

ABINGTON POLICE DEPARTMENT
Police Satisfaction Survey
“Community Partners”

HOW ARE WE DOING?

The Abington Police Department is asking you to take a few minutes of your time to fill out this Police Satisfaction Survey. The answers you provide will be extremely helpful and will enable us to see which areas of the department are working well and which areas we might change in order to provide better service to the citizens of Abington. You may choose to answer all the questions or just some, your choice.

You will remain anonymous, unless you chose to tell us your name.

What are the major complaints in your neighborhood? *(Mark all that apply)*

- | | | |
|---|---|------------------------------------|
| <input type="checkbox"/> Traffic | <input type="checkbox"/> Noise | <input type="checkbox"/> Loitering |
| <input type="checkbox"/> House Breaks | <input type="checkbox"/> Vandalism | <input type="checkbox"/> Littering |
| <input type="checkbox"/> Parking | <input type="checkbox"/> Animal Control | <input type="checkbox"/> Speeding |
| <input type="checkbox"/> Neighborhood Deterioration | | |
| <input type="checkbox"/> Other _____ | | |

In the past two (2) years have any of the problems identified above increased, decreased, or remained the same?

PROBLEM

CURRENT STATUS

Increased - Decreased - Remained the same
(Please write out answers)

- | | |
|----------|-------|
| 1. _____ | _____ |
| 2. _____ | _____ |
| 3. _____ | _____ |

Why caused you to have contact with the Abington Police? Were you a: *(Check all that apply)*

- | | |
|---|--|
| <input type="checkbox"/> Complainant of a problem | <input type="checkbox"/> Victim of a crime |
|---|--|

_____ Victim of an accident _____ Witness to a crime

_____ Witness to an accident _____ Arrested

Other (please specify) _____

Was the contact made with a : (Check all that apply)

_____ Uniformed police officer _____ Detective

_____ Dispatcher (phone) _____ Records Clerk

_____ Other
(please specify)

Regarding the contact(s) you had, using the following system, please rate the service you received;

Answer each of the following questions (7 - 10), rating each question using a scale of:

1	2	3	4	5
Poor	Fair	Adequate	Good	Excellent

7. Adequacy of police response to calls for police service:
(consider response time, number of officers) _____
8. Professionalism in service delivery:
(consider courtesy, alertness, services provided, follow up) _____
9. Visible police presence in my neighborhood
(consider routine patrols and call for service) _____
10. In your opinion, rate the overall performance and professionalism
of the Abington Police Department _____
11. What do you think is the overall competence of the Abington
Police Department _____
12. Do you feel our officers have good attitudes and behaviors _____

For each of the following, how much do you think the Abington Police Department should concentrate its effort toward solving the problem? *(Please circle)*

1	2	3	4	5
Great Deal	Some	Uncertain	A Little	None

Breaking and entering	1	2	3	4	5
Vandalism	1	2	3	4	5
Traffic law Enforcement	1	2	3	4	5
Juvenile problems / juvenile crimes	1	2	3	4	5
Drug law enforcement	1	2	3	4	5
Alcohol law enforcement	1	2	3	4	5

Other *(please specify)* _____

I would approve additional spending to accomplish more enforcement in the above areas.

Strongly Agree Agree Uncertain Disagree Strongly Disagree

Additional Comments: _____

Please provide us with your suggestions on how we can improve our delivery of service to you.

Please identify your street or neighborhood

(Optional) Name _____ email _____

Phone # _____

If we have any questions regarding this survey, can the Abington Police Department contact you?

Yes

No

I would like to thank you for taking your time to help us help you better. We at the Abington Police Department constantly strive to provide you with the best service we can in the most efficient manner. I truly believe that the men and woman of this department are some of the best around and we look forward to serving you in the future. If I can ever be of assistance to you or your family, please contact me at 781-878-3232 or by email at majic@abingtonpolice.org

Sincerely,

Chief David Majenski