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			Distribution: All
Title: CITIZEN SATISFACTION SURVEY		Section: Programs	
Issued: 2/14/2012	Effective: 2/22/2012	Revised: 3/10/2016	
Rescinds: All Previous		Amends:	
CALEA References: 45.2.4 (a, b, c, d, e), 45.2.5			
Review: Annual	Authority: Chief Michael A. Keller <i>MJK</i>		

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].

V. Procedures

A. Survey Development



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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 (45.2.4a);
 - b. Overall competence of agency employees (45.2.4b);
 - c. Citizens' perception of officers' attitudes and behavior (45.2.4c);
 - d. Community concern over safety and security within the department's service area (45.2.4d);
 - e. And citizens' recommendations and suggestions for improvements (45.2.4e).
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.

B. Survey Distribution

1. Each calendar month a minimum of three (3) random dates will be selected by the Office of the Chief of Police for inclusion in the "Citizen Satisfaction Survey" process. The calendar dates, as well as, the days of the weeks should be alternated and changed from month-to-month in order to increase the chances for inclusion of all department staff and types of services.
2. The first business day following a pre-selected "Citizen Satisfaction Survey" date, the Police Department's Administrative Assistant will identify all Police reports that were made, including Motor Vehicle Accidents, and all traffic citations that were issued, including warning citations on the identified date. From those identified police reports, motor vehicle accidents and citations, the Administrative Assistant will obtain names and address information for the victim or reporting party included in the police reports or for the person who was issued the citation. The people chosen to be surveyed will be a random sampling from the police contacts during the chosen day and will include an equal proportion of people from cases and accidents and people from citations and warning citations.
3. A "Citizen Satisfaction Survey" (APD FORM 34 – Citizen Satisfaction Survey) along with a letter from the Chief of Police and a pre-addressed return envelope will be mailed to each of the identified citizens.
4. 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 – Citizen Satisfaction Survey). 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



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and the Communications Center and available to citizens should one be requested.

5. Each calendar month, Patrol and Special Services supervisors will conduct a minimum of one follow-up review for each of their team's sworn members, and such follow-ups shall be documented on a "Citizen Satisfaction Survey" (APD Form 34 - Citizen Satisfaction Survey). The supervisor should include the following information on the "Citizen Satisfaction Survey" when available: Name of person completing survey; Incident number or citation number (if appropriate); Date of incident or officer-citizen contact; Sworn members name that survey is being completed on; Communications Officer's name that handled the incident (if citizen had contact with an E-911 staff member); Supervisor's name completing survey; and date of survey completion. Once completed, the APD Form 34 shall be forwarded to the Office of the Chief of Police for documentation and storage.

C. Survey Results/Data Collection

1. Citizens who receive a "Citizen Satisfaction Survey" letter and survey 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 in the letter.
 - c. Fax the survey to the fax number provided in the letter.
 - d. Drop the survey off at the Andover Police Department.
 - e. Drop the survey off at the Andover City Hall.
 - f. Return the survey in the pre-addressed envelope via U.S. Postal mail.
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.
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), within the first 10-days of the following quarter. 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 (45.2.5).
4. 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 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.