

**Laurel Police Department – General Order  
Chapter I, Section 300, Order 303 – Community Surveys  
September 12, 2016**

**1 / 303.05 POLICY**

It is the policy of this Department to include community input for improvement of police services.

**1 / 303.10 PURPOSE**

The purpose of this order is to gather information from on-line survey's in order to gage the quality of policing in the community.

**1 / 303.15 DEFINITIONS**

None

**1 / 303.20 PROCEDURES**

A. GENERAL

1. The Laurel Police Department values the opinions and concerns of the citizens of the City of Laurel and as well as the general public concerning the Police Department's performance and effectiveness.
2. A survey will be conducted, by mail or on an on-line survey form which has been posted on the City of Laurel's web site, for citizens to respond to specific questions to gage the quality of policing in the community.
3. Every three (3) years the Department shall compile a written report of survey questions and responses for presentation the Chief of Police to assist in developing goals and objectives as required in General Order 1- 201.
4. The compiled statistics shall report the following:
  - a. Overall agency performance;
  - b. Overall competence of agency employees
  - c. Officers' attitudes and behavior towards citizens;
  - d. Concern over safety and security within agency's service area as a whole; and
  - e. Recommendations and suggestions for improvement.

**1 / 303.25 GOVERNING LEGISLATIN AND REFERENCES**

CALEA Standards 45.2.4, 45.2.5

**1 / 303.30 ANNEX**

None