

Customer Satisfaction Survey
August 2005-December 2006

You previously filed a complaint against an employee of the Albuquerque Police Department. We would appreciate you filling out the following survey so we can attempt to determine how we can improve our service to the citizens of Albuquerque. Our efforts are designed to provide you a prompt, impartial and fair investigation of all complaints against APD employees. Please circle the proper response and return the form to us. We also encourage comments and suggestions and space is provided at the end.

1. How satisfied were you with:

a. your ability to file your complaint?

Very Satisfied	21
Satisfied	10
Neither satisfied nor dissatisfied	00
Dissatisfied	03
Very Dissatisfied	05
Total	39

b. the adequacy and accuracy of information about how to file your complaint?

Very Satisfied	17
Satisfied	13
Neither satisfied nor dissatisfied	02
Dissatisfied	02
Very Dissatisfied	05
Total	39

c. how well the investigator listened to your description of what happened?

Very Satisfied	15
Satisfied	13
Neither satisfied nor dissatisfied	02
Dissatisfied	02
Very Dissatisfied	07
Total	39

d. how fair and thorough the investigator's questions were?

Very Satisfied	12
Satisfied	13
Neither satisfied nor dissatisfied	06
Dissatisfied	01
Very Dissatisfied	07
Total	39

2. How satisfied were you with the explanations you received on:

a. how the complaint process works?

Very Satisfied	11
Satisfied	13
Neither satisfied nor dissatisfied	05
Dissatisfied	02
Very Dissatisfied	08
Total	39

b. the findings made by the Independent Review Officer on your complaint?

Very Satisfied	09
Satisfied	09
Neither satisfied nor dissatisfied	01
Dissatisfied	03
Very Dissatisfied	17
Total	39

c. the length of time the process takes?

Very Satisfied	05
Satisfied	13
Neither satisfied nor dissatisfied	04
Dissatisfied	10
Very Dissatisfied	07
Total	39

3. How satisfied were you with the information you received:

a. about what was happening with your complaint?

Very Satisfied	10
Satisfied	08
Neither satisfied nor dissatisfied	04
Dissatisfied	06
Very Dissatisfied	11
Total	39

b. in the letters you received?

Very Satisfied	08
Satisfied	12
Neither satisfied nor dissatisfied	02
Dissatisfied	07
Very Dissatisfied	09
Total	38

4. How satisfied were you that your complaint was handled:

a. thoroughly?	
Very Satisfied	10
Satisfied	09
Neither satisfied nor dissatisfied	00
Dissatisfied	05
Very Dissatisfied	11
Total	35

b. impartially?	
Very Satisfied	08
Satisfied	08
Neither satisfied nor dissatisfied	02
Dissatisfied	05
Very Dissatisfied	11
Total	34

c. timely?	
Very Satisfied	04
Satisfied	11
Neither satisfied nor dissatisfied	05
Dissatisfied	05
Very Dissatisfied	08

5. Overall, how satisfied are you:

a. that the City of Albuquerque is trying to hold officers accountable?	
Very Satisfied	10
Satisfied	06
Neither satisfied nor dissatisfied	02
Dissatisfied	04
Very Dissatisfied	13
Total	35

b. with the fairness of your complaint's outcome?	
Very Satisfied	08
Satisfied	08
Neither satisfied nor dissatisfied	02
Dissatisfied	05
Very Dissatisfied	12
Total	35

c. with the whole process of civilian oversight of the police?

Very Satisfied	07
Satisfied	09
Neither satisfied nor dissatisfied	03
Dissatisfied	06
Very Dissatisfied	08
Total	33

d. with the Albuquerque Police Department?

Very Satisfied	06
Satisfied	06
Neither satisfied nor dissatisfied	06
Dissatisfied	02
Very Dissatisfied	14
Total	34

Please provide any comments or feedback to help us improve our system of police oversight.

Comments:

1. IA and field officers were all great. They made the offensive officer look atypical.
Good Job. (VS)
2. Just seemed to take a long time. Good Job. (VS)
3. I really am surprised how well this was handled and hope LAPD and other departments are as good. (VS)
4. You said I said emergency lights were on before I turned on Coors. The lights engaged a block into Coors. (VD)
5. There were eyewitnesses who not only saw what went on, but also heard and their account does not match yours. (VD)
6. Coops are trained to lie and the cop's word is always the one that is believed.
Investigations like this one are cop cover up for other cops. (VD)
7. I feel your investigator should have made a better effort to find more witnesses. APD officers use excessive force more than needed and should be held accountable. (VD)
8. Detective Montano did a great job and was very fair. (VS)
9. Investigators need more support and subpoena power. (VS/S)
10. Given limitations of what you could investigate, thanks for all your hard work. We feel like something worthwhile was accomplished. (S)
11. You're doing the right job. But sometimes police officers blame on the honest people, like in my case. But some officers just want the power to be a police officer. (VD/D)
12. No apology received from the officer who violated several SOPs or anyone else in APD.
No findings on my injuries. Nobody addressed me as Dr. as I requested. (S)
13. If officer says he doesn't like me, right there that is a problem. I am a fire fighter and am ashamed I work for this system and nothing happened to the officer. (VD)
14. Civilian oversight of the police is needed, but I hope I don't have to deal with you again.
(D).

15. Several attorneys told me the cop would be believed before I would. Now t has happened. The officer can continue to be a jerk and make stupid comments to older, injured people. (D)
16. There was a witness riding in the hit and run vehicle. He should have been found and interviewed. (VD)
17. I will recommend this commission to anyone who has a concern with APD. I am particularly impressed with the attention to detail in the investigation and the impartial handling of the case. (S)
18. You should talk to witnesses in person. You only spent a few minutes on the phone with my witness. (VD)
19. The Oversight Office is fair and thorough. The investigator was fair. (S)
20. The investigator had a rude tone. (D)
21. APD's so called investigation was an obvious cover-up of officer misconduct. (VD)
22. Thank you. (VS)
23. The AFD official was in the abuse and his testimony was used to corroborate the officer's abuse as reasonable. I was there and the force was excessive. (D)