

## MEETING CLIENTS' EXPECTATIONS QUESTIONNAIRE

For each of the questions, decide on either (a) or (b) approach that would best meet current public expectations of the police. Be prepared to explain why your group chose either (a) or (b) response.

- 1. What is a law enforcement agency?**
  - a. A public agency whose primary responsibility is law enforcement.
  - b. A public agency whose primary responsibility is community service to ensure safe homes and communities.
  
- 2. What is the relationship between the police and other public services?**
  - a. Referrals when police feel appropriate
  - b. Work in partnership to prevent and solve problems and protect the public.
  
- 3. How should the effectiveness of police service be measured?**
  - a. By statistics on numbers of arrests and crimes solved.
  - b. By service standards established by the community.
  
- 4. What should policing priorities be?**
  - a. Response to incidents that have the greatest potential for serious harm or damage or involving large sums of money.
  - b. Reactive responses and proactive problem solving in regard to priorities established in consultation with the community.
  
- 5. With respect to responses to calls for service, what measure of success would be most important?**
  - a. Rapidity of response.
  - b. Variable response, depending on need.

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### 6. Who are the police's clients?

- a. Public interest as captured by the law and U.S. Constitution and the various law enforcement organizational policy statements.
- b. Individual citizens, taxpayers, communities, interest groups, public interest, agencies, departments.

### 7. When should a police file be closed?

- a. When the incident has been resolved.
- b. When an assessment of whether proactive measures are possible to address the root causes of the problem has been completed and, if appropriate further action is planned and documented.

### 8. What is the role of management?

- a. Directing and controlling police work through developing explicit policies on police conduct?
- b. Exemplifying the Mission of each police department within Washington State and within that mission, empowering front line officers to problem solve creatively and responsibly in partnership with communities.

### 9. To what extent should the police interact with the public?

- a. The police should distance themselves from the community to avoid conflict of interest situations.
- b. The police and the community should be connected. There should be ongoing interaction, though avoiding conflict of interest.

### 10. Is the delivery of police service more effective if done by specialists or generalists?

- a. In an age of communication and information technology, police must become increasingly more specialized - the generalist is something of the past.

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- b. In an age of diversity and community policing, generalists with strong knowledge skills, supported by specialists, are the most cost-effective human resource approach to policing.

### **11. How can technology be used to provide quality service to communities?**

- a. Technology makes objective information available immediately allowing for rapid, efficient responses without time-consuming interactions with people.
- b. Use technology to assist in quality reactive and proactive service to communities, encouraging face-to-face interactions to ensure we take into account the continually changing needs and expectations of clients.