

CHICAGO POLICE DEPARTMENT

PAX 501

Matt L. Rodriguez, *Superintendent of Police*



VOLUME 95

22 JULY 1995

NUMBER 3

EXCEPTIONAL CIRCUMSTANCES, EXCEPTIONAL SERVICE

In all the attention given to last week's heat wave and to the immense personal tragedy the City endured, it is easy to lose sight of the enormous impact the heat had on our own Department — and the truly exceptional manner in which we responded. I am extremely proud of our actions, and I thank and congratulate our members for all the things — large and small — that you did to ease the trauma and prevent further loss.

I thank and congratulate the wagon crews and the other personnel who, despite the intense heat, performed the grueling, sorrowful, and often emotional task of removing the dead. You faced an unprecedented situation, and you provided extraordinary service.

I thank and congratulate the call-takers, dispatchers, and supervisors in the Communication Operations Section for your calm and composure in handling record call volumes. A week ago Thursday, you answered the highest number of calls for service ever experienced on a single watch in the Department's history. I thank and congratulate the police officers who responded to all those calls. When the community called, you answered in as timely a manner as possible under those conditions and with exceptional service.

I thank and congratulate our district personnel for your flexibility and creativity under the most stressful of circumstances. In many instances, you provided special attention to individuals who became vulnerable because of power outages in their homes and on streets that lacked both street and traffic lights. I thank and congratulate those members who assisted Water Department personnel who were out trying to cap open hydrants and restore badly needed water pressure to homes, businesses, and Fire Department crews.

I thank and congratulate the Senior Citizen/Neighborhood Relations and other officers who reached out to the community in countless ways to serve and protect residents as the blistering temperatures struck our City. Many of you stopped by nursing homes and CHA complexes to check on residents; you visited religious institutions and advised clergy to alert their congregations; you created phone trees; you drove through neighborhoods using your public address systems to warn seniors and ask people to check on their neighbors; you provided transportation; you created your own brochures and flyers.

Finally, I thank and congratulate all the members who played a vitally important supporting role — who kept our vehicles running, our equipment and computer systems operating, and our facilities open.

Across the board, our members operated with quiet professionalism and a strong sense of service to the community. Faced with exceptional circumstances, you proved once again that you are indeed "Chicago's finest."

A handwritten signature in black ink that reads "Matt L. Rodriguez". The signature is written in a cursive, flowing style.

Matt L. Rodriguez
Superintendent of Police