

Citizen Survey

The Baker City Police Department is committed to providing the highest level of service possible to our community. We strive to always be dedicated, competent, professional and empathetic public servants who want our community to be a safe environment for your family and ours.

I ask that you take a few moments and candidly answer the questions on this survey. With your input and perspective, seeing our department from the outside, we will better be able to improve our overall services.

Please fill out the survey and then mail it to me or drop it by our police station at:
1768 Auburn Avenue
Baker City, OR 97814

Thank you for your time,

Wyn Lohner
Chief of Police

1. When was your most recent contact with the Baker City Police Department?

- Less than 30 days
- 1-3 Months
- 4-6 Months
- 7-12 Months
- 1 year or More

2. Please describe your reason for contact.

- Report a Crime
- Victim of a Crime
- Traffic (violation or warning)
- Motor Vehicle Crash
- Arrest
- Other: _____

3. If possible, please include the Case #:

4. Please provide the Date, Location, and type of Incident: _____

5. Was your call to the Dispatch Center handled in a professional and courteous manner?

- Yes
- No
- Please Explain: _____

6. How would you rate your experience with the Dispatcher who received your call?

- Very High
- High
- Acceptable
- Less than Acceptable
- Poor
- Please Explain: _____

7. How would you rate the response time of the officer(s) who responded to your call?

- Very Prompt
- Prompt
- Acceptable
- Less than Acceptable
- Slow
- Please Explain: _____

8. Please include the officer(s) name:

9. How well would you say the officer(s) handled your call or incident?

- Extremely Well
- Well
- As Expected
- Not Very Well
- Very Poorly
- Please Explain: _____

10. Please rate the following by checking the appropriate box:

	Excellent	Good	Fair	Poor
Competence of the officer(s)				
Demeanor of the officer(s)				
Fairness of the officer(s)				
Courtesy of the officer(s)				
Professionalism of the officer(s)				
Concern of the officer(s)				

- Please Explain: _____

11. Did the officer(s) thoroughly answer any of your questions in response to this incident?

- Yes
- No
- Please Explain: _____

12. Would you like to be contacted for follow-up on this issue?

- Yes
- No
- Please provide your contact information:
Name: _____
Phone Number: _____

13. What is your overall impression of the Baker City Police Department?

- Excellent
- Above Average
- Average
- Below Average
- Poor

If our agency did not receive an "Excellent" rating from you, please comment on anything that you feel would help us improve our service to you:
