



UC IRVINE POLICE DEPARTMENT

Annual Business Review

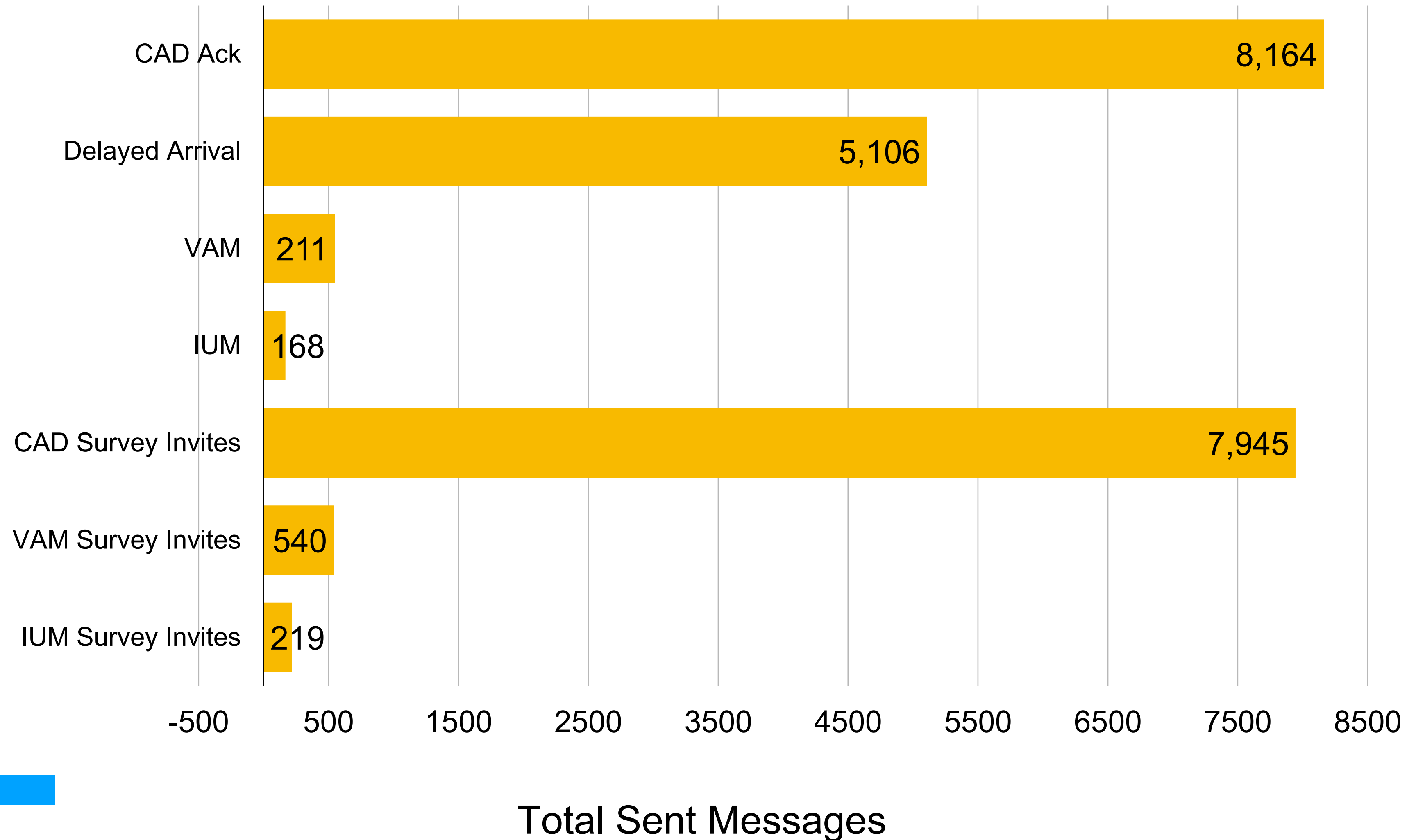
2025

Prepared By:
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Summary

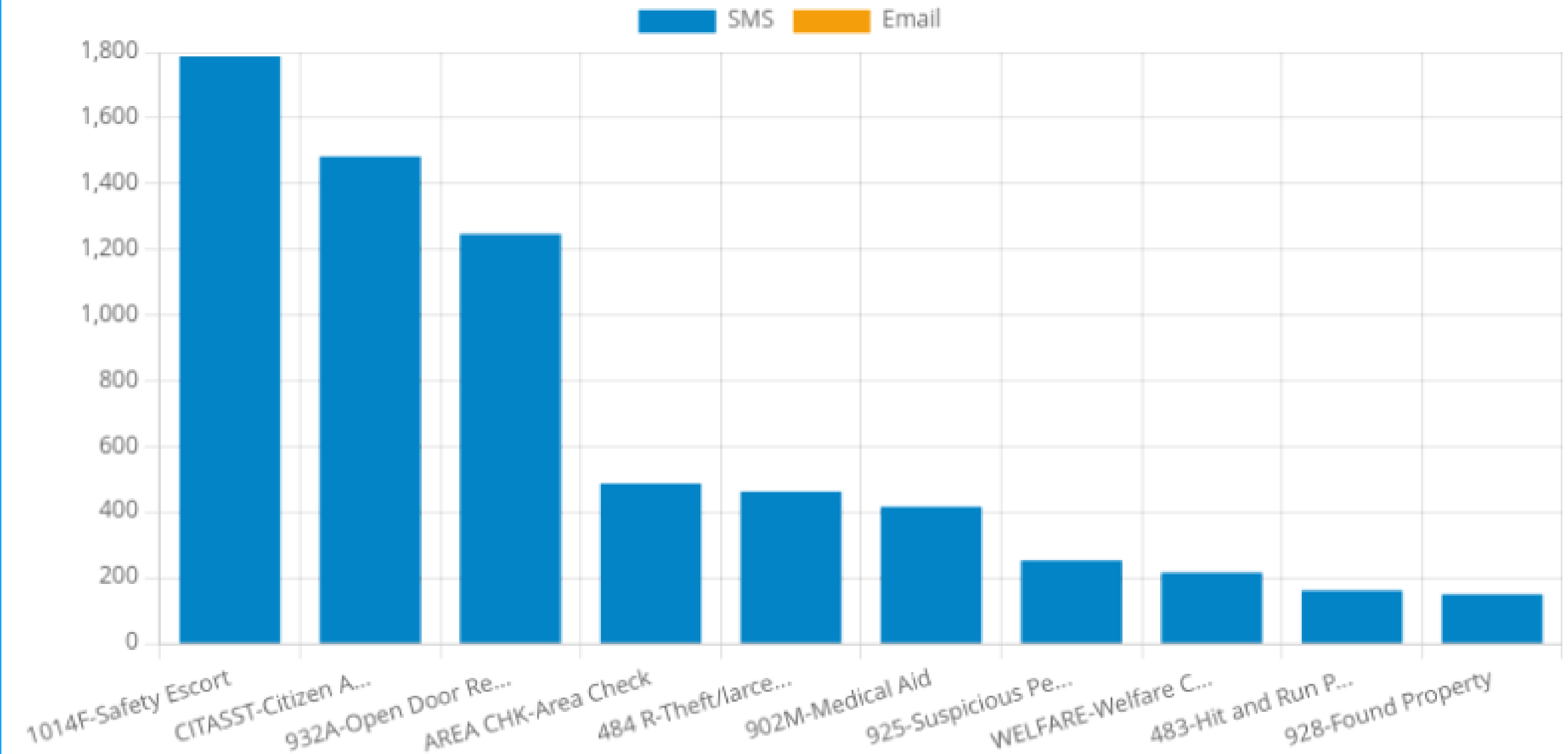


The **UC Irvine Police Department** sent a total of **22,691 SMS messages** from the period of January 1st, 2025, through December 31st, 2025.



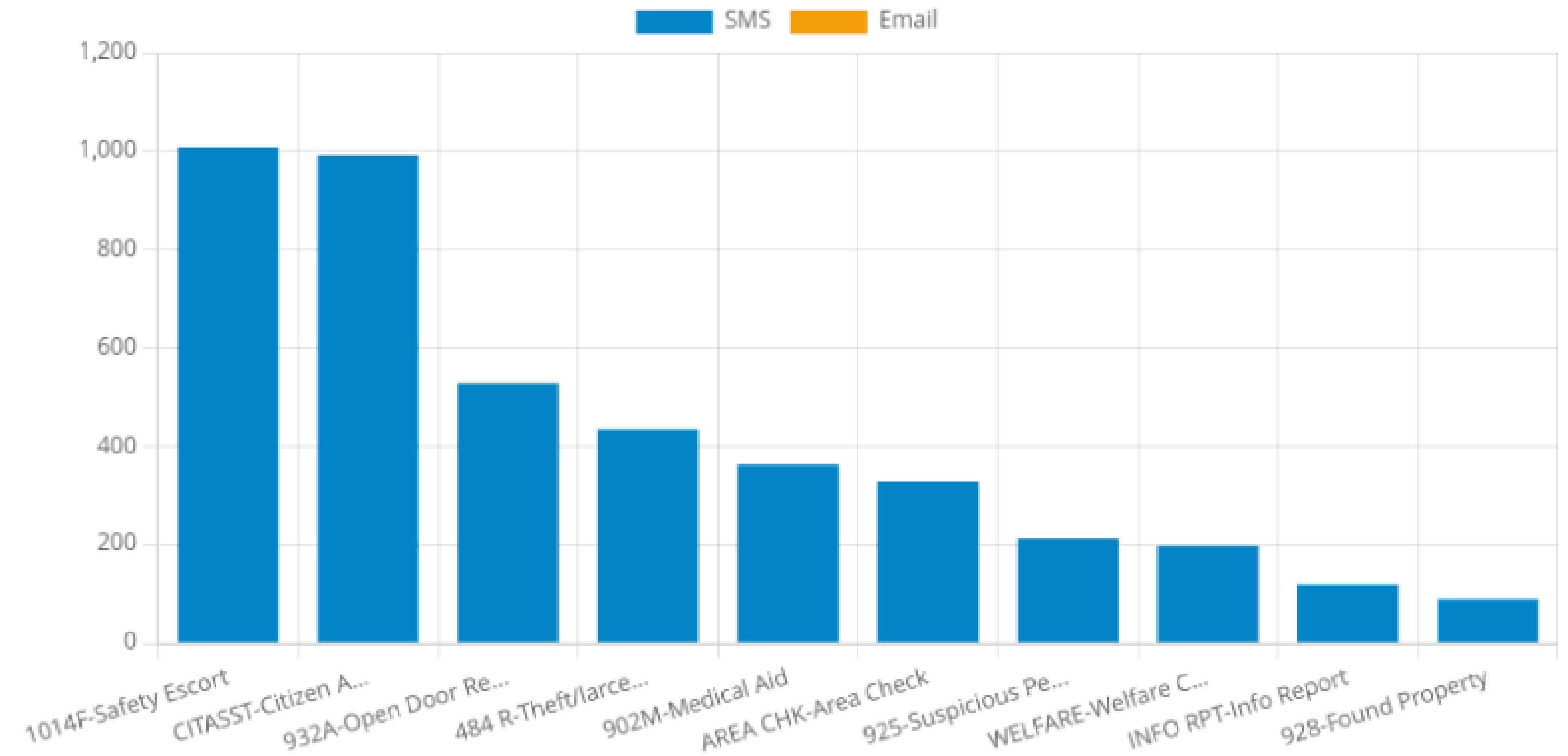
The top sent **CAD Acknowledgement Messages** are broken down by crime category. This is how many were sent per category.

Top Categories - Sent Messages (CAD)

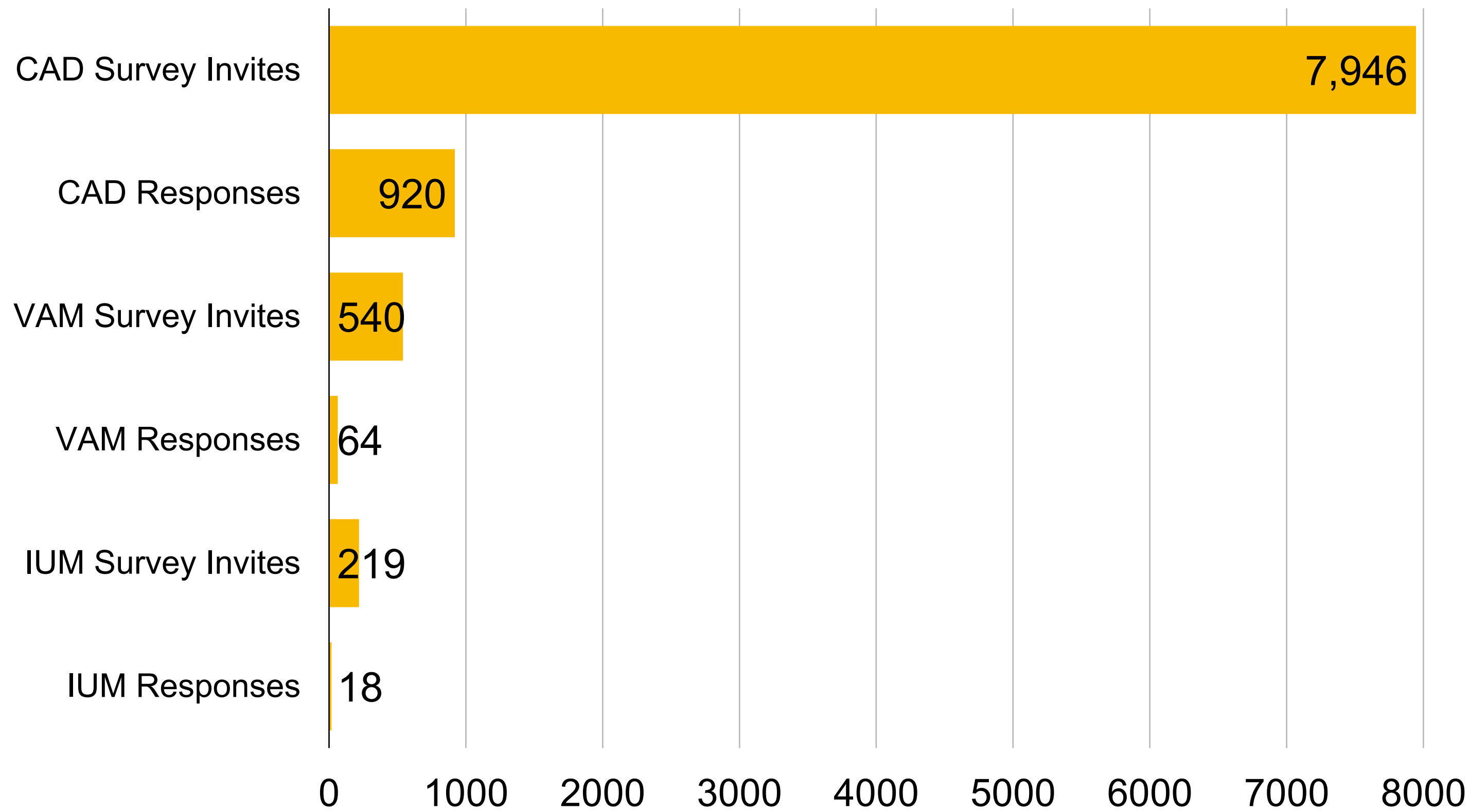


The top sent **CAD Delayed Arrival Messages** are broken down by crime category. This is how many were sent per category.

Top Categories - Sent Messages (DAM)



Total Survey Invites and Responses



Completion Rate

CAD	11.5%
VAM	7.2%
CAD	11.5%

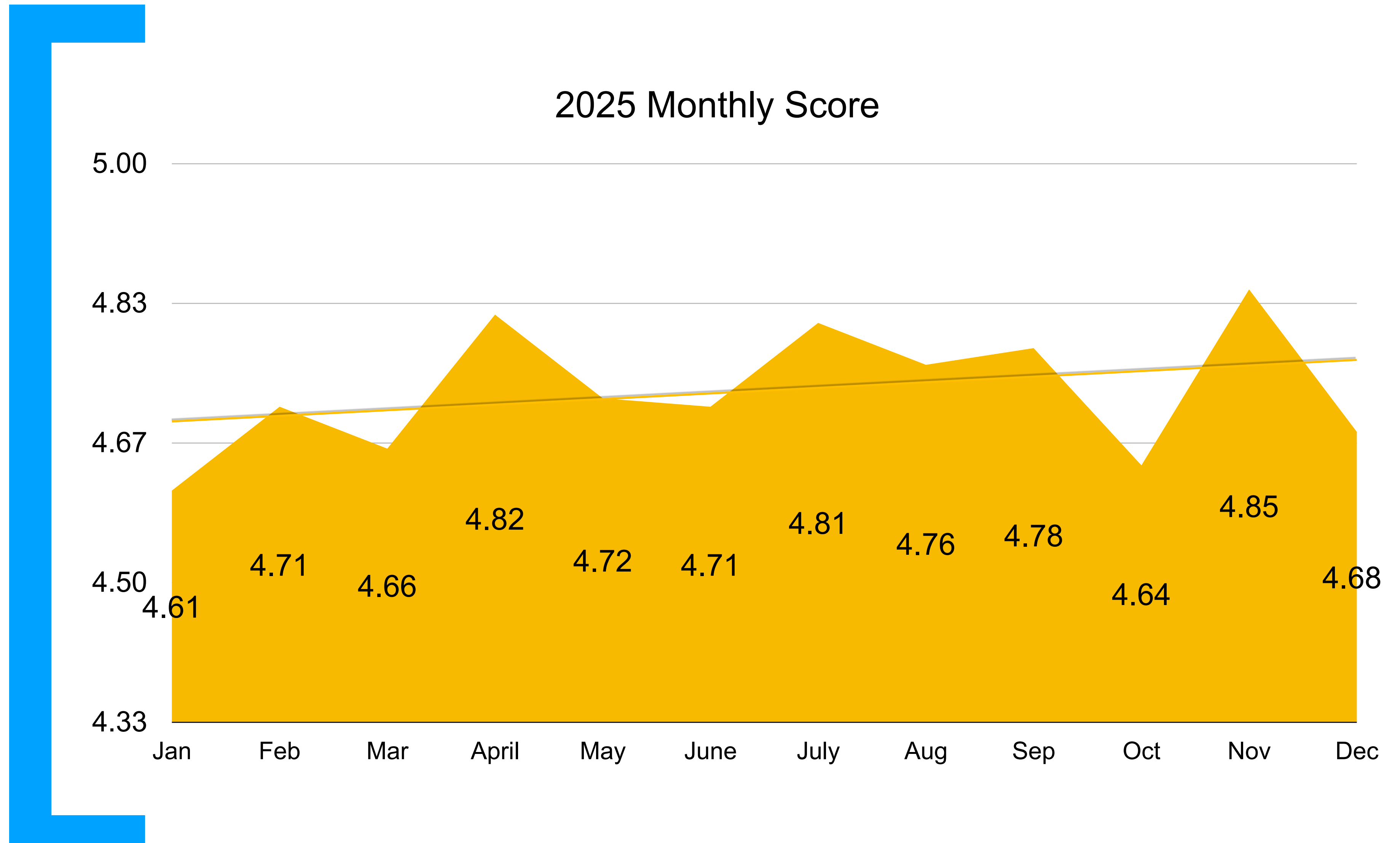
OVERALL COMPLETION RATES ACROSS ALL AGENCIES

CAD AVG: 15.7% VAM AVG: 13.0%

**2025 Score:
4.73**

CAD Survey Question:
How satisfied were you
with your experience
with the dispatcher that
you spoke with?

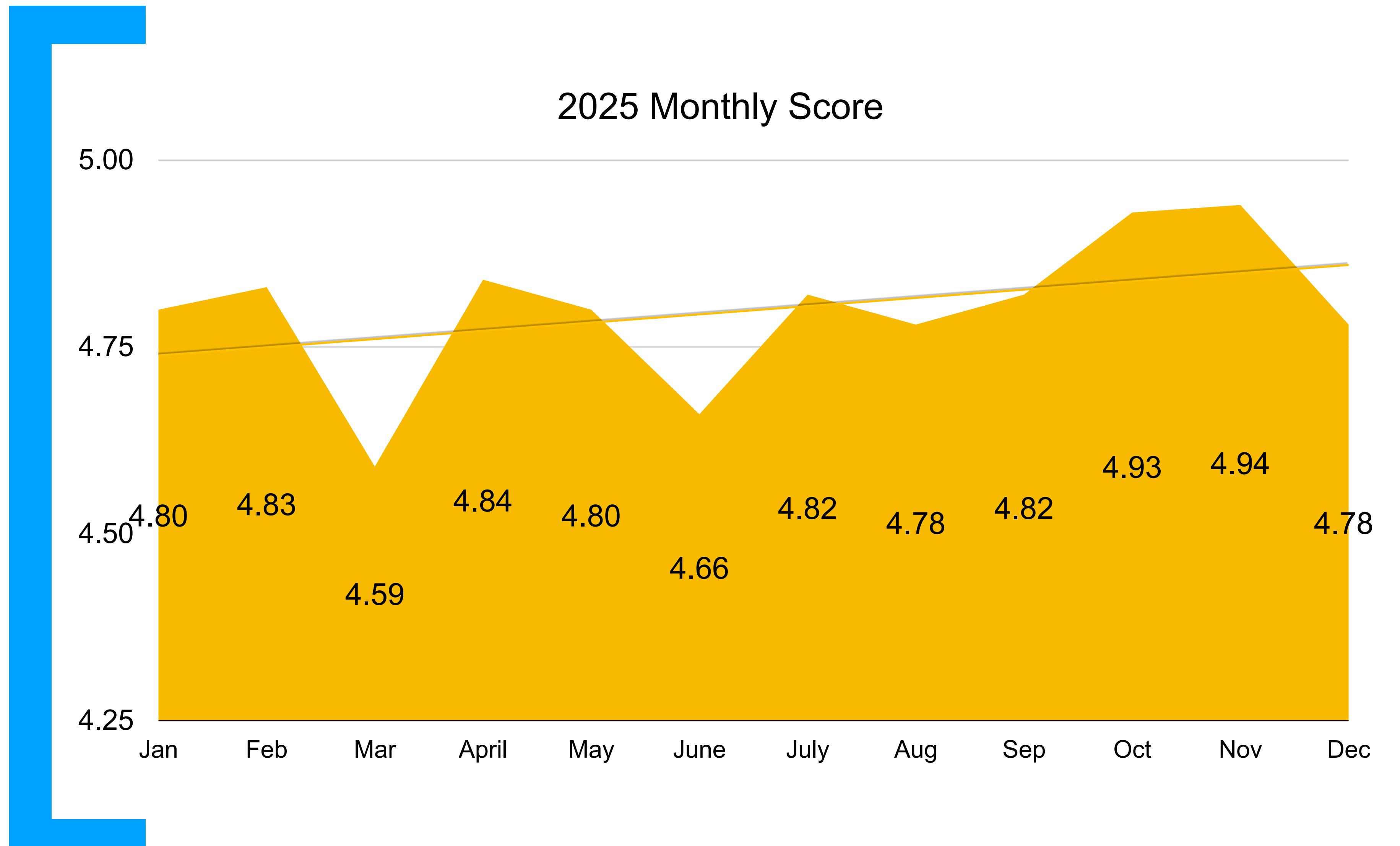
**Q4 Score:
4.72**



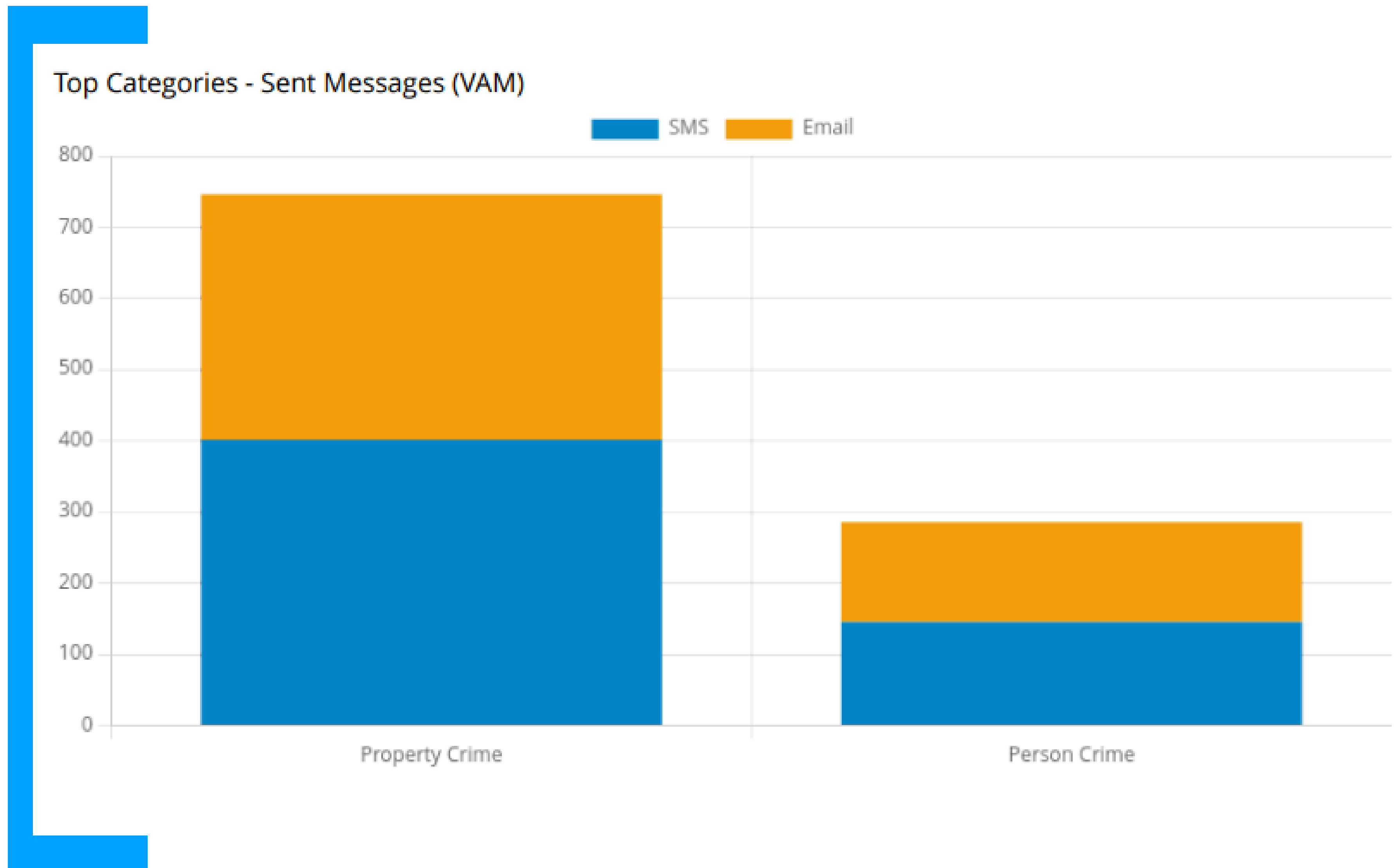
**2025 Score:
4.80**

CAD Survey Question:
How satisfied were you
with the service
provided by the
employee(s) selected in
the previous question?

**Q4 Score:
4.89**



All Victim Acknowledgement Messages are broken down by crime category. This is how many were sent per category.



All Investigation Update Messages are broken down by status update. This is how many were sent per category.

Top Categories - Sent Messages (IUM)

