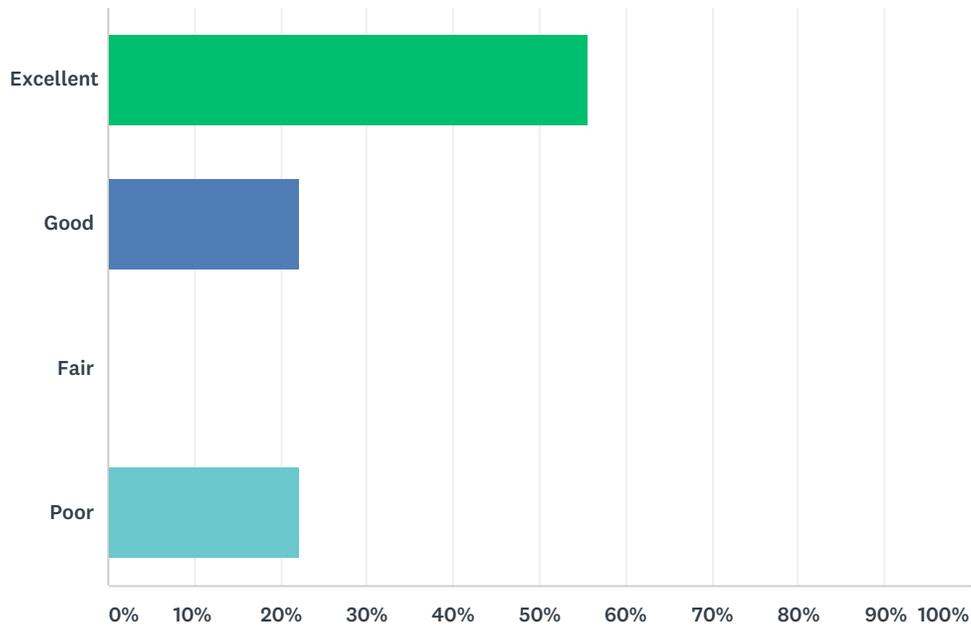


Q1 If you have had any involvement with the Gaithersburg Police Department during the last year, please rate our overall performance.

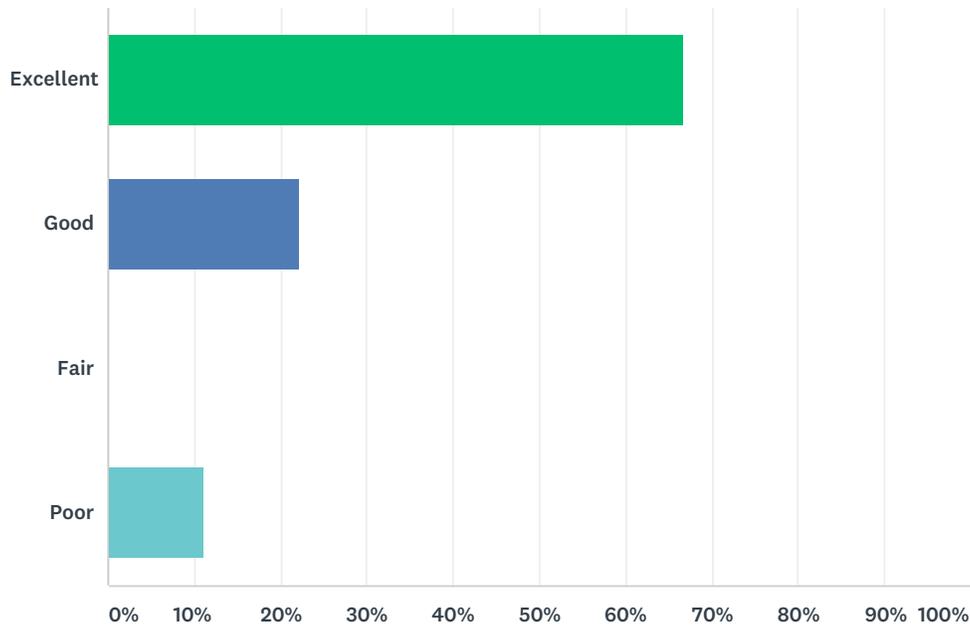
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	55.56%	5
Good	22.22%	2
Fair	0.00%	0
Poor	22.22%	2
TOTAL		9

Q2 How well do you feel the Gaithersburg Police Department provides police services to the community?

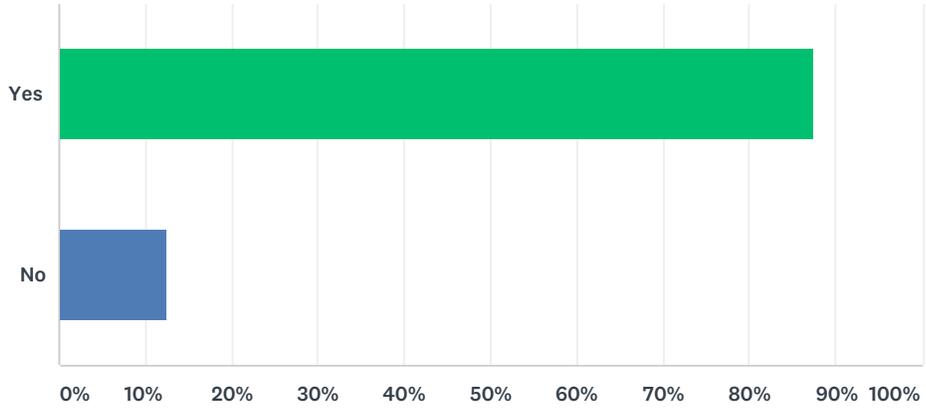
Answered: 9 Skipped: 1



ANSWER CHOICES	RESPONSES	
Excellent	66.67%	6
Good	22.22%	2
Fair	0.00%	0
Poor	11.11%	1
TOTAL		9

Q3 Did you interact with a Gaithersburg Police Officer? ((If no please skip to the next page)

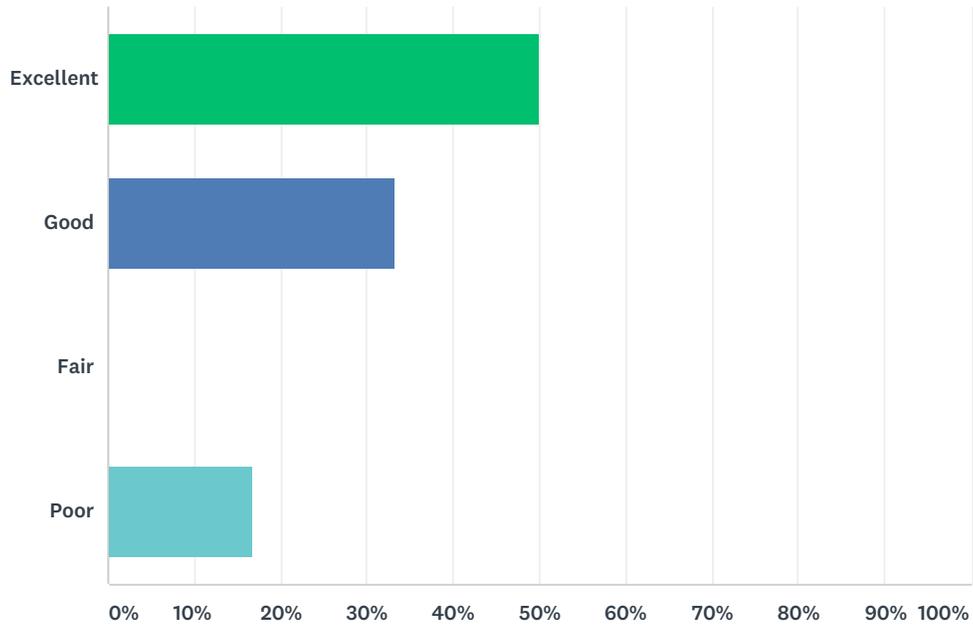
Answered: 8 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	87.50%	7
No	12.50%	1
TOTAL		8

Q4 How would you rate your satisfaction with the officer's response time?

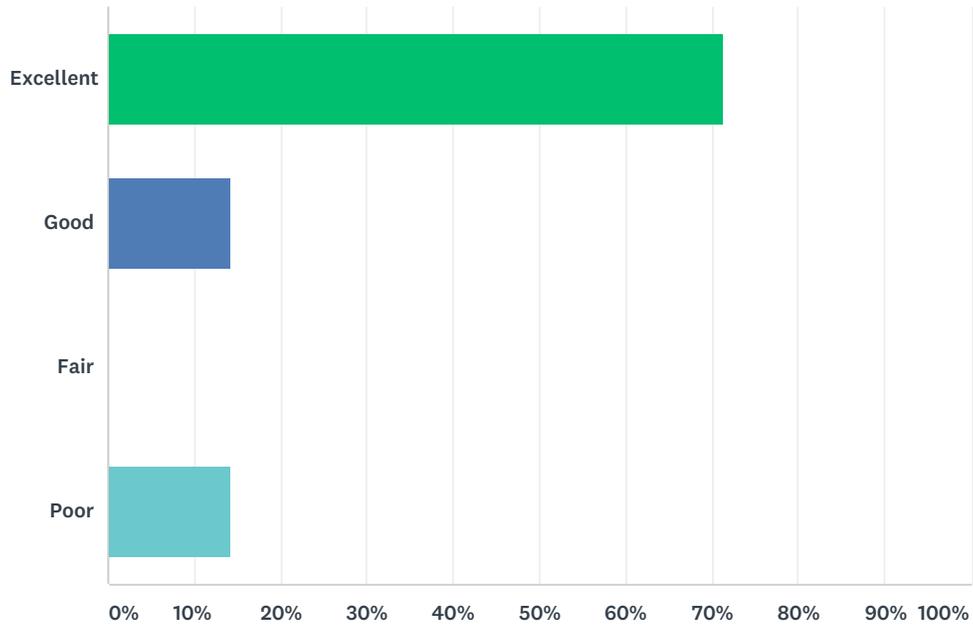
Answered: 6 Skipped: 4



ANSWER CHOICES	RESPONSES	
Excellent	50.00%	3
Good	33.33%	2
Fair	0.00%	0
Poor	16.67%	1
TOTAL		6

Q5 How would you rate the officer's professionalism?

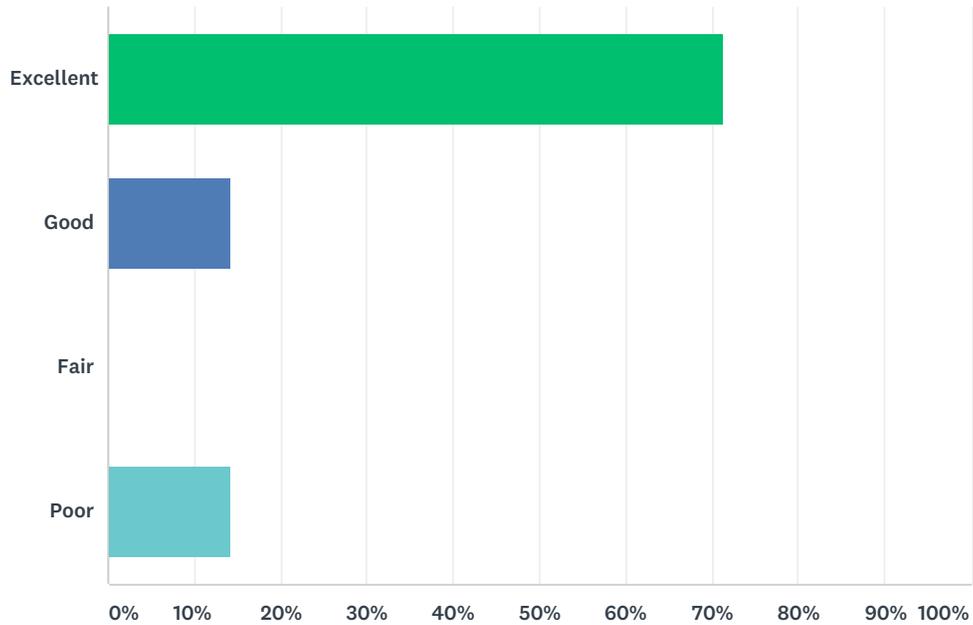
Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	71.43%	5
Good	14.29%	1
Fair	0.00%	0
Poor	14.29%	1
TOTAL		7

Q6 How was the officer's attitude and behavior during your encounter?

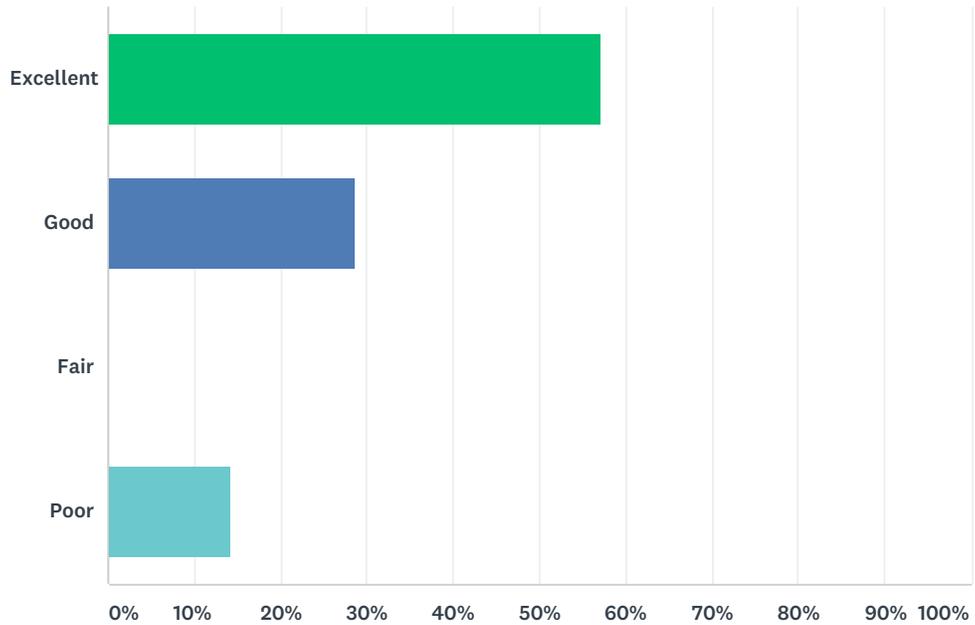
Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	71.43%	5
Good	14.29%	1
Fair	0.00%	0
Poor	14.29%	1
TOTAL		7

Q7 How would you rate the officer's courteousness?

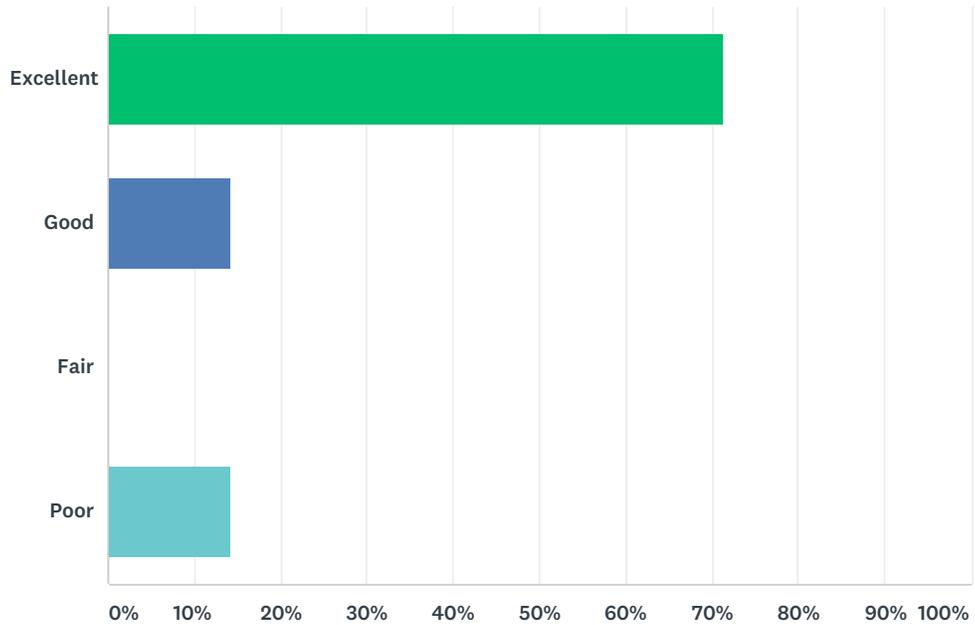
Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	57.14%	4
Good	28.57%	2
Fair	0.00%	0
Poor	14.29%	1
TOTAL		7

Q8 How would you rate the uniform appearance of the officer(s)?

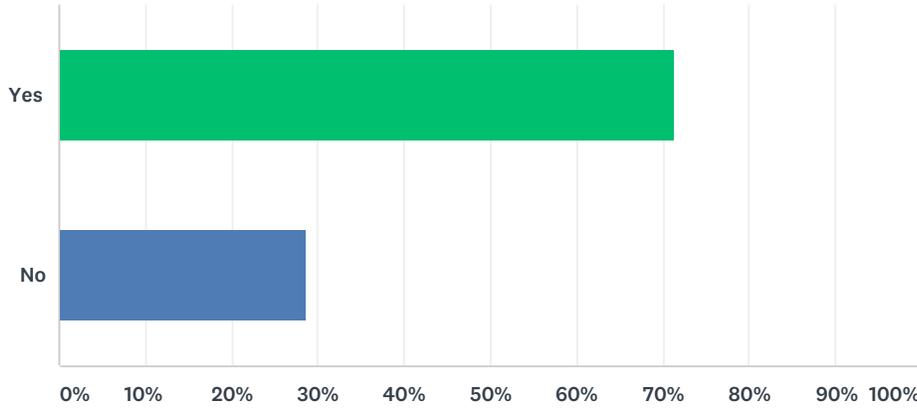
Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	71.43%	5
Good	14.29%	1
Fair	0.00%	0
Poor	14.29%	1
TOTAL		7

Q9 Do you feel you were treated with dignity and respect?

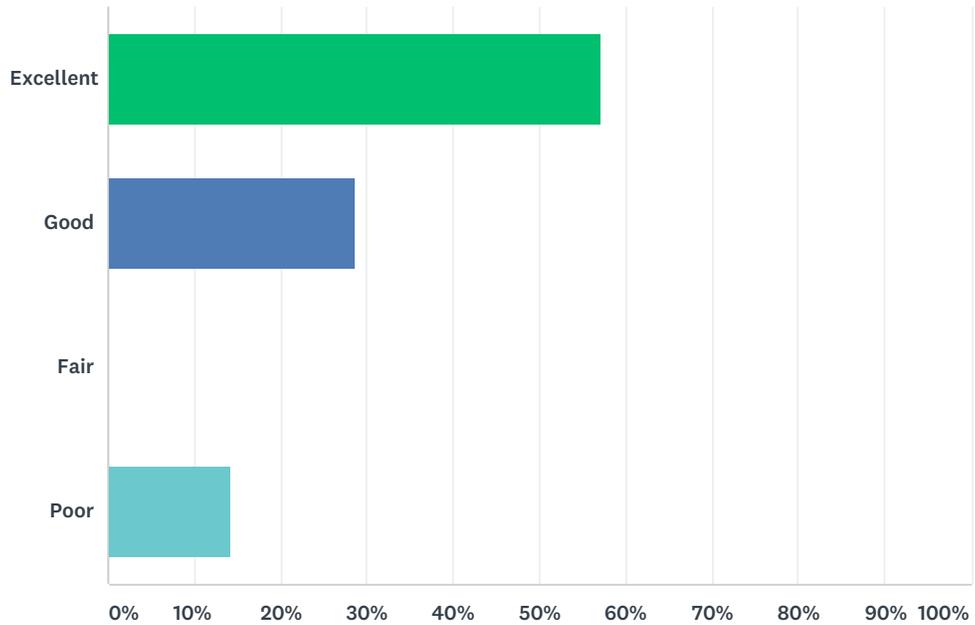
Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	71.43%	5
No	28.57%	2
TOTAL		7

Q10 How well do you feel the officer(s) responded to your needs?

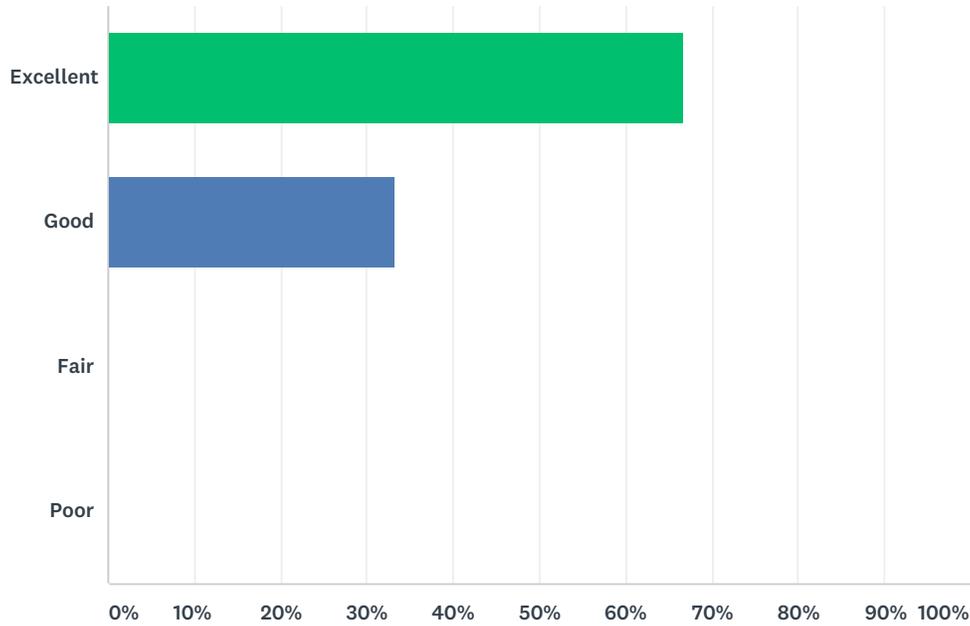
Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
Excellent	57.14%	4
Good	28.57%	2
Fair	0.00%	0
Poor	14.29%	1
TOTAL		7

Q11 If follow-up action was needed, how timely do you feel the officer(s) responded to your phone calls and/or emails?”

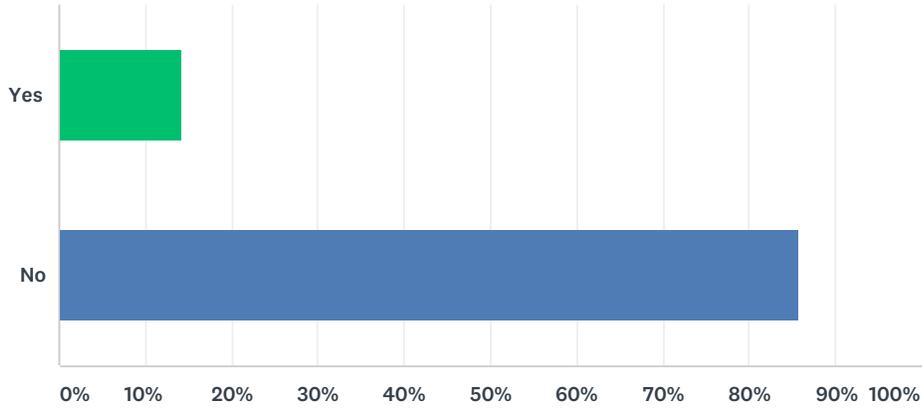
Answered: 3 Skipped: 7



ANSWER CHOICES	RESPONSES	
Excellent	66.67%	2
Good	33.33%	1
Fair	0.00%	0
Poor	0.00%	0
TOTAL		3

Q12 Would you hesitate to call the Gaithersburg Police in the future?

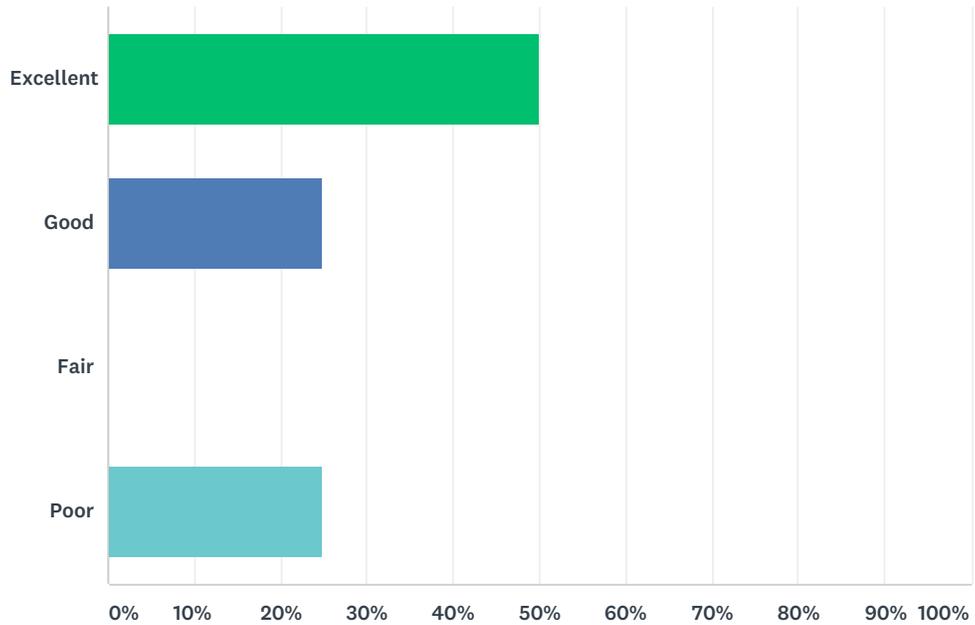
Answered: 7 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	14.29%	1
No	85.71%	6
TOTAL		7

Q13 How satisfied were you with the overall level of service provided?

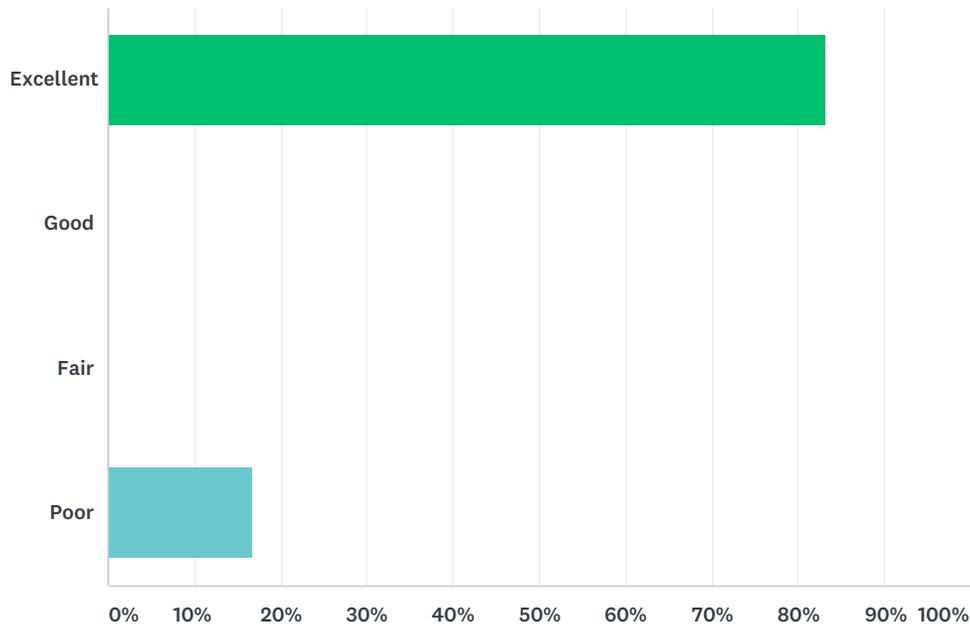
Answered: 4 Skipped: 6



ANSWER CHOICES	RESPONSES	
Excellent	50.00%	2
Good	25.00%	1
Fair	0.00%	0
Poor	25.00%	1
TOTAL		4

Q14 What is your perceived level of trust in the Gaithersburg Police Department?

Answered: 6 Skipped: 4



ANSWER CHOICES	RESPONSES	
Excellent	83.33%	5
Good	0.00%	0
Fair	0.00%	0
Poor	16.67%	1
TOTAL		6

Q15 What do you like best about the Gaithersburg Police Department?

Answered: 5 Skipped: 5

#	RESPONSES	DATE
1	nothing positive to say at all	12/10/2018 10:10 PM
2	The unwanted medication drop off machine	10/19/2018 7:55 PM
3	The officer in this department take a lot of pride in their work.	8/27/2018 3:26 PM
4	communication - everyone, from the Chief down, communicates with one another, elected officials, businesses, and its residents. they recognize that gaithersburg is a diverse city and they diversify their personnel and community relations.	8/3/2018 2:50 PM
5	Very responsive and they are present in the community.	7/13/2018 2:08 PM

Q16 What could the Gaithersburg Police Department do to improve or enhance the level of police services provided?

Answered: 4 Skipped: 6

#	RESPONSES	DATE
1	Receive training on how to handle people self reporting mental health issues. Don't treat them like criminals and rough them up.	12/10/2018 10:10 PM
2	Nothing that comes to mind	8/27/2018 3:26 PM
3	technology - ensure the officers have the latest and most efficient forms of tech to do their jobs effectively. identify opportunities to outsource processes that are bearing down on your personnel resources.	8/3/2018 2:50 PM
4	I think things are going well.	7/13/2018 2:08 PM

Q17 Is there any other information or concerns that you would like to provide?

Answered: 2 Skipped: 8

#	RESPONSES	DATE
1	not at this moment	8/27/2018 3:26 PM
2	look into the speeding in neighborhoods and parking near walder park	7/13/2018 2:08 PM

Q18 Your neighborhood is:

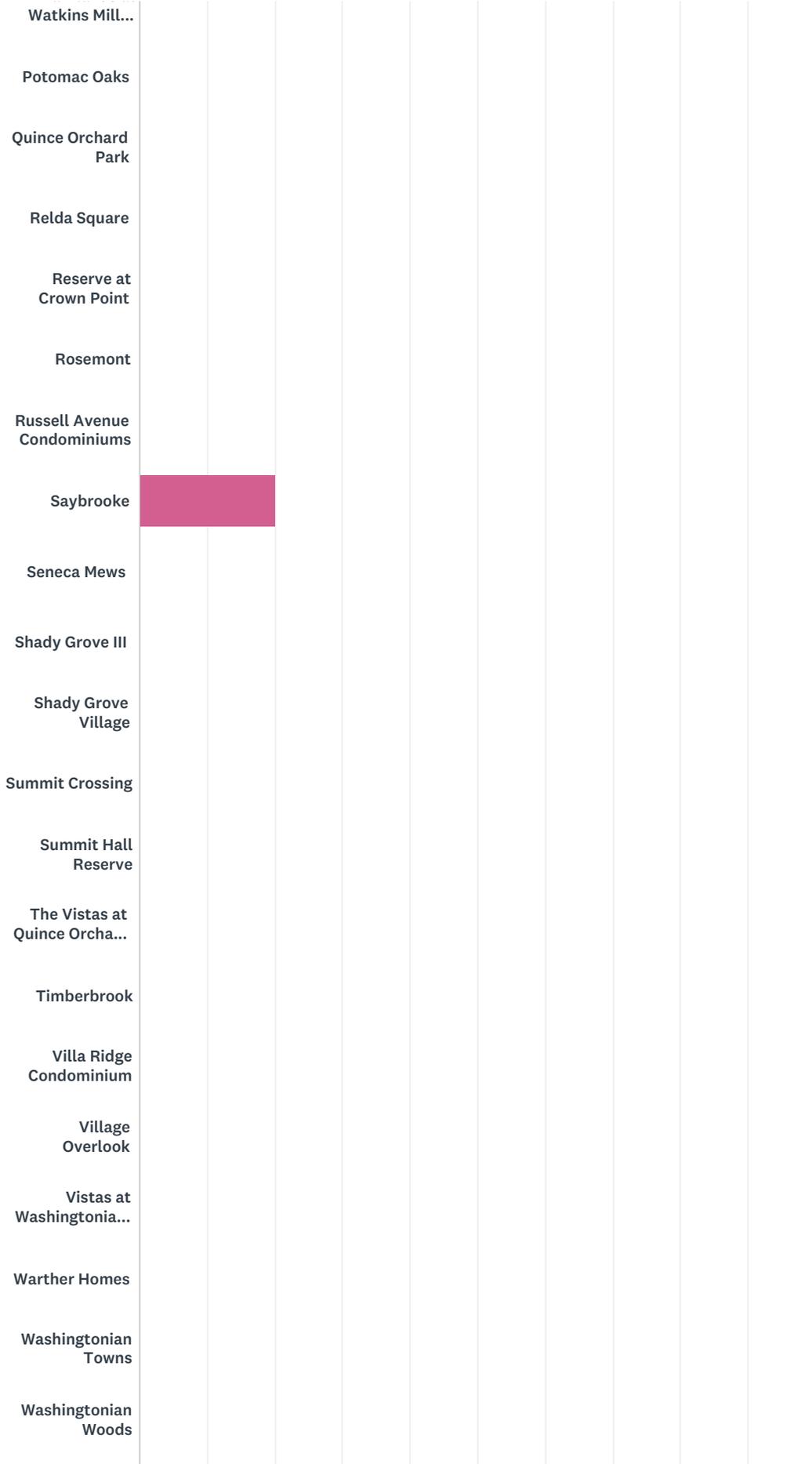
Answered: 5 Skipped: 5



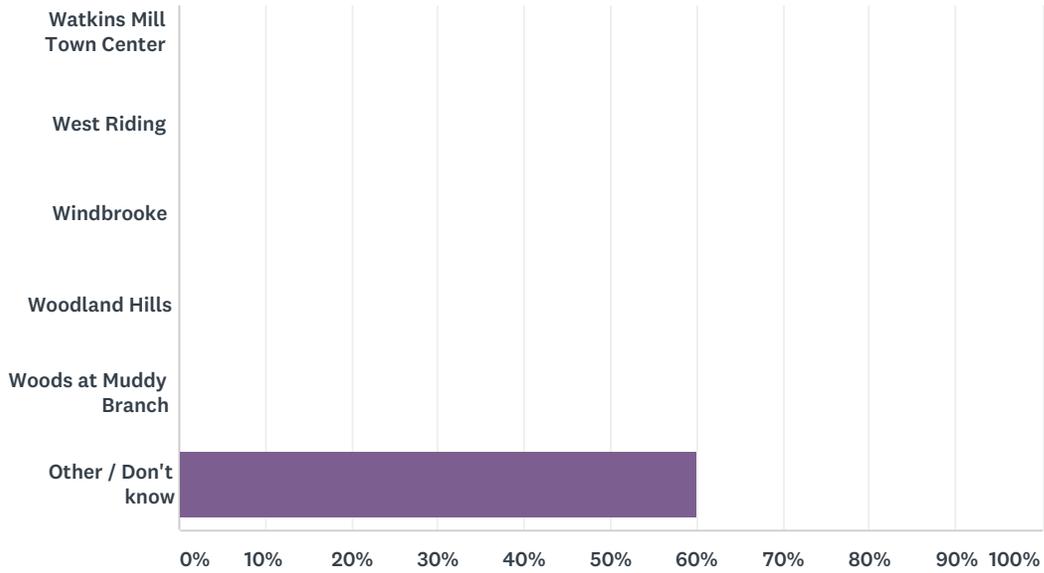
Citizen Police Survey

Hidden Creek									
Hidden Orchards									
Joan's Hill									
Kentlands									
Lakeforest Glen									
Lakelands Ridge									
Lilac Gardens Condominiums									
Longdraft Estates									
Maple Hill									
Mission Hills									
Montgomery Meadows									
Newport Estates									
Oaks at Washingtonia...									
Olde Carriage Hill									
Olde Towne									
Orchard Glen									
Orchard Hills									
Orchard Place									
Orchards									
Park Summit									
Parklands at									

Citizen Police Survey



Citizen Police Survey



ANSWER CHOICES	RESPONSES
Amberfield	0.00% 0
Audubon Square	0.00% 0
Bennington	0.00% 0
Brighton East	0.00% 0
Carolann Courts Condominium	0.00% 0
Cedar Village	0.00% 0
Colonnade at Kentlands	0.00% 0
Copperfield Crossing Condominiums	0.00% 0
Deer Park Place	0.00% 0
Diamond Farm	0.00% 0
Dorsey Estates	0.00% 0
East Deer Park	0.00% 0
Emory Woods	0.00% 0
Fernshire Farms	0.00% 0
Fireside Condominium	0.00% 0
Foxwood	20.00% 1
Gateway Commons	0.00% 0
Gateway Park at Washingtonian Center	0.00% 0
Greens of Warther	0.00% 0
Hidden Creek	0.00% 0
Hidden Orchards	0.00% 0
Joan's Hill	0.00% 0

Citizen Police Survey

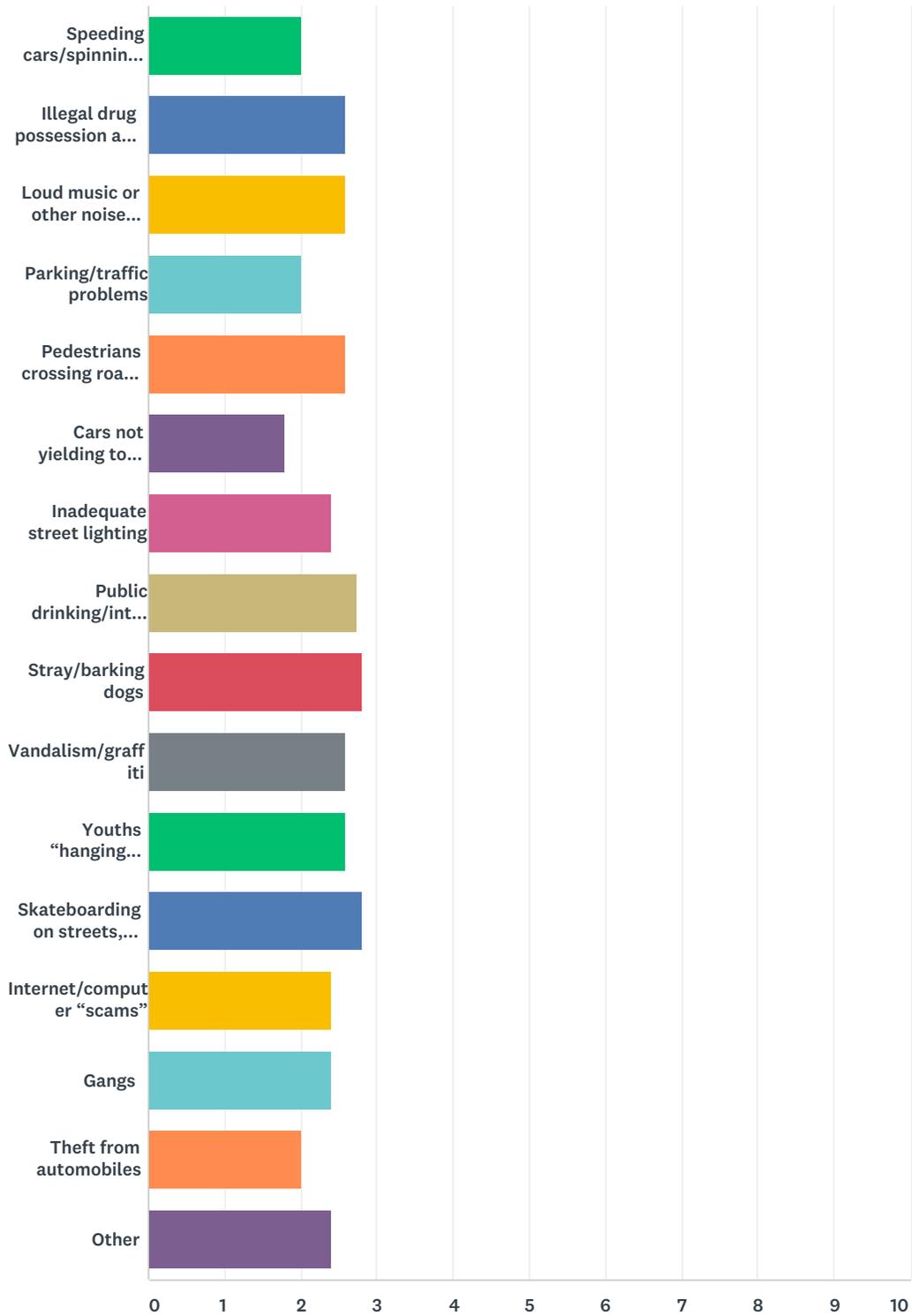
Kentlands	0.00%	0
Lakeforest Glen	0.00%	0
Lakelands Ridge	0.00%	0
Lilac Gardens Condominiums	0.00%	0
Longdraft Estates	0.00%	0
Maple Hill	0.00%	0
Mission Hills	0.00%	0
Montgomery Meadows	0.00%	0
Newport Estates	0.00%	0
Oaks at Washingtonian Woods	0.00%	0
Olde Carriage Hill	0.00%	0
Olde Towne	0.00%	0
Orchard Glen	0.00%	0
Orchard Hills	0.00%	0
Orchard Place	0.00%	0
Orchards	0.00%	0
Park Summit	0.00%	0
Parklands at Watkins Mill Town Center Condominiums	0.00%	0
Potomac Oaks	0.00%	0
Quince Orchard Park	0.00%	0
Relda Square	0.00%	0
Reserve at Crown Point	0.00%	0
Rosemont	0.00%	0
Russell Avenue Condominiums	0.00%	0
Saybrooke	20.00%	1
Seneca Mews	0.00%	0
Shady Grove III	0.00%	0
Shady Grove Village	0.00%	0
Summit Crossing	0.00%	0
Summit Hall Reserve	0.00%	0
The Vistas at Quince Orchard Park	0.00%	0
Timberbrook	0.00%	0
Villa Ridge Condominium	0.00%	0
Village Overlook	0.00%	0
Vistas at Washingtonian Woods	0.00%	0

Citizen Police Survey

Warther Homes	0.00%	0
Washingtonian Towns	0.00%	0
Washingtonian Woods	0.00%	0
Watkins Mill Town Center	0.00%	0
West Riding	0.00%	0
Windbrooke	0.00%	0
Woodland Hills	0.00%	0
Woods at Muddy Branch	0.00%	0
Other / Don't know	60.00%	3
TOTAL		5

Q19 What is your perception of concerns in your neighborhood?

Answered: 5 Skipped: 5



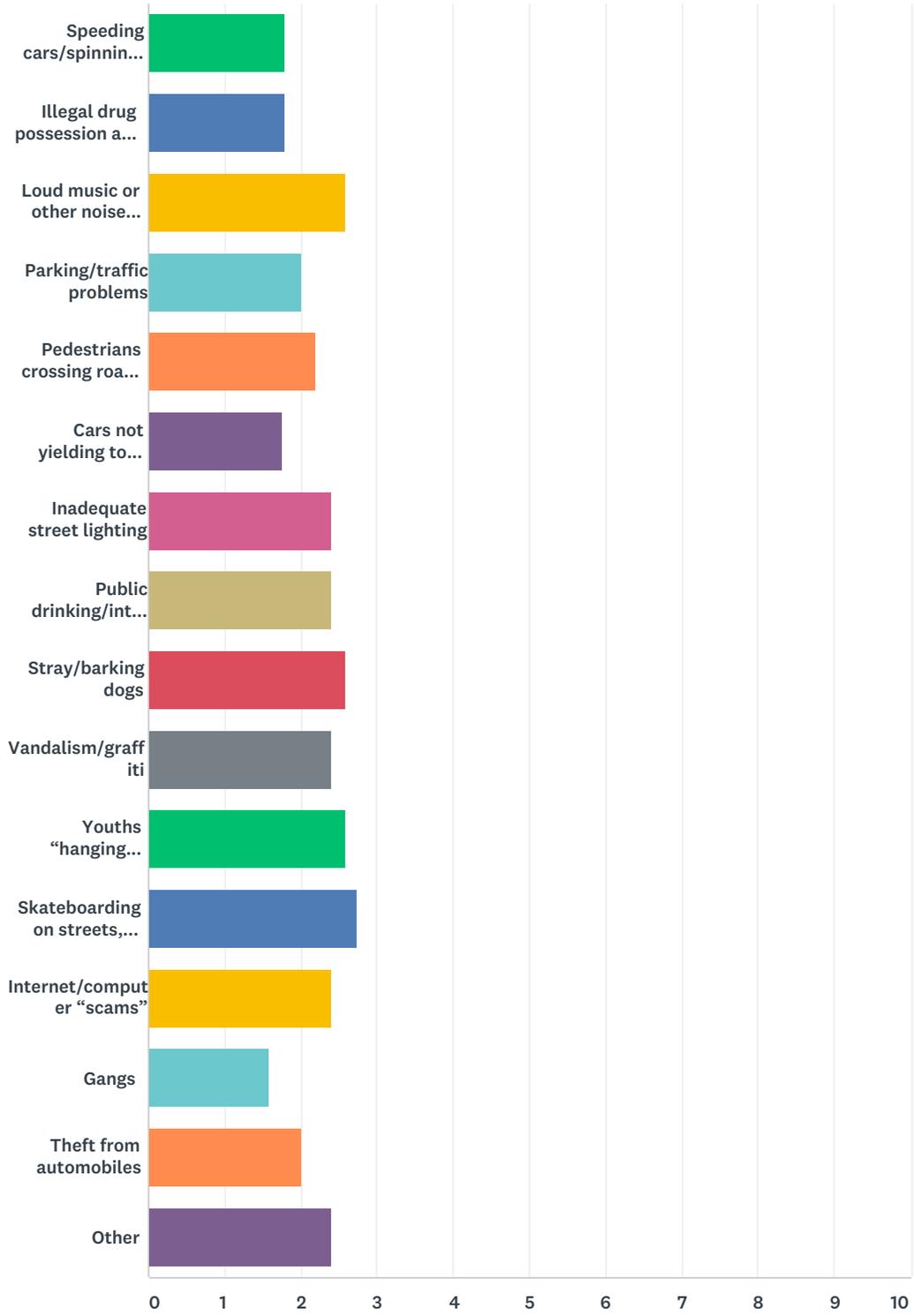
	SIGNIFICANT	SOMEWHAT	INSIGNIFICANT	TOTAL	WEIGHTED AVERAGE
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Citizen Police Survey

Speeding cars/spinning tires	40.00% 2	20.00% 1	40.00% 2	5	2.00
Illegal drug possession and use	0.00% 0	40.00% 2	60.00% 3	5	2.60
Loud music or other noise from residences	0.00% 0	40.00% 2	60.00% 3	5	2.60
Parking/traffic problems	40.00% 2	20.00% 1	40.00% 2	5	2.00
Pedestrians crossing road outside of crosswalks	0.00% 0	40.00% 2	60.00% 3	5	2.60
Cars not yielding to pedestrians	40.00% 2	40.00% 2	20.00% 1	5	1.80
Inadequate street lighting	0.00% 0	60.00% 3	40.00% 2	5	2.40
Public drinking/intoxication	0.00% 0	25.00% 1	75.00% 3	4	2.75
Stray/barking dogs	0.00% 0	20.00% 1	80.00% 4	5	2.80
Vandalism/graffiti	0.00% 0	40.00% 2	60.00% 3	5	2.60
Youths "hanging around," blocking streets, sidewalks, businesses	0.00% 0	40.00% 2	60.00% 3	5	2.60
Skateboarding on streets, sidewalks, parking lots	0.00% 0	20.00% 1	80.00% 4	5	2.80
Internet/computer "scams"	20.00% 1	20.00% 1	60.00% 3	5	2.40
Gangs	20.00% 1	20.00% 1	60.00% 3	5	2.40
Theft from automobiles	50.00% 2	0.00% 0	50.00% 2	4	2.00
Other	20.00% 1	20.00% 1	60.00% 3	5	2.40

Q20 What is your perception of concerns in the City as a whole (not necessarily your own neighborhood)?

Answered: 5 Skipped: 5



	SIGNIFICANT	SOMEWHAT	INSIGNIFICANT	TOTAL	WEIGHTED AVERAGE
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Citizen Police Survey

Speeding cars/spinning tires	40.00% 2	40.00% 2	20.00% 1	5	1.80
Illegal drug possession and use	20.00% 1	80.00% 4	0.00% 0	5	1.80
Loud music or other noise from residences	0.00% 0	40.00% 2	60.00% 3	5	2.60
Parking/traffic problems	40.00% 2	20.00% 1	40.00% 2	5	2.00
Pedestrians crossing road outside of crosswalks	20.00% 1	40.00% 2	40.00% 2	5	2.20
Cars not yielding to pedestrians	25.00% 1	75.00% 3	0.00% 0	4	1.75
Inadequate street lighting	0.00% 0	60.00% 3	40.00% 2	5	2.40
Public drinking/intoxication	0.00% 0	60.00% 3	40.00% 2	5	2.40
Stray/barking dogs	0.00% 0	40.00% 2	60.00% 3	5	2.60
Vandalism/graffiti	20.00% 1	20.00% 1	60.00% 3	5	2.40
Youths "hanging around," blocking streets, sidewalks, businesses	0.00% 0	40.00% 2	60.00% 3	5	2.60
Skateboarding on streets, sidewalks, parking lots	0.00% 0	25.00% 1	75.00% 3	4	2.75
Internet/computer "scams"	20.00% 1	20.00% 1	60.00% 3	5	2.40
Gangs	40.00% 2	60.00% 3	0.00% 0	5	1.60
Theft from automobiles	20.00% 1	60.00% 3	20.00% 1	5	2.00
Other	20.00% 1	20.00% 1	60.00% 3	5	2.40

#4

COMPLETE

Collector: Web Link 2 (Web Link)
Started: Friday, August 03, 2018 2:31:06 PM
Last Modified: Friday, August 03, 2018 2:50:43 PM
Time Spent: 00:19:37
IP Address: 96.86.53.110

Page 1

Q1 If you have had any involvement with the Gaithersburg Police Department during the last year, please rate our overall performance.

Excellent,
 Please explain:
 the gaithersburg police force is top-notch, staying abreast of current situations and keeping the city a safe place to live, work & play.

Q2 How well do you feel the Gaithersburg Police Department provides police services to the community?

Excellent,
 Please explain:
 there are unlimited resources available (i.e. expired prescription drop off, safe space to sell online merchandise, etc.)to the community and they are always visible at events too.

Q3 Did you interact with a Gaithersburg Police Officer? (If no please skip to the next page)

No

Q4 How would you rate your satisfaction with the officer's response time?

Respondent skipped this question

Q5 How would you rate the officer's professionalism?

Respondent skipped this question

Q6 How was the officer's attitude and behavior during your encounter?

Respondent skipped this question

Q7 How would you rate the officer's courteousness?

Respondent skipped this question

Q8 How would you rate the uniform appearance of the officer(s)?

Respondent skipped this question

Citizen Police Survey

Q9 Do you feel you were treated with dignity and respect?

Respondent skipped this question

Q10 How well do you feel the officer(s) responded to your needs?

Respondent skipped this question

Q11 If follow-up action was needed, how timely do you feel the officer(s) responded to your phone calls and/or emails?"

Respondent skipped this question

Q12 Would you hesitate to call the Gaithersburg Police in the future?

Respondent skipped this question

Page 2

Q13 How satisfied were you with the overall level of service provided?

Respondent skipped this question

Q14 What is your perceived level of trust in the Gaithersburg Police Department?

Excellent,

Please explain:

In a democracy, we expect that our public institutions will be accountable to us. Police are entrusted with the power to take away life and liberty in order to "protect and serve." This system places an extraordinary level of trust in the people policing our communities. The Gaithersburg police officers in my opinion don't display actions unbecoming of a police officer (i.e. excessive force, police violence). Therefore, they are perceived as advocates who do "protect and serve" and are a department that you can trust.

Q15 What do you like best about the Gaithersburg Police Department?

communication - everyone, from the Chief down, communicates with one another, elected officials, businesses, and its residents. they recognize that gaithersburg is a diverse city and they diversify their personnel and community relations.

Q16 What could the Gaithersburg Police Department do to improve or enhance the level of police services provided?

technology - ensure the officers have the latest and most efficient forms of tech to do their jobs effectively. identify opportunities to outsource processes that are bearing down on your personnel resources.

Q17 Is there any other information or concerns that you would like to provide?

Respondent skipped this question

Citizen Police Survey

Q18 Your neighborhood is:

Other / Don't
know:
Clopper Road

Q19 What is your perception of concerns in your neighborhood?

Respondent skipped this question

Q20 What is your perception of concerns in the City as a whole (not necessarily your own neighborhood)?

Respondent skipped this question

#5

INCOMPLETE

Collector: Web Link 2 (Web Link)
Started: Friday, August 03, 2018 9:33:30 PM
Last Modified: Friday, August 03, 2018 9:35:19 PM
Time Spent: 00:01:49
IP Address: 173.73.72.27

Page 1

Q1 If you have had any involvement with the Gaithersburg Police Department during the last year, please rate our overall performance. **Good,**
 Please explain:
 Broke up a party with alcohol that my daughter attended.

Q2 How well do you feel the Gaithersburg Police Department provides police services to the community? **Good**

Q3 Did you interact with a Gaithersburg Police Officer? (If no please skip to the next page) **Yes**

Q4 How would you rate your satisfaction with the officer's response time? **Good**

Q5 How would you rate the officer's professionalism? **Excellent**

Q6 How was the officer's attitude and behavior during your encounter? **Excellent**

Q7 How would you rate the officer's courteousness? **Good**

Q8 How would you rate the uniform appearance of the officer(s)? **Excellent**

Q9 Do you feel you were treated with dignity and respect? **Yes**

Q10 How well do you feel the officer(s) responded to your needs? **Good**

Citizen Police Survey

Q11 If follow-up action was needed, how timely do you feel the officer(s) responded to your phone calls and/or emails?"

Respondent skipped this question

Q12 Would you hesitate to call the Gaithersburg Police in the future?

No

Page 2

Q13 How satisfied were you with the overall level of service provided?

Respondent skipped this question

Q14 What is your perceived level of trust in the Gaithersburg Police Department?

Respondent skipped this question

Q15 What do you like best about the Gaithersburg Police Department?

Respondent skipped this question

Q16 What could the Gaithersburg Police Department do to improve or enhance the level of police services provided?

Respondent skipped this question

Q17 Is there any other information or concerns that you would like to provide?

Respondent skipped this question

Q18 Your neighborhood is:

Respondent skipped this question

Q19 What is your perception of concerns in your neighborhood?

Respondent skipped this question

Q20 What is your perception of concerns in the City as a whole (not necessarily your own neighborhood)?

Respondent skipped this question

#6

INCOMPLETE

Collector: Web Link 2 (Web Link)
Started: Tuesday, August 21, 2018 9:00:14 AM
Last Modified: Tuesday, August 21, 2018 9:02:23 AM
Time Spent: 00:02:08
IP Address: 205.222.248.235

Page 1

Q1 If you have had any involvement with the Gaithersburg Police Department during the last year, please rate our overall performance.

Excellent,

Please explain:

My experience with the Department centers around Officer Dan Lane, community liaison. Whenever we have questions or issues and contact Officer Lane, he is always prompt and helpful with responses. His service to the community is commendable.

Q2 How well do you feel the Gaithersburg Police Department provides police services to the community?

Excellent

Q3 Did you interact with a Gaithersburg Police Officer? (If no please skip to the next page)

Yes

Q4 How would you rate your satisfaction with the officer's response time?

Respondent skipped this question

Q5 How would you rate the officer's professionalism?

Excellent

Q6 How was the officer's attitude and behavior during your encounter?

Excellent

Q7 How would you rate the officer's courteousness?

Excellent

Q8 How would you rate the uniform appearance of the officer(s)?

Excellent

Q9 Do you feel you were treated with dignity and respect?

Yes

Citizen Police Survey

Q10 How well do you feel the officer(s) responded to your needs? **Excellent**

Q11 If follow-up action was needed, how timely do you feel the officer(s) responded to your phone calls and/or emails?" **Excellent**

Q12 Would you hesitate to call the Gaithersburg Police in the future? **No**

Page 2

Q13 How satisfied were you with the overall level of service provided? **Respondent skipped this question**

Q14 What is your perceived level of trust in the Gaithersburg Police Department? **Respondent skipped this question**

Q15 What do you like best about the Gaithersburg Police Department? **Respondent skipped this question**

Q16 What could the Gaithersburg Police Department do to improve or enhance the level of police services provided? **Respondent skipped this question**

Q17 Is there any other information or concerns that you would like to provide? **Respondent skipped this question**

Q18 Your neighborhood is: **Respondent skipped this question**

Q19 What is your perception of concerns in your neighborhood? **Respondent skipped this question**

Q20 What is your perception of concerns in the City as a whole (not necessarily your own neighborhood)? **Respondent skipped this question**

#7

COMPLETE

Collector: Web Link 2 (Web Link)
Started: Monday, August 27, 2018 3:19:13 PM
Last Modified: Monday, August 27, 2018 3:26:07 PM
Time Spent: 00:06:54
IP Address: 96.88.246.82

Page 1

Q1 If you have had any involvement with the Gaithersburg Police Department during the last year, please rate our overall performance. **Good**

Q2 How well do you feel the Gaithersburg Police Department provides police services to the community? **Good**

Q3 Did you interact with a Gaithersburg Police Officer? (If no please skip to the next page) **Yes**

Q4 How would you rate your satisfaction with the officer's response time? **Good**

Q5 How would you rate the officer's professionalism? **Good**

Q6 How was the officer's attitude and behavior during your encounter? **Good**

Q7 How would you rate the officer's courteousness? **Good**

Q8 How would you rate the uniform appearance of the officer(s)? **Good**

Q9 Do you feel you were treated with dignity and respect? **No**

Q10 How well do you feel the officer(s) responded to your needs? **Good**

Citizen Police Survey

Q11 If follow-up action was needed, how timely do you feel the officer(s) responded to your phone calls and/or emails?"

Good,
Please explain:
Always on time.

Q12 Would you hesitate to call the Gaithersburg Police in the future?

No

Page 2

Q13 How satisfied were you with the overall level of service provided?

Good

Q14 What is your perceived level of trust in the Gaithersburg Police Department?

Excellent,
Please explain:
I can count on the officers in this department to do their jobs.

Q15 What do you like best about the Gaithersburg Police Department?

The officer in this department take a lot of pride in their work.

Q16 What could the Gaithersburg Police Department do to improve or enhance the level of police services provided?

Nothing that comes to mind

Q17 Is there any other information or concerns that you would like to provide?

not at this moment

Q18 Your neighborhood is:

Other / Don't know:
W Deer Park Rd

Citizen Police Survey

Q19 What is your perception of concerns in your neighborhood?

Speeding cars/spinning tires	Somewhat
Illegal drug possession and use	Somewhat
Loud music or other noise from residences	Somewhat
Parking/traffic problems	Somewhat
Pedestrians crossing road outside of crosswalks	Somewhat
Cars not yielding to pedestrians	Somewhat
Inadequate street lighting	Somewhat
Public drinking/intoxication	Somewhat
Stray/barking dogs	Somewhat
Vandalism/graffiti	Somewhat
Youths "hanging around," blocking streets, sidewalks, businesses	Somewhat
Skateboarding on streets, sidewalks, parking lots	Somewhat
Internet/computer "scams"	Somewhat
Gangs	Somewhat
Other	Somewhat

Citizen Police Survey

Q20 What is your perception of concerns in the City as a whole (not necessarily your own neighborhood)?

Speeding cars/spinning tires	Somewhat
Illegal drug possession and use	Somewhat
Loud music or other noise from residences	Somewhat
Parking/traffic problems	Somewhat
Pedestrians crossing road outside of crosswalks	Somewhat
Cars not yielding to pedestrians	Somewhat
Inadequate street lighting	Somewhat
Public drinking/intoxication	Somewhat
Stray/barking dogs	Somewhat
Vandalism/graffiti	Somewhat
Youths "hanging around," blocking streets, sidewalks, businesses	Somewhat
Skateboarding on streets, sidewalks, parking lots	Somewhat
Internet/computer "scams"	Somewhat
Gangs	Somewhat
Theft from automobiles	Somewhat
Other	Somewhat

#9

COMPLETE

Collector: Web Link 2 (Web Link)
Started: Friday, October 19, 2018 7:46:27 PM
Last Modified: Friday, October 19, 2018 7:55:59 PM
Time Spent: 00:09:32
IP Address: 216.15.39.85

Page 1

Q1 If you have had any involvement with the Gaithersburg Police Department during the last year, please rate our overall performance.

Excellent,
 Please explain:
 They are the ONLY place with a machine to drop off unwanted medication. Thank you!

Q2 How well do you feel the Gaithersburg Police Department provides police services to the community?

Excellent,
 Please explain:
 I send patients from Rockville town center to the station just to drop off their unwanted meds. They're coming willingly since no other place has it.

Q3 Did you interact with a Gaithersburg Police Officer? (If no please skip to the next page)

Yes

Q4 How would you rate your satisfaction with the officer's response time?

Excellent,
 Please explain:
 I got pulled over. No hassle, no BS.

Q5 How would you rate the officer's professionalism?

Excellent

Q6 How was the officer's attitude and behavior during your encounter?

Excellent,
 Please explain:
 Sympethic

Q7 How would you rate the officer's courteousness?

Excellent

Citizen Police Survey

Q8 How would you rate the uniform appearance of the officer(s)? **Excellent**

Q9 Do you feel you were treated with dignity and respect? **Yes**

Q10 How well do you feel the officer(s) responded to your needs? **Excellent**

Q11 If follow-up action was needed, how timely do you feel the officer(s) responded to your phone calls and/or emails?" **Respondent skipped this question**

Q12 Would you hesitate to call the Gaithersburg Police in the future? **No**

Page 2

Q13 How satisfied were you with the overall level of service provided? **Excellent**

Q14 What is your perceived level of trust in the Gaithersburg Police Department? **Excellent,**
Please explain:
Trust is a big word, but they're doing okay.

Q15 What do you like best about the Gaithersburg Police Department?

The unwanted medication drop off machine

Q16 What could the Gaithersburg Police Department do to improve or enhance the level of police services provided? **Respondent skipped this question**

Q17 Is there any other information or concerns that you would like to provide? **Respondent skipped this question**

Q18 Your neighborhood is: **Foxwood**

Citizen Police Survey

Q19 What is your perception of concerns in your neighborhood?

Speeding cars/spinning tires	Insignificant
Illegal drug possession and use	Insignificant
Loud music or other noise from residences	Insignificant
Parking/traffic problems	Insignificant
Pedestrians crossing road outside of crosswalks	Insignificant
Cars not yielding to pedestrians	Insignificant
Inadequate street lighting	Somewhat
Public drinking/intoxication	Insignificant
Stray/barking dogs	Insignificant
Vandalism/graffiti	Insignificant
Youths "hanging around," blocking streets, sidewalks, businesses	Insignificant
Skateboarding on streets, sidewalks, parking lots	Insignificant
Internet/computer "scams"	Insignificant
Gangs	Insignificant
Theft from automobiles	Insignificant
Other	Insignificant

Citizen Police Survey

Q20 What is your perception of concerns in the City as a whole (not necessarily your own neighborhood)?

Speeding cars/spinning tires	Somewhat
Illegal drug possession and use	Significant
Loud music or other noise from residences	Insignificant
Parking/traffic problems	Insignificant
Pedestrians crossing road outside of crosswalks	Insignificant
Cars not yielding to pedestrians	Somewhat
Inadequate street lighting	Somewhat
Public drinking/intoxication	Insignificant
Stray/barking dogs	Somewhat
Vandalism/graffiti	Insignificant
Youths "hanging around," blocking streets, sidewalks, businesses	Insignificant
Skateboarding on streets, sidewalks, parking lots	Insignificant
Internet/computer "scams"	Insignificant
Gangs	Somewhat
Theft from automobiles	Insignificant
Other	Insignificant

#10

COMPLETE

Collector: Web Link 2 (Web Link)
Started: Monday, December 10, 2018 9:47:11 PM
Last Modified: Monday, December 10, 2018 10:10:37 PM
Time Spent: 00:23:26
IP Address: 100.15.105.17

Page 1

Q1 If you have had any involvement with the Gaithersburg Police Department during the last year, please rate our overall performance.

Poor,
Please
explain:

I experienced excessive use of force and felt completely humiliated by your condescending power hungry police officers. Why are police officers so afraid of being hurt? Police officers signed up to protect and serve, but in most cases it seems like the police's actions are exclusively focused on protecting themselves by using excessive force on people who are no threat. Your officers need to learn how to de-escalate not escalate, which causes people to panic and act unpredictably.

Q2 How well do you feel the Gaithersburg Police Department provides police services to the community?

Poor,
Please
explain:

Excessive use of force and causing people who were previously calm to freak out and disturb the community is not my idea of providing services to the community. Who does not feel scared when four police officers rush toward them and attack without explaining what's going on? Also, I told the police officers repeatedly that the left cuff was hurting but they did nothing. As a result, my left wrist is bruised and has nerve damage.

Q3 Did you interact with a Gaithersburg Police Officer? (If no please skip to the next page)

Yes

Q4 How would you rate your satisfaction with the officer's response time?

Poor,
Please
explain:
N/A

Citizen Police Survey

Q5 How would you rate the officer's professionalism?

Poor,
Please
explain:
Officers were extremely condescending to me and exactly the opposite of professional.

Q6 How was the officer's attitude and behavior during your encounter?

Poor,
Please
explain:
Let's put it this way: my faith and trust in law enforcement has been deeply eroded by the treatment I received from the Gaithersburg Police Dept. My daughter is also now scared to death of police because she saw the bruises on my wrist and legs and she knows that the police did this to Mommy because she was feeling sad.

Q7 How would you rate the officer's courteousness?

Poor,
Please
explain:
Police officers were the opposite of courteous. They didn't explain anything or tell me where we were going. They beat me up and I am still not recovered physically and will probably never heal emotionally.

Q8 How would you rate the uniform appearance of the officer(s)?

Poor,
Please
explain:
Their demeanor was mean and threatening like they were rabid wolves ready to attack anything that moved, even the air.

Q9 Do you feel you were treated with dignity and respect?

No,
Please
explain:
I was absolutely humiliated and will never forget the inhumane treatment I received.

Q10 How well do you feel the officer(s) responded to your needs?

Poor,
Please
explain:
The police officers escalated the matter. It was only when they attacked me that I started to cry. After the cuffs were removed, I recovered. So you see, there's a direct correlation between my needs being undermined by your police officers' actions.

Citizen Police Survey

Q11 If follow-up action was needed, how timely do you feel the officer(s) responded to your phone calls and/or emails?"

Respondent skipped this question

Q12 Would you hesitate to call the Gaithersburg Police in the future?

Yes,

Please

explain:

Absolutely 100%, I will never call the police for anything ever again. And what's worse is that my daughter is scared of the police now too. She told me last year she wanted to be a police officer so you can see how this experience negatively affected my entire family.

Page 2

Q13 How satisfied were you with the overall level of service provided?

Poor

Q14 What is your perceived level of trust in the Gaithersburg Police Department?

Poor

Q15 What do you like best about the Gaithersburg Police Department?

nothing positive to say at all

Q16 What could the Gaithersburg Police Department do to improve or enhance the level of police services provided?

Receive training on how to handle people self reporting mental health issues. Don't treat them like criminals and rough them up.

Q17 Is there any other information or concerns that you would like to provide?

Respondent skipped this question

Q18 Your neighborhood is:

Respondent skipped this question

Citizen Police Survey

Q19 What is your perception of concerns in your neighborhood?

Speeding cars/spinning tires	Significant
Illegal drug possession and use	Somewhat
Loud music or other noise from residences	Somewhat
Parking/traffic problems	Significant
Pedestrians crossing road outside of crosswalks	Insignificant
Cars not yielding to pedestrians	Significant
Inadequate street lighting	Somewhat
Stray/barking dogs	Insignificant
Vandalism/graffiti	Insignificant
Youths "hanging around," blocking streets, sidewalks, businesses	Somewhat
Skateboarding on streets, sidewalks, parking lots	Insignificant
Internet/computer "scams"	Significant
Gangs	Significant
Theft from automobiles	Significant
Other	Significant
Other (please specify):	Police excessive use of force

Citizen Police Survey

Q20 What is your perception of concerns in the City as a whole (not necessarily your own neighborhood)?

Speeding cars/spinning tires	Significant
Illegal drug possession and use	Somewhat
Loud music or other noise from residences	Somewhat
Parking/traffic problems	Significant
Pedestrians crossing road outside of crosswalks	Insignificant
Inadequate street lighting	Somewhat
Public drinking/intoxication	Somewhat
Stray/barking dogs	Insignificant
Vandalism/graffiti	Insignificant
Youths "hanging around," blocking streets, sidewalks, businesses	Somewhat
Internet/computer "scams"	Significant
Gangs	Significant
Theft from automobiles	Significant
Other	Significant
Other (please specify):	Police using excessive force and escalating matters though violence and meanness
