

Summary of Results from the CCTV Satisfaction Survey June 2012

1. How satisfied are you with the current CCTV service?

83.3% = Satisfied

16.7% = Very Satisfied

COMMENTS; Besides for a few communication signal problems the service appears to be operating satisfactorily. There is always room for improvement. With this being the first 3 months there was obviously a few teething problems at move over.

2. How responsive do you find the CCTV Control Room operators?

16.7% = Very responsive

66.7% = Responsive

16.7% = Sometimes Responsive

COMMENTS; Very responsive when manned by the Maidstone girls. Male operator can be unresponsive - sounds like lack of interest but may be uncertainty because of lack of local knowledge. Despite being told the desk is manned 24/7 and if there is an incident on there is available a 2nd operator not totally convinced this is happening. Not had to use them to any great degree but any query has been answered in a suitable time.

3. The new CCTV service has been operating for 3 months now, is your confidence in Medway delivering the service...

16.7% = Greatly improved

16.7% = Improved

50.0% = Somewhat Improved

16.7% = Not improved

0% = Not improved at all

COMMENTS; Initial disruption but seems to be resolved now

4. Are you a Maidsafe member?

66.7% = Yes

33.3% = No

If yes, has there been a change in the service provided that has affected your use of the system?

COMMENTS; Speed of pickup when not operated by the girls can be slower so confidence on those occasions dips. Not noticed any change to the worse. TCM have done well in not letting the

relocation of the CCTV control room operation not affect the Maidsafe service. Yes, remote location of CCTV Operators.

5. Have you seen any change in the Maidsafe service?

33.3% = Yes

66.7% = No

COMMENTS; Meetings are on hold because of poor attendance by subscribers. No change.

6. Any other comments?

COMENTS; Main reservation still if we lose some or most of the original operators as to how well the system will perform. Maidsafe members are perhaps the largest users and your best indicators as to how the system is performing. They are also the secondary part of the crime reduction we have with their input. Retail crime is still on the increase so it is imperative that the level of service is sustained, if not bettered.