

12	Did the detective contact you by phone to talk about your case?	Yes	No		
13	Was the amount of time it took for the detective to contact you reasonable?	Yes	No		
14	Did the detective make an appointment to meet with you?	Yes	No		
15	Did the detective meet with you when they said they would?	Yes	No		
16	Were you able to provide the detective additional information about your case?	Yes	No		
17	Did detective offer you useful info that could help reduce the chance of being a crime victim in the future?	Yes	No		
18	Did the detective tell you about crime victim's compensation?	Yes	No		
19	Did the detective tell you about other services available through agencies in the community?	Yes	No		
#	Question	Exc.	Good	Fair	Poor
20	How well did the detective listen to what you said?	4	3	2	1
21	How well did the detective answer your questions?	4	3	2	1
22	How well did the detective keep you informed of the progress of your case?	4	3	2	1
23	How well did the detective do of gathering additional information about the case?	4	3	2	1
24	How satisfied were you with the job of the detective?	4	3	2	1

SECTION 4

General Comments

25. What could the Alvarado Police Department do better to help victims of crime?

26. What do you feel are the strengths of the Alvarado Police Department's response to victims of crime?

27. Any additional comments or suggestions concerning the Alvarado Police Department:

If you need additional space on any question, please attach a sheet of paper.

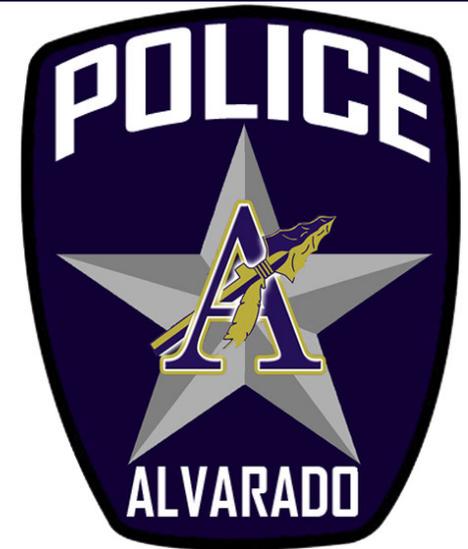
THANK YOU!

**RETURN COMPLETED FORMS TO THE
ALVARADO POLICE DEPARTMENT
600 S. Parkway
Alvarado, TX 76009**

**Phone: 817-790-0910
Fax: 817-783-5620
Email: police@cityofalvarado.org**

Satisfaction

Survey



***One Community,
One Goal***

WE VALUE YOUR OPINION!

The Alvarado Police Department is constantly striving to improve the quality of services that we provide. As a victim of crime, you can help us better achieve this by providing some honest feedback and opinions on the services you personally received. Your answers will be used to help us as we develop new ways to handle investigations and improve service to citizens.

We would very much appreciate your taking just a few minutes to complete and return this survey. Please skip any questions you do not want to answer. If you have any questions, please call 817-790-0910.

Thank you in advance for your participation.

Para obtener este formulario en español para ir www.cityofalvarado.org



SECTION 1

Case Information

Your Name: _____
 Date of Birth: _____
 Male [] Female []
 Date of Crime: _____
 Report Number (if known): _____

SECTION 2

The responding, uniformed, officer

Directions: Please circle the answer on the right which closest reflects the services provided by the **uniformed officer** who responded to your call for service.

Excellent (4): Exceeded expectations
Good (3): A thorough and professional job
Fair (2): A good job but could have done better
Poor (1): Was not satisfied

#	Question	Exc.	Good	Fair	Poor
1	Overall, how satisfied were you with how the responding officer handled the call?	4	3	2	1
2	How well did the responding officer listen to you?	4	3	2	1
3	How well did the responding officer understand what you told him/her?	4	3	2	1
4	How well did the responding officer explain how your case would be handled from this point forward?	4	3	2	1
5	How well did the responding officer answer your questions?	4	3	2	1

Section 2 Continued:

Directions: Please circle the answer that best reflects the way you feel about each statement.

6	Taking into consideration the crime committed against you, did you feel the response time of the responding officer was reasonable?	Yes	Not sure	No
7	Did the responding officer give you a case number so that you could follow up with APD in the future?	Yes	Not sure	No
8	Did the responding officer give you useful advice that might help reduce the chance that you would be a crime victim in the future?	Yes	Not sure	No
9	Did the responding officer help get medical assistance to you, if needed?	Yes	Not sure	No
10	Did the responding officer refer support groups or counseling services to you, if needed?	Yes	Not sure	No

SECTION 3

The Investigator / Detective

Directions: Please circle the answer on the right which closest reflects the services provided by the **Investigator/Detective** who responded to your call for service.

Please check this box if an investigator/detective from the Alvarado Police Department was assigned to your case. If so, please answer the following questions. If not, continue to section 4

11	Did the detective meet you in person? If yes, where did they meet with you (Check all that apply) [] Alvarado Police Department [] Scene of Crime [] Hospital	Yes	No
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Continue on back