



1429 Monroe Street
Madison, WI 53711

UW-Madison Police Department

- Take pride in all we do.
- Maintain a well-trained and equipped professional work force to respond to individual and community needs.
- Coordinate our efforts with other agencies and the public we serve.
- Provide protection of persons and property, education, crisis intervention, crime prevention and enforcement services.
- Respect and safeguard the dignity and rights of all individuals.

To achieve this mission we will, with a commitment to excellence;

Our mission is to promote the safety and security of all persons who come in contact with the University of Wisconsin-Madison, its facilities and services.



MISSION STATEMENT

Place
Postage
Here

UW-Madison Police Department

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Madison, WI 53711

CUSTOMER SURVEY

The University Police Department would like to do a better job of serving you and others. Since you recently had contact with us, we are asking for your help in improving the quality of our services by filling out this short survey. You may identify yourself or remain anonymous. Thank you for taking the time to help us.

Sincerely,

Susan Riseling
Chief of Police

Detach here, fold, secure, and mail bottom portion.

Since you may have had contact with various persons in our organization, we provide the definitions to assist you in identifying the person(s) with whom you had contact.

DEFINITIONS:

Dispatchers: Answer phone, assist lobby customers.

Police Officers: Wear navy blue uniforms, are armed, have arrest powers.

Security Officers: Wear tan shirts, black pants and are not armed.

Detectives: Usually in plain clothes, conduct follow up investigations, are armed police officers with arrest powers.

Other contacts: Managers, supervisors, office, court services or records personnel.

1. What was the nature of your recent contact?

- I called to report an incident.
- I was the victim of a crime.
- I was a witness to a crime or incident.
- I was involved in a motor vehicle accident.
- I requested assistance from the Department.
- I was arrested.
- I was issued a citation.
- I was stopped in my vehicle but NOT issued a citation.
- I was contacted about a problem or disturbance.
- I was involved in another way with the Department.

(Please specify) _____

Rate questions 2-7: Excellent, Very Good, Acceptable, Unacceptable, Not Applicable.

2. The people I had contact with were courteous & sensitive to my needs:

	EX	VG	AC	UA	NA
Dispatcher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other contact _____
(Please specify)

3. The people I had contact with provided me with the information and/or assistance I needed:

	EX	VG	AC	UA	NA
Dispatcher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other contact _____
(Please specify)

4. The people I had contact with resolved my issue appropriately:

	EX	VG	AC	UA	NA
Dispatcher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other contact _____
(Please specify)

5. The people I had contact with had a professional appearance and/or demeanor:

	EX	VG	AC	UA	NA
Dispatcher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other contact _____
(Please specify)

6. The people I had contact with seemed to be knowledgeable and well-trained:

	EX	VG	AC	UA	NA
Dispatcher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security Officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Detective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other contact _____
(Please specify)

7. Overall, please rate your experience with the UWPD:

	EX	VG	AC	UA	NA
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Additional Comments: _____

9. If you wish, you may provide name, address, phone number or email:

Name: _____ Phone: _____

Address: _____

Email: _____

THANK YOU FOR YOUR TIME AND ASSISTANCE!