

Metropolitan Nashville Police Department Citizen Satisfaction Survey for Fiscal Year Ending June 2019

July 16, 2019

Sample

n = 424 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	228	53.8%	85.8% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	136	32.1%	
3. Neither Satisfied nor Unsatisfied	31	7.3%	
4. Somewhat Unsatisfied	7	1.7%	2.1% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	2	0.5%	
Don't Know / Refused to Answer	20	4.7%	

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

1. Very Satisfied	225	53.1%	84.9% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	135	31.8%	
3. Neither Satisfied nor Unsatisfied	38	9.0%	
4. Somewhat Unsatisfied	6	1.4%	1.4% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	0	0.0%	
Don't Know / Refused to Answer	20	4.7%	

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

1. Very Satisfied	214	50.5%	79.2% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	122	28.8%	
3. Neither Satisfied nor Unsatisfied	42	9.9%	
4. Somewhat Unsatisfied	10	2.4%	2.6% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	1	0.2%	
Don't Know / Refused to Answer	35	8.3%	

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

1. Very Satisfied	181	42.7%	83.0% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	171	40.3%	
3. Neither Satisfied nor Unsatisfied	28	6.6%	
4. Somewhat Unsatisfied	18	4.2%	5.9% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	7	1.7%	
Don't Know / Refused to Answer	19	4.5%	

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.)

Community Oversight

Against COB. No need for that. Police handles its own business.	1
Do away with the oversight board.	1
Does not believe a Community Oversight Board is necessary or helpful.	1
Fully Supports the COB.	1
I don't see the oversight board as a bad thing.	1
Interested to see how the community oversight board will affect both the public and MNPDP.	1
Not for the COB. Leads to anxiety between the police and public.	1
Very dissatisfied with citizens attitudes towards the police. Opposes the COB.	1
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	8

No Suggestions

No suggestions / No comment.	235
Respondent hung up the phone.	13
No recent interactions / contact with Metro Police.	7
Refused to answer / Would not participate.	6
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	261

Positive Feedback

Doing 'Good,' 'OK,' or 'Decent' job.	11
Doing 'Excellent,' 'Great,' or 'Very Good' job.	9
Keep up the good work / Complimentary of the job MNPDP is doing.	4
Thank you for protecting us / Thank you for your service.	2
Citizen has had an opportunity to sit in on seminar regarding active killer training put on by MNPDP officers. He also had positive interactions with MNPDP officers at his church where the church was being designated as a safe place.	1
Got a good Chief.	1
Had an officer pull him over and tell him about his brake light. Was a nice officer who let him go with a warning and appreciated him telling him about it.	1
Happy with police department. Officers are pleasant.	1
I am a big supporter. My area is great.	1
I appreciate all you do and the risks you take.	1
Officers are prompt and courteous.	1
Officers are very friendly and always wave when driving by in the neighborhood	1
Officers conducted a security analysis of her home and she found the experience very helpful. She found this to be a very positive form of community outreach.	1
One interaction with MNPDP during the past year...very impressed with professionalism during encounter.	1
Our neighborhood is very safe, thank you!	1
Admires and respects police officers. Sometimes they're given a bad rap over things outside of their control.	1
Pleased with police presence in <<INSERT NAME>> neighborhood.	1
South Precinct Community Affairs does a good job with his HOA.	1
Supports police. Thinks police are getting bad rap.	1
The last two officers he has spoken with were very nice people.	1
The officers are friendly, respectful, and involved in the community. The MNPDP is doing a great job.	1
The problem is the courts letting everyone lose.	1
Very much appreciated the proactive phone call. Very happy.	1
We are doing the best we can with what we have.	1
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	46

Resource Allocation

More traffic enforcement in <<INSERT NAME>> neighborhood.	11
More police patrols in <<INSERT NAME>> neighborhood.	6
More resources dedicated to auto burglaries.	5
Concerned about vice activity in <<INSERT NAME>> neighborhood. Would like to see more patrols.	2
More police patrols in residential neighborhoods.	2

26

Suggestions

Hire more police.	13
Improve attitude during encounters with citizens. Be more courteous / respectful / professional.	6
More officers patrolling neighborhoods / Increased police visibility.	6
Better pay for police.	5
Response time is too slow.	5
More involvement / interactions / communication with the community.	4
Concerned about gunfire in <<INSERT NAME>> neighborhood.	3
Learn to listen better / Take concerns more seriously.	3
Concerned about budget issues and police, fire, and educators not being paid a fair wage.	2
Better training - Diversity training to ensure non-biased treatment across race and class.	1
Better training - How to deal with the younger generation.	1
Better training - Officers need more training. Officers need to treat everyone well regardless of race.	1
Better training - Officers would benefit from additional cultural sensitivity training.	1
Better training for officers. More detectives.	1
Caller feels unsafe to go out at night alone.	1
Concerned about aggressive panhandling in <<INSERT NAME>> neighborhood.	1
Concerned about direction that Nashville is going. Wondering where all the money is going because it's not going to public servants.	1
Concerned about parking enforcement.	1
Conduct traffic stops more efficiently so we do not tie up traffic.	1
Continue efforts to diversify the department.	1
Continue to pay attention to where the issues are, without neglecting other areas with low call volume.	1
Discouraged due to being a victim of a prior crime.	1
Do something about break-ins.	1
Do what we can to prevent the revolving door of justice.	1
Everybody in town is yelling about traffic control.	1
Feels very unsafe because of a recent murder in her neighborhood.	1
Fewer traffic stops.	1
Focus on getting guns off the street.	1
Frustrated with lack of follow-up after being a victim of a recent burglary.	1
Has heard that crime has increased in <<INSERT NAME>> neighborhood. If that is the case, please increase the police presence there.	1
Hope you get your body cameras soon and try to catch these juveniles.	1
If the legislature enacts laws, why can't the police department enforce them? Little kids riding motorcycles with no helmets and no parents around.	1
Improve relations with an unspecified demographic group.	1
More effort to help with quality of life issues; especially those who live in disenfranchised areas.	1
More transparency.	1
Negative experiences with officers in <<INSERT NAME>> neighborhood. Officers seemed to have had a bad day and were aggressive in their demeanor. Police need more accountability.	1
Please have officers knock on my door next time and not simply turn on his blue lights to get my attention.	1
Police sometimes overreact.	1

Suggestions (continued)

Sometimes sees officers sitting in parking lots and talking with one another and wondered if they should be patrolling.	1
Somewhat unsatisfied due to having questions about the Daniel Hambrik officer-involved shooting.	1
Utilize more detectives to solve crimes.	1
We need a better public relations department.	1
Work on ways to quickly arrest criminals	1
Work with the youth.	1
You need to go back to the neighborhood cop.	1

83