



**BUFFALO GROVE POLICE DEPARTMENT**  
*STEVEN CASSTEVENS, CHIEF OF POLICE*  
46 Raupp Boulevard, Buffalo Grove, IL 60089  
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**FOR IMMEDIATE RELEASE**  
December 9, 2014

**FOR FURTHER INFORMATION:**  
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## **NEWS RELEASE**

### **BUFFALO GROVE POLICE DEPARTMENT'S CITIZEN SURVEY RESULTS**

Chief Steven R. Casstevens of the Buffalo Grove Police Department is pleased to announce the results of the recently completed 2014 Citizen Survey. The survey has been sent out since 1984 with the intent to gauge satisfaction of the police services in Buffalo Grove.

Information gained from the survey helps determine how the Police Department is performing and provides suggestions for improving police services to the community. The information gathered will also assist with establishing future community oriented policing goals. Of the 1,500 surveys that were randomly mailed to homes and businesses, 422 responses were received.

In surveying attitudes about the community, 96.5% strongly agree or agree that they feel safe in their home or business and 93.9% strongly agree or agree that they feel safe walking in their neighborhood. Of the surveys returned, 85.3% strongly agree or agree that the overall performance of the police department meets their expectations and 8.8% were neutral in their response.

"This survey, conducted as part of our ongoing national accreditation process, is an extremely valuable tool for the police department. The responses from our residents help guide the formation of future goals and objectives as they relate to community policing and police response to calls for service. I am very pleased with the results of the survey and the feedback provided by our residents," said Chief Casstevens.

Link to: [2014 Citizen Survey Results](#)

(see page 2 for conclusion)



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#### IV. CONCLUSION

The method of distributing the Citizen Survey (mailing a random sample of Village residents a survey and a self-addressed postage paid return envelope) continues to be successful in obtaining a good response rate and with proper marketing, should be used again for the 2017 survey.

In general, it's clear that the Buffalo Grove Police Department continues to provide a high level of service that has become expected by the residents of Buffalo Grove. This is made clear by the high ratings that were received by those who completed and returned the survey.

As outlined in General Order I-20 and CALEA Standard 45.2.4, a documented survey of citizen attitudes and opinions is conducted at least once every three years with respect to:

- A. Overall agency performance;
- B. Overall competence of agency employees;
- C. Citizens' perception of officers' attitudes and behavior;
- D. Community concern over safety and security within the agency's service area; and
- E. Citizens recommendations and suggestions for improvement.

The following questions directly relate to the above CALEA Standard.

- **A - Survey Question #14** - The overall performance of the Buffalo Grove Police Department meets my expectations? **Survey Results** - 88.2 % strongly agree or agree that the overall performance of the Buffalo Grove Police Department meets their expectations, while 8.6 % were neutral and 1.3 % did not respond
- **B - Survey Question #12** - The Buffalo Grove Police employees are knowledgeable and competent in the performance in their duties? **Survey Results** - 76.2 % strongly agree or agree that the Buffalo Grove Police Employees are knowledgeable and competent in the performance of their duties. 17.3 % were neutral and 5.4 % did not respond.
- **C - Survey Question #13** - The Buffalo Grove Police employees are professional and respectful? **Survey Results** - 83.1 % strongly agree or agree that the Buffalo Grove Police employees are professional and respectful. 10.2 % were neutral and 4.1 % did not respond.
- **D - Survey Question #6** - I feel safe in my home or business? **Survey Results** - 95.3 % strongly agree or agree that they feel safe in their home or business, while 4.7% were neutral in their response. **Survey Question #7** - I feel safe walking in my neighborhood? **Survey Results** - 94.2% strongly agree or agree that they feel safe walking in their neighborhood while 5.4% were neutral in their response. **Survey Question #8** - The police presence in my neighborhood is appropriate? **Survey Results** - 68.1 % strongly agree or agree that the police presence in their neighborhood is appropriate while 23.1% were neutral in their response.
- **E – Survey Question #17**- Recommendations or suggestions for improvement.