



Victor L. Gualillo, Chief of Police

# Atlantic Beach Police Department

## Citizen Survey

The Atlantic Beach Police Department is interested in your perception of the police personnel and service rendered during a recent contact with our police department. Please take a few minutes to complete this citizen survey. The survey results will be used to improve police services.

	Traffic Stop	Traffic Accident	Reporting an Incident	Request for Information	Other (Please list)
What was your most recent contact with the Atlantic Beach Police Department:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Traffic Stops				YES	NO
Did the officer issue a:	Warning:			<input type="checkbox"/>	<input type="checkbox"/>
	Traffic Citation(s):			<input type="checkbox"/>	<input type="checkbox"/>
Did the officer explain why you were stopped?				<input type="checkbox"/>	<input type="checkbox"/>
Did the officer answer your questions?				<input type="checkbox"/>	<input type="checkbox"/>
Did the officer explain the protest process?				<input type="checkbox"/>	<input type="checkbox"/>
Accidents				YES	NO
Did the officer respond in a timely manner?				<input type="checkbox"/>	<input type="checkbox"/>
Did the officer listen to all parties' involved?				<input type="checkbox"/>	<input type="checkbox"/>
Did the officer explain further actions with regard to crash report, citations, etc?				<input type="checkbox"/>	<input type="checkbox"/>
Incident/Offense Reports				YES	NO
Did the officer respond in a timely manner?				<input type="checkbox"/>	<input type="checkbox"/>
Was the officer helpful in explaining crime prevention methods to thwart future crimes?				<input type="checkbox"/>	<input type="checkbox"/>
Did an officer provide you with a report number and other information to assist you?				<input type="checkbox"/>	<input type="checkbox"/>
Request for Information - Communications Center				YES	NO
The call was answered in a reasonable time.				<input type="checkbox"/>	<input type="checkbox"/>
The call taker responded in a tactful, courteous and professional manner.				<input type="checkbox"/>	<input type="checkbox"/>
The call taker was receptive to my situation, demonstrating understanding and sympathy.				<input type="checkbox"/>	<input type="checkbox"/>
The questions asked by the call taker were clear and easy to understand.				<input type="checkbox"/>	<input type="checkbox"/>
The call taker understood the type of assistance I required.				<input type="checkbox"/>	<input type="checkbox"/>
How would you rate your overall experience with the Atlantic Beach Police Department's Communication Center?					
<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor					

*Continued on other side....*



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Please rate your satisfaction with the following:	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Sure	N/A
Officer's response time:	<input type="checkbox"/>					
Officer's courteousness:	<input type="checkbox"/>					
Officer's professionalism:	<input type="checkbox"/>					
Officer's willingness to listen to you:	<input type="checkbox"/>					
Officer's effectiveness in explaining the incident:	<input type="checkbox"/>					
Officer's handling of this incident:	<input type="checkbox"/>					
If a detective or investigator followed up on your case, how satisfied were you with them?	<input type="checkbox"/>					
If you have ever contacted the Records division, how satisfied were you with the courtesy, professionalism and helpfulness of the Records personnel?	<input type="checkbox"/>					
Your overall impression of the Department:	<input type="checkbox"/>					
What recommendations or suggestions do you have so that we may improve our level of service:						

It is our goal to provide the highest level of professional service to our community and citizens alike. Your candid feedback is an integral part of our efforts to serve you better. Thank you for your assistance in this effort to gather citizen input about the police services provided by the Atlantic Beach Police Department.

### Mail or hand deliver completed surveys to:

**Atlantic Beach Police Department  
Attn: Support Services Manager  
850 Seminole Road  
Atlantic Beach, Florida 32233**

Please call 904-247-5859 should you have any questions or require assistance with this form.