

Metropolitan Nashville Police Department Citizen Satisfaction Survey for Fiscal Year Ending June 2020

July 20, 2020

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	236	55.7%	86.1% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	129	30.4%	
3. Neither Satisfied nor Unsatisfied	39	9.2%	
4. Somewhat Unsatisfied	6	1.4%	2.1% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	3	0.7%	
Don't Know / Refused to Answer	11	2.6%	

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

1. Very Satisfied	227	53.5%	85.1% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	134	31.6%	
3. Neither Satisfied nor Unsatisfied	41	9.7%	
4. Somewhat Unsatisfied	6	1.4%	1.9% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	2	0.5%	
Don't Know / Refused to Answer	14	3.3%	

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

1. Very Satisfied	247	58.3%	84.9% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	113	26.7%	
3. Neither Satisfied nor Unsatisfied	45	10.6%	
4. Somewhat Unsatisfied	4	0.9%	1.2% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	1	0.2%	
Don't Know / Refused to Answer	14	3.3%	

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

1. Very Satisfied	215	50.7%	87.0% Somewhat Satisfied to Very Satisfied
2. Somewhat Satisfied	154	36.3%	
3. Neither Satisfied nor Unsatisfied	29	6.8%	
4. Somewhat Unsatisfied	11	2.6%	3.8% Somewhat Unsatisfied to Very Unsatisfied
5. Very Unsatisfied	5	1.2%	
Don't Know / Refused to Answer	10	2.4%	

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.)

No Suggestions

No suggestions / No comment.	209
Refused to answer / Would not participate.	9
No recent interactions / contact with Metro Police.	8
Did not speak English	1
	<u>227</u>

Positive Feedback

Doing 'Good,' 'OK,' or 'Decent' job.	18
Doing 'Excellent,' 'Great,' or 'Very Good' job.	16
Keep up the good work / Complimentary of the job MNPd is doing.	6
All of the interactions he/she has had with MNPd have been positive	4
Doing the best you can with the resources you have.	4
Thank you for protecting us / Thank you for your service.	3
Metro officers are very respectful.	2
Praying for us.	2
Appreciate our response from COVID to tornado.	1
Appreciates that whenever we are called we quickly respond.	1
COVID19 - Appreciates MNPd's response.	1
Doesn't have much contact with the police, but proud of them. Don't know what we would do without them.	1
Doing the best you can.	1
Feels the department already goes out of their way to assist the citizens.	1
Few years ago, someone attempted to break into residence. Police responded quickly and were very professional and polite.	1
Good job of providing a visible presence since the tornados.	1
I don't see how well you all do with the resources that you have.	1
I love you guys..y'all are great. Keep up the good work	1
I think you are doing the job you signed up for.	1
I wish there was something we could do to help all of you with what is going on in the country today.	1
Impressed with MNPd's professionalism.	1
Keep on keeping on!	1
My street seems fine.	1
Officers sometimes meet at the end of her street to exchange paperwork...finds that very comforting and wants to make sure her neighborhood is not forgotten.	1
Really likes the police stations being placed in the communities.	1
Very appreciative of first responders including police, EMT's and medical professionals.	1
Very impressed with how well officers conduct themselves in very stressful situations	1
Very satisfied with the department overall.	1
We appreciate you so very much.	1
We're human and we're all doing the best we can.	1
You guys are having a very rough time and we feel for you.	1
You please take care of yourself!	1
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Resource Allocation

More traffic enforcement in <<INSERT NAME>> neighborhood.	7
More police patrols in <<INSERT NAME>> neighborhood.	5
More police patrols in residential neighborhoods.	5
More attention needs to be given to areas with more problems.	1
More bike patrols.	1
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Suggestions

Hire more police.	12
Better pay for police.	6
Improve attitude during encounters with citizens. Be more courteous / respectful / professional.	5
More officers patrolling neighborhoods / Increased police visibility.	5
Response time is too slow.	5
Increased traffic enforcement due to observed increase of traffic violations.	4
More involvement / interactions / communication with the community.	4
Learn to listen better / Take concerns more seriously.	3
More traffic enforcement in <<INSERT NAME>> neighborhood.	3
Better training.	2
Allow the police department to do their jobs.	1
Better communication between communities and officers.	1
Better pay, improve officer morale, and better recruiting.	1
Better training - Diversity training to ensure non-biased treatment across race and class.	1
Better training - I am not worried for me but I am for my African-American neighbors and your training.	1
Better training - More community relations training.	1
Better training - Officers need training on avoiding racial profiling and de-escalation as well as dealing with people with mental health concerns.	1
Better training - Police training is too militaristic.	1
Body Worn Cameras - Expressed concern regarding body worn cameras, specifically privacy issues for both officers and citizens.	1
Body Worn Cameras - Would like to see officers have body worn cameras.	1
Body Worn Cameras - Would like to see the body cameras on line.	1
Citizen would like to see better traffic flow on the interstate system in Nashville.	1
Concerned about the homeless situation.	1
Concerned about the increase in "petty crimes," such as theft from motor vehicles.	1
Concerns regarding current issues with use of force, mental health issues, and race as pertains to law enforcement. She hopes the department is taking steps to make sure they prevent systemic racism and foster and maintain positive community interactions.	1
COVID19 - Keep people from gathering.	1
Educate the public on how diverse the police department is so the public better understands there isn't racial disparity from the police.	1
Expressed concerns regarding use of force situations with minorities. Asked that officers use more restraint in shooting scenarios and attempt to de-escalate whenever practical.	1
Focus more on street-level issues.	1
Frustrated with codes about a problem property.	1
Get rid of the dangerous scooters which are being operated by intoxicated individuals around town.	1
Hire more police and better retention of the ones already here.	1

Suggestions (continued)

I don't know how many people each police officer can take care of. My recommendations would be to have sufficient officers for the city.	1
I don't think you are doing a very good job with these protests.	1
I just wish people would learn to live together.	1
I live across the street from a community park. We have shootings at all times of the night. People are scared to call. (Sent request for extra patrols)	1
I think relationships could be better between the police and black men in other areas.	1
I used to feel safe until recent riots.	1
It would be good to have a precinct here in Antioch. There is no visibility of police in my area.	1
Just responding when you can. Trying to help out folks with people who are cutting up. The teens don't have any guidance, drugs and gangs and stuff.	1
Live in a rural area.... would like to see more neighborhood watch programs in these areas.	1
More help for the homeless. There is a large encampment behind the Bojangles in West Nashville that makes the Greenway scary to use.	1
My business has been broken into several times. The police have not caught them.	1
Not happy with the dragnet in his community every so often. He explained at times he seldom sees officers and but then they suddenly flood the area and stop everyone.	1
Please enforce bike lane laws.	1
Police need to think before they act.	1
Police officers need to be nicer.	1
Quit being so politically correct all the time. Especially during protest. They have the right to protest and assemble peacefully, but when laws are broken, they need to be locked up.	1
Recent victim of an incident - Somewhat unsatisfied with safety and security.	1
Requested assistance with illegal parking issues.	1
Stay safe.	1
The city needs to stop giving hotels tax breaks and give the police department what they need.	1
The good Lord is with us and with you.	1
There are things the police dept could do better and some things the police dept does really well.	1
Too complicated of a problem to resolve with just one thing.	1
Traffic problem in the area where he lives. Would like to see something done, has been going to meetings, talking to council meetings, and nothing has been done.	1
Would appreciate a more concerted effort at coordinating traffic around crashes on the interstate.	1
Would like ability to obtain online/e-mail copies of reports as opposed to US mail or picking up in person.	1
Would like to see an increase in programs to easily engage police officers in a positive setting.	1
Would like to see officers have a larger presence at community functions and projects; being more involved with citizens especially to take away fears in the black community. Focus on what is most important: solve the major crimes instead of worrying about giving tickets for minor violations.	1