



Town of Kill Devil Hills

102 Town Hall Drive
Police Department: P. O. Box 1605
Kill Devil Hills, NC 27948

How can we improve?

Police Department

To better meet the needs of the people we serve, the Town of Kill Devil Hills is conducting this confidential survey to gain insight into customer satisfaction with the various functions of the Police Department. As a user/customer of the department, your observations, opinion and recommendations are important to us and may help guide us as we strive to improve the operation of the department.

We thank you for your participation in completing this customer service survey. Your answers and additional comments will be of great value and will be treated in complete confidence. Therefore, we are requesting that you forward the completed questionnaire to the **Town of Kill Devil Hills, Attn: Shawn R. Murphy, P O Box 1719, 102 Town Hall Drive, Kill Devil Hills, NC 27948 or by fax: 252-441-7946.**

Sincerely,

Sincerely,

Shawn R. Murphy
Assistant Town Manager

Gary L. Britt
Police Chief

1) Are you a:

- Resident property owner
- Non-resident property owner
- Resident renter
- Vacationer/Visitor
- Business Owner
- Other: _____

2) Have you had to contact the Police Department or Animal Control Division?

- Yes
- No

3) How many times have you had to contact the Police Department or Animal Control Division in the past year?

- 1 – 2 contacts
- 3 – 5 contacts
- 6 or more contacts

4) How did you make contact with the Police Department or Animal Control?

- By telephone during regular business hours
- In person at the office
- By calling Dare Central Communications-non-emergency number
- By call 911
- By Letter
- By Email
- By Fax
- Other: _____

5) Was the response to your contact conducted in a positive and professional manner?

- Yes
- No

Comments: _____

6) If a police officer or animal control officer was requested to respond, was the response time satisfactory?

- Yes
- No

If no, what was the approximate response time? _____

7) What was your reason for contacting the Police Department or Animal Control Division?

- Placing a call for service
- Reporting a crime
- As a result of being a witness
- Being involved in a traffic collision
- Receiving a citation
- Needing Animal Control Services
- Other: _____

8) How would you evaluate the officer's demeanor while addressing your needs: (please circle your response)

- | | |
|--------------------|----------|
| Patient | YES / NO |
| Enthusiastic | YES / NO |
| Listened carefully | YES / NO |
| Courteous | YES / NO |
| Responsive | YES / NO |
| Professional | YES / NO |

Comments: _____

9) Overall, how satisfied were you with the services rendered to you by the Police Department and Animal Control Division?

- Extremely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Extremely dissatisfied
- Not sure

Additional comments:

I had a good experience/bad experience with: _____

I am concerned about:

Comments: _____

I am pleased/displeased with: _____

Additional Comments:

Do you have any suggestions on how we might improve our service to you?

Thank you for your participation!