

# **Irving Police Department Survey(s)**

**The only survey(s) being conducted at this time by/for the Irving Police Department or via an authorized agent/contractor of the Irving Police Department are explained below;**

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Title of current survey:

## **First Responders Satisfaction Survey**

The Irving Police Department is in the process of conducting a "Satisfaction Survey". The objective of this survey is to measure citizen satisfaction with police department first responders.

The intended survey contacts will be persons that have made calls that were received and responded to by the Irving Police Department. The survey is scheduled to begin in February of 2007.

The survey will focus on satisfaction levels in two primary areas of contact;

- Call Taker/Dispatcher and
- Responding officer

The survey will measure the following attributes;

- Timeliness/Response Time
- Courtesy
- Did the response meet/exceed caller's expectations?
- Resolution effort

Two methods are planned for use in conducting this survey, either or both may be utilized by the survey team;

- Email
- Telephone

Persons surveyed will not be asked to divulge any personal/individual identifying information that is not publicly available through the open records process or other publicly available data sources.

*The Irving Police Department project contact point for this project is Robert Jones, Captain, Community Services Division. (972) 721-2544.*