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# City of West Allis

## Matter Summary

7525 W. Greenfield Ave.  
West Allis, WI 53214

File Number	Title	Status
2004-0012	Report	In Committee
Communication from Police Chief Puschnig transmitting Community Survey Report for 2003.		
Introduced: 1/6/2004		Controlling Body: Advisory Committee

### PLACE ON FILE

#### COMMITTEE RECOMMENDATION

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>1-6-04</u>			Barczak				
			Czaplewski				
			Kopplin	✓			
			Lajsic	✓			
	✓		Narlock	✓			
			Reinke	✓			
			Sengstock				
			Trudell				
			Vitale	✓			
			Weigel				
			TOTAL	<u>5</u>	<u>—</u>		

#### SIGNATURE OF COMMITTEE MEMBER (RECORDER)

*Rosalie Reinke*

Chair

Vice-Chair

Member

#### COMMON COUNCIL ACTION

### PLACE ON FILE

ACTION DATE:	MOVER	SECONDER		AYE	NO	PRESENT	EXCUSED
<u>JAN 06 2004</u>			Barczak	✓			
			Czaplewski	✓			
			Kopplin	✓			
			Lajsic	✓			
			Narlock	✓			
	✓		Reinke	✓			
			Sengstock	✓			
			Trudell				✓
		✓	Vitale	✓			
			Weigel	✓			
			TOTAL	<u>9</u>	<u>—</u>		<u>1</u>





# CITY OF WEST ALLIS

WISCONSIN



December 18, 2003

Honorable Mayor Bell and  
Members of the Common Council  
West Allis, Wisconsin 53214

RECEIVED  
DEC 19 2003  
CITY OF WEST ALLIS  
CLERK/TREASURER

DEPARTMENT OF POLICE

Dean Puschnig  
Chief of Police

RE: Community Survey

Dear Mayor Bell and Members of the Council:

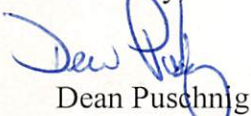
Enclosed is a copy of the community survey we conducted earlier this year. Neighborhood Watch Block Captains assisted in this process by distributing this survey to citizens who live in their watch group. Block Captains were given the option of completing a survey themselves and were asked to distribute two additional surveys. A total of 280 surveys were returned. Not every section of the survey will add up to this total, because not all of the respondents were required to answer each question and some people chose not to answer specific questions.

Based upon the results of this survey we compiled an outcome informational sheet, which highlights specific areas of interest. Comments from all of the surveys are included in two individual sections of this report. These comments were typed exactly as the respondent wrote them. If someone had a concern about police service and included their name, we contacted the individual and addressed this issue. We will use the surveys as a training tool during our spring in-service training program. Our main focus is to improve police service throughout the community.

It should also be noted that we utilized the results of this survey as we prepared the budget for next year, specifically when we determined what programs and services to eliminate. As I have mentioned to several of you, I have some real concerns pertaining to the rising crime rate in our community. The violent crime rate for 2003 will be the highest we have ever experienced. Crime and other quality of life issues are concerns that many respondents discussed when they submitted their survey.

This information was presented to the Police and Fire Commission at their December meeting. Should you have any questions or concerns, please do not hesitate to contact me at 302-8070.

Sincerely,

  
Dean Puschnig  
Chief of Police



11301 WEST LINCOLN AVENUE WEST ALLIS, WISCONSIN 53227  
PHONE (414)302-8000 ■ FAX (414)302-8099 ■ TTY (414)302-8000 (HIT SPACE BAR)  
<http://www.ci.west-allis.wi.us>



# WEST ALLIS POLICE DEPARTMENT CUSTOMER SERVICE SURVEY

1. In the United States as a whole, do you think that personal safety is changing? (Circle One)

Becoming Safer	Not Changing	Becoming Less Safe
12                      34                      45                      100                      87		

2. How serious a problem do you think crime is in our city compared to other cities in the U.S.?

Very Serious	About Average	Less Crime
6                      23                      165                      58                      27		

3. Is safety in your neighborhood changing?

Becoming Safer	Not Changing	Becoming Less Safe
9                      29                      123                      86                      28		

4. In your neighborhood, how well do you think your police department performs its duties?

Very Well	Average	Very Poor
79                      85                      83                      19                      6		

5. For each of the following statements check the degree of concern you have that the problem might happen in your neighborhood.

Great Concern	Some Concern	Little Concern
------------------	-----------------	-------------------

44	160	76	Someone will try to rob you or steal something from you.
17	93	167	Someone will try to attack you while you are outside.
49	169	61	Someone will break into your home.
53	157	67	Someone will try to steal or damage your car.
59	147	70	Someone will damage or vandalize your house or other property.
13	73	186	Someone will try to attack you sexually while you are outside.

6. Have you called the police to report a problem in the last 2 years?

147	Yes	If yes, answer questions a-d
133	No	If no, go to question 7

- a. Circle the number which indicates how satisfied you were with the amount of time it took the police to respond to your call.

Very Satisfied	Somewhat Satisfied	Not Satisfied
54                      46                      35                      11                      9		

- b. How satisfied were you with the manner in which the police handled the problem?

Very Satisfied	Somewhat Satisfied	Not Satisfied
55                      35                      38                      12                      9		

- c. Did the problem occur in your neighborhood? 149 Yes 5 No

- d. Were you the victim? 59 Yes 92 No

7. Are you familiar with the following services provided by the Police Department? (check the appropriate boxes)

Yes	No	
268	12	Neighborhood Watch Program
240	40	DARE (Drug Abuse Resistance Education)
178	102	School Liaison Officers
209	71	Free Home Security Program
173	107	Community Alliance Against Drugs
237	43	Educational Newsletters (Neighborhood Watch and Business Alert)
185	95	Citizen Police Academy

8. Keeping in mind that the budget is limited, please rank the importance of the following services. (1 is most important and 6 is least important)

Ranking						
1	2	3	4	5	6	
112	85	40	24	10	4	Motor vehicle patrols
15	34	63	60	62	35	Foot / bicycle patrols
139	71	41	15	2	6	Investigation of criminal activity
42	42	56	81	39	12	Crime Prevention programs
7	10	11	16	40	187	Parking enforcement
31	24	55	62	85	15	Traffic enforcement

9. How much priority should the police give to:

Much Attention	Some Attention	Little Attention	
255	22	0	Assault and battery
191	80	2	Auto theft
15	128	134	Barking dog complaints
252	23	0	Burglaries
128	132	16	Check forgery / Credit Card fraud
248	27	2	Child neglect / Abuse
117	138	19	Credit card fraud
117	143	16	Criminal damage/graffiti
39	144	94	Cruising
178	90	7	Defrauding senior citizens
203	69	2	Drug law violation
236	37	3	Drunk driving
21	125	130	Gambling
80	163	33	Juvenile curfew violations
72	176	28	Noise / disorderly conduct / tavern complaints
14	104	159	Parking enforcement
112	119	44	Prostitution
253	22	0	Robberies
234	35	0	Theft
95	157	15	Traffic law violations

10. Do you feel a Police Satellite Station located on the east end of the city is important? 247 Yes 33 No
11. Do you feel a Police Satellite Station located on the east end of the city would help reduce crime? 228 Yes 52 No
12. Has police service improved or gotten worse in the past two years?

Improved		Same		Worse
35	66	153	11	7

**13. To what extent do you think that police officers should...**

Great Extent	Some Extent	Not at all	
241	34	2	be accountable for professional behavior
144	131	0	concentrate major efforts on crime prevention
34	195	49	be able to recognize neighborhood residents
123	146	9	teach residents to recognize and report suspicious activity
77	170	29	personally provide guidance to potential juvenile offenders
151	122	4	work closely with schools and social agencies to deter crime
105	155	9	share resources and problems with community agencies

**14. How important is each of the following criteria for improving your police department?**

Very Important	Some Importance	Not Important	
161	107	3	More officers to patrol residential areas
82	168	20	Higher qualifications for new officers
162	107	3	Respond to calls faster
98	162	12	Improved relations with the community
76	147	37	Improved relations with minority groups

**15. The police department does the best job it can against crime in my neighborhood.**

Strongly Agree	Agree	Disagree
61	109	1
78	27	

**16. My fear of crime is very high.**

Strongly Agree	Agree	Disagree
11	69	47
28	122	

**17. Most of the crime problems around here are caused by gangs or drug activity.**

Strongly Agree	Agree	Disagree
16	81	39
40	95	

**18. I often avoid going out after dark because I am afraid of crime.**

Strongly Agree	Agree	Disagree
10	52	109
14	92	

**19. Fear of crime is high in this neighborhood.**

Strongly Agree	Agree	Disagree
5	40	99
8	125	

**20. I regularly see police officers on patrol in my neighborhood.**

Strongly Agree	Agree	Disagree
20	91	52
26	86	

**21. The police department should work closely with kids by organizing sports programs.**

Strongly Agree	Agree	Disagree
27	88	56
23	80	

22. Would you be interested in receiving information on crimes that have occurred in West Allis and crime prevention tips through your e-mail?

102

Yes

178

No

If yes, please include your email address

Please provide any comments you wish to make pertaining to police service.

SEE INDIVIDUAL COMMENT SHEETS

The following section is optional.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Would you would like an officer to call you to discuss this survey?

☐

Yes

☐

No

Thank you for taking the time to complete this survey. Should you have any questions, please call Lt. Terry Morrissey at 302-8054





# CITY OF WEST ALLIS

WISCONSIN



## Community Survey Information Sheet

DEPARTMENT OF POLICE

*Dean Puschnig*

*Chief of Police*

### Number

### Specific Results

- 3 67 percent of the respondents felt their neighborhood was becoming less safe, 17 percent felt safety in their neighborhood was improving and 16 percent felt their neighborhood was not changing.
  - 4 61 percent of the respondents felt the Police Department performed its duties very well or above average, while 30 percent rated the Department as average and 9 percent felt the Department was below average.
  - 5 The vast majority of respondents had some specific concerns about crime in the city.
  - 6 (a) 87 percent of the respondents were satisfied or very satisfied with the amount of time it took the police to respond to their call for service. 13 percent were less than satisfied.
  - (b) 86 percent of the respondents were satisfied or very satisfied with the way the police handled their problem. 14 percent were less than satisfied.
  7. The vast majority of people are aware of our Crime Prevention services and other services offered by the city and other community groups.
  8. Citizens want to see officers patrolling their neighborhoods and Detectives investigating criminal activity.
  10. 86 percent of the respondents felt that a satellite station on the east end of the city was important. 81 percent felt this would help reduce crime.
  12. 37 percent of the respondents felt that police service has improved in the past two years. 56 percent felt the level of service stayed the same and 7 percent thought service had declined in the past two years.
  13. 53 percent of the respondents felt the Police Department should concentrate major efforts on Crime Prevention. 47 percent felt this should be done to some extent.
- 55 percent of the respondents felt the Police Department should work very closely with the schools and social agencies to deter crime. 44 percent felt this should be done to some extent.



## **Number**

## **Specific Results**

14. 60 percent of the respondents felt it is very important to have more officers patrolling in residential neighborhoods. 39 percent felt it is somewhat important and 1 percent felt it was not important.

60 percent of the respondents felt it is very important to have officers respond to calls faster. 39 percent felt it is somewhat important and 1 percent felt it was not important.

15. 90 percent of the respondents agree or strongly agree that the Police Department does the best job possible in fighting crime in their neighborhood. 10 percent felt the Department could do a better job in this area.

20. 50 percent of the respondents agree or strongly agree that they regularly see officers on patrol in their neighborhood. 50 percent of the people disagree with this statement.

It should be noted that three years ago, 55 percent of the respondents reported never seeing a squad car in their neighborhood. Since that time we have taken steps to increase patrol time in the residential neighborhoods. This change appears to have worked to a limited extent.

**Note: The results of these surveys will be used to improve police service. All supervisory personnel will receive a copy of the results and asked to make recommendations to improve the overall efficiency and specific operations of the Department. Chief Puschnig will present the results to all Department personnel during our spring in-service training program.**



### ***POSITIVE COMMENTS***

I believe one of the biggest crimes is these drug houses in the West Allis neighborhood. I am happy to see that the police department is aware of them and have taken action at least on our block.

Any time I've had to call for any reason the officers treated with kindness and respect and we truly appreciate living in W.A. for this reason. My daughter went through the D.A.R.E. program and met Officer Maas. The graduation program was memorable and helped her to realize the importance of keeping "clean".

In the past few years I really seen improvement with our police department. I am happy to be a resident of West Allis. With the help of West Allis residents & the police department, we can make this a wonderful place to live in. We all need to help. We all need to keep our eyes and ears opened!!!!

I have a scanner so I know the officers are busy - day & nite. It seems crime is moving "east" from 84th - (Lincoln, National, Oklahoma, etc.) towards the lake. I know the officers patrol the alleys, but it seems they patrol 70th & 84th gets hit, then they patrol 84th & 112th gets hit. The PD does try. There are just too many criminals. You also have a fine and qualified group of dispatchers, that really "rule the roost" - they know how to get the officers to the scene ASAP. I think I missed my "calling" in life - should have been a dispatcher! All in all - you have a great group of officers & they are doing a great job, & West Allis should be proud of you and them.

We appreciate your dedication & bravery. Most people don't respect the police enough (that is, till they need them). I personally would like to see bike patrols.

I believe a lot of the problems on this east end are due to lots of income properties owned by absentee landlords who don't pre-screen tenants. We have drug situations going on regularly at the income properties on our block and we do contact the police. I believe their needs to be more citations given out in the case of consistent barking dogs, loud parties & behavior, & parking w/out permits. My neighbors and I are afraid to shop at our local K-Mart; Pick 'n' Save & Town Centre stores - it's not safe! Always something going on around these stores on the east end. The police do a good job but I believe that the city's going down the tubes and no matter how good the officers are, they won't be able to keep up. Thank you for this opportunity - the WAPD is way ahead of other city departments as far as getting citizens involved.

Although I believe the West Allis PD is doing a satisfactory job, recent crimes that were a little too close to home and a declining school system, has made us to decide to move from West Allis. We have decided to keep our duplex for a rent property and hope that this neighborhood remains safe enough and clean enough to maintain property value and keep renting an option for us in the future. As a taxpayer and property owner, I would like to stay as involved as possible to help make West Allis (especially the East Side) a desirable central place to live again.

I'm proud to live in West Allis. The Police Department has greatly improved the "Values of Family Life" thus making "Good Citizenship" a priority in our city through it's program for our neighborhoods, schools and homes. Thank you

I feel that my family is very safe in the neighborhood we live in. As block captains we totally support neighborhood watch as do the majority of our neighbors. The only thing I would like to see more of is a regular police presence in and around the neighborhood. Because we're a low crime area we rarely see a police car drive by. I would like my kids to get to know the policemen/women by face, if possible, to build their security and to foster a trusting and positive opinion of the WAPD. Unfortunately, shaking hands with the officers once a year at NNO isn't enough to build that relationship.

I'm proud to live in West Allis where our police officers are friendly and courteous. I firmly believe in the residents in my area, who are alert to reporting car theft and willing to support our fine policemen in their endeavors. The police can always do a better job with the co-operation of the residents in describing the criminal, remembering small items to help police do their job. I've been traveling our fine country and, a better police department is hard to find. Thank you for taking the time to drive by my house when I am gone. It comforts me when I'm away to know some one cares. Hats off to the West Allis Police Dept.

I feel that our police department in West Allis is top notch! I have never observed anything but the highest level of professionalism and courtesy from the Chief on down to the individual officer. It seems that our police department is progressive - always looking for ways to get better at fighting crime. Thank you!

Being born, raised and currently living in West Allis, needing your service only when requested should say a lot about the great jobs you are doing. That's 40+ years of protective service from the police department!

Great job. This survey is one example of the many things that make the WAPD a great part of this community.

I am against any cuts in service to the Police Department. Quality of life is greatly improved by increased enforcement of laws in our society. We cannot put enough emphasis on improving our quality of life in this City. We are starting to see the symptoms of a community on the decline and along with that comes disorder. I will gladly go with fewer city services due to decreased funding, but not in the area of law enforcement.

I feel the police are doing a wonderful job. Maybe for me it is the area that I live in. There is hardly any crime and maybe because I do know some officers personally. I do like the idea of C.A.A.D. The Police Officer in school DARE, Block watch newsletters, etc. When I was a kid I was afraid of Police officers. Not that I would do any thing wrong but I was. Now a days with the officers being more involved with the school and the other program I think the kids feel safer. And for me if my kids do something wrong they know I won't put up with it because they and I know some officers that if Is ay the police will get involved they know I'm not kidding.

Great Job!

Dear Lt. Terry Morrissey

We regret to inform you that we wish not to be the block captains for our block anymore. Something came up in our lives to make us no longer want to do this.

I feel we have a wonderful community and I know our department works very hard to keep it that way. I would like to see citizens become more responsible for our city by monitoring and educating their children and teaching them to be a productive part of our community. Thanks for all you do!

I think the police are doing a good job. The few times I've had to call in the past 24 yrs. There's always been a very fast response. Thank you. Two concerns: With warmer weather, cruising has really increased. For the 1st time, I've noticed the cars are travelling further north up to Speedway / Theo Trecker Way, and then turning around via side streets (110th, 111th, etc.) This concerns me, especially when there are large #'s and they are exceeding the speed limit. I would like to see more police presence and enforcement of cruising violations. One of our neighbors has an increased # of visitors at night, who stay only a few minutes. We once smelled marijuana and saw the owner smoking. How much evidence does one need in order to report suspicion of drug activity? I have no hard evidence.

I feel West Allis has a great Police department. I did the 13 week Police program. I learned a lot and was very surprised at things they let us know. We will never have enough Police. Too many crimes, not enough Police, but they do, do an excellent job.

From what I have seen I think the police service has done very well in taking care of West Allis. You will all most find different ones that aren't satisfy the way that they think should be done. When I was a crossing guard I never had any trouble with the police if I needed them if something happen I called and they came and took over.

I think if a satellite office is open there should be an officer at all time. Milwaukee has opened satellite offices and nobody is there and some times a squad car is parked outside the office to give the appearance of an officer but none is available. I think during the summer if officer are patrolling a certain area have them wave at people or even just smile the officer are so serious it makes (or gives the impression) that children can't approach them. I like the City channel with some advice on crime prevention and local occurrences (keep it up!) I also would like to see more tips in the papers (newspaper) instead of just the crimes that happened also any crime that is in the papers makes us aware and alert to be on the look out. Thank you for all your hard work and we wish you safety and a good crime free or crime less summer.

I'm very pleased with the police service in our area. I've lived in our neighborhood for twelve years and it's been very safe for my children and my neighbors as well.

My neighbors and I myself greatly appreciate the effort afforded to our neighborhood by the Police Department especially the attention concerning the activity associated at the property located at 1114; and 1112 South 58th Street. Thank you,

Have been involved in one traffic accident. Had a break in and wife used 911 for emergency medical care in past year. Very impressed with the compassionate caring attitude of officers on the scene, very helpful, claming and professional in appearance and in carrying out their duties. Am very proud of our police and fire departments and don't mind tax money that is put to good and efficient use protecting me and my family. Keep up the good work.

I feel the Police Department is doing a very good job, keep up the good work but I guess there is always room for improving.

All and all we feel the police do a good job. Although we think if the officers would wave at the adults and children when driving through neighborhoods it would add to the feelings of security.

I think our police department do a great job. I just wish more people could see all the police do and appreciate them more. If there is anything I could ever do to help le me know.

It's good!

The police are doing a good job in West Allis and my neighborhood, but they can't be everywhere at the same time. It would be best I think to have a program where people are looking out for each other. Some people watch listen and look and report. And then there are many that don't pay attention or really care.

It would be nice if the judicial system wasn't working against the police!

I believe our police force does an excellent job with limited resources.



You should give this type of survey to jrs and srs in high school. I have been involved with DARE in 2 school districts - it works for those whose parents are involved in the child's life. I know of two families who work for or are police, whose children are/were involved with drugs. I feel very fortunate to live in a neighborhood where we mostly know each other and our crime problems are few. I noticed an increase in activity after the police headquarters was moved from downtown but now that the new satellite office on National is active the loitering and racing on 76th and National have decreased. My son will graduate from Hale in two weeks and he has always felt safe getting to school and home. I have been a McGruff House since he was in 3rd grade. I have never had a child come for help. I think this says a lot about my neighborhood. As I look down the block I can't think of a single neighbor who would not call the police to report a crime. I really think the West Allis Police do their best and accomplish a lot with what they are given. Keep up the good work and Thank you!!

I have lived in West Allis 13 years and feel that the police department has been doing an acceptable job in this challenging times - always with room for growth in excellence and the need to adapt to change! Thank you!

I feel the police officers are doing a great job! Keep up the good work.

Overall I do believe that the WAPD does a fantastic job. I have never had a response time problem when I needed an officer when there were problems in my neighborhood. I understand that noise, music and parking are low priority, which I would agree when facing all calls coming in. I am a big supporter of the Youth Football Program in our city. I honestly think that all the time of our department to the youth league is very valuable. If the influence from our officers help to deter our kids from crime as they become young adults then it has paid for itself over and over in our community. It is the tireless effort on the part of our officers not only to teach our kids how to play the game, but to play with such pride and self control that they are being responsible for their own actions. If this saves one child from joining a gang or using illegal drugs then it will be worth all the support from our department. Our community on the whole benefits immensely from their tireless actions.

West Allis has a good police department. I have been a block watch captain for 15 years and there has been only 1 burglary that I know of.

I feel very comfortable going on vacation now that I can call the police to drive by more often and watch for anything that might be wrong while we are gone. Thank You!

Thank you for letting me be a block captain. I enjoyed meeting all the people in my area. Sorry that I'll be moving April 30, 2003. Very good program.

I think the quality of police service has improved under Chief Puschnig. I am concerned re: the continued reluctance of people in my neighborhood to call the police when they see suspicious persons or activities. About a week ago my tenant saw 3 Hispanic men prowling between buildings on our block and the next. He didn't call, and I'm not sure what he wanted me to do about it. Do you have a specific handout that I can distribute re: criminal activity and when to call the police?

After more than 20 years as a West Allis home owner, and 15 years as a block watch captain, I think the service of the police department has been very commendable. They have melded the community with the importance of fairness, honesty, and trust, so all may benefit from their working together. A community can only be as good as their citizens and the people who govern and protect them.

I am satisfied with the police services in the City of West Allis. I have attended block watch meetings with my neighbors and found them informative. Sgt. Mason was present at both and I was impressed with him. I used to live on "east" end of West Allis and was more concerned for my personal safety and my property. I had criminal damage to my garage and property stolen as well as graffiti on my property and the neighborhood. (I reported all activity to the police) Now I live on the far west end (near Highway 100) and feel relatively safer. Cruising is very annoying especially on the weekends but I am glad to see officers patrolling Highway 100 and occasionally "pulling" drivers over. Although this may seem trivial, parking violations are a continual problem in my neighborhood. There are several apartment buildings with limited parking and residents take liberties in regarding to parking, i.e. parking in the alley overnight and during the day; parking on the same side of road for days. All in all I am impressed with the City of WA Police force and their work and efforts to combat crime and provide support. Thank you for all that you do!

In regard to question #22. I do appreciate the West Allis Star's city map each week that is numbered to list where and what crimes have occurred. It permits me to see what is happening in my area and places I frequent in the City of West Allis. It also allows me to keep an eye on the area in West Allis that my widowed sister-in-law lives. I think the West Allis Police should honor the Star for that community service. Without that I would be interested in an email police report in the future.

I am generally very satisfied with the efforts of the West Allis Police. I have 2 kids who attend Jr. high and high school - I think the DARE program opened their eyes to good vs. bad choices. Both kids like and trust Officer Maas. Its good to touch base with the kids in school, but the parents are mainly the ones to teach their kids and keep them in line - the police are probably better at teaching the kids what will happen to them if they don't obey the law. As far as the police getting involved in organizing sports programs - we have a great Rec. Dept. and a lot of sports programs through the schools - the police should not spend their time doing this.

I have lived in the Rainbow Park area with my wife and 16 year old daughter, for over 16 years. I have found it to be a great place to live. Crime is very low and we feel very safe here. I feel the police do a very good job, and I notice police patrolling the area.

We are completely satisfied and proud of the work that the Police Department of the City of West Allis does in our community.

For the most part things are relatively good in our neighborhood. I would like to see those cars that park on the street continually without a parking permit, or an expired parking permit be ticketed more often. I had a parking permit in my car and the mirror broke off so I put my permit on the dashboard (and my car always has a permit) - that night I received a ticket - other cars parked in the same neighborhood had an expired permit or no permit but never received a ticket. Figure that one out. Needless to say I wasn't very happy. Other than that I would say we have a pretty good neighborhood.

I would praise our police dept. I have called the police for disturbances in the past years with extremely fast service - very friendly response. I realize crime prevention is important but feel it must be difficult to use officers and their time to teach crime prevention. I would much rather see them be able to concentrate "catching" those that are causing problems. Thank you for your good work. Meeting very informative.

Thank you for caring about our neighborhood!!!

Overall, I have been impressed with the professionalism of the WAPD. The officers have been sensitive about dealing with our own troublesome teen-agers. I am very impressed with the police on bikes patrolling during State Fair in our neighborhood.

I was very impressed with the Citizen Police Academy. It's a tribute to Chief Puschnig and all the presenters to have instituted such a worthwhile and informative activity. The officers I met and talked to were very professional and dedicated cops. The Chief's proactive approach to police work is a great asset to our community. Thanks to all!

P.S. I would like to especially express my appreciation to Sergeant Rob Walsh for taking me on a ride-a-long. Sgt. Walsh struck me as being a hard-working police officer concerned for the citizens of West Allis. We're lucky to have cops like him.

I have always respected our police officers. I have known some personally in the past. They were always good examples. We are long time residents of West Allis, over fifty years.

I'm happy and content with where I live, but because I am a widow, a senior, and live alone, I do worry some about crime. At the same time, I feel safe in my own neighborhood and believe I have good neighbors.

My concern is the traffic speeders on Lincoln. I truly admire all the people on our Police Department Force!

I feel West Allis has a great Police department.

I am very impressed with our Police Department and the services it provides. Thank you for all your hard work in keeping our city safe.

Great Job! Good work!



### ***NEED FOR IMPROVEMENT***

I think more effort should be made to erase gang signs immediately. I have volunteered to erase much of it, but it seems some sign that are impossible to remove by hand are up too long, many times I have seen graffiti on stop signs that I felt uncomfortable erasing. These should be erased immediately.

We live on a dead end road and we have a lot of teen and pre-teen kids in our neighborhood. With summer time coming soon they seem to hang out here at the evening hours and I don't feel secure at night also. Our vehicles in our parking lot get messed with, broken windows, flat tires and items taken out. We have a new landlord in our apartment unit and he is not familiar with the problems we had previously. I'm a Block Captain in our building. Our new landlord is John Ranson and Chris Sterns – Phone 475-7088; 8905 W. Center Street, Milwaukee, 53222. I would like to see a few more cars patrol here between 9-12.

The Police Department does a great job. I feel that more effort should be spent on traffic violations. I can only imagine how tedious it is to issue citations yet how else does the message get out the city is serious about traffic offenders. Serious crimes take precedence over traffic and other similar violations. Seeing a squad car on a very visible street with its lights flashing and a car pulled over is a good deterrent, in my opinion.

I would like to see the neighbors have more foot patrol, especially in higher crime areas.

I would like to see more squads going through neighborhoods and not just on main

I personally believe there should be more radar patrolled areas for speeding over posted speeds and around areas with caution flashing lights and crossing guards to slow down traffic. I feel that the West Allis Police Department, all persons are doing a great job.

I would like to see some children playing signs in my area. We have a lot of young children in this area. We have a problem with people speeding down our street. People coming off of Becher Street going north is a real problem. Not sure if the police department can help with signs to help people slow down.

Many crimes in my neighborhood is teenage kids. Parents should be held more accountable for their children's actions. Children no longer have respect for people or their belongings.

Please check neighborhoods after curfew, summer months are the worst. Highway 100 is the worst problem in the summer months. Very loud motor bikes - racing after midnight. They also chase each other at high speed through our neighborhood. 103rd - through 107. Manor Drive through Lincoln.

My only comment is - I would like to see more patrol cars patrolling our area. The number of cars I've seen this past year has really decreased. I think the only time we have had a police car in our area is to question some teens in the school area one night.

It is very difficult to judge the effectiveness of our police department since I've had such little contact with the officers. This survey would have been more informative if it had been directed to people who used the department services, say within the last year or so. These people would have experiences that they could relate to and record in your survey.

I have lived in West Allis for about 9 years. I have had to call the police about 6 to 7 times. Usually the officer I had to deal with was arrogant and not helpful. One time I even went into the station to talk to the supervisor and got no where with the situation. I have heard these similar comments and complaints from neighbors and friends. I am part of CAAD and do various other activities that deal with officers. They are great people. So it is a shame there are a few bad apples that don't seem to get dealt with, that can give the department a bad name.

Would like to see more of officers going through the east end. I don't remember when I saw one go down my road at night.

Last year you asked if there was anything the police could do in my neighborhood regarding any concerns. I brought up that cars drive fast by KK-Parkway & (E) &(W) but mostly coming down Fillmore Drive from the north going south to KK. You said that you would put a speed trap there sometime as a reminder. In the last year I saw nothing. Why?

We are most concerned about one house in our neighborhood and have been ignored (at least it appears that way) by our calls to the Crime Prevention Bureau.

Too many drivers accelerating through yellow and red traffic lights. I've been within one step of being hit by cars coming from behind me.

Without sounding like Arthur Jones, I think "quality of life" issues need to be addressed and enforced so things don't escalate. Also, something REALLY needs to be done about speeding and drag racing in the area of the Speedway on 108th U Theo Trecker. This is getting completely out of hand.

Please don't get the impression that I don't think crime prevention is important. I believe crime prevention is essential and the programs that are part of the department are too. I just would like to see the rest of the community, including parents and leaders, to take a larger part in prevention.

I think more people should get this survey other than Block Watch Captains. This way more people feel like they have some say and they are being heard.

I have seen the neighborhood change over the years. Because we live in the poorer part of the community, I am hoping with the tear-down of the bars on Greenfield Avenue and National Avenue, they are NOT putting in low income housing. There is enough crime in this area and feelings of insecurity without adding to it. I don't think K-Mart has done much for the area either so I'm not sure what can be done other than encourage business and home owners to take ownership of their area. Rentals are a problem in this area and I believe draws some of the crime. I don't want to see it become like other cities, where the poor area keeps going down. I'm not sure what can be done, but I'm glad to see some of the bars torn down and hopefully to be replaced with something beneficial to all. When I said no low income housing I meant for other than seniors - I believe the senior population needs more help - if they're not rich, they often have little choice. Over the years, I have seen our police department evolve and I believe we can be proud of our department.

Speeding on 107th during 4-6 p.m. Between Rogers and Lincoln and in the alleys. Cruising on Highway 100 - Noise - speed- kids will slow down to 25-30 mph - 3 cars wide and slow traffic. The squeal off. Summer time and the windows are open. We have the popular Danny Lynch's Bar - Everyone knows who goes there but area residents shouldn't have to put up with their doors opened, music blaring, motorcycles revving up at 2:00 a.m. and driving like fools. Same rules and regulations and laws should apply to everyone. When the need to call to the station arises we should be treated like our call is important. Our questions should be answered with respect and we should have the chance to explain the problem without being treated like its just routine.

I've phoned numerous times about kids coming home from Central after school, about speeding (50 to 60 MPH) down Grant Street. Also kids smoking and littering on my property and smoking pot. There is a school across from me on 79th and Grant and one day someone will get hit and hurt bad.

High speed erratic driving is getting worse every day. If the 80% of good drivers were to drive like the arrogant people in the 20% you would have to triple your force. Just to name a few violations I see daily the other day, 3 weeks ago between 84th & 88th & Montana an SUV and 1 truck sailed right through the 2 stops never slowed down. I've seen 10 cars do this in the last 2 years on this section.

The area between Highway 100 and end of Nathan Hale where you have a 30-25 & 35 mile areas is horrendous. Most people sail right through at 35 or more. There should be a large flashing red light at both ends of the 25 mile zone.

I had 2 punks pass in this zone at 35-40 mph with a squad car waiting to pull out heading north never looked at them! I'm constantly harassed on this 35 mile section. They want me to pull over and by law no car's except right turns are allowed, they tailgate and then pass on right side and then re enter main lane. They don't turn! This area should be marked like it is further west, right lane for right turns only with yellow bars and reading "This is not a through lane".

I see 30 traffic violations a day driving from 83rd and Montana to Irving School and back at 9:30 a.m. & 2:00 p.m. the right turn coming off the expressway (Lincoln Avenue) is ignored by 90% of drivers school stop and all. The red light at this intersection and the road west of here through the business area is ignored! The access from the east to on ramp is mayhem. No signs showing right lane merge til you are on it. Tree blocking sign! I could right 5 more pages. Almost saw a car hit a semi today because semi didn't see sign soon enough and turned suddenly when car was in right lane! Trees block sign. The radios and mufflers of motorcycle's noise is horrible all day on 84th Lincoln to Beloit and Beloit east to west also.

I believe they should pass a bill on loud car stereo.

So many bikers in this area expressly at night when sleeping. Tavern music very loud after 10, can hear it in our bedrooms.

Use fire houses on the east side of the City for satellite station. Do not have to pay rent for them. Also have space for parking and also have all phone and radios at hand. Check cars parked overnight better. Too many park all night and never get tickets.

Action on loud motorcycles. Action on loud mufflers (cars-trucks). Action on loud music. Stronger policy on barking dogs. Enforce parking limits on and around used car lot (102nd & Greenfield)

I strongly feel the police should tell the people in the neighborhood of any pedophiles or released rapists so they can be on the alert. If any problem is recurring, people should be notified.

Patrol alleys more often where most of the crime is committed. Get the officers out of the squads to walk around the neighborhood and meet the people.

My main concern is about the cruising that comes down the street at night on 109th. This happens not just on weekends but also during the week from about 9:30 to midnight. Also, due to my involvement with boy scouts and cub scouts, I feel that the block captain position will have to be given up. I also work 2nd shift and lot of times am unable to distribute the newsletter. I don't know if anyone is interested in position. If the police department would be able to put a note in next newsletter asking for volunteers for block captain. I have asked myself and have had no response from block house holds. I am truly sorry for living up to my block captain duties.

I would like to see if e-mail of watch letter is avail instead of printing and delivering them.

Would like to see more on foot patrols through neighborhoods or on bikes. Would like noise control with car radios so loud. You can hear them in your house.

Note 1 - Crime n progress or just happening against a victim should get priority over others. Note 2 - Patrol cars on Greenfield Avenue but not 97th Street

When is the City of West Allis Police Department going to start enforcing quality of life ordinances in the City. Good example is the excessive noise of motorcycles, especially at and near the "biker bars" (Wild Bill's, Yesteryears) and the bikers' residences in the city. We go to Saturday 4:30 p.m. services at St. Al's on 92nd Street and there are times each week when the noise from bike traffic drowns out the speaker.

We all, me and my kids, just moved here with my fiancée about 9 months ago. As of me, the mother, grew up here in Wisconsin (Milwaukee) for 22 years and I moved to N.Y. for 22 years and just moved back here about 9 months ago. There's a gang group from my kids school that wanted to beat my six year old son. (Maybe because of me being deaf?) But the police did a great job, catch two boys, especially one boy who lives one block away from us. The police told us that his parents will come over here and apologize to us but never did. He is still looking after my son because they are in same Boy Scouts Pack 33 only is my son is in Tiger Cub. I had to keep an eye on that Boy! He is fifth grader. Also one night someone stole our folding chair from our front porch! I wasn't too please about this. It happens between 12 midnight to 6 a.m.

Call one drunk or drug man staggering around. Call two dead neighbor, call to 911. Cruising fly Stops at side streets are bad yes but you can't watch all of them. Some of the neighbors think our block is the only one. You're doing a good job I think.



A person in West Allis was very concerned about her neighbor upstairs beating her children - particularly the older child who is approximately 8 years old and leaving her home to baby-sit her 3 little sisters 7, 5 and 1. This concerned friend of mine didn't know where to turn - I advised her to report it anonymously - so she did go to school and talked with the principle the same day the older girl went to school with bruises on her face. The next thing she finds a policemen at her door warning her to leave her neighbor alone or she will file harassment charges against her. The officer did not know I was sitting in the living room while he talked to my friend. He also told her that the principle told the neighbor it was her that file the report. What happened to confidentiality? The police officer NEVER asked her side of the story! The system failed - the school, the police department, the principle all failed the system. Even the landlord threatened to evict her if she continues to "harass" the neighbor?? All she was trying to do was help save some beautiful children from being abuse. My friend is a wonderful caring person, and she is shattered over this experience. So the next time she hears the little girl screaming for help - what should she do? She can only pray for those children.

In regards to this situation, if the police officer would have checked the mother's background it could have possibly showed this woman having a record - maybe - but why didn't the officer ask my friend any questions. He walked in- advised her to leave the neighbor alone or she will file a civil suit of harassment against her. He was there for 2 minutes NEVER ONCE asked her side of the story. He left! She is totally distraught. So, who was the victim in this case?

Kit not behavior neglect Car parking no L.P. Noise traffic speeding

Why do police cars turn on their lights to go threw stop lights and then turn them off after they go through.

I have had (2) situations where I had to call the police - in each case, it was not handled properly or at all, in my opinion. I would discuss further but too much to write.

I took the Citizens Police Academy. I mean West Allis Police Department Propaganda Academy. When you're told to be a good citizen and be the eyes and ears of the police. And when you report going on's and nothing is done, when you have criminals who are friends with police and able to use them for their own gain. What kind of law enforcement do you have? None!!!

I have a huge concern on the amount of traffic that travels our neighborhood and at the high rate of speed. My concern mainly is the 2000-2200 block of South 107th Street. I have sent an email to you a few weeks ago and received a response from Officer Richard Jansen, but have not seen any patrols. Our block captains tell us that when the department set-up the speed check trailer that in the two days it logged 800 vehicles traveling our residential neighborhood. That's too many. I can tell you that a quarter of the traffic and speeding is done by International Autos. I've called them numerous times with complaints. Our alleyway is also a problem. I would like to extend to you to visit our home one day between the hours of 3 p.m. and 6 p.m. especially a Friday. I would recommend an unmarked vehicle. I do understand that West Allis is a large city and with all the budget cuts in all areas of government and services we must watch costs. But in my eleven years in West Allis and my thirty-nine years of life people are more rude, less patient, do more speeding, some seem to have no respect for our laws or quality of life. I worry my two boys are ages seven and nine and work very hard to teach them respect for the law and people and our neighbors personal property. I'll be honest the quality of life and safety in the City of West Allis in my opinion is on the downside. It's not too late it can be changed.

Noisy motorcycles, loud mufflers. Because of the proximity of south 84th Street, I would hope the noise ordinances would be enforced more vigorously. I am dreading this summer's Harley Rally at the Fair Park! Thanks, Kathleen Lyons

Make it very explicit that all peoples assist in any fashion necessary to assist their neighbors and the police department totally and in so doing they will bring about a peace of mind for themselves rather than continually complain until their own backsides are involved.

I am concerned my wife or children will be victims of crime as opposed to myself being a victim.

I am a block watch captain and feel this is a good program. Perhaps more could be done to help the community fight crime through this. Esp. since not all blocks are even involved at all. We all need to be aware of what's happening around us. Thanks for all you.

I recently was notified about the housing facility to open on 67 and Beloit. I am extremely concerned for the safety of the neighbors and the property. I feel the common council and executives of the city have really let the tax payers down. I hope the police department is ready to give this area extra protection, as all indications and research of the Housing with Help, Inc. indicate.

I'm worried about the downtown area. Would be nice to have a larger satellite station on the street (Greenfield) or in the shopping center by K-Mart or Pick & Save. I think K-Mart is dangerous at night also. Won't let my wife to go Pick & Save alone at night. I'm perfectly comfortable walking at night anywhere in the city except the east end - have been "harassed" a couple times by teen-aged kids hanging around.

This comment is not related to police service. I would never again buy a house that has an alley behind it. It is a good place for kids (or criminals) to hide, steal from garages, shoot fireworks, steal from back yards with no one seeing them. It cost me \$9.00 a month (or more now) to pay for the light I have in the alley behind my house. I shouldn't have to pay for this safety factor, the City should pay for it. This cost me \$1000.00 since I moved here. I thought the Citizens Police Academy was excellent and very professionally done. I have recommended it to neighbors.