



Village of Carol Stream

POLICE DEPARTMENT • 500 N. GARY AVENUE • CAROL STREAM, ILLINOIS 60188-1899
EMERGENCY (911) • NON-EMERGENCY (630) 668-2167 • FAX (630) 668-2397
ROSS FERRARO, MAYOR • JANICE KOESTER, CLERK • JOSEPH E. BREINIG, MANAGER

Dear Concerned Citizen:

You or a member of your household may have had an occasion to come in contact with one or more of our Police Officers and/or Community Service Technicians. In an effort to insure that the citizens of Carol Stream receive effective, efficient and professional police service, I am anxious to receive your feedback concerning the employees' performance and the department's ability to serve you.

Please take a few moments to print out the attached citizen's feedback form and submit to my office by U.S. mail. If you would like to add additional narrative, please feel free to do so.

Your feedback will help to insure that the Carol Stream Police Department continues to serve you and the rest of the citizens to the best of our ability and will help us identify and correct any area of deficiency in our operation.

Sincerely,

Richard H. Willing
Chief of Police
Carol Stream Police Department

MISSION OF THE CAROL STREAM POLICE DEPARTMENT

The mission of the Carol Stream Police department is to serve all people within our jurisdiction with respect, fairness and compassion.

We believe in the dignity and worth of all people. We strive to provide professional and caring police service in partnership with the community.

With a dedication to public service, it is our goal to enhance the quality of life for everyone by creating a sense of security within the Village.

The Carol Stream Police Department takes pride in being a progressive law enforcement agency dedicated to meeting the needs of a diverse and vital community.

We are **"PROUD TO SERVE"**



CAROL STREAM POLICE DEPARTMENT CITIZEN FEEDBACK FORM

Date: ___/___/___

Complaint # _____

Incident Type _____

Officer(s) _____

Your Name (optional)

Comm. Serv. Tech. _____

Sergeant(s) _____

1. How would you rate your experience with the first person/telecommunicator you had contact with?

Did you: Walk In Call Police Administration Call 911

Very Friendly Friendly Acceptable Less than Acceptable Very Poor DNA

Comments:

2. How would you rate the response time it took for the Officers to arrive at or handle this incident?

Very Prompt Prompt Acceptable Slow Very Slow DNA

Comments:

3. How friendly was the Officer(s) that responded to the scene or handled the incident?

Very Friendly Friendly Acceptable Unfriendly Very Unfriendly

Comments:

4. In your opinion, the Officers handled your call or incident

Extremely Well Well As Expected Not Very Well Very Poorly

Comments:

5. How well did the Officer(s) explain or discuss the circumstances, handling or disposition of this incident?

Exceptionally Well Well As Expected Not Very Well Very Poorly

Comments:
