



**COOK COUNTY SHERIFF'S POLICE  
EMERGENCY TELEPHONE SYSTEM BOARD  
COMMUNICATIONS CENTER**

9511 W. Harrison, Des Plaines, Il 60016

847-635-1188

**CITIZEN SURVEY**

Incident #:

Day/Date of Call:

Name:

Phone:

Address: \_\_\_\_\_

*Street*

*City*

*State*

*Zip*

Did you call Emergency (911) or Non-Emergency number to reach the Communications Center?

Emergency 911

Non-Emergency

Transferred from another Agency

*Please rate the following questions 1 through 5 with 1 being the lowest or N/A (not applicable).*

*Low > > > High*

Rate the promptness with which your call was answered:	1	2	3	4	5	N/A
Rate the knowledge demonstrated by the Telecommunicator:	1	2	3	4	5	N/A
Rate the professionalism demonstrated by the Telecommunicator:	1	2	3	4	5	N/A
Rate the interest and desire to help demonstrated by the Telecommunicator:	1	2	3	4	5	N/A
Rate the courtesy demonstrated by the Telecommunicator:	1	2	3	4	5	N/A
Rate your overall satisfaction with the manner in which your call for service was processed:	1	2	3	4	5	N/A

If you dialed 911, did the Telecommunicator answer your call with the greeting, 911, where is your emergency?      YES                      NO                      I DON'T RECALL

Do you have any additional comments or suggestions regarding the Telecommunicator or the Public Safety Answering Point?

Do you have any suggestions to improve our relationship with your community?

I would like to receive the Answering the Call Newsletter by Email.

My Email Address is: \_\_\_\_\_

*Thank you for taking the time to complete the survey and please print the form and mail to:*

*Cook County Sheriff's Police Communications Center*

*9511 W. Harrison, Des Plaines, Il 60016*

*Or Save and Email to [smcqueary@cookcountygov.com](mailto:smcqueary@cookcountygov.com)*