

Community Feedback

1030.1 PURPOSE AND SCOPE

The purpose of this policy is to recognize the role that public confidence plays in our relationship with the community. Trust and accountability play a significant role in public confidence, as does the opportunity for the community to provide timely feedback on the services provided by its Police Department.

Through community feedback and interaction, the department can better align its services with community expectations and values and strive to maintain a climate of equity and justice in alignment with inclusive excellence.

The survey was not designed to solicit complaints but rather to identify trends that indicate when we are doing well or have opportunities to improve. The brevity and easy access to the survey is designed to provide feedback in just a few minutes.

This feedback will help drive continuous improvement that will reflect the needs and values of our diverse campus community. To accomplish and encourage feedback and engagement, it is important for community members who come into contact with our members to know their name, contact information, and reason for contact. Equally as important is knowing how feedback can be provided.

1030.2 POLICY

It is the policy of the University of California, Irvine Police Department (UCIPD) to employ systems that allow the community to provide real-time feedback on the services received from its members. These systems shall include at a minimum:

- (a) Business cards with a QR code that links users to the feedback survey;
- (b) UCIPD website that provides community members with a link to an online survey tool;
- (c) Automated Systems linked with the Computer-Aided Dispatch (CAD) and Records Management Systems (RMS) that utilize SMS or email messaging to survey community members who contact UCIPD for services;
- (d) QR code posted in the UCIPD lobby that provides community members a direct link to the feedback survey.

1030.3 BUSINESS/CONTACT CARD REQUIREMENT

In accordance with UC Community Safety Plan 1.5*, all members should proactively provide their business card at the conclusion of their contact/call for service. If the card cannot be handed out, an effort will be made to provide information through other means (email, website or social media).

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The business card will contain the QR code to link to the survey, website link to provide feedback email address and phone number to ask any questions, member's name, and case number (if applicable).

Exceptions to the requirement are when in the officer's judgment, providing the card would jeopardize their safety or the safety of the public, or in an urgent or emerging crisis, including but not limited to:

- (a) Foot pursuits;
- (b) Arrests ;
- (c) In-custody transports;
- (d) Uses of force;
- (e) Forced entry search warrants and tactical deployments;
- (f) Crowd Management events;
- (g) Other investigative or enforcement activities were in the officer's judgment it would jeopardize their safety or the safety of the public.

*Section 1.5 of the UC Community Safety Plan provides that "[e]xcept in urgent or emerging crises where it poses a safety risk, all campus safety service providers will proactively provide their name, contact information, reason for stop or call response, and prior to the conclusion of their contact, will confirm how feedback can be sent."

1030.4 SURVEY MEASUREMENTS

Where possible, the survey will measure/collect information on the nature of the contact, satisfaction of the contact, opportunity for additional comments, and their overall general feeling about safety and security on the UCI campus.

1030.5 AUDITS

Division Managers will be responsible for monitoring the feedback on an ongoing basis and providing feedback to departmental personnel when warranted, tracking their follow-up on the feedback received and sharing those actions with the Services Lieutenant for the annual report.

The Services Lieutenant will submit an annual report to the Chief of Police no later than February 1st for the previous calendar year. A report will be published on the UCIPD website. The report should include the following:

- (a) The total number of survey responses received;
- (b) Total number of survey responses sent out;
- (c) Trends (if any);
- (d) Satisfaction of service in the categories data is collected;
- (e) Trends or Improvements made in service as a result of feedback (if needed).

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