

Village of East Troy Police Department Quality Survey

The Village of East Troy Police Department requests your input in evaluating our effectiveness in serving our community. The purpose of this survey is to evaluate and improve on our delivery of police services. The Village of East Troy Police Officers are often confused with Town of East Troy Police Officers, who work for the Town of East Troy Police Department. To help identify our department please note the following:

- If your address has a North, South, West in front of the numbers you live in the Town of East Troy and most likely had contact with a Town of East Troy Police Officer.
- Village of East Troy Police Officers drive blue marked and unmarked Dodge Chargers, white unmarked Dodge Chargers and white marked Chevrolet Tahoes.
- Our uniforms are navy blue with a Village of East Troy Patch on the left sleeve which is primarily blue, with white, gold and a black Trojan horse and an American flag on the right sleeve. Town of East Troy Officers have red in their patch on the left sleeve and also have an American Flag on the right sleeve.
- The Village of East Troy Police Records Clerk answers phones M-F 8:00am-12:30pm and if the phone rings after hours or more than 3x your call will be answered by the Walworth County Sheriff's Office Dispatchers.

****Please only submit surveys for Village of East Troy Police Department Employees****

Questions:

1. What type of contact did you have with the Village of Police Department employee?
 - By telephone
 - In Person (at the department or out in public)
 - Motor vehicle accident
 - As a witness
 - As an arrestee
 - As a victim of a crime
2. When did you have contact with our department?
 - Date/Time: _____
3. Whom did you have contact with?
 - A Police Officer
 - Clerk
 - Chief of Police
 - Deputy Chief of Police
 - Municipal Court Staff
4. How would you rate the employees with whom you had contact?

Level of competence:

- Very High
- High
- Average
- Low
- Very Low
- No opinion

Helpfulness:

- Very High
- High
- Average
- Low
- Very Low
- No opinion

Interest in your situation:

- Very High
- High
- Average
- Low
- Very Low
- No opinion

Courtesy:

- Very High
- High
- Average
- Low
- Very Low
- No opinion

Overall Attitude:

- Very High
- High
- Average
- Low
- Very Low
- No opinion

Neatness and appearance:

- Very High
- High
- Average
- Low
- Very Low

- No opinion
5. How many contacts have you had with the Village of East Troy Police Department in the past year?
- One
 - Two
 - Three or more
6. How do you feel about your safety and security in the Village of East Troy?
- Very Safe
 - Safe
 - Fairly Safe
 - Not Safe
 - No opinion
7. How safe do you feel walking alone in your neighborhood at night?
- Very Safe
 - Safe
 - Fairly Safe
 - Not Safe
 - No Opinion
8. Is traffic enforcement adequate in the Village of East Troy?
- Yes
 - No
9. How do you feel the Village of East Troy Police Department has changed over the past four years?
- Much Worse
 - Worse
 - Same
 - Improved
 - Much Improved
 - Didn't live here
 - No Opinion

The Village of East Troy values your ideas about how the department can improve or what you feel the department is doing right or doing wrong. If you wish to do so, please use the area below to enter any comments you might have. Feel free to add additional pages as necessary.

Optional Information:

Sex:

- Male
- Female

Age:

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

Name:

Address:

Phone Number:

Please return the survey in person, fax or by mail to:

Village of East Troy Police Department
Attn: Police Survey Records
2015 Energy Drive
East Troy, WI 53120

Fax to: (262) 642-6266