



**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
<b>Total responses</b>	58	76											<b>134</b>
<b>Did you recently request service from UCPD Berkeley?</b>													
Yes	57	76											<b>133</b>
No	1	0											<b>1</b>
No response	0	0											<b>0</b>
<b>How would you describe your overall experience with the employee who took your initial request for service?</b>													
Excellent	38	57											<b>95</b>
Satisfactory	14	14											<b>28</b>
Poor	5	5											<b>10</b>
No response	1	0											<b>1</b>
<b>Did you also interact with a UCPD Berkeley police officer?</b>													
Yes	37	52											<b>89</b>
No	20	24											<b>44</b>
No response	1	0											<b>1</b>

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<b>How would you describe your overall experience with the UCPD Berkeley police officer(s)?</b>													
Excellent	31	40											71
Satisfactory	3	11											14
Poor	2	1											3
No response	22	24											46
<b>Did UCPD Berkeley resolve your request for service in a safe, appropriate and timely manner?</b>													
Yes	38	58											96
No	6	10											16
Not applicable	13	8											21
No response	1	0											1
<b>Which response best describes your affiliation with UC Berkeley?</b>													
Student	17	20											37
Faculty / academic employee	8	13											21
Staff	17	25											42
Other / none	15	18											33
No response	1	0											1

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<b>Did you find this automated message service helpful?</b>													
Yes	51	61											<b>112</b>
No	5	14											<b>19</b>
No response	2	1											<b>3</b>