



EXETER POLICE DEPARTMENT
 PO Box 127, Exeter, NH 03833, 603-772-1212, Fax 603-778-7061



“COMMITTED TO OUR COMMUNITY” - Customer Survey

The Exeter Police Department is requesting your assistance in the completion of this survey. The purpose is intended to measure our effectiveness and improve our delivery of police service to our community.

1. How long have you lived in Exeter?

- 0-5 yrs. 6-10 yrs. 11-15 yrs. 16-20 yrs. 21-25 yrs. 26-30 yrs. 30+ yrs.

2. Under what circumstances have you had contact with the Exeter Police in the last 3 yrs.?

- Victim of Crime D.A.R.E. Program Explorer Post #277 Witness to a Crime Animal Control Child Safety Seat
- Traffic Stop Traffic Accident Neighborhood Watch Mountain Bike Patrol No Contact
- Called for Police Business/Information Other(explain) _____

3. Based on your most recent contact, please rate the following areas:

Communications Center

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>
Concern	_____	_____	_____	_____	_____
Helpfulness	_____	_____	_____	_____	_____
Knowledge	_____	_____	_____	_____	_____
Fairness	_____	_____	_____	_____	_____
Solving the Problem	_____	_____	_____	_____	_____
Putting you at Ease	_____	_____	_____	_____	_____
Professional Conduct	_____	_____	_____	_____	_____
Response Time	_____	_____	_____	_____	_____
Quality of Service	_____	_____	_____	_____	_____
Other _____	_____	_____	_____	_____	_____

Responding Officer/Detective

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>
Concern	_____	_____	_____	_____	_____
Helpfulness	_____	_____	_____	_____	_____
Knowledge	_____	_____	_____	_____	_____
Fairness	_____	_____	_____	_____	_____
Solving the Problem	_____	_____	_____	_____	_____
Putting you at Ease	_____	_____	_____	_____	_____
Professional Conduct	_____	_____	_____	_____	_____
Response Time	_____	_____	_____	_____	_____
Quality of Service	_____	_____	_____	_____	_____
Other _____	_____	_____	_____	_____	_____

Records Staff

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Very Poor</u>
Concern	_____	_____	_____	_____	_____
Helpfulness	_____	_____	_____	_____	_____
Knowledge	_____	_____	_____	_____	_____
Fairness	_____	_____	_____	_____	_____
Solving the Problem	_____	_____	_____	_____	_____
Putting you at Ease	_____	_____	_____	_____	_____
Professional Conduct	_____	_____	_____	_____	_____
Response Time	_____	_____	_____	_____	_____
Quality of Service	_____	_____	_____	_____	_____
Other _____	_____	_____	_____	_____	_____

4. What was the nature of your most recent contact? _____

5. How many contacts have you had with the Exeter Police department in the past 12 months?

One Two Three or more

6. Please identify three main police related problems in your business area or neighborhood.

1. _____
2. _____
3. _____

7. Please check the space which best reflects your neighborhood's concerns:

	Likely	Somewhat Likely	Not Likely	No Opinion
Drugs easily obtainable	_____	_____	_____	_____
Teens/minors involved with alcohol	_____	_____	_____	_____
Acts of Vandalism	_____	_____	_____	_____
Burglary/Thefts	_____	_____	_____	_____
Speeding Motor Vehicles	_____	_____	_____	_____
Dogs barking or running at large	_____	_____	_____	_____

8. Do you feel safe and secure in the Town of Exeter?

Very Safe Safe Fairly Safe Not Very Safe No Opinion

9. How often do you see the Exeter Police Department in your neighborhood?

Generally not seen 1-3 times per week 4-10 times per week More than 10 times per week

10. Would you like to know more about the Exeter Police Department's Neighborhood Crime Watch Program?

Yes No

Your suggestions are always appreciated. Please comment on anything you feel will help the Exeter Police Department serve you better. If you wish to provide information concerning suspicious/illegal activity, please be assured **this information will remain confidential**. Please attach additional pages as necessary.

Name (optional) _____ Telephone (optional) _____

This survey is also available on line: www.exeternh.org/police. Thank you for your participation in this survey. We sincerely appreciate your assistance.

Richard Kane, Chief of Police