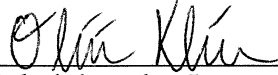



ELK GROVE VILLAGE POLICE DEPARTMENT

Inter-office memo

To: Richard Mikel, Director of Police

From: 
Administrative Intern, Olivia Kline


Senior Management Analyst, Bolor Bat-Erdem

Date: July 5, 2023

Subject: Police Department 2023 Citizen Survey Analysis Report

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 to Commission on Accreditation for Law Enforcement Agencies (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.

Key Points from Survey

1. Overall satisfaction is high
2. Elk Grove Village Police Officers are approachable
3. Residents want more community outreach/information on crime
4. Residents want more traffic control
5. Residents want more neighborhood surveillance

CC: Deputy Police Chiefs
Command Staff

A. SURVEY METHODOLOGY

The 2023 Police Department citizen survey was created using [SurveyMonkey.com](https://www.surveymonkey.com), and was open to Elk Grove Village residents from April 1, 2023 through May 31, 2023. 244 individuals responded to the 2023 survey, compared to 356 in 2021. The online survey was publicized through the Department's social media pages, the Village's website, the Village's monthly residential newsletter, electronic signs, as well as the Neighborhood Watch newsletter.

B. SUMMARY OF KEY POINTS

1. *Overall satisfaction is high*

The Elk Grove Village Police Department received high approval ratings on many of the questions asked. 89% of respondents responded with either "Excellent" or "Good" when asked to rate the Department's overall performance. Additionally, 79% of respondents described officers and employees as "Very Competent". 72% of respondents rated officer and employee courtesy and professionalism as "Excellent". Furthermore, 70% of respondents said they were "Very Satisfied" with the services provided by the Department. Overall respondents were generally pleased with the work the Police Department has been doing.

2. *Elk Grove Village Police Officers are approachable*

The Elk Grove Village Police Department is viewed as approachable, as seen by 80% of respondents answering "yes" when asked about the subject. Comments from the survey supported these results, as there were many comments about positive officer interactions, specifically at community events. Only 5% of respondents said they did not feel that Elk Grove Village officers were approachable.

3. *Citizens want more community outreach/information on crime*

In the concerns/recommendations section, many residents left comments requesting more opportunities for themselves and their children to interact with the Police Department at community events. Multiple residents also suggested creating a Police Blotter or some way for the community to learn about criminal activity that takes place in the community.

4. *Residents want more traffic control*

Citizens would like to see increased traffic control, specifically with a focus on speeding. While only 50% said the Police Department should focus more of their resources on traffic safety, it was the main comment in the suggestions/concerns section.

Areas of speeding concerns include:

- Biesterfield Rd.
- Arlington Heights Rd.
- Devon Ave.
- Oakton St.
- Leicester Rd.
- Brantwood Ave.
- Charing Cross Rd.
- Newberry Dr.

Stop signs being ignored at:

- Wildwood Rd. and Oakton St.

- Chelmsford Ln. and Wellington Ave.
- Laurel St. and Ridge Ave.

Cars parking the wrong direction or ignoring no parking signs on:

- Christa Ct.
- Landmeier Rd.

5. Residents want more neighborhood surveillance

Residents would like to see more officers patrolling neighborhood streets. 64% of respondents view crime prevention/community engagement as needing to be a focus of the Police Department’s resources, while 63% view general criminal activity as needing the attention of the Department. Citizens’ comments elaborate on this data by requesting more police presence and patrolling on residential streets, specifically at night. Areas of interest include:

- The West Side of Elk Grove Village
- Montego Ct.
- S. Plum Grove Rd.

C. DETAILED SURVEY RESULTS

The content of the survey questions were organized into three categories:

- 1) Suggestions for the Department: This section asks residents about issues that concern them the most as well as how they believe the Department can improve.
- 2) Job Completion: These questions help gain insight into the residents’ performance satisfaction with the Elk Grove Village Police Department.
- 3) Contact with the Department: This section 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.

Each category contains between two and five questions, which are below:

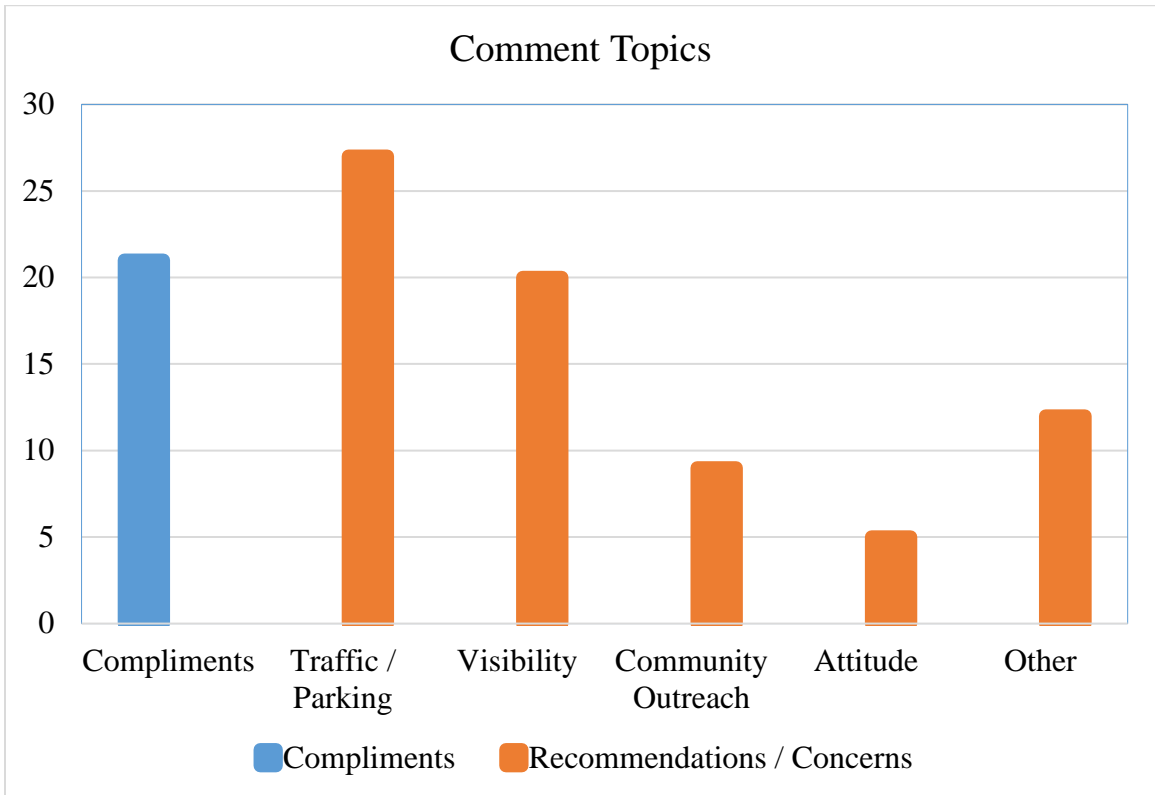
1. Suggestions for the Department

What element of public safety do you think Elk Grove Village Police Department should focus their resources on? (Respondents were allowed to select more than one option).

ELEMENTS OF PUBLIC SAFETY THAT SHOULD BE FOCUSED ON	RESPONSES
Crime prevention/community engagement activities	149
General criminal activity	148
Traffic safety/speeding vehicles	117
Drug or gang activity	101
Total Responses: 233 (Respondents who Skipped: 11)	

The issue with the most concern was “Crime prevention/community engagement activities”, which 64% of respondents indicated needs to be focused on. Similarly, “General criminal activity” was chosen by 63% of respondents as needing the attention and resources of the Elk Grove Village Police Department. 50% of respondents indicated that “Traffic safety/speeding vehicles” is an issue needing attention and 43% said “Drug or gang activity” should be focused on.

Please provide any additional comments, recommendations, or concerns.



Compliments

Slightly over 20% of the 94 comments contain praise for the Police Department. Most comments under this category give thanks to the Department and sends best wishes to the officers. Residents also noted enjoying seeing officers at community events. Some of the compliments include:

- “EGV is a safe place today because of years of effective policing.”
- “I enjoy talking with officers, very respectful and polite.”
- “I appreciate how approachable our officers are when I call in a concern or request, or see them at a community event.”

Recommendations/Concerns

Most written concerns are related to speeding individuals, road signs, and parked cars. Many suggestions include the need for officers to have more presence on residential roads. 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 concern in the comments than indicated in the multiple select question.

Each subgroup under recommendations/concerns was made based off the number of comments regarding each topic. The top subjects were traffic, visibility, crime reporting, community outreach, and officer/employee attitude towards residents.

1. Traffic:

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

- Biesterfield Rd.
- Arlington Heights Rd.
- Devon Ave.
- Oakton St.
- Leicester Rd.
- Brantwood Ave.
- Charing Cross Rd.
- Newberry Dr.

Other traffic concerns regarding road signs and rules include:

- Stop signs being ignored at:
 - Wildwood Rd. and Oakton St.
 - Chelmsford Ln. and Wellington Ave.
 - Laurel St. and Ridge Ave.
- Cars parking the wrong direction or ignoring no parking signs on:
 - Christa Ct.
 - Landmeier Rd.
- Enforcing overnight parking

2. Visibility:

More officer presence and routine passes through residential areas have been requested, specifically in/near:

- The West Side of Elk Grove Village
- Montego Ct.
- S. Plum Grove Rd.

3. Crime Reporting:

Residents would like to see crime reports or a “Police Blotter” from the Police Department so they are able to be informed with incidents taking place throughout the community.

4. Community Outreach

Residents would like the Police Department to conduct more community outreach in the following ways:

- Creating events for children to meet the police and learn more about their work
- More interaction between police and residents at existing community events

5. Attitude:

The few concerns regarding officer/employee attitudes described officers as:

- Disrespectful
- Rude
- Disregarding
- Unfriendly

6. Other:

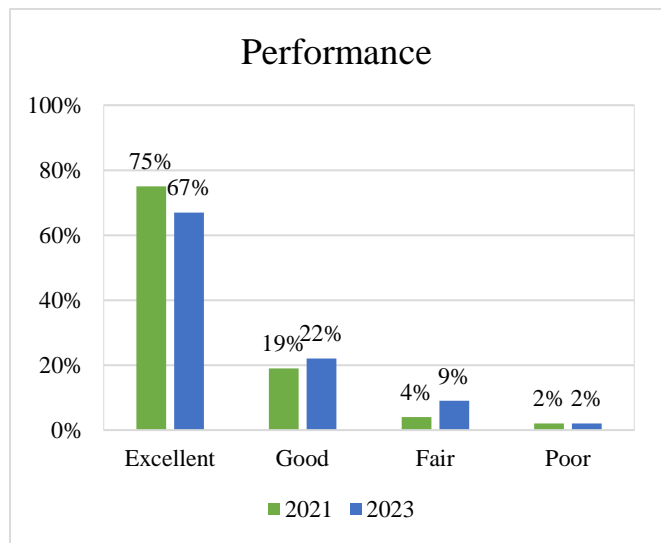
The category “other” encompasses all recommendations/comments that were not repeated by more than two residents. Other recommendations and concerns include:

- More mental health training for officers
- Prohibiting solicitors
- More regulation for tinted car windows
- Creating programs to keep kids off the streets
- Regulating people feeding wildlife

2. Job Completion

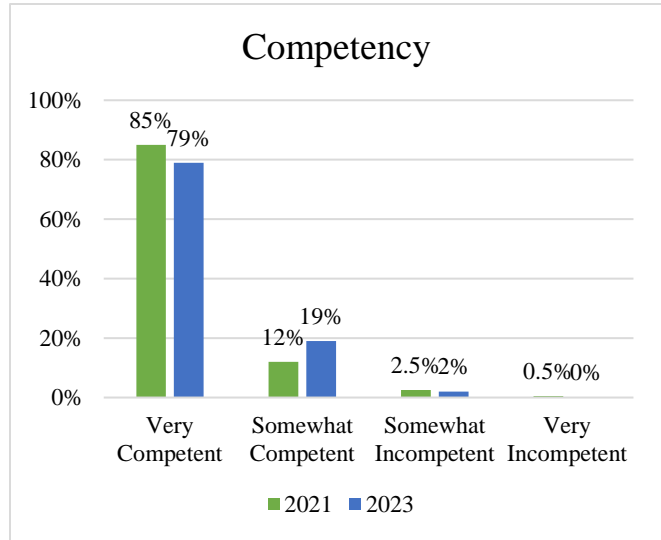
How would you rate the overall performance of the Elk Grove Village Police Department?

67% of participants rated the Police Department’s overall performance as “Excellent” and 22% responded “Good”, accounting for about 89% of respondents. Only 2% of respondents categorized the overall performance of the Elk Grove Village Police Department as “Poor”.



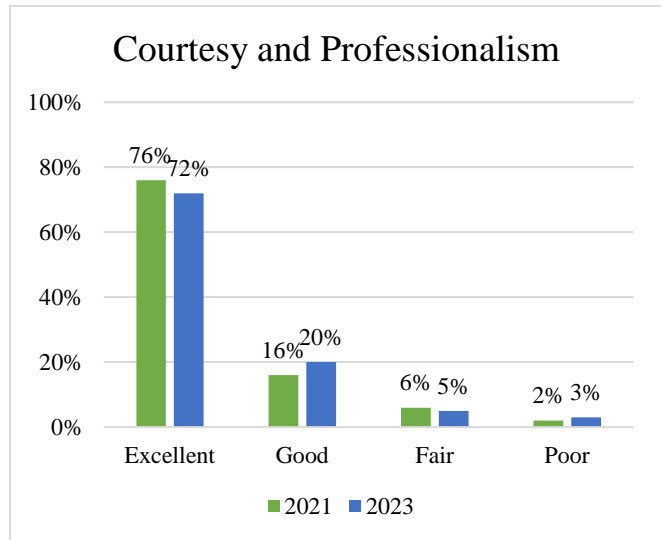
How would you rate the overall competency of the Elk Grove Village police officers and employees?

79% of respondents believe the Department to be “Very Competent”. Only 2% of respondents believe the department is “Somewhat Incompetent” and no respondents answered “Very Incompetent”.



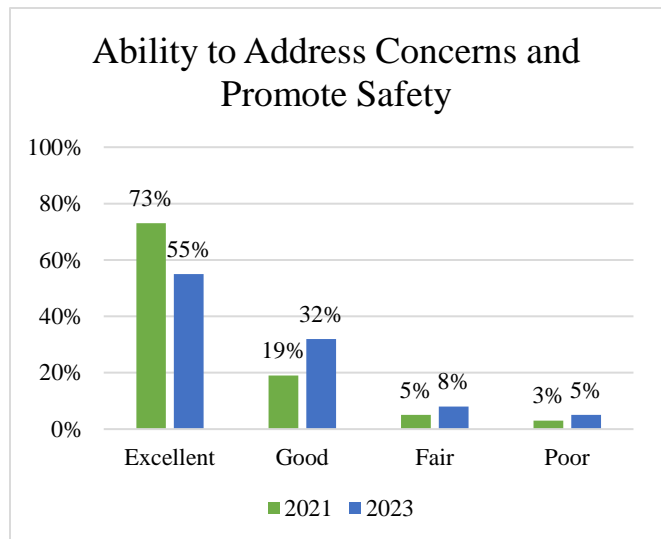
How would you rate Elk Grove Village police officers and employee courtesy and professionalism?

72% of participants responded “Excellent” and 20% of participants responded “Good”, making up 92% of participant answers. Also consistent with previous graphs is that only 3% of participants rated Elk Grove Village police officers and employee courtesy and professionalism as “Poor”.



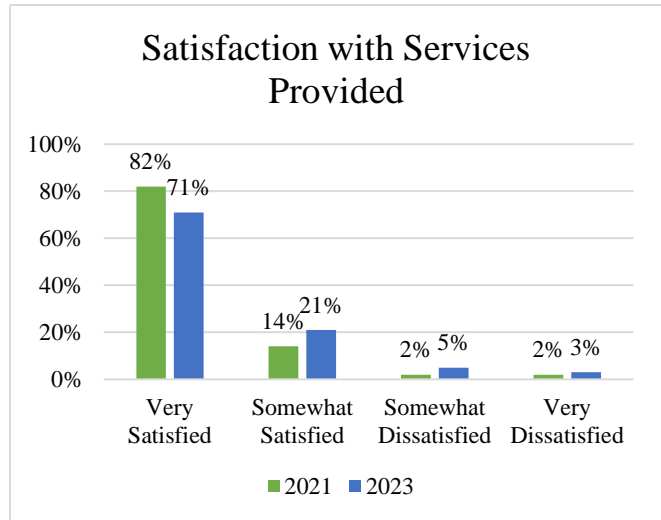
How would you rate the Elk Grove Village Police Department at addressing concerns and promoting safety within the community?

This question received the highest amount of “Poor” responses, standing at 5% and the lowest amount of “Excellent” responses with 55% which is a decrease from the 2021 survey which had 73% of respondents answer “Excellent”. In addition 32% of respondents answered “Good”.



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

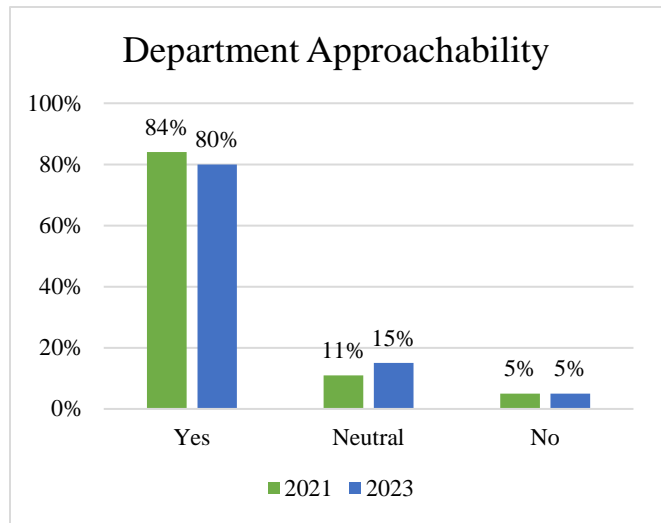
71% of respondents said “Very Satisfied” and 21% said “Somewhat Satisfied”. 3% of participants responded “Very Dissatisfied”. Similar to all previous questions, over 90% of respondents were at least satisfied with the Department’s services.



3. Contact with the Department

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

80% 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.



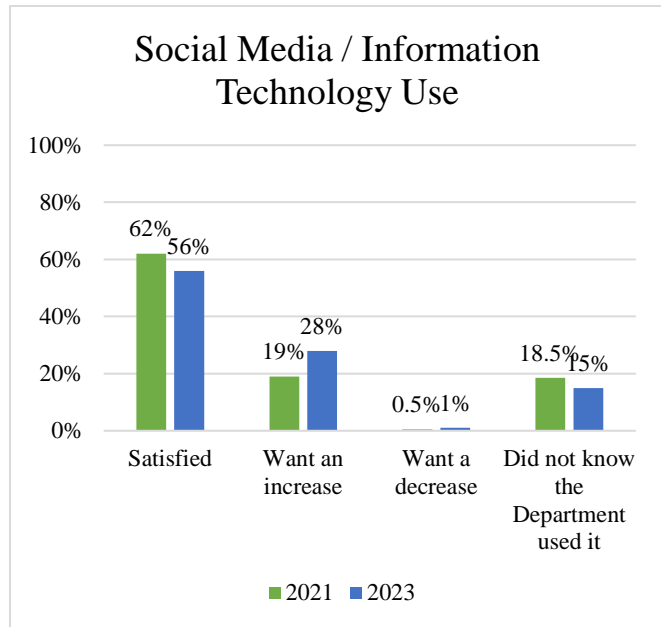
In relation to interaction with the Elk Grove Village Police Department, which of the following applies to you? (Respondents were allowed to select more than one option).

INTERACTION WITH ELK GROVE VILLAGE POLICE DEPARTMENT	RESPONDENTS
I met with Elk Grove Village police officers at a community event	97
I was a complaint or person who dialed 9-1-1	94
I have no contact/interaction with the police department	48
I was stopped by the Elk Grove Village Police Department for a traffic offense	38
I was a victim of a crime	37
I interact with the Police Department online	20
I was arrested by the Elk Grove Village Police Department	1
Total Respondents: 224 (Respondents who Skipped: 20)	

The most common way respondents interacted with the Police Department was at community events, with 43% of respondents selecting this. This reflects the high number of events put on by the Village, as well as the public’s high attendance rate, and the officers’ support of and visibility at such events. 42% of respondents reported interacting with officers due to a complaint or self-made 9-1-1 call. 9% of respondents reported interacting with the Police Department online, which is a decrease from the 2021 survey’s 17%.

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?

56% of participants indicated they were “satisfied” with the level of social media/information technology use by the Police Department. 28% of respondents want the department to increase its use of social media/information technology which is an increase from the 2021 survey’s 19%. 15% of respondents answered they did not know that the Elk Grove Village Police Department used social media.



Please indicate how you receive information pertaining to the Elk Grove Village Police Department? (Respondents were allowed to select more than one option).

HOW ONE GETS INFORMATION ABOUT THE POLICE DEPARTMENT	RESPONSES
Elk Grove Village Website	142
Police Facebook page	140
Neighborhood Watch	60
Police Twitter page	15
Total Respondents: 220 (Respondents who Skipped: 24)	

The most common resource used is the Elk Grove Village website, with 65% of respondents reporting their visitation to the site. More residents have been using the Police Facebook Page which has grown from 53% to 64% since 2021. Neighborhood Watch, a citizen and officer based crime prevention program, is also common, with a usage rate of 30%. The usage of Neighborhood Watch is especially important, as it demonstrates the direct collaboration between the community and the Elk Grove Village Police Department. The Police Twitter page is not as common as only 7% of people cited that as a resource they use to receive information pertaining to the Elk Grove Village Police Department.

D. RECOMMENDATIONS

Based on the survey data, the following recommendations apply:

1. ***Increase Traffic Control***

Speeding vehicles and the lack of attention to stop signs were the biggest concern with residents. More attention should be paid to drivers who speed, as well as an increase in speed radars on streets where speeding is common.

2. ***More Neighborhood Surveillance***

Residents want to see an increase in officers patrolling the neighborhood, specifically on residential streets and at night. Residents have reported an increase in speeding on residential streets and cars parking illegally and they want to see more officers by their homes.

3. ***Create a Police Blotter***

Many residents requested a way for them to learn about crime that takes place within the community. Specifically, many suggested a Police Blotter which publicly posts any crimes and incidents that take place each day. A Police Blotter would promote transparency and make residents feel safer.

4. ***Increase Community Interaction***

Residents have enjoyed seeing officers at community events and getting to know them. Many residents suggested having more officers socializing at community events as well as creating officer-run programs for kids in the community to meet officers and learn more about the work the Police Department does.