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<http://www.ashland-ohio.com/safety-services/police-division>

Dear Ashland Resident,

The Ashland Police Division is asking for your assistance. By taking the time to complete this survey, you will be helping us provide the most professional service possible. Our mission is, "To Protect the Peace, Order and Safety through Service with Integrity and Accountability." The information you supply will be vital to helping us fulfill that mission to the best of our ability. Please forward your response via email, fax or ground mail. We will use the statistical data obtained to establish training and other service related criteria.

1. What was the nature of your contact with the Ashland Police Division?

- Victim of a Crime Witness of a Crime Reported a Concern
 Issued a Citation/Summons Involved in a Traffic Crash Disabled Motorist
 Other (Specify) _____

2. Please specify the Ashland Police Division employee with whom you had contact:

- Patrol Officer Patrol Supervisor Detective
 Detective Supervisor Clerical Staff Dispatcher
 Other (Specify) _____

3. Please rate the employee in the following categories?

	Excellent	Good	Fair	Poor
A. Competence	_____	_____	_____	_____
B. Helpfulness	_____	_____	_____	_____
D. Putting you at ease	_____	_____	_____	_____
C. Appearance	_____	_____	_____	_____

4. If you called the non-emergency line or 911 for assistance, please answer the following:

- A. How would you describe the employee's attitude and behavior on the telephone?
 Excellent Good Fair Poor
- B. How would you describe the employee's helpfulness and attempt to solve your problem?
 Excellent Good Fair Poor
- C. How would you describe the employee's professional courtesies?
 Excellent Good Fair Poor

5. What is your opinion of the service provided by the Ashland Police Division?

- Excellent Good Fair Poor

6. Would you like to be contacted? Yes No

If yes, please provide your name, address and phone number:

Please feel free to add any additional comments to this survey. If requested, I will respond personally as time permits.

I appreciate you taking time out of your day to fill out this questionnaire.

Sincerely,
 David T. Marcelli
 Chief of Police