



To: Parks and Recreation Board

Date: January 28, 2021

From: Cynthia Aguilar, Acting Director

Subject: CODE OF CONDUCT IMPLEMENTATION – JANUARY 2021 UPDATE

This report provides the Parks and Recreation Board (Board) with a standing monthly update regarding Code of Conduct implementation and ongoing education.

BACKGROUND

In Oct. 2019, following a series of 13 community meetings to gather public input about problematic behaviors in parks and proposed solutions, and discussions at five Board meetings, the Board approved staff to move forward with the implementation of a Code of Conduct for parks and park facilities.

The goal of the Code of Conduct is to promote behavior that allows everyone to enjoy clean, safe, accessible and inviting parks, facilities and programs, by providing clear expectations of acceptable behavior in flatland parks, desert and mountain parks and preserves and other park facilities. The Code of Conduct was written in partnership with the community and City departments, including the Law Department, Prosecutor's Office and Police Department.

In Oct. 2020, City staff provided the Board with an update regarding Code of Conduct implementation, which had been on hold. At this meeting, the Board requested monthly updates regarding implementation and numbers of educational contacts/trespass notices.

DISCUSSION

As discussed at the Oct. 2020 Board meeting, staff is moving forward with implementation of the Code of Conduct. The following report provides an update on Code of Conduct action items and current status.

As a reminder, the first two months of the Code of Conduct's rollout are being dedicated to educating the public and raising awareness about the new behavioral expectations in parks and park facilities, and no trespass notices are being issued at the current time. In future monthly reports, staff will provide the Board with updates on the number of educational contacts being made by staff and, when the trespass policy is in effect, the

number of trespass notices issued. Currently, training is being rolled out to field staff on the Code of Conduct, their role in the education process and how educational contacts are to be reported.

Staff Training		
Task	Description	Status Updates
Staff Field Operating Procedure (FOP)	A FOP will be created that explains in detail the Code of Conduct process, including staff expectations and the department's commitment to fairness and equity as guiding principles.	1/21/2021: Completed. FOP finalized and distributed to staff in Dec. 2020. All department employees will sign off indicating they read and understand the policy.
Staff Trainings	The department will take a multi-pronged approach to training staff on the new Code of Conduct and their role in the process, including trainings at all levels of the department:	1/21/2021: In progress. The department's supervisory field staff were provided with virtual trainings on the new Code of Conduct in Dec. 2020. Approximately 112 supervisors were trained through five separate training sessions. Currently, training is being given to field staff from around the department. In-person trainings are being provided at tailgate/briefing meetings with small groups of staff who are wearing masks and social distancing. WebEx-based trainings are being provided to work groups where feasible.

Public Education		
Task	Description	Status Updates
Flyer	Field staff, as part of the training process, will provide an educational flyer to park guests when they are being educated about the Code of Conduct. The flyer will also be available at division offices, community centers and other facilities when they reopen.	1/21/2021: Completed. Copies of the flyer are being provided to field staff in trainings. The flyer has been translated and is available in English and Spanish.
Web Page	A new web page containing the Code of Conduct policy, the process to appeal trespass notices, the historical approval process	1/21/2021: Completed. Web page is live as of Jan. 4, 2021. The web page can be viewed in both English and Spanish.

	for the Code of Conduct policy and links to relevant City ordinances will be linked on the department's main web site, at phoenix.gov/parks.	
Social Media	A comprehensive social media plan will be developed with a schedule of weekly posts that will be shared via the department's social media channels, including Facebook and Twitter.	1/21/2021: In progress. Social media plan has been created and is being reviewed.
Signage	A new package of signs will be installed throughout the park system in prominent locations alerting park guests to the behavioral expectations in parks and park facilities.	1/21/2021: In progress. A signage package has been developed and is going through a final review, including by the Law Department. Further details and a timeline for installation will be provided through a future monthly report to the Board.
Trespass Notice Cards	A card will be created, which will be provided to recipients of trespass notices, informing them of the trespass dates and reason, issuing staff and educating on the appeals process.	1/21/2021: Completed. The trespass notice card has been finalized and will be available in English and Spanish for park rangers to pass out when the trespass policy is implemented.

Tracking Systems		
Task	Description	Status Updates
Tracking of Educational Contacts	At the Board's request, staff will be tracking the number of educational contacts made by staff in the field. This data will be shared with the Board via monthly updates.	1/21/21: In progress. Field staff are being trained on the Code of Conduct, including how educational contacts are to be reported. Going forward, staff will be providing the Board with numbers of educational contacts through monthly updates.
Tracking of Trespass Notices	An IT system will be developed to document and track trespass notices and appeals.	1/21/21: In progress. No trespass notices are being issued at the current time; however, Parks and Recreation staff are in the process of testing and training on a new SharePoint-based web portal that was

		created by the city's Information Technology Services Department. This new system will allow staff to track the issuance of trespass notices and process appeals that are received.
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RECOMMENDATION

This report is for information only.

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