



Community policing is the cornerstone of everything we do at the Wheat Ridge Police Department. Our Mission Statement reads: "The Wheat Ridge Police Department is committed to providing the highest standards of service in partnership with the community," and we remain committed to achieving that ideal. Successful community policing requires a joint responsibility and commitment by both the department and the community members in working together cooperatively in solving problems, addressing quality of life issues, preventing crime before it occurs in our neighborhoods, with a great emphasis on beat officers rectifying problems with members of the community as they occur. We realize that together, we can achieve what we cannot do alone.

**When you initially called the police department:**

- 1. Was your call handled in a timely manner?  Yes  No
- 2. Did the dispatcher handle your call in a professional manner?  Yes  No
- 3. Did the dispatcher provide you with helpful information?  Yes  No

Comments: \_\_\_\_\_

**One method citizens commonly use to rate their satisfaction with police departments is by response time. Without a clear understanding of the complexity of police work, it is difficult to rate how well they are doing their job. Due to varying call loads and the variety of requests for service, police departments are required to develop a prioritization and a range of responses to calls, based on the seriousness of the call. Calls can range from a life-threatening crime in progress, to a property damage crime in progress, to an incident which occurred two days prior, to a barking dog. Sending officers immediately to all types of calls is not only unnecessary, but a huge drain on police resources. With this in mind:**

- 1. Did the officer respond in a timely manner?  Yes  No

Comments: \_\_\_\_\_

- 2. Did you feel the officer took the appropriate actions, and explained them?  Yes  No

Comments: \_\_\_\_\_

- 1. What can we do as a police department to improve? \_\_\_\_\_
- 2. What is your biggest concern that the Police Department should address (be specific)? \_\_\_\_\_  
Gangs \_\_\_\_\_ Traffic \_\_\_\_\_ Juvenile Issues \_\_\_\_\_

- 3. Are there any Code or Animal issues that our Community Service Officers can assist with?
- 4. The Police Department accepts both positive and negative comments from the public in regards to police services.

Further Suggestions or Comments Regarding Police Service Satisfaction: \_\_\_\_\_

- Yes, I have further items to discuss. I would like to be contacted by a Wheat Ridge officer working in the district in which my neighborhood is located.

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email Address: \_\_\_\_\_



City of Wheat Ridge Municipal Building 7500 W. 29<sup>th</sup> Ave. Wheat Ridge, CO 80033-8001 P: 303.237.2220 F: 303.235.2949

## City of Wheat Ridge Police Department Customer Satisfaction Survey

Since you have had recent contact with our department as a  Reporting Party  Witness  Subject of a Report, we are interested in your impression of the quality of service you received. The purpose of this survey is:

- To interact with our community members and seek out their trust, cooperation, assistance, and insight.
- To ensure the Police Department's priorities reflect the priorities of the residents of Wheat Ridge; and if found not to be the same, to tailor our priorities to meet the needs of the community.
- To channel police resources and manpower to be more effective and to improve customer service and satisfaction.

Please take a minute to complete this survey and return to the Police Department. Your participation is appreciated. Thank you.

### An important factor in shaping people's opinions about their level of satisfaction with the police is their direct contact with officers – how police behave when they interact with residents.

Residents should rightfully expect police officers to treat every law abiding citizen with courtesy and respect and to be competent in their knowledge, skills and abilities of their profession.

1. Was the officer courteous and respectful, presenting a positive and professional image by their speech, demeanor, and mannerisms?  Yes  No
2. Did the officer take appropriate and reasonable action necessary in controlling crime, maintaining order, and providing realistic police services?  Yes  No

Comments: \_\_\_\_\_

### Another important component in making people satisfied with the police is people's perceptions about the quality of their lives – their "sense of safety".

1. How "safe" do you feel:
 

In the City of Wheat Ridge, in general?	<input type="checkbox"/> Not Safe	<input type="checkbox"/> Somewhat Safe	<input type="checkbox"/> Safe	<input type="checkbox"/> Very Safe
In your own neighborhood?	<input type="checkbox"/> Not Safe	<input type="checkbox"/> Somewhat Safe	<input type="checkbox"/> Safe	<input type="checkbox"/> Very Safe
Shopping at your local business?	<input type="checkbox"/> Not Safe	<input type="checkbox"/> Somewhat Safe	<input type="checkbox"/> Safe	<input type="checkbox"/> Very Safe
Which business(es)? _____				
At a local park / playground / trail?	<input type="checkbox"/> Not Safe	<input type="checkbox"/> Somewhat Safe	<input type="checkbox"/> Safe	<input type="checkbox"/> Very Safe
2. In the past one-two years, do you think your feeling of safety has  Improved  Stayed the Same  Declined
3. How well are the police doing in terms of working with people in your neighborhood to solve local problems?  
 Not at all  Somewhat  Good  Excellent

Comments: \_\_\_\_\_

Please attach additional paper, if necessary, for comments. We want to hear what you have to say!

2/17/12