



Memorandum

Date: 5/16/2023

Meeting of: Committee of the Whole - Public Safety and Human Services

File No. CM 23-229

Type: Committee Memo

TO: Committee of the Whole - Public Safety and Human Services

FROM: Mayor Angela Birney

DEPARTMENT DIRECTOR CONTACT(S):

Police	Chief Darrell Lowe	425-556-2521
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DEPARTMENT STAFF:

Police	Ryan George	Patrol Operations Lieutenant
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TITLE:

My90 Survey Trial - Customer Service Feedback

OVERVIEW STATEMENT:

The Police Department is providing information regarding use of My90 on a trial basis to solicit customer service feedback from community members. My90 is an integrated automated Axon survey that sends electronic surveys to people within 24-48 hours after having an interaction with the Police Department. Respondents answer questions about the service they received (positive, neutral, or negative). The information is anonymously collected and sent back to the department as feedback. This will allow us to gather customer service and service delivery feedback. We will use My90 on a trial basis from approximately June - August 2023. Other My90 components (employee surveys, outreach landing page, etc) likely would not be evaluated during this trial but are available for future use. There is no cost for this trial. If purchased, My90 is estimated to cost \$1,500 per year.

☐ **Additional Background Information/Description of Proposal Attached**

REQUESTED ACTION:

☒ **Receive Information**

☐ **Provide Direction**

☐ **Approve**

REQUEST RATIONALE:

- **Relevant Plans/Policies:**

N/A

- **Required:**

N/A

- **Council Request:**

N/A

- **Other Key Facts:**

The Police Dept seeks to solicit more routine and timely feedback from customers' experiences. The Police Department states in policy that we should conduct surveys of the community to receive feedback on the

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services we deliver. My90 will assist with customer satisfaction, transparency, and build trust. Additional information is available here: <https://www.axon.com/products/my90>

OUTCOMES:

N/A

COMMUNITY/STAKEHOLDER OUTREACH AND INVOLVEMENT:

- **Timeline (previous or planned):**

N/A

- **Outreach Methods and Results:**

N/A

- **Feedback Summary:**

N/A

BUDGET IMPACT:

Total Cost:

N/A

Approved in current biennial budget:

☐ Yes

☐ No

☒ N/A

Budget Offer Number:

N/A

Budget Priority:

N/A

Other budget impacts or additional costs:

☐ Yes

☐ No

☒ N/A

If yes, explain:

N/A

Funding source(s):

N/A

Budget/Funding Constraints:

N/A

☐ Additional budget details attached

COUNCIL REVIEW:

Previous Contact(s)

Date	Meeting	Requested Action
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N/A	Item has not been presented to Council	N/A
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Proposed Upcoming Contact(s)

Date	Meeting	Requested Action
N/A	None proposed at this time	N/A

Time Constraints:

N/A

ANTICIPATED RESULT IF NOT APPROVED:

N/A

ATTACHMENTS:

N/A