

# 2015-2016 Satisfaction Survey

## Recommendations

- Officer need to tell the truth about their stops. Need to stop using tactics to stop a person; in other words, stop profiling.
- Give my \$500 back for towing my car illegally. Take food off my kids table.
- Maybe a pamphlet to be circulated through mail.
- I've lived in Addison my entire life; the department does such an amazing service for our community. Keep up the great work.
- The police should drive around more around Mike Lane. They're strange people at night.
- I think its best if the Addison Police Department could make programs for kids/teens and everybody in Addison to prevent anybody to join gangs.
- Just more security.
- I live on May Street. I wish the officers would drive down my street more often – they seem to use Natoma as a bypass. We have lots of drivers who speed down our street. Thank you for all you do...it is appreciated.
- Stop being a racist.
- Say no to racism, color, or sex because I feel discriminated.
- Was not aware the Addison PD was this involved in the community. I surprised and happy to see the participation. Also, very satisfied with the fast service we received. Quick and swift response.
- Would like to know how to become involved with volunteer program. I am 61 and ex-military.
- More communication between the police department and Addison citizens. I have known you guys for 49 years. Keep up the good work. God bless you all.
- A better neighborhood watch program. Training – what to look for – more neighborhood involvement –
- Officer Kolodziej was completely professional. A great asset to your department. Thank you for your time and effort, sir.
- We had a more noticeable amount of police cars on the streets in the past. I believe that presents deters the vandals. I never see police patrolling my area any more (near Marcus Cinema).
- Keep up the good work. Keep making our village safe.
- Officers need training on how to approach people without a you are guilty attitude. Stop being bully's.
- More patrols cars on the streets at night.
- Growing in Roselle, Addison police are wonderful. Only recommendation get rid of the unmarked cars with civilian plates. All police should be easy to identify. And the camera light on Lake and JFK is more dangerous than not.
- Doing a great job. Thanks.
- Our experience has been positive with the Addison Police. Police are courteous, professional, and efficient. The police who responded to my 911 call on 1/2/2016 for my husband's medical emergency after his accident with the barbells was incredible and paramedics saved his life. We both thank you from the bottom of our hearts.
- My contact with the police department was just to get someone from Public Works for a sewer problem after hours. The Addison Police Department can't be any greater than it already is. Thank you for keeping Addison a safe place to be.

- The police department help me out in every case I had. I appreciate in every way. I want safety for my family and want to thank the chief for consider and thank the police department for a great and outstanding job.
- More patrols walking the streets at certain times in certain areas.
- The officers do a great job for the most part. Their efforts are much appreciated even though it doesn't seem that way when you turn on the TV.
- I am a senior (83) who only speaks Polish. I appreciate that the department has Polish speaking officers who can assist with a variety of my needs and is always very helpful.
- I work in Addison but do not live here. My contact with the police department has been all positive. Response time is fast; conduct of all officers has been professional.
- It is nice to have contact with most APD personal, past, present, future.
- I am sure the Addison Police Department does a good job with all of its programs listed above. I am a newer resident.
- More police presence to stop truck traffic in unauthorized areas.
- Please follow up on the paintball shooting to my house; the kids still have not cleaned up the mess.
- Although this is an unsafe world, I feel safe for myself and my family here in Addison.
- The Addison Police Department personnel and administration are the best. So sad that in today's world there is so much negativity about the dedicated people who are there when we need help. Addison citizens are very fortunate.
- I work in a business in Addison and my contact with administration and sworn officers have been positive. Department personnel have been patient, professional, and fast to respond.
- Got my car broken into twice in past 2 years.
- Very happy with the Addison police department. God bless you all.
- Ask the lady with the black hair that answers the phone when you walk in the police station to be nicer. I went in twice already and both times she was very rude. Everyone else was very helpful.
- The day of my incident -- it took place at approximately 5:15 pm -- the officers left but told me they would be back to take a photo of where I was shot with the bb gun. They didn't return until after 9 pm. I would suggest doing everything at one time. Overall they were professional and seemed very concerned with what had happened to me. Thanks.
- I reported identity theft at the department and Officer Garcia took my claim. Very nice officer; efficient and kind. Thank you, Officer Garcia.
- Addison PD should have a K-9 unit.
- People keep calling the police on me for no reason. I want this stopped; no one will take my lawsuit. This is detrimental to my career as an executive. I think these women and men are jealous and democrats.
- I believe the Addison Police Department has done a great job reacting to the ever changing environment in the neighborhood. Though I do not agree with the path that the village is taking (ie. failing schools and businesses), it is a relief to know that the APD is a staple of our community and is always there to assist its residents.
- More police in business park during evenings and weekends.
- Very satisfied with the interactions I have had with the officers; they have been very professional and helpful.
- I thing Addison Police Department need more bilingual personnel.