



CUMBERLAND POLICE DEPARTMENT

Chief of Police, Matthew J. Benson, Ed.D.

Date: July 29, 2024

Dear Cumberland Resident:


The mission of the Cumberland Police Department is to create and maintain a proactive partnership with the Cumberland community in an effort to enhance public safety, improve the quality of life of all residents, and to reduce the fear and incidence of crime within our Town.

It is also our goal to provide you with the highest quality of public service. To realize that goal, we need to know if the police department is meeting your expectations and to identify areas where improvement is needed. We are asking that you help us assess the police department by completing the enclosed survey and returning it at your earliest convenience. This survey will provide valuable information we can use to better serve you and the Cumberland community.

The Cumberland Police Department greatly appreciates your assistance in completing this survey. We are your police department and we want you to have confidence in the way we operate and to be pleased with the level of service we provide.

Sincerely,


Matthew J. Benson, Ed.D.
Chief of Police


Jeffrey J. Mutter
Mayor

Attachment

CUMBERLAND POLICE DEPARTMENT



Community Survey

Matthew J. Benson, Ed.D.
Chief of Police

1. What section of Cumberland do you live in (circle one)? Cumberland Hill Valley Falls Ashton
North Cumberland Berkeley
2. Have you had contact with a member of the Cumberland Police Department in the last three years? Yes No (skip to question # 3)

1. **Contact with the Cumberland Police Department:** (Please rate the following areas of the Cumberland Police Department that you have had contact with in the last four years.)

	Needs Improvement		Satisfactory		Excellent
➤ Dispatchers:					
Professional	1	2	3	4	5
Courteous	1	2	3	4	5
Helpful	1	2	3	4	5
Knowledge of Duty	1	2	3	4	5
Services provided	1	2	3	4	5
➤ Patrol Officers:					
Professional	1	2	3	4	5
Courteous	1	2	3	4	5
Helpful	1	2	3	4	5
Knowledge of Duty	1	2	3	4	5
Services provided	1	2	3	4	5

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➤ **Detective Division:**

Professional	1	2	3	4	5
Courteous	1	2	3	4	5
Helpful	1	2	3	4	5
Knowledge of Duty	1	2	3	4	5
Services provided	1	2	3	4	5

➤ **Police Supervisors/Management:**

Professional	1	2	3	4	5
Courteous	1	2	3	4	5
Helpful	1	2	3	4	5
Knowledge of Duty	1	2	3	4	5
Services provided	1	2	3	4	5

3. **Crime Problems:** (Using the following scale, please rate the Cumberland Police Department in addressing the following concerns)

	Needs Improvement		Satisfactory		Excellent
➤ Serious Crime (rape, robbery, burglary, assaults, auto theft)	1	2	3	4	5
➤ Larceny (from property or motor vehicle)	1	2	3	4	5
➤ Vandalism	1	2	3	4	5
➤ Drug/Alcohol Use	1	2	3	4	5
➤ ATV/ Off-Road Vehicles	1	2	3	4	5
➤ Traffic Accidents	1	2	3	4	5
➤ Speeding	1	2	3	4	5
➤ Stop Sign and Red light Violations	1	2	3	4	5
➤ Loitering/Congregating	1	2	3	4	5
➤ Noise	1	2	3	4	5
➤ Trash/Junk/Abandoned Cars	1	2	3	4	5
➤ Other: (Please specify below):	1	2	3	4	5

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4. **Cumberland Police Programs:** Are you familiar with, or do you know about the following services provided by the Cumberland Police Department? **(Check all that apply)**

- | | |
|--|--|
| <input type="checkbox"/> Community Policing | <input type="checkbox"/> Motorcycle Patrol |
| <input type="checkbox"/> Speed Monitor Display | <input type="checkbox"/> School Resource Officers |
| <input type="checkbox"/> D.A.R.E. Program | <input type="checkbox"/> Annual Open House |
| <input type="checkbox"/> Citizens Police Academy | <input type="checkbox"/> Crime Prevention Information |
| <input type="checkbox"/> Click-it or Ticket Program | <input type="checkbox"/> Child Safety Seat Inspections |
| <input type="checkbox"/> Rape Aggression Defense Classes | <input type="checkbox"/> Traffic Calming Program |
| <input type="checkbox"/> STRESS (Speeding Enforcement) | <input type="checkbox"/> National Accreditation of our Dept. |

5. **Quality of Life Issues:** (Using the following scale please rate the Cumberland Police Department in addressing the following concerns.)

	Needs Improvement		Satisfactory		Excellent
➤ Safety in Your Neighborhood	1	2	3	4	5
➤ Safety in Your Home	1	2	3	4	5
➤ School Violence	1	2	3	4	5
➤ Crime Prevention	1	2	3	4	5
➤ Vandalism	1	2	3	4	5
➤ Domestic Violence	1	2	3	4	5
➤ Community Relations	1	2	3	4	5
➤ Police Patrol/Presence	1	2	3	4	5
➤ Racial/Ethnic Relations	1	2	3	4	5

Overall Rating of the Police Department 1 2 3 4 5

- ♦ **If you have any comments or suggestions about our police department, we would like to hear them, (Please continue on the back if you need more space).**

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