
 Chicago Police Department		Special Order S04-13-09	
CONTACT INFORMATION SYSTEM			
			
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I. PURPOSE

This directive:

- A. delineates the authority and circumstances necessary for conducting an Investigatory Stop.
- B. limits the use of the Contact Information System to the documentation of Investigatory Stops and the enforcement of the Gang and Narcotics-Related Loitering Ordinances.
- C. discontinues the routine documentation of Citizen Encounters.
- D. continues the use of the hard-copy Contact Information Card [CPD-21.101] and the hard-copy Juvenile Contact Information Card [CPD-21.102 (Rev 8/06)].
- E. delineates responsibilities and procedures for:
 1. completing Contact Information Cards and Juvenile Contact Information Cards.
 2. maintaining the Contact Information Database.
 3. accessing information from the Contact Information Database.
- F. maintains the requirement for officers who complete the hard copy version of the Contact Information Card to enter the data documented on the hard copy into the Contact Information Database.
- G. establishes the requirement for officers to document, in the narrative section of the card, a description of the location of occurrence by using the appropriate Incident Reporting Guide (CPD-63.451) location codes.
- H. establishes management responsibility for field supervisors approving contact cards including review, training, and accountability for proper use and entry of contact cards by their subordinates.

II. ILLINOIS STATE LAW

[725 ILCS 5/107-14](#) delineates the authority for conducting an Investigatory Stop. The statute reads as follows:

"Temporary questioning without arrest. A peace officer, after having identified himself as a peace officer, may stop any person in a public place for a reasonable period of time when the officer reasonably infers from the circumstances that the person is committing, is about to commit or has committed an offense as defined in [Section 102-15](#) of this Code, and may demand the name and address of the person and an explanation of their actions. Such detention and temporary questioning will be conducted in the vicinity of where the person was stopped"

NOTE:

Exhibit 4D

Members will conduct Investigatory Stops consistent with the Department directive entitled "[Interrogations: Field and Custodial](#)."

III. POLICY

A. Department members are responsible for ensuring public safety by deterring and responding to crime. They are also responsible for upholding the rights guaranteed to the public under the United States Constitution, the State of Illinois Constitution, and the law. Safeguarding the liberties of the public and preventing crime are not mutually exclusive; each can be achieved by fostering trust and confidence between Department members and the public. Members will comport with the policy and procedures of this order to ensure appropriate conduct when interacting with members of the public.

B. Sworn members who conduct an Investigatory Stop that does not result in an arrest are required to complete a Contact Information Card.

NOTE: During an Investigatory Stop, the sworn member may only temporarily restrict a person's freedom of movement as long as reasonably necessary to dispel or confirm the member's reasonable articulable suspicion of criminal activity. The subject cannot continue to be detained solely for the purpose of obtaining the results of a name check of the subject.

C. The purpose of completing the Contact Information Card is to:

1. ensure sworn members document the facts and circumstances of an Investigatory Stop, including a statement of the facts establishing reasonable, articulable suspicion to stop an individual;
2. ensure appropriate contact information is entered and retained within the contact information database; and
3. enable supervisors to review the facts and circumstances of an Investigatory Stop.

D. Department members will not engage in [racial profiling](#) or [other bias-based policing](#) when conducting Investigatory Stops as delineated in the Department directive entitled "[Prohibition Regarding Racial Profiling and Other Bias-Based Policing](#)" and MCC 8-4-086, Prohibition Against Racial Profiling.

E. Department members interacting with the public will use Legitimacy and Procedural Justice principles. The goal is to strengthen the police-community relationship through contact, which ultimately improves officer safety while reducing crime and disorder.

IV. GENERAL INFORMATION

A. The Contact Information System is an investigative tool consisting of information obtained in the field and entered into the Contact Information Database.

B. Contact Information Cards

1. Contact Information Cards will only be used to document:
 - a. Investigatory Stops, and
 - b.

enforcement of the Gang and Narcotics-Related Loitering Ordinances consistent with the Department directive entitled "[Gang and Narcotics-Related Enforcement](#)."

NOTE: Sworn members who seek to document other encounters with individuals will complete the appropriate report, i.e., Information Report [CPD-11.461 (Rev. 3/12)] or a Non-Criminal General Offense Case Report.

2. The Contact Information Card contains:
 - a. information concerning the individual temporarily detained for the Investigatory Stop.
 - b. a narrative section used to describe the circumstances of the contact.

NOTE: Sworn members are required to complete the narrative section of the Contact Information Card.

3. Sworn members are responsible for entering all contact cards created during their tours of duty into the electronic system before the end of their tours of duty.
4. Sworn members will complete hard copy Contact Information Cards **only when they do not have access to a PDT**. The original preparing members will subsequently enter contact information from the hard copy into the contact information database before the end of their tours of duty.
 - a. Hard copy Contact Information Cards (CPD-21.101), printed on white bond paper, will be completed for adults.
 - b. Hard copy Juvenile Contact Information Cards (CPD-21.102), printed on yellow bond paper, will be completed for juveniles.
5. Contact Information Cards will not be completed for persons that are included on any other report utilized by Department members for that incident (e.g., Personal Service Traffic Citation, Administrative Notice of Ordinance Violation, case report or arrest report).

EXCEPTION: A Contact Information Card may be completed along with an Illinois Traffic Stop Statistical Study - Driver Information Card.

6. Supervisors will review any contact card created by a subordinate and either approve or return it for correction or other action before the end of their tours of duty.

C. Contact Information Database

1. Public Safety Information Technology (PSIT) is responsible for the maintenance and integrity of the contact information database.
2. Access
 - a. All contact card information will be accessible to any sworn Department member and select civilian members for one year after the initial Contact Information Card was generated.

- b. Pursuant to supervisory approval, personnel assigned to the following bureaus will be allowed access to contact card information for three years based upon articulated investigative need:

- (1) Bureau of Detectives;
- (2) Bureau of Organized Crime;
- (3) Bureau of Internal Affairs.

NOTE: The bureau chiefs will establish appropriate record keeping relevant to access and approval.

- c. Other Department members who require access beyond this access policy will submit a To-From-Subject Report through the chain of command to the Commander, PSIT, articulating the investigative need for access. If necessary, the Commander, PSIT, will consult with the Office of Legal Affairs regarding the requested access.

- d. After three years, the contact card information contained within the database will be de-identified pursuant to PSIT practice and record-retention requirements, statutory or judicial. Therefore, no member will have access to personally identifying data from those contact cards.

NOTE: The aggregate data from a contact event, such as the date, time, and address of occurrence, in addition to the descriptive racial and demographic data, will be retained by PSIT.

D. Retention

- a. The Director, Records Division, will dispose of both electronic and hard copy Contact Information Cards consistent with this and other applicable Department directives, applicable court orders, and the law.
- b. All Contact Information Cards and contact card information in the electronic database will be retained for a period of six months after the completion of the Illinois Traffic Stop Statistical Study (TSSS).
- c. Six months after the completion of the TSSS,
 - a. all hard copy Contact Information Cards three years and older will be purged.
 - b. all personal identifying information entered into the electronic database three years and older will be purged.
- d. All hard copy Contact Information Cards and personal identifying information contained within the database generated after the TSSS retention period and beyond will be retained for a period of three years from the date the contact card was generated.

NOTE: Pursuant to a court order entered in Hall, et al. v. City of Chicago, et al., 12 C 6834, the Chicago Police Department and its members are ordered to preserve all data in the Contact Card Information System and to preserve ALL hard copies of Contact Information Cards until further notice.

V. PROCEDURES

A. Investigatory Stop

1. If, as a result of the Investigatory Stop, the sworn member ascertains there is probable cause to arrest and effects the arrest, a Contact Information Card will not be completed and the circumstances of the stop and the probable cause for arrest will be documented on the Arrest Report (CPD-11.420) or other required report as necessary.
2. Sworn members who conduct an Investigatory Stop that does not result in an arrest *or other enforcement action* are required to complete a Contact Information Card. The circumstances giving rise to the Investigatory Stop and all of the factors that support reasonable, articulable suspicion in order to temporarily detain an individual for investigation will be documented in the narrative portion of the card.
3. **Failure to provide identification during an Investigatory Stop, in and of itself, is not grounds for arrest or further detention.** If, at the conclusion of an Investigatory Stop, the individual is unable or refuses to provide identification and there is no probable cause to arrest, the sworn member will:
 - a. enter "John Doe" or "Jane Doe," as appropriate, in the name field;
 - b. complete as much of the card as possible;
 - c. indicate the refusal in the narrative field;
 - d. describe the reason for the contact and/or the circumstances of the stop in as much detail as possible, including a description of any unusual clothing, manner, or behavior.
4. Sworn members will include a description of the location of occurrence by using the appropriate code as identified in the Incident Reporting Guide (CPD-63.451), e.g., sidewalk, 303; street, 304; park property, 269.

NOTE: The location code will be recorded on the first line of the narrative field of the card as follows: "Location Code: (appropriate code)."
5. When Contact Information Cards are completed for more than one person in a group, members will cross-reference contact card numbers in the appropriate fields of the card.

B. Data Entry

1. Sworn members will submit contact information electronically by selecting "Automated Contact Cards" from the CLEAR menu. If electronic access to the CLEAR application is not available, sworn members will complete a hard copy Contact Information Card and forward it to a supervisor for approval.
2. After receiving supervisory approval of the hard copy, the original preparing member will **accurately** enter the card into the Contact Information Database by selecting "CLEAR (Arrest, eTrack)" on the PDT or CLEAR Applications on district-based computers.

NOTE: The information entered into the Contact Information Database must directly correspond with the information initially documented on the hard copy.

3. **Sworn members will turn in original approved hard copy Contact Information Cards to the district/unit for retention by the conclusion of their tours of duty.**

C. Supervisory Responsibilities

1. Reviewing supervisors will:
 - a. review and ensure Contact Information Cards are properly completed and conform to Department policy.
 - (1) Supervisors are responsible for ensuring that officers properly document in the narrative section of the Contact Information Card all reasonable, articulable suspicion that justify the Investigatory Stop.
 - (2) Where both a hard card and an electronic contact card are created, supervisors will confirm the hard copy matches the electronic entry and ensure the card is forwarded to the Records Division for retention.
 - b. for properly prepared contact cards, indicate approval in the automated system or by signing the Contact Information Card in the appropriate field.
 - c. for improperly prepared contact cards, return the card back to the preparing sworn member to complete and properly enter the card into the Contact Information Database. When a Contact Information Card is rejected, the reviewing supervisor will:
 - (1) personally inform the preparing sworn member of the reason for the disapproval or rejection;
 - (2) instruct the preparing sworn member to address the error and resubmit the Contact Information Card by the conclusion of the sworn member's next tour of duty.

NOTE: If the subject stop did not conform to Department policy, the reviewing supervisor will take appropriate action (reviewing the policy with the member, recommending training, initiating progressive discipline where warranted, etc.).
 - (3) verify submission of the corrected Contact Information Card and approve as appropriate.
2. Executive officers, district station supervisors, and other designated supervisors will:
 - a. ensure all approved hard copy Contact Information Cards are forwarded, via the Police Documents Section, to the Records Inquiry Section (Unit 163), Records Division, for records retention.
 - b. monitor the approval of Contact Information Cards within the CLEAR system to ensure the review and approval process is timely.

VI. OTHER RESPONSIBILITIES