



Phoenix Police Department  
Police Chief Jeri L. Williams  
[WWW.PHOENIX.GOV/POLICE](http://WWW.PHOENIX.GOV/POLICE)

# COMMUNITY ENGAGEMENT BUREAU

**DUE TO COVID MANY  
PROGRAMS AND SERVICE  
WERE AFFECTED**

## 2020 Biannual Report

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July 1, 2020 to December 31, 2020

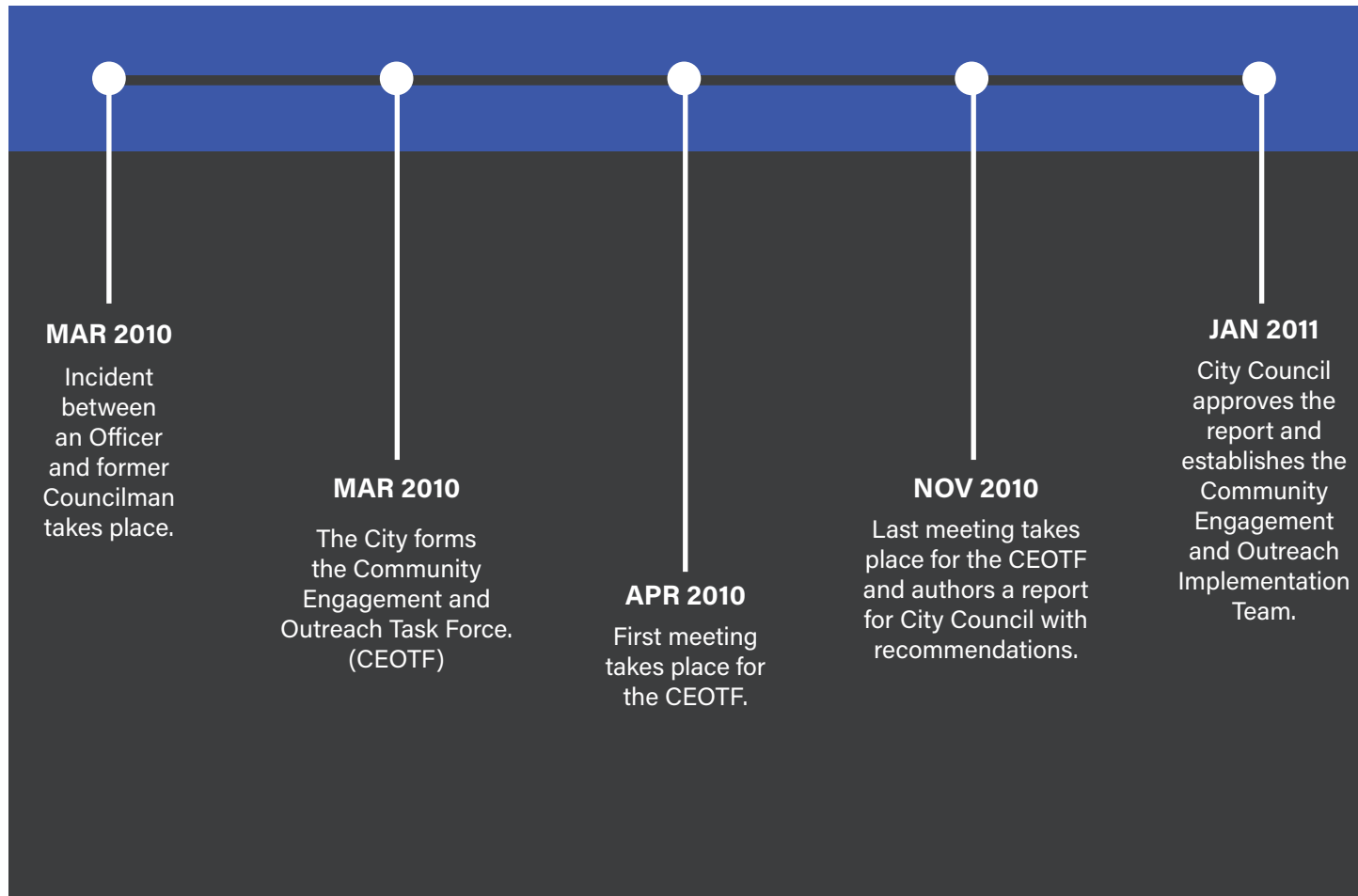


## Community Engagement & Outreach Task Force

The City formed the Community Engagement & Outreach Task Force (CEOTF) after an incident in 2010 involving a Phoenix Police Officer and a former councilman. This incident surfaced feelings and perceptions about the Phoenix Police Department, as well as its interactions with members of the community.

The CEOTF created a report with recommendations to implement strategies, as well as programs to address officer training. These recommendations established the Community Engagement and Outreach Implementation Team.

The recommendations and strategies have continued to be a major proactive emphasis within the Community Engagement Bureau and have led to amazing community programs and services.



# COMMUNITY ENGAGEMENT BUREAU

The Community Engagement Bureau (CEB), formerly known as the Community Relations Bureau, is the central hub for citywide community engagement. CEB routinely works with personnel from all seven precincts to enhance the quality of life for the residents of Phoenix.

The Phoenix Police Department understands the importance of building and maintaining effective community partnerships. Often, these partnerships work behind the scenes to increase the quality of life for the residents of Phoenix. In this report, the Department highlights our community engagement as a way to collaborate, engage and increase connectivity with the citizens of Phoenix.

## CEB SPECIALTY UNITS



Community Engagement Team



Crisis Intervention Team



Community Response Squad



Off-Duty Work Detail



Community Programs



Police Activity League

# PROGRAMS

- Citizen's Offering Police Support (COPS)
- Success With Effort & Training (SWET)
- Citizen's Police Academy (CPA)
- Probation to Reinvention (P2R)
- Police Academy Experience
- Family Police Experience
- Virtual Block Watch
- Cop for a Day

# SERVICES

- Ice Cream Truck Appearances
- Refugee Arrival Training
- Active Shooter Training
- Stop the Bleed Training

## COMMUNITY ENGAGEMENT TEAM

The Community Engagement Team (CET) aims to provide programs, services, events and platforms for community involvement to further community trust and partnerships.

- PRIDE Parade
- MLK Celebration
- World Refugee Day
- Veteran's Day Parade
- Community Connection Fair
- Getting Arizona Involved in Neighborhoods

# EVENTS

- Blood Drives
- Community Fairs
- Neighborhood Clean-Ups
- Special Olympics of Arizona
- Community Service Fund Drive
- Events at Local Universities and Colleges

# INVOLVEMENT

# COVID 19

The Community Engagement Team (CET) programs were affected by COVID. Therefore, CET assisted other bureaus and units with workload during the pandemic. CET assisted the Community Response Squad, the Off-Duty Work Detail, and the Homicide Unit.

CET assisted by providing personnel to assist with demonstrations, protests, and rallies.

CET provided assistance to the unloading and delivery of PPD gear to essential workers during the quarantine.

CET assisted the Homicide Unit by analyzing evidentiary video and phone calls, as well as other investigative tasks.

# CITIZEN'S OFFERING POLICE SUPPORT

## COPS




COPS is a volunteer program dedicated to helping the Phoenix Police Department and the Community. We offer citizen volunteer and college internship opportunities from a non-enforcement capacity.

COPS has volunteer assignments in several specialty details and are required to donate four (4) hours each month per quarter.

### TOTAL VOLUNTEERS

 **143**

### TOTAL HOURS OF SERVICE

  
**8,900**  
(Approximate)

### TOTAL VALUE OF HOURS VOLUNTEERED

  
**193,758**  
(Approximate)

STATS FOR JULY TO DECEMBER OF 2020

## COMMUNITY ACTION OFFICER COORDINATOR — (CAO-C)

The CAO-C works with city departments, businesses and community members to develop crime prevention strategies. In addition, the CAO-C serves as a liaison between precinct CAOs, City Council and staff by maintaining a constant line of communication.

The CAO-C also provides support to additional programs and functions within the Community Engagement Bureau.

TOTAL NUMBER OF PROGRAMS & FUNCTIONS SUPPORTED

**10**



Some of the Programs

TOTAL ENTRIES

**160**

- Neighborhood Clean Up
- Community Meeting
- Community Event
- School Presentation
- Neighborhood Complaint

In early 2017, the CAO-C developed a Community Action Officer (CAO) and Weekly Precinct Report database to capture efforts performed by CAOs within each precinct. This information is now readily available to supervisors and command staff.

These entries are input daily and demonstrates the work being conducted by our staff emphasizing our role in community engagement.

### ADDITIONAL RESPONSIBILITIES

**Virtual Block Watch (VBW)** is one of the Department's contemporary crime prevention and investigative tools. It allows individuals/businesses to register their surveillance cameras with our department for crime prevention and suppression strategies.



VBW ON BOARDING PRESENTATIONS

**23**

STATS FOR JULY TO DECEMBER OF 2020

## SPECIAL PROGRAMS COORDINATOR

The Special Programs Coordinator is responsible for generating Departmental participation in the Community Service Fund Drive (CSFD), coordinating Department blood drives and organizing the Phoenix Police Law Enforcement Torch Run for Special Olympics of Arizona (SPOAZ) and other related events.

The Special Programs Coordinator is also responsible for training SPOAZ representatives within the Department.

**1 BLOOD DRIVES HOSTED**

**232 SUCCESSFUL DONORS**



**401 ESTIMATED LIVES SAVED**



**REPRESENTATIVES TRAINED 32**

**FUNDRAISING EARNINGS \$4,990**

**LE TORCH RUN T-SHIRT SALES \$4,990**

STATS FOR JULY TO DECEMBER OF 2020

## EVENTS/MEETINGS/PRESENTATIONS

Members of the Community Engagement Team (CET) routinely collaborate and engage with members of the public in community related events. These events include speaking engagements and educational presentations. These events also provide an opportunity for CET's Ice Cream Truck to make appearances.



The Community Engagement Team routinely meet and exchange dialogue with our partners. It is imperative that we are in communication with outside organizations to ensure we are available to them in the event their groups are in need of current information on a particular matter of interest.

The Community Engagement Team conducts various presentations in the community. We conduct Active Shooter Training, Virtual Block Watch trainings, Public Safety presentations, school presentations on careers in law enforcement, Stop the Bleed trainings, and New Arrival Training for Refugees.

STATS FOR JULY TO DECEMBER OF 2020

# HISTORY

- The CIT was formed in June of 2015
- Fully operational in August of 2015
- Assists with mental health calls
- Comprised of two squads

# TRAINING

- Advance Crisis Intervention
- Intelligence Officer
- Negotiation Skills
- Additional Training

## CRISIS INTERVENTION TEAM

The Crisis Intervention Team (CIT) is an innovative first-responder model of police-based crisis intervention with community, health care, behavioral health and advocacy partnerships.

The Phoenix Police Department is also an active participant of the One Mind Campaign, which seeks to ensure successful interactions between police officers and persons affected by mental illness.

In addition to the two CIT squads assigned to the Community Engagement Bureau, the Phoenix Police Department has a total of **522** officers that are CIT trained. Of the **522** officers, **239** officers are currently assigned to the various patrol precincts and our Downtown Operations Unit.

New Officers are not CIT trained as they do not yet meet the requirements of the national model. Police Chief Jeri Williams added additional mental health and crisis awareness training on top of their basic training for new academy graduates prior to them being assigned to the field training officer program. New officers then return to the Academy 14 week into their field training program for additional in-service mental health training.

**TRAINED OFFICERS**

**NEW OFFICERS**

# CRISIS INTERVENTION TEAM (CIT)

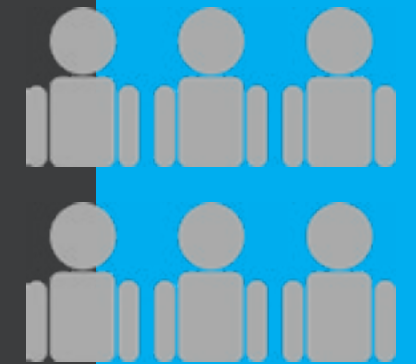
The Phoenix Police Department serves approximately 5000 court ordered mental health pick up detention orders each year.

The CIT squads assist in lessening the demand for first responders in patrol. CIT squads provide individuals with the necessary resources to assist them during their time of crisis.

TOTAL NUMBER OF ORDERS SERVED

**461**

(Approximate)



## PRESENTATIONS

CIT conducts presentations with those who share a common goal of assisting those with mental illness. Several presentations were provided at two Phoenix Crime Free Multi-Housing meetings.

**33-** 8-Hour Mental Health First Aid Trainings

This training focuses on skills that are directed to help someone who is developing a mental health problem or experiencing a mental health crisis.

Classes were conducted for:

**278-** Officers

**442-** Police Recruits

## PARTNERS

CIT squads continue to build partnerships with community groups to raise education and awareness of mental health.

CIT develops and maintains a dialogue with numerous public/private partners to continue striving towards the common goal of assisting those in crisis to include but not limited to, Crisis Preparation and Recovery Inc, as well as those listed in the following chart.



(Some of our partners)

STATS FOR JULY TO DECEMBER OF 2020

## SQUADS

There are currently two (2) Community Response Squads who also oversee the Police Chief's Advisory Boards and the boards' quarterly meetings.

## BOARD MEETINGS

The Advisory Board meetings provide a forum to exchange information between the Phoenix Police Department and community members. This is accomplished through listening sessions of community concerns and having open discussions to create solutions to problems.

## COMMUNITY RESPONSE SQUAD

The Community Response Squad (CRS) is responsible for maintaining an ongoing, working relationship with all of our diverse communities. CRS also monitors protests, demonstrations, rallies and marches ensuring a safe environment and allowing groups to exercise their right to free speech and peaceful assembly.

CRS also conducts Critical Incident Outreach within communities and neighborhoods to provide information and support to those impacted.

- ARAB
- ASIAN
- JEWISH
- REFUGEE
- FAITH BASED
- AFRICAN AMERICAN

- SIKH
- LGBTQ
- MUSLIM
- HISPANIC
- AMERICAN INDIAN
- CROSS - DISABILITIES

## POLICE CHIEF'S ADVISORY BOARDS

## COMMUNITY RESPONSE SQUAD (CRS)



TOTAL  
MONITORED  
PROTESTS/  
RALLIES

# 310

(Approximate)



MEETINGS  
CONDUCTED

# 300

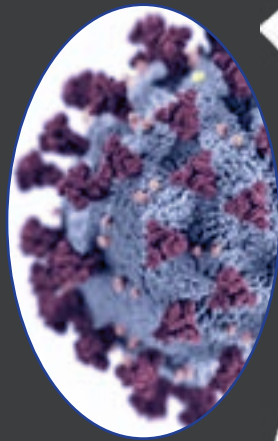


ADVISORY  
BOARD  
MEETINGS  
HOSTED AND  
ATTENDED

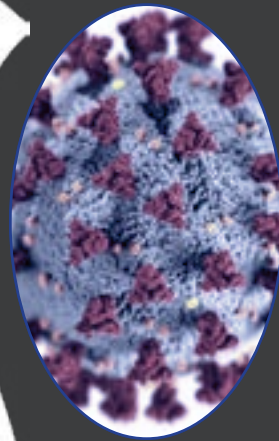
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STATS FOR JULY TO DECEMBER OF 2020

# COVID-19



Community Response Detectives were also tasked with city-wide response and education regarding the Governor's Executive Order on COVID-19. Detectives worked in patrol support response capacity for several months meeting with businesses and their representatives providing education about the newly instituted executive order.



## OFF-DUTY WORK DETAIL

The Off-Duty Work Detail is responsible for monitoring all off-duty work, coordinating extra-duty work, receiving and recording off-duty work requests, assigning coordinators to off-duty work requests, and maintaining all original paperwork for off-duty jobs.

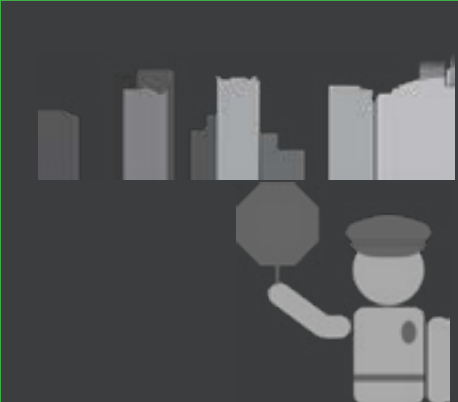


# OFF-DUTY WORK DETAIL



OFF-DUTY  
JOBS TAKEN

**109**



EXTRA-  
DUTY/ CITY  
OT JOBS  
CALLED IN

**449**



EXTRA-  
DUTY/ CITY  
OT OFFICERS  
NEEDED

**2,243**

STATS FOR JULY TO DECEMBER OF 2020

# Programs

- Drag Racing Against Gangs and Graffiti
- Phoenix Neighborhood Patrol
- Block Watch
- Wake Up!

- Getting Arizona Involved in Neighborhoods
- Crime Free Multi-Housing
- SafeBiz

## COMMUNITY PROGRAMS SQUAD

The Community Programs Squad offers unique programs for the community to improve relations, provide public safety education and deter criminal activity.

# Block Watch

BW

In Partnership with the Phoenix Police Department



# BLOCK WATCH

&

The BW program is a standalone program, although most of the training for new BW members takes place during PNP training sessions. BW's purpose is to encourage citizens to be vigilant of criminal activity.

BW members are encouraged to attend special training on various topics including observation skills, confrontation avoidance, patrol procedures, laws and liability and the proper usage of 9-1-1 and Crime Stop.

BW groups are supported by Community Action Officers (CAOs) and Block Watch Coordinators in each precinct. BW meetings are coordinated twice a month, which also includes meeting with the Phoenix Police Chief Advisory Boards.

**TOTAL REGISTERED  
BLOCK WATCH  
GROUPS**

**815**

STATS FOR JULY TO DECEMBER OF 2020

# PHOENIX NEIGHBORHOOD PATROL

PNP



The PNP program started as the Block Watchers on Patrol program in 1994. Its purpose is to encourage citizens to be proactive by patrolling their own neighborhoods and reporting any criminal activity.

PNP members are required to attend special training on various topics including observation skills, confrontation avoidance, patrol procedures, laws and liability, and the proper usage of 9-1-1 and Crime Stop. Following the guidelines set due to the COVID-19 Pandemic, meetings and classes were successfully held virtually.

**TOTAL MEMBERS TRAINED**



**4,367**

**NEW MEMBERS  
TRAINED**



**27**

**TOTAL CLASSES  
HOSTED**



**5**

(1 class was in Spanish)

STATS FOR JULY TO DECEMBER OF 2020

# CRIME FREE MULTI-HOUSING (CFMH)

The CFMH program was developed in 1992 following a Bureau of Justice study, which resulted in the "Landlord Training Program". A crime specialist with Mesa PD developed a certificate program that produced the best community-based partnership for the rental community.

The City of Phoenix web-page provides the introduction to the CFMH program as a resource to rental property owners.

PROPERTIES THAT MEET CFMH STANDARDS

365



## CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN

Crime Prevention Through Environmental Design (CPTED) is a concept that utilizes the assessment of physical structures pertaining to businesses or dwellings to deter criminal activity. The program incorporates a unique three-phase approach, which ensures crime prevention while maintaining a resident-friendly approach.

**PHASE 1** - Involves an 8-hour seminar. Participants are given an overview of the CFMH program using CPTED principles.

**PHASE 2** - Requires a CPTED evaluation and follow-up to certify the property.

**PHASE 3** - Requires an annual crime prevention meeting with residents.

## PROPERTIES WITH COMPLETED PHASES

PHASE 1



268

PHASE 2



13

PHASE 3



85

STATS FOR JULY TO DECEMBER OF 2020

# PAL

PAL consists of eight (8) officers and one (1) sergeant. The program was reintroduced in June of 2016 to address the needs of at-risk youth and build positive relationships between those youth and the police. PAL oversees our Cadet Program, as well.

# Guidelines

In order to accurately reflect the efforts in building positive relationships in the community, PAL officers work within the following guidelines:

- Collaborate with groups & organizations who have committed to working with the PAL program.
- Engage with youth at locations throughout the city of Phoenix.
- Participate in youth focused programs.

## Police Activities League

The Police Activities League (PAL) program is an organization where members of the police department interact with boys and girls in sports, as well as school-related activities. The PAL program teaches youth the importance of integrity, respect, discipline, self-esteem, leadership, teamwork and other valuable life skills that breed success.

YOUTH CENTERS INVOLVED  
4

APPROX. YOUTH ENGAGED  
4,000

- YMCA
- AZ RATTLERS
- PATHWAYS SCHOOL
- BOYS & GIRLS CLUB
- KROC SALVATION ARMY
- STUDENT CHOICE HIGH SCHOOL
- PHOENIX PARKS AND RECREATION

- ABILITY 360
- AZ COYOTES
- LAKE PLEASANT
- AZ DIAMONDBACKS
- PHOENIX SUNS/MERCURY
- GRAND CANYON UNIVERSITY
- FRANKLIN POLICE & FIRE HIGH SCHOOL

## PARTNERSHIPS

# POLICE CADET PROGRAM



The Phoenix Police Cadet Program is a Public Safety Program for career-orientated young adults, ages 14 through 21. The program provides young adults with law enforcement training, leadership skills and knowledge with an emphasis on the importance of community relationships. The program instills sound morals and values, good physical fitness and provides many professional opportunities.

The service area served is the Phoenix Metro Area and incorporates 70+ young men and women.

HOURS OF COMMUNITY SERVICE SERVED

 **173**

HOURS OF VIRTUAL TRAINING

 **174**

STATS FOR JULY TO DECEMBER OF 2020

# COVID 19

Officers from PAL and the Cadet programs assisted the Community Response Squad, the Lab and our Family Investigation Bureau.

They assisted by providing personnel to assist with demonstrations, protests, and rallies.

They assisted the Family Bureau of Investigations by providing over

**260 HOURS**  
of investigative support.

They assisted the Crime Lab by helping with the clearance of

**1330 Drug Cases**

STATS FOR JULY TO DECEMBER OF 2020

**END OF REPORT**