



## MISSION STATEMENT

We, the members of the Manchester Police Department, with the cooperation of our community, strive to improve the quality of life by upholding laws, protecting lives & property, and providing a safe & secure environment.

### *Integrity*

We uphold the highest moral & ethical standards. We serve with honesty & pride in maintaining the public's trust.

We accept responsibility for our decisions & actions.

### *Compassion*

We provide caring, respectful and professional service while being sensitive to individual needs & concerns.

### *Fairness*

We provide consistent and equal treatment to all through courteous & impartial service.

Manchester Police Department  
PO Box 191  
Manchester, CT 06045-0191

Manchester Police Department  
Community Relations Officer  
PO Box 191  
Manchester, CT 06045-0191

# CITIZEN SATISFACTION SURVEY

---

## 2009



**Manchester Police Department**  
*Integrity ~ Fairness ~ Compassion*

**239 East Middle Turnpike**  
**Manchester, CT 06040**

**860-645-5500**

[www.manchesterpolice.org](http://www.manchesterpolice.org)

The Manchester Police Department takes pride in the quality of services it provides to the Manchester community. Please take a moment to complete the following survey and return to us so that we may better serve you. Surveys must be received by the Manchester Police Department no later than November 30, 2009 to become part of the *2009 Citizen Satisfaction Report*.

Please circle your answers, using the following scale to rate your opinions:

1 Strongly Agree	2 Agree	3 Disagree	4 Strongly Disagree	5 No Opinion
---------------------	------------	---------------	------------------------	-----------------

1. Officers display professional appearance.	1	2	3	4	5
2. Officers illustrate courtesy while interacting with the public.	1	2	3	4	5
3. Officers are aware of public needs and concerns.	1	2	3	4	5
4. Officers are attentive to these needs and concerns.	1	2	3	4	5
5. Officers are competent in the execution of their duties.	1	2	3	4	5
6. I feel comfortable contacting Manchester Police Department with any problems, questions, or concerns	1	2	3	4	5
7. Officer response time to call is prompt.	1	2	3	4	5
8. Manchester Police Department is successful in reducing crime in our community.	1	2	3	4	5
9. I feel safe in Manchester during the day.	1	2	3	4	5
10. I feel safe in Manchester during the night.	1	2	3	4	5
11. I feel safe in the neighborhood I live in.	1	2	3	4	5
12. I feel safe walking or driving on the streets of Manchester.	1	2	3	4	5
13. Do you own or rent?	Own			Rent	
14. Have you had any contact with Manchester Police Department in the previous three (3) years?	Yes			No	
15. Was the contact satisfactory?	Yes			No	
16. Have you had any contact with our records department?	Yes			No	
Please add any additional comments, suggestions or recommendations you may have for improvement. Name and address are appreciated. _____					
_____					
_____					
_____					