

**General Questions / Comments**

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

---

---

---

---

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

---

---

---

---

Do you have any suggestions on how we can improve?

---

---

---

---

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**

The results of this survey 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. This survey is not intended to solicit commendations or complaints regarding employees. 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. This represents approximately 3,000 units, with a service population of approximately 12,000 residents.

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).

**Oakland Housing Authority Police Department**  
1180 25<sup>th</sup> Avenue • Oakland, CA • 94601  
Phone: (510) 535-3100 • Fax: (510) 261-0417

**OAKLAND HOUSING AUTHORITY  
POLICE DEPARTMENT**

**Customer Satisfaction Survey**  
Communications and Police Officers



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.

### Communications Center

Did the call taker identify the department and himself or herself by name?

- Yes  No  Not Applicable

Was the call taker polite and courteous?

- Yes  No  Not Applicable

Did the call taker solicit information in a calm and businesslike manner?

- Yes  No  Not Applicable

Do you feel the call taker was actively listening to you?

- Yes  No  Not Applicable

Did the call taker explain what action the police department would take in response to your call before the conversation ended?

- Yes  No  Not Applicable

Upon completion of your conversation, did you feel that your problem was going to be properly investigated and/or solved?

- Yes  No  Not Applicable

To the best of your knowledge, was your problem properly investigated and/or solved?

- Yes  No  Not Applicable

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

- Yes  No  Not Applicable

### Communications Center (continued)

Were you put on hold for an excessive time period?

- Yes  No  Not Applicable

Was the call taker easy to understand?

- Yes  No  Not Applicable

Overall, how would you rate the service that you received from the communications center employee(s)?

- Excellent  Good  Fair  Poor

### Police Officer Review

Considering your most recent contact with a member of the OHAPD, how would you rate the officer(s) 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

Politeness

- Excellent  Good  Fair  Poor

### Police Officer Review (continued)

Ability to put you at ease

- Excellent  Good  Fair  Poor

Was the officer courteous and considerate while speaking with you?

- Yes  No  Not Applicable

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

- Yes  No  Not Applicable

Did the officer(s) provide you with an explanation regarding actions taken in regard to the incident you were involved with?

- Yes  No  Not Applicable

Upon completion of your contact with the officer(s), did you feel that your situation was properly handled?

- Yes  No  Not Applicable

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

- Excellent  Good  Fair  Poor

The officer's response time to the call was

- Excellent  Good  Fair  Poor

Overall, how would you rate the service you received from the OHA police officer(s)?

- Excellent  Good  Fair  Poor