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		Distribution: All
Title: CITIZEN SATISFACTION SURVEY		Section: Programs
Issued: 2/14/2012	Effective: 2/22/2012	Revised: 03/16/2021
Rescinds: All Previous	Amends:	
CALEA References: LE 45.2.1, 45.2.2a-f; COM 2.6.5a-e		
Review: Annual	Authority: Chief Michael A. Keller	

## I. Purpose

The purpose of this General Order is to provide guidelines and to establish criteria for development, implementation, dissemination and tracking of the Police Department's "Citizen Satisfaction Survey".

## II. Policy


The Andover Police Department is committed to establishing and maintaining professional relationships and opening communication channels between the police department staff and the community they serve. It is the policy and practice of the Andover Police Department to regularly survey broad sections of the community, for the purpose of organizational development, quality control and determining citizenry attitudes and opinions, as well as, another tool in evaluating the department's overall performance and competence.

## III. Definitions

- A. **Citizen Satisfaction Survey:** A survey containing questions regarding the quality of services provided by police department staff members, randomly sent to recipients of police services, in order to ascertain citizen attitudes and opinions regarding the Andover Police Department, as well as, to evaluate the quality of services provided by the department and the professionalism of its staff.

## IV. Regulations

- A. Department staff members will immediately forward all completed "Citizen Satisfaction Survey" forms to the Office of the Chief of Police [B].
- B. Department staff members will not author, alter, destroy or dispose of any "Citizen Satisfaction Survey" forms unless authorized by the Chief of Police, or attempt to skew or alter the results of the survey process [C].

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## V. Procedures

### A. Survey Development


1. A "Citizen Satisfaction Survey" will be developed and disseminated by the Office of the Chief of Police on a regular, on-going basis in order to seek consistent and timely feedback from the community regarding the community's perception and agency's overall performance. The "Citizen Satisfaction Survey" will be designed to gain feedback in respect to:
  - a. Overall agency performance (LE 45.2.2a; COM 2.6.5a);
  - b. Overall competency of agency employees (LE 45.2.2b; COM 2.6.5b);
  - c. Citizens' perception of officers' and telecommunicators' attitudes and behavior (LE 45.2.2c; COM 2.6.5c);
  - d. Community concern over safety and security within the department's service area (LE 45.2.2d; COM 2.6.5d);
  - e. And citizens' recommendations and suggestions for improvements (LE 45.2.2e; COM 2.6.5e).
2. The "Citizen Satisfaction Survey" is for the purpose of soliciting feedback from the community in regards to individual and agency performance, in order to learn about and improve upon both. A central "Citizen Satisfaction Survey" database documenting all returned surveys will be maintained and available to all department staff members. Whenever the individual staff member(s) that the completed survey pertains to is identifiable, the survey will be shared with that staff member and the staff member's immediate supervisor. Except in egregious situations, or when it is obviously the author's intent, the "Citizen Satisfaction Survey" will not be considered as a complaint and handled as such.

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### B. Survey Distribution

1. All members of the department will be provided with business cards that have a preprinted message on the back or has been stamped with a message on back that asks that the individual given the card go to the website [www.andoverks.com/pdsurvey](http://www.andoverks.com/pdsurvey). This site will have the current Citizen Satisfaction Survey (APD Form 34) for the individual to fill out and submit.
2. All department staff members should encourage citizen's that have had professional contact or received services from the police department to consider completing a "Citizen Satisfaction Survey" (APD Form 34). The website for the Citizen Satisfaction Survey will also be printed on the back of all department business cards. Additional copies of the Citizen Satisfaction Survey shall be maintained in the Office of the Chief of Police and the Communications Center and available to citizens should one be requested.

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3. Each officer will distribute the business card in the following instances:
  - a. Calls for Service;
  - b. Traffic Stops; and
  - c. Any other contact with citizens that the officer feels completion of the survey would be beneficial.
4. Supervisors will ensure compliance by periodically checking to ensure officers are providing citizens with business cards; by personally observing the distribution, by viewing either mobile video recorder or body worn camera video.


**C. Survey Results/Data Collection**

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1. Citizens who wish to complete a Citizen Satisfaction Survey (APD Form 34) will have, the option of completing and returning the survey to the police department in any one of the following ways:
  - a. Complete the survey online on the police department’s website.
  - b. Scan and e-mail the survey to the e-mail address provided on the survey.
  - c. Fax the survey to the fax number provided on the survey.
  - d. Drop the survey off at the Andover Police Department.
  - e. Drop the survey off at the Andover City Hall.
2. All completed and returned “Citizen Satisfaction Survey” will be forwarded, unopened if sealed, directly to the Office of the Chief of Police for review. Following initial review of the survey, the Administrative Assistant will enter the survey information into a department “Citizen Satisfaction Survey” database that is available electronically for review by all department members. The original survey will then be initialed and dated as of the date the survey was entered into the “Citizen Satisfaction Survey” database.

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3. A written quarterly summary of the “Citizen Satisfaction Survey” results will be prepared by the Administrative Assistant and forwarded to the Chief of Police (Jan-Mar, Apr-Jun, Jul-Sep & Oct-Dec) (LE 45.2.1e), within the first 10-days of the following quarter and includes the following:
  - a. Identifies current community concern (LE 45.2.1a);
  - b. Identifies potential problems that have bearing on law enforcement activities with the community (LE 45.2.1b); and
  - c. Develops recommended actions addressing concerns and problems;
  - d. Provides for a statement of progress (LE 45.2.1c) .
4. The fourth quarterly “Citizen Satisfaction Survey” report of the year will be considered the annual summary report and its information included in the department’s annual report (LE 45.2.2f).
5. If the department staff member(s) that the “Citizen Satisfaction Survey” is pertaining to can be determined, the survey will be scanned and entered into

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the department's tracking software program for dissemination purposes under the category of "Citizen Satisfaction Surveys". The original copy of the "Citizen Satisfaction Survey" will be placed in a file, by date of receipt, and maintained in the Office of the Chief of Police for a minimum of two (2) years.