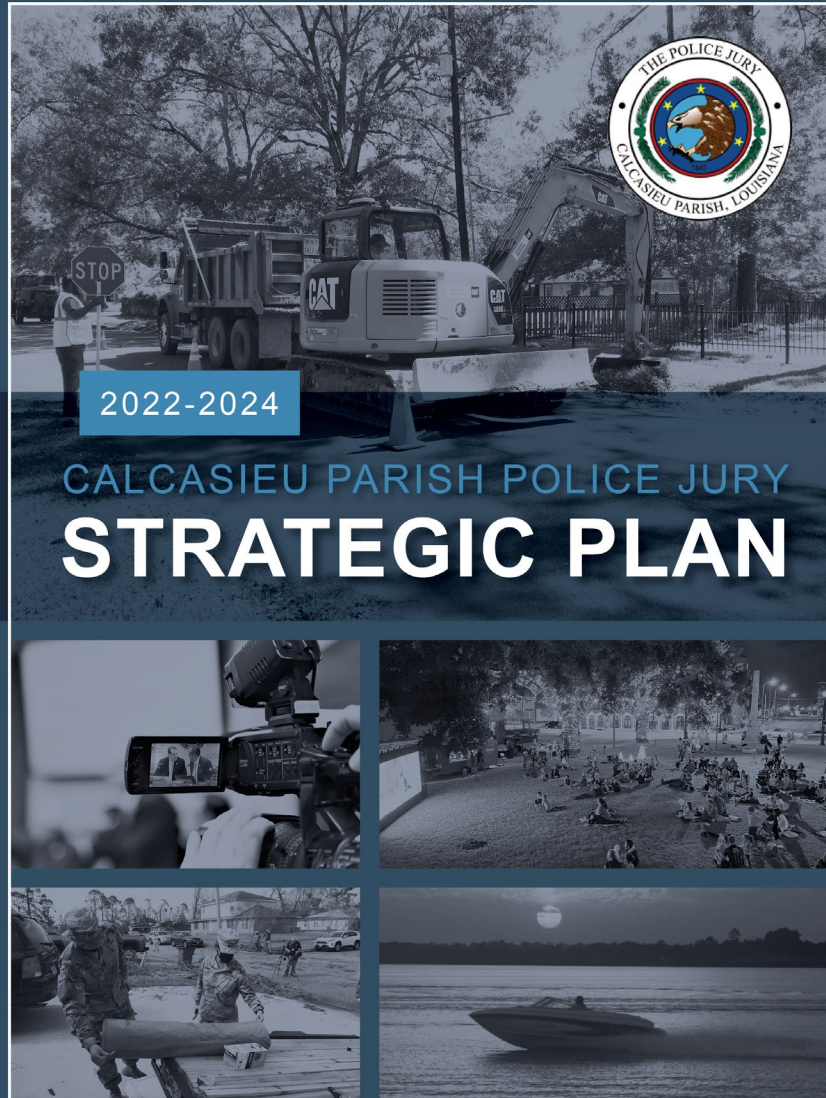


Calcasieu Parish Police Jury

2025-2027 Strategic Plan



- The CPPJ will conduct a Plan update in 2024.
- The employee engagement survey and citizen survey both serve as inputs during the process.
- A Department Leader retreat and Police Juror retreat will be held by mid-summer 2024.
- The strategic planning process will conclude by early fall.

2023 Citizen Survey Results

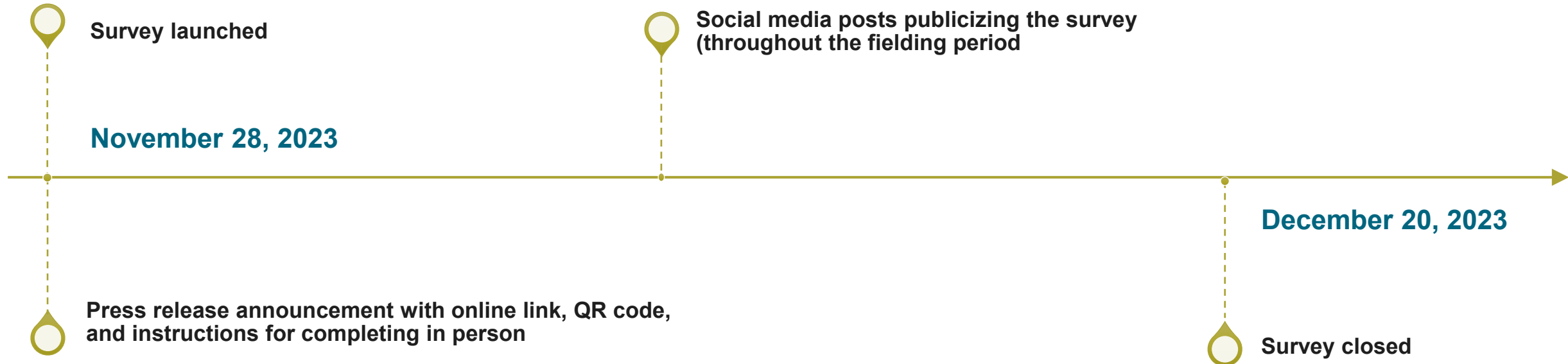
Calcasieu Parish Police Jury

“ I love my city and state and would recommend anyone to move here. But we need so much growth. We are seeing some changes but not a lot.... We need to have more to do to keep our people here!

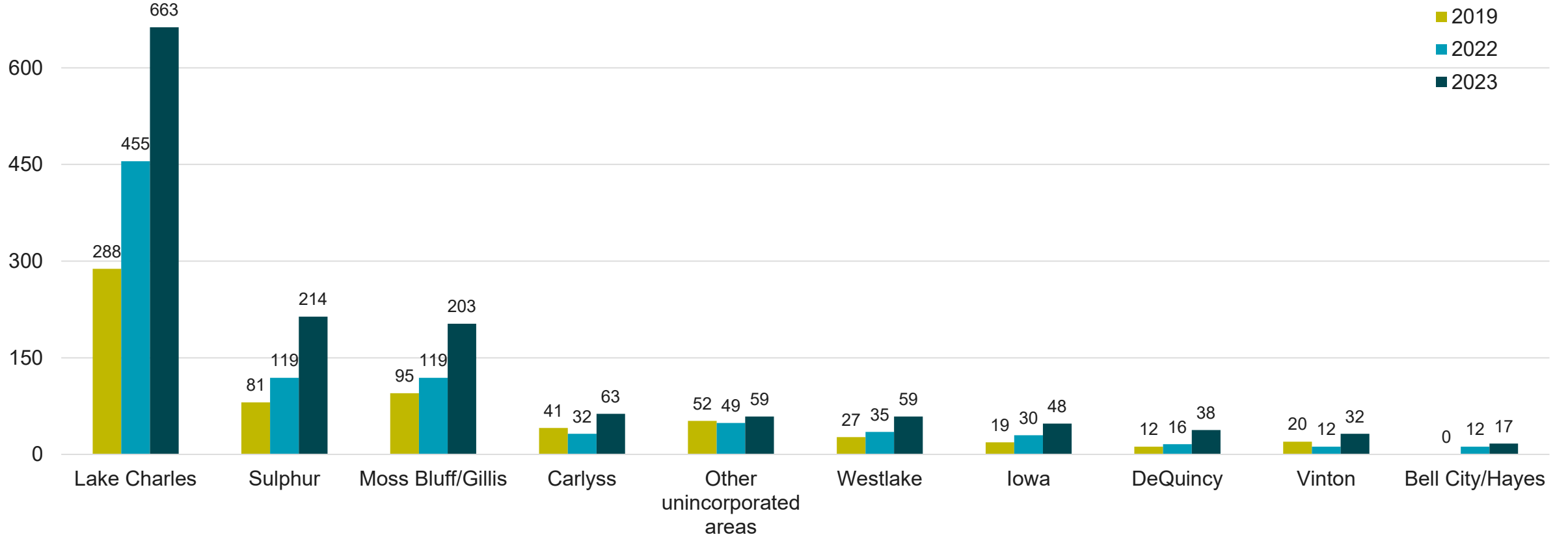


process overview

- This year marked the fourth Calcasieu Parish Citizen Survey, previous surveys were fielded in 2018, 2019, and 2022.
- This survey gathers input from citizens on CPPJ services, programs, and operations. The direct feedback from citizens is a crucial input in the strategic planning process and helps the parish determine priorities and focus areas for the future.



survey responses



2019

635

2022

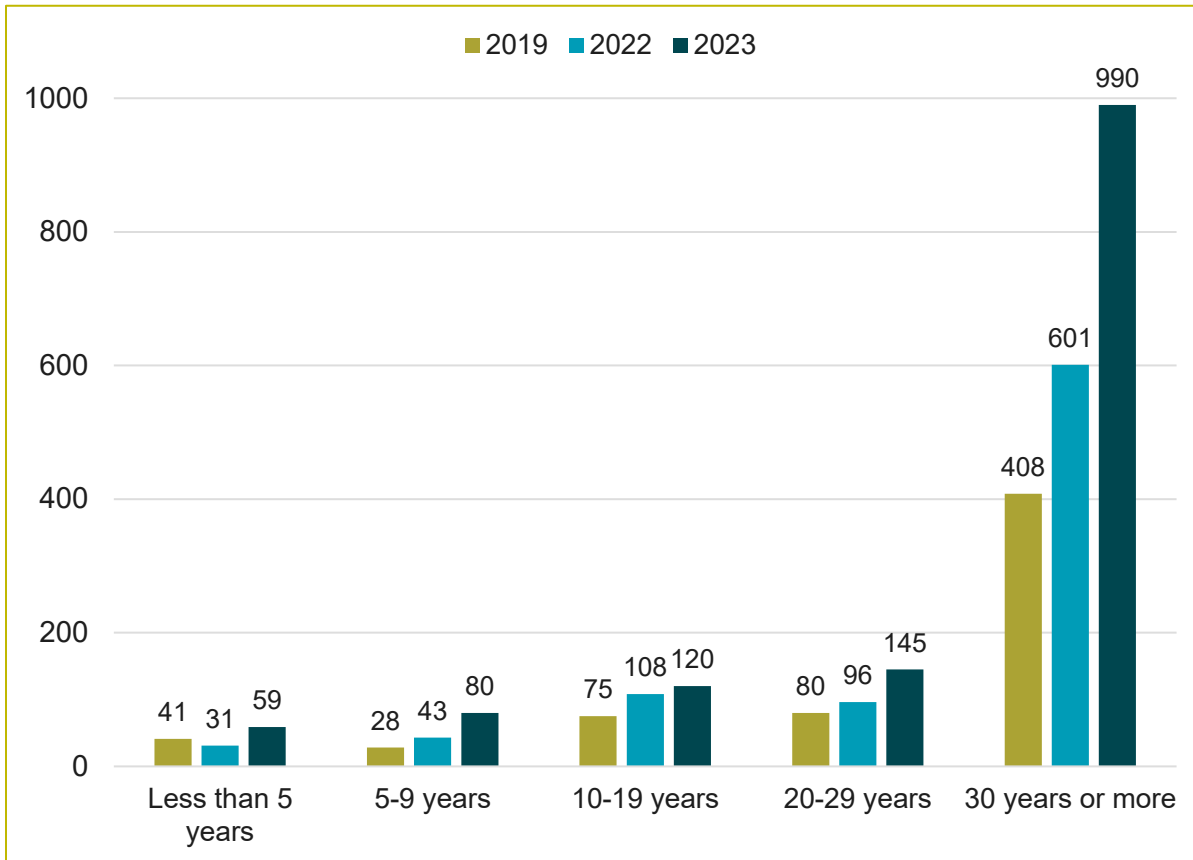
881

2023

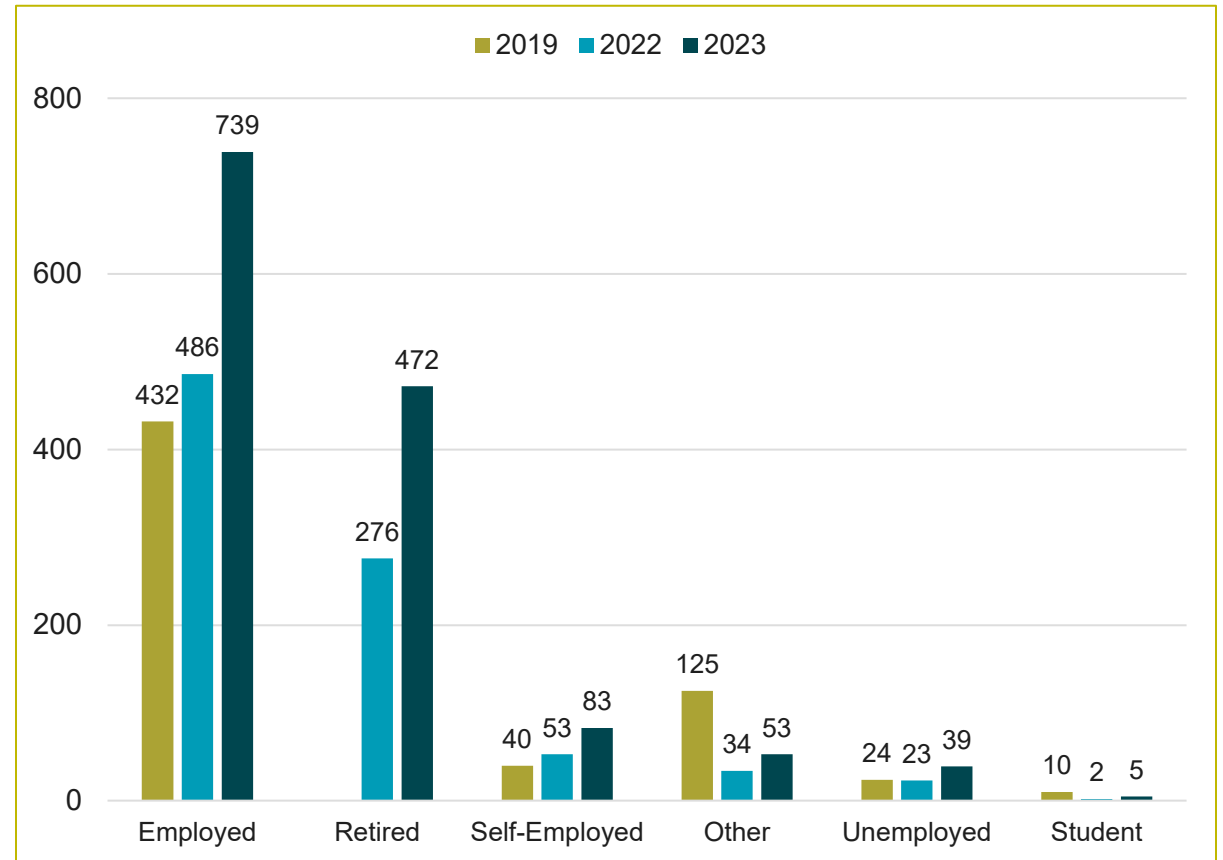
1,396

respondent demographics

Length of time living in Calcasieu Parish



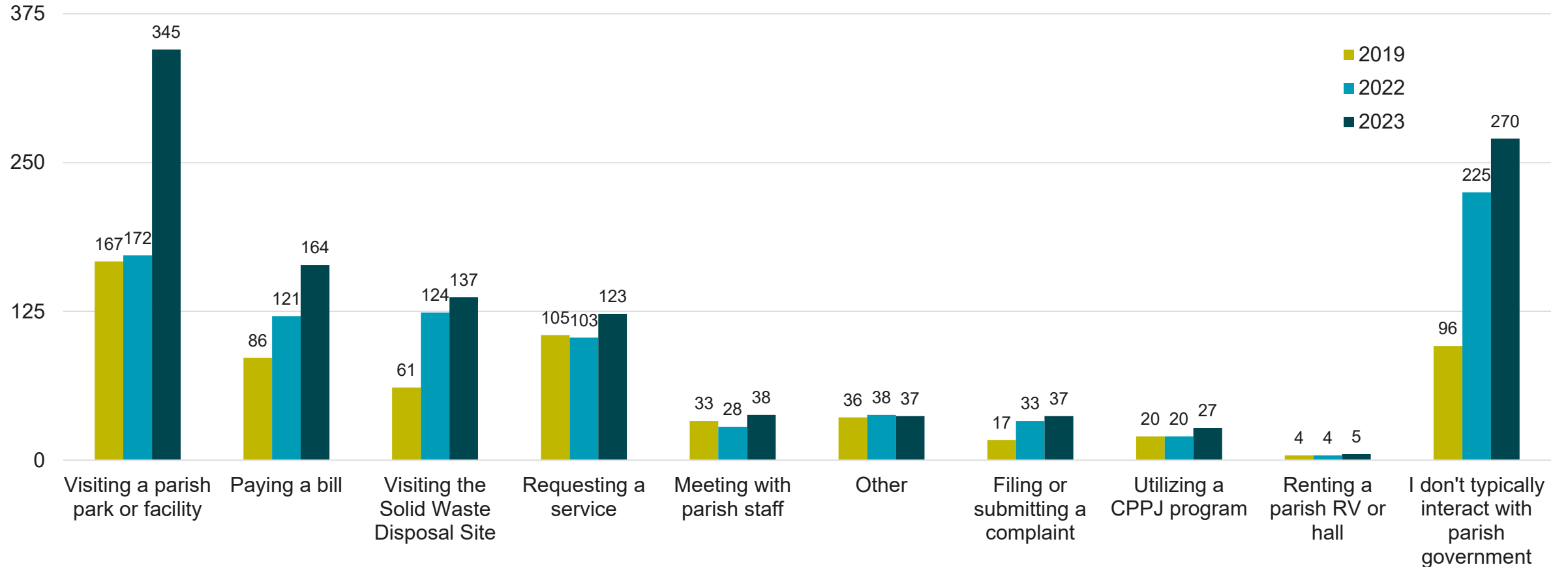
Employment status



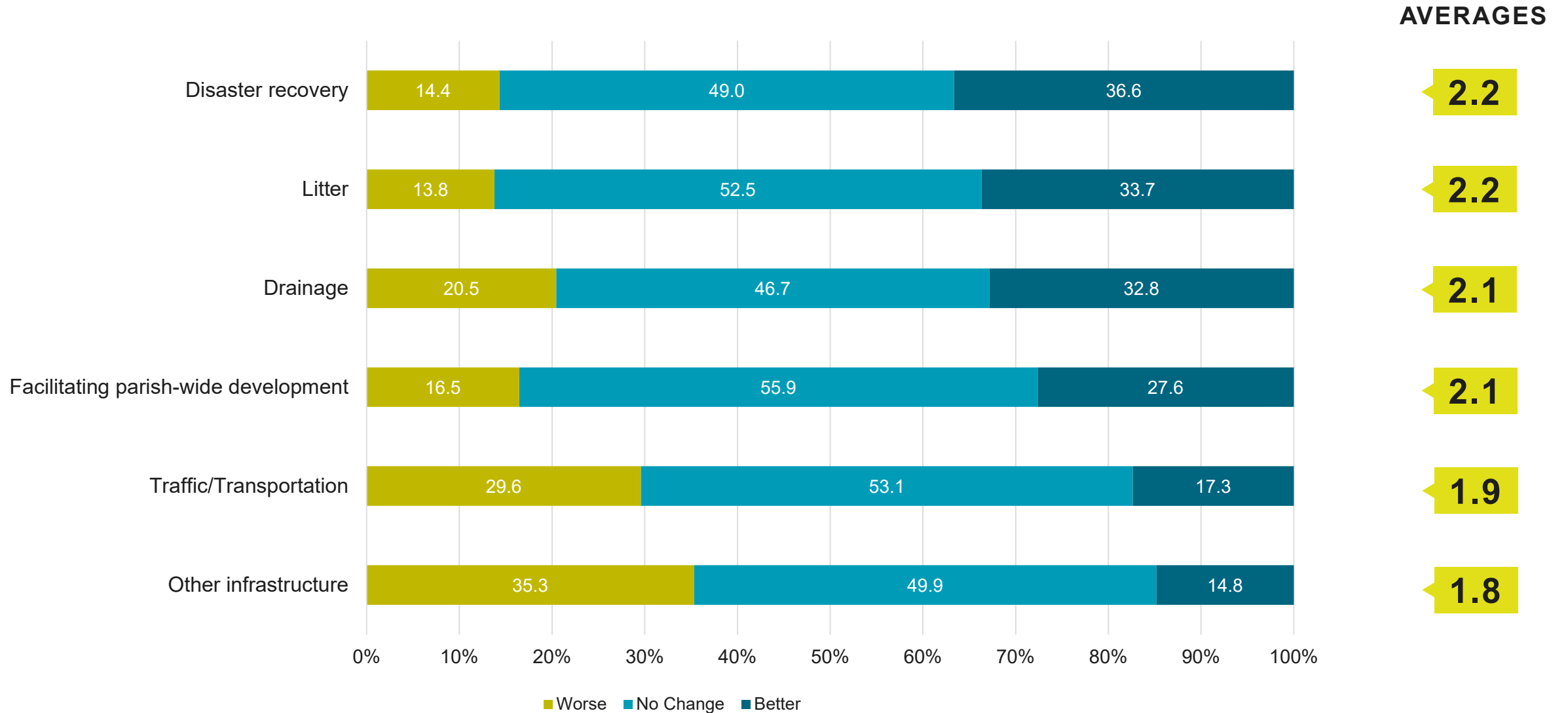
satisfaction with CPPJ services

AREA	2023	2022	2019
Homeland Security/Emergency Preparedness	3.7 =	3.7	4.0
Facility Management	3.6 ^	3.5	3.7
Animal Services	3.4 ^	3.3	3.6
Mosquito Control	3.4 ^	3.3	3.4
Human Services	3.1 ^	3.0	3.3
Special Service Districts (Police Jury responsible for appointing board members)	3.1 ^	2.9	3.0
Juvenile Justice Services	3.0 =	3.0	3.3
Planning and Development	2.8 ^	2.6	2.6
Public Works	2.8 v	3.5	2.6

most frequent interaction with parish government



progress in priority service areas



year-over-year progress in priority service areas

	2023	2022	2019
Disaster recovery	2.2 =	2.2	–
Litter	2.2 ^	2.1	2.2
Drainage	2.1 ^	2.0	1.9
Facilitating parish-wide development	2.1 =	2.1	2.2
Traffic/Transportation	1.9 ^	1.8	1.7
Other infrastructure	1.8 =	1.8	1.8

how CPPJ can improve these services

DISASTER RECOVERY

Continue cleaning debris from weather events and repairing buildings

Increase preparation for weather events and recovery to improve future recovery efforts

Provide more equal assistance across the parish, ensuring citizens in low income or rural areas receive sufficient assistance

LITTER

Better enforce litter laws and levy higher fines against citizens that litter

Pick up litter more frequently
Utilize inmate cleanup crews to conduct additional litter pick-ups

Have dedicated clean up efforts for roadways, bridges, and ditches

DRAINAGE

Increase frequency of ditch, culvert, lateral, and waterway cleanings

Improve drainage planning, especially around new developments

Monitor drainage issues more closely to proactively address issues

how CPPJ can improve these services

PARISH-WIDE DEVELOPMENT

Focus on attracting and growing new business, especially local businesses

Increase long-term planning efforts and coordination between cities

Improve overall infrastructure, repair or demolish damaged buildings, and improve the overall appearance of the parish

TRAFFIC/ TRANSPORTATION

Many roads in the parish are in need of repair

Provide additional public transportation options, including adding more routes and expanding the dates and times that current routes operate

Better coordinate construction projects to prevent overlapping road closures

OTHER INFRASTRUCTURE

Build a new I-10 bridge

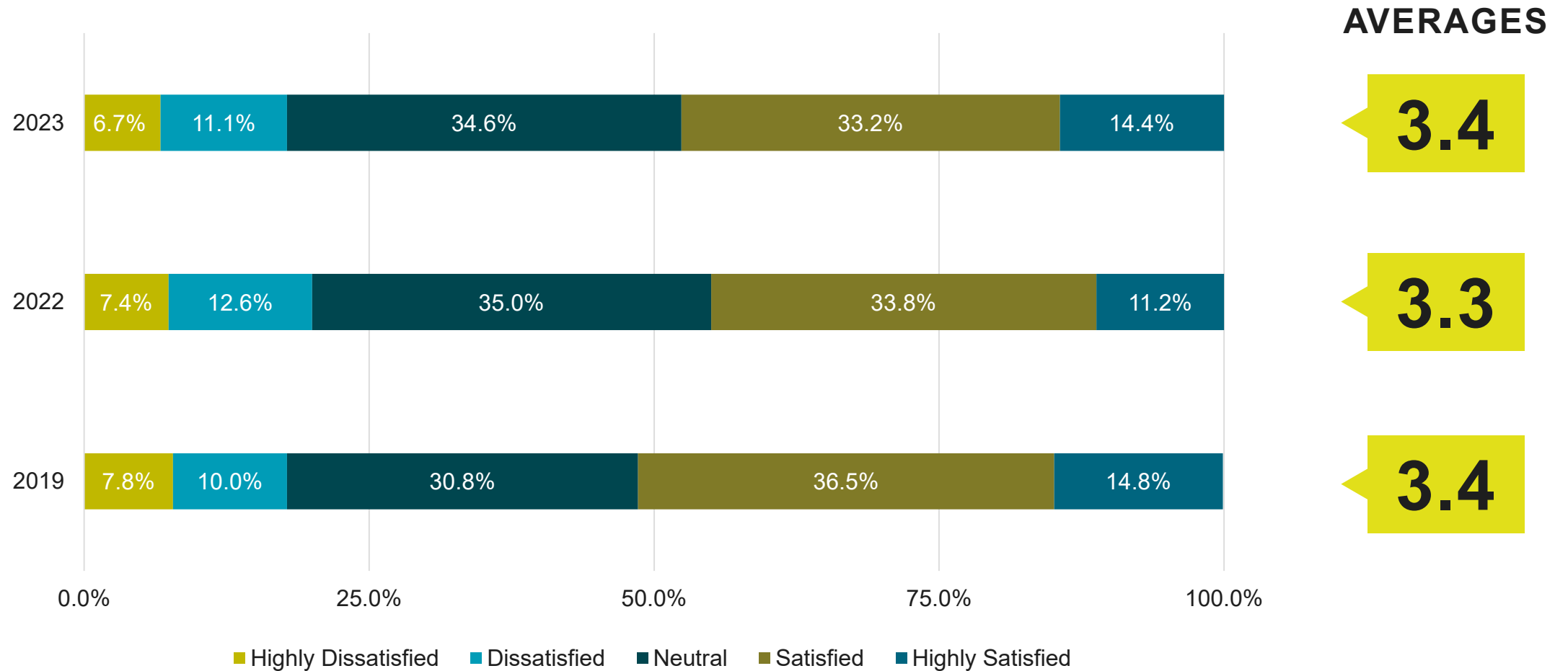
Continue to repair roads

Address the water quality issues across the parish

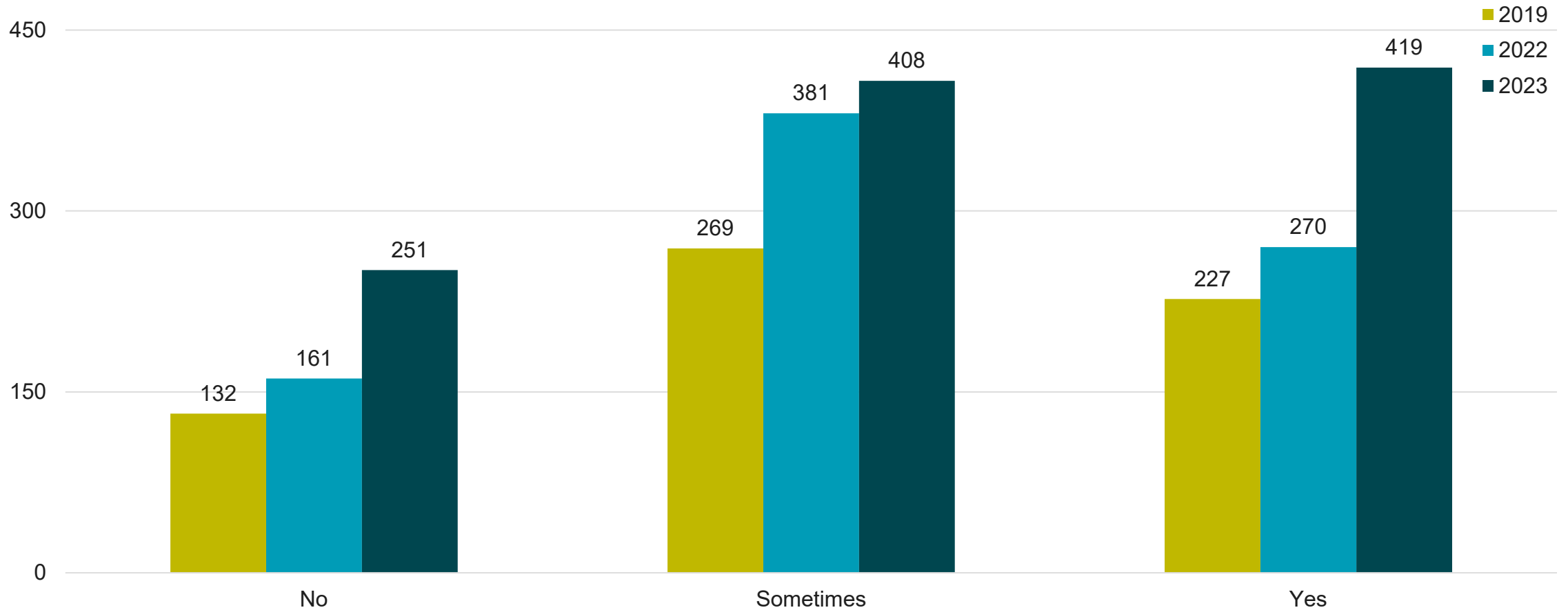
Expand and improve sewer services

Continue cleaning up litter and debris

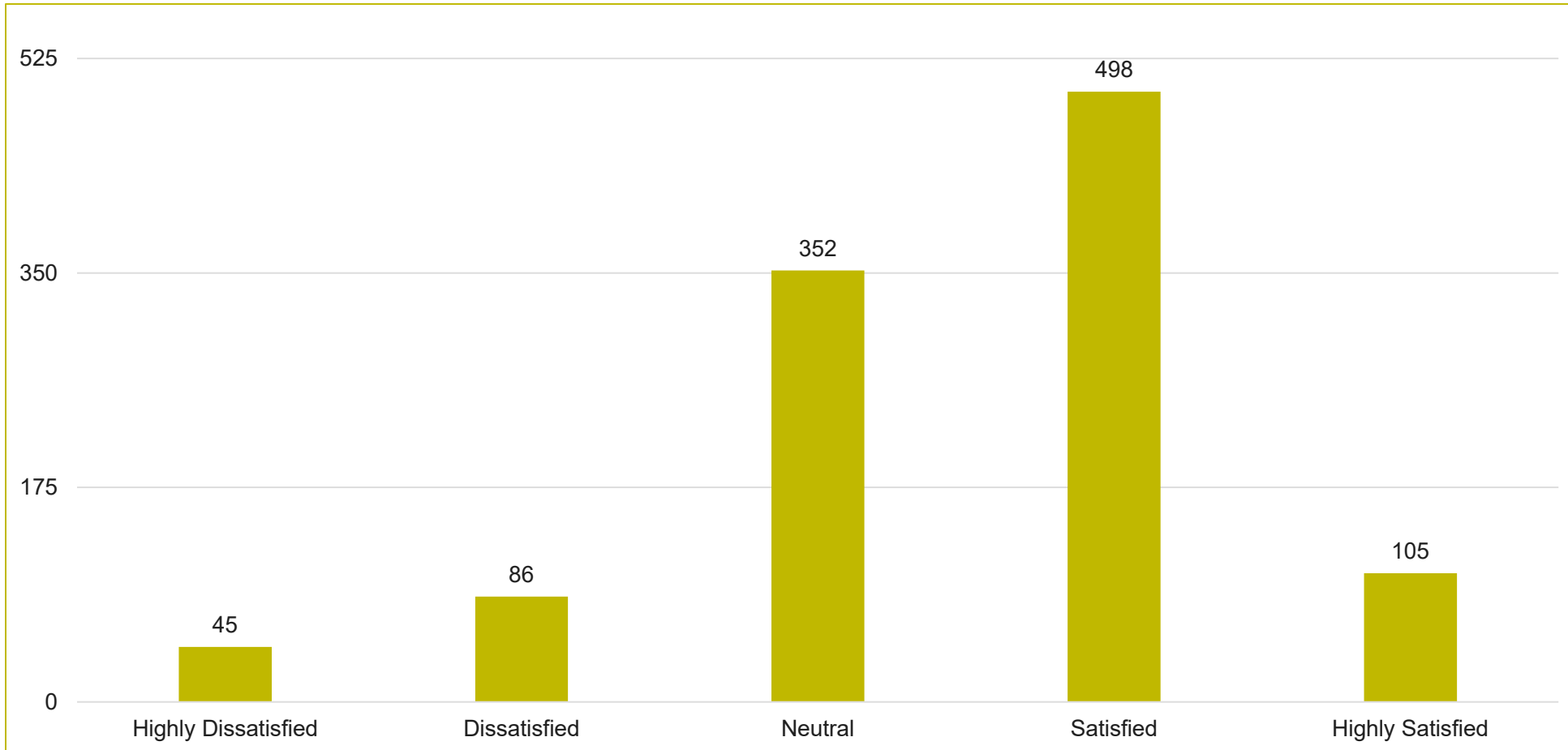
satisfaction with customer service from CPPJ employees



knowing where to go to resolve specific issues



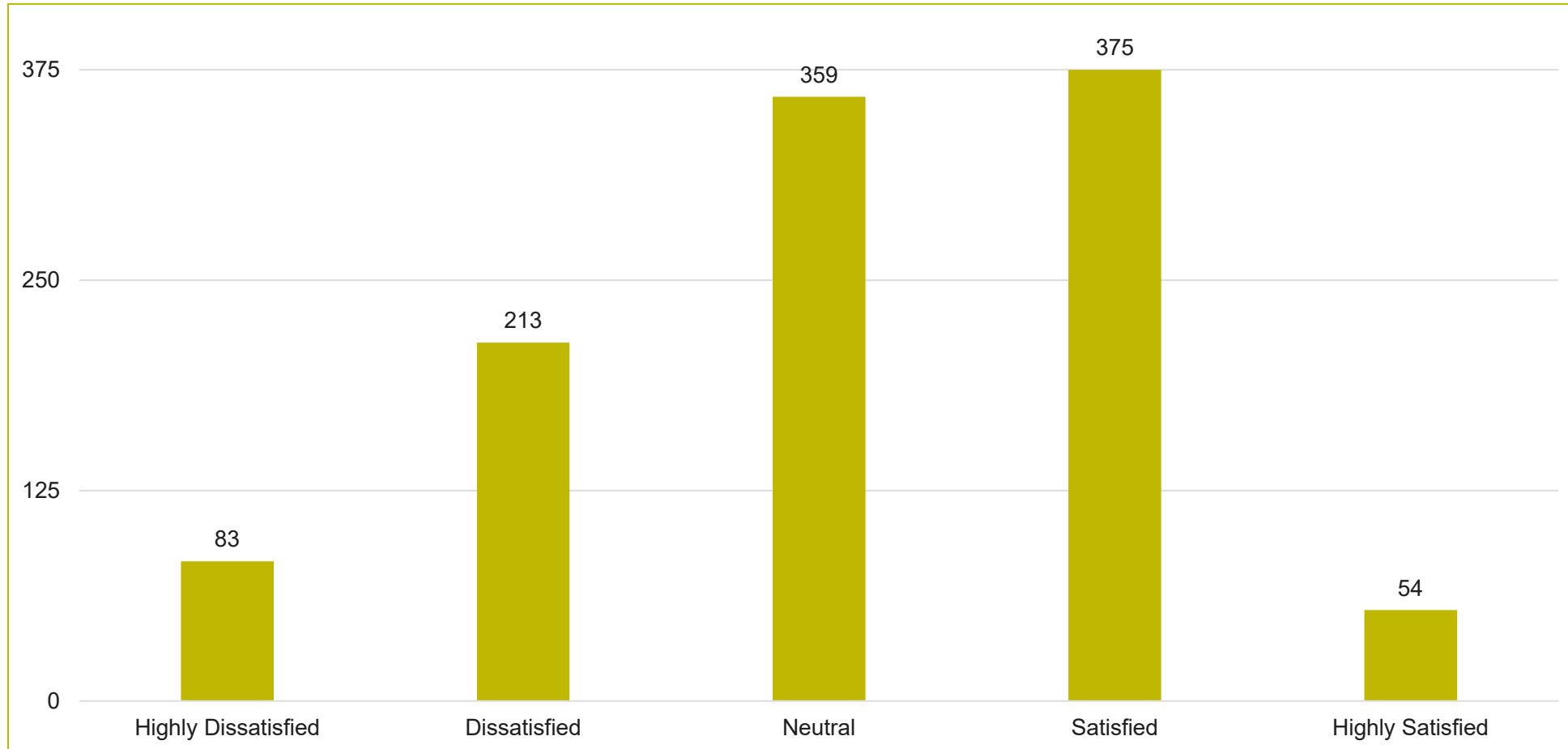
satisfaction with information sharing and warning during emergency events



AVERAGE

3.5

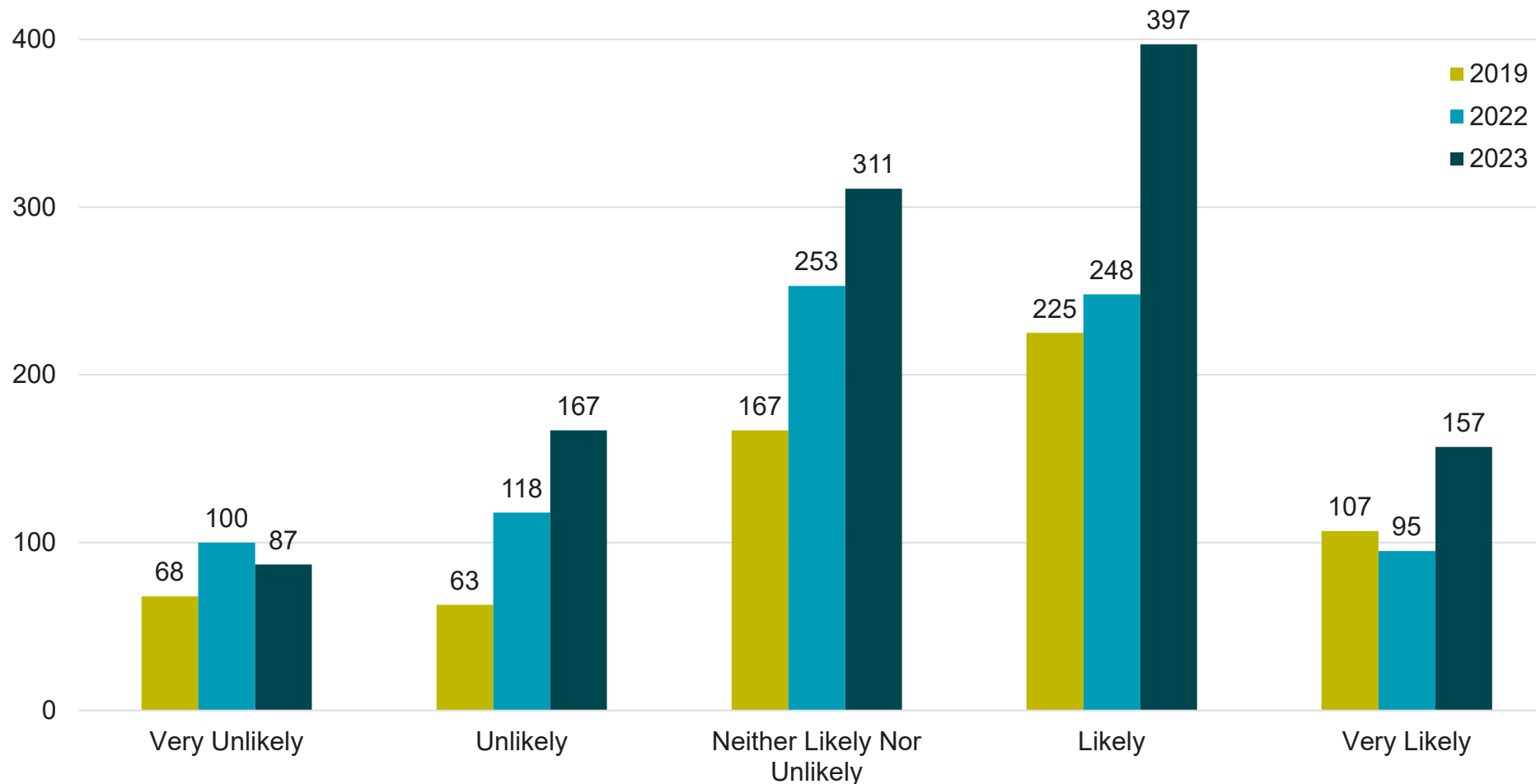
satisfaction with long-term recovery following 2020-21 weather events



AVERAGE

3.1

likelihood of recommending Calcasieu Parish as a place to live



49.5%

'likely' or 'very likely'
in 2023

41.2%

'likely' or 'very likely'
in 2022

71.7%

'likely' or 'very likely'
in 2019

additional thoughts, insights, and feedback

Continue making improvements in service and priority areas including litter/trash clean-up and disaster recovery (77 responses)

The parish is doing good work and supporting its citizens well (38 responses)

The cost of living in the parish is very high, this includes rising housing and utility costs and high taxes (17 responses)

The high level of crime in the parish needs to be addressed (16 responses)

questions?

f  @EMERGENTMETHOD

**thank
you**

ROBYN STILES, PH.D.
EMERGENT METHOD

200 LAUREL STREET / STE 200
BATON ROUGE, LOUISIANA 70801

ROBYN.STILES@EMERGENTMETHOD.COM / 225.372.5102