

# Oaktown Police Department

100 West Main Street  
Oaktown, OA 00210  
(500) 500-5000

Dear Resident,

You telephoned the Oaktown Police Department on (date) to request service about (type of incident). We require our communications center employees to provide a high level of service, and we want to know how we succeeded.

We have enclosed a survey form that will take just two or three minutes to complete. It will help us evaluate our dispatchers' performance at each step—answering your call, taking and giving information, dispatching an officer to assist you, and solving your problem. I've enclosed a stamped envelope so that you may send the survey form back to me. You can also fax the form to me at (500) 500-5000.

We appreciate your taking time to help us evaluate our efforts to provide the best possible service for the residents of Oaktown, and the opportunity to improve in any way we can.

The results of this survey will be combined with the results of other citizen surveys to give us an overall picture of our service. Any negative comments will not be used as the basis for disciplining of any employee. However, if you do have a complaint about our service, please feel free to contact me to discuss it formally.

If you have any questions about the survey, please call me at (500) 500-5001.

Sincerely,

Sgt. William West

## Communications Center Satisfaction Survey

For each of the following questions, enter a number from one to five or check "Yes" or "No."

How quickly was your call answered?

[1=very quickly, 5=very slowly] \_\_\_\_\_

If the calltaker put you on hold, how long did you wait for them to come back on the line?

(seconds) \_\_\_\_\_

If you were transferred, did the calltaker give you the number you were being transferred to?

\_\_\_\_\_ Yes \_\_\_\_\_ No

If you requested information, did the calltaker give you the correct information?

\_\_\_\_\_ Yes \_\_\_\_\_ No

Was the information the calltaker gave you useful in solving your situation?

\_\_\_\_\_ Yes \_\_\_\_\_ No

Was the calltaker polite and courteous during the call?

\_\_\_\_\_ Yes \_\_\_\_\_ No

Do you feel the calltaker was actively listening to you during the call?

\_\_\_\_\_ Yes \_\_\_\_\_ No

Did the calltaker understand your situation without an extensive explanation?

\_\_\_\_\_ Yes \_\_\_\_\_ No

Did the calltaker explain what action the police department would take before you hung up?

\_\_\_\_\_ Yes \_\_\_\_\_ No

How quickly did an officer arrive/call to assist you?

[1=very quickly, 5=very slowly] \_\_\_\_\_

Overall, how would you rate the service that you received from the comm center employees?

[1=excellent, 2=good, 3=fair, 4=poor] \_\_\_\_\_

Please mail the survey back to: Sgt. William West  
Oaktown Police Department  
100 West Main Street  
Oaktown, OA 00210