



STANDARDS OF PUBLIC TRUST

Operations Order

1.3.00

PHOENIX POLICE DEPARTMENT

Rev. 09/09/25

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1. PURPOSE

- A. The Department's Standards of Public Trust, sometimes referred to as Procedural Justice, are guidelines for policing in a manner that recognizes the dignity of all persons, fostering public trust and Police Legitimacy.

This policy refers to the perception of fairness in an encounter with police. This is achieved by:

- Treating all persons with dignity and respect
- Giving persons a voice during encounters
- Being impartial in decision making
- Conveying trustworthy motives

Conduct that conforms to these principles strengthens confidence in the police and fosters the community's willingness to cooperate with police in advancing shared public safety goals.

Fostering positive interactions with the public is foundational to the Department's on-going mission to improve police-community relations with the goal of reducing crime and disorder through collaborative problem-solving partnerships with the community.

- B. This policy highlights specific Standards of Public Trust, but the Department incorporates these guidelines and standards throughout departmental Operations Orders. For topic specific directives, please reference those individual policies (*i.e.*, guidelines regarding de-escalation, refer to Operations Order 1.5.01, Use of Force).

2. GUIDING PRINCIPLES OF PUBLIC TRUST

Fairness: Providing police service which is objective and appropriate to the situation / incident.

Respect: Being professional and courteous throughout an interaction and treating everyone with dignity and regard for their individual rights.

Voice: Providing persons the opportunity to explain their actions and perspective while interacting with the public or conducting an investigation is part of a fair decision-making process. Listening to and engaging with community members before reaching a conclusion leads to better informed decision-making and increases acceptance of the resolution.

Transparency: Communicating why and how decisions are being made to foster understanding and cooperation with the decision-making process and outcome.

Impartiality: Making neutral and objective decisions based only on available and relevant information.

Trustworthiness: Behaving honestly and professionally with all persons throughout each interaction.

3. DEFINITIONS

A. Police Legitimacy	<ul style="list-style-type: none"> • The public's belief that the police can be trusted to act properly and in the public interest.
B. Procedural Justice	<ul style="list-style-type: none"> • Treatment of a person by law enforcement officers in such a way that the person feels they were treated fairly and with consistency, dignity, and respect. During an encounter, they were given a voice; the officer was neutral, transparent, and conveyed trustworthy motives.



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4. RESPONSIBILITIES OF ALL EMPLOYEES

A. Each employee should act in a manner which conveys the Department's commitment to treat every person in a just manner.

- (1) Employees shall treat each person with the dignity deserving of them as a human being. In recognition of each person's intrinsic value, employees shall treat everyone with courtesy and respect.
- (2) Employees shall act, speak, and conduct themselves in a professional manner, recognizing their obligation to safeguard life and property, and maintain a courteous, professional attitude in all contacts with the public.
- (3) Employees shall conduct law enforcement activities in accordance with this policy in order to demonstrate neutral decision-making and fair treatment and avoid perceptions of discriminatory policing.
- (4) Employees shall use the following measures whenever reasonably possible while conducting law enforcement actions:
 - (a) Be professional.
 - (b) Introduce themselves.
 - (c) Make contact with the caller, victim, witness, person, or anyone requesting contact and determine the appropriate level of police involvement needed.
 - (d) As soon as practicable, explain to the person stopped, detained, or otherwise involved the reason for the contact unless providing this information could compromise the investigation, the safety of officers, or other persons.
 - (e) Answer any relevant questions the person may have about the contact.
 - (f) Ensure the length of an investigative stop or vehicle stop is no longer than reasonably necessary to take appropriate enforcement/investigative action. (Reference [Operations Order 1.8.00, Search and Seizure](#))
 - (g) Provide their name and serial number when requested to do so by any person, whether working On- or Off-duty in a police capacity.
 - (h) Provide the name of their immediate supervisor when requested.
 - (i) Provide Department-issued business cards or other Department-issued card (*i.e.*, Victim Rights Card), complete with employee name, badge number, squad identifier, supervisor's name, and Case Report (CR) number (if applicable), under the following conditions:
 - To any person upon request, during the performance of official duties, providing the action does not interfere with the performance of duties or pose a threat to safety.
 - When responding to a dispatched radio Call for Service (CFS), where the caller requests contact, and to include information related to the investigative outcome/disposition of the CFS.
 - When any detained person is subsequently released without being cited or arrested, for example:
 - * Traffic Stop
 - * Consensual/Field Interview Contact
 - * One-on-One identification yielding negative results

NOTE: Discretionary Distribution: During the performance of their official duties, Department employees may provide a Department issued business card to any person at any time.



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