

Davis PD Satisfaction Survey Aggregate Results (Summer & Fall 2018)



In the summer and fall of 2018, Davis PD mailed a total of 90 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 20%, the feedback received was largely positive. The aggregation of this feedback can be found below:

Police Reports

Was the call/visit handled properly?

Yes: 100% No: 0 No Response: 0

Was the Dispatcher/Call-Taker courteous?

Yes: 100% No: 0 No Response: 0

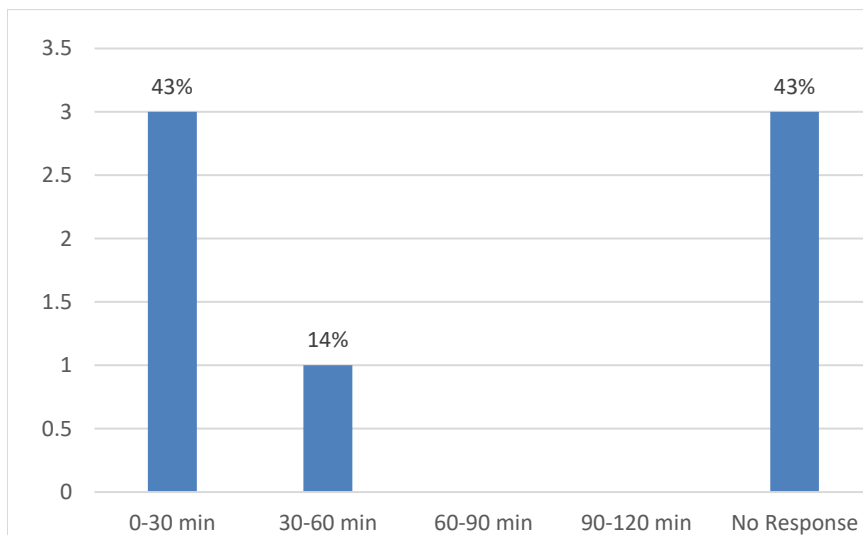
Did the Dispatcher/Call-Taker handle your request?

Yes: 100% No: 0 No Response: 0

Overall Evaluation:

Excellent	Good	Average	Fair	Poor	Uncertain	No Response
43%	57%					

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



Is this time reasonable for this type of police service?

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

Police Employee Performance:

	Excellent	Good	Average	Fair	Poor	Uncertain	No Response
Appearance	(4) 57%	(2) 29%					(1) 14%
Communication Skills	(4) 57%	(3) 43%					
Courtesy	(4) 57%	(3) 43%					

Report Accuracy

Excellent	Good	Average	Fair	Poor	Uncertain	No Response
(5) 71%	(2) 29%					

Citations

Police Employee Performance

	Excellent	Good	Average	Fair	Poor	Uncertain	No Response
Appearance	(6) 55%	(3) 27%	(1) 9%	(1) 9%			
Communication Skills	(6) 55%	(2) 18%	(1) 9%		(2) 18%		
Courtesy	(4) 36%	(3) 27%	(1) 9%		(2) 18%	(1) 9%	