



City of Everett Massachusetts Everett Police Department

45 Elm Street – Everett, MA 02149

Steven A. Mazzie
Chief of Police

Tel. No. (617) 394-2462
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SERVICE CALL - QUALITY OF SERVICE ASSESSMENT FORM

INCIDENT NUMBER: _____

DATE: _____

	Excellent	Good	Average	Not Good	Poor	
How would you rate the response of the call taker when you called for police assistance?	5	4	3	2	1	N/A
How timely was the officer in response to your call?	5	4	3	2	1	N/A
How would you rate the officer's response to your question?	5	4	3	2	1	N/A
Did the officer conduct him/herself professionally?	5	4	3	2	1	N/A
Was your case followed up by a detective?	YES _____		No _____			
If so, how would you rate the response by the detective?	5	4	3	2	1	N/A
How would you rate the overall response by the police Department to your problem?	5	4	3	2	1	N/A

Please provide any comments or suggestions you may have _____

Return Form to:
Everett Police Department
Attn: Executive Officer
45 Elm Street
Everett, MA 02149