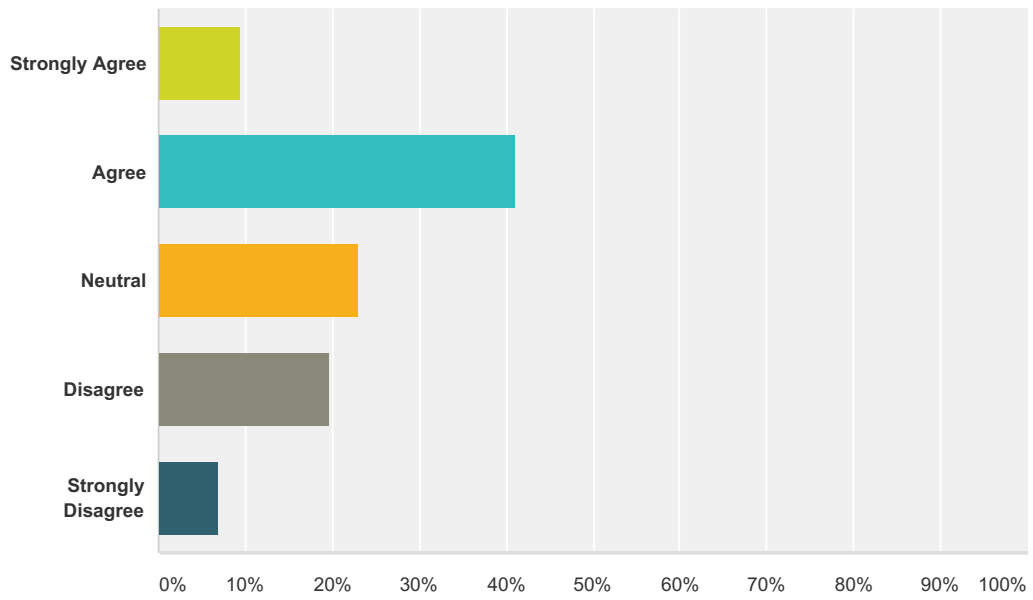


Q1 The island of Hawai'i is a safe place to live.

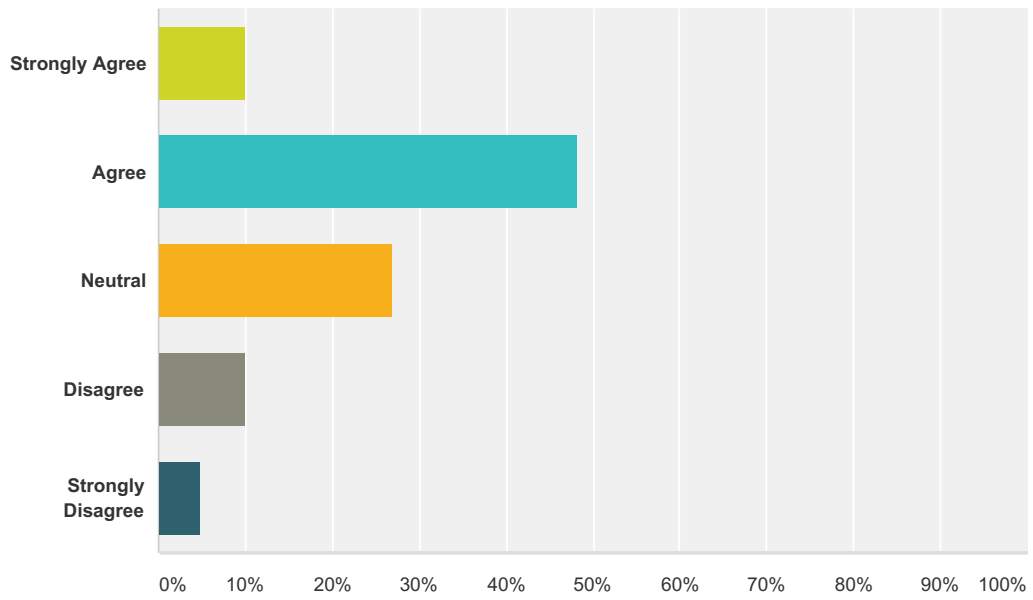
Answered: 579 Skipped: 4



Answer Choices	Responses
Strongly Agree	9.33% 54
Agree	41.11% 238
Neutral	22.97% 133
Disagree	19.69% 114
Strongly Disagree	6.91% 40
Total	579

Q2 The island of Hawai'i is a safe place to work.

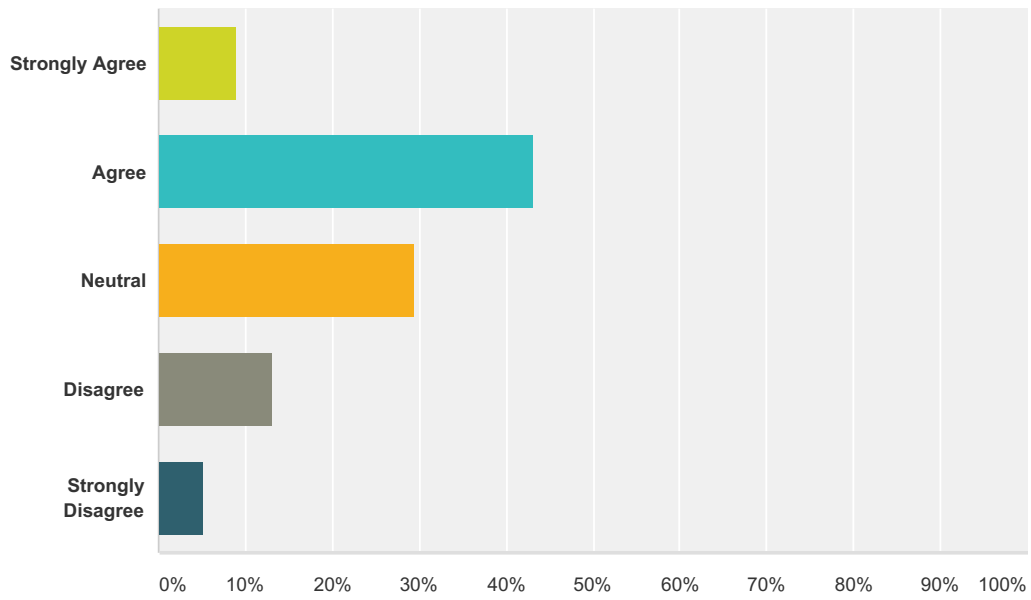
Answered: 577 Skipped: 6



Answer Choices	Responses	Count
Strongly Agree	10.05%	58
Agree	48.18%	278
Neutral	26.86%	155
Disagree	10.05%	58
Strongly Disagree	4.85%	28
Total		577

Q3 The island of Hawai'i is a safe place to visit.

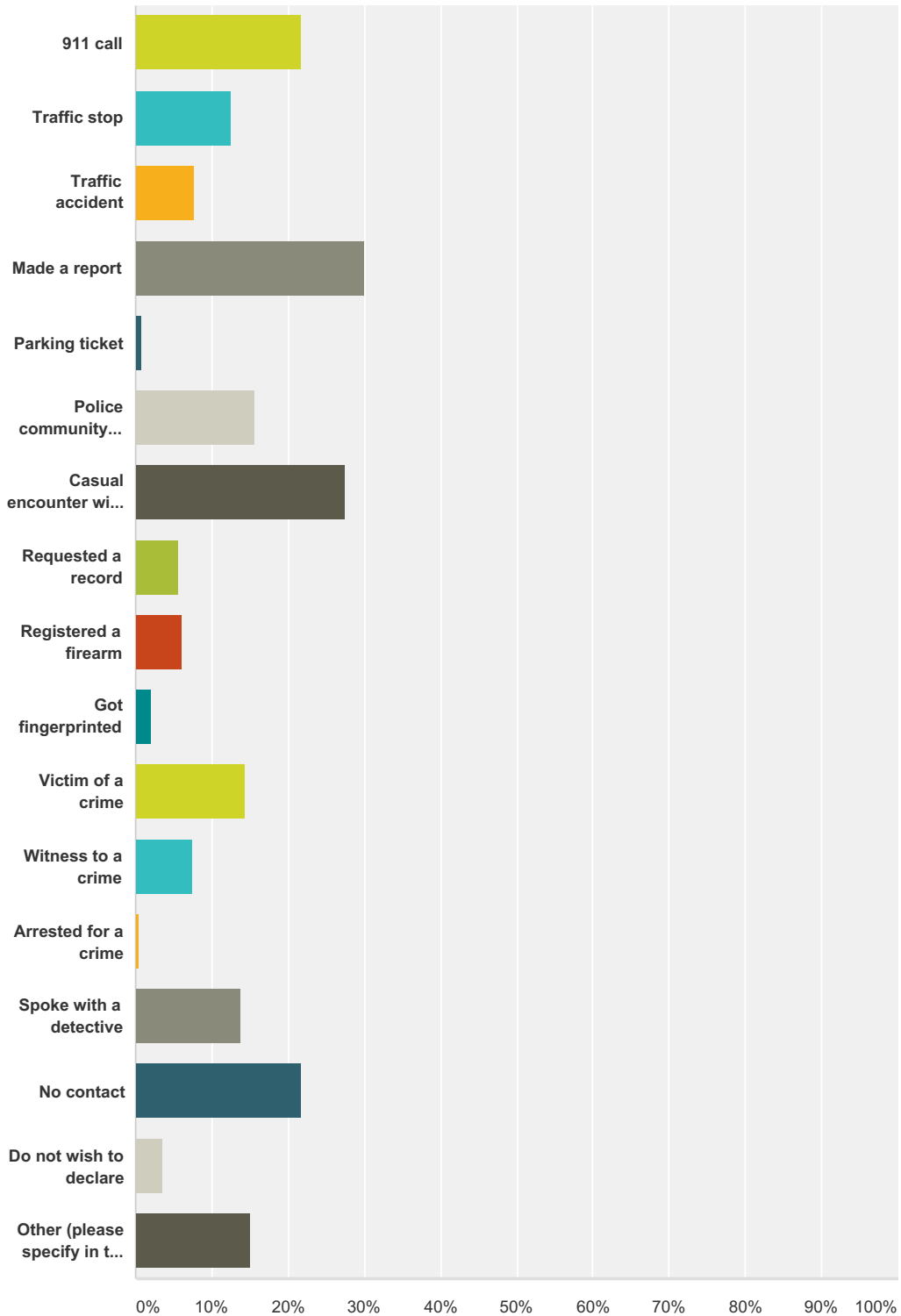
Answered: 577 Skipped: 6



Answer Choices	Responses
Strongly Agree	9.01% 52
Agree	43.15% 249
Neutral	29.46% 170
Disagree	13.17% 76
Strongly Disagree	5.20% 30
Total	577

Q4 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).

Answered: 575 Skipped: 8

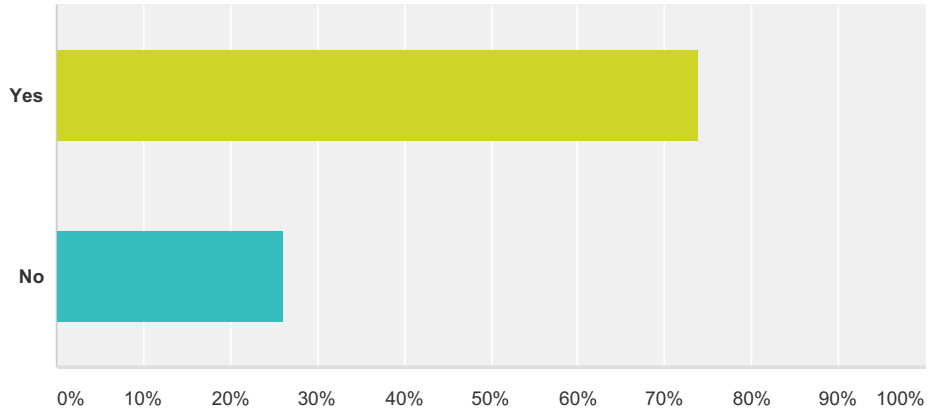


Community Satisfaction Survey 2016

Answer Choices	Responses	
911 call	21.74%	125
Traffic stop	12.52%	72
Traffic accident	7.83%	45
Made a report	30.09%	173
Parking ticket	0.87%	5
Police community program	15.65%	90
Casual encounter with an officer	27.48%	158
Requested a record	5.74%	33
Registered a firearm	6.09%	35
Got fingerprinted	2.09%	12
Victim of a crime	14.43%	83
Witness to a crime	7.48%	43
Arrested for a crime	0.35%	2
Spoke with a detective	13.74%	79
No contact	21.74%	125
Do not wish to declare	3.48%	20
Other (please specify in the box below)	15.13%	87
Total Respondents: 575		

Q5 During the past year, did you have contact with a POLICE OFFICER from the Hawai'i Police Department?

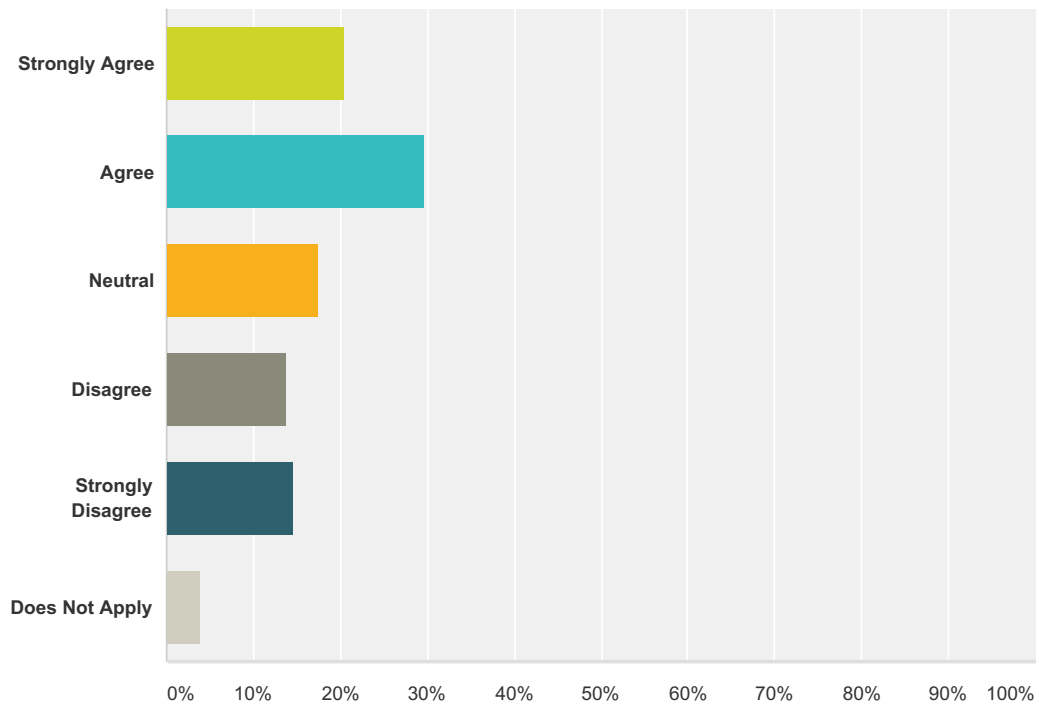
Answered: 575 Skipped: 8



Answer Choices	Responses
Yes	73.91% 425
No	26.09% 150
Total	575

Q6 1. The officer(s) I had contact with expressed interest in helping me.

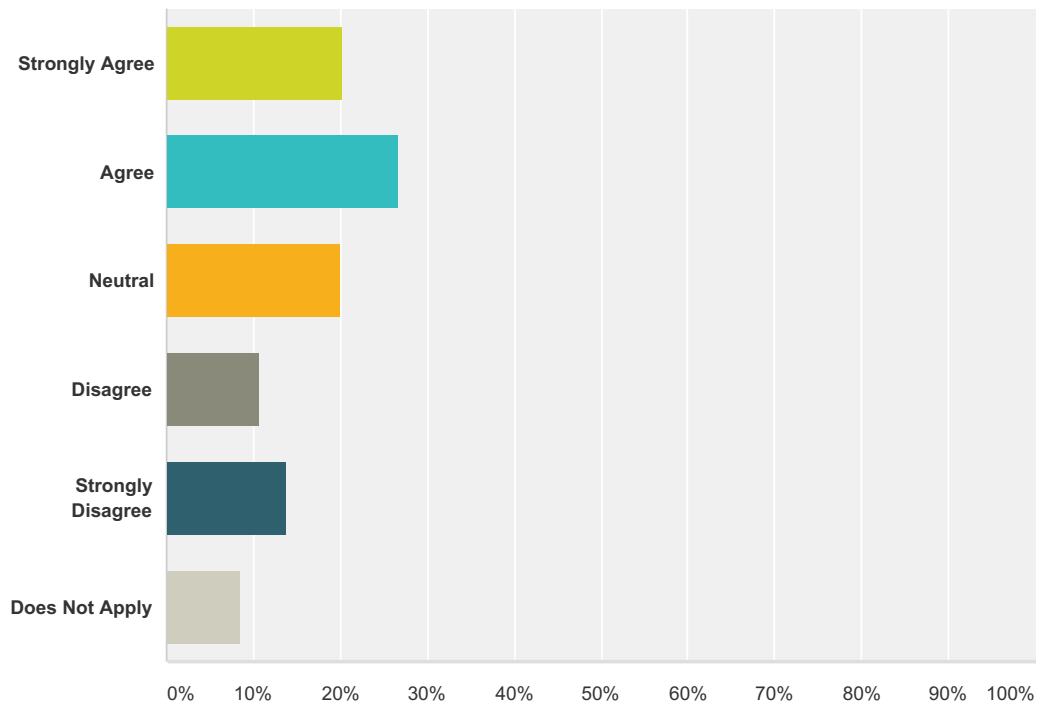
Answered: 424 Skipped: 159



Answer Choices	Responses	
Strongly Agree	20.52%	87
Agree	29.72%	126
Neutral	17.45%	74
Disagree	13.68%	58
Strongly Disagree	14.62%	62
Does Not Apply	4.01%	17
Total		424

Q7 2. The officer(s) I had contact with showed concern for my safety.

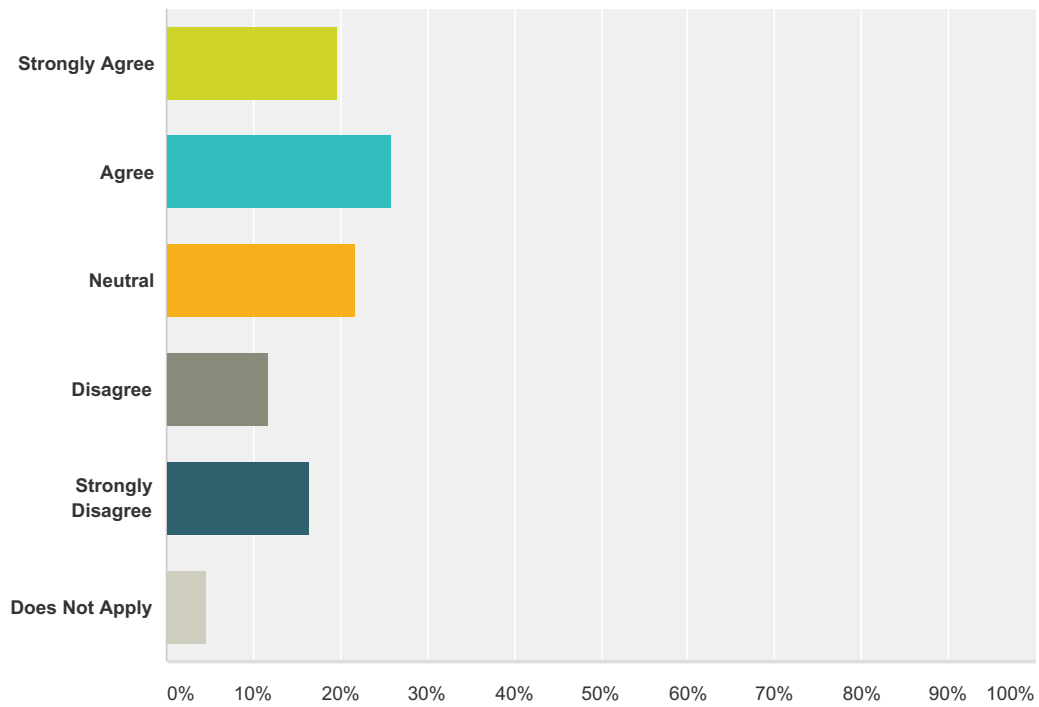
Answered: 420 Skipped: 163



Answer Choices	Responses	
Strongly Agree	20.24%	85
Agree	26.67%	112
Neutral	20.00%	84
Disagree	10.71%	45
Strongly Disagree	13.81%	58
Does Not Apply	8.57%	36
Total		420

Q8 3. The officer(s) I had contact with showed compassion.

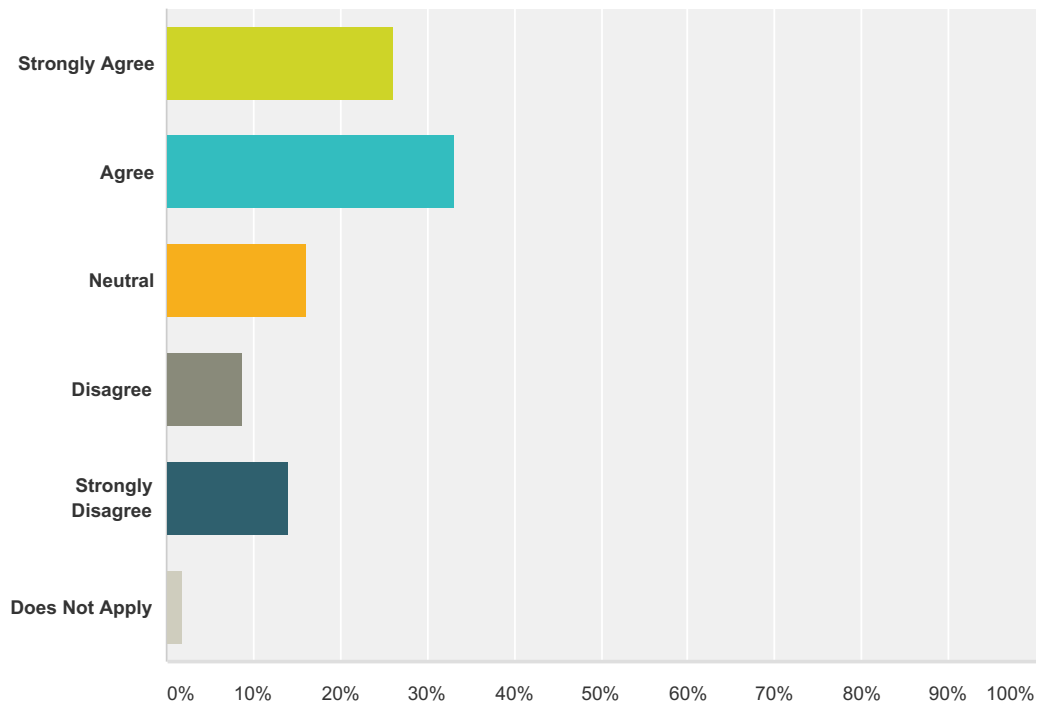
Answered: 418 Skipped: 165



Answer Choices	Responses	
Strongly Agree	19.62%	82
Agree	25.84%	108
Neutral	21.77%	91
Disagree	11.72%	49
Strongly Disagree	16.51%	69
Does Not Apply	4.55%	19
Total		418

Q9 4. The officer(s) I had contact with demonstrated professionalism.

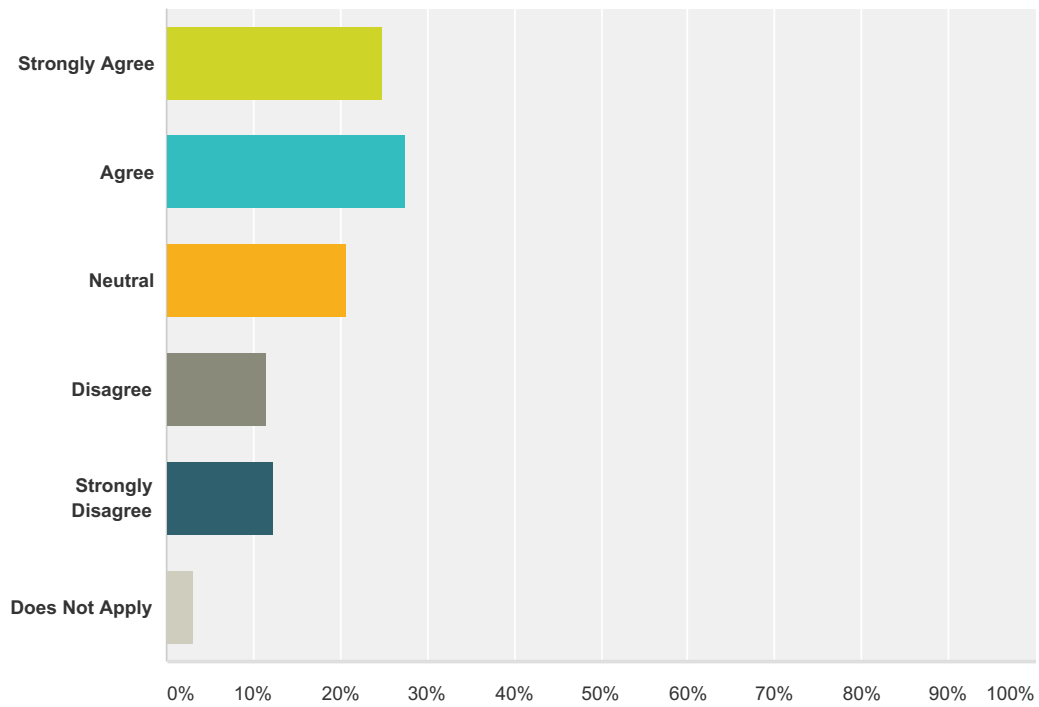
Answered: 419 Skipped: 164



Answer Choices	Responses	
Strongly Agree	26.01%	109
Agree	33.17%	139
Neutral	15.99%	67
Disagree	8.83%	37
Strongly Disagree	14.08%	59
Does Not Apply	1.91%	8
Total		419

Q10 5. The officer(s) I had contact with demonstrated integrity.

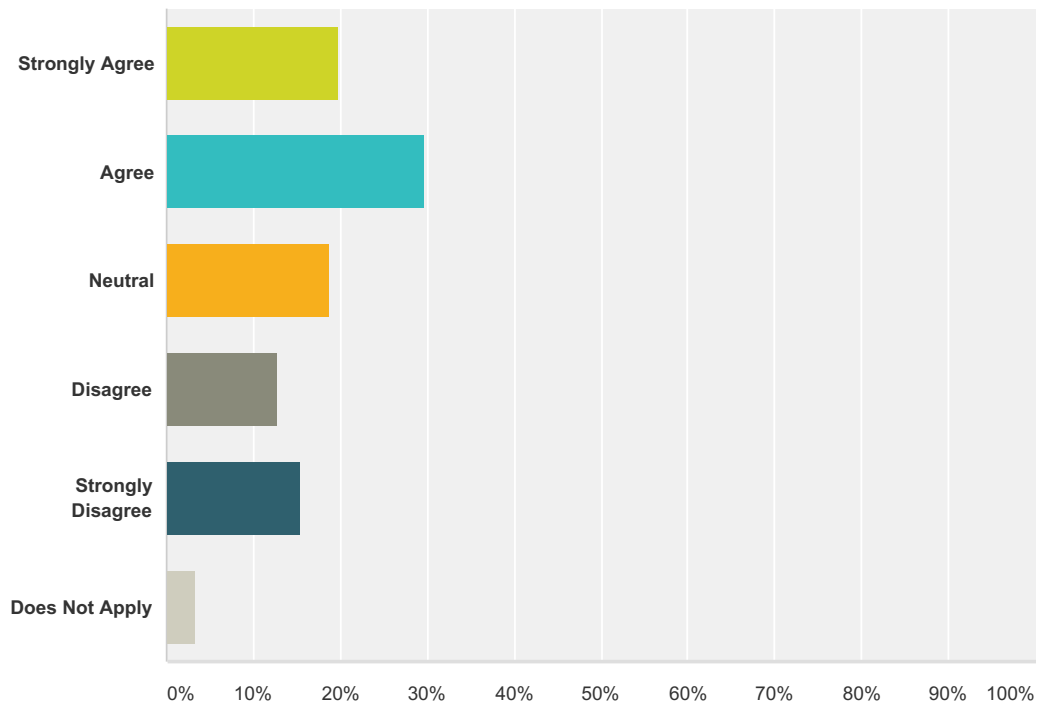
Answered: 415 Skipped: 168



Answer Choices	Responses	
Strongly Agree	24.82%	103
Agree	27.47%	114
Neutral	20.72%	86
Disagree	11.57%	48
Strongly Disagree	12.29%	51
Does Not Apply	3.13%	13
Total		415

Q11 6. The officer(s) I had contact with paid attention to details.

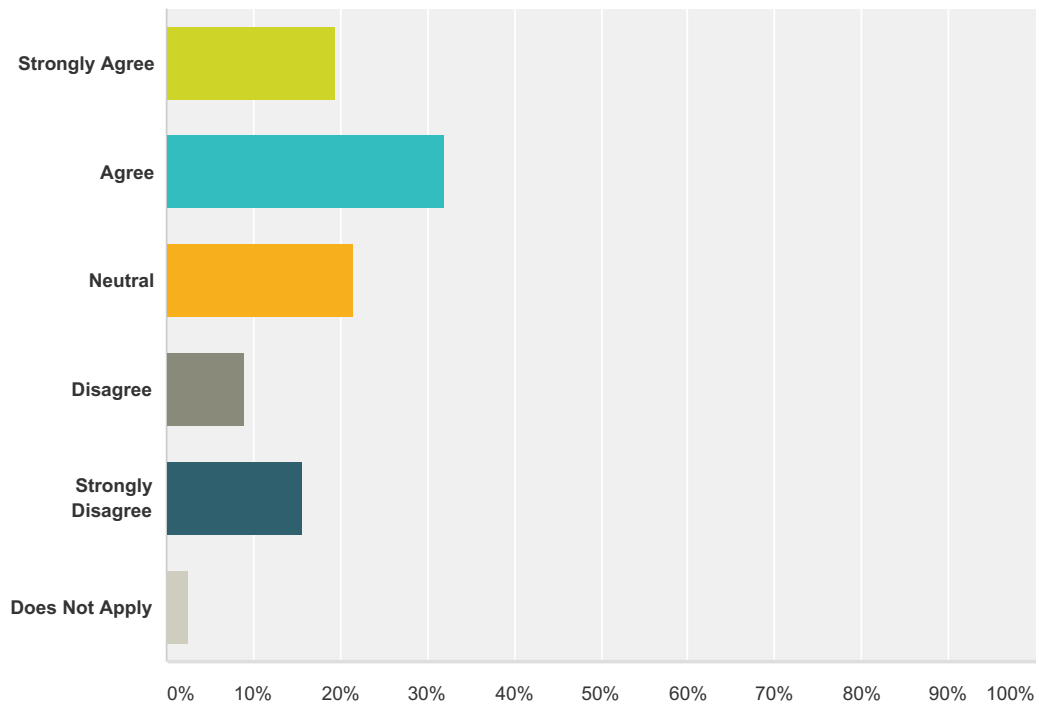
Answered: 414 Skipped: 169



Answer Choices	Responses	
Strongly Agree	19.81%	82
Agree	29.71%	123
Neutral	18.84%	78
Disagree	12.80%	53
Strongly Disagree	15.46%	64
Does Not Apply	3.38%	14
Total		414

Q12 7. The officer(s) I had contact with made me feel comfortable.

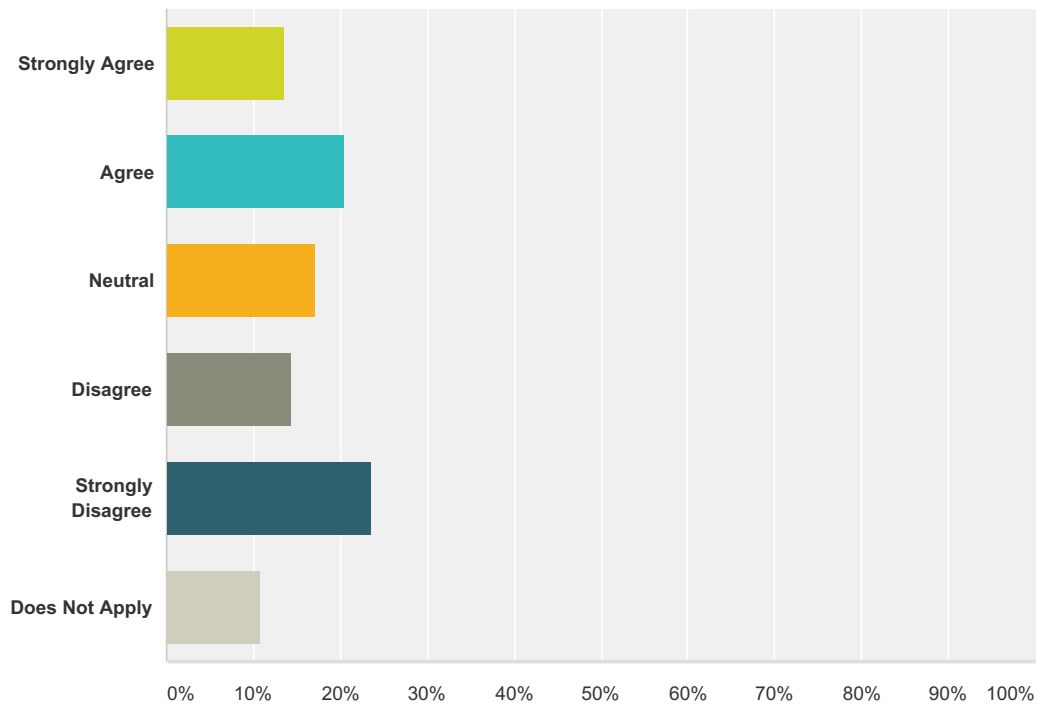
Answered: 410 Skipped: 173



Answer Choices	Responses	
Strongly Agree	19.51%	80
Agree	31.95%	131
Neutral	21.46%	88
Disagree	9.02%	37
Strongly Disagree	15.61%	64
Does Not Apply	2.44%	10
Total		410

Q13 8. The officer(s) I had contact with helped resolve my situation.

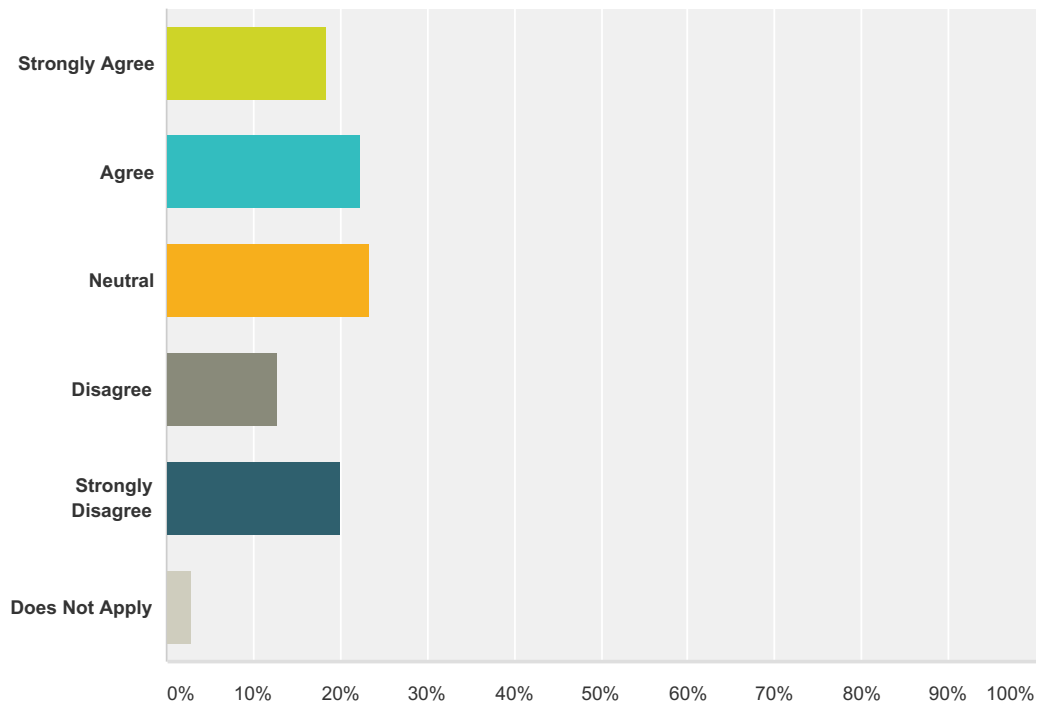
Answered: 407 Skipped: 176



Answer Choices	Responses	
Strongly Agree	13.51%	55
Agree	20.39%	83
Neutral	17.20%	70
Disagree	14.50%	59
Strongly Disagree	23.59%	96
Does Not Apply	10.81%	44
Total		407

Q14 9. The officer(s) I had contact with did an excellent job.

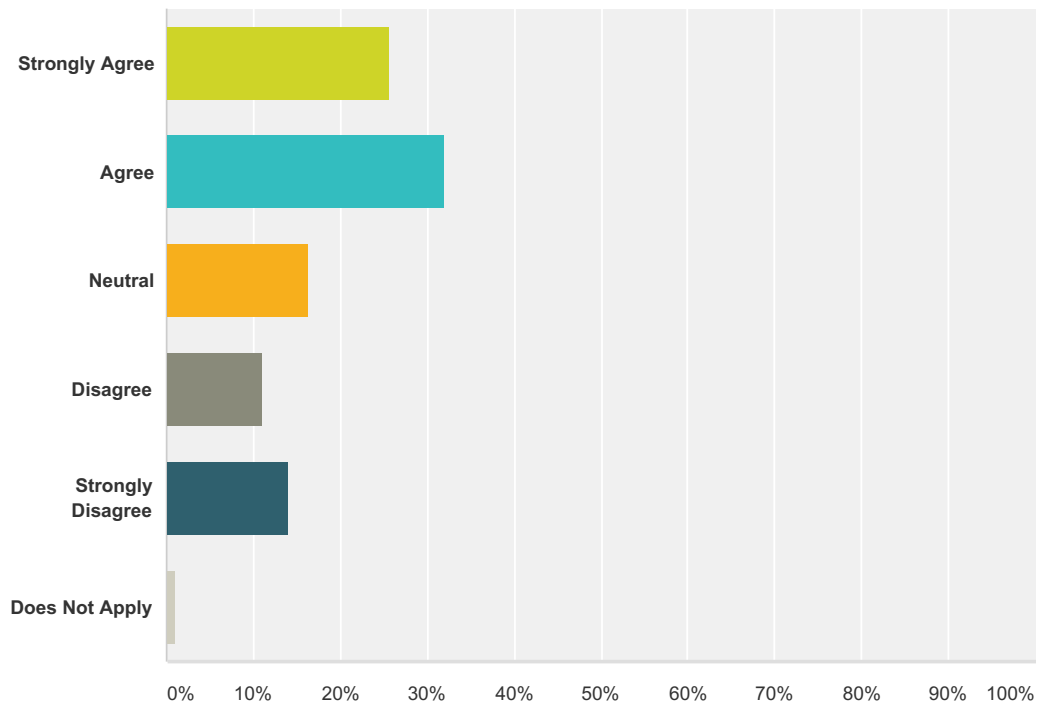
Answered: 406 Skipped: 177



Answer Choices	Responses	
Strongly Agree	18.47%	75
Agree	22.41%	91
Neutral	23.40%	95
Disagree	12.81%	52
Strongly Disagree	19.95%	81
Does Not Apply	2.96%	12
Total		406

Q15 10. The officer(s) I had contact with treated me with aloha and respect.

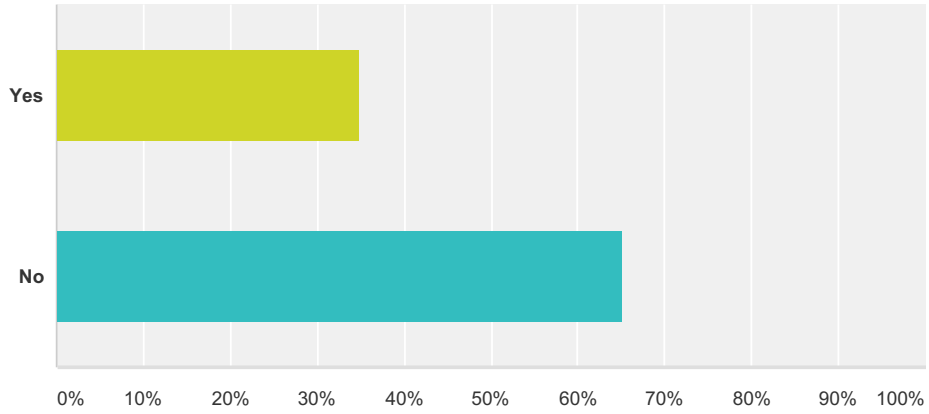
Answered: 406 Skipped: 177



Answer Choices	Responses	
Strongly Agree	25.62%	104
Agree	32.02%	130
Neutral	16.26%	66
Disagree	11.08%	45
Strongly Disagree	14.04%	57
Does Not Apply	0.99%	4
Total		406

Q16 Over the past year, did you have contact with a CIVILIAN EMPLOYEE of the Hawai'i Police Department?

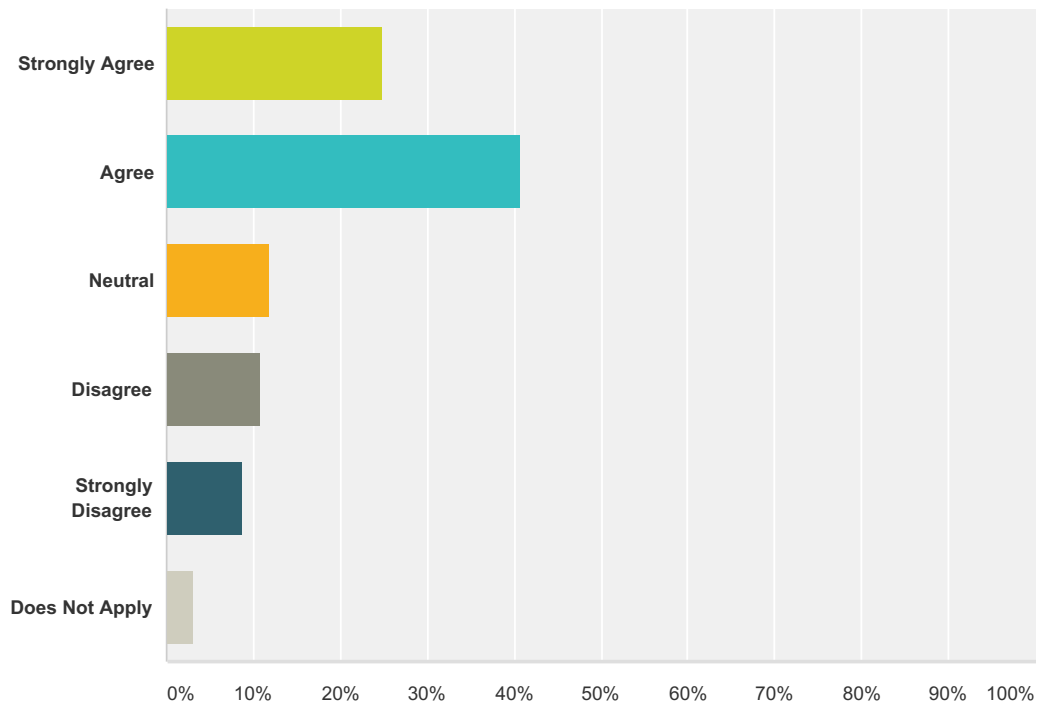
Answered: 553 Skipped: 30



Answer Choices	Responses
Yes	34.90% 193
No	65.10% 360
Total	553

Q17 1. The civilian(s) I had contact with expressed interest in helping me.

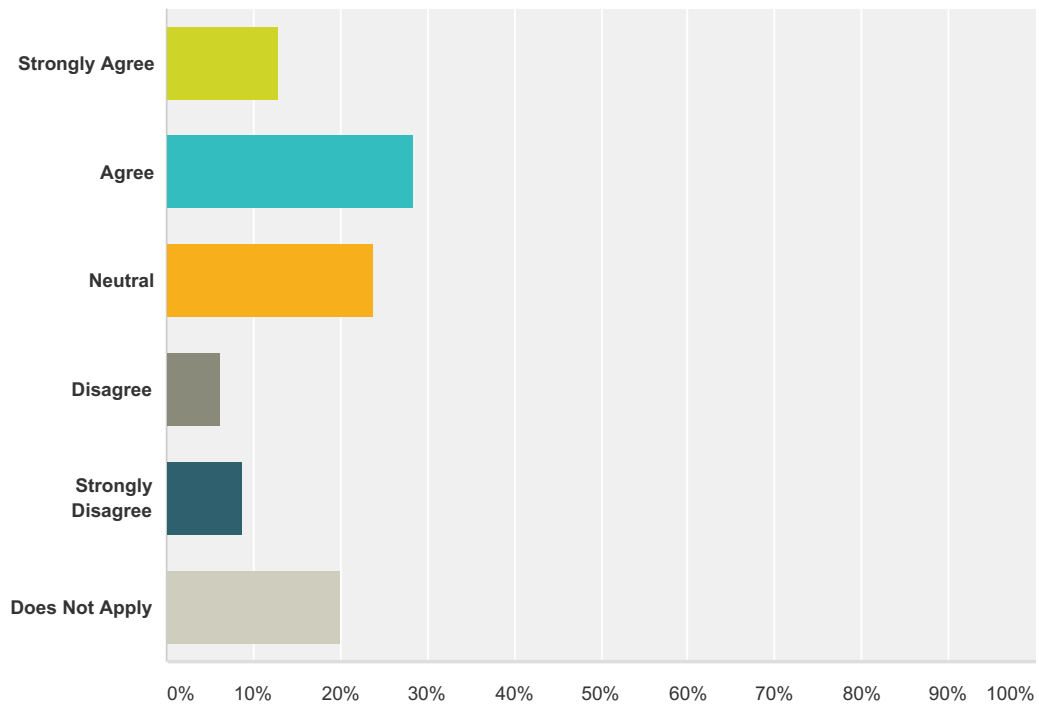
Answered: 194 Skipped: 389



Answer Choices	Responses	
Strongly Agree	24.74%	48
Agree	40.72%	79
Neutral	11.86%	23
Disagree	10.82%	21
Strongly Disagree	8.76%	17
Does Not Apply	3.09%	6
Total		194

Q18 2. The civilian(s) I had contact with showed concern for my safety.

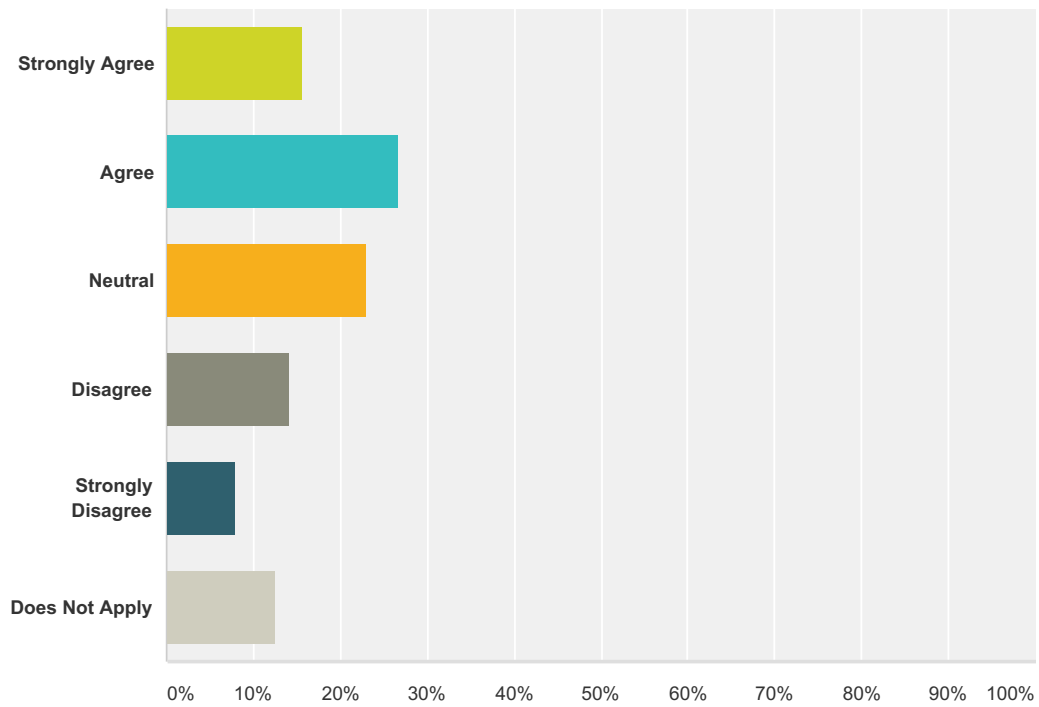
Answered: 194 Skipped: 389



Answer Choices	Responses	
Strongly Agree	12.89%	25
Agree	28.35%	55
Neutral	23.71%	46
Disagree	6.19%	12
Strongly Disagree	8.76%	17
Does Not Apply	20.10%	39
Total		194

Q19 3. The civilian(s) I had contact with showed compassion.

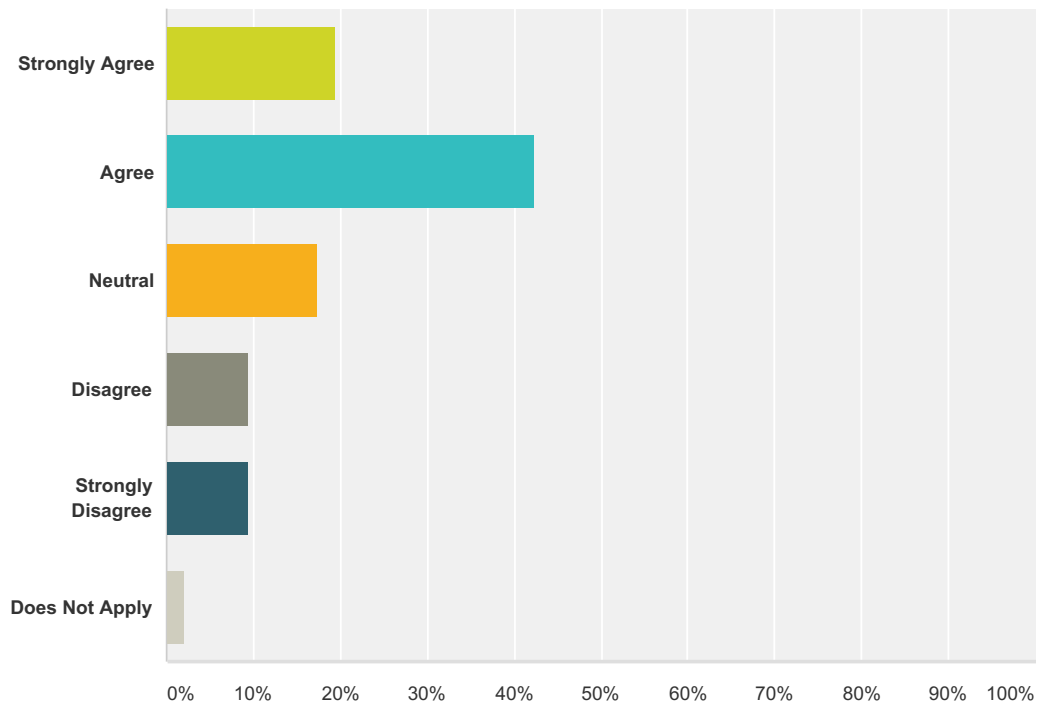
Answered: 191 Skipped: 392



Answer Choices	Responses	
Strongly Agree	15.71%	30
Agree	26.70%	51
Neutral	23.04%	44
Disagree	14.14%	27
Strongly Disagree	7.85%	15
Does Not Apply	12.57%	24
Total		191

Q20 4. The civilian(s) I had contact with demonstrated professionalism.

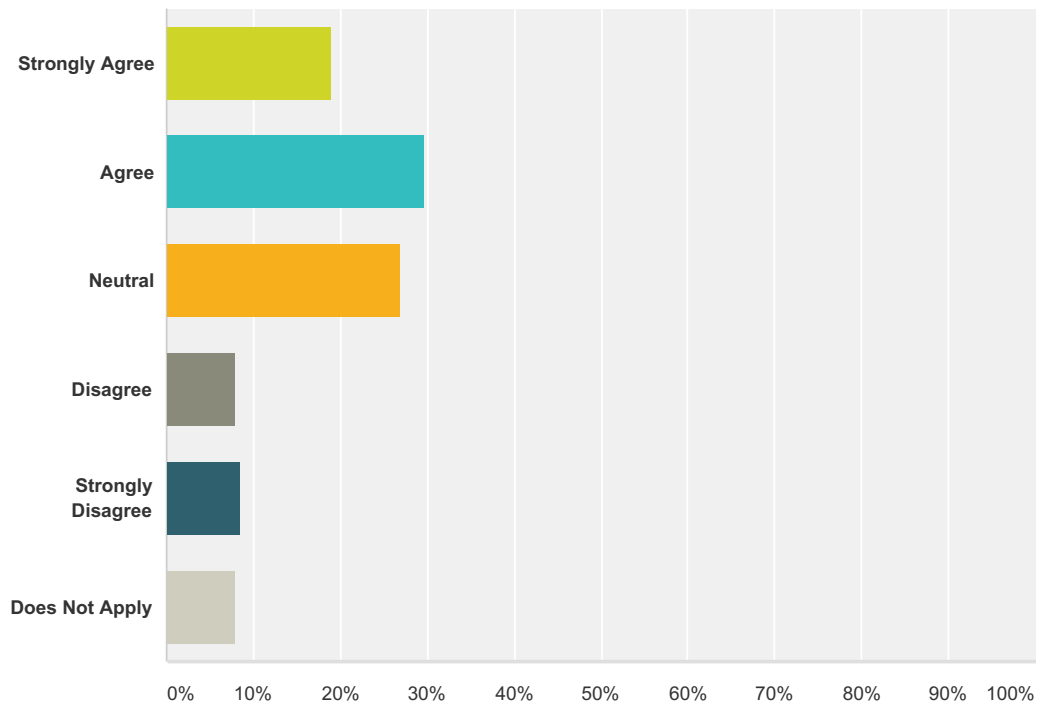
Answered: 191 Skipped: 392



Answer Choices	Responses	
Strongly Agree	19.37%	37
Agree	42.41%	81
Neutral	17.28%	33
Disagree	9.42%	18
Strongly Disagree	9.42%	18
Does Not Apply	2.09%	4
Total		191

Q21 5. The civilian(s) I had contact with demonstrated integrity.

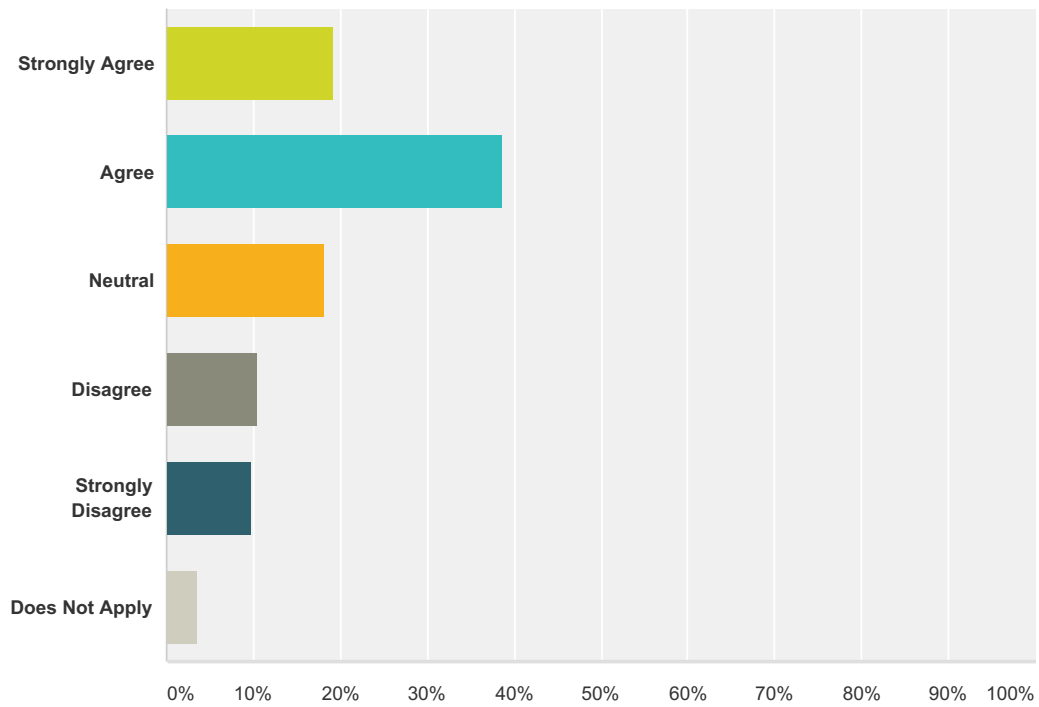
Answered: 189 Skipped: 394



Answer Choices	Responses	
Strongly Agree	19.05%	36
Agree	29.63%	56
Neutral	26.98%	51
Disagree	7.94%	15
Strongly Disagree	8.47%	16
Does Not Apply	7.94%	15
Total		189

Q22 6. The civilian(s) I had contact with paid attention to details.

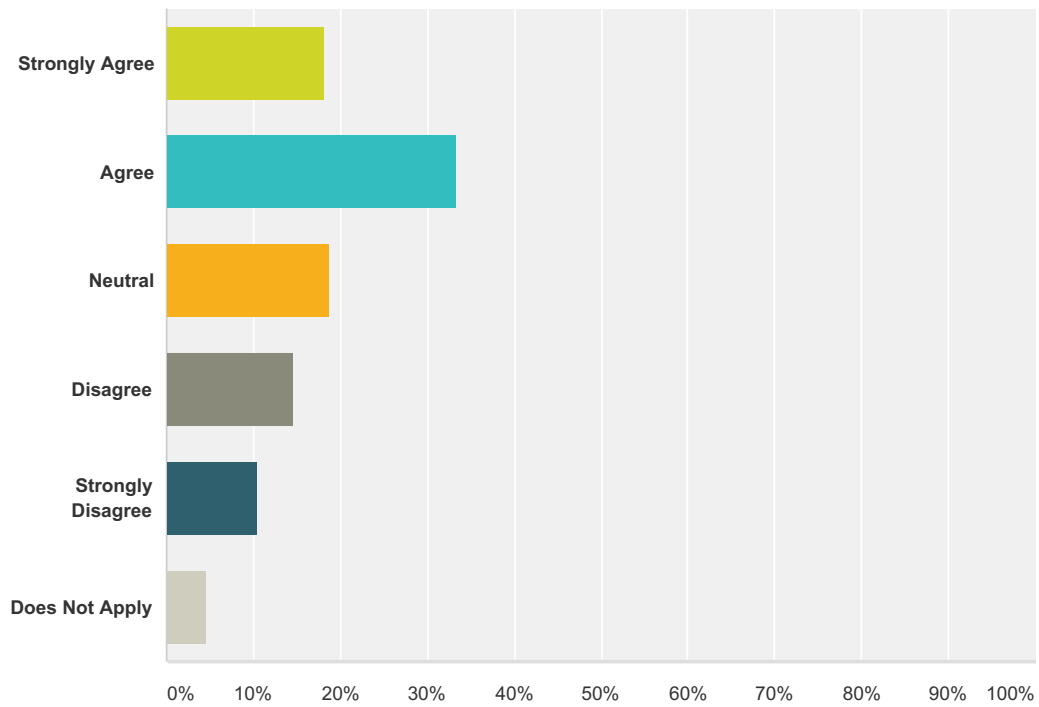
Answered: 192 Skipped: 391



Answer Choices	Responses	
Strongly Agree	19.27%	37
Agree	38.54%	74
Neutral	18.23%	35
Disagree	10.42%	20
Strongly Disagree	9.90%	19
Does Not Apply	3.65%	7
Total		192

Q23 7. The civilian(s) I had contact with made me feel comfortable.

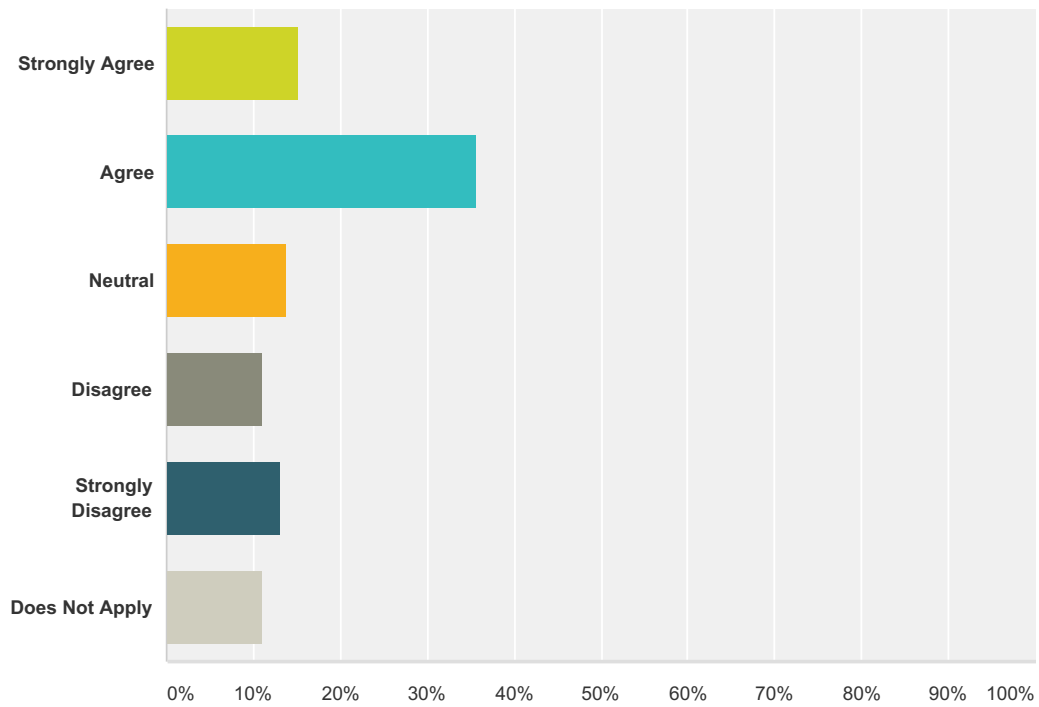
Answered: 192 Skipped: 391



Answer Choices	Responses	
Strongly Agree	18.23%	35
Agree	33.33%	64
Neutral	18.75%	36
Disagree	14.58%	28
Strongly Disagree	10.42%	20
Does Not Apply	4.69%	9
Total		192

Q24 8. The civilian(s) I had contact with helped resolve my situation.

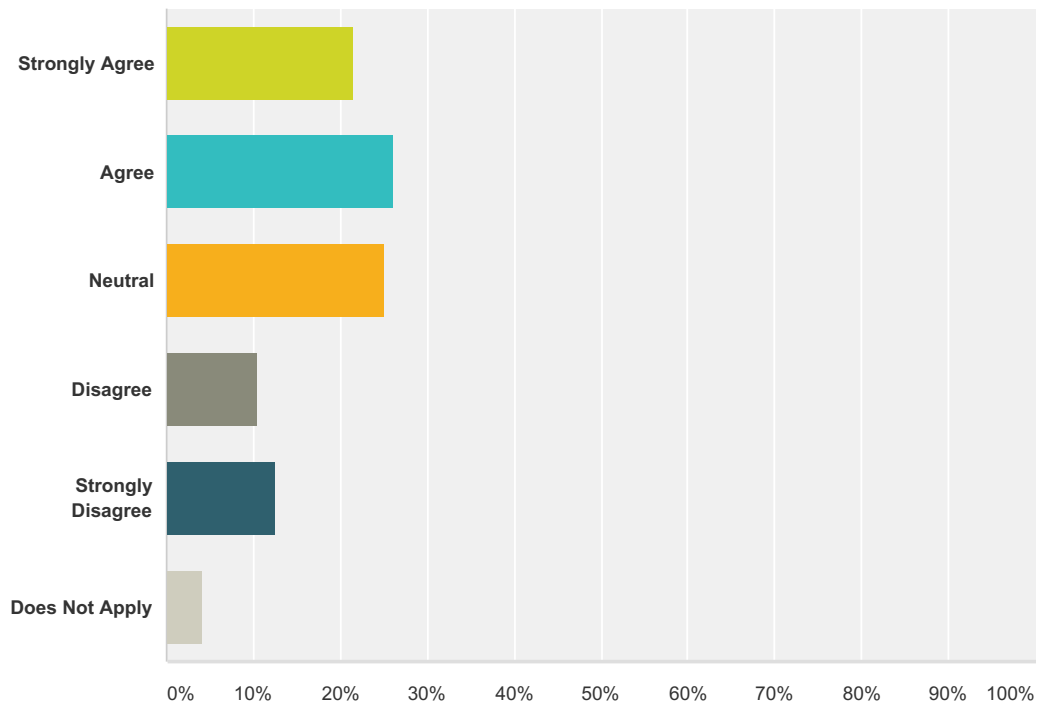
Answered: 190 Skipped: 393



Answer Choices	Responses	
Strongly Agree	15.26%	29
Agree	35.79%	68
Neutral	13.68%	26
Disagree	11.05%	21
Strongly Disagree	13.16%	25
Does Not Apply	11.05%	21
Total		190

Q25 9. The civilian(s) I had contact with did an excellent job.

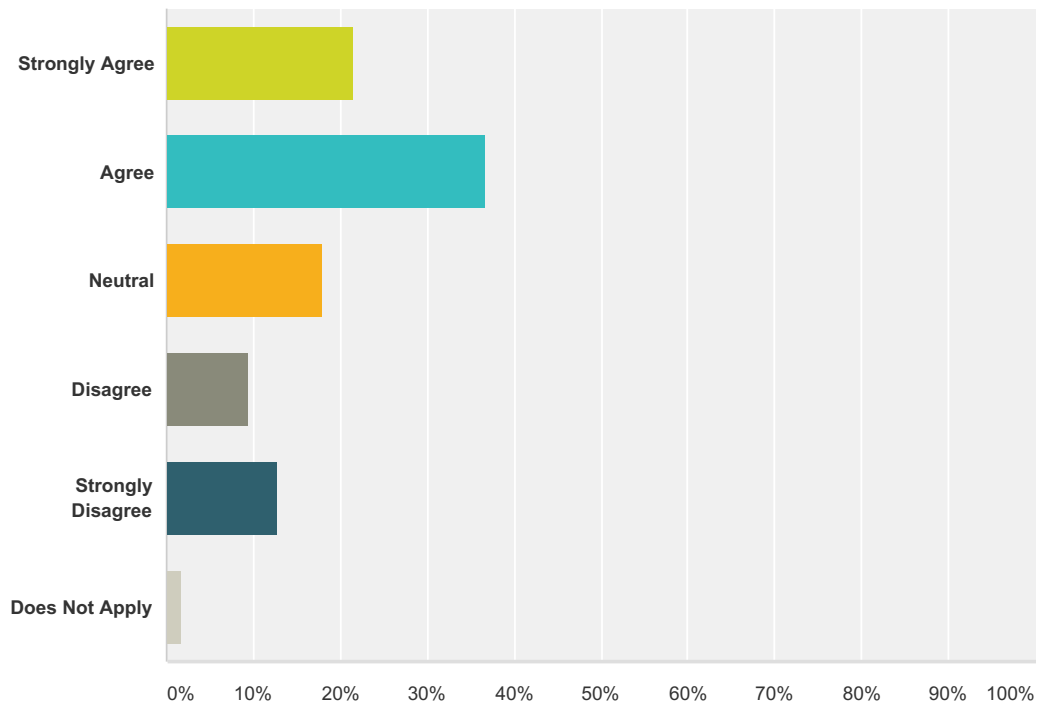
Answered: 191 Skipped: 392



Answer Choices	Responses	
Strongly Agree	21.47%	41
Agree	26.18%	50
Neutral	25.13%	48
Disagree	10.47%	20
Strongly Disagree	12.57%	24
Does Not Apply	4.19%	8
Total		191

Q26 10. The civilian(s) I had contact with treated me with aloha and respect.

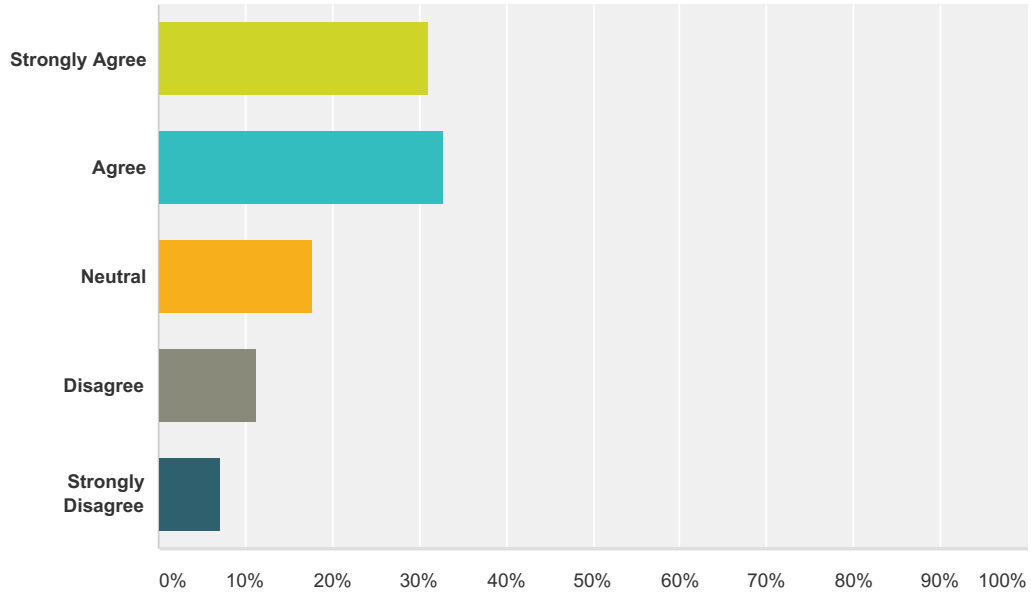
Answered: 190 Skipped: 393



Answer Choices	Responses	
Strongly Agree	21.58%	41
Agree	36.84%	70
Neutral	17.89%	34
Disagree	9.47%	18
Strongly Disagree	12.63%	24
Does Not Apply	1.58%	3
Total		190

Q27 1. If I need assistance, I am comfortable calling the Hawai'i Police Department

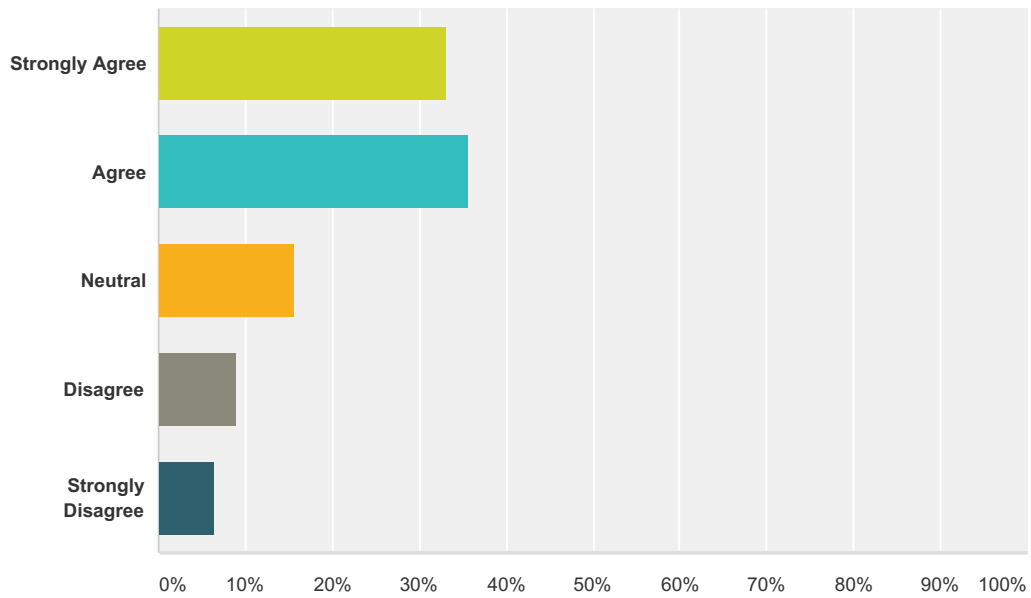
Answered: 547 Skipped: 36



Answer Choices	Responses	
Strongly Agree	31.08%	170
Agree	32.72%	179
Neutral	17.73%	97
Disagree	11.33%	62
Strongly Disagree	7.13%	39
Total		547

Q28 2. I am comfortable contacting the Hawai'i Police Department to report a crime.

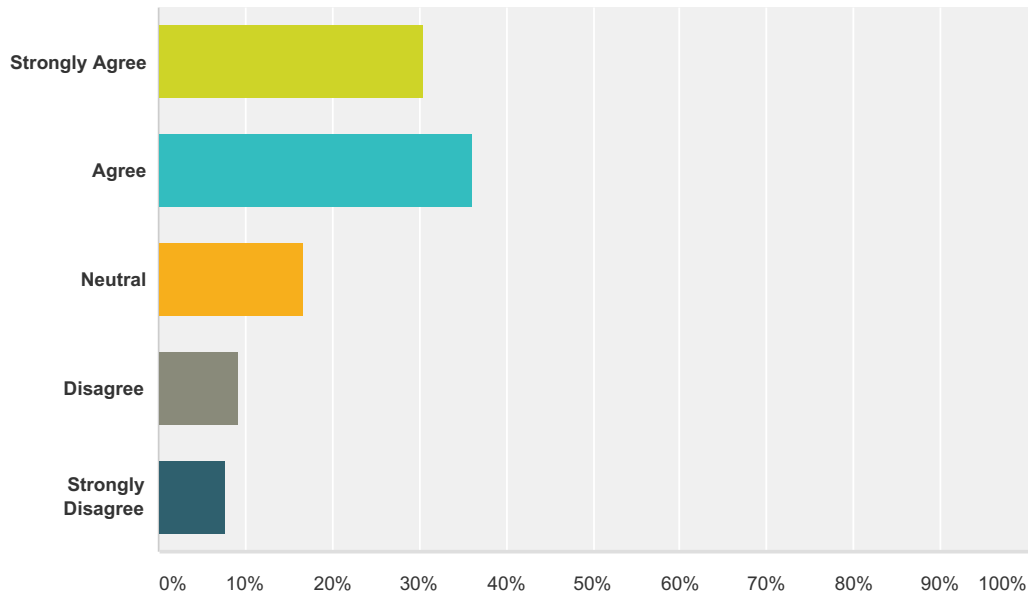
Answered: 548 Skipped: 35



Answer Choices	Responses
Strongly Agree	33.21% 182
Agree	35.77% 196
Neutral	15.69% 86
Disagree	8.94% 49
Strongly Disagree	6.39% 35
Total	548

Q29 3. I am comfortable contacting the Hawai'i Police Department to share information about a crime.

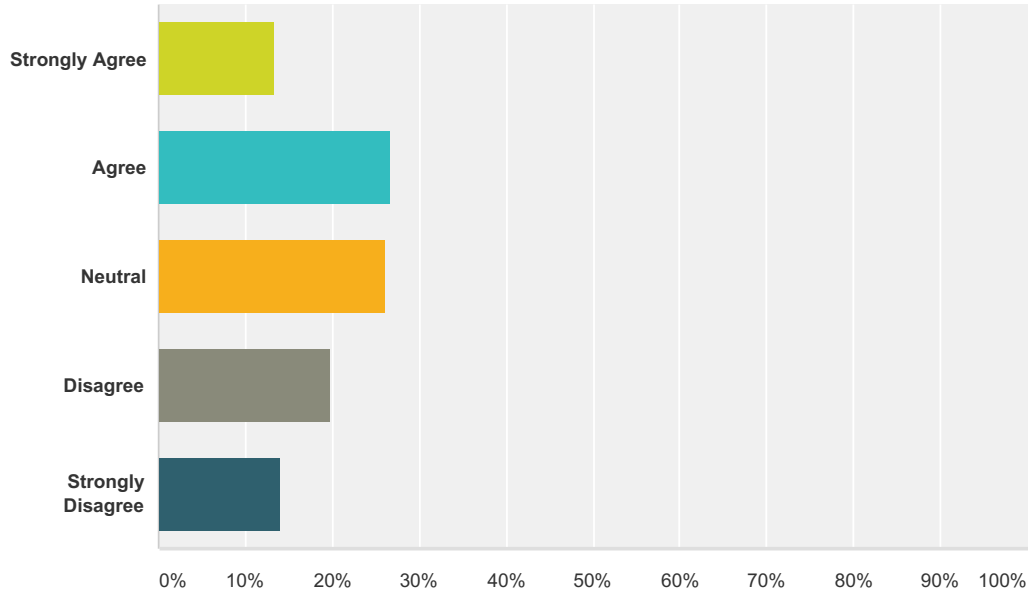
Answered: 546 Skipped: 37



Answer Choices	Responses	
Strongly Agree	30.40%	166
Agree	36.08%	197
Neutral	16.67%	91
Disagree	9.16%	50
Strongly Disagree	7.69%	42
Total		546

Q30 4. I am confident in the ability of the Hawai'i Police Department to serve my needs.

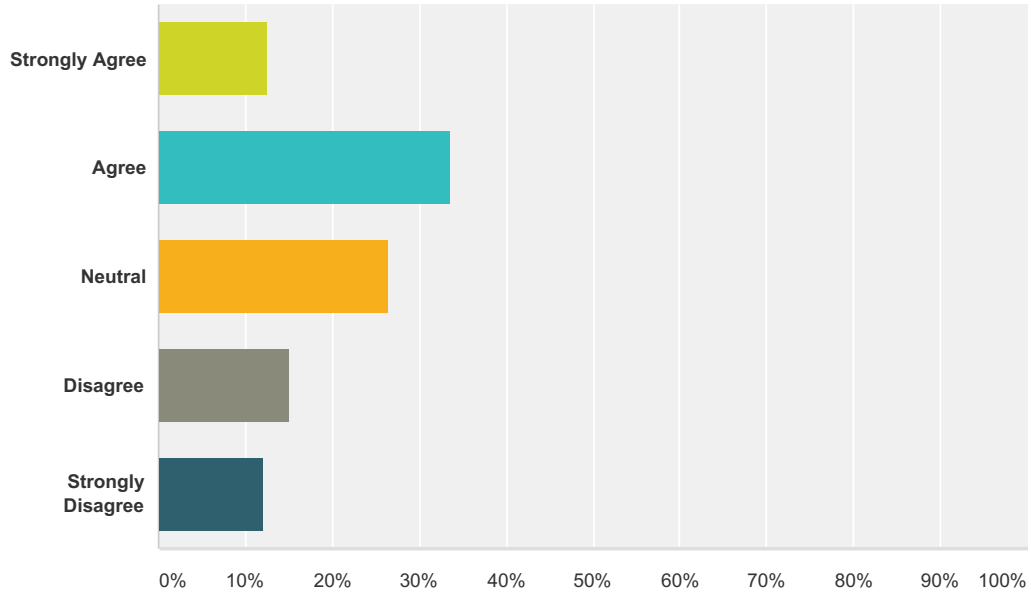
Answered: 546 Skipped: 37



Answer Choices	Responses	
Strongly Agree	13.37%	73
Agree	26.74%	146
Neutral	26.19%	143
Disagree	19.78%	108
Strongly Disagree	13.92%	76
Total		546

Q31 5. I believe the Hawai'i Police Department does a good job in keeping the island of Hawai'i safe.

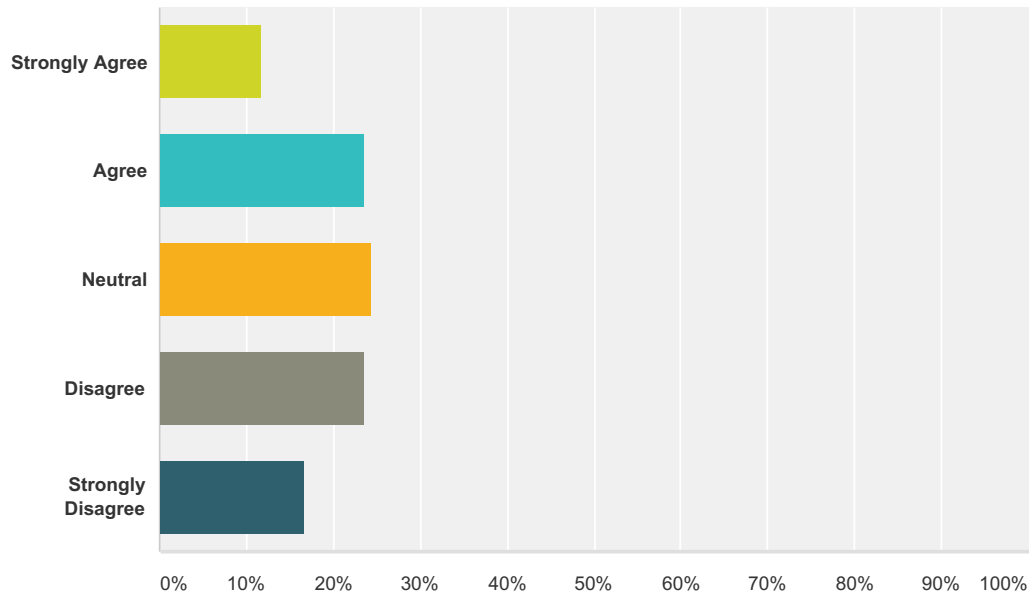
Answered: 543 Skipped: 40



Answer Choices	Responses	
Strongly Agree	12.52%	68
Agree	33.70%	183
Neutral	26.52%	144
Disagree	15.10%	82
Strongly Disagree	12.15%	66
Total		543

Q32 6. I am satisfied in the way the Hawai'i Police Department responds to crime in my community.

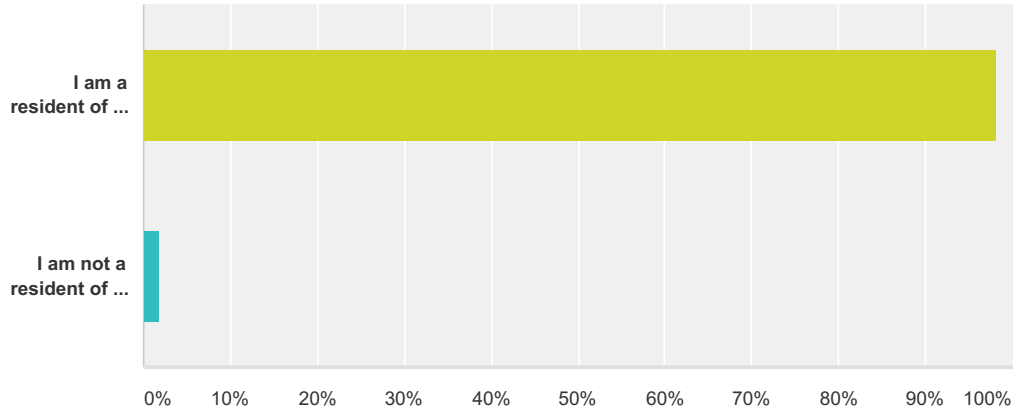
Answered: 544 Skipped: 39



Answer Choices	Responses	
Strongly Agree	11.76%	64
Agree	23.53%	128
Neutral	24.45%	133
Disagree	23.53%	128
Strongly Disagree	16.73%	91
Total		544

Q33 Please provide information about your residency status by checking the appropriate box below.

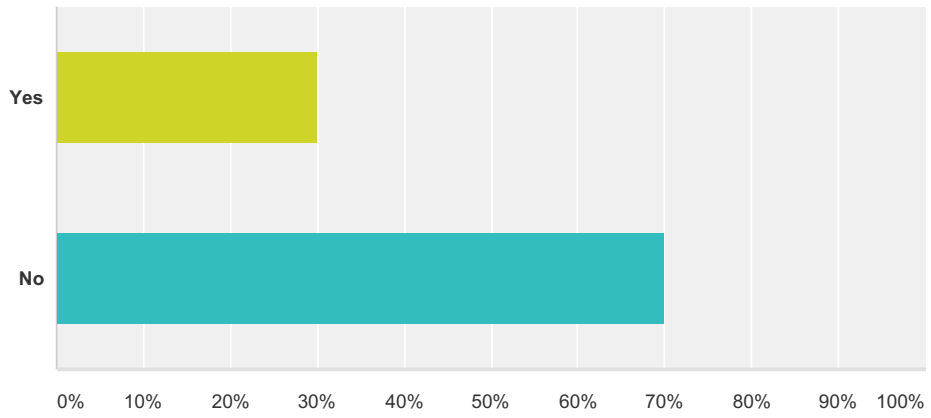
Answered: 545 Skipped: 38



Answer Choices	Responses
I am a resident of the island of Hawai'i.	98.17% 535
I am not a resident of the island of Hawai'i.	1.83% 10
Total	545

Q34 Have you been a resident of the island of Hawai'i all your life?

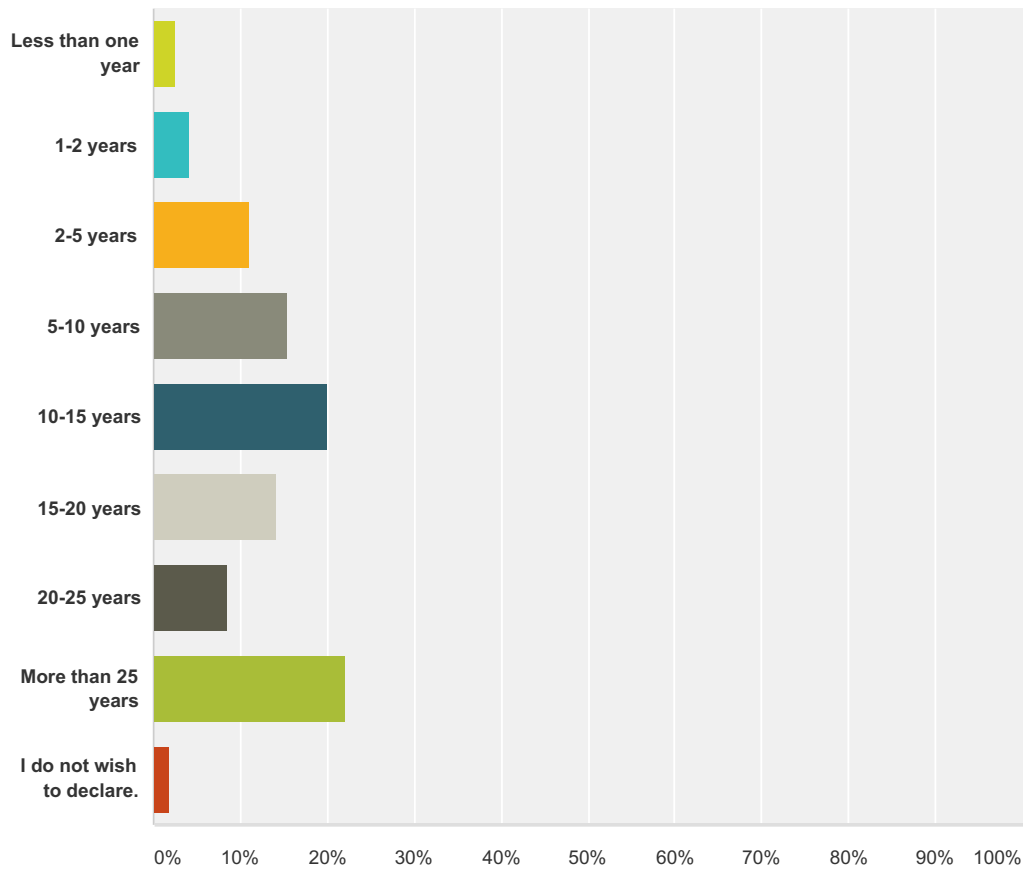
Answered: 533 Skipped: 50



Answer Choices	Responses	
Yes	30.02%	160
No	69.98%	373
Total		533

Q35 How long have you been a resident of the island of Hawai'i?

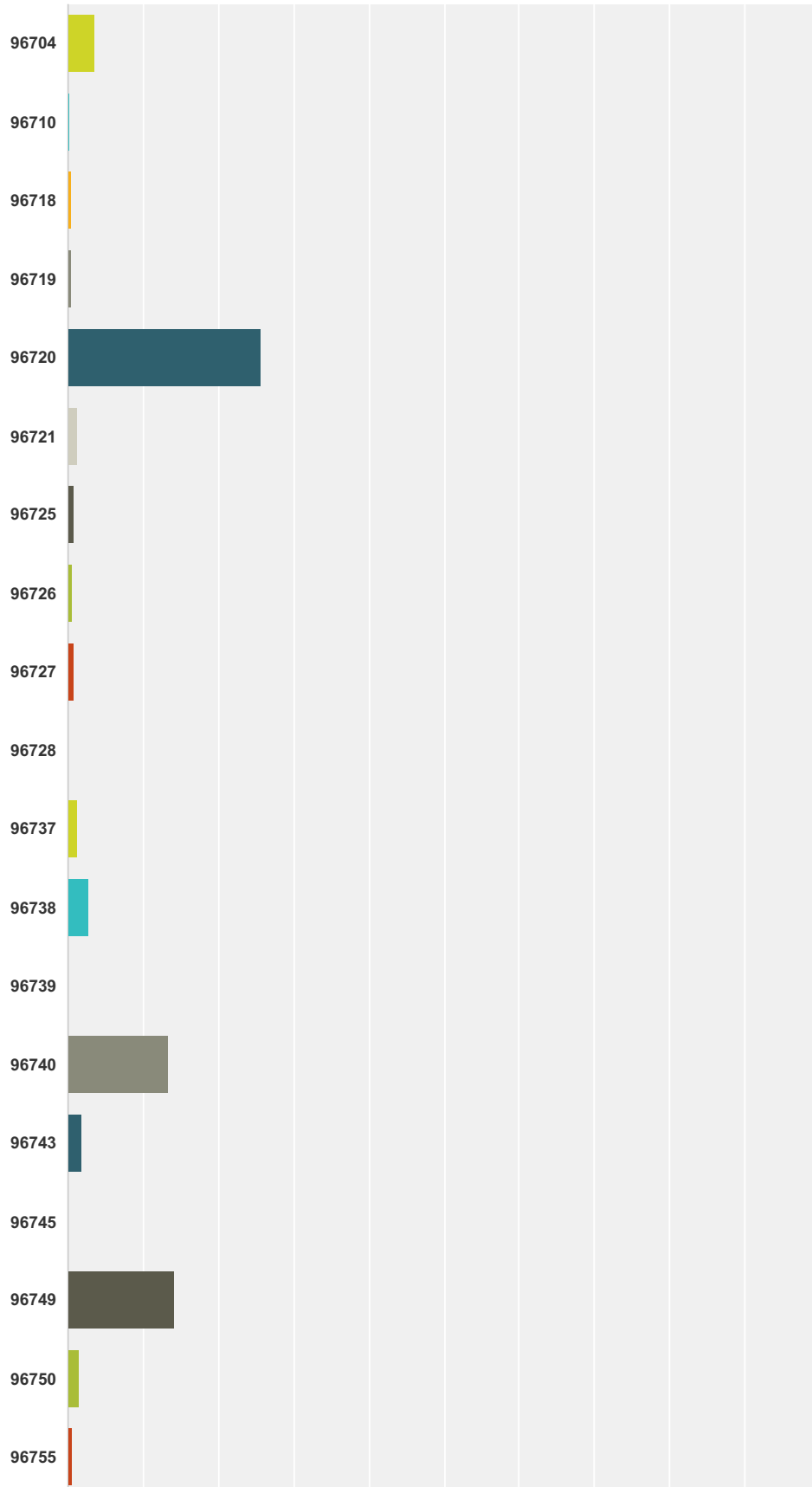
Answered: 374 Skipped: 209



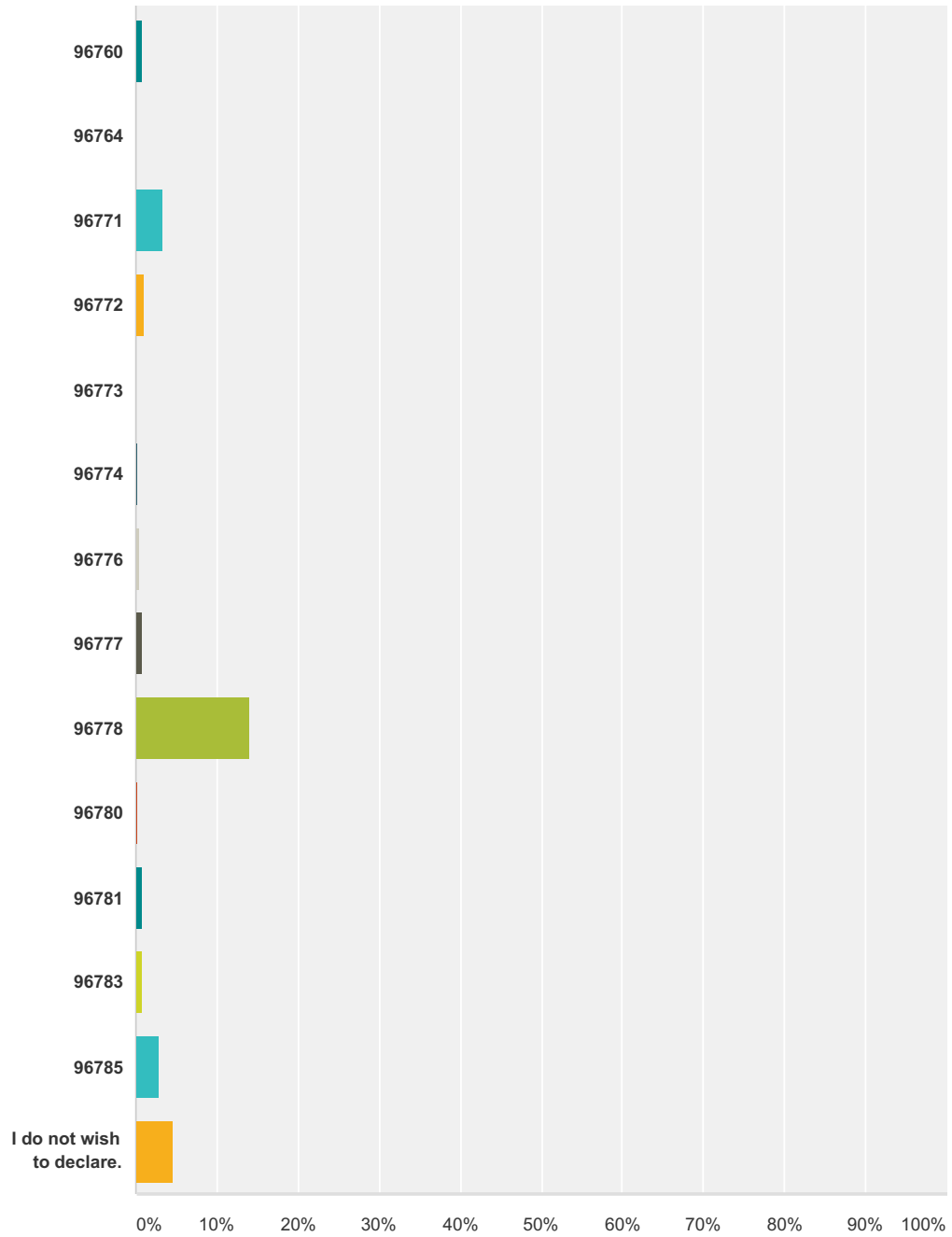
Answer Choices	Responses
Less than one year	2.41% 9
1-2 years	4.28% 16
2-5 years	10.96% 41
5-10 years	15.51% 58
10-15 years	20.05% 75
15-20 years	14.17% 53
20-25 years	8.56% 32
More than 25 years	22.19% 83
I do not wish to declare.	1.87% 7
Total	374

Q36 What is your zip code?

Answered: 533 Skipped: 50



Community Satisfaction Survey 2016



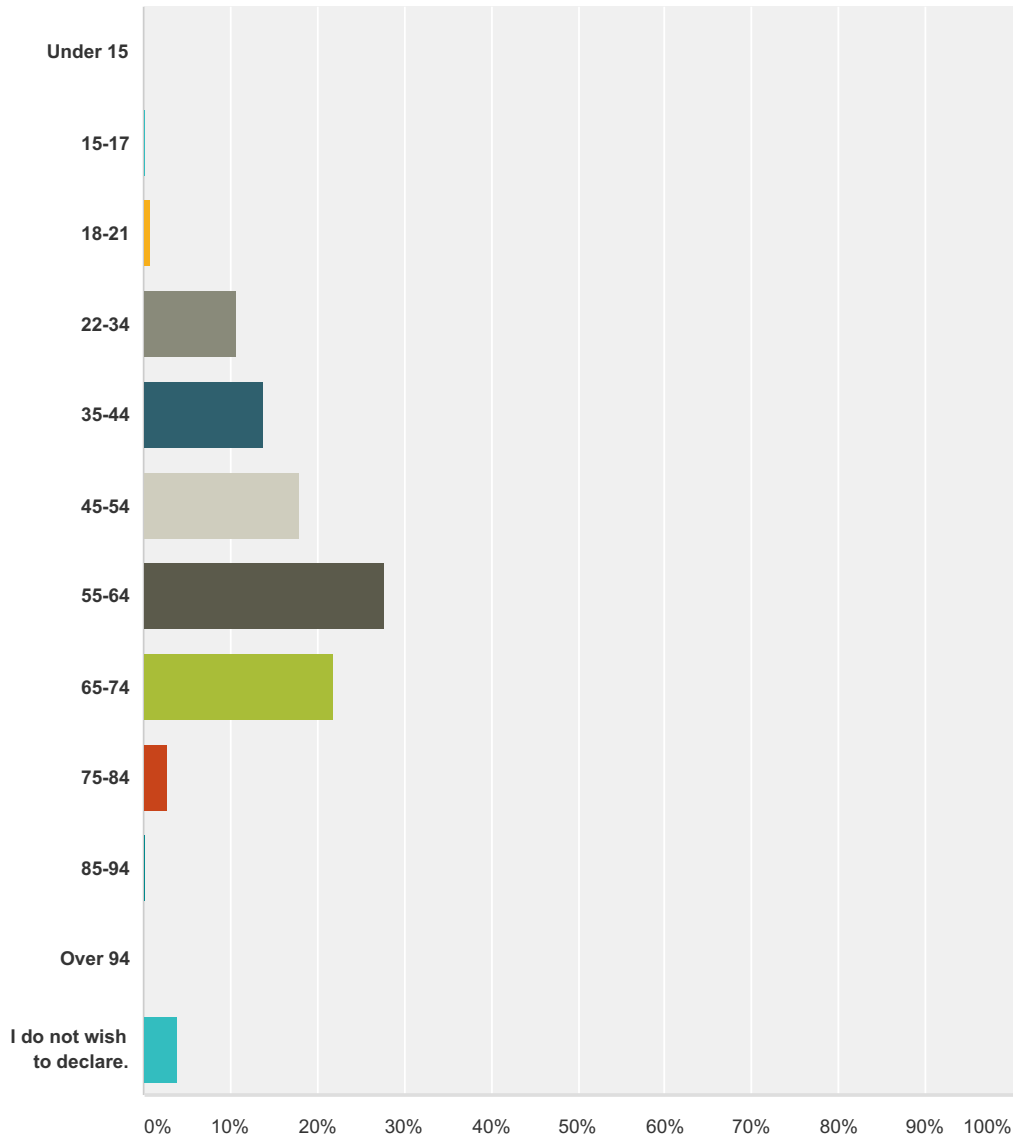
Answer Choices	Responses	
96704	3.56%	19
96710	0.19%	1
96718	0.38%	2
96719	0.38%	2
96720	25.70%	137
96721	1.31%	7
96725	0.75%	4

Community Satisfaction Survey 2016

96726	0.56%	3
96727	0.75%	4
96728	0.00%	0
96737	1.31%	7
96738	2.81%	15
96739	0.00%	0
96740	13.32%	71
96743	1.88%	10
96745	0.00%	0
96749	14.26%	76
96750	1.50%	8
96755	0.56%	3
96760	0.94%	5
96764	0.00%	0
96771	3.38%	18
96772	1.13%	6
96773	0.00%	0
96774	0.19%	1
96776	0.38%	2
96777	0.94%	5
96778	14.07%	75
96780	0.19%	1
96781	0.94%	5
96783	0.94%	5
96785	3.00%	16
I do not wish to declare.	4.69%	25
Total		533

Q37 What is your age?

Answered: 541 Skipped: 42



Answer Choices	Responses	Count
Under 15	0.00%	0
15-17	0.18%	1
18-21	0.74%	4
22-34	10.72%	58
35-44	13.86%	75
45-54	17.93%	97
55-64	27.73%	150
65-74	22.00%	119

Community Satisfaction Survey 2016

75-84	2.77%	15
85-94	0.18%	1
Over 94	0.00%	0
I do not wish to declare.	3.88%	21
Total		541

**Q38 What can the Hawai'i Police
Department do to serve you better?**

Answered: 425 Skipped: 158