



Quarterly Report for the Community Policing Advisory Panel

# Chicago Police Department Office of Community Policing

4th Quarter 2019



# Introduction

The Community Policing Advisory Panel (the Panel or CPAP) was commissioned by Chicago Police Department (the Department or CPD) Superintendent Eddie T. Johnson in October 2016. The Panel's primary task was to develop recommendations "for the Department's renewed community engagement and collaboration efforts, in order to enhance public safety and restore trust." <sup>1</sup>

In October 2017, the Panel published its proposed recommendations to improve the Department's community engagement efforts. The recommendations were organized across seven pillars of community policing:

1. Sustainable relationships of trust between police and community.
2. A strong focus on engagement with the City's youth.
3. Standards for community policing initiatives so that these initiatives have clearly-defined objectives and contribute to the overall community policing effort.
4. A structure that reinforces community policing in every aspect of policing.
5. Robust community-oriented training for all members of the Department.
6. Effective problem-solving exercised jointly with the community and other city agencies.
7. Regular evaluation of the quality of community policing throughout the Department.

The Superintendent accepted all of the Panel's recommendations, and the implementation of all recommendations was incorporated into the consent decree negotiated between the State of Illinois and the City of Chicago. <sup>2</sup> The consent decree took effect March 1, 2019.

In its report, the Panel tasked the Office of Community Policing (OCP) with "[monitoring] progress toward implementation and issuing quarterly reports."<sup>3</sup> This Quarterly Report for the Community Policing Advisory Panel is intended to provide Panel members with a snapshot of progress made on the implementation of its proposals. OCP intends to publish the Quarterly Report every quarter moving forward.

## Overview of Quarterly Report Contents

This Quarterly Report contains the following sections:

- **Introduction** – background and context regarding the purpose and contents of the Quarterly Report
- **Message from Director Brooks** – highlights of new developments since the previous Quarterly Report
- **Summary Project Updates** – snapshot of CPAP recommendation projects and current status
- **How to Engage with CPD** – notable upcoming events and resources for how community members can get involved with the Department

<sup>1</sup> Community Policing Advisory Panel. (2017). Report of the Superintendent's Community Policing Advisory Panel.

<sup>2</sup> State of Illinois vs. City of Chicago. Case No. 17-cv-6260. 2019. Page 4.

<sup>3</sup> Community Policing Advisory Panel. (2017). Report of the Superintendent's Community Policing Advisory Panel.

# Message from Director Brooks



Dear Members of the Community Policing Advisory Panel,

The Office of Community Policing is excited to share with you its latest Quarterly Report, which covers our work in the fourth quarter of 2019. The fourth quarter was extremely eventful for OCP, with changes to Department leadership and the leadership team of our Office. The retirement of Deputy Chief Dwayne Betts after 33 years of service to the residents of Chicago, was especially impactful for our team. His vision and leadership will be sorely missed both in our office and across the City. Also bittersweet for our Office was the promotion of Lieutenant Patrina Wines to the rank of Captain. She now serves as the Executive Officer in the 003rd District.

Despite these critical departures from the leadership team of the Office of Community Policing, we continued to make strides with the implementation of the CPAP's recommendations. Our top priority in Q4 was the execution of our annual Department-wide community policing strategic planning process (CPAP Project #5). During this process, we convened 44 community conversations across the city (two in each district) over the course of October and November. The community

conversations were attended by roughly 1,000 community members city-wide for the October meetings, and about 700 community members city-wide for the November meetings. Nearly 1,200 attendees city-wide filled out surveys at the end of the community conversations, with some notable results below:

- 97% of 1,177 respondents across both community conversations agreed or strongly agreed with the statement: "I felt the process allowed my voice to be heard. I felt listened to." 70% of respondents strongly agreed with this statement.
- 83% of 473 respondents agreed or strongly agreed with the statement: "I felt this meeting enabled me to take on a leadership role in creating safer neighborhoods." Note that this question was only asked on the survey administered at the November meetings.
- 64% of 704 respondents agreed or strongly agreed with the statement: "In the past six months, I have noticed visible steps by police to improve conditions in my neighborhood." Note that this question was only asked on the survey administered at the October meetings.

We also allowed survey respondents to optionally self-report demographic information about themselves. From this we learned that:

- 54% of the 1,048 respondents who provided information about their age were over the age of 50, while 16% were 24 or younger
- 61% of the 893 respondents who provided information about their gender identified as female.

- 47% of the 803 respondents who provided information about their race were African-American, 28% were Caucasian, and 21% were Latino.

OCP intends to leverage this data to continue to improve our outreach and communications efforts to drive attendance and solicit authentic input from a representative cross-section of Chicago's communities.

We used these engagements to inform the development of crime reduction and community engagement priorities in each District. Notably, we also expanded the process to include all of the Department's Bureaus (the Bureaus of Detectives, Organized Crime, Internal Affairs, and Organizational Development). Each Bureau was required to produce a community engagement strategic plan for 2020. This is part of our constant effort to encourage an emphasis on community policing department-wide. Early in Q1, we will wrap up the strategic planning process for 2020. Quarterly reporting from each District and Bureau will then continue throughout the year, along with regular read-outs of strategic plan progress at CompStat meetings as well as beat and other community meetings.

Aside from the strategic planning process, the OCP team also achieved the following milestones:

- Held the 2nd Annual Youth Community Leaders Awards Ceremony to honor the year-long leadership and community service efforts of over 350 youth city-wide who are involved with a variety of CPD youth programs, including Youth Explorers, Youth District Advisory Council leaders, Peer Jury members, and trainees from the Chicago Police and Fire Training Academy. (CPAP Project #3)
- Completed the fall session of the Citizen's Police Academy (CPAP Project #1), graduating 37 members from the latest cohort.
- Through CPD's Office of Operational Compliance, launched a formal audit of our District Advisory Committees (DACs) city-wide to identify DAC strengths and opportunities for improvement (CPAP Project #1)
- Expanded the District Coordination Officer (DCO) pilot, which provides a select group of officers in the 015th and 025th districts the opportunity to spend time off-radio to build deeper community relationships and focus on problem solving associated with chronic issues identified by community members. The in-depth problem solving training the DCO's received will lay the groundwork for portions of the revamped recruit and in-service community policing training that officers will receive in the future (CPAP Project #10)

We look forward to continuing to make great strides in 2020. As always, we encourage you to review the progress made on the implementation of the CPAP recommendations. Thank you for your continued support and collaboration as we strive to build trusting relationships and safer communities.

Sincerely,  
Director Glen Brooks  
Office of Community Policing

# Summary Project Updates

Shortly after the consent decree took effect, the Department's Office of Reform Management (ORM) distilled the Panel's report into a set of 15 projects, each with specific milestones, which are to be executed by OCP.

OCP mapped those 15 projects to the seven pillars of community policing that the Panel identified. The section below shows the list of projects, how they map to each pillar, and the relevant paragraph numbers from the Panel's original report.

OCP recognizes that many of the projects being tracked are fairly broad in scope; as such, the status updates presented below have been determined based on the overall trajectory of the subcomponents within each project.

## Pillar 1: Sustainable relationships of trust between police and community.

### Project 1: Community Partnerships

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*CPAP Report Paragraph Numbers: 24, 31, 52, 62, 63, 78*

#### **Project Status**—On Track

#### **Prior Quarter Progress**

- Completed the fall 2019 Citizen's Police Academy training program
- Amended DAC bylaws / standards to incorporate the voting rights of the Youth District Advisory Councils
- Launched a survey of District Advisory Committee (DAC) officers and sub-committee members through CPD's Office of Operational Compliance to identify best practices and areas of improvement regarding DACs in each district.

#### **Notable Upcoming Milestone(s)**

- In Q1, OCP will develop a project plan and timeline to ensure successful collaboration with youth engagement partners such as the Chicago Public Schools Student Outreach and Reengagement Centers (SOAR) and the Office of Catholic Schools of the Archdiocese of Chicago; this was pushed to Q1 due to lack of bandwidth in OCP during Q4
- In Q1, OCP will begin to explore options for beat facilitator training, including key curriculum topics and potential teaching format options

#### **Other Goals and Potential Challenges**

- Developing improvements to beat meetings and launching beat meeting facilitation training will depend upon successful development of problem-solving and facilitation training (see Projects 10 and 11). Problem solving training was administered to the new class of District Coordination Officers in Q4 2019

## Project 2: Restorative Justice

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CPAP Report Paragraph Numbers: 39

### Project Status—On Track

#### Prior Quarter Progress

- Held meetings with community partners as part of the continued assessment of the Peer Jury program
- Convened a conversation of the Restorative Justice community regarding policy/protocol related to the underaged use of cannabis, a topic that is relevant to CPD's Diversion & Deflection programs

#### Notable Upcoming Milestone(s)

- In Q1, the Restorative Justice Strategies team will produce a written assessment of the Peer Jury Program

#### Other Goals and Potential Challenges

- Identifying funding sources, including philanthropic, for restorative justice programs and pilots
- Developing buy-in from Bureaus across CPD
- Convening community advisors to support restorative justice programming

## Pillar 2: A strong focus on engagement with the City's youth.

## Project 3: Youth Outreach

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CPAP Report Paragraph Numbers: 27, 28, 29

### Project Status—On Track

#### Prior Quarter Progress

- Convened a working group to begin drafting Standard Operating Procedures related to youth programming
- Hosted the 2nd Annual Youth Community Leaders Award Ceremony to honor the leadership and community service efforts of over 350 youth who participated in CPD programming
- Ensured that YDAC leaders were invited to attend DAC meetings starting in Q4; to date 17 of 22 districts have done so

#### Notable Upcoming Milestone(s)

- In Q1, the Restorative Justice Strategies team will produce written recommendations for potential emerging adults programming
- In Q1, OCP will develop specific youth engagement goals for 2020
- In Q1, OCP will continue to draft standard operating procedures for youth related programming

#### Other Goals and Potential Challenges

- Providing support and training to Districts on efforts to recruit youth participation in CPD programming
- Developing programming and content that resonates with youth

## **Pillar 3: Standards for community policing initiatives so that these initiatives have clearly-defined objectives and contribute to the overall community policing effort.**

### **Project 4: Department-Wide Community Policing Strategies**

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*CPAP Report Paragraph Numbers: 26, 44, 45, 47, 69, 83*

**Project Status**—On Track

#### **Prior Quarter Progress**

- Drafted 10 Standard Operating Procedures on a range of topics
- Developed a social media guide book for District social media accounts. Expanded selected districts' social media accounts to Facebook

#### **Notable Upcoming Milestone(s)**

- In Q1, OCP will continue to draft Standard Operating Procedures
- As SOPs are completed, OCP will share with other relevant CPD stakeholders, including Research & Development for policy revisions where appropriate
- In Q1, OCP will continue to expand Facebook usage to new districts

#### **Other Goals and Potential Challenges**

- Capacity to draft a high volume of Standard Operating Procedures at a given time (currently targeting 5-10 per month)

### **Project 5: Annual Strategy Review and Feedback**

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*CPAP Report Paragraph Numbers: 34, 37, 38*

**Project Status**—On Track

#### **Prior Quarter Progress**

- Hosted 44 community conversations, 2 in each district, to inform development of community policing strategic plans
- Reviewed and provided feedback to all 22 districts on initial drafts of their strategic plans
- Non-Patrol Bureaus attended October 2019 community conversations and developed draft strategic plans; DAC Chairs reviewed and provided input on Bureau plans
- Reviewed Q3 2019 quarterly reports from each District

#### **Notable Upcoming Milestone(s)**

- In February 2020, the 2020 plans will be published on the CPD website
- In Q1, OCP will make revisions to the form used to capture quarterly reports from the districts to ensure they capture relevant and useful information
- In Q1, OCP will continue to work with the Office of Crime Control Strategies to ensure that questions are asked about the plans at CompStat meetings

## Other Goals and Potential Challenges

- Managing OCP staff bandwidth given the volume of work involved in supporting District and Bureau plan development, including training for District and Bureau personnel, preparation of guidance documents, and review cycles across CPD
- Ensuring consistency of execution across Districts and Bureaus in terms of plan development, outreach for community input, and facilitation of community input meetings

## Pillar 4: A structure that reinforces community policing in every aspect of policing.

### Project 6: Create CPAP Project Plans

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*CPAP Report Paragraph Numbers: 2*

#### Project Status—Completed

#### Prior Quarter Progress

- Continued to update CPAP project plans for progress made and adjustments to timelines and deliverables as necessary
- Began to develop a process, including bi-weekly meetings, for regular discussion and reporting of progress made on CPAP project plans

#### Notable Upcoming Milestone(s)

- In Q1, OCP will continue to monitor progress against established timelines and modify as required

#### Other Goals and Potential Challenges

- Building project management skills in OCP to ensure rigorous project plan tracking

### Project 7: Quarterly Report to the CPAP

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*CPAP Report Paragraph Numbers: 56, 57, 58, 86*

#### Project Status—On Track

#### Prior Quarter Progress

- Published Q3 2019 quarterly report to the CPAP and posted on the CPD website

#### Notable Upcoming Milestone(s)

- In early May 2020, OCP will publish its next quarterly report, covering Q1 2019
- In Q2 2020, after the report has been published several times, OCP will draft an SOP document that outlines the process for collecting project updates and publishing quarterly reports

#### Other Goals and Potential Challenges

- Ensuring appropriate mechanisms are in place in OCP to track project progress on a regular basis; this will enable a smoother reporting process every quarter moving forward

## Project 8: Community Policing Staffing Assessment

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CPAP Report Paragraph Numbers: 51, 53, 71

### Project Status–Not Started

#### Prior Quarter Progress

- Passed a budget that included 19 new or unfilled roles, including:
- One (1) Community Policing (CAPS) Coordinator
- One (1) Area Coordinator
- One (1) Domestic Violence Advocate
- Two (2) Compliance Officers
- Three (3) Community Organizers
- Three (3) Crime Victim Advocate (Grant)
- Four (4) new Youth Service Coordinators
- Four (4) new Information Coordinators

#### Notable Upcoming Milestone(s)

- In Q1 2019, OCP will begin to review and revise job descriptions for District-level Community Policing positions as a pre-cursor to the staffing assessment

#### Other Goals and Potential Challenges

- Working with CPD Command Staff and other internal stakeholders to ensure ability and mechanism to meet target staffing levels, once staffing assessment is completed

## Project 9: Expand CPAP

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CPAP Report Paragraph Numbers: 46, 87, 99

### Project Status–Delayed

#### Prior Quarter Progress

- Continued efforts to formalize governance sub-committee to formalize CPAP structure and operations

#### Notable Upcoming Milestone(s)

- In Q1, OCP will continue to support the CPAP governance sub-committee as it works to formalize structure of the CPAP

#### Other Goals and Potential Challenges

- Collaborating with the CPAP to establish and document selection criteria for future expansion of the CPAP

## Pillar 5: Robust community-oriented training for all members of the Department.

### Project 10: Department-Wide Community Policing Training

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CPAP Report Paragraph Numbers: 30, 40, 62, 66, 68, 69, 70, 76, 79, 80, 89

**Project Status**—On Track

#### Prior Quarter Progress

- Presented an initial “Analysis” document<sup>4</sup> that outlines objectives and potential learning approaches for recruit community policing training to the CPAP and the Independent Monitoring Team
- Developed a master list of topics that should be covered in recruit community policing
- Developed and administered in-depth classroom and field problem solving curriculum to the new batch of District Coordination Officers; this curriculum can serve as a foundational component of in-service and recruit training as well

#### Notable Upcoming Milestone(s)

- In Q1, OCP will continue to work through the “Design” phase of developing recruit community policing training<sup>4</sup>; this will consist of comparing desired curriculum topics against existing lesson plans, and developing a proposed training plan

#### Other Goals and Potential Challenges

- Ensuring appropriate prioritization of training material development within OCP and the Academy; at this time, a recruit community policing training revamp will be prioritized ahead of in-service community policing training

### Project 11: Selection and Training for Community Policing Officers

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CPAP Report Paragraph Numbers: 49, 71

**Project Status**—Not Started

#### Prior Quarter Progress

- Developed and administered in-depth classroom and field problem solving curriculum to the new batch of District Coordination Officers; this curriculum can serve as a foundational component of training for community policing officers as well

#### Notable Upcoming Milestone(s)

- In Q1 2020, OCP will revise the selection criteria and Notice of Job Opportunity for Community Policing officers
- In Q1 2020, OCP will begin the Analysis phase of training development for Community Policing officers<sup>4</sup>

<sup>4</sup> Based on the ADDIE Model of training development. For more information on this framework, please visit: <https://www.instructionaldesign.org/models/addie/>

## Other Goals and Potential Challenges

- Completing preceding projects like SOPs and policy reviews for OCP before this project can commence
- Ensuring appropriate prioritization of training material development within OCP and the Academy

## Pillar 6: Effective problem-solving exercised jointly with the community and other city agencies.

### Project 12: City Departments Coordination

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*CPAP Report Paragraph Numbers: 74, 75, 77*

#### Project Status—On Track

#### Prior Quarter Progress

- Completed the 2019 Operation Clean cycle
- Continued City-wide, West Side, and South Side coordination meetings

#### Notable Upcoming Milestone(s)

- In Q1, OCP will work with the Mayor's Office to provide data, analysis, and community feedback that could inform enhanced collaboration across city agencies

#### Other Goals and Potential Challenges

- Mitigating the impact of allocating resources and supervisory personnel away from other priorities to focus specifically on city services collaboration

### Project 13: Victim Resources

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*CPAP Report Paragraph Numbers: 40*

#### Project Status—On Track

#### Prior Quarter Progress

- Expanded a pilot program on domestic violence risk assessments to the 012th district
- Implemented roll call trainings on identifying strangulation symptoms and delivered the training to all three watches in each district
- Created a formalized process flow to determine which service providers assist victims depending on the circumstances of the crime, via the Chicago Crime Victim Services Council (CCVSC)
- Conducted a training on trauma-informed services for Domestic Violence Liaison Officers, Detectives, and external partners such as CCVSC members

#### Notable Upcoming Milestone(s)

- In Q1, OCP will continue to convene regular quarterly meetings of the CCVSC
- In Q1, OCP will work to develop a referral guide alongside other members of the CCVSC

## Other Goals and Potential Challenges

- Developing consistency of structure and execution across subcommittees and the overall CCVSC
- Building capacity in CPD's Domestic Violence and Victim Services programs

## Pillar 7: Regular evaluation of the quality of community policing throughout the Department.

### Project 14: Community Policing Initiative Evaluation

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*CPAP Report Paragraph Numbers: 34, 50, 55, 85, 96, 97*

#### Project Status—On Track

#### Prior Quarter Progress

- Continued to convene monthly data analysis meetings for OCP senior leadership and other stakeholders, including District Commanders and community policing personnel
- Analyzed trends associated with community sentiment, District community policing activities, and survey data from the October and November community conversations (see Project 5)
- Trained OCP staff on Tableau software, which is used to build reports and dashboards

#### Notable Upcoming Milestone(s)

- In Q1, OCP will continue to build dashboards in Tableau to streamline data analysis and view data in real time
- In Q1, OCP will continue to include District leadership in monthly data analysis meetings to ensure insights are as actionable as possible

#### Other Goals and Potential Challenges

- Validating the integrity of any data sets that OCP chooses to add to its Tableau dashboard
- Building the skillsets and capabilities of OCP staff in data analysis and visualization methodologies

### Project 15: Interactive Community Policing Database

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*CPAP Report Paragraph Numbers: 84*

#### Project Status—On Track

#### Prior Quarter Progress

- Continued roll-out and city-wide use of the Community Engagement Management System (CEMS)
- Developed new messaging feature, which will be rolled out in Q1 and allows CEMS users to seamlessly send email and text messages to community members who have registered with the system; this will enable pre-engagement as well as follow-up communication with users

## Notable Upcoming Milestone(s)

- In Q1, OCP and the Bureau of Technical Services will continue to add additional features and functionality as needed to further improve the system
- In 2020, once the system reaches a “steady state,” OCP will develop a Standard Operating Procedure document to outline the major features of the system and how and when they should be used

## Other Goals and Potential Challenges

- Ensuring District personnel are properly equipped with hardware (i.e., tablets) to most effectively use CEMS in the field
- Engaging with developers to prioritize most impactful new features to include in the CEMS

# How to Engage with CPD

## Community Events Calendar

Below is a list of notable upcoming community engagements. We invite the Panel to share these events with their networks. Please follow CPD and District social media accounts for the latest event information.

### February 2020:

#### Community Conversations on CPD Policies:

- Tuesday, February 4: 6 pm to 9 pm at Truman College (1145 W. Wilson Ave.)
- Wednesday, February 5: 6 to 9 pm at Kennedy King College (740 W. 63rd St.)
- Thursday, February 6: 6 to 9 pm at JLM Abundant Life Center (2622 W. Jackson Blvd.)
- Saturday, February 8, 10 am to 1 pm at Richard J. Daley College (7500 S. Pulaski Rd.)

#### CPAP Meeting:

- Thursday, February 6: 6:30 pm to 8 pm at Public Safety Headquarters (3510 S. Michigan Ave.)

#### Quarterly DAC Chair Meeting:

- Thursday, February 13: 6:30 pm to 8 pm at Public Safety Headquarters (3510 S. Michigan Ave.)

#### Public Holidays:

- Wednesday, February 12, 2020: Lincoln’s Birthday
- Monday, February 17, 2020: President’s Day

### March 2020:

#### Public Holidays:

- Monday, March 2, 2020: Pulaski Day

## Additional Resources for Community Members

Below is a list of resources that community members can reference to engage with the Department. We invite the Panel to share these resources with their networks.

### Attend a Beat Meeting

Beat meetings are held by the Department on a regular basis, often once a month, in each of the City's 269 beats. At the meeting, residents and beat officers discuss priority crime and disorder issues, as well as develop strategies to address those issues. Attending beat meetings gives community members the opportunity to get to know the officers that work on their beat, provide information about concerns to police, meet other residents in their beat who may be working on similar issues, and bring back the latest information from police to their neighbors. And by using the five-step problem solving model, each beat meeting should be the beginning of developing successful law enforcement, City service and community-based strategies to address problems in neighborhoods.

#### Links:

- Find My District:  
<https://operations.chicagopolice.org/FindMyDistrict>
- Full Community Events Calendar (including Beat Meetings):  
<https://home.chicagopolice.org/office-of-community-policing/community-event-calendars/>

### Get Involved with a District Advisory Committee

Each District Commander has a District Advisory Committee (DAC) whose function is to provide advice and organize community-based strategies to address the underlying conditions in the District that contribute to crime and disorder. Each District Advisory Committee should represent the broad spectrum of stakeholders in the community: residents; businesses; churches and other faith-based institutions; libraries; parks; schools; and community-based organizations. Participating in a District Advisory Committee allows community members the opportunity/ability to help shape policies in their community that can have a long lasting impact on crime. To learn more about how to get involved with DACs attend a beat meeting and/or ask your District community policing officer for more information.

#### Links:

- Find My District:  
<https://operations.chicagopolice.org/FindMyDistrict>
- Community Events Calendar:  
<https://home.chicagopolice.org/office-of-community-policing/community-event-calendars/>

### Submit a Non-Emergency Community Concern

A community concern can be defined as a concern or issue brought to the attention of the Chicago Police Department by residents of the community. It should relate to criminal, quality of life, or neighborhood disorder issues, should impact more than one person, and should be addressed by the police, city services and the community.

By working together, the police and the community can address concerns and prioritize crime and disorder by sharing the responsibility for the development and implementation of proactive problem solving strategies to identify chronic issues.

**Links:**

- Report a Community Concern:  
<https://home.chicagopolice.org/online-services/community-concerns/>

## **Participate in CPD’s Annual Strategic Planning Process**

In 2019, the Office of Community Policing launched a brand new strategic planning process in which each District takes input from the community to develop a list of its top chronic, long-term problems. These problems will be addressed through dedicated missions and problem-solving efforts throughout the year. Each District will report on its performance against these problem-solving priorities once per quarter at beat meetings.

**Links:**

- 2019 District Strategic Plans:  
<https://home.chicagopolice.org/community/district-strategic-plans/>
- 2020 District Strategic Plans and Bureau Strategic Plans will be posted online in the near future

## **Join or Form a Block Club**

Traditional block clubs are groups of people who have homes and families on any given block in the city and have organized to improve the quality of life in their neighborhoods. People who form block clubs are concerned and care about their communities and share information, identify concerns, and act collectively to address those concerns. Read more about block clubs and learn about forming and registering your block club at the link below.

**Links:**

- About Block Clubs:  
<https://home.chicagopolice.org/online-services/block-clubs/>

## **Compliment a Police Officer**

The Chicago Police Department’s mission is to provide excellent police service and build community partnerships. Often while striving to accomplish this mission, police officers provide service “above and beyond” the norm. The Civilian Office of Police Accountability (COPA) appreciates community members taking time to let COPA and the Chicago Police Department know when police officers do a good job.

**Links:**

- Compliment an Officer:  
<https://home.chicagopolice.org/online-services/compliment-an-officer/>

## Submit a Complaint

Community members who have not been treated appropriately by a member of the Chicago Police Department should contact the Civilian Office of Police Accountability. COPA investigates all allegations of excessive force, domestic violence, verbal abuse including bias, and coercion involving violence, involving members of the Chicago Police Department. COPA documents complaints of other forms of misconduct and refers them to the Chicago Police Department's Bureau of Internal Affairs. COPA is committed to conducting investigations that are thorough and fair. Cooperation and commitment are invaluable to COPA's work. COPA's online complaint system is one of several ways that citizens may register their complaints with COPA. They can also call 312-743-COPA, write to 1615 W. Chicago Avenue, 4th Floor, Chicago, IL, 60622, or go in-person to the COPA office Monday-Friday between the hours of 9:00 a.m. and 7:00 p.m.

### Links:

- COPA Online Complaint System:  
<https://home.chicagopolice.org/online-services/file-a-complaint/>

## Contact the Office of Community Policing or Your District Community Policing Officer

For other comments or questions, please contact the Office of Community Policing at 312-745-5900. For community policing resources in your District, please refer to the list below:

District	Phone Number	District	Phone Number
001.....	312-745-4381	012.....	312-746-8396
002.....	312-747-5109	014.....	312-744-1261
003.....	312-747-7004	015.....	312-743-1495
004.....	312-747-1708	016.....	312-742-4521
005.....	312-747-3100	017.....	312-742-4588
006.....	312-745-3641	018.....	312-742-5778
007.....	312-747-6722	019.....	312-744-0064
008.....	312-747-8724	020.....	312-742-8770
009.....	312-747-3501	022.....	312-745-0620
010.....	312-747-7190	024.....	312-744-6321
011.....	312-746-9841	025.....	312-746-5090