



PROGRAMS			1310.00	
<div><div>QUALITY ASSURANCE PROGRAM</div></div>				
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PURPOSE

The purpose of this standard operating procedure is to establish guidelines to evaluate the various aspects of service to ensure that standards of quality are being met.

SCOPE

This procedure shall apply to all Punta Gorda Police Department personnel.

DISCUSSION

The Punta Gorda Police Department maintains a proactive enforcement strategy in providing quality service to individuals who call for service. The Quality Assurance Program is designed to obtain feedback from customers who have been in contact with the Punta Gorda Police Department.

DEFINITIONS

1. **Assurance:** The act of giving confidence, the state of being certain or the act of making certain.

2. **Quality Assurance:** The planned and systematic activities implemented in a quality system so that quality requirements for a product or service will be fulfilled.
3. **Control:** An evaluation to indicate needed corrective responses; the act of guiding a process in which variability is attributable to a constant system of chance causes.
4. **Quality Control:** The observation techniques and activities used to fulfill requirements for quality.

PROCEDURE

I. GENERAL

- A. The Professional Standards Specialist shall review all police detailed incident reports (status 8) and all officer reports (status 15) from the computer system for the review period. All arrests, SHOCAP reports, utility reports, attempted suicide reports, sexual assault reports, baker act reports and unusual incidents that may not be appropriate for follow-up are screened out of consideration. A list of potential calls for service to follow-up on is provided to a volunteer call taker. If no volunteer call taker is available, the calls shall be made by the Professional Standards specialist.
- B. The designated call taker shall go down the list and attempt to call each caller or appropriate involved person from the incident. If there is no answer or the call-taker gets a recording, they shall move on to the next incident. Also, if the person contacted does not wish to participate in the survey, the call taker shall move on to the next person.
- C. The call taker shall utilize an Excel spreadsheet where they go down a list of preformatted questions. This data shall be entered onto the spreadsheet, where calculations are automatically completed for an analysis. The customer also has an opportunity to provide verbal feedback outside of the questions.

II. PROGRAM QUESTIONS

- A. The following script shall be followed:

Hello, my name is _____ and I am conducting a Quality Assurance Survey for the Punta Gorda Police Department. Our records report you recently contacted the police department for assistance. I am conducting a Quality Assurance Survey regarding the handling of your call. I would like to ask you eleven questions for this survey, which will take approximately five minutes. Is that okay? The first series of questions will be regarding your contact with the police dispatcher.

1. How did you initially contact the Punta Gorda Police Department?

2. Was the call-taker courteous and professional?
3. Was the phone answered in a timely manner?

The next series of questions involve the response of the police officer who handled your call.

4. Did the responding officer arrive promptly?
5. Did the officer present a professional appearance?
6. Was the officer courteous and professional?
7. Did the officer carefully listen to your complaint?
8. Did the officer provide you with all the information you needed?
9. Were you satisfied with the overall level of service provided by the officer?
10. Are there any comments you would like to make regarding the handling of this incident?

Thank you for taking time to answer questions on our survey. We continue to strive to enhance the quality of law enforcement services we provide. This information from our survey will be shared with the Chief of Police. Have a nice day.

III. QUALITY ASSURANCE REPORT

- A. The Professional Standards Specialist shall complete a quality assurance report (QAR) in accordance with Standards Operating Procedure 1107.00 – *Staff Inspections* showing a summary of all quality assurance calls made during that week. This report shall be sent to the Chief of Police to distribute to police personnel.
- B. The weekly quality assurance reports shall be included in the monthly City Managers Report.
- C. Annually, the Professional Standards Section Supervisor will provide the fiscal year annual percentage of customer satisfaction to the Chief of Police for inclusion in the City of Punta Gorda's Strategic Plan.

APPROVED

A handwritten signature in black ink that reads "Pamela R. Smith". The signature is written in a cursive, flowing style.

PAMELA R. SMITH, CHIEF OF POLICE

STAFF REVIEW DATES: 07-30-2021, 04-04-2024

REVISION DATES: 07-30-2021, 04-04-2024, 05-02-2024