



COMMUNITY CONCERNS AND CITY SERVICE REQUESTS



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I. PURPOSE

This directive:

- A. continues the Chicago Police Department (CPD) 311 City Service Request (CSR) and Community Concerns systems to manage requests for City and non-emergency police services.
- B. outlines responsibilities for requesting, tracking, processing, responding to, and reporting the status of City Services Requests and Community Concerns.
- C. satisfies CALEA Law Enforcement Standard Chapter 45 and Chapter 81.

II. GENERAL INFORMATION

- A. An important component of the Department's community *policing* strategy is the collaboration with Department support units and other City agencies in addressing graffiti, abandoned vehicles, and other neighborhood problems that contribute to crime and the public's fear of crime.
- B. Those situations that pose a public safety threat and require immediate attention (e.g. cave-ins, non-functioning traffic signals, down live wires, broken water mains) will not require the completion of a City Service Request or Community Concern. Officers responding to such situations will inform the Office of Emergency Management and Communications (OEMC) and their supervisor of the situation and the services required.
- C. The City Service Request system provides a tool for police personnel to access City services, monitor the response to the request, and provide follow up to the community.
- D. The City Service Request system also provides an additional method for community members to communicate concerns about chronic crime and disorder to the Department.
- E. The Community Concerns Application:
 - 1. is a proactive problem solving method that allows community members of the City of Chicago to identify community concerns and inform the Department of chronic issues in order to reduce crime and fear within their communities.
 - 2. has the capability to assign community concerns to units within the Department for identification and investigation of neighborhood problems.

NOTE: In an effort to automate and streamline the process, the Community Concerns Application process, from assigning to closing the concern, is virtually paperless.

III. CITY SERVICE REQUEST (CSR) SYSTEM

- A. The Bureau of Patrol will have the primary responsibility for the tracking and monitoring of all:
 - 1. police initiated requests, and
 - 2. community member initiated requests and the resolution of non-emergency police services received by the 311 system.

- B. The Chicago Police Department City Service Request ([CPD-21.208](#)) is a form used by Department personnel to request the services of other City agencies to address conditions that contribute to public safety and crime-related problems. This form will not be:
 - 1. distributed to the community for completion.
 - 2. used to report problems within Department facilities.
 - 3. used to request assistance from other units within the Department.
- C. The 311 City Service Request System is a computer application that provides Department personnel access to City service requests and is used to:
 - 1. enter new requests for services.
 - 2. obtain requests generated by community members for non-emergency police services.
 - 3. enter resolutions and/or actions taken to resolve requests for non-emergency police services.
 - 4. create statistical reports by beat and district, and
 - 5. view the status of existing City service requests.
- D. 311 City Service Requests are electronically generated forms, work order requests, and reports created by Department personnel trained on the 311 CSR system.

IV. RESPONSIBILITIES FOR INITIATING AND TRACKING CITY SERVICE REQUESTS (CSR)

- A. Department members who identify and/or collect information from the community concerning conditions that contribute to crime and disorder will:
 - 1. complete a CPD City Service Request form for those conditions that can be alleviated by assistance from other City agencies.

NOTE: Only one CPD City Service Request form will be completed for each service request need except in the case of multiple abandoned vehicles, when a request form will be completed for each vehicle.
 - 2. submit the CPD City Service Request form to the district community policing office.
 - 3. inform the community policing sergeant about service requests on their beat that remain unresolved within 30 days.

NOTE: Certain City services are seasonal in nature and will be resolved as conditions permit.
 - 4. respond to members of the community concerning the status of CSRs.
- B. Sector/rapid response sergeants will:
 - 1. provide direction to district personnel regarding the completion of the CPD City Service Request form.
 - 2. confer with community policing office personnel regarding requests that require additional follow-up.
 - 3. ensure beat officers respond to members of the community concerning the status of CSRs.
- C. Community policing sergeants will ensure:
 - 1. CPD City Service Requests forms are reviewed for completion and proper categorization on a daily basis.
 - 2. the appropriate data is entered in the 311 CSR system from the CPD City Service Requests forms and the reference number is recorded onto the form.

3. CPD City Service Requests forms are retained in the unit file for 180 days after the service requested is completed.
 4. City Service Requests Status reports are generated and submitted to the district commander on a quarterly basis.
 5. the City Service Requests Status Report is reviewed to identify trends and chronic problems.
 6. incomplete or inappropriate requests for service are returned to the originating member.
 7. service requests that are not resolved within 30 days are reported to the Office of Community Policing.
 8. a current copy of the City Service Request Status Report is maintained in the community policing office.
 9. the maintaining and updating of the unit City Service Request file.
- D. District commanders will:
1. meet with the Area Coordinator monthly to discuss and review problems and issues of concern as facilitated by the Office of Community Policing.
 2. review and approve, as appropriate, the City Service Requests Status reports.

V. RESPONSIBILITIES FOR RESOLUTION OF POLICE-RELATED SERVICE REQUESTS

- A. Requests for police-related service that are called into 311 by community members are entered by 311 operators into the 311 CSR system under the category of "Police Miscellaneous."

NOTE: Department members will not enter requests for police-related services into the 311 CSR system. Such requests, if received by Department members from community members either in person or via phone or e-mail, will be entered into the Department's Community Concerns Application as outlined in Item VII of this directive.

- B. Police miscellaneous service requests will not be forwarded to other CPD units for completion, even if the other unit will be requested by district personnel to provide assistance or specialized service (i.e., requests for narcotics or gang intervention). Requests for assistance or service from other CPD units will be requested through the use of the Intra-Departmental Support Service Request ([CPD-21.224](#)). Districts are responsible for ensuring that the service request is properly handled and that actions taken to resolve the request are properly documented in the 311 CSR system.
- C. District executive officers will ensure that:
1. all police-related CSRs within their district boundaries are processed accordingly.
 2. personnel assigned to the community policing office access the 311 system during each tour of duty and open new requests for police-related CSRs.
 3. an appropriate member of their unit is assigned to investigate, resolve, and respond to each Service Request Single Work Order (SRSWO).
 - a. The service request will be completed with an acceptable and sufficient action within seven (7) days of the request being assigned to an investigating member.
 - b. If applicable, a request for additional time to investigate the CSR will be approved.
- D. Community policing sergeants will:
1. assign a member from the community policing office to access the 311 system during each tour of duty and retrieve or open new requests for police-related services.
 2. ensure that:
 - a. the police-related CSRs are queried by beats and a SRSWO is generated for each police-related Service Request Number.

- b. the Service Request Query Report is generated and forwarded to the district executive officer.
 - c. all SRSWO(s) are printed and cross-referenced with the Service Request Query Report, in preparation for distribution to the investigating member.
 - 3. disseminate the SRSWO(s) to the appropriate district personnel for investigation.
 - 4. review the completed SRSWO(s) to ensure that acceptable and sufficient actions were attempted and/or accomplished.
 - a. If acceptable and sufficient actions were accomplished, the sergeant will ensure that the disposition is entered into the 311 CSR system and the service is closed.
 - b. If acceptable and sufficient actions were not accomplished, the sergeant will resubmit the SRSWO to the investigating member with an explanation for additional follow-up.
 - 5. when appropriate, review and approve requests for extensions by the member investigating CSRs. An extension will be approved for an additional **fifteen (15)** days and the SRSWO will be resubmitted to the assigned investigating member.
 - a. The reason for the extension will be entered into the 311 CSR system.
 - b. The CSR will be completed within **fifteen (15)** days after the extension approval. Any further request for an extension **will require** the approval of the district commander.
- E. The member assigned to investigate and respond to a CSR will:
 - 1. investigate the CSR, and within **seven (7) days**, indicate a written explanation of the action taken in the bottom half of the SRSWO, and submit it to the community policing sergeant.
 - 2. when the investigation cannot be completed within **seven (7) days**, request an extension by submitting a photocopy of the SRSWO, indicating in the bottom half of the SRSWO the reason for the extension, to the community policing sergeant for approval.

NOTE: An approved extension will provide the investigating member with an additional fifteen days for the completion of action to resolve the request. The CSR will be completed and resubmitted to the sergeant assigned to the community policing office within the **fifteen (15)** day extension.
 - 3. upon receipt of a prior SRSWO which has been returned by the community policing sergeant with an explanation to reinvestigate, review the explanation and reinvestigate the CSR.
- F. The Deputy Chief of the Office of Community Policing will:
 - 1. ensure the monitoring and auditing of the timeliness or failure of a unit to respond to a 311 City Service Request.
 - 2. notify the Chief, Bureau of Patrol, of the current status of all 311 police-related complaints on a monthly basis.

VI. COMMUNITY CONCERNS COMPUTER APPLICATION

- A. Members of the community that submit community concerns via the Department's Community Webportal at chicagopolice.org:
 - 1. will be issued a unique control number and private pin number that will allow the resident(s) to inquire about the status of their concern(s).
 - 2. containing lewd, obscene, or derogatory content will not have their concern accepted or investigated.
- B. Community concerns:
 - 1. that are similar in nature and in the same geographic location will be associated to one primary community concern to prevent duplicate investigations.

2. can only be extended once during the initial seven (7) day period for an additional seven (7) days.
3. that have been extended:
 - a. cannot be extended an additional seven (7) days until the investigation period reaches the due date.
 - b. require justification.
- C. Access to the Community Concerns Application shall be subject to any privileges and limitations as delineated in the Department directive entitled, "**Access to Computer Data, Dissemination and Retention of Computer Data.**"
- D. Members unable to access the Community Concerns Application on a Department computer may telephone the Help Desk for assistance.

VII. PROCESSING COMMUNITY CONCERNS

- A. Sworn, district community policing officers assigned to monitor Community Concerns will enter Community Concerns:
 1. related by members of the community at monthly beat community meetings.
 2. that are received at the district, via phone, e-mail or other communication with community members.
- B. District community policing sergeants will:
 1. access the application at least once every tour of duty to review submitted Community Concerns to determine the validity of submissions and recommend assignments to the most appropriate unit(s) listed within the application.

NOTE: Once a community concern is accessed, the community policing sergeant will have thirty-six (36) hours to accept / not accept a Community Concern submitted through the Webportal.
 2. electronically recommend:
 - a. all building related Community Concerns to the Troubled Buildings Section (Unit 241).
 - b. all other Community Concerns to the most appropriate unit(s) listed within the application.
 3. immediately notify the district station supervisor in the event a Community Concern is of a criminal nature requiring a case report (e.g. threats, reports of abuse, harassment).
 4. not accept Community Concerns which are criminal in nature and require immediate action by:
 - a. determining the necessary case report to document the incident.
 - b. directing a sworn Department member to conduct a preliminary investigation.
 - c. ensuring the proper notifications are made.
- C. Watch operations lieutenants, tactical lieutenants, and unit commanding officers designated to address community concerns will:
 1. access the application at least once every tour of duty to monitor, review, and resolve community concerns assigned to their respective watch/unit.

2. assign a supervisor to designate the appropriate members to take action to resolve the community concern within seven (7) days of assignment by the district community policing sergeant.

NOTE: Units assigned to investigate Community Concerns must close the investigation within seven (7) days after assignment. In the event the assigned unit is conducting a long term investigation or cannot complete the investigation within the seven (7) day time frame (i.e., street corner conspiracy, gathering intelligence, etc.), the unit supervisor, or their designee, will have the option to extend the investigation in additional seven (7) day increments.

3. update and maintain Community Concerns within the application that require investigation past the seven (7) day time-frame.

NOTE: All extensions will require justification.

4. change the status to "Investigation Complete" if they are the last supervisor to document and submit the action(s) taken by the designated members to resolve the Community Concern.

D. Assigned supervisors will:

1. access the application through the Worklist Dashboard at least once every tour of duty to monitor if they are responsible for designating subordinate members to complete Community Concerns assigned by their watch operations lieutenant, tactical lieutenant, or unit commanding officer.
2. assign the appropriate members to take action to resolve the Community Concern within seven (7) days.
3. document and submit the action(s) taken by the members assigned to resolve the Community Concern to the watch operations lieutenant, tactical lieutenant, or unit commanding officer for final approval.

E. The district executive officer will:

1. access the application at least once every tour of duty to review Community Concerns assignments.
2. approve or disapprove community concerns for which the investigation has been completed by district personnel.

NOTE: If Community Concerns are disapproved because of insufficient action, the Community Concern will be returned for corrective action.

3. ensure that concerns are being investigated in an appropriate and timely manner by the district personnel.
4. resolve disputes between the watch and tactical lieutenants about responsibility for investigating assigned community concerns.
5. address with the appropriate supervisory personnel any community concerns that have:
 - a. been re-assigned over three (3) times and remains unassigned.
 - b. not been resolved and closed by the assigned investigating unit within the seven (7) day time-frame without an authorized extension.

NOTE: In the absence of the executive officer, the district commander will ensure the tasks listed in Item VII- E of this directive are competed.

- F. The Deputy Chief of the Office of Community Policing will:
1. ensure the monitoring and auditing of the timeliness or failure of a unit to respond to community concerns.
 2. notify the Chief, Bureau of Patrol, of the current status of all community concerns on a monthly basis.
 3. provide on an as needed basis, training on the use of the community concerns database for district and unit personnel and supervisors.

(Items indicated by italics/double underline were added or revised.)

Authenticated by: KC

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