



2018

WHEELING POLICE DEPARTMENT
COMMUNITY SURVEY ANALYSIS

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Wheeling Police Department
1 Community Boulevard, Wheeling Illinois 60090
847.459.2632 Fax: 847.520.2024

February 12, 2018

Dear Resident or Business Professional,

The Wheeling Police Department goes to great lengths to keep Wheeling as crime-free as possible, while doing our best to ensure that our residents are safe in their homes and businesses. We strive to treat each person we come in contact with during the course of our duties with respect, recognizing that Wheeling is a very diverse community, with a populace of varying backgrounds, socioeconomic and educational status.

Although we patrol the village streets every single hour of every single day, we cannot be everywhere. We rely on you, the residents to alert us to crime by calling 9-1-1, volunteering for your local Neighborhood Watch, showing up at our monthly Crime Watch Meetings to voice your concerns, or simply stopping by and chatting with us about what you see in your community.

We also rely on your feedback to let us know if we are meeting the high standards of excellence we have set for ourselves. To that end, we have enclosed our Triennial Community Survey to give you an opportunity to provide us with the feedback we need to improve police and citizen interactions in Wheeling.

You have been randomly selected to participate in this survey. You can remain anonymous, although you have the option to include your name and contact information, should you wish to be contacted. Although you may have had only limited (or no) contact with the Wheeling Police Department, please do your best to answer all the questions to the best of your ability. Even your perception of what is going on in Wheeling and of our performance is important to us.

Included is a self-addressed, stamped envelope for you to return your survey results. Please complete and return the survey no later than February 23, 2018. If you have any questions about this survey, please contact the Crime Prevention Unit at 847-459-2645.

Thank you,

James J. Dunne
Chief of Police

As part of our ongoing efforts to provide the best possible service to the community, the Wheeling Police Department mailed out a triennial survey to the public. In February of 2018, 1,500 surveys were mailed out to Wheeling residents and business owners, whose addresses were randomly selected from our GIS Consortium system. 308 surveys were completed and mailed back, which represents just over a 20% return rate. Random surveys such as these have proven to be a valid method of measuring public attitudes on a variety of issues. Therefore, this method is very effective in measuring public perception on how well Wheeling Police Officers are serving the community.

Survey results indicate that residents are very much satisfied with police protection and services within the Village of Wheeling. A summary of responses is as follows:

- 36% of respondents indicated they have lived or worked in Wheeling for over 20 years, while only 6% have lived in Wheeling for less than a year. 7 respondents did not answer.
- 44% of respondents indicated they live in a condo/townhome, while 38% indicated they live in a single family home.
- The respondents were somewhat evenly distributed between men and women at 48% male, 52% female.
- Almost half of all respondents indicated they are at least 60 years old.
- 32% of respondents indicated they have had contact with police in the last year.
- 4% of respondents indicated they have been the victims of crime within the last year, while 15% stated they had “other” contact with police.
- 89% of respondents said they feel safe in their homes or businesses. 1% did not respond to the question.
- 89% of respondents said they feel safe walking in their neighborhood. 2% did not respond to the question.
- 73% of respondents said they feel the police presence in their neighborhood is appropriate.
- 67% of respondents said they feel the Wheeling Police respond to calls in a timely manner. 10% did not respond to the question.
- 74% of respondents said they feel that traffic enforcement in the village meets the needs of the community. 2% did not respond to the question.
- 75% of respondents said they feel that Officers and employees of the Wheeling Police Department are knowledgeable and competent in the performance of their duties. 7% did not respond to the question.
- 68% of respondents indicated they feel the Wheeling Police Department provides appropriate community education and outreach programs. 8% did not respond to the question.
- 82% of respondents said that Officers and employees are professional and respectful. 4% did not respond to the question.
- 85% said that the overall performance of the Wheeling Police Department meets their expectations. 3% did not respond to the question.
- 47% of respondents indicated that they obtain information about the Village of Wheeling from the Village Newsletter. The Daily Herald was the next most frequent source of information chosen, at 23%.

16. So that we can provide better police service to the entire community, please help us identify your neighborhood.
Please list the nearest intersection to your home/business.

_____ & _____

17. Please indicate where you get information about what is taking place in Wheeling. (Choose all that apply)

- | | | |
|----------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------|
| <input type="checkbox"/> Daily Herald (1) | <input type="checkbox"/> Countryside News (2) | <input type="checkbox"/> Chicago Tribune (3) |
| <input type="checkbox"/> Chicago Sun Times (4) | <input type="checkbox"/> The Journal (5) | <input type="checkbox"/> Village Newsletter (6) |
| <input type="checkbox"/> Village Cable Channel (7) | <input type="checkbox"/> Village Web Site (wheelingil.gov) (8) | <input type="checkbox"/> Police Crime Watch Meetings (9) |
| <input type="checkbox"/> Police Blotter (10) | <input type="checkbox"/> School District Newsletters (11) | <input type="checkbox"/> Social Media/Online (12) |
| <input type="checkbox"/> Other (13) _____ | | |

18. Suggestions or recommendations for improvement:

Would you like a member of the Wheeling Police Department to contact you? Yes No

If yes, please provide answer the questions below:

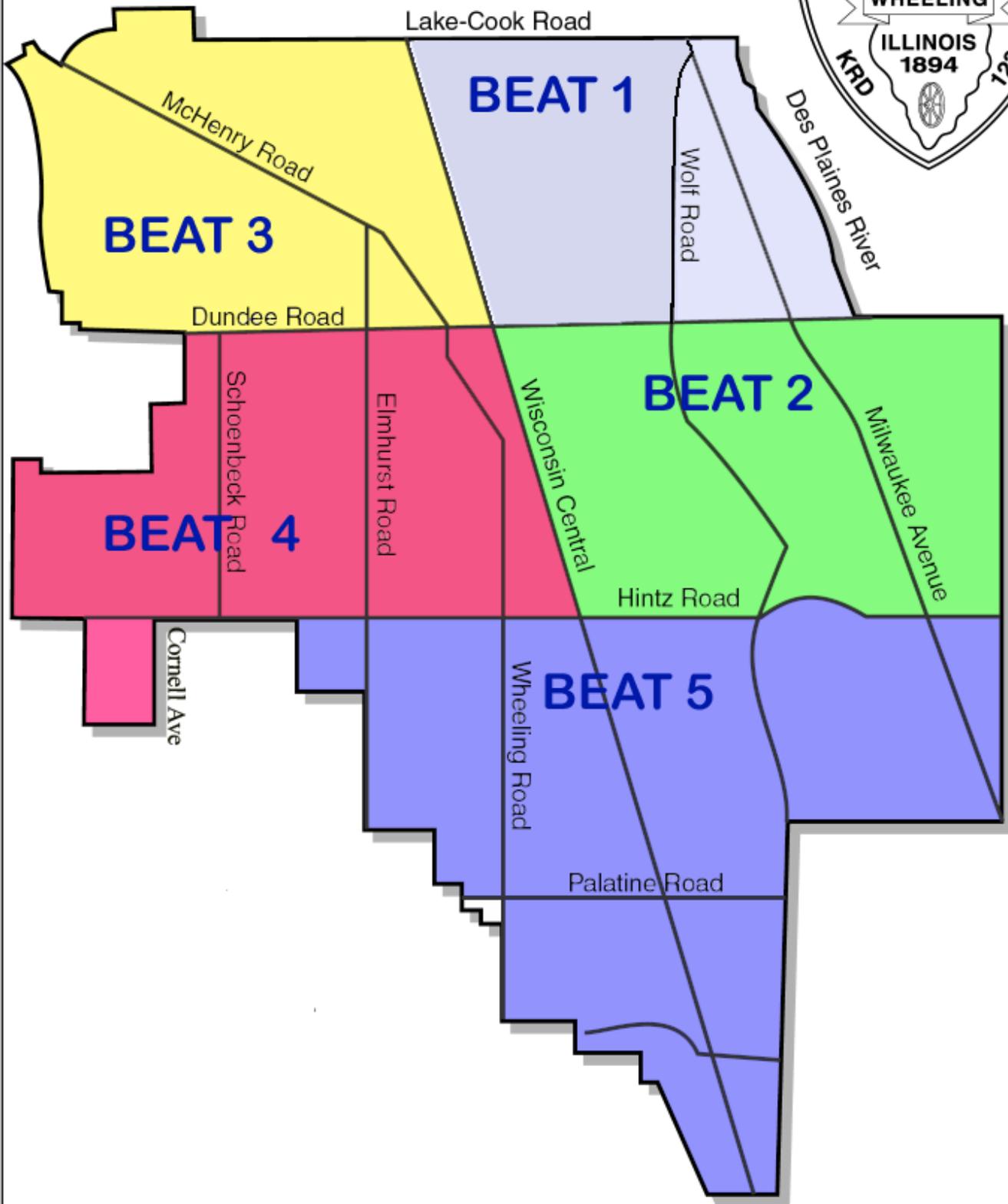
Name _____

Telephone Number _____

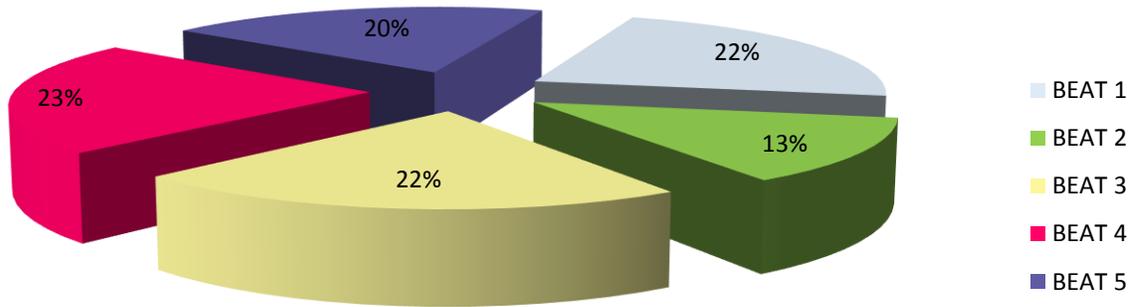
Email Address _____

Thank you for taking the time to complete this survey. Your responses are essential in providing useful information about activity in Wheeling and how services to our residents can be improved. If you have any additional thoughts or concerns, please contact the Wheeling Crime Prevention Unit at 847-459-2645 or CrimePrevention@WheelingIL.gov.

WHEELING POLICE DEPARTMENT

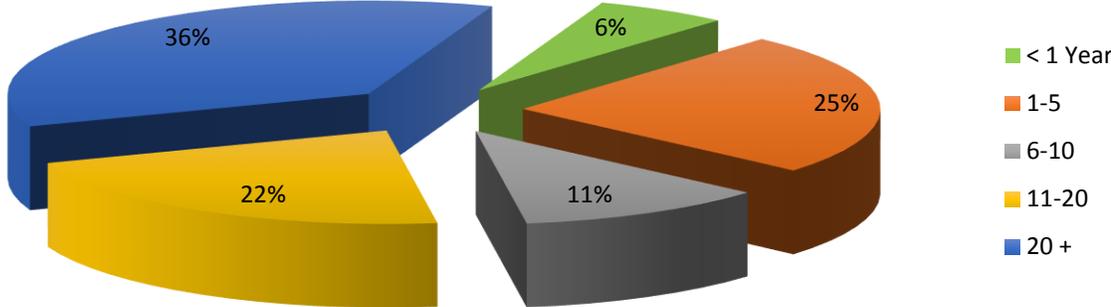


2018 SURVEY RESPONSES BY BEAT



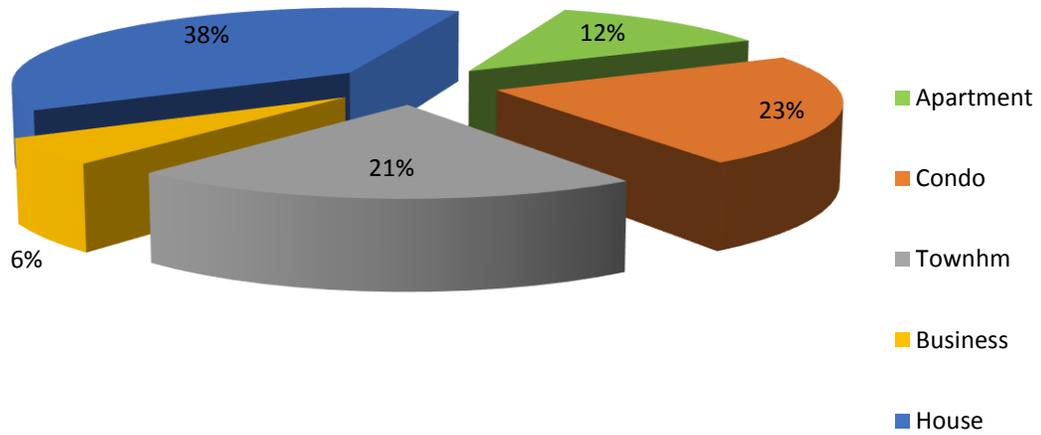
	BEAT 1	BEAT 2	BEAT 3	BEAT 4	BEAT 5
COMPLETED	69	40	67	70	62
PERCENTAGE	22%	13%	22%	23%	20%

1. How long have you lived or worked in Wheeling?



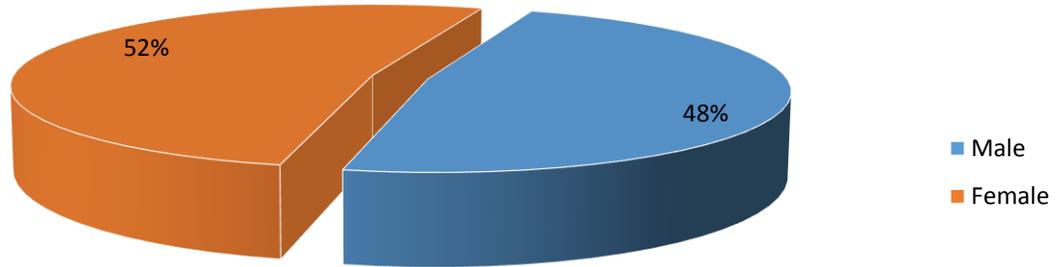
	< 1 Year	1-5	6-10	11-20	20 +
# RESPONSES	18	75	34	65	109
PERCENTAGES	6%	25%	11%	22%	36%

2. What type of building do you occupy?



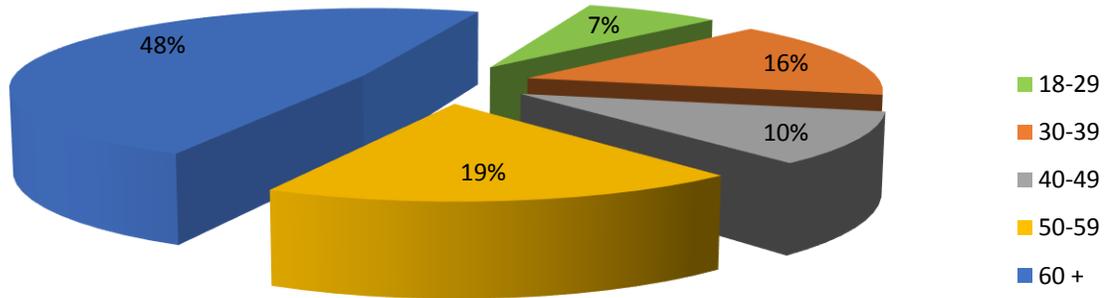
	Apartment	Condo	Townhome	Business	House
# RESPONSES	35	66	60	16	111
PERCENTAGES	12%	23%	21%	6%	38%

3. Male or Female?



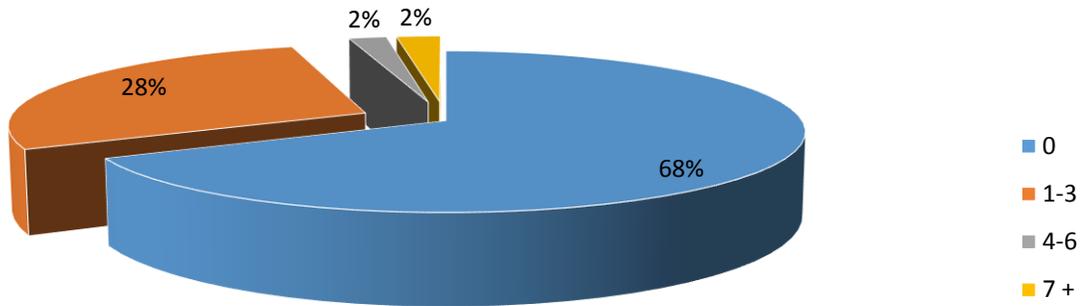
	Male	Female
# RESPONSES	148	160
PERCENTAGES	48%	52%

4. Age of Respondent?



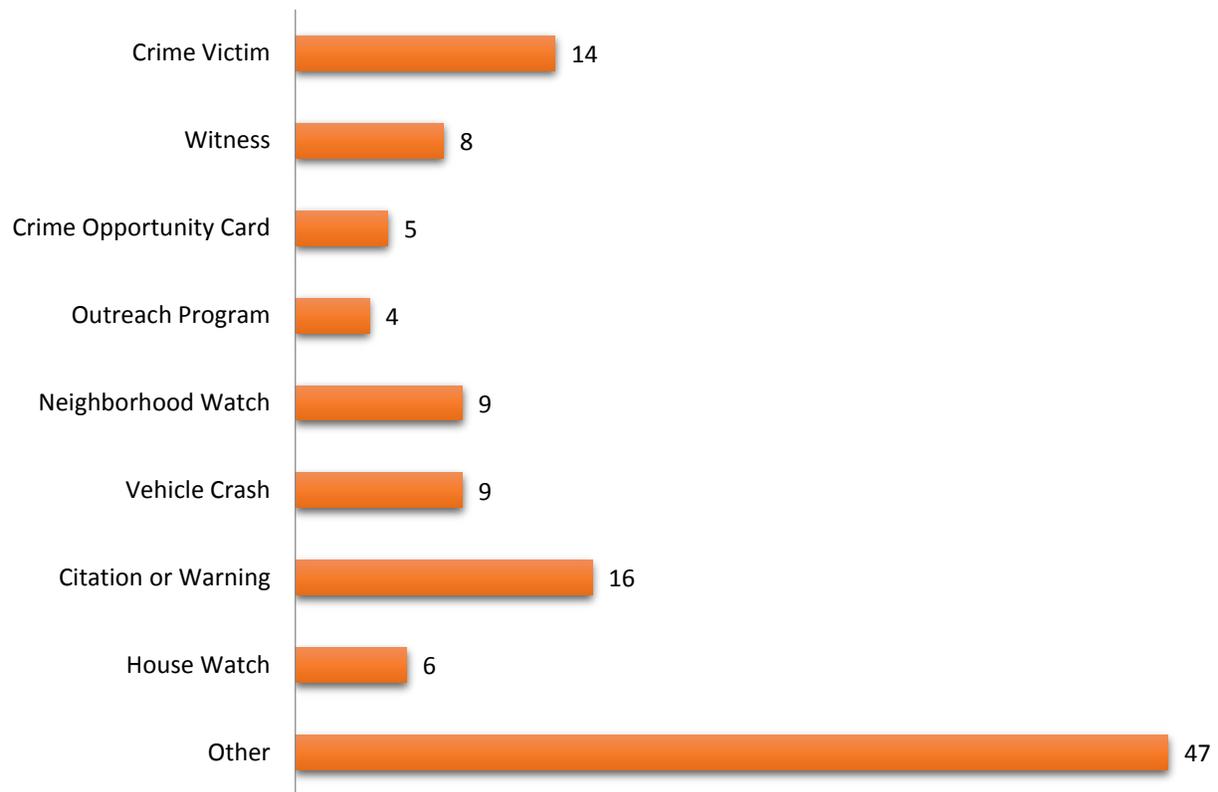
	18-29	30-39	40-49	50-59	60+
# RESPONSES	22	48	32	57	148
PERCENTAGES	7%	16%	10%	19%	48%

5. Number of police contacts in last year?



	0	1-3	4-6	7+
# RESPONSES	207	86	6	7
PERCENTAGES	68%	28%	2%	2%

6. What type of contacts?

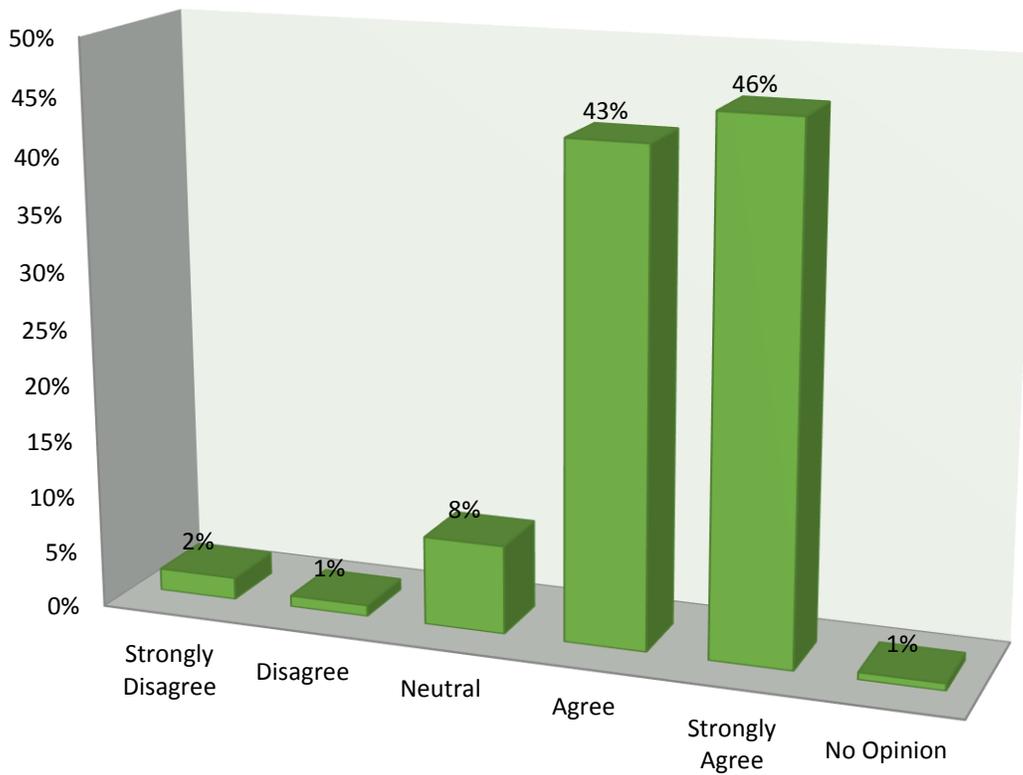


	Crime Victim	Witness	Crime Opportunity Card	Outreach Program	Neighborhood Watch
# RESPONSES	14	8	5	4	9

	Vehicle Crash	Citation or Warning	House Watch	Other	
# RESPONSES	9	16	6	47	

NOTE: Respondents chose one or more type of contact or none at all.

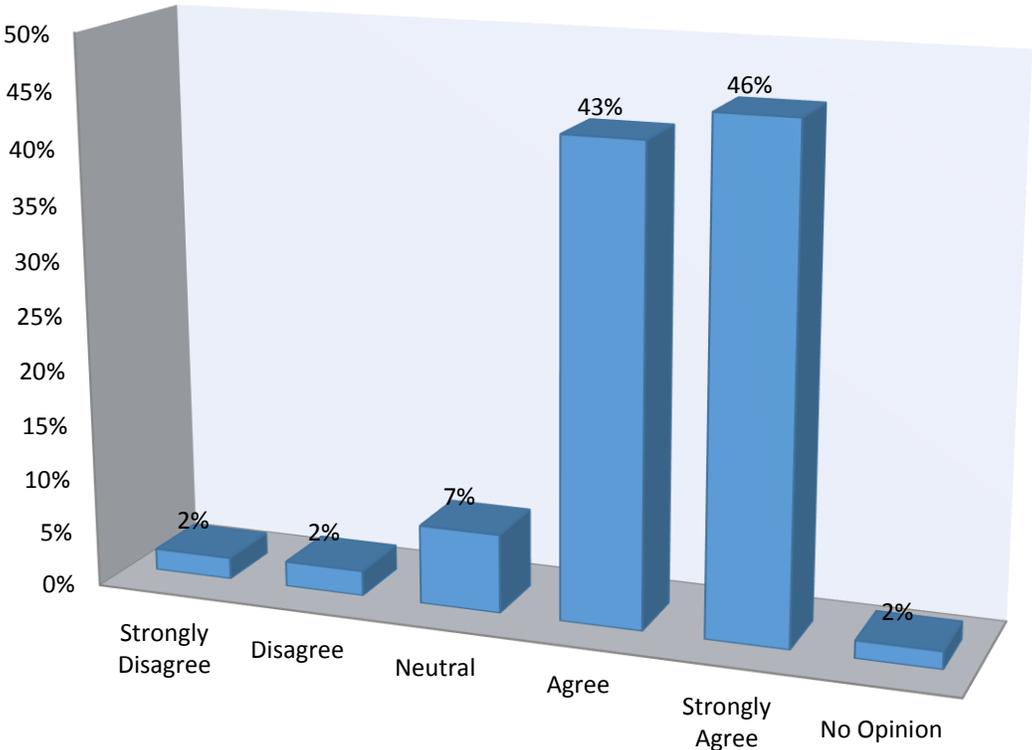
7. I feel safe in my home or business.



89% of respondents agreed or strongly agreed that they feel safe in their homes or businesses, while 8% were neutral.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
# RESPONSES	6	3	24	132	141	2
PERCENTAGES	2%	1%	8%	43%	46%	1%

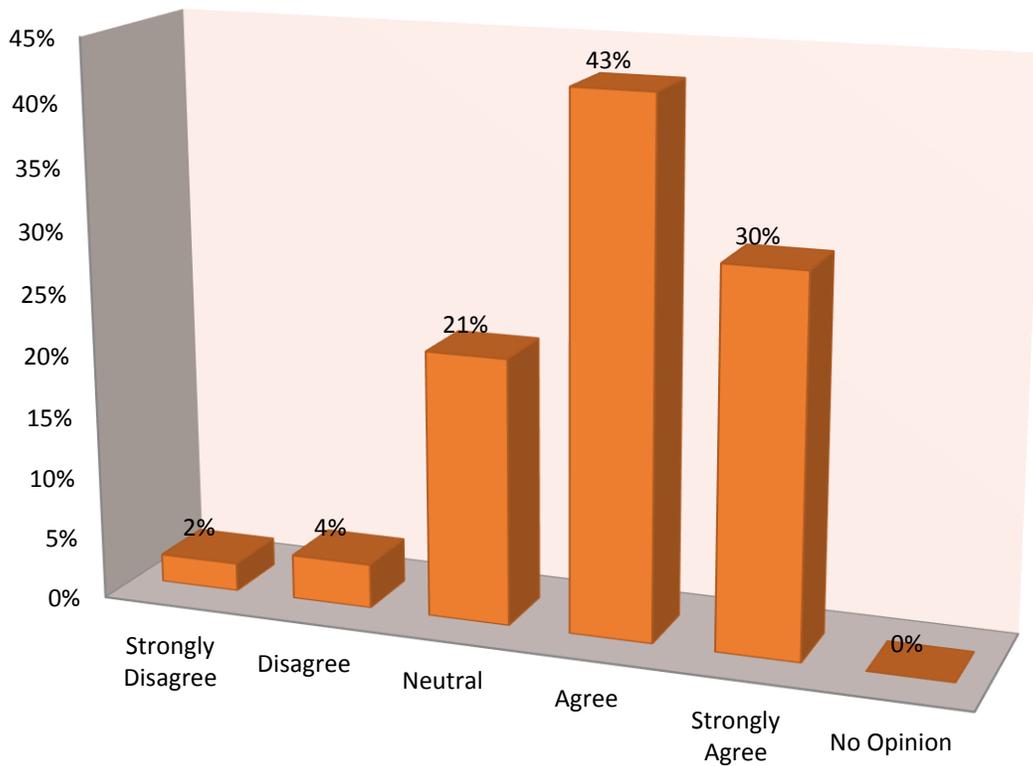
8. I feel safe walking in my neighborhood.



89% of respondents agreed or strongly agreed that they feel safe walking in their neighborhood, while 7% were neutral.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
# RESPONSES	6	7	22	130	138	5
PERCENTAGES	2%	2%	7%	43%	46%	2%

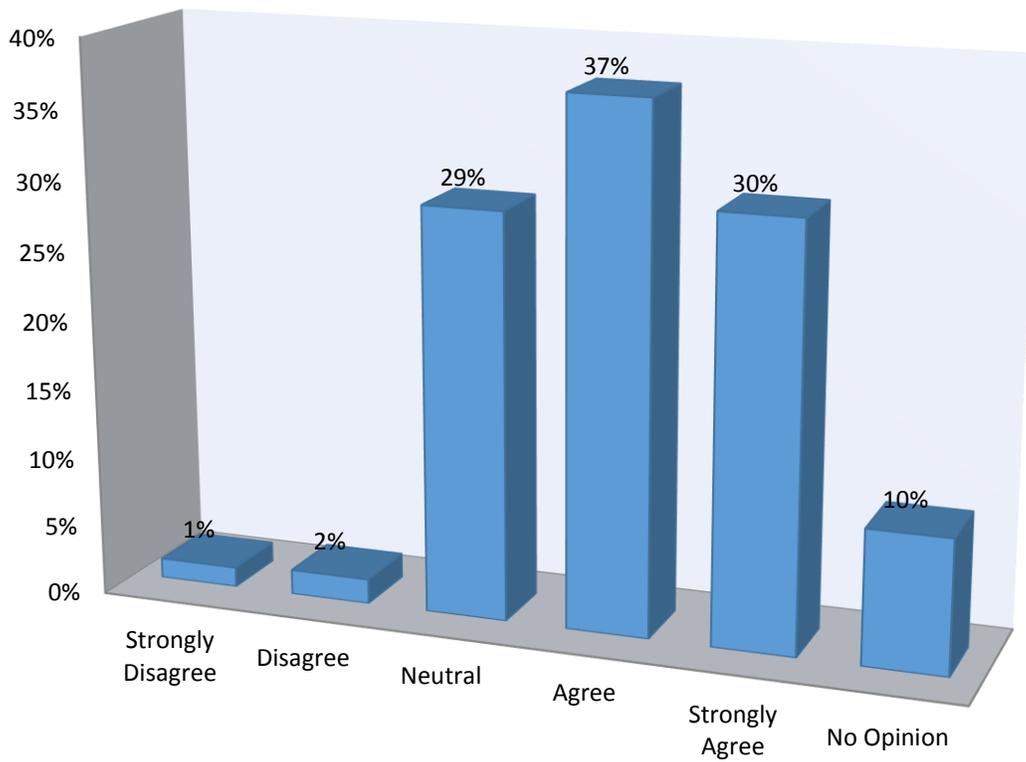
9. Police presence in my neighborhood is appropriate.



73% of respondents agreed or strongly agreed that they feel the police presence in their neighborhood is appropriate, while 21% were neutral.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
# RESPONSES	7	11	66	131	93	0
PERCENTAGES	2%	4%	21%	43%	30%	0%

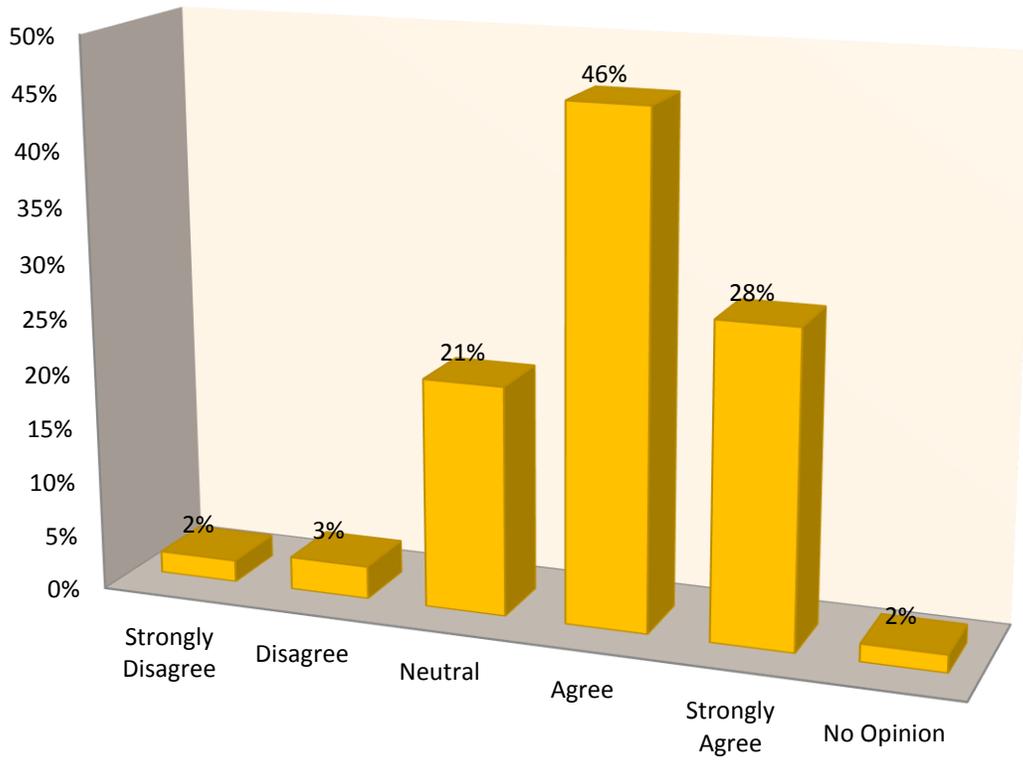
10. Wheeling Police Officers respond to calls in a timely manner.



67% of respondents agreed or strongly agreed that they feel the Wheeling Police respond to calls in a timely manner, while 29% were neutral.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
# RESPONSES	4	5	81	104	84	30
PERCENTAGES	1%	2%	29%	37%	30%	10%

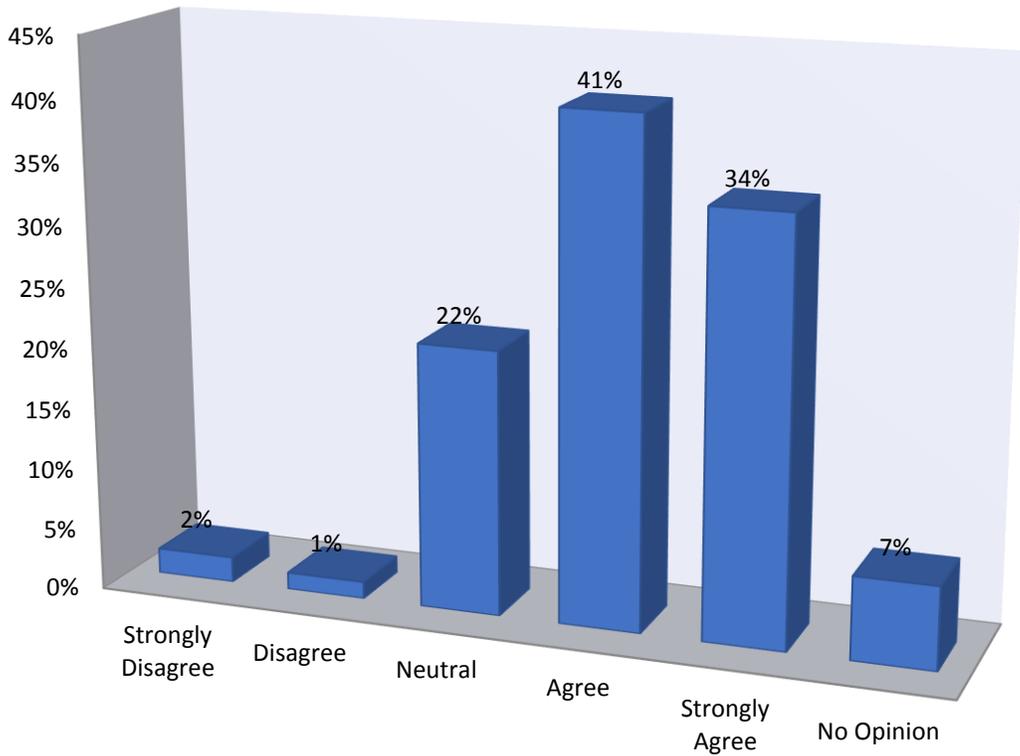
11. Traffic Enforcement in the Village meets the needs of the community.



74% of respondents agreed or strongly agreed that they feel that traffic enforcement in the village meets the needs of the community, while 21% were neutral.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
# RESPONSES	6	9	63	139	86	5
PERCENTAGES	2%	3%	21%	46%	28%	2%

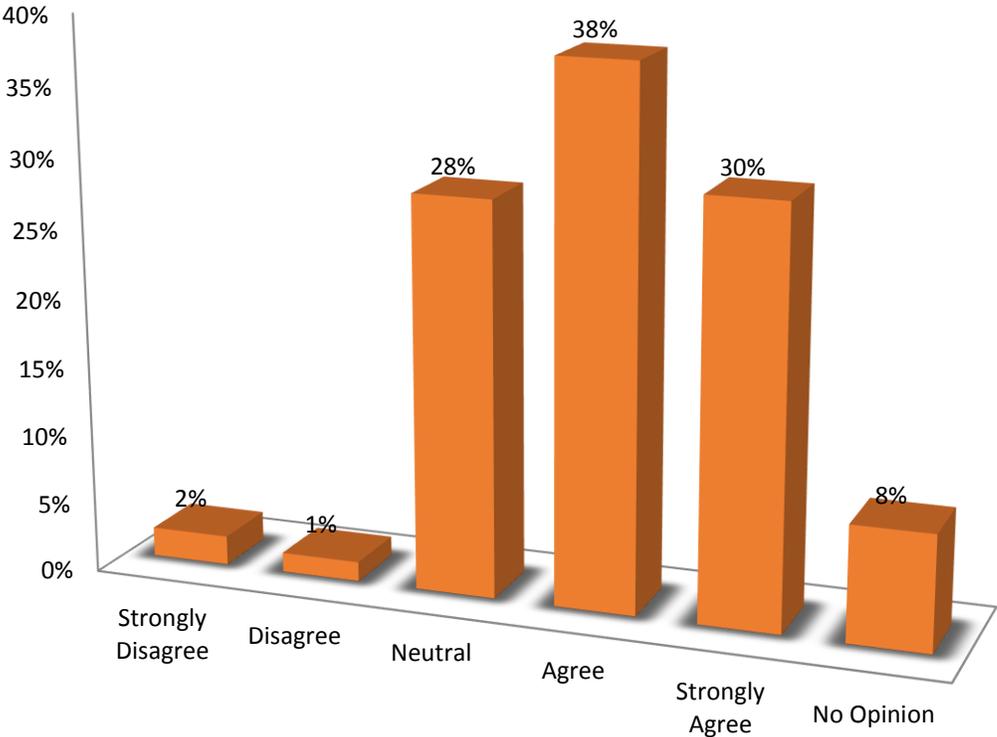
12. Officers and employees are knowledgeable and competent in the performance of their duties.



75% of respondents agreed or strongly agreed that they feel that Officers and employees of the Wheeling Police Department are knowledgeable and competent in the performance of their duties, while 22% were neutral.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
# RESPONSES	6	4	62	117	98	21
PERCENTAGES	2%	1%	22%	41%	34%	7%

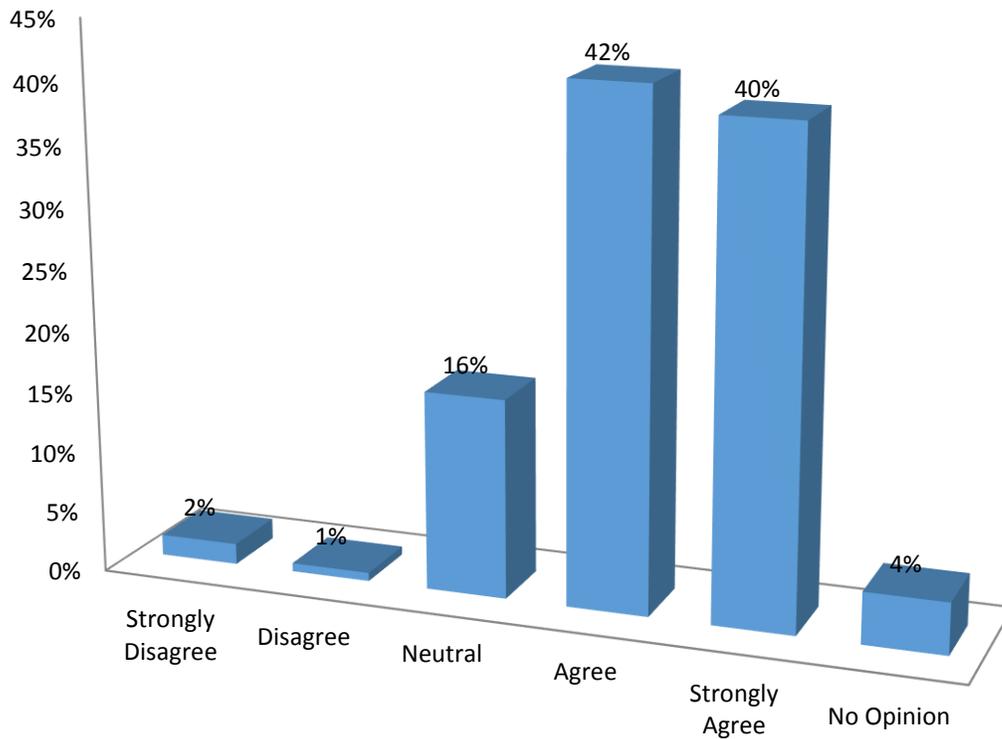
13. The Wheeling Police Department provides appropriate community education and outreach programs.



68% of respondents agreed or strongly agreed that they feel the Wheeling Police Department provides appropriate community education and outreach programs, while 28% were neutral.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
# RESPONSES	6	4	80	108	84	26
PERCENTAGES	2%	1%	28%	38%	30%	8%

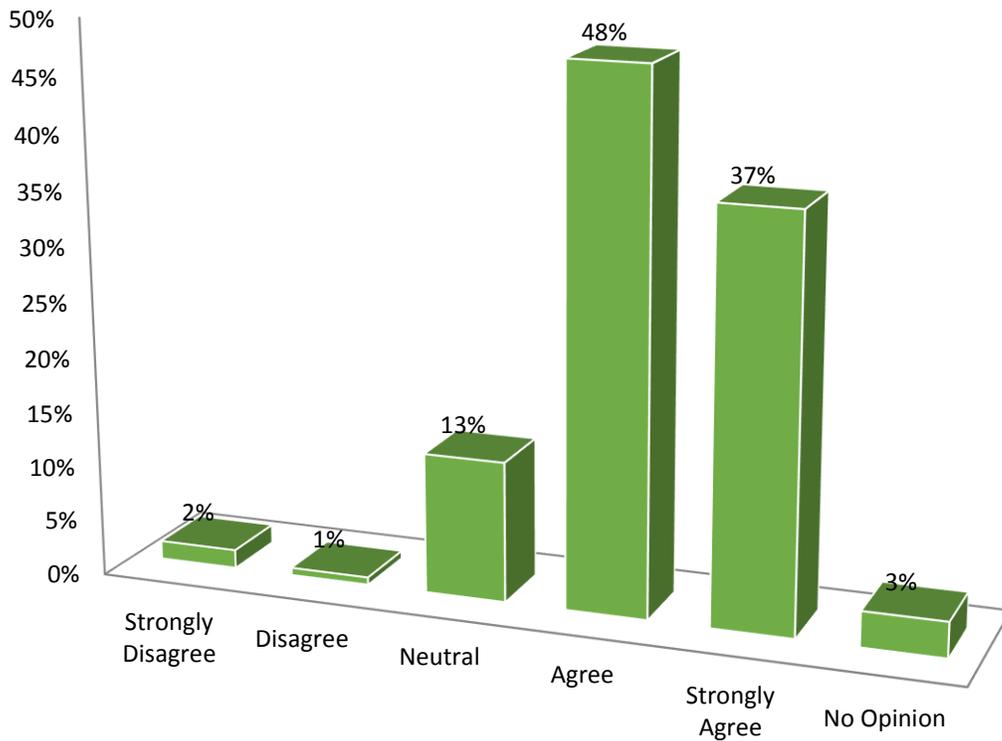
14. Officers and employees are professional and respectful.



82% of respondents agreed or strongly agreed that that Officers and employees are professional and respectful, while 16% were neutral.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
# RESPONSES	5	2	48	123	117	13
PERCENTAGES	2%	1%	16%	42%	40%	4%

15. The overall performance of the Wheeling Police Department meets my expectations.



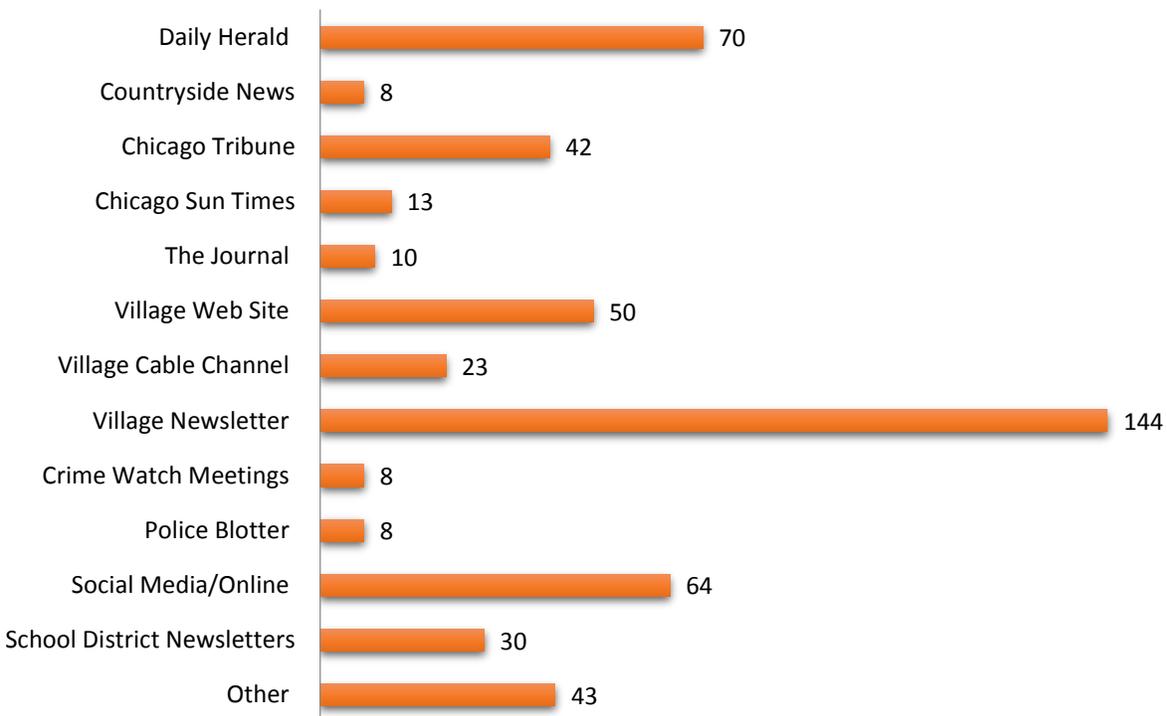
85% agreed or strongly agreed that that the overall performance of the Wheeling Police Department meets their expectations, while 13% were neutral.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	No Opinion
# RESPONSES	5	2	38	143	110	10
PERCENTAGES	2%	1%	13%	48%	37%	3%

NOTE: Question 16 is omitted here as it simply asked the respondent to list a major intersection near their home or business.

17. Where do you get information about what is going on in Wheeling?

Where is info about village obtained?



47% of respondents indicated that they obtain information about the Village of Wheeling from the Village Newsletter. The Daily Herald was the next most frequent source of information chosen, at 23%, followed by online sources and/or social media.

	Daily Herald	Countryside News	Chicago Tribune	Chicago Sun Times	The Journal
# RESPONSES	70	8	42	13	10

	Village Web Site	Village Cable Channel	Village Newsletter	Crime Watch Meetings	Police Blotter
# RESPONSES	50	23	144	8	8

	Social Media/Online	School District Newsletters	Other		
# RESPONSES	64	30	43		

NOTE: Most respondents chose more than one news outlet.

Distributing the surveys via US Mail was an effective method of conducting the survey. With a return rate of 20.5% surveys completed and returned to the Wheeling Police Department, our target return rate was achieved.

It should be clear from the analysis that the Wheeling Police Department continues to provide a very high level of police services to the residents and businesses of the village. This is very much in keeping with the personal testimonies we continue to hear from residents during the course of our daily duties, while out in the community or present at various community events.

As outlined in General Order I-20 and CALEA Standard 45.2.4, a documented survey of citizen attitudes and opinions is conducted at least once every three years with respect to:

- A. Overall agency performance;
- B. Overall competence of agency employees;
- C. Citizens' perception of officers' attitudes and behavior;
- D. Community concern over safety and security within the agency's service area; and
- E. Citizens' recommendations and suggestions for improvement.

The following questions directly relate to the above CALEA Standard.

- A. Overall agency performance (Survey Question #15) - *The overall performance of the Wheeling Police Department meets my expectations.* **Survey Results** – 85% agreed or strongly agreed that that the overall performance of the Wheeling Police Department meets their expectations, while 13% were neutral.
- B. Overall competence of agency employees (Survey Question #12) - *The Wheeling Police Officers and employees are knowledgeable and competent in the performance in their duties.* **Survey Results** – 75% of respondents agreed or strongly agreed that they feel that Officers and employees of the Wheeling Police Department are knowledgeable and competent in the performance of their duties, while 22% were neutral.
- C. Citizens' perception of officers' attitudes and behavior (Survey Question #14) - *The Wheeling Police Officers and employees are professional and respectful.* **Survey Results** – 82% of respondents agreed or strongly agreed that that Officers and employees are professional and respectful, while 16% were neutral.
- D. Community concern over safety and security within the agency's service area (Survey Question #7) - *I feel safe in my home or business.* **Survey Results** – 89% of respondents agreed or strongly agreed that they feel safe in their homes or businesses, while 8% were neutral. (Survey Question #8) - *I feel safe walking in my neighborhood.* **Survey Results** – 89% of respondents agreed or strongly agreed that they feel safe walking in their neighborhood, while 7% were neutral. (Survey Question #9) - *The police presence in my neighborhood is appropriate.* **Survey Results** – 73% of respondents agreed or strongly agreed that they feel the police presence in their neighborhood is appropriate.
- E. Citizens' recommendations and suggestions for improvement (Survey Question #18) – *Recommendations or suggestions for improvement.* **Survey Results - See Addendum for Citizen Comments.**

18. Suggestions or recommendations for improvement?

Respondents were given the opportunity to provide comments and suggestions, which appear below, unedited and organized by Patrol Beat.

The Chief of Police and Command Staff review all of the written comments provided with the returned surveys. Where appropriate, comments are referred to a specific Officer or Unit for further review or investigation. On occasion, a matter may also be referred to another unit of Village government. Copies of the completed surveys are kept on file, the comments section are provided to all department supervisors and all employees are given the opportunity to read them.

NOTE: Items below in “[...]” have been added for clarification.

BEAT ONE

1. *None from me, as I am satisfied. With the staff and Department of Wheeling police*
2. *Thanks for all you do! Be safe.*
3. *Thank you for your service.*
4. *You guys do a great job. I feel 100% safe. I feel you treat property owners well (once you waived a “rolling stop” and let me off with a warning – thanks!) Keep up the great work.*
5. *We have not had any interaction with the Wheeling police department which is a good thing! We have never seen any officers or vehicles in our neighborhood except for speed traps along Milwaukee. There were a few break-ins with the guest parking area in Shadow Bend which was the only other time we have seen patrol cars. But a constant presence of police vehicles patrolling the neighborhood could send the wrong message too.*
6. *Since you are building new Wheeling downtown area of interest, I would like to suggest to add emergency calling booths near theater or Metra station or the walkways to new downtown. We are too excited to know about new Cinemax theater coming in our neighbor. Thanks!!*
7. *Wish more thing going on in the village was posted somewhere. Good or bad. Never know what’s happening in town.*
8. *Better control of dogs that are not on leashes. Thank you for all you do to protect us*
9. *I get home from work at midnight. I would like to see more police presence in my neighborhood at that time. [Wolf Rd & Milwaukee Ave]*
10. *City Hall to start identifying permit violations, code violations too many gambling avenues without any controls.*
11. *# 10 and # 14 – I have no personal knowledge. # 8 and # 9 - I rarely, if ever, see police in my neighborhood. # 11 - traffic between Lake Cook Road and Dundee as well as Dundee and Sanders is extremely dangerous – speeding, reckless driving, paying attention to traffic lights and*

common courtesy between drivers. Notes: 1) more than 50% of drivers are talking on handheld phones while driving. 2) East and west traffic use entrances and exits to Milwaukee Avenue and Dundee roads through One Milwaukee Place all the time and they speed. 3) the only info I get on the police and fire departments is in the Wheeling circular issued once every two months.

- 12. Install cameras Wolf and Dundee and Strong. Especially apartment areas were gang activity takes place.*
- 13. When pulling a vehicle over, it would help other commuters if you could pull off the main road instead of blocking a lane of traffic to give a citation.*
- 14. More security cameras throughout Chamber Park. Stepped up police presence during the summer days and nights in Chamber Park. Utilizing more undercover and bike patrols. Thanks for everything that you do in our community!*
- 15. Overall, very satisfied with the police. Would like to see a little more traffic surveillance. People really speed on Milwaukee. There might be some drug deals taking place on Capri Terrace late at night. I've seen a little bit of suspicious activity – but no guarantee. A little patrolling, from 1 AM to 3 AM might make a difference. I don't feel unsafe but I am up late at times and had a guy get out of his car, (I was outside by the parking lot entrance) start to approach – hesitated and got back in his car. Another time – 2 AM – turned my room light on, raised the shade to look out (to see if it was raining) a parked car on the street took off, right then. Not necessarily anything but you never know.*
- 16. Quit harassing my residents. This is private property. Quit driving through 7 to 8 times a day it makes residents nervous that crimes may be occurring on our property. Quit ticketing residents on private property. Please only come when asked to do so. When police were needed for a motor vehicle accident it took nearly 30 minutes to respond to our location. WE ARE ACROSS THE STREET!!! People are constantly speeding on Northgate south of Strong and the police are too busy catching speeders on Lake Cook. Everyone sees your vehicles parked at the temple and slow down. [Northgate Crossing]*
- 17. I live in Northgate Crossing townhomes. Active member of the Northgate community. Spoke with neighbors about this too – police cars constantly drive through and create panic! This is private property! Management says they can't do anything but 5 to 6 times a day freaks people out. Had lady cop out for accident – zero help! Private property why did she come? To be rude? Because she was!*

BEAT TWO

1. *It would be much better if you patrol more frequently. [Hintz Rd and Milwaukee Ave]*
2. *We are so fortunate to be in Wheeling to have such a dedicated and excellent police force.*
3. *We need more development in our neighborhood especially Dundee and Milwaukee.*
4. *Start ticketing for using cell phones while driving it's very important!*
5. *The brief interactions I have had with the department have been good. Officers are always patient, friendly and interested in what is happening. Thank you! I know that I can reach out if I need something and that I will have a good experience. My mom and I are grateful for your work in our community. "Do not be daunted by the enormity of the world's grief. Do justly, now. Love mercy, now. You are not obligated to complete the work, but neither are you free to abandon it" The Talmud.*
6. *As summer is approaching, I'll say is very convenient and fair to have a specific time at night to have the music or volume of DJ down. Consider it that not everybody are off from work on weekends.*
7. *In the parks, the ordinance requiring dog owners to leash their dogs is not enforced. Also, at small parks such as Wheeling Historical Society Museum there are no signs indicating that Wheeling has leash law or ordinances. This may seem unimportant but it is a safety issue when I walk my dog on a leash and other people (especially those who own large pit bulls) do not know about the ordinance. Please get some signage to educate the offenders.*
8. *Allow overnight street parking or make it easier for residents to understand how to call in their overnight guests so they don't get a parking ticket.*
9. *Wheeling neighborhood is terrible. I have seen weird things in the parking lot. I went to go out for work. There is dog poop all over. Condoms used ones in wrappers in the parking lot. So glad I will be moving out soon. After 12 AM at night my husband gets off from work. He gets home around 2 AM. Couples smoking in the car. It's so creepy and dangerous. Thank you Village for doing this. Opinions matter a lot. God bless America. [Hunt Club]*
10. *It's not Wheeling that worries me. It's that the housing has so many violations security lights out drug use etc. that I will be moving this summer. [Milwaukee Ave & E Jeffery Ave]*

BEAT THREE

1. *I just thank police department for doing its job and thank three policemen for helping me out one night that I left my keys in my car and got locked out of my car.*
2. *Better street parking options. We have lots of out-of-town guests. Equal citations – someone who has boat parked on grass on side of house all winter. We have one tire in our driveway and grass and we get ticket. Valley Stream Drive.*
3. *Keep providing dependable service and professional dedication to one and all. Thank you!*
4. *Increase officers on bikes or on foot patrolling neighborhoods.*
5. *More police patrols and police presence.*
6. *To know your park needs more attention. Sometimes there are strange young fellows at the dusk. Another concern is a traffic Denoyer Trail. The speed limit is 20 miles, but the cars go faster. Some of them 40 miles.*
7. *More enforcement of speed limits in neighborhood. Cars routinely exceed 25 mph speed limit. Please capture and relocate coyotes. [Arlington Club]*
8. *Some people help themselves to donations left at the AMVETS drop box!*
9. *Thank you for the opportunity to give my opinion. Only one time and was when President (Village) Klatecki, I was racially mistreated by an officer which I reported to him and problem was solved.*
10. *My suggestions about any improvement are mostly about roads condition and traffic at rush-hours. Though, it is can be recommendation for city, not to the police. Thanks!*
11. *My limited encounters with the Wheeling PD has been good the officers are polite, professional and friendly. My biggest concern is my safety in traffic. Not so much when I'm driving, but when I'm out walking or running. The intersection of Lexington and Route 83 is terrible. Drivers turning right onto 83 from Lexington pull up so far into the crosswalk and looking left the bikers and walkers crossing Lexington almost get hit. I have seen two bikes get hit. The drivers do not stop at the stop line and rarely look right before making the right turn. I have almost been hit several times. I'm not sure if it should be a No Turn On Red or if a sign can be constructed saying "STOP HERE ON RED" with an arrow pointing to the stop sign.*

BEAT FOUR

1. *I would say just keep doing what you have been doing, it seems to be working fine in my eyes doing a great job to me.*
2. *New to the area. Happy for the work you do. Are there ever open houses to allow the community to come in and review the station and answer questions?*
3. *I would like to be able to walk in my neighborhood and not be inconvenienced by parked cars blocking the sidewalk! There was also a basketball net blocking the walkway in the cul-de-sac (possibly Briarwood?) We need to be a better walkable community. If cars parked can get tickets during the midnight hours, let's ticket cars blocking walkways. Thank you!*
4. *I would like to know more about this Phil Haven you should post something about it in the Village newsletter too much police activity there and it's never mention in the newspaper or Village newsletters what goes on there I hope I'm safe because I live right behind there. Start a newsletter about crime in the area too I'm sure there is thanks! How about starting meeting about how much crime there is. And stop hassling the teens! For no reason*
5. *I am unaware of any community education or outreach programs available in Wheeling. Mailing information regarding the services would benefit the community. It may be possible I have overlooked this if it has come through, however the community deserves to be informed. The intersection of Merle and 83 should have a police officer guiding morning traffic for students/vehicles, not just a sign held up at the crosswalk.*
6. *People speeding N. Norman Ln.*
7. *Maybe just drive through the complex more often [Lakeside Villas]*
8. *There is a young man that has a black truck that speeds down the street. He lives on East Norman. We as neighbors have called on him before but he's OK for a few days but then goes back to racing down the street. His parents say it only seems loud because he has "headers". But he actually is speeding. We are concerned with the summer coming he is going to hit a small child. There is also an issue with a dog that stays outside in all types of weather. The family never brings him in. He lives at 889 S. Fletcher. He's a German Shepherd. We've called about him before.*
9. *The level of gangs in other parts of town concerned me. It is my hope that continued efforts are taking place to control and combat the influx of gangs in our community. We have also experienced an increase of break-ins in our subdivision over the past year. We only find out from our neighbors well after the fact. Community alerts would be helpful. Not only for us but for the police investigations to apprehend the violators. I.E. check our security camera footage for the day in question. We don't check it every day unless we are aware of an occurrence.
[Eastchester]*
10. *Please consider holding outreach programs at Indian trails library to reach subsets of community.*
11. *Speeding Autos no enforcement*

12. *More info on Crime in Wheeling. Nothing is ever reported to the papers. Guess we don't have any crime in Wheeling, HUH?*
13. *Parking enforcement process/review may need enhancement. I live on a corner and there is no parking overnight. Multiple times in my 17 years at this address, cars have been parked in the same spot 24 hours per day for multiple days without a sticker/notice/ticket being applied. This is minor compared to other issues. Just wanted to point it out as it happened earlier this year but it was the first time it happened in a while. [Tahoe Village]*
14. *Yes, when the traffic is heavy when the people leave work; it seems that the people use our streets to come down and just go by so fast! This should not be! It's very bad that lots of these cars cut through our neighborhood going fast. They should put some kind of signs in our area of Hastings Rd/Ct – to slow down or have a traffic cop there and watch how these cars flying through. Something has to be done or something will happen. This situation should be looked into for sure. Please see what you can do on these problems.*
15. *I would like to see any increased patrol in Tahoe Village and a response to non-emergency calls. I have called to make a noise complaint on two different occasions, and no one ever showed up.*

BEAT FIVE

1. *no issues at all :-) thank you!*
2. *Officers are professional and helpful. Police station is helpful and responsive. Thank you and thank you for your service.*
3. *Great job well done.*
4. *Review whether posted speed limits are reflective of the risk for the given road. Some roads seem to have unusually low speed limit in Wheeling.*
5. *Keep up the good work! Thank you very much! You take very good care of the residents of Wheeling*
6. *If the town of Wheeling has a no parking ban on streets after 2 AM, please enforce this rule. For the last 4 to 5 months, there has been the same vehicle parking on street (a good distance away from curb) almost every day. [Ridgefield]*
7. *Can come into Sandpebble Walk complex and cruise at 2 to 3 times per day especially the back road near the trail. In summer cruise and see if drinking is going on in your swimming pool and trail*
8. *More police presence.*
9. *All good!*
10. *Thank you! We love calling Wheeling our home! A lot of speeding on frontage road. Also Argon business lets out at 2 PM daily and there is a steady stream of cars cutting down Geneva/Avalon to Willow. There is a noticeable amount of cars that do not stop at the intersection of Geneva/Avalon and Avalon/Willow.*
11. *Better policing in Village*
12. *City needs to clean side walkway on time after snow and cut grass for Public Safety and look out for Village*
13. *Sorry that my Feedback isn't crisp as opposed to all my neutral responses. The bright side, I guess, is that there haven't been those things occurring that lead to police contact.*
14. *Patrol the park more frequent in the summer. Post signs at the park about coyote sightings. Fine people for not picking up after their dog. Catch the person leaving a long trail of small liquor bottles and beer cans from convenient store down Drake to the park. I'm sick of that trail of trash. [Pleasant Run Dr and Rt 83]*
15. *I didn't know there was a vacation/house watch I have had little contact with police I have had belongings taken at the pool I mostly worry about my home the lady at 311 phone was very helpful*

16. Haven't had any dealings with the police department, only fire department

17. Please add a sign that says right turn permitted on the intersection of Wheeling and Palatine because people don't know they can turn and hold up traffic.