

**LIVERMORE POLICE DEPARTMENT
CUSTOMER SATISFACTION SURVEY**

RATING SCALE

Excellent

5

4

Satisfactory

3

2

Poor

1

1. Your ability to obtain assistance from the police department was:
Rating (Circle One) 5 4 3 2 1
Comments: _____
2. The assistance you received from the Dispatcher, Records Clerk or Call Taker was:
Rating (Circle One) 5 4 3 2 1
Comments: _____
3. The time it took for an Officer to respond to your call was:
Rating (Circle One) 5 4 3 2 1
Comments: _____
4. How would you describe the service you received from the Officer / Community Service Specialist?
Rating (Circle One) 5 4 3 2 1
Comments: _____
5. How would you describe the Officer's / Community Service Specialist's willingness to assist you in solving your problem?
Rating (Circle One) 5 4 3 2 1
Comments: _____
6. The Officer's / Community Service Specialist's efforts to assist you were:
Rating (Circle One) 5 4 3 2 1
Comments: _____
7. How would you rate your overall satisfaction with the service from the Livermore Police?
Rating (Circle One) 5 4 3 2 1

If not satisfied, how could we improve? _____

Additional Comments: _____

(Use other side if necessary.)

Name/Contact Information (Not required may remain anonymous)