



POSITIVE COMMUNITY INTERACTIONS



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I. PURPOSE

This directive:

- A. informs Department members of their duties and responsibilities while conducting Positive Community Interactions (PCIs).
- B. introduces the:
 - 1. CLEARNET Positive Community Interaction Application, the automated reporting system for completing and submitting PCIs.
 - 2. Positive Community Interaction Card (CPD-21.155).

II. GENERAL INFORMATION

- A. The Department recognizes that strong partnerships with the community enable the Department to build and strengthen trust, identify community needs, and produce positive policing outcomes.
- B. The Department will encourage and create opportunities for Department members to participate in community engagements and have positively focused police community interactions with the community, including those that extend beyond the context of law enforcement duties.
- C. Department members, including supervisors, will not be disciplined for failing to obtain Positive Community Interactions within their tour of duty, nor will the Department, for the purposes of evaluating job performance, utilize PCI statistics as an evaluation tool. The Department will adhere to the "[Performance Evaluations of All Sworn Department Members below the Rank of Superintendent](#)" for performance evaluations.
- D. The CLEARNET Positive Community Interaction Application will be used to document all Positive Community Interactions initiated by Department members.

NOTE: If the CLEARNET Positive Community Interaction Application is unavailable, members will complete a Positive Community Interaction Card (CPD-21.155) consistent with the procedures outlined in Item V of this directive.

III. POSITIVE COMMUNITY INTERACTIONS

The Department is committed to positively interacting with all members of the diverse communities in which it serves in an unbiased, fair, and respectful manner; treating community members with dignity and conveying goodwill. Members will refrain from using language that is derogatory or denigrates an individual, as this runs contrary to improving lines of communication and building a bridge of trust between the community and the Department. These interactions will lead to increased collaboration and productive communication, as well as create opportunities for Department members to participate with community members to produce a safe and secure environment for all people in Chicago.

- A. Positive Community Interactions (PCI) will NOT be:
 - 1. used as a pretextual stop to develop reasonable articulable suspicion or probable cause or to obtain information used to issue a citation;

2. associated with or lead to any law-enforcement-related action, including traffic stops and investigatory stops. However, in situations where an attempted PCI leads to a law enforcement action involving the community member, Department members will inform Office of Emergency Management and Communications (OEMC) of the status change of the event;
 3. associated with any preexisting incident recorded by a PCAD event number assigned to Department members by OEMC;
 4. associated with an event financially supported by the Department; or
 5. entered into the Community Engagement Management System (CEMS).
- B. A Positive Community Interaction (PCI) is a brief, spontaneous, face-to-face interaction (outside of a Department vehicle) that is:
1. unplanned and occurs during the Department member's tour of duty;
 2. generally, less than thirty minutes of time, under reasonable circumstances, but sufficient enough to have a quality conversational interaction;
 3. self-initiated by the Department member for meaningful interactions based on the on-view observations of community members; and
 4. conversational in nature, which provides an opportunity for quality dialogue between the Department member and community member.
- C. Examples of Positive Community Interactions (PCI) include, but are not limited to:
1. stopping to help someone with a flat tire;
 2. offering directions to someone who looks lost;
 3. sharing useful information that may aid an individual;
 4. helping someone carry their groceries or providing a similar physical service to an individual in which that service does not rise to the level of a police emergency; and
 5. having a brief and unplanned positive interaction.
- D. Positive Community Interactions are quality interactions between Department members and the community and are not based solely on quantity. The completion of a PCI should adhere to the ["Rules and Regulations of the Chicago Police Department."](#)

IV. RESPONSIBILITIES

Department members will positively and proactively interact with members of the community throughout their tour of duty to reduce violent and overall crime.

- A. Department members will:
1. proactively survey for opportunities to interact with members of the community when not responding to calls for service or conducting proactive policing efforts to reduce crime. Examples of these opportunities include items listed in Item III-C of this directive.
REMINDER: Hand waves and casual greetings by themselves do not rise to the level of a PCI and are not acceptable.
 2. notify OEMC during or after the interaction to obtain an event number for a Positive Community Interaction (PCI). The OEMC notification will include the location, number of persons encountered, and the Radio Identification/Beat Number of the Department member who conducted the PCI.
 3. provide a brief description and result of the PCI to OEMC at the conclusion of the interaction in order to clear the assignment.

NOTE: In situations where an attempted PCI leads to a law enforcement action involving the community member, Department members will inform OEMC of the status change of the event. Department members will then document on the appropriate Department report the law enforcement action that resulted from a PCI.

4. complete and submit a Positive Community Interaction via the PCI Application located on the The Wire under CLEARNET. Select "Dashboard" then Positive Community Interaction drop down.

NOTE: If the application is unavailable, Department members will complete a Positive Community Interaction Card (CPD-21.155) following the same procedures delineated in Item IV of this directive.

B. Supervising sergeants will:

1. monitor the radio ensure that all Positive Community Interactions (PCI) occurring involving members under their direct supervision are conducted in accordance with this directive.
2. ensure that when not responding to calls for service or conducting proactive policing efforts to reduce crime, Department members under their direct supervision are proactively surveying for opportunities to interact with members of the community.
3. model appropriate conduct, including, but not limited to:
 - a. abiding by the law, Department policy, and high standards of ethical behavior and integrity, and
 - b. consistently demonstrate professionalism, courtesy, and respect towards all people with whom they interact.
4. encourage and highlight Department members under their supervision on furthering community partnerships, engaging in problem-solving techniques, and implementing community-oriented crime prevention strategies.

V. PROCEDURES WHEN ACCESS TO THE CLEARNET PCI APPLICATION IS NOT AVAILABLE

If a member is unable to access the CLEARNET PCI Application on a Department computer or PDT, the member will:

- A. notify his or her supervisor and receive approval to complete a paper report.
- B. notify the Help Desk at 4-DATA for assistance.

NOTE: The Help Desk will notify all affected units via an Administrative Message Center (AMC) message with information regarding the expected duration of the outage.

- C. complete a paper Positive Community Interaction Card (CPD-21.155) following the procedures as outlined in this directive.

VI. ADDITIONAL RESPONSIBILITIES

- A. The Training Division will provide members with training on this PCI policy, including but not limited to:
 1. the definition of a positive community interaction;
 2. guidance on how to effectively carry out a PCI; and
 3. reporting requirements related to PCI.
- B. The Office of Community Policing will be responsible for periodically, but no less than semi-annually, reviewing reported PCIs to identify any trends, including any training or policy concerns.

NOTE:

When reviewing and revising this policy, the Department will provide meaningful opportunity for Department members, members of the community, and community-based organizations with relevant knowledge and experience to provide input through community engagement efforts.

Authenticated by KC

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