



**PRESS RELEASE
FOR IMMEDIATE RELEASE**

Monday, January 10, 2022

Police, Citizens Satisfied with Police Facility Upgrades – MNS Survey

A recent survey conducted by the Ministry of National Security has revealed that most Jamaicans are satisfied with renovated police facilities across Jamaica under its Project Rebuild, Overhaul, and Construct (PROC) initiative.

The survey was conducted between March and September last year by the Ministry's Monitoring and Evaluation, Research and Data Analytics Branch (MERDAB) in partnership with the Jamaica Constabulary Force (JCF). The survey collated data from over 400 residents and 249 police officers with the aim of garnering their perception of the police facilities and community policing before and after renovation works.

Approximately 90 per cent of residents interviewed in rural and urban police divisions reported that they were satisfied with the renovation work done under Project R.O.C. This finding correlates with the views expressed by a majority of the residents that customer service improved at the police facility after renovation. Although there was overall customer satisfaction, approximately one in every six residents was dissatisfied with customer service across the country. In this regard, recommendations were made to revise the JCF's customer service training programme and improve programme outcomes.

The survey revealed that most police officers (64 per cent) were satisfied with upgrades to their assigned police station at the time of the study. Before the renovations, around 16 per cent of the officers indicated that the police station they served in was 'safe'. However, after rehabilitation of the station, this figure was significantly higher - with approximately 60 per cent of officers reporting that the police station was 'safe'.

Since 2019, over 100 stations have been repaired or renovated at \$853 million across the country. The objective of Project ROC is to convert all police stations into modern, citizen-friendly workspaces and provide officers with a comfortable work environment while creating the ambience for citizens to willingly and comfortably engage the police.

In addition to direct funding through the MNS Budget, the National Housing Trust and the Jamaica Social Investment Fund have committed to providing over \$2 billion to rebuilding and renovating select police stations in communities across the island.

The Ministry remains firmly committed to equipping the security forces with the requisite tools to make Jamaica safer as it continues to intensify investment in enhancing the mobility and technological capacity of the Jamaica Constabulary Force.

-30-



@MNSGOVJM