



# St. Bernard Police Department

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 Phone 513-242-2727 Fax 513-482-7234



## 2008 Citizen Survey

*The mission of the St. Bernard Police Department is to safeguard the lives and property of the people we serve, to reduce the incidence and fear of crime, to resolve problems among citizens, and to enhance public safety and quality of life through the delivery of fair and impartial police services. We value the need to use our resources effectively and to provide a spirit of open communication with our community. An important aspect of this open communication involves increased interaction and feedback between the police officers providing services and citizens like yourself. Since you recently had contact with the St. Bernard Police Department, we ask that you provide us with some feedback on the quality of service you experienced. Please take a moment to complete this survey and return it to us. Your honest input is needed so that we can continue to fulfill our departments mission. We will analyze the results to improve any areas that you felt we could do a better job. Thank you for your interest.*

1. Please indicate the number of contacts you have had with the St. Bernard Police Department over the past 12 months?

- One  Two  Three or more

2. What was the nature of this last contact with the St. Bernard Police Department? (Check the appropriate box)

- |  |   |
|--|---|
| <input type="checkbox"/> I called to report a problem or incident    | <input type="checkbox"/> I was contacted about a problem or disturbance                       |
| <input type="checkbox"/> I was a victim of crime or offense          | <input type="checkbox"/> I was assisted by the department with a vehicle breakdown or lockout |
| <input type="checkbox"/> I was a witness to a crime or incident      | <input type="checkbox"/> I was arrested or issued a citation                                  |
| <input type="checkbox"/> I was involved in a motor vehicle accident  | <input type="checkbox"/> Other  |
| <input type="checkbox"/> I requested information from the department |   |

3. Please check the statement below which best reflects your attitude toward the "quality of service" you experienced in this last contact with police officers from the St. Bernard Police Department. (Only Check One)

- "Higher" than what I had expected  "About" what I had expected  "Lower" than what I had expected

4. Using the scale below, please rate your last contact in the following areas of service. (Check one rating for each category.)

5. How would you suggest that officers in the St. Bernard Police Department might improve the quality of their services in the future?

Category	Exceeded Expectations	Met Expectations	Below Expectations
Concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fairness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solving the problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Putting you at ease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional Conduct	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Officer's Attitude	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Attach additional pages or use the reverse side of this page if necessary.)

6. Would you please supply the following information about yourself?

Sex  M  F Race  White  Black  Hispanic  Asian  Other Age  Under 18  18-20  20-30  30-40  40-50  50-60  Over 60

Income Range (Optional)  Under \$5000  \$5-19,000  \$20-34,000  \$35-44,000  Over \$44,000

*We value our work as a source of enjoyment and satisfaction. We take pride in our accomplishments as an integral part of the community. We enjoy serving the law enforcement profession and serving our community proudly. The men and women of the St. Bernard Police Department thank you for completing this survey so that we may continue to provide you with the quality service that you deserve. (Last one sent 2004)*