

Helping to Build a Stronger and Safer Community Through Citizen Involvement: Results of the Beverly Community Survey

Message from Chief John Cassola

As your Chief of Police, I thank the citizens of Beverly who took time to complete the Beverly Community Police Survey. This Survey was initiated as a progressive effort by the Beverly Police Department to improve and strengthen all phases of police services provided in this community.

A special thanks must be extended to Endicott College for their cooperation, enthusiasm, and professionalism in supporting this community project. Our collaboration with the Center for Research and Educational Advancement and additional individual professors at Endicott has resulted in providing this police department with a valuable performance-measuring tool regarding citizen feedback on crime issues, quality of life issues, and the overall effectiveness of this Department.

As you review the enclosed report, you will see that the research team has provided a meticulous breakdown of the survey. The data gathered from the citizens of Beverly is being presented in its entirety and with independent analysis. You will also see an extremely valuable section that includes extensive comments and suggestions provided by the many citizens that completed the questionnaire.

This Survey provides the management team of the Beverly Police Department with valuable information to measure past performance to evaluate our effectiveness. Most importantly, it provides a blueprint and a guide to focus resources and community involvement as we strive to constantly improve police services to the citizens of Beverly.

Sincerely,

John A. Cassola
Chief of Police

Summary of the Findings

- The vast majority of residents personally feel safe at home, in their neighborhoods and in the City of Beverly.
- The top 5 crimes that the citizens are concerned about are juvenile drug use, general narcotics offenses, underage drinking, speeding motor vehicles and drunk driving.
- A majority of residents believe Beverly is safer than other North Shore communities.
- Almost 75% of respondents reported having some type of contact with the police in the last 5 years, with over 50% of the respondents having had contact in the past year.
- Beverly citizens believe that the police are most effective in their responses to 911 emergency calls and are the least effective in their enforcement of traffic laws.
- Three times as many people express confidence in the Beverly Police Department's ability to prevent crime as those who do not.
- Most citizens believe that the Beverly Police Department needs to provide better community education and outreach.
- The citizens of Beverly are most interested in reinstating Neighborhood Watch programs and D.A.R.E. in schools.
- Citizens would like to see improvements in traffic enforcement, more manpower, the greater use of foot patrols, and a new police station.

Methodology

The efforts of many individuals are responsible for the information found within this report. Most importantly are the 806 citizens of the City of Beverly who took the time to fill out and return the survey. Their concern for their City is reflected in the answers and comments they provided.

Individuals directly involved with the development of the survey are Robert Jerin, Ph.D., Professor of Criminal Justice at Endicott College, Russell Quaglia, Ph.D., Director of the Center for Research and Educational Advancement at Endicott College, Chief John Cassola, Captain Jack DiVincenzo, Officer Brian Long, Christopher Bruce of the Danvers' Police Department and the officers of the Beverly Police Department who were able to meet with the researchers and provide valuable input.

The initial compilation of the survey data was completed by Michael Roberts and other staff members of the Center for Research and Educational Advancement at Endicott College. Dr. Robert Jerin and Dr. Beverly Dolinsky carried out the analysis of the data collected and interpretation of the data independently. This report and the views expressed within are not associated with the Center for Research and Educational Advancement or Endicott College.

Timeline

The Chief of Police contacted Dr. Robert Jerin in December of 2004 and asked for assistance with developing a community survey. Dr. Jerin contacted Dr. Russel Quaglia of the Center for Research and Educational Advancement for assistance in the development and distribution of the survey. Dr. Jerin researched the use of community surveys and gathered various examples of police/community surveys. Drs. Jerin and Quaglia met with the command staff and officers from the Beverly Police Department multiple times over the next couple of months to establish the goals for the survey and to decide what questions needed to be asked to meet those goals.

Once the survey was constructed a methodologically sound process was developed to decide on who was to get the surveys. The decision was made to use a random selection of the voters in the City of Beverly. The voters' registry was used to randomly select 3000 citizens, nearly equally divided by Ward, to receive the survey. To help with the response

rate, the media was contacted to inform the citizens that the survey was going to be taking place and the participation of the citizens would greatly be appreciated. A decision was made to first contact the participants with a postcard letting them know that they have been selected to receive the survey. This also allowed for the researchers to select additional individuals in those cases where someone may have moved or the voter information was incorrect. The Center for Research and Educational Advancement at Endicott mailed the first set of 3000 postcards out on March 23, 2005. On April 1, 2005 the Center then mailed out the 3,000 surveys. A reminder postcard was mailed on April 15, 2005. The deadline to return surveys was April 30, 2005. The Center received 806 surveys back of which 797 were usable for analysis.

The data was compiled by the staff of the Center for Research and Educational Advancement and was released to the public in an aggregate form by the Center in May of 2005. Beginning in June of 2005, Dr. Jerin and Dr. Dolinsky, working with the Beverly Police management team, took on the task to further analyze the data in an effort to provide a greater and more thorough understanding of the information. This report is the result of that comprehensive analysis of the responses provided by the Citizens of Beverly.

Validity and Reliability of the Methodology

This study was conducted with the highest regard to the principles of scientific research and independent analysis. The use of a survey instrument is the best way to measure the opinions of a large group of individuals. The selection of 3000 individuals to represent the views of over 40,000 residents is a scientifically valid method. The final number of returned usable surveys of 797 represented a return rate of almost 27%, which provides a 95% certainty that these results represent the population of Beverly within +/- 3% points; well within scientifically acceptable standards for evaluation and representation. The statistical analysis was completed using SPSS (Statistical Program for the Social Sciences) by Dr. Beverly Dolinsky, professor of psychology, and the interpretation of the data was conducted by Dr. Robert Jerin, professor of criminal justice, adhering to highest professional standards of criminal justice academic profession.

Findings

The vast majority of respondents that answered the survey are long-time residents of Beverly. Over 75 % of the respondents have lived in the City of Beverly for more than 10 years. 12.4% of the respondents have lived in Beverly for 5 years or less. Due to this longevity of the residents who responded to the survey the information they have provided shows an extensive familiarity with the City and its police department.

The age of the respondents is normally distributed with the majority being in the 35 – 65 year old age group. There was almost an even split of respondents below 50 years of age as there was to those over 50 years of age.

Over two-thirds of the respondents reported being currently married. Single, never married made up just over 16% of the population and the majority of the citizens who answered the survey were women.

The number of respondents who had children still living in the home was almost 40%. With 80% of these families having only one or two children. While almost 60% of the respondents reported that they did not have any children living in the home, given the age distribution, many of the respondents could have had children who grew up in the City of Beverly, but are now out on their own.

The majority of respondents are gainfully employed, but over 6% report being unemployed. There are also a large number of retired persons who also call Beverly their home, over 25%.

How long have you lived in Beverly

	Respondents	%
Less than one year	11	1.4
1-5 years	87	11.0
6-10 years	95	12.0
11-15 years	62	7.8
More than 15 years	536	67.8

Age

	Respondents	%
18-20	8	1.0
21-35	109	13.9
36-50	240	30.5
51-65	243	30.9
66-80	132	16.8
Over 80	54	6.9

Marital Status

	Frequency	%
Single	130	16.7
Married	534	68.5
Separated	9	1.2
Divorced	51	6.5
Widowed	55	7.1

Gender

	Frequency	%
Male	315	39.9
Female	474	60.1

Children living in house

	Frequency	%t
0	473	59.8
1	124	15.7
2	135	17.1
3	42	5.3
4 or more	15	1.9
5.00	2	.3

Employment Status

	Frequency	%
Employed full time	409	51.6
Retired	215	27.1
Student	17	2.1
Homemaker	21	2.6
unemployed	50	6.3
Other	81	10.2

Over half of all respondents have had some type of personal contact with the Beverly Police Department over the past year. When the previous 5 years is considered the number jumps to over 75%. The vast majority of citizens, however, only have a limited amount of contact with their police department. Over the past year over 90% of respondents stated that they have had 5 personal contacts or less.

The most frequent type of contact the public seems to have with the police is in person. Although, approximately one-third of the contacts were by telephone. Only about 5% of Beverly citizens report that they were victims of crime. An almost equal amount of citizens reported being involved in a traffic accident. These statistics indicate that crime victimization is very low in the City of Beverly, which goes along with the previous findings concerning the respondent's perceptions of crime and their fear of crime as a resident of Beverly.

The most frequent reason for the contacts was to report an incident or an emergency. The department was also used to request information and officers were asked for assistance or information in a number of cases. About 25% of the contacts with the police are listed as other.

Number of times had personal contact with BPD this past year

	Frequency	%
More than 10 times	40	5.0
Between 5 and 10 times	35	4.4
Less than 5 times	359	45.1
Never	362	45.5

Number of times had personal contact with BPD in past five years

	Frequency	%
More than 10 times	75	9.6
Between 5 and 10 times	97	12.5
Less than 5 times	411	52.8
Never	195	25.1

How and where was your most recent contact made

	Frequency	%
By telephone	183	32.7
In person, at my home	113	20.2
In person, elsewhere	104	18.6
In person, at the police department	100	17.9
In person, at my place of employment	33	5.9
By mail	5	.9
Other	22	3.9

What was the nature of your most recent contact with the BPD?

	Frequency	%
I reported an incident or emergency	156	27.4
I requested information from the department	89	15.6
I asked an officer on the street for assistance or information	51	8.9
I was pulled over in my automobile	32	5.6
I was the victim of a crime	31	5.4
I was involved in a traffic accident	29	5.1
I was contacted by a police officer investigating an incident	23	4.0
I was issued a parking ticket	21	3.7
Other contact	138	24.2

The citizens of Beverly feel very safe in their homes. There is almost unanimous agreement concerning the perception of safety in their homes and in their neighborhoods. Over 90% of the respondents feel safe in their neighborhoods, in the parks and recreation areas and at night. There is also a very strong feeling of safety amongst the respondents when they are with another individual.

Considered moving out of Beverly because of crime

	Frequency	%
No	754	95.6
Yes	35	4.4

Feels safe at home

	Frequency	%
Agree/Strongly Agree	680	97.4
Disagree/Strongly Disagree	18	2.6

Feels safe in neighborhood

	Frequency	%
Agree/Strongly Agree	669	95.8
Disagree/Strongly Disagree	29	4.2

Feels safe walking with others after dark in their neighborhood

	Frequency	%
Agree/Strongly Agree	643	94.0
Disagree/Strongly Disagree	41	6.0

Feels safe when returning home at night

	Frequency	%
Agree/Strongly Agree	605	93.8
Disagree/Strongly Disagree	40	6.2

Feels safe with others in parks and recreation areas in Beverly

	Frequency	%
Agree/Strongly Agree	599	93.3
Disagree/Strongly Disagree	43	6.7

Feels safe walking with others in Beverly's shopping districts at night

	Frequency	%
Agree/Strongly Agree	565	91.6
Disagree/Strongly Disagree	52	8.4

The citizens of Beverly also feel a minimal amount of fear of crime and that their property is very safe. When they compare Beverly to other communities on the North Shore they are glad to be living in Beverly. Given the size of Beverly as compared to other communities on the North Shore this belief reflects very favorably on the City of Beverly.

Have you limited or changed your activities in the past few years because of fear of crime in Beverly

	Frequency	%
No	689	87.7
Yes	97	12.3

Feels personal property is safe when leaves home

	Frequency	%
Agree/Strongly Agree	545	88.3
Disagree/Strongly Disagree	72	11.7

Feels safer in Beverly than other North Shore communities

	Frequency	%
Agree/Strongly Agree	399	84.5
Disagree/Strongly Disagree	73	15.5

The respondents also feel very strongly that the Beverly Police Department provides protection for their neighborhood, that their schools are safe for the children and that the Beverly Police Department is effective in its efforts to prevent crime. This personal feeling of safety and confidence in the Beverly Police Department reflects very well on the actual safety of the citizens, and the operation of the police department. Respondents expressed confidence in their opinion on the safety of the schools and the abilities of the police department.

Believes the BPD provides protection for their neighborhood

	Frequency	%
Agree/Strongly Agree	465	83.6
Disagree/Strongly Disagree	91	16.4

Feels schools are safe

	Frequency	%
Agree/Strongly Agree	381	76.8
Disagree/Strongly Disagree	115	23.2

Confident in BPD ability to prevent crime

	Frequency	%
Agree/Strongly Agree	342	75.7
Disagree/Strongly Disagree	110	24.3

The citizens of Beverly do express some concern about walking alone, keeping their doors locked, and indicate that they are also concerned with the presence of the Beverly Police Department in their neighborhoods.

Feels safe walking alone in their neighborhood after dark

	Frequency	%
Agree/Strongly Agree	463	75.2
Disagree/Strongly Disagree	153	24.8

Presence of BPD in their neighborhood is adequate

	Frequency	%
Agree/Strongly Agree	377	69.3
Disagree/Strongly Disagree	167	30.7

Feels safe alone in parks and recreation areas in Beverly

	Frequency	%
Agree/Strongly Agree	392	69.0
Disagree/Strongly Disagree	176	31.0

Feels safe walking alone in Beverly's shopping districts at night

	Frequency	%
Agree/Strongly Agree	331	61.1
Disagree/Strongly Disagree	211	38.9

Feels safe leaving home unlocked during day

	Frequency	%
Agree/Strongly Agree	124	17.5
Disagree/Strongly Disagree	583	82.5

When asked to express their views on the major crime issues facing Beverly the citizens of Beverly express many of the same concerns as the rest of the country. The citizens recognize the importance of the need to deal with issues of juvenile drug use, underage drinking and narcotic's offenses. However, the citizens of Beverly rank speeding motor vehicles as the fourth most serious issue and drunk driving as the fifth most serious issue facing Beverly reflecting a very serious concern about the safety of the roads throughout Beverly.

Domestic Violence, Property Theft and Burglary/house breaking are also considered to be serious issues that the citizens expressed concern with. These crimes reflect on their general concern for personal safety.

The respondents also reflect the general concerns of all citizens in general as to the crimes of assault, vandalism, credit card fraud, graffiti, public drinking and auto theft. It is also an issue for the citizens of Beverly that school bullying and crime in the schools are dealt with. The use of school resource officers is directed at this issue. As for issues that pertain to additional traffic enforcement, the respondents recognize the need to deal with parking violators and pedestrian safety issues.

**Perceptions of Issues Facing Beverly:
Very Serious (4) to Not a Problem (1)**

Serious Issues

	N	Average
Juvenile drug use is a serious issue	739	3.1150
Narcotics offenses is a serious issue	737	2.9756
Underage drinking is a serious issue	735	2.8871
Speeding motor vehicles is a serious issue	752	2.8710
Drunk driving is a serious issue	744	2.8414
Domestic violence is a serious issue	742	2.8046
Property theft is a serious issue	745	2.5758
Burglary/house break in is a serious issue	754	2.5650
Homelessness is a serious issue	740	2.5568
Drinking groups in woods/parks is a serious issue	732	2.4672

Somewhat an issue

Assaults is a serious issue	739	2.3545
Vandalism is a serious issue	746	2.3539
School bullying is a serious issue	689	2.3425
Pedestrian safety is a serious issue	750	2.3320
Parking problems is a serious issue	747	2.2048
Crime in schools is a serious issue	708	2.1921
Credit card/ check fraud is a serious issue	716	2.1830
Graffiti is a serious issue	739	1.9581
Public drinking is a serious issue	741	1.9541
Auto theft is a serious issue	727	1.9505

Crime issues not believed to be a problem in Beverly include; gangs, computer crimes, home repair frauds and harassing phone calls. While this does not mean these crimes don't happen in Beverly, the occurrences are so rare that the respondents do not consider these crimes to be a major problem. Additionally, the animal control issues and skateboarder issues that were prevalent a few years ago no longer seem to be an issue for the citizens of Beverly.

Not considered a problem

	N	Average
Organized gangs is a serious issue	728	1.9093
Computer/internet harassment is a serious issue	707	1.8798
Animal control problems is a serious issue	746	1.8780
Home repair fraud is a serious issue	721	1.8183
Harassing/annoying phone calls is a serious issue	748	1.7473
Skateboarding/Roller blading in business districts is a serious issue	735	1.6177

The perceived effectiveness of the Beverly Police Departments programs varies greatly. The citizens of Beverly strongly believe that the E911 system that the police department operates is extremely effective. There is also great belief in the effectiveness of the school resource officer who is assigned to the high school full-time.

The citizens also express confidence in the all-night winter parking enforcement, the assignment of officers to specific neighborhoods and problem areas and the use of bike patrols by the police department. They also believe that the effectiveness of the BPD programs that work on the problem of domestic violence are not very effective.

Parking enforcement, and traffic enforcement are seen as the weakest of the Beverly Police Department's programs with the department's web page being the least effective program.

**Perceptions of BPD's Department Programs:
Very effective (5) to not effective (2)**

	Average
Effectiveness of 911 response	4.2871
Effectiveness of school resource officer assigned full time at high school	4.0706
Effectiveness of all-night winter parking enforcement	3.8628
Effectiveness of long term assignments of officers to specific neighborhoods	3.8567
Effectiveness of bike patrol	3.8460
Effectiveness of "directed patrol" (assign police) to problem areas	3.8452
Effectiveness of domestic violence support groups	3.7584
Effectiveness of domestic violence response advocate	3.7343
Effectiveness of parking enforcement officer	3.7271
Effectiveness of traffic enforcement	3.4318
Effectiveness of web page: www.beverlypd.org	3.3103

The question was asked to provide perceptions of the police department and its personnel. The respondents gave very thoughtful answers to a variety of questions. The citizens were very pleased with the professional appearance of the officers, how well the Department responds to emergency calls and the professionalism of how calls to the department are handled. Less than 10% of respondents found any problems with these 3 areas.

Officers look professional in appearance

	Frequency	%
Agree / Strongly Agree	645	83.7
Disagree/ Strongly Disagree	38	4.9
Neutral	88	11.4

Department responds to emergency calls in a timely manner

	Frequency	%
Agree / Strongly Agree	464	76.8
Disagree/ Strongly Disagree	40	6.6
Neutral	100	16.6

Telephone calls to the police station are handled professionally

	Frequency	%
Agree / Strongly Agree	471	73.5
Disagree/ Strongly Disagree	54	8.4
Neutral	116	18.1

More than two-thirds of the respondents found that the Beverly police officers treat people with respect. Additionally, nearly two-thirds of the respondents also believed that officers did treat people fairly, while conducting themselves in a professional manner.

Officers treat people with respect

	Frequency	%t
Agree / Strongly Agree	460	67.0
Disagree/ Strongly Disagree	77	11.2
Neutral	150	21.8

Officers conduct themselves in a professional manner

	Frequency	%
Agree / Strongly Agree	445	65.0
Disagree/ Strongly Disagree	83	12.1
Neutral	157	22.9

Officers treat people fairly

	Frequency	%
Agree / Strongly Agree	400	63.7
Disagree/ Strongly Disagree	61	9.7
Neutral	167	26.6

Only 60% of the respondents agree that the community respects the Beverly police officers. The number of respondents who didn't express an opinion was quite high at almost 30%, but only about 10% expressed the opinion that officers are not respected. A lack of respect can impact the ability of the Department to do its job.

Officers are respected by the community

	Frequency	%
Agree / Strongly Agree	413	60.0
Disagree/ Strongly Disagree	73	10.6
Neutral	202	29.4

Areas of some concern for the respondents, while not a majority concern, was the Department's ability to give attention to minor crimes, and the police presence in people's neighborhoods.

Department gives proper attention to minor crimes

	Frequency	%
Agree / Strongly Agree	377	59.7
Disagree/ Strongly Disagree	99	15.7
Neutral	156	24.7

Police presence in my neighborhood is appropriate

	Frequency	%
Agree / Strongly Agree	426	57.0
Disagree/ Strongly Disagree	135	18.0
Neutral	187	25.0

Well over half of the respondents believe that the Department needs more officers, with less than 15% of the respondents disagreeing with the statement that the Beverly Police Department is adequately staffed.

Department needs more police officers

	Frequency	%
Agree / Strongly Agree	330	56.5
Disagree/ Strongly Disagree	86	14.7
Neutral	168	28.8

The concern over staffing may also be reflected in the perception of how well the Department does its job. Only slightly more than 50% of the respondents agree that the Beverly Police Department does its job well. Again, there was over one-third of respondents remaining neutral on this question and less than 12% believing that the Department doesn't do it job well. This suggests that the Department needs to do a better job of keeping the public informed of the job they do.

Department does its job well

	Frequency	%
Agree / Strongly Agree	360	54.0
Disagree/ Strongly Disagree	77	11.5
Neutral	230	34.5

A simple majority of citizens agree that the Department provides appropriate community education and outreach. This observation indicates a need for the department to reach out more to the community with educational programs and public services for the citizens of Beverly

Department provides appropriate community education and outreach

	Frequency	%
Agree / Strongly Agree	283	50.4
Disagree/ Strongly Disagree	93	16.5
Neutral	186	33.1

As identified earlier, traffic concerns are very important to the citizens of Beverly. While just over half of all respondents believe that the current traffic enforcement meets the needs of the community over 30% of the community disagrees. The large disagreement indicates a need to reevaluate the current traffic enforcement to better meet the needs of the City of Beverly.

Traffic enforcement meets the needs of community

	Frequency	%
Agree / Strongly Agree	375	50.3
Disagree/ Strongly Disagree	229	30.7
Neutral	142	19.0

The two weakest perceptions the respondents have of the Beverly Police Department are the officers' problem solving skills and the public image of the Department. Less than half of all respondents agreed that the officers have good problem solving skills or that the Department has a good public image. Isolated incidents over the past few years and the very negative coverage the Department has received from local media may have contributed to these responses.

Officers have good problem solving skills

	Frequency	%
Agree / Strongly Agree	215	43.5
Disagree/ Strongly Disagree	63	12.8
Neutral	216	43.7

Department has a good public image

	Frequency	%
Agree / Strongly Agree	293	41.1
Disagree/ Strongly Disagree	187	26.2
Neutral	233	32.7

The citizens of Beverly are interested in reinstating various police programs. The program that garners the most support is the Neighborhood Watch program. Another program that has significant interest is the reinstating of the Drug Awareness programs for schools (DARE). While this program has received tremendous criticism nationally due to its lack of effectiveness, it is still very popular.

The respondents are also to a lesser degree interested in various specialty units, a resource officer for the middle school, a citizen advisory board for the department and establishing a victim witness advocate in the police department. There is very little interest in reinstating a citizen police academy.

**Interest in reinstating policing programs:
Very Interested (5) to No Interest (1)**

	Average
Interested in reinstating Neighborhood Watch	4.0039
Interested in reinstating D.A.R.E.	3.9724
Interested in reinstating officers walking beats	3.8272
Interested in reinstating Specialty Units (home security checks, Kid Care ID)	3.7556
Interested in reinstating school resource officer assigned full time to middle schools	3.5541
Interested in reinstating citizen advisory board	3.5262
Interested in reinstating police based victim witness advocate	3.4778
Interested in reinstating citizen police academy	2.9555

The top two influences on citizens’ responses are their personal observations and the newspapers. These two influences far outpace any of the other categories. Personal observation is an excellent way to assess the operations of a police department. The individual interactions of citizens with their Department allows for detailed analysis and personal comments are included at the end of this report. Given, many people only interact with the Department when they have violated a law or an ordinance. This could result in numerous negative opinions being expressed; however, the police are also used as a major community resource to assist citizens which is also expressed in the comments section.

The large percentage of people that use newspaper articles as their source of information is a concern. Research has been found that the print media sensationalizes certain crimes and ignores many others. In many incidents the media determines the “newsworthiness” of an incident and can distort the actual incident. The lack of competition in the local media can also be an impediment to the accurate reporting of crime and safety issues in Beverly. In many ways the reporting of crime and safety issues by the local media may not reflect the reality of the type or amount of victimization that is occurring and may be providing the public with a distorted view of crime, safety and the job the Beverly police really do.

What sources people used to form their opinions about crime and safety in Beverly

% of category	% of respondents		% of category	% of respondents	
28.4%	73.1%	Personal observation	8.0%	20.7%	Television/Radio news stories
26.9%	69.4%	Newspaper articles	5.4%	13.8%	Personal victimization
16.1%	41.5%	Information/stories from neighbors or friends	5.1%	13.0%	Victimization of someone I know
8.6%	22.1%	Information/stories from family members	1.5%	3.8%	Other

Current and Future Beverly Police Department Programs and Actions

In analyzing the results of the Community Survey, it becomes obvious that the police department received strong citizen support, and that the community is appreciative of the many law enforcement activities being provided to its citizens.

In an effort to improve effectiveness and services, the study identifies several issues of strong concern facing Beverly:

- Juvenile drug usage
- Narcotics offenses
- Underage drinking
- Speeding motor vehicles
- Drunk driving
- Burglary/property thefts
- Domestic violence

The Beverly Police Department will be addressing these several areas of concern over the coming months with the following department programs and actions.

Juvenile Drug Use and Narcotics

We are actively partnered with the Beverly Substance Abuse Awareness Committee, to work collaboratively with community groups to address substance abuse and treatment, including public awareness and prevention activities. Our goal is to educate and offer assistance and guidance to parents facing substance abuse in their families. Through the use of departmental statistics, the Committee will be seeking grants for education and drug intervention programs.

The School Resource Officer created a presentation on Opiate Abuse, which he has presented to all Middle and High School students, as well as interested community groups. We are regularly addressing upper grade classes on a variety of timely topics, including drugs, violence, and bullying. Our detectives provide on-going assistance to high school staff on weapon and drug issues.

The Criminal Investigation Unit will assist any parent on any issues of drug abuse, in a confidential manner. This includes field testing of any questionable substance.

The drug enforcement team focuses on street level drug dealers. As a member of the Essex County Drug Task Force, we exchange drug information with neighboring agencies and assist each other on drug investigations. There is an anonymous drug tip hot line at 978-921-6046 ext. 14.

Underage Drinking

Underage drinking is an area of concern for all police officers. A specialized Alcohol Patrol focuses on those who purchase liquor for minors, as well as those minors who are illegally in possession of alcohol. As an educational tool we are in the design stage of a pamphlet, "Underage Drinking and the Law". We will distribute it to our high school students and our college population in Beverly. This pamphlet identifies the penalties should a person supply,

possess or obtain alcohol in an unlawful manner. It includes an explanation of the “Host” Law, and the potential civil and criminal liability of allowing access or furnishing liquor to minors in your home.

Motor Vehicles – Selective Enforcement

The Department created a Safe Street Program, in which selective enforcement teams concentrate on high accident locations and other roadways where excessive speed is a hazard. Patrols have increased the monitoring of traffic hazard locations throughout the City. The use of traffic collision patterns by crime analysis is now aiding the department in developing daily operational plans.

Community Policing

The Department has renewed its emphasis on community policing. We plan to publicize the many programs that are available to individual citizens and community groups. This includes a renewed interest in the Neighborhood Crime Watch program, as well as a specialized self-defense program for women and personal safety. Our involvement in the community will become a key focus on the police expanded department web page www.beverlypd.org, as well as special interest articles by our local newspapers.

Burglary/Thefts – Criminal Analysis

The Department has recently implemented a new position of Crime Analyst Officer, which will provide ongoing analysis of criminal activity through crime reports and trends throughout the City. This will include the utilization of computers to track and analyze crime trends. Weekly crime reports are now being provided to patrol officers, emphasizing recent criminal activity and focusing on current events. Officers are being provided crime mapping and wanted photos for each cruiser. The Crime Analyst Officer assists with regional agencies in identifying needed criminal trends and information. There will be an emphasis to conduct community outreach meetings in the neighborhoods to focus on crime prevention. The Crime Analyst will provide regular updates to the community in our revitalized police department website.

Domestic Violence

This Department has fostered an active partnership with H.A.W.C. through Federal Grants which addresses all issues of Domestic Violence. A Domestic Violence Advocacy program is now available to all victims of reported domestic abuse, which provides 24/7 civilian women advocates to the community. The Department has created a Domestic Violence Warrant Apprehension Team which focuses on locating and arresting defendants in domestic violence cases. Department wide training continues to be provided on Domestic Violence protocols and procedures.

Things People like Best about the Beverly Police Department

Ward 1

- . We have one.
- . Easy to talk to & pleasant.
- . They respond immediately. Extremely helpful and understanding.
- . Professional appearance - problem solving.
- . Location.
- . There is an officer available when you need one.
- . Young members.
- . They do respond to a 911 call right away. They set up a "RAD" program to teach woman to take care of themselves & explain what not to do. This is a great class.
- . Neighborhood policing on bikes.
- . They seem generally friendly but also professional.
- . The majority have grown up here in Beverly themselves. This gives them a strong connection, interest and knowledge of our community.
- . Their discretion concerning the use of warnings for first time offenders.
- . They seem to have a professional attitude and it seems to me they conduct their jobs to the best of they're capability on a very short budget.
- . Response time - on the few occasions where I have had to contact the BPD they were there very quickly.
- . Neutral view
- . Professional, courteous. The BPD makes me feel as safe as possible.
- . Quick Response.
- . Accessibility to the city.
- . The younger officers seem much more responsive.
- . Friendly, helpful, available.
- . The ability to work from a very poor police station.
- . Their quick response times to fires, accidents & crimes. Their professional manner! Their neighborhood watch program in tough areas. The "safe feeling" you get living in Beverly over other cities!
- . The officers with whom I've dealt (with one exception) seem willing to listen and deal with situations reasonably.
- . The speed during incidents.
- . My neighborhood is safe and quiet which implies they must do a good job consistently. I'm glad the BPD is involved in community events & things geared for children and teens.
- . For the most part I think they try to do their best to serve the community.
- . It still maintains that small town personal touch.
- . Everyone seems to be doing their jobs and are quite visible during their tours of duty, considering the number of men on the dept.
- . No Comment!
- . Always willing to help.
- . Prompt, courteous
- . I know they're there if my family needs them.
- . Whenever I've had police contact, they have been very courteous.
- . 3 live in my neighborhood/on my street.
- . Not much!!
- . They are there when you need help (911).
- . The politeness and friendliness of some officers.
- . That there is a Police Department, but they seem to have little contact with the citizens.
- . Response to all emergencies.
- . Most officers have a small town friendly attitude.
- . Officers were very helpful & responded quickly in the two accidents I have

been involved in on Bridge St.

- Their overall consistency of professionalism.
- There is always a presence around town.
- They make their presence in areas needed.
- The dept. is well run. Officers are gentlemen
- The bike patrol & response time
- Appearance & quick response
- Younger police force.
- That they're there for us. We've had to call several times over the past few years for neighborhood concerns and for the most part, the response was prompt.
- Officers are helpful & polite at all times that I've observed. Quick response.
- Always there when you need them.
- The quick response to my fall in my kitchen. They stayed with me after my request for an ambulance.
- Very well mannered, very helpful.
- This survey
- I am fairly new to Beverly. But I grew up in Peabody, and I always thought Beverly was safe and still do!
- Quick response. 2. Visibility *3. Developed community relationships.
- Quick, efficient response time to citizens calls.
- I feel that many of the officers are trying to do a good job protecting our city. Some I feel are not totally honest with the public meaning they will lie to make an arrest and get search warrants.
- Neighborhood presence.
- Every time I have come in contact with them they have been professional. Never bullying or taking advantage of their power.
- Nothing
- Fast response to 911 call. Take matters seriously.
- Seem to respond in a timely manner.
- That they are always present during times of voting in case there are any problems.
- This survey may help them improve service and image.
- Their commitment to the community.
- The professional attitude while maintaining a small town familiarity.
- Because I have had no reason to interact with any members of the Beverly Police Dept. except for their presence at the polls, I do not have any opinion regarding what's best, what needs improvement or any other comments, except for one interaction years 5? ago when I was stopped for "speeding" on MacKay Street by a policeman who had obviously little to do, as I am the epitome of the "little old lady who only drives her car to church". I found his demeanor to be very intimidating and Gestapo-like. In speaking with others, this appears to be the m.o. of this policeman, but I have had no further run-ins with him.
- The way that the most of Beverly seems to be taken care of properly.
- No Comment

Ward 2

- They respond during & after emergencies.
- The officers that I have had contact with have been pleasant and professional. I see enough officers around to feel safe.
- Not sure.
- I see patrol cars cruising the neighborhood.
- Not a lot of direct experience, which is ok! The Look efficient/Neat & seem Approachable.
- Its small and basically friendly when you are in a panic mode. The officers seem to have an answer to all your questions and that makes it so you can calm down, relax and have faith that they can handle you problems.
- Excellent responsiveness by (name omitted) to annual request for street closing for a block

party.

- They respond quickly to calls.
- its location.
- The Bike Patrol. Also years ago there was a rape on beach in front of my house. The first officer there was a woman - Do you still have women on the force?
- When you call 911 for help there always there on call and they are there when you call.
- Not much.
- Seem to be responsive & caring to citizens. Friendly officers.
- I think they have responded well the last few times I've dealt with them. That is, they got here fast.
- They are there where you need them!
- Their presence.
- Ready and available to serve and protect.
- They appear professional & courteous but don't attempt to "throw their weight around" or be intrusive when not needed.
- They're polite when I've called or come by w/a question or concern.

Ward 3

- Courteous/caring/professional
- When you need help they respond very quickly and are very professional.
- They are polite and do the best they can with what they have, which is not much, they need a new station!
- They are there when I need them mostly. I listen to the scanner and at least I know they're out there even if I never see them.
- They do their best and try to exhibit professionalism.
- The response time is very good to any situation.
- Most of Beverly's Police Department are very respectful!
- Very helpful sometimes they will be there on time.
- Just about every Police officer we have come across is pleasant, nice and willing to talk to my children. I enjoy the toy drive they hold every year in the cold & rain. Seeing them at the Blue Mass at St. Mary's Church in June - wish more would attend. Just see them enjoying the community, they work hard in We really appreciate that. It is a thankless job and they don't get acknowledgement enough - only if its bad press!
- If I need them, I'm sure they will respond.
- Their apparent low key checking in & assistance to the general population.
- There when you need them.
- They are very friendly.
- I believe they are doing a great job and they are nice people, even the face of criticism which the small minds are always doing. I wouldn't last long on the force because I would blow away the first burglar I found.
- They are helpful - kind to the elderly , visible.
- The officers are so kind to children. I think my children feel safe enough with officers that if they had a problem, there'd be no fear calling 911 or speaking to police.
- I believe they try hard to take care of their community. They all seem well educated and informed. They may need more support. They may need someone to take a fresh look at department.
- The professionalism shown by all officers I have had contact with over the past 10 yrs.
- Their courage.
- When I needed the Department for car theft and for emergency for family member and at work they arrived immediately and were very helpful.
- They are confident and relaxed - friendly.
- N/A
- I cannot truly say that I am proud of our Police Dept.'s performance in general.

- Guys that are willing to work for low wages I feel they are very underpaid. It's a disgrace.
- As a rule they are doing as good a job as can be done with the conditions around them, lack of equipment and good office facilities.
- Last summer I went in to BPD because of an issue with a home contractor. Being unsure whether this was a civil or criminal matter. Officer took my info. And actually followed up. Very pleased with follow through and respect I was given. Matter actually went through court system. Very happy with way handled. Thank you!
- Officer (name omitted).
- The professional manner of the officer that handled my incident report.
- Young Beverly citizens joining the Department. Personal interaction with citizens.
- Having a retired police officer monitoring BHS halls. An officer present at the High School.
- Emergency response.
- Their response time to 911 calls of my elderly father. They were kind, helpful, caring.
- I do feel they respond pretty quickly when called.
- Nothing
- Nothing!!!
- How the officers specifically (names omitted) take an interest in my kids @ school. Not only when there but on getting to & from.
- Nice people!
- Professional - courteous - understanding - if the issue isn't really a police matter, will direct you to proper or potential agency to resolve problem. It isn't an easy job, but they do their best and they do very well.
- Is knowing they are there!
- Cooperation & professional manner.
- Some officers try hard to do their jobs. And still be fair.
- They are good employees of the city.
- Our present Chief of Police is a good one. There is always room for improvements. I am sure he will make them.
- They respond to 911 calls very rapidly.
- In dealing my a recent report of vandalism, the response time to my calls to the station has been excellent.
- Police Department appears to care for citizens & their concerns. Most members are respectful & appropriate.
- They are there.
- When I am walking and meet many officers, they are always very polite. I like that.
- The individual officers I have had contact with are intelligent, polite, effective & professional.
- Quick response time
- We have one.
- Very professional.
- Officers are courteous, respectful.

Ward 4

- They have regular patrols and are visible around the city and respond in a reasonable time when needed.
- Response time to calls.
- Their quick response.
- Visibility - courteous - professional.
- Prompt action to my complaint.
- Their presence.
- Rapid response to emergency calls and interest shown when handling a citizen's problem.
- Very efficient & polite.
- Department meets my expectation.

- I feel safe in this city.
- I feel & have always felt safe here in Beverly.
- Knowing they are there!
- Their interest in improving the operation of the Department and how they're perceived.
- The officers are prompt, helpful & respectful to concerns.
- Sgt. (name omitted).
- I went to a community meeting some years ago - The officer was very interested in what we had to say & in helping the neighbors solve a specific problem. He was a good listener & came up with practical advice.
- The officers are very community minded & great at dealing with kids/teens in a non-condescending manner.
- In all the years I have lived here I may have called the police (3) times. Once for neighbor medical emergency - response was quick. Once for gang behavior in a very nice neighborhood - quick response, once for broken car window - quick response.
- Nothing.
- Friendly and willing to help.
- They are friendly. Helpful.
- Willingness to improve.
- They are visible around the cove area.
- They do their job and most often are helpful when needed.
- Occasionally seeing officers around the city so that I know they are keeping an eye out for wrong-doing.
- Quick response - visibility
- Good response time - willingness to help.
- They are always on Bayview Ave. and sometimes I feel there are more serious areas that should be patrolled.
- I know they are there if I need them.
- The Chief is down to earth; better overall atmosphere & not overly political.
- On the whole, I think they do an excellent job. I have confidence in their training to handle the many complex situations that they encounter.
- Interpersonal communication skills of officers.
- I like that they pretty much leave the ordinary citizen alone.
- The feeling that if an occasion arises I can always rely upon their dependability.
- Your response to 911
- I feel safe in Beverly.
- I have seen them being friendly to children - which is very important - caring about things that may seem trivial - but are serious to the person with the problem.
- That they respond to those who need help & keep general order in Beverly.
- Basically I am pleased with the Dept. and proud to live in Beverly. The chief of police is doing a good job and is open for ideas. There are areas in Beverly that do need better patrols. In the news the problems are usually in those few areas.
- The attitude and demeanor exemplified by officers like (name omitted).
- Friendliness
- I feel their presence.
- Visibility, fast response to a personal emergency involving my young child.
- Polite
- I see their presence all around Beverly in their cruiser during the day.
- They respond quickly in an emergency and are very competent.
- I have found them to be prompt and responsive, courteous and professional whenever I have dealt with them.
- Attitude. They know what goes on and they take preventative and response action to limit crime.

- Good reputation; appear to do job well.
- The officers always appear professional and friendly.
- I guess I feel safe here. I also like when the police officer is at the high school. Life for some of these kids (seems) to be unsupervised so it is good to have reinforcement.
- The BPD seems to deal with emergency situations in a professional and appropriate manner. When there is a real emergency, I know that I can count on the BPD for assistance.
- They are unobtrusive - I know they are around, but I rarely see them. The few times I needed them they came immediately.
- When I've called about incidents, the BPD has responded promptly. When I've called for information, I've sometimes had a good response. The website is okay - good start.
- The phone: The dispatcher response and phone voice has improved since moved here.
- They are very respectful & helpful to the citizens of Beverly.
- I feel comfortable in the case of an emergency. Our police department would do a good job. I can't comment regarding crime prevention although given that I have never had a problem, speaks volumes.
- Maintains adequate level of safety and enforcement. The bike rodeo, too.
- Downtown location of headquarters.
- Small town feel & approachable.
- Very approachable if there is a problem.
- They do care about the children and have always done what they could for them. The parks are fairly safe - Beverly needs to regain its reputation as a safe community to live in with a police dept. that is engaged in caring for its citizens.
- Professionalism
- Quick 911 responses
- 911 Response time
- Visibility
- Great respect
- Low-profile, effective
- They seem to be around, & always polite.
- No contact except below!
- I like how in the course of a day I sometimes see 4 or 5 different police cars on route.
- That it is mostly a young and an aggressive department.
- Visibility
- The younger officers seem to be friendlier. People like it when officers wave and smile as if they know you. Bike Rodeo is a good thing.
- Professional & courteous.
- They are approachable and effective without a demeanor of threat.
- From what I notice I believe Beverly officers pay very good attention to their duties.
- Police officers take care of their hometown.
- Bike Patrols
- The fact that they are there to protect my home & family.
- On the 2 occasions we've had to call 911, the response has been timely and the officers quite helpful.
- They seem responsive to emergency calls.
- The willingness to listen!
- I haven't had much contact with the department - but what have seen has pleased me and other senior citizens.
- The police are friendly and courteous.
- I have had no contact personally with the BPD, but I am certain I live in a good and safe city. There's good and bad everywhere but I do think for the most part with some exceptions most of the bad has skipped over Beverly.
- 911 response was excellent.

Ward 5

- Response to 911 for medical emergency
- My contacts w/officers that point up caring & commitment -both professional & personal
- Officer (name omitted).
- A police officer who lives next door to my elderly parents and stops by to see if they need anything.
- Response to incident quickly.
- There are some wonderful officers that transported me so that I could pronounce a patient in a blizzard - this is not unusual that they help even at a risk to themselves. I think they genuinely care.
- Quick Response
- I believed they try their best to do the best job they can, which is not always easy.
- Officers are always cordial and helpful.
- They talk to people in people terms. Very good communication skills person to person.
- About being safe.
- Always pleasant never had occasion for one on one contact. Many of questions seem to apply to families with children.
- When I had my alarm system, I had several false alarms, but police were at my door in a short time, and they checked the house and the basement.
- I have no idea.
- There is not one thing I like best. I know they are hard working individuals who may just need some more guidance in the way they present themselves all around.
- Seems reliable, I think they'd be there if I needed them.
- They are being evaluated by an outside group.
- I hope if I needed them they would be of help and act quickly depending on the circumstances. Traffic light on corner of Laurel & Dodge is terrible & very dangerous. One day a terrible accident will occur there something must be done. There have been many accidents there before & were very bad.
- RAD class was very positive experience. Should be given to all high school girls!
- Quick responses. I fell many times over a year ago and between the police and ambulance and also fire department - I received excellent care.
- When going to report a bike stolen officer pleasant.
- My contact with Beverly Police was as a victim. I was impressed when officer came to my house the next day to follow up and to see how I was.
- Unfortunately my one contact was negative.
- Dedication of the BPD officers to their work.
- I think the officers are professional.
- Ward 5 response time. Twice I called 911 for medical emergency and cruiser responded instantaneously.
- Generally polite officers
- All of my interactions with the department have been positive in nature.
- The courtesy they give you.
- I went to school with several of the officers - as did my parents and that makes me feel safe and proud of my community.
- That their door is open. Citizens need to feel they are welcome to go to the station. When I moved to this Beverly house as a fifth grader, I liked meeting the North Beverly policeman who made me feel welcomed and important. He was available when my group was followed by a man from North Beverly Elementary. I knew my policeman would help. Can't kids today feel just as confident today?
- Generally hardworking officers who respond quickly to major emergencies & work hard to help.
- That we have one

- The only contact I have is by the Police Radio and I think they do quick (as they can) job. They do a lot.
- How quickly the response was for a very minor incident.
- Relatively quick response to calls.
- I am elderly and the Beverly Police Dept. makes me feel protected. All my life I have had that feeling about the Police Dept. Police Officers should be serious, caring and kind people.
- They are visible around Beverly so I feel safe.
- It's adherence to civil service regulations which serves to curb politics playing a role in promotion and officer selection.
- The officers are always friendly and caring in my dealings with them.
- No comment.
- Professional, courteous behavior
- Response time to emergencies.
- That they are there if I need them.
- They answer promptly
- They are there - although I have no contact with them.
- No comment.
- Officers seem to know trouble spots and control problems - Local officers generally friendly and helpful.
- Response to calls.
- Everything
- Qualified. I'm thankful that this group of individuals want to perform this important and dangerous job.
- I don't know them very well and they don't know me very well. They mostly seem to be doing their jobs in a skilled and proper manner and in a polite and caring way.
- That I haven't needed them!
- They help people who need help and are in trouble.
- They seemed to be very professional.
- "Nothing"
- Quick response to call for personal help - fall, for example
- Their presence in the schools
- Having them available when needed if trouble or problems arise
- Friendliness and trustworthiness
- The response for emergency situations.
- The officers themselves seem to be concerned and caring about the people living in Beverly.
- Do a good job with limited staff
- This survey is a good step.
- Efficient traffic assistance observed.
- Quick response
- Reported teens in park after hours - noisy
- They are quick to respond in an emergency
- I believe they are there for all who might need assistance. Fortunately, I haven't needed to call them more than a very few times in the 45 years I've lived in Beverly.
- Quick response & professionalism.
- Friendly, responsive willing to answer questions. 2 times we had problems. I felt protected & safe & secure & felt the problem was addressed very well.
- I feel safe.
- I know that they are always there if you have any kind of emergency.
- Bike Patrol
- That I feel safe in my home & neighborhood.
- Since I've had little or no interactions with the Beverly PD in the past ten years, I have no

answer for this question.

- You are trying to get better just by sending this survey out.
- Some officers are very friendly and you believe they are doing their jobs because they genuinely want to help people.
- Rapid 911 response
- Don't know.

Ward 6

- Visibility in public school education programs.
- It's there if needed.
- I feel good about calling if I have a question.
- Personnel appear to be professional and interested in the community.
- How can they function at all with a police station as small and dilapidated as the one Beverly has.
- The fact our police officers can do their job at all is amazing.
- As stated above I was tagged for improper parking violation, took my concerns to the Beverly traffic officer and he
- correctly destroyed my ticket.
- The Beverly Police Department is very hard working.
- How you can usually count on seeing a patrol car parked at Harry Ball Field if you need are ever while drives speed thru the school zone.
- As I do not have much dealings with them - when you see an office patrolling the No. Bev. Shopping center, they are always pleasant. Any officer I have met has been professional & courteous.
- There is a strong officer presence. I often see police driving by our home.
- We seeing positive changes (new chief, new officers)
- They do the best they can with the personnel they have, I find them to be proff., neat, and reasonable as they can in today's world.
- Professionalism of officers.
- The undercover program.
- Visibility.
- Professional, presence is known.
- I feel safe in my neighborhood & home plus I recognize so many people in the dept.
- Friendliness of officers/Professionalism.
- How the officers can work at all with such a run down & small police station.
- They really try to help you when you need it.
- Professional order.
- I have been very fortunate to have limited contact with the Beverly Police but right now at this stage of my family's life and having 2 children at BHS, I am happy and feel secure to know that police presence is at the high school.
- I know that they are there if I need them.
- Very polite. Very helpful to elderly which is important to me.
- 911 response.
- Quick response time.
- Knowing we can count on them.
- The safe feeling of knowing they're available when needed. My husband and I are elderly.
- I know that they are out there.
- They may be there when I need them, but I wouldn't count on it.
- The officers are professional and thorough in their jobs despite what appears to be a lack of support from the mayor!
- There at least is "community protection".
- To know they are there.

- When I have called the department, I was treated professionally but obviously there is serious problems within. Being self employed I wish I had such a good benefit & retirement package. They should appreciate that they have.
- Very helpful & quick response to reported incidents.
- Community Involvement.
- Professional - provide other resources.
- The Chief is a regular guy - not big feeling like some can be.
- Very professional & courteous.
- They show patience and concern.
- They are efficient.
- We think the police department has men who are genuinely interested in the welfare of every citizen and we appreciate that. Because we live in Centerville and frequently walk on Hull Street, we think the speed of cars there is often out of control given the number of children and "people who walk" there so much. We often think there is a safety issue there. LOTS of people run the stop sign at Hull/Essex Streets. We have a scanner - we feel like you are a prompt and caring unit and that you do your best.
- Friendly, generally helpful.
- They are there, and seem to be keeping law-breakers somewhat in control.
- They are always respectful and considerate. They volunteer at community programs like bike awareness functions at the rotary/lions type of clubs.
- They respond.
- They are polite and don't overreact - patient and professional.
- They seem to do a very good job. They are bright and very professional.
- Conduct themselves professionally.
- No sure I've had enough contact to say.
- I feel I can contact the department with a problem or issue and feel it will be addressed promptly.
- The Chief.
- Patrol of school zones before & after school to stop speeders
- They seem to be very reasonable and use common sense. I don't think the PD is overly exuberant like many of the smaller area PD's that ultimately give them a bad name and reputation.
- The empathy and caring when responding to someone who is ill.
- Still feels like a local PD even though the city is growing
- That they continue to come to work despite the deplorable working conditions they have to put up with. (Those of us who have lived in other parts of the country have a hard time accepting that "Police Department" facility.)
- The assistance they gave my mother one evening when she had car troubles, the officer called me and remained with her till I arrived. He was very professional and extremely courteous.
- Respectful and very friendly.
- 911 response was professional and efficient.
- Professional, friendly, fair attitude of officers.
- I have great respect for police, always have. That is the way I and others were brought up. I still remember "Mike Murphy" walking our neighborhood, all the kids surrounded him, he was great, always talking to us. (in Lawrence, MA during the Depression)
- I think they do an excellent job with their limited resources.
- 1.They come when called as soon as possible. 2. Always listen to your complaints.
- Professional appearance.
- Professionalism in person & on phone.
- There is a police presence - police cars cruising the roads. I feel they could respond quickly to an emergency if needed.

- I am proud of our police department. They are courteous and well mannered.
- No complaints - which means they're doing their job.
- Friendliness
- By and large, a professional department.
- Friendly and professional. Quick response.
- They do try hard. I feel that if I needed them, they would be there to help.
- Wonderful job with short staff crew & older equipment.
- Very professional! Minor car accident was handled in a calm and professional manner. Very helpful with paperwork. Very good treatment at police station.
- Always respectful when I call about incident &/or question city regs - officer on phone always helpful & directs to someone else if he doesn't have answer.
- Prompt & friendly.
- Their response to medical emergencies.

Things People would most like to see Improved at the Beverly Police Department

Ward 1

- More visibility.
- Better traffic enforcement on Kernwood Ave. - Lots of speeding.
- A new police station that is more visible with more parking.
- Traffic enforcement.
- Personal interaction.
- Watching traffic more at details.
- A decent police station. I walked in to the station to inquire about my lost eyeglasses. Frankly, I was appalled.
- Would like to see officers act more appropriately in public, i.e., acting like they are better than most citizens because of police officer status.
- Patrol more in, "Not Problematic" neighborhoods. Be more courteous to citizens instead of Gruff and Snobby.
- To get rid of the male chauvinism in the dept. There seems to be some good happening. This is a good dept. that doesn't need that kind of black mark, wake up!
- More police patrolling neighborhoods.
- The officer not following the court order on a Restraining Order and saying you don't have enough evidence. Or an officer not getting out of his car to look at damage done to the back door - but a carpenter had to come fix it.
- Off street parking ban enforced in all neighborhoods not just downtown.
- Advocate for lower speed limits, fine & ticket people for speeding, place speed sign up in more places.
- How many officers are available at any one time - I think we need more.
- An ongoing educational training program for police officers. Not just updating firearm safety but continuous education regarding current social issues. Why they happen, how they are expressed and how to deal with them. I feel thru no fault of their own, police officers are inadequately trained.
- Officers walking the beat, whistling and twirling billy clubs. That and a drug education program showing realistic negative results while educating children on other options.
- As a city, we need to find the money to hire more police officers. It's a shame we have to expose our police to danger when only having one police officer to a car. It would be safer for them, and safer for us. We've been lucky as a community, especially at night, forcing our police officers to ride alone in their cars. I believe it's only a matter of time before something happens and then we'd wish we had staffed the police dept. with more policemen. Let's not wait till its too late.
- Better traffic enforcement especially at 4 way stop intersections and at busy red light intersections.
- Like most towns/cities, more officers would be beneficial to the community.
- More walking patrols and police bikes.
- Community involvement and presence (more outreach and citizen involvement). Improved facilities would allow BPD to be more effective and approachable.
- A new facility for the police dept. More police officers. Consistency of parking ban lights through out city.
- A better attitude about themselves. Paying attention to traffic when doing road duty. No smoking on the job.
- Domestic violence advice.
- A new police station.
- The all too tragic (name omitted) Incident. Two deaths took place and it was an "improper response" for a family officer. "Park it now". Leave the (name omitted) out of the papers. Let's

see it doesn't happen again and work for a better police department and a "safer" city in which to live! Thanks.

- The need to see Beverly Police Department more visible in the neighborhoods.
- More enforcement of trespassing/loitering/disturbing the peace laws regarding skateboarders - especially on private property late at night (and, at early morning hours in some cases). Responding police unwilling to speak with the offenders and/or issue citations and/or confiscate the skateboards - thus, many repeat offenders.
- More socially involved with the community.
- I don't often see police cars which is good, but I would like to see one occasionally driving through the neighborhood.
- Traffic/speed control. Too many people drive well over neighborhood speed limits and violate yellow/red light signals. Also population lacks the intelligence to refrain from blocking intersections when traffic backs up at nights during rush hour, creating gridlock traffic conditions.
- Probably the hiring of more officers, if the budget would allow.
- Police Station. Also, investing in our children & holding them accountable for the small stuff so it doesn't escalate.
- Morale
- More coverage in Ryal Side. I very seldom see a police cruiser in this area of the city.
- To loose some of the attitude that a few have.
- Less trips to Dunkin Donuts - White Hen Pantry. Loose weight - press uniforms - get into shape mandatory.
- Traffic control and goal driving skills improved.
- New Building. Increase patrol officers.
- Better public image.
- I would like to see the rules change as to when police officers are assigned to direct traffic while work is being done on the roads or for service repairs. The problem is when one sees an officer being assigned, at time and a half, to watch while an electric service man is working on a pole on a dead end street with only two houses. This is an extreme case, but there are many side streets when work is being done and there is no need for an officer. It is a waste of money. I don't feel these assignments should be given to officers who are scheduled to work a regular shift that day. If necessary an officer could be assigned an extra shift but no more than once every 3 or 4 days while working his regular shift. Why not use part time police at straight time when necessary. The police department's image is not enhanced by some of the alleged abuses resulting from this activity.
- I would like to see police on the streets, making themselves accessible, particularly to young people.
- Increased traffic violation ticketing/develop a reputation like Hamilton. Walk around neighborhoods around Cabot & Rantoul & investigate problems to prevent crimes more easily than if enclosed in vehicles. Get schools on board (Salem) for random day testing in the middle & high schools.
- Less patronage - they are all related in some way or another. Less sick days. Neater dress for some. Less rudeness. Start acting like adults!
- Better traffic enforcement - people driving and parking on the wrong side of the street. Almost had two head ons because of this!
- More neighborhood patrols and also more patrols while children are going and coming from school for their protection.
- All officers should act more friendly to residents. All officers should not make comments or judgments on the scene.
- More interaction with children in the schools.
- More foot patrols as in years past in down town areas especially.
- A more serious concern toward what they consider small crimes like house breaks & vandalism.

- More control/better enforcement of teen age/young adult drug use - it seems to be getting worse in this area.
- Dissention in the ranks - trust within the department between employees.
- A new police station
- More in force.
- New police station
- More attention to speeders & traffic control. More responsibility in taking ownership of a problem
- Everyone deserves to be treated w/respect. I'm sure it's frustrating directing traffic, but there's no need to be nasty to people who don't know an alternative route, this is just one example. All industries benefit from "customer service" training, over all niceness to the average citizen would be a big improvement.
- Bldg. Condition is old
- DARE program coming back to school
- More approachable (friendlier, more pleasant) attitude from the police officers.
- Parking & building access is poor.
- More officers on each shift, or two in every car. More cars on streets.
- A new building for the police department. One not hiding in back. Strangers ask for directions because its not visible.
- More inter-action with teenagers.
- More compassion - more respect when phoning in. They make you feel like complete idiots when you call.
- I have no complaints. Maybe more officer presence at the train stations.
- *Remove prejudice police officers (spoil the great effort) 1. Improve police relations amongst minority residents. 2. Eliminate judgmental officers, basing decisions on color or economic background.
- More cruiser visibility around public parks & within school & neighborhoods.
- More visibility outside of the cruisers....bike & foot patrols....interactions w/students, children at parks during summer hours.
- Trying to solve the drug problem in Beverly is very important to our children. The heroin and oxycontin seems to be everywhere. I think more attention needs to be focused on the big dealers coming into the city and getting Beverly kids hooked on drugs. Focusing on the little guys isn't going to solve the big problem. Working with the kids and helping them, developing better relationships with the teenagers of Beverly and getting teenagers to want to talk with them (police) without them feeling intimidated by the police. Some officers have that relationship and many of them don't. Some of them seem to forget that they were once teenagers themselves.
- Educating students about drugs, alcohol, etc.
- The police station - must be separate from City Hall - new building.
- Drug enforcement.
- Speed limits enforced.
- That they learn to trust people humanly, take people seriously, and act like they care.
- n/a
- Better traffic enforcement.
- Don't think they should be able to work a full shift and then do a traffic duty for gas co. or someone else without getting rest.
- Traffic enforcement. There never seems to be anyone around when drivers are not obeying traffic rules - not that I believe that the police can be everywhere all the time, but a greater presence - especially during rush hour in the evening would be nice. The recent closure of the Whitaker Hall Bridge on Bridge St. has made traffic around and on Elliot St. a nightmare.
- Actually show up when a loud party complaint is called in. Ticket people who block sidewalks with vehicles. Ticket speeding lumber trucks.

- A bigger station. More modern.
- Increased awareness of areas of high accident rates.
- Having a new police station for the police.

Ward 2

- 1.civilian flagged at construction projects. 2.an annual report by the chief of police on the status of the police dept. I believe this is required by city ordinance but it is not being done. 3. Speed limits enforced.
- Not sure.
- Time for a new station.
- I like to see police walking downtown.
- Be more visible - walking/biking in neighborhoods & shopping areas - It's good for kids & people thinking of committing crimes to know you're out there.
- More visible policemen walking in neighborhoods that both teenagers and adults can approach and feel they can talk to without reprisal.
- An animal - control officer or some type of plan - full time (nights weekends) for when people find lost dogs, etc. I was harassed & followed by a dog recently while walking my 2 dogs. I called the police & they said the animal control officer was off that day & there was nothing they could do since the dog was not being aggressive or injured.
- More public education and notification regarding registered sex offenders and programs for the community on safety for children.
- More neighborhood monitoring (driving through).
- A better police station.
- I when you need a police officer they are not around. When you don't need them their there.
- Complete overhaul from top to bottom. Go by civil service when hiring, no nepotism. More minorities on the dept., black, asian, the list could go on.
- Perhaps more visibility in the neighborhoods/foot & bike patrol for kids safety.
- Foot Patrol
- A greater presence on Rantoul & Cabot Streets to control the noise & activities on Friday & Saturday evenings caused by the bars & club patrons after closing and the motorcycles speeding & causing excessive noise.
- Enforcement of crosswalks by Dane Street Beach.
- I see no deficiencies.
- I would like to see a bit more presence around the Cabot/Rantoul Street areas @ night. There are lots of drunks (pedestrians and Drivers) coming out of the bars & it doesn't feel very safe @ night. Also - drunk kids on the beach @ night.
- More officers walking the beats - so people would be safer going out nighttimes if they were walking.
- Police walking patrols that impressed with the citizens - esp. children.
- (New Police Station) (Safe Cruisers) (Hot Water) & caring people.
- I would like to see more "polished" officers. Some officers are very nice, intelligent & helpful but some are very poor at dealing with the public.
- More traffic regulation a monitoring of neighborhoods . Especially main & side roads heading to downtown. Not enough presence.
- Marginal neighborhoods (I live on Pond St.) are ignored! More traffic enforcement - too many speeders in an area with many small children.
- Their attitude - they don't seem to think they are there to serve the public, unprofessional & rude.
- Of course, I'd like to see a new Police Department Building built. Aside from that, I also with the Police Department would take minor issues, which affect the overall quality of life in Beverly more seriously. Some examples include; intimidating groups of men or youths who congregate downtown or in parks, graffiti and associated vandalism (especially in the parks and on the Common), noise pollution from loud motorcycles and stereos, cars cutting through

neighborhoods to beat a light and other relatively minor offenses as simple as littering which might (when viewed as a whole) drive people out of the city. Such, issues may not always be taken very seriously in the larger scope of criminal activity, but, cumulatively, minor issues like the above may actually affect those of us that live and do business in Beverly the most. For example, about three years ago I was pushing my son in a stroller and window shopping on Cabot Street. It was a beautiful day and I was enjoying the walk, when I passed a group of men sitting in front of city hall. One of the men started to follow me and kept standing in front of the baby carriage while repeatedly and forcefully asking if he could "hold the baby". Now that may or may not actually be a crime, but it made me very uncomfortable and I avoided the downtown on my walks with the children after that.

- More approachable, not so rude when calling or talking to them.
- When a woman is harassed they should do more about it.
- Less overtime 2nd put on more police. Spread the wealth. A little more care & courtesy at front desk at HQ.
- I'd like to see the dept. have better facilities. The more presence the police have in the community the better. So, any way that could happen would be a positive one.
- Not qualified.
- Attitude of newer policemen. You feel guilty around police, rather than them being helpful! Miss friendly policeman. When you go to the station, you do not feel welcome, need better station.
- Their attitude seems pretty negative. I would like to see the police dept. hire intelligent men and women who go into their profession with respect for their superiors and the citizens.
- More involvement in keeping under age drinking in bars under control.
- Equal enforcement of municipal laws and parking regulations.
- More visibility of officers at night, especially around the train station.
- The officers do their job
- "Improving" the crossing neighborhood and curbing youth activities/crime!!
- While officers responded well to my mugging there was no follow up. I was not contacted by detectives or anyone else from the PD.
- More neighborhood patrols - more approachable.
- 1.Do something about the boarding house (address omitted) 2.Improve parking ban (ex: do not put light on if one inch of snow is expected).
- Move police officers.
- A decent place for the department.
- More foot presence of officers in town since the police station is right in downtown area.
- A new building for them.
- Enforcement at crosswalks - I do not feel safe crossing the street because cars do not yield to pedestrians at crosswalks.
- Whenever I leave my home even a short trip to the grocery store, I always see a couple of police cars out - which tells me that they are out there and that is comforting.
- More supervision in neighborhoods, etc.
- A new police station.
- From what I have read, I think the city owes the police PD a new facility to work in. I would also like to see more bike/walking patrols.
- Less time or less police officers assigned to public detail ex: 2 police officers assigned to one area.
- More officers walking or riding on bike around Beverly.
- Everything
- A new building! Long overdue!
- The Beverly Police Dept. absolutely needs better facilities & stronger accountability & management rights.
- The Police Station!!! > This space for law enforcement personnel's operating headquarters &

work place is an insult to these professionals. This "pit" of a workplace has been the status quo for too many years!! The city expects our first responders to act & behave to the highest standards however we send them into the community from a "substandard" work place. The mayor's refusal to remedy this issue has been tolerated too long by the police dept. The solution lies in a perfectly suitable building in the old McKay School. The building's integrity is perfect for rehab. The location is ideal. There is space for expansion if necessary, the city's image would be improved, and public confidence in city government energized.

- Better communication of programs & what "positive" is going on to the residents of Beverly - Beverly - Beverly column in the papers? Current leadership does a poor job in this area. 2. Increased visibility in doing their jobs. Presently, the most visible ones are those who are on private details!
- Community Outreach & Bring back the "Beat" police. When I was growing up in this city, the police were out walking the beat & getting to know the community as a whole. The citizens of Beverly really do not know their police force, and that is a shame.
- More buy in that officers are working for the good of the community - the public is not the enemy, in a sense we are the customer - more pro-active communication.

Ward 3

- More crimes solved.
- New Station - new cars - new equipment!
- Officers need better training in interpersonal and communication skills.
- Twice when I've called, dispatcher acted uninterested, and when he called cruiser to respond, didn't give them information as to what had happened.
- Would like to see more employee.
- Officers walking beats.
- I would like to see more community education and involvement.
- More police on bikes and more watching out for crimes.
- More courtesy on the phone and I'd like to see more on the street not behind schools & in parking lots.
- See police in neighborhoods, walking downtown area - in schools even the private schools not just public schools. They need to be present everywhere for every child. Move the building to an easier location to hard to get to.
- A new police station. Our police station is a disgrace.
- If they show up and somebody is obviously doing something wrong they should be arrested. More police presents in "bad areas" - start arresting or fining people for littering - the trash in this city is horrible.
- Clear guidance regarding how and who should respond to calls for help. Disturbed re incident last year where officer decided to turn to call himself, that involved his son.
- A chance to meet & talk personally without the emergency pressure. Corporations sponsor informal gathering with & without open bar.
- A new police department - with more up to date technology, and a better building.
- I think , as I already stated at #43, a few more police officers would be good all around.
- I would like to see more of them on the street downtown. Not as much time in cars. The downtown area does not feel safe to me.
- DARE! Drugs are becoming popular with kids at the younger ages. Many parents don't know how to speak with kids about drugs. A police officer at the middle school level (elementary too!) instills a sense that it's ok to say NO.
- The Bike Patrol in summer is a great way to help keep peace with any problem areas. I think the officers get to know what is going on by being able to approach areas on their bikes without cruisers.
- The public image improved - and the morale improved.
- More training in domestic violence and the presents of more police walking. Also a new police station and the need for police in the school.

- Location of the police - larger and less cramped offices.
- Effective patrols.
- Personal skills need to drastically improved when communicating with the public. The use of profanity especially with the youth does not lend itself for respecting the officers and often leads to further confrontation. Respect is a two way street.
- New Police Station.
- New Building, they work in a filthy pit. New police cars I've never seen such junks. Change in uniforms. They look old in fashion. Police walking on Cabot Street again.
- I would like to see more police in the public eye.
- Walking policemen.
- I hate to see the BPD in that building. Their working conditions are terrible. They truly need better facilities & equipment.
- A new station, for better working conditions.
- Stop being rude.
- Enforcement of parking and speed limits.
- Beverly needs a new Police Station. The present one is not adequate.
- A new Police Station these men past and present have waited years. They deserve a state of the art police station. I have no one on the Police Department past or present.
- More police presence downtown & at schools - "walking the beat". More programs like DARE.
- New Police Station.
- More officers - manpower! More attention needed throughout city.
- Drunken driving - speeding.
- More involvement with the schools and general community will improve respect towards the officers, as well as getting to know the officers as people who are taking risks to protect us.
- Their public relations skills are REALLY lacking. They present as adversaries, not allies!
- New Police Location. What we have is archaic!
- Their facilities - A new police station!
- More police presence (patrol on the beat) downtown at night.
- They need to serve the city and stop serving each other. Attitude!!! Stop talking down to citizens (especially women) and I'm a male. They never have the answer and they're better than you. Stop picking on the young adults.
- Get rid of the arrogant cops! They are supposed to serve and protect. Not talk down to you because you are a woman or because they think they are superior.
- More police & new station.
- New facility
- Both police & fire dept. are understaffed & under equipped. So - staffing, training & equipment are all necessary. There should be more than one resource officer or one victim witness person - coverage @ schools should begin @ elementary level.
- More outreach to the community!
- Updated equipment to provide the best possible criteria for safety and protection for the citizens of Beverly.
- To listen to people, so the wrong one does not get arrested or charge with something they didn't do.
- New building for the officers. The city has been holding off on this to long. You have to give the police the tools of there trade if you want them to do a good job.
- More attention paid to the traffic problems in Beverly.
- Enforcement of snow emergency parking. Checking of illegal parking on sidewalks.
- Patrolling neighborhoods.
- Educating young children about drugs - D.A.R.E. program
- When notified of persistent vandalism, an increase in cruiser patrols during the times vandalism has been reported.
- Officers on the beat. Officers in Jr. high schools. More outreach.

- Faster response to calls - Police Officers who are physically fit. Officers who actually care about their jobs.
- A new police station. Programs at high school & middle schools.
- I would like to see a new police station. Better working conditions are a must to the moral of the police force. Also more community programs (like bike safety rodeo) give a better image to the public, especially The youth.
- More traffic/speed limit enforcement. Greater overall presence in city.
- New police station.
- New police station.

Ward 4

- I think that they could use a more adequate police station.
- Traffic enforcement! More specifically, night time traffic enforcement. A new building for the police force.
- Vandalism on the common prevented. Cameras - ? Neighborhood watch.
- Ward 4 - Cove area - start ticketing vehicles illegally parked on sidewalk areas - or the grassy city right of way in front of most homes.
- It detracts & is unsafe for children & mothers walking,. Especially in school areas. A notice or Cross St. could be sufficient.
- Stop the drug sales in Bennett Street neighborhood.
- More officers assigned to problem traffic areas.
- The Police Department needs and deserves a new police station. Traffic enforcement for violations at red lights and "no turn" on red lights.
- Stop union threats to not serve the community at contract time.
- Dog control is too intense.
- Schools - drugs, alcohol, bomb threats, etc.
- Response time and show interest in there jobs.
- Increase in the quality of people hired - the supervision to see officers "on the street" out of the car.
- There needs to be some basic enforcement of traffic and motorcycles in Beverly. Other area towns like Wenham can do this, why not Beverly?
- Swifter response time.
- Traffic management - more attention to traffic when on details - to look more professional and act more professional not socializing or drinking coffee.
- I think the parking near St. Mary Star of the Sea School is very unfair - I have to put a quarter in everyday - one day I forgot to bring one and I got a ticket - I don't mind paying the fees as I understand the city needs to raise funds - but it seems they target mom's at the school.
- Respect for victims 2) Dismissal of a particular renegade issuing traffic citations based on fabricated evidence.
- A person who is available to answer questions from the public even if it seems that the question isn't really a police matter. Sometimes people don't know where else to call.
- More awareness to the public of the presence of registered sex offenders.
- Attack the drug problem.
- A new Police station.
- Enforce speed limits on Hale St. Particularly around Beverly cove "the Cove School" area. I think drunk driving & drug use are problems in Beverly.
- To talk to people who go into other people's houses uninvited.
- They need a new police office. I don't like telephone calls requesting donations.
- Better facility. Protocol to prevent conflict of interest with cases. Police on details do nothing!
- Traffic enforcement - There are many registered vehicles parked thru out Beverly neighborhoods on private property that should be removed; and I think there should be more enforcement of traffic laws (speeding, etc.) in general.
- You need a new station. The downtown station is a good location with all the new

restaurants, businesses, etc. - so build somewhere between downtown - Gloucester Crossing, Rantoul and/or Cabot St. areas.

- Traffic control (monitoring speed zones)
- New station with update equipment and secure areas for those who need it.
- The archaic headquarters building.
- Some officers live like they are above the law. Don't abide by city laws. Know of incidents of people being indirectly harassed for reporting officers or friends of officers breaking laws. Need to be accountable when on paid details. Paid details need to be investigated & assigned more fairly & evenly.
- Ticket aggressive drivers especially speeding SUV's, full size trucks & drivers who fail to yield right of way. Monitor roadways of two lanes that turn into one. Overall, more visible police/radar on streets.
- New Police Station - more officers - better community programs - more night patrols in neighborhoods.
- More police control in Beverly Farms for speeding.
- The police officer assigned to special duty (street work areas) should be required to handle traffic situations on site.
- Traffic enforcement.
- More respect for citizens; learn better communication & listening skills; anger mgmt. As part of training. Less defensive on the part of officers when they feel disrespected.
- More attention paid to cruisers stopping to do personal errands while on duty.
- Better response to 911 call.
- The patrol vehicles need to be replaced. The Department needs a new station ASAP the current one is sapping morale. Hire more officers.
- I do think that the city should try to hire a few more officers.
- A new & modern Police Dept. building.
- I think you are doing a great job.
- Traffic enforcement.
- A separate building - not downtown.
- The amount of care for the youth between the ages of 16 + 25. They seem generally apathetic to their situations. I get the idea that the police are predisposed to believe that they are up to no good. I would like to see more respect for them especially when asking for help.
- When an officer is on a road detail, I would like to see him facing and watching the traffic flow rather than have his back to traffic usually talking to the workers. I have seen this too often.
- Bike patrols through more neighborhoods - even little side streets in good areas, like mine.
- A new police station.
- I think there is a high volume of middle school and high school alcohol abuse and drug use in the high school that needs more attention.
- More visibility on side streets
- I would like to see more Police presence downtown Beverly and North Beverly after dark.
- They should be more visible in the parks and streets not only when there are specific occasions but other times as well.
- A police cookout with free food.
- Police leadership - currently very weak. Greater visible presence in community. Better response time after a phone call has been made for help. Stronger programs in schools on alcohol, drug and domestic violence.
- Building a new facility (separate from fire) so the rank & file can come to work in a modern, professional environment.
- Involvement with children increased.
- Greater public presence and accessibility. A more high-profile station house?
- I have lived in my neighborhood 11 years and have only seen patrol once.
- I would like to see them out more other than when they are at a site on the street where work

is being done.

- The public sidewalks are impassable to pedestrians because of illegally parked cars. People have trouble walking to trains, schools, etc. This will become a huge liability issue for the city.
- Less car in cemetery doing Nothing or Parked taking a NAP! More police watching for the drivers on Hale St. (cove) area. People drive way too fast, & at J & J the crosswalk is terrible not enough time. Can't trust that corner and with summer coming kids are at the park. Need more help!
- Burglary on the North Shore seems to be an increasing problem. Rather than flushing drinking youths from the woods, more officers could be used for preventing and investigating property crimes.
- DK
- Even though smaller things (petty theft, etc.) aren't as critical, sometimes I got the notion that there was absolutely no interest on part of desk officer.
- Officers to be more friendly, approachable. They seem to have a "chip on their shoulders" - they sit in their cars. I would like to see officers walking or riding bikes. More community involvement - as a member of the same community I live in.
- The conditions they work under. They need a new police station.
- I was very frustrated to see the police pickets at city hall. Confronting the Mayor & city counsel when you take a civil service job you take the good with the bad. We all must pay our share of rising costs inc. health care. Having this so called union mentality has no place in civil service!
- A new Police station.
- Effective neighborhood patrols and presence. Better parking enforcement to alleviate widespread sidewalk parking and congestion around intersections.
- 911 response protocol - the Peabody officer who missed a 911 call got more discipline than the Beverly policeman involved (name omitted) murder.
- I have lost my respect for the police dept - the mishandling of major incidents, investigations is out of control - it's very much a system of police running the dept. to meet their needs.
- Parking availability
- More officers walking & patrolling the streets (The old walking beats)
- Walking beats - especially downtown
- Attitude in general. Respect from public toward police and police toward governing body.
- As is!
- Easing up on some of the parking restrictions.
- The headquarters replaced. I would like to see more police presence around & about. I see very little of them now except on details.
- More domestic violence awareness.
- New headquarters and better response to calls so you don't have to wait 30 minutes or they don't show up at all.
- I think more beat patrols would be a good idea. Also problem areas should have two policemen per car. Four eyes are more effective than two.
- Nicer physical facility.
- A new police station.
- Enforce laws fairly. Parking. Speeding. Animals.
- Traffic control big problem. Lights at intersections - police just stand there and do not direct traffic - this happens quite frequently.
- Traffic patrol in neighborhood areas; school zones. D.A.R.E. has been eliminated from my son's school and I would like to see that re-instated.
- New police station.
- One thing that bothers me is drivers failing to give turn signals and I believe police can set a far better example in this matter.
- *Police enforcing the parking on sidewalk issue. No parking issue - police not parking on

sidewalks blocking pedestrians. *Noise pollution from loud car stereos radios in residential areas.

- I would like more exposure & presence. We should see them walking or on bikes looking professional & in control - Caretakers of the community. They should look well-groomed & neat.
- Enforcement of the ordinances including: Parking in no parking areas, off-leash dog violations, speeding, & other violations. These are ignored too often!
- I would like to see a more informative and pleasant response from the department when going into the police department with a question.
- Tough guy attitude is not necessary unless someone is being uncooperative.
- There seems to be fighting in the dept. according to news reports over past couple of year. Incident w/officers son, 911 call which resulted in domestic violence was very upsetting.
- More neighborhood representation.
- More police on the Streets and in their vehicles.
- The apprehension of drug dealers.
- Heightened traffic enforcement. I have nearly been hit by cars in crosswalks on more than a few occasions.
- Domestic violence crime calls. From what I've learned is that BPD could benefit from treating offenders as if they were strangers to the victims (not a private domestic issue) and charging accordingly.
- Traffic details that were actually working!

Ward 5

- A new modern police station. Improvement of work environment for the officers.
- Women & minorities recruited and welcomed.
- Reduce crime rate.
- Cohesiveness, more visibility, less dirty laundry read in newspaper. I would admire a city that could say its citizens feel their police dept. is A-one, that feel safe.
- More Mobil patrols
- When an officer messes up, don't cover it up. Take positive steps so the error never happens again, and don't pay them while they are being investigated. We in the private sector don't get that treatment, why should they!!!!
- Working conditions for the police force.
- A new headquarters.
- Discipline enforcement within the ranks and improved supervision from the top on down.
- More police in the department.
- Involvement and interaction at the two middle schools.
- I would love to see the department improve on communications between themselves and citizens. They are not very professional when they use their radios. (numbers of people have scanners)
- enforcement of traffic laws, i.e. Crosswalks, use of turn signals, running lights
- Nothing. Though I've not interacted w/ them even once in 13 yrs.
- Get ride of the "Good old boys" Club and discipline officers instead of covering up for them. The brotherhood is important but does not help regular citizens.
- The police station.
- Sad to see Police smoke last year in their police cars - Unprofessional Poor Role Model! *No calls from Union etc. To support Benevolent Police Fund.
- Professional behavior - I saw officers smoking while on the job.... very unprofessional. No more police society solicitation - invading my time.
- More community involvement
- A new police station.
- I think the actual space for the police department is awful. There is no place to have a private conversation. I also think consistency of behavior should be improved. Officers should all be

following the same rulebook.

- A new police station.
- The station - they need a modern facility. Neighborhood beats.
- Proactive policing. Officers and detectives aggressively targeting drugs and drug related crime.
- General communications and or public relations. Ability to express to citizens that they are there for them when needed. Also ability to solve crimes (complex crimes) theft, murders etc.
- I wish there was more community outreach (Watch Programs, neighborhood groups, etc...) - the kids need help feeling safe in this town - just as much as the adults do.
- More respect for officers (a new station). It's a disgrace to Bev Should be condemned
- Many of the officers are way too full of themselves and completely condescending. I think they need to be reminded that their job is to help the public and not act so put out when asked to do so. Also many officers are very overweight which is totally unbecoming and unprofessional as a police officer whom the public expects to be fit and ready to handle emergencies.
- Its community presence. Other than being present only on job details or during fires or ambulance runs. It would be good to have a presence because his block is ours.
- Increased proactive patrol of traffic problems & other neighborhood areas.
- A little more harmony - Respect your job. Use a little more tact instead of being know it alls - Don't overdo your job - know your moves.
- The two police unions working with the chief instead of constantly against him.
- New police station.
- Physical appearance. It seems that some officers would have a difficult time passing fitness requirements.
- Accountability (in all areas, including following rules, policies and eliminating atmosphere in which potential female officers feel unwanted, unsupported & threatened).
- More neighborhood presence.
- A respectable police station of sufficient size and access.
- Loosen the vise grip of union contracts which stifle creativity in police deployment and the use of overtime as well as abuse of sick time. Give the chief and his superior officers the power, leadership will follow: so will true accountability.
- Physical Fitness. I'd also like to know about the "good" things the police do, like sponsoring activities for the kids. I think a press person/spokesman is needed to get out the good facts. Mock car crash, Bike Rodeo, etc.
- Station Facilities
- More understanding of resident, neighborhood issues.
- More presence in the downtown/Rantoul area
- More neighborhood presence & traffic enforcement. Tremont St. is a one-way, certain times of the day. It's ignored & the police do not ticket wrong way drivers.
- Answer calls to come to an area that I reported.
- A new "Police Station" (Police Headquarters) Appear more friendly to the public.
- Even more anti drug & drinking programs
- More professionalism.
- Parking issues - Do not restrict parking on Saturdays and require use of parking meters on Sat. Also - return to free parking on Saturdays and return to 5 cents per hour instead of the current cost of 25 cents at meters. Warnings instead of tickets for parking.
- Attitude (They forget they work for the citizens)
- Better control of underage drinking.
- Friendlier to general public.
- I believe the Chief and senior officers should run the department and not the union or a patrolman with the threat of a union action. Sick days should be limited. There should be no pay for so called "unused sick days".

- Less politics (not what you know but who you know) like the others in City Hall.
- With so many drug problems in Beverly I think DARE should be back.
- More officers hired.
- To control the speeding of cars, trucks & motorcycles on Conant St.
- Attitude - they could smile a little more.
- I would like to see more open communication of incidents that occur in the city. The Salem News has reported many incidents in other towns, but on most nights there is nothing about Beverly. There seems to be a code of silence surrounding the police force. This negative image needs to be changed. I dislike the phone solicitation that is done by the police union. Why should I give money to an organization that want to raise my taxes?
- Ways to punish wrongdoing by a police officer without union agreements that ties the hands of the city.
- A better philosophy about community policing and what it means. I always have the feeling that where expired meter tickets and speeding tickets are concerned - it becomes almost a contest to punish and we are supposed to be a supportive community. It simply doesn't feel good.
- Traffic enforcement, I see people making all sorts of crazy things.
- More police patrols, crack down on speeding, failure to stop, etc. Brimbal, Colin, Montserrat Are - Regular drive through at dusk/night Windsor Courts - take notice of youth activity - gangs
- New police station.
- A new police station - better working conditions.
- A new police station. Stop fund raising by paid non - Beverly police solicitors.
- Better enforcement of traffic/speed regulations. More proactive anti-drug measure. Regular patrolling of neighborhoods. More police at busy intersections.
- More central location - rather than downtown.
- Encourage high schools children to get involved with police activities and future potential jobs for career choices.
- There should be a more diverse force and tolerance from the current members.
- Improved public image - has suffered greatly from recent incidents such as the officer who didn't follow protocol and his son committed murder. Plus there have been other unfavorable news reports about officer behavior (name omitted).
- Need more police officers - many work double shifts several times per week.
- Collaboration w/local Rape Crisis Center to improve the response to victims of sexual assault. A new police station.
- Just keep up the good work.
- Nothing.
- The police station. Traffic enforcement, esp. @ 4-way stops!
- Police that are in better physical shape. Some are so over-weight you wonder when the heart attack is coming?
- a new one
- More juvenile contact, more interactions w/children/students.
- Less nepotism & strict adherence to policies related to incidents involving direct relatives.
- When they are working details, they need to help with the traffic flow as opposed to standing around talking to the workers. What is their purpose on details?
- Traffic enforcement.
- Traffic enforcement, especially in residential neighborhoods. Cut commuters some slack and loosen parking regulations around Beverly Depot.
- Take seriously disturbance of the peace complaints.
- To see bike patrol in North Beverly area.
- Police Officers need to be more visible around the city, especially downtown, at the Plaza, and at parks and recreational areas.

- More police officers.
- Increase patrolling in high crime areas.
- Drug Awareness for kids, stop the drug & violence problem in our schools, and the sometimes "cover-ups" for one of their own. I also find an air of arrogance about some officers.
- A new station, more officers, and maybe more police involvement with kids and organized events, cook outs, softball games, etc.
- I think the way police conduct themselves in public is very important. I don't mean constant smiles, but I do think phone calls/questions on street should be answered in a courteous way. Sometimes you get the feeling, "Why are you bothering us with this?"
- Traffic enforcement, larger traffic division
- A light at the intersection where Casa De Moda is in Beverly Ctr. It is ridiculous, cars coming from 4 directions w/no signs at all.
- More officers.

Ward 6

- When people leave there boats parked in the streets overnight why aren't tickets being issued? Either the officers on patrol don't care or my neighborhood is not being properly controlled.
- Beverly Police Officers need to develop positive public relation skills.
- Beverly Police Officers need to speak in a non-arrogant way to Beverly citizens.
- I believe the dept. needs a new police station, I also think the police union has too much control over management.
- I also feel that officer (name omitted) was able to retire with no action taken by the dept. in the murder of a Beverly youth, this was wrong and a cover up.
- That they don't allow another violently loud music concert an Endicott College.
- Based on what is happening on the Northshore at this time, it is essential that Beverly reinstate it D.A.R.E. program in the schools.
- Officer (name omitted) did a great job! We need it back in our schools!
- Build a new police station the police and community can be proud of.
- It appears that some of our officers are not in the greatest physical condition, i.e.; overweight.
- I'm not sure how they could catch a potentially dangerous criminal on foot if need be.
- More modern facility.
- More Manning.
- More visible police.
- Better quarters.
- Since I do not live in Beverly city, I would not be able to tell what improvements are necessary. But police officers should be honest and polite in general.
- Visibility & traffic enforcement in C'ville.
- Dealing with domestic violence.
- To enforce speed limits. Children have a hard time crossing the street. Drivers very rarely stop & the speeding is excessive.
- Communication to public. I am sure they do good things in this city, as thankfully many of us feel safe. But the force is always getting a bad rap from the press about how they don't get along with each other. Many of my comment are "don't know" because many people are not aware of the programs that were cut in the past and what still exist. If we have big problems, we need to be made aware so we can all be more vigilant. What most people know about our police department is either through new articles or arrest log. We seldom hear the good things.
- Enforcement of traffic laws.
- Stop the private detail - officers seem to make this their "career". More zeal in traffic (speed) enforcement.
- A new police station & fire station at or in pt of the old landfill on Brimbals St. w/a fire & watch

tower.

- people respect and an approachable feeling - which is not there - more security in dangerous places - more visibility - not just driving through - Rt. 22
- Location to a better place & also I think police are getting over paid for details, any citizen is capable of directing traffic.
- Customer service attitude
- Very good as is.
- A new police station state of the art headquarters.
- Neighborhood Visibility.
- More random car patrols, walking patrols.
- New Police station. Walking beats.
- Concern about newspaper reports of the Police Dept. not working well with city hall. Be sure 911 line is handled correctly.
- Answering calls, taking them seriously, responding to calls in a timely manner, treat all with respect more police, a problem solved the first time you call.
- Improved response time to Centerville neighborhood for non-emergency individuals.
- More officers. More traffic safety - Speeding a problem on Rt 22. I never see a police cruiser in my neighborhood - Beaver Pond. More drug counseling to teens. Police presence.
- The police station in downtown Beverly.
- School programs.
- A new police & fire station.
- More police presence in our neighborhood. Attention to people parking illegally.
- Traffic details I don't think they are effective with moving traffic efficiently.
- New, larger, professional headquarters.
- Drug enforcement. Student Drug Training/Education.
- When a call is made for assistance that they respond instead of saying they are changing shift and having no one respond.
- A new building, more female officers, better communication skills of some officers.
- Personality boost. Be more friendly. Say hello to people. People will respect you more. It's a key component in leadership.
- The only traffic control I ever see in Beverly is an officer directing traffic at a work site, the occasional speed trap and sometimes a cruiser near an elementary school when children are arriving or leaving. Two other equally dangerous-and-growing-problems that I NEVER see addressed are CARS RUNNING RED LIGHTS and TAILGATING. Both are potentially lethal, yet they are virtually ignored.
- A new facility and cooperation with Mayor Scanlon.
- I would like to see Policemen in my community - on bikes or walking.
- Bev. P.D. needs to use their personnel in 2 more conservative way. You need to bring in a new chief with no ties to current personnel who can bring in a whole new management style to change the policies, attitude and direction of the Beverly P.D.
- Early morning traffic enforcement 6 a.m. - 7 a.m. so many people run stop signs and traffic lights. 50 mph through downtown and Rantoul is a bit much. Parking in front of bank on Cabot St. (Downtown) "Don't Stop Here etc."
- More Police!! Where's the cop in Ward 6?? Why don't we ever hear from the chief? Why are we still hearing about unresolved contracts for the police? Settle the contracts! A livable, workable police facility!
- More friendliness - concentrate on crime, speeding, and protect the schools, more "Patrols".
- Walking the beat. Let kids put a human face to the police - Officers need to earn the communities respect. If we don't see them out in public & respect them as people. You're not respected as a whole. It's like a boss at work that doesn't mingle with his employees. The wrong idea can be formed.
- The laws are enforced & apply to everyone (i.e. friend, relatives) Zoning issues - commercial

in residential areas - winter parking enforced - especially Everett/Haskell. Law (dog) Leash. Commercial vehicles - oil contaminates.

- More involvement in schools/financial support to be able to do so.
- More police presence. Parking problems - disobey no parking sign. Time limits on parking. Cars parked on both sides of street prohibits emergency vehicles to pass on Everett St. this street is a cut through to get in and out of Farms Sq. and travel at high speed.
- More contact with schools and students.
- More focus on teens - drug use - community involvement.
- More visibility on the streets - walking, etc.
- Unrealistic union expectations regarding compensation, compared to taxpayers.
- New Building!! With the amount of taxes I pay.
- Promote a more professional and friendly attitude toward Beverly citizens. My impression is that some of the officers think the department is their's not our's.
- You should have a new bldg. In a new area.
- When driving, we are passed many times on a solid line - lots of people seem to be in a hurry to go nowhere fast!! Police can't be everywhere at once, can they??? We would like to see "citizen type" people guarding construction sites as opposed to police officers. They would not need to be paid as much, and it would free up police personnel to do things that only they can do. We know that money is a huge issue today for us and for most people, and we should try to accomplish what needs to be done as economically as possible.
- Officers on details look like rag bags. Also frequently so busy talking they don't even pay attention to the traffic & motorist have to make their own way.
- Better professional management. Improvement in criminal science investigation & reporting.
- Patrolling the stretch of Rt. 128 where speeding and erratic driving is rampant.
- Officers on "directed patrol" at work sites not talking non-stop to the workers, looking alert to traffic needs and directing traffic when needed.
- I would like to see professional steps taken even where members of the police are involved.
- Nothing..
- Reputation - Better customer service via the station window & telephone.
- The acknowledgement that there was a mountain lion in town!
- More traffic enforcement - speeding & driving w/cell phones banned.
- More professional attitudes on worksites. Most officers are too busy chatting with workmen to bother directing traffic, etc.
- I would like to see the DARE program be brought to the schools and continue into the Middle School.
- New Station.
- Bigger station
- Some of the Beverly officers look very unprofessional in their choice to wear earrings or wear facial hair. It is hard to take an officer seriously when they look like anything other than clean cut.
- Building a new building for the department
- Not enough contact with the general public. Too much effort put in other areas of city (not a bad thing) but more presence in other neighborhoods.
- New policy that prevents the police/relative involvement which led to the murder of (name omitted), and also a new policy that would not allow people like (name omitted) to be excused from his involvement in the murder without punishment.
- Taking complaints more seriously with better follow through. More preventative action. Substance abuse education and prevention.
- A more professional atmosphere. When I went to the station to report the theft of my license plate, I was greeted with, "Can we help you dear?" - from an officer who didn't come up to the counter until I told him why I was there.
- More patrols in my area, seems the only time they're in the Centerville area is for speed traps

on Essex St. Speeding in some of the newer developed areas is a concern. The streets are wide, younger drivers use them for drag strips in areas that are heavily populated with kids on bikes, etc.

- Added funding to increase their personnel.
- More visibility of patrols in quiet neighborhoods.
- Enforcement of traffic laws - issuing tickets for speeding etc. Less time spent sitting idle in patrol cars at remote places.
- Handling of Domestic Abuse - & I believe it has changed from another incident I had w/the pd
- If I knew more about crime statistics in Beverly I might be able to give some suggestions here. The Department could do more Public outreach - maybe highlight the careers/abilities of individual officers in a public forum - like before the plays at North Shore Music Theater or on cable T.V. Show us their training & backgrounds! If the town is proud of their Police, the individuals on "the team" will take more pride in their work & do an excellent job for their community.
- More officers assigned to speed control on our roads.
- Traffic on West Street
- Handicapped parking enforcement (ticketing or towing vehicles with no plaque or plate parked in handicap spot). This is all over Beverly. Litter fine enforcement. Yard sale signs all over streets. You can fine easily, address is right on sign. Take a ride down Tozer Rd., McPherson Drive etc. litter is everywhere. City is a mess.
- A presence in Beverly Farms. Also, more interactive educational relationship with the public - better outreach - better traffic enforcement and visibility.
- To understand the financial problems in resolving the City budget and be more cooperative about raises and benefits.
- Why use city cars for private details?
- Officer (name omitted) not being over zealous when stopping moms taking/bringing home children from school and giving them a ticket.
- More people on the force. Better training. Better physical shape of officers.
- DARA program - or more programs with schools both public and private.
- Increased manpower. A new/improved police headquarters.
- I have been told that there are a lot of break-ins, however, we never read about them in the local paper - if this is true - why aren't we warned about these -
- More officers available esp. weekends, warm weather & groups of kids "hanging out" evenings in woods, at gas stations/convenience store, etc.
- A new police station for them.
- The attitude of many of the officers.

Other Comments or Suggestions

Ward 1

- Please enforce the laws of no parking on sidewalks. It forces children, pedestrians, especially those pushing baby carriages, out onto the street, often times at dangerous (blind) corners. More drug-abuse education for the adults in the community. (I know the most recent forum was poorly attended but that should mean we need to be more pro-active - not less). Thanks for asking!
- I believe its time to build a new police station.
- Survey was/is a great idea for citizen input.
- Retired Coast Guard Reserves - communications. I work in Danvers and experienced several company emergencies over 6 yrs.
- I would take the Beverly Police as more capable of handling emergencies based on my part time job at the North Shore Music Theatre.
- Officers need to show people they want to help people instead of needing to help because it is their job.
- I feel that all officers should do their job regardless of knowing either party involved. Having this happen twice with the same officer and his refusal to read the restraining order makes women feel it isn't worth it to call. At least when my children (over 18) called the police they backed me up and told them both they could leave at any time and that I didn't have to give them keys or let them stay here.
- I see traffic congestion & speeding as Beverly's biggest problems. Anything you can do to replace (name omitted) and any measures you can take to improve the situation on Beverly's streets - share the road signs for bikers, lower speed limits, ticket speeders, oppose additional roads and parking garages which will bring more traffic.
- Who reviews the Chief of Police's performance? His top priority should be educating himself to stay on top of his game and to lead his officers. These officers need the manpower and tools they require to do their job. To be honest, I'm not sure what community services our taxes fund! Certainly not police or fire! The kids pay for everything in schools and the buildings should be condemned, we pay for trash.
- The officers have it tough due to the poor condition of the police station. A new station will help them, but there are some on the force who need to lose their "Holier than thou" attitude.
- None.
- Would like to see police officers walking or driving by my neighborhood.
- On a scale from 1 to 10 Beverly police is a 8
- When I have had contact with police, they have been polite & respectful. However, I have a friend who has witnessed police intimidation (allowing a police dog to continue to snap in the face of a teenager who they already had in handcuffs and lying face down on the ground) and disrespect (not believing her when she said her son was home). The police need a new police station.
- The police most definitely need a new station. Perhaps that would improve their attitude.
- Walking & Bikes are good ideas.
- Salem has a new police station. Peabody. Danvers. It's about time for Beverly to build a new POLICE STATION!
- With all the traffic lights on Elliott St. Bridge St. and streets connecting both are coming a haven for speeders. Also check lighting sequence on Elliott St. at McPherson Drive area. Also eliminate lights at Beckford St. They are not needed at all!!!
- Would appreciate more officers at traffic lights to stem the growing problem of "red light runners" - especially on Bridge Street, Ryal Side. (I believe anyone offering an opinion should have the courage to sign his name. Since you did not require a signature, I'm including my phone number if you want to contact me: xxx-xxx-xxxx).
- Being young and female I don't feel comfortable walking alone at night. Part of this is very

dark streets with little lighting at some spots.

- Beverly need a new police station as we all know and more police officers.
- I am very pleased to have the chance to complete this survey. It shows that you are listening and that you care about Beverly and its citizens. BRAVO!
- Cars are running red lights. I would like to see that corrected somehow. Rt 62 intersection (as an example) near Water St.
- Stop whining about every perceived wrong i.e. paying more for health care - some people don't have health care at all.
- I hope a new station is built soon.
- Instead of paying overtime for construction on road details, hire retired people, as some places do.
- There seems to be little or no need for officer assistance in my neighborhood except for the occasional accident or speeding car. They must be doing an adequate job as there seems to be no more than the average unlawful activities throughout the city (as reported once in awhile in the newspaper). I am sure they are doing the job for which they were hired.
- The Police Officers of Beverly for the most part Do Not act in a polite and professional manner when approaching people. They are judgmental and to down to you as though we the public are under their control and not like the officers of ten or fifteen years ago, who were extremely friendly and cordial.
- Get the Police out riding Bikes in the neighborhoods or walking a beat.
- Learn to have respect for the public then we may respect the police. Take pride of themselves clean looking uniforms & themselves. Stop playing music on scanner and being wise. Conduct themselves as professionals not 2 yr olds. Learn where streets are so if someone asks you can tell them pleasantly.
- I really have very little 1st hand experience w/Beverly police so answers should be considered as such. However, I would like to feel safer about my children. Also, don't think officer's ineffectiveness at BHS is due to officer. It's due to administration. Kids at May school run the school, not the authorities.
- No more baseball caps on details (I think they look unprofessional)
- I feel safe here.
- I am annoyed by telemarketing for the police dept.
- xxxxxx has to go. Useless!
- Keep up the good work!
- Great job with policing problem areas (Mill St., Bennett St., Simon, Grant) 2. Good police surveillance in problem areas. (detectives)
- During road construction police details the police should be more attentive to directing traffic & making sure motorists feel comfortable preceding around corners etc. A lot of times they are socializing with the work crew or not paying attention to drivers needs & hesitations.
- Drug awareness needs to be reinstated at ele., middle schools & high school. Police department vs. Middle School, High School staff in a b-ball game/whiffle ball game etc. Children/young adults need to feel more comfortable around our police department.
- Questions that I gave 2 answers to are personal experience/don't know other peoples experiences. I feel safe in parks...depends on the park. I don't feel that D.A.R.E. or an officer in the high school is very effective from personal experience growing up in Beverly the biggest problem is Drugs. Ease to get and use.
- I am pleased with the Beverly Police Dept. in all my interactions with them. Limitations are placed on the department due to city funding...i.e.: reinstating the DARE program, etc.
- More talks about bullying at schools.
- Attempt to provide all areas of the city with equal service.
- Keep up the good work.
- All is in good order.

Ward 2

- Look at programs that involve retired citizen volunteers for routine observations and or crime watch.
- My concern in our community is the drug problem. I would like to see community outreach and education programs.
- The responsibility does not lie in the police department alone but in the community. Also making these widely publicized so everyone has a chance to get involved.
- More parking tickets for parking illegally, especially close to the train station. Tickets to cars that do not yield to pedestrians.
- I hope this is being done as an effort to improve services - Not as an excuse to add more officers, unless that is really necessary.
- Hire more policemen to implement above program.
- They should have a back-up plan in place all the time for situations like this.
- We moved from a Chicago suburb where the police presence was very strong but in a positive way - it was almost like "Mayberry" where people felt safe letting children play out side and walk to parks and even leave their doors unlocked. Everyday a patrol car passed our house and waved to all the kids - he knew the neighbors, etc. Granted Beverly is a larger scale however some of those ideas or feelings "would be great here".
- Safer entry and exit from/to 128
- Women on the force, more efforts for officers on patrol to talk to people - an officer who always stays in his car is not very approachable. Be more friendly with kids while on patrol.
- Will it matter?
- I am relatively new to Beverly. I like it here, but I don't really spend a lot of time in my neighborhood. Only in the eve and weekend when not working.
- We have a good police force!
- The officer who answered the phone when I reported a domestic abuse situation was extremely patronizing. It was not helpful. The officer answering the phone should be respectful.
- I was once threatened by someone in my building & was so scared I couldn't even call the police (I wish I had). Ever since then I haven't felt very safe in my building or neighborhood @ night.
- Keep up the Good Work! On a scale of 1-10 - 10 being the best I rate Beverly Police Dept. 8
- Too many traffic light appearing - esp. on Rt. 62 - Elliot St.
- I wish the public & city officers could really see what our officers go through. We are very luck in Bev to have caring officer & a Great Police Chief & Drug enforcement.
- I used to work for the criminal justice system in NYC & am impressed by how poorly some officers communicate, how rigid they are & obnoxious even when you call for help. These guys need to go - they are either burned-out or never had an aptitude for dealing with people. I met with the Chief about one egregious incident & the Chief knew this officers failings. When officers have poor attitudes, victims wind up being assaulted a second time. I also remember one older officer doing traffic enforcement at Bridge & all he did was shout. This was RUDE & unnecessary - HIGHLY UNPROFESSIONAL, TOO. The badge is a high calling to which not all men or women are suited.
- More presence in local neighborhoods due to breaking & notification within communities. Sex offender registers or mailings. (not everyone goes to post office)
- Sometimes an individual police officer going the extra mile and getting involved can be the difference in resolving an incident and not resolving an incident. For example, I live near Gillis Park in Goat Hill and recently the Ward Two Civic Association renovated the Park with new playground equipment and benches. During the first couple of months that the equipment was installed a group of 4 teenage boys would abuse the equipment by throwing there bikes down the slides and twisting the chains up on the swings among other things. One day, I was there with my two small children when the group of older boys arrived and started their mistreatment of the new equipment. When another Mother confronted the teenagers they

swore at her and continued doing as they pleased, so I called the police on my cell phone. The officers arrived within minutes and gave the teenagers a terrific talking to and, thanks to those two officers; we haven't seen the troublemakers back in the park for over a year. In a separate incident at Gillis Park, teenagers sometimes will ride dirt bikes on the beach; when they do this they and tear the beach up making muddy ditches up and down its length. Last year, on two separate occasions, I have called the police to report dirt bikes on the beach. Each time, when the cruiser has arrived, it has driven slowly by the park, while the kids continue to ruin the beach just out view, behind the sea wall. The officer has never taken the extra step to really investigate the problem. Had he taken the initiative and gotten out of the car he would have seen (or heard) what was going on a couple of hundred feet from the road. Thank you for allowing me the opportunity to share my thoughts with you!

- Police should be aware of services available in Beverly for crime victims the victims of crime and loss program and North Shore rape crisis both free to victims.
- I would like to see a little bit more patrolling on Cabot towards the Salem bridge. Also parking lots and bars in this area.
- Example of parking issue - on Mulberry between Dane & Pond - cars park going either direction having crossed over to park facing the wrong way, too close to the intersections. If it was Cabot or Rantoul the cars would be ticketed & towed.
- To be a new policeman, when that happens, you seem to have to be related to a police officer, or you do not get on the force. If they do not like you or your family they are not fair in your treatment.
- There seems to be a lot of underage drinking in the bars. Also drug abuse.
- Better management of the BPD is overdue. Stop selective enforcement. It is rampant.
- Keep up the good work thank you!
- Too much time sitting in parking lots talking to each other patrol to patrol car. Don't think the police care what the people think. Make enough money without having to solicited funds for the citizens of Beverly.
- New police station. Would be great for the officers, they do deserve it! Keep up the good work!!
- To see officers walking downtown. Checking in with business, good human touch.
- Dislike Police solicitation = (Rather) offensive for Donations
- Have always been treated with politeness. At one time needed help to get my husband into car for Dr. visit and they were always there for me. Also on return to home.
- Allow parking on 1 side of street in winter. Not enough off street parking otherwise. This winter I had to stay with my folks in Ipswich since I couldn't find a place to park a few nights.
- Just one, Keep up the good work!
- Instill respect & enforcement of the law in our youths.
- I would like to see Beverly citizens work all construction traffic duties for much less money. I think they would do as good a job as the police do.
- Due to my limited (7 years) time in Beverly, my opinion is weak. We sometimes call to report loiterers in the school yard. Police response has been fairly prompt.
- Since my interaction & knowledge of the police dept. is minimal, I would love info. Re: how effective the dept. has been on these issues or this surveys outcome results.
- What we hear & read the most about the police has to do with union issues, pay, health benefits. And we see police all the time on details - which makes you wonder how fresh they are to do their "real" jobs.
- It would be good when meetings take place at the White Whale if something could be done about preventing those attending the meetings standing in the middle of the street & blocking traffic before & after the meetings and during breaks.
- Beverly needs a new police station & it needs to be more, "user-friendly". The one now is depressing & very non-welcoming to citizens. I would not mind putting my tax dollars toward this cause. They could use a few more new cruisers too. Things are a bit too shabby for a city that has such high taxes. I think the Policy Dept. needs a good PR person to shine up its

image. I think the Department's hands & resources are "tied" by city politics.

- Get out of the cars more frequently to check things out - be friendlier more approachable to younger people.

Ward 3

- As a Beverly native, I must say that I am not happy with all the changes that have taken place in this, once our garden city.
- Consider revising the meter system downtown. Employers & Employees constantly get burned on this.
- There is not enough free parking or all day meters. Not enough "H" spaces as well.
- Would like to see a police presence around other than on 911 call. Just drive through occasionally.
- I would have been willing to give name and address if asked. Thanks for the opportunity.
- More involvement in community related activities; i.e. touch a truck, chip program, to meet the public, more involvement with the kids.
- Not to see an officer picking out losing lottery tickets out of the rubbish at convenience stores!
- A more accessible location/headquarters. Involved with the Private Schools have a presence their for those children, we are taxpayers too! More availability easier access to the photos of sex offenders for kids with paper routes - work with the Salem News to notify the paper carriers mostly 10-14 year olds of who is in the neighborhoods they deliver to.
- Beverly is a well run safe & open community with the apparent capability to lead the community by providing an upbeat attitude thanks to the Mayors experience and openness in handling public matters in public meetings.
- None, except, try to keep up the good work.
- I do not think they need to be at construction jobs on private duty. The over time is costing the city too much money. The city should hire workers to do these jobs. It would save money.
- I believe they have had an increasing area to take care of with a decreasing budget which includes increasingly more complex problems - computers, drugs - more people - smarter criminals (more savvy). I have been in Bev. 30 years. This is a great idea - unfortunately, I do however - not have a great deal to do w/the dept. I hope this survey helps to bring out more ideas to help the Department.
- An end to telephone solicitations by the Beverly Police Benevolent Association.
- I would like to see more patrolling behind old Friendly's.
- There is a need to have parents and non parents involved in the drug program with the young children in our city.
- Do not put the new police station at the Cummings Center - poor location for many reasons. Safety - political influence, etc.
- Stop spending so much money on schools. For once public safety should get a lot of money to work with.
- Officers on a paid detail are there to control traffic and not to socialize with the workers, it does not look good to find an officer hidden behind a piece of equipment and not be out in view to control traffic.
- Look into investigations further. This man follows my best friend & I around in his car, we reported it & nothing happened. He still follows us; sometimes in different vehicles.
- Our city's Chief of Police is very accessible to talk with people from the community. He's willing to hear what a person has to say. Even when its both to commend an officer or to voice a complaint. He's open minded if your issues are valid.
- This is a great idea. How else does the gov't know what the populace thinks without directly asking? More gov't depts. Should follow this example.
- Thank you for this survey to involve citizens. Thank you for all you do!
- Keep up the good work!
- Law enforcement today must be proactive, rather than being a reactive unit. This can be done by implementing further training for police officers.

- All these suggestions are good in theory, now lets put it in practice!
- Could be located in old McKay School or existing building elsewhere not necessarily a new structure. Can't afford that.
- Most Beverly officers & detectives think they're God. They give you attitude and make demands of you. When you ask them for help there is always an excuse why they can't or won't help you. I can honestly say that I have Never had a pleasant experience with the Beverly Police Department. My uncle is a retired officer from the Beverly police department and it was crooked back then.
- I have had dealings with some of the younger officers. They have been very nice and helpful. It's most of the veterans that need to be put out to pasture with the rest of the cow manure.
- We have a terrible traffic situation (very dangerous) with drivers insisting on turning left from Rt. 97 onto Rt. 1A. (By the firehouse) Needs enforcement! There are signs posted "no left turn" but they are ignored. Thank you.
- Instead of spending 3.6 million on an architect for school hire a recent MIT grad to do the job for 50k. Use the money for necessary items such as police & fire dept. We need more than one person per car. I believe a single officer is in great danger, espec. @ night. Walking a beat is not viable for most of Beverly. I suggest when possible 2 or 3 roaming cars which would patrol varying parts of the city on no set schedule - Good luck
- To be a strong mentor to our children.
- There is a bad problem w/drug use among teenagers I would like something to try and make teenagers aware of how bad drugs are and what kind of trouble they can lead to.
- Rather a question: Do current staffing levels on each shift provide adequate protection and rapid enough response time to citizen calls? If not, is there a plan to deal with this short coming.
- I think some of the policeman miss use their power when they are not on duty, they put siren on just to move out of traffics etc.
- I would like to see a police presence that is pro-active. Enforcement of traffic rules. Be more available to the public.
- Enforce off street parking in winter months in all neighborhoods consistently. Vehicles left on the streets cause snow removal vehicles to leave hazardous side streets specifically near the schools.
- Over all I think we have a good police dept.
- The police should be given more respect for doing their job. When they ask for equipment, etc. that is needed to meet the needs of their work, they should be granted the request. I also think we need more police officers hired. It would help cut the expense of overtime coverage.
- Increase awareness of police dept. programs in the community.
- Adjust traffic lights at certain intersections in Beverly so that I am not sitting at a Red light at 1:00 in the morning for no reason.

Ward 4

- Throughout my life, I have detected an insensitivity toward women in policeman conduct. I experienced an insulting comment made while walking in Danvers > 1 week ago. Since so many crime victims are women, can this be addressed someday?
- A once or twice/month traffic operation at night may limit the amount of speeding that occurs every night. The electronic sign is useless.
- The last time the electronic sign was on our street, a car flew by & it didn't even register. We saw this happen on several occasions with speeding cars & motorcycles.
- Not to beat a dead horse, but speeding has always been an issue in our neighborhood & has seemed to have gotten worse since Endicott went co-ed. This is an important safety issue that MUST be addressed!
- I do not like: Men coming to the door asking for donations.
- At construction sites please have officers directing traffic appropriately and not talking with construction workers.
- I would like some form of action on excessive motorcycle noise and very loud car radio

music. Overall, I am pleased with the Beverly Police Dept.

- Seem to be doing good job. I can see how dealing with problems day in & day out would make a policeman jaded. A VERY TOUGH JOB!
- More of a presence in my neighborhood would be good.
- Being told that they can not help because it was shift change in unacceptable. Showing up 25 minutes after reporting a fight in progress does not help anyone.
- Take off the sunglasses & look @ the people.
- Community involvement - working with police - safety for our children on the streets! Traffic speed on my street - good when there is a police car - terrible when they leave!
- Hopefully this survey will have some impact upon the improvement of the dept.
- Stop home break-ins!
- I feel our police presence is good - but crime is rising. I am concerned about the level 3 offender that lives near my daughters school & others residing in Beverly. I feel we need to add more police not decrease the amount. I am also very concerned about drug usage in the teen population and at the high school & how it will effect break ins & robberies. If more taxes/fees are necessary for my children to remain safe I would be glad to pay them.
- The reason many answers are "neutral" is because there is a big difference between the good officers & the not so good.
- I feel fortunate to live in Beverly. I wish it were more cohesive as a town. I think educational programs @ the police & other departments can be very helpful.
- Return of the DARE Program.
- Stop graffiti in the city - Beverly is beginning to look like Lynn.
- Police officers are not all that polite. They complain about lack of resources and fewer jobs. With property taxes increasing due to increases in property values. I would expect there would be funds available to support our police force. If not, lets raise the \$. Support our community thru a stronger better organized police force & better schools.
- Not to believe liars.
- Other than coverage in the Salem News, I don't hear much about the dept. Good things should be publicized. I suggest that every police dept. employee read the book The Tipping Point. There is a section on how the NYC Police Dept (under poc.com.bragton) turned around the crime problem, starting w/the subways - enforcement of even the smallest regulation was a big part of the positive transformation.
- Need for strong leadership in the dept. & need for new police headquarters.
- None.
- Issues that need to be addressed: More attention to cat sightings than true problems. Website - pretty bad when you can be directed to "cat sightings" & it is treated the same as sex offender info. Very unprofessional - what about domestic violence? Dog officer - Selective in who they report & respond to. Union appears to protect officers who don't do their jobs as the law requires. Officers on clock, but not on job. Officers at const. sites drinking coffee & on cell phones when traffic is backed up yet they are in the street directing traffic.
- Keep close watch on elderly residents well being, especially widow/widower.
- I think a new police station will improve officer morale, professionalism & provide better service to the community.
- An accident waiting to happen...at the Central Fire Station on Hale St. Who has the right of way?
- Regular debriefing & counseling to assist with the many difficult situations they encounter. This should be a part of the police culture as a way of effectively coping to prevent burn out & angry officers.
- I received a ticket on a main st. in Beverly for being 15' from an intersection. But, there was a truck about 40 feet from my car parked in the wrong direction and he didn't get a ticket. I saw the officer writing the ticket so I know he saw it - seems unfair.
- Less complaining about their pay scale, as when the salaries are published, they are the highest paid in the city. It shows a lack of appreciation.

- Our home was vandalized in the middle of the night. We called 911 and the officer asked if our home was being vandalized or broken into?!
- I think there should be more women on/in the Beverly Police Department.
- Thank you for all you do.
- Can the police tell the public works dept. where the major pothole problems are? Luckily we haven't had any contact of a serious nature. Just to know that they are there is comforting.
- They need to listen to ask why people are doing what they're doing. They seem to assume that they know more than they do. I don't generally trust the judgment of the police officers in Beverly. Their biases guide the facts they use - I guess that would be called dishonesty.
- Police phone numbers other than 911 should be better advertised. The only # I remember is 922-1212. If I need to call for a non crime or emergency I would have to look it up.
- Consistency in enforcement of unregistered autos in citizens yards! This must be enforced for all. Some people have had this going on for years and no enforcement was carried through!
- I live behind Hurd Stadium on Victor Ave. During football practice & cheerleading practice cars speed on the street when dropping off & picking up their kids. There are no sidewalks so they have to drive their bikes, skateboards, scooters on the street.
- Over the years we have found the Police Department to be informative & responsive. We have talked to them when we had weddings or big parties, and our guests would need to park on the "No Parking" street on which we live. Also, when groups of young people were drinking on our beach steps and throwing their cans & bottles into the bushes, we would call and the officers would respond. Recently, I called about some guns & ammunition, & an officer came to my house & took the things to dispose of them properly.
- Good job.
- Police in general appear to be indifferent to their job and have poor outreach in the community. Definitely could use a citizen advisory council.
- I think the city would benefit greatly if youth groups were organized by and with police to do community projects. This would be fun for kids, and provide positive role models while opening communication.
- I personally have had only 1 instance to request help. (came home from work and found house door open). Responding officers were quick and very attentive. Since I've had no other reason to know differently, I assume all is well, but I would welcome more non-emergency opportunities for interaction such as community events, meetings, open houses, informational meetings or the like. I currently simply have no occasion to ever have contact with any of the force. I know of no awful problems in my own neighborhood, so it seems everything is okay. But it's just as likely that I am woefully ill-informed!
- I believe we need more officers to enforce the laws that we all must live by.
- Maybe with good weather coming have more patrol cars on Main street where kid walk home from school. There is always some crazy person trying to get kids to talk or worse go with them. Thank you!
- Beverly is a fabulous community. I feel very safe so thank you police department for the good work!
- Friends have said that the citizens police academy is a good way of introducing the department to the community. Bike officers are also a good way to meet w/community - worked well when I lived in Salem - I haven't seen them as much in Beverly.
- I would like to see some sporadic speed traps on 2nd 'ary roads in neighborhoods. Paramatta Rd. Lake Shore Rd. Bisson. I see laws as guidelines for a society - they are not black or white. An officer needs to be able to make a value judgment about any situation. For example: in the middle of the night - I'm the only car on the road I won't stay stopped at a red light until it changes. If there are no other cars I will go through the red light.
- I would like to see less overtime & detail work. Officers that work long hours cannot be effective when they are on duty.
- More checking of parking during uses of Hurd Stadium & Cooney Field People park in some bad places.

- More bike patrols.
- Hold officers accountable - quit whining about money.
- I am uncomfortable complaining for fear of retribution - I've never felt this way before - I've lost trust in the integrity of the dept. Sad, because I believe there are still some very good people there. This survey is a very good first step to redeeming the public trust & support.
- Missing from this list is a subject that lowers Beverly's quality of life during the spring, summer and fall seasons. It is the complete lack of enforcement by Beverly Police Dept. against illegal "straight pipe" installations on motorcycles. Removing the various baffle systems from both stock and custom exhaust systems is illegal but unenforced. If I ran my auto with an equivalent system I'm sure to be ticketed/towed. I believe this lack of enforcement is partly due to many of the officers being riders/owners of such bikes, belonging to "clubs" or groups that encourage this "loud is safe" mentality and thus being disinclined to "bust their buddies". (and themselves) In my opinion this issue lowers the quality of life more than 75% of items on this list.
- In general to have police department solve problems and to create a more respectful environment for them to work in.
- None.
- Ask the North Shore Music Theatre people to hold their noise down after hours. They rent (address omitted) and both places have been a problem. Not bad so far this year but the warm weather is coming and they hold their party's on the deck at (address omitted).
- The good news is I haven't had any contact with the police department - so it's hard to say how effective they are.
- I think the dog officer should lighten up. I know he is only doing his job but sometimes I feel he is a little overdoing it.
- Due to limited contact with the police department, I do not have opinions regarding most of the questions.
- Need to put DARE back in all schools. Officers need to feel good about themselves and their working environment. We need a new police & fire headquarters.
- Very pleased w/the dept.
- Funding is needed by our community for those in charge of protecting our community.
- Require better traffic control of the Rt 62 corridor by United Shoe/Stop & Shop & train crossing - Need to synchronize lights & enforce 1 lane traffic.
- Fortunately I have had few problems with robbery, violent crime or assault so my main complaint has to do with traffic enforcement - particularly speeding. Speeding in side roads is particularly dangerous. I really respect police officers & rely on them. As I said in #93, I want more exposure for them. Just being present and around deters crime.
- Many officers are very pleasant but many are very bitter & do not interact well w/people. I would like to see more involvement w/kids in Beverly (mainly Middle School & High School).
- I know the (name omitted) and am concerned about the depts. handling of the domestic violence situation in that instance.
- Beverly needs to bring the dept. into the 21st century w/better HQ. Dept. must project as a cohesive unit w/o superior/subordinate conflict.
- More patrols in their cars in the neighborhoods.
- I would like to suggest the installation of cameras in school yards, parking lots, and intersections where more than two streets converge. The cameras should be monitored at central headquarters for unusual situations, relieving use of more police patrols.
- None at the moment.
- Be extra vigilant in keeping "power trip personalities" off the force.
- Thanks.

Ward 5

- The police dept. needs better leadership. The right needs to know what the left etc.....
- Policy & procedures need to be reviewed. Citizens need access to them, via internet?

- City of Beverly needs to be more involved in the machinations of its departments, the more citizens understand the better the relationship between the community and the police. They also could use a new station - it's a disgrace.
- Keep up the good work.
- The Beverly Police Dept. needs to earn the citizen's trust. The only way to do that is to be honest no matter how grave and take proper action to ensure things will be taken care of fairly for the public safety. Remember we are the one's you're paid to protect. We count on you!!! Don't let us down!!!
- The City of Beverly needs a new location/building for the police department. The current location and working conditions are a disgrace to this city. I am not aware of any other city on the North Shore that their police department has to operate under these conditions. I am not related to anyone on the Beverly Police force, but am a concerned citizen.
- Need more presence in troubled neighborhoods - troubled neighborhoods never improve, they remain troubled all the time.
- Review of the "Detail" program. This Detail program does not provide for public safety.
- Thank you for protection our community; you do a nice job with the funding available to you.
- 911 response times need to be quickened. This may need to change the dispatch to a combined dispatch with fire.
- establish a safety comm. in Beverly
- Survey like this is good.
- PD should be more visible to residents - that's their job. Reinforce safety of animals & pedestrians.
- Officer (name omitted) is a great role model to kids. Pleasant & Professional!
- Need new police station. Current one is unprofessional looking on the inside. Also not comfortable, too small.
- Might be good to have a trained press officer. I believe Beverly has one of the best police departments in the North Shore. Should be paid better base pay.
- My one encounter with the BPD was very discouraging. I accompanied a neighbor who is being harassed by another person in our neighborhood. The police officer we spoke to was rude & dismissive. Then he proceeded to send an officer to her house. There was no consistency.
- The BPD should be commended for their positive attitude in the face of terrible facilities, shorthanded staffing, lack of contract, and the Salem News.
- I feel Beverly Police does a great job as a community police department. However an increase in foot patrols and downtown policing should be looked at. Downtown is the economic backbone of our community and residents should feel safe and secure at all times.
- Had an occasion at my residence when a city worker knocked on my door during day. Just my daughter was home. She was startled from her sleep. She was home sick from school. The Public Worker Employee left a note about my having rocks in street (I live at intersection) and put rocks at curb so people won't ruin grass when they turn. My daughter called me at work she was very upset. She didn't know who man was. I called Police Dept. to check out by neighborhood. Apparently putting rocks at curb is against the law in Beverly. I didn't know this as I had been doing this for 10-15 yrs. I felt this situation was handled poorly, called my ward councilor to ask him if he knew about any "city ordinance" about this. He didn't. He advised me to call "traffic officer" to ask if this is a "city-wide" policy. Traffic officer told me that this has always been the law. Agreed that there are rocks at curb all over the city. Was polite but basically told me that's how it is. I feel this was handled very poorly. I don't think they should send Public Works Employees to residents home with these messages. When I asked officer why they couldn't have mailed me something explaining what "law or ordinance" I had broke he felt that that wasn't practical because of "cost of postage" .37? I pay a fair amount of taxes as any other citizen and feel I deserve this type of notification. To make a long story short I feel that a police officer should go to residences door to handle this not a D.P.W. employee. Also residence should get a typed written copy of "law or ordinance that they have violated.

Impression that I got from officer is they go if they get a "complaint" about these rocks. If no one complains they don't go. All streets in my area and all over "city" still have rocks on them as I write this. Also officer said "he doesn't have time to go to all these houses. It just leaves you scratching your head since they help to protect "city property" out front of my house and keep up appearance of my neighborhood. Just "bad procedure" and aggravating and puzzling all at same time.

- It seems that only the most extreme problems are mentioned in the news - I would like to see more positive news, more collaboration w/those in this town who are good citizens. Proactive steps have proven to be worthwhile in general, however, whenever there are cuts, the proactive programs get cut/downsized.
- You always hear bad things about Police Never the good & believe me they do good. The conditions they work under are a disgrace to the City of Bev. And the Mayor should be ashamed of himself.
- In the 1960's police got the nickname of PIGS! LA backed that up a bit in the Rodney King era. But overall, we have grown up among the police. Being a policeman is a job and a life calling. People need to appreciate that. And getting to know just one special neighborhood police man or woman might be a good way to begin that association. Officer Krupski lives!
- Stop continuously complaining about the pay. You knew what it was going to be when you took it (the job) - people are sick & tired of the complaining
- They certainly need a new station. My father was Chief in 1917 and the same station was there. (Wm. R. Tucker)
- These men & women do a great job in a difficult position. They should be commended not judged & criticized. We should all stand up for them - respect them.
- The department seems to have little positive feedback over the past few years. I think the overall image needs to improve. They could probably benefit from a new facility.
- Need new police facility. How can we expect to have a high caliber, professional and dedicated police force when we don't provide a minimally acceptable police station?
- I would like to see the traffic lights at the old USM, Stop & Shop, Railroad tracks straighten out. Very confusing at RR Tracks.
- In 25 years of living in Beverly I have had no encounters with the Beverly Police. My two children & husband had had little need to deal with the police. I was very hard to comment one way or another when I have had so little dealing with the police.
- Eliminate road jobs as the sole domain of police officers. Limit private duty jobs so that no officer is working more than 12 consecutive hours per day. How many hours beyond contract does a patrolman have to work to make six figure incomes? How safe is this practice?
- I did not let my opinion of one officer cloud my objective comments.
- Some officers should lose the attitude!
- Limited O.T. of officers. Over tired officers are prone to bad decision making. Fairer contract demands by the police union.
- Police should be more visible. Policemen should be more "friendly". More enforcement of speed limits on heavily traveled streets. Restrict use of police vehicles by policemen working private details.
- Apparently my husband & I live in a safe quiet neighborhood.
- The police seem to be extra curious to teenage drivers. I was pulled over twice for minor violations. Having a bumper sticker on my back window. Beeping a horn @ a friend. I was told to only use my horn in an emergency.
- In general I feel officers are well trained and respond to the needs of residents. Stop lights generally take too long to change from red to green. This is true particularly at the intersection near Briscoe Middle School. Also at Elliot St. areas.
- Would like to see some of the traffic details be handled by trained senior citizens when appropriate.
- New Officers should sign a contract that they will take their assignments through the chain of command without consulting their union leader. Senior officers should know their limitations.

Problems should be handled later.

- More concern & compassion for residents problems rather than over raises, positions and influence. Learn the magic word for a cure all in the Bible called Humility
- The police should report dangerous pot holes. The police should be allowed to open cars that have their keys locked inside. I would like to see more policemen walking around downtown - I think people would feel a lot safer.
- Need better leadership and training.
- I agree that the police are in desperate need of a modern police station. I believe that a strong police chief from outside the force is needed to improve the image of the department.
- Compare police/fire salaries & benefits vs. industry & find ways to reduce what I think is a way out of line situation.
- Sorry I couldn't have been more help. I'm only aware of what happens in my neighborhood.
- Unmarked cars, patrols
- Updated police facilities would improve the efficiency, moral & attitude of police
- Things would be so much better if they had a new station the one they are in is a disgrace for any police officer - something should be done now
- Traffic has become a real problem in the area. Lots of speeding, reckless driving, etc.
- I would strongly support a new police station even if it meant a prop 2 1/2 override. A better facility would probably mean a more effective force. The worry/concern over a poor station probably has an impact on the officer's effectiveness and it would also support more & more diverse officers.
- More neighborhood presence, in the better-off neighborhoods too; not just downtown.
- Better rapport w/public. Hire female officers.
- Keep up the good work.
- Although probably not the province of the BPD the lights in No. Beverly (near Nicks Roast Beef) are useless, as they are currently either fix them, or remove them - nobody pays any attention to them anymore.
- To be more friendly to the citizens. Not quick to judge, being less gruff.
- I feel the schools are safe at the moment - but it is a tenuous situation & I feel it could change in a heartbeat & I am afraid there are not resources available or politicians (mayor) with vision or sensitivity to address a problem if it should arise.
- From what I've observed, some officers responding to domestic violence calls should not be allowed to do so. They do not take the safety of women seriously enough. Not true of all officers.
- The traffic in neighborhoods surrounding Henry's Market in North Beverly is out of control. Drivers are constantly speeding down residential streets in order to bypass the lights in front of Henry's. The one way signs on certain streets do not work to alleviate the problem because the police do not enforce them. The one way streets must be enforced - cameras should be considered as a way to enforce the one ways.
- Potential accident scene - When pedestrian crossing light is on at the Dodge St. lights near Appleseeds, cars coming down Conant St. & turning right onto Dodge look left for oncoming traffic & turn right on the red light (permissible) without seeing pedestrians crossing.
- I know you do a difficult job you have to always be alert and that is stressful. You are against the wall in budget terms. I support you and the fire dept. and say Thank you.
- I do think the police deserve a new headquarters and I think there's public support for such an undertaking. I would support 2 1/2 override to pay for it.
- A modern/new police station would help.
- My daughter had contact with the police when she was at a party (underage drinking). She was put in a cruiser, hand cuffed, lights flashing on car. At the police station she was "roughly" handled & put in a cell. Not allowed to go to the bathroom when asked. Officer told her when he put her in the cell, "now the fun begins!" I don't want to generalize about the conduct/behavior of all the police officers, but this one interaction was poor, and disappointing. No police officer should treat a 17 yr. old this way, no matter what the offense.

I don't know if they treat w/respect in general, but they didn't with my child.

- I've not had any interaction with the Beverly police other than seeing them patrol my neighborhood regularly & watching them direct traffic. Sorry I couldn't have been of more help!

Ward 6

- Speeding problem on Thissell Street is out of control - I can't let my 9 yr. Old walk to post office for our mail b/c I have nearly been run down many times, my car almost clipped as I've backed out of driveway and last month my husband was walking the dog & was run off the road & into the swamp by a speeding car.
- Have the police enforce the speed limits.
- I'd like to see some young, eager police officers on our force who put their efforts into doing their job.
- I would like to see more presence when kids are walking home from the schools. It would help to deter drive by stalker of children.
- I was appalled to read in a local paper that an officer was suggesting a new law should be enacted allowing an officer to retire after only 25 years on the force with full benefits, this means that at age of forty five he could retire with a pension equal to 80% of his wage, one can only hope that the tax payers will never be burden by this give away as they have with the health benefits received by Beverly city employees.
- The Beverly Police Department deserves a decent and up-to-date station.
- The presence of the police station at Beverly Farms makes me feel safe even though I have never contacted any agent in particular. But it is good to have this presence, just in case.
- Have the police dept. be able to find & provide enhanced 911 forms. Still waiting after 1 year.
- Police officers conduct should be nearly impeccable on & off duty to maintain public respect & trust. That should not be mitigated by union lawyers, it should be expected & unquestionable.
- I am concerned that drug usage is on the rise and then you see more assaults, bte's, loss of personal property, etc. When you read the log you also know domestic issues on rise. They could all be intertwined.
- Speed limits must be strictly enforced. Traffic flow must be addressed.
- I would like to see more (continued) professionalism. (I.e. officers enforcing the law when they see it broken). Not more programs but rather "getting back to basics". I like the progress made in recent 2 years.
- I find as a professional driver the skate board & bicycle's on Hale St. and 2 lone Roads to be a very serious problem - riding 2 & 3 abreast @ 20-30 mph w/no regard for the rules of the road to be very dangerous.
- None.
- A new police station.
- Any way to have more positive involvement w/kids & teens?
- The survey would have been more accurate if it had more "Don't Knows" section! Thanks for asking!
- Closer monitoring of speeding vehicles in neighborhood streets.
- Some of our officers are overweight and out of shape. I don't think they would be affective in a chase by foot.
- Police Station is a mess. Union has too much power.
- "No problems" is the best recommendation. They are present but not intrusive.
- They need a new police station.
- Just a question - why do most officers at special duty details (I.e. roadwork) not direct traffic, but simply stand and watch the traffic?
- Rotation of duties to keep officers from developing poor habits like sleeping in parking lots.
- Speeding cars on route 22 need more attention to this problem.
- The City of Beverly should step up to the plate and build a new station and provide the officers with a fair & equitable contract.

- Beverly P.O's seem for the most part to be a qualified and committed to their work.
- I wish the police could/would ticket irresponsible runners and joggers who put themselves in harm's way by ignoring safety rules (reflective clothing at night, facing oncoming traffic, avoiding narrow streets) when using public ways. My all-time favorite was a clueless young woman pushing a stroller...while jogging...wearing earphones...on the right-hand side of the road. But three guesses who'd probably have been "at fault" if a hapless driver accidentally hit her?
- I've always been proud to be a resident of Beverly and I think having a good police department is crucial to our safety.
- If you have the DARE program - have it begin with 10 yr olds. Middle School is too late. I speak from personal experience.
- I never really see any police officers around our neighborhood at all and in the summer when people park everywhere around town in "no parking zones" there is never a policeman around to ticket. There are a lot of families with young children in our town and the increased traffic is very disconcerting.
- I am disgusted by institutions such as Endicott College and the Music Theatre not paying payment in lieu of taxes to our community especially to support our police & fire departments. An occasional police car donation is hardly enough. And where were they when the library lost its accreditation? These institutions need a moral compass where our city is concerned!
- The R.A.D. Program is an excellent program. It should be more publicized, flyers should be sent to all teachers and high school/college students. Its an excellent program. Reinstate Beverly Police Academy.
- Give the officers the cruisers, equipment and training (and salary) they need and deserve. If the current chief can not or will not come out and support his men strongly and publicly then perhaps a change is in order at the top! Support of public safety, not "verbal window dressing" should come from Mayor Scanlon too.
- Be a tad more understanding of the every day issues, take each issue as it is and look for ways to resolve it - put cops on the beat at all hours in city - Patrols in neighborhoods.
- More drug education is need for our preteens & teens. Have them educated by former drug/alcohol users...plus police. Kids also need to see what can happen to them...have them do community service at the police/jails for first offence if caught drinking. Let them see how the system works. Most are not being taught at home. The parents hate the police, the kids do too.
- I would like to see officers either wearing bright colored gloves or holding stop/go signs when doing road details. More attention when doing this. Beverly appears to have the least amount of arrests/stops nightly in the paper compared to other communities. I feel safe in Beverly Farms not sure about other areas. Neighborhood Watch I would think is effective. See police infrequently in the farms. In the past have had contact with police with children & felt they were treated poorly. More attention to D.U.I. especially after hours at local bars. Officers walking a beat or bike patrol might help the perception of how kids and adults feel about the officers. Fire/Officers out on disability-yet working elsewhere.
- I only have had one negative experience with the department, but it soured my opinion of them. I was pulling out onto a main street in Bev. Farms, blinded by parked cars. A car came speeding down the street & we just missed each other. I had my young child in the car and stopped to catch my breath & see if she was ok. Not 10 minutes later an officer appeared at my door asking me about the incident. The other driver apparently reported that I was "laughing" after the near miss, and he was here, at my home, to check my license! My daughter and her friend were petrified, thinking I had done something wrong. I was angry and embarrassed in front of my company. My thought was - with all the things going on in the city, you are here? I felt the officer was offensive and rude and out of line. However, I realize he is just one, and have not experienced any other problems - My point is, tact is something to work on and could a phone call suffice in some instances?
- I have minimal contact.

- Parking in between signs at Dix Park. Children are in danger running between. We have had once accident in this area where a child was killed. Thus we need more police patrol during the summer months.
- I would like to see more contact between officers and our children - they need to see and have a positive influence from the officers to our city's children. More work on violence prevention, bullying, and drug and alcohol use - our children need a place to go and "hang" out where they will be safe and drug & violence free. Particularly 13-17 year olds.
- I believe Beverly PD is doing a fine job in our city. I see these issues as a national problem, not a district. There are no borders to crime, drugs and drinking.
- Auxiliary Police Force to help patrol cemeteries, parks, etc. Allow civilians to do duty with contractors, etc.
- Get those out of shape officers back in shape.
- We are pleased with your performance. Thank you.
- We do appreciate the department's professionalism and we do feel that if we had a need you would be there for us. We have often been asked to make a financial contribution to your department - we can only give a little. Thank you for protecting us and our city. Thank you for the opportunity to complete this questionnaire.
- Desperately need a new police station & the wage schedule should be reviewed to bring it in line with neighboring communities.
- Suggest elimination of construction site details.
- Officer (name omitted) is wonderful. I see him at the supermarket and on details. He takes his job seriously and puts a public face on the police dept. Thank you.
- I do like seeing the same policeman in neighborhoods over time - familiar faces and informed contact build trust.
- I haven't had much contact with the police, but was upset when 3 months after moving here by daughter 18 y.o. was in an accident where she had some minor injuries and when we went to the station to get a copy of the report - we were told there was no such report and the officer at the window was not helpful or interested in the problem. He said there was nothing he could do because we didn't have the name of the officer. - He should have researched who was working in the area of the accident on that day.
- Police officers should be subject to physical fitness criteria.
- Officers spend a lot of time patrolling Hart St. for speeders, which seems to be making a big difference. Maybe they can spend some more time on Hale St. in the Farms where speeding is a big problem.
- Keep up the good work.
- Good job all around. No major complaints.
- My family and neighbors certainly support the police (what would we do without them?) but we also feel that an updated/upgraded facility is essential! Hopefully that can be accomplished before 200???!
- I've seen both ends of the spectrum, from the instance mentioned above (92) From a time on Brimbal Ave. when an officer was nearly struck by a backhoe while working a detail. Shortly after he waved me on, I was watching the backhoe behind him, which had begun to move towards the lane open to traffic. I slowed and the officer screamed at me for slowing. This horses ass who was damn near struck moments before, he literally had to duck to avoid being hit by the backhoe bucket, was now motioning me to proceed into the path of this operating backhoe. Goes to show you there are nitwits in all vocations.
- Better enforcement of parking regulations.
- ? Thanks for everything you do for us!
- It is always very comforting to see police on the streets in cruisers.
- Police department staff needs to be managed & supervised effectively.
- Years ago there were issues between the police officers and administration which of course made it into the papers. I think this did a lot to tarnish the image of the police department. As an employee of a department, it could be hard to take pride in an institution that would not

support its people - BUT on the other hand, if employees are using/gaming the system there should be ways to discover this and stop abuses.

- My personal contact with the Beverly P.D. have always left me satisfied - whether I was right or wrong.
- Would like to see more routine patrol of West Beach. Especially in the summer where the college kids are partying at the Beach. My concern is for drunkenness destruction of property, driving or hurting each other.
- There is a lot of activity in the Dix Park parking lot during the summer and always at night. My neighbors and I believe that there is quite a bit of underage drinking, because there are a lot of kids at night, and broken beer bottles and other paraphernalia in the a.m. My neighbors and I have requested help from the Beverly Police Dept. several times, and have not received adequate support. Sometimes an officer won't even respond. It is very disappointing.
- Many officers have been professional in their interactions, but there have been a couple of officers who were surly and frankly unprofessional. The exceptions were on a traffic detail.
- Physical fitness for officers - perhaps random testing or a requirement for officers to stay in shape.
- I was very disturbed how the murder/suicide on Essex Street of that young woman by her boyfriend was handled.
- Thank you for the good job.
- They should keep up the good work!!
- Reading the Salem News suggests that the City of Beverly is safe, secure, drug-free.
- Many of the officers need to lose weight. They do not look like they could chase a criminal.

