

## Resident Complaint - Concern summary 7/13 to 8/17/15:

### Old Business

- 6/24 Plank Trail Park neighbor called to let us know there was asphalt work needed. Staff removed a small section of crumbling asphalt and installed a patch 8/7/15.
- 7/6 Hoffman Park neighbor called to complain about the look of the drainage ditch through Hoffman Park the slow moving water and mosquitos. A contractor has been hired to remove the silt and buildup from the bottom concrete area of the ditch, however needed to be rescheduled.
- 7/7 La Porte Meadows Park neighbor called to request benches be installed at the playground. Staff is planning to install benches before the end of summer.

### New Business

- 7/14 Plank Trail Park neighbor called to ask for a different sign in the park informing fishermen to stay out of his yard. Staff met with neighbor to discuss the need for a new sign. It was discussed that a previous sign had different text more to the neighbors liking. Staff will look for the old sign to confirm text used.
- 7/15 resident called to inform us smoother transitions are needed from pathways to bridges at Walker School, Fairfield Lane, Edgebrook Lane, Brookside Glen Drive, Union Creek, Walnut Creek Drive, Pfeiffer Road. Staff will determine which bridges are park district and evaluate these transitions. Message stated no return call was needed.
- 7/15 LaPorte Meadows Park neighbor called that split rail fencing needed repair. Staff re-assembled split rail fence 7/17. Neighbor was given a voicemail message.
- 7/22 Hunter Prairie Park neighbor inquired as to the repair of the Summit Hill Jr. High fence behind his house damaged by a park district mower. An update was requested from the fencing contractor who explained that different materials needed to be re-ordered. Neighbor was updated 8/13. Work completed 8/17. Neighbor was called and satisfied with the repairs 8/18.
- 7/22 Champions Park softball field patron called to tell us the field conditions were poor and the field needs to be maintained better. Staff was told of the complaint and to take more time & care when dragging fields. A voicemail was left with the field user asking for more details.
- 7/24 Brookside Bayou Park neighbor called to complain about weeds in the berm behind her house. Work was scheduled at the site and completed early the next week 7/27 and 7/28.
- 7/30 Community Park neighbor called to complain about litter in the playground and egg on the slides. Litter was picked up and egg scrubbed off 7/31. The neighbor was called and thanked for letting us know.
- 7/30 Brookside Glen resident called to let us know a garbage can along 80<sup>th</sup> Ave had been filled with branches and needed to be emptied. It was emptied the following day 7/31.
- 7/31 Plank Trail Park neighbor called to inform us of a broken garbage can, asphalt needing repair, ground tree stumps that needed to be removed, algae in the pond, and a different sign telling fishermen to stay out of his yard. The neighbor was told asphalt was to be repaired shortly (completed 8/7), the garbage will be switched out, and algae and the sign will be discussed in an upcoming staff meeting.

- 8/2 resident contacted Will County Sheriff's Department with a concern regarding Frankfort Square School. Sheriff and Park District staff followed up with SHSD 161 administration.
- 8/5 Tinley Park Police issued a no trespassing notice to a juvenile (information classified) informing him to stay off Union Creek Frankfort Square Park District property.
- 8/6 Champions Park softball field patron called to discuss field conditions. Staff discussed the complaint and explained extra time and attention to detail was given when dragging fields and thank you for letting us know. We also discussed the schedule to confirm the field was being dragged on the correct days.
- 8/6 a Union Creek Park hockey user asked that the time on the hockey rink lights be adjusted because it was getting dark earlier. No name was given. The timer was adjusted later that day from 8 pm to 7:30 pm.
- 8/11 a local homeowner association member wanted the contact info for our aerator / fountain supplier located at Community Park. Reinders contact info was given in a voicemail 8/12.
- 8/14 a Brookside Bayou Park neighbor called to complain people were taking garden produce from gardens who do not participate in the program. Signs were posted 8/15 informing the plots were a paid park district program and if interested in participating please contact the FSPD.