

# **Mount Prospect Police Department**



**2013 Citizen Survey Results**



# Mount Prospect Police Department 2013 Citizen Survey

## RESULTS OF THE 2013 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 2013 survey, citizen surveys were distributed through the summer 2013 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. The department used an internet-based survey tool to solicit responses from the community. Using a link published via the village's website in addition to the police department's Twitter and Facebook accounts, an additional 178 surveys were completed.

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 very low to low. 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 2010 survey will be used, as that survey closely mirrored the 2013 survey in design and analysis. A more detailed analysis of the completed surveys follows.

### Methodology

The department distributed surveys as part of the summer 2013 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 and at the Mount Prospect Public Library. Through these efforts to reach out to the community, the department received 398 completed surveys, of these only 2 returned 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 2013 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.



# Mount Prospect Police Department 2013 Citizen Survey

## Analysis of the Results of the 2013 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 22.93 years. Eighty-one percent of those responding live in single family homes, 5% live in apartments, 7% live in condominiums, and 4% live in townhomes with 3% not specifying their residence type.

### *Police & Department Performance*

Of those responding to the survey, 31% had no contact with the police during the last year, 27% had only one contact, 18% had two contacts and 17% had three or more contacts with the Mount Prospect Police Department. Twenty-one 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 to solve," "attitude," "fairness," "courtesy" and level of "concern & interest." The ratings in these five categories were consistent with the 2010 survey. Police officer ratings have consistently remained between "Good" and "Excellent" over the past ten years. In 2013, 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-four 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 2010 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' response indicating police patrol in their neighborhood was "about right" was 54% and remained consistent with the 2010 survey at 57%. The percentage of residents responding there were "not enough" police patrols in the neighborhood was 33% compared to 30% in the 2010 survey. It should be noted respondents surveyed in 2013 that responded "Don't Know," was at 11%.

Respondents rated the level of traffic enforcement provided by the Mount Prospect Police Department as "about right" at 66% in 2013, compared with 64% in 2010. An identical rating



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of 7% for "Too Strict" enforcement in both 2010 & 2013 and 16% in 2013 compared to 15% in 2010 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-eight percent said crime in their neighborhood is staying the same, while 28%, up slightly from 27% in 2010, said crime in their neighborhood is increasing. Five percent rated crime as decreasing. In the category of "level of crime," 48%, down from 49% in 2010, rated the level of crime as low, 31%, up from 24% in 2010, rated the crime level as very low and 19%, down from 23% in 2010, 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. Seventy percent, higher than the 61% in 2010, of those surveyed said they had either a "low" or "very low" fear of becoming a victim of a serious crime. Thirty-one percent, lower than the 32% in 2010, perceived they had either a "moderate" or "high" degree of fear in becoming a victim of a serious crime. Forty-one percent of those surveyed expressed a "moderate" or "high" degree of fear in becoming a victim of a lesser crime, compared to 39% in 2010, while 60% expressed a "very low" or "low" degree of fear, compared to 62% of those gathered in the 2010 survey.

In question #8, respondents were asked to state if Problem Oriented Policing has had a positive effect on the community. Forty-two percent said "yes", a significant increase over the 2010 survey result of twenty-four percent, 4% said "no" and 54% indicated they "don't know" of the value 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. Forty-five percent said "yes", 4% said "no" and 51% responded "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-two percent indicated that they were familiar with the Center. Fifteen percent indicated that the Center provides valuable services to the community, 3% indicated that the Center did not provide valuable services and 82% "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."



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Four 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	60%
2. Crimes Against People (Including Sexual Assault & Robbery)	55%
3. Crimes Against People (Including Battery)	49%
4. Drug Intervention	47%

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

## 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 3.3% of total responses received. This was the lowest response rate amongst the six beats. Fifty-four percent of survey respondents in Beat 3160 rated the amount of police patrol "About Right," while 38% rated police patrol as "Not Enough." Seventy-seven percent felt traffic law enforcement was "About Right," and 85% ranked gang suppression as "Most Important." Eighty-five 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	85%
2. Drug Intervention	69%
3. Crimes Against People (including sexual assault & robbery)	69%
4. Crimes Against People (including battery & assault)	54%

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

Responses from Beat 3162 comprised 7.5% of the total number of surveys returned. The majority, 59% of survey respondents in Beat 3162, rated the amount of police patrol "Not Enough", 62% felt traffic law enforcement was "About Right," and 63% ranked gang suppression and crimes against people "Most Important." Sixty-seven percent of survey respondents indicated the service provided by the department was "Good" or "Excellent."



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<b>Top 4 Citizen's Greatest Concerns – Beat 3162</b>	
<b>Concern</b>	<b>%</b>
1. Gang Suppression	63%
2. Crimes Against People (including battery & assault)	63%
3. Drug Intervention	60%
4. Crimes Against People (including sexual assault & robbery)	57%

## **BEAT 3164 (south of the railroad tracks & north of Golf Rd.)**

Survey responses from residents of Beat 3164 comprised the highest percentage of returns at 34.7%. Their rating of "Excellent" for the general police services provided increased to 59% from 53% in 2010. Eighty-four percent indicate the service provided by the department was "Good" or "Excellent." Respectively, 56% and 65% of the survey respondents felt the amount of police patrol and traffic enforcement were "About Right." Sixty-four percent, down from 68% in 2010, felt crime in their neighborhood was "Staying About the Same."

<b>Top 4 Citizen's Greatest Concerns – Beat 3164</b>	
<b>Concern</b>	<b>%</b>
1. Gang Suppression	61%
2. Crimes Against People (including sexual assault & robbery)	51%
3. Drug Intervention	46%
4. Crimes Against People (including battery & assault)	43%

## **BEAT 3166 (north of the railroad tracks & south of Gregory St.)**

Responses from Beat 3166 comprised 21.6% of the total number of surveys returned. A majority of the respondents, 71%, an increase over 2010's 61%, felt crime in their neighborhoods was "Staying the Same," compared to the village-wide rate of 68%. Fifty-nine percent of the survey respondents felt the amount of police patrol and traffic enforcement were "About Right." Eighty-five percent of survey respondents indicated the service provided by the department was "Good" or "Excellent."

<b>Top 4 Citizen's Greatest Concerns – Beat 3166</b>	
<b>Concern</b>	<b>%</b>
1. Crimes Against People (including sexual assault & robbery)	53%
2. Gang Suppression	52%
3. Crimes Against People (including battery & assault)	43%
4. Drug Intervention	42%



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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 9.3% of the total responses received. A majority of the respondents, 66%, felt crime in their neighborhoods was “Staying the Same”, compared to the village-wide rate of 68%. Seventy-nine percent, up from 71% in 2010, of respondents felt traffic enforcement was “about right.” Ninety-one percent, consistent with the 93% of survey respondents in 2010, indicated the service provided by the department was “Good” or “Excellent.”

<b>Top 4 Citizen’s Greatest Concerns – Beat 3168</b>	
<b>Concern</b>	<b>%</b>
1. Gang Suppression	57%
2. Drug Intervention	49%
3. Crimes Against People (including battery & assault)	41%
4. DUI Enforcement, Crimes Against People (including sexual assault & robbery), Domestic Violence	35%

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

17.8 percent of the returned surveys were received from residents of Beat 3170. A majority of the respondents, 79%, up from 72% in 2010, felt crime in their neighborhoods was “Staying the Same,” compared to the village-wide rate of 68%. Thirty-seven 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 percent of respondents felt traffic enforcement was “About Right.” Eighty-six percent of respondents, the same as in 2010, indicated the service provided by the department was “Good” or “Excellent.”

<b>Top 4 Citizen’s Greatest Concerns – Beat 3170</b>	
<b>Concern</b>	<b>%</b>
1. Crimes Against People (including sexual assault & robbery)	66%
2. Gang Suppression	65%
3. Crimes Against People (including battery & assault)	62%
4. Drug Intervention	45%



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## UNKNOWN BEAT (surveys with inadequate identifiers)

5.8% of the surveys failed to provide sufficient information to determine which beat the respondents live in. Seventy-two percent of the respondents felt crime in their neighborhoods was “Staying the Same”. Thirty-nine percent of the survey respondents felt the amount of police patrol was “About Right.” Fifty percent of respondents felt traffic enforcement was “About Right.” Eighty percent of respondents indicated the service provided by the department was “Good” or “Excellent.”

Top 4 Citizen’s Greatest Concerns – Beat Unknown	
Concern	%
1. Crimes Against People (including sexual assault & robbery)	63%
2. Crimes Against People (including battery & assault)	53%
3. Gang Suppression	53%
4. Drug Intervention	47%

## Conclusion

In general, there were no significant changes in the village-wide responses from 2010 to 2013. The majority of respondents rated officers’ general service ability rating as “Excellent” in all categories. Our 2013 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 there is a perception crime is “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 2010 survey results.

Citizens continued to express concern in such areas as “Gang Suppression,” “Crimes Against People,” “Drug Intervention” and “DUI Enforcement”. These concerns were consistent with the concerns expressed in surveys of previous years. In the 2013 survey, “Gang Suppression” was the number one concern of respondents in the majority of beats.

In conclusion, the 2013 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.



# Mount Prospect Police Department 2013 Citizen Survey

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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 2013 Citizen Survey

Attachment 1

Beat: \_\_\_\_\_

Figures Talled: \_\_\_\_\_

## Mount Prospect Police Department 2013 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., Mount Prospect, IL. 60056. All surveys are anonymous. Your input by August 31, 2013, is greatly appreciated.*

### GENERAL:

1. How long have you lived in Mount Prospect? **22.93 YEARS**
2. What type of residence do you live in? APARTMENT 5% CONDOMINIUM 7% TOWN HOME 4% SINGLE FAMILY HOME 81%
3. Are you generally pleased with the services provided by the Mount Prospect Police Department?  
YES 93% NO 7%

### POLICE / DEPARTMENT PERFORMANCE: (If this does not apply, please skip to question #12.)

4. How often have you come into contact with a Mount Prospect Police Officer in the last 2 years?  
NO CONTACT (31%) 1 (27%) 2 (18%) 3 or more (17%)
5. What was the nature of the contact(s)?  
VICTIM 7% WITNESS 5% ACCIDENT 5% TICKET 8% INFORMAL 21% 911 Operator Only 6% OTHER 25%
6. How would you rate the officer's ability to solve your problem or concern?  
POOR (5%) FAIR (12%) GOOD (28%) EXCELLENT (54%)
7. How would you rate the officer's attitude? POOR (8%) FAIR (0%) GOOD (29%) EXCELLENT (63%)
8. How would you rate the officer's fairness? POOR (6%) FAIR (8%) GOOD (31%) EXCELLENT (55%)
9. How would you rate the officer's courtesy? POOR (7%) FAIR (4%) GOOD (28%) EXCELLENT (62%)
10. How would you rate the officer's level of concern and interest in response to your call or situation?  
POOR (7%) FAIR (8%) GOOD (30%) EXCELLENT (55%)
11. In general, how would you rate the service provided to you by the Mount Prospect Police over the last 2 years? POOR (5%) FAIR (12%) GOOD (28%) EXCELLENT (54%) DON'T KNOW (0%)

### CITIZEN SAFETY / SECURITY CONCERNS:

12. Do you think the amount of police patrolling in your neighborhood is:  
TOO MUCH (2%) ABOUT RIGHT (54%) NOT ENOUGH (33%) DON'T KNOW (11%)
13. Do you believe that the enforcement of traffic laws (motor vehicle violations) in Mount Prospect is generally: TOO STRICT (7%) ABOUT RIGHT (66%) NOT STRICT ENOUGH (16%) DON'T KNOW (11%)
14. Do you think crime in your neighborhood is: INCREASING (28%) DECREASING (5%) STAYING THE SAME (68%)
15. How would you rate that level of crime as: VERY LOW (31%) LOW (48%) MODERATE (19%) HIGH (2%)
16. How do you rate your fear of ' coming a victim of a **serious** crime (i.e., robbery, burglary, etc.) in Mount Prospect? VERY LOW (26%) LOW (44%) MODERATE (25%) HIGH (6%)
17. How do you rate your fear of becoming a victim of a **lesser** crime (i.e., damage to your property or vehicle, etc.)? VERY LOW (17%) LOW (43%) MODERATE (34%) HIGH (7%)
18. Our Department has a community orientated / problem solving policing philosophy. Do you think this philosophy has had a positive effect on our community? YES (42%) NO (4%) DON'T KNOW (54%)



# Mount Prospect Police Department 2013 Citizen Survey

Attachment 1

19. The Village has implemented a Crime Free Housing Program to reduce criminal activity and improve the quality of life for residents residing in rental properties. Do you believe the program provides value to our community?  
YES (45 %) NO (4 %) DON'T KNOW (51 %)
20. The Community Connections Center opened in 2009. Are you familiar with the Center?  
YES (22 %) NO (76 %)
21. Do you believe the Center provides valuable services to the residents of Mount Prospect?  
YES (15 %) NO (3 %) DON'T KNOW (82 %)
22. What do you, as a citizen of Mount Prospect, think should be the most important concerns of our Police Department? Where do you feel we should concentrate our money, effort and manpower?

	NOT IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	MOST IMPORTANT
23. Crimes against people, including sexual assault & robbery (theft from you by force or threat of force)	2%	3%	32%	55%
24. Crimes against people, including battery (actual physical harm) & assault (threat of physical harm)	2%	5%	35%	49%
25. Motor vehicle crimes (auto theft, damage to vehicles, etc.)	1%	22%	52%	14%
26. Gang Suppression (preventing gang activities)	1%	6%	24%	60%
27. Drug Intervention (fighting drug dealers and activity)	3%	9%	32%	47%
28. Youth Problems (curfew and underage drinking)	5%	28%	41%	16%
29. More visible police patrols in your neighborhood	6%	31%	35%	20%
30. Traffic Law Enforcement in general (speeding, red light violations)	10%	44%	28%	8%
31. Parking Enforcement (fire lane violations, fire hydrant violations, Village sticker)	31%	45%	11%	4%
32. Providing traffic direction (at accidents or when signals go out)	5%	31%	42%	12%
33. DUI Enforcement (drunk driving arrests)	3%	14%	38%	36%
34. Identity Theft	4%	21%	33%	32%
35. Domestic Violence	3%	16%	37%	34%
36. Hate Crimes	5%	23%	36%	26%
37. Community outreach efforts to different cultural groups	13%	45%	24%	8%
38. Providing public information and awareness (Village Website, Facebook, Twitter)	7%	40%	29%	14%
39. Participating in multi-agency task forces (major investigation teams, regional drug enforcement)	4%	26%	39%	22%
40. Internet Crime (illegal activities conducted over computers)	8%	29%	38%	16%
41. Nuisance offenses (loud parties, loitering, etc.)	13%	55%	17%	6%
42. Graffiti	13%	44%	25%	9%

43. Do you have any recommendations or suggestions for improving law enforcement in Mount Prospect?

\_\_\_\_\_

\_\_\_\_\_

44. For statistical purposes only, please write in your street name and hundred block information:

STREET NAME \_\_\_\_\_ HUNDRED BLOCK NUMBER \_\_\_\_\_

**Thank you for participating in this survey.**

Michael Semkiu, Chief of Police

45. Please have an officer contact me:

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

Regarding: \_\_\_\_\_



# Mount Prospect Police Department 2013 Citizen Survey

Attachment 2

Beat: \_\_\_\_\_

Figures Talled: \_\_\_\_\_

## Mount Prospect Police Department 2013 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., Mount Prospect, IL. 60056. All surveys are anonymous. Your input by August 31, 2013, is greatly appreciated.*

### GENERAL:

- 46. How long have you lived in Mount Prospect? \_\_\_\_\_ YEARS
- 47. What type of residence do you live in? APARTMENT CONDOMINIUM TOWN HOME SINGLE FAMILY HOME
- 48. 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 #12.)

- 49. How often have you come into contact with a Mount Prospect Police Officer in the last 2 years?  
NO CONTACT 1 2 3 or more
- 50. What was the nature of the contact(s)? VICTIM WITNESS ACCIDENT TICKET INFORMAL 911 Operator Only  
OTHER
- 51. How would you rate the officer's \_\_\_\_\_ IF POOR, WHY?  
ability to solve your problem or concern? POOR FAIR GOOD EXCELLENT (\_\_\_\_\_)
- 52. How would you rate the officer's attitude? POOR FAIR GOOD EXCELLENT (\_\_\_\_\_)
- 53. How would you rate the officer's fairness? POOR FAIR GOOD EXCELLENT (\_\_\_\_\_)
- 54. How would you rate the officer's courtesy? POOR FAIR GOOD EXCELLENT (\_\_\_\_\_)
- 55. How would you rate the officer's level of concern and interest in response to your call or situation?  
POOR FAIR GOOD EXCELLENT (\_\_\_\_\_)
- 56. In general, how would you rate the service provided to you by the Mount Prospect Police over the last 2 years? POOR FAIR GOOD EXCELLENT DON'T KNOW (IF POOR, WHY? \_\_\_\_\_)

### CITIZEN SAFETY / SECURITY CONCERNS:

- 57. Do you think the amount of police patrolling in your neighborhood is:  
TOO MUCH ABOUT RIGHT NOT ENOUGH DON'T KNOW
- 58. Do you believe that the enforcement of traffic laws (motor vehicle violations) in Mount Prospect is generally:  
TOO STRICT ABOUT RIGHT NOT STRICT ENOUGH DON'T KNOW
- 59. Do you think crime in your neighborhood is: INCREASING DECREASING STAYING THE SAME
- 60. How would you rate that level of crime as: VERY LOW LOW MODERATE HIGH
- 61. 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
- 62. How do you rate your fear of becoming a victim of a **lesser** crime (i.e., damage to your property or vehicle, etc.)?  
VERY LOW LOW MODERATE HIGH
- 63. Our Department has a community orientated / problem solving policing philosophy. Do you think this philosophy has had a positive effect on our community? YES NO DON'T KNOW



# Mount Prospect Police Department 2013 Citizen Survey

Attachment 2

64. The Village has implemented a Crime Free Housing Program to reduce criminal activity and improve the quality of life for residents residing in rental properties. Do you believe the program provides value to our community?  
YES    NO    DON'T KNOW

65. The Community Connections Center opened in 2009. Are you familiar with the Center?    YES    NO

66. Do you believe the Center provides valuable services to the residents of Mount Prospect?  
YES    NO    DON'T KNOW

67. What do you, as a citizen of Mount Prospect, think should be the most important concerns of our Police Department? Where do you feel we should concentrate our money, effort and manpower?

	NOT IMPOR- TANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	MOST IMPORTANT
68. Crimes against people, including sexual assault & robbery (theft from you by force or threat of force)	1	2	3	4
69. Crimes against people, including battery (actual physical harm) & assault (threat of physical harm)	1	2	3	4
70. Motor vehicle crimes (auto theft, damage to vehicles, etc.)	1	2	3	4
71. Gang Suppression (preventing gang activities)	1	2	3	4
72. Drug Intervention (fighting drug dealers and activity)	1	2	3	4
73. Youth Problems (curfew and underage drinking)	1	2	3	4
74. More visible police patrols in your neighborhood	1	2	3	4
75. Traffic Law Enforcement in general (speeding, red light violations)	1	2	3	4
76. Parking Enforcement (fire lane violations, fire hydrant violations, Village sticker)	1	2	3	4
77. Providing traffic direction (at accidents or when signals go out)	1	2	3	4
78. DUI Enforcement (drunk driving arrests)	1	2	3	4
79. Identity Theft	1	2	3	4
80. Domestic Violence	1	2	3	4
81. Hate Crimes	1	2	3	4
82. Community outreach efforts to different cultural groups	1	2	3	4
83. Providing public information and awareness (Village Website, Facebook, Twitter)	1	2	3	4
84. Participating in multi-agency task forces (major investigation teams, regional drug enforcement)	1	2	3	4
85. Internet Crime (illegal activities conducted over computers)	1	2	3	4
86. Nuisance offenses (loud parties, loitering, etc.)	1	2	3	4
87. Graffiti	1	2	3	4

88. Do you have any recommendations or suggestions for improving law enforcement in Mount Prospect?

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89. For statistical purposes only, please write in your street name and hundred block information:

STREET NAME \_\_\_\_\_ HUNDRED BLOCK NUMBER \_\_\_\_\_

***Thank you for participating in this survey.***

Michael Semkiu, Chief of Police

90. Please have an officer contact me:

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

Regarding: \_\_\_\_\_

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# Mount Prospect Police Department 2013 Citizen Survey

Attachment 3

Beat: \_\_\_\_\_

Figure Tallied: \_\_\_\_\_

## Departamento de Policía de Mount Prospect ENCUESTA DE OPINION DEL 2013

*¡Necesitamos de su ayuda! Esta encuesta le da a nuestra policía y oficiales de la villa mejor entendimiento de como los residentes en nuestra comunidad se sienten acerca de asuntos de más importancia implementando la ley hoy. Todos los cuestionarios completos pueden ser llevados al Departamento de Policía. La dirección es, Mount Prospect Police Department, 112 E Northwest Highway, Mount Prospect Illinois 60056. Todas las encuestas son anónimas. Le agradecemos recibir su opinión para el 31 de agosto del 2013.*

### GENERAL:

1. ¿Cuánto tiempo tiene de vivir en Mount Prospect? \_\_\_\_\_ AÑOS
2. ¿En qué clase de residencia vive? Departamento Condominio Casa Habitación Casa Particular
3. ¿Generalmente está contento con los servicios del Departamento de Policía de Mount Prospect?  
SÍ NO (SI NO, ¿POR QUÉ? \_\_\_\_\_)

### FUNCIONAMIENTO GENERAL DE LA POLICÍA DE MOUNT PROSPECT: (Si no aplica, pase a la pregunta #12.)

4. ¿En los últimos 2 años, en cuantas ocasiones ha tenido contacto con un oficial de la Policía en Mount Prospect? NO CONTACTO 1 2 3 o más
5. ¿Cuál fue la razón ó motivo del contacto(s)? VÍCTIMA TESTIGO(A) ACCIDENTE MULTA  
INFORMAL OPERADORA DE 911 NADA MÁS ALGUNA OTRA RAZÓN
6. Cómo calificaría al oficial SI MAL ¿POR QUÉ?  
¿Pudo resolver su asunto ó problema? MAL JUSTO BUENO EXCELENTE (\_\_\_\_\_)
7. ¿Cómo calificaría la actitud del policía? MAL JUSTO BUENO EXCELENTE (\_\_\_\_\_)
8. ¿Cómo calificaría la justicia del policía? MAL JUSTO BUENO EXCELENTE (\_\_\_\_\_)
9. ¿Cómo calificaría la cortesía del policía? MAL JUSTO BUENO EXCELENTE (\_\_\_\_\_)
10. ¿Cómo calificaría el interés y preocupación del policía sobre su situación?  
MAL JUSTO BUENO EXCELENTE (\_\_\_\_\_)
11. ¿En general, cómo calificaría el servicio que le ha dado la Policía de Mount Prospect durante los últimos 2 años? MAL JUSTO BUENO EXCELENTE (SI MAL ¿POR QUÉ?) \_\_\_\_\_

### SEGURIDAD DE LA COMUNIDAD Y OTROS ASUNTOS

12. ¿Qué piensa usted de la cantidad de policías que patrullan su comunidad?  
SON MUCHOS ESTA BIEN NO ES SUFICIENTE NO SÉ
13. ¿Usted piensa que las leyes de tráfico son reguladas por los policías en general?  
MUY ESTRUCTAMENTE BIEN NO SUFICIENTE NO SÉ
14. ¿Qué piensa usted del crimen en su comunidad? HA AUMENTADO HA DISMINUIDO ESTA IGUAL
15. ¿Cómo calificaría el nivel del crimen? MUY BAJO BAJO MÁS O MENOS ALTO
16. ¿Cómo calificaría su temor de ser una víctima de un crimen grave en Mount Prospect? (robos de todas clases, etc.) MUY BAJO BAJO MÁS O MENOS ALTO
17. ¿Cómo calificaría su temor de ser una víctima de un crimen menos grave en Mount Prospect? (daños a propiedad o vehículo, etc.) MUY BAJO BAJO MÁS O MENOS ALTO
18. Nuestro departamento ha implementado la unidad comunitaria con el propósito de resolver problemas comunitarios. ¿Usted cree que este programa a hecho un efecto positivo en nuestra comunidad? SÍ NO NO SÉ
19. La Villa ha implementado un Programa de Viviendas Libre de Crimen para reducir la actividad criminal y mejorar la calidad de vida para los residentes que viven en propiedades de alquiler. ¿Usted cree que este programa da valor a nuestra comunidad? SÍ NO NO SÉ
20. El Centro de Conexiones con la Comunidad abrió en 2009. ¿Conoce usted el Centro? SÍ NO
21. ¿Cree usted que el Centro provee servicios valorables a los residentes de Mount Prospect? SÍ NO



# Mount Prospect Police Department 2013 Citizen Survey

Attachment 3

22. Que es lo que usted piensa, siendo residente de esta comunidad de Mount Prospect que sean los asuntos más importantes de nuestro departamento de policía. ¿Donde usted cree que debemos concentrar nuestro dinero, esfuerzo y mano de obra?

	NO IMPORTANTE	MÁS O MENOS IMPORTANTE	MÁS IMPORTANTE	LO MÁS IMPORTANTE
23. Crímenes contra personas incluyendo violaciones o robos (asalto a la fuerza)	1	2	3	4
24. Crímenes contra personas incluyendo haciendo daño con golpes físicos y amenazas físicas	1	2	3	4
25. Crímenes de autos (robo de autos, daños a autos, etc.)	1	2	3	4
26. Parar pandillas (prevenir actividades de pandillas)	1	2	3	4
27. Intervención de drogas (pelear contra vendedores de drogas y sus actividades)	1	2	3	4
28. Problemas con jóvenes (fuera del hogar a horas restringidas y consumo de alcohol entre menores de edad)	1	2	3	4
29. Más patrullaje que sea visible en la comunidad	1	2	3	4
30. Aplicar las leyes de tráfico en general (velocidad, infracción de semáforo con luz roja)	1	2	3	4
31. Aplicación de las leyes de estacionamiento (infracciones de línea de fuego, bomba de agua, calcomanía de la villa)	1	2	3	4
32. Dirigir tráfico en: accidentes, semáforos descompuestos, etc.	1	2	3	4
33. Aplicar la ley contra manejar bajo la influencia (alcohol, drogas, etc)	1	2	3	4
34. Robo de identidad	1	2	3	4
35. Violencia doméstica	1	2	3	4
36. Crímenes de odio	1	2	3	4
37. Ser más sensible con diferente grupos étnicos	1	2	3	4
38. Darle información al público (red de sitio de la Villa de Mount Prospect, Face Book, Twitter)	1	2	3	4
39. Participando con otras agencias (investigando crímenes mayores, regional imposición de drogas)	1	2	3	4
40. Crímenes por internet (actividades ilegales conducidas por la computadora en la red)	1	2	3	4
41. Molestias ofensivas (fiestas ruidosas, merodeando, etc.)	1	2	3	4
42. Grafiti (pintar paredes)	1	2	3	4

43. ¿Tiene usted algunas recomendaciones ó sugerencias para mejorar y aplicar la ley en Mount Prospect? \_\_\_\_\_

44. Por razones estadísticas solamente, favor de escribir el nombre de su calle y el número de su cuadra (0, 100, 200, 1000, 1100, etc...) NOMBRE DE LA CALLE \_\_\_\_\_ NÚMERO DE LA CUADRA \_\_\_\_\_

**Gracias por su participación en esta encuesta.**

Michael Semkiu, Jefe de la Policía

45. Favor que un oficial se comuniqué conmigo:

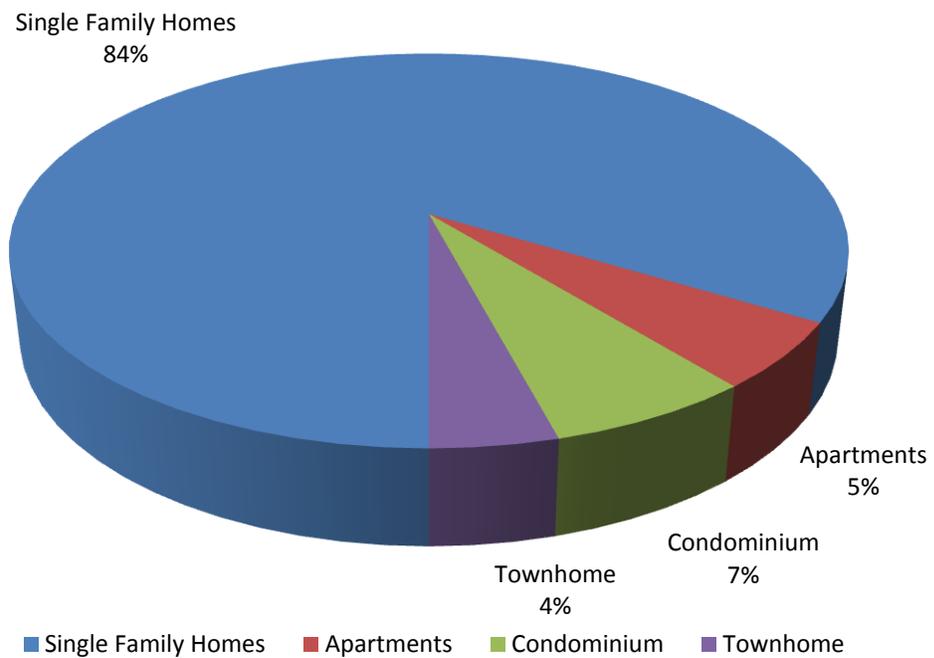
Nombre: \_\_\_\_\_ Teléfono: \_\_\_\_\_ Sobre: \_\_\_\_\_



# Mount Prospect Police Department 2013 Citizen Survey

Attachment 4

## Housing Type of Survey Respondents for 2013

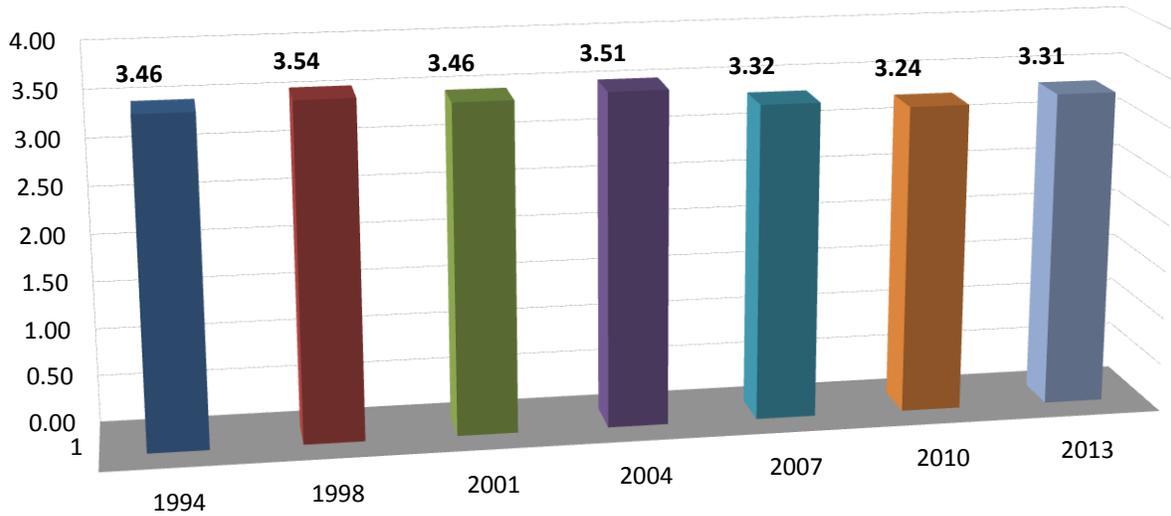




# Mount Prospect Police Department 2013 Citizen Survey

Attachment #5

## General Service Rating

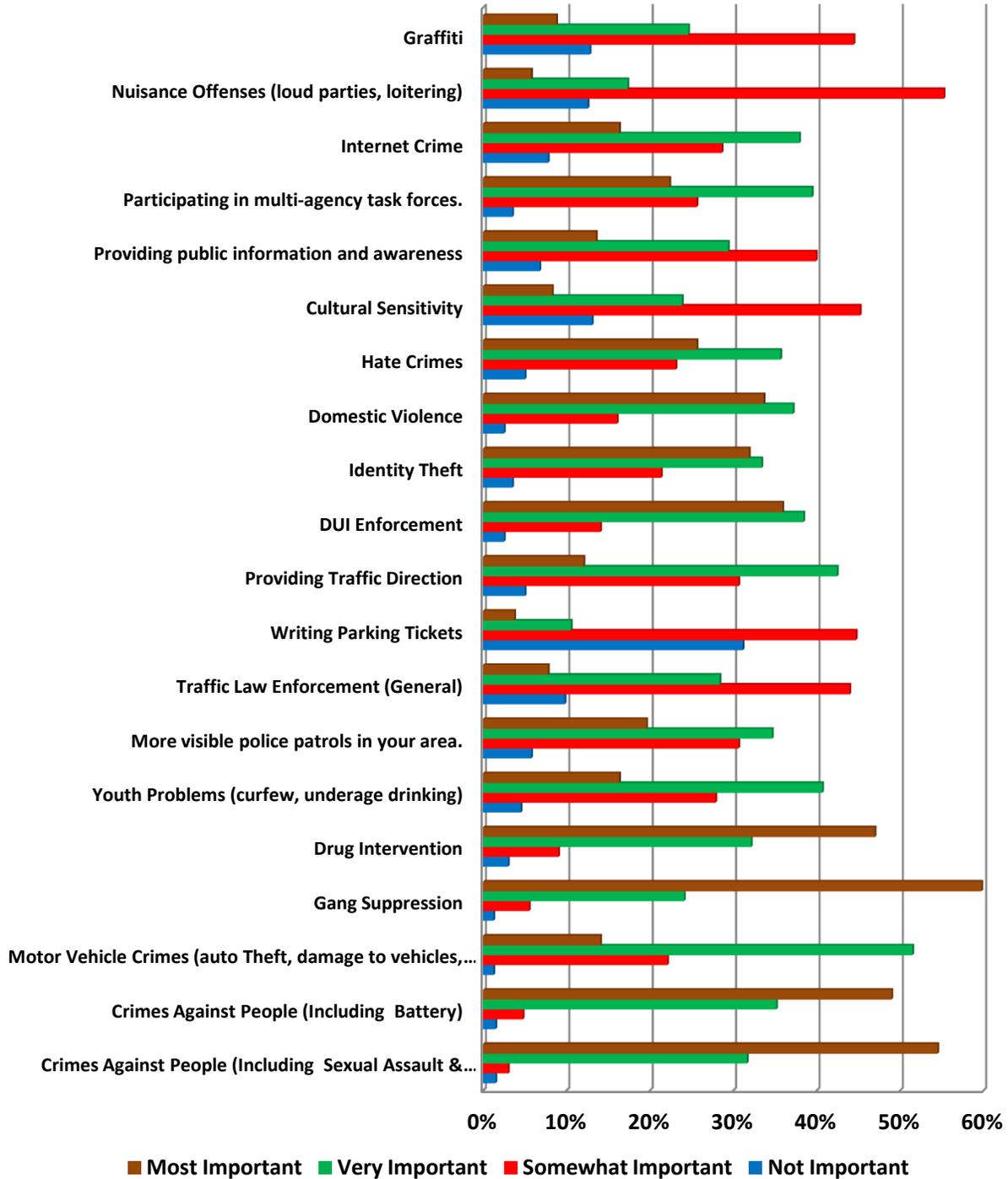




# Mount Prospect Police Department 2013 Citizen Survey

Attachment: #6

## 2013 Citizen Concerns





# Mount Prospect Police Department 2013 Citizen Survey

## Attachment #7

The following is a summary of comments submitted by respondents to the 2013 Citizen Survey. Not all comments are listed. Comments not included were omitted due to their inflammatory/inappropriate nature.

### **BEAT 3160 – COMMENTS**

- In areas with a concentration of condos and apartments, there seems to be lots of attacks, shootings and temper flare ups. Would village sponsored cultural pride “block parties” help?
- Crime Free Housing Program is just a way to raise money. The Community Connections Center and community oriented/problem solving philosophy program need to be better known and advertised.
- More visible patrols even if community service car is used instead of marked cars.
- Crime, vandalism and speeding enforcement should be priorities on Hunt Club Drive.
- Overall we are very pleased with Mount Prospect Police. Our biggest concern is that they are not visible enough in our area (Dempster/ Elmhurst).

### **BEAT 3162 – COMMENTS**

- Officers seem more concerned with giving tickets than focusing on criminal activities.
- I think our police do a good job, but some could be more caring.
- More police presence around the apartments on Busse, Algonquin and Cottonwood.
- Officers need to drive down all of the side streets while on patrol, not just drive by on the main roads.
- Stop all the speeders eastbound on Dempster between Busse and Linneman. Outlaw Jimmy John’s freaky fast deliveries!
- We need an animal control department that is able to deal with unusual pets, i.e. parrots.
- Any contact I have had has been very positive. I would only comment on a lack of police patrolling in our area. Maybe ask for small block gatherings with officers at neighbor’s homes or schools.
- Mount Prospect is a good suburb to live in.
- Police officers walk by drug dealers like nothing. Seems officers are naïve.
- There should be more police officers in communities where gangs are active.
- Need to be more visible.
- After 2 am people still park in the street in Briarwood Lake community, drug dealing occurs every day.
- The police are doing a great job.



# Mount Prospect Police Department 2013 Citizen Survey

- Would like to see the Security seminar by Officer Greg Sill offered in the evening at the Main Library and the Library South Branch, and more seminars and community meetings with the police where they can share info and people can express concerns.
- I would have more visual patrol in Condos' and Apartments where criminals tend to hide out more because they blend in with the general public.

## **BEAT 3164 – COMMENTS**

- Too many break- ins and I still don't see much police presence in my neighborhood.
- Very seldom see any police cars patrolling our area. We should establish communities watch in our area.
- Focus on gang activity, crimes against people and making our neighborhoods safe, less focus on traffic issues.
- You're doing a fine job!
- Thank you.
- Patrol the junior highs and high schools; enforce curfew and trespassing on private property.
- We need more parking enforcement where cars are parked across the sidewalks.
- Parking on the street with a 2 hr limit is difficult. I can't finish my work for my mother in 2 hrs.
- Keep up the good work.
- More police presence in the parks. Sometimes I don't feel safe walking at Clearwater in the morning.
- Focus on the safety of people and property.
- Stop the house break ins. Concentrate efforts on stopping burglary.
- Thank you for the survey.
- My biggest concern is the number of traffic stops involving drivers with no or suspended licenses. They are a serious hazard.
- Patrol area on the south side of NW Railroad tracks better, from the car wash past the shops on the west end. Need forms in Polish and Spanish.
- Day time crime prevention talks and awareness policies on soliciting in neighborhoods are needed.
- Has the parking ban from 2 am to 6 am been changed? A car is parked on my street all night 90% of the time.
- More radar and stop sign enforcement in the Lincoln Jr. High area. Need more traffic enforcement.
- Our force is excellent and highly respected for their important role in the community. Keep up the great work!



# Mount Prospect Police Department 2013 Citizen Survey

- Rarely see a squad car cruise “slowly” through the neighborhood so people could approach the car and talk. Lions Park area pool /park need foot and bike patrol.
- Promote responsible gun safety awareness by (a.) encouraging safe storage (trigger locks, gun safes) (b.) sponsor gun turn-in for citizens who have unwanted guns (c.) reporting stolen guns to police.
- Please increase visibility in neighborhoods with elevated numbers of burglaries. Focus on the increase in home burglaries.
- Re-start the citizen’s police academy. As much community involvement as possible, a second Officer Friendly and more use of C.E.R.T.
- Thank goodness street parking on school days has been implemented / controlled. Assuredly a serious situation/accident has been avoided.
- Keep up the good work.
- More frequent patrols at night at Forestview School. Focus on crime, Burglaries, gangs, vandalism.
- From my personal experience, MPPD is excellent!
- Please publish the non-emergency number with encouragement to use it if something “doesn’t seem right.”
- Would like to see an officer at drop off and pick up at grammar and middle schools more often. We do not get much patrolling in the Lions Park area- lots of speeders and kids under the bridge by the creek at night.
- Detective Sampson worked with us when we were robbed. She did a wonderful job.
- I am concerned about the Boxwood and Busse Rd. complexes and hope gang crime in that area diminishes.
- I think police need to work more closely with D57 and D214 schools about school violence and threats. They need to make sure the school staff knows what to do in situations like Sandy Hook.
- To help younger law breakers, start a public service program through the court system to require violators spend time on patrol with police. It will give them a better understanding of the police department and their community.
- Focus on burglary and gangs.
- More local police patrols at irregular times. Strong visibility deters crime.
- More enforcement to prohibit stop sign violators.
- Speed enforcement on Central Road with particular attention to pedestrians in the crosswalks.
- Mount Prospect police officers are courteous, friendly and concerned with my welfare.
- I am pleased with MP Fire and Police. Impressive, kind, helpful, respectful. Thank you.
- Focus on crime prevention.
- Need more night-time patrol.



# Mount Prospect Police Department 2013 Citizen Survey

- I think they are doing a fine job.
- Don't worry so much about WHO is calling; we call because we need your help. You do need to know WHERE, which is understandable.
- Do not stop bicycling citizens (possibly underage) to check if they have been drinking in the late hours. That fear makes them wonder if it may be safer to drive. Keep kids out of cars and off roads at all costs. Focus on Drugs.
- Continue patrol of neighborhood streets.
- I am disappointed that the police have not followed up with the victims of several burglaries in our neighborhood. Now I am afraid to leave the house.
- Solicitors ring my door-bell even though I have a "NO SOLICITORS INVITED" sign on my front door.
- Continue to be highly visible in the community. The Chief is doing a good job.
- I am very happy living in Mount Prospect and have no complaints.
- Greater police concentrations in night time crime and gang related areas including with multi-agency task forces.
- Enforcement of distracted mobile phone usage.
- Get the gangs out of Boxwood and Algonquin and Busse areas. Still having people get shot in these areas every year. Bring back the ICE program to get illegal criminals out. Focus on gangs.
- More clear turn signals at 83 and Prospect Av. and the exit of the shopping center at Rand and Central.
- Get bad drivers off the street.
- Be more polite to people even if they are wrong.
- Elmhurst Ave from Lincoln to Prospect Avenue should be a "Not A Thru Street."
- Higher visibility is needed; investigation of suspicious people needs to be ongoing.
- Would appreciate more police department classes on discouraging home robberies and self defense.
- Would appreciate more information on the recent home robberies that were occurring in my area. Was anyone ever arrested?
- Would also like to know more about the Community Connections and Crime Free Housing. Hadn't heard of them until this survey.
- Parking enforcement on W. Prospect Ave by Melas Park on the 4th of July for cars blocking the sidewalks.
- I would like to see more patrol cars driving through the neighborhood.
- Whenever I have called the non-emergency telephone number I am always transferred to the emergency 911 telephone number for non-emergency parking complaints.



# Mount Prospect Police Department 2013 Citizen Survey

- The community needs to get involved!!!! Keep The C.O.P.S. program going. Offer rewards for busting drug dealers. If you see something, say something. Report crime program.
- The police should focus on serious crimes that affect other people. Less focus on traffic and curfew.
- Need more training and foresight in getting a handle on the rise in gang formation and gang “attributable” crimes.
- Don't worry about feral cats in the St. Raymond's neighborhood. Not a problem!
- Residents need more access to pertinent information about crime in their neighborhoods.
- Provide residents with more information on crime in their areas using a website, complete with a beat map.
- More emails on crime and types of crime taking place in Mount Prospect and the area.
- More police presence to deter more crime instead of focusing on traffic enforcement.
- Keep up the WONDERFUL work!
- More police contact with “at risk” youth to prevent them from joining gangs.
- When the announcements were made about burglaries in the area, an increased police presence would have been as good as the e-mails.
- Have more involvement in the schools.
- Underage kids are always drinking at night behind the garbage bin at the BP at Wolf and Euclid. Maybe the MPPD could park a cruiser there for the summer!
- I think that there should be more police presence at the elementary schools and junior high schools to prevent another Sandy Hook massacre.
- Have officers do meet and greets with the community.
- No - I think the MPPD does a very good job. All the officers I have spoken with have been very courteous and professional. I like your use of social media. Keep up the good work.
- Continue to increase communication via email. Educate community and village on how to increase safety measures based on what officers see when they are out driving through roads and neighborhoods.
- Just by this survey, you're doing a great job.
- No suggestions but I am VERY concerned about the problems on the south end of town.
- More visibility in all gateways into neighborhoods, not necessarily in our neighborhood. Generally, pleased with police dept. They do a great job for us. Keep up the good work!



# Mount Prospect Police Department 2013 Citizen Survey

## BEAT 3166 – COMMENTS

- Every officer I have met has been nothing but the best. They do a great job. Relax on traffic enforcement.
- Need more officer presence during the day and night driving up and down streets. Mount Prospect officers need to remember, regardless of circumstances, to drive safely.
- De-criminalize marijuana offenses. Be tough on other drugs. Focus on citizen protection.
- More patrols in our area. Stop sign enforcement at Albert and Henry.
- Keep doing what you're doing well!
- I think a good way to stop a recurring crime is to possibly blitz descriptions or information via telephone, when important events like kidnapping or theft, or fraudulent services or when Village inspectors would be coming or gas people.
- More stop sign enforcement since a school is nearby. Keep the crime rate low.
- Enforce the "No Left Turn" signs at Emerson and Central, and Rand and Isabella.
- Please slow down on Maple when responding to emergency calls. Many children live on the street.
- Pull off main streets when giving tickets, don't block traffic. When you come into the station for something the wait for an officer is always way too long.
- Turn off the cars when they are just sitting to save on pollution, gas, taxpayer costs and life of the cars.
- Check the signs at Chase Bank exit at Rand and Central. The right lane should be not just a turn arrow.
- We so appreciate the Mount Prospect Police Department. Great Job.
- Ticket motorists and bicyclists who do not stop correctly at stop signs and red lights.
- Greg Sill is excellent at what he does. He really cares about our village. Need more like him. Focus on being pro-active in high crime areas of Mount Prospect.
- We need more police officers. Hire more.
- Some officers have an arrogant attitude. Focus on serve and protect the citizens who pay for their services. Maybe with a little concern and kindness.
- There were three house break-ins last year, but no interest in letting the community know.
- Upper officials need to hold important open meetings with the public. A supervisor present on the street.
- We are satisfied with what we hear and see.
- More involvement with the high schools and middle schools with anti bullying and internet harassment. More officers like Mr. Meister because now I wear my seat belt.



# Mount Prospect Police Department 2013 Citizen Survey

- More police visibility. Enforcement is inconsistent at times. Wish there was better parking enforcement for commuters.
- I think they are doing an excellent job, I feel safe. Focus on burglary, robbery, home invasion.
- I think they do a great job.
- Enforcement of noise pollution and lawn maintenance.
- Less attention to teens and minor parking violations. Officers are rude, tough guys with bad attitudes.
- I would like to see more people being cited for cell phone use and with pets in the driver's lap while driving.
- We need to be updated about the burglaries that happened around Emerson St. and surrounding area. POST THIS ON THE MOUNT PROSPECT POLICE SITE PLEASE. Residents need to be updated.
- Perhaps an occasional "meet with your local officers" event would be a way to provide an interaction opportunity separate from a specific event.
- Parking enforcement when cars are parked across sidewalks, across the driveway aprons or on the lawns.
- Officers should enforce parking violations across sidewalks when they see it, not wait for 911 calls.
- There is always room for improvement, but I believe that the Mount Prospect police on the whole do a great job.
- Address the rampant home burglary trends!
- Get rid of the Algonquin center. Reinststate the officer friendly and traffic officers.
- Stop signs are mostly ignored.
- MP doesn't do enough speeding or stop sign/signal enforcement.
- Thank you for what you do every minute of every day. Thank you for all you do, I know it is well beyond our awareness.
- Some have lied to us. Some appear more concerned for business owners than the resident.
- Neighborhood patrols

## **BEAT 3168 – COMMENTS**

- They are great! One important reason to live in Mount Prospect. I have nothing but praise for the Mount Prospect Police Department.
- Treat a victim as a victim (with empathy). As your officers and detectives did years ago, rather than cold, professional, detached, or even as a pariah as I was treated more recently. It's hurtful and confusing.



# Mount Prospect Police Department 2013 Citizen Survey

- I would like to attend a citizen crime prevention seminar or program. Ride along with an officer-see what you really do on a normal day.
- Reinstate "Senior Days" to ask officers questions at the Village Center.
- Please watch for people using the cell phone and driving. Enforce the Village Sticker law. Fireworks shot off by people not professionals, keep dogs on leash and pick up after dogs being walked.
- I appreciate the opportunity to complete this survey and say thank you to the Mount Prospect Police Department. I feel fortunate to live in a community with a very competent, courteous and professional police department whose primary concern is the safety of the residents.
- Continued outreach to youth organizations and schools.
- Need more four way stop signs; the two ways are confusing and dangerous.
- More visible squad cars in neighborhoods with through traffic from one major road to another. Speeding is an issue in those neighborhoods. Otherwise they are very good.
- MPPD Officers are true dedicated representatives of law enforcement.
- Can anything be done regarding excessive noise from cars with loud mufflers on Rand Rd. after 10 or 11 PM?
- The police treat us apartment dwellers as second rate citizens. We get no respect.
- I think the MP Police Force does a great job! I have had only 1 negative experience in 10 years-and I think there were other issues in play.
- Create a program where you can sign up for crime updates daily, implementing a Citizen Police Academy and a program where citizens can volunteer to help out.
- I love what you're doing on social media. Please keep it up. Communication really helps a lot, particularly during the spate of home burglaries we had late winter this year.

## **BEAT 3170 –COMMENTS**

- More positive police presence in areas with high gang related activity: more street and community presence to make a positive impact and deter crime and graffiti.
- More drive-bys. How about a web entry log for citizens to post intersections that are continually ignored by motorists such as blowing off stop signs and speeding.
- When you call 911, NORCOM does not even know Mount Prospect. They always ask "are you sure you're in Mount Prospect?" Unbelievable!
- Gang activity is my major concern and I want my police department to focus on the control of gang activity in the area.
- The northeast corner is usually last on everything.
- I was disappointed to see the Officer Friendly program discontinued. It is important for our youth to see the police and fire staff as positive role models.



# Mount Prospect Police Department 2013 Citizen Survey

- I have always found the Mount Prospect Police and Fire staff to be highly competent and respectful.
- The focus of the police department should be crime prevention, crime awareness, and public and youth education, like DARE.
- You guys are awesome!
- We feel there is drug selling on our block. We see lots of cars coming with lights out all night.
- Clean up Boxwood! Work with the village to enforce an occupancy ordinance. Some officers are rude.
- Email/text system for reporting incidents including pictures/video to support the report.
- Have a beat patrol officer for each subdivision and have them stop by and meet the neighbors. Crime blotter to see what crimes have taken place in the area.
- We've had a severe increase in cars, boats and vans blocking public sidewalks forcing people to walk around and into the street.
- Be sure that crime response training is a top priority. We were not happy with the police response to a burglary in progress in our neighborhood. The criminals got away.
- I feel that the parks need to be patrolled more frequently, day and night. There is a lot of activity especially in the warmer months.
- Keep up the good work.
- Enforce current "No texting while driving" I view this worse than drunk driving. Glad to hear Officer Friendly is back.
- More training is needed concerning response to in-progress incidents. They failed to arrest the burglars when we called.
- More frequent patrol in our neighborhood. Gang activity needs to be monitored closely and prosecuted.
- More patrol cars in the northeast section.
- Concentrate efforts in higher crime areas, visibility of police force immediately reduces crime.
- Would foot patrols in the summer months only help to avoid drag racing, litter thrown from cars and mail box damage in the evening hours?
- Better publication of services provided, i.e. the Community Connections Center.
- Appearances at farmers market handing out literature (bicycle safety), answering questions.
- Not enough obvious/visible outreach with at risk youth. More cultural awareness, less profiling.
- Great job in the community.
- The issue I would take is a lack of understanding of some of the laws on the part of the officers.



# Mount Prospect Police Department 2013 Citizen Survey

- That the job of the police is to serve and protect, not to generate income from tickets and fines.
- Maybe spend less time on traffic enforcement and more time looking for people that are burglarizing property. There seems to have been an increase in the last year of robberies / break ins / thefts.
- I wish that the law enforcement in Mt. Prospect show some authoritative attitude with certain calls like physical threats one receives from another.
- You all do an excellent job. Proud to have a police force that is understanding yet effective. More community involvement.
- RIF 1/3 of force.
- You could make a lot of money in my neighborhood monitoring stop signs!
- Keep working on gang prevention with our youth and have more involvement in the school districts.
- Hire 10,000 more police officers! We can never have too many! Also, offer a Volunteer Police program (like the Citizens Police Academy that Buffalo Grove has).

## **UNKNOWN BEAT – COMMENTS**

- Hire more educated officers and staff.
- Parking permission forms should be available on-line.
- More police officers out on the streets to protect us, not judge us by the color or race.
- More sensitivity to the homeless and mentally ill.
- Some customer service training would be beneficial to address the arrogant attitude of the officers.
- Various laws are not enforced. Some officers need sensitivity training and are not courteous and don't care.
- Police should direct traffic at major arteries during power outages.
- More parking enforcement of cars in the parkways.
- We have been robbed ten years ago. The police never followed up the robbery and we were never informed of the results of our case.
- We need a four way stop at the intersection of WaPella and Evergreen.
- They often spend too much time waiting for/going after teenagers and young adults who're simply trying to find free/cheap, enjoyable ways to spend their free time.
- The Mount Prospect Police Department has courteous and well-trained officers.
- Officers need more training in handling domestic disputes and we need victims' assistance programs.
- Lack of neighborhood patrols.
- Officers need to offer more assistance to motorists with car trouble, i.e. flat tires.
- Teach sergeants that assault is a crime.

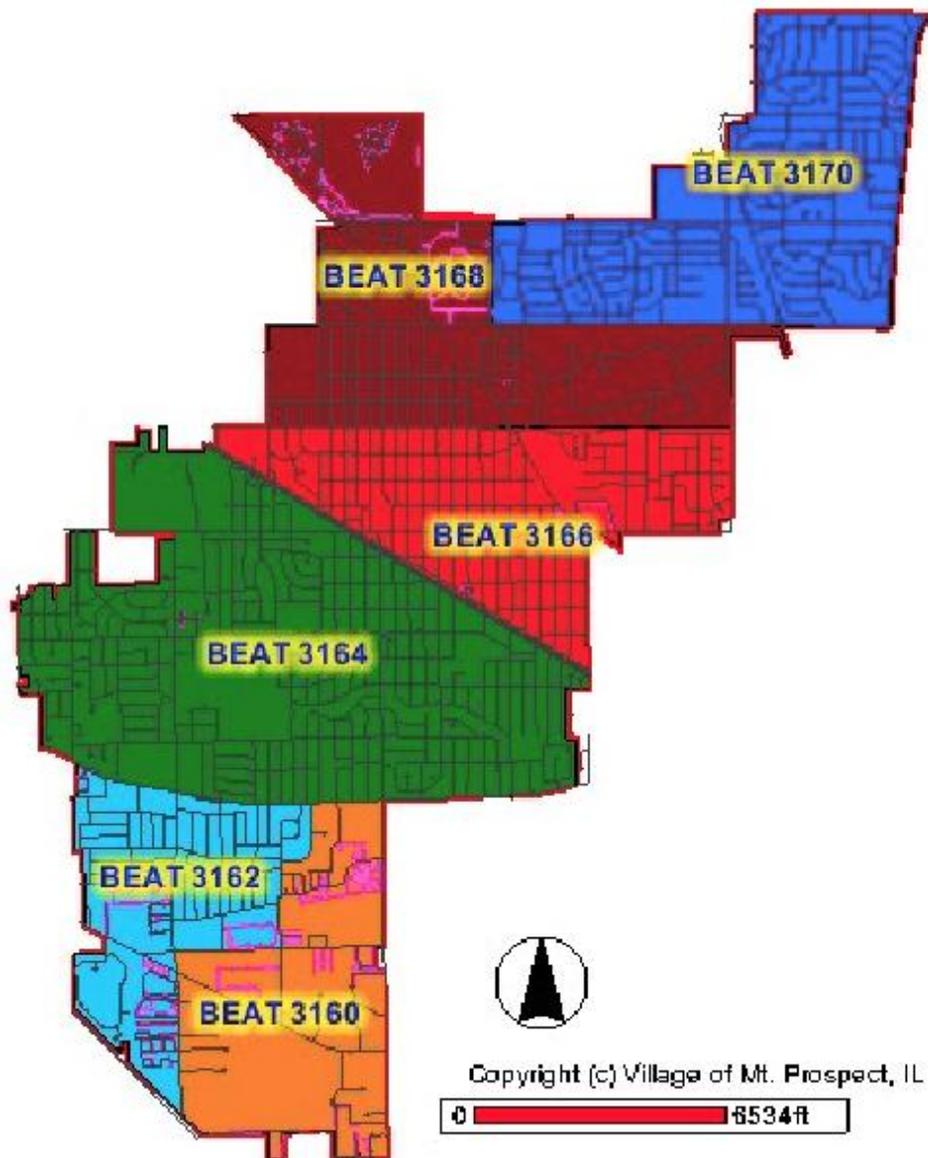


# Mount Prospect Police Department 2013 Citizen Survey

- Train police officers to fully listen to involved parties before accusing and/or passing judgment.
- Keep up the good work!!!
- More training; more females particularly in upper management.
- Take the time to do what is right and not what is convenient to you.

Attachment #8

## BEAT MAP



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