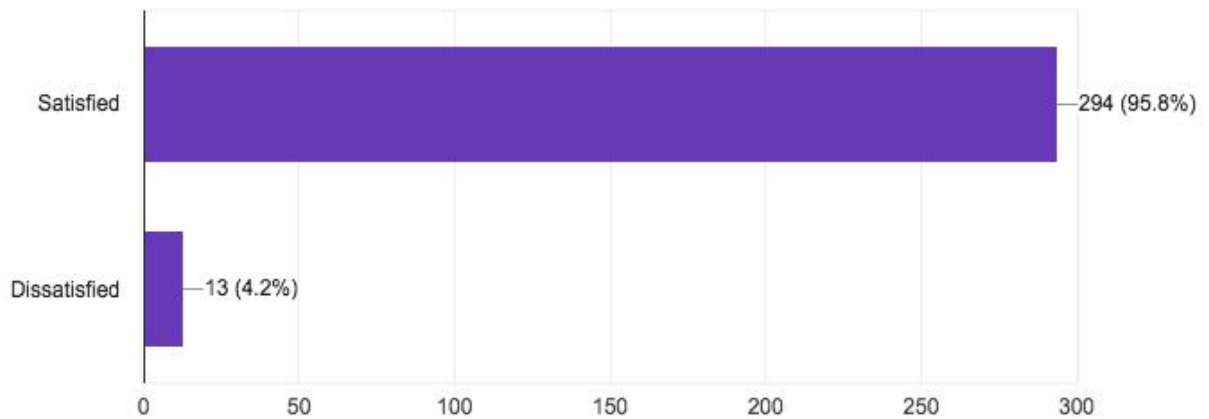


1000 total surveys sent out
312 total respondents
31.2% response rate

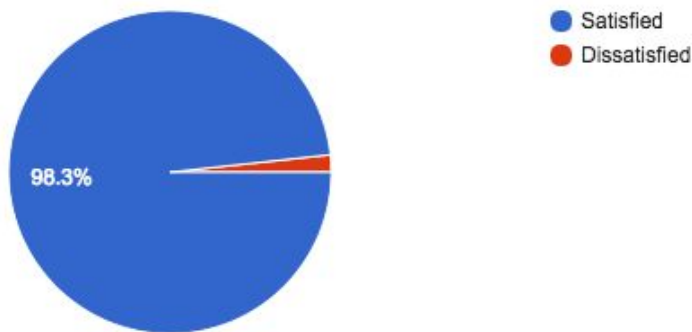
How satisfied are you with the visibility of the Altoona PD?

307 responses



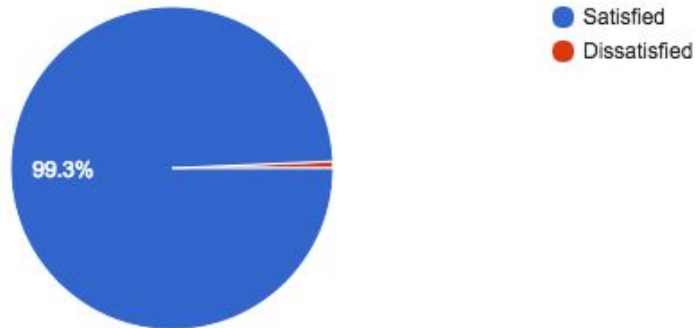
How satisfied are you with the level of professionalism of our officers?

291 responses



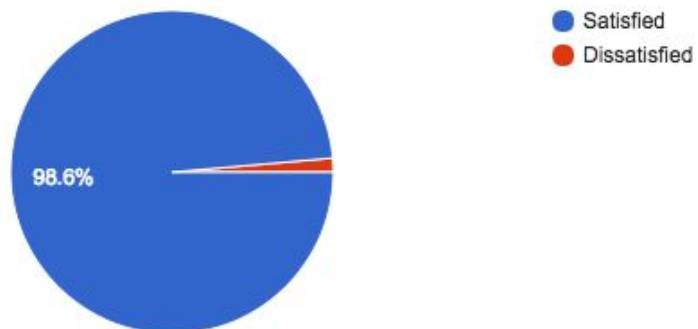
How satisfied are you with the appearance of our officers?

296 responses



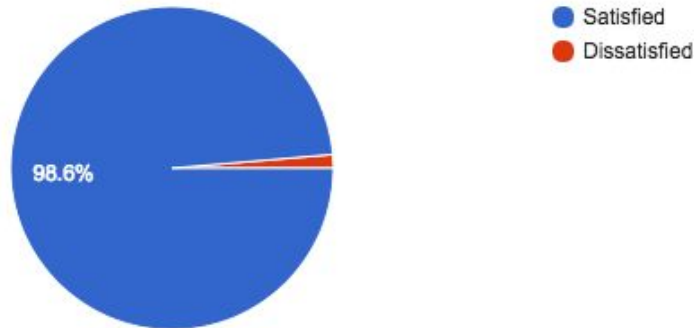
How satisfied are you with the competency of our officers?

287 responses



How satisfied are you with the provided services from Altoona PD?

296 responses



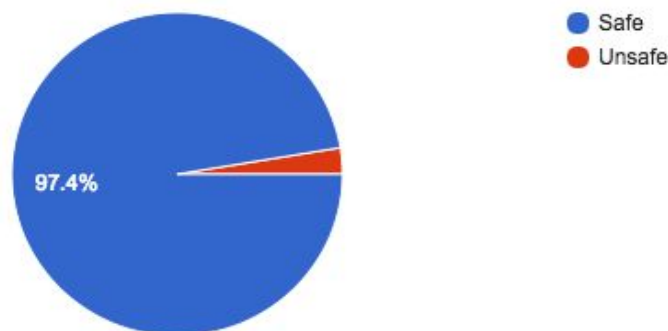
If answered; Dissatisfied to any of the above questions, please explain. 26 responses

- From the stories I have heard from friends, the APD does a fantastic job.
- Having never met or had contact with the police I don't feel I can honestly answer unmarked questions.
- No experience with them, I must obey laws!
- People still drive too fast on Lake Road - it's ridiculous!
- There was an event where I was pulled over, I was not told what for until I asked after handing over my license & registration. When the police told me I was speeding I had asked how fast. He responded "Too fast". I thought the police had to tell you.
- Too busy parked in a hidden area eating donuts and spending all their time picking up speeders.
- We have never had any experience with the police
- Very seldom do we see police or patrol cars. What does the APD do to increase and/or create visibility for residents?
- I feel they are rude compared with Eau Claire or Chippewa Falls. Do not seem friendly.
- Haven't had the opportunity to have personal contact with any officer
- Hardly ever see them drive by.
- Some streets are so dark at night, you don't even see the sidewalk and it is kind of noisy when no police patrol around.
- Excessive speeding on the hill going up from the Lake Altoona Park, hard to stop, could be dangerous for kids on bike path & in crosswalk.
- Questions 2 & 4 unknown.
- We live on Swallowtail Ct and we frequently see vehicles exceeding 25 mph speed limit. Many dog walkers, kids, etc could be affected.

- We need a few more patrols to get the people who run through unmarked intersections. Just waiting for an accident.
- Never had to use the service. Rarely see an officer on our road or otherwise.
- I wish an officer would drive through our neighborhood more often
- Rarely seen in area
- I have never had contact with any officers.
- Don't see to many officers in our neighborhood. Quiet area.
- The officer I had contact with was very unprofessional. I hope the other officers are better trained.
- We have too many police for the size of city and needs
- Have almost no direct contact so cannot judge competency
- Just moved to Altoona in Oct. Haven't had any encounters with the police to base any judgments.
- Safe during the day. Still nervous though from hearing about break -ins in Eau Claire.

How safe do you feel in your home?

305 responses

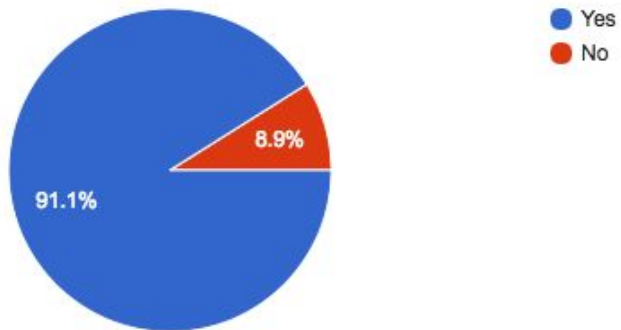


If Unsafe ; Why? 9 responses

- In our neighborhood we do not have enough lighting
- Between safe & unsafe. Highly invisible and lots of traffic. I feel break-ins wouldn't be noticed as anything different.
- Rarely see police trolling 11th St. & Hillcrest down by Group Health dead end road.
- Criminals will do anything to get what they want.
- I've had 2 gentlemen that tried to break in. My son took care of it by getting his gun and telling them to leave our property. I didn't report it, what good would it have been?
- We recently had some property damage since then I don't feel safe. I suspect someone tried to break into our home.
- Please patrol dam area more. Strange cars park a lot there. See DNR more than police
- I live next door to drug users.
- we need more patrolling in the area

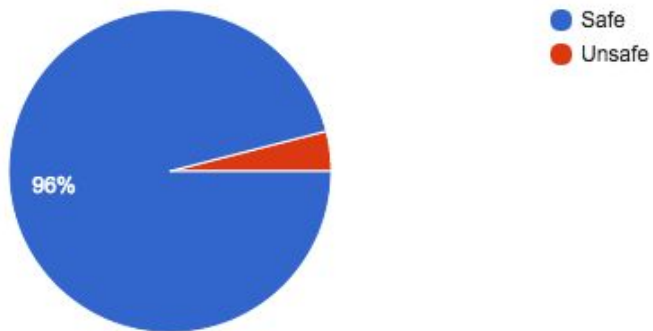
Is the police presence adequate in your neighborhood?

303 responses



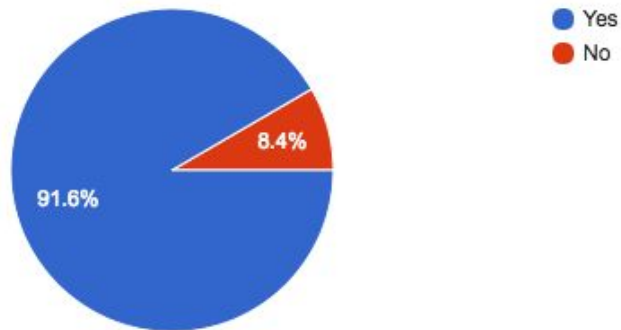
How safe do you feel walking alone in your neighborhood?

301 responses



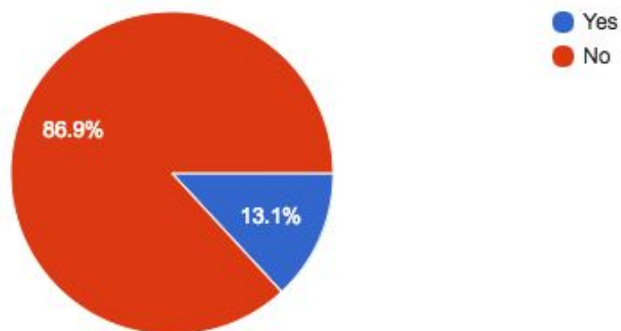
Is the traffic enforcement adequate in the City of Altoona?

299 responses



Have you ever been a victim of crime in the City of Altoona?

305 responses



Do you have any ideas on how the Altoona Police Department can improve its services to our citizens?^{90 responses}

- Keep up the good work! (2)
- One of the more crime free communities in the state. Thanks.
- Less running of radar! I am 65 and never been picked up for speeding but ?. Wrong message trying to catch speeding on Hwy 53 BLUE LIVES MATTER!!!
- One day when out walking I had a incident with an unleashed dog, I called the police and am very pleased with the quick response of the Altoona Police Officer who came to take care of the problem.
- We thank you for your service
- Set up more moveable speed signs
- I have been very pleased with help when my home was burglarized 6 years ago & with an identity theft issue 7 yrs ago. Great police officers - helpful, informative, reassuring
- Looking forward to the K-9 unit
- Well done and thanks!
- Bicycle PD?
- First time living in a small community and I've been very happy!
- I live on Loring & Hamilton, speed is an issue, many use street as short cut, with heavy traffic, difficult to get out of my driveway at times.
- Like to see crimes posted w/Eau Claire in the Leader Telegram
- Thank you for all the great work you do.
- You are doing a good job for us at the present time
- Continue to portray a positive image, participate in Altoona Restaurants day of Law Enforcement servers and St. Mary's Blue mass. Keep up the good work.
- More work with youth etc. baseball card hand out, help with youth sports
- Patrol more down Briar Ln, Sunset Blvd & streets in this area-lots of fighting, arguing, yelling outside after bar hours. Also lots of speeders on these streets & 3rd St
- I think your doing just fine
- Speed control on 3rd especially over hill at Knollwood
- Let's interact with young children more
- Less police. that's all they do is sit parked all day anyway eating donuts!
- I think we have exceptional service
- There needs to be a flashing light at the crosswalk at Willson & 10th Ave. Very dangerous for walkers, runners and bicyclists.
- Your doing great. Thank You
- Watch 10th St for speeders - when driving I have to pull over to let them speed past to get them off my bumper!
- Monitor the 53 bypass in the Altoona area. Way too many speeders. It's dangerous!
- Raise the speed to 40-45 on Spooner hill, too hard to keep it at 35mph

Altoona Police Department
Community Policing Survey 2017 Summary

- Get the red light runners & the speeders. Let em feel it in the pocketbook.
- We never see policemen or patrol cars in our neighborhood.
- Inform residents of known problem/drug houses.
- Keep smiling, wave at people - this is Wisconsin after all friendliness is key
- More patrol presence near the lake and parks
- Just keep up the good work
- Neighborhood watch or Crime Stoppers in all areas not just in River Prairie area. I'm in the old down town area of town.
- All of the essential services (police, fire, ems) must reflect the growth and development for the success and attractiveness of the city
- I live on Fairway Drive and traffic is often over the speed limit & it is difficult or unsafe on occasion to back out of my driveway.
- Keep up the great work! You are part of the tie that binds this small yet quaint community together.
- We don't need police in schools! Citizens do not handle the uncontrolled intersections well.
- I would like to see "no passing" signs on Spooner. Too many speeders in the neighborhood by the ECGCC.
- Need painted lines or flashing stop sign by Sport Rider and Truck Align. People run stop signs every day.
- Would like more emphasis on speed enforcement on Lake Road
- I would like to see more presence on Lake Road.
- Enforce the speeding laws better (3rd St E & 10th St)
- Traffic enforcement needed on James Ave when school ends.
- A lot of people coast through the stops on 10th & Bartlett in am.
- Ticket cars, trucks and boats parked in street 5 to 6 days in a row. Can hardly get out of our driveway and walk on sidewalk
- Pull people over on 10th St. and Willson for not stopping for people walking. Same with 10th & Spooner
- Make presence known around our home; 11th St. & Hillcrest Rd. Control exhaust pipe noise along Hwy. 12 & 53.
- Placing cameras at key points at major streets, crossroads and residential areas.
- People travel way too fast on Valmont Ave. - almost all vehicles travel without slowing down at intersection- do not know people on your right have the right-of-way.
- Stay visible in community activities & programs.
- My father was a police officer for 25 years in Wisconsin. Thank you for your service.
- Last year an officer stopped my kids on the bike path-they were terrified and he rewarded them for wearing helmets. He was extremely friendly and I have never had to argue about helmets again.
- Thank you for your service & dedication.
- You are doing just fine! Nice going, very good effort.
- Never had any problems/interactions.

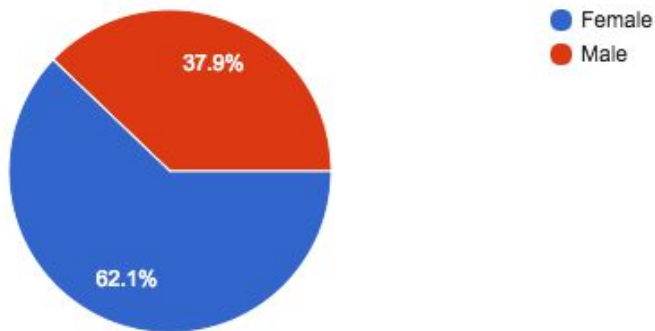
Altoona Police Department
Community Policing Survey 2017 Summary

- People still speed a lot on Lake Road
- Keep up the great work! Continue the crash reenactments for high school students.
- More patrol on 12 for speeders. With hotter weather I like to air out hot garage but paranoid of a criminal getting in during day hours. Twice I was told by neighbor that two separate cases of drugs were arrested on my block. I never was aware of this. I don't get daily paper to read about crime so if I could be added to "Neighborhood watch" type email, I would be better informed. I believe with our declining jobs and upcoming cuts to welfare that crime is gonna continue to rise.
- Maintain observe 25mph speed limit. Make your department more visible in this newer subdivision.
- Enforce landlords to maintain their lawns. City ordinance for all fecal matter from pets to be picked up.
- Put the radar unit downtown. Some perhaps may conform with the posted 25 mph limit.
- Patrol the residence areas better not just the River Prairie area.
- Everyone has been wonderful & helpful always
- Keep up the good work
- I live close to middle school, they could be more present before & after school. Parents, not students, speeding thru intersection.
- One thing that is tough in our neighborhood is the speeding going to the County Club. There are a lot of children on Club View Land and lots of speeders late for tee time.
- Would like to see stepped up speed enforcement on 3rd, Devney & Lawrence Ave. Would like to see abandoned cars, boats, trailers, RV's off all city streets. Would like to see enforcement of car stereos with deep bass that rattle our windows.
- Too many drivers do not slow down at the uncontrolled intersections. Stop signs at every other street would improve safety. I don't feel the speed reduction on Spooner Avenue "dip" was necessary.
- I do question need for another vehicle for canine, what's wrong with the truck?
- Since the new elementary school traffic in neighborhood has increased. Could get some low speed limit signs for the safety of kids who walk, ride scooters, bike, etc
- I think you should be notifying us when a sex offender is in the area
- River Prairie is a raceway. Lots of red light running. Any officer I have come in contact with has been courteous professional and helpful.
- Enforce any ordinances regarding non-motorized vehicles parked on the streets for weeks and months at a time.
- I live on a dead end and there is never a squad car on my street
- Be more willing to help during neighbor problems
- I often walk after dark on residential streets and rarely see any patrol officers after dark.
- Please ticket people who are parked in or blocking driveways.
- Patrol neighborhood more
- Neighborhood not very well lit. I see the Altoona police patrolling frequently.
- Canvas on busy streets. Don't let homeless stay in Rivers Edge. Find them a home. God bless our local heroes. Thank you for everything!

- Please train your officers to enforce our ordinances.
- Patrol on bikes once a week during the summer
- We need more car patrol in the Laurel Ave area
- Continue monitoring traffic on Lake Rd
- I think they should be on Hamilton Ave. since there are speeding down the street including UPS drivers. Also UPS should not be able to stay parked 24/7 it makes the neighborhood look stupid and I can't think about how it makes the streets good.
- Patrol different areas, not 2 or 3 cars behind each other
- Hwy 12 coming from the East to AA and west from AA to Hwy 53

What is your Sex?

264 responses



What is your age group?

293 responses

