

Westport Police Department Community Survey

Are you satisfied with the performance of the Westport Police Department? Would you be willing to help us evaluate our performance?

If so, please take a few minutes to answer the following questions regarding the Westport Police Department. Your responses are completely anonymous and are not tracked.

Although it is NOT required, if you have a specific problem or complaint, please consider supplying contact information so that we may investigate and correct any deficiencies with our operation.

1. To what extent is crime a problem in town?

- Very Low
- Low
- Medium
- High
- Very High

2. To what extent are traffic violations a problem in town?

- Very Low
- Low
- Medium
- High
- Very High

3. Overall, how safe do you feel in the Town of Westport?

- Not safe
- Somewhat safe
- Safe
- Very safe

4. Have you ever had contact with a Westport police officer?

- Yes
- No

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5. If you answered yes, what type of contact did you have? Check all that apply:

- Victim of a crime
- Witness to a crime, crash, etc.
- Involved in vehicle crash
- Traffic violation
- Parking violation
- Problem with a vehicle (broken down, etc.)
- Arrested
- Alarm
- Other (please specify)

6. How would you rate your experience with the Westport police officer?

- No opinion
- Very unsatisfied
- Unsatisfied
- Satisfied
- Very satisfied

7. Have you ever had contact with a Westport Police Department dispatcher?

- Yes
- No

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8. If you answered yes, what type of contact did you have? Check all that apply:

- Victim of Crime
- Witness to crime, crash, etc.
- Involved in crash
- Needed directions
- Legal question
- Other question
- Needed to speak with someone in department
- Other (please specify)

9. How satisfied were you with the helpfulness and courtesy displayed by the person who answered the phone?

- No opinion
- Very unsatisfied
- Unsatisfied
- Satisfied
- Very satisfied

10. Have you ever had contact with the Westport Police Department Records Division?

- Yes
- No

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11. What type of contact did you have? Check all that apply:

- Needed copy of report
- Property or evidence release
- Needed directions
- Legal question
- Other question
- Other (please specify)

12. How would you rate your experience with the Westport Police Department Records Division?

- No opinion
- Very unsatisfied
- Unsatisfied
- Satisfied
- Very satisfied

13. Have you ever had contact with the Westport Police Department Detective Bureau?

- Yes
- No

14. What type of contact did you have? Check all that apply:

- Victim of crime
- Witness to crime
- Suspect/Arrestee
- Other (please specify)

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15. How would you rate your experience with the Westport Police Department Detective Bureau?

- No opinion
- Very unsatisfied
- Unsatisfied
- Satisfied
- Very satisfied

16. Overall, how would you rate your experience with the Westport Police Department?

- No opinion
- Very unsatisfied
- Unsatisfied
- Satisfied
- Very satisfied

17. How would you suggest the Westport Police Department improve its service to the community?

18. What do you feel is the most significant problem in the Town of Westport that should be addressed by the Westport Police Department?

The following questions are not required, but we would appreciate your input as we strive to improve the manner in which we provide services to the Town, implement new practices and procedures, and determine training needs.

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19. What is your opinion of the following statement? There is a good relationship between the Westport Police Department and the community.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- If you disagree, what should be done to improve that relationship?

20. Currently, the Westport Police Department has a limited social media presence. Which of the following do you believe would help us reach the community better? Check all that you think apply:

- Twitter
- Facebook
- Pinterest
- Instagram
- Google +
- None of these
- I think it would be better to get out in the community more (Coffee with a Cop, etc.):

21. A complaint filed against an officer or employee will receive a fair review and investigation.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- If you disagree, what do you believe should be done to change that perception?

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22. Traffic enforcement is only effective when tickets/fines are issued, not warnings.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly disagree

23. The one thing I would most like to see improved at the Westport Police Department is...

The following demographic questions do not need to be answered, but will assist us in analyzing responses.

24. Are you a resident of Westport?

- Yes
- No

25. Gender:

- Male
- Female

26. Age group:

- Under 21
- 21-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70 or over

27. Race:

- Caucasian
- African-American
- Hispanic
- Asian
- Other

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28. Household income:

- Under \$25,000
- \$25,000-50,000
- \$50,000-\$100,000
- Over \$100,000

29. If you answered negatively to any question, or have a complaint against an officer or other employee, we would like to speak with you. You can include your contact information here, but please be aware that these responses are collected and analyzed on a monthly basis and you may not hear back from us right away.

To address issues requiring immediate action , you can complete a form that is available on our website (preferred), located at www.westportctpd.org (under the Commendations and Complaints tab to the left of the home page) or in the lobby of Police Headquarters. Those forms are sent directly to the Professional Standards Office.

Thank you for taking the time to help us!