



# Use of Force Recommendation 61

*Make Policies and Procedures Accessible to  
Public from Homepage*



# Agenda

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- Objective
- Recommendation Highlights
- Current Navigation
- Gap Analysis
- Industry Trends
- Pros and Cons
- Proposed Action
- Questions



# Objective

*Bridge relationships with the community built on the foundations of trust and transparency.*



## Recommendation Highlights

*MPD follows promising practices by making policies available online through its website, but PERF further recommends the policies be **more** accessible, as they currently can only be found by navigating through several levels of webpages.*

# Current Navigation to the Department Policies

[Mesa Police Department Website](#)

*Second option for public;*

## **Google**

Google search for “Mesa PD Policy” takes viewer immediately to policy.

- Realistically, this is probably how they’re going to search for it.



# Gap Analysis

## Current Navigation

### Recommendation

PERF recommends MPD's policies be **more** accessible, as they currently can only be found by navigating through several levels of webpages.

The screenshot shows the Mesa Police Department website with a navigation menu at the top: Home, About Us, Residents, City Hall, Things To Do, Business, and Search. The main content area is titled 'Mesa Police Department' and features a large photo of officers. Below the photo are several service tiles: 'Report a Crime Online', 'Crime Prevention', '911', 'foun4rop', 'Department Policy & Procedure', 'SUBMIT A TIP', 'Offender Watch', and 'What's New'. A red arrow points to the 'Department Policy & Procedure' tile. The bottom of the page lists 'Career Opportunities', 'Records', 'Frequently Asked Questions', 'Command Staff', and 'Fallen Officers'.



Chandler Police

Community News Careers Data About the Department Contact

**Our Mission:**  
To provide a safe community where people can live, work, and thrive.

**Spotlight On:**  
Officer Joseph Sanchez killed an officer involved shooting.

**How do I?**  
File a Police Report  
Find Alarm Information  
Request a Police Report  
Track an Employee  
File a Complaint

**Public Engagement:**  
Article Impounds  
Submit a Tip  
Find my Precinct  
Find Community Resources

Message from the Chief

Welcome to chandlerpd.com, the official website of the Chandler Police Department. Chandler is a world-class destination with low crime rates, exceptional amenities, and a proud history. I am honored to serve alongside the men and women of the Chandler Police Department, who understand that, in order for us to successfully accomplish our mission, we must have the confidence, support, and respect of the people who visit, live, and work in our city.

As you explore this site, you will learn about the diverse programs and services available to our citizens. From Youth Wilderness Academy to the Sector Lockdown program and everything in between. Of particular interest to parents, teachers, classmates, caregivers and daycare workers is our new Guardian Academy which provides education, information, and access to resources that promote and reinforce healthy relationships and communication within families.

Recently added to our website is online reporting, an optional service designed to allow you to report a crime that is not in progress. This feature helps free up local officers to respond more quickly to priority calls for service.

Also, be sure to visit our "Moments of Truth" page to read about some of the remarkable work our officers and civilian staff do every day.

We are committed to ensuring that Chandler remains a safe city where people want to live and work. Our officers are well-respected, highly-trained, and engaged in the community. Our employees are a dedicated and enthusiastic group of professionals who take great pride in their work. Thank you for your interest.

Susan Duggan  
Chief of Police

emall: Susan.Duggan@chandleraz.gov  
Twitter: @Chief\_Duggan  
Instagram: @Chief\_Duggan

**Quick Links**

- Start a Career
- Moments of Truth
- Police Cadets
- Non-Emergency Text

**Latest News**

- Pedestrian Killed After Being Struck Twice
- Public Safety Fair
- Guardian Academy - Day 1
- Guardian Academy - Day 2
- Guardian Academy - Day 3

**Upcoming Events**

- Guardian Academy - Day 1
- Public Safety Fair
- Guardian Academy - Day 2
- Guardian Academy - Day 3

**Latest Tweets**

- Chandler Police Department
- Chandler Police Department
- Chandler Police Department

**About the Department**

- Human Trafficking Unit
- General Orders
- Crime Prevention Officers

# Industry Trends

City of Tempe

Community Businesses Recreation Government I Want To...

Police

Chief of Police Sylvia Moir

- Alarm Permits
- Crime Prevention
- Crime Statistics & Reports
- Divisions & Organization Overview
- Department Orders
- File an Online Police Report
- Forms
- Investigations Process
- Join Tempe PD
- Medication Disposal
- Off Duty
- Police Cadets
- Police Locations
- Police Media Relations & Community Affairs
- Property Disposal Publication
- Records
- Submit a Crime Tip
- T.E.A.M. Reunite
- Vacation Notification
- Vehicle Impounds
- Volunteers in Policing

Government

## Police Department

Listen

### WELCOME!

This site serves as a virtual portal to gain information, identify resources, and read news about Tempe PD. We offer a range of services and provide data for you to view and use. We strive to include information to provide insight about who we are and how we deliver police service to the community.

Tempe's unique diversity shapes our public safety mission. With a resident population of 186,086, rapidly growing density, hundreds of major events, and a daily service population of nearly 300,000, we face ever-evolving challenges and exciting opportunities. We continue to build on strong partnerships with neighborhoods, city council, city departments, social service agencies, school districts, Arizona State University, businesses, faith-based organizations, and the many diverse people who call Tempe home.

We hope you find in our site what brought you here.

Sincerely,  
Tempe Police Department.

EMERGENCY: Dial 9-1-1  
NON-EMERGENCY: Dial 480-350-8311

**\*\*\*GRANT ANNOUNCEMENT\*\*\***

The Tempe Police Department is applying for the FY 2019 local solicitations for the Edward Byrne Memorial Justice Assistance Grant (JAG) Program.

The Police Department intends to utilize this grant to fund the Sworn Overhire Officer Program (\$61,618) to ensure a continuous pool of the qualified candidates is moved through the hiring and training process to address the immediate and future staffing needs.

Font Size | Share & Bookmark | Feedback | Print

NEWS

- Short-Term (Vacation) Rental Registry Created
- Arizona's first interactive kiosk launches in downtown Tempe
- Tempe scores perfect 100 on Municipal Equality Index

Listen

**HELP STOP CRIME. SUBMIT A TIP HERE**

**SEX OFFENDER DATABASE**

**RAIDS ONLINE**

**Smart911.com**

**REGISTER YOUR BIKE**

**Memorial**

PHX At Your Service PHX Pay Online Map It Find Public Records PHX Newsroom Translate

City of Phoenix - Police

In an Emergency or to report suspicious activity 911 | To report a crime or non-emergency 602-262-6151 | Silent Witness 480-WITNESS

**PHX PD**  
Find the BLUE in You!

Connect With Us

Online Reporting

Reportes Electronico

Important Links

- Commend/Complaint Form
- Career Opportunities
- Precincts
- Community Relations
- Operations Orders (PDF)
- Resources and Information
- Investigations
- Immigration Information
- Crime Maps and Statistics
- In Memoriam

**Now Hiring!**

The Phoenix Police Department is now hiring for multiple positions. If you would like to join the team and become a police officer now is the time. Check out our recruitment page that has all of the information you need to know. Follow us on Facebook, Instagram and Twitter to keep up-to-date on events, testing, and more.

You can become the voice that helps citizens and guides officers as a Public Communications Operator. Learn more about this exciting career by visiting the Public Communications Bureau page.

**PHX PD 911**

**Virtual Block Watch**

The Phoenix Police Department has launched a new crime fighting program called "Virtual Block Watch". The idea is simple, if you have a security camera let us know that you do. Then, if there is a crime in the area we will know where we might be able to find video footage of the suspect.

Registering your camera not only helps deter crime, but assists the Department in its overall crime prevention strategy in your neighborhood. You aren't granting us control of your camera or sharing control, simply letting us know you have it so we know where another set of eyes are to help us fight crime. You can register and become a part of the program now.

**Precinct Patrol Area Maps**

- Precinct Boundaries
- Squad Boundaries
- Beat Boundaries

**Phoenix Police Foundation**

The Phoenix Police Foundation [a 501(c)(3)] was established in 2002 with the intent to gain community support for unmet police department capital needs, and provide financial assistance for department employees and their families in times of need.

**Police Chief**

Jeri Williams - Police Chief

Organizational Chart Executive Team Bios

**PD Transparency**

Police Transparency

**OIS Info**

Officer-Involved Shootings (OIS) Information

Review OIS Study & learn more

**Strategic Plan**

Phoenix Police Department Strategic Plan

Take a moment to read the Phoenix Police Department's 2017-2019 Strategic Plan (PDF).

**Twitter**

Phoenix Police Department @phoenixpolice

On February 5, 1929, Officer Frank Smith became the first Phoenix Police Officer killed in the line of duty. To learn more about Officer Smith please visit his memorial video: [Officer Smith - Victim-911](#)

We honor and remember his sacrifice.

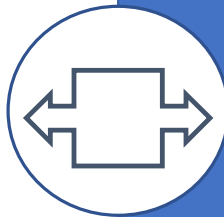
# Pros and Cons

Reasons **for** adopting the recommendation

- *Customer service*
- *Less requests on staff*
- *Enhances transparency*

Reasons **against** adopting the recommendation

- *Competing priorities on the website*
- *Policies are not in the top 10 webpages*





## Proposed Action

*Adopt PERF's recommendation for the department policies to be **more** accessible on MPD's webpage.*



Discussion