

TOWN OF CHESWOLD POLICE DEPARTMENT

Chief of Police

Phone: (302) 734-2202
Fax: (302) 883-2571



P.O. Box 220
Cheswold, De 19936

How can we improve?

Police Department

To better meet the needs of the people we serve, the Town of Cheswold Police Department is conducting this confidential survey to gain insight into customer satisfaction with the various functions of the Police Department. As a user/customer of the department, your observations, opinion and recommendations are important to us and may help guide us as we strive to improve the operation of the department.

We thank you for your participation in completing this customer service survey. Your answers and additional comments will be of great value to you forward the completed questionnaire to the Town of Cheswold Police, Attn: Chief Christopher Workman, P O Box 220, Cheswold, DE 19936, fax: (302) 883-2571 or email at CheswoldPolice@gmail.com

Sincerely,

Chief Christopher Workman

1) Are you a:

- Resident property owner
- Non-resident property owner
- Resident renter
- Vacationer/Visitor
- Business Owner
- Other: _____

2) Have you had to contact the Police Department ?

- Yes
- No

3) How many times have you had to contact the Police Department in the past year?

- 1 – 2 contacts
- 3 – 5 contacts
- 6 or more contacts

4) How did you make contact with the Police Department ?

- By telephone during regular business hours
- In person at the office
- By calling Dare Central Communications-non-emergency number
- By call 911
- By Letter
- By Email
- By Fax
- Other: _____

5) Was the response to your contact conducted in a positive and professional manner?

- Yes
- No

Comments: _____

6) If a police officer was requested to respond, was the response time satisfactory?

- Yes
- No

If no, what was the approximate response time? _____

7) What was your reason for contacting the Police Department ?

- Placing a call for service
- Reporting a crime
- As a result of being a witness
- Being involved in a traffic collision
- Receiving a citation
- Needing Animal Control Services
- Other: _____

8) How would you evaluate the officer's demeanor while addressing your needs: (please check your response)

- | | |
|--------------------|----------|
| Patient | YES / NO |
| Enthusiastic | YES / NO |
| Listened carefully | YES / NO |
| Courteous | YES / NO |
| Responsive | YES / NO |
| Professional | YES / NO |

Comments: _____

9) Overall, how satisfied were you with the services rendered to you by the Police Department ?

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- Not sure

Additional comments:

I had a good experience/bad experience with: _____

I am concerned about:

Comments: _____

I am pleased/displeased with: _____

Additional Comments:
 Do you have any suggestions on how we might improve our service to you?

Thank you for your participation!