



EAST NORRITON TOWNSHIP



POLICE DEPARTMENT

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Brandon Pasquale

Chief of Police/Public Safety Director

2020 Resident Satisfaction Survey

Total Responses = 253

1. Overall, how well do you feel the East Norriton Police Department does in providing services to the community?
 - i. **Excellent – (183/ 253) = 72.3 %**
 - ii. **Good – (57/ 253) = 22.5%**
 - iii. Fair – (9 / 253) = 3.6%
 - iv. Poor – (3 / 253) = 0.01 %
 - v. Very Poor – (1/ 253) = 0.4%

➤ 94.8 % (Excellent + Good)

2. Were you treated professionally, with dignity and respect?
 - Total Responses = 173 (80 residents chose *NOT APPLICABLE* as the response)
 - i. Yes – (169 /173) = 97.6%
 - ii. No – (4 / 173) = 0.23 %

3. Does the East Norriton Police Department make it easy for community members to provide input (comments, suggestions, and concerns)?
 - Total Responses = 226 (27 residents did not provide an answer)
 - i. Yes – (201 /226) = 88.9 %
 - ii. No – (25 /226) = 11.1 %