108
I know almost nothing about the HPP	1.95%	5
<b>TOTAL</b>		<b>256</b>

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

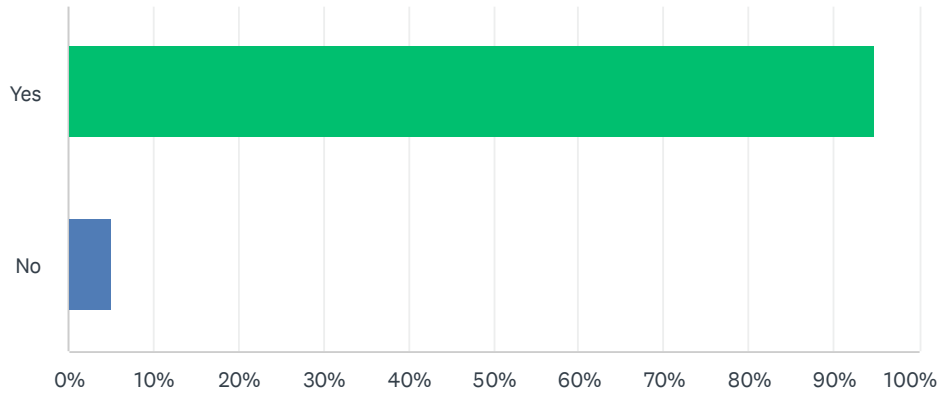
Answered: 255 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very knowledgeable	36.47%	93
Same level of knowledge	60.39%	154
Much less knowledgeable	3.14%	8
TOTAL		255

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

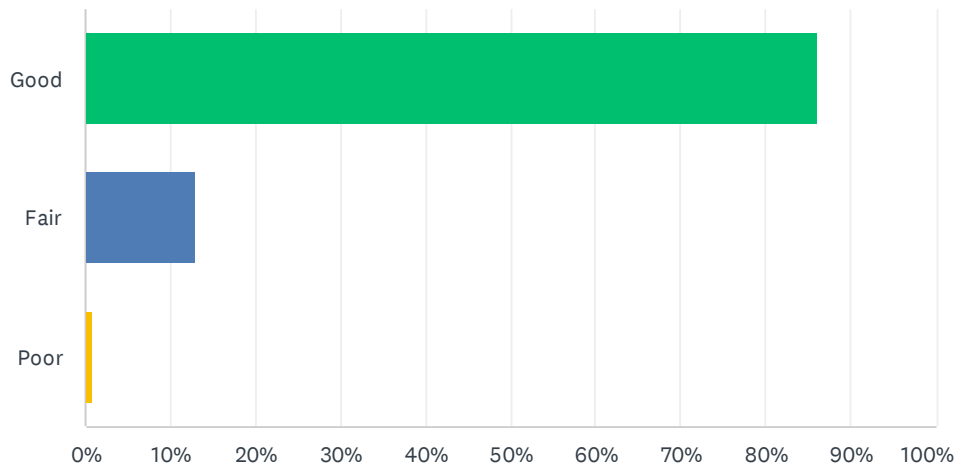
Answered: 256 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	94.92%	243
No	5.08%	13
<b>TOTAL</b>		<b>256</b>

## Q8 What is your overall evaluation of the monthly newsletter?

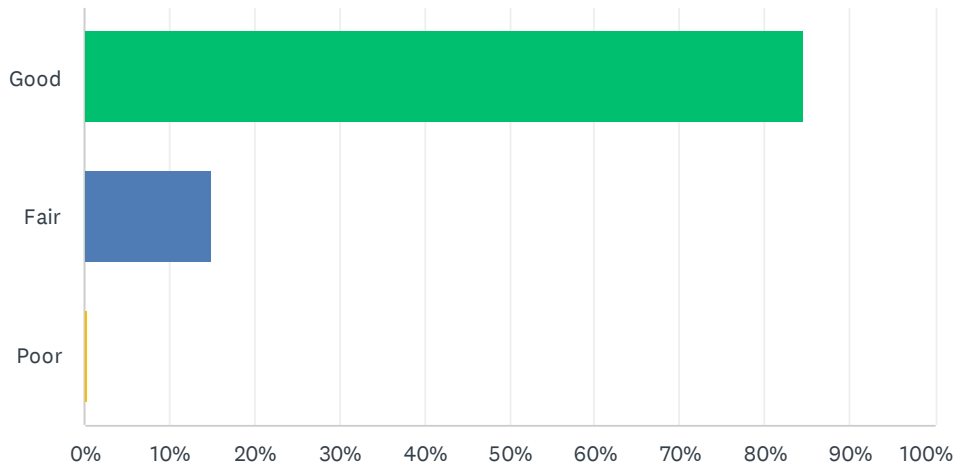
Answered: 239 Skipped: 18



ANSWER CHOICES	RESPONSES	
Good	86.19%	206
Fair	12.97%	31
Poor	0.84%	2
TOTAL		239

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

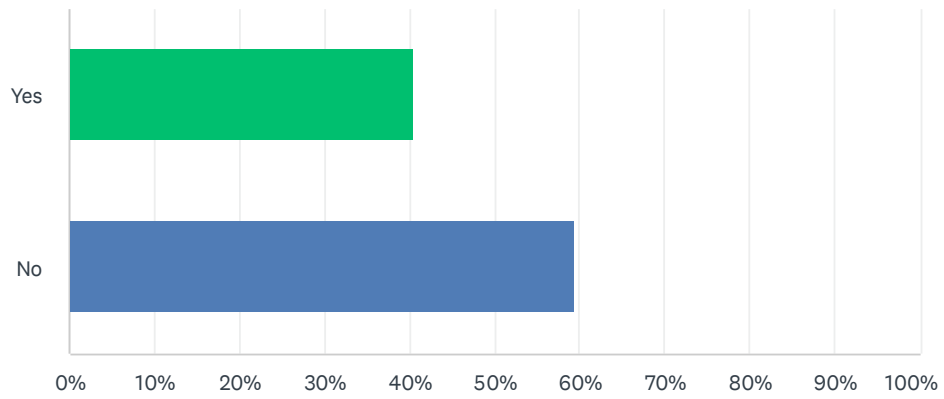
Answered: 236 Skipped: 21



ANSWER CHOICES		RESPONSES	
Good		84.75%	200
Fair		14.83%	35
Poor		0.42%	1
TOTAL	TOTAL		236

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

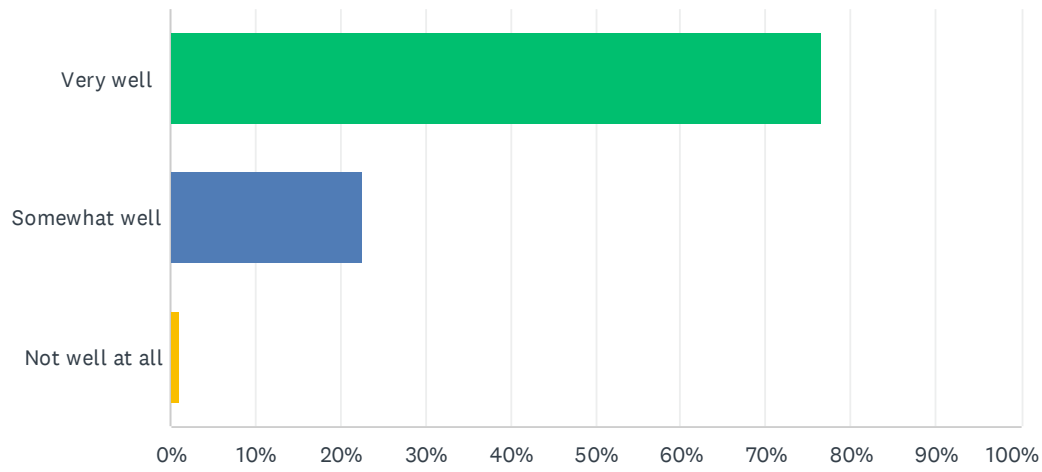
Answered: 252 Skipped: 5



ANSWER CHOICES	RESPONSES
Yes	40.48% 102
No	59.52% 150
TOTAL	252

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

Answered: 102 Skipped: 155

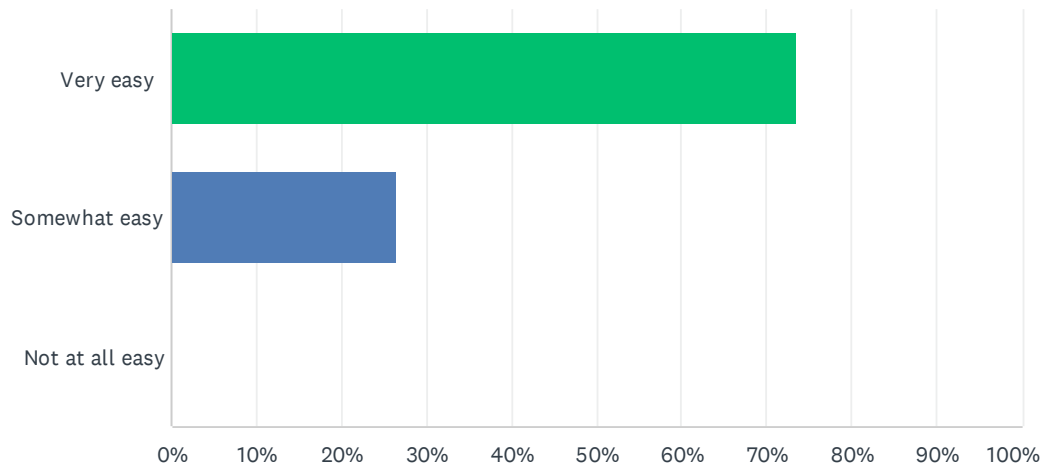


ANSWER CHOICES	RESPONSES	
Very well	76.47%	78
Somewhat well	22.55%	23
Not well at all	0.98%	1
<b>TOTAL</b>		<b>102</b>



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

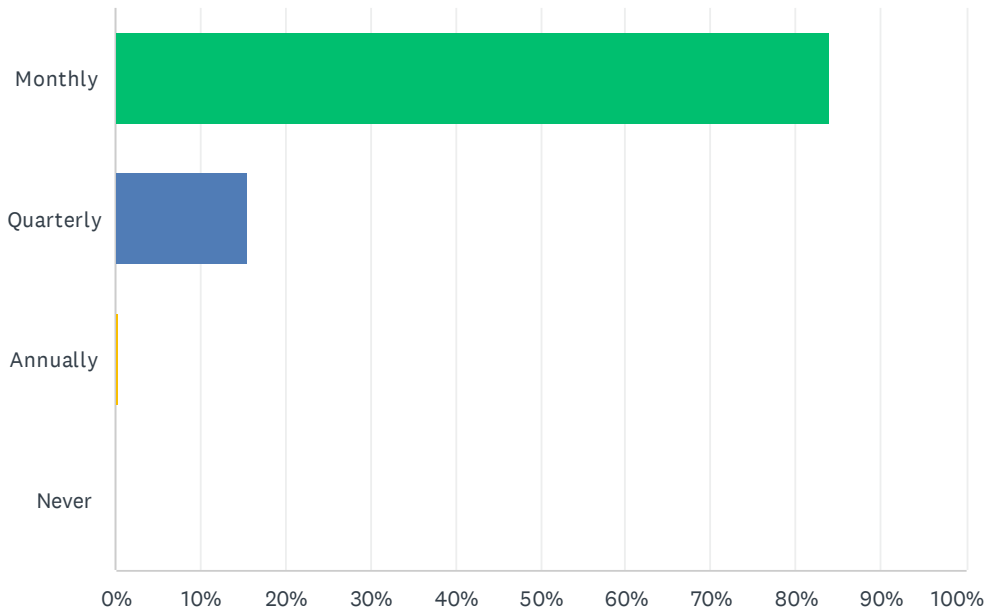
Answered: 102 Skipped: 155



ANSWER CHOICES	RESPONSES	
Very easy	73.53%	75
Somewhat easy	26.47%	27
Not at all easy	0.00%	0
<b>TOTAL</b>		<b>102</b>

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

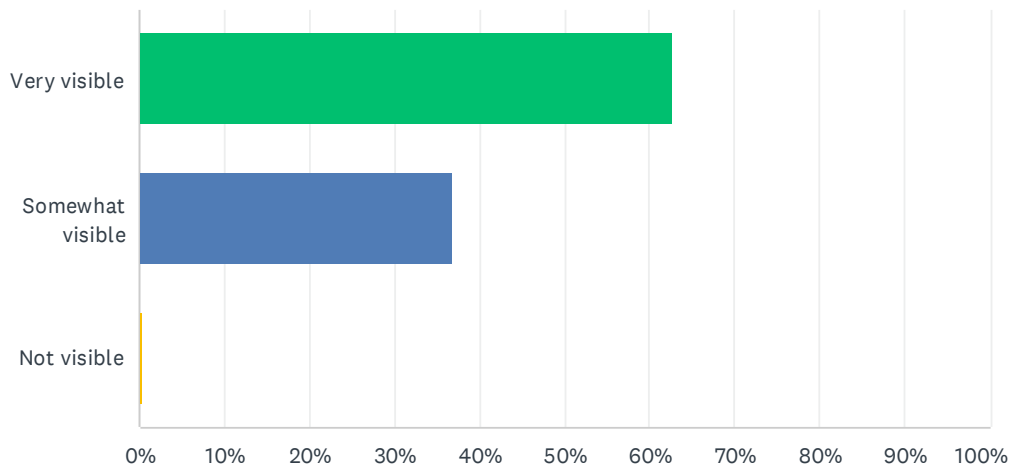
Answered: 251 Skipped: 6



ANSWER CHOICES	RESPONSES	
Monthly	84.06%	211
Quarterly	15.54%	39
Annually	0.40%	1
Never	0.00%	0
<b>TOTAL</b>		<b>251</b>

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

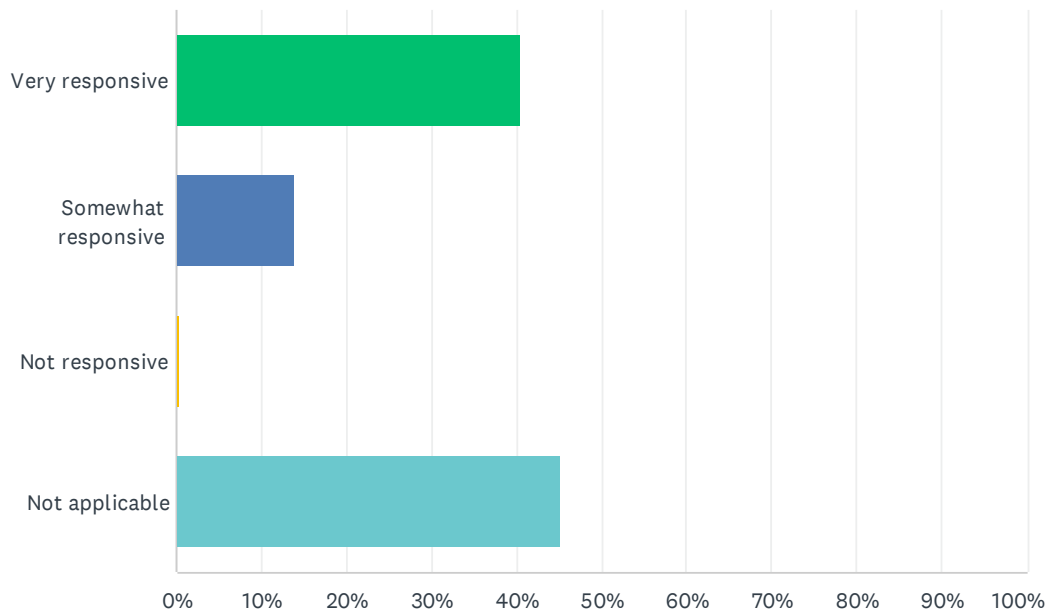
Answered: 247 Skipped: 10



ANSWER CHOICES	RESPONSES	
Very visible	62.75%	155
Somewhat visible	36.84%	91
Not visible	0.40%	1
TOTAL		247

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

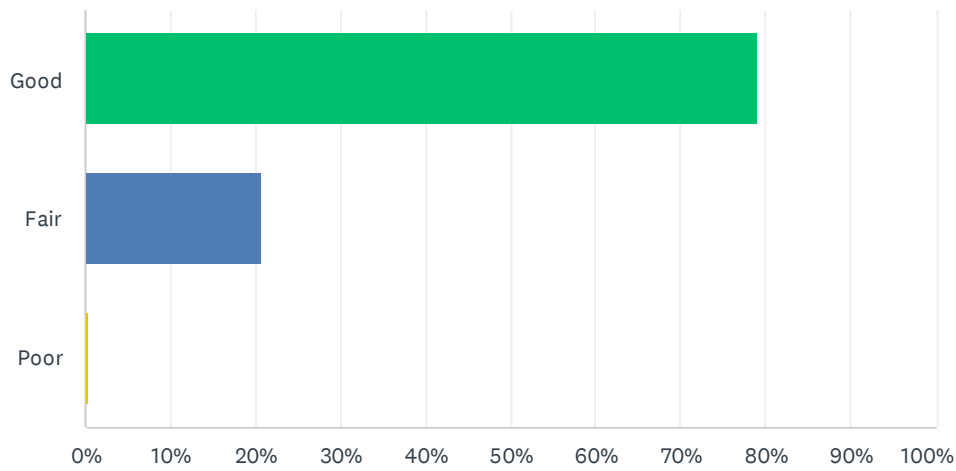
Answered: 245 Skipped: 12



ANSWER CHOICES	RESPONSES	
Very responsive	40.41%	99
Somewhat responsive	13.88%	34
Not responsive	0.41%	1
Not applicable	45.31%	111
<b>TOTAL</b>		<b>245</b>

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

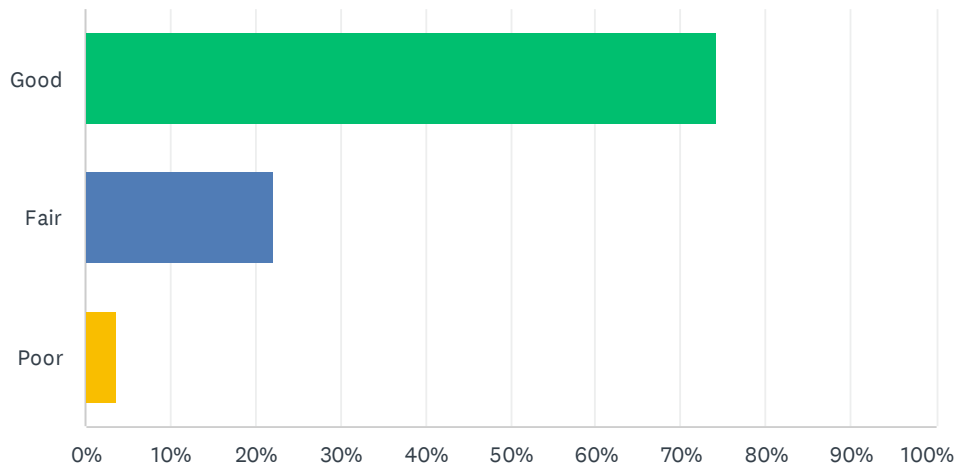
Answered: 243 Skipped: 14



ANSWER CHOICES		RESPONSES	
Good		79.01%	192
Fair		20.58%	50
Poor		0.41%	1
TOTAL	TOTAL		243

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

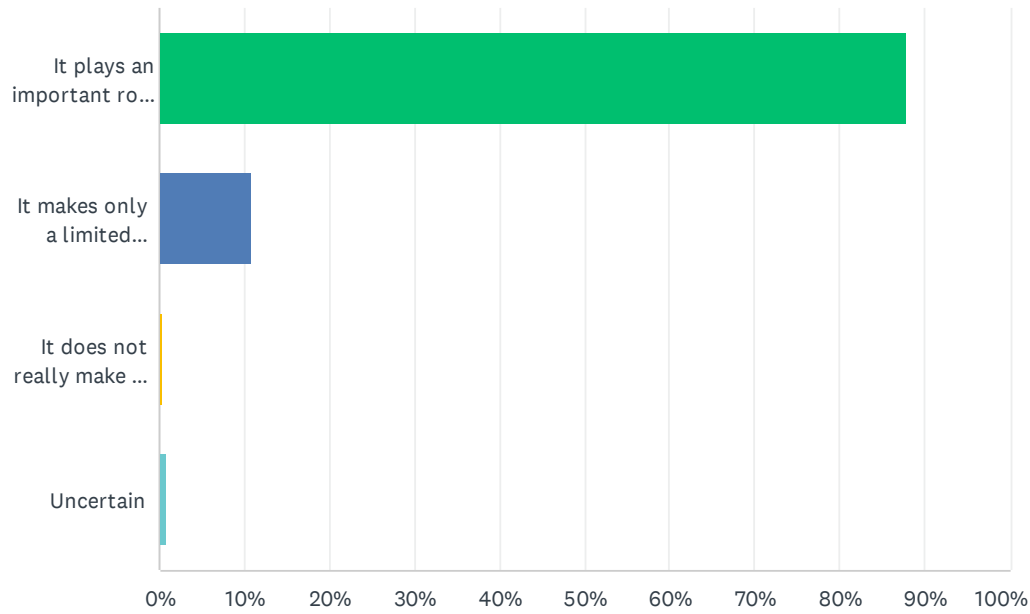
Answered: 244 Skipped: 13



ANSWER CHOICES	RESPONSES	
Good	74.18%	181
Fair	22.13%	54
Poor	3.69%	9
<b>TOTAL</b>		<b>244</b>

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

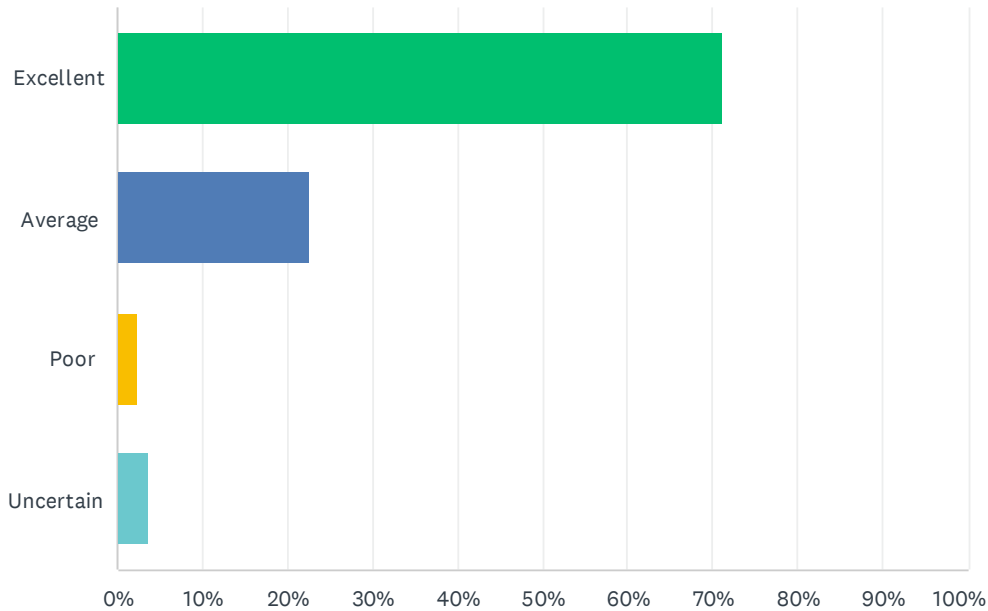
Answered: 248 Skipped: 9



ANSWER CHOICES	RESPONSES	
It plays an important role in preventing crime	87.90%	218
It makes only a limited impact on crime	10.89%	27
It does not really make any difference	0.40%	1
Uncertain	0.81%	2
<b>TOTAL</b>		<b>248</b>

**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: 247 Skipped: 10



ANSWER CHOICES	RESPONSES	
Excellent	71.26%	176
Average	22.67%	56
Poor	2.43%	6
Uncertain	3.64%	9
<b>TOTAL</b>		<b>247</b>