

A. INTRODUCTION

The Elk Grove Village Police Department, in partnership with our community, is committed to ensuring public safety through law enforcement, education, and exceptional service, while performing with the highest level of integrity and assuring all individuals dignity and respect.

To determine the concerns and views of our citizens on the quality of policing in Elk Grove Village and in accordance with CALEA standard 45.2.2, the Elk Grove Village Police Department conducts a short and anonymous citizen survey every two years. Citizen feedback and survey results provide input that aids the Police Department in evaluating its existing programs, assessing and improving service delivery, and mapping citizens' attitudes and preferences.

B. SURVEY METHODOLOGY

The Police Department 2021 citizen survey was created using [SurveyMonkey.com](https://www.surveymonkey.com) and was open to Elk Grove Village residents from early April 2021 to the end of May 2021. The online survey was publicized through the Department's social media pages, Village's website, monthly residential newsletter, and electronic signs, as well as through flyers given at COVID-19 vaccination sites.

The survey consisted of 7 ordinal, qualitative questions in which respondents were asked to rate aspects of the Elk Grove Village Police Department and their proceedings, as well as 3 multiple select questions regarding respondents' interactions with and wants from the Police Department. Lastly, the survey provided participants with a space to leave comments. Respondents were able to skip any questions they wanted and had the option to answer "N/A" to the ordinal questions.

***Online survey drawbacks:**

As the survey was conducted via online survey tool, residents with no internet access were unable to participate. Additionally, though there were numerous ways in which the existence of the survey was announced, it is improbable that all residents were aware of it. Only 356 individuals responded, proving a low response rate. These features of the survey all point to a strong non-response bias – those who responded most likely differ in meaningful ways from those who did not respond. Thus, the sample is most likely not a fully accurate representation of the population and the results of the survey are skewed.

C. SUMMARY OF KEY POINTS

1. Overall citizen satisfaction is high

High approval ratings regarding multiple aspects of the Elk Grove Village Police Department points to a strong unit that maintains a healthy relationship with the Village they serve. 75% of participants responded "Excellent", the highest mark, when asked to rate the Department's overall performance. Similarly, the majority of residents rated the Department as "Excellent" in regards to the following: officer and employee overall competency (83%), officer and employee courtesy and professionalism (76%), and the Police Department's ability to address concerns and promote safety (71%). These high metrics are emphasized by 80% of respondents answering that they were "Very Satisfied", which is also the highest mark available, with the services provided by the Department. Though all remarks are exceptional, their polarity highlight the likelihood of a strong non-response and unrepresentative sample.



2. *Elk Grove Village Police Officers are approachable*

The Elk Grove Village Police Department is approachable, as seen by 84% of respondents answering “yes” when asked about the subject. Only 5% of respondents said they do not feel that the Elk Grove Village police officers are approachable. Comments from the survey support this metric, with most individuals expressing kind words about the Department, and few expressing distrust or dislike of officers and employees.

3. *Citizens want more contact with officers*

A popular suggestion in the comments section of the survey mentions they want for more officer-community interaction opportunities, whether that be officer-run education seminars (for adults and kids) or friendly, casual officer presence on neighborhood streets. When asked about aspects of public safety, 73% of respondents would like department resources to go toward, crime prevention/community engagement activities, further supporting this point. Though the answer provided includes both crime prevention and community engagement activities, the high number of comments asking for more officer-community interaction demonstrates the importance of community engagement independent from crime prevention.

4. *Residents enjoy increased social media use*

Most residents access information about the Elk Grove Village Police Department through the Elk Grove Village’s website (73%) or the Police Facebook page (53%). In person programs and older social media mediums are less commonly used. Additionally, comments praise the increased use of the Elk Grove Village Police Department’s Facebook page, with some also suggesting the addition of fun photos and posts of the Department’s K9, or of officers helping out around the community, training, and working at events.

5. *Residents want more traffic control*

Citizens would like to see increased traffic monitoring with a focus on speeding, loitering in parking lots, and nonobservance of signage. Though only 45% of respondents believe that the Elk Grove Village Police Department should focus their resources on traffic safety and speeding vehicles, the majority of the concerned comments mention the abundance of reckless drivers present on Elk Grove Village streets. Areas of interest include:

- Link and Mead schools
- Arlington Heights Rd. near Biesterfield Rd. and Elk Grove Blvd.
- Residential streets near Pebble Beach Cir.
- Leicester Rd. between Biesterfield Rd. and Winston Dr.
- Bristol Ln.

6. *Residents want more neighborhood surveillance*

Residents would like to see more officers patrolling neighborhood streets. 73% of respondents view crime prevention/community engagement as needing to be a focus of the Police Department’s resources, while 62% view general criminal activity as needing the attention of the Department. Citizens’ comments elaborate on this data by mentioning house burglaries and a feeling of lack of police presence in neighborhoods. Many residents



feel that if people saw police routinely patrolling residential streets, they would not only feel safer, but there would be fewer burglaries. Areas of interest include:

- Apartment complexes
- The West side of Elk Grove Village
- Montego Ct.

D. RECOMMENDATIONS

Based on the survey data, the following recommendations apply:

1. ***Expand media***

The Police Department should continue to push members of Elk Grove Village to follow its social media accounts and other online informational mediums, as well as ensure that members of the community who are not consistently online know of the Department's social media campaigns. Similarly, the Department should increase its use of social media/information technology to communicate with community members.

2. ***Increase Community Interaction***

Citizens would like to interact with officers in a less formal setting/matter, so that they feel the officers are their neighbors. Creating officer-run programs and workshops for kids, saying "hi" to residents, and walking the neighborhoods were popular resident suggestions.

3. ***More Neighborhood Surveillance***

The Department should assign more officers to patrol neighborhood streets, especially on the West side of Elk Grove Village both during the day and at night.

4. ***Increase Traffic Control***

Traffic laws should be more strictly enforced and regulated. Attention to individuals speeding and ignoring road signs should become more of a priority in the ticketing process.

E. DETAILED SURVEY RESULTS

The content of the survey questions were organized into three categories: 1) *Job Completion*, 2) *Contact with the Department*, and 3) *Suggestions for the Department*.

Questions under "Job Completion" help gain insight into the performance satisfaction of the Elk Grove Village Police Department according to those they serve.

"Contact with the Department" reflects the Department's goal of increasing methods of communication with residents and gives a sense of the current relationship between department members and the Elk Grove Village community.

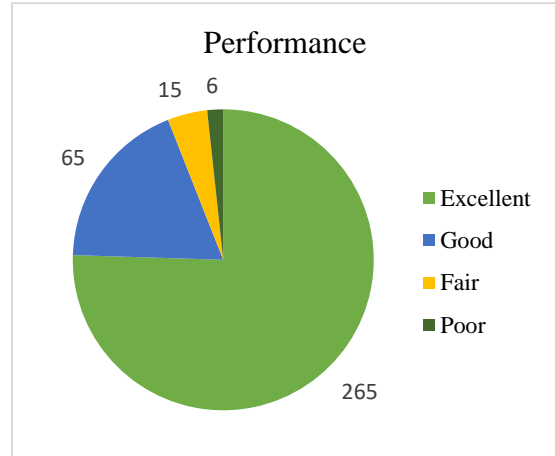
Lastly, questions under "Suggestions for the Department" asks residents about the issues that concern them the most as well as how they believe the Department can improve. Each category contains between two and five questions, which are outlined below:



1. Job Completion

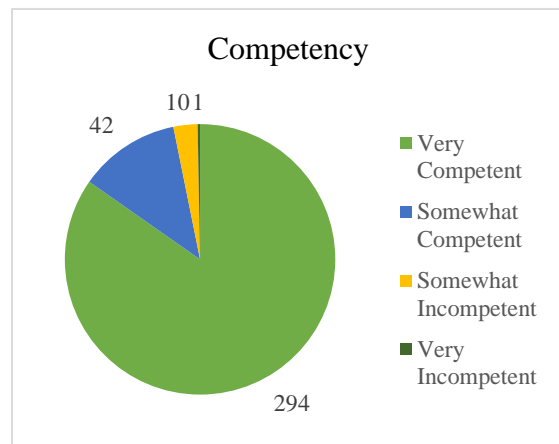
How would you rate the overall performance of the Elk Grove Village Police Department?

75% of participants rated the Police Department’s overall Performance as “Excellent” and 18% responded “Good”, accounting for about 93% of respondents. 2% of respondents categorized the overall performance of the Elk Grove Village Police Department as “Poor”.



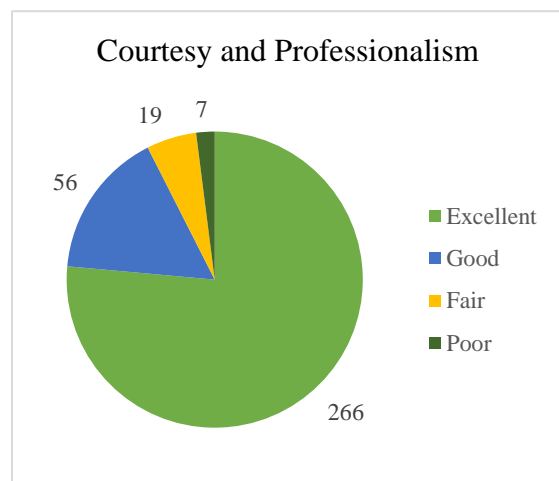
How would you rate the overall competency of the Elk Grove Village police officers and employees?

83% of respondents believe the Department to be “Very Competent” and only one respondent (less than 1%) answered “Very Incompetent”.



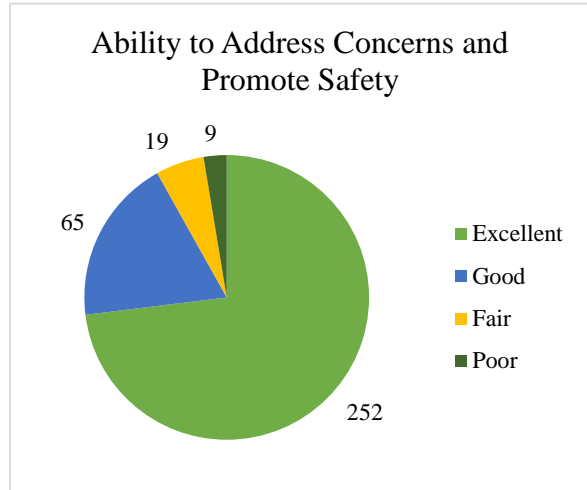
How would you rate Elk Grove Village police officers and employee courtesy and professionalism?

76% of participants responded “Excellent” and 16% of participants responding “Good”, making up over 90% of participant answers. Also consistent with previous graphs is that 2% of participants rated Elk Grove Village police and employee courtesy and professionalism as “Poor”.



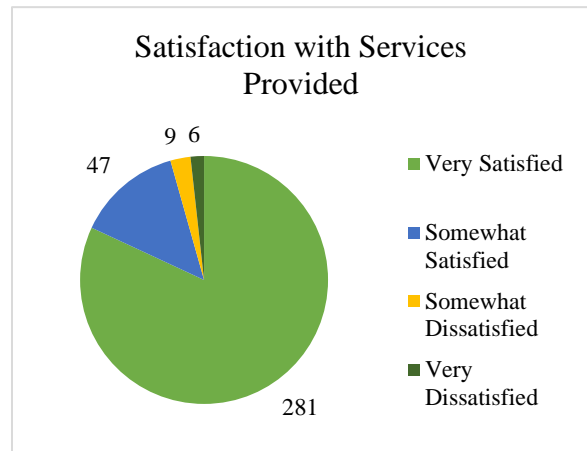
How would you rate the Elk Grove Village Police Department at addressing concerns and promoting safety within the community?

This question received the highest amount of “Poor” responses, standing at 3%. Even so, 71% of respondents answered “Excellent”.



How satisfied are you with the services provided by the Elk Grove Village Police Department?

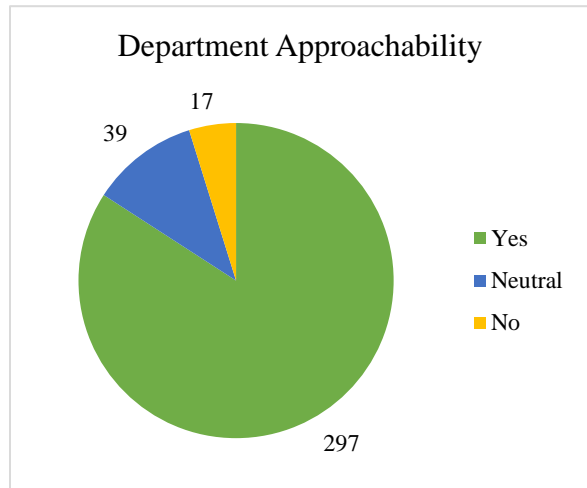
80% of respondents said “Very Satisfied”, and 2% of participants responded “Very Dissatisfied”. Similar to all previous questions, over 95% of respondents were at least satisfied with the Department’s work



2. Contact with the Department

Do you feel that the Elk Grove Village Police Department is approachable?

84% of respondents answered that they felt “very comfortable” contacting the Elk Grove Village Police Department with concerns or suggestions, in contrast to 5% of participants who responded that they did not feel comfortable contacting the Elk Grove Village Police Department with concerns or suggestions.



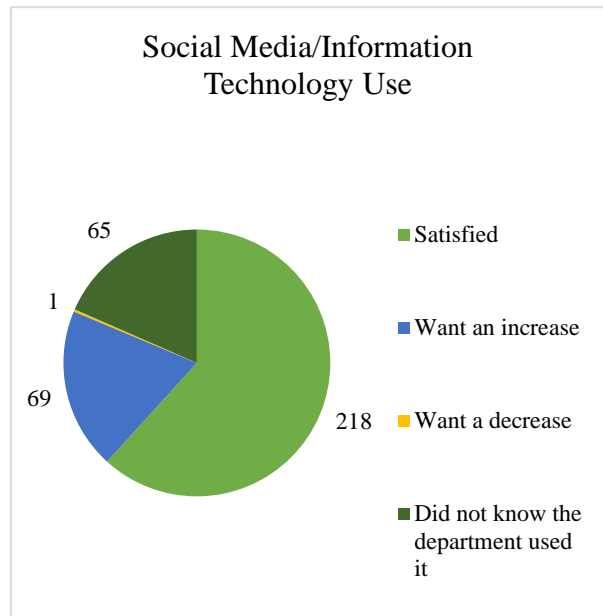
In relation to interaction with the Elk Grove Village Police Department, which of the following applies to you? Check all that apply.

INTERACTION WITH ELK GROVE VILLAGE POLICE DEPARTMENT	RESPONDENTS
I was a victim of a crime	41
I was a complaint or person who dialed 9-1-1	133
I was stopped by the Elk Grove Village Police Department for a traffic offense	64
I was arrested by the Elk Grove Village Police Department	0
I met Elk Grove Village police officers at a community event	159
I interact with the Police Department online	56
I have no contact/interaction with the police department	52
Total Respondents: 324 (Respondents who Skipped: 32)	324

About 50% of respondents answered that they interacted with Elk Grove Village officers at a community event, demonstrating the high number of events put on by the Village, as well as the public’s high attendance rate, and the officers’ support of such events. 41% of respondents reported interacting with officers due to a complaint or self-made 9-1-1 call. 17% of respondents reported interacting with the Police Department online, reflecting the success of Elk Grove Village Police Department’s, and the Village in general’s, recent social media/information technology push.

How do you feel about the Elk Grove Village Police Department’s use of social media/information technology to communicate with the public and/or investigate crimes?

62% of participants indicated they were “satisfied” with the level of social media/information technology use by the Police Department. 18% of respondents answered they did not know that the Elk Grove Village Police Department used social media, indicating low internet presence. This is not surprising considering Elk Grove Village’s high median age of 43.5, which is 20% higher than the IL-IN-WI Metro Area.



Please indicate how you receive information pertaining to the Elk Grove Village Police Department? Check all that apply.

HOW ONE GETS INFORMATION ABOUT THE POLICE DEPARTMENT	RESPONSES
Police Facebook page	180
Police Twitter page	24
Elk Grove Village website	244
Neighborhood Watch	128
Total Respondents: 337 (Respondents who Skipped: 19)	337

The most common resource used is the Elk Grove Village website, with 72% of respondents reporting their visitation to the site. The Police Facebook page and Neighborhood Watch, a citizen and officer based crime prevention program, are also common, with usage rates being 53% and 38%, respectively. The revealed usage of Neighborhood Watch is especially important, as it demonstrates the direct collaboration between the community and the Elk Grove Village Police Department.

3. Suggestions for the Department

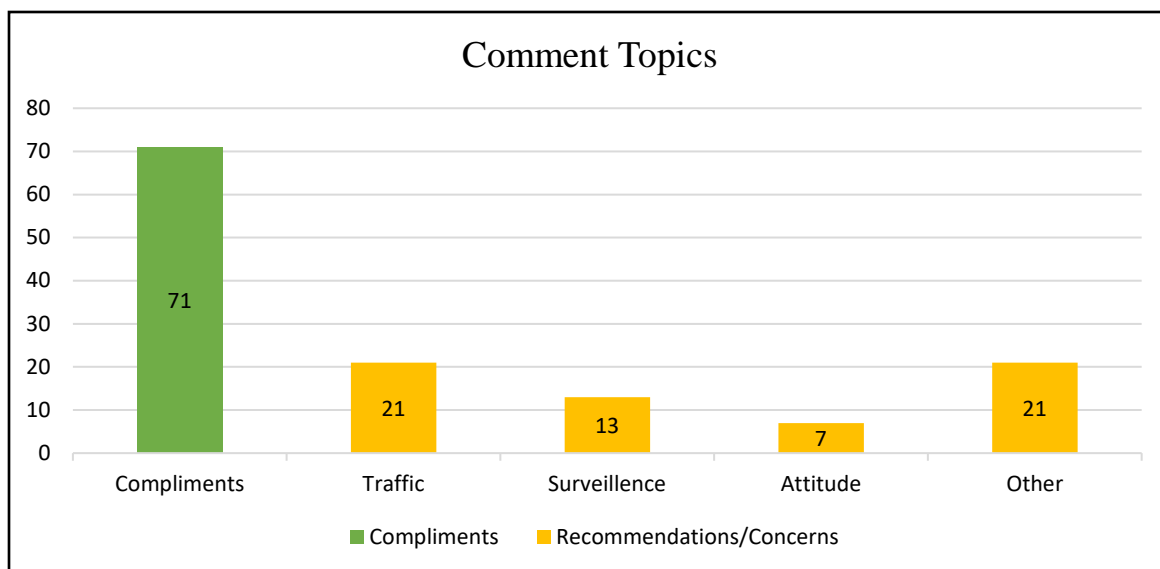
What element of public safety do you think Elk Grove Village Police Department should focus their resources on? Check all that apply.

ELEMENTS OF PUBLIC SAFETY THAT SHOULD BE FOCUSED ON	RESPONSES
Crime prevention/community engagement activities	250
General criminal activity	214
Traffic safety/speeding vehicles	156
Drug or gang activity	161
Total Responses: 344 (Respondents who Skipped: 12)	344

The issue with the most concern, and which 73% of respondents indicated needs to be focused on was “Crime prevention/community engagement activities”. Similarly, “General criminal activity” was chosen by 62% of respondents as needing the attention and resources of the Elk Grove Village Police Department. 45% of respondents indicated that “Traffic safety/speeding vehicles” and “Drug or gang activity” were issues needing attention.



Please provide any additional comments, recommendations, or concerns.



Compliments

Slightly over 50% of the 132 comments contain praise for the Police Department. Most comments under this category give thanks to the Department and sends best wishes to the officers. This is consistent with the results of other questions in the survey, but again, it must be noted that the sample is most likely not accurately representative of the population. Based on the results, it is probable that the sample contains a higher percentage of individuals who approve of the Elk Grove Village Police Department than the Elk Grove Village population itself.

Recommendations/Concerns

Most concerns are related to speeding individuals, road signs, and parked cars. Many suggestions include the need for officers to make an appearance on residential roads -- either for surveillance purposes or officers can get to know residents and vice versa. While the topics of commented recommendations and concerns were similar to the public safety improvement options chosen in the previous question, traffic was a much more frequent agitation in the comments than indicated in the multiple select question. Similarly, “Crime prevention/community engagement activities” in the previous table was indicated as a more widespread concern than in the comments. The consistency of the two concerns being most prevalent illustrates two clear ways in which the Department can improve.

Each subgroup under recommendations/concerns was made based off the number of comments regarding each topic. The top three subjects were traffic, surveillance, and officer/employee attitude towards civilians. The category “other” encompasses all recommendations/comments that were not repeated by more than three residents.

1. Traffic:

Speeding is a large concern for residents. Specific areas are outlined below:

- Link and Mead schools



- Arlington Heights Rd. near Biesterfield Rd. and Elk Grove Blvd.
- Residential streets near Pebble Beach Cir.
- Leicester Rd. between Biesterfield Rd. and Winston Dr.
- Bristol Ln.

Other traffic concerns regarding road signs and rules:

- The “Do not enter” sign by Rose Garden Café (off of Higgins Rd.) is not being obeyed
- Stop signs and parking prohibitions on Leicester Rd. between Biesterfield Rd. and Winston Dr. are being ignored
- A stop sign is needed at Walnut Ln. and Maple Ln.
- Unruly drivers in the Jewel-Osco parking lot (Biesterfield Rd. and Arlington Heights Rd.)
- Cars in driveways are blocking sidewalks

2. Surveillance:

More officer presence (including walking through neighborhood) and routine passes through residential areas have been requested, specifically in/near:

- Apartment complexes
- The West side of Elk Grove Village
- Montego Ct.

3. Attitude:

Concerns regarding unprofessional attitude described officers and employees as the following:

- | | |
|-------------|----------------------|
| • Cold | • Disrespectful |
| • Arrogant | • Use of curse words |
| • Rude | • Dismissive |
| • Scary | • Combative |
| • Bully | • Uninterested |
| • Reluctant | • Unpleasant |

4. Other:

Other recommendations and concerns include:

- Officer profiling
 - Do more to ease the “us vs them” mentality
 - Pulling over minority drivers
- Use social media for more humor, stories and videos of what K9s can do
- Focus on keeping out illegal drugs
- Create programs to keep kids off the streets
- Hire police officers from Elk Grove Village



- Park laws are not being enforced
 - Individuals are drinking/smoking
 - Pets are not on leashes
- Create a Crime Blotter where residents can see what crimes are taking place and where

