

## Survey #1

Form Approved  
OMB No. 0990-0379  
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### Office Response Center

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If you've had contacts with the Office Response Center, on a scale from 1 to 10, where "1" is "Poor" and "10" is "Excellent" please rate the following. If an item does not apply to you please select "N/A."

1. Ease of reaching Response Center staff
2. Professionalism of Response Center staff
3. Ability of Response Center staff to answer your questions about community policing
4. Ability of Response Center staff to direct you to resources (i.e., publications, training, grant resources) that address your concerns
5. Timeliness of response
6. Accuracy of order

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### ACSI Benchmark Questions

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- ACSI1. First, please consider all your experiences to date with the Department of (Redacted) Office. Using a 10-point scale on which "1" means "Very dissatisfied" and "10" means "Very satisfied," how satisfied are you with the (Redacted) Office?
- ACSI2. To what extent has the Department of (Redacted) Office fallen short of your expectations or exceeded your expectations? Please use a 10-point scale on which "1" now means "Falls short of your expectations" and "10" means "Exceeds your expectations."
- ACSI3. Forget about the Department of (Redacted) Office for a moment. Now, imagine the ideal (Redacted) office. How well do you think the Department of (Redacted) Office compares with that ideal? Please use a 10-point scale on which "1" means "Not very close to the ideal" and "10" means "Very close to the ideal."

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0379. The time required to complete this information collection is estimated to average 5 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer