



MAUI POLICE DEPARTMENT 2019 CITIZEN SURVEY

INTRODUCTION

The Maui County Police Department is dedicated to improving the quality of life in our community through professional and quality service. It is our goal to work with the community to develop a partnership in solving problems and to be responsive to the needs and concerns of the community.

The Maui Police Department Citizen Survey is conducted yearly in accordance with Department General Order 302.1, Community Relations Section, and the standards set by the Commission on Accreditation for Law Enforcement Agencies (CALEA). The survey is conducted to assess the effectiveness of Department employees and programs, to understand community perceptions, and to identify community concerns.

The information gathered from this survey is used to collectively work with the citizens of Maui County to determine possible solutions to community concerns and to assist with long-range planning.

SURVEY ADMINISTRATION

The 2019 Citizen Survey was conducted online using Checkbox®. Mr. Charles Barrett of the Information Technology Services Division assisted with the preparation and posting of the online survey. A link to the survey was posted on the Maui Police Department webpage for approximately two months, beginning October 2, 2019. The Community Relations Section encouraged citizens to complete the online survey through a variety of advertising methods. There were 205 surveys completed between October 2, 2019 and December 8, 2019.

SURVEY RESULTS

The 2019 Citizen Survey asked questions to determine fear of crime, police performance, experiences with departmental personnel, concern about specific problems, body-worn camera use, and crime prevention actions.

The results have been divided into the following categories: contact with the Maui Police Department, perception of crime and safety, victimization, views of the Maui Police Department, body-worn camera use, and crime prevention.

A. Contact with the Maui Police Department

As shown in Figure 1, 31% of respondents had no contact with a department employee over the last year. The remaining 69% have had one or more contacts with a department employee.



Sixty-nine percent of persons surveyed had some type of contact with an MPD employee in the last year. The most frequent type of contact was a citizen complaint, followed by a call to E911. Respondents that had contact with an MPD employee in the last year were asked 3 questions regarding the contact(s). When asked if the employee treated the respondent with respect, 70% said yes. When asked if the respondent was satisfied with how the situation was resolved, 81% said they were satisfied or very satisfied. When asked if the employee was professional, 69% said yes. The results of each question are depicted on the following pages.

Figure 2: Based on your contact with MPD, did the employee treat you with respect?

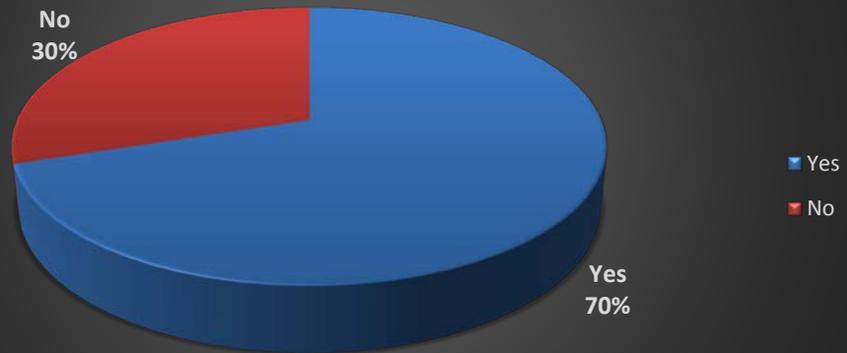


Figure 3: Were you satisfied with how the situation was resolved?

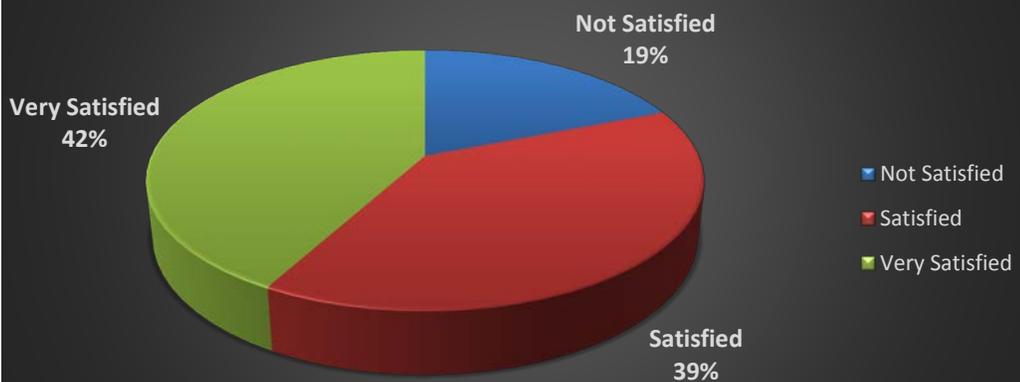
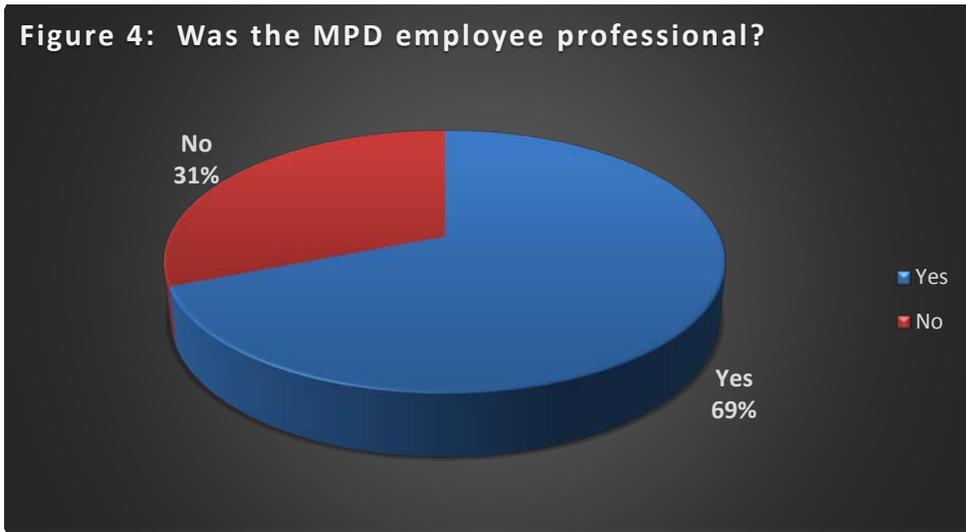


Figure 4: Was the MPD employee professional?



B. Perception of Crime and Safety

When respondents were asked about crime in their neighborhood, 52% felt crime had remained the same and 41% felt crime had increased in the last year. The results by neighborhood are displayed in Table 1. Eighty percent of respondents feel safe in their neighborhood.

Figure 5: Do you think crime in your neighborhood has:

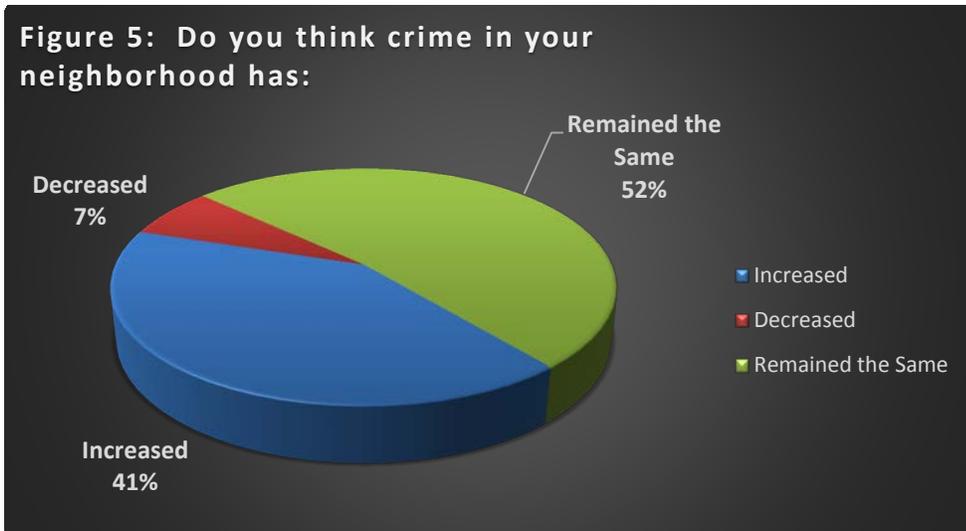
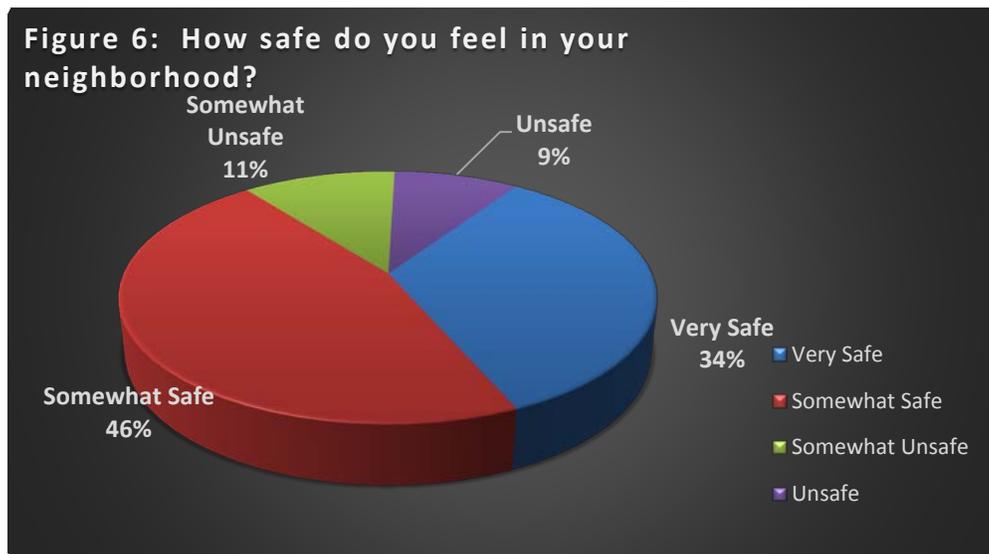


Table 1: Do you think crime in your neighborhood has

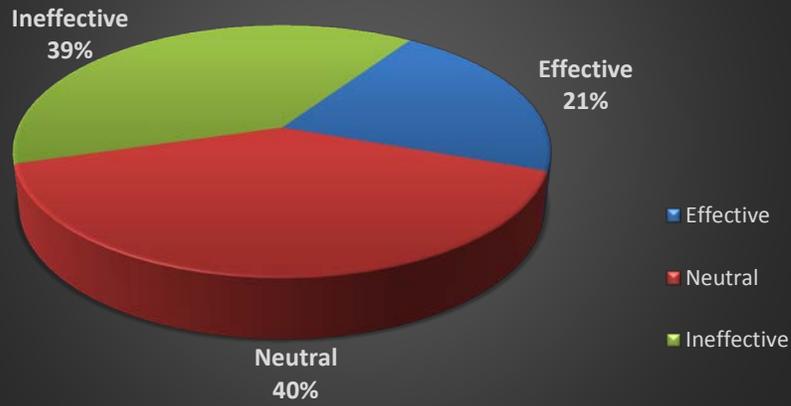
| Location | Increased | Remained the same | Decreased |
|----------------|-----------|-------------------|-----------|
| Central Maui | 34 | 38 | 4 |
| Upcountry Maui | 19 | 16 | 2 |
| Lahaina | 15 | 12 | 2 |
| Kihei | 7 | 25 | 2 |



Respondents were also given a list of incidents and asked where police should concentrate their efforts. Driving under the influence was identified as the most important of those listed, followed by burglary, narcotics violations, domestic violence, motor vehicle theft, and homelessness.

When respondents were asked how effective the Maui Police Department is at reducing crime, 21% felt MPD was effective, 40% were neutral and thirty-nine percent felt we were ineffective.

Figure 7: How effective do you think the Maui Police Department is at reducing crime?



C. Victimization

Twenty-three percent of those surveyed had been the victim of a crime in Maui County during the last year. Eighty-four percent of those who reported being a victim reported the crime to police.

Figure 8: Have you been the victim of a crime in Maui County in the last year?

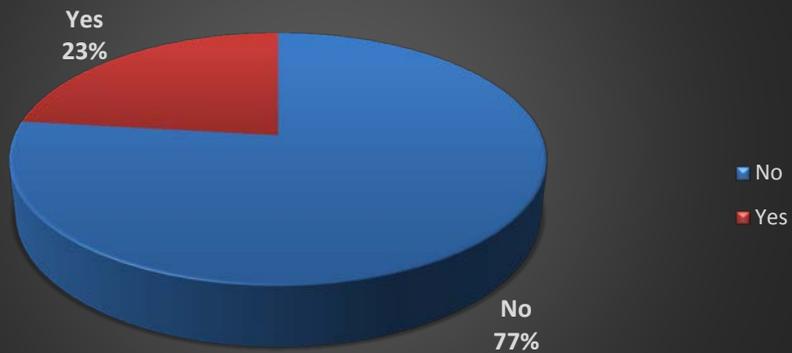
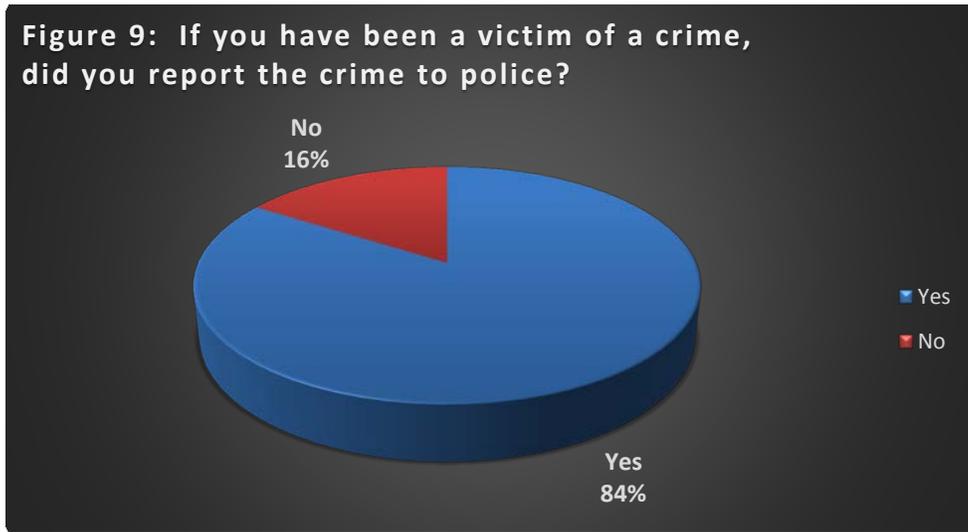


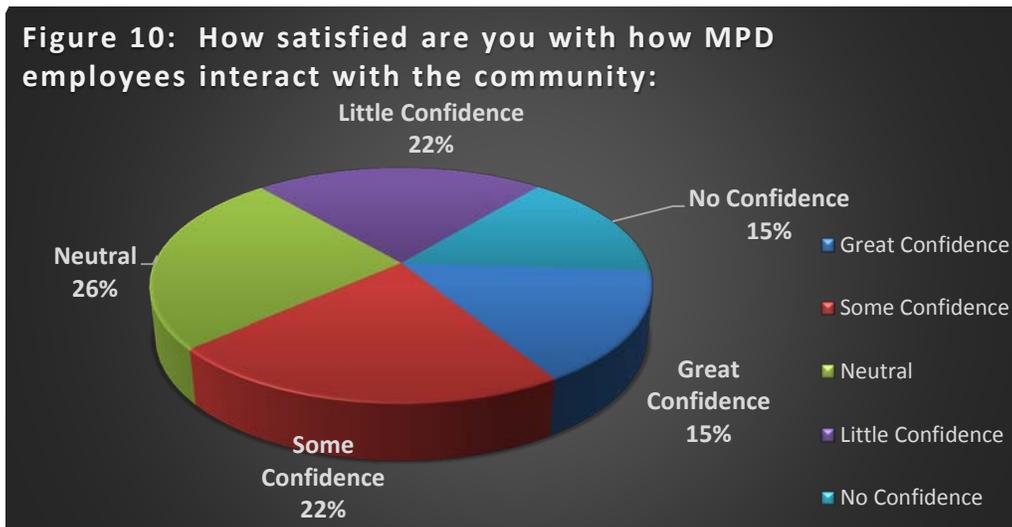
Figure 9: If you have been a victim of a crime, did you report the crime to police?

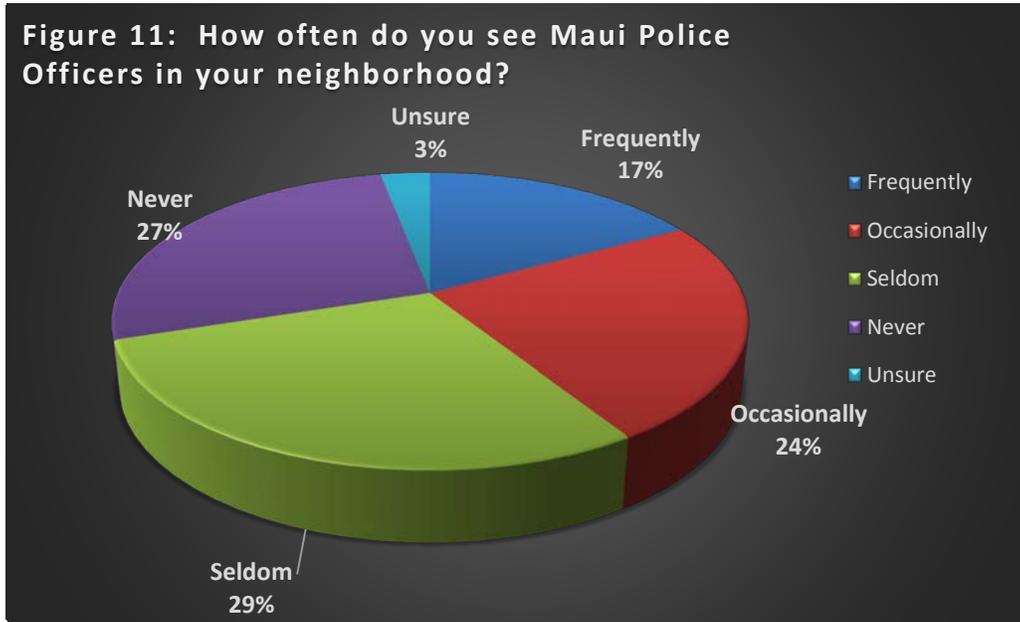


D. Views of the Maui Police Department

Thirty-seven percent of those surveyed had confidence in MPD employees and how they interact with the community, 26% were neutral, and 37% had little or no confidence. Respondents were also asked how often they saw Maui Police Officers in their neighborhoods. Seventeen percent saw an officer frequently, 24% saw an officer occasionally, 29% rarely saw an officer, and 27% never saw an officer in their neighborhood.

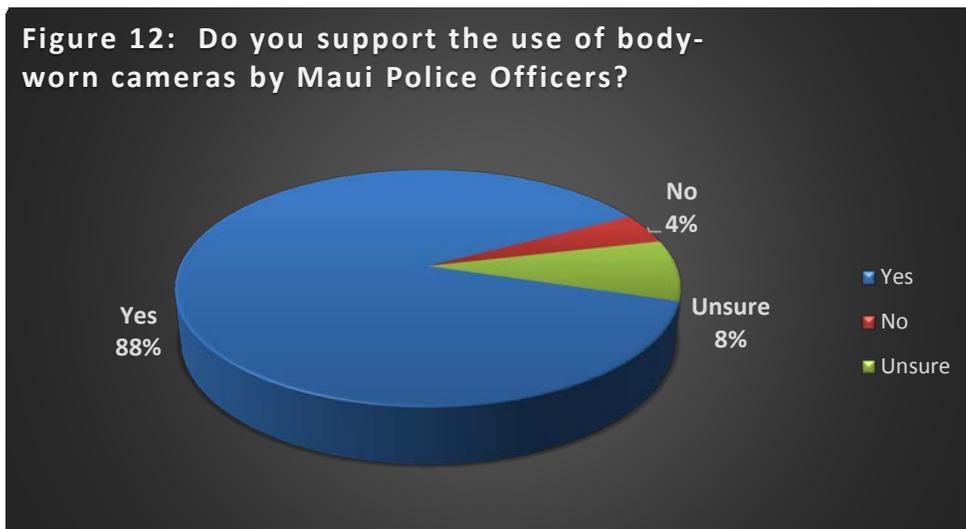
Figure 10: How satisfied are you with how MPD employees interact with the community:

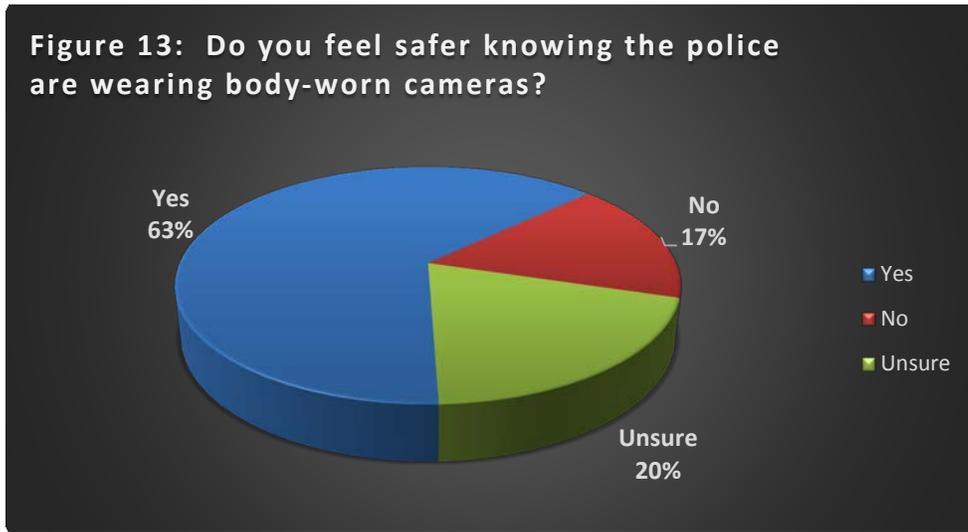




E. Body-Worn Cameras

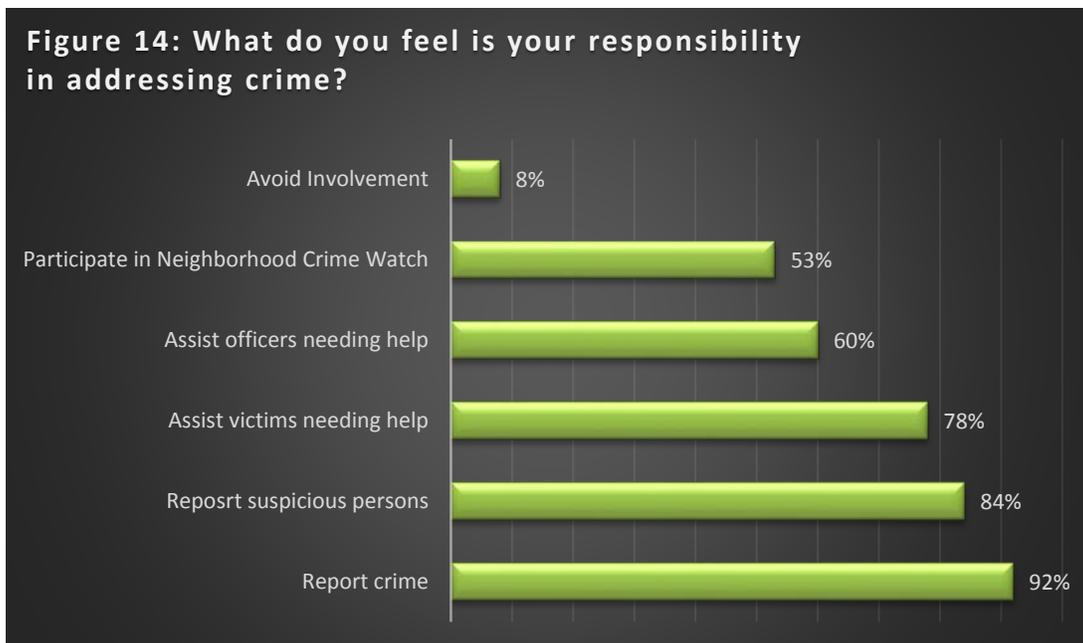
Respondents were asked if they support the use of body-worn cameras by the Maui Police Department. Eighty-eight percent of those surveyed support the use of body-worn cameras and 63% feel safer knowing the police are wearing body-worn cameras.





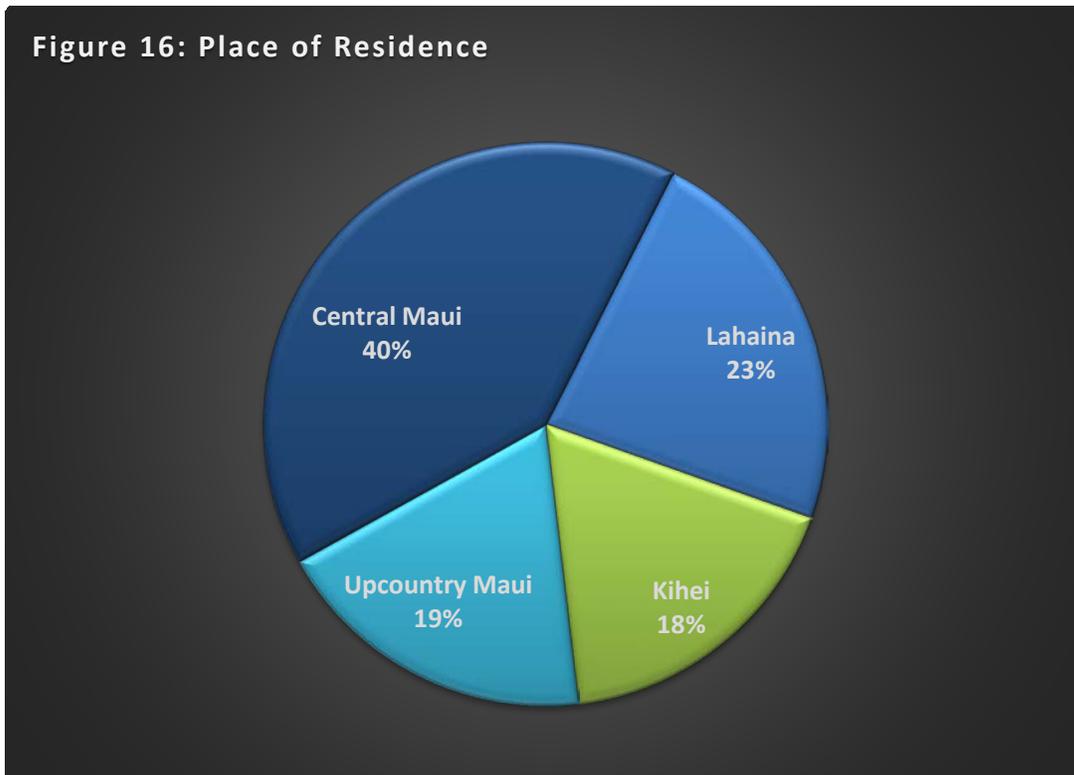
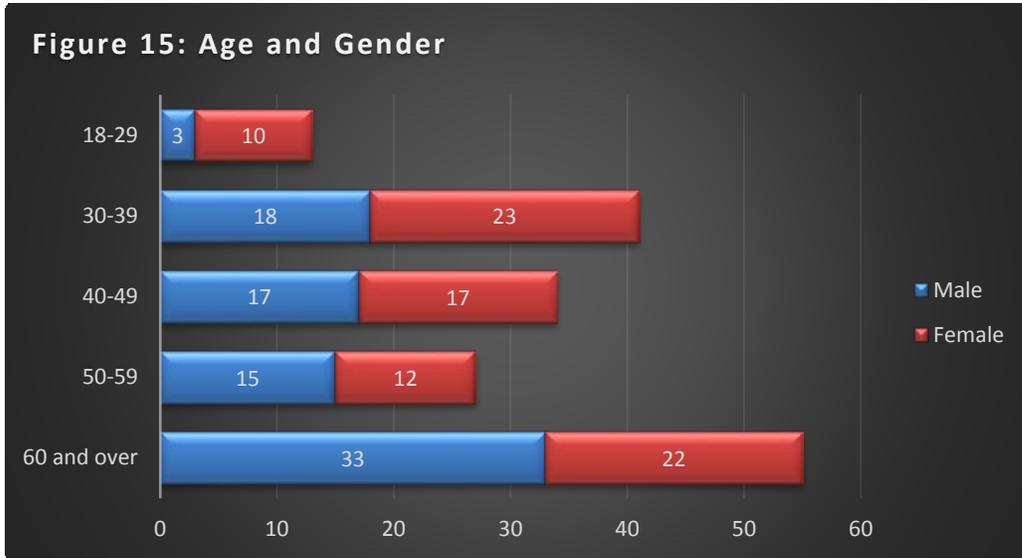
F. Crime Prevention

Respondents were asked to indicate what they felt was their responsibility in addressing crime. The majority of those surveyed felt it was their responsibility to report crime, to report suspicious activities, assist victims needing help, and assist officers needing help. Only 8% of respondents stated they would avoid involvement. Fifty-three percent of those surveyed stated they are willing to participate in a Neighborhood Watch Program. The results are displayed in Figure 14.



RESPONDENT PROFILE

Respondents were asked to identify their gender, age group, and place of residence. Figure 15 depicts gender and age group of the respondents. Figure 16 identifies place of residence.



COMMENTS AND CONCERNS

The final survey question asked respondents to list any concerns or comments they might have, and provide any recommendations and/or suggestions for improving MPD services. Approximately 60% of the respondents included comments with the survey. The largest concern involved traffic. Comments about traffic included requests to increase speed enforcement, red light enforcement, and parking. The second largest concern was the impact of homelessness in our community. Other comments and concerns included requests for increased police presence, to continue to enforce drug laws, requests for more interaction with the community, and for employees to treat the community with respect.

CONCLUSION

The survey focused on community views of Maui Police Department (MPD) employees, perception of crime and crime prevention, and the use of body-worn cameras. The majority of those persons completing the survey had some contact with an MPD employee in the last year (69%). The contact was most often filing a citizen complaint or calling E911. Sixty-nine percent of respondents that had contact with an MPD employee felt the employee acted in a professional manner, and 70% stated the MPD employee treated them with respect.

Last year, abuse was identified as the biggest concern for respondents; this year driving under the influence was identified as the biggest concern. DUI, burglary and narcotics violations were ranked as the top three concerns this year.

The Maui Police Department deployed body-worn cameras in 2017. Respondents were asked if they support the use of cameras by MPD officers. Eighty-eight percent of those surveyed support their use.

Respondents were also asked about their responsibility to assist in addressing crime. The majority of those surveyed felt it was their responsibility to report crime, to report suspicious activities, assist victims needing help, and assist police needing help.

2013 was the first year the Maui Police Department conducted the Citizen Survey online. In that year, we posted the survey for one month and had 198 responses. In 2018, 660 persons opened the online survey, but only eighty-eight were completed. This year, 549 persons opened the online survey, with 205 surveys completed.