



### Citizen Evaluation of Police Services

In an effort to ensure that the Orlando Police Department maintains a high level of proficiency, performance and commitment, it is important for us to receive feedback from the community. Please take a few minutes to complete this confidential survey. Your feedback will enable us to better respond to your needs, concerns and suggestions. The data will be viewed daily and the results used to track our overall performance and improve the quality of our services. You may complete this survey here or you may print and mail it to the Orlando Police Department, Staff Inspections Unit, 100 South Hughey Avenue, Orlando, Florida 32801.

### INSTRUCTIONS FOR COMPLETING THIS SURVEY

Respond to each statement by drawing a circle around the number that indicates the degree to which you agree with that statement. Please be candid in your evaluation and make any additional comments you wish.

This survey is also located at the Orlando Police Department Headquarters Reception Desk.

Date of Incident: \_\_\_\_\_ Nature of Incident: \_\_\_\_\_

Location of Incident: \_\_\_\_\_ Case#: \_\_\_\_\_

For questions 1-8 – Please use the following scale:

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Poor</b>	<b>Fair</b>	<b>Average</b>	<b>Above Average</b>	<b>Excellent</b>

1. How would you rate the response time of the Police Department to your call for service?  
Comments? \_\_\_\_\_

1                    2                    3                    4                    5

2. How would you rate the Officer's courteousness in respect to your call for service?  
Comments? \_\_\_\_\_

1                    2                    3                    4                    5

3. How would you rate the Officer's knowledge in respect to your call for service?  
Comments? \_\_\_\_\_

1                    2                    3                    4                    5

4. How would you rate the Officer's fairness in respect to your call for service?

Comments? \_\_\_\_\_

1                    2                    3                    4                    5

5. How would you rate the Officer's helpfulness in respect to your call for service?

Comments? \_\_\_\_\_

1                    2                    3                    4                    5

6. How would you rate the Officer's objectivity in respect to your call for service?

Comments? \_\_\_\_\_

1                    2                    3                    4                    5

7. Overall, what is your level of satisfaction with the Officer's handling of your call for service?

Comments? \_\_\_\_\_

1                    2                    3                    4                    5

8. Overall, what is your level of satisfaction with the Police Department's service to you?

Comments? \_\_\_\_\_

1                    2                    3                    4                    5

Please provide us with any additional comments/suggestions.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**The information listed below is optional, but will certify this survey for the basis of identifying the problems and needs of the community.**

Name \_\_\_\_\_ Phone Number \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

Note: ***PLEASE CONTACT THE ORLANDO POLICE DEPARTMENT'S INTERNAL AFFAIRS SECTION AT (407) 246-2352 FOR COMPLAINTS REGARDING EMPLOYEE MISCONDUCT***