



BUFFALO GROVE POLICE DEPARTMENT
STEVEN R. CASSTEVENS, CHIEF OF POLICE
46 Raupp Boulevard, Buffalo Grove, IL 60089
Non-Emergency: 847.459.2560



FOR IMMEDIATE RELEASE
October 6, 2021

FOR FURTHER INFORMATION:
Deputy Chief Michael Szos
847-459-2560
pdpio@vbg.org

NEWS RELEASE

Buffalo Grove Police Department Releases Citizen Survey Results

Buffalo Grove, Illinois – Police Chief Steven R. Casstevens is pleased to announce the results from the 2021 Citizen Satisfaction Survey, which aids the department in gauging resident satisfaction levels with police services. As an accredited agency, the Police Department has been conducting the survey since 1984.

In March, 1,500 surveys were sent to Buffalo Grove residents, and more than 23-percent responded. The replies are currently being analyzed and will assist the Police Department in establishing future community policing goals. In addition, the department uses responses to evaluate improvements or changes since the previous survey was conducted.

Results of the 2021 survey showed that 96.9-percent of residents who returned the survey feel safe in their home or business, and 93-percent believe walking in their neighborhoods is safe. Additionally, 80.9-percent of community members feel traffic enforcement activities performed by Buffalo Grove Police officers meet the Village's needs.

“Perhaps the most important finding was that 91-percent of our residents strongly agree that the overall performance of our agency meets their expectations,” said Chief Casstevens. “While this is a high percentage, it shows we still have room for improvement, for which our department will continue to strive. I am grateful to our residents who took the time to complete the survey.”

The full 2021 Citizen Survey report is available [here](#).

###

View the full 2021 Citizen Survey report at this link:
<https://cms9files.revize.com/buffalogroveil/2021%20CITIZEN%20SURVEY.pdf>