

2021 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.

2021 RESPONSES

A total of 180 surveys were mailed in 2021. Fifty-six completed surveys were returned, for a response rate 31.1%. This rate of return was slightly lower than the previous year, 2020, which was 38.9%.

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?

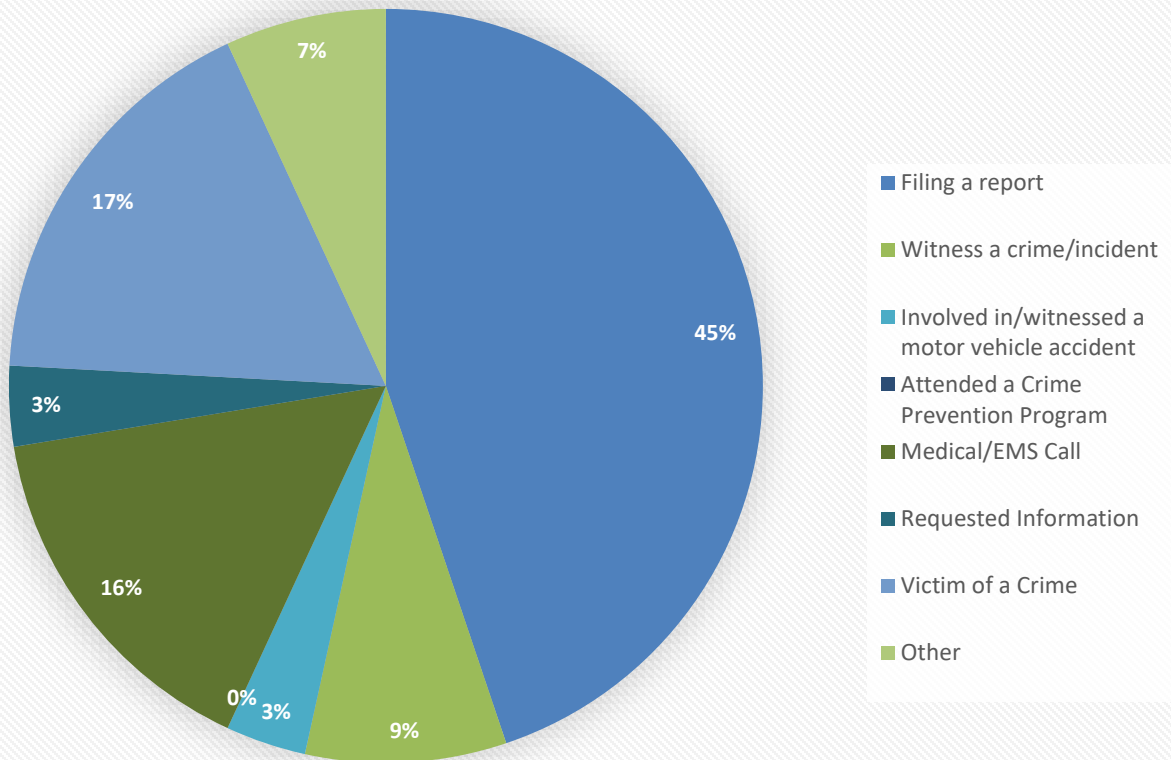
The survey revealed the highest reason respondents contacted the Police Department was *Filing a Report* at 45%. The second most reported reason was *Victim of a Crime* at 17%.

Question one received a total of 58 responses, as a few respondents marked more than one contact reason. In addition, six respondents chose the *Other* category, and wrote in their reason for contacting the department.

Most reasons can be classified under existing categories, but the objective of the *Other* category is to obtain the perspective of the respondent. Some respondents selected a category, but also included an explanation, these are marked *Extra Comment*. Responses were recorded without editing.

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Category of Police Contact



Category of Police Contact	# of Responses
Filing a report	26
Witness a crime/incident	5
Involved in/witnessed a motor vehicle accident	2
Attended a Crime Prevention Program	0
Medical/EMS Call	9
Requested Information	2
Victim of a Crime	10
Other	4

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Question #1 – Other category & Extra Comments

Other 1	Unemployment benefits fraud claim
Other 2	Non-Emergency
Other 3	Suspicious Vehicle
Other 4	House alarm triggered
Other 5	Saw Suspicious Activity
Other 6	Locked out – my key on file
Extra Comment	Unemployment Fraud
Extra Comment	Internet Scam
Extra Comment	Possible Identity scam
Extra Comment	Identity Theft
Extra Comment	Broken Arm

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

If question two has a different response rate than the total number of surveys returned above, it would be due to respondents checking more or less than one contact person at the Police Department.

Type of Assignment	Number of Contacts	Percent of Total Contacts
Police Officer	45	77.58%
Records Specialist	0	0.00%
Auxiliary Officer	0	0.00%
Community Service Officer	1	1.72%
Crime Prevention Officer	1	1.72%
Supervisor	0	0.0%
Detective	6	10.34%
High School Resource Officer	0	0.00%
Not Checked	5	8.62%

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 2021 than in 2020, with the majority of *Not Applicable* in 2021 being in the categories of *Appearance* and *Solving the Problem* while the majority of *Not Applicable* in 2020 was in the category of *Appearance*. Overall, the majority of respondents had a positive interaction with the employee(s) with whom they had contact.

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Question #3 Responses

	Excellent	Good	Fair	Poor	N/A
Concern	48	6	0	0	0
Courtesy	53	1	0	0	0
Competence	49	5	0	0	0
Appearance	43	1	0	0	9
Knowledge	49	4	0	0	0
Putting you at ease	47	6	1	0	0
Solving the problem	41	2	2	0	9
Helpfulness	49	5	0	0	1
Fairness	47	5	0	0	2
Professional conduct	49	3	0	0	0
Cultural sensitivity	42	2	0	0	8
Attitude	51	3	0	0	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 of the services listed, while *Crimes against the person(s)* ranked second. In 2020, *Neighborhood patrol and visibility* also ranked first and *Crimes against the person(s)* also ranked second.

	Most Important	2nd Most Important	3rd Most Important	Total for Service
DUI Patrol	2	4	1	7
Speeding/Parking/Traffic Enforcement	5	6	2	13
Crime Prevention/Community Education	9	6	7	22
Drug/Gang related crimes	1	0	7	8
Crimes against the person	16	6	2	24
Property crimes	5	18	8	31
Neighborhood patrol and visibility	18	10	7	35
Youth related problems	0	1	4	5
School based safety education programs	0	1	8	9
Other comments	0	0	0	0

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

Question #4 Other Services

1	Cyber Crimes
2	Respondent marked no boxes and questioned: In WS or in general??
3	Respondent marked both DUI & Speeding as #2. Stated DUI and Speeding would be close.
4	Respondent marked three choices with CHECK MARKS; counted these as Most Important;
5	Respondent marked #4 choice – SPEEDING enforcement

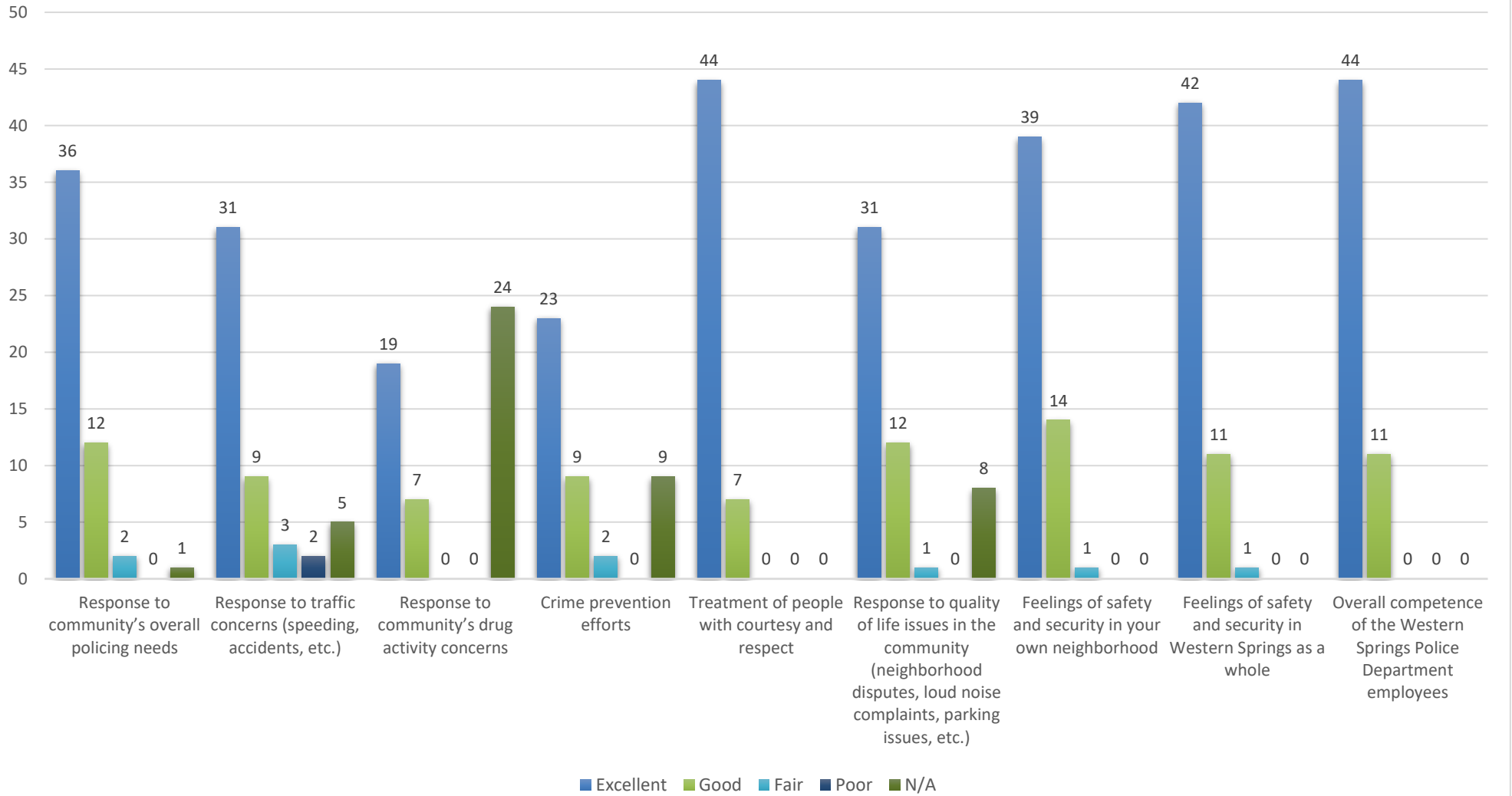
Question 5: Please check the appropriate box to rate the performance of the Western Springs Police Department.

The majority of the responses were marked in the *Excellent* and *Good* categories. *Fair* received a total of 11 responses, *Poor* received two responses, and *Not Applicable* received 41 responses.

	Excellent	Good	Fair	Poor	N/A
Response to community's overall policing needs	36	12	2	0	1
Response to traffic concerns (speeding, accidents, etc.)	31	9	3	2	5
Response to community's drug activity concerns	19	7	0	0	24
Crime prevention efforts	37	18	3	0	3
Treatment of people with courtesy and respect	44	7	0	0	0
Response to quality of life issues in the community (neighborhood disputes, loud noise complaints, parking issues, etc.)	31	12	1	0	8
Feelings of safety and security in your own neighborhood	39	14	1	0	0
Feelings of safety and security in Western Springs as a whole	42	11	1	0	0
Overall competence of the Western Springs Police Department employees	44	11	0	0	0

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Performance of the Western Springs Police Department for 2021



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ADDITIONAL COMMENTS

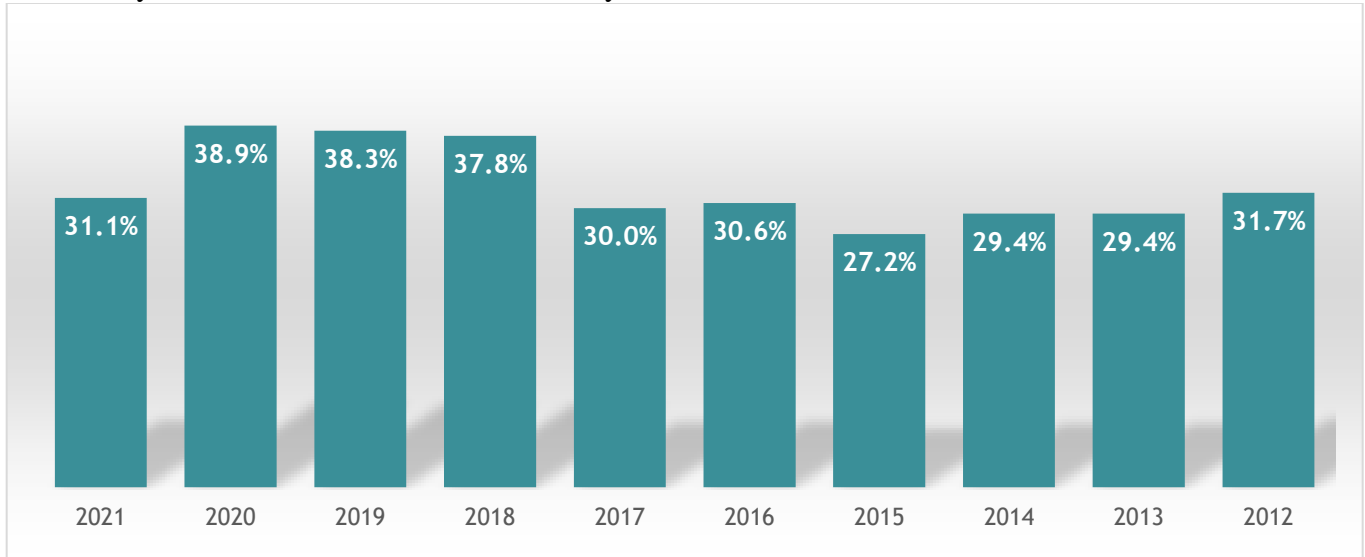
1	Great Job! Thank you.
2	I would like to thank you for your calls in the mornings, Jim & Karen, to check on me.
3	Thank you!
4	Concerns – No full stops at STOP Signs!
5	Was calling about scam unemployment benefits claim
6	It would be nice to see more foot traffic of officers in downtown. We used to know the officers by name!
7	I didn't really have much interaction w/ the police officer who came to my home. I mostly dealt with the paramedics. Regardless, everyone that came into my home was amazing. I couldn't have asked for a more compassionate, caring, & helpful group of individuals. They put my mind at ease within 1 minute. I love the WS PD/FD!
8	I have not had the occasion to view police performance in all these areas!
9	THANK YOU!
10	We see the speeding cars/trucks all day long. Western Springs needs to figure out speeding/traffic on 47 th !!!! My husband and I were first on scene at accident July 22 nd at 47 th & Grand. It seemed to be a long time from when neighbor called 911 til the time paramedics/police got there. The sense of urgency was definitely NOT there.
11	We really value and appreciate all you do every day.
12	Cars speed 45-50 mph on Ogden heading east from 294 exit. Very dangerous to make a left due to speeding excessively. Why not put speed monitor on Ogden instead of side streets.
13	Officer Adrian Breems did the report. He was very helpful and professional. We do miss having the station staffed rather than using the phone and waiting for someone to come to the window.
14	Prep for extended vacation questions.
15	(Complainant doesn't remember contacting PD)
16	The most time needs to be devoted to crime prevention of all types. Everything else must be secondary.
17	Please give tickets to those who blow stop sign near Forest Hills School. Happens all day long. Thanks.
18	Everyone was VERY helpful

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HISTORICAL SURVEY RETURN RATE

In 2021, the Police Department received 56 completed surveys, a slight decrease from the previous year of 70 returned in 2020.

The history of annual return rates for this survey are:



COMPARISON SUMMARY OF SURVEY RESPONSE

In 2021, the agency was unsuccessful in increasing the response rates from previous years. However, 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 *Crime prevention/community education* garnering the highest total for service responses.

With ten years of data now available, response rate and replies are 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 did not have to contact or respond to any respondent in 2021.