



COMMUNITY BASED POLICING

Operations Order

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1. **DEFINITION** - A philosophy and process by which the Department, in partnership with other City departments, citizens, the public sector, and private enterprises, assists the community in enhancing the quality of life
2. **GENERAL INFORMATION** - The following should be accomplished as part of community-based policing:
 - We must continue to deliver a high quality of basic services.
 - Our concerns must include the quality of life for citizens in our neighborhoods.
 - We must not assume the entire responsibility for solving problems; instead, we must build partnerships and mobilize citizens, businesses, and other government agencies to actively participate.
 - The Department must allocate time and provide sufficient line-level authority to identify and solve neighborhood problems using the Enlightened S.A.R.A. (scanning, analysis, response, assessment) model.
 - We must continue to invest in the development of innovative approaches and personnel resources to enhance the support provided to line functions.
 - The Department must maintain our guiding values at all levels while empowering employees.
3. **PROGRAMS**
 - A. **Citizen Observer Program**
 - (1) This program is designed to provide concerned citizens with an insight into police activities and functions by riding with a police officer during a normal shift.
 - Due to the liability potential, this program is limited to concerned individuals who, due to their community involvement, would benefit the Department from riding with a police officer (please see [section 3.A.7](#) of this order for eligible participants).
 - (2) Employees who desire to have a citizen ride with an officer/supervisor will complete a [Citizen Observer Request Form 80-575D](#), for **prior** approval, **to include**:
 - Applicant's signature on the front of the form.
 - A Triple I to be completed on the applicant/participant by contacting the Records and Identification Bureau (R&I) and noting the results on the form.
 - Applicant's signature on the back of the form to be witnessed and signed by a Department employee.
 - (3) Forward the completed Citizen Observer Request form through the chain of command to the employee's bureau/precinct commander.
 - (4) The bureau/precinct commander/administrator will forward the signed completed Citizen Observer Request form to the immediate supervisor of the intended ride-along officer **before** any citizen participates.
 - (5) Once the ride-along is completed, the ride-along officer's immediate supervisor will forward the Citizen Observer Request form to the administrative sergeant to be filed in a secure location at the precinct/bureau.
 - (6) The following limitations and guidelines will apply to the Citizen Observer Program, but may be waived by the affected precinct commander:
 - (a) No more than two persons may ride with an officer/supervisor at any one time.
 - (b) Citizens will not be assigned to ride with an officer who is on probation.



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3. A. (6) (c) A person of the opposite sex of the ride-along officer must be accompanied by another adult (unless otherwise approved by the affected precinct commander).
- (d) Persons with an extensive police record (prior felony arrest or a misdemeanor arrest within the last two years), an unsavory reputation, or unacceptable appearance will not be permitted to ride.
- (e) Persons under the age of 18 will normally not be allowed to ride as citizen observers; however, exceptions may include children of the affected officer.
- (f) Sworn employees participating in the Citizen Observer Program will do so on a volunteer basis.
- (g) Any individual who participates in the Citizen Observer Program will be limited to four rides in any calendar year.
- (h) Precinct commanders will set a limit on the number of citizen observers allowed per shift.
- (7) Citizen observers must meet one or more of the following criteria:
 - (a) Bona fide potential applicants as determined by the Employment Services Bureau (ESB)
 - ESB will schedule these citizen observer rides with the approval of the affected precinct commander.
 - (b) Immediate family members, friends, significant other, or parent substitute of the affected officer
 - (c) Criminal justice employees (law enforcement officers, prosecuting attorneys, judges, corrections officials, civilian employees, etc.)
 - (d) Politicians, community leaders, etc. with final approval by the precinct commander
 - (e) Registered members of Explorer Post 906 (regardless of age) provided their Citizen Observer Request form is signed by a sworn post advisor (and a parent/guardian if under the age of 18) and with final approval by the precinct commander.
 - Explorers will only be allowed to ride once per month.
 - (f) Civilian Employees
 - On duty civilian employees who wish to ride with an officer/supervisor may do so providing there is a clearly defined reason (training, orientation, etc.) for the ride.
 - Employees will request permission to ride from their supervisor and, if approved, the supervisor will schedule the ride.
 - The date, time and reason for the ride will be documented in the supervisor's notes.
 - Off duty civilian employees who wish to ride with an officer/supervisor on their own time and who have depleted their four-ride limit, as stated in [paragraph 3.A.\(6\)\(g\)](#), may do so in accordance with [paragraph 3.A.\(6\)](#).



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3. A. (8) Officers who have a citizen observer assigned to ride will:
 - (a) Explain their job as fully as possible and attempt to create a favorable impression of the Department. The observer will not be taken on a specific tour but only where duties direct.
 - (b) Instruct the observer to return to the police vehicle if a situation arises where the observer will be in danger or when the observer's presence would hamper an investigation.
 - (c) Immediately report to a supervisor any time the observer interferes with the officer's duties or willfully does not comply with rules and regulations. A supervisor may direct the termination of the observer's ride at any time at either the request of the officer or the citizen.
 - (d) Not allow participants to accompany an officer into a jail or into the prisoner processing area of a precinct or main station at any time.
 - (e) Not allow participants into a home or onto private property during the execution of a search warrant, arrest warrant, or other legitimate law enforcement function when the presence of the participant is not in aid of the execution of the warrant or other legitimate law enforcement function (Fourth Amendment violation).
- (9) Citizen observers will not be permitted to take any photographs when participating in this program unless prior permission has been obtained from the Police Chief. This order does not supersede [Operations Order 6.8.00, Media Relations](#), regarding the news media.
- B. Operation Identification - Designed to prevent thefts and burglaries by assisting citizens in marking personal items of value for positive identification by using an engraver borrowed from the Department.
 - (1) When the engraver is returned, the citizen will receive Operation Identification decals to place around their home to warn potential burglars household items have been marked for positive identification.
 - (2) Each precinct will have responsibility for the program in their area.
 - (3) Citizens who participate in this program should be encouraged to engrave their valuables with their current Arizona driver license number followed by the year in which it expires: for example, AZ B330708-94.
 - (4) All precinct stations and the Community Engagement Bureau (CEB) will issue equipment to implement this program as follows:
 - (a) Each engraver number will be placed on a file card and kept in a card file box.
 - (b) Engravers will be loaned to citizens for a period not to exceed three days.
 - (c) Employees issuing equipment will adhere to the following procedures:
 - Complete the borrower's card and obtain adequate identification, including a current address and driver's license number.
 - Check the engraver to be sure it works properly.
 - Give the borrower the engraver and two inventory sheets to be completed and retained by the borrower.
 - File the borrower's card in the file card box behind the appropriate engraver inventory card.



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- 3. B. (4) (d) When engravers are returned, the borrower's card will be taken from the card file box and completed.
 - The card will then be placed in the back of the file box.
 - The engraver will be checked to determine if it is in good working condition and ready to be loaned again.
 - Borrowers will not be held responsible for the condition of engravers.
 - (e) The card file will be checked weekly for overdue engravers.
 - The bureau/precinct will be responsible for the initial contact with citizens having overdue engravers.
 - (f) When an engraver is lost or stolen, a Case Report (CR) will be completed and the Case Folder number written on the inventory card.
 - (g) Additional supplies may be obtained from CEB.
- C. MedReturn Drug Collection Program - A program designed to provide the community and law enforcement agencies a safe, sustainable, and secure way to collect and dispose of unwanted or expired prescription medications or household medicines, to include over-the-counter medications and vitamins.

(1) MedReturn boxes are designed for the following:

ACCEPTED ITEMS	NOT ACCEPTED ITEMS
<ul style="list-style-type: none"> • Prescriptions • Prescription patches • Prescription medications • Prescription ointments • Over-the-counter medications • Vitamins • Samples • Medications for pets 	<ul style="list-style-type: none"> • Hydrogen peroxide • Inhalers • Aerosol cans • Non-prescription ointments • Lotions or liquids • Medications from businesses or clinics • Needles (sharps) • Thermometers

- (2) MedReturn boxes are located in the lobby of each precinct and Police Headquarters.
 - The keys for each MedReturn box will be maintained by the precinct administrative sergeant or Police Headquarters' Front Desk sergeant.
- (3) MedReturn boxes will be checked and emptied at least once a month, or more often if needed, with two sworn employees present.
- (4) To prevent possible exposure/injury, caution should be used when emptying the MedReturn boxes in the event items "not-accepted", such as pipes, hypodermic needles, syringes, or razor blades, have been deposited.
 - (a) Employees will not reach into the MedReturn box's inner container; it will be removed and the contents will be unloaded onto a table/flat surface to be reviewed prior to packaging.
 - (b) Disposable nitrile or latex gloves (two pairs are recommended) will be worn at all times while handling any items deposited in a MedReturn box.
 - (c) If an employee is exposed to any contaminated item (needle stick, medication patch touched bare skin, etc.), immediately contact the Police Safety Unit duty pager at 602-201-1766 (available 24/7) to determine the proper exposure protocols (see [Operations Order 6.7.00, Communicable Disease Control Plan](#) for more information).



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3. C. (5) A Field Interview (FI) will be completed to document **each** time a MedReturn box is unlocked (even if no items are present) with the following information in the Narrative:
 - Who unlocked the MedReturn box
 - Date and time the MedReturn box was unlocked
 - Names and serial numbers of the employees present
 - Date and time the MedReturn box was relocked
- (6) Any removed items will be impounded for destruction, listing the items on a Property Sheet and selecting *Found* as the "Impounding Action."
 - (a) Describe the items in general, non-specific terms: for example, "Multiple prescription type bottles containing misc. medication for destruction."
 - (b) The items may be packaged together and will be impounded in accordance with procedures outlined in [Operations Order 5.8.00, Evidence, Impounding, and Property](#).
 - Prior to packaging, plastic puncture resistant containers will be used for any sharps, such as hypodermic needles (needles will not be recapped), syringes, or razor blades.
- D. Silent Witness Program
 - (1) This program uses donated rewards to involve the community in the fight against crime.
 - (a) Cash rewards of up to \$1,000 are offered to citizens for information on unsolved felony crimes which result in an arrest or indictment.
 - (b) The Silent Witness telephone number is 602-261-8600 or toll free 1-800-343-TIPS (1-800-343-8477).
 - (c) All callers to Silent Witness are guaranteed anonymity through use of a code number.
 - The caller will be instructed to re-contact Silent Witness at 602-262-7667 at a future date and time to clarify the information, if necessary.
 - (2) Each investigator receiving information from the program will omit all references to the identity of the Silent Witness caller from all reports.
 - (a) Any questions arising during the investigation concerning the identity of the silent witness should be directed to the Silent Witness staff.
 - (b) No references indicating any information was received through the Silent Witness Program will be made in reports.
 - (c) Investigators will receive a Silent Witness fact sheet which must be completed and returned to the Public Affairs Bureau (PAB) within 30 calendar days.
 - (d) Investigators must provide an update on the status of the case every 30 calendar days thereafter through the use of the status sheet.
 - (e) The fact sheet will not be duplicated and must be returned in its entirety to the Silent Witness office upon completion of the investigation.
 - (3) Accountability of Silent Witness Fact Sheets
 - (a) Only Information Desk personnel or members of the Silent Witness staff will fill out the fact sheets.



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3. D. (3) (b) The Silent Witness coordinator is the **only** person authorized to remove fact sheets from the Information Desk.
 - (c) Transmittal of fact sheets between Silent Witness and other details should only be done with the sheets placed in envelopes to maintain confidentiality.
 - (d) Each detail (homicide, robbery, etc.) receiving fact sheets will establish and maintain a Silent Witness logbook.
 - (e) The detail's supervisor or designee will ensure all fact sheets received from Silent Witness are logged.
- (4) Rewards
 - (a) Rewards and their amounts are determined by the Silent Witness Board.
 - Officers and detectives will not promise specific rewards for information.
 - (b) Reward posters or fliers marked "Silent Witness" will only be disseminated after approval by the Silent Witness supervisor and will be generated by the Silent Witness Detail with proper logos and phone numbers.
- (5) Confidential Informants
 - (a) Officers wishing to use the Silent Witness Program for informants must contact the Silent Witness coordinator in PAB **before** discussing the program with informants.
 - Each request by an officer to use the program will be evaluated on an individual basis.
 - (b) The confidential informant must call Silent Witness, and the call must be made prior to an arrest.
 - (c) Officers will not request, nor will they be given Silent Witness numbers for their confidential informants.
 - (d) Officers will not obtain any Silent Witness reward money for a confidential informant.
 - (e) For more information regarding confidential informants see [Operations Order 8.3.00, Information Sources](#).
- E. Special Watch Programs - Designed to keep officers advised of property locations which require intensive patrol.
 - (1) Patrol Watches - Designed to advise a beat officer of locations in their assigned beat which are experiencing particular problems requiring police attention, such as vandalism during the night or expensive equipment left loosely secured.
 - (2) Vacation Watches - Designed to encourage citizens to advise the Department when they will be absent from their homes due to a vacation, or for an extended period of time, so the beat officer can periodically check the property.
 - (3) Special Watch/Building Check Information
 - (a) The [Special Watch Card Form 80-162D](#) may be used to obtain pertinent information.
 - (b) Precinct desk personnel will email a Building Check Report, to include the miscellaneous service numbers and locations, to beat supervisors as necessary.



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- 3. E. (3) (c) Each beat supervisor will provide the special watches/building checks to the affected beat officers.
- (d) Officers will make every attempt to check the properties listed and document the check in an FI.
- (e) Requests for and cancellations of special watches may be made at any police facility, either by telephone or in person.

F. Crime Prevention Programs

- (1) Presentations of crime prevention programs to the community will be the responsibility of the precinct in which the event will occur.
- (2) Further information on these programs and a list of available presentations can be obtained by contacting the precinct.
- (3) Programs which may be available:

PROGRAM	INFORMATION
(a) Home/Business Security Survey	<ul style="list-style-type: none"> • Designed to provide citizens and businesses with a variety of crime prevention presentations based on their needs or requests. • Topics include effective door and window locks, adequate exterior lighting, landscaping, and proven security habits.
(b) Block Watch	<ul style="list-style-type: none"> • A crime prevention program which enlists the active participation of citizens in cooperation with the Department and the community. • This program shows concerned residents how to recognize and report suspicious activity in their neighborhood.
(c) Phoenix Neighborhood Patrol (PNP)	<ul style="list-style-type: none"> • Allows concerned citizens a more active role in the prevention and reporting of suspicious activity in their neighborhood. • Participants are provided communications equipment to immediately report information to the Department.
(d) Crime Fair Displays	<ul style="list-style-type: none"> • Provides an opportunity for citizens to become acquainted with patrol officers in their precinct and to learn what programs and information the Department offers.
(e) Community Effort to Abate Street Violence (CEAS)	<ul style="list-style-type: none"> • Fights youth and gang violence by coordinating enforcement efforts with community action and awareness.
(f) Crime Free Multi-Housing	<ul style="list-style-type: none"> • Provides training and certification for rental properties regarding safety and security measures for tenants.
(g) Crime Prevention Through Environmental Design (CPTED)	<ul style="list-style-type: none"> • Reduces opportunities for crime and improves the quality of life through urban planning and design. • Benefits residential and commercial sites and public facilities by reviewing site plans, landscaping and other physical designs to remove opportunities for criminal activity and to deter criminal behavior. • Administered by CEB

- G. YOUTH PROGRAMS - Established to provide awareness and education on various issues facing today's youth which are administered by CEB unless otherwise noted.

PROGRAM	INFORMATION
(1) Gang Resistance Education and Training (G.R.E.A.T.)	<ul style="list-style-type: none"> • School gang prevention program targeting seventh grade students aimed at educating young people about the consequences of being in a gang and providing them with the skills to avoid gang membership and activity.
(2) School Resource Officer Program (SRO)	<ul style="list-style-type: none"> • Provides participating school districts with a resource to enforce truancy laws and to investigate reports of child abuse and neglect. • Respond to incidents of violence, drug and alcohol abuse, and student-related property crimes on and around assigned campuses.



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3. G. YOUTH PROGRAMS

PROGRAM	INFORMATION
(3) Child Safety/ Stranger Danger	<ul style="list-style-type: none"> Designed to teach children how to recognize and stay away from strangers as well as remind them of traffic safety, community helpers, and when to use 9-1-1.
(4) Wake Up!	<ul style="list-style-type: none"> Designed to encourage young people to make good choices and provide a support network of peers and adults for youths. Promotes an awareness of civic responsibilities and establishes partnerships among youths, the police and the community.
(5) Bike Safety	<ul style="list-style-type: none"> Designed to teach bicycle and pedestrian safety to grade school children. Administered by the Traffic Enforcement Support Unit (TESU) in the Traffic Bureau.

4. REFERRAL AGENCIES

A. The Community Engagement Bureau maintains a list of some referral services on their Crisis Intervention Team PolicePoint site.

(1) Officers may also refer community members to 211arizona.org.

B. Neighborhood Code Compliance and the City Neighborhood Services Department (NSD) handle zoning, property maintenance, and environmental safety violations.

(1) Officers who receive complaints concerning these types of violations and other zoning violations should refer the complainant to the NSD Code Compliance at 602-262-7844 or the NSD website at <https://www.phoenix.gov/nsd>.

C. Aid to Persons with Alcohol or Drug Abuse Problems:

(1) Under ARS 36-2031, persons who are intoxicated in public are not committing a criminal offense by the fact that they are intoxicated.


(2) Mobile Substance Abuse Outreach Teams (an emergency medical technician (EMT) and peer support specialists) will respond anywhere in the City, 24 hours a day, seven (7) days a week, to transport non-violent, voluntary, intoxicated individuals to a treatment facility and/or assist the individual with substance use needs, offer referrals/services, and provide engagement, etc.

- Request a team through the info channel or call 623-643-9680

(3) Per ARS 36-2026.B, officers who reasonably believe a person is incapacitated by alcohol, and has threatened, attempted, or inflicted physical harm on self or others, and is likely to inflict physical harm on self or others unless admitted to a local alcoholism reception center (LARC) for emergency evaluation and treatment, may transport that person to an approved LARC.

(a) Community Bridges, Inc (CBI) serves as the Valley's LARC and has facilities which provide custodial, medical and psychological care for adults experiencing mental health or substance abuse issues, 24 hours a day, seven days a week.

- Central City Addiction Recovery Center (CCARC) – 2770 E Van Buren St, Phoenix
- West Valley – 824 N 99th Ave, Avondale
- East Valley – 358 E Javelina Ave, Mesa

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4. C. (4) When transporting subjects to a CBI facility, the following procedures will be followed:

- Consent is not required for transportation
- Subjects will be searched as with any prisoner
- Prior to transporting the subject, officers will conduct a records check for any warrants
- If the subject does not have warrants, officers will make every effort to transport the intoxicated person to a CBI facility in lieu of making a misdemeanor arrest
- CBI facilities maintain a medical staff 24 hours a day to handle minor injuries

(5) Should the facilities be filled to capacity, officers should:

- Make every effort to place the intoxicated individual with a responsible adult, such as a relative or friend who is not intoxicated
- Utilize other resources to locate a safe place for the intoxicated individual

(6) Officers will complete an FI thoroughly documenting the necessity to transport the intoxicated individual.

Last Organizational Review: