

Off The Cuff Of...Chief Steve Springer

The members of the Fairview Heights Police Department pride themselves on the quality of the service they provide to the community and strive to meet the law enforcement needs of the community. As such, we would like to take this opportunity to try and enhance both our performance and the services we offer to the citizenry. By taking just a few minutes to complete the survey that is enclosed in this CUFF Newsletter, you can provide very valuable information that will help us evaluate our performance and the concerns of the community. In addition to rating our performance, we would also like to know what your concerns are regarding the types of police services needed in Fairview Heights.

This is an anonymous survey, and as such, we do **not** ask that you record your name or address on the survey. However, in order to properly analyze the data we receive, we do request that you provide us with your age, gender, and race. This survey will serve as an extremely valuable tool in helping to identify the quality and impact that our policing efforts are having on the community.

After completing the survey (front and back), please return the survey within thirty (30) days of receiving the CUFF Newsletter, in one of the following ways:

1. Give your survey to any Fairview Heights Police Officer or Community Service Officer;
2. Drop your survey off at the Fairview Heights Police Station or City Hall - the dispatcher or receptionist will direct you where to leave it;
3. Have any student drop off your survey at any of the following grade schools: Grant School, Illini School, Pontiac School, or William Holiday School;
4. Mail your survey to the Fairview Heights Police Department, 10027 Bunkum Road, Fairview Heights, IL 62208.

Thank you for your assistance in helping us to evaluate our policing performance.

In closing, I would also like to mention that we recently moved into our new police facility. As a result, the police department telephone numbers have changed. To help with the transition to our new telephone numbers, our original telephone numbers will remain functional for a few months while everyone grows accustomed to our new telephone numbers. You will notice that our new prefix (489) is the same prefix that is used by all the other city departments. Following is a list of our new telephone numbers:

Emergency calls 911
Non-emergency calls 489-2100
Criminal Investigations Division 489-2130
Administration 489-2150
Records Division 489-2170

Within the next couple of weeks, we hope to hold an open house so please watch your newspapers for the announcement of the actual date of the open house.

STEPHEN M. SPRINGER
Chief of Police