

<b>MESA POLICE</b>  Department Policy Manual	<b>Civilian Investigation Specialist (CIS)</b>	<b>DPM 2.10.35</b> Effective 11/10/2015 Revised 03/03/2026
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## 1. PURPOSE

The Mesa Police Department (MPD), in keeping with community expectations for a professional and efficient police department, has established the Civilian Investigation Specialist (CIS) Program.

The purpose of the CIS Program is to:

- A. Prepare the CIS to perform the essential duties of their position, including responsibilities formerly assigned to Police Service Officers (PSO).
- B. Provide MPD members with the structure, responsibilities, and investigation protocols specific to the CIS role.
- C. Enhance the professionalism, operational effectiveness, and service delivery of the Patrol Operations Bureau and investigative units through continuous quality improvement.
- D. Ensure a consistent and standardized approach to non-sworn field response, investigative support, and administrative duties, supporting the overall mission of the Department.

## 2. GENERAL

### 2.1 Goals

The CIS Program is designed to:

- A. Improve response time to and the quality of delayed property crime and vehicle collision investigations by allowing CIS members to conduct thorough on-scene investigations.
- B. Relieve patrol officers to allow greater availability for in-progress calls and proactive policing activities.
- C. Assist Patrol Operations by:
  1. Taking traffic collision reports.
  2. Providing traffic control when needed.
  3. Handling animal-related calls for service.
  4. Performing area checks for endangered missing persons.
  5. Enforcing parking and Mesa City Code violations and clearing roadway hazards.
- D. Investigate non-priority calls for service where no suspects are present or suspect contact is not expected.
- E. Retrieve, document, and process found property.

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- F. Educate victims on crime prevention strategies to reduce the likelihood of future victimization.

## 2.2 Guidelines

- A. The CIS Program is assigned to the Patrol Operations Bureau and is supervised by CIS Supervisors but may communicate with sworn supervisors for day-to-day operational needs.
- B. CIS members respond to property crime investigations, traffic collision investigations (including hit-and-run investigations), and other applicable calls for service within their assigned divisions and citywide.
- C. CIS members are dispatched through Computer Aided Dispatch (CAD) from designated patrol nodes.
- D. CIS members assist Patrol Operations by conducting investigations, handling non-in progress property crimes, handling traffic collisions, providing traffic control, and responding to a variety of non-priority calls.
- E. CIS members are responsible for properly documenting and processing found property and will testify in court as required.
- F. Department members shall not request CIS members to respond to or complete an investigation they are assigned to, nor shall they leave calls pending beyond the allotted timeframes in an effort to prompt a CIS response.
- G. If a sworn supervisor believes an investigation meets the appropriate CIS criteria, they may contact the CIS Supervisor, Communications Supervisor or the CIU Sergeant to request that the call be reviewed for potential reassignment to CIS.

## 2.3 CIS Responsibilities

A CIS will:

- A. When practical, make initial contact with the victim(s) within one hour of the call being entered by Communications.
- B. Gather initial information from the victim(s).
- C. Investigate all incidents at the scene when possible.
- D. Issue citations when appropriate, respond to requests for defense interviews, and attend court appearances when subpoenaed.
- E. Process all scenes, when appropriate, to include the collection of latent prints, DNA, and photographic evidence.
- F. Complete a detailed departmental report (GO).
  - 1. Monitor and complete submitted online reports through the Coplogic portal, CityLink, Community Connect or any other approved online database.
  - 2. Complete accurate ADOT forms with diagrams when applicable.

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G. Notify a CIS Supervisor when an investigation requires extensive follow-up, extenuating circumstances that may exist, suspect information is developed, or when information received is essential to departmental or organizational function. If a CIS Supervisor is not available, a sworn supervisor may be contacted.

## 2.4 Professional Staff Supervisor Responsibilities

A Professional Staff Supervisor assigned to oversee CIS members will:

- A. Provide oversight and direction to CISs with regular feedback and provide the evaluation on PAFs. Monitor the CIS Unit's day-to-day functions and respond to their scenes as needed.
- B. Read and approve CIS reports. Send insufficient reports back to CIS members for corrections or route specific cases to specialty units for follow-up as needed.
- C. Ensure CIS members follow proper protocols and Department policies.
- D. Manage CIS uniform attire and ensure authorized equipment is issued and properly maintained.
- E. Communicate with other Professional Staff Supervisors, Patrol Sergeants, and/or CIU Sergeants to ensure CIS Program statistics, practices, and responsibilities remain consistent Department-wide.
- F. Arrange and oversee CIS hiring by communicating with City Human Resources; onboarding by communicating with candidates; academy training and continued education training; schedules; and performance expectations.
- G. Provide general statistical data to the CIS Unit, Operations Lieutenants, Division Commanders and the CompStat Unit, as needed, regarding CIS activities and performance.
- H. Assist with any other Patrol Operations duties as deemed appropriate by the Division Commander.
- I. Monitor CIS employee timekeeping entries in Telestaff and approve Kronos timecards.

## 3. CALLS FOR SERVICE

### 3.1 Types of Investigations

- A. CISs may investigate the following types of calls when there is no expected suspect contact, but will utilize a sworn officer to make any potential suspect contact:
  1. Vehicle Collisions; including serious injury collisions, hit-and-run collisions, and collisions where impairment may be a factor (CIS-Patrol Support).

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2. Commercial Burglary (CIS-Patrol Support or CIS-Investigations Support).
3. Residential Burglary (CIS-Patrol Support or CIS-Investigations Support).
4. Vehicle Burglary (CIS-Patrol Support or CIS-Investigations Support).
5. Commercial Theft (CIS-Patrol Support or CIS-Investigations Support).
6. Residential Theft (CIS-Patrol Support or CIS-Investigations Support).
7. Vehicle Theft (CIS-Patrol Support or CIS-Investigations Support).
8. Stolen Vehicles (CIS-Patrol Support or CIS-Investigations Support).
9. Stolen Vehicle Recoveries; Note: Sworn members must complete recoveries requiring extensive follow-up or evidence collection. (CIS-Patrol Support or CIS-Investigations Support).
10. Criminal Damage (CIS-Patrol Support or CIS-Investigations Support).
11. Found Property (CIS-Patrol Support or CIS-Investigations Support).
12. Forgery (CIS-Investigations Support).
13. Fraud (CIS-Investigations Support).
14. Identity Theft (CIS-Investigations Support).
15. Other property crime investigations as assigned (CIS-Patrol Support or CIS-Investigations Support).

## 4. CIS INVESTIGATIONS

### 4.1 Assignment of Calls

CIS will be assigned calls in the following manner:

- A. CIS members may contact victims by telephone to initiate the investigation.
- B. A Professional Staff Supervisor may assess whether an on-scene response will be necessary.
  1. If no response is necessary, CIS members will gather the appropriate information and complete a GO.
  2. If an on-scene response will further assist with the investigation, CIS members will schedule an appointment at a time convenient for the victim(s).
- C. Available CIS-Investigations Support members will monitor the patrol nodes (P1, P2, P3, P4, and P5) in CAD and request calls that meet CIS-Investigations Support criteria.
- D. CIS-Patrol Support will be dispatched to calls for service by Communications via radio broadcast and MDT notification.
- E. Available CIS-Patrol Support members may also assist with other assigned unit duties, such as online collision reports, online complaints of city code violations, speed trailer deployment, or traffic control details.

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## 4.2 Citywide Dispatch of CIS-Patrol Support (Ocean Units)

- A. CIS-Patrol Support members are assigned to districts, but are considered citywide resources.
- B. CIS Patrol Support may be dispatched outside their assigned district when it is reasonable for them to respond. Reasonableness includes, but is not limited to:
  1. The CIS Patrol Support member is closer to the call than available patrol units.
  2. The member can arrive in a timely manner and provide service before patrol would reasonably resolve the incident.
  3. The call type falls within normal CIS Patrol Support responsibilities (minor traffic collisions, non-injury hit-and-runs, traffic hazards, found property, and other non-emergent traffic related calls).
  4. The response will not cause excessive delays in service to the member's home district.
- C. Emergencies always take priority. If the incident involves injuries, roadway hazards, or immediate public danger, the nearest available unit, sworn or civilian, should be dispatched.
- D. CIS Patrol Support members should not decline calls based only on district boundaries. Dispatchers may assign units citywide when it is reasonable.
- E. Patrol officers remain responsible for handling incidents when it is not reasonable for CIS Patrol Support to respond, such as when the officer can finish the investigation before CIS Patrol Support could arrive.
- F. Supervisors will monitor deployment to ensure CIS Patrol Support resources are used equitably and effectively throughout the city. Concerns about assignments can be elevated to a Patrol Lieutenant or CIS Supervisor for review.

## 4.3 Scene Response

- A. Upon arrival at a scene, CISs will notify Communications via radio or Digital Extensible Terminal (DXT). CIS members respond to property crime investigations, traffic collision investigations (including hit-and-run investigations), and other applicable calls for service within their assigned divisions and citywide.
- B. CIS members will conduct a thorough on-scene investigation, including necessary evidence processing, canvassing for witnesses or additional information, and any immediate follow-up actions as appropriate.

## 4.4 Scene Investigation

CISs will conduct a complete scene investigation by:

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- A. Contacting potential victims, witnesses, and suspects in accordance with CIS protocols.
- B. Canvassing the immediate area, at a minimum contacting neighbors on either side and across the street from the victim's location, to identify possible witnesses.
- C. CIS Patrol Support shall issue citations when appropriate.
- D. Identifying the modus operandi (MO) and describing any physical evidence involved.
- E. Processing the scene for evidence, including but not limited to latent prints, DNA, and photographs.
- F. Collecting evidence as outlined in [DPM 3.2.30 Vehicle Impound Lot](#) and [DPM 3.2.50 Impounding Evidence & Property - Special Handling](#).
- G. Ensuring [DPM 3.4F1 Request for Forensic Examination](#) is completed and submitted for latent print and DNA evidence collected, when appropriate.
- H. Documenting any additional investigative leads or persons of interest within the GO.
- I. Requesting video surveillance when available. If video cannot be collected during the initial investigation, scheduling a follow-up to obtain the video when permissible.

#### **4.5 Case Reporting**

CISs are responsible for the following case reporting requirements:

- A. Accurately complete a GO by entering all appropriate information into the Records Management System (RMS) by the end of shift.
- B. Enter stolen items into ACIC/NCIC as required.
- C. Document stolen property in detail, including accurate descriptions and approximate monetary values.
- D. Collect and complete the following forms at the scene, when applicable:
  - 1. [DPM 2.4F7 Victims' Rights Brochure](#)
  - 2. [DPM 2.7F22 Hit and Run Brochure](#) (English)
  - 3. [DPM 2.7F22S Hit and Run Brochure](#) (Spanish)
  - 4. [DPM 3.1F5 Statement of Facts - Witness](#)
  - 5. [DPM 3.1F38 Stolen Property Form](#)
  - 6. [DPM 3.1F53 Stolen Vehicle Agreement](#) (English)
  - 7. [DPM 3.1F53S Stolen Vehicle Agreement](#) (Spanish)
- E. Accurately complete citations and/or Arizona Traffic Collision Reports, when applicable.
- F. Attach any related documents, forms, or evidence to the corresponding GO.

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G. Report similar crime trends, patterns, or possible serial crimes to the affected Patrol Division CIU Sergeant, CIU Detective, and/or the Crime Analyst as soon as possible.

#### **4.6 Case Documentation**

CISs are responsible for the following documentation requirements:

- A. Accurately completing a GO by entering all required information into the RMS by the end of shift.
- B. Accurately completing all MPD forms and citations as applicable to the investigation.
- C. Accurately completing an Arizona Traffic Collision Report, when applicable.

#### **4.7 Case Follow-Up**

CISs are responsible for the following case follow-up actions:

- A. Notifying patrol officers or the assigned detective when incidents require immediate follow-up.
- B. Arranging for the pickup of surveillance video when necessary.
- C. Notifying a Professional Staff Supervisor, Traffic Supervisor, or Division CIU Sergeant if an extensive or detailed investigation is involved.
- D. Submitting DPM 3.3.10F2 Extra Patrol Request when appropriate.
- E. Utilizing various criminal justice databases to gather additional information as necessary to support investigations.

### **5. CIS TRAINING**

- A. CISs shall receive the following minimum basic training from selected Field Training Officers to include:
  1. Five weeks of Academy training, or equivalent on-the-job training, which includes topics such as collision investigations, property crime investigations, Arizona law, report writing and RMS, traffic direction, crime scene processing, photography, search and seizure, CPR, and related investigative procedures.
  2. Ten weeks of field training structured into three progressive phases, provided by select CIS members designated as field trainers.
- B. CIS-Patrol Support, CIS-CIU and CIS-Investigations Support members who have completed the basic training shall complete semi-annual refresher training provided by CIU, the Mesa Police Academy Training Unit, or Traffic. This training may include, but is not limited to, driving training, defensive

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tactics, collision investigation training, updated criminal trends, evidence collection techniques, and information/fact collection techniques.

- C. The objectives of the CIS Training Program are to:
1. Provide standardized entry-level training to ensure consistency and competence among CIS members.
  2. Provide remedial training in areas where performance deficiencies are identified.
  3. Establish a valid, job-related rating system using a standardized and systematic approach for the documented measurement of CIS trainee performance.
  4. Provide recommendations to the Commander or designee regarding the performance and status of CIS trainees.
  5. Promote continuous quality improvement and compliance with best practices in investigative support and field operations.

## 6. ONLINE REPORTING

### 6.1 General

- A. See [DPM 3.3.50 Online Reporting System](#) for a list of reports that may be referred to the online Coplogic portal, CommunityReport website, and through Mesa CityLink.
1. Mesa CityLink will be monitored for reports of abandoned vehicles and code compliance complaints.
- B. Communications is responsible for screening and routing calls which qualify for online reporting to the Online Reporting System. If a citizen requests an officer to respond to their call, even if it qualified for online reporting, an officer or CIS shall be dispatched.

### 6.2 Rejected Cases

- A. When a case is rejected from the online portal and requires an in-person response, the CIS is to make telephone contact with the victim.
1. Explain that an in-person response is required.
    - a. If there is no answer, leave a voicemail later in the shift or the following day via the telephone.
    - b. If there is still no response, or there is invalid information, document in the officer notes section, then reject the case.
  2. If reasonable, meet with the victim, take the report in person and cross reference the online report with the new GO.

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## 7. CIS ASSIGNMENT NAMES

- A. Role designations under the CIS umbrella:
1. CIS-Patrol Support
    - a. Works closely with Patrol, dispatchable by MPD Communications, taking all CFS types, not processing scenes. Call sign “Ocean” (e.g., “O11”).
  2. CIS-Investigations Support
    - a. In the field assisting patrol, requesting calls for service from MPD Communications case-by-case, processing scenes, but not handling vehicle accidents or traffic control duties. Call sign “Ida” (e.g., “I12”).
  3. CIS-CIU Support
    - a. Direct support to CIU (i.e., case work, online reporting, follow-ups). This unit type is not dispatched but will notify MPD Communications when they are in the field. Call sign, “Ida” (e.g., “I38”).

## 8. SENIORITY / BIDDING FOR SHIFTS

### 8.1 Purpose

- A. To establish a clear and consistent process for shift bidding within the CIS-Patrol Support, CIU Support, and Investigations Support assignments, based on seniority and assignment type.
1. Seniority for Patrol Support assignments is determined by the original academy graduation date and rank order within the Patrol Support group.
  2. Upon graduation from the CIS Academy, members are placed on the Patrol Support seniority list in order based on their academy ranking.
  3. When participating in shift bids, members will bid in order of their Patrol Support seniority, following behind the person who has been with Patrol Support longer.
  4. If a member transfers out of Patrol Support to CIU Support or Investigations Support, their Patrol Support seniority is placed on hold.
  5. Upon transferring to CIU Support or Investigations Support, the member will be placed at the bottom of the seniority list for that respective assignment, regardless of their original Patrol Support seniority.
  6. Seniority within CIU Support and Investigations Support is based on the date of transfer into that assignment.
  7. If a member returns to Patrol Support after serving in CIU Support or Investigations Support, their original Patrol Support seniority (based on academy graduation and prior Patrol Support service) will be reinstated.

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8. Members will rejoin the Patrol Support seniority list in the same order they held prior to leaving Patrol Support.
9. Members are responsible for understanding how transfers may affect their shift bidding eligibility and seniority status.
10. Management reserves the right to adjust or modify shift assignments based on operational needs.

## 8.2 Quick Breakdown of Seniority/Bid

- A. Stay in Patrol Support -- Keep your original rank.
- B. Leave Patrol Support -- Go to the bottom of the new assignment list.
- C. Return to Patrol Support -- Your original Patrol Support seniority is restored.

## 9. CHAIN OF COMMAND

- A. Chief of Police
- B. Patrol Operations Bureau Assistant Chief
- C. Patrol Division Commander
- D. Operations Lieutenant/Shift Lieutenant
- E. CIS Supervisor/Sworn Sergeant
- F. CIS Field Training Officer (CIS FTO)
- G. CIS II Trainee (CIS OIT)

## REFERENCES

- [DPM 2.4F7 Victims' Rights Brochure](#)
- [DPM 2.7F22 Hit and Run Brochure](#) (English)
- [DPM 2.7F22S Hit and Run Brochure](#) (Spanish)
- [DPM 3.1F5 Statement of Facts - Witness](#)
- [DPM 3.1F38 Stolen Property Form](#)
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