



An Assessment
of
the
Brunswick Police Department



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I. Executive Summary

Over time, it has become increasingly apparent to the members of the police department that warning signs are appearing of an impending problem – if not a crisis, one that will at least severely impact our ability to deliver services at a level which the citizens of Brunswick legitimately expect. The cause of the impending problem is an increasingly high turnover rate of officers at the police department. Six officers have left in the past year and the department is still struggling to replace them. The matter is further complicated by the fact that it can take up to a year to get a new officer hired, trained and able to patrol a sector on their own. As this report is written, the personnel crunch is so severe that three officers have been pulled from detective (including our drug detective) and community policing positions to fill patrol vacancies and we still have three patrol vacancies even after the backfilling of patrol.

The personnel crunch is so severe that three officers have been pulled from detective and community policing positions to fill patrol vacancies and we still have three additional patrol vacancies.

Chief Hinton put together a committee made up of supervisors and line officers from various sections of the police department to attempt to ascertain the reasons for the turnover / difficulty recruiting officers and to make some recommendations for solutions. The committee studied the number of officers on the police department in comparison to similar communities, conducted a wage study, a building evaluation, an internal survey of employees, and an external survey of the of the citizens of Brunswick to develop its findings.

The committee came up with the following findings/recommendations (which are discussed in greater detail commencing at Page 39 of this report):

1. The Department needs more officers;
2. Efforts needs to be made to increase the job satisfaction of current employees of the police department by improving communication and conveying support of the Town administration and the general public;
3. The Department's wages need to be made more competitive;
4. The Department needs a new facility; and
5. The community wants a more responsive Department.

We have taken steps within the police department to address the issues that we can. We now ask for help and look forward to working with Brunswick's town council, administration and citizens to finding a solution to Brunswick's remaining police personnel issues.

II. Description of Problem/Study

An Overview of the Brunswick Police Department

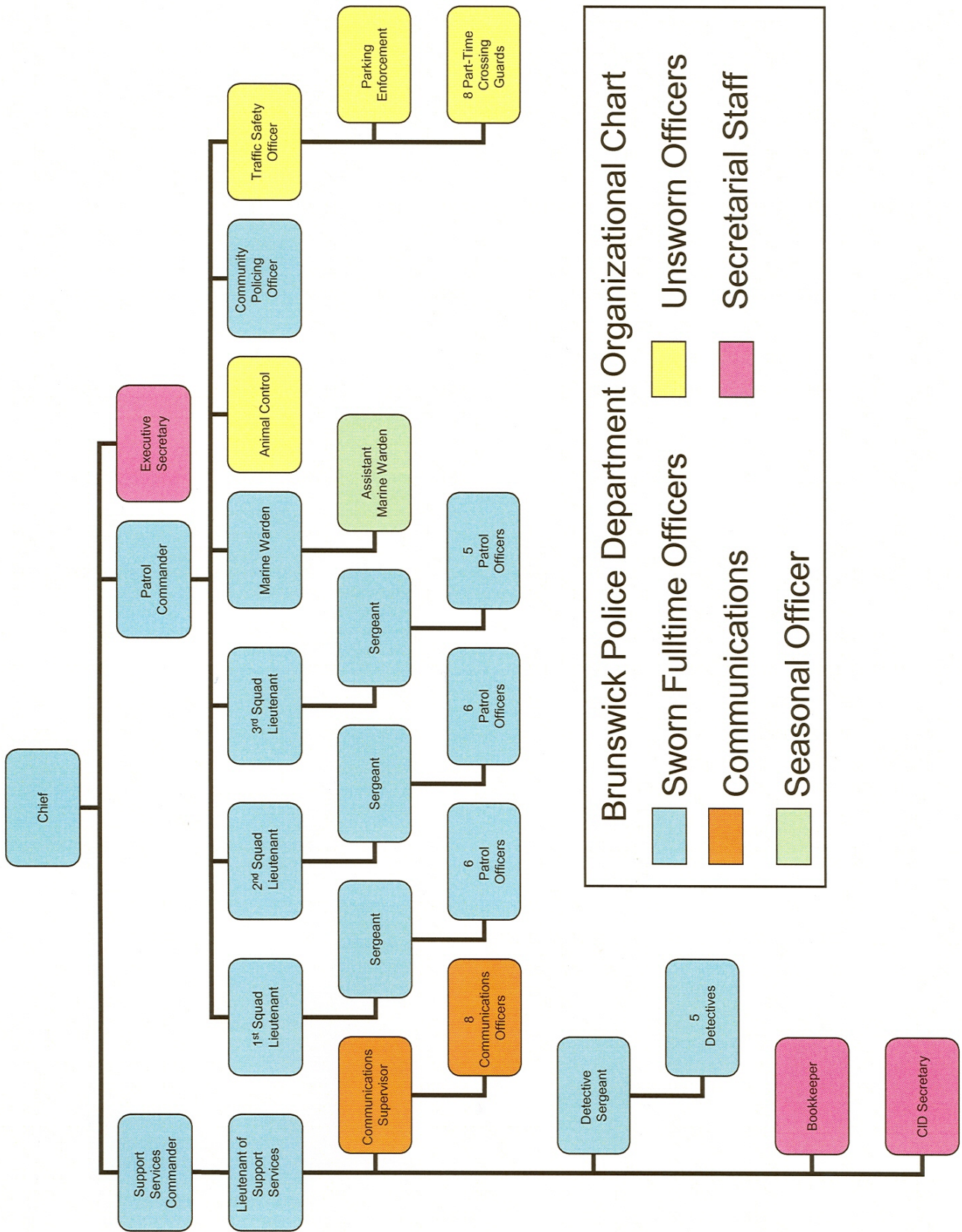
The Brunswick Police Department provides emergency dispatch and law enforcement services to the Brunswick community. The communications center is normally staffed by two people at a time, 24 hours per day. There are eight communications officers and one working communications supervisor. The communications officers handled 9,053 inbound 9-1-1 calls in 2006. They answered 9,694 calls on the general business line. They handle an average of twenty-one in-person requests for information each day. In addition, they are involved with every call for service – at a minimum they must enter the call for service into the computer system, but some calls are completely handled by the dispatcher without an officer even needing to be involved. Among other duties, communications officers also monitor the building's security cameras, prepare and receive teletypes, maintain the department's arrest warrant files, search computerized records, provide emergency medical instructions to appropriate 9-1-1 calls, and monitor radio traffic for both the Brunswick police and fire departments.

When fully staffed, the Brunswick Police Department has thirty-five officers. Three of these thirty-five officers, the chief and two commanders comprise the department's administration. The detective division is made up of a

Minimum Staffing	8AM – 5 PM	5 PM – 9PM	9 PM – 3 AM	3 AM – 7 AM
Sun	3 Officers	3 Officers	4 Officers	3 Officers
Mon	3 Officers	3 Officers	4 Officers	3 Officers
Tue	3 Officers Beat Officer	3 Officers Beat Officer	5 Officers Beat Officer	3 Officers
Wed	3 Officers Beat Officer	3 Officers Beat Officer	5 Officers Beat Officer	3 Officers
Thu	3 Officers Beat Officer	3 Officers Beat Officer	5 Officers Beat Officer	3 Officers
Fri	3 Officers Beat Officer	4 Officers Beat Officer	6 Officers Beat Officer	3 Officers
Sat	3 Officers Beat Officer	4 Officers Beat Officer	6 Officers Beat Officer	3 Officers

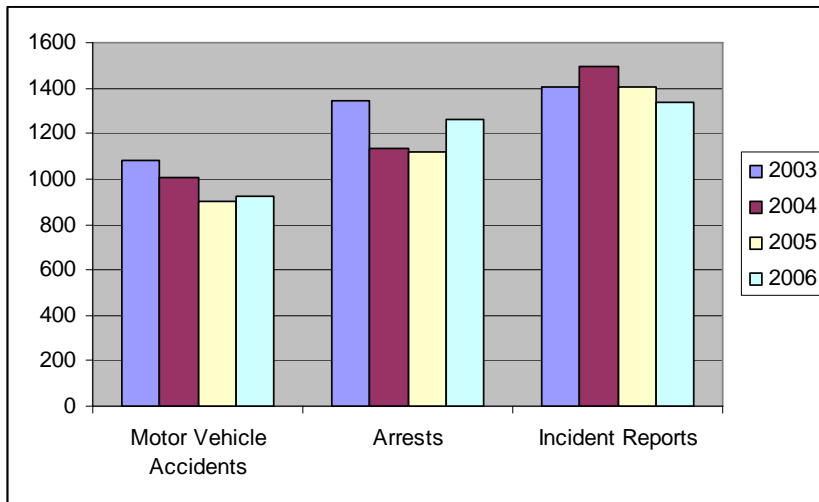
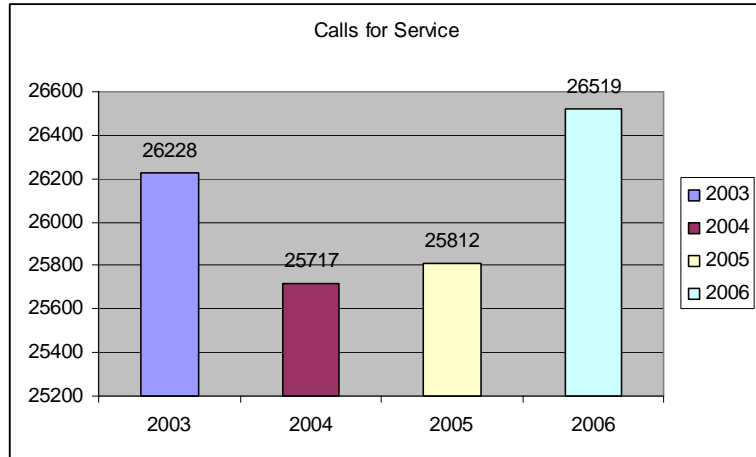
lieutenant who also acts as the department's court liaison, a working sergeant and five detectives (two school resource officers, a drug detective, a juvenile detective and an adult detective). The patrol division is made up of twenty – three officers divided amongst three squads, each of which has a working lieutenant and sergeant. The patrol minimum staffing requirements are

Fig. 1. Minimum Staffing



shown in Figure 1., though the beat officer position has not been able to be staffed for a long time due to the personnel crunch. There is also an officer assigned to be the department's community policing liaison and one who is assigned to be the department's marine warden, both of whom are assigned to the patrol division.

The numbers of calls for service vary each year, but in the past four years, the department has handled at least 25,700 calls each year. A call for service could be something as simple as a traffic stop, or as involved as a sexual assault investigation. Other examples of calls for service include barking dog complaints, child safety seat checks, a vandalized building, a motor vehicle crash and a theft report.



Significant calls for service get assigned reports of one of three types – an offense report, arrest report or accident report. The numbers of these reports vary each year – for instance if the weather is good, there may be

fewer motor vehicle crashes. However, the average number of each type of report for the past four years has been 1,410 incident reports, 1215 arrest reports and 980 accident reports.

The Problem

The words “When fully staffed” were emphasized in a preceding paragraph because they are significant. As will be discussed later in this report, 35 officers are not enough for a community the size of Brunswick. However, because of an increase in turnover of officers, the department has not been fully

staffed for a long time. In fact, over the past four years, on multiple occasions, officers have had to be reassigned from their normal duties to fill vacancies on patrol shifts. As of the date of this report, the officers who should be working in the adult detective, drug detective, and community policing officer positions have all been temporarily reassigned to fill patrol vacancies. Even with these reassignments the department still has three patrol vacancies.

The causes for the vacancies vary. In the past year the Brunswick Police Department lost two officers to retirement, two who decided that they were not suited to police work and two who left for other law enforcement agencies over pay issues. An additional drain on the police force has been the war on terrorism. Since September 11, 2001, four different officers have been called to active duty and one is still serving in Iraq.

It has become harder and harder to find qualified replacements for the departing officers. Even when a replacement is found, there is a great deal of training which must be undergone before the officer can fill a vacancy on a shift. If the officer is a graduate of the Maine Criminal Justice Academy, there is an orientation period of approximately three months to learn the town and department policies and procedures. If the officer is not an Academy graduate, in addition to the three month orientation, the officer must attend the 18 week police academy which is only offered two times a year. The hiring process itself can take months due to all of the steps involved (written test, physical fitness test, oral board, background check, psychological examination, medical examination, and polygraph test). It is not uncommon for it to take a year from when an officer leaves employment of the police department to when a qualified replacement can be hired and fully trained to take the departing officer's place.

The staffing issues at the police department have come to the point where they are having an impact on the department's ability to do its job effectively. For several years, the police department has been relegated to a reactive force rather than a proactive force. We are in hopes of reversing this phenomenon.

Description of the Assessment

The staffing crisis has led us to this evaluation of the Brunswick Police Department. Chief Hinton put together a committee made up of supervisors and line officers from various sections of the police department to evaluate it. The committee decided that areas which should be studied included:

Officers per Capita – A comparison of Brunswick's staffing levels with those of similar Maine communities;

Wage Study – A comparison of Brunswick's compensation with that of similar Maine municipalities;

Building Evaluation – A review of the adequacy of Brunswick’s physical police department;

Internal Survey – An effort to ascertain the concerns our own employees have which reflect on the delivery of public safety services. We also included those employees who, over the past six years, have moved on in their lives to other jobs, other careers, or to retirement;

External Survey - An effort to obtain feedback from our community on the job we are doing and what our priorities should be. The survey was conducted at the polls on November 7, 2006. The survey was also available on our website and to our walk-in customers at police headquarters;¹

Work Analysis – The final substantive section was an effort to explain the amount of work involved in some common cases in an effort to allow the public to better understand all that is involved with investigating a case and preparing it for prosecution.

The report closes with some conclusions and recommendation which we believe will make us more effective at serving the public safety needs of Brunswick. We describe issues affecting recruitment and retention of our valuable employees and issues which effect our delivery of public safety services. There will be conversations about working conditions, to include housing and equipment.

This report is intended as the first step in involving our employees, the town manager, town council, and our community to address Brunswick’s public safety needs.

¹ The survey responses which were received from any source other than the polls were not included in the poll survey results explained in this report in order to preserve the academic integrity of the poll results.

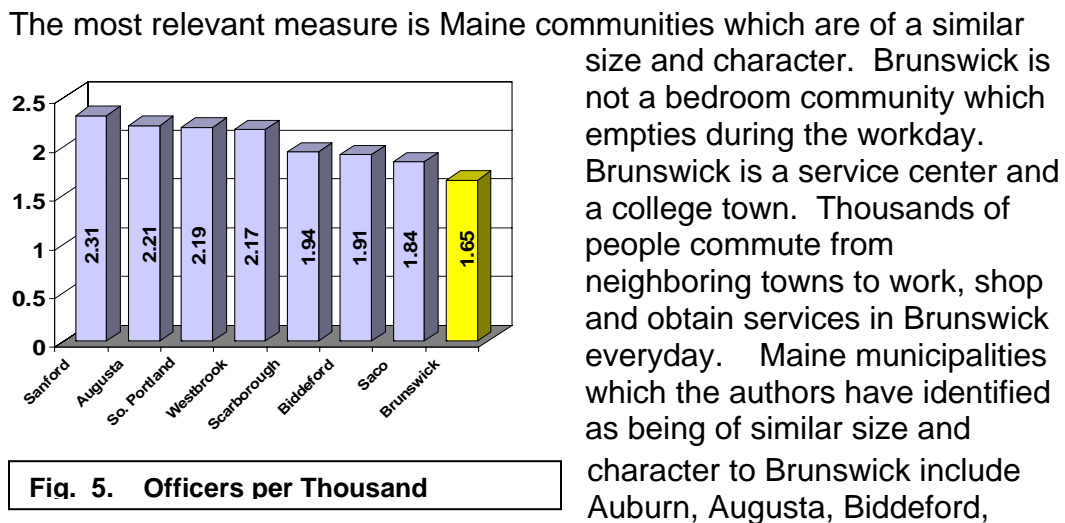
III. Officers Per Capita

There are many ways to measure the adequacy of the number of officers on a police department. A few of the areas where an insufficient number of officers can manifest itself include greater response times, lower satisfaction of complainants with the outcome of their incidents and higher rates of on the job injuries. Significant changes in these numbers are not going to occur however, until the problems get severe. For instance response times will not increase until there are too few officers to handle even the emergency calls. It takes a large number of unsatisfied customers for dissatisfaction to become widespread. It can take time for suspects to realize that backup officers may not be coming as they traditionally did and that they might have a better chance of winning a fight with the officer on scene.

One nationally accepted measure to determine the adequacy of a police force is to compare the number of officers per thousand residents. Nationwide statistics are kept by the U.S. Department of Justice. In 2005, the national average is was 2.3 officers per thousand residents.² The statistics can be further broken down by community size and region. The national average for communities with a population of 10,000 to 24,999 is 1.9 officers per thousand residents.³ The New England average for communities of this size is 1.8 officers per thousand residents.⁴ Brunswick's population is approximately 21,172 according to the 2000 United States census and it has 35 sworn officers, yielding a result of 1.65 officers per thousand.

**Sworn Officers Per
Thousand Residents
(Communities with population
of 10,000 -24,999)**

**Nationwide: 1.9
New England: 1.8
Brunswick: 1.65**



² http://www.fbi.gov/ucr/05cius/data/table_71.html (as of January 4, 2007)

³ Id.

⁴ Id.

Saco, Sanford, Scarborough, South Portland, and Westbrook. The average for these communities is 2.1 officers per thousand residents. As is shown in Figure 5., Brunswick has the fewest officers per capita, of the comparison communities. Fig. 6. portrays the same data in another way, demonstrating that Brunswick has the greatest gap between the number of sworn police offers and the population.

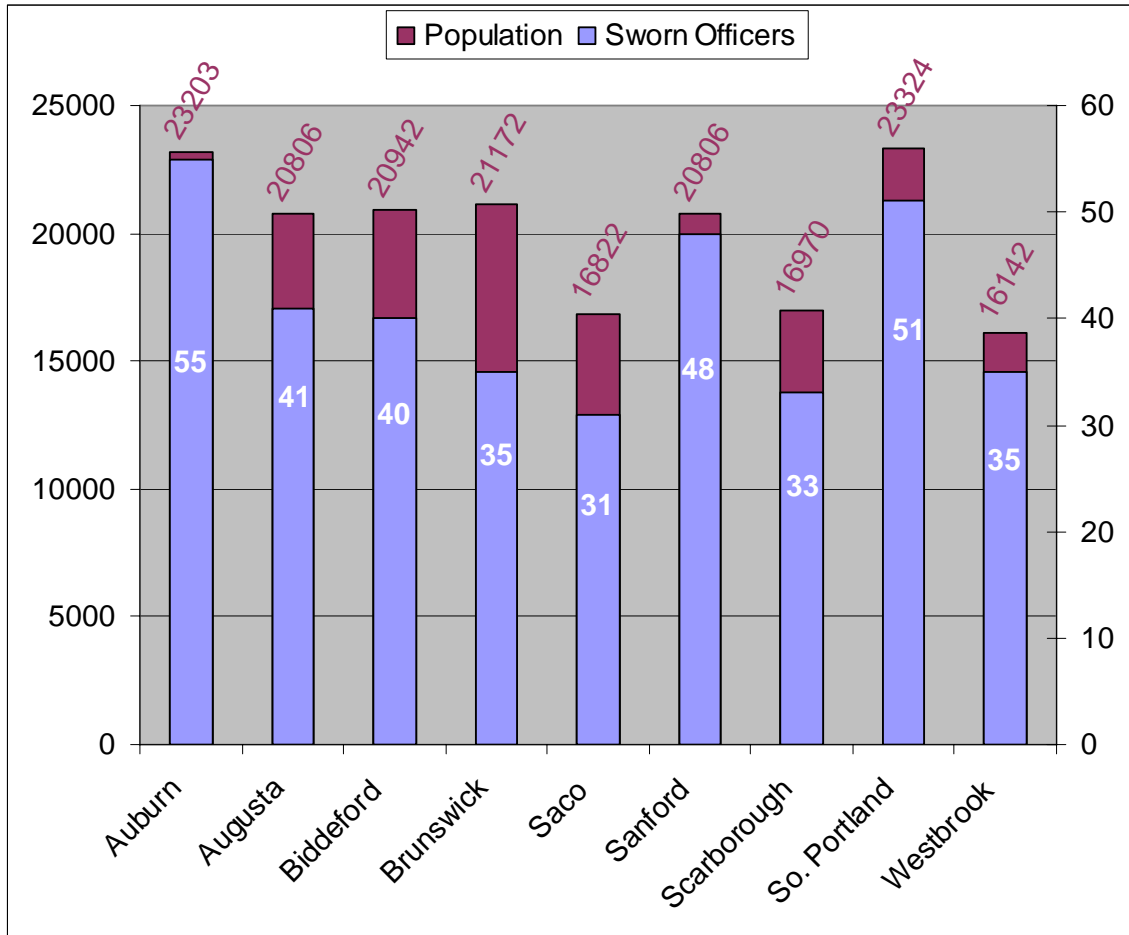


Figure 6. Comparison of Department Size to Population.

An anticipated question is how Brunswick compares to its immediate neighbors. Bath has 1.9 officers per thousand residents, Freeport has 1.5 officers per thousand residents and Topsham has 1.6 officers per thousand residents. However, for the reasons outlined previously, Freeport and Topsham are not good comparison communities. Freeport has a busy retail sector and L.L. Bean as a major employer, but it is not a service center to the extent of Brunswick. Topsham has a growing retail sector, but it is not a service center, either. Even a cursory reading of the police reports in the Times Record demonstrates how much busier Brunswick is than Topsham or Freeport.

IV. Wage Study

Nationwide, the field of law enforcement is having trouble retaining officers and finding qualified candidates to fill police officer positions. A few of the reasons for the dearth of qualified candidates are:

- *Working Hours* – Police officers must work nights, weekends and holidays;
- *Risk* – As our society becomes increasingly violent, the risk to which police officers are exposed has increased. The fact that these risks occur in Brunswick was not unknown to the local police force, but was brought to the general public's attention by the fatal shooting at the Cumberland Farms in November 2005;
- *Lack of Appreciation from the Public* – Aside from community policing activities, most people are not happy to see a police officer. Obviously people being arrested or ticketed are probably not going to be pleased with the officer, but victims and complainants are also often in a distressed state and can take it out on the officer. The general public frequently wants to avoid officers or questions their actions;
- *Exposure to Life's Worst Scenes* – Officers must investigate society's worst events. Included among the events which Brunswick offices must routinely investigate are suicides, traffic fatalities and child sex abuse cases. One does not have to graphically describe one of these cases for most people to determine that they would not want to witness one first hand.

Brunswick has not been immune to the national trend of a decrease in interest in law enforcement. In the early 1990's, Brunswick could get over 100 applications for a vacant position. Now, it is not uncommon to get only a dozen applications for a vacant position and half of them cannot pass the first stage of the application process – the physical fitness test. Many (sometimes all) of those remaining candidates are lost at the polygraph and background investigation phases of the application process. Due to these problems finding qualified police officer candidates, there is a great deal of competition to hire qualified police officer candidates and veteran officers.

In our society, in order to get people to do a job, they are paid. Pursuant to the laws of supply and demand, the more difficult it is to find people to do a job, the more pay must be offered. Due to the reasons outlined above (hours, risk, lack of appreciation, exposure to life's worst events), there is not a wage

high enough to get most people to take a law enforcement position. Luckily for society, there are some people who are drawn to the profession, for reasons such as a desire to enter public service, have job which can be exciting, etc. Given this fact, there are some people who are willing to do the job for a reasonable price and the overall law enforcement wage must simply be high enough to get people to enter the profession – which it apparently is, because although there is difficulty finding qualified applicants, the applicant pool has not entirely dried up. An additional consideration for Brunswick is that its wage must be relatively equivalent to the communities which are of a similar nature to Brunswick – approximately the same population size, service center, etc. If the wage is not relatively similar, Brunswick risks losing qualified candidates and veteran officers to other communities.

In order to judge Brunswick’s relative attractiveness to potential applicants and current employees, a wage study was conducted comparing Brunswick’s wages to those of the communities of similar size and character identified in the Officers Per Capita section of this report (Auburn, Augusta, Biddeford, Saco, Sanford, Scarborough, South Portland, Westbrook). Comparison of police wages can sometimes be difficult because base wages are but a portion of compensation given to police officers. Some departments have educational incentives which either pay for an officer to further their education or pay extra for an officer who has their associate’s or bachelor’s degree, others pay extra for EMT certification, some have shift differentials, some compensate officers who are “on call” and the list goes on.

Brunswick’s major benefits include health insurance where 85% of the premium is paid by the Town of Brunswick, Maine State Retirement at 50% of pay (with an annual cost of living adjustment) after 25 years of service, and an educational incentive which pays officers up to an extra 10% of base pay for a bachelor’s degree in certain subject areas. These benefits are very competitive with any community in Maine. Some communities might be better in some areas – the community pays 90% of the health insurance or the retirement plan pays 2/3 of pay after 25 years, but overall, largely because of its educational incentive, Brunswick’s benefit package is competitive (at least for officers with a Bachelor’s degree in one of the identified areas – however, even if one does not have the degree, the Town will pay for tuition for classes so that the officer can work towards the degree).

Brunswick’s law enforcement benefit package (health insurance, retirement and educational incentive) is competitive with any community in Maine. Brunswick’s base wages for police and communications officers lag behind comparable communities.

Our wage study shows that the area where Brunswick is not entirely competitive is in base wages – particularly in the non-supervisory police officer and dispatch positions.

In addition to step increases, some of the municipalities studied have longevity bonuses (as does Brunswick). Others do not. Our study compared base wages at three year intervals over a Brunswick police department employee’s 25 year career. Any applicable longevity bonuses were added to develop the wage spreadsheets (which can be found at Appendix B to this report). The positions studied were patrol officer, patrol sergeant, patrol lieutenant, dispatcher and executive secretary. There are certainly other positions at the police department – detectives, animal control, traffic safety, other clerical staff - but in order to keep the study simple, we selected the positions with the most comparison data available.

Position	Comparison to Average				
	Entry	Year 7	Year 13	Year 22	Career
Patrol Officer	-9.91%	-3.21%	-8.89%	-11.85%	-9.05%
Patrol Sergeant		-12.16%	-3.32%	-3.82%	-4.61%
Patrol Lieutenant			-0.93%	-4.12%	-3.80%
Executive Secretary	0.10%	7.62%	8.79%	4.39%	5.80%
Communications Officer	-5.81%	-3.05%	-2.48%	--5.63%	-4.20%

Over the course of a 25 year career, Brunswick’s wages for a non-supervisory patrol officer are 9.05% less than average. Its sergeant’s are paid 4.62% less than average and its lieutenants 3.8% less than average. Communications officers are paid 4.2% less than average over the course of their career. The executive secretary position starts out just slightly above average and over the course of a 25 year career, the wages are very competitive and actually 5.8% above the average.

The wage study also revealed that the deficiency was far from universal over the course of the 25 year career. The deficiency starts out large – Brunswick’s starting pay for patrol officers is almost 9.91 % below average and the starting pay for communications officers is 5.81% below average. The discrepancy between Brunswick’s pay and the average wage begins to shrink once Brunswick’s longevity bonuses begin to be paid and Brunswick is most competitive (though still not average) during years 7 through 13 of its employees careers. The discrepancy becomes more significant again for the last third of the officers’ careers.

While wages throughout the police and communications officers’ careers should be addressed to keep Brunswick competitive, starting pay is what needs

the most serious attention. Qualified entry level police officer candidates are receiving multiple offers and it is difficult to recruit them if pay is almost 10% less than average. The secondary priority should be increasing the longevity bonuses or adding steps so that the long time veterans can be brought up to average.

V. Building Evaluation

This section of the report pertains to the current condition of the Brunswick police department's facilities as well as its space needs. Currently the police department is operating in approximately 5000 square feet in the basement of the municipal building. The department has been located here since the mid to late 1960's. There was an addition put on the municipal building in the mid to late 1970's that brings the facility to its current size and condition.

Recent space recommendations for a modern, progressive, police organization of 50 people (sworn, civilian and communications) are approximately 28,000 square feet.



The inadequacies of the current facilities include the following: lack of training space, lack of meeting space, lack of adequate locker room space; lack of adequate shower facilities and the lack of exercise facilities. Prisoners must sometimes be handcuffed to bolts in the hallway because lack of enough space to separate juveniles and adults in custody as is required by law. Evidence must be processed outside when using carcinogenic chemicals because the department lacks any facilities to do basic evidence processing. There is insufficient storage space for equipment and evidence. The most significant space issue is the generally over-crowded conditions of the department where up to six people share an office.

Storage issues were briefly mentioned in the proceeding paragraph. By law the department is obligated to store various paper records for period's time varying from one year to eternity. Due to lack of facilities many of these records are stored off site. This is problematic when researching and processing various freedom of access requests. Storage of equipment is another issue. The department currently stores equipment consisting of vehicles, vehicle tires,



boats, trailers and in five different locations through out the town. This is a problem when an incident requires the utilization of the equipment and personnel have to be assigned to retrieve equipment prior to responding to an incident. The offsite storage has also displaced or crowded other municipal departments in their storage needs. Some pieces of equipment have to be left outside in the elements



There are environmental concerns with the current facility. There are occasions where there is partial flooding. These issues typically occur during periods of heavy rain or when there is a lot of snow melt. Climate control is lacking. At times when the heating zone that heats the upstairs portion of building runs, it causes pipes on the ceiling of the police department to heat up so much that even though the thermostat in the police department is turned off, the temperature can reach well into the 80's which is problematic for officers wearing body armor and winter uniforms. The typical remedy for this situation because of the lack of windows to open is to run air conditioning during cold weather and that is only a partial correction at best. Recently an incident happened which may be better described as structural more than environmental - a large florescent light came off of the ceiling in the communications center. Thankfully, nobody was underneath it when this occurred.



VI. Internal Survey

As part of this study, in October 2006, the Brunswick Police Department conducted an internal survey of its sworn and unsworn membership. The goal of the survey was to elicit positive responses and suggestions from its employees concerning their initial reasons for applying to the department, causes of concern or frustration within the department, and potential suggestions on how to improve our quality of life and work here at the Brunswick Police Department.

The survey consisted of five questions geared towards the above stated goals. Twenty-seven (27) of a possible forty-seven (47) employees responded to the survey. A summary of their responses to the survey questions follows.

1. *What were some of the reasons that you originally sought employment at BPD, and have any of those reasons changed since you were hired?*

Seventeen (17) of the respondents stated that the professional reputation of the Brunswick Police Department led them to seek employment here. There were nine (9) notations that the emphasis the BPD places on training was a pre-cursor to seeking employment, and there were eight (8) comments noting how “progressive” the Brunswick PD was that led to their applications.

2. *Explain some ways that BPD could improve upon workplace atmosphere and morale.*

The number one response from Officer’s to this question involved a concern that there is a lack of support/backing of the line officer’s from the administration. Eighteen (18) respondent’s noted their frustration over this issue. Several Officers noted two specific situations in their responses to this issue. One incident involved a town councilor who was involved in a motor vehicle crash, and the other involved a complaint over an officer transporting his children to school in a town owned vehicle. It is the belief of these respondents that the administration failed to “back up” their officer’s positions adequately in both scenarios.

Fifteen (15) persons noted the need for a new or larger facility in reference to this question. Nine (9) respondents wrote of the added frustration of being “teased” with a new building by the town’s administration, only to be left without on a repeated basis.

Fourteen (14) persons commented on the belief that the department needs to return focus to “patrol” related issues, and there were twelve (12) comments requesting some type of rotation policy for support services positions such as the community policing officer, school resource officers, detectives, and marine warden.

Nine (9) persons mentioned the need for more manpower on the department.

It is believed that the remaining mentioned issues (recruiting, consistency, addressing committee suggestions/concerns) addressed in response to this question revolve around communication, or a lack thereof.

Respondents noted frustration over a variety of issues that were often: incorrect, half correct, or have already been addressed. The fault, with regards to a lack of adequate communication, lies in all facets of the department. The committee can note specific areas where all divisions of the department from the administration, through line supervision and the police union's executive board have failed to make themselves properly understood. Proper communication is vital in this law enforcement agency and it is believed that this issue can and will easily be addressed now that it has been identified.

3. *What do you feel are some of the issues within the Brunswick Police Department that may be causing officers to seek employment elsewhere?*

Twenty (20) respondents noted poor pay as the reason Officer's are seeking employment elsewhere.

Fourteen (14) people noted lack of appreciation and support from the town's administration as the second most common reason for departures.

Ten (10) people noted the poor facility as the reason people are leaving, and six (6) people noted frustration over a lack of adequate manpower.

4. *If another opportunity presented itself to you tomorrow, would you leave the BPD, and if so, what would some of the reasons be for seeking other employment?*

In retrospect, this was probably a poorly worded question. There was a mixture of "yes" and "no" comments here. The majority of "yes" comments noted that they would leave if; all things being equal, another position in law enforcement were made available with better pay and/or benefits.

Notations will be made for a more properly worded question if a survey were to be conducted in the future.

5. Please share any other ideas or suggestions on how to improve the quality of work here at BPD that may not have been covered.

Eight (8) people noted that they would raise both overall manpower, and minimum staffing levels, to improve our quality of work.

Six (6) people suggested refocusing the majority of department emphasis onto patrol functions, and the same number suggested some type of awards/employee recognition (best driver/ best shooter/ officer of the year) program.

Six (6) people noted a preference for fixed shifts, while three (3) voted for rotating shifts.

Again, there were comments suggested here that can be traced back to poor communication between the department administration and its divisions.

Twenty-four (24) surveys were also distributed to former police department employees, who have left this agency within the past five (5) years. A total of five (5) surveys were returned. The returned surveys mirrored the thoughts and concerns of the department's current employees.

Analysis of Internal Survey Results

A number of general themes ran through the survey responses. The themes were as follows:

- The Brunswick police department has gained a reputation throughout the State of Maine as a professional police department that is progressive and motivated in training its officers;
-
- There is a concern among the department's officers that there is a lack of support/backing of the line officers from the administration;
- Officers are frustrated over their lack of an adequate/appropriate facility to work in;
- The number one reason for the loss of Brunswick police officers to other agencies/careers is a poor pay;

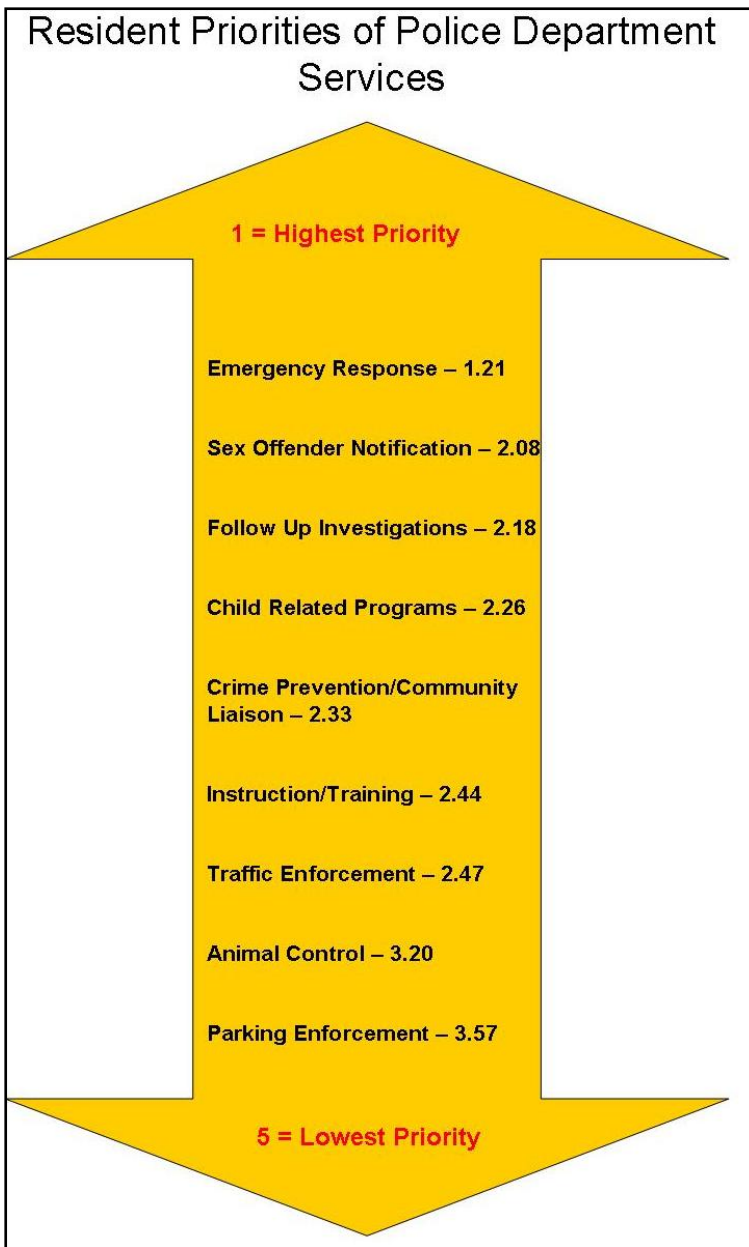
- The majority of Brunswick police officers believe that there is a lack of appreciation and support from the town administration;
- Communication, at all levels of this agency, needs to be addressed;

At the conclusion of this process there are several issues that have been, and presumably more will be, addressed by the police department administration. Lines of communication have already been improved. The truth is, however, that all department members' complaints cannot be fixed from within. Some complaints/concerns addressed in the survey fall within the realm of the town council and administration and they alone will have to decide if they will be addressed. As we move forward in this process, the committee feels that we, the employees, need to focus on those areas that the men and women of this agency *do* have control over, and continue to be the hard-working professionals that make up the Brunswick Police Department.

VII. External Survey

Other sections of this report describe issues at the police department which if left unchecked, will at some point lead to poor service and an inability to perform the police department's core duties satisfactorily. The purpose of the external survey was to determine if the problems had arrived at the point where symptoms are visible to the general public.

In order to try to reach as great a cross section of the public as possible, it was decided to administer the survey at the polls on Election Day, November 7,



2006. By the nature of offering the survey at the polls, it reached Brunswick residents (and taxpayers) and it did not allow for anyone to fill out multiple responses which would improperly influence the results one way or another.

The survey was comprised primarily of closed ended questions with two open ended questions at the end. The survey was offered to all Brunswick residents who came to the polls on November 7, 2006. The response was significant – 1526 surveys were completed, 1490 of which had at least some portion which was usable (unfortunately some people did not understand the questions or did not follow the directions which resulted in the unusable surveys). Particular questions (especially the open ended ones) did not have 1490 responses because not every person

answered every question.

Department Priorities

The first question on the survey was an attempt to ascertain what Brunswick wants the police department to be doing, ie., where it should set its priorities. The respondents were asked to assign a number from 1 to 5 (1=Highest Priority to 5=Lowest Priority) to each of the major classes of activities that the police department undertakes. The priorities assigned by the public were as follows:

- 1st - Emergency Response – 1.21
- 2nd - Sex Offender Notification – 2.08
- 3rd - Follow Up Investigations – 2.18
- 4th - Child Related Programs – 2.26
- 5th - Crime Prevention/Community Liaison – 2.33
- 6th - Instruction/Training – 2.44
- 7th - Traffic Enforcement – 2.47
- 8th - Animal Control – 3.20
- 9th - Parking Enforcement – 3.57

The survey yielded some surprises – while it was no surprise that the public ranked emergency response as their number one priority, it was a surprise was that sex offender notification was ranked by the public as the second highest priority. It was also significant that it did not appear that there were any duties to which the public assigned such a low priority that the public wants them to be dropped. The mean average score for the top six duties other than emergency response fell between 2 and 2.5. Even parking enforcement – the public's lowest priority scored a 3.57 – not a 4 or a 5 on the priority list. While a few people questioned why D.A.R.E. is taught in response to the open-ended questions, the public rated Child Related Programs as the 4th highest priority of the police department.

Quality of Service

Perhaps the most significant question on the survey was a request for a rating of the quality of service provided by the police department. The mean quality of service rating of the 1208 surveys which rated quality of service was 1.86 (1=Highest Quality to 5=Low Quality). Subsequent questions inquired into whether the respondent had actually used any police department services (reported a crime, received a traffic ticket, attended a public speaking event, etc.) in the past 2 years in an effort to ascertain whether the response to the quality of service question was just a general opinion or the result of first-hand experience. These questions found that those who had actually used police department services rated over the phone interactions at 1.88 and in person interactions at

1.86. In other words, the people who used the services of the police department rated it similar to the general public who may not have used the services.



When asked if they had contact with the Brunswick police department in the past 2 years, the responses were as follows:

Yes – 887

- Person – 393
- Phone – 110
- Both – 354
- Did not specify - 30

No – 566

Survey respondents report the following types of contacts with the police department:⁵

- Accident - 193
- Criminal Investigation - 101
- Traffic stop - 88
- Miscellaneous complaint - 309
- Animal control - 152
- Speaker at an event - 61
- Report a crime – 201
- Request for information - 288

This is not to say that the survey respondents universally assigned “1”s and “2”s to their quality of service ratings. Though their numbers were not high enough to bring the average down significantly, some people gave “4”s and “5”s. It was apparent from the responses to the open ended questions on most

⁵ Note: The results are greater than 887 because some of the respondents reported multiple contacts

of the surveys with the low quality service ratings that the poor rating was the result of a bad interaction – officer perceived as rude, expectations as to what they believed should happen to their case were not being met, not enough communication with the victim of the crime. Some of these symptoms of low quality service can be directly attributed to the problem of not having enough officers to properly perform all of the police department's duties.

Response to Open-Ended Questions

All of the responses to the open ended questions of *“If you could tell Chief Hinton one thing, what would it be?”* and *“If you could change something about the Brunswick Police Department, what would it be?”* have been included at Appendix A. The responses were very interesting and in some ways much more telling than the responses to the rating questions. It is our opinion that if someone is willing to take the time to write down their specific complaint or compliment, it should be seriously considered and we have done so. Overall, the questions asked for more police presence – more traffic enforcement (particularly in neighborhoods), more patrols and more interaction with officers. A few people wrote that there were too many officers, but there were many more explicit requests for more officers and improved facilities for the police department. There were some specific complaints and many “good work”'s.

Some of the responses to the open ended questions showed that many in the public still do not understand what issues the police department can impact or how its job is done. Some people held the police department responsible for the traffic island installed on Maine Street in front of the Hannaford entrance this past summer - this was actually a MDOT decision. Others complained of excessive physical force – while this is possible, it is more likely that the person did not understand why the force was being used. Our Citizen Police Academy⁶ has made some inroads clearing up these misconceptions, but there is certainly more work to be done. People are encouraged to learn more about the police department and law enforcement in general by taking the Citizen Police Academy.

Thank You!

We would like to sincerely thank everyone who took the survey. The response was overwhelming and we appreciate the support the public showed by being willing to take a few minutes to complete the survey. We also thank Citizen Police Academy graduates, James Bridge, Joseph Civita, Bethany

⁶ Our Citizen Police Academy is next scheduled to begin in late March, 2007. It meets one evening a week for ten weeks and consists of training in some of the more interesting and controversial aspects of law enforcement. Participants get to take part in interactive shoot-don't shoot scenarios, administer field sobriety tests, go on ride-a-longs and collect evidence among other things. It is an opportunity to break down some of the misconceptions about law enforcement and learn more about your police department.

Hunter, and Corinne Perreault who volunteered to help administer the survey and/or compile the survey results.

VIII. Work Analysis

One might look at the police department's statistics, divide by the number of officers on the department and quickly come to the incorrect conclusion that Brunswick has more than enough officers to do the work. While some cases may require little work beyond speaking to the complainant and writing a quick report – for instance, a smashed mailbox with no leads could be documented in less than an hour (including time to travel to the complainant's residence, return to the police department and write the report) – other cases can take forty hours or more of work - for instance, an internal theft with a number of suspects, or a bomb threat at the high school. The purpose of this section is to describe a few types of cases and the amount work which is involved with bringing them to a successful conclusion in order to give the layman a better understanding of how much of the assets of the police department are needed to successfully deal with many cases.

With the exception of the officer involved shooting, the types of cases selected – burglaries, traffic offenses, OUI arrests and motor vehicle accidents are very common cases. The officer involved shooting was selected because though not common, there are a few cases like this each year (thankfully not all of exactly this type of case) which take an extreme amount of work and also highlight the importance of all of the time spent training. But for all of the time spent training in firearms, emergency vehicle driving, applying spike mats, law (justification for using deadly force), protecting a crime scene, collecting evidence and interviewing witnesses, this case could have had a variety of tragic conclusions – the officer might not have fired and the suspect might have killed an innocent person, the officer might have missed and hit an innocent person, and/or the scene might not have been protected and the crime documented well enough so that the attorney general's office could do a complete investigation of the use of force – potentially leading to civil liability for the Town of Brunswick.

BURGLARIES

Motor Vehicle Burglaries

When a motor vehicle burglary is reported, a patrol officer will respond to the scene to meet with the complainant and conduct a preliminary investigation. After the patrol officer completes these tasks, he will consult with his supervisor regarding the case, collect any evidence, photograph the scene, interview any witness(es), collect written statements, possibly apprehend a suspect(s) and write a police report.

The officer and supervisor may request the assistance of a detective to help process the crime



scene, interview the witness(es), process the evidence collected, deliver the evidence to the Maine State Crime Lab, and interview and apprehend suspect(s). The detective will also be tasked with writing a police report.

Other specific time-consuming tasks involved with a motor vehicle burglary may include; DNA collection; latent fingerprint collection; latent fingerprint processing; hair and fiber collection; writing and executing search warrants; a neighborhood canvas to see if anyone saw/heard anything suspicious; follow up phone calls and conversations with witnesses and victims; prosecution and court proceedings; possibly juvenile court or informal adjustments (meetings with a juvenile and parents to craft an alternative resolution to court for first-time offenders), and after hours call-out for detectives.

Delays in "closing out a case" could include: a several month wait for



Motor Vehicle Theft / Burglary Investigation

In June 2006, the department received a call of an individual reporting the theft of her motor vehicle. A patrol officer responded and took the initial report. The officer collected several pieces of potential evidence (some of which were later swabbed for DNA) and was on scene for 1 hour and 20 minutes. The officer then drafted an investigative report and dispatch entered all of the necessary information into National Crime Information Computer in case the vehicle is located in another jurisdiction. The officer also made and received several follow-up calls as a part of the initial report.

The case was referred to the criminal investigations division ("CID"), who attempted to link the motor vehicle theft to others that were occurring around that same time.

Later in June 2006, dispatch received a report that someone believed that they had located the previously reported stolen vehicle. A patrol officer responded to the location and confirmed that the vehicle was in fact the one that had been reported stolen. A detective processed the vehicle for about 2 hours. DNA evidence was collected. The DNA evidence was transported to the Maine State Police Crime Lab in Augusta. Reports are drafted regarding the stolen vehicle and documenting the collection of the evidence from the recovered vehicle.

In October 2006, CID received a tip regarding a potential suspect. The suspect is at the York County jail. Two detectives travel to the jail and attempt to interview the possible suspect. The suspect refused to cooperate and the detectives return to Brunswick.

In November 2006, the crime lab report indicated that DNA collected from the vehicle matched that of a suspect already in the national DNA database. This suspect is the same individual the detectives attempted to interview the previous month. A search warrant is drafted to collect a known blood sample from the incarcerated suspect to be used as a confirmation to the database DNA match. The warrant takes approximately 1 hour to write, then has to be driven to a judge 20 minutes away to get it reviewed and signed. Once the warrant is signed, it needed to be served on the suspect still incarcerated in York County.

In December of 2006, a detective goes to Portland to present the case to the Cumberland County District Attorney's Office for review. The case was approved and will be presented to Grand Jury in Portland Superior Court in February 2007. All of the officers involved may be required to make several court appearances before the case is finally adjudicated.

DNA and other evidence analysis at the State Crime Lab; lack of cooperation by the victim and or witness(es); prosecutorial delay; officers reacting to more pressing crimes; officers uncovering other crimes as a result of investigating the current crime; staffing issues or any other manpower related problems.

Because motor vehicles are inherently mobile, officers are sometimes required to travel to various impound yards to process the vehicle for evidence. Also inherent with these crimes are the fact that motor vehicle burglaries typically are reported in “sprees” requiring the investigation of many different crime scenes in a short time period.

A basic motor vehicle investigation with few leads will require a minimum of 3 hours of officer time to interview the complainant, process the scene and for the officers and detectives to write their reports, process evidence and take any evidence to the crime lab. However, most motor vehicle burglaries are not basic and can involve at least one of the time consuming complicating factors listed above. Any of these factors could increase the officer time from 3 hours to several hours or days and multiple officer/detective involvement.

Residential Burglaries

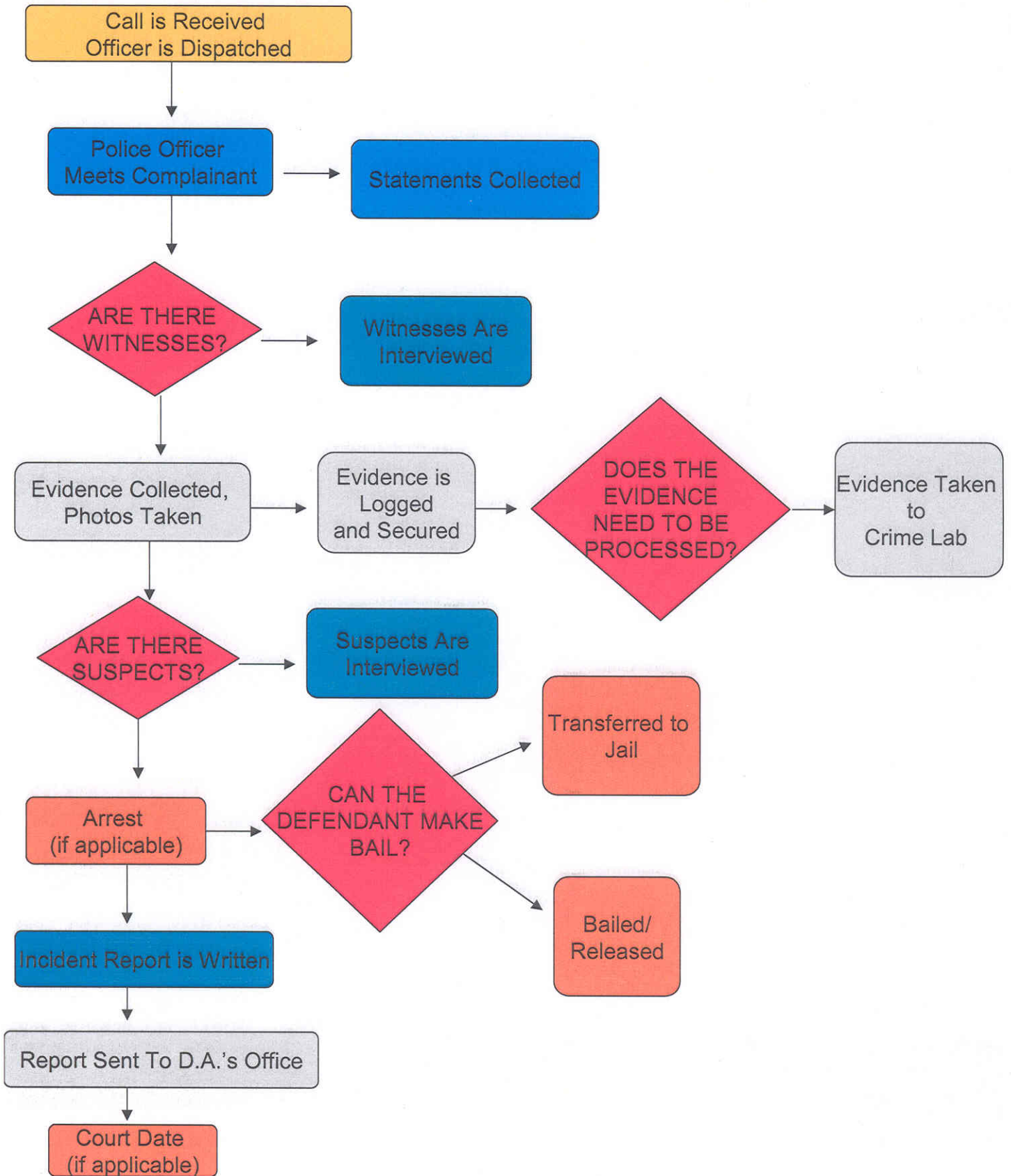
The investigation of residential burglaries is quite similar in nature to a motor vehicle burglary investigation. However, a detective is more often assigned to a residential burglary case due to the larger scope of the investigation. These burglaries are usually much more time consuming than a motor vehicle investigation due to the size of the crime scene, the property value, and the serious nature of the criminal offense.

A residential burglary investigation usually involves 2 to 3 officers/detectives to conduct the investigation. It is not uncommon for a detective to be called from home to work on a residential burglary investigation. Many of these investigations require the detective to travel to other towns and even neighboring states to interview witnesses and suspects. A relatively simple residential burglary will require about a minimum of 4 patrol officer hours and 8 detective hours to complete.



Figure . - Chart of Steps of Burglary Investigation

TYPICAL RESIDENTIAL BURGLARY



Commercial Burglaries

A commercial burglary investigation is very similar to a residential burglary investigation. However, one major difference is that officers are typically attempting to conduct their investigation while the commercial establishment is attempting to conduct normal business. This fact usually hampers the investigation and causes delays.



Commercial establishments are typically much larger than residences requiring more than one officer and usually 3 or 4 officers to assist with the investigation. Because investigators are sensitive to the needs of the business to operate “somewhat normally” during their investigations, a commercial burglary investigation requires more “follow-up” conversations with employees, business owners and other victims or witnesses.

We have found that most commercial burglaries in our community are usually linked to commercial burglaries in other towns. Many of the investigations are run jointly with other police agencies.

Commercial burglary investigations, like residential burglary investigations are very time consuming. Most investigations require a minimum of 4 hours of patrol officer time with a minimum of 2 patrol officers initially on scene. Typically, detectives require a minimum of one or two days to complete a commercial burglary investigation. Most often, these times are much higher due to the extenuating circumstances involved with these investigations.

TRAFFIC OFFENSES

“Simple” Traffic Stop

A traffic offense is generally initiated as a result of a traffic stop. The officer on patrol will observe a violation and effect a traffic stop with the vehicle. The officer will provide dispatch with a registration plate number, a location of the stop, and any other information that the officer considers pertinent (ie...number of occupants, vehicle description). If the officer deems anything about the situation to be of a safety concern, he/she may call for another officer. Sometimes this call may be made prior to initiating contact with the operator. It should also be noted that generally, other officers will routinely respond to the area of a traffic stop anyway, without being asked.

Once the officer initiates contact with the operator, he/she will return to their patrol vehicle and request driver license history/status information from dispatch. The dispatcher will then enter the information into the computer and advise the officer of the results. The other alternative is that the officer will run the drivers license information from his patrol vehicle via the mobile on-board computer. Either way, in most all cases, the officer will return to his patrol vehicle to perform this action. At this point, the officer may write a warning, write a summons, or issue a verbal warning. With any of the aforementioned alternatives, the officer will enter some type of disposition in the computer system.

The officer will then return to the operator and issue the summons. The officer will generally take a few minutes to explain the violation and the courses of action required by the recipient. In some cases, an officer must have the vehicle towed (it might not be safe to drive or not be registered). If this is the case, the officer is responsible for the safety of all of the vehicle occupants and will remain on scene until a tow truck arrives. The officer may receive assistance from another officer to provide transportation for the occupants or to stand by with the vehicle while the initial officer provides the transportation of the vehicle occupants.

Traffic Stop with an Arrest

As with the traffic infraction mentioned above, the traffic arrest is obviously generally initiated as a result of the traffic stop. The initial process is the same as outlined in the aforementioned text. Once the officer has returned to the patrol vehicle and requested the driver's license history, he/she may receive information that the driver has a suspended license, may not have a license, or may have an outstanding warrant for their arrest.

Once the officer receives the information which necessitates an arrest, he/she will request at least one other officer to be present for the arrest. In the event that the officer anticipates that the arrestee will resist, he/she will request additional officers and not initiate the contact with the operator until the other officers arrive.

Once the arrest is made, the arrestee is to the police department to be booked. Another officer will be responsible for standing by with the vehicle until it can be removed by a tow truck. The booking process itself may take up to one hour to an hour and a half depending on the amount of paperwork required for the charge. If the arrestee can be bailed, a bail commissioner will be contacted and bail is set over the telephone. The prisoner is then allowed to make calls and attempt to come up with the bail money. This process may take less than thirty minutes or up to an hour or more depending on where the money is coming from

or how much time the officer decides to allow. Once the bail money arrives, the officer will call the bail commissioner back and notify him. The bail commissioner will then respond to the police department to physically bail the prisoner from custody.

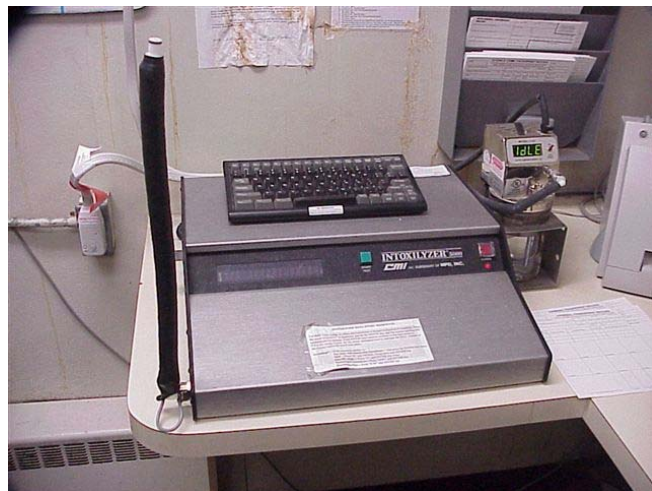
In the event that the arrestee cannot make bail, he/she will be transported to the Cumberland County Jail in Portland. This process alone may take over an hour just to do this transport.

The arresting officer will then need to write a detailed report of the event and see that all of the necessary copies get to the court and records. The officer then will receive notice of any court date regarding the violation. In some instances, the officer may be requested for court on two or three different dates depending on continuance requests etc.

OUI Arrest

If the operator was stopped for erratic driving, or alcohol or evidence of the use of drugs was detected during the traffic stop, additional steps are added to the investigation. The officer may take several minutes to question a suspected intoxicated driver before ever having the operator exit the vehicle. Once the officer determines a need to administer field sobriety tests (walking a straight line, etc), another officer is requested. The field sobriety testing process will generally take between 10 and 20 minutes depending on the intoxication level of the operator, weather conditions, road conditions, and several other factors that may delay the process.

A traffic arrest for OUI also involves extra processing of the arrestee at the police station. An Intoxilyzer test must be administered. If it is determined that the operator may be under the influence of drugs, the arresting officer may request that a drug recognition expert ("DRE" - an officer specially trained to document the effects of various classes of drugs in people) respond to the facility to do a drug screening on the arrestee. This complete DRE process alone could take up to an hour. Once the Intoxilyzer Test and/or the DRE screening process is completed, the bail process would be same as mentioned in the previous text with regard to any other criminal traffic arrest.



An OUI report is perhaps one of the most detailed field reports that a patrol officer will write. The documentation part of this arrest may take up to two

hours. The officer will also be required to attend a DMV license suspension administrative hearing (usually in Topsham) as well as any other court appearances related to the arrest. As with other cases, the officer may receive several requests to appear in court for this one case.



Suicide by Medication

The police department regularly responds to cases involving serious illness resulting from the illegal use and of narcotics. In most cases, rescue personnel arrive on scene with the police personnel and transport the person who overdosed to the hospital. In some cases, it is too late and the person is already dead. The police department's responsibility is to determine the cause of death and whether or not the death was as a result of suicide. As with any other crime scene, the area is secured and a perimeter is established. Securing a death scene requires at least two officers.

The initial responding officers contact the detective supervisor and at least one detective will respond. The scene is photographed as found. It may also be diagrammed. Any and all medications at the scene are collected and inventoried. Care is taken to record all of the prescription dates, amounts, and dosage instructions. This information is then passed on to the medical examiners ("ME") office. The ME will usually request that the decedent be transported to the their office in Augusta for an autopsy. The investigating officer is normally required to be present for the autopsy.

The officers/detectives interview anyone present and in some cases will go back several days and speak with people who had previous contact with the decedent. All of these interviews are documented in detailed written reports. It is not uncommon for detectives to conduct multiple interviews which together with their documentation could take hours.

DRUG INVESTIGATIONS

Drug investigations are based on two types of drug activity: selling and possessing.

Typically drug possession is discovered during a traffic stop or during a search incident to an arrest. Depending on drug type and amount of drug will depend on whether the suspect is given a civil summons to court or is physically arrested. If a summons is issued to the suspect the officer spend about 45 minutes on the incident. This includes

the investigation of the incident, the time to write a summons, and the time to enter the drug property into evidence.

However, if an arrest is made, the officer then needs to place the suspect into handcuffs and transport the prisoner to the police station. Once at the station the prisoner is put through a booking process which would add another 45 minutes to the officer's involvement. Once the booking process is completed the prisoner is afforded the opportunity to bail. If the suspect cannot make bail he or she is transferred to the county jail in Portland. This transfer will add 1 to 1.5 hours to the officer's involvement time. Therefore, an officer's initial involvement in a drug investigation could be anywhere from 45 minutes to 3.5 hours.

The other form of drug investigation involves the selling of illicit drugs. These types of drug investigations usually come from confidential sources of information. These types of drug investigation are much more complicated and time consuming than illegal possession cases. An initial step in drug



investigations that are based on confidential information it to attempt to corroborate the information received. If the information can be corroborated, it usually provides a target of criminal drug activity. Officers will work in undercover capacity to purchase

drugs to get inside the criminal element. Other times confidential informants will act in a controlled manner to purchase drugs for the investigation officer. These types of controlled buys often take a minimum of 2-4 hours. This includes operation prepare time, debriefing of those involved, and execution of the buy. Typically, to prove a case of drug selling at least two purchases need to be made into the same target. Therefore, increasing the hours involved to 4-8.

Drug cases also often involve drafting a search warrant for a residence to seize illegal drugs. Search warrants are based on information and often take 2-3 hours to draft. It then has to be reviewed by the prosecuting attorney and presented to a judicial authority. This process adds another couple of hours depending on availability of the prosecutor and judicial authority. Executing the warrant can take several detectives upward to 2 to 8 hours depending on size of residence. Depending on the level of risk involved with the search warrant, in addition to a number of detectives, the special response team may need to be utilized. Finally, it can take anywhere from 1 – 4 hours to enter the seized property into evidence, depending on the amount and type of property seized.

Once the officer has made a case there are numerous hours spend within the judicial system getting the suspect indicted, possibility of a jury trial and ultimately a sentencing hearing. Therefore, these types of investigations not only take hours, they take days, weeks, and in some cases even months. To safely and effectively conduct a controlled purchase of illegal drugs, there is a minimum requirement of at least four officers. There may even be additional manpower requirements if the operation is in an urban environment or there are additional safety concerns.

The actual drugs that area purchased or seized need to be analyzed at the Maine Department of Human Services Lab in Augusta. These drugs are transported to the lab by the investigating officer or by a member of the Maine Drug Enforcement Agency (“MDEA”) after the drugs are transported to the MDEA office in Portland. Either way, there is an approximate transport time for the drugs of at least one hour.

POLICE INVOLVED SHOOTING

In November of 2005, a member of the Brunswick Police Department was involved in a shooting. In addition to the entire patrol shift working at the time of the incident, there was an evening detective working as well when the event occurred. All responded to the incident. Because the ultimate shooting of the suspect began as a result of a robbery and a vehicle chase from another jurisdiction, there were also several outside agency personnel on scene. The event took place in a crowded convenience store parking lot. The first units on



scene secured the area, and were responsible for maintaining a perimeter around it to make sure that no one contaminated the scene before the Attorney General’s Office investigators could arrive. The initial concerns for personnel on scene included ensuring that the scene was safe and that medical attention could be administered to anyone that may need it. The majority of the police department which was not working that night was called in to work. Once off duty officers arrived, the involved officers were removed from the scene and transported to secure locations off-site. Each involved officer was also assigned another officer.

Detectives who were called in were assigned the responsibility of interviewing the multitude of civilian witnesses while Attorney General's office investigators interviewed the officers involved in the shooting. Some detectives traveled to Lisbon Falls, Bowdoin, Bath and Harpswell in order to interview potential witnesses as soon as possible. All of the witnesses were interviewed the night of the incident. Additional Brunswick Police personnel also assisted the Attorney General's Office Investigators with the collection of evidence at the scene. Each expended shell casing had to be located and secured.

The store video needed to be secured and reviewed in the event that it may contain a recording of the event. A detailed photographic record of the scene was made. All of the officers working at the time of the shooting needed to write detailed reports of the event.

Prior to returning to duty, the involved officer was required to take a mandatory leave of absence, and be subjected to a psychological evaluation. The involved officer was also required to re-qualify to carry a firearm under the supervision of a department firearms instructor prior to returning to duty.

The incident did not result in harm to innocent bystanders nor civil liability to the Town of Brunswick because of countless hours of training which the participating officers received in firearms use, emergency vehicle driving, application of spike mats, law (justification for using deadly force), protecting a crime scene, collecting evidence and interviewing witnesses.

Motor Vehicle Crashes

In 2006 the Brunswick Police covered 926 reportable motor vehicle crashes. Reportable crashes range anywhere from damage to vehicles to loss of life. Due to the large range of circumstances involving these crashes, the patrol officer's roles, responsibilities and time at each vary widely.

At a typical crash involving only property damage, an officer is tasked with calling wreckers if needed, taking down all information needed for a crash report, and determining the cause and fault if applicable. Another officer(s) may be needed for traffic



control. In a crash involving personal injury, the officer may have to respond to the hospital to obtain further information for their investigation. Soon after the accident, the officer soon must complete a State of Maine crash report.

In the event of an accident has caused serious personal injury or death to either an occupant or a pedestrian, one or more of the department's accident reconstructionists are called to the scene. They investigate the circumstances of the crash by taking exact measurements and mapping the locations of the vehicles and debris and interviewing any witnesses of the crash. A typical accident reconstruction of a crash can take anywhere from 15-24 hours to complete from time at the scene to finalizing all paperwork in the investigation.

IX. Conclusions and Recommendations

“Brunswick’s Police Department is like a stretched rubber band – is stretched to its limit – still doing its job but if it is stretched much further it will snap.”

– Chief Hinton

The good news is that as evidenced by the general satisfaction with the police department found in the external survey, the problems in the police department have not yet reached a level where the general public is knowingly impacted. However, like the “canary in the coal mine”, the issues raised in this assessment should not be ignored. Chief Hinton likens the police department to a rubber band which is stretched but not yet snapped. We need to find a way to reduce the tension before it snaps and the police department can no longer effectively function. Our specific findings follow.

1. The police department needs more officers. We recommend increasing the size of the police department by two officers per year until it has 45 officers. The average size of the police department of the comparison communities (Auburn, Augusta, Biddeford, Saco, Scarborough, Sanford, South Portland and Westbrook) is 2.1 officers per 1,000 residents. Applying this average to Brunswick’s population yields a result that Brunswick’s police department should have 44-45 sworn officers. The committee recognizes that it in the current fiscal climate it would be virtually impossible to hire ten officers in a year. However, in the past year, while new employees were authorized for other town departments, the police department was the only department to have a position cut (our crime analyst)⁷. In any event, it would be unlikely that ten qualified prospective officers could be found in a short period of time – not to mention the problems training them all at once and finding adequate space in the building to accommodate the growth. A better approach would be to gradually increase the size of the department.

One might challenge our conclusion on the grounds that simply because the comparison communities have 2.1 officers per thousand residents does not mean that Brunswick should have this amount of officers. However, the reality is that we do not have enough officers to adequately serve Brunswick’s needs and legitimate expectations. While we realize that one cannot please everyone all of the time, we daily get legitimate complaints from people that they want more done to solve their problem, address their case, want a report completed sooner, etc. The external survey, told us two things: 1) the community wants us to keep doing all the things that we are currently doing; and 2) the public wants more services in some areas, particularly traffic enforcement. Neither of these goals can be accomplished without more officers.

⁷ While the crime analyst was not a sworn position, she made the sworn officers more efficient and effective and could due many of the same duties as a detective.

It is interesting to note that given the increasing turnover rate of officers, it is likely that in the future the police department will rarely have the actual number of officers that it is authorized to hire. If it were increased to a size of 40 officers, it would probably have three vacancies much of the time (keeping in mind that a vacancy is not filled until an officer is hired, trained and ready to work a shift on his/her own – a process that takes about 3 months for an academy graduate and 12 months for a brand new officer). However, if the size were increased to 40 officers, the three vacancies could at least be absorbed without having to take the measures currently being employed – pulling detectives to fill patrol positions, suspending proactive community policing efforts, etc. South Portland recently added a “pipeline” position to their police department based on the assumption that it will always have at least one vacancy, so if it really wants to have 50 officers on the street, it needs to be authorized to have 51 officers.

2. Communication and support needs be increased to improve the job satisfaction of current employees. Some issues raised by the internal survey have already been addressed – communication has increased between the administration, the employees and the police union. The workspace has been “spruced up” to the extent that it can be. The department continues to offer plentiful training opportunities and the officers appreciate this. However, there is still frustration on the part of police department employees because they feel that their needs are not being addressed and there is a lack of appreciation from town government for their service.

While the employees may not always perceive it due to the section of the community that they normally work with, there is appreciation for the work of the police department in the community. The external survey responses contained many “good work”’s and “thank you”’s. The department administration and town government need to continually find ways to remind officers that their work is appreciated. There is also a responsibility on officers to become part of the community and meet people in “happier” circumstances - anything from casual conversations with citizens on the street and at the Puffin Stop to working with community organizations to benefit Brunswick – coaching sports, volunteering for churches and nonprofits, etc.

3. Brunswick Police Department wages need to be made more competitive. While we believe that the Brunswick police department’s officers are much better than average, in order regain/maintain competitiveness in the recruitment market, Brunswick’s wages need to at least keep up with the average of the comparison communities. If we do not do this we will not be able to attract the best candidates in an increasingly competitive environment. Brunswick’s benefit package is competitive.

The wage areas which are in the most dire need of being addressed are starting pay and that of officers and communications officers who have worked for the department for 13 years or more.

As a temporary fix, the Town and the police union have recently renegotiated the contract to allow the town to give the educational incentive sooner to a veteran officer who comes to the police department. When appropriate the Chief will also skip steps on the pay scale. However, if a pay step is never going to be used because it is too low, we should remove it from the wage scale so that our pay will look more attractive to people considering applying for positions.

Freeport has an interesting way to make sure that their wages are competitive – their contract automatically sets their wages at the average of their comparison communities.

4. The police department needs a new facility. The Brunswick police department's physical facility has become a running joke in statewide law enforcement circles.

An interview room should be minimally furnished so that there is nothing to distract the interviewee from the interviewer – ours is also a part time office for the communications supervisor and a storage room. It is only a matter of time before the town is sued because a prisoner falls down the external stairs to the booking room which collect wet leaves, snow and ice. The list goes on and on. We believe that the need for a new facility is so obvious that we won't belabor it. The need for it was noted by many citizens in response to the open-ended questions of the external survey.

However, there is one thing worse than not doing anything about the police department's physical facility – that is raising hopes that something will be done and then doing nothing. For literally decades, there have been countless studies - many of which officers have been asked to assist with - which are not acted upon. This has effected morale. The most recent chapter was the purchase of the Times Record building, supposedly to be a police department, or a combination of a police department and other facilities, only to have it being put back on the real estate market and used for other purposes.

5. The community wants the police department to be more responsive.

The comments to the external surveys contained calls for more contact with victims of crimes, more information on sex offenders, more contact with officers and more traffic enforcement. While some of these issues will not be able to be addressed adequately without more people – officers cannot be proactive or doing traffic enforcement if they are busy taking and writing other

reports - steps have already been taken / are being planned to try to make the most of the resources we currently have. Here are a few:

- Every officer will read the external survey comments. They serve as a reminder, not only that the officers are appreciated, but that they need to refrain from letting a bad day affect the way they interact with citizens, to take the time to chat with people, to make more efforts to give people feedback on their cases and of the issues that matter most to the public they serve;

- Our local sex offenders have been put back on our website (www.brunswickpd.org).⁸ We will continue to do door to door notifications when a sex offender moves to a neighborhood and vigorously enforce violations of Maine's sex offender registry laws;

- We are hoping to utilize a volunteer to make follow-up calls to the police department's customers to inquire into their satisfaction with the interaction and whether they need further information, etc. We may not always be able to give them the information that they want, but it will help open the channels of communication.

In closing, we enjoy serving the community of Brunswick. We have addressed the issues which are within the department's control. We hope that you will provide us the tools and look forward to working with the Town Council, town administration and the citizens to give Brunswick the level of emergency communications and law enforcement services it deserves.

⁸ The sex offenders were initially removed from our website because a 2005 law made it illegal for local police departments to put them on their website – the sex offenders were only supposed to be put on the internet by the Maine Sex Offender Registry. The Maine Chiefs of Police led a successful effort to overturn this law in 2006 and we have returned our sex offender information to our website. This list is updated as soon as changes in residency and work are known.

XI. Appendix

A. External Survey Comments

Two of the questions on the survey administered at the polls on November 7, 2006 were open-ended questions intended to ascertain what issues regarding the Brunswick Police Department were prominent in the minds of the survey respondents.

One question read:

"If you could tell Chief Hinton one thing, what would it be?"

The 678 responses were as follows⁹:

A PIT BULL DOG RUNNING LOOSE CAME AFTER MY DOG WHICH WAS TIED ON A ROBE TO THE HOUSE. I CALLED THE POLICE AND WAS TOLD BY THE POLICE TO CATCH THE DOG, PUT IT IN MY CASE AND TAKE IT TO THE ANIMAL SHELTER. "I DID NOT" I WOULDN'T GET THAT CLOSE TO A PIT BULL.

ACTIVE BATTERS INTERVENTION PROGRAM

ADD MORE OFFICERS

ALL CROSSWALKS NEED TO BE LIGHTED. IT IS A REAL SAFETY ISSUE & PEDESTRIANS ARE VERY HARD TO SEE AT NIGHT.

ALL IN ALL, BRUNSWICK OFFICERS DO A FINE JOB.

A LOT MORE ENFORCEMENT AT COOKS CORNER TRAFFIC LIGHTS, SPEEDING AND GOING THROUGH RED LIGHTS.

AN OFFICER OR TWO SHOULD DIRECT TRAFFIC WHEN BHS GETS OUT IN THE AFTERNOON TO THAT BUSES CAN GO OUT AND MAKE THOSE TWO LEFT TURNS (MAQUOIT AND MAINE ST) WITHOUT WAITING

APPRECIATES THE QUALITY AND PROFESSIONALISM OF THE DEPARTMENT

ARREST PEOPLE WHO COME OUT OF EXIT RAMPS AND DON'T YIELD, THEN DO OBSCENE GESTURES. ARREST PEOPLE WHO PARK DIAGONALLY IN THE DRIVE IN SPACES AT WAL-MART.

AS FAR AS I CAN TELL YOU ARE DOING A GOOD JOB!

BE CAUTIOUS AND SUSPICIOUS WHEN HIRING A LAWYER AS AN OFFICER

BE DILIGENT TO KEEP CHILDREN SAFE AND TEACH THEM HOW TO KEEP THEMSELVES SAFE AND RESPECTFUL

BE MORE INTERESTED IN THE CAUSES OF CRIME AND REMOVE THOSE

BE MORE VISIBLE

⁹ The responses have not been edited, except to remove profanity and names of individual officers other than the Chief.

BE MORE VOCAL AT TOWN MEETINGS. PUT SPEED TRAP AT 35 ZONE ON 295 RAMP
BE OUT AND ABOUT, SAY HI TO PEOPLE, SHOW YOU CARE

BE OUT AND ABOUT, SAY HI TO TOWNS PEOPLE, TALK, SHOW YOU CARE, TELL YOUR
STAFF TO SAY HI, GET TO KNOW WHO THEY ARE WORKING FOR
BE VIGILANT!

BEEF UP PATROL IN RULE AREAS MORE

BELIEVE YOU NEED TO MOVE THE LOCATION

BETTER ANIMAL CONTROL

BETTER CHECKING UP ON APARTMENT COMPLEX COMPLAINTS, ESPECIALLY
ROWDINESS OR DRUGS

BETTER ENFORCEMENT OF TRAFFICS VIOLATIONS (SPEEDING, FAILURE TO YIELD AS
EXAMPLE

BETTER PATROL ON RIVER RD. IS NEEDED.

BETTER QUARTERS FOR THE DEPARTMENT

BETTER RESPONSE IN COOKS CORNER AREA

BETTER SPEED LIMIT CONTROL

BIKE PATROLS PLEASE. I SUPPORT HE POLICE. THANKS FOR YOUR SERVICE.
THANKS FOR THE HALLOWEEN PATROL IN MEADOWBROOK. ONE BAD EXPERIENCE
WITH A PARKING TICKET ON PARK ROW - OFFICER DID NOT SEEM TO CARE, ONLY
PARKED 10 MIN WRONG WAY TO LOAD.
BPD DOES A VERY GOOD JOB!

BRUNSWICK IS A WONDERFUL PLACE TO LIVE AS I FEEL SO VERY SAFE AND HAVE
EXPERIENCED WONDERFUL EMERGENCY CARE.

BRUNSWICK NEEDS BETTER PLAN TO EVACUATE THE TOWN IN EMERGENCIES-SUCH
AS WHEN THE MULTIPLE CAR ACCIDENT OCCURRED ON A SATURDAY MORNING
ABOUT 10-11 AM-AND ALL THE STREETS NEAR DOWNTOWN WERE JAMMED TILL LATE
THAT AFTERNOON. IF IT HAD BEEN A MAJOR CATASTROPHE THAT REQUIRED
CLEARING THE TOWN WE WOULD HAVE BEEN IN BIG TROUBLE.
BRUNSWICK PD CONSISTENTLY PROTECTS THE RIGHTS OF CRIMINAL DEFENDANTS,
AS A DEFENSE LAWYER IT RUINS CASES BUT ITS GOOD TO SEE

BRUNSWICK POLICE SHOULD SPEND MORE TIME MAKING FRIENDS WITH THE
TEENAGERS IN TOWN THAN HARASSING THEM

BRUNSWICK SHOULD HAVE ITS OWN K-9 UNIT

BRUNSWICK SHOULD HAVE ITS OWN K-9 UNIT

CAN YOU HELP WITH THE SPEEDING ON SCHOOL ROADS AND MAINE ST

CARE MORE, DON'T ASSUME THINGS

CHANGE SPEED LIMIT ON CUSHING ST TO 25 MPH

CHANGE SPEED LIMIT ON CUSHING STREET TO 25 MPH.

CHECK ON OLDER PERSONS DRIVING LICENSE AND MAKE THEM TAKE A TEST

CHECK STOP SIGN VIOLATORS

CITIZEN POLICE ACADEMY - WONDERFUL

CLEAN UP THE MALL. KEEP GROUPS AND PEOPLE AWAY AT NIGHT. MAKES ME NOT WANT TO WALK BY

COLLEGE STUDENTS TO WEAR BRIGHT CLOTHS WHEN CROSSING MAIN ST.
COMMUNITY POLICING IS WHAT THE FOCUS SHOULD BE

CONCENTRATE ON QUALITY OF YOUR OFFICERS. I CAME IN CONTACT WITH ONE AND ASKED WHY HE DID NOT DO ANYTHING ABOUT SOMEONE WHO DROVE BY HIM AT 25MPH OVER THE SPEED LIMIT IN A RESIDENTIAL AREA AND HE DID NOT SEEM TO CARE. I WOULD CARE IF MY CHILD OR PET WAS CROSSING THE ST. AND WAS KILLED.

CONSOLIDATE WITH SURROUNDING TOWNS

CONTINUE COMMON SENSE WHILE CARRYING OUT ENFORCEMENT
CONTINUE PROFESSIONAL TRAINING/UPDATES
CONTINUE THE GOOD WORK
CONTINUE THE GOOD WORK!

CONTINUE TO EDUCATE OFFICERS TO MODEL FRIENDLY & RESPECTFUL BEHAVIOR.
THE TONE SET AFFECTS ON VISITORS, GUESTS & BUSINESS
CONTINUE YOUR POSITIVE COMMUNITY INPUT

COULD POLICE ADVISE ADDING REFLECTIVE CURB AND RED PAINT AT INTERSECTION AND ALONG PEDESTRIAN/BICYCLE TRAVEL WAYS ESPECIALLY WHERE STREET LIGHTING IS SPARSE OR TRAFFIC IS SOMETIMES HEAVY.
CPA SHOULD BE REQUIRED FOR ALL RESIDENCE
CRACK DOWN ON SPEEDING

CRACK DOWN ON SPEEDING IN RESIDENTIAL AREAS LIKE ON OUR STREET HENNESSEY AVE. PEOPLE GO MUCH TOO FAST AND CHILDREN PLAY IN THESE AREAS!

CRACK DOWN ON SPEEDING IN RESIDENTIAL AREAS LIKE ON OUR STREET HENNESSEY AVE. PEOPLE GO MUCH TOO FAST AND CHILDREN PLAY IN THESE AREAS!

CRIME PREVENTION IS NUMBER ONE PRIORITY
DARE DOESN'T WORK

DEAL WITH THE PEOPLE RUNNING RED LIGHTS ON BATH RD AND FEDERAL
DEAL WITH THE WIDESPREAD DRUG PROBLEM IN BRUNSWICK
DEPARTMENT IS DOING AN EXCELLENT JOB!! KEEP IT UP.

DISPATCH IS LACKING IN CUSTOMER SERVICE SKILLS AND RUDE

DISPATCH WAS LACKING CUSTOMER SERVICE SEEMED RUSHED AND UNCARING
DO BETTER
DO BETTER!

DO EVERYTHING IN YOUR POWER TO KEEP OUR OFFICERS WELL EQUIPPED AND SAFE !

DO MORE ON TRAFFIC ENFORCEMENT-PARTICULARLY ON STANWOOD- MOST DO NOT (COMING ON MILL ST) YIELD TO LEFT TURN WALKERS FROM STANWOOD I HAVE NOT SEEN AN OFFICER EVEN PULL ANYONE OVER WHO FAILED TO YIELD AT THAT INTERSECTION

DO NOT LET NAVY HOUSING BECOME A GIGANTIC PERRYMAN VILLAGE
DO NOT PROFILE OUR TEENS

DO YOUR JOB AND SERVE THE PUBLIC NOT THE OFFICIALS OF THE TOWN!
DO YOUR JOB, FOLLOW UP ON COMPLAINTS.
DOING A GOOD JOB
DON'T THINK WE NEED POLICE OFFICERS IN SCHOOL
DON'T USE YOUR TAZERS UNNECESSARILY
DON'T GET OVERWHELMED BY UNESSENTIALS
DON'T KNOW HIM

DON'T LET THE POLICE DEPT BE USED AS A "SCARE TACTIC" WHEN TAX CAPS OR TABOR INITIATIVES ARE BEING PROPOSED. (DO YOU HAVE A SAY IN THIS AREA?)
DON'T RUN CARS SO MUCH IN IDLE MODE IN WINTER AND USE GAS. OTHERWISE KEEP UP THE GOOD WORK.
DOWNTOWN TRAFFIC IS SCARY
DRIVE TOO FAST - SPRING STREET

EACH OFFICER SHOULD BE REQUIRED TO ENGAGE IN COMMUNITY--AT A NEIGHBORHOOD LEVEL. AND NEIGHBORHOODS SHOULD INVITE OFFICERS INTO COMMUNITY GROUP.

EDUCATE PEDESTRIANS ABOUT CROSSING AT REGULATED INTERSECTIONS
ENFORCE 25 MPH ON PLEASANT ST ONE-WAY
ENFORCE 25MPH SPEED LIMIT ON CUSHING STREET. MORE PATROLS ON CUSHING AND SWEET ST

ENFORCE HANDICAP PARKING LAWS - TOO MANY FRAUDS OUT THERE - THEY THINK THEY ARE CUTE WITH GRANDMAS HANDICAP SIGN!

ENFORCE NO PARKING REGULATIONS AT INTERSECTION OF FEDERAL & SCHOOL ST.

ENFORCE NO PARKING REGULATIONS AT INTERSECTION OF FEDERAL AND SCHOOL STREET. CAN'T SEE COMING OUT OF SCHOOL ST
ENFORCE RULES
ENFORCE SPEED LIMIT
ENFORCE SPEED LIMITS IN RESIDENTIAL AREAS!
ENFORCE SPEED LIMITS ON DURHAM AND RIVER ROADS
ENFORCE SPEED LIMITS ON MAINE ST
ENFORCE SPEEDING VIOLATIONS!!

ENFORCE THE JAYWALKING LAWS IN DOWNTOWN BRUNSWICK. ALSO, I USE THE CROSSWALKS, AND HAD A CAR NEARLY RUN ME OVER WHILE IN A CROSSWALK. A POLICE CAR WAS NEARBY BUT THE PATROLMAN APPARENTLY DIDN'T NOTICE-MUST PAY BETTER ATTENTION DOWNTOWN.

ENFORCE THE SPEED LIMIT AT THE COOKS CORNER ON/OFF RAMP FROM BATH TO CRNR AND TO INTOWN BRUNSWICK

ENFORCE TRAFFIC LAWS ON FEDERAL AND SCHOOL ST.

ENFORCEMENT OF SAFE SPEEDS DURING HOURS PARENTS ARE DRIVING STUDENTS TO SCHOOL SEEMS LAX

ENFORCEMENT SPEEDING ON HARDING/ADAMS ROAD

ENFORCING DRIVERS TO SLOW DOWN ESPECIALLY ON RIVER RD WHERE WE RESIDE W/ 3 YOUNG CHILDREN. THANK YOU.

ENFORCE SPEED LIMITS

ENHANCED EQUIPMENT IS A MUST.

EVERYONE I'VE DEALT WITH HAS TREATED ME WELL.

EXCELLENT DEPARTMENT. MARINE RESOURCES MOST COMPETENT

EXCELLENT JOB

EXERCISE RESTRAINT WHEN USING LETHAL OR ANY FORCE

FIND A WAY TO INVESTIGATE RESTRAINING CHILDREN UNDER 12 FROM RIDING A MOTORCYCLE

FINE SERVICE

FIX COOK'S CORNER TRAFFIC ON BATH ROAD (NEW SHOPPING MALL ETC.)

FIX THE TRAFFIC PROBLEM AT PLEASANT & MILLS

FIX THE TRAFFIC PROBLEMS

FOCUS A LOT MORE ON DEALING WITH DRUG DEALERS

FOCUS ON PUBLIC SAFETY

FOLLOW UP INVESTIGATION COULD BE MUCH IMPROVED.

FOLLOWED BY AN OFFICER FOR A LONG PERIOD OF TIME LATE AT NIGHT INTO TOPSHAM AND BACK. DID NOT LIKE IT. EXCEPT FOR THIS INCIDENT I HAVE ALWAYS HAD THE UTMOST RESPECT FOR POLICE. PLEASE ASSESS WHEN YOU SHOULD FOLLOW PEOPLE.

FOOT PATROL ON MAINE ST. GREAT FOR ENFORCEMENT AS WELL AS BEING PART OF THE COMMUNITY

FORGET TRAFFIC CONCERNS AND TRY STOPPING CRIME

FROM HEARING INSIDERS IT WOULD BE A BAD THING TO GO BACK TO ROTATIONS.

KEEP YOUR FORCE!

F ____ OFF

F ____ OFF

GET MORE GREEN ARROWS FOR LEFT TURNS

GET ORGANIZED TOO MUCH REPETITION OF TASKS BECAUSE YOUR DEPARTMENT DOES NOT FOLLOW THROUGH AND DO ITS ENTIRE JOB. DISPATCHERS ARE GENERALLY VERY PROFESSIONAL AND HELPFUL, BUT OFFICERS DO NOT FOLLOW UP OR RESPOND IN A TIMELY MANNER. DARE IS STATISTICALLY PROVEN TO BE INEFFECTIVE.

GET TO KNOW THE BOUNDARIES OF THE CITY.

GET TRAFFIC TO SLOW DOWN

GIVE THEM A RAISE AND MORE LAW ENFORCEMENT FOR THE HANDICAP
GO AFTER STOP SIGN VIOLATORS

GO SLOW ON FEDERAL ST IF NOT AN ACCIDENT OR EMERGENCY

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

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GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB

GOOD JOB BY ALL

GOOD JOB!

GOOD JOB!

GOOD JOB, NO COMPLAINTS

GOOD JOB.

GOOD JOB.

GOOD WORK

GOOD WORK

GOOD WORK

GOOD WORK OVERALL

GREAT JOB

GREAT JOB

GREAT JOB

GREAT JOB

GREAT JOB

GREAT JOB

GREAT JOB

GREAT JOB

GREAT JOB

GREAT JOB - EXCELLENT POLICE FORCE.

GREAT JOB - I AM PROUD OF OUR POLICE DEPARTMENT THEY ARE SO
PROFESSIONAL
GREAT JOB CHIEF!
GREAT JOB!
GREAT JOB!
GREAT JOB! KEEP UP THE GOOD WORK.
GREAT JOB!!
GREAT OFFICERS

GREAT SERVICE FOR CAR SEAT CHECK AND ANIMAL CONTROL, POOR SERVICE FOR
ACCIDENT AND MISCELLANEOUS COMPLAINT
GREAT TEAM THEY NEED A RAISE
GREATER PRESENCE ON FOOT AT EVENTS. MORE PERSONAL CONTACT WITH
CITIZENS

HAD A PROBLEM WITH ONE OFFICER NOT FINISHING HIS WORK ON A VANDALIZING
ON MY PROPERTY, DID NOT FOLLOW THROUGH WITH ME.
HAPPY
HAVE A NICE DAY
HAVE A NICE DAY!
HAVE A PRESENCE ON ME STREET
HAVE HIM PUT MORE TIME AT THE STATION INSTEAD OF RUNNING ALL OVER FOR
NOTHING
HAVE MORE PATROL ON PLEASANT ST VERY BAD TRAFFIC PEOPLE NOT YIELDING
FROM STANWOOD ONTO PLEASANT
HAVE MORE PROGRAMS AND INTERVENTIONS FOR KIDS FROM PRE-SCHOOL TO
HIGH SCHOOL
HAVE OFFICERS CUT OUT THEIR ARROGANT ATTITUDES

HAVE PEOPLE PARK GOING WITH TRAFFIC ON ALL STREETS, NOT JUST PARK ROW
HAVE POLICE TREAT ALL CITIZENS RESPECTFULLY
HE IS DOING A GREAT JOB.
HE NEEDS A NEW POLICE STATION!
HI JERRY, AL

HIGH STANDARD OF OFFICERS ON FORCE TAKE TRAINING PERSONALLY & AS A DEPT
LEADER IN MAINE. CITIZEN POLICE ACADEMY A PLUS - COMMUNITY INTERACTION.
HIGHER PAY FOR POLICE

HOMEOWNERS KEEP BASKETBALL TRAINING DEVICES OFF OF STREETS
HOPE YOU KEEP BUSY WHILE THE PATROLMEN ARE BORED. BORED COPS NO
CRIME.

HOW YOUR OFFICERS PRESENT THEMSELVES DOES MORE FOR OR AGAINST YOU
THAN ANYTHING ELSE. RUDENESS AND BRAVADO WILL NOT MAKE YOUR JOB
EASIER IN THE SHORT OR LONG TERM.

I AM CONTINUALLY IMPRESSED BY THE PROFESSIONAL CONDUCT OF EACH OF THE
OFFICERS, BOTH OVER THE PHONE AND IN PERSON.
I APPRECIATE THE JOB YOU DO

I APPRECIATE THE PROFESSIONALISM OF THE FOLKS IN YOUR DEPARTMENT.
I BELIEVE THAT THE BRUNSWICK PD COULD LEARN FROM AN ANGER MANAGEMENT PROGRAM

I BELIEVE IN RESTORATIVE JUSTICE AND BELIEVE BRUNSWICK IS A GREAT COMMUNITY TO EXPERIMENT WITH THIS PROCESS

I CAN ONLY SAY THAT WE DON'T HEAR MUCH ABOUT CRIME IN BRUNSWICK, OR ABOUT MANY TROUBLES/PROBLEMS IN THE COMMUNITY. THAT GIVES ME THE FEELING THAT THE POLICE DEPARTMENT IS DOING ITS JOB.

I DO FEEL THAT WE GET MORE FROM EACH DOLLAR SPENT IN PREVENTION THAN FROM ENFORCEMENT. BOTH ARE VITAL TO YOUR JOB. KEEP UP THE GOOD WORK I DON'T HAVE MUCH OF RELEVANCE TO SAY HERE.

I DON'T THINK THAT THERE SHOULD BE OFFICERS IN THE SCHOOLS EXCEPT FOR DRUG DETECTION.

I FEEL QUITE SAFE LIVING IN BRUNSWICK

I FEEL THE BRUNSWICK POLICE HAVE NOT PROVIDED IMPORTANT AND SAFE SERVICES IN THE LAST YEAR. I BELIEVE IT IS IMPORTANT TO MAKE THE CITIZENS FEEL SAFE AND COMFORTABLE TO APPROACH THEIR POLICE OFFICERS. I FEEL THAT THE LOCAL BUSINESS OWNERS AND YOUNGER PEOPLE DO NOT FEEL THIS WAY.

I GREATLY APPRECIATE THE DARE PROGRAM & SCHOOL RESOURCE OFFICERS.

I HAVE BEEN HARASSED SEVERAL TIMES AT NIGHT WHILE RUNNING BY THE QUAD I HAVE HAD VERY LITTLE CONTACT WITH THE POLICE DEPT. BUT ALL HAS BEEN POSITIVE. ACCIDENT, DOG BITE, UNKNOWN MOTORIST PERSON @ MY DOOR LATE AT NIGHT.

I HAVE SEEN MANY ACCIDENTS IN MY NEIGHBORHOOD (BUNGANUC RD) AND HAVE ASKED FOR ASSISTANCE IN ALLEVIATING THE PROBLEM BUT WE HAVE HAD NO RESPONSE. IT IS JUST A MATTER OF TIME BEFORE THERE IS LOSS OF LIFE AND WE STILL HAVE NOT HAD THE PROBLEM ADDRESSED.

I HAVE SET DOWN WITH THE CHIEF AND TOLD HIM OF MY PROBLEM NEIGHBORS. I THANK THE ENTIRE DEPARTMENT FOR SEEING THAT MY NEIGHBORS LIE REPEATEDLY. IN SPITE OF NUMEROUS ATTEMPTS TO HAVE ME CHARGED BASED ON THEIR LIES I HAVE NOT BEEN CHARGED WITH ANYTHING. ANY OFFICER AT ANYTIME COULD HAVE FALLEN FOR THEIR LIES BUT THEY DIDN'T. FOR THAT I AM GRATEFUL. I JUST SAW A CAR GO THROUGH A RED LIGHT, AN OFFICER IN A PATROL CAR WAS RIGHT THERE AND DID NOTHING, ALSO YELLOW LIGHTS TOO SHORT, ON AVERAGE 1-2 SECONDS.

I KNOW CHILDREN WHOSE WELLBEING CONCERNS ME ESP AROUND POSSIBLE PHYSICAL/EMOTIONAL/VERBAL OR SEXUAL ABUSE WITHIN THEIR FAMILIES AND WISH THERE WAS MORE COMMUNITY EDUCATION ABOUT THESE "INVISIBLE" ISSUES THAT MANY DO NOT CONSIDER CRIMES, AND MORE CONCRETE ADVICE ABOUT HOW TO HELP CHILDREN WHO OFTEN "NEVER TELL" THANKS FOR ALL YOU DO.

I KNOW CHILDREN WHOSE WELLBEING CONCERNS ME, ESP. AROUND POSSIBLE PHYSICAL/EMOTIONAL/VERBAL OR SEXUAL ABUSE AND I WISH THERE WAS MORE COMMUNITY EDUCATION ABOUT THESE INVISIBLE ISSUES THAT MANY DO NOT CONSIDER CRIMES, AND MORE CONCRETE ADVICE ABOUT HOW TO HELP CHILDREN, WHO OFTEN NEVER TELL. THANKS FOR ALL YOU DO.

I KNOW THE POLICE CANNOT BE EVERYWHERE, EVERY MINUTE, BUT THAT'S WHY WE HAVE SEVERAL OFFICERS AND EVERYTHING SEEMS TO BE A #1 PRIORITY
I KNOW YOU HAVE A TOUGH JOB TO DO, AND APPRECIATE YOUR SERVICE TO THE COMMUNITY. BE CAREFUL OUT THERE.

I LIKE THE FACT THAT AFTER 50 YEARS HERE I STILL FEEL SAFE HERE & GET THE FEELING THAT THE DEPARTMENT IS PROACTIVE.
I LIKE THE PRESENCE OF POLICE ON BIKES IN TOWN
I SUPPORT POLICE RAISES

I THINK HE DOES WELL, PLEASE PUT UP A TRAFFIC LIGHT AT MCKEEN & BARROWS- IT'S A ROUTE TO SCHOOL AND SOMEONE IS GOING (CHILD) TO GET HURT!
I THINK THE POLICE DO A GREAT JOB.
I THINK WE NEED FEWER POLICE OFFICERS

I THINK YOU ALL DO A GOOD JOB AND I HOPE THE TOWN CAN GET IT TOGETHER TO GET BETTER QUARTERS FOR YOU (RIGHT AFTER A NEW CENTRAL FIRE STATION)

I THINK YOUR DEPARTMENT SHOULD BE MORE INTERESTED IN HARDENED CRIMINALS THAN YOUR ONE TIME OFFENDERS AND MAKING LIFE HARD FOR THEM
I THINK YOU'RE DOING A FINE JOB. I KNOW ITS TOUGH TO SEE EVERYTHING OUT THERE. KEEP UP THE GOOD WORK!

I WANT YOU AND YOUR DEPARTMENT TO BE IN A BETTER LOCATION

I WAS BORN, RAISED TILL AGE 12 IN BRUNSWICK AFTER RETURNING I WAS UNHAPPY WITH THE COMMENTS AND POOR REPUTATION OF OUR POLICE DEPT THIS IS QUITE DISAPPOINTING AND I DON'T UNDERSTAND WHY.

I WAS BORN, RAISED TILL AGE 12 IN BRUNSWICK AFTER RETURNING I WAS UNHAPPY WITH THE COMMENTS AND POOR REPUTATION OF OUR POLICE DEPT. THIS IS QUITE DISAPPOINTING AND I DON'T UNDERSTAND WHY.
I WOULD LIKE TO SEE THE PRESENCES OF UNIFORMED POLICE OFFICERS MORE OFTEN IN TOWN
I WOULD RECOMMEND MORE NEIGHBORHOOD PATROLS

IF POLICE OFFICERS WOULD STOP SPEEDERS ON PLEASANT & MAINE INSTEAD OF LEAVING THE CRUISERS IDLING AT THE POLICE STATION, TAXES WOULDN'T BE AS HIGH

I'M A BICYCLIST. MOST OF BRUNSWICK IS SAFE THANKS! MANY CYCLISTS RIDE SIDEWALKS AND MANY DRIVERS TREAT ME AS A PEDESTRIAN AT INTERSECTIONS. SOME FOCUSED EDUCATION WOULD BE GOOD - PERHAPS SIGNS ON MAINE ST INDICATING WHERE IT'S LEGAL TO RIDE ON THE SIDEWALKS.

I'M PROUD OF OUR POLICE DEPARTMENT
IMPROVE COMMUNICATION WITH ADOLESCENTS
IMPROVE POLITENESS. MORE FRIENDLY OFFICERS
IMPROVE RESPONSE TIMES FOR INCIDENTS
IMPROVE TRAFFIC ENFORCEMENT

IN 2 "IN PERSON" ENCOUNTERS WITH THE PD FOR THE PURPOSE OF ASKING QUESTIONS AND MAKING A COMPLAINT I FOUND THE OFFICERS UNFRIENDLY AND SOMEWHAT ANTAGONISTIC. I HAVE SINCE FELT DISCOURAGED TOWARD ANY FURTHER INTERACTION. ARE THESE PEOPLE NOT HERE TO SERVE THE PUBLIC?
INCREASE COVERAGE AT SKATE PARK

INCREASE SAFETY AT FEDERAL STREET AND BATH ROAD INTERSECTION

INVESTIGATE THE CRIMES THAT ARE REPORTED, ESPECIALLY THE EASY ONES. THEY SHOULD BE QUICKLY PROCESSED AND CLEANED OFF OF THE BOOKS.
INVITE DON HILL AND I FOR A DRINK AT THE LAKE NEXT TIME

INVOLVE RESIDENTS IN SEEKING A GREATER PERCENTAGE OF TOWN FUNDS TO EXPAND THE NUMBER OF PATROL CARS DAY AND NIGHT AND IN SEEKING GRANTS TO HELP MODERNIZE AND EXPAND. THE TOWN COUNSEL SHOULD BE ASHAMED IN YOUR EXISTING HQ

KEEP ALERT
KEEP AN EYE ON DEPARTMENT SPENDING

KEEP CARS FROM PARKING IN FRONT OF DRIVEWAYS ON DUNLAP ST. I'M ON CALL 24 HOURS AND THERE ARE TIMES WHEN I CAN'T GET OUT

KEEP CARS FROM PARKING ON SIDEWALKS
KEEP DOING A GOOD JOB AND MAKE IT EVEN BETTER.
KEEP DOING GOOD WORK
KEEP DOING THE DARE PROGRAM
KEEP DOING THE GREAT JOB ALL OF YOU ARE
KEEP DOING THE GREAT JOB ALL OF YOU ARE
KEEP HIRING COMPETENT, CARING OFFICERS
KEEP HIRING GOOD PEOPLE
KEEP IT UP
KEEP IT UP
KEEP IT UP - GOOD JOB
KEEP IT UP - SCHOOL RESOURCE OFFICERS ARE GOLDEN

KEEP UP THE GREAT JOB
KEEP UP THE GREAT JOB!
KEEP UP THE GREAT WORK
KEEP UP THE GREAT WORK!
KEEP UP THE GREAT WORK. THE PEOPLE OF BRUNSWICK APPRECIATE YOUR
SERVICE

KEEP UP THE GREAT WORK. WE RESPECT ALL THAT YOU DO EVEN THOUGH MANY
PEOPLE MAY NOT TAKE THE TIME TO SAY THANK YOU. I AM IN THE MILITARY I KNOW
WHAT IT IS LIKE. THANK YOU AGAIN
KEEP UP VISIBILITY
KEEP UP WITH THE GOOD WORK!
KEEP UP YOUR GOOD WORK
KEEP US SAFE!
KEEP US SAFE.
LESS HARASSMENT

LESS OFFICERS CONGREGATED AT BRUNSWICK VARIETY AT ONE TIME
LET THE COMMUNITY SEE MORE OF YOU
LET'S PAY MORE ATTENTION TO MINOR TRAFFIC INFRACTIONS, THEY'RE IMPORTANT
TO.
LIGHTEN UP--THERE IS A LOT OF "SOCIAL PROFILING" DONE IN BRUNSWICK--
CLEARLY ECONOMIC + RACIAL DISCRIMINATION
LIKE HAVING AN OFFICER AT THEIR NEIGHBORHOOD MEETINGS. DON'T LIKE PEOPLE
SPEEDING ON HIGH STREET.
LIKE TO HAVE MORE PARKING SPACES INTOWN FOR PEOPLE TRYING TO FIND
PARKING SPACES.

LIKE TO SEE MORE OFFICERS ON FOOT PATROL IN DOWNTOWN AREAS

LOBBY TO HAVE THE POLICE DEPT TO TAKE OVER THE ENTIRE BUILDING AND MOVE
THE TOWN OFFICES TO A RENOVATED OLD HS BUILDING.

LOCAL POLICE SHOULD BE FROM AREA! IF NOT, POLICE SHOULD BE ON THE STREET
TO GET TO KNOW THE TOWN THUGS THERE OUR NEXT POLICEMAN
LONGFELLOW SCHOOL NEEDS A CROSSING GUARD IN FRONT.
LOSE WEIGHT

LOTS OF PEOPLE RUNNING LIGHTS, I WOULD LIKE TO SEE CAMERAS
LOWER SPEED LIMIT ON OLD BATH ROAD

MAKE A TASK FORCE RELATIVE TO FAMILY PROBLEMS, NOT JUST ONE PERSON
MAKE DOMESTIC VIOLENCE A PRIORITY
MAKE OFFICERS OBEY THE DRIVING LAWS

MAKE THE FORCE KNOWN IN AREAS THAT FEEL UNSAFE, PEOPLE HANGING OUT.
HAVE THE POLICEMEN SLOW DOWN ON RIVER RD.
MAKE YOURSELF MORE VISIBLE
MONITOR ILLEGAL PARKING. SPEED LIMITS ON TOWN STREETS
MONITOR SPEED ON MAINE ST.

MORE \$ FOR OUR COPS!!

MORE ANIMAL CONTROL OFFICERS AND HARSHER FINES AND SENTENCES
MORE CARS ON DUTY. SLOW SPEEDERS DOWN. SUMMER TRAFFIC CONTROL AT
RIVER ROAD INTERSECTION.

MORE CITIZEN POLICE ACADEMIES. HAVE OFFICERS CONTACT A PERSON WHO
MADE A COMPLAINT AND INFORM THEM ABOUT WHAT HAPPENED TO IT
MORE COMMUNITY DRIVE THROUGHES
MORE COMMUNITY INVOLVEMENT
MORE COMMUNITY SERVICE PROGRAMS

MORE CONTROL OVER YOUNG PEOPLE HANGING OUT ON MAINE ST
MORE DIVERSITY
MORE ENFORCEMENT AT CROSSWALKS
MORE ENFORCEMENT AT STOP LIGHTS.
MORE ENFORCEMENT ON MCKEEN STREET
MORE FOOT PATROL DOWNTOWN IN SHOPPING AREAS.

MORE INFORMATION GIVEN TO PEOPLE INVOLVED IN A PERSONAL INVESTIGATION
MORE PATROL ON MAIN ST
MORE PATROL ON MAIN ST. ESPECIALLY AROUND RUSH HOUR
MORE PATROLS IN WEST BRUNSWICK
MORE PATROLS ON RIVER ROAD
MORE PERSONAL CONTACT WITH YOUNG KIDS
MORE POLICE WALKING ON STREET
MORE PRESENCE ON JORDAN AVE !!!!!!!

MORE PRESENCE ESPECIALLY ON MAINE ST IN SUMMER SEASON.
MORE PRESENCE IN NEIGHBORHOODS AND DOWNTOWN
MORE PRESENCE IN TOWN - BIKES, CARS WALKING BEAT
MORE REC. PROGRAMS
MORE RURAL PATROLLING
MORE TRAFFIC ENFORCEMENT ON PLEASANT ST COMING OFF THE HIGHWAY
PLEASE!!
MORE WORK IN DRUG ENFORCEMENT

MOVE THE WHITE LINE WHERE PLEASANT HILL ROAD APPROACHES THE MERE PT
ROAD. IF A MOTORIST STOPS AT THE WHITE LINE, HER/HER VIEW OF TRAFFIC IS
BLOCKED BY THE HEDGE ALONG THE MERE PT. ROAD
MUST STOP TEENAGE DRINKING--START TAKING PARENTS THAT SUPPLY ALCOHOL
TO COURT

N/A

N/A

N/A

NEED BETTER COMMUNICATION BETWEEN SHIFT CHANGES SO EVERYONE IS UP TO
SPEED. ALSO, OUR DAUGHTER RAN AWAY ON A WEEKEND AND VERY LITTLE WAS
DONE TO HELP US FIND HER UNTIL MONDAY
NEED MORE DRUG AGENTS

NEED MORE PATROL AROUND TOWN
NEED MORE TRAFFIC CONTROL
NEED MORE TRAFFIC LIGHTS, PARTICULARLY ONE AT UNION AND MCKEEN
NEED PROFESSIONALISM. NEED TO STOP PROFILING. NEED TO GET OFF THEIR
POWER TRIPS

NEEDS SOMETHING MORE W/ TRAFFIC CONTROL NEAR STANWOOD + PLEASANT ST
TOO MANY ACCIDENTS, FAST DRIVERS.
KEEP UP THE GOOD WORK
NEIGHBORHOOD POLICING IS VERY IMPORTANT
NEVER HAVE MET CHIEF HINTON NEED MORE OPEN HOUSE.
NICE JOB
NICE JOB

NICE TO SEE PRESENCE ON STREET. GLAD YOU ARE IN THE SCHOOLS
NICE TOWN-I'M SURE THE POLICE DEPARTMENT HAS A LOT TO DO WITH MAKING IT
SO
NONE
NOT LIVED HERE LONG ENOUGH TO SAY
NOT MUCH. GREAT JOB
NOTHING
NOTHING
NOTHING AT MOMENT

OBJECTS TO USE OF TASER. MORE OF A VISIBLE PRESENCE IN NORTHWEST
BRUNSWICK AREA AND DOWNTOWN VS. ON PLEASANT STREET

OCCASIONALLY CHECK THE HIGH SCHOOL KIDS WHO SPEED DANGEROUSLY UP
WOODSIDE ROAD. OTHER THAN THAT - THANKS FOR THE GOOD WORK!
OFFICER _____ WAS REALLY NO HELP AND NEVER FOLLOWED THROUGH W/
WHAT HE SAID THAT HE WAS GOING TO DO!

OFFICER _____ WAS WONDERFUL @ MY RECENT ACCIDENT WHERE I WAS
REAR-ENDED @ COOK'S CORNER. PLEASE RECOGNIZE HIM

OFFICERS ANSWERING ACCIDENTS SHOULD NOT GIVE THE YOUNG ATTRACTIVE
WOMEN MORE ATTENTION & SERVICE THAN THE REST OF US.
OFFICERS ARE DOING A GREAT JOB!

OFFICERS DO NOT KNOW NAMES OF STREETS OR ROADWAYS PROPERLY IN
PARTICULAR BATH RD/OLD BATH RD. HAVE RUDE COMMENTS ON SCANNER AND
MAKE FUN OF PEOPLE

OFFICERS NEED A REFRESHER COURSE IN CONDUCT AND FIRST AID
OFFICERS NEED TO LISTEN MORE CAREFULLY. BE MORE OPEN TO CHILDREN -
FUTURE CO-OPERATION.
OFFICERS SHOULD BE MORE KIND AND COMPASSIONATE

OFFICERS SHOULD DRIVE 25 MPH AROUND TOWN LIKE WE HAVE TO
OUI-IMPORTANT!

OVERALL RATING IS EXCELLENT
OVERALL, GOOD JOB.
PAINT LINES ON MCKEEN ST

PARKING CARS FOR HOURS AT A TIME WASTING GAS - NOT STOPPING AND MOVING
LARGE OBJECT IN ROAD WHICH CAN CAUSE ACCIDENT
PARKING IS DIFFICULT, EASE UP
PATROL GURNET VILLAGE ONCE IN A WHILE.
PATROL MERE POINT ROAD. DRIVERS ARE GOING TOO FAST
PATROL RIVER ROAD A BIT MORE. JOB WELL DONE THOUGH!!
PD DOES A GOOD JOB
PEDESTRIAN SAFETY

PLEASE CHECK FOR SPEEDING IN NEIGHBORHOODS. WHO HAVE HEAVY TRAFFIC
MAINE ST MCKEEN ST UP CHURCH ROAD ETC.

PLEASE CHECK IN TOWN INTERSECTION FOR ON COMING TRAFFIC. EXAMPLE ELM
ST/UNION ST NOBLE/UNION. VERY POOR VISIBILITY FOR ONCOMING TRAFFIC.
NOBLE TEL POLES - ELM ST. HEDGES BLOCK VIEW.

PLEASE DO NOT CHANGE YOUR MIND ABOUT FORMER TIMES RECORD OFFICES
AFTER IT WAS PURCHASED. A VERY UNFORTUNATE EXPENDITURE

PLEASE DON'T LET OFFICERS/CRUISERS CONGREGATE AT PUFFIN STOP OF OTHER
COFFEE/CONVENIENCE STORES - PLEASE DISCOURAGE TEEN/YOUNG ADULT
LOITERING IN PARKING AREAS (INCL BTWN MAINE ST = POLICE DEPT)
PLEASE GET RID OF ISLAND BY HANNAFORD ENTRANCE
PLEASE INCREASE PATROLS IN RURAL BRUNSWICK

PLEASE PATROL OUT NEAR MAQUOIT BAY A LITTLE MORE OFTEN. PARTICULARLY
THE BOAT LANDING AT NIGHT AND WOODSIDE RD WHEN SCHOOL GETS OUT.
PLEASE PULL OVER FAST DRIVERS.
PLEASE SLOW TRAFFIC DOWNTOWN
PLEASE TAKE CARE OF YOURSELF

PLEASE TAKE SERIOUSLY CALLS FOR INTERNET HARASSMENT.

PLEASE TELL POLICE OFFICERS NOT TO LEAVE THEIR ENGINES RUNNING WHILE
PARKED AT BRUNSWICK VARIETY. THIS IS A TERRIBLE EXAMPLE, ESPECIALLY FOR
YOUTH

PLEASE! FIX THE TRAFFIC VIOLATIONS! * STOP SIGNS, TURN SIGNALS, SPEED LIMITS
(ADHERENCE) HAVE BECOME THE EXCEPTION RATHER THEN THE NORM!

POLICE IN BRUNSWICK NEED TO TREAT PEOPLE BETTER - AFTER ALL THEY WORK
FOR US - THEY HAVE A TENDENCY IN ALL SITUATIONS TO TREAT PEOPLE AS
CRIMINALS - I THINK THE COMMUNITY SERVICE OFFICER MADE A DIFFERENCE IN
CHANGING YOUNG PERSONS OPINIONS ABOUT THE POLICE

POLICE IN CRUISERS OBEY THE TRAFFIC AND SPEED LAWS UNLESS AN EMERGENCY
AND THEY HAVE FLASHING LIGHTS ON

POLICE SHOULD BE MORE FRIENDLY AND MORE PERSONABLE
POLICE SPEEDING IN TOWN W/O LIGHTS OR SIRENS

POLICE THE LIGHTS AT PLEASANT AND RIVER RD DURING THE SUMMER
POLICE THE NORTHWEST ASSOCIATION MORE
POSITIVE INTERACTION WITH TEENS AND COMMUNITY GROUPS TO BUILD RESPECT
AND TRUST
POSITIVE RELATIONSHIPS BETWEEN POLICE AND COMMUNITY ARE MOST
IMPORTANT TO EFFECTIVE ENFORCEMENT
PRETTY SATISFIED WITH POLICE DEPT.
PRIORITIZE TRAINING AND GOOD JOB!

PROFESSIONAL CONDUCT GENERATES CREDIBILITY AND RESPECT. ON SEVERAL
OCCASIONS VERY GOOD EXPERIENCE. ONE VERY BAD EXPERIENCE. TALKED TO HIS
SUPERVISOR, BUT STILL FRUSTRATED.
PROUD OF YOUR TEAM! APPRECIATE WHAT YOU DO
PUBLIC RELATIONS. CONTINUE TO WORK WITH THE SCHOOLS

PUT A TRAFFIC LIGHT AT THE INTERSECTION OF MCKEEN AND MAIN ST.
PUT CAMERAS AT INTERSECTIONS TO CATCH PEOPLE BLOWING THROUGH RED
LIGHTS BAD PROBLEM
PUT IN MORE TRAFFIC LIGHTS
PUT MORE OFFICERS ON RIVER RD. CATCH THE SPEEDERS
PUT MORE POLICE OUT ON THE ROAD
PUT PATROL OFFICER AT MAQUOIT/MEREPOINT INTERSECTION DURING HEAVY
TRAFFIC FLOW FROM HIGH SCHOOL.
PUT SPEED TRAPS ON DURHAM RD.
PUT UNARMED PLAIN CLOTHED OFFICERS IN SCHOOLS
QUALITY OF SERVICE DEPENDS ON THE OFFICER. JERRY YOU NEED TO BE AT MORE
MEMORIAL DAY PARADE MEETINGS.
QUESTIONS ABOUT ANIMAL CONTROL NOT BEING AVAILABLE ON WEEKENDS,
HOLIDAYS, NIGHT
RADAR ON PLEASANT ST
RAISE PAY, NEW POLICE STATION.
REALISTIC APPROACH DURING AM AND PM COMMUTE TIME
RED LIGHT AT MCKEEN & MAINE
RED LIGHT RUNNING NEEDS TO STOP !
REDIRECT TRAFFIC LANES AT FIRST PARISH CHURCH
REGARDING INCIDENT JULY 04 AT MY APARTMENT
RESERVE PROGRAM WOULD HELP
RESPOND TO CITIZENS RESPONSES AND ENFORCE WRITTEN LAWS AND
ORDINANCES FOR EVERYONE AND NOT FOR SOME
RETIRE
RETIRE
ROUTE PATROL OF BAY BRIDE ESTATE WOULD BE NICE
SATISFIED WITH POLICE
SCATTERED TRAFFIC ENFORCEMENT

SENDING SOMEONE TO JAIL FOR MOTOR VEHICLE INCIDENTS IS UNCALLED FOR

SEX OFFENDERS NEED TO LIVE FAR AWAY FROM THE SCHOOLS
SLOW DOWN CARS ON FEDERAL ST
SLOW DOWN THE DRIVERS THROUGH WILDWOOD ESPECIALLY SOCCER PARENTS
THAT DON'T LIVE THERE
SLOW DOWN WHEN SPEED NOT NECESSARY ON CROWED ROADS. SPEED KILLS IN
ANY VEHICLE
SLOW THE HIGH SCHOOL KIDS VEHICLES DOWN NEED MORE SPEED ENFORCEMENT
BEFORE AND AFTER SCHOOL
SO SORRY YOU DON'T HAVE BETTER QUARTERS
SOLVE THE PROBLEM OF SPEEDING ON MAIN STREET
SOME GREAT EXPERIENCES WITH OFFICERS, SOME RUDE, UNFRIENDLY AND
RUSHED
SOME OFFICERS ARE VERY PROFESSIONAL. OTHERS ARE RUDE AND ABRASIVE.
MAKE ALL OFFICERS AWARE OF ARRESTS AND INVESTIGATIONS AND FACT
FINDINGS.

SOME YEARS AGO AFTER VISITING EUROPE, I WROTE THE CHIEF ABOUT EUROPE'S
AUTOMATIC SPEED AND INTERSECTION MONITORS AND THOUGHT THEY SHOULD BE
CONSIDERED. I DID NOT EVEN GET AN ACKNOWLEDGMENT. SHAME ON YOU.
SONYA NEEDS A RAISE
SORRY YOU'RE E STILL IN THE BASEMENT.

SPEED LIMITS IN RURAL AREAS ARE TOO HIGH & WE NEVER SEE POLICE CARS OUT
ON LUNT RD. SPEED LIMITS NOT ENFORCED

SPEEDING (40 IN A 30MPH ZONE) ISN'T THE WORST THING... I KNOW YOU HAVE TO
MAKE STOPS BUT WARNINGS ARE SOMETIMES OKAY!

SPEEDING BY HIGH SCHOOL STUDENTS ON WOODSIDE ROAD IS VERY DANGEROUS!

SPEEDING ENFORCEMENT. WOODSIDE WHEN SCHOOL GETS OUT
SPEEDING IN RESIDENTIAL AREAS

SPEEDING ON HENNESSEY AVE IS VERY HIGH NEED MORE TICKETS ISSUED.
SPEEDING ON MAINE STREET

SPEND LESS TIME ON TRAFFIC STOPS AND FAR MORE TIME ON REAL CRIMES. YOUR
OFFICERS OFTEN CREATE A GREATER HAZARD DURING ROUTINE STOP THEN THE
ALLEGED INFRACTION WAS CAUSING.

SPEEDING IN NEIGHBORHOODS IS MORE IMPORTANT THEN MAIN STREET

STANWOOD ST. IS A RACEWAY HIGH SPEED AND LOTS OF MOTORCYCLES
ESPECIALLY BETWEEN RR TRACKS AND MCKEEN PLEASE HAVE MORE PATROLS
ESPECIALLY IN LATE AFTERNOONS.
START WITH THE CHILDREN AND BUILD FROM THERE.
STATION AN UNMARKED CAR AT THE INTERSECTION OF GILMAN UNION AND OAK
STREET TO CATCH SPEEDERS

STATION AN UNMARKED CAR AT THE INTERSECTION OF GILMAN, UNION, AND OAK STS TO CATCH SPEEDERS.

STOP BIW TRAFFIC ON RIVER ROAD FROM DRINKING--THROWING BEER CANS--SPEEDING--ESPECIALLY SUMMER

STOP BIW TRAFFIC ON RIVER ROAD FROM DRINKING--THROWING BEER CANS--SPEEDING--ESPECIALLY SUMMER

STOP PEOPLE FROM RUNNING RED LIGHTS AT STANWOOD/PLEASANT/MILL STREET

STOP PEOPLE FROM RUNNING RED LIGHTS AT STANWOOD/PLEASANT/MILL STREET

STOP SPEEDING ON HENNESSEY AVE

STOP SPEEDING. USE MORE SPACE TO ENTER TRAFFIC.

STOP TAIL-GATERS

STOP THE FLOW OF HARD CORE NARCOTICS--COKE, HEROIN, METH--THAT TRICKLES INTO OUR HIGH SCHOOL--

STOP THE SPEEDERS ON HENNESSEY AVE!!!

STOP TREATING EACH CUSTOMER AS A LIAR WHEN THEY ENTER THE STATION

STRONGER CONTROL ON CRIMINAL MISCHIEF, IE; DESTRUCTION OF PEOPLE'S PROPERTY

STRONGER DRUG ENFORCEMENT MEASURES

STRONGER TRAFFIC ENFORCEMENT

_____ IS VERY NICE AND DOES A GREAT JOB. I DEALT WITH HER FOR AN APPLICATION FOR A CONCEALED FIREARMS PERMIT

TELL OFFICER'S TO BE GENTLE WHEN KIDS ARE IN THE CAR.

TELL PEOPLE BETTER TO BE SAFE THAN SORRY

TELL POLICE NOT TO STEREOTYPE THE YOUNG AND THE MINORITIES

TELL THE PEOPLE OF MAINE TO USE THEIR SIGNAL LIGHTS

THANK YOU

THANK YOU

THANK YOU

THANK YOU

THANK YOU

THANK YOU AND YOUR DEPARTMENT FOR YOUR DEDICATION

THANK YOU FOR ALL THE POLICE FORCE DOES

THANK YOU FOR BEING THERE

THANK YOU FOR KEEPING US SAFE

THANK YOU FOR PUTTING YOUR LIFE ON THE LINE AND ALL THE RESPONSIBILITIES OF BEING OUR CHIEF! GOD BLESS YOU!

THANK YOU FOR THE OFFICERS INVOLVEMENT IN ELEMENTARY SCHOOLS

THANK YOU FOR THE SCHOOL PROGRAMS I THINK THEY ARE VERY IMPORTANT.

THANK YOU FOR TRAINING YOUR OFFICERS & DETECTIVES SO WELL. THEY RESPONDED EXTREMELY WELL WITH MY CASE OF BURGLARY.

THANK YOU FOR YOUR HARD WORK AND WILLINGNESS TO SEEK THE OPINION OF CITIZENS

THANK YOU FOR YOUR SERVICE AND THE SERVICE OF YOUR OFFICERS AND STAFF.
THANK YOU KEEP IT UP!
THANK YOU!
THANK YOU! KEEP THE SCHOOLS SAFE FROM VIOLENCE AND **REALLY** GET RID
OF DRUGS!

THANK YOU. I HONOR YOU FOR CONTINUING TO BELIEVE IN PEOPLE RATHER THEN
GIVING UP ON THEM. I ASK YOU TO DO WHAT YOU CAN FOR THE MENTALLY ILL.
THANK YOU. KEEP UP THE GOOD WORK
THANK YOU. KEEP UP THE GOOD WORK
THANKS
THANKS
THANKS

THANKS CHIEF FOR ALL YOU AND THE FORCE DO! CAROL GROSS
THANKS FOR FINDING MY WALLET.
THANKS FOR TAKING THE SURVEY OUT INTO THE PUBLIC
THANKS FOR THE HELP AT THE LIBRARY
THAT DET ANDREOTTI IS DOING A GREAT JOB WITH KIDS.

THAT JAY WALKERS SHOULD GET THE SAME FINES AS VECH. NOT STOPPING FOR
PED. IN CROSSWALKS. ESPECIALLY BOWDOIN COLLEGE JAYWALKERS.

THAT YOU DO SOMETHING ABOUT TH E WAY THE CARTS PEEL OUT AT THE MOVIE
THEATER AND ON THE THOMAS POINT ROAD
THE CPA IS GREAT
THE DEPARTMENT DOES A GREAT JOB! THANK YOU.
THE DEPT. IS DOING AN EXCELLENT JOB

THE DRUG PROBLEM AT THE HIGH SCHOOL IS HUGE AND NEEDS TO BE DEALT WITH
THE FOLLOW UP WAS NOT AT ALL SATISFACTORY. WE HAD LOTS OF INFORMATION
BUT IT WAS NOT USEFUL

THE LOITERING ON THE DOWNTOWN MALL AFTER DARK (NIGHT) IS A CAUSE FOR
CONCERN - I'VE HEARD ACCOUNTS OF DRUG USE/DEALING ETC. REGARDLESS OF
ACCURACY, IT WOULD BE PRUDENT TO SEE A POLICE PRESENCE IN THE PARK AT
NIGHT WHEN PEOPLE ARE GATHERED.
THE OFFICER FROM BJHS SPOKE AT BOY SCOUT; MEETING AND DID A WONDERFUL
JOB.
THE PERSON AT THE DESK WAS VERY RUDE

THE POLICE DO A GOOD JOB BUT YOU PICK ON MOTORISTS A BIT I HEAR.
THE POLICE SHOULD WORK ON HAVING A MORE POSITIVE ROLE AND SPEND TIME
KNOWING THE PEOPLE!
THE PROBLEM WITH SPEEDING IS OUT OF CONTROL

THE SPEED LIMITS ARE OVERLY OBSERVED, WASTE OF TOWN MONEY!
THE XXXXX QUANTITY OF OFFICERS SEEM TO BE EXCEPTIONALLY BUSY. NEW
OFFICERS NEED TO BE ADDED

THERE ARE A LOT OF CHILDREN WITH AUTISM AND I WOULD LIKE TO SEE TRAINING TO DEAL WITH THEM-I HAVE A 5 YEAR OLD

THERE ARE OFFICERS WHO TRULY HAVE THE SPIRIT OF PUBLIC SERVICE AND THERE ARE THOSE WHO SHOULD CONTEMPLATE THE TERM SERVICE

THERE ARE TWO SIDES TO EVERY STORY ESPECIALLY WHEN A CHILD IS INVOLVED

THERE IS A LOT OF CONCERN ABOUT THE INTERSECTION OF PLEASANT HILL RD AND CHURCH RD SPEEDING, DRAG RACING, ETC

THEY ARE DOING A WONDERFUL JOB.

THINGS SEEM OK TO ME.

THINK EVERYONE IS FINE - HAVE HAD NO DEALINGS WITH THE POLICE DEPART.

KEEP UP THE GOOD WORK!

THIS IS NOT NEW YORK CITY!

THURSDAY, FRIDAY AND SATURDAY NIGHTS ON MAINE STREET ARE VERY LOUD. MANY DUI CASES DURING THESE TIMES. HAVING SOMEBODY AROUND WOULD BE BENEFICIAL

TICKET SPEEDERS ON PLEASANT STREET

TO BE MORE AWARE OF HAPPENS EVERYWHERE EVEN ESP NEIGHBORHOOD.

TO KEEP UP THE GOOD JOB!

TO MAKE SURE OFFICERS WHO GET PROMOTED ARE WORTHY OF SUCH PROMOTION

TO PROVIDE QUALITY IN-HOUSE DOMESTIC VIOLENCE PREVENTION AND CONFLICT RESOLUTION TRAINING

TO RESPOND TO HIS RESIDENTS CONCERNS.

TO STOP & SIGN TICKET, ESPECIALLY TO IN TOWN SPEEDERS. TO PERSUADE COUNCIL TO REQUIRE REMOVAL OF BIG SHRUBBERY ON CORNERS BLOCKING VIEW.

TO WORK WITH OFFICERS TO LEARN NON-VIOLENT COMMUNICATION SKILLS - CHECK OUT THE BOOK NON-VIOLENT COMMUNICATION BY MARSHALL ROSENBERG

TOO MUCH SPEEDING. NEED TOWNWIDE COMMITMENT TO CIVIL BEHAVIOR AND TOUGH ENFORCEMENT. DOESN'T LIKE LIGHTED CROSSWALKS AT BOWDOIN COLLEGE.

TRAFFIC CONTROL (SPEED) DOWN JORDAN AVENUE

TRAFFIC CONTROL AT RIVER ROAD INTERSECTION OF RIVER RD AND PLEASANT ST
TRAFFIC ENFORCEMENT A HIGH PRIORITY

TRAFFIC ENFORCEMENT AT PEDESTRIAN CROSSINGS NEAR SCHOOLS SHOULD BE CONSIDERED A PRIORITY

TRAFFIC ENFORCEMENT NOT ENFORCED. A JOKE WITH OFFICERS SITTING IN BURGER KING, I CALLED AND IDENTIFIED A CAR GOING AT 95 MPH IN THE 25 ON ME, HAPPENS ALL THE TIME

TRAFFIC GOES TOO FAST ON PLEASANT ST FROM MILL TO CUSHING EXAMPLE WOULD BE THE BRUNSWICK HOUSE OF PIZZA DELIVERY DRIVERS

TRAFFIC VIOLATION DESERVE MORE ATTENTION

TRAIN OFFICERS FIRST AID. TELL THEM TO HELP PEOPLE. WATCH THEIR LANGUAGE
TRAIN OFFICERS TO BE MORE COMPASSIONATE

TRAIN YOUR OFFICERS TO DO THEIR JOB THE WAY IT SHOULD BE DONE NOT THE
WAY THEY FEEL IT SHOULD BE DONE.

TRAINING IS ESSENTIAL - TESTING IS ESSENTIAL SO THAT YOU KNOW IF OFFICER
KNOW WHAT HE/SHE HAS TRAINED FOR ETC

TRAINING TO WORK WITH PEOPLE WHO ARE MENTALLY AND PHYSICALLY DISABLED
USE MORE SPEED TRAPS AROUND TOWN.

VEHICLE SAFETY SEGMENTS ON NEWS TO ADDRESS RIGHT ON RED, CROSSWALKS
(AUTO + PEDESTRIAN RESPONSIBILITIES) ETC. MANY BRUNSWICK DRIVERS SEEM
TO FORGET THE BASIC RULES

VERY GOOD DEPARTMENT THANK YOU

VERY GOOD GROUP HE HAS.

VERY HAPPY WITH ONE INTERACTION WITH DEPARTMENT, NOT HAPPY WITH
ANOTHER - TWO DIFFERENT OFFICERS.

VERY SATISFIED WITH ANY INQUIRIES OR PROBLEMS EVER ENCOUNTERED

VERY SATISFIED WITH PD. OFFICER RESPONDED WELL TO A COMPLIMENT AND
GAVE ADDITIONAL INFO.

VERY SATISFIED WITH THE VISIBILITY OF THE OFFICERS IN TOWN

WANTS TO SEE BIKE/FOOT PATROL AND COMMUNITY POLICING PRESENCE

WATCH FOR MORE SEX OFFENDERS AND LET PEOPLE KNOW ABOUT THEM.
WE DEFINITELY NEED A NEW POLICE STATION

WE DO NOT NEED ALL THE EXTRANEIOUS SERVICES THAT BRUNSWICK PAYS FOR
AND OTHERS USE - LIKE THE CRIME ANALYST FOR EXAMPLE. SHARE MORE SERVICE
COSTS WITH NEIGHBORING TOWNS.

WE NEED A TRAFFIC LIGHT AT LONGFELLOW AND MAINE

WE NEED TO BE MORE PRO-ACTIVE TO OUR JUVENILES. TOO MANY ARE ADVANCED
IN THEIR KNOWLEDGE ON HOW TO BEAT THE SYSTEMS. OUR LAWS NEED TO
CHANGE TO ALLOW PARENTS TO BE PARENTS AND LAW ENFORCEMENT
RESPECTED.

WEEKEND ANIMAL CONTROL PERSON SHOULD BE ON DUTY

WELL DONE! WE TRUST YOU!

WHO ARE YOU?

WHY DON'T STATE/USM/OR DEALER PLATED CARS EVER GET PULLED OVER
WORK HARD

WORK ON A NEW LOCATION/BUILDING FOR THE POLICE STATION.

WORK ON SLOWING TRAFFIC DOWN ON MAINE ST

WORK ON TRAFFIC RESOLUTIONS

WORK TO GET CLOSER TO MEMBERS OF COMMUNITY

WORK WITH THE TOWN TO GIVE THE DEPT BETTER FACILITIES

WORKING AT MID COAST HOSPITAL IN BRUNSWICK, I'VE HAD A GREAT DEAL OF CONTACT WITH YOUR DEPARTMENT AND ALWAYS APPRECIATE SEEING THEM.
YOU ARE A GOOD MAN-DOING A GOOD JOB THANK YOU
YOU ARE ACTUALLY DOING GREAT
YOU ARE DOING A GOOD JOB
YOU ARE DOING A GREAT JOB!
YOU DO A GOOD JOB
YOU DO A GOOD JOB

YOU DO A GREAT JOB IN BRUNSWICK. I HAVE NO REAL COMPLAINTS.

YOU HAVE AN AWESOME GROUP OF OFFICERS WORKING FOR YOU

YOU HAVE SOME WONDERFUL OFFICERS HOWEVER, SOME ARE ARROGANT AND RUDE TO THE TEENS IN OUR COMMUNITY. THEY NEED TO REMEMBER THAT NOT EVERYONE IN TOWN IS SOMEONE WHO THEY HAVE DEALT WITH AS A CRIMINAL. OLD TIME POLICE WORK NEEDS TO COME BACK, GET TO KNOW THE NEIGHBORHOOD, THE KIDS, GIVE EVERYONE RESPECT. JUST BECAUSE THEY CARRY A GUN DOESN'T MAKE THEM SUPERIOR.

YOU NEED MORE THAN TWO PATROL OFFICERS WORKING EACH SHIFT. I ALSO MUST SAY HOW SURPRISED I WAS WITH THE POLITENESS OF THE OFFICER I DEALT WITH

YOU NEED TO PUT MORE TRAFFIC ENFORCEMENT ON RIVER ROAD. CARS ARE TRAVELING TOO FAST FROM ROCKY HILL TO PLEASANT ST PLEASE SLOW SPEEDING CARS DOWN.

YOUR ANIMAL CONTROL OFFICER IS INCOMPETENT AND A COMPLETE WASTE OF OUR TAX DOLLARS.

YOUR DEPARTMENT HAS ALWAYS BEEN PROFESSIONAL IN MY CONTACT WITH THEM
YOUR DEPARTMENT IS AWESOME!
YOUR DOING A GOOD JOB
YOUR DOING A GOOD JOB.
YOUR DOING A GREAT JOB
YOUR DOING A GREAT JOB

YOUR FORCE IS A PLEASURE AND COMFORT TO HAVE ON CALLS WITH US. MANY FD'S DO NOT HAVE THE SUPPORT WE HAVE FROM YOU. I SEE THEM OFTEN AND AM ALWAYS IMPRESSED WITH THE PATIENT AND CONTROLLED RESPONSES IN EXTREME SITUATIONS.

YOUR MEN AND WOMEN DO A GOOD JOB
YOUR OFFICERS SHOULD DO A TOUR IN THE BIG CITY (NEW YORK) TO SEE HOW COPS SHOULD DEAL WITH PEOPLE
YOU'RE DOING A GOOD JOB!
YOU'RE DOING A GOOD JOB!
YOU'RE DOING A GREAT JOB

The second question read:

“If you could change something about the Brunswick Police Department, what would it be?”

The 460 responses were as follows:

? MAYBE MORE FUNDING FOR THEIR NEEDS

? UNSURE

A BETTER FACILITY.

A LOT

A NEW STATION IS VERY MUCH NEEDED!

ABILITY TO QUICKLY RESPOND TO RURAL NEEDS

ADD 5 MORE OFFICERS

ADD MOTORCYCLES

ADD MOTORCYCLES

ADD ONE OR 2 OFFICERS TO EACH SHIFT

ADD PERSONNEL INCREASE BUDGET

ADOPTION OF OLDER MILITARY WORKING DOGS FROM NASB

ADVISE CAR PATROLLING ????? TO FOLLOW THE SPEED LIMITS

AN UP TO DATE OUTLINE MAP OF RED TIDE & CLAMMING OPEN/CLOSURES.

ARROGANCE OF YOUNGER OFFICERS. QUESTION 3.F MOST INTERACTIONS ARE WONDERFUL HOWEVER... MINE LATELY HAVE BEEN IN THIS COLUMN (RIGHT HAND COLUMN)

AS ABOVE

AS FAR AS I CAN TELL THEY SEEM TO BE DOING AN AWESOME JOB. KEEP UP THE GOOD WORK.

ATTITUDE

ATTITUDE TOWARD THE POLICE

BE MORE AWARE ABOUT DRIVING PROBLEMS

BE MORE COMPASSIONATE ABOUT OTHERS AND THEIR JOBS AS A ROLE MODEL

BE MORE VISIBLE TO THE PUBLIC AT LARGE EVEN AN EMPTY POLICE CAR.

BE MORE VISIBLE ON STREETS

BE NICE MAN!

BELIEVES NO OFFICER SHOULD BE OVERWEIGHT. SHOULD SET AN EXAMPLE FOR CHILDREN

BETTER & NEWER OFFICES

BETTER ENFORCEMENT OF SPEED LIMIT RULES . 2:25 - 2:45 PM ON WOODSIDE ROAD

IT I DEADLY DANGEROUS

BETTER FACILITIES

BETTER FACILITIES

BETTER FACILITIES FOR THE POLICE DEPT. TO WORK IN NOT IN THE BASEMENT.

BETTER FACILITY

BETTER INVESTIGATIVE ABILITY AND FOLLOW UP/THROUGH

BETTER POLICE STATION

BETTER POLICE STATION.
BETTER STATION
BETTER STATION

BETTER TRAINING WITH PUBLIC. CHANGE IN UNWANTED ATTITUDES
BIGGER BUILDING
BIGGER BUILDING
BIGGER FACILITY
BIGGER FORCE
BIGGER/MORE VISIBLE FACILITY
BIKE POLICE
BUILD OR FIX A GOOD PLACE FOR THE DEPARTMENT
BUILD THEM A NEW STATION!!
CAN'T THINK OF ANYTHING THAT NEEDS IMPROVING
CAN'T THINK OF ANYTHING
CAN'T THINK OF ANYTHING
CAN'T THINK OF ANYTHING
CHANGE ATTITUDE OF OFFICERS TOWARD CITIZENS

CHANGE COMMAND STAFF. PAYING PEOPLE GOOD MONEY TO COMMAND.
CHECK SPEEDING ON RTE 24 & GIVE TICKETS FROM COOKS CORNER TO HARPSWELL
LINE
CHIEF HINTON
CODE OF CONDUCT COMMUNICATION WITH PUBLIC
COLOR OF VEHICLES.
CONDUCT MORE TRAFFIC PATROLS

CROSSWALKS NEED MUCH BETTER ILLUMINATION ESPECIALLY IN COLLEGE AREA.
_____ OF OFF FORCE

DO NOT SPEND HOURS OF TIME NOTIFYING OF A SEX OFFENDER.
DO SOMETHING WITH THE CROSSWALK CROSSING
DOING A GREAT JOB EXCEPT FOR ABOVE

DON'T JUDGE PEOPLE BY WHERE THEY LIVE OR WHAT THEY LOOK LIKE
DON'T KNOW ASK THE POLICE OFFICERS FIRST.
DON'T SEE POLICE OFFICERS JUST WALKING AROUND AND BEING FRIENDLY VERY
OFTEN - MAYBE I MISSED THEM
DUH! NO OF US ARE PERFECT AND POLICE AND FIREMEN PUT THEIR LIVES ON THE
LINE EVERY DAY. THANKS YOU AND GOD BLESS YOU. QUESTION #1 ALL ARE
IMPORTANT
EASIER ACCESS
ENFORCE HEIGHT AND WEIGHT
ENFORCE SPEED LIMITS AND HANDICAP PARKING, ESPECIALLY IN DOWNTOWN AND
CONSTRUCTION ZONES
ENFORCE SPEEDING VIOLATIONS!!

ENFORCE THE TRAFFIC SIGNAL AT PLEASANT STREET AND RIVER ROAD.
ENLARGE IT WITH MORE COMMUNITY PATROL.

ETHICS TRAINING- FOLLOW YOUR MISSION STATEMENT IT SEEMS TO BE FORGOTTEN.

EVERYTHING SEEMS FAIR!!
EXPAND TO A LARGER BUILDING.
FEWER POLICE
FIND THEM A NEW PLACE FOR THEIR SERVICES AND NEEDS!

FIRE 1/2 THE FORCE BRUNSWICK HAS TOO MANY COPS WITH NOTHING TO DO.
FIRE MOST OF THEM.
FOCUS ON OTHER CRIMES THAN MOTOR VEHICLE INCIDENTS
FOLLOW THROUGH IN INVESTIGATIONS
FOOT PATROL
FOOT PATROL
FOR THEM NOT TO BE SO ARROGANT
FRIENDLIER, MORE APPROACHABLE
GENERALLY NOTHING
GET A BIGGER BUILDING
GET THEM A NEW BUILDING.
GET THEM OUT OF THE BASEMENT
GIVE THEM A NEW HOME, THEY DESERVE IT!
GIVE THEM A NICE NEW BUILDING BECAUSE THEY DESERVE IT.
GIVE THEM MORE FUNDING.
GOOD JOB
GOOD JOB BEING DONE. KEEP ADDING TO IT
GREAT DEPARTMENT
HAVE A FRIENDLY--PRESENCE--JUST DON'T SEE THEM, EXCEPT IN SQUAD CARS--
WHAT ABOUT MOUNTED POLICE!
HAVE INTERACTION WITH COMMUNITY
HAVE MORE CITIZEN'S CLASSES LEARNING ABOUT THE PD

HAVE MORE CONTROL OF AGGRAVATED NAVAL PERSONNEL DRIVERS.
HAVE MORE OF A PRESENCE IN THE TOWN AND NEIGHBORHOODS. THE
FRIENDLINESS OF OFFICERS IS A PLUS.
HAVE NEVER HAD ANY PROBLEMS.

HAVE THEM CHANGE THEIR ATTITUDE TOWARDS OR YOUNGER CITIZEN (AGES 12-25)

HAVING MORE INTERACTIONS WITH YOUNG CHILDREN AND EXPLAIN TO THEM WHAT
WOULD HAPPEN WHEN THE LAW IS BROKEN
I DO NOT KNOW

I DON'T BELIEVE THE ARNOLD SCHWARZENEGGER LOOK IS A GOOD IDEA I BELIEVE
THAT THE POLICE SHOULD LOOK MORE LIKE INDIVIDUALS EXCEPT IN A UNIFORM. AND
THEY SHOULD SMILE MORE. NEED TO BE MORE INVOLVED WITH TEENS!
I DON'T KNOW OF ANYTHING

I DON'T KNOW THE BRUNSWICK POLICE DEPARTMENT WELL ENOUGH TO OFFER AN
OPINION. THE DEPARTMENT MUST HAVE A FAIRLY COMPETENT "FINGER ON THE
PULSE OF THE COMMUNITY", AS WE NEVER HEAR REPORTS OF "ABUSE OF
AUTHORITY", NEGLECT OF DUTY, ETC.
I THINK THAT TOO MUCH TIME AND MONEY IS DEVOTED TO DARE, WHOSE
EFFECTIVENESS HAS NOT BEEN PROVEN

I THINK THEY DO A GOOD JOB

I WOULD GIVE THEM AUTHORITY TO ACT ON VIOLATIONS OF CIVIL ORDERS. THIS WOULD PUT A STOP TO A LOT OF PETTY COMPLAINTS AND OUTRIGHT LIES. THERE HAVE BEEN SEVERAL FALSE REPORTS MADE BY MY NEIGHBORS THAT I FEEL SHOULD BE BROUGHT FALSE REPORT CHARGES.

I WOULD LIKE THE DEPARTMENT TO HAVE BETTER FACILITIES AND SUPPORT AND WILL VOTE FOR THIS

I WOULD LIKE THE DEPARTMENT TO HAVE BETTER FACILITIES AND SUPPORT AND WILL VOTE FOR THIS.

I WOULD LIKE TO SEE MORE THAN ONE OFFICER IN A CAR. I FEEL THEY ARE VERY NERVOUS AND IMPATIENT NOW THAT THEY RIDE ALONE.

I WOULD LIKE TO SERVE THE DEPARTMENT A REMINDER OF THEIR JOB DESCRIPTION. ALSO I WOULD LIKE THE 35 MPH SPEED LIMIT ON THE OFF RAMP TO I295 TO BE EITHER ENFORCED OR CHANGED

I WOULD WANT THEM TO HAVE A NEW BUILDING AND BE CLOSER TO COOKS CORNER I'D FIND THEM A BETTER STATION.

I'D PROBABLY PUT MORE EMPHASIS ON PREVENTING VANDALISM & THEFT AT NIGHT. WHAT HAPPENED TO THE FRUIT STAND IN COOK'S CORNER A WHILE BACK IN UNACCEPTABLE.

IMPROVE FUNDING FOR FACILITIES WAGES AND TRAINING.

IN CASES OF HAVING TRAFFIC MOVE IN SINGLE LANE, HAVE OFFICER BE THERE TO GUIDE (NOT JUST WATCH) SOMETIMES IT'S SLOW OR CONFUSING WITHOUT HELP TO MOVE TRAFFIC EFFECTIVELY.

INCREASE NUMBER OF OFFICERS FOR PATROL IN DEPT. OVERALL.

INCREASE OFFICER PAY!

INCREASE PATROL ON RURAL ROADS

INCREASE STAFFING

INCREASE THE NUMBER OF OFFICERS

INFORM THE PUBLIC WHEN TOWING FOR SNOW REMOVAL IS IN EFFECT.

IT IS IMPORTANT TO ENGAGE THE PUBLIC IN A CASUAL, FRIENDLY EXCHANGE AS IT IS TO LOOK THE PART OF AUTHORITY. WHY NOT LET YOUR HAIR GROW? EVEN A LITTLE. IT SEEMS FINE TO ME- I'VE HAD NO OFFICIAL CONTACT.

IT SEEMS FINE TO ME.

IT SEEMS FINE TO ME-I'VE HAD NO OFFICIAL CONTACT

IT SEEMS JUST FINE TO ME.

IT WOULD BE MORE HELPFUL TO HAVE UNCALLED OFFICERS CRUISING VARIOUS AREAS + ROADS (LIKE CHURCH RD) TO DISCOURAGE RECKLESS DRIVING, SPEEDING OR OTHER INAPPROPRIATE BEHAVIORS. THANK YOU

IT WOULD CHANGE THE ATTITUDE OF SUSPICION ABOUT OUR YOUNG PEOPLE AND A MORE WHOLESOME APPROACH TO THE PARTICULAR NEEDS OF OUR YOUTH

JUST SAY HI ONCE IN AWHILE, TALK TO CITIZENS, MORE OUT AND ABOUT

KEEP CRUISERS GOING. NOT 5 OR 6 IN THE PARKING LOT AT ONE TIME. IT LOOKS LIKE EVERYONE IS ON BREAK AT THE SAME TIME.

KEEP SPEEDERS DOWN.

KEEP THE FINE SERVICE.

KEEP UP THE GOOD SERVICE.

KEEP UP THE GOOD WORK

KEEP UP THE GOOD WORK

KEEP UP THE GOOD WORK- GOD BLESS!

KINDNESS

KNOCK OFF THE SIRENS

LEARN MORE ABOUT WHAT THE DEPARTMENT HAS TO OFFER

LEASH LAW. PAY YOU ALL MORE AND HIRE MORE POLICE OFFICERS.

LESS CONFRONTATIONAL ATTITUDE

LESS OFFICERS, LESS TIME SPENT AT BRUNSWICK VARIETY AND MORE EDUCATION TIME LEARNING ABOUT THE COMMUNITY, PEOPLE. ETC.

LESS OVERTIME/MORE INCOME

LESS PATROL

LESS PERSECUTION OF KIDS

LESS SIRENS!

LET THE PUBLIC SEE MORE OF THE OFFICERS AROUND TOWN AND AT PUBLIC MEETINGS. LET PEOPLE KNOW WHAT IS GOING ON AROUND TOWN

LETS SPEND ADDITION TIME IN ADOPTING PROGRAMS ETC THAT WOULD IMPROVE PUBLIC RELATIONS.

LETS SPEND ADDITIONAL TIME IN ADOPTING PROGRAMS (ETC) THAT WOULD IMPROVE PUBLIC RELATIONS

LIKE TO SEE MORE POLICE INTOWN BRUNSWICK TO HELP TO STOP TRAFFIC FOR DISABILITIES AND ELDERLY AND OTHERS. THE CARS ARE NOT STOPPING FOR US.

LIKES BIKE PATROL

LISTEN MORE

LOCATION

LOCATION

LOCATION

LOCATION OF PARKING LOT.

LOCATION OF THE STATION

LOCATION OTHER THAN DOWNTOWN

LOOKING OUT FOR SPEEDERS. NEVER SEEM TO BE AROUND WHEN YOU NEED THEM. MAKE IT SMALLER.

MAKE OFFICERS MORE AVAILABLE ALL CALLS I HAVE MADE OTHER THEN TO DISPATCH HAVE HAD TO LEAVE ON VOICE MAIL, AND IT STARTS A GAME OF PHONE TAG FOR SEVERAL DAYS.

MAKE SURE THAT THE OFFICERS KNOW THAT THIS IS A SMALL TOWN AND NOT A LARGE CITY

MAKE SURE THEY ARE WELL FUNDED TO KEEP PROVIDING SERVICE TO OUR TOWN.
MAKE SURE THEY ARE WELL-FUNDED TO KEEP PROVIDING SUCH SERVICE TO OUR TOWN.

MAKE THEM CARE ABOUT WHAT IS IMPORTANT

MANY PEOPLE DO NOT UNDERSTAND THE MEANING OF A YIELD SIGN, ESPECIALLY AT PLEASANT HILL RD AND CASCO RD INTERSECTION. THESE PEOPLE NEED AN EDUCATION

MODERNIZE FACILITIES TO IMPROVE INVESTIGATIVE TECHNIQUES AND PROCEDURES AND EXPAND EFFORT TO ADD FOOT OR BIKE PATROL DAY AND NIGHT. ITS COSTLY BUT THE PRICE OF NOT DOING THIS IS EVER MORE EXPENSIVE. I ENCOURAGE THE CHIEF TO START SPEAKING TOO ON THIS AT SERVICE CLUBS AND LARGER FORUMS.
THANKS

MORE "RURAL" PATROLS.

MORE ATTENTION TO SPEEDER

MORE AVAILABILITY FOR LIAISON/PROGRAMS AT THE HIGH SCHOOL.

MORE BICYCLE POLICE

MORE BUDGET CONSCIOUS

MORE CARS ON PATROL

MORE COMMUNITY INVOLVEMENT WITH SCHOOLS FYI-I FEEL SAFE LIVING IN BRUNSWICK THANKS TO YOUR POLICE DEPARTMENT THANK YOU!

MORE COMMUNITY INVOLVEMENT

MORE COMMUNITY POLICING WITH WALKING BICYCLES BEATS, ETC

MORE COPS

MORE CROSSERS/GREATER PRESENCE

MORE DIVERSITY

MORE DRUG ENFORCEMENT

MORE EMPLOYEE RECOGNITION, BETTER PAY, BENEFITS

MORE ENFORCEMENT OFF SPEED LIMIT DOWNTOWN

MORE FEMALE OFFICERS

MORE FOLLOW-UP

MORE FOOT PATROLS

MORE FORGIVENESS FOR TRAFFIC VIOLATORS

MORE FUNDING

MORE FUNDING. GREAT DEPARTMENT

MORE INTERACTION WITH CITIZENS IN A POSITIVE WAY

MORE INTERACTION WITH KIDS

MORE INTERACTION WITH THE SCHOOL AGE CHILDREN

MORE LATE NIGHT PATROLS

MORE MONEY

MORE OF COMMUNITY POLICING
MORE OF THEM TO DO MORE SPEED CONTROL
MORE OFFICERS
MORE OFFICERS
MORE OFFICERS
MORE OFFICERS
MORE OFFICERS
MORE OFFICERS
MORE OFFICERS AS BRUNSWICK KEEPS GROWING
MORE OFFICERS DOWNTOWN

MORE OFFICERS PATROLLING FOR SPEEDERS & PARKING VIOLATIONS.
MORE OFFICERS SHOULD BE IN SHAPE!

MORE OFFICERS, MORE MDEA OFFICER INVOLVEMENT, DRUG ISSUES, CRIME ON
SWETT AND OAK STREETS AND 12 HIGH STREET

MORE OFFICERS. TO BAD WE LOST OUR COMMUNITY POLICE OFFICER
MORE OFFICERS/HIGHER PAY/LESS OVERTIME

MORE PARKING SPACE WOULD BE NICE AT THE TOWN HALL PARKING LOT
MORE PATIENCE WITH THE YOUNGER GROUP
MORE PATROLMEN
MORE PATROLS
MORE PATROLS
MORE PATROLS
MORE PATROLS
MORE PATROLS
MORE PATROLS
MORE PATROLS IN NEIGHBORHOODS
MORE PATROLS ON WATER AND STONE ST. AREAS
MORE POLICE
MORE POLICE

MORE POLICE PATROLLING & BEING SEEN. KEEP OUR TOWN SLOW & SAFE.
MORE POLICE WATCHING TRAFFIC VIOLATOR
MORE PREVENTIVE ACTIONS IN SCHOOL
MORE PUBLIC RECOGNITION, BETTER PAY BENEFITS
MORE PUBLIC RELATIONS FOR ALL
MORE RESPONSIVE AND LENIENT AT BOWDEN CAMPUS

MORE RESPONSIVE, BETTER PROTOCOLS TO KEEP KIDS FROM PLAYING IN THE
MIDDLE OF THE STREET WHILE WAITING FOR THE SCHOOL BUS AND BETTER YET,
KEEP THEM FROM SITTING IN THE MIDDLE OF THE STREET.
MORE ROOM FOR YOU.
MORE SAFETY FOR OFFICERS

MORE SHARING OF INFORMATION BETWEEN OFFICERS ON DIFFERENT SHIFTS
MORE SPEED (TRAFFIC) CONTROL.

MORE SPEED TRAPS IN TOWN!
MORE SPEED TRAPS ON RURAL ROADS
MORE STAFF ON DUTY.

MORE SUPPORT AND RECOGNITION. QUESTION 3F OTHER "HELPFUL + SUPPORTIVE"
MORE THOUGHTFUL RESPONSE TO OUR YOUTH
MORE TICKETS GIVEN TO MAINE SPEEDERS
MORE TOWN MEMBERS ON THE FORCE
MORE TRAFFIC CONTROL AT PEAK TIMES, DIRECTING, ETC.
MORE TRAFFIC CONTROL ON PLEASANT ST
MORE TRAFFIC ENFORCEMENT!
MORE TRAFFIC ENFORCEMENT. I HARDLY EVER SEE BLUE ON MAINE STREET OR PLEASANT STREET
MORE TRAFFIC PATROL
MORE VISIBILITY ON STREETS AND IN NEIGHBORHOODS
MORE VISIBLE
MORE VISIBILITY
MORE VISIBILITY AT SPORTS AND COMMUNITY EVENTS
MORE VISIBLE
MORE VISIBLE
MORE VISIBLE
MORE VISIBLE LOCATION

MORE VISIBLE ON MAINE ST CROSSING THE STREET IS VERY SCARY
MORE VISUAL ON OLD BATH ROAD
MORE WARNINGS FOR MINOR SPEED VIOLATIONS.
MORE WOMEN ON THE FORCE
MORE WOMEN ON THE FORCE...
MOVE DISPATCH
MOVE THEM TO A FACILITY BETTER SUITED FOR POLICE. NEED MORE PRESENCE ON THE STREETS.
MOVE TO A LARGER LOCATION
MOVE TO A NEW SPACE SO THEY CAN OPERATE EFFICIENTLY
MOVE TO OLD HIGH SCHOOL

N/A
N/A
N/A
N/A
N/A
N/A
N/A
N/A

NEED MORE
NEED MORE DOWNTOWN PARKING
NEED MORE IN OUR SCHOOLS PROTECTING OUR KIDS
NEED MORE JUST LIKE WHOM YOU HAVE
NEED MORE OFFICERS
NEED MORE OFFICERS

NEED MORE PATROL ON STREETS IN TOWN FOR SPEEDING AND EXCESSIVE NOISE.

NEED MORE ROOM AND UP TO DATE EQUIPMENT AND FACILITIES TO DO THEIR JOBS
NEED NEW BUILDING- IMPROVE MORALE.
NEED NEW STATION.
NEEDS NEW FACILITIES.
NEW BUILDING
NEW BUILDING
NEW BUILDING
NEW BUILDING BETTER PARKING.
NEW COMMUNICATION SYSTEM. WHEN POLICE COME PEOPLE WARN OTHERS AND
THEN EVERYBODY DISAPPEARS
NEW DEPARTMENT
NEW FACILITY!! :)
NEW LOCATION
NEW LOCATION AND BETTER FACILITIES
NEW LOCATION.
NEW POLICE STATION
NEW STATION
NEW STATION
NEW STATION. WELCOMING ENVIRONMENT
NO
NO CHANGE SATISFY WITH THE POLICE DEPARTMENT.
NO COMMENTS YET
NO COMPLAINT.
NO SPEED TRAPS

NO TICKETS FOR WOMEN ON WEDNESDAY! NOTHING REALLY. IT IS RUN VERY WELL.
NO USE OF AIRBOAT
NONE
NONE
NOT SURE
NOT SURE

NOT SURE/BEFORE TODAY NOT MUCH CONTACT. THAT'S A GOOD THING!
NOT SURE-SEEMS GREAT TO ME!
NOT TO HAPPY WITH THE NEW ANIMAL CONTROL OFFICER
NOT TO HARASS THE SAME PEOPLE ALL OF THE TIME
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING
NOTHING - GREAT JOB
NOTHING :)

NOTHING AT MOMENT
NOTHING AT THIS TIME!
NOTHING AT THIS TIME!
NOTHING COMES TO MIND
NOTHING COMES TO MIND.
NOTHING EXCEPT MORE OFFICERS
NOTHING I CAN THINK OF
NOTHING I CAN THINK OF
NOTHING I KNOW OF
NOTHING I'M AWARE OF
NOTHING NOW
NOTHING RIGHT NOW, THANKS
NOTHING SPECIFIC
NOTHING TO CHANGE. SEEMS TO BE WORKING FINE.
NOTHING!
NOTHING!
NOTHING.
NOTHING.
NOTHING.
NOTHING. IT'S ADEQUATE
NOTHING. DOING A GREAT JOB.
OFFICERS NEED TO OBEY TRAFFIC LAWS WHILE DRIVING
ONE VERY POSITIVE INCIDENT, ONE VERY NEGATIVE ONE.

PATROLLING OUR NEIGHBORHOODS. BE VISIBLE ON MAINE STREET
PAY
PAY THEM BETTER THEY DESERVE IT!
PAY THEM MORE
PHYSICAL REQUIREMENTS SHOULD BE MET.
PLEASE HELP THEM GET A NEW POLICE DEPARTMENT. THEY HAVE BEEN IN THAT
(CELLAR) TOO LONG.

PLEASE PATROL/SPEED CHECK WOODSIDE ROAD DURING THE HOURS OF HIGH
SCHOOL TRAFFIC. INEXPERIENCED/AGGRESSIVE DRIVERS ON WOODSIDE ARE A
REGULAR HAZARD TO OTHER MOTORISTS AND ANY PEDESTRIANS IN THIS USUALLY
QUIET, SAFE NEIGHBORHOOD

PLUG IN AC CONVERTERS INSTEAD OF IDLING AT MEALS/BREAKS/SHIFT CHANGES
POLICE COULD BE MORE COURTEOUS
POLICE SHOULD FOLLOW EXAMPLE BY FOLLOWING THE SAME RULES OF THE ROAD.
IE: DIRECTIONAL SIGNALS!

PROVIDE SLOW CHILDREN AT PLAY SIGNS/STANDS FOR NEIGHBORHOOD STREETS
PROVIDE THEM WITH BETTER--PROFESSIONAL FACILITIES--HI TECH, MODERN, IN-
HOUSE GYM.
QUESTION 1 "ELIMINATE DROP DARE"
QUESTION 1 "GREAT JOB PEOPLE! THANK YOU!"

QUESTION 1-HANDICAPT PARKING BIG VIOLATORS NO ENFORCEMENT
QUESTION 2 "EXCEPT DOG CONTROL OFFICER - 5

QUESTION 2 "GOOD - I THINK BUT I HAVEN'T BEEN IN CONTACT RECENTLY"

QUESTION 3C "NONE OF THESE"

QUESTION 3C "WHO TO REPORT POSSIBLE SUICIDE ATTEMPT"

QUESTION 3C WORKED WITH THRU REC

QUESTION 3F _____

QUESTIONS 3F.7 TRAFFIC

RAISE THEIR PAY

REDUCE THE FORCE

RELOCATE TO MORE SUITABLE LOCATION

RESPONSE TIME. FOLLOW UP ON CASES.

RESPONSE TIME--HIRE MORE OFFICERS

SALARY

SAME

SAME AS #8

SEE #8 ABOVE

SEE ABOVE GREATER PRESENCE OF OFFICERS ON WOODSIDE RD. WHILE STUDENTS HIGH SCHOOL ARE COMING & GOING.

SEE ABOVE. HOWEVER, PROFESSIONAL, COURTEOUS OFFICERS!

SEE ITEM 8

SEE MORE NEIGHBORHOOD PATROLS.

SEE POLICE IN MEADOWBROOK MORE

SEE QUESTION 3C. HIRE ME! (70)

SEE QUESTION 8

SENSIBLE ANIMAL CONTROL

SHOW THAT THE POLICE DEPT. IS A CARING ORGANIZATION & NOT SIMPLY A LAW ENFORCEMENT GROUP.

SIZE

Size and place of PD

SLOW DOWN

SMILE A LITTLE

SOME ATTITUDES NEED ADJUSTING !! :)

SOME FOOT PATROL DOWNTOWN

SOME OF THEM HAVE BAD ATTITUDES

SORRY, DON'T KNOW OF A THING.

SPACE IN LOBBY FOR PRIVATE CONVERSATIONS

SPEED ENFORCEMENT COMING INTO BRUNSWICK ON RT. 1

SPEEDING

SPEEDING ENFORCEMENT IN RESIDENTIAL AREAS

SPEND LESS MONEY

SPEND MORE TIME IN SCHOOLS

STOP DARE

STOP EATING/SNACKING @ LOCAL STORES. IF THEY WANT TO BREAK WHICH EVERYONE SHOULD HAVE, IT SHOULDN'T BE IN FRONT OF THE TAXPAYERS..

STOP PEOPLE THAT DON'T STOP AT STOP SIGNS

SUNGLASSES

TAKE AWAY YOUR GUNS

TALK TO CITIZENS
TEACH KIDS WHAT SIDE OF ROAD TO WALK, RIDE BIKES, ETC.
THANKS FOR WHAT YOU DO

THAT I APPRECIATE YOUR HARD WORK I HOPE THE OFFICERS HAVE ALL THE SAFETY EQUIPMENT THEY NEED. I HOPE COURTESY WILL BE USED ALWAYS AND TRY TO EVADE CONFRONTATION.
THAT THEY FOCUS MORE ON THE KIDS CAUSING TROUBLE
THE COLOR OF THE CARS - DARK BLUE AND WHITE FOR PATROL, WHITE AND BLUE FOR UNMARKED.
THE FACILITY

THE OFFICER WHO SPOKE TO ME ABOUT THE SPEED LIMIT WHICH WAS ON OUR COUNTRY ROAD WAS NOT VERY UNDERSTANDING AND DID NOT ADVISE ME ON WHO BEST TO CALL
THE POLICE DEPARTMENT IS WONDERFUL
THE SOUR LOOK ON THE POLICEMAN'S FACES IN AND ABOUT TOWN NEED MORE SMILES
THE TIME IT TAKES AN OFFICER TO RESPOND TO AN ACCIDENT
THEIR PRIORITIES
THEIR PRIORITIES

THERE ARE LOTS OF CHILDREN AND ADULTS WALKING, JOGGING TO TENNIS COURTS AND SKATEBOARDING PARK AND NO SIDEWALKS. ALSO TOO MUCH TRAFFIC COMING FROM MCKEEN ST BOTH DIRECTIONS CARS NEED TO SLOW DOWN.
THEY ALL SEEM FINE TO ME.
THEY NEED MORE OFFICE AND WORK SPACE
THEY NEED NOT SEND 500 POLICE (EXAGGERATION) CARS WHEN SOMETHING HAPPENS

THEY NEED TO BE BETTER AT COMMUNICATION - MOST ARE VERY RUDE..

THEY NEED TO BE BETTER AT COMMUNICATION. MOST ARE VERY RUDE!
THEY SHOULD BE PAID MORE.

THEY WOULD GET A STATE OF THE ART FACILITY & HIGHER PAY
THEY WOULD RECEIVE MORE PAY
THEY WOULDN'T CARRY GUNS, ONLY STUN GUNS
TICKET SPEEDERS ON PLEASANT STREET. AVERAGE SPEED NOTICED EVERYDAY AT 40-50 MPH IN A 35 MPH ZONE

TIGHTEN UP ON "HANDICAP" PEOPLE. TOO MANY PERFECTLY HEALTHY PEOPLE USING HANDICAPPED PLACARDS AND PARKING SPACES AND TOO MANY SPACES ALLOCATED FOR THE HANDICAPPED.
TO BE LESS AGGRESSIVE.
TO HAVE A MORE DOWN TO EARTH ATTITUDE
TO MANY SUPERVISORS
TO NOT BE SO ROUGH WHEN ARRESTING PEOPLE
TO RESPOND TO EMERGENCIES FASTER.

TO TARGET SPEEDERS ON IN TOWN STREETS ESPECIALLY MCKEEN ST.
TO WATCH FOR MORE SEX OFFENDER AND DRUG USERS.
TOO MUCH PATROLLING AT INAPPROPRIATE TIMES. MORE CRACKDOWNS ON
JUVENILE DRINKING AND DRUGS
TOUGHER ON SEX OFFENDERS
TRAFFIC CONTROL (SPEED) DOWN JORDAN AVENUE
TRAFFIC CONTROL @ RIVER RD. & PLEASANT ST.

TRAFFIC CONTROL AT INTERSECTIONS ESPECIALLY PLEASANT ST & RIVER ROAD
WHEN PEOPLE DELIBERATELY IGNORE THE TRAFFIC LIGHTS.
TRAINING

TRY TO HAVE BETTER RELATIONSHIP WITH TEENS, TEENAGERS GET HARASSED AND
IT GIVES THE DEPARTMENT A BAD NAME WITH TEENAGERS AND THEY DON'T GET THE
RESPECT THEY DESERVE. DON'T ROUTINELY STOP TEENAGE DRIVERS.
WATCH FOR KIDS OUT WALKING THE STREETS AT 1:00AM
WATCH THE TRAFFIC ON RIVER ROAD BETTER. PEOPLE FLY DOWN THAT ROAD LIKE
IT'S A HIGHWAY!
WE NEED MORE BPD OFFICERS AND THANK YOU ALL!
WE NEED MORE CONTROL OF SPEEDY IN DOWNTOWN AREAS & ON THE OUTSKIRTS
OF TOWN!
WEED OUT THE HOT HEADS

WELL-TRAINED. MORE ACCESSIBLE TO CHILDREN AND THE PUBLIC

WE'RE NEW TO BRUNSWICK SO ITS IMPOSSIBLE TO GIVE AN ANSWER.
WHERE THE STATION IS LOCATED!
WORK WITH DHS ON RESPONSE TO UNDERAGE DRINKING

WOULD BE NICE TO RECEIVE FEEDBACK FROM THE OFFICER, EVEN IF IT BE AN EMAIL.
OUR CAR WAS BROKEN IN TO. WIFE AND I ARE BOTH MILITARY OFFICERS, WE WERE
WITH OUR KIDS WHEN THE INCIDENT OCCURRED. OFFICER DID NOT SEEM TO
BELIEVE MY WIFE. I WAS MAD ENOUGH AT THE SITUATION HAVING LOST OVER
#800.00. DON'T NEED THE 5TH DEGREE FROM THE OFFICER. WHO WERE THE VICTIMS
ANYWAY.
WOULD BUILD THEM A BETTER POLICE DEPT BUILDING.
YOU HAVE ALWAYS DONE A GOOD JOB!

B. Wage Study

Comparison Study of the Town of Brunswick Police Department Wages (as of January 2007)											
Patrol Officer											
	Comparison Towns								Comparison to Brunswick		
Year of Employment	Auburn	Augusta	Biddeford	Saco	Sanford	Scarborough	South Portland	Westbrook	Average Wage	Brunswick	Brunswick's Departure from Average
1	\$602.63	\$535.30	\$775.20	\$760.40	\$583.59	\$630.24	\$610.40	\$634.59	\$641.54	\$577.96	-9.91%
4	\$658.51	\$612.00	\$850.00	\$838.00	\$719.05	\$801.67	\$740.80	\$752.00	\$746.50	\$689.32	-7.66%
7	\$719.57	\$665.86	\$874.80	\$854.76	\$768.56	\$841.75	\$775.20	\$783.87	\$785.55	\$760.32	-3.21%
10	\$786.29	\$698.90	\$899.60	\$871.52	\$787.79	\$883.84	\$775.20	\$793.27	\$812.05	\$760.32	-6.37%
13	\$859.20	\$747.46	\$924.40	\$888.28	\$787.79	\$919.18	\$810.80	\$809.11	\$843.28	\$768.32	-8.89%
16	\$911.53	\$747.46	\$962.40	\$888.28	\$807.02	\$955.98	\$825.60	\$814.44	\$864.09	\$768.32	-11.08%
19	\$911.53	\$747.46	\$962.40	\$888.28	\$807.02	\$994.20	\$825.60	\$814.44	\$868.87	\$776.32	-10.65%
22	\$911.53	\$747.46	\$981.20	\$905.04	\$807.02	\$1,033.98	\$844.80	\$814.44	\$880.68	\$776.32	-11.85%
25	\$911.53	\$747.46	\$981.20	\$905.04	\$807.02	\$1,033.98	\$844.80	\$814.44	\$880.68	\$776.32	-11.85%
<p>Notes: Any applicable longevity bonuses have been added into the average weekly wage. The career departure from average is calculated by averaging the calculations done at the three year intervals.</p>											<p>Career Departure from Average</p> <p>-9.05%</p>

Comparison Study of the Town of Brunswick Police Department Wages (as of January 2007)

Sergeant

Comparison Towns										Comparison to Brunswick	
Year of Employment	Auburn (Patrol Supervisors)	Augusta	Biddeford (Corporal)	Saco (Corporal)	Sanford	Scarborough	South Portland	Westbrook	Average Wage	Brunswick	Brunswick's Departure from Average
1	Study Assumes Promotion Occurs in 7th Year										
4											
7	\$918.04	\$887.40	Corporals paid extra \$1.25/hr to temporarily supervise.	\$929.83	\$818.80	No Equivalent to Sergeants	\$896.40	No Equivalent to Sergeants	\$890.09	\$781.88	-12.16%
10	\$918.04	\$887.40		\$948.06	\$837.31		\$930.40		\$904.24	\$886.56	-1.96%
13	\$945.58	\$887.40		\$966.30	\$837.31		\$990.00		\$925.32	\$894.56	-3.32%
16	\$945.58	\$887.40		\$966.30	\$856.54		\$1,004.00		\$931.96	\$894.56	-4.01%
19	\$945.58	\$887.40		\$966.30	\$856.54		\$1,004.00		\$931.96	\$902.56	-3.16%
22	\$945.58	\$887.40		\$984.53	\$856.54		\$1,018.00		\$938.41	\$902.56	-3.82%
25	\$945.58	\$887.40		\$984.53	\$856.54		\$1,018.00		\$938.41	\$902.56	-3.82%
<p>Notes: Any applicable longevity bonuses have been added into the average weekly wage. The career departure from average is calculated by averaging the calculations done at the three year intervals.</p>											Career Departure from Average
											-4.61%

Comparison Study of the Town of Brunswick Police Department Wages (as of January 2007)

Lieutenant

Comparison Towns									Comparison to Brunswick		
Year of Employment	Auburn (Shift Commanders)	Augusta	Biddeford (Sgt.)	Saco (Sgt.)	Sanford (Sgt.)	Scarborough (Sgt.)	South Portland	Westbrook	Average Wage	Brunswick	Brunswick's Departure from Average
1	Study Assumes Promotion Occurs in 10th Year on Department										
4											
7											
10	\$1,022.60	\$959.20	\$981.20	\$1,005.89	\$884.23	\$896.36	\$970.40	\$812.38	\$941.53	\$850.40	-9.68%
13	\$1,022.60	\$959.20	\$1,072.40	\$1,025.23	\$884.23	\$941.19	\$944.40	\$860.92	\$963.77	\$972.76	0.93%
16	\$1,053.30	\$959.20	\$1,104.40	\$1,025.23	\$903.46	\$988.25	\$1,062.00	\$892.45	\$998.54	\$972.76	-2.58%
19	\$1,053.30	\$959.20	\$1,137.60	\$1,025.23	\$903.46	\$1,027.80	\$1,062.00	\$896.12	\$1,008.09	\$980.76	-2.71%
22	\$1,053.30	\$959.20	\$1,171.60	\$1,044.58	\$903.46	\$1,068.90	\$1,076.00	\$906.37	\$1,022.93	\$980.76	-4.12%
25	\$1,053.30	\$959.20	\$1,171.60	\$1,044.58	\$903.46	\$1,111.65	\$1,076.00	\$906.37	\$1,028.27	\$980.76	-4.62%
<p>Notes: Any applicable longevity bonuses have been added into the average weekly wage. The career departure from average is calculated by averaging the calculations done at the three year intervals.</p>											Career Departure from Average
											-3.80%

Comparison Study of the Town of Brunswick Police Department Wages (as of January 2007)

Communications Officer

Comparison Towns									Comparison to Brunswick		
Year of Employment	Auburn/ Lewiston Combined	Augusta	Biddeford	Saco	Sanford	Scarborough	South Portland	Westbrook	Average Wage	Brunswick	Brunswick's Departure from Average
1	\$538.80	\$457.20	\$724.40	\$670.40	\$560.64	\$620.61	\$579.60	\$588.32	\$592.50	\$558.08	-5.81%
4	\$594.00	\$555.20	\$776.40	\$738.40	\$632.50	\$690.73	\$602.00	\$720.76	\$663.75	\$636.48	-4.11%
7	\$620.00	\$587.20	\$798.80	\$738.40	\$651.73	\$725.27	\$646.00	\$720.76	\$686.02	\$665.12	-3.05%
10	\$687.60	\$587.20	\$822.00	\$738.40	\$670.96	\$761.53	\$670.68	\$742.58	\$710.12	\$693.12	-2.39%
13	\$687.60	\$587.20	\$846.00	\$738.40	\$670.96	\$791.99	\$670.68	\$742.58	\$716.93	\$699.12	-2.48%
16	\$687.60	\$620.00	\$871.20	\$738.40	\$690.19	\$823.67	\$659.22	\$757.12	\$730.93	\$699.12	-4.35%
19	\$687.60	\$620.00	\$871.20	\$738.40	\$690.19	\$856.62	\$659.22	\$757.12	\$735.04	\$703.12	-4.34%
22	\$687.60	\$620.00	\$896.40	\$738.40	\$690.19	\$882.32	\$683.78	\$762.12	\$745.10	\$703.12	-5.63%
25	\$687.60	\$620.00	\$896.40	\$738.40	\$690.19	\$882.32	\$683.78	\$762.12	\$745.10	\$703.12	-5.63%
<p>Notes: Any applicable longevity bonuses have been added into the average weekly wage. The career departure from average is calculated by averaging the calculations done at the three year intervals.</p>											Career Departure from Average
											-4.20%

Comparison Study of the Town of Brunswick Police Department Wages (as of January 2007)

Executive Secretary

Comparison Towns									Comparison to Brunswick		
Year of Employment	Auburn	Augusta (40 Hours)	Biddeford (40 Hours)	Saco	Sanford	Scarborough	South Portland (37.5 Hours)	Westbrook	Average Wage	Brunswick (40 Hours)	Brunswick's Departure from Average
1	\$435.77	\$481.60	\$518.40	\$670.40	\$557.31	\$567.20	\$542.63	\$579.60	\$544.11	\$544.64	0.10%
4		\$517.60	\$632.40	\$738.40		\$567.20	\$610.88		\$613.30	\$612.64	-0.11%
7		\$557.60	\$651.20	\$738.40		\$567.20	\$687.38		\$640.36	\$689.16	7.62%
10		\$600.00	\$670.80	\$738.40		\$696.80	\$714.38		\$684.08	\$765.40	11.89%
13		\$600.00	\$690.80	\$738.40		\$696.80	\$714.38	\$780.80	\$703.53	\$765.40	8.79%
16		\$609.62	\$711.60	\$738.40		\$754.40	\$714.38	\$780.80	\$718.20	\$769.40	7.13%
19		\$609.62	\$711.60	\$738.40		\$754.40	\$714.38	\$780.80	\$718.20	\$769.40	7.13%
22		\$609.62	\$732.80	\$738.40	\$855.87	\$754.40	\$714.38	\$780.80	\$740.90	\$773.40	4.39%
25	\$693.27	\$609.62	\$732.80	\$738.40	\$855.87	\$754.40	\$714.38	\$780.80	\$734.94	\$773.40	5.23%
<p>Notes: Any applicable longevity bonuses have been added into the average weekly wage. The career departure from average is calculated by averaging the calculations done at the three year intervals.</p>											<p>Career Departure from Average</p> <p>5.80%</p>

Educational Incentive and Health Insurance of Comparison Municipalities (Patrol Officer)		
Municipality	Educational Incentive	Employer % of Health Insurance
Auburn	\$692.00 for Associates in law enforcement or a related field. \$1392.00 for Bachelors in law enforcement or related field. \$292.00 for Associates in another field. \$592.00 for Bachelor's in another field.	85%
Augusta	Employees hired after 1/1/95 get 2% of base salary per week for an Associate's degree in criminal justice. 5% for Bachelor's degree in criminal justice. Supervisors hired after 1/1/95) get 10% for Associates or Bachelors in CJ, public administration, management, psychology, sociology or JD.	87.5% (If retire w/ 25 years service, city will pay 100% until employee qualifies for Medicare)
Biddeford	None.	80%
Brunswick	Varies depending amount of college credit hours. Maximum is \$1500.00 + 10% Of pay above \$15,000.00 for 120 credit hours (Bachelor's Degree). Limited to certain majors.	85%
Saco	\$0.24/hr for Associate's; \$0.31/hr for Bachelor's; \$0.38/hr for Master's. Limited to criminal justice or police administration.	90%
Sanford	The following percentage of weekly pay paid for the listed amount of credit hours: 15 hrs - 1%, 30 hrs - 2%, 60 hrs - 2.5%, 90 hrs - 2%, 120 hrs - 2.5%. Percentages are cumulative (i.e., for a Bachelor's Degree the officer gets an extra 10%). Benefit paid for degrees in police science, police administration or criminal justice.	90%
Scarborough	Annual payment of \$8.00 per credit up to a maximum of \$960.00 for coursework in law enforcement or public administration.	100% for employee. Extra 50% of cost between single plan and family plan.
South Portland	\$0.20/hr for Associate's; \$0.35/hr for Bachelor's; \$0.40/hr for Master's.	Complex formula, City will pay at least 85%
Westbrook	\$7.00/week for Associate's; \$9.00/week for Bachelor's; \$12.00/week for Master's. Additional \$3.00/week if degree directly related to police science.	Complex formula, City will pay at least 85%

C. External Survey Form



Brunswick Police Department
Community Survey



Thank you for taking the time to complete this survey about the Brunswick Police Department. The purpose of this survey is to help us set our priorities and evaluate our performance. If you do not have time to complete it now, please return it to: **Brunswick Police Dept. 28 Federal St. Brunswick, ME 04011** by **November 15, 2006**

Department Priorities

1. Please rank the priority which you think the Brunswick Police Department should give to the following functions?

Highest Priority ← 1 2 3 4 5 → Lowest Priority

- | | |
|---|--|
| <input type="checkbox"/> Emergency Response
(Accidents, Domestic Disputes, Robberies) | <input type="checkbox"/> Child related programs
(School Resource Officers, D.A.R.E., Child Safety Seat checks) |
| <input type="checkbox"/> Traffic Enforcement | <input type="checkbox"/> Animal Control |
| <input type="checkbox"/> Sex Offender Notification | <input type="checkbox"/> Follow Up Investigations
(Continuing Criminal investigations, Accident reconstructions) |
| <input type="checkbox"/> Parking Enforcement | <input type="checkbox"/> Instruction/Training
(In-House and the Maine Criminal Justice Academy, of citizens at Citizen Police Academy) |
| <input type="checkbox"/> Crime Prevention/Community Liaison
(Representation on civic group boards, speak to citizen groups in attempt to prevent crime) | |

2. What is your overall opinion of the Brunswick Police Department?

High Quality Service ← 1 2 3 4 5 → Low Quality Service

3. What is your connection to Brunswick?
 Other _____ Resident Personal Work Shopping

Quality of Service

4. Have you come in contact with the Brunswick Police Department in the past two years?

Yes No (Skip to question 5)

b. If so, was the contact In person Over the phone Both

c. What type of interaction did you have with the police department? Check all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Accident | <input type="checkbox"/> Animal Control |
| <input type="checkbox"/> Criminal Investigation | <input type="checkbox"/> Speaker at an Event |
| <input type="checkbox"/> Traffic Stop | <input type="checkbox"/> Report a Crime |
| <input type="checkbox"/> Miscellaneous Compliant | <input type="checkbox"/> Request for Information |

d. How satisfied were you with the services you received from the person you dealt with over the phone?

High Quality Service ← 1 2 3 4 5 → Low Quality Service

e. How satisfied were you with the services you received from the police officer?

High Quality Service ← 1 2 3 4 5 → Low Quality Service

f. If you have used the services in the past year, please check any of the following which describe the conduct/attitude of the officers.

- | | |
|--|--|
| <input type="checkbox"/> Professional | <input type="checkbox"/> Unprofessional |
| <input type="checkbox"/> Friendly | <input type="checkbox"/> Unfriendly |
| <input type="checkbox"/> Competent | <input type="checkbox"/> Incompetent |
| <input type="checkbox"/> Knowledge | <input type="checkbox"/> Unknowledgeable |
| <input type="checkbox"/> Proper Amount of Physical Force | <input type="checkbox"/> Too Much Physical Force |
| <input type="checkbox"/> Patient | <input type="checkbox"/> Impatient |
| <input type="checkbox"/> Compassionate | <input type="checkbox"/> Didn't appear to care |
| <input type="checkbox"/> Took time with me | <input type="checkbox"/> Rushed |
| <input type="checkbox"/> Polite | <input type="checkbox"/> Rude |
| <input type="checkbox"/> Other | |

Demographics

5. Please check the box which describes your age group.

- | | |
|----------------------------------|----------------------------------|
| <input type="checkbox"/> 18 - 25 | <input type="checkbox"/> 26 - 39 |
| <input type="checkbox"/> 40 - 55 | <input type="checkbox"/> 56 - up |

6. Please check the appropriate box.

- Male Female

7. Please check the line that best describes your household income.

- | | |
|--|--|
| <input type="checkbox"/> \$0 - \$25,000 | <input type="checkbox"/> \$25,001 - \$40,000 |
| <input type="checkbox"/> \$40,001 - \$75,000 | <input type="checkbox"/> \$75,001 - Over |

8. How long have you lived in Brunswick?

- | | |
|--|--|
| <input type="checkbox"/> < 1 Month - 2 Years | <input type="checkbox"/> 2 Years - 5 Years |
| <input type="checkbox"/> 5 Years - 10 Years | <input type="checkbox"/> 10 Years or More |

9. If you could tell Chief Hinton one thing, what would it be?

10. If you could change something about the Brunswick Police Department, what would it be?

