

Customer Satisfaction Survey

Please take a moment to complete this Citizen Satisfaction Survey. Your answers will help us to serve you better in the future. Thank you!

Contact Details	
1. What was the date and time of your most recent contact with the Merced Police Department employee?	
2. What were the names of the employees you had contact with?	<input type="checkbox"/> I Don't Know
3. Where did you have contact with this employee (Please check one)	<input type="checkbox"/> I had telephone contact only <input type="checkbox"/> Merced Police Department Lobby <input type="checkbox"/> Other:
4. Why did you have contact with this employee? (Please check one)	<input type="checkbox"/> I needed to make a report <input type="checkbox"/> I needed a vehicle release <input type="checkbox"/> I needed a copy of a report <input type="checkbox"/> Other:
5. Was the employee you had contact with able to help you or were you referred to someone else?	<input type="checkbox"/> Yes, the first employee I contacted me helped me <input type="checkbox"/> No, I was referred time (s)
6. How long did you wait for service?	
7. If your contact took place at the Merced Police Department, how would you describe the condition of the facilities? <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor <input type="checkbox"/> Does not apply Comments:	
8. Were you pleased with the customer service you received from the employee(s) with whom you've had contact? <input type="checkbox"/> Yes <input type="checkbox"/> No Please Describe:	

Overall Agency Performance	I Disagree ----- I Agree				
9. Overall, I am very satisfied with the performance of the Merced Police Department	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
10. Overall, I feel that the Merced Police Department provides an appropriate level of service through competent employees	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
11. The overall attitude of the Merced Police Department Officers has always been excellent	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

12. Compared to other cities in the area, I feel very safe and secure while in the City of Merced	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
13. My recommendation for improvement or additional comments:					

Name:	(optional)
Telephone/Email:	(optional)