Tigard Police Department

NEWS RELEASE

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TIGARD PD LAUNCHING COMMUNITY FEEDBACK TOOL TODAY

Sample text message from My90.
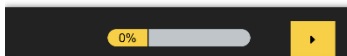
Sample survey question from My90.

The Tigard Police Department is the first law enforcement agency in Oregon to launch My90, a tool for gathering community feedback after a police call.

Starting today, whenever a person calls 9-1-1 or the non-emergency number to reach a Tigard Police officer, they will receive a survey via text message asking for their feedback on the interaction. The Tigard Police Department will use the feedback to identify what is working well and what area may need to improve. The survey is confidential, optional and only takes a minute to complete. Sample questions include:

- I was treated with respect. (strongly agree, agree, neutral, disagree, strongly disagree)
- Did you receive the help you needed? (yes, no, not applicable)
- Based on your interaction, how do you view the agency? (very positively, positively, neutrally, negatively, very negatively)
- What is your top safety concern in your community? (multiple choice)
- How can this agency best serve your community? (multiple choice)
- Is there anything else you would like to add about your interaction? (free form text box)

My90, a new community engagement tool from Axon, is used to engage the public, collect feedback, and improve outcomes following service calls. Community members use My90 to provide valuable input while

maintaining their privacy. Agencies use My90 to better understand the impact they are having within their communities to more effectively improve customer service.

"One of our strategic goals as a police department is focusing on the effective use of data and technology, and we expect this tool to give us real, confidential feedback from the people we are here to serve," said Tigard Police Chief Kathy McAlpine. "We are committed to using that feedback to celebrate our wins and focus on where we can do better."

"We are excited to be supporting Tigard PD's mission to serve the public with smart, modern, and compassionate policing," says Kona Shen, Axon's VP and GM of My90. "We know that this type of feedback can build trust, strengthen relationships, and improve safety and we admire Tigard PD's commitment to using this feedback to serve their community."

As survey results become available, they will periodically be posted online for the public to see on the Tigard Police Department's Transparency page at www.tigard-or.gov/transparency.

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