

**downers.us**

January 6, 2025

Dear Resident,

Thank you for completing the 2024 Downers Grove Police Department's Citizen Survey. As a nationally accredited police department, we periodically survey our citizens to determine how our personnel perform when providing police services. You indicated that you would like to be contacted after completing the survey.

A total of 517 people completed the survey. When asked to rate the overall level of service provided to the community by the Downers Grove Police Department, 88.6% of the respondents rated the level of service as above average, with 51.2% rating the level of service as *Excellent*.

Of those responding, 186 people indicated that they had requested assistance from the police department in the past two years. Of those respondents, 88% stated that they received above-average service, with 67.2% rating the service they received as *Excellent*.

With each and every interaction, our staff strives to provide exceptional service to our residents and visitors. I hope that you find the survey results beneficial. If you have any additional questions regarding the survey or your interaction with the Downers Grove Police Department, please contact Public Education Specialist Stacy Blaskovich at [sblaskovich@downers.us](mailto:sblaskovich@downers.us).

Respectfully,

Michael DeVries  
Chief of Police

**CIVIC CENTER**

850 Curtiss St.  
Downers Grove, IL  
60515-4782

**MAIN** 630.434.5500  
**POLICE** 630.434.5600

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**FIRE DEPT**

Administration  
5420 Main St.  
Downers Grove, IL  
60515-4834

630.434.5980

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**PUBLIC WORKS**

5101 Walnut Ave.  
Downers Grove, IL  
60515-4046

630.434.5460

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## 2024 Citizen Survey Results Summary

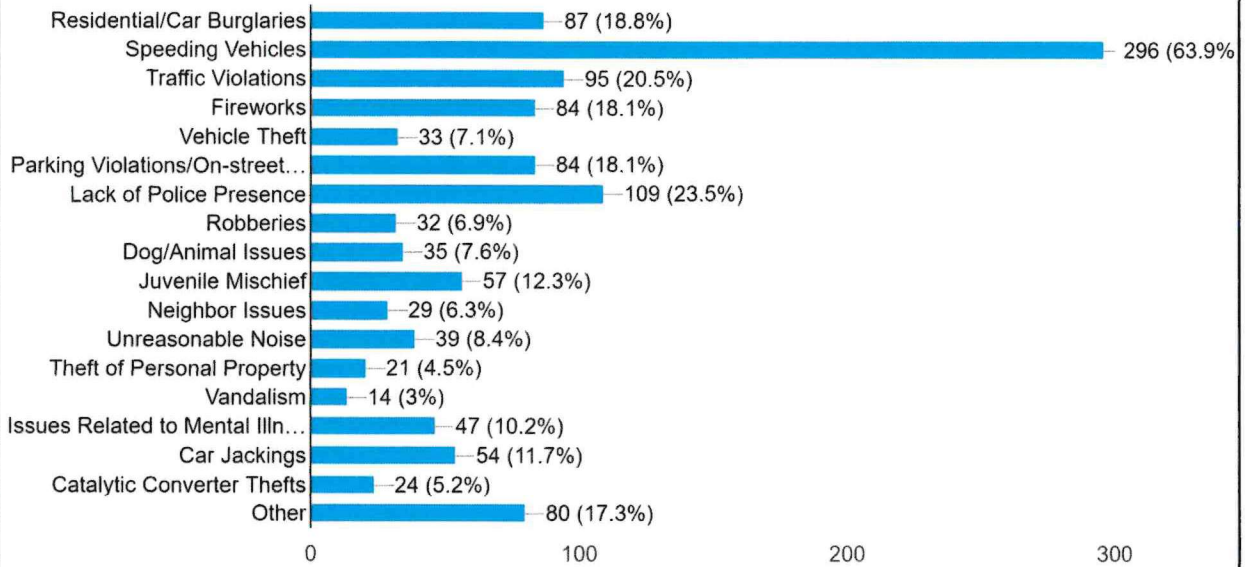
Question	Responses	Yes	No
Are you a Downers Grove Resident?	<b>511</b>	<b>500</b> 97.8%	<b>11</b> 2.2%
Do you feel safe in Downers Grove?	<b>510</b>	<b>492</b> 96.5%	<b>18</b> 3.5%
Have you visited the Police Department page on the Village website?	<b>512</b>	<b>207</b> 40.4%	<b>305</b> 59.6%
Have you requested assistance from the Downers Grove Police Department in the last two years?	<b>517</b>	<b>186</b> 36.0%	<b>331</b> 64.0%

Question	Responses	Excellent	Good	Average	Poor
If the Downers Grove Police Department assisted you in the last two years, how would you rate your experience?	<b>185</b>	<b>119</b> 64.3%	<b>43</b> 23.2%	<b>17</b> 9.2%	<b>6</b> 3.2%
Rate your satisfaction with the response time to the request for police services.	<b>181</b>	<b>111</b> 61.3%	<b>42</b> 23.2%	<b>20</b> 11.0%	<b>8</b> 4.4%
How would you rate the responding officer's attitude and behavior?	<b>183</b>	<b>126</b> 68.9%	<b>37</b> 20.2%	<b>14</b> 7.7%	<b>6</b> 3.3%
Based on the incident, how would you rate the officer's competence?	<b>182</b>	<b>133</b> 73.1%	<b>29</b> 15.9%	<b>14</b> 7.7%	<b>6</b> 3.3%
Please rate your overall satisfaction with the service provided.	<b>183</b>	<b>123</b> 67.2%	<b>38</b> 20.8%	<b>15</b> 8.2%	<b>7</b> 3.8%
If you had a reason to visit the Downers Grove police department or interact with the staff, how would you rate their overall competence?	<b>236</b>	<b>128</b> 54.2%	<b>74</b> 31.4%	<b>26</b> 11.0%	<b>8</b> 3.4%
How would you rate the overall level of service provided to the community by the Downers Grove Police Department?	<b>500</b>	<b>256</b> 51.2%	<b>187</b> 37.4%	<b>48</b> 9.6%	<b>9</b> 1.8%

Question	Responses	Never	Rarely	Sometimes	Often
How often does your concern about crime prevent you from doing things in your neighborhood?	<b>511</b>	<b>290</b> 56.8%	<b>139</b> 27.2%	<b>76</b> 14.9%	<b>6</b> 1.2%

What problems, if any, have caused you the most concern in your neighborhood? (Multiple selection area)

463 responses



Feedback, Suggestions, Recommendations, and Comments (General Categories)

177 responses

