



Waterloo Police Department

301 South Main Street
Waterloo, IL 62298

Jim Trantham, Chief

618.939.3377

COMMUNITY SERVICES SURVEY

In an ongoing effort to monitor and improve the services it provides to the public, the Waterloo Police Department is providing a Community Services Survey Form. By completing the survey the public provides assistance in evaluating the department's performance, which enables the Waterloo Police Department to address public concerns, develop solutions to potential problems and better serve the needs of the community.

Input from the community ensures that the Police Department's policies accurately reflect the needs of the community. The information gathered will be used to assist in strategic planning, prioritizing activities, improving effectiveness, and more fully involving the community in our work.

This form may be downloaded to your computer and information typed in most fields. To submit this survey you may either 'Print' it and bring it to the Police Station or perform a 'Save As' and then send the document in an e-mail to: jtrantham@waterloo.il.us as an attachment.

~ Waterloo Police Chief, Jim Trantham

1. Based on your most recent contact please rate the following areas:

	Excellent	Good	Fair	Poor	Very Poor
Concern Helpfulness	<input type="radio"/>				
Knowledge Impartiality	<input type="radio"/>				
Problem Solving	<input type="radio"/>				
Courteousness	<input type="radio"/>				
Professional Conduct	<input type="radio"/>				
Response Time	<input type="radio"/>				
Quality of Service	<input type="radio"/>				

Other: (please specify below)

(continue on next page)

2. What was the nature of your most recent contact?

- I called the department to report an incident
- I was the victim of a crime
- I was involved in a motor vehicle accident
- I requested information from the department
- Other (please specify below)

- I was arrested
- I was issued a citation/ticket
- I was contacted about a problem or disturbance

3. How many contacts have you had with the Waterloo Police Department in the past year?

- One
- Two
- Three or More

4. Please identify three main police-related problems in your neighborhood:

1.

2.

3.

5. For specific traffic safety issues, please provide an address or other area identifiers, e.g., "speed enforcement on 4th Street between Market and Main."

6. What suggestions do you have to improve the services provided by the Waterloo Police Department?

7. Would you like a follow-up on your contact? Yes No

If yes, please provide your name, telephone number, e-mail and/or address, please:

Name:

Address:

Phone:

E-mail:

Thank you for taking the time to fill out this survey.

Please return to:

The Waterloo Police Department

301 South Main Street

Waterloo IL 62298

Or e-mail jtrantham@waterloo.il.us