**The Helmetta Police Department is committed to providing high quality law enforcement services to our residents and visitors. In order to evaluate and improve the quality of our service I need to know how well we are doing. Please give us a few minutes of your time and complete this survey. Your response will be kept confidential. If you would like us to contact you, please complete the optional Contact Information section at the end of the survey. You can fax or mail this questionnaire back or give it to any Helmetta police officer.**

**Thank you. We value feedback on the service provided by our department and I want you to know I read each and every returned survey.**

**Chad E. Lockman, Chief of Police**

**732-521-5252**

clockman@helmettaboro.com

**What was the nature of your most recent contact with the Helmetta Police Department (check all that apply):**

|  |  |
| --- | --- |
|  | **I called the Department to report an incident.** |
|  | **I asked the Department to watch my home while I was away.** |
|  | **I was the victim of a crime.** |
|  | **I was a witness to a crime or incident.** |
|  | **I was involved in a motor vehicle accident.** |
|  | **I requested information from the Department.** |
|  | **I was arrested.** |
|  | **I was issued a summons.** |
|  | **I was contacted about a problem or disturbance.** |
|  | **I was involved in another way with the Department.** |

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

**Scale 1 = poor, 3 = fair, 4 = good, 5 = very good**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **P** | **F** | **G** | **VG** |
| **The officer’s response time was.** | **2** | **3** | **4** | **5** |
| **The officer was concerned with my needs.** | **2** | **3** | **4** | **5** |
| **The officer was helpful.** | **2** | **3** | **4** | **5** |
| **The officer was knowledgeable.** | **2** | **3** | **4** | **5** |
| **The officer was fair.** | **2** | **3** | **4** | **5** |
| **The officer was able to solve the problem.** | **2** | **3** | **4** | **5** |
| **The officer was able to put me at ease.** | **2** | **3** | **4** | **5** |
| **The officer was professional in his/her conduct.** | **2** | **3** | **4** | **5** |
| **The overall quality of service that was provided to me was** | **2** | **3** | **4** | **5** |

**I live in Helmetta: yes / no (circle one)**

**The name of the Helmetta police officer(s), if known:**

|  |
| --- |
|  |

**Was there anything particularly well done by our officer(s):**

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**Please tell us how we can improve the quality of our service:**

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**We welcome your additional comments:**

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|  |

**Contact information (optional):**

|  |  |  |
| --- | --- | --- |
| Name | Street Address | |
|  |  | |
| Town | State | Zip |
|  |  |  |
| Telephone | E-Mail Address | |
|  |  | |