



SHOPO
MAUI CHAPTER

MEMBER SURVEY

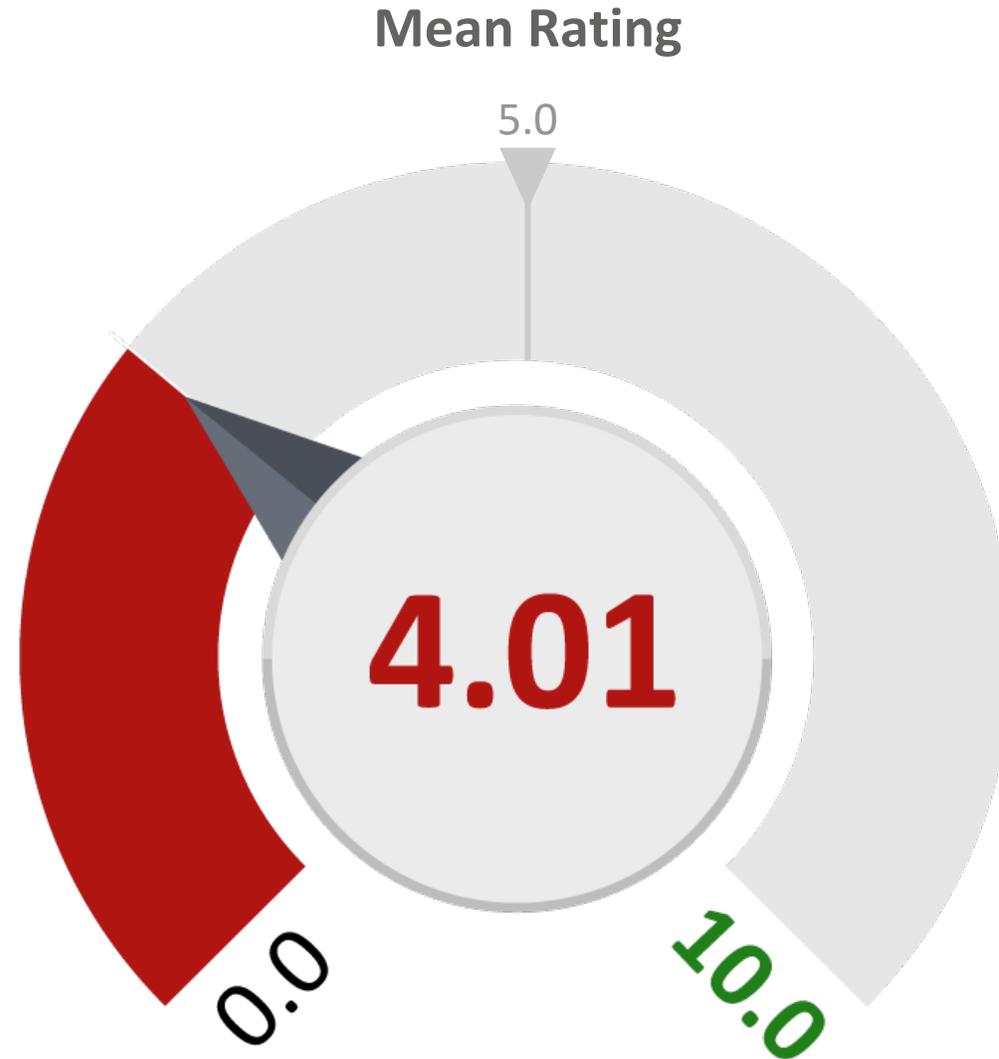
April 12 to April 22, 2022

N=158

Q:

Based on your personal perception of MPD employee morale, on a scale of 1-10, with 1 being the lowest morale rating, and 10 being the highest morale rating,

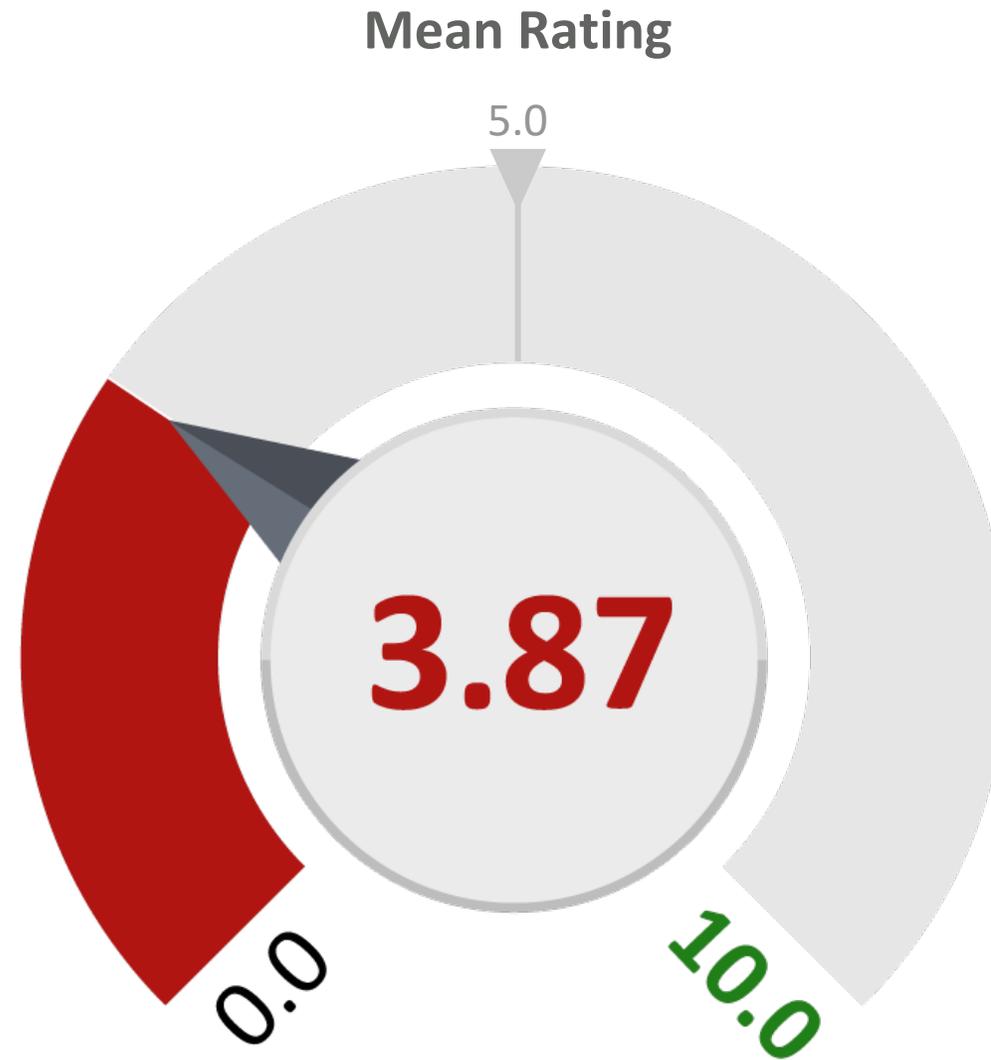
what do you think the current morale level is in MPD?



Q:

Based on your personal perception of MPD employee morale, on a **scale of 1-10**, with 1 being the lowest rating, and 10 being the highest rating,

how likely are you to recommend MPD as a place to work to your friends or relatives?



Q:

**Do you feel the
MPD organization
cares about you
personally?**

**No
47.50%**

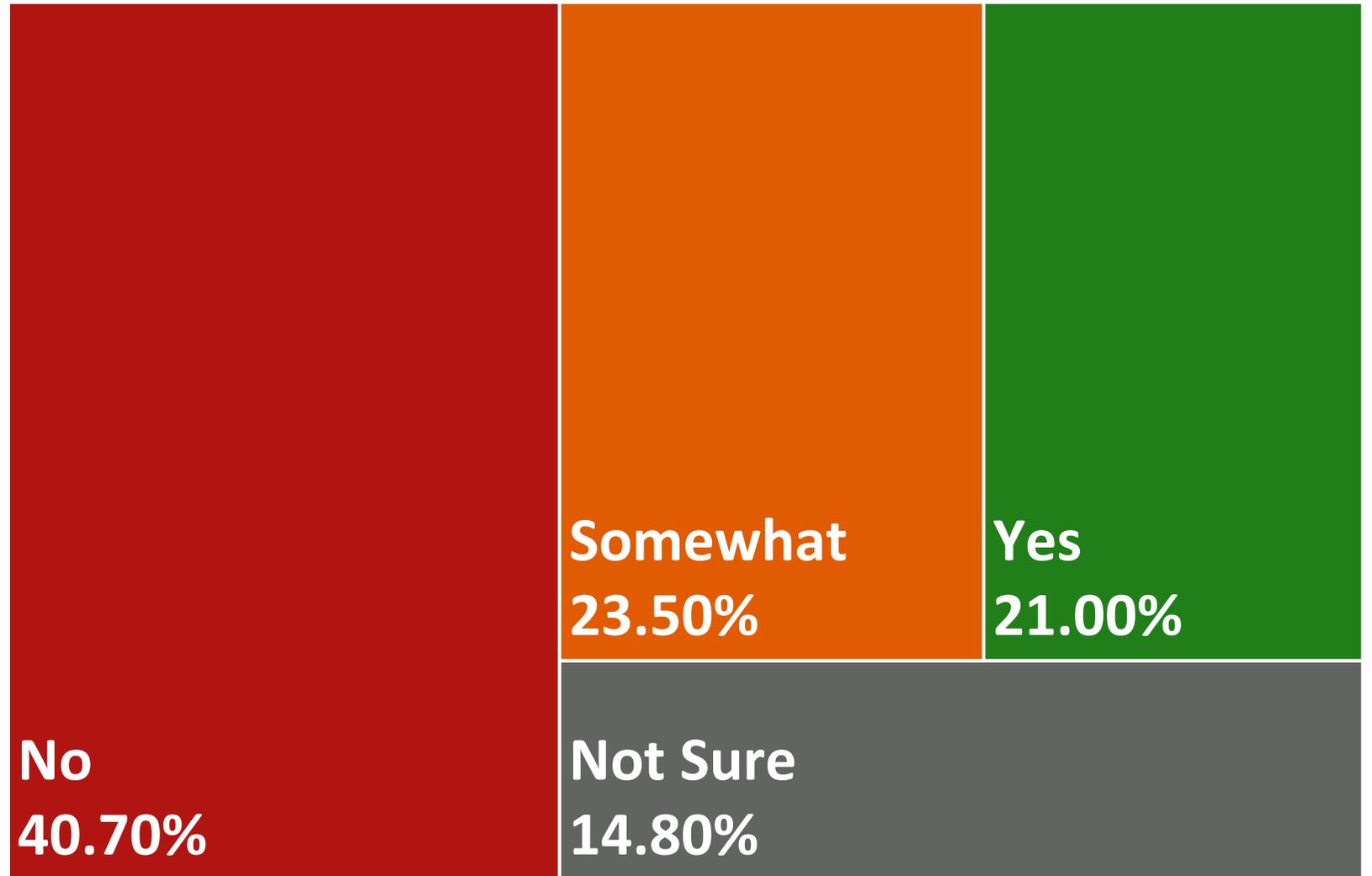
**Somewhat
32.10%**

**Yes
13.00%**

**Not Sure
7.40%**

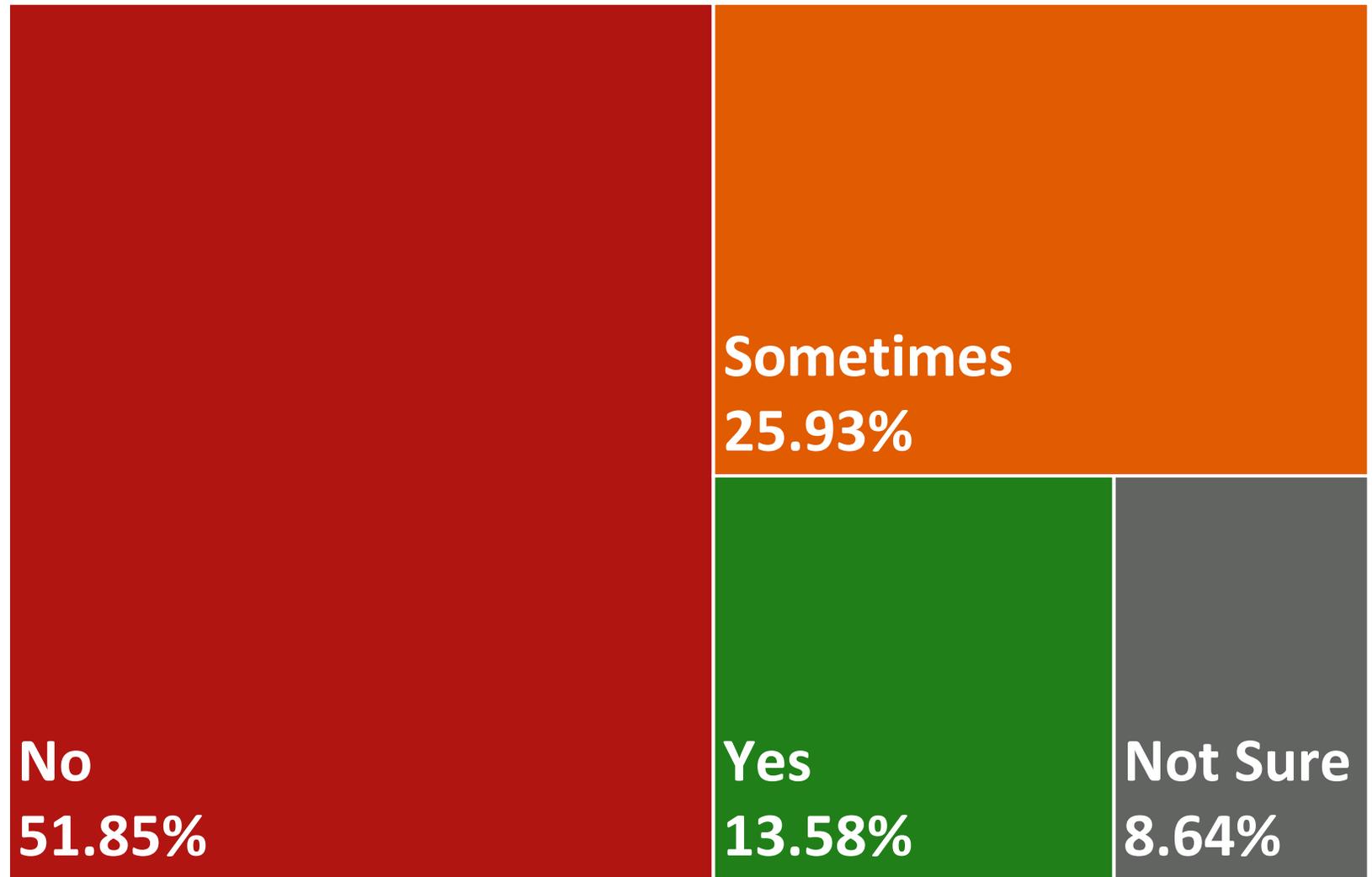
Q:

**Do you feel
respected by the
command staff?**



Q:

Do you feel your opinion is valued by the MPD?



Q:

In your own words, please describe any morale issues you think the MPD might have.

If you feel there are no morale problems, simply write, "No problems."

"There appears to be no plan or unity between the higher ups. The aloha is gone. The family feeling coming to work is gone."

"Officers feel that their opportunity for advancement is minimal to non-existent."

"I would say, at least 80% chance of running into our new admin outside of work, they will not know who you are."

"No communication between admin and officers."

"Chief is doing things not in compliance to the SHOPO contract/ bargaining agreement."

"There is also a group of officers that are being "groomed" by the Chief and Deputy Chief causing other officers to feel left out and/or not part of a special group of officers receiving special treatment."

"Since the new chief, feel like there's a lot of unknowns. I think change is good if it is done so with communication, not only verbally but also written. The action, the change and the words being said should match."

"Being supportive or empowering the officers when it comes to frivolous complaints from the general public. That is a morale breaker."

"Rise in apathetic employees because of uncertainty of their future with MPD."

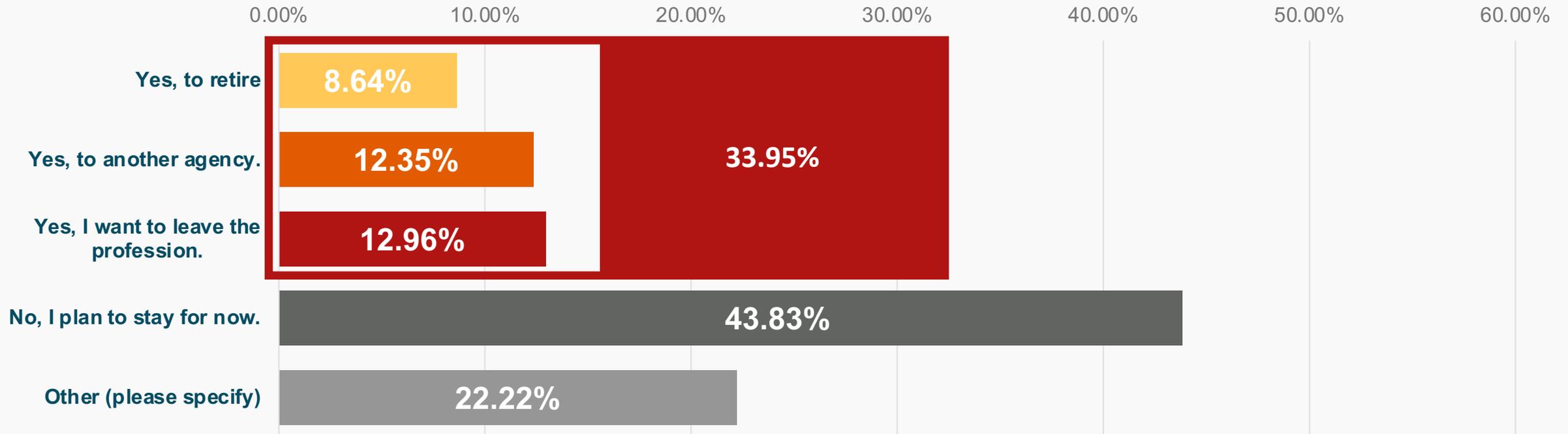
"Short staff and having to work extra. Having time at home."

"I'll put it this way, I love this community and I love this department and wish only the best for both. I never once imagined leaving MPD...But now with the state of the department, I will jump at my first opportunity."

"The disconnect between the leadership in this department has caused poor morale. Unit commanders are unhappy and basically giving up because they are being treated like they are incompetent."

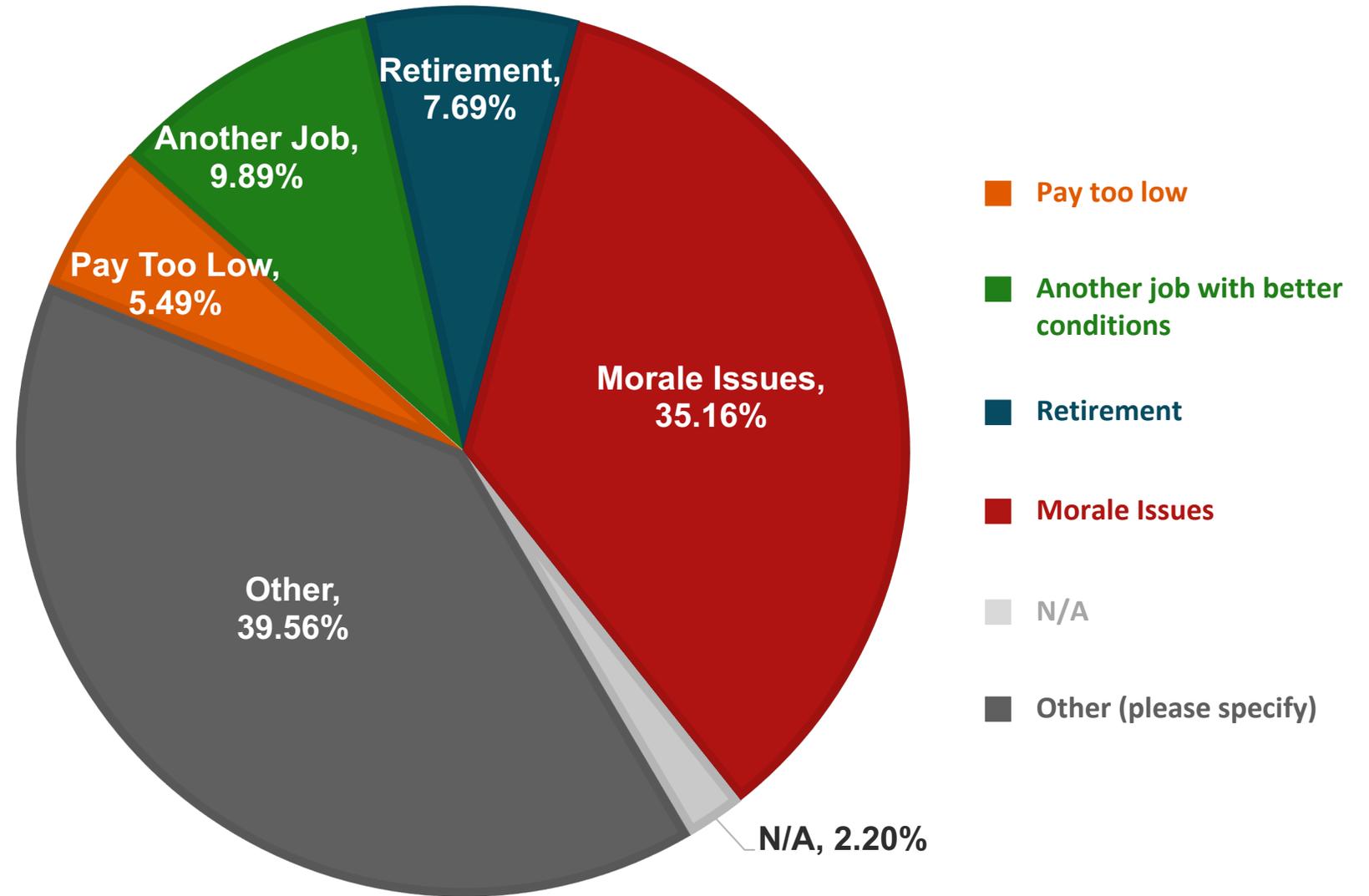
Q:

Are you considering leaving MPD in the next 2 years, whether to retire, transfer to another agency, leave the profession, etc.?



Q:

What is the top reason why you are considering leaving MPD?



Q:

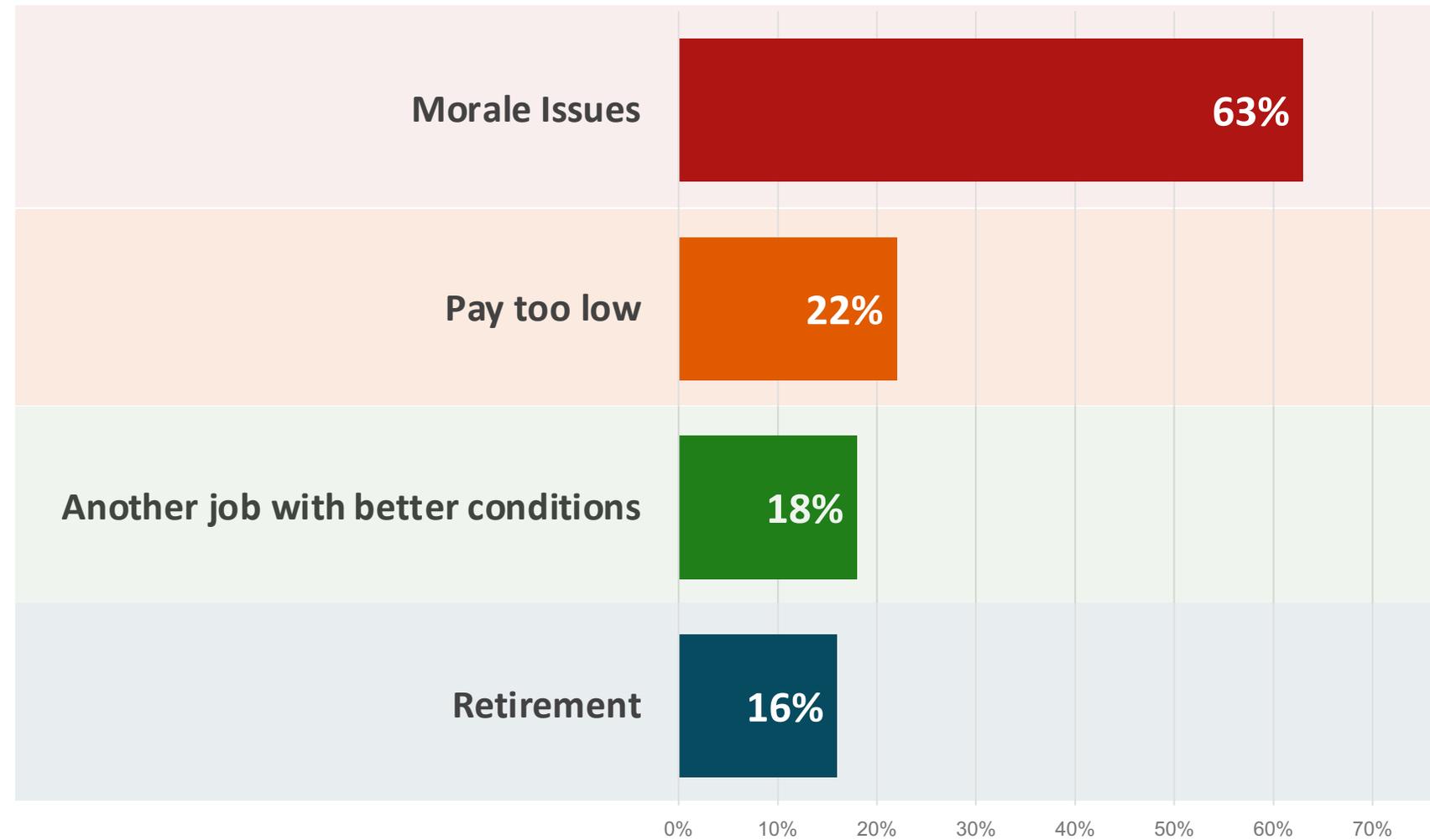
What is the top reason why you are considering leaving MPD?

Analysis of the verbatim responses for those who selected "Other."

Results when adding the "Other" responses to categories.*

N= 36

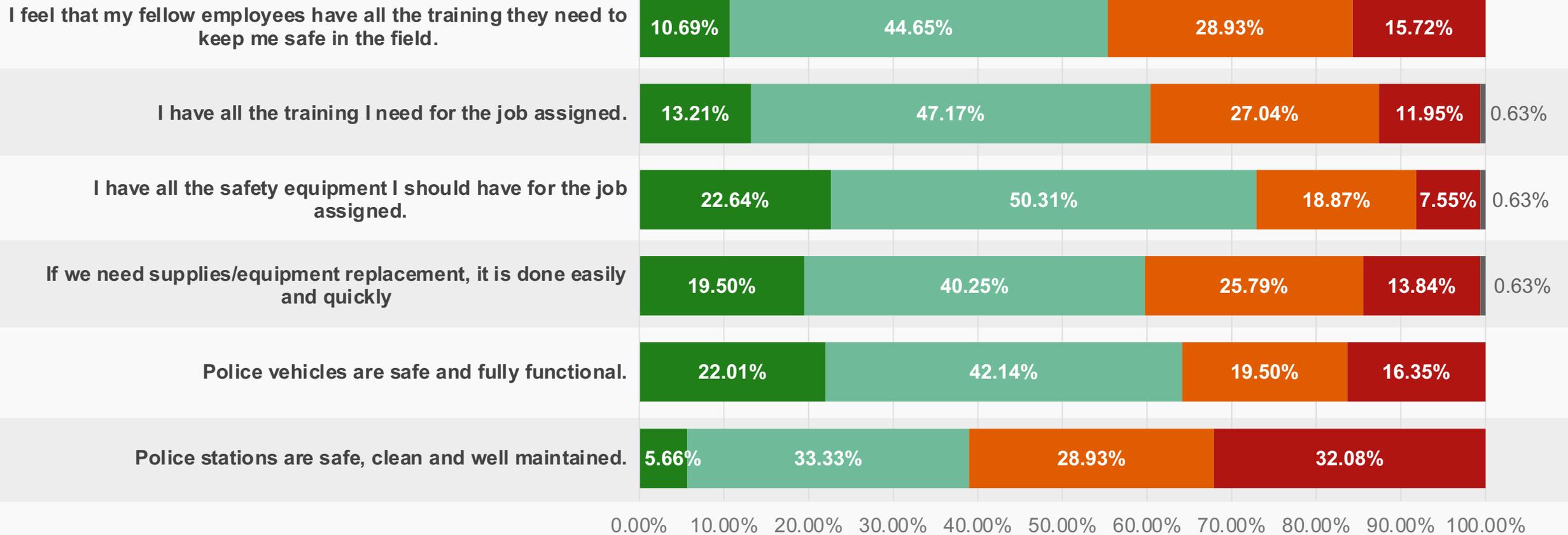
**Total exceeds 100% because most of the respondents who chose "Other" chose multiple categories.*



N=91



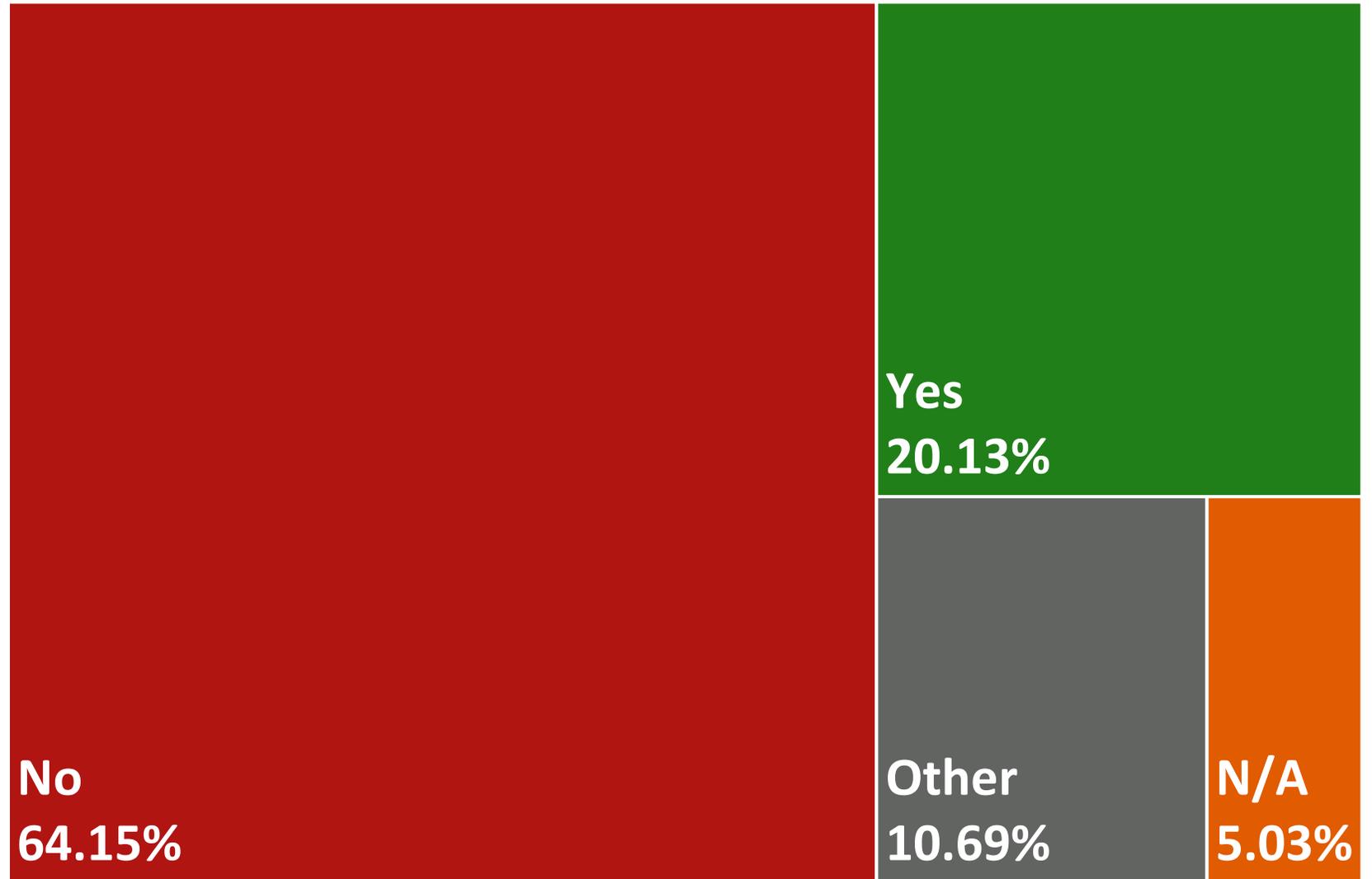
Rating Working Conditions



■ Strongly Agree ■ Somewhat Agree ■ Somewhat Disagree ■ Strongly Disagree ■ N/A*

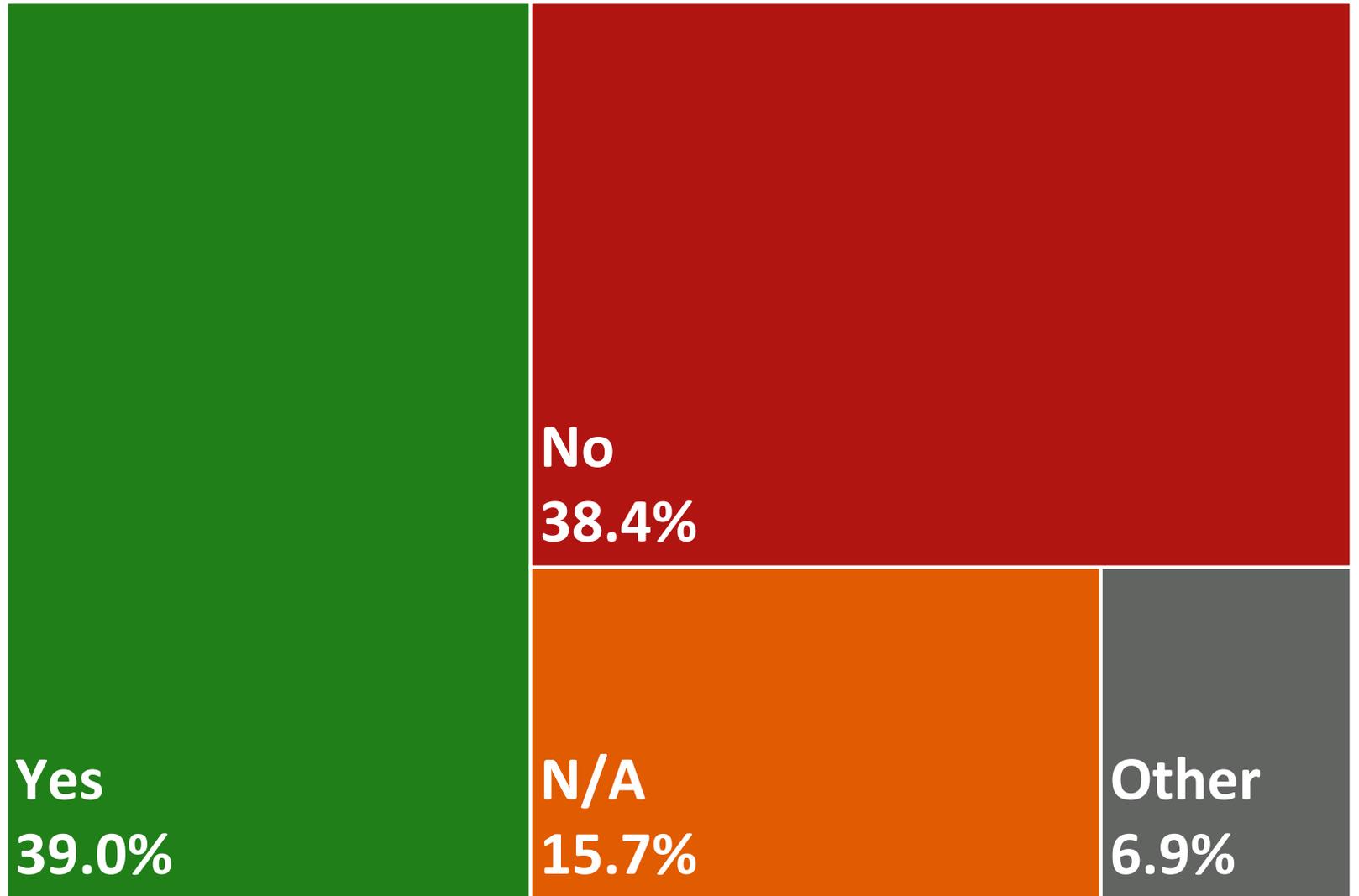
Q:

Do you feel that patrol staffing is adequate to provide a swift 9-1-1 response?

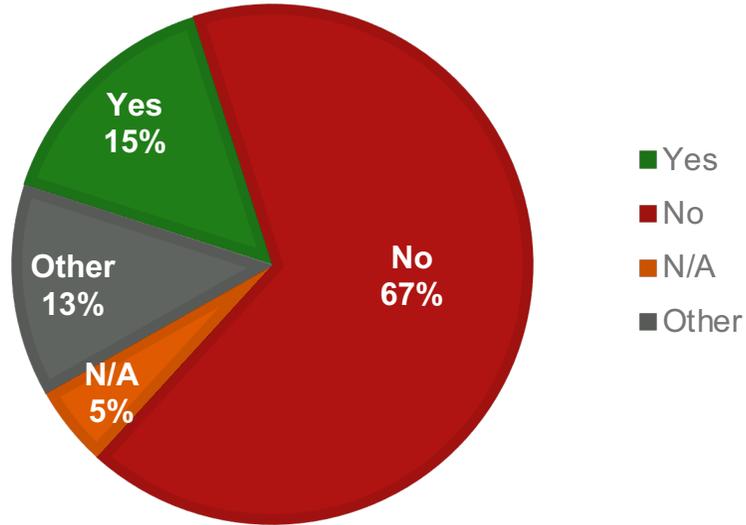


Q:

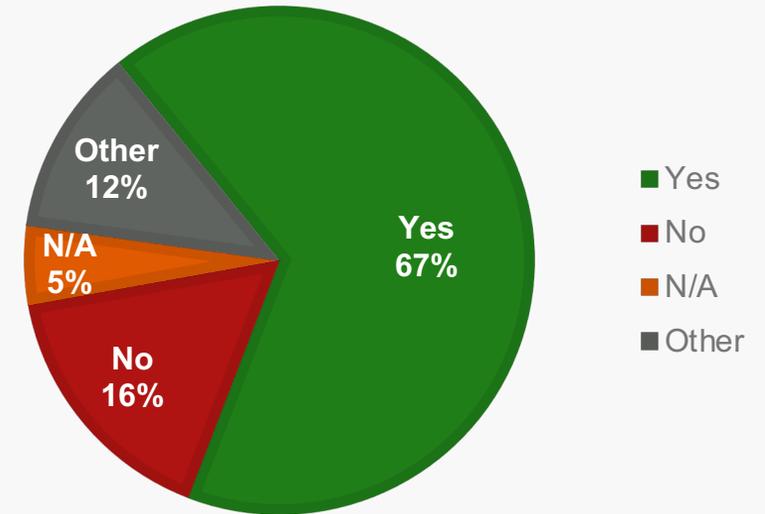
Have you experienced waiting a significant amount of time for backup to arrive?



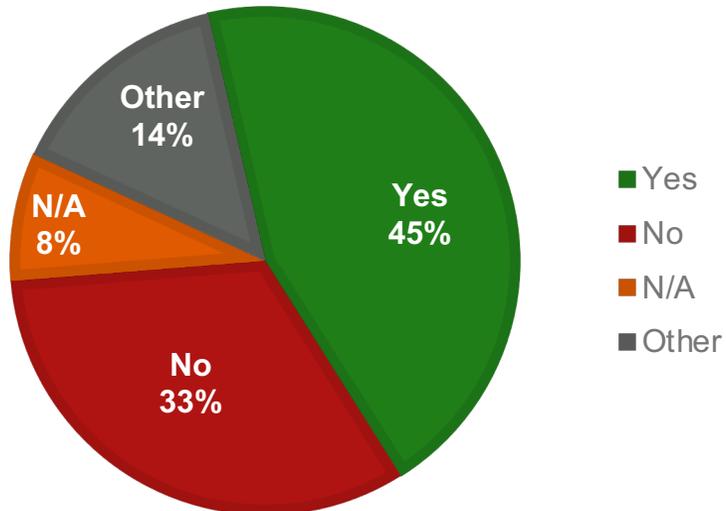
Do you feel you have uniform options that make your work time more comfortable?



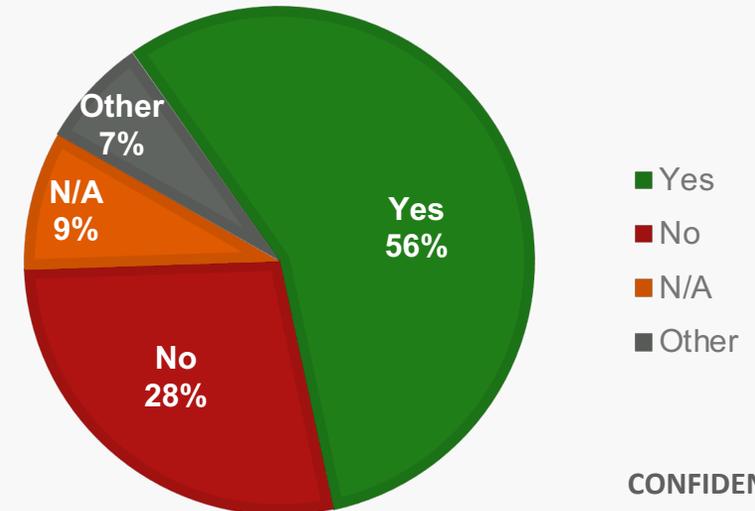
Do you feel the equipment you are given by the Department is appropriate for the job you are asked to do?



Do you feel that the patrol vehicles are maintained well and are safe to operate?

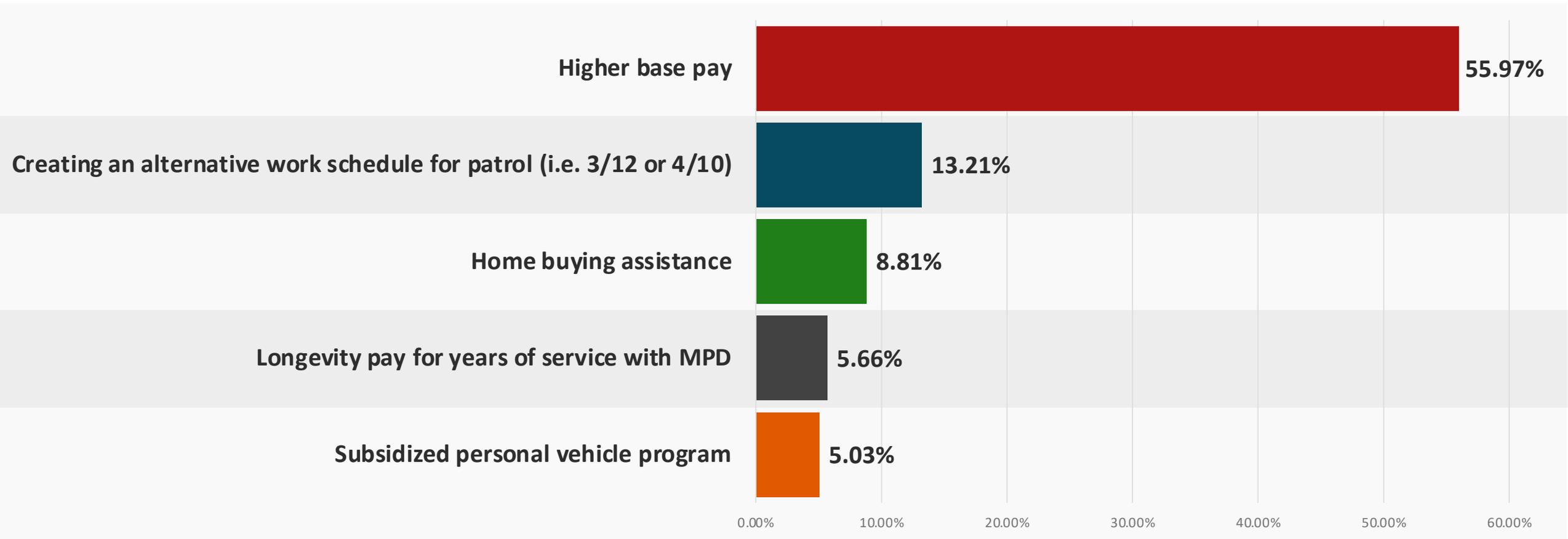


Do you feel that the equipment in the patrol vehicles is sufficient for the job you are asked to do?



Q:

Rank your top priority for retention incentives.



Q:

Which work schedule would you prefer if you were assigned to PATROL (this would affect only those in patrol)? Rank in order of preference.

3/12 schedule
76.92%

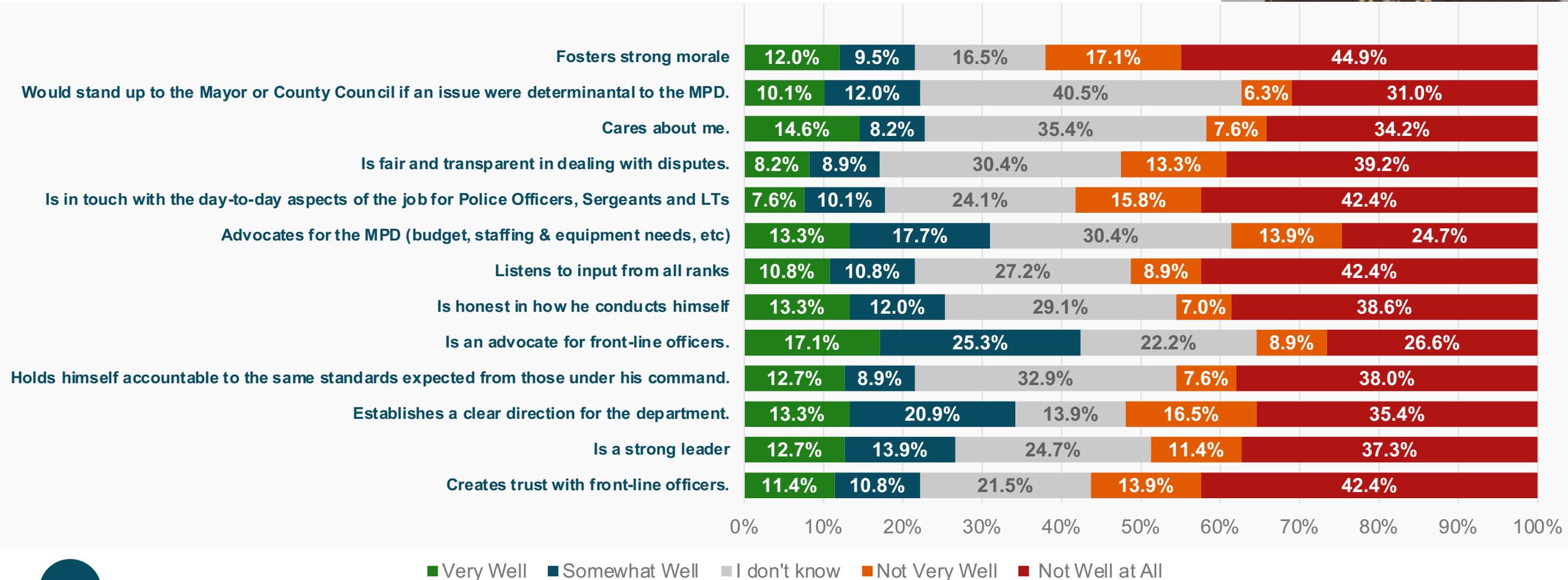
4/10
schedule
20.88%

5/9 schedule
2.20%

Q:

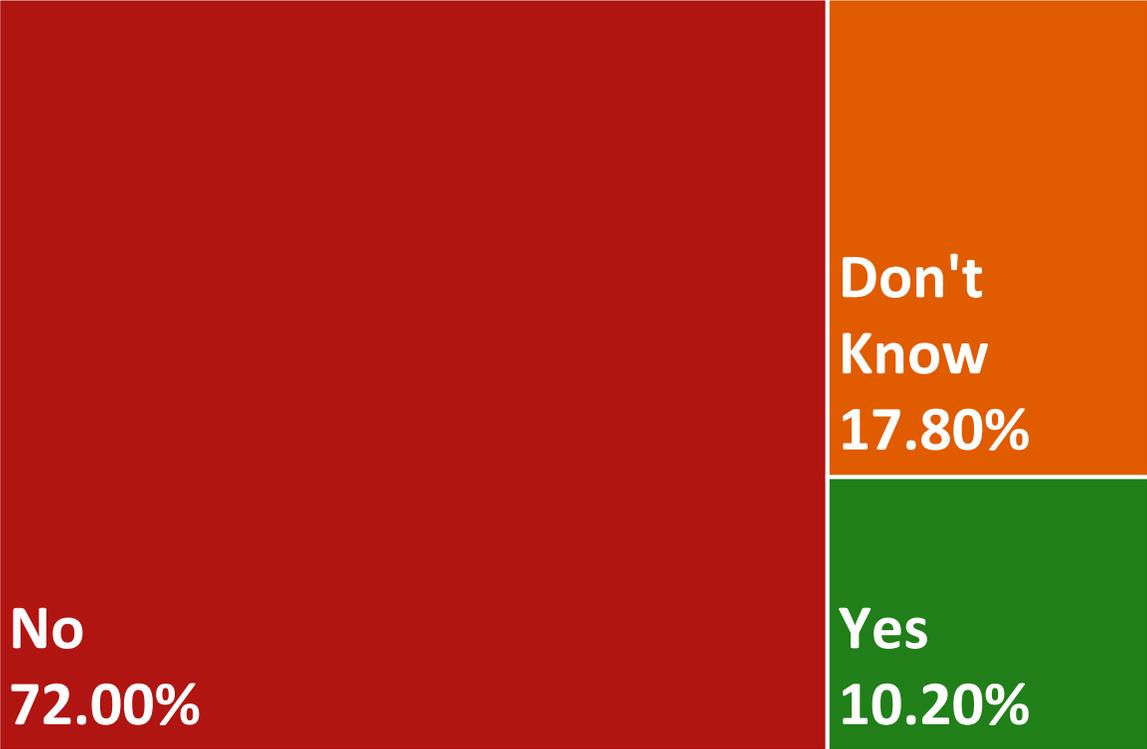


How well you feel these attributes describe Chief John Pelletier?

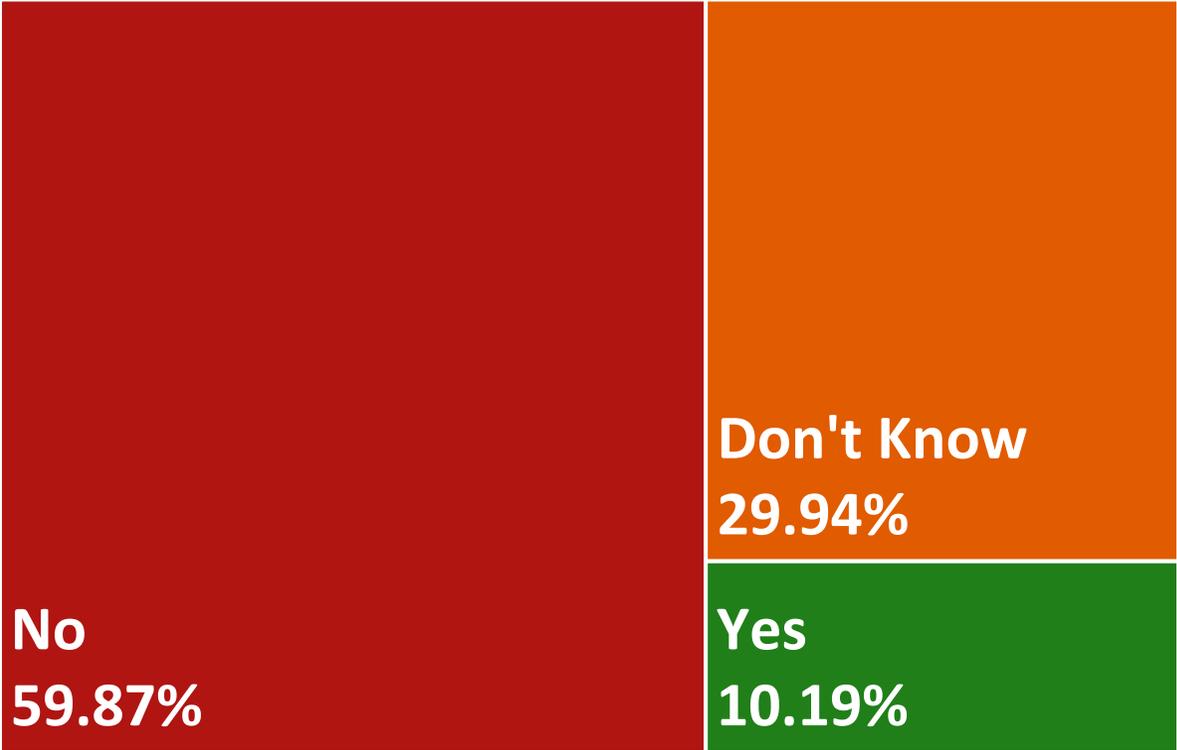


Evaluating the Police Commission

Do you feel the Police Commission is fair and objective in the way they make decisions that affect the Department?



Do you feel the Police Commission is fair and objective in the way they treat police officers?





What specific ideas do you have to help improve relations between line staff and command staff?

“Support the line staff in getting compensated for the work they do.”

“Have communication...be more open to ideas instead of my way or highway.”

“More transparency on decision making”

“Show up to roll call often”

“If you do run into the Chief or Deputy Chief they will tell you all about themselves but won't give you a chance to talk. They do not care about the traditions and history of our department.”

“Recruiting locally. Help with daycare assistance. Housing assistance. Incentives, including for bilingual officers. Better training for all the officers not for specialized units. Better uniforms, more comfortable and light.”

“Open door/meetings to voice concerns about specific issues to each district.”

“Provide us with a clear mission that works best for our officers and community. Allow us true input on how to implement the change.”

“Transparency and communication. Ask for input and periodically talk to the staff.”

“Changes need to be made on the recommendation of the individuals doing the work.”

...”disconnect about the process or CBA as they make changes and then have to rescind.”

“Command needs to be more supportive of their frontline supervisors when they are dealing with personnel. We need to know that they have our backs when dealing with sub par officers who are using the CBA and policy as a means to deflect attention to their deficiencies”

“Be open to changes and suggestions made by officers.”

Q:

What specific steps do you think that the SHOPO Maui Chapter leadership should take to improve relationships with command staff?

“Hold them accountable to follow policy and procedures across the board. They are not above law nor policy/procedures. They seem to always have these impromptu meeting which is a results of "something" that just happened and/or about to be exposed.”

“Periodically go on patrol and experience the things line staff employees experience. And take cases from people who call the police now a days.”

“Learn how to trust and communicate with each other.”

“Stay firm and not cave to the chief and deputy chief.”

“The SHOPO Maui Chapter leaders are doing a phenomenal job! They been transparent with us. They keep us updated and listen to our concerns and comments. Even more, they are taking action to remediate and address the issues.”

“Talk to patrol/anonymous surveys to voice concerns to command staff and ways to improve morale, department.”

“Having the head chair come out to the districts to answer and respond to issues and questions. I applaud the use of this survey to engage the members to speak more freely and openly about their true feelings of the morale.”

“Communication.....”

“Keep meeting with the staff and be able to agree to disagree. Have regular meetings with the command staff.”

“Listen to what ideas are being proposed and make recommendations so that you have a win win outcome.”

“They need to educate the command staff on the culture and make them realize they (the command staff) will have to EARN the respect of the island.”

“Attempt to have regular meetings with them.”