

Police and Parking Services Assessment Planning 2012-13

Submitted by Ed Sorger October 12, 2012

Brief summary of assessment data gathered in 2011-12	Brief description of insight(s) from data	Brief description of action item(s) or modification based on data	Strategy for implementation	Position responsible and timeline	Plan for assessment of action item or modification
Data gathered regarding satisfaction was a few years old and was gathered via paper surveys.	Data was outdated and not useful or applicable.	Sending out brief email satisfaction surveys to anyone receiving services (lock outs, escorts, jump starts).	Dispatchers send out emails following calls for service; Admin. Asst. gathers data.	Chief will summarize results quarterly and share with staff.	Review of data by Chief and staff to determine possible future changes.
Student Voice surveys showed that Police were not present or visible at some types of events.	Data suggests Police were not as present in the community in certain ways.	Chief developed a plan to help make police officers more visible at athletic events, on Segways, and foot and bicycle patrol.	Chief shared plan and directed that it be implemented by staff.	Chief will review old Student Voice data in light of upcoming Student Voice data (2013).	Chief will review old Student Voice data in light of upcoming Student Voice data (2013).