



NOBLESVILLE POLICE DEPARTMENT



CITIZEN SATISFACTION SURVEY

Name of Community/Development where you live?: _____ How long have you lived there?: _____

Age: _____ Sex: _____ Date: _____

Under what circumstances have you had contact with a Noblesville Police Department employee in the past three (3) years? (circle):

- Victim of a Crime Witness to a Crime Traffic Stop D.A.R.E. Neighborhood Crime Watch
Traffic Accident Boat Patrol Bike Patrol Stranded Motorist Community Service Officer
Community Event Information Desk Call to Dispatch No Contact Other: _____

Do you recall the officer's name: _____

Please rate the attributes of police officer(s) and civilian employee(s) with whom you have had contact:

Table with 7 columns: Attribute (Competence, Helpfulness, Interest in the Situation, Courtesy, Neatness of Appearance, Overall Attitude) and 7 rating options (Very High, High, Average, Low, Very Low, No Opinion).

If the Noblesville Police Department assisted you in the last three (3) years, please rate your satisfaction:

Table with 7 columns: Satisfaction level (Satisfaction with the service provided, Satisfaction with officer responding, Satisfaction with dispatcher on the phone) and 7 rating options (Very High, High, Average, Low, Very Low, No Opinion).

If you were not satisfied with the way that the officer responded, please indicate the reason:

- Officer was slow to respond Officer did not follow-up Officer was rude Officer did not listen to victim
Officer did not seem to care Officer appeared to be in hurry Officer was not in control Officer seemed to take sides

How do you feel about the safety and security of living/working/visiting in the City of Noblesville?:

- Very Safe Safe Fairly Safe Not Safe No Opinion

Do you feel your neighborhood is more safe, about as safe, or less safe than any other neighborhood in Noblesville?:

- Safe About as Safe Less Safe Do Not Know

How often do you see a Noblesville Police Department officer in your neighborhood?:

- Generally Not Seen 1-3 times per week 4-10 times per week More than 10 times per week

For each question below, select which best reflects your neighborhood concerns?:

Drugs are easy to obtain:	Likely	Somewhat likely	Not Likely	No Opinion
Children are involved in drugs:	Likely	Somewhat likely	Not Likely	No Opinion
Homes are broken into when no one is home:	Likely	Somewhat likely	Not Likely	No Opinion
Vehicles are broken into or vandalized:	Likely	Somewhat likely	Not Likely	No Opinion
People disregard the traffic laws:	Likely	Somewhat likely	Not Likely	No Opinion

The following is a list of community programs offered by the Noblesville Police Department. Please circle all with which you are familiar:

Bicycle Patrol	Motorcycle Patrol	School Resource Officer	Vacation Watch Request	D.A.R.E
Citizen Ride-Along	Child I.D. Program	Neighborhood Watch	Police Explorer Program	Operation I.D.
Child-Safety Seat Program		Speed Indicator Trailer	Citizen Police Academy	

How would you rate the Noblesville Police Department in each of the following areas?: (select a letter grade for each of the following areas. "A is excellent".

Visibility in the community:	A	B	C	D	F	No Opinion
Officer attitude and behavior towards citizens:	A	B	C	D	F	No Opinion
Educational programs for the community:	A	B	C	D	F	No Opinion
Current with law enforcement practices:	A	B	C	D	F	No Opinion
Leaderships of the Police Department:	A	B	C	D	F	No Opinion
Responsiveness to problems:	A	B	C	D	F	No Opinion
Responsiveness to emergencies:	A	B	C	D	F	No Opinion

Your suggestions are always appreciated. Please comment on anything that you feel will help us serve you better in the future:

This form can be submitted anonymously or you can leave your name and contact information. If you would like for a representative to contact you, please check the appropriate box below.

Name: _____ Would you like to be contacted: Yes No

Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone: _____ Daytime Phone: _____

E-mail Address: _____

Thanks you for sharing your input and thoughts with us.