

Mount Prospect Police Department



2010 Citizen Survey Results



Mount Prospect Police Department 2010 Citizen Survey

RESULTS OF THE 2010 CITIZEN SURVEY

General Summary

The department conducts citizen surveys every three years in an effort to solicit resident opinions about their safety and security concerns, the job performance of the department's sworn officers and the general quality of the police services the department provides the community. For the 2010 survey, citizen surveys were distributed through the Spring 2010 Village Newsletter to residents and businesses throughout the village. Additionally, both Spanish and English language surveys were made available to Latino residents at the Community Connections Center.

Generally, the results of this year's survey did not differ significantly from results obtained in past years. Respondents were overwhelmingly satisfied with the service provided by the department. In five specific categories of service, officers received majority ratings of excellent. The respondents gave the same ratings for the general quality of police services provided by the department. These ratings are consistent with ratings received in past years.

As in previous years, the majority of respondents rated neighborhood crime as staying the same, with the overall crime rate within the village as low to moderate. Respondents expressed a "very low" to "low" fear of being the victim of a serious crime. However, their fear of being the victim of a lesser crime was "low" to "moderate."

For comparison purposes the results of the 2007 survey will be used, as that survey closely mirrored the 2010 survey in design and analysis. A more detailed analysis of the completed surveys follows.

Methodology

The department distributed surveys as part of the Spring 2010 Village Newsletter to residents and businesses throughout the village. In an effort to obtain a sampling of the village's Latino community, surveys translated into Spanish were made available at the Community Connections Center. Additionally, department personnel distributed Spanish language surveys to Spanish speaking residents in beats 3162 and 3170. Through these efforts, the department received 351 completed surveys; of these 25 were the Spanish language surveys.

Attachment #1 is a modified copy of the survey with village wide results indicated by response category and with applicable 2010 data in parentheses for reference purposes. Attachment #2 is the survey in its original form. Attachment #3 is the Spanish language survey in its original form.



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Analysis of the Results of the 2010 Survey

General Information

Unless otherwise indicated, the following summary describes the results of village-wide responses to the survey. Results by beat are described below in the "Cross Beat/Geographical Area Analysis."

The average number of years respondents have lived in Mount Prospect is 24.7 years. Eighty-one percent of those responding live in single family homes, 8% live in apartments, 8% live in condominiums and 3% live in townhomes.

Police & Department Performance

Of those responding to the survey, 31% had no contact with the police during the last year, 20% had only one contact, 25% had two contacts and 24% had three or more contacts with the Mount Prospect Police Department. Twenty-five percent of those responding and having come into contact with a Mount Prospect Police Officer had an informal opportunity to speak to a Mount Prospect Police Officer about a matter other than a crime, accident or ticket.

The majority of respondents having police contact gave police officers ratings of between "Good" and "Excellent" in each of the following five categories: "ability," "attitude," "fairness," "courtesy" and "level of concern & interest." The ratings in these five categories were consistent with the 2007 survey. Police officer ratings have consistently remained between "Good" and "Excellent" over the past ten years. In 2010, officers received their highest ratings in the categories of "attitude" and "courtesy."

In question #3, respondents were asked to provide a general rating of the service provided by the Mount Prospect Police Department. Fifty-two percent of respondents rated the service they received as "Excellent," while 28% rated the service as "Good." These ratings were consistent with those gathered in the 2007 survey. A graph is provided in Attachment #5 that illustrates the consistency of the police department's general rating over the last fifteen years.

Citizen Safety & Security Concerns

Residents' responses indicating police patrol in their neighborhood was "about right" was 57% and remained consistent with the 2007 survey at 61%. The percentage of residents responding there were "not enough" police patrols in the neighborhood was 30% compared to 36% in the 2007 survey. It should be noted respondents surveyed in 2010 who responded "Don't Know," were not tabulated.

Respondents rated the level of traffic enforcement provided by the Mount Prospect Police Department as "about right" at 64% in 2010, compared with 69% in 2007. An increase of 4% to



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11% from 2007's rating of 7% rated it "Too Strict" and 15% in 2010 compared to 20% in 2007 rated it "Not Strict Enough." The rest of the respondents reported "Don't Know."

In questions #6a and #6b, respondents were asked to rate the "crime in their neighborhood." Sixty-six percent said crime in their neighborhood is staying the same, while 27%, up from 18% in 2007, said crime in their neighborhood is increasing. Seven percent rated crime as decreasing. In the category of "level of crime," 49%, up from 40% in 2007, rated the level of crime as low, 24% down from 28% in 2007, rated the crime level as very low and 23%, down from 28% in 2007, felt the crime level was moderate.

In questions #7a and #7b, respondents were asked to rate their fear of becoming a victim of a serious crime and a lesser crime respectively. Sixty-one percent, consistent with 62% in 2007, of those surveyed said they had either a "low" or "very low" fear of becoming a victim of a serious crime. Thirty-nine percent, consistent with 38% in 2007, perceived they had either a "moderate" or "high" degree of fear in becoming a victim of a serious crime. Thirty-nine percent of those surveyed expressed a "moderate" or "high" degree of fear in becoming a victim of a lesser crime, compared to 53% in 2007, while 62% expressed a "very low" or "low" degree of fear, compared to 47% of those gathered in the 2007 survey.

In question #8, respondents were asked to state if Problem Oriented Policing has had a positive effect on the community. Twenty-four percent said "yes", 3% said "no" and 74% indicated they "don't know" of the department's Problem Oriented Policing program.

In question #9, citizens were asked if they thought the Crime Free Housing program provides value to the Community. Fifty-seven percent said "yes", 5% said "no" and 38% "don't know".

In question #10, respondents were asked if they were familiar with the Community Connections Center and if they thought the Center provided valuable services to the residents of Mount Prospect. Twenty-five percent indicated that they were familiar with the Center. Twenty-four percent indicated that the Center provides valuable services to the community; 6% indicated that the Center did not provide valuable services and 70% "don't know".

In question 11, citizens were asked to rate 20 crime and incident categories according to how important of a concern each should be to the police department. The response categories were 1 - "Not Important," 2 - "Somewhat Important," 3 - "Very Important" and 4 - "Most Important."

Five of the 20 categories received a response of "most important." The following table lists those crimes and incidents respondents rated as "most important."

CRIME	%
1. Gang Suppression	64%
2. Drug Intervention	58%
3. Crimes Against People (Including Battery)	54%



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4. Crimes Against People (Including Sexual Assault & Robbery)	54%
5. DUI Enforcement (Driving While Impaired by Drugs or Alcohol)	45%

Each survey included a section for general comments by the respondents. A summary of these comments is included as Attachment #7.



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Analysis of Survey Responses by Police Patrol Beat

This section of the survey compiled survey responses by the six patrol beats. A map depicting the department's six beat system is included as Attachment #8.

BEAT 3160 (south of Golf Rd. & east of Linneman Rd.)

The responses from respondents from Beat 3160 comprised 3.4% of total responses received. This was the lowest response rate amongst the six beats. Thirty-six percent of survey respondents in Beat 3160 rated the amount of police patrol "About Right," while 45% rated police patrol as "Not Enough." Sixty-four percent felt traffic law enforcement was "About Right," and 75% ranked gang suppression and drug intervention as "Most Important." Seventy-eight percent of survey respondents indicated the service provided by the department was "Good" or "Excellent."

Top 4 Citizen's Greatest Concerns - Beat 3160	
Concern	%
1. Gang Suppression	75%
2. Drug Intervention	75%
3. Crimes Against People (including battery & assault)	58%
4. Crimes Against People (including sexual assault & robbery)	58%

BEAT 3162 (south of Golf Rd. & west of Linneman Rd.)

Responses from Beat 3162 comprised 7.4% of the total number of surveys returned. The majority, 64%, of survey respondents in Beat 3162 rated the amount of police patrol "About Right," 60% felt traffic law enforcement was "About Right," and 65% ranked gang suppression as "Most Important." Seventy percent of survey respondents indicated the service provided by the department was "Good" or "Excellent."

Top 4 Citizen's Greatest Concerns – Beat 3162	
Concern	%
1. Gang Suppression	65%
2. Drug Intervention	62%
3. Crimes Against People (including battery & assault)	58%
4. Crimes Against People (including sexual assault & robbery)	46%



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BEAT 3164 (south of the railroad track & north of Golf Rd.)

Survey responses from residents of Beat 3164 comprised the highest percentage of returns at 33%. Their rating of "Excellent" for the general police services provided decreased to 53% from 55% in 2007. Eighty-one percent indicate the service provided by the department was "Good" or "Excellent." Respectively, 62% and 65% of the survey respondents felt the amount of police patrol and traffic enforcement were "About Right." Sixty-eight percent, down from 79% in 2007, felt crime in their neighborhood was "Staying About the Same."

Top 4 Citizen's Greatest Concerns – Beat 3164	
Concern	%
1. Gang Suppression	63%
2. Drug Intervention	59%
3. Crimes Against People (including battery & assault)	55%
4. Crimes Against People (including sexual assault & robbery)	53%

BEAT 3166 (north of the railroad track & south of Gregory St.)

Responses from Beat 3166 comprised 20% of the total number of surveys returned. A majority of the respondents, 61%, down from 83% in 2007, felt crime in their neighborhoods was "Staying the Same," compared to the village-wide rate of 66%. Respectively, 52% and 52% of the survey respondents felt the amount of police patrol and traffic enforcement were "About Right." Eighty-one percent of survey respondents indicated the service provided by the department was "Good" or "Excellent."

Top 4 Citizen's Greatest Concerns – Beat 3166	
Concern	%
1. Gang Suppression	67%
2. Drug Intervention	60%
3. Crimes Against People (including sexual assault & robbery)	56%
4. Crimes Against People (including battery & assault)	53%



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BEAT 3168 (north of Gregory St., south of Kensington Rd & west of East Dr.)

Survey responses from respondents residing in Beat 3168 comprised 7.4% of the total responses received. A majority of the respondents, 63%, felt crime in their neighborhoods was “Staying the Same” compared to the village-wide rate of 66%. Seventy-one percent, up from 50% in 2007, of respondents felt traffic enforcement was “about right.” Ninety-three percent, consistent with the 94% of survey respondents in 2007, indicated the service provided by the department was “Good” or “Excellent.”

Top 4 Citizen’s Greatest Concerns – Beat 3168	
Concern	%
1. Gang Suppression	62%
2. Drug Intervention	62%
3. Identity Theft	58%
4. DUI Enforcement	50%

BEAT 3170 (north of Kensington Rd & east of East Dr.)

Twenty percent of the returned surveys were received from residents of Beat 3170. A majority of the respondents, 72% up from 67% in 2007, felt crime in their neighborhoods was “Staying the Same,” compared to the village-wide rate of 66%. Thirty-five percent of the survey respondents felt the amount of police patrol was “Not Enough.” Fifty-two percent of the survey respondents felt the amount of police patrol was “About Right.” Seventy-two percent of respondents felt traffic enforcement was “About Right.” Eighty-six percent of respondents, down from 89% in 2007, indicated the service provided by the department was “Good” or “Excellent.”

Top 4 Citizen’s Greatest Concerns – Beat 3170	
Concern	%
1. Gang Suppression	63%
2. Crimes Against People (including sexual assault & robbery)	57%
3. Crimes Against People (including battery & assault)	53%
4. Drug Intervention	51%



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UNKNOWN BEAT (surveys with inadequate identifiers)

Eight percent of the surveys failed to provide sufficient information to determine which beat the respondents live in. Seventy percent of the respondents felt crime in their neighborhoods was “Staying the Same”. Fifty-seven percent of the survey respondents felt the amount of police patrol was “About Right.” Sixty-one percent of respondents felt traffic enforcement was “About Right.” Sixty-five percent of respondents indicated the service provided by the department was “Good” or “Excellent.”

Top 4 Citizen's Greatest Concerns – Beat Unknown	
Concern	%
1. Gang Suppression	66%
2. Crimes Against People (including battery & assault)	62%
3. Crimes Against People (including sexual assault & robbery)	62%
4. Drug Intervention	52%

Conclusion

In general, there were no significant changes in the village-wide responses from 2007 to 2010. The majority of respondents rated officers' general service rating as “Excellent” in all categories. Our 2010 survey indicates respondents are pleased with the services provided by the Mount Prospect Police Department.

As in past surveys, most respondents felt the crime rate in their neighborhood was “Staying the Same” while “Increasing” was noted in the perception of crime increasing village-wide.

Respondents felt their chance of becoming the victim of a serious crime or the chance of becoming the victim of a lesser crime were both rated as low to moderate. The respondents felt the department's current patrol practices and traffic law enforcement were “About Right,” as the ratings were consistent with the 2007 survey results.

Citizens continued to express concern in such areas as “Gang Suppression,” “Drug Intervention,” “Crimes Against People,” and “DUI Enforcement. These concerns were consistent with the concerns expressed in surveys of previous years. In the 2010 survey, “Gang Suppression” was the number one concern of respondents in every beat.

In conclusion, the 2010 survey results indicated that the department is staffed by concerned, conscientious officers performing their law enforcement duties responsibly and consistent with the concerns and values of the residents.



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ATTACHMENTS

- Attachment #1: Citizen Survey with Numerical Summary.
- Attachment #2: Citizen Survey in its Original Form.
- Attachment #3: Spanish Language Citizen Survey.
- Attachment #4: Graphical Representation: Village Residency of Survey Respondents.
- Attachment #5: Graphical Representation: General Service Rating.
- Attachment #6: Graphical Representation: Citizens' Greatest Concerns.
- Attachment #7: Summary of general comments from respondents.
- Attachment #8: Beat map.



Mount Prospect Police Department 2010 Citizen Survey

Attachment 1 Sheet 1



37989

Mount Prospect Police Department 2010 CITIZEN OPINION SURVEY

We need your help! This survey gives our police and Village officials a better understanding of what the residents in our community feel are the most vital issues in law enforcement today. Completed reports can be mailed to or dropped off at the Police Department located at 112 E. Northwest Hwy. All surveys are anonymous. Your input is greatly appreciated.

GENERAL:

1. a. How long have you lived in Mount Prospect? Years **24.7 (26.8)**
- b. What type of residence do you live in?
 APARTMENT CONDOMINIUM TOWNHOME SINGLE FAMILY HOME
 8% (23%) 8% (9%) 3% (2%) 81% (66%)
- Are you generally pleased with the services provided by the Mount Prospect Police Department? YES NO
 If not, Why? _____ 92% (93%) 8% (7%)

POLICE / DEPARTMENT PERFORMANCE: (If this does not apply, please skip to question #4)

2. a. How many times have you come into contact with a Mount Prospect Police Officer in the last 2 years?
 No Contact 1 2 3 or more
 31% (40%) 20% (24%) 25% (19%) 24% (17%)
- b. What was the nature of the contacts? (Check all that apply)
 VICTIM WITNESS ACCIDENT TICKET INFORMAL 911 OPERATOR ONLY OTHER
 14% (15%) 2% (11%) 9% (7%) 4% (9%) 25% 5% (IF POOR, WHY?)
1. How would you rate the officer's ability to solve your problem or concern?
 POOR FAIR GOOD EXCELLENT
 8% (10%) 12% (11%) 28% (27%) 52% (52%)
2. How would you rate the officer's attitude?
 POOR FAIR GOOD EXCELLENT
 7% (5%) 1% (10%) 29% (31%) 63% (53%)
3. How would you rate the officer's fairness?
 POOR FAIR GOOD EXCELLENT
 9% (6%) 11% (11%) 27% (34%) 53% (53%)
4. How would you rate the officer's courtesy?
 POOR FAIR GOOD EXCELLENT
 5% (3%) 10% (8%) 23% (30%) 62% (59%)
5. How would you rate the officer's level of concern and interest in response to your call or situation?
 POOR FAIR GOOD EXCELLENT
 6% (5%) 14% (15%) 27% (27%) 53% (53%)
3. In general, how would you rate the service provided to you by the Mount Prospect Police Department over the past 2 years?
 POOR FAIR GOOD EXCELLENT
 8% (4%) 12% (11%) 28% (34%) 52% (51%)

CITIZEN SAFETY / SECURITY CONCERNS:

4. Do you think the amount of police patrolling in your neighborhood is:
 TOO MUCH ABOUT RIGHT NOT ENOUGH DON'T KNOW
 2% (3%) 57% (61%) 30% (36%) 11% (10%)
5. Do you believe the enforcement of traffic laws (motor vehicle violations) in Mount Prospect is generally:
 TOO STRICT ABOUT RIGHT NOT STRICT ENOUGH DON'T KNOW
 11% (7%) 64% (69%) 15% (20%) 10% (11%)
6. a. Do you think crime in your neighborhood is:
 INCREASING DECREASING STAYING THE SAME
 27% (18%) 7% (9%) 66% (72%)
- b. How would you rate that level of crime:
 VERY LOW LOW MODERATE HIGH
 24% (28%) 49% (40%) 23% (28%) 4% (5%)
7. a. How do you rate your fear of becoming a victim of a serious crime (i.e., robbery, burglary, etc.) in Mount Prospect?
 VERY LOW LOW MODERATE HIGH
 20% (24%) 41% (38%) 29% (31%) 10% (7%)
- b. How would you rate your fear of becoming a victim of a lesser crime?
 VERY LOW LOW MODERATE HIGH
 20% (12%) 41% (35%) 29% (39%) 10% (14%)



Mount Prospect Police Department 2010 Citizen Survey

Attachment 2 Sheet 1



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Mount Prospect Police Department 2010 CITIZEN OPINION SURVEY



We need your help! This survey gives our police and Village officials a better understanding of what the residents in our community feel are the most vital issues in law enforcement today. Completed reports can be mailed to or dropped off at the Police Department located at 112 E. Northwest Hwy. All surveys are anonymous. Your input is greatly appreciated.

GENERAL:

1. a. How long have you lived in Mount Prospect? Years

b. What type of residence do you live in?

APARTMENT CONDOMINIUM TOWNHOME SINGLE FAMILY HOME

Are you generally pleased with the services provided by the Mount Prospect Police Department? YES NO

If not, Why? _____

POLICE / DEPARTMENT PERFORMANCE: (If this does not apply, please skip to question #4)

2. a. How many times have you come into contact with a Mount Prospect Police Officer in the last 2 years?

No Contact 1 2 3 or more

b. What was the nature of the contacts? (Check all that apply)

VICTIM WITNESS ACCIDENT TICKET INFORMAL 911 OPERATOR ONLY OTHER

(IF POOR, WHY?)

1. How would you rate the officer's **ability to solve your problem or concern?** POOR FAIR GOOD EXCELLENT _____

2. How would you rate the officer's **attitude?** POOR FAIR GOOD EXCELLENT _____

3. How would you rate the officer's **fairness?** POOR FAIR GOOD EXCELLENT _____

4. How would you rate the officer's **courtesy?** POOR FAIR GOOD EXCELLENT _____

5. How would you rate the officer's **level of concern and interest** in response to your call or situation? POOR FAIR GOOD EXCELLENT _____

3. In general, how would you rate the service provided to you by the Mount Prospect Police Department over the past 2 years?

POOR FAIR GOOD EXCELLENT _____

CITIZEN SAFETY / SECURITY CONCERNS:

4. Do you think the amount of police patrolling in your neighborhood is:

TOO MUCH ABOUT RIGHT NOT ENOUGH DON'T KNOW

5. Do you believe the enforcement of traffic laws (motor vehicle violations) in Mount Prospect is generally:

TOO STRICT ABOUT RIGHT NOT STRICT ENOUGH DON'T KNOW

6. a. Do you think crime in your neighborhood is: INCREASING DECREASING STAYING THE SAME

b. How would you rate that level of crime: VERY LOW LOW MODERATE HIGH

7. a. How do you rate your fear of becoming a victim of a serious crime (i.e., robbery, burglary, etc.) in Mount Prospect?

VERY LOW LOW MODERATE HIGH

b. How would you rate your fear of becoming a victim of a lesser crime?

VERY LOW LOW MODERATE HIGH





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Attachment 3



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Departamento de Policia de Mount Prospect ENCUESTA DE OPINION DEL 2010



¡Necesitamos de su ayuda! Esta encuesta es un requisito como parte de la acreditación del departamento; y mas importante, le da a nuestra policia y oficiales de la ciudad mejor entendimiento de como los residentes en nuestra comunidad se sienten acerca de asuntos de mas importancia en la ley hoy. Todos los cuestionarios completos pueden ser llevados al Departamento de Policia. La dirección es, Mount Prospect Police Department, 112 E Northwest Highway, Mount Prospect Illinois 60056. Agradecemos su cooperación de antemano.

GENERAL:

1. a. ¿Cuanto tiempo tiene de vivir en Mount Prospect años?

b. En que clase de residencia vive?

DEPARTAMENTO CONDOMINIO CASA HABITACIÓN CASA PARTICULAR

¿Generalmente esta contento con los servicios del Departamento de Policia de Mount Prospect? Si NO

Si no, ¿porque? _____

FUNCIONAMIENTO GENERAL DE LA POLICIA DE MOUNT PROSPECT: (si no aplica, pase a la pregunta #4)

2. a. ¿En los últimos 2 años, en cuantas ocasiones ha tenido contacto con un oficial de Policia en Mount Prospect?

No Contact 1 2 3 o mas

b. ¿Cuál fue la razón ó motivo del contacto(s)? (Marque todo lo que aplica)

VICTIMA TESTIGO(A) ACCIDENTE MULTA INFORMAL OPERADORA DE 911 NADA MAS ALGUNA OTRA RAZON

Como calificaría a el oficial:

(SI MAL ¿PORQUE?)

1. ¿Pudo resolver su asunto ó problema? MAL JUSTO BUENO EXCELENTE _____

2. ¿Como calificaría la actitud del policia? MAL JUSTO BUENO EXCELENTE _____

3. ¿Como calificaría la justicia del policia? MAL JUSTO BUENO EXCELENTE _____

4. ¿Como calificaría la cortesía del policia? MAL JUSTO BUENO EXCELENTE _____

5. ¿Como calificaría el interés y preocupación de la policia sobre su situacion? MAL JUSTO BUENO EXCELENTE _____

3. 3. ¿En general, como calificaría el servicio que le ha dado la ciudad de Mount Prospect durante los últimos 2 años?

MAL JUSTO BUENO EXCELENTE _____

SEGURIDAD DE LA COMUNIDAD Y OTROS ASUNTOS:

4. ¿Que piensa usted de la cantidad de policías que patrullan su comunidad?:

SON MUCHOS ESTA BIEN NO ES SUFICIENTE NO SE

5. Usted piensa que las leyes de tráfico son reguladas por los policías?:

MUY ESTRICTAMENTE BIEN NO SUFICIENTE NO SE

6. a. ¿Que piensa usted del crimen en su comunidad? HA AUMENTADO MUY BAJO AUMENTADO MENOS IGUAL

b. ¿Como calificaría el nivel del crimen? MUY BAJO BAJO MAS O MENOS ALTO

7. a. ¿Como calificaría su temor de ser una victima de un crimen grave en Mount Prospect?

MUY BAJO BAJO MAS O MENOS ALTO

b. ¿Como calificaría su temor de ser una victima de un crimen menos grave en Mount Prospect? (Daños a propiedad ó/y vehiculo, etc.)

MUY BAJO BAJO MAS O MENOS ALTO

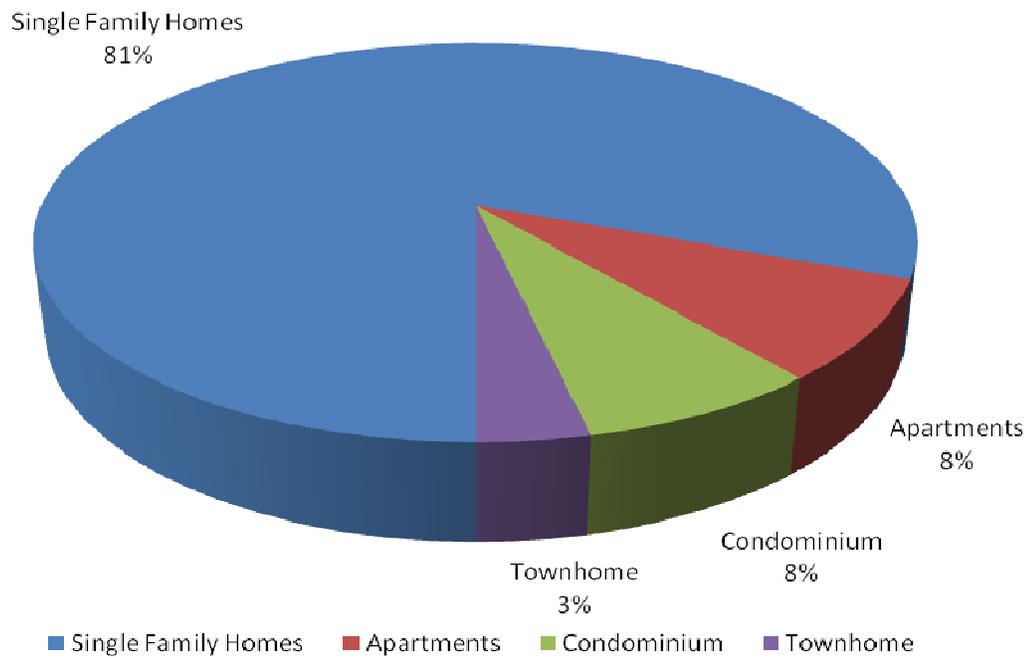




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Attachment 4

Housing Type of Survey Respondents for 2010

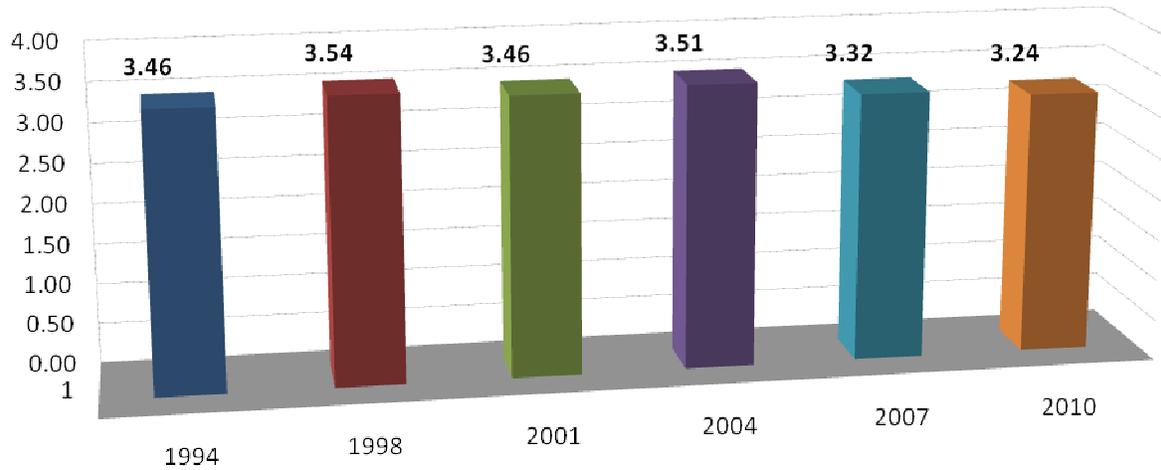




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Attachment #5

General Service Rating

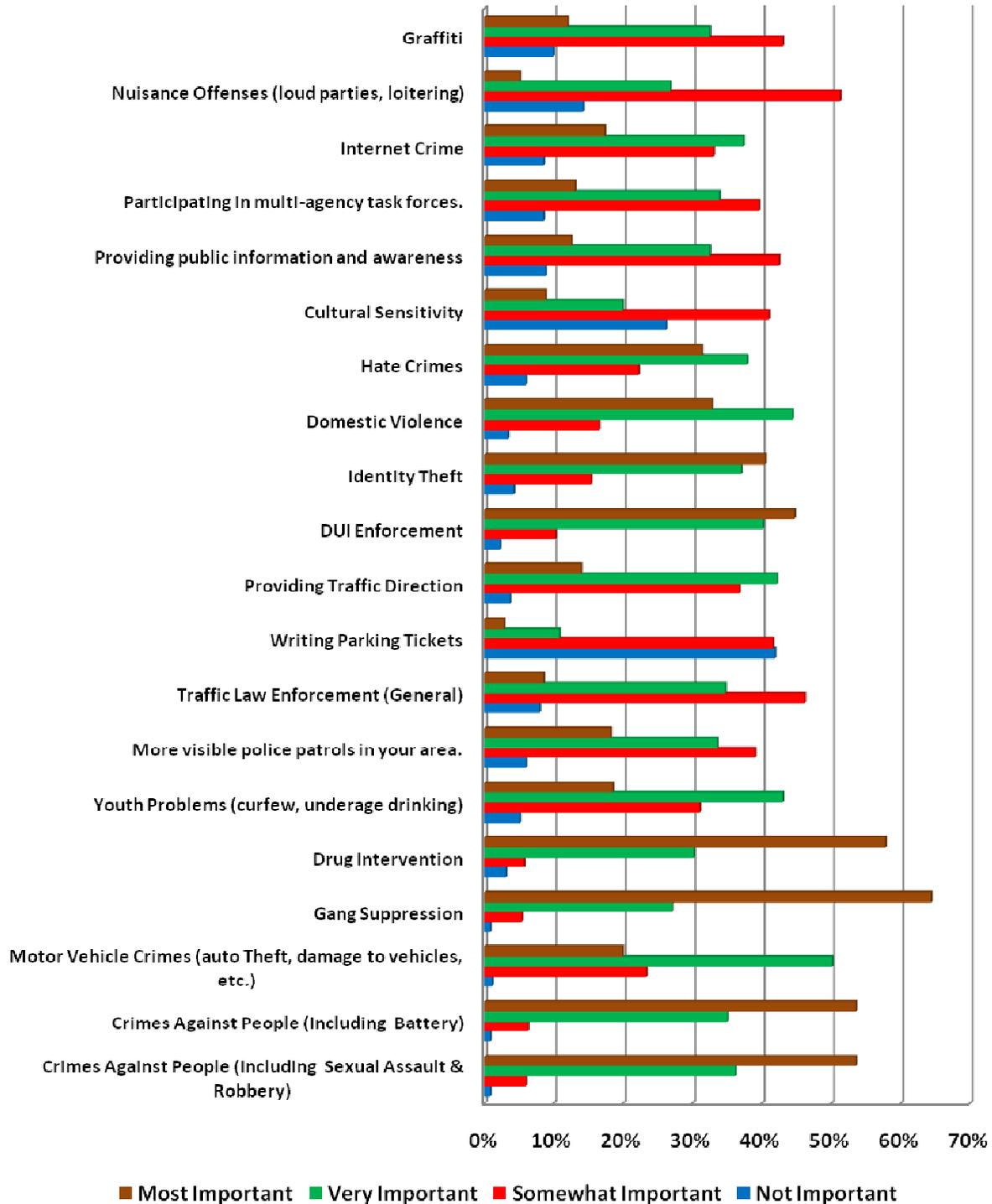




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Attachment: #6

2010 Citizen Concerns





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Attachment #7

The following is a summary of comments submitted by respondents to the 2010 Citizen Survey. Not all comments are listed. Comments not included were omitted due to their inflammatory nature.

BEAT 3160 – Comments

- Focus on ticketing drivers texting and talking on cell phones.
- Too many speeders and reckless drivers, we need more patrols.
- I am impressed at how nice and accommodating the officers are.
- Police should respond quicker to illegal parking complaints.
- We need more stop signs and patrols around schools.
- Gangs are increasing.

BEAT 3162 - Comments

- More visibility in all neighborhoods.
- Linneman Road speeders.
- Gang members should be arrested.
- MPPD does an outstanding job.
- No more ticketing on private property.
- Gang bangers are sitting in the cars in my parking lot selling drugs.
- Too much emphasis on traffic violations, gangs are taking over the village.
- The police force is professional, caring and above reproach.
- Be more visible.
- I have the highest praise for the entire department.
- Very professional, I am willing to pay more for additional officers.
- 911 operator was great.
- Ticket people on cell phones. They are as bad as drunk drivers.
- More patrols are needed in the south area of Mount Prospect.
- All of the officers are bad.
- More Spanish speaking officers.
- When there is a gang fight the police come with lights and siren, they run, that is not OK.

BEAT 3164 – Comments

- Keep up the wonderful work.
- Drugs are a major problem.
- Pay more attention to nuisance crimes, barking dogs, not cleaning up after the dog.
- More traffic enforcement and take all complaints seriously.
- MPPD is doing an excellent job for the public.
- I was treated poorly when I got a ticket.



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- Speeders on residential streets need to be addressed.
- Gangs are becoming more evident.
- More traffic enforcement at major intersections.
- Stop giving tickets for no reason.
- Enforce upkeep of neighbors when reported.
- Patrol more around parks and schools.
- I hope we do not have to cut staff because of the economy. More Officer Friendly.
- Put an end to saturation traffic enforcement; spend more time dealing with gangs and drugs.
- There are too many tailgaters.
- Police cars should also follow the law when driving.
- They are arrogant and rude. Treat citizens with respect.
- More police in the schools.
- The department is doing a great job.
- I have always had good service.
- A strong police presence is needed in gang areas.
- Enforce speeding on major and side streets.
- Can we get real time information on emergencies in town?
- Things like this survey are good for the community.
- More block watch, crime stoppers and CERT use.
- Speeding trucks on 83.
- More visibility in neighborhoods.
- More unmarked cars for traffic enforcement.
- Ticket drivers with loud music.
- Remove traffic calming speed bumps.
- Increase citizen ride a longs.
- Give you neighbor a break for minor offenses. We all live here. Doing a fine job.
- I do not agree with officers writing seat belt tickets at intersections.
- Focus on crime.
- Criminals who are illegal should be deported.

BEAT 3166 – Comments

- More interaction with teens and less tickets.
- Increase patrols around schools.
- Too much traffic enforcement, not enough crime prevention.
- We need more stop sign enforcement in neighborhoods.
- Officers need training to deal with victims of mental illness.
- Focus on crime fighting not seat belts.
- Ask officers not to speed down Maple St.
- More overnight patrols.
- Of all the places I lived, you make your presence known more than any other department.
- Reduce traffic enforcement & police force, purpose is revenue not safety.



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- More seminars and resources for improving security at home.
- Come down hard on DUIs & cell phone & texting while driving.
- More speed enforcement on Central and Kensington.
- Law enforcement budgets should not be cut.
- More information about programs and crime prevention online.
- Catch speeders that go through stop signs.
- Walking patrols through neighborhoods and busy streets.
- Need more staff.
- Keep changing and adjusting with the times. Focus on robberies.
- Whatever happened to giving out warnings? Concentrate on serious offenses.
- More visibility in neighborhoods.
- Graffiti, drugs, crimes against people & property are all related.
- Focus on robberies and burglaries in our area.
- Keep up the great job.
- Gang affiliation is beginning to be more visible, a friendly wave by officers would be nice.
- Gang infiltration-dissuade gang activities & programs.
- The Police Department does a good job.
- I would like to commend all of you for protecting our community.
- State should ban talking on a cell phone while driving.
- More patrols around schools at the beginning and end of the school day.

BEAT 3168 – Comments

- Monitor stop signs around Fairview School, morning and afternoon.
- Police need to be more visible.
- Check handicap parking spots more often.
- I am highly satisfied with MPPD.
- Establish an emergency phone alert for scams in the area for seniors.
- I feel very safe in Mount Prospect.
- Keep Mount Prospect gang free, need a stop sign on Elmhurst, north of the post office.
- More traffic enforcement on 83.
- Put the survey on-line to increase participation.
- Other towns' gang suppression efforts are more visible than Mount Prospect's.
- Make people more aware of the Problem Oriented Policing Program.
- These men and women are the best in all respects. I am proud of the Department.
- Keep up the great work in Boxwood.
- Increase patrol staffing.

BEAT 3170 - Comments

- Enforce cars parked in driveways blocking the sidewalk.
- Too many fireworks in neighborhoods on July 4.



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- People should put their trash bins away.
- Too much graffiti between Euclid and Kensington on Wheeling Rd.
- More red light tickets.
- Keep the community informed about crimes in the area.
- Watch for speeding cars around Indian Grove School.
- They do a great job. Watch the Boxwood area.
- Ticket speeding autos and motorcycles. Complaints should be anonymous.
- Get rid of NW Dispatch. The Police let go the guy who tried to break into my house.
- Renters in the area don't know the rules.
- Keep up the good work. Monitor teenagers in the street.
- Services have improved, keep up the good work.
- No red light cameras.
- Concentrate on gang activity.
- Officers talking directly to more residents / school children.
- The police work hard and are sincere.
- More patrols east of Randhurst.
- Support Officer Friendly program.
- Need to provide community more information about programs.
- Thank you for all you do.
- More officers need to be visible in neighborhoods.
- More overnight parking enforcement in cul-de-sacs.
- No photo right turn enforcement.
- Gang reduction, communication with the public, supportive relationship with teens.
- Increase programs for teens.
- Continue what you are doing, don't let drugs get in.
- More patrols are needed around Wheeling Rd. near Boxwood.
- We don't see them much but think they do a wonderful job.
- Cooperate with the Cook County Forest Preserve Police for problems in the woods.
- Patrol the side streets more for vandalism, loitering and loud parties.
- The police department should be stricter with adolescents and gang members. They are not afraid because the justice system is not strict.
- Install pedestrian lights on Rand, Kensington, Elmhurst. It is very dangerous for pedestrians.
- More patrols near the schools.

BEAT UNKNOWN – Comments

- Work on developing positive relationships with the community. Don't be arrogant, authoritarian.
- Need more patrol and speeding and stop sign enforcement.
- MP police provide a safe environment in the Village.
- Include more information in the newsletter about programs.
- Focus on gangs.



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- Quit giving tickets just to make quotas.
- Traffic cops are rude, give more warnings.
- There is too much emphasis on making citizens “law abiding” instead of real crime.
- Lighten up on ticketing community members who are overly harassed.
- Your team does a great job.
- Focus patrols on low income housing/apartment areas.
- Police are too aggressive ticketing and not well informed concerning incidents in the area.
- The ticketing I received in Dec. 2009 was unfair and I now completely dislike the MPPD.
- Need more patrols at Emerson Park.
- Officers need anger management training.
- Keep up the fantastic job.
- They do not arrest Gypsies (thieves).
- They harass kids and ticket my car in front of my house. Have more of an attitude of service and less punitive.
- Deport illegal gang bangers. Clean up Boxwood.
- Walking beats through town and neighborhoods.
- They do a great job. Stop writing tickets to commuters at the train station.
- More alcohol sweeps for drivers.
- More casual interaction with citizens at events and block parties.
- Writing tickets for minor violations creates animosity.
- Organize a fundraiser for village services.
- They are unprofessional and offensive.
- What happened to neighborhood watch?
- More Spanish speaking officers are needed.



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Attachment #8

BEAT MAP

