



Buffalo Grove Police Department 2023 CITIZEN SURVEY



BRIAN J. BUDDS
CHIEF OF POLICE





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✦ SECTION I ✦

EXECUTIVE SUMMARY

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Executive summary



December 15, 2023

The Buffalo Grove Police Department (BGPLD) has been conducting its Citizen Survey since 1984. In 2011, the Police Department created a uniform survey process to be completed every two years, and the most recent survey was completed in 2021.

On April 11, 2023, the Police Department mailed 1,500 surveys to randomly selected addresses in Buffalo Grove. With a response rate of over 20-percent, the opinions provided help indicate how well the Department is meeting the residents' needs and expectations. Recommendations will also help shape future strategic priorities.

BGPLD is pleased to present the results of the 2023 Citizen Survey. The following is an overview of the results obtained from the completed citizen surveys.

RESPONDENT DEMOGRAPHICS



67.9% have lived in Buffalo Grove greater than 10 years.



56.5% live in a single-family type residence.



46.2% were female; 48.5% were male; 5.3% did indicate.



67.6% have not had contact with BGPLD during the past year; 29.1% had contact 1-3 times.



3.3% were a victim of a crime during the last year.

RESPONDENT OPINIONS



95.3% strongly agree or agree that they feel safe in their home or business; 3% neutral.



91.9% strongly agree or agree that they feel safe walking in their neighborhood; 5% neutral.



75.6% strongly agree or agree that the police presence in their neighborhood is appropriate; 19.1% neutral.



63.9% strongly agree or agree that BG Police Officers respond to calls in a timely manner; 24.4% neutral. *10.7% did not respond.



76.2% strongly agree or agree that traffic enforcement in BG meets the need of the community; 16.1% neutral.



52.5% strongly agree or agree that BGPLD provides appropriate community education programs; 34.8% neutral. *7.4% did not respond.



73.9% strongly agree or agree that BGPLD employees are knowledgeable and competent in the performance of their duties; 21.1% neutral. *3.7% did not respond.



82.3% strongly agree or agree that BGPLD employees are professional and respectful; 13% neutral. *3.3% did not respond.



87.3% strongly agree or agree that the overall performance of the BGPLD meets their expectations; 9.4% neutral. *2.0% did not respond.



✦ SECTION II ✦
PRESS RELEASE

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PRESS RELEASE



BUFFALO GROVE POLICE DEPARTMENT
BRIAN J. BUDDS, CHIEF OF POLICE
46 Raupp Boulevard, Buffalo Grove, IL 60089
Non-Emergency: 847-459-2560



FOR IMMEDIATE RELEASE
December 15, 2023

FOR FURTHER INFORMATION:
Deputy Chief Brian Spolar
847-459-2560
pdpio@vbg.org

NEWS RELEASE

Survey says: Residents feel safe and support Buffalo Grove's police services

Buffalo Grove, IL – Police Chief Brian Budds is pleased to announce the results from the Police Department's 2023 Citizen Satisfaction Survey, showing high levels of satisfaction with safety and police services. As an accredited agency, the Police Department has been conducting the survey since 1984 to support the Department in measuring resident satisfaction levels with police services.

Survey results showed that 95-percent of respondents feel safe in their homes or businesses, and 91-percent believe it is safe walking in their neighborhoods. Additionally, 87-percent of respondents feel the overall performance of the Buffalo Grove Police Department meets their expectations.

"I sincerely thank everyone who responded to the survey, sharing their candid feedback," said Chief Budds. "It is very encouraging to see that our police service satisfaction levels remain high, demonstrating our commitment to safety and excellence. These survey results will help guide our future strategic vision."

The survey was mailed to 1,500 Buffalo Grove residents and received a 20-percent response rate. Responses are analyzed and assist the Police Department in establishing future community policing goals. In addition, the Department uses responses to evaluate the need for improvements or changes since the previous survey was conducted. The survey is conducted biennially, with the last in 2021.

The full report is available on the Village website at www.vbg.org.

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✦ SECTION III ✦

LETTER TO RESIDENTS AND SURVEY

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LETTER TO RESIDENTS



Buffalo Grove Police Department

46 Raupp Boulevard
Buffalo Grove, IL 60089-2199
Phone 847-459-2560
Fax 847-459-0201



March 27, 2023

Dear Resident:

The Buffalo Grove Police Department is conducting a Citizen Survey. Information from the survey helps determine how the department is performing and provides worthwhile suggestions for improving our services to the community. The information gathered from the survey will also assist with establishing future community policing goals.

Having been randomly selected to receive the enclosed survey, we understand that your contact with the police department may be limited. Even if you have not had contact with the police department, your perceptions and opinions are very important to us. Please note that it is not necessary to identify yourself.

Please take a few minutes to read the enclosed form and answer the questions. If you wish to make additional observations, recommendations, or suggestions to improve our services, feel free to write your comments in the space provided on the reverse side of the survey or include a note on a separate sheet of paper. I will review all of your comments. You can also contact the Buffalo Grove Community Relations Unit at 847.459.2560 or Police@vbg.org.

Please return the completed survey in the enclosed stamped, self-addressed envelope by Monday, May 8, 2023. Your participation in this survey is greatly appreciated.

Sincerely,

Brian J. Budds
Chief of Police



*An Accredited
Law Enforcement
Agency
Since 1987*



SURVEY



Buffalo Grove Police Department 2023 Citizen Survey



The Buffalo Grove Police Department is asking residents and business owners to complete a survey to assist in evaluating our performance and to establish future community policing goals. Your observations and comments are very important to us. Please take a few minutes to complete both sides of the survey. If you wish to make comments about a question or have a specific concern, please write them on the reverse side or include your comments on a separate sheet of paper. **Please return the completed survey by Monday, May 8, 2023 in the self-addressed stamped envelope provided.** Thank you for your participation.

Brian J. Budds, Chief of Police

1. How long have you lived or worked in Buffalo Grove? _____ Year(s)
2. What type of building do you occupy? Apartment (1) Condominium (2) Townhome (3)
 Detached Single Family (4) Business (5)
3. Please indicate whether the person completing the survey is: Male (1) Female (2) Decline to Answer (3)
4. How many times have you had contact with the Buffalo Grove Police Department in the past year?
 0 times (1) 1-3 times (2) 4-6 times (3) 7 or more (4)
5. If you have had contact, what was it for? (Choose all that apply)

<input type="checkbox"/> Crime Victim (1)	<input type="checkbox"/> Witness (2)	<input type="checkbox"/> Crime Opportunity Card (3)
<input type="checkbox"/> Customer Satisfaction Card (4)	<input type="checkbox"/> Neighborhood Watch (5)	<input type="checkbox"/> Motor Vehicle Crash (6)
<input type="checkbox"/> Traffic (Traffic/Warning Citation) (7)	<input type="checkbox"/> Vacation/House Watch (8)	<input type="checkbox"/> Other (9) _____

Please select the response that most accurately reflects your opinion for each statement	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
6. I feel safe in my home or business					
7. I feel safe walking in my neighborhood					
8. The police presence in my neighborhood is appropriate					
9. Buffalo Grove Police Officers respond to calls in a timely manner					
10. Traffic enforcement in the Village of Buffalo Grove meets the needs of the community					
11. The Buffalo Grove Police Department provides appropriate community education programs					
12. Buffalo Grove Police employees are knowledgeable and competent in the performance of their duties					
13. Buffalo Grove Police employees are professional and respectful					
14. The overall performance of the Buffalo Grove Police Department meets my expectations					

(PLEASE CONTINUE ON REVERSE SIDE)



SURVEY CONTINUED



15. So that we can provide better police service to the entire community, please help us identify your neighborhood. Please list the nearest intersection to your home/business.

_____ & _____

16. Please indicate where you get information about what is taking place in Buffalo Grove. (Choose all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Daily Herald (1) | <input type="checkbox"/> Countryside News (2) | <input type="checkbox"/> Chicago Tribune (3) |
| <input type="checkbox"/> Chicago Sun Times (4) | <input type="checkbox"/> Village Newsletter (5) | <input type="checkbox"/> Village Cable Channel (8) |
| <input type="checkbox"/> Village Web Site (www.vbg.org) (7) | <input type="checkbox"/> School District Newsletters (8) | <input type="checkbox"/> Social Media (9) |
| <input type="checkbox"/> Village E-News (10) | <input type="checkbox"/> Patch On-line (11) | |

17. Other recommendations or suggestions for improvements:

Would you like a member of the Buffalo Grove Police Department to contact you? Yes No

If you answered yes, please provide one or both of the following

Telephone Number _____

Email Address _____

On behalf of the entire Buffalo Grove Police Department, we would like to thank you for taking the time to complete this survey. Your responses will assist the Police Department by providing useful information concerning our community and how service to our citizens can be enhanced. If you have any additional thoughts or concerns, please contact the Buffalo Grove Crime Prevention Unit at 847.459.2560 or police@vbg.org.



✦ SECTION IV ✦

STATISTICAL RESULTS AND ANALYSIS

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STATISTICAL RESULTS AND ANALYSIS



The following is a general overview of the 2023 Citizen Survey results, providing some pertinent background information and a detailed breakdown of each question on the survey. The breakdown provides overall percentages as well as percentages for each of the five patrol areas (“beats”). This year’s survey was structured identically to the last three surveys issued in 2021, 2019 and 2017 to provide a more direct approach in gathering responses and producing comparable results.

SURVEY TOOL AND DISTRIBUTION METHODOLOGY

In 2023, the Crime Prevention Unit continued to use the same mode of distribution as in the past several years. That is, 1,500 surveys were mailed to a random sample of the Village’s population utilizing the village’s GIS (Geographical Information Systems). By using this database we were able to randomly send out 300 surveys to each of the five patrol beats. The survey mailed to the random sample included a self-addressed postage-paid return envelope.

The survey was structured as a double-sided, single-sheet document and contained 16 questions requesting the respondent rate each question using one of the following five categories: Strongly Agree (5), Agree (4), Neutral (3), Disagree (2) and Strongly Disagree (1). The survey also contained an area for recommendations, suggestions or comments.

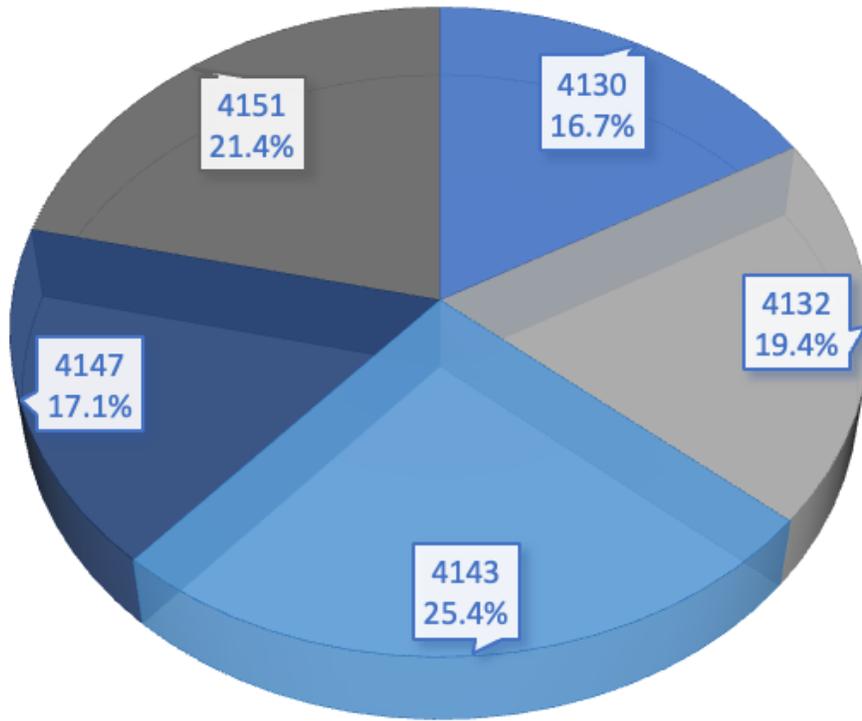
RESPONSE PERCENTAGES

The return percentage for the Citizen Survey was 19.9%. This is based on mailing 300 surveys to each of the five patrol areas (“beats”) for a total of 1,500. The Post Office returned 5 surveys for various reasons. This brought the survey total to 1495, of which 299 were completed and returned.

The following pages show a map of the different patrol areas as well as a breakdown of the percentage of surveys completed and returned. All survey questions are then broken down by response totals benchmarked against the previous two surveys, and then the 2023 response totals per patrol area (a map is available on page 13).



SURVEY RESPONSE REPRESENTATION IN PATROL AREAS



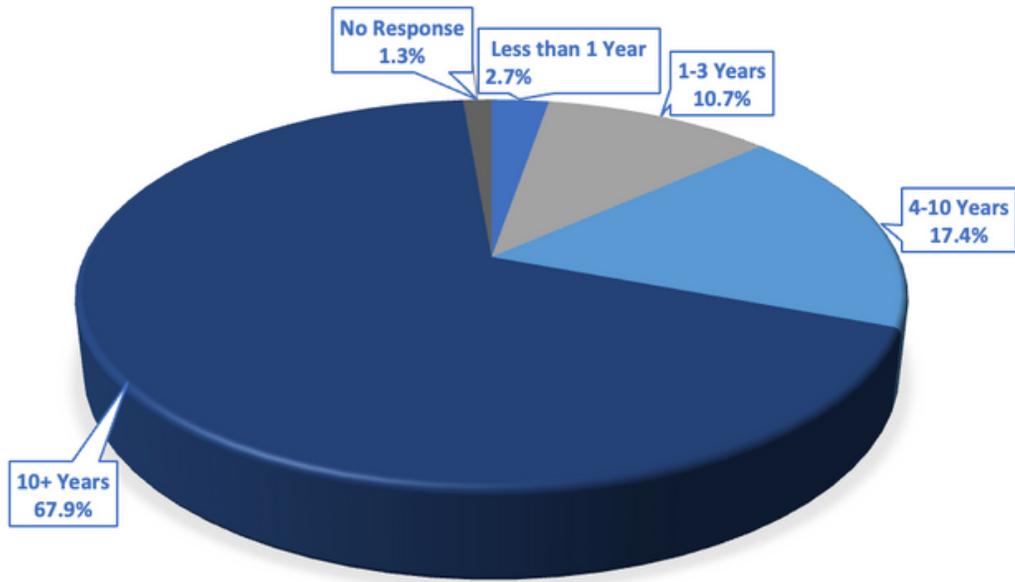
Patrol Area	4130	4132	4143	4147	4151
2023	50 16.7%	58 19.4%	76 25.4%	51 17.1%	64 21.4%
2021	62 17.4%	83 23.3%	79 22.2%	49 13.8%	83 23.3%
2019	72 20.6%	61 17.4%	84 24.1%	45 12.9%	87 24.9%



QUESTION 1



How long have you lived or worked in Buffalo Grove?



	Less than 1 Year	1-3 Years	4-10 Years	10+ Years	No Response
2023	8 2.7%	32 10.7%	52 17.4%	203 67.9%	4 1.3%
2021	1.1%	12.4%	18.8%	66.6%	1.1%
2019	0.9%	12.3%	14.9%	71.1%	0.9%

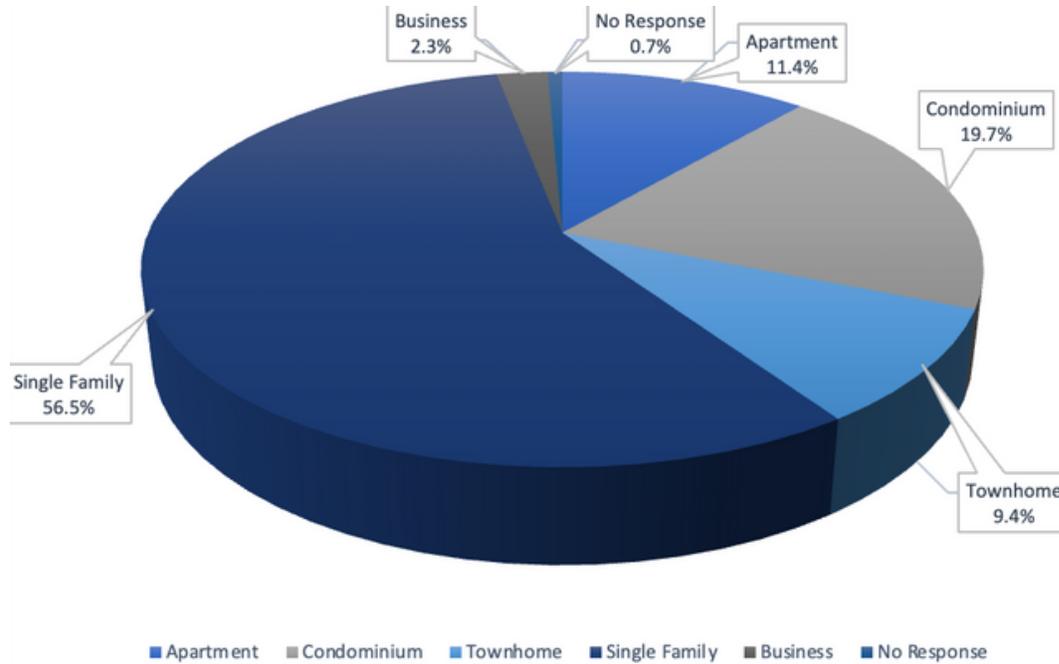




QUESTION 2



What type of building do you occupy?



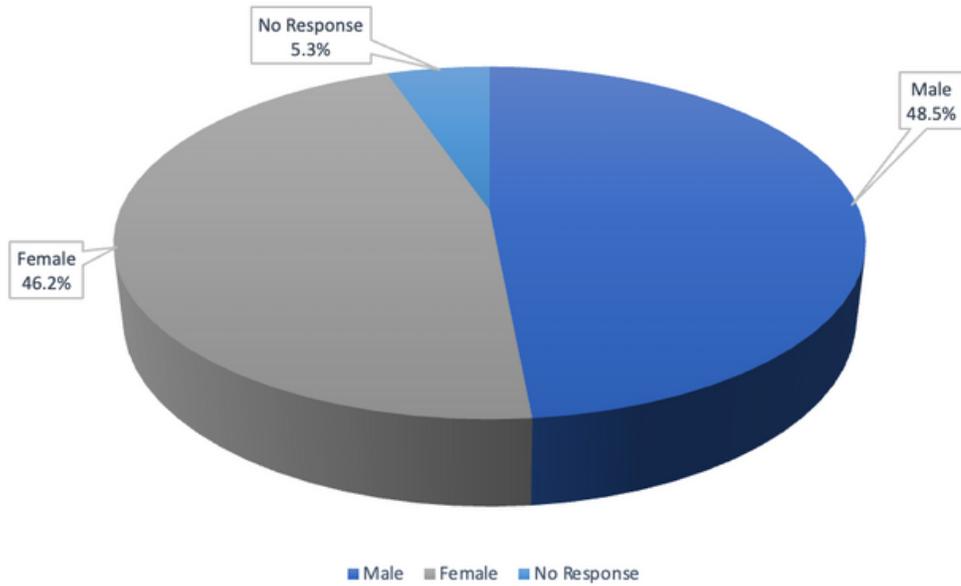
	Apartment	Condominium	Townhome	Single Family	Business	No Response
2023	34 11.4%	59 19.7%	28 9.4%	169 56.5%	7 2.3%	2 0.7%
2021	4.6%	16.9%	11.8%	62.4%	3.9%	0.3%
2019	4.3%	17.5%	15.5%	58.7%	3.7%	0.3%



QUESTION 3



Please indicate whether the person completing the survey is male or female.



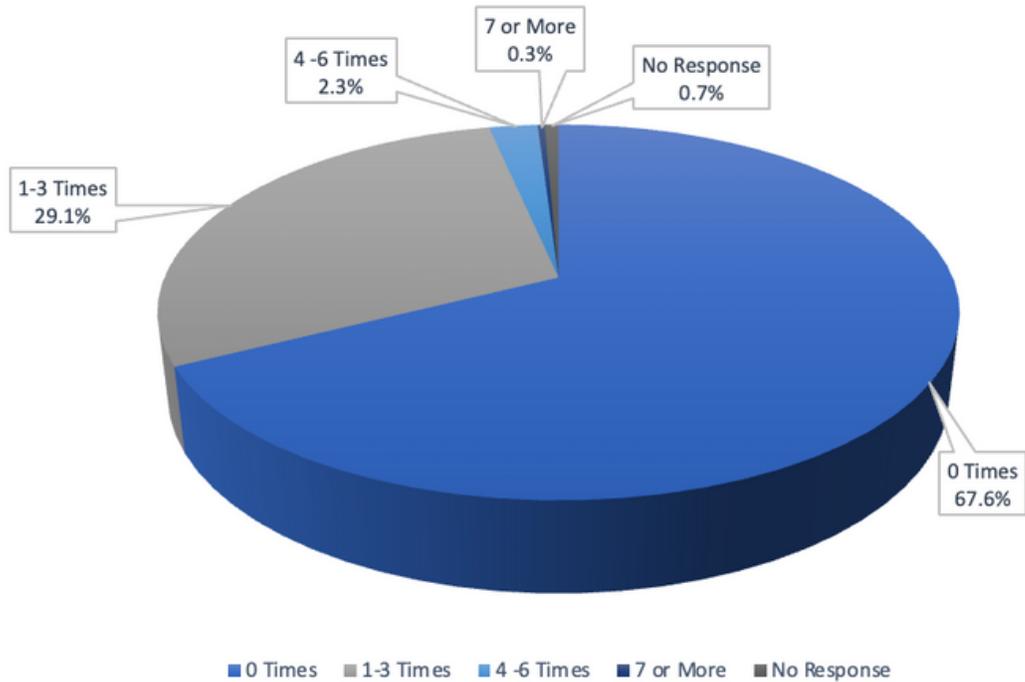
	Male	Female	No Response
2023	145 48.5%	138 46.2%	16 5.3%
2021	50%	45.8%	4.2%
2019	43.8%	51.9%	4.3%



QUESTION 4



How many times have you had contact with the Buffalo Grove Police Department?



	0 Times	1-3 Times	4-6 Times	7+ Times	No Response
2023	202 67.6%	87 29.1%	7 2.3%	1 0.3%	2 0.7%
2021	66.3%	31.5%	1.1%	0.6%	0.6%
2019	63.9%	33.0%	2.0%	0.1%	1.0%

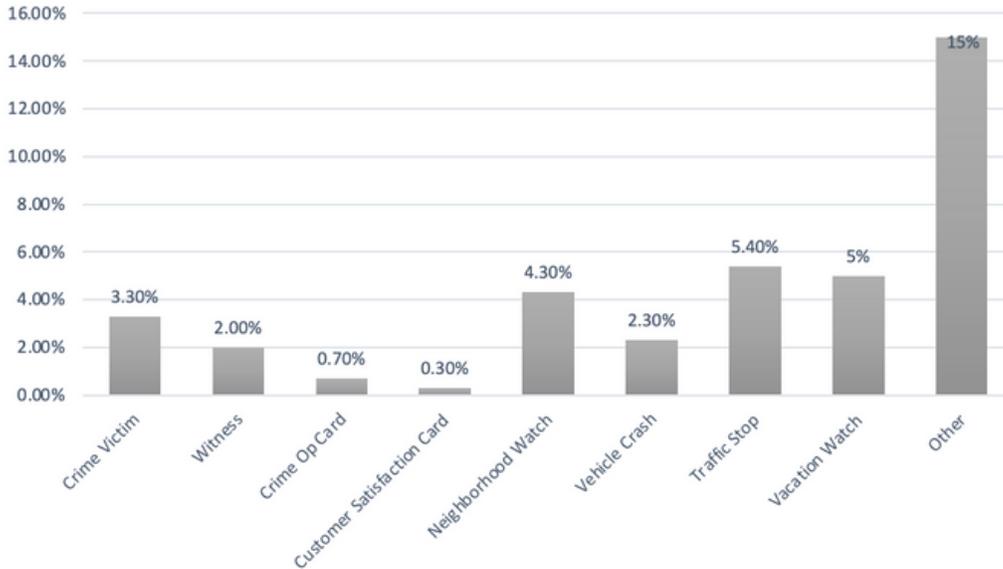




QUESTION 5



If you had contact with the BGPD, what was it for?



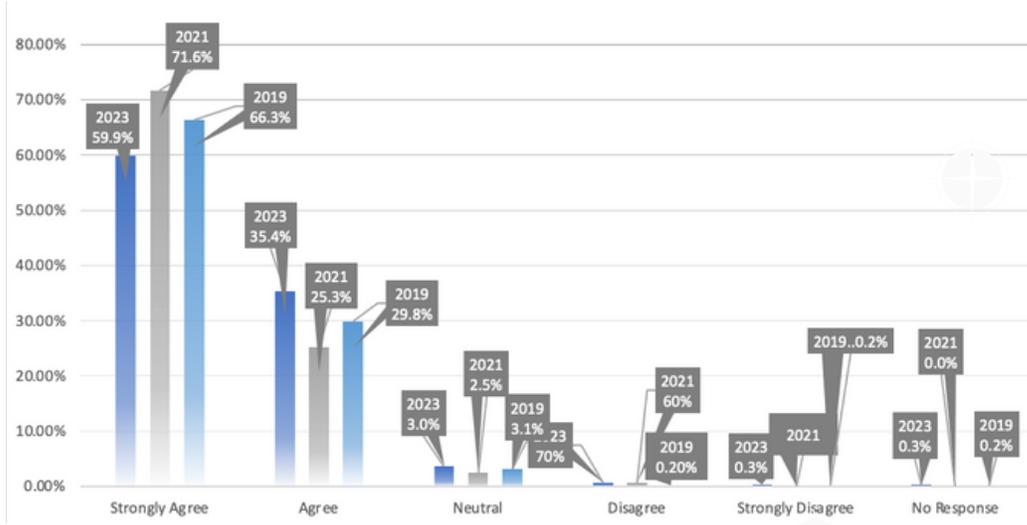
	2023	2021	2019
Crime victim	3.3%	4.2%	4.3%
Witness	2.0%	1.1%	2.0%
Crime Op Card	0.7%	0.3%	1.1%
Customer Satisfaction Card	0.3%	0.8%	0.9%
Neighborhood Watch	4.3%	4.5%	4.9%
Vehicle Crash	2.3%	1.1%	2.9%
Traffic Stop	5.4%	5.1%	5.2%
Vacation Watch	5%	3%	4.6%
Other	15%	21%	23.8%



QUESTION 6



I feel safe in my home or business.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
2023	59.9%	35.4%	3.0%	0.7%	0.3%	0.7%
2021	71.6%	25.3%	2.5%	0.6%	0.0%	0.0%
2019	66.3%	29.8%	3.1%	0.2%	0.2%	0.2%

RESPONSES PER PATROL AREA

2023	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
4130	60.0%	36.0%	2.0%	0.0%	0.0%	2.0%
4132	69.0%	27.6%	3.4%	0.0%	0.0%	0.0%
4143	63.2%	34.2%	2.6%	0.0%	0.0%	0.0%
4147	60.8%	27.5%	5.0%	3.9%	1.9%	0.0%
4151	46.8%	50.0%	1.6%	0.0%	0.0%	1.6%

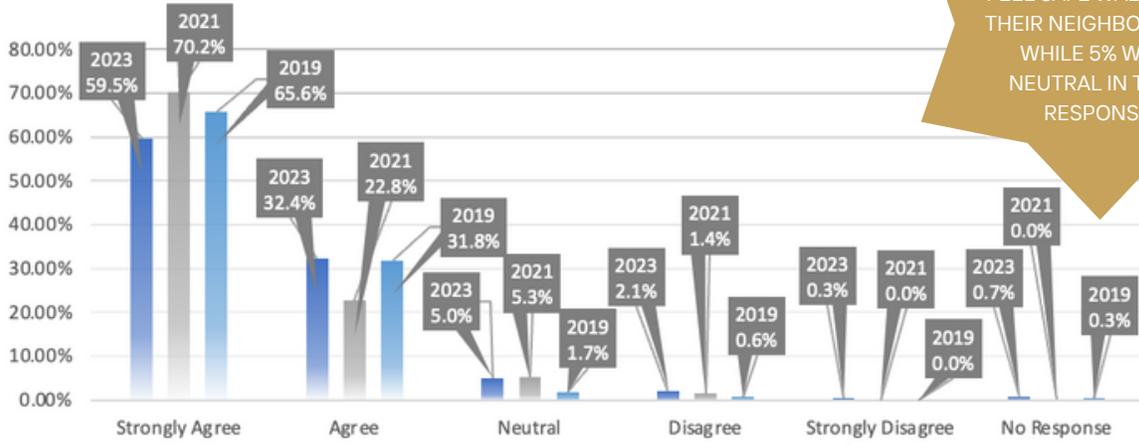


QUESTION 7



I feel safe walking in my neighborhood.

91.9% STRONGLY AGREE OR AGREE THAT THEY FEEL SAFE WALKING IN THEIR NEIGHBORHOOD WHILE 5% WERE NEUTRAL IN THEIR RESPONSE.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
2023	59.5%	32.4%	5.0%	2.1%	0.3%	0.7%
2021	70.2%	22.8%	5.3%	1.4%	0.0%	0.0%
2019	65.6%	31.8%	1.7%	0.6%	0.0%	0.3%

RESPONSES PER PATROL AREA

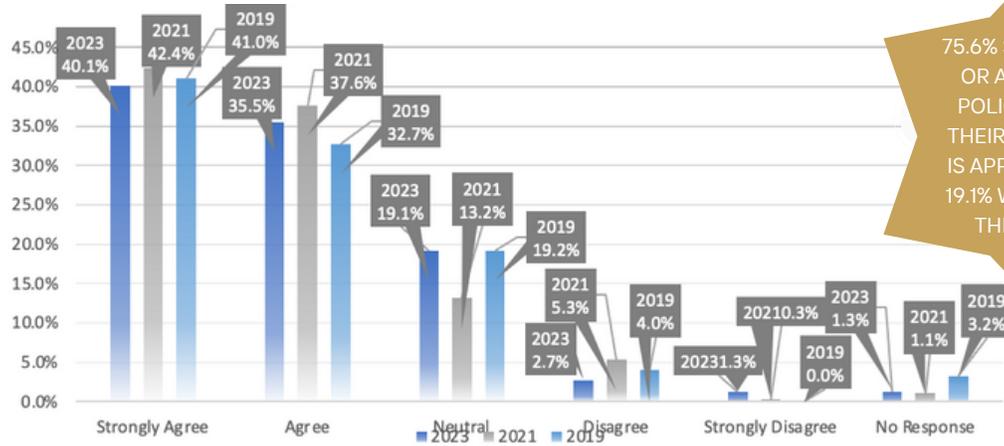
2023	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
4130	46.0%	38.0%	14.0%	2.0%	0.0%	2.0%
4132	69.0%	25.9%	3.4%	1.7%	0.0%	0.0%
4143	64.5%	30.2%	5.3%	0.0%	0.0%	0.0%
4147	60.8%	27.5%	3.9%	5.9%	1.0%	0.0%
4151	54.7%	41.0%	4.7%	0.0%	0.0%	1.6%



QUESTION 8



The police presence in my neighborhood is appropriate.



75.6% STRONGLY AGREE OR AGREE THAT THE POLICE PRESENCE IN THEIR NEIGHBORHOOD IS APPROPRIATE WHILE 19.1% WERE NEUTRAL IN THEIR RESPONSE.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
2023	40.1%	35.5%	19.1%	2.7%	1.3%	1.3%
2021	42.4%	37.6%	13.2%	5.3%	0.3%	1.1%
2019	41.0%	32.7%	19.2%	4.0%	0.0%	3.2%

RESPONSES PER PATROL AREA

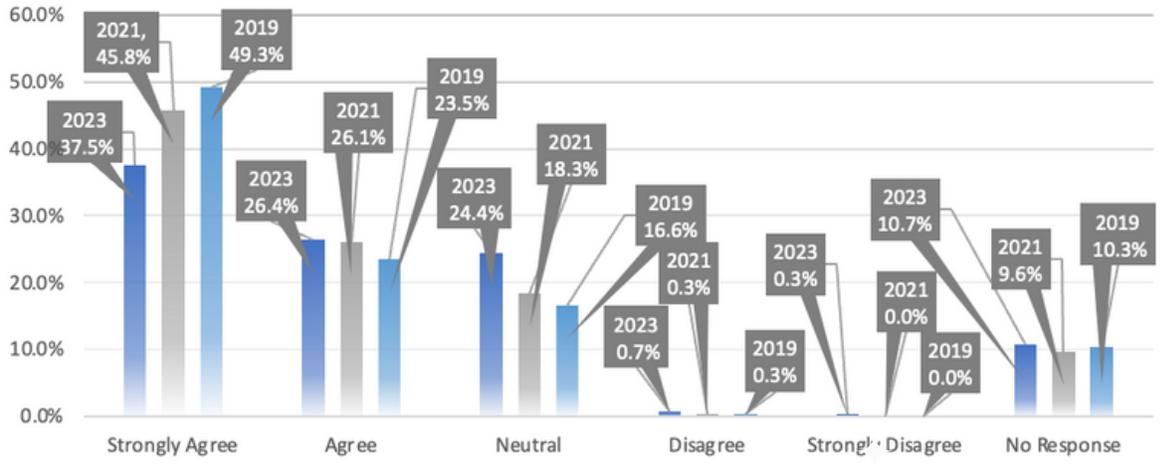
2023	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
4130	36.2%	28.0%	28.0%	4.0%	0.0%	4.0%
4132	39.7%	36.2%	17.3%	3.4%	1.7%	1.7%
4143	46.0%	32.9%	19.7%	0.0%	1.3%	0.0%
4147	52.9%	27.5%	13.7%	2.0%	3.9%	0.0%
4151	26.7%	50.0%	17.1%	4.7%	0.0%	1.5%



QUESTION 9



Buffalo Grove Police officers respond to calls in a timely manner.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
2023	37.5%	26.4%	24.4%	0.7%	0.3%	10.7%
2021	45.8%	26.1%	18.3%	0.3%	0.0%	9.6%
2019	49.3%	23.5%	16.6%	0.3%	0.0%	10.3%

RESPONSES PER PATROL AREA

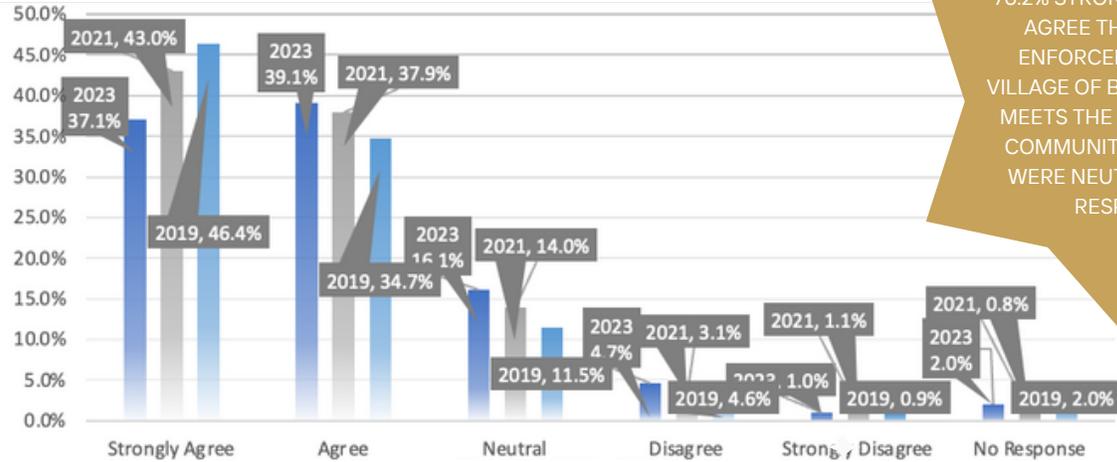
2023	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
4130	32.0%	26.0%	28.0%	0.0%	0.0%	14.0%
4132	43.1%	32.8%	20.7%	0.0%	0.0%	3.4%
4143	39.5%	26.3%	21.1%	1.3%	0.0%	11.8%
4147	49.0%	21.6%	21.6%	2.0%	2.0%	3.8%
4151	25.0%	25.0%	31.3%	0.0%	0.0%	18.7%



QUESTION 10



Traffic enforcement in the Village of Buffalo Grove meets the needs of the community.



76.2% STRONGLY AGREE OR AGREE THAT TRAFFIC ENFORCEMENT IN THE VILLAGE OF BUFFALO GROVE MEETS THE NEEDS OF THE COMMUNITY, WHILE 16.1% WERE NEUTRAL IN THEIR RESPONSE.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
2023	37.1%	39.1%	16.1%	4.7%	1.0%	2.0%
2021	43.0%	37.9%	14.0%	3.1%	1.1%	0.8%
2019	46.4%	34.7%	11.5%	4.6%	0.9%	2.0%

RESPONSES PER PATROL AREA

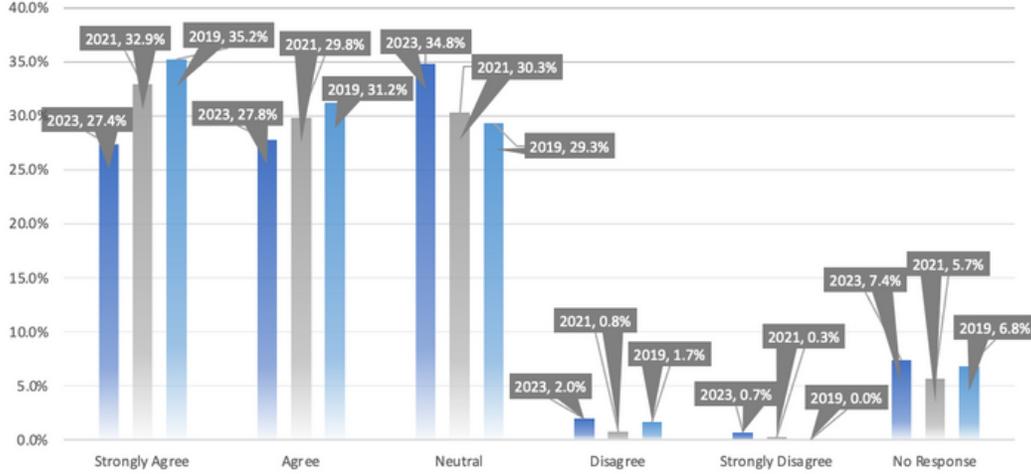
2023	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
4130	28.0%	44.0%	18.0%	8.0%	0.0%	2.0%
4132	41.4%	32.8%	15.5%	6.9%	1.7%	1.7%
4143	38.2%	39.5%	17.1%	2.6%	1.3%	1.3%
4147	45.1%	41.1%	7.8%	2.0%	2.0%	2.0%
4151	32.8%	39.1%	20.3%	4.7%	0.0%	3.1%



QUESTION 11



The Buffalo Grove Police Department provides appropriate community education programs.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
2023	27.4%	27.8%	34.8%	2.0%	0.7%	7.4%
2021	32.9%	29.8%	30.3%	0.8%	0.3%	5.7%
2019	35.2%	31.2%	29.3%	1.7%	0.0%	6.8%

RESPONSES PER PATROL AREA

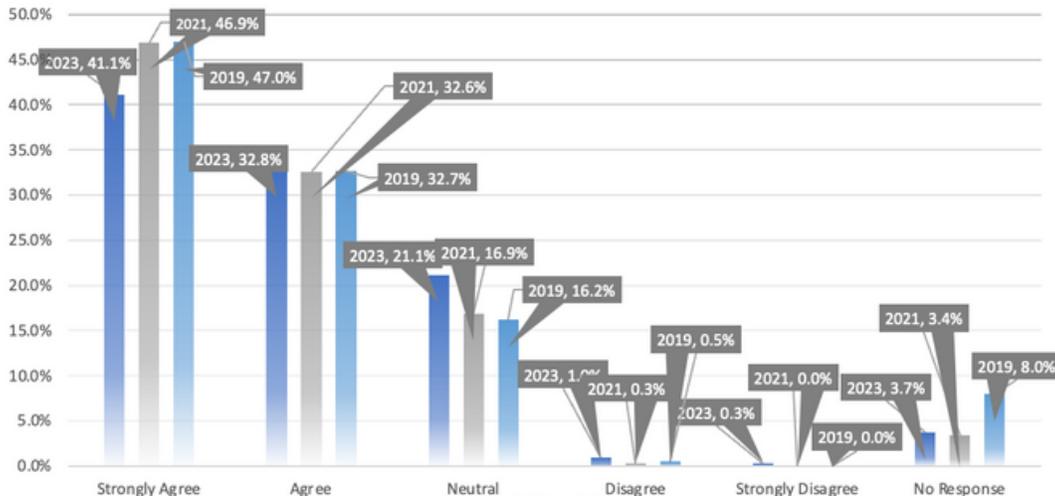
2023	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
4130	14.0%	32.0%	42.0%	2.0%	0.0%	10.0%
4132	22.4%	31.0%	38.0%	1.7%	0.0%	6.9%
4143	30.2%	25.0%	33.0%	1.3%	1.3%	9.2%
4147	37.2%	25.5%	25.5%	3.9%	2.0%	5.9%
4151	31.3%	26.6%	35.9%	1.6%	0.0%	4.6%



QUESTION 12



The Buffalo Grove Police employees are knowledgeable and competent in the performance of their duties.



	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
2023	41.1%	32.8%	21.1%	1.0%	0.3%	3.7%
2021	46.9%	32.6%	16.9%	0.3%	0.0%	3.4%
2019	47.0%	32.7%	16.2%	0.5%	0.0%	8.0%

RESPONSES PER PATROL AREA

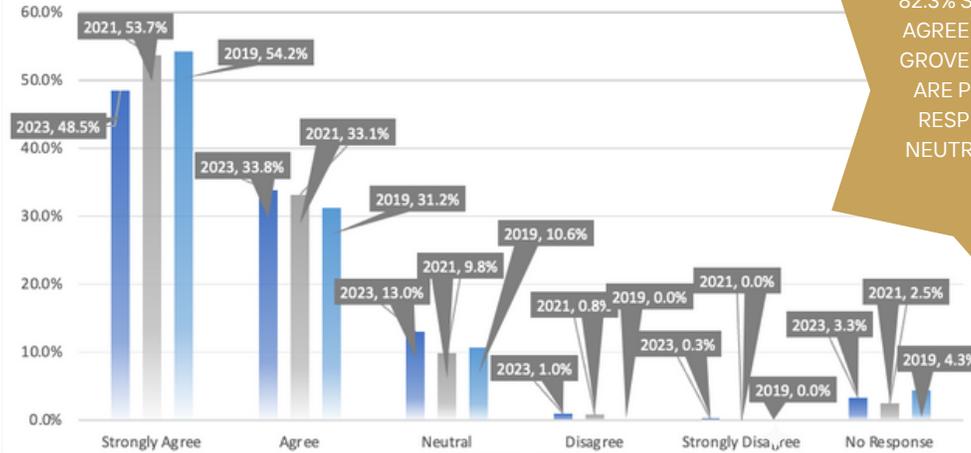
2023	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
4130	36.0%	34.0%	22.0%	2.0%	0.0%	6.0%
4132	39.7%	27.6%	29.3%	1.7%	0.0%	1.7%
4143	44.7%	36.8%	12.2%	0.0%	0.0%	5.3%
4147	56.8%	25.5%	13.7%	0.0%	2.0%	2.0%
4151	29.7%	37.5%	28.1%	1.6%	0.0%	3.1%



QUESTION 13



The Buffalo Grove Police employees are professional and respectful.



82.3% STRONGLY AGREE OR AGREE THAT THE BUFFALO GROVE POLICE EMPLOYEES ARE PROFESSIONAL AND RESPECTFUL. 13% WERE NEUTRAL AND 3.3% DIDN'T RESPOND.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
2023	48.5%	33.8%	13.0%	1.0%	0.3%	3.3%
2021	53.7%	33.1%	9.8%	0.8%	0.0%	2.5%
2019	54.2%	31.2%	10.6%	0.0%	0.0%	4.3%

RESPONSES PER PATROL AREA

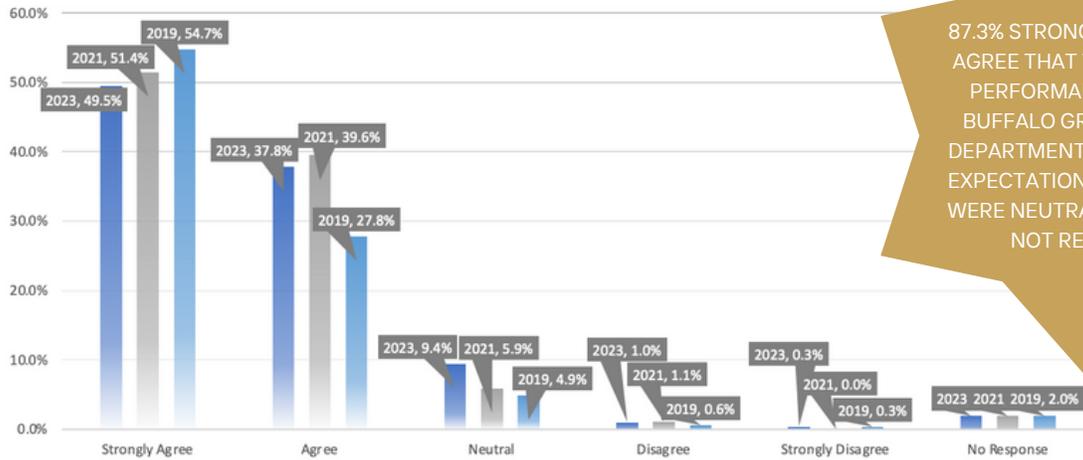
2023	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
4130	48.0%	36.0%	10.0%	2.0%	0.0%	4.0%
4132	48.3%	32.8%	15.5%	1.7%	0.0%	1.7%
4143	52.6%	32.9%	9.2%	1.3%	0.0%	4.0%
4147	54.9%	27.5%	11.8%	0.0%	1.9%	3.9%
4151	39.0%	39.0%	18.8%	0.0%	0.0%	3.2%



QUESTION 14



The overall performance of the Buffalo Grove Police Department meets my expectations.



87.3% STRONGLY AGREE OR AGREE THAT THE OVERALL PERFORMANCE OF THE BUFFALO GROVE POLICE DEPARTMENT MEETS THEIR EXPECTATIONS, WHILE 9.4% WERE NEUTRAL AND 2% DID NOT RESPOND.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
2023	49.5%	37.8%	9.4%	1.0%	0.3%	2.0%
2021	51.4%	39.6%	5.9%	1.1%	0.0%	2.0%
2019	54.7%	27.8%	4.9%	0.6%	0.3%	2.0%

RESPONSES PER PATROL AREA

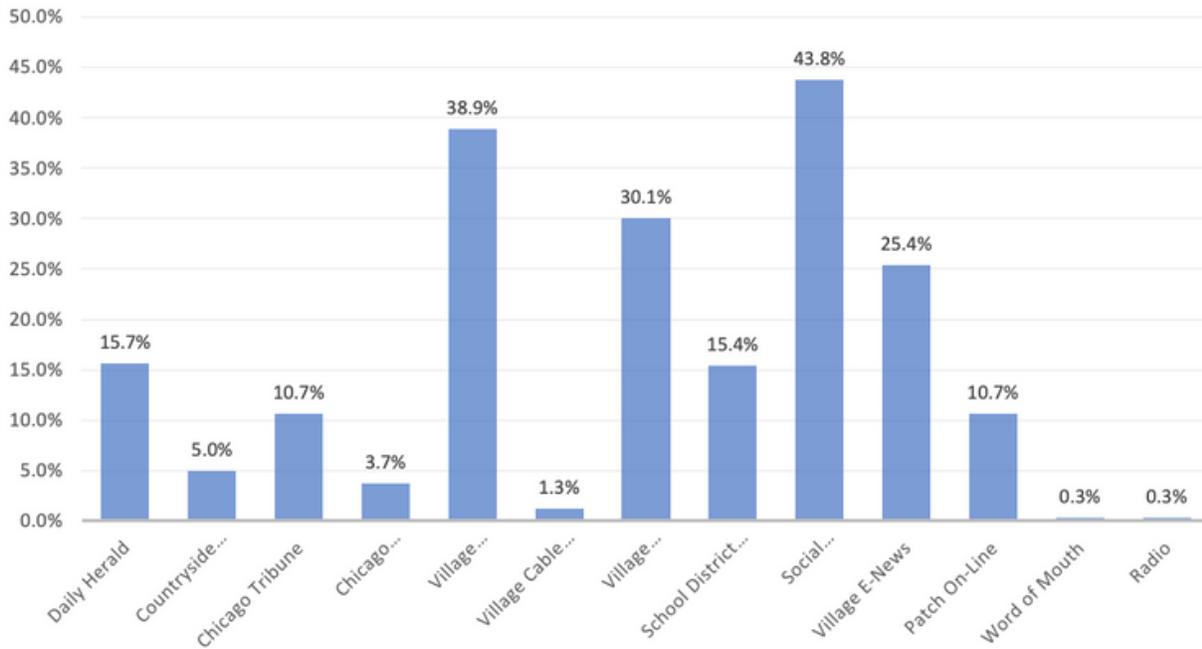
2023	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Response
4130	42.0%	42.0%	10.0%	2.0%	0.0%	4.0%
4132	51.7%	34.55	13.8%	0.0%	0.0%	0.0%
4143	57.9%	34.3%	3.9%	1.3%	0.0%	2.6%
4147	56.9%	31.4%	9.8%	0.0%	1.9%	0.0%
4151	37.5%	46.9%	10.9%	1.6%	0.0%	3.1%



QUESTION 16



Please indicate where you get information about what is taking place in Buffalo Grove.
(Choose all that apply)



	Daily Herald	Countryside News	Chicago Tribune	Chicago Sun Times	Village Newsletter	Village Cable Channel	Village Website	School District Newsletter	Social Media	Village E-News	Patch On-Line	Word of Mouth	Radio
2023:299	15.7%	5.0%	10.7%	3.7%	39.1%	1.3%	30.1%	15.4%	43.8%	25.4%	10.7%	0.3%	0.3%
2021:356	21.1%	8.4%	14.6%	4.8%	45.2%	4.5%	35.4%	13.3%	45.2%	25.8%	17.4%	0.0%	0.0%
2019:349	25.8%	8.0%	8.6%	4.6%	55.6%	6.3%	31.2%	15.2%	5.4%	29.2%	11.2%	0.0%	0.0%

Note: Respondents could choose multiple channels where they receive information, while many selected none. The percentages represent all that responded to the survey that chose to indicate where they get information about what is taking place in Buffalo Grove.





✦ SECTION V ✦
CONCLUSION

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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 strong response rate and should be used again for the 2025 survey.

In general, it's clear the Buffalo Grove Police Department continues to provide a high level of service as expected by the residents of Buffalo Grove. This is made evident by the high ratings 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 two 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.

QUESTIONS DIRECTLY RELATED TO CALEA STANDARD 45.2.4

- A: [Question #14](#) - The overall performance of the Buffalo Grove Police Department meets my expectations? Of those surveyed, 87.3% strongly agree or agree that the overall performance of the Buffalo Grove Police Department meets their expectations, while 9.4% were neutral and 2.0% did not respond.
- B: [Question #12](#) - The Buffalo Grove Police employees are knowledgeable and competent in the performance of their duties? Of those surveyed, 73.9% strongly agree or agree that the Buffalo Grove Police Employees are knowledgeable and competent in the performance of their duties, while 21.1% were neutral and 3.7% did not respond.
- C: [Question #13](#) - The Buffalo Grove Police employees are professional and respectful? Of those surveyed, 82.3% strongly agree or agree that the Buffalo Grove Police employees are professional and respectful, while 13% were neutral and 3.3% did not respond.
- D: [Question #6](#) - I feel safe in my home or business. Of those surveyed, 95.3% strongly agree or agree that they feel safe in their home or business, while 3% were neutral in their response. [Question #7](#) - I feel safe walking in my neighborhood. Of those surveyed, 91.9% strongly agree or agree that they feel safe walking in their neighborhood while 5% were neutral in their response. [Question #8](#) - The police presence in my neighborhood is appropriate? Of those surveyed, 75.6% strongly agree or agree that the police presence in their neighborhood is appropriate while 19.1% were neutral in their response.
- E: [Question #17](#)- Recommendations or suggestions for improvement. Responses are compiled in the Addendum.





✦ ADDENDUM ✦

OPEN-ENDED CITIZEN COMMENTS

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» OPEN-ENDED CITIZEN COMMENTS «

Comments are typed in the same format they were written on the returned surveys. You will see some grammatical errors.

BEAT 4130

The majority of officers are kind, respectful, and polite in the way they conduct themselves. I do believe at times however there are some that come off as rude and they have an attitude. The job itself is hard and comes with its challenges which I recognize. With that said, it is the duty to protect and serve the community. The community does not deserve to be given attitude unless it is justified.

Due to the fact the Cambridge subdivision has poor street lighting at night and do not see police in the area at night, we do not feel safe being out at night.

Officer Shipman and 2 other officer helped push my car off the middle of road they were a great help thank you again. Thank you all for your service.

My only experience with the police dept is what I mailed in question 5 – my garage door was left open overnight and an officer pulled up and got out checked in & around my garage, closed the garage for me & left a note on the car window. Saw this on my camera. I thought it was great that they took the time to actually set out and make sure everything was ok. Very much appreciated. Thank you

OVERALL – VERY GOOD JOB!

No suggestions, because satisfied and have nothing to add. I would like to say thank you very much to everyone who is working at Buffalo Grove police department for hard work to keep us safe.

No complaints or concerns. It is nice to see patrol cars passing through our neighborhood. Behind our police 100%. God Bless Them & Keep Them Safe! We appreciate them very much.

Just keep doing the great job you are doing. Thank you.

We're new to BG and out of the entire year we've lived here, we never saw a BG police officer in our community. We walk our dog four times a day around our neighborhood and never saw a police cruiser patrolling our streets once. Room for improvement: Have officers patrol out streets and have more of a presence. Thank you!

Thankfully I have had little need for Police assistance. Only had contact once for Ring surveillance on a stolen car from our neighbor. The officer was respectful.

Not at this time, too new to the area.

I think you're doing great job, Thank you!

Please provide more patrols at intersections! So many cars going through Red Lights! Stop cars from going 50 down BG Roads! Thank-you. P.S. I have a 16 year old who is afraid to drive because of all the unsafe drivers out on the roads!

Automated messaging via text like other communities to provide real time updates on safety issues

I was happy to see the flashing speed sign on Old Oak Dr recently, but it is now gone. I think it was effective. The speed limit is usually exceeded, particularly in afternoon, early evening. An occasional Squad sitting on Old Oak Ct E in view might help. Stopping speeders would help more!

We need more street lights in the Cambridge subdivision! Last night our alarm went off. We weren't home and my husband called the police to let them know. He started driving home. The police were checking out the house and called him to say that everything looked fine & he didn't need to come home!

» OPEN-ENDED CITIZEN COMMENTS «

BEAT 4132

Agree vs Strongly Agree: too many solicitors/people saying they are with utilities & end up robbing the elderly! Thank you all for your service!

I have personally experience the Buffalo Grove police department that they are dedicated, smart, efficient & helpful. Please help it continue. I pray for your success & long life for each person.

Every interaction we have had with police has been perfect. BG police are so nice & professional. They have helped us when my husbands car was broken into, a couple times with dogs that escaped their yards/homes and a couple other random issues over the years. Thank you!

Make more presents in the neighborhood. Radar, meet & greet or just visual presents. Drivebys.

Comments; I was not sure what to answer. I put neutral for item #12 Overall. I feel safe living in Buffalo Grove and I wish it will continue to be that way.

You seem to be around the neighborhood and all is well. Thanks for what you do!

Just want to say thank you to each & every one of you! From ar 1rst responder family to yours – we know days can be tough!! Our daughter loves the JPA program last Summer & hopes to do it again! Our twin boys will enroll when of age 😊

Traffic patrols increase on White Pine. Cars speed constantly.

THAK YOU!!!

Traffic control (speeding) on Weidner From Dundee to Lake Cook.

Vehicles occupying pedestrian crosswalks need to be ticketed. There are far too many speeders on Dundee and Lake Cook Roads especially in early morning hours. Cras zipping between lanes and other cars create a hazard.

Vehicles occupying pedestrian crosswalks need to be ticketed. There are far too many speeders on Dundee and Lake Cook Roads especially in early morning hours. Cras zipping between lanes and other cars create a hazard.

Dear Buffalo Grove Police Dpts, I strongly disagree with security cameras in our building complex. When I asked BG police if this was legal the answer was: “this private property..” No one asked me for my opinion – if I agree or not. As well for the apartments (unreadable) installed on our balconies. This reminds me for something that happened before, in different time and place.

When I call police one time because I found a dog on the street and I asked what is going to happened to this dog, I was told it is not my business. The officer was simply rude. Luckily the owner of the dog was driving around and looking for his dog... Not to mention the question I was asked – if I am trying to get rid of my dog. I saved that dog and didn't needed to be interrogated in the rude way.

Two things:

- * Why not install crosswalk lights by Cooper Middle School so kids can press the button and vehicles stop from flashing lights? Its doable even on a 4 lane Rd. See Devon St in Sauganash Illinois.
- * Plum Grove Rd and Regent act as cut through streets to Bernard. Cars fly through the side streets to get around the light at Bernard & Arlington Heights Rd. instead of having a cop always parked at Long Fellow They should patrol Cooper at night as there is something suspicious that goes down most weekends.

» OPEN-ENDED CITIZEN COMMENTS «

BEAT 4132 CONTINUED

Sometimes – Too many solicitors ringing doorbells – Could that be stopped? Other than that, all is very good!

Very satisfied with Dept officers and performance. And I have seen worse, as a retired C.P.D. 30 yr. vet.

We're concerned about Recent Car Theft & Catalytic converter Thefts. Also there seems to have been more Home Burglaries in the news lately. We hardly ever see Patrol cars in the old BG Area – south of LC Rd. More Patrol cars around here would be great. Thanks for the survey!

-We rarely see police drive through our neighborhood
- Seeing Officers "simply walking" through our neighborhood(s) and saying "hi" to residents would be nice to see!
- Warning & then ticketing cars for blocking sidewalks is strongly suggested

Increase focus on property crime, cellphone usage driving, proper use of turn signals, and speeding in neighbor hoods

BGPD does a good job keeping the residents safe. As a retired P.O. I know that when you are not working you are training. It's so important to keep up with training as tactics and laws are changing by the day along with the social demands of the community and society. Also make sure that the police department maintains its high standards of fairness and integrity. Because once you lose your integrity it's hard to earn your way back. Keep up the Good Job!

I can't think of any at the moment, keep up the good work.

Keep It up

BEAT 4143

Traffic Control @ Intersection for people turning left onto Arl. Hts. Rd from the Crossings & McDonalds

Lately, there have been uninvited solicitors walking door to door. Don't know if they are legitimate or scam artists. I tend not to want to open my door or respond to my doorbell or knocks on the front door. During the week of April 3rd & the following week, two white sedans were parked and men were going door to door. Suggestion: Do these people need permits to solicit, and if so, how would that be enforced? Also, we are worried about thefts of catalytic converters since we vehicles on our driveway. Can squad cars make periodic drives through the side streets to discourage would-be thieves?

Stop menacing drivers by giving tickets to safe drivers who happen to be going faster than artificially low speed limits

Thank you for trying to keep our community safe.

Would like to see police cars in our area near Ivy Hall School

We really appreciate your presence at Burnt Ember Ct from time to time. It makes us feel safe. We like the Public Safety Event that we can get ourselves more familiar with you and your work. Thank you so much for your services.

» OPEN-ENDED CITIZEN COMMENTS «

BEAT 4143 CONTINUED

The police department does an overall good job. Keep it up. The only input I have is: I've seen officers that come off as over zealous with regard to enforcing statutes that don't seem to have a significant impact on public safety; like, pulling up to a curb/fire zone to use an ATM (where your vehicle is never outside of your eye sight).

My engagement with PD is limited so it is hard for me to answer the question posed earlier. My son & I visited the station after the Highland Park shooting, the officers were great. I hope not to ever need the police for any matter, which I believe to be a good thing. Thanks for all you do! FYI - It's hard for me to strongly agree to things.

Would like to request cross walks or stop signs added to Checker Drive near Arbogate lane/other crossing streets. There is a lot of foot/bike traffic crossing to forest preserve area & it is very unsafe to cross with traffic traveling above speed limit.

Police officers should speak in a more respectful manner with Buffalo Grove Citizens. I've experienced rudeness from police officers when I asked questions of them while driving in areas cordoned off by the police.

Intentional police presence near parks & schools. Less focus on traffic violators on Village outskirts (Lake Cook & Milwaukee) and be within our neighborhoods

Thank you for keeping us safe!

A stronger presence in Willow Stream Park would be great. To many kids riding gas powered motor bikes or other motor scooters.

Make more presents in the neighborhood. Radar, meet & greet or just visual presents. Drivebys.

Very satisfied with police work Great officers. Thank you for doing a great job.

Thank you!

Ivy Hall Ln & Indian Spring Ln Intersection is very dangerous for 1-5 grades. There should be crossing guards there at Ivy Hall and Clohesy Dr. Where there is 1 guard it is not that busy. Also anything where we can create safe places for kids grades 6-10 would be good as the community is a bit crazy about kids being outside playing! This should be encouraged, harassing youth has to stop.

My main complaint is the total lack of drivers obeying traffic laws. Hire additional police to enforce speed limits. You can pay for officers with speeding tickets and fines. People who supposedly support police, disobey traffic laws. NASCAR like driving is unsafe and illegal. Enforce the law.

None. Thank you to everyone at the BG police department for keeping us and our neighborhood safe! We love living and raising our family in Buffalo Grove.

The police department are doing a very good job at protecting the inhabitants of this village and over the years it was a very nice place to raise my kids and get a good education. I think we have the best schools in the country and the police dept. had contributed in keeping drugs out of the schools. Overall I feel safe living here. It is a nice place to live and work. I just hope they will leave more open spaces.....

Buffalo Grove is a very safe community. My only question is it seems that previously there were more marked cars and now more unmarked police cars. I believe the visibility of marked police cars presence deters crime. Any police I do see in stores or walking by are friendly and courteous. Making a safe community to live in. Thank you!

Positives:

1. Using Parking lot of police station for garage sale meeting spot
 2. Un-used medication drop off
 3. Toy drive
- Coat drive

» OPEN-ENDED CITIZEN COMMENTS «

BEAT 4143 CONTINUED

Drivers regularly ignore the stop sign on Farrington at Woodhollow. With summer coming and activity at the pool and Willow Stream Park increasing, perhaps drivers need a reminder that they need to stop. Thanks

Don't have personal experience with BG Police. So most replies are neutral. I wasn't even aware the police had an education program. Police needs to make it easier to return injection medication needles.

I, and my late wife, Barbara were privileged to take part in, and graduate from the B.G.P.D. Civilian Police Academy Sept 28, 2011 -Nov 16, 2011, 24th session. It was an amazing experience.

The police force in Buffalo Grove does a n outstanding job!

Traffic control (speeding) on Weidner From Dundee to Lake Cook.

I had one encounter this year with the police department this year. My neighbor across the street called police because people were in his driveway trying to break into his car. It took police about 45 minutes to show up, and this was in the middle of the night. When the police did come & after him talking to the police, the officer said they are going to check with the neighbors about seeing something or if it showed on their Ring cameras. He asked that at this point can't it wait until a reasonable time before ringing neighbors doorbell, but no an officer was ringing our doorbell before 6am on a Sunday. Besides scaring the crap out of us, was this really necessary It didn't seem important to have the police respond in a timely manner but it was important for them to ring neighbors doorbells at that time

BEAT 4147

The BG Officers that I have met have ben polite and professional.

increased police presence within the Deerfield/Milwaukee Ave area

It's very hard to come out of the Wheatlands Community & Busch Parkway to go towards Weiland Rd during peak hours. Traffic signal in that intersection would be helpful. I notice frequent accident in that intersection. Appreciate the dedicated services!!!

Thank you!

1. Increased presence/traffic control by Aptakisic Junior High during school drop off& dismissal. Kids almost get hit by speeding/careless drivers and should be ticketed & patrolled better.
2. Overall presence by/near BG schools during school hours. In this uncertain time, where schools are to often targeted, us parents want to know BG police can quickly respond if needed. One shared resource officer among 4 k-8th grade schools is just not enough anymore.
3. crossing areas (like Weiland Rd.) often go ignored by drivers – even w/lights flashing. I often see pedestrians unsafe because of drivers failing to stop when flashing, making it unsafe especially for kids. Thank you.

More school funding. Downtown area

» OPEN-ENDED CITIZEN COMMENTS «

BEAT 4147 CONTINUED

Have officers meet neighborhood kids at a young age so they see police as help instead of fearing them.
More patrols in crime neighborhoods and surrounding areas.

When the murder/suicide happened in BG with the family of 5, PD should have contacted and reassured other DV/EPO victims in the same/surrounding neighborhoods

We live in a safe neighborhood but we occasionally get our fair share of speedsters on Lexington

No recommendations, but you did provide extra space so I will now draw a cat face: (cat face drawn on paper)

Police need to enforce all village ordinances without residents having to call in – for example; cars parked partially on lawns, overnight parking, fences that collapse and remain that way for years

Petty traffic enforcement is too strict. I got a citation for supposedly not fully stopping at Busch & Barclay. I contest that I fully stopped. But, the officer was not courteous nor listened to my side of the story. Other than that one incident; I haven't had any interactions with the police. I do believe that the department should partner with local businesses. We would love to work with officers for Physical Therapy. We are a small mom and pop clinic – locally owned and operated. Thank-you for keeping us safe.

BEAT 4151

I feel safe and fortunate to live in BG community. I have had no relevant interaction with police service but according to others, police response has been generally good. Thank-you and keep up the good work!

Need either speed bumps, stop signs or police presence on Thompson. Thompson is used by commuters as a cut through street and they speed.

Keep up the good work. Thank you for your service!

We've lived on Thompson for almost 50 years. People speed down Thompson constantly. Wish I had a solution but I don't. Just an observation.

We are very appreciative of your diligence in posting patrol cars in areas where common speed issues are an issue. The above intersection (Thompson/Hidden Lake) is horrible for people ignoring the stop signs on Thompson – and race straight through without stopping. Especially in the 7am +/- hr. I have seen patrol cars lately and thank you!

PLEASE TAKE THE GANG STUFF OF THE MAILBOX BY 7-11. UNACCEPTABLE!!!

So far the Buffalo Grove Police Department meets all our expectations, and we feel safe & secure in this locality. We appreciate the efforts and duties/services rendered by the Police Department. Sincerely, we wanted to “thank you” for your excellent services and support to the public.

» OPEN-ENDED CITIZEN COMMENTS «

BEAT 4147 CONTINUED

More periodic patrol drive bys in the neighborhood, especially around crowded parks

Have more patrol at night

Thanks for keeping us safe!!

Monitor speeding traffic on Thompson Blvd. We really appreciate presance during Pride Days and events held at Ryklo Park, such as crossing guard.

Thankyou for your servise! I feel that police department is doing everything to protect he community!

More traffic enforcement on Deerfield Rd.It's a madhouse with cars driving over 55 mph on most days between Weiland & 83

I visited two times last week at playground (Apple Hil & Madiera Ln) Lots of kids play there without guardian. Even 7-8 year old kids walk around without adult. I think it is not safe. That is not gated. They look so dangerous. Please check out their kids for safe. Thank you.

FUND the Police!!!Normal society cannot properly function without the police. We are proud of our police force!

One time1 female and 4 male dressed up as policeman rang my door bell. I can see from my landing in the stairway whose at the door. I knew I had done nothing wrong & ignored them. I thought why would 5 policemen need to be at my door. Read online a couple weeks later, an elderly woman opened door to see supposedly policemen and robbed her blind. I told a female at the B.G. Police office her comment "we don't know what other police from elsewhere do. --- sorry, not very bright!!

Instead of wasting time on traffic patrol, install red light cams and speed bumps (like on the back end of Port Clinton!). Our officers are above something that can be done with technology... And our residents don't appreciate the officers sitting in the Churchill Park lot all day!

It has been a very long time since I've seen a police vehicle patrolling our neighborhood. I used to see them regularly. Thankyou for all that you do (seen and unseen)!

Solar crossing lights on Deerfield Rd by the Fitness Center. Cars do not slow down. Auto's speed up once they turn E from #83

Thanks so much!

Don't ticket for parking on the street. I was ticketed for parking on the street after my car was towed home following a breakdown. For a single offense, a warning should be issued.

Bring back the Citizen Police Academy! I was in it pre-Covid and then Covid hit and we had to stop mid-season. I would love to finish it! It was very informative & greatly planned.



Buffalo Grove Police Department
46 Raupp Boulevard, Buffalo Grove, IL 60089

