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News Release

For Immediate Release

Springfield police ask for community feedback

Individuals who have encounters with Springfield police officers will soon be able to rate their satisfaction level of the interactions as part of the National Police Research Platform's Police Community Interaction (PCI) Survey, administered by the University of Illinois at Chicago (UIC).

Beginning next week, the SPD will be offering many of the individuals with whom they come into contact an opportunity to participate in a survey designed to collect information that could help improve police procedures and approaches in not only Springfield, but also in the state and nationwide.

The goal of the PCI, administered through UIC's Center for Research in Law and Justice, is to collect data that will help establish new benchmarks for excellence in policing, and thus, help to improve the quality of police services delivered to the community. The SPD is one of approximately 100 agencies to participate in this innovative national program. Based on a pilot program that is part of the National Police Research Platform administered by UIC researchers, participating agencies will be able to use the survey data to monitor their performance and improve their training programs.

Participating in the survey will be simple. As police reports are filed, a letter will be sent to community members asking them to take a survey. The survey is available in Spanish and English and can be taken either online or by telephone. The online survey can be accessed through a computer or by scanning a QR code with a smart phone or tablet device. The letters will include a special code needed to participate in the survey to ensure that only one survey is completed for each encounter.

Police Chief Paul Williams says no one asked to participate in the survey should be concerned that the information could be used in other ways. "None of the survey information will be collected by the SPD since all survey responses will be managed by the UIC researchers," he said. The results provided to the agency will not include any information identifying the individual responding to the survey or the officer involved in the contact, as this information is never provided to UIC researchers.

Police encounters that involve traffic accidents and stops, as well as most non-violent crimes, will be part of survey. However, encounters that result from domestic violence or sexual assault, or which involve juveniles, will not be surveyed. It is the SPD's hope that anyone who has had an interaction with an officer and receives the letter will take the survey and provide honest feedback. Adds Williams, "Only then can we truly understand how our officers are interacting with the community and implement changes where they are needed."

Media Contact: [Lisa Cox](#), Public Affairs Officer
O: 864-1786 | C: 839-5301
Release authorized by: Chief Paul Williams