



**To:** Parks and Recreation Board

**Date:** March 25, 2021

**From:** Cynthia Aguilar, Acting Director

**Subject:** CODE OF CONDUCT UPDATE

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This report provides the Parks and Recreation Board (Board) with a standing monthly update regarding implementation of the Code of Conduct 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 that meeting, the Board requested monthly updates regarding implementation and numbers of educational contacts/trespass notices.

### DISCUSSION

Staff implemented the Code of Conduct in Jan. 2021. The following report provides an update on Code of Conduct action items and current status.

At the time of this report, staff is making final preparations to implement the trespass policy contained within the Code of Conduct. The first two months of the Code of Conduct's rollout were dedicated to educating the public and raising awareness about the new behavioral expectations in parks and park facilities, with no trespass notices issued. In future reports to the Board, staff will begin reporting the number of trespass notices issued.

<b>Staff Training</b>		
<b>Task</b>	<b>Description</b>	<b>Status Updates</b>
Staff FOP	An 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.	1/21/21: <b>Completed.</b>
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:	2/25/21: <b>Completed.</b> Throughout Jan. 2021, training was provided to field staff from around the department. Supervisory staff were trained in Nov./Dec. 2020.

<b>Public Education</b>		
<b>Task</b>	<b>Description</b>	<b>Status Updates</b>
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.	1/21/21: <b>Completed.</b> Copies of the flyer are being provided to field staff in trainings. The flyer has been translated and is available in English/Spanish.
Web Page	A new web page containing the Code of Conduct policy, the process to appeal trespass notices, the historical approval process for the Code of Conduct policy and links to relevant City ordinances will be linked on the Department's main web site, at <a href="http://phoenix.gov/parks">phoenix.gov/parks</a> .	2/25/21: <b>Completed.</b> The web page, which went live on Jan. 4, 2021, was updated with the English/ Spanish PDF's of the Code of Conduct policy and educational flyer.
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.	1/21/21: <b>Completed.</b> The trespass notice card has been finalized and will be available in English/Spanish for park rangers to pass out when the trespass policy is implemented.
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.	3/25/21: <b>Ongoing.</b> The department's Public Information Officer is posting educational messages on social media channels to drive awareness about the Code of Conduct.

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.	3/25/21: <b>Ongoing.</b> Staff researched signage packages from other agencies around the Valley and is moving forward with updates to the department's current rule signs. The plan is to swap out the current park rule panels with new panels containing information about the Code of Conduct. Staff is finalizing a design and will be working with the City's sign vendor to get an updated quote. Ordering of the signage was paused pending Parks and Recreation Board approval of a new smoke-free parks policy. If approved, the updated language will be included on the sign. Staff is also obtaining a cost estimate for Spanish signage.
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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.	3/25/21: <b>Ongoing.</b> <ul style="list-style-type: none"> <li>• Week of 2/28: 441 contacts</li> <li>• Week of 2/21: 402 contacts</li> <li>• Week of 2/14: 410 contacts</li> <li>• Week of 2/07: 313 contacts</li> <li>• Week of 1/31: 406 contacts</li> <li>• Week of 1/24: 456 contacts</li> <li>• Week of 1/17: 330 contacts</li> </ul>
Tracking of Trespass Notices	An IT system will be developed to document and track trespass notices and appeals.	2/25/21: <b>In progress.</b> Staff is working with ITS to complete final testing on the SharePoint system.  No trespass notices are being issued at the current time.

RECOMMENDATION

This report is for information only.

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