

## **Customer Service Survey Shows Increased Satisfaction Rating with Police Services**

Results of the city's annual Police Department customer survey results show a greater than 90 percent level of satisfaction with police services. In addition, when compared with the 2008 survey, residents responded with higher satisfaction scores when asked about the empathy and tact performance of officers, which rates topics such as integrity and professionalism.

"I am very pleased with the survey results," said Police Chief Larry Boyd. "I appreciate the level of dedication and commitment that our police department employees exhibit toward the community we serve."

Each year, the department partners with the University of Dallas to survey residents who have called the Police Department for assistance. The telephone survey, based on calls retrieved from the department's computer-aided dispatch system, asked 36 questions to assess courteousness, helpfulness, knowledge and overall satisfaction with service.

Other survey highlights include a 99 percent satisfaction rate with the courteousness of dispatchers as well as a 99 percent satisfaction rate with the responding officer's professional knowledge. Residents may view the survey results at [www.irvingpd.com](http://www.irvingpd.com).