

How the Lebanon Division of Police streamlined the process of satisfying CALEA's survey standard.

Lebanon Division of Police
CASE STUDY



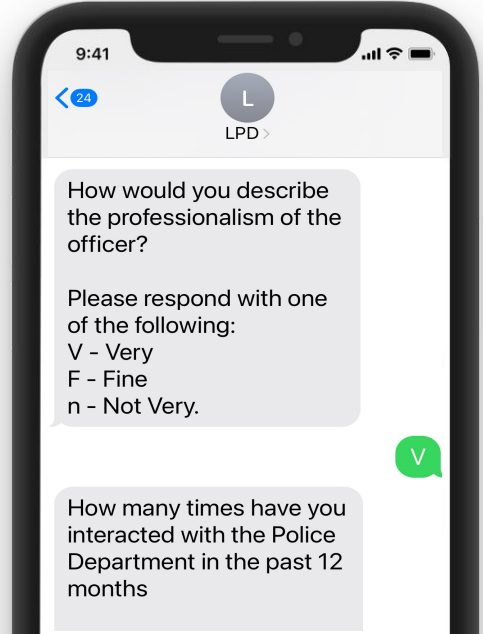
CHALLENGE ONE

Getting feedback from citizen surveys required a mix of paper surveys and social media outreach which was time-consuming and provided very few survey responses.

✓ OUTCOME

Tripled the response rate of citizen surveys to satisfy CALEA standard 45.2.2.

Automated citizen satisfaction surveys receive a 46% response rate without adding to staff workload. With easy configuration, they tailor the survey to CALEA's questions to get the exact feedback they need.



Example survey sent to citizens.

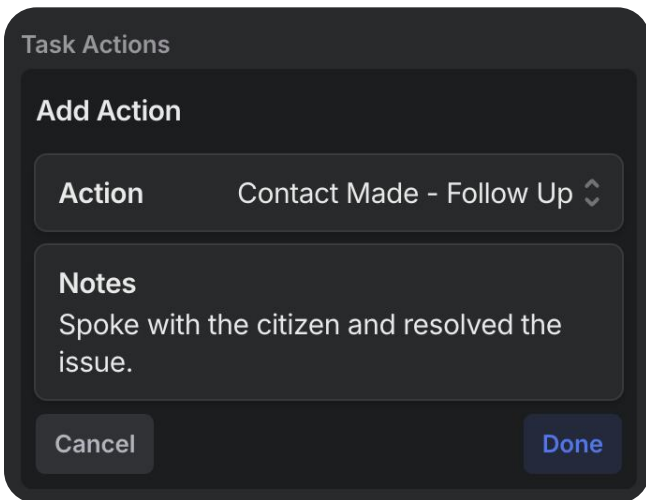
CHALLENGE TWO

Addressing negative feedback required a frustrating and multi-step review process. Staff needed to review emails, dig for call details, and coordinate with individuals throughout the agency to address.

✓ OUTCOME

Finding and addressing negative feedback reduced from hours to minutes.

Negative feedback and complaints auto-generate to-do tasks and emails with the detailed information — saving staff valuable time and resources.



Example task creation for feedback follow-up.

“When it’s time to pull data and proofs of compliance for CALEA everything is right there and easy to find.”

Scott Carlisle
Police Services Coordinator, City of Lebanon