

# INSIGHTS MODULE

## MEASURE COMMUNITY INTERACTIONS

Send quick, mobile-friendly surveys to your 911-callers and victims of crime.



Always know where you stand with your community by automatically sending short, mobile-friendly surveys after an RP or victim interacts with your agency. Ongoing survey data lets you develop a baseline of customer satisfaction and see how the community responds to changes/initiatives within your organization

REQUEST A DEMO  
[sales@spidrtech.com](mailto:sales@spidrtech.com)



## FEATURES



### FULLY AUTOMATED

Surveys are triggered by RMS and CAD data..



### CUSTOMIZABLE

Ask the questions that matter most to you and your community.



### FREE ANALYSIS

Receive interval-based reports that show trends based on variables such as location, officer, crime-type, etc.



### HIGH RESPONSE RATE

Mobile-friendly surveys sent at optimal times through our platform have seen an average response rate of 12.1%

## HOW THIS HELPS



Give community members a convenient way to provide feedback without having to file a formal commendation or complaint. In addition to high-level customer satisfaction questions, you can ask about any issues your community cares about. They'll automatically receive a text with a link to a short, mobile-friendly survey.



Most agencies have no way of getting quantitative data on how their community feels about their service. At best, they may send a survey through the city once every couple years. Automatically collecting survey information from the people who interact with your officers cuts through the noise so you can measure satisfaction over time and identify problems early. Agencies are using this survey data for CompStat and to quantify their success.