



rRemarks Data for August 7, 2018 Village Council Meeting

Agenda Section	Agenda Item	Comment	Commenter
COMMENTS OF A GENERAL NATURE		<p>On Saturday August 4th at about 1pm my daughter and I were stopped at a red light at the intersection of Fairview and 55th Streets when I saw a very bright flash in the sky and then suddenly smoke coming from the top of the tree line on the southwest corner. In a second there was a live wire arcing on the sidewalk inches from the street and ongoing traffic, this is a busy intersection. I told my daughter to call 911, she dialed immediately, it rang and rang and then was disconnected; she had to redial a 2nd time and this time there was an answer but it took multiple rings. Thank goodness this emergency was not worse, what has happened to the Downers Grove 911 service?? I have not had to use it often, being a resident for over 60+ years, and not at all in recent years, but it used to be the best and most efficient service. If we were only able to make 1 call between life and death and then we were disconnected I can't imagine the panic. The operator then made her repeat the info multiple times and told her to hold and put her on hold, not saying that help is on the way, just hold??? What the heck, I obviously am unaware but the 911 call center must no longer be located in the DG police station area, because this location did not even seem familiar to the operator. I am disappointed in Downers!!</p>	Judy Riha, 2 - 6th Street, Downers Grove