

Summary of Survey Results August 2005-December 2006

In order to gauge the satisfaction of the community members who filed complaints and whose complaints were formally investigated, the IRO distributed customer satisfaction surveys to over 250 complainants. 39 people returned their surveys for approximately a 16% return rate.

We also did surveys for 2003 and from January 2004-July 2005. There are several conclusions that can be drawn from these responses, as well as positive trends. This return rate is similar to the return rates from the prior two surveys.

1. We can now compare the three surveys covering a four year period. The last two surveys were remarkably similar, but showed a remarkable leap (about 50%) in the approval of the IRO findings, (60%) in the whole civilian oversight process, and (40%) approval of APD. This was great improvement.
 - a. The complaints were easy to file. Only 8 people said they were not easy to file.
 - b. Investigators interview all complainants and are courteous and professional in their dealing with them. Complainants are given a full opportunity to tell their side of the complaint.
 - c. Half the complainants believe their complaint was impartially and fairly investigated.
 - d. They were satisfied with the process. 60% thought the process was timely and that they received a thorough explanation and response to their complaint.
 - e. Timeliness satisfaction was just about 60%. This was slightly better than the last survey, but well down from the 2003 survey. This is attributable to the 30-45 days longer it takes the process to go through the POC, which started in June 2004. I strongly believe it is most important to continue the POC involvement, despite the dissatisfaction with the length of time to receipt of the IRO public record letter.
 - f. They were generally satisfied with the process. 60% were satisfied while 25% were not satisfied with the findings of the IRO. This is a significant improvement from prior years. I attribute this is Chief Schultz agreeing with our findings in all but two cases.
 - g. Sixteen complainants thought Albuquerque was trying to hold officers accountable. Twelve were satisfied with APD, but 16 were dissatisfied. This is a tremendous improvement for APD. Both previous surveys had only three complainants say they were satisfied with APD.
2. I am convinced the oversight process has translated into improved community relations between the public and APD and has enhanced public confidence in the police. They now believe officers are being held accountable.
3. 23 of the 39 complainants took the time to write comments. Ten comments showed satisfaction, while 13 were dissatisfied. This is a good percentage of written comments and reflects well on our system.