

2020 Community Survey Summary

METHODOLOGY

As a matter of review, each month fifteen surveys are mailed to residents of Western Springs who contacted the police department. Incidents are selected from the previous month, once all incidents have been entered into New World, the law enforcement records system. Residents are selected at random based on the following criteria:

1. The incident involved a Western Springs resident or a business within the Village jurisdiction.
2. Incident reports, including crashes, can be used.
3. Traffic stop contacts are not selected.
4. Agency members are selected for survey mailing as evenly as possible. The logic is to obtain an overview of the agency as a unit, as opposed to the performance of the employee.
5. The Police Chief and Deputy Police Chief are not selected due to their daily responsibilities, which do not include responding to resident calls for service.

2020 RESPONSES

A total of 180 surveys were mailed in 2020. Seventy completed surveys were returned, for a response rate of 38.8%. As the surveys were returned, responses were recorded and tabulated in the following form:

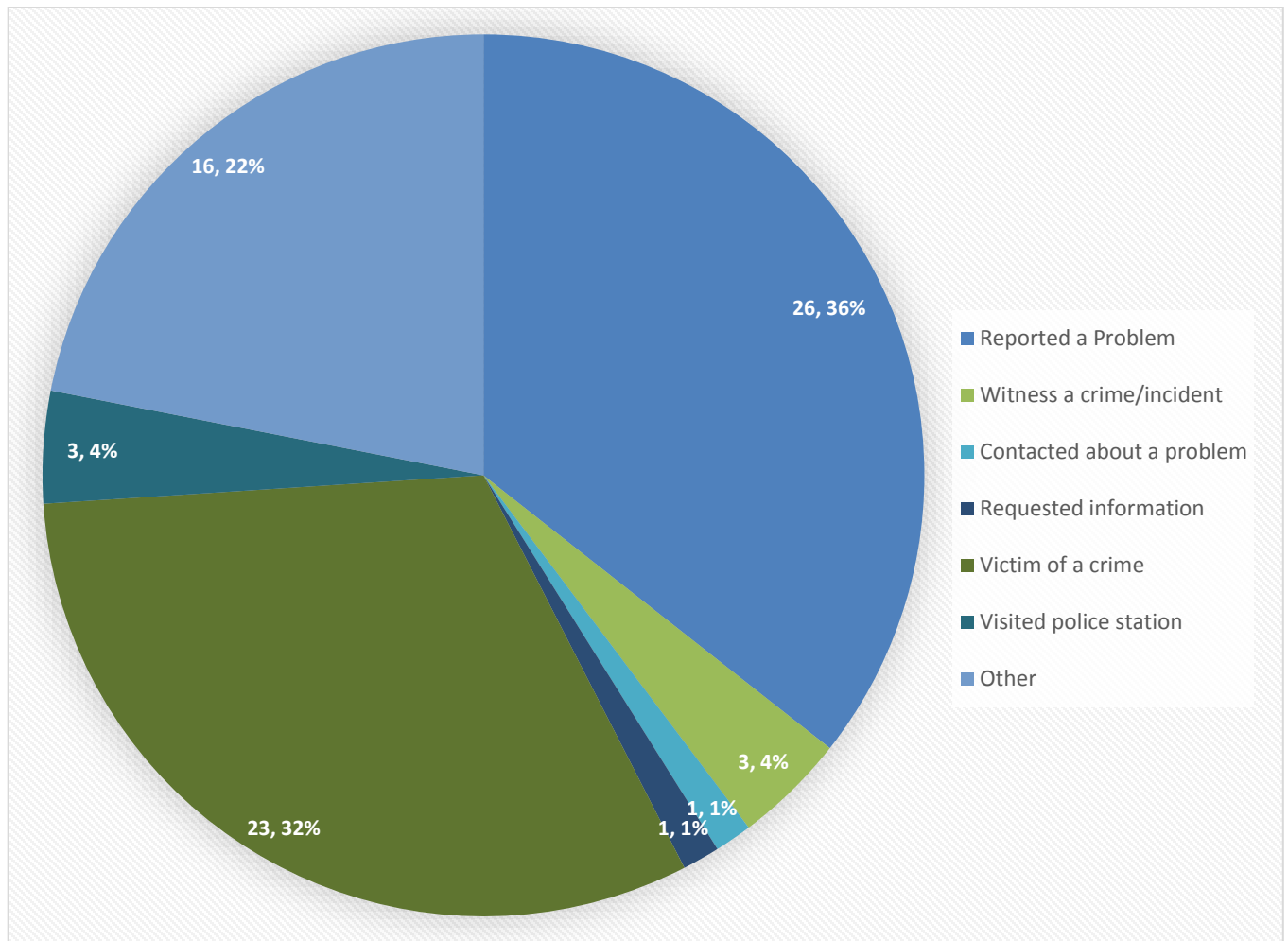
Question 1: What was the nature of your recent contact with the Western Springs Police Department?

The survey revealed the highest reason respondents contacted the Police Department was to *Report a Problem*, 36%. The second most reported reason was *Victim of a Crime* 32%.

The most common response last year was *Reported a Problem* and *Contacted About a Problem*.

In the category *Other*, respondents have the opportunity to provide their motive for contacting the Police Department. Most reasons can be classified under existing categories, but the objective is to obtain the perspective of the respondent. Responses were recorded without editing.

Question one received a total of 73 responses with 16 under the *Other* category.



Contact	# of Respondents
Reported a Problem	26
Witness a crime/incident	3
Involved in/witness a motor vehicle accident	0
Crime Prevention Program	0
Contacted about a problem	1
Requested information	1
Victim of a crime	23
Visited police station	3
Other	16

Other Category Comments	
1	Officer accompanied EMT to house
2	A-fib event
3	Needed assistance from EMTs
4	Paramedic services
5	Fire department
6	Report a dog bite
7	Identity theft
8	Requested a house walk through
9	Filed a report of possible ID fraud
10	Reported a dog attack
11	Possible identity theft after computer was hacked
12	Needed the police. We couldn't find our son
13	Front door opened
14	Reported IDES fraud
15	Reported scam
16	Unemployment fraud
38	Ambulance

Question 2: Please check the Western Springs Police employee with whom you had contact.

Question two has a higher response rate than the total number of surveys returned, due to respondents listing more than one contact person at the Police Department.

Type of Assignment	Number of Contacts	Percent of Total Contacts
Police Officer	62	72.1%
Dispatcher/Records	17	19.8%
Auxiliary Officer	0	0.0%
Community Service Officer	0	0.0%
Crime Prevention/School Resource Officer	0	0.0%
Supervisor	0	0.0%
Investigator	7	8.1%
High School Liaison Officer	0	0.0%

Question 3: How would you rate the employee in the following categories?

Survey respondents rated employee(s) in the *Excellent* and *Good* categories far more than in the other categories of *Fair* and *Poor*. Less respondents marked *Not Applicable* in 2020 than in 2019, with the majority of *Not Applicable* in 2020 being in the category of Appearance while the majority

of *Not Applicable* in 2019 was in the category of Cultural Sensitivity. Overall, the majority of respondents had a positive interaction with the employee(s) with whom they had contact.

	Excellent	Good	Fair	Poor	N/A
Concern	56	10	0	0	0
Courtesy	60	5	1	0	0
Competence	57	7	0	1	1
Appearance	48	4	0	0	15
Knowledge	55	6	2	0	3
Putting you at ease	56	6	1	1	2
Solving the problem	44	10	1	0	12
Helpfulness	55	10	0	0	1
Fairness	54	6	0	0	5
Professional conduct	61	4	1	0	0
Cultural sensitivity	48	4	0	0	14
Attitude	59	6	0	1	0

Question 4: Rank the top 3 most important police services with 1 being most important, 2 being second most important, up to 3.

Neighborhood patrol and visibility ranked first in total responses for each service listed, while *Crimes against the person(s)* ranked second. In 2019, *Neighborhood patrol and visibility* also ranked first and *Property crimes* ranked second.

In addition, the survey question includes an option for the respondent to note and describe any other important service. A total of two respondents provided further comments in the *Other* category. The following responses were recorded without editing:

	Most Important	2nd Most Important	3rd Most Important	Total for Service
DUI Patrol	2	1	3	6
Speeding/Parking/Traffic Enforcement	0	7	6	13
Crime Prevention/Community Education	10	5	7	22
Drug/Gang related crimes	3	6	3	12

Crimes against the person	19	15	4	38
Property crimes	6	13	13	32
Neighborhood patrol and visibility	22	12	15	49
Youth related problems	1	0	3	4
School based safety education programs	0	2	6	8
Business relationship	0	0	0	0
Emergency responses	0	0	0	0

Comments	
1	Car thefts from driveways
2	Coordinate with surrounding jurisdiction

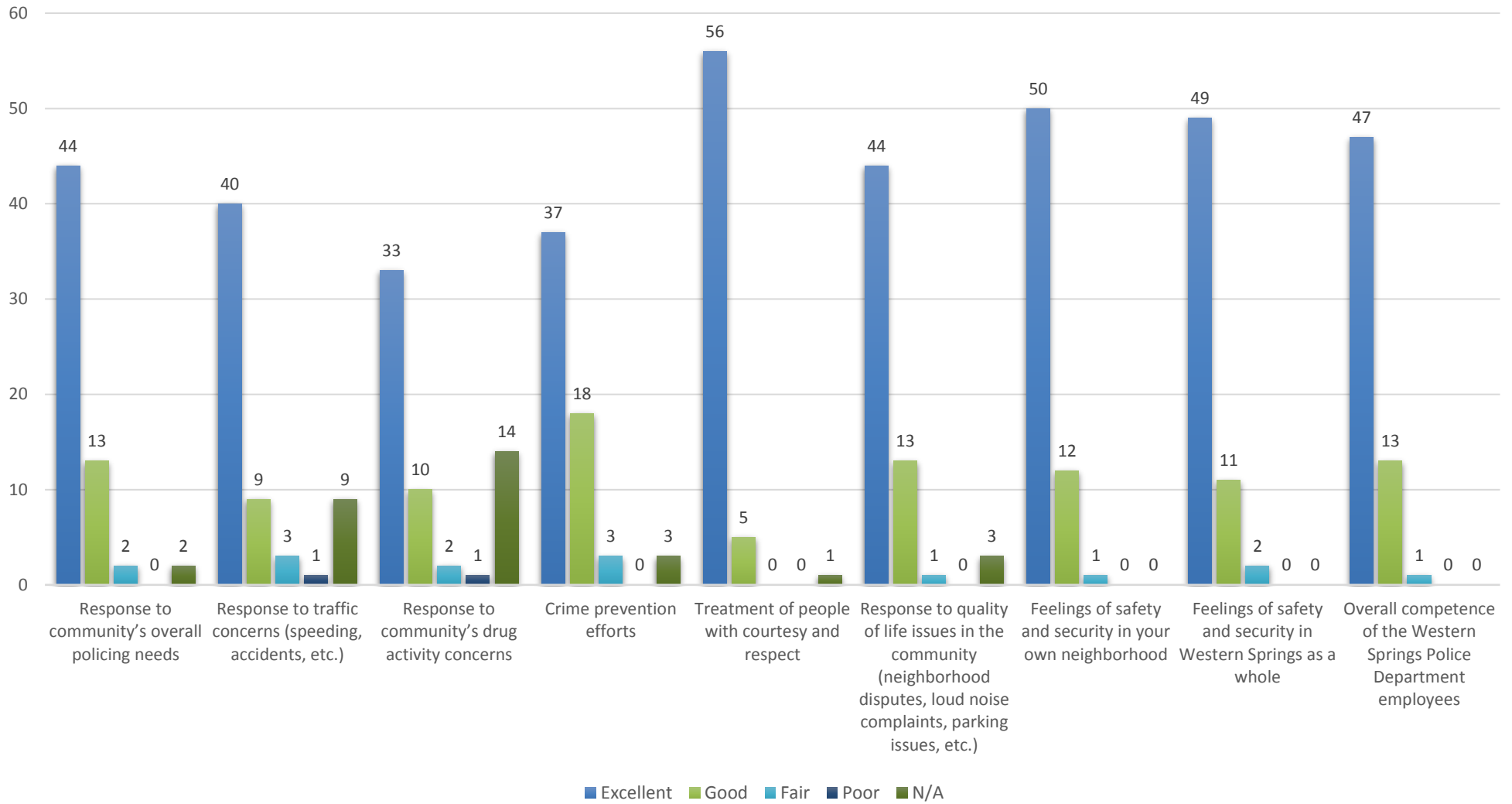
Question 5: Please check the appropriate box to rate the performance of the Western Springs Police Department.

The majority of the responses were marked in the *Excellent* and *Good* categories. *Fair* received a total of 15 responses, *Poor* received two responses, and *Not Applicable* received 32 responses.

	Excellent	Good	Fair	Poor	N/A
Response to community's overall policing needs	44	13	2	0	2
Response to traffic concerns (speeding, accidents, etc.)	40	9	3	1	9
Response to community's drug activity concerns	33	10	2	1	14
Crime prevention efforts	37	18	3	0	3
Treatment of people with courtesy and respect	56	5	0	0	1

Response to quality of life issues in the community (neighborhood disputes, loud noise complaints, parking issues, etc.)	44	13	1	0	3
Feelings of safety and security in your own neighborhood	50	12	1	0	0
Feelings of safety and security in Western Springs as a whole	49	11	2	0	0
Overall competence of the Western Springs Police Department employees	47	13	1	0	0

Performance of the Western Springs Police Department



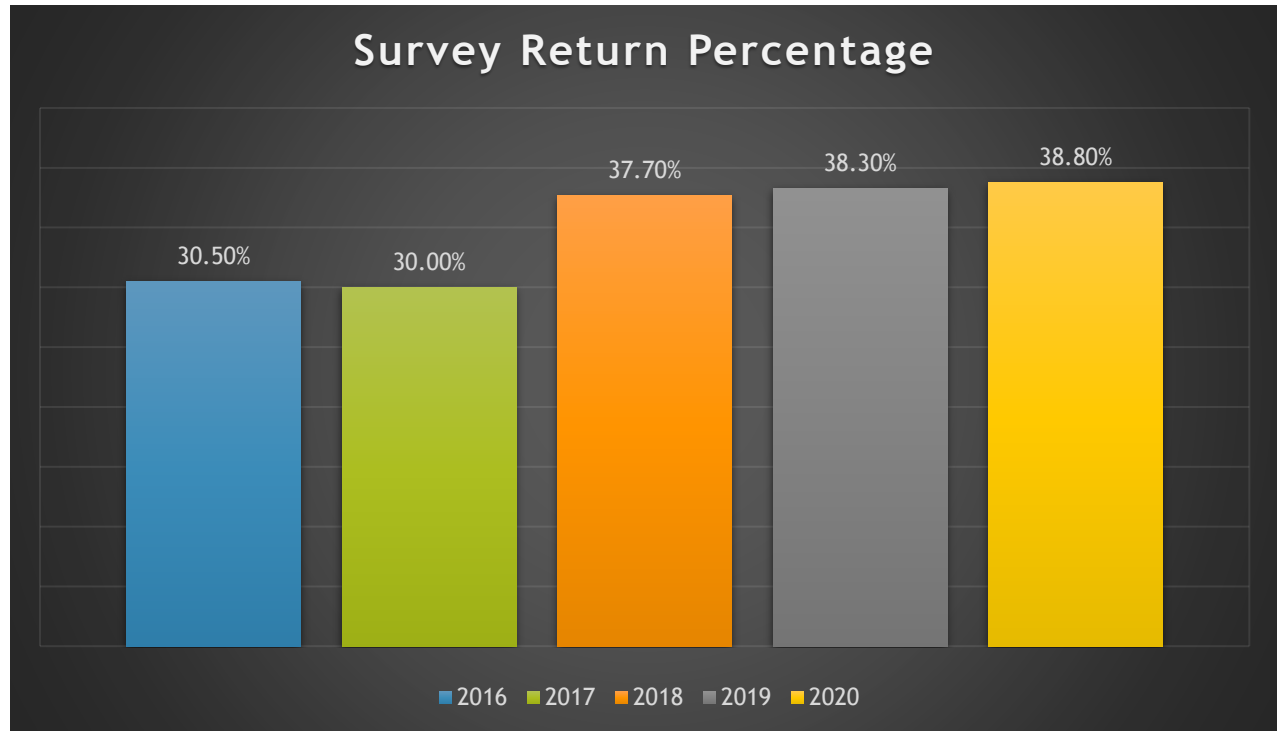
ADDITIONAL COMMENTS

1	I feel very confident in the ability of the WSPD to keep our residents safe. Thank you.
2	Officer McPherson was very professional, knowledgeable, and competent. She was also concerned and compassionate. Great representative for W.S. police. W.S. is plagued with kids/young adults vandalizing our homes. Plus, cars are being broken into – need help on this.
3	Group of 16+ year old kids tried to break in my truck, urinated on vehicle, and told me to **** myself. Nothing was done about it because they were minors.
4	Responds to traffic concerns – Ogden and Woodland
5	Thanks for helping to keep us safe
6	Thanks for all you do
7	1. Possible limited foot patrol, certain areas. 2. Have officers follow up on own calls, gain investigative experience, better overall police officers. 3. Increase training in house and NEMRT.
8	I think the biggest issue is prevention of the ongoing car and home burglar issue. The perpetrators need to be caught and prosecuted.
9	EMTS and police are always so kind and courteous. This episode was our first crime – same team remembers us from the many EMT calls for Steve over 10+ years. They make us feel safe as seniors (of course we’re still 50 in my house). To continue, I want to say good customer service – I was quality improvement facilitator for years at Mercy Chicago and know a customer doesn’t always see the big picture of an issue. Never an easy single fix.
10	All services are important, but people are a priority.
11	My small problem was handled very competently and professionally.
12	When it comes to safety, everything is important. That is why people chose Western Springs.
13	Thank you for all you do!
14	As a retired law enforcement officer, we were always told as you arrive on scene, deescalate, not escalate. Your corporal yelled at me, the complainant, and was much to (sic) stern. I even told him “You do not have to yell”!!
15	We are so lucky to have the well-educated, competent police department that we have. Thank you.
16	Great service
17	Great work keep it up. But drive around more, protect us.

HISTORICAL SURVEY RETURN RATE

In 2020, the Police Department received 70 completed surveys, upholding the increase from 2019. The rate of returned surveys has increased significantly since 2018, with an increase of over seven percent from the 2017 return rate. The rate of returned surveys has been consistent for the years 2018 – 2020, with a return rate in the upper thirty percent range.

The 5-year history of annual return rates for this survey is:



COMPARISON SUMMARY OF SURVEY RESPONSE

In 2020, the agency was successfully able to continue the increase in response rates from previous years. The number of returned surveys indicates residents remain interested in the daily activities and performance of the Police Department.

Responses pertaining to how residents rate an employee(s) in certain categories and how residents feel about the performance of the Western Springs Police Department (Questions 3 and 5) remain consistently in the *Excellent* and *Good* categories during all years surveyed.

Perspectives regarding most important police services (Question 4) remain relatively stable among respondents, with *neighborhood patrol and visibility*, *crimes against person(s)*, and *crimes against property* garnering the highest total for service responses.

Response rate and replies have been remarkably consistent every year. Overall survey responses were significantly positive, with almost no surveys expressing negative feedback to the agency.

CHIEF'S RESPONSES TO RETURNED SURVEYS

The survey provides the respondent an opportunity to request contact with the agency to address any concerns. Chief Budds advised that he did not need to follow-up on any survey responses in 2020.