

Davis PD Satisfaction Survey Aggregate Results (Summer & Fall 2017)



In the summer and fall of 2017, Davis PD mailed a total of 80 satisfaction surveys to a randomly generated list of victims and recipients of traffic citations. Cases involving victims were primarily low-level property crimes consisting of burglaries and theft. While the response rate was 19%, the feedback received was largely positive. The aggregation of this feedback can be found below:

Police Reports

Was the call/visit handled properly?

Yes: 90% No: 0 No Response: 10%

Was the Dispatcher/Call-Taker courteous?

Yes: 90% No: 0 No Response: 10%

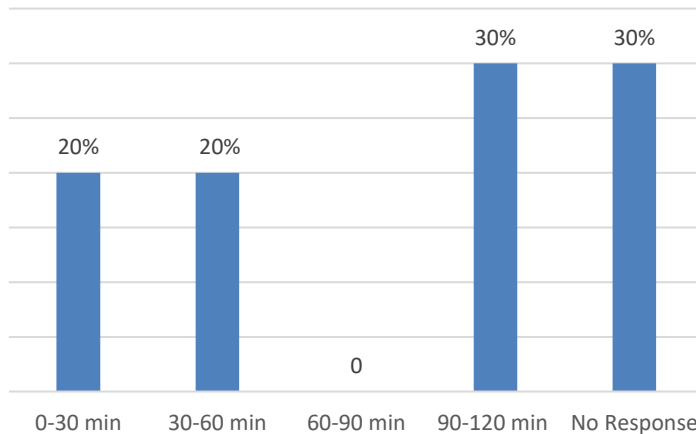
Was the Dispatcher/Call-Taker courteous?

Yes: 80% No: 0 No Response: 20%

Overall Evaluation:

Excellent	Good	Average	Fair	Poor	Uncertain	No Response
40%	10%	10%	0	0	0	40%

How long did it take the employee to arrive or provide service requested?



Is this time reasonable for this type of police service?

Yes: 70% No: 10% No Response: 20%

Police Employee Performance:

	Excellent	Good	Average	Fair	Poor	Uncertain	No Response
Appearance	70%	10%	0	0	0	0	20%
Communication Skills	70%	10%	0	0	0	0	20%
Courtesy	70%	10%	0	0	0	0	20%

Report Accuracy

Excellent	Good	Average	Fair	Poor	Uncertain	No Response
70%	20%	10%	0	0	0	0%

Citations

Police Employee Performance

	Excellent	Good	Average	Fair	Poor	Uncertain	No Response
Appearance	80%	20%	0	0	0	0	0
Communication Skills	80%	0	0	20%	0	0	0
Courtesy	80%	0	0	20%	0	0	0