

Dear Resident:

The information gathered from these surveys has helped me determine not only how the Department has performed, but it has also provided worthwhile suggestions for improving our performance.

Please take a few moments to read the attached form and answer the questions. If you wish to make recommendations or suggestions to improve our services, please feel free to write your comments in the space provided.

Your participation in this survey is truly appreciated.

Sincerely,

Bruce A. Morris, Chief
Prospect Heights Police Department

POLICE DEPARTMENT SURVEY

A. AGENCY PERFORMANCE

Please consider the following law enforcement activities and indicate whether you think the job the Prospect Heights Police are doing in that activity is good, acceptable, or poor. (Place a “ ” in the appropriate space.)

	Good	Acceptable	Poor
1. Enforcement of traffic laws	_____	_____	_____
2. Enforcement of parking laws	_____	_____	_____
3. Investigation of violent crimes	_____	_____	_____
4. Investigation of burglary and theft	_____	_____	_____
5. Providing social services to citizens	_____	_____	_____
6. Investigation of vandalism	_____	_____	_____
7. Preventing juvenile delinquency	_____	_____	_____
8. Handling citizen complaints	_____	_____	_____
9. Preventing crime generally	_____	_____	_____
10. Overall services provided	_____	_____	_____

B. AGENCY COMPETENCE

How would you rate the overall competence of the Prospect Heights Police Department employees?

	Good	Acceptable	Poor
1. Honesty	_____	_____	_____
2. Training	_____	_____	_____
3. Appearance	_____	_____	_____
4. Ability to respond to serious problems	_____	_____	_____

C. OFFICER ATTITUDE AND BEHAVIOR

Good Acceptable Poor

- | | | | | |
|----|-----------------------------------|-------|-------|-------|
| 1. | Courtesy | _____ | _____ | _____ |
| 2. | Response time | _____ | _____ | _____ |
| 3. | Sensitivity to community problems | _____ | _____ | _____ |
| 4. | Equal treatment of citizens | _____ | _____ | _____ |

D. FEELINGS OF SAFETY AND SECURITY

Good Acceptable Poor

- | | | | | |
|----|--|-------|-------|-------|
| 1. | Visibility in community generally | _____ | _____ | _____ |
| 2. | Visibility in your neighborhood | _____ | _____ | _____ |
| 3. | Police effect on crime rates generally | _____ | _____ | _____ |
| 4. | Police effect on crime rate in your neighborhood | _____ | _____ | _____ |

5. Suppose you were walking alone at night any place in Prospect Heights, would you feel:

- 5 – Very Safe
- 4 – Somewhat Safe
- 3 – Not too Safe
- 2 – Not Safe at All
- 1 – No Opinion

_____ pts.

6. Compared to other towns that you lived in previously, how likely is a home or apartment in Prospect Heights to be broken into, generally?

- 5 – Much Less Likely
- 4 – Less Likely
- 3 – About the Same
- 2 – More Likely
- 1 – Don't Know

_____ pts.

- 6.a. More specifically, in your neighborhood?

_____ pts.

