

Metropolitan Nashville Police Department Citizen Satisfaction Survey for Fiscal Year Ending June 2012

Final Report August 14, 2012

Sample

n = 420 Adult Davidson County Residents

Please rate how satisfied or unsatisfied you are with the overall performance of the Metropolitan Nashville Police Department

1. Very Satisfied	217	51.7%	87.4% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	150	35.7%	
3. Neither Satisfied nor Unsatisfied	36	8.6%	
4. Somewhat Unsatisfied	5	1.2%	1.9% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	3	0.7%	
Don't Know / Refused to Answer	9	2.1%	

Please rate how satisfied or unsatisfied you are with the overall competence of the Metropolitan Nashville Police Department

1. Very Satisfied	199	47.4%	85.7% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	161	38.3%	
3. Neither Satisfied nor Unsatisfied	39	9.3%	
4. Somewhat Unsatisfied	4	1.0%	1.4% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	2	0.5%	
Don't Know / Refused to Answer	15	3.6%	

Please rate how satisfied or unsatisfied you are with the general attitude and behavior of MNPDP officers towards citizens

1. Very Satisfied	182	43.3%	81.2% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	159	37.9%	
3. Neither Satisfied nor Unsatisfied	44	10.5%	
4. Somewhat Unsatisfied	13	3.1%	4.0% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	4	1.0%	
Don't Know / Refused to Answer	18	4.3%	

Please rate how satisfied or unsatisfied you are with the overall safety and security in your neighborhood or local community

1. Very Satisfied	201	47.9%	82.1% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	144	34.3%	
3. Neither Satisfied nor Unsatisfied	36	8.6%	
4. Somewhat Unsatisfied	24	5.7%	7.4% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	7	1.7%	
Don't Know / Refused to Answer	8	1.9%	

Do you have any recommendations or suggestions for improving how the Metropolitan Nashville Police Department can better serve you and the public?

(As this is an open-ended question, responses were summarized and grouped into the categories below.)

POSITIVE FEEDBACK

Fine job	40
Thank you	24
Increase police funding and officer pay	4
Stay safe	4
Ok with tax increase to fund police	1
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	73

NEED MORE POLICE PERSONNEL

Hire more police	10
Need more walking, mounted, and bike officers	3
Need more police in and around schools	2
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	15

SUGGESTIONS

Citizens want extra Police Patrols	29
Need more police visibility	16
The attitude and behavior of some police needs improvement	16
Need more traffic enforcement	12
There are too many traffic stops and/or citations	3
Decrease response times	8
Increase community relations	6
Police need better training	3
Gang related crimes are a concern	2
Street drugs are a concern	2
New police hires need better screening	2
Bias based policing is a concern	1
Decrease police spending	1
Citizen expressed fear about murders	1
Citizen expressed fear about terrorism	1
Give more attention to smaller complaints	1
Need more enforcement on problems from homeless person	1
Do your job	1
Provide more programs for juveniles	1
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	107

NONE/NO SUGGESTIONS

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	216
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	216

OUTSIDE AGENCY SUGGESTION - NOT MNPd

Improve Criminal justice System and address repeat offenders	3
Traffic signals need better placement.	1
Lower the cost of traffic tickets	1
Educate the public on ordinances and laws for bike riders in town	1
Increase resources to help mentally ill persons	1
Improve ECC call-taking protocol and procedures	1
Improve Nashville Schools	1
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	9