



Quarterly Report for the Community Policing Advisory Panel

Chicago Police Department Office of Community Policing

1st Quarter 2020



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." ¹

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. ² 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."³ 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 Deputy Chief Johnson** – 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

¹ Community Policing Advisory Panel. (2017). Report of the Superintendent's Community Policing Advisory Panel.

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

³ Community Policing Advisory Panel. (2017). Report of the Superintendent's Community Policing Advisory Panel.

Message from the Deputy Chief



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 First Quarter of 2020. This is my first opportunity to share a progress update with you, and I am honored to be leading this team at such a crucial period in our history -not only for the Chicago Police Department, but also for our society on a global scale. Join us in welcoming our newly appointed Superintendent, David O. Brown, as we say goodbye to Interim Superintendent Charlie Beck. We wish both the best to come in their new endeavors and look forward to working with Superintendent Brown on his vision for Community Policing.

Since transitioning over to the Community Policing Group in February of 2020 as part of a comprehensive Department-wide restructuring initiative, I have proudly observed both the enthusiasm that our Department members-both sworn and civilian, bring every day to the mission of building trusting relationships, and sustainable partnerships with every group, neighborhood, and community in the City of Chicago. I am also cognizant of

the challenges of executing on the requirements and mandates of the Consent Decree and the Community Policing Advisory Panel (CPAP) recommendations. I accept and truly believe that an abundance of opportunities are before us, and new partnerships can be successfully leveraged to bring positive change to not only our Department, but to our City in its entirety.

The Chicago Police Department is composed of and part and parcel of the communities that we serve. As Sir Robert Peel (from the London Metropolitan Police in the early 1800's) famously said, "The police are the public and the public are the police; the police being only members of the public who are paid to give full time attention to duties which are incumbent on every citizen in the interests of community welfare and existence." Or, as I prefer to relate to the quote, "the people are the police, and the police are the people". With open lines of communication, a healthy understanding of other's opinions & perspectives, along shared vision, coupled with effective community engagement strategies, the Community Policing Group will endeavor to foster, support and create sustainable relationships with our communities.

Before outlining some of our key achievements in the prior quarter, I would like to also acknowledge the tremendous effort the Department, the City, and our community partners have put into responding to the COVID-19 crisis. The situation has evolved rapidly, and without a coordinated effort across numerous stakeholders, successful remediation of this crisis will not be possible. It is precisely in unprecedented moments like these that trusting relationships between numerous partners can drive positive outcomes for the communities we all serve.

Despite the challenges that the COVID-19 outbreak have posed, OCP was able to make progress in key areas in the first quarter. First, OCP worked with the Department's Reform Management and Research & Development Groups, the Independent Monitoring Team, and other parties to the Consent Decree to design a process by which community input will be gathered on CPD policies (CPAP Report Paragraph 25, page 14). This process launched in early February with four city-wide community conversations, at which community members were able to provide open input on 14 policy topics. Below are a few key statistics from the meetings:

- The four meetings had an average attendance of 61 individuals, excluding all City employees
- Based on surveys conducted at all four meetings:
 - 95% of respondents agreed or strongly agreed with the statement "I felt this meeting allowed my voice to be heard. I felt listened to."
 - 82% of respondents agreed or strongly agreed with the statement "I felt this meeting allowed me to take on a leadership role in shaping CPD policies"
 - 88% of respondents agreed or strongly agreed with the statement "At this meeting, I was able to provide input on all of the topic(s) in which I had an interest."

Following these meetings, the Department has synthesized all of the notes and will be making the takeaways public. In April, OCP will launch and provide administrative support to a new community-led and independently facilitated Working Group that will develop recommendations on CPD's suite of Use of Force policies. Over time, a parallel process will be implemented for Department members to provide their own feedback on these policies. Additional Working Groups will be created over time to ensure that community input is reflected in major CPD policies.

Quarter 1 2020 saw OCP finalize the annual strategic planning process, with 2020 plan overviews published online at this URL: <https://home.chicagopolice.org/office-of-community-policing/district-strategic-plans/>. Beyond these plans, OCP has revamped the quarterly reporting process for Districts in 2020, requiring more specific reporting of the activity that each District has undertaken in support of its strategic plan. OCP has also implemented technology changes to streamline this new and more rigorous reporting process. More detailed reporting on each of our CPAP projects can be found later in the report.

Finally, in the spirit of transparency, in the upcoming quarter the CPAP Projects Plans will be readjusted due to the unprecedented refocusing of department and specifically Community Policing Group resources. We will work to keep the Panel informed of the impact as the situation develops. As always, I'm excited to be a part of the CPAP and to work with each of you over the coming years to drive continued progress on improving community trust in CPD. Thank you as always for your support and dedication to this effort.

Sincerely,
Deputy Chief Kevin Johnson
Community Policing Group
Office of the Superintendent

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

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

Project Status—On Track

Prior Quarter Progress

- Completed and began to analyze results of a survey of District Advisory Committee (DAC) officers, DAC sub-committee members, and involved Community Policing Sergeants and Commanders through CPD's Office of Operational Compliance to collect information on their experiences and potentially identify areas of improvement
- Developed a roadmap for development of partnerships with the CPS Office of Family and Community Engagements, Student Outreach and Reengagement Centers, and the Office of Catholic Schools of the Archdiocese of Chicago

Notable Upcoming Milestone(s)

- In Q2, the Office of Operational Compliance will publish a final report that is expected to include recommendations intended to improve DAC operations based on information obtained through the survey and other analyses
- In Q2, OCP will begin to develop training curriculum for beat meeting facilitators

Other Goals and Potential Challenges

- Limited bandwidth for the creation of training curriculum within the Office of Community Policing; OCP will be forced to prioritize training development across a number of different audiences for whom training needs to be developed

Project 2: Restorative Justice

CPAP Report Paragraph Numbers: 39

Project Status—On Track

Prior Quarter Progress

- Continued assessment of Peer Jury program
- Began work within the federally funded Southside Early Diversion Program to be implemented in Districts 004, 005, 006, 007 and 022
- Westside Narcotics Arrest Diversion has expanded from 011 to three additional districts, now covering nearly the entire open-air heroin market that has historically plagued the area

Notable Upcoming Milestone(s)

- In Q2, the Restorative Justice Strategies team will produce a written assessment of the Peer Jury Program. This was pushed from Q1 due to capacity constraints on the RJS team
- In Q2, though likely impacted by COVID 19, the Restorative Justice Strategies team plans to begin engaging community and officers in the Southside Early Diversion 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

CPAP Report Paragraph Numbers: 27, 28, 29

Project Status—On Track

Prior Quarter Progress

- Defined youth engagement goals for 2020
- Developed a draft Standard Operating Procedure for the Explorers program

Notable Upcoming Milestone(s)

- In Q2, the Restorative Justice Strategies team will produce draft Standard Operating Procedures for Youth District Advisory Councils
- In Q2, the Restorative Justice Strategies team will draft recommendations for emerging adults programming
- In Q2, 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

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

Project Status—On Track

Prior Quarter Progress

- Submitted 16 Standard Operating Procedures to the Independent Monitoring Team
- Continued to expand selected districts' social media accounts to Facebook

Notable Upcoming Milestone(s)

- In Q2, 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 Q2, 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

CPAP Report Paragraph Numbers: 34, 37, 38

Project Status—On Track

Prior Quarter Progress

- Published plan overviews for each District's 2020 plan online on the CPD website
- Developed a revamped quarterly reporting form for Districts to provide more specific progress reports on their strategic plans
- Augmented CPD technology reporting and activity tracking systems to enable streamlined reporting on strategic plan progress
- Conducted analysis of focus metrics related to each District's crime reduction priorities, assessing whether trends improved in the strategic plans' areas of focus

Notable Upcoming Milestone(s)

- In Q2, OCP will review and provide feedback on each District and Bureau's quarterly report for Q1 2020

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

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
- Instituted bi-weekly meetings for regular discussion and reporting of progress made on CPAP project plans

Notable Upcoming Milestone(s)

- In Q2, 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

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

Project Status–On Track

Prior Quarter Progress

- Published Q4 2019 quarterly report to the CPAP and posted on the CPD website

Notable Upcoming Milestone(s)

- 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

CPAP Report Paragraph Numbers: 51, 53, 71

Project Status–Delayed

Prior Quarter Progress

- Began to develop job descriptions for various roles in the District Community Policing offices

Notable Upcoming Milestone(s)

- In Q2, OCP will finalize job descriptions for each District Community Policing Officer, including Youth Liaison Officers, Domestic Violence Liaison Officers, Business Liaison Officers, and other such positions to inform staffing recommendations

Other Goals and Potential Challenges

- Ensuring that job descriptions, selection criteria, and recruitment processes are applicable to each District’s regular community policing duties, given potential variation across the City

Project 9: Expand CPAP

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 Q2, OCP will continue to support the CPAP governance sub-committee as it works to formalize structure of the CPAP

Other Goals and Potential Challenges

- CPAP members’ bandwidth for establishing sub-committees, governance structures, and 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

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

Project Status—On Track

Prior Quarter Progress

- Reprioritized training projects based on direction from the Superintendent and Chief of Staff; development of an in-service course pursuant to paragraph 37 of the consent decree will now take priority over recruit training, which was previously discussed; the in-service course will focus on relationship building and problem solving, along the lines of the training that was recently delivered to District Coordination Officers in the 015th District

Notable Upcoming Milestone(s)

- In Q2, OCP will conduct the Analysis, Design, and Development phases of curriculum development for the new in-service course alongside the Academy; the Department hopes to introduce the new in-service course by the end of 2020 and the IMT and CPAP members will kept apprised of progress on this project.

Other Goals and Potential Challenges

- Ensuring appropriate prioritization of training material development within OCP and the Academy; in Q1 2020, prioritization changed such that OCP is now focused on in-service curriculum ahead of recruit curriculum

Project 11: Selection and Training for Community Policing Officers

CPAP Report Paragraph Numbers: 49, 71

Project Status—Not Started

Prior Quarter Progress

- Progress was not made on this project in Q1 2020 due to competing priorities in OCP

Notable Upcoming Milestone(s)

- In Q3 2020, after the job descriptions of various District Community Policing roles have been finalized (see Project 8), OCP will revise the selection criteria and Notice of Job Opportunity for Community Policing officers

Other Goals and Potential Challenges

- Completing preceding projects like job descriptions for District Community Policing roles 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

CPAP Report Paragraph Numbers: 74, 75, 77

Project Status—On Track

Prior Quarter Progress

- Continued City-wide, West Side, and South Side coordination meetings
- Provided Mayor’s Safety Cabinet with information regarding the Elucd survey data set that OCP has been using to understand community members’ safety concerns.
- Created a draft special order on Business Liaison Officers

Notable Upcoming Milestone(s)

- In Q2, OCP will draft Standard Operating Procedures for Business Liaison Officers
- In Q2, pending the status of the COVID-19 crisis, OCP will bring the 2020 Operation Clean Cycle

Other Goals and Potential Challenges

- Continuing and deepening collaboration across City Agencies related to the COVID-19 crisis

Project 13: Victim Resources

CPAP Report Paragraph Numbers: 40

Project Status—On Track

Prior Quarter Progress

- Hired a subject matter expert to present a “train the trainer” to District Sergeants on strangulation; this training will be conducted in Fall 2020
- Discussed content for a referral guide between members of the Chicago Crime Victims Coordinating Council, which will help to streamline collaboration between members
- Domestic Violence Operations Coordinator attended FBI course related to initiating Victim Services programs, which will lay the foundation for further develop of such programs in Q2 2020

Notable Upcoming Milestone(s)

- In Q2 2020, OCP will initiate the creation of specific Victim Services programming, including hiring three Victim Services Advocates
- In Q2 2020, the Chicago Crime Victims Coordinating Council will collect information about potential referral service providers, which will inform the Council’s referral guide.
- In Q2 2020, OCP will explore the use volunteers to staff a new victim resources hotline

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

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 February community conversations on CPD Policies

Notable Upcoming Milestone(s)

- In Q2, OCP will continue to build dashboards in Tableau to streamline data analysis and view data in real time
- In Q2, 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

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)
- Rolled out a new messaging feature in that 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
- Developed a scope document for a future “problem solving module” that will allow CPD to better track problem solving activity completed by District Coordination Officers

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.

May 2020:

Quarterly DAC Chair Meeting:

- Tuesday, May 12: 6:30 pm to 8 pm at Public Safety Headquarters (3510 S. Michigan Ave.)

June 2020:

Regular CPAP Meeting:

- Thursday, June 4: 6:30 pm to 8 pm at Public Safety Headquarters (3510 S. Michigan Ave.)

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