

2016-2017 Satisfaction Survey

Recommendations

- Frustrated that police presence isn't good unless it's for traffic stops. Believes police need to focus on illegal gang activity and illegal immigrants.
- Records department can be loud during phone calls and can but not so friendly. Officers have always been nice and considerate.
- The police take a side before hearing the whole story. Also believes police have attitude.
- Police need a better presence on army trail during school hours.
- Road blocks at Addison schools are completely ridiculous and a waste of tax payer money.
- Police have the resources and know how to solve scams. Please do something about the unsolved scams.
- Dissatisfaction about diversity in neighborhood.
- Need faster response times and work on building trust with citizens.
- Wants more stop signs in neighborhoods and speed limit signs on side streets.
- Addison police does a good job utilizing the resources at their disposal but needs to follow up on cases.
- Rental houses should have more police presence and police action towards the more "uninviting houses".
- Marked police cars should be more visible to make citizens feel safer.
- From time of call to time of arrival of the responding patrol, can be very slow.
- Called to give information and was directed to voicemail. Officer said he never heard voicemail after I emailed the officer.
- Do actual police work and be proactive rather than reactive.
- Local area could use more lights, especially around the forest preserve crosswalk.
- Want overnight parking in residential neighborhoods.
- Police need more training towards handling of children/adults with a mental disability.
- Wants more officers that speak Spanish.
- Dissatisfaction with diversity in neighborhood.
- Doesn't know how to get involved with programs and wants more advertisement of the programs (neighborhood watch, S.A.L.T., etc.).
- Does not feel safe walking within Addison due to crime.
- Wants APD to teach courses on fire arms and concealed and carry license.
- More police presences in residential areas.
- Wants more officers on the street during daytime and nighttime.
- Does not feel safe walking due to crime.
- Believes that there is too much drug presences within Addison and would also like to know how to get involved with programs.
- Dissatisfaction with diversity in neighborhood.
- Dispatchers can be condescending but for the most part are great.
- Some parts of the village have poor lighting and would like more police presence in more trouble areas.
- The police presence in some areas are better than other areas.
- Something should be put in place to at least keep track or record what dogs live in our neighborhoods.

- Wants more police presence in residential areas in the morning.
- Ofc. Peterson was great and very helpful
- We have been living in Addison for the 58 years belonging to the senior club- have come into contact with many of the officers over the years. We feel safe and know if we are ever in the need we will get the help quickly. We are very fortunate in having a great police force.
- Encounter has been outstanding keep up the good work.
- Very happy nothing to improve.
- Everything APD does is 100%.
- I have been an Addison resident for the past 47 years. Thank you APD, AFD for all your outstanding service. It's a comfort to know that we have such an outstanding people working for us.
- Unhappy with the crime rate and police response to it.
- I was never charged by my associated for hitting a mail box but the officer wrote me a ticket, I regret calling the police.