

## Q1 Contact Information (Optional)

Answered: 35 Skipped: 43

ANSWER CHOICES	RESPONSES	
Name	100.00%	35
Company	14.29%	5
Address	85.71%	30
Address 2	0.00%	0
City/Town	91.43%	32
State/Province	0.00%	0
ZIP/Postal Code	91.43%	32
Country	0.00%	0
Email Address	85.71%	30
Phone Number	80.00%	28

#	NAME	DATE
1		4/20/2023 9:00 PM
2		4/18/2023 9:25 PM
3		4/18/2023 2:38 PM
4		4/18/2023 2:10 PM
5		4/18/2023 5:53 AM
6		4/12/2023 6:24 AM
7		4/11/2023 10:52 PM
8		4/11/2023 10:34 PM
9		4/11/2023 11:07 AM
10		4/10/2023 7:02 PM
11		4/7/2023 11:37 AM
12		4/4/2023 2:44 PM
13		4/3/2023 4:28 PM
14		4/3/2023 11:56 AM
15		4/3/2023 11:02 AM
16		4/3/2023 10:38 AM
17		4/2/2023 3:23 PM
18		4/2/2023 10:20 AM
19		3/19/2023 12:25 PM
20		3/12/2023 11:53 PM

2023 Crystal Lake Police Department Community Survey

21	[REDACTED]	3/12/2023 5:52 PM
22	[REDACTED]	3/12/2023 7:36 AM
23	[REDACTED]	3/11/2023 11:39 AM
24	[REDACTED]	3/11/2023 9:29 AM
25	[REDACTED]	3/11/2023 6:54 AM
26	[REDACTED]	3/10/2023 3:08 PM
27	[REDACTED]	3/9/2023 1:54 PM
28	[REDACTED]	3/9/2023 9:46 AM
29	[REDACTED]	3/2/2023 2:56 PM
30	[REDACTED]	2/11/2023 8:07 PM
31	[REDACTED]	2/8/2023 6:11 PM
32	[REDACTED]	2/8/2023 3:07 PM
33	[REDACTED]	2/8/2023 11:11 AM
34	[REDACTED]	2/8/2023 10:12 AM
35	[REDACTED]	2/8/2023 9:53 AM

#	COMPANY	DATE
1	[REDACTED]	4/18/2023 2:10 PM
2	[REDACTED]	4/3/2023 10:38 AM
3	[REDACTED]	3/12/2023 11:53 PM
4	[REDACTED]	3/12/2023 5:52 PM
5	[REDACTED]	3/9/2023 1:54 PM

#	ADDRESS	DATE
1	[REDACTED]	4/20/2023 9:00 PM
2	[REDACTED]	4/18/2023 9:25 PM
3	[REDACTED]	4/18/2023 2:38 PM
4	[REDACTED]	4/18/2023 2:10 PM
5	[REDACTED]	4/11/2023 10:34 PM
6	[REDACTED]	4/11/2023 11:07 AM
7	[REDACTED]	4/10/2023 7:02 PM
8	[REDACTED]	4/7/2023 11:37 AM
9	[REDACTED]	4/4/2023 2:44 PM
10	[REDACTED]	4/3/2023 4:28 PM
11	[REDACTED]	4/3/2023 11:56 AM
12	[REDACTED]	4/3/2023 11:02 AM
13	[REDACTED]	4/2/2023 3:23 PM
14	[REDACTED]	4/2/2023 10:20 AM
15	[REDACTED]	3/19/2023 12:25 PM
16	[REDACTED]	3/12/2023 11:53 PM

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17		3/12/2023 5:52 PM
18		3/12/2023 7:36 AM
19		3/11/2023 11:39 AM
20		3/11/2023 9:29 AM
21		3/11/2023 6:54 AM
22		3/10/2023 3:08 PM
23		3/9/2023 1:54 PM
24		3/9/2023 9:46 AM
25		3/2/2023 2:56 PM
26		2/11/2023 8:07 PM
27		2/8/2023 6:11 PM
28		2/8/2023 3:07 PM
29		2/8/2023 11:11 AM
30		2/8/2023 9:53 AM

#	ADDRESS 2	DATE
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There are no responses.

#	CITY/TOWN	DATE
1	Crystal Lake	4/20/2023 9:00 PM
2	Crystal Lake	4/18/2023 9:25 PM
3	Crystal lake	4/18/2023 2:38 PM
4	Crystal Lake	4/18/2023 2:10 PM
5	Crystal Lake	4/18/2023 5:53 AM
6	Crystal lake	4/11/2023 10:34 PM
7	Crystal Lake	4/11/2023 11:07 AM
8	Crystal Lake	4/10/2023 7:02 PM
9	Crystal Lake	4/7/2023 11:37 AM
10	Crystal Lake	4/4/2023 2:44 PM
11	Crystal Lake	4/3/2023 4:28 PM
12	crystal lake	4/3/2023 11:56 AM
13	Crystal Lake	4/3/2023 11:02 AM
14	Crystal Lake	4/3/2023 10:38 AM
15	Crystal Lake	4/2/2023 3:23 PM
16	Crystal Lake	4/2/2023 10:20 AM
17	Crystal Lake	3/19/2023 12:25 PM
18	Crystal Lake	3/12/2023 11:53 PM
19	Crystal Lake	3/12/2023 5:52 PM
20	Crystal Lake	3/12/2023 7:36 AM
21	Crystal Lake	3/11/2023 11:39 AM

## 2023 Crystal Lake Police Department Community Survey

22	Crystal lake	3/11/2023 9:29 AM
23	Crystal Lake	3/11/2023 6:54 AM
24	Crystal Lake	3/10/2023 3:08 PM
25	Crystal Lake	3/9/2023 1:54 PM
26	Crystal Lake	3/9/2023 9:46 AM
27	Crystal Lake	3/2/2023 2:56 PM
28	Crystal Lake	2/11/2023 8:07 PM
29	Crystal Lake	2/8/2023 6:11 PM
30	Crystal Lake	2/8/2023 3:07 PM
31	Crystal Lake	2/8/2023 11:11 AM
32	Crystal Lake	2/8/2023 9:53 AM

#	STATE/PROVINCE	DATE
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There are no responses.

#	ZIP/POSTAL CODE	DATE
1	69014	4/20/2023 9:00 PM
2	60014	4/18/2023 9:25 PM
3	60014	4/18/2023 2:38 PM
4	60014	4/18/2023 2:10 PM
5	60014	4/18/2023 5:53 AM
6	60014	4/11/2023 10:34 PM
7	60014	4/11/2023 11:07 AM
8	60014	4/10/2023 7:02 PM
9	60014	4/7/2023 11:37 AM
10	60014	4/4/2023 2:44 PM
11	60014	4/3/2023 4:28 PM
12	60014	4/3/2023 11:56 AM
13	60014	4/3/2023 11:02 AM
14	60012	4/3/2023 10:38 AM
15	60014	4/2/2023 3:23 PM
16	60014	4/2/2023 10:20 AM
17	60014	3/19/2023 12:25 PM
18	60014	3/12/2023 11:53 PM
19	60012	3/12/2023 5:52 PM
20	60012	3/12/2023 7:36 AM
21	60014	3/11/2023 11:39 AM
22	60014	3/11/2023 9:29 AM
23	60014	3/11/2023 6:54 AM
24	60914	3/10/2023 3:08 PM

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25	60014	3/9/2023 1:54 PM
26	60014	3/9/2023 9:46 AM
27	60014	3/2/2023 2:56 PM
28	60014	2/11/2023 8:07 PM
29	60014	2/8/2023 6:11 PM
30	60014	2/8/2023 3:07 PM
31	60012	2/8/2023 11:11 AM
32	60014	2/8/2023 9:53 AM

#	COUNTRY	DATE
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There are no responses.

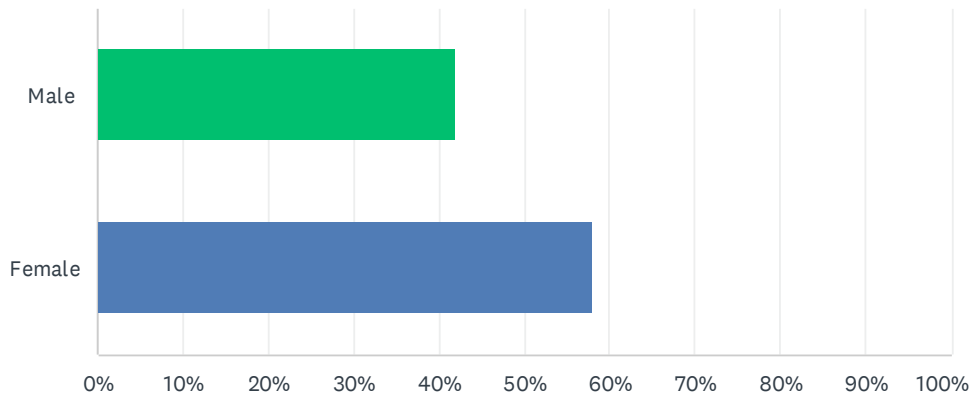
#	EMAIL ADDRESS	DATE
1		4/20/2023 9:00 PM
2		4/18/2023 9:25 PM
3		4/18/2023 2:38 PM
4		4/18/2023 2:10 PM
5		4/18/2023 5:53 AM
6		4/11/2023 10:34 PM
7		4/11/2023 11:07 AM
8		4/10/2023 7:02 PM
9		4/7/2023 11:37 AM
10		4/3/2023 4:28 PM
11		4/3/2023 11:56 AM
12		4/3/2023 11:02 AM
13		4/2/2023 3:23 PM
14		4/2/2023 10:20 AM
15		3/19/2023 12:25 PM
16		3/12/2023 11:53 PM
17		3/12/2023 5:52 PM
18		3/12/2023 7:36 AM
19		3/11/2023 11:39 AM
20		3/11/2023 9:29 AM
21		3/11/2023 6:54 AM
22		3/10/2023 3:08 PM
23		3/9/2023 1:54 PM
24		3/9/2023 9:46 AM
25		3/2/2023 2:56 PM
26		2/11/2023 8:07 PM
27		2/8/2023 6:11 PM

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28		2/8/2023 3:07 PM
29		2/8/2023 11:11 AM
30		2/8/2023 9:53 AM
#	PHONE NUMBER	DATE
1		4/20/2023 9:00 PM
2		4/18/2023 2:38 PM
3		4/18/2023 2:10 PM
4		4/18/2023 5:53 AM
5		4/11/2023 10:34 PM
6		4/11/2023 11:07 AM
7		4/10/2023 7:02 PM
8		4/7/2023 11:37 AM
9		4/3/2023 4:28 PM
10		4/3/2023 11:56 AM
11		4/3/2023 11:02 AM
12		4/2/2023 3:23 PM
13		4/2/2023 10:20 AM
14		3/19/2023 12:25 PM
15		3/12/2023 11:53 PM
16		3/12/2023 5:52 PM
17		3/12/2023 7:36 AM
18		3/11/2023 11:39 AM
19		3/11/2023 9:29 AM
20		3/11/2023 6:54 AM
21		3/10/2023 3:08 PM
22		3/9/2023 1:54 PM
23		3/2/2023 2:56 PM
24		2/11/2023 8:07 PM
25		2/8/2023 6:11 PM
26		2/8/2023 3:07 PM
27		2/8/2023 11:11 AM
28		2/8/2023 9:53 AM

## Q2 Please indicate whether the person completing this survey is:

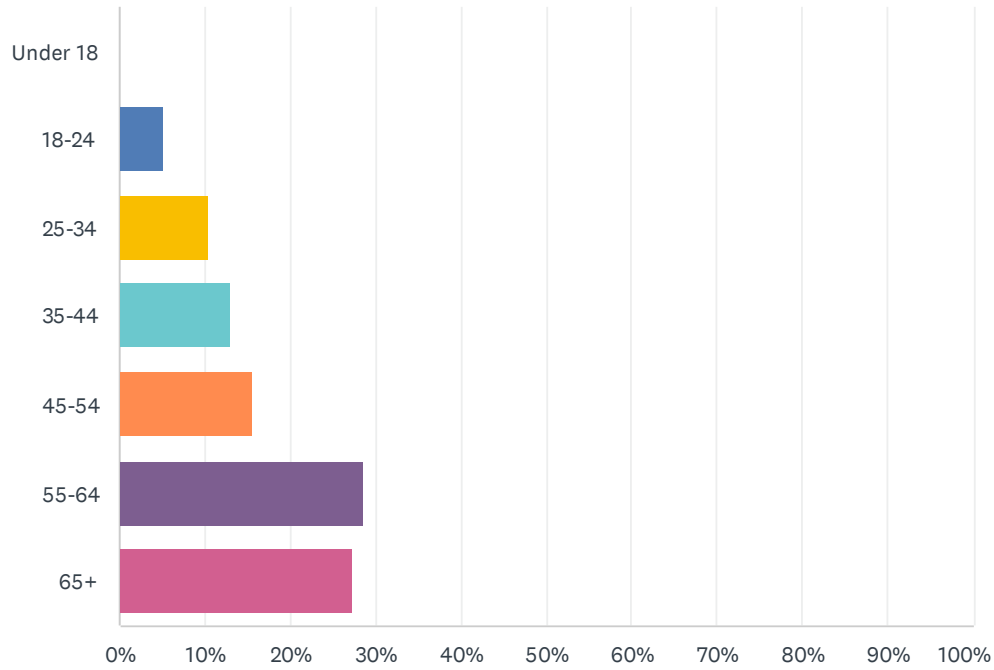
Answered: 76 Skipped: 2



ANSWER CHOICES	RESPONSES	
Male	42.11%	32
Female	57.89%	44
TOTAL		76

### Q3 Age Group

Answered: 77 Skipped: 1



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	5.19%	4
25-34	10.39%	8
35-44	12.99%	10
45-54	15.58%	12
55-64	28.57%	22
65+	27.27%	21
<b>TOTAL</b>		<b>77</b>



## Q4 How many years have you lived/worked in the City of Crystal Lake?

Answered: 78 Skipped: 0

#	RESPONSES	DATE
1	33	4/22/2023 10:31 AM
2	51	4/20/2023 9:00 PM
3	30+	4/20/2023 3:33 PM
4	25	4/18/2023 9:36 PM
5	37	4/18/2023 9:25 PM
6	33	4/18/2023 2:48 PM
7	26	4/18/2023 2:38 PM
8	4 years	4/18/2023 2:30 PM
9	18 years.	4/18/2023 2:10 PM
10	Lived here 13 years	4/18/2023 2:03 PM
11	2	4/18/2023 5:53 AM
12	37	4/17/2023 3:46 PM
13	37	4/12/2023 6:24 AM
14	2 years	4/11/2023 10:52 PM
15	2.5	4/11/2023 10:34 PM
16	22	4/11/2023 11:07 AM
17	66 years	4/10/2023 8:05 PM
18	27	4/10/2023 7:02 PM
19	3	4/10/2023 6:15 PM
20	15	4/9/2023 10:06 PM
21	15 years	4/7/2023 11:37 AM
22	Almost 10 years	4/4/2023 5:57 PM
23	28	4/4/2023 2:44 PM
24	29	4/3/2023 6:35 PM
25	1	4/3/2023 4:28 PM
26	With the exception of about 15 years my entire life	4/3/2023 1:14 PM
27	23	4/3/2023 11:56 AM
28	59	4/3/2023 11:02 AM
29	1 year	4/3/2023 10:38 AM
30	36	4/2/2023 3:23 PM
31	24	4/2/2023 2:38 PM
32	30	4/2/2023 10:20 AM
33	21	4/2/2023 9:47 AM

## 2023 Crystal Lake Police Department Community Survey

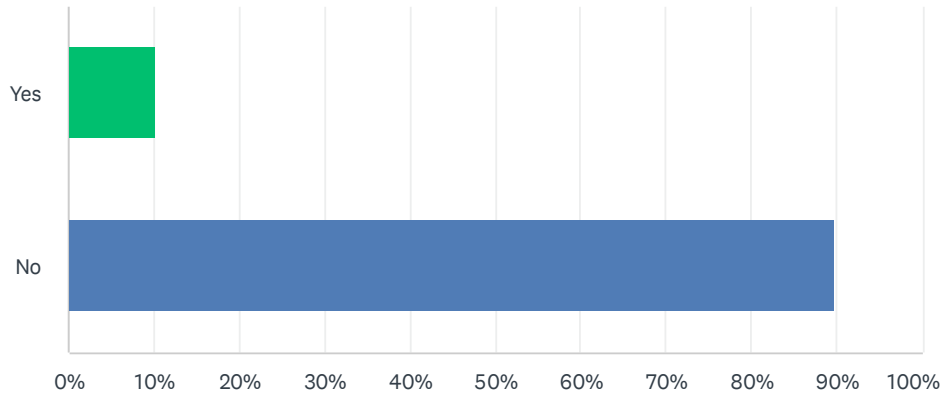
34	20	4/2/2023 9:23 AM
35	22	4/1/2023 9:33 PM
36	3	4/1/2023 2:54 PM
37	5 lived	3/24/2023 8:12 PM
38	4	3/22/2023 7:51 AM
39	45	3/19/2023 12:25 PM
40	1.5	3/16/2023 2:59 PM
41	39 years	3/14/2023 11:57 AM
42	3	3/13/2023 3:28 PM
43	39 years	3/13/2023 11:42 AM
44	Crystal Lake 18 years	3/12/2023 11:53 PM
45	27	3/12/2023 5:52 PM
46	18	3/12/2023 9:45 AM
47	13	3/12/2023 7:36 AM
48	21	3/12/2023 7:29 AM
49	27 years	3/11/2023 12:03 PM
50	20	3/11/2023 11:39 AM
51	37	3/11/2023 11:34 AM
52	35	3/11/2023 9:29 AM
53	25	3/11/2023 6:54 AM
54	42	3/10/2023 6:05 PM
55	23	3/10/2023 6:01 PM
56	17 years	3/10/2023 3:08 PM
57	1	3/10/2023 1:06 PM
58	49	3/10/2023 11:32 AM
59	40	3/9/2023 4:20 PM
60	24	3/9/2023 1:54 PM
61	52	3/9/2023 11:24 AM
62	53	3/9/2023 9:46 AM
63	20	3/8/2023 8:58 PM
64	20	3/8/2023 8:54 PM
65	0	3/8/2023 6:41 PM
66	2.5	3/2/2023 2:56 PM
67	i have been here for my entire life. i'm 21 years old	2/15/2023 1:24 PM
68	25 yrs	2/14/2023 7:19 PM
69	30 years	2/11/2023 8:07 PM
70	30 plus	2/9/2023 1:58 PM
71	30	2/8/2023 6:11 PM

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72	24	2/8/2023 4:32 PM
73	18 years	2/8/2023 3:07 PM
74	20	2/8/2023 11:16 AM
75	3	2/8/2023 11:11 AM
76	60	2/8/2023 10:48 AM
77	5	2/8/2023 10:12 AM
78	20 +	2/8/2023 9:53 AM

## Q5 Have you been the victim of a crime in the past 3 years? If yes, was it in the City of Crystal Lake?

Answered: 78 Skipped: 0

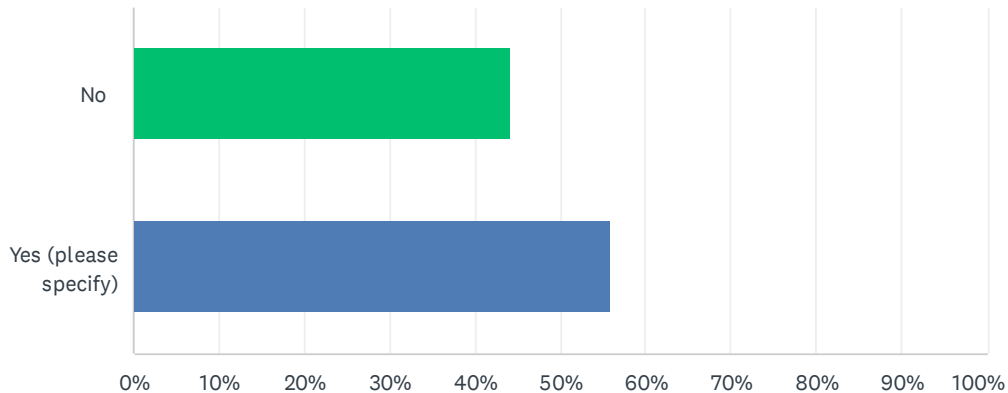


ANSWER CHOICES	RESPONSES	
Yes	10.26%	8
No	89.74%	70
<b>TOTAL</b>		<b>78</b>

#	WAS IT IN CRYSTAL LAKE?	DATE
1	Yes	4/18/2023 9:36 PM
2	I plead the 5th	4/18/2023 2:10 PM
3	Yes	4/10/2023 6:15 PM
4	Yes	4/2/2023 10:20 AM
5	Yes	4/1/2023 2:54 PM
6	No	3/13/2023 3:28 PM
7	no	3/9/2023 11:24 AM
8	yes	3/8/2023 6:41 PM
9	Yes	2/8/2023 11:16 AM

**Q6 In the past 12 months, have you or a family member had any contact with any members of the Crystal Lake Police Department? If so, what was the nature of the contact? (e.g. witness to or victim of a crime, traffic stop, call for service, walk-in, arrest, community presentation or event)**

Answered: 77 Skipped: 1



ANSWER CHOICES	RESPONSES
No	44.16% 34
Yes (please specify)	55.84% 43
<b>TOTAL</b>	<b>77</b>

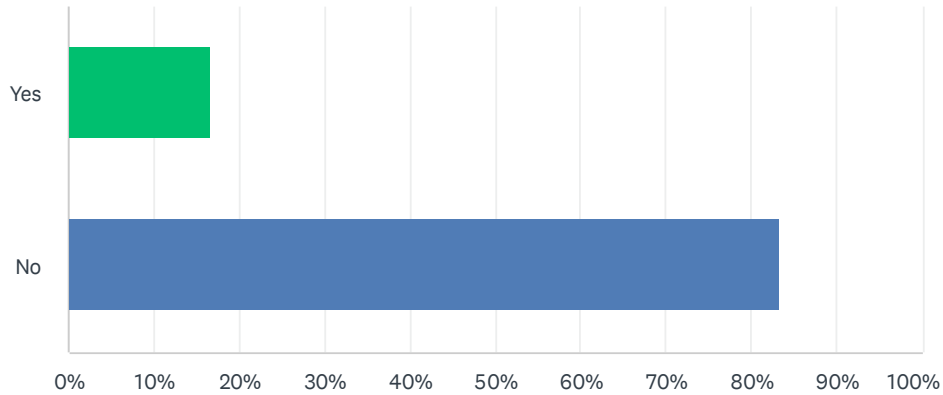
#	YES (PLEASE SPECIFY)	DATE
1	Scooter accident with injury	4/20/2023 9:00 PM
2	Went to the police department to report a hit and run	4/20/2023 3:33 PM
3	Arrest	4/18/2023 9:36 PM
4	non-emergency call for trash fallen from a pickup, checking on ATVs cruising my street / across people's yards	4/18/2023 9:25 PM
5	General question	4/18/2023 2:48 PM
6	Reported dog in hot car downtown at farmer's market	4/18/2023 2:38 PM
7	Called in to report a crime	4/18/2023 2:30 PM
8	Useful Tips and Ideas. And Military Intelligence...	4/18/2023 2:10 PM
9	On Friday night 14th.I was stopped on my way home from work. I was on my bicycle. I was accused of taking a loaf of bread from Marianos. They said I matched the description Marianos didn't have a picture for the police..I showed the officer my ID and let him look in my bag. I only cooperated because I did nothing wrong. I was ok with that part. The part I have an issue with -is when the second officer arrived .The situation was already handled. He asked if I was drinking .I said no -then said maybe a little. I told him I have been sober over 5 years.. He had absolutely no proof. Just because I ride a bike doesn't mean I drink.I want an apology from him.He made a dumb statement and very insulting. I take my sobriety very seriously. I work hard and am very honest. A didn't want a stop ticket copy -It was no big deal to me other than the other part. I hope you caught the thief	4/18/2023 5:53 AM

## 2023 Crystal Lake Police Department Community Survey

10	Accident on our property, the police wanted to see footage	4/11/2023 10:52 PM
11	Call for service regarding speeding cars on Bradford In	4/11/2023 10:34 PM
12	Community event	4/11/2023 11:07 AM
13	Walk in for permit	4/10/2023 7:02 PM
14	Neighbor called to report a noise disturbance because my teen was sitting in the car in the driveway listening to music with friends.	4/9/2023 10:06 PM
15	CLCHS football game. Officer Dimitri is outstanding	4/3/2023 6:35 PM
16	Checking status of police searching field behind my house.	4/3/2023 11:02 AM
17	Victim in police incident	4/2/2023 10:20 AM
18	Car seat installation help	4/2/2023 9:23 AM
19	Call for service	4/1/2023 9:33 PM
20	Part of a police report for harassment to my son.	4/1/2023 2:54 PM
21	Called about suspicious activity in our neighborhood	3/24/2023 8:12 PM
22	Touch a truck and a traffic stop	3/22/2023 7:51 AM
23	Traffic accident	3/19/2023 12:25 PM
24	Traffic stop and community event	3/13/2023 3:28 PM
25	Daughter, her car was hit by another driver	3/12/2023 5:52 PM
26	I was almost arrested for throwing a bag of garbage into a garbage dumpster.	3/11/2023 11:39 AM
27	I had a bicycle accident and they responded	3/11/2023 9:29 AM
28	Called for a check for well being. My daughter ran away. Called for suspicious vehicles/persons. Called in a DUI	3/10/2023 3:08 PM
29	called to request crossing guard near school	3/10/2023 11:32 AM
30	Traffic Stop and in community	3/9/2023 1:54 PM
31	Calling in complaints on there unlawful or unsafe actions	3/8/2023 8:58 PM
32	Event/ business	3/8/2023 8:54 PM
33	misconduct by the police department	3/8/2023 6:41 PM
34	My wife called the police because there was a suspicious van at a park in our neighborhood. Another time was when a policeman came to our door for a dog poop violation.	3/2/2023 2:56 PM
35	being pulled over	2/15/2023 1:24 PM
36	Someone stole something from my car.	2/9/2023 1:58 PM
37	presentation, event, social media, I made a complaint	2/8/2023 6:11 PM
38	My son died by suicide June 29th	2/8/2023 3:07 PM
39	Witness and victim	2/8/2023 11:16 AM
40	Brought officers Jimmy John's for national law enforcement day!	2/8/2023 11:11 AM
41	called in found credit cards, called in found bicycle.	2/8/2023 10:48 AM
42	Traffic accident	2/8/2023 10:12 AM
43	Witness to a call for service	2/8/2023 9:53 AM

**Q7 If you were a victim or witness to a crime, were you provided information on how to obtain assistance such as Family Services, Youth Services, Mental Health Counseling, Relationship or Grief Counseling, Chaplin Program, Family Planning, Legal Assistance, Recreational Activities, Substance Abuse, Healthcare, Elder Services, or Crisis?**

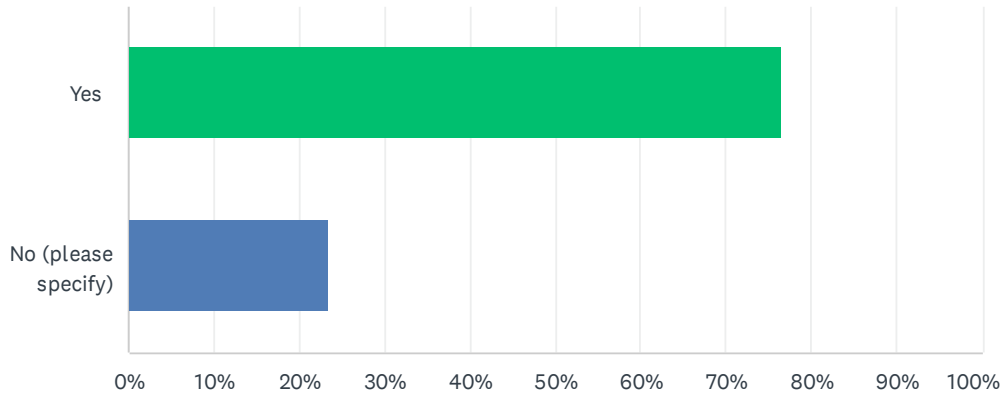
Answered: 30 Skipped: 48



ANSWER CHOICES	RESPONSES	
Yes	16.67%	5
No	83.33%	25
TOTAL		30

## Q8 Was the officer or civilian employee professional and courteous during the contact? If no, why?

Answered: 47 Skipped: 31



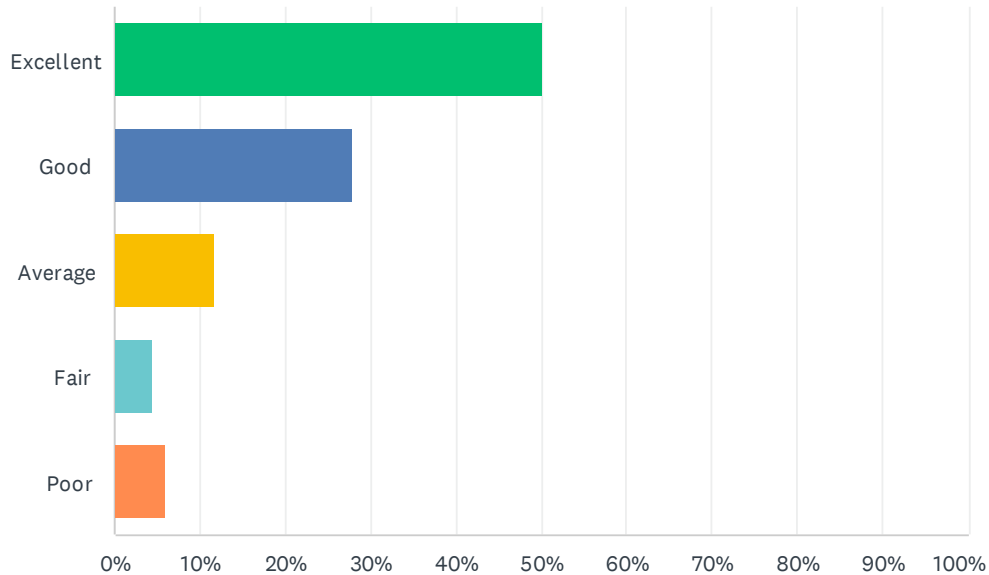
ANSWER CHOICES	RESPONSES	
Yes	76.60%	36
No (please specify)	23.40%	11
<b>TOTAL</b>		<b>47</b>

#	NO (PLEASE SPECIFY)	DATE
1	As stated earlier first officer was The second officer was a unprofessional.	4/18/2023 5:53 AM
2	Dna	4/7/2023 11:37 AM
3	No contact	4/3/2023 10:38 AM
4	some were extremely condescending and rude	4/2/2023 10:20 AM
5	Police officer seemed annoyed to be making suck a report. Was demanding of personal information not related to the reported crime in an intimidating manner which I felt looking back was unnecessary.	4/1/2023 2:54 PM
6	N/A	3/11/2023 12:03 PM
7	unprofessional	3/11/2023 11:39 AM
8	he lied repeatedly to cover his misconduct	3/8/2023 6:41 PM
9	pulled us over when our plates were expired for one day. one day expired. that's so unnecessary	2/15/2023 1:24 PM
10	He said he had to hurry and go to another report.	2/9/2023 1:58 PM
11	Police officer brushed me off and didn't care to listen	2/8/2023 11:16 AM



## Q9 Please rate the overall competence of the Crystal Lake Police Department's employees.

Answered: 68 Skipped: 10



ANSWER CHOICES	RESPONSES	
Excellent	50.00%	34
Good	27.94%	19
Average	11.76%	8
Fair	4.41%	3
Poor	5.88%	4
TOTAL		68

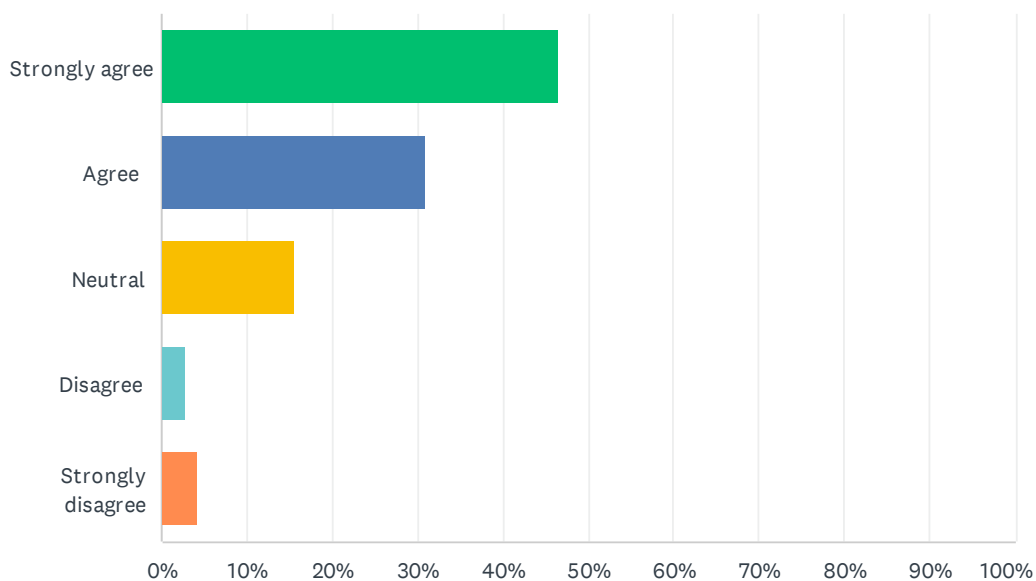
#	IF YOU RATED THE OVERALL COMPETENCE OF THE POLICE DEPARTMENT EMPLOYEE AS FAIR OR POOR, WHAT COULD THEY HAVE DONE BETTER DURING YOUR INTERACTION WITH THEM?	DATE
1	Follow the 8th Amendment more, 2nd Amendment rights for people with disabilities. The right for self defense as well for civilian military contractors listed as disabled...	4/18/2023 2:10 PM
2	Already stated	4/18/2023 5:53 AM
3	Called few times with a fallow up. I know the placed a computer that was recording a speed of cars but nothing else was done that I know of.	4/11/2023 10:34 PM
4	know what they are doing before they do it	4/2/2023 10:20 AM
5	Respect 4th amendment rights	4/1/2023 2:54 PM
6	acted professionally	3/11/2023 11:39 AM
7	I would like to see the police start acting professionally	3/10/2023 6:01 PM
8	Obey the laws and not create unsafe situations	3/8/2023 8:58 PM

## 2023 Crystal Lake Police Department Community Survey

9	told the truth and upheld code of conduct	3/8/2023 6:41 PM
10	you should not be holding this much power over us. we are scared of you. i do not feel protected when around police, in fact i feel anxious given the things that have happened over the years. you need to defund now.	2/15/2023 1:24 PM
11	Spend more time listening and maybe then talking with me.	2/9/2023 1:58 PM
12	The officers are pretty cool, civilian staff can be less than courteous.	2/8/2023 6:11 PM
13	Officers need better training on how to de-escalate situations Instead of coming off very strong headed.	2/8/2023 11:16 AM

## Q10 Officers and employees are professional and respectful:

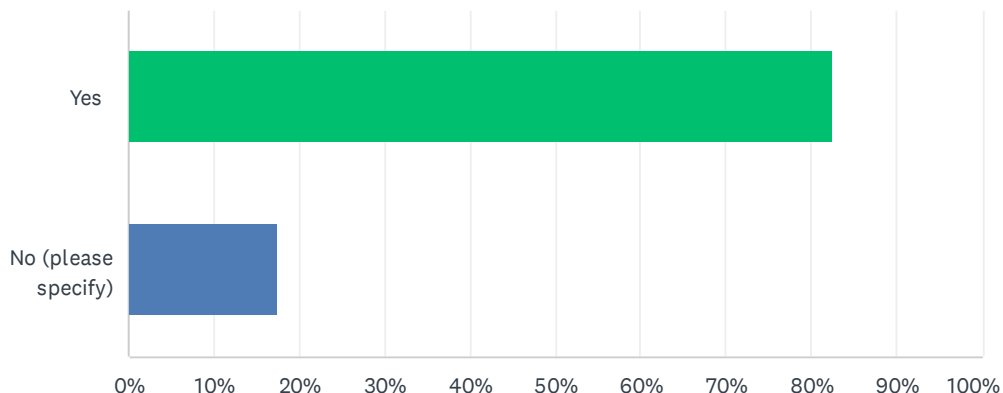
Answered: 71 Skipped: 7



ANSWER CHOICES	RESPONSES	
Strongly agree	46.48%	33
Agree	30.99%	22
Neutral	15.49%	11
Disagree	2.82%	2
Strongly disagree	4.23%	3
<b>TOTAL</b>		<b>71</b>

## Q11 Do you or your family member feel they were treated with respect and dignity? If no, why?

Answered: 57 Skipped: 21

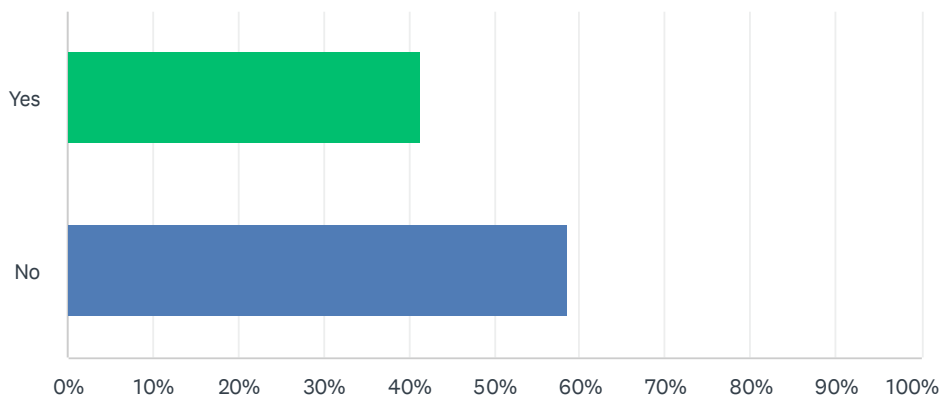


ANSWER CHOICES	RESPONSES
Yes	82.46% 47
No (please specify)	17.54% 10
TOTAL	57

#	NO (PLEASE SPECIFY)	DATE
1	Already stated	4/18/2023 5:53 AM
2	A few years ago there was a false report against me when I pulled to the side of the road to talk to my daughter on the side of the road as she road by on her bike. I went on to my appointment but the police traced my license plate and came to my home and traumatized my wife and daughter. They spoke to them as if the committed a crime. My wife even went to the police station to talk to the chief who was dismissive. We have been been brought up to be respectful and helpful to police however this experience betrayed our trust. In the future we won't open the door without a warrant	4/7/2023 11:37 AM
3	No contact	4/3/2023 10:38 AM
4	Treated as if I was the criminal	4/2/2023 10:20 AM
5	I feel they are pompous when not at a public event	4/1/2023 2:54 PM
6	I committed no important offense	3/11/2023 11:39 AM
7	We are liberal Democrats and shout it from the rooftops	3/8/2023 8:58 PM
8	abusive and aggressive force needlessly	3/8/2023 6:41 PM
9	I would not say disrespectful. But I don't think he cared too much.	2/9/2023 1:58 PM
10	Crystal lake police look down on people and act as they are superior	2/8/2023 11:16 AM

**Q12 If the incident you reported required additional investigation (i.e. interviewing witnesses or suspects) did the officer/detective keep you up to date regarding the status of your report/case?**

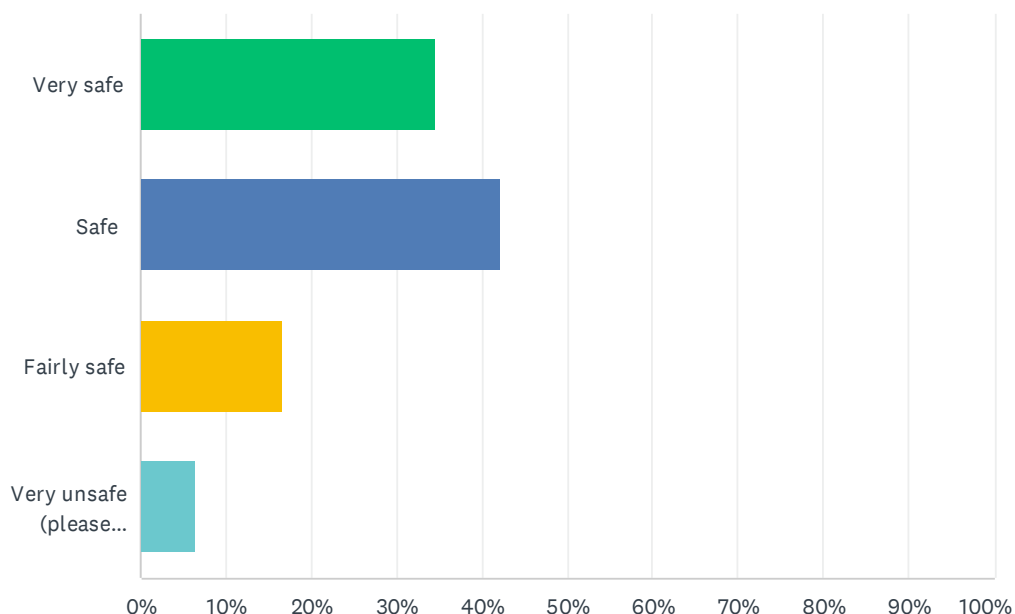
Answered: 29 Skipped: 49



ANSWER CHOICES	RESPONSES	
Yes	41.38%	12
No	58.62%	17
TOTAL		29

## Q13 How do you feel about the safety and security of Crystal Lake?

Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES
Very safe	34.62% 27
Safe	42.31% 33
Fairly safe	16.67% 13
Very unsafe (please specify)	6.41% 5
<b>TOTAL</b>	<b>78</b>

#	VERY UNSAFE (PLEASE SPECIFY)	DATE
1	Lots of small crime repeating and no real resolution seems to be announced or extra measures taken to apprehend the perpetrators	4/1/2023 2:54 PM
2	I feel as though Crystal Lake has given a pass to all speeders, seat belt violations, and texting being on the phone. Driving in Crystal Lake has become more aggressive.	3/11/2023 12:03 PM
3	they are unlawful	3/8/2023 6:41 PM
4	heavy policing is what makes us unsafe	2/15/2023 1:24 PM
5	Other than police sitting in church parking lots or car dealer parking lots I don't see crystal lake police patrolling neighborhoods all their worried about is driving violations.	2/8/2023 11:16 AM

## Q14 Please share your perception of the Crystal Lake Police Officers' attitudes and behavior:

Answered: 52 Skipped: 26

#	RESPONSES	DATE
1	Professional	4/20/2023 9:00 PM
2	I've always had positive interactions with the officers, especially when my nosey kid wants to stop and talk them up about how cool they are.	4/18/2023 9:25 PM
3	Professional and courteous	4/18/2023 2:38 PM
4	Listen more too people with disabilities you might find out something interesting.	4/18/2023 2:10 PM
5	Most are great including community service officers.	4/18/2023 5:53 AM
6	Very good	4/11/2023 10:34 PM
7	Willing to step in when needed but also step back and let things play out when appropriate. Always kind, courteous, alert.	4/11/2023 11:07 AM
8	A++++++	4/10/2023 8:05 PM
9	Professional	4/10/2023 7:02 PM
10	They play more or less by unwritten rules rather than following the law as written.	4/10/2023 6:15 PM
11	I've had little contact with them	4/9/2023 10:06 PM
12	I feel our police department is typical however training needs to change or people deployed needs to change to handle minor situations. My interactions with the Crystal Lake police have been unsatisfactory because I either couldn't believe a law enforcement professional would believe hearsay information over actual crime statistics or would handle low level situations so forcefully as to traumatize the potential victim	4/7/2023 11:37 AM
13	Extremely professional, caring, reliable	4/4/2023 2:44 PM
14	I've had very rare interactions, but overall, pleasant and respectful	4/3/2023 1:14 PM
15	Excellent service	4/3/2023 11:02 AM
16	No contact	4/3/2023 10:38 AM
17	I feel proud of our police department. I feel they are actively working to keep our community safe and also aware of and sensitive to appropriate use of police force vs other types of community resources.	4/2/2023 2:38 PM
18	Some are brutal, condescending, its their way or no way	4/2/2023 10:20 AM
19	Sorry, no dealings with them	4/2/2023 9:47 AM
20	All good. No issues	4/2/2023 9:23 AM
21	Professional and helpful	4/1/2023 9:33 PM
22	Aloof and elitist	4/1/2023 2:54 PM
23	Extremely professional and competent	3/22/2023 7:51 AM
24	In any interactions that I have had with them, they are very courteous and professional.	3/19/2023 12:25 PM
25	I can't answer as I never see them.	3/14/2023 11:57 AM
26	Everyone I have interacted with has been great, but I am also a white female.	3/13/2023 3:28 PM
27	Hard to tell from behind the steering wheel of their vehicles	3/13/2023 11:42 AM

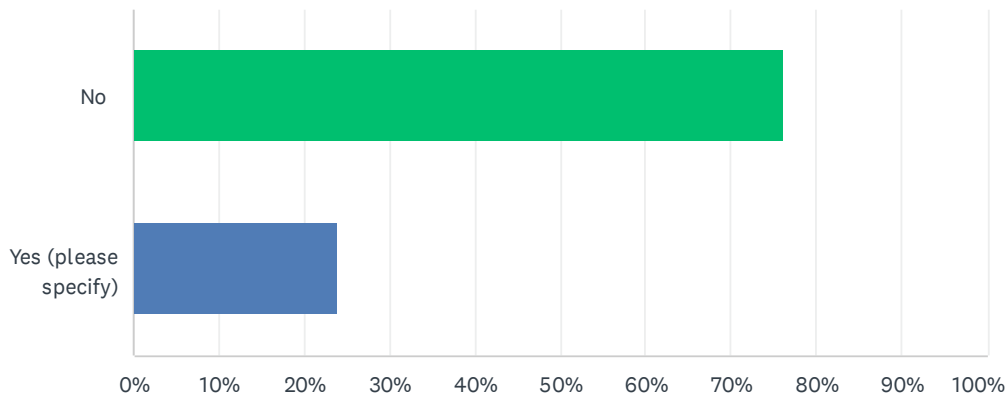
## 2023 Crystal Lake Police Department Community Survey

28	I love CLPD. They are professional and keep us safe.	3/12/2023 7:36 AM
29	Several years ago I was the victim of identity theft. The officer that came to my home provided me with great resources, things I didn't know about. As positive of an experience as this was, my husband and I were asked about our fire arms (gun) in the house. We advised we didn't own or have guns. I was shocked the officer suggested we should have a gun as most homes in Crystal Lake have a gun and said the police couldn't respond quickly and we needed to take action to protect ourselves. I am still shocked as I recoubt the conversation.	3/11/2023 12:03 PM
30	CLPD wanted to arrest me for throwing a bag of garbage into a garbage dumpster.	3/11/2023 11:39 AM
31	I have never met any officers or ever had any contact with them	3/11/2023 11:34 AM
32	They have never been confrontational. They have always de-escalated.	3/11/2023 6:54 AM
33	I often feel like the police don't do anything	3/10/2023 6:01 PM
34	Professional, empathetic, courteous, and have good common sense.	3/10/2023 3:08 PM
35	somewhat concerned	3/10/2023 11:32 AM
36	Generally they are professionals and act appropriately.	3/9/2023 1:54 PM
37	I really haven't had much contact lately. Years ago we had multiple issues regarding car theft and they were rude and unhelpful-hopefully this has improved.	3/9/2023 9:46 AM
38	They believe they are above the laws and can do what they like and tend to get belligerent nd puff out their chests when you call them on it. They also promote hate and bigotry	3/8/2023 8:58 PM
39	All officers I have encountered and interacted with have been professional	3/8/2023 8:54 PM
40	crystal lake is covering for dirty cops	3/8/2023 6:41 PM
41	Seems like everyone is professional and friendly.	3/2/2023 2:56 PM
42	when we had a black lives matter protest in 2020, the police did not care about what we were saying. there were and are people dying at the hands of cops and it was clear that none of the police their even cared to hear us out	2/15/2023 1:24 PM
43	community oriented	2/14/2023 7:19 PM
44	About 29 years ago my new home was burglarized and never forget how the police took care of my situation.	2/11/2023 8:07 PM
45	I think the officer was not very experienced and I think he felt rushed.	2/9/2023 1:58 PM
46	Most officers are well trained and decent.	2/8/2023 6:11 PM
47	We had 2 officers and 1 investigator that were concerned about what we knew about my son and when they found out he was trying to get as much help as he and we could find, they were concerned about the rest of our family. We were not treated as suspected. We do love our son and we're and are deviated that this happened. It's not the police that are too blame. It's the medical and emotional fields in my mind.	2/8/2023 3:07 PM
48	Crystal lake police officers attitudes and behavior is very stand-off they carry their selves as if they are above the law and superior to others, the men act very macho and could careless about the community.	2/8/2023 11:16 AM
49	All the officers I've seen at events are very nice, courteous, and respectful.	2/8/2023 11:11 AM
50	Overall attitudes seem positive. General concern to resolve issues is good.	2/8/2023 10:48 AM
51	Officer Alfano was very professional and helpful	2/8/2023 10:12 AM
52	Always very professional. Positive attitudes. Always very helpful when asked for help or assistance.	2/8/2023 9:53 AM



### Q15 If you are a Crystal Lake resident of less than 3 years, did you have any preconceived notions about the police department prior to moving to Crystal Lake? If so, please share.

Answered: 21 Skipped: 57

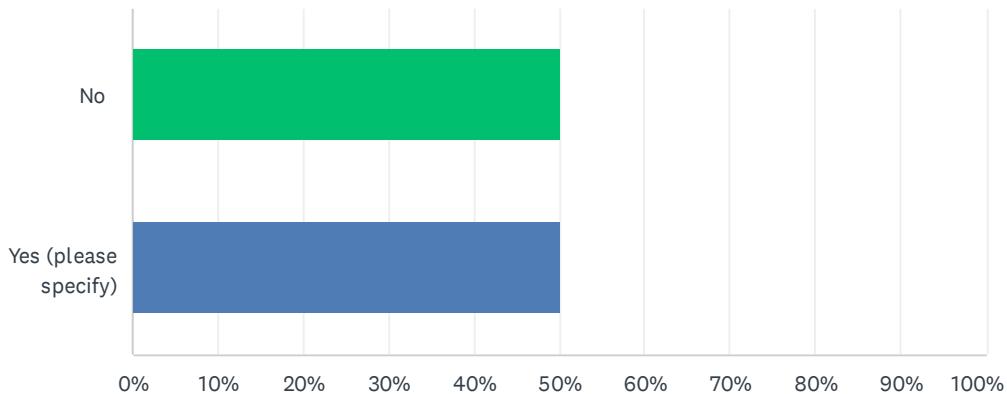


ANSWER CHOICES	RESPONSES
No	76.19% 16
Yes (please specify)	23.81% 5
<b>TOTAL</b>	<b>21</b>

#	YES (PLEASE SPECIFY)	DATE
1	They've literally ticketed me, then pointed and laughed at me prior to me moving to crystal lake.	4/10/2023 6:15 PM
2	Extremely Professional but lacks village support when it comes to allowing officers to aggressively pursuing criminals	4/3/2023 10:38 AM
3	I thought they would be elitist like most modern day police officers	4/1/2023 2:54 PM
4	Expected high things	3/22/2023 7:51 AM
5	Just like every other Chicagoland suburb, it's cops that don't have anything better to do than give speeding tickets.	3/10/2023 1:06 PM

## Q16 In regards to the previous question, do you still hold the same opinions today?

Answered: 20 Skipped: 58

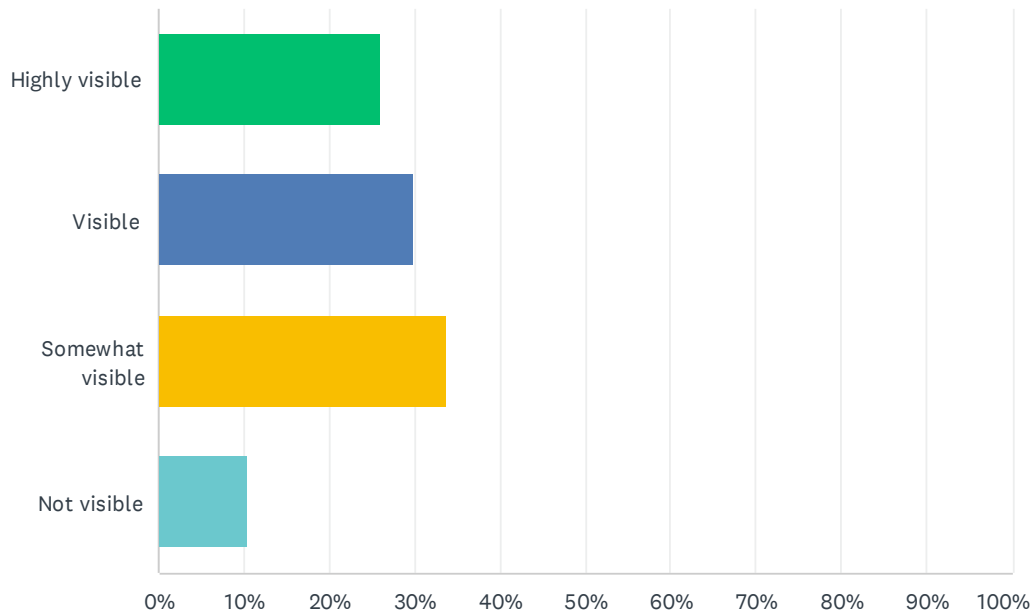


ANSWER CHOICES	RESPONSES	
No	50.00%	10
Yes (please specify)	50.00%	10
<b>TOTAL</b>		<b>20</b>

#	YES (PLEASE SPECIFY)	DATE
1	Most are great	4/18/2023 5:53 AM
2	They've done nothing to change my impression.	4/10/2023 6:15 PM
3	Still have no preconceived notions about department	4/3/2023 4:28 PM
4	Let them do their job, stop allowing insurance companies and potential lawsuits scare management from supporting their officers	4/3/2023 10:38 AM
5	Prove me wrong	4/1/2023 2:54 PM
6	Only had great Interaction	3/22/2023 7:51 AM
7	Nothing happens	3/10/2023 1:06 PM
8	I did not have any preconceived notions.	3/2/2023 2:56 PM
9	no comment	2/8/2023 6:11 PM
10	I didn't have any preconceived notions when I moved here. My opinion is that there are great officers serving Crystal Lake!	2/8/2023 11:11 AM

## Q17 How would you rate police visibility in the community?

Answered: 77 Skipped: 1



ANSWER CHOICES	RESPONSES	
Highly visible	25.97%	20
Visible	29.87%	23
Somewhat visible	33.77%	26
Not visible	10.39%	8
<b>TOTAL</b>		<b>77</b>

**Q18 In your opinion, how can the police better serve the community? Increase traffic enforcement (e.g. dui, cell phone law, speeding, seat belt, etc.), foot and neighborhood patrols, more visible at schools or businesses, more educational seminars, notifying citizens of criminal activity, crime prevention, other).**

Answered: 67 Skipped: 11

#	RESPONSES	DATE
1	Neighborhood patrol, overnight parking enforcement	4/20/2023 9:00 PM
2	Warnings about criminal activity are wonderful, and we've had an uptick in break-ins close to y neighborhood. All the parents love when the officers drive the neighborhood and try to catch people flying down a child dense area. There might need to be more presence or help for stores in the area, last week I watched two women load carts of goods from Target and no one was allowed to stop the.	4/18/2023 9:25 PM
3	Enforce speed limits and noise ordinances better. Especially Ackman Road.	4/18/2023 2:48 PM
4	We appreciate the change is speed limit on Coventry Lane but people still drive 50MPH past our home on Coventry and Bristol. A realistic remediation would be a stop sign so it would truly make it safe. Coventry is just a cut through to avoid traffic.	4/18/2023 2:38 PM
5	Increase speed patrol on rakow road as well as on highway 31. There is always so much speeding on these two roads. Also cell phone usage monitoring as well.	4/18/2023 2:30 PM
6	Do not get involved with civilians working as volunteer private military contractors OR mercenaries... Unless tips are given too help the community. If you see someone cleaning their engine let them do it.. it helps release stress and helps testosterone.... follow the 8th Amendment... life is too short gotta live it up...	4/18/2023 2:10 PM
7	Make more traffic enforcement on Northwest Highway between Dole and Main St A lot of speeding and going through yellow/red lights.I almost got hit several times while crossing at cross walk legally.	4/18/2023 5:53 AM
8	Increase traffic enforcement	4/17/2023 3:46 PM
9	Have police cars stationed south of route 14 not just sitting at the CVS on Randell but sitting on mainly golf course road, people and students don't obey traffic laws mainly the speed limit because they know the police are not present, other communities fox river grove , Cary , island lake , waconda , rolling meadows all have police car that parked and visible not crystal lake the people on the south side of crystal lake are tired of the abuse we will move and take are tax dollars with us eventually leaving nothing but rental properties. The city lowered the speed limit but does not enforce the speed limit allowing for people from other communities to race down our streets i and other residents by crystal lake south have been asking for help for 20 some years the police sit in your driveway for an hour and do nothing no tickets, no warnings everyone is compliant let's see some flashing lights between barlina and Ackman - Thanks for the Help	4/12/2023 6:24 AM
10	More visible near school zones. Check on that speeding street request. I know it is not the books yet, but there is a chance a new traffic light will be placed on Randall rd (and either village and Alexandra ) if the light is going to be placed on village then people will be using Bradford In as a run away and be speeding on that street. Please please do not place light there. Use that money to please sign and speed limit on Bradford In. We have so so many kids on that street. It is not safe.	4/11/2023 10:34 PM
11	I am happy with CLPD	4/10/2023 8:05 PM
12	More patrols, speeding on Rakow and Golf Course is insane.	4/10/2023 7:02 PM

## 2023 Crystal Lake Police Department Community Survey

13	Increase traffic enforcement specifically for speeding in residential areas.	4/10/2023 6:15 PM
14	Not sure	4/9/2023 10:06 PM
15	I find the Facebook notifications on crimes in the area very helpful. I live by Buffalo Wings and Rings and still don't understand the physics behind that incident. However speeding and distracted driving are awful these days. I have noticed stepped up patrols but that plaza by the old Walmart just seems like trouble waiting to happen	4/7/2023 11:37 AM
16	Maybe more visible around crystal lake. More and more crimes seem to happen in this quiet community. Seems like more Chicago people are moving to crystal lake. I hear more break ins at homes	4/4/2023 5:57 PM
17	A larger presence by driving through the neighborhoods.	4/4/2023 2:44 PM
18	Please enforce Student parking restrictions near CLCHS	4/3/2023 6:35 PM
19	There is a lot of speeding high schoolers down Coventry going to South in the morning and afternoon. Sometimes police cars are sitting on our block but it seems like it's never during these peak hours of speeding	4/3/2023 4:28 PM
20	I rarely see any police patrol in my neighborhood. It seems the focus is more in the downtown area and Coventry. Sandalwood Lane and Amberwood are cut thru streets and people constantly speed down the street. I estimate they are approaching 59 mph in many cases. Especially high schoolers. I'm talking about Willows Edge.	4/3/2023 11:56 AM
21	Definitely increase traffic enforcement. Speeding violations	4/3/2023 11:02 AM
22	Let them pursue criminals until they have them in custody those squad cars look like they haven't been driven at all.	4/3/2023 10:38 AM
23	Stop the race track that is Rakow Rd.	4/2/2023 3:23 PM
24	I think you are doing a great job.	4/2/2023 2:38 PM
25	don't let the criminals escape	4/2/2023 10:20 AM
26	Notify citizens of criminal activity and more neighborhood presence	4/2/2023 9:47 AM
27	Crime notification and safety at the train station and shopping areas	4/2/2023 9:23 AM
28	Increase neighborhood patrols, notify residents of criminal activity	4/1/2023 9:33 PM
29	Reform in hiring. If the officers start pretending they are in an action movie or use bullying behavior then they should be removed from the department and the job. This includes interactions with McHenry sheriff's deputies	4/1/2023 2:54 PM
30	There is a lot of speeding in residential neighborhoods- it's ridiculous	3/24/2023 8:12 PM
31	Yes we like to see you on the streets. And to get to interact with you - especially for our kids.	3/22/2023 7:51 AM
32	I live on South Williams and when the High School lets out for the day, the speed of most of the drivers is much too fast. I have even seen them side by side going down the street. It's only a matter of time until a terrible accident occurs.	3/19/2023 12:25 PM
33	Traffic enforcement especially going through intersections on red, not stopping at stop signs, obeying pedestrian right of way, distracted driving in general	3/16/2023 2:59 PM
34	All of the above. Especially notifying citizens of criminal activity. If it wasn't for my ring neighborhood watch announcements and videos I wouldn't know about anything wrong or criminal going on.	3/14/2023 11:57 AM
35	More presence at community events and outreach in a non crime capacity.	3/13/2023 3:28 PM
36	What concerns me the most are the amount of households with more than one family living in them. More vehicles at the house where you have vehicles in the garage, in the driveway blocking the sidewalks, so many vehicles that they park in the streets or in there yards on the grass tearing up their yards with no regard to what they are making the neighborhood look like. Driving vehicles that have blacked out windows where you cannot see the individuals inside which is supposed to be against the law but isn't enforced in Crystal Lake I guess, or is it the fact that officers don't care to approach these vehicles for fear of what to expect, and I don't blame them because they have families to go home to. Try living next to this element and feel	3/13/2023 11:42 AM

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safe when people are driving by shooting at houses, like on Coventry Ln last year, and you can't identify the people in the vehicle when you can't see them. Not only that, the taxes that these multi-family dwellers are cheating our schools out of. Try selling your house even if you want to leave.

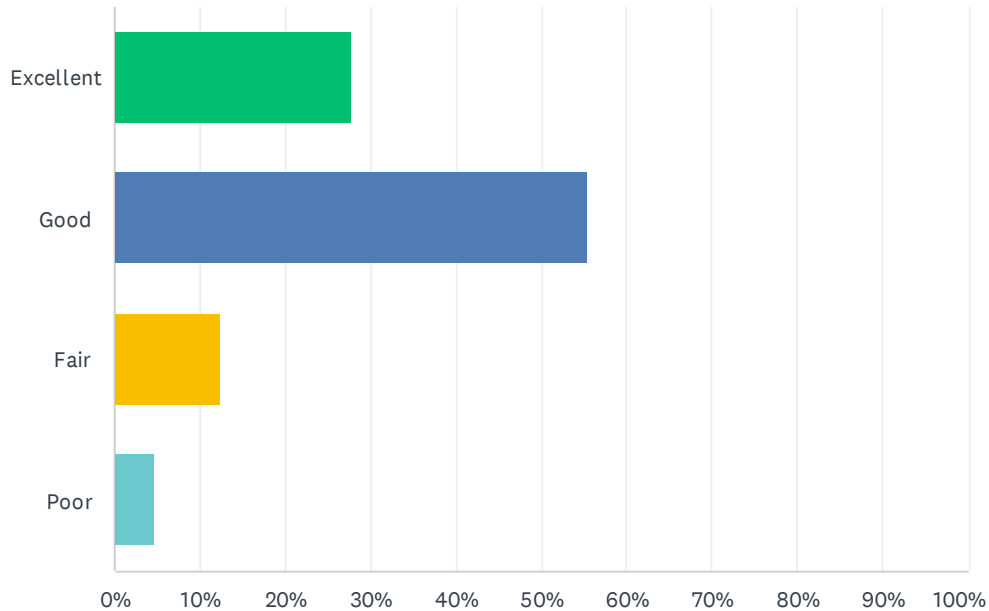
37	Increased traffic surveillance, cars travel too fast on some roads Increased driveby presence in evenings/overnight to help prevent car break-ins	3/12/2023 5:52 PM
38	Still see a lot of people on their cell phones while driving, but to catch them, it's all about timing. I understand that.	3/12/2023 7:36 AM
39	Neighborhood patrols. We have cars speed through the neighborhood. People park on the street for two or three days straight. Snow plows have to go around cars parked in the street.	3/12/2023 7:29 AM
40	We need more officers on patrol. The only real visibility of the police is during the 4th of July weekend. The speeding in town is horrific and nothing gets done. Walkup rd crossing over 176 north is like a drag strip. The speed limit is only a suggestion. As a resident I'm embarrassed.	3/11/2023 12:03 PM
41	Use some common sense in responding to frivolous unimportant complaints.	3/11/2023 11:39 AM
42	Of course the more presence the better, and being notified of criminal activity in the area	3/11/2023 11:34 AM
43	I live off north shore and never see any patrol cars cruising our streets yeah they are dead ends but lot of illegal golf cart driving going on and I am on the lake daily pay my dues yet see a lot of boats eith no crystal lake stickers current Illinois watercraft stickers and kayaks with no I pay over 100 dollars a year to register mine east end ave gets a lot of car traffic trying to get to lippold and I have picked up trash up and down north shore for years a few patrol cars may deter it along with speeders	3/11/2023 9:29 AM
44	Increase traffic enforcement in the Coventry subdivision. Motorists are constantly running stop signs! Firearm safety classes also could be helpful.	3/11/2023 6:54 AM
45	You should start enforcing the no smoking with children in thr car. I see it everywhere and it's sad. Also please hold more educational seminars	3/10/2023 6:01 PM
46	In my opinion they do a great job already.	3/10/2023 3:08 PM
47	We don't need an extremely visible police presence. It's already safe. Focus on crime prevention.	3/10/2023 1:06 PM
48	more visible near schools, especially at cross streets without guards	3/10/2023 11:32 AM
49	More neighborhood patrols, less hiding for speeders.	3/9/2023 4:20 PM
50	When there are accidents rather than some officers standing around they could go backwards and divert traffic so it doesn't need to cause delays	3/9/2023 1:54 PM
51	More visible besides hiding and waiting for speeders. Actually pull over people who run red lights.	3/9/2023 9:46 AM
52	Follow the same laws we must	3/8/2023 8:58 PM
53	Speeding on 14 near dole av	3/8/2023 8:54 PM
54	clean out the dirty cops from the crystal lake police department	3/8/2023 6:41 PM
55	More patrol at schools and parks.	3/2/2023 2:56 PM
56	all of your examples should absolutely not be carried out. defund now.	2/15/2023 1:24 PM
57	Officers on foot -more visible in downtown business district	2/14/2023 7:19 PM
58	More activity with the people	2/11/2023 8:07 PM
59	I was talking with my neighbor who is a police officer (not in Crystal Lake) and he states our officers are tasked with too much. They do not patrol the neighborhoods much which I agree. He also said most officers have a low morale level because of the workload. This is a bit disheartening. I feel crime is up around us. I don't see much communication about what is being done to address this.	2/9/2023 1:58 PM
60	A few more of them could be present in the west end a bit more often. We NEVER see patrols unless someone calls and requests one.	2/8/2023 6:11 PM

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61	Traffic enforcement, more visible at schools and businesses, educational programs, notifications to public regarding criminal activity, crime prevention	2/8/2023 4:32 PM
62	It would make people upset for a bit but wow. Write those tickets for people that don't follow the laws due to lights, lane changes, pulling in the proper lane that's theirs n not mine. Case in point, outside Panera on Rt14. I'm surprised there not that many accidents. I know there are close calls all the time.	2/8/2023 3:07 PM
63	Increase neighborhood and business patrol, stop hiding everything from the community and giving false notions that crystal lake is perfect because it's far from perfect.	2/8/2023 11:16 AM
64	More neighborhood patrols.	2/8/2023 11:11 AM
65	Traffic enforcement is selective. Great that speed limits are strictly enforced around school zones, but a blind eye is turned towards the folks illegally parking / waiting to pick up kids after school. Specifically, at CLCHS & Hussmann.	2/8/2023 10:48 AM
66	Notifying citizens of criminal activity	2/8/2023 10:12 AM
67	Just keep doing what you are.	2/8/2023 9:53 AM

## Q19 Please rate the community events/programs offered by the Crystal Lake Police Department. Please comment suggestions for improvement:

Answered: 65 Skipped: 13



ANSWER CHOICES	RESPONSES
Excellent	27.69% 18
Good	55.38% 36
Fair	12.31% 8
Poor	4.62% 3
<b>TOTAL</b>	<b>65</b>

#	HOW CAN WE IMPROVE?	DATE
1	Volunteers without police academy... or background check	4/18/2023 2:10 PM
2	Work for the people not your pension	4/12/2023 6:24 AM
3	Any chance to meet officers outside of an incident is s positive	4/11/2023 11:07 AM
4	better communication. You all may think its good but even finding this survey was a challenge.	4/2/2023 10:20 AM
5	More events regularly to get the community involved	3/24/2023 8:12 PM
6	Initiative, I think you already know how.	3/13/2023 11:42 AM
7	I can only rate as good because I'm sure I am not aware of all programs and events	3/11/2023 11:34 AM
8	Address areas where gang activity is beginning	3/9/2023 1:54 PM
9	I'm honestly not aware of any. I know they do sometimes show up at community events.	3/9/2023 9:46 AM
10	Follow the rules	3/8/2023 8:58 PM

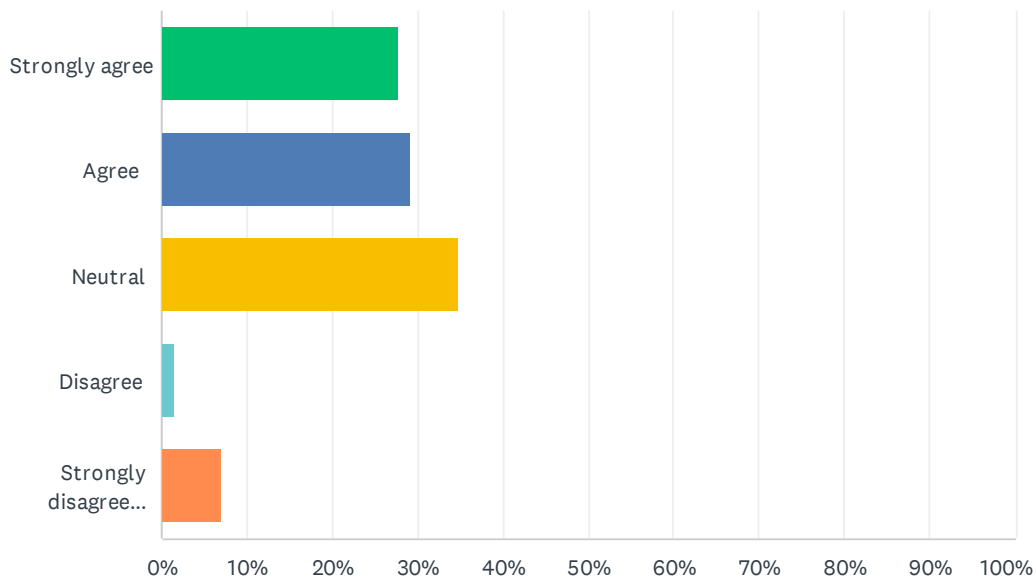


## 2023 Crystal Lake Police Department Community Survey

11	Too few events - improve existing events - Polar Bear Plunge is good - promote this better!	2/14/2023 7:19 PM
12	Be more inclusive. Crystal Lake is a lot bigger than it once was.	2/8/2023 6:11 PM
13	Crystal lake police department needs more diverse officers who are humble and not arrogant.	2/8/2023 11:16 AM

## Q20 The Crystal Lake Police Department makes appropriate use of social media:

Answered: 72 Skipped: 6



ANSWER CHOICES	RESPONSES	
Strongly agree	27.78%	20
Agree	29.17%	21
Neutral	34.72%	25
Disagree	1.39%	1
Strongly disagree (please specify)	6.94%	5
<b>TOTAL</b>		<b>72</b>

#	STRONGLY DISAGREE (PLEASE SPECIFY)	DATE
1	Not on social media much	4/3/2023 6:35 PM
2	I wouldn't know as I do not use social media. Only have the Northwest Herald for information, which is pretty much nothing.	3/14/2023 11:57 AM
3	Wouldn't know for sure as I am a Senior Citizen and don't know much or trust social media.	3/13/2023 11:42 AM
4	the valentine's day post was not okay. it's not funny that you make us scared	2/15/2023 1:24 PM
5	you could post more often, more useful info	2/8/2023 6:11 PM

## Q21 Is there anything you would like to see more of from our Facebook or Newsletters?

Answered: 21 Skipped: 57

#	RESPONSES	DATE
1	We would appreciate more information for ongoing problems in order to be more aware and informed for the sake of safety. We are hearing gossip about gangs which is new to us. We appreciate the good posts of our city but we would appreciate knowing a bit about threats as well. Maybe a monthly report that might be available to help us know what activities are surrounding us?	4/18/2023 2:38 PM
2	CLPD should use more social media like snap chat Twitter etc... helps connect too more people... also having Facebook or social media advertised on cop cars as bumper stickers... keeps people informed better	4/18/2023 2:10 PM
3	NA	4/18/2023 5:53 AM
4	Good job	4/11/2023 10:34 PM
5	I would love to see more if the "personality" come out of the force through FB / social media. I think it's important for people to see that officers are people doing a job that they love - not the mean guys and someone to fear or avoid.	4/11/2023 11:07 AM
6	Maybe more stories about the different officers so we can know who they are and a little about their backgrounds	4/7/2023 11:37 AM
7	Update the community more on all the crimes going on in area so we can be more aware. A lot of seniors aren't on Facebook or social medias	4/4/2023 5:57 PM
8	More updates regarding safety issues on Facebook	4/4/2023 2:44 PM
9	N/A	4/3/2023 6:35 PM
10	no	4/2/2023 10:20 AM
11	No, it's fine	4/2/2023 9:47 AM
12	No, I would like to see more active policing to where I am not constantly concerned of vandalism and break ins	4/1/2023 2:54 PM
13	Perhaps an email format as I am not on any of the social media platforms.	3/19/2023 12:25 PM
14	Not an answer to the question exactly but I think the humor on social media gives me a good impression of the department.	3/16/2023 2:59 PM
15	Don't do Facebook. Always seem to get the Newsletters late. Dates for upcoming events have already past.	3/14/2023 11:57 AM
16	Just joined Facebook	3/11/2023 9:29 AM
17	More good deeds!	3/11/2023 6:54 AM
18	Would like to have more info on officers on Facebook. Like how long they have worked for the dept. why they became LE and what are there goals.	3/10/2023 3:08 PM
19	N a	3/8/2023 8:54 PM
20	honesty integrity ethical behavior	3/8/2023 6:41 PM
21	Maybe police call lists once a week.	2/8/2023 6:11 PM

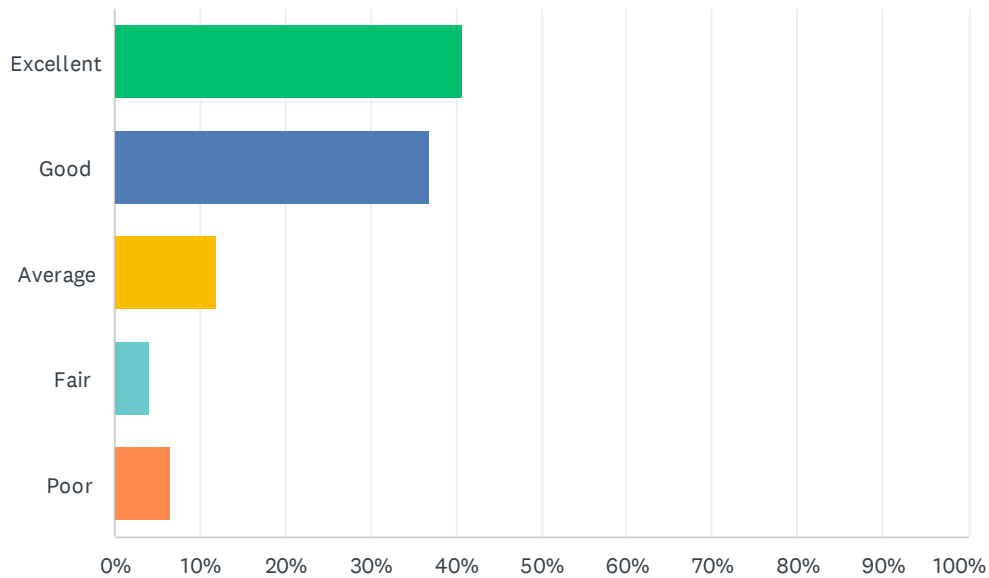
## Q22 Are there any programs you would like to see the police department offer?

Answered: 20 Skipped: 58

#	RESPONSES	DATE
1	Teen outreach More bike patrol	4/18/2023 2:38 PM
2	Kid informational events	4/18/2023 2:30 PM
3	Volunteer NON law enforcement programs too Help clpd with tips.	4/18/2023 2:10 PM
4	NA	4/18/2023 5:53 AM
5	Nope	4/11/2023 10:34 PM
6	Gun training for citizens if not already offered	4/3/2023 4:28 PM
7	no	4/2/2023 10:20 AM
8	None	4/2/2023 9:47 AM
9	No	4/1/2023 2:54 PM
10	None that I can think of at the moment.	3/19/2023 12:25 PM
11	Ride along with Cops. A chance for citizens to give real time input as to what they see through their eyes riding with a cop.	3/13/2023 11:42 AM
12	How to navigate round-a-bouts Bike riding safety and rules of the road	3/12/2023 5:52 PM
13	Drive-alongs. I know you used to do it, but no longer.	3/12/2023 7:36 AM
14	Any programs that educate our children	3/11/2023 11:34 AM
15	Community involvement	3/11/2023 9:29 AM
16	Firearm safety refresher classes.	3/11/2023 6:54 AM
17	Car seat trade in program for low income families. Lots of kids use the wrong car seat because parents can't afford to get a new one. Maybe offer coupons or the resources for car seats? It's expensive	3/10/2023 6:01 PM
18	N a	3/8/2023 8:54 PM
19	Recognize good citizens/good neighbors somehow.... publicize the positive people in Crystal Lake.	2/14/2023 7:19 PM
20	Lake In The Hills has or had a women only program. I participated in the program a few years ago. It had self defense class, we talked about date-rape, domestic violence, suicide, and human trafficking. I believe it was about 4 days long. It was very informative. I would love to see Crystal Lake and other surrounding areas do it too!	2/8/2023 11:11 AM

## Q23 Please rate the overall performance of the police department:

Answered: 76 Skipped: 2



ANSWER CHOICES	RESPONSES	
Excellent	40.79%	31
Good	36.84%	28
Average	11.84%	9
Fair	3.95%	3
Poor	6.58%	5
<b>TOTAL</b>		<b>76</b>

#	IF YOU RATED THE OVERALL PERFORMANCE OF THE POLICE DEPARTMENT AS FAIR OR POOR, WHAT DOES THE POLICE DEPARTMENT NEED TO IMPROVE?	DATE
1	Advertisement on cop cars... like buckle up etc bumper stickers	4/18/2023 2:10 PM
2	Get a new chief of police	4/12/2023 6:24 AM
3	They are just like all the others.	4/1/2023 2:54 PM
4	Visibility and actively patrolling the town.	3/11/2023 12:03 PM
5	as stated above	3/11/2023 11:39 AM
6	defund. defund. defund.	2/15/2023 1:24 PM
7	They need to be seen. They need to take time with us residents.	2/9/2023 1:58 PM
8	Better training stop acting above the law.	2/8/2023 11:16 AM

## Q24 Do you have any suggestions or recommendations for how to improve the services of the Crystal Lake Police Department?

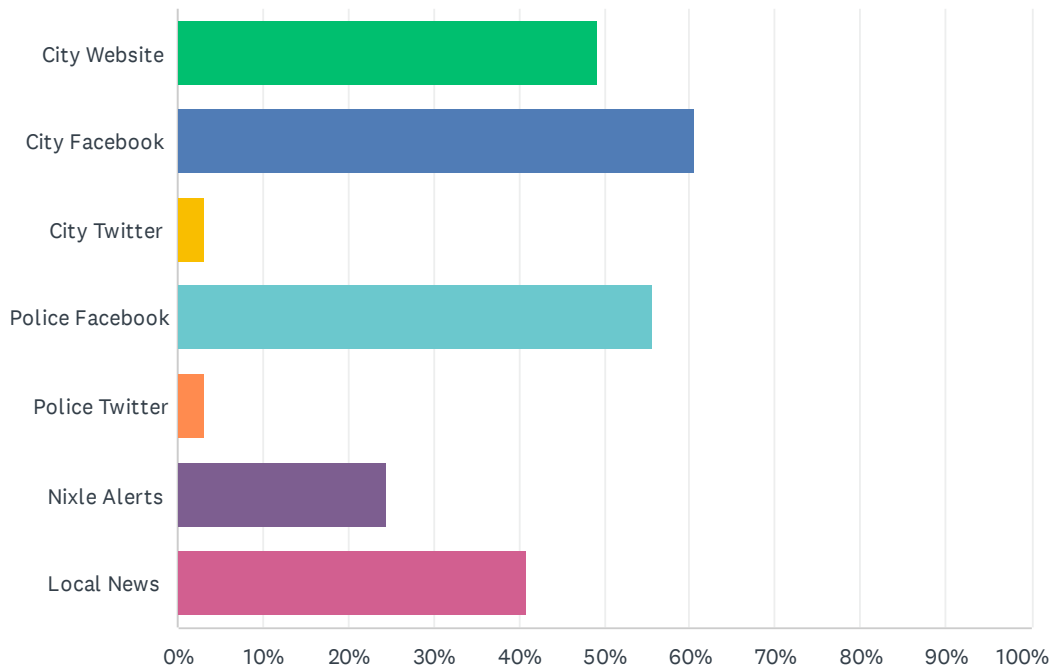
Answered: 23 Skipped: 55

#	RESPONSES	DATE
1	Is there a text to tip?	4/20/2023 9:00 PM
2	You are all wonderful when we see you out and about.	4/18/2023 2:38 PM
3	More community involvement... just hang out with the poor and the disabled more. And minorities.. you might learn something new. Allow civilians too volunteer no matter what background check is... expand submit a.tip...	4/18/2023 2:10 PM
4	Become more visible your none existent driving through an area does not count	4/12/2023 6:24 AM
5	Keep doing amazing jobs. My sons look up to you every time we see you patrolling the streets or just in the neighborhood.	4/11/2023 10:34 PM
6	Living on the far South end of town I would say more presents in the neighborhood	4/7/2023 11:37 AM
7	Allow officers to enforce the law by law and not by department policies.	4/3/2023 10:38 AM
8	neutralize first ask questions later.	4/2/2023 10:20 AM
9	Not at this time	4/2/2023 9:47 AM
10	Work to keep crime from coming in from surrounding areas	4/2/2023 9:23 AM
11	Maybe explain to the High School students the ramifications of their dangerous driving habits.	3/19/2023 12:25 PM
12	Would like the police to canvas the neighborhoods during late night, wee hours of the mornings for kids out past curfew, cars parked on streets, lawns and other possible criminal activity. Things are changing in our neighborhood's. Not for the better either. Need the police presence. May help.	3/14/2023 11:57 AM
13	Being more proactive in enforcing the law in between times of being reactive to law breakers.	3/13/2023 11:42 AM
14	While there are neighborhoods with greater issues and need for police presence, it's known ours has a low rate of patrols. We need a stronger presence in the Four Colonies area.	3/12/2023 7:29 AM
15	We have quite a lot of police cars s always parked at the department. Lets get police on the streets.	3/11/2023 12:03 PM
16	as stated above	3/11/2023 11:39 AM
17	More patrols on our streets and enforcement of lake laws and vehicle registrations tired of seeing license plate expired stickers when as a senior I comply	3/11/2023 9:29 AM
18	More moving violations in residential areas, make police reports free to view on nwherald.com	3/11/2023 6:54 AM
19	See #18	3/9/2023 9:46 AM
20	Stop only protecting right wing hate mongers	3/8/2023 8:58 PM
21	defund now.	2/15/2023 1:24 PM
22	I have lived here a very long time. I don't feel we have the same police department we once had. I used to always see a police car driving around my street at all hours. The officers would stop and say hello and have a nice conversation. Now they just drive past if they are in my neighborhood at all. I feel the only time I will have the chance to talk with one of our officers is if I am a victim. Which I obviously don't care for that to happen again. I would love to see the friendly faces again.	2/9/2023 1:58 PM
23	I think all of you are doing a good job. I'm so at ease to approach any of the Crystal Lake police cars if I have any questions and have.	2/8/2023 3:07 PM



## Q25 Please indicate how you receive information pertaining to the City of Crystal Lake. Please check all that apply.

Answered: 61 Skipped: 17



ANSWER CHOICES	RESPONSES
City Website	49.18% 30
City Facebook	60.66% 37
City Twitter	3.28% 2
Police Facebook	55.74% 34
Police Twitter	3.28% 2
Nixle Alerts	24.59% 15
Local News	40.98% 25
Total Respondents: 61	

#	OTHER (PLEASE SPECIFY)	DATE
1	City newsletter	4/4/2023 2:44 PM
2	City Letter	4/3/2023 6:35 PM
3	City letter	4/3/2023 10:38 AM
4	News letter	4/2/2023 10:20 AM
5	City letter	4/2/2023 9:47 AM
6	City Letter mailing	3/13/2023 3:28 PM



## 2023 Crystal Lake Police Department Community Survey

7	City news letter	3/11/2023 12:03 PM
8	Newsletter	3/11/2023 11:34 AM
9	Crystal lake news letter how about using sign at McCormick park more	3/11/2023 9:29 AM
10	City Letter	3/10/2023 6:05 PM
11	City news letter scan code	3/10/2023 3:08 PM
12	City newsletter	3/9/2023 9:46 AM
13	City newsletter	2/14/2023 7:19 PM
14	Crystal Lake Times Facebook group.	2/8/2023 6:11 PM
15	City News Letters also	2/8/2023 3:07 PM