

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.)

- Excellent Good Fair Poor

Please explain: _____

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



THANK YOU!



Knoxville Police Department



Satisfaction Survey

We value your opinion.

The Knoxville Police Department is very concerned about the way we interact with victims of crime. As a victim of crime, your opinion is important to us. Your answers will be used to help us develop new ways to handle investigations and improve service to citizens.

We would very much appreciate your taking just a few minutes to complete and return this survey. Please skip any questions you do not want to answer. If you have any questions, please call 215-7208.

Thank you in advance for your participation.

SECTION 1 - Case Information

Directions: Please fill out the following information about your case.

Your Name: _____ Male ? Female ?

Date of Birth: _____ Date of Crime: _____

Report Number (if known): _____

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.

		Excellent	Good	Fair	Poor
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 <input type="checkbox"/> NO <input type="checkbox"/> If yes, where did he/she meet with you? (Check all that apply) <input type="checkbox"/> Knoxville Police Department <input type="checkbox"/> Hospital <input type="checkbox"/> Scene of the Crime <input type="checkbox"/> 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

		Excellent	Good	Fair	Poor
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...