

Irving Police Department Survey(s)

The only survey being conducted at this time by/for the Irving Police Department or via an authorized agent/contractor of the Irving Police Department is explained below;

Information regarding the Resident Satisfaction Survey

The Irving Police Department will be conducting a Resident Satisfaction Survey during the months of May and June. Residents who have had interaction with the Police Department may be contacted by phone for participation. If you are contacted your cooperation and feedback would be greatly appreciated.

- The objective of this survey is to measure citizen satisfaction with police department first responders.
- The intended survey contacts will be persons that have made calls that were received and responded to by the Irving Police Department.
- The survey will focus on satisfaction levels in two primary areas of contact;
 - Call Taker/Dispatcher and
 - Responding officer

The survey is intended to measure the following attributes;

- Timeliness/Response Time
- Courtesy
- Did the response meet/exceed caller's expectations?
- Resolution effort

The survey team will make contact via telephone.

Persons surveyed will not be asked to divulge any personal/individual identifying information that is not publicly available through the open records process or other publicly available data sources.

*The Irving Police Department project contact point for this project is
John Rodriguez, Captain, Community Services Division. (972) 721-2544.*