

**5.01**  
**CRAIG POLICE DEPARTMENT**  
Office of Chief of Police  
General Order

**Date Issued:** November 15, 1999                      **Revision Date:**                      April 1, 2009  
**Subject:**                      Public Evaluations & Input                      **Reference:**                      CACP STD  
**To:**                      All Personnel

**I. Policy**

Input from the community ensures that department policies accurately reflect the needs of the community. Community involvement is also essential to the efficient measurement of the department's goals and objectives. A Professional Service Survey and Citizen Evaluations will be utilized to actively solicit community feedback. The surveys will assist the department in its efforts to provide professional services.

**II. Procedure**

- A. Community input ensures that department policies accurately reflect the needs of the community.
  
- B. Various policies of the department are designed and intended to reflect the needs expressed by the community and individual citizens.
  
- C. Citizen input is encouraged and suggestions/opinions are gathered in the following ways:
  - 1. Citizen evaluations,
  
  - 2. Participation with civic organizations and community groups, and
  
  - 3. Participation in Strategic Planning.

**Citizen Evaluation**

Every five (5) years the department will do a community wide Citizen Evaluation. The evaluation will seek feedback in the areas of:

- 1.                      Quality and level of services provided.
- 2.                      Personal experiences with the Police Department.
- 3.                      Delivery of public safety services.
- 4.                      Community relationships.
- 5.                      Citizen willingness to be involved in department activities.

6. Community perception on the two most important public safety concerns facing our community.

The information gather will be used to assist in strategic planning, prioritize activities, improve effectiveness and more fully involve the community in our work.

#### Strategic Planning

Every five (5) years the department will develop a community based Strategic Planning Committee. Participants will be sought out to represent different socio groups within the community to reflect a diverse representation of community needs and ideas.

**Authorized By:**



**Walter K. Vanatta**  
**Chief of Police**