



City of Phoenix

To: Louis A. Tovar, Commander
Training Bureau

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From: Brian J. Issitt, Lieutenant
Training Bureau

Subject: 2017 Annual Community Police Trust Initiative Training Report

In 2015, the Community Police Trust Initiative (CPTI) task force was formed by the City Manager to inform city and police leadership of community-based strategies to enhance the continued relationship of trust between the Phoenix Police Department and the citizens of the City of Phoenix.

One of the recommendations from the task force was in regards to training of Department personnel. Specifically, the CPTI made the following recommendation:

Provide leadership, crisis intervention, cultural competency, disability (physical and mental), diversity and community engagement training throughout the careers for all levels of sworn personnel and civilians with public contact annually.

This report is being generated to address these recommendations and to report measures taken to fill each request.

Leadership Training

Leadership Training has been historically completed for emerging supervisors during the Basic Supervision School, put on for officers promoting to the rank of sergeant. The training consists of various topics during 80-hours of training (to include leadership, policy/procedure, community relations, and mental health training, etc.). In addition, future Sergeants go through a Sergeant-in-Training process, which is currently being updated by the Training Bureau.

Leadership training is also augmented through a Supervisor's module (10-hours) and Precincts hold their own "Precinct Retreats" in which leadership topics and direction of each precinct are covered by the Precinct's Command and Executive Staff.

In June 2017, further leadership training was provided to Patrol Division Lieutenants, which included topics on Community Affairs by Director Marchelle Franklin, as well as, sessions on tactical leadership and supervisory decision making.

Crisis Response

Following up on the 2016-17 module, the 2017-18 Annual Module incorporated further Crisis Response training through additional training provided by the Community Relations Bureau in understanding and dealing with service animals of individuals in crisis, as well as, the integration of Crisis Intervention Team (CIT) certified officers into calls for service involving people in distress.

This was further addressed during training utilizing tactical scenarios in which officers learn and focus on decision making and de-escalation techniques during crisis incidents.

Cultural Competency, Disability, Diversity and Community Engagement

A large segment of the 2017-18 Annual Module was dedicated to addressing these areas of focus as prescribed by the CPTI's recommendations. Training of significance to these recommendations include:

- Implicit Bias, ethics and community outreach, which focused primarily on how to work better with the community in solving problems and understanding implicit biases.
- Understanding and working with members of the disabled community to include the hearing impaired and blind was highlighted in conjunction with the Arizona Commission for the Deaf and Hard of Hearing (ACDHH). The training focused on information regarding effective communication, use of interpreters, resources and service animals.
- Community Outreach and Engagement was provided through the use of Professionalism and Policing in the 21st Century, focusing on individual officers' actions (What You Do Matters!).
- Additional training was given on the community's perspective of responding officers to calls for assistance, specifically in terms of critical and everyday incidents, and how each is viewed. Training time was also dedicated to a Community Outreach Board Member, to speak on their own personal experiences and expectations of the police department.
- The current module focuses on the use of Officer-worn Body Cameras, to include examples of negative customer service (how to improve it) and positive customer service (how to excel).

Findings

The Phoenix Police Department has made significant strides in implementing the recommended training areas as prescribed by the Community Police Trust Initiative and continues to seek out ways to evolve in its training techniques to provide the best training to its officers and the best service to the citizens of the City of Phoenix.

Through the use of the 2017-18 Annual Module training, in addition to other training which has augmented these areas of focus as recommended by the CPTI, the Phoenix Police Department has demonstrated its commitment to enhancing the continued relationship of trust with the members of this community.