

2006 Community Survey



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since 1986.**

TABLE OF CONTENTS

| | |
|--------------------------------------|------------|
| Table of Contents | 1 |
| Executive Summary | 2 |
| 15 Year Comparison of Survey Ratings | 3 |
| Introduction | 4 |
| Data Analysis | 5 |
| Survey Respondents by Age/Gender | 5 |
| Police Performance | 6 |
| Quality of Service | 11 |
| Neighborhood Safety | 14 |
| Traffic Violations / Enforcement | 20 |
| Public Education | 23 |
| Police Programs | 26 |
| Community Meeting | 30 |
| Police Web-Site | 32 |
| Respondent Demographics | 33 |
| Written Comments | Appendix A |
| Survey Document and Cover Letter | Appendix B |

EXECUTIVE SUMMARY

The Wilmette Police Department conducts a triennial community survey to learn about perceptions, opinions, and specific concerns regarding police performance, services, personnel and programs.

In late 2006, surveys were mailed to 1,000 persons randomly selected from the Village of Wilmette water billing database. Of the 1,000 questionnaires mailed, 413 responses were returned for a 41.3% return rate, which is higher than the 25.2% response rate of 2003. Survey respondents did not answer every question; therefore the various tables in this report contain different numbers of responses and seldom equal 413. Coincidentally, survey respondents were almost equally distributed throughout the village, providing a fair representation of village wide concerns and opinions.

In past and present surveys, respondents reported Police Department personnel who they have had contact with during the survey period. In the 2006 survey, respondents reported the highest number of contacts with uniformed patrol (43.6%), followed by Police Telecommunicators (26.88%), with the next highest being Animal Control (7.9%) and Detectives (7.2%).

There are several new sections in this year's survey. For the first time, this survey asked questions about how safe people feel while walking in their own neighborhoods and in the Village Center during daylight and at night. In addition, the survey also asked questions about traffic enforcement and whether respondents would be interested in attending crime prevention meetings.

The table on the following page compares average ratings of Wilmette Police performance on nine (9) dimensions, over the past 15 years. The Wilmette Police Department received higher ratings this year than those from the last survey in every performance dimension measured and the highest ratings ever received in eight (8) of the nine (9) areas.

15 YEAR COMPARISON OF AVERAGE SURVEY RATINGS BY SURVEY YEAR

| Performance Dimension | 1991 | 1993 | 1995 | 1997 | 2000 | 2003 | 2006 |
|----------------------------|------|------|------|------|-------------|------|-------------|
| Fairness | N/A | N/A | N/A | 4.24 | 4.42 | 4.27 | 4.49 |
| Sensitivity to Minorities | 4.00 | 4.21 | 4.11 | 4.22 | 4.30 | 4.31 | 4.48 |
| Professional Demeanor | 4.31 | 4.40 | 4.35 | 4.38 | 4.42 | 4.32 | 4.43 |
| Knowledge | 4.18 | 4.31 | 4.25 | 4.25 | 4.31 | 4.20 | 4.41 |
| Overall Performance | 4.13 | 4.15 | 4.23 | 4.19 | 4.40 | 4.20 | 4.39 |
| Explanation of Actions | N/A | N/A | N/A | 4.17 | 4.22 | 4.19 | 4.36 |
| Helpfulness | 4.18 | 4.30 | 4.18 | N/A | 4.30 | 4.22 | 4.33 |
| Ability to put you at Ease | 4.10 | 4.21 | 4.08 | N/A | 4.23 | 4.14 | 4.28 |
| Solved the Problem | 3.99 | 4.08 | 3.95 | 4.13 | 4.11 | 4.08 | 4.23 |

All ratings are on a five-point scale with five being the highest. Several points can be made from this comparison of seven different community surveys over the 15 year period:

First, survey ratings are higher than those in 2003 in all nine dimensions.

Second, on eight of the nine performance dimensions above, the ratings in the current survey are the highest the police have ever received. On the ninth dimension, the rating is within one-one hundredth of the highest ever received.

Third, respondents rated the police department highest in the dimensions of Fairness, Sensitivity to Minorities, Professionalism and Knowledge. These high ratings reflect favorably on Wilmette Police values, character, and training.

Fourth, the lowest ratings (although the highest we have ever received in these areas) are for Solving the Problem and Ability to put you at Ease, which in every survey tended to be the lowest rated dimensions.

INTRODUCTION

A cornerstone of effective law enforcement is public trust. One method for gaining the public's trust is for the police to hold themselves accountable to those they serve. One of the techniques the Wilmette Police Department uses to hold ourselves accountable is to periodically conduct a community survey, mailed to a random sample of the people we serve, and then publicly report the results of that survey.

METHODOLOGY

One thousand households were selected at random. The method used for selecting names was to select every fifth customer from the automated water billing records. Past and present Village employees, Village Trustees and members of other Boards and Commissions, were eliminated from the sample. Surveys were mailed to the first 1,000 names on the list, with return envelopes imprinted with the Village Business Reply Permit. For each survey returned to us as "Undeliverable," a survey was mailed to the next name on the list to fill the goal of 1,000.

This survey was different than the version used in 2003. Previous surveys were "user" surveys; those which were mailed to persons that the police department had contact with during the prior three years and chosen at random from police department records. This meant that many of the people surveyed did not live in Wilmette, which probably accounts for the lower return rate than the current survey (25.2% vs. 41.3% this year).

Surveys were mailed in late 2006. To encourage replies, the Chief's cover letter pointed out that the survey is completely anonymous and is used to assist us in continuous organizational improvement. Analysis of the demographics of the respondents begins on page 33. The cover letter and survey document are included in Appendix B.

DATA ANALYSIS

TABLE A

Many of the tables in this report refer to the age and gender of respondents. **Table A** provides the number of respondents and their reported gender and age. Additional information about respondent demographics, including education level, income, race and residential area within the village, begin on page 32.

SURVEY RESPONDENTS BY AGE AND GENDER

| Age Group | Females | Males | Non-specified | TOTAL | Percentage |
|--------------|------------|------------|---------------|------------|-------------|
| 20-29 years | 2 | 1 | 0 | 3 | .7% |
| 30-39 years | 19 | 17 | 0 | 36 | 8.7% |
| 40-49 years | 62 | 46 | 1 | 109 | 26.4% |
| 50-59 years | 51 | 55 | 2 | 108 | 26.2% |
| 60 and older | 59 | 82 | 7 | 148 | 35.8% |
| Unspecified | 0 | 1 | 8 | 9 | 2.2% |
| TOTAL | 193 | 202 | 18 | 413 | 100% |

Table A shows that there is an approximately equal distribution among male and female respondents. Note that 18 respondents chose not to provide their gender and nine chose not to provide their age.

The Table also shows that survey respondents are skewed toward higher ages, probably due to the way in which names were selected (from water bills, which are sent to the property owner of record). As a result, the 20-29 and 30-39 age groups (both males and females) appear to be under-represented in the survey.

This Table leads us to believe we have a reasonably random sample of Wilmette residents, albeit under-represented between the ages of 30 and 39, and certainly under-represented in persons under the age of 30.

RATING THE PERFORMANCE OF THE LAST POLICE EMPLOYEE CONTACTED

Respondents were asked if they had contact with any police employee within the past three years. Among the 413 people who answered this question, 264 (61%) answered “yes”. Those 264 were then asked to rate the perceived performance of the person they last had contact with, on nine dimensions. Since these are the same dimensions listed in the multi-year comparison on page three, we will now look at these ratings by age and gender for each dimension.

TABLE B

FAIRNESS BY AGE AND GENDER

| Age Group | Females | Males | Average |
|----------------------|-------------|-------------|-------------|
| 20 - 29 years | 5.00 | 4.00 | 4.50 |
| 30 - 39 years | 4.64 | 4.67 | 4.65 |
| 40 – 49 years | 4.39 | 4.44 | 4.40 |
| 50 – 59 years | 4.52 | 4.44 | 4.42 |
| 60 and older | 4.44 | 4.70 | 4.60 |
| | | | |
| TOTAL | 4.47 | 4.54 | 4.49 |

The average rating for “Fairness” was 4.49 on a five-point scale. This is higher than the 2003 survey rating of 4.27. Note the spread among ratings, with the lowest ratings being given by females in the 40-49 age group and the highest by males 60 and older.

The ratings from respondents in their 20s are probably insignificant because there were only three respondents in this age-group. This caveat applies to **Table B** through **Table J**.

Note: The averages include responses from persons who did not indicate their gender, which are a small number and are not depicted on **Table B** through **Table J**.

TABLE C

Table B rates survey respondent's perception of the police employee's ability to interact in an objective and professional manner with people regardless of their race, religion, gender, sexual orientation, or any other social status.

BIAS FREE POLICING & COMMUNICATION BY AGE AND GENDER

| Age Group | Females | Males | Average |
|----------------------|----------------|--------------|----------------|
| 20 - 29 years | 5.00 | 4.00 | 4.50 |
| 30 - 39 years | 4.67 | 4.50 | 4.60 |
| 40 - 49 years | 4.42 | 4.46 | 4.44 |
| 50 - 59 years | 4.45 | 4.45 | 4.39 |
| 60 and older | 4.57 | 4.64 | 4.57 |
| TOTAL | 4.50 | 4.51 | 4.48 |

The average rating for "Bias Free Policing/Communication" was 4.48 (slightly higher than the 2003 survey rating of 4.31). Note the similarity in ratings across gender and age groups. Once again, the average is calculated with the "unknown gender" respondents, who are not depicted in the Table.

TABLE D

PROFESSIONAL DEMEANOR BY AGE AND GENDER

| Age Group | Females | Males | Average |
|---------------------|----------------|--------------|----------------|
| 20-29 years | 5.00 | 3.00 | 4.00 |
| 30-39 years | 4.38 | 4.60 | 4.46 |
| 40-49 years | 4.40 | 4.50 | 4.44 |
| 50-59 years | 4.52 | 4.52 | 4.48 |
| 60 and older | 4.32 | 4.45 | 4.38 |
| TOTAL | 4.41 | 4.48 | 4.43 |

The average rating for "Professional Demeanor of Last Person Contacted" was 4.43 on a 5-point scale (slightly higher than the 2003 survey rating which was a 4.32 average).

TABLE E

**KNOWLEDGE
BY AGE AND GENDER**

| Age Group | Females | Males | Average |
|----------------------|----------------|--------------|----------------|
| 20 - 29 years | 5.00 | 4.00 | 4.50 |
| 30 - 39 years | 4.53 | 4.30 | 4.44 |
| 40 – 49 years | 4.29 | 4.33 | 4.30 |
| 50 – 59 years | 4.61 | 4.50 | 4.54 |
| 60 and older | 4.43 | 4.40 | 4.38 |
| TOTAL | 4.45 | 4.41 | 4.41 |

The average rating for Knowledge is 4.41 on a 5-point scale (higher than the 2003 survey rating for this dimension which was a 4.20 average). Overall there is little difference between males and females. Note that the 50-59 age group, (particularly females), rated employees more highly than did other age groups.

TABLE F

**OVERALL PERFORMANCE
OF LAST PERSON CONTACTED
BY AGE AND GENDER**

| Age Group | Females | Males | Average |
|----------------------|----------------|--------------|----------------|
| 20 - 29 years | 5.00 | 4.00 | 4.50 |
| 30 - 39 years | 4.33 | 4.50 | 4.40 |
| 40 – 49 years | 4.34 | 4.32 | 4.33 |
| 50 – 59 years | 4.35 | 4.50 | 4.43 |
| 60 and older | 4.39 | 4.48 | 4.42 |
| TOTAL | 4.36 | 4.45 | 4.39 |

The average rating for “Overall Performance” was 4.39 (slightly higher than the 4.20 average in the 2003 survey). Once again, please note the similarity of ratings across age groups and gender.

TABLE G

EXPLANATION OF HIS/HER ACTIONS BY AGE AND GENDER

| Age Group | Females | Males | Average |
|----------------------|----------------|--------------|----------------|
| 20 - 29 years | 5.00 | 4.00 | 4.50 |
| 30 - 39 years | 4.53 | 4.60 | 4.56 |
| 40 – 49 years | 4.23 | 4.33 | 4.27 |
| 50 – 59 years | 4.48 | 4.46 | 4.43 |
| 60 and older | 4.15 | 4.43 | 4.32 |
| | | | |
| TOTAL | 4.33 | 4.43 | 4.36 |

The average rating for “Explanation of His/Her Actions” was 4.36 on a 5-point scale (higher than the 2003 survey rating for this dimension, which was 4.19). Note the difference in ratings between men and women in the 60+ age group.

TABLE H

HELPFULNESS BY AGE AND GENDER

| Age Group | Females | Males | Average |
|----------------------|----------------|--------------|----------------|
| 20 - 29 years | 5.00 | 5.00 | 5.00 |
| 30 - 39 years | 4.23 | 4.60 | 4.39 |
| 40 – 49 years | 4.20 | 4.47 | 4.31 |
| 50 – 59 years | 4.41 | 4.44 | 4.42 |
| 60 and older | 4.18 | 4.36 | 4.25 |
| | | | |
| TOTAL | 4.26 | 4.43 | 4.33 |

The average rating for “Helpfulness” was 4.33, which is higher than the survey rating of 4.22 in 2003. Males rated employees a bit higher than did women.

TABLE I**ABILITY TO PUT YOU AT EASE
BY AGE AND GENDER**

| Age Group | Females | Males | Average |
|--------------|-------------|-------------|-------------|
| 20-29 years | 4.00 | 4.00 | 4.00 |
| 30-39 years | 4.13 | 4.60 | 4.32 |
| 40-49 years | 4.30 | 4.29 | 4.29 |
| 50-59 years | 4.23 | 4.40 | 4.29 |
| 60 and older | 4.18 | 4.42 | 4.26 |
| | | | |
| TOTAL | 4.22 | 4.39 | 4.28 |

The average rating for “Ability to Put You at Ease” was 4.28 on a 5-point scale (slightly higher than the 2003 survey rating which was a 4.14 average rating). As in **Table H**, note that females report a lower rating than males, with the exception of the 40 – 49 age category, which was very similar for both genders. The lower ratings from the 20-29 age group represented only three responses.

TABLE J**SOLVED THE PROBLEM
BY AGE AND GENDER**

| Age Group | Females | Males | Average |
|--------------|-------------|-------------|-------------|
| 20 - 29 yrs | 4.00 | 4.00 | 4.00 |
| 30 - 39 yrs | 3.69 | 4.22 | 3.91 |
| 40 - 49 yrs | 4.28 | 4.33 | 4.30 |
| 50 - 59 yrs | 4.47 | 4.22 | 4.30 |
| 60 and up | 4.23 | 4.21 | 4.21 |
| | | | |
| TOTAL | 4.25 | 4.24 | 4.23 |

The average rating for “Solved the Problem” was 4.23; higher than the 2003 average of 4.08. Females in the 30-39 age group rated employees noticeably lower than males as a whole, and all other age categories. Note that this average rating is the lowest given for any dimension in the survey.

This category is consistently the lowest rated across many survey years. One explanation may be that the nature of police work does not allow officers to resolve every problem they encounter.

Quality of Service

TABLE K

Table K lists the job assignment of the employee with whom respondents most recently had contact, in descending order of frequency.

ASSIGNMENT OF LAST PERSON CONTACTED

| Position of Employee | Number | Percentage |
|---------------------------------------|---------------|-------------------|
| Uniformed Patrol | 133 | 43.6% |
| Telephone Contact (Police Dispatcher) | 82 | 26.9% |
| Animal Control Officer | 24 | 7.9% |
| Detective | 22 | 7.2% |
| Chief or Deputy Chief | 11 | 3.6% |
| Community Relations Officer | 10 | 3.3% |
| Records Section | 8 | 2.6% |
| Police Supervisor | 7 | 2.3% |
| Parking Control Officer | 6 | 2.0% |
| Police Social Worker | 2 | .7% |
| TOTAL | 305 | 100% |

The data indicates that most survey respondents had contact with Uniformed Patrol (43.6%), followed by telephone contact with Police Dispatchers (26.9%).

It would be expected that Police Officers and Police Dispatchers would have the highest amount of contact due to the very nature of their positions. Officers are constantly out in the community assisting residents; while Dispatchers answer most telephone calls into the police station and are responsible for dispatching calls of service to patrol officers.

TABLE L

Table L is a listing of the ratings by respondents who have had contact with the Police Department, according to the assignment of the person with whom they had the most recent contact.

LAST EMPLOYEE'S PERFORMANCE BY POSITION

| Assignment | At Ease | Professional Demeanor | Knowledge | Explanation of actions | Helpfulness | Solving the Problem | Bias Free | Fairness | Overall Performance |
|--|----------------|------------------------------|------------------|-------------------------------|--------------------|----------------------------|------------------|-----------------|----------------------------|
| Police Social Worker | 5.0 | 5.0 | 5.0 | 5.0 | 5.0 | 3.5 | 5.0 | 5.0 | 5.0 |
| Parking Control | 4.8 | 4.8 | 4.7 | 5.0 | 4.8 | 5.0 | 4.2 | 4.8 | 4.8 |
| Records Section | 4.7 | 4.6 | 4.4 | 4.6 | 4.7 | 4.6 | 5.0 | 5.0 | 4.7 |
| Chief or Deputy Chief | 4.8 | 4.7 | 4.4 | 4.8 | 4.8 | 4.0 | 4.8 | 4.8 | 4.7 |
| Community Relations | 4.4 | 4.7 | 4.6 | 4.6 | 4.5 | 4.3 | 5.0 | 5.0 | 4.6 |
| Uniformed Patrol | 4.3 | 4.4 | 4.5 | 4.3 | 4.3 | 4.3 | 4.4 | 4.5 | 4.4 |
| Telephone Contact Police Dispatcher | 4.3 | 4.3 | 4.3 | 4.3 | 4.3 | 4.1 | 4.4 | 4.4 | 4.3 |
| Detective | 4.0 | 4.3 | 4.6 | 4.5 | 4.3 | 4.1 | 4.0 | 4.1 | 4.1 |
| Animal Control | 4.3 | 4.5 | 4.4 | 4.4 | 4.4 | 4.2 | 4.8 | 4.6 | 4.1 |
| Police Supervisor | 3.8 | 4.2 | 3.8 | 4.0 | 3.8 | 3.8 | 4.3 | 4.6 | 3.8 |

The number of respondents for each of the areas of assignment is actually too low to draw meaningful conclusions, except in two categories: Police Dispatchers and Uniformed Patrol. Uniformed Patrol was rated slightly higher in this survey than in 2003. Police Dispatchers improved their ratings noticeably in every area over the 2003 survey.

TABLE M

Respondents were asked to rate the quality of service they received during their most recent contact with Police Department personnel. Note that only 296 respondents answered this question.

QUALITY OF SERVICE EXPECTATION BY CIRCUMSTANCES OF CONTACT

| Type of Contact | Higher Than Expected | About What I Expected | Lower than I Expected | TOTAL |
|------------------------------|-----------------------------|------------------------------|------------------------------|-----------------------|
| Uniformed Patrol | 64 | 59 | 6 | 129 (43.6%) |
| Police Dispatcher | 24 | 53 | 3 | 80 (27%) |
| Animal Control | 10 | 11 | 2 | 23 (7.8%) |
| Detective | 9 | 11 | 2 | 22 (7.4%) |
| Community Relations | 5 | 4 | 1 | 10 (3.4%) |
| Chief or Deputy Chief | 3 | 7 | 0 | 10 (3.4%) |
| Records Section | 4 | 3 | 1 | 8 (2.7%) |
| Police Supervisor | 1 | 5 | 0 | 6 (2%) |
| Parking Control | 5 | 1 | 0 | 6 (2%) |
| Police Social Worker | 0 | 2 | 0 | 2 (.7%) |
| TOTAL | 125 (42%) | 156 (53%) | 15 (5%) | 296 (100%) |

In this survey **95%** of respondents reported the quality of service they received as being what they expected or higher than expected. In the prior survey (2003), the percentage had been 89%.

Neighborhood Safety

Neighborhood safety is a new category introduced in this survey. Respondents were asked to rate their level of “feeling safe” while walking alone in either their neighborhood or the Village Center, both during the day and after dark.

Survey respondents were asked to check the rating that best describes their feeling(s), according to the following scale:

___ **Very Safe** ___ **Safe** ___ **Unsafe** ___ **Very Unsafe** ___ **Don't Know**

Some Tables below include geographic analyses, based on the below divisions of the Village, which correspond to police beats.

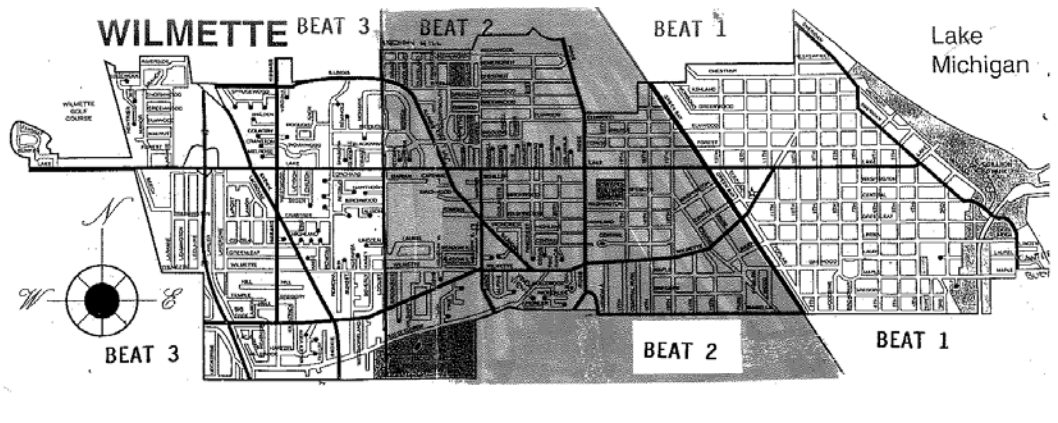


TABLE N
DAYTIME NEIGHBORHOOD SAFETY
By Area in Village

| | East of Green Bay Rd. | Between Green Bay & Locust | West of Locust Rd. | Unknown | TOTAL |
|--------------|-----------------------|----------------------------|--------------------|-----------|------------------|
| Very Safe | 103 (92%) | 158 (89%) | 89 (79%) | 9 (75%) | 359 (87%) |
| Safe | 9 | 15 | 21 | 3 | 48 |
| Unsafe | 0 | 1 | 0 | 0 | 1 |
| Very Unsafe | 0 | 0 | 1 | 0 | 1 |
| Don't Know | 0 | 1 | 0 | 0 | 1 |
| Unspecified | 0 | 2 | 1 | 0 | 3 |
| TOTAL | 112 | 177 | 112 | 12 | 413 |

Table N shows that all respondents answered this question and 87% feel very safe in their neighborhoods during the day. Note that a lower percentage of persons living west of Locust, feel “very safe,” while more of west side residents feel merely “safe”, when compared to the other areas. Nonetheless, more than 99% of respondents report feeling “safe” or “very safe” while walking alone in their neighborhoods during the day.

This is the first survey in which this question was asked so there is no comparative data from past surveys.

TABLE O

**DAYTIME NEIGHBORHOOD SAFETY
BY AGE & GENDER**

| | Females | | | | | Males | | | | | TOTAL | Percent- age |
|--------------|----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|------------|-----------------|
| | 20+ | 30+ | 40+ | 50+ | 60+ | 20+ | 30+ | 40+ | 50+ | 60+ | | |
| Very safe | 1 | 17 | 59 | 43 | 49 | 0 | 16 | 44 | 48 | 69 | 346 | 88.3% |
| Safe | 1 | 1 | 3 | 8 | 10 | 1 | 1 | 1 | 6 | 11 | 43 | 11% |
| Unsafe | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | .26% |
| Very Unsafe | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0% |
| Don't Know | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | .26% |
| TOTAL | 2 | 18 | 62 | 51 | 59 | 1 | 17 | 45 | 55 | 82 | 391 | 100% |

More than 88% of survey respondents reported feeling “very safe” walking alone in their neighborhoods during the day, and an additional 11% report feeling “safe”. There appears to be no noticeable difference between male and female responses. Note that only one respondent reported feeling “unsafe,” as indicated in the male/age 50-59 group.

This is the first survey that asked this question so there is no comparative data from past years.

Note: When presenting more than one table on an issue, total numbers and percentages may vary slightly, as in the above two tables. This is because when different variables are tabulated, differing numbers of people answered the questions.

TABLE P

AFTER DARK NEIGHBORHOOD SAFETY *By Area in the Village*

| | East of Green Bay Rd. | Between Green Bay & Locust | West of Locust Rd. | Unknown | TOTAL |
|--------------|--------------------------------------|---|-----------------------------------|----------------|----------------------|
| Very Safe | 46 (41%) | 86 (49%) | 41 (37%) | 5 | 178 (44%) |
| Safe | 52 (47%) | 77 (43%) | 51 (46%) | 4 | 184 (45%) |
| Unsafe | 10 (9%) | 8 (4.5%) | 7 (6%) | 1 | 26 (6.3%) |
| Very Unsafe | 0 | 0 | 1 (1%) | 0 | 1 |
| Don't Know | 3 (3%) | 5 (3%) | 11 (10%) | 2 | 21 (5%) |
| Unspecified | 0 | 0 | 0 | 3 | 3 |
| TOTAL | 111 | 176 | 111 | 15 | 413 |

Table P shows that all respondents answered this question. Forty-nine percent of respondents in the center of Wilmette feel “very safe” walking alone in their neighborhoods after dark, somewhat higher than in either east or west Wilmette. On the east side, a slightly higher percentage of respondents feel “unsafe” after dark, than in the center or west areas of Wilmette.

Note that 10% of west side respondents said they “don’t know” about after dark safety in their neighborhood; a much higher percentage than in the rest of Wilmette.

TABLE Q**AFTER DARK NEIGHBORHOOD SAFETY
BY AGE & GENDER**

| | Females | | | | | Males | | | | | TOTAL | Per-centage |
|--------------|----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|------------|---------------|
| | 20 + | 30+ | 40+ | 50+ | 60+ | 20+ | 30+ | 40+ | 50+ | 60+ | | |
| Very safe | 0 | 7 | 20 | 18 | 17 | 0 | 9 | 26 | 33 | 40 | 170 | 43.6 % |
| Safe | 2 | 10 | 37 | 23 | 25 | 1 | 6 | 19 | 20 | 34 | 177 | 45.4 % |
| Unsafe | 0 | 0 | 4 | 7 | 8 | 0 | 1 | 0 | 1 | 3 | 24 | 6.2 % |
| Very Unsafe | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | ---- |
| Don't Know | 0 | 0 | 1 | 3 | 7 | 0 | 1 | 0 | 1 | 5 | 18 | 4.6 % |
| TOTAL | 2 | 17 | 62 | 51 | 58 | 1 | 17 | 45 | 55 | 82 | 390 | 100 % |

Approximately 44% of survey respondents reported feeling “very safe” walking alone in their neighborhoods after dark. An additional 45% reported feeling “safe” while walking alone after dark in their neighborhood. 19 of the 24 people who report feeling “unsafe” or “very unsafe” after dark are female.

Note that 4.6% said they “Don’t Know.” It can be speculated that perhaps these respondents do not walk in the neighborhood after dark.

This is the first survey in which this question was asked so there is no comparative data from past surveys.

TABLE R

DAYTIME VILLAGE CENTER SAFETY BY AGE

| Safety Level | 20-29 years | 30-39 years | 40-49 years | 50-59 years | 60 and older | Unspecified Age | TOTAL | Per-centage |
|---------------------|--------------------|--------------------|--------------------|--------------------|---------------------|------------------------|--------------|--------------------|
| Very Safe | 2 | 32 | 99 | 93 | 122 | 6 | 354 | 86.6% |
| Safe | 1 | 3 | 10 | 10 | 19 | 3 | 46 | 11.3% |
| Unsafe | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Very Unsafe | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Don't Know | 0 | 1 | 0 | 5 | 3 | 0 | 9 | 2.2% |
| TOTAL | 3 | 36 | 109 | 108 | 144 | 9 | 409 | 100% |

Among 409 responses to this question, not a single person said they feel “unsafe” or “very unsafe” while walking alone in the Village Center during the day. About 98% said they feel “safe” or “very safe”, with a small number saying they “Don’t Know.” As evident from the data, the largest percentage of each age category reports feeling “very safe.”

There were no noticeable gender differences in the above data.

TABLE S

AFTER DARK VILLAGE CENTER SAFETY ***BY AGE***

| Safety Level | 20-29 years | 30-39 years | 40-49 years | 50-59 years | 60 and older | Unspecified Age | TOTAL | Per-cent |
|---------------------|--------------------|--------------------|--------------------|--------------------|---------------------|------------------------|--------------|-----------------|
| Very Safe | 1 | 14 | 46 | 42 | 53 | 2 | 158 | 38.8% |
| Safe | 1 | 15 | 48 | 48 | 58 | 3 | 173 | 42.5% |
| Unsafe | 0 | 1 | 5 | 6 | 4 | 2 | 18 | 4.4% |
| Very Unsafe | 0 | 0 | 0 | 0 | 1 | 0 | 1 | .002% |
| Don't Know | 1 | 6 | 9 | 11 | 29 | 1 | 57 | 14% |
| TOTAL | 3 | 36 | 108 | 107 | 145 | 8 | 407 | 100% |

Approximately 39% of survey respondents reported feeling “very safe” walking alone in the Village Center after dark, and an additional 42.5% reported feeling “safe”. Only 4.4% report feeling “unsafe” or “very unsafe” after dark in the Village Center. The 14% who said they “Don’t Know” may not be visiting the Village Center after dark.

There were no noticeable age or gender differences in the above data.

Traffic Violations & Enforcement

TABLE T

Respondents were asked whether they had received a traffic ticket or a moving violation in Wilmette during the past 36 months.

RECEIVED A TRAFFIC TICKET BY GENDER

| | Yes | No | Not a Driver | Percentage |
|-------------------|-------------|--------------|--------------|-------------|
| Female | 13 | 173 | 1 | 46.3% |
| Male | 13 | 188 | 0 | 49.7% |
| Non-specified | 0 | 17 | 0 | 4% |
| TOTAL | 26 | 378 | 1 | 405 |
| Percentage | 6.4% | 93.3% | .25% | 100% |

Thirteen males and 13 females (6.4% of respondents) report receiving a moving violation in Wilmette during the past three years.

TABLE U

Respondents were asked to rate their perceived level of traffic enforcement in Wilmette.

POLICE ENFORCEMENT OF TRAFFIC VIOLATIONS RATED BY GENDER

| | Too Strict | Not Strict Enough | About Right | TOTAL |
|-------------------|------------|-------------------|-------------|-------------|
| Female | 10 | 24 | 148 | 182 |
| Male | 6 | 40 | 147 | 193 |
| Non-specified | 1 | 2 | 13 | 16 |
| TOTAL | 17 | 66 | 308 | 391 |
| Percentage | 4% | 17% | 79% | 100% |

Table U provides interesting information to us. The Police Department hears more complaints about speeding autos and other traffic violations than we do about any other issue. It is easy for us to believe that almost everyone wants more enforcement. Yet this table shows that nearly 80% of respondents feel the amount of traffic enforcement in the Village of Wilmette is “About Right.”

Only 17% reported that the enforcement of traffic violations is “Not Strict Enough.” Only 4% report traffic enforcement is “Too Strict” (analysis revealed that 35% of those who said “Too Strict” also said they had received a ticket from us!).

A considerably larger number and percentage of male respondents than females reported that traffic enforcement was “Not Strict Enough” (40 vs. 24; 21% vs. 13%). Note that both genders reported in nearly equal numbers that police traffic enforcement is “About Right.”

TABLE V

**POLICE ENFORCEMENT OF TRAFFIC VIOLATIONS
RATED BY AREA IN VILLAGE**

| | Too Strict | Not Strict Enough | About Right | TOTAL |
|------------------------------|-------------|-------------------|--------------|------------|
| East of Green Bay Rd. | 4 (3.7%) | 11 (11%) | 89 (82%) | 104 |
| Between Green Bay and Locust | 9 (5.3%) | 42 (25%) | 118 (70%) | 169 |
| West of Locust Rd. | 3 (1.7%) | 12 (11%) | 93 (86%) | 108 |
| TOTAL | 16 | 65 | 300 | 381 |

Interestingly, **Table V** shows that in comparison with the east and west sides of the village, more than double the percentage of residents residing between Green Bay Road and Locust Road reported feeling police traffic enforcement was “Not Strict Enough”. Note that most Wilmette schools are between Green Bay and Locust Roads and this area of the Village may have the highest traffic volumes.

TABLE W

POLICE ENFORCEMENT OF TRAFFIC VIOLATIONS RATINGS BY LENGTH OF TIME LIVING IN WILMETTE

| | Too Strict | Not Strict Enough | About Right | TOTAL |
|--------------|----------------------|-----------------------|------------------------|------------|
| 0-2 years | 0 | 4 (100%) | 0 | 4 |
| 3-5 years | 1 (2.8%) | 10 (27.8%) | 25 (69.4%) | 36 |
| 6-8 years | 3 (7.9%) | 3 (7.9%) | 32 (84.2%) | 38 |
| 9-11 years | 2 (6.9%) | 5 (17.2%) | 22 (75.9%) | 29 |
| 12-14 years | 2 (10%) | 2 (10%) | 16 (80%) | 20 |
| 15 years + | 9 (3.9%) | 42 (18.3%) | 179 (77.8%) | 230 |
| TOTAL | 17 (4.7%) | 66 (18.4%) | 274 (76.8%) | 357 |

Note the relatively higher percentage of persons who have lived in Wilmette between three and five years who report that police enforcement of traffic violations is “Not Strict Enough”. Among all respondents, about 18% believe enforcement is “Not Strict Enough”, but about 77% say police traffic enforcement is “About Right.”

PUBLIC EDUCATION

Public education is a new category introduced in this year's survey. Respondents were asked to indicate the two public education topics they think the Wilmette Police should most emphasize. With a total of 413 returned surveys, there should be 826 responses to this question below. Yet **Table X** shows there were just 745 responses, indicating some people did not respond to the question.

TABLE X

PUBLIC EDUCATION TOPICS POLICE SHOULD EMPHASIZE DURING THE NEXT YEAR

| | # of respondents | Percentage of respondents |
|--------------------------------|------------------|---------------------------|
| Home Security | 227 | 30% |
| Identity Theft | 125 | 16.8% |
| Alcohol/Drug Abuse | 93 | 12.5% |
| Internet Safety | 85 | 11.4% |
| School Liaison Officer | 54 | 7.2% |
| Bicycle Safety | 53 | 7.3% |
| Crimes against Senior Citizens | 51 | 6.8% |
| Child Abuse Prevention | 34 | 4.6% |
| Other | 23 | 3% |
| TOTAL | 745 | 100% |

The largest number of survey respondents reported "Home Security" as the greatest concern (227), and the second and third highest concerns were "Identity Theft" (125) and "Alcohol/Drug Abuse (93)."

TABLE Y

PUBLIC EDUCATION TOPICS POLICE SHOULD EMPHASIZE BY AGE

| | 20-29 years | 30-39 years | 40-49 years | 50-59 years | 60 years+ | TOTAL | Percent- age |
|-----------------------------------|----------------|----------------|----------------|----------------|--------------|------------|-----------------|
| Home Security | 2 | 23 | 52 | 65 | 81 | 223 | 30.5% |
| Identity Theft | 1 | 16 | 34 | 30 | 43 | 124 | 16.9% |
| Alcohol/Drug Abuse | 0 | 5 | 25 | 27 | 35 | 92 | 12.6% |
| Internet Safety | 1 | 7 | 35 | 24 | 17 | 84 | 11.5% |
| Bicycle Safety | 1 | 5 | 18 | 12 | 17 | 53 | 7.2% |
| School Liaison Officer | 1 | 4 | 25 | 16 | 6 | 52 | 7.1% |
| Crimes against Senior Citizens | 0 | 1 | 4 | 15 | 29 | 49 | 6.7% |
| Child Abuse Prevention | 0 | 4 | 11 | 6 | 13 | 34 | 4.6% |
| Other | 0 | 2 | 8 | 3 | 8 | 21 | 2.9% |
| TOTAL | 6 | 67 | 212 | 198 | 249 | 732 | 100% |

In most age groups, the majority of respondents chose “Home Security” as the number one area for the police to emphasize and “Identity Theft” as the second priority for public education. In addition, the data indicates interest in “Crimes against Senior Citizens” increases with the age of the respondent.

A higher proportion of persons in the 40-49 year age group appear to favor “Internet Safety” and “Identity Theft” as their closely rated 2nd and 3rd choice, with “School Liaison” and “Alcohol/Drug Abuse” tied for 4th place. It can be hypothesized that many parents of Middle School and Junior High students are in this age group and that at least three of these categories would directly affect their children.

TABLE Z

**PUBLIC EDUCATION TOPICS
BY AREA in VILLAGE**

| | East of Green Bay Road | West of Locust Road | Between Green Bay and Locust | Non- specified | TOTAL | Percent |
|-----------------------------------|------------------------------|---------------------------|------------------------------------|-------------------|------------|--------------|
| Home Security | 60 (32.4%) | 71 (35.7%) | 92 (28%) | 4 | 227 | 31.1% |
| Identity Theft | 33 (17.8%) | 28 (14.1%) | 60 (18.2%) | 4 | 125 | 17.1% |
| Alcohol/Drug Abuse | 25 (13.5%) | 18 (9%) | 49 (14.9%) | 1 | 93 | 12.8% |
| Internet Safety | 8 (4.3%) | 19 (9.5%) | 40 (12.2%) | 2 | 69 | 9.5% |
| School Liaison Officer | 13 (7%) | 16 (8%) | 24 (7.3%) | 1 | 54 | 7.4% |
| Bicycle Safety | 20 (10.8%) | 14 (7%) | 19 (5.8%) | 0 | 53 | 7.3% |
| Crimes against Senior Citizens | 10 (5.4%) | 19 (9.5%) | 21 (6.4%) | 1 | 51 | 7% |
| Child Abuse Prevention | 13 (7%) | 8 (4%) | 13 (4%) | 0 | 34 | 4.7% |
| Other | 3 | 6 | 11 | 3 | 23 | 3.1% |
| TOTAL | 185 | 199 | 329 | 16 | 729 | |
| Percentage | 25.38% | 27.3% | 45.13% | 2.19% | | 100% |

In all areas of the Village, “Home Security” is the primary concern of respondents and “Identity Theft” is the second.

The variance in answers across areas of the Village in some categories raises questions we cannot answer:

- Why are respondents in west Wilmette more concerned about crimes against senior citizens, and less concerned about alcohol/drug abuse than respondents who live elsewhere in the Village?
- Why are respondents in east Wilmette more concerned about bicycle safety and child abuse prevention, but less concerned about internet safety, than respondents who live elsewhere in the Village?

POLICE DEPARTMENT PROGRAMS

Survey respondents were asked to indicate level of importance of existing community policing programs by placing the following indicator next to the list of programs.

- ___ High Importance (H)
- ___ Medium Importance (M)
- ___ Low Importance (L)

In this section we will focus only on the programs listed as being of “high” importance by respondents.

TABLE AA

POLICE PROGRAMS RATED OF HIGH IMPORTANCE BY RESIDENTIAL AREA

| Police Program | East of Green Bay Rd | West of Locust Rd | Between Green Bay and Locust | TOTAL |
|---|-----------------------------|--------------------------|-------------------------------------|--------------|
| Enforcing Drunk Driving Laws | 87 | 89 | 154 | 330 |
| Crime Prevention Programs | 79 | 88 | 132 | 299 |
| Illegal Sale of Tobacco/Alcohol to Minors Enforcement | 71 | 70 | 122 | 263 |
| Providing Drug/Violence Prevention Education | 53 | 66 | 93 | 212 |
| Speed Enforcement | 45 | 54 | 105 | 204 |
| Senior Citizen Call-In (daily) | 34 | 36 | 71 | 141 |
| Seat-belt Enforcement | 22 | 42 | 65 | 129 |
| Mediating Family & Neighborhood Disputes | 22 | 33 | 58 | 113 |
| Summer Bicycle Patrol | 26 | 20 | 42 | 88 |
| Parking Enforcement | 16 | 19 | 25 | 60 |
| Enforcing Animal Ordinances | 8 | 20 | 19 | 47 |
| Annual Police Open House | 8 | 13 | 12 | 33 |
| Other | 3 | 10 | 12 | 25 |
| TOTAL | 474 | 560 | 910 | 1,944 |
| Percentage | 24.4% | 28.8% | 46.8% | 100% |

TABLE AA shows the police programs that were rated of highest importance by geographic area of the Village. “Enforcing Drunk Driving Laws” is rated of the highest importance in all residential areas, followed closely and across all geographic areas by “Crime Prevention Programs” and “Illegal Sale of Tobacco/Alcohol to Minors Enforcement”.

TABLE BB

POLICE PROGRAMS RATED OF HIGH IMPORTANCE BY GENDER

| | Female | Male | TOTAL |
|---|---------------|---------------|-------------|
| Enforcing Drunk Driving Laws | 164 | 162 | 326 |
| Crime Prevention Programs | 140 | 154 | 294 |
| Illegal Sale of Tobacco/Alcohol to Minors Enforcement | 139 | 119 | 258 |
| Providing Drug/ Violence Prevention Education | 113 | 96 | 209 |
| Speed Enforcement | 103 | 99 | 202 |
| Enforcing Handicap Parking Violations | 77 | 69 | 146 |
| Daily Senior Citizen Call-In | 84 | 58 | 142 |
| Seat-belt Enforcement | 72 | 56 | 128 |
| Mediating Neighborhood/Family Disputes | 60 | 55 | 115 |
| Summer Bicycle Patrol | 49 | 39 | 88 |
| Parking Enforcement | 41 | 18 | 59 |
| Enforcing Animal Ordinances | 27 | 19 | 46 |
| Annual Police Open House | 20 | 12 | 32 |
| | | | |
| TOTAL | 1089 | 956 | 2045 |
| Percentage | 53.25% | 46.75% | |

Respondents were not restricted in the number of above programs they could rate as “High” in importance. There are an approximately equal number of males and females who answered this question, but women selected more programs to rate as “High.” Note the differences in the ratings given by gender, some of which may be statistically significant. In addition, respondents rated the same three (3) programs of the “highest” importance, regardless of gender.

TABLE CC

RATING POLICE PROGRAMS BY LEVEL OF IMPORTANCE

| | Low Importance | Medium Importance | High Importance |
|---|----------------|-------------------|-----------------|
| Enforcing Drunk Driving Laws | 3 | 37 | 337 |
| Crime Prevention Programs | 12 | 63 | 306 |
| Illegal Sale of Tobacco/Alcohol to Minors Enforcement | 7 | 77 | 291 |
| Providing Drug/ Violence Prevention Education | 29 | 123 | 217 |
| Speed Enforcement | 22 | 148 | 208 |
| Enforcing Handicap Parking Violations | 71 | 150 | 149 |
| Senior Citizen Call-In (daily) | 57 | 155 | 144 |
| Seat-belt Enforcement | 85 | 158 | 130 |
| Mediating Family & Neighborhood/ Disputes | 73 | 174 | 115 |
| Summer Bicycle Patrol | 188 | 87 | 89 |
| Parking Enforcement | 131 | 180 | 62 |
| Enforcing Animal Ordinances | 201 | 124 | 48 |
| Annual Police Open House | 198 | 136 | 34 |

The top three most important programs above are clear. But even the lower importance programs provoke thought. For example, "Summer Bicycle Patrols" are rated as lower importance, yet many respondents rate them as either medium or high importance also.

COMMUNITY MEETING

Community Meeting is a new category in this survey. This section asked respondents to indicate whether they would be interested in attending a community meeting in their neighborhood in order to discuss local problems and crime prevention.

Respondents who answered “yes” were then asked to indicate how often they would be willing to attend a community meeting.

Response options were:

- ___ 1 time per month
- ___ 3-4 times per year
- ___ 1 time per year

Responses are listed below.

TABLE DD

COMMUNITY MEETING ATTENDANCE

| | Attend Community Meeting? | Percentage |
|--------------|---------------------------|-------------|
| Yes | 271 | 65.6% |
| No | 142 | 34.4% |
| TOTAL | 413 | 100% |

Among the 413 persons who responded to this question, approximately two-thirds report that they would be interested in attending a neighborhood crime prevention meeting.

Respondents were also asked at what intervals they would attend a meeting, and 74% said they would attend once a year.

TABLE EE

**COMMUNITY MEETING ATTENDANCE
BY AREA OF VILLAGE**

| | East of Green Bay Road | West of Locust Road | Between Green Bay and Locust | TOTAL | Percentage |
|-------------------|------------------------|---------------------|------------------------------|------------|--------------|
| Yes | 72 (64%) | 73 (65%) | 123 (69%) | 268 | 66.8% |
| No | 40 | 39 | 54 | 133 | 33.2% |
| TOTAL | 112 | 112 | 177 | 401 | — |
| Percentage | 28% | 28% | 44% | — | 100% |

Approximately two-thirds of the respondents from all three areas of the Village would attend a neighborhood crime prevention meeting, if offered.

TABLE FF

**COMMUNITY MEETING ATTENDANCE
BY LENGTH OF TIME RESIDING IN VILLAGE OF WILMETTE**

| | 0-2 years | 3-5 years | 6-8 years | 9-11 years | 12-14 years | 15 years + | TOTAL |
|-------------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|
| Yes | 25 (78%) | 30 (79%) | 26 (67%) | 23 (77%) | 9 (45%) | 153 (63%) | 266 |
| No | 7 (22%) | 8 (21%) | 13 (33%) | 7 (23%) | 11 (55%) | 91 (37%) | 137 |
| TOTAL | 32 | 38 | 39 | 30 | 20 | 244 | 403 |
| Percentage | 7.9% | 9.4% | 9.7% | 7.4% | 5% | 60.6% | 100% |

Those who report living in Wilmette the shortest length of time also report the most interest (in proportion to their numbers), in attending a community meeting.

Only the respondent's who have lived in Wilmette for between 12 and 14 years, had more people saying they would not attend a community meeting than those saying they would. In order to analyze this response, more information from this group is necessary.

TABLE GG

Respondents were asked how many times they have accessed the Police website in the past year.

NUMBER OF TIMES RESPONDENTS ACCESSED THE WILMETTE POLICE WEB SITE BY GENDER AND AGE

| # of times accessed | Female | | | | | Male | | | | | TOTAL | Percent |
|---------------------|-----------|------------|-------------|-----------|-------------|-----------|------------|-----------|-----------|-----------|------------|--------------|
| | 20+ | 30+ | 40+ | 50+ | 60+ | 20+ | 30+ | 40+ | 50+ | 60+ | | |
| 0 times | 1 | 11 | 50 | 46 | 50 | 1 | 14 | 37 | 42 | 68 | 320 | 83.1% |
| 1-2 | 1 | 4 | 9 | 2 | 5 | 0 | 2 | 8 | 8 | 11 | 50 | 13% |
| 3-5 | 0 | 3 | 1 | 2 | 1 | 0 | 1 | 1 | 4 | 1 | 14 | 3.6% |
| 6-8 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | .3% |
| 9+ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | — | 0 |
| TOTAL | 2 | 18 | 61 | 50 | 56 | 1 | 17 | 46 | 54 | 80 | 385 | — |
| Percent | .5 | 4.7 | 15.8 | 13 | 14.6 | .3 | 4.4 | 12 | 14 | 21 | — | 100% |

The majority of respondents (83%) have not accessed the police website in the past year. Males and females have accessed the site in equal proportion, but the largest number of people who have been to the site are males ages 40 and over.

Among the nearly 17% of respondents who have gone to our site at www.wilmette.com/police, most have been to the site just once or twice. This tells us at least two things, neither of which is encouraging. First, 83% of respondents have not looked at our web page during the past year. Second, among the 50 who have taken a look, only 15 have returned more than once.

RESPONDENT DEMOGRAPHICS

TABLE HH

SURVEY RESPONDENTS BY RACE AND AGE

| Race | 20-29 years | 30-39 years | 40-49 years | 50-59 years | 60 + years | TOTAL | Percentage |
|----------------------|----------------|----------------|----------------|----------------|---------------|------------|--------------|
| White | 3 | 30 | 103 | 95 | 139 | 370 | 93.2% |
| Asian | 0 | 5 | 3 | 6 | 3 | 17 | 4.28% |
| Hispanic | 0 | 0 | 1 | 3 | 1 | 5 | 1.26% |
| African- American | 0 | 0 | 0 | 1 | 3 | 4 | 1% |
| Other | 0 | 1 | 0 | 0 | 0 | 1 | .26% |
| TOTAL | 3 | 36 | 107 | 105 | 146 | 397 | 100% |

Previous surveys did not compare the race and age of respondents. In this survey, a majority of respondents are white and are ages 40 years and older. Two racial groups are under-represented among survey respondents: Asians represent more than 8% of Wilmette's population but only 4.3% of survey respondents, and Hispanics represent about 2.1% of Wilmette's population but only 1.3% of respondents. Note that 16 of the 413 returned surveys did not indicate their race, evident from the above total of 397.

TABLE II

SURVEY RESPONDENTS BY GENDER AND HOUSEHOLD INCOME

| | Up to \$50,000 | \$50,001 - \$100,000 | \$100,001 - \$150,000 | \$150,001 & up | TOTAL |
|------------------------------|-------------------|-------------------------|--------------------------|-------------------|-------------|
| Female | 19 | 33 | 32 | 86 | 170 |
| Male | 14 | 37 | 37 | 91 | 179 |
| Unspecified | 0 | 0 | 1 | 0 | 1 |
| TOTAL | 33 | 70 | 70 | 177 | 350 |
| Percent of sample | 9.4% | 20% | 20% | 50.6% | 100% |

The data in **Table II** shows that our survey respondents report being higher in income than the general population of Wilmette. According to the 2000 census, about 38% of residents report median family income higher than \$150,000 (whereas our sample above shows more than 50%).

It also reveals that the number of females is fewer than males in each income bracket, except the lowest one. However, we cannot make any inferences from this information for two major reasons:

- Respondents were requested to indicate household income and not individual income.
- Respondents provided the gender of the person completing the survey and not the gender of the financial provider(s) of the household, which could be someone other than the respondent or a combination of persons.

Table JJ

**SURVEY RESPONDENTS
BY AGE AND RESIDENTIAL AREA**

| | 20-29 years | 30-39 years | 40-49 years | 50-59 years | 60 + years | TOTAL | Percentage |
|----------------------------------|----------------|----------------|----------------|----------------|---------------|------------|-------------|
| East of Green Bay Rd. | 1 | 7 | 37 | 29 | 37 | 111 | 28% |
| West of Locust Rd. | 1 | 11 | 22 | 31 | 45 | 110 | 27.6% |
| Between Green Bay & Locust | 1 | 17 | 49 | 47 | 63 | 177 | 44.5% |
| TOTAL | 3 | 35 | 108 | 107 | 145 | 398 | 100% |

Table JJ pairs the geographic area in the Village where survey respondents live with their age group. Note that about 45% of respondents reside between Green Bay Road and Locust Road.

Note: These particular areas were chosen because they correspond with police beats, thereby making the analyses more relevant to us in terms of how we record and respond to crime and requests for police services in the Village.

TABLE KK

SURVEY RESPONDENTS BY EDUCATION LEVEL

| High School Graduate | Some College | College Graduate | Graduate or Professional Degree | TOTAL |
|----------------------|--------------|------------------|---------------------------------|------------|
| 1 | 30 | 15 | 359 | 405 |

The above data indicates that 92% of survey respondents have a college degree or higher. Census records from 2000 indicate that among Wilmette's over-25 population, 72.6% have a college degree or higher. It is a possibility that this difference is due to the method for selecting names from water billing records, which is generally the property owner of record.

TABLE LL

SURVEY RESPONDENTS BY AGE AND LENGTH OF TIME RESIDING IN WILMETTE

| Age | 0-2 years | 3-5 years | 6-8 years | 9-11 years | 12-14 years | 15 years + | TOTAL |
|--------------------|-----------|-------------|------------|-------------|-------------|------------|-------------|
| 20-29 years | 2 | 0 | 0 | 0 | 0 | 1 | 3 |
| 30-39 years | 13 | 15 | 5 | 1 | 1 | 1 | 36 |
| 40-49 years | 12 | 15 | 20 | 22 | 12 | 26 | 107 |
| 50-59 years | 1 | 6 | 10 | 6 | 7 | 77 | 107 |
| 60 + years | 4 | 2 | 4 | 1 | 0 | 134 | 145 |
| TOTAL | 32 | 38 | 39 | 30 | 20 | 239 | 398 |
| Percent-age | 8% | 9.5% | 9.8 | 7.5% | 5.0% | 60% | 100% |

Note that 398 of the 413 respondents answered this question, and the majority of respondents (60%) have resided in the Village for more than 15 years. Those who have lived in Wilmette for five years or less are primarily in their 30s and 40s.

TABLE MM

Table MM shows the number of people living within the respondent's household and whether they rent or own the property in which they reside.

SURVEY RESPONDENTS BY NUMBER OF HOUSEHOLD MEMBERS AND PROPERTY TYPE

| | Own | Rent | TOTAL | Percentage |
|-------------------|--------------|-------------|--------------|-------------------|
| 1-2 persons | 159 | 2 | 161 | 41.9% |
| 3-4 persons | 146 | 3 | 149 | 38.8% |
| 5-6 persons | 67 | 1 | 68 | 17.7% |
| 7 or more | 6 | 0 | 6 | 1.6% |
| | | | | |
| TOTAL | 378 | 6 | 384 | 100% |
| Percentage | 98.4% | 1.6% | 100% | — |

More than 98% of respondents report owning their homes and only six people (1.6%) who completed this survey report renting. Census records from 2000 report that approximately 90% of Wilmette's population is homeowners, while the other 10% are documented as renters.

The above data indicates that about 81% of the households include four or fewer persons. Note that only 384 of 413 respondents answered these questions.

Appendix A

WRITTEN COMMENTS

Respondents to the 2006 survey were given space to make written comments about the performance, programs or priorities of the Wilmette Police Department. Respondents were asked to include their name, address and telephone number if they requested a response to a question included in this section.

We received written comments that were positive, in that they complimented the performance of the Department. We received comments that were not favorable, and some responses offered suggestions or expressed concerns regarding police activities and programs. The following is a representative sample of all responses, with each survey number noted for our future reference.

Traffic Issues

- #12 It's an old complaint, but, traffic has become Wilmette's biggest problem. Our street Forest (1400 block) has become a major thoroughfare since the redesign of Green Bay Rd. Cars fly down the street trying to bypass the lights at Lake. 15th & Forest has been an adventure for the last 5 years. It seems that driver's etiquette & courtesy has become an antiquated notion and I don't know if the police can do anything about that. We used to have almost 90% "uncontrolled" intersections in Wilmette. Now, every corner has to have "stop" or "Yield" signs to determine liability in the event of a crash. The redesign of Lake is a plus - someone should get more credit for that. Traffic stops seem to be few and far between but I'm told police can't be everywhere. I support a cell phone ban similar to Chicago's and the one pending in Winnetka. Drivers are much too distracted. On another subject officer Collins helped us with a theft from auto case in Feb and was very helpful and professional.
- #49 Two things; the turning lanes on Lake Street should have been extended westward to Hibbard St. 2. On Lake Street from Skokie Blvd. to Green Bay or at least Ridge Road the posted speed limit was dropped from 35 to 30, while the effective speed has remained about 40 mph. I don't see you being able to effectively enforce this except through changing to the timing of the lights. While I honestly like the 40 mph speed, I do get concerned about the speed differential. Quite frankly, since the posted speed change to 30 mph, with the exception of the few observing the limit, the speed on the street has increased.
- #50 Please do something about young drivers driving too fast, not respecting stop signs, talking on cell phones while driving, speeding.

- #77 Construction teams - parking on the sidewalks.
- #79 Needs more ticketing around McKenzie School when parking in no-parking after school such as too close to intersections where children will cross street.
- #83 Excellent performance & relationship with citizens. Could you please check speed on drivers Maple Ave east of 4th St. 8:30 a.m. & 2:45-3:30p.m.
- #87 Lake Ave is extremely dangerous. The speed limits are not effectively enforced. Traffic averages 20 - 30 % above the posted limits. Many children cross this street every day. They are risking their lives. Here is what to do -
- 1) Police vehicles should reduce their speed to 40 mph or less when responding to calls. These vehicles are driving at speed over 80 mph routinely. It is hard to enforce a rule you do not obey.
 - 2) Enforce the limits in the morning (early 6 - 8 AM). This is when the road is most full of commercial vehicles.
 - 3) Use an officer with a hand held radar gun on foot to assess speed.
 - 4) Direct speeders to the police station or to the church parking lot.
 - 5) Write lots of tickets.
 - 6) Stand up to the judges that are upset by lots of cases. People that don't respect the community need to be reminded that we do care.
- #96 I have lived just north of Lake Ave. When the speed limit was lowered last year I frequently saw police cars at the Church on Lake and Locust, and sometimes at the south end of Indian wood (at Lake). I don't see you there as often as I used to. Now that Lake is smoother, it seems traffic is going faster, especially during rush hour (to and from the Edens, I guess).
- #123 Lake Avenue has now become more dangerous traveling west bound from Green Bay Rd to Hunter Rd. The bus stops all traffic - cars try to pass in the middle (left turn lane). They do this quickly and return to correct lane, but this is stressful and dangerous. Also, taking a right turn onto Lake Ave traveling west is much more difficult, especially if a bicyclist is in the right lane.

I now have to speed into my right turn so that I do not slow down average traffic speed in this one lane. It used to be that traffic would flow at the speed limit in the left lane and the right lane was predominately used for buses slower cars right turners and occasional bicyclists. I now avoid Lake Ave and use Wilmette Ave.

Hope this info helps! I think the Wilmette Police Force does an excellent job!

#128 We want to commend you for asking resident opinion regarding the efficacy of the Police function in the Village. We have lived here for 27+ years and this is the first we can recall.

What has concerned us is the increasing amount of special interest signage that continues to encroach upon the citizens of this Village. It seems that any resident that wants to restrict traffic, even for no legitimate reason, can get his/her case heard and shortly thereafter a sign goes up for their special interest.

Three blatant examples:

1. No right turns from Isabella on to Prairie. Which only forces motorists to make a U turn in the intersection to head north? This is obviously to stop northbound traffic from Dominic's. Isn't this an attempt at restraint of trade?? What precludes any homeowner from trying the same tactic? What about the folks who live on Linden west of the Fourth Street Shopping area. Or the folks who live south of the Ridge / Lake District. Is this not a stupid signage? This should be removed immediately...or encourage all folks who live next to shopping areas to do the same.

2. No right turn at Lake and Park and at Wilmette and Park presumably during School Days...but this again is special interest signage and should have no place in a progressive village. There have been no studies to prove that these are dangerous or non-safe intersections, even for children.

3. No Right Turns off Wilmette Ave on to Oak Circle. Again, a special interest lobby trying to reduce traffic on their street has no place in a progressive village.

We have highlighted only No Right Turns prohibited in a no-nonsense location and for no good reason other than special interest of those living near-by.

A progressive village with a progressive police department (& it would appear that this was the intent of this survey) should not allow special interest signage except for legitimate, legal or well-researched reasons, and then only with the extreme caution / or expect that every Wilmette citizen that has a cause, real or imagined, can petition or request his special sign for his special cause. Sunset laws were designed for such reasons & a progressive police dept will monitor the presumed reason behind each special interest sign and see that bogus signs are removed, even if village council permission is required.

#151 Too strict on Lake Ave.

#155 Stop folks from parking in alleys! 300 block of Greenleaf.

#183 First of all, thank you for doing this! My biggest concerns are traffic problems-specifically SPEEDING and failure of drivers to yield to pedestrians. Although an officer has been on my street, Central Park Ave., a few times, it's not enough. Speeding is out-of-control on this street, especially since the recent road improvement. Please, please ticket speeders even at 26 mph. Without your help, it's likely someone, a child most likely, could get hurt.

Everyone speeds, cars, contractors, trucks and motorcycles. Please monitor this terrible situation.

Also, as a walker, drivers DO NOT yield to pedestrians-even at stop signs! Thanks again for your wonderful officers and helpful force.

PS: construction noise is a big problem-especially early Saturday morning!

#192 More/better speed enforcement in school zones.

#197 The Northfield Police Dept. are always ticketing speeders going south on Happ Rd. The drivers are usually pulled over in front of our driveway, after they have turned on Illinois Rd and then pull over onto New Trier Ct. The Wilmette Police are not as visible. They are usually around (maybe) to check on students parking on Mondays through Fridays, but they are not around on Sunday's for church service or Saturday's for football games to check parking.

#205 I avoid parking in the village considering the new rules. Parking for a certain length of time will give me a ticket even though it might be over a period of several hours going to and from the downtown district.

I don't know who thinks of these rules and regulations but the Village Board & Police Dept. are pushing residents out of the village. We are a transient village. I can understand why.

#212 On my walks & bike rides all too many cars not stopping at stop signs, parked on side walk blocking walkers, & speeding on 10th St. Too much noise & double parking of trucks on Westerfield making deliveries to Jewel, etc.

#220 More traffic enforcement, more visibility of police in neighborhoods & village center.

#249 Please pay attention to the intersection at Ridge and Wilmette Ave. I have witnessed in past year multiple times where drivers using the west bound

- right turn lane to pass traffic in the middle lane. Same for the east bound left turn lane!
- #252 Glad to see 9th traffic pattern change during school hours. Prior, traffic enforcement did not exist for parking on parkways, blocking cars, etc.
 - #256 Give police new laws to control traffic safety.
 - #266 Very concerned about traffic - speeding, not obeying stop signs, abuse of yellow light, safety of pedestrians.
 - #279 Driving/crossing 9th or 10th st. N or S at Central. Cars parked too close to intersection on Central. Can't see until you are in the middle of Central. - Also, ignoring left turn at Wilmette Ave. & Lake.
 - #282 People who are stopped for traffic violations should be directed to turn the next corner of major roads & not block traffic - especially during rush hours.
 - #283 Crack down on speeding along Glenview between Skokie blvd. & Hunter Road.
 - #295 The traffic enforcement along Lake Avenue is very good. Without the police presence (and the flashing lights of a squad car that has stopped a motorist - a reminder to everyone), the street would be a speedway.
 - #298 Speeding in Kenilworth Gardens is a problem. Please spend more time addressing it.
 - #308 Need to curb speeding on backstreets, esp. 15th & 16th St coming from Green Bay to Lake.
 - #331 More police patrol car before & after dark on weekends.
 - #347 Our area could use an officer monitoring traffic on school days 7:15 am-7:45 am on Manor and another patrolling cross streets. During this time the streets are dangerous drivers are speeding and are very aggressive. PS-please mail me 20 ea. visitor parking passes for my street. Thank you.
 - #368 More speed enforcement.
 - #399 Really like the idea of police using bicycles on occasion in village. Wish someone would check intersection by the post office (Central and Park) as an increasing # of cars pay little attention to stop sign. Thanks.

- #408 The new lanes on Lake Street do not make any sense. They cause traffic backup at Lake and Ridge going west and the turning bay is empty most of the time.
- #409 Speeding truck traffic (on Lake Ave.) during morning and evening rush hours should be enforced better.

Positive Comments

- #8 Officers are always polite and cheerful.
- #11 My experience with Wilmette police usually positive over the last 20 years.
- #13 I've always found the Wilmette Police totally professional.
- #24 We had an interaction with an officer this summer for a "good bike riding ticket," which was great! We live on Central Ave and it seems like we get a lot of unwanted solicitations. We would love help with this!
- #26 Excellent service.
- #33 Thanks!
- #34 The Wilmette PD is performing a great job.
- #35 Overall I believe the Police do a very good job.
- #46 I believe our police department does very good work!
- #55 Our police department is of the highest professional quality & adds to the pride of being a village resident.
- #60 My contact with the police department has always been very positive. I know that our problems - vandalism, teen-age drinking, etc. are not critical but if it isn't reported, my experience is that it escalates. Seeing the police on our property can be a deterrent to some. In an emergency the police officers are very helpful & considerate. Fortunately, this doesn't happen too often. Thanks for all you do for us, for the people of Wilmette.
- #70 Police do a good job. Responsive, professional. We value their service highly!
- #75 Overall, we've been pleased with the response time and professionalism of the Police Department.
- #80 I believe our department is already excellent.

- #98 While I have had limited contact with the Wilmette Police over the 15+ years I have resided in the village, any contact I have had has been positive. Thanks for the good work!
- #100 Wilmette Police Department is doing a great job.
- #103 Our police officers are great with my little ones and have always be responsive to my concerns and issues.
- #106 The W.P.D. has been superb whenever I had contact.
- #107 Program presented at Public Library on Internet Safety
- #110 I have no complaints about our police dept. I think they are a balanced service.
- #112 My experience with the Wilmette Police Force introduced me to professional, courteous, and careful officers. They were extremely prompt in responding to my concerns. This survey is providing me with an opportunity to say thank you.
- #113 I think the Wilmette Police Department is doing an outstanding job. Every officer I have encountered is polite, courteous and helpful. Thank you.
- #140 You did a wonderful job! We appreciate it very much!
- #144 I love the Silent Partner Alerts I get via e-mail. They are a great idea & keep me up to date on crime in Wilmette.
- #149 I have always found the police helpful.
- #159 December of 04 I was a victim of theft identity - your detective bureau worked with the Lincolnwood Police Department within a matter of hours.
- #170 I love the Village I have respect for our police dept. I feel if the police are more visible then maybe less break-ins will occur.
- #171 Fast reaction to 9-1-1.
- #189 I have been very impressed by the professionalism, courtesy and understanding shown by the patrol officer I met most recently. Wish I could recall his name for you.
- #193 I am very pleased by the performance of the Wilmette police. They have responded to our ADT alarm about once a year when we have not been here very satisfactorily.

- #213 I am happy living in Wilmette - thank you Wilmette Police Dept.
- #214 Thank-you very much for the extra time & attention paid to the "Langdon-Chestnut street" Beach problem this summer!
- #215 We had an incident of vandalism which cost us several hundred dollars - the police responded promptly and professionally in demeanor but it was clear he felt nothing was going to be solved and there was little or no indication anything more would be done. #11 Parking - too strict. #15 Moving violations is about right. Parking enforcement is too strict.
- #219 Detective Sullivan was outstanding and very professional in solving the theft of my credit card. She followed up on available leads and was able to find the person responsible.
- #223 Very important that the Police appear friendly/accessible to youngsters. Wilmette Police do appear to be able to do that. Important in a small community. As a single parent (female) I feel safe and able to call the station if I have a problem/ which my elderly neighbors also feel able to do. Every police officer I've had contact with (not many!) has been very helpful. Thanks.
- #234 Thank you for doing such a good job. I feel lucky to live here!
- #237 The men and women of Wilmette law enforcement are professionals and we appreciate what they do for us.
- #241 We moved here from New Orleans and it has been a tremendous relief to live in an area so well maintained and safe.
- #243 We live near the station so we come into contact w/ the police a great deal & it's always friendly helpful. The only problem is lack of response to alley parking problems.
- #246 We gave high expectations that were met by excellent force.
- #248 Although my last contact with an officer was confrontational on his part, I feel on a whole, the Wilmette Police Dept. has done a wonderful job. This particular officer happens to be an outstanding officer and I think was just having a bad day. For that reason, I am not going to report him.
- #276 Overall the WPD does a great job.
- #299 I appreciate being able to call the Wilmette Police Dept. to keep an eye on our home while we are away on vacation. I also appreciate the notices that have gone out with specific warnings, eg re: garage thefts or

suggestions, e.g. sensor lights at external doors.

- #306 Great Dept. Great leadership.
- #330 Attention Chief Carpenter: For the Jewish High Holidays, Thank you for removing the parking restrictions.
- #333 You guys do a great job. Keep up good work.
- #342 Commander Kyle Perkins has been a big help to us this year on a variety of issues. Also, Parking Enforcement was really responsive to my recent concerns on parking in my neighborhood.
- #349 So far (since 1959) virtually no complaints; mostly complete satisfaction.
- #365 In general I believe the WPD does a good job and I am quite satisfied with their efforts.
- #370 Thank you for the terrific service. We have lived in Wilmette since 1977 and are proud of the police department. Our kids are in their late 20s.
- #376 Keep up the good work!!!
- #377 My bike was stolen from Centennial and I was so sad because I've had it for about 35 years and the guys that came to the pool were so nice-the Skokie Police Dept. found it. It was great. Well it was the Skokie guys that helped in the end-but our guy tried.
- #380 Had car stolen a little over a year ago. Response was fast, professional-thorough with help of On Star, we found the car in about 10 minutes. The 3 or 4 members of the department we encountered all were tops!
- #395 Wilmette Police Dept. is very professional and courteous.

Unfavorable Comments

- #1 Animal Control: Time long over due for his retirement. Never helps or shows any interest.
- #59 At about 3pm I was driving N. on Ridge Rd. I was stopped by Officer [Name Redacted] near the Police Dept. She stopped me because I was traveling @ 31mph thru the school cross walk. I was on my way to pick up my child @ St. Joe School. [She] was harsh- stating that I was a danger to children, I could have killed someone etc. She went on and on making me feel sick. Schools were not out - no children present. I am a very careful thoughtful woman. I gave [her] documents which she required - I

removed my seat belt to retrieve items from my glove box to give to her. After some time she returned them to me and gave me a ticket for not wearing a seatbelt - when I said I had just removed it after the stop - she gestured that it was a seat belt ticket or worse - moving violation, traffic school disrupting my work in Cancer Staging - not an option to my patients - I took the seat belt ticket. Otherwise I have a very positive, appreciative view of the Department and everyone's mission.

#168 When I go to the station for help, it is very slow and not friendly.

#176 This summer the police were very heavy handed with teenagers. Our son was (age 16) at the beach with friends around 9:15 p.m. An officer arrived telling them the beach closed at 9:00 p.m. and to "get out!" The officer asked my son what he had in his pocket of his pants. Our son replied "my cell phone" and took it out of his pocket to show the officer. The officer said what else? Our son said nothing. Without asking the officer came over to our son and stuck his hand in our son's pants pocket to make sure nothing else was in there. THIS IS INAPPROPRIATE BEHAVIOR!!!

Several times our son and friends have been walking on the street at night around 10p.m. and an officer has stopped to ask where they are going and have they been drinking. Since when is it against the law to walk in a group on the street at night?

Although we understand the concern for underage drinking, officers should still respect the rights of our teenagers-especially the ones who are NOT doing drugs and alcohol.

#186 I strongly believe that the Wilmette Police Department needs to be trained further in crisis intervention and emergency services. In particular police women seem to lack certain sensitivity when they themselves are under stress. My comments stem from direct contact that I have had on separate occasions with two police women, and my answers reflect the last of these encounters. Thank you for the opportunity to express my views and to help make your department a better and stronger police force.

#216 I have called the police a number of times over the years. In general, my overall reaction was that they took my concerns as less important than I did. When I looked for a car to come out, they almost always took longer than I would have hoped or expected.

#252 I wish people who answer the phone are more hospitable; way too brusque.

#289 Children at middle school have very poor etiquette while riding on

sidewalk along Lake Avenue. Also, when are police going to begin enforcing speed limit at lane used on Lake Avenue.

- #311 I have very low opinion of the Wilmette Police especial the police chief. He should be replaced.
- #317 In March (?) 2005 I called about a skunk nested underneath my patio. The animal control officer would not set a trap and offered no advice on how to get rid of the animal. I called a private animal control agency but eventually resorted to advice from the web. Skunks are common in Wilmette. Advice for residents would be helpful.
- #346 My vehicle state license sticker expired. It turns out I'm responsible for renewal even if I receive no notice/renewal letter from Jesse White. Anyway, it was not a welcomed ticket I received for an expired sticker. A warning would have been preferred. I mean the car was parked in front of my house every night-the only car there. A courtesy warning would have been better. The ticket was given out at 2:30 a.m. I guess he had nothing better to do. It was right after 9/11 too and I thought that's one way to wash away all the good will towards policemen.
- #348 I live on a dead-end with 3 driveways. My house was under construction for nearly 2 years forcing me to park in my driveway. My car was there every night. The same car so the patrolman saw the same car in the same driveway every night. One night I forgot that I had moved my car to the street earlier in the day. Sure enough, I awoke to find a ticket on my car. because I forgot to move it and it was on the "wrong side" of the street. No other cars were on the street. I was so mad. This is just simply foolish and without any common sense. 2 days later I took my wife to the WJHS to watch her son play soccer. She had a handicapped sticker on her car due to a serious surgery. When we drove to the WJHS we found the handicapped spots occupied by several town of Wilmette trucks. We were unable to park. I approached a policeman who did nothing to move the trucks. Let me see, does this make sense? You ticket me in front of my own house at 2 am yet do nothing about illegal handicapped parking in the middle of the day. You owe me an apology.
- #367 I had occasion to call the Animal Control Officer twice over the last 14 months, once to deal with a cat trapped in our walls, once about a rat floating in one of our window wells. His responses were, basically, -"I don't deal with cats" -"I don't deal with rats." I found him to be pretty unhelpful. Otherwise, my few interactions with the Wilmette Police Department have all been positive.
- #376 My initial contact for our report of vandalism was with a uniformed police officer who was very professional and courteous. He didn't solve our

problem but said he was turning the case over to a detective. Received one message from the detective, attempted to call him back-leaving a return message-never heard from him again.

#411 Weekend staff does not seem as well informed.

Other Issues

#16 My family (#5) three children - have lived in Wilmette (in this house "912" for 54 years. In all that time we have had little contact with the "police dept." We have been well protected!! Nor have we caused any police related problems. This past summer we did call the police dept. - when a deer ventured into our back yard. I was aghast - and called. What to do? I asked for help - and an abrupt voice said there isn't anything we can do - I was on my own. I was concerned about the possibility of the deer getting on Lake Ave. & a possible accident - (proof of deer - enclosed). It jumped the fence a few times & disappeared. We are very senior citizens now & appreciate our police help & we now know George E. Carpenter is our Chief of Police. Thank-you. The Petersons

#25 Enforce parking/alcohol laws at Gillson! Lots of non-Wilmette residents using park & violating laws. I'm not so sure Gillson is safe at night sometimes.

#31 a) I have concerns about safety after dark, even in my own neighborhood (Highland Ave. west of Ridge), because I'm a woman living by myself. The street is very dark - no street lights, except at Ridge and Highland and at 20th and Highland - and overhanging trees make it darker. It would help if there were a few more lights, and occasional police car patrols.
b) Home security: If someone breaks into my house while I'm at home and the issue is how to protect myself personally, what is a woman supposed to do? We're not allowed to own guns - which would help "level the playing field" against a large male attacker - so a program about what we can legally do would be helpful. c)Traffic: There are no stop signs at all at 20th & Highland, and I've had a couple of close calls with cars crossing my car's path. It would help if we had either a 4-way stop, or else a combination of stop signs and yield signs. It would also slow down the traffic. d) Parking: Problems are caused more by commercial vehicles (construction, landscaping, etc.) blocking driveways and/or creating line-of-sight problems. I don't think I've ever seen a parking ticket on a vehicle. e) Safety of Children: the darkness of the street and lack of stop signs at 20th and Highland make me concerned about the safety of children playing in the street at dusk/early evening (risk of being hit by a car).

#36 How about supporting diversity?

- #54 More public sharing of info/statistics. Areas, types of crimes, etc.
- #66 Info is needed re: policies/regulations regarding firearms (for personal protection/sports).
- #73 I would be interested in getting info. Via newsletter.
- #76 No street lights on the street.
- #111 With regards to the prevention programs, it is important to remember the value of outcome studies. Fortunately, there are some long term studies that support "perception of risk" (re: the behavior) to be the #1 risk factor for use. If someone perceives that it isn't very risky to smoke a cigarette, smoke pot, or have a drink of alcohol they're more likely to do it.
- #114 My main concern is the rash of auto burglaries in our neighborhood, as well as home break ins. I always have assumed we were "safe" w/our alarm system b/c nothing ever even happened in our 'hood but I feel much less safe at night right now. I signed up for (silentpartneralert.com) and wish there was more nightly patrolling of our Kenilworth Gardens neighborhood.
- Maybe you do patrol at night but we've had 2 rounds of break-ins (to cars in driveways) in past month, separate times which means, to me, that 1) some burglar is quite confident he won't get caught or 2) are multiple burglars. My husband travels a lot and I'm home alone w/ the kids and am truly uncomfortable at the moment.
- I guess it would be comforting to know if any of the people have been caught, has neighborhood patrolling been increased, just more about what is going on.
- My husband's work bag, including computer, passport, credit cards etc was taken and now we have fraud alerts on all of our accounts. Now, his car wasn't locked, not a genius move, but the feeling in this 'hood is one of true, naïve, safety.
- Thanks for the chance to elaborate.
- #121 More frequent night patrols in neighborhood.
- #127 Will be 87 years old next month. Do not walk in the dark.
- #146 I was very surprised to find out in Wilmette Life that a siren sounded 3X when there was a very heavy rainfall Sept 23rd with a tornado warning. My neighbors were home and did not mention it to me. I cannot hear and

read lips for communication. I am aware of the TTY availability in the Police Headquarters and have not had any occasion to contact the Police. I've contacted the Public Works Dept several times with regard to street repairs where needed and also the Forestry Dept through the relay Service. Two years ago someone vandalized the parkway street lamp on the corner and the Public Works Dept was notified. I have good neighbors who are concerned with my safety and look out for me. I wear a lifeline emergency button necklace. How do I know when an air siren sounds 3X in warning? (I lived in Wilmette for 9 years before I found out the siren goes off every Tuesday at 10 AM).

#203 Scavengers should be discouraged particularly after daylight hours.

#205 These north shore privileged children should not be treated special because it might leave a blot on their record for college. They should pay the price like anyone else. Their parents should not be able to get them out of jams. The gangs of Chicago are being pushed out to the suburbs & we better stop the suburban children now.

#218 Police could sponsor articles in "Wilmette Life" Re: laws pertaining to school bus & emergency vehicles.

#232 I was robbed several years ago & don't always feel safe in Wilmette.

I have concerned about activities in the basketball field area behind Wilmette Junior High after dark. I am not sure if it's related, but I had empty beer cans and cases dumped on my front yard at night more than once.

#254 All buildings (residential & commercial) to have clearly visible 24 h/day street numbers.

#259 Greater focus on teenage drug/alcohol users @ Maple Park, Gillson Park, and the Beach Park @ Sheridan/Chestnut. There are daily examples of poor (and dangerous) driving by those using a cell phone.

#286 In all situations Highest priority should be treating Wilmette residents with respect.

#315 I'd like to see curfew for high schoolers be enforced more and should not be unlimited at 17! You are just asking for more problems - drinking, drugs, vandalism and driving violations.

#335 If a home is to be rented, could the WPD offer screening assistance (to the property owner) for prospective renters? A few years ago the home next to ours was rented to a young women who in the course of 2-3 years

turned the house and our street into an after hours party place. Drugs were visible being used and transferred person to person. The only thing the WPD did was try to control noise. Even parking tickets seemed not to be issued, though our block resembled Rush St. in Chicago from 10 p.m. to 2-3 AM nightly. Fortunately, the owner of the house was living nearby and decided to terminate the lease to this person. What other steps could the WPD have taken? Why did I have to call the owner of the property at 1 and 2 AM repeatedly? This was effective. Since this occurred years ago, I hope you have new methods/resolve to deal with this kind of situation. I'm sure this was the tip of the iceberg, in today's housing market as more places are rented out and more drug dealers want a base on the North Shore.

- #353 The police should list dog bite incidents on the police blotter in the Wilmette Life.
- #383 Would like to see stolen bikes being repaired by kids that need them with police (help fix).
- #384 My biggest concern in the area is that the streets (lights) are so dark at night. However, when we had a concern with a break-in, the police responded so quickly and professionally...Very impressive.
- #385 In general having police patrol the Village. I particularly appreciate feeling safe in Gillson Park (lakefront at all times of year). I think the police do an excellent job. I have always felt safe and always had cooperation whenever needed in past history. I believe we need more parking for extended hour. There are many people who take the Metra train downtown during the day. Finding a spot for a Fri. symphony along mid day trip other than all-day business is impossible. We need more 4-5 hr. options in downtown village area and Metra train area. The parking is not long enough. CTA parking lot is not adequate for downtown area.
- #410 Turn off engine of police car when sitting still (save gas).

Appendix B

2006 COMMUNITY SURVEY

CHIEF'S COVER LETTER

Dear Wilmette Resident:

If you are as tired of surveys as I am, you may be inclined to recycle this.

Please resist that temptation because I need your input!
This important survey will take just a few minutes of your time, and will be of the utmost value to me in planning future priorities and programs for the Wilmette Police Department.

The survey asks your opinions about safety in Wilmette, about police priorities, and about the performance of police personnel. We've sent this to you because you are one of the 1,000 residents randomly selected from water bill records to receive this survey. I hope you will take this opportunity to make your experiences, thoughts and preferences known to me.

While being proud of the overall performance of this organization, I am committed to continuous organizational improvement. Therefore, will you please share your views with me so I will have your input when my staff and I plan future Wilmette Police priorities, programs and training?

This survey is completely anonymous. I guarantee we will not know who you are unless you choose to write your name in the space provided at the bottom of the questionnaire.

Thank you very much for helping me with this project, and I will be most grateful if you return the completed survey in the enclosed envelope within **one week**.

Sincerely,

George E. Carpenter
Chief of Police

2006 COMMUNITY SURVEY QUESTIONNAIRE

1. During the past 36 months, have you or someone at your address had contact with a member of the Police Department? If "No", please skip to question # 6.
- 1 2 3 4 5 0
- Professional Demeanor
- 1 2 3 4 5 0

Yes No

- Knowledge
- 1 2 3 4 5 0

2. Please place a check next to all the circumstances under which you came in contact with the Wilmette Police, during the past 36 months.
- 1 2 3 4 5 0

Telephone Contact

Alarm Response

Animal Problem

Parking Problem

Lock out of Auto/Home

Traffic Stop or Ticket

Traffic Accident

Victim of a Crime

Witness to a Crime

Witness to Accident

Arrested by Police

Informal Contact

- Explanation of his/her Actions
- 1 2 3 4 5 0

- Helpfulness
- 1 2 3 4 5 0

- Solving the Problem
- 1 2 3 4 5 0

- Bias Free Policing/Communication
- 1 2 3 4 5 0

- Fairness
- 1 2 3 4 5 0

- Overall Performance
- 1 2 3 4 5 0

3. To the best of your knowledge, indicate the position of the **last police employee** with whom you came in contact.

Telephone Contact (Police Dispatcher)

Uniformed Patrol Officer

Police Supervisor

Records Department

Animal Control Officer

Parking Control Officer

Community Relations Ofcr.

Detective

Police Social Worker

Traffic Coordinator

Chief or Deputy Chief

Secretary to the Chief

4. Please rate the performance of the **last police employee** with whom you came in contact using the following scale.

1=Poor 2=Fair 3=Good 4=Very Good
5=Excellent 0=Don't know or Not observed

Ability to Put You at Ease

5. Please check the statement below which best reflects your attitude toward the "quality of service" you received during your most recent contact with an employee of the Wilmette Police Department. The **quality of service** I received was ___

somewhat higher than I expected.

about what I expected.

somewhat lower than I expected.

6. How many times have you accessed the Wilmette Police web site in the last year?

0 1-2 3-5 6-8 9+

7. How safe do you feel walking alone in your neighborhood **during the day**?

Very Safe

Safe

Unsafe

Very Unsafe

Don't Know

8. How safe do you feel walking alone in your neighborhood **after dark**?

Very Safe

- Safe
- Unsafe
- Very Unsafe
- Don't Know

9. How safe do you feel walking alone in the Wilmette Village Center **during the day**?

- Very Safe
- Safe
- Unsafe
- Very Unsafe
- Don't Know

10. How safe do you feel walking alone in the Wilmette Village Center **after dark**?

- Very Safe
- Safe
- Unsafe
- Very Unsafe
- Don't Know

11. In your opinion, what are the most important law enforcement issues or problems **in your neighborhood**? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Thefts (general) | <input type="checkbox"/> Vandalism |
| <input type="checkbox"/> Thefts (from auto) | <input type="checkbox"/> Drugs |
| <input type="checkbox"/> Thefts (bicycle) | <input type="checkbox"/> Assault |
| <input type="checkbox"/> Burglary/Robbery | <input type="checkbox"/> Traffic |
| <input type="checkbox"/> Domestic Violence | <input type="checkbox"/> Parking |
| <input type="checkbox"/> Minors Drinking | <input type="checkbox"/> Parties/Noise |
| <input type="checkbox"/> Other _____ | |

12. In the last year, was every criminal incident against you or persons in your household reported to the Wilmette police?

- Yes, all were reported
- No, 1 was not reported
- No, 2 were not reported
- No, 3 were not reported
- No, 4 or more were not reported
- Not Applicable

13. What was the main reason for not notifying the police?

- Does Not Apply
- Didn't Want to Get Involved
- Didn't Want to Go to Court
- Didn't Think it Was Important Enough
- Didn't Think it Would Do Any Good
- Didn't Want to Get Someone in Trouble
- Fear of Retaliation
- Fear of Insurance Increase
- Other _____

14. Have you received a traffic ticket for a **moving violation** in Wilmette during the past 36 months?

- Yes
- No
- Not a Driver

15. In your personal experience, would you say the **enforcement** of traffic violations in Wilmette is generally:

- Too Strict
- Not Strict Enough
- About What it Should Be

16. What **two** public information/education areas do you think Wilmette Police should emphasize during the next year? (Check two)

- Crimes against Senior Citizens
- Home Security
- School Liaison Officer
- Alcohol/Drug Abuse
- Child Abuse Prevention/Awareness
- Bicycle Safety
- Internet Safety
- Identity Theft
- Other _____

17. Please indicate the level of importance of the following Wilmette Police Department programs, by indicating if they are of High Importance (H), of Medium Importance (M), or of Low Importance (L).

- Crime Prevention Programs
- Parking Enforcement
- Annual Police Open House
- Summer Bicycle Patrol
- Senior Citizen Call-In (daily)

- Mediating Neighborhood/Family Disputes
- Uniformed Officer Cooperation with Schools
- Illegal Sale of Tobacco/Alcohol to Minors Enforcement
- Underage Drinking Enforcement
- Seat-belt Enforcement
- Speed Enforcement
- Providing Drug/Violence Prevention Educ.
- Enforcing Dog/Cat Ordinances
- Enforcing Drunk Driving Laws
- Enforcing Handicap Parking Violations
- Other _____

18. Would you attend a community meeting in your neighborhood to discuss local problems, obtain information, and to learn crime prevention tips (personal safety, etc)?

Yes No

If yes, how often would you attend?

- 1 time a month
- 3-4 times a year
- 1 time a year

19. Please use the space below to make a suggestion or comment about the performance, programs, or priorities of the **Wilmette Police Department**. If you wish to receive a response to a question, please include your name, address, and telephone number. (If you need additional space, please use the back of this form).

Demographic Data

(The following information is for analysis purposes only and is optional)

Gender: Female Male

Age: 20-29 Years 30-39 Years
 40-49 Years 50-59 Years
 60+

Race: White African-American
 Hispanic Asian
 Other

Annual Household Income:

Up to \$50,000 \$50,001 to \$100,000
 \$100,001 to \$150,000 \$150,001 & up

Education level:

- Graduate or Professional Degree
- College Graduate
- Some College
- High School Graduate
- Some High School

I live:

- East of Green Bay Road
- West of Locust Road
- Between Green Bay Rd. and Locust Rd.

How long have you lived in the Village of Wilmette?

0-2 Years 3-5 Years
 6-8 Years 9-11 Years
 12-14 Years 15 Years+

Number of Persons in Household:

1-2 3-4 5-6 7 or more

I own rent

I live in a . . . :

- Single Family Duplex
- Multi-family, fewer than 4 units
- Multi-family, 4 or more units
- Other (specify)

