

# FRAMEWORK FOR COMMUNITY ENGAGEMENT

CHICAGO POLICE DEPARTMENT

# Table of Contents

<b>Introduction &amp; Background</b> .....	<b>3</b>
Chicago Police Department's Definition of Community Engagement .....	4
Tiered Approach to Community Engagement .....	5
Engagement Cycle .....	6
Types of Engagements .....	7
<b>Tier 1: Department-wide Strategies</b> .....	<b>9</b>
Office of Community Policing .....	9
Office of Equity and Engagement .....	9
Office of News Affairs .....	9
Engagement on Reforms.....	10
Training Community Advisory Committee.....	14
Public Sentiment Surveys.....	14
<b>Tier 2: District-level Strategies</b> .....	<b>16</b>
District Community Policing Office.....	17
Beat Meetings .....	18
District Advisory Committee .....	18
Youth District Advisory Committee .....	19
Community Partnerships.....	19
District Strategic Plans .....	19
District Social Media.....	20
Community-hosted Engagements.....	21
Other District-specific Engagements .....	22
<b>Tier 3: Member Interactions</b> .....	<b>23</b>
Patrol Officer Engagement .....	23
<b>Evaluation of Community Engagement</b> .....	<b>24</b>
Community Engagement Metrics.....	25
Regular Community Feedback Surveys.....	25
Partnership Effectiveness Reviews.....	27

# Introduction & Background

The Chicago Police Department (CPD or the Department) recognizes the pivotal role of community engagement in its mission to foster effective, respectful policing, and enact meaningful reform efforts. Acknowledging that successful public safety hinges upon mutual trust, transparency, and collaboration between officers and the communities they serve, CPD will prioritize community involvement at all decision-making levels. By actively soliciting input, listening to concerns, and collaborating with residents, CPD aims to deeply understand the diverse needs and perspectives within Chicago's neighborhoods. Through this commitment to engagement and collaboration, CPD seeks to enhance public safety and build stronger, more resilient communities where all residents feel heard, valued, and empowered.

Historically, CPD has undertaken various community engagement efforts and initiatives which have continued to evolve over several decades and accelerated in recent years since the implementation of the Consent Decree. These initiatives, such as the Chicago Alternative Policing Strategy (CAPS), were intended to create opportunities for open dialogue, address community concerns, and build trust. CPD has also implemented community-oriented policing strategies, prioritizing proactive engagement and problem-solving to address grassroots-level crime and safety issues through its Neighborhood Policing Initiative (NPI). When the Consent Decree was implemented, CPD began new efforts to incorporate community engagement and collaboration around its reforms, specifically when reviewing and revising Department policies and developing training.

CPD While past efforts have yielded valuable insights, CPD continues to explore opportunities to enhance its community engagement strategies and align them around a central focus. This Framework for Community Engagement ("framework") intends to demonstrate how the Department will holistically incorporate community engagement and collaboration throughout the various parts of the Department, aimed at informing crime prevention problem-solving efforts within neighborhoods and police districts, continued efforts to create comprehensive and meaningful reforms to the Department, and the implementation of an overall Department strategy.

Central to the framework is the recognition that effective policing hinges on meaningful community engagement. By fostering open communication channels and involving residents in decision-making, CPD seeks to tap into the collective wisdom of Chicago's diverse neighborhoods. Through collaboration, CPD will gain a deeper understanding of local challenges, enabling more responsive, tailored local policing strategies. This framework also serves as a linchpin in CPD's broader reform efforts, leveraging community input to co-create a vision rooted in equity, justice, and accountability. Through a multifaceted approach, CPD hopes to empower residents to help shape the Departments future.

As CPD embarks on this transformative journey, it remains committed to building trust, fostering collaboration, and working with communities. The Framework for Community Engagement represents a roadmap for reform and underscores CPD's dedication to the safety, well-being, and prosperity of all Chicagoans. Through dialogue and shared responsibility, CPD aims to forge a brighter, safer future for the city.

## Chicago Police Department's Definition of Community Engagement

**"Community engagement" for the Chicago Police Department (CPD) refers to the proactive involvement, collaboration, and partnership-building between the Chicago Police Department, its members, and the diverse communities they serve throughout Chicago. It encompasses a range of initiatives, programs, and strategies aimed at fostering open dialogue, soliciting input, and building trust between the Chicago Police Department and residents. Community engagement efforts seek to empower individuals and neighborhoods to play an active role in shaping public safety priorities, addressing concerns, and co-creating effective policing strategies. By prioritizing transparency, accountability, and mutual respect, CPD's community engagement initiatives aim to strengthen relationships, enhance public trust, and promote collaborative problem-solving to ensure safer and more resilient communities.**

## Tiered Approach to Community Engagement

CPD's community engagement approach is structured in a tiered framework to connect with residents at all levels—from citywide initiatives to individual interactions. This three-tiered approach ensures that community engagement is integrated into every layer of CPD operations, fostering a comprehensive, collaborative environment where residents have multiple ways to participate and be heard. Tier 1 focuses on Department-wide engagements to address citywide issues and gather broad feedback, while Tier 2 homes in on district-level priorities, addressing the unique needs of each community. At the most personal level, Tier 3 emphasizes officer and member interactions, creating daily opportunities for CPD members to build trust and respond directly to residents' concerns. Together, these tiers enable CPD to build strong, lasting partnerships with the communities they serve.

### Tier 1: Department-wide Strategies

Department-wide engagements encompass initiatives led by CPD at the city level, focusing on broad themes such as public safety, community relations, and policy updates. These engagements may include citywide town halls, public forums, and partnerships with community advisory panels, providing residents from all districts an opportunity to participate in discussions that shape CPD's overall strategies and reforms.

### Tier 2: District-level Strategies

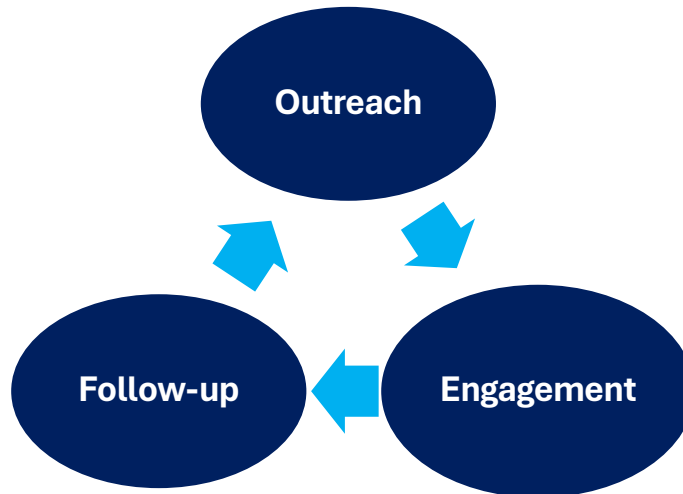
District-level engagements are organized within individual police districts and focus on localized issues and priorities specific to each community. Examples include District Advisory Committee (DAC) meetings, beat meetings, and neighborhood events, where district leadership collaborates directly with residents to address concerns, share updates on district-level initiatives, and work together to improve public safety and quality of life.

### Tier 3: Member Interactions

Department member interactions are the day-to-day, individual engagements between patrol officers, nonsworn members, and community members during their shifts. These interactions can include regular check-ins, informal conversations, and problem-solving efforts with residents to address immediate concerns. Through these ongoing contacts, Department members build trust, gain insights into community needs, and reinforce CPD's commitment to respectful and responsive policing at the grassroots level.

## Engagement Cycle

Every engagement conducted by CPD will follow a similar three-step process that is intended to ensure the engagement is reflective of Chicago's diverse communities, that participants are engaged in a safe and meaningful way where all participants feel heard, and that follow-up is provided to participants, so they see the impacts of their work. These three steps are considered the Process of Engagement that CPD will follow.



**Step 1: Outreach** – the Department will reach out to as many communities as possible to ensure participants in engagements are diverse and includes individuals who have real or direct experiences related to the topic. This outreach could include a comprehensive stakeholder analysis.

**Step 2: Engagement** – the engagement itself is where the community will have the opportunity to provide their feedback on the topic at hand. Engagements should include a variety of opportunities that allow for both anonymous feedback as well as collaborative discussions between Department representatives and community members.

**Step 3: Follow-up** – the Department will share with the participants what was heard from the engagement and how the community's input was incorporated into a strategy, policy, training, or topic. This follow-up will also include specifically identifying the feedback incorporated or providing explanations for why the Department was not able to incorporate feedback into a strategy, policy, training, or topic.

## Types of Engagements

CPD engages with the community through a variety of events, each designed to strengthen partnerships and promote open dialogue. These engagements include CPD-hosted events, where the department takes the lead in facilitating discussions and sharing information; community-hosted events, where CPD attends as guests to listen and learn from residents in their own spaces; and jointly hosted events, where CPD and community members collaborate to address local issues. Each type of engagement reflects CPD's commitment to fostering trust, transparency, and cooperative problem-solving with the communities they serve.

### *CPD-Hosted Engagements*

These events are organized and led by the Chicago Police Department to facilitate direct interaction with the community. CPD-hosted engagements, such as town hall meetings, informational sessions, or neighborhood walks, provide an opportunity for residents to connect with officers, ask questions, voice concerns, and learn about the department's initiatives and strategies. These events are critical for building trust, sharing information, and encouraging open dialogue between the police and the community.

### *Community-Hosted Engagements*

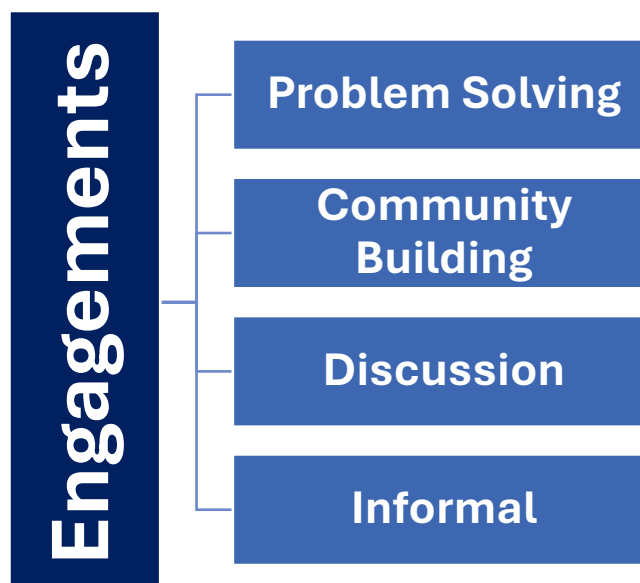
In these engagements, the community takes the lead in organizing events, and CPD participates as invited guests. By attending events like neighborhood association meetings, cultural gatherings, or community forums, CPD officers can engage with residents in spaces where they feel comfortable and are more likely to express their concerns. These engagements allow CPD to gain insight into community perspectives and priorities while demonstrating their commitment to being accessible and responsive.

### *CPD & Community-Hosted Engagements*

These joint events are co-hosted by both CPD and community organizations or leaders, reflecting a collaborative approach to addressing local issues. Examples include safety workshops, youth outreach programs, or problem-solving initiatives, where CPD and community members work together to plan and execute the event. These partnerships emphasize shared responsibility for public safety and help foster stronger relationships between the police and the communities they serve.

CPD categorizes every engagement through four different categories:

1. **Problem Solving:** These engagements focus on identifying and addressing specific issues within neighborhoods, such as crime hotspots or quality-of-life concerns. CPD works closely with residents, community leaders, and other stakeholders to develop solutions through collaborative discussions, community partnerships, and joint action plans. This approach encourages active participation from the community in addressing local challenges.
2. **Community Building:** Community-building engagements are aimed at strengthening relationships between officers and residents. These gatherings, such as block parties, neighborhood walks, or youth engagement programs, create informal opportunities for interaction, allowing community members and officers to get to know one another outside of enforcement activities.
3. **Discussion:** These engagements provide a platform for open dialogue between the CPD and the community. Town hall meetings, forums, and listening sessions allow residents to express their concerns, ask questions, and share feedback directly with Department leadership. These discussions promote transparency and accountability, helping the department to better understand community needs and respond accordingly.
4. **Informational:** Informational engagements are designed to keep the public informed about CPD's policies, initiatives, and reform efforts. Through presentations, briefings, and updates, the department shares important information with residents on topics like public safety programs, ongoing investigations, or new training practices. These sessions are crucial for ensuring transparency and maintaining an informed, engaged community.



# **Tier 1: Department-wide Strategies**

## **Office of Community Policing**

The Office of Community Policing (OCP) is responsible for advancing the vision and mission of community policing within CPD. This office plays a central role in fostering strong relationships between CPD and the diverse communities it serves by overseeing all community-oriented policing efforts. OCP coordinates and supports both public engagements and non-enforcement activities, ensuring that CPD's approach to public safety is grounded in collaboration, trust-building, and proactive problem-solving. Through strategic leadership and partnership with district-level community policing offices, the Office drives initiatives designed to address community concerns, reduce crime, and promote a shared sense of safety and respect citywide.

## **Office of Equity and Engagement**

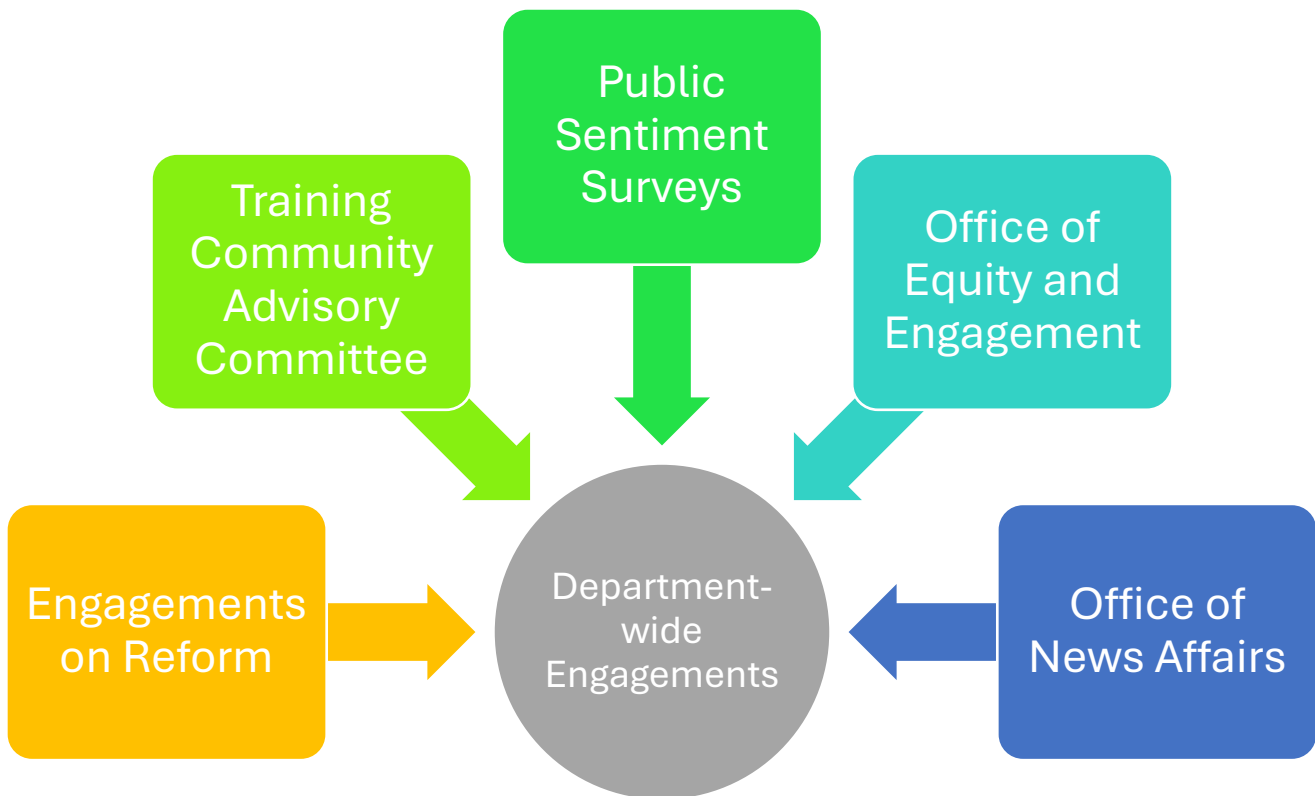
In 2024, CPD will establish the Office of Equity and Engagement (OEE), which will be tasked with overseeing the Department's efforts to promote equity and inclusion within Department practices and implement the requirements of the impartial policing section of the consent decree. OEE will also play a central role in leading CPD's efforts to engage communities in reform initiatives. OEE will serve as the bridge between the department and the public, ensuring that community voices are heard and incorporated into CPD's reform strategies. Through structured dialogues, advisory committees, and collaborative partnerships, the OEE will guide community involvement in the three areas identified in the Reform Engagement Cycle: policy review, training development, and evaluation review. By fostering transparency, trust, and inclusion, the OEE will help ensure that CPD's reform efforts are responsive to the diverse needs and concerns of Chicago's neighborhoods, creating a more equitable and accountable police force.

## **Office of News Affairs**

The Office of News Affairs will play a key role in supporting CPD's efforts to engage with the community by serving as the primary channel for transparent communication. Through press releases, media briefings, and social media updates, the Office of News Affairs will ensure the public is informed about CPD's reform efforts, community engagement initiatives, and important developments. By fostering clear, timely, and consistent messaging, the office will help build trust and keep residents engaged in CPD's ongoing efforts to collaborate with and serve the community effectively.

## Engagement on Reforms

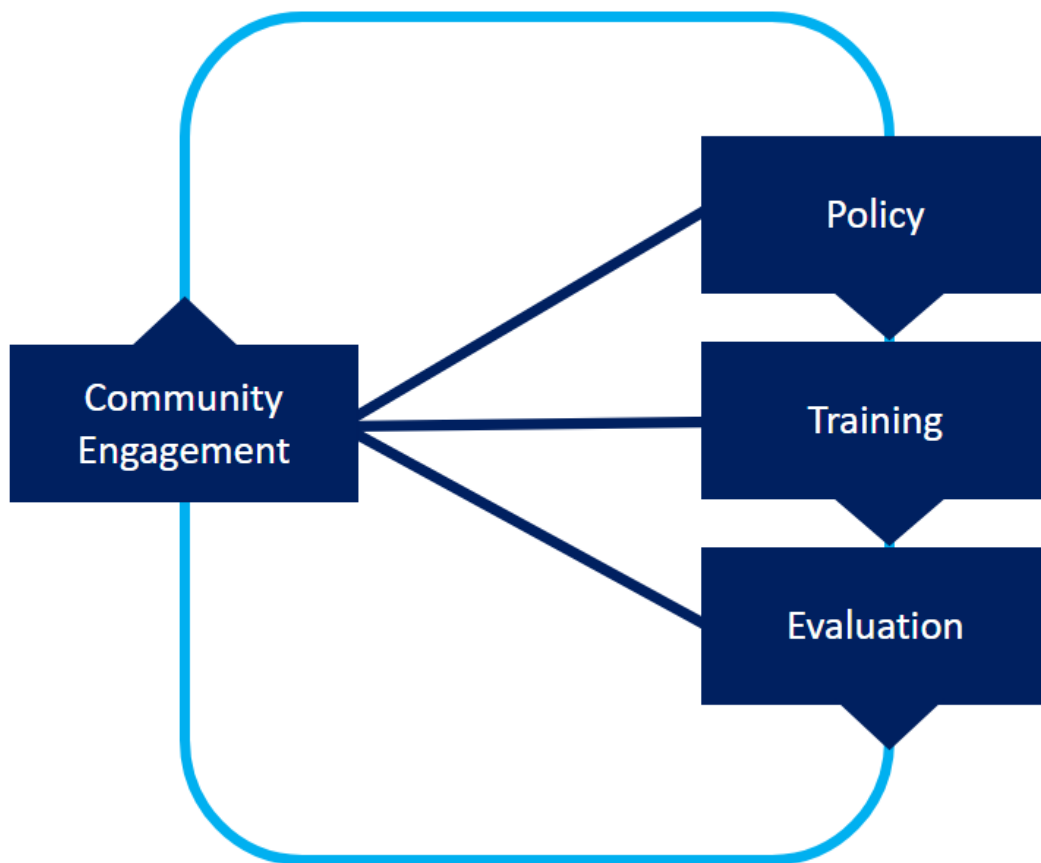
CPD is committed to meaningful engagement and collaboration with the community to advance the Department's reform efforts. By actively working collaboratively with various stakeholders and incorporating community feedback into our policies, training, and procedures, CPD is implementing changes that align with the decree's mandates, focusing on areas such as use of force, training, supervision, and officer wellness. Through these initiatives, CPD aims to not only meet the requirements of the Consent Decree but also foster a culture of fairness, respect, and integrity that resonates with the communities it serves.



## Reform Engagement Cycle

Recognizing that reform is an ongoing process, the Reform Engagement Cycle represents a pivotal approach in the ongoing efforts to address systemic issues within law enforcement. The Reform Engagement Cycle is designed to integrate community engagement throughout

the entire reform process, mirroring the methodology required for operational compliance of consent decree requirements; implementation of policy, providing training, and conducting ongoing evaluation efforts. By actively involving the community in these crucial aspects, CPD aims to foster trust, transparency, and accountability, thereby enhancing the effectiveness and legitimacy of its operations. This approach is vital as it acknowledges that sustainable change cannot occur without the active participation and input of the communities served, ultimately paving the way for a more equitable and just law enforcement system in Chicago.



### *Policy Review Engagement*

CPD will actively engage the community in reviewing and shaping its policies to ensure they align with public safety needs and community values. Through town halls, advisory committees, and feedback sessions, residents will have the opportunity to provide input on key policies, helping the department create more transparent, fair, and effective guidelines.

### ***Training Development Engagement***

CPD will involve community members in the development of its training programs for officers. By participating in advisory committees and providing feedback on draft curricula, residents can help shape the training that focuses on community-oriented policing, cultural competency, and de-escalation techniques, ensuring officers are equipped to serve diverse communities effectively.

### ***Evaluation Review Engagement***

CPD will collaborate with the community to review and evaluate its performance and reforms. Through regular feedback sessions, surveys, and community forums, residents can offer insights on CPD's progress in key areas such as use of force, accountability, and public trust, ensuring ongoing improvements align with community expectations and needs.

### **Reform Engagement Level Criteria**

When developing the engagement plan for a specific topic, policy, or training, CPD will consider multiple factors that will help determine the level of engagement it should have. Those factors include:

- The policy, training, or strategy is new for the Department.
- The impact of the topic reaches a significant number of specific populations.
- The Department has not had any prior engagement, community input, or transparency on the policy or topic.
- The policy has not received any comments from external entities including, but not limited to:
  - Office of the Mayor;
  - Independent Monitoring Team;
  - Office of the Illinois Attorney General;
  - Office of the Inspector General;
  - Community Commission for Public Safety and Accountability;
  - Other City departments or sister agencies; or
  - any community group, organization, or other stakeholders affected by the policy.
- There is national attention or expanded interest on this topic.
- Department command staff requested engagement on the topic.
- The community is requesting revisions and discussions on the topic.
- The policy is required to be reviewed per the consent decree.

### **Methods of Reform Engagement**

When selecting a specific method on how to engage community around a particular topic in reform, CPD will work closely with that community and its stakeholders to identify the best and preferred method for that community. The following is a list of common methods that CPD uses to engage communities around its efforts to reform. This list is not exclusive and other methods of engagements are always possible and welcomed.

### *Deliberative Dialogues*

Deliberative Dialogues will be used to have in-depth conversations about a specific topic or policy. They will help support information sharing between CPD and a smaller group of community members. These dialogues will help ensure that more complex topics and challenges can be addressed and ideally, resolved.

### *Community Conversations*

CPD will use community conversations when they are looking to get widespread feedback on a specific policy, topic, or reform effort. By using a community conversation, the Department can provide information to the public about a particular topic or policy and then allow for the public to answer questions and provide feedback to CPD about that topic.

### *Focus Groups / Listening Sessions*

Focus groups and listening sessions will be used to support hearing from and learning about lived experiences that members of the public have had with interacting with law enforcement. These will be helpful in ensuring real life experiences are informing CPD's reform efforts.

### *Working Groups*

Working Groups will be used when CPD identifies a topic or strategy that needs ongoing, but not permanent community collaboration.

### *Advisory Committees*

Advisory Committees will be used to help ensure there is ongoing community collaboration on more high-level topics, such as Racial Equity, etc.

## **Evaluation and Reporting of Reform Engagement Efforts**

To evaluate the effectiveness of these efforts, CPD will implement a systematic review process that tracks and assesses how community input is being integrated into ongoing reforms. This process will include gathering feedback from various community stakeholders, analyzing the impact of engagement initiatives, and identifying areas where engagement can be strengthened. By evaluating how well CPD's community engagement supports its reform objectives, the department aims to ensure that its actions align with the needs and expectations of Chicago's residents, fostering a more trustworthy and collaborative relationship.

### *Annual Report on Community Engagement in Reforms*

To maintain transparency, CPD will publish an annual report that summarizes its community engagement efforts on reforms throughout the year. This report will detail the various engagements conducted, including community meetings, workshops, advisory committee meetings, and surveys. It will highlight key areas of feedback from the community, describe how that input has influenced policy and operational changes, and outline successes and

challenges in the engagement process. By sharing this information publicly, CPD demonstrates its commitment to open communication and accountability, allowing the community to see the tangible impact of their involvement in shaping police reform.

### *Engagement Plan and Priorities for the Upcoming Year*

Looking forward, CPD will release a detailed engagement plan by December 1 of each year, outlining its strategies and priorities for community engagement in the upcoming year. This plan will be informed by the feedback and insights gathered through the annual review process and will include specific goals and initiatives designed to strengthen community-police relations and support reform efforts. By setting clear priorities and sharing them with the public, CPD ensures that its approach to engagement remains focused, proactive, and responsive to community needs. The publication of this plan will also provide a framework for residents and stakeholders to understand CPD's ongoing commitments and hold the department accountable for its actions throughout the year.

## Training Community Advisory Committee

The Training Community Advisory Committee (TCAC) was created by CPD's Training and Support Group (TSG) to create community engagement opportunities around various trainings that CPD was providing for recruits and during in-service training. The TCAC comprises of community members, many who represent a community-based or advocacy organization. TCAC meetings monthly with members of TSG where they review draft training plans and curriculums to hear directly from the community on potential changes and revisions to the curriculum. While TCAC often reviews most of the Department's training curriculums, more specialized training such as ones required in the Impartial Policing section of the consent decree, will also receive more focused engagement and collaboration with community stakeholders with in-depth knowledge and experience of that particular topic.

## Public Sentiment Surveys

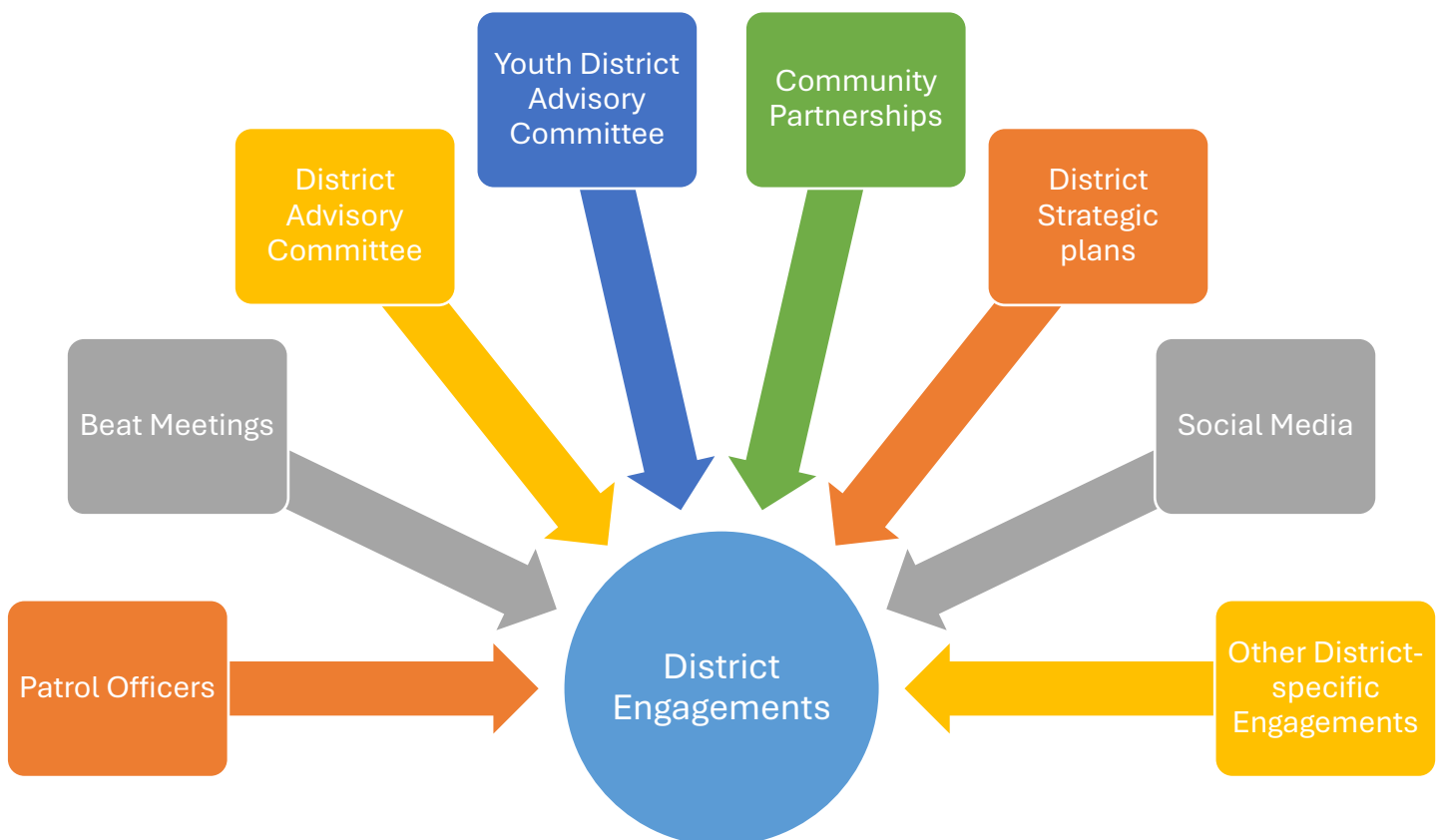
Through a partnership with Zencity, CPD conducts monthly public sentiment surveys to engage directly with communities across the city, gathering over 2,000 responses each month from all 22 police districts. These surveys offer residents the opportunity to share their perspectives on key issues, including how safe they feel in their neighborhoods, how fairly they believe CPD treats all people, and how respectful officers are toward individuals. By regularly collecting this feedback, CPD can track public sentiment, assess the impact of its policing and reform efforts, and make data-driven adjustments to better address community concerns. This ongoing engagement ensures that CPD remains responsive to the needs of Chicago's diverse neighborhoods, fostering greater trust, accountability, and transparency in its relationship with the public.

Zencity recruits survey respondents through digital platforms to reach a broad and diverse cross-section of the community. Using targeted ads on social media, mobile apps, and survey panels, Zencity engages people on any digital device, such as smartphones, tablets, or desktops, ensuring accessibility for residents who might be missed by traditional surveys. This method allows Zencity to quickly gather large, representative samples of local populations. With 93% of U.S. adults using the internet, according to a 2021 Pew Research Center study, this approach effectively reaches a wide range of demographics, including traditionally hard-to-reach groups like younger people.

CPD uses this data gathered from Zencity's public sentiment surveys to gain a deeper understanding of community perspectives on public safety, fairness, and police conduct across the city. By analyzing feedback from a diverse and representative sample of residents, CPD will identify trends, concerns, and areas for improvement in its policing strategies. This data will guide CPD's decision-making and help shape policies that are more aligned with community needs. Additionally, CPD will use the insights to measure the effectiveness of its reform efforts, ensuring that they promote trust, transparency, and respect in interactions with the public. The regular monthly collection of data also allows CPD to track changes in public sentiment over time, enabling more responsive and informed adjustments to its approach to public safety and community engagement.

## Tier 2: District-level Strategies

District-level community engagement is a cornerstone of CPD's approach to building trust, transparency, and collaboration with residents. Each police district in Chicago is responsible for developing and maintaining strong, positive relationships with the communities it serves. By engaging residents at the district level, CPD ensures that local voices are heard, and community concerns are addressed directly. District-level engagement includes a variety of activities, such as regular community meetings, problem-solving initiatives, partnerships with local organizations, and participation in community events. This localized approach allows each district to tailor its strategies to the unique needs of its neighborhoods, fostering a sense of shared responsibility for public safety and creating more effective, community-driven solutions.



## District Community Policing Office

District Community Policing Offices are dedicated teams within each police district of the Chicago Police Department (CPD) that implement the community policing philosophy on a local level. Guided by Special Order S02-03-16, these offices focus on engaging community members directly, facilitating partnerships, and developing strategies tailored to the unique needs of their respective neighborhoods. District Community Policing Offices work closely with community stakeholders, such as residents, local businesses, and nonprofit organizations, to identify concerns, address quality-of-life issues, and collaborate on solutions that promote public safety.

Each District Community Policing Office within CPD includes a specialized team of officers and coordinators who focus on specific community needs and partnerships. The roles within each district office include:

- **Community Policing Sergeant:** Leads the district's community policing initiatives, overseeing outreach and engagement efforts to ensure they align with CPD's mission and local needs.
- **Affinity Liaison Officer:** Acts as a point of contact for specific affinity groups within the community, fostering relationships with underrepresented or unique populations.
- **Court Advocacy Liaison Officer:** Works with community members involved in the legal system, providing support and facilitating engagement with court processes.
- **Faith-Based Liaison Officer:** Engages with religious and faith-based organizations, supporting collaborative efforts for community improvement and public safety.
- **Older Adults Liaison Officer:** Supports older residents by addressing safety concerns unique to older adults and connecting them with resources and support networks.
- **Youth Liaison Officer:** Builds positive relationships with young people in the community, working to address youth-specific issues and promote youth engagement.
- **Domestic Violence Liaison Officer:** Assists community members affected by domestic violence, offering resources and support while promoting awareness and prevention.
- **Business Liaison Officer:** Connects with local businesses to address safety concerns, foster economic growth, and promote crime prevention within the business community.
- **Community Organizer:** Engages residents and community groups in problem-solving and public safety initiatives, helping mobilize community resources for collaborative improvements.

These roles are integral to implementing CPD's community policing vision, enabling each district to address specific concerns and enhance public safety through meaningful community partnerships.

Additionally, these offices coordinate a range of non-enforcement public activities and manage community partnerships to enhance transparency and trust between CPD and the public. By maintaining regular communication with the Office of Community Policing, District Community Policing Offices ensure that CPD's engagement efforts are consistent, well-documented, and responsive to the evolving needs of Chicago's communities.

## Beat Meetings

Beat Meetings are hyper-local community gatherings held within specific geographic boundaries, or "beats," within the police district. These meetings provide an opportunity for residents to engage directly with district leadership and patrol officers to discuss crime trends, quality-of-life concerns, and other neighborhood issues. During these meetings, attendees can voice their concerns, share insights, and collaborate with district members to identify solutions tailored to their community's unique challenges. Beat Meetings are an essential part of CPD's community policing strategy, fostering transparency, trust, and problem-solving partnerships. They are held at least every other month to ensure consistent communication and ongoing collaboration between the community and law enforcement.

In each Beat, a Beat Facilitator plays a crucial role in ensuring effective collaboration between the community and CPD. A Beat Facilitator is a community volunteer who partners with district leadership to help organize and facilitate the Beat Meetings. They serve as a bridge between residents and police officers, helping to guide discussions, ensure all voices are heard, and foster open communication. Beyond meetings, Beat Facilitators also help lead the community's response to action plans developed during these gatherings, working with neighbors to address crime prevention strategies and quality-of-life concerns. Their leadership is vital in keeping the momentum going between meetings, ensuring that community-driven solutions are implemented and monitored for effectiveness.

## District Advisory Committee

The District Advisory Committee (DAC) is a group of community stakeholders and partners who collaborate with district leadership monthly to discuss and shape district-wide strategies for public safety and community well-being. Comprising of residents, business owners, faith leaders, and representatives from community organizations, the DAC provides a platform for diverse voices to share their insights, offer feedback, and participate in the development of policing strategies. These meetings focus on addressing broader district-level issues, such as crime reduction, community engagement, and resource allocation, with the goal of ensuring that CPD's initiatives reflect the unique needs and priorities of the

district. By fostering ongoing dialogue and collaboration, the DAC plays a vital role in shaping and supporting effective, community-oriented policing efforts.

## Youth District Advisory Committee

The Youth District Advisory Committee (YDAC) is a youth-focused extension of the District Advisory Committee, designed to address quality-of-life issues impacting young people while fostering positive relationships between youth and the police. Meeting bi-monthly with district leadership, the YDAC offers young residents a platform to voice their concerns, share ideas, and work collaboratively on solutions to issues that affect their daily lives. By focusing on topics such as safety, education, recreation, and overall well-being, the YDAC helps shape strategies that are responsive to the unique needs of young people. This committee also plays a crucial role in building trust and mutual understanding between youth and law enforcement, promoting positive, respectful interactions that contribute to a safer and more supportive community environment.

## Community Partnerships

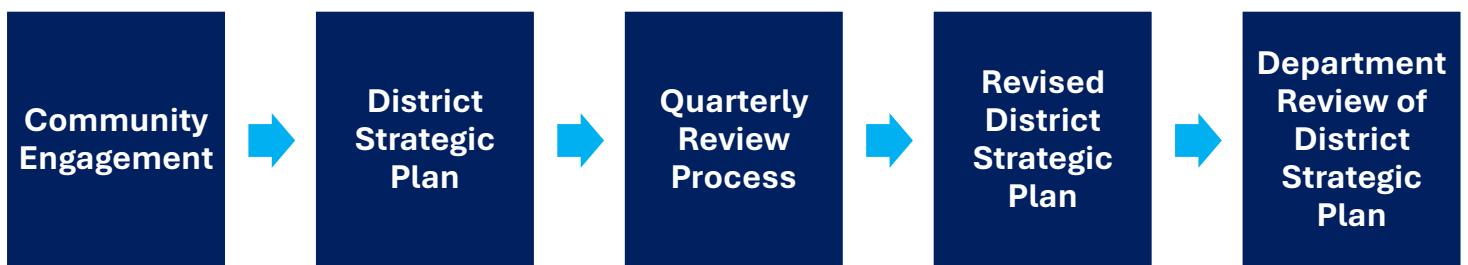
Community partnerships are essential engagement tools for police districts, particularly in addressing the root causes of crime and violence. By collaborating with local organizations, schools, faith-based groups, and other stakeholders, police departments can gain deeper insights into the underlying social issues that contribute to crime, such as poverty, lack of access to education, and insufficient mental health resources. These partnerships facilitate a holistic approach to public safety, where law enforcement works alongside community members to develop targeted strategies that address not only immediate concerns but also the systemic factors driving criminal behavior. Engaging with community partners fosters trust and open communication, enabling law enforcement to tailor their efforts to meet the unique needs of the community. This collaborative approach not only enhances public safety but also promotes long-term solutions that contribute to the overall health and well-being of neighborhoods.

## District Strategic Plans

The District Strategic Plan represents a comprehensive year-long blueprint for each police district in Chicago, meticulously crafted to address the unique challenges and priorities of the communities they serve. Informed by a synthesis of community feedback and analysis of crime trends, the plan outlines the district's top three crime prevention and fighting strategies, strategically prioritized to maximize impact and efficacy. These strategies are tailored to the specific needs and dynamics of the district, drawing upon insights from direct engagement with residents, community leaders, and stakeholders. Whether targeting hotspots of criminal activity, addressing underlying social determinants of crime, or

enhancing community-police partnerships, each strategy is designed to leverage the district's resources and expertise to mitigate risk, deter criminal behavior, and enhance public safety.

In parallel, the District Strategic Plan delineates a set of community engagement priorities, reflecting the district's commitment to fostering transparency, accountability, and trust between law enforcement and residents. These priorities encompass a spectrum of initiatives aimed at promoting dialogue, collaboration, and mutual understanding within the community. From regular community meetings and neighborhood forums to youth outreach programs and civilian police academies, these engagements serve as vital platforms for residents to voice their concerns, share insights, and actively participate in shaping the district's approach to policing. By embedding community engagement at the heart of its strategic framework, the district aims to cultivate a culture of shared responsibility and collective action, empowering residents to play an active role in advancing public safety and well-being in their neighborhoods. Through this integrated approach, the District Strategic Plan endeavors to forge resilient communities where trust, safety, and justice prevail.



## District Social Media

Social media plays a vital role in engaging residents across each police district, providing a dynamic platform for CPD to communicate, share information, and foster community connections. Through official district social media accounts, CPD can disseminate timely updates on crime trends, public safety initiatives, and upcoming community events, ensuring that residents are well-informed and involved. Social media also allows for real-time interaction, enabling residents to ask questions, voice concerns, and provide feedback directly to law enforcement. By showcasing community partnerships, highlighting local success stories, and promoting positive interactions between police officers and residents, social media helps to humanize the department and build trust within the community. Additionally, it serves as a valuable tool for gathering public sentiment and gauging community needs, ultimately enhancing the department's ability to respond effectively to the unique challenges faced by each district.

All CPD districts are set up to use the following social media channels:

- Facebook
- Instagram
- X (formerly known as Twitter)

## Community-hosted Engagements

Community-hosted engagements are crucial opportunities for CPD to connect with residents in settings that are familiar and comfortable for the community. By actively attending events and meetings organized by local groups, organizations, and stakeholders, CPD can engage with diverse voices and gain insights directly from residents who might not attend police-hosted events. Being present at these community-led gatherings allows CPD to build trust, demonstrate transparency, and show a genuine commitment to listening and addressing community concerns. This attendance is important because it signals CPD's willingness to meet residents where they are and participate in ongoing, community-driven conversations. Engaging at these events also helps officers and leadership understand the unique needs and challenges of different neighborhoods, fostering collaboration that leads to more effective problem-solving and stronger community-police relationships.

Some examples of common community-hosted engagements that CPD attends include:

- ***Neighborhood Association Meetings:*** CPD officers and leadership attend local neighborhood or block club meetings to discuss safety concerns, share updates, and listen to residents' feedback.
- ***Community Forums:*** CPD participates in community-led forums that address public safety, quality-of-life issues, and other neighborhood concerns, providing insights and responding to questions from the community.
- ***Local Business and Merchant Association Gatherings:*** Officers engage with local business owners to discuss issues like shoplifting, vandalism, and general neighborhood safety, fostering partnerships to address these concerns.
- ***Cultural or Religious Community Events:*** CPD representatives attend events hosted by cultural organizations, religious institutions, or affinity groups, building relationships and understanding the specific needs of these communities.
- ***Youth Organization Programs:*** Officers take part in community programs led by youth organizations, engaging with young people and discussing issues related to safety, mentorship, and community resources.
- ***Public Health and Safety Fairs:*** CPD collaborates with community health organizations at events focused on public health and safety, promoting awareness and resources on issues like drug prevention, mental health support, and domestic violence.

## Other District-specific Engagements

In addition to the structured mentioned, CPD allows for each police district to have the discretion to implement a variety of other community engagement initiatives tailored to their unique needs and circumstances. These discretionary engagements can include community forums, safety workshops, youth outreach programs, and neighborhood clean-up events, among others. By leveraging the input and preferences of local residents, districts can create opportunities for direct interaction with law enforcement, foster open dialogue, and address specific community concerns. Such flexibility allows police districts to adapt their engagement strategies to reflect the diversity and dynamics of their neighborhoods, ensuring that the voices of residents are heard and incorporated into the department's efforts. Ultimately, these tailored engagements enhance the overall relationship between the police and the community, promoting trust, collaboration, and a shared commitment to public safety.

# Tier 3: Member Interactions

## Patrol Officer Engagement

Patrol officers play a vital role in the Chicago Police Department's community engagement efforts, serving as the frontline connection between law enforcement and the public. Through daily interactions with residents, patrol officers build relationships and foster trust within the neighborhoods they serve. A key aspect of their role in community engagement is their use of problem-solving techniques to address local concerns. Patrol officers work closely with community members to identify recurring issues—such as crime patterns, quality-of-life concerns, or public safety challenges—and collaborate on developing practical solutions.

In addition to these core responsibilities, patrol officers engage with community in various non-enforcement ways. These engagements encompass some of the most common ways that patrol officers engage with community on a regular basis:

- **Ongoing Non-Enforcement Contacts:** Officers can initiate informal conversations with residents while on patrol, offering a friendly presence and encouraging community members to voice their concerns without the fear of enforcement action.
- **Community Check-Ins:** Officers can conduct regular check-ins in neighborhoods, actively reaching out to residents to assess their feelings of safety and gather feedback on local issues. This proactive approach reinforces the department's commitment to listening to the community's needs.
- **Problem-Solving Initiatives:** Officers can work with residents, businesses, and other community partners to collaboratively address issues such as vandalism, drug activity, or troubled buildings.
- **Collaboration with Community Partners:** Officers can work alongside local organizations, schools, and community groups to address specific challenges, pooling resources and expertise to devise effective solutions.
- **Attending Neighborhood Events:** By participating in or hosting events such as block parties, safety fairs, or educational workshops, officers can connect with residents in a relaxed setting.

By engaging in these various community-led initiatives and maintaining ongoing non-enforcement contacts with the public, patrol officers help ensure that the department's efforts are responsive to the unique needs of each neighborhood. This reinforces CPD's commitment to community-oriented policing, ultimately contributing to safer and more resilient communities.

# Evaluation of Community Engagement

CPD is committed to continuously assessing and improving its community engagement efforts to ensure they are effective, meaningful, and responsive to the needs of the community. To achieve this, CPD will implement a comprehensive evaluation process that incorporates both qualitative and quantitative measures, providing a holistic understanding of how well the engagement framework is working and identifying areas for enhancement. Key components of this evaluation process include:

1. **Community Engagement Metrics:** CPD will establish clear metrics to assess the frequency, reach, and impact of its community engagement activities. Metrics such as attendance at community meetings, the number of engagements hosted, and participation in community-led events will provide insights into the effectiveness of district and department-wide initiatives.
2. **Regular Community Feedback Surveys:** CPD will utilize public sentiment surveys to gather ongoing feedback from residents across all 22 police districts. These surveys will measure residents' perceptions of safety, trust in the police, and the effectiveness of CPD's engagement efforts. Conducted on a monthly basis, these surveys will help track trends over time and inform adjustments to strategies.
3. **Partnership Effectiveness Reviews:** CPD will conduct regular reviews of its partnerships with community organizations, advisory committees, and local stakeholders to evaluate the strength and outcomes of these collaborations. This will include assessing how well these partnerships are helping to address community concerns and support CPD's broader goals of crime reduction and trust-building.
4. **Feedback from Community Advisory Committees:** CPD will actively seek input from its advisory panels, such as the Community Policing Advisory Panel (CPAP) and the Training Community Advisory Committee (TCAC), to evaluate the effectiveness of engagement initiatives. These committees will provide valuable insights on areas where CPD's community engagement strategies can be improved and will help guide future efforts.
5. **Internal Review and Reporting:** CPD will conduct periodic internal reviews to analyze data from community feedback, engagement metrics, and partnership outcomes. Findings will be compiled into reports that outline successes, challenges, and recommendations for improving engagement efforts. These reports will be shared with district leadership and relevant stakeholders to ensure accountability and transparency.

Through these evaluation efforts, CPD aims to ensure that its community engagement plan is not just a static framework but an evolving strategy that adapts to the needs and priorities of Chicago's diverse neighborhoods.

## Community Engagement Metrics

CPD will track and analyze the following metrics to evaluate the effectiveness of its community engagement strategy:

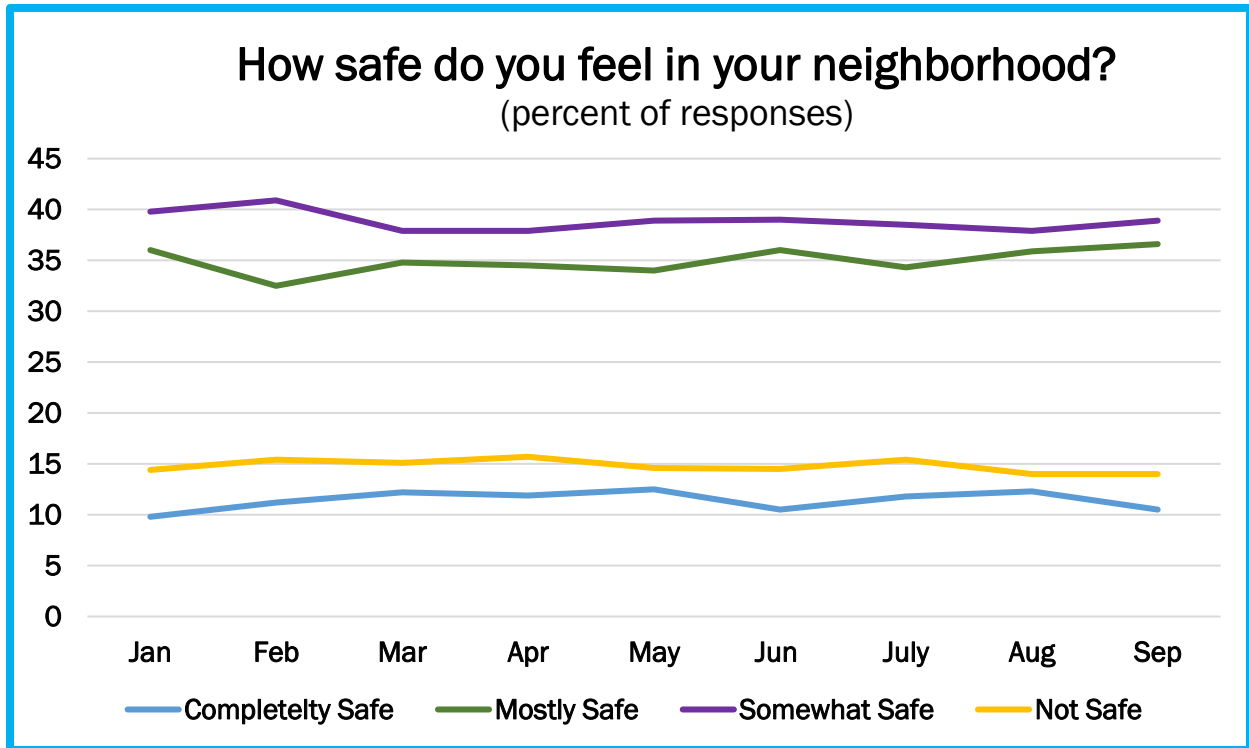
- **Event Attendance Rates:** Track attendance at CPD-hosted and co-hosted engagements to gauge community interest and involvement levels across districts and citywide. Include a focus for number of community members who continue to come to engagements and number of first-time attendees.
- **Post-Engagement Survey Results:** Analyze feedback from post-engagement surveys to measure attendee satisfaction, perceived value, and suggestions for improvement following CPD-hosted events.
- **Post-Contact Survey Feedback:** Collect and review data from post-contact surveys with residents to assess perceptions of officer professionalism, respectfulness, and adherence to engagement standards.
- **Community Advisory Committee Participation:** Track participation rates and contributions from members of advisory committees, such as the Community Policing Advisory Panel (CPAP), District Advisory Committee (DAC) meetings, and Training Community Advisory Committee (TCAC), to evaluate stakeholder engagement.
- **Number of Non-Enforcement Contacts:** Measure non-enforcement interactions, such as community check-ins and problem-solving activities, to assess the extent of proactive engagement by officers.
- **Social Media Engagement:** Evaluate engagement metrics from CPD's social media platforms, such as likes, shares, comments, and reach, to understand public response to online information and updates.
- **Community Sentiment Data:** Regularly monitor public sentiment surveys to gauge overall community trust, feelings of safety, and perceptions of CPD's fairness and respectfulness.
- **Community Feedback on Policy and Training:** Collect input from community stakeholders regarding CPD policies, procedures, and training content, assessing alignment with public expectations and community needs.
- **Year-over-Year Comparison of Engagement Goals:** Compare engagement metrics annually to measure progress and identify areas for improvement, ensuring continuous enhancement of CPD's community engagement initiatives.

## Regular Community Feedback Surveys

### Public Sentiment Survey

In addition to using the Zencity public sentiment surveys as a tool to support community engagement, CPD will also use Zencity to measure and evaluate the Departments

community engagement plan and efforts. An important component of these sentiment surveys includes asking residents about their perception of safety and respect within their community. CPD believes that with effective implementation of its community engagement and partnership efforts, overtime the public sentiment of safety and respect should gradually increase.



\*Zencity survey results on public perception of safety, January - September 2024

### Post Contact Survey

In 2025, CPD will begin utilizing post-contact surveys following officer interactions with community members to assess the impact and effectiveness of their engagement. These surveys provide residents with a direct opportunity to share feedback on their recent experiences with CPD officers, focusing on aspects such as professionalism, respect, and responsiveness. By analyzing this feedback, CPD gains valuable insights into how well officers are adhering to policies and trainings, particularly those emphasizing respectful, fair, and non-enforcement interactions. The data collected also helps the Department identify areas where officers may benefit from additional training or guidance, ensuring that community interactions are positive and constructive. This commitment to continuous improvement through resident feedback strengthens CPD's accountability to the public and builds trust within the community.

## Engagement Surveys

CPD will conduct surveys following CPD-hosted community events to measure public sentiment and satisfaction with the engagement and to gather constructive feedback for future improvements. These surveys enable attendees to share their thoughts on the event's structure, accessibility, and the relevance of the information presented. By capturing the community's perspectives on what went well and what could be enhanced, CPD can refine its approach to hosting events, ensuring that future engagements are more impactful and responsive to residents' needs. Feedback from these surveys not only helps CPD align its efforts with community expectations but also underscores its commitment to transparency and continuous improvement, reinforcing trust and mutual respect between the Department and the public.

## Partnership Effectiveness Reviews

OCP will review all formal community partnerships, while district commanders, along with the District Community Policing Office and District Advisory Committee (DAC), will annually review all informal community partnerships within their respective districts. This review process, outlined in Department Special Order S02-03-16: Community Partnerships, focuses on assessing whether engagement goals are being met, evaluating the involvement of community organizations in problem-solving, and ensuring contact information accuracy. Each district will report its findings to OCP, which will document these efforts in the Community Policing Annual Report. Key metrics include the number of engagements conducted, the number of residents reached, and outcomes such as reductions in calls for service or crime rates.

Following the review, decisions will be made regarding the continuation of partnerships. OCP will consider contract terms when assessing formal partnerships, while district commanders will decide on informal partnerships with input from DACs. Proper documentation and contact information will be maintained in the Community Engagement Management System (CEMS). Additionally, OCP and district offices will work with DACs year-round to identify new community organizations for future partnerships, ensuring ongoing engagement with diverse stakeholders.