

CPD Citizen's Survey

CALEA LE 45.2.2

2/1/2020

Chicago Police

Office of Community Policing





Summary of Results

Citizens Survey, Feb 2020

In compliance with CALEA Law Enforcement Standard 45.2.2 "Citizen's Survey," the Chicago Police Department utilized an outside vendor, Elucd, for the biennial community survey. This summary report is compiled based on the results of the survey and to assess where community policing is heading with the Chicago Police Department and the members of the community.

The survey was conducted in February 2020, using a digital survey-based surveying technology. The vendor conducted a demographically-representative survey of 1000 Chicago community members. Elucd solicited and gathered residents' opinions on CPD's effectiveness in solving crimes, the level of satisfactions with community-related efforts and the amount of respect the CPD shows towards the community. In addition, overall responsiveness and interaction with the police was measured to understand community sentiment about the Chicago Police Department and other relevant aspects of public safety.

Elucd survey results are included with this summary report and the findings seem to maintain consistency with surveys conducted in the past. Nearly 40% of the residents found that CPD is somewhat effective at solving crimes, in addition to the 31% that found CPD overall is effective at a great to moderate extent.

In late 2019, CPD began to develop Strategic Plans Department-wide, which required all bureaus of the Department to engage with the community and receive input from the community members. For the month of October, Department members attended "Community Conversations" around the city to listen and speak with community members in an effort to develop a strategic plan which fits that Bureau's operational need. These conversations were well received by the community and Department members. The feedback was very informative and then utilized to establish a Bureau strategic plan for each bureau of the Department. This method of "Community Conversations" played a significant role on the community's view of the overall effectiveness of CPD, because it allowed for community members to engage more on a one on one level with Department members and in return see the Department take the feedback and utilize it throughout. For example, several members of the community voiced their concerns that they would like more input on the developing of Department policy. CPD took that recommendation and established a plan to conduct six (6) "Community Conversations" each quarter to allow community members an opportunity to voice their ideas on policies that are under



revision. These Policy community engagement sessions began in February 2020 and greatly impacted the results of this survey.

The survey also revealed that over half of Chicago residents believe CPD officers show respect towards their community members. When asked, 56% of the residents surveyed, agreed that CPD are greatly or moderately respectful to community members. CPD is maintaining the trust that they have diligently worked for over the years with the introduction of the Community Policing Advisory Panel (CPAP) in 2016. The communication efforts from CPD and the community have proven to have great success. The majority of community members have a positive perception of officers' attitudes and behaviors and that is because the role of community policing has changed amongst the Department.

Overall, the survey addressed that 42% of those surveyed believe CPD officers are greatly or moderately responsive to concerns of safety and security in their community. Again, the Strategic Plans that the Department began working on late 2019 allowed for CPD officers to openly engage with community members and hear what safety concerns they had and how they were specific to each individual community. These safety and security concerns were brought back to each district, and a strategic plan was established based on the community members' input. When the community sees that their voice is heard, it allows for them to have a positive reaction that the Department cares for their safety and individual concerns.

The survey established a common recommendation by those that were surveyed, which was that CPD should spend more time working with community members to solve various problems. 53% recommend CPD needs to collaborate more with the community. These recommendations are enthusiastically welcomed by CPD. The Department continues in 2020 to form a more open relationship with the community by establishing working groups and community engagement sessions to offer input on Department policy, training, recruitment and other developments that can strengthen the relationship with CPD and the community. For the first time ever in CPD history, the community and CPD are collaborating in a working group that is reviewing CPD "Use of Force" policy. This group meets regularly to discuss what are the best practices regarding use of force as well as how CPD can do better to ensure their policy meets the needs of the Department and the community.

Moving forward, the citizen's survey will continue to be a supportive platform in building crime prevention initiatives, strategic plans and community engagements sessions. Community input is important to CPD's framework and maintaining the strong positive relationships with the community CPD serves.



TO: Chicago Police Department
FROM: Elucd
RE: Results: February 2020 CPD CALEA Survey
DATE: August 18, 2020

Using its digital survey-based surveying technology, Elucd conducted a demographically-representative survey¹ of 1,000 Chicago residents in February 2020 to understand local community sentiment about the Chicago Police Department and other relevant aspects of public safety. Elucd solicited and gathered residents' opinions on CPD's effectiveness in solving crimes, the level of satisfaction with community-related efforts and the amount of respect that CPD shows towards community, and the overall responsiveness and interaction with the police.

Results are described in detail below.

Questions Asked

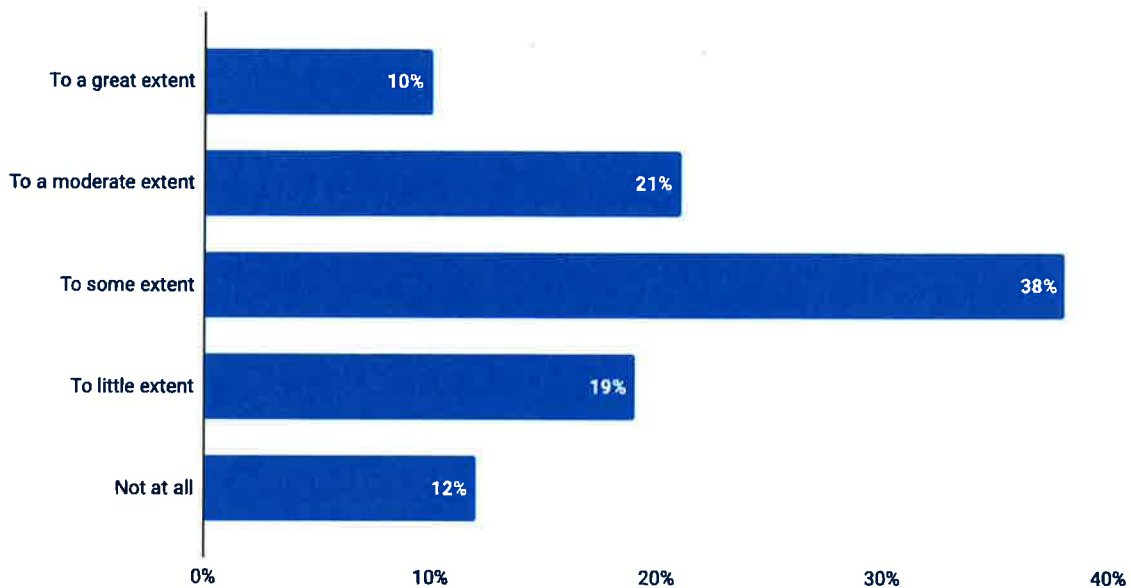
1. To what extent is the Chicago Police Department effective at solving crimes?
2. To what extent are you satisfied with the Chicago Police Department's efforts within your community?
3. To what extent are Chicago Police Department officers respectful towards members of your community?
4. To what extent are Chicago Police Department officers responsive to the concerns expressed by members of your community?
5. To what extent do you believe Chicago Police Department officers should spend more time working with community members to solve various problems in the community?
6. In the past 12 months, to what extent have you interacted with the Chicago Police Department concerning 911 emergency calls?
7. To what extent were you satisfied with this interaction?

¹ Elucd collects a demographically-balanced sample along the following dimensions, matched against U.S. Census American Community Survey data: (i) race; (ii) age; (iii) sex; (iv) income level; and (v) educational attainment level.



Results

To what extent is the Chicago Police Department effective at solving crimes?



Chicago residents are split in opinion about the Chicago Police Department's effectiveness in solving crimes.

- 31% of residents thought that CPD was overall effective to a great or moderate extent -- as many as those who thought CPD was only effective to little extent or not at all.

More residents are satisfied with CPD efforts in their community than not.

- 42% expressed that they were satisfied moderately or greatly with the police efforts in their community.
- On the other hand, 31% felt that they were satisfied to a little extent or not at all.

Over half of Chicago residents believe CPD officers show respect towards their community members.

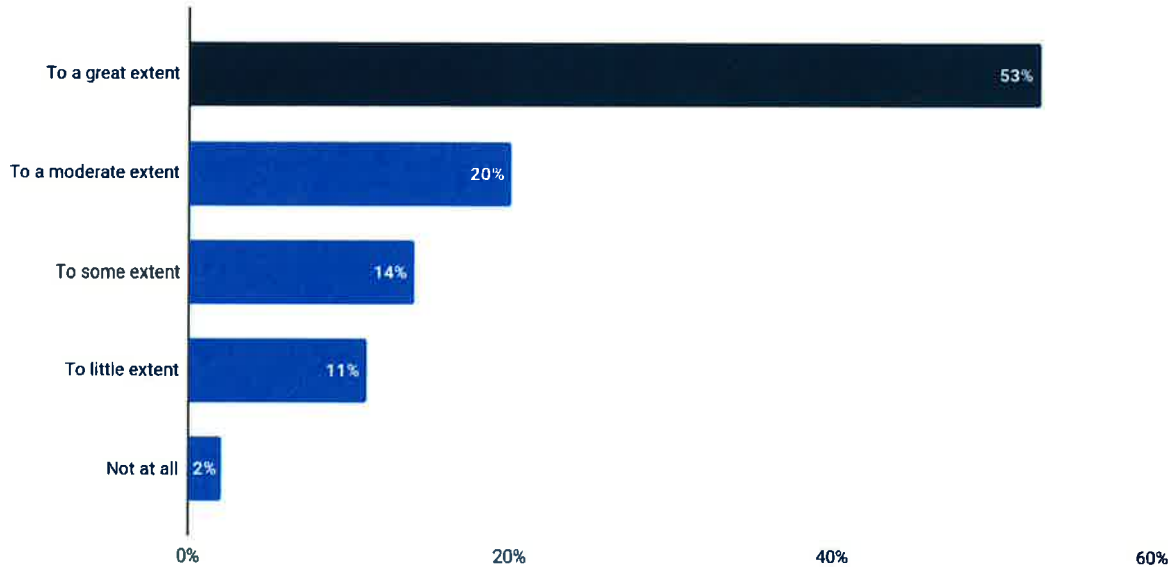
- 56% of residents think CPD officers are greatly or moderately respectful towards the members of their community, compared to 26% who disagree.



A plurality of residents feel that the Chicago Police Department officers are responsive to the concerns expressed by members of their community.

- 42% of residents think CPD officers are greatly or moderately responsive towards the concerns expressed by members of their community, compared to 28% who disagree.

To what extent do you believe Chicago Police Department officers should spend more time working with community members to solve various problems in the community?

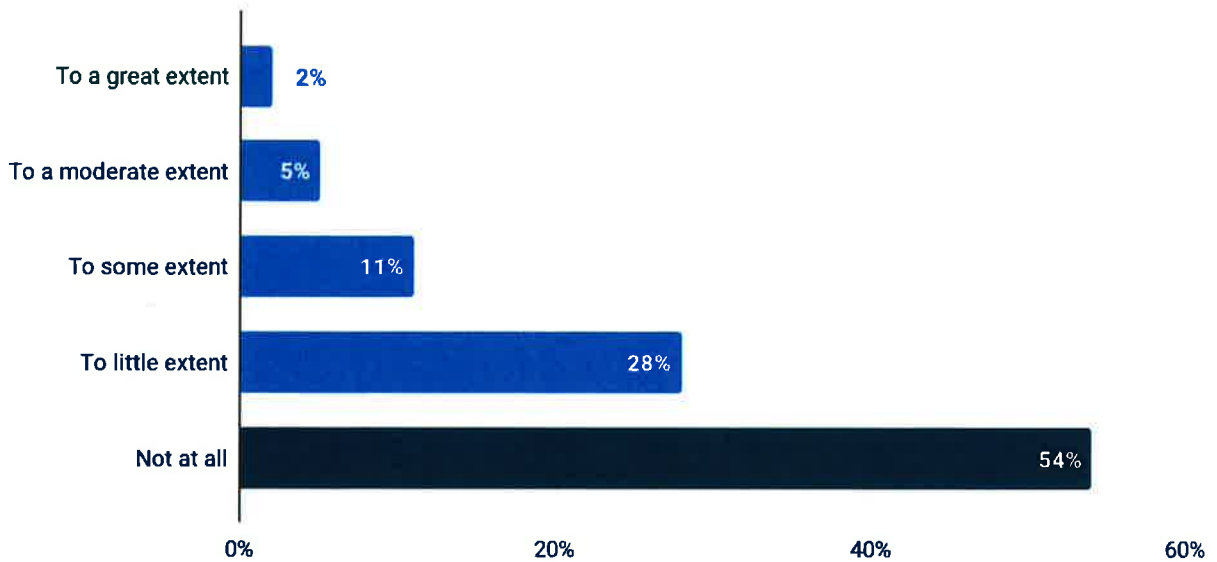


A majority of residents think CPD officers should spend more time working with community members to solve various problems.

- 53% strongly believe CPD should spend more time collaborating with community members; another 20% agree to a moderate extent.
- Only 13% agree to a little extent or not at all.



In the past 12 months, to what extent have you interacted with the Chicago Police Department concerning 911 emergency calls?



In the past 12 months, only 7% of residents have greatly or moderately interacted with the CPD regarding 911 emergency calls.

- Over half (54%) say they have not interacted with the CPD in this manner at all, and 28% say they have to a little extent.
- Of those who have interacted - 38% felt greatly to moderately satisfied with the interaction and 16% satisfied to a little extent or not at all.

CPD CALEA Survey Feb 2020 Topline

Total Interview: 1,000

Margin of Error: +/- 3.1%

Question 1

To what extent is the Chicago Police Department effective at solving crimes?

TO A GREAT EXTENT	10%
TO A MODERATE EXTENT	21%
TO SOME EXTENT	38%
TO LITTLE EXTENT	19%
NOT AT ALL	12%
NA/REFUSED	1%

Question 2

To what extent satisfied with CPD's efforts within your community?

TO A GREAT EXTENT	15%
TO A MODERATE EXTENT	27%
TO SOME EXTENT	27%
TO LITTLE EXTENT	17%
NOT AT ALL	14%
NA/REFUSED	1%

Question 3

To what extent are Chicago Police Department officers respectful towards members of your community?

TO A GREAT EXTENT	28%
TO A MODERATE EXTENT	28%
TO SOME EXTENT	17%
TO LITTLE EXTENT	16%
NOT AT ALL	10%
NA/REFUSED	1%

Question 4

To what extent are Chicago Police Department officers responsive to the concerns expressed by members of your community?

TO A GREAT EXTENT	20%
TO A MODERATE EXTENT	22%
TO SOME EXTENT	30%
TO LITTLE EXTENT	18%
NOT AT ALL	10%
NA/REFUSED	*

Question 5

To what extent do you believe Chicago Police Department officers should spend more time working with community members to solve various problems in the community?

TO A GREAT EXTENT	53%
TO A MODERATE EXTENT	20%
TO SOME EXTENT	14%
TO LITTLE EXTENT	11%
NOT AT ALL	2%
NA/REFUSED	*

Question 6

In the past 12 months, to what extent have you interacted with the Chicago Police Department concerning 911 emergency calls?

TO A GREAT EXTENT	2%
TO A MODERATE EXTENT	5%
TO SOME EXTENT	11%
TO LITTLE EXTENT	28%
NOT AT ALL	54%
NA/REFUSED	*

Question 7

To what extent were you satisfied with this interaction?

TO A GREAT EXTENT	26%
TO A MODERATE EXTENT	12%
TO SOME EXTENT	26%
TO LITTLE EXTENT	8%
NOT AT ALL	8%
NA/REFUSED	19%