



FOR IMMEDIATE RELEASE

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CONTACT: Lieutenant Daniel Meyer (619) 277-8267 or meyerd@pd.sandiego.gov

SDPD Launches New “MY90” Community Feedback Program

San Diego – SDPD values our communities and sees great value in receiving feedback on the services we provide. We are committed to providing the best policing and community services possible and the implementation of this tool brings us one step closer to achieving our mission.

“With nearly a million calls for service dispatched annually, capturing feedback from the community on this scale is invaluable. We are committed to continual improvement and believe this data will allow us to measure our performance with the expectations of the community. As a department we are committed to professional growth and continued professionalism in law enforcement.” said Chief Scott Wahl.

My90, by Axon, is a community engagement tool that will help SDPD to better inform, understand and serve our community. My90 accomplishes this by sending automated text messages about a call for service, and confidential Post-Contact Surveys. The automated text messages gives the caller information about their call for service and in some instances helps them to be better prepared for our arrival.

The goal of understanding and serving the community better is accomplished by sending confidential Post-Contact Surveys to callers at the conclusion of their interaction with SDPD employees. This feedback will be invaluable to our operations, by not only helping us understand the true sentiment of the community, but more importantly by helping us understand where we might be deficient, so we can improve our level of service to the communities we serve. Finally, My90 will assist us in our goal to be transparent by posting the results of these surveys for the public to freely access and view.

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