

2017-2018 Satisfaction Survey

Recommendations

- Dispatch has a difficult job and should consider getting trained in crisis intervention to give advice to people who are in crisis over the phone.
- More traffic enforcement on Lake Street especially during the morning hours. More traffic enforcement at Lake and Mill due to the car wash.
- Citizens should work better with officer, and officers should not come in to a situation with a drawn Taser.
- More enforcement on texting and talking on the phone.
- More traffic enforcement in Westridge Subdivision (speed limit and stop signs).
- "Contact with dispatchers could be improved."
- Not enough patrol the neighborhood of Rose Avenue, and cars are being parked in front of the fire hydrant.
- More enforcement of speeding on Byron west of Lombard.
- Call transferred multiple times when calling dispatch.
- Police wellness calls for the elderly in town.
- More patrol due to bad teenagers and kids playing in the neighborhood.
- More traffic enforcement on Lake Park between Mill and LaLonde.
- More traffic enforcement on side streets due to speeding and stop signs.
- More parking enforcement on school street.
- Police cars not well marked.
- More patrol on Army Trail Road for speeders.
- Police officers should live in the town they work in (two times).
- More parking enforcement on Congress.
- Not enough patrol in the neighborhood.
- More traffic enforcement and police presence on Stonemill Avenue.
- More traffic control at Addison Trail High School after school .