SECTION 4 - General Comments

1. Did anyone from Knoxville Police Department tell you of any of the following services we offer? If so, please check the ones you were made aware of:

- Safety Education Unit Services
- Rape Aggression Defense Classes
- Chaplains Corps Services
- Victim Services
- Victim Compensation Fund
- Other: ______________________

2. What could the Knoxville Police Department do better to help victims of crime?

_________________________________________________________________
_________________________________________________________________

3. What do you feel are the strengths of the Knoxville Police Department’s response to victims of crime?

_________________________________________________________________
_________________________________________________________________

4. Any additional comments or suggestions concerning the Knoxville Police Dept.:

_________________________________________________________________
_________________________________________________________________

5. What was your court experience like, if applicable? (Please check one.)

O Excellent  O Good  O Fair  O Poor

Please explain: ______________________________________________________
_________________________________________________________________

If you need additional space on any question, please attach a sheet of paper.

THANK YOU!
SECTION 2 - The Responding, Uniformed Officer

Directions: Please circle the answer on the right which most closely describes the services provided by the uniformed officer who responded to your call for service.

RATING SCALE
Excellent: A thorough and professional job.
Good: A good job but could have done better.
Fair: Just enough to get the task done and no more.
Poor: Did not seem at all interested in my case or me.

1. Overall, how satisfied were you with the way the responding officer handled the crime committed against you? 1 2 3 4
2. How well did the responding officer listen to you? 1 2 3 4
3. How well did the responding officer understand what you told him/her? 1 2 3 4
4. How well did the responding officer explain how your case would be handled from that point forward? 1 2 3 4
5. How well did the responding officer answer your questions? 1 2 3 4

Directions: Please circle the answer that most closely describes the way you feel about each statement.

6. Taking into consideration the crime committed against you, did you feel the response time of the responding officer was reasonable? Not sure YES NO
7. Did the responding officer fill out a complete report of the crime? Not sure YES NO
8. Did the responding officer give you a case card so that you could follow up with KPD in the future? Not sure YES NO
9. Did the responding officer give you useful advice that might help reduce the chance that you would be a crime victim in the future? Not sure YES NO
10. Did the responding officer help get medical assistance to you, if needed? Not needed YES NO
11. Did the responding officer help get transportation for you for services, if needed? Not needed YES NO
12. Did the responding officer help find appropriate shelter for you, if needed? Not needed YES NO
13. Did the responding officer refer support groups or counseling services to you, if needed? Not needed YES NO

SECTION 3 - The Investigator /Detective

Directions: Please circle the answer on the right which most closely describes the services provided by the investigator/detective who was assigned to your case.

☐ Please check this box if an investigator/detective from the Knoxville Police Department was assigned to your case. If so, please answer the questions below, if not, please move on to the back page.

1. Did the investigator meet with you in person? YES NO If yes, where did he/she meet with you? (Check all that apply)
☐ Knoxville Police Department
☐ Hospital
☐ Scene of the Crime
☐ Other: ____________________
2. Did the investigator contact you by telephone to talk to you about your case? YES NO
3. Did you feel the amount of time it took for the investigator to contact you was reasonable? YES NO
4. Did the investigator make an appointment to meet with you? YES NO
5. Did the investigator meet with you when he or she said they would? YES NO
6. Were you able to provide the investigator additional information about your case? YES NO
7. Did the investigator offer you useful information that could help reduce the chance you might be a crime victim in the future? YES NO
8. Did the investigator tell you about crime victims’ compensation fund? YES NO
9. Did the investigator tell you about other services available through agencies in the community? YES NO

Directions: Please circle the answer that most closely describes the way you feel about each statement.

10. How well did the investigator listen to what you said? 1 2 3 4
11. How well did the investigator answer your questions? 1 2 3 4
12. How well did the investigator keep you informed of the progress of your case? 1 2 3 4
13. How well did the investigator do of gathering additional information about your case? 1 2 3 4
14. Overall, how satisfied were you with the job done by the investigator? 1 2 3 4

Survey continued on back...