

Dear Citizen,

The Town of Manlius Police Department is a customer service oriented agency. We understand that we exist to serve your public safety needs and that you have a right to expect high quality professional service. In order to assess the quality of our performance on a continuing basis we have developed a Customer Service Survey designed to take a minimal amount of time to complete.

You were recently served by one of our officers and as a result have been randomly selected to give us your opinion of the quality of our performance.

Please complete the enclosed survey and return it in the self-addressed stamped envelope as soon as possible. As noted, your identifying information is optional. There are eight questions requiring you to circle numbers indicating your level of satisfaction or dissatisfaction. A ninth question asks for a yes or no answer. Any comments you wish to offer will be appreciated.

Thanks for taking the time to help us improve the level of our service to the community.

Sincerely,

A handwritten signature in cursive script that reads "Francis R. Marlowe".

Francis R. Marlowe

Chief of Police

Town of Manlius Police Department

Customer Service Survey

Answers to this survey will be kept strictly confidential

Name (optional): _____

Address (optional): _____

Telephone (optional): Home _____ Work _____

If necessary, can we contact you regarding your responses to this survey? Yes _____ No _____

How did you initially contact us regarding your complaint?

911 425-2333 682-2212 station walk-in Other _____

Legend: 0 not applicable 1 strongly disagree 2 disagree 3 neutral 4 agree 5 strongly agree

A	The call-taker or clerk who initially handled your call was professional, polite and service-oriented	0	1	2	3	4	5
B	The responding officer was professional, polite and service-oriented	0	1	2	3	4	5
C	The officer seemed to genuinely care about your situation and was willing to help you	0	1	2	3	4	5
D	The officer did not just take a report, he/she appeared to conduct a thorough investigation	0	1	2	3	4	5
E	If you reported a problem, the officer provided you with an opportunity to participate in the solution	0	1	2	3	4	5
F	If you were a victim of a crime, the officer talked to you about ways to improve your personal and/or property security	0	1	2	3	4	5
G	If the officer was unable to assist you, he/she referred you to someone who could help you with your problem	0	1	2	3	4	5
H	The service that you received from the Town of Manlius Police Department exceeded your expectations	0	1	2	3	4	5
I	An officer reported back to you with the status or results of the case	Yes _____ No _____ n/a _____					

Comments: _____

Thank you very much