

## General Questions / Comments

What is the most crucial factor you face in your neighborhood that you feel the OHAPD can influence?

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Do you have any further comments, positive or negative about your last contact with the Oakland Housing Authority Police Department?

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Do you have any suggestions on how we can improve?

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Overall, how would you rate the Oakland Housing Authority Police Department?

Excellent  Good  Fair  Poor

What is your age? \_\_\_\_\_ (optional)

What is your gender? (optional)

Male  Female

Thank you very much for taking the time to complete our survey.

## About the Survey

This survey is not intended to solicit commendations or complaints regarding employees. The results will be combined with those of others to give us an overall picture of the service we provide, in order to identify both strong and weak areas of our performance. Your comments will not be used as the basis for issuing an award or for disciplining an employee. If you feel, however, that the actions of any employee warrant a commendation, or if you would like to file a formal complaint, please contact our office to discuss the matter with a supervisory employee.

## About the Oakland Housing Authority

The Oakland Housing Authority was established in 1938 to provide low-cost housing. The Authority owns and maintains over 260 sites throughout the city.

The OHAPD provides police services that complement the efforts of the Oakland Police Department to combat crime that occurs on and around Housing Authority property. The OHAPD is certified by the Commission on Peace Officer Standards and Training (POST), and in March 1999 became the seventh law enforcement agency in the state to be nationally accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA).

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## OAKLAND HOUSING AUTHORITY POLICE DEPARTMENT

### Customer Satisfaction Survey Administration and Investigation



The Oakland Housing Authority Police Department (OHAPD) requires its staff to provide the residents of our community with excellent service. We want to know how you think we have done.

You were randomly selected to receive this survey because you had a recent contact with the OHAPD. Would you please take a few minutes of your time to complete the survey and return it in the enclosed self-addressed, stamped envelope? Doing so will help us identify and correct weak performance areas, as well as build on our strengths.

Thank you for your assistance.

### Administrative Review

Was the information you requested accurate and useful in dealing with your situation?

Yes  No  Not Applicable

If you spoke with staff on the telephone before going to the department, were you provided with accurate information, where to go, and whom to see?

Yes  No  Not Applicable

If you had a scheduled appointment, was the administrative staff prepared to meet with you on time?

Yes  No  Not Applicable

Considering your most recent contact with a member of the OHAPD, how would you rate the individual assisting you?

Yes  No  Not Applicable

Helpfulness

Excellent  Good  Fair  Poor

Knowledge

Excellent  Good  Fair  Poor

Concern for your problem

Excellent  Good  Fair  Poor

Professional Conduct

Excellent  Good  Fair  Poor

Politeness

Excellent  Good  Fair  Poor

Ability to put you at ease

Excellent  Good  Fair  Poor

### Administrative Review (continued)

At the conclusion of your visit or contact, were you provided with:

...the information or documentation requested?

Yes  No  Not Applicable

...a clear explanation regarding what action OHAPD would take regarding your situation?

Yes  No  Not Applicable

...an explanation of why OHAPD could not handle your situation, *and* alternate resource information?

Yes  No  Not Applicable

Overall, how would you rate the service that you received from the administrative employee(s) who assisted you?

Excellent  Good  Fair  Poor

### Investigations Review

Considering your most recent contact with an OHAPD investigator, how would you rate the person who met with you?

Helpfulness

Excellent  Good  Fair  Poor

Knowledge

Excellent  Good  Fair  Poor

Concern for your problem

Excellent  Good  Fair  Poor

Professional conduct

Excellent  Good  Fair  Poor

### Investigations Review (continued)

Politeness

Excellent  Good  Fair  Poor

Ability to put you at ease

Excellent  Good  Fair  Poor

Was (were) the investigator(s) courteous and considerate while speaking with you?

Yes  No  Not Applicable

Did the investigator(s) conduct themselves in a fair, impartial and businesslike manner?

Yes  No  Not Applicable

Did the investigator(s) provide you with an explanation regarding procedures and/or available options in your case?

Yes  No  Not Applicable

Upon completion of your contact with the investigator(s), did you feel that your situation would be adequately handled?

Yes  No  Not Applicable

How would you rate the appearance of the investigator(s) you dealt with (uniform, car, etc.)?

Excellent  Good  Fair  Poor

How would you rate the promptness of any follow-up telephone calls or meetings that were scheduled?

Excellent  Good  Fair  Poor

Overall, how would you rate the service you received from the OHAPD investigators?

Excellent  Good  Fair  Poor