



# the Lincolnshire

## 2007 Police Department Survey Results

The Village of Lincolnshire received 376 responses to the 2007 Police Department Survey. We appreciate the residents who took the time to complete it. Listed below are the summarized results. Many of the questions received a long list of individual responses. The complete survey results are available at the Village Hall.

### SECTION I

1. During the past 12 months, have you come in contact with any of the Village's Police Department employees either by telephone or in person? (Total responses: 362)

Yes: 222

No: 140

2. With whom did you come in contact? (Please circle all that apply.) (Total responses: 354)

Chief of Police: 25

Commander: 16

Sergeant: 35

Officer: 157

Telecommunicator: 75

Clerical: 40

Unknown: 6

3. Overall, how satisfied have you been with the outcome of your contact(s) with the Police Department employees over the past 12 months? (Total responses: 225)

Very Satisfied: 165

Fairly Satisfied: 24

Somewhat Dissatisfied: 15

Very Dissatisfied: 11

Don't Know/No Opinion: 10

4. If your contact with a Police Department employee was due to a problem or complaint, were you satisfied with the Department's response to your problem or complaint? (Total responses: 159)

Yes: 109

No: 21

No Opinion: 29

5. If you were dissatisfied, what were your major reasons for your dissatisfaction? (Check all that apply.) (Total responses: 28)

Never responded or corrected condition: 3

Took too long to complete: 4

No follow-up was provided: 7

Incorrect response was provided: 7

Personnel were discourteous: 7

6. If you came in contact with the Police Department in the past year, please rank the person with whom you came in contact.

Competence    Excellent: 139            Good: 35            Fair: 7            Poor: 6            No Opinion: 10  
(Total responses: 197)

Demeanor    Excellent: 137            Good: 40            Fair: 10            Poor: 11            No Opinion: 3  
(Total responses: 201)

Fairness      Excellent: 126            Good: 39            Fair: 8            Poor: 10            No Opinion: 16  
(Total Responses: 199)

Courtesy      Excellent: 142            Good: 36            Fair: 11            Poor: 6            No Opinion: 3  
(Total responses: 198)

## SECTION II

If you have had contact with the Police Department in the past year, please rank your satisfaction level:

1 = Very Satisfied      2= Satisfied      3 = Neither Satisfied/Dissatisfied      4 = Dissatisfied  
5 = Very Dissatisfied      N/O = No Opinion      (Please circle number or N/O.)

Village Event (4th of July Celebration, Art Fair, Taste of Lincolnshire, Festival of Lights, etc.)  
(Total responses: 224)

Very Satisfied: 95            Satisfied: 45            Neither Satisfied/Dissatisfied: 6  
Dissatisfied: 1            Very Dissatisfied: 0            No Opinion: 77

Crime or Complaint response (Total responses: 171)

Very Satisfied: 49            Satisfied: 17            Neither Satisfied/Dissatisfied: 6  
Dissatisfied: 8            Very Dissatisfied: 4            No Opinion: 87

Traffic Accident (Total responses: 165)

Very Satisfied: 16            Satisfied: 4            Neither Satisfied/Dissatisfied: 3  
Dissatisfied: 7            Very Dissatisfied: 1            No Opinion: 134

Response to burglar alarm (home or business) (Total responses: 170)

Very Satisfied: 34            Satisfied: 4            Neither Satisfied/Dissatisfied: 0  
Dissatisfied: 1            Very Dissatisfied: 1            No Opinion: 130

Traffic stop for equipment or moving violation (Total responses: 147)

Very Satisfied: 18            Satisfied: 8            Neither Satisfied/Dissatisfied: 4  
Dissatisfied: 6            Very Dissatisfied: 5            No Opinion: 106

Services (home security, lockout, motorist assist) (Total responses: 193)

Very Satisfied: 63            Satisfied: 20            Neither Satisfied/Dissatisfied: 1  
Dissatisfied: 1            Very Dissatisfied: 4            No Opinion: 104

How safe do you feel in your neighborhood? (Total responses: 313)

Very Satisfied: 198	Satisfied: 87	Neither Satisfied/Dissatisfied: 12
Dissatisfied: 6	Very Dissatisfied: 1	No Opinion: 9

How safe do you feel using the parks in the Village? (Total responses: 304)

Very Satisfied: 177	Satisfied: 65	Neither Satisfied/Dissatisfied: 8
Dissatisfied: 5	Very Dissatisfied: 1	No Opinion: 48

How do you rate the overall visibility of Police in your neighborhood? (Total responses: 345)

Very Satisfied: 116	Satisfied: 118	Neither Satisfied/Dissatisfied: 68
Dissatisfied: 23	Very Dissatisfied: 10	No Opinion: 10

### **SECTION III**

Please list what you believe should be the top three priorities of the Police Department: (Total responses: 377)

Top Priority - Traffic - General (Speeders, DUI, accidents, traffic control): 163

Second Priority - Visibility: 121

Third Priority - Resident Safety: 93

### **SECTION IV**

Questions for demographic purposes only. (Total responses: 379)

1. Are you: Male: 199 Female: 180  
(Note: Some specified both husband & wife completed survey, others did not identify gender.)

2. Please indicate the number of people living in your home in each of the following age groups. If there are no persons in these age groups, please write "0" on the appropriate line.  
(Total Responses: 800)

5 yrs. or younger: 48	6-12 yrs: 69	13-18 yrs: 65	19-30 yrs: 32
31-55 yrs: 217	56-65 yrs: 1	56-65+ yrs: 194	No Response: 19

3. How long have you been a resident of Lincolnshire? (Total responses: 371)

Less than 1 year: 17	1-5 yrs: 89	6-15 yrs: 135	More than 15 yrs: 130
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4. Which of the following best described your residence? (Total responses: 372)

Detached, single family home: 262	Townhouse: 21
Condominium: 70	Other: (Business, etc.) 19

5. Where is your residence located? (Total responses: 347)

North of Rt.22, east of Riverwoods Rd.: 23

North of Rt.22, west of Riverwoods Rd.: 69

South of Rt.22, east of Riverwoods Rd.: 120

South of Rt. 22, west of Riverwoods Rd.: 113

West of Des Plaines River: 22

The Mayor, Board of Trustees, and Village Staff want to take this opportunity to extend their thanks to all who took the time to responded to this survey.

We will continue to survey the residents so that we can improve services to you, when necessary.

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