

Hello! The Falmouth Police Department has embarked on a process to assist in serving you better. Our aim is to provide the community with the services that you need in accordance with the highest professional police standards.

In evaluating our service, you give us more than your opinion. Your feedback provides the tools we need to build a team that is both responsive and professional. We will study your comments, follow up on them, and direct our staff to respond to the needs identified.

Please, take a couple of minutes and let us know how you feel about our service. We will work at correcting our shortcomings and will give credit to our people who are excelling in their work.

Sincerely,

Chief of Police

MISSION STATEMENT

The purpose of the Falmouth Police Department is to protect and serve our citizens with a commitment to uphold those rights guaranteed by the Constitution of the United States and to promote and maintain a safe, orderly and secure community through the delivery of the highest degree of professional law enforcement services.

- To achieve these goals the department is committed to:
- Showing courtesy and respect to all citizens while recognizing the changing needs of the individual and the community;
 - The recruitment, selection, training and deployment of the best qualified individuals for positions within the agency;
 - Encouraging employee participation, involvement and commitment to the overall goals and objectives of the Town and the Department and to foster a positive work environment;
 - Developing citizen awareness through participation and support of community-based policing, DARE, crime prevention endeavors and educational components and;
 - Promote, establish and maintain open lines of communication between the Department and our Community.

"WE SERVE BECAUSE WE CARE"

If you need police service

DIAL 548-1212

If you wish to talk with our records

personnel **DIAL 457-2531**

or a police administrator

DIAL 457-2529.

APPLY STAMP AND MAIL



HOW WERE YOU SERVED?

1. I called to report an incident.
 2. I was a victim of an offense.
 3. I was witness to a crime or incident
 4. I was involved in a motor vehicle accident.

5. I was cited or arrested.
 6. I was involved in another way _____

PLEASE MARK US ON THE SERVICES WE PROVIDED YOU WITH.

EXCELLENT GOOD AVG. FAIR POOR

Dispatch Services

7. Speed in answering
8. Accuracy in registering your report.....
9. Taking appropriate action.....
10. Courtesy

Patrol Officer Services Officer #: _____

Complete this section if you requested police services.

11. Response time to your call.....
12. Concern.....
13. Knowledge
14. Solving the problem
15. Professional conduct.....
16. Listening
17. Telling you the disposition
18. Overall demeanor

Complete this section if you were cited or arrested.

19. Courtesy
20. Explanation of actions
21. Professional conduct
22. Putting you at ease.....
23. Respectful treatment.....

Investigation Services Officer #: _____

Complete this section if follow up was necessary.

24. Timeliness of investigation
25. Thoroughness
26. Telling you the disposition
27. Concern.....
28. Professional conduct.....

Overall Evaluation

29. Overall, how would you rate our services?.....
30. Yes No Did our staff respond with an attitude that conveyed desire to provide you with the best possible service?
 31. Yes No Would you feel comfortable in dealing with our department in the future?
 32. Please name any of our staff who served you especially well: _____

Your comments: How can we improve? _____

Your Name and Phone Number (optional) _____

CITIZEN COMMENT CARD

PLEASE
EVALUATE
THE
ATTITUDE
OF OUR
STAFF



Town of
Falmouth

FALMOUTH POLICE DEPARTMENT

Town of
Falmouth



CHIEF OF POLICE
FALMOUTH POLICE DEPARTMENT
750 MAIN STREET
FALMOUTH, MA 02540

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