



RHODE ISLAND STATE POLICE CITIZEN SATISFACTION SURVEY

1. Are you a RI resident?

Yes No

2. If you are not a resident of Rhode Island, which state are you a resident of?

3. What city/town were you in when you encountered the RI State Police?

4. What is the reason for your encounter with the RI State Police? Check all that apply.

- Received a traffic ticket
- Received a warning in a traffic stop
- Stopped for questioning
- Witness of an accident
- Witness of a crime
- Arrested
- Victim of crime
- Involved in an accident
- Part of a criminal investigation
- Background check
- General Inquiry
- Visited/toured a facility
- Roadside assistance
- School visit
- Presentation from a Trooper
- Community event
- Program hosted by the RI State Police
- Other (please specify) _____



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5. How long was your encounter with the RI State Police?

- 0-10 Minutes
- 10-20 Minutes
- 20-30 Minutes
- 30 Minutes or more

6. Did you receive a clear explanation about the encounter or what was happening?

- Yes
- No
- N/a

Additional comments:

7. Based on this encounter with the RI State Police, please answer the following:

	Extremely Respectful	Very Respectful	Respectful	Fairly Respectful	Disrespectful
How would you describe the attitude and/or behavior of the individual from the RI State Police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



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9. Based on this encounter with the RI State Police, please answer the following:

	Strongly Agree	Agree	Disagree	Strongly Disagree
Was the individual you encountered <i>knowledgeable</i> about the situation and any questions you may have had?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the individual <i>behave in a professional manner</i> ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, were you <i>treated fairly</i> by the RI State Police during your encounter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

10. Overall...

	Excellent	Good	Fair	Poor
How would you describe the service you received from the RI State Police during this encounter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



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11. Please rate the following areas focusing on *safety*:

	Very Safe	Safe	Unsafe	Very Unsafe
Overall safety of RI state highways	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall safety of RI schools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall safety of your local neighborhood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:

12. Overall...

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
How would you rate your experience with the RI State Police?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments:



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13. Where do you see room for improvement within the RI State Police? Check all that apply.

- Communication with the Public
- Professionalism
- Response Time
- More Patrol Presence
- Patrol in General
- Community Policing
- Cultural Awareness
- Presence at Community Events
- Traffic Enforcement
- Criminal Enforcement
- Follow-ups/ Returning Messages
- Staff On-Hand/ Availability of Troopers
- Accessibility to Information/ Ease of Website Navigation
- Publicizing Crime Information
- Exposure and Access to View the Wanted Individuals
- Expand Platforms for Public Information
- None
- Other (please specify) _____

14. Please leave any additional comments/concerns below:

Thank you for taking the time to complete this survey.