



Citizen Survey

The purpose of this survey is to assist the Hoover Police Department in evaluating our performance and improving our service. Your opinion is important. Please take a moment to complete this form so that we can continue to be aware of your concerns and best serve the community.

Name

Date

Phone Number

- 1. How many times in the past 12 months have you been in contact with an employee of the Hoover Police Department?**
 - 7 or more times
 - 4-6 times
 - 1-3 times
 - None

- 2. How would you rate the overall performance of the Hoover Police Department?**
 - Substantially exceeds expectations
 - Exceeds expectations
 - Meets expectations
 - Below expectations
 - Substantially below expectations
 - No opinion

- 3. Please rate the overall competence for all the Hoover Police Department employees that you have had contact with (if any). This includes sworn officers, dispatchers, and civilian (non-sworn) administrative staff.**
 - Substantially exceeds expectations
 - Exceeds expectations
 - Meets expectations
 - Below expectations
 - Substantially below expectations
 - I have had no contact with any Hoover Police Department employees.



4. How would you rate the attitude and behavior of the Hoover Police Department Officers toward citizens?

- Substantially exceeds expectations
- Exceeds expectations
- Meets expectations
- Below expectations
- Substantially below expectations
- I have had no contact with any Hoover Police Department employees.

5. How would you rate the Hoover Police Department at addressing concerns and promoting safety and security in your neighborhood?

- Substantially exceeds expectations
- Exceeds expectations
- Meets expectations
- Below expectations
- Substantially below expectations
- I have had no contact with any Hoover Police Department employees.

6. How safe do you feel in your neighborhood?

- Very safe
- Safe
- Somewhat safe
- Unsafe

7. What community / neighborhood do you live in?

8. Please provide any comments, recommendations, or suggestions for improving our police services.

After completion, mail to:

**Hoover Police Department
ATTN: Office of the Chief of Police, Community Relations
100 Municipal Lane
Hoover, AL 35216**