

ESTILL POLICE DEPARTMENT

Survey of public Opinion

Integrity, Personal Courage, Fairness

Case Number _____

We are continually exploring ways we can better serve our customers. We would greatly appreciate a small portion of your time to assist us in reaching this goal. As a measure of our performance, and as a means toward our improvement, we have devised this brief survey and are asking that you please take a few moments to answer the following questions.

When you have completed the form, please return it (with the attached copy of your incident report) to the Estill Police Department at 205 E. Railroad Ave. SE Estill S.C. 29918. You may also fax it to 803-625-3958. Thank you for letting us know how we can better serve you.

- 1) Please check how you initially contacted the Police Department.

_____ called 911

_____ walk into Police Department

_____ called other phone #

_____ flagged down an officer

_____ other: _____

- 2) Using of 1-5 with 1 representing poor and 5 being excellent, please rate the First person from the Police Department with whom you had in the following areas.

_____ attitude

_____ professionalism

_____ helpfulness

- 3) Using the same scale of 1-5, please rate first police officer if not the person in question #2 who responded to your call.

_____ attitude

_____ professionalism

_____ helpfulness

- 4) Using the same scale of 1-5, please rate any other Police Department personnel with whom you contact in this particular instance:

Uniformed Officers

Detective

Administrative Staff

____ attitude

____ attitude

____ attitude

____ helpfulness

____ helpfulness

____ helpfulness

____ professionalism

____ professionalism

____ professionalism

- 5) Were you given contact information, voicemail, or phone numbers to call in case you needed more information in the future.

Check: yes____ no____

- 6) Do you feel that you have received timely feedback and updates (if applicable) regarding your case?

Check: yes____ no____

- 7) Using the scale from 1-5, how would you rate your overall satisfaction with the service you received from the Police Department ? _____

- 8) How can we better serve you when need our assistance?

- 9) Would you like a follow up call regarding this survey yes____ no____