

# Osage Police Department

432 Main Street, Osage, IA 50461-1439

Chief of Police  
Russell E. Slight



Phone (641) 732-3777  
Fax (641) 732-4483  
www.osagepd.org

## Service Satisfaction Questionnaire

Like any other progressive organization, the Osage Police Department is always looking at ways to improve our service for the community. Since you have recently had contact with us, we are asking for your help. Please take a few moments to fill out this questionnaire regarding the last contact with us. Your feedback would be of great assistance to us in our effort to make continuous improvements in the quality of our police services.

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not at all Satisfied
1. Did you receive a timely response? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Did the officers seem genuinely concerned with the issue at hand?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Did the officer present a positive and professional image?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Did the officer appear to be knowledgeable and well versed?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Was the officer helpful?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Was this matter handled in a fair and impartial way?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Were you treated in a fair manner?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Were you treated in a professional manner?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Were you treated in a courteous manner?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. How satisfied were you with our service?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. How satisfied were you that the Osage Police officer took enough time to thoroughly understand this issue?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. What was the nature of your most recent contact with the Osage Police Department?					
<input type="checkbox"/> I called the department to report an incident.	<input type="checkbox"/> I was the victim of a crime.				
<input type="checkbox"/> I was a witness to a crime or incident.	<input type="checkbox"/> I was arrested.				
<input type="checkbox"/> I was involved in a motor vehicle accident.	<input type="checkbox"/> I was issued a ticket				
<input type="checkbox"/> I was issued a verbal or written warning.					
13. Do you have any comments or suggestions about our service? (Use back of sheet if necessary.)_____					

Please help us by completing this questionnaire. If you have a concern requiring immediate attention, we encourage you to call Chief Slight at the Osage Police Department at 732-3777.

***Thank you! Your opinions will help us serve you.***