

EXETER POLICE DEPARTMENT

20 Court Street, P.O. Box 127, Exeter, New Hampshire 03833 Tel. (603) 772-1212 FAX (603) 778-7061

CUSTOMER SURVEY

The Exeter Police Department would like to do a better job of serving you and others. We are asking for your help. Please take a moment to fill out both sides of this questionnaire regarding your last contact with us as well as suggestions for future services. Your feedback will be of great assistance to us in our effort to make continuous improvements in the quality of our services. You may return the survey in the enclosed, pre-addressed, stamped envelope.

**1. Based on your most recent contact, please rate the following areas for the:
Communications Center**

	Excellent	Good	Fair	Poor	Very Poor
Concern	_____	_____	_____	_____	_____
Helpfulness	_____	_____	_____	_____	_____
Knowledge	_____	_____	_____	_____	_____
Fairness	_____	_____	_____	_____	_____
Solving the Problem	_____	_____	_____	_____	_____
Putting you at ease	_____	_____	_____	_____	_____
Professional Conduct	_____	_____	_____	_____	_____
Response Time	_____	_____	_____	_____	_____
Quality of Service	_____	_____	_____	_____	_____

**Based on your most recent contact, please rate the following areas for the:
Responding Officer/Detective**

	Excellent	Good	Fair	Poor	Very Poor
Concern	_____	_____	_____	_____	_____
Helpfulness	_____	_____	_____	_____	_____
Knowledge	_____	_____	_____	_____	_____
Fairness	_____	_____	_____	_____	_____
Solving the Problem	_____	_____	_____	_____	_____
Putting you at ease	_____	_____	_____	_____	_____
Professional Conduct	_____	_____	_____	_____	_____
Response Time	_____	_____	_____	_____	_____
Quality of Service	_____	_____	_____	_____	_____

**Based on your most recent contact, please rate the following areas for the:
Records Staff**

	Excellent	Good	Fair	Poor	Very Poor
Concern	_____	_____	_____	_____	_____
Helpfulness	_____	_____	_____	_____	_____
Knowledge	_____	_____	_____	_____	_____
Fairness	_____	_____	_____	_____	_____
Solving the Problem	_____	_____	_____	_____	_____
Putting you at ease	_____	_____	_____	_____	_____
Professional Conduct	_____	_____	_____	_____	_____
Response Time	_____	_____	_____	_____	_____
Quality of Service	_____	_____	_____	_____	_____

**Based on your most recent contact, please rate the following areas for:
Prosecution**

	Excellent	Good	Fair	Poor	Very Poor
Concern	_____	_____	_____	_____	_____
Helpfulness	_____	_____	_____	_____	_____
Knowledge	_____	_____	_____	_____	_____
Fairness	_____	_____	_____	_____	_____
Solving the Problem	_____	_____	_____	_____	_____
Putting you at ease	_____	_____	_____	_____	_____
Professional Conduct	_____	_____	_____	_____	_____
Response Time	_____	_____	_____	_____	_____
Quality of Service	_____	_____	_____	_____	_____

2. What was the nature of your most recent contact?

- _____ I called the Department to report an incident
- _____ I was the victim of a crime
- _____ I was a witness to a crime / incident
- _____ I was involved in a motor vehicle accident
- _____ I requested information from the Department
- _____ I was arrested
- _____ I was issued a citation
- _____ I was contacted about a problem
- _____ I was involved in another way with the Department (Please specify):

3. How many contacts have you had with the Exeter Police Department in the past twelve months?

____ One ____ Two ____ Three or more

4. Taking into consideration the last year, what is your perception of crime in Exeter. Has it increased, decreased, or remained the same

____ Increased ____ Decreased ____ Remained the same

5. Have you limited, changed or curtailed your activities in Exeter due to your concern of crime?

____ Yes ____ No

6. Do you feel that crime is such an issue in Exeter that you have considered moving?

____ Yes ____ No

7. How significant do you view the following situations in Exeter?

	Not Concerned	Concerned	Very Concerned
Having your home burglarized	_____	_____	_____
Walking within Exeter	_____	_____	_____
Driving through Exeter	_____	_____	_____
Children are safe	_____	_____	_____
Children exposed to drugs	_____	_____	_____
Strangers loitering near your home	_____	_____	_____
Illegal parking	_____	_____	_____

8. To what extent are the issues listed below a problem within the Exeter community?

	Significant	Somewhat	Negligible
Alcohol Availability to youth	_____	_____	_____
Car horns / stereos / alarms	_____	_____	_____
Speeding cars / screeching tires	_____	_____	_____
Dilapidated streets / sidewalks	_____	_____	_____
Visible drug possession and use	_____	_____	_____
Illegal dumping / littering	_____	_____	_____
Loud music from homes	_____	_____	_____
Noisy neighbors	_____	_____	_____
Parking / traffic problems	_____	_____	_____
Pedestrians jay-walking	_____	_____	_____
Cars not yielding to pedestrians	_____	_____	_____
Bicycle riding on sidewalks	_____	_____	_____
Bicycle riding against traffic	_____	_____	_____
Inadequate street lighting	_____	_____	_____
Public drinking / intoxication	_____	_____	_____
Stray / barking dogs	_____	_____	_____
Trespassing upon your property	_____	_____	_____
Unsupervised children	_____	_____	_____
Vandalism / graffiti	_____	_____	_____
Youths "hanging around"	_____	_____	_____
Overserving Alcohol	_____	_____	_____

9. Is the Exeter Police Department responsive to your needs?

_____ Yes _____ No

10. Would you hesitate to call the Exeter Police Department for assistance?

_____ Yes _____ No

11. Overall, how well do you feel the Exeter Police Department does in providing service to the community?

_____ Excellent _____ Good _____ Fair _____ Poor

12. Your age:

_____ Under 19 _____ 20-29 _____ 30-39 _____ 40-49 _____ 50-59 _____ 60 plus

13. Your sex:

_____ Male _____ Female

14. Please tell us your street or area of Exeter where you live.

Which programs (existing and proposed) should the Exeter Police sustain?

	No Support	Some Support	Strong Support
Home security review	_____	_____	_____
DARE	_____	_____	_____
Police bicycle patrol	_____	_____	_____
Police foot patrol	_____	_____	_____
Police Cadet patrol (Teenage explorer program)	_____	_____	_____
Elder services	_____	_____	_____
Police athletic league	_____	_____	_____
Internet Crime Investigations	_____	_____	_____

Thank you for taking the time to fill out this survey.

Sincerely,

Richard Kane
Chief of Police