



**University of California Police Department
BERKELEY**

Calls for Service Feedback
2024

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Total responses	58	76	62	90	70	62	64	81					563
Did you recently request service from UCPD Berkeley?													
Yes	57	76	61	88	68	60	62	81					553
No	1	0	1	2	2	2	2	0					10
No response	0	0	0	0	0	0	0	0					0
How would you describe your overall experience with the employee who took your initial request for service?													
Excellent	38	57	47	62	55	47	44	66					416
Satisfactory	14	14	11	21	9	10	14	10					103
Poor	5	5	3	5	4	3	4	5					34
No response	1	0	1	2	2	2	2	0					10
Did you also interact with a UCPD Berkeley police officer?													
Yes	37	52	48	66	47	40	51	62					403
No	20	24	13	22	21	20	11	18					149
No response	1	0	1	2	2	2	2	1					11

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
How would you describe your overall experience with the UCPD Berkeley police officer(s)?													
Excellent	31	40	37	54	39	36	39	54					330
Satisfactory	3	11	8	11	5	3	7	5					53
Poor	2	1	3	1	3	1	5	3					19
No response	22	24	14	24	23	22	13	19					161
Did UCPD Berkeley resolve your request for service in a safe, appropriate and timely manner?													
Yes	38	58	41	68	48	44	49	67					413
No	6	10	10	7	4	5	8	6					56
Not applicable	13	8	9	13	14	11	4	7					79
No response	1	0	2	2	4	2	3	1					15
Which response best describes your affiliation with UC Berkeley?													
Student	17	20	21	30	9	5	18	19					139
Faculty / academic employee	8	13	5	9	6	11	9	11					72
Staff	17	25	18	27	29	22	22	34					194
Other / none	15	18	17	21	23	22	13	16					145
No response	1	0	1	3	3	2	2	1					13

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Did you find this automated message service helpful?													
Yes	51	61	47	69	61	53	49	67					458
No	5	14	10	17	5	5	10	10					76
No response	2	1	5	4	4	4	5	4					29