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(17)

Community Satisfaction Survey 2010








1. The island of Hawai'i is a safe place to live.

		Response Percent	Response Count
Strongly Agree		14.6%	57
Agree		55.2%	216
Neutral		19.7%	77
Disagree		9.5%	37
Strongly Disagree		1.0%	4
answered question			391
skipped question			2

2. The island of Hawai'i is a safe place to work.

		Response Percent	Response Count
Strongly Agree		17.0%	66
Agree		55.3%	215
Neutral		24.4%	95
Disagree		2.6%	10
Strongly Disagree		0.8%	3
answered question			389
skipped question			4



3. The island of Hawai'i is a safe place to visit.

		Response Percent	Response Count
Strongly Agree		13.9%	54
Agree		55.7%	216
Neutral		21.9%	85
Disagree		8.0%	31
Strongly Disagree		0.5%	2
answered question			388
skipped question			5







4. Under what circumstances, if any, did you have contact with the Hawai'i Police Department during the past year? (Please scroll down and check all that apply).

		Response Percent	Response Count
911 call	<input checked="" type="checkbox"/>	24.0%	92
Traffic stop	<input checked="" type="checkbox"/>	15.1%	58
Traffic accident	<input checked="" type="checkbox"/>	11.2%	43
Made a report	<input checked="" type="checkbox"/>	30.5%	117
Parking ticket	<input type="checkbox"/>	0.8%	3
Police community program	<input checked="" type="checkbox"/>	16.4%	63
Casual encounter with an officer	<input checked="" type="checkbox"/>	35.2%	135
Requested a record	<input checked="" type="checkbox"/>	7.0%	27
Registered a firearm	<input type="checkbox"/>	1.8%	7
Got fingerprinted	<input type="checkbox"/>	1.0%	4
Victim of a crime	<input checked="" type="checkbox"/>	14.6%	56
Witness to a crime	<input checked="" type="checkbox"/>	7.3%	28
Arrested for a crime	<input type="checkbox"/>	0.3%	1
Spoke with a detective	<input checked="" type="checkbox"/>	15.1%	58
No contact	<input checked="" type="checkbox"/>	15.7%	60
Do not wish to declare	<input type="checkbox"/>	2.3%	9
Other (please specify in the box below)	<input checked="" type="checkbox"/>	15.1%	58
answered question			383
skipped question			10







5. During the past year, did you have contact with a POLICE OFFICER from the Hawai'i Police Department?

		Response Percent	Response Count
Yes		80.3%	309
No		19.7%	76
answered question			385
skipped question			8







6. 1. The officer(s) I had contact with expressed interest in helping me.







		Response Percent	Response Count
Strongly Agree		21.3%	66
Agree		30.3%	94
Neutral		15.5%	48
Disagree		13.2%	41
Strongly Disagree		14.8%	46
Does Not Apply		4.8%	15
answered question			310
skipped question			83







7. 2. The officer(s) I had contact with showed concern for my safety.

		Response Percent	Response Count
Strongly Agree		19.5%	60
Agree		25.4%	78
Neutral		21.8%	67
Disagree		14.3%	44
Strongly Disagree		9.8%	30
Does Not Apply		9.1%	28
answered question			307
skipped question			86







8. 3. The officer(s) I had contact with showed compassion.

		Response Percent	Response Count
Strongly Agree		18.6%	57
Agree		23.1%	71
Neutral		20.5%	63
Disagree		17.3%	53
Strongly Disagree		13.7%	42
Does Not Apply		6.8%	21
answered question			307
skipped question			86







9. 4. The officer(s) I had contact with demonstrated professionalism.			
		Response Percent	Response Count
Strongly Agree		24.8%	76
Agree		30.7%	94
Neutral		17.0%	52
Disagree		12.7%	39
Strongly Disagree		13.4%	41
Does Not Apply		1.3%	4
answered question			306
skipped question			87

10. 5. The officer(s) I had contact with demonstrated integrity.			
		Response Percent	Response Count
Strongly Agree		21.3%	65
Agree		27.9%	85
Neutral		25.2%	77
Disagree		9.2%	28
Strongly Disagree		11.8%	36
Does Not Apply		4.6%	14
answered question			305
skipped question			88







11. 6. The officer(s) I had contact with paid attention to details.

		Response Percent	Response Count
Strongly Agree		18.1%	55
Agree		31.3%	95
Neutral		22.0%	67
Disagree		10.2%	31
Strongly Disagree		14.1%	43
Does Not Apply		4.3%	13
answered question			304
skipped question			89







12. 7. The officer(s) I had contact with made me feel comfortable.

		Response Percent	Response Count
Strongly Agree		21.6%	66
Agree		28.9%	88
Neutral		20.7%	63
Disagree		11.5%	35
Strongly Disagree		14.8%	45
Does Not Apply		2.6%	8
answered question			305
skipped question			88







13. 8. The officer(s) I had contact with helped resolve my situation.

		Response Percent	Response Count
Strongly Agree		13.3%	40
Agree		19.6%	59
Neutral		19.9%	60
Disagree		15.6%	47
Strongly Disagree		19.3%	58
Does Not Apply		12.3%	37
answered question			301
skipped question			92



14. 9. The officer(s) I had contact with did an excellent job.

		Response Percent	Response Count
Strongly Agree		17.3%	52
Agree		22.3%	67
Neutral		22.6%	68
Disagree		15.0%	45
Strongly Disagree		19.3%	58
Does Not Apply		3.7%	11
answered question			301
skipped question			92







15. 10. The officer(s) I had contact with treated me with aloha and respect.

		Response Percent	Response Count
Strongly Agree		22.7%	68
Agree		33.4%	100
Neutral		19.1%	57
Disagree		10.0%	30
Strongly Disagree		14.0%	42
Does Not Apply		0.7%	2
answered question			299
skipped question			94







16. Over the past year, did you have contact with a CIVILIAN EMPLOYEE of the Hawai'i Police Department?

		Response Percent	Response Count
Yes		38.5%	143
No		61.5%	228
answered question			371
skipped question			22

17. 1. The civilian(s) I had contact with expressed interest in helping me.

		Response Percent	Response Count
Strongly Agree		22.4%	33
Agree		46.3%	68
Neutral		15.0%	22
Disagree		8.8%	13
Strongly Disagree		3.4%	5
Does Not Apply		4.1%	6
answered question			147
skipped question			246

18. 2. The civilian(s) I had contact with showed concern for my safety.

		Response Percent	Response Count
Strongly Agree		14.3%	21
Agree		26.5%	39
Neutral		25.2%	37
Disagree		6.8%	10
Strongly Disagree		3.4%	5
Does Not Apply		23.8%	35
answered question			147
skipped question			246







19. 3. The civilian(s) I had contact with showed compassion.

		Response Percent	Response Count
Strongly Agree		19.0%	28
Agree		29.9%	44
Neutral		20.4%	30
Disagree		10.9%	16
Strongly Disagree		3.4%	5
Does Not Apply		16.3%	24
answered question			147
skipped question			246



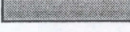



20. 4. The civilian(s) I had contact with demonstrated professionalism.

		Response Percent	Response Count
Strongly Agree		20.0%	29
Agree		45.5%	66
Neutral		18.6%	27
Disagree		8.3%	12
Strongly Disagree		4.1%	6
Does Not Apply		3.4%	5
answered question			145
skipped question			248







21. 5. The civilian(s) I had contact with demonstrated integrity.

		Response Percent	Response Count
Strongly Agree		19.3%	28
Agree		37.2%	54
Neutral		24.1%	35
Disagree		7.6%	11
Strongly Disagree		2.8%	4
Does Not Apply		9.0%	13
answered question			145
skipped question			248







22. 6. The civilian(s) I had contact with paid attention to details.

		Response Percent	Response Count
Strongly Agree		19.0%	27
Agree		39.4%	56
Neutral		20.4%	29
Disagree		10.6%	15
Strongly Disagree		2.8%	4
Does Not Apply		7.7%	11
answered question			142
skipped question			251

23. 7. The civilian(s) I had contact with made me feel comfortable.

		Response Percent	Response Count
Strongly Agree		18.8%	27
Agree		44.4%	64
Neutral		19.4%	28
Disagree		6.9%	10
Strongly Disagree		5.6%	8
Does Not Apply		4.9%	7
answered question			144
skipped question			249

24. 8. The civilian(s) I had contact with helped resolve my situation.

		Response Percent	Response Count
Strongly Agree		16.8%	24
Agree		34.3%	49
Neutral		18.9%	27
Disagree		7.0%	10
Strongly Disagree		9.1%	13
Does Not Apply		14.0%	20
answered question			143
skipped question			250






25. 9. The civilian(s) I had contact with did an excellent job.

		Response Percent	Response Count
Strongly Agree		19.4%	28
Agree		36.1%	52
Neutral		18.8%	27
Disagree		11.8%	17
Strongly Disagree		6.9%	10
Does Not Apply		6.9%	10
answered question			144
skipped question			249






26. 10. The civilian(s) I had contact with treated me with aloha and respect.

		Response Percent	Response Count
Strongly Agree		20.7%	30
Agree		46.2%	67
Neutral		15.2%	22
Disagree		7.6%	11
Strongly Disagree		6.2%	9
Does Not Apply		4.1%	6
answered question			145
skipped question			248






27. 1. If I need assistance, I am comfortable calling the Hawai'i Police Department

		Response Percent	Response Count
Strongly Agree		23.9%	89
Agree		35.2%	131
Neutral		19.9%	74
Disagree		14.2%	53
Strongly Disagree		6.7%	25
answered question			372
skipped question			21






28. 2. I am comfortable contacting the Hawai'i Police Department to report a crime.

		Response Percent	Response Count
Strongly Agree		28.4%	105
Agree		35.4%	131
Neutral		17.3%	64
Disagree		12.7%	47
Strongly Disagree		6.2%	23
answered question			370
skipped question			23






29. 3. I am comfortable contacting the Hawai'i Police Department to share information about a crime.

		Response Percent	Response Count
Strongly Agree		24.4%	90
Agree		36.9%	136
Neutral		18.4%	68
Disagree		12.7%	47
Strongly Disagree		7.6%	28
answered question			369
skipped question			24






30. 4. I am confident in the ability of the Hawai'i Police Department to serve my needs.

		Response Percent	Response Count
Strongly Agree		13.4%	49
Agree		24.3%	89
Neutral		31.1%	114
Disagree		16.9%	62
Strongly Disagree		14.4%	53
answered question			367
skipped question			26

31. 5. I believe the Hawai'i Police Department does a good job in keeping the island of Hawai'i safe.

		Response Percent	Response Count
Strongly Agree		10.8%	40
Agree		31.7%	117
Neutral		29.8%	110
Disagree		16.3%	60
Strongly Disagree		11.4%	42
answered question			369
skipped question			24

32. 6. I am satisfied in the way the Hawai'i Police Department responds to crime in my community.

		Response Percent	Response Count
Strongly Agree		8.9%	33
Agree		23.3%	86
Neutral		26.0%	96
Disagree		24.7%	91
Strongly Disagree		17.1%	63
answered question			369
skipped question			24