



CHICAGO POLICE DEPARTMENT

PAX 501



JAMES M. ROCHFORD ACTING SUPERINTENDENT

Vol. 74

No. 1

18 January 1974

On 10 December 1973 the Department inaugurated a program designed to measure the quality of police service being received by the community. Each victim and/or complainant who was rendered service that resulted in the preparation of a case report was mailed a prepaid postcard asking for his comments. I would like to share with you the results we have received during the short period the program has been in effect.

In the first five weeks of the program, of the 39,976 postcards mailed, 4,970 cards were completed and returned. Comments ranging from satisfactory, very satisfactory, very good or excellent were submitted on 4,665 cards which represents approximately 94% of the total returned. This response is very gratifying to me, and most certainly is a compliment to every man and woman whose performance prompted such favorable replies.

We disregarded 58 cards as the answers did not relate to police service or the Post Office could not make delivery. The comments on the remaining 247 cards were:

Slow or no response	48
Discourteous conduct.	45
Inadequate follow-up.	37
Unsatisfactory service.	91
Miscellaneous	26

These comments have been broken down to indicate the experience by district as follows:

014 - 25	003 - 15	008 - 8
020 - 23	007 - 12	018 - 7
013 - 19	009 - 12	010 - 5
015 - 18	011 - 12	017 - 5
002 - 16	019 - 11	016 - 4
005 - 16	021 - 9	001 - 3
006 - 16	004 - 9	012 - 2

This survey reveals that a minority of our members have failed to provide the efficient, courteous service that we are expected to perform. Therefore, I have

instructed that an investigation be made into the circumstances which prompted the citizen to judge the service received as unsatisfactory. The results then will be evaluated to determine the necessary training steps to be taken to avoid a recurrence.

It is unfortunate that a single act of discourteous conduct or an inefficient performance reflects poorly on the thousands of men and women who do a creditable job. I urge each of you to handle every contact in a professional manner that will further enhance your image and that of the Chicago Police Department.

The Police Service Survey Program is succeeding. The evaluation of police service by citizens, although daring and innovative, can prove very helpful in our endeavors to identify and eliminate misconduct.

It is our ultimate goal to achieve a quality of service that is 100% satisfactory to the people of our community.

James M. Rochford

James M. Rochford
Acting Superintendent of Police