



## GEORGETOWN POLICE DEPARTMENT – CITIZEN SURVEY

Dear Resident: I am always interested in hearing from the community about the services provided by the Georgetown Police Department. This survey is one way citizens have to let me know how we are doing. Please take a moment to complete and return this questionnaire. I will use this information to help provide the best possible service to the community. Thank you for your time and cooperation.

**Paul Gardner,  
Chief of Police**

If you have had more than one contact with the Georgetown Police Department, please answer the following questions based on your most recent contact.

<b>Please answer each of the following questions by placing a check in the appropriate box. Once you have completed the survey please press the “Complete Survey” button at the top of the form.</b>		Yes	No	Does Not Apply
1.	Was your call handled promptly by the dispatcher (the person who received your call)?			
2.	Was the dispatcher professional and courteous?			
3.	Did a officer respond in a timely manner?			
4.	Was the officer professional and courteous?			
5.	Did the officer help you to understand how your complaint would be handled and what your responsibilities and alternatives might be?			
6.	Did you feel that the officer cared about resolving your problem or complaint?			
7.	Have you been re-contacted regarding the status of your problem or complaint?			

<b>Please rate the performance of Police Department personnel you were in contact with recently. If you did not meet a person from the group mentioned, just enter a check under “Does Not Apply.”</b>		Excel-lent	Good	Poor	Does Not Apply
8.	How would you rate the service provided by the dispatcher?				
9.	How would you rate the service provided by the responding officer?				
10.	How would you rate the services provided by the investigators?				
11.	Overall, how would you rate the performance of the Police Department?				

<b>Please tell us how safe you feel in each of the following situations:</b>		Very Safe	Safe	Not Too Safe	Not Safe At All
12.	How safe do you feel in and around your neighborhood during the day?				
13.	How safe do you feel in and around your neighborhood during the night?				
14.	Overall, how safe do you feel when you travel throughout Georgetown City?				

**Comments, recommendations, and suggestions for improvement:**

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