CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **POLICIES AND PROCEDURES**	
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All employees of the Chandler Police Department are first and foremost employees of the City of Chandler.

The following General Orders are supplemental provisions to all City of Chandler rules, policies, regulations, and ordinances.

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ARROWS

Signify either a revision or new information in an order at the location of the arrow.

ASSISTANT POLICE CHIEF

When the classification Assistant Police Chief is referenced, it will be construed to mean the division chief responsible for the function addressed

BOLDING

BOLDED WORDS AND PHRASES signify that emphasis is given to the words and phrases bolded

BRACKETS

Information in brackets, [1.1.2], refers to applicable accreditation standard numbers and is in eight-point font

COLOR CODING

Rev

The Office of the Chief will determine which orders are color coded for special emphasis regarding frequency and severity of usage. The headers on the electronic version of high severity orders will be colored accordingly.

a. Bright Yellow High Frequency/High Severity
b. Blue Low Frequency/High Severity

COMMAND OFFICER

1. Commander job classification as defined by Human Resources. A commander commands a bureau, precinct, or section.
2. A sworn employee, usually lieutenant or above, who commands a particular bureau, precinct, or section within the department, as in shift commander

THE EMPLOYEE ORGANIZATION

When appearing in title case (capitalized as in a title), the Employee Organization refers to that employee organization with which the Police Department has a signed memo of understanding regarding the topic under discussion

GENDER OF WORDS

AVOID SEXISM: Give preference to second person references to avoid he/she and him/her usage. For the purposes of simplicity and clarity in these orders, the terms “he,” “his,” “him,” and “himself” will be considered universally generic and refer to all affected employees of the Chandler Police Department regardless of gender and will not be considered to indicate a preference of one gender over another.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-01 DEPARTMENT PHILOSOPHY**	
	Subject **100 Overview**	Effective **01/22/16**

Summary: This order describes Chandler Police Department's philosophy in assessing the achievement of our goals, mission, and vision for the department.

A. POLICY

[12.2.1]

1. **THE CHIEF OF POLICE** is responsible to the city manager for the management, direction, and control of the operations and administration of the Chandler Police Department

2. **THE CHIEF OF POLICE** will manage the Police Department within the guidelines established by the city manager and according to the principles set forth in this order

B. VISION STATEMENT

[12.2.1]

The members of the Chandler Police Department are dedicated to the advancement of community policing and the development of a partnership with our community to serve its needs in a professional, efficient, and effective manner. We will strive to develop a comprehensive strategy to resolve public safety issues and enhance the quality of life within our city.

C. MISSION STATEMENT

Rev

To provide a safe community where people can live, work and thrive

D. REVERENCE FOR THE LAW

[1.1.1] [1.2.1] [1.2.3]

1. **THE PRIMARY DUTY OF A POLICE OFFICER** is to uphold and enforce the law. The application and enforcement of the law must be accomplished in the spirit set forth by the framers of the Constitution. The rights of each individual are equal with those of the state that might accuse him. The Constitution provides for fundamental enforcement of the law with fairness and equity.

2. **THE LAWS OF THE STATE OF ARIZONA** allow for their application to be made fairly and with the spirit of the law, rather than with blind adherence to the strict construction of a statute. Officers shall direct their efforts to the impartial application of the spirit of the law for the purpose set forth in the statutes.

    a. Prior to accepting the status of a peace officer, a person must take an oath of office as defined in ARS 38-231 to enforce the law and uphold the Constitution of the United States and the Constitution of the State of Arizona
    b. Officers should not grudgingly grant the accused his rights when taking enforcement action; rather, they should conduct all enforcement action in the spirit of ensuring that police protects the rights of accused persons

c. Officers should avoid any conduct that would violate the law in the enforcement of criminal statutes. The commission of any crime cannot be justified to affect the expedient enforcement of the law.
d. Officers should display a reverence for the legal rights of all citizens and a reverence for the law itself. Officers **will not** stop an individual based only on race, religion, national origin, gender, sexual orientation, or economic status.

E. DISCRETION

[1.2.6] [1.2.7]

When applying the law, officers shall exercise mature judgment and discretion within the limits of statutory authority and departmental policy

1. **OFFICERS HAVE THE FOLLOWING OPTIONS** in handling violators:

   a. Physical arrest
   b. Citation
   c. Long form complaint or juvenile referral
   d. Referral to social agency
   e. Warning, at the officer's discretion
   f. No police action necessary, released

2. **EMPLOYEES WILL ADHERE TO** departmental orders, policies, and procedures and to strive to use proper judgment and discretion in situations not specifically covered in manuals

3. **EMPLOYEES MAY DEVIATE** from established departmental policies and procedures when it is in the obvious best interests of the department to do so

   a. Employees should rarely deviate from established policy
   b. Employees must be able to justify any deviation from policy
   c. Employees should obtain supervisory approval to deviate from established policy when time permits
   d. Employees will report deviations from policy to their supervisor as soon as possible

4. **SUPERVISORS MAY ISSUE ORDERS** that deviate from written orders during an emergency which will be temporary and remain in effect only during the emergency. Report such deviations to the next higher level supervisor as soon as practical.

F. AUTHORITY

[1.2.1]

Chandler police officers are sworn peace officers in the State of Arizona. Per ARS 13-3871, peace officers are vested with the authority to enforce and investigate violations of state law. The City Code of Chandler vests authority in Chandler police officers to enforce all applicable city ordinances.

G. PUBLIC APPROVAL OF POLICE

1. **THE ABILITY OF THE POLICE** to effectively perform their duties relies upon the approval of the public

   a. The ability of the police to secure and maintain public respect is dependent on the actions and behavior of individual officers and the entire police organization
   b. The police must secure the cooperation of the public to voluntarily observe the law in order to secure and maintain the respect and approval of the public
   c. The degree of public cooperation that can be secured voluntarily diminishes proportionately with the improper use of force to achieve police objectives

2. **CHANDLER POLICE DEPARTMENT IS COMMITTED TO** maintaining a positive relationship with the community and to correcting any possible adverse actions, practices, and attitudes that may contribute to community tensions and grievances

   a. The department will accept comments and concerns from various community-based groups to ensure that department policy reflects the needs of the community
   b. Input may include, but is not limited to, feedback from neighborhood meetings, citizen complaints, citizen surveys, request for service reports, and information obtained through Community Resources and Neighborhood Resources

3. **OUR SUCCESS WILL BE MEASURED BY** improved working relationships between police and citizens and the realization that our community is safe, viable, and attractive for commerce and community life

H. COOPERATION WITH OTHER LAW ENFORCEMENT AGENCIES

1. **SINCE CRIME DOES NOT HAVE JURISDICTIONAL BOUNDARIES,** Chandler Police Department will cooperate with all other law enforcement agencies whenever possible

   a. The Chief of Police will maintain liaison with other agencies through organizations such as the Arizona Association of Chiefs of Police, The East Valley Chiefs of Police Association, and the Arizona FBI National Academy Association
   b. When possible, the department will participate in cooperative programs, i.e., joint task force, criminal justice, etc.

2. **IN ORDER TO SERVE THE PUBLIC,** the criminal justice system relies on the cooperation of the police with prosecutors, courts, and correctional officers to ensure the development of a safer community

I. CODE OF ETHICS

[1.1.2]

1. All employees of the Chandler Police Department (whether paid or volunteer) will conduct themselves in a manner that is consistent with the policies and philosophies of the Chandler Police Department.

2. All employees will read and sign the following code of ethics. During the performance of their duties, they will strive to project a professional image and abide by the following code of ethics:

   I will exercise self-restraint and be constantly mindful of the welfare of others. I will be exemplary in obeying the laws of the land and loyal to the State of Arizona, my agency, and its objectives and regulations. Whatever I see or hear that is of a confidential nature or that is confided to me in my official capacity will be kept secure unless revelation is necessary in the performance of my duty.

   I will never take selfish advantage of my position and will not allow my personal feelings, animosities, or friendships to influence my actions or decisions. I will exercise the authority of my office to the best of my ability with courtesy and vigilance; without favor, malice, or ill will; and without compromise. I am a servant of the people, and I recognize my position as a symbol of public faith. I accept it as a public trust to be held so long as I am true to the law and serve the people of Arizona.

3. Ethics training will be conducted for all employees, at a minimum biennially. The purpose of training will be to continually foster the highest degree of ethics within the Chandler Police Department.

J. DEPARTMENT CORE VALUES

The Chandler Police Department is responsible for providing comprehensive, fair, and impartial law enforcement services to the communities of the City of Chandler. This simple statement has diverse and complicated implications to the men and women who comprise the police department.

The Chandler Police Department is more than a law enforcement agency. It is a group of people who constantly strive to make the City of Chandler a better place to live and work. Through community policing, the men and women of the police department solve problems, help those in need and address law enforcement issues identified by the communities and the beat officers serving those communities.

The Chandler Police Department believes that the department can only be as strong and effective as the community allows it to be. Therefore, in order for the department to be most effective, the community must have confidence in the ability of the department's employees. In order for the community to have confidence in the department, the department's employees must constantly work to earn and maintain the abiding respect of the community.

The Chandler Police Department can only achieve these goals by ensuring that only people committed to ethical conduct and excellence in service become and remain members of the department. The department encourages and fosters the following core values in our employees:

COURAGE: The members of the Chandler Police Department have the courage to be held accountable for our actions - by ourselves, our fellow employees, and the community. We have the courage to hold ourselves to the highest ethical standards of behavior and performance. We have the courage to risk our lives to help others who are in danger.

PRIDE: We are proud that we strive to do the right thing in all situations, even when we are not being observed. We demonstrate our pride through our professional conduct and appearance.

DEDICATION: The members of the Chandler Police Department are dedicated to protecting and fostering the constitutional rights of all people. We are confident in our integrity and act responsibly at all times. We are committed to public service, and we are innovative, creative problem solvers.

K. SAFETY POLICY

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See the City of Chandler “Safety Manual” on Chanweb under the Division of Human Resources (Safety and Occupational Health) for safety policies governing all city employees

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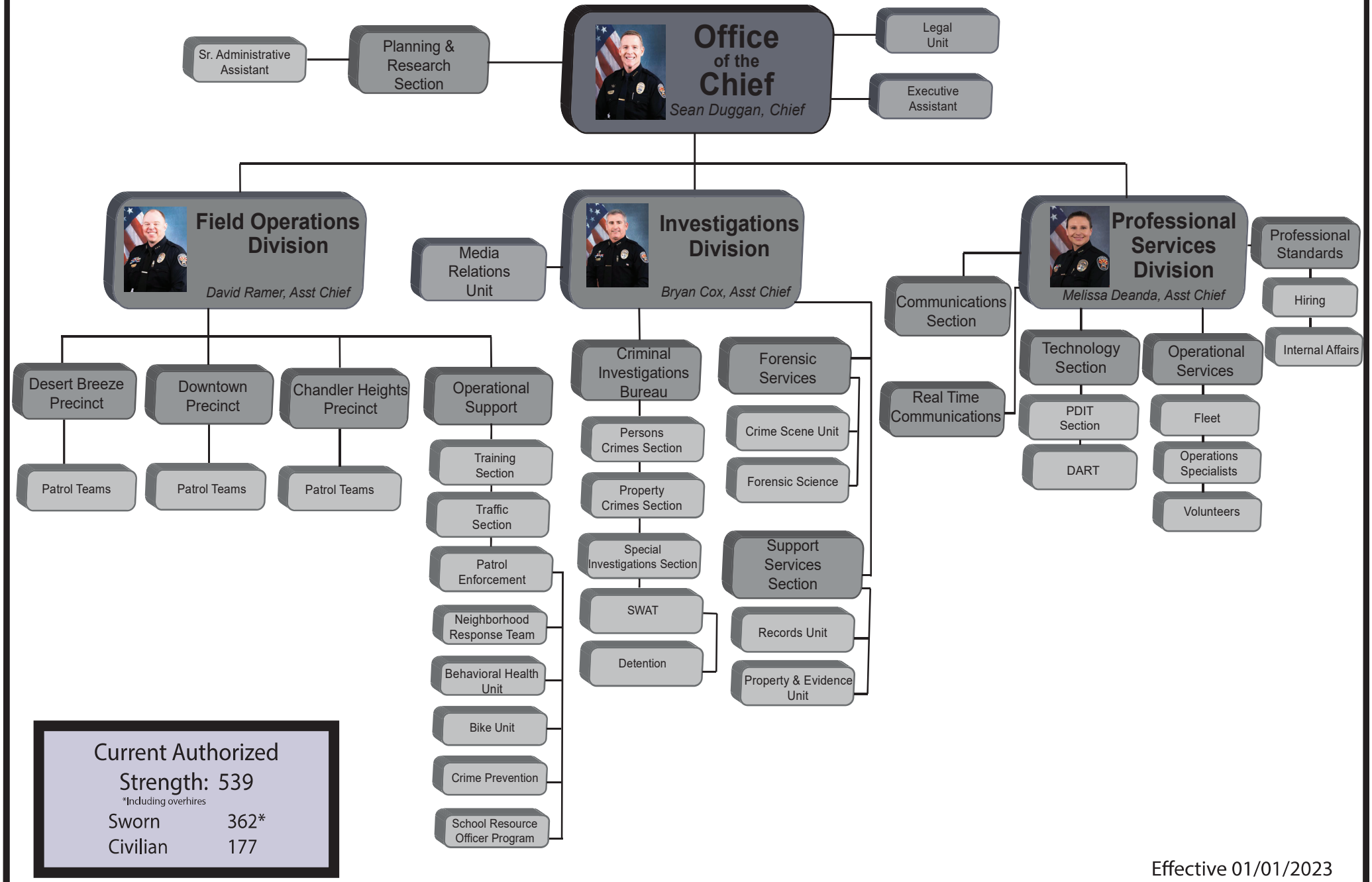
Chandler Police Department

Organization Chart

2023



Effective 01/01/2023

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-01 DEPARTMENT PHILOSOPHY**	
	Subject **300 Customer Service Expectations**	Effective **01/22/16**

A. POLICY

This order describes Chandler Police Department's expectations for customer service.

B. VISION STATEMENT

The members of the Chandler Police Department will lead the way in customer service satisfaction in the law enforcement community.

C. MISSION STATEMENT

Regardless of title, rank, or position, employees will strive to deliver exceptional customer satisfaction by providing timely, responsive service with integrity, simplicity, and a passion for excellence while meeting or exceeding customer expectations. We will do so with a sense of urgency, connection, ownership, resourcefulness and success.

D. EXTERNAL CUSTOMERS

1. Greet our customers in a courteous and professional manner
2. Listen effectively to our customers' requests and promptly take necessary action to assist them
3. Inform customers of normal process time, expected completion, and of any delays
4. Respond to email/website/voice mail questions and requests before the end of the next scheduled work shift
5. Finish encounters with customers in a courteous and professional way
6. Own the issue and provide direct contact information to the customer in the event it is necessary to pass them on to another department

E. INTERNAL CUSTOMERS

1. Interact with each other in a courteous and professional manner
2. Inform internal customers of normal process time, expected completions, and of any delays
3. Work to resolve issues with coworkers and other departments by discussing problems directly and working toward agreed upon solutions
4. Be considerate, cooperative, and helpful to every staff member to ensure quality services
5. Hold ourselves and each other accountable for our performance and behavior

F. CUSTOMER SERVICE DELIVERY

1. Strive to exceed the expectations of all customer groups. Any contact is an important contact. Every need is a special need, and when possible, an immediate resolution is our practice.

2. Anticipate the needs of those we serve by proactively working to anticipate and deliver service, information and resolution in partnership with our community

3. Hold ourselves and each other accountable for our service commitment

4. Make customer service a benchmark for performance.

5. Be conscious of our communication style (e.g. audible voice, eye contact, tone of voice, etc.) and communicate in a professional manner

6. Make a conscious effort to recognize employees who hold themselves to a higher standard of expectation with City VALUES, Quarterly and Annual Awards Recognition

7. These expectations are our values and approach to service, and meant to be complimentary to the multitude of policy and operational manuals applicable to the various Bureaus, Divisions, Sections and Units

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-02 DEPARTMENT ORGANIZATION**	
	Subject **100 Department Components**	Effective **02/10/20**

SUMMARY This order describes the department's structure and the assignment of the various functions within that structure.

A. DEPARTMENT SUBDIVISIONS

1. **DEPARTMENT:** Overseen by the Chief of Police who plans and directs all functions of the department
2. **DIVISIONS:** First level subdivision administered by an assistant chief
3. **BUREAUS/PRECINCTS:** Second level subdivision administered by a commander
4. **SECTIONS/DISTRICTS:** Third level subdivision managed by a lieutenant/ manager
5. **UNITS/TEAMS:** Fourth level subdivision supervised by a first-line supervisor/sergeant
6. **LINE-LEVEL EMPLOYEE**

B. OFFICE OF THE CHIEF

The Chief of Police manages the following organizational units:

Figure 1. **Office of the Chief**

Unit/Function	Responsibilities
1. **Professional Standards Section** *Directed by a Lieutenant*	**Functions:** a. Manages Internal Affairs b. Provides accreditation management c. Maintains policy and procedures d. Performs audits/inspections and use of force review e. Performs recruitment, background investigations, and hiring f. Processes collisions paperwork; reviews pursuits/stop stick use g. Manages specialty selection process h. Acts as safety liaison for department
2. **Legal Unit** *Assistant City Attorneys*	a. Serves as general counsel to the Police Department b. Is available for special projects as assigned by the Chief of Police for the benefit of the department c. Is available for consultations with department employees relative to department legal issues d. Assists line functions, upon request from any departmental employee, with major criminal investigations or other activities when the assistance of an attorney is desired e. Proactively reviews departmental policies and directives for legality and liability issues f. Processes civil liability matters and reviews requests or subpoenas for departmental records g. Develops training curricula on legal subjects and conducts training classes

Unit/Function	Responsibilities
2. Legal Unit, cont.	h. Receives, investigates, and settles, if possible, claims filed against the Police Department and the City, under the supervision of the City Attorney and the City Risk Manager
3. **Support Staff**	Management Assistant
4. **Media Relations Unit** *Directed by a Sergeant*	a. Provides support to the Office of the Chief b. Coordinates special events and other duties as assigned c. Manages the public information function; establishes a relationship with the news media based on mutual trust and respect; is available 24 hours a day to assist any on-scene supervisor with responses to news media requests for official information; arranges for and assists at news conferences and prepares press releases; nurtures a positive image of the Police Department to the community through the media d. Supervises the video production
5. **Police Planning and Research Section** *Directed by a Manager*	Manages the following units: a. Planning and Research Unit: 1) Provides planning and research spanning the spectrum of police functions 2) Administers and monitors budget and fiscal processes 3) Administers grant preparation and monitoring 4) Coordinates and monitors the Capital Improvement Program 5) Provides liaison with Maricopa County for animal control 6) Administers the strategic planning function 7) Provides facility planning and coordinates facility maintenance 8) Coordinates facility construction projects b. Crime Analysis and Research Unit: 1) Provides crime analysis services 2) Compiles the Uniform Crime Report
6. **Divisions** *Directed by Assistant Chiefs*	a. Field Operations Division b. Professional Services Division

C. FIELD OPERATIONS DIVISION

Provides 24-hour police services. An assistant chief manages the following functions with direct report to the Chief of Police:

Figure 2**. Components of the Field Operations Division**

Unit/Function	Responsibilities
1. **Support Staff**	Senior Administrative Assistant
2. **Main Station** *Directed by a Commander*	a. **Beat Officers:** Uniformed line officers in districts 3-4 (beats 7-12) assigned to a beat carrying out the basic functions of the Police Department including: 1) Protection of life and property 2) Maintenance of public order 3) Prevention and deterrence of crime 4) Response to emergency situations 5) Arresting violators of the law 6) Proper enforcement of all laws and ordinances 7) Respond to citizen requests for service

Unit/Function	Responsibilities
	8) Implementing community oriented policing 9) Thoroughly investigating all assigned complaints and traffic collisions 10) Attending to any complaint, call for assistance, arrest, or other duty with business-like dispatch and courtesy, without unnecessary loss of time 11) Providing the officer's name and identification number in a respectful manner to any requesting citizen 12) Advising relief personnel of all facts and conditions relative to police business to facilitate the continuity of operations at the conclusion of the workday b. **Field Training Officer Program (FTO)** 1) Performs regular patrol duties 2) Trains and evaluates new police recruits c. **Police Operations Support Supervisor** 1) Administrative support 2) Teleserve Program which responds to telephone inquiries and takes selected offense reports via the telephone or in person at the complaint counter 3) Fleet support 4) Processes injury paperwork and manages light duty officers d. **Support Services:** Civilian employees providing: 1) Alarm coordination 2) Quartermaster services: Issues and maintains records on all department equipment and clothing, except firearms and CEWs (Conducted Electrical Weapon, aka, Tasers) 3) Extra-duty assignments coordination 4) Administrative support
3. **Desert Breeze Station** *Directed by a Commander*	a. **Beat Officers**: Uniformed line officers in districts 1-2 (beats 1-6) assigned to a beat carrying out the basic functions of the Police Department including: 1) Protection of life and property 2) Maintenance of public order 3) Prevention of crime 4) Response to emergency situations 5) Arresting violators of the law 6) Proper enforcement of all laws and ordinances 7) Respond to citizen requests for service 8) Implementing community oriented policing 9) Thoroughly investigating all assigned complaints and traffic collisions 10) Attending to any complaint, call for assistance, arrest, or other duty with business-like dispatch and courtesy, without unnecessary loss of time 11) Providing the officer's name and identification number in a respectful manner to any requesting citizen 12) Advising relief personnel of all facts and conditions relative to police business to facilitate the continuity of operations at the conclusion of the workday

Unit/Function	Responsibilities
	b. **Administrative Personnel** 1) Administrative support 2) Teleserve Program which responds to telephone inquiries and takes selected offense reports via the telephone or in person at the complaint counter
4. **Chandler Heights Station** *Directed by a Commander*	a. **Beat Officers**: Uniformed line officers in districts 5-6 (beats 13-18) assigned to a beat carrying out the basic functions of the Police Department including: 1) Protection of life and property 2) Maintenance of public order 3) Prevention of crime 4) Response to emergency situations 5) Arresting violators of the law 6) Proper enforcement of all laws and ordinances 7) Respond to citizen requests for service 8) Implementing community oriented policing 9) Thoroughly investigating all assigned complaints and traffic collisions 10) Attending to any complaint, call for assistance, arrest, or other duty with business-like dispatch and courtesy, without unnecessary loss of time 11) Providing the officer's name and identification number in a respectful manner to any requesting citizen. 12) Advising relief personnel of all facts and conditions relative to police business to facilitate the continuity of operations at the conclusion of the workday b. **Administrative Personnel** 1) Administrative support 2) Teleserve Program which responds to telephone inquiries and takes selected offense reports via the telephone or in person at the complaint counter 3) Body Worn Camera Program: Program administrator duties include procurement, distribution, and training officers on use of body worn cameras
5. **Operational Support Bureau** *Directed by a Commander*	a. **COMMUNITY RESOURCES SECTION** 1) **Volunteers in Policing (VIP) Program**, including the Motorist Assistance program 2) **School Policing Unit** provides the following community services: a) Law related education b) School resource officers (SROs) 3) **Crime Prevention Officer** a) Administers and participates in the Neighborhood Watch Program b) Oversees the C3 Program c) Presents instruction to the public on safety issues d) Works with Chandler businesses e) Conducts Citizens' and Youth Police Academies and Guardian Academy f) Provides Crime Prevention Through Environmental Design (CPTED) planning review for City Planning Dept.

Unit/Function	Responsibilities
5. Operational Support Bureau	4) **Community Resources Sergeant** a) **Park Rangers Unit** • Enforces park rules and regulations and City Codes • Provides information and support to citizens • Provides security in the library • Monitors compliance with city codes regarding parking, etc., in the downtown area b) **Police Reserve Officer Program:** Reserves will spend the majority of their time augmenting the Field Operations Division c) **Police Information Technology** • NIBRS • RMS Training • IT back up support d) **Housing:** Supervise the investigative specialist assigned to city housing division 5) **Detention Services Unit** **Court** a) Transports and accompanies prisoners to and from county and city detention areas to the City Court for appearance before the city magistrate b) Holds prisoners under constant supervision in the temporary holding facility located in the City Courts building while awaiting appearance and/or transport to county jails c) Assists the Chandler City Court with warrant diversion and enforcement **Patrol** e) Protects the public by securely detaining persons f) Provides decent, humane care for those detained g) Assists with preparing paperwork and transporting detainees to Maricopa County Jails for in-processing b. **TRAFFIC SECTION** 1) **Traffic Enforcement Unit** a) Enforces traffic laws at identified locations through selective enforcement b) Investigates traffic collisions c) Participates in community traffic education d) Coordinates Special Events within the City of Chandler 2) **DUI Enforcement Unit** a) Targets impaired drivers through uniform enforcement b) Coordinates Phlebotomy Program 3) **Vehicular Crimes Unit** a) Investigates life-threatening/fatality collisions b) Conducts traffic related follow-up when necessary for the Traffic Section and Field Operations Division c) Enforces commercial vehicle laws through uniform enforcement and participation in statewide task forces d) Photo Enforcement Officer coordinates and processes photo enforcement through the vendor per city contract

Unit/Function	Responsibilities
5. Operational Support Bureau	4) **Impound Unit** provides support, coordinates, and conducts informal hearings involving vehicles impounded by officers under ARS 28-3511 c. **SPECIAL OPERATIONS SECTION** 1) **Training Unit**: a) Administers the training function b) Issues and maintains records of CEWs (Tasers) 2) **Firearms Training Unit** a) Provides required and ancillary Arizona POST and departmental proficiency firearms training, tactical firearm training, judgment training, less-lethal munitions training b) Provides armory services for weapons, specialty equipment, and munitions c) Keeps records of maintenance and service of all departmental firearms 3) **K-9 Unit** a) Acts as back-up units b) Assists with building searches, tracking, narcotics, and bomb detection 4) **Bicycle Team** a) Targets complaints of narcotics sales, transients, and consuming alcohol in public b) Addresses any identified problem that is occurring in a small geographic area 5) **Special Weapons and Tactics (SWAT)** is specially trained for and will be utilized: a) In exceptional instances when other than standard police procedures and weapons are required b) During unusual occurrences when a significant field force or police presence is warranted c) In any situation involving a high potential for violence such as taking of hostages, barricading of armed suspects, sniper attacks, or riots d) SWAT is composed of Tactical Operations, Crisis Negotiations, and Technical Support 6) **Criminal Apprehension Unit:** Is responsible for support and criminal apprehension functions to CIB, Patrol and instituting a system of “Due Diligence” as required by law in attempting to locate and apprehend wanted persons 7) **Mobile Field Force** Sworn members of the department trained to be deployed in certain situations to deal with civil unrest, disturbance, or unusual occurrences requiring a significant police presence a) Designed to provide a rapid and coordinated response by the Police Department b) Directly responsible to the highest-ranking on-scene office

Unit/Function	Responsibilities
5. Operational Support Bureau	8) **Police Cadet Program** provides a learning atmosphere for young adults 14 to 20 years of age while engaged in public relations and crime prevention activities with members of the department 9) **Crisis Intervention Team (CIT)**: Employees trained to deal with citizens with mental health issues

D. PROFESSIONAL SERVICES DIVISION

[11.1.1] Directed by an assistant chief who manages the following functions and personnel under direct supervision of the Chief of Police

Figure 4. **Professional Services Division**

Unit/Function	Responsibilities
1. **Criminal Investigations Bureau** *Directed by a Commander*	**CIB SUPPORT STAFF** Civilian personnel supporting the functions of sex offender notification, clerical support, VDO coordination, and cell phone coordination
	a. **PERSONS CRIMES SECTION** 1) **Robbery/Homicide Unit:** Investigates crimes against persons, such as homicide, aggravated assaults, and robbery 2) **Special Victims/Sex Crimes Unit** a) Investigates crimes against persons such as sexually-motivated crimes against adults and children b) Houses the Sex Offender Registration and Tracking (SORT) Program 3) **Special Victims/Family Crimes Unit:** Investigates child abuse (physical), vulnerable adult abuse, domestic violence, missing persons, runaway juveniles, adult sex offenses, sex offender registration, and provides liaison with Prosecutor's Office 4) **Victim Services Unit:** Assists individuals who have been victimized by threatened or actual violent crime by providing information and advocacy during the criminal justice process b. **PROPERTY CRIMES SECTION** 1) **Property Crimes Unit**: Investigates crimes against property, such as burglary, theft, and pawnshop violations 2) **Property/Vehicle Theft Unit:** Investigates motor vehicle thefts and other property cases 3) **Financial Crimes Unit:** Investigates fraudulent schemes, identity theft, felony theft (embezzlement), credit card frauds, forgery, and counterfeiting 4) **Computer Crimes Unit:** Completes computer forensic examinations in support of criminal cases and investigates cybercrimes that occur in an online environment c. **SPECIAL INVESTIGATIONS SECTION** 1) **Narcotics Unit** a) Investigates organized crime as defined by statute including drug operations and other racketeering offenses

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Unit/Function	Responsibilities
1. Criminal Investigations Bureau, cont.	b) Oversees DEA and the High Intensity Drug Trafficking Area Program (HIDTA) officers c) Responsible for the seizure and forfeiture of property and assets from criminal proceedings 2) **Human Trafficking Unit:** Detects, investigates, and rescues juvenile and adult victims of human trafficking 3) **Gang Enforcement Unit:** Investigates all crimes related to criminal street gang activity, conducts enhanced enforcement and suppression operations of identified criminal street gangs and disseminates information pertaining to gangs and gang activity 4) **Criminal Intelligence Unit** a) Facilitates the gathering, analyzing, and dissemination of information on criminal activity and the persons who may be responsible for that criminal activity b) Maintains and disseminates the information on gangs in conformance with 28 CFR Part 23 c) Provides technical electronic surveillance support d) Investigates cases where suspects meet the criteria of the repeat offender program
2. **Support Services Section** *Directed by a Manager*	Manager acts as the department's System Security Officer (SSO) and manages the following units: a. **Records Unit** 1) Maintains crime reports and enters data into records systems including the local Criminal Justice Information System (CJIS) and the Arizona and National Criminal Information System (ACIC and NCIC) 2) Provides report copies to customers upon request b. **Property and Evidence Unit** Accepts, safeguards, retrieves, and properly disposes of physical evidence/contraband, found property, and items held for safe keeping
3. **Forensic Services Section** *Directed by a Manager*	Manager acts as ANAB/Lab Quality Manager and oversees the following functions: a. **Crime Scene Response Unit** 1) Documents, collects, and processes evidence from crime scenes 2) Prepares reports for all work performed at crime scenes b. **Forensic Analysis Unit** 1) Prepares and documents for court and attorneys 2) Conducts analysis of specific suspect drugs and narcotics 3) Conducts analysis of blood specimens for alcohol content 4) Conducts latent print comparisons 5) Conducts chemical processing on evidence items to detect latent prints 6) Prepares reports for all completed examinations

Unit/Function	Responsibilities
4. **Communications Section** *Directed by a Manager*	Manages the following functions: a. Receives, processes, and dispatches requests for police services b. Acts as the primary Public Safety Answering Point (PSAP) for all police and fire 911 calls within Chandler c. Routes calls and messages including police reports, requests for information, and emergency calls for fire and/or police action d. Servicing emergency after hours services for Public Works e. Oversees the radio communications system – infrastructure, dispatch and subscriber units
5. **Technology Support** *Directed by a Manager*	Manages the following technological functions: a. Liaison with City IT and Information Technology Oversight Committee (ITOC) b. Critical police applications c. Infrastructure and security d. Technical support

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-02 DEPARTMENT ORGANIZATION**	
	Subject **200 Command Protocol**	Effective **11/01/19**

Summary: This policy describes the use of the chain of command and associated principles of operation.

A. POLICY

[11.1.1] [12.1.4] Chandler Police Department uses a structured chain of command for communication and for direction of department employees

B. PRINCIPLES OF COMMAND

Figure 1. **Command Protocol**

Topic	Principles
1. **Command Officer** [12.1.2]	a. A lieutenant or above designated by the Police Chief to supervise and command a particular section or division within the department b. May prescribe rules for their respective commands and develop detailed methods of directing and controlling specific functions of a division subject to the approval of the Police Chief
2**. Routine Chain Of Command** [12.1.2]	a. **Sworn chain of command** in descending rank order: 1) Police Chief 2) Assistant Police Chief (if in chain) 3) Commander (if in chain) 4) Lieutenant 5) Sergeant 6) Officer b. **Civilian chain of command** in descending rank order**:** 1) Police Chief 2) Assistant Police Chief (if in chain) 3) Commander (if in chain) 4) Lieutenant or Civilian Manager (if in chain) 5) Sergeant or Civilian Supervisor (if in chain) 6) Civilian line employee c. **Employees will routinely follow** the chain of command except: 1) If directed otherwise by competent authority or department orders 2) Under circumstances which, in the employee's opinion, are emergent. In an emergent situation, the employee will contact the first supervisor available regardless of chain level or command. 3) To have a decision by an immediate supervisor reviewed, make a request to the next highest individual in the chain of command
3. Succession [12.1.2]	a. **In the absence of the Police Chief,** the Chief or an Assistant Police Chief in succession will designate an **acting Police Chief** for the duration of the absence if they are to be unavailable to command following procedures in City of Chandler Administrative Regulation CM-02 (formerly Administrative Regulation 1-5), and: 1) The Office of the Chief will notify department employees in writing of the designated Acting Police Chief 2) The assignment remains in effect during the absence of the Police Chief and the Assistant Police Chiefs in turn unless relieved by the city manager

Topic	Principles
3. Succession, cont.	3) The Acting Chief assumes the duties and is vested with the authority and responsibilities of the Police Chief. **Exceptions** below require the approval of the Police Chief or the city manager: a) Promotions or demotions of employees of the department b) Dismissals of employees c) Changing of any policies, procedures, general and special orders b. **Acting Chief Unavailable:** The senior ranking on-duty officer assumes command responsibilities if the Chief, Assistant Chiefs, or the Acting Chief is unavailable c. **A command officer,** lieutenant or above, may assign a supervisor of the next lower rank to act in his capacity during this absence
4**. Emergency Command** [12.1.2]	**Emergency definition:** Any situation that calls for an immediate decision beyond ordinary and routine police activity in which more than one division is involved or needed and necessitates the entire department to function under a single command for as long as the emergency exists a. If the **City Emergency Operations Plan** (CEOP) is activated, the Police Chief will report to the City Emergency Operations Center (CEOC) to assume the responsibilities outlined in the CEOP. The Assistant Police Chiefs or designee(s) will report to the Police Emergency Operations Center to command of the Police Department. b. The Police Chief will command all personnel and equipment in an emergency requiring immediate action under a single unified command c. **Police incident of an unusual nature considered an emergency or newsworthy event**: The ranking officer on duty and present shall report this to the Police Chief or division commanders
5. **Unity of Command** [12.1.2]	a. Employees are **accountable to only one supervisor** at a given time; normally, the immediate supervisor of the employee's organizational segment as indicated in the department's organizational chart b. Only one **supervisor is responsible** for each organizational segment c. Personnel from different functions engaged in a **single operation** are accountable to the assigned supervisor while participating in that operation d. Delegate responsibilities **to the lowest level** for satisfactory execution
6. **Seniority for Command** [12.1.2]	a. Use seniority only when an emergency requires it and no clear assignment of command has been made b. Determine by in order: 1) Rank 2) Continuous service in the rank (civilian); lowest badge number in rank (sworn) 3) Time on the department (civilian); lowest badge number (sworn) c. Employees will strive to work together in a spirit of cooperation rather than by authority or seniority
7. **Open Door Policy** [12.1.2] [	a. **Police Chief's open door policy** 1) Feel free to request information relative to personal matters, career aspirations, rumor control issues, etc. 2) Follow the chain of command relative to work/discipline issues before addressing them to the Chief unless responding to a

Topic	Principles
7. Open Door Policy, cont.	question from the Chief. As soon as practical, inform the supervisor of the issues discussed with the Chief (exception: personal issues need not be reported to your supervisor) b. **Division commanders** will ensure that their employees understand the spirit, intent, and necessity for maintaining the integrity of the chain of command policy, while respecting and supporting the Chief's open door policy
8. **Unfair treatment**	a. If you believe that you have been treated unfairly by your immediate supervisor, you may request that the matter be reviewed by the next higher individual in the chain of command b. If necessary, this review may continue all the way to the Police Chief and beyond, if personnel related, in accordance with the grievance procedures established in Rule 18, City of Chandler Personnel Rules
9. **Span of Control**	Will be determined by duty assignment and workload
10. **Seniority for Personnel Decisions**	When seniority is the deciding factor for decisions involving such things as shift pick, vacations, etc., the following guidelines apply: a. **Sworn Employees:** Generally, determined by lowest badge number. In most instances, if a sworn employee resigns or retires and then returns to his former job classification (sworn position), he will retain his former badge number. The Office of the Chief will make any exception. b. **Civilian Employees** 1) Generally, determined by: a) Length of continuous service in the current job classification while employed by the Police Department b) Followed by total length of continuous service within the Police Department c) Followed by total length of continuous service with the City of Chandler 2) If a regular civilian employee: a) Returns to a prior job classification without breaking service with the Police Department, use the amount of continuous service in that prior classification plus the newly accumulated time in that classification b) Promotes, demotes, and promotes again into the same classification, use the amount of time served in the promotional classification from the current promotional date forward c) Goes from full time to part time and back to full time in the same job classification, use the amount of time served only in the current full-time classification date forward d) Resigns or retires and returns to his prior job classification, use the amount of time served in the rehire classification only 3) The Office of the Chief will make all other decisions regarding seniority

C. COORDINATION

1. **NO DIVISION OR DETAIL SHALL BECOME SO ISOLATED** from the other divisions or details so as to interfere with effective interdepartmental relationships and morale

2. **ALL EMPLOYEES OF THE DEPARTMENT SHALL WORK TOGETHER** and strive to obtain a high degree of cooperation

3. **COMMANDING OFFICERS SHALL MEET** with their respective subordinates to discuss problems causing friction and misunderstanding and plan for better cooperation

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-02 DEPARTMENT ORGANIZATION**	
	Subject **300 Authority and Responsibilities**	Effective **02/10/20**

Summary: This order describes the use and responsibilities of authority within the department and when relating to the community.

A. GUIDING PRINCIPLE

1. **ALL SENIOR EMPLOYEES WITH DELEGATED AUTHORITY** shall see that all employees of the department perform their work in an effective and efficient manner and guide and instruct them whenever necessary in the proper performance of their duties

2. **ASSISTANCE:** All sworn employees are required to take appropriate police action toward aiding a fellow peace officer exposed to danger or in a situation where danger might exist

B. AUTHORITY

Figure 1. **Authority and Responsibility of Department Employees by Classification**

Unit	Authority/Duties
1. **Principles of Authority** [11.3.1]	a. **Each level of supervision** carries commensurate authority for the responsibilities assigned to effectively execute those responsibilities b. **Every employee** will be held accountable for the use of authority or the failure to use authority, delegated or structured, for his position c. **Supervisory personnel** are accountable of the activities of employees under their immediate control d. **Temporary Assignment** 1) Employees who are directed to act in capacities above their ordinary or usual rank shall possess the authority of that rank for the necessary time and are accountable for the use of that authority 2) Particular authority may be delegated to ranking officers and civilian employees of the department as may be necessary for the effective administration of the department
2. **Police Chief** [12.1.2] Rev	a. **Authority:** The Police Chief is authorized by Chandler city code, with consent of the city manager, to make rules and regulations, which, when approved by the manager, are binding on all employees of the Police Department b. **Responsibility:** Is ultimately responsible for the Police Department in the preservation of life and property, law and order, investigation of crimes and the enforcement of state laws and city ordinances and the following functions: 1) **Command/Management** a) Shapes mission, values, and principles of the department b) Initiates broad strategies to ensure mission accomplishment and ensure the goals and objectives of the department are met c) Facilitates the development of department strategies linked to the community policing philosophy and measured by performance indicators through the vehicles of the multi-year strategic plan, the capital improvement plan, and the annual budget preparation process

Unit	Authority/Duties
2. Police Chief, Cont.	d) Provide authority and responsibility for the fiscal management of the department e) Effectively and efficiently operate the Police Department through the control and direction of activities, seeing that order is maintained, laws and ordinances are enforced, and measures are taken to prevent crime and to protect lives and property 2) **Department/Community Liaison** a) Be the department's spokesperson to community organizations and groups as well as to encourage them to seek an active partnership role with the Police Department to improve the security and safety of their neighborhoods b) Communicate with the public and department employees, answer inquiries and complaints, give directions, and explain actions of the department and its policies and procedures c) Act as legislative liaison on behalf of the department d) Coordinate law enforcement activities with other East Valley law enforcement agencies e) Advise the city manager, mayor, and the City Council on matters pertaining to the department 3) **Personnel Management** a) Formulate policies and procedures for police personnel b) Lead and manage all employees of the department c) Provide adequate staffing levels to ensure effective and efficient police services delivery to the community
3. **Assistant Police Chiefs'** **Authority and Responsibilities** [12.1.2]	Perform administrative duties, function as second in command, and assist in the supervision and direction of all city police functions under direction of the Chief, including: a. **Administration** 1) Have considerable judgment in the interpretation of rules and regulations as well as in the application of laws and ordinances 2) Serve as chief operation officer 3) Prepare and review administrative studies of management problems and concerns, budget for the department, program proposals, recommendations regarding performance ratings, statistics and reports on departmental activities and policies and procedures 4) Analyze information, statistics, and reports on department activities to determine police service needs, availability of resources, and whether existing programs meet the needs of the public 5) Manage fiscal activities and the department budget 6) Supervise and manage construction projects b. **Community/Department Liaison** 1) Represent the Chief at functions in the Chief's absence 2) Communicate with the public and department employees, answer inquiries and complaints, give direction and explain actions of the department and its policies and procedures to enhance public relations and employee morale c. **Law Enforcement:** Maintain the ability to perform all duties of a police officer, including making forceful arrests and firing a weapon

Unit	Authority/Duties
4. Commanders	**Senior department operation managers** responsible for**:** a. **Management** 1) Are in charge of all activities of the bureau, precinct, or section of the department 2) Serve as members of the command staff and provide input to department-wide, long-range plans and policies; have considerable discretion and latitude in the exercise of their management responsibilities 3) Have authority regarding any issue with department-wide impact 4) Provide direction and leadership for transforming the mission statement and organizational values to the delivery of police services to the community 5) Assess the progress of various goals, missions, and objectives b. **Administration** 1) Undertake department-wide projects 2) Prepare and administer applicable sections of the budget c. **Operations** 1) Provide a link between the department's commitment to community-based/problem-oriented policing and the operational policies and procedures provided to employees to ensure the delivery of quality police services 2) Provide guidance and insight to subordinate supervisors and devise operational strategies and objectives 3) Serve as on-call command officer as necessary
5. **Cost Center Managers/Shift Commanders**	**Serve as daily operational managers** of similar functions grouped together organizationally to: a. Provide effective and efficient delivery of professional police services in light of community-based/problem-oriented policing b. Interact with assigned first-line supervisors and employees while maintaining regular contact with peers in the department c. Exercise decision-making authority for the management of their cost centers/responsibilities
6. **Ranking Employees**	**Definition:** Employees having authority to carry out departmental policies, administer and supervise the work of various bureaus, precincts, sections, units, details, and all employees of the department: a. Will exercise the authority of their position under all conditions that require the use of such authority in the best interests of the department b. Will not unnecessarily countermand orders of personnel below their rank or needlessly interfere with the specific duties of lower ranking employees of the department
7. Supervisor Responsibility (Sworn/Civilian)	a. **Accountability –** Supervisors will: 1) Have direct responsibility for supervision and control of line employees assigned to their detail 2) Constantly direct their efforts toward the intelligent and efficient performance of the functions of the department and require their subordinates to do the same 3) Not perform duties regularly assigned to a subordinate when the subordinate is available to perform them but require each subordinate to perform his own duties 4) Be responsible for the conduct and performance of police duties of themselves and their subordinates to ensure that assigned duties

Unit	Authority/Duties
	are performed professionally, efficiently, correctly, and consistently with our community-based/problem-oriented policing 5) Familiarize themselves with the knowledge and interests of employees under their supervision 6) Always be an example of fairness, efficiency, promptness, accuracy, trustworthiness, and courtesy to employees and citizens b. **IA:** Supervisors shall initiate an investigation of any allegations of any misconduct by any employee as outlined by GO B-12. c. **Report Writing** 1) Ensure that subordinates make all required reports promptly, accurately, and completely on proper department forms 2) Instruct subordinates in the proper method of reporting 3) Subject subordinates' reports to their inspection and approval d. **Recognition:** Submit a written factual report to the awards committee, through the chain of command, when a subordinate under circumstances requiring an exceptionally high degree of courage risks his own life in the prevention of a crime, in the apprehension of a criminal, or performs a difficult and important police service requiring the highest degree of tact, diligence, initiative, and ability e. **Property:** Responsible for the maintenance and care of all departmental property assigned to their commands
8. Duty Responsibilities [12.1.3]	a. The administrative delegation of the enforcement of certain laws and ordinances to particular units or special duties of the department **does not relieve employees of other units from the responsibility** of taking prompt, effective police action within the scope of those laws and ordinances when necessary b. **Employees assigned to special duties** are not relieved from taking proper action outside the scope of their specialized assignment when necessary c. **All employees shall perform their duties** as required or directed by law, by General Orders, or by order of a superior officer or other proper authority d. **Sworn officers will act on behalf of the State** in criminal proceedings where their job-related testimony is being used, unless compelled by court order or subpoena to testify for the defense e. **Sworn officers will provide official reports** of their observations and actions under the color of authority
9. General Responsibilities	Sworn employees shall, while on duty within the city, take appropriate action to: a. Protect life and property b. Preserve the peace c. Prevent crime d. Detect and arrest violators of the law e. Enforce all federal, state, and local laws and ordinances coming within departmental jurisdiction f. Recover and return property g. Assist in the safe movement of traffic h. Identify problems and take corrective action in furtherance of the department's community-based/problem-oriented policing philosophy

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-02 DEPARTMENT ORGANIZATION**	
	Subject **400 Obeying Orders**	Effective **01/08/10**

Summary: This policy outlines the employees' responsibilities relevant to laws and department policy and orders.

A. POLICY

1. **ALL SWORN EMPLOYEES** will establish and maintain a working knowledge of laws and ordinances in force in the City of Chandler and the State of Arizona

2. **ALL EMPLOYEES WILL OBSERVE AND OBEY** all federal and state laws, municipal ordinances, and city personnel rules

3. **ALL EMPLOYEES** will adhere to standards of conduct established in General Orders and published policies and procedures where applicable

4. **EMPLOYEES WHO BECOME AWARE OF** other employee(s) violating laws, ordinances, or departmental orders will report such occurrence as outlined in General Order B-13

B. APPLICATION OF REGULATIONS

Figure 1. **Application of Orders for All Employees** [12.1.3]

Topic	Application
1. All Employees [12.1.3] [12.1.4]	a. Promptly obey all orders of your superiors, including any order relayed from a superior by an employee of the same or lesser rank b. Follow orders or instructions, written or oral, for the efficient operation of the unit
2. Authority of Posted Orders Rev	a. **Any order with the signature** of the Chief of Police or division chief posted on an official bulletin board or distributed through any other official channel shall have the same effect as and be construed to be part of these orders b. **Emergency Orders** 1) A division chief may issue orders deviating from established orders as necessary for emergencies which will remain in effect only for the duration of the emergency 2) A supervisor may issue orders deviating from existing written orders in an emergency which will remain in effect only during the emergency. The supervisor **will report** in writing to his superior as soon as possible any such temporary change of existing orders.
3**. Clarity of Orders**	Superior officers will make orders to subordinates in clear, understandable language, civil in tone, and issued pursuant to departmental business
4. **Unlawful Orders: Issuing**	A command or supervisory employee **will not knowingly issue** any order that is in violation of any existing law
5. **Unlawful Orders: Obedience To** [12.1.3]	a. No employee is required to obey any order that is contrary to federal, state or local laws b. Responsibility for refusal to obey rests with the employee. The employee will be required to justify such action.

Topic	Application
6. **Unjust Or Improper Order: Obedience To**	a. An employee given an order that he feels is unjust or contrary to departmental policies and procedures must obey the order to the best of his ability b. After obeying the order, he may request a clarification through the chain of command
7. **Conflicting Orders** [12.1.4]	a. **Supervisors:** Exercise care when in the necessary performance of duty you must give an order to any subordinate employee not attached to your assignment to avoid unnecessary conflict with orders of the employee's commanding officer 1) Inform the subordinate's commanding officer or immediate supervisor of the action taken as soon as possible if the receiving employee is required to leave his regular post or assignment 2) If possible, avoid giving direct commands to persons not assigned to your control except where it is necessary for purposes of efficiency and discipline to avoid confusion and conflict 3) Only issue conflicting orders when reasonably necessary for the good of the department b. **The affected employee** will advise the person issuing the second conflicting order that it conflicts with a previous order or instruction 1) Responsibility for countermanding the original instruction rests with the individual issuing the second order 2) If so directed, obey the latter order first

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-02 DEPARTMENT ORGANIZATION**	
	Subject **500 Written and Electronic Communications**	Effective **01/03/17**

Summary: This policy describes the departmental protocol for the written and electronic communication of information.

A. POLICY

1. Employees will follow the protocol prescribed in the City of Chandler Graphic Standards manual located on Chanweb at **http://chanweb/capa/content/GraphicsStandardsGuidelines.pdf** for written communications

2. Employees will protect information from accidental or unauthorized access, disclosure, modification, or destruction and communicate information properly. Access, use, storage, communication, or processing of department information is under the authority of all applicable regulations, policies, and standards.

3. Employees are prohibited from using information or resources by or for the benefit of any non-employee or third party

4. Handle electronic communications in the same manner as a letter, fax, memo, or other department communication

B. OWNERSHIP

All communications of any description sent or received by the department are the exclusive property of the City of Chandler

C. CITY/DEPARTMENTAL LETTERHEAD

1. **USE FOR OFFICIAL CORRESPONDENCE** written to any person or agency outside of the department

2. **USE CITY OF CHANDLER LETTER FORMAT** described on page 6 of this order

3. **SHALL BE SIGNED BY THE CHIEF OF POLICE** or sent in the name of the Chief of Police and signed by a commander or designee of the Chief

4. **ONCE SIGNED**, the Chief of Police or commander shall forward a copy to the Office of the Chief of Police (management assistant) for filing

D. MEMORANDA

[12.1.4]

1. **ANY DEPARTMENT MEMBER MAY ISSUE MEMORANDA** conveying information or requests for information from any level within the department to any other level with appropriate approval

2. **OBTAIN APPROVAL FOR DISTRIBUTION (including email)** as follows:

Figure 1. **Department Memoranda and Email Approval**

Target	Approval Level	Special considerations
1. **Citywide email**	Office of the Chief	Forward to Office of the Chief (*See City of Chandler "Guidelines for Internal Electronic Communications - Citywide Emails") email*
2. **All department personnel**	Office of the Chief (paper) **or** Cost center manager/shift commander (email)	Paper: Number memos sequentially by year Email: Initiator forwards message to the appropriate cost center manager/shift commander to approve and distribute
3. **All personnel fund raisers**	Office of the Chief	For charitable purposes (*United Way is authorized by the City*)
4. **Division or section**	Cost center manager/shift commander	Forwarded message to commander for approval and appropriate distribution

E. RETENTION SCHEDULE

Retain correspondence files including memos for a period of two years after fiscal year prepared or received

F. INTERNET & EMAIL

Figure 2. **Internet, Intranet, and Email Policies and Procedures**

Topics	Procedures
1. **Policy**	a. Each internet, internet email, and Lotus Notes user is responsible to ensure they are in compliance with all City policies and regulations found within Administrative Regulation CM-24; Acceptable Use of Information Systems and Related Technology b. The Office of the Chief /designee approves access rights for internet based webmail and personal device email access for the department as needed c. The City is not responsible for the reimbursement of labor or any other cost associated with the activity. Non-exempt (hourly) employees must obtain approval with their supervisor before using any device to perform City work and for approval to utilize such devices outside of their normal work schedule to provide City services. d. Employees will only use internet accounts which have been authorized for them e. All emails are public record. Do not send confidential information through the internet/email
2. **Business Communications**	a. **Do not distribute** copyrighted, proprietary, or confidential information without approval from a department official b. **Obtain specific approval** of a department official to use email to distribute confidential information. **This is strongly discouraged**. c. **Do not distribute** commercial messages, employee solicitations, messages of a religious or political nature, nor campaign messages regarding memberships, offices, or in support of a special interest or agenda on this system d. **Do not send email messages** with content that may be considered offensive or disruptive including, but not limited to, obscene or harassing language or images, racial, ethnic, sexual, or gender-

Topics	Procedures
	specific comments or images or other comments or images that would offend someone on the basis of their religious or political beliefs, sexual orientation, national origin, or age e. **Do not include personalized avatars** (messages, sayings, philosophies, icons), wave files, etc., in emails f. **Do not retrieve or read** email that was not sent to you unless authorized by a department official or by the email recipient g. **You are strongly discouraged** from using hyperlinks. Only use them in furtherance of legitimate police business. Address any questions to Police Administration. h. **Report viruses** or suspected viruses affecting the email system immediately to appropriate technology staff
3. **City Intranet (Chanweb)**	a. All employees are granted access b. **All intranet usage is public information** c. Employees must submit all new web information to the Police Department's public information officer for approval prior to placement on Chanweb d. Employees may post personal want ads to the City Bulletin Board on Chanweb. Instructions for advertising may be found on the Bulletin Board web page.
4. **Electronic Communications**	For City-wide employee communications guidelines, see: Chanweb/Departments/Communications and Public Affairs (Department)/Citywide Email a. "**Everybody by Everybody**" for messages requiring immediate attention of all or a large number of City employees b. **"City Information Folder"** for important messages to which all employees have access, but are not time critical
5. **Address Groups**	Use for smaller numbers of employees frequently mailed
6. **Non-Business Email**	a. You may use the email system for incidental and occasional personal use if it does not interfere with department business or user responsibilities. Such messages are department property and subject to the same conditions as department email. b. The department may grant or terminate limited use of the email system for non-official department business. Such use: 1) May include but not be limited to meeting notices and locations and must not be excessive, overly frequent, place a burden on other users or system equipment, nor shall they be disruptive in any way 2) Must be pre-approved and may be withdrawn if it is the department's opinion such messages interfere with official department business c. Use department or City distribution lists judiciously and never without prior approval d. Limit the use of the "copy all" function to situations legitimately necessary. Use must be authorized by an immediate supervisor e. The Employee Organization president, or his designee, will be provided a mail slot for department communications and may send emails to unit members to announce meetings.

Topics	Procedures
7. Alternative Electronic Communication Methods	a. Contact the Communications and Public Affairs Department (CAPA) to use Outlook and Quicklook newsletters b. Use Chanweb c. Use the city employee meetings & events calendar on Chanweb through web coordinator
8. Police Incident Address [11.4.1]	Use to convey information throughout the department **PoliceIncidents:** Any supervisor will use this address to convey information regarding significant incidents to the Chiefs, commanders, PIOs, and all supervisors, i.e.: a. City/department accidents over $250 b. Fatal, possible fatal, and unusual accidents c. Homicides, shootings, sexual assaults, armed robberies, and serious assaults d. SWAT call-outs, major narcotics investigations, large property or narcotic recovery, major gang incidents e. Officer injuries f. Human interest stories
9. PD Grapevine Email Address	**PoliceGrapevine:** Any employee may use it to informally address rumors and to convey information a. The management assistant of the Chief of Police receives and researches all PoliceGrapevine email b. The management assistant of the Chief of Police shall convey the information to all department employees via email (Police - All) or by other means, if applicable c. Instances may arise where certain information cannot be immediately released, such as an on-going internal investigation. In these instances, the information shall be released when it is possible to do so. Inquiries that involve the personal privacy of an individual shall not be released if the release of this information would be damaging to the employee.

Memo and Letter templates follow

City of Chandler Memo Format

A

B

C

D

MEMORANDUM **Department Name - Memo No. 00-00**

E

DATE: JANUARY 1, 20XX

TO: DEPARTMENT OR NAME

THRU: NAME, TITLE

F

FROM: NAME, TITLE

SUBJECT: SUBJECT OF MEMO

From the City of Chandler Graphics Standards Manual, page 23

This template may be found in the F: drive/Police/Police/PSS Forms/City Memo

A. Chandler Logo provided in the Word Document
B. MEMORANDUM, ALL CAPS font Times Bold 12 pt. Single spacing with one return
C. Department Name, tab over to two inches, font Times Bold 12 pt.
D. Staff or Council Memo and memo number, font Times Bold 12 pt. Single spacing with 1 return
E. DATE:, TO:, THRU:, FROM:, Subject:, ALL CAPS font Times Bold 12 pt. Single spacing with one return
F. Your information ALL CAPS, font Times 12 pt. Single spacing with one return

City of Chandler Letter Format

Left margin
1" from left
2 ½" from top

Second page starts
1" from top, 1" margin
on right

January 1, 20XX

First Last Name
Job Title
55 North Arizona Place
Suite 301
Chandler, Arizona 85225

Dear Mr. Last:

This is a sample letter illustrating the preferred typing format to be used with the letterhead for the City of Chandler. The font that is preferred is Times.

The beginning of the letter should start 2 ½ inches from the top. The left and right margins are 1 inch.

The main body of the letter should follow the block format with a flush left margin. Copy on the second sheet should follow the same format margins as the first page and start 1 inch from the top. Ending salutation should remain in the block format.

Please adhere to these format guidelines when preparing correspondence materials for the City of Chandler.

Sincerely,

NAME (CHIEF'S NAME BLOCK: 11 POINT, BOLD, ALL CAPS)
CHIEF OF POLICE
(If for the Police Chief's signature, use four returns following "Sincerely," and then the Chief's name and rank in regular formatting)
(4 returns)

First and Last Name
Commander, Division

Enclosure If any
c: If copied to anyone

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-03 WRITTEN DIRECTIVES**	
	Subject **100 Authority and Responsibility**	Effective: **01/08/10**

Summary This order defines authority and responsibility related to Chandler Police Department written directives.

A. POLICY

[12.21] **ALL PERSONNEL ARE RESPONSIBLE** for knowing and carrying out all published policies and procedures related to their function

B. AUTHORITY

[12.2.1]

1. **ALL DIRECTIVES:** The Chief or Chief's designee will issue, modify, and approve all written directives

2. **SECTION/UNIT MANUALS:** A bureau/precinct/section commander may approve section/unit directives affecting personnel under the commander's chain of command

Rev

C. GOVERNING DIRECTIVES

Figure 1. **Descriptions of Governing Directives**

Directive	Description
1. Administrative Regulations Responsibility: CAPA	Guidelines for daily practices to ensure consistency throughout the City
2. Personnel Rules and Policies Responsibility: Human Resources	Personnel practices governed by City Council Resolutions
3. General Orders Maintenance Responsibility: Professional Standards Section (PSS)	a. Directives for administration, management, rules and regulations b. Procedures for consistent enforcement of laws and police services c. Policy memos issued for temporary or emergency purposes which may later be incorporated into General Orders
4. Section/Unit/Function Manuals Responsibility: Bureau/Precinct/ Section Commander unless delegated a specific section	All of the following conditions must be met: a. Unique to the personnel assigned to the concerned section/unit/function b. Approved by the bureau/precinct/section commander c. May be maintained by section, with permission of the division chief d. Not in conflict with governing authorities, General Orders, Personnel Rules, or CALEA standards e. Forward current copies to Professional Standards for archival and reference
5. Special Orders Responsibility: Division Chief	Deviation from established departmental orders as may be necessary for emergent conditions and will remain in effect only for the duration of the emergency

Rev

D. CONTRADICTIONS

1. City Personnel Rules, City Administrative Regulations, and City policies take precedence over General Orders

2. General Orders take precedence over section/unit/function directives

E. AVAILABILITY

All employees will have all applicable policy and procedures accessible at all times while on duty

F. DEVIATIONS FROM POLICY

ALL ORDERS ARE INTENDED AS A GUIDELINE. Document any deviation from policy based on efficient or effective functioning of the department. Make every effort to inform and obtain concurrence from the Office of the Chief through chain of command upon deviation.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-03 WRITTEN DIRECTIVES**	
	Subject **200 Format**	Effective **11/27/17**

Summary

This policy describes the format for department directives.

A. POLICY

[12.2.1]

1. **CHANDLER POLICE DEPARTMENT GENERAL ORDERS** will follow the formatting and procedural guidelines outlined in this policy

2. **UNIT MANUALS** will follow this format unless the division chief grants approval to vary from this format

B. LOCATING INFORMATION

1. **TRADITIONAL SEARCH:** Table of Contents lists the policies alpha-numerically by section and number, with subject title following

2. **ELECTRONIC INDEXING** for computer-accessed orders:

Rev

   a. Access links in the Table of Contents to individual orders

   b. Use Control F to locate all occurrences of an item or specific word being searched **throughout general orders**

C. POLICY IDENTIFICATION

1. **ORDER NAMES** include section letter, sequence number, major topic and sub-topic (i.e., A-03.200 WRITTEN DIRECTIVES: Format)

2. **FORMATTING** includes the following:

   a. **INDEXING** by section topics. New orders are added to appropriate sections sequentially. Existing directives will be updated and checked to ensure the number system remains sequentially accurate.
      1) Section A - Philosophy and administration
      2) Section B - Personnel issues
      3) Section C - Community policing functions
      4) Section D - Criminal Investigations Bureau functions
      5) Section E - General law enforcement issues
      6) Section F - Field Operations Division functions
      7) Section G - Traffic enforcement
   b. **HEADER, FIRST PAGE:** Located on the upper portion of the first page of each order and includes the officer badge, title of the manual, the order number and name, the subject number and name, and the effective date of the order or revision
   c. **HEADER, SECOND PAGES:** Upper left margin and includes name of order-subject name, first line, and date of current version, second line. Right margin justified includes the entire order number, followed by the page number of that order on the second line.
   d. **INDEX NUMBER: I**ncludes CPD for Chandler Police Department, the alphabetic-numeric section designator with number and subject number (i.e., CPD A03-200)

e. **WRITTEN IN OUTLINE FORMAT** using margin captions
f. **SUMMARY AND POLICY STATEMENTS** introduce each order, where applicable
g. **REVISION ARROW:** Highlights revised or new policy

D. DESIGN AND WRITING

1. **STYLE**

   a. Use conversational-style language, formatted for clarity and quick retrieval of information
   b. Write directly to the reader, informally and in the active voice
   c. Use short words, sentences, paragraphs, and subjects
      1) **Words:** minimize three or more syllable words
      2) **Sentences:** average length of 17-18 words
      3) **Paragraphs:** seven to eight line maximum
      4) **Subjects**: average of three per page or less
      5) **Line widths:** four and a half inches

2. **GAPS IN NUMBERING** may occur in the overall numbering of this manual. If this happens, it is deliberate. The Table of Contents will identify the current contents of the manual.

E. BRACKETS [ ]

Information in brackets, [1.1.2], refers to applicable accreditation standard numbers and is in eight-point font

F. EMPHASIS

1. **BOLD WORDS AND PHRASES** requiring emphasis

2. **COLOR CODING:** The Office of the Chief of Police will determine which orders are color coded for special emphasis. The headers on the electronic version of high severity orders will be colored accordingly.

   a. Bright Yellow: High Frequency/High Severity
   b. Blue: Low Frequency/High Severity

Rev

G. GENDER OF WORDS

AVOID SEXISM: Give preference to second person references to avoid he/she and him/her usage. For the purposes of simplicity and clarity in these orders, the terms “he,” “his,” “him,” and “himself” will be considered universally generic and refer to all employees of the Chandler Police Department regardless of gender and will not be considered to indicate a preference of one gender over another.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS Serving with Courage, Pride, and Dedication	Order **A-03 WRITTEN DIRECTIVES**	
	Subject: **300 Revisions and Archival**	Effective: **11/01/19**

Summary This order discusses general orders revisions and archival procedures.

A. POLICY

1. **POLICIES ARE REVIEWED** annually and as necessary to facilitate the continued efficient and lawful operation of the Police Department

2. **UNITS MAINTAINING THEIR OWN DIRECTIVES** will ensure that Professional Standards has a current version of their directives

B. REVISIONS TO GENERAL ORDERS

Figure 1: **Creating / Revising Orders Procedures**

Responsible Person	Action
1. Subject matter expert / employee suggestion / staff initiated	a. Create document / notes changes on existing document in writing and supporting documentation, if any b. Attach and sign "Request for Policy Revision" form (see last page of this order) c. Forward packet through the chain of command to the division chief for the referenced function d. The division chief forwards the approved revisions to Professional Standards (PSS)
2. Professional Standards Section [12.2.1]	a. Evaluate changes for CALEA compliance and consistency b. Format policy c. Index policy d. Electronically forwards to executive staff / legal advisors / appropriate employee organizations for review e. Ensure revisions do not contradict other existing directives
3. Executive Staff / Legal Advisors / Employee Organizations	a. Review for content and adds any comments b. Return to PSS for coordination
4. Professional Standards Section	Publish revised policy

C. REVISION SYMBOL

This symbol, Rev, will be added to indicate revised text and will remain until the next revision of the policy

Rev

D. DISTRIBUTION

[12.2.2]

Figure 2. **General Orders Distribution Procedures**

Responsible Person	Action
1. PSS	a. Create revision training memo for employees b. Update electronic versions c. Publish through Leaf as computer-based training d. Archive superseded policies
2. All employees	Review the revision training memo distributed to each employee through computer-based training in Leaf
3. Lieutenants/ Supervisors	a. Review changes with assigned employees b. Periodically reviews high severity policies (colored) with employees as applicable

E. ARCHIVAL

[12.2.2]

1. **CURRENT ORIGINALS:** Professional Standards Section personnel will secure current policy originals with authorization signatures

2. **RETENTION:** Professional Standards Section will archive all copies of official, published policy permanently, per ARS 41-351

F. SUPPLEMENTAL MANUALS

1. **CUSTODY:** The Professional Standards Section will maintain custody of the General Orders manual and supplemental manuals, with exceptions approved by the Chief of Police

2. **EXCEPTIONS:** All sections / units maintaining their own directives will ensure that Professional Standards has a current version of their directives and maintain archives

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Chandler + Arizona
Where Values Make The Difference

REQUEST FOR POLICY REVISION

POLICY: _____

REVIEW AND APPROVAL:

Attach any supporting documentation

Initiator of Request *Date*

Supervisor *Date*

Lieutenant *Date*

Commander *Date*

Division Chief *Date*

Please check approval and initial any changes:
☐ Approved
☐ Not approved: Reasons.

Please check approval and initial any changes:
☐ Approved
☐ Not approved: Reasons.

Please check approval and initial any changes:
☐ Approved
☐ Not approved: Reasons.

Please check approval and initial any changes:
☐ Approved
☐ Not approved: Reasons.

Route to Professional Standards Section for coordination. _____
Date Rcd.

Email sent to review committee _____
Date

Chief of Police *Date*

Reason for change:

✦✦✦

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-04 DEPARTMENT FORMS**	
	Subject **100 Control System**	Effective **01/26/12**

SUMMARY

[11.4.2] [82.3.4]

This forms control system ensures quality control and security for Chandler Police Department forms

A. POLICY

1. **THE RECORDS UNIT** maintains and secures department forms

2. **THE AFFECTED COST CENTER MANAGERS** will approve the forms used by Chandler Police Department personnel prior to dissemination

3. **ALL COST CENTER MANAGERS** will ensure that Administrative Regulation CAPA-02 "Request for Duplicating Services" procedures are followed

B. DEPARTMENT FORMS CONTROL:

1. **DEPARTMENT FORMS CONTROL DESIGNEE (FCD):** The primary person responsible for the forms control system within the department

2. **FCD DUTIES**

   a. Monitor and maintain an adequate forms supply level
   b. Order all inter-departmental forms and City of Chandler forms, except as outlined in this order
   c. Order other agency report forms, e.g., booking sheets, traffic accident reports, Department of Public Safety Forms to be either picked up by Department personnel or mailed directly to the department
   d. Stock forms as soon as possible when the orders is received, and then return the original master form to the Master Forms File
   e. Receive and process reorder requests
      1) Note requests on the corresponding form log
      2) When an unusually high demand for a particular form is anticipated, employees will notify the FCD in advance
   f. Enter new, approved forms into the system
   g. Issue form number for new forms

3. **COST CENTER MANAGERS** may designate a monitor in their section / division to stock forms for their areas of responsibility. These individuals may also order forms that are unique to their sections.

C. SECURITY AND ACCOUNTABILITY

[82.3.4]

Records Unit personnel will:

1. **LIMIT** access to critical forms to Records Unit personnel

2. **SECURE** critical forms, traffic complaints, bicycle licenses, and violation warning notices within the Records Unit

3. **LOG** the issuance of critical forms into a logbook or an automated logging program maintained in accordance with State of Arizona Forms Retention and Disposition schedules, including traffic complaints, bicycle licenses, and violation warning notices

D. CREATION AND MODIFICATION

1. **EMPLOYEES PROPOSING** a new or revised form will submit the form for the review and approval of the originating division or section manager

   a. Attach the Records Unit coversheet for each affected cost center manager's signature
   b. Attach a memo explaining the need for the form/revision
   c. Attach instructions or training for use if necessary

2. **ENSURE EACH AFFECTED COST CENTER MANAGER** or designee also thoroughly reviews the proposed form and attaches comments

3. **THE ORIGINATING SECTION/DIVISION** will coordinate recommendations and submit the approved, coordinated form to the FCD

4. **THE FCD WILL** index and store the new/revised form in the Master Forms File and order the form

E. FORMS IDENTIFICATION SYSTEM

1. **NUMBERING:** The first two digits on a form identify the division/section creating the form. The second two digits designate the form sequence number (CPD Form 32-21).

2. **CURRENT DIVISION/SECTION NUMBERS** as maintained in the Master Forms File in the Records Unit**:**

Rev

10	Administration
11	City of Chandler
12	Departmental
20	Community Resources
31	Criminal Investigations Bureau
32	Field Operations Division
41	Communications Section
42	Detention Unit
44	Forensic Services
45	Property Unit
46	Records Unit

Chandler Police Department
Form

EXAMPLE

CPD Form 46-10
rev. 9/12

3. **DATES:** All forms will contain at least a date of last revision. Forms may contain both the date of original form and last revision date.

F. REORDER PROCEDURES

1. **THE SECTION MONITOR WILL:**

   a. Review the form at the time of reorder to determine whether or not the form is still current
   b. Notify the FCD if modifications are required or anticipated to preclude over ordering of the current form

2. **THE FCD** may process routine requests without supervisor approval

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-05 PLANNING AND RESEARCH**	
	Subject **100 Administration**	Effective: **10/11/21**

Summary: This order describes the activities of and establishes procedures for submitting projects to the Planning and Research Section.

A. POLICY

Rev

The Planning and Research Section provides crime analysis, uniform crime reporting, planning and research, fiscal/budget management, grant management, facilities planning, and capital project management for the Police Department

B. ORGANIZATION

1. **PLANNING AND RESEARCH MANAGER**
   a. Reports directly to the Chief of Police
   b. Is responsible for the administrative functions and the supervision of the personnel in the section
2. **THE PLANNING AND RESEARCH SECTION** is comprised of the following personnel:
   a. Police Planning and Research Manager
   b. Crime Analysis Supervisors
   c. Planning and Research Analysts
   d. Police Crime and Intelligence Analyst
   e. Police Crime Analysis Data Techs

C. OBJECTIVES

1. **ALL ACTIVITIES OF THE PLANNING AND RESEARCH SECTION SHALL BE ORGANIZED/ASSIGNED** through the Planning and Research Manager

2. **THE PLANNING AND RESEARCH MANAGER** is responsible to the Chief of Police to:
   a. Provide administrative, strategic, and tactical information essential to mission accomplishment
   b. Perform research and analysis projects as requested by other cost centers, city departments, and other agencies and citizens
   c. Perform ongoing studies to assess Field Operations workload and shift schedules and studies for other divisions as requested
   d. Provide monthly, quarterly, annual, and special studies of traffic collision and enforcement information and crime activity analysis as requested
   e. Provide crime analysis both routinely and as requested by personnel to assist in identifying crime trends, methods, and probabilities
   f. Provide coordination and monitoring of fiscal affairs including budget preparation and development
   g. Function as liaison with area police departments to coordinate regional planning and assist in development of intergovernmental agreements
   h. Evaluate new technology and procedures in law enforcement, future department needs, and conduct administrative studies and reports
   i. Administer the department's Uniform Crime Reporting (UCR) Program
   j. Provide emergency planning development

D. CRIME ANALYSIS FUNCTION

Crime Analysis and Research Unit and the Tactical Crime Analysis Unit of the Planning and Research Section are responsible for reporting official crimes stats, the collection, collation, analysis, and dissemination of crime, collision, and traffic analysis information

1. **CRIME ANALYSIS AND RESEARCH UNIT (CARU)**: Responsible for strategic and administrative crime analysis for the purpose of crime and disorder suppression through long term research and data analysis
   a. Strategic and administrative crime analysis
   b. Uniform crime reporting duties
      1) Review data quality of National Incident Based Reporting (NIBRS) information from departmental reports
      2) Modify all UCR required fields for consistency of report narrative with UCR classifications
      3) Responsible for the Incident Based Reporting (IBR) clearance status
      4) Cannot change, add or delete arrest bookings, detail pages, entities, internal status, and drug property entries
      5) Only change or add to stay consistent with the narrative: entity roles, offenses, property (excluding drugs) and administrative fields
   c. Long-term research and studies
   d. Identification of crimes and disorder problems
   e. Internal and external data collection, cleaning, analysis, and reporting

2. **TACTICAL CRIME ANALYSIS UNIT (TCAU):** Responsible for tactical crime and intelligence analysis for the purpose of crime and disorder suppression through crime analysis and intelligence information development
   a. Short term crime analysis
   b. Identification of patterns and series
   c. Collaboration with investigators, investigative analysts, and patrol
   d. Utilization of intelligence databases
   e. Development of crime information bulletins

E. PLANNING AND RESEARCH FUNCTION

[15.2.1]

THE PLANNING AND RESEARCH SECTION:

1. Performs research and special studies as requested
2. Maintains quality assurance studies related to the goals and objectives of the department
3. Performs on-going studies to assess patrol workload
4. Facilitates the department's strategic planning process, produces the strategic plan document, and tracks the implementation progress of the strategic plan
5. Prepares the department's annual report
6. Serves as the liaison with the Maricopa County Animal Care and Control Department

F. FISCAL MANAGEMENT FUNCTION

THE PLANNING AND RESEARCH SECTION:

1. Coordinates and monitors the preparation and operation of the Police Department annual budget
2. Coordinates and monitors the development of the department's Capital Improvement Program (CIP)
3. Reviews and approves Technology Replacement Program fund contribution requests for department technology additions and upgrades
4. Reviews and approves all requisitions for departmental purchases
5. Coordinates and monitors the preparation and maintenance of federal, state, and other grants
6. Prepares and manages the reporting requirements of the Asset Forfeiture Fund as outlined in General Order D-41.100E

G. FACILITIES MANAGEMENT

THE PLANNING AND RESEARCH SECTION:

1. The Planning and Research Manager serves as the project owner for all department construction projects
2. Responsible for enlisting the help of Terrorism Liaison Officer to do threat assessments of the department's facilities every five years starting in 2015

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-06 FISCAL MANAGEMENT**	
	Subject **100 Budget and Accounting**	Effective: **10/11/21**

Summary: The purpose of this order establishes policy for fiscal management related to administration.

A. POLICY

1. **THE CITY OF CHANDLER MANAGEMENT SERVICES DEPARTMENT** oversees fiscal activities and budget management including direction and deadlines

2. **THE CHIEF OF POLICE** is responsible for the management of the department's fiscal activities and budget management

3. **THE POLICE PLANNING AND RESEARCH MANAGER,** as assigned by the Chief of Police, manages fiscal activities and the department budget

B. MANAGEMENT

[15.2.1]

1. **THE BUDGET PROCESS INCLUDES:**

   a. Development of the Police Department's annual budget
   b. The formulation of goals and objectives
   c. The department's multi-year strategic plan

2. **THE PLANNING AND RESEARCH MANAGER**

   a. Is the budget liaison for the Police Department with the City of Chandler Management Services Department
   b. Is charged with ensuring that the final budget is in the form directed by the Management Services Department of the City of Chandler

3. **THE COST CENTER MANAGERS**

   a. Are responsible for all fiscal activities regarding capital expenditures, asset accountability, property control, purchases, and the budget process for their cost centers
   b. Do the initial budget preparation for their own cost centers and present their budgets to the Planning and Research manager by the assigned deadlines
   c. Administer their cost center budgets

C. RESPONSIBILITIES

[15.2.1]

1. **ANNUAL BUDGET PREPARATION: COST CENTER MANAGERS** prepare and administer budget activities, including:

   a. Prepare the annual budget for their respective cost centers based on cost center goals and objectives
   b. Make goals and objectives available to all affected personnel

c. Prepare a written recommendation concerning personnel resources, including:
   1) An annual review of each specialized unit under their command to determine if the program should continue to be funded
   2) A triennial assessment of each organizational component for the allocation of personnel based on workload demand
   3) Where applicable, workload assessments may be used as supporting documentation for budget decision packages
   4) Workload assessments should be documented and include:
      a) An outline of the methodology, equipment/system, factors considered, and calculation used
      b) Identification of the data sources
      c) Conclusions and recommendations of distribution/allocation of personnel

2. **MULTI-YEAR BUDGET PLANNING:** The Office of the Chief shall annually direct each cost center manager/commander to:

   a. Detail personnel, programs, and capital requirements for their areas for at least the next five fiscal years based on functional goals, objectives, workload, and population estimates
   b. Submit the requests to the Office of the Chief for review

D. ANNUAL BUDGET PROCESS

1. **THE MANAGEMENT SERVICES DEPARTMENT** provides worksheets and guidelines on budget preparation each fiscal year to the Police Department liaison as soon as information is available to distribute

2. **THE COST CENTER MANAGERS** prepare budget forms during the budget formulation process

3. **THE POLICE PLANNING AND RESEARCH MANAGER OR DESIGNEE** coordinates the budget preparation worksheets and transmits the information back to the City Management Services Department with the approval of the Chief of Police to ensure that deadlines are met and the forms are completed correctly

   a. Further internal budget processes are developed and coordinated by the Police Planning and Research Manager
   b. Internal decision packages prepared by the various cost centers with cost center manager assistant chief and chief approval (budget requests) shall include narratives to explain operational need(s), identification of the position or classification title, pay grade (new position only) and quantity requested, the cost center and date that the request was prepared, and selected costs including methodology, especially those costs unique to the decision package
   c. Common costs are prepared by the Planning and Research Section for continuity and standardization of Police Department decision packages
   d. Costs must be identified as either one-time or on-going in nature
   e. Workload assessments should be attached as supporting documentation if available

Rev

f. The detail budget worksheet (line-item) phase of the budget preparation process generally follows the decision package preparation phase and utilizes separate forms in a spreadsheet format. The detail budget worksheet has short descriptions of their expected use for the fiscal year.
g. Internal budget calendars are developed by the Planning and Research Manager and distributed to command staff

4. **UPON CITY COUNCIL APPROVAL,** the Management Services Department forwards a copy of the adopted budget to the Chief of Police

5. **THE COST CENTER MANAGERS** continuously monitor the budget activities of their cost centers/divisions

E. BUDGET TRANSFERS

1. **THE CHIEF OF POLICE** may authorize through the Police Planning and Research Section the transfer of budget funds between line items within the Police Department. (See City of Chandler Administrative Regulation MS-12)

2. **IN AN EXTREME EMERGENCY** or disaster response where a need for immediate purchase exists, the Chief of Police may authorize the procurement of needed items from local businesses based on established limits from the City of Chandler Contingency Funds following guidelines in the City of Chandler Administrative Regulations MS-13 and MS-27

F. ACCOUNTING PROCEDURES

1. **THE CITY MANAGEMENT SERVICES DEPARTMENT** has ultimate responsibility for the accounting of funds and allocation of monies

Rev

2. **THE CITY ACCOUNTING DIVISION** maintains fiscal activities with computer access available to authorized employees and produces a ledger containing the following information:

   a. Original budget allocation to the cost center
   b. Ending monthly balance
   c. Monthly and year-to-date financial activity
      1) Expenditures
      2) Revenues/deposits
      3) Encumbrances
      4) Balance remaining in account

3. **THE POLICE DEPARTMENT** must submit a budget for its annual operation to be approved by the City Council

4. **THE COST CENTER MANAGERS** monitor all revenues and expenses of department funds on a continuous basis to ensure that revenues and expenses are consistent with the approved or revised budget

G. EXTERNAL AUDITING

1. **THE CITY ACCOUNTING DIVISION** continuously monitors the department's fiscal activity through monthly general ledger reports

2. **CITY COUNCIL** directs the City Accounting Division to contract with an independent accounting firm to audit the city government at the end of the fiscal year. They will post-audit the books and documents kept by the City and any separate or subordinate accounts kept by any other office, department, or agency of the city government, City Charter Section 5.10.

H. CASH FUNDS/ACCOUNTS

[17.4.2]

1. **DEPARTMENTAL FUNDS INCLUDE:**

   a. Crime Control Funds (See General Order D-36.100)
   b. Records Unit Cash (See Records Unit Manual Index 12)
   c. Field Operations (See Field Operations Support Staff Manual)
   d. Special Funds (includes such funds as Cadets, etc.)
   e. Impound Fees

2. **CASH RECEIPT**

   a. **EMPLOYEES** strictly account for all cash received into the Chandler Police Department using receipts or logs for all transactions
   b. **EMPLOYEES** deposit money received into the department with Accounting at the earliest opportunity (daily when possible)

3. **CASH DISBURSEMENT:** All disbursement of cash funds follow procedures outlined in General Order A-06.200 Fiscal Management: Purchasing, or controlling policy

4. **COST CENTER MANAGERS** designate employees to receive and/or disburse cash

5. **PLANNING AND RESEARCH** provides a monthly balance sheet to certain special fund managers for reconciliation

I. RACKETEERING INFLUENCE CORRUPT ORGANIZATION (RICO)

State and federal law allows for the seizure of assets and strictly governs these assets

1. **THE FINANCIAL CRIMES UNIT** seizes valuable assets

2. **THE FINANCIAL CRIMES UNIT DETECTIVE** assigned to the case, with review from the unit supervisor, safely stores the assets and seek all necessary court orders until the courts determine how to disburse the assets

3. **FEDERAL AND STATE MANDATED REPORTS** are processed according to D-41.200B3

J. CONTRACTUAL AGREEMENTS

[3.1.1]

1. **AN AGREEMENT GOVERNING CONTRACTED LAW ENFORCEMENT SERVICES** provided by the Chandler Police Department to other entities shall include at a minimum the following items:

   a. A statement of the specific services to be provided
   b. Specific language dealing with financial agreement between the parties
   c. Specification of the records to be maintained concerning the performance of services by the Chandler Police Department
   d. Language dealing with the duration, modification, and termination of the contract
   e. Stipulation that Chandler Police Department maintains control over its personnel
   f. Specific arrangements for the use of equipment and facilities
   g. A procedure for review, revision, and renewal, if needed, of the agreement
   h. Specific language stating any legal ramifications to be pursued in Arizona courts
   i. A statement to abide by state and federal employment law provisions including nondiscrimination and legal worker requirements
   j. Insurance and indemnification provisions
   k. Conflict of interest provision
   l. Dispute resolution contingencies and general provisions regarding notice, assignment, severability, and administration of the agreement, if recommended

2. **EMPLOYMENT RIGHTS** of department personnel assigned under a contract for law enforcement services will not be abridged, i.e., promotional opportunities, training opportunities, fringe benefits

K. PUBLIC DONATIONS TO POLICE DEPARTMENT

Chandler Police Department, under the umbrella of the City of Chandler, qualifies as an exempt organization described in the United States Tax Code Section 170(c)(1). The Department is fortunate to be the recipient of donations. Donations to the Department enhance its mission to serve all people within the jurisdiction and continue its ongoing efforts which are dedicated to the prevention of crime and the protection of life and property; the preservation of peace, order, and safety; the enforcement of laws and ordinances, and the safeguarding of constitutional guarantees. Although the Department is grateful for all donations offered, it will not accept donations when such acceptance results in the compromise of its integrity or is contrary to the law.

All campaigns to raise funds for charitable purposes require approval from the Office of the Chief.

1. **DONATIONS** may be made to the Department in various forms, including:

   a. Cash and/or cash equivalents
   b. Other items deemed appropriate by the Chief of Police or designated representative

2. **APPROPRIATENESS:** Donors may request that their donation be used for a specific purpose, provided such purpose is consistent with the Department's mission

3. **RECEIPTS** for income tax purposes

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   a. Receipt all charitable donations accepted by the Department at cash or fair market value to the donors with an official Police Department Donation Receipt and/or letter
   b. Donation receipts are available through the Planning and Research Section
   c. Certain donations, such as gifts of time or services, are gratefully accepted; however, they are **not eligible** for a charitable gift receipt
   d. **Fair market value** for the majority of gifts-in-kind will be defined using the following criteria:
      1) For donations **under $500**, the donor will establish the estimated value. The donor will enter the estimated value on the donation receipt.
      2) For donations of **$500 or more**, the fair market value will be established using the guidelines determined by the Internal Revenue Service and explained in Publication 561 – Determining the Value of Donated Property

4. **DONATION PURPOSES**

   a. **Expendable Funds**: Donations designated as unrestricted are used for the most urgent Department needs, or for the special purpose requested by the donor
   b. **Capital Funds**: Donations designated for capital purposes are used for buildings, renovations, equipment purchases and/or repairs
   c. **Gifts-in-kind:** Donations given to the Department, such as books, art collections, and/or similar items are owned by the Department and held by the administrative unit responsible for their use and care

5. **DONOR RECOGNITION:** All donor requests for anonymity will be respected to the extent legally possible

L. PROPERTY CONTROL

1. **CITY MANAGEMENT SERVICES DEPARTMENT,** Accounting Division, maintains an inventory of property of significant value owned by or allocated to the Police Department in the city property journal

2. **POLICE DEPARTMENT**

   a. Commanders/Cost Center Managers shall ensure that department equipment and supplies necessary for their areas are issued
   b. Stored property shall be maintained in a state of operational readiness by the person or unit to whom it is assigned
      1) **Personnel** assigned equipment are responsible for the maintenance of equipment issued to them

2) **Supervisors** are responsible for ensuring personnel assigned to them maintain their equipment in a state of operational readiness, generally accomplished through line inspections
3) **Cost center managers** will ensure that all fixed assets are operational or in good condition, which may be accomplished through line or staff inspections
4) **Each cost center manager** is responsible for the control, distribution, and inventory of expendable office supplies and operating equipment

c. Employees will inform Planning & Research Manager of inventoried equipment that has significant value that has been transferred by the Property and Evidence custodian, rendered inoperative, put out of service, or otherwise disposed of

3. **COST CENTER MANAGERS** will conduct inventories of property assigned to their cost centers as deemed necessary to maintain property control, addressing discrepancies to the affected division assistant chief

4. **PROPERTY TRANSFER WITHIN THE POLICE DEPARTMENT**

a. Each time a piece of equipment specifically assigned to a division is transferred to another division, a written memo shall be directed to:
1) The Property and Evidence Unit indicating the property description, the City of Chandler identification (serial) number, where the property is located and where it is being transferred
2) The fleet aide if the transfer involves vehicle equipment

b. Property and Evidence Unit members will notify the City of Chandler Property Accounting Unit so that the inventory records can be updated

5. **PROPERTY TRANSFER TO ANOTHER CITY DEPARTMENT:** Any property to be transferred to another city department shall be processed through the Property and Evidence Unit. Property and Evidence Unit members shall be responsible for completing the City of Chandler Report of Property form.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-06 FISCAL MANAGEMENT**	
	Subject **200 Purchasing**	Effective: **11/27/17**

Summary: This order describes City of Chandler purchasing procedures.

A. OVERSIGHT

THE CITY'S PURCHASING DIVISION

1. **ESTABLISHES REQUISITION AND PURCHASE PROCEDURES**, including bidding procedures, establishing specifications, and selecting vendors, and specifications for items requiring standardized purchases
2. **PUBLISHES A PURCHASING GUIDE** and makes it available to class attendees and on Chanweb for access by each cost center manager for their convenience

B. PURCHASING PROCEDURES

[17.3.1]

1. **PURCHASING COORDINATOR:** The division designee coordinates all departmental purchases. Direct any questions reference purchasing to designee or the division assistant chief.
2. **WAREHOUSE:** Before order or purchase, contact the city warehouse to see if the warehouse already carries that item
3. **TIMELINESS:** Submit all purchase requests well in advance of need. Contact the division designee for estimated delivery date.

C. PURCHASE ORDERS

GENERAL GUIDELINES

1. **LIMITS**

Figure 1. **Purchasing Guidelines by Limits**

Limit	Requirements	Admin. Reg.	Council Approval
	General Goods and Services		
Over $50,000	Formal bid Proposal to be handled by Purchasing Use of a valid contract Sole Source Emergency	MS-11 MS-14	Yes
$5,000 to $50,000	Minimum of three verbal or written quotes Use of a valid contract and approval from the Purchasing Office Sole Source Emergency	MS-27 MS-14 MS-16	No
Up to $5,000	Purchasing Card No specific competition required, best discretion	MS-01 MS-16	No
By Cost Center	Blanket purchase order		No
	Consultant Services		
Up to $30,000	Informal quote process – min. three quotes	MS-18	No
Over $30,000	Formal process is used	MS-18	Yes

2. **AUTHORIZATION:** A cost center manager or designee shall authorize purchases according to budget appropriations and the Chief of Police or designee must approve all requisitions

3. **BLANKET PURCHASE ORDERS**

   a. Are designed to be used for approved purchases at designated suppliers when commodities are unavailable at the city warehouse. Obtain the name of the designated supplier from the division designee.
   b. Inform the cashier that you are a CPD employee (You must be on the approved signature list.)

4. **WAREHOUSE ITEMS:** Obtained using an internal requisition or a Material Issue/Turn-In Request, CC Form 15, with the approval of the division designee

D. PURCHASING CARDS

The Chief of Police may authorize employees to hold City purchasing cards, formerly known as credit cards, to purchase goods and services or make specific expenditures. *See City of Chandler Regulation MS-01 and purchasing cardholder contract for further information.*

1. **PURCHASING CARD ASSIGNMENT**

   a. Authorized holders will sign a contract agreeing to abide by the purchasing card policy and attend training as required
   b. The card will have the individual holder's name, City of Chandler, individual account number, and expiration date. **No personal information is included.**
   c. The holder must return the card when leaving employment
   d. **No other person is authorized to purchase using another cardholder's card** except as outlined in MS01

2. **AUTHORIZATIONS:** When a vendor seeks authorization, single purchase and/or 30-day limits may be checked and the cardholder may be asked for additional identification

3. **SPENDING LIMITS:** Each cardholder has an assigned single purchase limit and a total for all purchases made within a billing cycle limit. Police Department limits are as follows:

   a. **Single purchase/30 day limit - $5,000**
      The Chief of Police may establish lower limits for police employees
   b. **Purchase exceeding the limit:** Will be denied unless approved by the approving official or designee and the Purchasing manager or designee to temporarily increase the spending limit

4. **PROOF OF PURCHASE** is required for each transaction for accountability, *e.g., shipping documents, phone logs, charge slips, etc., or memo with all pertinent facts*

5. **GENERAL CONDITIONS** for use

   a. For Police Department purchases only
   b. For a single purchase, even if for multiple items, not to exceed the authorized single invoice limit
   c. For items that are immediately available

d. Confirm vendor agrees to charge purchase card when items ship so receipt can be verified on monthly statement

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6. **PURCHASES REQUIRING PRIOR APPROVAL** of cost center manager, assistant chief, or Chief of Police

   a. City-approved travel must be specifically approved and receipts will be required for the monthly purchasing statement and a copy for the travel expense report
   b. Purchase of food for official Department or city functions
   c. Purchase of food for department emergency situations
   d. Purchase of gasoline or oil for city vehicles
   e. Repair of department vehicles
   f. Janitorial, yard, and maintenance service other than repair services
   g. Blueprinting services
   h. Computer software and hardware, which must be first approved/ coordinated with IT
   i. Printing/copying services authorized by Administrative Services
   j. Telephone calls (only in travel status)
   k. Gift cards/employee recognition items
   l. Items not generally used in normal course of city business

7. **PROHIBITED PURCHASES**

   a. Cash advances
   b. Items that are stocked in the warehouse, unless it is efficient/cost effective to do so
   c. Personal protective clothing available through quartermaster unless an emergency exists
   d. Restaurant meals, except for the Chief of Police or authorized cases
   e. Alcoholic beverages and tobacco products
   f. Personal purchases
   g. Coffee/beverage/water services for employee consumption
   h. Any product or service considered inappropriate use of taxpayer funds
   i. Any fraudulent misuse

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E. EMERGENCY PURCHASES

1. **MAY BE AUTHORIZED WITH THE APPROVAL OF A SUPERVISOR** (which includes the rental of equipment) provided the following guidelines are adhered to in accordance with Purchasing procedures

   a. **Emergency During Purchasing Office Hours:** Contact the purchasing manager, who will procure or authorize the procurement
   b. **Emergency Outside Of Office Hours**
      A supervisor may make the necessary procurement after the Chief of Police or designee has given authorization
   c. Must send a full report of the circumstances of the emergency purchase to the purchasing manager and the Office of the Chief by the next working day

2. **SHOULD MAINTAIN RECEIPTS** for any and all emergency purchases for appropriate reimbursements

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-07 REPORTING AND INSPECTIONS**	
	Subject **100 Administrative Reporting**	Effective **06/29/19**

SUMMARY:
[11.4.1]

Department reports provide the Chief of Police and the department staff with tools to evaluate the operations of work components of the organization

A. POLICY

Chandler Police Department encourages communication at all levels of responsibility within the department

B. COMMAND PAGE

1. **DEFINITION:** An electronic communication sent by text and/or e-mail, initiated by a watch commander, communications supervisor, or designee to notify members of the Command Staff of a major incident. The Command Page is used early in the incident to keep staff informed.

2. **COMMAND STAFF:** Department management personnel including but not limited to:
   a. Chief of Police
   b. Assistant Chief of Police
   c. Police Commanders
   d. Police Legal Advisors
   e. Lieutenants
   f. Public Information Officers
   g. Other personnel identified and approved by Chief of Police or designee

C. ADMINISTRATIVE REPORTING

THE ADMINISTRATIVE REPORTING SYSTEM provides a continuous and accurate flow of information between management and operation units, including:

1. **DAILY REPORTS**

   a. Written exceptional incident reports added to the briefing packet and forwarded through the chain of command as necessary
   b. Shift briefings
   c. Verbal exchange of information between shifts
   d. Electronic notifications made through PDINFO system. Email address “PoliceIncidents” is to be used as a backup.
   e. Daily incident reports
      1) Electronically submitted reports of incidents involving elements of special interest to investigative or criminal intelligence units within the department or at the East Valley Gang and Criminal Information Fusion Center, including but not limited to:
         a) Crimes involving a unique M.O.
         b) A pattern of crimes with a similar M.O.
         c) Confirmed suspicious persons or circumstances
         d) All major incidents identified in Section D of this order
      2) Incidents intended to be disseminated to “PoliceIncidents” email group

2. **MONTHLY REPORTS** completed by each cost center manager and routed through the bureau/precinct/section commander to the assigned Division Chief. A monthly report includes:
   a. Progress toward management objectives
   b. Any significant changes in activity, calls for service, or criminal activity
   c. Major accomplishments for the month
   d. New developments for the month
   e. Project updates
   f. Accreditation compliance verification

3. **ANNUAL REPORTS**

   a. The Police Department's portion of the annual budget report overseen by the Police Planning and Research manager, including:
      1) Recap of yearly activity
      2) Major accomplishments of each organizational unit
      3) Crime statistics - fiscal and calendar year
      4) Financial activity recap
      5) Progress toward management goals and objectives

   b. Chandler Police Department Annual Report produced each year by the Planning and Research Section to highlight the accomplishments of the department for the year. It is distributed to department personnel and to the public and contains the following information:
      1) Recap of yearly activity
      2) Major accomplishments of each organizational unit
      3) Crime statistics – fiscal and calendar year
      4) Adopted departmental budget

D. MAJOR INCIDENTS

1. **DEFINITION:** Incidents which may involve a significant department response and/or which generate significant public and department interest

2. **EXAMPLES**: Major incidents include, but are not limited to:

   a. Officer involved shootings
   b. Large disturbances or riots
   c. Any on duty death, serious injury, or medical condition requiring treatment at a medical facility involving a department employee
   d. Death or serious injury of a prisoner in department custody
   e. Death or serious injury of a civilian as a result of police action
   f. Disasters such as major fires, serious hazardous material spills, plane crashes, extensive flooding and road closures, etc., particularly involving evacuations
   g. Hostage or barricade incidents
   h. Department employee taken into custody by any law enforcement agency
   i. Extensive damage to police facilities or equipment such as fire, flooding
   j. Incidents / Investigations with significant public impact or interest
   k. Homicides or attempted homicides
   l. Evacuations of city facilities, schools when in session, or homes, apartments, or businesses when significant
   m. VCU activation for serious or fatal traffic accidents
   n. SWAT activations

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o. Missing child or endangered person
p. CIB callouts
q. Reverse911 activations
r. Threats made to a school
s. Any major crimes in progress (e.g., shooting, stabbing, armed robbery, kidnapping, pursuit, etc.)
t. Any other event warranting notification as determined by the watch commander

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3. **ON-SCENE SUPERVISOR RESPONSIBILITIES**

a. Verify the Watch Commander is aware of the incident
b. Initiate a callout for additional resources (CIB, LAB, SWAT, etc.)
c. If also acting as the Watch Commander, ensure the on-duty Communications Supervisor makes Command Staff notifications as described in Watch Commander responsibilities below
d. Prior to the end of shift, ensure the online Significant Incident Report is completed

4. **WATCH COMMANDER RESPONSIBILITIES**

a. Notify Command Staff via a Command Page as soon as practical during the initial stages of the incident. Ensure the page contains basic information about the incident:
   1) Location of incident
   2) Brief description of incident
   3) Name of the supervisor on scene and phone number
   4) Time incident occurred
   5) OR #

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b. Call-out any off-duty investigators or special assistance personnel as needed
c. Either directly or through the communication supervisor, notify command staff via Command Page as soon as practical. This is normally done in the beginning stages of the incident.
d. Call the appropriate Precinct Commander concurrent with the page or as soon as practical thereafter. The phone call does not replace the Command Page.
e. Ensure notification to other agencies is done as needed including the Maricopa County Attorney's Office, the Medical Examiner, the Federal Aviation Administration, the Federal Bureau of Investigation, etc.
f. Ensure the online Significant Incident Report is completed prior to the end of shift
g. Complete After Action Report upon request by Commander or above

5. **COMMAND STAFF RESPONSIBILITIES**

a. Immediately begin notifications up the chain of command regardless of the time of day
b. Call out any additional personnel as needed

6. **MISCELLANEOUS RESPONSIBILITIES**

a. The Chief of Police or a designee notifies the city manager or other city officials at the Chief's discretion
b. The Communications supervisor notifies the Communications Section manager as needed and initiate the calling in of additional communications personnel to handle incident-related telephone and radio traffic if necessary

E. SIGNIFICANT INCIDENT REPORT

1. **DEFINITION:** Events that have a significant department or community impact and interest, but do not require immediate Command Staff notification and/or response. Significant Incident reporting is completed within PDINFO and is usually done before shift change by the watch commander or their designee.
2. **EXAMPLES** include but are not limited to:
   a. Minor officer injuries where an extended hospital stay is not expected
   b. Damage involving department facilities or equipment requiring Risk Management notification
   c. Felonies involving serious injury or loss, or that have particular department interest, such as long-term crime patterns or community or media interest
   d. A significant family event involving a department employee, such as a birth or death
   e. Significant weather conditions, such as flooding and road closures
   f. Minor disasters that have limited community and media interest, such as house fires, water main breaks, or gas line breaks
   g. Other events that the supervisor or Watch Commander determines may have a significant department or Command Staff interest
   h. Newsworthy or community interest events
3. **SIGNIFICANT INCIDENT REPORTING**
   a. On-scene supervisor responsibilities – When a significant incident occurs, verify that the Watch Commander is aware of the incident as soon as possible
   b. Watch Commander or designee responsibilities
      1) Complete an online Significant Incident report before the end of shift to ensure appropriate distribution
      2) Submit an event synopsis, not a lengthy write up; Significant Incident reports are subject to public records laws

F. AFTER ACTION REPORT (AAR)

1. **DEFINITION:** An administrative review of an incident
2. **EXAMPLES** of incidents that may require an AAR:
   a. Any incident requiring a large amount of police resources
   b. When implementing ICS for a large incident or incident involving multiple agencies
   c. SWAT Call-outs (hostage, barricades, etc.)
3. **THE CONCERNED PRECINCT COMMANDER** generally initiates AAR. Any commander or higher ranking officer may initiate an AAR.

   Incident Commander prepares the AAR at the request of a Commander:

   a. Incident Commander submits the report to the requesting Commander or Chief within 10 days of request
   b. PSS retains the AAR after review by Executive Staff
   c. SWAT After Action Reports are separate from standard AARs and retained by SWAT

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G. ACCREDITATION REPORTS

Figure 1: Required Accreditation Reports

Standard	Description	Action	Frequency	Responsibility	To
4.2.1	Use of Force	Report	Incident	Line Supervisor	PSS Supervisor
41.2.2	Pursuit	Review	Incident	Line Supervisor	PSS Supervisor
41.2.3	Stop sticks	Review	Incident	Line Supervisor	PSS Supervisor
46.1.3 46.1.3	After Action Rpt After Action Rpt	Report Report	Incident Incident	ICS Commander SWAT Supervisor	Req Cmdr/Chief SWAT Command
70.1.7	Prisoner Escape	Report	Incident	Officer	Line Supervisor
84.1.6	Change PE Custodian	Inspection	Incident	PSS Supervisor	Chief
Standard	**Description**	**Action**	**Frequency**	**Responsibility**	**To**
71.4.3	Temporary Det. Area Check	Inspection	Weekly	Admin Supervisor	Field Ops Cmdr.
71.4.3	Fire Equipment	Inspection	Weekly	Detention Ofc	Det. Supervisor
71.4.3	Security inspect weapon/contrab	Inspection	Weekly	Detention Ofc	Det. Supervisor
71.4.3	First Aid	Inspection	Weekly	Detention Ofc	Det. Supervisor
72.2.3	Sanitation	Inspection	Weekly	Detention Ofc	Det Supervisor
Standard	**Description**	**Action**	**Frequency**	**Responsibility**	**To**
4.2.2	Use of Force Board	Review	Monthly	PSS Supervisor	Review Board
41.2.2/ 41.2.3	Pursuit/Accident/ Stop Sticks	Review	Monthly	PSS Supervisor	Review Board
81.3.2	Alternate source of power	Inspection	Monthly	Facility Maint. Supervisor	Compliance Coordinator
Standard	**Description**	**Action**	**Frequency**	**Responsibility**	**To**
4.2.2	Use of Force Citizen Review	Report	Quarterly	Operation Support Supervisor	Asst. Chief
17.4.2	Cash Funds	Report	Quarterly	Cost Center designee	Asst. Chief
35.1.3	Entry Level Emp Perf. Eval.	Report	Quarterly	Supervisor	Lieutenant or Manager
41.3.8	Body Camera Data	Report	Quarterly	PSS Supervisor	Chief
43.1.3	Crime Control Funds Audit	Report	Quarterly	PSS Supervisor	Chief
Standard	**Description**	**Action**	**Frequency**	**Responsibility**	**To**
84.1.6	Property control procedures by P&E	Inspection	Semiannually	Prop & Evidence Supervisor	Asst. Chief
Standard	**Description**	**Action**	**Frequency**	**Responsibility**	**To**
1.1.2	Ethics Training	Activity	Annually	Training Supervisor	Special Ops Lt.
1.2.9	Bias Based Profiling	Review	Annually	PSS Supervisor	Chief
4.2.4	U of F Analysis	Analysis	Annually	PSS Supervisor	Chief

4.3.3	U of F policy & Lethal / Less Lethal Proficiency	Activity	Annually	Training Supervisor	Special Ops Lt.
15.2.1	Update of Goals/ Objectives	Report	Est. by City	All Cost Center managers	Chief
	Budget Recomm by Major Functions	Report	Annually	All Cost Center Managers	Chief
22.4.3	Employee Grievances	Analysis	Annually	PSS Commander	Chief
26.2.5	IA Investigation Statistical Summary	Report	Annually	PSS Supervisor	Chief
31.2.2	Recruitment Plan	Analysis	Annually	PSS Supervisor	Chief
33.5.1	Legal Update	Activity	Annually	Training Supervisor	Special Ops Lt.
35.1.2	Employee performance eval	Evaluation	Annually	All Supervisors	Chief
35.1.9	Personnel EWS	Evaluation	Annually	PSS Supervisor	Chief
40.2.3	Criminal Intel procedures/ policies	Review	Annually	Intel Supervisor	CIB Commander
41.2.2	Pursuit Report	Analysis	Annually	PSS Supervisor	Chief
41.2.7	Training on mentally ill	Report	Annually	Training Supervisor	Special Ops Lt.
46.1.9	Training on “All Hazard” Plan	Activity	Annually	Training Supervisor	Special Ops Lt.
46.1.10	Active Threat policy & Training	Review / Activity	Annually	Training Supervisor	Special Ops Lt.
71.4.3	Temp. Det Area & Procedures	Review	Annually	Field Operations Designee	Asst. Chief
81.3.2	Alternate source power, full load	Test	Annually	Facility Maint. Supervisor	Compliance Coordinator
82.1.6	Central record computer sys.	Audit	Annually	Technology Manager	Chief
84.1.6	Property Bldg Audit	Audit	Annually	PSS Supervisor	Chief
84.1.6	Unannounced Property Inspect	Inspection	Annually	PSS Supervisor	Chief
Standard	**Description**	**Action**	**Frequency**	**Responsibility**	**To**
31.2.3	EEO Plan	Review	Biennially	PSS Supervisor	Chief
Standard	**Description**	**Action**	**Frequency**	**Responsibility**	**To**
21.2.2	Job Description	Review	Every 4 years	All Cost Ctr Mgrs	Chief
71.2.1	Temp. Detention Training	Activity	Every 4 years	Detention Supervisor	Asst. Chief
72.1.1	Holding Facility Training	Activity	Every 4 years	Detention Supervisor	Asst. Chief

2. **RETENTION SCHEDULE** for the above listed reports:

Daily/Weekly reports	4 years after month created
Monthly reports	4 years after month created
Quarterly reports	4 years after quarter created
Annual reports	4 years after year created
Biennial reports	4 years after year created

H. AGENCY LIABILITY / RISK MANAGEMENT

1. **SUPERVISORS WILL BE ALERT** to any incident in which the City of Chandler may have liability, including incidents in which there is an increased likeliness of death or injury to persons or significant loss of property

2. **WHEN SUCH INCIDENTS OCCUR**, supervisors will:
   a. Contact the on-duty police legal advisor
   b. Complete the risk/liability report at the end of this order if requested by the legal advisor and forward it to the Legal Unit
   c. Complete any other instructions from the legal advisor

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Chandler Police Department After Action Report		
Incident Type:	Location:	Date:
Call Description:		Time:

INCIDENT COMMAND SYSTEM (ICS)

ICS Used: YES ☐ NO ☐

Location of Command Post:

Radio Channel Used:

Duty Commander Notified: YES ☐ NO ☐

OTHER AGENCY INVOLVEMENT

(If necessary a roster of other agency or department personnel can be attached)

OTHER AGENCY / CITY DEPARTMENTS INVOLVED		
Agency / Department	**Contact Person & Phone**	**Capacity / Duty**

SPECIALIZED UNITS

SPECIALIZED UNITS USED (SWAT, BOMB, TRAFFIC, ETC)	
Specialized Unit	**Role/Assignment**

Incident/Activity Debriefed YES ☐ NO ☐

INCIDENT / ACTIVITY SUMMARY

Attach a brief narrative that includes:

- **Action Plan**
  - **Goals and Objectives**
- **Results of Incident**
- **Cost Associated (If applicable)**
- **Lessons Learned (What worked, what didn't work)**
- **Suggestions for Improvement**
- **Diagram of Event / Situation-Attach Copy if Applicable**

Narrative:

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-07 REPORTING AND INSPECTIONS**	
	Subject **200 Department Inspections**	Effective **08/10/12**

SUMMARY:

This order describes the role of and procedures for department inspections.

A. PURPOSE OF INSPECTIONS

[11.4.1]

1. To provide the Chief of Police and the department staff with the tools to evaluate the operations of work components within the organization

2. To determine if employees throughout the chain of command are complying with policies and procedures and accreditation standards

3. To create an atmosphere of self-analysis and continuous improvement among work components

B. POLICY

Employees will conduct inspections with clear objectives and a positive approach

C. LINE INSPECTIONS

[17.5.3] [53.1.1]

1. **PURPOSE:** To ensure all members are adhering to department requirements in such areas as persons, facilities, procedures, or other elements being inspected

   a. May be carried out by any supervisor within the chain of command
   b. Are often conducted by supervisory personnel responsible for ensuring the correction of substandard conditions revealed in inspections
   c. May be performed formally or through informal observation

2. **RESPONSIBILITY**: Sworn and civilian supervisors at every level of the department are responsible to conduct line inspections

3. **TYPES OF LINE INSPECTIONS**

   a. **Uniformed Inspections**
      1) Who: The immediate supervisor of all uniformed employees shall formally inspect their assigned employees periodically
      2) When: All supervisors should conduct informal inspections daily
      3) What: Supervisors shall inspect the employee's appearance, personal hygiene, uniform, assigned equipment, and miscellaneous equipment
   b. **Non-uniformed Inspections**
      1) Who and when: The immediate supervisors of sworn and civilian employees who have direct contact with the public in the performance of their duties while serving in a non-uniform capacity shall daily conduct informal line inspections
      2) What: Supervisors shall inspect the employee's appearance, personal hygiene, clothing, assigned equipment, and miscellaneous equipment

c. **Vehicle Inspections** **(See B-17.100)**
   1. Each supervisor shall conduct random inspections of assigned and unassigned vehicles
   2. Each division chief or designee shall conduct periodic inspections of all division vehicles

d. **Facility Inspections:** A designee of the Chief of Police shall conduct facility inspections quarterly

4. **LINE INSPECTION REPORTS**

Rev

a. Complete inspections on the proper forms
   1) The fleet aide will report results of periodic vehicle inspection deficiencies to the fleet aide's assigned supervisor
   2) The employee completing the quarterly facility inspection shall document the results by memo to the **Professional Services Division Chief** with a copy to the Professional Standards Section (PSS) commander

b. Supervisors shall make inspection reports available for affected employees regarding the items in question

c. Supervisors conducting line inspections pertaining to uniforms, vehicles, or equipment shall document failures of line inspections in the employee's performance appraisal

5. **CORRECTIVE MEASURES**

a. Supervisors will take immediate action to ensure the correction of minor problems revealed during inspections

b. Supervisors will take appropriate follow-up procedures to ensure future conformity to standards

c. If repair or replacement of equipment is required, supervisors will direct a memo to the appropriate division coordinator stating the nature and cause of the problem and the corrective action required

D. SPECIAL INSPECTIONS

[53.1.1] [53.2.1]

Special inspections provide the Chief of Police and department staff with a tool to evaluate the operations of work components in the organization and create an atmosphere of self-analysis and continuous improvement.

1. **OBJECTIVES OF SPECIAL INSPECTIONS**

a. To assist all members of the management team through independent and objective analysis, review, and evaluation of existing programs, procedures, and activities

b. To determine whether results are consistent with pre-established goals and objectives, programs are being carried out as planned, and management tools are in place to measure their efficiency and effectiveness

2. **ROLE OF MANAGEMENT IN INSPECTION PROCESS**

a. To support the inspection process

b. To promote total quality in each unit, program, or operation

3. **NATURE OF SPECIAL INSPECTIONS**

   a. Design provides concise, objective, and relevant information for management decision-making
   b. The focus is on:
      1) Procedures, effects, and issues, not on personalities *(For this reason, all facts, findings, and recommendations are phrased without reference to particular individuals)*
      2) Improvement rather than fault finding

4. **TYPES OF SPECIAL INSPECTIONS**

   a. **General inspection:** Examines a cross-section of operational functions and procedures of a particular unit or command
   b. **Specific inspection:** Examines and evaluates a single function or operations procedure performed either by a single unit or as a process by several units

5. **AUTHORITY OF SPECIAL INSPECTIONS TEAM**

   a. The PSS, under the command of the Office of the Chief, conducts inspections and coordinates the use of inspectors not part of the unit
   b. The PSS will coordinate all special inspections
   c. The PSS has no command authority over line components

6. **REQUESTS FOR SPECIAL INSPECTIONS**

   a. Division chiefs may request inspections within their areas of responsibility through the Office of the Chief whenever they believe such an inspection would assist them in the management of their divisions
   b. The Office of the Chief will prioritize inspection requests

7. **SPECIAL INSPECTION TEAM SELECTION AND RESPONSIBILITY**

   a. **Selection:** PSS and/or other department members appointed by the Chief of Police or the Chief's designee
   b. **Responsibilities**
      1) Function under the policies and directions of the Chief of Police
      2) Act on behalf of the Chief of Police as an evaluation team
      3) Review and evaluate any program, policy, order, plan, procedure, or record within the department
      4) Access all records and any other properties relevant to the performance of an inspection
      5) Solicit the expertise of additional personnel whenever necessary
      6) Identify discrepancies and issues
      7) Make recommendations

8. **PRE-INSPECTION NOTIFICATION:** The PSS inspector will:

   a. Notify the commander/manager in writing of the dates for the special inspection before the inspection unless otherwise directed by the Office of the Chief

Rev

b. Meet with the Chief of Police or designee and the affected commander/ manager to discuss which programs will be inspected prior to the inspection

9. **INSPECTION PROCESS**

a. Types of evaluations that may be used singly or together are:
   1) **Research Assessment:** identifies the proposed program or operational goals, outlines resources needed to carry out the program, and summarizes the status of practices in other agencies
   2) **Management Evaluation:** describes the activities of the program or operation, assesses the management tools used in it, and measures the progress made toward achieving goals; may provide continuous improvement recommendations
   3) **Comprehensive Evaluation:** evaluates program and operational effectiveness, assesses resources usage and deployment, and provides continuous improvement recommendations

b. The inspection team may use the following methods to conduct the evaluation:
   1) Data collection
      a) Observation
      b) Interviews
      c) Document review
   2) Analysis: measure the data collected
      a) Quantitative analysis
      b) Qualitative analysis
   3) Assessment: evaluation
      a) Observation
      b) Interviews
      c) Document review

10. **POST-INSPECTION REVIEW**

a. When the inspection is completed and prior to the report being finalized, the PSS inspector:
   1) Shall meet with the commander/manager and review the findings
   2) May ask the commander/manager to clarify findings and comment on the recommendations prior to submission of the final report

Rev

b. Commanders/managers are encouraged to discuss the findings thoroughly enough to be able to address those findings in their response to the inspection report

11. **SPECIAL INSPECTIONS REPORT**

Rev

a. The inspector shall complete a report for all special inspections. The special inspection report is a memo from PSS to the Chief of Police addressing:
   1) Inspection findings
   2) Recommendations made by the inspection team

b. The inspector will determine the format for the report, which may include:
   1) An executive summary
   2) A discussion of the program or operation inspected

3) Findings that identify management issues
4) Recommendations

c. Within 15 days of routing the special inspection report, the commander or manager will review the inspection report. If more than one component is affected, the Chief of Police will determine which commander/manager shall have the responsibility for writing the inspection response report.
d. The Chief of Police will review and sign the inspection report and forward the original to PSS for retention with a copy routed to the commander/manager for future reference
e. Routing of completed report (Figure 1)

Figure 1. Special Inspection Report Routing

Who	When	What
PSS Inspector	Upon completion	Sign and route to affected commander/manager
Commander/ manager	15-day review	Sign acknowledging review and route to the Chief of Police. *Chief will determine routing if more than one cost center manager is involved.*
Chief of Police	Upon review	Sign and route to PSS
PSS	Upon review	Forward copies to each affected commander/manager and to file

Rev

12. **INSPECTION RECORD KEEPING AND SECURITY**

a. PSS will maintain inspection files and reports
b. No portion of any working papers, written reports, or other material that was collected during the inspection will be removed from PSS without the approval of the Office of the Chief or the Chief's designee

E. ANNUAL AGENCY INSPECTION

[12.2.1] [53.2.1]

1. **OBJECTIVES:** To ensure that:

a. General orders and policy manuals reflect current department policy
b. Policies are being followed, and
c. Proofs of compliance for accreditation standards are collected

2. **RESPONSIBILITY:** Each division chief will conduct his own annual inspection coordinated by PSS

3. **PROCESS:** The annual agency inspection consists of two segments, policy review and documentation of compliance with accreditation standards, as outlined below in Figure 2. Annual Agency Inspection

Figure 2. **Annual Agency Inspection Procedures**

Who	Action
a. Collection of Proofs of Compliance for Accreditation: Due 3rd quarter CY	
1) PSS	a) Distributed to each division chief a list of requested proofs of compliance documentation by cost center **during the 2nd qtr. CY** b) Provide guidance to cost centers in the collection of documentation
2) Division Chief	Distribute list of requested documentation to cost center managers or their designees
3) Cost Center Managers	a) Assign a lead person to coordinate with PSS and to collect documentation items b) Address by memo any deficiencies with timeline for correction to chief c) Return documentation to division chief by due date with completed checklist
4) Division Chief	Forward all documentation with completed checklist to PSS
5) PSS	Review documentation, file in appropriate accreditation standard file, and update database
b. Policy Review Procedure: Due end of 3rd quarter CY	
1) PSS	Distribute to each division chief a list of policies assigned by cost center and associated accreditation standards **by August of each year**
2) Division Chief	Distribute list of policies to be reviewed to cost center managers or their designees
3) Cost Center Managers or designees	a) Compare operations to policies to ensure they accurately reflect legal mandates and practice and remain in compliance with related accreditation standards b) Collaborate with other cost centers when an order affects multiple areas c) Conduct interviews or observe operations to compare orders with practice d) Revise policy or write new policy as necessary, complete an order revision request, and forward a printed copy for requested changes to the chief for approval
4) Division Chief	a) Review and approve all revisions to policy b) Return completed list of policies for each cost center to PSS with suggested revisions (due date determined by PSS)
5) PSS	a) Ensure the final revisions are in compliance with accreditation standards and format is consistent with policy requirements b) Distribute coordinated policy to command staff for approval

F. RECORDS RETENTION SCHEDULE

Inspectors will maintain inspection records for a period of three years from the completion of the inspection

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-08 EMPLOYEE TRAVEL**	
	Subject **100 Authorization and Funding**	Effective **09/30/19**

SUMMARY

This policy protects the interests of the City and the department and ensures a fair and uniform treatment of all persons traveling on behalf of the City and Police Department.

A. POLICY

1. The Chief of Police may authorize employees to travel in order to transact official Police Department business (including training)

2. Administration Regulation No. MS-26 governs employee travel

B. TRAVEL REQUEST AND AUTHORIZATION

1. **THE ADMINISTRATION OFFICE TRAVEL COORDINATOR** will complete CC Form 76, Travel Request, Authorization, and Expense Report for Police Department employees traveling on official City business. Employee must give travel coordinator "Access Authorization" in Oracle when training/travel has been approved.

2. **OUT-OF-CITY TRAVEL FOR TRAINING:** Must complete a training request form in full, accompanied with conference schedule, class agenda, or other evidence of the opening and closing dates. Host hotel information should be included, if applicable. The training request will not be considered unless the training request form is complete and approved a minimum of 30 days prior to the start date of the event. Cost center managers must approve any exceptions.

Rev

3. **IN-STATE TRAVEL APPROVAL AUTHORITY**

   a. More than $100 total Cost: The Chief of Police or designee must approve on CC Form 76
   b. Less than $100 total cost (registration, food per diem, lodging, etc.) or only staff time required: The affected commander may approve
   c. Less than $100 total cost, but requiring an overnight stay requires a CC Form 76 to be completed by the Travel Coordinator

4. **OUT-OF-STATE TRAVEL, BUT WITHIN THE UNITED STATES:** Must obtain the Chief's or designee's authorization and approval on CC Form 76, even if there is no cost to the City of Chandler

5. **OUT-OF-COUNTRY TRAVEL**: The Chief of Police or designee must approve on CC Form 76. The completed form will be forwarded to the City Manager for final approval.

C. TRAVEL ADVANCES FOR EXPENSES

1. **SUBMIT TRAVEL ADVANCE REQUESTS** on CC Form 76 for the estimated expenses 10 business days before the event in order to meet accounting deadlines and obtain advance payment

2. **AN ADVANCE PAYMENT DOES NOT CONSTITUTE APPROVAL** for expenditure of the entire amount; all expenditures must be justified and approved on the expense report

D. CLASSIFICATION OF EXPENSE ITEMS

List of allowable expenses guidelines (not all inclusive and interpretation is within the purview of the Chief of Police)

1. **SPECIFICALLY PROHIBITED EXPENSES**

   a. Reimbursement for personal and family items
   b. Alcoholic beverages
   c. Non-business related entertainment

2. **TRANSPORTATION**

   a. **Within the State:** City vehicles are the standard method of transportation. When circumstances warrant or if City vehicles are not available, travel by air, rail, or personal vehicle may be requested and requires pre-approval from the Chief of Police or designee (reference CC Administrative Regulation No. MS-26)
      1) When more than one department employee is traveling to the same training event or duty location and a City vehicle is provided, an employee(s) who chooses to travel in a personal vehicle will not be reimbursed for mileage or other transportation expense
      2) If more than one individual travels in the same private, non-City-owned vehicle, only one individual is eligible for mileage reimbursement
   b. **Out-of-State:** Air travel is the standard method of transportation. When circumstances warrant, travel by rail, City vehicle, or personal vehicle may be requested and requires pre-approval from the Chief of Police or designee.
   c. **Use of City or personal vehicle for out-of-state travel**
      1) Lodging, meals and travel time will be allowed on the same basis as if the individual had traveled by air
      2) Time used in excess of air travel will be charged to vacation or accumulated compensatory time with few exceptions
      3) Use of personal vehicles may be authorized when the convenience of the City is served
         a) The standard mileage rate as determined by the Internal Revenue Service will be allowed
         b) Total allowance shall not exceed the cost of air passage if such service is available
         c) The most direct route will be used when calculating vehicle mileage
         d) When using person/privately-owned vehicle:
            - Primary liability rests with the owner of the vehicle to the limits of the owner's liability insurance policy
            - Secondary liability is taken into account for vehicle liability purposes only after primary liability has been satisfied. City insurance does not cover damages to the personal / privately-owned vehicle.
      4) **When a City vehicle is used**, the City purchasing card may be used to obtain gasoline, oil, and other supplies for the vehicle

a) On the expense report, note "City Car"
b) If emergency repairs are necessary, make a reasonable attempt to contact Fleet Services. Submit proper receipts for reimbursement.

d. **When air, rail or bus transportation is used**
1) Should purchase round trip tickets
2) Must submit receipts for this type of travel
3) Coach or discount airline tickets are standard for out-of-state travel. First Class travel is NOT allowed.
4) Local transportation expense is allowed when such transportation is necessary to properly conduct City business, i.e., taxicab, bus (shuttle) fare, or car rental
a) Must obtain approval of car rental fees in advance at the time CC Form 76 is submitted
- Employee must establish the need for a rental car
- Consideration includes number of days in travel status, distance from the airport to the travel destination, availability of public transportation, etc. Personal use is not a consideration.

b) Must submit receipts
5) **For rental car insurance details**, see COC Administrative Regulation MS-26, Section 4.E.2.g

e. **When traveling with family members,** the employee must pay the cost of the airline, rail, or bus fare for the family members. The City will pay only for the employee's fare.

f. **Parking at an airport/mileage to and from**
1) Use long-term economy parking lots
2) Must present receipt for reimbursement
3) Transportation and parking fees shall not exceed the cost of airport shuttle or Uber or Lyft services
4) The mileage from the employee's residence to the airport may be reimbursed if it exceeds the mileage from the employee's address to the worksite. Only the additional difference in mileage will be reimbursed.

3. **LODGING:** The City provides for adequate housing necessary and appropriate to the purpose of the trip (relative to area and availability where business is being conducted)

a. Keep itemized receipts to obtain reimbursement
b. Express checkout is not allowed unless daily charges are itemized
c. Additional rooms or rates necessitated by family or spouses will be at employee's expense
d. For extended travel, employees provide their own housing and reservations beyond the dates required for official city business

New

4. **MEALS:** Employees shall receive an allowance for meals only when the Police Department requires an employee to perform official police business requiring an overnight stay

a. **Overnight travel:** Meal receipts are not necessary unless the meal expenses exceed the per diem rate or are needed for reimbursement from outside agency
b. **Alcoholic beverage consumed with a meal:** Not reimbursed

c. **Meals eaten in flight:** Included in airfare and not reimbursable; however, meals prior to or after the flight due to unusual hours of departure or arrival will be reimbursed
d. **Meals or hotel lodging included in registration:** No allowance given. A per diem meal allowance will be prorated and adjusted for meals provided through registration fees or other special arrangements which relieve the employee of out-of-pocket expense.
e. **Intentionally not completing the training** approved by the Police Department Training Committee:
   1) No per diem shall be paid
   2) Sanctions may be imposed
   3) Reimbursement for meals, lodging, travel, and registration fees will be required

5. **ENTERTAINMENT:** Entertainment necessary in the conduct of City business is allowed

   a. **If anticipated** when trip is planned, you must obtain specific approval from the Chief of Police in advance
   b. **You must indicate on your expense report** for reimbursement
      1) Who was being entertained
      2) Reason for event

6. **TELEPHONE AND FAX CHARGE:** Telephone and fax charges are allowed for official calls only and with proper documentation

7. **REGISTRATION FEES:** Fees charged for registration at any convention or meeting are allowed for reimbursement with a receipt and a copy of the conference program indicating fee

8. **MISCELLANEOUS:** Must itemize all miscellaneous expense

   a. **Gratuities:** Included in per diem incidentals and not reimbursed individually (meal service, maid service, bell hop, etc.)
   b. **Expenses for unusual circumstances:** May be approved at the Chief's discretion

E. REPORTING EXPENSES

UPON COMPLETION OF TRAVEL, the travel coordinator will complete an Oracle expense report with actual expenses incurred by the department employee

1. **EMPLOYEE WILL FILE RECEIPTS** with the travel coordinator no later than five working days following the employee's return to work

2. **EMPLOYEE MUST RETURN ANY UNUSED PORTION** of a travel advance to the travel coordinator the first day employee returns to work

3. **IF ACTUAL EXPENSES EXCEED** the amount advanced, make requests for reimbursement by submitting an expense report, with proper receipts scanned, no later than five working days after return

4. **AN EMPLOYEE WITH AN OUTSTANDING TRAVEL ADVANCE** must reconcile the transaction before another travel advance may be issued

5. **THE CHIEF OF POLICE** (or designee) may authorize the withholding of the individual's paycheck until the expense report is filed

F. REIMBURSEMENT BY OUTSIDE AGENCY

WHEN TRAVEL EXPENSES ARE REIMBURSED BY AN OUTSIDE AGENCY, the individual will indicate this fact on CC Form 76 Travel Request, Authorization and Expense Report for obtaining reimbursement

1. **THE TRAVEL COORDINATOR WILL PREPARE** the actual expense reimbursement claim that will be submitted to the external organization

   a. **Employees will provide receipts** to the travel coordinator for expense reimbursement verification **before** submitting any expense claim to an external organization
   b. **Employees MUST support** all expenses by an **itemized vendor** receipt or detailed invoice, and shall include competent evidence of payment
   c. **Claims for food or entertainment expenses**: Must indicate the person or persons entertained and the pertinent issues discussed
   d. **Avoid commingling personal and reimbursable expenses** in a single transaction. If personal and reimbursable expenses are commingled on a personal credit card, clearly strike all personal items from the receipt and provide an adjusted receipt total figure. Commingling personal and reimbursable expenses on a city purchasing card is a violation of Administrative Regulation MS-01.

2. **THE CHIEF OF POLICE (OR DESIGNEE)** will examine the expense reimbursement verification form and submitted expense claim to verify completeness and accuracy through the following procedures:

   a. **Verify** that the expense reimbursement verification form is completed and agrees with the actual expense claim to be submitted to the external organization
   b. **Examine supporting documents** to verify that all requirements noted above have been met
   c. **Verify the mathematical accuracy** of amounts to be claimed
   d. **Maintain copies** of all documents required in the Administration Office's travel and authorization file

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-09 BIAS-BASED POLICING**	
	Subject **100 Procedures**	Effective **07/20/18**

Summary

This policy describes Chandler Police Department's policy regarding bias-based policing related to enforcement.

A. PHILOSOPHY

Officers should display a reverence for the legal rights of all persons and for the law itself. Bias-based policing (including racial profiling) by police officers is unethical and unacceptable. (Refer to General Order A-01 Department Philosophy for further discussion.)

B. POLICY

[1.2.9]

1. **OFFICERS *WILL NOT* STOP** an individual based only on race, ethnic background, gender, gender identity/expression, sexual orientation, religion, economic status, disability, age, cultural group, or any other identifiable group

2. **BIAS-BASED POLICING** in traffic contacts, field contacts, and asset seizure and forfeiture efforts is prohibited

C. DEFINITIONS

1. **BIAS-BASED POLICING:** Selection of an individual for enforcement action based solely on a trait common to a group, including, but not limited to, race, ethnic background, gender, gender identity/expression, sexual orientation, religion, economic status, disability, age, cultural group, or any other identifiable group

2. **RACIAL PROFILING:** Reliance on skin color, race, and/or ethnicity as an indication of criminality, reasonable suspicion, or probable cause except where part of a description of a suspect

D. CONDUCT DURING TRAFFIC STOPS

1. **ENFORCE TRAFFIC LAWS** in an unbiased, courteous, and professional manner

2. **BASE TRAFFIC STOPS** or detention of motorists and pedestrians on reasonable suspicion and/or probable cause that they have committed, are committing, or are about to commit a violation of the law

3. **FOLLOW GUIDELINES** in General Order G-01.100C for contacting traffic violators

E. SUPERVISORS

1. **WILL ADDRESS ISSUES OR TRENDS** and provide appropriate remedy

2. **WILL DOCUMENT** instances of bias-based policing

3. **WILL NOT TOLERATE RETALIATION** for any individual reporting any such incident

4. **WILL RESPOND TO** the Early Warning System's alert to any trend in complaints of employee's alleged involvement in bias-based policing

   a. At the employee's anniversary date, and/or
   b. At the occurrence of a related incident

F. COMMUNITY INVOLVEMENT

CHANDLER POLICE DEPARTMENT'S MISSION includes "developing a partnership with all members of our community." Outreach opportunities include, but are not limited to:

1. Citizen academies
2. Ride alongs
3. Focus groups in the community
4. Walk and talks in the community
5. Volunteer opportunities
6. Public Safety television programs
7. Interactive Police Department website with policies available
8. Complaint form available on the Police Department website

G. COMPLAINTS

Supervisors will:

1. **PROCESS COMPLAINTS** according to department procedures

2. **DOCUMENT INQUIRIES** fielded by supervisor but not reported to Professional Standards for investigation in the employee's daybook

H. TRAINING [1.2.9]

Rev

The Training Unit arranges initial and annual training on biased issues and cultural awareness for all affected personnel, including:

1. **THE FOURTH AND FOURTEENTH AMENDMENT** legal provisions for the use of force using AZ POST-initiated training on racial profiling

2. **LEGAL ASPECTS** of bias-based policing included in all appropriate recruit and in-service classes

3. **SUPERVISOR TRAINING** to include:

   a. Employee evaluations
   b. Recognition of employee warning signals
   c. Bias-based policing/cultural awareness

I. ANNUAL REVIEW

[1.2.9]

Professional Standards will conduct an annual documented administrative review of agency practices to include:

1. **Citizen concerns** related to bias-based policing
2. **The annual review** of complaints and inquiries and any corrective measures taken
3. **Results of surveys and feedback** from various citizen programs

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-10 LEGAL UNIT**	
	Subject **100 Functions**	Effective **06/30/22**

SUMMARY

[11.4.2] [82.3.4]

The purpose of this order is to describe the role of the Police Legal Unit as related to Chandler Police Department

A. POLICY

1. **THE PRIMARY FUNCTION** of the legal advisor is by providing daily legal advice and support to Chandler Police Department leaders, officers, and civilian staff

2. **THE REPRESENTATION OF THE COMMAND STAFF** and employees of the department is limited to providing legal advice and representation that is consistent with minimizing liability to the City of Chandler

B. ORGANIZATION

Rev

The Chandler Police Department Legal Unit is comprised of a legal advisor who reports to the City Attorney and is supported by the larger legal department whose attorneys are available to assist and support the legal advisor in providing a myriad of legal services to the police department including advising on issues of civil liability, risk management, litigation, contracts, and employment law. The legal advisor is supported by legal advisor assistant and an assistant city attorney for on-call purposes.

C. GENERAL DUTIES

1. **PROVIDING LEGAL ADVICE** to the Chief and command staff on the following:

   a. Policy and procedures
   b. Personnel issues and employment law
   c. Contracts
   d. Liability issues
   e. Criminal investigations
   f. Training
   g. Strategic and operational planning
   h. Public records requests
   i. Community relations issues
   j. Policies and general orders
   k. Day-to-day management issues
   l. Contract development and interpretation

Rev

2. **PROVIDING 24/7 IN PERSON OR TELEPHONIC ADVICE TO ALL POLICE OFFICERS** of the Chandler Police Department including but not limited to the following areas:
   a. Fourth Amendment/search and seizure, including stops and detentions, arrests, use of force, warrantless entries, search and arrest, warrant drafting and execution
   b. Fifth and Sixth Amendments, including Miranda compliance issues, right to remain silent, and right to counsel
   c. Statutory and Constitutional interpretation

Rev

d. Civil matters including landlord-tenant, family law, and private property disputes
e. Report writing
f. Courtroom testimony and demeanor
g. Evidence collection issues, including chain of custody and admissibility of evidence in court
h. Police use of force investigations

3. **PROVIDING THE FOLLOWING ADMINISTRATIVE LEGAL SERVICES** to the Chandler Police Department:

a. Review as needed all release of weapons from police property
b. Interpleader actions
c. Coordinate civil case discovery with city's litigation attorney
d. Public records request review, coordination, and response assistance
e. Contract review, drafting and approval as needed
f. Publish legal updates
g. Speak at the Citizens' Academy and community meetings
h. Draft and/or revise training materials
i. Provide input on legal issues concerning police on the state and national levels
j. Provide legal advice on issues arising during or related to the Citizens Police Review Board
k. Draft or assist in the drafting of new or revised ordinances
l. Provide legal advice and input to Use of Force Review Board and Accident/Pursuit Review Board
m. Act as liaison between police and prosecutors' offices
n. Provide legal advice as needed to vehicle impoundment unit hearing officer

Rev

4. **PROVIDING CONTINUAL TRAINING** to sworn personnel and civilian support staff, as appropriate, in:

a. Search and seizure
b. Laws of arrest
c. Civil liability
d. Use of force
e. Constitutional law
f. Criminal law
g. Enforcement of civil orders
h. Handling of labor disputes
i. Handling of protestors
j. Employment law
k. Privacy laws
l. Public records law
m. Courtroom demeanor and presentation
n. Legal updates

D. MANDATORY RESPONSE

Other General Orders in this manual require the on-call legal advisor to respond either in person or telephonically, as appropriate**,** to the following incidents:

1. Officer-involved shootings (E01-300)
2. Officer-involved traffic accidents with injuries (G02-200)
3. Incidents involving significant injuries to an officer (B07-100)
4. Incidents involving officers exposed to hazardous materials or biological fluids (E05-200, G04-100)
5. Search warrants with high threat assessments (D34-200)
6. SWAT call outs (E33-100)

E. RECOMMENDED CONTACT

CONTACT WITH THE ON-CALL LEGAL ADVISOR may be of particular benefit in the following cases:

Rev

1. Homicides or aggravated assaults with life threatening injuries
2. Fatal traffic accidents or accidents with life threatening injuries
3. Any situation where there is a possibility of city liability
4. Enforcement of child custody orders, orders of protection, and injunctions against harassment
5. When enforcement action is contemplated in incidents with First Amendment issues
6. Operations involving multiple law enforcement agencies
7. Warrantless entries if there is time to do so
8. Review of search warrants before submission to a judge
9. Operations that may result in arrests or searches where the situation is moving and fluid
10. Civil disputes including landlord-tenant and personal property disputes

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-11 PROFESSIONAL STANDARDS SECTION**	
	Subject **100 Organization and Responsibilities**	Effective **09/26/08**

Summary This order describes the organization and responsibilities of the Professional Standards Section.

A. GOALS AND OBJECTIVES

1. **GOAL:** To instill citizen and employee confidence in the Department by maintaining the professional standards of the Department and its employees

2. **OBJECTIVES**

   a. Conduct regularly scheduled inspections and audits as directed by the Chief of Police to assess the procedural quality control for both departmental and accreditation standards
   b. Develop a recruitment plan for attracting both in-state and out-of-state qualified applicants for all positions within the Chandler Police Department
   c. Provide a professional and timely selection and hiring process for applicants applying for positions with the Department
   d. Maintain a 120-day or less hiring process for sworn personnel
   e. Provide fair, impartial and timely coordination and investigation of internal and external complaints against department employees, maintaining less than one sustained external citizen complaint per 10,000 population
   f. Maintain current and accurate policies and CALEA accreditation

Rev

B. ORGANIZATION

A LIEUTENANT COMMANDS THE PROFESSIONAL STANDARDS SECTION and is directly accountable to the Police Chief. The commander administers the following functions and programs:

1. Internal Affairs
2. Recruitment, selection, and promotions for all police personnel in liaison with City Human Resources
3. Specialty assignment selection process
4. Liaison with the City Safety Office for employees' injury and accident reporting
5. Administration of use of force review and pursuit and accident review
6. Inspections and audits
7. Policy writing and maintenance
8. Accreditation compliance
9. Facilitates the Awards Committee
10. Facilitates the Brady Review Committee. Coordinates with Legal staff to review all internal affairs investigations for Brady issues and schedules quarterly committee meetings.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-12 RELEASE OF PUBLIC INFORMATION / PIO**	
	Subject **100 Procedures**	Effective **09/22/17**

SUMMARY:

This order establishes guidelines for department employees concerning release of information to ensure compliance with relevant state and federal law and court decisions regarding the release of public information

A. POLICY

The nature of police service requires public accountability and a response to any legitimate inquiry regarding operations

1. This department will establish a relationship with the news media based on mutual trust and respect

2. Employees of this department will release information in conformance with legal restraints and departmental regulations

New

B. MEDIA RELATIONS UNIT

Public Information Officers of the Media Relations Unit report directly to the Office of the Chief. Duties include:

1. Release public information to media & general public
2. Draft press releases for news of potential interest
3. Coordinate special events (retirements, quarterly supervisor meetings, quarterly awards, annual awards ceremony, volunteer banquets, Special Olympics)
4. Provide support to other department divisions to coordinate events & disseminate information
5. Manage & monitor social media material on the department's social media and official CPD website
6. Complete public records requests and redact necessary information
7. Coordinate press conferences
8. Provide media with interviews related to police operations, safety events, community events, and public interest matters
9. Working closely with
   a. Communications and Public Affairs (CAPA) pertaining to city-wide affairs
   b. Chandler, Kyrene & Mesa School Districts to inform and disseminate information
   c. Other law enforcement agencies' Public Information Officers

C. RELEASE OF INFORMATION

[54.1.1]

Release of information will comply with comply with departmental orders (unless otherwise authorized by the Chief of Police or designee), Arizona Revised Statutes, including Title 39 (public records laws), and court rulings.

1. **ANY RECORD GENERATED** by the Police Department in the performance of its official duties **may be** releasable upon specific request by a citizen, agency, or organization, including but not limited to:

   a. Police reports
   b. Recorded phone conversations
   c. Field notes
   d. Radio transmissions
   e. E-mail
   f. Video/audio recordings
   g. CAD transmissions, except NCIC/ACIC and MVD
   h. Personnel Records
   i. Disciplinary Actions

2. **THE FOLLOWING EXCEPTIONS** are based on state and federal case law:

   a. Information may be withheld from release when it can be demonstrated that:
      1) Release would result in an "important and harmful effect" to the agency (Church of Scientology v Phoenix Police Department)
      2) "A countervailing interest of confidentiality, privacy, or the best interest of the state" outweighs the public's right to know, including but not limited to personal identifying information, personal medical information, or information that would jeopardize an ongoing investigation or a person's safety.
   b. Any document that is classified "CONFIDENTIAL" (See Section J)
   c. Criminal intelligence records maintained in compliance with CFR 28, part 23

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3. **REFER RELEASE OF RECORDS REQUESTS** outside of the normal course of business requests to the Public Information Officer (PIO) for disposition

4. **JUSTICE INFORMATION SYSTEMS:**

   a. **ACJIS:** The State of Arizona places severe restrictions on the release of information obtained through the ACJIS terminals located throughout the department. (*Refer to ACIC/NCIC manuals located within the Records Unit or the Communications Unit.*)
   b. **CJIS (Chandler Justice Information System) contains information releasable under the Public Records law. Employees will limit CJIS queries to job-related duties. Queries for personal use will be made through the Records Unit following established protocol for public records requests.**

New

5. **VICTIM INFORMATION:**
   A.R.S Section 13-4434 – Unless consented to by the victim, or in the case of a minor victim, the minor victim's representative, the following victim information shall not be released:

   a. date of birth
   b. social security number
   c. driver license or identification number
   d. address (may release general location of crime)

e. telephone number
f. email address
g. place of employment

The victim's name is subject to release. However, a minor victim's name may be withheld if the confidentiality, privacy, the rights of the minor or the best interests of this state outweigh the public interest in disclosure.

6. **INFORMATION THAT MAY BE RELEASED PRIOR TO ARREST:**

a. Description of the exact offense including a brief summary of events
b. Time and place of offense
c. Injuries sustained or damage resulting from incident
d. Identity of the victim (juvenile or adult), except for a sex offense victim, without permission of the victim. In the case of a death, identity will not be released until notification of next-of-kin.
e. Whether or not there are suspects
f. Information about unidentified suspects, such as physical description, vehicle description
g. Identification of fugitive suspects for whom a warrant has been issued
h. Criminal convictions of a fugitive or other facts when the public should be alerted to danger
i. Method of complaint (officer observation, citizen, warrant, indictment)
j. Length of investigation and name of case officer

7. **INFORMATION THAT SHALL NOT BE RELEASED PRIOR TO AN ARREST** or issuance of an arrest warrant:

Rev

a. Identity of suspects who are interviewed but not charged
b. Witness information – ARS 39-123.01 – A witness' personal identifying information, including DOB, SSN, personal telephone number, home address, personal e-mail address and DL/ID number shall not be released unless
   1) The witness consents in writing to release, or
   2) A court of competent jurisdiction orders the disclosure, or
   3) The witness' address is the location where the crime occurred
c. Identity of witnesses or victims when the disclosure would result in a probability of specific material harm to the investigation, the privacy or confidentiality of a witness or victim, or the best interests of the state.
d. Identity of sex crime victims (the information should be general - age, race, sex) unless such victim or victim's legal guardian has given permission for the identity to be released
e. Identifying information about the weapon or other physical evidence when in the judgment of the investigating supervisor such information would possibly compromise the investigation
f. Any information that could be known only to the guilty party
g. Information about valuable items not stolen
h. Conjecture about suspects or fugitives
i. Misleading or false information
j. Any information that may influence future statements made by witnesses or suspects

8 **INFORMATION THAT MAY BE RELEASED AFTER AN ARREST:**

a. Time and place of arrest
b. Suspect's name, address, age, employment, marital status, and other similar information. **This does not apply to juvenile suspects.**
c. The exact charge of the offense
d. Facts and circumstances relating to the arrest, such as resistance, pursuit, possession or use of a weapon, or description of contraband
e. Description of property seized as evidence at the time of arrest, and information as to the purpose of a search warrant if applicable
f. Identity of the agency or unit responsible for the arrest including the name of the arresting officer except where disclosure of the arresting officer's name would jeopardize the officer (including undercover detectives) or the investigation or would otherwise create an unnecessary risk
g. Duration of the investigation and whether there were witnesses
h. Pre-trial release or detention arrangements, including amount of bond or location of detention
i. Scheduled dates for various stages in the judicial process
j. Identity of the victim if known, except victim of molest charge

9. **INFORMATION THAT MAY NOT BE RELEASED AFTER AN ARREST:**

a. Comments about the character or reputation of the defendant
b. Description or results of laboratory examinations of physical evidence
c. Reenactment of the crime
d. Revelation that the defendant directed investigators to the location of a weapon, contraband, or other evidence
e. Any remarks about the assumed guilt or innocence of the defendant
f. Comments about the credibility of testimony
g. The information for the arrest was derived from an informant
h. Cause-of-death information

1) Release only cause of death information from the Medical Examiner's written report to the media in cases under investigation

2) If report is not available, take information from a telephone report from the Medical Examiner’s Office

3) If the Medical Examiner's report is not available, refer requests for cause-of-death information to that office

4) Refer requests to interpret findings to the Medical Examiner's Office

i. Fatal traffic crashes: Make an attempt to notify the family of the deceased prior to releasing names of survivors in the same vehicle

j. Make an attempt to notify the family of the deceased in criminal incidents prior to releasing the names of the survivors where there is a close relationship between the deceased victim and the suspect

k. Do not release past arrests of defendant not leading to convictions **unless** a specific inquiry is made, e.g., if an inquiry is stated, "Was

John Doe arrested for burglary on May 15, 201X?", respond accordingly upon verification of information prior to release.

D. RELEASING INFORMATION TO MEDIA

[54.1.1] [54.1.2] [54.1.3] [55.1.3]

1. **WITHOUT THE SPECIFIC APPROVAL OF THE CHIEF OF POLICE**, employees shall not provide information to the media regarding past, present, or anticipated activities of the department. Refer such requests to the PIO or as outlined below. The PIO:

   a. Is available on a 24-hour on-call basis to assist any on-scene supervisor with responses to media requests for official information
   b. May arrange and assist at news conferences and prepare press releases for dissemination regardless of the presence of reporters
   c. Shall continually solicit information from the media and assess the working relationship and procedures used to interact with the media to enhance the flow of information between the media and the department. Obtain approval of the Office of the Chief prior to implementation of any policy or procedural changes.
   d. May consult with the legal advisor on matters including, but not limited to public records requests, requests for information regarding personnel matters, all media requests for information relative to disciplinary action, internal investigations, or citizen complaint inquiries and investigations

2. **AUTHORIZED MEMBERS OF THE DEPARTMENT WILL PROVIDE** factual, accurate, and timely information to all news media fairly and equally

   a. Designated employees will provide information without jeopardizing the rights of crime victims or persons accused of crimes and without compromising the security of any investigation or breaching any confidential relationship
   b. Employees will refer any request for information regarding a particular incident to the supervisor in charge of the investigation, the on-duty patrol lieutenant, or a PIO
   c. Employees will not, under any circumstances, release information without first obtaining permission from the detail responsible for the investigation, the on-duty patrol lieutenant, or a PIO, if present
   d. Civilian personnel will refer all requests for information regarding a criminal investigation to the supervisor in charge of the investigation, the on-duty patrol lieutenant, or a PIO, if present

3. **RELEASE OF INFORMATION BY PATROL PERSONNEL**

   a. All patrol lieutenants may handle on scene media requests that are under their scene responsibility
   b. Patrol lieutenants may delegate media responsibility if needed
   c. Any supervisor releasing information to the media and/or participating in an interview should proceed as follows:
      1) The supervisor in charge of the scene will notify waiting media personnel regarding who will handle the interviews and if a PIO will be responding
      2) When scene responsibilities are completed, the supervisor will conduct interviews with the media, including phone interviews if applicable

3) On completion of the interviews, the supervisor will call and/or email the on-duty PIO and relay information that was released

d. The supervisor check with the on-duty communications supervisor for messages left by other media personnel relative to the scene and return them in a timely manner following completion of responsibilities
e. **Patrol personnel should never release controversial information or information related to liability concerns for the department**
f. If the Patrol lieutenant or designee becomes too busy to conduct interviews, he should call the on-call PIO, who is required to respond to all scenes within one hour of notification
g. Shift commanders will provide information to the media at all scenes not requiring a PIO

4. **OVERNIGHT/WEEKEND MEDIA ACCESS**

Media Access / Call Out Schedule	
Weekdays	5 PM to 8 AM
Weekends	5 PM Friday to 8 AM Monday
Phone Number	480-677-5979

a. Refer media requests to the on-call PIO after normal working hours
b. The on-duty communications supervisor or designee will refer any media request to the on-call PIO
c. The shift commander may handle a situation (*answer questions, respond to an accident/crime scene media inquiry, etc.*) or notify a PIO if appropriate and in accordance with policy

5. **THE MEDIA MONITOR** police radio frequencies. When a member of the media contacts the department about a particular incident, advise that:

a. Media personnel are welcome to visit the scene of the incident to obtain the details from the scene commander/PIO, or wait until the report is finished and appropriate sections are available to the media or wait for the media informational email
b. The PIO will make an official press release for major incidents
c. All calls from the media are directed to the PIO who will return the calls to advise of press release or informational contents

6. **TO ENSURE MAXIMUM, POSITIVE NEWS COVERAGE**, the on-scene supervisor at incidents listed below or at similar incidents will notify the PIO as soon as practical. If the PIO is unavailable, shift commanders may provide information relative to a specific investigation as time and the situation permit until the arrival of the PIO.

a. Incidents where officers or civilians are involved in heroic or life-saving actions
b. Officer-involved shootings
c. Homicides or serious or fatal traffic accidents
d. Major civil disturbances, riots, or similar situations
e. Search and rescue operations or incidents involving SAU *(i.e. confirmed sniper, barricade, or hostage incidents.)*

f. Aircraft accidents, major hazardous materials accidents, or other incidents where the public safety is jeopardized
g. Bomb-related incidents where a device is found and/or detonated
h. Robberies or burglaries involving exceptionally large amounts of property or serious personal injury resulting from the crime
i. Arrests or investigations involving prominent persons
j. Arson involving major damage or injury or fire incidents requiring a significant police response
k. Significant incidents involving police employees, City personnel, or City Council members
l. Major school incidents
m. All Blue, Silver, and Amber Alerts as well as all CART (Child Abduction Response Team) deployments
n. Any incident where the presence of the PIO is deemed desirable by the on-scene supervisor or commander

E. MEDIA RELATIONS

1. **THE MEDIA CAN PROVIDE** the department the opportunity to inform and/or warn the public of situations involving public inconvenience, danger, and/or fear and assist in locating suspect(s) and lost/abducted individuals. The PIO or on-scene commander will make requests for assistance of the media.

2. **MAINTAIN RELATIONSHIPS** with the media in a courteous and professional manner

3. **ANY EMPLOYEE OR SUPERVISOR WHO IS CONFRONTED** with questions or inquiries of a controversial nature by a media representative shall refer the inquiry or question to the PIO

F. MEDIA AT CRIME SCENES

1. **DO NOT EXCLUDE** media representatives from the vicinity of a crime or accident scene

Rev

   a. Deny entrance to any specific areas wherein there are safety concerns or evidence could be destroyed or compromised until the evidence technician and assigned investigator are satisfied that there is not further evidence that can be taken from the scene. Use yellow crime scene tape and barricades to define the restricted area.
   b. The case officer will direct entry by media personnel into the area

2. **OFFICERS WILL ALERT MEDIA REPRESENTATIVES** concerning any potentially hazardous situations at the scene of an incident for their safety

   a. Refer media to the on-scene commander or the PIO
   b. If a media presence appears to endanger others or themselves, ask the media representatives to move to a neutral location

3. **DO NOT RESTRICT PHOTOGRAPHERS** from taking photographs at the scene of a crime or accident

a. Ask media representatives on private property, including photographers, to move to public property if the custodian or owner of that property requests that they leave the premises
b. There are no restrictions that apply to the taking of pictures once on public property except as delineated in paragraph E1

4. The PIO will act as the sole source of media contact for the Police Department and will assist with telephones and communications as needed during natural or man-made disasters, civil disturbances, or in a situation where mass arrests are occurring

G. INTERNAL INVESTIGATIONS

[54.1.1]

1. **EMPLOYEES MAY NOT RELEASE INFORMATION** regarding internal investigations or crisis situations within the Police Department without approval from the Office of the Chief

2. **EMPLOYEES WILL HANDLE ALL REQUESTS** for the records and information release in accordance with legal requirements

3. **THE PIO AND THE INTERNAL INVESTIGATION COORDINATOR** will confer with the police legal advisor on the release of this information

H. INVESTIGATIONS INVOLVING ANOTHER AGENCY

[54.1.1]

The intent of these procedures is to release accurate information without jeopardizing the integrity of cooperative investigations. Contact the media liaison for the affected agency prior to releasing information. Use the following guidelines when releasing joint agency information:

1. **ADVISE THE MEDIA REPRESENTATIVE** that multiple agencies are involved in the investigation and Chandler Police Department may not be able to accurately address inquiries without first consulting the other agencies involved

2. **CONTACT THE MEDIA LIAISON FROM THE INVOLVED AGENCY** and make efforts to coordinate the release of information

3. **RECONTACT THE MEDIA REPRESENTATIVE** as soon as practical and provide information meeting release criteria

I. PUBLIC INFORMATION REQUESTS

1. **WARRANT INFORMATION:** Persons requesting warrant information on themselves must come to the Police Department and present proper identification prior to the release the information

2. **ONLY THE MOTOR VEHICLE DIVISION** may run driver's license records

   a. DO NOT run vehicle and driver's license checks for the public
   b. ONLY RUN vehicle checks to determine whether a vehicle was stolen
   c. DO NOT release owners' names

3. **OBTAINING A POLICE RECORD** [81.2.8] [82.1.1]

a. A person wishing to obtain a copy of a police record must complete a "Request for Report" form and submit it to the Records Unit with proper payment as determined by the "Fee Schedule for Special Services and Materials"
b. Police personnel will disclose or prohibit information in accordance with current law and policy
c. Records will charge the media for report copies consistent with costs to the public
d. Do not charge persons listed as victims in the report for report copies

J. CONFIDENTIAL RECORDS

[82. 1.1] [82.1.7]

Rev

1. **ROUTINE RELEASE** of offense report copies may be restricted to other agencies or members of this department if the case involves more than one suspect who is still at large, or contains sensitive information that may compromise an ongoing investigation or endanger the safety of an officer or member of the public

2. **IF A SUPERVISOR DECIDES** that the release of a report and related photos would jeopardize an ongoing investigation, jeopardize the safety of an officer or other person, or public policy favoring release is outweighed by considerations of confidentiality, privacy, or the best interests of the city, the information contained in an offense report MAY be restricted as detailed below:

   a. **"Review Only" Authorization**: The responsible supervisor will:
      1) Complete Review Only Authorization form
      2) Include a reasonable expiration date (diary date) based on the reasons and time frame for the restriction
      3) Give form to the technology manager to restrict report
      4) Ensure form is scanned into RMS
      5) Be the one to authorize the release of report copies

   b. **Confidential DO NOT RELEASE:** The supervisor placing the restriction will:
      1) Complete Confidential DO NOT RELEASE form
      2) Include a reasonable expiration date (diary date) based on the reasons and time frame for the restriction
      3) Give form to the technology manager to restrict report
      4) Ensure form is scanned into RMS
      5) Be the one to authorize the release of report copies

   c. **Restriction Cancellation:** The supervisor placing the restriction will:
      1) Ensure that the restriction is canceled when appropriate
      2) Complete a Confidential Report Release form
      3) Give form to technology manager to cancel the restriction
      4) Ensure release form is scanned into RMS

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   d. **Legal Advisor Notification:** Notify legal advisor where denial to provide a requested report is anticipated.

3. **THE TECHNOLOGY MANAGER OR DESIGNEE SHALL RESTRICT ACCESS** and/or cancel restriction to reports as requested by a supervisor to include reports in RMS and related photos in the digital image management system (DIMS)

4. **RECORDS UNIT WILL NOT DISSEMINATE** copies of any restricted case internally or externally without the approval of a sworn supervisor ranking sergeant or higher from the unit restricting the report

K. AUDIO/VIDEO (A/V) ROOM

The Chandler Police Department Audio/Video (A/V) Room is equipped with audio/video production equipment and instruments necessary in audio/video productions as well as building security monitors

1. **THE VIDEO PRODUCTION SPECIALIST (VPS), PIO**, or designee operate A/V room equipment and instruments
   a. The Chandler Police Department Community Room is equipped with specialized audio/video equipment, an extension of the A/V room
   b. Departmental personnel and citizens may use the community room by scheduling it with the community room coordinator at extension 4520
2. **A DESIGNEE OF THE OFFICE OF THE CHIEF** will monitor and maintain building security monitors

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-13 POLICE COMMUNITY LIAISON**	
	Subject **100 Position Guidelines**	Effective **12/28/05**

Summary: This order establishes guidelines and procedures for the department's community liaison position.

A. PURPOSE

The Chandler Police Department community liaison provides a line of communication between special interest groups in the community and the police department to promote cooperation and trust between the Police Department and special interest groups within our community.

B. APPOINTMENT

The police community liaison is appointed by the Chief of Police

C. POSITION RESPONSIBILITIES

[45.2.1]

New

1. **REPRESENT THE DEPARTMENT** to the City of Chandler Human Relations Commission

2. **ACT AS DEPARTMENT LIAISON** with special interest groups in the community

   a. Attend special interest groups' meetings to maintain a positive relationship with them
   b. Work with special interest groups to address department policies perceived as discriminatory or negative by members of the community
   c. Meet with special interest groups periodically to keep abreast of identified problems and report on progress made toward solutions offered to these problems
   d. Represent the Chief of Police at civic and special interest events

3. **ACT AS A RESOURCE** to the department to accomplish the following:

   a. Provide information, training, and policy interpretation to special interest groups within the community
   b. Make recommendations on policies, philosophies, and training within the police department affecting relations with special interest groups
   c. Locate and identify resources to assist in training police officers regarding characteristics, behaviors, cultural habits, and attitudes of various special interest groups in our community
   d. Inform department personnel of their responsibilities in assisting the department to achieve its community involvement objectives

4. **RECEIVE POLICE PERSONNEL CONCERNS**, problems, and suggestions relating to special interest groups for action

D. REPORTING

[45.2.2]

1. **REPORT DIRECTLY TO THE CHIEF OF POLICE** in matters relating to this function

2. **SUBMIT QUARTERLY REPORTS** to the Chief of Police, including updates on the following related activities:

a. Current concerns expressed by the community
b. Potential problems affecting law enforcement
c. Recommended actions to address previously identified concerns and problems
d. Progress in addressing previously identified concerns and problems
e. Related training attended and/ or provided
f. Meetings attended and/or hosted

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **A-14 MEDICAL MARIJUANA**	
	Subject **100 Prohibitions**	Effective: **11/09/12**

Summary: This policy prohibits the use, possession or involvement with medical marijuana.

A. POLICY

[26.1.1]

1. USE OR POSSESSION OF MEDICAL MARIJUANA PROHIBITED

- Notwithstanding passage of the Arizona Medical Marijuana Act (AMMA), ARS 36-2801, et seq., the Department's policy with regard to use or possession of marijuana by Department employees, volunteers and interns has not changed

- Marijuana remains an illegal, Schedule I controlled substance under the Federal Controlled Substances Act (21 USC 812)

- Department employees, volunteers and interns are prohibited from using, possessing or selling marijuana (except for sworn law enforcement acting in their official capacity), or engaging in any other conduct that would violate the Controlled Substances Act

2. INVOLVEMENT WITH MEDICAL MARIJUANA DISPENSARIES PROHIBITED

- Department employees, volunteers and interns are prohibited from having any ownership interest in, personal involvement or association with a medical marijuana dispensary, whether as a consumer, owner, agent, cultivator, consultant, or in any other manner except as may be necessary when acting as a law enforcement officer

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-01 EMPLOYEE BENEFITS**	
	Subject **100 Overview**	Effective **12/28/18**

SUMMARY: This general order outlines the benefits afforded to Chandler Police Department employees

A. OVERVIEW

This order is furnished as an advisory document only. Actual application of the benefits to employee situations will be based on the current benefits programs offered by the City of Chandler to employees.

B. PERSONNEL ACTION REQUESTS

The City of Chandler Personnel Action Request (PAR) Policy requires City departments to submit a Personnel Action Request Form to Human Resources to initiate new personnel actions and to process personnel change actions *(See Chanweb/Human Resources/Policies)*

C. EMPLOYEE ASSISTANCE PROGRAM

The City of Chandler provides counseling services through an employee assistance program for city employees and their family members. The current employee assistance telephone number is 800-327-2384. You do not need to contact anyone at the City to use the program. See City of Chandler Human Resources or Chanweb/Divisions/Human Resources/ Benefits/ Employee Assistance Program for more information.

D. EMPLOYEE BENEFITS

[22.1.3]

1. **HEALTH INSURANCE:** See City of Chandler Personnel Rule 4, Section 3 Health and Dental Insurance or Chanweb/Human Resources/Benefits

2. **INDUSTRIAL INSURANCE:** See City of Chandler Personnel Rule 15, Section 11 Worker's Compensation in Relation to Sick Leave or the Safety Officer in Human Resources

   a. Per the Arizona Revised Statute Chapter 5, Article 2.1 on Worker's Compensation, all department employees are insured by the city against losses due to any injury or illness incurred in the course of their city employment. The city provides for payment of medical expenses, and under certain circumstances, payment for loss of income.
   b. To establish entitlement, every job-related injury or illness regardless of severity must be immediately reported to the supervisor and a written report prepared and submitted to the city safety coordinator

3. **DISABILITY INSURANCE:** See City of Chandler Personnel Rule 15, Section 12 Disability Pay for Non-Job Related Illness/Injury

4. **LIFE INSURANCE:** See City of Chandler Personnel Rule 4, Section 4 Life Insurance

5. **COMPENSATION FOR PAIN AND SUFFERING** for employees injured while on duty procedures: See City of Chandler Personnel Rule 4, Section 5

6. **ON DUTY BENEFITS POLICY:**
While the ultimate arbiters regarding survivor benefits are entities such as the Industrial Commission of Arizona, the Public Safety Retirement System, the Department of Justice, and the court system, it is the city policy to extend on-duty benefits to sworn personnel to include times when officers are engaged in activities that benefit department efforts to reduce, control, or respond to criminal activity, or contribute to public safety. Sworn officers are considered on-duty beyond normal duty assignments and hours while performing the following:

   a. Operating or riding in or on a marked or unmarked police motor vehicle
   b. Traveling to or from the officer's assigned workstation, authorized extra-duty employment location, or department mandated location (court, training, etc.)

   Note: All employees are covered under the City's commuter insurance benefit

E. MILITARY LEAVE
[22.1.9]

1. **POLICY**: The department recognizes the need to support our members and their families during activation of military service. The purpose of this policy is to provide procedures for employees' military deployment and reintegration of the department. This policy:
   a. Applies to military employees who are absent from the department for a period of 180 days or longer
   b. Applies to any branch of military service covered under the Uniformed Services Employment and Reemployment Rights Act (USERAA)
   c. Is in addition to any benefits provided by the City of Chandler and its Military Leave Policy

2. **DEFINITIONS:**
   a. **Military Support Officer (MSO)** – A department member who has been identified by the military employee to serve as a liaison between the deployed employee and the department during the absence. The MSO assists in the care and oversight of the employee's family and personal matters should the need arise during the employee's deployment (this does not give the MSO legal authority to act in the employee's behalf unless properly legally documented).
   b. **Re-acclimation Process** – Gradual, predetermined steps set by the department intended to give returning military employees the opportunity to comfortably and successfully reintroduce themselves into their positions with the department after deployment. This process affords the employee an opportunity to address issues associated with their deployment and department position.

3. **PREDEPLOYMENT PROCEDURES**
   a. Any employee seeking a military leave of absence must provide the City of Chandler advance notice of their intent to take a military leave unless advance notice is precluded by military necessity or is impossible/ unreasonable considering all relevant circumstances

   b. The employee submits a copy of their military orders to their immediate supervisor and Human Resources (HR) as soon as possible along with written notification to include:
      1) Anticipated date(s) of mobilization

2) Unit name and identification
3) Commanding officer's name, telephone number, and email
4) Immediate military supervisor's name, telephone number, and email
5) Name of the military ombudsman (or equivalent) telephone number and email

c. The employee identifies a member of the department to act as their Military Support Officer (MSO)

d. The Human Resources Director or designee serves as the city's point of contact

e. The Chief of Police or designee meets with the employee prior to deployment to ascertain information regarding:
   1) Employee benefits
   2) Salary continuation
   3) Any other relevant information to aid in later reintegration

f. Human Resources designee and the Chief of Police provide oversight of the reintegration of military employees into the department during the exit interview

g. Prior to their deployment, the supervisor shall determine, through chain of command, if any agency owned equipment (e.g., weapons, cell phone, SWAT equipment, etc.) will be stored in a secured locker for the employee during their deployment

4. **DEPLOYMENT PROCEDURES**
   a. The department provides support to the deployed employee and their family through the MSO and Human Resources during deployment
   b. The MSO:
      1) Keeps up-to-date status on the employee and provides the information (current status, active needs, and family needs) to the employee's immediate supervisor for dissemination to chain of command
      2) Provides current email and address information to Human Resources
   c. Human Resources maintains a current file on the deployed employee including benefits updates missed, email, and address information
   d. Department members are encouraged to maintain contact with the deployed employee. Send department events, newsletters, and other information to assist the deployed employee in maintaining an active link with home.

5. **REINTEGRATION PROCEDURES: Returning employees:**
   a. Must return to work in a timely manner as established by applicable laws. Failure to return to work after an approved military leave in a timely manner, falsification of the reasons for taking the military leave or working elsewhere while on military leave can result in termination of the leave of absence and/or disciplinary action, up to and including dismissal.
   b. Will meet with the Chief of Police or designee for a reintegration interview
   c. Will be reinstated in accordance with and as required by applicable laws. With some exceptions, the employee will be reinstated without

loss of seniority, status, or pay and return either to their prior position or the position would have been employed had their continuous service not been interrupted by the military leave. Under certain circumstances, the department may require an employee to provide documentation demonstrating their eligibility to return to work.

d. Provide HR appropriate documentation for the honorable discharge from the military with service dates

e. Contact their immediate supervisor to request the return of stored items

f. Meet with the Training Coordinator to determine what missed training or certifications must be completed and arrange to accomplish all required training

g. Complete a short term assignment with a Field Training Officer for refresher training in their assigned area

h. Complete weapons qualifications with the Range Officer if needed

Note: The Military Post-Deployment Checklist will be completed by all applicable department members (attached to end of this policy)

F. CITY LIABILITY PROTECTION

[22.1.3]

1. **THE CITY ATTORNEY'S OFFICE** or a private attorney retained by the City of Chandler may defend Chandler Police Department employees in a court action brought against employees for an act committed in the lawful performance of their responsibilities as employees of and on behalf of the City of Chandler. Refer to City Code 5-8 Defense and Indemnification of City Officers and Employees (available on Chanweb) for further information.

2. **LIABILITY PROTECTION EQUAL TO** that of regular employees will be provided to reserve officers and volunteers who are performing the duties of regular employees. Representation is limited to the same restrictions as above. [16.3.7]

G. SALARY INFORMATION

1. **INFORMATION** regarding entry-level salaries, salary differential within classifications, and salary differential within ranks is available to all employees on Chanweb under the category “Rules, Forms, and Documents/Job Classifications/Salary Plan”

2. **SEE CITY OF CHANDLER PERSONNEL RULE 3** for policy governing salaries

3. **SALARY ADVANCEMENT AND REGRESSION:** See City of Chandler Personnel Rule 3, Section 4 Merit Increases and Salary Decreases

H. LEAVES OF ABSENCE

1. **LEAVES OF ABSENCE:** See City of Chandler Personnel Rule 15

2. **HOLIDAYS:** See City of Chandler Personnel Rule 16, Section 10 for holidays

3. **VACATION DONATION:** Employees who anticipate that all of their personal sick leave, vacation leave, and accrued compensatory time will become exhausted due to a prolonged period of illness may request that their department head solicit donations of vacation leave for conversion to sick

leave credited to their account per the City of Chandler Vacation Donation Policy

4. **SEE CITY OF CHANDLER SICK LEAVE CONVERSION POLICY** for procedures allowing conversion of sick leave to vacation leave or to pay

I. REIMBURSEMENT FOR FORMAL TRAINING

The city will assist regular employees in their pursuit of additional training and education in areas related to their present city career fields. All educational reimbursements follow the guidelines set forth in Personnel Rule 17, Section 3 Reimbursement for Formal Training and the City of Chandler Tuition Reimbursement Policy.

J. RETIREMENT PROGRAMS

[22.1.3]

1. **PUBLIC SAFETY PERSONNEL RETIREMENT SYSTEM (SWORN)**
   a. **PARTICIPATION IN THIS PLAN IS MANDATORY** for all Chandler police officers unless the employee has already retired from the Public Services system. If that has occurred, the employee may enter the Arizona State Retirement Plan with permission of the Chief of Police. Further information regarding this plan may be accessed through Human Resources or through the internet site, www.psprs.com/
   b. **AT LEAST TWO MONTHS PRIOR** to planned date of retirement, contact Human Resources
2. **ARIZONA STATE RETIREMENT PLAN (CIVILIAN)**
   a. Access information on Arizona State Retirement System through Human Resources or the Arizona State Retirement System internet web site, http://www.asrs.gov
   b. At least six months prior to planned date of retirement, contact Human Resources
3. **PAYMENT OF SICK LEAVE** at retirement or death: See City of Chandler Personnel Rule 15, Section 20

K. RETIREMENT RECOGNITION PROCEDURES

1. **ALL PERSONNEL**
   a. Thirty – sixty days **prior** to the date of retirement, contact Police Administration to complete a retirement checklist and any other retirement benefits/requirements so plaques may be ready for presentation for department recognition
   b. Regarding City recognition for retiring employees, see the City of Chandler Service Recognition Policy for employee and department responsibilities
2. **SPECIFIC PROCEDURES FOR SWORN PERSONNEL**
   a. Sworn personnel will submit a retirement memorandum (CPD form #32-06) through their immediate supervisor to the Chief of Police 30-60 days prior to their date of retirement. The memorandum will state:
      1) Date and shift of the last day worked
      2) Choice of retirement plaque
      3) Choice of firearm engraving
      4) Whether or not the employee will attend Council meeting recognizing their retirement

5) Whether or not the employee will attend the awards banquet following retirement as an honoree
6) Whether or not the employee wishes to become a reserve officer

b. Upon retirement, the employee will also receive:
1) A departmental plaque
2) A retirement gift
3) A “Retired” department commission card
4) A “Retired” flat badge with id case

c. Upon completion of the employee’s last day of work, the employee will turn in all departmentally issued property and equipment to the quartermaster, with the following exceptions:
1) Badge
2) Flat badge (if purchased by employee)
3) Nameplate
4) Meritorious award service bar
5) Firearm (engraved, if requested)
6) Magazines
7) One Class “A” Uniform
8) Hat
9) Ball cap
10) Belt
11) Gun belt

3. **SPECIFIC PROCEDURES FOR CIVILIAN PERSONNEL**

a. Civilian employees eligible for City retirement, regardless of the length of time with the Police Department, will submit a memorandum (CPD form #32-06) through their supervisor to the Chief of Police 30 - 60 days prior to retirement including:
1) Date and shift of the last day worked
2) Choice of retirement plaque (if applicable)
3) Whether or not the employee will attend Council meeting recognizing the retirement
4) Whether or not the employee will attend the awards banquet following retirement as an honoree

b. Upon completion of the employee’s last day of work, the employee:
1) Will turn in all departmentally issued property and equipment to the quartermaster, with the exception of the employee’s uniform badge
2) Shall receive:
a) “Retired” department commission card
b) Departmental plaque
c) Retirement gift

4. **DEPARTMENTAL RECOGNITION OF RETIRING EMPLOYEE**

a. **Police Administration** will forward a copy of the employee’s retirement memorandum to the following units for appropriate action:
1) Human Resources
2) Professional Standards Section
3) Public Information Office
4) Employee’s Section (for recognition meeting planning)
5) Field Operations (Reserve Officer Program)
6) Quartermaster

b. **Professionals Standards Section**
   1) Complete PAR through Oracle self-service for retirement
   2) Complete AZ POST updates
   3) Log reserve officer status
   4) Issues "Retired" identification card
   5) Ensure all phases of retirement process is followed (checklist)

Rev

c. **Public Information Officer**
   1) Media notifications
   2) Newsletter article and notifications
   3) Plan and organize retirement recognition gathering in the Community Room at retirement (includes reserving the Community Room)
   4) Obtain retirement plaques
   5) Obtain retirement gifts
   6) Engrave firearm (if requested)
   7) Invite retiree to awards banquet

Rev

d. **Responsible Division or Section Representative:** Composes retirement write up
e. **Field Operations Division Reserve Officer Coordinator**: Enroll in the reserve officer program, if requested
f. **Quartermaster:** Orders "Retired" flat badge with id case

L. AMERICANS WITH DISABILITIES ACT (ADA)

The City Manager's Office coordinates the ADA provisions for the City of Chandler through the ADA coordinator. City Regulation CA-01 ADA Notice and Interim Grievance Procedure governs the procedure for grieving matters related to this law.

M. RESIGNATIONS AND LAY OFFS

City of Chandler Personnel Rule 14 governs resignations and lay offs

N. EMPLOYEE COMMITTEES

City of Chandler Personnel Rule 19 governs Employee Committees

CHANDLER POLICE DEPARTMENT
Military Post-Deployment Checklist

✓	ITEM	CONTACT	DATE
☐	Notification of return to employee's supervisor		
☐	Military documentation turned in to Human Resources		
☐	Return of clothing, equipment, etc.		
☐	Completion of short term assignment with FTO-ride alongs		
☐	Review of training certifications and schedule completion		
☐	Weapons qualifications, if needed		
☐	Review of Department and City policies and procedures		

Comments: _____

_____

_____

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-01 EMPLOYMENT BENEFITS**	
	Subject **200 Meet and Confer**	Effective **01/17/17**

SUMMARY: This order describes the role of the agency in the meet and confer process.

A. NEGOTIATIONS

[24.1.1]

1. **THE CHANDLER POLICE DEPARTMENT WILL ACT IN GOOD FAITH** while negotiating with Employee Organizations acting on behalf of an employee group created in accordance with Chandler City Code

2. **PROCEDURAL REQUIREMENTS:** When negotiating, the Chandler Police Department will abide by the procedural requirements set forth in City Code. Any deviation from those policies must be agreed upon by the Department and the negotiating Employee Organization.

3. **COLLECTIVE BARGAINING UNITS**

   a. **The City of Chandler labor relations coordinator** will act as principal negotiator in negotiations with any Employee Organization, as well as chair the Labor-Management Committee
   b. **At least one member of command staff** will assist the coordinator with negotiations on the side of management with each respective organization
   c. **Members authorized from the Employee Organizations** will represent their respective organizations for employee related issues. These organizations include:
      1) Chandler Lieutenants and Sergeants Association (CLASA)
      2) Chandler Law Enforcement Association (CLEA) for officers
      3) Association for Chandler Employees (ACE) for administrative, clerical, and technical civilians

Rev

4. The Chandler Police Department will abide by the letter and spirit of the Memoranda of Understanding enacted pursuant to City Ordinance, insofar as that action does not conflict with other applicable law

B. RESPONSIBILITIES UPON RATIFICATION

[24.1.2]

THE CHIEF OF POLICE OR THE CHIEF'S DESIGNEE SHALL:

1. **MAINTAIN A WRITTEN, SIGNED COPY** of all Memoranda of Understanding

2. **REVIEW AND AMEND** department policies, procedures, and directives as necessary to abide by the terms of all Memoranda of Understanding with the assistance of the Employee Organizations

3. **DISSEMINATE INFORMATION** to all supervisors and managers regarding the adoption of a new Memorandum of Understanding or the modification of an existing Memorandum of Understanding

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-01 EMPLOYEE BENEFITS**	
	Subject **300 Traumatic Event Counseling**	Effective **02/14/22**

SUMMARY: This general order outlines the provision of House Bill 2502 afforded to Chandler Police Department police officers.

A. PURPOSE

The following policy outlines the provisions of House Bill 2502 (HB2502) as related to the Chandler Police Department, Chandler Fire Department, the City of Chandler and sworn department employees

B. QUALIFYING EVENTS

1. **PER ARS 38-673**, Public Safety Personnel (police officers and firefighters) police officers suffering from work-related stress injuries occurring on or after August 3rd, 2018, exposed to qualifying events are entitled to receive benefits under the provisions of this bill
2. **QUALIFYING EVENTS,** established by statute, are as follows:
   a. Visually witnessing the death or maiming or visually witnessing the immediate aftermath of such a death or maiming of one or more human beings
   b. Responding to or being directly involved in a criminal investigation of an offense involving a dangerous crime against children as defined in ARS 13-705
   c. Requiring rescue in the line of duty where one's life was endangered
   d. Using deadly force or being subjected to deadly force in the line of duty, regardless of whether the peace officer or firefighter was physically injured
   e. Witnessing the death of another peace officer or firefighter while engaged in line of duty
   f. Responding to or being directly involved in an investigation regarding the drowning or near drowning of a child

C. BENEFITS

1. **PER ARS 38-673,** Public Safety Personnel (police officers and firefighters) are eligible to receive the following benefits if suffering from a work-related stress injury deemed as a qualifying event
   a. Twelve visits with a clinician, with up to twenty-four additional visits provided, if the psychologist/psychiatrist believes additional visits are likely to improve the employee's condition, providing the visits occur within one year after the first visit
   b. City cannot require employee to use sick/vacation time during the period they are attending a clinician visit including travel to/from the visit, providing the visit occurs during regular work hours
   c. If psychologist/psychiatrist determines employee is not fit for duty, City must ensure employee has no loss of pay and benefits if all of the following apply:

1) Employee unable to work light duty
2) Employee has exhausted all sick, vacation, or other leave provided by city's benefit package
3) City offers and employee elects short-term disability benefits and deemed ineligible

d. If all these are exhausted, City shall ensure pay and benefits continue for no longer than thirty days from date psychologist/ psychiatrist determined employee was not fit for duty

2. **FIT FOR DUTY,** as described in statute, means the employee is unable to work their current assignment or a modified duty assignment. This is NOT grounds for nor initiates a "Fit For Duty"

3. **CITY SHALL PERMIT** employee to select own psychologist/ psychiatrist

4. **CITY MUST PAY** psychologist/psychiatrist no less than schedule of fees outlined from the Industrial Commission for mental health visits

5. **IF TREATMENT IS SOUGHT** under EAP program, sessions do not count towards allotted visits under the HB2502 benefits

6. **PAYMENT OF VISITS** does not create a presumption of the compensability of a workers' compensation claim

D. STARTING A CASE

Public Safety Personnel (police officers and firefighters) may begin the process of receiving the benefits of HB2502 by:

1. **OFFICER ESTABLISHES** a need for licensed counseling and meets one or more of the HB2502 criteria listed above

2. **OFFICER SUBMITS** Traumatic Event Counseling Form to Human Resources Medical Leave Coordinator

3. **ONCE THE REQUEST IS FILED**, the assigned Medical Leave Coordinator in Human Resources will reach out to the employee to answer questions about the process and provide guidance

E. REPORTING GUIDELINES

On or before September 1st of each year, City of Chandler is required to submit the following de-identified data to the Arizona Department of Administration (ADOA) for Peace Officers and Firefighters for employees receiving HB2502 benefits. Report for each category of persons:

1. **THE TOTAL NUMBER OF PERSONS** who have participated in the program

2. **THE AVERAGE NUMBER OF VISITS** per person

3. **THE AVERAGE NUMBER OF MONTHS** a person participated in the program

4. **THE AVERAGE NUMBER OF DAYS** a person who participated in the program missed work

5. **THE TOTAL NUMBER OF PERSONS** who participated in the program and who subsequently filed a workers' compensation claim and the number of those claims that were approved and the number of those claims that were denied

6. **THE PERCENTAGE OF PERSONS** who received additional visits from the total of participants in the program

7. **THE TOTAL NUMBER OF PERSONS** who were deemed not fit for duty by a licensed mental health professional
8. **THE TOTAL AMOUNT OF WORK** missed by each category of persons who participated in the program and how time off was compensated by the City or through employee benefits

F. RESPONSIBILITIES

1. **EMPLOYEE**
   a. Completes Traumatic Counseling Event Form and forwards to Human Resources Medical Leave Coordinator
   b. Selects treating provider that accepts Industrial Commission of Arizona fee schedule and is a psychologist or psychiatrist and provides billing information to Medical Leave Coordinator
   c. Enters Sick/ Industrial leave for the period they are attending a clinician visit including travel to/from the visit, providing the visit occurs during regular work hours
2. **HUMAN RESOURCES**
   a. Provides guidance and answers questions for the employee
   b. Provides assistance to employee if unable to find a licensed mental health provider
   c. Ensures payments are processed by third party administrator (CorVel)
   d. Provides time off from work without charging sick leave or vacation
   e. If additional care is needed, assist with the transition to workers' compensation claim
   f. Assist supervisors with any questions/concerns
   g. Completes annual reporting statistics to State

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-02 AWARDS & COMMENDATIONS**	
	Subject **100 Guidelines**	Effective **08/20/21**

Summary

The department awards program is designed to recognize and honor the meritorious service and conduct performed by members of the Chandler Police Department

A. POLICY

1. **ANY EMPLOYEE OF THE DEPARTMENT** is eligible for an award whether on or off duty

2. **ANY EMPLOYEE OF THE DEPARTMENT** may nominate another employee for an award

3. **TO BE ELIGIBLE** for any award, conduct must be in keeping with sound judgment and reflect honorably upon the police profession

4. **AWARDS** may be given posthumously

5. **THE CHIEF OF POLICE** may nominate citizens for awards

B. AWARDS SELECTION COMMITTEE

1. **THE COMMITTEE CONSISTS OF** seven members appointed by the Office of the Chief:
   a. A lieutenant
   b. A sergeant
   c. An officer assigned to Criminal Investigations Bureau
   d. An officer assigned to Field Operations Division
   e. A civilian supervisor
   f. A civilian employee
   g. The Professional Standards Section (PSS) commander
2. **MEMBERSHIP**
   a. Members serve at the direction of the Chief of Police for a two-year term
   b. Members' terms will be staggered to provide continuity on the committee
   c. The chairman may appoint a temporary committee member in the absence of a regular committee member if such action would serve to accomplish the purpose of the committee
   d. A committee member may be replaced if deemed necessary
3. **CHAIRMAN**
   a. The PSS commander serves as chairman
   b. The chairman will announce potential awards, vet nominations through chain of command as necessary, maintain records, and prepare data for triannual and annual award ceremonies
   c. The chairman will not have a vote in the process
   d. If the PSS commander is not available, the highest-ranking sworn member at any meeting of the committee will serve as chairperson

4. **DECISION MAKING**
   a. Quorum consists of four members
   b. Each member's vote is of equal value
   c. A majority vote is required to render a decision
   d. All votes will be by secret ballot

5. **THE COMMITTEE WILL MAKE RECOMMENDATIONS TO THE CHIEF OF POLICE** for the following awards:

   a. Special Awards (Nomination submitted and considered as soon as possible following event; award presented at triannual awards ceremony)
      1) Heroism Awards
         a) Medal of Valor
         b) Purple Heart
         c) Lifesaving Medal
         d) Critical Incident
      2) Community Project Award
      3) Meritorious Service Award
      4) Unit Citation Award

   b. Annual Awards (Presented at annual awards ceremony)
      1) Officer of the Year
      2) Employee of the Year
      3) Field Operations Patrol Team of the Year
      4) Professional Team of the Year
      5) Specialty Team of the Year
      6) Sworn Supervisor of the Year
      7) Civilian Supervisor of the Year
      8) Community Service Award

   c. Awards from outside the department
      1) Veterans of Foreign Wars J. Edgar Hoover Gold Medal Award
      2) Sons of the American Revolution Law Enforcement Commendation Medal
      3) National Latino Police Officers Association Award
      4) Chandler Chamber of Commerce - James R. Snedigar Public Service Award
      5) Assignments to an outside agency task group or detail are not eligible for an outside agency award ribbon

Rev

C. NOMINATOR RESPONSIBILITIES

1. **SUBMIT NOMINATION** for award using the Chandler Police Department Award Nomination form or the Chandler Police Department Spotlight Award Nomination form (see Appendix 1 and Appendix 2)

2. **MAKE NOMINATIONS AS SOON AS POSSIBLE** after the event which precipitated the recommendation, but not later than six months from occurrence

3. **FORWARD SPOTLIGHT AWARD NOMINATIONS** to the appropriate Precinct or Bureau Commander or Cost Center or Civilian Manager no later than the 20th day of the last month of the following months: March, June, and September

4. **FORWARD ALL OTHER NOMINATIONS** to the Awards Selection Committee through the PSS Commander

5. **SUBMIT NOMINATIONS FOR ANNUAL AWARDS** no later than January 1 of each year

D. AWARDS

1. **Special Awards**

Made when appropriate and not necessarily annual awards

a. **Heroism Awards**
   1) **Medal of Valor** Considered to be the highest award that can be granted by the Chandler Police Department
      a) Awarded to a member for exceptional bravery at the imminent risk of life or serious bodily injury. The recipient must demonstrate exceptional courage by performing a voluntary action in an extremely dangerous situation.
      b) Award consists of a medal, certificate, and a ribbon
   2) **Purple Heart**: Awarded to a member of the department who receives serious bodily injury as a result of a felonious assault as defined by ARS § 13-105.39, which states, "Serious physical injury includes physical injury that creates a reasonable risk of death, or that causes serious and permanent disfigurement, serious impairment of health or loss or protracted impairment of the function of any bodily organ or limb." This felonious assault must be by a suspect.
      a) The committee will review the totality of the circumstances surrounding the assault and extent of injury received
      b) Award consists of a medal, certificate, and a ribbon
   3) **Lifesaving Medal**
      a) Awarded to a member of the department directly responsible for saving/prolonging (extended by days or weeks) a human life. The recipient may be any department employee, on or off duty.
      b) Award consists of a medal, certificate, and a ribbon
   4) **Critical Incident Award**
      a) Awarded to a member of the department who demonstrates outstanding performance during an extraordinary or rare critical incident
      b) Award consists of a certificate and a ribbon

b. **Community Project Award**
   1) Presented to employee(s) who formulate, plan, and execute a special community project to advance the department's mission and goals
   2) This award may be earned only once for the same community activity or service performed
   3) Award consists of a plaque and a ribbon *(note: new ribbon)*

c. **Meritorious Service Award**
   1) Given to a member who consistently exceeds normal job requirements with at least one duty-related act of outstanding performance over 12 consecutive months. This may include a member proceeding with a pre-determined plan, program, investigation, or official act that exemplifies the mission and goals of the Chandler Police Department.
   2) Award consists of a plaque and a ribbon

d. **Unit Citation Award**
   1) Presented to a department team or unit whose actions consistently exceed normal job requirements with at least one duty-related act of outstanding performance. This may include a team proceeding with a pre-determined plan, program, investigation, or official act that exemplifies the mission and goals of the Chandler Police Department
   2) Award consists of a plaque for the team or unit and each member of the unit
   3) Members must have served on the team for a minimum of three months during the calendar year

2. **Annual Awards**

a. **Officer of the Year**
   1) Presented to an officer for distinguished service in any police assignment over a period of one year's time that is clearly exceptional and places the recipient in a position above other members of the same rank
   2) Award consists of a plaque and a ribbon

b. **Employee of the Year**
   1) Presented to a civilian employee for distinguished service in any assignment over a period of one year's time that is clearly exceptional and places the recipient in a position above their peers
   2) Award consists of a plaque

c. **Field Operations Patrol Team of the Year**
   1) Presented to a patrol team for excellence in the following policing areas:
      a) Beat problem identification and solution
      b) Proactive actions
      c) Self-initiated activity
      d) Major case investigation/resolution
      e) Calls for service
      f) Community service
   2) Award consists of a plaque for the team or unit and each member of the unit
   3) Members must have served on the team for a minimum of three months during the calendar year

Rev

d. **Professional Team of the Year**
   1) Presented to a professional staff team for excellence in the following areas:
      a) Problem identification and solution
      b) Operations and efficiency
      c) Implementation of new process/ procedures/programs
      d) Major case resolution
      e) Customer service / exemplary service
      f) Community service
   2) Award consists of a plaque for the team or unit and each member of the unit
   3) Members must have served on the team for a minimum of three months during the calendar year

New

e. **Specialty Team of the Year**
   1) Presented to a sworn specialty team for excellence in the following policing areas:
      a) Problem identification and solution
      b) Proactive measures
      c) Self-initiated activity
      d) Major case investigation/resolution
      e) Calls for service
      f) Community service
   2) Award consists of a plaque for the team or unit and each member of the unit
   3) Members must have served on the team for a minimum of three months during the calendar year

f. **Sworn Supervisor of the Year**
   1) Presented to a sworn supervisor for distinguished supervision and leadership in any police assignment over a period of one year that is clearly exceptional and places recipient in a position above other sworn supervisors
   2) Award consists of a plaque and a ribbon

g. **Civilian Supervisor of the Year**
   1) Presented to a civilian supervisor for distinguished supervision and leadership over a period of one year's time that is clearly exceptional and places the recipient in a position above other civilian supervisors
   2) Award consists of a plaque

h. **Community Service Award**
   1) Presented to an employee who displays extraordinary efforts in serving the community over a period of one year that includes at least one instance of formulating, planning, and executing a special community project to advance the department's mission and goals
   2) May be awarded only once for the same community activity or service performed
   3) Award consists of a plaque and a ribbon

3. **Spotlight Award**

a. Recipients selected by applicable Precinct or Bureau Commander, Civilian Manager, or by a committee at their direction in the following areas:
   1) Communications
   2) Support Services (Detention/Records/Property & Evidence)
   3) Forensic Services
   4) Main Station Patrol and Patrol Admin
   5) West Substation
   6) South Substation
   7) CIB
   8) PSS/Planning/Administration/PDIT
   9) Operational Support Bureau

b. Awarded when the employee's efforts are exceptional and place the recipient in a position above other employees in the workgroup

c. An employee may receive the Spotlight Award more than once annually

d. May not be awarded every award ceremony in each area, but members of the department are encouraged to recognize exemplary work

e. Award consists of a certificate

4. **External Awards**

a. **Veterans of Foreign Wars J. Edgar Hoover Gold Medal Award**
   1) Presented in recognition of the officer's pre-eminent abilities for his compassion, for the rights of the human integrity, and in honor of his service to the city, the state, and the nation
   2) This award consists of a medal, certificate, and a ribbon

b. **Sons of the American Revolution Law Enforcement Commendation Medal**
   1) Presented to an individual who has served in the field of law enforcement with distinction and devotion
   2) This award may only be awarded once to an individual
   3) This award consists of a medal, certificate, and a ribbon

c. **National Latino Peace Officers Association (NLPOA) Awards**
   1) Presented to officers who have served their departments and communities in an exemplary manner in the following categories: Community Service, Lifesaving, and Valor. Nominating criteria are the same as those for corresponding departmental awards
   2) Award winners selected by NLPOA will receive their plaque and a departmental ribbon

d. **Chandler Chamber of Commerce James R. Snedigar Public Service Award**
   1) Presented to an individual who exhibits the character and standards that reflect those of the award's namesake, Officer James R. Snedigar. Must work in the public sector and have made a significant difference in the quality of life of an individual, a group, or the citizens of Chandler and have been actively involved in the community or have demonstrated exceptional concern for the well-being and/or safety of others.
   2) Award winner selected by the Chandler Chamber of Commerce will receive their plaque and a departmental ribbon

e. **Officers awarded recognition by an outside agency** will be considered for nomination of the equal classification award issued under this or other General Orders

E. PINS

The following specialties are awarded pins that may be worn according to General Order B-05.200G:

1. **Motor Officers** - upon successful completion of the 80-hour motor training school by the department quartermaster
2. **FBI National Academy** - upon successful completion of the Academy by the Academy
3. **Northwestern Command School** – upon successful completion of the Command School
4. **SWAT Members** - upon successful completion of the following qualifications and approval of the commander by the quartermaster:
   a. SWAT specialty pin (tactical eagle - gold: supervisory/command officers; pewter: officer) will be awarded to all sworn SWAT members upon completion of six months of continual service
   b. SWAT operator specialty pin (tactical eagle w/single star and wreath – gold: supervisory/command officers; pewter: officer) will be awarded to all sworn SWAT members upon completion of an approved 80-hour basic tactical school and six months of continual service
5. **K-9 Members** – upon successful completion of the following qualifications and approval of the commander by the quartermaster: K-9 specialty pin

("K-9" – gold: supervisory/command officers; silver: officer) will be awarded to all K-9 Unit members upon completion of the training standards as outlined in the Canine Manual Section C Basic and In-Service Training and six months of continual service

F. NON-EMPLOYEE AWARDS

1. The following awards may be presented to individuals not employed by the department. The Mayor and the Chief of Police may present the awards at a City Council meeting.
   a. **The Valorous Conduct Award**: Awarded to a non-employee in situations where the same conduct by an employee would have resulted in awarding the Medal of Honor - A certificate
   b. **The Meritorious Conduct Award**: Awarded to a non-employee in situations where the same conduct by an employee would have resulted in awarding the Meritorious Service Award - A certificate
   c. **The Certificate of Appreciation**: Awarded to a non-employee in situations where the same conduct by an employee would have resulted in awarding a City of Chandler Employee Recognition Award – A certificate
2. The Chief of Police will make the decision to award the Valorous Conduct, Meritorious Conduct, or Certificate of Appreciation

G. RIBBON/PIN PROGRAM

1. Requirements for Specialty Ribbons Awards

Definition: Six-month period - The date of actual transfer and not the date of appointment

a. **Supervisors (Sergeants/Lieutenants)**
   1) Supervisors must complete the required training and serve a minimum of six months in the position
   2) Supervisors must actually participate in the specialty function
b. **Specialty Assignments Officers**
   1) Specialty officers must complete the required training and actively serve in the position for a minimum of six months
   2) If the officer is promoted or transferred to another assignment in good standing or promoted out of a specialty assignment, the officer will be considered to have completed the full assignment and is eligible for the ribbon for the assignment from which he is transferred or promoted
c. **Range Officers**
   1) Certified range officers assigned to the Firearms Unit will receive both a Community Services ribbon and a Range Master ribbon
   2) Certified range officers assigned to another unit who function as a range officer on a part-time basis will receive a Range Master ribbon when they have completed six months service
d. **General Instructors**
   1) Officers must complete the General Instructor course and provided 80 hours of instruction to be eligible for the General Instructor's ribbon
   2) The officer will submit a memorandum outlining the 80 hours of instruction to the quartermaster who will maintain it in the quartermaster's office
e. **An officer assigned to a specialty on a TDY** is not eligible to receive a ribbon

2. Repeat Awards

Awards received by a commissioned member that are repeat awards of the same class are authorized 3/16 inch stars as listed: first award, ribbon; second and third awards, a bronze star for each; fourth and fifth award, a silver star for each; and sixth award a gold star. The maximum number of devices on a single ribbon is two.

3. When to Wear

a. Officers will **only** wear the awarded ribbons awarded when appearing in either the class "A" uniform or the Honor Guard uniform
   1) Proper placement guidelines: General Order B-05.200G
   2) Class A uniform definition: General Order B-05.200G
b. The quartermaster will issue the Honor Guard a second set of ribbons for dress uniform coats

4. Placement Order

The quartermaster will maintain a chart with the correct order for ribbon placement. See also, B-02.200 Ribbon Program Chart at end of this order

a. Awards adopted subsequent to publication of this addendum, unless heroism is involved, will follow the last previously listed ribbon
b. Heroism awards consisting of medals, ribbons, or other devices received from outside agencies may not be worn in uniform
c. Discontinued ribbons
   1) Only applicable section ribbons are now issued. Ribbons previously earned but no longer awarded may still be worn on the dress uniform.
   2) Officers who are eligible for, but have not received, a specialty ribbon being discontinued will receive a section ribbon only
   3) Officers who have already received discontinued ribbons may maintain those ribbons. However, if the officer leaves the specialty and returns, making him eligible for a star, he will be required to turn in the discontinued specialty ribbon and receive the applicable section ribbon along with the appropriate star as indicated in General Order B-02.100G2.

H. THE CITY OF CHANDLER SERVICE AWARD RECOGNITION

The City of Chandler Service Award Recognition Policy provides procedures to recognize employees who initially complete five years of service, and thereafter in subsequent five-year increments

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Ribbon Program

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-03 SPECIALTY ASSIGNMENTS**	
	Subject **100 Administration**	Effective **06/30/22**

Summary: This order describes the application and selection process for lateral transfer to and between specialty or temporary assignments in the department.

A. POLICY

City of Chandler Personnel Rule 6.02 governs transfers

B. DEFINITION

1. **SPECIALTY OR TEMPORARY ASSIGNMENT**: Any position or specialty worked by a police officer other than patrol or by a civilian other than that defined in the affected job class
2. Specialty or temporary assignments are **NOT** promotions
3. Specialty or temporary assignments include the following assignments:
   a. Mesa Police Academy (Recruit Training Officer, Defensive Tactics, Recruit Training Sergeant)
   b. Bicycle Team
   c. Crime Prevention
   d. Criminal Investigations Bureau
   e. Critical Incident Stress Management Team
   f. Command Van Operator (Sworn and Civilian)
   g. Dispatch Trainer (civilian)
   h. Cadet Advisor
   i. Field Training Officer (FTO)
   j. Firearms Training
   k. Honor Guard
   l. K-9 Unit
   m. Media Relations Unit
   n. Phlebotomists
   o. Professional Standards Section (PSS)
   p. School Resources Unit
   q. Special Weapons and Tactics Unit (SWAT)
   r. Traffic Section
   s. Training
   t. Any additional specialty or temporary assignments that may be created based on the needs of the department

C. SELECTION PROCESS

[46.2.2]

ALL SPECIALTY OR TEMPORARY ASSIGNMENTS are subject to the standard selection process, including sergeants and first line civilian supervisors in specialties

Figure 1: **Selection Process Outline**

Step	Procedures
1. **Announcement**	The Professional Standards Section will publish a memo including: a. A description of the criteria for the position b. Closing date: Open **fourteen days** minimum c. Distribution to all affected personnel

2. **Eligibility Requirements** Rev	a. **Years of Experience** 1) **Officers** Minimum two years of experience as a sworn officer and not in probationary status prior to the close of application 2) **Civilians** Minimum of three years of experience, at least two years with the Chandler Police Department, prior to the close of application 3) **Probationary employees** (non-exempt sworn and civilian): Ineligible to apply for specialty assignments b. **Direct transfer** from one specialty assignment to another: Employees may apply and test for another specialty position • Must first fulfill their one-year commitment to the current specialty position regardless of placement on the eligibility list • Employees with less than one year in their current specialty will be passed over, the position filled with the next person on the eligibility list until the one-year commitment has been fulfilled c. **A suspension within one year** prior to the closing of applications will disqualify the applicant from being considered for the specialty assignment. Barring extenuating circumstances, use the date of administrative action as the beginning date for this one-year time period. Employees must meet performance standards to be approved to a specialty assignment. d. **Performance standards:** An employee who does not meet performance standards as a result of an annual evaluation or a performance improvement plan is not eligible to be appointed to a specialty position. The employee may participate in the selection process and compete for placement on the eligibility list for the specialty position, however will not be considered for the position until such time the employee meets the performance standards of their current assignment. The employee shall retain their placement on the eligibility list for future consideration. e. **Special requirements**: Some specialty assignments have additional requirements candidates must meet to be eligible for consideration, i.e., SWAT candidates must pass a firearms and physical fitness requirement to be considered for the assignment
3. Application for Position	a. **Interested employees** 1) Complete specialty assignment application 2) Complete requested résumé 3) Forward application and résumé to supervisor b. **Chain of command** 1) Each person in the chain of command will review the employee's request 2) The officer's/employee's sergeant/supervisor may comment on performance, training, experience, education, and skills and abilities regarding the applicant's suitability for the specialty assignment 3) Forward the memo through the chain of command to the appropriate bureau/precinct/section commander or civilian section manager prior to the closing date

3. *Application For Position*	4) Bureau/precinct/section commander or civilian section manager will forward completed packets to PSS c. **PSS**: Forward all applications to the affected bureau/precinct/section commander or civilian section manager to begin the evaluation process
4. **Evaluation**	Applicant must obtain a combined passing score of 70% to be placed on the eligibility list. a. **Selection scoring guidelines**: 1) Oral Board Interview 80% 2) Practical exercise or past work review 20% b. **Each section of testing will be scored on a 1-6 scale**. 1) Deficient = 1 2) Limited = 2 – 3 3) Good (passing) = 4 4) Very Good = 5 5) Excellent = 6 • Minimum score for the oral board and practical exercise will be 4 (passing score) multiplied by the total number of questions in each section • The maximum score will be 6 (excellent) multiplied by the total number of questions in each section • The total score for oral board will be weighted at 80% • The total score for the practical exercise or past work review will be weighted at 20% • An applicant must pass each section with the minimum score as calculated above c. **Seniority points –** applied only when there is a tie between candidates and added to the overall score once the weighted scores have been tallied d. **Selection Board Members** 1) **For officer/first line civilian** a) Specialty supervisor b) Another sergeant/supervisor c) Bureau/precinct/section lieutenant or civilian supervisor 2) **Sergeant/supervisor** a) Bureau/precinct/section lieutenant or manager b) Another lieutenant or manager c) Bureau/precinct/section commander or designee 3) Professional Standards personnel will provide instruction on the rating system to the selection board prior to the process 4) Board members will **remain the same** throughout the process e. **Selection Board Responsibilities** 1) **Practical Exercise or Work Review**: Design and evaluate a practical exercise or review candidates past written work, which may include written reports or investigations. Score this exercise on the candidate's overall performance, considering the quality, content, organization of thoughts, grammar and punctuation, and thoroughness of the documentation. 2) **Oral Evaluation**: The selection board will design questions that relate to the specialty assignment. Each board member will score the oral presentation of each candidate.

	a) Record the candidate's responses and indicate their overall performance on each question using the 1-6 scale b) Score applicants independently of other board members based on the correct answer criteria c) Score applicant based on responses to questions measured against established suggested answer criteria f. *__Seniority__: Maximum total of five points based on twenty years of service with the Chandler Police Department 1) **First line employee**: Add .021 points per month of Chandler Police Department service. Begin from date of hire for sworn and civilian 2) **Supervisory position**, sergeants and civilian supervisors: Add .021 points per month of police service from the date of class as a supervisor g. **Recommendation**: The Selection Board will forward the rank order list to the appropriate division chief
5. **Selection**	a. The Chief of Police must approve the final selection and any out-of-list-order selections for transfer b. The Chief of Police may authorize exceptions based on unique talents or department needs c. Professional Standards will announce the selection
6. **Questions On Selection Decision**	Any applicant who has questions about the results of the assignment selection process may meet with the supervisor of the selection board a. The supervisor will provide the applicant with the results of the selection process and will give the applicant guidance on improvement to achieve his specialty goal b. If the applicant is not satisfied with the supervisor's justification, he may request to meet with the specialty unit lieutenant, bureau/ precinct/section commander or civilian section manager, and the division chief c. The division chief will document applicant concerns and forward them to the Chief of Police
7. **Eligibility List**	a. The selection board results will be used to establish an eligibility list that will be in effect for one year from date of approval by the Chief b. The office of Professional Standards will maintain the eligibility list c. The list will be available on the F: Drive at Police/Police/PSS Forms/ All Eligibility Lists
8. **File Retention**	The division chief will forward selection board documentation to the Professional Standards Section after the selection for archival including: a. Announcement of specialty opening b. Members of the selection board c. The written or practical exercise and evaluation of each applicant d. Oral board questions, suggested answer criteria, and evaluation of each applicant e. Evaluation of seniority for purposes of tied candidates f. List of applicants in rank order g. Email announcing the selection

D. ASSIGNMENT LENGTH

1. **MINIMUM COMMITMENT**:
   a. Specialty – one year
   b. Temporary – length of assignment

2. **REVIEW OF EMPLOYEE**: Specialty assignment supervisors and cost center managers will review the performance of all employees who work under their supervision in specialty assignments on an on-going basis using performance appraisals

3. **REMOVAL FROM SPECIALTY ASSIGNMENTS**

   a. **Length of service** alone should not be used as the sole criteria for removal of the employee from a specialty assignment

   b. **Documented performance issues**: An employee may be removed from a specialty assignment:
      1) For failure to meet performance expectations after given the opportunity to improve performance
      2) For the best interest of the employee, the department, or the community as determined by the Chief of Police
      3) For failure to maintain an overall acceptable level of performance in a primary assignment
      4) At the discretion of a division chief at any time with reasonable justification

   c. **Nature of the work:** Narcotics investigators will undergo an additional yearly review by the chain of command **after three years** in the assignment before an extension is granted

   d. **Employee request**: An employee may ask to be removed from an assignment at any time after completing a one-year commitment or when it is in the best interest of the employee **and** the department as determined by the Chief of Police

   e. **Employees who have received extensive training** relating to the specialty assignment may be required to remain in the assignment for up to one additional year at the discretion of the affected division chief to fully utilize their training. Training shall in no way affect leaving specialty assignments for promotions.

E. CHIEF'S DISCRETION

The Chief of Police may suspend this order at any point in the process in any manner the Chief deems necessary for the good of the department

F. SPECIALTY COMPENSATION

Personnel in the following specialty assignments will receive additional pay for the assignment but will revert to regular pay status upon transfer out of these specialty assignment programs

Figure 2. **Special Compensation for Named Specialty Assignments**

Specialty	Compensation
Canine Handlers	• Nine-hour workday, four days per week • Remaining four hours used to accommodate at-home care and maintenance
Canine Trainer	• 5%
Computer Crimes Unit	• 5%
Criminal Apprehension Unit (CAU)	• 5%
Dispatch Trainer	• 5% full-time specialty • 5% for part-time training
DUI Motors	• 5%
Family Crimes Unit	• 5%
Field Training Officer (FTO)	• 5%
Gang Unit	• 5%
Human Trafficking Unit	• 5%
Motor Officers	• 38-hour workweek plus two hours per week allocated for cleaning motorcycles
Motor Unit	• 5%
Narcotics Unit	• 5%
Robbery/Homicide Unit	• 5%
Sex Crimes	• 5%
Special Weapons and Tactics (SWAT)	• 5%
Vehicular Crimes Unit	• 5%

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-04 PROMOTIONS**	
	Subject **100 Administration**	Effective **06/30/22**

SUMMARY: This policy regulates promotional processes within Chandler Police Department.

A. POLICY

All promotions will be conducted in a non-discriminatory manner using job-related elements in accordance with City and Department policy.

B. DEPARTMENTAL ROLE

[34.1.1]

1. **THE CITY OF CHANDLER HUMAN RESOURCES** Director retains ultimate authority and responsibility for all decisions relative to the promotional process

2. **THE CHIEF OF POLICE** has the authority to design or alter any promotional process with the approval of the Human Resources Director

3. **THE POLICE DEPARTMENT** will administer the promotional processes under the guidance of Human Resources

4. **AN ASSISTANT CHIEF OF POLICE OR DESIGNEE** will work with representatives from Human Resources in the development, administration, and supervision of all promotional testing

C. QUALIFICATIONS

[34.1.3]

The following are the required qualifications for command and supervisory positions in the Police Department. Applicants will be screened for these qualifications prior to advancing to the next phase of assessment.

1. **POLICE SERGEANT:** An associate degree or 60 semester hours toward a bachelor's degree and:
   a. At least four years of experience as a police officer with the Chandler Police Department OR
   b. One year of experience as a Chandler police officer and at least three years of experience as a police officer with another agency

Rev

2. **POLICE LIEUTENANT:** At least two years of experience as a police sergeant with the Chandler Police Department and a bachelor's degree in a job-related field

3. **POLICE COMMANDER:** At least two years of experience as a police lieutenant with the Chandler Police Department and a bachelor's degree in a job-related field, with a master's degree preferred

4. **ASSISTANT CHIEF OF POLICE**

   a. At least one year as a police commander with the Chandler Police Department or, if selected from outside the agency, three years of command level experience with another police agency, and a

bachelor's degree in a job-related field, with a master's degree preferred
b. Able to demonstrate increasingly responsible command level experience
c. Prefer attendance at a recognized command level training or command college

5. **CHIEF OF POLICE:** The City Manager will determine the qualifications for Chief of Police

6. **CIVILIAN SUPERVISORS**

a. Qualifications for **civilian supervisors** are set forth in the City of Chandler Personnel Rules six, nine, and twelve and will include an associate degree or 60 semester hours toward a bachelor's degree preferred
b. Qualifications for **civilian management** positions shall be determined based on the job description and the needs of the Department. A bachelor's degree is preferred

New

D. DISQUALIFICATION

A SUSPENSION WITHIN ONE YEAR prior to the closing of applications will disqualify the applicant from being considered for promotion. Barring extenuating circumstances, use the date of administrative action as the beginning date for this one-year period. Employees must meet performance standards to be approved for promotion.

E. NOTIFICATION

[34.1.1] [34.1.5]

The City of Chandler Human Resources Division will post, or have posted, notification of upcoming promotional openings, including:

1. The application procedure
2. The closing date for applications
3. Job and salary descriptions
4. The testing process, including the dates and times of all elements of the testing process
5. The eligibility requirements (All candidates meeting the listed qualifications shall be eligible to apply and to participate in the promotional process)
6. The cut-off percentage or the number of qualified applicants, if applicable, that will be permitted to participate in the selection process to be used by the promotion board

F. SUBMITTING QUALIFYING DOCUMENTS

YOU MUST SUBMIT transcripts, diplomas, and certification of degree requirements to Human Resources for approval at the time specified by Human Resources. Late submission of documents shall not be accepted.

G. PROMOTION BOARD MEMBERS

The Chief of Police or designee shall appoint the members of the promotion boards. Promotions boards may include members of the Department,

members of other law enforcement agencies, volunteers, and members of the community

1. **THE POLICE SERGEANT PROMOTION BOARD:** Shall include employees of the rank of police lieutenant or higher

2. **THE POLICE LIEUTENANT PROMOTION BOARD:** Shall include employees of the rank of police commander or higher

3. **POLICE COMMANDER AND AN ASSISTANT CHIEF OF POLICE PROMOTION BOARDS:** Shall be appointed by the Chief of Police

4. **THE CIVILIAN SUPERVISOR / MANAGER PROMOTION BOARD:** Shall be appointed by the Chief of Police or designee

5. **THE HUMAN RESOURCES DIRECTOR AND/OR THE PROMOTION BOARD CHAIRPERSON** has the right to ask the Chief of Police to remove anyone from the promotion board for cause

H. DUTIES OF PROMOTION BOARDS

[34.1.1]

1. **USE UNIFORM QUESTIONS AND RATING METHODS** to assess a defined set of attributes

2. **MAY ADOPT SELECTION PROCEDURES** such as:

   a. Requiring and reviewing individual resumes
   b. Interviewing all candidates
   c. Interviewing their present supervisors
   d. Interviewing applicants' past supervisors
   e. Reviewing performance evaluations and personnel files
   f. Oral boards, peer reviews, assessment exercises, written examinations, or other appropriate selection procedures

I. SELECTION PROCEDURES

[34.1.1]

1. **BEFORE ANY SELECTION PROCEDURES ARE USED**, the Chief of Police and the Human Resources Division representative must approve the procedures and proposed documentation

2. **ALL TESTING** will be job-related and non-discriminatory

3. **THE CHANDLER HUMAN RESOURCES DIVISION** in cooperation with Police Department representatives will select and review all testing materials for accuracy. The following rules apply:

   a. **Written examination**
      1) Shall be job-related
      2) Shall be comprised of information from the sources published in or with the job announcement
      3) Shall be the same test administered to all applicants competing for the same position.

b. **Oral examination/boards**
   1) Will include uniform questions developed by the Police Department in cooperation with the Human Resources Division
   2) Will seek a defined set of personal attributes relative to the position sought
   3) Will be asked of **all** candidates
   4) Will record the results on a standardized rating form using a uniform rating system established prior to the test

c. **Assessment centers** may be used as a part of the promotional selection process to measure the dimensions, attributes, characteristics, qualities, skills, knowledge, and abilities specified in written job analysis
   1) Will be administered by the Chandler Police Department in cooperation with the Human Resources Division
   2) Will use standardized evaluation techniques of candidate abilities based on the input of multiple assessors

d. **Simulator tests,** such as In-basket exercises, may be used to evaluate the candidate's skills and abilities, attributes, characteristics, qualities, and dimensions

3. **THE SCORES FROM EACH STEP** of the promotion process may be weighted as part of the candidate's final score

4. **ALL APPLICANTS** in the process shall be notified in writing of their scores **after each step** of the promotion process

J. EXAMINATION RESULTS

1. **AFTER COMPLETING THE SELECTION PROCEDURES**, the City of Chandler Human Resources Division submits a promotional list to the Chief of Police which shall be in rank order for the positions of police sergeant, police lieutenant, police commander, Assistant Chief of Police, and civilian supervisors and managers

2. **APPLICANTS WILL BE NOTIFIED** of their placement on the employment register (See Personnel Rule 10). Those not selected for placement on the register shall be notified in writing.

3. **APPLICANTS MAY REVIEW** their examination results and may file an appeal with the Human Resources Director if desired

   a. The request for review of examination results must be submitted **within 15 days** from the date the examination results were mailed or made known to the applicant.
   b. If the review should disclose any errors, the examination record of all those affected shall be modified by the Human Resources Director to show a corrected record
   c. Applicants affected will be notified of the corrected record
   d. On completion of any appeals process, the Human Resources Division will send a memo to each candidate regarding his final/official test scores and the status of their eligibility

4. **EXAMINATION RECORDS** and papers are not public documents

    a. Applicants are not entitled to review notes and scores of individual oral board examiners, interviewers, or those of other applicants
    b. Applicants are entitled to review their own final percentile score given to each part of the examination
    c. Guidelines for reviewing promotional materials are found in City of Chandler Personnel Rules

5. **RE-TEST**: Employees who were not successful in the promotional process may re-apply and re-test at the next scheduled promotional process, providing that at least 90 days have passed

6. **GRIEVANCE:** To grieve any portion of the promotion process, refer to Personnel Rule 18

7. **DESTRUCTION:** The application and examination papers of an applicant may be destroyed, provided no appeal is pending in accordance with the City of Chandler records retention schedule

K. SELECTION

[34.1.1]

THE CHIEF OF POLICE will make promotions to the rank of police sergeant, lieutenant, commander, Assistant Chief of Police, and civilian supervisor or manager

1. **A PROMOTIONAL LIST** shall be developed in cooperation with the City of Chandler Human Resources Division based on the final tabulation of examination scores

2. **THE CHIEF OF POLICE SHALL REVIEW** the number of candidates on the promotional list equal to the number of vacancies plus five

    a. This review will consider the areas of supervisory ability, job performance, productivity, work history, attendance, disciplinary action, and other relevant information
    b. The Chief of Police may appoint others to assist with the review

3. **THE CHIEF OF POLICE MAY SELECT** any one of these candidates for promotion

4. **AFTER THE FIRST SELECTION IS MADE**, the next person on the eligibility list will then move up and become eligible for promotion

5. **A PROMOTION LIST SHALL REMAIN ACTIVE** for one year (two years for sergeant) by request of the Chief of Police to the City of Chandler Human Resources Director

6. **WHEN MORE THAN ONE PERSON IS PROMOTED** in a class, the rank order of the eligibility list will be used in determining seniority

L. COMPENSATION

[22.1.1]

On promotion, the employee shall receive at least a 5% increase in pay as provided for in City of Chandler Personnel Rule 6.1.C

M. SECURITY OF MATERIALS

All testing materials shall be retained in the City of Chandler Human Resources Division file room until disposition as prescribed by City Records Retention manual

N. LATERAL ENTRY

1. **SWORN**: Considered at the ranks of Assistant Chief of Police and Chief of Police

2. **CIVILIAN**: Considered on a case-by-case basis, depending on the needs of the Department. The Chief of Police reserves the authority to consider candidates from outside the Department. The same evaluation process will be used for inside and outside candidates when both are under consideration.

O. PROBATION

1. Newly promoted employees shall work satisfactorily for a six-month period of probation in order to meet the requirements for regular employment in that class

2. The probation period may be extended one or more times by the Chief of Police, but the extension periods shall not exceed the length of the original probation

3. All periods of probation shall be in accordance with Personnel Rule 12

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-05 UNIFORM AND DRESS**	
	Subject **100 General Appearance Requirements**	Effective **06/11/21**

Summary:

[22.2.8] [26.1.1]

This order summarizes the general appearance guidelines for all police personnel.

A. POLICY

1. **EMPLOYEES ON DUTY OR REPRESENTING** the department in an official capacity will practice good grooming habits and present a professional appearance while on duty, including training and outside events

2. **SUPERVISORS WILL ENSURE that** employees under their command maintain a neat and professional appearance

B. DEFINITION

UNIFORMED: Includes all employees wearing department-issued clothing who are representing the department in an official capacity

C. APPEARANCE

[41.3.5]

Figure 1. **Appearance Requirements for All Personnel**

Area	Requirements
1. **Grooming**	**All personnel** will practice good grooming habits when on duty
2. **Sunglasses**	a. Conservative in style b. The same as or similar in color to the uniform being worn c. No mirror or multi-colored sunglasses d. Sunglasses retainers (e.g., leashes, etc.) must be black or navy blue in color
3. **Bulky Items in Pockets**	**Do not carry** in shirt or pant pockets (examples: snuff cans, cigarette packs)
4. **Loaning Credentials or Equipment**	a. **Do not loan** your official police credentials to anyone b. **Do not allow** any person not a member of the department to use department equipment, except with permission of a command officer
5. **Jewelry**	**Only wear** watches, rings, and earrings conservative in style while on duty; gauges are prohibited
6. **Body Piercing**	**Do not wear** visible body piercing ornaments while on duty
7. **Tattoos**	a. Tattoos are permanent markings made into the dermis layer of the skin using inks, dyes, or pigments b. Tattoos containing profane or inappropriate language or imagery are not permitted. Examples include but are not limited to: • Depictions of nudity or violence • Sexually explicit or vulgar art, words, phrases, or profane language • Symbols likely to incite strong negative reactions • Initials or symbols which represent criminal or historically oppressive organizations c. All on-duty personnel may display tattoos on exposed appendages (i.e., arms, legs)

Rev

	• "On-duty" includes training, court, or any outside events that represent the agency in an official capacity d. Employees are permitted one "ring style" finger tattoo per hand, between the 2nd and 3rd knuckle, on the hand where a ring would be normally worn e. Tattoos on the face, neck, and hands are not permitted. Permanent makeup conservative in style is allowed. f. Any exceptions to this policy for employees actively engaged in very specific assignments will be made by the Chief or designee
8. Identification Badge / Commission Cards [22.2.7]	a. All police personnel will be visibly identifiable as representing the department, either by displaying on their person their department-issued picture identification card or badge, or by uniform b. Uniformed personnel will carry their commission card to respond to citizen requests for identification c. There are exceptions for undercover operations

Figure 2. **Requirements for Uniformed Employees**]

Area	Requirements
1. **Grooming**	**Maintain** uniforms, equipment, and other garments in a clean, serviceable condition
2. **Uniform Guidelines**	a. **Wear your full uniform when in public view.** No part of a uniform that would identify you as a police employee will be worn separately. b. Press uniform c. **No repaired uniforms** worn unless the patch or repair is small and inconspicuous d. Gear, badge, and metal objects cleaned and shined to a gloss e. **Button** all buttons on approved uniform shirts, except collar buttons f. **Wear regulation badge** g. **Jewelry:** Only watches, rings, earrings, and necklaces will be worn while in uniform. Gauges are prohibited. Necklaces must not be visible outside the uniform. No other jewelry is authorized. 1) **Female** officers may wear small earrings with a post or clip-on back. Only one earring may be worn in each ear. Gauges, hoops and dangling styles are prohibited 2) **Male** officers may not wear any type earring while in uniform or when representing themselves as police officers (e.g., court, training, call outs, etc.) Earrings may only be worn in a special assignment, such as CIB (e.g., Narcotics), and only with the division commander's approval
3. **Court Attire**	a. Wear full uniform or be in conformity with Courtroom Attire in B-05.300 guidelines b. Bike officers are authorized to wear uniform shorts for City Court hearings involving civil traffic and non-jury trials
4. **Commission Card** [22.2.7]	a. Carry at all times while in uniform or in a plainclothes function b. Carry when carrying a concealed firearm on or off duty
5. **Undergarments (Sworn only)**	Purchased by individual officers a. When visible at the neck, may be white, dark blue, or black (matching the uniform color) b. You may wear a black "Ferruche" 100% cotton turtleneck T-shirt underneath the long-sleeved uniform shirt
6. **Wearing Uniform Off Duty (Sworn)**	**ONLY WEAR** your uniform off duty when going to and from work, except with the permission of a command officer

Figure 3. **Employee Hair Regulations**

Area	Requirements
1. **Employees: General**	a. **Conservative style,** no shaved cut design or lines, markings, bowl cut, Mohawk, tail, etc. b. **Neat, combed, and clean** c. **If colored or dyed**, all the same color or conservatively highlighted providing a natural appearance
2. **MALES: Uniformed Males and Non-Uniformed Sworn**	a. **Length:** No lower than the top of the shirt collar at the back of the neck when standing with the head in a normal posture and will not extend more the one-and-one-half inches from the side of the head b. **Worn above the ears** c. **Sideburns** no more than one-inch wide, not extending below the bottom of the earlobes, and will be neatly trimmed d. **Mustaches** not extending beyond one-quarter inch below the corner of the mouth, neatly trimmed; and not waxed or twisted e. All **non-uniformed civilian members** are permitted to wear neatly trimmed beards, not to exceed one-half inch in bulk, and will follow the below guidelines, with exception to the growth period f. **Approved sworn and uniformed civilian members** are permitted to maintain the following approved styles of facial hair: 1) **Clean Shaven**: no facial hair 2) **Mustache**: hair below the nose and above the upper lip o Shall be trimmed and not extend below the upper line of the upper lip o If worn alone, may not extend below the corners of the mouth o Extreme styles, such as handlebar mustaches, are prohibited 3) **Goatee**: a mustache that extends down around the side of the mouth and joins hair on the chin, also referred to as a circle beard o Shall be worn with a mustache o The cheeks, jawline, and neck shall remain clean shaven 4) **Natural Beard**: also referred to as a “full set” (See figure below) o Shall be worn with a mustache o Shall cover the complete jawline and extend no more than one-half inch below the jawline o Cheeks shall be shaved on and above the cheekbone o The neck and underneath the chin shall be clean shaven o At all times, facial hair must be neatly sculpted and trimmed. Beards/goatees shall be a minimum length of one-quarter inch (equivalent to a #2 clipper blade) and a maximum length of one-half inch (#4 clipper blade) 5) **Growth Period** o The growth period is the only time affected members are permitted to grow a beard/goatee o If a member shaves a beard/goatee for any reason below one-quarter inch, he will not be permitted to regrow a beard/goatee until the next growth period o The growth period for beards/goatees shall be as follows: ▪ Spring growth period: April 1 through May 15 ▪ Fall growth period: November 1 through December 15

Area	Requirements
	g. **Assignments not approved to wear beards/goatees:** 1) Academy recruits 2) Academy class sergeant and recruit training officers 3) Officers in (field) training (OIT) 4) Honor Guard members h. **All** facial hair shall conform to the following restrictions: 1) Hair color will conform with Figure 3. 1.c above 2) No portion of the beard shall be exceptionally longer than the rest 3) No designs may be shaved into facial hair 4) Officers shall not claim a constant state of growth, only to avoid shaving on a regular basis 5) Failure to adhere to this special order shall result with an order to be clean shaven until the following growth period 6) Facial hair which touches the chin, jawline, or sealing edge of the gas mask must be shaven off for annual gas mask fit testing 7) Officers should have shaving equipment readily available and may be required to shave due to: o A special event where MFF deployment is likely o For prolonged periods of mask (respirator) deployments i. The following styles of facial hair are **NOT** permitted: 1) **Chin Strap Beards**: beards trimmed to a thin line along the jaw 2) **Patchy Beards**: beards of uneven or patchy growth j. With a Commander's approval, members assigned to specialized units are exempt from the facial hair restrictions outlined above k. **Supervisors** shall: 1) Regularly inspect to ensure members conform to an approved style of facial hair 2) Retain final approval and judgement on whether facial hair is acceptable in appearance
3. **FEMALES: Uniformed Sworn and Detention Officers**	a. **Length:** Hang no lower than the bottom of the shirt collar at the back of the neck when standing with the head in a normal posture; bangs will extend no longer than the bottom of the eyebrows b. **Professional-looking hair necessities**: May wear if similar in color to officer's hair or uniform to keep hair in place c. **Wigs:** If worn, all the same color or conservatively highlighted providing a natural appearance d. Hair must be worn above the collar
4. **Officers In Special Assignments** (e.g., CIB)	May deviate from these regulations with the approval of the division commander a. Officer prepares a written request to the division commander through the chain of command detailing the deviation requested b. The commander will respond in writing to the officer approving, denying, or modifying the request

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-05 UNIFORM AND DRESS**	
	Subject **200 Equipment and Uniforms**	Effective **02/10/23**

Summary: This order describes the provision of uniforms and equipment and standards for their use.

A. POLICY

[17.5.2]

1. **THE QUARTERMASTER** issues all approved uniforms and equipment, except firearms, conducted electrical weapons (CEW), and radios

2. **THE RANGEMASTER** or his representative issues firearms

3. **THE TRAINING UNIT'S** representative issues conducted electrical weapons (CEW or a.k.a. Taser®)

4. **THE COMMUNICATIONS'** representative issues radios

B. DEFINITIONS

1. **IMMEDIATELY AVAILABLE:** Having it in close proximity so it can be put on at a moment's notice

2. **UNIFORMED:** All employees wearing department-issued uniforms and representing the department in an official capacity

C. OFFICIAL LISTS

1. **THE QUARTERMASTER MAINTAINS** a list of standard issued equipment and uniforms

2. **THE APPROPRIATE COST CENTER MANAGER** and bureau/precinct commander will approve the list for each position in writing and submit the form through the Vehicles, Equipment, and Uniforms (VEU) Committee

3. **EMPLOYEES WILL USE FORM 32-106,** "Change Request for Standard Issued Uniform," to suggest changes to the authorized lists and submit to Quartermaster to process

D. ALLOWANCES

1. **THE FOLLOWING PERSONNEL** shall receive an equipment allowance paid the first full pay period of the fiscal year to be used to purchase **authorized, duty-related** uniforms and/or equipment at the discretion of the employee:

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   a. Officers through the rank of commander
   b. Detention officers/supervisors
   c. Crime scene senior technicians/lead/supervisor
   d. Park rangers/lead

2. **SWORN EMPLOYEES** who are required to wear civilian attire during the performance of their duties will receive a fiscal year uniform allowance (according to their respective MOUs). This payment will be made through the payroll system (according to each MOU).

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E. REPLACING ISSUED UNIFORMS AND EQUIPMENT

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THE QUARTERMASTER WILL ISSUE A REQUEST for a new uniform or equipment when worn out or damaged beyond repair on an as needed basis

1. Employee completes the uniform or equipment replacement form
2. Employee returns the completed form to the quartermaster's office
3. Quartermaster issues replacement item(s) to employee
4. Employee removes patches from unserviceable uniforms and may discard, donate, or turn into the Quartermaster office used uniforms after receiving new uniforms or equipment
5. Used duty gear may be disposed of by the officer at any time. There is no need to turn in any items to the quartermaster office unless separating from the department

F. REPLACING PERSONAL ITEMS

1. **INVOLVED SUSPECT KNOWN:** Attempt restitution (*restitution money is deposited back into the appropriate department accounts*)
   a. Complete an accident report
   b. Submit a copy of the report to the quartermaster with the approved uniform/equipment request
   c. If the loss is not covered or only partially covered by the department's uniform and equipment policy, the court **may** issue the restitution check directly to the officer
2. **INVOLVED SUSPECT UNKNOWN:** Submit an approved uniform/ equipment request to the quartermaster. The department may reimburse the loss.
3. **REPLACEMENT GUIDELINES:** Employees shall submit the receipt(s) of the replacement item(s) to the quartermaster in order to be reimbursed
   a. Prescription eyewear, sunglasses, watches, and personal items of clothing damaged during the performance of duty may be repaired or replaced with the approval of the bureau/precinct commander, particularly when there is no known suspect
   b. Replacement items will be of **similar function and style**, but not necessarily of similar quality and value
   c. Repair or replacement may be at original purchase price, but **will not exceed the allowances listed below:**

Figure 1. **Reimbursement Allowances for Personal Property**

Item	Amt.
Prescription eyewear (unless covered by an insurance plan)	$250
Personal cell phone/Tablet	$400/up to $500
Sunglasses (non-prescription)	$100
Watches	$100
Shirt or Pants	$ 50
Uniform Footwear (boots only)	$100
Dress or casual shoes appropriate for performing all potential duties	$ 75
Personally owned tools of the trade	$ 30

G. UNIFORM

IN ADDITION to the requirements listed in B05.100, uniformed employees will comply with the following requirements:

Figure 2. **Requirements for Department Issued Items**

Item	Requirements
1. **Uniform Class Requirements**	**CLASS A** Regular uniform with traditional slacks Long-sleeved shirt Tie Ribbons Hash marks (if applicable) Service hat (if mandated by the Chief) **CLASS B** Traditional slacks or inner cargo pants Traditional long- or short-sleeved shirt **CLASS C** a. Inner cargo pants with issued long or short-sleeved Blauer Armorskin polo shirt and outer carrier b. Shorts with short-sleeved polo shirt (Bike Team only) c. Polo shirts for authorized specialties: With name, badge, patch, and section only **Note:** Blauer Armorskin polo shirts may not be worn alone; it must be worn with the outer carrier
Rev 2. **Pins, Awards, Ribbons, Rockers**	a. **Placement** 1) Only wear ribbons on the Class A uniform (See: General Order B-02 for placement) 2) Center pins worn with ribbons .25 inches above the ribbons. The National Law Enforcement Memorial award will be worn .25 inches above ribbons on either the Class A uniform or dress jacket. 3) Center ribbons and awards above the right breast pocket, parallel to and .25 inches above the nametag b**. Optional Wear** 1) Department-issued flag or military pin: When worn, wear it on the regular uniform left pocket, left side 2) The badge number of a fallen officer: May be worn for one year after the death of the officer .25 inches centered above the nametag of the regular uniform shirt c. **Specialty Pins** 1) Wear .5 inches centered above the nametag 2) Motor officers, DARE officers, K-9 Unit, Honor Guard and SWAT members may continue to wear their assignment pins after completing assignment 3) Officers who have attended the FBI National Academy may wear the National Academy pin 4) Wear only one specialty pin (of the officer's choice) at a time d. **Field Training Officer, Officer in Charge Chevrons and Park Ranger/Detention Officer Rockers** 1) Wear on both sleeves under department patch 2) Wear with Class A, Class B, and Class C uniforms 3) Worn during duration of the assignment and will be removed upon departure from the unit or loss of rating
3. **Name Plate, Issued**	a. **Description** 1) Silver or gold (dependent on rank) with black lettering 2) Name: First initial and last name

Item	Requirements
	3) Specialty assignment, if applicable: Centered under the name with only one listed 4) Serving Since XXXX plate: Hanging below name (use the year the officer began working for Chandler Police Department in any capacity or for laterals when they began working as sworn) b. **Placement on Uniform:** Center above the top seam of the right shirt pocket with the top edge of the "Serving Since: portion resting on the top edge of the pocket and hang onto the pocket c. **Changing Assignment:** Officer may be issued a new name / assignment plate or continue to wear the specialty of his choice
4. **Shorts, Issued Bike Team Only**	a. **Courtroom:** Only authorized for City Court hearings involving civil traffic and non-jury trials b. **Authorized socks:** Only wear black or white "athletic style" socks with no visible logos or writing and worn not less than 1 inch or not more than 3 inches above the top portion of the shoe
5. **Hats, Issued**	a. **Class A:** May be worn at the officer's discretion with a Class A or Class B uniform b. **Baseball cap** 1) Issued to officers upon request 2) Issued to cadets attending academy for academy requirements only 3) **May wear:** a) During physical testing and qualification shoots b) In inclement weather c) While directing traffic d) While in Class C uniform c. **Campaign Hat** 1) Issued to Detention and Police Cadets, 2) Issued to officers upon request 3) Campaign hats may not be worn with the Class A uniform
6. **Tie - Black, Clip-on, Issued**	a. Place the bottom point of the tie within 1 inch of the top of the belt b. Wear with the long-sleeved uniform shirt and only for special occasions as determined by the commander c. Department issued tie bar only. Tie bar bottom edge aligned horizontally with the bottom of the Class A shirt pocket.
7. **Hash Marks (Service Stripes), Issued**	a. One hash mark issued for every **four years** of service as a police officer in any state (effective July 1, 2004). Police officers will only wear hash marks earned for service as a police officer. If using time from another agency, submit a memo to PSS for approval. b. One hash mark issued for every **four years** of service as a detention officer in any state. Detention officers will only wear hash marks earned as a detention officer. c. Sew stripe 1.5 inches above the top seam of the left cuff of the long-sleeved shirt so when the sleeve is folded flat, the left edge of the patch aligns with the top crease d. The service stripes are mandatory for Class A and B long-sleeved uniform shirts and are optional for winter patrol jackets
8. **Equipment Belt, Issued**	a. All items carried on the belt and the belt will be of similar material b. Wear the equipment belt so the trouser belt is not exposed and the point of the belt is toward the side with the holster c. **Optional:** Officers may replace their nylon gear with leather if they choose. Leather duty gear will become daily attire d. Duty gear will be replaced on an as needed basis as opposed to annual

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Item	Requirements
	replacement
9. **Traffic Vest, Issued**	a. All employees **will** wear a traffic vest when directing traffic or working in the roadway for any reason b. Keep vest **immediately available** in your vehicle
Rev 10. **Shoes, Individually Purchased**	a. **Uniform footwear** will be all black in color, and meet the following standards based upon the uniform being worn: b. **Class A and B Uniform** 1) All black sole 2) Shoe or boot style 3) Plain toe, no seams, perforations, or grains 4) Leather around the entire circumference of the shoe at the line of the sole. If fabric is used in the construction of the exterior surface it must be used on the uppers only. 5) Toe of the shoe is able to be shined to a gloss c. **Class C Uniform** 1) All black sole and upper 2) May contain any combination of leather, fabric, and/or rubber 3) Shoe, boot, or "athletic" style d. **"Athletic style" shoes** are an acceptable alternate uniform footwear if they meet the following criteria: 1) All black in color, inclusive of logos, trademarks, brands, and sidewall 2) Regardless of material, all footwear must always be clean and black 3) Conservative and professional looking (e.g., no excessive molding) 4) No Velcro closures in lieu of laces 5) Supervisors have final say on suitability of footwear based on assignment
11. **Socks**	Only wear black socks with long uniform pants when visible to the public
12. **T-shirt, Issued**	a. **Purpose:** Designed to assist in identification during warrant service, emergency responses, and crime scene work b. **Description:** Black pullover short or long-sleeved T-shirt, "POLICE" screened in white on the front, "CHANDLER POLICE" screened in white on the back (issued to CIB only)
13**. Body Armor, Issued** [41.3.5]	Definition: **Field Activities –** Duty assignments and/or tasks that place or could reasonably be expected to place officers in situations where they would be required to act in enforcement rather than administrative or support capacities. a. Officers assigned to a uniformed function are required to wear body armor while engaged in field activities both on duty and during extra duty employment unless exempt as follows: 1) When an agency-approved physician determines an officer has a medical condition that would preclude wearing body armor 2) When the officer is involved in undercover or plain clothes work that his/her supervisor determines could be compromised by wearing body armor; or 3) When the department determines circumstances make it inappropriate to mandate wearing body armor b. Officers not assigned to field activities shall have their vests readily accessible during their shift c. All non-uniformed officers will wear protective body armor as outlined in General Order D01-200.L.

Item	Requirements
	d. Completion of Uniquely Fitted Armor Vest Requirement Form may be required for affected personnel
14. **Outer Body Armor Carrier** Rev	Authorized for all uniformed personnel eligible to wear it a. **Minimum Specifications –** The following specifications and features are required: 1) All pouches will be sewn onto the carrier; a Molly mounted system is not authorized 2) Accurate, custom/semi-custom fit to employee's concealable body armor 3) Exterior shell constructed of black Cordura SDN fabric or equal durability, machine washable, colorfast, and UV protected 4) Interior shell constructed of high-quality rip stop or equal durability and functionality material, black in color 5) One or two piece construction 6) Internal panel suspension system meeting manufacturer's requirements to prevent panels from sliding inside the carrier 7) Internal trauma plate holder – front and back 8) Metal badge grommets, left side of chest, similar in placement as on a uniform shirt 9) Reinforced stitching, right side of chest to affix metal nameplate 10) Two breast pockets, no flap enclosure, with reinforced top edge and Velcro closure 11) Two pen pockets built into or next to breast pockets 12) Full length vertical zipper on front panel 13) Pass through front pocket, zipper closure on each side 14) Side panel closure front over rear with 1" side clips (female front panel, male rear panel) 15) Wire management capability for body worn camera and microphone cords 16) Optionally installed or removable belly band attached to back panel and secured underneath front panel 17) Reinforced shoulder epaulets with hidden metal buttons 18) Microphone loop mounted vertical or horizontal on front vest panel b. **Authorized Pockets Front Panel –** Personnel may have a total of four pockets or pouches attached to the front panel for: • CEW holster • Radio • Flashlight • Handcuffs • OC spray • Tourniquet • Collapsible baton • Utility pouch with zipper or Velcro closure c. **Authorized Pockets Rear/Side Panel –** Personnel may have the following pockets or pouches attached to the rear/side panel: • Up to two handcuff pockets attached to rear of vest, one each side • "POLICE" patch no more than 2.5 inches in height, in muted white or reflective color, with no borders, on rear panel d. **Blauer/Elbeco Shirt Outer Vest Carrier** (Purchase on own or department will issue in lieu of one uniform) 1) Shirt Outer Vest Carrier 2) Blue in color 3) May only be worn with short or long sleeve uniform shirt or Blauer Armorskin polo shirt

Item	Requirements
	4) Specialty Sections may wear specifically assigned outer carriers approved by the Chief
15. **Ballistic Helmets and Gas Masks, Issued**	a. **Uniformed officers** performing routine patrol duties shall keep these items **immediately available** to them while on duty b. Mandatory issue to all sworn personnel medically cleared to wear a gas mask
16. **Duty Holsters, Issued**	a. The department issues a standard holster b. Officers may self-purchase range-approved alternate holsters 1) The range maintains a stock of department-approved non-issue holsters which officers may test and compare during open range 2) The range provides training for officers with alternative holsters one-half day each month. 3) **Officers will not use the alternative holster until they are trained**
17. **Badge Purchase**	a. **Flat Badge:** Officers may purchase a flat badge upon completion of FTO through the quartermaster b. **Promotion:** Upon promotion, officers may keep their previously ranked badge
18. **Insignia of Rank on Regulation Uniform** Rev	Easily recognizable on the regulation uniform of all sworn personnel a. **Chief:** Four gold-colored stars worn .5 inches from the front of the collar and centered between the top and bottom of the collar of the shirt b. **Assistant Chief:** Three gold-colored stars worn .5 inches from the front of the collar and centered between the top and bottom of the collar of the shirt c. **Commander:** Two gold-colored stars worn .5 inches from the front of the collar and centered between the top and bottom of the collar of the shirt or jacket d. **Lieutenant:** A single gold-colored bar, .75 inches long, worn .5 inches from and parallel to the front of the collar, centered between the top and bottom of the collar of the shirt e. **Lieutenants and above:** Jackets/coats must have cloth rank sewn onto the epaulettes. The rank will be approximately 1 inch in length and will be positioned .5" from sleeve and centered on both epaulettes. f. **Sergeant and below:** Wear chevrons on each sleeve of all shirts, jackets, and coats, centered, and .5 inches below the shoulder patch 1) Shirt: chevron is blue with silver trim 2) Coat and jacket: chevron is blue with silver trim, surrounded by a black border g. **Metal Style:** All buttons, snaps, name/assignment plates, or other metal parts showing on uniform or helmet 1) Gold Color: Supervisory/Command Officers/Detention Supervisors 2) Silver Color: Police Officer/OIC/FTO/Uniformed Civilians 3) Exception for Honor Guard Team

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-05 UNIFORM AND DRESS**	
	Subject **300 Non-Uniformed Employee Dress Code**	Effective **01/22/16**

Summary: In addition to requirements in B-05.100, this order describes appropriate attire for all non-uniformed personnel.

A. POLICY

1. Personnel shall wear conservative clothing that is professional in appearance and appropriate for performing their assigned job tasks. Supervisors will set the tone for their unit, section or division keeping in mind the need to display a high level of professionalism.

   Exception: Supervisors may allow employees to deviate from this directive when it is operationally necessary

2. This section applies to all personnel:
   a. Not assigned to uniform assignments
   b. Appearing in court on a non-duty day
   c. Representing the department at specified functions
   d. Attending non-physical training sessions

B. COURTROOM ATTIRE

1. **FEMALE PERSONNEL**

   a. Pants: Dress pants made of wool, cotton, polyester or synthetic blends
   b. Skirt: Business professional no shorter than 2 inches above knee
   c. Top: Button up dress shirt with collar or professional blouse. Top may be worn untucked if designed to be worn that way with appropriate length hem.
   d. Option to wear conservative business suit or blazer with pants or skirt
   e. Appropriate uniform
   f. Unacceptable attire includes: casual pants (such as khakis, “Dockers”, chino pants, etc.), utility pants, any denim
   g. Dress shoes appropriate for conservative courtroom attire

2. **MALE PERSONNEL**

   a. Pants: Dress pants made of wool, cotton, or polyester blends
   b. Shirt: Button up long sleeve dress shirt with collar and wrist cuffs
   c. Tie: Business professional
   d. Option to wear conservative business suit or blazer
   e. Appropriate uniform
   f. Unacceptable attire includes: casual pants (such as khakis, “Dockers”, chino pants, etc.) utility pants, any denim
   g. Dress shoes appropriate for conservative courtroom attire

3. **Exception:** Justice Court preliminary conferences or hearings where undercover officers may wear normal attire for their assignment

C. WORK ATTIRE

1. **FEMALE PERSONNEL**

   a. Dress slacks or casual slacks, but no denim jeans, utility pants, or leggings
   b. Top: Button up dress shirt or professional blouse. May be worn untucked if designed to be worn that way with appropriate length hem
   c. Department polo shirts, non-department polo shirts with the following restrictions: the logo may be no larger than “pocket-sized,” no display of any controversial topics (examples: tobacco, alcohol logos) and be located on the front of the shirt only
   d. Sweaters when worn over appropriate top
   e. Conservative business suits or jackets/blazers are optional year-round
   f. Dress shoes or casual dress shoes appropriate for performing all potential duties
   g. Dresses and skirts with the hem no higher than two inches above the knee are authorized for professional staff only

2. **MALE PERSONNEL**

   a. Dress slacks or casual slacks, but no denim jeans or utility pants
   b. Dress shirts, button up with collar
   c. Ties are optional
   d. Department polo shirts, non-department polo shirts with the following restrictions: the logo may be no larger than “pocket-sized,” no display of any controversial topics (examples: tobacco, alcohol logos) and be located on the front of the shirt only
   e. Sweaters when worn over an appropriate shirt
   f. Conservative business suits or sport coats are optional year-round
   g. Dress shoes or casual shoes appropriate for performing all potential duties

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-06 EMPLOYEE RANDOM DRUG TESTING**	
	Subject **100 Procedures**	Effective: **11/15/13**

Summary: This policy describes the department's employee random drug testing program.

[26.1.1]

A. POLICY

The critical mission of customer service and protecting life and property justifies maintenance of a drug-free work environment through a reasonable employee drug-testing program. To ensure the integrity and preserve public trust and confidence in a fit and drug-free law enforcement profession, this department has implemented a drug-testing program consistent with the City of Chandler Drug Free Workplace Policy.

B. DEFINITIONS

1. **DRUG TEST:** The compulsory production and submission of a urine sample by an employee in accordance with departmental procedures for chemical analysis to detect prohibited drug usage

2. **CONTROLLED SUBSTANCE:** A substance in Schedules I through V of Section 202 of the Controlled Substances Act (21 USC 812)

C. PROCEDURES / RULES

1. **PROHIBITED ACTIVITY:** The following rules apply to all applicants and probationary and permanent employees while on and off duty:

   a. No employee shall illegally possess any controlled substance
   b. No employee shall ingest any controlled or other dangerous substance except as prescribed by a licensed medical practitioner
      (See GENERAL ORDER B-11.100I for procedures for prescription medication notification)
   c. No employee shall ingest any prescribed medication in amounts beyond the recommended dosage
   d. Any employee who unintentionally ingests or is made to ingest a controlled substance shall immediately report the incident to his supervisor so that appropriate medical steps may be taken to ensure the employee's health and safety
   e. Any employee having a reasonable basis to believe that another employee is illegally using or is in possession of any controlled substance shall immediately report the facts and circumstances to his supervisor
   f. Discipline of employees for violation of this policy shall be in accordance with the City of Chandler Drug-Free Workplace Policy

2. **EMPLOYEE RANDOM DRUG TESTING**

   All sworn personnel are subject to random testing each quarter when selected by a computer-generated program. Each sworn officer will be chosen at least once in a three-year period and may be selected more than once during the three-year period.

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3. **DRUG TESTING PROCEDURE:** The PSS Commander manages the mandatory drug-testing program

   a. The commander or designee will notify each selected employee during working hours to report to the laboratory during that tour of duty or immediately afterward
   b. Employees will go to the private laboratory where the drug test will be administered and specimens obtained
   c. The employee will fill out and sign a records release form and a chain of custody form, both available at the laboratory
   d. If the employee is unable to provide the required sample, the employee must stay in the lab area and drink water for up to two hours in an attempt to produce the sample. If still unable to produce the sample, the employee may need to seek medical attention from the employee's own physician.
   e. If a second sample is required, the lab will take the test and forward the results to the City medical review doctor

4. **DRUG TEST RESULTS**

   a. The lab will forward all drug test results to the medical review officer for review. Following the review, the medical review officer will forward a report to the department to be filed in the proper employee medical file and retained per state law.
   b. Drug test results and records will be kept in a medical file in Police Administration
   c. All records pertaining to department-required drug tests are confidential and will not be provided to other employers or agencies without the written permission of the person whose records are sought

D. DISCIPLINARY MEASURES

1. **EMPLOYEES REFUSING TO BE TESTED** will be placed on leave with pay until an investigation for the violation of directives is completed and reviewed by the Police Chief

2. **THE CITY'S MEDICAL REVIEW OFFICER** (MRO) will contact employees with confirmed positive results to get an explanation on the drug test. If properly explained, the test will be classed as a negative test. If not, the MRO will contact the Chief's Office and Human Resources.

3. **DISCIPLINE FOR VIOLATION** of the City's drug policy via this general order will be in accordance with the City of Chandler Drug Free Workplace Policy

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-07 LINE-OF-DUTY DEATH AND OTHER SERIOUS INJURY OR DEATH**	
	Subject **100 Procedures**	Effective **07/01/16**

SUMMARY:

[22.2.4] [22.2.6]

This order provides detailed instructions to be followed during the first 12- to 24-hour time period after the event of an employee's line-of-duty death or serious injury, including the provision of emotional support and assistance for the deceased/injured employee's family. Detailed instruction can be found in the **Funeral Guidelines Manual** found on department desktop computers under icon "Police Department Manuals."

A. POLICY

[22.2.6]

This policy provides personnel the essential steps to be taken as a result of a line-of-duty death or serious injury.

- Pertains to the first 12- to 24-hour period when the injury or death occurred
- Notification of the employee's family, co-workers and City staff
- Guidelines for the mobilization of a response team and resources available to immediate family members, friends, and co-workers
- Long-term direction for addressing the traumatic incident

CRITICAL INCIDENT RESPONSE: It may be appropriate to refer to *General Order E-31: Critical Incidents* for guidelines regarding scene management. It is always an option to request activation of the City's Emergency Operations Center should multi-department/division resources be necessary for scene management. The Chief may choose to implement all or part of this General Order as necessary.

B. DEFINITIONS

[22.2.4] [22.2.6]

Term	Definition
1. LINE-OF-DUTY DEATH	A death of a Chandler Police employee resulting from any action, felonious or accidental, while performing work-related functions either on- or off-duty. Under some circumstances, cases involving the natural death of an employee while on duty may qualify for certain benefits.
2. **SURVIVOR**	Immediate family members of the deceased employee including spouse, children, parents, siblings, fiancé, and/or significant others identified by the family or known to the department
3. **CASE OFFICER**	The Office of the Chief will immediately establish a sworn employee to be the point of contact for the case surrounding the incident. It is important to have a primary point of contact for investigative-related inquiries.
4. **NOTIFICATION OFFICER**	The designated sworn employee who is responsible to ensure that proper notifications are completed. This responsibility usually falls to the on-duty shift commander or another employee designated by the Office of the Chief. The notification officer may delegate another

	employee to perform this duty but retains the responsibility for notification.
5. **FAMILY LIAISON OFFICER**	An employee appointed by the Chief of Police who ensures the expedient accomplishment of tasks in support of the injured employee, funeral (when applicable) and family. This is potentially a **long-term assignment** and consideration to this should be made when making the selection for this position.
6. **BENEFITS COORDINATOR**	An employee appointed by the Police Chief who performs the duties outlined in Section D.6 of this order, coordinating with the City benefits staff as required. • Maintains a current list of state, federal, and private organizations that provide benefits and assistance • Responsible for the receipt of donations to the family of the employee involved
7. **DEPARTMENT CHAPLAIN**	A licensed member of the Chandler clergy appointed by the Chief of Police to meet the personal and spiritual needs of department personnel and Chandler citizens on an as-needed or requested basis
8. **CRITICAL INCIDENT STRESS MANAGEMENT TEAM**	Member(s) of the CISM team may be called in to help with notification and then to remain with the family as needed to help coordinate and provide emotional assistance
9. **CIVILIAN EMPLOYEE LIAISON**	Appointed by the Chief of Police to coordinate notification of civilian employees of the incident and to perform other functions as needed

C. NOTIFICATION PROTOCOL

The Office of the Chief recognizes the concern of employees and their family members, friends, and members of the public when news is breached regarding a critical incident involving a police employee. However, the priority is making contact with the immediate family members of the employee involved. Notification procedures are outlined below.

ACTION	PROCEDURES
1. NOTIFICATION OFFICER'S RESPONSIBILITIES	a. Assemble a team as indicated in Section D.6 b. Primary responsibility is notification of the deceased or severely injured employee's immediate family members c. If notification is designated, the notification officer is responsible to ensure proper notification is made d. Notify the department chaplain to: 1) If appropriate, accompany the notification team when contact is made with family members 2) Be available for immediate bereavement counseling at the department for employees who express a need for such counseling e. Ensure the mobilization of the Critical Incident Stress Management Team (CISM). CISM will report to the Office of the Chief and be ready to provide support as needed. f. May notify EAP counselors if appropriate g. Provide the Office of the Chief with a written list of all notifications made

2. SURVIVING FAMILY NOTIFICATION	a. The Notification Officer's primary responsibility is to notify the deceased or severely injured employee's immediate family members b. **Never** release the name of the deceased employee to the media before the immediate survivors living in the area are notified c. If an immediate survivor has a known medical problem, medical personnel should be dispatched to coincide with the arrival of the notification officer at the residence d. **Must always** make notification in person and never alone. The family priest, minister or pre-designated person should accompany the notification team; however, do not delay notification if that person is not available. e. If there is an opportunity to get the family to the hospital prior to the demise of the employee, **do not** wait for the appropriate delegation to gather. Get the family to the hospital as expeditiously and **safely** as possible. f. Notification should **never** be made on the doorstep. Gather family members in the home and seat them. Inform them slowly and clearly of the information you have on the incident, making sure you use the employee's name during the notification. g. **If the employee has already died**, relay that information using words like "died" and "dead" rather than "gone away" and "passed away" that might spark a false sense of hope h. If a member of the notification team is seriously affected by the death, understand that showing emotions is perfectly acceptable i. Reactions of the family may include hysteria, anger, fainting, physical violence, etc. j. It is important to relay all available information to the surviving family concerning the circumstances of death. This will likely be an **on-going responsibility** as the investigation continues. The Notification Officer should coordinate with investigating officers and prosecutors to ensure the family receives the maximum information allowable during the first few days. On-going investigation information may be conveyed by the Office of the Chief or the Family Liaison Officer. k. **Transportation to hospital:** If the family wants to go to the hospital, officers should transport them by police vehicle. It is highly recommended that the family **not** drive themselves to the hospital. Should there be serious resistance and the family insists on driving, an officer should accompany them in the family car. l. If notification of immediate survivors must be made **beyond the Phoenix metro area**, it should be made through a personal death notification visit by the local law enforcement agency in that area. The Notification Officer will either personally notify the jurisdiction by phone or pass the information to Communications. Communications will send a teletype message to the jurisdiction. In either case, the Notification Officer will

	ensure that a **personal** death notification is requested. m. From the point that notification to the immediate family is made, a **uniformed officer** will be scheduled to remain with them for as long as necessary.
3. CITY OFFICALS NOTIFICATION	a. **Notify the City Manager immediately.** See Death Notification of Employee procedures, Administrative Regulation CM-11. b. Compliance with Workman's Compensation rules requires notifying the City's safety coordinator **immediately** (no later than **24 hours**) of the work-related death or injury (Administrative Regulation MS-09)
4. POLICE EMPLOYEES NOTIFICATION	a. The Office of the Chief will provide a statement to the department as promptly as possible. This message may be broadcast via MDCs. A suggested message is as follows: "This communication is to let you know that one or more Chandler Police employees have been involved in a critical incident. At this time, details about the incident are being gathered. After the facts have been confirmed and the family members of those employees involved have been contacted, we will be reaching out to our Chandler Police family with information about the incident. Your patience is greatly appreciated." b. A list with relevant contact information will be provided to Communications, Records, Field Operations and Criminal Investigations personnel. This list is necessary so that messages can be routed accordingly.
5. ROUTING INQUIRIES	a. Inquiries from the press will be forwarded to the on-duty Public Information Officer b. Inquiries from the public will be professionally and courteously deferred with an explanation information will be provided to the news media as it can be confirmed. If insistent, a message will be taken and forwarded to the Public Information Officer.
6. OTHER CONTACT NOTIFICATIONS	a. Contact from persons involved with the incident (i.e. witnesses) will be routed to the Case Officer b. In the event of a line-of-duty death, a National Broadcast will be made utilizing the teletype system within 24 hours of death c. Notification will be made to outside support groups (i.e. Team 905, FOP, CLEA) for assistance

D. RESPONSE TEAM MOBILIZATION

Position	Responsibility
1. **On-Duty Shift Commander**	Will begin the following procedures until command-level staff has arrived to assume this role
2. **Office of the Chief**	a. Establish a formal chain of command with specific individuals named to command positions b. Establish a base of operations (usually at Main Station) with access to a number of phone lines, network computers and office equipment

	1) The employee's file will be kept at the established base of operations. Employee files can be located in Police Administration. 2) Compile a list to include the names of immediate family members, their contact information, and any other relevant information pertaining to the employee involved 3) All activity pertaining to the incident will be filtered through the base of operations
3. **Scene Commander**	A designated ranking sworn officer acting as conduit to the Office of the Chief a. Remain at the scene while it is active b. Name an immediate replacement if it is necessary to leave c. Designate a scribe for notes and other related duties if necessary
4. **Case Officer**	Sworn employee as point of contact for the case surrounding the event
5. **Scribe**	This employee may be of any rank, and would usually be chosen from those immediately available. Duties include: a. Work at the base of operations and record all assignments made, incidents observed and other notes of importance b. Make copies of this order and associated documentation referenced c. Compile a list of designated command staff and employees assigned positions and their contact phone numbers. Copies of this list will be provided to all participants as well as Communications and Records. **As necessary, this list may be provided to the immediate family members.**
6. **Notification Team**	For each employee involved, a team will comprise of: a. Two sworn, one ranked lieutenant or above b. A Victim Services employee or volunteer (if possible) c. Department Chaplain, if possible The team should immediately proceed to the family members' location for notification **NOTE:** Verify if specific wishes regarding notification are listed on the employee's Emergency Contact form and make reasonable efforts to do so
7. **Hospital Security Officer**	A ranking sworn officer who maintains control and security at the hospital where employee is located. A security officer will be assigned to each employee critically injured. Duties include: a. Immediately respond to the hospital and arrange for separate waiting facilities for family and for police employees b. Ensure medical personnel relay pertinent information of officer's condition to family in timely manner c. Apprise the family of hospital policy concerning visitation with the injured or deceased employee d. If necessary, explain to the family why an autopsy is needed e. **IF HOSPITAL POLICY ALLOWS,** immediately provide the family the opportunity to visit the critically injured employee prior to death f. **DO NOT BE OVERLY PROTECTIVE OF THE FAMILY**. If requested, share specific information on how the employee sustained the injury or met his/her death, and allow the family time with the deceased. **DO NOT MAKE IDLE PROMISES** to the family at this time. g. **DO NOT** suggest a survivor be sedated unless medication is requested

	h. Be present the entire time the family is at the hospital to facilitate whatever assistance the family may need at the time i. **SCHEDULE A UNIFORMED OFFICER** to be stationed at the hospital room door for as long as deemed necessary j. **THE EXPRESSION OF RAW EMOTION** by anyone, including officers, is perfectly understandable under these circumstances
8. **Family Liaison Officer**	A primary contact with the family chosen by the Office of the Chief soon after the incident. Duties include: a. Convey the needs of the family to the Office of the Chief. This may involve notification to other family members, including out-of-town relatives. b. **OVERSEE ARRANGEMENTS FOR TRAVEL AND LODGING** for immediate family members who reside out-of-town c. **ENSURE RESOURCES OFFERED** under the purview of this order are provided to the family in an **expeditious manner** d. Sometimes, wishes regarding who should fill this role are made on the employee's Emergency Contact form. The family may make a specific request as to who fills this role. All efforts will be made to adhere to these wishes.
9. **Families of Other CPD Employees**	Notification (in person if possible) will be made to former CPD police employee survivors
10. **Public Information Officer**	A specific PIO will be named for inquiries from the press and public and route them appropriately
11. **Civilian Employee Liaison**	An employee designated to monitor the needs of the on-duty civilian employees, with particular attention paid to Communications and Records employees, who receive an influx of inquiries from co-workers, press and members of the public. Duties include: a. **COMMUNICATE WITH THE OFFICE OF THE CHIEF** the needs of these employees. May include authorization to call employees in on an "overtime" status to assist. b. **MAY ASSIST THE PIO WITH DEVELOPING STATEMENTS** that can be released to inquiring co-workers c. When appropriate, will organize an employee notification team whose purpose is to proactively call supervisors with information regarding the incident. The supervisors will be instructed to pass the information on to their direct reports.
12. **Critical Incident Stress Management Team**	**WILL BE MOBILIZED BY THE NOTIFICATION OFFICER.** The lead contact of this team will be established. May be necessary to deploy CISM team members to the scene and/or hospital to provide support to employees involved with the incident dependent upon the situation.
13. **Benefits Coordinator**	Assigned by the Chief of Police to assist with recognizing and coordinating benefits due to the employee and his/her family. This designee will: a. **INITIATE CONTACT WITH THE CITY'S HUMAN RESOURCE DEPARTMENT** (HR) and work with HR in providing necessary information to initiate benefits through the City. In the case of line-of-duty death, particular clarification should be made with regards to the possible revocation of health benefits to survivors. b. **BE FAMILIAR WITH STATE, FEDERAL AND PRIVATE ENTITLEMENTS** to the employee and family members c. **ASSIST WITH FILING WORKER'S COMPENSATION CLAIMS** and

	related paperwork d. **OVERSEE THE ESTABLISHMENT** of an independent bank account through which donations can be made for surviving family members e. In the event of a line-of-duty death: 1) **Gather information** on all benefits due to the family, listing named beneficiaries and contacts at various benefits offices. A list of many of the benefits can be found in the Funeral Guidelines Manual. 2) **Track** when the family can expect to receive the benefits 3) **Make a clear distinction** between benefits (which are financial payments made to the family to ensure financial stability following the death of the employee) and funeral payments (which are funds specifically earmarked for funeral expenses) 4) **Obtain multiple copies** of the Death Certificate – one City use and the remainder for benefit-related claims 5) Refer to the **Funeral Guidelines Manual** for complete list of duties f. Maintain contact with the family on a **long-term basis** to ensure that benefits have been issued and assist with any concerns they may have

E. RESOURCE PROVISION

1. **FOR THE EMPLOYEE AND HIS/HER IMMEDIATE FAMILY MEMBERS:**

   a. **THE DEPARTMENT WILL PROVIDE LIAISON** assistance to the immediate family members of the employee. The Department will do its best to provide tangible and intangible emotional support during the period immediately following the incident, and will continue to do so as deemed necessary.
   b. **A UNIFORMED OFFICER WILL BE ASSIGNED** to remain unobtrusively with the family at the hospital and home for as long as deemed necessary out of respect for the family. Officers will be stationed 24-hours a day during this time period.
   c. **A BENEFITS COORDINATOR** will be designated to assist with identifying benefits due to the employee and his/her immediate family members
   d. **IF REQUESTED BY THE FAMILY**, in the event of a line-of-duty death, the Department will provide assistance with funeral arrangements. The final decision for all arrangements rests with the family and not the Department. If the family does decide to involve the Police Department with funeral arrangements, procedures can be found in the **Funeral Guidelines Manual**.

2. **FOR CO-WORKERS:**

   a. **MEMBERS OF THE CISM** program will arrange to be available to employees for the 24-hour time period immediately following the incident
   b. **REPRESENTATIVES** from the City's Employee Assistance Program will be brought on-site for counseling purposes if deemed necessary by the Notification Officer

c. **GROUP COUNSELING SESSIONS** will be scheduled in the days to follow the event in which members from the CISM program and/or EAP will offer appropriate guidance
d. **ALL EFFORTS WILL BE MADE** to provide counseling opportunities to employees of all shifts and CPD locations

F. LONG TERM PROVISIONS FOR LINE-OF-DUTY DEATH INCIDENTS

1. **IN THE MONTHS TO FOLLOW,** the Department will periodically check on the family members through phone calls and personal visits. Efforts will be made to ensure that surviving family members do not feel isolated by the Department. Needs of the survivors usually dictate the frequency of contact – time limits will not be set as to how long it will take a family to "recover" from this traumatic event.

2. **THE FAMILY LIAISON OFFICER** is charged with keeping the family up to date with any criminal proceedings surrounding the incident. He/She should accompany surviving family members to any criminal proceedings, taking care to introduce them to prosecutors, and answering any questions they may have regarding the criminal trial.

3. **CO-WORKERS ARE ENCOURAGED** to make visits and maintain relationships with surviving family members as suitable. However, idle promises should not be made to surviving family members.

4. **ANNIVERSARY DATE:** The Chief of Police, family liaison officer and others will ensure that the anniversary of the officer's death is observed with a note to the family and/or flowers sent to the gravesite. Adequate support will be given to the family during holidays, particularly during the first year.

5. **MEMORIALS:** The Chief of Police or designee will work with community groups and government leaders toward the establishment of any appropriate memorials, plaques or remembrances

6. **THE CHIEF OF POLICE CONTINUES TO SUPPORT** the surviving family through invitations to various Police Department social activities

G. FUNERAL MATRIX

Department response to employee or former employee death is summarized in the following table. Modifications to services offered may be made with the approval of the Chief of Police. More detailed descriptions of the protocols are found in the Chandler Police Department Funeral Guidelines manual.

Services	Line-of-Duty Sworn Officer	Non-LODD Sworn Officer	Civilian or Volunteer	Retired Sworn Officer	Retired Civilian
Funeral Liaison	X	X	X	X	X
Benefits Coordinator	X	X	X	X	X
Shrouds and Flags at Half-Mast (until services)	X				
Shrouds and Flags at Half-Mast (day of service)		X			
Officer Posted At Family Home	X				
Motor Escort – Hospital to Morgue to Mortuary to Funeral Service	X				
Motor Escort – Mortuary to Funeral Services		X			
Officers Posted At Mortuary	X				
Motor Escort for Family for Events	X	X	X		
Honor Guard – Post Colors at Funeral Service	X	X			
Motorcade – Funeral Service to Interment	X	X			
Traffic Control for Procession	X				
Crossed Ladders – Fire	X				
Flag Drape	X	X			
Echo Taps	X				
Taps		X		On request	
Honor Guard – Flag Fold	X	X			
Flag Presentation	X	X	X	X	
Honor Guard – Rifle Salute	X	X			
Bagpipes/Drums/Bugle	X	X			
Fly-Over & Riderless Horse	X				
Last Call	X				
Video Recording of Events	X				

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-08 Employee Health and Wellness**	
	Subject **100 Mental Health and Wellness Check-Ins**	Effective **12/15/22**

Summary: This order describes the proactive strategy of recommended mental health check-ins aimed at maintaining or enhancing the wellness of employees working specialized assignments or those who experience a significant event as defined below.

A. PURPOSE

Employees are frequently exposed to graphic and traumatic experiences in their daily work. A mental health and wellness check-in is designed to provide employees with the knowledge necessary to promote and maintain emotional well-being in adverse and stressful environments.

This is not a substitute for and does not take the place of any counseling sought by an employee as outlined in B-08.200 (Traumatic Event Counseling)

The check-in provides the employee with a confidential setting within which they may share information with the clinician about their current life circumstances. This is an opportunity for a positive exchange of thoughts, ideas, and information. The clinician can provide further resources if the employee desires.

B. GOALS

1. Enhance employee performance and decision-making on the job
2. Enhance employee wellness at home
3. Prevent or mitigate employee burn-out
4. Learn techniques for stress management

C. POLICY

1. **THE CHECK-IN IS NOT AN EVALUATION** or fit-for-duty assessment. The only information reported back to the department will be that the employee attended.

2. **EACH EMPLOYEE IN THE FOLLOWING UNITS** will be encouraged to attend a mental health check-in twice a calendar year (every six months) with a licensed clinician at no cost to the employee

    a. Computer Crimes Unit
    b. Crime Scene Response Unit
    c. Family Crimes Unit
    d. Sex Crimes Unit
    e. Robbery/Homicide Unit
    f. Vehicular Crimes Unit
    g. Behavioral Health Unit

3. **ANY EMPLOYEE WHO EXPERIENCES** one of the following traumatic events will be encouraged to attend a mental health check-in with a licensed clinician at no cost to the employee

    a. Visually witnessing the death or maiming or visually witnessing the immediate aftermath of such a death or maiming of one or more human beings
    b. Requiring rescue in the line of duty where one's life was endangered
    c. Witnessing the death of another peace officer or firefighter while engaged in the line of duty

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-08 EMPLOYEE HEALTH AND WELLNESS**	
	Subject **200 Traumatic Event Counseling**	Effective **02/10/23**

SUMMARY: This general order outlines the provision of House Bill 2502 afforded to Chandler Police Department police officers.

A. PURPOSE

The following policy outlines the provisions of House Bill 2502 (HB2502) as related to the Chandler Police Department, Chandler Fire Department, the City of Chandler and sworn department employees

B. QUALIFYING EVENTS

1. **PER ARS 38-673**, Public Safety Personnel (police officers and firefighters) police officers suffering from work-related stress injuries occurring on or after August 3rd, 2018, exposed to qualifying events are entitled to receive benefits under the provisions of this bill
2. **QUALIFYING EVENTS,** established by statute, are as follows:
   a. Visually witnessing the death or maiming or visually witnessing the immediate aftermath of such a death or maiming of one or more human beings
   b. Responding to or being directly involved in a criminal investigation of an offense involving a dangerous crime against children as defined in ARS 13-705
   c. Requiring rescue in the line of duty where one's life was endangered
   d. Using deadly force or being subjected to deadly force in the line of duty, regardless of whether the peace officer or firefighter was physically injured
   e. Witnessing the death of another peace officer or firefighter while engaged in line of duty
   f. Responding to or being directly involved in an investigation regarding the drowning or near drowning of a child

C. BENEFITS

1. **PER ARS 38-673,** Public Safety Personnel (police officers and firefighters) are eligible to receive the following benefits if suffering from a work-related stress injury deemed as a qualifying event
   a. Twelve visits with a clinician, with up to twenty-four additional visits provided, if the psychologist/psychiatrist believes additional visits are likely to improve the employee's condition, providing the visits occur within one year after the first visit
   b. City cannot require employee to use sick/vacation time during the period they are attending a clinician visit including travel to/from the visit, providing the visit occurs during regular work hours
   c. If psychologist/psychiatrist determines employee is not fit for duty, City must ensure employee has no loss of pay and benefits if all of the following apply:

1) Employee unable to work light duty
2) Employee has exhausted all sick, vacation, or other leave provided by city's benefit package
3) City offers and employee elects short-term disability benefits and deemed ineligible

d. If all these are exhausted, City shall ensure pay and benefits continue for no longer than thirty days from date psychologist/ psychiatrist determined employee was not fit for duty

2. **FIT FOR DUTY,** as described in statute, means the employee is unable to work their current assignment or a modified duty assignment. This is NOT grounds for nor initiates a "Fit For Duty"

3. **CITY SHALL PERMIT** employee to select own psychologist/ psychiatrist

4. **CITY MUST PAY** psychologist/psychiatrist no less than schedule of fees outlined from the Industrial Commission for mental health visits

5. **IF TREATMENT IS SOUGHT** under Employee Assistant Program (EAP), sessions do not count towards allotted visits under the HB2502 benefits

6. **PAYMENT OF VISITS** does not create a presumption of the compensability of a workers' compensation claim

D. STARTING A CASE

Public Safety Personnel (police officers and firefighters) may begin the process of receiving the benefits of HB2502 by:

1. **OFFICER ESTABLISHES** a need for licensed counseling and meets one or more of the HB2502 criteria listed above

2. **OFFICER SUBMITS** Traumatic Event Counseling Form to Human Resources Medical Leave Coordinator

3. **ONCE THE REQUEST IS FILED**, the assigned Medical Leave Coordinator in Human Resources will reach out to the employee to answer questions about the process and provide guidance

E. REPORTING GUIDELINES

On or before September 1st of each year, City of Chandler is required to submit the following de-identified data to the Arizona Department of Administration (ADOA) for Peace Officers and Firefighters for employees receiving HB2502 benefits. Report for each category of persons:

1. **THE TOTAL NUMBER OF PERSONS** who have participated in the program

2. **THE AVERAGE NUMBER OF VISITS** per person

3. **THE AVERAGE NUMBER OF MONTHS** a person participated in the program

4. **THE AVERAGE NUMBER OF DAYS** a person who participated in the program missed work

5. **THE TOTAL NUMBER OF PERSONS** who participated in the program and who subsequently filed a workers' compensation claim and the number of those claims that were approved and the number of those claims that were denied

6. **THE PERCENTAGE OF PERSONS** who received additional visits from the total of participants in the program
7. **THE TOTAL NUMBER OF PERSONS** who were deemed not fit for duty by a licensed mental health professional
8. **THE TOTAL AMOUNT OF WORK** missed by each category of persons who participated in the program and how time off was compensated by the City or through employee benefits

F. RESPONSIBILITIES

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1. **EMPLOYEE**
   a. Completes Traumatic Counseling Event Form and forwards to Human Resources Medical Leave Coordinator: http://pdinfo/help-articles/traumatic-event-counseling-for-police-officers-hb-2502/
   b. Selects treating provider that accepts Industrial Commission of Arizona fee schedule and is a psychologist or psychiatrist and provides billing information to Medical Leave Coordinator
   c. Enters Sick/ Industrial leave for the period they are attending a clinician visit including travel to/from the visit, providing the visit occurs during regular work hours
2. **HUMAN RESOURCES**
   a. Provides guidance and answers questions for the employee
   b. Provides assistance to employee if unable to find a licensed mental health provider
   c. Ensures payments are processed by third party administrator (CorVel)
   d. Provides time off from work without charging sick leave or vacation
   e. If additional care is needed, assist with the transition to workers' compensation claim
   f. Assist supervisors with any questions/concerns
   g. Completes annual reporting statistics to State

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-08 EMPLOYEE HEALTH AND WELLNESS**	
	Subject **300 Physical Fitness Program**	Effective **06/30/22**

Summary: This policy establishes a fitness evaluation program and encourages all employees to maintain a fit, healthy lifestyle.

A. PHILOSOPHY

1. **TO PROVIDE THE BEST POSSIBLE SERVICE** to the citizens of Chandler, it is important that every employee maintain a level of physical fitness that will enable that employee to carry out any required task while minimizing risk of injury and illness
2. **THE DAILY LEVEL OF PHYSICAL EXERTION** is not predictable in law enforcement. Consequently, it is incumbent on all employees to ensure that they are physically fit and able to endure physical and mental abuse because their very survival and the survival of fellow employees and citizens may someday depend upon it.
3. **FITNESS IS A PERSONAL BENEFIT** improving the capability of an employee's decision-making, adjusting to a change of shift, and mental and physical well-being at the end of the day

B. PHYSICAL EXAMINATIONS

1. **IT IS ADVISABLE** to have a physical examination before beginning a physical fitness program to determine any suggested restrictions
2. **EMPLOYEES ARE ELIGIBLE** for and encouraged to have physical examinations provided by their health insurance
   a. Employees who participate in a physical examination conducted by a qualified medical physician and provide proof of the examination are entitled to one admin day off during each calendar year
   b. Guidelines:
      1) Limited to one each calendar year
      2) Must be conducted by a licensed medical doctor
      3) Participants must submit a memo through their chain of command requesting the admin day off along with the completed and signed Preventative Physical Verification Form found on Chanweb to serve as proof of the physical examination. Unless employees are participating in in the city sponsored Chandler Wellness Program, this form only needs to be submitted to their chain of command along with the memo
      4) This incentive is in addition to any incentives offered for participating in one of the annual physical fitness tests
3. **ANY DEPARTMENT-ORDERED PHYSICAL EXAMINATION** will be provided at no cost to the employee

C. FITNESS EVALUATION AND STANDARDS

The Training Unit will provide physical fitness testing for all employees to evaluate their physical fitness level at least annually. Participation in this physical fitness program is voluntary. On-duty, comp, or flex time is approved for all employees who participate in this voluntary testing process. Employees should use good judgment in taking the tests, including warming up properly and avoiding over-exertion.

1. **FITNESS INVOLVES** measures and levels of muscular strength, cardiovascular endurance, muscle tone, heart action, and response to activity
2. **THE FITNESS EVALUATIONS ARE DESIGNED** to promote exercise, diet, and a healthy lifestyle
3. **EMPLOYEES MAY CHOOSE TO PARTICIPATE** in a physical fitness evaluation consisting of the Cooper Institute fitness tests as determined by the Training Unit

D. INCENTIVES

EMPLOYEES WHO VOLUNTARILY PARTICIPATE in a physical fitness assessment will receive a tee shirt

Pushups are timed for 60 seconds. Choose **EITHER** the 1.5 mile run **OR** the 300 meter sprint. There is no requirement to do both.

Figure 1. **Physical Fitness Test Cooper Standards**

MALES						**Incentive**:	
AGES:		20-29	30-39	40-49	50-59		Ledesma
70th %	Sit up	45	41	36	31		60
	Pushup	41	34	26	21	Ribbon/pin	74
	1.5 mile	10:59	11:22	11:58	12:53		
	300M	52	53	61	70		46
80th %	Sit up	47	43	39	35		
	Pushup	47	39	30	25	½ day	
	1.5 mile	10:09	10:46	11:15	12:08	leave	
	300M	51	51	57	66		
85th %	Sit up	49	45	40	36		
	Pushup	51	41	34	28	1 day leave	
	1.5 mile	10:00	10:24	10:48	11:45		
	300M	49	50	56	63		
90th %	Sit up	52	48	43	39		
	Pushup	57	46	36	30	Name on	
	1.5 mile	9:34	10:01	10:28	11:10	plaque	
	300M	48	49	55	61		

FEMALES						**Incentive**:
AGES:		20-29	30-39	40-49	50-59	
70th %	Sit up	41	32	27	22	
	Pushup	24	18	14	14	
	1.5 mile	12:51	13:24	13:58	15:43	Ribbon/pin
	300M	60	68	75	76	
80th %	Sit up	44	35	29	24	
	Pushup	28	23	15	15	½ day

	1.5 mile 300M	11:58 59	12:24 66	13:23 72	14:34 72	leave
85th %	Sit up Pushup 1.5 mile 300M	45 33 11:33 58	38 26 11:58 64	32 17 12:53 68	25 17 14:24 68	1 day leave
90th %	Sit up Pushup 1.5 mile 300M	49 37 11:10 56	40 33 11:33 60	34 18 12:11 66	29 18 13:40 66	Name on plaque

E. USE OF DEPARTMENT EXERCISE EQUIPMENT AND FACILITIES

1. **AVAILABILITY**
   a. Department physical conditioning exercise equipment and facilities are available to all department employees, volunteers, and Police Cadets
   b. The Chief of Police may designate other city employees as deemed appropriate
   c. Non-employees are prohibited from utilizing physical conditioning exercise equipment

2. **GUIDELINES**
   a. The Chief of Police may set guidelines for the use of equipment within the facility
   b. All employees will strictly adhere to established guidelines regarding the use of department exercise equipment and facility

3. **MAINTENANCE:** The exercise facility will be maintained in a clean and orderly manner

4. **DONATED EQUIPMENT:** Must be approved by the Chief of Police prior to being installed/used

F. HEALTH AND WELLNESS PROGRAM

1. **PURPOSE**
   a. Educate employees on nutrition
   b. Promote physical fitness
   c. Provide guidance in exercise programs
   d. Participation is voluntary

2. **GUIDELINES**
   a. **Program Administrator responsibility:**
      1) Conduct health screening and fitness assessment on participant
      2) Provide nutrition education and set goals for participant
      3) Assign participant to a fitness instructor
      4) Perform final assessment on participant

   b. **Participant responsibility:**
      1) Meet with program administrator for wellness assessment and consultation
      2) At end of three months, meet with program administrator for a final assessment

3) May continue program and receive continued guidance if so desired

c. **Instructor responsibility:**
   1) Develop exercise program for participant
   2) May choose to exercise with participant several times to ensure understanding of the program
   3) Maintain communication with participant for three months to provide continued guidance

3. **ADMINISTRATION**
   a. A training officer certified as a physical fitness instructor will administer the program
   b. Employees (sworn and civilian) trained as physical fitness instructors may be used as instructors
   c. Instructors may participate in the program during on-duty time and may receive up to two hours of comp time per month

4. **ELIGIBILITY**
   a. Enrollment is open to all police employees
   b. Program is conducted on participant's personal time
   c. All participants must sign a waiver of liability
   d. Participant may be deferred by a fitness instructor if a physical by a doctor is deemed necessary

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-08 EMPLOYEE HEALTH AND WELLNESS**	
	Subject **400 CISM PROGRAM**	Effective **06/30/22**

Summary

This policy describes the in-house Critical Incident Stress Management Program (CISM), i.e., peer support.

A. PURPOSE

[22.2.5]

1. **TO PROVIDE PROFESSIONAL INTERVENTION** to lessen the impact of major events on police personnel

2. **TO PROVIDE SUPPORT** to police personnel at the scene or after an encounter with a critical incident

B. POLICY

[33.6.1]

The Critical Incident Stress Management Team and / or chaplain may be called on to address the stress and trauma associated with critical incidents which Police Department employees encounter in the performance of their duties

C. BACKGROUND

THERE ARE UNIQUE STRESSES TO THE POLICE PROFESSION

1. **COMMAND PERSONNEL** should be aware that minimizing exposure time at stressful incidents might result in fewer stress-related problems. This can be accomplished by rotating personnel and by removing initial responding personnel from the scene as soon as possible.

2. **THE DEPARTMENT'S PEER SUPPORT PROGRAM** may be called on to address the stress experienced by department members in critical situations

D. DEFINITIONS

1. **CRITICAL INCIDENT:** An incident that exposes personnel to unusually strong emotional involvement

2. **DEFUSING:** Primarily an information-type meeting that provides an update on the incident, including injuries, as well as a brief review of stress-related symptoms and how to manage them

3. **DEBRIEFING:** A format in which police personnel can discuss their feelings and reactions, thus reducing the stress resulting from exposure to a critical incident

4. **CRITICAL INCIDENT STRESS MANAGEMENT TEAM**: A trained team of peer support personnel supported by one or more mental health professionals

E. COMPOSITION OF CISM

[33.6.1]

The team is composed of:

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1. **A SUPERVISOR:** The Operational Support Bureau lieutenant

2. **EMPLOYEES** from a cross section of the department

3. **A PROGRAM COORDINATOR:** Appointed by the Police Chief

4. **A MENTAL HEALTH PROFESSIONAL** assigned to the team

F. INITIATION OF INTERVENTION

[33.6.1]

1. **THE ON-SCENE SUPERVISOR** will notify the CISM coordinator or a team member of incidents which may qualify as a critical incident and may warrant some kind of intervention

2. **THE ON-SCENE SUPERVISOR OR THE TEAM COORDINATOR** will decide to either call out the whole team or a smaller group to handle the incident or to provide some kind of intervention

3. **THE CISM TEAM** may be activated by the on-scene supervisor for the following incidents:

   a. The death of a Police Department member
   b. A mass casualty incident
   c. Serious injury or death of a citizen resulting from a Police Department operation

4. **THE FOLLOWING INCIDENTS MAY BE DEBRIEFED** at the discretion of the on-scene supervisor or the team coordinator in response to the needs of the employee(s) involved:

   a. Incidents involving the death of a child or violence to a child
   b. Serious injury to a member of the department
   c. Loss of life of a citizen involving a rescue operation following an extraordinary and prolonged expenditure of physical and emotional energy
   d. Incidents that attract extremely unusual or critical news media coverage
   e. An incident in which the circumstances were so unusual or sights and sounds so distressing as to produce a high level of immediate or delayed emotional reaction or anxiety

5. **THE CISM TEAM WILL DELAY** their contacts until any initial investigations have been concluded by the Criminal Investigations Bureau

G. DEFUSING/DEBRIEFING

The CISM coordinator will evaluate an incident to determine whether a defusing or a debriefing session will be conducted

1. **DEFUSING**

    a. Defusing will be conducted within 24 hours of an incident
    b. Only personnel intimately involved in the incident will attend a defusing

2. **DEBRIEFING**

    a. Should normally be conducted within 72 hours after an incident
    b. Attendance limited to those intimately involved in the incident
    c. Attendance for those involved is **voluntary, but encouraged**
    d. Are **strictly confidential -** no news media, family, or command staff will be invited unless they are involved in the incident
    e. Are not critiques of an operation

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-08 EMPLOYEE HEALTH AND WELLNESS**	
	Subject **500 Chaplaincy Program**	Effective **06/30/22**

Summary The chaplaincy program provides chaplaincy services for departmental employees and citizens we serve.

A. CHAPLAINCY PROGRAM MISSION

1. **SERVES AS AN AMBASSADOR** for the Police Chief during times of illnesses or other personal tragedy for department members and their families

2. **SERVES AS THE DEPARTMENT'S EMISSARY** to area religious organizations

3. **PROVIDES VOLUNTARY COUNSELING AND GUIDANCE** for department members and their families who so desire and who encounter personal or professional circumstances that create emotional, mental, or spiritual burdens

4. **PROVIDES AN ALTERNATIVE** to traditional external psychological and counseling services available

5. **PROVIDES ASSISTANCE IN RENDERING DEATH NOTIFICATIONS** to family members when appropriate

B. REPORTING RELATIONSHIP

FOR ORGANIZATIONAL PURPOSES, the chaplain reports directly to the Office of the Chief; however, the chaplain operates independently of standard supervision and may have direct communication with any employee

C. AVAILABILITY

1. **ANY EMPLOYEE** may contact the chaplain:

   a. During posted office hours
   b. By appointment or on call

2. **IN CERTAIN CASES,** the chaplain will be contacted by command staff or a supervisor and advised of an employee's need for contact

D. QUALIFICATIONS

1. Academic degree from a recognized college or university
2. Accredited seminary training
3. Possession of a ministerial license or ordination
4. Affiliation with a local congregation
5. Approval of a recognized endorsing agent
6. Ability to perform weddings and funerals
7. Demonstrated working knowledge of psychology, sociology, and counseling

E. SELECTION PROCESS

1. **THE APPLICANT WILL** submit a résumé addressing required qualifications

2. **A CHAPLAINCY REVIEW BOARD** will review the résumé

3. **IF MINIMUM QUALIFICATIONS ARE MET,** the applicant will be invited for an oral interview with the Chaplaincy Review Board

4. **UPON SUCCESSFUL COMPLETION** of the oral interview, the applicant will provide information for a background investigation and will take a drug screen and polygraph examination

5. **UPON SUCCESSFUL COMPLETION OF ALL** of the above-listed requirements, the Police Chief will interview the applicant and make the final decision regarding appointment

F. CHANDLER POLICE DEPARTMENT CITIZENS' ACADEMY

FROM TIME OF APPOINTMENT, a chaplain has two years to complete the Chandler Police Department eleven-week Citizens' Academy

G. RELEASE

A CHAPLAIN MAY BE REMOVED from service at anytime at the discretion of the Police Chief

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-09 OUTSIDE (OFF-DUTY) EMPLOYMENT**	
	Subject **100 Regulations**	Effective **12/10/21**

SUMMARY: This order defines regulations governing outside employment privileges for departmental employees

A. POLICY

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Rule 1, Section 12, of the City of Chandler Personnel Rules and Regulations states: "Outside employment of any employee shall not be permitted unless approved in writing by the Department Director prior to the commencement of the outside employment. Such approval shall not be given if it is determined that the outside employment is likely to be incompatible with City Service to include, but not limited to:

1. Physically or mentally hamper the employee in ability to do the job required by the City
2. Reflect discredit on the City service or the employee
3. Be in conflict with the employee's duties as a City employee."
   (See General Order B-10.100C for definition of required hours off prior to returning to work.)

B. DEFINITION

OFF-DUTY EMPLOYMENT: Secondary employment wherein the use of law enforcement powers is not anticipated. (*Off-duty employment differs from extra-duty employment – See B-10.200B*)

1. **OFFICERS:** Employment wherein the officer receives compensation for services performed on behalf of a private entity to the benefit of both the officer and the private entity. Such services may rely on the officer's skills, judgment, and/or training as an officer; however, they are limited to off-duty employment wherein the actual or potential use of law enforcement powers is not anticipated. Off-duty employment occurs:
   a. Outside of the officer's regularly scheduled police duties
   b. Outside of Chandler Police Department supervision
   c. During the officer's off-duty hours
2. **CIVILIANS**: Outside employment (with the approval of the Chief) if it is not unlawful or inconsistent or incompatible with duties, functions, and responsibilities of their position with the department

C. REGULATIONS

PUBLIC TRUST AND CONFIDENCE are essential elements in department operations. To maintain this trust, employees must refrain from engaging in any activity that would discredit the department's image. Any use of police authority or any incident occurring during off-duty employment**,** which may bring discredit to the department will be reported to the employee's supervisor. Employees will adhere to guidelines set forth in B-12.100D15.

1. **WORK PERMITS**
   a. **Required:** Employees will complete the City of Chandler off-duty work permit and the Chandler Police Department off-duty work addendum form before working off duty for compensation. Special conditions:

1) Exception: Working overtime for a Police Department contracted company or school is not considered off-duty employment
2) Both permits are also necessary even if the anticipated employment occurs while the employee is on vacation or off duty on compensatory time

b. **Approval:** The applicant's supervisor shall endorse the request, recommending approval or disapproval, and forward the request through channels to the Police Chief for final approval or denial. Special conditions:
1) Employees will not be approved for off-duty employment until they have successfully completed their training program
2) Officers may, with the Police Chief's permission, work apartment courtesy patrol while on probationary status

c. **Denial:** The supervisor may deny a work permit for any employee for the following reasons:
1) Sick record indicates a lack of strength or stamina necessary to sustain both departmental and outside employment
2) Any applicant is less than a full performer in his job

d. **Revocation of permit:** A commander or manager may suspend or revoke an employee's off-duty / extra-duty work status. Supervisors may initiate a revocation or denial of an employee's off-duty / extra duty status based on the following:
1) Excessive fatigue on duty
2) Poor job performance
3) Excessive use of sick time
4) Adverse effects of the employment on the employee's on-duty performance
5) Potential conflicts of interest that may arise from the extra-duty employment

e. **Possible restrictions:** An employee may be restricted to working only on their days off or after they have already worked their shift for the department depending on the nature of the off-duty employment. The department expects employees to report for work physically and mentally capable of performing their job responsibilities at an acceptable level.

f. **Permit conditions:** Upon approval of the work request, the employee will receive a copy of the work request that is their permit to work *(see Human Resources "Off Duty Work Release Policy")*
1) Valid for a period of twelve (12) months. After twelve months, the employee is required to submit another work permit for review and renewal.
2) Only authorizes work specifically designated on the permit. Any other employment will subject the permit holder to discipline as well as revocation of permit. If the conditions of employment change, employee must submit a new application, i.e., change of employer, change of location of employment, or change of type of work
3) Must work no more than 20 hours weekly in off-duty employment except if the employee is on vacation or compensatory time off

2. **UNIFORM:** Officers shall not wear any identifiable portion of their uniform while working any type of off-duty employment

3. **ARREST:** When an officer is engaged in off-duty employment, that officer has the right to make an arrest as a private citizen in situations amounting to the breach of the peace or a felony as described in ARS 13-3884. However, it is preferred when an officer is engaged in any off-duty employment and encounters a situation requiring enforcement action, on-duty personnel of the appropriate jurisdiction be called to take the enforcement action. Officers engaged in off-duty employment shall not identify themselves as officers or utilize their police authority unless exigent circumstances precipitate immediate police action in situations amounting to serious breaches of the peace or serious felonies.

4. **TYPES OF WORK EXCLUDED:** Officers will not work off duty or extra duty in the following circumstances:

   a. **Liquor/bar-type establishments** where the sale of intoxicating beverages is more than incidental and/or there is a significant likelihood that off-duty officers will come into contact with intoxicated individuals
      1) This does not preclude an officer from working outside of such establishments when they are intermixed with other businesses in a mall-type area, if the off-duty officer is retained by the management company to provide security for the entire mall area
      2) The Police Chief may approve exceptions when a liquor/bar-type establishment is located within the City of Chandler and it is deemed that the presence of a uniformed or plain-clothed off-duty officer would be beneficial to the Chandler Police Department and the citizens of the community
         a) In such instances, a minimum of two officers will be assigned to the location; and specific duties allowed will be specified and given in writing to both the employee and the liquor/bar-type establishment
         b) Exceptions will be granted for periods of ninety days. Repeat requests and exceptions may be granted
   b. **Civil process service**
   c. **Private investigation** work other than traffic accident reconstruction, polygraph examination, and Computer Voice Stress Analysis (CVSA)
   d. **Traffic accident reconstruction** for insurance companies or private persons if the accident has been or will be investigated by the Chandler Police Department
   e. **Polygraph examination/CVSA** on any case that has or may be investigated by the Chandler Police Department
      1) Within the jurisdiction of the city, polygraph examination or CVSA may be administered in cases where the employer has no intention of proceeding with a criminal prosecution regardless of the results of the examination
      2) Polygraph examinations or CVSA may be administered for other governmental agencies or private individuals on persons involved in criminal acts occurring outside the jurisdiction of the City of Chandler
      3) Polygraph examinations or CVSA may be administered for other governmental agencies for the purpose of pre-employment screening

5. **DEPARTMENT RECORDS AND RESOURCES:** Officers will not use information, reports, records, files, or any other departmental resources in any off-duty employment

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-10 OVERTIME**	
	Subject **100 Compensatory/Paid Overtime and Temporary Change**	Effective **12/10/21**

Summary: This order describes the department's policy regarding compensatory (comp) time, paid overtime and temporary changes in schedule.

A. POLICY

Chandler Police Department compensates all employees who must work beyond their regularly scheduled work period

B. DEFINITIONS

1. **OVERTIME:** Time worked in addition to regularly scheduled hours of work in a defined work period (See City of Chandler Personnel Rule 16, Section 6.)

2. **WORK PERIOD:** A fixed and regularly recurring 40-hour period for seven consecutive days, which is acknowledged prior to assignment of shift (See City of Chandler Personnel Rule 16, Section 1, 2.)

3. **DISCRETIONARY OVERTIME**: Any overtime received elective in nature and not assigned by a supervisor or required as a part of maintaining service levels

4. **NON-DISCRETIONARY OVERTIME**: Any overtime received from a supervisor to maintain appropriate service levels as well as exceptions found under **General Order B-10.100C1**

C. REQUESTS APPROVAL

1. **EMPLOYEES MUST OBTAIN ADVANCED SUPERVISOR APPROVAL** prior to working overtime, **EXCEPT** (See City of Chandler Personnel Rule 16, Section 7 for policy governing overtime authorization.):

   a. When responding to a criminal subpoena arising from regular police duties and/or when an emergency precludes advanced approval
   b. When necessary to successfully complete a preliminary investigation
   c. To continue processing a traffic accident
   d. To complete an essential phase of an investigation when deferment would adversely affect the case
   e. When employee must remain on duty until relieved by competent authority
   f. When assignment involves the safety of persons or property, such as a fire, accident, or other disaster
   g. When working any other authorized assignment

2. **EMPLOYEES WILL NOT WORK OVER 16 HOURS** in any consecutive 24-hour time period without supervisor approval

   a. A 24-hour time period begins at the time an employee reports to duty after a minimum eight consecutive hours off duty
   b. An employee will not report for duty or remain on duty after the conclusion of a 24-hour time period without having had eight consecutive hours off duty unless approved by a supervisor

c. **Work shall include regularly scheduled work time, overtime, and extra duty time**

3. **EMPLOYEE WILL NOT WORK MORE THAN 20 HOURS** of discretionary overtime within a week

4. **SUPERVISORS SHALL REJECT** any unnecessary or improper requests for overtime or compensatory time. Unnecessary or improper documentation of overtime submitted on a time accounting summary shall be reported to the appropriate commander for direction on disposition.

D. TEMPORARY CHANGES TO EMPLOYEE SCHEDULES

1. **AN EMPLOYEE WILL BE GIVEN** a seven-day written notice at minimum when that employee's days or hours will be changed

   a. If this seven-day written notice is not given, the days or hours changed will be rescheduled to allow for a seven-day notice period, except for emergency situations
   b. If that seven-day notice is not possible and it is not an emergency, non-exempt employees will work the altered schedule while being compensated at one and one-half times regular hourly rate

2. When an employee is temporarily recalled to duty from out-of-state by order of the Police Chief while on an authorized vacation, that employee shall be reimbursed for necessary and provable transportation expenses as determined by the Police Chief

E. COURT APPEARANCES / DEPOSITIONS / ADMINISTRATIVE HEARINGS COMPENSATION

1. **DURING NORMAL TOUR OF DUTY:** For any required court appearance or pretrial conference, the employee is credited with the actual overtime worked when:

   a. Beginning before and extending into duty time
   b. Beginning during and extending beyond duty time

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2. **DURING OFF-DUTY TIME:** Due to uniform dress standards and travel time involved, employees are credited with the minimum number of hours agreed upon according to the standing memorandum of understanding (MOU) or the actual overtime worked; whichever is greater

   a. Employees must verify need for appearance with the court as directed on the subpoena
   b. Employees must appear at the court or hearing site to be compensated. There will be no compensation for officers waiting at home or any other off-duty site.

3. **WRITTEN SUBPOENA REQUIREMENT:** Compensation is granted only for on-duty work-related court appearances. Court appearances related to off-duty employment are the responsibility of the employer.

4. **COMPENSATION FOR DEPARTMENT BUSINESS ONLY:** Compensation is granted for on-duty work-related court appearances.

Court appearances related to off-duty employment are the responsibility of the employer

5. **SUBPOENAED FORMER EMPLOYEES**
   a. **Out-of-State:** Staff will notify the court and follow court's instructions
   b. **In State:** Staff will notify the subpoenaed employee if contact information is available. If not, notify the issuing court.
   c. **Pay Rate:** Paid at a rate equal to their pay rate at the time they left employment and only for cases arising out of the employee's official duties at the time of employment. A former employee in litigation as a plaintiff against the department will not be paid for time.

F. COMPENSATION

See City of Chandler Personnel Rule 16, Section 5 or policy concerning on-call duty and stand-by duty

1. **TRAINING**
   a. All training will be conducted on duty, if possible. Days off and duty hours may be flexed to accommodate on-duty training during an employee's work period.
   b. All overtime and compensatory time related to training requires supervisor approval
   c. Off-duty training time is paid as compensatory time if schedule cannot be changed
   d. The cost center manager must approve any off-duty training in advance

2. **CALL OUTS:** When responding to a call out from off-duty status:

   a. Credit with two hours overtime pay or actual overtime worked, whichever is greater
      1) **Compensation** to an employee who is called out at times other than a regularly scheduled shift will begin at the time the unit member is notified, but not to exceed 30 minutes and shall terminate 30 minutes after being relieved from duty.
      2) **Within two hours of shift:** An employee beginning an overtime period within two hours or less prior to the regularly scheduled duty reporting time will be compensated from the time the overtime period begins to the time that employee is scheduled to report for duty except that an employee shall not be eligible for additional compensation during that period
      3) **Travel time:** Where applicable, the travel time shall be paid only if the total work and allowed travel time exceed the minimum call out guarantee. Travel time shall not apply when an employee is working overtime planned in advance.
   b. Callouts cancelled prior to deployment are compensated; however, officers are required to have made a valid effort to respond to the call out (e.g., arranging for child care, driving to the incident, altering a schedule)

3. **STAND-BY (CALL OUT) / SHIFT DIFFERENTIAL**

   a. **Stand-By Pay:** Instituted to provide 24-hour coverage by various specialty units
      1) Personnel scheduled on stand-by receive two hours of regular pay per day

2) If called out, they will receive overtime from the time they are called out in addition to the two hours stand-by pay. See General Order B-03 Special Assignments for further information on specialty pay.
3) The number of units and supervisors designated as on-call will be determined by the police administration

b. **Shift Differential Pay:** Provides extra compensation for personnel assigned to shifts out of the normal day shift. See applicable MOU for shift differentials.

4. **CLAIMING COMPENSATION** (See City of Chandler Personnel Rule16, Section 8 for policy governing overtime compensation and applicable MOU)

a. **Include paid absences** when computing hours worked for overtime compensation. See Personnel Rules for compensation for hours worked on holidays as part of the scheduled hours.
b. **Calculate** overtime and compensatory time pay by work period
1) **Financial compensation** for any hours worked over 40 hours during any single work period is time and one-half times regular hourly rate
2) **Compensatory time** is accrued at time and one-half times the overtime hours worked. Leave will be paid when the accrued time exceeds the maximum, upon separation of employment with the city, or when authorized by the Chief. (See City of Chandler Personnel Rule 16, Section 9 for policy governing compensatory time and applicable MOU)

c. **Employees may choose** the time to take compensatory time off with the approval of the Police Chief based on the needs of the department

5. **PAID OR COMPENSATORY (Comp):** The following guidelines for determining when overtime will be compensated by paid or comp hours and when a choice will be allowed. Paid/Comp must be approved by the cost center manager.

Figure 1. **Compensation Guidelines for Overtime**

Overtime Assignment	Type of Compensation
Court	Paid/Comp
Mandatory Meetings	Paid/Comp
Absent Employee Relief	Paid/Comp
Call-Outs (SWAT, AIT, etc.)	Paid/Comp
Holdover	Paid/Comp
Early Call-In	Paid/Comp
Instructing (AOT, ALEA, etc.)	Paid/Comp
Report Writing	Paid/Comp
Mandatory Training	Paid/Comp
Elective Training	Comp
Travel Time	Comp
Role Playing at ALEA	Comp/Flex
Extra (Off)-Duty Employment	Paid

G. TIME ENTRIES

1. **PERSONNEL RULE 16, SECTION 11** governs recording time worked, compensatory time, and leave credits used when increments are less than one hour:

05-15 minutes	=	.25 hour
16-30 minutes	=	.50 hour
31-45 minutes	=	.75 hour
46-59 minutes	=	1.00 hour

2. **DAILY AND WEEKLY RECORD TWO SEPARATE TOTALS** if the time worked qualifies for time and one-half pay and for compensatory time, for example:

Monday		Tuesday		Wednesday		Thursday	
Pay:	1 hr.	Pay:	.75 hr.	Pay:	0 hr.	Pay:	.25 hr.
Comp:	.25 hr.	Comp:	.50 hr.				

Weekly total: 2.75 hours overtime worked, 2 hours pay, and .75 hours compensatory time enter on the Employee Time Accounting Summary

3. **TIME ENTRIES VIA WORKFORCE TELESTAFF OR INTELLITIME SHALL BE FORWARDED** to the employee's first line supervisor or chain of command designee for review at the end of the employee's work period. Time entries will then be forwarded to the appropriate commander or designee for final review. Any exception must be approved through the affected employee's chain of command.

   a. Failure to enter time in Workforce Telestaff or IntelliTime using the correct designated work codes may result in not receiving the appropriate compensation on the regularly scheduled payday
   b. Some work codes require incident or tracking numbers and notes
   c. Employees failing to enter time in Workforce Telestaff or IntelliTime shall be directed to author a payroll exception justification through the chain of command to their commander. On approval, the affected employee will receive appropriate compensation as soon as possible after the regularly scheduled payday. *Payroll exceptions require approvals outside the Police Department and may take several business days to process.*
   d. Repeated infractions may result in disciplinary action

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-10 OVERTIME**	
	Subject **200 Extra-Duty Assignments**	Effective **08/15/20**

Summary: This order governs extra-duty assignments.

A. POLICY

1. **OVERTIME COMPENSATION:** Officers will work extra-duty assignments in an overtime capacity for all COC extra-duty jobs and will work all non COC extra-duty jobs at the contracted rate. All extra-duty jobs will be worked in uniform unless approved in advance by the Field Operations Commander.
2. **DEPARTMENTAL OBLIGATIONS** are priority over contracted assignments
3. **OFFICERS WILL ADHERE TO DEPARTMENTAL DIRECTIVES** while engaged in extra-duty employment
4. **AGENCY PERMISSION:** Officers eligible to work extra duty:
   a. Successfully completed field training prior to requesting approval for extra duty
   b. Completed extra duty form and received by Extra Duty Coordinator
   c. Not on light or modified duty status or on a Performance Improvement Plan
5. **ABSENT AN IMMEDIATE NEED TO ACT,** officers should seek supervisor approval prior to taking action on criminal matters while working an extra-duty assignment
6. **OFFICERS ASSIGNED TO SPECIAL EVENTS** are permitted to use their enforcement powers and take disposition of event-related calls and incidents

B. DEFINITION

[22.2.5]

EXTRA-DUTY EMPLOYMENT: Department-approved employment for entities outside this department where the actual or potential use of law enforcement powers is anticipated, coordinated through the department

SPECIAL EVENT: Any event approved by the City's Special Events Committee requiring sworn officers and the full-time commitment of a supervisor

C. SOURCES OF REQUESTS

1. **EMPLOYERS** must request security/traffic control services, keeping in line with B-09.100 Outside Off Duty Employment restrictions. Construction-based businesses provide the most requests.
2. **TRAFFIC CONTROL** by Chandler officers (e.g., Streets, Water, etc.)
   a. Notice of two hours or less will be referred to the on-duty sergeant
   b. If minimum staffing requirements would be compromised for more than two hours, an extra-duty assignment will be authorized

D. ASSIGNMENT CONDITIONS

1. **WORK CONTRACTED ASSIGNMENTS** on overtime for all COC extra-duty jobs and at the contracted rate for non COC extra-duty jobs in uniform

2. **ADHERE TO THE RULES** stated in General Order B-10.100C2 when working extra-duty regarding total hours worked and time off

3. **LIMITATIONS**

   a. General Order B-09 prohibits extra-duty employment in certain listed circumstances
   b. Officers must successfully complete field training to be eligible for extra-duty assignments
   c. Officers on light or modified duty status are not qualified to work extra-duty assignments

4. **CONTRACTED SERVICES**
   Employees assigned to duties contingent upon contractual agreements established by the department shall not have their personnel rights abridged by the provider agency

E. PROGRAM ADMINISTRATION

[22.2.5]

THE FIELD OPERATIONS SUPPORT SUPERVISOR coordinates the extra-duty assignment program. The supervisor or assignee will:

1. **PREPARE AND SUBMIT INVOICES** for work completed to companies requesting extra-duty services

2. **MAINTAIN FILES** that document the significant aspects of each outside employment contract. The file shall include the day, time, and place of employment and any incidents involving the use of law enforcement powers. The duties outlined for each job may be general to each type of duty (i.e., traffic control, community center).

3. **PRODUCE ANNUAL FISCAL YEAR REPORTS** showing the amount of extra-duty time worked for each officer and make these reports available for review

F. CALL LISTS

1. **REQUIREMENTS** for officers to be on an extra-duty call list

   a. Accept **any type** of extra-duty employment
   b. Maintain a minimum of **two phone numbers** for contact in Telestaff
      1) Phone numbers in email format or email address are acceptable; however, emails are not tracked or logged individually
      2) The department is not responsible for undeliverable/missed messages
      3) If utilizing email, leave the second contact as a phone number

2. **TYPES AND USE OF EXTRA-DUTY LISTS**

   a. A call list is established for each day of the week and for last minute jobs
   b. Last minute call list is used for short-notice jobs (Short notice: Jobs that still need to be filled for the following day as of 1500 hours of the current day)
   c. Do not use for absent employee relief. Use extra-duty lists only for extra-duty assignments or those overtime assignments approved by the Field Operations commander

3. **NAME ORDER ON LIST** Officers and sergeants will be placed on the rotation list in alphabetical order by last name

4. **CHANGE OF STATUS ON LIST**
   a. Changes to the lists will be made for long-term circumstances only (i.e., change in shift, day care responsibilities, changes to significant other schedule) or with approval of the Field Operations commander or designee
   b. New lists will be established each shift change and honored until shift change the following year
   c. Lists may be modified throughout the year as officers are transferred from one assignment to another or as new officers are added

5. **ROTATION ON THE LISTS:** An officer who is at the top of a list rotates to the bottom of the list when:
   a. Officer chooses not to accept the extra-duty assignment for **any** reason
   b. Officer accepts an extra-duty assignment
   c. Telestaff is unable to reach the officer within the 15-minute window

6. **CALL LOG AVAILABLE FOR REVIEW:** The log indicates date and time the officers were called, whether contact was made, if the officer accepted the extra-duty assignment and the job and date of the assignment

G. ASSIGNMENT PROCEDURES

1. **CONTACTING OFFICERS:** Telestaff will attempt to contact the officer at the phone number(s) provided

Rev

   a. Extra-duty jobs will be limited to 12 hours or less. The extra-duty coordinator will split the request for an extra-duty job if the timeframe is more than 12 hours.
   b. TeleStaff uses the established lists and calls the officers in alphabetical order
   c. For jobs being offered from the regular day specific extra-duty lists TeleStaff calls the officer's phone numbers up to three times. The officer must respond within 15 minutes regardless of the situation. Being on duty is not an exception.
   d. For jobs being offered from the Last Minute extra-duty list TeleStaff calls the officer's phone number one time. The officer must respond within 3 minutes regardless of the situation for jobs being offered from the Last Minute extra-duty list. TeleStaff uses the last minute list each day from 1500 to 1600 hours. Manual deployment of the Last Minute extra-duty list may also occur between 0900 to 1100 hours to fill same day jobs.
   e. If officer does not respond within the timeframes noted above, the next officer on the list is called. Officer failing to respond rotates to the bottom of the list.
   f. Officers will be sent notification using the Last Minute extra-duty email list for short notice jobs when:
      1) TeleStaff has not been able to fill the extra-duty job prior to 1600 hours
      2) Same day jobs not filled by Telestaff
      3) The extra-duty job is for an emergency, e.g., power outage, water main break, etc.

      In these situations, officers will not be moved to the bottom of the list

2. **JOB OFFER**
   a. Coordinated with the officer only
   b. Contact officer for each job individually; no blanket instructions accepted
   c. Do not schedule jobs more than one month in advance
   d. Telestaff will tell officer date, time, and location of assignments available

3. **DEVIATION FROM LIST**
   a. If personnel are unable to fill a job and time is of the essence, coordinator may deviate from the rotation list with the authorization of the Field Operations commander, support supervisor, or a lieutenant
   b. In extenuating instances (i.e., sergeant is required when three or more officers are working, Spanish speaker required), coordinator may deviate from the rotation list to fulfill the requirement
   c. School resource officers have first opportunity for extra-duty assignments at the school to which they are assigned
   d. **OFFICERS WILL NOT** contact Field Operations personnel requesting information regarding the availability of extra-duty assignments

4. **EMPLOYEES' RESPONSIBILITIES**
   a. **Fair distribution of extra-duty assignments** is everyone's responsibility
      1) Officers will only accept extra-duty assignments they intend and have the ability to personally work with one exception. An officer may accept an assignment of eight hours or longer with the intention of working a minimum of three consecutive hours and returning a minimum of four or more hours immediately to the extra-duty coordinator to be redeployed. Jobs seven hours or less MAY NOT BE SPLIT.

Rev

      2) The splitting of jobs does not apply to jobs received from the last minute list. These jobs may not be split.
      3) **Short notice jobs** (immediate need jobs or next day jobs not accepted by anyone from the last minute list)
         a) May not be split
         b) Will be filled quickly and none will be saved or held
         c) Lists are not affected by short notice jobs

Rev

      4) **Unable to work extra-duty jobs.** Return job immediately to extra-duty coordinator for redeployment. If returned during non-business hours and job starts prior to noon on next business day, give to on-duty supervisor for redeployment. Officers may not trade or giveaway jobs on their own.
         a) No sanctions will apply if the reason for return is due to unforeseen circumstances outside of officer's control
         b) Sanctions apply if job is returned within twenty-four hours before it starts and is due to an avoidable error on officer's part and is unable to be filled by another officer, e.g., existing schedule conflicts, double booking, etc. (see 5)
         c) Sanctions apply if you fail to report for the extra-duty job assigned to you (see 5)

Rev

      5) Failure to comply with above restrictions will be tracked on a rolling calendar year (beginning with the first offense) and will result in the removal from all extra-duty opportunities and sanctions from Professional Standards Section
         a) First offense – 30 days
         b) Second offense – 60 days
         c) Third offense – 180 days
         d) Fourth offense – 365 days
   b. **On-site extension of job:** If required to stay by the contracting person for more than the scheduled hours, officer will notify Field Operations staff of the name of the person authorizing the extension

c. **Use of Comp/Vacation Time**
   1) Officer may use comp/vacation time (if authorized by the officer's supervisor prior to accepting a job)
   2) Comp/vacation time will be authorized only when minimum staffing requirements can be met without the use of paid employee relief

H. TIME ACCOUNTING

1. **SHORTENED TIME**

   a. If assignment does not last the entire scheduled time, the officer is paid only for the amount of hours actually worked. The officer will always be paid for a minimum of two hours.
   b. The actual hours worked must be noted on the officer's Telestaff entry and a timesheet must be submitted to the extra-duty coordinator for billing no later than 24 hours after the date the work was completed.

2. **CANCELLATION**

   a. If assignment is canceled and the officer has responded to the station or job site for duty, the company will be billed for two hours show-up time
   b. If the officer is canceled on scene, it is the officer's responsibility to notify the extra-duty coordinator of the cancellation

I. EXTRA-DUTY TRAFFIC CONTROL

[22.2.5]

1. **CHECK IN WITH THE CONTRACTOR** for any special assistance required. Continue to make contact periodically to answer any concerns of the construction crew.

2. **DO NOT READ BOOKS**, newspapers, or complete police-related paperwork while working an extra-duty assignment

3. **MONITOR TRAFFIC CLOSELY** to ensure the safety of the construction crews and general public

4. **VEHICLE POSITIONING IS CRITICAL**. Do not park off the roadway (i.e., sidewalk, parking lot, shoulder). Position vehicle to allow for maximum use of emergency lights.

J. COMMUNITY CENTER

[22.2.5]

1. **WALK THE EVENT FACILITY** area and surrounding areas repeatedly throughout the assignment (e.g., multipurpose room, upstairs balcony, back stairwells, outside the Community Center, parking garage, etc.)

2. **SECURE THE AREA,** ensuring citizens are not serving or allowing minors to drink, enforcing no smoking policies and assisting facility staff as needed

3. **ALCOHOL:** Officers will notify the responsible party and any person distributing alcohol they are responsible for controlling its legal distribution. Guests not conforming to the rules will be escorted off the property.

4. **DISORDERLY EVENT/CROWD:** Facility center staff may call the event to a halt and ask everyone to leave. At this time, assist in vacating the building and remain until the facility is secured.

5. **DO NOT REMAIN IN** the officer area. DO NOT access a television.

K. ABSENT EMPLOYEE RELIEF

1. **ABSENT EMPLOYEE RELIEF** is available only to officers whose normally assigned schedule **is not** during the day and time when the need exists

2. **OFFICERS MAY SIGN UP** for absent employee relief lists

3. **OFFICERS ARE NOT TO FLEX,** take compensatory time, or vacation time during their normal schedule to work absent employee relief

L. EVENT PAYMENT

1. **ONE-TIME EVENTS** are required to prepay for officers and no changes can be made to assignments unless an unforeseen circumstance outside the officer's control occurs. These jobs are required to be filled no later than 72 business hours in advance.

2. **RECURRING EVENTS** contract officers and supervisors for events requiring security and/or crowd control. Recurring events do not require prepayment and are assigned as defined in B-10.200.G.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-10 OVERTIME**	
	Subject **300 Workforce Telestaff Guidelines**	Effective **02/10/23**

SUMMARY

This policy establishes guidelines for leave requests and proper reporting of work hours for payroll processing in order to maintain an adequate staffing level for emergency services maintained in the electronic staffing program Workforce Telestaff

A. POLICY

Establish a uniform procedure for documenting leave, overtime, training and payroll exceptions that impact staffing levels through Workforce Telestaff. It is the responsibility of each employee to ensure the hours worked during any pay period are accurately recorded into Workforce Telestaff on a weekly basis.

B. RESPONSIBILITIES

1. **EMPLOYEES AND THEIR SUPERVISORS ARE RESPONSIBLE** for ensuring all exceptions are documented and approved via Workforce Telestaff prior to payroll finalization

    a. Failure to properly document and approve hours in Workforce Telestaff may result in an employee and/or their supervisor receiving disciplinary action
    b. If hours are improperly documented, the employee may not receive the appropriate compensation on the next payday
    c. Supervisors will review all entries within their span of control before leaving at the end of their workweek
    d. Shift commanders and sergeants will communicate with their peers prior to taking leave to ensure their teams and related Workforce Telestaff entries are reviewed and approved

2. **EMPLOYEES ARE RESPONSIBLE** for ensuring their personal passwords are not compromised

3. **EMPLOYEES WILL ENTER A PAYROLL VALIDATION CODE** at the end of each week, verifying their entries were correctly entered into Workforce Telestaff

C. ACCESSING WORKFORCE TELESTAFF

Rev

1. **HOW TO ACCESS WORKFORCE TELESTAFF:** www.pdstaffing.chandleraz.gov with userid and password

2. **ON-DUTY SUPERVISORS** may make Workforce Telestaff entries on behalf of an employee when other means are not practical and staffing is impacted

Rev

3. **EMPLOYEES MAY REQUEST ASSISTANCE** from Operational Services for last minute, unusual or difficult corrections

4. **TRAINING MATERIALS** are available on PDInfo

D. USAGE

Rev

The Chandler Police Department shall track leave taken by sworn employees using Workforce Telestaff. Sworn employees should ensure approval has been granted prior to taking the leave or being absent from work

1. **REQUEST LEAVE ELECTRONICALLY** via the Workforce Telestaff computerized schedule for supervisor approval

2. **EMPLOYEES SHOULD VERIFY PERSONAL LEAVE BALANCE ACCRUALS** prior to requesting leave. Failure to do so may result in payroll shortage for the pay period

3. **UTILIZE THE NOTES FIELD TO EXPLAIN** the leave request and any modification to the work schedule
   a. Contact your supervisor for requests made less than 16 hours prior to the date and time of the leave
   b. Contact an on-duty supervisor for approval if unable to contact your supervisor
   c. Supervisors reviewing requests for time off (compensatory time, personal or vacation leaves) will ensure appropriate staffing levels are met prior to authorizing the request

4. **FAILURE TO SUBMIT A LEAVE REQUEST** in a timely manner may result in it being denied

5. **NOTIFY YOUR SUPERVISOR OR AN ON-DUTY SUPERVISOR** to document changes to previously approved leave in Workforce Telestaff

6. **SUPERVISORS WILL PERSONALLY NOTIFY THE EMPLOYEE** if a request for leave is denied and will remove the request from Workforce Telestaff

7. **EMPLOYEES ARE ULTIMATELY RESPONSIBLE** for the correct posting of all absences from duty

E. COURT NOTIFICATION

Workforce Telestaff is a notification tool to the Chandler City Court and Prosecutors Office. The Court and Prosecutor Offices are able to view officers' work schedules, allowing them to effectively and efficiently generate subpoenas according to officers' schedules. They are not responsible for coordinating last minute changes of leave.

1. **EMPLOYEES WHO MAKE LAST MINUTE** leave requests and have court obligations are not automatically excused from their court obligation

2. **EMPLOYEES MAY ATTEMPT TO SECURE** a release from an existing subpoena with the appropriate prosecuting attorney or court of jurisdiction

3. **REQUESTS FOR LEAVE SHOULD NOT BE APPROVED** while the employee has an outstanding subpoena

F. RECORD KEEPING

Supervisors will ensure Workforce Telestaff accurately reflects attendance daily

1. **REPORT ALL LEAVE HOURS** taken prior to the reporting period closure using the correct designated work codes

Rev

2. **ONCE A REPORTING PERIOD** is closed or has been finalized for payroll reporting, additions or corrections for the closed period require a “prior period adjustment” to be entered into IntelliTime by the Police Operations Support Supervisor or the Police Operations Manager

3. **EXCEPTION FOR EMERGENCY LEAVE:** When possible, employees are to notify their supervisor or any command officer of an emergency absence as soon as practical

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-11 SICK AND INJURED EMPLOYEES**	
	Subject **100 Procedures**	Effective **02/10/23**

Summary: This order explains the procedures to be followed when an employee's ability to work is impaired due to sickness or injury.

A. POLICY

EMPLOYEES WILL INFORM their supervisors any time they will be absent from their assigned work schedule following procedures contained in this order and Personnel Rule 15

B. SICKNESS OR INJURY ON-DUTY

1. **IF AN EMPLOYEE IS INJURED OR BECOMES ILL** while on duty and must leave work:
   a. **That employee must notify supervisor** of the nature of the illness or injury and provide any other requested information
   b. **If notification is impossible** due to the nature of the injury, the employee arranging for transportation will make the notification

2. **MEDICAL TREATMENT FOR ON-DUTY EMPLOYEES**
   a. If employee incurs **minor work-related injuries** not requiring hospitalization, call the CorVel 24/7 Nurse Line. The nurse will make an assessment of the injury and determine if first aid or medical treatment is recommended. If medical treatment is needed, clinic information based on location and business hours will be provided by the nurse.

      The number for the 24/7 CorVel Nurse Line is: 877-764-3574

   b. For **serious injuries** occurring while on duty report to the nearest emergency room and call the 24/7 nurse line as soon as possible to report the injury. If the employee is or will be unable to complete the call within 24 hours the employee's supervisor should call to report the incident.

3. **DETERMINE THE TYPE OF TRANSPORTATION TO THE HOSPITAL** by the nature of the particular injury. A police vehicle may be used; however, an ambulance should be summoned if it appears that the injury might be aggravated by transport in a police vehicle.

4. **REPORTS FOR INJURIES OCCURRING ON DUTY**
   a. **Report** each on-duty injury as soon after the injury occurs as possible even if the disability does not last through the day or does not require medical attention but no later than 24 hours after it occurs
   b. **Immediately notify** the Medical Leave Coordinator and Safety Coordinator of any serious injuries requiring OSHA reporting. The following meet the OSHA reporting requirements: a fatality occurs, in-patient hospitalization is required, amputation is required, or loss of an eye occurs. A supervisor is required to speak to someone directly if any of the above occurs.

c. **Required Reports:**
   1) Call the CorVel 24/7 nurse line at 877-764-3574 to report incident immediately or as soon as possible
   2) Complete Supervisor's Employee/Supervisor Incident Report on Chanweb (CC Form 38)

Rev

C. OFF-DUTY SICKNESS OR INJURY

When it is evident that an employee will not be able to report for duty as scheduled because of illness or injury, the employee must notify his supervisor, the shift commander, or other on-duty supervisor

1. **NOTIFY AN ON-DUTY SUPERVISOR at least four hours prior** to normal starting time when possible, but in no case, less than one-half hour prior to your normal reporting time for duty

2. **WHEN AN ON-DUTY EMPLOYEE TAKES THE CALL** from a sick employee, the on-duty employee will notify the appropriate supervisor immediately

D. INFORMATION RELEASE

1. **WHEN AN EMPLOYEE IS OFF WORK DUE TO AN ON/OFF-DUTY ILLNESS OR INJURY FOR AN EXTENDED LENGTH OF TIME (TWO OR MORE WEEKS)**

   a. The employee's immediate supervisor will relay any information the employee wishes to pass along to members of the department
   b. If the employee does not wish to share information, this will be respected, and no information will be given out other than the length of time it is estimated the employee will be on leave

2. **IF THE ILLNESS OR INJURY OCCURS ON DUTY** and is a matter of public record, the PIO will release information in accordance with the Arizona public record laws

E. LIGHT OR MODIFIED DUTY STATUS

SEE CITY OF CHANDLER ADMINISTRATIVE REGULATION CM-21 Return to Work Program for City of Chandler requirements. In addition to these requirements, the following procedures apply to police employees:

1. **INJURED EMPLOYEE ASSIGNMENT**

   a. Any employee disabled by an off-duty or on-duty injury may return to duty in a light or modified duty status if they are given a modified work release by their treating physician indicating limitations, and if the department has light duty work available and the light duty meets the medical restrictions of the employee.
   b. All sworn personnel shall inform their chain of command and the Operations Support Supervisor or designee of their light or modified duty status and will provide a doctor's note advising of their light or modified duty status and any medical restrictions. Officers working in substations will notify the Operations Support Supervisor or designee of their light or modified duty status and details of their work assignment will be established at that time.

1) Officers on light or modified duty for less than two weeks may work out of the station they are assigned
2) Officers on light or modified duty for more than two weeks are subject to placement by the Operations Support Supervisor or designee to fit the needs of the department

c. Supervisors may coordinate with the Medical Leave Coordinator when placing an employee on light or modified duty status for on-duty and for off-duty injuries
d. The employee's supervisor will notify other supervisors in the section of the employee's status and assignment
e. An employee who fails to report for a light or modified duty assignment following an on-duty injury will be considered absent without leave
f. Officers assigned to light or modified duty status will wear civilian attire. The officer may wear a sidearm and police identification (badge) if the injury does not restrict or inhibit the officer's ability to use a firearm.
g. Employees on light duty for an off-duty injury/illness must complete the "Employee notice of Modified Duty Assignment Non-Work Related Conditions" form as required under CM-21 Return to Work Program Administrative Regulation

2. **ASSIGNMENT DEPENDS ON THE FOLLOWING**

a. The employee's treating physician's specified medical restrictions on the kind of duty which can be performed
b. The nature of the employee's regular assignment
c. The availability of a suitable assignment for the employee while recovering
d. Assignment is in the best interest of the City

3. **IF NO LIGHT OR MODIFIED-DUTY STATUS POSITIONS ARE AVAILABLE**, the employee shall be placed into the appropriate leave status

4. **EXTRA-DUTY ASSIGNMENTS**: Officers on light or modified duty status are **not eligible** to work extra-duty assignments

5. **NORMAL DURATION OF STATUS**

a. Will not exceed 12 months for on-duty injuries and 6 months for off-duty injury/illnesses
b. Will be reviewed after every physician appointment
c. Change in status requires the affected division commander to submit a report to the Office of the Chief of Police documenting the reasons for continuing or discontinuing the assignment

6. **PAY:** Employees on light or modified duty are paid at their regular rate of pay. Personnel Rules and applicable Memorandums of Understanding govern salary increases and probation requirements.

7. **CHANGES OF ASSIGNMENT** made pursuant to this policy

    a. Must meet the work and medical restrictions outlined by treating physician
    b. Every employee injured on or off duty must advise the attending physician of this policy so that the employee may be returned to full or modified duty as soon as physical condition permits

8. **OBTAINING WRITTEN AUTHORIZATION** to return to work

    To report back to work from an on-duty injury, first obtain written authorization to return to work from the treating physician and present it to your supervisor and to the City of Chandler Medical Leave Coordinator

F. RESTRICTED ADMINISTRATIVE DUTY

An employee who is under an administrative investigation may be placed on restricted administrative duty and will comply with the following guidelines:

1. **CIVILIAN EMPLOYEES** will continue to report to their immediate supervisor unless otherwise directed by the Chief of Police or designee

2. **SWORN EMPLOYEES WILL BE NOTIFIED** by their chain of command of their restricted duty status and details of their work assignment will be established at that time

3. **EMPLOYEES WILL NOT BE ELIGIBLE** to work any overtime or extra duty assignments

4. **EMPLOYEES WILL NOT** return to full duty status without permission from the Chief of Police or designee

G. RETURNING TO DUTY

Upon recovery, the employee will notify the shift supervisor or his representative of his intention to return to work:

1. **AT LEAST THREE HOURS PRIOR** to normal reporting time if possible when assigned to a division on a **24-hour per day** operation

2. **A DAY BEFORE RETURNING** whenever this is possible when assigned to a unit which operates during only **one shift of the day**

3. **IMMEDIATELY** when an employee recovers from sickness or injury just prior to or during his regular days off

4. **DOCTOR'S RELEASE REQUIRED** per City of Chandler Personnel Rule 15, Section 20

    a. Employees may be required to present a certificate from a health care provider releasing the employee to return to work for any absence due to illness or injury of three or more working days duration
        1) Present the certificate to the immediate supervisor or designee prior to the resumption of duties by the employee
        2) The certificate must state that the employee has recovered from illness or injury and is able to perform the duties of the position

b. The Chief of Police may require the employee to submit a doctor's certificate for any length of illness if in the Chief's opinion it is in the best interest of the City

H. RECORDING SICK LEAVE

See Personnel Rule 15 for further explanation. See City of Chandler Time Exception Report Form Policy for procedures for the documentation of time exception reporting for regular City employees.

1. **THE EMPLOYEE SHALL RECORD THE TYPE AND NUMBER OF HOURS** of sick leave usage in Telestaff. The employee may not change declared sick leave to vacation or compensatory time.

   In exceptional circumstances, the Chief of Police may authorize the use of vacation / compensatory credits for sick leave if the employee's sick leave credits are exhausted and the employee is eligible to take vacation / compensatory credits. The employee shall make the request in writing through the chain of command to the Chief of Police detailing the circumstances.

2. **IDENTIFY LEAVE** as sick leave or sick industrial in Telestaff

   a. **Sick Leave:**
      All sick leave not recorded as sick industrial will be recorded as sick leave (sick family, sick leave self)
   b. **Record as Sick Industrial:**
      1) The hours absent from scheduled work hours resulting from an on-duty injury and while placed in an off-work status by the treating physician
      2) The scheduled work hours missed to attend any medical appointments approved by and relating to the workers compensation claim, as a result of an on-duty injury
      3) Normally scheduled hours of work missed if there is no light or modified duty assignment available. The assigned lieutenant must verify this pay category.

I. PRESCRIPTION DRUG NOTIFICATION

[26.1.1]

(***For employee drug testing policy, see General Order B-06***)

1. **FOLLOW THE CITY OF CHANDLER DRUG FREE WORK ENVIRONMENT POLICY**. The purpose of this General Order is to expand on and outline the process for reporting prescription drug usage.

Prescription and over-the-counter drugs are not prohibited when taken as prescribed by a licensed medical provider and provided the employee can effectively and safely perform his/her duties and there is no evidence of impairment.

2. **A DUTY TO DISCLOSE IS REQUIRED** when taking a controlled substance or non-prescription drug, which is reasonably anticipated to negatively impact the ability to perform the employee's duties or carries a warning label indicating impairment of mental function, motor skills, or judgment.

3. **NOTIFY HUMAN RESOURCES IN WRITING** (use the COC Prescription Drug Disclosure Form) **prior** to performing work-related duties. If unable to make the notification during normal business hours (M-F 0800-1700) to Human Resources, notify the supervisor of any limitations associated with taking the medication, but not required to disclose the medication to the supervisor.

   Disclosure to Human Resources is required when:
   a. A new prescription is received
   b. A change in a current prescription is made
   c. The employee is no longer on the medication: A form is not required in this case, an email notification to Human Resources is sufficient. Email the contact listed on the COC Prescription Drug Disclosure Form.

4. **MAKE NOTIFICATION TO HUMAN RESOURCES** in person or via email, but the employee must receive confirmation from Human Resources prior to returning to full duty. If prescribed a drug that affects their ability to perform the essential functions of their position and is outside normal business hours, the on-duty Watch Commander may place the employee on temporary light duty until they are able to confer with Human Resources.

5. **HUMAN RESOURCES WILL NOTIFY PSS** the employee has complied with the disclosure process and disclose any restrictions and timelines indicated on the form

6. **EMPLOYEES ARE REQUIRED TO REPORT ANY IMPAIRMENT** or adverse side effects to their supervisor immediately and may not operate a motor vehicle or perform any duties until cleared by the prescribing physician. Employees should be immediately removed from duty.

7. **NOTIFICATION UNDER THIS POLICY DOES NOT PROHIBIT** an employee from being subject to reasonable suspicion drug testing and facing disciplinary action up to and including termination for impairment. Failure to disclose will lead to disciplinary action up to and including termination.

8. **THE DEPARTMENT MAY TEMPORARILY REASSIGN** the employee to other duties when appropriate

J. FMLA

See City of Chandler Family and Medical Leave Policy for leave associated with the Family and Medical Leave Act (FMLA)

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-12 CODE OF CONDUCT**	
	Subject **100 Conduct Guidelines**	Effective **01/08/21**

A. FOUNDATIONAL PRINCIPLES

[26.1.1]

1. Police employees are held to a set of rules and sanctions that represent a defined ethic of high professional standards. All employees of the organization should first consider organizational welfare with fair and impartial enforcement of the rules.

2. The organization as a group has contributed to the formation of a disciplinary system in order to maintain proper professional standards throughout the organization

3. The administration's responsibility is to ensure that fair, impartial, and judicious enforcement of these rules is consistent with the purpose for which they were established

B. POLICY

1. **THE BASIC REQUIREMENT** of all employees is support of the department's primary obligations to the community, including:

   a. The preservation of public peace
   b. Protection of life and property
   c. Prevention of crime
   d. Detection and arrest of violators of the law
   e. Enforcement of the laws of the State of Arizona and the ordinances of the City of Chandler

2. **ALL POLICE EMPLOYEES SHALL COMPLY** with all applicable orders, directives, rules, and regulations, whether oral or written, whether stated in this order or elsewhere (See General Orders A-02.400 Obeying Orders)

3. **CLASSIFICATION SYSTEM**

   a. Each directive in the code of conduct has a corresponding class that may only be mitigated or aggravated according to procedures in B-13
   b. When the sanction for a violation is listed as ranging from counseling statement to Class A, PSS, in conjunction with the involved employee's chain of command, will make the determination whether it will be investigated as a Level II or submitted directly as a Level I. Level II investigations under these circumstances may still be mitigated down to a counseling statement at the completion of the investigation at the discretion of the Chief of Police.
   c. Any conduct wherein the range of discipline includes suspension, demotion, or termination requires a citing of a Personnel Rule 5 provision(s). The Personnel Rule 5 citing will not have a classification or sanction on the IA face sheet.

C. RULES AND REGULATIONS

1. ACCEPTANCE OF GIFTS OR REWARDS

Employees shall not solicit or accept rewards for performance of duties, ask for gratuities, or use their position to seek personal favors of any kind. Any offer of reward, gratuity, gift, fee, or favor shall be courteously declined *(City of Chandler Administrative Regulation CM-10 governs all solicitations by City employees).*

See City of Chandler Administrative Regulation CM-08 for complete guidelines for treatment of gifts to city employees

a. Accepting or soliciting a bribe or gratuity for permitting an illegal act	**CLASS B**
b. Soliciting monetary or valuable gratuity for performing assigned duty or police duty	**CLASS B**
c. Accepting monetary or valuable gratuity for performing assigned duty or police duty	**CLASS A**

2. CITY DISCOUNTS

The discounts the city has arranged for meals, movie tickets, etc., are to be considered part of the city's benefit program and are not the type of gifts that would fall under this General Order

3. CRIMINAL PROCEEDINGS

Employees shall not misuse their authority by recommending that criminal or traffic offenses be reduced or dismissed unless they are the arresting officer or complaining witness, and then only to cooperate with the prosecutor or court in the interest of justice

Improper recommendation for the disposition of traffic or criminal offenses	**CLASS A**

4. RECOMMENDATIONS PROHIBITED

Employees shall not recommend any product or service related to department business, such as an attorney, ambulance service, towing service, bondsman, or funeral director, etc., in a professional capacity

Making inappropriate recommendations	**Counseling Statement**

5. ALCOHOL

See the City of Chandler Drug Free Work Environment Policy on Chanweb/ Human Resources Division regarding the use of alcohol on duty

a. No employee wearing an identifiable portion of a uniform of the Chandler Police Department will drink or purchase alcoholic beverages. Plainclothes officers may consume alcoholic beverages on duty in conjunction with official police business, with the prior approval of a supervising officer.

1) On-duty employee drinking or purchasing liquor or alcohol beverages not in conjunction with official City of Chandler business	**CLASS B**

2) Off-duty employee drinking liquor or purchasing liquor or alcoholic beverages while in uniform or wearing any identifiable part of the uniform **CLASS A**

b. No employee shall present himself unfit for duty because of the consumption of alcoholic beverages. An employee will be considered unfit for duty if a breath analysis records a reading of .02 or above.

1) Employee reports for duty or is found on duty at .02 - .039 BAC **COC Mandatory 30-Day Suspension**

2) Employee reports for duty or is found on duty at .04 or greater BAC **CLASS B**

6. DRUGS

See the City of Chandler Drug Free Work Environment Policy on Chanweb/ Human Resources Division regarding the use of illicit or illegal drugs

No employee will use illicit or illegal drugs, nor appear for duty or be on duty while under the influence of such

Willfully using any illicit or illegal drugs **CLASS B**

7. HARASSMENT AND SEXUAL HARASSMENT

[26.1.3] See the City of Chandler Anti-Harassment Policy on Chanweb under Human Resources Division, which governs policy regarding harassment and sexual harassment

a. Committing harassment **CLASS A-B**

b. Committing sexual harassment **CLASS A-B**

8. VIOLENCE IN THE WORKPLACE

The safety and security of employees is extremely important to the Chandler Police Department. Any person who makes substantial threats, exhibits threatening behavior, or engages in violent acts while on police department property shall be removed from the premises as quickly as safety permits and shall remain off the premises pending the outcome of an investigation.

a. All department personnel are responsible for notifying their supervisor or the Professional Standards Section of any threats that they have witnessed, received, perceived, or have been told about by another person who has witnessed or received them. Even without an actual threat, personnel should report any behavior they have witnessed which they perceive to be threatening or violent when that behavior is job related or might be carried out on a department-controlled site, regardless of the relationship to the person involved.

Failure to report threats of workplace violence **CLASS A**

b. An individual who applies for or obtains a protective or restraining order which lists department-controlled sites as being protected areas must provide that individual's supervisor with a copy of the petition and declarations used to seek the order, a copy of any temporary protective or restraining order which is granted, and a copy of any protective or restraining order which is made permanent

Failure to notify supervisor regarding the above named court orders	**Counseling Statement**

D. GENERAL CONDUCT

1. DEPARTMENT PROPERTY

Employees will not misuse or abuse city equipment and will report to their supervisor all loss of or damage to city-owned equipment. An employee may be required to pay for the cost of the item's repair or replacement. *(See General Order B-12.H for damage involving department vehicles. See City of Chandler Administrative Regulation CM-12 reference loaning City equipment.)*

a. Failure to report loss or damage	**CLASS A**
b. Willfully damaging Police Department property	**CLASS A-B**
c. Loss of or damage to issued equipment through neglect or carelessness. Theft of any department issued or authorized firearms will result in discipline being aggravated.	**Counseling Statement – CLASS A**
d. Failure to maintain a neat, clean, and safe work environment	**Counseling Statement**

2. CIVIL PROCESS

An employee of the department will not serve a civil process either on or off duty unless the City of Chandler is a party to the action or unless directed by a judge or magistrate

Unauthorized service of legal process	**CLASS A**

3. ATTENTIVENESS TO DUTIES

Employees shall be attentive to their duties. Inattentive behavior shall include that which affects the operation or efficiency of the organization or the efficiency of the employee.

a. Inattentiveness to duty	**Counseling Statement**
b. Failure to take action within the scope of assigned duties when necessary	**CLASS A**
c. Failure to properly complete an investigation, or make necessary reports, or accurately document reported facts, statements, or any other information on an official report	**CLASS A**
New d. Failure to locate a weapon on a prisoner during a post arrest search	**CLASS A-B**

4. UNBECOMING CONDUCT
[26.1.1]

Employees shall conduct themselves in a manner that will reflect favorably upon the Police Department. Conduct unbecoming an employee includes that which can be demonstrated as bringing the Police Department into disrepute, reflecting discredit upon an employee, or impairing the operation or efficiency of the employee or the Police Department.

Sanction classification for infractions are as follows:

a. Renunciation of citizenship or allegiance to the United States or the State of Arizona or the taking of an oath of allegiance or otherwise pledging allegiance to any foreign country or organization that advocates the violent overthrow of the government of the United States or the State of Arizona	**CLASS B**
b. Any employee required to be firearm certified as part of assigned job duties becoming a prohibited possessor of a firearm relative to a permanent order of protection or conviction of a misdemeanor or felony crime of domestic violence	**CLASS B**
c. Any conduct that would amount to a violation of any criminal statute in Arizona Revised Statutes or United States Code	**CLASS A-B**
d. Use of police electronic systems for personal benefit	**CLASS A-B**
e. Misuse and/or abuse of supervisory authority or privilege	**CLASS A-B**
f. Employee has engaged in unbecoming conduct which might bring discredit to the City of Chandler	**CLASS A-B**
g. Failure to turn over seized, found, or recovered property directly to property custodian, court, or owner	**CLASS A-B**
h. Loss of seized, found, or recovered property/evidence by negligence	**Counseling Statement – CLASS A**
i. Use of rude or insulting language, or conduct offensive to the public or others in the workplace to include coworkers, supervisors, etc.	**Counseling Statement – CLASS A**
j. Asleep while on duty	**Counseling Statement – CLASS A**
k. Failure to answer when called by radio or MDT	**Counseling Statement**
l. Misuse of police electronic systems	**Counseling Statement – CLASS A**
m. Inappropriate use of social media	**Counseling Statement – CLASS A**

5. IDENTIFICATION

[22.1.8] Employees shall supply their names, employee, volunteer, or badge number, and/or commission card/picture identification card when requested to do so by any person

Failure to supply name and number and show identification when requested to do so	**Counseling Statement**

6. LABOR DISPUTES

Employees at the scene of a labor dispute shall remain strictly impartial

Failure to remain impartial in performing duties at the scene of a labor dispute	**CLASS A**

7. LEAVING ASSIGNED AREA

An on-duty employee shall not leave the city limits without authorization by a supervisor except in the immediate pursuit of a person to be arrested

Leaving city limits while on duty without radio call-out or authorization from supervisor	**Counseling Statement**

8. REPORTING FOR DUTY

a. Employees of the department will report for their regularly scheduled shift at the designated time and place. An employee will be deemed absent without leave if the employee has not reported the cause for their absence within four hours of the scheduled time they are to report for duty. All unforeseen and uncontrolled events may be taken into consideration in the event the employee is prevented from making a timely notification of their absence.

1) Absent without leave	**CLASS A**
2) Unexcused tardiness	**Counseling Statement**

b. Employees of the department will report for assignments, including scheduled court appearance, mandatory training, firearms qualification, meetings, extra duty, and special assignments that include compensated on-call status

1) Willfully not reporting other than regularly scheduled shift	**CLASS A**
2) Unexcused absence or tardiness for duties other than a regularly scheduled shift	**Counseling Statement**
3) Working longer than 16 hours in a 24-hour period without supervisor approval	**Counseling Statement**

9. REPORTING TO SUPERVISORS

a. Employees will notify their supervisor as soon as possible when they are suspected of having committed an offense in an investigation being conducted by another law enforcement agency, or are cited or arrested for a criminal violation

Failure to report any violation of this code to a supervisor	**CLASS A**

b. Employees must report to a supervisor, knowledge of any unusual activity, situation, or problem that involves the duty of the department to uphold the law, keep the peace, or protect lives and property

Failure to report any violation of this code to a supervisor	**Counseling Statement**

c. All employees have a duty to report knowledge of misconduct by another employee as soon as possible as outlined in G.O. B-13.100.F

1) Failure to report knowledge of the commission of a felony	**CLASS B**
2) Failure to report knowledge of the commission of a misdemeanor	**CLASS A**
3) Failure to report non-criminal conduct that would constitute a Class A or B violation in a timely manner. A timely manner is based on the immediacy of the need for investigation and/or corrective action.	**Action/Sanction is one below the non- reported violation**

Failing to report such conduct within 120 days of the knowledge of such conduct will result in the delayed complaint process (*see G.O.13.100.G*) and there will be the presumption that the conduct was not reported in a timely manner unless extenuating circumstances can be identified

10. REFUSAL/FAILURE TO COMPLY WITH ORDERS

Employees will comply with all applicable orders, directives, rules, and regulations, whether oral or written, whether stated in this order or elsewhere. The chain of command shall be preserved in order to maintain the principles of good administration; however, it is the right of any employee to respectfully call it to the attention of the supervisor issuing the order or to the supervisor's superior that such orders or instructions are inconsistent, unjust, or unlawful.

a. Refusal to comply with any general order, regulation, or directive, whether written or verbal	**CLASS A-B**
b. Failure to comply with any general order, regulation, or directive whether written or verbal	**Counseling Statement - CLASS A**

11. RESPECT FOR ALL EMPLOYEES OF THE CITY OF CHANDLER

a. The standard of this department is professionalism and respect for all city employees. All members of this department will treat all employees of the city in a respectful manner. Employees are prohibited from making personal attacks that ridicule, belittle, or defame another employee of the city. No employee will use profane or insulting language or gestures to any employee of the city.

Personal attacks that ridicule, belittle, or defame another employee of the city and/or use of profane or insulting language or gestures to another employee of the city	**CLASS A**

b. Employees will not record verbal communication with other members of the department without informing all member(s) involved in the

communication. Internal and criminal departmental investigations being conducted as directed by the Chief of Police may be exempt for purposes of this order. This policy does not apply to telephone communications on department phone lines that are regularly recorded.

Surreptitious recording of employees'/co-workers' conversations	**CLASS A**

12. WRITTEN COMMUNICATIONS

A copy of any formal communication between commands concerning a policy or procedure shall be sent to the Chief of Police. All written communications to any person or agency outside the department shall be signed by the Chief of Police or sent over the name of the Chief of Police and signed by the commander of a section. A copy shall be forwarded to the Chief of Police.

Improper use of departmental communications	**Counseling Statement**

13. FALSE OR INCOMPLETE REPORTS

No employee shall, with intent to deceive, knowingly cause to be made or recorded any false or inaccurate reports; nor shall any employee knowingly omit or cause to be omitted any information that is required to be recorded in any department reports

Knowingly making a false statement or entry in any departmental report, record, application, interview, hearing, or judicial proceeding	**CLASS B**

14. DEPARTMENTAL INVESTIGATIONS

a. Untruthful written or verbal report (not related to, or in response to questioning pursuant to a criminal or internal investigation)	**CLASS A-B 1st violation-standard 10-day to dismissal**
b. Giving false, incomplete, or misleading statements, or willful omissions during an administrative or criminal investigation	**CLASS B**

15. OFF-DUTY POLICE ACTION

Off-duty officers may take reasonable and prudent police action on felony or serious criminal matters coming to their attention.

a. Officers will not take police action in a situation where minor traffic and criminal violations occur. Off-duty officers observing minor violations requiring police action will refer the matter to on-duty personnel of the jurisdiction in which the offense occurred.

Officer taking inappropriate police action when off-duty	**CLASS A**

b. Officers will not use their police authority in their personal affairs or those of their family, friends or neighbors unless such action is warranted by the immediate threat of serious bodily harm or property damage. On-duty personnel will investigate incidents requiring police action.

Officer taking inappropriate police action when off-duty	**CLASS A**

c. Officers engaged in off-duty employment shall not identify themselves as officers or utilize their police authority unless exigent circumstances necessitate immediate police action in situations amounting to serious breaches of the peace or serious felonies

Officer taking inappropriate police action while engaged in off-duty security employment **CLASS A**

16. CONFLICT OF INTEREST

An employee who has, or whose relative has, a substantial interest in any criminal/civil investigation shall refrain from participating in any manner as an officer or employee in such investigation

Conflict of Interest **CLASS A**

17. EXCESSIVE USE OF FORCE

Employees of this department shall not use more force than is reasonably necessary to accomplish their lawful purpose. Allowances must be made for the fact that officers are often forced to make split-second judgments in circumstances that are tense, uncertain, and rapidly evolving about the amount of force that is necessary in a particular situation. (See General Order E-01.100)

Excessive use of force **CLASS A-B**

18. ARRESTS/SEARCH AND SEIZURE

[1.2.4] Arrests and searches, with or without a warrant, will be based on probable cause or will fall under a legal exception such as a "stop and frisk," consent, or exigent circumstance

a. Employee intentionally violates a person's constitutional rights **CLASS B**

b. Employee violates a person's constitutional rights when that employee should have known the conduct was illegal **CLASS A-B**

c. Employee violates a person's Constitutional rights not believing and/or not understanding, that their own conduct was illegal **CLASS A**

19. PRISONER PROCESSING

[71.3.3]

a. The employee who brings any detainee into the station has the responsibility for the supervision, welfare, and security of that detainee until the detainee is turned over to another responsible person or is released. The temporary detention area (by the sallyport) and the CIB interview rooms in the Police Department may be used by any officer for interviews, arrest paperwork processing, or separation purposes.

1) Employee leaves detainee in temporary detention area over eight hours without supervisor approval **CLASS A**

2) Employee leaves detainee in the temporary detention area and fails to physically check on the detainee at least every 30 minutes **CLASS A**

3) Employee leaves detainee in CIB interview room without maintaining continuous control **CLASS A**

b. Whenever a juvenile is taken into custody, whether for the purposes of arrest, detention as a status offender, or as a non-offender, the guidelines for detention as outlined in General Order E-11.300 will apply:

Inappropriate detention of a juvenile

1) Arrested Suspect **CLASS A**

2) Status Offender **CLASS A**

20. EMERGENCY DRIVING/VEHICLE PURSUITS

The Police Department's primary concern in emergency and pursuit driving situations is the protection of lives and the safety of all citizens and officers. It is incumbent upon all officers and supervisors to closely adhere to General Order E-03 regarding emergency and pursuit operations.

a. Failure to comply with General Order E-03.100 Vehicle Operations: Emergency Driving **CLASS A**

b. Failure to comply with General Order E-03.200 Vehicle Operations: Pursuits **CLASS A**

Note: *Circumstances such as excessive speed(s), duration of pursuit, involvement in an accident, number of potential general order violations, etc., may be considered as aggravating factors, resulting in disciplinary action*

E. PERSONAL BEHAVIOR

1. TELEPHONES

All employees shall either maintain a telephone at their place of residence or establish a telephone number where a message can be left and ensure that the department has a current telephone number on file

Failure to maintain a current telephone or message number on file with the department **Counseling Statement**

2. ADDRESS

Employees shall keep the department informed of their home and mailing addresses. Employees will update the computer systems Oracle and PDInfo within seven days of any changes.

Failure to notify department of current home address and mailing address **Counseling Statement**

3. UNIFORM, CIVILIAN APPAREL, ACCESSORIES

a. All sworn or uniformed employees of the department shall maintain a regulation uniform in serviceable condition subject to inspection at any time, regardless of assignment

Failure to maintain required uniform **Counseling Statement**

b. Employees in civilian dress shall wear clean, neat clothing consistent with their duties and shall maintain a well-groomed appearance in accordance with accepted practices

Failure to wear appropriate clothing consistent with assigned duties	**Counseling Statement**

F. PUBLIC RELATIONS

1. OFFICIAL BUSINESS

Employees shall not reveal official business of the department except to those for whom it is intended or as directed by a supervisor or under due process of law. This shall not prevent the release of legitimate public information concerning daily police activities to the press, radio, or television.

Revealing official business of the department except as authorized	**Counseling Statement – Class A**

2. DIVULGING CRIMINAL RECORDS

No employee shall divulge the criminal record of any other person unless necessary to conduct an investigation or under due process of law. This shall not prohibit the release of information to authorized law enforcement agencies or the release of facts connected with daily police activities to the press, radio, or television.

Divulging criminal records of one person to another, except when necessary to conduct a criminal or department investigation or under due process of law	**CLASS A-B**

3. PUBLIC APPEARANCES

All plans for public appearance before groups of any kind, including radio and television, for the purpose of discussing police problems shall be cleared through the division chief. Nothing in this section shall prevent officers from making extemporaneous statements or speeches when called upon to do so, provided no general orders are violated.

Employees engaged in unauthorized public appearances	**Counseling Statement – CLASS A**

4. PUBLIC DISCUSSIONS

Employees shall not engage in political or religious discussions for public exposure while on duty

Engaging in political or religious discussions for public exposure while on duty	**Counseling Statement – CLASS A**

G. SUPERVISION

No supervisor or person of any rank is exempt from the rules of the organization simply because of the position held by such person. Flexibility and judgment are required in enforcing the rules when the competence of a supervisor is questioned because of the additional authority and greater responsibility. For this reason, the sanction of demotion may be included when other sanctions are imposed.

a. Failure to properly perform required supervisory responsibilities	**Counseling Statement – CLASS A**

b. Failure to ensure employees perform required duties	**Counseling Statement**
c. Failure to advise an employee of the grievance and appeal process and/or apprise the employee's supervisor of possible forthcoming complaints or grievances	**Counseling Statement**
d. Failure to ensure employees properly care for departmental property and equipment	**Counseling Statement**
e. Failure to investigate and document actual or alleged incidents of misconduct or violation of department orders	**CLASS A**

H. VEHICLES AND DRIVING

1. DEPARTMENT VEHICLES FOR OFFICIAL BUSINESS ONLY

Employees shall not use department vehicles without the permission of a supervisor, nor shall they use them for other than official police business

a. Employee uses department vehicle for other than official business or for personal use and benefit	**Counseling Statement – CLASS A**
b. Employee is involved in traffic collision on a public roadway not resulting in citation but is listed as Vehicle 1/at fault vehicle. (If given a citation, no further action will be taken). Damage under $5000 will result in CS and over $5000 or with injuries may be handled as a CS or Class A depending on circumstances.	**Counseling Statement – CLASS A**
c. Employee is involved in private property collision. Damage under $5000 will result in CS and over $5000 or with injuries may be handled as a CS or Class A depending on circumstances.	**Counseling Statement – CLASS A**
d. Employee is involved in traffic collision resulting in citation where employee was negligent	**CLASS A**
e. Employee commits traffic violation not resulting in a collision while in department vehicle for no valid reason	**Counseling Statement**

Note: *Circumstances such as excessive speed, injury, amount of property damage, and/or number of potential general order violations, etc., may be considered as aggravating factors, resulting in disciplinary action*

2. CARE FOR VEHICLES

Employees will not misuse or abuse city-owned vehicles and shall properly care for assigned vehicles. Employees shall notify their supervisor as soon as practical of all losses from or damage to city-owned vehicles and then submit all necessary reports as soon as practical.

a. Failure to report loss, damage, or accident	**CLASS A-B**
b. Causing damage to a department vehicle or contributing to the loss of the vehicle or of any property or equipment from the vehicle due to serious carelessness or neglect (excluding accidents)	**CLASS A**
c. Failure to properly care for assigned vehicles	**Counseling Statement**

I. COUNSELING/DISCIPLINE CHART

LEVEL I Counseling Actions												
	First Occurrence			Second Occurrence Inside of a Six-Month Period			Third Occurrence Inside of a Six-Month Period					
	Counseling Statement			Counseling Statement			Level II					
LEVEL II Sanctions												
Class	First Violation			Second Violation			Third Violation			Fourth Violation		
	Mit	Standard	Agg	Mit	Standard	Agg	Mit	Standard	Agg	Mit	Standard	Agg
A	Counseling Statement	Letter of Reprimand	1 Day	Letter of Repr	1 Day	3 Days	3 Days	40 hours	80 hours	N/A	80 hours to Dismissal	N/A
B	Susp / Demote	Dismissal	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

The City of Chandler personnel rules provide that the department head may demote an employee whose ability to perform required duties falls below the minimum job requirements or for disciplinary purposes.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-13 PROCESSING COMPLAINTS**	
	Subject **100 Guidelines**	Effective **06/30/22**

SUMMARY This order describes the process involved in investigating and resolving complaints received by Chandler Police Department against department procedures or personnel and outlines standards for equitable police discipline

A. PHILOSOPHY

[26.1.4] A proper relationship between the Police Department and the public we serve is essential to effective law enforcement. This philosophy imposes upon the department the responsibility for providing a system of complaint and disciplinary procedures. The Chandler Police Department welcomes constructive criticism, which may subject our employees to corrective action when they conduct themselves improperly; however, we will protect our employees from unwarranted criticism when they discharge their duties properly.

B. POLICY

1. **THE PROFESSIONAL STANDARDS SECTION (PSS) COMMANDER:**
   a. Is responsible for coordinating investigations of complaints against department procedures and personnel
   b. Reports directly to the Chief of Police
2. **EVERY DEPARTMENT EMPLOYEE** shares the responsibility for support of the disciplinary system
3. **SUPERVISION AND MANAGEMENT** is responsible to motivate and counsel members toward self-discipline. When training, counseling, and imposition of sanctions have failed to alter unacceptable behavior or performance, separation from the organization may be necessary.

C. DEFINITIONS

Table 1. Definitions of Terms

Term	Definition
1. Action	The administrative act as the result of a sustained LEVEL I violation documented on a Counseling Statement form. The word “action” refers to a Counseling Statement, which is not considered a sanction or discipline From Section H.
2. Administrative Action Date	The date recorded on any Counseling Statement, Letter of Reprimand, or Suspension Notice. If an investigation exceeds 45 days, the Administrative Action Date will be recognized as the 46th day after the Registered Date. This is defined for purposes pertaining to progressive discipline, specialty assignment selection, and promotion.
3. Administrative Investigation	All LEVEL I, LEVEL II, and Inquiry investigations are administrative in nature, independent from any criminal investigation
4. Administrative Leave	The administrative removal of an employee from duty with pay for a specific and brief time in furtherance of an investigation
5. Counseling Statement Form	A report form that documents LEVEL I allegations/violations, normally completed by the employee’s direct supervisor

6. Counseling Statement	a. The result of a sustained LEVEL I violation, documented on a Counseling Statement Form, including, but not limited to the following information: description of the incident, the employee's involvement, the specific code violated, and any appropriate counseling, training, mentoring, etc., warranted to correct the behavior b. A Counseling Statement is not considered to be discipline
7. External Complaint	The expression of dissatisfaction by any person outside the department directed at an employee's conduct or at department policy, procedure, or service
8. Incident Review Worksheet	A report form that documents the investigation of LEVEL II allegations/violations and inquiries
9. Inquiry	All incidents or concerns that do not allege a violation of a department policy, procedure, rule, or regulation brought to the attention of Chandler Police Department for resolution
10. Internal Complaints	Those allegations made by an employee directed at specific misconduct on the part of another employee
11. LEVEL I	Refers to the LEVEL I chart found at the end of General Order B-12, which describes the action taken for sustained violations of policy that would result in a Counseling Statement
12. LEVEL II	Refers to the LEVEL II chart found at the end of General Order B-12. The chart describes the sanctions for sustained CLASS A and CLASS B violations.
13. Progressive Discipline	A process for dealing with job-related behavior that does not meet expected and communicated performance standards. In this order it involves increased sanctions based on moving to the next higher level on the LEVEL II sanction chart.
14. Registered Date	The date entered onto the Incident Review Log which indicates the initiation of an investigation
15. Sanction	The administrative act as the result of a sustained LEVEL II violation, documented on an Incident Review Worksheet. A sanction is considered to be discipline.
16. Serious Physical Injury	Physical injury that creates a reasonable risk of death or that causes serious or permanent disfigurement, serious impairment of health or loss or protracted impairment of the function of any bodily organ or limb
17. Tracking Sheet	A form utilized to track Level II investigations through the investigation and review process

D. FILE MANAGEMENT

The Professional Standards Section commander will maintain a confidential file of all complaints and disciplinary actions in the Office of the Chief. The Chief of Police will have the opportunity to review all internal investigations regarding the department or any employee prior to the investigation being placed into the confidential file.

1. ACCESS RESTRICTIONS

a. Access is restricted to those individuals with the authorization of the Chief of Police or the Professional Standards Section commander and who have a bona fide interest in an investigation(s)
b. The door to the office where files are maintained will be secured at all times when no one is present
c. No original file will leave the Police Department building without authorization of the Chief of Police
d. Access to outside agencies or individuals who request access to these files requires permission from the Chief of Police and contact with the city attorney

2. IA LOG

PSS personnel will maintain a checkout log. Original files must be returned to PSS within five business days.

3. EMPLOYEE FILE REVIEW

a. The employee(s) against whom the allegations were made is allowed to request the complete report after having made an appointment with the Professional Standards Section commander
b. All other involved employees may review only that portion of the report containing their own interviews
NOTE: It is strictly forbidden for employees to make and/or disperse copies of internal/external complaints or inquiry reports

4. PERSONNEL RECORDS IN HUMAN RESOURCES

Per City of Chandler Personnel Files Policy, documents relating to disciplinary actions including letters of reprimand, demotions, or suspensions are required to remain in the personnel file. Counseling statements and memos are not disciplinary actions and shall not be placed in the official Human Resources file.

5. PERSONNEL RECORDS IN POLICE ADMINISTRATION

Table 2. File Retention Guidelines

File Type	Destroy	Procedure
LEVEL I Counseling Statement	3 years after date of action	Maintained by PSS PSS IA sergeant shall purge investigative reports on a monthly basis after the three-year mark
LEVEL II IA Investigation	5 years after the date of action	PSS IA sergeant shall purge on a monthly basis after the five-year mark Exception: Those pending litigation
Investigative Files – Shootings	10 years after calendar year closed	PSS IA sergeant shall purge on a monthly basis at the ten-year mark Exception: Those pending litigation
IA logbook, annual reports, and IA Pro	5 years	Maintained by PSS PSS IA sergeant shall purge these documents annually on the fiscal year onset

6. STATISTICAL REPORTS

The Professional Standards Section commander will:

a. Maintain statistical records for internal investigations
b. Prepare an annual report of complaints and discipline for review by the command staff and publish it on the department website [26.2.5]

E. EXTERNAL COMPLAINTS

[26.3.2]

1. ACCEPTING COMPLAINTS

[26.2.1]

a. **THE DEPARTMENT WILL ACCEPT ALL** written and verbal complaints, including those filed anonymously. External complaints may sometimes appear frivolous, but it is both necessary and advantageous to document the citizen's concern. A citizen who takes the time to express concern or dissatisfaction considers the incident important and expects the department to respond.

b. **EMPLOYEES WILL MAKE EVERY EFFORT** to facilitate the convenient, courteous, and prompt receipt and processing of an external complaint and not attempt to discourage, interfere, or delay an individual from registering a complaint
   1) Any supervisor of the department may accept an external complaint
   2) An employee who is approached by an individual wishing to register a complaint will inform any on-duty supervisor who will direct the citizen on the complaint process
   3) An employee who receives a telephone complaint at a time when a supervisor is not available will record the name, phone number, address of complainant, and a brief synopsis of the complaint that will permit a supervisor to contact the complainant and conduct a follow-up investigation
   4) An employee who receives an item of correspondence determined to be a complaint will forward it to the Professional Standards Section

2. INFORMING CITIZENS OF PROCESS

[26.2.4]

a. "Guide To Citizen Complaint Process" Pamphlet
   1) Available to the public at the front desk or through a supervisor
   2) May be provided to any person requesting information regarding the complaint process
b. Procedures to register complaints against or commend the police department or employees are available on line at www.chandlerpd.com

3. PHYSICAL ABUSE COMPLAINT

SUPERVISORS WILL HANDLE AN EXTERNAL COMPLAINT alleging physical abuse by a department employee as follows:

a. Make every practical attempt to make immediate personal contact with the complainant
b. Have photographs taken of the alleged site of the injury
c. Consider requesting the complainant to submit to medical examination

4. HANDLING NON-VIOLATIONS

SUPERVISORY PERSONNEL SHOULD ATTEMPT TO RESOLVE issues that are not obvious violations of department policy or procedures or are not allegations of employee misconduct

a. Such resolution expedites the complaint process
b. Consider in-person and telephonic complaints resolved if the complainant deems the explanation or means of clarification is satisfactory

5. RECEIPT ACKNOWLEDGMENT

[26.3.5]

a. The employee receiving the initial complaint is responsible to acknowledge the complaint at the time the complaint is filed. Advise the complainant:
   1) The complaint has been recorded
   2) Of the person to whom it will be forwarded for investigation
b. Make "Guide to Citizen Complaint Process" pamphlet available to the complainant with applicable information filled in
   1) May give pamphlet to the complainant in person or by mail

2) Check the appropriate box on the face sheet of the Incident Report to verify the pamphlet was provided

c. For excessively long investigations, inform the complainant every 60 days of the progress of the investigation

6. NOTIFYING THE OFFICE OF THE CHIEF

[26.3.2] **EMPLOYEES WILL NOTIFY** the Office of the Chief through the chain of command as soon as possible when a complaint is received which involves evidence substantiating a serious violation, such as the commission of a criminal act, excessive use of force, or the falsification of records/reports

F. INTERNAL COMPLAINTS

1. OVERVIEW

An internal complaint may originate from any department employee regardless of classification. These provisions allow for filing an internal complaint for an act(s) of misconduct by another employee. Misconduct includes any violation of the law, City of Chandler rules, policies and/or regulations, Police Department policy, or any other directive, written or oral.

2. NOTIFYING THE SUPERVISOR

[26.3.2]

Rev

a. **Criminal Misconduct**
1) An employee with reasonable knowledge of criminal misconduct involving a peer, subordinate employee, or public safety associate, shall immediately notify the shift commander, or shift supervisor in the absence of a shift commander
2) The notified supervisor will notify the Office of the Chief
3) The Office of the Chief will direct further investigation

Rev

b. **Non-criminal Misconduct**
1) Employee with reasonable knowledge of misconduct involving another employee or public safety associate shall notify their immediate supervisor in a timely manner based on the immediacy of the need for investigation and/or corrective action
2) Any supervisor may receive information regarding misconduct on the part of an employee, even if the employee is not within their span of control
a) Document and forward to the appropriate supervisor for review with receipt of a control number and investigation *(In some instances, the supervisor receiving the initial complaint will prepare the incident worksheet upon receipt of the complaint)*
b) The immediate supervisor will normally write a memo to the accused employee's supervisor who will initiate an internal complaint

c. **Supervisor's Misconduct:** An employee with reasonable knowledge of criminal or other serious misconduct involving a supervisor shall notify their chain of command; if this is not practicable, they shall verbally notify the Office of the Chief

G. DELAYED COMPLAINTS

1. OVERVIEW

A complaint will be treated as a delayed complaint if an allegation of non-criminal misconduct by an employee occurred more than 120 days prior to the date of the complaint

2. NOTIFYING THE SUPERVISOR

Procedure

a. The supervisor receiving the complaint will document the information in a memorandum
b. The memorandum will be sent through the chain of command to PSS who will review and inform the Office of the Chief. A determination will be made whether or not a formal investigation will be initiated
c. If an investigation is merited, PSS will assume the investigation, unless otherwise directed by the Office of the Chief

H. INVESTIGATING THE VARIOUS TYPES OF VIOLATIONS

Table 3. **INVESTIGATING VIOLATIONS/INQUIRIES: EXTERNAL AND INTERNAL** [26.3.3]

	Level I Violations	Level II Violations	**Inquiries**
1. Action subject to formal complaint	**No.** Deals with certain minor acts of misconduct as performance issues	**Yes**. Acts of misconduct are subject to provisions of the complaint/disciplinary process	**No.**
2. Requires Investigation Form and Number	**Yes.** The supervisor will obtain a control number from the PSS, interview the concerned citizens / employees, determine code violations (if any), and document actions on the **Counseling Statement Form**	**Yes**. Obtain IA number from PSS. Document on **Incident Review Worksheet**	**Yes.** Obtain inquiry number from PSS. Shall document inquiry on the **Incident Review Worksheet.** Mark the **Inquiry box** with regard to source of inquiry - internal or external
3. Procedures	a. Supervisors will complete investigation within **30 days** of assignment b. Supervisor forwards the original Counseling Statement to PSS for retention c. **Photo Enforcement Board**: If the employee is found out of policy and eligible for a Counseling Statement, the PSS IA Sergeant will complete the Counseling Statement. If employee is not eligible, an IA number is issued and the employee's immediate supervisor will conduct investigation and forward it through the employee's chain of command for review.	a. Supervisors will complete investigation within **30 days** of assignment b. Supervisor forwards the original IA form to PSS for retention c. PSS will complete disposition letters and notifications d. **Pursuit and Accident Review Board:** If the employee is found out of policy and if an IA number is issued, the PSS supervisor or employee's supervisor will conduct the investigation and forward it through the employee's chain of command for review	a. Investigator must complete inquiry within **30 days** of assignment b. Advise any employee questioned that this employee is not accused of violating any policy, procedure, rule, or regulation c. Forward inquiries to PSS for retention

	Level I Violations	Level II Violations	**Inquiries**
	d. **Pursuit and Accident Review Board**: If the employee is found out of policy and eligible for a Counseling Statement, the PSS IA Sergeant will complete the Counseling Statement. If an employee is not eligible, an IA number is issued and the employee's immediate supervisor will conduct the investigation and forward it through the employee's chain of command for review		
4. Promotion to higher level of discipline	If at any time this investigation discovers a potential LEVEL II violation, cease this investigation and begin a LEVEL II investigation, applying all applicable guidelines	Follow all applicable guidelines for conducting LEVEL II investigations	If at any time during the questioning a supervisor or designated investigator has reason to believe that: 1) The employee has violated a policy, procedure, rule, or regulation, all applicable guidelines for conducting LEVEL I or LEVEL II investigations will apply 2) If an employee has involvement in a criminal act, immediately cease inquiry and apply the guidelines from General Order B-13T Conduct Constituting a Criminal Act

I. HARASSMENT COMPLAINT PROCEDURES

[26.1.3]

1. INFORMAL PROCEDURE

Employees who believe that they have been victims of harassment as defined in the COC Anti-Harassment Policy should verbally notify their immediate supervisor, the Chief of Police, the City Manager's Office, or the Human Resources Director and file a complaint

2. FORMAL PROCEDURE

Employees may submit a memorandum or letter through the City's formal grievance process

3. PROCESS COMPLAINT

Process in the same manner as other complaints described in General Order B-13; however, investigate in conjunction and cooperation with the Human Resources Director/designee

J. EMPLOYEE GRIEVANCE

[22.4.1] [22.4.3]

1. DEFINITION

A circumstance (other than wages **or** policies and procedures established by the Personnel Rules) that an employee believes to be unfair and is adversely affecting the employee's working conditions

2. PROCEDURES

[22.4.1]

a. Adhere to Rule 18 of the City of Chandler Personnel Rules for procedures. HR has the authority to determine what may be grieved and deviate from this process.
b. See Rule 13, Section 6 for procedures regarding performance appraisals
c. The Human Resources manager is responsible for coordinating grievance procedures and maintaining grievance records

3. MOU GRIEVANCES

All affected employees should refer to their respective MOU regarding any grievances of the provisions of their respective MOU

4. ANNUAL REPORT

[22.4.3]

a. Annually, the Professional Standards Section commander will request through the Chief of Police from the City of Chandler Human Resources Division a report containing the number of grievances, what was grieved, and how it was resolved
b. The assigned Professional Standards employee will complete a grievance analysis to submit to the Chief of Police for review

K. ADMINISTRATIVE LEAVE

[4.2.3]

1. RATIONALE

This action is taken to ensure the immediate availability of an employee; to relieve an employee from the burden of daily work; and to avoid possible embarrassment, conflict, or civil liability that might arise from allowing an employee to continue in regular-duty status while under investigation in the best interest of the department, employee, and/or public. Any employee whose actions or use of force in an official capacity results in death or serious physical injury will be removed from operational assignments pending an administrative review.

2. DEPARTMENT ACCESS

As a general rule, during administrative leave resulting from an allegation of misconduct for which the sanction could result in termination, an employee shall not be entitled access to police department buildings, department records and/or police computer systems without consent of the Chief of Police for the duration of the leave

3. MAXIMUM TIME ALLOWED

Administrative leave with pay will not exceed 30 days without approval of the city manager

4. PROCEDURE

The employee's immediate supervisor shall direct a request for such action to the Chief should relief from duty be necessary.

a. Follow a verbal request with a formal written request
b. The Chief will prepare and submit a leave of absence request form to the City Manager upon concurrence with the request

L. ACTIONS AND SANCTIONS: CLASSIFICATION AND DISPOSITION

The purpose of this order is to correct unacceptable behavior through training, counseling, or sanctions as determined appropriate by the department. The nature of this order requires consistency and a progressive process for addressing repetitive conduct that is inconsistent with the organizational Code of Conduct. The following will be used for behavioral remediation in conjunction with the LEVEL I (counseling) and LEVEL II (sanction) charts.

1. CLASSIFYING VIOLATIONS

a. The investigating supervisor will classify the violation according to General Order B-12 Code of Conduct
b. Once classified, the class designation and the corresponding action or sanction are as assigned and must be within the LEVEL I and LEVEL II chart located at the end of General Order B-12
c. Use the “standard” sanction on the LEVEL II chart unless mitigating or aggravating circumstances exist
   1) Circumstances may decrease or increase the discipline either direction if justified and documented by the initiating supervisor or anyone in that supervisor’s chain of command
   2) This action must be approved by the division chief or, when appropriate, the Office of the Chief
   3) The Chief of Police retains the authority to impose any sanction deemed appropriate for any class of violation
d. If the classification is not listed in general orders
   1) Professional standards will do a historical review of the violation and forward the results to the reviewing supervisor
   2) If there is no historical data on the particular violation and the violation has not been previously classified, the PSS commander and, when appropriate, the legal advisor will review the violation and forward a recommendation to the reviewing supervisor

2. LEVEL I - ACTIONS

a. These behaviors will initially result in a Counseling Statement
b. For the purpose of progressive action, these violations will be tracked on a rolling six-month time frame based on the date of administrative action
c. A third occurrence during a rolling six-month period will result in a LEVEL II sanction. Subsequent occurrences during that same six-month period will follow the progressive discipline protocol for LEVEL II violations.

3. LEVEL II - SANCTIONS

a. For the purpose of progressive discipline, sanctions of letter of reprimand (LOR) or higher will be tracked on a rolling two-year time frame based on the date of administrative action
b. A fifth violation of a LEVEL II Class A violation will result in progressing on the chart to a LEVEL II Class B sanction

4. SUBSEQUENT VIOLATIONS

Subsequent violations, when used for the purpose of progressive action or discipline do not have to be the same type of violation

a. Example: a sustained violation of "failure to provide own name and ID when requested" and another for "unexcused tardiness" would account for a first and a second Level I violation. Any third Level I violation within a six-month period that commenced when the first violation occurred would result in receipt of sanction from the Level II and progress as necessary.
b. It is possible for an employee to be active on both the Level I and II charts, depending on the type of violations

5. DISPOSITION

Once an employee has been formally counseled or disciplined according to the counseling/discipline chart, no further investigation will be conducted for the same allegation for the same incident except when:

a. Information reveals additional allegations from the same incident
b. The Office of the Chief requests further investigation for the integrity of the organization and to maintain public trust

M. INVESTIGATIVE JURISDICTION

1. EMPLOYEE'S IMMEDIATE SUPERVISOR:

Will normally investigate:

a. LEVEL I complaints, whether generated internally or externally
b. LEVEL II Class A "First Violation" complaints resulting from three sustained LEVEL I violations

2. PROFESSIONAL STANDARDS SECTION

a. Will normally investigate Level II complaints unless otherwise directed by the Office of the Chief
b. May investigate any complaint that involves extensive manpower and resources that would unreasonably burden a supervisor
c. Commanders may request the Professional Standards Section to conduct an investigation. Most often this request will be routed through the Office of the Chief.

N. LOGGING COMPLAINTS

[26.2.2]

1. CONTROL NUMBERS

The Professional Standards Section will maintain the following separate logs, each with a unique set of control numbers:

a. LEVEL I allegations/violations
b. LEVEL II allegations/violations
c. Inquiries

2. ENTRY RESPONSIBILITY

Professional Standards Section will make entries in the appropriate log and a control number will be assigned at the time PSS is notified

3. NOTIFICATION TO COMMAND

The Professional Standards Section commander shall notify the division chief of any LEVEL II Class A or B allegations and supply any additional information if requested at time of logging investigation

O. LEVEL II ALLEGATIONS COMPLAINT INVESTIGATION

[26.3.3] [26.3.5]

1. OVERVIEW

THE PUBLIC AND DEPARTMENT EMPLOYEES must view an Internal Affairs investigation as diligent, thorough, and impartial. A decision to exonerate or sustain a charge against an employee based upon faulty or insufficient information may cause further disciplinary problems.

a. **INVESTIGATORS SHOULD CONDUCT** an investigation in a manner that will best reveal the facts, preserve the dignity of all persons involved, and maintain the confidentiality of the investigation
b. **THE INVESTIGATOR WILL BE ALLOWED TO DISCUSS** the investigation with other supervisors who have a bona fide interest in the investigation

2. TIME LIMITS

[26.3.3]

NORMALLY, INVESTIGATORS MUST COMPLETE ALL INVESTIGATIONS within 30 days of assignment to the investigator or supervisor, including the review process and submission of the investigation through the chain of command to the Professional Standards Section

a. **Extension request** when required due to unusual circumstances: The investigator or reviewing supervisor will direct a written request through the chain of command to the Professional Standards Section
   1) Include a brief description of the number of known witnesses still to be interviewed, other investigative processes remaining to be completed, and an estimated completion date
   2) If the extension is approved by the Professional Standards Section, the Professional Standards Section will notify the employee of the length of the extension and the reasons noted on the extension request
b. **If after 30 days** the Professional Standards Section has not received the investigation or an extension request memo, PSS will send a memo to the investigator or supervisor and the commander as a reminder

3. WRITTEN NOTICE

[26.3.5]

a. The investigator must:
   1) Give the employee being investigated written notice of the specific nature of the investigation, status in the investigation, and all known allegations of misconduct
   2) Sign and date the written notification to the employee. In most cases, the incident review worksheet (face sheet) will serve as a written notice.
   3) In all cases, give an employee a signed and dated copy of the incident review worksheet prior to the beginning of an interview
   4) Give the employee written notice as soon as practical if new allegations arise during the investigation
b. The department reserves the right to withhold notification to the employee if it would jeopardize the investigation

4. SEQUENCE OF PROCEDURES

An investigator should use the following guidelines for the sequence of procedures in an investigation:

a. Interview complainant. Record every interview, if possible.
b. Identify the specific allegations
c. Make an investigative plan, complete with questions that are narrowly and specifically related to the allegations being investigated
d. Assess the evidence
e. Conduct other related interviews, write report, route for review

5. PROBABLE CRIMINAL IMPLICATIONS

Should an investigation at any time disclose evidence of probable criminal conduct, the investigator will immediately cease the administrative investigation and contact the Office of the Chief. In all cases, the criminal investigation supersedes the administrative investigation.

P. INTERVIEW REQUIREMENTS FOR LEVEL II ALLEGATIONS

[26.3.5]

The investigator will be considered the designee of the Chief of Police for the purpose of conducting such investigations and issuing appropriate orders. The following guidelines will be used when conducting administrative investigations:

1. TIME AND PLACE

a. Interview of employee will be at a reasonable hour, preferably when on duty or during normal business hours, unless circumstances dictate otherwise
b. Reasonable rest periods will be allowed every two hours. Reasonable time will be provided for personal necessities, meals, and telephone calls. The duration of the interview shall be for a reasonable period of time, taking into consideration the gravity and complexity of the conduct being investigated.
c. The interview will take place at a reasonable location designated by the investigator. Employees should not be ordered to leave their post until that employee's immediate supervisor has been notified.

2. INFORMATION SUPPLIED

Supply the following information to the employee being interviewed:

a. The name and rank of the investigator
b. The identity of all others present
c. The nature of the investigation to include current violations of policy, rule, regulation, or law
d. The name of the complainant, complainant's status (accused, witness, etc.), and sufficient information to reasonably apprise the employee of the allegations prior to the interview
e. A draft copy of the Incident Review Worksheet describing the allegations against the employee
f. When used, a copy of the "Warning and Assurance to Employee Required to Provide Information" form and/or the "Garrity Warning" form which outlines the employee's rights and responsibilities relative to the investigation

3. INTERVIEW DECORUM

a. Generally, administrative investigations are conducted as interviews
b. The investigator will maintain professionalism throughout the course of the investigation
c. Employee will not be subjected to any abusive language, nor be threatened with transfer, dismissal, or other disciplinary action by the investigator
d. The investigator will make no promises of rewards as inducement to answer questions

4. RIGHT TO REPRESENTATION

a. The department will provide an opportunity for the accused employee to request another employee be present while being questioned, provided the interview is not delayed for more than two hours
b. Any member of an Employee Organization, who is the focus of an investigation and if the interview could result in disciplinary action, may request an Employee Organization representative
c. Employees identified only as a witness may request to have a representative for the interview (ARS 38-1106)
d. The representative of the employee shall:
   1) Be a department employee and shall not be an attorney without prior approval by the Office of the Chief
   2) Be paid if currently working a regular work shift (There is no compensation from the department to an employee who acts as a representative outside of that employee's regular work shift.)
   3) Be available on reasonable notice
   4) Participate only as an observer
   5) Attend the interview with approval of the on-duty supervisor who will consider the staffing needs of the shift
   6) Have no conflict of interest. If a conflict exists, the investigator may withdraw permission for the representative to remain. Conflict of interest shall be documented in the investigator's report.

   Conflict of interest example: supervisors in the incident-reviewing chain of command who provide a recommendation on discipline for the accused employee or other employees directly involved in the incident

5. CONSTITUTIONAL RIGHTS

At no time will investigators infringe on an employee's rights as defined by ARS 38-1101, constitutional provisions, other state statutes, or court interpretation.

6. ELECTRONIC RECORDINGS

Investigative interviews of department employees will not be electronically recorded without the knowledge of all parties present unless directed by the Chief of Police

a. All recesses called during the interview will be noted on the record
b. Employees may record their own interviews
c. Should any mechanical recording take place, the department reserves the right to transcribe any such interview for the purpose of verifying the accuracy of the interview, and, if requested, the employee shall sign the transcription if it is accurate

d. If an employee does not record the interview, that employee may request a copy of the investigator's recording at the conclusion of the investigation if the investigator records the interview

Q. EXPECTATION OF PRIVACY

1. Property personally owned by the employee will not be subject to search and seizure in non-criminal disciplinary cases
2. In a criminal investigation, personal property will be subject to search and seizure only when it is done in accordance with law
3. Department property may be searched at any time, including equipment assigned to or used exclusively by a single person
4. The investigator may order the delivery of any property, document, or item that belongs to the department if it is involved in the incident under investigation
5. Communications and department facilities and/or equipment may be monitored under conditions permitted by law

R. COMPLIANCE WITH ORDERS AND EXAMINATIONS

1. LAWFUL ORDERS

Employees of this department will comply with all lawful orders for information, materials, and assistance when the investigator of a non-criminal complaint makes such orders

2. EVIDENCE COLLECTION

The Chief of Police or designee may order any employee to submit to any lawful technique to secure non-testimonial evidence, including, but not limited to, the following:

a. **Medical or laboratory exams:** Employee(s) may be required to submit to laboratory or medical tests, provided at no cost to employee. Laboratory or medical exams may be conducted for administrative purposes only. The scope of the exam will be confined to the attainment of relevant facts pertaining only to the investigation at hand.
b. **An intoxilyzer** or other diagnostic test: Employee(s) may be required to submit to an intoxilyzer or other diagnostic test. The scope of the test must be relevant to the investigation.
c. **Participation in a line-up:** Employee(s) may be required to participate in a line-up. The use of a line-up must be relevant to the investigation.
d. **Photographing of employee:** Employee(s) may be photographed. The photograph must be reasonable (not degrading or compromising) and its use relevant to the investigation. Prior to using the photograph in a line-up or viewing by a complainant, approval must be obtained from the Chief of Police or designee.
e. **Financial disclosure statements:** Employee(s) may be required to submit a financial disclosure statement. The request for and use of the statement must be directly related to the investigation.

3. POLYGRAPH EXAMINATIONS

a. **Authorization**
   1) The Chief of Police or designee may order an employee at any time to submit to a polygraph examination that is directly related to an internal investigation
   2) The Chief of Police must approve all polygraph examinations for internal investigation purposes

b. **Questions**
   Appropriate questions will be formulated by the polygraph examiner based on the facts of the investigation provided to the employee by the person directly involved in the investigation

c. **Truthfulness Required**
   1) Employee will tell the truth at all times, answer pertinent questions, and will not refuse to answer or knowingly give a false or misleading answer to any question before, during, or after a polygraph examination
   2) Employees will cooperate with supervisors and investigators when involved in any incident requiring the use of the polygraph examination

d. **Notifications Required:** Prior to an employee being ordered to take a polygraph examination, the interviewer will first advise the employee of the following:
   1) There is no state or federal constitutional right to refuse to take a polygraph examination
   2) There is no state or federal constitutional right to the assistance of counsel during the testing process. An employee may request that a representative monitor the preliminary and post examination interviews and the examination from a monitoring room, if available to do so.
   3) The questions will relate specifically and narrowly to the performance of the employee's official duties
   4) The answers cannot be used against the employee in any subsequent criminal prosecution
   5) The penalty for refusing is dismissal

S. INVESTIGATOR DISCRETION

A supervisor or investigator may admonish the interviewed employee(s) not to discuss the on-going investigation with anyone other than the investigator, the employee's attorney, or a professional counselor or physician during professional consultation or treatment. Any employee represented by an association may also discuss the on-going investigation with that employee's representative who in turn may discuss the matter only with the grievance chair or employee organization president, and that discussion is limited to those four employees.

T. CONDUCT CONSTITUTING A CRIMINAL ACT

When an investigation indicates that an employee may have committed a criminal act and it is determined that criminal charges will be filed if the allegation is sustained, the following will apply:

1. The employee is entitled to the same protection as any other defendant involved in a criminal case. Therefore, the administrative investigation will immediately cease and the investigator will contact the Office of the Chief of Police.

2. In all cases, the criminal investigation supersedes the administrative investigation

3. The investigator(s) assigned to the criminal investigation will always be different from those assigned to the administrative investigation

4. The administrative investigation will not commence or resume until the criminal investigator is satisfied the involved employee's criminal interview is complete

U. INVESTIGATIVE REPORT FOR LEVEL II ALLEGATIONS

1. **COMPLETE ALL** investigations using the Incident Review Worksheet

2. **THE INCIDENT REVIEW WORKSHEET** is the first page of the report. The report will provide the following items:

   a. Complaint synopsis
   b. Complaint details
   c. Investigative facts
   d. Investigative summary

3. **REPORTS SHOULD BE** concise, impartial, and factual

4. **WHEN COMPLETED**, the investigator will forward the entire case file to the concerned employee's immediate supervisor for review and disciplinary recommendation. The investigation proceeds through the appropriate reviewing/recommending chain of command to the Professional Standards Section.

V. FINDINGS AND DISCIPLINARY SANCTIONS FOR LEVEL II ALLEGATIONS

[26.1.4]

1. CHAIN OF COMMAND REVIEW

a. The concerned employee's chain of command will review the case when the investigation is completed
   1) Each reviewer will examine the case facts and recommend an appropriate finding to each allegation
   2) Appropriate disciplinary action shall be recommended on sustained charges
b. Cases investigated by members of Professional Standards will include findings, but no recommendation as to discipline

2. FINDINGS

During a complaint review, each supervisor/commander in the concerned employee's chain of command at the time of the completion of the investigation shall render one of the following findings on each allegation of a complaint:

a. **Sustained:** The employee committed all or part of the alleged act. A finding of "sustained" must be based upon the existence of substantial fact in support of reasonable proof.
b. **Not Sustained:** The investigation produced information insufficient to prove or disprove the allegation.
c. **Exonerated:** The act occurred but was justified, lawful, and proper.
d. **Unfounded:** The alleged act did not occur
e. **Policy Failure:** The allegation is true, but the employee's actions were consistent with department orders or policies, necessitating a

review of policy. The Chief of Police or designee will determine the need to modify existing orders or expand training on the issue.

3. RECOMMENDATIONS

a. Upon determining that a misconduct allegation is sustained, the concerned employee's supervisor and commanders at the time of the completion of the investigation shall recommend appropriate corrective action. In addressing disciplinary action, the following should be considered:
   1) The employee's disciplinary history
   2) The possibility for rehabilitation
   3) The type and consequences of the violation
   4) The possibility that the misconduct was the result of misunderstanding or misinterpretation
   5) The possibility of collusion on the part of other employees
   6) The effect of a given disciplinary sanction, if imposed
b. The Executive Staff will review all IAs with the Chief of Police or designee. The Chief of Police may deviate from the chain of command protocol stated in a. above when deemed appropriate and with written notification to the employee and the immediate supervisor of that employee with the reason(s) for the deviation and an explanation as to what the chain of review will be

4. TRAINING

Supervisors are encouraged to complement discipline with training as a positive and constructive means to improve employee productivity and effectiveness. Training is not a substitute for discipline but functions in a complementary role to provide the employee with the skills necessary to correct poor performance that may result in further disciplinary action.

5. COUNSELING

Supervisors are encouraged to complement discipline with counseling. Counseling provides the supervisor with the opportunity to constructively discuss inadequate performance with a subordinate employee.

a. Counseling should specifically address the poor performance and should focus on constructive means to correct deficiencies
b. Supervisors higher up in the chain of command, depending on the severity of the infraction, may appropriately conduct counseling
c. Document counseling in all cases on the Counseling Statement form or in the employee's evaluation, whichever is applicable

6. SANCTIONS

[26.1.4]

Disciplinary sanctions begin with LEVEL II violations and adhere to the progressive discipline process

a. **SUSPENSIONS**
   1) Employees must comply with Rule 5 of the City of Chandler Personnel Rules
   2) Employees may be required to surrender department-issued equipment
      a) Employees shall be required to immediately surrender department key(s), badge(s), identification card(s), and any department-issued firearm upon notification of a disciplinary suspension

b) In cases of administrative leave, surrender of the above items shall be at the discretion of the Chief of Police or designee

3) Conduct During Suspension:
   a) Employees shall not wear their uniforms during a suspension, nor shall they take any police action other than what might be expected of citizens performing their civic duty
   b) Employees shall remain subject to department general and operations orders
4) During any suspension, employees are not entitled access to department buildings, department records and/or police computer systems without consent of the Chief of Police for the duration of the suspension
5) The officer's privilege to carry a concealed weapon may be suspended during this period
6) Only the Chief of Police or designee has the authority to reinstate an employee of the department who has been suspended
7) Any employee shall receive written notice of any disciplinary suspension prior to the effective date of the suspension

b. **DEMOTIONS AND DISMISSALS:** Demotion and dismissal procedures will comply with Rule 5 of the City of Chandler Personnel Rules. If the employee's misconduct results in dismissal, the following information will be provided to the non-probationary employee:
   1) A written statement citing the reason for dismissal
   2) The effective date of the dismissal
   3) A statement of the status of fringe and retirement benefits after dismissal

W. FINAL REVIEW AND NOTIFICATION FOR LEVEL II INVESTIGATIONS

1. COMPLAINT REVIEW

Table 2. Complaint Review Responsibilities

Reviewing authority	Responsibility/Authority
a. Professional Standards	Reviews all complaints
b. Office of the Chief	1) Review all serious complaints and make the final determination as to the type and extent of discipline the accused employee shall receive on serious complaints 2) May increase or decrease the recommended sanction 3) Document final determination of discipline on the worksheet and return it to Professional Standards for completion
c. Executive Staff	1) Review and make final determination on discipline when recommended sanction does not exceed a Letter of Reprimand 2) May increase or decrease recommended sanction 3) Document final determination on discipline on the worksheet and return it to Professional Standards for completion

2. COMPLAINANT NOTIFICATION

a. **COMPLAINANT: T**he Professional Standards Section commander or designee will notify the complainant upon final adjudication of a complaint or inquiry using the following guidelines:
   1) Make notification by business letter
   2) Notification contents:

a) Do not address the type or extent of disciplinary action assessed in sustained cases
b) Give a brief explanation of the case findings (sustained, exonerated, etc.)
c) Make a brief statement regarding corrective action that may be pending, if applicable

b. **INTERNAL- NOT SUSTAINED, EXONERATED, OR UNFOUNDED:** The Professional Standards Section commander will make final written notification of disposition in cases:
1) To the concerned employee, through the chain of command
2) To the original complaint file

c. **INTERNAL-SUSTAINED:** Professional Standards Section commander will make final written notification of disposition in cases wherein allegations of a complaint are sustained:
1) To the concerned employee, through the chain of command
2) To the original complaint file
3) To the employee's personnel file(s)

3. INQUIRY NOTIFICATION

The Professional Standards Section commander will make final written notification of the outcome of an inquiry:

a. To the concerned employee through the chain of command
b. To the original inquiry file
c. To the person(s) who initiated the inquiry, if initiated other than administratively

X. APPEAL PROCEDURES

See Rule 5, Section 5, of the City of Chandler Personnel Rules

New

Y. INTERNAL INTEGRITY REVIEW PANEL

The Internal Integrity Review Panel (Panel), in consultation with the Legal Advisor, reviews and makes recommendations to the Chief whether any sustained Internal Affairs complaint listed in Y(4) should be sent to a prosecuting agency for possible inclusion in a law enforcement integrity database (Brady List). Review can be conducted on a proactive basis (MCAO) or on a case-specific request (Arizona Attorney General of US Attorney).

1. **THE PANEL CONSISTS OF A QUORUM** of the following members:
   a. Commander level staff and above
   b. Civilian managers or designees
   c. City prosecutor or designee

2. **THE PANEL MEETS** on an as-needed basis

3. **PSS SUBMITS TO THE PANEL** any sustained IA involving:
   a. Bias or prejudice toward a suspect or class of persons
   b. Violation of constitutional rights
   c. Coercive conduct
   d. Commission or conviction of a crime
   e. Untruthfulness, deceit, or false statement
   f. Pattern of improper use of force
   g AZ POST administrative hearing finding of fact regarding any of the above

4. **AFTER REVIEW,** the Panel makes a recommendation to the Chief whether the matter should be forwarded to a prosecuting agency and Chief makes the final decision

5. **REVIEW OF ALLEGATIONS** of misconduct prior to conclusion of formal IA Investigation
   a. If, before the conclusion of a formal IA investigation, PSS determines a credible allegation of the type of misconduct listed in Y(4) may exist, the matter is referred to the Chief who, after consultation with executive staff, determines whether the matter shall be referred to a prosecuting agency at that time
   b. If any such matter is referred to a prosecuting agency, PSS informs the prosecuting agency of the final disposition of the IA

6. **PSS NOTIFIES** the involved employee(s) and the city prosecutor of any decision by the Department to send the matter to a prosecuting agency and any decision made by the prosecuting agency

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-13 PROCESSING COMPLAINTS**	
	Subject **200 Forms**	Effective **01/01/2007**

SUMMARY

This order contains electronic versions of the forms necessary for processing internal affairs investigations. Click on the title below to access the form. The form is stored as a Word template; therefore, it must be renamed and saved in the user's own computer directory if the user wishes to maintain an electronic copy of the completed form.

FORMS

Warning and Assurance to Employee Required to Provide Information

GARRITY WARNING

GARRITY WARNING

I wish to advise you that you are being questioned as part of an official investigation of the Police Department. You will be asked questions specifically directed and narrowly related to the performance of your official duties or fitness for office.

You are entitled to all the rights and privileges guaranteed by the laws and the Constitution of this state and the Constitution of the United States, including the right not to be compelled to incriminate yourself.

I further wish to advise you that if you refuse to testify or to answer questions relating to the performance of your official duties or fitness for duty, you will be subject to Department charges that could result in your dismissal from the Police Department.

If you do answer, neither your statements nor any information or evidence which is gained by reason of such statements can be used against you in any subsequent criminal proceeding, except that if you knowingly and willfully provide false statements or information in your answers, to include perjury, you may be criminally prosecuted for that action. However, these statements may be used against you in relation to subsequent Department charges that could result in disciplinary action, including dismissal.

YOUR SIGNATURE HERE signifies that you have read and understand this warning.

Employee's Signature: _____ **Date:** _____

Investigating Officer: _____ **Date:** _____

Location Of Interview: _____ **Date/Time:** _____

CHANDLER POLICE DEPARTMENT

Warning and Assurance to Employee Required to Provide Information

This is an official administrative inquiry regarding information pertaining to, or allegations of, misconduct or improper performance of official duties.

This inquiry concerns: (State the general nature of the matter.)

_____

- The purpose of this interview is to obtain information that will assist in the determination of whether administrative action is warranted.
- You have certain rights and responsibilities in regard to this investigation. They are enumerated in General Order B-13.
- You are going to be asked a number of specific questions regarding your involvement in or knowledge of the matter under investigation.
- You have a duty to reply to these questions. Disciplinary action, including dismissal, may be undertaken if you refuse to answer or fail to reply fully and truthfully.

Neither your answers nor any information or evidence gained by reason of your answers can be used against you in any criminal proceeding. The answers you furnish and any information or evidence resulting there from may be used in the course of the Department's disciplinary proceedings that could result in disciplinary action.

YOU ARE HEREBY ORDERED:

- TO TRUTHFULLY disclose all you know about the matter under investigation.
- NOT TO DISCUSS this inquiry with anyone other than the investigator, your attorney, or a professional counselor or physician during professional consultation or treatment.

_____ Applicable to this investigation _____ Not applicable to this investigation

ACKNOWLEDGMENT

- **I have read and understand my rights and obligations as set forth above.**

Employee's Signature: _____ **Date:** _____

Department Official's Signature: _____ **Date:** _____

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-14 EMPLOYEES SUBJECT TO JUDICIAL/ADMINISTRATIVE ORDERS**	
	Subject **100 Procedures**	Effective **03/16/12**

SUMMARY

This order governs employees who are named on orders of protection, who are adjudicated to be prohibited possessors of firearms or who have had their driving privileges suspended/revoked or cancelled.

A. POLICY

Employees who have been served with an order of protection, placed on court-ordered driving restrictions, or convicted of a misdemeanor - including domestic violence and criminal traffic violations must abide by the sanction mandated in both state and federal law. The requirements imposed by state and federal law are different, and one or both may apply depending on the wording of the order.

B. ORDERS OF PROTECTION

1. **ANY EMPLOYEE NAMED ON AN ORDER OF PROTECTION** will notify the supervisor immediately.

    a. The employee will provide the supervisor with a copy of the order and a memorandum providing information surrounding the service of the order (i.e., date, time, location, method of service)
    b. The supervisor will forward the memorandum and order of protection to the Professional Standards Section through the chain of command
    c. The Professional Standards Section or the employee's supervisor may initiate an investigation based upon the severity of the situation. Decisions regarding the actions to be taken by the department in these matters will be made on a case-by-case basis.

2. **PURSUANT TO ARS 13-3602,** if a sworn employee has been served with an order of protection and the issuing court indicates that the employee will be prohibited from possessing a firearm

    a. The employee will not be allowed to possess a firearm on or off duty for the duration of the order unless the employee obtains a modified order permitting possession of a firearm. Exceptions set forth in the Federal Violent Crime Control and Law Enforcement Act of 1994 do not apply to this law.
    b. The employee will be assigned to a non-enforcement position for a 14-day period to be allowed to appeal or to have the order amended
        a. The court must schedule a hearing within 10 days once an appeal has been filed. An employee submitting an appeal on an order of protection should act promptly in order to resolve the situation within 14 days.
        b. If the employee cannot resolve the situation within 14 days, the employee will use vacation and/or personal leave time after the 14-day grace period. Compensatory time will only be used upon the employee's request.
        c. The supervisor will take possession of any City-issued weapons that employee has in his possession. These weapons will be

Rev

returned to the Firearms Unit sergeant until the order has been amended or has expired.

3. **FEDERAL VIOLENT CRIME CONTROL AND LAW ENFORCEMENT ACT OF 1994 -** prohibits any person from possessing, receiving, transporting, or shipping a firearm or ammunition if such person has been served with an order of protection or other court order. This act contains a provision that affects police officers subject to an order of protection.

   a. This law **does not** affect sworn employees while working **on duty.** Employees will be allowed to possess weapons while **on duty** during the period of time that the order of protection remains in effect.
      1) Affected employees will, at the end of their assigned shift, give to their immediate supervisor any city-issued weapon/s or weapon/s that they are authorized to carry while on duty
      2) The supervisor will take possession of the weapon(s), and secure and retain the weapon until the start of the employee's next assigned shift when the weapon will be returned to the employee
   b. Sworn employees who work off duty under circumstances requiring that they be armed and are subject to an order of protection or other court order **will not work off duty** if **all three** of the following conditions exist:
      1) The court order was issued after a hearing, and the person subject to the order received actual notice of the hearing, and the person had an opportunity to participate in the hearing
      2) The court order specifically restrains the person subject to the order from harassing, stalking, or threatening an intimate partner of the person, the intimate partner's child; the person's own child, or specifically restrains the person from engaging in other conduct that would place an intimate partner in reasonable fear of bodily injury to the partner or child
      3) The court order includes a finding that the person subject to the order represents a credible threat to the physical safety of the person's intimate partner or child, or by the order's terms explicitly prohibits the use, attempted use, or threatened use of physical force against the person's intimate partner or child that would reasonable be expected to cause bodily injury
   c. The employee's supervisor will review the order to determine if all three conditions exist and whether the employee's privileges to work off duty are suspended

C. MISDEMEANOR CRIME OF DOMESTIC VIOLENCE

[22.2.1]

1. **FEDERAL FIREARMS LAW:** It is unlawful for any person **convicted** of a misdemeanor crime of domestic violence to possess or transport any firearm or ammunition, which includes:

   a. An offense that is a misdemeanor under federal or state law, **AND**
   b. An offense involving the use or attempted use of force, or the threatened use of a deadly weapon committed by one of the following:
      1) Current or former spouse of the victim
      2) Parent, guardian, or child of the victim

3) A person with whom the victim shares a child in common
4) A person who is cohabiting with or has cohabited with the victim as a spouse, parent, or guardian, or by a person similarly situated to a spouse, parent, or guardian of the victim

2. **EMPLOYEES INVOLVED AS A SUSPECT** in a domestic incident will notify their immediate supervisor as soon as possible when they have been arrested or become a suspect in a domestic violence incident

3. **EMPLOYEES CONVICTED** of a Misdemeanor Crime of Domestic Violence

   a. Employees will notify their immediate supervisor as soon as practical when they have been convicted of a misdemeanor crime of domestic violence as defined above
      1) Submit a memorandum through chain of command to Professional Standards explaining the circumstances that cause them to believe that they are a prohibited possessor under this law
      2) If unsure whether convicted of a misdemeanor crime of domestic violence, submit a memorandum through the chain of command to Professional Standards explaining the circumstances of the incident
      3) The compelled information or evidence gained from a memorandum prepared by an employee for the purposes described in (a) and (b) cannot be used against the employee in a criminal action
   b. Department-Issued Firearms
      1) Employees will immediately relinquish their department-issued firearms to their immediate supervisor
      2) Firearms will be returned to the Firearms Unit sergeant pending resolution of the employee's conviction status
      3) If the employee is reinstated to full duty status, firearm(s) will be re-issued to the employee
   c. Duty Status/Resolution of Conviction
      1) A person shall **not** be considered to have been convicted of a misdemeanor crime of domestic violence for purposes of this federal law if the conviction has been expunged or set aside, or is an offense for which the person has been pardoned, unless the pardon or expungement expressly provides that the person may not ship, transport, possess, or receive firearms and/or ammunition
      2) Employees will have no more than six months from the date of conviction to resolve their case. If the case is not resolved in this time period, termination will be mandatory.
      3) Affected employees will not be allowed to work until they have exhausted all of their existing compensatory, vacation, and personal leave hours
         a) Upon exhausting all available leave time, affected employees will be considered for assignment in an existing non-enforcement assignment, providing the assignment does not displace any other employee
         b) Affected employees include all employees convicted of a misdemeanor crime of domestic violence in which handling firearms and/or ammunition is one of their job duties. This

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includes civilian employees (e.g., property custodians, lab technicians, detention officers) assigned to work units where their responsibilities include handling firearms and/or ammunition.

4) If job placement is not possible, the Police Chief may approve an unpaid leave of absence request based upon the work demands of the department subject to City personnel rules
5) If leave is not possible, the employee will be terminated

D. SUSPENDED OR REVOKED DRIVER'S LICENSE

Rev

1. Employees who are unable to perform their normally assigned duties because their driver's license has been suspended or revoked may take accrued leave or unpaid leave for up to 90 calendar days or until their driver license is restored, whichever is sooner (Administrative Regulation CM-13)
   a. Leave donations will not be authorized for this purpose
   b. If unable to provide proof of a valid driver license or unable to return to full duty after 90 calendar days, the employee may be subject to dismissal

2. Employees may be considered for assignment to an existing non-driving position provided the assignment does not involuntarily displace any other employee

   a. No assignment will be specially created to accommodate a person whose license has been suspended or revoked unless it is in the best interest of the department
   b. If no other job placement is possible, the Police Chief may approve an unpaid leave of absence based upon work demands of the department
   c. The employee will be terminated if leave is not possible

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-15 EMPLOYEE TRAINING**	
	Subject **100 Management & Administration**	Effective **02/14/22**

Summary

[33.4.1]

This order describes management and administration for the training function of the Police Department.

A. POLICY

[26.1.4]

1. **CHANDLER POLICE DEPARTMENT WILL MAKE AVAILABLE** to all department employees all training set by legal mandate and, within the limits of appropriate funding, the training required to assure effective and efficient performance of present or proposed operations

Rev

2. **THE TRAINING UNIT WILL ENSURE** the training of all department personnel in the philosophy and strategies designed and established by the department, AZPOST, and CALEA
3. **CITY OF CHANDLER PERSONNEL RULE 17** sets policy governing the training of employees

B. OTHER AGENCY TRAINING

[33.1.3]

Training coordinator(s) will encourage other agency participation in Chandler Police Department's scheduled training and promote and participate in cooperative training efforts held by other and multiple agencies

C. MANAGEMENT

Rev

1. **THE OPERATIONAL SUPPORT BUREAU LIEUTENANT** has overall responsibility for the training function and reports to the Operational Support Bureau Commander
2. **THE TRAINING UNIT SERGEANT**
   a. Has direct responsibility for training through the police training coordinator(s)
   b. Assists in the development and evaluation of training needs as well as serves as an input point for different areas within the department
   c. Acts in an advisory capacity for evaluating needs and developing training programs
   d. Makes recommendations to the training lieutenant regarding any proposed training programs

D. TRAINING COORDINATOR'S DUTIES

[33.1.6]

Include, but are not limited to the following activities:

1. **PLAN AND SCHEDULE ALL TRAINING**
   a. Develop and maintain a master training plan related to training objectives
   b. Develop a liaison with AZ POST, area colleges and universities, governmental agencies, businesses, police departments, and other outside trainers to acquire training materials and information on courses available for external training
   c. Coordinate, schedule, and evaluate all training classes

2. **ORGANIZE THE TRAINING FUNCTION**

   a. Maintain instructional material, both audio and visual
   b. Develop and maintain training files, updating the records of employees following their participation in training programs
   c. Develop and/or obtain materials for training bulletins and roll call briefings
   d. Maintain and account for the Training Unit's equipment and supplies; requisition replacement items
   e. Each trainer is responsible for the security of their training equipment and supplies

3. **DIRECT THE TRAINING FUNCTION**

   a. Identify training needs by interacting with staff and analyzing job tasks
   b. Recommend and monitor in-service instructors
   c. Inform employees of departmentally required and/or voluntary training schedules and information on new practices and procedures in the law enforcement field
   d. Prepare and distribute course registration forms, and advise key personnel of the names of employees who will be attending outside training courses, including the dates and times

4. **COORDINATE TRAINING**

   a. Coordinate training needs and opportunities within the department and with other law enforcement agencies
   b. Prepare pertinent training materials for all personnel (i.e., bulletins, manuals, memos)
   c. Disseminate information of available training for all personnel. *See City of Chandler New Employee Open Enrollment and Orientation Policy for Citywide employee orientation.*
   d. Support pre-academy and post-academy programs for newly hired officers
   e. Disseminate computer-based training through Leaf

Rev

5. **CONDUCT NEEDS ASSESSMENT**

   a. Generate an annual department needs questionnaire to be used to determine training needs for the department
   b. The Chief of Police or the Chief's designee will review and approve the final curriculum

6. **TRAINING REPORTS**

   a. Monthly performance report to the Special Operations Section Lieutenant reporting on training events and class information
   b. Annual review of agency training programs to ensure that they meet personnel and operational needs, legal requirements, and agency policies, including:
      1) A review of new laws, court decisions, and agency directives
      2) An evaluation of the training programs
      3) The identification of problems associated with physical facilities, materials, or scheduling
      4) A review of the number of persons trained and the extent of training provided

E. ATTENDANCE

[33.1.2] [16.3.5]

1. **ATTENDANCE AT ALL TRAINING FUNCTIONS IS MANDATORY** when scheduled

   a. **All employees will attend and participate** in departmental, city-sponsored, advanced officers training, annual civilian training, continuing officer education, firearms, on-the-job or other training as directed.
   b. **Attendance exceptions** may be granted with supervisory approval in cases of conflict with court, scheduled vacation, or a reason deemed reasonable by a supervisor
   c. Employees scheduled for training are responsible to see that their **court dates** are scheduled in the court computer so as not to interrupt training and to notify the training unit of conflicts in his schedule

2. **EXCUSED ABSENCES**

   a. Supervisors will contact the Training Sergeant explaining the reason for the absence
   b. Employees missing scheduled training are required to attend training in that subject as soon as possible without unduly impacting their work schedules
   c. **Employees with unexcused absences** may be disciplined according to departmental policies

F. TRAINING APPROVAL

[33.1.3]

THE TRAINING UNIT will:

1. **Process** all requests for training prior to attendance, including requests denied for any reason

2. **Each month**, report to the cost center managers the monthly training and travel expenditures

G. TRAVEL ARRANGEMENTS AND REIMBURSEMENT

[33.1.3]

1. **TUITION:** The Training Unit will make arrangements for the tuition payment, and the Office of the Chief will be responsible for making arrangements for employees' accommodations, transportation, and their related expenses for approved training. The Office of the Chief must approve any exceptions.

2. **REIMBURSEMENT:** Employees will be reimbursed for out-of-pocket expenses as outlined in the city travel policy (Administrative Regulation MS-26)

H. EMPLOYEE RECORDS

[33.1.6]

1. **EACH EMPLOYEE MAY REVIEW** his own training record upon request to the police training coordinator or through Leaf

2. **AN EMPLOYEE MAY REQUEST THE RELEASE** of training records to outside agencies upon receipt of a signed release by the requesting employee and a letter from the requesting agency after review by the Chief of Police or designee

3. **FTO INACTIVE FILES ARE AVAILABLE** to the named employee (or former employee) through written request addressed to the Office of the Chief of Police

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-15 EMPLOYEE TRAINING**	
	Subject **200 Training Guidelines**	Effective **02/14/22**

Summary
[33.5.3] [33.8.2]

This order provides training guidelines for employees.

A. RESOURCES

The Training Unit will use internal programs, personnel, and facilities or the City of Chandler resources, and may, when training is not available internally, apply for assistance from sources outside the department

B. TRAINING PROVIDED

[33.5.3] [33.8.2]

1. **ORIENTATION TRAINING** for new employees (sworn & civilian): All new employees, sworn or civilian, will receive the following training:

   a. Human Resources provides:
      1) New Employee Open Enrollment and Orientation per City policy
      2) Customer Service Training
      3) Civil Treatment
      4) Cultural Diversity
      5) Safety Training
      6) HR Self Service Training
   b. The Police Department provides:
      1) General Orders computer-based training to include accreditation familiarization
      2) Any pre-service training required for a specific classification

2. **INCUMBENT TRAINING** (Professional staff and Sworn)

   a. **New Assignments**: Incumbent employees, both professional staff and sworn, shall receive required supplemental training when they transfer assignments, are promoted, or when their assignment is materially affected by major procedural or organizational changes
      1) The Training Unit must first receive approved training request
      2) Training should be initiated within 30 days of an assignment to a new post
   b. **Supervisor:** The Training Unit will initiate training for new supervisors as soon as possible
   c. **Accreditation:**
      1) All agency personnel will receive accreditation training during preparation for reaccreditation and just prior to an on-site assessment
      2) All new employees will receive accreditation training via CBT (computer-based training) within 30 days of their hire date
   d. **Accreditation Manager:** Will receive specialized accreditation manager training within one year of appointment

3. **PROFESSIONAL STAFF TRAINING**

   a. The Training Unit will schedule and coordinate continuing training annually in topics designed to update skills and increase knowledge for new responsibilities
   b. Specialty training will be provided to civilian specialty positions within the department. Training may include any supervised on-the-job training and may be provided as needed

C. CAREER DEVELOPMENT

Chandler Police Department strives to ensure that personnel are satisfied with their working environment

Rev

1. **THE OPERATIONAL SUPPORT BUREAU LIEUTENANT** will have primary responsibility for coordinating career counseling

2. **THE AFFECTED EMPLOYEE'S SUPERVISOR** or other supervisor within the organization or Training Unit conducts the career counseling function

   a. Supervisors will be trained to give direct feedback and job counseling based on a well-developed set of standards
   b. Supervisors will be aware of available career options, such as alternative assignments and specialty positions, for employees not currently interested in promotion, but wishing for greater variety of responsibilities in their current classification

3. **THE GOALS**

   a. To increase job satisfaction
   b. To improve job performance

4. **THE OBJECTIVES**

   a. To develop a realistic appraisal of an individual's current status and career potential in the department
   b. To identify available career alternatives
   c. To identify a realistic, progressive, and positive growth process for employees

D. INSTRUCTOR SELECTION AND TRAINING

1. **ONLY AZ POST-CERTIFIED** police instructors or recognized expert instructors will instruct AZ POST-mandated or sanctioned departmental training

2. **WHENEVER POSSIBLE,** an AZ POST-certified instructor who has been trained at the AZ POST Instructor School or a specialty instructor whose certification has been approved by AZ POST is to be used in the presentation of departmental as well as outside agency training modules

3. **INSTRUCTOR SUPERVISION** when instruction is provided at another agency is the responsibility of the host agency

4. **INSTRUCTORS FOR SPECIALTY TRAINING** shall possess AZ POST instructor certification and certification in the specialty area in which they are teaching

5. **INSTRUCTORS SHALL BE SELECTED** not only on the basis of having acquired AZ POST Instructor Certification but also on recommendation from their supervisors, their proven expertise in the chosen field of instruction, and their work performance.

E. INSTRUCTOR RESPONSIBILITIES

1. **SUBMIT A WRITTEN LESSON PLAN** and applicable PowerPoint or handouts to the police training coordinator for approval **prior to instructing** any class.

2. **REVIEW/UPDATE** lesson plan annually

3. **REVIEW ANY APPLICABLE** instructor manuals prior to instructing. This may include Defensive Tactics manual, General Instructor manual, Driving Instructor manual, etc.

4. **FORWARD A CLASS ROSTER** and any other forms associated with the class to the training coordinator

5. **MAINTAIN CERTIFICATION:** Must recertify whenever necessary for the specialty class

F. LESSON PLANS

[33.1.5]

1. **THE TRAINING UNIT SHALL MAINTAIN** all lesson plans for all classes taught in the department and retain lessons plans and related records five years after employee departs from the city

2. **REQUIREMENTS FOR LESSON PLANS**

Rev

   a. Properly formatted on standard department lesson plan forms
   b. Contain performance objectives
   c. Contain identification of any tests
   d. Have sufficient direction for presentation of the lesson, the materials needed, the resources used, the time required, handouts, and any audio-visual material needed for any instructor to follow and deliver in absence of main instructor

3. **APPROVAL**

   a. The Training Unit supervisor will evaluate all lesson plans for consistency with agency lesson plan guidelines on lesson plan development, job relatedness, existing state requirements, and other agency policies and approve them
   b. Submit all lesson plans to the Training Unit supervisor with adequate time for review and approval

4. **PASSING TEST SCORES**

   a. Tests will based on the performance objectives of the class
   b. Written test passing grade: 70%
   c. Competency-based test or practical examination: Pass/Fail
   d. Use a scoring sheet

5. **REMEDIAL TRAINING**

   a. **Testing:** Employees failing to receive a passing grade either on the written or practical test will receive remedial training either immediately or as soon as possible thereafter
   b. **Evaluations:** When an employee's performance is evaluated as "requires improvement" or "unsatisfactory" in any work performance category or rated as "requires improvement" overall on regular or special evaluations by a supervisor, he may be provided remedial training
   c. **Scheduling:** Remedial training will be coordinated between the employee's supervisor and the Training Unit
   d. **Employee's Supervisor**
      1) Will provide any available instruction during briefing training to correct the deficiency
      2) Will document all methods of improving performance
   e. **Document** all remedial training on the employee's training record

G. CLASS RECORDS

[33.1.6]

1. **TRAINING UNIT**

   a. Maintains records of each training class conducted including lesson plans, names of agency attendees, and performance of attendees, as measured by tests if administered
   b. Enters training completion information into the employee's training file on a monthly basis so that the employee's training record is kept current

2. **EMPLOYEES:** Will deliver a copy of the training completion/evaluation form and a copy of any certificate(s) received to the police training coordinator within five (5) working days of the program's completion

3. **TRAINING EVALUATION:** The Training Unit shall evaluate training received on how well it meets the employee(s)' and the department's training needs on the basis of the information received from the training evaluation forms

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-15 EMPLOYEE TRAINING**	
	Subject **300 Academy**	Effective **02/14/22**

Summary

This order outlines policy related to the police academy.

A. POLICY

[33.4.1]

All sworn officers shall be currently certified peace officers of the State of Arizona and will have completed the prescribed course of training at an AZ POST-authorized police academy or have successfully completed the AZ POST waiver process before assuming the duties of a police officer and being authorized to carry a firearm in a police capacity

This does not preclude a police recruit from carrying an impact weapon or firearm during an official training function under the direct supervision of a sworn officer

B. GOVERNING POLICIES

Prior to graduation from an approved academy, police recruits will be governed by all applicable City of Chandler, Chandler Police Department, and academy rules and regulations even though they are not yet considered peace officers

C. PROGRAM

[33.4.2]

1. **CURRICULUM:** Based on job-task analysis of the most frequently performed assignments of police officers. Each academy follows a state mandated curriculum.

Rev

2. **RECRUIT EVALUATION:** The academy uses evaluation techniques designed to measure competency in the required knowledge, skills, and abilities

3. **ORIENTATION HANDBOOK (MATERIAL)**: Issued to all new recruit personnel at the time academy training begins

4. **POST ACADEMY**
   a. Training provided to officers having completed an academy or AZPOST waiver process
   b. Training Unit will ensure the training of all newly sworn personnel in the philosophy and strategies designed and established by the department, AZPOST, and CALEA

Rev

D. DEPARTMENT RELATIONSHIP WITH ACADEMY

1. **CHANDLER POLICE DEPARTMENT** shall utilize an AZPOST authorized police academy at the discretion of the Chief of Police

2. **FINANCIAL ARRANGEMENTS**

   a. The Chandler Police Department financial obligation to the academies are defined with associated Intergovernmental Agreements

b. The Training Unit may coordinate provision of instructors, evaluators, recruit training officers, supervisory personnel, and other assistance to offset financial obligations to the academy for recruit training when requested to do so by the academies

3. **LIAISON:**

a. A commander or designee shall provide input to the academies' User Committee meetings
b. The Training Unit sergeant or designee shall act as liaison between the basic academies and the department

4. **LEGAL CONTINGENCIES**

a. The Chandler Police Department and the agency operating the training academy shall have and retain all legal duties and obligations as well as all benefits and immunities that each would be entitled to as if each were assisting the other in any other joint police operation
b. All other liabilities of the agency and academy are controlled by the Arizona Uniform Contribution Among Tortfeasors Act, ARS 12-2501 et sec

E. PROBATION

A police officer will remain on probation for one year from his date of graduation from police academy when that officer will be evaluated for tenure

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-15 EMPLOYEE TRAINING**	
	Subject **400 Recruit / Field Training Program (FTO)**	Effective **02/10/23**

Summary
[33.4.1]

This order provides an overview of the Field Training Program as it applies to uniformed personnel assigned to the Field Operations Division.

A. POLICY
[33.4.3b]

1. **THE OPERATIONAL SUPPORT BUREAU** is responsible for the Field Training Program

2. **CHAIN OF COMMAND**

   a. Operational Support Bureau chief assigned by the Chief of Police
   b. Operational Support Bureau commander assigned by the Chief of Police
   c. Community Services lieutenant assigned by the Field Training Program commander as direct supervisor for the FTO program
   d. Basic Training Unit sergeant (BTU) selected in accordance with General Order B-03, “Specialty Assignments”, follow their patrol chain of command but report progress of newly promoted sergeants in training to the FTO lieutenant
   e. Field Training Officers (FTO), selected in accordance with General Order B-03, “Specialty Assignments”

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3. **THE FTO PROGRAM PROVIDES** for the training and evaluation of the following personnel under field conditions prior to release to solo duties:

   a. New graduates of any Arizona Law Enforcement Academy
   b. Newly hired lateral officers
   c. Current solo status officers in need of additional “one on one” training from an FTO
   d. Reorientation of officers returning to the Field Operations Division from specialty assignment
   e. Officers promoted to the rank of sergeant
   f. Sergeants promoted to the rank of lieutenant

B. DUTIES AND RESPONSIBILITIES
[33.4.3]

1. **COMMUNITY SERVICES/FTO LIEUTENANT**

   a. Directly supervises and evaluates the Basic Training Unit sergeant
   b. Monitors and advises the chain of command as needed regarding the progress of officers, sergeants, and lieutenants assigned to the Field Training Program
   c. Serves as the primary trainer/evaluator of newly promoted lieutenants
   d. Regularly reviews, revises, and makes recommendations for the improvement of the Field Training Program
   e. Serves on oral boards for officer applicants as time and staffing permit

Rev

2. **BASIC TRAINING UNIT SERGEANT**
   a. Responsible for the Field Training Program and coordinates supervision and evaluations of the FTOs
   b. Monitors and advises the FTO lieutenant regarding the progress of officers and sergeants assigned to the Field Training Program
   c. Serves as the primary trainer/evaluator of newly promoted sergeants
   d. Serves on oral boards for officer applicants as time and staffing permits
   e. Makes recommendations to the FTO lieutenant as needed with regards to the Officers in Training (OIT) needing extension in the program or release from probationary status, as applicable
   f. Regularly reviews, revises, and makes recommendations for improvement of the Satellite Field Training Program
   g. Provides for the necessary training of officers appointed to serve as FTOs
   h. Maintains consistent communication with all Field Operations sergeants
   i. Maintains notes on each of the Field Training Officers to add to their annual evaluation

3. **FIELD TRAINING OFFICERS (FTOs)**
   a. Directly train, supervise, test, and evaluate those officers placed in the FTO program
   b. Provide the required documentation as mandated in the Field Training Program Curriculum
   c. Advise the Basic Training Unit sergeant regarding the progress of officers assigned during the FTO's period of instruction
   d. Make recommendations to the Basic Training Unit sergeant as needed regarding the OIT meeting standards for solo duties

4. **FIELD TRAINING SERGEANTS (FTSs)**
   a. Serves as the primary trainer/evaluator of newly promoted sergeants
   b. Directly train, supervise, test, and evaluate newly promoted sergeants
   c. Advise the FTO lieutenant regarding the progress of sergeants assigned during the FTS's period of instruction
   d. Regularly reviews, revises, and makes recommendations for improvement of the Field Training Program for newly promoted sergeants

C. STRUCTURE
[33.4.2] [33.4.3]

The following is an overview of the structure of the Field Training Program as it applies to each function:

1. **OITS (ACADEMY GRADUATES AND LATERALLY HIRED OFFICERS)**
   a. A 120-hour "Post Academy" administered by the Training Division, providing additional instruction and certifications in areas specifically related to Chandler Police Department
   b. A minimum of fifteen weeks of training, testing, and evaluation under field conditions following the guidelines and forms found in the Field Training Program Curriculum
      1) Program includes instruction and training of the most frequent and commonly assigned duties expected of a patrol officer
      2) OITs will be rotated to numerous FTOs and assignments

c. Laterally hired officers may be released early from the program after completing a minimum of nine weeks in the program. Completion includes: all required tests, study material, and showing proficiency in all fields of rating prior to release from training. Any deviation from the minimum standard of nine weeks shall be approved by the Basic Training Unit sergeant and FTO lieutenant.

2. **REORIENTATION OF OFFICERS**

a. **Reassigned Officers:** Officers returning to patrol after twelve months in a specialty assignment (or absence) are required to complete a minimum of eighty hours of reorientation to the Field Operations Division under the guidance of an FTO consisting of reviewing and training in the methods and procedures used by patrol officers. Additional time and training may be necessary considering certain performance needs or the time the officer was absent from patrol. Any deviation from the minimum number of reorientation hours completed shall be approved by the BTU sergeant and FTO lieutenant.

b. **Current solo officers:** May be temporarily assigned to work with an FTO to receive additional or remedial training in specific areas

3. **SERGEANT PROMOTIONAL TRAINING:** 160 hours of instructional training and observation under the supervision of the BTU sergeant

4. **LIEUTENANT PROMOTIONAL TRAINING**: 80 hours of instructional training and patrol watch commander orientation

D. FTO TRAINING

[33.4.3]

1. **NEWLY SELECTED FTOS** receive AZ POST-approved FTO training

2. **FTOS RECEIVE ADDITIONAL IN-SERVICE TRAINING** conducted by the BTU sergeant to be familiar with the department's FTO procedures and curriculum before assuming the role of a primary FTO

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-15 EMPLOYEE TRAINING**	
	Subject **500 Officer Training**	Effective **02/10/23**

Summary

This order describes training for the incumbent officer.

A. ADVANCED OFFICER TRAINING (AOT)

[1.2.9] [33.5.1]

1. **PLANNING**: The Training Unit will identify areas of departmental training and interest consistent with the current AZ POST standards and to develop advanced officer training

2. **HOURS REQUIREMENT** (AZ POST)

Rev

   a. **Sergeant/First-line Officer - Annually**: At least twelve hours of AZ POST-approved training including legal updates, each year

   b. **Executive-level (Lieutenant and above) Officer - Annually:** Twelve hours AZ POST-approved training

3. **ASSIGNMENT-SPECIFIC TRAINING** requirements are determined by the demands of the area for which training is undertaken

4. **MANDATED COURSES WITHIN TWO YEARS AFTER COMPLETING FTO** to develop foundation of police career:

   a. Patrol Leadership
   b. Proactive Patrol

5. **ADVANCED TRAINING** may be provided to employees, supervisors, and managers aimed at improving the professional competence of employees

6. **RESERVE OFFICERS** receive in-service training equivalent to that statutorily required for full-time officers performing like functions. The hours and schedules may vary to accommodate the reserve officer schedule.

7. **AFFECTED PERSONNEL** receive documented annual review of the pursuit driving and use of force policies and documented annual training on:

   a. Response to person in crisis (Crisis Intervention Training-CIT)
   b. Bias issues including legal aspects
   c. All hazard training

B. SPECIALTY TRAINING

A DESCRIPTION OF REQUIRED SPECIALTY TRAINING will be maintained by training and will include**:**

1. Supervised on-the-job training

2. Mandated ancillary training for assignment

3. Training necessary for enhancement of skills, knowledge, and abilities particular to the specialty

4. Departmental policies, procedures, rules and regulations specifically related to the function or component

C. ROLL CALL TRAINING

1. **PURPOSE**

   a. To provide a forum whereby employees become better informed about policy and procedural changes within the department
   b. To address ongoing problems or to provide instructions specific to the common interest of division employees

2. **CONTENT:** Each division of the department will be responsible for determining subject matter appropriate to the division's particular training needs and will schedule an appropriate amount of time for covering the subject

3. **MEANS OF DELIVERY**

   Rev

   a. Briefing training may make use of training in the form of lectures, practical exercises, memos, computer-based training (CBT), or other aids
   b. The Training Unit supervisor may assist in the selection of instructors

4. **EVALUATION:** The supervisor will evaluate training through direct observation

5. **RECORDS:** Keep a roster of employees in attendance at all briefing training

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-15 EMPLOYEE DEVELOPMENT**	
	Subject **600 SHADOWING PROGRAM**	Effective: **02/10/23**

Summary: This order describes the policy and procedures for the department's Shadowing Program. The Shadowing Program is designed to enhance communication between divisions and provide career development opportunities to employees.

A. POLICY

Rev

1. **THE PURPOSE** of the program is training and not accommodation for sick or injured employees, which is covered in General Order B-11.100E (Light or Modified Duty Status)

2. **SUPERVISORS** should encourage employees to participate to increase organizational effectiveness

3. **EMPLOYEES** interested in spending a workweek in another division may do so to gain insight into techniques and procedures used in other areas of the police department

B. CRITERIA FOR ASSIGNMENT

1. **PRIORITY** will be given to employees who are actively pursuing a transfer from their assigned divisions to the selected divisions

2. **STAFFING NEEDS** will be considered and given priority when scheduling an employee for participation

3. **SPECIALTY SUPERVISORS** will determine whether to approve assignments depending on unit activity, security issues, and time allocation

4. **LENGTH OF TIME:** Assignment to a unit may be up to a full workweek

C. SELECTION PROCEDURE

1. **INTERESTED EMPLOYEE:** Submit a memo of request to immediate supervisor

2. **EMPLOYEE'S SUPERVISOR**

Rev

   a. Approve or deny request
   b. Determine a workweek the employee may be allowed to leave their post without adversely impacting operations
   c. Forward the memo and date requested to the appropriate unit supervisor

3. **RECEIVING SUPERVISOR**

   a. Confirm or deny the request
      1) If the request is denied, send an explanation for the denial to the employee's supervisor
      2) If the denial is based only on the date selected, the two supervisors should discuss an alternate date and offer the employee the opportunity to participate
   b. Ensure the employee is assigned to one of the supervisor's employees to facilitate the learning experience

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-15 CAREER DEVELOPMENT**	
	Subject **700 MENTOR PROGRAM**	Effective: **10/11/21**

Summary: This order describes the mentor program for police employees

A. PURPOSE

This mentoring program establishes a structure for police employees to maximize their potential for success by seeking opportunities in leadership, management, personal growth, and development. The mentor program seeks to honor the goals of the police department by developing personnel and strengthening the partnerships within. This program also provides for career development, promotes job satisfaction, and enhances the professional growth of the department and its employees. Mentoring is an essential function in the development of the next generation of police leaders.

B. POLICY

1. **OPEN TO POLICE** employees who have completed their initial probation period and have obtained their direct supervisor's approval
2. **PROSPECTIVE MENTOR / MENTEES** will each complete a questionnaire to facilitate the pairing based on compatible interests, goals, and personalities
3. **PROFESSIONALISM** – all participants will act with respect and honor the time and commitment of all parties involved
4. **SEPARATE FROM THE SHADOW PROGRAM**, this program is not designed for technical skill building
5. **TIMELINE** – The mentor will meet with their mentee over a three-to-four-month period and have a minimum of five meetings within that time period (can be adjusted as necessary)
6. **THE MEETINGS WILL BE HELD** during normal working hours for both employees involved and will be treated similar to an employee attending a city training class. The program is voluntary, and employees will not accrue OT or comp time without supervisor pre-approval.

C. DEFINITIONS

1. **MENTOR** – A wise and trusted counselor or teacher
2. **MENTEE** – A person who is guided, advised, and developed by a mentor
3. **PROTÉGÉ** – A person supported, encouraged, or cared for by someone interested in his or her career or welfare
4. **MENTOR PROGRAM COORDINATOR** – The selected or appointed person who is responsible for administration and oversight of the mentor program
5. **COACH / COACHING** – A collaborative, solution-focused, results-oriented and systematic process, in which the coach facilitates the enhancement of performance, life experience, self-directed learning and personal growth of individuals and organizations

D. PROGRAM GUIDELINES

1. **MENTORING RELATIONSHIP GOALS**:
   a. To promote professional growth
   b. Inspire personal motivation
   c. Enhance effectiveness of police service
   d. Encourage succession planning

2. **MENTOR PROGRAM COORDINATOR** is the administrator, oversees the program, and is selected by a commander or designee
   a. Facilitates all elements of the process, and is responsible for the oversight of the selection, assessment, matching, and orientation of mentors and mentees
   b. Evaluates and adjusts the mentoring program when necessary and ensure mentors / mentees are provided with expectations of their responsibilities
   c. Accompanied by a board consisting of a civilian supervisor, sworn supervisor, one civilian staff, and one sworn officer. The board will consult with the mentee's supervisor during the time of selection to determine the best fit and mentor for the employee. Board members are selected based on a memo of interest, chosen by the Mentor Program Coordinator, and will serve a two-year term.

3. **RESPONSIBILITIES OF MENTORS**:
   a. Encourage and model value-focused behavior
   b. Share critical knowledge and experience through real-life examples
   c. Actively listen to personal and professional challenges
   d. Set expectations for success
   e. Help build self-confidence
   f. Assist in setting goals and charting career paths
   g. Provide information, resources, and personal guidance
   h. Offer guidance, give feedback, and cheer accomplishments
   i. Discuss and facilitate opportunities for new experiences and personal / professional growth
   j. Make themselves readily available to the mentee
   k. Meet with the mentee a minimum of five times over a three-to-four-month period to promote a strong mentor / mentee relationship and encourage engagement

4. **RESPONSIBILITIES OF MENTEES / PROTÉGÉS:**
   a. Clearly define personal employment goals
   b. Accept and appreciate mentoring assistance
   c. Actively listen to what others have to say
   d. Express appreciation
   e. Be assertive – ask good questions
   f. Respect the mentor's time and agency responsibilities

5. **SPECIFIC GOALS / OUTCOME DESIRED** – Roles of each should be clearly defined in advance and understood by both

6. **SELECTION AND PAIRING**
   a. Mentee – All regular full-time or part-time employees who have completed their initial probation period with the police department or City of Chandler are eligible
   b. Supervisor approval

c. Mentors – Must be in good standing and no disciplinary corrective action within one year of becoming / participating as a mentor
d. Each mentor is chosen on case-by-case basis based exclusively on the mentor program coordinator and board recommendations. The decision considers the needs of the mentee, the input of the mentee's supervisor, and questionnaire provided by the mentee regarding specific mentorship / coaching requested.

E. SELECTION OF A MENTOR

Mentors are selfless individuals sought out by the program coordinator and board or recommended to the program by someone within the police department and are recognized by their peers as a role model

1. **THE MENTOR SELECTION PROCESS** is fluid and chosen based on best fit for the employee
   a. Interested mentees complete the program questionnaire form
   b. The mentor program coordinator and board determine best fit for specific mentee requests
   c. The mentees supervisor provides insight and recommendations for their employee with regard to a specific mentor. This will ensure assignments are made based on fit and compatibility for the employee as well as the goals and mentorship / coaching requested.

2. **THE MINIMUM REQUIREMENT** to be a mentor is three years' experience with the police department and be a full-time employee

3. **THE MENTOR PROGRAM COORDINATOR**
   a. Maintains a list of prospective mentors' names and assigns mentees based on needs, fit, and overall desires based on the program questionnaire form
   b. Completes an annual assessment of each mentor used to ensure they are meeting the standards, goals, and objectives of the program. Mentors failing to meet standards will be removed from the program for a minimum of one year.

4. **MENTOR PROGRAM AGREEMENT FORM** is an agreement for both parties regarding the behavior and conduct through the program

5. **AFTER THE PROGRAM IS COMPLETED**, the mentee completes an evaluation rating the overall program and mentor's performance and ability

F. RECOMMENDATIONS

1. **NEXT STEPS –** At the conclusion of the mentorship, other opportunities for development and growth outside the police department could be considered to include the City of Chandler's mentor program

2. **CERTIFICATE OF COMPLETION** will be awarded to the employee

3. **FEEDBACK / EVALUATION** completion form for program improvement

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Chandler Police Department Mentor Program Questionnaire Form

In which areas would you like to grow?

_____
_____
_____

List one specific item / skill you would like to gain out of mentorship.

_____
_____
_____

What are a few challenges you are experiencing?

_____
_____
_____
_____

Describe your ideal mentor.

_____
_____
_____

What does mentorship mean to you?

_____
_____
_____

Do you have a specific preference of a mentor? Why?

_____
_____
_____

What's that one thing in your path that you want to overcome or achieve to advance to a different level in your career?

_____
_____
_____

Chandler Police Department Mentor Program Agreement Form

Mentor's printed name: _____

Mentee's printed name: _____

We are voluntarily entering into a mentoring relationship we expect to benefit the mentee, the mentor, and our police organization. We expect this to be a rewarding experience, with most of our time spent in substantive development activities. To ensure a positive relationship, we agree to the following (initial each):

_____ We will meet for a minimum of five meetings: each meeting lasting approximately one hour in length.
_____ We will meet during the time period from _____ to _____.
_____ We will communicate our meeting schedule to our direct supervisors / managers.
_____ We will treat each other with mutual understanding and respect.
_____ If unforeseen events arise and meeting day / time must be changed, we will give our mentoring partner at least _____ hour notice if possible.
_____ We will define goals, action items, and learning activities through the course of the relationship and will revisit them to make any necessary adjustments to reach the desired outcomes.
_____ We will agree upon a shared definition of confidentiality and sensitivity to each other.
_____ We will determine our comfort level in sharing discussions with other resources.
_____ We will be committed and engaged in making this relationship successful to the best of our abilities.
_____ We agree to a no-fault conclusion of this relationship if, for any reason, it seems appropriate.

Mentor's signature: _____ **Date:** _____

Mentee's signature: _____ **Date:** _____

Special note: Each member should keep a copy of this form and one copy should be sent to the Mentor Program Coordinator via either scan or email.

Welcome to the Chandler Police Department Mentor Program!

Mentor workbook & program logistics:

- Each mentee is assigned to a specific mentor.
- The pair is expected to meet for a minimum of 5 meetings over the period of time from _____ through _____.
- The mentee must keep open communication with his / her direct supervisor / manager, sharing each meeting date and location for team coverage purposes. The mentor should do the same.
- The meetings are estimated to be 1 hour in length.
- Meetings could potentially be longer due to a specific business event / interaction, but the mentee must gather consent from their direct supervisor / manager.
- Based on the desired goals, the mentor may have the mentee participate in meetings with other subject matter experts.
- The mentor may assign pre-work / post-work which could include recommended reading, writing assignments, self-assessments, reflection exercises, etc.
- At the end of the program, your partnership will be celebrated and recognized by certificates. Your feedback will also be gathered to help provide continuous improvement with future programs.

Next Steps:

- The mentee should reach out and initiate the first contact to his / her mentor. The best way to make this initial contact will be using either the city email address or cell phone.
- You'll want to discuss and share your schedules to determine when the best meeting days of the week and times will be. Be sure to share this schedule with your direct supervisor / manager for coverage and communication purposes.

Good mentoring relationships have seven traits or characteristics:

Reciprocity:

- Equal engagement by the mentee and the mentor.
- Shared responsibility to the relationship.
- Both individuals benefit and gain from the experience.

Learning:

- More than just gaining knowledge.
- Active learning which includes gaining expanded perspectives, ins and outs of an organization, field, or profession, deepened self-knowledge and self-understanding.

Relationship:

- Work at establishing and maintaining trust.
- Have authentic and honest conversations.
- Be committed to the relationship and follow through on commitments.

Partnership:

- Involvement is needed by both parties.
- Both need to be attuned to each other's needs.
- Unique in that you bring your experience, history, diversity, and individuality to the relationship.

Collaboration:

- Requires openness on the part of both individuals.
- Engage in shared learning and building consensus.
- Both individuals bring their own experiences to the discussions that take place.

Mutually Defined Goals:

- Clarifying and articulating learning goals is critical to the outcomes you are trying to achieve.
- Continuously revisiting and adjusting goals helps to drive the desired outcomes.
- Without clear goals, the relationship runs the risk of losing focus.

Development:

- Mentoring is future focused.
- Developing your skills, knowledge, abilities, and thinking to get from where you are now to where you want to be.

Good mentoring relationships have shared accountability:

- We meet regularly.
- We communicate schedule changes that may affect mentoring meetings.
- We communicate if we cannot follow up or honor our commitments to each other.

- We eliminate outside distractions when we meet.
- Our communication is clear and misunderstandings are infrequent.
- We provide feedback regularly and make sure that it is two-way.
- Our meetings are relevant, focused, and meaningful.
- We acknowledge and address conflict if it occurs.
- We are conscientious about safeguarding confidentiality.

Role of the Mentee:

Ideally, a mentee should be able to:

- Commit to self-development.
- Assume responsibility for acquiring or improving skills and knowledge.
- Discuss individual development planning with their mentor.
- Be open and honest in regard to their goals, expectations, challenges, and concerns.
- Actively listen and ask questions.
- Seek advice, opinion, feedback, and direction from their mentor.
- Be open to constructive feedback.
- Respect their mentor's time and resources.
- Stay accessible, committed, and engaged during the length of the program.
- Comfortably give feedback to their mentor on what is or is not working in the mentoring relationship.
- Thank their mentor for their gift of advice, feedback, and time!

Role of the Mentors:

- Create a supportive and trusting environment.
- Agree to and schedule uninterrupted time with your mentee.
- Stay accessible, committed, and engaged during the length of the program.
- Support the mentee's development of professional and interpersonal competencies through strategic questioning, goal setting, and planning.
- Actively listen and question.
- Give feedback to the mentee on his / her goals, situations, plans and ideas.
- Encourage your mentee by giving them genuine positive reinforcement.
- Serve as a positive role model.
- Provide frank (and kind) corrective feedback if necessary.
- Openly and honestly share "lessons learned" from your own experience.
- Keep discussions on track.
- Respect your mentee's time and resources.
- Seek assistance if questions arise you cannot answer.

Powerful Questions for Mentors to Use:

- Why did you pick this area to concentrate on?
- What do you want to gain?
- What are the skills you want to develop?
- Would you like to gain exposure to a specific person or function or interaction?
- What forces may help and/or hinder you on your development path?
- What do you think will be the most challenging for you?
- What do you think will be the most rewarding for you?
- How will you know you have mastered or successfully enhanced a competency?
- How will you be different at the end of this experience?
- How will you apply your new skill?
- How are you using the things / ideas we've spoken about?
- What else can I do to help you?
- How is my communication style? My feedback style? What would you like me to do more of or less of?

Ice Breakers and Rapport Building

- Use part of your first meeting to build connections with each other; share backgrounds, work history and experiences, career journeys; this is important to build trust.

Introductions

- Look for opportunities to introduce your mentee to key players in your department / division to broaden their prospective on the organization.

Shadowing Events

- Include your mentee in a technical, business, or team meeting; clearly explain their role; ex: quiet observer or active participant.
- Debrief afterwards and have them share what they observed / perceived; add to their experience by sharing your own insights.

Learning Experiences

- Share an article, self-assessment or self-reflection tool and discuss the outcomes in your next meeting.
- Share a deliverable such as a small presentation or a writing assignment or a technical/business item, have them execute it, and share feedback.
- Have them provide you with their real-life work samples (reports, emails) for you to evaluate.
- Design a meeting for your mentee with another subject matter expert with a specific goal in mind; debrief afterwards and have them share their learnings.

- Observe them in their own setting; at their field location, in a meeting, interacting with their peers; have them share their own perception / observations and provide feedback.
- Conduct role-plays; use real-life scenarios; work in true obstacles and allow them to practice their responses / reactions.

Special Notes

- Please be sure to follow all safety and confidentiality guidelines; check with your direct manager if you need clarification.
- Ensure you are performing less of the talking and more of the listening; ask impactful questions to guide the experience.

Welcome to the Chandler Police Department Mentor Program!

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Next Steps:

- The mentee should reach out and initiate the first contact to his / her mentor. The best way to make this initial contact will be using either the city email address or cell phone.
- If you have any trouble reaching your mentor, please let Mentor Program Coordinator know and they will be happy to help.
- You'll want to discuss and share your schedules to determine when the best meeting days of the week and times will be. Be sure to share this schedule with your direct supervisor / manager for coverage and communication purposes.

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- Requires openness on the part of both individuals.
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- We acknowledge and address conflict if it occurs.
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- Be open and honest in regard to their goals, expectations, challenges, and concerns.
- Actively listen and ask questions.
- Seek advice, opinion, feedback, and direction from their mentor.
- Be open to constructive feedback.
- Respect their mentor's time and resources.
- Stay accessible, committed, and engaged during the length of the program.
- Comfortably give feedback to their mentor on what is or is not working in the mentoring relationship.
- Thank their mentor for their gift of advice, feedback, and time!

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-16 Significant Incident Training Review Committee**	
	Subject **100 Management & Administration**	Effective **12/15/22**

Summary

This order describes management and administration for Significant Incident Training Review Committee.

A. PURPOSE

1. **THE PURPOSE OF THE SIGNIFICANT INCIDENT TRAINING REVIEW (SITR) COMMITTEE** is to evaluate the effectiveness of department training and ensure training concepts are being applied

2. **THE SIGNIFICANT INCIDENT TRAINING REVIEW COMMITTEE WILL** review the tactics, techniques and equipment used during a significant incident

3. **THE TRAINING REVIEW COMMITTEE** will identify examples of properly applied training as well as area of improvement

4. **THE TRAINING UNIT** will utilize the review to effectively address the training and equipment needs of the department

5. **THE SIGNIFICANT INCIDENT TRAINING REVIEW COMMITTEE** will be independent of any criminal or administrative investigation and will not make any recommendations regarding whether an incident complies with department policy

6. **MEMBERS OF THE COMMITTEE** will be required to sign a confidentiality agreement to protect the sanctity of the criminal and administrative investigations

B. MEMBERS

THE SIGNIFICANT INCIDENT TRAINING REVIEW COMMITTEE shall consist of the following personnel:

1. Operational Support Bureau Commander
2. Training Lieutenant
3. Advanced Training Unit Sergeant
4 Basic Training Unit Sergeant
5. Firearms Training Unit Sergeant
6. Advanced Training Unit Officers
7. Basic Training Unit Officer
8. Supervisor of the involved officer (as an observer)
9. CLASA designee as observer
10. CLEA designee as observer

C. CRITICAL INCIDENTS

1. **THE SIGNIFICANT INCIDENT TRAINING REVIEW COMMITTEE** will review internal and external critical incidents including, but not limited to the following:

   a. Officer Involved Shooting
   b. In-custody Death
   c. Use of Force Resulting in Serious Injury
   d. Any incident at the discretion of the Office of the Chief

2. **WHEN ONE OF THE ABOVE LISTED INCIDENTS OCCURS:**

   a. An on-scene supervisor will contact the Training Lieutenant or designee to inform them of the incident
   b. A member for the Training Review Committee will be assigned as a lead for the review
   c. The lead member will be one of the following:
      1) Advanced Training Unit Sergeant
      2) Advanced Training Unit Officer
      3) Firearms Training Unit Sergeant
      4) Basic Training Unit Sergeant
   d. The lead committee member will respond to the scene to meet with the on-scene supervisor for a briefing of the incident
   e. The lead member will oversee completing the Significant Incident Training Review Summary

D. SITR ACCESS

THE SIGNIFICANT INCIDENT TRAINING REVIEW COMMITTEE will have access to BWC footage, police reports, diagrams, and a CIB case agent

E. TRAINING REVIEW TIMELINE

1. **A TRAINING REVIEW SUMMARY** will be completed and submitted to the Office of the Chief within 30 days of the incident for review

2. **THE SUMMARY** will identify:
   a. Positive training applications
   b. Areas of improvement related to training applications
   c. Recommendations for immediate training needs/equipment
   d. Recommendations for any long-term department wide training or equipment needs
   e. Recommendations for policy changes

3. **AFTER THE SUMMARY** has been approved by the Office of the Chief, the findings will be presented to Command Staff for review

4. **THE SUMMARY FINDINGS** will then be presented to involved officers and their chain of command

5. **ONCE ALL INVOLVED PARTIES** have been briefed of the findings, the review summary will be made available for department distribution

F. ANNUAL REPORT

THE ADVANCED TRAINING SERGEANT will complete an annual report and submit through the chain of command to the Office of the Chief detailing the following:

1. Number of incidents reviewed
2. Training implemented
3. Equipment needs identified
4. Policy revision recommendations

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-17 DEPARTMENT VEHICLES**	
	Subject **100 Use and Care**	Effective **11/01/19**

Summary

This order covers the use and care of department vehicles.

A. POLICY

1. **ANY EMPLOYEE** using a Chandler Police Department vehicle is responsible for use and care of that vehicle as described in this policy

Rev

2. **REMOVE ANY WEAPONS, PRO NET EQUIPMENT, MOBILE DATA COMPUTERS AND RADAR UNITS** from vehicle when downed for maintenance

3. **REFER TO** City of Chandler Administrative Regulation FD-04 for citywide vehicle and equipment preventive maintenance and care

B. INSPECTIONS

1. **A SUPERVISOR OR COMMAND OFFICER** may search a vehicle at any time

2. **SUPERVISORS WILL CONDUCT RANDOM MONTHLY INSPECTIONS** of vehicles assigned to their division for cleanliness, equipment, and current maintenance requirements, ensuring compliance

C. USE REQUIREMENTS

1. **HAVE A VALID ARIZONA DRIVER'S LICENSE** in possession

   a. **Responsibility:** The Chief of Police and all supervisors will assure compliance with Administrative Regulation CM-09 Use of City Vehicles by City Employees regarding proper licensing, knowledge of vehicles being driven, and any required Risk Management approvals
   b. **Loss of Driving Privilege** - If driver's license is terminated, suspended, revoked, or restricted, employee must notify supervisor immediately. See General Order B-14D for procedures when driver's license is suspended or revoked and City of Chandler Administrative Regulation CA-02 for complete guidelines for loss of driving privileges.

2. **OBTAIN SUPERVISOR APPROVAL** for use

3. **DO NOT DRIVE DEPARTMENTAL VEHICLES IN OFF-ROAD CONDITIONS** except in case of absolute necessity. Instead, proceed on foot whenever possible.

4. **NOTIFY SUPERVISOR** any time you intend to leave Chandler **city limits**

5. **USE RESTRICTED to official business**

   a. **Only transport city employees,** persons in an advisory capacity to the city, persons on approved city business, and other agency representatives to accomplish a police purpose
   b. **If assigned a City vehicle** during normal workday schedule, may use it during normal work hours to go home or to a restaurant for lunch. Should not be used for other personal business

6. **DO NOT CONSUME ALCOHOLIC BEVERAGES** in departmental vehicles

   a. Obtain supervisor approval to transport alcoholic beverages in departmental vehicles unless it is evidence or found property
   b. Use discretion when parking vehicles so as to avoid appearance of misuse of vehicle, i.e., parking in front of a liquor store when not on official business

7. **DO NOT USE ANY TOBACCO PRODUCT** in department vehicles

8. **DRIVE DEPARTMENT VEHICLES IN A SAFE MANNER**

   a. **Use seat belts** in all vehicles so equipped and require all passengers to do so unless it endangers the transporting officer or the health of the prisoner
   b. Drive in compliance with motor vehicle laws
   c. Promptly report to supervisor and pay fines for any citations received while using a department vehicle
      1) Do not pay fines with City funds
      2) Report moving traffic citations within three working days to the Chief of Police or designee

9. **STORE FUEL CARDS** above the passenger side visor when possible

D. POOL CARS

1. **POOL CARS MAY BE UNMARKED OR PARTIALLY MARKED** vehicles made available to police personnel for the conduct of official business through the City Motor Pool program. To make a reservation, call 480-782-2425 or click https://chandleraz.agilefleet.com/login.asp.

2. **ANY EMPLOYEE CONDUCTING DEPARTMENTAL BUSINESS** may drive vehicles assigned as pool cars. It is the employee's responsibility to ensure the pool car is in proper working order prior to driving the vehicle. Refer to Admin Regulation FD-02 for policy.

Rev

E. GAS CREDIT CARD

FOR OUT-OF-TOWN TRIPS:

1. **OBTAIN GAS CREDIT CARD** when necessary for travel from the travel coordinator

2. **FILL FUEL TANK AT CITY PUMPS** prior to leaving on trip

3. **ENTER VEHICLE AND LICENSE NUMBERS** on gas receipt when using credit card for gasoline

4. **RETURN RECEIPT AND CREDIT CARD** to proper authority on return

F. PATROL VEHICLE REQUIREMENTS

[61.3.3]

1. **ALL PATROL VEHICLES** used for routine patrol duties must be equipped with emergency lights and a siren

2. **CALL AN AMBULANCE TO TRANSPORT INJURED PERSONS** from the scene of an injury to a hospital, except in unusual cases or exceptional circumstances

3. **VEHICLES NOT ACCEPTABLE FOR SERVICE** are so marked on vehicle board. Use assigned shift vehicles first for patrol

G. BEGINNING / END OF SHIFT PROCEDURES

[41.3.2] [70.1.2]

1. **BEGINNING OF SHIFT**

Rev

   a. **Inspect vehicle** and report any damage, mechanical failure, or faulty or missing mechanical equipment in writing on a "Vehicle Repair Request", PDinfo, and enter the damage information in the vehicle damage log
   b. **Notify your supervisor** immediately of any undocumented damage discovered on inspected vehicle
   c. **Check for equipment and supplies** using list at end of this order (This list does not limit additional equipment in departmental vehicles)
   d. **Search vehicle as soon as practical after a prisoner** has been transported in the vehicle for contraband

2. **END OF A SHIFT**

   a. **Leave the vehicle neat and clean** with all litter and personal property and equipment removed from it
   b. **Turn off** all vehicle radios and MDCs
   c. **Service vehicle** before end of shift to ensure:
      1) Fuel tank is **full** (shut off the engine and all lights during refueling to reduce the risk of fire)
      2) City of Chandler Administrative Regulation FD-05 governs the procedures for the use of the fuel card system
      3) Oil, tires, water, etc., are at specified standards
   d. **Return key** to keyboard. Employees will be called to return keys taken home to return them.

H. WHEN EXITING A VEHICLE

1. **PLACE THE GEARSHIFT IN "PARK" AND TURN OFF THE ENGINE**

2. **REMOVE IGNITION KEYS** when leaving the immediate area of the vehicle

I. ROUTINE MAINTENANCE

FLEET SERVICES PROVIDES ROUTINE MAINTENANCE (except bicycles)

Rev

1. **Take vehicle to Fleet Services** when maintenance indicator light illuminates

2. **Distinguish vehicles as "Out Of Service"** by placing a magnetized "Out Of Service" placard on each side of the vehicle

J. VEHICLE PROBLEMS / DAMAGE DURING SHIFT

1. **IF A VEHICLE SUSTAINS ANY DAMAGE** during a shift

   a. Report it immediately to your immediate supervisor
   b. The supervisor will complete a Chanweb City Incident Report (CC Form 73) **for all non-collision related damage** and forward it to the Field Operations commander in a timely manner, but not later than five days after the incident (See Section K for collisions)

Rev

2. **TAKE THE VEHICLE TO CITY FLEET SERVICES** for repair during the shift or at the end of the shift (if safe to do so) and complete the PDinfo Vehicle Work Request

   a. Notify Communications and immediate supervisor and request vehicle reassignment, if necessary
   b. Deliver the vehicle needing repairs to the Fleet Services

3. **IF NOT DRIVABLE:**

   a. Contact Communications to request department's contracted tow company to tow vehicle to city maintenance facility
   b. Complete service request

K. ACCIDENTS INVOLVING DEPARTMENTAL VEHICLES

1. **REPORTING ACCIDENTS:** Be familiar with City of Chandler Administrative Regulation CM-20

   a. Call an officer to the scene of the accident
   b. Notify supervisor as soon as possible
   c. Report City vehicle, property, or equipment damage to supervisor even if only observed

2. **INVESTIGATION ASSIGNMENTS**

   a. **Minor damage and/or minor injuries:** A department employee (preferably a traffic officer) shall investigate, but take no enforcement action. The incident will be documented using the State accident form. Photograph all damage and/or injuries.
   b. **Accident resulting in an incapacitating injury, fatal injury, or substantial damage:** A member of the Traffic Section will investigate.
   c. **For all accidents involving departmental vehicles:** The supervisor will complete a supervisor's report (CC Form 73) and forward it immediately to the Professional Standards Section along with the investigation officer's accident report.
   d. **Employees involved in an accident** may be required to submit to a drug or alcohol test including possible urine or blood screenings in accordance with City Drug Free Work Environment Policy and Personnel Rules (See City of Chandler Administrative Regulation CM-20)

L. TAKE-HOME VEHICLES

1. **OBJECTIVE:** To provide prompt service to the public for major incidents requiring police investigations. Use of take-home vehicles is limited to that use which enables employees to conduct departmental business.

2. **CONDITIONS OF USE:**

   a. **Do not misuse and/or abuse** this equipment
   b. **Do not leave weapons, ammunition, less lethal devices, ballistic armor/helmet, police identification, badge, or portable police radios** in the vehicle unsecured. Secure all firearms in department issued lockboxes. (See GO E02-100)
   c. **Immediately report to your supervisor any loss or damage** to your personally assigned departmental property

Rev

3. **AUTHORIZED PERSONAL USAGE:** May use assigned take-home vehicle during normal business hours to go home or to a restaurant for lunch; or for doctor, dental, vision appointments; and emergencies

4. **AUTHORIZED ASSIGNMENTS**

   a. Traffic Unit sergeants and officers with assigned motorcycles; motor officers assigned a vehicle are not authorized a take-home vehicle
   b. PIO officer on call
   c. K-9 sergeant and officers
   d. CIB authorized units as designated by the CIB commander

5. **EXTRA-DUTY EMPLOYMENT USAGE:**

   a. Do not use take-home vehicle for extra-duty assignments
   b. Do not drive take-home vehicle to the station to obtain a marked unit for an extra-duty assignment
   c. Take-home vehicle may be driven to the station when going to an extra-duty assignment directly before or after regularly assigned duty schedule or when subject to call-out

Rev

M. WASHING VEHICLES

1. **POLICE CADETS** may wash, wax, and clean department vehicles whenever they are available. The Police Cadet advisor will oversee the cleaning of departmental vehicles when this occurs.

2. **WHEN CADETS ARE NOT AVAILABLE,** officers will take departmental vehicles to the contracted car wash to be cleaned

N. EMERGENCY ESCORT

[61.3.3]

1. **EMPLOYEES SHALL NOT ESCORT** non-emergency vehicles except:

   a. For authorized funeral details
   b. For special details authorized by the commander
      1) Parades
      2) Visiting dignitaries and officials
      3) Hazardous cargo

2. Request the Fire Department to respond to the scene in cases involving medical emergencies. **DO NOT ESCORT** non-emergency vehicles to a medical facility.

O. SPECIALTY VEHICLES

1. **SPECIALTY VEHICLES** are vehicles that require special training or authorization for deployment

2. **IN ADDITION TO COMPLYING WITH ALL POLICIES GOVERNING THE USE OF DEPARTMENT VEHICLES** in this order, additional guidelines are listed in general orders referenced in the table below for specific specialty vehicles:

Figure 1: Specialty Vehicle Policies

Rev

Responsibility	Vehicle	Policy
Field Operations	Police Motorcycles DUI Command Post	G-03 Traffic Unit
Field Operations	Police Bicycles	F-03 Bicycle Team
Field Operations	Canine Vehicles	F-17 Canine Unit
Criminal Investigations	Surveillance Platform	D-14 Criminal Intelligence Unit
Criminal Investigations	Bait Vehicles	D-14 Criminal Intelligence Unit
Criminal Investigations	Mobile Command Center	D-01.400 Mobile Command Center
Special Weapons and Tactics	Various	E-33.200 Special Weapons and Tactics

PATROL VEHICLE INSPECTION CHECKLIST

[41.3.2]

At the beginning of each shift, check each of the below listed items. If mileage is within 400 miles of scheduled maintenance, turn in at end of shift to the Yard.

Clean vehicle (interior and exterior)

Damage (interior, exterior, missing parts)

Tires (inflation, damage, abnormalities)

Leaks (visual checks: fuel/oil/coolant)

Engine Oil and Coolant (check fluid levels)

Lights (headlight, parking, brakes, back-up)

Safety devices (seat belts, warning lights, etc.)

Emergency equipment (overheads, grill lights, siren, etc.)

Mileage (check when due for scheduled maintenance)

Rear seat (check for property/contraband)

Noises/unusual sounds (abnormal noise from vehicle)

MDC/ Police Radio (missing parts, operation)

Heavy Armor Rifle Plate

Level IIIA Ballistic Shield (sergeant vehicles only)

Trunk organizer

Spare tire

Jack

Case of flares

Blanket - 1

Roller tape

Frist aid kit

Fire extinguisher

Traffic cones - 4

3 Stop sticks

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-17 DEPARTMENT VEHICLES**	
	Subject **200 Fleet Services**	Effective **02/10/23**

SUMMARY

This order covers the acquisition and maintenance of police department vehicles.

A. PURPOSE

Police Fleet Services personnel will maintain a well-conditioned fleet by increasing efficiencies of vehicle requisitions, streamlining fleet repair, and balancing maintenance costs

B. ORGANIZATION

POLICE FLEET SERVICES IS COMPRISED OF:

1. Fleet Services Assistant
2. Fleet Services Senior Technician
3. Police Operations Support Supervisor
4. Police Operations Manager

Rev

C. RESPONSIBLITIES

1. **FLEET SERVICES ASSISTANT:**
   a. Coordinates repair and preventative maintenance on equipment and vehicles
   b. Assists with determining replacement cycles
   c. Monitors equipment installation
   d. Orders supplies
   e. Prepares reports

2. **POLICE OPERATIONS SUPPORT SUPERVISOR:**

   a. Assists with developing vehicle specifications for all new and existing vehicles assigned to the department
   b. Primary liaison to vendors for all department vehicles and equipment
   c. Primary liaison with City Fleet for vehicle replacement
   d. Primary liaison with City Purchasing
   e. Primary liaison with car dealerships and up-fitters
   f. Serves as the Police liaison for the city's Fleet Advisory Committee (FAC)
   g. Coordinates all vehicle replacements through the city's Vehicle Replacement Program (Admin Reg. FD 01)
   h. Supervises the Fleet Services Assistant and Fleet Services Senior Technician

New

3. **POLICE OPERATIONS MANAGER**:
   a. Coordinates all efforts for Police Fleet Services
   b. Facilitates the Vehicle, Equipment, & Uniform standing committee (VEU)

D. VEHICLE REPLACEMENT PROGRAM (VRP)

1. **DEPARTMENT VEHICLES WILL BE REPLACED** in accordance with Admin Reg. FD-01

2. **REPLACEMENT EVALUATION** of vehicles will be coordinated between Operations Support Supervisor and Police Field Operations Manager

Rev

3. **EQUIPMENT OR VEHICLE MODIFICATIONS** shall not be made to any vehicle unless authorized by Police Operations Support Supervisor and Police Operations Manager

E. NEW VEHICLE DEPLOYMENT

1. **ALL NEW VEHICLES** will be processed through City Fleet prior to being put into service
   a. City mechanics will inspect the new vehicles per their directives
   b. Police vehicles will be registered by City Fleet unless it is a specialty vehicle. In that instance, Police Operations Support Supervisor will obtain a letter from the Office of the Chief to provide to MVD for a non-government or non-commercial license plate

2. **CITY FLEET** will assign a vehicle number and enter it into the computerized inventory control system

3. **POLICE FLEET SERVICES** will take possession of all new vehicles post-inspection and deliver them to the appropriate location

4. **DELIVERY OF SPECIALTY VEHICLES** such as motorcycles, grant vehicles, SWAT vehicles, etc. will be delegated by Police Fleet Services on a case by case basis

5. **POLICE FLEET SERVICES will not permit new vehicles** to be put into service without first obtaining the vehicle designated for replacement and all sets of its keys

Rev

6. **ANY VARIATION OF NEW VEHICLE DELIVERY** and taking vehicles out of service must be authorized by the Police Operations Manager or designee

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-18 DEPARTMENT EQUIPMENT AND FACILITIES**	
	Subject **100 Department Equipment**	Effective **02/10/23**

SUMMARY: This order outlines employee responsibilities for Chandler Police Department equipment

A. POLICY

[17.5.3]

1. **EMPLOYEES WILL PROPERLY CARE** for all departmental property and/or equipment assigned to them and maintain such property or equipment in a state of operational readiness as required by this department

2. **CARELESSNESS** in the handling or operation of departmental property that results in damage and/or loss to the said property may subject the responsible employee to reimbursement charge and/or disciplinary action

3. **ALL AGENCY-OWNED EQUIPMENT OR PROPERTY** is subject to inspection at all times by supervisory personnel

4. **POLICE OPERATIONAL SUPPORT SUPERVISOR** or designee issues all department-issued uniforms and equipment using a quartermaster system

B. DAMAGED OR INOPERATIVE PROPERTY OR EQUIPMENT

1. **LOSS OR DAMAGE:** Employees will report immediately to their supervisor in writing any loss of or damage to departmental property assigned to or used by them

   a. Use Vehicle Work Request Form CC Form 68 for any vehicle repair order
   b. Request radio/communications repairs using the IT Service Portal identifying problem in detail

2. **HAZARDOUS CONDITIONS:** Employee will notify their immediate supervisor of any defects or hazardous conditions existing in any departmental equipment or property. When property damage occurs that does not involved bodily injury or vehicles, supervisors will use CC Form 73 to report the incident.

C. ALTERING DEPARTMENT EQUIPMENT

EMPLOYEES SHALL NOT ALTER OR REPAIR or in any way or remove any parts or accessories from any city-owned property, office equipment, machines, clothing, firearms, communications equipment, or motor vehicles without permission of the division chief

D. SURRENDER OF DEPARTMENT PROPERTY

1. **EMPLOYEES ARE REQUIRED TO SURRENDER** all departmental property in their possession upon separation from the department to the quartermaster with the following exceptions:

   a. Items outlined in B-01.100 Retirement Recognition Procedures
   b. Firearms, ammunition, and related accessories will be returned to Range personnel or, if unavailable, to a sworn supervisor. Rev Return Tasers to Training personnel.

2. **SEE CITY OF CHANDLER EXIT PROCEDURES POLICY** for established procedures when employees terminate with the City (the Police Department will use the Professional Standards exit checklist in lieu of the City of Chandler exit checklist).

E. LOCKERS

1. **EXPECTATION OF PRIVACY**

   a. All lockers of any description maintained by the department in any departmental facility are the exclusive property of the City of Chandler
   b. Lockers are subject to inspection at all times by supervisory personnel or designee (quartermaster). When practical, employees will be notified prior to their lockers being inspected.

2. **ASSIGNMENT**

   a. The Quartermaster will assign lockers Rev
      1) Allow only one locker per employee
      2) If permission is granted for two lockers, employee will give up rights to additional locker if locker is needed
   b. Employees will adhere to the locker assignment given them and are responsible for the upkeep of the locker

3. **SECURITY**

   a. Only locks approved by the quartermaster shall be utilized to secure these lockers
   b. If the circumstances dictate immediate access and employees cannot be contacted, supervisory personnel or Quartermaster is authorized to remove the lock Rev

4. **CONTENTS AND USAGE**

   a. Do not store any gear outside, on top, or under the lockers
   b. Keep lockers closed and locked when not being used
   c. Do not post anything other than the locker number and name of the officer assigned to that locker. Personal notes, decorations, stickers, etc., are prohibited on outside of any locker.

F. ELECTRONIC EQUIPMENT REPAIR

1. RADIO

a. Portable Radios
   1) During normal business hours, turn radio into a communications technician with complete explanation of problem
   2) Outside of normal business hours, turn radio into an on-duty dispatch supervisor or communications admin specialist with complete explanation of problem. The on-duty dispatch supervisor will issue a portable radio.

b. Vehicle Radios
   1) Leave vehicle at assigned station, indicating “out of service” on vehicle sign out board
   2) Complete a service request using the IT Service Portal detailing the problem
   3) Email Fleet Aide to contact a communications technician to inspect the vehicle radio

2. MDC Repair

a. Leave vehicle at assigned station, indicating “out of service” on vehicle sign out board
b. Complete CC Form 68 detailing the problem, and place it on the vehicle sign out board
c. Submit a ticket for MDC maintenance in the Help Desk function of PDInfo

3. LAPTOP REPAIR: Complete a service request using the IT Service Portal identifying the problem

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-18 DEPARTMENT EQUIPMENT AND FACILITIES**	
	Subject **200 Building Security**	Effective **02/09/18**

SUMMARY: This order covers guidelines for the security of police facilities

A. PHILOSOPHY

Federal and state laws require that only criminal justice agencies have access to certain information available in police computers and printed documents. The information is extremely sensitive, and its unauthorized dissemination will compromise criminal investigations and violate citizen's constitutional rights.

B. POLICY

1. **ALL CITY PERSONNEL/VISITORS/VENDORS** not in uniform in departmental facilities shall wear an identification badge at all times while in police facilities. A prominently displayed police badge will serve as an identification badge.

2. **BACKGROUND INVESTIGATION PROCEDURES** will meet the standards set by the Professional Standards Section for all department employees. Unless directed by the Chief of Police, no polygraph or psychological testing will be necessary.

C. MONITORING VISITORS

1. **VISITOR GUIDELINES:** Access will be limited to only the place that the visitor frequently and routinely conducts business to ensure the security of restricted information

2. **DEFINITIONS**

    1) **Visitor**: Anyone not in a police uniform or not visually recognized by a photo police identification card and/or badge clearly displayed on his person
    2) **City Support Personnel/Vendors:** City employee/vendors who regularly perform a specific task in the Police Department
    3) **Facilities**: Any structure, property, or attachment that is part of the Police Department and under the administrative control of the Office of the Chief
    4) **Uniform:** Department or company-issued clothing which clearly identifies the employer and the employee

3. **IDENTIFICATION REQUIREMENTS**

    a. All visitors to departmental facilities shall:
        1) Check in at the front desk, or in special circumstances with a designated employee,
        2) Be issued a visitor's identification card that will be worn at all times while in the facility
        3) Be escorted to and from their point of business

4) Not be left with free access to the building without prior approval of the Office of the Chief or the on-duty commander

b. City personnel without a police identification badge shall:
   1) Wear their issued visitor's badge at all times while they are in police facilities and follow visitor guidelines
   2) Sign in at the front desk when they enter the facility to work
   3) Advise the front desk what their business is or who they are to see while at the facility

c. City Support Personnel/Vendors Badges: Professional Standards Section may be required to complete a background investigation for City support personnel and vendors
   1) **All** Building and Facilities custodians assigned to this building will:
      a) Have a background check completed and approved prior to working within the building
      b) Be issued an access code to the police building
   2) At the discretion of the Office of the Chief, City personnel/vendors may be granted a department photo identification badge and/or an access code on a case-by-case basis
      a) The Professional Standards Section will complete a background investigation to include a 3x5, criminal history check, and other agency check as needed prior to assigning a code to allow unescorted access
      b) The badge will allow the person to access department facilities on a routine basis to conduct **frequent and routine** business unescorted
      c) The person shall clearly display the badge at all times while in the facility and enter and exit the building through the front desk at the main entrance

4. **PROCEDURES**

a. All visitor badges will be kept and issued from the front desk only
b. Sign in-logs will be maintained at the front desk. The available specialist shall maintain the log which records the following information:
   1) Name of visitor
   2) Date
   3) Time in
   4) Point of business or contact
   5) Driver's license or official ID
c. Exceptions to a, b
   1) Uniformed officers from other police agencies that have checked in at the front desk or who have entered the premises with departmental personnel
   2) Prisoners or investigative leads under the close scrutiny of an officer may be exempted from the above requirements: however, officers will accompany them at all times and are responsible for the movement of these individuals.
   3) Witnesses and victims reporting with officers to police facilities, they will utilize the visitor badge procedures unless unusual circumstances make it unfeasible

5. **SHARED FACILITIES:** In the event that the Police Department permanently or temporarily shares facilities with any city or non-city entity, shared facility non-police employees will adhere to the same guidelines as police employees, including:

   a. Wearing an official identification tag issued by their employer that is clearly marked in such a manner as to indicate that they are not police employees
   b. Being restricted from any area specific to the police facility unless they have followed the prescribed visitor guidelines
   c. Not using the department facilities as normal entrance and exit routes if access to their portion of the facility is available

D. CONTROLLED AREAS

[82.1.1]

1. **RESTRICTED AREAS:** Personnel other than supervisors who are not engaged in assigned duties in the following areas are restricted from the following areas:

   a. **Communications Center:** Other than Communications employees, only section commanders and shift supervisors shall be allowed in the Communications Center except under the following conditions:
      1) In relief of the on-duty dispatcher
      2) When an on-duty dispatcher requests assistance
      3) When repairmen or custodians are performing necessary work
      4) With approval of the on-duty supervisor in Communications
   b. **Records Unit:** The Records Unit manager and supervisors are responsible for maintaining the security of all records in the section. Only Records Unit employees are allowed access into the back records area unless authorized by the Records Unit manager or a supervisor and accompanied by Records Unit personnel.
   c. **Temporary Detention Area**
   d. **Court Holding Facility**
   e. **Forensic Services**
   f. **Evidence and Property Buildings**

2. **ADMINISTRATIVE AREAS AND OFFICES:** All personnel should limit their visits to only those times when it is necessary to transact business with personnel in these areas. At no time should administrative areas and offices be used when the office personnel are not present.

E. BUILDING MONITORING SYSTEMS

1. **DESCRIPTION**: An access-control security system is used to grant reader or keypad access to employees and authorized visitors and to monitor doors, panic buttons, and other selected locations throughout the Police and City Court facilities

   a. **Monitoring alarms:** Throughout the buildings, there are door alarm points and panic buttons. Verbal notification and audible alarms will sound in Communications via the overhead speaker when activated.
   b. **Response to alarms:** Personnel will acknowledge all alarms **immediately**. Upon audible notification, Communications will dispatch an officer to respond to the location

c. **Malfunction to the security system:** Contact the designated security system administrator immediately!

2. **CLOSED CIRCUIT SECURITY CAMERAS ARE** located throughout the interior and exterior of the police and court buildings, allowing for 24-hour recording coverage of various areas

   a. The main recording unit comprised of three DVRs (digital video recorders), programming/switching components, and a monitor located in the police server room
   b. The main monitors for the cameras are located in the Records Unit and Communications Section
   c. The Office of the Chief will designate a primary contact person for maintenance of the camera system
   d. Recordings are kept for approximately 30 days, at which time the system will overwrite previous recordings in all areas except the Police Department temporary detention area which are kept for one year
   e. If the system fails, the designee should be contacted immediately

F. DOOR SECURITY

1. **INTERIOR DOORS**

   a. Secure inside lobby door at all times
   b. Keep Support Services door unlocked during normal business hours
   c. Secure the temporary detention area doors at all times
   d. Secure all Criminal Investigations Bureau doors after normal work hours Monday through Friday (0700 - 1730) and when the unit is not occupied
   e. Secure the Communications Center at all times
   f. Secure the Forensic Services Section at all times

2. **EXTERIOR DOORS**

   a. All exterior doors will remain secured at all times except the main front doors to the Police Department
   b. If vendors must bring their goods through a normally secured door, the appropriate cost center manager will brief the vendor that they are not to leave the door open and unattended at any time during their delivery

3. **ON WEEKENDS AND AFTER 1800 HOURS**, Monday - Friday, the ranking on-duty officer will be responsible for ensuring compliance with this section

G. EMERGENCY SITUATIONS

1. **FIRE**

   a. There is no smoking allowed anywhere within the Police Department per City of Chandler Code 11-7.2. Receptacles will be placed near entries for extinguishing all smoking materials.
   b. Search suspects and seize any matches and cigarettes
   c. In the event of a fire
      1) Notify Chandler Fire Department by radio or by 9-911 to respond
      2) If the fire is small, the employee is trained, and it is safe to do so, employees may use a fire extinguisher
   d. If building evacuation is deemed as necessary
      1) Employees and visitors will follow the exit signs and proceed to an area clear of the building
      2) Caring for suspects and prisoners
         a) Handcuff suspects and escort them from the interview room/ temporary detention area to the designated emergency safety areas
         b) The employees who are responsible for the suspect(s) shall be responsible to maintain prisoner security
         c) Employees shall summon additional assistance as necessary
         d) Check prisoners for any injury, and provide medical care if needed
         e) If the temporary detention area(s) cannot be reinhabited, make immediate provisions to transport the prisoner(s) to Gilbert-Chandler Unified Holding Facility

Rev

2. **GROUP DISTURBANCES AND RIOTS:** If a group of prisoners engage in violent and destructive acts, secure the area, and call additional officers in order to control the group

3. **CITIZEN INJURY OR LIABILITY INCIDENTS:** In the event that any citizen should become injured or if an event occurs wherein the City might have liability, the employee who is aware of the situation will

   a. Inform a supervisor who will immediately forward a CC Form 73, “City of Chandler Incident Report” to Risk Management
   b. Notify the legal advisor as soon as possible

   See City of Chandler Administrative Regulation CM-20 for policy governing accident reporting and investigative procedures.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-18 DEPARTMENT EQUIPMENT AND FACILITIES**	
	Subject **300 Misc. Facilities Issues**	Effective **01/08/21**

SUMMARY: This order gives guidelines for various practices related to the use of police facilities.

A. REPORT-WRITING STATIONS

1. **DESCRIPTION:** Approved report-writing stations may be established in various locations in the city by mutual consent of the sponsor of the facility and Chandler Police Department

   a. These stations are not manned "sub-stations"
   b. There is no minimum or maximum amount of time or specific time of day that an officer will be present at the site
   c. The general public will not have access to the site
   d. The sponsoring location must submit an application and the Field Operations commander must approve the application prior to a site being used as a report-writing station

2. **GOALS**

   a. To provide the beat officer with a room to complete reports, make telephone calls, and take meal breaks
   b. To provide higher police visibility in the community and thus provide a deterrent to crime

3. **GUIDELINES FOR LOCATING REPORT-WRITING STATIONS**

   a. No more than two report-writing stations will be identified in each beat
   b. Chandler Police Department will provide an approved sign to identify the locations
   c. Prior to July 1 of each year, each beat sergeant will meet with the beat officers of their assigned beats and determine whether to retain each of the current sites or move the sites to new locations for the next year
   d. The Field Operations division office will maintain a file of current sites

4. **THE LOCATION SPONSOR WILL PROVIDE at** minimum:

   a. A securable workspace with 24-hour access
   b. A telephone
   c. A desk or worktable and chair
   d. Air conditioning
   e. A standard 110-volt electrical outlet and adequate lighting
   f. A key for the facility
   g. One parking space where a sign may be posted

5. **CHANDLER POLICE DEPARTMENT WILL PROVIDE** the sponsor with:

   a. A keyed lock box mounted on the facility's exterior
   b. A "Report-Writing Station" sign, sign post, and installation of sign

6. **GUIDELINES FOR OFFICERS** using the stations:

   a. Officers may use the site to complete police reports, make local work-related telephone calls, and take meal breaks
   b. Officers will "log out" on the MDC
   c. Officers will log on to the written log kept at the site to track usage of the site and the key location
   d. Officers will not bring suspects to the report-writing stations
   e. Victims, witnesses, and civilian observers may be escorted to the facility, but should not be left unattended
   f. Only one officer/marked unit shall be at the station at one time
   g. Officers shall not use tobacco products at the report-writing station
   h. Officers will spend only the amount of time required to complete their report writing. Officers are subject to dispatch from this site according to current priority response guidelines.
   i. The key will remain in the lock box at all times
   j. The beat supervisor will conduct random inspections of the report-writing stations in his beat to ensure that the facilities are being maintained and meet the officer's needs
   k. Officers shall keep the station neat and clean

B. LOST AND FOUND ITEMS

1. **PROCESSING "FOUND" ITEMS** (personal or department-issued)

   a. The finder will turn in found item to the quartermaster stating specifically where and when the item was found
   b. The quartermaster will attempt to determine ownership of the found item. If the quartermaster can determine ownership of the found item, personal or department issued, the item will be returned to the owner.
   c. If ownership cannot be determined, the quartermaster will maintain possession of the found item for a period of twenty-one (21) calendar days in a lost and found file
   d. If at the end of twenty-one (21) calendar days no one has claimed the found item and:
      1) If the estimated value is less than $50 and/or the item does not appear to be of evidentiary value, the quartermaster will dispose of the item
      2) If the item's value is more than $50 and/or the item appears to be evidence, the quartermaster will complete a found property report and forward the item to the Property and Evidence facility
      3) If the item is issued by the department and the condition warrants recycling, the quartermaster will return the item to stock

2. **PROCESSING "LOST" DEPARTMENT-ISSUED EQUIPMENT**

   a. The employee will contact the quartermaster to determine if equipment was turned in as "found"
   b. If the quartermaster does not have the department-issued equipment, employee must immediately report, in writing, the loss of department-issued equipment to his supervisor

3. **PROCESSING ALL "LOST" PERSONAL ITEMS**

   a. Employee is to contact the quartermaster to determine if the item was turned in as "found"
   b. If the quartermaster does not have the item, it is the employee's decision to file a "Lost Property" report with a teleserve officer

C. MAIL DISTRIBUTION POLICY

1. **ONLY CITY OR DEPARTMENT BUSINESS** will be allowed in the Chandler Police Department mailboxes. The Chief of Police must authorize any other distribution.
2. **THE QUARTERMASTER'S OFFICE** will handle mail distribution upon approval by the Chief of Police. Employees wishing to have items placed into individual mailboxes should place those items into the door slot of the quartermaster office. The quartermaster will distribute mail daily.
3. **CITY OF CHANDLER ADMINISTRATIVE REGULATION CAPA-04** governs the preparation and processing of mail and its distribution

D. BULLETIN BOARDS

ANY EMPLOYEE ORGANIZATION may donate and maintain one bulletin board to be located in the hall opposite the locker rooms

1. The donated bulletin board must duplicate the current bulletin board
2. Any employee may use the unlocked open space of the bulletin board
3. The bulletin board shall be kept neat and up-to-date

E. DEPARTMENT COMMUNITY ROOMS

THE COMMUNITY ROOMS ARE AVAILABLE FOR USE by community organizations and other city departments

1. Users must make reservations with the Administration clerical staff. Police use will have priority.
2. Users must clean and return the room to the configuration posted by the sink
3. Users must remove all of their equipment (supplies, flags, etc.) immediately after use of the room

F. DEPARTMENT CONFERENCE ROOMS

1. Make reservations for the use of the conference rooms with the clerical staff of the section where the room is located
2. Users shall clean and return the room to a neat configuration immediately after use

G. BUILDING MAINTENANCE AND INSPECTION

It is the policy of the Chandler Police Department to maintain a safe, healthy, and professional working environment that favorably reflects on the Department. Following are the minimum standards for housekeeping at the Chandler Police Department, an inspection program, and follow-up procedures.

1. **REQUIREMENTS**
   a. Do not store materials on the floor except for department-approved storage containers or as approved by the Chief of Police or a designee (facilities liaison)
   b. Maintain office and work areas in a neat and clean manner
   c. Keep top of cabinets/modular furniture clear of any items that are visible above the partition, except:

1) Small plants and trophies
2) Small items not visible above the partitions

d. Maintain wires properly. Secure loose or dangling wires in a manner so as not to present a trip hazard, nor be in danger of being pulled loose.
e. Use frames for all items hung on office walls/modular furniture partitions, except: calendars, clocks, and other items approved by the Chief of Police or a designee (facilities liaison)
f. Ensure all personal electrical appliances – fans, refrigerators, and radios – are plugged into wall sockets or surge protectors. Extension cords shall be inspected by the facilities liaison
g. All employees will clean up their own trash in the cafeteria, restrooms, general work areas, and exterior break areas
h. Employees using the City recycle program will empty their blue recycle containers as necessary
i. Report all facilities maintenance or custodial issues to the facilities liaison
j. Cost center managers will maintain all storage areas in their unit, including storage rooms under the parking ramp

Rev

2. **INSPECTIONS:** The facilities liaison will coordinate and complete monthly inspections of each work area/cost center

a. The facilities liaison will notify the commander/cost center manager of the inspection and may choose to accompany the facilities liaison
b. The facilities liaison shall record observations on the inspection report
c. Items not meeting standards must be corrected before the following monthly inspection, or, if not possible, a plan must be provided detailing how and when the item(s) will be corrected
d. The facilities liaison will forward a copy of the completed inspection report to the Planning & Research manager and commander/cost center manager within 24 hours of the inspection, and retain a copy for follow-up

H. TOBACCO PRODUCT USAGE IN POLICE FACILITIES

All tobacco product usage is prohibited within the Police Department facilities. The Chief of Police will designate special tobacco usage areas.

I. UNIVERSAL AND HAZARDOUS WASTE DISPOSAL

1. **ADMINISTRATIVE REGULATION MS-25** regulates universal waste disposal for the City of Chandler. Cost center managers will ensure that universal waste materials are disposed of in accordance with city and federal regulations.

Rev

2. **COORDINATE ALL HAZARDOUS WASTE STORAGE AND DISPOSAL** with the City Environmental Program Coordinator

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-18 DEPARTMENT EQUIPMENT AND FACILITIES**	
	Subject **400 Citizen Firearm Lockers**	Effective **12/28/18**

Summary: This order defines guidelines for use and maintenance of the citizen gun lockers for the Chandler Police Department as required by ARS 13-3102.01.

A. POLICY

CITIZENS WILL use gun lockers to store handguns before entering the Main Station, the Desert Breeze Substation, and the Chandler Heights Substation. Long guns or rifles are not allowed in buildings or in gun lockers

B. USE OF GUN LOCKERS

1. **CITIZEN WILL**:
   a. Place handgun into locker
   b. Insert quarter to obtain key
   c. Open locker with key to retrieve gun
   d. Key will remain in locker and quarter returns to citizen

2. **QUARTERS** will be maintained at the front desk of each station for citizen use

3. **OVERRIDE KEY** will be kept in records if citizen loses key. Sworn officers will assist citizens in opening locker.

   a. Obtain a state recognized ID from citizen
   b. Obtain description of handgun(s) (make/model/serial number/holster)
   c. Identify locker and open using override key
   d. Verify item matches description

4. **ABANDONED FIREARMS**

Rev

   a. Records supervisor or designee will check gun lockers daily for abandoned weapons or items
      1) Lockers will be accessible by sworn personnel for after-hours entry
      2) Override key and a bag to contain handgun and its accessories will be in Records for daily inspections

Rev

   b. When an abandoned handgun is located:
      1) Leave weapon secured in place and call for on duty officer to collect as found property
      2) Clear firearm using clearing barrel. Use standard safety procedures while handling weapon.
      3) Inspect firearm and accessories for any other marks indicating ownership
      4) Conduct wants inquiry using serial number

5) Create an incident report to include time of recovery, locker firearm recovered from, make/model/serial number of firearm, results of NCIC wants inquiry, and any owner or contact information if known
6) Enter handgun into Property as found if abandoned or safekeeping if owner is known. Use standard Property and Evidence procedures when placing the handgun into Property.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-19 DEPARTMENT PHONES**	
	Subject **100 Telephone Usage**	Effective **11/01/19**

Summary: This order defines the proper usage of phones in this department.

A. POLICY

1. **EXPECTATION OF PRIVACY**

   a. The Department may monitor telephone calls or faxes at any time without the knowledge of the caller or the person who receives the communication with prior authorization of the command staff
   b. All communications of any description (including facsimiles [faxes]) sent or received by the department are the exclusive property of the City of Chandler

2. **EMPLOYEES OF THIS DEPARTMENT SHALL** be aware of proper telephone usage and etiquette as prescribed in this order so as to project a courteous and professional image to the person who has phoned into the Department

3. **ALL DEPARTMENT OFFICES** will have personnel on duty throughout the workday, including lunchtime, to ensure calls are properly handled. Obtain prior approval for forwarding calls to other offices.

B. GENERAL GUIDELINES

[22.1.8]

1. **IDENTIFY YOURSELF AND YOUR DIVISION** when making phone contacts

2. **ALWAYS ANSWER PROMPTLY.** If busy on another line, place the party on hold, answer the second line and ask the second line party to hold

   a. Before placing a call on hold, determine if the call is in reference to an emergency situation
   b. If the party will likely be holding for more than a few minutes, take the name and phone number and call back when the available
   c. When answering for another individual, use a statement such as -- "May I say who is calling, please?" **Do not use** phrases like -- "Who is this?" or "Who are you?"
   d. If the requested party is not available, advise the caller, take a message, and tell the caller the party will return the call at the earliest possible time
   e. If the call is for an employee who will be off work for more than a day, inform the caller and ask if they would like to speak with another employee or supervisor

C. RELEASE OF EMPLOYEES' HOME ADDRESSES HOME PHONES, PERSONAL CELL PHONES

1. **WHEN RESPONDING TO A REQUEST** for employees' home addresses, home phone or personal cell phone numbers, these guidelines are to be followed:

a. Personal information will not be given out to any citizen. Notify employees of the request for their information.
b. Requests from a criminal justice agency will be forwarded to the employee to contact the agency
c. Employees requesting another employee's information will be required to provide their employee number for verification of identity before information is released
d. Process servers will not receive information except by court order or subpoena after referred to shift commander

2. The Office of the Police Chief may release an employee's information without a subpoena or legal order in emergency, time critical, or extraordinary circumstances for a valid purpose. The employee will be notified as soon as practical regarding the release and reason

D. INCOMING CALLS

1. **WHEN ANSWERING THE TELEPHONE**, section users will identify their section and their name, e.g.,:

   Police Records, xxxx speaking;
   Police Administration, xxxx speaking.

2. **WHEN ANSWERING FOR OTHERS**, employees will identify the called organizational unit, the office person's name, and their own name. (e.g., "Communications, Sgt. xxxx's office, xxxx speaking.")

3. **WHEN RECEIVING A CALL FOR A PERSON** in another unit, **listen carefully** to obtain enough information to ensure the call will be transferred to the correct destination, especially when with caller states he has been transferred a number of times

E. OUTGOING CALLS

1. **WHEN CALLING ANYONE OUTSIDE** of this department, give your name and the department's name ("This is xxxx from Chandler Police Department.")

2. **WHEN CALLING SOMEONE WITHIN** the department, give your name and unit ("This is xxxx in Property" or "This is Officer xxxx in Patrol.")

F. TRANSFERRING CALLS

WHEN TRANSFERRING a call:

1. Inform the party a call is being transferred to them
2. Identify the caller and give a brief description of the content of the call, i.e., "This is xxxx in Communications. I'm transferring a theft report to you with no suspect information."

G. PHONE MESSAGES FOR EMPLOYEES

This section is to ensure all phone messages are given to employees in the most expedient and efficient manner to properly assist citizens contacting employees of the department

1. **TAKING MESSAGES FOR OTHERS**
   a. During business hours, forward all calls to the employee's division/section
   b. Give preference to email distribution of messages for personnel with an email terminal
   c. For employees without email:
      1) Write down the phone message, the time received, the caller's name, and the badge/ID number of the person receiving the call
      2) Verify whether the employee is on duty
      3) Place message in employee mailbox
2. **IF THE EMPLOYEE IS ON DUTY** at the time of the call:
   a. Forward the call
   b. Route messages for Field Operations personnel to that division to be forwarded to the appropriate employee
3. **IF THE EMPLOYEE IS OFF DUTY** at the time of the call:
   a. Forward the call to the appropriate unit
   b. The person receiving the call will notify the caller the employee is off and of the first day and time the employee will be back
   c. Then, forward the phone message to the appropriate mailbox or email address
4. **IF THE MESSAGE IS AN EMERGENCY**, the on-duty supervisor of the appropriate unit will notify the off-duty employee at home

H. VOICE MAIL PROCEDURES

1. **ANSWER ALL INCOMING PHONE CALLS** during normal work hours with one of the following options:
   a. A department employee
   b. Voice mail includes an option to transfer the call to an employee using "O"
   c. An employee who offers the caller voice mail as an option
2. **TO PROMOTE GOOD CUSTOMER SERVICE,** answer phone calls if present rather than allowing voice mail to be activated
3. **VOICE MAIL USERS**
   a. Check at least daily for messages
   b. Create a personal voice mail answering message with at least the following information:
      1) Your name
      2) Your department
      3) The choice to press zero for immediate assistance
   c. Establish and maintain a unique password using 4-8 digits (Do not use 0000 or a code that is easily broken.)

I. INTERCOM PROCEDURES

Rev

Only designated personnel trained in protocol are allowed to use the building paging system. The management assistant to the Chief of Police is responsible to keep a list of these people and is responsible for their training.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-19 MOBILE COMMUNICATION DEVICES**	
	Subject **200 Guidelines**	Effective **03/26/21**

Summary: This order provides Chandler Police Department (CPD) personnel with guidelines for use of city-owned and personal mobile communication devices (MCD) used in the scope of and for department or city business and policies governing MCD allowances as set forth in the City Administrative Regulation CM-26.

A. POLICY

It is the department's policy to use MCDs in the course of police business operations to enhance departmental communication and workflow. MCDs may be used by employees to conduct official business when the use of radio communications or the hardline telephone is inappropriate, unavailable, or inadequate to meet communication needs and when used in accordance with this policy.

Rev

B. DEFINITIONS

1. **CITY-OWNED OR ISSUED MCD** – Any city-owned MCD, whether issued by the department or any other city department

2. **CITY-SUBSIDIZED MCD** – An employee's personally-owned mobile communication device for which the employee receives an MCD allowance pursuant to an Allowance Agreement

3. **DISRUPTIVE ACTIVITY –** Any time MCD operations would be considered disruptive, such as in meetings, training sessions, Court, or public places where their use would reasonably be deemed annoying and intrusive

4. **DISTRACTION** – Any time the use of an MCD would unnecessarily divert the attention of an employee from official duties or cause a potentially hazardous situation

5. **INTELLECTUAL PROPERTY** – A work or invention that is the result of creativity, such as a manuscript, software application, or a design, to which one has rights and for which one may apply for a patent, copyright, trademark, etc.

6. **MOBILE COMMUNICATION DEVICE (MCD)** – All wireless communication and computing devices including but not limited to cellular telephones, tablets, netbooks, laptops, hot spots, PDA, etc.

7. **PERSONAL MCD –** Any MCD not city-owned or city-subsidized

C. MCD ASSIGNMENT

1. **JUSTIFICATION:** The Chief of Police (or designee) will justify the need for individuals under police management to have a city-owned MCD or MCD allowance. Justification could include employee safety, lack of ready access to a standard City phone, increases in efficiency and/or effectiveness, improved customer service, etc.

2. **JUSTIFICATION DOCUMENTATION**: Each participating employee will agree to the terms of the Mobile Communication Device (MCD) User or Allowance Agreement

Rev

3. **ACCOUNTABILITY**
   a. Police Department Information Technology (PDIT) coordinates MCD issuance and service agreements for the department
   b. The Police Technology Manager in conjunction with cost center managers will:
      1) Evaluate the continued need for MCDs annually
      2) Educate subordinates about appropriate MCD procedures
      3) Monitor subordinate usage
   c. MCD accessories and installation of applications require approval from the Police Technology Manager
   d. **The employee** is responsible to:
      1) Ensure proper serviceability of an issued or subsidized MCD. Report inoperable MCDs to PDIT
      2) Not disable any of the passcode or security features on MCDs
      3) Immediately notify their supervisor and PDIT of issued or subsidized MCD loss or theft to both aid in the potential location of the device and to allow enable virtual safeguards
      4) Secure all issued or subsidized MCDs physically and virtually to protect against the compromise of citizen and employee information and to maintain network integrity
      5) Use both the “Find My” service and enable all “Location Services” with city-owned Apple devices

4. **MULTIPLE USERS OF ONE MCD:** More than one person uses the MCD (i.e., individuals with rotation, on-call responsibilities). The agreement needs one name assigned to the MCD

5. **MONTHLY MCD ALLOWANCE**
   a. This option is at the discretion of Chief of Police or designee
   b. Employees selecting this option will receive a monthly allowance as outlined in City Admin Regulation CM-26
   c. All employees who receive the monthly allowance are solely responsible for acquiring their own MCD, replacing the batteries, maintaining the MCD, and paying the MCD bill. The Police Department will **ONLY** reimburse employees for the monthly allowance
   d. Employees selecting this option must make their MCD numbers available for City business purposes
   e. The monthly allowance amount is subject to all applicable state and/or federal payroll taxes

New

D. PRIVACY AND OWNERSHIP

1. **CONSISTENT WITH THE CHANDLER INFORMATION SYSTEMS** computer and MCD policies, employees are advised they do not maintain any right to privacy in their use of MDCs to conduct city business. Employees have no reasonable expectation of privacy in city related communications made over city-owned/subsidized MCDs. All documents, records, correspondence, communications and use of city-owned or department computer information systems, including MCDs whether official or personal, may be subject to public records disclosure laws and may be discoverable in a lawsuit.

2. **INFORMATION CONTAINED** on any MCD, whether city-owned/ subsidized, or personal, may be subject to disclosure, subpoena, or court order in matters of internal personnel matters, civil or criminal litigation, forensic analysis, and public records requests

3. **THE DEPARTMENT OWNS** all data and hardware for city-owned MCDs and all employment-related data on subsidized or personal MCDs
   a. The policy does not address the ownership of intellectual property sent, received or stored by the department
   b. Employees shall not make alterations, modifications (including additions and deletions) to city-owned MCD hardware and software applications
   c. The department may require employees to provide passwords or access information to encrypted or password protected MCDs
   d. Communications deleted by the user may be retrieved using forensic means. When related to official business, this may include email, photos, electronic messages (text and video), files, text, data and /or information used and/or viewed by using a third party Internet email or message provider
   e. The department may inspect, access, or monitor at any time, with or without notice, any city-owned/subsidized MCD including its data and information regarding the user's location and location history, etc.

Rev

E. DRIVING HAZARD

EMPLOYEES ARE PROHIBITED from using handheld electronic devices (MCDs) while operating any vehicle while on Chandler business

1. **An employee is considered** operating a vehicle unless the vehicle is stationary and the transmission is in park

2. **Electronic device use includes** but is not limited to sending/ receiving texts, sending/receiving calls, sending/receiving emails, internet browsing, applications, map or GPS functions, and use of any type of computer

3. **Exceptions include** using extreme caution, good judgment, and hands-free technology while driving

4. **The use of music players** with headphones of any kind is prohibited

5. **The use of city-owned MCDs** to stream non-business related audio or video is prohibited

Rev

F. RULES OF MCD USAGE

1. **THE RULES ON USE** of work computers and personal MCDs also apply to city-owned MCDs

2. **ALL CITY-OWNED MCDS** must be managed through PDIT's mobile data management (MDM) system/software

3. **A USER SHALL NOT REMOVE** the MDM software from the MCD. If the MDM software is removed, the MCD will be locked, and all information removed from the device

4. **USERS ARE PROHIBITED** from installing and using encrypted messaging applications (e.g. WhatsApp, Signal) without prior approval from their chain of command and PDIT manager

5. **EMPLOYEES SHALL NOT "FORWARD"** issued city-owned MCD services to privately owned MCDs

6. **EXCEPT FOR INCIDENTAL**, infrequent, and/or emergency personal use, only use city provided MCD services for official business purposes

7. **OFF-DUTY NON-EXEMPT PERSONNEL** assigned a city-owned/ subsidized MCD are not required to conduct any official business (checking emails or voice mails, responding to alerts, etc.) outside of regularly scheduled work hours unless directed by the department

8. **DS ISSUED TO EMPLOYEES** by other agencies, jurisdictions, or entities, shall be governed by the same policy and procedures as one issued from this department

9. **MCD CAMERAS AND/OR VIDEO** imaging capability and evidence capture, collection, storage and retention are governed by the rules and policies for digital evidence management (E-07.100)

10. **MCD INTERNET USE** is governed by the rules and policies for computer system usage

11. **CHECK VOICEMAIL MESSAGES** at least once per shift and more if work schedule dictates, to ensure any outstanding messages are returned in a timely manner. The following voicemail script is required for use on department MCDs:
    "You have reached [Rank] [Name] [Badge number], with the Chandler Police Department. If this is a Police emergency, please hang-up and dial 9-1-1. Otherwise, please leave your name, telephone number, report number if you have one, and a message. I will return your call as soon as possible. Thank you."

12. **CELL PHONE NUMBER DISCLOSURE:** Department-issued cell phone numbers of sworn employees are releasable to the general public. All employees will provide the department-issued number to a requesting citizen and may also forward the caller to that number if appropriate. Department staff may send an email informing a sworn employee of a caller's message. Personal cell phone numbers shall not be disclosed outside of the department.

New

G. CARRYING AND CARE OF CITY-OWNED/SUBSIDIZED MCDs

1. **WHEN WORKING ON-DUTY, ON CALL, OR EXTRA-DUTY**, personnel assigned a city-owned/subsidized MCD must
   a. Ensure the MCD is charged
   b. Keep the MCD on at all times except in circumstances where it may be considered disruptive, distractive, or a safety concern
   c. Keep the MCD on their person and in a condition allowing them to answer a call or respond to a message

2. **CITY-OWNED/SUBSIDIZED MCDS MUST BE ASSIGNED** a password/passcode for security. Any city-owned MCD must use an Apple ID registered with their city provided email address

3. **CARRY CITY-OWNED/SUBSIDIZED MCD** in a protective holder or case and screen protector that does not restrict access to use of weapons including back up weapons

   Uniformed personnel:
   a. Shall not carry on shirt collars, lapels, and button placards, etc.
   b. May carry on duty belt or on body armor vest if placement does not restrict access to any items carried on the duty/belt vest. All required equipment must be carried; the MCD is in addition to and not in lieu of required duty equipment

4. **EMPLOYEES ARE RESPONSIBLE FOR** the accountability, proper care and usage of the MCD, and any accessories issued with the MCD

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-20 JOB CLASSIFICATIONS**	
	Subject **100 Task Analysis and Classification Guidelines**	Effective **07/20/18**

Summary: This order describes the formation and application of the City of Chandler's job classification system.

A. POLICY

1. **THE POLICE DEPARTMENT WILL COOPERATE** with the Human Resources Division (HR) in all aspects of job classification and analysis, using results of analysis in personnel decisions

2. **SEE** City of Chandler Personnel Rule 2 for policy governing the classification system processes

B. JOB TASK ANALYSIS OBJECTIVES

[21.1.1]

1. **TO SERVE AS A BASIS** for the determination of a position classification plan and compensation

2. **TO PROVIDE A BASIS** for establishing minimum qualification requirements for recruitment, examination, selection, appointment, and promotion

3. **TO ASSIST IN** the establishment of training curricula

4. **TO PROVIDE GUIDANCE** to employees and their supervisors concerning the duties and responsibilities of individual positions

C. TASK ANALYSIS PROCEDURES

HR MAINTAINS A WRITTEN JOB TASK ANALYSIS for each position in the Chandler Police Department

1. HR approves methodology and forms used and supervises the process for job task analysis

2. The job task analysis will include the following as a minimum:

   a. Duties, responsibilities, and tasks of each position
   b. Frequency with which each task is performed
   c. Criticality of job-related knowledge, skills, and abilities

D. CLASSIFICATION PROCEDURES

[21.2.2]

1. **THE HR DIRECTOR** may establish new classes, divide, combine, alter, or abolish existing classes for the Police Department after consultation with the Chief of Police

Rev

2. **THE POLICE DEPARTMENT** will perform a documented review of police written classifications every four years to ensure job descriptions are current. Job descriptions are found on Chanweb.

   a. Commanders and Managers of each component will submit recommendations for changes to job descriptions and/or personnel adjustments to the Chief of Police when appropriate
   b. Upon concurrence with recommendations, the Office of the Chief will forward requests for reclassification to HR for reclassification studies. HR updates the job description after final approval.

E. CLASS SPECIFICATIONS

[21.1.1] [21.2.1]

1. **CLASS SPECIFICATION SHEETS** for each job class contain the duties and responsibilities for the particular class (see distinguishing features, knowledge, skills, and abilities sections of the class specification sheet)

2. **HR PROVIDES** class specification sheets:

   a. To employees at the time of their application (job description)
   b. On Chanweb under Management Services/Human Resources
   c. In the HR Office

F. POSITION CONTROL

[21.2.3]

TO ENSURE THAT PERSONS ON THE PAYROLL ARE LEGALLY EMPLOYED and positions are authorized, the assigned police planning analyst monitors:

1. The number and type of agency positions

2. The location of the positions

3. Whether positions are filled or vacant

G. PERSONNEL ALLOCATION

[21.2.3]

1. **GUIDELINES:** Allocate personnel:

   a. In the best interest of the organization
   b. Based on the needs of the various work areas within the department to enable the department to provide the most efficient and effective service possible to the community

2. **POSITIONS NOT REQUIRING LAW ENFORCEMENT AUTHORITY** should be designated as civilian.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-21 RECRUITMENT AND SELECTION**	
	Subject **100 Administration and EEO**	Effective: **01/08/21**

Summary: This order describes the overall administrative responsibilities for external recruitment and selection of employees, both sworn and civilian and department EEO policy.

A. POLICY

1. **THE EMPLOYMENT OF HIGHLY QUALIFIED PERSONNEL** is a key activity in the operational effectiveness of our agency. Recruitment and selection policy is formulated to identify and employ the best candidates available.

2. **NO EMPLOYEE WILL DISCRIMINATE** against or in favor of any applicant or other employee because of sex, race, national origin, color, religion, handicap, or for any non-job-related reason

3. **CHANDLER REAFFIRMS ITS COMMITMENT** to a program of equal opportunity to ensure the recruitment, selection, appointment, and advancement practices of the city afford equal opportunity to qualified applicants and employees from all segments of society without regard to race, color, religion, national origin, gender, sexual orientation, gender identity or expression, age, mental or physical ability, genetic information, marital status, pregnancy, political affiliation, veteran status, or any other characteristic protected by law

B. EQUAL EMPLOYMENT OPPORTUNITY

1. **CHANDLER POLICE DEPARTMENT**

   a. Is an Equal Employment Opportunity employer
   b. Cooperates with the Human Resources Division of the City in recruiting and selecting police personnel
   c. Strives to identify and eliminate any artificial barriers which limit the ability of applicants or employees to reach their full employment potential
   d. Strives to employ a work force representative of the available work force in the City of Chandler through its recruitment plan (see City of Chandler Administrative Regulation CM-14 (formerly 10-2) Affirmative Action Plan for Equal Employment Opportunity

2. **THE PROFESSIONAL STANDARDS SECTION** (PSS) will maintain a current Equal Employment Opportunity Plan (EEOP) that conforms with the Department of Justice guidelines while receiving the National COPS Grant award

   a. **Each commander** will ensure that the policy of equal employment opportunity is being adhered to and is being actively pursued
   b. **Department employees** will be familiar with the Department's equal employment opportunity policy through this general order and supervisory review

Rev

C. RECORDS RETENTION

1. **HUMAN RESOURCES DIVISION:**

   a. Files the original applications
   b. In conjunction with PSS, maintains a current eligibility list of applicants through each stage of the hiring process
   c. Maintains personnel records, inclusive of the medical and psychological examination results, for each employee for the length of employment plus five (5) years

2. **THE PROFESSIONAL STANDARDS SECTION MAINTAINS:**

   a. Physical agility roster and results, written exam answers and results, oral board score sheets, and Interview Panel Member Agreement Form for the recruitment involved
   b. Background investigation results for unsuccessful candidates will be maintained according to the retention schedule set by the Arizona State Library, Archives and Public Records

3. **OFFICE OF THE CHIEF MAINTAINS:**

   Employees' background investigation for the length of employment until separation from the department, at which time they are forwarded to Human Resources for retention

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-21 RECRUITMENT AND SELECTION**	
	Subject **200 Recruitment**	Effective: **09/16/16**

Summary: This order describes the process for recruiting personnel.

A. POLICY

THE POLICE DEPARTMENT supports the recruitment effort of the City to ensure a law enforcement system that effectively integrates all available resources

B. POLICE DEPARTMENT RESPONSIBILITIES (SWORN)

[16.2.1] [31.1.2] [31.2.2] [31.3.2]

1. **RECRUITMENT OFFICER** has the primary responsibility for the department's recruitment efforts, including:

    a. Developing and maintaining an effective working relationship with the Human Resources Division regarding recruitment of applicants
    b. Coordinating the recruitment responsibilities for the Police Department
    c. Ensuring the use of minority officers as recruitment officers representative of the ethnic background of the contact group
    d. Using community service organizations for the recruitment effort when possible
    e. Maintaining liaison with criminal justice faculty at state universities and community colleges in order to increase the number of referrals

2. **RECRUITMENT PLAN**

    a. Goal: to obtain a department work force consisting of the best qualified people possible who proportionally reflect the makeup of the available work force in the City of Chandler population
    b. Responsibility: The recruitment officer along with the Recruitment Committee appointed by the Chief of Police will develop and administer the recruitment plan for the Police Department
    c. Elements of the plan:
        1) Objectives stated in quantitative terms
        2) Action steps with a timetable for execution
        3) An itemized recruitment budget for allocated funds for the recruitment effort
        4) Procedures for seeking assistance from community organizations and key community leaders
        5) An annual evaluation of the Police Department's recruitment effort, including:
            a) A measurement of recruitment activities against the quantitative objectives established in the recruitment plan
            b) An analysis of the effectiveness of the recruitment plan
            c) Any recommendations for improvement in recruitment efforts

3. **A RECRUITMENT COMMITTEE** appointed by the Police Chief or designee to assist in the formulation and execution of the recruitment plan

a. Chairman: The recruitment officer
b. Members are representative of the department's service area in ethnicity and gender
c. Personnel involved on the Recruitment Committee are knowledgeable in the following areas:
   1) The department's needs and commitments
   2) The department's career opportunities, salary program, benefits, and training opportunities
   3) The federal and state Equal Employment Opportunity compliance guidelines and the recruitment plan
   4) The community service area including demographic data, community organizations, educational institutions, and community service organizations
   5) Cultural awareness including an understanding of different ethnic groups or subcultures
   6) Selection process procedures
   7) The recruitment programs of other jurisdictions
   8) The automatic and discretionary disqualifiers
   9) The medical and health requirements of applicants

4. EMPLOYEE REFERRAL PROGRAM

a. GOAL: To encourage active recruitment and referrals of qualified applicants by current employees
b. A City of Chandler employee who refers an applicant for a Police Officer Recruit or Police Officer position, who is hired and completes AZPOST certification, will receive a referral payment of $500
c. Employees shall complete and submit an employee referral form to Human Resources prior to applicant testing
d. The employee referral forms shall be available on the City of Chandler website, the Chandler Police website, and in the police department forms bin

C. THE INITIAL ANNOUNCEMENT

[31.3.1] [31.3.4] [32.1.4] [32.2.4]

1. **THE PROFESSIONAL STANDARDS SECTION** will send a recruitment request form (PRR) to the Human Resources Division when an actual or projected position opening occurs with adequate lead time to prepare for recruitment and testing activities

2. **HUMAN RESOURCES DIVISION** (HR) will open recruitment for the position. *See City of Chandler Personnel Rule 9 for policy governing recruitment and evaluation.*

   a. HR will post the job recruitment bulletin and publish job announcements through electronic, print, and other media
   b. The job recruitment bulletin must include:
      1) Deadline for filing
      2) All elements of the selection process
      3) A description of duties, responsibilities, requisite skills, educational level, and other minimum qualifications or requirements
      4) The expected duration of the selection process
      5) Schedule for testing
      6) The policy of reapplication
      7) Identification as an Equal Opportunity Employer

3. **HR WILL RECEIVE** and process all applications

Rev

   a. All applicants meeting the minimum requirements are placed on a list and forwarded to Professional Standards
   b. Applications containing minor errors may not be disregarded if they can be corrected prior to the testing process

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-21 RECRUITMENT AND SELECTION**	
	Subject **300 Selection**	Effective: **01/08/21**

Summary: These directives list the procedures for sworn and civilian applicant processing and selection and identify responsibilities of those involved in the selection process.

A. POLICY

[31.4.1

1. **THE HUMAN RESOURCES DIVISION (HR) OF THE CITY AND THE POLICE DEPARTMENT** share the responsibility for the administration of the selection process

2. **ALL ELEMENTS** of the selection process
   a. Use only rating criteria or minimum qualifications that are job related
   b. Will be administered, scored, evaluated, and interpreted in a uniform manner. *See City of Chandler Personnel Rules 7 through 11 for policy governing requirements for employment.*

3. **APPLICANTS** may be disqualified at any point in the process

B. OVERVIEW

1. **HUMAN RESOURCES** coordinates the application process and assists the Professional Standards Section throughout the selection process

2. **PROFESSIONAL STANDARDS SECTION (PSS)** coordinates the following aspects of the department's selection process

Figure 1. **Elements of Selection by Applicant Type**

	Sworn			**Civilian**
	Recruit	**Lateral In State**	**Lateral Out-of-State**	
Written Test	X	NA	NA	As advertised
Physical Testing	X	X	X	NA
Background Packet Review	X	X	X	X
Firearm Qualification	NA	X	X	NA
Oral Board	X	X	X	X
Background Interview	X	X	X	X
Background Investigation	X	X	X	X
Polygraph	X	X	X	X
Command Review	X	X	X	X
Psychological Test	X	X	X	Dispatcher/Call Taker/Detention Officer
AZ POST Medical	X	X	X	NA
Chief's Interview	X	X	X	X
Maintain contact throughout process	X	X	X	X

C. WRITTEN TEST

HUMAN RESOURCES WILL:

1. **ENSURE** the written test has documented proof it is non-discriminatory as well as having validity, utility, minimum adverse impact, and is job related
2. **DIRECT** the scoring of the written examination in a uniform manner for all applicants

Rev

3. **WORK IN CONJUCTION WITH THE PSS** to advise applicants who fail the written examination verbally or in writing they are ineligible to continue with the process

D. PHYSICAL FITNESS TEST (SWORN)

1. **CRITERIA** for successfully completing the physical fitness test will be printed on the recruitment bulletins and/or published through electronic media, print, and other media
2. **ONLY APPLICANTS** who pass the physical test will be invited to participate in the written test administered by PSS

E. ORAL BOARD EXAMINATION

HR IN CONJUCTION WITH PSS will schedule and coordinate oral boards upon receipt of the eligibility list

New

The Department must interview a minimum of five candidates if available. If more than one vacancy is being filled from an eligibility list, the department shall interview one additional person for each additional vacancy. *See City of Chandler Personnel Rule 11 for policy governing referral of eligible candidates and appointments.*

Rev

1. **BOARD COMPOSITION**
   a. **Sworn:** A minimum of three members, any combination of a Sergeant, Lieutenant and Commander. The PSS sergeant will work with HR to create consistency with board members. The board members must remain the same for each week of interviews. Any exceptions will be coordinated with HR
   b. **Civilian:** The board members shall consist of a minimum of three members. The division manager will work with HR to create consistency with board members. The board members must remain the same for each week of interviews. Any exceptions will be coordinated with HR
2. **BOARD PREPARATION**
   a. Human Resources and the Police Department will jointly develop the oral board questions to be used by the panel using job relatedness, usefulness, and non-discriminatory procedures
   b. All panel members will:
      1) Review the list of applicants
      2) Review and sign the Interview Panel Member Agreement Form prior to the interviews

New

c. Prior to conducting an oral board, a representative from PSS will brief the oral board members to ensure the oral board uses established procedures for presenting questions and scoring the oral board

3. **SCORING**

   a. Oral board members will record their evaluation of the applicants on the standardized rating form and submit this evaluation form to PSS
   b. Applicant's score is a composite score of all the raters

F. BACKGROUND INVESTIGATION

[31.5.1

1. **THE FORMAL PHASES** of the background investigation include the following items:

   a. Verification of information requested in background packet
   b. Polygraph

   NOTE: Applicants will provide completed background packet at the beginning of the background phase

2. **A PSS BACKGROUND INVESTIGATOR** trained in background investigations:

   a. Will schedule and coordinate the background screening process
   b. Conduct background interviews and investigations
   c. Review the applicant's entire background packet and evaluate the applicant based on the entire application process thus far and prepare a report summarizing the investigation and highlighting significant information including:
      1) Biographical data
      2) Family data
      3) Scholastic data
      4) Criminal history data
      5) Employment background and history / personal references (including at least three personal references)
      6) Results of the formal phases of the investigation
      7) Whether or not the applicant meets minimum AZ POST standards for sworn positions

3. **POLYGRAPH**

   a. Shall be conducted by a certified polygraph examiner
      1) Results shall be provided in written form to the background investigator for review
      2) Areas to be examined will be those specified in the pre-polygraph interview and areas required for certification under AZ POST
   b. The polygraph results alone will not be the sole determinate of employment; although, an admission of wrongdoing in the pre-test or post-test or an indication of deception may be sufficient to support decisions relevant to employment status

4. **NOTIFICATION:** Applicants determined to be ineligible for any reason related to the background investigation will be notified by PSS personnel and/or in writing by the Human Resources Division and removed from the eligibility list

G. COMMAND REVIEW

1. **INCLUDES** the PSS lieutenant, PSS sergeant, Assistant Chiefs, and the Chief of Police
2. **WILL EXAMINE** the applicant's entire background packet and make hiring recommendations as appropriate
3. **SELECTION:** THE FINAL DECISION to give a conditional offer of employment rests with the Chief of Police

H. OFFER FOR EMPLOYMENT

[31.5.7]

1. **CONDITIONAL OFFER OF EMPLOYMENT:** Upon the Police Chief's approval of the applicant's performance in the screening process, Human Resources will make a conditional offer of employment
2. **QUALIFYING MEDICAL AND DRUG TESTS**
   a. **Psychological Exam**
      1) To indicate emotional stability and psychological fitness of each candidate for a sworn position, a dispatcher, emergency call taker, or detention officer position following the conditional job offer
      2) Conducted by a qualified professional who will provide the results in a written form to the background investigator
   b. **Medical and Drug Tests**
      1) Sworn employees: HR will schedule a medical examination and drug screen to be conducted by an authorized physician per contractual agreement using AZ POST guidelines and form
      2) Civilian employees: HR will schedule a drug test
      3) Any applicant who fails the medical examination will be notified by HR verbally or in writing to rescind the conditional job offer
3. **CHIEF OF POLICE INTERVIEW:** The Chief of Police or designee will interview both sworn and civilian applicants before a final job offer is given
4. **FINAL OFFER:** Upon successful completion of the medical examination, drug test, and Chief of Police interview, HR will contact the applicant for a final job offer. On acceptance of the offer, HR will advise the applicant of a start date.
5. **UPON HIRING**, employee's fingerprints will be loaded into the Automatic Fingerprint Identification System [AFIS] to be used for elimination purposes when processing crime scenes

I. LATERAL ENTRY: SWORN

1. **THE CHANDLER POLICE DEPARTMENT** may allow lateral entry for sworn police officers under the following conditions:

Rev

   a. **Arizona State Certified Applicant:** Must have successfully completed an AZPOST approved academy program and be certified by AZPOST as a peace officer and currently in good standing
   b. **Out-of-state (or federal law enforcement agency) Certified Applicant**: Must have one year of experience and currently employed as a peace officer or resigned in good standing from an agency within 30 months of application. Must meet all AZPOST

requirements for the waiver process to gain Arizona peace certification without attending a formal academy.

2. **THE LATERAL APPLICANT MUST FOLLOW** the same procedures and adhere to the same hiring criteria as all other applicants

3. **HIRING PREFERENCE MAY** be given to successful lateral applicants

4. **SALARY**

   a. May be paid a starting salary above the starting pay range at the discretion of the Chief of Police and Human Resources director
   b. Pay level will be determined through a review of the applicant's experience as a certified police officer

J. RE-EMPLOYMENT

1. **THE DEPARTMENT WILL CONSIDER** reinstatement of former employees who have been separated for less than two years and who were not separated for cause. See City of Chandler Personnel Rule 10 for further information.

Rev

2. **REINSTATEMENT REQUIREMENTS**

   a. Applicant must submit a formal request to the HR director and meet all current minimum standards for the requested position
   b. Upon approval from the Chief of Police the former employee may bypass the hiring process up to the background investigation
   c. Background Investigators shall complete an updated background investigation to include a polygraph examination covering the time separated from the department
   d. Applicant will then be referred to the Chief of Police for approval
   e. Upon successful completion of a background investigation and polygraph examination, the applicant will be placed on an eligibility list
   f. The Chief of Police may select from the eligibility list

3. **SALARY** upon reinstatement will be determined by the Chief of Police

4. **BENEFITS** will be reinstated in accordance with Personnel Rules and Regulations

5. **PROBATION** will be determined by the Chief of Police in conjunction with HR

K. PROBATION

1. **EVERY EMPLOYEE** will work satisfactorily for a period of probation in order to meet the requirement for regular employment in that class. A temporary appointment cannot satisfy regular employment status.

2. **INITIAL PROBATION** shall consist of six months of work for all classes, except for police officers, dispatchers, emergency call takers, detention officer trainees, crime scene technicians, and forensic scientist employees, the length of time shall be one year from date of class. *See City of Chandler Personnel Rule 12 for further information.*

3. **ANY CURRENT EMPLOYEE** hired into a new position, which has not been previously held by the employee, will be required to complete an initial probation

4. **PROBATION EXTENSION**: The probation period may be extended one or more times by the Chief of Police, but the extension period(s) shall not exceed the length of the original probation

5. **EMPLOYEES SUCCESSFULLY COMPLETING** probation are eligible to use accrued vacation. Police officers, dispatchers, emergency call takers, ~~and~~ detention officer trainees, crime scene technicians, and forensic scientist employees are eligible to use accrued vacation after six months of their hire date.

Rev

L. ELIGIBILITY LIST

1. HR in conjunction with PSS will prepare an eligibility list with applicants who have met the minimum qualifications to move forward in the process. Applicants who fail any portion of the test will be advised verbally or in writing by HR or PSS

2. Qualified applicants who have successfully passed all parts of the hiring process will be kept on the eligibility list for up to six (6) months. Candidates for future openings for the position will be selected from this list. PSS in conjunction with HR determine when the eligibility list expires. *See City of Chandler Personnel Rule 10 for further information.*

M. SECURITY

PSS STORES selection materials in a secure area when not being used or shred them to prevent unauthorized disclosure

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-21 RECRUITMENT AND SELECTION**	
	Subject **400 Filling Patrol Vacancies**	Effective: **02/10/23**

Summary: This order describes the process for lateral transfer from a specialty, temporary assignment or a patrol assignment into a vacant patrol position. Employee transfers are based on maintaining a balance between organizational needs and employee needs. The objective is to create a fair and equitable process; however, the division chief has the discretion to make assignments.

A. POLICY

City of Chandler Personnel Rule 6.02 governs transfers

B. TRANSFER PROCESS

1. **COMMAND WILL DETERMINE** which current patrol vacancy will be filled
2. Rev **OPERATIONS SUPPORT SUPERVISOR** will publish available vacancies on a team roster found in F:\Police\police\share\schedules field ops\team schedules
3. **ELIGIBLE OFFICERS** interested in filling a patrol vacancy must complete and update as necessary their PDINFO Wish List information
4. **AS VACANCIES OPEN**, they will be filled utilizing the current PDINFO Wish List
5. Rev **PATROL VACANCIES** will be filled based on seniority according to the Wish List. It is incumbent on the officer to keep their Wish List selections up to date at all times. The officer will have 30 minutes to respond before moving on to the next officer on the list.
6. **THREE POTENTIAL MOVEMENTS** will be allowed to include placement of OITs off training

C. ELIGIBILITY

1. **MUST BE ABLE** to perform the duties as described within the police officer job description/classification
2. **ONLY TRANSFER** once in a calendar year
3. **REQUESTS** for transfer after September 30 will not be accepted
4. **OFFICERS NOT ELIGIBILE:**
   a. Currently on probation
   b. Currently on a 90-day performance improvement plan

D. SPECIAL CIRCUMSTANCES

1. **COMMAND WILL REVIEW TRANSFER** requests based on personal hardships on a case-by-case basis. The division chief will approve hardship transfers.

2. **COMMANDERS MAY REASSIGN** officers within their division in accordance with MOU guidelines to meet staffing needs

Rev

3. **REQUESTS** for employee trades are not permitted

E. COMMAND'S DISCRETION

The Chief of Police may approve, suspend or deny any request or transfer at any point in the process in any manner the Chief deems necessary for the good of the department

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-22 INFORMATION & ELECTRONIC COMMUNICATIONS**	
	Subject **100 Security**	Effective **10/23/15**

SUMMARY: This policy applies to the security, integrity, and confidentiality of information obtained, created, or maintained by employees of the Chandler Police Department via electronic equipment and systems, including the use of email and the internet

A. POLICY

BECAUSE OF THE SENSITIVITY OF INFORMATION handled by the Chandler Police Department, it is essential the information is protected from accidental or unauthorized access, disclosure, modification, or destruction

1. **THE ACCESS, USE, STORAGE, COMMUNICATION, OR PROCESSING** of this information, whether on departmentally provided equipment and systems or non-departmentally provided equipment and systems, is under the authority of all applicable regulations, policies, and standards

2. **ALL EMPLOYEES ARE RESPONSIBLE** for the protection and proper communication of department information and the proper use of department resources

B. DISTRIBUTION OF INFORMATION

1. **EMPLOYEES MUST HANDLE AVAILABLE INFORMATION** and resources in compliance with relevant state and federal law and court decisions regarding the release of public information

2. **USE OF INFORMATION OR RESOURCES** by or for the benefit of any non-employee or third party is prohibited

C. ELECTRONIC COMMUNICATIONS USAGE

Rev

1. **Computer-based communication systems, (e.g. email, Internet, MDC, CAD) are provided to employees for city or department-related purposes only. Access to these tools is a privilege and not a right.** Direct all questions regarding this policy to a manager, commander, or Police Department administration.

2. **The department reserves the right to monitor, access, and disclose the contents of all messages created, sent, or received using its messaging systems. Users should have no expectation of privacy in the use of the system.**

   a. When practical, an employee will be notified prior to his computer and accounts being audited
   b. If an employee cannot be contacted and the circumstances dictate immediate access, the supervisor is authorized to review the contents of the employee's computer

3. **VIOLATIONS**

   a. Violation of this policy will result in disciplinary action up to and including revocation of user access to the system, termination, and/or legal action, if warranted
   b. Users should report any misuse of the department's communications systems or violation of this policy to an appropriate supervisor or department official

D. PERSONAL IDENTIFICATION NUMBERS (PIN), USER ID, AND PASSWORD SECURITY

1. **DO NOT SHARE PINS USED FOR PERSONNEL ACCESS** to Police Department buildings. The security system provider shall immediately disable any compromised PIN. A new PIN may be issued after a review of the circumstances under which the original PIN was compromised.

2. **DO NOT SHARE** computer User IDs and passwords

E. COMPUTER SOFTWARE AND FILES INSTALLED ON WORKSTATIONS

[11.4.4] [41.3.7]

Rev

1. **ONLY LICENSED SOFTWARE** approved by the Police Technology manager and City IT will be installed on City-owned or donated computers

   a. The Police Technology manager or a designee is the liaison with the City's Information Technology Department (City IT)
   b. Any request for software purchased outside City standards requires written justification from the requester to the Police Technology manager through the proper chain of command
      1) Police Technology manager or a designee will review and approve software requests
      2) The designee will then arrange for City IT to further review and approve if needed
      3) Upon approval, the requesting cost center may purchase the software
      4) Employees may purchase software or hardware with a purchasing card if pre-approval is obtained prior to purchase as outlined above
   c. Police Technology Unit receive, inventory, and store most software. With special approval of the Police Technology Unit, software may be stored in the Police Department with the end user.
   d. Police Technology Unit will install most software
   e. The Police Technology manager or designee approves development of Access databases
   f. The Police Technology manager or designee approves any manipulation or alteration of current software running on agency-owned mobile, desktop, or handheld computer

2. **CITY IT INSTALLS ANTI-VIRUS SOFTWARE** on every City-owned or donated PC workstation or laptop

   a. City IT will provide anti-virus software (*Exception: MDC anti-virus software*)

b. Anti-virus software will automatically check any disk inserted in a unit. No special steps need to be taken to activate this protection.
c. E-mail received from outside the City is scanned by anti-virus software before being delivered to the recipient's mailbox

Rev

3. **ACJIS/DPS ACCESS IS AVAILABLE** through the Versaterm RMS/CAD application on desktops. A written request for ACJIS/DPS access will be submitted to the Police Technology manager for approval. If the device requires access to ACJIS/DPS, indicate it along with the level of access required (e.g., hot file inquiries, entry or criminal history). After approval, the Police Technology manager or designee will process the request.

Rev

4. **VERSATERM RMS/CAD USERS** are added to the system with basic access and assigned a generic password upon receipt of a New Employee Checklist from the Professional Standards Section. No ACJIS/DPS access is assigned. Upon receipt of an authorized Terminal Operator Certification (TOC) number from the DPS, Police Technology Unit will assign appropriate DPS access level.

F. CHANDLER JUSTICE INFORMATION SYSTEM (CJIS)

[82.1.1] [82.1.6]

1. **PROTOCOL FOR ACCESS AND RELEASE OF CRIMINAL CJIS RECORDS:** Criminal records for incidents that occur in Chandler are stored and accessed from the CJIS database

   a. When any person given security clearance by the department accesses the criminal records of an individual in CJIS, a tracking record is created and stored in the database listing:
      1) The name of the person accessing the records
      2) The name of the subject of the search
      3) The date and time of the search
      4) Whether the results were printed
      5) If printed, the recipient of the records
   b. Do not release these records to anyone outside of the law enforcement/criminal justice community. *See General Order A-12 Release of Public Information/PIO for guidelines for release of information*.

2. **STORAGE AND BACK-UP PROCEDURES:** The Chandler Police Department's Criminal Justice Information System (CJIS) resides on a computer that is maintained by City IT

   a. The database will be backed up with incremental backups every weeknight and in its entirety every Friday night to tape
   b. Tapes are stored in a different building than the storage computer and are maintained for the previous seven days, the previous four Fridays, and the previous 12 months
   c. If used, media is not recycled at end of life
   d. Methods of destruction will ensure that data is not retrievable from the discarded media

3. **SECURITY ASSURANCE:** Records Management System (CJIS)

a. Personnel clearance
   1) All new employees, reserves, temporary employees, volunteers, and other personnel who will have access to departmental reports, records, and computer systems (CJIS, network, etc.) will have a successful background check prior to being given rights to access the Records Management System
   2) The Police Technology manager or designee will assign security levels and maintain a current list of those who have access rights. Forward any changes in personnel access requirements in writing to the Police Technology manager or designee. This includes:
      a) Employees newly hired
      b) Employees separated from City service
      c) Employees on long-term suspension
      d) Employees with changes in level of security clearance
b. Passwords
   1) Information Technology will assign the user ID upon instructions from the Police Technology manager and/or his designee
   2) When the user first logs into the CJIS database, the password is automatically assigned by the system. Give this information to the user.
   3) Once the user has logged on, the system will ask the user to change his password to something only he should know. This password should be a minimum of eight (8) characters long. **It must have at least two alpha (English language) characters and at least one number.**
   4) Every 13 weeks (91 days) the system will prompt the user to change his password, changing at least three characters within the old password to ensure security levels are maintained
   5) If the user does not log into the system for 30 to 45 days, the system automatically denies the user access to the system. To access the system again, user must contact the Police Technology manager or the designee to reset the user's rights and password. The user must again change the password to something only that user should know and different than the previous password.
   6) A user may change passwords at any time through an option provided within the system
   7) City IT maintains a tracking log when a user logs onto the system containing the user's identity and the date and time of the interaction with the system. This log is available upon request.

Rev

4. **AUDITS (CJIS):** The Police Technology manager or designee will audit regularly:

   a. Criminal records access to ensure information is being used for law enforcement purposes and forward the audit to the Police Chief, with a copy to Professional Standards
   b. Security levels and forward the audit to the Police Chief, with a copy to the Professional Standards Section

G. ELECTRONIC REPORT STORAGE (IMAGING SYSTEM)

[82.1.1] [82.1.6]

When reports are entered into storage, they are unalterable. Any person with access rights to the imaging software is able to view any long-form report

(1998 and before) on their network computer. Various other capabilities are available to authorized users (e.g., printing), however, the system administrator must specifically assign capabilities.

1. **MANAGEMENT**: The system administrator who manages the electronic storage of police reports has the following responsibilities:

   a. Evaluate, develop, and maintain the electronic report storage system
   b. Grant software access to qualified employees and determine the extent of access rights allowed
   c. Request access to the imaging system from City IT
   d. Maintain the login rights to the imaging software

2. **ACCESS REQUIREMENTS:** Employees require the following access rights to be able to use the imaging software:

   a. **Access to the imaging system (through the system administrator):** This password expires every 90 days; user resets password or a City IT employee (through the system administrator) must re-establish access rights
   b. **Login permissions to the software product (through the system administrator):** To access the imaging software, the user must enter a password, which never expires. At any given time, the responsible system administrator may terminate a particular employee's access to imaging system or the imaging software.

3. **ELECTRONIC REPORT WRITING SYSTEM AUDITS**

   a. The Police Technology manager or designee will perform audits to ensure the information (criminal records) accessed is being used for law enforcement purposes and forward the report to the Police Chief, with a copy to Professional Standards
   b. The Police Technology manager or designee will audit security levels and forward the report to the Police Chief, with a copy to the Professional Standards Section.

4. **BACKUP PROCEDURES** (City IT Department)

   City IT performs full backups every Friday night with incremental backups on Monday through Thursday. No backups are performed over the weekend.

5. **BACKUP PROCEDURES FOR THE VERSATERM RMS/CAD SYSTEMS (Police Department):**

   a. Incremental backups are performed daily, Monday through Thursday, on the data
   b. Full backups are performed every week
   c. The report writing system administrator will monitor backups weekly

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-22 INFORMATION & ELECTRONIC COMMUNICATIONS**	
	Subject **200 Social Media**	Effective **10/23/15**

SUMMARY: The Department recognizes the interest in using a variety of media as options for communication. This policy provides guidelines regarding the use of personal social media, including social networking, blogging, email, texting and future forms of digital and/or electronic communication by Chandler Police Department employees as it relates to matters of departmental concern, reputation or employee working relations. This policy is in addition to City of Chandler Regulation CAPA-07.

This policy is to remind and caution employees about the risks and consequences inherent in using social media. With increased scrutiny by the public, opposing parties and their attorneys of police officer and civilian statements, posting information on social media regarding on- and off-duty activity that may tend to bring the reputation and integrity of an employee or the department into question is strongly discouraged. Employees are encouraged to use common sense practices when utilizing various forms of social media so as not to impair working relationships of this department, impede the performance of duties, impair discipline and harmony among coworkers, or negatively affect the public perception of the department.

A. DEFINITION

Social media and social networking have the same meanings as in CC Regulation CAPA-07.

B. GENERAL GUIDELINES

1. **EMPLOYEES SHALL BE JUDICIOUS** in the use and content of any social media or social networking site; e.g., Facebook, YouTube, Twitter, Instagram, etc., and shall not post any photograph or commentary that is divisive or detrimental to departmental operations

Rev

2. **SOCIAL MEDIA/NETWORKING** from personal devices may be used during authorized breaks or other times with supervisor approval and shall not disrupt the work environment or interfere with job responsibilities

3. **EMPLOYEES SHALL NOT**:
   a. Use any City equipment to access while on-duty any social media or engage in social networking, except where the employee has been assigned a specific responsibility to access such site for a law enforcement, administrative, or other official purpose approved by the Chief of Police or designee
   b. Use agency e-mail addresses to register for or respond to social media sites except in the performance of an authorized duty
   c. Post any evidentiary material on personal social media or social networking site

3. **POSTING ON, TRANSMITTING TO, OR OTHERWISE DISSEMINATING** through social media any information to which employees have access as a result of their employment without written permission from the Chief of Police or designee is strictly prohibited, **except** employee associations

may post an official association response to public comments made by the City or Department. These include, but are not limited to the following:

a. Data from an ongoing criminal or administrative investigation including photographs, videos, or audio recordings

b. Photographs of suspects, arrestees, witnesses, victims, crime scenes, or evidence

c. Personal statements about an on-duty use of force incident that is pending administrative or criminal review, hearing, trial or appeal

d. Comments related to pending prosecutions

e. Comments related to pending litigation in which the Department or Department employee is a named party

f. Comments related to criminal matters under investigation by the Department

g. Information pertaining to any calls for service or phone calls that have not been made public

h. Recklessly false information about the department, supervisors, co-workers and City of Chandler officials

i. Comments pertaining to personal grievances, disciplinary action, work schedule, morale, and complaints about supervisors or co-workers that do not involve actual wrongdoing, illegal discrimination, corruption or waste

4. **EMPLOYEES WHO IDENTIFY THEIR EMPLOYMENT** with the agency on any form of social media or in any other form of electronic or digital communication assume the responsibility of representing the department in a professional manner while employed. Employees shall not post, transmit or disseminate speech containing obscene or sexually explicit language, images, or acts and statements, or other forms of speech that ridicule, malign, disparage, or otherwise express bias against any race, religion, or protected class of individuals.

5. **EMPLOYEES SHALL NOT GIVE THE APPEARANCE** they represent or speak on behalf of the department on any personal, social, or other form of media

6. **ALL DEPARTMENT RELATED SOCIAL MEDIA SITES** or pages shall be approved in writing by the Chief of Police or designee

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-23 EMPLOYEE SUGGESTION PROCESS**	
	Subject **100 Guidelines**	Effective **11/09/12**

Summary: This order describes the employee suggestion process including tracking and feedback to the originator of the idea.

A. POLICY

This agency will solicit suggestions from all levels and sections of the department to promote the continued improvement of police operations and police service

B. PROCEDURE

1. **MEANS OF SUBMISSION**

Rev

   a. Written suggestions will be submitted using the employee's chain of command
   b. Through City email using grapevine feature "PoliceGrapevine"
   c. Employees may also submit suggestions through their representative employee organization

2. **REVIEW BY CHAIN OF COMMAND**

   a. All written suggestions will be reviewed and comments added at each level
   b. Any level of supervision with the proper authority can approve, deny, or forward suggestions

3. **RESPONSE TO EMPLOYEE AND DEPARTMENT**

Rev

   a. The supervisor making the final decision will respond in writing to the employee regarding what action, if any, will or will not be taken on the suggestion
   b. The response can be notations written on the original suggestion

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-24 PERFORMANCE EVALUATIONS**	
	Subject **100 Procedures**	Effective **06/29/19**

Summary: This order establishes procedures for performance evaluations of department employees.

A. POLICY

[35.1.2]

1. **PERFORMANCE EVALUATIONS ARE USED** to stimulate employees to excellence and evaluate employees' performance by recognizing and documenting their performance and deficiencies. *See City of Chandler Personnel Rule 13 for policy governing performance appraisals.*

2. **THE EVALUATION PROCESS** is designed to be a fair and objective method of relating employee performance to departmental goals and objectives

B. FREQUENCY

[35.1.2]

1. **PERFORMANCE EVALUATIONS ARE REQUIRED** in the following circumstances:
   a. At least quarterly during probationary periods
   b. Annually, based on the employee's classification date, for all employees including reserve officers
   c. Upon granting a special merit increase
   d. Upon transfer or promotion if more than 90 days have elapsed since last performance appraisal
   e. Upon release from initial or promotional probation if more than 90 days have elapsed since last performance appraisal
   f. Upon demotion or salary regression
   g. Upon other changes in status as determined by the Human Resources director
   h. Whenever the Chief of Police determines an evaluation is needed
2. **SUPERVISORS MAY COMPLETE PERFORMANCE EVALUATIONS** at other than normally scheduled times as circumstances dictate and as directed by superiors
3. **SUPERVISORS MUST DOCUMENT A REVIEW** for ALL entry-level probationary employees of their performance at least quarterly

C. PERFORMANCE EVALUATIONS

1. **SUPERVISORS WILL:**
   a. Complete all annual and probationary performance evaluations, including supervisor's daybook evaluations on authorized evaluation forms
   b. Follow guidelines specified within this order pertaining to circumstances under which evaluations should be completed and methodology to be utilized
   c. Ensure completed evaluations are forwarded to the Chief of Police or designee no later than two weeks before the evaluation is due in Human Resources. The Chief of Police or a designee may authorize exceptions to this requirement.

2. **REGARD PERFORMANCE EVALUATIONS** as a counseling tool for:
   a. Evaluating employee's job performance, strengths, and weaknesses
   b. Identifying personal and organizational goals and objectives
   c. Determining training needs
   d. Promotions and transfers
   e. Reemployment decisions
   f. Disciplinary actions
3. **AN EMPLOYEE'S RATER** will normally be his immediate supervisor. The immediate supervisor will be evaluated by his supervisor regarding the quality of ratings given to employees.
4. **THE RATER'S SUPERVISOR** will complete a review of each evaluation prior to signing to assess its contents for quality, completeness, and appropriateness
5. **DUE DATES:** All supervisors are responsible for obtaining the evaluation due dates for all employees under their command and completing all evaluations due on a timely basis
6. **RATER COMMENTS**
   a. A rater shall complete a narrative for each category
   b. A rater shall specifically explain a performance rating(s) of exceeds expectations and needs improvement
7. **EMPLOYEE GOALS**
   a. The rater shall review the previous evaluation to determine whether previous goals have been completed within the rating period or need to be extended into the next rating period
   b. The rater shall continue previous goals and/or identify new goals and objectives for the following evaluation period on the forms provided
   c. Planning and reviewing goals and objectives should occur within the rating period, however, at a minimum the review will coincide with evaluation due dates
8. **EACH EMPLOYEE EVALUATED** shall have an opportunity to review the evaluation with the supervisor and shall sign the appraisal to indicate that an opportunity for review and to make comments was provided
   a. Refusal of the employee to sign does not invalidate the report
   b. Adverse Comments
      1) No employee will have any adverse comments entered into that employee's evaluation without that employee being informed by the supervisor in a timely manner
      2) The employee may, upon request, receive a copy of the adverse comment
      3) An employee may, at that employee's discretion, attach rebuttal statements to any material contained in the employee's evaluation, which may be adverse in nature
   c. Performance appraisals are subject to the grievance procedure (Personnel Rule 18), but only to the extent that factual information in the appraisal can be shown to be incorrect. Decisions regarding merit increases, salary regression, or probationary status made by the Chief of Police based on the evaluation are not subject to grievance.
9. **PROVIDE A COPY OF THE EVALUATION** to the employee after it is completely reviewed

New

D. MEMORANDUM OF EXPECTATIONS

A memorandum of expectation is a written directive given to an employee outlining a supervisor's expectations of the employee's performance

1. This step may occur prior to an employee being placed on a performance improvement plan but is not a mandatory step
2. Identifies areas of concern to help guide the employee to meet expectations
3. Is generally documented in an employee's yearly performance evaluation
4. A memorandum of expectation is not issued by PSS

E. PEFORMANCE IMPROVEMENT PLAN (PIP)

IF A NON-PROBATIONARY EMPLOYEE'S PERFORMANCE IS RATED "NEEDS IMPROVEMENT" at any time, the immediate supervisor will:

1. **MAKE AND DOCUMENT ATTEMPTS** of mentoring and counseling the employee to assist the employee in improving performance
2. **INITIATE A PERFORMANCE IMPROVEMENT PLAN (PIP)** for performance when the employee fails to respond to training and counseling efforts. (Supervisor may place an employee on a PIP for behavior or disciplinary problems.)
3. **REQUEST A PIP NUMBER** from PSS and return signed copy of form to PSS within 15 days
4. **PROMPTLY NOTIFY THE EMPLOYEE** and describe those aspects of performance requiring improvement and the standards that must be met
5. **DOCUMENT THE EMPLOYEE'S EFFORTS** to improve performance on the PIP form
6. **ALLOW TIME FOR THE EMPLOYEE** to improve performance prior to his annual evaluation
7. **DOCUMENT MONTHLY** the employee's progress in the PIP
8. **IF THE EMPLOYEE'S ANNUAL EVALUATION is due before the PIP is completed,** the supervisor will:
   a. Conduct the annual rating with a needs improvement in the proper category with a note of the special re-evaluation that is being conducted
   b. Complete a PAR through Oracle Self-Service noting the employee is not eligible for a merit increase and send the evaluation to HR noting the PIP with the assigned completion date
   c. Not authorize a merit increase until the satisfactory completion of the PIP
   d. If the employee improves performance to a satisfactory level at the end of the PIP, the rater will:
      - Rate the employee as satisfactory for the year
      - Work in conjunction with chain of command to decide on the appropriate merit increase
      - Complete a PAR through Oracle Self-Service with an updated annual evaluation showing improvement to meeting standards to HR
   e. If the employee does not improve, continue with the PIP process until the employee meets standards or is dismissed from employment

9. **IF THE EMPLOYEE'S ANNUAL EVALUATION is not due before the PIP is completed,** the following process will apply:
   a. **If the employee improves** performance to a satisfactory level, the employee's chain of command may rate the employee "satisfactory" for the year and the employee may receive an appropriate merit increase
   b. **If the employee fails to improve performance** to satisfactory levels, continue the PIP
      - If the employee improves performance to satisfactory levels, the employee will not receive a full merit increase. The employee's chain of command will determine the appropriate merit increase.

10. **EMPLOYEES INVOLVED IN A PIP** status shall be suspended from participating in secondary specialty assignments and extra duty lists until they have been released from the PIP status and are performing their primary duties at a satisfactory level. Exceptions may be made with approval through the chain of command to the commander.

11. **EMPLOYEES ARE SUBJECT** to progressive discipline at all times for performance that does not meet standards

F. RATING CRITERIA

1. **RATING SUPERVISORS SHALL BE OBJECTIVE AND USE CONSISTENT METHODS** in evaluating employees to ensure fairness

   a. It is the responsibility of the rating supervisor to match the criteria listed in the performance evaluation to the specific tasks of the positions occupied by the employee as set forth in the job description
   b. Weight most heavily criteria reflecting the most essential functions of the job when making the employee's overall ratings for job factors and the final overall rating for the evaluation
   c. Do not allow personal likes or dislikes for an employee to skew documented performance
   d. Supervisors should understand excellence or weakness in one area does not indicate overall excellence or weakness.

2. **RATERS SHALL USE THE MEASUREMENT DEFINITIONS** from the rating guidelines of the evaluation form as a basis for the rating score

G. EVALUATION INTERVIEW

[33.1.5] [35.1.9]

1. **OBJECTIVE:** To provide employees an opportunity to review the performance evaluation and ask questions about their performance. Supervisor should:

   a. Counsel employees in setting goals, making comments, and advising the employee of ways to improve performance in the future, if necessary
   b. Commend employees who receive positive evaluations and encourage them to maintain a high standard of performance

2. **PRIVACY:** The evaluation interview should be private. Supervisors should:

   a. Anticipate anxiety, tension, and curiosity from the employee and be prepared to answer questions that may arise

b. Be aware of the importance of the evaluation to the employee and provide ample time for the evaluation interview

3. **SELF APPRAISAL:** Each employee shall annually complete a self-appraisal. The supervisor will review the self-appraisal and address any significant discrepancies with the employee during the evaluation process and review.

4. **COUNSELING:** At the end of a rating period, counsel the employee in the following areas:

   a. Results of the performance evaluation just completed
   b. Levels of expected performance and goals for the new rating period
   c. Career counseling in topics relative to the employee's position, such as advancement, training, or education
   d. The employee's strengths and weaknesses, taking time to provide details and encourage high quality performance

5. **NO DISCIPLINE OR REMEDIATION:** Disciplinary actions should be taken at the time of deficient performance, not during the evaluation interview. When necessary, remedial training will be sought to correct deficiencies in an employee's performance.

H. EMPLOYEE TRANSFER

1. **FORWARD AN EMPLOYEE'S** evaluation form between supervisors whenever an employee is reassigned

2. **EACH SUPERVISOR SHALL SUPPLEMENT** the evaluation form for the period in which the employee was under his supervision

   a. Reassignment less than 30 days prior to an evaluation date, the previous supervisor is responsible for completing that employee's evaluation for the period
   b. Reassignment more than 30 days but less than 90 days prior to an evaluation date, the employee's present and prior supervisors shall confer on the completion of the evaluation

I. PERFORMANCE EVALUATION TRAINING

1. **ALL NEWLY APPOINTED SUPERVISORS** will be trained in the preparation, application, and use of performance evaluations during their supervisor training. This does not prohibit training for supervisory candidates prior to date of promotion if such training can be scheduled.

2. **ALL DEPARTMENT SUPERVISORS** shall be provided with required performance evaluation update training to familiarize them with changes in city or department policy

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-25 PERSONNEL FILES**	
	Subject **100 Guidelines**	Effective **07/01/16**

Summary: This policy establishes the file content and procedures for the entry or removal of documents from the employee personnel file.

A. ADVERSE COMMENTS

1. **ANY SUPERVISOR WILL NOT ENTER ANY ADVERSE COMMENTS** into an employee's departmental personnel file without the employee being informed by the supervisor in a timely manner

2. **IF AN EMPLOYEE REQUESTS,** that employee may receive a copy of the adverse comment

3. **AN EMPLOYEE MAY,** at that employee's discretion, attach rebuttal statements to any material contained in the employee's departmental personnel file, which may be adverse in nature

B. PERSONNEL FILE TYPES

Figure 1: **Types of Employee Personnel Files**

Type of File	Custodian	Contents
1. Official Personnel File	Chandler Human Resources (HR)	Contents include: • Employment documents • Performance and/or disciplinary actions • Payroll related documents • PARs • Sustained disciplinary action (Reprimand and above)
2. Department Personnel File	Police Administration	Contents Include: • Emergency contact data • Control forms for keys, etc. • General Orders acknowledgement of receipt • Signed code of ethics • Annual evaluations / PARs (originals in HR) • Work release forms • Sustained disciplinary action • Letters of commendation • Other items requested by the Office of the Chief
Nothing will be removed or copied from Department employee files without prior authorization from the Office of the Chief. Only employees assigned to this office are authorized to remove personnel files from this office or storage. **Files may not be removed from the Main Station.** Supervisors will forward documents to the Office of the Chief to be included in the above files.		
3. Supervisor's File	Employee's Supervisor	• Current performance notations for day-to-day entries in preparation for evaluations. • Probationary employees shall receive quarterly performance ratings that shall be compiled for use in the employee's regular evaluation.
NOTE: Background and medical information are maintained in separated files		

C. RETENTION SCHEDULES

Figure 2: **Retention Schedule - Personnel Records**

Location	Record	Ret. Period Minimum	Remarks
1. Human Resources	***Performance/Discipline** See Personnel Files Policy	5 years after end of employment	Chanweb address: http://chanweb/hr/content/PersonnelFiles4-15-10.pdf
2. Police Department	**Personnel/background Files**	Length of employment	To HR upon separation, retained minimum 5 years
	***Counseling/Discipline** Level I (Counseling Statement) Level II Shooting investigations IA logbook, annual reports, and IA Pro	 3 years 5 years 10 years 5 years	 After date of action After date of action After calendar year closed
	Early Intervention Program	3 years	From date of completion of recommended actions
3. Supervisor	**Performance notations**	1 year	Destroy after annual review
Employees may request removal from file following completion of required retention			

Rev

D. SUPERVISORY REVIEW

1. **SUPERVISORS MAY REVIEW** subordinates' departmental personnel files for any official purpose

   a. Check the file out for a maximum of 24 hours
   b. Never leave the employee's jacket out of your direct control
   c. Log out and in. Employees of the Office of the Chief maintain the log

2. **CHECKING OUT AN EMPLOYEE'S FILE**

   a. If Administration office is open—request a file in person
   b. If Administration office is closed—email the Management Assistant with request. Administrative staff will place the jacket in a sealed envelope and leave it with a Records supervisor with your name on it.

3. **RETURNING AN EMPLOYEE'S FILE:**

   a. If Administration staff is on duty, personally return the file and log the return
   b. If no Administrative staff is on duty, return file in a sealed envelope to the on-duty Records supervisor. Notify the Management Assistant by email of the secured location of the file.
   c. If the jacket is needed for more than one shift, return the jacket to Administration (or to a Records supervisor in a sealed envelope with routing on envelope. Notify Management Assistant by email). Re-check it out on the next shift.

E. PURGE PROCEDURES

Figure 3: **Review/Purge Procedures - Human Resources Personnel File**

Person	Responsibility
1. Employee	1. Employees may request to review their personnel file at any time. Call or submit a written request to Human Resources.
2. HR	2. Schedules a time for employee to review the file
See Chanweb: ***Personnel Files Policy*** Human Resources/Rules, Policies, Labor Relations/Personnel Rules and Policies	

Figure 4**: Review/Purge Procedures - Police Department**

Person	Responsibility
1. Employee	1. Write a memo or send an email to the Professional Standards commander requesting to review your own personnel file
2. PSS Commander	2. Set appointment for employee to review his own file
3. Employee	3. Review department file in the presence of PSS commander or designee. List specific items to be removed. No item may be copied without the approval of the PSS commander.
4. PSS Commander	4. Review request for retention criteria. Pull the originals from the employee file, attach to email or memo, and return to employee.

F. MAINTENANCE

[35.1.5]

ALL FILES shall be retained for time listed below: (See the Arizona State Library, Archives and Public Records Retention Schedule)

a. Training Records Minimum 5 years after termination
b. Personnel File (permanent) Minimum 5 years after termination

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-26 EARLY INTERVENTION PROGRAM (EIP)**	
	Subject **100 Guidelines**	Effective **04/27/18**

Summary: This order describes police early intervention options for employees.

A. PHILOSOPHY

[35.1.9]

THE CHANDLER POLICE DEPARTMENT HAS A RESPONSIBILITY to its employees and the community to identify and assist employees who require additional training or are showing symptoms of job-related stress or performance problems

1. **EMPLOYEES MAY EXHIBIT THESE SYMPTOMS** in on-the-job performance behavior that results in complaints by citizens or decreased job productivity. The Chandler Police Department has a number of intervention methods available to assist its employees, including supervisory coaching, training, critical incident stress management, and employee assistance programs.
2. **THE EARLY INTERVENTION PROGRAM** has been implemented to enhance customer service and to assist the welfare of our employees

B. GOALS

THE DEPARTMENT HAS DESIGNED THIS PROGRAM TO:

1. **BE A RESOURCE** to assist supervisory personnel in evaluating and guiding employees to perform at their best levels
2. **IDENTIFY JOB PERFORMANCE-RELATED TRENDS** and potential problem behaviors that can be addressed through intervention efforts of the first and second line supervisors

C. PROGRAM OVERVIEW

Rev

1. **ALTHOUGH NO SPECIFIC AND UNIVERSAL SET OF CRITERIA** can determine job-related stress and/or job performance problems, it is important that certain types of criteria be reviewed. These criteria should include, but not be limited to, Internal Affairs complaints against an employee, use of force incidents, pursuits, collisions, and employee performance.
2. **THE EIP PROVIDES A SYSTEMATIC REVIEW** of these indicators. It is designed to highlight tendencies in regard to complaints, use-of-force incidents, pursuits, collisions, and performance issues that may otherwise be insignificant when examined individually.

D. NOTIFICATION CRITERIA

NOTIFICATION CRITERIA: The Professional Standards Section will notify the employee's supervisor when the employee has met the following criteria within a 12 month period:

1. Received two or more sustained/not sustained internal investigations
2. Involved in two or more use-of-force incidents and the review process indicates training issues or the use of force was non-justifiable
3. Involved in two or more pursuits

Rev

4. Involved in two or more collisions in which the review process indicates not within policy

E. PROCEDURES

The Professional Standards Section will coordinate the Early Intervention Program

1. COORDINATION OF PROGRAM

a. All notifications will be made using the Chandler Police Department's Early Intervention Notification Form
b. PSS will log and assign a tracking number to all EIP actions
c. PSS will maintain a copy of all initial and completed EIP notification forms
d. Some EIP alerts can be documented and closed in IAPro without use of the EIP form if the reason for the alert is handled through other means (an employee on a PIP for example)

New

2. NOTIFICATION OF MET THRESHOLDS

WHEN THE THRESHOLD has been met, the assigned PSS supervisor will immediately notify the employee's supervisor that the employee has met criteria for EIP and initiate the early intervention process using the proper form with the following information attached:

a. **IA COMPLAINTS**
   1) Employee's name and badge/employee number
   2) IA case number
   3) Nature of complaint
   4) Disposition and disciplinary action taken (if known)
      (Cases pending a disposition or under review will only indicate the current status of these cases)

b. **USE-OF-FORCE**
   1) Employee's name and badge/employee number
   2) Police report number
   3) Name of subject
   4) Date of incident
   5) Synopsis of incident
   6) Level of force used and extent of injuries, if applicable
   7) Any training issues or policy violations
   8) IA case number, if applicable
   9) Disposition and training issues or policy violations

c. **PURSUITS**
   1) Employee's name and badge/employee number
   2) Police report number
   3) Synopsis of incident
   4) Collision involvement
   5) Counseling Statement number or IA case number, if applicable
   6) Training issues or policy violations
   7) Disposition and training issues or policy violations

d. **COLLISIONS**
   1) Employee's name and badge/employee number
   2) Police report number
   3) Synopsis of incident
   4) Collision involvement
   5) Counseling Statement number or IA case number, if applicable
   6) Disposition and training issues or policy violations

3. REVIEW AND ANALYSIS

The employee's immediate supervisor and chain of command should be involved in the analysis of any employee identified as qualifying for EIP. This analysis should be accomplished by reviewing the available documentation and the PSS reports.

a. **REVIEW FACTS AND DOCUMENTATION** on each referenced incident and Internal Affairs complaint, including but not limited to:
   1) Police reports
   2) Administrative letters
   3) Internal affairs case
   4) Discussion with the employee and other involved employees

b. **CONSIDERATION OF THE TOTALITY OF THE CIRCUMSTANCES** surrounding each incident and/or complaint, knowledge of human behavior, department policies and procedures, specialty assignment, beat assignment, and shift assignment, and law enforcement experience
   1) Determine what, if anything, could have been done differently to prevent the incident
   2) Decide if there are any similarities between incidents
   3) Find out whether other possible indicators of stress are present, such as an unusual amount of sick leave, tardiness, marital problems, etc.
   4) Determine if a trend or pattern of behavior is indicated
   5) Determine what measures should be taken to correct the behavior if intervention is warranted

c. Include the findings and conclusions based on the supervisor's analysis, and a recommended disposition in the Analysis (Summary) Report that either:
   1) No problem or patterns of behavior exists; **or**
   2) Disposition with recommended interventions
      a) **Supervisory coaching or mentoring**
         - The employee may need guidance on work-related issues, such as how to handle a certain type of situation or how to improve his performance
         - The supervisor may need to implement a performance improvement plan with the employee

      b) **Remediation or training**
         - The officer may need refresher training in human relations skills, defensive tactics, cultural diversity, driving, or department policies and procedures, etc.
         - Supervisors should consult with the Training Unit to determine the availability of training.

      c) **Referral to the Psychological Services Program** for counseling or referral assistance (EAP)
         - Personal or family counseling
         - Financial and money management counseling
         - Drug or alcohol assistance

      d) **Stress Awareness Courses**
         - Physical fitness programs
         - Weight management counseling
         - Stress management classes

      e) **Recommend transfer** to another assignment

4. TIME REQUIREMENTS

Figure 1. **EIP Actions TImeline**

Responsible Person	Time Limit	Action
Supervisor	Within 15 days of receipt of notification	Forward through the division chief a copy of the notification with recommendations for further training, coaching, or counseling to PSS
The PSS Lieutenant		a. Review summaries for consistency and may inform the Police Chief of recommendations and returns to supervisor for implementation b. Forward to supervisor for implementation
Supervisor		a. Implement recommendations b. When the employee completes the recommended actions, forward the original notification form to PSS with: 1) Date of completion, and 2) Results of recommended actions
PSS	Retain 3 years from date of completion of recommended actions	Retain and track original reports

5. EMPLOYEE NOTIFICATION

The employee will be fully informed of the findings and disposition

F. IMPLEMENTATION OF RECOMMENDATIONS

1. **A SUPERVISOR MAY DIRECT DEPARTMENTAL EMPLOYEES** to participate in counseling and/or training or counseling and/or training may be voluntary
   a. The division chief will make a determination as to whether the referral will be mandatory or suggested
   b. Some recommendations may require coordination through the City of Chandler Human Resources Division
2. **COACHING, TRAINING, COUNSELING, AND TRANSFERS** are some options available as supervisory recommendations and are not to be viewed as punitive or considered to be disciplinary action
3. **THE CHIEF OF POLICE MUST APPROVE** all transfer of personnel

G. ANNUAL ADMINISTRATIVE REPORT

The assigned Professional Standards Section supervisor will complete a documented annual evaluation of the Early Intervention Program's effectiveness

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CHANDLER POLICE DEPARTMENT
EARLY INTERVENTION PROGRAM NOTIFICATION FORM

EMPLOYEE NAME		BADGE # or CIVILIAN EMPLOYEE #		EARLY INTERVENTION PROGRAM NUMBER	

NOTIFICATION INITIATED BY: ☐ PROFESSIONAL STANDARDS ☐ SUPERVISOR

EMPLOYEE EARLY WARNING NOTIFICATION CATEGORY:

☐ IA COMPLAINTS	☐ USES OF FORCE	☐ PURSUITS	☐ PERFORMANCE ISSUES	☐ POLICE SHOOTING INCIDENT	☐ COLLISIONS

SUMMARY	

SUPERVISOR REVIEW & ACTION PLAN
(RETURN TO PSS WITHIN 15 DAYS)

☐ COACHING/ COUNSELING	☐ INFORMAL TRAINING	☐ FORMAL TRAINING	☐ CISM	☐ EAP REFERRAL	☐ OTHER

DATE ACTION PLAN INITIATED		DATE ACTION PLAN COMPLETED	

	SIGNATURES	BADGE # or Civilian Employee #	DATE
EMPLOYEE			
SUPERVISOR			
LIEUTENANT			
COMMANDER			
ASSISTANT CHIEF			
PROF. STANDARDS			

PLEASE ATTACH YOUR ACTION PLAN AND COMPLETE THE NARRATIVE

CHANDLER POLICE DEPARTMENT
EARLY INTERVENTION PROGRAM NOTIFICATION FORM

NARRATIVE	

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-27 EMPLOYEE SPEECH RIGHTS AND OBLIGATIONS**	
	Subject **100 Guidelines**	Effective **11/15/13**

Summary: This order covers employee speech rights, including employee associations' activities.

A. POLICY

EMPLOYEES ARE ENCOURAGED to express their views in a responsible and productive manner; however, employees contemplating speech activity should carefully review the following rules and procedures

B. SPEECH UNPROTECTED AS A MATTER OF LAW

EMPLOYEES SHALL NOT PUBLICLY CRITICIZE departmental operations, policies, or personnel by speech, writing, or expression in any manner when speech is factually inaccurate or made with a reckless disregard for its truth or falsity

C. OFF-DUTY SPEECH UNRELATED TO EMPLOYMENT

EMPLOYEES OFF DUTY AND OUT OF UNIFORM enjoy the same speech rights as other citizens except for specific restrictions imposed by departmental policy

D. GRIEVANCE PROCEDURES

1. **SEE GENERAL ORDER B-13.100.J** for policy references governing grievance procedures

2. **EMPLOYEES MUST OBTAIN PERMISSION** from the Police Chief to circulate any petitions, questionnaires, or other material relating to employee grievances or conditions of employment while on duty and/or while in uniform and/or while on department property which is not open to the public

E. PUBLIC APPEARANCES REPRESENTING THE DEPARTMENT

Rev

1. **EMPLOYEES MUST OBTAIN PERMISSION** from their commander prior to:

   a. Making any public appearance officially representing the department or giving the impression that they are representing the department
   b. Making any speeches or presentation to any civic club, religious gathering, private or public organization, or any other organized gathering while in departmental uniform, whether on or off duty

2. **OFF-DUTY EXPRESSION** of personal views by employees in their capacity as private citizens is not covered by this rule. However, if employees indicate by word, deed or appearance that they are representing or speaking on behalf of the department permission from their division chief is required.

F. NEWS MEDIA REQUESTS

1. **EMPLOYEES WILL REFER ALL NEWS MEDIA INQUIRIES** concerning information under the control of the department to the public information officer or command officer in charge per General Order A-12

2. **EMPLOYEES OF THE APPROPRIATE SECTION** will fulfill informational requests, such as statistics, crime prevention programs, or youth service programs

G. ON-DUTY SPEECH RESTRICTIONS

1. **EXTERNAL EXPECTATIONS**

   a. Employees on duty or in uniform should refrain from using indecent or profane language
   b. Employees shall be courteous to citizens, maintain command of their temper, and refrain from coarse, boisterous, or insolent language
   c. Employees will provide their name and badge or employee number upon request

2. **INTERNAL EXPECTATIONS**

   a. Employees will treat supervisors, subordinates, and associates in a respectful manner
   b. Employees will not make personal attacks that ridicule, belittle, or defame another member of the department
   c. Employees will not use epithets or terms that tend to degrade a particular race, religion, sex, or ethnic group

H. EMPLOYEE ORGANIZATIONS

1. **Employees** have the right to join employee **associations** that comply with the laws of this state and have freedom to present proposals and testimony to the governing body of any city, town, county or fire district and their representatives. A person shall not be discharged, disciplined or discriminated against because of the exercise of these rights.

2. **CHANDLER CITY CHARTER 2.05** states, “It is in the public interest to promote the improvement of employer/employee relations by providing a rational structure to resolve differences and enter into agreements through a "Meet and Confer" process,” however, (d) “Strikes by municipal employees in the City of Chandler are strictly prohibited in order to insure the safe and orderly delivery of services as well as the protection of lives and public safety.

3. **BULLETIN BOARDS**

   a. Employee organizations may maintain bulletin boards that are exactly the same as the bulletin boards of other organizations for the purpose of posting meeting announcements or advertising products with the organization’s logo on them
   b. The Employee Organization has exclusive use of such bulletin boards to communicate **any** information to its members, provided the material is not abusive of any person or organization, which complies with laws

regulating the political activities of City employees and which is not disruptive of the City's operations

4. **ANNOUNCING MEETINGS:** Employees and/or organizations may use the department's email (intranet) to send out PoliceAll messages announcing meetings.

   a. These messages will contain ONLY the time, date, and location of the meetings and will NOT contain any agenda announcements or other commentary (including links) on what will be occurring at or during the meetings, unless previously approved by the Office of the Chief of Police for the good of the department
   b. See General Order A-02.500 for other email policy guidelines

5. **DISTRIBUTING INFORMATION:** Employees and/or organizations will NOT use the department's email, whether internally or externally sent (through the internet), to distribute newsletters, commentary, or any other information to include links to their organizations' home pages

6. **RECRUITING MEMBERS** during the probationary period by employee organizations will be limited to the following guidelines due to the enormous amount of information a new employee must assimilate during this period:

   a. **The Employee Organization** may have one-half hour to talk to and possibly sign newly sworn police officers during the post-academy training period to explain the rights and benefits of the MOU
   b. **All other employee organizations** may recruit an employee at the completion of the FTO/OJT period during off-duty hours

7. **DISPLAY OF FLAGS AND LOGOS:** Do not display organizational flags and/or logos in the community room or elsewhere in the department except on an individual's desk in the individual's assigned work area (display not to exceed 12 inches by 18 inches)

8. **ACTIVITY INTERFERING WITH WORK:** Supervisors may prohibit discussions of any kind that interfere with work; however, they will not otherwise discourage discussions about organizations

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-28 TRANSLATOR SERVICES**	
	Subject **100 Employee Program**	Effective **12/10/21**

SUMMARY: This policy establishes the procedure for certification and use of bilingual translators within the Police Department

A. POLICY

Rev

It is the policy of the Chandler Police Department to meet, in every practical way, the needs of our community. One such way is through the use of bilingual Chandler Police Department employees. Only Spanish-speaking translators are currently compensated within the Police Department. Other language needs are handled through the Voiance Language Line.

B. APPLICATION PROCEDURE

1. **HUMAN RESOURCES** administers the two-tiered translation program

2. **INTERESTED, QUALIFIED BILINGUAL EMPLOYEES** who have been released from the Field Training Program or successfully completed probation for civilians, shall submit a memo through their chain of command requesting to be tested

3. **THE DIVISION CHIEF** forwards requests to PSS

4. **PSS SUBMITS A COMPLETED PAR** to Human Resources who coordinates the testing process

5. **OFFICE OF THE CHIEF OR DESIGNEE** - appoints a Program Manager to oversee the translation program

C. PAY INCENTIVES

Figure 1. **Pay Incentives for Certified Translators**

	Sworn Employees	**Civilian Employees**
Intermediate Level	Additional 2.5% of base wage/salary	$600 annually paid in 26 equal installments
Advanced Level	Additional 5% of base wage/salary	$1200 annually paid in 26 equal installments

D. SCHEDULING

1. Translators are subject to schedule changes and call outs

2. At shift pick, Advanced Level translators may select the available x-ray or beat positions at Main Station (only two per team) before those that are certified at the Intermediate Level. This process is completed by seniority within each level.

E. CERTIFICATION

An American Council of Teachers of Foreign Languages (ACTFL) representative evaluates each person seeking language certification

1. **STANDARD:** Each person's ability to speak and understand a foreign language will be assessed in accordance with the US Government Language Skill Level Description Scale

2. **TESTING REQUIREMENTS**

   a. Successful completion of a verbal evaluation
   b. Successful re-evaluation every five years
   c. Retesting: Persons not passing the minimum standards will be counseled on how they can improve their language skills and be allowed to re-test in 60 days

F. TRANSLATOR USAGE

Any police employee may request the assistance of the department's language translators

1. While on duty, Certified Translators may be asked to translate for another Chandler Police Department employee

2. If a Certified Translator is asked to translate, the officer assigned disposition of a call remains responsible for all necessary paperwork needed to complete the report

   a. The information will be gathered by the Certified Translator and reported to the case officer. The call for service may require the Certified Translator complete a supplemental report.

   b. The nature of the call for service or a Supervisor may dictate that the Certified Translator assume the investigation and be assigned as the case officer

Rev

3. **THE AFFECTED SUPERVISOR** will use an on-duty translator whenever possible. If none are available, the supervisor may call out an off-duty translator.

4. **ONE OF THE DEPARTMENT'S CONTRACTED TRANSLATION SERVICES** may be used when no translators are available

G. LANGUAGES OTHER THAN SPANISH

Any employee may utilize the contracted translation service

Rev

1. **VOIANCE** is available for phone translations

2. **TRANSLATION PHONES THROUGH VOIANCE** are available in the lobby of all three precincts and in Victim Services. These

phones have dual handsets and establish a three way conversation with the citizen, police employee, and translator.

3. **VOIANCE PROVIDES A MOBILE APPLICATION** that can be downloaded to any smart phone or tablet. Use of application requires supervisor approval because of per-minute cost.

H. TRANSLATION SERVICES FOR THE DEAF

1. **DISPATCH MAINTAINS** a current list of call out interpretation services

2. **AZ RELAY SERVICE** (7-1-1)

3. **THE VOIANCE MOBILE APP** provides a video call option for ASL

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **B-29 NEPOTISM AND CONFLICTS OF INTEREST**	
	Subject **100 Overview**	Effective **08/15/20**

A. PURPOSE

The purpose of this policy is to ensure equal opportunity and effective employment practices to include recruiting, testing, hiring, compensation, assignment, use of facilities, access to training opportunities, supervision, performance appraisal, discipline and workplace safety and security, while maintaining positive morale by avoiding actual or perceived favoritism, discrimination or other actual or potential conflicts of interest by or between members of this Department.

B. DEFINITIONS

Term	Definition
1. Business relationship	Serving as an employee, independent contractor, compensated consultant, owner, board member, shareholder or investor in an outside business, company, partnership, corporation, venture or other transaction where the Department employee's annual interest, compensation, investment or obligation is greater than $2,000
2. Conflict of interest	Any actual, perceived or potential conflict of interest in which it reasonably appears that a Department employee's action, inaction, or decisions are or may be influenced by the employee's personal or business relationship
3. Nepotism	The practice of showing favoritism to relatives over others in appointment, employment, promotion or advancement by any public official in a position to influence these personnel decisions
4. Personal relationship	A relationship involving cohabitation or a dating, intimate or romantic relationship beyond mere friendship
5. Public official	A supervisor, officer or employee vested with the authority by law, rule or regulation or to whom authority has been delegated
6. Relative	A parent (natural, adoptive, step, or in-law), spouse, child (natural, adopted or step) aunt, uncle, niece, nephew, or grandparent (natural, adoptive or step) or sibling (full, half, step or adoptive)
7. Subordinate	An employee who is subject to the temporary or ongoing authority of a supervisor
8. Supervisor	An employee who, either temporarily or on an ongoing basis, is a subordinate employee's immediate supervisor with authority over the employee's actions, decisions, evaluation and/or performance

C. RESTRICTED DUTIES AND ASSIGNMENTS

The Department will not prohibit all personal or business relationships between employees. However, in order to avoid nepotism or other inappropriate conflicts of interest, the following restrictions apply:

1. Employees are prohibited from directly supervising, or being directly supervised by, any other employee who is a relative or with whom they have a personal or business relationship

a. If circumstances require that such a supervisor/subordinate relationship exist temporarily, the supervisor shall make every effort to defer matters pertaining to the involved employee to an uninvolved supervisor

b. When personnel and circumstances permit, the Department will attempt to make every effort to avoid placing employees in such supervisor/subordinate situations. The Department reserves the right to transfer or reassign any employee to another position within the same classification in order to avoid conflicts with any provision of this general order.

2. Except as authorized by the Chief of Police, employees are prohibited from participating in, contributing to or recommending promotions, assignments, performance evaluations, transfers or other personnel decisions affecting an employee who is a relative or with whom they have a personal or business relationship. Any such employee shall disclose the nature of the relationship to the Professional Standards Section prior to taking any action described in this paragraph.

3. Field Training Officers (FTOs) will not be assigned to train relatives or persons with whom they have a current or ongoing business or personal relationship

4. Except as required in the performance of official duties, to avoid actual or perceived conflicts of interest, employees conducting an investigation shall refrain from developing personal or business relationships with victims, witnesses, informants, suspects, or other individuals involved in that investigation while the matter is pending active investigation by the police department, or is being reviewed or actively prosecuted by a prosecutorial agency

D. EMPLOYEE RESPONSIBILITIES

Prior to entering into any personal or business relationship or other circumstance that the employee knows or should know could create a conflict of interest or other violation of this policy, the employee shall promptly notify his/her uninvolved, immediate supervisor or next level supervisor

E. SUPERVISOR RESPONSIBILITIES

Upon being notified of or otherwise becoming aware of any circumstance that could result in or constitute an actual or potential violation of this policy, a supervisor shall take all necessary steps to promptly mitigate or avoid such violations whenever possible. Promptly notify Professional Standards Section of such actual or potential violations.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-01 COMMUNITY RESOURCES SECTION**	
	Subject **100 Organization**	Effective **02/10/23**

Summary: This order is designed to make every employee aware of available community policing programs and how these programs operate to increase the number of citizens participating in the most effective and efficient manner possible.

A. POLICY

1. **CHANDLER POLICE DEPARTMENT WILL ENCOURAGE** and assist in the development and implementation of community policing programs to maximize our citizens' crime prevention effort

2. **ALL DEPARTMENT EMPLOYEES ARE ENCOURAGED** to establish and maintain direct contact with the community, creating an air of cooperation and service to identify issues of concern before they become problems while increasing public confidence in the department

3. **ALL DEPARTMENT EMPLOYEES WILL** promote good community relations

B. ORGANIZATION

1. **THE OPERATIONAL SUPPORT BUREAU COMMANDER WILL:**

   a. Establish goals and objectives
   b. Prepare operational and capital requests
   c. Prepare written recommendations regarding personnel resources
   d. Prepare annual budget for section
   e. Administer section budget
   f. Identify training needs using various means, including internal investigations and citizen and employee suggestions

Rev

2. **THE PATROL ENFORCEMENT LIEUTENANT** is responsible for the following:

   a. School Policing Unit provides the following community services:
      1) School Resource Officers
      2) Law Enforcement Related Education
   b. Crime Prevention Unit: See General Order C-11
   c. Behavioral Health Unit: See General Order F-19
   d. Community Outreach Programs
   e. Park Rangers Unit: See General Order C-05
   f. Reserve Officer Program: See General Order F-20
   g. Cadet Program: See General Order C-11
   h. Bicycle Team: See General Order F-03

Rev

3. **THE TRAINING LIEUTENANT** is responsible for the following:
   a. Field Training Program: See General Order B-15
   b. Advanced Training Unit: See General Order B-15
   c. Firearms Training Unit: See General Order E-02
   d. Employee Health and Wellness Program: See General Order B-08

4. **THE TRAFFIC SECTION LIEUTENANT** is responsible for the following:
   a. Traffic Enforcement Unit
   b. DUI Enforcement Unit
   c. Vehicular Crimes Unit
   d. Impound Unit
   e. Special Events

Rev

C. REPORTING RESPONSIBILITIES

The Patrol Enforcement lieutenant or designee is responsible for the following documented evaluations:

1. **AN ANNUAL EVALUATION** to analyze the effectiveness of the department's crime prevention/community relations programs. Information gained will be a part of a system for community input into the development of community relations and crime prevention programs, including:

   a. Recommendations for targeting programs by crime type and geographic area based on analysis of local crime data
   b. Recommendations for targeting programs to address community perceptions or misperceptions of crimes

2. **AN ANNUAL EVALUATION** on juvenile enforcement and prevention programs including:

   a. A quantitative and qualitative evaluation of the elements of each program
   b. Recommendations for each program to function as is, be modified, or be discontinued

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-01 COMMUNITY RESOURCES SECTION**	
	Subject **200 Youth Programs**	Effective **02/10/23**

Summary: This order is designed to make every employee aware of available youth programs provided by the Chandler Police Department

A. SCHOOL RESOURCE OFFICER

[44.1.1]

1. **OVERVIEW:** The Chandler Police Department has formed a partnership with the school districts in Chandler to staff the high schools and junior high schools with School Resource Officers (SROs)

2. **THE SROs PROMOTE:**

   a. Sensitivity and respect for all individuals
   b. An environment of nonviolence
   c. Clear behavioral expectations
   d. Proactive security measures
   e. Emergency response plans
   f. Recognition for positive behavior
   g. A sense of community on the school campus

3. **THE SROs WILL TEACH** Law-Related Education (LRE) in their assigned schools which includes:

   a. The teaching of rules, laws, and the legal system that actively involves students
   b. Preparing students for responsible citizenship and providing instruction in legal rights, responsibilities, and the role of citizens
   c. Requiring students to practice the application of LRE in potential real-life situations
   d. Teaching and facilitating four youth academies per year
   e. Teaching and facilitating four wilderness trips per year

B. COMMUNITY INTERACTION

1. **THE DEPARTMENT ENCOURAGES** employees to participate in youth activities which may be through departmental programs or church and civic groups that provide support to youth activities

2. **THE DEPARTMENT SUPPORTS** activities and services provided by Boys and Girls Club of Chandler, YMCA, etc., through mentoring programs, training, and volunteer work, providing assistance whenever possible

C. PROGRAM EVALUATION

THE SCHOOL RESOURCES UNIT supervisor will complete an annual evaluation of all juvenile enforcement and prevention programs and forwarded through the chain of command to the Chief, including:

1. A quantitative and qualitative evaluation of the elements of each program

2. Recommendations for each program to function as is, be modified, or be discontinued

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-01 COMMUNITY RESOURCES SECTION**	
	Subject **300 Volunteer Program**	Effective **02/10/23**

Summary: This order establishes guidelines for the Volunteers In Policing (VIP) program.

A. POLICY

[45.1.2]

1. **VOLUNTEERS MAY BE ASSIGNED** to work in areas throughout the department as needed

2. **THE MISSION** of the VIP Program is to support members of the Chandler Police Department in providing police service and to promote community partnership

B. APPLICATION PROCESS

THE VOLUNTEER RECRUITMENT/APPLICATION PROCESS is as follows:

Rev

1. The prospective volunteer will:
   a. Submit volunteer application
   b. Interview upon satisfactory review of application by the Volunteer Coordinator and potential supervisor (when applicable)
   c. Complete all background requirements
   d. Complete and sign required forms
   e. Not be on parole or probation or have a felony warrant or serious misdemeanor conviction as these are automatic disqualifiers

2. Hiring Unit will process background investigation including:
   a. Background packet
   b. Fingerprints
   c. Identification photograph

3. The Volunteer Coordinator will:
   a. Evaluate the person's skills and recommend an appropriate assignment
   b. Assign the volunteer to a specific unit to be supervised by that unit's supervisor
   c. Submit ticket and required forms to City IT for addition to the Account Directory and city email and computer access
   d. Submit request for Terminal Operator Certification (TOC) as needed

4. Upon selection for a position, the volunteer will:

   a. Complete the appropriate paperwork (VIP Work Agreement, Volunteer Statement of Accountability, and Emergency Contact sheet)
   b. Receive a "Volunteers in Policing Handbook," photo identification, key fob, and a department-issued polo shirt
   c. Be given a tour of the department

New

d. Receive job-specific training
e. Attend Citizens' Police Academy within one year
f. Receive a volunteer number

C. REGULATIONS

ALL VOLUNTEERS within the department will have an opportunity to contribute to the overall quality of service to the community by adhering to the following regulations:

New

1. Minimum age is 18 years old, commit to one year of service and have a valid driver's license

2. Work assigned schedule unless ill or immediate supervisor has granted their absence

3. Attend orientation and training sessions as scheduled

4. Respect the function of the department's paid staff and contribute fully to maintaining a smooth working relationship between paid/volunteer staff

5. Complete assignments effectively and seek the assistance of immediate supervisor when necessary

6. Consult with supervisor and/or the volunteer coordinator before assuming any new responsibilities affecting the department

7. Respect and accept the department's rights to dismiss volunteers for such reasons as poor performance, poor attendance, unwillingness to accept directions, releasing secured information, or any other reason deemed appropriate by the Chief of Police or designee

8. Notify the volunteer coordinator and/or the designated supervisor in writing at least two weeks in advance of resignation or requesting a leave of absence surpassing one month

9. Exercise caution when acting on the department's behalf

10. May take personal breaks when reasonable and necessary

11. Not report for or be on duty while under the influence of alcohol or drugs. The odor of an alcoholic beverage shall be considered presumptive evidence.

12. Discuss rescheduling arrangements with supervisor when taking medications that may cause drowsiness or which in any way hampers normal work assignment

13. If a volunteer is at any time required to wear a uniform while providing services as a volunteer, the uniform shall be clearly distinguishable from that of a sworn officer

14. In the event of a natural disaster or citywide emergency, if available, volunteers should report to the Police Department for assignment or contact the volunteer coordinator to determine if services are needed

15. **REMEMBER**: Volunteers are not commissioned with sworn officer status

D. VOLUNTEERS' RESPONSIBILITIES

1. **POLICIES AND PROCEDURES:** Volunteers will become familiar and comply with departmental policies and procedures
2. **ASSIGNED DUTIES:**
   a. Volunteers will only perform assigned duties
   b. Volunteers will not access or release confidential information such as computer records or criminal history data other than in the performance of their assigned tasks
   c. If unable to complete a task or if absent for some reason, volunteers will notify their supervisors or the volunteer coordinator
3. **DRESS REGULATIONS:** Volunteers will comply with the clothing regulations for the non-uniformed employees of the unit to which they are assigned (see GO B-05 Uniform and Dress Regulations).
4. **IDENTIFICATION:** Each volunteer will be provided identification to be worn while in any department facility
   a. The identification will be surrendered at the conclusion of their service to the department
   b. If ID badge is lost or damaged, notify Volunteer Coordinator
   c. Volunteer Coordinator will report loss and coordinate replacement with PSS administrator

New

5. **TIMESHEETS:** Hours donated by volunteers must be accounted for on a monthly basis by reporting the hours each month to the Volunteer Coordinator

E. VOLUNTEER COORDINATOR'S RESPONSIBILITIES

THE VOLUNTEER COORDINATOR is responsible to the Police Operations Manager for the following functions:

1. Supervision of volunteers in designated programs (e.g., motorist assists, fingerprinters, etc.)
2. Coordination of all volunteer assignments
3. Maintenance of VIP records
4. Periodic review of all VIP-related material distributed by the department
5. Volunteer recruitment, development, training coordination, and retention

F. PROGRAM EVALUATION

THE VOLUNTEER COORDINATOR will submit monthly reports as required to:

1. City of Chandler via the online portal

2. The section commander to include the following:
   a The number of volunteers used
   b. The hours worked
   c. The tasks assigned
   d. Projected departmental savings
   e. Annual review of the overall effectiveness of the program

New

3. The immediate supervisor to include:
   a. Significant past, current, and upcoming events
   b. Personnel, program, and equipment issues
   c. Statistics on warrant compliance and hours donated monthly

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-01 COMMUNITY RESOURCES SECTION**	
	Subject **301 Motorist Assist Program**	Effective **02/14/22**

Summary: This policy provides guidelines for the use of Motorist Assist (MA), volunteers in aiding the citizens of Chandler with vehicular problems.

A. PROGRAM DESCRIPTION

1. **THE MOTORIST ASSIST PROGRAM IS STAFFED** by uniformed civilian volunteers who are trained to provide assistance to motorists who have encountered vehicular problems while driving

2. **MAs WILL WORK CLOSELY WITH SWORN** personnel and may assist at vehicular accident scenes, do traffic control, or perform other assigned duties for which they have been trained

3. **MAs WILL REMAIN SERVICE-ORIENTED** as opposed to enforcement-oriented

B. CHAIN OF COMMAND (ADVISORS)

1. **THE COMMUNITY RESOURCES SECTION** will select and train MAs

2. **CHAIN OF COMMAND** to accomplish program policy:

Rev

   a. Volunteer Coordinator: Oversees program (department position)
   b. Motorist Assist: Volunteer

C. TRAINING

1. **CLASSROOM TRAINING** includes:

   a. Approximately 40 hours classroom instruction and practical exercises
   b. Observation in the ride-along program with Patrol, Communications, Chandler Fire Department, another Motorist Assist, and Chandler City Courts observation

2. **FIELD TRAINING**

   a. The MA will be assigned to a Motorist Assist Field Trainer for a minimum of 50 hours of field training
   b. Further hands-on training will be required on a case-by-case scenario
   c. The MA will be exposed to as many of the following tasks as possible:

      1) Abandoned vehicle reports
      2) Citations for city parking violations
      3) Code 34 (abandoned vehicle) calls
      4) Bicycle registrations
      5) Found property calls
      6) Assist at accident scenes which must include traffic control/placement of cones
      7) Vehicle lockout

3. **THE MA MUST DEMONSTRATE PROFICIENCY** in the following areas to be released to solo status:

   a. A competent level in driving a motor vehicle in both stress and non-stress situations
   b. An exceptional ability to deal with the public
   c. A knowledge of and ability to apply Chandler Police Department general orders and policies and procedures as they relate to their duties
   d. A competent ability to utilize the MDC and portable radio

4. **THE VOLUNTEER COORDINATOR** will determine if the MA has successfully completed the field-training program after reviewing the daily evaluations and talking with the Field Trainer

Rev

D. RESPONSIBILITIES

1. **MAs WILL BE TRAINED** to handle the following calls:
   (Do not add to this list)

   a. Motorist assists
   b. Traffic control (Cannot direct traffic in an intersection)
   c. Missing person searches
   d. Found property
   e. Parking enforcement (Handicapped, fire zone, time limitations, abandoned vehicles)
   f. Bicycle registration
   g. Vehicle lockouts (See E.1)
   h. Vacation watch
   i. Construction site frequent patrol
   j. Public Facility Checks

2. **THE MAs WILL NOT:**

   a. Handle narcotics calls or found property calls where there is an indication that the property might be evidence of a crime
   b. Become actively involved in criminal investigation unless authorized by a sworn supervisor, but will assume the role of a good witness in any criminal activity observed and immediately report the activity to dispatch or a sworn officer
   c. Engage in any activity while on duty that would place them in the role of a sworn law enforcement officer and/or subject them to unreasonable and unnecessary hazards

3. **THE ON-DUTY SERGEANT** will supervise the MA during their tour of duty

4. **MAs MAY BE VOICE DISPATCHED** through Communications or may on-view an incident for which they are trained

E. REPORTING FORMS

1. **UNLOCKING VEHICLES:** MAs will ensure the “Lockout Waiver of Liability” form is completed necessary to unlock vehicles. Chandler Police Department will only unlock vehicles in circumstances when other alternatives have been attempted

Rev

F. SCHEDULING

2. **MAs WILL TURN IN A DAILY LOG SHEET** to the Volunteer Coordinator at the completion of each shift for program evaluation

Motorist assist will work a minimum of 16 hours per month

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-02 RESERVED**	
	Subject **100 Reserved**	Effective **12/19/14**

Summary: This order is reserved for future use. Chandler Police Assistance Board policy has been removed.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-03 BICYCLE LICENSING PROGRAM**	
	Subject **100 Procedures**	Effective **09/30/19**

Summary: This order describes the department's bicycle licensing program.

A. POLICY

1. **CHANDLER CITY CODE, CHAPTER 13**

   a. Encourages all persons operating or using a bicycle on city streets to obtain a license from the Police Department
   b. Does not require non-residents operating a bicycle within the city to have a city license
   c. Encourages all new and second-hand bicycle dealers to inform the purchasers of the provisions of Chapter 13.

2. **THE SUPPORT SERVICES SECTION MANAGER** has overall responsibility for the bicycle license program, exercised through the Records Unit

B. ACCOUNTING PROCEDURES

1. **THE FORMS CONTROL DESIGNEE** will maintain a minimum supply of 100 registration forms and licenses

2. **THE SUPERVISOR**

   a. Ensures the FCD reorders the registration forms and licenses when stock reaches the minimum
   b. Ensures all persons authorized to register bicycles receive instructions on the completion of the registration form

3. **RECORDS UNIT PERSONNEL**

   a. Log any registrations issued to officers
   b. Ensure licenses are issued in sequence
   c. Enter the registration information in RMS after running a "stolen" (10-29) check. If the bicycle is found to be stolen, request a call for service from Dispatch and provide the assigned officer with any additional information.

Rev

4. **DO NOT CHARGE OR COLLECT ANY FEES** for the purposes of registering bicycles

C. LICENSING PROCEDURE

1. **AT THE POLICE STATION:** The Records Unit will license and register bicycles within the police station

   a. Complete appropriate forms
   b. Check the serial number through ACIC/NCIC to determine if a stolen report exists on the bicycle. If the bicycle is stolen, request a call for service from Dispatch and provide the assigned officer with any additional information.
   c. Write "NEG" on the bottom of the registration form if the stolen check is negative

d. Place the license with the serial number engraved thereon on the bicycle's vertical frame support tube
e. Process bicycles with a defaced or altered serial number as stolen and follow appropriate steps

2. **CRIME PREVENTION OFFICERS** register bicycles through the Neighborhood Watch Program

3. **THE COMMUNITY RESOURCES SECTION AND THE FIELD OPERATIONS BIKE TEAM** will assist in licensing of bicycles by conducting licensing drives and bike rodeos as frequently as possible at locations such as school and parks following above procedures

4. **WEB SITE**

   a. Citizens may register bicycles via the department's web site
   b. Check serial number through ACIC/NCIC to determine if a stolen report exists on the bicycle. If stolen, request a call for service with Dispatch and provide the assigned officer with any additional information.
   c. If stolen check is negative, a records specialist will complete the bicycle registration form and then mail the following to the citizen:
      1) A copy of the registration form
      2) The license tag
      3) A copy of the electronic request

D. ENFORCEMENT PROCEDURES

Enforcement action taken on any bicycle violation is left to the discretion of the officer. These guidelines for enforcement are suggested:

1. **MINOR VIOLATIONS** (e.g., riding left of center, riding double, equipment violations): Written or verbal warnings

2. **SERIOUS VIOLATIONS** (e.g., stop signs): Traffic citation or written warning

3. **ACCIDENTS:** Enforcement actions appropriate to the violation

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-04 COLLEGE INTERN AND HIGH SCHOOL STUDENT PROGRAMS**	
	Subject **100 Guidelines**	Effective **10/26/16**

Summary: This order establishes guidelines for the implementation and operation of the College Intern and High School Career Education Programs.

A. POLICY

1. **STUDENT INTERN PROGRAM:** The Chandler Police Department may participate in a student intern program to provide professional practical experience to students interested in a career in law enforcement or the public sector. Students may request to participate from the following programs:

   a. The Arizona State University (ASU) School of Justice Studies
   b. The ASU School of Public Affairs
   c. Other colleges and universities who may request to participate
      1) Requests will be evaluated on an individual basis
      2) If accepted, all requirements of this order will be coordinated through the respective educational institution

2. **HIGH SCHOOL CAREER EDUCATION PROGRAM OPPORTUNITY:** City of Chandler high school students may gain practical experience and provide clerical support to the Police Department through this cooperative program

B. STUDENT INTERN PROGRAM

1. **GOAL:** To provide Criminal Justice and Public Administration students who are interested in a career in law enforcement or the public sector a structured program which will present a practical look at a law enforcement agency

2. **APPLICATION AND SELECTION REQUIREMENTS**

   a. Students must be junior, senior, or graduate level students in good standing
   b. Prior to application with the department, the students are required to meet with their school's internship coordinator for orientation into the student intern program
   c. Interested students will be required to submit an application, resume, and any other information that the department deems necessary to complete the selection process
   d. Students will be interviewed by supervisor(s) from the area to which they will be assigned
   e. Successful applicants for a student internship position must successfully complete a background investigation prior to being accepted into the program
   f. The Unit Supervisor will contact Community Outreach Coordinator (COC) after intern selection and prior to the start date

3. **PROGRAM ADMINISTRATION**

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   a. The Unit Supervisor or designee will coordinate the student internship and will supervise the intern
   b. The Unit Supervisor will maintain a liaison with internship coordinators representing the School of Justice Studies and the School of Public Affairs

C. INTERN STUDENT RESPONSIBILITIES

1. **BECOME FAMILIAR AND COMPLY** with departmental policies and procedures and applicable rules and regulations for temporary part-time employees

2. **ABIDE BY CLOTHING REGULATIONS** for non-uniformed employees

3. **COMPLETE AND RECORD THE REQUIRED HOURS** of service (128 hours for 3 credit hours or 256 hours for 6 credit hours)

4. **COMPLETE ANY REQUIRED PAPERS** and submit them for review prior to the conclusion of the internship

5. **WEAR THEIR DEPARTMENT IDENTIFICATION BADGE** at all times while working in police facilities. Interns will return their badge to the assigned supervisor at the conclusion of the internship

D. INTERN SUPERVISOR'S RESPONSIBILITIES

1. **AFTER RECEIVING COMMAND-LEVEL** approval for intern request, notify Community Outreach Coordinator
   a. Provide the Coordinator a copy of the intern selection list
   b. Acquire volunteer (V) number for intern from Coordinator
   c. Keep record of attendance, log hours, and send to Coordinator

2. **DEVELOP A LIST OF JOB RESPONSIBILITIES AND GOALS** including:

   a. Tasks
   b. Knowledge acquisition
   c. Performance assessment
   d. Personal/professional growth

3. **ADMINISTER** the program
   a. Review all applications and schedule prospective interns for an oral review
   b. Conduct the interview
   c. Process necessary paperwork for background investigation and LEJIS
   d. Process an identification badge for the intern

4. **MEET WITH INTERNSHIP COORDINATORS** from the university/college as required

5. **EVALUATE** interns on:

   a. Organization
   b. Attention to detail
   c. Attendance

d. Punctuality
e. Courtesy
f. Appearance
g. Mission accomplishment of the prescribed goals of the internship program

6. **REVIEW STUDENT PAPERS** to ensure that no sensitive or confidential information is included

7. **ASU-SPECIFIC REQUIREMENTS**
   a. Meet with internship coordinators from ASU as needed
   b. Review evaluation of the student intern prior to forwarding the evaluation to ASU

8. **COLLECT IDENTIFICATION BADGE** upon completion of the program

E. HIGH SCHOOL STUDENTS

The Chandler Police Department may participate in the education programs in conjunction with Chandler high schools. The Community Outreach Coordinator facilitates this program, which is designed to afford high school students an opportunity to work within a business atmosphere to gain practical experience and to provide clerical support to the Police Department.

1. **HIGH SCHOOL STUDENTS** may be assigned throughout the department

2. **APPLICANTS MUST SUCCESSFULLY COMPLETE** a background investigation prior to being accepted into the program

3 **THE DIVISION** to which the student is assigned will screen the student applicant

4. **THE BUREAU/PRECINCT/SECTION COMMANDER** or the designee to whom the student is assigned will determine and define the student's duties in a training agreement

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-05 PARK RANGERS**	
	Subject **100 Guidelines**	Effective: **02/14/22**

Summary

This order establishes policy and procedures for the operation of the Park Ranger Unit

A. POLICY

The Park Ranger Unit is committed to:

1. Supporting appropriate park activities and recreation through the enforcement of park rules and regulations and City Codes in a positive way

2. Reaching out to all park visitors with information and support that will enrich their recreational experience and provide a pleasant and safe park environment

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B. RANGER DUTIES AND RESPONSIBILITIES

Park rangers are unarmed, non-sworn members of the Police Department and are directly responsible to the Lead Park Ranger and Community Resources Lieutenant

1. **ALL PARK RANGERS** are responsible for:

    a. Maintaining a positive, professional demeanor and engage in positive public contacts
    b. Voice dispatched calls for service via Communications, self-dispatching using CAD, and on-view incidents using CAD or Communications
    c. Contacting Communications for officer assistance with emergency situations and combative or abusive individuals and suspicious activity
    d. Obtaining an offense report number when generating a call for service, gathering necessary investigative information and properly and timely completing the appropriate report forms
    e. Writing reports associated with minor criminal violations and designated violations in Chapters 11, 12, and 31 of the City Code, Title 28, and Uniform Fire Code (UFC) 10.205 as designated by the Chief of Police
    f. Maintaining constant and professional radio contact with Communications using the designated identifier of “Ranger” as a call sign
    g. Carrying and maintaining an assigned radio in good working order while on duty and responding to any radio or CAD call in a timely fashion

2. **RANGERS ASSIGNED TO PATROL PARKS** are responsible for:

    a. Enforcing park rules, regulations, and ordinances and city codes. Park rangers have the authority to ask anyone to leave the park, issue green City Violation stickers, or to issue citations in accordance with City Code 31-4

b. Providing security while patrolling city parks by vehicle, on foot, or on a bicycle; spending adequate time outside the vehicle, making contact with the public; and being visible and accessible to public requests
c. Monitoring and turning field lights on for sports activities when needed, locking or unlocking designated restrooms as necessary, and any additional duties assigned by Community Resources lieutenant or Lead Park Ranger
d. Verifying park and ball field reservations and required park users permit
e. Being proactive: Identifying ongoing or newly developing issues observed in the parks, notifying appropriate individuals or departments of the issue and completing appropriate park maintenance forms where applicable
f. Patrolling downtown parking garages
g. Assisting patrol as requested not limited to but may include:
    - Motorist assists
    - Traffic control (cannot direct traffic in an intersection)
    - Missing person searches
    - Found property (transportation of property only)
    - Parking enforcement (handicapped, fire lane)
    - Public facility checks
    - Vehicle lockouts: Park rangers will ensure "Lockout Waiver of Liability" form is completed necessary to unlock vehicles. The department only unlocks vehicles in circumstances when other alternatives have been attempted. Park rangers are the last option if a volunteer or Aide are in service. Lockouts at a residence will be at the discretion of the park ranger.

C. SUPERVISOR RESPONSIBILITIES

The Lead Park Ranger is in immediate charge, under the direction of the Community Resources lieutenant, of all park ranger functions. Supervision includes, but is not limited to the following:

1. Distributing and monitoring the workload
2. Ensuring the duties of the park rangers are completed
3. Supervising the training of new park ranger employees
4. Reviewing and checking the work of the rangers
5. Maintaining unit records
6. Assisting in establishing policies and procedures
7. Monitoring the park ranger fleet for proper maintenance
8. Providing weekly unit recaps to the Community Resources lieutenant
9. Documenting ranger performance and providing information to the Community Resources lieutenant
10. Monitoring and establishing training needs

Rev ***D. TRAINING PROGRAM***

1. **THE DEPARTMENT'S RANGER TRAINING PROGRAM (RTP)** provides newly hired park rangers instruction, direction, supervision, guidance and experience to develop good judgment, efficiency, and good habits of conduct and appearance. It serves as an evaluation period for the park ranger and aids in determining if the park ranger meets standards

2. **TRAINING CONSISTS OF FOUR PHASES**, each phase designed to present necessary material in an organized and consistent manner

a. Orientation Phase (one week)
b. Phase I (two weeks)
c. Phase II (two weeks)
d. Shadow/Familiarization Phase (one week)

3. **DEPARTMENT POLICY AND PROCEDURES,** City Codes, and Arizona Revised Statutes will be reinforced through exposure and calls for service giving actual experience with different types of incidents

4. **EVALUATION**

   a. The RTP provides a minimum number of weeks to ensure training issues are covered and sufficient time to document the park ranger's performance
   b. Extensions may be granted for each phase based on Field Training Ranger review and approval from Lead Park Ranger and/or the Community Resources lieutenant
   c. The Field Training Ranger will evaluate performance of the new park ranger and complete daily observation reports. These daily reports are to be used as a learning device and not as discipline

5. **ONGOING TRAINING:** Park rangers are required to complete a basic training program when hired and documented refresher training each year on ethics, bias issues, annual civilian training (ACT), response to person in crisis, and all hazard training
   a. In addition, park rangers will complete initial training on:
      - Self-defense
      - Use of force policy
      - RMS
      - Customer Service and Communication
      - Driving
   b. BI-ANNUALLY**:**
      - Defensive Driving
      - Defensive Tactics (Oleoresin Capsicum (OC) recert required)
      - CPR certification
      - TOC certification

E. MONTHLY REPORT

The Lead Park Ranger will compile monthly statistics of all park ranger activity, including any special projects and programs instituted by the park rangers and forward those to the Community Resources Lieutenant

F. PARK RANGER VEHICLE

In addition to complying with all policies governing the use of department vehicles in General Order B17 Use of Department Vehicles, the following additional guidelines apply to use of the Park Ranger vehicles:

1. **AUTHORIZATION, CONDITION, AND LIMITATIONS**

   a. City vehicles assigned for use by the uniformed park rangers are used for patrolling the city parks and other areas as designated by command personnel
   b. Minors will not be allowed to ride in the bed of the vehicle

2. **QUALIFICATIONS AND TRAINING:** Defensive driving training is required of all rangers every two years. Rangers are responsible for appropriate use of their vehicles and its equipment

3. **RESPONSIBILITY FOR THE VEHICLE:** Park Rangers are responsible for:
   a. Inspecting their vehicles prior to operating them to ensure that all equipment is in operating order
   b. Ensuring periodic maintenance is performed at the indicated mileage in the vehicle
   c. Completing a vehicle checklist located on PDInfo on assigned vehicle by the first week of each month

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4. **EQUIPMENT**

   a. Rangers will carry radios and OC spray on their person at all times. Body armor and flashlight(s) are not mandatory to wear but will be readily available in their vehicles as well as applicable paperwork and forms
   b. Park Ranger vehicles will be equipped with top lights, spotlight, and communication equipment (MDC and radio)

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-11 CRIME PREVENTION UNIT**	
	Subject **100 Organization and Responsibilities**	Effective **12/01/11**

Summary: This order describes the organization and responsibilities of the Crime Prevention Unit.

A. PHILOSOPHY

The Chandler Police Department is primarily concerned with the safety of its citizens, both personal and property. From this concern, this section has been developed to take proactive measures to prevent crime though problem identification and educating the public on crime prevention strategies.

B. POLICY

1. **TO MAXIMIZE THE CITIZEN'S CRIME PREVENTION EFFORTS**, Chandler Police Department will encourage and assist in developing and implementing community-based policing programs

2. **THE GOAL OF THE CRIME PREVENTION UNIT** is to provide the services and education necessary to address the problems of crime and their underlying causation related to awareness

C. ORGANIZATION

[45.2.1]

Rev

THE COMMUNITY RESOURCES AND TRAINING SECTION LIEUTENANT is responsible to the Chandler Heights Field Operations Division commander for the following:

1. **MANAGEMENT AND ADMINISTRATIVE FUNCTIONS**

   a. Establish goals and objectives
   b. Prepare operational and capital requests
   c. Prepare written recommendations regarding personnel resources
   d. Prepare annual budget for division
   e. Administer section budget
   f. Develop and oversee the community policing programs
   g. Develop and improve community relations policies, practices, and programs for the department
   h. Convey relevant information received from citizens' organizations to the affected areas of the department

2. **OFFICERS**

Rev

   a. Crime Prevention Supervisor and Officers
   b. Housing Officer
   c. Police Explorer Advisor

D. DISPLAY VEHICLE

[41.1.4]

In addition to complying with all policies governing the use of department vehicles in General Order B17 Use of Department Vehicles, the following guidelines apply to use of the CPD display vehicle:

1. **THE CRIME PREVENTION UNIT SUPERVISOR IS ACCOUNTABLE** for all aspects of administration of the display vehicle program

2. **PURPOSE:** This vehicle is intended to be a display vehicle to draw positive attention to the vehicle and the department

3. **AUTHORIZATION FOR USE:** The Crime Prevention Unit supervisor will approve all requests for display

    a. Any authorized police employee briefed in the operation of the display vehicle may operate the vehicle
    b. Upon authorization, the employee will check out the display vehicle on the log maintained by the Crime Prevention Unit supervisor
    c. Appropriate uses include static display at police functions and mobile display at parades. Other requests will be considered on a case-by-case basis.

4. **OPERATING THE DISPLAY VEHICLE:** Only operate the vehicle while equipped with all mechanical devices necessary for safe operation and accompanied with the following items to be used for static display:

    a. A sign detailing the sponsorships and history of the vehicle
    b. Barrier rope and necessary supports to use when appropriate to ensure the integrity of the vehicle's appearance
    c. Racing or obvious exhibitions of speed are not allowed
    d. While on display, it is preferred that the display vehicle be accompanied by a uniformed Chandler police officer or authorized department representative

5. **MAINTENANCE:** The Crime Prevention Unit supervisor will assign a Chandler police officer to maintain the display vehicle in driving condition and maintain the sponsorships for the program

6. **METHODS OF TRANSPORTATION**

    a. Within City limits: May drive to these events
    b. Outside City limits: Considered on a case-by-case basis and may require proper trailering as determined by the authorizing supervisor
    c. Do not drive on highways due to vehicle gearing issues

7. **STORAGE:** Store in an enclosed facility at the location approved by the Crime Prevention supervisor

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-11 CRIME PREVENTION**	
	Subject **200 ESO Tracker Device Program**	Effective **04/24/15**

Summary: This policy describes the process for the use of the Electronic Stake Out (ESO) tracker device.

A. POLICY

The Chandler Police Department ESO Tracker Program is intended for use in business, residence, or any other venue where concern for theft of currency or property exists

B. DEFINITIONS

ESO: The Electronic Stake Out (ESO) tracker is a GPS enabled tracker system that aids in the recovery of stolen money/property and apprehension of the involved suspects

459T: Designated incident type following an ESO activation

TAG: Code for ESO device

3SI WEBSITE: Website which provides ESO tracker information

MOBILE TAG: Response to a mobile ESO activation

STATIONARY TAG: Response to a stationary active ESO activation

CELL PHONE NOTIFICATION: Designated department cell phones that have been programed to alert to an ESO activation

ESO SUPPORT: For technical device questions or assistance during an activation, 3SI Security Systems can be contacted directly 24 hours/7 days a week at (888) 374-8722

C. ADDITIONAL ITEMS

THE ESO DEVICE TRACKERS are not designated as 211T's, which are exclusively used for banks

D. MAINTENANCE

1. **EACH CRIME PREVENTION OFFICER IS ASSIGNED** and maintains ESO Tracker Devices

2. **THE COMMUNITY RESOURCES SUPERVISOR WILL:**
   a. Be the overall project ESO Tracker Device coordinator
   b. Conduct quarterly inspections and audits of the devices to ensure they are in working condition and accounted for
   c. Retain records in accordance with state retention guidelines

E. TRAINING

1. **ANY PERSONNEL WHO USES AN ESO TRACKER DEVICE** must first be trained by the Community Resources supervisor or designee

2. **OFFICERS MUST COMPLETE CLASSROOM** instruction along with a simulated field test of the ESO tracker device prior to being allowed to check out and deploy a device

3. **ALL ESO TRAINING RECORDS** are maintained by the Community Resources supervisor and a copy forwarded to the Training Coordinator for the employee's training file

F. DEPLOYMENT

1. **THE USE OF THE ESO TRACKER DEVICE** must be authorized by the precinct commander or designee

2. **PRIOR TO THE DEPLOYMENT,** the assigned Crime Prevention Officer (CPO):
   a. Ensures each tracker is accurately listed and the location is logged on the 3SI website to provide location accountability
   b. Updates the 3SI database if the device is moved
   c. Notifies dispatch and patrol of the location and details of the ESO tracker device deployment
   d. Logs the date, time, serial number, location of deployment, the dispatcher's name/employee number and method notifying patrol
   e. Retains the handheld trackers at their desk at all times

3. **MOBILE ACTIVATION SINGLE DEVICE:**
   a. **Responding Officers**
      1) One officer should respond to the business or location where the ESO tracker device was deployed
      2) Obtain additional information and broadcast to other responding units as necessary

   b. **Additional Responding Units**
      1) Respond to the area described by dispatch, attempt to locate the device, and identify the suspect vehicle
      2) If the suspect and/or vehicle are identified, follow the device providing information on locate, direction of travel, suspect's description, and suspect vehicle information
      3) Request CIB to respond in UC vehicles if necessary
      4) Conduct a stop on the suspect or suspects' vehicle and take suspects into custody when appropriate. Pursuit Driving policy governs any decision to become involved in vehicle pursuits.
      5) Use the handheld detector to locate the device if necessary. Deactivate device by turning it off.

   c. **Supervisor**
      If multiple devices are taken and become separated during the event, ensure officers are assigned to each device if enough are available. Use additional talk groups to keep track of the separate devices if possible.

4. **MOBILE DEVICE BECOMES STATIONARY: Officers**
   a. Continue attempts to locate the device if the device becomes stationary prior to locating the suspects
   b. At the direction of the on scene officer or supervisor
      1) Establish a perimeter around the last know location
      2) Form a search team for the device; utilize the handheld detectors
      3) Provide a cover officer to assist the tracking officer during the search
   c. Follow barricade subject procedures depending on signal location. A warrant may be needed to continue.

5. **LOST SIGNAL:**
   a. Signal may be lost for the same reason a cell phone signal is lost (underground or inside a major structure, etc.)
   b. Make attempts to locate the device
   c. Set a perimeter using the handheld detector and have a search team search the last know area where the device was active

6. **DEVICE LEAVES THE CITY:** On scene supervisor determines whether patrol officer continues the search. Consider several factors including but not limited to, location and speed, likelihood of patrol finding the device, and the availability of detectives or other special police units.

G. ARRESTS/BOOKINGS

1. Primary officer dispatched to the 459T call is the case agent and investigates the case to include interviews, bookings, etc.
2. Investigating officer sends an email request to the precinct CPO and requests a copy of the ESO tracker device log, which must be turned into records

H. RECOVERING/RETURNING

1. The patrol case officer photographs all ESO tracker devices with the equipment and immediately return them to the CPO's desk area
2. If a handheld unit is used, immediately return it to CPO's desk area at the station it was taken from

I. LOST ESO TRACKER DEVICES

If an ESO tracker device is lost, the primary officer writes a general offense report and emails the appropriate precinct CPO and Community Resources Supervisor with the report number and a brief synopsis of what occurred prior to the end of the officer's shift

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-11 CRIME PREVENTION**	
	Subject **300 Housing Officer**	Effective **02/14/22**

Summary: This order establishes policy and procedures for housing officer operations.

A. POLICY

1. **THE HOUSING OFFICER SUPPORTS** a safe and pleasant living environment by enforcing the Arizona Revised Statutes and the Rules and Regulations of the Chandler Housing Authority

2. **THE HOUSING OFFICER REACHES OUT** to all housing residents with information and support to enrich their experience as a resident of the Chandler Housing Authority

B. DUTIES AND RESPONSIBILITIES

THE HOUSING OFFICER SUPPORTS THE CHANDLER HOUSING AUTHORITY as follows:

1. Serves eviction notices and assists housing specialists in court on eviction matters

2. Provides Housing Administration with police reports pertaining to the tenant's criminal activity and the criminal activity of their guests while on the property, as stipulated in the Housing Authority's residential contracts

3 Performs criminal background checks on applicants requesting housing assistance in accordance with 42 United States Code Section 1437d

4. Conducts civil dispute investigations and coordinates resolutions with tenants as requested by the Housing Authority

5. Conducts criminal investigations and takes the appropriate actions as outlined in General Orders and patrol policies

6. Enforces parking violations and follows the appropriate procedures in accordance with housing regulations and/or state law

7. Attends and participates in monthly Housing Advisory meetings

8. Conducts daily patrols of the apartment complexes and conducts inspections of the individual houses as requested by the Housing Authority

9. Maintains a professional demeanor and engages in positive contacts with residents when the opportunities present themselves

10. Documents all citizen contacts during the course of an investigation and properly completes the appropriate reporting form

11. Provides supervisor with monthly recap of activities including training, meetings, and civic activities

12. Assist Field Operations and Criminal Investigations with follow-up investigations as needed or requested

C. SUPERVISOR RESPONSIBILITIES

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A FIELD OPERATIONS SUPERVISOR:

1. **SUPERVISES THE HOUSING OFFICER** and is in immediate charge of all housing officer functions (e.g., training, scheduled meetings, work schedules, and recruitment

2. **PROVIDE AN ANNUAL REVIEW AND EVALUATION** of all enforcement and prevention activity performed by the housing officer, to include observations made by Housing Administration and statistical data collected through housing enforcement efforts

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **C-11 POLICE CADET PROGRAM**	
	Subject **400 Guidelines**	Effective **02/14/22**

Summary: This order defines the objectives, goals, and scope of the Police Cadet Program.

A. PROGRAM DESCRIPTION

The Police Cadet Program provides a learning atmosphere for young adults 14 to 20 years of age while engaged in public relations and crime prevention activities with members of the Chandler Police Department

B. DUTIES

[16.4.1]

GENERALLY, CADETS WILL:

1. License bicycles
2. Assist with crowds and traffic control at parades, festivals, and special activities
3. Participate as a color guard at public and civic functions
4. Assist police personnel with their assigned job functions
5. Participate as observers in a ride-along program with Chandler police officers, dispatchers and other police employees
6. Participate in training exercises with police employees
7. Assist in crime prevention and citizen awareness programs
8. Assist in door-to-door search operations for missing persons
9. Participate in community-based events and community projects

C. ADVISOR

1. **SELECTION:** Selected through the specialty selection process

2. **RESPONSIBILITIES**

   a. Submit monthly reports of Cadet activities through the chain of command to the Division commander
   b. Accountable to the Training Unit supervisor for the following:
      1) Coordinating all activities
      2) Maintaining an accurate list of the names, addresses, and phone numbers of the Cadet members
      3) Compiling activity records at the end of each month with detailed records of each individual and the entire Cadet program
      4) Conducting investigations of Cadet policy and general order violations involving Cadets with approval of the Community Resources sergeant
      5) Promoting a safe and ethical environment
      6) Ensuring that Cadets are properly trained and/or supervised for any assignments that they may be given; i.e. supervisor, training officer, bike officer, etc.
      7) Coordinating through the chain of command that needed Cadet personnel are available for special functions
      8) Working closely with the City of Chandler Accounting Office to maintain accurate financial records for all Cadet accounts and

Rev

expenditures. Maintaining Cadet account receipts and submitting monthly in accordance with City of Chandler Rules.

9) Coordinating and implementing yearly community-based projects involving the Chandler Police Cadets. Projects of consideration may be, but are not limited to, community / neighborhood clean-ups, assisting the elderly with home improvements, or any community-based volunteer work allowing for the interaction of Cadets with the community.

D. ASSOCIATE ADVISOR

RESPONSIBILITIES of the Associate Advisor include:

1. Assist the Advisor in weekly or monthly activities
2. Manage weekly meetings during the absence or unavailability of the Advisor
3. Assist in coordinating training events
4. Assist with programs and functions
5. Travel with the cadets as a chaperone for events and competitions
6. Promote a safe and ethical environment

E. PROCEDURES

[16.4.1] [16.4.3]

Rev

1. **THE CADET ADVISOR** will make appointments to the program upon approval of the Training Unit supervisor

2. **ALL CADETS WILL SATISFY THE FOLLOWING MINIMUM** qualifications set by this department

   a. Citizen of the United States
   b. Free of any physical defects that would cause injury to that Cadet or jeopardize others
   c. Pass background investigation attesting to good moral character
   d. Not convicted of a felony in this state, or of any offense that would be a felony if committed in this state, or convicted of an offense involving moral turpitude
   e. Attending school or employed full time, except summer vacations
   f. If in school, maintain a grade of C or better in all classes. The Advisor may allow for exceptions if the GPA is 2.0 or better, or if extenuating circumstances exist.

3. **CADET CLASSIFICATIONS/STAFF RANKS:** The Advisor will assign Cadets to classifications and staff ranks (sergeant, lieutenant, captain) based on each Cadet's training and abilities with the authorization of their chain of command and the Community Resources supervisor

   a. Applicant
   b. Recruit
   c. Probationary Cadet
   d. Cadet
   e. Senior Cadet
   f. Sergeant
   g. Lieutenant
   h. Captain

4. **REQUIRED ATTENDANCE:** Cadets must attend regularly scheduled meetings and special details. If unable to attend, Cadets must advise the designated Advisor prior to the meeting time and give the reason for their absence.

5. **CADETS ARE CONSIDERED ON DUTY** when engaged in an assignment or a tour of duty as assigned by the Field Operations shift sergeant or other competent authority

6. **CADET AUTHORITY: Cadets do not have peace officer authority** and shall not attempt to exercise any such authority or give the appearance of having such authority

7. **SPECIAL REGULATIONS**

   a. **Firearm:** Cadets will not carry a firearm on any police department property, department facility, or while participating in an assigned activity or event
   **Cadets may only possess a firearm during training exercises as approved by the Advisor and Community Resources supervisor
   b. **Police Action:** Cadets will only take police action under the direct supervision of a police officer, and never while off duty
   c. **Identification Cards/Badges:** Cadets may carry their identification card while off duty and will only display it when requested by any police officer or employee. Badges will not be carried off duty.
   d. **Wearing Uniform**
      1) Cadets will not wear their regulation uniform in full or in part except at functions authorized by the Advisor
      2) The authorized Cadet uniform(s) will be clearly distinguishable from that of a sworn Chandler officer
      3) Cadets will not participate in any police function in civilian clothes without prior approval of the Advisor, Community Resources supervisor or ranking on-duty patrol supervisor
   e. **Manual:** Cadets will adhere to the policies and procedures set forth in their issued manual
   f. **Resignation Procedures:** Upon resignation, Cadet personnel will immediately notify the Advisor in writing and return all issued equipment
   g. **Supervision:** Cadets are subject to supervision from any police officer or employee of the Chandler Police Department

F. VEHICLES

CADETS WILL COMPLY WITH ALL POLICIES governing the use of department vehicles in General Order B17 Use of Department Vehicles. **Police Cadets will not operate City-owned vehicles without prior approval of the advisor or advisor's chain of command and must be 18 years of age and in possession of a valid Arizona Driver's License.**

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A. PURPOSE

[16.2.1]

The Criminal Investigations Bureau (CIB) provides specialized investigative skills, and when appropriate, proactive techniques to aid in the solving of major crimes. CIB also provides assistance to the victims of crime throughout the criminal justice process.

B. ORGANIZATIONAL STRUCTURE

CIB PERSONNEL ARE ORGANIZED into the following specialty areas:

1. **PERSONS CRIMES INVESTIGATIONS**
   a. **Robbery/Homicide Unit -** investigates crimes against persons, such as homicide, robbery, and aggravated assaults
   b. **Special Victims/Sex Crimes Unit -** investigates crimes against persons, such as sexually-motivated crimes against adults, children, and the elderly
   c. **Special Victims/Family Crimes Unit -** investigates domestic violence, child and elder abuse, runaway and missing persons
   d. **Victim Services Unit -** provides assistance to victims of crime as their liaison throughout the criminal justice process

2. **PROPERTY CRIMES INVESTIGATIONS**
   a. **Property Crimes Units** – Investigates crimes against property, such as burglary, felony theft, motor vehicle theft, and pawnshop violations
   b. **Financial Crimes Unit** – Investigates fraudulent schemes, fraudulent schemes involving crypto-currency, identity theft, embezzlement, credit card frauds, forgery, counterfeiting, and financially motivated unlawful disclosure of images involving adult victims
   c. **Computer Crimes Unit –** Completes digital media forensic examinations in support of criminal cases and investigates cybercrimes that occur in an online environment

3. **SPECIAL INVESTIGATIONS**
   a. **Narcotics Unit –** Investigates drug activity including the use and sales of illegal drugs. The unit also investigates organized crime as defined by statute including drug operations and other racketeering offenses. Narcotics task force officers are assigned to this unit. The unit is responsible for the seizure and forfeiture of property and assets from criminal proceedings.
   b. **Human Trafficking Unit** – Detects, investigates, and rescues juvenile and adult victims of human trafficking
   c. **Gang Enforcement Unit –** Investigates all crimes related to criminal street gang activity; conducts enhanced enforcement and suppression operations of identified criminal street gangs, disseminates information pertaining to gangs and gang activity

d. **Criminal Intelligence Unit –** Facilitates the gathering, analyzing, and dissemination of criminal intelligence and counter terrorism information obtained on behalf of/or by employees in conformance with 28 CFR Part 23. Unit personnel serve as the primary liaison to several federal, state, and local task forces. CIU takes the primary investigative role on cases involving threats of terrorism, bomb threats, and critical infrastructure.

New

4. **SPECIAL OPERATIONS**

a. **The K-9 Unit** – Acts as back-up units and assists with building searches, tracking, narcotics, and bomb detection
b. **Detention Services Unit** – Protects the public by securely detaining persons, provides decent humane care for those detained, assists with preparing paperwork and transporting detainees to and from county and city detention areas to City Court and/or Maricopa County jails for in-processing
c. **SWAT** – Specially trained for and utilized in exceptional instances when other than standard police procedures and weapons are required, during unusual occurrences when a significant police presence is warranted, and any situation involving a high potential for violence such as taking of hostages, barricading of armed suspects, sniper attacks, riots
d. **UASI/Homeland Security**
e. **PD EOC Coordinator**

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-01 CRIMINAL INVESTIGATIONS BUREAU**	
	Subject **200 General Operating Procedures**	Effective **02/14/22**

Summary This order establishes general procedures for Criminal Investigations Bureau (CIB) operations.

A. WORK SCHEDULES

1. The commander determines overall schedule
2. Supervisors ensure 24-hour-a-day availability

B. CIB CALL-OUT

1. **THE COMMANDER** provides to Field Operations and Communications a list of CIB supervisors and their responsibilities

2. **UNIT SUPERVISOR**

   a. Provides call-out list of one detective for off-duty hours to the CIB commander
   b. Notify the appropriate CIB lieutenant of these investigations when CIB will assume the investigation
   c. Will be notified by on-scene Field Operations lieutenant/sergeant of the following investigations and assign a detective to assume the **initial** investigation:

Table 1. **Incidents Requiring CIB Call Out for Initial Investigation**

• Aggravated assault - life threatening injuries • Child or infant death • Arson (involving crimes of homicide, assault, or burglary) • Armed Robbery with Suspects • Bank Robbery • Extortion • Homicide (Death)	• Kidnapping • Missing persons (suspicious) • ******Officer seriously injured or killed by suspect (resulting from a non-motor vehicle accident) • ******Officer-involved shooting • ******Prisoner (City) seriously injured or killed • Suicide • Suspicious unattended deaths
****In addition, immediately notify the on-duty legal advisor of these investigations**	

   d. Will be notified by on-scene Field Operations lieutenant/sergeant to determine the appropriate CIB response

Table 2. **Incidents Requiring CIB Notification to Determine Appropriate Response**

• Child abuse, serious physical injury or hospitalization • Child molestation • Commercial armed robbery • Armed robbery with workable leads • Domestic Violence, serious physical injury or strangulation	• Forgery/Fraud/Identity Theft • Sexual assault • Any large or prolonged investigation that would strain patrol resources

3. **CALL-OUT PROCEDURES**

   a. Scene commander contacts appropriate CIB unit supervisor
   b. CIB unit supervisor determines response
   c. If CIB unit supervisor cannot be contacted, contact CIB lieutenant
   d. If CIB lieutenant cannot be contacted, highest-ranking on-duty patrol supervisor can contact CIB detective directly

C. RADIO PROCEDURES

DURING RADIO CONVERSATIONS, DO NOT USE:

1. An informant or suspect's name
2. Location of any surveillance, except in an emergency
3. Location of search warrant when detectives are en route (Inform assisting agencies and Communications by telephone prior to service)
4. Reference to special use vehicle or equipment
5. Names of investigators (Use badge numbers, not names, when referring to or conversing with other investigators on the radio)

D. CIB VEHICLE USE

1. **TAKE-HOME AUTHORIZATION:** On call supervisors and detectives and units authorized by the CIB commander with the approval of the division assistant chief may be assigned take-home vehicles

   a. Use for department business only
   b. Park and secure at a location approved by the supervisor
   c. Do not leave weapons, ammunition, less lethal devices, ballistic armor/helmet, police identification, badge, and portable police radios in the vehicle unsecured. Secure all firearms in department issued lockboxes. (See GO E02-100)
   d. Personnel assigned to CIB not authorized a take-home vehicle may, when authorized, drive their assigned city vehicle to one of the three police stations where they may park and secure it

2. **INVESTIGATORS** are responsible for maintenance, service, and cleanliness of the vehicles during the course of their shifts

3. **CIB UNIT SUPERVISORS** will:

   a. Periodically inspect their unit's vehicles
   b. Arrange for a replacement if the vehicle is unavailable

4. **ALL EMPLOYEES** will follow the provisions of B-17 Department Vehicles in addition to these requirements

E. EMERGENCY LIGHTS

ALL CIB VEHICLES ARE EQUIPPED with emergency red/blue lights and authorized for use in investigative stops

1. Use an authorized emergency vehicle for planned traffic and investigative stops

2. Unmarked detective vehicles may use emergency lights to alert a person or motorist of police presence and for voluntary compliance for investigative traffic stops

3. Must make traffic stops in a location that does not interfere with the flow of traffic and should move vehicles from any traffic lanes as soon as possible.

***Remember, this vehicle is not designated as an authorized emergency vehicle and will not engage in pursuits or emergency driving**

F. UNDERCOVER LICENSE PLATES

1. **AVAILABILITY:** Undercover Arizona license plates may be obtained for vehicles assigned to CIB when the need is justified

2. **OBTAINING OR RENEWING**

   a. Submit an MVD application for a fictitious title
   b. Request a fictitious registration on department letterhead addressed to the Assistant Director, Motor Vehicle Division, Phoenix
   c. Notify DPS of the application

3. **RELINQUISHMENT:** When undercover plates no longer serve a useful purpose, turn them in to a CIB lieutenant or his representative

4. **CONFIDENTIALITY:** All undercover vehicles and associated undercover license plates are considered confidential

G. UNDERCOVER IDENTIFICATION

1. **DETECTIVE** will submit request to CIB commander:

   a. Name, DOB, current Arizona driver's license number
   b. Name in which identification is requested
   c. State of issuance requested

2. **CIB COMMANDER**

   a. Submit a letter of authorization to the Chief of Investigations at MVD/OSI
   b. Request a fictitious Social Security Number

3. **CIB OPERATIONS SUPPORT SUPERVISOR** maintains current file of undercover identification used by detectives

4. **EACH DETECTIVE IS RESPONSIBLE** to return undercover identification to the commander on expiration or end of tour in CIB

H. ALCOHOL CONSUMPTION ON DUTY

1. **AUTHORIZATION:** Permitted only during an authorized Police Department investigation with prior approval of the responsible supervisor (Refer to General Order, "Code of Conduct")

2. **LIMITATIONS:** Limit is a total of two drinks "consumed" per ten-hour shift

3. **DOCUMENTATION**

   a. Detective's Monthly Accounting Sheet: Record number of drinks purchased
   b. Case report: Record number of drinks consumed

4. **ADMINISTRATIVE CONSIDERATIONS: Supervisors**

   a. Routinely include face-to-face inspection at the end of each shift
   b. Consider PBT tests as a training and inspection method
   c. Inform detectives authorized to consume alcoholic beverages on duty they are subject to a PBT test with any administrative inspection or investigation
   d. Initiate an administrative blood test to establish the detective's blood-alcohol level if the detective is involved in any situation where the degree of impairment is likely to become an issue (vehicle accident, shooting, etc.)
   e. Ensure the employee does not drive after consuming any amount of alcohol whenever possible, and in all cases where the drink limit has been exceeded

I. PROPERTY DAMAGE

For damage to property **not owned by the city** during enforcement activity by department personnel, proceed as follows:

1. **EMPLOYEE CAUSING DAMAGE**

   a. Forward the following information to your supervisor:
      1) Name, address, and telephone number of property owner
      2) Detailed description of damage and reason for incident
      3) Involvement of property owner in the incident
      4) Indication of the property owner if a rental and the person paying the rent
      5) Estimated cost of repair
      6) Manner in which the house was secured and/or the name of the responsible party left in charge
      7) Photographs of damage
   b. Complete offense report with details of incident

2. **SUPERVISOR**

   a. Investigate incident
      1) Determine what circumstances caused damage
      2) Determine if actions taken were appropriate
   b. Complete City of Chandler Incident Report and forward investigation results to the division commander
   c. Forward copy of report and investigation to Risk Management
   d. Notify the Legal Advisor
      1) Immediately if security of the premises is an issue
      2) In all other situations, within 24 hours of the incident

J. INTERVIEWS AND POLYGRAPH EXAMINATIONS

[42.2.6]

1. **TIMING OF INTERVIEWS**

   a. When necessary, obtain witness and suspect statements as soon as possible after a report is received
   b. If the investigator conducts the initial investigation, interview witnesses when practical and obtain statements from suspect(s) as soon as possible after apprehension

2. **CIB INTERVIEW ROOMS:** When possible, suspects should be interviewed in CIB interview rooms where interviews can be documented through audio and video media

   a. While in police custody, suspects will be monitored at all times to avoid officer and suspect injury and possible escape
   b. Suspects should be searched for any contraband or item, which could be utilized as a weapon prior to being placed into the interview room. The suspect's personal items will be removed and placed into a secured property locker outside of the interview rooms.
   c. Officers are encouraged to secure their weapons prior to conducting an interview with a suspect. Weapons may be secured in the weapon retention boxes located outside of the monitor room.
   d. Interviews conducted in the CIB interview rooms must be monitored by other police personnel in case an emergency arises
   e. Only the interviewing officer should be in the interview room during an interview unless authorized by a supervisor
   f. Suspects shall be afforded the use of the restroom (located adjacent to the interview rooms) when needed
   g. The only equipment maintained in the interview room is a chair for each person in the room

3. **DOCUMENTATION**

   a. Accurately document both witnesses and suspects
   b. Proofread report to avoid any error that may later jeopardize prosecution of the case
   c. Always record suspect statements in their entirety no matter how unimportant they may seem at the time
   (*Often, these types of recorded comments are helpful in disputing defense testimony and will provide a basis for finding deceptive statements during a polygraph examination*)

4. **POLYGRAPH EXAMINATION:** Notify the CIB commander to arrange for the polygraph. See General Order D-37.100 Polygraph for guidelines.

K. UNLAWFUL FLIGHT WARRANTS

1. **PROVIDE EVIDENCE** suspect has left Arizona

2. **FORWARD ALL AVAILABLE INFORMATION** to the Maricopa County Sheriff's Office (MCSO), i.e., physical description of suspect, present location, and how relevant information was obtained

3. **REQUEST WARRANT** with extradition authorized for relevant crime

4. **CONTACT THE MCSO WARRANT DETAIL**

   a. They will provide certified copies of the local complaint and warrant to the County Attorney's Office
   b. The County Attorney's Office will prepare a letter requesting an "unlawful flight to avoid prosecution" warrant and forward the letter and all information to the US Attorney

L. POLICE ARMOR, JACKETS, WINDBREAKERS, T-SHIRTS, AND UNIFORM

[41.3.6]

THE QUARTERMASTER WILL ISSUE blue windbreakers or T-shirts to be worn with body armor or outer vest carriers marked with the words "Police" to each detective. When conducting pre-planned high-risk operations, all detectives mush wear appropriate clothing clearly identifying them as law enforcement officers. At a minimum, detectives must wear body armor with a shirt, jacket, or outer vest carrier with the word “Police” clearly visible from the rear along with other law enforcement insignia, e.g. badges, clearly visible from the front:

1. Detectives will wear these items **during PRE-PLANNED HIGH-RISK** operations including, but not limited to:

    a. Serving a search warrant
    b. Buy busts
    c. Reversals
    d. Any situation where being identified as a police officer would enhance the ability to perform official duties

2. **ACCOUNTABILITY**

    a. **Each detective is responsible** to know when required to wear a protective vest
    b. When Field Operations personnel augment CIB personnel or SWAT personnel, **the operation supervisor** will ensure personnel are in compliance with requirements

3. **WEAR VESTS UNTIL** the risk of danger is eliminated and then keep them immediately available

4. **EACH DETECTIVE IS RESPONSIBLE** for the care, maintenance, and safekeeping of the or vest, windbreaker, or T-shirt, and at least **one set of issued patrol uniforms**

    a. Keep these items where they are readily available for any of the above listed conditions
    b. Wear only for official business
    c. Return the vest carrier and T-shirt to the unit supervisor on leaving CIB. You may keep the windbreaker until you leave the department.

M. PERSONAL EQUIPMENT

HAVE THE FOLLOWING ITEMS READILY AVAILABLE

1. Weapons
2. Note pads
3. Flashlight
4. List of current telephone numbers and addresses of hospitals, referral services, and the Office of the Medical Examiner
5. Audio recorders
6. Bulletproof vests
7. Less lethal devices as needed
8. Body Worn Camera (BWC)

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N. GENERAL DUTIES

1. **STREET RESPONSIBILITIES**

   a. Keep portable radio with you tuned to the primary CIB frequency unless situations dictate otherwise
   b. Respond when investigators are needed if closest investigator to the area. Advise Communications when on scene.
   c. Inform immediate supervisor of case activities and any of the following situations:
      1) Unusual activity
      2) Irate citizens
      3) Any other situation of which the supervisor should be informed
      4) Any needed maintenance or repairs to the assigned vehicle or equipment
   d. Be responsible for the timely disposition of evidence items placed into Property

2. **STAFF RESPONSIBILITIES**

   All investigators will attend scheduled section meetings unless excused by the appropriate CIB commander

O. CIB SURVEILLANCE EQUIPMENT

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The Technical Support detective is responsible for surveillance equipment and will ensure personnel in the Criminal Investigations Bureau are trained in the use of the specialized equipment before using the equipment (See D18.100 for further information)

P. INVESTIGATIVE CHECKLISTS

CIB will maintain a variety of investigative checklists available to any investigator to ensure critical areas of investigation are not overlooked. The checklists may also be utilized for new detective orientation and training.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-01 CRIMINAL INVESTIGATIONS BUREAU**	
	Subject **300 Case Management**	Effective **02/09/18**

Summary This order describes procedures for tracking and processing reports assigned to the Criminal Investigations Bureau (CIB).

A. CASE ACCEPTANCE
[42.1.2]

SUPERVISORS EVALUATE AND ASSIGN REPORTS FORWARDED from other parts of the department for follow-up investigation or information only designation based on:

1. Type of crime
2. Location of crime
3. Probability of resolution based on evidence, witnesses, and other sources of information
4. Specialized knowledge, skills, and abilities required
5. Follow-up requires out of city travel

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B. CASE ASSIGNMENT

SUPERVISORS WILL CONSIDER THE FOLLOWING WHEN ASSIGNING CASES:

1. Suspects known, arrested, or cited instead of detention
2. Identifiable suspect vehicle and/or license plate number
3. Identifiable suspect description
4. Investigative leads listed/known
5. Witness to crime, willing to testify
6. High monetary value
7. Significant physical evidence
8. Multiple occurrences with the same victim or other victim information indicating follow-up would be advantageous
9. Any combination of factors lending to solving the case or recovering the property, if applicable
10. When the seriousness of public sensitivity of a case would warrant immediate follow-up (e.g., homicides, rape, child molest)

C. UNIT SUPERVISORS' RESPONSIBILITIES

1. **REVIEW TEAM HANDLE** Case Management Queue for investigations routed to the unit

2. **REVIEW SUPPLEMENTS** as they are received

3. **ENSURE:**
   a. Report classifications are appropriate
   b. Investigators conduct thorough investigations in a timely manner
   c. Equitable assignment of caseloads based on the quantity and complexity of assigned cases

D. INVESTIGATORS' RESPONSIBILITIES [42.1.3]

1. **KEEP YOUR SUPERVISOR INFORMED** of the status, quantity, and complexity of your assigned caseloads

2. **PRIORITIZE YOUR CASELOAD.** You may use the following guidelines:

   a. **Priority 1**: Suspect in Jail (In-Custody Cases)
   A booked suspect **will be** handled as a top priority. When possible, the report will be assigned to the investigator who would normally do the follow-up on the case. If the investigator is not available, an on-duty investigator will be assigned responsibility for doing necessary follow-up and preparing the appropriate reports.
   b. **Priority 2:** Suspect Known (Suspects/Listed)
   When suspects in a criminal case have been identified but the case requires more work
   c. **Priority 3:** County Attorney Furthers
   Reports returned by the County Attorney needing additional follow-up
   d. **Priority 4:** No Suspect, workable leads (investigative leads listed)
   e. **Felony reports are always priority** over misdemeanor reports unless a supervisor directs otherwise
   f. **Suspend** cases with no suspects or workable leads. The case may be reopened once additional information is obtained.

E. TIME LIMITS

1. **PERSONS CRIMES, ROBBERY/HOMICIDE, SEX CRIMES/ABUSE AND FAMILY CRIMES UNITS**

   a. **Priority 1 or 2 cases:** Review and acknowledge within **24 hours** from the date the follow up was assigned. Immediately contact the victim.
   b. **Initial supplement:** Due within **15 working days** from date the follow up was assigned
   c. **Supplement every active case** every **45 days** after the initial report until the case is completed

2. **PROPERTY CRIMES, FINANCIAL CRIMES, COMPUTER CRIMES, AND AUTO THEFT/REPEAT OFFENDER UNITS**

   a. **Priority 1 case**: Review and acknowledge the assigned follow up **within 24 hours** from the date the follow up was assigned. Immediately contact the victim.
   b. **Priority 2 case**: Review and acknowledge the assigned follow up **within two working days** from the date the follow up was assigned. Contact victim within five working days.
   c. **Initial supplement:** Due within 15 working days from the date the follow up was assigned
   d. **Supplement every active case** every 45 days after the initial report until the case is completed

3. **NARCOTICS UNIT**

   a. **Priority 1 case**: Review and acknowledge the assigned follow up within 24 hours from the date the follow up was assigned
   b. **Priority 2 case:** Review and acknowledge the assigned follow up within 15 working days from the date the follow up was assigned
   c. **Supplement every active case** every 45 days after the initial report until the case is completed

F. COLD CASE INVESTIGATIONS

[42.2.7]

1. **A COLD CASE BY DEFINITION** is any unresolved event that is not being actively investigated because all known leads have been exhausted and there is a lack of any further evidence

2. **EVALUATION CRITERIA** to be considered to re-open a cold case for investigation includes:

   a. Legal consideration
      1) Statute of limitations
      2) Revision of State statutes
   b. Technology considerations
      1) Technological advances
      2) Condition and nature of evidence
   c. Practical considerations
      1) Victim Witness availability
      2) Resource availability

3. **COLD CASE INVESTIGATIVE PROCEDURES:** Conduct a thorough, analytical review of the case file at least annually

   a. Review and reorganize all reports, case notes, the medical examiner's report, and crime scene photographs and any related documentation
   b. Contact the County Attorney as soon as possible for legal advice and considerations
   c. Send evidence to appropriate crime lab for testing, if new technological advances have been established
   d. Attempt to locate and interview witnesses to determine if they are able to assist in the prosecution of the case
   e. Supplement case file with a detailed report depicting any information and action taken

4. **COLD CASE REGISTER**
   Per ARS 13-4271, cold cases requiring a cold case register are defined as a homicide or a felony sexual offense that remains unsolved for one year or more after being reported to a law enforcement agency and that has no viable and unexplored investigatory leads
   a. Include the names of any victims, victim's family member or other lawful representative of a victim of a cold case who requests the person's name be included in the register
   b. Information will include the Incident Report number, the crime address, date and time of occurrence, and suspect/crime details
   c. Maintain the name of the victim, victim's family member or other lawful representative in register for three years
   d. Each year upon review and evaluation of the case, the assigned detective will update the due date for another calendar year
   e. The assigned victim advocate will notify the registrants of all reviews of the case or any new developments that occur
   f. Cold cases will remain in the register for a minimum of three years
   g. The assigned victim advocate will make reasonable efforts to provide notice to the registrant at the end of the three year period
   h. On request of the registrant, the case will be extended for an additional three years

G. SUBMISSION FOR COMPLAINT

1. **CASE AGENT** puts the case together for submittal
   a. Place the face sheet, all supplements, the necessary elements of the offense including booking/CIB numbers and any other criteria set by the filing division, city, or county and other necessary documents in an orderly manner to make it easy to read and understand for the prosecutor
   b. May include a table of contents and tabs if the report warrants
   c. In juvenile cases, note if a complaint/referral was made and forwarded
2. **SUPERVISOR**
   a. Reviews, approves, and initials all reports submitted for complaint as a direct result of the detective's investigation
   b. Makes appropriate entry in the control log on approval

H. STATISTICAL REPORTING

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1. CIB Activity Report: Due weekly
2. Overtime Report: Due each pay period

I. CASE FILE MAINTENANCE

[42.1.3] [43.1.2] [82.3.5]

1. **TYPES OF RECORDS TO MAINTAIN:** Each investigator will maintain an active case file for each investigation until its status becomes cleared, unfounded, or inactivated (suspended). Case file may be electronic or hardcopy. Types of records may include:
   a. A copy of the report and all related supplements
   b. Any notes kept by investigator until all are incorporated into a supplement. Remove all notes from file after completing supplement.
   c. Copies of examination results of physical evidence and other reports or records needed for investigation purposes

   ****No original paperwork is to be kept in case file**
2. **FILES ACCESSIBILITY**
   a. **VDO-related files**: Securely file in work area until the investigation is complete
   b. **Other**: Routinely limited to the investigator(s) directly involved in the case and their supervisors (This restriction is not intended to limit the free exchange of investigative information among officers)
3. **PURGING FILES**
   a. **Inactivate file** after case is either cleared, unfounded, or suspended with no further court action pending after all information has been supplemented in the offense report and filed in Records
   b. **Shred inactivated cases**
   c. **May retain case files** with a low probability of resolution for longer periods of time at the supervisor's discretion. Reasons may include but are not limited to the seriousness of the offense, the dollar loss involved, or potential uses as a future investigative tool.
   d. **Do not destroy** original documents determined to be evidence (GO F-05.500A) and digital evidence such as recordings of interrogations and interviews of suspects, witnesses, or victims (GO E-07.100G). Place the original in Property as evidence and retain a copy in the CIB file. ✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-01 CRIMINAL INVESTIGATIONS BUREAU**	
	Subject **400 Mobile Command Center**	Effective **03/26/21**

SUMMARY:

The Mobile Command Center is assigned to The Criminal Investigations Bureau. In addition to complying with all policies governing the use of department vehicles in General Order B17 Use of Department Vehicles, the following additional guidelines apply to use of the Mobile Command Center.

A. PURPOSE

THE MOBILE COMMAND CENTER IS AVAILABLE to provide a temporary command post in the field for major crime scenes, civil disturbances, tactical situations, or other applications at the command staff's discretion

B. AUTHORIZATION AND USAGE

1. **THE MOBILE COMMAND CENTER** may be used at any incident the command staff deems appropriate. The watch commander may approve the use of the Mobile Command Center.

2. **TRAINED AND AUTHORIZED** police personnel will operate the Mobile Command Center

3. **THE MOBILE COMMAND CENTER MAY BE UTILIZED** by other city departments for major incidents with the approval of the division commander. Trained and authorized police personnel will operate the mobile command center for the requesting city department.

4. **THE MOBILE COMMAND CENTER WILL BE STORED** at a secured location and will remain available upon call out 24 hours a day

5. **IF A CALL-OUT IS REQUESTED**, the Communications Section will contact the Criminal Investigations Bureau designated Command Center Supervisor

C. QUALIFICATIONS AND TRAINING

1. **NEW OPERATORS MUST RECEIVE TRAINING** from a qualified operator and be proficient with the operation of electronic and support equipment and the setup of the vehicle

2. **OPERATORS WITH A CLASS A, B, C, D, OR G** license may operate the Mobile Command Center under the exception stated in ARS § 28-3102.A. Operators must demonstrate proficient driving skills prior to solo operation.

D. RESPONSIBILITY FOR MAINTENANCE AND CONDITION

The Criminal Investigations Bureau designated Command Center Supervisor will be responsible for the condition and maintenance of the vehicle and equipment

1. **A TRAINED AND AUTHORIZED OPERATOR WILL INSPECT** the Mobile Command Center monthly to ensure operational readiness, including checking:
   a) Tires
   b) Engine oil
   c) Fuel level
   d) Generator operation
   e) Supplies
   f) Holding tank levels

2. **AN INSPECTION LOG WILL BE MAINTAINED** inside the Mobile Command Center. After each use, the operator will ensure the Mobile Command Center is cleaned and re-stocked with supplies as soon as operationally possible.

3. **A DESIGNATED AUTHORIZED OPERATOR** will schedule any repairs (mechanical or damage)

4. **OPERATORS WILL DOCUMENT ALL USAGE** of the Mobile Command Center on a Mobile Command Center Event Recap form that will be maintained by the Command Center Supervisor. The recap form will note the operator, purpose, destination, beginning and ending mileage, and vehicle condition.

E. EQUIPMENT

The Mobile Command Center will contain the following equipment

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- Operational Manuals (1-8)
- MDT
- Digital Camera
- Office Supplies
- Rechargeable Flashlight (2)
- Audio/Video Cables and Related Supplies
- Folding Table (2)
- Folding Chairs (6)
- Traffic Cones
- Fresh Water
- Drinking Water

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-11 NARCOTICS UNIT**	
	Subject **100 Procedures**	Effective **02/10/20**

A. ACCOUNTABILITY

The department will not tolerate organized crime or drug law violations. Each Police Department member will take appropriate action when discovering evidence or acquiring intelligence information.

B. UNIT GOAL

To dismantle organizations which deal in drugs or are large racketeering organizations and hold each person accountable through arrest and criminal prosecution

C. INVESTIGATION DUTIES

1. Sale of drugs
2. Trafficking in drugs
3. Prescription-related offenses
4. Illegal enterprises and criminal syndicates

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D. [redacted]

[redacted]

[redacted]

[redacted]

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[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

E. [redacted]

F. [redacted]

G.

[redacted]

[redacted]

H. HANDLING SEIZED DRUGS

1. **BRING ALL DRUGS SEIZED** to Chandler Police Department or the appropriate department if working with other agencies. The CIB commander must authorize any other location.

2. **LIST THE DRUGS AND OTHER ITEMS SEIZED** on a Chandler Police Department property form ensuring that item numbers for drugs seized pursuant to a search warrant correspond to the search warrant information sheet numbers

3. **LIST ANY DRUGS THAT ARE TO BE ANALYZED** on a "Request for Scientific Examination" form ensuring the numbers correspond to the numbers on the search warrant information sheet and Chandler Police Department property form

4. **PACKAGE ALL DRUGS SO THERE WILL BE NO SPILLAGE**

   a. Normally, **package in plastic bags** except where plastic containment would cause rot and/or spoilage, such as undried marijuana
   b. **Dry fresh marijuana** and place in paper bags
   c. **Use as few packages as possible** to diminish the possibility of confusion in Property, Forensics Laboratory, and in court

5. **MAY RETAIN MARIJUANA OR DRUGS** for use in operations or training after completion of the court case

   a. **Check** "flash" drugs retained or used as samples by suspects in and out of Property for each use
   b. **A property custodian will weigh** each package of drugs before it is released from or returned to Property
   c. **Fully document** any discrepancy in weight in the case report and on the property receipt

I. PROCESS MARIJUANA "FLASH" BALES

1. **PLACE BALES FOR POSSIBLE U/C OPERATIONS** in the Narcotic Room for thawing purposes

2. **SIGN OUT BALES FOR U/C OPERATIONS:**
   a. Use property receipt with current U/C operation OR number
   b. Document in Narcotic Flash book under the control OR number
   c. Take a copy of the property receipt for bales in detectives' possession

3. **BALES NOT IMMEDIATELY NEEDED FOR UPCOMING OPERATIONS:**
   a. Return signed out bales during regular business hours
   b. Sign in on original property receipt
   c. Return bales to freezer/refrigerator

4. **BALES NEEDED FOR LATER OPERATIONS:**
   a. Store in the Narcotic Room on a pallet separate from thawing bales that have not been signed out

b. Sign property receipt showing change in custody when bales come in and go out

5. **BALES STORED IN PROPERTY LOCKERS:**
   a. **If after hours,** call property technician when bales are stored for more than five hours before start of next business day (0700 M-F)
   b. Narcotic detective will sign in bales on copy of property receipt and leave receipt with the bales
   c. Property personnel will secure the bales in the appropriate location and attach the signed property receipt to the original
   d. **Call out property personnel** if the amount of bales will not fit in the six large lockers on west side of the room

6. **SEIZURE OF BALES AFTER HOURS:**
   a. Place in the six large lockers on west side of room when storage time is less than five hours before start of business day (0700 M-F) with property receipt
   b. All seizures involving large amounts of marijuana bales require call out of a property technician to impound and store bales securely in the Narcotic Room

J. DRUG SAMPLES

WHEN OBTAINING A PREDETERMINED AMOUNT of drug from Property as a sample:

1. **OBTAIN APPROVAL** from a CIB lieutenant before removing a sample

2. **MINIMIZE THE AMOUNT** of sample to be utilized

3. **DOCUMENT AS FOLLOWS:**

   a. **Obtain an offense report number** for the sample
   b. **Give the sample an item number** using a property receipt
   c. **Weigh the sample** in the presence of a property custodian and record weight on the property receipt
   d. **Complete the chain of possession** section on the new property receipt and on the original property receipt
   e. **Distribute copies** of property sheet to the following locations:
      1) Blue copy - Records Unit
      2) Pink copy - Investigator's case file

4. **IF THE SAMPLE IS RETURNED**

   a. **Record weight** on property receipt, and return it to the property custodian under the offense report number from which is was obtained
   b. **Immediately report any change** in weight to the Narcotics supervisor

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-12 PROPERTY CRIMES UNIT**	
	Subject **100 Operations**	Effective **10/11/21**

A. POLICY

1. **PROPERTY CRIMES UNIT** detectives investigate crimes perpetrated against property, including:

   a. Burglary
   b. Felony Theft
   c. Arson
   d. Environmental Crimes
   e. Organized Retail Theft
   f. Theft of motor vehicles, boats, aircraft, off-road equipment, and construction equipment

2. **ON SELECTIVE ASSIGNMENTS**, include:

   a. Criminal Trespass
   b. Criminal Damage
   c. Misdemeanor Theft

B. GENERAL RESPONSIBILITIES

1. **BECOME KNOWLEDGEABLE** of all applicable laws, statutes, ordinances, rules, and procedures when investigating a case

2. **USE LEGAL, PROPER INTERVIEWING TECHNIQUES** when interviewing suspects, witnesses, and investigative leads

3. **ENSURE ALL ELEMENTS OF A CRIME ARE INCLUDED**, as provided by statute, before proceeding. Suspend or reclassify the report if required elements are not present and cannot be proven.

4. **BE AWARE OF CRIME TRENDS** in assigned areas; develop proactive means to deter such criminal activity

5. **CONDUCT ALL ASSIGNED FOLLOW-UP INVESTIGATIONS**

6. **BE RESPONSIBLE TO THE VICTIM** to attempt to recover each item of property taken or ensure an equitable resolution has been reached in all cases

C. GENERAL INVESTIGATOR DUTIES

1. **REVIEW** all related reports

2. **INVESTIGATE AND FOLLOW-UP** all assigned cases that have sufficient leads and/or suspects to merit such work

3. **BE AWARE OF CRIMINAL TRENDS** in assigned areas, and work on developing proactive means to deter such criminal activity

4. **CHECK NCIC** for information and enter information when appropriate

5. **MAINTAIN EXCELLENT COMMUNICATIONS** within the department and with other agencies

6. **INITIATE CAD AND CADMINE SEARCHES** on a regular basis for auto theft recover reports

7. **RECOGNIZE AND DOCUMENT IDENTIFYING MARKS**, including model and serial numbers

8. **INSPECT VEHICLES WHOSE IDENTIFYING NUMBERS**, e.g., the VIN, has been destroyed, removed, or altered and attempt to determine the true identity and ownership of such vehicle

9. **ALL BURGLARIES** to vehicles requiring follow up will be pended and forwarded to the unit's sergeant for review. The Property sergeant will assign the follow up to an investigator.

D. MOTOR VEHICLE THEFT

1. **REPORTS**
   a. **Field Operations Division** takes vehicle theft reports and turns them in according to their procedures
   b. **The Property sergeant** reviews **all** vehicle theft reports and assigns such cases as listed below requiring further investigation:
      1) Stolen vehicles
      2) Recoveries
      3) Altered VINs
      4) Abandoned vehicles
      5) Major auto components
   c. **The Property sergeant will receive** recovery supplements and ensure they are reviewed for information

2. **TYPE OF STOLEN VEHICLES WORKED** (This includes embezzled vehicles and/or any embezzled equipment listed below)
   a. Automobiles, semi-trucks and tractors, buses, and motor homes, etc.
   b. Off-road equipment, wheeled or tracked equipment, farm tractors, heavy construction equipment such as backhoes and excavators
   c. Motor driven cycles, designed for on or off-road use, regardless of horsepower. Not to include bicycles with owner-installed helper motors.
   d. Trailers (utility, camping, mobile homes, etc.)
   e. Boats with or without engine, but not including portable, plastic, or rubber boats
   f. Aircraft including fixed wing, helicopters, blimps, or gliders
   g. Snowmobiles/jet skis with or without engines

3. **PROCEDURES BY TYPE OF THEFT INVESTIGATED**
   a. **Automobile Thefts**
      1) Verify all information and ensure the vehicle is entered into NCIC and all applicable information is present and correct. Appropriate "Attempts to Locate" may be issued also.
      2) May refer to outside agencies for assistance in locating information
      3) Contact regional or national distributor of non-titled vehicles e.g., Honda parts distributor:

American Honda Motor Company
100 W. Alondra Boulevard
Gardenia, California
[redacted]

Similar resources are available for many other products, both domestic and imported

b. **Unlawful Failure to Return a Motor Vehicle Subject to a Security Interest: ARS 13-1813**
   1) The original responding officer will:
      a) Complete the initial investigation with a general offense report and pend to Property Unit
      b) Obtain the necessary documentation establishing elements of the crime from the complainant/victim as described in ARS 13-1813 and include them with the original report
      c) **Not enter vehicle into ACIC/NCIC as stolen**. The assigned investigator will enter the vehicle if deemed necessary.
   2) The assigned investigator will submit the appropriate charges through the City Prosecutor's Office

c. **Boat Thefts**
   1) Verify all information and ensure the boat and, if applicable, the motor and trailer are properly entered into NCIC.
   2) Informational resource:
      Game and Fish Department [redacted]

d. **Aircraft Thefts**
   1) May be investigated by CIB or an outside agency (FBI, Customs, U.S. Department of Justice, or any one of several other agencies)
   2) If assigned follow up:
      a) Verify all information and ensure the aircraft is properly entered into NCIC
      b) Notify a federal enforcement agency, such as Customs, or other federal or state agencies as appropriate
   3) Resource agencies:
      a) National Insurance Crime Bureau [redacted]
      b) Immigration and Customs Enforcement
      c) Federal Aviation Administration
   4) Pilot Reference for any registered aircraft or licensed pilot in the United States: FAA Investigations Office in Los Angeles
   5) Flight Service Station Alert Information: Investigator duties:
      a) State type of request
         - If confirmed stolen: State "stolen aircraft"
         - If not confirmed, state "lookout" pending confirmation
      b) Show date and time of theft: time element
      c) Request area to be notified:
         - Southwest Region
         - National Alert
      d) Give aircraft description
         - Tail number
         - Engine number(s)
         - Make, model
         - Fuel: capacity, range, on board
         - Color: markings

- Special notes: unusual features of aircraft

e) Dictate body of message: report number, suspects, direction of travel
f) Note person to be contacted in event of aircraft sighting or recovery, with phone number
g) List special handling instructions - prints, etc.
h) Ensure NCIC entry is made

6) Theft Report: Include the above information and the name of the legal owner, authorized possessors, lien holder, and flight service station person taking report

4. **RECOVERIES**
   a. **For Other Jurisdictions**
      1) Complete as much of the investigation as possible
      2) Ensure the reporting agency was notified of the recovery via the Communications Section (i.e. teletype)
      3) Forward a copy of the offense report to the reporting agency

   b. **By Other Jurisdictions**
      1) Complete a recovery report with all information
      2) Notify the owner of the recovery location and condition
      3) Request a copy of the recovery report from the other jurisdiction

   c. **Stolen Vehicle Located in Another Country**
      1) Do not remove the vehicle from ACIC/NCIC until the vehicle is brought back into the United States. Update NCIC with locate information
      2) Supplement the stolen report with all new information

5. **SOURCES OF INFORMATION**
   a. **MVD Files**
      1) Registered owner and address
      2) VIN
         a) Registered owner and address
         b) Lien holder
         c) Description of vehicle
         d) Title number
         e) License number, if current title
      3) Description of car

   b. **Name File**
      1) License number of all vehicles registered
      2) VIN of all vehicles registered
      3) Address of registered owner

   c. **MVD Film File**
      1) Use current title number
      2) Background on vehicle since first registered in the state of Arizona.

   d. **MVD Investigator's Office**
      1) Assistance on vehicle identification
      2) Assistance on all phases of MVD records

   e. **Federal Bureau of Investigation**
      1) Recovery information
      2) Suspect information
      3) File federal charges

f. **Miscellaneous Sources**
   1) NICB (National Insurance Crime Bureau - formerly NATB [National Auto Theft Bureau])
   2) Local automobile dealers

E. ARSON INVESTIGATION

REPORTING PROCEDURES

1. **The Police Department's fire investigator will**:
   a. Conduct the criminal investigation
   b. Collect and preserve evidence
   c. Complete supplemental reports in cases where all elements of reckless burning or arson are present as stated in ARS 13-1702, ARS 13-1703, or ARS 13-1704
   d. Filing of any complaints

2. **Notify** the Maricopa County Attorney's Office Arson Task Force in the same manner as the Major Felony Bureau if the following situations exist:
   a. Suspected arson fires where damages exceed $25,000
   b. Suspected arson fires where serious bodily injury or death results
   c. Conspiracies to commit arson for financial gain

New

3. **Any investigator** on scene of an active fire or exposed to any scene involving an extinguished fire will complete a CC-38 exposure form

4. **Arson Investigators**
   a. Share on call responsibilities with fire department investigators
   b. Are required to complete training courses IAAI Arson Investigation I, II, III, IV for certification as soon as possible
   c. Eligible for the on call rotation after completion of Arson II investigation course
   d. Are issued equipment to include but not limited to:
      1) Water boots
      2) Face masks – N95 and filter capable masks
      3) Gloves – Latex and construction style
      4) Shovel and rake
      5) Helmet, hard hat, and SCBA mask-provided by Chandler Fire Department
      6) Camera
      7) Fire investigator long sleeve shirt and BDU pants
   e. Ensure CC-38 exposure form is completed for all fire investigations

F. PAWNSHOP DUTIES

1. **GENERAL DUTIES**
   a. Monitor and take necessary enforcement on violations by pawnshops, secondhand dealers, auction houses, scrap metal, and junk dealers
   b. Oversee maintenance of all records sent in from these shops and entry and removal of items from NCIC
   c. Handle recovery of stolen property from other jurisdictions and recovery of stolen property from pawn dealers within Chandler
   d. Coordinate efforts with the police admin specialist assigned to manage the online database and billing of pawn shops and secondhand dealers
   e. Complete initial paperwork reference interpleading proceedings through the Chandler City Court and submit the paperwork to the Chandler Police Department legal advisor

f. Coordinate efforts with the police administrative specialist to complete records checks on all persons responsible for pawning a firearm. If the responsible party is identified as a prohibited possessor, an investigation will be conducted and when appropriate, charges filed.

2. **PROCEDURES**

a. **Pawnshop Records**
   1) Oversee the maintenance and control of all records from pawnshops, second-hand dealers, auction houses, scrap metal, and junk dealers; maintain a list of such businesses from city permits
   2) Inspect pawn tickets for any pawn code violations, names of suspects or suspicious persons, possible stolen property
   3) Oversee entry of information on pawn tickets entered in online database
      a) Names are checked within the system for "flags" placed on persons or property by agencies for possible stolen property or suspects
      b) Any property with a serial number is automatically checked through NCIC
      c) The system may also be queried for information about individuals who have sold or pawned property and information about property that has been entered
      d) The pawn tickets will be kept at the pawnshop or secondhand dealer conducting the transaction

b. **Retention of Records:** Maintain original for 2 years

c. **Police Holds**
   1) Mail a letter on Chandler Police Department letterhead with a complete description of the property, the report number, the investigator's name and the date to implement the hold. Distribute the original and copies as follows:
      a) Original – to business where stolen property was located
      b) Copy – included in investigative report
      c) Copy – to pawnshop detail detective
   2) The hold is effective indefinitely; however, the investigator may discontinue the hold at any time

d. **Recovery of Stolen Property (Chandler**)
   1) Place a "Police Hold" on property reported stolen in Chandler and located in our jurisdiction
   2) Complete a property sheet if the property is removed for prosecution. Leave a copy with the pawnshop if there is not a court order directing otherwise.
   3) The 9th Circuit Court of Appeals has rendered a decision in <u>G & G Jewelry, et al. v. City of Oakland, et al</u>., 989 F. 2d 1093 (1993) that prevents the police returning the property to anyone other than the pawnshop without a court directive or agreement of the parties of interest. The victim, pledger, and pawnbroker will have to seek a civil remedy to settle disputes over ownership of the property.

e. **Recovery of Property for Other Agencies (in Maricopa County)**
   1) Notify the jurisdiction involved by letter, telephone, or teletype of all the pertinent facts surrounding the discovery of the property

2) The jurisdiction involved is responsible for the recovery. Make every effort to assist the recovering agency if requested.

f. **Recovery of Property for Other Agencies (out of Maricopa County)**
1) Place a "Police Hold" on the property
2) Notify the jurisdiction involved by letter, telephone, or teletype, and advise them of all the pertinent facts surrounding the recovery
3) Make a "Trafficking in Stolen Property" Offense Report and investigate the person(s) pawning or selling the property
4) If requested by the jurisdictional agency, complete a property sheet, package the recovered property, and have the Property/Evidence Unit ship the property to the agency involved
5) Advise the requesting agency of our adherence to the 9th Circuit Courts ruling in G & G Jewelry, et al. v. City of Oakland, et al., 989 F. 2d 1093 (1993), and the item is being forwarded as evidence in a criminal prosecution, and a court of competent authority must determine final ownership

g. **Recovery of Stolen Property by Other Agencies**: When this agency is notified stolen property has been recovered by another jurisdiction, the pawnshop detective will conduct the follow-up investigation, and advise the officer originally assigned the case

h. **Violations of City Ordinance**
1) Initiate an offense when prosecutable violations are uncovered
2) Obtain complaints or summons through City Prosecutor

i. **Supervision of Business:** Contact local businesses covered by the pawn ordinances reference reporting procedures and any other pertinent matters, as duties permit

j. **NCIC Operations**
1) Make checks on wanted persons
2) Make queries of items by NCIC code and serial number

k. **Federal Firearms (ATF):** Personnel will work closely with ATF agents on all matters in which ATF has interest or jurisdiction

3. **OPERATION WEAPONS CHECK**

Program Description: Operation Weapons Check is a procedure designed to help in the recovery of stolen weapons and the arrest of suspects, while reducing losses by pawnshop owners. It allows shop owners to have a weapon and seller checked through ACIC and NCIC as soon as possible during CIB business hours.

a. Have shop owner/employee complete the required city pawn tickets and then call the CIB pawn personnel
b. Have owner/employee properly identify himself and give the serial number and other information to run the weapon and seller through NCIC
c. A CIB administrative specialist will run the weapon and seller as soon as possible
d. If a stolen report or warrant is found,
1) **Do not** give that information to the owner/employee

2) The administrative specialist will immediately inform Communications, and a patrol unit will be assigned to recover the weapon and apprehend the person in possession of it
3) The administrative specialist may call the shop owner/employee and advise there may be a delay in processing their check.

e. If the NCIC system is out of service or CIB personnel are not able to immediately complete the check, they will notify the owner/employee the check cannot be made immediately. At all times, the shop has full financial responsibility for accepting the weapon.

f. An "Operation Weapons Check" agreement will be signed by each shop owner before they are allowed to participate in the program.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-13 FAMILY CRIMES UNIT**	
	Subject **100 Operations**	Effective **02/10/20**

A. PURPOSE

The purpose of this order is to establish policy and procedures for the operation of the Family Crimes Unit

B. INVESTIGATIVE RESPONSIBILITIES

THE FAMILY CRIMES UNIT IS RESPONSIBLE FOR investigating the following crimes perpetrated against persons and functions:

1. Child Abuse (physical)
2. Vulnerable Adult Abuse
3. Domestic Violence
4. Missing Persons
5. Runaway Juveniles
6. Children injured in unattended vehicles

Rev

C. CHILD ABUSE
[83.2.2]

1. **THE FAMILY CRIMES UNIT WILL INVESTIGATE** all child abuse cases where***:***

   a. A medical exam is required
   b. There is serious physical injury or the child is hospitalized
   c. There is continual physical abuse
   d. A warrant is needed to collect physical evidence
   e. There is a special needs victim who is unable to answer the five questions allowed in the Child Abuse Protocol
   f. A forensic interview is needed to establish the corpus of the crime
   g. A pretext call or other specialized investigative techniques may be needed

2. **FOR THE INVESTIGATIVE GUIDELINES** refer to GO E-11.400 Crimes Against Juveniles

D. VULNERABLE ADULT ABUSE

The Family Crimes Unit will investigate vulnerable adult abuse cases in accordance with the Maricopa County Vulnerable Adult Protocol.

E. DOMESTIC VIOLENCE

The Family Crimes Unit is responsible for:

1. **INVESTIGATING DOMESTIC VIOLENCE INCIDENTS** with the exception of aggravated domestic investigations when the victim's condition is so serious that death appears imminent or likely. See General Orders F-11.100 Civil Disputes, F-11.200 Domestic Violence.

2. **REVIEWING ALL DOMESTIC VIOLENCE REPORTS** for the following:

   a. Elements of the crime
   b. Documentation of interviews of all parties who were present
   c. Documentation of injuries
   d. Case meets misdemeanor or felony guidelines
   e. Welfare check of the children

3. **INVESTIGATING ALL STRANGULATION REPORTS**

   a. **Strangulation:**
      1) Must have any circumstance existing as set forth in 13-3601A, paragraphs 1-6
      2) Elements of strangulation as defined by ARS 13-1204B1 (General Order F-11.200)
   b. **The assigned investigator will**:
      1) Contact and re-interview the victim
      2) Arrange for a Forensic Nurse Examination as soon as possible but within 120 hours of the offense
      3) Coordinate with Victim Services
      4) Conduct witness interviews
      5) Ensure adequate photos are taken of the involved parties and crime scene
      6) Process the crime scene for evidence (obtain consent or search warrant as needed)
      7) Perform criminal history check and document history of violence in the relationship
      8) Interview/interrogate suspect

F. MISSING PERSONS

The Family Crimes Unit will investigate persons missing under circumstances not conforming to their ordinary habits or behavior, who may be in need of police assistance or attention (i.e., a senile or aged person who may be lost or helpless, a mentally or physically handicapped person, a person believed to be suicidal or a person that is in need of daily medications). See General Order F-08.500.

G. RUNAWAY JUVENILES

The Family Crimes Unit will follow up investigations of runaway juveniles. These investigations will be conducted in accordance with General Order E-11.300.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-14 CRIMINAL INTELLIGENCE UNIT**	
	Subject **100 Unit Organization**	Effective **02/14/22**

HIGH FREQUENCY/HIGH SEVERITY

Summary

[42.1.6]

The Criminal Intelligence Unit facilitates the gathering, analyzing and dissemination of criminal intelligence and counter-terrorism information obtained on behalf of/or by employees in conformance with 28 CFR Part 23, as well as providing technical electronic surveillance and criminal case management support.

A. PHILOSOPHY

The gathering and dissemination of criminal intelligence is a legitimate and necessary law enforcement function and serves the public interest in a variety of ways. It may lead to the apprehension of those engaged in organized crime, stem the flow of illegal drugs, or allow for the early detection and prevention of criminal activity.

Rev

The Chandler Police Department gives the greatest possible consideration to the value of individual privacy. It is a highly regarded and constitutionally protected right of every person in the United States. However, the right to remain free from intrusion into private matters cannot be extended to the planning and execution of serious crimes, including acts of terrorism and political violence. It is self-evident that those conspiring to engage in criminal activities are not going to make their preparations public.

B. UNIT RESPONSIBILITIES

1. **CONDUCT THE GATHERING OF CRIMINAL INTELLIGENCE** in conformance with General Orders dealing with general enforcement and criminal investigations and State and Federal law

2. **FIRST PRIORITY:** To monitor and review all information concerning criminal activity and counterterrorism that comes to the attention of the unit for the following purposes:

   a. Provide timely information to the command staff concerning current criminal activities, projected trends, and threat assessments
   b. Facilitate coordination of enforcement and dissemination of information between the different divisions and precincts
   c. Identify threats to the community including:
      1) Methods of operation to crimes
      2) Significant crime patterns
      3) Develop and make recommendations on ways to reduce incidents of criminal activity in known areas; assist case investigators with Special Enforcement Projects to address specific crime threats
      4) Domestic and International terrorism targeting federal, state, and local infrastructure and governments

Rev

3. **SECOND PRIORITY:** To investigate intelligence leads on suspected criminal activity and terror threats to develop these leads into potential criminal enforcement projects and bring to bear enforcement activities to address the threat

4. **THIRD PRIORITY:** Through involvement in federal, state, and local task forces and intelligence/investigative initiatives:

a. Gather criminal intelligence and counterterrorism information from these agencies for use by enforcement units within the department
b. Facilitate and coordinate between the department and these agencies
c. Prepare and protect Chandler from criminal and terrorist threats
d. Brief Command staff on intelligence and activities

New

5. **SPECIAL EVENTS:** Assist in planning for the safety and security of all large special events in Chandler
   a. Aid in directing the placement of event cameras and specialized vehicle barricades as necessary at the direction of the Criminal Intelligence Unit (CIU) sergeant or designee
   b. Deploy specialized undercover officers acting as field intelligence teams if deemed necessary

6. **TRAINING:** Train employees in the collection, processing and sharing of suspicious incidents and criminal intelligence

7. **REVIEW:** At least annually, the sergeant of the unit will review the procedures and processes of collecting, processing, and sharing of suspicious incidents and criminal intelligence and forward the report to the commander

C. INVESTIGATOR DUTIES

DETECTIVES assigned to the unit are generally not to engage in enforcement action (unless life, serious injury, or significant property loss were to occur through inaction) but are to gather and investigate information for preparation to be assigned to an enforcement unit

D. ALL DEPARTMENT EMPLOYEES' RESPONSIBILITIES

1. **EVERY DEPARTMENT EMPLOYEE** is responsible for gathering criminal intelligence

2. **EMPLOYEES SHOULD REPORT** any information concerning suspected or identified criminal activity that is not appropriate for long or short form reports to the Intelligence Unit. The departmental wireless Field Interview Report has been formatted to meet the Intelligence Unit's requirements.

3. **THE CORE OBJECTIVE OF THIS REPORTING SYSTEM:** To ensure all information concerning criminal activity or terrorism coming to the attention of any member of this department will be reviewed according to criteria set forth in 28 CFR 23 and disseminated to the proper enforcement unit or maintained for further investigation

4. **CIU INVESTIGATORS WILL** provide a timely response to officers submitting information for review

E. HOMELAND SECURITY LIAISON

1. **ORGANIZATIONAL PLACEMENT:** The Chandler Police Department Criminal Intelligence Unit is the primary conduit through which information that may be of intelligence value to the United States "National Security Effort" is funneled, both to the State of Arizona counter-terrorism (CT) effort and the United States Government's (USG) national CT projects

2. **THE TERRORISM LIAISON OFFICER**

   a. **Position Description:** A full-time detective assigned to the Criminal Intelligence Unit representing the interests of the Chandler Police Department to the Arizona Counter-Terrorism Information Center

(ACTIC). This will ensure effective coordination of effort, mutual exchange of information, and to assure investigative due diligence on matters related to terrorism that could affect the City of Chandler.

b. **Position Responsibilities**
   1) The primary liaison the Criminal Intelligence Unit uses to forward information obtained through criminal analysis and field officer investigations / contacts to our state and federal national security infrastructure, thus:
      a) Ensuring information obtained locally will be included in state and national "classified" intelligence databases for evaluation and analysis from a global security viewpoint
      b) Ensuring appropriate allocations of resources, as a participating member of the counter-terrorism community, in the event the City of Chandler is faced with a major terror threat or incident
   2) Work to educate local civic groups, private enterprises, and public entertainment venues in CT awareness. Encourage CT reporting by management and private security forces associated with these entities.

New

F. POLICE INVESTIGATIVE ANALYST

1. **ASSIGNED TO CIU** and reports directly to the CIU supervisor as part of the Special Investigation Section in Criminal Investigations Bureau (CIB)

2. **PRIMARY FUNCTION:** Perform investigative and technical duties in support of CIB by performing background research regarding criminal histories and linkages among people, cars, homes to assist detectives and officers. Request for assistance outside of these duties shall be made through the CIU sergeant

3. **ESSENTIAL FUNCTIONS:** Perform records checks of persons involved in criminal cases; compiling criminal history packets, financial history which include collecting photographs and reports from a variety of agencies and databases. Collaborate with law enforcement and government agencies regarding law enforcement and public safety issues and exchange tactical and criminal intelligence between agencies

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-14 CRIMINAL INTELLIGENCE UNIT**	
	Subject **200 Files**	Effective **02/10/20**

HIGH FREQUENCY/HIGH SEVERITY

Summary:

[42.1.6]

This order provides guidelines for the developing criminal intelligence files.

A. TYPES OF INTELLIGENCE

The Criminal Intelligence Unit (CIU) provides the following types of intelligence through the collection efforts of the department and information derived from criminal and intelligence task forces at the federal, state, and local levels. CIU ensures this information is disseminated to the appropriate section:

1. **INDICATIVE INTELLIGENCE:** That which suggests new developments or new operations by organized criminals and terrorism threats to our community.

2. **TACTICAL INTELLIGENCE:** Implies immediate action. Since the Intelligence Unit is required to turn this type of information over to other units to be acted upon. Tactical intelligence can:

   a. Lead to an arrest
   b. Lead to further information gathering and subsequent arrest
   c. Be filed to be used in one of the other categories as noted below

3. **STRATEGIC INTELLIGENCE:** Collected over time and put together by an analyst to indicate a new, or newly discovered pattern of criminal activity and used by the command staff in planning the allocation of resources over a period of time

   a. Some of the information on persons and functions may already have been used in an indications report or as tactical intelligence
   b. The information may be confirmed or be in the form of still unsubstantiated
   c. The pattern into which the information is fitted may be hypotheses based on fragmentary data

4. **EVIDENTIAL INTELLIGENCE:** Factual and precise information

   a. May be presented in court depends on other elements entering into the case building, normally based on decisions in the enforcement units of the department or the prosecutor
   b. May be used in developing a strategic report or it may have tactical value and be currently useful in a case that is actively being investigated and/or prosecuted

B. FILE GUIDELINES

These standards are designed to bring about an equitable balance between the civil rights and liberties of American citizens and residents and the needs of law enforcement to collect and disseminate criminal intelligence on the conduct of persons and groups who may be engaged in systematic criminal activity

C. DEFINITION:

CRIMINAL INTELLIGENCE FILE: Consists of stored information on the activities and associations of:

1. **INDIVIDUALS WHEN:**

   a. Reasonable suspicion exists to believe they have been or are involved in the actual or attempted planning, organizing, financing, or commission of criminal acts; or
   b. When reasonable suspicion exists to believe they have been involved in criminal activities with known or suspected crime figures

2. **ORGANIZATIONS, BUSINESSES, AND GROUPS WHEN:**

   a. Reasonable suspicion exists to believe they have been or are involved in the actual or attempted planning, organizing, financing, or commission of criminal acts; or
   b. Reasonable suspicion exists to believe they have been or are suspected of being or of having been illegally operated, controlled, financed, or infiltrated by known or suspected crime figures

D. FILE CONTENT

Only information with a criminal predicate (where reasonable suspicion exists) and which meets the agency's criteria for file input should be stored in the criminal intelligence file.

1. **SPECIFICALLY EXCLUDED** material includes:

   a. Information on an individual or group merely on the basis that such individual or group supports unpopular causes
   b. Information on an individual or group merely on the basis of ethnic background
   c. Information on any individual or group merely on the basis of religious or political affiliations
   d. Information on an individual or group merely on the basis of personal habits and/or predilection
   e. Associations with individuals that may not be of a criminal nature

2. **CONTENT TO INCLUDE**

   a. Information that relates to an individual, organization, business, or group when **reasonable suspicion** exists to suspect persons or entities of being or having been **involved in the actual or attempted planning, organizing, financing, or committing of one or more of the following criminal acts**:
      1) Narcotic trafficking/manufacturing
      2) Unlawful gambling
      3) Loan sharking
      4) Extortion
      5) Pornography
      6) Infiltration of legitimate business for illegitimate purposes
      7) Stolen securities
      8) Bribery and other forms of public corruption
      9) Major crime, including homicide, sexual assault, burglary, auto theft, kidnapping, destruction of property, robbery, fraud, fencing stolen property, and arson

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10) Manufacture, use, or possession of explosive devices for purposes of fraud, intimidation, or political motivation
11) Threats to public officials and private citizens
12) Terrorism and political violence

b. **In addition to one or more of the above** criminal activities, the subject/entity must be identifiable – distinguished by a name and unique identifying characteristic(s) (e.g., date of birth, criminal identification number, driver's license number, address)
   1) Identification at the time of file input is necessary to distinguish the subject/entity from existing file entries and those that may be entered at a later time
   2) NOTE: The exception to this rule involves modus operandi (MO) files. MO files describe a unique method of operation for a specific type of crime (homicide, fraud) and may not be immediately linked to an identifiable suspect. MO files may be retained indefinitely while additional identifiers are sought.

E. FILE STATUS

All information retained in the criminal intelligence file shall meet the following file criteria:

1. **PERMANENT STATUS: Permanent status** means that the information may be held for a period of five years. After five years, the information must be updated, validated, or purged.

2. **TEMPORARY RETENTION: Information may be retained for up to 90 days while it is being evaluated.** Do not retain information longer than **90 days** unless a compelling reason exists to extend this time period

   Example: Several pieces of information indicate that a crime has been committed, but more than a year is needed to identify a suspect. During this period, efforts should be made to identify the subject/entity or validate the information so that its final status may be determined.

3. **PURGING:** If the information is still classified temporary retention at the end of a **90-day** period, and a compelling reason for its retention is not evident, the information shall be purged. A 90-day extension may be authorized for specific reason and in the interest of due diligence with the concurrence of the CIB lieutenant and commander.

F. INFORMATION EVALUATION CRITERIA

Investigators should review information for reliability and content validity prior to filing. Evaluating the information's sources and content indicates to future users the information's worth and usefulness. Circulating information, which may not have been evaluated, where the source reliability is poor or the content validity is doubtful, is detrimental to the agency's operations and contrary to the individual's right to privacy.

To ensure uniformity with the intelligence community, stored information may be evaluated according to the criteria set forth below:

1. **SOURCE RELIABILITY**

   a. Reliable: The reliability of the source is unquestioned or has been well tested in the past
   b. Usually Reliable: The reliability of the source can usually be relied upon as factual. The majority of information provided in the past has proven to be reliable.
   c. Unreliable: The reliability of the source has been sporadic in the past
   d. Unknown: The reliability of the source cannot be judged. Neither experience nor investigation has yet determined its authenticity or trustworthiness.

2 **CONTENT VALIDITY**

   a. Confirmed: The information has been corroborated by an investigator or another independent, reliable source
   b. Probable: The information is consistent with past accounts
   c. Doubtful: Information is inconsistent with past accounts
   d. Cannot Be Judged: The information cannot be judged. Neither experience nor investigation has yet determined its authenticity.

G. CLASSIFICATION

1. **VALUE**

   a. Protects sources, investigations, and the individual's right to privacy
   b. Indicates the internal approval that must be completed prior to the release of the information to persons outside the agency
   c. Is not in itself is a defense against a subpoena duces tecum

2. **SUBJECT TO CONTINUAL CHANGE:** The passage of time, the conclusion of investigations, and other factors may affect the security classification assigned to particular documents. Documents within the intelligence files should be reviewed on an ongoing basis to ascertain whether a higher or lesser degree of document security is required to ensure that information is released only when and if appropriate.

3. **CLASSIFICATION CATEGORIES**

   a. **Sensitive**
      1) Information pertaining to significant law enforcement cases currently under investigation
      2) Corruption (police or other government officials) or other sensitive information
      3) Informant identification information
      4) Criminal intelligence reports which require strict dissemination and release criteria

   b. **Confidential**
      1) Criminal intelligence reports not designated as sensitive
      2) Information obtained through criminal intelligence unit channels that is not classified as sensitive and is for law enforcement use only

   c. **Restricted**
      1) Reports that at an earlier date were classified sensitive or confidential and the need for high-level security no longer exists
      2) Non-confidential information prepared for/by law enforcement agencies

d. **Unclassified**
   1) Civic-related information to which, in its original form, the general public had direct access (e.g., birth and death certificates)
   2) News media information newspaper, magazine, and periodical clippings dealing with specified criminal categories

H. INFORMATION SOURCES

The value of information stored in a criminal intelligence file is often directly related to the source of such information.

1. **WHETHER OR NOT** confidential source identification is warranted, reports shall reflect the name of the agency and the reporting individual.
   a. **Code Number:** When identifying the source by name is not practical for internal security reasons, a code number may be used. The criminal intelligence unit lieutenant shall retain a confidential listing of coded sources of information.
   b. **Source Description:** It may also be appropriate in a particular case to describe how the source obtained the information (for example, "S-60, a reliable police informant hears" or "a reliable law enforcement source of the Police Department saw" a particular event at a particular time)
   c. **Correlation with Source**: 28 CFR 23 requires that all intelligence projects be able to correlate intelligence reports with the informational source
      1) Often disclosing methods, persons, or means of collecting information (unless under subpoena) is not in the best interest of the Police Department or information provider. Under these circumstances, protecting anonymity of intelligence sources is of the highest priority to the Chandler Police Department and CIU.
      2) When appropriate, intelligence sources will be classified within the database in the following manner when given an intelligence control number:
         a) Witting sources
         b) Unwitting sources, or
         c) Law Enforcement sources
      3) IR will refer to this number when identifying information provided by this source
      4) Only disclose intelligence sources with the concurrence of the CIU supervisor, section lieutenant, or under legal requirement
2. **TO DETERMINE NEED FOR SOURCE IDENTIFICATION,** include:
   a. The nature of the information reported
   b. The potential need to refer to the source's identity for further or prosecutorial activity
   c. The reliability of the source

I. QUALITY CONTROL

1. **THOROUGHLY REVIEW** all information for storage for compliance with established file input guidelines and department policy prior to being filed. The quality control reviewer is responsible for seeing that all information entered into the criminal intelligence files conforms with the department's file criteria and has been properly evaluated and classified.

a. Does it contain a criminal predicate offense?
b. Is it relevant to the identification of an individual and the criminal activity engaged in by an individual or organization that is reasonably suspected of involvement in criminal activity?
c. Is the information related to the criminal activities of the person or organization?

2. **UNIT INVESTIGATORS AND THE UNIT SUPERVISOR** will be tasked with information quality control oversight

a. Ensure programmed audit controls on intelligence files to alert unit investigators and/or the unit supervisor 90 days prior to the case file expiration
b. Ensure all intelligence case files are reviewed against 28 CFR 23 criteria within this 90-day re-work window
c. If after the 90-day re-work period new information cannot be documented to establish intelligence data base inclusion, purge the file

J. FILE DISSEMINATION

1. **RELEASE REQUIREMENTS:** Information from a criminal intelligence report may only be released to an individual who has demonstrated both a "right-to-know" and a "need-to-know"

a. **Right-to-know**: Requestor has official capacity and statutory authority to the information being sought
b. **Need-to-know:** Requested information is pertinent and necessary to the requestor agency in initiating, furthering, or completing an investigation

2. **DO NOT RELEASE** an "original document" which has been obtained from an outside agency to a third agency. Refer such a request to the submitting agency for further assistance.

3. **CLASSIFY** Stored information according to the following system:

Security Level	Dissemination Criteria	Release Authority
Sensitive	Restricted to law enforcement personnel having a specific need-to-know and right-to-know	Intelligence Unit Lieutenant
Confidential	Same as for sensitive	Intelligence Unit Lieutenant or designee
Restricted	Same as for Sensitive	Intelligence Unit Supervisor or designee
Unclassified	Not restricted	Intelligence Unit personnel

4. **RELEASE CONTROL FORM:** To eliminate unauthorized use and abuses of the system, the department shall use a dissemination control form that shall be maintained with each stored document to record the date of the request, the name of the agency and individual requesting the information, the need-to-know, the information provided, and the name of the employee handling the request

5. **REQUIRED INTELLIGENCE RELEASE (IR) FORM:** Only release copies of IRs for review by the CIU through the use of an intelligence report release form

a. This form will act as the official audit trail as required by 28 CFR 23
b. All IRs released for review will have a 15-day return suspense
c. The IR release form will note number of pages disseminated and returned and whether the hard copy of the IR was destroyed upon return to the CIU
d. **NO IRs WILL BE PHOTOCOPIED WITHOUT THE EXPRESSED WRITTEN PERMISSION OF THE CIU SECTION LIEUTENANT**

K. FILE REVIEW AND PURGE

1. **PURPOSES FOR REVIEW AND PURGE:** Information stored in the criminal intelligence file shall be reviewed periodically for reclassification/validation or purge in order to ensure that:

   a. The file is current, accurate, and relevant to the needs and objectives of the agency
   b. The individual's right of privacy as guaranteed under federal and state laws is safeguarded
   c. The security classification level remains appropriate

2. **OBLIGATION OF REVIEW**

   Law enforcement agencies have an obligation to keep stored information on subjects current and accurate. Reviewing of criminal intelligence should be done on a continual basis as department personnel use the material in carrying out day-to-day activities to immediately be purged or reclassified where necessary.

3. **PURGE CRITERIA**

   a. **Utility**
      1) How often is the information used?
      2) For what purpose is the information being used?
      3) Who uses the information?

   b. **Timeliness and Appropriateness**
      1) Is the investigation still ongoing?
      2) Is the information outdated?
      3) Is the information relevant to the needs and objectives of the agency?
      4) Is the information relevant to the purpose for which it was collected and stored?

   c. **Accuracy and Completeness**
      1) Is the information still valid?
      2) Is the information adequate for identification purposes?
      3) Can the validity of the data be determined through investigative techniques?

4. **REVIEW AND PURGE TIME SCHEDULE**

   a. Reclassifying and purging information in the intelligence file shall be done on an ongoing basis as documents are reviewed
   b. A complete review of the criminal intelligence file for purging purposes should be undertaken periodically. This review and purge schedule shall be:
      1) At least once every year for documents with temporary status
      2) At least once every five years for permanent documents

5. **MANNER OF DESTRUCTION**

Material purged from the criminal intelligence file shall be destroyed. Disposal is used for all records or papers that identify a person by name.

6. **ALL FILE REVIEWS MUST IDENTIFY THE FOLLOWING:**

a. Name of reviewer
b. Date of review
c. Explanation for reason to retain/and or purge the file
d. Concurrence of information retention/purge by section lieutenant

L. FILE SECURITY

Physical security of the criminal intelligence file is imperative to maintain the confidentiality of the information stored in the file and to ensure the protection of the individual's right to privacy. The criminal intelligence file shall be located in a secured area with file access restricted to authorized personnel.

M. GLOSSARY

PUBLIC RECORD

Public record includes any writing containing information relating to the conduct of the public's business prepared, owned, used, or retained by any state or local agency regardless of physical form or characteristics.

"Member of the public" means any person, except a member, agent, officer, or employee of a federal, state, or local agency acting within the scope of his or her membership in an agency, office, or employment.

For purposes of these guidelines, public record information includes only that information to which the general public normally has direct access, e.g., birth or death certificates, county recorder's information, incorporation information, etc.

CRIMINAL OFFENDER RECORD INFORMATION (CORI)

CORI is defined as summary information to arrests, pretrial proceedings, sentencing information, incarcerations, parole, and probation. Summary criminal history records are commonly referred to as "rap sheets." Data submitted on fingerprint cards, disposition of arrest and citation forms, and probation flash notices create the entries on the rap sheet.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-14 CRIMINAL INTELLIGENCE UNIT**	
	Subject **300 Facial Recognition**	Effective **03/26/21**

HIGH FREQUENCY/HIGH SEVERITY

Summary: This policy governs the use of facial recognition technology in furtherance of criminal investigations being conducted by the Chandler Police Department.

A. PURPOSE

This order provides guidelines for the collection, access, use, dissemination, retention, and purging of images and related information applicable to the implementation of a Facial Recognition (FR) Program. This policy will ensure all FR uses are consistent with authorized purposes while not violating the privacy, civil rights, and civil liberties (P/CRCL) of individuals.

The Chandler Police Department considers any results of a facial recognition search to be advisory in nature as an investigative lead only. Facial recognition search results are not considered positive identification of a subject and do not on their own establish probable cause without further investigation. Any possible connection or involvement of the subject(s) to the investigation must be determined through further investigative methods.

B. POLICY

Facial recognition technology involves the ability to examine and compare distinguishing characteristics of a human face using biometric algorithms contained within a software application. This technology is a valuable investigative tool to detect and prevent criminal activity, reduce an imminent threat to health or safety, and help in the identification of persons unable to be identified by other means. The Chandler Police Department has established access and use of a facial recognition software system to support investigative efforts. The investigative leads developed using this technology will never be used as positive identification or for probable cause to arrest.

The department's Criminal Intelligence Unit (CIU) shall oversee the FR program and shall be responsible for training, policies, and appropriate usage of the FR program. The CIU will provide investigative assistance to the department by using FR software to compare the submitted images against known images to develop investigative leads. Facial Recognition requests shall be submitted to the Criminal Intelligence Unit utilizing the FR request form.

This policy delineates the manner requests for facial recognition are received, processed, catalogued, and responded to. The Fair Information Practice Principles (FIPPs) form the core of the privacy framework for this policy.

This facial recognition policy assists the department and its personnel in:

- Increasing public safety and improving security
- Minimizing the threat and risk of injury to the public
- Minimizing the threat and risk of physical injury or financial liability to law enforcement and others responsible for public protection, safety, or health
- Minimizing the potential risks to individual privacy, civil rights, civil liberties, and other legally protected interests
- Protecting the integrity of criminal investigations, criminal intelligence, and justice system processes
- Minimizing the threat and risk of damage to real or personal property
- Fostering trust by strengthening transparency, oversight, and accountability
- Making the most effective use of public resources

C. DEFINITIONS

1. **FACIAL RECOGNITION (FR)** software compares patterns within the field of computer vision. Such approaches do not rely upon intrinsic models of what a face is, how it should appear, or what it may represent. The matching is not based on biological or anatomical models of what a face or its features look like. The patterns used in FR algorithms do not correlate to obvious anatomical features such as the eyes, nose, or mouth in a one-to-one manner, although they are affected by these features

2. **CANDIDATE IMAGES—**The possible results of a facial recognition search. When facial recognition software compares a probe image against the images contained in a repository, the result is a list of most likely candidate images determined by the software to be sufficiently similar to or most likely resemble the probe image to warrant further analysis. A candidate image is an **investigative lead only** and does **not establish probable cause to obtain an arrest warrant without further investigation**

3. **FACIAL RECOGNITION SOFTWARE/TECHNOLOGY—**Third-party software that uses specific proprietary algorithms to compare facial features from one specific picture—a probe image—to many others (one-to-many) stored in an image repository to determine most likely candidates for further investigation

4. **INVESTIGATIVE LEAD—**Any information which could potentially aid in the successful resolution of an investigation but does not imply positive identification of a subject or that the subject is guilty of a criminal act

5. **ONE-TO-MANY FACE IMAGE COMPARISON—**The process whereby a probe image from one subject is compared with the features of reference images contained in an image repository, generally resulting in a list of most likely candidate images

6. **UNSOLVED IMAGE FILE—**A lawfully obtained probe image of an unknown suspect may be added by authorized law enforcement users to an unsolved image file pursuant to an authorized criminal investigation and if a search has produced no candidates and the subject remains unknown. Images in an unsolved image file are periodically compared with the known images in an image repository

7. **VALID LAW ENFORCEMENT PURPOSE—** FR is to be used for criminal investigative purposes only. FR will only be used in furtherance of active City of Chandler Police Department criminal investigations

D. AUTHORIZED USES

All deployments of the FR system are for official use only/law enforcement sensitive. The provisions of this policy are provided to support the following authorized uses of facial recognition information:

1. **ASSIST WITH THE IDENTIFICATION** of a person(s) when a reasonable suspicion said individual(s) has committed a criminal offense or is involved in or planning a criminal offense

2. **AN ACTIVE OR ONGOING** criminal investigation

3. **MITIGATE AN IMMINENT THREAT** to health or safety of the community

4. **ASSIST IN THE IDENTIFICATION** of a person who is unable to identify themselves (such as an incapacitated, deceased, or otherwise at-risk person)

5. **FOR A PERSON WHO AN OFFICER** reasonably believes is concealing his or her true identity and has a reasonable suspicion the individual has committed a misdemeanor or felony crime other than concealing his or her identity

6. **FOR PERSONS WHO LACK THE CAPACITY** or are otherwise unable to identify themselves and who are a danger to themselves or others

7. **ALL FR SEARCHES REQUIRE A GENERAL OFFENSE** number to be associated with the outlined criteria. A "quick search" option for FR is not allowed

E. FR ACCESS

Authorized access to a facial recognition system is granted only to personnel whose positions and job duties require such access and who have successfully completed the required training. Personnel will be provided individual usernames and passwords to the facial recognition system that are not transferrable, must not be shared, and must be kept confidential

F. PROHIBITED USE

The Chandler Police Department will prohibit access to and use of the face recognition system, including dissemination of face recognition search results, for the following purposes:

1. **NON-LAW ENFORCEMENT** (including but not limited to personal purposes)
2. **ANY PURPOSE THAT VIOLATES** the U.S. Constitution or laws of the United States, including the protections of the First, Fourth, and Fourteenth Amendments
3. **PROHIBITING OR DETERRING** lawful individual exercise of other rights, such as freedom of association, implied by and secured by the U.S. Constitution or any other constitutionally protected right or attribute
4. **ANY OTHER ACCESS,** use, disclosure, or retention that would violate applicable law, regulation, or policy
5. **WILL NOT CONNECT THE FACIAL RECOGNITION** system to any interface that performs live video surveillance, including surveillance cameras, drone footage, and body-worn cameras

G. FR ADMINISTRATOR

Primary responsibility for the technical operation and administration of the facial recognition program and system is assigned to the PDIT Manager or designee

1. **MANAGE THE FACIAL RECOGNITION PROGRAM** to ensure compliance with applicable laws, regulations, standards, and policy
2. **ACT AS THE AUTHORIZING OFFICIAL** for individual access to facial recognition information
3. **ENSURE USER ACCOUNTS AND AUTHORITIES** granted to personnel are maintained in a current and secure “need-to-know” status
4. **ENSURE RANDOM AUDITS** of user compliance with system requirements and the entity’s facial recognition policy and applicable law are conducted and documented
5. **ENSURE AND DOCUMENT** personnel meet all prerequisites stated in this policy prior to being authorized to use the facial recognition system
6. **REVIEW OF ALL REQUESTS** to share facial recognition data. The sharing of facial recognition data must comply with policy and any contractional obligations existing at the time of request

H. FR SERVICES

The Chandler Police Department will:

1. **UTILIZE ONLY THOSE FACIAL RECOGNITION** services provided by companies approved by the Office of the Chief
2. **CONTRACT WITH FACIAL RECOGNITION** software service companies to provide software and system development services for the department's facial recognition system
3. **PERFORM FACIAL RECOGNITION SEARCHES** utilizing mug-shot images, also known as booking photos. The booking photos are lawfully obtained from known offenders when they are arrested and booked by law enforcement

I. INVESTIGATIVE LEADS

1. **CIU CONSIDERS FACIAL** recognition search results:
   a. To be advisory in nature as an investigative lead only
   b. Not positive identification of a subject and do not on their own establish probable cause without further investigation
2. **ANY POSSIBLE CONNECTION** or involvement of the subject(s) to the investigation must be determined through further investigative methods
3. **INVESTIGATIVE LEADS** need to be vetted with supervisory oversight
   a. Personnel need to establish their own probable cause before making an arrest
   b. In any case where FR software was used as an investigative lead, the employee's supervisor will review the case in order to ensure the FR was used as an investigative lead and not solely to establish probable cause for an arrest

J. PROCESS

The process for facial recognition searches includes:

1. **ONLY AUTHORIZED AND TRAINED** personnel may utilize the face recognition application
2. **THE REQUESTOR** completes an FR Request Form and submits it to the CIU Sergeant
3. **THE CIU SERGEANT** assigns the AFR form to an Investigative Analyst within CIU
4. **DOCUMENT ALL FR REQUESTS** and/or submissions in the database log along with the report number associated with the request
5. **AN INVESTIGATIVE ANALYST** (IA) prepares and submits the request along with the image(s) to the currently contracted FR company for analysis

6. **WHEN AN INVESTIGATIVE LEAD** is developed, the IA provides the possible lead(s) to the requestor as well as their supervisor. This lead is NOT probable cause to arrest

7. **ALL RESULTING PHOTO LINE-UPS** shall be conducted using the procedures outlined in G.O. F-07.300

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-14 FIELD INTELLIGENCE OFFICER PROGRAM**	
	Subject **400 Guidelines**	Effective **10/11/21**

SUMMARY: This order describes the Field Intelligence Officer (FIO) Program

A. PURPOSE

1. **THE FIELD INTELLIGENCE OFFICER PROGRAM EXISTS TO**:
   a. Provide frontline information regarding subjects, locations, or activities of interest to the Intelligence Unit to solve recurring problems and identify potential threats
   b. Mitigate threats to the community via proactive information gathering and collaboration with the Intelligence Unit
2. **FIOs ARE TRAINED** by the Intelligence Unit and are a resource for patrol in communicating actionable intelligence involving current or potential threats to the community

B. FIO RESPONSIBILITIES

1. **ASSIST IN PROACTIVE INFORMATION** collection through observation and/or during routine investigations
2. **DIRECTLY REPORT INFORMATION** to the Intelligence Unit via written reports
3. **COMMUNICATE POTENTIAL** emerging threats observed by their patrol teams to the Intelligence Unit for vetting and further investigation (e.g., subjects contacted multiple times in a short time span, locations with sudden increase in calls for service, etc.)
4. **ASSIST INTELLIGENCE UNIT** in disseminating actionable intelligence to patrol

C. PROGRAM ADMINISTRATION

INTELLIGENCE UNIT WILL ADMINISTER all aspects of the FIO program to ensure it is being effectively used by:

1. **EDUCATING** the FIOs regarding Code of Federal Regulations as it pertains to information gathering and intelligence dissemination (28 CFR Part 23) and any additional intelligence tradecraft training
2. **TRAINING FIOs** on source development and intelligence gathering techniques and tools
3. **PERIODIC MEETINGS WITH INTELLIGENCE UNIT SERGEANT** to evaluate the needs of the FIO program and assist with uniformity and assist with uniformity in information gathering techniques and procedures in patrol

D. FIO SELECTION/REMOVAL

FIO POSITIONS will open as needed

1. **SELECTION CRITERIA –** Eligibility Requirement
   a. One year of service with the department
   b. Not on probation

c. Maintains performance standards set by the department
d. Not currently on an early intervention program or performance plan
e. Supervisor nomination
f. Acceptance of nomination by current Intelligence Unit Sergeant

2. **OTHER UNITS** in the department (e.g., Bikes, SRO, CIB, CAU, etc.) may designate a member of each unit to be a FIO, if such designation benefits that unit

3. **FIOs ARE SUBJECT TO REMOVAL** from the program for any of the following:
   a. Failure to perform the stated responsibilities of a FIO
   b. Unsatisfactory performance of primary job responsibilities
   c. Failure to attend a minimum of three Crime Suppression meetings AND one intelligence-related training per calendar year (exceptions can be made at the discretion of the Special Investigations Lieutenant)

E. TRAINING

1. **INTELLIGENCE UNIT RESPONSIBILITIES**

   a. Trains all members selected as FIOs
   b. Maintains liaison with every team assigned an FIO
   c. Responds when requested for information gathering / vetting
   d. Intelligence detectives and analysts disseminate actionable intelligence to FIOs

2. **TRAINING PROVIDED**

   a. Intelligence Unit provides ongoing training for FIOs throughout the year
   b. Additional training may be provided to enhance knowledge enabling FIOs to further assist the Intelligence Unit in identifying and mitigating potential threats to the community

F. FIO ASSIGNMENT

FIOs:

1. **Are permitted** to go to other beats whenever the need arises to assist other officers with intelligence-related issues when calls for service allow (e.g., a subject who is being monitored by the Intelligence Unit)

2. **Will act as a conduit** for information sharing between patrol and the Intelligence Unit, ensuring the unit has the most current intelligence from patrol

3. **May be asked to assist** with special events that could potentially attract large crowds

4. **Should motivate team members** in the active collection of information while performing their regular duties

5. **Are eligible for shadow training** with the Intelligence Unit each year as staffing allows

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-15 FINANCIAL CRIMES UNIT**	
	Subject **100 Procedures**	Effective **02/14/22**

A. SUMMARY

The Financial Crimes Unit provides criminal investigative support to the citizens of Chandler by conducting thorough criminal investigations on individuals engaged in the commission of crimes for financial gain.

B. PURPOSE

The Financial Crimes Unit's primary responsibility is to identify, disrupt, and investigate financial crimes committed against individual citizens and businesses within the City of Chandler. This unit investigates a wide variety of violations, to include but not limited to:

1. Fraudulent Schemes	ARS 13-2310
2. Identity Theft	ARS 13-2008
3. Felony Theft (Embezzlement)	ARS 13-1802
4. Credit Card Fraud	ARS 13-2105
5. Forgery	ARS 13-2002
6. Counterfeit Negotiable Instruments; investigate as a forgery	

C. INVESTIGATIONS

1. **FRAUD SCHEMES**, as defined in Arizona Revised Statute (ARS): 13.2310 (F2) - In and of itself is not a singular charge. This violation is an "Umbrella" charge and needs to be supported by lesser charges. It is the result of a series of violations cumulated together.

2. **IDENTITY THEFT**, as defined in ARS: 13.2008 & Aggravated Identity Theft: 13.2009. The Chandler Police Department shall take an initial report at the request of a person or business residing within its jurisdiction, or if the crime occurred within the City of Chandler for this violation(s).

   a. The officer will take an initial report outlining and documenting the facts and:
      1) Secure, collect and preserve all evidence and obtain all pertinent information about the crimes (who, what, when, where, how)
      2) Always attempt to make a probable cause arrest
      3) Provide an identity theft packet to the victim in person, via U.S. mail, or the victim may choose to download the identity theft packet from the department's website *www.chandlerpd.com*
      4) Review the entire packet with the victim so the victim has full understanding of the requirements for the investigation as well subsequent prosecution
      5) Close the case with a status of "**Closed–No Further Action**" if no further investigation is required. The victim will complete, return, and address the identity theft packet to the Financial Crimes sergeant. The sergeant will assign the case for follow-up investigation to a member of the unit.

b. **Aggravated identity theft for employment.** Refer to Identity Theft Investigation section above. The officer should always attempt to make a probable cause arrest. The officer **may** pend the case to the Financial Crimes sergeant if:

1) The suspect information is available and the suspect is not at or near the scene
2) The suspect information does not make the identity of the true suspect readily identifiable

c. For **forged Internal Revenue Service (IRS) documents** or fraudulently submitted tax return(s), refer to Identity Theft Investigation section above. The officer will take an initial report outlining and documenting the facts and:

1) Secure, collect and preserve all evidence and obtain all pertinent information about the crimes (who, what, when, where, how)
2) Provide an identity theft packet to the victim in person, via U.S. Mail or the victim may choose to download the identity theft packet from the department's website *www.chandlerpd.com*
3) Upon receiving the identity theft packet from the victim, mail the entire case along with the identity theft packet to the Internal Revenue Service's Criminal Investigation at:

Department of the Treasury
Internal Revenue Service
Criminal Investigations
Fresno, California 93888.0002

d. **Identity theft for unemployment insurance benefits** or pandemic unemployment assistance

1) Officer may take a courtesy report at the request of the victim
2) These cases are investigated by the Officer of the Inspector General / Arizona Department of Economic Security
3) Refer the victim to DES website (des.az.gov) to file a fraud complaint
4) Make a recommendation to the victim to report the incident to the Federal Trade Commission at their website (identitytheft.gov) for an online report

3. **FELONY THEFT (EMBEZZLEMENT),** as defined in ARS: 13.1802

a. The officer will take an initial report outlining and documenting the facts. The officer shall secure, collect and preserve all evidence and obtain all pertinent information about the crimes (who, what, when, where, how).

b. If the employee theft is in progress and the suspect is on scene, the officer shall obtain the information from the victim business that corroborates the loss and effect a probable cause arrest. The officer will provide the victim business an embezzlement packet and request that it be completed.

c. In all cases of employee theft in which the suspect is **no longer employed** by the victim business, the officer shall:

1) Take an initial report outlining the facts and documenting them in a report

2) Provide the victim business with an embezzlement packet in person, via U.S. Mail or the victim may choose to download the embezzlement packet from the department's website *www.chandleraz.gov*. Close the case with a status of **"Closed – No Further Action**" if no further investigation is warranted.

d. The victim business will complete the embezzlement packet and submit it to the Financial Crimes sergeant

e. The sergeant will assign the investigation to a member of the unit for completion after receiving the embezzlement packet

4. **CREDIT CARD FRAUD**, as defined in ARS 13.2101 – 13.2110

a. The officer will take an initial report outlining and documenting the facts and
   1) Secure, collect all pertinent information about the crimes (who, what, when, where, how)
   2) Preserve all evidence, e.g., surveillance footage, receipts and/or any information that tends to identify the individual(s) responsible

b. The officer will progress the case to completion up to the point where all leads are exhausted or additional assistance is required. If additional assistance is requested, the Financial Crimes sergeant will be notified.

c. In the event that officers locate a suspect immediately and evidence demonstrates that the suspect(s) are organized and use any electronic device, e.g., computer, skimming device, the Financial Crimes sergeant will be notified

NOTE: If after hours, refer to the protocol in D-01.200 – CIB Call-Out

5. **FORGERY**, as defined in ARS: 13.2002

a. The officer will take an initial report outlining and documenting the facts and
   1) Secure, collect all pertinent information about the crimes (who, what, when, where, how)
   2) Preserve all evidence, e.g., the forged document(s), surveillance footage, receipts and/or any information that tends to identify the individual(s) responsible.

b. The officer will progress the case to completion up to the point where all leads are exhausted. The officer should always attempt to make a probable cause arrest. If additional assistance is requested, the Financial Crimes sergeant will be notified.

c. In the event that officers locate a suspect immediately and evidence demonstrates that the suspect(s) are organized and use any electronic device e.g., computer, skimming device, the Financial Crimes sergeant will be notified

NOTE: If after hours, refer to the protocol in D-01.200 – CIB Call-Out

6. **COUNTERFEIT UNITED STATES CURRENCY – 18.USC 472** - This case is investigated as a Forgery and Theft, as defined in ARS 13.2002 and 13.1802 respectively

United States Secret Service Phoenix Office:
[redacted] (24 Hours)
(Fax)

Business Hours: 8:00 am – 5:00 pm (Duty Agent)
After Hours: 5:00 pm – 8:00 am (Leave Message)

NOTE: If the case is manufacturing counterfeit bills or if a large amount of counterfeit bills are located with a suspect, follow the telephone prompts to speak to the Duty Agent

a. **Negotiating of Counterfeit United States Currency.** The officer will take an initial report outlining and documenting the facts and:
   1) Secure, collect all pertinent information about the crimes (who, what, when, where, how)
   2) Preserve all evidence, e.g., surveillance footage, the counterfeit bill(s), witness statement(s) and/or any information that tends to identify the individual(s) responsible
   3) The officer will progress the case to completion up to the point where all leads are exhausted or additional assistance is required. If additional assistance is requested, the Financial Crimes sergeant will be notified.

NOTE: If after hours, refer to the protocol in D-01.200 – CIB Call-Out

b. **Manufacturing of Counterfeit United States Currency.** The officer will take an initial report outlining and documenting the facts and:
   1) Secure, collect all pertinent information about the crimes (who, what, when, where, how)
   2) Preserve all evidence, e.g., all equipment used to produce the counterfeit bill(s): computers and everything with a hard-drive; printers, copiers, paper, ink, cutting devices, and images
   3) The officer will progress the case to completion or to the point where all immediate leads are exhausted, then the Financial Crimes sergeant will be notified

NOTE: If after hours, refer to the protocol in D-01.200 – CIB Call-Out

c. **In either circumstance**, upon completing the initial investigation the officer shall **contact the United States Secret Service**, at the above listed numbers. Provide them with the listed information and fax a full copy of the police report including legible photocopies of the counterfeit bills both front and back.
   - Agency name
   - Officer name and badge number
   - Report number
   - Brief synopsis of report
   - Identity and disposition of suspect(s), (if applicable)
   - Denomination, serial number(s) and quantity of counterfeit bills recovered

New

7. **ISSUING A BAD CHECK,** as defined in Arizona Revised Statute (ARS): 13-1807
   a. Refer victims to the MCAO Bad Check Program through the Maricopa County website
   b. The Check Enforcement Program is applicable to checks not honored by banks due to insufficient funds and for checks written on closed accounts
   c. Contact MCAO at maricopacountyattorney.org/cep or call their office at 602-372-7300

8. **CONCLUSION OF INVESTIGATION:** The detective is responsible for:
   a. Notifying the victim that they are assigned to the case
   b. Determining jurisdiction
   c. Evaluating all elements are present for prosecution
   d. Completing the investigation by following up all leads and evidence
   e. Effecting an arrest (if applicable)
   f. Presenting the case to the charging attorney for formal charges (if applicable)
   g. Closing out the case in RMS

D. ADDITIONAL RESPONSIBILITIES

1. Assist other members of the department in obtaining information from financial institutions and drafting court orders, e.g., subpoenas in order to further an investigation
2. Assist with Advanced Officer Training (AOT)
3. Perform public seminars to groups of the community, as requested
4. Assist other agencies, as requested
5. Maintain our internal case management system: Record Management System (RMS)
6. Build long-term relationships with counterparts throughout the law enforcement community, the court system(s) and the business community in order to make our tasks more efficient
7. Detective on call status – Refer to the protocol in D-01.200

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-16 SEX CRIMES UNIT**	
	Subject **100 Assigned Crimes**	Effective **11/20/09**

SUMMARY: This order defines the crimes assigned to the Sex Crimes Unit.

Sex Crimes Unit detectives investigate the following crimes perpetrated against persons:

A. SEXUALLY MOTIVATED CRIMES AGAINST ADULTS

1. Sexual assault
2. Violent sexual assault
3. Sexual abuse
4. Surreptitious videotaping and photography

B. SEXUALLY MOTIVATED CRIMES AGAINST CHILDREN

1. Sexual assault
2. Violent sexual assault
3. Sexual abuse
4. Child molestation
5. Sexual exploitation of a minor
6. Indecent exposure
7. Public sexual indecency
8. Sexual conduct with a minor
9. Luring a minor for sexual exploitation
10. Surreptitious videotaping, photography
11. Child prostitution

New

C. SEX OFFENDER REGISTRATION

Includes terms and conditions, i.e., failure to register, failure to change address, failure to obtain ID

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Summary: This policy describes procedures for compliance with the Arizona state-mandated sex offender registration and tracking (SORT).

A. PROGRAM OVERVIEW

PROCEDURES INCLUDE:

1. Completing full background investigation of the offender
2. Determining classification of the offender and appropriate community notification
3. Documenting and tracking offenders
4. Coordinating with and assisting other criminal justice agencies as necessary

B. POLICY

This department makes appropriate community notifications based on the risk-level criteria, maintains perpetual tracking documentation, and performs ACJIS/SOPN updates on all registered sex offenders as required by Arizona state law, ARS 13-3825

C. DEFINITIONS

Rev

Table 1. **Sex Offender Notification Program Definitions**

Acronym	Definition
SO	Sex Offender
SOPN	Sex Offender Profile and Notification
SORI	Sex Offender Registration Inquiry
SORN	Sex Offender Registration and Notification
SORT	Sex Offender Registration and Tracking
ACJIS	Arizona Criminal Justice Information System
DPS	Department of Public Safety
DOC/ADC	Arizona Department of Corrections
MVD	Motor Vehicle Division
MCSO	Maricopa County Sheriff's Office
CPD	Chandler Police Department
CIB	Criminal Investigation Bureau
Level 1 offender	Offender whose risk assessment profile and investigation identify him as a low risk to the community
Level 2 offender	Offender whose risk assessment profile and investigation identify him as an intermediate risk to the community
Level 3 offender	Offender whose risk assessment profile and investigation identify him as a high risk to the community

D. INITIAL REGISTRATION

1. **MARICOPA COUNTY SHERIFF'S OFFICE (MCSO)** completes the registration for offenders living within the Chandler city limits and then notifies the CIB SORT detective using the Offender Watch program

2. MCSO collects a blood sample and gives it to DPS where it is entered into CODIS (Combined DNA Index System) for DNA records

E. SORT DETECTIVE RESPONSIBILITY

1. **CREATE A SORT FILE INCLUDING:**

   a. Initial registration with photo
   b. SORT investigative checklist
   c. DOC/parole information
   d. Copies of investigative interviews and notes

Rev

2. **ADD INFORMATION AND DOCUMENTS** as needed into the Offender Watch program

3. **INTERVIEW THE OFFENDER**, if possible, and:

   a. Have the offender sign sex offender registration notification which includes acknowledgement the offender is under the notification and/or registration law
   b. If the offender refuses to sign the notification form
      1) Leave it blank
      2) Write on form, " *Name* was read the instructions from this form. He refused to sign the form. I acknowledge he was given all of the information contained on this form and was left with a copy."
   c. Notify the offender of the level and notification details when the SORT investigation is complete

4. **OBTAIN NEEDED DOCUMENTATION** to support classification

   a. Run a criminal history and SORI
   b. Contact agencies where offender may have had police contact regarding sex crimes
   c. Contact the offender's probation or parole officer for information
   d. Obtain copies of police reports, probation reports, court files, and other documents relating to the offender

Rev

5. **DOCUMENT** offender's level and create a flag in RMS including a summarized narrative of the offender's relevant offenses

F. CLASSIFICATION

1. **THE SORT DETECTIVE CLASSIFIES** the offender into a level 1, 2, or 3 notification classification based on the assessment screening profile, police and probation reports, court documents, investigative information, interview with the offender, and all other available information on the offender

   a. **Level 1 Offender** 0-20 points sex offense risk and 0-19 points general recidivism risk on the profile assessment
   b. **Level 2 Offender** 21-30 points sex offense risk or 20-52 points general recidivism risk on the profile assessment
   c. **Level 3 Offender** 31 or more points sex offense risk or 53 points general recidivism risk on the profile assessment

2. **THE FINAL DECISION** on offender classification is based on all of the available information on the offender, regardless of the numerical rating on the Assessment Profile

G. ADMINISTRATIVE REVIEW FOR NOTIFICATION

THE SORT DETECTIVE WILL:

1. **COMPLETE "INTEROFFICE RECOMMENDATION" FORM** including:

   a. Synopsis of sex-related criminal activity of the offender
   b. Completed Assessment Profile on the offender based on all information learned during the investigation
   c. SORT detective's recommendation for classification for the offender
   d. Justification if the profile recommendation score and SORT detective's recommendation differ
   e. Recommendation for the level of community notification to be done and a plan of action for the notification, including an area map
   f. A date by which the form should be returned to SORT detective to assure timely notification (if applicable) pursuant to ARS 13-3825

2. **OBTAIN CHAIN OF COMMAND APPROVAL**

   a. **Level 1**: CIB SORT detective, Sex Crimes sergeant, and CIB lieutenant
   b. **Level 2**: CIB SORT detective, Sex Crimes sergeant, and CIB lieutenant
   c. **Level 3**: CIB SORT detective, Sex Crimes sergeant, CIB lieutenant, and CIB commander
   d. **Variant recommendation**: If the level on the Assessment Profile is lower or higher than the SORT detective's recommendation, final approval will be given by a CIB lieutenant.

Rev

H. ACTION PLAN

WITHIN 45 DAYS OF NOTIFICATION, Chandler Police Department must make the appropriate notification. As part of the action plan, the SORT detective may:

1. **VERIFY THE RESIDENCE** of the offender in person

2. **NOTIFY THE OFFENDER** of offender level in person and explain the notification process

3. **EVALUATE THE GEOGRAPHICAL AREA** for notification considering:

   a. Modus operandi of the offender
   b. Age and sex of victim(s)
   c. Offender's mobility
   d. Neighborhood layout

4. **DEVELOP FLYERS** (English and Spanish versions) to distribute

5. **EXECUTE PLANS FOR LEVELS 1, 2, AND 3 NOTIFICATIONS** per ARS 13-3825

Table 2. **Notification Requirements by Classification Level**

Level	Requirements for Notification
Level 1 Low risk to community	The SORT detective: a. Shall **maintain information** about the offender and a photograph of the offender which may be disseminated to other appropriate law enforcement agencies b. **May advise the immediate household** into which the offender is moving of the offender's background and notification status
Level 2 Intermediate risk to community / **Level 3** Highest risk to the community	a. Notification shall include a flyer with a photograph and exact address of the offender and a summary of the offender's status and criminal background b. The department shall: 1) Notify the surrounding neighborhood, appropriate community groups 2) Notify area schools through the affected school district superintendent's office, which may include: • Chandler Unified School District • Mesa Unified School District • Kyrene Unified School District • Charter and private schools

Rev

6. **THE SORT DETECTIVE WILL NOTIFY** the following regarding Level 2 and 3 offender information:

   a. **Surrounding law enforcement agencies** including, but not limited to:
      1) Gilbert Police Department
      2) Mesa Police Department
      3) Tempe Police Department
      4) Phoenix Police Department
      5) Maricopa County Sheriff's Office

   b. **Within Chandler Police Department** (for information only), email flyer to PoliceAll email group

I. ONGOING TRACKING

1. **THE SORT DETECTIVE WILL:**

   a. **Verify** offender's residence every 12 months additional or random verification as needed
   b. **For each level offender**, send a verification letter to each offender's address via mail If not returned in a timely manner, contact offender in person

2. **MVD LISTS REGISTERED OFFENDERS** in the MVD Driver's License/Identification file and issues a one-year driver's license or identification card. Verify offender's driver license or ID every 12 months.

J. DATA MAINTENANCE

1. **MAINTAIN ALL INTELLIGENCE FILES** on registered sex offenders in a separate, secure location in the CIB area

2. **THE CIB SERGEANT AND THE SORT DETECTIVE** have authority to release information from the restricted access files

3. **THE SORT DETECTIVE** maintains all systems records

K. PROSECUTION

1. **THE SORT DETECTIVE** initiates and conducts follow-up investigations for:

   a. Failure to register ARS 13-3821 (class 4 felony)
   b. Failure to change address ARS 13-3822 (class 4 felony)
   c. Failure to obtain ID ARS 13-3821.J (class 6 felony)

2. **THE SORT DETECTIVE MAY** forward these cases to the Maricopa County Attorney's Office for possible prosecution

L. OTHER SORT DETECTIVE DUTIES

MAY INCLUDE:

1. **PERFORMING PUBLIC RELATIONS DUTIES,** such as answering inquiries from the public, attending public meetings, and providing media information as directed

2. **ASSISTING OTHER AGENCIES b**y coordinating with criminal justice agencies to identify, investigate, apprehend, prosecute, and monitor offenders

M. TRAINING

SORT detective provides training **to field officers** for community notification, sex offender laws, and procedures reference sex offenders

N. LOSING OFFENDERS

1. **OFFENDER RELOCATES FROM CHANDLER** to another jurisdiction

   a. Offender notifies MCSO within 72 hours of move
   b. MCSO notifies gaining Sheriff, CPD, and gaining law enforcement agency of move via ACJIS
   c. DPS updates ACJIS SORT file
   d. CPD closes interest on offender

2. **OFFENDER LEAVES CPD JURISDICTION WITHOUT NOTIFICATION**

   a. When discovered through follow-up, check ACJIS SORI file for change of address
   b. If changed, CPD closes interest
   c. If not changed, file failure to register case
      1) DPS updates ACJIS with current address if known
      2) County Attorney issues arrest warrant if offender is not located

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-16 SEX CRIMES UNIT**	
	Subject **300 Child Victims**	Effective **02/10/20**

SUMMARY: This order establishes policy and procedures for investigating sex crimes against children.

A. COUNTY PROTOCOL

The Interagency Council of the Maricopa County Children's Justice Project developed the multi-disciplinary protocol for the investigation of child abuse (revised 3/2016). The goal of this protocol is to provide for professional investigations into child abuse allegations and to treat child victims/witnesses in a manner to **minimize secondary trauma often associated with an investigation**

B. INVESTIGATOR'S RESPONSIBILITIES

1. **REVIEW THE MULTI-DISCIPLINARY PROTOCOL**, **SECTION 1** of the law enforcement protocol for the investigation of child abuse
2. **INTERVIEW THE REPORTING SOURCE** to determine the circumstances of disclosure
3. New **DETERMINE IF DCS WILL TAKE TEMPORARY CUSTODY** or if CPD will apply for Court Application for Removal (CAR) of the child pursuant to A.R.S. Section 8-821
4. **INTERVIEW THE VICTIM**
   a. Arrange an interview of the victim by a qualified forensic interviewer only. *The child's interview should be conducted per the Maricopa County Multidisciplinary Interview Protocol for Children, Appendix A.*
   b. Coordinate the interview with Department of Child Safety (DCS) if they are involved in the case. *If a joint interview with DCS is not feasible and the circumstances dictate DCS involvement, the victim interview should be shared with DCS in order to ensure there is only one victim interview conducted. This will eliminate unnecessary or multiple interviews of the child victim.*
   c. A child shall be taken into temporary custody only if the temporary custody has been ordered by the superior court or if a parent or guardian has consented to the temporary custody under ARS 8-821a
5. **CONDUCT CRIME SCENE(S) INVESTIGATION** and evidence processing
6. **INTERVIEW THE FAMILY AND OTHER WITNESSES** obtaining dates of birth, social security numbers and other biographical information including where child witnesses attend school. However, do not audio or video record biographical and locating information when possible.
7. **REVIEW ALL INFORMATION** to determine the threat to the immediate neighborhood/community, e.g., suspected transient pedophile
   a. If a significant threat exists, notify the appropriate Sex Crimes Unit sergeant

b. The Sex Crimes Unit sergeant will determine whether or not to make neighborhood/community notification, the extent of the notification, and the mode of the notification, e.g., media alert, autodialer, or door-to-door notification

8. **MEDICAL EXAMINATION**

a. Arrange for a medical examination at a Child Advocacy Center (See Appendix 7 of protocol)
b. May take a child into temporary custody
   1) With a court order, or
   2) Without a court order only with consent of DCS
c. Immediately have the child examined by an appropriately licensed physician or other health care provider with specific training in evaluations of child physical and sexual abuse
d. Obtain a copy of the report and interview medical personnel
e. Send a copy of the examination report to DCS if requested

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9. **CONDUCT INVESTIGATIVE RESEARCH ON**:

a. Prior convictions of the suspect
b. Prior police reports involving the suspect, victim(s) or witness(es)
c. Prior unreported allegations involving the suspect, victim(s) or witness(es), and
d. Current and prior DCS reports

10. **CONDUCT ANY OTHER NECESSARY INVESTIGATIONS**

11. **INTERVIEW THE SUSPECT**

a. The suspect should be interviewed only by law enforcement personnel present, and
b. Notify DCS of the suspect interview when possible and of the content of the suspect interview, and
c. Video record or, if not possible, audio record the interview

12. **DETERMINE THE NEED TO ARREST THE SUSPECT** based on the following:

a. The risk of flight to avoid prosecution, and
b. The danger to the community, and
c. The need to conduct any further investigation

C. CASE PRESENTATION

1. **SUBMIT THE COMPLETE CASE PACKAGE**

a. Complete copy of the police report
b. A copy of audio, video, and 911 recordings, and any photographs
c. All medical records of the child
d. DCS files on the child and family
e. Prior relevant police reports
f. Any other relevant information obtained during the investigation

2. **IF THE CASE IS FILED AND THE CASE GOES TO GRAND JURY**, the assigned detective should present the case at Grand Jury when possible. If the detective is uncomfortable with presenting the medical evidence,

notify the deputy county attorney who can subpoena a physician to the Grand Jury for testimony regarding medical findings.

3. **IF THE CASE IS REFERRED BACK** to law enforcement for further investigation by the Maricopa County Attorney's Office:

   a. Requests for further investigation should be answered within **thirty days** if possible **and**
   b. Must advise the Maricopa County Attorney's Office if the investigating agency decides to close the case

4. **CASES SUBMITTED FOR PROSECUTION** will remain on the case agent's pending list for tracking purposes

5. **IF A WARRANT IS ISSUED**, the case agent is responsible for case follow-up and suspect apprehension

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-16 SEX CRIMES UNIT**	
	Subject **400 Adult Victims**	Effective **02/10/20**

SUMMARY: This order establishes policy and procedures for investigating sex-related crimes against adults.

A. COUNTY PROTOCOL

The Maricopa County Sex Assault Protocol (revised 2017) outlines the best practices for utilizing a trauma-informed approach in conducting sexual assault investigations within Maricopa County. Law enforcement agencies should follow these practices bearing in mind circumstances and resources may call for deviations from these practices.

MCAO sex crimes bureaus have an on call prosecutor. The prosecutor may want to visit the scene or observe parts of the investigation, such as interviews. The on call prosecutor should be contacted under the following circumstances:

1. An arrest is imminent and charges will be submitted

2. The case involves multiple victims, serious injury, or a complex or lengthy investigation

3. Any other circumstance where the investigator deems it appropriate. The on call prosecutor may:
   a. Review the search warrant
   b. Answer some legal inquires
   c. Attend the initial appearance
   d. Attend case briefings/multidisciplinary team meetings

B. ASSIGNED DETECTIVE DUTIES

1. **REVIEW THE MULTI-DISCIPLINARY PROTOCOL**, **SECTION 1** of the law enforcement protocol for the investigation of adult sex crimes

2. **ENSURE THE CRIME SCENE(S) REMAIN SECURE** where applicable

3. **IDENTIFY, DOCUMENT, AND COLLECT** crime scene evidence when available

4. **IMPOUND AND SUBMIT EVIDENCE** to an accredited crime laboratory for testing

5. **CONDUCT A DETAILED INTERVIEW** of the victim (See below)

6. **IDENTIFY AND INTERVIEW** other witnesses in the case

7. **IDENTIFY AND INTERVIEW** the suspect

8. **WORK WITH AGENCY'S PUBLIC INFORMATION OFFICER** on which, if any, details should be disclosed to the public

9. **OBTAIN A DNA SAMPLE** from victim's consensual sex partner, if relevant sexual activity occurred in the past 7 days or if any items seized (e.g., bed linens) may contain DNA from the partner

10. **REVIEW ALL INFORMATION TO ASSESS THREAT** to the immediate neighborhood / community.

    a. If a significant threat exists, notify the appropriate Sex Crimes Unit sergeant
    b. The Sex Crimes Unit sergeant will determine whether or not to make neighborhood/community notification, the extent of the notification, and the mode of the notification, e.g., media alert, auto dialer, or door-to-door notification

C. SCENE PROCESSING

The lead investigator must recognize there could be multiple crimes scenes such as the contact location, assault location, release location, victim and suspect (person, personal belongings, clothing, etc.). Some of the functions the investigator may complete at a scene include the following:

1. **ATTEMPT TO LOCATE SCENE** by transporting the victim to the location if scene is undetermined

2. **PRESERVE THE VICTIM'S FINGERPRINTS** for comparison, if appropriate

3. **ENSURE PHOTOGRAPHS** are taken

D. INTERVIEWING THE VICTIM

1. **CONDUCT ALL INTERVIEWS USING COMMON SENSE** and good judgment

2. **RECORD ALL INTERVIEWS** with digital technology and/or cassette-based equipment

3. **INTERVIEW VICTIM AS SOON AS POSSIBLE** at an advocacy center or other safe and private location that has audio and video recording capabilities. If video recording is not possible, audio record.

4. **CONSIDER WAITING FOR A PERIOD OF TIME** if the victim is under the stress of the traumatic event

5. **DO NOT ASK A VICTIM** if he or she wishes to prosecute or wants "to be a victim". Instead, explain the process of the investigation to the victim.

6. **INTERVIEW VICTIMS USING PRINCIPLES** taught in the basic and advanced forensic interviewing courses as applied to victims of sex assault. (See Appendix B of the Maricopa County Protocol)

7. **SUBSEQUENT INTERVIEWS MAY BE NECESSARY** and conducted for clarification purposes or if additional information and evidence warrants it. Video or audio record these interviews.

E. PHYSICAL EXAMINATION / COLLECTION OF EVIDENCE

VICTIMS 13 AND OLDER: Forensic Nurse Examiners (FNE) will conduct sexual assault examinations. Procedure for accessing a FNE:

1. A sex crimes detective or sergeant from the Sex Crimes Unit will call [redacted] to schedule a time and location for an FNE to be conducted.
2. A nurse will return the call and make arrangements to respond to an advocacy center, within a reasonable time, to conduct an examination
3. There are several advocacy centers staffed by medical personnel with the necessary qualifications to provide sexual assault examinations in Maricopa County. Because of the nature of such an exam, conduct the exam at one of these centers. This will ensure patient privacy, comfort, safety, and immediate attention. Exceptions may be necessary based on the physical condition of the patient.

   The investigating agency and /or the FNE may select any of the available advocacy centers for the exam. All of these facilities offer interview rooms with audio/ videotaping equipment, and the various police agencies are willing to co-ordinate use of the facilities.

F. INVESTIGATION/INTERVIEW OF SUSPECT

1. **RUN CRIMINAL HISTORY** to:
   a. Obtain past reports and court records on sex-related offenses
   b. Review other offenses, such as burglary, kidnapping or trespass, for possible sexual motivation

2. **CONDUCT INTERVIEW** – If video recording is not possible, audio record

3. **IF EVIDENCE NEEDS TO BE COLLECTED** from the suspect:
   a. Court Order for Identifying Physical Characteristics (ARS § 13-3905)
   b. Search Warrant if probable cause exists to arrest and/or blood is needed

G. SEX CRIME EVIDENCE KIT (SCEK)

1. **FNE personnel notifies** law enforcement of a completed SCEK within 48-hours
   a. Collect and impound SCEK from FNE within 5-business days of notification
   b. Enter the SCEK into the Track-Kit program and impound as evidence
   c. Submit SCEK to appropriate crime laboratory within 15 business days and document this submittal in the departmental report unless one of the following exceptions apply
      1) The allegation is “unfounded” meaning evidence proves crime was not committed or
      2) The victim does not agree to involve law enforcement (VAWA)
   d. Collect FNE medical report (provided by FNE at time SCEK is picked up) and incorporate into the General Offense report

2. **DOCUMENT LAB RESULTS** in report and conduct appropriate follow-up investigation

3. **SCEKs will not be destroyed** regardless of lab results unless allegation is “unfounded”, meaning evidence proves crime was not committed

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4. **Violence Against Women Act (VAWA) –** VAWA SCEKs are sometimes collected by Forensic Nurse Examiners and then transferred to CPD custody. This occurs even in cases where the alleged victim may not want the kit tested or to participate in the investigation. Complete the following when assigned to pick up a VAWA SCEK.
   a. Collect and impound SCEK from FNE within 5-business days of notification
   b. Run an RMS check using the patient name listed on the kit to determine if a related report has previously been completed
   c. Enter the VAWA SCEK into evidence using the original General Offense (GO) report number if a connecting report exists
   d. Create a new GO report using the Non-Criminal Offense – VAWA if no connecting report is found and place the VAWA SCEK into evidence
   e. Complete GO report listing the patient as an involved person in the entity section. Attach victim's name to the SCEK property entry.
   f. VAWA SCEK's should not be submitted for testing absent the victim's agreement to involve law enforcement

H. EVIDENCE RETENTION

Evidence may be used in future cases from investigations regardless of the outcome of the investigation. Therefore, all evidence in a sexual assault case will be retained by the investigating agency pursuant to ARS 13-4221.

I. VICTIM ASSISTANCE

1. **CHANDLER FIRE DEPARTMENT** provides the initial crisis response through the Crisis Response 288 Unit (CR288)

2. **CHANDLER POLICE DEPARTMENT** works in partnership with CR288-trained staff and volunteers to help meet the needs of those citizens who are victims or witnesses of person crimes or who are in crisis

3. **VICTIM SERVICES UNIT** will be utilized for long-term victim assistance follow up. Do not name these specialists in reports.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-16 SEX CRIMES UNIT**	
	Subject **500 Therapy/Service Canine**	Effective **08/15/20**

Policy: This policy describes the operation of the Therapy Canine within the Chandler Family Advocacy Center (FAC). The goal is to assist in aiding and comforting individuals and first responders who have experienced critical and/or traumatic events. The canine may also be used at public events to increase awareness of the FAC services and programs.

A. PROGRAM OVERVIEW

PRIMARY TASKS

1. Assist in aiding and comforting individuals who have experienced traumatic events by calming and distraction techniques

2. Assist in aiding and comforting employees during stressful events

3. Participate in public awareness programs

4. When available, visit police employees throughout the department

B. HANDLER

1. The canine is managed by one handler, a detective in the Special Victims Unit, who is responsible for the canine's 24 hour care and feeding. The canine is maintained at the handler's residence and responds with the handler during their regular shift.

2. Upon assignment of the therapy canine, the handler will receive and maintain relevant canine crisis response training from a certified dog trainer using the guidelines of the International Association of Canine Professionals

3. A second handler/sitter will be available to manage the canine when the primary handler is on vacation, medical leave, training, etc.

4. The canine handler is responsible for the canine and its actions

5. The handler is aware of the canine's abilities, training, and temperament and has ultimate authority on whether to use the canine in a given situation

6. The handler will give the canine frequent breaks for its physical and mental well-being

C. CANINE USAGE

1. **PURPOSE AND USAGE**

   a. Traumatized persons
   b. Witnesses/victims of crimes
   c. First responders who have witnessed or experience a traumatic event
   d. Public relations events, upon command approval

2. **DEPLOYMENT ASSESSMENT CRITERIA**: The handler assesses all situations prior to deploying the canine with the following as assessment criteria:

   a. Handler, canine and citizen safety
   b. Likelihood of benefit to the subject
   c. Environment is safe for the canine
   d. Subject is willing to interact with the canine
   e. Subject is stable and acting appropriately
   f. Subject is not under the influence of drugs or alcohol
   g. Subject does not have a violent criminal history or a history of animal cruelty

3. **NON-DEPLOYMENT CRITERIA**

   a. A negative response to the above listed criteria
   b. Subjects with acute psychosis
   c. Subjects with a risk of violence

4. **THERAPY CANINE VEHICLE**

   a. The canine is transported in the city issued vehicle
   b. The canine will not be left unattended in a vehicle

D CANINE CARE

1. **VETERINARIAN**
   a. The therapy canine uses the same veterinarian as CPD patrol canines
   b. Veterinarian services include annual check-ups, immunizations, and other routine services
   c. For emergencies, transport the canine to the nearest emergency clinic

2. **GROOMING / MAINTENANCE**
   a. Per department policy, canine handlers receive one (1) hour of compensation each day for canine maintenance
   b. The canine is professionally groomed, to include shampoo, cut and nails
   c. Maintain licensing with Maricopa County
   d. Maintain microchip ID

3. **EQUIPMENT**: Equipment for the canine is maintained and checked regularly by the handlers and includes:
   a. Canine identification vest
   b. Food and water containers
   c. Kennels
   d. Grooming supplies, shoes
   e. Dogtra electronic collar/leash

F. OFFICE PROCEDURE

1. While in the office, the canine may be off lead and may walk freely about the office as circumstances permit

   a. The canine has a bed where it can rest and not be engaged in activities
   b. The canine has access to food and water in the office

c. At no point is the canine given human food or non-approved treats
d. If the handler must leave the office, then the canine can be watched by other members of the FAC and taken out for breaks
e. Provide the canine adequately frequent outdoor breaks for relief

2. To ensure the safety of the canine and others, only the handler will engage the canine with victims or the public

G. ADMINISTRATIVE DETAILS

1. **PUBLIC RELATIONS:** Public requests must be approved by a supervisor

2. **OWNERSHIP**
   a. The canine is the sole property of the Chandler Police Department
   b. The canine is not used for breeding, participating in non-approved events, or off-duty employment

3. **EXPENSES**
   a. On-going costs for food, treats, equipment, etc. will be paid for through a specified account set up for the Therapy Canine Program
   b. Use the department issued P-card when possible

4. **BITES**
   For dog bites, an incident caused by the animal, or any major injury to the canine, the handler immediately calls for appropriate resources (paramedic, AZ Humane Society) and contacts a supervisor who makes necessary notifications and completes all necessary city reports

5. **TRAINING**
   In order to assist in providing the highest level of services, the handler will make training an ongoing priority. The FAC canine will be trained under the guidelines of the International Association of Canine Professionals. The handler is responsible for maintaining proficiency with the therapy canine and documenting requirements for all training.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-17 ROBBERY / HOMICIDE UNIT**	
	Subject **100 Assigned Crimes**	Effective **11/27/17**

SUMMARY: This order defines the crimes assigned to the Robbery/Homicide Unit.

A. ASSIGNMENTS

[42.1.4]

The Robbery/Homicide Unit detectives investigate the following crimes against persons:

1. Homicide
2. Aggravated Robbery (13-1903) or Armed Robbery (13-1904)
3. Aggravated Assault (Life Threatening)
4. Domestic Violence (Life Threatening)
5. Infant Deaths
6. Any Suspicious Death (e.g., suicides, overdoses)
7. Kidnapping for Extortion

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Summary:
[42.1.4] [55.2.6] [83.2.2]

This order outlines homicide investigations responsibilities.

A. CASE TYPES INVESTIGATED

1. **CIB INVESTIGATORS WILL MAKE ORIGINAL** investigations on the following:

   a. Homicides, infant death cases, suicides, or any death that involves suspicious circumstances
   b. Shootings where a police officer shoots a person or the officer is seriously injured and/or killed by a suspect as a result of a non-motor vehicle accident or intentional assault
   c. A city prisoner is seriously injured and/or dies while in custody
   d. Domestic violence related assaults where the victim's condition is so serious that death appears imminent or likely
   e. Bank robberies

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2. **CIB INVESTIGATORS WILL FOLLOW UP** on Medical Examiner's death cases follow-up (See GO F-08)

3. **CIB INVESTIGATORS MAY:**

   a. Assist with accidental motor vehicle-related deaths if requested by a supervisor
   b. Make original investigations in aggravated assaults when the victim's condition is so serious that death appears imminent or likely

B. CALL OUTS

One investigator will be subject to call after normal working hours, on weekends, and on holidays to investigate the offenses listed above

C. AUTOPSIES

1. **EVERY ROBBERY/HOMICIDE UNIT DETECTIVE** will acquaint himself with the medical examiner and staff and shall familiarize themselves with the routine of the Medical Examiner's Office

2. **ONE DETECTIVE** from the homicide investigation shall attend the autopsy. Duties include:

   a. Ensuring that all evidentiary material that accompanies the body to the Medical Examiner's Office is properly impounded in the evidence locker, e.g., projectiles, clothing, trace evidence (such as hairs, fibers, fluids), etc.
   b. Bringing to the attention of the Medical Examiner any items that are needed as evidence so that they may be properly collected

D. INVESTIGATIONS

1. **APPROACH EVERY DEATH INVESTIGATION** as a homicide until it is proven otherwise.

   a. Use a Crime Scene Technician II or III for both homicides and suicides
   b. May use a Crime Scene Technician I at the discretion of the case agent and/or Robbery/Homicide supervisor

2. **DUTIES AT THE SCENE**

   a. **Supervision on the Scene**
      1) The assigned investigator is in charge of the investigation and scene
      2) The supervisor will keep superiors and the PIO informed on the progress of the case as he learns it from the investigator
   b. **Upon arrival** at the scene, talk with the first officer that arrived on scene and attempt to learn the following:
      1) Identity of the victim, if it is known
      2) Identity of the suspect and if he is in custody
      3) Identity of all witnesses and persons discovering crime
      4) Identity of all persons at the scene and those who have been there and left, and why. What did they do while at the scene?
      5) Identity of all persons that have entered the homicide scene proper, e.g., police personnel (all ranks), ambulance attendants, paramedics, doctors, witnesses, etc. Did they move or touch anything? Require supplements from applicable police personnel.

3. **WITNESSES**

   a. As soon as possible, interview witnesses and take statements to ensure that memory of the incident is fresh and to not detain witnesses longer than is necessary. The homicide team may request the assistance of patrol officers or other detectives to interview witnesses.
   b. Separate witnesses when practical and request them not to discuss the incident among themselves or with other investigators
   c. Interview witnesses separately
   d. The County Attorney requires recorded interviews

4. **PROCESSING SCENE**

   a. **Be cautious and patient**. Do not form early opinions. Let the facts guide the investigation. Gather all facts and evidence before coming to a conclusion.
   b. **Direct the crime scene technician** as to what should be photographed
      1) Photograph and measure every item of evidence in place before it is further examined
      2) Process all items necessary for fingerprints
      3) Preserve for DNA
   c. **Complete a Medical Examiner's Identification Tag.** Examine the body of the victim as closely as possible without disturbing the wounds, clothing, etc. Do not move the body prior to the Medical Examiner's arrival.
      1) Direct the photographing of wounds (both entrance and exit) and other important markings and evidence. It may be necessary to

have the body photographed again at the Medical Examiner's Office after the body has been cleaned.

2) If for some pertinent reason it is necessary to obtain fingerprints from the deceased prior to autopsy, instruct the crime scene technician to lift "dry prints" from the deceased. Notify the medical examiner of this prior to the prints being lifted.

d. **Evidence to be processed** by the Crime Lab:
   1) Impound in property with a request for scientific analysis, instructing the lab as to what is hoped to be learned from the evidence
   2) Request blood and hair samples from victim on the Medical Examiner's Identification Tag if needed
   3) Obtain suspect's physical evidence with his consent or by court order after filing a proper affidavit
   4) Consult with the DPS Lab and the County Attorney to determine "best evidence" and process is to be used to obtain that evidence

5. **MEDICAL EXAMINER'S IDENTIFICATION TAG**

   a. Description: It is a report form that includes identification tag and report by investigation officer to the medical examiner. Complete the front with care as completely as possible.
   b. Purpose
      1) Identify the body
      2) Provide the medical examiner with the known circumstances surrounding the death

6. **SURGICAL AND ANESTHETIC DEATH**

   a. **Non-trauma related surgical and anesthetic deaths:** No offense report required
      1) When hospitals notify the Chandler Police Department of a surgical or anesthetic death, refer the caller directly to the Medical Examiner's Office
      2) If officers are dispatched to a hospital on an unknown death and determine that the cause of death was surgical or anesthetic, the officer will request that hospital personnel notify the Medical Examiner's Office by telephone
   b. **Trauma-related surgical and anesthetic deaths** (accidents, gunshots, assaults, etc.: Offense Report Required)
      1) Person receiving the original information from the hospital will notify the CIB Persons Crimes supervisor
      2) The hospital may unhook the deceased victim from operating room surgical equipment and move the deceased victim from the surgical suite to a different location within the hospital pending the investigating officer's arrival

7. **NOTIFICATION OF NEXT OF KIN**

   a. Officers will notify a next of kin **in person as soon as practical whenever possible**
   b. If the next of kin to be contacted lives within the City of Chandler or nearby proximity,
      1) The supervisor will designate the investigating officer or other Chandler officer to make the notification

2) The officer will make the notification in person, accompanied by another officer or with the assistance of CR288 or Victims Services
3) Include a member of the department's Victim Services Unit if available, or attempt to arrange to have a friend, clergyman, or family member present when the next of kin is notified

c. If the person to be notified lives outside of Chandler or the nearby proximity, the investigating officer will contact the police department within the next of kin's area of residence to request that they make an in-person notification
d. Note the name of the person notified, the date, and time on the report as soon as practical
e. If unable to notify a next of kin, note it in the report. The notification becomes the responsibility of the Medical Examiner's Office.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-17 ROBBERY / HOMICIDE UNIT**	
	Subject **300 Robbery**	Effective **02/10/20**

SUMMARY: This order outlines robbery investigations responsibilities.
[83.2.2]

A. BANK ROBBERY/ OTHER BUSINESS ROBBERIES

1. **WHEN A VALID BANK ROBBERY HAS OCCURRED**

   a. A Robbery/Homicide investigator will report to the scene as directed by the CIB supervisor
   b. The CIB detective will coordinate efforts with the FBI
   c. Manage other business robberies in the same manner as bank robberies

2. **ALL INVESTIGATORS AND UNIFORMED OFFICERS** will remain outside the bank until it has been determined that the suspect(s) has left, except in case of an emergency, such as a shooting in the bank, occurs. This procedure prevents a shooting inside the bank.

3. **BANK MANAGERS AND EMPLOYEES** have been instructed on what to do during and after a robbery. They have been advised that no police officer will enter the bank unless an emergency exists or until it has been determined that the suspect(s) has left.

4. **CALL THE BANK** after assigning officers to blocking positions. Instruct a reporting party to meet with officers outside of the bank to determine the status inside the bank.

5. **THE CIB OR FIELD OPERATIONS SUPERVISOR** at the scene will determine when an officer will be sent inside the bank

B. ARMED ROBBERY / STRONG ARM ROBBERY

THE ROBBERY/HOMICIDE UNIT SUPERVISOR will review all reports to determine the need for the case to be assigned to an investigator. The information will be forwarded to other local agencies to assist by providing possible leads and connecting cases.

C. ROBBERY REPORT

Detailed reports increase the chances of apprehending a suspect later.

1. **THE VICTIM/SUSPECT**

   a. A victim of a robbery is often a business or corporation.
      1) List the name of the store as a victim
      2) List the cashier's personal property separately if also taken
   b. Include victims' and witnesses' business address, phone numbers, and hours of work in the report

c. List the following before the narrative on the face sheet of the original robbery investigative report to eliminate the necessity of reading the entire report to pick out the information:
   1) **Suspect #1:** All available information not listed in suspect section reference description, possible address, and type of weapon
   2) **Additional Suspects:** Same information
   3) **Victim #1:** State the location where follow-up officers can contact him. (Does he work an extra job?) State briefly what the victim saw and if he can identify the suspects.
   4) **Additional Victims:** Same information
   5) **Witness #1:** Name, address, age, telephone number, where can he be contacted, what did he observe, and can he identify the suspect(s)
   6) **Additional Witnesses**: Same information
   7) **Weapon Used:** Description of all weapons. Suspect who carried it should be documented.
   8) **Vehicle Used:** Description of vehicle and direction of travel
   9) **Evidence:** All evidence and disposition. Include information reference fingerprints. When no attempt is made to lift prints, it should be explained briefly.
   10) **Property**: List of all property taken in robbery, i.e., $350 cash, wallet with ID to victim #2, one Timex wristwatch
   11) **Subpoena List:** – Officers, victims, and witnesses' names
   12) **Synopsis:** Brief statement of incident
   13) **Narrative**
   14) **Detailed Property List/Receipt**
   15) **Bait Bill – taken or not?**
   16) **Serial number of bill(s)**
   17) **Electronic tag taken**?

2. **ROBBERY CAMERA:** Include the following information when investigating a robbery where a surveillance camera is mounted:

   a. Condition and position of camera when officer arrived
   b. Type of equipment
   c. Disposition of recording
   d. Disposition of camera, if removed
   e. Time on recording equipment is accurate

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3. **SURVEILLANCE PHOTOGRAPHS**

   a. The crime scene technician processes surveillance photographs taken by department-owned cameras
   b. Corporate security personnel generally develop and provide to the investigator surveillance photos taken by corporation-owned cameras. If the company does not have an internal method for processing the film, the department will process them.
   c. Still photos may be made from videotapes with department equipment

4. **BULLETINS:** Prepare and distribute bulletins from the best photographs obtained from either department surveillance photos or corporate sources

5. **REPORT DISPOSITIONS: ALL** robbery, aggravated robbery, and armed robbery reports taken by Field Operations personnel will be pended to CIB Robbery/Homicide

D. EXTORTION PROCEDURE

1. **HOSTAGE-TYPE EXTORTION:** Very few extortions are alike. Due to vast variances in the many types of extortions, the following is a guide to assist officers in a hostage-type extortion.

   a. There are **four main concerns**:
      1) **Most important:** the welfare and safety of the victim and/or his family
      2) **The drop location** for the extortion money
         a) It may be near the bank or business in a busy business area such as a shopping center. Search for the victim in such an area keeping in mind that the victim will most likely be followed by one or more suspects at the time
         b) The obvious presence of officers may endanger the victim or his family member who may be held hostage
      3) **The victim's residence**
         a) It is most important that surveillance of the residence be done discreetly if a member of the victim's family is being held hostage. The suspects in the residence will be watching activities from the residence. The use of aircraft may be beneficial.
         b) If it can be quickly and safely established that none of the victim's family is being held as hostage, the payoff might be prevented and the investigation concentrated on the arrest of the suspects.
      4) **The bank or business** with which the victim is connected
         a) Keep in mind that if the victim is still at that location, the suspects will most likely have the victim and/or the business or bank under surveillance
         b) If the original caller breaks telephone contact, the first officers at the scene must obtain the needed information and relay it to the investigators

   b. **Information to Obtain** from the Extortion Victim or Caller
      1) Description of victim or threatened person's vehicle, if applicable
      2) Description of the victim or threatened person
      3) An attempt to determine the location of the money drop area
         a) Amount of money
         b) Denominations
         c) How carried (in what container)
      4) Victim or threatened person's home address and home telephone number
      5) Spouse's name and any information on children
         a) Names and ages, if possible and applicable.
         b) Schools they attend, if possible and applicable.

6) Name of the bank or business, telephone number, and the name of the victim
7) The telephone company will be contacted on status of residence telephone
8) MVD will be contacted for victim or threatened person's vehicle information

c. **Coordination After Receiving the Call**
1) Notify the on call CIB sergeant or Robbery CIB sergeant. If he is unavailable, notify the lieutenant.
2) Notify the FBI. If they have already been informed, all available information will be exchanged.
3) Shall call Communications for the following purposes:
   a) Inform the Communications supervisor of circumstances
   b) Request the Communications supervisor to inform all dispatchers and call-takers
   c) Request any information obtained by the Communications Center be called in to the CIB as soon as possible
   d) Request that **no radio broadcasts** be made concerning the extortion, if at all possible

d. **Assign detectives:** The CIB supervisor will give assignments by telephone to avoid use of radio
1) Send a detective to the bank or business if the victim or threatened person has already left the bank or business. The detective will complete the following:
   a) Meet and coordinate with FBI
   b) Call the office by telephone and attempt to keep an open line from the scene
2) Dispatch detectives to the victim's residence area. Detectives will:
   a) Note residence activity, vehicles and plate numbers, if possible
   b) Contact at least one neighbor for any available information on the victim's residence
      - Does spouse have a vehicle? Is it at home?
      - Does spouse work? Where?
      - Any children home? How many and what ages?
      - Any strangers seen at house? Any strange vehicles?
      - Is victim's vehicle at home at this time?
   c) Contact CIB supervisor to report findings. An attempt will be made to keep an open line to the supervisor, if possible and applicable.
3) Send at least two (2) detectives to the area of the money drop. They will accomplish the following tasks:
   a) Contact supervisor with information on the drop status and/or any activities of victim, if possible
   b) Cover the area as covertly as possible
   c) Avoid radio transmissions

e. **Alternatives, possibilities, and suggestions**
1) May need to call victim's residence. The investigator will:
   a) Use a female to make the call
   b) Make call from a quiet area
   c) Make up a reason for call if a wrong person answers the telephone

2) May have the telephone company cut in on victim's residence telephone to determine if the telephone is in normal use, off hook, or out of order
3) May contact the mail carrier for possible information

f. **Extortion and/or kidnap telephone tracing procedure:** For a reported extortion or kidnap, the CIB supervisor will contact the telephone company customer service and relay the following information:
   a. Give name, rank, and department
   b. Advise the telephone company that CIB is working a kidnap (or extortion) and request tracing equipment be placed on the numbers to be traced

E. KIDNAPPING FOR RANSOM

1. **IF A KIDNAPPING FOR RANSOM BECOMES** a hostage/barricade situation, CIB supervisors will coordinate with SWAT and Field Operations supervisors in placement of manpower and in controlling events

2. **PRINCIPLE GOAL: THE SAFE RELEASE OF THE VICTIM.** After the safe release of the victim, apprehension of the suspect(s) and preservation of evidence will be the goal of detectives assigned.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-17 ROBBERY/HOMICIDE UNIT**	
	Subject **400 Assaults**	Effective **11/20/09**

SUMMARY: This order outlines procedures for investigating assaults by the Robbery/Homicide Unit.

A. ASSIGNED OFFICERS' GENERAL DUTIES

AS A GENERAL RULE, detectives do not conduct original crime scene investigations unless the crime is a life-threatening aggravated assault

1. **REVIEW ALL ASSIGNED REPORTS** to determine if the elements of a crime exist

2. **CONDUCT ALL NECESSARY FOLLOW-UP** investigations to prepare the report for presentation to the County or City Attorney

B. REPORT CONTENTS

ITEMS TO BE INCLUDED IN REPORTS for successful prosecution**:**

1. **ASSAULT CASES**

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   a. Photographs of all injuries, including follow-up time-lapse photos
   b. Doctor's name, address, and the prognosis/diagnosis
   c. Proper identification of suspect
   d. Any statements by suspect
   e. Names and addresses of witnesses
   f. The child must be 15 years or under (not 16 or 17) when charging aggravated assault by an adult on a child.
   g. Impound evidence and request scientific analysis, when necessary
   h. Medical records of victim

2. **ENDANGERMENT:** A person recklessly endangers another person with a substantial risk of imminent death or physical injury

3. **THREATENING OR INTIMIDATING:** Can be by word of mouth or by conduct with the intent to terrify, intimidate, or threaten to cause physical injury, severe property damage, or public inconvenience

C. NEIGHBORHOOD NOTIFICATIONS

1. **REVIEW ALL INFORMATION** to determine the threat to the immediate neighborhood/community, e.g., suspected serial rapist

2. **IF A SIGNIFICANT THREAT EXISTS**, notify the Robbery/Homicide sergeant

3. **THE SERGEANT WILL DETERMINE** whether or not to make neighborhood / community notification, the extent of the notification, and the mode of the notification, e.g., media alert, autodialer, or door-to-door

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-18 Human Trafficking Unit**	
	Subject **100 Operations**	Effective **02/14/22**

Summary

This order establishes policy and procedures for the operations of the Human Trafficking Unit

A. PURPOSE

The Human Trafficking Unit **(**HTU) investigates individuals and groups who engage in human trafficking, prostitution, child prostitution, luring a minor for sexual exploitation, pandering, illegal sexually oriented businesses, illegal gambling and massage violations

B. INVESTIGATION DUTIES

INVESTIGATE the following crimes:

1. Sex Trafficking
2. Prostitution
3. Child Prostitution
4. Luring a Minor For Sexual Exploitation
5. Pandering
6. Prostitution Customer Apprehension
7. Sexually Oriented Businesses
8. Massage Parlor Enforcement/Compliance
9. Illegal gambling establishments

C. GENERAL RESPONSIBILITIES

1. **BE KNOWLEDGEABLE** of general orders, city personnel rules, all applicable laws, statutes, ordinances, rules, procedures and crime trends when conducting an investigation

2. **ENSURE ALL ELEMENTS OF A CRIME ARE INCLUDED,** as provided by statute before proceeding. Suspend or re-classify the report if required elements are not present and cannot be proven.

D. REGULATIONS

1. **ALL UNIT MEMBERS ARE PROVIDED** a city-issued phone, laptop/IPad, digital camera, digital recorder and spare radio battery which will be in their possession during duty hours (GO E-07.100)

2. **DETECTIVES ARE RESPONSIBLE** for maintaining communication with their supervisor at all times

3. **UNIT MEMBERS INVESTIGATE ALL** unit related crime within the city

4. **MAINTAIN CASE MANAGEMENT** and adhere to GO D-01.300 Criminal Investigations Bureau (CIB): Case Management

5. **CONDUCT COMPLIANCE INSPECTIONS** of all massage parlors, steam baths, escort services and places featuring adult entertainment to ensure

compliance with Arizona Revised Statutes and Chandler City Codes, ensuring they are not being used to conduct criminal activity:
a. As needed based on complaints as well as self-initiated information
b. Randomly at licensed businesses

6. **SCAN LOCAL NEWSPAPERS,** adult publications, and other print and/or electronic media sites for advertisements

7. **CREATE AND MAINTAIN** undercover profiles on numerous social media websites for the purposes of detecting criminal activity and conducting criminal investigations

8. **MAINTAIN A LIAISON** with other CIB units and patrol, as well as other federal, state and city law enforcement agencies

9. **ADHERE TO GO D-01.200 CIB Operations H** – Alcohol Consumption On Duty if required to consume alcoholic beverages during the course of an investigation

E. COVERT OPERATIONS

Human Trafficking Unit members:

1. **ADHERE TO GO D-35.100 COVERT OPERATIONS** when performing covert operations during investigations

2. **DO NOT EXPOSE YOUR** genitals or female areola for any reason. If the situation occurs, cover up and remove yourself from the situation. Immediately notify your supervisor of the details of the incident.

3. **AVOID PHYSICAL CONTACT** with a suspect's breast or genital area. If this situation occurs, remove yourself from the situation. Immediately notify your supervisor of the details of the incident.

4. **AT NO TIME DURING AN UNDERCOVER OPERATION** make contact with any suspect without first advising surveillance/backup officers to ensure they are provided cover

F. SUPERVISOR RESPONSIBILITIES

1. **CONFIRM** appropriate staffing is maintained to ensure the safety of detectives and the general public

2. **PROVIDE** notification to the precinct where an operation is being conducted

3. **PROVIDE** and discuss an operations plan prior to an operation

4. **ENSURE** Communication procedures during undercover operations per General Orders

5. **REVIEW** all investigations and operations to ensure policies and procedures were followed

6. **ACCURATELY ACCOUNT** for all crime control funds and expenditures in accordance with GO D-36.100 Crime Control Funds

New

G. [redacted]

1. [redacted]
   a. [redacted]
   b. [redacted]

2. [redacted]
   a. [redacted]
   b. [redacted]
   c. [redacted]

3. [redacted]
   a. [redacted]
   b. [redacted]
   c. [redacted]

4. [redacted]
   a. [redacted]
   b. [redacted]
   c. [redacted]
   d. [redacted]t
   e. [redacted]
   f. [redacted]

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-19 CRIMINAL APPREHENSION UNIT**	
	Subject **100 Procedures**	Effective **04/27/18**

Summary: This order establishes policy and procedures for the operations of the Criminal Apprehension Unit (CAU)

A. UNIT PURPOSE

The Criminal Apprehension Unit is responsible for support and criminal apprehension functions to CIB, Patrol, and for instituting a system of "Due Diligence" as required by law in attempting to locate and apprehend wanted persons

All new CAU detectives will be members of the SWAT team. CAU may also provide tactical support (e.g., service of search and arrest warrants, buy-bust operations, and rapid response to critical incidents) to CIB and patrol when they can adequately do so. The CAU sergeant will inform the SWAT lieutenant of all requests for tactical assistance.

B. UNIT PRIORITIES

1. **FIRST PRIORITY:** To assist CIB detectives with the apprehension of identified suspects with either probable cause or a warrant for their arrest. To accomplish this task, CAU detectives conduct background investigations to determine suspect location(s) and employ surveillance techniques to safely apprehend the subject.

2. **SECOND PRIORITY:** To conduct surveillance operations on subjects identified by CIB detectives as criminal recidivist and/or ROP candidates. The objective of surveillance is to gather intelligence, reasonable suspicion for contact, or probable cause for an arrest.

3. **THIRD PRIORITY:** To execute court-ordered warrant arrests in the City of Chandler, worked in priority of severity

4. **FOURTH PRIORITY:** To provide tactical support to CIB and Patrol for operations of elevated risk and critical incidents

C. GENERAL DUTIES

1. Coordination of criminal/fugitive apprehension for CIB/Patrol

2. Coordination of surveillance operations for CIB investigations

3. Warrant Officer

4. Apprehension of subjects with City of Chandler warrants and felony warrants

5. Extraditions

D. CRIMINAL/FUGITIVE APPREHENSIONS

1. **DEFINITIONS**

   a. **Criminal:** For the purposes of this policy, criminal refers to any person wanted for questioning, who has been identified as a suspect, has been indicted, or has an active arrest warrant
   b. **Fugitive:** A fugitive is any person wanted by any law enforcement agency OUTSIDE the state of Arizona on a verified FELONY warrant. Subjects wanted by jurisdictions within the state, but outside of Maricopa County, are handled as an FOJ Hold.

2. **OBJECTIVE**: CAU is committed to crime reduction and suppression within the City of Chandler through proactive identification and apprehension of criminal recidivists

3. **APPREHENSION POLICY:** CAU detectives assigned to conduct investigations into the whereabouts of wanted offenders

   a. Investigations include both misdemeanor and felony offenses
   b Investigations be based on either probable cause or an arrest warrant
   c. Detectives use a variety of resources to determine suspect location while at all times adhering to General Orders and City and State laws

4. **APPREHENSION PROCEDURE:** Refer to the following General Orders:

   a. General operating procedures: General Orders D-01 and D-32
   b. Specific procedures in the apprehension of wanted persons:
      1) General Order D-35 Covert Operations, and
      2) General Order E-10 Arrests

E. SURVEILLANCE OPERATIONS

1. **DEFINITION OF SURVEILLANCE**: Continuous or periodic watching of persons, vehicles, places, and objects

2. **OBJECTIVE:** Support CIB investigations through surveillance techniques by:

   a. Determining whether a violation of the law exists or will exist
   b. Obtaining evidence of a crime
   c. Protecting undercover officers or to corroborate their testimony
   d. Determining the reliability of informants
   e. Identifying parties involved
   f. Determining methods of operation of suspected criminals
   g. Obtaining probable cause for search warrant or arrest
   h. Preventing the commission of a crime or apprehending parties in the commission of a crime

3. **POLICY:** Surveillance is an important investigative tool of obtaining factual information during an investigation

   a. Surveillance and data obtained is used only for legitimate law enforcement purposes
   b. All operations are conducted in accordance with General Orders

c. All surveillance operations are approved through a detective's chain of command and conducted in such a manner that the statutory and constitutional rights of any individual are not infringed upon
d. **CAU** may be involved in:
   1) Long-term case building surveillance operations
   2) Ad hoc surveillance of offenders
   3) Possible criminal target locations or high incident locations based on calls for service

4. **PROCEDURES:** Refer to General Orders D-35 Covert Operations for procedures in executing a surveillance operation

F. VEHICLE CONTAINMENT

1. **PURPOSE**: Seize control of felony suspects (potentially violent and/or risk escapes) operating a motor vehicle. Conducted only by detectives trained in the specific procedure.

2. **PROCEDURE:**
   a. Seize control of suspect using surprise and speed of action
   b. Contain suspect's vehicle from front, back and sides
   c. Prevent suspect from further movement, in vehicle or on foot
   d. Remove suspect from vehicle in safest manner and location, determined by controlling detective

3. **TECHNIQUE**: Requires a minimum of four vehicles, but five to six are recommended
   a. Additional vehicles not directly involved provide arrest support and traffic control
   b. Conduct at routine vehicle stopping points such as stoplights, stop signs, roadway ingress/egress points
   c. **Controlling Vehicle** - Detective's vehicle in front of the suspect vehicle. This detective calls out the location and the start of the containment via radio. All other vehicles react to his/her command.
   d. Remaining containment vehicles position themselves directly behind the suspect vehicle and **after** lead vehicle calls out a containment location, announce their intended positions around the suspect vehicle via radio
   e. After containment is complete, remain in elevated positions at vehicle doors until the suspect(s) can be ordered out of the vehicle and positioned for arrest. Only one detective gives verbal commands to the suspect based on the suspect(s) location in the vehicle.
   f. Detectives not involved form support and arrest teams and move forward when called on by containment personnel

4. **UTILIZED ONLY** after other reasonable and prudent methods of apprehension have been exhausted or when exigent circumstances exist

New

5. **COMPLETE A VEHICLE CONTAINMENT FORM** within 5 days of the incident anytime this technique is used

G. WARRANT OFFICER

[74.3.2]

1. **THE WARRANT OFFICER IS RESPONSIBLE FOR THE FOLLOWING**:

   a. Serving arrest warrants
   b. Assisting all sections within the department to locate and apprehend known offenders with criminal charges and/or an arrest warrant
   c. Serving court orders when requested
   d. Criminal extradition outside of Maricopa County

2. **THE WARRANT OFFICER SERVE WARRANTS WITH THE HIGHEST PRIORITY FIRST** using the following criteria:

   a. Special needs of the warrant, i.e., immediate service
   b. Seriousness of offense(s)
   c. Known location of the suspect

3. **METHODS OF CONTACT**

   a. **Telephone**: The warrant officer may telephone the defendant and advise him of the existence of a warrant for his arrest, the nature of the warrant, and any bond amount on warrants giving the defendant's home or business telephone number
   b. **Personal Service:** Where arrest is necessary, the warrant officer:
      1) Confirms the warrant with the Records Unit
      2) Effects the arrest as follows:
         a) If City Court is open, the suspect may be transported to the Court to post bond in lieu of being booked
         b) If City Court is closed, the suspect may be transported to the police station to post bond. If the defendant cannot post bond, book into county jail.
         c) Need for backup for an arrest warrant is based on the totality of circumstances
         d) The warrant officer may use alternate forms of warrant service as deemed appropriate by the supervisor

4. **GENERAL PROCEDURES FOR WARRANT ARRESTS:** Refer to: General Order F-14 Legal Process Management

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-20 COMPUTER CRIMES UNIT**	
	Subject **100 Procedures**	Effective **02/14/22**

SUMMARY

This order establishes policy and procedures for the operations of the Computer Crimes Unit (CCU).

A. PURPOSE

THE COMPUTER CRIMES UNIT completes forensic analysis and preservation of data from digital storage devices (computers, hard drives, etc.) and mobile digital devices (cellular devices, tablets, etc.) in support of criminal cases and to investigate cybercrimes that occur in an online environment. This unit also assists other divisions within the organization through the recovery and preservation of digital video from Digital Video Recorders and video surveillance systems.

THE PURPOSE OF INTERNET CRIMES AGAINST CHILDREN (ICAC) investigations is to conduct proactive investigations and discover unreported criminal activity taking place in the online environment that involves peer to peer, cloud, and file-sharing activity involving sexual exploitation of a minor. ICAC investigation also includes reactive case management related to Cybertips generated by the National Center for Missing and Exploited Children (NCMEC) that involve sexual exploitation of minors. Nationally established ICAC standard and protocols, best practices and applicable laws shall be used as a guideline for ICAC investigations.

B. ORGANIZATION

ASSIGNMENTS: Two overlapping sections each with specific duties in addition to shared responsibilities:

1. **COMPUTER FORENSICS INVESTIGATORS**
   a. Cybercrimes: Illegal action involving a network or computer used to commit or is the target of crime such as injecting malicious malware to destroy a system or hijack sessions when logging into personal accounts, hacking computer systems to gain unauthorized access, and keystroke logging committed against institutions and private citizens

   b. Digital forensics: The process of uncovering and interpreting electronic data. The goal is to preserve any evidence in its most original form while performing a structured investigation by collecting, identifying and validating the digital information for the purpose of reconstructing past events.

2. **ICAC INVESTIGATORS:**
   a. Proactive investigations related to peer to peer and online sharing of child exploitation material

   b. Proactive and reactive investigations related to Cybertip cases referred by the National Center for Missing and Exploited Children (NCMEC) and the Internet Crimes Against Children (ICAC) task force

C RESPONSIBILITIES

1. **COMPUTER FORENSICS INVESTIGATOR DUTIES**
   a. Conduct extraction and preservation of data contained on mobile digital devices, such as cellular telephones and other mobile devices capable of storing information in a digital format
   b. Conduct forensic imaging data analysis/examination and preservation of data contained on digital storage devices (e.g., computer hard drives) and portable data storage devices (e.g., USB drives and any other devices capable of storing and retrieving data)
   c. Investigate cybercrimes, including, but not limited to:
      1) Computer tampering and unauthorized access to computer networks involving businesses or private citizens
      2) Internet-based fraud schemes
      3) Software copyright violations
   d. Assist with the recovery and preservation of digital video from digital video recorders and video surveillance systems
   e. Maintain a current file and/or related books/manuals that outline current best practices regarding the seizure, forensic imaging and analysis of digital media
2. **ICAC INVESTIGATOR DUTIES**
   a. Peer to Peer Investigations
      1) Operate software that searches for Child Sexual Abuse Material (CSAM) being offered or shared via peer-to-peer file sharing networks
      2) Conduct investigations into CSAM file sharing and luring taking place on chat applications social media applications, cloud storage, and other online methods while following ICAC protocols and training
      3) Operate Peer to Peer Software and view CSAM material only on covert devices not connected to the city network
      4) Coordinate with CCU detectives and other unit detectives to search and seize items of evidence and may request assistance from other ICAC investigators who are part of the Arizona ICAC Task Force
      5) Trained to conduct child forensic interviews
      6) In the event a child victim is located and identified, collaboration with Chandler Police Sex Crimes detectives is critical
         a) Sex Crimes Unit investigates the hands-on offenses
         b) ICAC investigator continues the exploitation investigation in conjunction with Sex Crimes Unit
         c) Complete and send a Child Victim Identification Program (CVIP) submittal to NCMEC for any identified child victim
   b. Responsible for reporting monthly statistics to Arizona ICAC Command via the ICAC Data System

New

3. **CYBERTIP INVESTIGATIONS**
   a. NCMEC receives reports from Internet Service Providers (ISPs), social media outlets, corporations, tip lines, and the public reference alleged online exploitation of minor children. NCMEC creates a Cybertip report and a general geo-location is determined for the

suspect. The Cybertip report is forwarded to State ICAC Taskforce Centers for distribution to affiliate agencies for follow up investigation.

b. Once a Cybertip is assigned to an ICAC detective, the detective uses a covert computer to download and view the Cybertip Report including alleged CSAM material that must be viewed to determine if a crime has occurred

c. The case moves forward if the Cybertip report contains evidence of a crime

D. COMPUTER SEIZURES

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1. All seizure, extraction, and analysis of data stored on the device should be performed by persons who have precedent for seizure of such evidence. **Minimum requirements** should be a person trained in identifying and seizing electronic equipment and attended the "Basic Digital Forensic Analysis: Seizure" course.

   (Devices capable of storing data are extremely sensitive to electrostatic discharge. Improper handling may cause damage to the device rendering it useless. Simply powering a data storage device on or off can overwrite significant amounts of data causing the integrity of the potential evidence to be lost. The computer could be pre-programmed to erase or destroy data if certain start-up or shutdown procedures are not followed.)

2. Members of the Computer Crimes Unit are trained in RAM data or volatile memory acquisition and are available to assist officers in their investigations for seizure of computers or other data storage devices when it has been determined the data in the RAM is key to the investigation. RAM data can only be collected when the system is on and operating.

   (Computers require a certain amount of temporary memory called Random Access Memory (RAM). The data in the RAM is known as volatile data and will be irretrievably lost when the computer is shut down. RAM may contain evidence in some cases such as chat logs, bit-locker keys for encrypted systems, and network configurations.)

3. **The following is a checklist** provided by IACIS for seizing computers to prevent damage or lost data lost due to improper shutdown procedures.

   a. **Remove everyone** from the area of computers and data storage

   b. **Photograph**

      1) Any screen information (or document in writing)
      2) Connections of all equipment
      3) All labeled connections and diagram them
      4) The area after the computer is removed, if warranted

Rev

   c. **Label or photograph all connections** for later reassembly (Optional for standard system configurations)

   d. **Collect RAM** of volatile memory if system is running and operational, documenting each step taken

   e. **Disable the power** to the computer system at its source, e.g., back of computer system, remove laptop batteries, if possible

   f. **Search specifically for passwords** or other related information in the area ensuring all suspects have been interviewed for passwords and other crucial information

   g. **Seize all books**, manuals, software, disks, and related data to the system

   h. **Separate from all electromagnetic sources** when transporting

   i. **Prevent rough handling** or dropping of any computer equipment

E. MOBILE DEVICE SEIZURE

1. **MOBILE DEVICES** – primarily designed to store data and be easily portable, unlike most computers. A primary difference between mobile devices and computers is the mobile device operating system is designed to take up less space.

2. **MOBILE DEVICES CAN INCLUDE**, but are not limited to:
   - Apple iPhones (smartphone)
   - Android-based phones (Samsung, LG, etc.)
   - Flip phones and older model / style phones
   - Pre-paid mobile phones
   - Tablets
   - Apple iPads
   - eReaders such as the Amazon Kindle

3. **THE PROCESS FOR SEIZING** a mobile device depends on type (mobile phone, tablet, etc.) and make of the mobile device (Apple, android, etc.). The following is a basic guide for seizing mobile devices:

   a. If mobile device is OFF
      1) Leave it OFF
      2) Remove the battery (if possible)
      3) Interview the owner of the phone and attempt to obtain any passwords and/or PINs and other access information
         *In many cases, if a mobile device is password or PIN protected the CCU may not be able to extract data from the mobile device without being able to unlock the mobile device
      4) Package the mobile device as evidence and submit a Device Examination Request to the Computer Crimes Unit to have the data extracted. If a search warrant will be required, do not have the search warrant signed prior to contacting to the Computer Crimes Unit.

   b. If mobile device is ON
      1) Access the mobile device (if possible) and place it in AIRPLANE mode (found in the settings section or by swiping down from the top of the main screen). <u>Do not</u> use this action as an excuse to search through the mobile device
         a) Airplane mode isolates the mobile device from cellular networks preventing the suspect/owner from remotely wiping the device
         b) If a device cannot be placed into airplane mode, contact the CCU Supervisor and request a CCU detective to assist
      2) Interview the mobile device owner and attempt to obtain any passwords and/or PINs and other access information
      3) Apple devices (iPhone, iPad, etc.) – under no circumstances allow the battery to completely drain, the device to restart or be powered off. This action will enact much more difficult level of encryption on the device and may prevent access to the device at a later time.
         a) Apple device seized - Contact the CCU Supervisor and request a CCU detective to assist with securing the device until proper legal process can be obtained
         b) Time is a critical factor when dealing with Apple devices due to the nature of the device's security

4) Android based device and/or the user PIN/pattern is obtained – power off the mobile device and package the device as evidence. Submit a Device Examination Request to the Computer Crimes Unit to have the data extracted from the device.
   *If a search warrant is required, do not have the search warrant signed prior to contacting to the Computer Crimes Unit

F. COMMUNITY OUTREACH

1. **PUBLIC AWARENESS ACTIVITIES** and community outreach are a critical component of the Computer Crimes Unit. Presentations by CCU investigators foster awareness and provide practical and relevant guidance to children, parents, educators, and others concerned with Internet child safety.

2. **PRESENTATIONS SHALL NOT DEPICT** identifiable victims nor contain pornographic or sexually explicit images. Presentations shall not discuss confidential Investigative techniques.

3. **INVESTIGATORS DO NOT ENDORSE** any product or service

G. REQUESTING EXAMINATIONS OF ELECTRONIC DEVICES

1. **THIS IS A LAB PROCEDURE.** When receiving exam requests for computers or other data devices, the Forensic Examiner does not assume the investigation. The examiner will complete the request and forward the results to the case officer to further the investigation.

2. If the investigation is to be forwarded to Criminal Investigations for completion, it should be submitted to the appropriate unit, and then the examination request should be submitted

3. For Desktop computers, laptop computers, palm pilot/PDA (or similar devices), or cellular telephones seized for forensic examinations, submit a request for examinations as follows:
   a. Obtain a Computer Exam Request form from PDInfo-Help Articles-Computer Crimes-Service Request Form
   b. Fill form out as completely as possible. In the “Evidence to be searched for” section, be as detailed as possible regarding the information to be obtained from the examination.
   c. Submit completed form electronically

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-21 GANG UNIT**	
	Subject **100 Policies and Procedures**	Effective **05/04/12**

Summary: This order establishes policy and procedures for the operations of the Gang Unit (GU)

A. UNIT PURPOSE

The Chandler Police Department Gang Unit assigned to the Criminal Investigations Bureau will work closely with the Field Operations Division, schools, and community to address and investigate gang motivated and gang related crimes.

B. DUTIES AND RESPONSIBILITIES

1. **CONDUCT ENFORCEMENT** and suppression operations as directed by the Gang Unit supervisor and chain of command

2. **IDENTIFY GANGS AND GANG MEMBERS.** Gang affiliation shall be determined by A.R.S. 13-105.8, as follows:

   a. Self-proclamation
   b. Witness testimony or official statement
   c. Written or electronic correspondence
   d. Paraphernalia or photographs
   e. Tattoos
   f. Clothing or colors
   g. Any other indicia of street gang membership

3. **GATHER INTELLIGENCE** using various means:

   a. Use surveillance procedures applicable to the specific operation
   b. Communicate with other agencies
   c. Develop confidential informants
   d. Communicate with other police divisions
   e. Liaison with schools
   f. Community contact (businesses, citizens and parents)
   g. Read and interpret graffiti
   h. Review reports, field interview, intelligence, and gang member identification cards
   i. Review written documentation for gang trends
   j. Contact gang members and their associates
   k. Participate in the East Valley Gang Fusion Center Task Force

4. **CONDUCT ALL ASSIGNED FOLLOW-UP** gang-related investigations and original on-view cases:

   a. When possible, the Gang Unit will respond to “gang motivated crimes” regardless of injuries

b. If it is determined the Gang Unit will assume the investigation, patrol will initiate original report and secure scene until scene is transferred to a lead gang detective
c. If a gang motivated assault results in death or critical injury, call Robbery/Homicide detectives to respond and assume the investigation
d. Gang motivated sexual assaults will be turned over to Sex Crimes detectives to assume investigation
e. Gang Unit detectives will continue to actively participate in various valley and statewide task forces

5. **PROVIDE EDUCATION** and patrol coordination:

a. Attend patrol briefings frequently to foster information sharing
b. Issue Gang Information Bulletins
c. Utilize the Gang Liaison Officer program
d. Provide in-house gang training seminars
e. Coordinate the department Gang Liaison Officer (GLO) program

6. **WORK TOWARD GANG PREVENTION** and community awareness:

a. Conduct public gang awareness presentations
b. Involve youth prevention programs
c. Disseminate gang information
d. Develop partnerships with schools and community organizations

7. **MAINTAIN GANG INFORMATION FILES:**

a. The Gang Member Identification Card (G.M.I.C.) file will contain vital information on each gang member such as name, date of birth, address, picture of member, gang affiliation, moniker, vehicle information, and how gang affiliation is determined. Intelligence information shall not be contained in the G.M.I.C. file.
b. All file information can be developed from personal knowledge or through information submitted by other officers through field interviews and reports
c. The Gang Unit will maintain the G.M.I.C. files
d. G.M.I.C. files will be purged in compliance with 28 CFR 23

C. GANG DEFINITIONS

1. **CRIMINAL STREET GANG:** An ongoing formal or informal association of persons whose members or associates individually or collectively engage in the commission, attempted commission, facilitation or solicitation of any felony act and that has at least one individual who is a criminal street gang member.

Rev

2. **CRIMINAL STREET GANG MEMBER:** An individual to whom at least two of the following criteria apply, indicating criminal street gang membership:
a. Self-proclamation
b. Witness testimony or official statement
c. Written or electronic correspondence
d. Paraphernalia or photographs

e. Tattoos
f. Clothing or colors
g. Any other indicia of street gang membership

2. **GANG-MOTIVATED CRIME:** Any crime conducted in the furtherance (promotion) of the gang, by its members or associates, whether for financial gain, prestige or geographical territory (drive-by-shooting, drug sales, threats or intimidation, etc.)

3. **GANG-RELATED CRIME:** Any crime committed by a gang member or associate, independent of their gang (not designed to promote the gang), which benefits only the individual gang member committing the crime (domestic violence assault, identity theft, robbery, etc.)

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-31 VICE, DRUGS, AND ORGANIZED CRIME (VDO)**	
	Subject **100 Procedures**	Effective **03/26/21**

Summary

The Narcotics Unit is responsible for management of all complaints of Vice, Drugs, and Organized Crime

A. RECORDING COMPLAINTS

[43.1.1]

1. **DOCUMENT IN THE VDO COMPLAINT DATABASE**

   a. All vice, drugs, and organized crime complaints received by CIB
   b. Vice, drugs, and organized crime information conveyed to other law enforcement agencies

2. **FIELD OFFICERS WITH SUBSTANTIAL INFORMATION** regarding VDO activities beyond their purview may contact a CIB supervisor and initiate a VDO complaint

B. COMPLAINT STATUS

[43.1.1]

1. **ACTIVE:** Involve potential criminal activity, but the validity of information is questionable; additional follow-up is required to either close complaint or make it open

2. **CLOSED:** Active complaints that have been brought to a conclusion

   a. Incident found not to be criminal in nature or complaint is unfounded
   b. Investigation turned over to another law enforcement agency or bureau or referred to Field Operations
   c. Investigation concluded, criminal case activated

C. FILE MAINTENANCE

[43.1.1] [43.1.2]

Rev

1. **CIB POLICE INVESTIGATIVE ANALYST/JCNTF ANALYST** maintains VDO complaint files

   a. **Conduct** initial research
   b. **Forward** copy of VDO information and initial research to assigned detective for investigation
   c. **Update** status and officer action taken in database upon completion

2. **VDO COMPLAINT FORMS/DATABASE**

   a. **Stored in secure area**
   b. **Accessible only** by the assigned CIB police investigative analysts/ JCNTF analyst, Narcotics detectives, and Narcotics Unit sergeant
   c. **Purge**

Figure 1. **VDO Files Retention Schedule**

Category	Retention
Active	2 years
Closed	2 years
Information only	1 year
Exception	Narcotics Unit supervisor may direct retention for longer period of time

D. COMPLAINT REVIEW

[43.1.1]

Rev

1. **NARCOTICS UNIT SUPERVISOR**

   a. **Reviews** all complaints received
   b. **Should forward** complaints not meeting the criteria for a vice, drugs, or organized crime issues to the appropriate Field Operations beat supervisor for investigation and disposition

2. **FOLLOW UP UPON DISPOSITION OF CASE**

   CIB may follow up with complainant if deemed necessary by CIB supervisor

E. MONTHLY REPORT

[43.1.1] [43.1.6]

1. **NARCOTICS UNIT SUPERVISOR** reports to CIB lieutenant

   a. The number of complaints received and their status
   b. The number of citizen-generated, substantiated VDO complaints

2. **CIB LIEUTENANT** prepares monthly report on VDO file for the Police Chief

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-32 CIB INVESTIGATIONS**	
	Subject **100 Guidelines**	Effective **03/26/21**

Summary: This order describes some investigation guidelines used by the Criminal Investigations Section (CIB) investigators.

A. POLICY

Information normally evolves from interviews, interrogations, and the collection, preservation, and use of physical evidence. Investigators will be aware of all of the legal ramifications of their actions and the guidelines within this policy (see General Order F-07.100-300 for additional guidelines).

B. FOLLOW-UP INVESTIGATIONS

[42.2.2]

1. **REVIEW AND ANALYZE PRELIMINARY REPORTS** for leads and information that can be followed up on with further investigation, including:

    a. Location of occurrence
    b. Time of occurrence
    c. Identity of victim(s)
    d. Type of crime/what happened?
    e. Evidence of the crime
    f. **Suspect information / identification**
    g. Results from lab reports

2. **USE A VARIETY OF METHODS** to expand knowledge of the incident:

    a. **Interviews:** Within **five** working days:
        1) Contact the victim to review the case, advise victim that you will be in charge of further investigation, and gain any additional information
        2) Interview or re-interview other involved persons to determine if they have information pertaining to the case
    b. **History**: Use criminal history and departmental records checks on suspects to help determine MO and involvement in other crimes
    c. **Interrogations:** When interrogation is the most appropriate means of gaining information, interrogate in an environment that is advantageous to the investigator, most often the Police Department
    d. **Collection, Preservation, and Use of Physical Evidence**: Information gained from evidence depends on several factors:
        1) The legality of its seizure
        2) The manner in which it is collected and preserved
        3) The maintenance of chain of custody
        4) The analysis in the laboratory (what it proves or disproves)
    e. **Surveillance:** May provide limited information concerning a criminal incident
        1) Present need to appropriate supervisor who will:
            a) Weigh the type of incident and expected results to determine the necessity of conducting surveillance

Rev

b) Submit a surveillance plan to the appropriate CIB Lieutenant prior to initiating a surveillance operation that will involve a major use of manpower (See GO D-35 Covert Operations)

2) Individual detectives may do limited surveillance

f. **Canvass Immediate Area**: Complete a canvass of nearby homes, businesses, etc. in a timely manner when necessary. Inform individuals of the nature of the investigation and solicit information.

g. **Uncommon Sources:** Consider other resources available (wire taps, pen registers, etc.) depending on the type of criminal act and the information desired

C. INFORMATION SOURCES

[42.2.3]

You may solicit information from the following suggested sources by phone, departmental letter, court order, subpoena, or search warrant:

1. **Governmental Agencies/City, County, State, Federal**
   1) Police Departments
   2) Tax Collector
   3) Building Departments
   4) Schools
   5) Armed Forces
   6) Treasury Department
   7) State Department
   8) FCC
   9) Department of Transportation
   10) DES
   11) Attorney General
   12) Bankruptcy Administration
   13) City or County Assessor
   14) Street Department
   15) Health Department
   16) County Recorder
   17) Immigration and Naturalization Service (INS)
   18) Veterans Administration
   19) Social Security
   20) Post Office
   21) Probation
   22) Fish and Game
   23) FBI

2. **Financial Institutions**
   1) Banks
   2) Credit Unions
   3) Bonding Companies
   4) Stockbrokers
   5) Credit Bureaus

3. **Public Utilities**
   1) Telephone
   2) Electricity
   3) Gas
   4) Water
   5) Cable

4. **Internet-based Public Records**

D. BACKGROUND INVESTIGATIONS

1. **CONDUCT WHEN** a reasonable suspicion exists to believe that the individual(s) is involved, or may become involved, in criminal activity

2. **PURGE ALL BACKGROUND INFORMATION** if there is not proper justification to continue a criminal investigation

3. **CONSIDER THE FOLLOWING SOURCES** of information when conducting background investigations:

   a. **Local criminal history**
      1) History should include at least a five-year time period
      2) All requests for criminal histories must conform to departmental policy and state law
   b. **Court records** revealing any convictions or civil dispositions
   c. **Federal Bureau of Investigation** file checks
   d. **Previous employment** and business associations
   e. **Personal references** to establish general conduct and reputation
      1) If for a license, any references listed on the application
      2) Any references developed by the investigator
   f. **Credit Checks**
   g. **Better Business Bureau**
   h. **Attorney General's Office**
   i. **Any personal contacts** that may appear to be useful
   j. The **Investigations Division Confidential Informant** file
   k. **Other law enforcement agencies** and governmental departments

E. DEPRIVATION OF COUNSEL

[1.2.3]

1. **HONOR** a suspect's right to consult with counsel

   a. If a counsel demands to speak with his client and the person has not invoked his fifth or sixth amendment rights, officers are under no obligation to discontinue an interview/interrogation of a suspect who has waived his rights to allow an attorney an opportunity to talk to his client
   b. Consider the request and act on a case-by-case basis

2. **SUSPEND QUESTIONING** when suspect requests counsel during the course of the interrogation until contact is made with counsel or the subject re-initiates contact with the investigator. Make accommodations to allow for private communication between the suspect and his counsel.

F. PRE-TRIAL PUBLICITY

1. **RELEASE INFORMATION** in criminal cases in accordance with departmental policy

2. **INFORMATION REGARDING EVIDENCE** will be released according to departmental policy and by the Public Information Officer

G. COUNTY ATTORNEY CASES (FELONIES)

[42.2.3]

1. **ADULTS**

   a. **Suspect in Jail**: The assigned investigator will review the offense report and related supplements to learn if sufficient evidence supports the charge(s) against the suspect(s)
      1) If **insufficient evidence** is available, the charge(s) will be withdrawn with the concurrence of the commander

a) Notify the arresting officer if charges are withdrawn
b) A CIB member will contact the County Attorney to simplify the process

2) If **sufficient evidence** exists, the CIB supervisor will review reports involving in-custody suspects. Attach:
a) One release questionnaire (Form IV)
b) One copy **of each offense report** listing the suspect's name and description
c) **All related reports** and supplements for submittal

b. **Suspect Not In Jail:** A supervisor must approve these cases before they are submitted to the Maricopa County Attorney's Office for filing
1) Prepare the paperwork as enumerated above
2) If the case report references other reports, attach one copy of the referenced items plainly marked as "Information Copy" or "Connecting Report"
3) Do not include rap sheets of victims or witnesses; however, before submitting the report, check the victim or victims and witnesses through the Records Unit. If there is a record of a prior felony **conviction** on either, document this information in a supplement.
4) Give the County Attorney's Office all reports pertaining to the case, including fingerprint comparisons, crime lab analysis, etc. If the case has been submitted and these reports or supplements come in later, forward them to the County Attorney as soon as possible.

2. **JUVENILES** (See E-11 Juvenile Operations)

H. CITY COURT CASES (MISDEMEANORS)

[42.2.3]

1. **SUSPECT IN JAIL:** No action required by detectives in most cases

2. **SUSPECT NOT IN JAIL:** Route the following information to Court:

a. A copy of the offense report and a copy of the suspect's rap sheet or department record to the City Prosecutor's Office (*If the suspect has no record, include a copy of the computer check*)
b. An additional copy of all offense report face-sheets and supplements containing suspect index information
c. Do not include photos and release questionnaires
d. As in felony cases, forward reports such as fingerprint comparisons, lab reports, and supplements that come in after the case has been submitted to the City Prosecutor's Office

3. **ISSUING CITATIONS:** When citing suspects into City Court:

a. Complete a thorough investigation to establish the suspect's identity
b. If the case is complete and probable cause is established, you may issue a citation instead of detention to the suspect
c. If the suspect refuses to sign citation, explain the consequences of refusing to sign. If the suspect still refuses to sign or makes clear their intention not to appear, book the suspect.

I. CLASS SIX FELONY CASES

[42.2.3]

1. **BEFORE FILING** a class six felony case, decide if the complaint request should be filed with the City. Criteria for filing with the City Attorney are established by written memo from the office of the County Attorney.
   a. The offense must be **a designated class six felony** offense that can be filed with the City Attorney
   b. The suspect is an **adult first offender** of a felony offense. To ensure this requirement is met, you must attach the following to the report:
      1) Warrants Check (10-29)
      2) Computerized criminal history check including the Offender-Based Tracking System (OBTS)
      3) Chandler Police Department records search
      4) Records clerks will print all computer information; clerks will copy the master name index file of the suspect
   c. In cases involving **multiple defendants**, **submit all** requests for complaints to the County Attorney's Office if one or more has a prior conviction for a designated class six felony or any other felony
   d. **Always submit requests for complaints** to the County Attorney's Office for review if there are multiple charges of felonies and misdemeanors
   e. **DO NOT** file misdemeanors in City Court when requesting a felony review
2. **COMPLETE A REQUEST FOR A COMPLAINT**
3. **PROCESS CLASS SIX FELONY OFFENDERS**
   a. Before submitting the request, ensure that **all information** is included (Refer to the report-writing General Order, F-05.200)
   b. If the subject is not in custody, file the request for a complaint with the **appropriate attorney's office**
   c. If the subject is **in custody** and **does not meet the criteria** for filing with the City Attorney, process like any other felony arrest
      1) If the subject is **not to be incarcerated**, the subject may be photographed, fingerprinted, and released pending the issuance of a complaint by the County Attorney.
      2) If the subject is **to be incarcerated**, the subject may be photographed, fingerprinted, and held under the following conditions:
         a) A County Magistrate must conduct an initial appearance within 24 hours. You must complete a release questionnaire (Form IV).
         b) A County Attorney must issue the complaint within 48 hours **after** the initial appearance, or the subject must be released from custody
         c) You should advise the defendant if an arrest for driving under the influence is being submitted to the County Attorney for possible felony prosecution

J. SUBMITTED CASES REVIEW

A CIB SUPERVISOR will thoroughly review all CIB cases submitted for complaint ✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-33 USE OF INFORMANTS**	
	Subject **100 Procedures**	Effective **03/26/21**

A. POLICY

[42.2.7]

[redacted]

B. DEFINITION

[redacted]

C. [redacted]

[redacted]

D. [redacted]

[redacted]

E.

F.

G.

H. [redacted]

[42.2.7]

I. [redacted]

J.

K.

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New

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-34 SEARCH WARRANTS**	
	Subject **100 Planning and Writing**	Effective **01/08/21**

A. POLICY

1. **WARRANTLESS SEARCHES** are presumed to be unreasonable under the Fourth Amendment unless they fall under the few specifically established and well-delineated warrant exceptions. Therefore, when deciding whether to execute a search with or without a search warrant, generally, get a search warrant.
2. **FOLLOW PROCEDURES** outlined in this chapter, General Order E-09, and Arizona Revised Statutes (ARS), Title 13, Article 8, dealing with search warrants, particularly section ARS 13-3911 et seq

B. DEFINITIONS

1. **SEARCH WARRANT**: An order in writing, in the name of the state of Arizona, signed by a magistrate, directed to a peace officer, commanding him to search for personal property, persons, or items described in ARS Section 13-3912
2. **AFFIDAVIT**: A sworn statement setting forth facts supporting probable cause for issuance of warrant. It must:
   a. Name the affiant
   b. Name statutory grounds for issuance
   c. Particularly describe persons, places, and/or vehicles to be searched
   d. Particularly describe property and/or persons to be seized
3. **PROBABLE CAUSE:** Sufficient facts that would lead a reasonably prudent person, based upon the facts known by the officer, to believe that the items or evidence sought are connected with the criminal activity and that they would be found at the place to be searched

C. STATUTORY GROUNDS – A.R.S. 13-3912

A search warrant may be issued upon any of the following grounds:

1. Property to be seized was stolen or embezzled
2. Property or things to be seized were used as a means of committing a public offense
3. Property or things to be seized are in possession of a person having the intent to use them as a means of committing a public offense or in possession of another to whom he may have delivered it for the purpose of concealing it or preventing it being discovered
4. Property or things to be seized consist of any item or constitute any evidence which tends to show that a particular public offense has been committed, or tends to show that a particular person has committed the public offense.
5. Property is to be searched and inspected by an appropriate official in the interest of the public health, safety or welfare as part of an inspection program authorized by law
6. Person sought is the subject of an outstanding arrest warrant

D. GENERAL INFORMATION

1. **DRAW ALL SEARCH WARRANTS**, affidavits, and related forms on approved standard CPD forms

2. **CONFIDENTIAL INFORMANT**

   a. **When information leading** to the request for a search warrant is supplied by a confidential informant, state it in the affidavit including:
      1) The reasons the informant is credible or the information is reliable
      2) The circumstances which led the informant to conclude the contraband (fruits of a crime, instrumentalities of a crime, items of evidence) would be where he claimed it to be

   b. When **the informant** used to supply the necessary probable cause must **remain confidential**, state the reason in the affidavit
      1) **Do not allow** the informant to be present when the search takes place because if he becomes a material witness to the crime charged, the court will order his identity revealed
      2) When possible, the officer using the informant should be the affiant for the search warrant

   c. For more detailed information on case law, refer to the Department's legal advisor or the County Attorney's Office

E. WRITING A SEARCH WARRANT

1. **YOU MUST OBTAIN** a search warrant when you learn that incriminating evidence may be in a certain residence, building, vehicle, container, or other private place, and **a search warrant exception or exigent circumstances** do not apply

2. **THE FACTS IN THE AFFIDAVIT MUST** make it "**substantially probable**" that a specific person or property subject to lawful seizure is presently located in that particular place for which the warrant is sought

3. **AFFIDAVIT CONTENTS**

   a. Should be in chronological and narrative form
   b. Should include all information the affiant has, both first and second hand
   c. Should include conclusions drawn from information based upon past training and experience
   d. May have documents such as police reports attached and referenced in the affidavit
   e. Should have a brief statement of affiant experience and training that would tend to support the conclusions
   f. In order to avoid issues of staleness of information in the affidavit, include the most current information available to establish probable cause
      1) Make every effort to include information that is less than 72 hours old
      2) Serve narcotics warrants as soon as possible after issued
      3) Even if more than 72 hours old, information underlying a warrant is not stale if based on a continuing pattern or course of conduct, or other good reasons, the items to be seized are still on the premises (e.g., continuing drug sales/activity over a lengthy period of time and no reason to believe the activity has ceased)

4. **DWELLINGS: Include complete address** and a brief description of outer appearance as a minimum, i.e.
   a. Residence: “The residence at 918 W. Blaine Lane, a single-family home, yellow with white trim, the number "918" on the left side of the front door which faces north"
   b. Apartment: specify apartment number, where located in the complex, and any other distinguishing particularities

5. **BUSINESS**: Include the business name, type of establishment (hardware store, restaurant, etc.) and all office spaces or safes to be searched

6. **VEHICLES:** Describe adequately

   a. Generally, include the color, make, model, year, and license number. If the license number is unknown, give other details that distinguish it from other similar vehicles.
   b. If known, give the probable location of the vehicle. If the item to be seized is hidden in an unusual place, such as inside a wall or in a car door, include that information.
   c. Do not use information which, if revealed, would jeopardize the identity of a confidential informant

7. **PERSONS**: Describe persons to be searched by name, age, height, weight, race, hair color, eye color, and any other distinguishing marks

   a. If incomplete or uncertain description: give the probable location
   b. If true name and/or other physical characteristics are unknown, list bare minimum of sex, race, approximate age, what the subject was last seen wearing, and probable location
   c. Do not state, "Any persons within the above described premises," or "Other unidentified persons"

8. **PHOTOGRAPHS OR DIAGRAMS:** Use if a written description is too lengthy or difficult to adequately describe the premises to be searched or the item to be seized

   a. Attach to the affidavit and the search warrant
   b. Accompany with a written synopsis

9. **“REASONABLE PARTICULARITY”:** You **must** describe the property to be seized with “reasonable particularity,” both in the affidavit and search warrant

   *Test of “**reasonable particularity**”: Whether an officer with no knowledge of the facts supporting the warrant, looking only at the description of the property, could recognize and select the items while conducting the search. Search warrants are directed to “any peace officer.” The description of the property sought must be clear and specific enough for any officer to serve the warrant and recognize and select the items described.*

10. **“NO KNOCK” ENTRY: A.R.S. 13-3915(B) -** If the officer believes that making an announced entry to execute the warrant would endanger the safety of any person or destruction of items described in the warrant,

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include in the affidavit supporting facts and request the court authorize a "no knock" entry. If a "no knock" entry is granted, the warrant service needs approval from the chain of command up to the Assistant Chief prior to the actual service.

11. **EXCEPTION FOR NIGHTTIME SERVICE OF WARRANT: A.R.S. 13-3917 -** Showing good cause, the magistrate may, in his discretion insert a direction in the warrant that it may be served at any time of the day or night (night is defined as the period from ten p.m. to six-thirty a.m.). Without this authorization, the warrant may be served only in the daytime.

12. **SHOULD BE TYPED:** In various circumstances, handwritten warrants may be used. Accuracy is vital. A wrong address or serial number may invalidate an otherwise acceptable warrant.

13. **ADMINISTRATIVE REVIEW:** If requested, the department legal advisor will review warrants

14. **JURISDICTION**
    a. Affiant and the magistrate or judge swear to and sign warrant
    b. Affiant must return warrant to court within three business days of the warrant's execution
    c. If there is any chance the prosecution may be in a **federal court**, a superior court judge must sign the warrant

15. **COPIES:** Make **two copies of the affidavit** and **three copies of the search warrant** to distribute as follows:

Figure 1. **Distribution of Affidavit Copies**

Warrant/Affidavit	Copy	Distribution
Search Warrant	**Original**	Returned to court after execution
Search Warrant	Copy	Given to person responsible for premises or person to be searched
Search Warrant	Copy	Retained for departmental records
Search Warrant	Copy	Retained with CIB file
Affidavit	**Original**	Retained by court
Affidavit	Copy	Retained for departmental records
Affidavit	Copy	Retained in CIB file

Note: In some cases of a sensitive nature and at the discretion of the CIB commander, retain all affidavit copies in CIB files.

F. SEARCH WARRANTS: TELEPHONE

1. **AN AUTHORIZED, STATUTORY METHOD** to obtain a warrant which may be used to supplement or replace the written search warrant procedure, thus reducing the time required to obtain and execute a search (See ARS 13-3914 and 13-3915)

    a. Present the facts justifying the search to the judge over the telephone instead of presenting a written affidavit in person
    b. If the judge decides that probable cause exists to believe the incriminating evidence is in the place to be searched, he directs the officer to sign a "Duplicate Original Search Warrant" in the judge's name

2. **THREE TIME-CRITICAL SITUATIONS** for the seizure of incriminating evidence lending themselves to the telephonic search warrant procedure:

    a. An officer has information that evidence is going to be at a particular place for a **short time** before being removed or destroyed
    b. Upon an arrest on a person's premises, and where probable cause exists to search further than permitted by incidental-to-arrest rules, especially if **other persons are present** who could conceal or destroy the evidence while a written warrant is being obtained
    c. When **on a person's premises** for a purpose other than to make arrests or searches (e.g., conduct an interview) and while there, develops probable cause to believe that there is incriminating evidence on the premises that would be destroyed or concealed if the time were taken to obtain a written warrant

3. **YOU MUST HAVE RECORDING EQUIPMENT** sufficient to record and preserve the conversation between the judge and affiant to obtain a warrant by this procedure

4. **BEFORE MAKING THE CALL** to the judge:

    a. Prepare a short outline of facts to be presented to the judge over the telephone before calling to avoid leaving out important information
    b. Prepare duplicate search warrant form
    c. Test all recording equipment
    d. Use a telephone with little or no background noise
    e. Have one other officer witness the conversation if practical

5. **THE CALL**

    a. The requesting officer will **identify himself to the judge** by name, rank, badge number, and agency, and state the purpose of the call
    b. The judge must put the officer **under oath.** Failure to give the oath at this time will automatically invalidate the warrant. The procedure will be as follows:
        1) After stating the date and time, recite facts that make up probable cause referring to the short prepared outline
        2) If the judge finds probable cause exists, the officer reads verbatim the completed duplicated original search warrant to the judge
        3) The judge directs the officer to sign the duplicate original search warrant with the judge's name, his court, and the officer's name, rank, badge number, and department
        4) The judge will direct that the recording be brought before him for transcription and filing after execution of the warrant**. If the judge omits this essential procedure, remind him to make such a statement for the recording**.
        5) State the time when the conversation with the judge is finished

6. **EXECUTE DUPLICATE ORIGINAL SEARCH WARRANTS** in the same manner as an original search warrant

    a. Officer executing warrant will enter the exact time of the execution on the face of the warrant
    b. List all seized items on the inventory and return form

7. **TO PROTECT THE CHAIN OF EVIDENCE,** the officer originally obtaining the warrant will retain these items in his personal custody until returned to the judge

8. **WITHIN FIVE CALENDAR DAYS** of issuance of the warrant, the officer requesting the telephonic search warrant must execute the warrant. The warrant, recording, and the inventory form must be returned within three business days following the warrant's execution.

G. RETURN DEADLINE

1. Search warrants must be returned within **three business days of the warrant's execution**. The Rule of Criminal Procedure that automatically extends times under seven days does not apply.

2. Because the good faith failure to return the search warrant within three business days does not necessarily invalidate the search warrant, it should still be returned as soon as possible

H. SEALING AFFIDAVIT

The court issuing a search warrant may seal the contents of a search warrant affidavit if it determines that the release of confidential information in the affidavit would jeopardize an ongoing criminal investigation, and the need to keep it confidential outweighs the public's right to access public records.

An officer wishing to have a search warrant affidavit sealed should:

1. Make the request in the affidavit, include information justifying the request
2. Include language in the search warrant that orders the affidavit sealed
3. Contact a legal advisor who will determine if there are grounds to file a Motion to Seal Search Warrant Affidavit if the officer neglects to include a request to seal the affidavit or is unsure a request is justified

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A. PRIOR ACTIVITIES

1. **IF THE LOCATION IS UNSECURED** where the warrant will be executed, you may initiate surveillance

2. **ADVISE YOUR SUPERVISOR** prior to serving a warrant. A supervisor must be present at the service of a search warrant at a residence or business in Chandler. If the residence or business is in another jurisdiction, a sergeant and lieutenant must be present during the search warrant service.

3. **COMPLETE AND SCORE A THREAT ASSESSMENT** and a search warrant operations plan prior to serving a warrant

    a. Use the score to determine which method of warrant service is appropriate
    b. Make the assessment available to the participating personnel
    c. SWAT serves all search warrants where the threat assessment shows a high risk
    d. Have the SWAT commander assess entry for all warrants with moderately high to high-risk assessments
    e. Any assessment marked as a “no knock” search warrant requires approval by the chain of command up to the Assistant Chief prior to the actual service

B. BRIEFING

COMPLETE A BRIEFING prior to every search warrant with all personnel involved in the execution of the search warrant, including:

1. **All personnel needed** based on entry difficulty and threat level

2. At least one officer will have done, or will do, **a drive-by** of the location where the search warrant is to be executed

3. **Display drawings of the exterior and interior, if known,** of the building to be entered for all officers executing the search warrant to see

4. **Assign each officer a specific job** at a particular location to avoid confusion at the time of the warrant execution. Ask each one to repeat the assignment to ensure understanding of role.

5. Advise officers during the briefing **which radio channel** will be used for the operation

6. Notify the Communications Center of the **location and purpose** shortly before execution of the warrant

7. Tell all participating officers **where to meet** before leaving for the location

8. **Advise all participating officers of any known** hazards, probable number of persons inside the location, if there are any known children inside the location, any known weapons, and any other information of consequence

9. Whenever possible, **retain all briefing notes and a photo** or printout of the blackboard in the case file

C. STAGING

[41.3.6]

ALL PARTICIPATING PERSONNEL

1. **MEET AT THE DESIGNATED LOCATION** and leave for the search warrant site together. The officer who has done the drive-by will drive the lead car, and all vehicles will stay together unless otherwise assigned by the supervisor in charge.

2. **SHOULD BE IDENTIFIED BY POLICE APPAREL** such as the raid jacket or blue tee shirt and displaying the word, “Police”

3. **WEAR BALLISTICS VESTS** (See General Order D-01.200L)

D. THE ENTRANCE

MEET ARS 13-3916 AND CHANDLER POLICE DEPARTMENT RULES AND PROCEDURES

1. **Should not use the surveillance officer** originally sent to the scene on the entrance team if he was not present at the briefing

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2. **Personnel shall activate** their department issued body worn camera (BWC) during the search warrant service. Once the scene is secure and rendered safe, recording becomes discretionary. (See General Order E-07.100D1)

3. **Execute warrant** between 0630 and 2200 hours unless specifically authorized for nighttime service
   Note: If good cause exists for a nighttime search warrant, include this information in the affidavit and request execution any time of the day or night

4. Unless the search warrant contains a “no knock” provision (ARS 13-3915(B), the officer serving the search warrant on a building **must knock on the door and announce** "Police Officer, Search Warrant." Also use **Spanish** if Spanish-speaking people are believed to be in the building.

5. **If there is no response** after a reasonable time, you may force entrance through a door, window, or any part of the building to gain

   a. If force is required to gain entry, document and photograph any damage caused by officers
   b. Make every effort to avoid damaging property and minimize damage
   c. Advise the on-scene supervisor of any damage when practical

E. SECURING THE SCENE

1. **IMMEDIATE ACTIONS**

   a. Make a protective sweep
   b. Frisk all persons in the location and take persons to a central location on the premises or in immediate vicinity (full search of person allowed only if named in warrant or arrested based on PC of committing a crime)
   c. Try to learn which people are the residents and/or person(s) named on the search warrant
   d. Detention of the following persons is allowed for the period of time needed to complete execution of the search warrant without regard to probable cause or reasonable suspicion:
      1) Any person present on the premises, or
      2) Any person in the immediate vicinity of the premises and associated with the premises to be searched, e.g., If police allow occupant to leave, they cannot detain him at a remote location unless they have reasonable suspicion or PC to arrest (Bailey v. U.S., US Supreme Court 2013)

2. **ONCE EXECUTION OF THE SEARCH WARRANT IS COMPLETE, ALLOW ALL THE FOLLOWING PERSONS** to leave:

   a. Those not arrested
   b. Those not named in the search warrant
   c. Those not residents of the location

F. EXECUTING A SEARCH WARRANT

1. **MAY SEIZE CONTRABAND OR STOLEN ITEMS WITH PROBABLE CAUSE** to believe items are stolen even though such property is not named in the search warrant, but only if they are found in the course of a proper search under the warrant

   (e.g., a warrant for a stolen television set would not justify the search of a women's purse and the seizure of any drugs found in the purse; but a warrant for heroin would justify the search of the purse and seizure of the drugs)

2. **MAY SEIZE INSTRUMENTALITIES OF A CRIME** or items that are evidence, including drug paraphernalia, rent receipts, etc.

3. **PERSONAL ITEMS** such as purses, wallets or clothing of persons not named in the warrant may be searched if they:
   a. Are not in the actual physical possession of the unnamed person at the time of search, and
   b. May contain items listed in the search warrant

G. DOCUMENTING EVIDENCE

THE DESIGNATED "FINDER" AND "PAD PERSON" will record the following information on the Seized Property - Description form during service:

1. Date
2. Entrance time
3. Location of items seized
4. Offense report number

5 Description of items seized
6. Time the search was ended

H. ASSISTING ANOTHER AGENCY

1. **CHANDLER POLICE DEPARTMENT WILL ASSIST** other departments in the service of search warrants within Chandler's city limits whenever possible

2. **REFER REQUESTS** from other agencies to the supervisor of the related investigative unit

   a. **Do not participate in the initial entry** of another agency's warrant unless a supervisor from the Chandler Police Department is present
   b. **If no supervisor is available**, wait until entry has been made and the scene secured by officers of the other agency to enter and participate in the search or subsequent investigation
   c. **The supervisor of the agency executing** the search warrant is responsible for all notifications, warrant information review, warrant conduct and security, appropriate memos, cassette tape recordings, and other tactical or administrative details regarding the operation
   d. **Uniformed patrol supervisors and officers** will be used as situations dictate but will be returned to their regular duty assignments as soon as practical
   e. **Detectives required to further the investigative process** may enter the scene without imprinted jacket, vest, or cap after the on-site supervisor has declared the scene secure and has authorized entry

3. **PLAINCLOTHES OFFICERS IN INTERAGENCY OPERATION**

   Inter-agency briefing is required for a search warrant with tactical entry involving plainclothes officers from another agency prior to execution:

   a. Include onsite supervisors from all involved agencies to meet to discuss assignments, provide for appropriate notifications, and ensure that all plainclothes detectives involved will be wearing adequate apparel for immediate recognition as police officers
   b. If the other agency's tactical event plan does not meet the reasonable expectations or requirements of departmental policy, the departmental supervisor will inform the other agency and will not allow further involvement by Chandler Police Department personnel until the inadequacies are corrected. Consider:
      1) Adequate staffing
      2) Adequate current knowledge of the structure and occupants
      3) Other safety concerns
      4) Plainclothes officer recognition
      5) The presence of an agency supervisor on site
   c. Hold a group assembly of involved personnel to promote recognition between participants

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-35 COVERT OPERATIONS**	
	Subject **100 Planning and Notifications**	Effective **01/03/17**

Summary:
[42.1.6] [43.1.5]

This order covers specific procedures required for covert operations.

A. DEFINITION

COVERT OPERATION: An operation that is planned and executed as to conceal the identity of the sponsor and is utilized to deter and detect crime so as to gather information for future arrest and prosecution

B. AUTHORIZATION

1. **CIB PERSONNEL** are authorized to initiate a covert operation with approval of a CIB lieutenant

2. **OTHER SECTIONS OR DIVISIONS** may not initiate any covert operations without the approval of a commander

C. OVERVIEW

1. **BACKGROUND INFORMATION**

   a. Analyze crimes, victims, and suspects using crime analysis, in-house computer checks, background checks, criminal history checks, or other means
   b. Determine legal ramifications. Officers may confer with Department Legal Advisor, City Prosecutor, or County Attorney's Office.

2. **PREPLANNING**

   a. Obtain authorization for the operation and use of force
   b. Determine operational procedures for observations, arrests, surveillance, high-risk entries
   c. Provide relief, backup security, and perimeter protection for officers
   d. Establish means of routine and emergency communications
   e. Select equipment or vehicles
   f. Obtain coordination and assistance from others, both inside and outside agency
   g. Request medical assistance

3. **BRIEFING**

   a. Designate a single person as supervisor and coordinator
   b. Brief officers involved and notify communications of the objective and the location of the operation, and roster of officers involved
   c. Supply officers with expense funds
   d. Supply officers with false identity, disguises, and necessary credentials

4. **OPERATION**

   a. Maintain overall confidentiality and cover
   b. Provide close supervision

c. Make contacts with suspects
d. Search for and seize evidence and/or contraband

5. TERMINATING OPERATION

a. Any member may voice concerns and recommend termination of an undercover operation if it compromises the safety of anyone involved
b. The supervisor will make the determination to terminate the operation after hearing the facts

6. **DEBRIEFING**

a. Discuss the operation or incident as soon as possible after the operation or incident
b. Conduct the discussion either formally during debriefing or informally during individual conversations with the participants
c. Purpose: Identify the actions and outcomes during the operation of what went well and what improvements can be made

D. NOTIFICATIONS

WHEN PLANNING SEARCH WARRANTS /SURVEILLANCES / INVESTIGATIONS / BUY - BUSTS / REVERSALS, notify the following agencies in a timely manner:

1. **INTERNAL NOTIFICATIONS**:

a. The unit sergeant will notify:
   1) The section lieutenant or commander
   2) Radio supervisor of the actual time of event
b. The radio supervisors will log the following information:
   1) Date and time of notification
   2) Location of event
   3) Suspect information, name (if known), nature of warrant or investigation
   4) Date served or executed

2. [redacted]

[redacted]

E. CONDUCTING ORGANIZED OPERATIONS

[43.1.5]

1. **UNIT SUPERVISOR RESPONSIBILITIES**

   a. **Will submit an operation plan and threat assessment** prior to the start of any operation
   b. **Authorize and coordinate** the operation
   c. **Ensure all necessary equipment** is available to involved personnel (e.g., radios, bulletproof vests, raid jackets, necessary paperwork, etc.) All electronic equipment will be tested prior to operation, to include the replacement of batteries.
   d. **Ensure all support units** have been briefed and have necessary equipment for communication, including SWAT and other agencies
   e. **Notify on-duty lieutenant** if Tactical Team callout is necessary (arrange for the immediate availability of paramedic unit)

Rev

2. **CASE DETECTIVE RESPONSIBILITIES**

   a. **If supervisor is unavailable**, make necessary arrangements for manpower and other needs with on-duty shift lieutenant
   b. **Prepare detailed diagram** of the intended location
   c. **Hold a briefing** of all involved personnel prior to the execution of the operation or search warrant
      1) Make assignments designating intended methods of approach, entry, securing, and leaving the location

Rev

2) Ensure all support units have necessary equipment to communicate with personnel directly involved in the operation; this includes SWAT and police personnel from other jurisdictions
3) If the use of the Tactical Team becomes necessary, the unit supervisor will:
   a) Notify the on-duty shift commander
   b) Arrange for a paramedic unit to be immediately available

d. **Search for and seize** all evidence. Another member may act as the evidence recorder (See G.O. E-13 for further information)
e. **Request medical assistance** if needed (document appropriately)

3. **DESIGNATED ARREST TEAM:** Handle all arrests of suspects

F. [redacted]

[43.1.5]

[redacted]

G. UNPLANNED EVENTS

[43.1.5]

IF OFFICERS MUST ENTER ANOTHER AGENCY'S JURISDICTION without prior coordination, notify that agency as soon as possible following the notification protocol

H. SURVEILLANCE OPERATIONS

[43.1.5]

1. **SURVEILLANCE DEFINITION:** Continuous or periodic watching of persons, vehicles, places, or objects; routine observations of individuals or groups acting in a suspicious manner. Photographing and visual monitoring of events for safety, historical, or training purposes is not surveillance.

2. **DO NOT INFRINGE** on the statutory and constitutional rights of any individual when conducting surveillance operations

3. **PRINCIPLE CRITERIA** for establishing surveillance

a. A legitimate and reasonable suspicion exists to believe that:
   1) An individual or organization is engaged in, or has demonstrated the propensity to engage in illegal activity
   2) An event may provoke community disorder
b. Ensure the exercise of constitutional rights is protected
c. Use surveillance data for legitimate law enforcement purposes
d. May conduct photographic surveillance on any individual, location, organization, or event that meets the criteria for surveillance

4. **OBJECTIVES**

a. Determine whether a violation of the law exists or will exist
b. Obtain evidence of a crime
c. Protect undercover officers or to corroborate their testimony
d. Determine the reliability of informants
e. Determine identities of parties involved in an investigation
f. Determine methods of operation of suspected criminals
g. Obtain probable cause for obtaining search warrants
h. Prevent the commission of a violation of law or apprehend a subject in the commission of a crime

5. **THE ORIGINATING UNIT SUPERVISOR WILL:**

a. **Ensure the involved officers are knowledgeable** of the scope and extent of the offenses and type of victims associated with the target or subject of the surveillance
b. **Ensure information is gathered** concerning the premises, suspects, and vehicles involved
   1) Evaluate/distribute information to participating personnel
   2) Study the surveillance area to identify suitable vantage points
   3) Observe traffic conditions and become familiar with the street names/locations in the area
c. **Select hours** or period of surveillance
   1) Base decisions on the number of personnel available and the circumstances of the suspected violation
   2) Specify the procedures for observation, arrest, and following the subject
   3) Plan for providing suitable relief for the officers involved
d. Analyze **legal ramifications**
e. Provide **guidelines for arrest**
f. Provide **backup** for officers
g. Provide **close supervision** for the operation
h. **Select and supply the type of surveillance equipment needed**
   1) Based on nature/extent of surveillance and available equipment
   2) Examine/test the equipment to ensure satisfactory operating condition
   3) Attain supervisor approval prior to the use of the equipment
i. **Provide for radio access**
   1) Ensure all surveillance officers have ready radio access
   2) Select one primary radio frequency to use during the operation
   3) Inform participating personnel if the frequency is changed
   4) Provide means for routine and emergency communications
j. **Execute and coordinate** the efforts of the surveillance officers
k. **Ensure surveillance vehicles** are inconspicuous and fit the setting
l. **Supply department funds** to cover officers' expenses as necessary

I. UNDERCOVER OPERATIONS

[43.1.5]

Rev

1. **THE UNIT SUPERVISOR WILL:**

   a. Submit an operation plan prior to the start of the operation to the section lieutenant. Operations conducted for the purpose of surveillance do not require an operational plan.
   b. Analyze/identify crime trends through observations, field contacts, informants, citizen complaints, officer input, and other intelligence gathering

2. **COMPLETE THE FOLLOWING** prior to contact with a suspected violator when practical:

   a. Use all available means to identify the suspect
   b. Conduct vehicle registration checks and utility checks
   c. Identify known associates
   d. Identify method of operation and plan of action
   e. Investigate weapons capabilities, prior use, and the violence potential
   f. Identify residences and/or other locations frequented by the suspects
   g. Examine possible legal ramifications

3. **CONTACT WITH SUSPECTS:** Depending on type of crime and method of operation, you may use one of the following methods:

   a. Undercover introduction by an informant
   b. Undercover introduction by an undercover officer
   c. Undercover purchase and a simultaneous arrest ("Buy-bust")
   d. Search warrant
   e. Surveillance with arrest

4. [redacted]

5. [redacted]

Rev

J. [redacted]

[43.1.5]

1. [redacted]

2. [redacted]

3. [redacted]

4. [redacted]

New

K. [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-36 CRIME CONTROL FUNDS**	
	Subject **100 Procedures**	Effective **03/26/21**

A. DEFINITION

CRIME CONTROL FUNDS are utilized by detectives/employees to pay for incidental and nominal costs required to support a covert operation, investigations and for the purchase of drugs in undercover operations.

B. FUNDS ADMINISTRATION

[43.1.3]

Rev

1. **ADMINISTRATION**

   a. The Special Investigations Section lieutenant will oversee requisitioning, issuing, expending, and reimbursing crime control funds
   b. Another CIB section lieutenant will relieve the designated lieutenant when necessary
   c. A fund custodian designated by the Special Investigations Section lieutenant will administer the accounting procedures

2. **VERIFICATION**

   a. **Quarterly,** Professional Standards (PSS) will verify the fund ledger balance, including verifying cash held by detectives and reconciling cash in safe with the ledger. Distribute copies of the report to:
      1) Chief of Police
      2) Professional Standards Section [17.4.2]
   b. **Quarterly**, Professional Standards (PSS) will verify all payment checks are logged in CI packets and copies of the check request, cashier check and a signed receipt showing the CI received the payment are filed in CI packet. Distribute copies of this report to the Accounting Division.
   c. **Annually,** a designee of the City's Management Services Department Director will audit transactions and compliance with policies and procedures outlined in this document
      1) Designee will contact the Chief of Police with a tentative audit schedule and request permission to proceed
      2) No advance notice need be given to PSS or CIB

C. FUNDS SECURITY

1. **CASH:** The designated CIB lieutenant will maintain crime control fund cash in a locked safe in a secure area

   a. Only the lieutenants and commander of CIB will hold the safe combination and/or any keys necessary to gain access to the safe
   b. Upon transfer of any of the above-mentioned persons, all keys/combinations will immediately be given to the successor
   c. Have the combination changed within 48 hours

2. **CHECKS:** When a detective requests CI payment in the form of a check, the unit supervisor will ask the fund custodian to complete a check request to include the informant number and amount to be paid. The

check will be made payable to the designated CIB lieutenant or CIB commander.
The fund custodian will:

a. Request a cashier's check for the CI. A copy of the check request, cashier's check, and a signed receipt showing the CI received payment will be filed in CI's packet.
b. Maintain a log detailing all checks requested and dispersed

3. **LEDGER:** The fund custodian will secure the fund ledger to preclude access by all others

a. Use a password or other security device to protect the computerized accounting program
b. Only disclose the password or other security device to CIB commander
c. Upon transfer of either of the aforementioned persons, have the password or other security device changed immediately

D. BUY MONEY

[17.4.2]

1. **EACH PERSON AUTHORIZED** by the designated CIB lieutenant may carry Crime Control Fund cash to use for the following purposes:

a. Purchase of drugs as evidence
b. Reliability buys
c. Informant payments
d. Purchase of contraband (property)
e. Miscellaneous authorized expenses (bar expenditures, motel bills for informants, food, etc.)
f. Any other expenditure authorized by the designated CIB lieutenant
g. Leasing an apartment, business front, luxury-type automobile, aircraft, boat, or other items to create or establish the appearance of affluence

2. **AUTHORIZED CARRY AMOUNT**

Rev

a. [redacted]
b. [redacted]
c. [redacted]
d. [redacted]

3. **THE DESIGNATED CIB LIEUTENANT WILL ENSURE** that recommendations for "buys" and informant payments are reasonable and evaluated objectively

4. **PERSONS CARRYING CASH FUNDS**

a. May be audited at any time without prior notice
b. Will not borrow from other persons to make a purchase or pay an informant. Will borrow from a supervisor if necessary.
c. May request additional cash as a special draw for a specific event if needed
d. Must show CIB unit supervisors, the designated CIB lieutenant, the Criminal Investigations Bureau commander, the Professional Services Division Assistant Chief, or the Chief of Police their cash funds at will

e. Must show funds to designated persons from the Professional Standards Section and the Management Services Department on demand in conjunction with their duties as required in this order
f. Will return all issued funds prior to transfer from duties permitting the carrying of funds, unless the designated CIB lieutenant approves continued use
g. Must securely store cash in a location unknown to others

E. FLASH MONEY

[17.4.2]

1. [redacted]

   a. [redacted]
   b. [redacted]
   c. [redacted]

2. **THE DESIGNATED CIB LIEUTENANT** or designee(s) is responsible for issuing flash money

3. **WHEN ISSUING FLASH MONEY:**

   a. Count it out each time it is issued
   b. Record the serial numbers of each bill used, **or**
   c. Make copies of the bills or a portion of the bills as prescribed by federal guidelines or photograph issued bills
   d. Complete entries in log book, including who is issuing/receiving flash money, amount of flash money issued, date and time issued, and report number
   e. **Two detectives** will count flash money any time the cash is transferred to/from the informant or any non-department employee

4. **RETURN FLASH MONEY** to the designated CIB lieutenant or designee when the "flash" is completed
   a. Count flash money each time it is returned
   b. Verify the serial numbers of the returned bills
   c. Complete entries in log book, including who is returning/receiving flash money, amount of flash money returned, date and time returned

5. **MAY OBTAIN FLASH MONEY FROM DPS, DEA**, or any cooperating agency, as long as equivalent control procedures are used. Return any money obtained for this purpose to the originating entity at the earliest possible opportunity.

F. ACCOUNTING PROCESS

1. **BI-WEEKLY ACCOUNTING SHEET: Investigators**

   a. **List expenditures** on crime control fund bi-weekly accounting sheet
   b. At minimum, include on this form:
      1) Month in which the expense occurred
      2) Name and badge/ID number
      3) Date of transaction
      4) Transaction amount and description
      5) Related case number, if applicable
      6) Informant number, if applicable
      7) Detective and supervisor verification of posting confidential informant (CI) information
   c. **If you purchase** evidence with a CI or pay an informant for services rendered, have an administrative specialist log all pertinent information in that informant's CI file
   d. **Turn in a crime control fund bi-weekly accounting sheet** to your unit supervisor accurately reflecting all expenditures up to date submitted with a **valid receipt** for each expenditure. If no receipt is available, supervisor approval is required.
   e. **At a minimum**, submit bi-weekly accounting sheets with your last time report each month. Expenses incurred after the last time report may be held for reporting the following month.
   f. **If there were no expenditures** during the month, you are not required to turn in a Crime Control Fund Bi-weekly Accounting Sheet
   g. **Maintain on-going** sheet for audit purposes

2. **BI-WEEKLY ACCOUNTING SHEET: Unit Supervisor**

   a. **Physically verify and sign off** that the investigator correctly posted all transactions relating to a confidential informant to the informant's file
   b. **Approve all expenditures** listed on each investigator's accounting sheet and check each accounting sheet for mathematical accuracy prior to turning the sheet in to the fund custodian
   c. **Give all approved** crime control fund bi-weekly accounting sheets to the fund custodian no later than seven days after the end of the month

3. **MONTHLY,** the fund custodian will complete and forward a crime control fund report of all fund activity to the Criminal Investigations Bureau commander

   a. Use report to reconcile the fund ledger and the cash in the safe at the end of each month
   b. Report total expenditures by each investigator, replenishments from the Accounting Division and cash on hand

4. [redacted]

   a. [redacted]
      1) [redacted]
      2) [redacted]

[redacted]

3) [redacted]

4) [redacted]

b. **Designated CIB lieutenant**
   1) Upon receipt, review and approve all expenses, reconcile the ledger balance with cash in the safe, verify and initial the Bi-weekly Account Summary ending balance, and personally disburse funds from the safe to reimburse investigators
   2) Upon reimbursement, the investigator will each sign the receipt generated by the fund custodian
   3) When all investigators have been reimbursed, will promptly return all signed receipts and the Bi-weekly Accounting Sheets to the fund custodian
   4) Review and approve the Claim for Crime Fund Reimbursement form prior to forwarding to Accounting

c. **The fund custodian will:**
   1) **Prepare a request** for reimbursement listing each receipt issued with an attached copy of each receipt
   2) **Submit request** to the Accounting Division immediately on receipt of the account summary

d. **Upon replenishment of the fund by Accounting**
   1) Designated CIB lieutenant will deposit cash immediately in the safe
   2) Funds custodian will promptly record the replenishment in the ledger

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-37 POLYGRAPH**	
	Subject **100 Procedures**	Effective **01/08/21**

SUMMARY:

This order provides guidelines for the use of Polygraph examinations as investigative tools.

A. DEFINITIONS

POLYGRAPH: The polygraph is an instrument that simultaneously records changes in physiological processes such as heartbeat, blood pressure, electrodermal patterns, and respiration; and is used, or the results of which are used, for the purpose of rendering a diagnostic opinion regarding the honesty or dishonesty of an individual.

B. OPERATOR QUALIFICATIONS

OPERATORS OF POLYGRAPHS must have successfully completed a certified polygraph examiners course and maintain current certification status. The certification training shall include use of the polygraph in criminal investigations and pre-employment examinations.

C. POLYGRAPH ADMINISTRATOR

The Professional Standards Section commander, or designee, will ensure the following related to the polygraph program:

1. **PREPARATION AND MAINTENANCE OF A LIST** of all certified polygraph examiners and equipment in the department, and inspection of the equipment for accountability and serviceability every twelve months

2. **TRAINING:** Polygraph examiners receive 30 hours of continuing education every two years or as often as required

3. **USE:** Examiners perform examinations on a regular basis for a minimum of five years after initial certification

4. **EQUIPMENT**

   a. Security of the department's polygraph equipment and software
   b. Maintenance of laptop computers, polygraph instruments, associated programs, and ancillary equipment in operable condition
   c. Coordination of the purchase of equipment as needed

5. **INTERVIEW ROOM:** Maintenance and availability of a polygraph examination room at the Chandler Police Department Main Station equipped with video and audio monitoring and recording equipment

D. AVAILABILITY

Rev

In the event of an after-hours request for an immediate polygraph examination, a CIB sergeant may, following call out procedures, request a polygraph examiner to respond

E. REQUESTING AN EXAMINER

1. **THE REQUESTING OFFICER OR DETECTIVE SHALL:**

   a. Complete the initial investigation
   b. Consult with the examiner prior to scheduling a polygraph examination verbally or in writing
   c. Provide necessary information to the examiner prior to the exam, including guidance on a post exam interview strategy. The requesting officer/detective shall remain in CIB and available until the completion of the examination.
   d. Notify the subject of the date and time of the scheduled appointment, and will notify the examiner immediately if the subject cancels the appointment

2. **DENIAL OR DELAY BY THE EXAMINER:** If the polygraph examiner has reason to believe that an examination may not be advisable, the examiner may delay the examination. This delay will give the examiner time to submit the reason/s and any alternate recommendations to the investigator and the requestor to obtain a second opinion from another polygraph examiner.

3. **FORMS**

   a. Persons consenting to a polygraph examination are required to sign a Polygraph Consent and Release Form acknowledging their voluntary submission to the examination and right to refuse at any time
   b. The following forms are available from the polygraph examiner:
      1) Polygraph Consent and Release Form with Miranda
      2) Polygraph Consent and Release Form (for pre-employment examinations)
   c. The polygraph examiner maintains all polygraph forms

Rev

F. USES

1. **CRIMINAL INVESTIGATIONS** [42.2.5]
   Examinations may be used in criminal or missing person investigations as a tool to assist investigators.

   a. Examination results alone will not be considered probable cause. The polygraph is a supplement to, not a substitute for, a thorough investigation.
   b. No person shall be coerced into submitting to a polygraph examination. Persons consenting to a polygraph examination will be required to sign a Polygraph Consent and Release Form acknowledging their voluntary submission to the examination and right to refuse at any time.
   c. The decision to do an examination is based on the nature of the investigation, data available, and the characteristics of the person to be examined. Requests must be accompanied by sufficient data for evaluation of the subject.
   d. The format and the content of such examinations shall be at the discretion of the examiner

2. **PRE-EMPLOYMENT EXAMINATION** [31.5.3] [31.5.4][31.5.5]
   As part of the hiring process all applicants for employment with the Chandler Police Department are subject to a pre-employment polygraph examination

   a. **THE POSSIBILITY OF HAVING TO UNDERGO** a polygraph examination shall be clearly stated in the appropriate job/recruitment flyer

   b. **PERSONNEL TRAINED** in such examination and evaluation shall administer the examinations and conduct the evaluation of results

   c. **THE RESULTS SHALL NOT BE** the single determinant of employment or employment eligibility

3. **JUVENILES**
   Polygraph examinations may be conducted on juvenile subjects with the prior written consent of a parent or legal guardian of the juvenile, if available. Written consent shall include the Polygraph Consent and Release form.

4. **INTERNAL INVESTIGATIONS** [26.3.6]
   Polygraph examinations may be used in Internal Affairs investigations as described in General Order B-13R3.

5. **OUTSIDE LAW ENFORCEMENT AGENCIES**
   Upon the request of an outside law enforcement agency, polygraph examinations may be provided with the approval of the Professional Standards Section commander or designee personnel trained in such examination and evaluation

6. **PRIVATE EXAMINATIONS NOT PERMITTED**
   POLYGRAPH EXAMINATIONS must not be conducted for a private firm, organization, or individual except by connection with investigations in this order

G. PRIVATE CONTRACT POLYGRAPH EXAMINERS

1. **PRIVATE CONTRACT POLYGRAPH EXAMINERS** may be used for investigations and pre-employment screening following prior approval of the appropriate division commander or designee.

2. **A CURRENT LIST** of available private contract polygraph examiners to be used in investigations and pre-employment screening shall be maintained by the polygraph administrator and possessed by the Professional Standards Section commander for reference

3. **OUTSIDE POLYGRAPH EXAMINERS** used for pre-employment screening *and investigations* shall possess current polygraph certification and training specific to administering polygraph examinations in criminal investigations and pre-employment examinations.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-38 FIELD DRUG TESTING**	
	Subject **100 Procedures**	Effective **12/10/21**

Summary

This order defines guidelines for the use of field drug testing for controlled substances by the Chandler Police Department officers.

A. POLICY

Chandler Police Department employees may conduct field tests on marijuana, methamphetamine, cocaine, and cocaine base to verify probable cause for arrest or for filing charges. This does not include clandestine laboratories or possession for sale charges.

B. TESTING

These standards comply with the guidelines for case acceptance set by the Maricopa County Attorney's Office:

1. Test only for cases where there is a known suspect

2. Test only one sample per person

3. Always test in a controlled environment to prevent cross contamination and for personal safety

    a. A controlled environment is a location effectively managed to reduce the risk of accidental spills or exposures. Select locations that minimize disruptions, prevent sudden changes in air movement, have sufficient lighting, and have a suitable work surface

    b. Use the following personal protective equipment while conducting tests: nitrile gloves, N95 mask, and eye protection

    c. Conduct tests in the general proximity of others so assistance can be provided in the event of an exposure

4. Separate all drugs from their original container, i.e., plastic bag, film canister and submit the packaging or container to the Chandler Police Department Forensic Services Section for latent print examination prior to filing the case

5. Test only when possession charges are being filed. Do not field test when possession for sale charges are being sought.

C. FIELD TEST KITS

1. **THE FORENSIC SERVICES SECTION** orders and stocks kits in the supply cabinet in Field Operations and at Property and Evidence for the department

2. **OFFICERS** will complete the supply log when checking out a kit for use

D. DOCUMENTATION

[83.2.6] [83.3.2]

FIELD TESTING FOR FILING CHARGES with the Maricopa County Attorney's Office

1. Officers conducting field drug testing shall maintain certification for field testing drugs by successfully completing training from the Chandler Police Department Forensic Services Section. Training includes drug detection by visual appearance, proper use of chemical field tests, and successful proficiency training

2. Complete a Chandler Police Department Field Drug Testing Report for all positive test results

3. Forward Field Drug Testing Report immediately to Records for filing

4. Submit the controlled substance to the Chandler Police Department Forensic Services Section for testing if the defendant does not enter a guilty plea or withdraws from a plea at a guilty plea arraignment

E. DISPOSAL

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The examiner will retain all test kits used during the testing process and dispose of them at the end of each shift at the Chandler Police Department Property Room or Blood Draw/DUI rooms in the sharps container

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-39 CLANDESTINE LABORATORIES**	
	Subject **100 Responsibilities**	Effective **07/30/10**

A. POLICY

Detectives will assess, investigate, process, and seize clandestine drug laboratory sites using appropriate techniques, equipment, and safety measures as determined by an evaluation of actual and potential hazards, environmental conditions, and regulatory requirements

B. ON-SCENE RESPONSIBILITIES

In every stage of the seizure of clandestine drug laboratories, detectives perform continuous enforcement and investigative duties in potentially life-threatening and chemically contaminated environments

1. **FIRST OFFICER ON SCENE:** Patrol officers often discover clandestine laboratories when responding to unrelated calls for service. Officers are not required by law or policy to make entry unless certified by a DEA-recognized clandestine laboratory investigation course and equipped to enter a clandestine laboratory.

    a. **Use discretion** regarding initial entry into scene
        1) Weigh risks before deciding to make entry into scene to evacuate suspects and/or innocent parties
        2) Notify the Narcotics Unit to draft search warrant
    b. Approach scene from an **up-wind, up-gradient** direction
    c. **Exercise extreme caution**. Many chemicals used in manufacture of drugs are toxic, flammable, and explosive.
        1) **Use any air-purifying respirator** (APR) available, including issued “gas masks”
        2) **Wear gloves**
        3) **Do not intentionally** touch, smell, or inhale any chemicals or vapors
    d. **Detain and evacuate occupants** from the scene immediately
    e. **Establish a perimeter** as soon as practical, taking into consideration environmental and other factors, including distance to neighboring properties
    f. **Notify on-duty supervisor** as soon as possible

2. **FIRST SUPERVISOR ON SCENE**

    a. Debrief the officer(s) first on scene
    b. Ensure that perimeter, traffic, and crowd-control positions are maintained
    c. Notify the Chandler Fire Department
    d. Establish a command post
    e. Notify the Narcotics Unit
    f. Advise the shift lieutenant
    g. Supervise line personnel on scene

3. **NARCOTICS SUPERVISOR**

   a. Respond to the command post
   b. Debrief on-scene supervisor
   c. Notify CIB lieutenant
   d. Assume responsibility of operations in inner perimeter on arrival
   e. Identify actual and potential field hazards
   f. Establish hazardous control methods to protect personnel
   g. Determine whether the Narcotics Unit will retain the investigation or turn it over to HIDTA Task Force. If case remains with Narcotics:
      1) Assign a case agent who is DEA lab-certified
      2) Contact DPS to obtain:
         a) DPS site safety officer
         b) DPS chemist
         c) DPS explosive ordnance demolition expert
      3) Contact DEA to obtain a hazardous waste disposal number
      4) Prepare after-action chemical exposure reports
      5) Complete an El Paso Intelligence Center (EPIC) National Clandestine Laboratory Seizure Report (Form 143) and forwarded to EPIC and HIDTA
      6) Report seizure of drug lab to the State of Arizona Board of Technical Registration
      7) Notify Child Protective Services (CPS), if applicable
      8) Notify Persons Crimes Unit detectives, if applicable

4. **NARCOTICS DETECTIVE**

   a. Perform tasks in a manner to prevent exposure to hazards
   b. Use adequate protection from hazards, i.e., personal protective equipment (PPE)
   c. Maintain awareness of the environment
   d. Continually observe surroundings

5. **SEX CRIMES/ABUSE UNIT DETECTIVE**

   a. Act as liaison with CPS
   b. Conduct forensic interviews of children taken from the scene
   c. Facilitate photography and measuring at scene to document actual and potential risks faced by children
   d. Facilitate blood and/or urine analysis from children removed from scene within two hours of removal
   e. Conduct applicable child abuse investigations in compliance with Arizona Attorney General's Office protocol
   f. Complete supplemental report, including suggested complaints

C. CLANDESTINE LABORATORY PROCEDURES

1. Chandler officers shall notify Maricopa/High Intensity Drug Trafficking Area (HIDTA) of all ongoing or initiated clandestine laboratory investigations for deconfliction purposes

2. Chandler officers shall contact the Regional Information Sharing Systems (RISSafe) office to register clandestine laboratory investigations for deconfliction purposes (D-35.100)

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A. REQUIRED EVIDENCE DOCUMENTATION

1. **PHOTOGRAPHY**

   a. Photograph overview of the crime scene prior to dismantling
   b. Photograph of individual items

2. **DOCUMENTATION**

   a. Diagram crime scene
   b. Describe each item in detail

B. REPRESENTATIVE SAMPLE

1. **THE ON-SCENE DPS CHEMIST OR HIDTA INVESTIGATOR** at the discretion of the detective will sample items of evidence prior to destruction and forward samples to the DPS crime laboratory for scientific analysis

2. **IT IS NOT NECESSARY TO SAMPLE** seized unopened packages of hazardous chemicals if case agent is confident contents are consistent with attached factory labeling

3. **IF ILLICIT DRUGS ARE FOUND**, make an effort to field test the substance

   a. Positive field test result establishes probable cause
   b. Forego field testing if field testing would not leave enough evidence for eventual crime laboratory analysis

4. **DETECTIVES MAY CHECK FOR IODINE** as a catalytic reagent by testing items that may be discolored by iodine fumes in clandestine laboratories

   a. Take color photographs of item before and after the spray starch is applied to show the color change
   b. Spray starch on stain (iodine stains turn purple in color)
   c. May use this testing procedure as evidence

C. DESTRUCTION

Law enforcement property and evidence facilities will not store items of evidence removed from clandestine drug laboratories and deemed hazardous

1. **MUST OBTAIN WRITTEN AUTHORITY** from a judge to legally dispose of hazardous materials and waste

2. **SEARCH WARRANT REQUIREMENTS**

   a. Affidavit for warrant must contain a Request for Destruction Clause (Attachment "A")
   b. Warrant itself must contain a Destruction Clause (Attachment "B").

3. **REQUIREMENTS FOR COLLECTION WITHOUT SEARCH WARRANT** (i.e., "knock & talk," traffic stop, abandoned property, etc.)

   a. Case agent or designee will obtain a Destruction Order (see Attachment "C") by completing Application for Destruction Order (see Attachment "D") as soon as possible
   b. Call the DEA duty officer at [redacted] to provide for the disposal of hazardous items and waste seized in conjunction with the clandestine laboratory

Attachment "A"

Request for Destruction Clause

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Your Affiant respectfully requests the Court's permission, as part of the Search Warrant, to destroy certain items deemed hazardous to human health. Your Affiant is aware that many of the chemicals used in clandestine drug laboratories are highly toxic, flammable and explosive. As a result of these properties, there is no adequate means of storing such evidence without creating significant risk to life and property. In such instances, it has become common practice for investigators to photograph, document and take representative samples of such hazardous materials and items grossly contaminated by said substances prior to having the items disposed of, under contract with the United States Drug Enforcement Administration. Your Affiant requests this be allowed. Your Affiant requests that the requirement for sampling be foregone if it would be unnecessary or unsafe or if the hazardous materials can be readily identified through labeling.

Attachment "B"

Destruction Order Required Clause

The Court has further found that hazardous materials may be encountered during the execution of this Search Warrant. In the event any such hazardous materials or items grossly contaminated by such are located and seized as evidence, they may be photographed, documented, sampled and thereafter destroyed under contract with the United States Drug Enforcement Administration. The requirement for sampling shall be foregone if it would be unnecessary or unsafe or if the hazardous materials can be readily identified through labeling.

Attachment "C"

Chandler Police Department

APPLICATION FOR DESTRUCTION ORDER

County of Maricopa **}**
} **ss**
State of Arizona **}**

I

Rev

Your Affiant, _____ of the Chandler Police Department, comes now before the court and requests that items seized or found on _____ at _____ be destroyed in accordance with A.R.S. 13-3413E;

II

These items are known or believed to be used for the manufacture of narcotic drugs, dangerous drugs, or prescription-only drugs as defined in A.R.S. 13-3401;

III

These items pose a significant safety hazard to life or property because of their explosive, flammable, poisonous, or otherwise toxic nature;

IV

No adequate and safe storage facility is reasonably available to the seizing agency;

V

Your Affiant requests that said hazardous materials be photographed, sampled for eventual analysis, and thereafter destroyed under contract with the U.S. Drug Enforcement Administration. Your Affiant requests that the requirement for sampling be foregone if it would be unnecessary or unsafe or if the hazardous materials can be readily identified through labeling.

Detective/Officer_____
Chandler Police Department

Subscribed and sworn to before me
this _____ day of _____, ____

Judge / Magistrate _____ of the _____ Court.

Attachment "D"

Chandler Police Department

DESTRUCTION ORDER

County of Maricopa **}**
} **ss**
State of Arizona **}**

I

_____ of the Chandler Police Department, has affirmed that items seized or found on _____ at _____

II

Are known or believed to be used for the manufacture of narcotic drugs, dangerous drugs, or prescription-only drugs as defined in A.R.S. 13-3401;

III

Pose a significant safety hazard to life or property because of their explosive, flammable, poisonous, or otherwise toxic nature;

IV

There is no adequate and safe storage facility reasonably available to the seizing agency;

V

Said hazardous materials are to be photographed, sampled for eventual analysis, and thereafter destroyed under contract with the U.S. Drug Enforcement Administration. The requirement for sampling shall be foregone if it would be unnecessary or unsafe or if the hazardous materials can be readily identified through labeling.

Judge / Magistrate _____ of the _____ Court.

Dated this _____ day of _____, _____.

✦✦✦

A. OPERATION PLANNING

1. **PLAN FOR SEARCH WARRANT EXECUTION** as far in advance as possible

2. **MEET THE FOLLOWING SAFETY REQUIREMENTS:**

   a. **Make initial entry only** by a tactical team which is:
      1) DEA-certified for clandestine lab entry, **and**
      2) Equipped with the proper protective equipment

   Rev

   b. **Members of CPD SWAT** making **initial entry** shall be equipped with:
      1) Nomex™ fire-retardant clothing, **and**
      2) Self-contained breathing apparatus (SCBA)

   c. **OUTSIDE AGENCY TACTICAL TEAMS** making initial entry assume responsibility for their own level of personal protective equipment (PPE).

3. **ADDRESS AT LEAST** the following hazards during operation planning:

   a. Exposure to hazardous materials and/or chemicals
   b. Toxicity of air quality
   c. Flammability
   d. Improvised explosives and/or “booby traps”
   e. Close-quarters movement with SCBA and PPE
   f. Hostile suspects facing significant prison sentences

B. INITIAL ENTRY BY TACTICAL TEAM

The tactical team will:

1. **MAKE INITIAL ENTRY** during execution of search warrants

2. **DETAIN ALL THOSE INSIDE** and evacuate them from the scene

3. **TAKE NOTE OF ITEMS IN PLAIN VIEW**, and relay information to the site safety officer and case agent

4. **CONDUCT SECONDARY SEARCH** of scene to ensure no persons were overlooked

5. **TURN CRIME SCENE OVER** to case agent

C. SECONDARY ENTRY

After the secondary tactical search, DPS site safety officer (SSO) and DPS explosive ordnance demolition (EOD) expert:

1. **MAKE ENTRY** into the crime scene

2. **INSPECT** scene for

   a. Contamination
   b. Air quality
   c. Explosive or flammable hazards

3. **PRESENT FINDINGS** to case agent and on-scene supervisors

4. **SSO MAKES RECOMMENDATION** as to what level of PPE is required to make entry into scene. **FOLLOW THIS RECOMMENDATION**.

D. SEARCH OF CRIME SCENE

The Organized Crime Unit supervisor assigns the following duties and responsibilities:

1. **LAB FINDER**

   a. Facilitates location, dismantling, and seizure of evidence directly related to the clandestine laboratory.
   b. Serves as liaison with the on-scene DPS chemist
   c. Prepares supplement regarding lab-related findings and conclusions

2. **NON-LAB FINDER**
   a. Facilitates the location, seizure, packaging, handling, storage, and analysis of evidence not directly related to the clandestine laboratory
   b. Facilitates field-testing of illicit drugs
   c. Facilitates eventual DPS analysis of illicit drugs
   d. Prepares supplement regarding non-lab-related findings and conclusions

3. **RESCUE OFFICER**

   a. Is equipped with Nomex ™ clothing and SCBA
   b. Closely monitors safety and fatigue levels of officers operating in crime scene
   c. Performs rescue operations of injured or incapacitated officers
   d. Holds no other responsibilities

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-40 REPEAT OFFENDER PROGRAM**	
	Subject **100 Procedures**	Effective **03/26/21**

A. POLICY

[42.1.5]

1. **THE REPEAT OFFENDER PROGRAM (ROP)**:

   a. Exists to identify high-rate recidivists and violent predators most affecting the community
   b. Focuses on post-arrest enhancement of prosecution using police/prosecutor teams to ensure appropriate follow-up corrective action within the justice system

2. **CHANDLER POLICE DEPARTMENT PARTICIPATES** in ROP and coordinates its efforts with other ROP agencies in the State of Arizona

B. ROP GOALS

1. **TO REMOVE HIGH-RATE RECIDIVISTS** from society by identifying true identity and criminal activity of ROP targets

2. **TO INCREASE PRISON TIME** of ROP targets through promotion of police/prosecutor teams

3. **TO INCREASE LAW ENFORCEMENT AWARENESS** of high-rate criminals through:

   a. Training
   b. Networking with other criminal justice agencies

C. ROP OBJECTIVES

1. **IDENTIFY CRIMINALS WHO:**

   a. Commit five or more non-drug felony crimes per week
   b. Are violent predators

2. **INCREASE SENTENCING** of targeted high-rate criminals 30% over non-targeted high-rate criminals

3. **MEET QUARTERLY** with other criminal justice agencies to discuss program problems and accomplishments

D. DEFINITIONS

1. **CANDIDATE:** Person who comes to ROP detective's attention as possible target for nomination to ROP

2. **ROP DETECTIVE:** Unless otherwise designated by the Chief of Police, the officer assigned ROP duties is a detective working within the Property Crimes Unit

E. TARGETING

1. **ANY CRIMINAL JUSTICE SOURCE MAY NOMINATE** a candidate to ROP by using ROP candidate nomination form

2. **ARRESTING OFFICER:** May call or use email to bring suspect to attention of ROP detective

3. **ROP DETECTIVE:** Conduct thorough background investigation using targeting criteria to determine candidate's motivation to commit crime

   a. **Current activity:** Participation in criminal events either as perpetrator or accomplice. May be supported by FI, pawn records, arrest or booking papers, confidential informant, etc. Current charge(s) should be a class 4 felony or higher in accordance with MCAO guidelines.
   b. **Substance abuse:** Consider types and quantity of drugs used and whether candidate previously failed drug abuse program or is involved in sale or manufacturing of drugs. Admission, informant, reports, etc must support information.
   c. **Lifestyle:** Living beyond legal means of support, associates heavily involved in crime
   d. **Failed probation:** Previously failed to successfully complete probationary period, currently on probation or parole
   e. **Felony convictions:** Felony conviction in last 10 years. Prior convictions must be proven in court with appropriate documentation and/or witness testimony available.
   f. **Past informant: Do not use ROP target as informant** without prior approval from ROP supervisor at the Maricopa County Attorney's Office. *High-rate offenders enjoy manipulating legal system to own advantage.*
   g. **Family background:** Committing property crimes against family or neighbors or family members also committing crimes
   h. **Method of operation:** Types of prior arrests, brazen crimes, or confronted victim

F. TARGETING COMMITTEE

1. **COMPOSITION:** At least three members, either ROP detectives or ROP attorneys

2. **PROCEDURES**

   a. **ROP detective**
      1) **Determine** candidate is high-rate recidivist or violent predator
      2) **Complete** three-page ROP candidate targeting form
      3) **Present** form to targeting committee
   b. **Targeting committee:** Vote to accept or not accept candidate into program

G. WORKING CANDIDATES

ROP DETECTIVE

1. **REQUEST** Phoenix Police Department - Phoenix Identification Bureau to enter a file stop for the candidate into the ROP database or entered by ROP detective (who is responsible for removing the file stop when case is fully resolved)

2. **DETERMINE VIA LEGIS** whether any open cases exist at MCAO and, if so, whether cases have been directed to appropriate ROP attorney

3. **CALL SURROUNDING AGENCIES** for additional open cases and prior police contact

4. **ASSIST ROP ATTORNEY** in obtaining certified copies of convictions used to enhance sentencing

5. **TRACK** candidate's court cases using Maricopa County Court Docket database

6. **UPDATE ON A WEEKLY BASIS** all Chandler Police Department ROP targets on the Phoenix Police Department ROP Office database

7. **PREPARE COMPLETE FILE** on target. All original files are maintained and kept by ROP detective at Chandler Police Department after information is entered in Phoenix Police Department ROP Office database.

H. CALLOUT

ROP DETECTIVE

1. **AVAILABLE FOR CALLOUT** to assist with candidate

2. **QUESTION SUSPECT** as to program characteristics and to facilitate case as much as possible

3. **ENSURE PROPER PAPERWORK IS COMPLETED** and stamped "ROP" so report reaches ROP attorney for review

I. POLICE/PROSECUTION TEAM

ROP DETECTIVE: NOTIFY ROP ATTORNEY as soon as possible about a particular case and assist that attorney with the case until final disposition

J. PRE-SENTENCE INPUT

ROP DETECTIVE

1. **CONTACT PRE-SENTENCING REPORT WRITER** at Adult Probation Department when ROP target has pled guilty or is found guilty and after ROP detective and ROP attorney concur on recommendation

2. **PROVIDE INPUT** for report

K. CLOSING THE CASE

ROP DETECTIVE

1. **REMOVE TARGET FROM ACTIVE TRACKING AND CLOSE CASE** after sentenced to prison and no further cases exist

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2. **MAINTAIN TARGET'S FILE** for minimum of three years

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-41 ASSET FORFEITURE**	
	Subject **100 Administration**	Effective **03/15/19**

A. PHILOSOPHY

1. **THE PRINCIPAL GOALS**

   a. Remove unlawfully obtained proceeds of criminal activity and eliminate the instrumentalities used to commit crimes
   b. Re-distribute assets used in and proceeds derived from illegal activity for the public good
   c. Destroy the economic base necessary for the continuation of illegal enterprises
   d. Attack economic incentive to engage in organized criminal activity
   e. Deter the use of property to facilitate criminal activity

2. **PURPOSES**

   a. Combat illegal drug trafficking, organized crime, and those crimes committed for financial gain
   b. Be remedial, not punitive, in nature and an economic deterrent to criminal activity to ensure no advantage is obtained over people who conduct legitimate business
   c. Not based on monetary gain to the City of Chandler

B. PROFESSIONAL CONDUCT STANDARDS

1. **PRINCIPAL OBJECTIVE IS LAW ENFORCEMENT.** Do not allow potential revenue to jeopardize the effective investigation and prosecution of criminal offenses, officer safety, the integrity of ongoing investigations, or the due process rights of citizens.

2. **NO SALARY OF A PROSECUTOR OR SWORN OFFICER** shall be dependent on the level of seizures or forfeitures he achieves

3. **SECURE A JUDICIAL FINDING OF PROBABLE CAUSE** when practicable, and in all cases involving real property, when seizing property for forfeiture

   a. **Strictly comply** with all legal requirements
   b. **If no judicial finding** of probable cause is secured, obtain approval in writing by a prosecuting attorney or by a supervisory-level official

4. **THE DEPARTMENT'S ASSET FORFEITURE POLICIES** shall detail

   a. **Statutory grounds** for forfeiture
   b. **Procedures** for prompt notice to interest holders, the expeditious release of seized property where appropriate, and the prompt resolution of claims of innocent ownership

5. **IF FORFEITED PROPERTY IS RETAINED FOR OFFICIAL LAW ENFORCEMENT USE,** the department is subject to **internal controls** consistent with those for property acquired through normal appropriations

6. **MAINTAIN A SEPARATE FUND OR ACCOUNT** subject to appropriate accounting controls and annual financial audits of all deposits and expenditures

7. **PROTECT SEIZED PROPERTY** and preserve its value

8. **AVOID ANY APPEARANCE OF IMPROPRIETY** in the sale or acquisition of forfeited property

C. STATUTORY REQUIREMENTS

1. **DEFINITION:** A seizure of property by a peace officer coupled with an assertion (verbal or written) by the seizing agency, or by an attorney for the state, the property is subject to forfeiture (ARS 13-4301.7)

2. **PROCESS ALL SEIZURES** for forfeiture cases involving drugs/narcotics (ARS 13-3413) and racketeering offenses (ARS 13-2301) through the asset forfeiture detective and a legal advisor

3. **CIRCUMSTANCES ALLOWING FORFEITURE**

   a. Process is issued pursuant to the rules of civil procedure or the provisions of ARS Title 13, **including a seizure warrant**
   b. Seizure for forfeiture on property seized on process issued pursuant to law, including the sections of ARS 13-3911 through 13-3915 (As amended).
   c. **Seizure for forfeiture without court process** if any of the following is true:
      1) The seizure for forfeiture is of property seized incident to an arrest or search
      2) The property has been the subject of a prior judgment in favor of the State of Arizona, any other state, or the federal government in a forfeiture proceeding
      3) The officer has probable cause to believe the property seized for forfeiture is, directly or indirectly, dangerous to health or safety
      4) The officer has probable cause to believe the property is subject to forfeiture

4. **DETERMINATION OF PROBABLE CAUSE:** The fact that money or any negotiable instrument was found in **proximity to contraband** or to instrumentalities of an offense gives rise to an inference the money or instrument was the proceeds of contraband or was used or was intended to be used to facilitate the commission of the offense

5. **ITEMS SUBJECT TO SEIZURE AND FORFEITURE**

   a. The following items **used or intended for use** in violation of the drug offense chapter are subject to seizure and forfeiture pursuant to Title 13, Chapter 39 (As amended)

1) **Property** (including real property), equipment, containers, drug paraphernalia, chemicals, materials, money, books, records, research products, formulas, microfilm, tapes, and data
2) **Vehicles** used to transport, or in any manner facilitate the transportation, sale or receipt of, or in which is contained or processed any item or drug, provided the drug involved exceeded the statutory threshold amount or was possessed for financial gain

b. **Notify** an asset forfeiture detective prior to any items being seized pursuant to racketeering offenses

D. MONETARY LIMITATIONS

1. **DO NOT SEIZE** for forfeiture any **money or property** with less than a **$1,500** total value without first contacting an asset forfeiture detective

2. **SHOULD NOT SEIZE VEHICLES** with an estimated value less than **$2,500** or in an obvious state of disrepair. Refer questions regarding a vehicle's value or appropriateness for seizure to an asset forfeiture detective.

   a. The asset forfeiture coordinator will determine if there is a lien on the vehicle and indicate on the "Request for Forfeiture" the payoff lien on the date of seizure and from whom the lien information was obtained
   b. The decision to pay off a lien on a vehicle will be made by the section commander

E. REPORTING REQUIREMENTS

THE PLANNING AND RESEARCH SECTION will complete all departmental, legislative, and federal reports relating to forfeiture, (General Order A-05.100) including, but not limited to:

1. **MONTHLY REPORTS**

   a. Forfeiture fund statement including account balances, accumulated interest, revenue received and a summary of all expenses incurred
   b. Itemized pending forfeiture report detailing all cash, property, and real estate currently pending forfeiture and the current status of each (completed by Criminal Investigations Bureau)
   c. Submit both reports at the end of each month through the chain of command to the Office of the Police Chief

2. **QUARTERLY REPORTS**

   Arizona Criminal Justice Commission (ACJC) Forfeiture Monies Quarterly Report: prepared and submitted to ACJC through Maricopa County Attorney's Office

3. **ANNUAL REPORTS**

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   a. Department of Treasury and Department of Justice Federal Equitable Sharing Agreement and certification
   b. Annual audit of all forfeiture accounts
   *Applies **only** if more than $500,000 in federal forfeiture monies were expended in any one year. The current auditing firm on contract with the City of Chandler will conduct the audit.*

c. Chandler Police Department internal audit of forfeiture property placed into use by the department
d. Annual forfeiture summary report

4. **MAINTAIN A FILE WITH ALL REPORTING REQUIREMENTS** and current guidelines for completing each of them (*All reports will be in an approved format as determined by the person and/or entity receiving the report)*

5. **MONEY FORFEITED TO THE CITY OF CHANDLER** will be considered as revenue 30 days after the signing of the court order for the purposes of these reports

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A. SEIZURE OF VEHICLES

1. **VEHICLES WHICH HAVE BEEN USED TO UNLAWFULLY TRANSPORT**: May seize under ARS 13-2314, ARS 13-3413, and ARS 13-4305 (as amended) when a threshold amount of marijuana, dangerous drugs, or narcotic drugs are unlawfully kept, deposited, concealed, or possessed by an occupant. Officers must have probable cause to believe the vehicle was used, or was intended to be used, for this purpose and show the amount of drugs seized exceeded the threshold amount as defined in ARS 13-3401 or was possessed for financial gain.

2. **PROCEEDS TRACEABLE TO A RACKETEERING OFFENSE:** Seize under ARS 13-2314 (Racketeering). Any information tending to show the vehicle owner/driver was knowingly involved will be included in the OR. A supervisor's approval is required prior to seizing a vehicle under these circumstances. Direct any questions to the asset forfeiture detective.

   a. Do not seize any vehicle for amount less than listed without approval of the section commander. Mix and match drugs to get required amounts:

Drug	Amount
Marijuana	Two pounds
Narcotic Drugs	9 grams
Dangerous Drugs	9 grams
Prescription-only Drugs	$2,000 value
Heroin	1 gram
Crack Cocaine	750 milligrams

   b. The officer will interview the suspect to attempt to **determine if he is the lawful owner** of the vehicle and what financial institution, if any, holds a lien, along with the amount of the lien
      1) Remove all personal property from the vehicle. Do not remove items physically attached to the vehicle (i.e., car phones, stereos).
      2) Transport the vehicle to the department storage lot

   c. **Seize vehicles regardless of owner information** shown on Motor Vehicle Department (MVD) records, except:
      1) **Do not routinely seize** short-term rental vehicles for forfeiture
         a) Contact rental agencies to pick up the vehicle at the scene of the arrest or incident
         b) Impounding or disposition, other than return to a rental agency, requires approval of a supervisor
      2) Continue to seize long-term lease vehicles after contacting an asset forfeiture detective and with the concurrence of a supervisor
      3) When rental and lease vehicles are used in such a manner the criterion for forfeiture is met, the option to use the substitute asset forfeiture rule may apply. At the time of the initial seizure, make note of the vehicle's value.

d. May seize the vehicle if it can be shown the owner of the vehicle was **aware the vehicle contained narcotics**. State in the narrative of the offense report any circumstances tending to show the vehicle owner was knowingly involved. (ARS 13-3413)

e. Seizing a vehicle involved in a narcotics violation arrest is **not restricted to the time the arrest was made**. If the arresting officer is not positive the owner did not or should not have knowledge the vehicle would be used for such a propose, the vehicle may be released at the time of arrest but seized later when evidence of knowledge on the part of the owner can be sustained.

f. **Anticipated seizures** resulting from past incidents, such as sales cases not involving an immediate arrest, must be **reviewed with the forfeiture detective** before taking any action toward seizing the vehicle

g. **Inventory** seized vehicles **immediately** and transport to a designated storage area. Return personal property found inside the vehicle during inventory to the owner when possible. Clear any delays through the **CIB Narcotics supervisor.**

h. **When possible, a uniformed officer and the CIB supervisor shall be present** during any vehicle seizure where officer identification may be a problem or where any resistance to the seizure is anticipated

i. Use investigative techniques whenever establishing knowledge of a vehicle's owner when a future seizure is anticipated. Document owner statements and, whenever possible, record them.

j. Obtain a lab report before any seizure when unidentified drugs are found in a vehicle

k. Instruct Records personnel to enter all seized vehicles in ACIC as abandoned/stored

l. The Evidence and Property custodian will notify the auto theft investigator **within 72 hours** regarding any vehicle seized for forfeiture. The auto theft investigator will process the vehicle within 48 hours, verifying ownership and ensuring the vehicle is not a stolen vehicle.

B. SEIZURE OF MONEY

Money may be seized for forfeiture when used, or intended for use, in violation of ARS Title 13, Chapter 23 and Chapter 34 (as amended)

1. **AUTHORITY FOR MONETARY SEIZURE:** ARS 13-3413(A) and ARS 13-2314 Money may be seized and forfeited only when it can be shown the money was used to facilitate or was the proceeds of violations of these chapters

   a. A minimum amount of $1,500 must be seized in order to initiate forfeiture proceedings on cash unless consultation with forfeiture detective determines otherwise

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b. The general offense (GO) will include any information linking the money to the illegal drugs or RICO violations, including:
   1) When and where the money was seized
   2) Statements made by the suspect reference the money
   3) The proximity of the money to the illegal drugs or other evidence when seized
   4) A photocopy of any record-keeping documents related to the illegal drug sales or other evidence

2. **SECURITY OF FUNDS**

   a. To ensure security of this cash, at least two officers shall be present any time the cash is handled after the initial transaction with the suspect. When the amount is large and it is determined to be unreasonable to count the money at the scene, the money shall be sealed prior to transporting it to a location suited for the counting of the money at the discretion of the on-scene supervisor. In such cases, two officers shall initial off on the seal of the package.
   b. To maintain the chain of custody, one of these officers will be the case officer or the forfeiture detective
   c. To account for cash, the case officer and at least one supervisor will count this cash at the first reasonable opportunity. They shall be in agreement as to the amount of cash in the count.

3. **MANAGEMENT OF FUNDS**

   a. Deliver seized currency to the City of Chandler Accounting Department pending disposition of the criminal and/or civil court case
   b. At conclusion of the case:
      1) Money awarded to the owner will be returned to the owner; or
      2) Money awarded to the Police Department will be paid to informants, other participating agencies, RICO funds, etc., before the remaining cash is deposited in the revenue account
   c. A separate ledger is maintained on each account, and deposits to or transfers from or between the accounts will be accomplished by memo to the City of Chandler Accounting Department. **The CIB commander is responsible to maintain the ledgers and memos.**
   d. The accounting for the "Chandler PD-RICO Forfeitures" funds are maintained at the Maricopa County Attorney's Office and the Arizona State Attorney General's Office that will be funded by transfers from the holding account
   e. **Criminal Investigations Bureau** deposits adjudicated funds into appropriate accounts at county and state AG's offices
   f. **Police Planning and Research Section:**
      1) Prepares federal and state mandated reports
      2) Reconciles balances of county and state AG's office funds
      3) Coordinates budget appropriations and expenditures of cash and assets awarded to the department following adjudication

C. SEIZURE OF REAL PROPERTY/BUSINESSES

1. **SHALL BE PURSUANT TO A WARRANT** based on a judicial finding of probable cause **in all cases** other than constructive seizures unless exigent circumstances prevent timely application to a court (Due Process, United States v. Good, 114 S. Ct. 492 (1993), by ARS 13-4305(c), and is

in addition to rights protected by the Fourth Amendment.) Thus, although considerations like potential loss of evidence or the escape of a potential defendant are relevant for Fourth Amendment purposes, the exigent circumstances relevant to Due Process analysis will be those described in ARS 13-4305(c), "notice and an opportunity to appear would create a risk of harm to the public safety or welfare, including the risk of physical injury or the likelihood of property damage or financial loss."

2. **BY ADDITIONAL NON-CONSTITUTIONAL POLICY, ALL CASES** involving **on-going business seizures shall be pursuant to a warrant** unless exigent circumstances prevent it. Whenever practical, include in pre-seizure planning:

   a. An evaluation of the true profitability of the business to avoid seizure of a business is only profitable if operated in violation of the law or with the infusion of criminal proceeds in pre-seizure planning
   b. An assessment of the impact of seizure on employees, creditors, customers, and others

3. **IN ALL CASES, IF A JUDICIAL WARRANT IS NOT SECURED**, probable cause supporting the seizure shall be promptly reviewed by the assigned attorney pursuant to ARS 13-4306. Where appropriate, property should be released immediately pursuant to ARS 13-4306 and 4308.

D. SEIZURE PROCEDURES

1. **SEIZE PROPERTY** for forfeiture when legally entitled to do so

2. **IMPOUND SEIZED PROPERTY AND CASH UNDER $1,500** in accordance with existing impound procedures and submit appropriate impound invoices and requests for scientific analysis

   a. **Send all necessary seizure paperwork** to the asset forfeiture detective for processing
   b. **Do not release property** seized for forfeitures from Property unless approved by the asset forfeiture detective
   c. **Do not negotiate deals** or plea bargains regarding assets unless conducted by the prosecuting attorney
   d. **Request assistance** from the asset forfeiture detective who will respond if needed if seized cash is $1,500 or more
   e. **Fully substantiate the probable cause** establishing property as subject to forfeiture in all cases
   f. **Forward copies** of departmental reports, search warrants, seizure warrants, the Notice of Seizure for Forfeiture forms and the Proof of Service form in an envelope marked "Forfeiture" to the asset forfeiture detective **within one day** of seizing property or money for forfeiture

3. **THE ASSET FORFEITURE DETECTIVE WILL:**

   a. **Review** submitted paperwork for proper completion
   b. **Complete** the Request for Forfeiture form
   c. **Obtain copies** of the necessary investigative documents verifying the existence of narcotics or dangerous drugs and justifying the seizure of the property
   d. **Forward appropriate paperwork** to the attorney for the state within ten days of seizure, allowing ten additional days for the attorney for

the state to give proper notice to all additional parties known to have a legal interest in the seized property

E. CARE AND CUSTODY OF PROPERTY

THE ASSET FORFEITURE DETECTIVE and/or the Evidence and Property personnel are responsible for the care and custody of all impounded property seized for forfeiture including at a minimum:

1. **ASSET FORFEITURE DETECTIVE**

   a. Tracks all seizures
   b. Counts and deposits funds into the appropriate pending forfeiture account when notified by the asset forfeiture detective of forfeited cash in impound

2. **EVIDENCE AND PROPERTY PERSONNEL:** Log all cash. The asset forfeiture detective will use the log as a crosscheck to ensure all applicable seizures are accounted for and scheduled for deposit.

3. **IMPOUNDING OFFICER:** Note in the narrative on the invoice when cash seizures are narcotic related

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-42 FIREARMS INVESTIGATION PROGRAM**	
	Subject **100 Procedures**	Effective **01/08/21**

***Summary*:**

This order explains the necessary procedures for the Chandler Police Department's (CPD) Firearms Investigation Program. This program utilizes the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF) firearms tracing program, known as the National Integrated Ballistic Information Network (NIBIN), and the ATF's online eTrace system.

A. PURPOSE

ATF MINIMUM REQUIRED OPERATING STANDARDS (MROS) - The MROS, listed below, are rooted in ATF's "Four Critical Steps for a Successful NIBIN Program" comprehensive collection, timeliness, investigative follow-up, and feedback. They identify the practices that best allow NIBIN to provide comprehensive and timely gun intelligence. All NIBIN Sites will:

1. Enter all fired or tested fired cartridge cases from serviced law enforcement agencies and/or departments through a NIBIN acquisition machine within two business days of receipt
2. Enter accurately all required information during the acquisition process on the NIBIN acquisition machine
3. Correlate and conduct a secondary review of any potential NIBIN leads through an approved NIBIN correlation machine within two business days
4. Disseminate NIBIN leads within 24 hours
5. Designate and maintain a NIBIN Program Administrator
6. Have no policies that inhibit or restrict NIBIN submissions by serviced law enforcement agencies and/or departments
7. Operate with only Qualified NIBIN Users

B. POLICY

1. **EVERY FIREARM/CASINGS** coming into possession of Chandler Police Department either **seized** as the result of a criminal investigation or **found** under circumstances indicating the firearm was possibly involved in a crime will be entered into the ATF online eTrace system, the ATF NIBIN System, and entered as "recovered" into the FBI's National Crime Information Center (NCIC)

Rev

2. **FIREARMS ELIGIBILITY:** In accordance with the MOU with AFT, the NIBIN system housed at the Chandler Police Department (CPD) will be used for the imaging of firearms and/or related evidence and test-fires of firearms:
   a. Illegally possessed
   b. Used or suspected of being used in the commission of a crime
   c. Taken into law enforcement custody through property damage crimes involving firearms
   d. Found or abandoned under suspicious circumstances
   e. Used during a domestic disturbance
3. **FIREARMS NORMALLY NOT** processed or test fired include:
   a. Large caliber hunting rifles (i.e. .308, 30-60, 7mm mag., etc.)
   b. Black powder rifle and handguns

c. Pellet guns
d. Antique or rare caliber firearms unless requested by case agent
e. Shotguns (except 12 gauge)
f. Safe keeping guns
g. Any guns not suspected of having been used in a crime
h. Department issued firearms

C. PHILOSOPHY

1. **GOAL**: The NIBIN program was created by the ATF to reduce the amount of illegal firearms trafficked in the United States and to:
   a. Link suspect(s) to a firearm associated with a criminal investigation
   b. Identify potential traffickers
   c. Detect in-state, interstate, and international patterns in sources and kinds of crime guns
   d. Assist in identifying firearms used in multiple crimes
   e. Assist in quickly identifying firearms that may be reported stolen after being seized by our agency
2. **CPD ROLE:** Assist ATF by:
   a. Identifying where guns are seized, from whom they are seized, and where the guns were originally obtained in order to assist ATF in identifying and prosecuting illegal sellers and traffickers of firearms
   b. Entering test fired casings from evidence or found firearms and casings from crime scenes into the NIBIN database to help connect crimes involving the firearm

Rev

New

D. DEFINITIONS

1. **CRIME FIREARM:** A firearm used or suspected of being used in a crime
2. **EVIDENCE/SEIZED:** Any physical material or object, without regard to monetary value, received and/or impounded during a criminal investigation, pending its use in criminal or civil court proceeding or which the possession of is unlawful or prohibited
3. **FOUND PROPERTY:** Any material or object of personal or monetary value impounded pending the identification of and return to the rightful owner if not suspected of being involved in a crime
4. **SAFEKEEPING:** Any material or object of personal or monetary value impounded for safekeeping and the owner is known at the time of impounding, which will be returned to the owner upon request
5. **ATF TRACE:** An electronic submission to the ATF online eTrace system
6. **NIBIN ELIGIBLE:** A determination the evidence qualifies for entry into NIBIN based on its suitability and involvement or likely involvement in a crime
7. **NIBIN SUITABLE:** A determination a specific evidence type is suitable for entry into NIBIN
   a. Cartridge cases: specific caliber used in a semi-automatic firearm (i.e. .22 Long Rifle, .25 Auto, .380 Auto, 9mm luger, .40 S&W, .45ACP,

10MM, 5.7X28, .38 super, 12 gauge, 7.62X39, .357 sig, .223 rem, etc.)

b. Firearms: A type of firearm likely to leave a cartridge casing at a crime scene (i.e. semi-automatic, fully automatic, pump action)

8. **NOT NIBIN ELIGIBLE**: A determination the firearm was not used in a crime
9. **NCIC RECOVERED GUN ENTRY:** Entry of all seized/found firearms into NCIC as recovered firearms
10. **NIBIN HIT:** The result of two or more firearms ballistic evidence acquisitions confirmed as a match by a firearms examiner. NIBIN Hits are based on correlation review of digital images using MatchPoint Plus™ and microscopic confirmation by a firearms examiner. This information/ intelligence can be used for investigative purposes and is suitable for court purposes
11. **NIBIN LEAD:** An unconfirmed, potential association between two or more pieces of firearm ballistic evidence based on the correlation review of the digital images in the NIBIN database by either a firearms examiner or a trained NIBIN technician. A NIBIN Lead is intended to provide a lead for investigative purposes

E. BENEFIT TO DEPARTMENT

1. **HOUSING THE ATF NIBIN** equipment with CPD allows for easy and immediate access to the NIBIN database furthering investigations in a timely manner
2. **ATF TRACE REPORTS** identify areas where guns involved in criminal investigations are seized, purchased, or traded, which will help identify the persons involved
3. **TRACES CONDUCTED** on seized guns helps identify possible leads in criminal investigations or provide assistance in returning guns to rightful owners when found
4. **NIBIN TEST FIRED CASINGS** or recovered casings from crime scenes may provide leads that connect multiple crimes
5. **HELP TO IDENTIFY FIREARMS STOLEN** in other jurisdictions but reported stolen after being seized by CPD and to allow

New

F. COORDINATOR AND ADMINISTRATOR

1. **THE CIB ROBBERY/HOMICIDE UNIT SERGEANT** acts as the CPD Coordinator and as the CPD liaison with the ATF and has general oversight over the entire program
2. **THE ADMINISTRATOR OF THE NIBIN PROGRAM** oversees the day to day operation of the program and must be a qualified NIBIN user with acquisition and correlation training
   a. Is designated by the program Coordinator with the chain of command's approval
   b. **RESPONSIBILITIES:**
      1) Authority to initiate, suspend, and resume NIBIN operations for an individual

2) Evaluate and document approval of all methods used and propose new or modified procedures as needed
3) Review the training records for newly qualified NIBIN users and approve their qualifications prior to performing NIBIN acquisitions or correlations and to document the review
4) Coordinate with audit personnel for NIBIN site audits
5) Ensure personnel operating NIBIN system have the proper level of training and experience for their position and personnel performing acquisitions and/or correlation are qualified NIBIN users. Qualified NIBIN users are police employees who:
   a) Complete ATF-approved acquisition training administered by ATF, Forensic Technology (FT), and/or a NIBIN Authorized Trainer (NAT) to use a NIBIN acquisition machine and acquire ballistic images; and
   b) Complete ATF-approved acquisition and correlation training administered by ATF, FT, and/or NAT to utilize a NIBIN correlation machine and perform correlation review of ballistic images; and
   c) Maintain records on the relevant qualifications, training skills and experience of the NIBIN Administrator and qualified NIBIN users

3. **ACCESSIBILITY**: Provide onsite telephonic or electronic consultation with ATF as needed

4. I**F NIBIN ADMINISTRATOR POSITION IS VACATED** and no one meets the requirements and can serve as administrator, immediately contact ATF and submit contingency plan within 14 days to ATF for approval. Work in progress may be completed during this 14 day period but no new casework will be started until the plan is approved by ATF

New ***G. SCREENING***

1. **PRIORITY IS GIVEN TO** firearms/casings related to homicides, aggravated assaults where death is imminent, officer involved shootings, mass fatalities, threats to public safety, or any other designated high priority cases involving firearms in commission of a crime
   a. Collaboration with case agent and other pertinent personnel to identify the most probative firearms related evidence and efficient way to analyze the evidence
   b. If DNA collection is needed, the case agent requests a crime scene tech respond to the scene. If latent print processing or both latent print and DNA collection is needed prior to NIBIN processing, the case agent submits a request and the evidence to the forensic lab
   c. Lab personnel will first swab cartridge cases and firearms for DNA to preserve potential biological material when necessary
   d. The case officer completes a separate NIBIN form for NIBIN processing
   e. Forward firearms related evidence to the NIBIN Administrator for further NIBIN processing at the completion of the laboratory analysis
   f. Expended cartridge cases from scenes will be immediately processed for NIBIN and correlation results will be provided to the case officer
   g. Test fires are evaluated, and the best representative sample is entered into NIBIN. Correlation results are provided to the Robbery/ Homicide Sergeant who will then provide the results to the case

officer. This will be done through the RMS report writing system as a follow-up. The supervisor of the officer will also be notified through the RMS system.

2. **FIREARMS/CASINGS RELATED** to a suspicious death such as suicide, aggravated assaults, armed robberies, drive by shootings, misconduct involving weapons, or when a firearm is used in the commission of a crime and injury is non-life threatening or nonexistent, regardless of persons in custody (this section also applies to found firearms, regardless of the circumstances)

New

H. TEST-FIRE PROCEDURES

1. **ONLY TRAINED PERSONNEL** are authorized to conduct test-fires. Only a designated shooter handles the firearm, ensuring due diligence is taken to only handle the areas of the firearms necessary to fire the weapon
2. **CONDUCT FIREARMS** test-firing inside CPD shooting range. On occasion, staff may conduct test-firing procedures at off-site locations e.g., the Conex Box at CPD Property and Evidence Facility, Apache Junction Shooting Facility, or at C2 Tactical Shooting Facility
3. **ALL PERSONNEL WILL WEAR A BALLISTIC** vest during the test firing of firearm. THE FOLLOWING SAFETY RULES will apply, prior to all firearms being fired:
   a. Treat all firearms as if they are always loaded
   b. Never point the muzzle at anything you are not willing to destroy or purchase
   c. Keep your finger straight along the frame until you are on target and have made a conscious decision to fire
   d. Beware of your target, back stop, beyond, and what is to the left and right of it
4. **WEAR EYE AND HEARING PROTECTION** and stand behind the designated line-of-fire at all times
5. **WEAR NON-POROUS NITRILE GLOVES** and other PPE if necessary (e.g., biohazard suit, mask, safety glasses or visor) when test-firing a weapon contaminated with bodily fluids or other biohazard material
   a. Evaluate firearms labeled as biohazard on a case by case basis. If necessary, wrap firearm in a new property bag or plastic bag prior to test fire in order to reduce any blowback
   b. Change gloves between each item of evidence or any time contact is made with a contaminated surface
   c. Change gloves every time a different firearm is test fired. If anything is processed for DNA after these test fires, wear a face mask when test firing the firearm
6. **PERFORM A SAFETY INSPECTION** of all firearms prior to test-firing. Includes a visual and manual inspection of the barrel to ensure it is free of obstructions, bulges, or defects that could prevent the safe firing of the firearm
7. **IF THERE IS ANY QUESTION** regarding the safety of the firearm, **DO NOT** test-fire the firearm. Contact Firearms personnel for further evaluation/analysis

8. **CONDUCT** all test-firing with **TWO** people present. Under no circumstances should personnel test-fire a firearm alone
9. **ENSURE TO COLLECT ANY** necessary prints/DNA evidence prior to handling a firearm that is to be test fired
10. **AMMUNITION**: Do not load live ammunition into any weapon until all safety inspections and precautions are taken to ensure the safety of the shooter and other additional personnel in the range
    a. No firearms will be loaded and/or have the slide closed without the barrel of the firearm being placed securely within the receiver port of the shoot trap
    b. Load firearms with the appropriate ammunition (correct caliber/ cartridge)
    c. Do not use reloaded ammunition during test-firing
    d. Do not use any magazines impounded as evidence for test fire purposes
    e. Preserve evidence magazines for future latent print processing and/or DNA collection needs
    f. Load a maximum of three (3) live rounds of ammunition into any magazine or weapon used to obtain test-fire cartridge casing exemplars
11. **VERIFY INCIDENT NUMBER** and barcode on envelope matches label on evidence bag prior to opening an evidence box/bag
12. **COMPLETE A NIBIN FORM** prior to test-fire for documentation
13. **ATTACH A "TEST-FIRE ENVELOPE"** to the evidence bag with the following:
    a. Incident number
    b. Crime type
    c. Date of occurrence
    d. Barcode number of item of evidence
14. **REMOVE FIREARM** and test-fired cartridge casings from the area after completing the test-firing process
15. **SECURE FIREARM** per departmental policy and return to its evidence container with NIBIN tag on firearm trigger guard
16. **ATTACH A NIBIN STICKER**, including the name of the employee and date the firearm was tested, to the firearm and/or evidence bag prior to impounding indicating the weapon has been processed
17. **PLACE EXPENDED CARTRIDGE** cases in the corresponding envelope for NIBIN entry
18. **DOCUMENT** the following information on the test-fire envelope:
    a. Make, model, caliber, importer, serial number, and type of firearm
    b. Serial number of person who test-fired the firearm
    c. Date and location of the test-fire
19. **RETURN FIREARM** to Property and Evidence at the completion of this process

New

I. MALFUNCTION OCCURRENCE

1. **IF A MALFUNCTION** occurs with firearm or ammunition during test-firing, cease all further test-fires until the cause or extent of the malfunction is identified
2. **NOTIFY** a supervisor immediately if an unintentional discharge occurs during a test-fire process
3. **SEEK APPROPRIATE** emergency medical attention and notify a supervisor immediately if someone sustains an injury during the test-fire process, including but not limited to, an injury received from a projectile, ejected cartridge case, firearm malfunction, or any other injury
4. **IMPOUNDED FIREARMS** are unpredictable and "hang fires" do occur
   a. A hang fire refers to the unexpected delay between pulling the trigger of a firearm and the discharge of the cartridge
   b. If the trigger is pulled and the firearm does not fire as expected, wait a minimum of 15 seconds before ejecting the cartridge. This will help prevent any unintentional discharges as a result of a hang fire

New

J. NIBIN ENTRY PROCEDURES

1. **REQUIREMENTS**
   a. NIBIN operators fully trained and certified by ATF can access NIBIN equipment (BrassTrax and MatchPoint +). Operators use NIBIN equipment and subsequent entries in accordance with all established policies and protocols set forth by ATF and/or Forensic Technology Inc.(FTI)
   b. **ENTER ONLY ELIGIBLE TEST-FIRES** and evidence cartridge cases as established in sections D and G into NIBIN
   c. **CERTIFIED PERSONNEL** complete/review correlations as well as personnel at the National NIBIN Correlation and Training Center (NNCTC) for quality control
2. **TEST-FIRE ENTRY, DOCUMENTATION, AND ETRACE**
   a. Select at least one representative sample from each firearm and prepare for entry into NIBIN
   b. After entry of test-fired cartridge casings into NIBIN, complete a supplement to the appropriate incident documenting the detail entry into NIBIN including who made the entry and the date of entry
   c. Retain test-fire envelope after entry until the gun is destroyed, released, or no longer needed. Cartridge cases collected during test-fire are exemplars and not considered evidence (not to be impounded as evidence)
   d. Enter all firearms processed by NIBIN operators into ATF's eTrace database. Email eTrace results to assigned case officers upon completion
   e. Test-firing firearms is done for the purpose of collecting test-fired cartridge case exemplars for entry into NIBIN
      1) Not for the purpose of establishing functionality; however, basic functionality is established during the test-firing process
      2) Request a forensic function test by completing a DPS lab form requesting a scientific analysis if needed for court purposes
3. **EVIDENCE CARTRIDGE CASE ENTRY AND DOCUMENTATION**

a. Process evidence cartridge cases while wearing nitrile gloves and a face mask/shield
b. Screen cartridge cases under a microscope by trained staff prior to entry to determine all cartridge cases possess similar cycle-of-fire marks
c. Select one representative sample from each represented firearm for entry into NIBIN
d. Label individual cartridge cases identified for entry with a pink NIBIN sticker to identify them as having been selected for entry
e. Reseal the evidence bag and return to Property and Evidence
f. Wear non-porous nitrile gloves and other PPE appropriate biohazard safety equipment (e.g., mask, safety glasses, etc.) when handling a cartridge casing/evidence contaminated with body fluids or other biohazard material

It is the responsibility of NIBIN personnel to ensure crime scene cartridge casings are properly decontaminated prior to entry on the Integrated Ballistics Identification System (IBIS) machine if possible

If decontamination of the crime scene evidence is not possible, NIBIN personnel will ensure the IBIS machine is properly cleaned and decontaminated after the entry of each separate biohazard cartridge casing

g. After entry of evidence cartridge casings into NIBIN, complete a supplement to the appropriate incident documenting the following:
   1) Chain of custody if the cartridge case was obtained directly from the Property and Evidence facility
   2) Details of the entry into NIBIN including number of casings entered, calibers of casings entered, who made the entry and the date of entry

New

K. LEADS AND DISBURSEMENT OF RESULTS

1. **CERTIFIED PERSONNEL** (and at NNCTC) correlate entries into NIBIN
2. **NIBIN LEAD** – the images from two cartridge cases possess sufficient similarities to indicate a possible common source
3. **NIBIN LEADS IDENTIFIED** by the NNCTC are sent to the assigned ATF Industry Operations Intelligence (IOI) Specialist who then forwards the information to the NIBIN Administrator. If the casing is identified as a NIBIN lead, they will notify the assigned ATF IOI for documentation
4. **NIBIN LEADS ARE INTENDED** to notify investigators of POSSIBLE links between incidents
5. **NIBIN ADMINISTRATOR OPENS CASE MANAGEMENT** related to the NIBIN lead, linking all associated incidents and documenting the NIBIN lead in RMS
6. **NIBIN LEADS** will be disseminated within 24 hours
7. **CASE OFFICERS** are notified when a NIBIN lead is identified involving one of their cases

8. **NIBIN LEADS DO NOT** establish probable cause and do not necessarily identify a particular suspect (additional information would need to be collected to establish probable cause for an arrest)

9. **NIBIN LEAD REPORT** at time of correlation will be added to the original report

10. **IT IS NOT NECESSARY TO CONFIRM** NIBIN Leads unless a direct comparison is necessary for trial or to further an investigation. If a direct comparison is needed to confirm a NIBIN lead, the lead investigator completes a Forensic Firearms Request

L. PROCESSING FIREARMS FOR ATF/FBI PROGRAMS

Responsible Person	Action
1. **Officers**	a. Impound the firearm using a new firearm box and follow the procedures in General Order E-13 Property and Evidence b. Complete a National Tracing Center Request (ATF form) located in PDINFO for firearms involved in crimes or suspected of being involved in crimes c. Submit the ATF trace request form with the firearm when impounded or deliver it to an employee authorized to enter data into the eTrace system d. For every firearm/casing impounded involved in a crime or suspected of being involved in a crime: 1) Complete a NIBIN Request 2) Submit it to the CIB Robbery/Homicide Sergeant or designee 3) Submit a request to Records using the Versaterm V-Mail system to have the firearm entered into NCIC as “Recovered”
2. **Property and Evidence Personnel or Other Authorized Personnel, ATF trace**	a. Enter the information from the trace request form into the eTrace computer database b. Scan the original request form into the Records Management System (RMS) c. Scan ATF trace results from request into the RMS
3. **Robbery/Homicide Sergeant or NIBIN Administrator**	a. Reviews the NIBIN submission or has the designee complete the review to determine if the firearm is appropriate for NIBIN entry b. Responsible for identifying the submitted firearm cases and determination made for further investigation when applicable c. Oversees the NIBIN documentation and coordinates the test fire process d. Assigns follow up responsibility for cases to detectives in the unit for any case deemed appropriate e. Provides trace reports and documentation to the ATF liaison as requested

M. OTHER APPLICATIONS FOR PROGRAM

THIS PROGRAM DOES NOT PROHIBIT an officer from requesting a firearms trace or NIBIN entry if the information is crucial to a criminal investigation or requesting a database search under the Collective Data Sharing agreement

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-43 ENVIRONMENTAL CRIMES INVESTIGATIONS**	
	Subject **100 Operations**	Effective **11/15/13**

A. POLICY

Rev

This order gives guidance for handling complaints of environmental crimes with public safety as the major emphasis

B. DEFINITIONS

ENVIRONMENTAL CRIME: The illegal disposal of waste or pollutants, on the ground, into the air, or into the water, that could harm the environment or the citizens of the City of Chandler. Examples may include:

1. White goods (appliances)
2 Used motor oil
3. Waste tire disposal
4. Furniture stripping and electroplating waste
5. Hazardous waste
6. Illicit drug manufacturing chemicals
7. Transfer and storage of vegetative waste

C. PROCEDURES

1. **PATROL OFFICERS** enforce local ordinances and state laws pertaining to environmental crimes as appropriate

   a. **Reports of environmental crime: non-hazardous waste**
      1) Treat as any other criminal investigation
      2) Obtain all necessary information

   b. **Reports of environmental crime: hazardous waste**
      1) Do not approach
      2) Notify on-duty Field Operations supervisors immediately
      3) Notify Fire Department Hazardous Materials Team
      4) Assume support role once hazmat team is on scene
      5) Assist Fire Department with scene perimeter security and evacuation as necessary
      6) Notify Criminal Investigation Section

Rev

2. **PROPERTY CRIME DETECTIVE**

   a. Respond to scene to conduct the follow-up investigation
   b. Direct collection and preservation of any hazardous material samples requiring special handling and storing
   c. Decide, with the supervisor, whether to pursue criminal charges
   d. Act as environmental liaison officer
      1) Facilitate positive working relationships and coordinate efforts between the police department and city, state, and federal entities that monitor or enforce regulations, including:
         a) City of Chandler Departments
            - Solid Waste
            - Wastewater
            - Fire

- Zoning

b) Outside agencies
- Department of Environmental Quality
- Environmental Protection Agency

2) Notify appropriate agency of violations of federal environmental regulations

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **D-44 MOBILE LICENSE PLATE READER**	
	Subject **100 Operations**	Effective **03/26/21**

A. POLICY

This order provides guidelines for the use of Mobile License Plate Reader (MLPR) as an investigative tool. The use of the MLPR system is restricted to official public safety and related missions of the Chandler Police Department.

B. DEFINITIONS

MOBILE LICENSE PLATE READER: A computerized system consisting of digital cameras, a processor unit and a laptop computer. The MLPR can read and process license plates at a rate of one plate per second. The unit compares license plates with outstanding plates stored in a database. There are two types of MLPR:

1. Portable unit - can be moved from vehicle to vehicle
2 Fixed unit - hard mounted to a marked patrol vehicle

C. ADMINISTRATION

Rev

1. **CARE, MAINTENANCE, DEPLOYMENT, AND OPERATION** of the Mobile License Plate Reader is the responsibility of PDIT and the PD Fleet Technician:
   a. Stay current with legal trends and case law regarding license plate readers
   b. Monitor the use of the MLPR system and conduct periodic audits to ensure use is only for law enforcement purposes
   c. Maintain the unit and all record keeping
   d. Train officers in the use and operational protocols of the MLPR, prior to officers being authorized to utilize the equipment

Rev

2. **DESIGNATED, TRAINED PERSONNEL** within PD Fleet will check equipment regularly for functionality and camera alignment. Defective equipment will be repaired by agency authorized sources.

3. **DATABASE IS UPDATED** using a text file ("hot list") supplied by the Department of Public Safety (DPS) and is manually updated twice a day

D. OPERATIONAL USE

1. **ALL ACTIVATIONS OF THE MOBILE LICENSE PLATE READER** indicating an active stolen vehicle are verified prior to taking action through:
   a. MVD records check by using the patrol car's MDC or via communications
   b. Visual verification of the license plate number

2. **WHEN RESPONDING** to a MLPR stolen vehicle recovery:
   a. Record the disposition of the alert and hit into the MLPR system
   b. Process the recovery of stolen vehicle
   c. Complete all required reports and notifications **(G.O. F-10.100)**
   d. Complete inventory of vehicle and any illegal contraband will be documented and impounded **(G.O. E-13.200)**

E. DATA ACCESS, SECURITY, AND RETENTION

1. **ACCESS**: LPR data may only be accessed for valid law enforcement purposes by personnel trained to use the secured system

2. **DISSEMINATION:** MLPR data should be considered for Official Use Only and can be shared for legitimate law enforcement purposes.
   a. Outside law enforcement agencies will request MLPR data in writing unless exigent circumstances exist
   b. Information sharing among agencies will be dictated according to state law and department policy

3. **SECURITY AND RETENTION**: The Chandler Police Department's Information Technology Unit retains information obtained from the MLPR for a minimum of two years on a secured city server. The information is automatically purged after two years.

✦ ✦ ✦

Low Frequency/High Severity

A. DEFINITIONS

[4.1.1]

Figure 1: **Use of Force Definitions**

Term	Definition
1. Approved Weapons	Weapons meeting department specifications for which officers receive proficiency and safety training. Prior to the use of any approved weapon option, the officer, when practical, will communicate to other officers and the subject the use of the option is imminent, and clearly and audibly announce the same to all personnel in the immediate area unless it compromises officer safety.
Rev **2. Bilateral Vascular Restraint**	A restraint where pressure is applied to the sides of the neck, resulting in diminished oxygenated blood flow to the brain without compressing or restricting the airway
3. Conducted Electrical Weapon (CEW)	A neuro-muscular incapacitation device that, through the delivery of an electrical current, stimulates the motor neurons to contract disrupting communication from the brain to the muscles thereby causing temporary motor skill dysfunction. a. Spark Test – A non-contact demonstration of the CEW's ability to discharge electricity b. Touch Stun – A secondary function of the CEW intended to administer localized pain to a subject by making direct contact with the body without firing the probes c. Probe Mode – The primary function of the CEW is intended to temporarily incapacitate a subject by firing the CEW and deploying the probes
4. Cuffing Under Power	A tactic where an officer handcuffs a subject while the conducted electrical weapon (CEW) is cycling and the subject is in neuro-muscular incapacitation (NMI)
5. Deadly Force	The level of force used to stop a threat that, in the manner of its use or intended use, is capable of creating a substantial risk of causing death or serious physical injury
6. Deadly Weapon	Anything designed for lethal use including a firearm. Deadly weapon includes, but is not limited to: a. A firearm loaded with lethal ammunition (ammunition by design and application intended to cause serious bodily injury or death) b. Any less than lethal weapon used with lethal intent
Rev **7. De-escalation**	Officers' efforts to stabilize a situation and reduce the immediacy of the threat so more time, options, and resources are available to resolve a situation with the overall goal of gaining voluntary compliance of subjects, when feasible, and reducing or eliminating the need to use physical force
Rev **8. De-escalation Methods**	Actions, decisions, conduct, verbal persuasion, and tactics used by officers, when safe and feasible without compromising law-enforcement priorities, that seek to minimize the need to use force during an incident and increase the likelihood of gaining voluntary compliance from a subject

Term	Definition
9. Force Transitions	The objectively reasonable escalation/de-escalation, of the application of one force type to another based on the standard set in Graham v Connor, 490 U.S. 386 (1989)
10. Graham Test	The type and amount of force used must be justified based on: 1) the severity of the crime involved, (2) whether the suspect posed an immediate threat to the safety of the officers or others (most important factor), (3) whether the suspect was actively resisting arrest or attempting to evade arrest by flight, and 4) the totality of all other relevant circumstances
11. Imminent Threat	An impending violent act or resistance an officer reasonably believes will occur based on the totality of the circumstances
12. Intermediate Force	The level of force necessary to compel compliance by a subject displaying active aggression, which is neither likely nor intended to cause death
13. Less Lethal Force	That degree or type of force employed by an officer and directed against another individual that is not intended to and is unlikely to cause death or great bodily harm
14. Levels of Force	Broad categories of influence and/or force in identifiable, escalating stages of intensity. They are identified as low level force, intermediate force, and lethal force.
15. Low Level Force	The level of force necessary to interact with a subject who is compliant or displaying passive or defensive resistance
16. Officer	For the purposes of use of force policies, references to officer refer to both sworn police officer and detention officer, unless otherwise noted
17. Reasonable Belief	The facts or circumstances one knows, or should know, are such as to cause the ordinary and prudent officer to act or think in a similar way under similar circumstances
18. Reasonable Force	Force which is justified using an objective standard based on the totality of the circumstances presented at the time of the incident and is viewed from the perspective of a reasonable officer on the scene rather than using 20/20 hindsight. *See General Order E-01.200 "Determining Objectively Reasonable Force"*
19. Recovery Position	A safe lying or seated position that allows for lung expansion, a clear airway and minimizes the risk of aspiration
20. Reactionary Gap	The distance kept between you and a suspect in order for you to respond to any sudden threat
21. Serious Physical Injury	Physical impairment which creates a reasonable risk of death, or which causes serious and permanent disfigurement, or serious impairment of health, or loss or protracted impairment of the function of any bodily organ or limb.

B. POLICY

[4.1.1] [4.1.2]

DO NOT USE MORE FORCE THAN IS OBJECTIVELY REASONABLE to accomplish your lawful purpose. It is the policy of this department **officers hold the highest regard for the dignity and liberty of all persons. The department respects the value and sanctity of every human life** and the application of deadly force is a measure to be employed in the most extreme circumstances**.** In any analysis of a use of force incident, consideration must be made for the fact that officers are often forced to make split-second

judgments in circumstances that are tense, uncertain, and rapidly evolving about the amount of force that is necessary in a particular situation.

1. **USE OF ANY FORCE IS REACTIONARY** (in response to a subject's actions). Progression normally proceeds from verbal persuasion through to the use of lethal force. However, officers may immediately use any authorized option if reasonable.

Rev

2. **WHEN FEASIBLE, PRECEDE ANY USE OF FORCE BY A VERBAL WARNING** force will be used if the suspect will not comply. The warning is unnecessary if it will endanger an officer or take away a tactical advantage. The officer employing force need not be the officer giving the warning.

3. **USE DEADLY FORCE ONLY WHEN:**
   a. You reasonably believe it is necessary to defend yourself or another person from what you reasonably believe to be the use of, or imminent use of, deadly physical force
   b. To effect the arrest or prevent the escape from custody of a person who you reasonably believe has committed, attempted to commit, is committing or is attempting to commit a felony involving the use or threatened use of deadly force, and if the person is likely to endanger human life or inflict serious bodily injury to another unless apprehended without delay

C. ISSUING ORDERS

[4.3.4]

ALL EMPLOYEES AUTHORIZED TO USE FORCE will be issued copies of these orders and all other policies applicable to the weapon or technique and provided training in the use of force prior to being authorized to carry a firearm or use other methods of force

D. AUTHORIZED TECHNIQUES OR WEAPONS

[4.3.1] [4.3.3]

1. **ONLY DEPARTMENT-AUTHORIZED WEAPONS AND AMMUNITION** may be used in law enforcement responsibilities

2. **ONLY EMPLOYEES TRAINED AND CERTIFIED** (where applicable) by a department-approved instructor or course of instruction on specific weapons or weapons systems, including firearms, will carry, deploy, or use those techniques and/or weapons

3. **EMPLOYEES MAY USE ANY REASONABLE METHOD TO OVERCOME AN ACTUAL OR IMMINENT ATTACK** if:
   - They reasonably believe would produce serious physical injury or death to the employee or another person **and**
   - Approved or authorized weapons, tactics, or techniques are not available or practical

4. **ALWAYS FOLLOW YOUR TRAINING** unless the situation presents a valid reason to deviate from that training

E. FORCE TRANSITION

Transition to differing degrees or types of force, including attempts to de-escalate, in use of force incidents. Force situations are dynamic and require:

1. **CONTINUALLY ASSESSING** the suspect's actions to ensure a proportionate response

2. **MODIFYING LEVEL OF CONTROL** in relation to the amount and type of resistance or threat by the subject

F. DE-ESCALATION

Policing requires an officer to exercise control of a violent or resisting subject, whether to make an arrest, or to protect the officer, other officers, or members of the community from risk of imminent harm. The decisions and tactics used may impact the direction and outcome of many situations.

1. **GOOD COMMUNICATION SKILLS**, patience, and verbal direction resolve many situations. Voice control often indicates emotional control. A slow, soft, and deliberate voice conveys control and may diffuse the hostile, verbally aggressive subject and de-escalate the situation. Utilize active listening (e.g., summarize the person's verbal communication to build rapport)
2. **IF RESISTANCE CONTINUES** after using proper verbal and non-verbal skills or resistance escalates, be prepared to use reasonable force to gain compliance
3. **GATHER INFORMATION ABOUT THE INCIDENT**, assess the risks, assemble resources, attempt to slow momentum, and communicate and coordinate a response when reasonable under the totality of circumstances
   a. When practical, use advisements, warnings, verbal persuasion, and other tactics as alternatives to higher levels of force in interactions with subjects
   b. **EXAMPLE**: Withdraw to a position tactically more secure or allows a greater reactionary gap, distance, and cover to slow the situation down affording the opportunity to consider or deploy a greater variety of force options.
4. **SUPERVISORS ARE EXPECTED TO RESPOND** to incidents in a timely manner where police use of force is probable
   a. Supervisors involved in the management of an overall response to potential violent encounters by coordinating resources and officers' tactical actions enhance a favorable outcome
   b. Supervisors should possess a good knowledge of tactics and ensure officers perform to a standard

G. PHYSICAL RESTRAINT DEVICES

1. **RESTRAINING SUBJECTS*:*** Used to prevent a person from:
   - Leaving the scene of a detention or arrest
   - Initiating or escalating violence against the officer, another person and/or themselves
   - Destroying evidence or property

   a. The fact that a person is physically or mentally impaired does not exempt them from wearing restraining devices when deemed necessary by the transporting officer. The type of device used will depend upon the type and severity of the impairment. Select a device to restrain the prisoner securely without intentionally causing injury.
   b. Transporting officers – Use discretion determining the type of restraining device to be used. Consider the nature of the offense, the person arrested, level of resistance, and the nature and degree of the impairment or injury involved.

c. Escort handcuffed subjects using the approved technique. Refrain from allowing suspects to walk behind without any type of escort hold.
d. Place a restrained person in a recovery position as soon as practical. The only exception is for transportation by a medical unit
e. Restraint devices: Approved handcuffs, RIPP Restraint™ device, leg chains, and prisoner belly chain

2. **HANDCUFFS –** Issued to officers through the Quartermaster

   a. Only handcuffs authorized by the department and Training Unit may be used to restrain a person
   b. Restrain a person with their hands behind the back, palms facing out. Check handcuffs for fit and double-locked.

3. **ALTERNATIVE RESTRAINT DEVICE (RIPP RESTRAINT™) –** To prevent injury, the RIPP Restraint™ may be used in conjunction with the handcuffs, to minimize the movements of belligerent or combative prisoners

   a. Used in situations where conventional restraint methods are not suitable
   b. Do not place suspect in a position where the feet are cinched tightly and the restraint is attached to or hooked around the handcuff chain. The reference to “hobble” and “hog-tying” are incorrect terms and should not be utilized to describe the technique.
   c. Use the device in the manner prescribed in training. Only officers who have successfully completed training in their use are authorized to use these devices.
   d. Only devices (RIPP Restraint™) issued by the department shall be used. Alternative restraint devices may be carried in a holder on the duty belt.

4. **LEG CHAINS AND BELLY CHAINS –** Detention Officers will adhere to General Order E-12.100.D (outlines use)

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H. IMPACT WEAPONS

The Training Unit maintains a list of authorized impact weapons. Any modifications to these devices shall be approved by the Training Unit Supervisor prior to use.

1. **STRAIGHT BATON –** An impact weapon made of a 20-to-26-inch solid polycarbonate or wood baton black or tan in color

2. **SIDE HANDLE BATON –** Specialized baton of similar configuration to the Monadnok PR-24 baton and may be individually purchased by the officer. Requires training by the Training Unit prior to deployment.

3. **EXPANDABLE BATON –** Baton is capable of being expanded from a more compact, retracted status. Specifications on approved expandable batons models are maintained by the Training Unit.

4. **FLASHLIGHT –** Primary use of the flashlight is for illumination purposes. The flashlight may be used as an impact device when the use of a baton is not practical or readily available. Transition to the approved baton when it can be done safely.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-01 USE OF FORCE**	
	Subject **200 Options**	Effective **02/14/22**

Low Frequency/High Severity

A. PHILOSOPHY

The Department's guiding value when using force is reverence for, and the sanctity of, all human life. Department personnel may objectively use reasonable force to carry out their duties when warranted. Officers who use unreasonable force degrade the confidence of the community we serve, expose the Department and fellow officers to legal and physical hazards, and violate the rights of individuals upon whom unreasonable force is used. Conversely, officers who fail to use force when warranted may endanger themselves, the community, and fellow officers. An officer's response is expected to be objectively reasonable based on the actual, or reasonably perceived, threat presented by the subject.

It is the policy of the Chandler Police Department to treat all members of the public with respect and in adherence with the rights afforded by the United States Constitution and the Constitution and laws of the State of Arizona.

Officers will be held accountable for their action, as well as inaction, when using physical force in the execution of their duties. Officers are expected to comply with all legal and Department standards. Officers are expected to ensure appropriate medical aid is rendered in all incidents involving the use of force.

B. DETERMINING OBJECTIVELY REASONABLE FORCE

1. **NO UNNECESSARY OR UNREASONABLE FORCE** shall be used in making an arrest, and the person arrested shall not be subjected to any greater restraint than necessary for his detention. ARS § 13-3881(B)

2. **WHEN OFFICERS USE FORCE** they must consider:
   a) Severity of the crime at issue
   b) Whether the suspect poses an immediate threat to officers or others
   c) Whether he is actively resisting arrest or attempting to evade arrest by flight *Graham v. Connor, US Sup. Ct.*
   d) Influence of drugs/alcohol or the mental capacity of the subject
   e) Recognize if the person is in crisis
   f) Time available to an officer to make a decision
   g) Availability of additional officers/resources to de-escalate the situation
   h) Proximity of access of weapons to the subject
   i) Environmental factors and/or other exigent circumstances
   j) Availability and practicality of lesser means of force
   k) Ability to give verbal warning prior to use of intermediate or deadly force (*Blanford v. Sacramento County, US Ninth Circuit Court of Appeals)*

3. **OFFICERS SHOULD ALWAYS FOLLOW THEIR TRAINING** unless the situation presents a valid reason to deviate from that training

4. **WHEN FORCE IS NEEDED, ASSESS EACH INCIDENT** to determine based on policy, training and experience, which force option may de-escalate

the situation and bring it under control in a safe and prudent manner. Reasonable and sound judgment will dictate the force option to be employed.

a. As each use of force situation is unique in its own respect, do not rely on one specified or defined distance or response as the sole factor in determining the safest and most effective solution to a critical incident. Instead, when feasible, utilize all information provided to assist in consideration and articulation of the entirety of the situation.

b. Circumstances such as time, environment, obstacles, distance, and human performance factors during the event can be examined on a totality of circumstances basis. Utilizing such factors can often help create a reactionary gap that may increase the probability of a desired outcome.

C. LEVELS OF RESISTANCE

A subject may be resisting arrest or may be unresponsive for many reasons. The subject may not be capable of understanding the gravity of the situation. Officers must consider several factors when dealing with a non-compliant subject. Non-compliance may be due to a medical condition, mental, physical, or hearing impairment, language barrier, drug interaction, or emotional crisis. These situations may require a change in more effective tactics to maintain officer safety.

1. **COMPLIANT**: A person contacted by an officer who acknowledges direction or lawful orders given and offers no resistance or aggression

2. **PASSIVE RESISTANCE**: The subject is not complying with an officer's commands, is uncooperative, but is taking only minimal physical action (action not directed at officer) to prevent an officer from placing the subject in custody and taking control. For example: standing stationary and not moving upon lawful direction, falling limply and refusing to use their own power to move (becoming "dead weight"), holding onto a fixed object, or locking arms to another during a protest or demonstration, etc.

3. **DEFENSIVE RESISTANCE**: The subject's verbal or physical actions are intended to prevent an officer from placing the subject in custody and taking control but are not directed at harming the officer. For example: walking or running away, breaking the officer's grip, hidden hands, etc.

4. **ACTIVE AGGRESSION**: The subject displays the intent to harm the officer, themselves, or another person and prevent an officer from placing the subject in custody and taking control. For example: a subject taking a fighting stance, punching, kicking, striking, attacks with weapons or other actions which present an imminent threat of physical harm to the officer or another, etc.

5. **AGGRAVATED ACTIVE AGGRESSION**: The subject's actions are likely to result in the death or serious bodily harm to the officer, themselves, or another

D. LEVELS OF FORCE

Assess each incident to determine, based on policy, training, and experience, which use of force option is believed to be appropriate to bring the situation under control safely. Only use the amount of force that is objectively reasonable to overcome resistance.

1. **LOW LEVEL FORCE**
   a. **Officer Presence**: The officer is clearly identified as an officer and his/her authority is established by presence in uniform or by clearly displaying a badge or identification
   b. **Verbal Direction**: Minimum means of halting an offense, gaining compliance or overcoming resistance. Announcing identity as a peace officer, presence, and intentions may result in peaceful resolution. Courteously and clearly relay the police objective.

      Use verbal commands when possible, including warnings, before resorting to physical force. Consider any language barriers, noise, other distractions, or disabilities which may impair or frustrate effective and clear communication with the person.
   c. **Empty Hand Control**: Control methods ranging from gently guiding a subject's movement to more dynamic techniques such as strikes. They are divided into two categories:
      1) "**Soft" control techniques** - Standard handcuffing, wrist locks, and touch pressure points
      2) **"Hard" control techniques** –Using the hands, knees, or feet directed at pressure points, or using takedown techniques
2. **INTERMEDIATE FORCE**: Use authorized less lethal weapons when 1) Deadly force is not justified **and** 2) Empty hand control techniques are either not sufficient or not tactically the best option

   Types of intermediate weapons:
   a. **Oleoresin Capsicum (OC) Spray** –A means of defense when the officer is facing-defensive resistance or greater
   b. **Impact Weapons** – A straight, expandable baton, or impromptu device used as a means of protecting the officer or others from injury. Impact weapons may be used to control subjects when facing:
      1) Defensive resistance and empty hand control is insufficient to overpower the resistance or
      2) Active or aggravated active aggression (deadly force)
   c. **Conducted Electrical Weapon (CEW)(Taser**®) – A non-lethal weapon that uses electricity to impair voluntary motor responses or cause discomfort to gain compliance, overcome resistance, or capture, control, and facilitate constraint
   d. **Less Lethal Munitions/OC and CS Gas** –Department approved 37 mm or 40mm munitions and other specialized less lethal ordnance (such as Sage munitions, pepper balls. flex batons) and the use of OC (Oleoresin Capscium) and CS *(Orthochlorobenalmalononitrile)* gas
   e. **Hard empty hand techniques** - Techniques that may cause injury. These techniques are divided into primary and secondary strikes
      1) **Primary strikes** - Impact push and palm-heel/linear fist strikes
      2) **Secondary strikes** - Hammer fist strikes, elbow strikes, knee strikes, and leg kicks
      3) **Head and Neck Strikes** – Prohibited absent active aggression/ aggravated active aggression
   f. **Police Service Dog (K9) –** See K-9 Manual
   g. **Bilateral vascular restraint** – where pressure is applied to the sides of the neck without compressing or restricting the airway, resulting in diminished oxygenated blood flow to the brain

3. **DEADLY FORCE**: Force used to stop a threat capable of causing death or serious physical injury. Officers may employ all the techniques outlined in this General Order, and others that may be available, including deadly force, in order to protect themselves or others from the use of deadly force.

E. ELEMENTS FOR DEADLY FORCE

Four elements must be present **simultaneously** in order for the use of deadly physical force to be justified

1. **ABILITY** –A person has the means or capability to cause, serious physical injury or death to an officer or another. This may include, but is not limited to the suspect's physical ability, size, age, strength, gender, combative skill, level of aggression, and any weapons in their immediate control
2. **OPPORTUNITY** –A person can effectively resist an officer's control or use force or violence upon the officer or another. Examples include relative distance to the officer or others, physical barriers between the subject and the officer, and access to weapons
3. **IMMINENT JEOPARDY** – Based upon all the facts and circumstances the officer reasonably believes the subject poses an imminent threat to the life of the officer(s) or others, and the officers must act immediately to prevent death or serious bodily injury
4. **PRECLUSION** – All other lesser alternatives have been reasonably considered or rejected as ineffective prior to the use of deadly force. Deadly force in response to the subject's actions must remain reasonable while based upon the totality of the circumstances known to the officer at the time force was applied.

F. DUTY TO INTERVENE

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Any officer or employee (within their scope of authority and training) present and observing another officer or public safety associate using force clearly beyond what is objectively reasonable under the circumstances shall, when in a position to do so, safely intercede to prevent the use of such excessive force. Officers/employees shall promptly report these observations to a supervisor.

G. PROFICIENCY

[4.3.2] [4.3.3]

1. **POLICE, RESERVE, AND DETENTION OFFICERS RECEIVE ANNUAL TRAINING** in the following:
   a. Use of force policy
   b. Demonstrate proficiency with all firearms
   c. Bilateral vascular restraint
   d. CEW (Taser®)
   e. Chemical agents
   f. Impact devices
   g. Handcuffing techniques
2. **POLICE, RESERVE, AND DETENTION OFFICERS RECEIVE BIENNIAL IN-SERVICE TRAINING** in the following use of force options:
   a. Empty-hand techniques
   b. Other approved weapons and techniques

3. **EMPLOYEES FAILING TO QUALIFY** or demonstrate proficiency with an approved device, weapon, or technique are not authorized to use that device, weapon, or technique until proficiency is demonstrated

4. **AZ-POST CERTIFIED INSTRUCTORS** will monitor and document training in the area of proficiency being instructed. The Training Unit will schedule and maintain documentation of training.

H. REQUIRED AID FOR INJURED [4.1.5]

PROVIDE AID FOR ANY PERSON INJURED or claiming to be injured through the use of force or any law enforcement action:

1. Provide appropriate first aid
2. Call paramedics (when necessary)
3. Transport to a medical care facility (when necessary)
4. Document the incident in police report
5. Be aware of the following situations:
   a. **Violent Subjects** or subjects who are under the effects of drugs or alcohol should be closely monitored for breathing difficulties or unconsciousness
   b. **Excited Delirium:** The combined physiological and psychological state of excitement characterized by exceptional agitation, hyperactivity, overheating, excessive tearing of the eyes, hostility, superhuman strength, aggression, acute paranoia, and endurance without apparent fatigue brought about by psychosis, drug or alcohol intoxication, or a combination of these factors
   c. ***Paramedics should be called as it becomes apparent that the person is suffering from one or more of these factors or Excited Delirium.***
   d. **Restrained Subjects**: Once violent subjects and/or subjects exhibiting indicators of excited delirium have been restrained (with or without RIPP restraint), turn them to their side or assist them to a seated position to enhance breathing. Do not leave them in a face down position.

I. PERSONAL WEAPONS

1. **EMPTY-HAND TECHNIQUES** include unarmed self-defense techniques taught through AZPOST or department approved instructors with department approved lesson plans and include **Punches, Elbows, Knees, and Kicks**

2. **STRIKES TO THE HEAD** are authorized only when the officer is confronted by a subject displaying **ACTIVE AGGRESSION/ AGGRAVATED ACTIVE AGGRESSION**. Strikes to the head of a restrained subject should be avoided unless other force options are not practical.

3. Strikes specifically **TARGETING PRESSURE POINT** or nerve bundles located below the neck are authorized on subject using defensive resistance to avoid arrest or detention

J. CHEMICAL AGENTS

[4.1.4] [4.3.1]

1. **ISSUED CHEMICAL AGENTS:** Oleoresin Capsicum (OC), pepper spray, and CS are issued to authorized employees as follows:
   a. Authorized employees on successful completion of training

b. CS authorized for SWAT use only. Follow standard procedures for application and decontamination of this chemical agent.

2. **USE OC SPRAY AS AN EFFECTIVE CONTROL METHOD** against violent or noncompliant subjects and on vicious animals.

Figure 3. **Temporary Effects of OC Spray**

Eyes may open	2-10 minutes
Respiratory effects lessen	10-25 minutes
Skin effects dissipate	45-60 minutes. Redness may remain up to 2 hrs

3. **INSTRUCTIONS**
   a. Chemical agents are designed to be sprayed from a distance. Spray the subject with a full burst until it is determined that the liquid has been delivered onto the target area (the facial area of eyes, nose, and mouth) for at least half a second
   b. Avoid dispersing agent within four feet directly into an open eye
   c. Give the subject a clear command that is easy to follow
   d. Evaluate the level of compliance and repeat the application if reasonable and necessary
   e. Control by using handcuffs and/or authorized controlled techniques
   f. Avoid touching your eyes, nose, mouth, and other sensitive skin areas until you are able to wash your hands

4. **UNLESS SUBJECT REFUSES TREATMENT** or is combative to the point that treatment could present a danger to the member administering it:

   a. Remove the subject from the area of exposure and place them in fresh air out of direct sunlight
   b. Have subject stay still and tell them to breathe normally and relax as much as possible
   c. Call paramedics
   d. Flush the affected areas with cool water and/or apply a wet towel to the face. If burning persists, use non-oil based soap or shampoo to remove remainder of resin (normally handled by paramedics)
   e. If the exposure is severe, the subject may be transported to a hospital emergency room for treatment

K. CONDUCTED ELECTRICAL WEAPON (CEW) (TASER®)

[4.1.4] [4.1.5] [4.2.1] [4.3.1]

A conducted electrical weapon is a non-lethal weapon that uses electricity to impair voluntary motor responses or cause discomfort to gain compliance, overcome resistance, or capture, control, and facilitate constraint. Courts consider CEW devices such as TASER®, especially when used in dart mode, to constitute an intermediate, significant, although non-lethal level of force that must be justified by a strong government interest that compels the employment of such force. Bryan v. MacPherson, (Ninth Circuit Court of Appeals, 2010)

1. **GENERAL POLICY**
   a. **CEW is a force option** that may be used to:
      1) Detain, arrest, defend, and protect individuals when active aggression or aggravated active aggression exists or is threatened
      2) In other instances where an emergency exists and the use of a CEW would be considered reasonable in lieu of using other force options
   b. **The use of a CEW is a seizure**; therefore, an officer must be able to articulate that he had reasonable suspicion or probable cause for arrest or detainment for evaluation (e.g., suicidal subject)
   c. Whenever possible, **verbal directions/warnings shall be given** prior to deploying a CEW
      Only those officers/detention officers who have satisfactorily completed the department's **approved initial training course and required annual retraining** shall be authorized to carry a CEW
   d. The Training Unit has primary responsibility for and maintains the CEW program

   NOTE: *The use of a CEW may be used in mobile field force applications as a means of crowd control where a physical arrest may not be possible, however, any use in this manner shall be at the direction of a supervisor*

2. **MANDATORY CARRY**: All first responders (officers responsible for responding to calls for service and/or maintaining control of prisoners) and detention officers:

   - Sworn officers in a non-patrol capacity or detention officers are not required to carry a CEW when attending ceremonial details or with supervisory approval under special circumstances

3. **CEW READINESS**

   a. CEW carry:
      1) Approved holster on the support side of the body
      2) Outer body armor carrier as described in GO B-05.200
   b. Shall be carried fully armed with the safety on in preparation for immediate use when authorized

4. **SAFETY**
   a. CEW shall be holstered at all times with the safety switch in the safe (SAFE) position unless it is being tested or placed into operational deployment

b. CEW shall be pointed in a safe direction during loading, unloading, daily spark testing, or when handled in other than operational deployment
c. When not being carried, CEW shall be secured where it cannot be accessed by others
d. All CEW repairs will be coordinated through the Training Unit

5. **DEPLOYMENT**
   a. When possible, have an arrest plan in place prior to deployment
   b. Have lethal back up if available
   c. Preferred target should be the subject's back or one probe above and below the belt line for maximum effectiveness whenever possible
   d. Avoid head, face, larynx, genital or female breast exposures whenever possible
   e. Should apply a full five-second cycle deployment without interruption unless circumstances dictate otherwise
   f. Avoid prolonged cycles
   g. If possible, take subject in custody during the CEW cycle
   h. Assess the situation after each cycle
   i. Apply additional cycles only when necessary to accomplish the legitimate operational objective
   j. If subject refuses to comply after multiple CEW applications, consider whether additional applications are making sufficient progress toward compliance/restraint or if transition to a different force option is warranted

NOTE: *The application of CEW is a physically stressful event. Length of cycles and frequency of cycles should be minimized when dealing with persons in a health crisis, such as excited delirium. Additionally, CEW applications directly across the chest may cause sufficient muscle contractions to impair normal breathing patterns; therefore, prolonged applications should be avoided where practicable*

6. **DRIVE STUN:** *(Primarily a pain compliance tool due to lack of probe spread - minimally effective when compared to conventional cartridge-type deployment)*
   a. Press the CEW against the body and activate
   b. Recommended targets
      1) Suprascapula (side of neck)
      2) Brachial plexus tie-in (upper chest)
      3) Radial (forearm)
      4) Pelvic triangle
      5) Common perineal (outside of thigh)
      6) Tibial (calf muscle)

NOTE: *Use care when applying drive stun to neck or groin areas. These areas are sensitive to mechanical injury.*

7. **DEPLOYMENT CONSIDERATIONS**
   a. Be reasonable regarding deployment based on the totality of the circumstances
   b. Be cognizant that the application of a CEW is a physically stressful event and may contribute to secondary injuries

c. Consider conditions such as:
   1) Age, particularly the very young and the very old
   2) Known physical conditions, such as pacemaker and/or defibrillator implant, pregnancy, etc.
d. Consider potential injuries to subjects who are:
   1) Running
   2) Traveling at high speeds, e.g., bikes, skateboards, mopeds
   3) Situated in elevated places, e.g., roofs, ladders, trees, walls, utility poles
   4) Located next to bodies of water
e. Consider the ability to give verbal warning prior to deployment

8. **POINTING/DISPLAYING THE CEW**
   a. Officers should only display the CEW when they reasonably believe that discharge, if it proves to be necessary, will be justified under the circumstances
   b. Under these circumstances, an officer may spark the CEW and/or display the visible laser (away from the subject's eyes) in order to encourage voluntary compliance

9. **PROHIBITED DEPLOYMENT**
   a. At or from a moving vehicle
   b. In any environment that is obviously flammable, volatile, or where explosive material/vapors are present
   c. To escort/prod individuals absent an emergency situation, unless approved by a supervisor
   d. To awaken unconscious or intoxicated individuals
   e. In a punitive or coercive manner
   f. On a handcuffed/secured prisoner absent "active aggression"
   g. Against misdemeanant subjects solely for running from the officer unless the officer can articulate an immediate threat

10. **POST-USE PROCEDURES (PROBE REMOVAL)**
   a. Do not attempt probe removal if subject is combative or if the location of the barb is in the face, ear, breast, groin, or deeply imbedded
   b. May remove barbs superficially in the skin if you are trained to do so, and in the presence of another officer

Figure 4**. CEW Post Use Procedure**

- Use latex gloves
- Place the removed probes in spent cartridge barb side down.
- Clean wound with antiseptic wipe and bandage
- Securely tape the cartridge and probes and mark as biohazard evidence
- Assess subject for injury or condition that may need medical attention, and seek appropriate level of service
- Remove gloves and clean hands with waterless hand sanitizer
- Provide subject with written aftercare instructions
- Take full photos of suspects each time you deploy the CEW
- Take photo of injury site caused by the CEW probes
- Place cartridge with probes into Property as evidence

11. **DOCUMENTATION**
    a. **Within five days**, submit the required reports to Professional Standards for each drive stun or discharge, including accidental discharges:
    b. Professional Standards will forward the CEW Data Report to the departmental CEW coordinator
    c. CEW data reports are available through trained personnel
    d. **Required Reports**
        1) Departmental Offense Report
        2) Use of Force reporting in section of offense report in RMS
        3) CEW Data Report

L. IMPACT DEVICES

[4.1.4] [4.1.5] [4.3.1]

1. **INCLUDES:**
    a. **Side handle baton or approved expandable baton,** or issued crowd control straight baton
    b. **Less lethal munitions** fired from either a 37mm or 40mm launcher by designated, trained, and qualified agency employees. The use of less lethal munitions would be considered reasonable in lieu of using other force options in other instances where an emergency exists.
    c. Must complete **annual retraining** to use
2. **MEDICAL CARE**: Take appropriate action if medical care is necessary

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M. BILATERAL VASCULAR RESTRAINT

[4.1.4] [4.1.5] [4.2.1] [4.3.3]

1. **BILATERAL VASCULAR RESTRAINT**: Where pressure is applied to the sides of the neck, resulting in diminished oxygenated blood flow to the brain without compressing or restricting the airway. **Unless lethal force is justified, at no time will pressure be administered to the front of the neck or throat, resulting in a respiratory choke hold.**
    a. This hold may be effective in establishing control of a subject who is combative, assaultive, or high risk (experiencing an agitated chaotic event by exhibiting behavioral cues associated with excited delirium)
    b. The purpose is to gain quick and safe control of a subject who is aggressive, physically threatening, or violent
2. **USE THE BILATERAL VASCULAR RESTRAINT** in situations of **active aggression** on the part of the subject (i.e., it is reasonable to believe it appears necessary to prevent injury or death to an officer or other person(s)
3. **AVOID KNOWINGLY APPLYING OR ATTEMPTING** to apply the hold on the same subject more than twice in any 24-hour period
4. **TRAINING**: Must successfully complete an eight-hour department approved training course on the use of the hold and the department use of force policy. After initial training, recertification training must be completed **annually.**
5. **IF APPLICATION OF THE HOLD APPEARS REASONABLE** based on the totality of the circumstances:
    a. Attempt to apply the hold from a ground position to reduce the risk of secondary injuries to the officer and subject

b. If time and circumstances permit, provide verbal commands and direction during the application of the hold in an effort to obtain voluntary compliance prior to rendering any person unconscious

c. Continually monitor the correct positioning and placement of the hold on the subject's neck to prevent respiratory obstruction or serious injury. If improper positioning is identified, immediately obtain the correct position or discontinue the hold.

d. If the hold has not achieved the desired effect within approximately 30 seconds, release bilateral pressure and either disengage from the bilateral vascular restraint, reassess placement and tactically reposition, or transition to another reasonable force option

6. **THE OFFICER SHALL ENSURE THE FOLLOWING STEPS OCCUR after any application or attempted application** of the bilateral vascular restraint:

Figure 6. **Bilateral Vascular Restraint Aftercare**

- Immediately handcuff the subject
- Roll the subject onto his side, check vital signs (pulse, open airway) and once consciousness is regained, assess the subject for a reasonable level of cognitive function
- Subject will be promptly examined by paramedics at the scene prior to transport regardless if subject was rendered unconscious
- Notify a supervisor for the use or attempted use of the hold
- Transport the subject to a medical facility for examination, treatment, and observation by a physician within a reasonable period of time, not to exceed one hour
- Obtain a physician's release prior to booking or other disposition
- Maintain visual monitoring of the subject for signs of medical distress for a minimum of two hours after application of the hold
- Inform any person receiving custody, or any person placed in a position of providing care, that the individual has been subjected to the hold. Include the time of application and any pertinent medical information.
- Thoroughly document and justify in the incident report the use or attempted use of the bilateral vascular restraint
- **If in cardiac or respiratory arrest**, remove the handcuffs, summon paramedics, and immediately begin CPR

N. PREVENTING THE SWALLOWING OF SUBSTANCES

When a subject attempts to swallow suspected illegal drugs and/or evidence, officers will not use any force other than standard control holds, pressure points, and pain compliance techniques targeting nerve bundles and soft muscle tissue, to prevent the swallowing of evidence.

1. **DO NOT USE HARD EMPTY HAND** strikes to the head and face or the bilateral vascular restraint in this situation unless other exigent circumstances exist
2. **KEEP EXTREMITIES AWAY FROM THE SUBJECT'S MOUTH**: Be aware of the danger of being bitten and exposed to bodily fluids
3. **SUMMON MEDICAL ASSISTANCE** immediately if the substance is swallowed. The subject will be transported to a medical facility for evaluation. Closely monitor the subject for any signs of a medical emergency or choking and take the appropriate action.

O. USE OF FIREARMS

[4.1.2] [4.1.3] [4.1.5]

1. **FIREARM:** Any loaded or unloaded handgun, pistol, revolver, rifle, shotgun, or other weapon which is designed to expel a lethal projectile by the action of expanding gases (except that it does not include a firearm in permanently inoperable condition)

2. **AUTHORITY:** Only discharge firearms in the performance of police duty and under the following circumstances:

   a. **Range:** At an approved range during a training exercise
   b. **Animals:** When destroying seriously wounded or dangerous animals where other disposition is impractical
   c. **Less lethal systems:** When practical, by authorized personnel only
   d. **Defense of life:** When the officer reasonably believes it is necessary to defend himself or another person from what the officer reasonably believes to be the use of, or imminent use of, deadly physical force
   e. **Felons:** To affect the arrest or prevent the escape from custody of a person who the officer reasonably believes has committed a felony involving the use or threatened use of deadly force **and** if there is an imminent and great risk that person will cause death or serious injury if apprehension is delayed. *Tennessee v. Garner, US Sup. Ct*.

3. **DO NOT:**

   a. Unnecessarily draw, display, or carelessly handle a firearm at any time. Exhibiting a firearm requires circumstances in which a reasonable belief exists that the use of the firearm may be imminent.
   b. Fire warning shots at any time
   c. Fire at or from a moving vehicle except when necessary for self-defense or in defense of another person's life and all other reasonable means have been exhausted against the suspect's use of deadly force
   d. Use a firearm when it creates substantial risk to innocent persons, unless it can be justified under the circumstances

4. **MEDICAL AID CONSIDERATIONS**
   a. Call paramedics to the scene for any injury
   b. Request paramedics to respond to a secure area near the location when there is a high potential for the use of lethal force

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-01 USE OF FORCE**	
	Subject **300 Investigating Use of Force Incidents**	Effective: **02/10/23**

Low Frequency/High Severity

Summary

This policy directs the investigation of any injury or death resulting from an officer's use of force or action

A. POLICY

[4.2.2]

1. **ALL SHOOTINGS** by personnel authorized to carry a firearm acting in a law enforcement capacity, all use of force incidents resulting in serious injury (as defined in ARS 13-105(38)) or death, and in-custody deaths will be investigated criminally and/or administratively

2. **THE CRIMINAL INVESTIGATION TAKES PRECEDENCE** over the administrative investigation

   a. The Criminal Investigations Bureau (CIB) conducts criminal investigations of incidents occurring in the city
   b. The Professional Standards Section (PSS) conducts administrative investigations
   c. The Chief of Police may request another agency conduct an investigation on the department's behalf
   d. Class II or Class III investigations may, at the Chief's discretion, include a criminal investigation

3. **THE WATCH COMMANDER** will make all administrative notifications normally required for a shooting

B. USE OF FORCE CLASSIFICATIONS

Figure 1**. Use of Force Investigation Classifications**

Class	Description
I	a. A person is seriously physically injured, killed, or placed in immediate danger by a Chandler officer's firearm being discharged b. Any use of force incident not involving a firearm which results in serious injury or death ***ARS 13-105(39) Serious Physical Injury****: "…includes physical injury that creates a reasonable risk of death, or that causes serious and permanent disfigurement, serious impairment of health or loss or protracted impairment of the function of any bodily organ or limb."*
II	a. Any discharge of a firearm on or off duty which does not injure or kill a person, or place any person in immediate danger b. Use of force incident not involving a firearm resulting in minor injuries c. Unintentional discharge of a firearm which causes self-inflicted injury to an officer not resulting in death that does not injure or endanger any other person
III	a. Discharge of a firearm to destroy a dangerous, threatening, or injured animal

C. REMOVAL FROM DUTY

[4.2.3]

1. **PURPOSE**

   a. To protect the community's interest when officers may have exceeded the scope of their authority in the use of force
   b. To shield officers who have not exceeded the scope of their authority from possible confrontations with the community and minimize further psychological trauma to the officer

2. **POLICE PERSONNEL INVOLVED IN A USE OF FORCE INCIDENT** in an official capacity resulting in serious injury to the employee, or serious injury or death of another person, or any discharge of a firearm in self-defense or in the defense of another person shall:

   a. **Be immediately removed** from regular duty and placed on special leave with pay pending the completion of the investigation and findings of the administrative review
   b. **Attend a debriefing session** with a licensed psychologist or psychiatrist within 48 hours from the time of the incident, unless otherwise directed by the Chief of Police. An additional secondary debrief will take place six months after the incident.

3. **THE APPOINTED PSYCHOLOGIST OR PSYCHIATRIST** is required to advise the Chief of Police in writing the employee either will:

   a. Return to full-duty status with no further counseling required,
   b. Be placed on light duty and attend additional counseling session(s), or
   c. Be placed on extended special leave with pay and be required to take part in an intensive counseling program

4. **THE OFFICER MAY RETURN TO DUTY** after the Chief of Police or designee has signed a written "Fit for Duty" letter

D. CLASS I INVESTIGATIONS

Figure 2. **Class I Use of Force Investigation Guidelines**

Class I: Serious Injury / Death	**Responsibility**
1. Involved Officer	a. **Secure** suspect and suspect weapons that are an immediate hazard b. **Determine the physical condition** of any injured person(s) and render first aid when safe to do so c. **Notify dispatch of:** 1) Incident and location 2) Necessary emergency medical aid 3) Need for supervisor d. **Secure involved weapon:** 1) Secure your involved weapon in your holster when safe to do so 2) Leave all magazines, spent casings, and discarded items where they are 3) Protect weapon and any other item of evidence for examination and only submit it to a member of the investigative unit e. Take appropriate measures to **protect the scene** and evidence f. **Remain** at the scene (unless injured) until the arrival of the CIB Persons Crimes Unit and Professional Standards Section investigators

Class I: Serious Injury / Death	Responsibility
1. Involved Officer, cont.	g. After providing the **initial briefing** to the first uninvolved supervisor, do not discuss the case with anyone except members of the investigative unit or your attorney
2. On-duty Supervisor	**Request Dispatch to notify** the following to respond to scene: a. CIB commander to investigate b. PSS commander to investigate c. Legal Advisor
3. Dispatcher Taking Call	a. **Dispatch** 1) Requested medical aid 2) Additional officers to assist b. **Notify** 1) On-duty Field Operations commander or highest ranking supervisor 2) Persons Crimes Section supervisor or designee 3) Legal advisor 4) Professional Standards Section commander or designee c. Make copies of 911 calls, radio traffic, call history for investigators
4. First Uninvolved Supervisor or On-Duty Patrol Commander / Supervisor	a. **Assist with first aid** or life-saving efforts as needed b. **Debrief** involved employees for information to protect evidence, extend crime scene, apprehend suspects, or establish need for additional manpower (Do not compromise the criminal investigation by compelling the involved officer to discuss details of the incident. **Obtain bare minimum facts.**) c. **Request** 1) Broadcast information on suspects, vehicles, and danger to public as needed 2) Additional officers as needed d. **Secure all scenes** related to the incident and document all entrants (investigators will interview all involved officers and witnesses) e. **Ensure notification** of the following has been made: 1) Persons Crimes Section supervisor or designee 2) Professional Standards Section commander or designee 3) Legal advisor (Risk Management if necessary) 4) Commander of the involved officer's unit 5) PIO 6) Administrative staff (commanders and chiefs) 7) Department chaplain 8) Critical Incident Stress Management coordinator 9) Firearms Training sergeant a) Weapon exchange for shooting officers b) Weapon check - all other officers c) Training issues d) Assist investigators f. **Assign companion officer** for the involved officer(s). The involved officer may request a companion officer of a higher rank as long as the requested companion officer is not involved in the incident or in requesting officer's chain of command. Instruct companion officer to: 1) Not leave the officer alone at any time 2) Take the involved officer(s) to a location sufficiently away from the scene to avoid further trauma or create a hazardous situation 3) Remain with officer until dismissed by CIB 4) Transport the involved officer from the scene should it become

Class I: Serious Injury / Death	Responsibility
4. First Uninvolved Supervisor or On-Duty Patrol Commander / Supervisor, cont.	necessary (the involved officer will not drive himself anywhere) 5) Ensure the weapon or items used in incident are not disturbed 6) Secure the involved officer(s)' weapon or item used in the incident. Keep the firearm secured in the officer's holster, along with any magazines, shell casings, or objects that are in the immediate possession of the officer(s). Leave any items inside the crime scene there protected until collected by the appropriate investigator. 7) Ensure the involved officer does not talk about the incident with other officers (whether or not involved in the incident) g. **Assign Liaison Supervisor** 1) Ensure expedient accomplishment of tasks in support of the involved officer 2) Consider this is potentially a long-term assignment when making the assignment. (Tasks may include equipment replacement, ensure officer is receiving the assistance needed to return to full duty, etc.) h. **Securing the involved officer** 1) Take the officer to a comfortable location in close proximity 2) Consider using police or fire department substations for security i. **Ensure a preliminary field investigation** and canvas of the area has been completed j. **Witnesses** 1) Locate, keep separate, and secure all witnesses to the incident until the arrival of the investigators 2) Get a brief statement from witnesses, where they were located and what they saw or heard, to assist the investigators in determining the importance of the witness statement k. **Brief all investigators**, CIB supervisors, and administrators with the detailed information that has been gathered to that point upon CIB request (Statements, 911 call information, radio traffic, etc.)
5. CIB Commander / Supervisor	a. **Assume command** of scene and overall responsibility for the criminal investigation b. **Obtain briefing** of situation from on-scene supervisors c. **Provide resources** for investigators and make assignments
6. Criminal Investigator	a. Respond immediately and accept responsibility for **scene security and processing** b. **Notify the County Attorney's** Major Felony Unit to allow them to respond to the scene c. **Conduct a briefing** for all investigators, County Attorney, and administrators 1) Develop task list, including names of all involved parties, witnesses, and evidence needs 2) List all issues to be addressed d. **Record all interviews,** including: 1) All contacts with the involved officer 2) All witnesses, including officers present but not involved in the shooting or injury e. **Brief the involved officer** reference investigation 1) Photograph involved officer(s) in condition and attire they were in at the time of the incident 2) Photograph and seize all relevant evidence, to include clothing, and items used by the officer during the incident

Class I: Serious Injury / Death	Responsibility
6. Criminal Investigator, cont.	f. **Involved weapons** 1) Seize all weapons that have been fired. If relevant, seize the gun belt, accessories, concealed holsters, and unspent ammunition in the officer's possession (If possible, remove the officer from the scene prior to this seizure) 2) Have all firearms inspected by an armorer qualified for that weapon to determine if the weapon is functioning within factory specifications and to verify it has no unauthorized alterations 3) If more than one weapon was fired and ballistic examination is required to determine which weapon caused the death or injury. Send the weapons, casings, and/or recovered projectiles to the appropriate lab to conduct that examination. g. **Replacement weapon:** The on-scene shift commander, CIB supervisor, employee's immediate supervisor, and Deputy County Attorney will determine whether a replacement weapon can be issued on scene to the employee. After the weapon is assigned, the department armorer will qualify employee as soon as possible. h. **Allow involved employee to:** 1) Change clothing, shower, or sleep while waiting for interview **after collection of evidence and photographs are taken** 2) Contact a family member or friend 3) Contact an attorney, if desired, as soon as the involved officer requests and when it can logistically be accomplished 4) Contact a Critical Incident Stress Management team member or police chaplain when appropriate and time allows 5) Make notes on the incident for later use by the involved officer's attorney and to assist in any future interview i. Discuss the case facts and circumstances with investigators, supervisors, and Deputy County Attorney to determine the applicability of **Miranda Warning** for the involved officer after interviewing the witnesses and processing of the scene. Give Miranda warnings to the involved officer prior to obtaining any further statements if applicable. j. **Contact family of deceased or injured** to interview them about the family member, make notification of the incident, and conduct a search for evidence, if warranted k. **UPON COMPLETION OF ABOVE STEPS:** 1) **Conduct a recorded (audio/video) interview** with the involved officer(s), including a walk-through of the scene with the officer(s). Record all contacts between the officer and the investigator. 2) **Should an officer choose not to give a voluntary statement** to the criminal investigator, notify the Professional Standards investigator. The PSS investigator may then conduct an administrative interview with the involved officer under Garrity. l. **UPON COMPLETION OF CRIMINAL INVESTIGATION, the criminal investigator will:** 1) **Brief Professional Standards** investigator prior to releasing the scene and involved officer(s) (The PSS investigator may conduct follow-up investigation needed for the administrative investigation) 2) **Prepare the written report** including all reports from all investigating officers. Officers directly involved and witness officers that are interviewed by the criminal investigators will not write a report.

Class I: Serious Injury / Death	Responsibility
6. Criminal Investigator, cont.	3) **Provide complete copies** of the entire criminal investigative report, including photographs and other documents, to: a) County Attorney's Office b) Professional Standards Section
7. Witness Officers	**Reporting actions and observations:** a. Officers not firing their weapon shall provide an official account of what occurred to the criminal investigator b. The criminal investigator or CIB Unit supervisor will decide if the officer should write a report or be interviewed c. Witness officers may not unduly hamper the progress of the investigation by waiting for advice from an attorney or association representative
8. Professional Standards Section (PSS) Rev	a. Respond to the scene of Class 1 Use of Force Investigations b. Determine the optimum time to interview the involved officer. This is to be done after the criminal investigators have completed the interview with the officer. c. **WILL NOT** share information obtained during the administrative investigation with the criminal investigators d. **Urine samples** 1) Order urine samples at the earliest available time only upon reasonable suspicion of impairment from the involved officer(s) who discharged a firearm or directly caused the actions that resulted in serious injury or death 2) See City of Chandler Drug-Free Workplace Policy – Drug and Alcohol Testing Procedures 3) Direct the companion officer to take the involved officer to the appropriate medical facility for obtaining the samples *(If the officer declines to give voluntary urine samples, the Professional Standards investigator, pursuant to General Order B-13.100R will order the officer to provide the samples for the administrative investigation. Samples taken pursuant to the administrative investigation cannot be used for the criminal investigation.)*
9. Criminal Intelligence Unit (CIU)	a. **A CIU detective** will be assigned to a critical/high profile incident involving police employees (e.g., officer involved shooting, use of force resulting in death or incident of high public attention) b. Assignment will occur as soon as practical as to not interfere with any potential investigation c. With the involved officer or employee's consent: 1) Meet with the officer or employee involved at their residence to conduct a security assessment 2) Conduct an assessment of open source and social media sites 3) Secure social media profiles and determine need for public information redaction 4) Conduct a security assessment of the residence to identify safe locations in case of emergency 5) Identify any potential needs for surveillance or security equipment 6) Contact the local jurisdiction to enter premise information 7) Determine need for frequent patrol request or prolonged security detail d. The CIU detective is primary point of contact between the employee and the department

Class I: Serious Injury / Death	Responsibility
	1) Ensure all pertinent intelligence is communicated with the employee and Command Staff 2) Be in regular contact with the employee to ensure their safety needs are being met until the security detail is officially closed

E. CLASS II INVESTIGATIONS

Figure 4**. Class II Use of Force Investigation Guidelines**

Class II	Responsibility
1. Involved Officer	a. **Provide first aid** or request medics as needed b. **Notify** dispatcher to request: 1) Immediate supervisor respond to the scene 2) An identification specialist to document the injuries c. **Secure** the scene d. **Prepare a report** outlining the circumstances of the incident
2. Officer's Immediate Supervisor	a. **Respond** to the scene/hospital, if applicable b. **Ensure no injuries** or endangerment has occurred by the discharge of a weapon or use of force c. Under circumstances where the use of force caused self-inflicted injury with no endangerment to another person or damage to civilian property, command staff may direct to conduct only an administrative investigation d. Review subordinate's report e. Initiate and conduct an **administrative investigation** and forward the report to the Professional Standards Section containing the following: 1) Location of the incident 2) Date and time 3) Reason for the shooting or why weapon was being displayed 4) Weapon used: make, model, caliber and ownership 5) Type of ammunition used and number of shots fired 6) Reasons for the use of force that caused the minor injury 7) Photographs 8) Statements of witnesses 9) Other information unique to the investigation 10) Any related OR numbers

F. CLASS III INVESTIGATIONS

Figure 3. **CLASS III Investigations Guidelines**

CLASS III: Animals	Responsibility
1. Involved Officer	a. **Notify** dispatcher of the incident and location b. **Secure the scene** c. **Complete a long-form report** with all the details of the incident, including: 1) Reason for the shooting, including how the animal was injured prior to the shooting 2) The owner's name and how and when notified 3) The weapon used, who is responsible for the weapon, number of shots taken 4) Where the shooting took place

CLASS III: Animals	Responsibility
	5) Disposition of the animal 6) Any property damage caused by the shooting
2. Immediate Supervisor	a. Respond to the scene b. Ensure no injuries or damage has occurred c. If a person was injured or placed in danger by the shooting, call out CIB to investigate the incident d. Notify watch commander and / or division chief e. Review officer's report f. Forward the report to the precinct commander for administrative review and to PSS for recording purposes of the firearm discharge
3. Precinct Commander	**After reviewing the report**, may forward it to PSS for further evaluation if necessary
4. CIB Persons Crimes Unit Investigator	**Investigate** the shooting of an animal where persons were injured or placed in danger by the officer

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-01 USE OF FORCE**	
	Subject **400 Reporting and Review**	Effective **01/08/21**

Low Frequency/High Severity

Summary: This policy directs the reporting and review of use of force incidents, in-custody deaths, and uses of force resulting in serious injury or death by a department employee. Accidental and unintentional discharges of firearms not involving, related to, or stemming from a use of force incident will be reviewed by Professional Standards Section, not the Use of Force Board.

A. POLICY

1. **INVESTIGATE ALL USES OF FORCE** following guidelines in General Order E-01.300
2. **VIOLATIONS** of these policies only form the basis for departmental administrative sanctions. Violations of law form the basis for civil and criminal sanctions in a recognized judicial setting.
3. **IN ANY ANALYSIS OF A USE OF FORCE INCIDENT**, consideration must be made for the fact that officers are often forced to make split-second judgments in circumstances that are tense, uncertain, and rapidly evolving about the amount of force necessary in a particular situation. *Graham v Connor, U.S. Sup. Ct.*
4. **THE WATCH COMMANDER** will make all administrative notifications normally required for a shooting or deadly force incident

B. DEFINITIONS

1. **ACCIDENTAL DISCHARGE –** The weapon fires solely as a result of mechanical malfunction, such as a weapon firing when dropped, or outside forces cause the discharge, such as a holster strap entering the trigger guard while holstering

2. **INTENTIONAL DISCHARGE** – The officer desires to fire the weapon and consciously performs all the elements necessary to complete the act (loads the weapon, looks at the sights, presses the trigger, and fires the weapon)

3. **INVOLVED EMPLOYEE** – The officer or employee whose actions are under review

4. **REPORTABLE USE OF FORCE** – A use of force incident involving use or deployment of:
   a. Chemical Agent (when sprayed on or at the person)
   b. CEW (Taser®) (drive stun mode, probes deployed)
   c. Hard Empty Hands (elbow, palm, impact push, knee strikes or punches)
   d. Impact Device (straight, expandable, and sidehandle batons, flashlights)
   e. Less Lethal Devices (baton rounds, beanbags, sage, pepperball)
   f. Police K-9 Utilization
   g. Carotid Control Technique
   h. Lethal Force (discharge of firearms)
   i. Any use of force resulting in injury or complaint of injury

5. **UNINTENTIONAL DISCHARGE**

   a. **Voluntary:** The shooter performs all the elements to fire the weapon without intending to do so. Unintentional voluntary discharges are not justified.

   b. **Involuntary:** A sympathetic response, also known as inter-limb interaction, which is outside the realm of conscious intention. A startle reaction such that when startled, the body tenses, or balance disruption, where the body tenses, resulting in the weapon firing. Unintentional involuntary discharges are not justified.

C. REQUIRED REPORTING / CHAIN OF COMMAND REVIEW

[4.2.2]

THE INVOLVED EMPLOYEE WILL COMPLETE the Use of Force section in the offense report in RMS within five days when an incident involves a reportable use of force. Professional Standards Section detective:

1. Is notified through RMS
2. Initiates the Use of Force Review process
3. Requests the employee's chain of command to review the incident
   a. Chain of command reviews ALL reports and ALL body worn camera footage associated with the incident within 14 days
   b. Each member in the chain of command, including the assigned Assistant Chief, documents use of force review in the notes section of RMS
      1) Click on NOTES tab
      2) Click ADD
      3) Type "Use of force reviewed" into notes section
      4) Click OK to add

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D. INTERNAL REVIEW

[4.2.3] [4.2.5]

The **PROFESSIONAL STANDARDS SECTION COMMANDER** or designee:

1. Reviews and analyzes reports submitted for proper documentation and use of force
2. Schedules the Use of Force Review Board (UFRB)
3. Conducts an annual analysis of use of physical force incidents to reveal trends or patterns that may indicate policy or training modification

E. USE OF FORCE REVIEW BOARD (UFRB)

[4.2.3] [4.2.5]

1. **PURPOSE: To review the facts** of the reportable use of force incident and determine whether the involved employee's action(s) were justified and within department policy. The Board will examine all reportable uses of force to:

   a. Ensure adherence to department policies
   b. Ensure proper and accurate documentation
   c. Evaluate the training needs

2. **MEMBERS**: The Chief of Police or designee will appoint UFRB members who will serve at the direction of the Chief for two years

   a. **Standard Review Board**
      The Standard UFRB shall consist of the following:
      1) Chairperson – Assistant Chief or Commander
      2) Two Officers

3) One Sergeant
4) One Lieutenant
5) One PSS Detective (nonvoting member)
6) Legal Advisor (nonvoting member)

b. **Discharge of a Firearm:** In addition to the Standard UFRB members, the following additional personnel will sit on the board if the use of force involves, is related to, or stems from the discharge of a firearm:
1) Firearms Training Unit sergeant
2) One officer chosen by involved officer
3) Command and supervisory officers of the involved officer
4) Active member of the Citizens' Panel for Review of Police Complaints and Use of Force

c. **If the Chief of Police or Board Chair determines a conflict of interest arises** with any member of the Review Board, the Chief of Police may appoint a replacement member of equal rank

d. **A quorum of voting Board members** is required to review a use of force

e. **No member may participate as a board member** if the member is an involved employee in a use of force incident under review by the board

3. **CONFIDENTIALITY:** Once a Board member receives notice from the PSS Commander or designee a reportable use of force incident is to be reviewed by the appropriate UFRB, the Board member is not to discuss the incident with anyone except other UFRB members until the Board has made a finding. If a Board member is also an involved employee whose reportable use of force is under review by the UFRB, that Board member may not discuss the incident with other Board members.

4. **BOARD INQUIRIES DURING DELIBERATIONS**:

a. **Standard UFRB**:
1) If the Board Standard UFRB determines during review and deliberations and prior to making a finding that additional information is needed to make an informed decision, the Board may make verbal or written inquiries of department members of the involved officer(s). Involved officers are not required to respond to Board inquiries.
2) If the Standard UFRB determines the matter should be referred to the Professional Standards Section (PSS) for investigation and documentation, upon completion, PSS will refer the matter to command staff for final disposition.

b. **Discharge of Firearm UFRB**:

Witnesses and involved officers shall be available to the Board to answer any questions the Board may have during review and deliberations and prior to making a finding.

5. **FINDINGS:** The Board will deliberate the facts presented and make one of the following findings by a majority of the voting Board members present:

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a. Standard UFRB
   1) **Justified** - In policy
   2) **Out of Policy but justified**
   3) **Refer to Professional Standards Section** for proper investigation and documentation

b. Discharge of Firearm UFRB
   1) **Justified** – In policy
   2) **Not Justified** – out of policy
   3) **Accidental** – no policy violation

6. **AUTHORITY OF CHIEF OF POLICE**: All findings are reviewable by the Chief of Police chief who may sustain, modify or overturn a UFRB finding. The Chief of Police is the final authority within the Department as to the disposition of each incident

7. **TRAINING NEEDS/OTHER RECOMMENDATIONS:** In addition to findings, the Board may make a recommendation that the incident warrants training, either for the officer(s) involved, or the department as a whole. The recommendation does not require a finding that the officer(s) actions were not justified or out of policy and do not constitute discipline. The recommendation will be forwarded to the training sergeant who will prepare a written report and send it to the PSS Commander or designee.

   The Board may also make other recommendations it deems appropriate. Such recommendations are advisory only, and do not bind the Chief of Police who has discretion to follow or decline Board recommendations.

8. **UNRELATED POLICY VIOLATIONS**: If the Chairperson determines an incident under review by the Board involves possible policy violations unrelated to a use of force, the Chairperson will refer the matter to Professional Standards Section for review to determine if an investigation is warranted

9. **BOARD OF REVIEW REPORTS**

   a. Quarterly, the PSS detective will submit a Board of Review report to the Chief of Police through the Chairperson containing the following summary:
      1) The circumstances pertaining to each incident reviewed
      2) The board's deliberations and findings
      3) Trends that may indicate policy or training modifications

   b. The report will be filed in the Professional Standards Section for further reference and proof of compliance. If training needs are identified, the report will be forwarded to the Training lieutenant for appropriate action.

F. CITIZENS' REVIEW PANEL FOR REVIEW OF COMPLAINTS AND USE OF FORCE

[1.2.9] [4.2.3] [26.2.1]

1. **DEFINITION:** A volunteer citizens' panel for review of police complaints and use of force issues, governed by City Ordinance 3135, and acting in an advisory capacity to the Police Chief

2. **MEMBERS** are appointed by the Mayor and approved by the City Council

   a. **Full Panel:** 15 citizen members selected from residents of the city, appointed by the Mayor, subject to approval of the Council, and six police department members (includes three alternates)
   b. **Sub-Panels:** Three police department members and five citizen members, with citizen members and chairperson for each sub-panel selected by the City Manager

3. **CITIZEN TERMS OF OFFICE**

   a. Three years
   b. Vacancies during a term in office are filled for the remainder of the unexpired term in the same manner as the original appointment

4. **CITIZEN MEMBERSHIP REQUIREMENTS**

   a. No felony convictions
   b. No misdemeanors convictions involving moral turpitude
   c. Successful criminal history records check prior to appointment
   d. Completion of the Chandler Police Department's Citizens' Academy within one year of appointment
   e. Training in use of force, open meeting laws, executive session, and other areas designated by the City Manager and the Chief of Police

5. **POLICE MEMBERSHIP:** The Chief of Police selects six police department employees, three of whom are alternates, to serve as members of the panel. Police employees may not hold the position of chair or vice chair.

   a. **Primary**
      1) Division commander, indefinite term
      2) First line supervisor, two-year term
      3) Line officer, two-year term
   b. **Alternates**
      1) Division Commander, indefinite term
      2) First line supervisor, two-year term
      3) Line officer, two-year term

6. **FULL BOARD MEETINGS**

   a. **Date/Time:** Held in the police community room on the first Tuesday of each calendar quarter at 7 p.m., or more frequently as needed
   b. **Court Recorder:** Takes minutes and provides a transcript of each meeting and submits minutes with approval signature of the chairperson to the City Clerk's Office
   c. **Primary Commander Organizes Meeting:**
      1) Forwards notice of meeting with agenda by email to City Clerk on city email (Special meetings require 24-hour notice)
      2) Coordinates the agenda
      3) Secures meeting room
      4) Notifies members
      5) Provides for a court recorder
      6) Monitors attendance (Three consecutive regular meeting absences without consent of the panel constitutes a resignation)
      7) Moderates meeting
   d. **Quorum:** Eight citizen members and three police members

7. **SUB-PANEL MEETINGS** dealing with confidential personnel matters are executive sessions and subject to A.R.S. § 38-431.03

   a. Members are selected by the City Manager to review the record of:
      1) **All police shootings** and incidents where direct physical force results in serious physical injury or death per A.R.S. §13-105.3
      2) **The findings of an IA** investigation of not sustained, unfounded, or exonerated citizen complaints when the citizen requests a review of findings within 30 days from date of notification of the findings of a Police Department investigation
      3) **Any police incident** at the request of the Chief of Police
   b. **Quorum:** Three citizen members and two police members selected by the City Manager
   c. **Recommendations:** After review, each review panel will make one of the following recommendations to the Chief of Police:
      1) Agree with the findings of the police investigation
      2) Disagree with the findings of the police investigation
      3) Recommend further investigation is warranted
      4) **May recommend** training, policy changes, commendable actions, preventive or corrective measures, except employee discipline

8. **RECOMMENDATION DUE DATE: Within six months** of receiving the police department report pertaining to a complaint. The panel may extend the period for up to one year upon a majority vote of the panel.

9. **ANNUAL REPORT:** The primary division commander will coordinate an annual report to the City Council each July with the number of reviews conducted and recommendations made during the past year

10. **CHIEF OF POLICE REVIEW WITH CITY MANAGER**

    a. Review the recommendations of the Panel and sub-panels quarterly
    b. May review recommendations with the City Manager more often, if necessary or for the good of the City or the Police Department

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-02 FIREARMS**	
	Subject **100 Authorization, Carrying, and Accountability**	Effective **11/01/19**

Summary This order covers general firearm authorization and carrying standards.

A. POLICY

[4.3.1] [4.3.2] [4.3.3]

1. **TO CARRY ANY AGENCY-AUTHORIZED FIREARM**, officers must, at minimum:

   a. Be issued related use of force policy
   b. Meet ongoing training and proficiency standards as set forth in E-02 Firearms
   c. Use only department-approved weapons and ammunition
   d. Maintain all firearms used in law enforcement capacity in a clean and serviceable condition

2. This agency and the Arizona Peace Officer Standards and Training Board (AZPOST) will set the proficiency and training standards

3. **THE FIREARMS TRAINING UNIT (FTU) WILL ENSURE THAT** all authorized firearms (personal or department owned) are inspected at least annually and document the inspection in the FTU Firearms Record System prior to placing the firearm into service

4. **FOR THE PURPOSES OF THIS ORDER,** references to officer refer to both sworn police officer and detention officer, unless otherwise stated

B. CARRYING PRIMARY FIREARMS

1. **ON-DUTY REQUIREMENTS:** All on-duty personnel will have in their possession the **appropriate primary firearm** for their assignment and the departmental **commission card,** except:

   a. When required to remove the firearm prior to entering a detention facility or during court attendance
   b. When authority to carry the firearm has been suspended
   c. When required to remove the firearm on a domestic air carrier. If armed flight is required for duty on a commercial air carrier, obtain appropriate documentation prior to boarding the flight.
   d. When conducting an interview in a secured location and carrying a firearm could be hazardous to the investigating officer or become a factor in the case due to the sensitivity of the interview
   e. During a covert/undercover operation with the approval of the operations supervisor
   f. For command staff in administrative positions when carrying a firearm is inappropriate
   g. With the approval of the officers supervisor

2. **UNIFORMED OFFICERS:** Carry your primary firearm and holster on the strong-hand side of the gun belt

3. **PLAINCLOTHES OFFICERS:** Carry your primary firearm in one of the following methods:

   a. Outside or inside the waistband; strong side; and in a holster that is securely fastened to the belt or clothing through the use of loops, straps, or paddle design
   b. Shoulder holster
   c. Ankle holster
   d. Purse or fanny pack designed to holster a firearm

4. **FLYING WHILE ARMED:** Officers who demonstrate an official departmental need to fly armed will comply with federal regulations and procedures. Officers will contact the Chief's office for current protocol.

C. FIREARMS SAFETY

EXERCISE EXTREME CAUTION when handling any firearm

1. **DO NOT** handle any firearm in a careless or reckless manner

2. **DO NOT** practice with or draw the firearm except during an authorized training event unless ordered to do so by a supervisor

3. **DO NOT** load or unload firearms within a departmental building unless the "clearing barrel" is used following posted procedures for using the "clearing barrel" above the device

4. **DO NOT LOAD OR UNLOAD** any firearm outside of the building unless the firearm is pointed in a safe direction towards an object of minimum value that will stop the bullet in the event of a discharge

5. **UNLOAD AND RENDER SAFE** a firearm that comes into your control in the course of your duties, considering the safety of others, i.e., point the muzzle towards an area or object of minimal value that will stop the bullet in the event of a discharge

6. **DO NOT** clean firearms on duty unless directed by a supervisor or authorized person (i.e., armorer, Firearms Training Unit)

7. **DO NOT** leave firearms unsecured/unattended at any time in a location accessible to any other person.

Rev

8. **THE PASSENGER COMPARTMENT** of a vehicle, locked or unlocked glove box, or center console **is not considered secure**. Secure weapons within a lockable box attached to the vehicle or secured with a locking cable attaching the weapon to the vehicle. These options are intended to temporarily secure weapons inside a vehicle and not intended to secure weapons in a vehicle overnight.

9. **RENDER SAFE** firearms seized as evidence as soon as possible after forensic processing, keeping handling to a minimum prior to processing

10. **IN ANY CIRCUMSTANCE WHERE A WEAPON IS DISCHARGED,** except under the direction of a firearms instructor during training or qualification, a supervisor shall be immediately notified and an investigation shall be conducted in accordance with General Order E-01.300

D. FIREARMS RANGE

1. **THE PRIMARY PURPOSE** of the firing range is to conduct handgun, rifle, and shotgun training, as well as annual qualifications

2. **THE FOLLOWING SAFETY RULES** should be read by an instructor, prior to all firearms training:
   a. Treat all firearms as if they are always loaded
   b. Never point the muzzle at anything you are not willing to destroy or purchase
   c. Keep your finger straight along the frame until you are on target and have made a conscious decision to fire
   d. Beware of your target, back stop, beyond, and what is to the left and right of it

3. **RANGE RULES**
   a. Firearms may only be discharged under the supervision of a range instructor
   b. Conduct the loading or unloading of a firearm in a bullet trap, unless directed by an instructor
   c. Ammunition for this range will be provided by the Chandler Police Department
   d. Pistols will remain in the holster unless directed by a firearms instructor
   e. Carry long guns muzzle down, action open, and utilize the sling
   f. Store long guns in the portable rifle rack
   g. No food or beverages in the range
   h. Conduct cleaning in designated areas
   i. Everyone on the range will comply with all directions given by the firearms instructors
   j. Eye protection, hearing protection, vests, and hats are required while shooting on the range
   k. The firearm safety rules and range rules are displayed in the range classroom and range

4. **AUTHORIZED AMMUNITION, FIREARMS, TARGETS, AND EQUIPMENT USED ON THE RANGE**

   a. Frangible, lead-free ammunition
   b. Pistols chambered in 9mm, .40SW, .45ACP, .380, and .38 Special
   c. Rifles chambered in 5.56x45 or .223
   d. Shotguns chambered in 12 gauge
   e. Paper and steel targets
   f. Various barricades

5. **RANGE INSTRUCTORS**
   a. Must attend an AZPOST firearms instructor school and be approved by the firearms training unit sergeant
   b. All full time range staff receive annual training in lifesaving procedures, to include tourniquet application and quick clot use
   c. If rifles are being utilized on the range, the instructor must have attended an AZPOST rifle instructor school and be approved by the firearms training unit sergeant
   d. A responsible range supervisor is designated during all times the range is in use
6. **STORE ALL AMMUNITION AND NON-ISSUED WEAPONS** in the locked and alarmed armory

E. OFF-DUTY CARRY CONCEALED

1. **A FULL-TIME SWORN POLICE OFFICER** may carry a concealed firearm off duty if in possession of departmental commission card and he has passed an approved proficiency course with that firearm to carry it concealed
   a. Exercise discretion in carrying the firearm, considering the reputation of the department (e.g., when consuming alcohol)
   b. Display or use of a firearm off duty in a law enforcement capacity will be governed by the same policies that apply to on-duty officers
2. **NATIONWIDE OFF-DUTY CARRY:** Federal law allows a certified law enforcement officer to carry a weapon off-duty nationwide
   a. Any Chandler officer taking advantage of this law **must**:
      1) Be current in all firearms qualifications
      2) Conform to department General Orders regarding firearms
      3) Be in possession of their police identification
      4) Not be **under suspension.** You shall not carry an off-duty weapon in or out of state if under suspension.
   b. When carrying an off-duty weapon **in another state:**
      1) You shall make yourself familiar with **18 U.S.C 926B**
      2) You should be mindful that **you are not authorized** to carry a firearm on private property or a government facility that is posted prohibiting firearms
   c. This authority does not apply to commercial aircraft or any other area where weapons are prohibited by federal law
3. **ANY OTHER CARRYING** of an off-duty weapon for police use will be in accordance with federal, state, and local laws and ordinances

F. REPAIRS / MODIFICATION

[4.3.1]

1. **ARMORERS**
   a. Trained in the make and model of the firearm to be repaired will perform the repairs and/or modifications to that firearm
   b. Will fire firearms with changes made to firearm sights to ensure proper sight “zero” and function prior to placing the firearm back into service
   c. Will inspect personally owned firearms repaired or modified in any way, other than the addition of “night sights” or replacement of grips, prior to placing them into service
   d. Any weapon not meeting safe standards will be removed from service
2. **OFFICERS** will make no repairs or modifications to any department-owned firearm except at the direction of a department armorer

G. THEFT OR LOSS

1. **THE ASSIGNED OFFICER** will file a police report with the appropriate jurisdiction and forward a copy of the report through the chain of command to the division commander if firearm is lost or stolen
2. **THE OFFICER’S IMMEDIATE SUPERVISOR** will notify FTU
3. **FTU** will issue a replacement firearm and qualify the officer prior to the officer returning to regular duty
4. **THE OFFICER’S COMMANDER OR LIEUTENANT** will notify Professional Standards

H. DAMAGED FIREARMS

1. **THE ASSIGNED OFFICER** will submit a memo to his immediate supervisor, who forwards it to the FTU explaining how the damage occurred

2. **THE OFFICER'S SUPERVISOR** ensures that:

   a. The damaged firearm is submitted to the FTU for repair
   b. A replacement firearm is issued
   c. The officer qualifies with the firearm prior to returning to regular duty

3. **IF DAMAGE WAS DUE TO NEGLIGENT CARE** or handling by the officer:

   a. FTU staff will notify the FTU sergeant
   b. The FTU sergeant will notify the Professional Standards Section. The officer may be subject to disciplinary action.

I. PURCHASING RETIRED PISTOLS

IF A DEPARTMENT SERVICE PISTOL is to be retired and offered as a trade-in for new firearms, the Chief of Police may authorize the officer assigned to a retiring pistol to purchase that particular pistol from the City at the trade-in value.

1. Funds from the purchase will be deposited into the appropriate account determined by Management Services
2. Range Master will maintain a database of all employee purchase transactions
3. Range Master will make recommendations to the Chief of Police regarding the retirement and trade-in of service pistols. Retirement of service weapon may be based on:
   a. Pistol damage
   b. Need for on-going repairs
   c. Age beyond expected service life
   d. Model changes
   e. Difficulty of locating and maintaining replacement parts
   f. Economic opportunity

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-02 FIREARMS**	
	Subject **200 Handguns**	Effective **02/14/22**

Summary

This order governs the use of all department-approved handguns.

A. POLICY

[4.3.1]

1. **ALL FIREARMS** used for law enforcement purposes must be on the authorized list of weapons for that particular carry (e.g., primary, off-duty, or back-up.) A review board will be responsible to recommend which weapons will be authorized. The Review Board will consist of:
   - Members of the Firearms Training Unit
   - The Assistant Chief, the Commander, and the Lieutenant overseeing Training
   - One patrol sergeant and one patrol officer who serve on the vehicle and equipment standing committee

   The recommendations of the Board will then be forwarded through the chain of command for approval by the Chief of Police and become effective with the change to General Orders.

   a. Officers are authorized one primary weapon, one off-duty weapon and one back-up weapon for law enforcement carry. Officers must qualify with the weapon prior to being approved to carry it.

   b. A section commander may authorize an additional weapon for plainclothes/undercover officers when the need for the additional weapon has been demonstrated

2. **OFFICERS MAY PURCHASE** their own firearm or be issued a firearm by the Firearms Training Unit (FTU) for primary uniformed carry. Officers choosing to carry off-duty or back-up weapons must purchase them.

   a. The department-issued weapon will be a Glock 17. A Glock 22 or Glock 21 may be issued when available.

   b. All new officers and lateral officers will be issued the department Glock and utilize that issued weapon during their academy training and until they have successfully completed probation. After probation the officer can opt to keep the department-issued Glock or purchase and carry their own weapon from the list of department-authorized weapons.

   c. Officers choosing to carry their own weapon must turn in the department-issued weapon

   d. Officers carrying a Glock firearm in a law enforcement capacity (whether department or personally owned) will utilize **ONLY FACTORY GLOCK MAGAZINES**

3. **OFFICERS WHO PURCHASE AND CARRY PERSONAL FIREARMS** for primary carry will:

   a. **QUALIFY:** Must have qualified with a minimum 90% score (225) on their last qualification with the department-issued weapon

Understand a failure to engage or disengage the safety/decock lever according to policy three (3) times during a qualification shoot is an automatic proficiency failure with that weapon and the officer will no longer be authorized to carry that weapon.

b. **PURCHASE AND MAINTAIN** all duty equipment required to utilize their personal weapon as a primary firearm, including but not limited to; holsters from the authorized list, magazine pouches, magazines, sights, etc.

c. **REPAIR WEAPON:** Understand the department will not pay for repairs if the weapon is damaged on duty. The firearms unit will not install sights or make any repairs to personal weapons.

d. **ANNUALLY INSPECT FIREARM:** Officers will be responsible to have their firearm inspected annually by a certified armorer at their own expense if the department does not have certified armorers for that weapon system. Failure to have the annual armorer inspection will result in the weapon being removed from service.

e. **ATTEND A 16-HOUR FIREARM TRANSITION** class if the weapon has differences in manual operation compared to a Glock (e.g., safeties, decocking levers, etc.)

f. **UNDERSTAND IF THE WEAPON** is deemed unfit for service due to damage, breakage, failure to have the required inspection, or seized as evidence in an officer-involved shooting, the department will issue a department-owned Glock firearm for the officer to use until the officer's weapon is returned to the officer and is deemed fit for duty by the FTU supervisor.

4. **OFFICERS MAY CHANGE OR ADD** primary, off-duty, or back-up weapons at the next department qualification shoot or by arrangement with the FTU

5. **MINIMUM TRIGGER PULL** for all Glock weapons will be four and a half pounds. Minimum trigger pull for all 1911 style weapons will be 4 lbs. All other weapons will be at the factory recommended minimum trigger pull, but no less than 4 lbs.

B. AUTHORIZED FIREARM LIST

[4.3.1]

THE FTU SERGEANT MAINTAINS an authorized firearms list for all categories of assignments. The Chief of Police approves the list after the review board recommends those weapons and authorization is approved.

C. APPROVED PRIMARY: UNIFORMED

Primary weapons for uniformed carry shall have a barrel length of not less than 4, nor more than 5.5 inches. Weapons shall be black or silver in color or a combination of black and silver. Removable grip panels shall not be ornate in nature and shall be black, grey or brown in color. If the pistol is fitted with a thumb safety, it must be ambidextrous for left-handed shooters.

1. Glock, "safe action" type, semi-automatic pistol in 9mm parabellum, .40S&W or .45 ACP, to include Glock models 17, 17C, 19, 19C, 21, 21C, 22, 22C, 23, 23C, 34, 35, 41, and 45

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2. Sig Sauer P226, P220 and P250 pistols in 9mm, .40S&W or .45 ACP with DAO (double action only), DA/SA (double action / single action) actions

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3. 1911 and 2011 design pistol systems chambered in 9mm, .40S&W or .45ACP produced by Colt, Kimber, Springfield Armory, Smith & Wesson, Sig Arms, STI, or as approved by the FTU supervisor. The 1911 pistol brands specifically excluded from carry are Taurus, Charles Daly, Para Ordnance, Rock Island, or any G.I. model of gun by any manufacturer.

4. Springfield Armory XD and XDm pistols chambered in 9mm, .40S&W or .45ACP

5. Smith and Wesson M&P pistols chambered in 9mm, .40S&W or .45ACP

6. Only original factory internal parts are authorized on all primary, backup and off-duty weapons including PD issued and personal handguns carried for law enforcement purposes

D. HANDGUN OPTIC

1. **AUTHORIZED TO CARRY THE HANDGUN OPTIC**, officers:
   a. Must be off probation to attend handgun optics course
   b. Must attend and pass a handgun optic transition course taught by the Firearms Training Unit
   c. Must pass the AZ POST handgun qualification using iron sights at the start of the transition course
      1) Allowed two attempts
      2) Failure to pass with 225 or better disqualifies attending the class
      3) May attend a future transition course
   d. To successfully pass the handgun optics course, officers must pass:
      1) AZ POST handgun qualification and AZ POST low-light handgun qualification course with a 225 or better
      2) Allowed two attempts at each qualification
   e. Must qualify annually on the AZ POST handgun qualification with a 225 or better
      1) Allowed two attempts
      2) Failure to pass after two attempts disqualifies carry of handgun optic
      3) There is no remedial for the red dot and must attend and pass another handgun optics course

2. **APPROVED FIREARMS** for handgun optic program are the Glock 17, 19, or 34, 45 MOS (modular optic system), Smith & Wesson M&P 2.0 CORE law enforcement model. The Glock 43X MOS, Glock 48 MOS and Sig Sauer P365XL are acceptable for plain clothes, CIB and off-duty carry. Additional firearms may be added to the list in the future.
   a. After market slides are not allowed. Milled slides on personal guns only are allowed but must have slide milled by approved Firearms Training Unit list of vendors.
   b. Must have front and rear sights clearly seen through the glass

3. **APPROVED RED DOT SIGHTS** for the handgun optic program:
   a. Trijicon RMR type 2
   b. Leupold Delta Point Pro
   c. Aimpoint Acro C-1 or P-1
   d. Vortex Venom
   e. Holosun 508T X2, 509T, and 507C X2
   f. Holosun 507K X2 (for 48MOS, 43X MOS, and Sig Sauer P365XL)
   g. Additional red dot sights may be added in the future

Rev

4. **APPROVED HOLSTER** for the Glock MOS or similar firearm is the Safariland ALS/RDS

5. **OFFICERS ARE RESPONSIBLE** for the cost of all firearms, red dot sights, holsters, iron sights, and associated maintenance or damage

6. **ALL OF THE ABOVE APPLIES** to carry an off-duty or back-up firearm with a red dot sight in a law enforcement capacity

7. **IT IS PARAMOUNT THE HANDGUN** optic is function checked and cleaned before each shift

E. APPROVED PRIMARY: PLAINCLOTHES

1. **OFFICERS IN PLAINCLOTHES** may carry:

   a. Any firearm approved as a uniformed officer primary firearm
   b. A Glock "safe action" type semi-automatic pistol 9mm Parabellum, .40 S&W, or .45ACP to include models 26, 27, 30, 36, 43X, and 48
   c. Any smaller version of an approved primary carry weapon in 9mm, .40S&W or .45ACP

2. **HOLSTERS:** Officers wearing a **non-duty-style holster** or, due to assignment, wearing **concealed-carry holsters** must attend a class for holster familiarization

F. COVERT / UNDERCOVER

A CIB COMMANDER OR DESIGNEE may make exceptions to the approved list:

1. FTU performs safety and function inspections on all exceptions
2. FTU lists approved exceptions
3. Officers will carry their assigned primary weapon during the service of search warrants
4. Officers must attend a class for holster familiarization when using non-duty-style holsters or concealed-carry holsters

G. OFF-DUTY

POLICE OFFICERS MAY SELECT A FIREARM from the approved list and must demonstrate proficiency on an annual basis on an AZ POST-approved qualification course for that firearm

H. DETENTION OFFICERS

1. **WILL BE ISSUED AN AUTHORIZED GLOCK FIREARM** upon completion of required firearms training. After probation, detention officers may choose to purchase and carry their own personal weapon on duty following the same regulations as sworn officers.

2. **MAY CARRY A DEPARTMENT-ISSUED FIREARM ONLY WHILE ON-DUTY**, while commuting directly to and from their places of residence, or while participating in department-authorized training

3. **ARE NOT ALLOWED TO CARRY** their department-issued firearm off-duty or concealed at any time. They may carry personally owned firearms concealed off-duty pursuant to state law.

I. BACK-UP FIREARMS

In addition to firearms authorized for primary, plainclothes, or off-duty carry, smaller firearms in .380 ACP may be carried as a back-up weapon

1. **BACK-UP FIREARMS**

   a. Will conform to the off-duty weapon standards and be approved by the review board prior to being placed on the authorized list
   b. Will be inspected and approved by the FTU prior to being placed into service

2. **OFFICERS**

   a. May carry only one back-up weapon while on duty
   b. Will immediately lose the authorization to carry the weapon if proficiency is not demonstrated
   c. Will wear the back-up firearm concealed and secured from loss, inadvertent discharge, dropping, or falling
   d. Will use the back-up firearm only when it is impractical to use the primary weapon

J. TEMPORARY ASSIGNMENTS

AN OFFICER MAY USE A SMALLER VERSION of his primary firearm on temporary duty assignments (e.g., Field Training, plainclothes, court). The officer must qualify on the AZPOST Qualification shoot with the firearm. The firearm must:

1. Be made by the same manufacturer as the primary firearm
2. Have the same operating system or features as the primary weapon
3. Be the officer's off-duty or back-up weapon

K. SPECIALTY WEAPONS

DEFINITION: A weapon not normally issued for uniform use or general detective assignment, including those identified for specific use by the SWAT commander and approved by FTU and the Chief of Police or designee

1. The FTU maintains records of all specialty weapons
2. The department armorer or designee inspects and repairs all specialized weapons
3. An officer must qualify with a weapon prior to carrying it

L. WEAPON-MOUNTED LIGHT SYSTEMS

Various weapon-mounted light systems are authorized for handguns. The FTU Sergeant will maintain a list of the authorized weapon-mounted lights. Only use weapon-mounted lights from this list and comply with the following:

1. **ATTACH OR DETACH** the weapon-mounted light from the frame rails on the weapon, or provided with the light, only when the weapon is unloaded and pointed in a safe direction
2. **USE ONLY** when the display and use of the **weapon** is imminent and appropriate
3. **DO NOT** use the weapon as a flashlight under any circumstances
4. **SECURE** the weapon and light system in an approved holster when on duty and not in use

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-02 FIREARMS**	
	Subject **300 General Purpose Rifle**	Effective **02/10/23**

Summary

This order applies to department-owned and personally-owned rifles.

A. POLICY

1. **OFFICERS WILL OBTAIN WRITTEN AUTHORITY** from the team supervisor and lieutenant in their chain of command to carry the general-purpose rifle upon completion of the departmental rifle course

2. **THE POLICE CHIEF, COMMAND OFFICER, FTU SUPERVISOR, OR DIRECT SUPERVISOR MAY RESCIND** an officer's right to carry the rifle on duty

3. **THE DEPARTMENT MAY ASSIGN** department-owned rifles to individual officers on specified patrol teams

B. PROCEDURES

1. **PURPOSE:** Use as an additional tool when the primary firearm would be handicapped by distance and accuracy

2. **TRAINING:** Complete a training course specific to the weapon system and meet the requirements set by the Training Unit and the Firearms Training Unit (FTU)
   a. When an officer leaves the rifle program, they have a maximum of two years to return without going through a patrol rifle school
   b. If it has been longer than two years, a patrol rifle school must be attended

Rev

3. **CONDITIONS:** Use discretion when deciding to deploy the rifle. Examples include:
   a. Active shooter(s)
   b. Perimeter positions
   c. Arrest of armed suspects
   d. Searching for armed suspects
   e. Sniper incidents

C. APPROVED MAKES AND MODELS

[4.3.1]

Rifles must be chambered in 5.56 x 45 mm round with two 20- or 30-round magazines for duty carry. Only rifles operated through direct impingement gas are authorized. A Patriot Ordnance Factory firearm system is the only exception. Rifles must be approved by Range staff.

D. SIGHTING

1. **THE RIFLE WILL BE SIGHTED** to the assigned officer. Rifles equipped with optic sights will have iron sights also.

2. **OFFICERS ARE AUTHORIZED** to add a magnified optic up to 3x power. Magnifier must be a flip mount design and fit behind red dot optic e.g., Aimpoint 3XMAG or Vortex VMX-3T. Trijicon ACOG is not authorized.

E. TRANSPORT AND STORAGE REQUIREMENTS

1. **CARRY THE RIFLE IN:**
   a. A department-approved case or scabbard secured in the trunk of the officer's patrol vehicle or
   b. Department-equipped rifle rack
2. **TRANSPORT REQUIREMENTS:**
   a. Chamber empty
   b. Action closed
   c. Safety engaged
   d. Loaded magazine inserted/locked in magazine well
3. **STORAGE REQUIREMENTS:**
   a. Store all department-owned rifles in the weapons storage closet at each substation or inside residence when off-duty
   b. Do not store personally-owned or department-issued rifles inside of patrol vehicle when off-duty

F. MODIFICATIONS

1. **DO NOT MODIFY** or add accessories to department-owned rifles without the authorization of FTU (Modifications or accessories may require installation by a certified armorer)
2. **YOU MAY ADD** optical sight systems and/or magazine pouches to personally-owned rifles with the **approval** of the FTU (Modifications or accessories may require installation by a certified armorer)
3. **TEST FIRE THE WEAPON** after any modification or accessory addition to ensure sight "zero" and function
4. **YOU ARE REQUIRED** to have a sling and weapon mounted light attached to any personally-owned rifle
5. **MINIMUM TRIGGER PULL** is 4.5 lbs

G. MAINTENANCE / INSPECTIONS

1. **CLEAN THE RIFLE** after firing
2. **CARRY RIFLE IN A CLEAN** condition only
3. **THE FTU WILL INSPECT** all rifles annually for safe operation

H. AMMUNITION

CARRY ONLY DEPARTMENT-ISSUED AMMUNITION on duty or when the general-purpose rifle is used for law enforcement

I. SRO RIFLE STORAGE

School Resource Officers (SROs) who are assigned patrol rifles shall properly secure, carry, and transport their rifles:

1. While in school, rifles shall be secured inside the CUSD authorized gun safe and kept as listed in E02.300 General Purpose Rifle E2
2. If no locker has been provided at the school, store patrol rifles in the patrol vehicle trunk
3. Patrol rifles will remain with SROs at all times when leaving the campus, during or at the end of their shift
4. Patrol rifles shall not be left in school safes during off hours for any reason ✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-02 FIREARMS**	
	Subject **400 40mm LL Launcher / Specialty Impact Munitions**	Effective **06/29/19**

Summary

This order addresses 40mm launchers assigned to the Field Operations Division intended to deploy specialty impact munitions.

A. POLICY

[4.1.4] [4.3.2]

Specialty impact munitions are an **alternative or combined option** to lethal force when and if the circumstances allow

1. **ONLY TRAINED AND QUALIFIED SWORN OFFICERS** are authorized to carry a department-approved 40mm launcher

2. **THE "LESS LETHAL" SHOOTER** must be supported by lethal cover

3. **SUPERVISORS MUST UNDERSTAND** the capabilities and application of the munitions during the deployment

B. APPROVED MAKE AND MODEL

Sage Ace, 40mm. SWAT operators working patrol may carry 37mm Arwen or Sage launchers.

C. TRAINING AND QUALIFICATIONS

[4.3.2 [4.3.3] [4.3.4]

1. **TRAINING:** Selected personnel will successfully complete a Firearms Training Unit (FTU)-approved course of training prior to deploying with the 40mm launcher on duty which includes, but is not limited to:
   a. Classroom instruction
   b. Scenario exercises
   c. Live fire exercises
   d. Written tests

2. **OFFICERS ASSIGNED TO THE FIELD OPERATIONS DIVISION** will receive training to understand the needs of the "less lethal shooter" and their responsibility before, during, and after the munitions deployment

3. **SUPERVISORS** assigned to the Field Operations Division will receive training on the proper use of the 40mm launcher and the legal/liabilities of use

D. ON-DUTY CARRY

1. **CARRY 40MM LAUNCHERS** in the designated case in the trunk of the officer's patrol vehicle:
   a. Action closed, safety engaged
   b. Before shift load chamber with Sage K041 less lethal round
   c. Prior to shift, ensure optic is working but leave in off position until deployed
   d. Ensure side saddle loaded with two additional K041 rounds
   e. At end of shift, remove K041 from chamber and turn off optic

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2. **OFFICERS SHALL CHECK** their less lethal rounds prior to each shift to ensure no unauthorized ammunition is intermingled
   - If unauthorized ammunition is found, please notify the Firearms Training Unit Sergeant and remove it from the 40mm launcher

E. DEPLOYMENT

[4.1.5]

Consider the following to ensure the safety of all those involved:

1. **AVOID ATTEMPTING TO DEPLOY** in areas where minimal deployment distances are likely to be encountered

2. **ARMED SUBJECTS:** Use great care. The situation may require specialized equipment or personnel to resolve the incident, i.e., SWAT

3. **COVER:** Have at least one other officer on scene to provide cover with **lethal force**. Additional officers may be used to apply other less lethal options or handcuffs.

4. **SWAT TACTICAL INCIDENT EXCEPTION:** The above recommendations shall not be all inclusive when SWAT personnel deploy the munitions

5. **PROVIDE MEDICAL AID** to subjects injured during the deployment

F. AFTER ACTION AND USE REPORTING

[4.2.2]

LESS-LETHAL FIRING OFFICER WILL COMPLETE:

1. A detailed report of the incident listing the circumstances leading to the deployment of the weapon, including injuries and medical aid provided

2. The Use of Force section in RMS to obtain data to evaluate performance and training

3. E-mail Firearms Training Unit Sergeant related report number

G. MAINTENANCE

A CERTIFIED "SPECIALTY IMPACT" INSTRUCTOR WILL:

1. Place the 40mm launchers into service

2. Maintain 40mm launchers, keeping a maintenance log:

   a. Clean and inspect after any and all training sessions and deployments
   b. Cross reference use to report number
   c. At least annually
      1) Clean and track maintenance
      2) Inspect issued rounds and replace rounds on an as-needed basis
   d. Annually replace 40mm munitions

H. REQUIRED EQUIPMENT

[4.3.1]

1. Furnished with a sling, optic, and flashlight
2. Utilize case when launcher is not in use

I. MODIFICATIONS

1. **DO NOT** make modifications or add any accessories to a department 40mm launcher without the authorization of the FTU (The FTU may require the modification or accessory to be installed by a certified armorer)

2. **HAVE THE WEAPON TEST FIRED** to ensure sight "zero" and function after any modification or addition of any accessory

J. STORAGE

1. **STORE IN AN APPROVED AND SECURED LOCATION** when not in service

2. **ENSURE NO UNAUTHORIZED MUNITIONS** are in the weapon, weapon's case, or vehicle used to store or transport the weapon

3. **REMOVE 40MM** round from launcher while not on shift

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E02 FIREARMS**	
	Subject **500 Ammunition**	Effective **02/14/22**

Summary This policy covers ammunition for all firearms used in an enforcement capacity.

A. POLICY

[4.3.1]

1. **OFFICERS ACTING IN A POLICE CAPACITY** will carry only department-issued and approved ammunition regardless of assignment to ensure quality control, minimum performance specifications, and to minimize liability to the department

2. Officers **WILL NOT**:

   a. **CARRY** explosive, tracer, or incendiary loads for police use
   b. **ALTER** ammunition in any way

B. REPLACEMENT

THE FIREARMS TRAINING UNIT (FTU) WILL:

1. Maintain a list of all authorized ammunition

2. Replace all department-issued service ammunition annually

3. Reissue ammunition as required when cartridges have been lost, expended, or possibly tainted, and deemed unfit for service, logging all issuance of ammunition due to these circumstances

4. Issue ammunition to officers authorized to carry personally-owned general purpose rifles for training and qualification

C. QUALITY CONTROL

FTU WILL SET PROCEDURES FOR QUALITY CONTROL prior to placing ammunition into service, including:

1. Testing a sampling of rounds from each manufacturer's lot for accuracy

2. Chambering and function checking a sampling of rounds from each manufacturer's lot

D. MINIMUM CARRY

1. **FTU WILL ISSUE AMMUNITION FOR** one primary, one backup, and one off-duty firearm, except for detention officers who will only be issued ammunition for one primary firearm. Ammunition for general-purpose rifles and shotguns will be issued as outlined in Figure 1.

Figure 1. **Issued Ammunition**

Classification	Issued Ammunition Allotment
1. Uniformed Officers **will carry**	Two magazines loaded one round less than full capacity in department issued Glock magazines in addition to the magazine in their firearm, also loaded **one round less** than full capacity. Officers carrying personal weapons must follow manufacturers' recommended round capacity in the magazines for their weapon system.
2. Plainclothes Officers **will carry**	One complete reload in addition to a fully loaded firearm, both one round less than capacity. This requirement may be waived for covert operations.
3. Off-duty Officers for any firearm carried	Must be authorized ammunition with amount discretionary
4. Personally owned rifles	• Officers will supply a minimum of two authorized 20- or 30-round magazines to be inspected by the FTU prior to use or service • Colt and Magpul are the only authorized 30-round magazines • Load all rifle magazines **two rounds below the maximum** capacity to ensure proper function and ease of loading
5. Department-owned rifles	• Two magazines (minimum) issued • Load all rifle magazines **two rounds below the maximum** capacity to ensure proper function and ease of loading

Rev

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-02 FIREARMS**	
	Subject **600 Qualification**	Effective **05/26/21**

Summary

This order describes qualification requirements for carrying any approved firearm while on or off duty for law enforcement purposes.

A. POLICY

[4.3.2][4.3.3]
[33.1.5] [33.5.1]

1. **OFFICERS WILL COMPLETE TRAINING AND DEMONSTRATE PROFICIENCY WITH ALL FIREARMS** used in a law enforcement capacity annually and prior to carrying a new firearm, which includes:

   a. Knowledge of department policies regarding the use of force, escalating force, and deadly force
   b. Knowledge of laws including legal updates pertaining to the use of firearms
   c. Familiarity with the operation and safe handling of the firearms the officer is authorized to carry

2. **THE FIREARMS TRAINING UNIT (FTU**) and qualified firearms instructors will schedule and supervise training and qualifications, and document results in the officer's training files

B. ANNUAL QUALIFICATION

1. **AZ POST QUALIFICATION PROFICIENCY COURSE**

   a. No live practice immediately prior to the test
   b. All time limits and shot requirements for each step of the course will be enforced
   c. Alibi shots will only be allowed for malfunctions the officer attempts to clear. No alibi shots are allowed for failure to manage ammunition or failure to make times.
   d. No coaching or remedial instruction during the test
   e. Primary firearms from the primary carry duty holster
   f. All rounds must strike within the designated scoring area to count

2. **ALL OFFICERS WILL ANNUALLY:**

   a. Achieve a score of **84%** with the primary firearm on the approved AZ POST daytime or the nighttime qualification course as determined by the training staff
   b. Achieve a score of 84% with backup and off-duty firearms on an approved course set by the Firearms Training Unit
   c. Achieve a score of 90% with the general purpose rifle on the approved rifle qualification course using the iron sights and any optical sights if so equipped.
   d. Annually obtain a passing evaluation on a target identification and discrimination ("decision making") course approved by the agency

e. Obtain a passing evaluation on all other firearms-related training as deemed necessary by the department training staff and supervisors, which may include but is not limited to:
   1) Malfunction clearance/reload drills
   2) Combat/shoot house drills
   3) Written tests
   4) Specialty courses for SWAT
   5) FX / Scenario-based training
   6) Low light/night conditions

3. **SPECIALLY DESIGNATED SHOOTERS MUST ANNUALLY**:

   a. Designated less-lethal officers: Obtain a passing score on the written less-lethal certification test and pass the 5-shot qualification course designed for less-lethal beanbags
   b. Designated shotgun officers: Obtain a passing score on the AZ POST shotgun qualification course
   c. Designated long gun officers: Obtain a passing score on the long gun qualification course and attend three of the four proficiency training courses offered each calendar year

4. **RIBBON:** Officers shooting a perfect score (250) with their primary firearms on the first attempt during the annual AZ POST proficiency test will be awarded a proficiency ribbon for excellence.

C. FAILURE TO QUALIFY: PRIMARY FIREARM

[33.1.5]

Figure 1. **Procedures for Failure to Meet Standards on Primary Firearm**

Time	Action	Notifications
1. Initial Qualification Range Date 2nd attempt failure	Officer will: a. Not be authorized to carry any firearm in any capacity as an officer including any off-duty employment b. Be immediately placed into a non-enforcement status or administrative position until completion of remedial training and a successful AZ POST qualification	FTU supervisor or designee: • Completes the Failure to Qualify Notice at the range • Gives the officer a copy • Notifies the officer's immediate supervisor, who notifies the chain of command
2. Within 15 days of initial qualification attempt	Officer will: a. Receive mandatory **remedial instruction** by a firearms instructor during on-duty hours b. Receives **individual instruction** and immediately given a **single attempt** to qualify. Training and attempt cannot happen on same day of initial qualification.	FTU supervisor or designee: • Schedules remedial training • Forwards a **memo** to the Community Resources Section lieutenant explaining: ○ What occurred ○ The apparent problem ○ Planned action for resolution

Time	Action	Notifications
3. After 3rd attempt failure and within 30 days of initial qualification	Officer: a. Remains in non-enforcement status b. Arranges for further training with FTU supervisor or designee and a final qualification attempt **Qualifies:** Return to active duty and attend a series of Skill Building range drills during the following months to increase level of firearms proficiency **Fails:** May be terminated for failing to maintain minimum standards as an essential job function	First line supervisor **Fails**: Decision of the Office of the Chief if subsequent remedial training and qualification attempts will be permitted

1. **OFFICERS COMING OFF INJURY** involving ability to manipulate firearms or whose qualification has lapsed must qualify prior to being released to full duty by shooting the approved AZ POST qualification course

2. **CHANGING OR ADDING PRIMARY, BACK-UP, OR OFF-DUTY FIREARM:** Qualification follows annual qualification procedures (exceptions approved by FTU supervisor)

D. FAILURE TO QUALIFY:
BACK-UP AND OFF-DUTY FIREARMS

FOR BACKUP AND OFF-DUTY FIREARMS:

1. **PROHIBITED FROM CARRYING** the firearm until a passing score is achieved

2. **REMEDIAL TRAINING** will be offered after three attempts; however, officers are not mandated to attend skill builder courses for their back-up or off-duty firearms

3. **AFTER THREE UNSUCCESSFUL ATTEMPTS,** the officer may use open range days in future months to improve skills until able to obtain a passing score with that firearm

New

E. FAILURE TO PASS DECISION MAKING

1. **IF OFFICER FAILS TWO SCENARIOS** during initial decision-making evaluation, they are immediately placed on non-enforcement status

2. **OFFICER RECEIVES A REMEDIAL TRAINING** by FTU and one attempt to pass a decision-making scenario

3. **IF OFFICER FAILS SCENARIO,** they may be terminated for failing to maintain standards as an essential job function

Figure 2. **Procedures for Failure to Meet Standards on Decision-Making**

Time	Action	Notifications
1. **Initial decision-making date 1st attempt remedial failure**	Be immediately placed into a non-enforcement status or administrative position until successful completion of decision-making scenario	FTU Supervisor or designee: a. Completes the Failure to Pass Decision Making Notice at the range b. Gives the officer a copy c. Notifies the officer's immediate supervisor, who notifies the chain of command
2. **Within 15 days of initial decision-making attempt**	a. Receive mandatory remedial training by FTU during on-duty hours b. Given one attempt to pass decision making scenario c. If attempt is successful, officer returns to full duty	FTU Supervisor or designee: Schedules remedial training
3. **After 2nd attempt failure**	May be terminated for failing to maintain minimum standards as an essential job function	**Fails:** Decision of the Office of the Chief if subsequent remedial training and decision-making scenarios will be conducted
4. **If officer fails two scenarios during initial decision-making evaluation**	Immediately placed on non-enforcement status	FTU supervisor or designee: a. Completes the Failure to Pass Decision Making Notice at the range b. Gives the officer a copy c. Notifies the officer's immediate supervisor, who notifies the chain of command
5. **Within 15 days of initial decision-making attempt double failure**	a. Receive mandatory remedial training by FTU during on-duty hours b. Given one attempt to pass decision making scenario c. If attempt is successful, officer returns to full duty	FTU supervisor or designee: Schedules remedial training
6. **After 2nd attempt failure of either scenario**	May be terminated for failing to maintain minimum standards as an essential job function	**Fails:** Decision of the Office of the Chief if subsequent remedial training and decision-making scenarios will be conducted

F. ANNUAL RIFLE/SHOTGUN/LESS LETHAL QUALIFICATION

REQUIRED FOR CONTINUED CARRY: Annual qualification on an AZ POST-approved (for shotguns) or agency approved course

Figure 2. **Requirements for Annual Rifle Qualification**

Attempt #	If Pass/Fail	Action
1st and 2nd	Pass	Continued carry
2nd	Fail	One hour of remedial instruction from certified instructor, then attempt to qualify
3rd	Pass	Continued carry
3rd	Fail	• Long gun certification suspended • Use open range to practice on personal time • Attempt to recertify at next scheduled general purpose rifle, less lethal, or shotgun qualification class

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G. FAILURE TO QUALIFY: SWAT QUALIFICATION

SWAT members assigned special firearms **will meet** the standards set by the SWAT commander. Failure to meet minimum qualification standards may result in the removal from the SWAT team.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-03 VEHICLE OPERATIONS**	
	Subject **100 Emergency Driving (CODE 3)**	Effective **07/10/15**

Low Frequency/High Severity

A. POLICY

[41.2.1]

During emergency driving conditions, officers will comply with the provisions of ARS 28-624 and **must not create a greater hazard to public safety than might reasonably be created by the emergency to which the officer is responding**. Officers must drive with due regard for the safety of all persons. These provisions do not protect the driver from the consequences of disregard for the safety of others.

B. PHILOSOPHY

[41.2.1]

The Police Department's primary concern in emergency situations is the protection of lives and the safety of all citizens and officers. This policy is designed to assist the officer in reaching the scene of an emergency safely with the least possible delay.

C. DEFINITIONS

[41.2.1]

1. **AUTHORIZED EMERGENCY VEHICLE:** Defined in ARS 28-624 as a vehicle driven in response to an emergency call, in pursuit of an actual or suspected violator of law, or in response to (but not on return from) a fire alarm. The vehicle must have at least one lighted red or red and blue lamp and have an audible siren.

2. **EMERGENCY DRIVING (Code 3):** The operation of an authorized emergency police motor vehicle with identifying markings, operating flashing, rotating, or strobe lights, and a siren by a police officer. The following conditions must exist simultaneously:

   a. The vehicle is responding to an emergency or priority call or in immediate pursuit of an actual or suspected violator following pursuit guidelines
   b. The officer uses the siren and emergency lights
      Exception: Lights only may be used in responding to certain criminal calls to avoid alerting suspects. However, the use of emergency lights only does not exempt the driver from the provisions of the Traffic Code.

New

3. **WRONG WAY DRIVING**: The act of driving a motor vehicle against the direction of traffic on either a one or two-way road

D. DECISION GUIDELINES

[1.2.71]

USE IS DISCRETIONARY with officer in accordance with department policy

1. **OFFICERS MAY RESPOND CODE 3** to calls when:

   a. Communications or a responding officer has determined a situation to be an emergency or high priority call requiring immediate response or in immediate pursuit of a violator as defined in GO E-03.200 Pursuits
   b. Traffic conditions require emergency driving to allow the officer to respond to a high priority call for service in a timely manner
   c. The call information supports the probable need to provide first aid, CPR, or other lifesaving practices, including police intervention on arrival to the scene **when** a delay in arrival may result in serious injury or the loss of life

2. **CONSIDER** traffic volume, time of day, type of crime in progress, weather and road conditions, etc., and potential hazard or liability. You must arrive at the scene safely to be of assistance.

3. **OFFICERS SHALL NOT** respond code 3 to motor vehicle accidents unless the call information supports the probable need to provide lifesaving practices as outlined in section D1c above

4. **IF A CALL DOES NECESSITATE** a code 3 response:

   a. **Drivers of police transport vans** or other police vehicles not equipped with identifying decals, emergency lights, and a siren **will not** engage in emergency or pursuit driving
   b. **Motorcycle units** will respond Code 3 only to a "999" or pursuit situation because of the danger involved

E. EMERGENCY DRIVING REGULATIONS

1. **OFFICERS MAY**, **with due regard** for the safety of all persons considered and in accordance with General Order E-3.100.D.1.c:

   a. **Proceed past a red or stop signal or stop sign,** but only after stopping to ensure safe operation through the intersection
   b. **Exceed the prima facie speed limits** as long as life or property is not endangered
   c. **Disregard regulations governing direction** of movement or turning in specified directions as long as life or property is not endangered
   d. **Park or stand** without regard to the provisions of ARS Title 28

2. **ENSURE THAT THE DISPATCHERS CAN UNDERSTAND** your radio transmissions if driving Code 3, e.g., consider rolling windows up

F. ROUTINE TRAFFIC ENFORCEMENT

APPREHENDING routine traffic violators **IS NOT** “emergency driving”

1. Make reasonable efforts to apprehend routine traffic violators
2. May exceed the posted speed limit to clock a vehicle
3. May disregard other traffic laws, e.g., red light, when it can be done safely
4. May activate emergency lights and siren to signal the suspect driver to yield to the officer when attempting to stop motor vehicles to investigate possible traffic or criminal violations

New

G. WRONG WAY DRIVER

Wrong-way driver: The operator of a motor vehicle driving in the opposite direction of vehicles lawfully traveling on a roadway

1. **RESPOND IN ACCORDANCE WITH TRAFFIC LAWS** and department policy regarding vehicle operations and/or pursuits upon notification of a wrong way driver

2. **RESPONDING OFFICERS ARE PROHIBITED** from driving left of center, or in the opposing direction of any divided roadway. *This prohibition does not prevent an officer from driving left of center, at slow speeds and for a short duration, to box in a vehicle that is stopped in the roadway to prevent the driver from moving the vehicle.*

3. On either the highway or within city limits, **attempt to parallel** the wrong way vehicle with emergency equipment activated to warn oncoming traffic and gain the attention of the wrong way driver

4. **IF UNSUCCESSFUL, PASS THE WRONG WAY VEHICLE** to stop oncoming traffic at the next controlled intersection or the on-ramp to the freeway

5. **SUPERVISOR RESPONSIBILITY**: Monitor radio traffic, direct responding officers to block access to highway on-ramps or stop traffic at controlled intersections

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-03 VEHICLE OPERATIONS**	
	Subject **200 Pursuits**	Effective **02/10/20**

Low Frequency/High Severity

A. POLICY

[41.2.2]

A pursuit is justified only when the necessity of immediate apprehension outweighs the level of danger created by the pursuit. The purpose of this policy is to establish guidelines for making decisions with regard to vehicular pursuit.

B. DEFINITIONS

1. **HAZARDOUS CONDUCT OR DRIVING:** Hazardous conduct or driving exists when an officer makes a good faith determination that a driver poses an imminent danger of serious physical injury or death to others, and the suspect must be stopped to prevent such injury or death

2. **POLICE INTERVENTION:** For the purposes of this General Order only, police intervention occurs when an officer attempts to stop a vehicle to investigate a possible traffic or criminal violation by activating emergency lights to signal the suspect driver to yield to the officer. Police intervention is short term in nature and ends when the driver yields, fails to yield, flees, or actively attempts to elude to avoid apprehension.

3. **FAILURE TO YIELD**: A failure to yield occurs when a driver fails to stop as required by law and the officer is in process of determining if the driver is fleeing or actively attempting to elude to avoid apprehension or if other circumstances are present such as the driver fails to realize the stop attempt based on impairment, medical issues, distraction, or other circumstances. A failure to yield ends when the driver comes to a stop or when the officer reasonably determines the driver is fleeing or actively attempting to elude to avoid apprehension.

4. **VEHICULAR PURSUIT:** An active attempt by a law enforcement officer in an authorized emergency vehicle to apprehend a fleeing suspect in a vehicle who, based on the totality of the circumstances, a reasonable officer would believe is fleeing or actively attempting to elude police to avoid apprehension

5. **AUTHORIZED EMERGENCY VEHICLE:** An agency vehicle equipped with operable emergency equipment as designated by state law

C. DECISION TO PURSUE

[41.2.2]

In order to minimize the possibility of an officer's actions being the source or cause of the suspect's reckless or hazardous driving behavior, officers may consider initiating or engaging in a pursuit when the person being pursued is suspected of **committing a violent felony.** Pursuits for **traffic violations, stolen vehicles,** and **non-violent felonies are prohibited.**

D. CONSIDERATIONS

[41.2.1] **CONTINUALLY EVALUATE THE FOLLOWING DURING A PURSUIT**:

1. Compliance with the provisions of ARS Title 28-624
2. Seriousness of offense
3. Volume of vehicular traffic
4. Location of pursuit, e.g., residential, school zones
5. Weather, road, and environmental conditions
6. Volume of pedestrian traffic
7. Control of vehicle: must be in complete control of vehicle at all times
8. Whether the identity of the driver is known (lessens the need for immediate apprehension)
9. Provisions of the State Criminal Code, Title 13 **(pursuit driving does not offer immunity)**
10. The safety of all persons involved (does the pursuit create a greater hazard than previously existed)
11. Whether immediate apprehension of the suspect outweighs the level of danger created by the pursuit
12. The effect of your presence on the suspect

E. SUPERVISORS

1. **CONTROL PURSUIT** by monitoring it and taking the necessary action to comply with this policy
2. Notify dispatch via radio you are controlling the pursuit
3. If the primary unit has not declared a pursuit, but their actions are indicative of being in a pursuit, ask the officer his intention and clarify if a pursuit is happening
4. Determine appropriateness of response based on the circumstances
5. Prompt involved officers for additional information as necessary
6. If primary unit initiating a pursuit is a supervisor, another supervisor will announce as controlling supervisor. The supervisor initiating a pursuit will turn the pursuit over to a non-supervisor patrol unit as soon as possible.
7. Submit pursuit review paperwork to Professional Standards Section (PSS)

F. UNINVOLVED SUPERVISORS

Uninvolved supervisors monitoring the pursuit, by the authority of rank, take on the burden of intervening should they determine based on the information they have at the time the pursuit is unreasonable or out of policy and are required to intervene and terminate the pursuit if the controlling supervisor fails to do so

G. COMMUNICATIONS

[41.2.1] [41.2.2]

DISPATCHER RESPONSIBILITIES

1. Clear the radio frequency for a pursuing unit
2. Re-dispatch initial information, broadcasting emergency traffic
3. Dispatch a backup unit and provide further information upon request
4. Immediately inform the appropriate field supervisor of the pursuit
5. Notify other agencies and specify whether assistance is or is not requested by the pursuing unit
6. Initiate an offense report for documentation on initiation of pursuit

H. TERMINATION

[41.2.1] [41.2.2]

CONSIDER THE EFFECT OF YOUR PRESENCE ON THE SUSPECT:

1. **AN OFFICER OR SUPERVISOR WILL NOT BE CRITICIZED** or disciplined for terminating a pursuit under the provisions of this section
2. **UPON THE DECISION OR ORDER** to terminate a pursuit, all involved units will:
   a. Immediately slow down to normal driving speeds
   b. Deactivate all emergency equipment, and
   c. Cease following the suspect vehicle, either through stopping their vehicle or changing direction
3. **TERMINATE** a pursuit under the following conditions:
   a. A sworn supervisor orders it
   b. Air support becomes available. Follow the suspect vehicle according to air support instructions out of sight of the suspect vehicle.
   c. Distance from the suspect vehicle is such that continued pursuit would require exceptional speeds causing the officer and the public serious danger
   d. Loss of visual contact for a period of time (approximately 15 seconds). Continue search at a safe operating speed.
   e. When there is a clear and unreasonable hazard to the officer, fleeing suspect, and/or other persons, e.g., speeds dangerously exceed the normal flow of traffic, or vehicular or pedestrian traffic necessitates erratic maneuvering which exceeds the performance capabilities of the vehicles or the drivers
   f. Adverse traffic and weather conditions: a supervisor may order the pursuit to continue if the suspect(s) poses a more serious threat than the adverse conditions, e.g., homicide suspect, habitual sexual assault suspect
   g. Vehicle has equipment failure involving the vehicle's emergency lights, siren, radio, brakes, steering, or other essential mechanical equipment
   h. Suspect's identity is determined and immediate apprehension is not necessary to protect the public or officers and apprehension at a later date is feasible
4. **PURSUIT RE-INITIATION**: Do not re-initiate a pursuit unless there is a significant improvement or change in the factor(s) that caused the original decision to terminate

I. ALTERNATIVES TO PURSUIT

When circumstances of an incident do not justify a pursuit, officers may choose an alternative course of action that may include, but is not limited to:

1. **UTILIZE INVESTIGATIVE ATTEMPTS** to apprehend the suspect, such as stakeouts, investigation, air surveillance, unmarked units, contacting known associates, etc.
2. **USE THE RADIO TO NOTIFY OTHER OFFICERS** or agencies of the suspect vehicle description and direction of travel
3. **REQUEST ASSISTANCE FROM** unmarked, law enforcement vehicles to conduct a moving surveillance of the suspect vehicle

J. UNIT RESPONSIBILITIES

[41.2.2]

Figure 1. **Pursuit Vehicles Responsibilities**

UNIT	ACTION
1. **Primary Marked (First) Unit**	a. Will activate unit's emergency lights and siren and will notify Communications of the pursuit including the following details: 1) Declaration of and reason for pursuit 2) Suspect vehicle description

UNIT	ACTION
	3) Direction of travel 4) Speed and suspect driving behavior 5) Traffic conditions 6) Number of occupants and descriptions if possible b. Should broadcast special information, such as hazards to officers, e.g., traffic conditions, hazards, etc.
2. **Backup Marked (Second) Unit**	a. Activate vehicle's emergency lights and siren b. Advise Communications of backup unit status c. Follow the primary vehicle at a safe distance, but remain close enough to assume communications responsibilities from the primary unit if possible
3. **Unmarked Units**	Vehicles not equipped with identifying markings, emergency lights, and a siren are **prohibited** from becoming involved in a pursuit in any capacity **Exception:** Unmarked vehicles equipped with emergency lights and sirens may pursue when directly related to a serious felony. The pursuit will be turned over to a fully marked police vehicle as soon as possible.
4. **Unit With Non-police Passengers**	Police Units containing non-police passengers such as Cadets, witnesses, citizen observers or prisoners are prohibited from initiating or becoming involved in pursuits unless an immediate and articulable threat to human life exists
5. **Motorcycle Units**	a. May only become involved in a pursuit as a primary unit when they initiate the pursuit b. Will turn the pursuit over to a marked unit as soon as possible

K. CONSIDERATIONS

[41.2.2, 41.2.3]

Figure 2. **Other Pursuit Restrictions**

Category	Restrictions
1. **Number of Pursuit Vehicles**	a. **Only two police units** will become **actively** involved in a pursuit unless directed by a supervisor b. **Other officers** should be alert to the progress and location of the pursuit, cover escape routes in beats, and attempt to stop endangered cross traffic at major intersections
2. **Emergency Lights and Siren**	**USE EMERGENCY LIGHTS AND SIREN AT ALL TIMES DURING A PURSUIT,** unless instructed by a patrol supervisor to use the siren intermittently to aid in radio communication
3. **Overtaking Suspects**	a. **Do not attempt to overtake, pass, or "box in"** a fleeing suspect vehicle, placing yourself in a highly vulnerable position unless the actions of the suspect driver present an immediate threat to human life b. **Maintain a safe distance** from suspect vehicle and other police vehicles while keeping the suspect vehicle in sight until the suspect voluntarily stops to avoid collisions
4. **Firearms**	**DO NOT SHOOT FROM OR AT A MOVING VEHICLE** except when necessary in self-defense or in defense of another person's life when all other reasonable means have failed, and then only when the use of the officer's firearm creates no substantial risk to innocent persons
5. **Pursuit Considerations** (41.2.3)	a. Any actions during a pursuit shall meet the criteria prescribed in this order regarding the Decision to Pursue and be done so in an attempt to mitigate any potential hazards to the public, the officers and the occupants of the pursued vehicle. Additionally, other resources, such

Category	Restrictions
	as air support, known intelligence, undercover units, etc. will be considered. b. Any use of force that may apply in a pursuit situation is subject to the same review as any uses of force pursuant to review under E-01.100
6. **Boxing in**	May use unmarked units to box in an unaware suspect in order to avoid a pursuit
7. **Paralleling**	Officers will not normally follow the pursuit at high speeds on parallel streets unless authorized by a supervisor or when it is possible to conduct such an operation without unreasonable hazard to other vehicular and pedestrian traffic
8. **Pursuing Left of Center**	Officers are **prohibited from continually driving left of center** or in the opposing direction of travel on any divided highway. This prohibition does not prevent an officer from driving left of center, at slow speeds and for a short duration to: a. Box in a stopped vehicle in the roadway to prevent the driver from moving the vehicle b. Pass stopped traffic if conditions authorizing emergency driving are present

L. PORTABLE DISABLING DEVICES

[41.2.3]

Figure 3. **Portable Disabling Devices Guidelines**

Topic	Guidelines
1. **Definition**	A portable device designed to disable vehicles, including Stop Sticks
2. **Authorized Use**	a. In pursuit situations as outlined in this order b. When there is definite knowledge that the fleeing person is suspected of a felony c. When the violator constitutes an immediate and continuing hazard d. In any criminal manner where a car is stationary, but it is anticipated that the operator may attempt to flee e. To prevent the removal of a vehicle believed to be evidence f. **DO NOT USE Stop Sticks for stopping motorcycles** g. Police Intervention is required prior to deploying Stop Sticks
3. **Authority to Use**	a. All marked Field Operations vehicles may contain Stop Sticks b. Personnel issued Stop Sticks and trained in their use c. Stop Sticks may be deployed to stop vehicles refusing to yield. The deployment of Stop Sticks does not authorize a pursuit of the suspect vehicle.
4. **Safety**	a. Whenever possible, prevent on-coming vehicular traffic from entering the area b. Place the department vehicle out of the path of the approaching suspect vehicle where it can be used as protection from the suspect vehicle
5. **Deployment**	a. Stop Sticks may be connected or disconnected when in use b. Officers will document use in an incident report and forward to PSS for administrative review

M. INTERJURISDICTIONAL PURSUITS

[41.2.1] [41.2.2]

Figure 4. **Chandler Pursuits into Adjacent Jurisdictions Guidelines**

Responsible Party	Responsibility
1. **Chandler Supervisor**	Should determine whether the other agency should assume the pursuit considering: a. The distance involved b. The pursuing officer's familiarity with the new area c. The seriousness of the violation
2. **Adjacent Jurisdiction**	a. Does not assume the pursuit**,** but offers assistance 1) Only the primary pursuing vehicle from Chandler shall continue after the adjacent agency has arrived to assist 2) Backup unit returns to its area of responsibility b. Assumes the pursuit 1) Initiating officer, if within a reasonable distance, proceeds to the termination point to provide information required for the arrest 2) The backup unit returns to its area of responsibility

Figure 5. **Other Agency Pursuits into Chandler Jurisdiction Guidelines**

Responsible Party	Responsibility
1. **Initiating Agency**	Responsible for conducting the pursuit
2. **Communications**	a. Request the nature of the pursuit b. Notify the on-duty supervisor
3. **Chandler Supervisor**	a. When a request to assist or assume a pursuit from another agency into Chandler, consider: 1) Ability to maintain the pursuit 2) Seriousness of the violation 3) Safety of the public and pursuing officers 4) Reason for the pursuit b. May decline to assist in or assume initiating agency's pursuit
4. **Chandler Officers**	a. Do not assume or assist in the pursuit unless directed by a supervisor b. If only a single unit from initiating agency is in pursuit, a Chandler unit may join in pursuit until backup units from initiating agency join the pursuit only if the justification for the pursuit is permissible under this order c. May assist with traffic control and associated high risk stops d. If a collision occurs in Chandler's jurisdiction as a result of another agency's pursuit, Chandler may conduct the collision investigation

New

N. DOCUMENTED TRAINING

OFFICERS RECEIVE initial training on defensive driving including forcible stopping techniques and the pursuit policy when hired and annual review of this pursuit policy thereafter

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-03 VEHICLE OPERATIONS**	
	Subject **300 Pursuit, Accident, & Photo Review**	Effective **08/15/20**

Decision Chart

Summary: This order describes procedures for review of police pursuits, accidents, and photo activations involving city-owned vehicles.

A. PURSUIT, ACCIDENT &, PHOTO REVIEW BOARD

[41.2.2] [41.2.3]

Rev

1. **CALENDAR**

   a. All pursuits, accidents, and photo activations will be presented to the Pursuit, Accident, & Photo Review Board by the assigned PSS detective
   b. Meetings will be held on a monthly basis
   c. The board chairman may cancel a meeting or convene the board more frequently as needed

2. **MEMBERSHIP:** Consists of 8 voting members

   a. Quorum: Five members for review
   b. Board Chairman: Assistant chief/commander
   c. Board Vice Chairman: Assigned PSS sergeant
   d. Members serve for two years, except for the chairmen
   e. Selected by Chief of Police:
      1) Field Operations Division: One lieutenant, one motor sergeant, two officers
      2) Criminal Investigations Bureau: One detective
      3) Communications Section: One dispatch supervisor
   f. Non-voting members:
      1) Legal advisor
      2) PSS detective
      3) Training sergeant

B. REVIEW PROCEDURES

Table 1. **Pursuit and Accident Review Procedures**

Rev

Topic	Pursuit Review	Accident Review
1. **Scope**	**The Pursuit, Accident, & Photo Review Board will review all pursuits**	**The Pursuit, Accident, & Photo Review Board will review all accidents** and photo activations involving City-owned vehicles **Exception:** Accidents involving serious injury, death, a possible felony a. Send these accident reports to the Chief of Police and possibly the County Attorney for review b. Following the Chief/County Attorney review, the board should review the report

Topic	Pursuit Review	Accident Review
2. **Purpose**	**To determine if:** a. The pursuit was necessary and within departmental policy b. There are training needs to be considered c. There are any policy changes to be considered	**To determine:** a. Employee responsibility b. Whether citations and administrative actions are warranted c. Training needs
3. **Required Reports**	a. **Officers** 1) Initiating Officer: a written offense report 2) Each assisting officer: a supplemental report with observations and actions b. **Supervisor** 1) The supervisor monitoring the pursuit completes the Supervisor's Pursuit Report 2) Forward Supervisor's Pursuit Report to the shift commander who shall forward it to the Professional Standards Section within five (5) days of incident	a. **Officers** 1) Investigating Officer: a written offense report 2) Supplements from each assisting officer 3) Photographs b. **Supervisor** 1) Supervisor Accident/Incident Investigation, CC Form 38 2) Vehicle Accident Report, CC Form 73 in a timely manner, but no later than five days after the incident 3) Incident report with all supplements
4. **Professional Standards Section (PSS) Review**	a. **PSS personnel** review all pursuits involving City-owned vehicles b. **Officers or supervisors** may be required to explain actions or submit additional documentation prior to board review or at the request of the board after review	a. **PSS personnel** review all accidents involving City-owned vehicles b. **Employees or supervisors** may be required to explain actions or submit additional documentation prior to board review or at the request of the board after review
5. **Considerations**	a. Does the immediate apprehension of the suspect outweigh the level of danger created by the pursuit? b. Does the pursuit create a greater hazard than previously existed?	a. Was the employee involved in emergency driving? b. Was the employee responding to a call that justifies a rapid response? c. Was the employee responding to an on-view situation requiring immediate attention?
6. **Findings**	a. The board determines the finding(s) b. Finding categories: 1) Within policy 2) Not within policy, specifying General Orders violation(s) 3) Not within policy, but justified c. Possible recommendations: 1) Training issues 2) Policy revisions	a. The board determines the finding(s) b. Findings categories: 1) Within policy 2) Not within policy 3) Not within policy, but justified 4) Citations to be issued (the motor sergeant on the board will issue citations) c. Possible recommendations: 1) Training issues 2) Policy revisions

Rev

Topic	Pursuit Review	Accident Review
7. **Employee Notification of Findings - Pursuit Within Policy**	**The PSS sergeant** will notify the officer and the officer's chain of command of the findings in writing within five days of the board meeting	**The PSS sergeant** will notify the employee and the employee's chain of command of the findings within five days of the board meeting
8. **Employee Notification of Findings - NOT Within Policy**	a. Pursuit not within policy 1) An IA number is issued and the PSS supervisor will conduct the investigation and forward it through the employee's chain of command 2) The employee's chain of command shall recommend disciplinary action, clearly noting mitigating and/or aggravating circumstances if warranted b. Pursuit not within policy but justified c. Training issues d. Recommendations for policy or procedural changes	a. Accident not within policy 1) If the employee is eligible for a Counseling Statement, the PSS Sergeant will complete the Counseling Statement 2) If the employee is not eligible, an IA number is issued and the employee's immediate supervisor will conduct the investigation and forward it through the employee's chain of command 3) The employee's chain of command shall recommend disciplinary action, clearly noting mitigating and/or aggravating circumstances if warranted b. Accident not within policy but justified c. Training issues d. Recommendations for policy or procedural changes
9. **Appeal Process**	If the pursuit is found out of policy after the IA investigation, the employee may appeal or grieve based on appropriate level sanction as outlined in the City's Personnel Rules	a. If eligible for a counseling statement: Within 21 days of the review board's decision, the employee may submit written documentation through their chain of command to PSS stating the reason for the appeal. Chain of command may attach comments. b. The PSS lieutenant coordinates the appeal c. The appeal is heard during the Chief Command Review Meeting. The employee and chain of command is notified of the decision. d. No more than one appeal will be granted e. PSS sergeant completes any required counseling or disciplinary forms
10. **Annual Analysis**	The PSS commander or designee will conduct and submit an annual documented analysis of pursuit reports for each calendar year to include review of policy, reporting procedures, and/or training needs, for Chief's approval	N/A

New

C. REVIEW PROCEDURES FOR PHOTO ACTIVATIONS

Figure 1. Nomination Process – Governmental and Other Vehicles

TYPE	PROCEDURE
1. **NON-GOVERNMENTAL VEHICLES**	Including business and out of state registrations will be processed by the vendor in accordance with the contract
2. **GOVERNMENTAL VEHICLES** (Other than City of Chandler)	Governmental vehicles will be processed by sending a notice to the director of the agency with the request that the activation be reviewed and the nomination process be followed
3. **CITY OF CHANDLER VEHICLES**	**NON-POLICE VEHICLES:** All photo enforcement violations involving other city department vehicles will be forwarded to the appropriate director for the nomination process
4. **CHANDLER POLICE VEHICLES**	All photo enforcement violations allegedly committed by Chandler Police Department vehicles will be forwarded to PSS. PSS will log the notice and attempt to identify the driver. The notice of violation will be forwarded to the employee's direct supervisor. (see figure 2)

Figure 2. Nomination Process – Chandler Police Vehicles

OCCURRED IN CITY OF CHANDLER	OCCURRED IN OTHER CITIES
a. The supervisor will review the violation and instruct the employee to write a memo explaining the action	a. The supervisor will review the violation and instruct the employee to write a memo explaining the action
b. Attach the written justification, unit history, and any other documentation and forward through the chain of command. Each level of supervision will comment whether the employee's actions were justified or not including supporting commentary. The employee's commander will forward all documentation to PSS.	b. Attach the written justification, unit history, and any other documentation and forward through the chain of command. Each level of supervision will comment whether the employee's actions were justified or not including supporting commentary. The employee's commander will forward all documentation to PSS.
c. The Pursuit, Accident, & Photo Review Board will review all submitted documents and make a determination as to whether the employee's actions were justified or not	c. The Pursuit, Accident, and Photo Review Board will review all submitted documents and make a determination as to whether the employee's actions were justified or not
d. If the violation is deemed justified, no action will be taken	d. If approved, the Assistant Chief will send the document and a letter to the originating agency explaining the justification
e. All non-justified violations will be forwarded to PSS for appropriate action	e. All non-justified violations will be returned to the originating agency with the completed nomination form. The decision to cite or not cite remains with the originating agency

D. APPEAL PROCESS: Same process as accident appeals. See B9 above.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-04 MUTUAL AID**	
	Subject **100 Inter-Jurisdictional Coordination**	Effective **09/28/18**

Summary: This order addresses protocol for inter-jurisdictional cooperation with other law enforcement agencies and quasi-public agencies.

A. POLICY

[43.1.5]

1. **EMPLOYEES OF THIS DEPARTMENT WILL COOPERATE FULLY** with members of other law enforcement or public agencies provided that it does not violate departmental policy

2. **THIS DEPARTMENT WILL PROVIDE MUTUAL AID** to surrounding communities and agencies on request, including public and quasi-public agencies (e.g., APS, SRP) needing assistance in emergency conditions

New

3. **EMPLOYEES OF THIS DEPARTMENT WILL AID VICTIMS FROM OTHER JURISDICTIONS** with the purpose of aiding in the initial report and coordinating the transfer to the agency having primary jurisdiction

B. JURISDICTIONAL BOUNDARIES

[46.1.2]

1. **PRIMARY JURISDICTION:** Defined primarily by the geographical limits of the City of Chandler. The department has primary responsibility and authority for law enforcement and other police services within these limits.

2. **STATEWIDE JURISDICTION**: Peace officer powers may extend beyond the geographical boundaries of our agency under certain circumstances. Review **Arizona Revised Statutes, Section 13-3871** and relevant case law to keep informed of such information.

3. **STATE ROUTE 87:** Per intergovernmental agreement, Chandler Police Department assumes the investigation of accidents on State Route 87 from Chandler Heights to the junction of State Route 87 and State Route 587 and inclusive thereof

4. **MARS** (Municipal Area Response System) books will be in Communications, the Records area, and in each supervisor patrol vehicle for reference to geographical locations in the city

5. **PROVIDE ASSISTANCE** to other law enforcement agencies and public and quasi-public agencies outside of normal jurisdictional boundaries under the following guidelines:

   a. **Emergency (Priority 1):** Give assistance on request. Communications will notify the shift supervisor of the request.
   b. **Advanced notice:** The shift supervisor may authorize assistance where advance notice is possible or if the call is not of a priority nature
   c. **Jurisdictional Boundary Confusion:** Chandler Police Department will assume the initial investigation

C. PREPLANNED EVENT

Follow protocol outlined in General Orders D-35.100 Covert Operations: Procedures

D. AID FROM OTHER AGENCIES AND JURISDICTIONS

[46.1.2]

1. **CHANDLER POLICE DEPARTMENT** (CPD) incident commanders will direct and assign specific tasks to units from other agencies

   a. Officers from other agencies will be under the direct control of supervisors from their own agency
   b. Operational control will be under the CPD incident commander

Rev

2. **NOTIFY OTHER AGENCY PERSONNEL** of established CPD procedures for arrests, use of force, and processing prisoners when providing aid

3. **FOLLOW DEPARTMENT OPERATING PROCEDURES** when assisting an agency to establish a temporary holding facility while assisting that department

4. **ANY CPD SWORN SUPERVISOR MAY REQUEST AID** (other than from the National Guard) from another agency; however, the Police Chief or designee will make the request if advance notice is given

5. **TRACK ALL EXPENSES AND PERSONNEL HOURS** for possible reimbursement. During major incidents, you may use a designated resource officer or finance officer under logistical support. In minor incidents, use activity logs.

E. AID TO OTHER AGENCIES AND JURISDICTIONS

[46.1.2]

1. **CHANDLER OFFICERS** will remain under the direct supervision of Chandler supervisors when assisting other agencies

Rev

2. **IF A TEMPORARY DETENTION** facility is needed, it will normally be the responsibility of the requesting agency. Follow arrest, detention, and transportation procedures per CPD policy.

3. **WHILE ASSISTING** another agency, use CPD orders on use of force, prisoner rights, and other enforcement orders unless instructed to do otherwise by a sworn CPD supervisor. No one will authorize any variance which violates department policy of fair and impartial enforcement of the law.

4. **CPD WILL HONOR VALID REQUESTS** for aid based on manpower and resource needs at the time of the request. The Police Chief or designee must authorize any request for a substantial amount of manpower.

5. **WHEN IMMEDIATE POLICE INTERVENTION** outside the City of Chandler is needed, take whatever action is necessary to stabilize the situation and notify the appropriate jurisdiction without delay. Promptly notify the supervisor.

6. **TRACK EXPENSES AND PERSONNEL HOURS** for possible reimbursement using a designated finance officer under logistical support or pulling names and hours from activity logs, as appropriate

New

F. AID TO VICTIMS FROM OTHER JURISDICTIONS

1. **OFFICERS RESPONDING TO CALLS FOR SERVICE** involving victims reporting offenses which have occurred in other jurisdictions will take appropriate action to assist the victim in submitting the initial report to the agency having primary jurisdiction. Officers will explain the need for the agency having primary jurisdiction to complete the investigation.

2. **IN MOST CASES,** assistance will consist of providing the victim with the contact information of the agency having primary jurisdiction and answering any questions the victim may have concerning how to make the report

3. **OFFENSES** which occurred outside the Phoenix valley may necessitate the officer to take the initial report and forward it to the appropriate jurisdiction for investigation *if the victim is having difficulty understanding the process or remains adamant a report be taken*

4. **VIOLENT OFFENSES** which occurred outside the Phoenix valley may require our department's assistance with interviews or medical examinations to preserve evidence. Officers should contact the primary agency to inform them of the offense and determine if assistance is needed. In these cases, officers should notify CIB of the request for assistance and complete the initial report.

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Summary: This order discusses protocol for interacting with specific regional law enforcement agencies.

Rev

A. TRIBAL LAND

1. **THERE IS CONCURRENT JURISDICTION** of federal, state, and county agencies at these locations

   a. Coordinate with the tribal authority (e.g., the Bureau of Indian Affairs, Tribal Police) prior to taking any action on tribal land
   b. Assist the agency having jurisdiction upon request

2. **YOU MAY REMOVE NON-TRIBAL MEMBERS** from tribal land if they have a formal extradition request or verbal or written permission from a member of the appropriate law enforcement agency

B. MILITARY INSTALLATIONS

COORDINATE ALL LAW ENFORCEMENT INVESTIGATIONS on local military bases with military police as follows:

1. **Upon entry,** notify Security Police upon entry when conducting investigations on a base

2. **When detention assistance is needed,** make the request to the Security Police office

   a. **Under routine situations**, the Security Police will arrange to have the suspect's commander bring the suspect to Security Police headquarters at a specified time between 0800 and 1700 hours, Monday through Friday.
      1) Military police advise officers of the time the suspect may be picked up
      2) Make notification 24 hours in advance
   b. **When the immediate arrest** of a military suspect on a military installation is necessary, the Security Police will escort officers to the individual or otherwise arrange for the suspect's arrest

C. FREEWAYS AND STATE HIGHWAYS

DEPARTMENT OF PUBLIC SAFETY (DPS) has the primary responsibility for traffic control and collision investigation on freeways within Chandler. Officers should adhere to the following guidelines:

1. **Do not routinely patrol** the freeways within the city limits. If officers use the freeways, they may take enforcement action on serious violations they observe.

2. **Provide assistance** to the DPS with traffic direction and control during a collision investigation on the freeway upon request

3. **Investigate** criminal incidents which occur on the east half of Interstate 10 which is located within the city limits and on any other freeway within the city limits

Rev

4. **Maintain jurisdiction** for the on and off ramps (for traffic collision investigations) as outlined in the **MARS map**

5. **Investigate collisions on and patrol of State Route 87** from Chandler Heights Road to the junction of State Route 87 and State Route 587 inclusive, per intergovernmental agreement with the Department of Public Safety

D. FIRE DEPARTMENT

POLICE EMPLOYEES WILL GUIDE THEIR INTERACTION WITH FIRE PERSONNEL by the following policies:

1. **Conduct yourself in a professional and cooperative manner** when working with Fire Department personnel,

2. **When exercising authority** at any scene, use good judgment and take into consideration the functions performed by each agency

3. **Consult the highest command staff present** of both agencies before any actions are undertaken at incident scenes (other than immediately necessary, life-saving actions)

4. **At scenes where one agency is obviously in charge** (e.g., fires, crime scene, traffic collisions), consult with the supervisor in charge to coordinate and ensure the provision of the best possible protection and services to the public

E. FEDERAL BUREAU OF INVESTIGATION (FBI)

THE FBI HAS JURISDICTION over the following incidents. Refer incidents regarding the following items to the FBI:

1. **Federal statutes:** With the concurrence of a supervisor, contact the FBI Regional Office immediately on federal crimes of concern

2. **Offenses involving aircraft** including:

   a. **Hijacking**: Seizing a commercial aircraft in-flight by force or violence
   b. **Theft**: The transportation of a stolen aircraft in interstate or foreign commerce, transportation of a stolen aircraft across a state line, and the receiving, concealing, storing, selling, or disposing of stolen aircraft
   c. **Carrying concealed weapon**: For any person, boarding or attempting to board any commercial aircraft, to have on or about his person a concealed or dangerous weapon

d. **Destruction of aircraft or facilities**: The destruction of, or the attempt to destroy, an aircraft engaged in interstate commerce; to damage or attempt to damage any shop, landing area, or other facility used in the operation of such aircraft with the intent to damage or destroy those premises
e. **False reports:** Any person for making or causing to be made a letter, telephone call, or verbal statement threatening to hijack or damage an aircraft or related facilities, including "practical jokers"
f. **Stowaways**: For a person to stow away on any aircraft entering or leaving the United States, including military or commercial aircraft
g. **Cargo theft**: Theft of merchandise being shipped in interstate or foreign commerce by aircraft, or receiving or possession of such property

3. **A criminal act** committed on federal property or a federal reservation

4. **Federally-insured financial institutions** (includes savings and loans)

F. POSTAL SERVICE

1. The Postal Inspection Service has jurisdiction over offenses that relate to the postal establishment, **INCLUDING THE FOLLOWING OFFENSES**:

   a. **Post office burglary or robbery**
   b. **Assault** on a mail custodian
   c. **Theft and/or possession** of mail or pouches stolen from post offices and from rural, star route, apartment house, or street letter boxes
   d. **Theft and/or possession** of stolen Post Office Department property
   e. **Obstructio**n of the mail and/or correspondence
   f. **Forgery** of US Postal money orders or Postal Saving Certificates
   g. **Fraudulent use** of the mails
   h. **Obscene,** extortionate, lottery, and defamatory or libelous matter in the mail
   i. **Explosives,** incendiary devices, poisons, etc., in the mail
   j. **Depredations (plunder)** of the mails by postal employees or others not employed by the Postal Service
   k. **Willful damage** to letter and rural mailboxes, neighborhood delivery collection box unit (NDCBU), or the theft of such boxes

2. **ADVISE THE POSTAL INSPECTION SERVICE OF ALL** postal crimes, non-postal criminal offenses committed by postal employees, and if possible, of catastrophes (e.g., fire, flood) which might adversely affect the operation of the Postal Service

3. **NOTIFY THE POSTAL INSPECTION SERVICE** when a suspect is arrested for a violation of postal laws

   a. Permit the Postal Service agent to interview the suspect
   b. Relinquish custody of the suspect to the Postal Service when the **only** charges are postal law violations

G. SECRET SERVICE

NOTIFY the United States Secret Service of the following for follow-up:

1. **Threats** against the president, vice-president, or the president-elect or vice president-elect
2. **Counterfeit** United States or foreign currency, coins, stamps, or other obligations
3. **Forged or altered** US Treasurer's checks, bonds, or other securities
4. **Mutilated or altered** US or foreign currency or coins
5. **Photographs or other reproductions** of United States currency, stamps, bonds, checks, or other government securities without special authority
6. **Fraud or forgery** involving the federal government (e.g., Social Security checks)

H. BUREAU OF ALCOHOL, TOBACCO, AND FIREARMS (ATF)

ENFORCES ALL FEDERAL FIREARMS REGULATIONS. Notify the ATF for the following offenses:

1. **Prohibited possessor** found in possession
2. Offenses involving **fully automatic or prohibited weapons or explosives**
3. **Transferring of weapons to foreign nationals** for the purpose of transferring the weapons to a foreign country

I. BUREAU OF IMMIGRATION AND CUSTOMS ENFORCEMENT (ICE)

1. **PREVENTS ACTS OF TERRORISM** by targeting the people, money, and materials that support terrorist and criminal activities
2. **IDENTIFIES AND SHUTS DOWN VULNERABILITIES** in the nation's border, economic, transportation, and infrastructure security
3. **ENFORCES IMPORT AND EXPORT LAWS**
4. See General Order E-17 Undocumented Persons and Foreign Nationals for procedures

J. UNITED STATES MARSHAL SERVICE

RESPONSIBLE FOR THE PERSONAL PROTECTION of all federal judges and transportation of federal prisoners. Direct information regarding threats to federal judges or their courts to the District Court Security Coordinator or the Chief Deputy.

Rev

K. ANIMAL CARE AND CONTROL

THE PRIMARY OBJECTIVE of Chandler police officers assisting Animal Care and Control officers is the prevention of disturbances of the peace or criminal activity which would occur in connection with county enforcement related to the Animal Control Ordinance (See General Order E-8 Animal Control for specific details)

L. REGISTRAR OF CONTRACTORS

1. **INVESTIGATORS RESPONSIBLE** for enforcement of ARS Title 32, Chapter 10 Professions and Occupations: Contractors

2. **VIOLATION CODE:** Investigators observing violations will generally cite ARS 32-1151 (No Contractor's License) or a misdemeanor as described in ARS 32-1164
3. **OFFICERS MAKE ARRESTS TO ASSIST** for that violation in the event the offender refuses to sign the promise to appear, provide identification, or does not meet requirements for cite and release under General Order E-10 Arrests

M. ADDITIONAL STATE RESOURCES

1. **DPS OR THE NATIONAL GUARD** may be available when a disturbance or disaster occurs within the city requiring the application of substantial law enforcement assistance

   a. Notify the Police Chief or the Field Operations Division commander for authorization if such manpower is needed
   b. If maximum control becomes necessary, the mayor will request additional assistance from the governor of the state who may proclaim a state of emergency and authorize the mobilization of the Arizona National Guard
   c. All outside agency personnel will be directed to report to the incident commander designated by the Police Chief

2. **SPECIALIZED RESOURCES**, i.e., search and rescue operations, may be requested from agencies such as MCSO, DPS, and the National Guard

N. TASK FORCES

A WRITTEN AGREEMENT will govern the activities of the task force involving other agencies having concurrent or adjoining jurisdictions specifying the use of the task force and the procedures for control and evaluation. The agreement will include, at minimum, the following:

1. **Purpose** of the task force
2. **Authority and responsibilities** of each member of the task force
3. **Accountability** of the task force members
4. **Resources available** to the task force
5. **A specified time for the evaluation of the need** for the task force to continue, when applicable
6. **An evaluation of the task force results** at termination

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-04 MUTUAL AID**	
	Subject **300 Adult Probation**	Effective **02/23/09**

Summary:

[2.1.2] This order discusses protocol for interacting with the Maricopa County Adult Probation Department.

A. GOVERNING LAWS AND POLICIES

1. **ARS 12-253 and ARS 13-916** grant peace officer powers to assist adult probation officers (APOs) and surveillance officers (SOs) in the performance of their duties

2. **ARS 13-901** permits probation officers to arrest a probationer without a warrant or other process and bring the probationer before the court

3. **MARICOPA COUNTY ADULT PROBATION POLICIES** allow some officers to carry weapons. If assistance is requested by adult probation, they will try to advise Chandler Police Department if their officers are armed.

Rev

B. RESPONSE TO REQUESTS FOR ASSISTANCE

1. **WARRANT ARREST**

   a. Determine if the warrant is current and valid when an APO/SO requests assistance with a warrant arrest (*Usually, the probation officer has a copy of the warrant. If not, determine the status of the warrant before assisting.)*
   b. Follow Chandler Police Department policies and procedures when assisting with a warrant arrest
   c. The officer will:
      1) Book and process the probationer into the nearest Maricopa County Jail (MCSO jail procedures do not require that the warrant be entered into the computer system, only that there be a valid warrant)
      2) Complete the appropriate report, and secure whatever property is necessary

2. **ARREST WITHOUT A WARRANT:** APO/SOs have authority to make warrantless arrests

   a. Chandler officers will **assist APO/SO**, if requested, when an APO/SO makes a warrantless arrest (*A warrant has not been issued, as opposed to simply not in the possession of the APO/SO)*
   b. **Transport defendant** to the nearest Maricopa County jail facility
   c. *The APO/SO will book and take responsibility for the prisoner*
   d. Complete an OR regarding the assist

3. **WHEN EVIDENCE OF A SECONDARY CRIME** is uncovered when arresting a probationer, either with a warrant or when assisting an

APO/SO in making an arrest without a warrant, **and** you arrest the probationer for the secondary crime, book and process the same as for any other arrest (*The APO/SO will place a hold on the probationer for the probation violation*)

4. **SECURE ALL EVIDENCE AND PROPERTY** of the probationer when arresting and booking a probationer under the authority of an arrest warrant **or** for a secondary crime

   Exception: When assisting an APO/SO with a warrantless arrest and property in possession of the probationer is a violation of probation terms but possession does not constitute a crime in and of itself (i.e., possession of a weapon), that property is the responsibility of the APO/SO

5. **SEARCHES OF PREMISES WHILE ASSISTING PO**

   a. Police personnel **may** search in conjunction with the POs if requested **or** a search warrant is obtained. This does not restrict officers from providing security for the POs while they are conducting a search.
   b. If evidence of a crime or other contraband is found at a residence during an arrest of a probationer which produces probable cause for a warrant, **seek a warrant before** conducting a search (if there is time for a warrant) unless the probationer is subject to a search at any time term of probation. **State v, Knights, 534 U.S. 112, 122 S.Ct. 587, 151 L.Ed.2d 497 (2001).**
   c. If a search is conducted pursuant to **consent or exigent circumstances**, document the authority for such search ensuring that it complies with these exceptions

6. **NOTIFYING ADULT PROBATION OFFICERS FOR ARRESTS**

   a. When arresting a subject on probation, contact the Adult Probation Department as soon as practical and before the probationer is released
   b. Confirm whether or not an individual is on probation and/or obtain additional information regarding the individual's probation through the Records Unit by completing a LEGIS request form

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-05 HAZARDOUS BODY FLUID EXPOSURE CONTROL PLAN**	
	Subject **100 Prevention**	Effective **10/20/17**

High Frequency/High Severity

SUMMARY: This order establishes procedures for blood-borne pathogen and other infectious disease exposure awareness and prevention control measures.

A. POLICY

Rev

1. **SAFETY AND OCCUPATIONAL HEALTH TRAINS ALL PERSONNEL** in blood-borne pathogen exposure control measures when hired by the City

2. **EMPLOYEES WILL FOLLOW OSHA** standards to ensure safety and health in the workplace

   NOTE: 29CFR Part 1910.1030 is specific to blood borne pathogens and is available on line on Chanweb Safety and Occupational Health's home page - http://chanweb/hr/risk-mgmt/ Safety Manual Chapter 12

3. **CONSIDER ANY PERSON** with whom you come into close contact a potential carrier of an infectious disease and **observe standard precautions** to prevent contact with blood, body fluid(s) or other potentially infectious materials

B. DEFINITIONS

Figure 1. **OSHA Definitions Related to Infectious Disease Control**

Rev

Term	Definition
1. Blood	Human blood, human blood components, and products made from human blood
2. Blood-borne Pathogens	Pathogenic microorganisms that can be present in human blood and can cause disease in humans, including, but are not limited to, hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV)
3. Contaminated	The presence or reasonably anticipated presence of blood or other potentially infectious materials on an item or surface
4. Decontami-nation	The use of physical or chemical means to remove, inactivate, or destroy blood borne pathogens on a surface or item to the point where they are no longer capable of transmitting infectious particles; and the surface or item is rendered safe for handling, use, or disposal
5. Exposure Incident	A specific eye, nose, mouth, or other mucous membrane; non-intact skin (cuts, abrasions); or parenteral (needle sticks, puncture wounds, human bites) contact with blood or other potentially infectious materials that results from the performance of an employee's duties
6. Other Potentially Infectious Materials	The following human bodily fluids: semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any bodily fluid that is visibly contaminated with blood, and all bodily fluids in situations where it is difficult or impossible to differentiate between bodily fluids
7. Personal Protective Equipment (PPE)	Specialized clothing or equipment worn for protection against a hazard, including items such as CPR masks, latex or Nitril gloves, goggles, lab coats, etc. General work clothes, such as uniforms, pants, shirts, or blouses, not intended to function as protection against a hazard are not considered to be personal protective equipment.

8. Standard Precautions	An approach to infection control where all human blood and certain human bodily fluids are treated as if known to be infectious for HIV, HBV, HCV, and other blood-borne pathogens

C. PREVENTION OVERVIEW

POLICE WORK MAY EXPOSE YOU to communicable diseases, such as Hepatitis B, Hepatitis C, HIV (AIDS), meningitis, herpes, tuberculosis, or other infectious or communicable diseases on duty (see chart for transmission details for each disease). Infected individuals may not know that they have a communicable disease, or they may choose not to reveal that fact to department personnel.

1. **USE PRECAUTIONS AND PROTECTIVE MEASURES** based on sound evaluations of available facts, good judgment, and standard precautions

2. **EMPLOYEES IN ASSIGNMENTS** at risk for biohazard exposures will be issued an infection control kit containing protective gloves, facemask, eye shields, shoe coverings, syringe tube, biohazard bag and stickers, and waterless hand sanitizer

   a. Employees will maintain the contents of their issued kit
   b. The Department will maintain replacement items

D. HEPATITIS B INOCULATION PROGRAM

Figure 2. **Hepatitis B Inoculation Program**

Element	Conditions
1. **Personnel Categories At Risk for Exposure**	Are offered hepatitis B inoculations and annual training in blood borne pathogens, including: a. **All Sworn Employees, Reserves, And Detention Officers:** When on duty, these employees will make arrests, conduct persons and property searches, and collect potentially infectious evidence b. **Property Custodians:** During the normal course of their duties, these employees may collect, store, and destroy evidence that may be contaminated with infectious bodily fluids c. **Forensic Identification Unit Personnel:** During the normal course of their duties, these employees are responsible for the collection and processing of evidence that will consist of or may be contaminated by potentially infectious bodily fluids d. **Volunteers In Policing** whose position duties may expose them to bodily fluids (e.g., Motorist Assist) e. **Phlebotomists:** Sworn officers and civilian employees or volunteers who have been approved for the phlebotomy program by the police department may be at risk during specimen collection
2. **Hepatitis B Vaccine Series**	a. Is available for all employees at risk for exposure listed above b. Is provided at no cost to the at-risk employee c. Will be administered by the department's contracted licensed health care provider
3. **Administration**	**The Professional Standards Section** will ensure that Hepatitis B vaccine is made available to any employee in an at-risk category after the employee has received the training required, and **within 10 working days** of initial assignment to a job that has risk of occupational exposure.

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4. **Employees Not Wishing To Participate**	a. Employees opting out of the inoculation program: 1) Must sign a declination form 2) May opt to participate at any time in the future after initial rejection by completing the immunization request form with supervisor signature (form found on Chanweb –Safety and Occupational Health – under *BLOOD EXPOSURES / GUIDELINES*), then contact the licensed health care provider schedule an appointment for vaccination b. Reasons for opting out of program: 1) Employee previously received the complete hepatitis B vaccination series 2) Employee's antibody testing has revealed the employee is immune 3) Vaccine is contraindicated for medical reasons 4) Employee wishes to decline

E. PREVENTIVE MEASURES

Figure 3. **Infectious Disease Prevention Guidelines**

Measure	Guidelines
1. **Engineering Controls**	When possible exposure to bodily fluids is anticipated: a. **Limit number of employees** and amount of exposure time to the minimum necessary to safely accomplish needed tasks b. **Wash hands immediately** or as soon as feasible after removal of gloves or other personal protective equipment (PPE), including after using antiseptic hand cleanser or antiseptic towelettes c. **Needles/Razors:** Take precautions to avoid needle punctures and razor or knife cuts during searches and pat-downs 1) **During phlebotomy** use controls such as gloves, arm stabilization, and readily available sharps disposal container 2) **Exercise extreme care handling syringes** and sharp objects as evidence. Two pairs of gloves may be necessary to help avoid the possibility of punctures. Package needles in evidence tubes to prevent accidental stabbing. Use single-handed scoop or drop technique instead of two-handed approach. 3) **When searching purses**, bags, etc., dump out contents if possible. Avoid reaching into bags, purses, etc., with bare hands. 4) **Do not bend, recap, or remove contaminated needles** or other sharps except with a mechanical device or other approved method to reduce the risk of exposure unless it has been documented that no feasible alternative exists at the time d. **Transporting liquid blood samples** 1) Carry all vials in a sealed plastic bag with a biohazard label or in a spill-proof container to avoid direct contact with blood in the event of accidental breakage 2) Never place blood vials in a pocket 3) If containers leak, place them in a second non-permeable container 4) To transport syringes or any sharp items, place items in appropriate container, seal ends, and mark accordingly e. **For syringes** or sharp objects, place in appropriate container, seal ends, and mark accordingly f. **Seal potentially infectious evidence** with evidence tape (do not staple) and always mark with appropriate warnings, such as biohazard warning stickers (Drop spent Taser® barbs into the Taser® casing and secure with biohazard tape) g. **Do not keep food and drink** in refrigerators, freezers, shelves, or cabinets, or on counter tops or bench tops where blood or other

1. *Engineering Controls, cont.*	potentially infectious materials are present or stored h. **DO NOT eat, drink, smoke**, apply cosmetics or lip balm or handle contact lenses in areas where there is or may have been exposure to blood-borne pathogens or other potentially infectious materials. i. **You should always thoroughly wash** your hands with soap and water after removing gloves, or first use waterless hand sanitizer until soap and water becomes available
Rev 2. **Personal Protective Equipment (PPE)**	The supervisor of any at-risk employee will ensure that appropriate PPE is available a. For **wounds** or cuts that may come into contact with bodily fluids 1) Cover wounds 2) Do not directly touch open skin lesions, and avoid any exchange of blood or bodily fluids 3) Wear gloves when you can reasonably anticipate that you may have hand contact with blood or other potentially infectious materials, mucous membranes, and non-intact skin, and when handling or touching contaminated items or surfaces b. **Facemasks** 1) **You may** wear a facemask when dealing with persons who are actively coughing or when it is suspected or known that an individual has a disease which is transmitted through respiratory droplets (tuberculosis, chicken pox, measles, SARS) 2) **You should** place a facemask over the nose and mouth of the individual with symptoms to eliminate or minimize the risk of transmission to others c. **During phlebotomy:** Wear gloves and lab coat. If needed, you may wear eye protection (goggles/shield), facemasks or shoe coverings. d. Sharp objects: You may use syringe tubes **for scooping or containing these objects** (obtain from Property) e. Use department-issued disposable pocket CPR facemasks (from quartermaster) with the one-way valves when it is necessary to resuscitate an individual f. **When handling dead bodies,** wear gloves g. Remove all PPE prior to leaving the work area, appropriately disposed of it, and wash hands thoroughly with soap and water **Exception:** Under rare and extraordinary circumstances, you may refrain from using PPE if, in your professional judgment in that specific instance, equipment use would prevent the delivery of health care or public safety services or would pose an increased hazard to the safety of the victim, yourself, or others a. Fully document exceptions b. The department's safety officer/legal advisor will review to determine if changes can be instituted to prevent reoccurrence of such instances in the future

F. UNIT RECOMMENDATIONS

Figure 4. **Specific Unit Recommendations for Handling Biohazard Materials**

Unit	Recommendations
1. **Forensic Service Section**	a. **Minimize splashing**, spraying, spattering, and generation of droplets of blood or other potentially infectious materials (dry or wet) when handling them b. **Cover work surfaces** with material impervious to liquids c. **Bag all used disposable equipment and clothing** in a biohazard bag and put it in the proper container at the Property building d. **Do not pick up potentially contaminated broken glassware** with bare hands; use mechanical means e. **Bring questionable situations** to the attention of immediate supervisors f. **DO NOT** eat, drink, apply cosmetics or lip balm, or handle contact lenses in work areas where there is a reasonable likelihood of exposure g. **Do not keep food and drink in refrigerators**, freezers shelves, or cabinets, or on counter tops or bench tops where blood or other potentially infectious materials are present
2. **Evidence And Property Unit**	a. **Incinerate biohazard bags** and items to be destroyed at the earliest opportunity because of disease contamination b. **Use extreme care** when handling biohazard bags and containers to protect yourself from exposure c. **When handling biohazard bags** containing contaminated items for incineration, wear latex or **Nitril** gloves and other PPE as needed d. Take appropriate precautions when handling or transporting **liquid blood vials** or other items containing biological fluids. Store in spill-proof, leak-proof, properly marked containers.
3. **Detention Unit**	a. Wear gloves when searching prisoners or property b. Cover a person's nose and mouth with a mask when searching persons actively coughing and when infectious disease such as TB is suspected c. Follow decontamination procedures outlined in this order when cleaning up blood or bodily fluid stains
4. **Evidence Drying Cage**	When using the drying cage, use protective gloves to prevent possible cross contamination

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G. DISINFECTION AND DECONTAMINATION

Figure 5. **Decontamination Options**

Situation	Methods
1. **General Housekeeping Procedures**	a. Clean and decontaminate all equipment and work surfaces after contact with blood or other potentially infectious materials b. Decontaminate work surfaces (e.g., phlebotomy draw area) with an appropriate disinfectant after completion of procedures (e.g., Cavicide® or a solution of 1 part bleach to 10 parts water) c. Place all regulated waste (e.g., phlebotomy materials) in containers which are closable, leak proof for fluids, labeled properly, closed, and place in a second container if necessary ***Note:*** *The bleach solution of* ***1:10*** *with water is only good for* ***24 hours*** *when mixed together per OSHA guidelines. Cavicide® or other hospital grade disinfectant may also be used.* *Contaminated clothing, equipment, parts, tools, etc. shall not be handed off*

Situation	Methods
	from one employee to another unless the items are properly sealed in an appropriately marked bag or container; and the contamination hazard is clearly conveyed to the recipient.
2. **Personnel Contaminated With Blood or Bodily Fluids**	a. Wash with soap and water as soon as possible b. Use alcohol gel or waterless hand sanitizer for convenience in the field if running water is not available. c. Wash hands or other bodily parts that become directly contaminated with blood or bodily fluids as soon as possible with soap and warm water d. If blood or bodily fluid(s) make direct contact with eyes, nose or mouth, immediately **flush** eyes thoroughly with water continually for a minimum of 10 minutes e. Follow the guidelines for post exposure as outlined on the Safety and Occupational Health webpage on Chanweb under the section: BLOOD EXPOSURES / GUIDELINES.
3. **Cleaning Up Bodily Fluid Spills**	a. Employees shall wear gloves when cleaning up suspected blood or bodily fluid spills b. Blood or bodily fluid spills will be cleaned with a hospital-grade disinfectant liquid or a 1:10 solution of bleach and water 1) Wet the spill with decontaminant 2) Let solution sit for several minutes then wipe up 3) Place all disposable materials in a biohazard bag and place in container marked for incineration 4) Clean the surface once more to disinfect
4. **Disinfecting Contaminated Clothing**	a. **Change out of contaminated clothing items** as soon as feasible and seal them in a biohazard bag until they can be decontaminated 1) You may wash clothing with soap and a 1:100 solution of bleach and water prior to drying clothes 2) You should use disposable gloves when handling contaminated clothing; then run two to three loads of 1:100 solution of bleach and water to clean washing machine 3) Do not combine contaminated clothing with other non-contaminated clothing 4) Boots and leather goods may be brush-scrubbed with soap and hot water to remove contaminants (wear eye protection) b. **Wash any exposed bodily surface** with soap and water, except eyes or mucus membranes - simply flood with water for a minimum of 10 minutes
5. **Disinfecting Contaminated Vehicle Parts**	Select one of the following methods of decontamination. Personnel must use proper PPE to protect themselves during decontamination: a. Scrub vehicle parts exposed to blood, bodily fluids, or contaminated clothing with a 1:10 solution of bleach and water. Allow the area to soak in the bleach solution for 5-10 minutes, if possible. Rinse thoroughly. Wipe down once more with 1:10 bleach. Sun dry if possible. b. As an alternative to bleach, Cavicide® may be used. Spray surface thoroughly and let soak 10 minutes. Clean any debris from surface. Lightly spray, wipe, and air dry to disinfect. c. For significant contamination, contact a Fleet Aide to arrange for professional cleaning
6. **Disinfecting Contaminated Equipment**	a. **For non-disposable equipment** (handcuffs, helmets, nightsticks, flashlights), use Cavacide® disinfectant spray or a 1:10 solution of bleach and water. Wear face protection (if there will be a splash) and gloves while cleaning these items. b. **Place disposable items** not of an evidentiary value into a plastic biohazard bag for disposal, including gloves and other items of protective clothing if grossly contaminated. Minimally soiled items can be disposed of in regular trash.

7. **Handling Disposable Contaminated Items**	a. Place all grossly contaminated disposable items including **gloves and items** of protective clothing in biohazard bags after use and carefully place in designated container at the sallyport or Property so as not to tear the bags and to ensure that they remain sealed. Dispose of items with minor soil in the regular trash. b. **Persons collecting and handling** biohazard bags will wear gloves c. Evidence and Property personnel will pick up biohazard bags from the designated locations on a timely basis and placed them in a freezer until they can be incinerated

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-05 HAZARDOUS BODY FLUID EXPOSURE CONTROL PLAN**	
	Subject **200 Post-Exposure Procedures**	Effective **09/28/18**

High Frequency/High Severity

SUMMARY: This order gives guidance for reporting blood borne pathogen or other infectious and communicable disease exposures and post-exposure documentation and actions in compliance with the Federal Register 29 CFR Part 1910.

A. BLOOD EXPOSURE RESOURCES

Figure 1. **Significant Blood or Other Infectious Disease Exposure Response**

Issue	Action
1. **Notifications** ***Banner Occupational Health Post-Exposure Prevention Line:*** [redacted]	a. **FOR SIGNIFICANT BLOOD OR BODY FLUID EXPOSURE to** a known, high-risk individual, **you must**: 1) **Notify** your supervisor 2) **Call** the Banner Health Post-Exposure Prevention (PEP) Line **within 15 minutes of the exposure. Time is of extreme importance.** *(The provider will discuss the exposure with you and determine the need for HIV-preventive drug treatment. If medications are indicated, the provider will call in your prescription to the pharmacist at the nearest 24-hour Walgreens so that your medicine will be ready when you arrive.)* 3) **Complete** Significant Exposure to Bodily Fluids form and City CC-38 form and submit to Medical Leave Coordinator 4) **Follow up** with Banner Health as recommended by PEP provider
City's Medical Leave Coordinator: [redacted]	b. **SUPERVISOR WILL:** 5) Obtain Post Exposure Packet and follow included instructions 6) Immediately notify the on-duty lieutenant 7) Contact legal advisor 8) Ensure proper forms are completed (Supervisor's Accident/Incident Investigation CC38 and Report of Significant Work Exposure to Bodily Fluids (ICA 41-400)) and forwarded to the Professional Standards Section (PSS) staff the next business day
	c. THE LIEUTENANT, WHEN NOTIFIED of an exposure**,** either by a supervisor or a medical facility, will: 9) Ensure legal advisor has been contacted 10) Make a list of all department employees who were exposed to blood or who may have been exposed to an infectious or communicable disease 11) Have all equipment that was used and any clothing that was worn by employees exposed during any questionable incident inspected and decontaminated as directed in this order in E-05.100 12) Unless immediate after hours assistance is needed, contact Medical Leave Coordinator the next business day

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Issue	Action
	or as soon as practical during normal business hours and forward the following information which should be contained in the related report: a) Names of all exposed personnel b) How personnel were exposed c) Location of exposure occurrence d) Name of source individual
2. **Approved Medical Facilities** a. Banner Chandler [redacted] b. Banner Gateway [redacted] c. Banner Good Samaritan [redacted]	**USE ONE OF THE FOLLOWING FACILITIES:** a. Banner Chandler Occupational Health Clinic 1979 W. Ray Rd, Chandler, AZ **Monday-Friday 0700 – 1800 hrs** b. Banner Gateway Occupational Health 1920 N. Higley Rd, Ste 108, Gilbert, AZ **Monday-Friday 0700 – 1800 hrs** **Saturday 0800 – 1600 hrs** c. Banner Good Samaritan Occupational Health Clinic 1300 N. 12th Street, Suite 520, Phoenix, AZ **Monday-Friday 0600 – 2200 hrs** **Saturday-Sunday 0800 – 1600 hrs**
3. **Medical Treatment**	**Confidential** medical exam and follow up provided by Banner Health's Post-Exposure Prevention (PEP) Program includes: a. Blood test of source individual, if consent or court order is obtained with results revealed to the exposed employee. Document if not obtained. **See Subsection E below**. b. Confidential baseline blood test for the exposed employee, with consent c. Post-exposure preventive medication when medically indicated, counseling, and evaluation of reported illnesses d. Health care professional's written opinion within 15 days of the completion of the evaluation e. Follow-up blood testing as requested by the PEP provider based on exposure type and source of exposure
4. **Blood Testing**	a. A completed Sonora Quest Requisition form **must** accompany the blood specimen b. **DO NOT** give any consent forms, court order, or any other paperwork to the lab * The requisition is the only form that goes to the lab. c. All other forms must be faxed to Banner Health at [redacted], (including consent form and court orders.) d. Take blood sample to Sonora Quest Labs: 1255 W. Washington Street, Tempe, AZ 85281 **DO NOT JUST LEAVE THE BLOOD ON THE COUNTER** **YOU MUST HAND THEM OFF TO A HUMAN BEING**

B. RECORDS REQUIREMENTS

Figure 2. **Requirements After an Exposure**

Subject	Requirement
1. **Required Forms**	**Must** complete and submit to the assigned PSS staff **before end of shift.** PSS staff will forward copies to the City's Medical Leave Coordinator a. Exposed employee completes and submits a Report of Significant Work Exposure to Bodily Fluids form **Form ICA 41-100** b. Supervisor completes and submits a City of Chandler Supervisor's Accident/Incident Report, **CC Form 38**
2. **Records Retention**	Human Resources Division keeps employee records of occupational exposure: a. For the duration of **employment plus 30 years** b. Confidential and not disclosed or reported to any person without the employee's express **written consent**

C. DEPARTMENT SAFETY LIAISON

1. **IS DESIGNATED BY THE OFFICE OF THE CHIEF**
2. **REVIEWS ALL** disease exposure incidents for possible training needs and reviews the event with the City's Medical Leave Coordinator
3. **SECURELY MAINTAINS** all exposure incident records
4. **REPRESENTS THE POLICE DEPARTMENT** in meetings with the City's Occupational Safety and Health representatives

D. TRAINING

1. **THE TRAINING UNIT WILL:**
   a. Provide training on the department's exposure control plan, Hepatitis B program, basic use of personal protective equipment, and post- exposure procedures for all new employees in at-risk assignments *(City's Safety Coordinator will complete initial training for Hepatitis B and offer Hepatitis B vaccination during new employment training)*
   b. Provide annual refresher training for all at-risk assignments to include blood borne pathogens update, exposure control plan, and review of exposure prevention and reporting for other infectious diseases
2. **CITY'S SAFETY COORDINATOR OR MEDICAL LEAVE COORDINATOR** provides annual refresher training for phlebotomists and other at-risk assigned employees

E. OBTAINING BLOOD FROM SOURCE SUBJECT

Source Subject: The person whose blood or bodily fluids have been transferred to the employee

1. **OBTAIN BLOOD FROM SOURCE SUBJECT BY CONSENT OR COURT ORDER** if an employee has a significant exposure to blood or other bodily fluids
2. **POST EXPOSURE PACKETS** are located at the main station and each substation and contain**:**
   a. Tubes to collect blood samples from the source subject
   b. Instructions and forms for handling the exposure, reporting the exposure, obtaining blood samples by either consent or court order, and submitting the blood samples to the lab for analysis

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TUBERCULOSIS EXPOSURE GUIDELINE PART I *

Person with Suspect * Active TB Disease

*2 or more symptoms (cough more than 3 weeks, loss of appetite, weight loss, fatigue, fever, night sweats, chills,) person reports a positive TB skin test, chest x-ray changes, or treatment for active disease.

The following situations increase risk of exposure to TB: incarceration, homeless shelter, IV drug user, foreign born, migrant farm worker, inmate, some nursing homes, and living with someone who has active TB disease.

If you suspect active TB disease:

Place a surgical mask or disposable respirator over the nose and mouth of TB suspect person until TB can be ruled out.

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1. Notify the on-call legal advisor and the Banner Post exposure line 602-747-8364 and CorVel 877-764-3574. .
2. Make a list of all employees, volunteers, and others who were in the same air space as the suspect person. Note those with face-to-face or confined area contact* (small room, automobile) with the person.

TB ruled out?

YES → **STOP** No further action needed

NO

AFB Smear Positive?

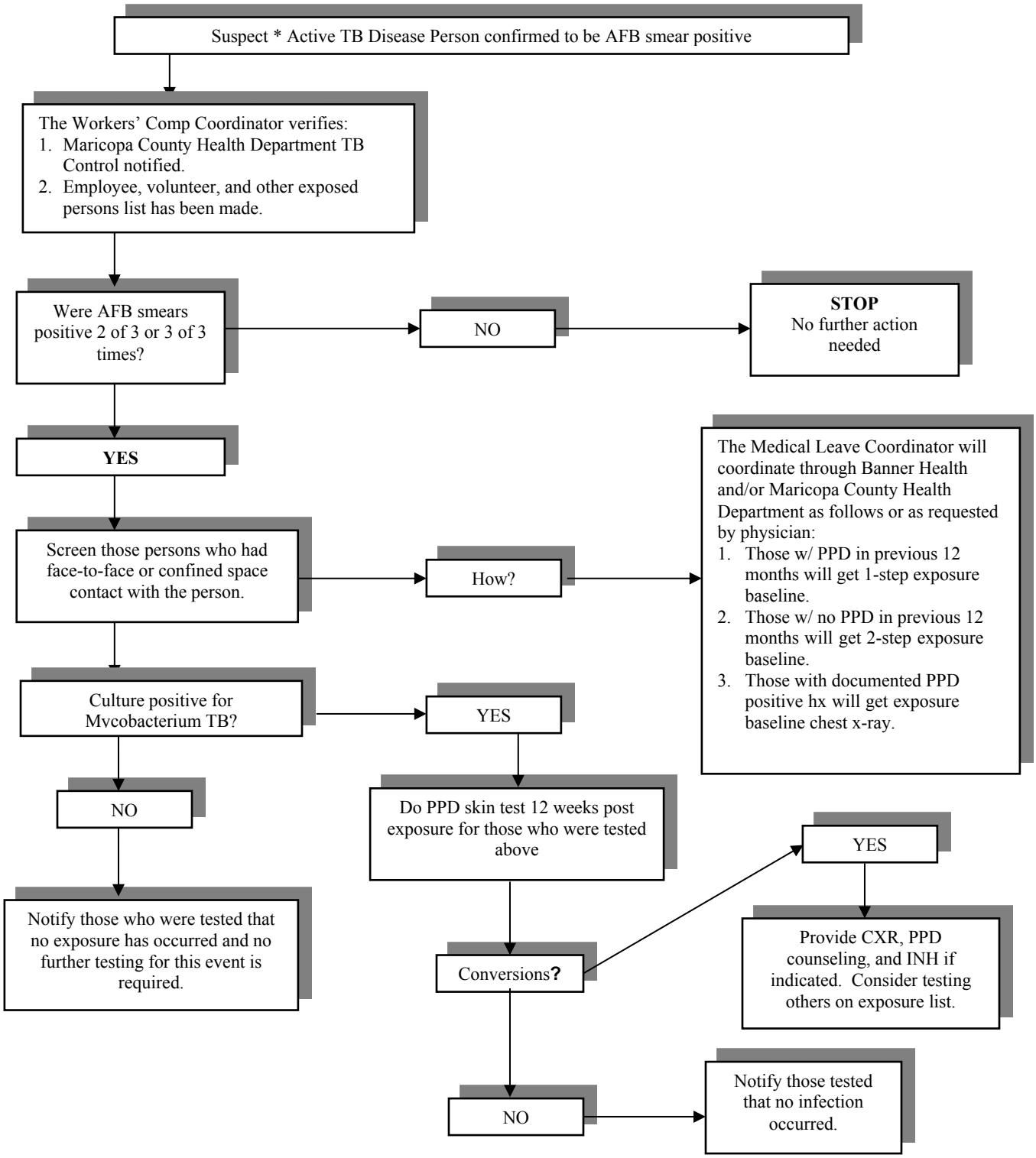
YES → Refer to Post-Exposure Action Plan

*** It is recommended that persons with face-to-face confined area contact with TB suspect person wear a N-95 disposable respirator**

TUBERCULOSIS POST-EXPOSURE GUIDELINE PART II

TUBERCULOSIS FACTS

Exposure to TB/The TB Skin Test



WHAT IS TB?

"TB" is short for a disease called tuberculosis. TB is spread by tiny germs that can float in the air. The TB germs may spray into the air if a person with **TB disease** of the lungs or throat coughs, shouts, or sneezes. Anyone nearby can breathe TB germs into their lungs.

TB germs can live in your body without making you sick. This is called **TB Infection**. Your immune system traps TB germs with special germ fighters. Your germ fighters keep TB germs from making you sick.

But sometimes, the TB germs can break away and multiply. Then they cause **TB Disease**. The germs can attack the lungs or other parts of the body. They can go to the kidneys, brain, or spine. If people have **TB Disease**, they need medical help.

HOW WAS I EXPOSED TO TB?

You may have been exposed to TB if you spent time in close contact with someone with **TB disease** of the lungs or throat. You can only get infected by breathing in TB germs that person coughs into the air. You cannot get TB from someone's clothes, drinking glass, handshake, or toilet.

HOW DO I KNOW IF I HAVE TB INFECTION?

If you have been exposed to TB germs, you will be given a TB skin test. If it is "positive," you probably have **TB Infection**. If it is "negative", you may be retested in a few weeks, just to be sure. If you do have **TB Infection**, you may need medication.

A skin test is the only way to tell if you have **TB Infection**. This test is usually done on the arm. A small needle is used to put some testing material, called tuberculin, under the skin. In two or three days, a health worker will check to see if there is a reaction to the test. The test is "positive" if a bump about the size of a pencil eraser or bigger appears on your arm. This bump means you probably have **TB Infection**. If you have **TB Infection**, there is only a 5-10 percent lifetime risk of developing **TB Disease**. If preventive medication is given, this decreases your lifetime risk of developing active **TB Disease** to less than 1 percent.

NOTE: IF YOU HAVE EVER HAD A "POSITIVE" REACTION TO A TB SKIN TEST OR IF YOU HAVE BEEN TREATED WITH TB DRUGS IN THE PAST, PLEASE TELL THE HEALTH WORKER BEFORE THE TB SKIN TEST IS DONE.

SOURCE: CDC U.S. GOVERNMENT PRINTING OFFICE: 2001-637.008

City of Chandler Safety Manual: Chapter 12
Appendix C: Communicable, Infectious, and Biological Agent Exposure Guideline

Disease/ Agent	Signs & Symptoms	Incubation Period	Mode(s) of Transmission	What constitutes an exposure?	Isolation Precautions	Decontamination Procedures	Post-Exposure Prophylaxis or Vaccine	Post-exposure Restrictions
Anthrax/ Bacillus Anthracis	Inhalation Exposure: flu-like symptoms, fever, headache, cough, later high fever, respiratory distress, collapse Skin Exposure: vesicle forms, ruptures, black escar accompanied by fever and headache	1-60 days (usually 1-6 days)	Inhalation of airborne bacteria (for pulmonary) Direct contact with broken skin or wounds Ingestion of contaminated food source	Human contact with the bacteria through inhalation, ingestion or skin inoculation Not transmitted human to human	Standard Precautions Skin precautions if lesions present on the skin Contain in plastic any material suspected of anthrax and call fire department hazmat	Clothing or bedding-routine laundering in hot water and dryer. Surfaces – clean with 1:10 bleach or sporicidal germicide Disinfect surfaces at least 10 minutes.	Ciprofloxacin or doxycycline may be given following confirmation of exposure to the bacteria itself – not for exposure to the infected patient	None
Botulism/ Clostridium botulinum	Acute: afebrile, symmetric descending paralysis, diplopia, dysarthria, dysphagia, dysphonia, ptosis, photophobia Later: skeletal muscle paralysis & abrupt respiratory failure	Range of 6 hours to10 days, usually 12-36 hours after ingestion	Inhalation or ingestion	Inhalation if aerosolized Ingestion contaminated food Not transmitted human to human	Standard precautions	Aerosolized wash skin with soap and water, cleanse surfaces with 1:10 bleach solution for 10 –15 minutes, launder clothing	No Vaccine available, contact AZDHS	None
Brucellosis/ Brucella species	Acute non-specific febrile illness with fever, chills, sweats, headache, fatigue, aching, lymphedema, splenomegaly	Range 5 to 60 days, usually 1-2 months	Direct contact with eyes or broken skin, inhalation, or ingestion	Veterinary and farmer occupational exposure to milk or animal birthing. Ingestion of contaminated food Not transmitted human to human	Standard Precautions Skin precautions if lesions present on the skin	Routine cleaning and surface disinfection	Doxycycline rifampin No vaccine	None
Campylobacteriosis camphylobactor	Watery bloody diarrhea, cramping, abdominal pain malaise, fever, nausea/vomiting	Range 1-10 days usually 2-5 days	Ingestion of contaminated food or water Contact with infected people/animals	Handling or eating raw or under cooked poultry or food prepared on surfaces contaminated with raw poultry juice	Standard Precautions Stool Precautions	Hand washing. Clean surfaces and utensils with soap, water and use 1:10 bleach or other suitable disinfectant	None	Restrict until diarrhea subsides
Cholera/ Vibrio Cholerae	Sudden onset of vomiting, watery diarrhea, abdominal distention, headache, and pain with little or no fever	4 hrs–5 days	Ingestion	Ingestion of food or water contaminated with fecal matter	Standard Precautions	Hand washing Disinfect items contaminated with fecal matter before use Laundry of clothing & linens	Tetracycline or doxycycline Vaccine not effective	Restrict until after diarrhea subsides
Conjunctivitis – (Pink Eye)	Eye red, itching, pain, mucous discharge	Range 12hrs-12 days	Contact with eye discharge	Autoinoculation	None – use good hand washing	Clean surfaces with disinfectant	None	None
Diphtheria corynebacterium diphtheriae	Mucopurulent to blood tinged nasal discharge, sore throat, fever, chills anorexia, nausea,	Range 1-10 days (usually 2-5 days)	Direct contact, indirect contact, airborne droplets	Close personal contact such as kissing, sharing utensils. Inhalation of respiratory droplets.	Standard Precautions Respiratory Precautions	Routine cleaning, disinfectants, and laundering of contaminated items	For close household contacts diphtheria booster and antibiotics	dT booster then observe for 7 days after exposure

Disease/ Agent	Signs & Symptoms	Incubation Period	Mode(s) of Transmission	What constitutes an exposure?	Isolation Precautions	Decontamination Procedures	Post-Exposure Prophylaxis or Vaccine	Post-exposure Restrictions
	vomiting, headache, airway obstruction			Rarely direct contact with skin lesions	No need 48 hours after antibiotics			
Hepatitis A **Hepatitis A Virus**	Fever, malaise, anorexia, nausea, abdominal pain, dark urine, jaundice	15-50 days	Fecal-oral	Ingestion of food or water contaminated with fecal matter	Standard Precautions Good hand washing	Good hand washing Routine laundering, surface disinfection	HAVIG Vaccination	None
Hepatitis B **Hepatitis B Virus**	Varies- asymptomatic to fatal including: anorexia, nausea, abdominal pain, vomiting, joint pain, headache, dark urine, jaundice	6 weeks to 6 months	Infected blood or body fluid enters body of another	Spray or splash of blood or body fluid to eyes, nose, mouth, contact with broken skin, puncture with contaminated sharp or unprotected sexual activity	Standard Precautions	If exposure occurs immediately wash the exposed area with copious amounts of water or normal saline	HBIG Vaccination	None
Hepatitis C **Hepatitis C Virus**	60-70% asymptomatic 20-30% jaundice alone 10-20% anorexia, malaise, abdominal pain	6 weeks to 9 months	Blood to blood	Infected blood enters through cut, puncture or needle stick exposure Rarely mucous membrane exposure (e.g. unprotected sexual activity)	Standard Precautions	If exposure occurs immediately wash the exposed area with copious amounts of water or normal saline Surface disinfection	None	None
Herpes Zoster (Shingles) **Varicella virus**	Numbness, tingling, itching, pain, and clusters of vesicle form a linear pattern on one side of the body	Unknown May occur decades after the primary chicken pox event	Direct contact with vesicular exudates	Contact and possibly shared air space	Standard Precautions	Routine laundering and surface disinfection	VZIG indicated for those who are immuno-compromised None if already immune	Varicella seronegative contacts may get chicken pox – vaccinate and isolate day 10-21 post-exposure
Human Immunodeficiency Virus (HIV)	Flu-like symptoms, swollen glands. Later: tiredness, anorexia, weight loss, diarrhea, night sweats Many people are asymptomatic	HIV antibodies detectable in 1 to 6 months	Blood or body fluid of infected person enters the body of another person	Infected blood enters through cut, puncture or needle stick exposure Mucous membrane exposure (e.g. unprotected sexual activity)	Standard Precautions	If exposure occurs immediately wash the exposed area with copious amounts of water or normal saline Surface disinfection	Immediately contact Banner Healthcares PEP line For evaluation and treatment	None
Impetigo	Red itch rash on face, arms or legs	Varies: 4-10 day	Direct contact	Sharing towels, locker rooms, contact with surfaces shared with infected person	Standard Precautions	Routine laundering surface disinfection	None	None
Measles (Rubeola)	Fever, cough, coryza, conjunctivitis, rash begins at hairline and moves down to feet	8-21 days	Airborne or contact with droplets	Share air space with the infected person for up to two hours after person leaves the area	Respiratory Isolation Standard Precautions	Close down the area for 2 hours then disinfect surfaces	MMR vaccination unless already immune	MMR within 72 hours none. Non-immune isolate day 7-22
Meningitis Bacterial	Rapid onset of malaise, fever, chills, myalgia, headache and stiff neck	1-10 days	Direct contact w/ respiratory secretions (large droplet)	Direct saliva to mucous membrane contact such as: CPR, placing a NG tube or intubating	Standard Precautions Droplet Precautions	Routine laundering surface disinfection	Cipro 500 mg x one dose Rifampin 600 mg BID x 2 days	None
Mumps (Pavotitis)	Systematic disease w/ swelling of the salivary glands, meningeal symptoms, orchitis (1/3 have no symptoms)	Range 12-25 days (usually 16-18 days)	Droplet (up to 9 days after start of symptoms)	Face to face or direct contact with droplets	Standard Precautions Droplet Precautions	Routine laundering and surface disinfection	None Vaccination prior to exposure	None following exposure, if illness 9 days after onset of symptoms
Pertussis (Whooping	Mild URI with violent	Range 4-42	Close contact	Household contacts and	Standard Precautions	Routine laundering	Erythromycin 500	None following

Disease/ Agent	Signs & Symptoms	Incubation Period	Mode(s) of Transmission	What constitutes an exposure?	Isolation Precautions	Decontamination Procedures	Post-Exposure Prophylaxis or Vaccine	Post-exposure Restrictions
Cough) **Bordatella pertussis**	coughing fits with whoop at end, vomiting & exhaustion	days (usually 7-10 days)	face to face w/ respiratory droplets	repeated contact 3-4 hours per day	Droplet Precautions	and surface disinfection	mg qid x two weeks Vaccination	exposure, if ill restrict until after antibiotics
Plague/ **Yersinia pestis**	High fever, chest pain, cough, malaise, nausea, vomiting, diarrhea, abdominal pain, hemoptysis, mucopurulent or watery sputum	1-6 days	Inhalation, flea bite, direct contact with blood or infected tissues	Human to Human via large aerosolized droplets	Standard Precautions Airborne precautions	Decontamination use 1:10 bleach solution prior to washing surfaces	Cipro or doxycycline No vaccine is available	None following exposure Respiratory isolation after onset of symptoms
Q fever/ **coxiella burnetii (rickettsia)**	Acute febrile illness with headache, fatigue, myalgias, pneumonia, non-productive cough, pleuritic chest pain		Inhalation Ingestion	Inhalation of airborne particles or ingestion of contaminated food or water (sheep, cattle, & goats serve as reservoirs) Human to human transmission is rare	Standard Precautions	Decontaminate clothing, equipment and other objects with 0.05% hypo-chlorite or a 1:100 solution of Lysol Note: this is a resistant organism	Antibiotic may help Investigational Vaccine	None
Ricin/ **Ricinis Communis**	Weakness, fever, cough, hypothermia, cardiovascular collapse, nausea, vomiting, diarrhea	18-24 hours	Inhalation Ingestion	Not transmitted human to human	Standard Precautions PPE to protect from exposure during decontamination	Soap and water on skin of exposed person. Use soap & water followed by 1:10 bleach solution to decontaminate surfaces	None known	None after decontamination
Rubella (German Measles)	Erythematous maculopapular discrete rash, generalized lymphadenopathy, slight fever (25-50% of cases are asymptomatic)	14-21 days	Direct or droplet contact	Direct or droplet contact from nasopharyngeal secretions	Standard Precautions Droplet Precautions	Routine laundry of linens and surface disinfection	None Vaccinate prior to exposure	None if vaccinated Non-immune restrict day 7-21 Illness – restrict until 5 days after appearance of rash
Salmonellosis, Salmonella typhi	Nausea, vomiting, diarrhea, cramps, fever, chills, abdominal distention, septicemia	6-72 hours	Fecal – oral	Consumption of water of food contaminated with fecal material	Standard Precautions	Soap and water or 1:10 bleach solution to decontaminate	Vaccine – only for intimate contacts there is no other prophylaxis available	None
Smallpox/ **Variola Major, Variola Minor**	Rash- vesicular to pustular lesions of mouth/throat/face /extremities; fever, headache, backache, chills	7-17 days	Inhalation of droplets or contact with skin lesions/ secretions	Most infective stage is when the infected person is coughing	Standard Precautions Airborne Precautions Contact Precautions	Incinerate or autoclave linens. Disinfect surfaces with 1:10 bleach solution or quanitary ammonia solution	Vaccinate within 72 hours of exposure	Check with local health authority on who/how to restrict exposed individuals
T2 Mycotoxins/ **Tricothecene Mycotoxins** **T2 Mycotoxins** **Continuation from previous page**	Inhalation: Nasal itching, bleeding, coryza, cough, dyspnea, wheezing Dermal: Skin burning, redness, blistering, sloughing, necrosis Oral: Anorexia, nausea, vomiting, watery bloody	Inhalation: minutes Dermal: minutes to hours Oral: minutes	Inhalation Dermal Oral	Aerosol attack "yellow rain" droplets contaminate clothing and environment NOTE: this organism can survive years at room temperature, resistant to heat and UV light	Caregiver/rescuer must use respirator eye & skin protection.	Burn contaminated clothing, bedding, porous items, wash skin with soap and water, flush eyes with copious water or normal saline, environmental	None	None following decontamination

Disease/ Agent	Signs & Symptoms	Incubation Period	Mode(s) of Transmission	What constitutes an exposure?	Isolation Precautions	Decontamination Procedures	Post-Exposure Prophylaxis or Vaccine	Post-exposure Restrictions
	diarrhea, abdominal cramps Late systemic effects: Weakness, loss of coordination, dizziness, ataxia, tachycardia, hypothermia, hypotension	to days				cleaning with 1:4 bleach solution and 0.1M sodium hydroxide solution with one hour contact time.		
Tetanus **Clostridium tetani**	Lockjaw, difficulty swallowing, muscle rigidity, severe painful muscle contractions	Range 3-21 days (usually 8 days)	Enters through break or burn in the skin	Bacterial spores enter body through break in the skin. No human to human transmission	Wash cuts/ wounds with soap and water Update Tetanus booster	None	Tetanus IG and/or Tetanus vaccine	None
Tuberculosis **Active pulmonary TB disease with mycobaterium tb**	Cough > 2 wks, loss of appetite, nausea, weight loss, fatigue, night sweats, bloody sputum	Indeterminate	Inhalation	Prolonged face to face, or confined space contact with coughing person whose sputum is AFB smear positive	Standard Precautions Place surgical mask over nose & mouth of the patient	Routine laundering of linens, surface disinfections with 1:10 bleach	Observe exposed for changes in PPD skin test result – INH for conversions	None
Tularemia/ **Francisella tularensis**	Inhalation- (thyphoid) fever, prostration, wt. loss, severe atypical fulminate pneumonia, headache, substernal discomfort, non-productive cough Ingestion – nausea, vomiting, diarrhea, abdominal pain Other forms can affect eyes, ears, nose, throat, pleural space	Range1-14 days (usually 3-5 days)	Inhalation Ingestion Injection Direct contact	Inhale contaminated dust, ingestion of contaminated water or meat, inoculation of skin or mucous membrane with blood or tissue from infected animals, bites from infected deerflies, mosquitoes, ticks or infected animals No known human to human transmission	Standard Precautions Note: f. tularensis can persist in cold, moist environments for extended periods of time, in arid conditions the organism is not likely to survive for very long	Heat or surface disinfection of environmental surfaces with 1:10 bleach solution	Ciprofloxacin or doxycycline	None
Varicella (Chicken Pox)	Mild fever 1-2 days pruritic vesicles first appear on head then trunk	10-21 days	Airborne or droplet Direct contact	Someone in the same confined space or face-to-face contact in open air, 1-2 days before onset of rash until lesions crust over Direct contact with lesions	Standard Precautions Respiratory Precautions Avoid direct contact with lesions	Routine laundering of linens, surface disinfection with 1:10 bleach	VZIG – if immuno-compromised Antiviral drugs may be helpful Vaccination prior to exposure	Immune – none Exposed – non-immune restrict 10-21 days after exposure Illness – restrict until all lesions have crusted

Rev

This list is not exhaustive and is intended as a quick reference guide. When more information is needed contact Medical Leave Coordinator at 480-782-2384 or 480-782-2372 who will work in partnership with local health authorities to determine what investigation, isolation, prophylactic, and preventive measures are needed

*** Information taken from the City of Chandler Safety Manual: Chapter 12**

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-06 COMMUNICATIONS**	
	Subject **100 Management / Administration**	Effective **12/10/21**

A. POLICY

[81.1.2]

1. **CONDUCT ALL RADIO OPERATIONS** in accordance with Federal Communications Commission procedures and requirements

2. **SEE CITY OF CHANDLER ADMINISTRATIVE REGULATION MV-04** for policy that governs all on-call operations.

B. ADMINISTRATION

THE COMMUNICATIONS MANAGER is responsible to the Office of the Chief for efficiently operating all functions assigned to the section

C. EMERGENCY COMMUNICATIONS CENTER (ECC) RESPONSIBILITIES

[81.2.1] [81.2.2] [81.3.1]]

1. **SERVES AS A 24-HOUR-A-DAY ANSWERING POINT** for 911 police, fire, emergency medical services, non-emergency calls, and after-hours emergency requests for city services

2. **IS RESPONSIBLE FOR PROVIDING RADIO AND MOBILE DATA COMMUNICATIONS** to the city departments responsible for carrying out those services

3. **TRANSFERS FIRE AND EMS** calls to Phoenix Fire Department for assignment

D. EMERGENCY COMMUNICATIONS CENTER REGULATIONS

Rev

1. **ACCESS:** Only Communications employees, section managers, and shift supervisors are allowed access to the Emergency Communications Center (ECC), except under the following conditions:

   a. For relief of the on-duty dispatcher/emergency call taker.
   b. By the on-duty dispatcher/emergency call taker request for assistance
   c. When service personnel or custodians are performing necessary work
   d. With approval of the on-duty supervisor in the ECC
   e. When the person is an approved citizen observer

2. **NONESSENTIAL PERSONNEL** will not loiter in the ECC

3. **DO NOT USE 911** to call the ECC, except in an emergency when other methods are not practical. Transmit all other messages to the dispatchers by MDC, radio, or non-emergency telephone.

4. **DISPATCHERS / EMERGENCY CALL TAKERS WILL NOT LEAVE** the ECC unless properly relieved

5. **THE OVERHEAD FLUORESCENT LIGHTS WILL REMAIN ON 24 HOURS A DAY, SEVEN DAYS A WEEK.** Only the Communications manager or a

person of rank **above** the Communications manager may countermand this order.

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A. POLICY

[82.1.1] (6.7.1)

USE THE ARIZONA CRIMINAL JUSTICE INFORMATION SYSTEM (ACJIS) FOR DEPARTMENT USE ONLY. Intentional abuse of information contained in the ACJIS is grounds for immediate dismissal from the Police Department, as well as sanctions against the individual and/or the department, as established by the National Crime Information Center (NCIC) and the Department of Public Safety (DPS).

B. THE CAD SYSTEM

All access to the ACJIS network is through the CAD system

1. **Management control is** the authority to set and enforce the following:

   a. Priorities regarding the development and operations of criminal justice systems and programs
   b. Standards for selection, supervision, and termination of personnel
   c. Policy governing the operation of computers, circuits, and telecommunications terminals used to process criminal justice information insofar as the equipment is used to process, store, or transmit criminal justice information
   d. And includes, but is not limited to, supervision of equipment, systems design, programming, and operating procedures necessary for the development and implementation of the computerized criminal history program

2. **Requirements**

   a. **Police Department management control over all satellite** computer operations interfacing with the ACJIS network, including all operations and personnel involved in the criminal justice information system
   b. **A written agreement** with the non-criminal justice agency operating the data center assuring that the police department has **management control of CAD**
   c. **Because law enforcement or other criminal justice agencies are responsible for the confidentiality of the information in computerized systems, they must have complete management control of the hardware and the people who use and operate the system. These information systems should be limited to the function of serving the criminal justice community and legally authorized non-criminal justice agencies at all levels of government (local, state, and federal).**

C. ABUSES

1. **Obtaining confidential information** for

   a. Personal gain
   b. Persons other than certified police officers

c. Any business other than an established criminal justice agency
d. Any reason other than official police business

2. **Storing** any ACJIS information on any personal computer or workstation computer disk

3. **Sending any information** obtained from ACJIS through any computer network e-mail system

D. CAD PASSWORDS

AUTOMATICALLY EXPIRE 60 DAYS after a five-day warning period. Users are locked out of the system if no new password is entered. Periodic spot checks are conducted to ensure compliance

E. TELETYPE MESSAGES

GIVE ALL TELETYPE MESSAGES sent from this department a message number and log them before sending them

F. CRIMINAL HISTORY REQUESTS

1. **LOG** request into the Criminal History Log

2. **GIVE A COPY** to the requesting employee

3. **RETENTION**

   a. **DESTROY THE ORIGINAL AND CERTIFY DESTRUCTION** in the Criminal History Log when you complete the investigation and the information is no longer necessary
   b. Do not maintain the criminal history information longer than 60 calendar days unless the investigation is still ongoing

4. **DO NOT TRANSFER** criminal history via voice radio

G. CRIMINAL HISTORY REQUESTS - JUVENILE

[82.1.1] **LABEL ALL JUVENILE PRINTOUTS** at the top of the record with the word, "Juvenile"

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A. COMPUTER-AIDED DISPATCH (CAD)

[81.2.3] [41.3.7]

CAD is used to manage the activities of field units and for obtaining and recording relevant information of each request for criminal and non-criminal service or self-initiated activity.

Table 1. **Managed CAD Information**

CAD INFORMATION	DESCRIPTION
Automatic assignment of report numbers	**Report numbers** are automatically assigned by CAD when an employee responds to predefined call types with locations and consist of: • Two-digit prefix for the year the report is initiated • Six digits indicating sequence received
Date and time of requests	• Automatically entered through CAD • 911-calls-received time is automatically entered when Automatic Location Identification (ALI) information is transferred to CAD
Complainant name / address	• Name of complainant as reported
Incident type	• Type of incident based on reported activity
Incident location	• Location of occurrence
Employee(s) assignment	• Primary, backup, support personnel
Dispatch time	• Time field employee dispatched
Arrival time	• Time employee arrives on scene
Return-to-service time	• Time employee returns to service
Incident disposition	• Disposition code assigned to case
Out-of-service status	• Field employee not available for service

B. USE RADIO AND MDC

[41.3.7] [81.2.4] [81.2.10] [81.3.4]

1. Radios and MDCs are the primary methods of communication between communications and patrol
2. **MDCs** should be used for obtaining **10-27, 10-28, 10-29 information**, and on-view **incidents, when safe to do so**
   Exceptions: Traffic stops, suspicious vehicles and subject stops will not be on-viewed from the MDC. If the employee's safety may be compromised by returning to his vehicle to obtain MDC information, voice radio should be used for 10-27, 10-28, and 10-29 information and any on-view incidents
3. **For short form reports** of non-criminal dispatch calls

C. RADIO IDENTIFIERS

1. **DESIGNATORS**

   a. Patrol beat units will be designated by their shift number, unit identifier Paul, and beat number. The second unit assigned to a beat during the same shift will use the unit designator of "Adam". (e.g., first unit assigned to a patrol beat is "1 Paul 2": Shift 1, Patrol Ofc., Beat 2.

Second unit assigned to a patrol beat is “1 Adam 2”: Shift 1, Additional patrol unit, Beat 2)

b. Xray units will be designated by their shift number, unit identifier "X" (Xray), and **precinct** number. The second Xray unit assigned to the **same precinct** will use the unit designator of "E" (Edward), (e.g. first unit assigned to an Xray **beat** is "1 Xray 2": Shift 1, Xray unit, **beat** 2. Second unit assigned to Xray in same **precinct** is "1 Edward 2": Shift 1, Additional Xray unit, Beat 2.)

c. Translator units assigned as roving units will be designated by "X" (Xray) and their badge number (e.g. Xray123: Roving translator, badge number). Translators may be assigned to a specific beat until adequate staffing becomes available. While assigned to a specific beat, the translator will use that beat's unit designator.

d. Patrol officers assigned to a special assignment during a patrol shift (e.g., not available for calls) will use the designator of Adam followed by their badge number

e. Teleserve units will be designated by the shift number, unit identifier Tom, and sequential number depending on number of teleserve officers on duty (e.g., first sworn teleserve officer for day shift would be 1T1, Shift one, teleserve, first desk officer. The second teleserve unit would be 1T2, shift one, teleserve, second desk officer).

2. **SHIFT SCHEDULES –** Employee schedules are located in PDInfo

3. **SPECIAL CALL DESIGNATORS:** Use with assigned number or employee number

Table 2. **Special Call Designators**

Category	Designator
Additional beat unit when combined with a shift and beat number. Special assignment (patrol) when used with badge number.	ADAM
Additional Xray beat unit when combined with a shift and beat number	EDWARD
Bicycle	ZEBRA
Canine	KING
Chief/Asst Chief/Commander	CHARLIE
Chandler Police Victim Services	NORA
School Resource Officer	EDWARD
Detectives/PSS	DAVID
Gangs	GEORGE
Housing Unit	HOUSING
Crime Scene Tech (Id Tech)	IDA
Jail Van	JAILVAN
Legal Advisor	LA
Lieutenant	LINCOLN
Off-Duty Employee	OCEAN
Park Ranger	RANGER
Patrol	PAUL
Police Investigative Specialist	AIDE
Reserves	ROBERT
Sergeant	SAM
SWAT	TAC

Teleserve Officer (Sworn) when combined with shift and desk position, e.g., 1-T-1	TOM
Traffic	TOM
Traffic – Special Detail	MARY
Phoenix Fire Victim Assistance	CARE CR
Motorist Assist	VICTOR
Detention Staff	WILLIAM
Xray Officer / Translator	XRAY

D. RADIO CHANNELS

1. **INFORMATION:** The primary information channel for all employees
   a. Used to make inquiries and requests for information through ACIC/NCIC, including 10-27, 10-28, and 10-29 information when the MDC is not available or when circumstances are such that the employee's safety would be jeopardized by using the MDC
   b. Responsible for handling other requests from patrol officers such as, calling tows, calling other agencies and confirming warrants
   c. Has ACIC/NCIC capabilities

2. **PATROL A:** The designated primary dispatch channel for employees working on the west side of Alma School Road and north of Germann
   a. Used to voice dispatch all priority one, two and three calls for service
   b. Monitored and used to transmit on-view crimes in progress and emergency traffic
   c. Must give voice acknowledgment

3. **HOT:** The designated channel for priority one calls, emergency police-related incidents, or when a talk around channel is needed for a major incident. Communications may switch traffic to other channels to isolate emergency traffic on one channel

4. **PATROL B/C:** The designated primary dispatch channel for employees working all areas east of Alma School Road and South to Pecos, South of Germann, West of Alma School Rd, and South of Pecos, East of Alma School Rd
   a. Used to voice dispatch all one, two and three priority calls for service
   b. Monitored and used to transmit on-view crimes in progress and emergency traffic
   c. Must give voice acknowledgment

5. **TRAFFIC**
   a. Used for traffic-related events, such as the DUI task force, accident scene investigation, and for car-to-car communications by Traffic units
   b. Monitored by Communications upon special request

6. **CIB**
   a. Used for CIB operations and car-to-car communications
   b. Monitored by Communications upon special request

7. **SWAT**
   a. Used by the Special Weapons And Tactics Unit (SWAT) for special operations requiring tactical team or community response team response
   b. Monitored by Communications upon special request

8. **CAR to CAR**
   a. Used for car-to-car communications by Patrol
   b. Monitored by Communications upon special request

9. **METRO:** Used for wide area roaming allowing officers to have communication capabilities outside of Chandler's simulcast C area

10. **G DECK and H DECK –** Primary interoperability decks used by all valley agencies
    a. G1 and H1 are reserved for vehicular pursuit incidents and are immediately available to both RWC and non-RWC agencies
    b. G/H channels 2 through 5 are for immediate tactical usage on a stationary or local area incident
    c. G6-15 and H6-16 are for events or tactical operations that are planned in advance
    d. Events/operations should be scheduled in advance via the regional interoperability scheduler by an RWC agency dispatch supervisor

11. **AIRS:** Statewide inter-agency operations channel that can be used for situations involving many different agencies.

12. **K9:** Used for K9 operations and car-to-car communications for K9 patrol

13. **BIKE:** Used for bike team operations and talk around for the bike team

14. **EVENT 1/EVENT 2**
    a. Used for scheduled special events
    b. Monitored by Communications upon special request

15. **TRAINING:** Used for training purposes

E. CALL PRIORITIZATION

[41.2.1] [41.3.7] [81.2.3]

1. **PRIORITY ONE CALLS (Emergency) –** Any threats to life or danger of serious physical injury or major property damage; any felony or violent misdemeanor where the suspect has remained at the scene or may be apprehended in the immediate area; when an officer does not respond to radio calls and his/her welfare is in question
   a. Dispatched immediately
   b. Hot toned, worked on HOT channel
   c. Dispatcher will voice dispatch only
   d. Units will be chosen by AVL
   e. Clear employees from other lower priority calls or any other activity (e.g., traffic stops, C-7, 10-10, paper, etc.) for dispatch
   f. Ensure patrol supervisor copied traffic

2. **PRIORITY TWO CALLS (Urgent)** – Any incident currently in progress that may not represent a significant threat to life or property
   a. Dispatch immediately
   b. Calls will be worked on the appropriate patrol channel
   c. Dispatcher will voice dispatch only
   d. Units will be chosen by AVL
   e. Clear employees from other lower priority calls or any other activity (e.g., traffic stops, C-7, 10-10, paper, etc.) for dispatch
   f. For life-threatening medical calls, such as a subject not breathing, the dispatcher will use the medical tone prior to dispatching

Rev

3. **PRIORITY THREE CALLS (Routine or Non-emergency) –** Any incident or request not urgent in nature, does not represent a significant threat to the safety of a person, or involves minor offenses
   a. Dispatch calls to the beat unit if available. If the beat unit is not available, the call may hold for up to 10 minutes.
   b. After 10 minutes, clear the beat unit or Adam unit of the primary beat, or the Xray beat or Edward unit of the primary beat from any other clearable activity (C-7, 10-10, paper, etc.) prior to following the sequence of unit assignment
   c. May dispatch call before the 10-minute time frame, using sequence of unit assignment, in situations where it is known ahead of time the beat unit will not be available within the 10-minute time frame.
   d. Patrol supervisors may approve calls be held longer than 10 minutes.
   e. Dispatcher will voice dispatch only

Rev

4. **PRIORITY FOUR CALLS (DELAYED)** – Any incident not in progress, where suspect's whereabouts is unknown and the likelihood of immediate apprehension of the suspect is unlikely. Includes community assistance, nuisance, civil standbys, delayed reports where reporting party is at a safe location
   a. Calls should be dispatched to the beat unit if the unit is available. If the beat officer is not available, calls may hold up to one hour
   b. After one hour, clear the beat unit or Adam unit of the primary beat, or the Xray beat or Edward unit of the primary beat from any other clearable activity (C-7, 10-10, paper, etc.) prior to following the sequence of unit assignment.
   c. May dispatch calls before the one-hour time frame, using sequence of unit assignment, in situations where it is known ahead of time that the beat unit will not be available within the one-hour time frame
   d. Patrol supervisors may approve calls be held longer than one hour
   e. Calls can be voice dispatched, dispatched via MDC or self-dispatched by an officer

5. **PRIORITY FIVE CALLS - TELESERVE** (Teleserve: GO E-14.100B)
   a. Primarily self-dispatched by teleserve units
   b. No maximum number of calls will be held in the queue per desk/teleserve position

6. **VACANT BEATS**: Follow the sequence of-unit assignment

F. SEQUENCE OF CALL ASSIGNMENT

[81.2.3]

1. **APPLIES TO PRIORITY ONE AND TWO CALLS**. The dispatcher will consult the AVL monitor to determine the closest unit when dispatching Priority 1 one and two calls and emergency traffic (e.g., 905, 906, 998, and 999). The AVL monitor should be the primary displayed program.
   a. The intent of AVL dispatching is to reduce response times on the highest priority calls. Initial AVL dispatch includes closest units and may or may not include the beat unit or units in a clearable status
   b. Beat officers in a clearable status or on lower priority calls will advise via MDC of their status and intent to take primary assignment

2. **PRIORITY THREE AND FOUR CALLS:** For non-emergency calls, take into consideration the **sequence of unit assignment** using the "city split"

guidelines when assigning adjacent/closest beats and units. When using this sequence, officers may be dispatched if they are in a clearable status (10-10, C-7, paper, etc.) The sequence of unit assignment is as follows:

a. Beat unit or Adam unit of primary beat
b. Xray beat or Edward beat unit of primary beat
c. Adjacent beat or adjacent beat Adam unit
d. Closest Xray beat or Edward beat unit
e. Closest Xray (translator) unit
f. Closest available unit

G. BACK-UP UNITS

[61.1.7] [81.2.3] [81.2.4]

Rev

1. **SEND A BACK-UP UNIT WHEN** information is available indicating violence is probable or traffic control may be needed

2. **AUTOMATICALLY DISPATCH BACK-UP UNITS** when there is a:
   a. 999 (Officer needs help - urgent)
   b. 998 (Officer involved in shooting)
   c. In-progress crime, obvious potential for threat to officer safety
   d. Large crowd with the potential for violence
   e. Response to Code 20 with 0 (zero) and call sign
   f. Refer to Communications Call Procedures for specific call procedures

3. **MAY DISPATCH BACK-UP UNITS** in non-violent situations when the primary unit has arrived and assessed the need for additional units (e.g., traffic control, to secure the scene)

4. **PATROL SUPERVISORS WILL MONITOR** the use/need for back-up units as directed by the situation

5. **BACK-UP UNITS FOR OUTSIDE AGENCIES**
   a. **In emergency situations**: CPD officers may respond if requested. Notify the patrol supervisor when an officer is dispatched to aid another agency
   b. **Advance notice or call not of a priority nature**: The patrol supervisor will authorize assistance

6. **WHEN AN OFFICER BELIEVES HE IS THE NEAREST UNIT**
   a. **Officer will advise** the Communications Center of present location
   b. **Dispatcher will** advise whether that unit is closer than the initial responding units

H. DISPATCHER RESPONSIBILITIES

1. **DO NOT CLEAR** for breaks (C-7, 10-10) with priority one or two calls holding in officers' beats (or priority 3 beyond response time limits)

2. **IF UNABLE TO CONTACT AN EMPLOYEE**, inform a patrol supervisor

3. **DISPATCH CALLS RECEIVED FIFTEEN MINUTES** or less before shift change as follows:
   a. Priority one and two calls: do not hold
   b. Priority three calls: dispatch unless directed differently by the patrol sergeant
   c. Priority four calls: hold and dispatch to on-coming shift

4. **ENTER AN EMPLOYEE'S STATUS** into the CAD system for record if a notification is made by radio rather than an MDC

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A. POLICY

The radio communications and messages sent via CAD/MDC are monitored. Unprofessional use will not be tolerated.

B. PROCEDURES

[41.3.7]

1. **Limit messages to official police business**
2. **Know what will be said** before transmitting to avoid pauses and repetition
3. **Pronounce words distinctly**. Use the phonetic alphabet when spelling; choose words with a clear message, leaving little room for doubt.
4. **Use radio codes normally**. If in an emergency or tactical situation and you need immediate assistance, use plain, clear language.
5. **Do not express emotions,** irritation, or humor over the air (Emotions or excitement in the voice tend to distort reception)
6. **Be impersonal**. Use unit designator in all transmissions, including car to car.
7. **Be concise and to the point**. Eliminate unnecessary words that take up airtime. Show consideration and courtesy. Do not make non-essential transmissions.
8. **Never argue** over the air. If there is a problem, advise a supervisor.
9. **Use Information Channel** when requesting information (e.g., wanted checks, vehicle registration checks, telephone calls made)
10. **Advise of traffic stops** by giving the **location** and **then plate number**, in that order. Officers may also give vehicle descriptions when stopping suspicious vehicles.
11. **Do not voice broadcast** a citizen's name when a citizen requests police action but **no contact**. If the officer requests complainant name and/or location, give the information by telephone or by MDC.

C. FIELD RESPONSIBILITIES

[41.3.7] [81.2.4] [81.2.5]

1. **UNIT AVAILABILITY:** Continuously monitor your radio and MDC and respond to transmissions for your unit, even when out of your vehicle

2. **RESPOND TO ALL RADIO AND/OR MDC**-dispatched calls promptly and return to service as soon as possible

3. **ADVISE DISPATCHER IF EN ROUTE** to a dispatched call when observing **on-view activity**. Request reassignment if the situation demands immediate attention. If the original call requires priority, the employee will request that another unit be dispatched to handle the on-view situation.

4. **ADVISE DISPATCHER** of **work status** and intention to **leave your vehicle** for any activity (e.g., traffic stops, field interrogations, breaks, security checks, out of service, etc.) and provide **specific location** for supervisory control and for safety reasons

D. GENERAL USE OF MOBILE DATA COMPUTERS (MDC)

1. **TRAINING:** All users will be properly trained on how to use the equipment prior to using the MDC, including the proper removal of the MDC for official business

2. **LOGGING ON:** Employees will log onto their MDC, using their appropriate call sign for regular duty and extra duty assignments

3. **DOCKING STATIONS:** MDCs will remain locked in the police vehicle docking station at all times when the vehicle is in motion
   a. Officers may remove the MDC from the docking station for report writing and investigations
   b. Supervisors may remove the MDC from the docking station for report writing, managing crimes scenes, and investigations

4. **MDC KEYS:** Keys to unlock the MDC from the docking station will be placed on the vehicle key ring of the corresponding vehicle. A spare MDC key will be kept in the lock box with the corresponding spare vehicle key. Notify a supervisor immediately of any damage or loss to the MDC key.

Rev

5. **EMPLOYEE SAFETY**
   a. Use care when operating the MDC while vehicle is in motion, and if practicable, do so when vehicle is stopped. Employees operating the MDC while the vehicle is in motion are not relieved of responsibility if a collision occurs.
   b. Take into consideration the surroundings when using the MDC outside of the police vehicle

6. **SECURITY**: Employees will not allow unauthorized view of confidential information on the MDC
   a. Access the MDC through dual authentication for security purposes
   b. Maintain proper security of the MDC i.e., the equipment and the access to confidential information
   c. Do not leave the MDC unsecured or unattended at any time
   d. An employee, who as a result of inattention or negligence, is subject to discipline for any breach in security or unauthorized access of the MDC

7. **LOST, STOLEN, OR DAMAGED**: Notify a supervisor immediately of any breach of security, damage, or loss of an MDC
   a. If lost or stolen, notify Dispatch to conduct a GPS locate for the MDC. If unsuccessful, Dispatch will contact the Communications or Police Technology Manager to restrict CJIS access.
   b. Employees shall not attempt to repair an MDC. Only authorized personnel shall attempt to repair an MDC.

8. Without exception, **RETURN AND SECURE THE MDC** in its patrol vehicle docking station at the end of each tour of duty

E. COMMUNICATIONS CODES

Table 1. **10 Codes**

RADIO CODES	
10-1	RECEPTION POOR
10-2	RECEPTION GOOD
10-3	STOP TRANSMITTING
10-4	OK
10-5	RELAY
10-6	BUSY
10-7	OUT OF SERVICE
10-8	IN SERVICE
10-9	REPEAT TRANSMISSION
10-10	RELIEF BREAK
10-14	ESCORT
10-15	PRISONER IN CUSTODY
10-17	PICK UP PAPERS
10-19	RETURN TO STATION
10-20	LOCATION
10-21	TELEPHONE
10-22	TAKE NO FURTHER ACTION
10-27	DRIVER'S LICENSE CHECK
10-28	VEHICLE REGISTRATION CHECK
10-29	WANTED CHECK
10-35	CONFIDENTIAL
10-38	WARRANT (M-MISDEMEANOR, F-FELONY, C-CAUTION)
10-42	HOME
10-45	MEET OTHER OFFICER
10-97	ARRIVED AT SCENE
10-98	ASSIGNMENT COMPLETED

F. CODES

Table 2. **Additional Codes**

CODES	
1	BOMB THREAT
2	URGENT
3	EMERGENCY
4	NO FURTHER ASST NEEDED
5	SURVEILLANCE
7	OUT TO EAT
11	RELIEF BREAK
20	WELFARE CHECK
34	MOTORIST ASSIST
54A	INTOXICATED PERSON
101	OPPOSITE SEX IN CAR
102	OPPOSITE SEX OUT OF CAR
103M	HEADQUARTERS MAIN
103W	HEADQUARTERS DESERT BREEZE
103S	HEADQUARTERS CHANDLER HEIGHTS
105	VEHICLE SERVICE
211	ARMED ROBBERY

Rev

CODES	
459A	BURGLARY ALARM
509	STOLEN VEHICLE
DUI/692	DUI
901	DEAD BODY
905	BACK-UP
906	BACK-UP URGENT
918	MENTALLY UNSTABLE
926	TOW
961	ACCIDENT/NO INJURIES (961A - OFFICER INVOLVED)
962	ACCIDENT WITH INJURIES (962A - OFFICER INVOLVED)
963	ACCIDENT FATALITY
964	REPORTING PARTY
998	OFFICER INVOLVED SHOOTING
999	OFFICER NEEDS HELP/EMERGENCY
ANY OTHER SITUATION WILL BE COVERED USING PLAIN LANGUAGE.	

G. PHONETIC ALPHABET

Table 3. **Phonetic Alphabet**

A-ADAM	G-GEORGE	M-MARY	S-SAM	Y-YOUNG
B-BOY	H-HENRY	N-NORA	T-TOM	Z-ZEBRA
C-CHARLIE	I-IDA	O-OCEAN	U-UNION	
D-DAVID	J-JOHN	P-PAUL	V-VICTOR	
E-EDWARD	K-KING	Q-QUEEN	W-WILLIAM	
F-FRANK	L-LINCOLN	R-ROBERT	X-XRAY	

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A. CONSOLE FAILURE IN COMMUNICATIONS

1. **PORTABLE AND VEHICLE RADIOS** will still have communications with one another.

2. **CONSOLE FAILURE IS INDICATED BY A RED "X" ON THE RESOURCES.** Dispatchers will immediately activate portable radios provided at each console position. All patches and multi selects are inactive while consoles are down e.g., monitor INFO channels on separate portables for each channel.

3. **LONG TERM OUTAGE.** Dispatchers will switch to "BACKUP" tab and use **control stations**:
   a. Standard patrol channels are available on a minimum four and up to six (depending on the failure point) backup control stations
   b. Utilize the dropdown on each control station console resource to select channel to be used
   c. Dispatch supervisor has the discretion to assign channels to be used per control station and console
   d. Note when using control stations there is delay between keying up and the dispatcher speaking, a tone in the headset will notify that the channel is ready to transmit after pressing the push to talk

4. **ONLY FOUR TO SIX CONSOLE CHANNELS ARE OPERATIONAL** when using control stations. Portables may be used for additional channels. When using portables there is a delay between keying up and the dispatcher speaking, a tone on the radio will notify that the channel is ready to transmit after pressing the push to talk

B. COMPLETE SYSTEM FAILURE

1. **IF A COMPLETE SYSTEM FAILURE OCCURS,** only three channels are available. Dispatchers at PATA, PATBC, and INFO will switch to BACKUP tab and select:
   a. PATA – Select BACKUP A on the CPD BU01 dropdown
   b. PATBC – Select BACKUP B on the CPD BU02 dropdown
   c. INFO, HOT, or dispatch supervisor discretion – Select BACKUP C on the CPD BU03 dropdown
   d. The BACKUP A, B, and C channels are NOT encrypted; all traffic will be in the clear
   e. Note backup channels have limited coverage inside buildings and emergency buttons on radios will not be functional

2. **SEND CAD MESSAGE TO ALL UNITS** "We are switching to the backup radio system. All units switch radios to M Deck – Muni/Backup. Patrol A units operate on Channel M01 BACKUP A, Patrol B units operate on M03 BACKUP B, M05 BACKUP C will be used for INFO or HOT traffic as advised. Be aware these channels have limited inside building coverage and no emergency button capability."

3. **IF STILL UNABLE** to establish communications, go to a police substation or the **temporary police field substations** located at City fire stations or Chandler Regional Hospital Emergency Room to establish contact and receive further instructions and assignments. Communications will be restricted to:

   a. Dispatched calls for service
   b. Code 20 checks, and
   c. Emergency situations

Figure 2. Fire Station Locations and Phone Contact Numbers

a.	Fire Station 1	1491 E. Pecos Rd	782-2001
b.	Fire Station 2	1911 N. Alma School Rd.	782-2002
c.	Fire Station 3	275 S. Ellis St.	782-2003
d.	Fire Station 4	295 N. Kyrene Rd.	782-2004
e.	Fire Station 5	1775 W. Queen Creek Rd.	782-2005
f.	Fire Station 6	911 N. Jackson St.	782-2006
g.	Fire Station 7	6200 S. Gilbert Rd.	782-2007
h.	Fire Station 8	711 W. Frye Rd.	782-2008
i.	Fire Station 9	211 N. Desert Breeze Blvd	782-2009
j.	Fire Station 10	5211 S. McQueen Rd.	782-2010
k.	Fire Training	3550 S. Dobson Rd	782-2064 / 2065
l.	CRH	1955 W Frye Rd	963-4561

Rev

C. COMMUNICATIONS EVACUATION

COMMUNICATIONS PERSONNEL WILL FOLLOW THE PROCEDURES listed in Communications Policies and Procedures 2.500. This may include:

1. Transferring personnel and equipment to the back-up Communications Center at 576 W. Pecos Rd., or

2. Receiving and/or dispatching calls:
   a. Through Tempe Police Communications via interagency channel and mobile phone
   b. From the departmental command vehicle
   c. From a patrol car

Rev

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-06 COMMUNICATIONS**	
	Subject **600 Interagency Communication**	Effective **03/26/21**

Summary: This policy addresses use of interagency radio communications.

A. INTERAGENCY G DECK, H DECK, and AIRS

[46.1.3] [46.1.4] [81.2.5] [81.2.10] [81.3.4]

1. **USE INTERAGENCY CHANNELS:**

   a. During an operation involving multiple agencies; not for an individual agency
   b. For planned multi-agency events, immediate emergency, or tactical situations requiring interagency communication

2. **FIELD PERSONNEL MUST:**
   a. Coordinate access to interagency channels through Communications
   b. Advise Communications when switching to a different interagency channel
   c. Identify themselves using their unit identification preceded by "Chandler" e.g., **Chandler 1P1 to Tempe Police Department**
   d. **Use plain language** during operations and the use of 10-codes or agency specific codes or acronyms are prohibited

Rev

3. **REGIONAL WIRELESS COOPERATIVE (RWC)** interoperability, non-RWC cooperative network interoperability and AIRS channels are available in all Chandler radios
   a. RWC interoperability channels **can patch directly** to Chandler channels via dispatch console
      1) Enable both PATCH and MULTI-SELECT
      2) If tactically acceptable, switch directly to the RWC interoperability channel without a patch (Dispatch can monitor channels if necessary)
   b. **Patching a non-encrypted channel to an encrypted** channel will make all communication non-encrypted. Be aware communication will be "in the clear."

Rev

4. **OPERATIONAL CONSIDERATIONS**
   a. **G Deck provides non-encrypted** wide area coverage on the RWC network. Use when security of communication is not a concern
   b. **H and P Decks provide encrypted wide area** coverage on the RWC network. Use when secured communication is necessary.
   c. **Additional non-RWC cooperative network** interoperability channels are available when responding into the respective network jurisdictions
   d. **AIRS is a non-encrypted** secondary interagency communication not part of the RWC or non-RWC cooperative networks
      1) Use only when other resources are not applicable
      2) AIRS is managed and monitored by Mesa PD's Communications Center

3) AIRS 1 is the primary calling channel for Maricopa County and available on Chandler dispatch consoles

Rev

5. **RWC INTEROPERABILITY DECK USAGE**
   a. **PLANNED EVENT**
      1) Contact Communications to reserve the channels
      2) Communications will:
         a) Assign the channel(s) to be used and/or coordinate with non-RWC agency cooperative networks.
         b) Coordinate the reservation and calendaring of channel(s)
   b. **UNPLANNED EVENT**
      For immediate tactical communications situations, a Chandler dispatch supervisor will activate an available RWC interoperability deck channel
   c. All RWC interoperability decks and channels are available on Chandler consoles along with the ability to patch and enable the channel repeater if necessary

Rev

6. **AIRS USAGE**
   a. AIRS does not have the coverage footprint or quality of communications available via RWC or non-RWC agency networks
   b. Use when a participating agency only has access to AIRS
   c. Monitored by Mesa Police Department's Communication Center

B. PUBLIC SAFETY ANSWERING POINT (PSAP) INTERAGENCY CHANNEL

Rev

PSAP CHANNEL – USE THE PSAP CHANNEL to allow dispatchers to help coordinate the response to an **emergency** and/or interoperability between PSAPs

1. This coordination can include managing interoperability, broadcasting critical information; providing updates, from units on their progress to the scene of an incident; and other significant events.
2. The PSAP CHANNEL is only available in dispatch centers
3. Contact Mesa PD Communications for coordination of use of AIRS channels

C. RADIO CACHE

1. **FIVE AGENCIES** have been designated to own, maintain, and deploy a radio cache:
   a. Glendale Police Department (Western Valley)
   b. Mesa Police Department (Eastern Valley)
   c. Maricopa County Sheriff's Office (Central Valley)
   d. Phoenix Police Department
   e. Tempe Police Department

2. **THE RADIO CACHES ARE AVAILABLE** for deployment and use by participating agencies for emergency and planned events. The radio caches provide interoperable communications between agencies for on-scene incident command staff. These radios are programmed with channels/talk groups from multiple area radio systems.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-06 COMMUNICATIONS**	
	Subject **700 Radio Security**	Effective **03/26/21**

SUMMARY

Rev

This policy assigns responsibility and describes the process for protecting the security of Chandler radio communications systems, the Regional Wireless Cooperative (RWC) network, the Topaz Regional Wireless Cooperative (TRWC) network, other authorized cooperative networks, and identifies procedures for the control of the Network System Keys.

A. POLICY

[81.1.2]

This policy and procedure applies to all personnel assigned to support Chandler subscriber units operating on the RWC and other cooperative networks

B. DEFINITIONS

1. **NETWORK SYSTEM KEYS:** Specific media that enable the programming of City of Chandler subscriber units on cooperative networks. System keys may include USB keys, CD, or other electronic media

2. **SYSTEM INFORMATION:** Passwords, files, or other information related to access to the cooperative networks for the purpose of adding subscribers, programming radios, and/or dispatch consoles, management of encryption, or configuration of the networks. Information includes system identification, radio identifications, encryption keys, talk group identifications, site identifications, etc

C. PROCEDURES

1. **PROTECT NETWORK SYSTEM KEYS, PASSWORDS, AND ALL SYSTEM INFORMATION** from unauthorized access in order to safeguard the security of the cooperative networks

2. **ALL REQUESTS FOR SYSTEM INFORMATION MUST BE IN WRITING** to the appropriate assistant chief or designee or as designated by the cooperative network. Requests must include key holder name and brief justification for system information. Only the assistant chief or designee may authorize access to this information.

3. **ONLY RELEASE SYSTEM INFORMATION** to employees who are authorized access to program subscriber equipment

4. **NETWORK SYSTEM KEYS WILL NOT REMAIN ACCESSIBLE ON COMPUTERS.** The network system key media will remain with the assigned Communications employee(s). The media will be:
   a. Stored in a secured, locked area when not in use
   b. Released only to persons authorized by the designated internal and external managers

5. **NO ONE MAY REPRODUCE, TRANSMIT, OR DIVULGE** system information in any form (hardcopy, electronic, disc, or CD) to unauthorized personnel without prior permission from the appropriate Assistant Chief or designee

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-07 DIGITAL RECORDING DEVICES**	
	Subject **100 Procedures**	Effective **03/26/21**

Summary

This order addresses the use of digital devices designed to record audio and video information. Images and audio captured by digital devices are used to enhance investigations, capture evidence and provide transparency of law enforcement activities and encounters with the public. The electronic evidence aids in prosecution of criminal cases and in resolving professional standards matters, and civil lawsuits against the City of Chandler, the Department, or any of its employees. The recordings can be useful for preparing offense reports, testifying in court, protecting officers from false allegations of misconduct, and providing a source of training materials for incident debriefing or performance evaluations. Please note that all digital recordings have limitations and may not be an exact replica of the activities and nuances present in every circumstance. There are many factors to consider when reviewing and using any recording.

A. POLICY

[41.3.8]

The purpose of this order is to establish guidelines for the appropriate use of digital recorders as well as the submission, storage, retrieval, review, and deletion of digital recordings

B. DEFINITIONS

1. **APPROVED DIGITAL RECORDER:** A digital audio and/or video recording device owned and assigned by the department for use by officers to document police related incidents
2. **BODY WORN CAMERA (BWC):** An approved digital audio-video recorder worn by the officer as instructed
3. **DIGITAL RECORDER:** Unless otherwise limited by its context, digital recorder includes any digital audio and/or video recording device used by officers to document police related incidents (includes BWC)
4. **DIGITAL EVIDENCE:** Includes any and all video, audio, still images, and recordings made during the course of or in furtherance of official duties
5. **CASUAL OR INFORMAL CONTACT** – Incidental contact with a citizen outside of law enforcement activity or busy codes (Code 7, business checks, etc.)
6. **OFFICER(S) –** Includes all sworn members of the department, e.g., detectives, school resource officers (SRO), supervisory and command staff members, or any other officer assigned to a specialty position issued a BWC

Rev

C. GUIDELINES

APPLIES TO ALL DIGITAL RECORDERS used in the course of official duties, whether the device is owned by the department or privately owned

1. **APPROVED DIGITAL RECORDERS ARE ASSIGNED** by the department and maintained by the officer. Prior to each shift, officers will inspect the digital recorder for any physical damage and ensure it is in proper

working order. Report and document (GO B-18.100) any damage or malfunction. The immediate supervisor contacts the precinct admin supervisor or designee to secure a replacement or repair.

2. **USE ONLY APPROVED DIGITAL RECORDERS** assigned by the department. However, if an approved digital recorder fails or is unavailable, and the officer reasonably determines audio and/or video recording is crucial to preserving evidence, the officer may use an unapproved recording device. Such recordings are subject to the same preservation, retention and disclosure requirements as those recordings made with approved digital recorders.
3. **PROFESSIONAL STANDARDS SECTION (PSS) SUPERVISOR OR DESIGNEE** reviews quarterly a random sampling (at least 45) of the BWC recordings of various shifts during the quarter reviewed to ensure policy and procedure is being followed and documents the findings. Additional recordings may be reviewed if random sampling indicates either a department wide problem or problem with one of the officers.
4. **DURING ANY AUTHORIZED AUDIO OR VIDEO** recording, officers shall have the discretion to inform subjects when they are being recorded. The decision is based on officer safety considerations, privacy concerns, ability to investigate or obtain statements/evidence, and whether it is impractical to inform the subject.
5. **CONTINUE TO PREPARE REPORTS** in the same manner as prior to the implementation of the body worn camera system and not substitute “refer to video” for a detailed and thorough report
6. **NOTATE THE REASON** in the General Offense report any time the recording is stopped before completing the interaction or a recording was not started when one is required by policy. Make a notation in CAD when a report is not required.
7. **ALL PERSONNEL ASSIGNED A BWC** shall wear it in conjunction with working in their primary duty role or in a uniform extra duty capacity

D. BODY WORN CAMERAS (BWC)

Officers assigned and equipped with body worn cameras shall activate them as follows:

Rev

1. **MANDATORY ACTIVATION**: Unless an exception applies, officers **shall** activate their BWC:

   a. As soon as practical upon being dispatched to any call for service
   b. All self-initiated calls for service
   c. Traffic stops
   d. Subject stops
   e. Any Code 3 or other emergency driving, e.g. vehicle pursuits, failure to yield incidents, etc.
   f. Detention, arrest, and searching of prisoners
   g. Use of force incidents
   h. Vehicle containment or takedowns (See D-19.100.F)
   i. Search warrant service (once scene is secure and rendered safe, recording becomes discretionary)
   j. While involved in any law enforcement activity

2. **UNLESS AN EXCEPTION** or restriction applies, officers shall continue recording while actively investigating or taking enforcement action. If a break in recording occurs, document the specific reason for each of the interruptions in their General Offense Report

Rev

3. **BE COGNIZANT OF THE CAMERA'S LOCATION AND ORIENTATION**, attach the BWC to your person using an approved issued attachment mechanism
   a. Position BWC on the body facing forward with proper orientation in manner best capturing the activity happening directly in front
   b. Give special consideration to placement based on type of clothing and equipment utilized so as not to hinder video and audio capture, e.g. traffic vest, jackets, masks, etc.

4. **EXCEPTIONS TO ACTIVATION** – Officers may decide not to activate a BWC in the following circumstances:

   a. Recording is impossible, impractical, or unsafe. Officers should engage their BWC once the situation allows.
   b. Victim/witness is concerned about retaliation for cooperating with police or refuses to make a video recorded statement
   c. Overriding privacy concerns, such as citizen requests not to be video recorded during consensual encounters either in public or inside private residences, persons in a state of undress, etc.
   d. With approval of a supervisor
   e. Special consideration is given to detectives in situations when wearing a BWC is not practical

New

   f. Use of BWCs by detectives assigned to federal task forces is governed by the MOU in effect at the time. If the use of BWCs are not specifically addressed in the MOU, their use will be governed by this policy or an agreement between the Office of the Chief of Police and the federal agency in question

5. **ADVISEMENTS ABOUT RECORDING**

   a. Members of the public do not have a reasonable expectation of privacy when talking with police officers during the scope of an officer's official duties, even when the contact is in a private residence

   b. Except for undercover investigations, if asked, officers shall advise subjects they are being recorded. Officers are not required to initiate or cease recording an event, situation, or circumstance solely at the demand of a subject.

Rev

6. **DOCK CAMERA** at the end of each shift to upload videos, charge the battery, and download firmware updates

   a. Non-patrol positions: Upload all recordings by authorized means within 48 hours of the recording or by the end of the work week, whichever is sooner
   b. Dock all cameras weekly (at a minimum) to receive necessary firmware updates

7. **ONLY USE YOUR ASSIGNED BWC**. Do not use reserve cameras unless authorized

E. RESTRICTIONS

The following restrictions apply to all digital recordings, audio and video

OFFICERS SHALL NOT KNOWINGLY:

1. Create video recordings in areas where a reasonable expectation of privacy exists such as locker rooms, restrooms, when sensitive medical exams are being conducted, etc., absent a compelling law enforcement interest
2. Record undercover officers or confidential informants absent a valid investigative purpose. The CI may be photographed or recorded for business/criminal justice related investigations.
3. Use an approved digital recorder to record any activities not related to official law enforcement duties
4. Upload, access, copy, or convert digital recordings for any personal use, including onto any type of personal/social media, or for anything other than legitimate law enforcement purposes
5. Make digital recordings in hospital patient care areas except when necessary for official law enforcement purposes
6. Record a minor child, unless the video or voice recording is made during or as part of a law enforcement investigation, or during or as part of a forensic interview in a criminal or child protective services investigation, or as otherwise consented to by the minor child's parent or allowed by A.R.S. Section 1-602
7. Allow citizens to review the recordings in the field unless reasonably necessary for an ongoing investigation. Citizens who want to view recordings may make a public records request. A copy may be provided in accordance with state public records laws.
8. Record city employees except when necessary in a criminal investigation, during official administrative interviews, or as approved by the Chief of Police
9. Record discussions with other officers about case tactics or strategy, either before enforcement action is taken or after the scene is stabilized
10. Record administrative functions including counseling sessions with supervisors or managers
11. Record a critical incident debriefing
12. Record daily or operational briefings
13. Record while attending or testifying during civil or criminal court proceedings or depositions
14. Record while on breaks or during personal activities

F. DATA REVIEW

1. **INVESTIGATING OFFICERS** may review all digital media captured during an incident or event:
   a. To assist with the investigation and completion of reports
   b. For training purposes
   c. Before testifying

2. **OFFICERS** may only review their own recorded digital media:
   a. Before making a statement in an Internal Affairs investigation
   b. Before making a statement in an officer involved shooting investigation or use of force incident that resulted in serious injury or death, but only after reviewing and signing the appropriate acknowledgment form
3. **SUPERVISORS, PSS, OR COMMAND STAFF** may review digital media to review officer conduct for the purpose of an internal administrative review or investigation, or to investigate an external citizen complaint

G. STORAGE, RETENTION, AND RELEASE OF DIGITAL RECORDINGS

1. **ALL DIGITAL EVIDENCE** captured during the scope of an officer's duties, whether on approved or privately owned digital recorders, is property of Chandler Police Department and subject to policies regarding review, reproduction, release, production, retention, deletion, and disposal
2. **DIGITAL EVIDENCE SHALL NOT BE**:
   a. Deleted except as allowed by this general order
   b. Altered or tampered with
   c. Accessed, copied, edited, or released without proper approval or as permitted by law
3. **DISSEMINATION/RELEASE OF DIGITAL RECORDINGS**
   a. Allowed only under the following circumstances:
      1) For criminal justice purposes
      2) For training purposes only when approved by a division commander after input from the involved employee
      3) Pursuant to a public records request
      4) Pursuant to subpoena or court order
      5) For actual or potential civil litigation
      6) Others as approved by the Chief of Police
   b. **PUBLIC RECORDS REQUESTS**: Digital evidence is subject to release pursuant to public records laws. Exemptions from disclosure are the same as for any other departmental records. The Chief of Police shall designate the person or unit responsible for reviewing the digital evidence and determining whether any portion needs to be redacted prior to release. There are a number of factors to consider when reviewing any recording, which may include limitations and/or information that impacts the content of the recording. The review of any material has variables that may not be evident in the recording. Consider the following factors:
      1) A camera does not follow the officer's eyes or see as they see
      2) There may be subtle and peripheral danger clues not recorded by a camera
      3) Camera speed differs from the speed of life
      4) Variations in lighting may impact the human eye and camera differently
      5) The camera may likely be blocked at times by an officer's body or other obstacle present at a scene
      6) A camera only records two dimensionally

7) There are factors relating to time stamping and delays that may impact precise timing

8) Cameras may only be part of the picture and may not be conclusive, and will not replace a thorough investigation

c. **CASE SUBMITTALS WITH BWC DIGITAL EVIDENCE:** Body worn camera evidence does NOT have to be attached. Check the "Available on Request" box on the County checklist form for county submittals.

d. **CASE SUBMITTALS WITH NON-BWC DIGITAL EVIDENCE:** The case agent and supervisor will ensure a copy of all non-BWC digital evidence is included when the case is submitted to the prosecutorial agency for review and charging

4. **DIGITAL EVIDENCE STORAGE AND RETENTION**

a. All recordings will be kept in accordance with adopted retention guidelines

b. Digital evidence will be retained and stored on the appropriate storage medium as authorized by the department

c. If a use of force and/or vehicle pursuit is captured on a digital recording device, PSS copies the recording to portable media and makes it available for the applicable administrative review process

d When an incident has been recorded and an offense report is generated, the officer shall:

1) Note in the first sentence of the narrative that a portion of the incident was captured by a digital recording system
2) Note the recording in any police document pertaining to the incident, such as use of force or pursuit forms
3) Transfer recorded data onto the appropriate storage medium

e. Recordings captured during the scope of an officer's duties, whether on department approved or privately owned digital recorders, may be subject to release under applicable federal and state laws or pursuant to court rules

Rev

f. **STORAGE OF BWC DIGITAL RECORDINGS:** Digital recordings automatically upload to the server when the camera is placed in the docking station. All recordings should be tagged with the following information in Evidence.com **within 48 hours of the recording** or by the end of the officer's work week, whichever is sooner

1) ID NUMBER – GO number or other identifying incident number
2) CATEGORY – The appropriate category type to ensure the digital recording follows established retention guidelines. Multiple categories may be added to a recording.
3) TITLE – description of the incident and/or person interviewed

g. **STORAGE OF DIGITAL AUDIO RECORDINGS:** Upload audio recordings to V:\Officer\<your user name>. Rename each recording:

1) Criminal Cases – ID Number – GO number or other identifying incident number (e.g., 18-12345 smith)
2) Traffic Stops – TSTOP (e.g., tstop jones)
3) Subject Stops – SSTOP (e.g., sstop bell 1019 N AZ)

H. DELETION/REDACTION OF BWC DIGITAL RECORDINGS

1. **DELETION OF DIGITAL RECORDINGS:** When a recording is made and has no evidentiary or administrative value, serves no legitimate governmental purpose, and does not constitute a public record (e.g., device inadvertently left on during restroom break or overnight after end of shift) it may be deleted as follows:
   a. Members requesting a file to be deleted submit a memo of explanation to their commander
   b. The affected commander makes a determination and forwards the memo to the Technology Manager to complete the request
   c. The memos are retained by the affected commander
   d. Categorize video as "non-criminal" if there is not an immediate need for deletion; will automatically purge after six months

New

2. **RETENTION**: Evidence.com automatically purges files based on a categories predetermined retention schedule found under "Help Articles" on PDInfo. Officers will receive notice seven days prior to any files being purged
3. **REDACTION:** If digital recordings are required to be redacted prior to release
   a. The designated person or unit reviews the evidence and removes any portions not subject to release
   b. If there are questions or concerns about redaction, contact the Police Legal Advisor
   c. After review, upload the redacted copy onto the appropriate storage medium under the applicable GO or street check number and retain for future reference
   d. The redacted version is available to the involved employee(s)

I. DELETION OF DIGITAL AUDIO RECORDINGS

Digital AUDIO recordings of incidental contacts not deemed to be evidentiary may be deleted upon completion of an officer's report. Recordings of victim, witness, or suspect statements, or of civil traffic stops or other enforcement contact should not be deleted and should be uploaded per policy to department systems.

J. TRAINING

OFFICERS AND SUPERVISORS SHALL COMPLETE DEPARTMENT-APPROVED TRAINING prior to deploying a digital recording device, including:

1. Knowledge of department policies and procedures regarding all aspects of proper use of digital recording devices, as well as the storage and retrieval of digital recordings
2. Demonstrated proficiency in the use of the device and the storage and retrieval of the recordings

K. SUPERVISORS

Rev

1. **ENSURE OFFICERS UTILIZE** the BWC system according to policy guidelines

2. **ENSURE DIGITAL EVIDENCE** is uploaded to digital evidence storage as prescribed by this policy

3. **RECORD THE ENCOUNTER** and encouraged to advise the member of the public they are recording when responding to a citizen complaint

4. **MAY HAVE THE ABILITY** to immediately resolve questions/concerns or complaints by reviewing video captured by the BWC

5. **IN THE EVENT** a formal complaint is made, change the category to restricted and make notes within that category

6. **SHALL REVIEW ALL BWC RECORDINGS** associated with a use of force incident for their officer during use of force review (See G.O E01.400.C)

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-08 ANIMAL COMPLAINTS/INCIDENTS**	
	Subject **100 Guidelines**	Effective **02/10/23**

Summary This order gives guidance for handling complaints regarding animals.

A. POLICY

Employees will give major emphasis to public safety while handling animal complaints

B. GENERAL PROVISIONS

1. **MARICOPA COUNTY ANIMAL CARE AND CONTROL (MCACC)** is under contract to provide the following services:
   a. Investigating animal bites
   b. Quarantining animals
   c. Impounding dogs at large
   d. Enforcing all sections of Chandler City Code Chapter 14 related to licensing, vaccination and leash laws

2. **THE ARIZONA HUMANE SOCIETY (AHS)** is under contract with the City of Chandler to provide transportation, housing, and care for animals in all other related incidents requiring a police response (e.g., injured animals, cruelty / neglect cases, abandoned animals, welfare seizures, etc.)

   Rev

   a. Ambulance services are available seven days a week (typically 0800-1900 hours) depending on call volume and staffing
   b. Contact an Emergency Animal Clinic (EAC) for calls outside of these operating times, where the animal is temporarily transferred and then retrieved by AHS the following day during normal operating hours
   c. An experienced AHS emergency animal medical technician (EAMT) is available for assistance with transportation and expert advice in animal cruelty/neglect investigations
   d. Only peace officers have the authority to seize or impound animals

3. **CHANDLER OFFICERS** will:
   a. Investigate and enforce violations of local ordinances and state laws pertaining to animals
   b. Only seize animals either pursuant to a valid warrant or a judicially-recognized exception to the warrant requirement (e.g., consent, plain view, exigent circumstances, emergency aid, etc.)

   New

   c. Consult their supervisor and the legal advisor for assistance in these situations

4. **CHANDLER EMPLOYEES WILL HANDLE** the following complaints by the normal reporting process (MCACC and AHS will not respond):
   a. Barking Dogs
   b. Dead Animals
   c. Livestock
   d. Wild Animals
   e. Bees

C. ANIMAL BITES

REFER ALL COMPLAINTS of an animal biting a person to MCACC. An MCACC officer will investigate the incident and quarantine the animal if necessary.

D. ANIMALS AT LARGE: NON-VICIOUS OR NON-RABID

1. **NON-VICIOUS OR NON-RABID DOGS:** Refer to MCACC for pickup

Figure 1. **MCACC Contact Information**

Function	Hours		Phone #
Normal Operating Hours	6:00 a.m. to 5:00 p.m.	2630 W 8th St Mesa or 2500 S. 27th Ave Phoenix	[redacted]
Limited Service	5:00 p.m. to 10:00 p.m.	7 days/week and holidays	[redacted]

Rev

   a. If a complainant demands to speak to an officer, send an officer to determine whether immediate capture of the dog is necessary for the protection of the public

      1) If immediate capture is not necessary, take no action
      2) If immediate capture is necessary, take the necessary steps to protect the public

2. **NON-VICIOUS/NON-RABID STRAY CATS:** Advise the complainant that MCACC and AHS will not pick up stray cats. They will accept the cat if the complainant brings it to their facility. See ADLAZ.org for more stray cat resources.

3. **LOOSE LIVESTOCK** (Equine, cattle, goats, sheep and swine): Officers will respond

   a. Corral and/or tie the animal(s) if this can be done safely
   b. If the animal cannot be corralled and/or tied, attempt to keep the animal(s) in an area where it will not create a hazard and ask a dispatcher to contact the Arizona Department of Agriculture Animal Services Division, which has the necessary equipment and personnel to capture and remove the animal to a place of safety
   c. If the owner is not available to take possession of the animal(s), ask a dispatcher to notify the Arizona Department of Agriculture Animal Services Division
   d. Consult the Arizona Department of Agriculture if brand identification information is needed
   e. Assistance available 24 hours at [redacted] (Dept. of Agriculture)

Rev

4. **STRAY WILDLIFE:** Refer complaints to the Game and Fish Department or Liberty Wildlife at [redacted]

E. VICIOUS /RABID ANIMALS

Officers will respond to all reports of animals believed to be vicious and/or rabid and will take the necessary steps to protect the public

1. **CATS OR DOGS BELIEVED TO BE VICIOUS:** A dispatcher will notify MCACC for animal pick up

2. **SUSPECTED RABID ANIMAL (other than livestock):** A dispatcher will notify MCACC for pick up and/or possible quarantine of the animal. Officers should not attempt to capture the animal. If the rabid animal presents an immediate danger to any person, the animal may be destroyed.

3. **RABIES AND LIVESTOCK:** If it is suspected that livestock have been bitten by a rabid animal or if livestock displays symptoms of rabies, ask a dispatcher to notify the Arizona Department of Agriculture

4. **AFTER-HOURS EMERGENCY CALLS:** Ask a dispatcher to call MCACC

5. **AHS WILL NOT RESPOND** to reports of vicious / rabid animals

F. BARKING DOG COMPLAINTS

Barking Dog Website:www.chandlerpd.com/community/barkingdog Barking Dog Hotline: 782-BARK or 782-2275

Reference: City Code 11-10.1B5 "Keeping, harboring, or having custody within the City any dog which barks, howls, or makes noises by day or night which disturbs the peace and quiet of any person or family in the neighborhood."

1. **WHERE COMPLAINANT WISHES TO BE LISTED AS A VICTIM**

   a. The dispatcher enters the call as a call for service. Barking dog complaints are assigned as a **Priority 4 unless other circumstances exist which require a higher priority.**
   b. Upon receiving a barking dog complaint, patrol officers::
      1) Check premise history to see if there have been previous contacts at the address where the barking dog lives
      2) If no previous history can be found
         a) Issue a warning to the offending party
         b) Have information entered into premise history to show that a warning was given, including date, report number, and how the warning was given (door hanger, in person, letter)
         c) Advise the complainant of the necessary documentation to prosecute a barking complaint (log listing the dates and times that the dog was disturbing, video or audio of the offending dog and of the police website resource)
      3) If previous history is found, then issue a criminal citation
         a) May issue the criminal citation to any adult resident at the offending address
         b) Collect the documentation from the complainant regarding the barking dog (log and audio or video recordings)
      4) If a party has been previously warned and contact cannot be made with the party, officers will pend follow up to themselves to locate the dog owner and issue a citation

2. **WHERE COMPLAINANT WISHES TO REMAIN ANONYMOUS**

   a. Dispatch advises the complainant that:

1) An officer will not be dispatched to a barking dog complaint without that person leaving contact information for prosecution
2) The complainant may request to be transferred to the barking dog hotline where they may get additional information on how to deal with a barking dog
3) The complainant may access the police website to get additional information

b. The Police Department has provided the following resources for residents requesting anonymity to obtain additional information and assistance
   1) **The barking dog hotline** advises the resident that:
      a) The resident may leave a name and address to receive a packet of information on available options
      b) The resident may leave the address of the residence of the barking dog, and the department will send information (not to include name of the complainant) to the barking dog's owner identifying the problem and providing some solutions
   2) **The website** provides information:
      a) For the person reporting the barking dog
      b) For the person that owns the barking dog
      c) On how to document the barking dog
      d) With options on how to deal with barking dogs

Rev

G. SEIZING ANIMALS AT LARGE

1. **CONTACT THE APPROPRIATE AGENCY** (e.g., MCACC, Arizona Department of Agriculture, Game and Fish) for assistance in seizing and transporting non-vicious/non-rabid animals at large when possible

2. **NON-RABID DOG OR CAT AT LARGE:** Use a patrol-issued animal snare if the investigating officer deems that a stray cat or dog at large needs to be seized for the protection of the public, and MCACC cannot or will not respond in a timely manner

   a. All precincts have equipment available to snare a cat or dog
   b. When possible, snare the cat or dog and transport it in the rear of a caged patrol unit to the kennels provided by MCACC

New

3. **EXTENDED TIME OF ARRIVAL FOR MCACC OR AHS:** Transport uninjured animal to the temporary kennels at the Main Station (time held not to exceed 24 hours)

   a. Injured animals will not be brought to the CPD temporary kennels
   b. Animals may be held in temporary kennels until reasonable attempts to contact the owner have been made
   c. Complete a general offense anytime animals are seized
   d. Health stray animal on hold for MCACC: Document call notes under a Public Assist to include location found, attempts to locate owner, if scanned with a microchip scanner, or people contacted

H. SICK OR INJURED ANIMALS AT LARGE

1. If practical, take sick or injured animals to:

   1st Pet Veterinary Centers
   1233 W. Warner Rd.
   Phone: 480.857.0451/480.732.0018

1st Pet Veterinary Centers
5404 E Southern Ave, Mesa
Phone: 480.924.1123

New

Arizona Veterinary Emergency & Critical Care (AVECC)
86 W Juniper Ave, Gilbert
Phone: 480.497.0222

Blue Pearl Animal Hospital
3110 E Indian School Rd, Phoenix
Phone: 602.995.3757

2. **THE CHANDLER POLICE DEPARTMENT** currently does not have an MOU with any veterinary clinic for treatment of injured animals. If the above listed locations refuse to assist, the case officer is authorized to contact other veterinary clinics not listed for assistance.

3. **HOSPITAL PERSONNEL** will either treat or euthanize the animal without charge to the Police Department. Officers will not sign any paperwork accepting financial responsibility for any treatment. If an owner can be located, the hospital will attempt to bill the owner for services.

4. **THE ARIZONA HUMANE SOCIETY** may respond to pick up non-rabid contained sick or injured animals

   The back line to AHS for Law Enforcement only: [redacted]

DEALING DIRECTLY WITH ANIMALS	
Animal Poison Control Center	[redacted]
Pet Loss /End of Life Care Website	www.azhumane.org/end-of-life-services
Cruelty Investigations	[redacted]

I. DISPATCHING INJURED OR DANGEROUS ANIMALS

Officers will dispatch animals only in an emergency, including when:

1. **INJURIES WOULD OBVIOUSLY BE FATAL** and the animal shows intense suffering
   NOTE: Normally, the Department of Agriculture Animal Services Division officers dispatch livestock, e.g., cattle. Horses should not normally be dispatched without the consent of an on-scene veterinarian.

2. **THE ANIMAL IS AN IMMEDIATE DANGER** to the public and there are no other reasonable means to subdue it

J. REMOVING DEAD ANIMALS

[61.4.2]

1. **TRAFFIC HAZARD:** If the hazard can be remedied only by removal:

   a. Ask a dispatcher to expedite the removal of the carcass
   b. Move the animal to the side of the road if possible

Rev

2. **NOT A TRAFFIC HAZARD:** Dispatch will notify dead animal pick up. Dead livestock [redacted]

K. BEES

1. **EMERGENCY SITUATIONS:** The Fire Department responds to emergency incidents involving bees
2. **NON-EMERGENCY SITUATIONS:** A dispatcher will provide the caller with a phone number(s) of local beekeepers

L. AHS RESPONSE

1. **AHS WILL RESPOND** to the following situations:
   a. Rescue, treat, and kennel a sick or injured stray animal
   b. Animal cruelty/neglect complaints, including
      1) Animals left in hot vehicles
      2) Animals left within homes/backyards/apartments where the animal does not have access to food, water, or shade
      3) Clear abandonment where an animal is left tied to an object (tethered)
      4) Animal hoarding and animal prize-fighting situations
   c. Welfare seizures, such as animals displaced because:
      1) A deceased or hospitalized owner with no identifiable kin or responsible party is available to provide care for animals
      2) Owner is arrested and no identifiable responsible party is available to care for animals

Rev

2. **SEIZED ANIMALS PLACED INTO AHS PROTECTIVE CUSTODY:** Provide a completed copy of the Notice of Animal Seizure to AHS and serve the original on the owner, if known and present
   a. Make a reasonable attempt to identify and notify the owner of the seizure by means such as personal service, or by affixing the notice at the location of the seizure when the owner is not present and/or unknown
   b. The Notice of Animal Seizure includes a Declaration of Ownership, which the owner must complete and return to Chandler City Court within 10 days if the owner wants to request a Post-Seizure Hearing for return of the animal
   c. Animals seized for its benefit and welfare due to recent arrest, death or hospitalization: Complete the section on the Notice of Animal Seizure **informing the owner to contact AHS within 72 hours** of being served the Notice or animal may be placed for adoption or disposed of according to law. Do not file seizure paperwork with the court.

New

3. **MEDICAL ATTENTION:** Take the animal to an AHS approved facility when an animal requires medical treatment and AHS is <u>unavailable</u> for transport
4. **ANIMALS SEIZED AS A RESULT OF SUSPECTED CRUELTY** or neglect with no identifiable owner
   a. Veterinary clinics require animal seizure paperwork even when no owner is identified before accepting an animal
   b. Prepare animal seizure paperwork:
      - a copy to CPD Records
      - a copy to AHS / Veterinary Hospital
      - a copy in visible area if seized from residence
   c. Do not file seizure paperwork with the court in instances when there is no identifiable owner to make a claim for the animal

Rev

Rev

5. **TURN OVER DECEASED ANIMALS** on an animal cruelty/neglect case to the AHS as evidence for necropsy, or during non-business hours, transport to an AHS approved facility for refrigeration (not frozen) until picked up by the AHS

New

M. TEMPORARY KENNELS UTILIZATIONS

Circumstances:

1. **CONTAIN UNINJURED STRAY ANIMALS** when MCACC or AHS cannot respond in a timely manner
   a. Transport uninjured animals to the temporary kennels at the Main Station (time held in the temporary kennel not to exceed 24 hours)
   b. **Injured animals will not** be brought to the temporary kennels. Transport the animal to an open veterinarian hospital for treatment and observation

2. **OWNER OF UNINJURED IMPOUNDED ANIMAL IDENTIFIED** by a valid animal license / microchip and is away from home at the time of capture but is able to **pick up that day**

3. **ANIMAL'S OWNER ARRESTED**, there is no other person to provide care and the arrestee is **expected to be released** from the police department. If arrestee is detained for an extended amount of time, contact AHS for retrieval and transport and complete the appropriate Notice of Seizure

Procedures:

4. **WRITE A GENERAL OFFENSE** for any seizure. If a seizure is not warranted, document a CAD call under a Public Assist

5. **ARIZONA HUMANE SOCIETY'S COPY** of the seizure paperwork shall remain with the animal for pick up by AHS

6. **ANIMAL IMPOUND LOGS:** Animal Sign In Log and Temporary Animal Face to Face Log

   Fill out both completely:
   a. With the requested information including incident number and location where animal was seized
   b. Regardless of the amount of time spent in the kennel (not to exceed 24 hours)
   c. Sign off the time and badge number when checking on the animal every two hours until MCACC or AHS respond

7. **MONTHLY LOGS WILL BE** reviewed and turned in to the appropriate party for record keeping

8. **OFFICER WILL CONTACT DISPATCH** and request a self-generating call for service to check the welfare of any animal held in the temporary kennel. If the animal is docile, walk the animal on a leash before completing the welfare check

9. **PRIOR TO END OF SHIFT**, officers will notify an on-duty supervisor an animal is being housed in the temporary kennel area

10. **AFTER THE ANIMAL HAS** been picked up by the owner, AHS, or MCACC, the officer will contact Dispatch to cancel the self-generating call for service

New

N. KENNEL CARE PROCEDURES

1. **PLACEMENT OF THE ANIMAL** in the temporary kennel**:**

   a. Conduct a visual inspection prior to placing an animal into the kennel; remove any hazardous items
   b. Leave a fresh bowl of water for the animal. Do not leave animal in the kennel without an adequate water supply
   c. Complete both animal logs located on the table. See M6 above for more information
   d. Only one animal in each kennel at a time. If two small animals are taken or found together and are friendly with each other, they may be placed together
   e. Secure the gate after the animal is placed in the kennel. Ensure the exterior door to the room is also locked when leaving
   f. If needed, scan the animal with the microchip scanner to locate a microchip number that may contain owner information
   g. The call for service must remain open until transfer of the animal is complete

2. **RELEASE OF KENNELED ANIMALS**:

   a. Release to the owner unless a mandatory quarantine period is required (e.g., dog bite where MCACC requires a quarantine). MCACC will pick up from the station if necessary
   b. Citable offense: Animals returned to their owners where a citable offense has occurred. Officers may issue a citation
   c. Animal released to owner:
      1) Open a Public Assist under the owner's address
      2) Obtain the owner's driver's license and attach it to the call
      3) Applies if a General Offense is not warranted (e.g., found healthy stray/lost animal)
   d. If MCACC or AHS takes custody of the animal, the Animal ID number and/or their agency report number must be documented in the log

3. **KENNEL MAINTENANCE:**

   a. Disinfect the kennel and clean up any waste after each use
   b. Visually inspect for damage and/or any needed repairs. If a repair is needed, notify your supervisor
   c. Do not leave any leftover water or food in the kennel after an animal is picked up

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-09 SEARCHES**	
	Subject **100 Policy and Definitions**	Effective **11/09/12**

High Frequency/High Severity

Summary: This policy contains policy and definitions relevant to searches.

A. POLICY

Base searches, seizures, and arrests, with or without a warrant, on probable cause based on Constitutional requirements, both federal and state, **statutes**, and case law

B. DEFINITIONS

Figure 1. **Definition of Terms Used in Policy**

Term	Definition
1. Area of Control	That area from which a person could secure a weapon or evidence by exerting a limited amount of effort
2. Case Agent	The detective or officer who is most involved with the case or investigation, usually from the involved unit
3. Exigent Circumstances	A set of facts allowing the officer to act without getting a warrant in order to protect a person from injury, arrest a fleeing felon, or prevent the destruction of evidence (see General Order E-09.200D for details)
Rev **4. Frisk**	A search based on reasonable suspicion the person is armed and presently dangerous and that is strictly limited to the detection and/or recovery of weapons or instruments of injury and is limited in scope to feeling, seeing, touching, or making a pat down of outer clothing, containers, or areas within a person's immediate control
5. Hazardous Service	Circumstances that involve known information about the location or individuals involved that make the service of the warrant significantly more dangerous for the personnel involved
6. Open View Doctrine	A legal concept that allows an officer to develop probable cause by "seeing" an object that he is not entitled to seize even though he may lawfully be in the place that he observes the object, such as when an officer lawfully standing on a sidewalk observes a marijuana plant growing inside a house or the seeing of evidence inside of a vehicle from the outside
7. Pat Down	**See frisk**
8. Plain View Doctrine	The rule of law that allows an officer to seize items without a warrant when the officer knows them to be contraband or evidence as long as the items were in "plain view," the officer was lawfully in the place from which the items were viewed, and the officer can make the seizure from the area in which he is located
9. Probable Cause	Facts and/or circumstances that would lead a reasonable police officer to conclude that a crime has been or is about to be committed and that the suspect probably committed the crime or that evidence of the crime is at a specific location

New

Term	Definition
10. Protective Sweep	A precautionary search incident to arrest which is narrowly confined, quick and limited to a cursory visual inspection of those places immediately adjoining place of arrest in which a person may be hiding
10. Search Warrant	An order in writing issued in the name of the State of Arizona, signed by a magistrate, directed to a peace officer, commanding him to search for personal property, persons, or items described in ARS 13-3912 (as amended)
11. Secured Location	A place of intended service that is under the control of law enforcement officers. This may be as a result of a prior call for service, assisting another agency, or due to an exigent circumstance.
12. Telephonic Search Warrant	A search warrant issued by the magistrate over the telephone as a timesaving measure
13. Unsecured Location	A place of intended service that is not under the control of law enforcement officers. Wanted suspects or other individuals may still occupy the scene.

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-09 SEARCHES**	
	Subject **200 Warrantless Searches**	Effective **06/30/22**

High Frequency/High Severity

Summary: This policy outlines warrantless search procedures.

A. CONSENT TO SEARCH (WITHOUT A WARRANT)

[1.2.4]

DEFINITION: If the person against whom the search is directed consents to the search of his person, or of property under his lawful control, a search may be made and any fruits of a crime, instrumentalities of a crime, or contraband articles may be seized

1. **CAUTIONS**
   a. **Courts are sometimes reluctant** to find that consent was in fact voluntary when given by a person in custody who might not be fully aware of his constitutional right to refuse permission for a search
   b. **Reliance on the supposed consent** is risky because it cannot be anticipated how the facts surrounding this alleged consent, as testified to by the officer and the defendant, will appear to the court
   c. **It is permissible,** but unwise as a matter of general practice, to rely on the arrested person giving consent at the time of their arrest to conduct searches
   d. **Any consent to search must be voluntary,** without coercion, threats, or promises, and without undue pressure. Threatening to obtain a search warrant should the person refuse consent will invalidate consent obtained after the threat.
   e. A search may be directed against a suspect's property if consented to by a person who **jointly occupies** the premises with the suspect if that person has an **equal right** to the use and possession of the premises.
      1) If the suspect or anyone with standing is physically present at the place to be searched and objects to the search, the search will immediately stop and a warrant will be obtained
      2) Equal right can usually be inferred when the person has a property right or other connection with the premises or with the suspect which establishes that he/she is entitled to bring guests into the premises
      3) Equal right includes a spouse
      4) Overnight guests have Fourth Amendment standing to object to a search of areas over which they have reasonable control, such as the bedroom in which they are staying

2. **PROCEDURES**
   a. Obtain a search warrant in advance of the arrest if possible
   b. Terminate the search immediately if consent is withdrawn at any time by any person with standing
   c. Complete the department's consent to search form and obtain the signature of any person with standing (recommended)
   d. Record all consent to search requests to document request (strongly recommended)

B. SEARCH INCIDENT TO ARREST

[1.2.4] [1.2.8]

1. **WARRANTLESS SEARCHES** of the person incident to a lawful arrest are valid:

   a. When an officer makes a full "custodial" arrest, and the subject is being transported to the station or booking facility
   b. To seize weapons or other articles which might be used to attack the officer
   c. To seize the means the suspect might use to effect his escape
   d. To prevent the destruction of the fruits or instrumentalities of the crime or evidentiary items of the crime for which the arrest was made

2. **WITHIN REACH:** Search beyond the person must be limited to those areas which remain within the reach of the arrestee

   a. Reach is not confined to arm's length but includes the areas reachable by the person if he made a lunge or quick move to gain possession of a weapon or of destructible evidence
   b. If it is necessary for the person arrested to move about after his arrest to put on clothing or assemble belongings, those areas to which he continues to have access may also be searched for weapons or destructible evidence. This movement must be a result of the arrestee's desire to do so. It cannot be directed or requested by the officer.
   c. May conduct a warrantless search of a vehicle incident to a recent occupant's arrest only if:
      1) The arrestee is within reaching distance of the passenger compartment at the time of the search or
      2) It is reasonable to believe the vehicle contains evidence of the offense of arrest. Under this justification, police may search the entire passenger compartment and all containers in the passenger compartment, locked or unlocked, regardless of ownership.

   If neither justification is present, a search of an arrestee's vehicle is allowed only if police obtain a warrant or show that another exception to the warrant requirement applies. *Arizona v. Gant* (U.S. Supreme Court 2009)

3. **SEARCHING THE PREMISES:** Evidence obtained in a search of the premises at the time of arrest **is admissible in court if** there are justifiable facts showing all of the following circumstances:

   a. There was probable cause for the search (sufficient ground upon which a search warrant could have been obtained)
   b. Exigent circumstances existed that would make it impossible to safeguard the premises while a search warrant was being obtained after the arrest
   c. Exigent circumstances existed requiring the making of the arrest before a search warrant could be obtained

4. **UPON ARREST,** the arresting officer will search the suspect and any areas within the suspect's immediate control or areas within which he might gain possession of a weapon or destroy evidence shortly after taking the suspect into custody

a. **A search must be thorough** and should not be discontinued when one weapon is found. There may be more than one.
b. **Officers receiving custody** of a prisoner from another officer will search the prisoner before placing the prisoner in a police vehicle
c. **An officer of the same gender** as the prisoner should conduct the search
   1) If not practical, handcuff the prisoner with hands behind the back frisk for weapons using the blade edge or back of the hand for the search
   2) Remove purses, knapsacks, or other similar articles used to carry items from the prisoner upon arrest
d. **When booking a prisoner**, only a person of the same gender as the prisoner will search a prisoner. If at all possible, search prior to transport. If no same gender employee is available, the search will be done at the county jail.

5. **TYPES OF SEARCHES:** The types of searches include the standing search, kneeling and prone search, wall search, and strip search. The officer will determine the appropriate type of search to use.

New

Definitions

Custody search - An in-custody search of an individual and of his/her property, shoes and clothing, including pockets, cuffs and folds on the clothing, to remove all weapons, dangerous items and contraband

Gender Expression – The way in which a person expresses their gender identity, typically through their appearance, dress, and behavior

Gender Identity – A person's perception of having a particular gender, which may or may not correspond with their birth sex

Physical body cavity search - A search that includes a visual inspection and may include a physical intrusion into a body cavity. Body cavity means the stomach or rectal cavity of an individual, and the vagina of a female person.

Strip search - A search that requires an individual to remove or rearrange some or all of his/her clothing to permit a visual inspection of the underclothing, breasts, buttocks, anus or outer genitalia. This includes monitoring an individual who is changing clothes, where his/her underclothing, buttocks, genitalia or female breasts are visible.

a. **The standing search:** Considered the most versatile and should be used in most non-high-risk arrest situations
b. **The wall search:** Use for most detainees entering the detention area
c. **The kneeling and prone search:** May be used with high-risk detainees and for group searches
d. **Strip searches:** Must be authorized by a sergeant or higher-ranking supervisor
   1) Conducted in the privacy of the temporary detention area by department employees of the same gender as the prisoner
   2) If the detainee identifies opposite of their expected gender identity, the supervisor shall ensure the detainee is searched by an officer of the detainee's identified or expressed gender
      a) If a detainee's gender cannot be determined, or the detainee refuses to provide an answer when asked about gender, a female officer shall perform the search

Rev

b) At no time shall a strip search be conducted solely for the purpose of determining a detainee's gender
c) Individuals shall not be subject to more invasive searches than other detainees. Clothing or other items that convey gender identity such as prosthetic devices or wigs shall be removed consistent with the requirements for removal of similar items established for all detainees.

3) Only a supervisor and the person conducting the search will be present for the search. If no same gender employee and supervisor are available, have the search done at the county jail.
4) Generally, juveniles will not be subjected to a strip search unless extenuating circumstances require it. When deemed necessary, consult with the watch commander and/or legal advisor before proceeding with the search.
5) The following should be documented in a departmental report:
   a) Reason for search
   b) Persons conducting search
   c) Location of search
   d) Extent of search

e. **Body cavity search:** Conducted only by virtue of a search warrant or by consent of the suspect, and then **only** by a medical doctor. An arresting officer must have a reasonable belief that the prisoner is concealing weapons or contraband**.**

C. STOP AND FRISK

[1.2.4]

REFERS TO THE "LIMITED SEARCH" of a person for weapons for the officer's protection during an investigative detention. A frisk may be done with only reasonable suspicion (less than probable cause) that the person may have been or may be committing or may be about to commit a crime or violation **and** reasonable suspicion that the person **may** be armed and **presently** dangerous.

1. **FOR THE SOLE PURPOSE OF PROTECTING** the officer, officers may conduct a limited frisk or "pat down" of the outer clothing of the suspected person to discover weapons that might be used to assault that officer

2. **SUSPICIOUS ACTIVITY OR BEING IN A HIGH CRIME AREA ALONE** will not allow a frisk. The officer must be able to articulate:

   a. **Reasonable suspicion** to justify stopping the person
   b. **Additional reasonable suspicion** to justify frisking the person (armed and presently dangerous)

3. **IF THE ABOVE FACTS EXIST,** the officer may frisk, or "pat down," the person for weapons and shall do so immediately upon safe initial contact, including a frisk of any items the person may be carrying where a weapon may be located

4. **CITIZENS** being given transportation **must consent to be frisked** for weapons as a matter of officer safety. If the person refuses, then you should not provide transportation.

5. **FRISK OF VEHICLE PASSENGERS** is allowed as long as officer has separate reasonable suspicion that the passenger is armed and presently dangerous

6. **PROTECTIVE SEARCH OF PASSENGER COMPARTMENT OF A VEHICLE,** limited to those areas in which weapons may be placed or hidden, is allowed if there is reasonable belief that suspect is dangerous and may gain immediate control of weapons in the vehicle. Michigan v. Long, 463 U.S. 1032 (1983).
   a. Protective search of vehicle can be performed even if suspect is under police control at time of vehicle frisk **if suspect is to be released back to the vehicle** after detention is completed
   b. Protective search of vehicle trunk not permitted under this exception

D. VEHICLE SEARCHES

[1.2.4]

VEHICLE EXCEPTION: Automobiles and other conveyances may be completely searched without a search warrant only if there is **probable cause** to believe that the vehicle contains evidence or instrumentalities of a crime

1. **IF PROBABLE CAUSE EXISTED TO SEARCH A VEHICLE** when it came into the custody of an officer, a warrantless search may extend anywhere in the vehicle including closed containers in which the items being searched for may be found

2. **IF PROBABLE CAUSE EXISTS TO SEARCH A CONTAINER** that is in a vehicle, a search warrant is not necessary to search the container, even though there is no probable cause to search the entire vehicle

3. **IF PROBABLE CAUSE EXISTS TO SEARCH A VEHICLE,** that search may take place at the location where the vehicle is seized, or the vehicle may be transported to another location to be searched (safety, lighting, equipment concerns). Such searches should be conducted as soon as practicable after the vehicle has been transported to a new location.

E. EXIGENT CIRCUMSTANCES

An officer may enter premises without a warrant or consent under exigent circumstances that have not been created by the officer in the following situations, recognized by the courts as exceptions:

1. **TO ARREST A FLEEING FELON** in hot pursuit: The attempt to make the initial arrest must have taken place in a public place

2. **EMERGENCY AID** or response to an emergency call: Officers having reasonable grounds to believe there is an emergency at hand and immediate need for their assistance for the protection of life or property may enter a premise - in other words, to look for a person who may be ill, injured, or dead

3. **PROBABILITY OF DESTRUCTION OF EVIDENCE**: Officers must present facts amounting to probable cause to explain why they believed the evidence would be destroyed if they waited to obtain a search warrant - applies to felony crimes only

4. **KNOWLEDGE THE PERSON WANTED IS FLEEING OR ABOUT TO FLEE**: When an officer has reason to believe that the person will probably flee and that person is subject to an felony arrest warrant or there is probable cause to arrest the person for a felony, the officer may enter a premises to affect an arrest only if it is **immediately necessary** to prevent the suspect's escape.

5. **RISK OF VIOLENCE**: Includes domestic violence or 911 calls where reports of violence are given or heard - entry into the premises to prevent injury or violence is acceptable
   a. If one party is outside in a safe location prior to officers' arrival and the potential for violence has ended, then officers must get consent or a search warrant prior to entering the premises
   b. Officers making a valid arrest inside of a residence or immediately outside of a residence may perform a "protective sweep" of the residence if they have information to support the fear that someone may be inside the residence who can come out and harm them while effecting the arrest
   (*Under limited circumstances, i.e., shooting calls or threats against officers, while conducting investigations at residences where persons are detained, officers may conduct a protective sweep of the residence.*)

6. **A SUBSTANTIAL RISK OF HARM** to the persons involved or to the law enforcement process if the police must wait for a warrant

F. PLAIN VIEW SEIZURES

1. **AN OFFICER LAWFULLY PRESENT** on the premises may seize evidence that he has probable cause to believe is crime related

2. **OFFICERS OUTSIDE OF A PREMISE** who observe contraband inside must obtain a search warrant unless the entry and seizure of the item falls under one of the exigent circumstance exceptions

G. PROBATION ASSISTANCE

[1.2.4]

1. **OFFICERS MAY ASSIST PROBATION OFFICERS** in searching individuals, their vehicles, or premises, who as terms of their probation have given up the expectation of privacy of their person, home, and/or vehicles

2. **THE OFFICER MAY SEIZE ITEMS** of evidence and subsequently charge the person with any applicable criminal violations. See also General Order E-04.300

H. INVENTORY FOR PROTECTION OF PROPERTY

[1.2.4]

1. **OFFICERS WILL CONDUCT AN INVENTORY** of all vehicles or property of which they have lawful custody in order to protect the property of the suspect/owner from theft and to protect the police from claims of theft. This inventory shall occur as soon as practicable after obtaining custody of the property.
   a. Include the inspection of all locked and/or closed containers
   b. Document the results of the inventory on the offense or tow report and/or in the narrative section of the report

2. **INVENTORY SOLELY TO PROTECT** an arrested driver's possessions
   a. It is completely non-exploratory and is not a search
   b. It can best be justified if the officer has very little or no reason to believe that evidence is in the vehicle
   c. Open closed containers whose content officers are unable to determine from examining the container's exterior for inventory

I. PROTECTIVE SWEEP

1. Incident to an arrest in a home, police may conduct a warrantless, protective sweep defined as "a quick and limited search of the premises conducted to protect the safety of police officers or others and must be

narrowly confined to a cursory visual inspection of those places in which a person might be hiding." (Maryland v. Buie, U.S. Supreme Court, 1990)

a. Done as precaution
b. Does not require PC or reasonable suspicion
c. Officers may look in closets and other spaces immediately adjoining the place of arrest from which an attack could be immediately launched

2. If the sweep goes beyond those areas, there must be reasonable suspicion based on the facts that the area to be swept harbors an individual posing a danger to those on the arrest scene

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-09 SEARCHES**	
	Subject **200 Warrantless Searches**	Effective **09/28/18**

High Frequency/High Severity

Summary: This policy outlines warrantless search procedures.

A. CONSENT TO SEARCH (WITHOUT A WARRANT)

[1.2.4]

DEFINITION: If the person against whom the search is directed consents to the search of his person, or of property under his lawful control, a search may be made and any fruits of a crime, instrumentalities of a crime, or contraband articles may be seized

1. **CAUTIONS**
   a. **Courts are sometimes reluctant** to find that consent was in fact voluntary when given by a person in custody who might not be fully aware of his constitutional right to refuse permission for a search
   b. **Reliance on the supposed consent** is risky because it cannot be anticipated how the facts surrounding this alleged consent, as testified to by the officer and the defendant, will appear to the court
   c. **It is permissible,** but unwise as a matter of general practice, to rely on the arrested person giving consent at the time of their arrest to conduct searches
   d. **Any consent to search must be voluntary,** without coercion, threats, or promises, and without undue pressure. Threatening to obtain a search warrant should the person refuse consent will invalidate consent obtained after the threat.
   e. A search may be directed against a suspect's property if consented to by a person who **jointly occupies** the premises with the suspect if that person has an **equal right** to the use and possession of the premises.
      1) If the suspect or anyone with standing is physically present at the place to be searched and objects to the search, the search will immediately stop and a warrant will be obtained
      2) Equal right can usually be inferred when the person has a property right or other connection with the premises or with the suspect which establishes that he/she is entitled to bring guests into the premises
      3) Equal right includes a spouse
      4) Overnight guests have Fourth Amendment standing to object to a search of areas over which they have reasonable control, such as the bedroom in which they are staying

2. **PROCEDURES**
   a. Obtain a search warrant in advance of the arrest if possible
   b. Terminate the search immediately if consent is withdrawn at any time by any person with standing
   c. Complete the department's consent to search form and obtain the signature of any person with standing (recommended)
   d. Record all consent to search requests to document request (strongly recommended)

B. SEARCH INCIDENT TO ARREST

[1.2.4] [1.2.8]

1. **WARRANTLESS SEARCHES** of the person incident to a lawful arrest are valid:

   a. When an officer makes a full "custodial" arrest, and the subject is being transported to the station or booking facility
   b. To seize weapons or other articles which might be used to attack the officer
   c. To seize the means the suspect might use to effect his escape
   d. To prevent the destruction of the fruits or instrumentalities of the crime or evidentiary items of the crime for which the arrest was made

2. **WITHIN REACH:** Search beyond the person must be limited to those areas which remain within the reach of the arrestee

   a. Reach is not confined to arm's length but includes the areas reachable by the person if he made a lunge or quick move to gain possession of a weapon or of destructible evidence
   b. If it is necessary for the person arrested to move about after his arrest to put on clothing or assemble belongings, those areas to which he continues to have access may also be searched for weapons or destructible evidence. This movement must be a result of the arrestee's desire to do so. It cannot be directed or requested by the officer.
   c. May conduct a warrantless search of a vehicle incident to a recent occupant's arrest only if:
      1) The arrestee is within reaching distance of the passenger compartment at the time of the search or
      2) It is reasonable to believe the vehicle contains evidence of the offense of arrest. Under this justification, police may search the entire passenger compartment and all containers in the passenger compartment, locked or unlocked, regardless of ownership.

   If neither justification is present, a search of an arrestee's vehicle is allowed only if police obtain a warrant or show that another exception to the warrant requirement applies. *Arizona v. Gant* (U.S. Supreme Court 2009)

3. **SEARCHING THE PREMISES:** Evidence obtained in a search of the premises at the time of arrest **is admissible in court if** there are justifiable facts showing all of the following circumstances:

   a. There was probable cause for the search (sufficient ground upon which a search warrant could have been obtained)
   b. Exigent circumstances existed that would make it impossible to safeguard the premises while a search warrant was being obtained after the arrest
   c. Exigent circumstances existed requiring the making of the arrest before a search warrant could be obtained

4. **UPON ARREST,** the arresting officer will search the suspect and any areas within the suspect's immediate control or areas within which he might gain possession of a weapon or destroy evidence shortly after taking the suspect into custody

a. **A search must be thorough** and should not be discontinued when one weapon is found. There may be more than one.
b. **Officers receiving custody** of a prisoner from another officer will search the prisoner before placing the prisoner in a police vehicle
c. **An officer of the same sex** as the prisoner should conduct the search
   1) If not practical, handcuff the prisoner with hands behind the back frisk for weapons using the blade edge or back of the hand for the search
   2) Remove purses, knapsacks, or other similar articles used to carry items from the prisoner upon arrest
d. **When booking a prisoner**, only a person of the same sex as the prisoner will search a prisoner. If at all possible, search prior to transport. If no same sex employee is available, the search will be done at the county jail.

5. **TYPES OF SEARCHES:** The types of searches include the standing search, kneeling and prone search, wall search, and strip search. The officer will determine the appropriate type of search to use.

   a. **The standing search:** Considered the most versatile and should be used in most non-high-risk arrest situations
   b. **The wall search:** Use for most detainees entering the detention area
   c. **The kneeling and prone search:** May be used with high-risk detainees and for group searches
   d. **Strip searches:** Must be authorized by a sergeant or higher-ranking supervisor
      1) Conducted in the privacy of the temporary detention area by department employees of the same sex as the prisoner
      New
      2) If the detainee identifies opposite of their expected gender identity, the supervisor shall ensure the detainee is searched by an officer of the detainee's identified gender
         a) If a detainee's gender cannot be determined, or the detainee refuses to provide an answer when asked about gender, a female officer shall perform the search
         b) At no time shall a strip search be conducted solely for the purpose of determining a detainee's gender
         c) Individuals shall not be subject to more invasive searches than other detainees. Clothing or other items that convey gender identity such as prosthetic devices or wigs shall be removed consistent with the requirements for removal of similar items established for all detainees.
      3) Only a supervisor and the person conducting the search will be present for the search. If no same sex employee and supervisor are available, have the search done at the county jail.
      New
      4) Generally, juveniles will not be subjected to a strip search unless extenuating circumstances require it. When deemed necessary, consult with the watch commander and/or legal advisor before proceeding with the search.
      5) The following should be documented in a departmental report:
         a) Reason for search
         b) Persons conducting search
         c) Location of search
         d) Extent of search

e. **Body cavity search:** Conducted only by virtue of a search warrant or by consent of the suspect, and then **only** by a medical doctor. An arresting officer must have a reasonable belief that the prisoner is concealing weapons or contraband**.**

C. STOP AND FRISK

[1.2.4]

REFERS TO THE "LIMITED SEARCH" of a person for weapons for the officer's protection during an investigative detention. A frisk may be done with only reasonable suspicion (less than probable cause) that the person may have been or may be committing, or may be about to commit a crime or violation **and** reasonable suspicion that the person **may** be armed and **presently** dangerous.

1. **FOR THE SOLE PURPOSE OF PROTECTING** the officer, officers may conduct a limited frisk or "pat down" of the outer clothing of the suspected person to discover weapons that might be used to assault that officer

2. **SUSPICIOUS ACTIVITY OR BEING IN A HIGH CRIME AREA ALONE** will not allow a frisk. The officer must be able to articulate:

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3. **IF THE ABOVE FACTS EXIST,** the officer may frisk, or "pat down," the person for weapons and shall do so immediately upon safe initial contact, including a frisk of any items the person may be carrying where a weapon may be located

4. **CITIZENS** being given transportation **must consent to be frisked** for weapons as a matter of officer safety. If the person refuses, then you should not provide transportation.

5. **FRISK OF VEHICLE PASSENGERS** is allowed as long as officer has separate reasonable suspicion that the passenger is armed and presently dangerous

6. **PROTECTIVE SEARCH OF PASSENGER COMPARTMENT OF A VEHICLE,** limited to those areas in which weapons may be placed or hidden, is allowed if there is reasonable belief that suspect is dangerous and may gain immediate control of weapons in the vehicle. Michigan v. Long, 463 U.S. 1032 (1983).
   a. Protective search of vehicle can be performed even if suspect is under police control at time of vehicle frisk **if suspect is to be released back to the vehicle** after detention is completed
   b. Protective search of vehicle trunk not permitted under this exception

D. VEHICLE SEARCHES

[1.2.4]

VEHICLE EXCEPTION: Automobiles and other conveyances may be completely searched without a search warrant only if there is **probable cause** to believe that the vehicle contains evidence or instrumentalities of a crime

1. **IF PROBABLE CAUSE EXISTED TO SEARCH A VEHICLE** when it came into the custody of an officer, a warrantless search may extend anywhere in the vehicle including closed containers in which the items being searched for may be found

2. **IF PROBABLE CAUSE EXISTS TO SEARCH A CONTAINER** that is in a vehicle, a search warrant is not necessary to search the container, even though there is no probable cause to search the entire vehicle

3. **IF PROBABLE CAUSE EXISTS TO SEARCH A VEHICLE,** that search may take place at the location where the vehicle is seized, or the vehicle may be transported to another location to be searched (safety, lighting, equipment concerns). Such searches should be conducted as soon as practicable after the vehicle has been transported to a new location.

E. EXIGENT CIRCUMSTANCES

An officer may enter premises without a warrant or consent under exigent circumstances that have not been created by the officer in the following situations, recognized by the courts as exceptions:

1. **TO ARREST A FLEEING FELON** in hot pursuit: The attempt to make the initial arrest must have taken place in a public place

2. **EMERGENCY AID** or response to an emergency call: Officers having reasonable grounds to believe there is an emergency at hand and immediate need for their assistance for the protection of life or property may enter a premise - in other words, to look for a person who may be ill, injured, or dead

3. **PROBABILITY OF DESTRUCTION OF EVIDENCE**: Officers must present facts amounting to probable cause to explain why they believed the evidence would be destroyed if they waited to obtain a search warrant - applies to felony crimes only

4. **KNOWLEDGE THE PERSON WANTED IS FLEEING OR ABOUT TO FLEE**: When an officer has reason to believe that the person will probably flee and that person is subject to an felony arrest warrant or there is probable cause to arrest the person for a felony, the officer may enter a premises to affect an arrest only if it is **immediately necessary** to prevent the suspect's escape.

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   a. If one party is outside in a safe location prior to officers' arrival and the potential for violence has ended, then officers must get consent or a search warrant prior to entering the premises
   b. Officers making a valid arrest inside of a residence or immediately outside of a residence may perform a "protective sweep" of the residence if they have information to support the fear that someone may be inside the residence who can come out and harm them while effecting the arrest
   (*Under limited circumstances, i.e., shooting calls or threats against officers, while conducting investigations at residences where persons are detained, officers may conduct a protective sweep of the residence.*)

6. **A SUBSTANTIAL RISK OF HARM** to the persons involved or to the law enforcement process if the police must wait for a warrant

F. PLAIN VIEW SEIZURES

1. **AN OFFICER LAWFULLY PRESENT** on the premises may seize evidence that he has probable cause to believe is crime related
2. **OFFICERS OUTSIDE OF A PREMISE** who observe contraband inside must obtain a search warrant unless the entry and seizure of the item falls under one of the exigent circumstance exceptions

G. PROBATION ASSISTANCE

[1.2.4]

1. **OFFICERS MAY ASSIST PROBATION OFFICERS** in searching individuals, their vehicles, or premises, who as terms of their probation have given up the expectation of privacy of their person, home, and/or vehicles
2. **THE OFFICER MAY SEIZE ITEMS** of evidence and subsequently charge the person with any applicable criminal violations. See also General Order E-04.300

H. INVENTORY FOR PROTECTION OF PROPERTY

[1.2.4]

1. **OFFICERS WILL CONDUCT AN INVENTORY** of all vehicles or property of which they have lawful custody in order to protect the property of the suspect/owner from theft and to protect the police from claims of theft. This inventory shall occur as soon as practicable after obtaining custody of the property.
   a. Include the inspection of all locked and/or closed containers
   b. Document the results of the inventory on the offense or tow report and/or in the narrative section of the report
2. **INVENTORY SOLELY TO PROTECT** an arrested driver's possessions
   a. It is completely non-exploratory and is not a search
   b. It can best be justified if the officer has very little or no reason to believe that evidence is in the vehicle
   c. Open closed containers whose content officers are unable to determine from examining the container's exterior for inventory

I. PROTECTIVE SWEEP

1. Incident to an arrest in a home, police may conduct a warrantless, protective sweep defined as "a quick and limited search of the premises conducted to protect the safety of police officers or others and must be narrowly confined to a cursory visual inspection of those places in which a person might be hiding." (Maryland v. Buie, U.S. Supreme Court, 1990)
   a. Done as precaution
   b. Does not require PC or reasonable suspicion
   c. Officers may look in closets and other spaces immediately adjoining the place of arrest from which an attack could be immediately launched
2. If the sweep goes beyond those areas, there must be reasonable suspicion based on the facts that the area to be swept harbors an individual posing a danger to those on the arrest scene

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-09 SEARCHES**	
	Subject **300 Warrant Required**	Effective **03/08/06**

High Frequency/High Severity

Summary: This policy defines legal implications and procedures involved when a search is required. (*See also D-34.100, 200 Search Warrants* for search warrant procedures.)

A. CRIME SCENE SEARCHES

[1.2.4]

1. **A WARRANT IS REQUIRED TO SEARCH CRIME SCENES,** including domestic violence calls.

2. **EXIGENCY:** When entry to a scene is made under exigent circumstances, do not search crime scenes after the exigency is over. Secure the premises and obtain a warrant or consent.

B. OBTAINING EVIDENCE OF PHYSICAL CHARACTERISTICS

[1.2.3] [1,2,8]

The County Attorney has made the following recommendations regarding obtaining evidence of physical characteristics that includes, but is not limited to, fingerprints, palm prints, foot prints, measurements, handwriting, hand printing, sound of voice, blood samples, urine samples, saliva, hair samples, comparative personal appearances, or photographs of an individual

1. **PRE-ARREST SITUATIONS:** ARS 13-3905 (as amended) provides for the issuance of a court order for the temporary detention of a subject to obtain evidence of identifying physical characteristics

   a. **Requires reasonable cause** to believe a felony has been committed
   b. **It must be shown** that procurement of the evidence may contribute to the identification of the person who committed the crime
   c. **Evidence cannot otherwise be obtained** by the investigating officer from either the law enforcement agency employing the affiant or the Criminal Identification Division of the Arizona Department of Public Safety
   d. If the subject refuses to surrender or cooperate with the order, the affiant **may use a minimal amount of force** to obtain compliance. If this fails, he will return to the issuing magistrate and advise him of this fact. The issuing magistrate may then issue a contempt of court warrant for the listed subject.
   e. The affiant may conduct a search of the subject for **weapons** and may handcuff/secure the subject to assure affiant's safety
   f. The subject may be detained **no more than three hours** for the procurement of evidence
   g. Officer may not use the order obtained under this section for blood. Unless the person consents to a blood draw, the officer must obtain a search warrant.

2. **POST-ARREST / PRE-INDICTMENT SITUATIONS:** A search warrant may be used in accordance with ARS 13-3912 and 13-3913 (as amended) to make a reasonable intrusion into a person's body to obtain personal physical evidence

    a. **A search warrant will only be issued** for probable cause supported by affidavit naming or describing the person and particularly describing the property to be seized and the place to be searched
    b. **An officer must establish probable cause** that the item to be seized tends to show that a crime has been committed or tends to show that a particular person committed the crime

3. **POST-INDICTMENT SITUATIONS:** Rule 15.2(a) of the Rules of Criminal Procedure permits the prosecutor, upon proper notice to defense counsel, to obtain a court order requiring the defendant to provide certain evidence

    a. **Officers should consult** with the case prosecutor prior to taking any action choosing not to use this rule
    b. **The defendant has the right** to have counsel present when the evidence is taken under this rule

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-10 ARRESTS**	
	Subject **100 Policy and Procedures**	Effective **12/10/21**

High Frequency/High Severity

Summary:
[1.2.1] [1.2.5]

This order provides guidelines for making arrests.

A. POLICY

1. **OFFICERS SHALL STRICTLY OBSERVE** the laws of arrest by the Arizona Revised Statutes, applicable court decisions, federal laws, and local ordinances when making arrests

2. **IT IS THE OFFICER'S RESPONSIBILITY TO BE AWARE** of and comply with any changes in the law or requirements of new court decisions

3. **OFFICERS WILL EMPLOY ONLY** the necessary restraint to assure safe custody and safety of the officer when making an arrest

4. **THE ARRESTING OFFICER IS RESPONSIBLE** for the safety and protection of the arrested person while in the officer's custody

B. IDENTIFYING PERSON TO BE ARRESTED

1. **OFFICERS SHALL PROPERLY IDENTIFY** the person to be arrested as the one for whom the warrant was issued by physical description or any other identification information

2. **INCONCLUSIVE IDENTIFICATION**

   a. **Released:** Officer shall release the person and write and forward a memorandum with pertinent information, including a physical description of the person, vehicle, address, etc., to the originating police agency
   b. **Booking into jail:** If booking the suspect into jail or requesting a complaint and the suspect does not have identification or the officer feels the identification is questionable, the officer will run a two-finger fast id. If no hit, request a crime scene technician to be dispatched to conduct an AFIS comparison on the suspect **while he is in the officer's custody**

3. **MANDATORY FINGERPRINTING**

   a. Per ARS 41-1750, all persons arrested for:
      1) Any felony
      2) Any sex offense
      3) Driving under the influence
      4) Ignition interlock violations
      5) Any domestic violence offense as defined in A.R.S 13-3601

      Shall be ten printed prior to release from custody

b. The arresting officer shall:
   1) Be responsible to 10 print all suspects applicable to this statute during the booking/citation process
   2) Complete the mandatory fingerprint form
   3) Provide the defendant with a copy of the form to present to the court at their next appearance
c. If the suspect is physically unable to be printed at the time of arrest, the court will order the suspect to be printed within 20 days after their first appearance

C. ESSENTIAL ELEMENTS OF ARREST

[61.1.2] [70.1.2]

1. **THE FOLLOWING ELEMENTS** are normally required to affect a lawful arrest:

   a. **Intent** on the part of the officer making the arrest
   b. **Authority** which is lawful on the part of the officer making the arrest
   c. **Seizure** or **detention** of the arrestee
   d. **Understanding** on the part of the arrestee that he or she has been arrested

2. **ARREST PROCESS:** At the time of arrest, arresting officers shall:

   a. **Advise** the arrested person of the reason for arrest, if practical
   b. **Handcuff** the person with the handcuffs "double locked"
   c. **"Pat down"** the arrested person for weapons immediately following the handcuffing procedure
   d. **Search** the arrested person for weapons and/or contraband
      1) As soon as reasonable after arrest
      2) Always prior to being transported
      3) Again upon reaching the jail or temporary detention area
   e. **Remove personal property** and document on the Arrest/Booking form by either:
      1) The officer in the field, or
      2) At the detention facility during the intake process
   f. **Escort** the arrested person to a vehicle for transport or to another secure location as soon as possible
   g. **Search transport vehicles** for contraband prior to and after transporting prisoners
   h. **Search arrested person's vehicle:** Police may conduct a warrantless search of a vehicle incident to a recent occupant's arrest only if:
      1) The arrestee is within reaching distance of the passenger compartment at the time of the search or
      2) It is reasonable to believe the vehicle contains evidence of the offense of arrest. Under this type of search, police may search the entire passenger compartment, as well as all containers, locked or unlocked, regardless of ownership.

      If neither justification is present, a search of an arrestee's vehicle is allowed only if police obtain a warrant or show that another exception to the warrant requirement applies. *Arizona v. Gant, U.S. Supreme Court* (2009).

D. FORCED ENTRY FOR ARREST

1. **ABSENT EXIGENT CIRCUMSTANCES** requiring immediate action, officers **will not forcibly enter** to arrest a person without a warrant for felony offenses

   a. ARS 13-3891 (as amended) allows an officer to force entry when attempting an arrest for any warrant or for a felony without a warrant
   b. Restrictions pertaining to this law have arisen due to federal and state court decisions that limit access under these circumstances. Courts generally require exigent circumstances to be present before making a warrantless entry, even if the offense involves a felony.

2. **EXIGENT CIRCUMSTANCES,** per case law and Constitutional requirements, exist under limited circumstances. The recognized **exceptions** in Arizona are:

   a. Hot Pursuit of fleeing felon
   b. Response to an emergency
   c. Probability of the destruction of evidence (not applicable to dissipation of alcohol in DUI setting)
   d. Knowledge the suspect is fleeing or about to flee
   e. Risk of violence
   f. Substantial risk of harm to the persons involved or the law enforcement process if the police must wait for a warrant

   (For additional exceptions see G.O.E-09.200D Searches: Warrantless)

3. **FORCED ENTRY FOR WARRANTLESS MISDEMEANOR ARREST**
   Imminent threat to officer safety or imminent threat of violence toward others must be present. Hot pursuit of a fleeing misdemeanant will not by itself justify a warrantless entry.

4. **AN OFFICER MAY ENTER THE SUSPECT'S USUAL RESIDENCE** to effect an arrest only with an arrest warrant, search warrant, exigent circumstances, or consent

5. If the officer intends to **ENTER A THIRD PARTY'S RESIDENCE** to effect a warrant arrest, the officer will need
   a. Consent of the third party and the arrest warrant, or
   b. A search warrant and the arrest warrant

E. PROBABLE CAUSE STOP FILE

Officers may request a "wanted" entry be placed in NCIC when an officer needs to take prompt action to apprehend a person who has committed (or the officer has probable cause to believe the person has committed) a felony, or circumstances prevent the immediate acquisition of a warrant. The wanted entry is good for 48 hours, and the officer must notify Records to cancel it once an arrest warrant is obtained.

F. TYPES OF ARREST

[61.1.2]

Figure 1. **Types of Arrests**

Arrest Type	Procedure
1. Basic Types	a. Arrest with a warrant b. Arrest without a warrant based on probable cause
2. By Felony Warrant	a. Prior to making a felony warrant arrest, request Communications to verify the existence of an outstanding warrant and identity of the person to be arrested 1) Information on felony warrants is available from NCIC/ACIC through the Communications Center 2) When the NCIC/ACIC computers are down, the Communications Center will check the MCSO Records Section for local felony warrants b. It is not necessary to obtain a copy of a warrant prior to serving it in an on-view situation. If it is a local warrant, show the suspect a copy of the warrant as soon as possible.
3. By Misdemeanor Warrant	Officer will verify outstanding City of Chandler or other city warrants through the Communications Center before execution is attempted
4. By Juvenile Warrant	See: E-11.300 Juveniles
5. By Civil Warrant	A civil warrant carries the same authority and responsibilities as a felony or misdemeanor warrant a. Officers shall follow the same procedure as an arrest for a felony warrant b. Officers shall only make an arrest on civil warrants that have been processed by the Sheriff's Office in the county in which the warrant was issued. This requirement is necessary to comply with Arizona Rules of Civil Procedures.
6. Arrest Without a Warrant	Officers may arrest without a warrant anytime the officer has probable cause to believe a crime has been committed and the suspect is in a place where the officer has a legal right to be. It does not matter whether or not the crime was committed in the officer's presence. *State v. Keener, 206 Ariz. 29, 75 P.3d 119 (2003)*
7. Immunity from Arrest	Certain specified persons are immune from arrest under certain conditions. Officers, however, shall report the details of all offenses on applicable offense reports. a. **Diplomatic agents,** such as ambassadors and foreign ministers, their families, servants, and staff are totally immune from arrest for any offense. 1) Direct questions regarding whether an individual is entitled to this immunity to the Office of Consular Affairs or the Federal Bureau of Investigation 2) Complete a written report of the incident documenting the facts of the incident and the identity of the individual and promptly forwarded to the Department of State b. **Foreign consuls,** their families, servants, and employees are not immune from arrest except as follows: 1) The Mexican consul is immune from arrest while performing consular duties; however, deputy consuls are immune only if they are citizens of Mexico 2) If either the consul or a deputy consul is involved in offenses,

Arrest Type	Procedure
7. Immunity from Arrest, cont.	the matter shall be referred to the shift commander 3) The courtesy of immunity is not extended to the families, servants, or employees of the consulate; however, whenever practical, they shall be released on misdemeanor offenses in lieu of booking pending the issuance of a complaint for the offense. In such cases, the citation in lieu of detention procedures may be followed if appropriate criteria are met. 4) Do not give vehicles bearing any consular corps license plates parking citations, nor cite for traffic or driver's license violations drivers assigned to the Mexican consulate 5) Refer to a supervisor when offenses have been committed by members, families, or employees of all other foreign consulates c. **Legislators** are immune from arrest while the legislature is in session for 15 days prior to the start of the session and during the session 1) This immunity does not apply in cases of treason, felonies, or misdemeanors amounting to a breach of the peace 2) Officers shall make arrests for misdemeanors only in cases of an offense by violence, an immediate disturbance of the public order-such as assault or in cases of driving a vehicle while under the influence of intoxicating liquor within the guidelines set forth in the operations order on DUI 3) Officers shall refer the interpretation of a breach of the peace and the decision to arrest in all cases to a supervisor 4) This immunity shall be inclusive of any civil process, including civil traffic citations. Per ARS 28-1591, civil traffic citations shall be treated as civil matters, and legislators are immune from such process if they wish to exercise their privilege of immunity from civil traffic citations. d. **Federal employees** who are operating federally-owned vehicles are subject to the same enforcement policy as other citizens who are in violation of traffic ordinances except that they shall not be cited for driver's license violations 1) Military personnel are not required to have an Arizona driver's license or Arizona vehicle registration if they possess a valid driver's license or vehicle registration from another state or the District of Columbia 2) Arizona National Guard members, unless charged with a felony offense, are immune from arrest while en route to and from an armory drill, encampment, formation, or otherwise engaged in training activities. If a guard member in an immune status commits a misdemeanor offense for which the member could be arrested, an investigation shall be made so that a warrant or summons may be obtained for action after the period of immunity expires. The member's National Guard unit shall be notified of the incident.
8. Undocumented Persons	See General Order E-17.100 Immigration Enforcement / Foreign Nationals

9. Military AWOL / Deserter	a. **Peace officers have no authority** to arrest individuals who are **"absent without leave" (AWOL)** even if listed in NCIC. Officers should document all information regarding the individual's current address and telephone number and so it may be forwarded to the proper military authorities. b. Peace officers may arrest those individuals listed in NCIC as a **deserter** once their status has been confirmed. Upon arrest, they shall be turned over to the appropriate branch of the service or held in the detention area until a military police detail can arrive.
10. Citizen's Arrest (ARS 13-3884)	a. **A private person** may make an arrest when: 1) The subject committed a breach of the peace or a felony in the citizen's presence 2) A felony has been committed and the citizen has reasonable ground to believe the subject has committed it b. **When an officer is called** to a scene of a citizen's arrest, the officer shall: 1) Secure the scene 2) Separate the parties 3) Then, conduct the officer's own investigation into the allegations c. **Upon completion** of the investigation, the officer shall make the appropriate disposition of the case
11. Fugitive Arrest	a. **Definition:** A fugitive is any person wanted by virtue of a verified warrant with provisions to extradite by any law enforcement agency outside the State of Arizona b. **Officers shall honor a warrant** for the arrest of a wanted subject if received from a law enforcement or correction agency or other public authority with powers of prosecution and extradition 1) Certified copies of the complaint and warrant and verification that extradition has been authorized must be on file before the arrest is made; however, in the case of a serious offense or the probability that the fugitive will escape, an arrest may be made on a telegraphic or teletype warrant 2) The warrant must contain the following information regardless of how they are received: a) Name of defendant as shown on the warrant b) Charge as shown on the warrant c) Warrant number d) Date of issue of the warrant e) Name of the judge and court having the authority to issue the warrant f) County and state where the warrant was issued g) Recommended bond, if any h) Statement that the demanding agency will extradite c. **Requests to arrest by telephone** usually will **not be** honored except in unusual or emergency cases; ask the demanding agency to send a telegram or teletype with the required warrant and extradition information immediately following the telephone call. A supervisor must authorize this arrest before it can be made. d. **Requirements for warrant verification** of an entry into NCIC may be met by confirmation through a telephone call to the issuing agency

12. City Summons	a. **Issued by the City Court**. Each summons bears an identifying number in addition to the defendant's name. b. **Distribution** of pages 1) **Last page:** Give to the defendant or the person accepting for the defendant 2) **Original and second pages:** Return to City Court c. **Procedure For Serving:** 1) Officer must serve the person named on the summons or another responsible person in the same household at the residence as indicated above a) Do not leave a copy of a summons under a door, in a mailbox, or otherwise unattended b) Any person at least 18 years of age may be given a summons for another person in the same household at the residence 2) The officer shall sign his name, badge number, the date of service, and the name of the person accepting on the original when serving a summons, and then return the original and second page to the City Court 3) If a summons cannot be served, show the reason on the summons, (e.g., "moved out-of-state," "moved and left no forwarding address"). Note on the summons if the address on the summons is nonexistent, and returned to City Court.
13. Warrant Arrests Rev	a. Officers shall transport a subject arrested on a warrant with the money to bond out to Chandler Police Department 1) **Normal business hours**: Court personnel will assign the subject an appearance date for Chandler warrants only upon receipt of the bond 2) **Telephone the Maricopa County Sheriff's Office** (MCSO) to ensure that the correct amount of money is obtained and to get any further information 3) **If no bond is required**, officer may video-arraign the subject 4) **When others post bond**, Records personnel shall notify the jail via computer-generated message. The computer-generated message will contain the receipt number and advise the prisoner is available for release 5) **The Records Unit** shall handle out-of-city warrants 24 hours a day and city warrants during hours City Court is not open b. **If the subject can have someone respond** to the station within a reasonable amount of time to bond out the subject, the officer shall wait with the subject at the Police Department c. **If the subject cannot bond out**, transport the subject to Gilbert Chandler Unified Holding Facility (GCUHF) or the county jail and book him. The officer shall return to the station to sign off on the warrant before the officer's end of tour of duty. d. **Officer may book person(s) with Department of Corrections'** (DOC) warrants at the county jail. However, if the DOC only has a hold on the subject (no warrant present), MCSO will not accept the prisoner on just the hold. Check with the Alhambra Reception Section (ARS) of the DOC to determine if subject may be booked there. e. **On a City Court warrant, if hazard to health** and well-being to detainees exist (both criminal and traffic):

	1) **If City Court is open,** take the subject directly to City Court where arrangements will be made for a court hearing 2) **If City Court is closed,** do not arrest. Forward information to the City Court concerning the contact, including where the defendant resides and is employed. f. At the time and place of a warrant arrest, if the suspect informs police he has readily accessible information (e.g., court documents) that indicates the warrant is invalid; the arresting officer must take reasonable steps to determine if the warrant is still valid. This is limited to situations where: 1) Conditions do not require an urgent arrest 2) Obtaining information does not jeopardize officer safety 3) Retrieval of document is not difficult or overly burdensome
14. Cite and Release [1.2.6] [61.1.2]	a. **All persons arrested for a misdemeanor offense** may be cited and released in conformity with ARS §§13-3883(4), 13-3903 only when the following conditions are met: 1) Positive identification is provided through acceptable documents such as a driver's license, military ID card, or other reliable documents or sources 2) Resident of Arizona, preferably a resident of Maricopa County if arrested for a misdemeanor other than a traffic offense 3) Must provide a “physical“ address, not a P.O. Box 4) No outstanding Chandler arrest warrants and a criminal history check does not show ongoing criminal activity, FTA or FTP in any jurisdiction. If an outside agency warrant exists and a meet can be arranged to deliver the arrestee, the arrestee may be cited and released to the other agency if all other conditions are met. 5) Has the physical and mental condition of a responsible person 6) **Only exception**: Subjects arrested for domestic violence violations of Orders of Protection, and Injunctions Prohibiting Harassment shall be booked unless otherwise authorized by a supervisor b. **The officer will book** if any of the following exists. The officer shall be able to articulate in his report any actions taken and decisions made. 1) The suspect has been involved in a violent crime 2) The suspect actively resists arrest or attempts to evade arrest by flight 3) The suspect presented forged or false information 4) The suspect’s physical and mental condition is not that of a responsible person 5) The criminal history check reveals the suspect has a history of criminal activity, FTA or FTP in any jurisdiction 6) The suspect lacks a verifiable residence or ties to the community **Only exception**: When a supervisor approves the deviation c. **Forms:** 1) **Criminal Charges:** Complete a final disposition form, complete with fingerprints, on the cite and release forms 2) **Misdemeanor Charges:** No final disposition form required for misdemeanor traffic offenses, such as failure to pay fine charges and charges of no identification

	3) **All DUIs and hit-and-runs:** Complete a final disposition form d. **Requiring to appear:** The arresting officer may, with the approval of a supervisor, require the person arrested to appear before the magistrate as authorized by ARS 13-3898. Any person held under the authority of ARS 13-3898 may secure his release by posting the required bond, except in cases of domestic violence or violations of Orders of Protection.
Rev **15. Felony Arrests**	a. **Officer shall transport prisoner** to GCUHF or the appropriate county jail for arraignment b. **Associated misdemeanors** shall be charged on the same information or indictment and filed by the Maricopa County Attorney's Office if a felony charge is filed c. **Multiple defendants** where any one of the defendants is charged with a felony, the County Attorney's Office will file all defendants together. Officer shall include the accomplice's last name, first name, and DOB on each of the Arrest Records in the "Details of Arrest" section.
16. Multiple Felony Charges	In all cases where there are multiple charges of felonies and misdemeanors, submit requests for complaints to the Maricopa County Attorney's Office for review a. Do **not** file misdemeanors in City Court when requesting felony review b. However, civil traffic citations may be issued when appropriate
17. Probation Violations	An officer may arrest a subject for a probation or parole violation when the officer is personally aware of the subject's terms of probation or parole a. **An officer may enforce search terms** of probation when the officer has reasonable suspicion the subject is involved in criminal activity b. **An officer does not need permission** from a probation officer to take this enforcement action. *U.S. v. Knights, 534 U.S. 112, 122 S.Ct. 587, 151 L.Ed.2d 497 (2001).*
18. Arrest Without Warrant in Another County (ARS 13-3898) **Arrest With a Warrant in Another County (Criminal Rule 4.1(c)(2)**	Unless cited and released for a misdemeanor, an officer must: a. Ensure the person appears before the nearest magistrate in the county where arrest occurs before transporting into Maricopa County b. Complete a booking form with statement of PC

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A. PHILOSOPHY

[44.1.1] [44.2.1]

1. **THIS DEPARTMENT IS COMMITTED** to the development and perpetuation of programs designed to prevent and control juvenile delinquency, abuse, neglect, and where possible, encourage the rehabilitation of delinquent juveniles

2. **USE THE LEAST COERCIVE ACTIONS** among reasonable options while preserving public safety, order, and individual liberty

3. **JUVENILES HAVE THE SAME CONSTITUTIONAL RIGHTS** as adults in all matters of interrogation and searches

4. **ALL DIVISIONS** within the department will embrace this basic philosophy in handling juvenile-related incidents

B. DEFINITIONS

[44.2.2]

Figure 1. **Definitions of Juvenile Terminology**

Term	Definition
1. Child, Youth, or Juvenile	A person under the age of 18
2. Missing Child under age 21 for NCIC entry	A person under the age of 21 *Note:* In accordance with Title 42, United States Code (U.S.C.), Section 5779(a), agencies are required to enter records into the NCIC Missing Person file for missing individuals under the age of 21. A record for missing person who is under 21 should be entered into NCIC using one of the appropriate categories (Disability, Endangered, Involuntary, Juvenile, or Catastrophe Victim) **within 2 hours** of receipt of the minimum data required to enter.
2. Custodian	A person, other than a parent or legal guardian, who stands in loco parentis to the child, or a person to whom legal custody of the child has been given by order of the Juvenile Court
3. Delinquent child	A child who has been adjudicated to have committed an act which, if committed by an adult, would be a **CRIMINAL** offense, including the violation of laws and ordinances of the city, county, state, or federal government *Note:* **A juvenile who is eight (8) years old or older may be delinquent or incorrigible child. A child under the age of eight can only be dependent and cannot be delinquent or incorrigible. (ARS 8-201.13.a.iv)**
4. Dependent child	A child who has been adjudicated to be: a) In need of proper and effective parental care and control and has no parent or guardian, or one who has no parent or guardian willing to exercise or capable of exercising such care and control

Rev

Term	Definition
	b) Destitute or who is not provided with the necessities of life, or who is not provided with a home or suitable place of abode, or whose home life is unfit for him by reason of abuse, neglect, cruelty, or depravity by either of his parents, his guardian, or other person having his custody or care c) Under the age of eight years who is found to have committed an act that would result in adjudication as a delinquent or incorrigible child if committed by an older child
5. Incorrigible child	A child is incorrigible who: a) Is adjudicated as one b) Is a habitual truant from school c) Is a runaway from his home or parent, guardian, or custodian d) Habitually so deports himself as to injure or endanger the morals or health of himself or others e) Commits any act constituting an offense which can only be committed by a minor f) Fails to obey any lawful order of the juvenile court given in a non-criminal action
6. Status offender	A juvenile who has engaged in conduct that would not be a crime if committed by an adult, including: a) Truancy b) Curfew c) Incorrigibility d) Runaway e) Underage possession or usage of tobacco products f) Underage possession or consumption of alcohol g) Warrants that stem from an original status offense only; or, h) Violation of probation that stems from an original status offense charge only
7. Non-offender	A neglected, dependent, or abused child

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-11 JUVENILE OPERATIONS**	
	Subject **200 Investigations**	Effective **12/10/21**

High Frequency/High Severity

A. POLICY

[44.2.2]

GATHER AND MAINTAIN ALL EVIDENCE pertaining to a juvenile arrest in the same manner as for an adult arrest

B. CONSTITUTIONAL RIGHTS

[44.2.3]

1. **JUVENILES HAVE THE SAME CONSTITUTIONAL RIGHTS** as adults to counsel and privilege against self-incrimination

2. **WHEN A JUVENILE IS TAKEN INTO CUSTODY** due to probable cause for believing that such juvenile has committed an offense,

   a. **If possible, advise the parent, legal guardian, or custodian** of the child's rights and explain the juvenile justice system procedures prior to questioning. If the admonition of rights and explanation of the justice system to parent, legal guardian, or custodian would compromise or cause an extensive delay to the investigation the admonition is not mandatory.
   b. **Explain** to the juvenile any departmental policies or juvenile criminal justice system procedures that apply to the case at hand
   c. **Complete** a Chandler Police Department **Juvenile Miranda Warnings** form to ensure that the juvenile understands his constitutional rights. **Read the "Juvenile Rights" form verbatim** and document responses to the questions. Submit the form with the report.
      1) Obtain information on the juvenile's level of education and grade average to indicate ability to understand
      2) If an officer believes that the juvenile is incapable of intelligently understanding the Miranda Rights due to age or mental condition, do not question the individual
      3) If possible, notify parents or guardians of the arrest and advise them of the child's rights prior to questioning. The admonition of rights to parents, however, is not mandatory.
      4) You must be able to show the juvenile court that confessions or admissions made by a juvenile were obtained without force, fear, threat, or promise of any kind

3. **YOU MAY LEGALLY INTERROGATE** a juvenile without contacting a juvenile probation officer

4. **IF AN IN-CUSTODY JUVENILE REQUESTS** to call an attorney or a parent, allow him to do so. Parents or legal guardians may act as legal counsel. If a parent requests to be present during the interview, the parent must be allowed to attend the interview unless one of the following occurs:

   a. The parent is disruptive
   b. The juvenile does not want the parent present
   c. The parent is a suspect in the investigation
   d. The situation is an emergency and there is a threat to persons or property if the interview is delayed for the arrival of a parent

C. CUSTODIAL INTERVIEWS

[44.2.3]

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It is preferred that custodial interviews with juveniles are conducted in a designated CIB or substation interview rooms where they may be audio and video recorded. Body Worn Camera recording will suffice in most circumstances. The interviews will be under the same procedures as for adults with the following exceptions:

1. **YOU MAY CONFER** with a juvenile's parent(s), legal guardians, or custodian during an interview if you feel it will not interfere with the investigation
2. **DO NOT EXCEED TWO HOURS** without supervisor approval
3. **OBTAIN A SUPERVISOR'S APPROVAL** if more than two officers are present at an interview
4. **YOU MAY EXPLAIN** departmental and juvenile justice system procedures during a custodial interview
5. **TAKE INTO CONSIDERATION** the juvenile’s age, mental state, or other factors or influences experienced by the juvenile

D. NON-CUSTODIAL INTERVIEWS

[44.2.3]

As with any statement, non-custodial interviews/questions need to be answered freely and voluntarily, and cannot be the product of threats, coercion, or promises of leniency

E. CONFESSIONS

[44.2.3]

TO GET AN ADMISSION INTO EVIDENCE pursuant to Juvenile Rule Number 18 (Miranda Warnings), the juvenile's voluntary admission must be preceded by **a knowing and intelligent waiver**. Use the Juvenile Miranda Warnings form.

1. **FOR JUVENILES 12 YEARS AND UNDER,** clearly show that the words "attorney, waiver, presence, and prior" were understood or that the importance of the waiver was comprehended. If you can testify that the suspect understood, the court is more likely admit the statement into evidence. This is a list of examples of proofs of understanding:
   a. The juvenile has successfully completed a course in American government or civics (usually offered in the eighth grade)
   b. The juvenile could explain the meaning of the words, "attorney, waiver, presence, and prior," to the investigator, or, alternately, the investigator had given or explained the Miranda warnings in words that the juvenile could understand
   c. The juvenile had a good scholastic record
   d. The warning had been given to the juvenile on a prior occasion, and it was understood then
   e. The knowledge and understanding of the waiver can be related directly to the juvenile's acquaintance with law enforcement-type television shows
2. **FOR A CASE RELYING ON ADMISSIONS FROM A JUVENILE** age 12 and under, prosecution will most likely be denied unless you can develop additional evidence upon which to prosecute the case. **Miranda Warnings given in the home** in the presence of the juvenile's parents will be more persuasive to the court than warnings given at the police station absent the parents.

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A. ARREST AUTHORITY

Per ARS 8-303, any police officer shall take into temporary custody any juvenile:

1. Upon order of a juvenile court
2. Under authority of an arrest warrant
3. With or without a warrant, where probable cause exists to believe that:
   a. The child committed a delinquent act, which if committed by an adult would be a felony or breach of the peace
   b. The child has been apprehended during the commission of a delinquent act or fresh pursuit
   c. The child is incorrigible

B. DECISION TO ARREST / TAKE INTO CUSTODY

[44.2.1] [44.2.2]

1. **THE DECISION TO ARREST COMPLIES** with the policy concerning the arrest of adults in most cases

2. **NOTIFY THE COUNTY ATTORNEY'S OFFICE** as soon as possible if a **remand** order is possible because of a serious crime. A deputy county attorney may be assigned to be present during interviews.

C. DISPOSITION ALTERNATIVES

[44.2.1]

1. **NOTIFY THE PARENT(S), LEGAL GUARDIAN, OR CUSTODIAN** that a juvenile has been taken into custody **for a crime** even when the child is released if that notification does not interfere with the investigation
   a. **If released,** include in the offense report the name, address, and telephone number of the person to whom the juvenile was released
   b. **If not released**, include reasons in the report

2. **GIVE PREFERENCE TO RELEASING** the juvenile to a parent or guardian and writing an offense report whenever you take a juvenile into custody, unless impractical or detention has been ordered by the Juvenile Court Center (JCC). Consider the gravity of the offense, the age of the offender, etc.

   a. It is not necessary to notify a probation officer if releasing to parents or guardian. Advise them that a complaint **may** be filed with JCC.
   b. Consult your supervisor before releasing juveniles in cases of violent offense or large monetary losses
   c. If transport to a juvenile intake facility is necessary, transport as soon as possible

Figure 1. Disposition Alternatives

Disposition	Conditions
1. Release to parent, legal guardian, or custodian for action	Release when the offense and conditions involved are such that, in the opinion of the officer, parental action can correct the child's behavior and a Juvenile Court adjudication is not required
2. Release to parent, legal guardian, or custodian with referrals to juvenile authorities	Use when parental custody, in the opinion of the officer, will be sufficient to ensure the proper control of the juvenile pending Juvenile Court action
3. Cite and release	a. **May cite a juvenile into City Court** using the standard citation for: 1) misdemeanor alcohol 2) misdemeanor traffic 3) curfew violations 4) graffiti violations 5) tobacco 6) truancy 7) civil traffic 8) city code violations b. Ensure the appropriate **juvenile appearance day and time** are written on the citation with notation that a **parent/guardian** must accompany them c. **Release only to a parent(s),** legal guardian, custodian, or a responsible party if the juvenile has consumed any alcoholic beverage or his behavior indicates that he may commit an additional violation
4. Immediate Incarceration in a County Juvenile Court Center	a. **Only incarcerate under one or more** of the following conditions: 1) When there is reason to believe that the juvenile will not be present at the hearing 2) When he is likely to commit an offense injurious to himself or others 3) When he must be held for another jurisdiction 4) When the interests of the child or the public require custodial protection b. **Adhere to** the Maricopa County Attorney and Maricopa County Juvenile Court Center guidelines and procedures when requesting detention of Juvenile Court Detention Centers c. **You must ask permission** from JCC to incarcerate a juvenile 1) Record information supporting incarceration rather than release in report 2) Leave a copy of the offense report, original juvenile complaint, and original affidavit 3) Make a copy of the affidavit for Records d. **A juvenile probation officer MUST authorize** any delay between arrest and delivery to juvenile authorities at the detention facility. Avoid such delays whenever possible. e. **The detaining officer** will notify the parents or guardian of the juvenile of incarceration:

Disposition	Conditions
4. Immediate Incarceration in a county Juvenile Court Center, cont.	1) Include notification in the offense report as required by ARS Title 8 2) If not possible, indicate the reason for not notifying the parents or guardian in the offense report f. **Do not detain or transport** a delinquent child in the company of any **adult charged** with a crime unless the juvenile is directly a participant with a charged adult

D. IN-CUSTODY GUIDELINES

[44.2.2] [46.1.3] [72.5.4] [72.4.3]

Figure 2. **Juvenile Custody Guidelines**

Action	Guidelines
1. Monitoring	a. **Do not leave unattended** (continuously monitor) in the juvenile cell or interview room or any other area. Provide relief if you must leave the area to write reports, etc. b. **Do not take** juveniles into the adult temporary detention area. c. **Use the designated common room** between the adult and juvenile temporary detention areas for obtaining fingerprints or photographs
2. Logbook	a. **The officer having custody** of the juvenile will complete the juvenile log (in and out) any time a juvenile is held in the police temporary detention area. Complete the log upon entry into the building and prior to release or transport from the station. Include at least: Date in — Time in Name — Date of birth Sex — Method of detention Charges — OR number Officer ID number — Time out b**. The juvenile log and cell keys** are in the temporary detention area office
3. Arrestees	a. **Juveniles must be charged with a crime** to be held in the juvenile cells in the temporary detention area at the Police Department b. **Notify parent, legal guardian, or custodian** if this does not interfere with the investigation c. **Keep sight and sound separated** from adult detainees, prisoners, or trustees d. **Make every effort to expedite** processing, interviewing, and transfer or release. **Do not keep in excess of six hours.** 1) **Only keep the juvenile in custody long enough** for identification, investigation, and release to parents or transport to an appropriate agency or facility 2) Officers will comply with the **6-hour** regulation mandated by the Juvenile Justice Delinquency Prevention Act 3) Any deviation from this regulation **MUST BE APPROVED BY A SUPERVISOR** and documented in the incident report e. **You may detain juveniles** at the Police Department pending transportation to the JCC for investigative or identification purposes or pending release to a parent or guardian

Action	Guidelines
4. Status offenders	a. **It is against federal law to place a juvenile in an area classified as secure for ANY length of time for status offense only** 1) **The Temporary Detention Area is a secure facility even** if the cell door remains unlocked. **DO NOT BRING** a status offender into the temporary detention area or any area classified as secure 2) **Status offenders may be non-securely detained**. Non-secure detention is freedom of movement from the facility, for example: a) a non-secure multi-purpose area, such as a lobby, office, or non-secure interview room b) handcuffing the juvenile to themselves or a non-stationary object c) transporting the juvenile in a patrol car b. **Only keep the juvenile in custody long enough** for identification, investigation, and release to parents or transport to an appropriate agency or facility. c. **Status offenses include:** 1) Truancy 2) Curfew 3) Incorrigibility 4) Runaway (already addressed) 5) Underage Possession or usage of tobacco products 6) Underage possessions or consumption of alcohol 7) Warrants that stem from an original status offense only or 8) Violation of probation that stems from an original status offense charge only
5. Non-offenders	a. **Juveniles under the age of 8** are not under the purview of the juvenile court 1) **Complete a general offense report** if such a juvenile commits an act that should be considered a crime. Department of Child Safety (DCS) will accept them for mediation / counseling. 2) **Do not complete a referral** b. **It is against federal law to place a juvenile in an area classified as secure for ANY length of time without a criminal charge.** They may be taken to an **unlocked** interview room or remain with the officer.

E. JUVENILE RECORDS

[44.2.1]

1. **INCLUDE THE NAME, ADDRESS, AND TELEPHONE NUMBER** of the person to whom the juvenile was released in the offense report

2. **FINGERPRINT AND PHOTOGRAPH JUVENILES** charged with or suspected of a felony or misdemeanor in accordance with Department booking procedure. Fingerprint juveniles using the code 07 in Livescan.

3. **OBTAIN OTHER FORMS OF IDENTIFICATION** by consent or court order and impounded as evidence (i.e., hair, blood, urine, nail scrapings, breath, stomach contents, or handwriting samples)

4. **THE SUPPORT SERVICES MANAGER** is accountable for all juvenile records collection, dissemination, and retention

F. ARREST DISPOSITION

Figure 3. **Juvenile Arrest Disposition**

Disposition	Procedure
1. **Affidavits / Juvenile Arrestees** [44.2.1] New	a. **In-Custody Referred Juvenile**: Complete and have notarized a Juvenile Affidavit to accompany the original completed OR when transporting a juvenile to the Southeast Juvenile Facility. If no notary is within this department, make arrangements with another agency. b. **Submit referral for prosecution** 1) Complete a juvenile complaint/referral on each juvenile 2) Attach a copy of the offense report, the original juvenile affidavit, victim supplement, and any other pertinent reports to each juvenile complaint/referral 3) Put all related paperwork in the juvenile complaint basket for forwarding to the Juvenile Court Center 4) Forward all supplemental reports which come in after the case has been submitted to the Juvenile Court Center through Records c. **Processing juvenile referrals** 1) A sergeant or above will review the report and initial the referral before routing it to the Records Unit 2) A Records Unit employee will review the juvenile referral packets prior mailing to the Maricopa County Juvenile Court Center 3) Records receives Requests for Further Investigation from the Juvenile County Attorney's Office and distributes them to the appropriate section. Return completed forms to Records for transmittal to county. d. **Any referral to another agency** or service for potential diversion alternatives is done by the prosecutorial agency
2. **Felony Submittals**	a. **Suspect in Juvenile Court Center (JCC)**: If patrol officers have already detained the juvenile, no additional paperwork needs to be submitted. b. **Suspect not in juvenile court center** 1) Complete a juvenile complaint/referral on each juvenile to be charged 2) Attach the offense report, affidavit, victim supplement and other pertinent reports to each juvenile complaint/referral 3) Forward packet to the Juvenile Court Center 4) Forward all supplemental reports which come in after the case has been submitted to the Juvenile Court Center through Records
3. **Arrest By Juvenile Warrant**	a. **Juvenile warrants** are only **valid until age 18** b. **Verify juvenile warrants** by contacting the JCC, Central Index, or the MCSO Record Section 1) Follow the same procedures when serving a juvenile felony warrant as for an adult, except detention 2) Detain a juvenile arrested on a felony warrant at JCC unless a remand order has been issued 3) If a remand order has been issued, the juvenile will be booked into the main county jail 4) Since juvenile warrants are issued out of a juvenile court, the juvenile court will make victim notification (See General Order E-19)
4. **Detention of A Juvenile On**	a. **Absent a warrant**, consider the following in deciding whether to request detention of a juvenile on parole: 1) Is the **offense so violent** or aggressive in nature that the public would

Disposition	Procedure
Parole [1.2.7]	continue to be at risk should the juvenile remain at liberty? 2) Has the juvenile's **behavior been so chronic** that a substantial amount of the public's property would continue to be at risk should the juvenile remain at liberty? 3) Can you document evidence indicating that the juvenile is **not likely to appear** at any future hearing? 4) Can you document evidence indicating that the juvenile is likely to commit an act that would be **injurious to himself or others**? b. **Deliver the juvenile to the intake division** of the Juvenile Court Facility in the area where the juvenile's legal custodian resides or, if the juvenile has an open case pending, to the Juvenile Court Facility which had the open case assigned if you can answer any of the above questions affirmatively and regardless of whether the juvenile is on parole with the Department of Youth Treatment and Rehabilitation. c. **Required paperwork** 1) A juvenile referral sheet and an affidavit 2) A departmental report (in exceptional circumstances, if time pressure precludes a complete report being prepared, a typed or handwritten summary departmental report which establishes probable cause that the juvenile committed the offense may suffice) d. **Factors in court's decision to detain** 1) Juvenile is on parole or probation at the time of arrest 2) Always consider whether the parole or probation officer should be contacted to see if additional restrictions can be imposed on the juvenile's liberty which would avert the need for detention e. **Direct all referrals, including referrals on DYTR wards**, to the Maricopa County Juvenile Court Center if the juvenile is released or not taken into custody. The County Attorney is responsible for the timely forwarding of the paperwork to the Department of Youth Treatment (DYTR) and Rehabilitation for the revocation-of-parole process.
5. **Juvenile Offender – Domestic Violence**	**Do not release until** ordered by the magistrate, justice of the peace, or Superior Court Judge. Take to the intake officer at the juvenile detention center. Take a copy of: a. The police report b. The original notarized Juvenile Affidavit c. The Juvenile Referral d. The Victim Supplement
6. **Juvenile Intensive Probation Supervision (JIPS)**	a. **The program** delivers serious, non-violent juvenile offenders from overcrowded institutions. The judge determines JIPS status. Names of juveniles in JIPS are in ACJIS/LEGIS with the name and telephone number of the assigned juvenile probation officer b. **Any time an officer has a contact** with a juvenile on JIPS, even when no arrest is made, call the assigned probation officer, even during early morning hours as well as late evening hours (This action is requested by the program manager of JIPS.)
7. **Medical Treatment Options for Juveniles Ill, Injured, or**	a. **Arrested or in custody:** Immediately transport to: 1) If injury is **serious**: The nearest emergency room 2) If injury is **not serious**: a) The nearest emergency room of the hospital approved by the juvenile's parent, legal guardian, or custodian

Disposition	Procedure
Under the Influence of Alcohol or Drugs [44.2.2]	b) The County Hospital if the parent, legal guardian, or custodian cannot be located b. **A juvenile probation intake officer** at JCC will authorize medical examination or treatment under the following circumstances: 1) The juvenile is charged with committing a delinquent act 2) The juvenile must be detained 3) The parents' consent cannot be obtained c. **When the parents or guardian cannot be located** or will not respond for medical authorization, the officer will contact Department of Child Safety (DCS) and request a response by a caseworker. If the caseworker will not respond, obtain his name, title, and reason for not responding. Document this in the report. d. **Immediate supervisor will decide** transportation mode e. **The arresting/transporting officer** completes the standard disposition form f. **Do not sign** any documents at the hospital accepting responsibility for payment of treatment costs. The parent, legal guardian, or custodian is responsible for treatment costs, including transportation. g. **Notification procedures**: 1) Immediately upon reaching the hospital, telephone the on-duty juvenile probation officer at the County Juvenile Court Center and inform him of the cause for the delay 2) Notify parent, legal guardian, or legal custodian 3) If the child is treated and released, transport immediately to the County Juvenile Court Center 4) If the child is admitted to the County hospital, proceed to the Court Center with the appropriate reports a) The on-duty probation officer signs the completed reports as a receipt for the child in the County Hospital b) The Juvenile Department makes its own prisoner hold arrangements with the hospital
8. **Runaways** Juveniles Not Missing Under Missing Person Definitions	a. **Missing juveniles** 1) **Any child under eight years of age is reported missing** will be treated as a missing person (see General Order F-08). 2) **Any individual between the ages of 8-21 missing** under circumstances not conforming to his ordinary habits of behavior and who may be in need of police assistance or attention will be treated as a missing person (see General Order F-08) b. **Runaway**: a status offense c. **The initial officer** immediately investigates all leads in Chandler and nearby adjacent cities. The officer may request other agencies to investigate leads at locations not near Chandler. 1) Inform the reporting party a) Of the results of the initial investigation on the day the report is taken b) To immediately contact CPD at 782-4130 if the child returns or there are new leads. 2) Communications will assign an officer to complete follow up d. **Relay all runaway information** by **telephone or MDC** to the Records Unit **within 2 hours of receipt for entry into ACIC/NCIC** pursuant to the

Disposition	Procedure
8. Runaways, Cont.	Adam Walsh Child Protection Act of 2006. After the report is taken, NCIC allows teletypes to a specific agency to go pick up a juvenile, but not attempt to locate. e. **Contact the reporting party daily** in person (when on duty) f. **Reporting** 1) Complete an **offense report entitled "Runaway Juvenile"** 2) **Use a separate report number** for each juvenile if two or more juveniles are missing from the same family or location at the same time and under similar conditions. Cross-reference other reports to the report that has the narrative. Have reporting party sign the Missing Person's Information / Validation form (form #32-35). **Include initial interviews**: a) Reporting party b) Parents (determine legal custody status of the child) c) Witnesses/investigative leads 3) Obtain a recent **photograph** and complete an attempt to locate with the current picture in the briefing packet 4) Determine who saw the child last 5) Determine if probable foul play exists 6) Search the victim's home and premises thoroughly (e.g., closets and under bed) 7) Obtain names and addresses of friends and relatives where the juvenile may be located and document these contacts in the report 8) Contact and interview siblings as to possible whereabouts of juvenile 9) Contact the school in which the child is enrolled (teacher, counselor, principal, and classmates, etc.) 10) Contact Probation/Parole Officers and include their information in the report. 11) Compete a records search (Chandler and other agencies) for other reports linked to the juvenile, including prior runaway reports 12) Determine if the child has any unique immediate needs (i.e., medical problems such as drugs, infirmities or birth defects, handicapped, mentally retarded, seizures) g. **Additional resources**: Consider the age and circumstances involved to help determine the amount and immediacy of resources needed. Consult your immediate supervisor when additional resources are needed. h. **Pend the case to the assigned CIB** supervisor if not located after **four working days** and follow up has been completed as required. i. **CIB investigator completes** a Missing Person's Information / Validation form (form #32-35). Per NCIC, the form must be completed **60 days** after the original report if the child is still missing. j. **When juvenile returns home**, the assigned officer will: 1) **Supplement** the original offense report, including the following information in the supplement: a) Why the juvenile left home b) Who the juvenile was with c) Where the juvenile went d) The juvenile's state of mind e) Pertinent school information

Disposition	Procedure
8. Runaways, Cont.	2) **Remove from NCIC** 3) Complete a juvenile referral (ARS 8-201), if required k. **If an officer locates or apprehends a runaway**, depending on the age, mental condition, etc., either return the juvenile directly home or to a responsible adult family member, or take him to the station and notify the reporting party. Make all reasonable attempts to return a runaway juvenile to the family. 1) Supplement the original offense report 2) Ensure the juvenile is removed from the NCIC computer 3) Complete a referral (ARS 8-201) on all runaways 4) Handle in accordance with established policy concerning the disposition of juveniles l. **Local runaway or incorrigible juveniles:** Detain only if one of the parents meets the officer at JCC to file a juvenile petition at the time of detention 1) If a parent refuses, do not accept the juvenile, but advise the parent to take him to the JCC at the parent's convenience 2) If you handle an uncontrollable incorrigible juvenile, document the incident and obtain permission from the Field Operations shift supervisor prior to transporting the juvenile to the JCC 3) Contact the JCC intake officer by phone and allow the parent to explain to the JCC official the circumstances and reason detention is desired. Often, the intake officer can advise whether detention is applicable and whether the child should be taken to JCC. m. **Runaways/escape from supervised placement** 1) A Chandler Police Department investigator will take an original report for a juvenile who has runaway/escaped from a court ordered placement in a non-secure facility/group home within the City of Chandler 2) If the Juvenile has been adjudicated as incorrigible and is the responsibility of the state, our CIB investigator will contact the juvenile's parole officer for additional information. Once a warrant has been issued for the juveniles arrest for absconding, the juvenile may be removed from NCIC as a runaway unless: • The Juvenile is a resident of the City of Chandler • There is evidence that the juvenile has remained in Chandler 3) Forward a referral to the County Attorney's Office n. **Runaways from other jurisdictions** 1) Transfer to an officer from juvenile's jurisdiction when possible 2) If unable to transfer juvenile, detain at the JCC after completing an offense report and referral. Note that the juvenile is being held for another jurisdiction. o. **Runaways from the JCC or the Arizona State Hospital** 1) Determine the type of crime for which the juvenile has been detained and whether the juvenile could be dangerous while free 2) Assist in searches if requested. MCSO will make the original offense report.

9. Truancy – Citing juvenile offenders into Juvenile Court	a. **Truancy** 1) Children between 6 and 16 years of age are required to attend school 2) Children not in school during hours of operation are considered truant b. **Enforcement** 1) Juvenile Court will provide citations for truancy cases used by schools and law enforcement 2) Students found off campus during school hours and not suspended from school are truant 3) Citing conditions: a) Five unexcused absences from school b) Nineteen excused absences from school c) Juveniles found off campus, know they should be in school and not suspended are considered truant (write in comment section where and when contact was made) 4) Cite in date should be a Wednesday four weeks from date of violation 5) Cite in times are 0830, 1030, and 1330 hours 6) Court location: Juvenile Court Center, 1810 S. Lewis, Mesa, AZ 85210 7) Instruct juvenile to sign and attempt to notify parents (document on citation) 8) **CITE ONLY STATUTE ARS 15-803 on these forms**. (Incorrigibility 8-201 must be submitted on referral, however that statute does not compound this case and Juvenile Court does not want it filed) c. **Processing** 1) Submit completed citation to Records and complete the report 2) Once report is approved, Records will send the completed citation and approved report to Juvenile Court 1810 S. Lewis, Mesa, AZ 85210 Attn: J.O.I.I. 3) There are three copies to each citation. One goes to the offender, one for the police department, and one for the Juvenile Court. (Two copies will be turned into records.) 4) Juvenile ATTC Form Citation will be issued to CPD Records by Early Intervention Unit (1810 S. Lewis, Mesa). They are numbered for tracking.
10. Possession of Firearms By Juveniles	a. **ARS 13-3111: Unemancipated persons** under 18, not accompanied by a parent, grandparent, guardian or certified instructor, **may not knowingly carry or possess** on his person, within his immediate control, or in a means of transportation a firearm in any public or private place, except private property owned or leased by the minor, minor's parents, grandparents, or guardian. **Parents** may be found jointly responsible for violations of the law involving juveniles and guns. b. **This does not apply to 14-17 year** olds engaged in lawful: 1) Hunting or shooting events or practice at established ranges or other areas where the discharge of firearms is not prohibited. 2) Transporting an unloaded firearm for the purpose of lawful hunting 3) Transporting an unloaded firearm between 5:00 AM and 10:00 PM for shooting events or practice at established ranges

G. SCHOOL INTERVIEW / ARREST PROCEDURE

1. **PROVIDE PROOF OF YOUR IDENTITY** to the school principal or his designee to interview or arrest a student

2. **GIVE PERMISSION TO THE PRINCIPAL TO NOTIFY** the parent or legal guardian unless such notification would interfere with the investigation that the student is a suspect prior to the interview or arrest

   a. **If you refuse** permission, the principal will complete the appropriate public schools form before the interview or arrest. In this situation, notify the parent or legal guardian in the same manner and time as if the interview or arrest had taken place at a location other than the school.
   b. If the principal or designee cannot notify the parent or legal guardian in a **reasonable length of time**, sign the public schools form and proceed with the interview or arrest
   c. Whether or not the parent or legal guardian is notified, sign the public schools form before interviewing or arresting the student

3. Interviews or arrests of students should take place **in the presence of the school principal** or designee unless the officer has reason to and requests otherwise

✦✦✦

High Frequency/High Severity

A. INVESTIGATION PROTOCOL

THE INTERAGENCY COUNCIL OF THE MARICOPA COUNTY CHILDREN'S JUSTICE PROJECT developed the multi-disciplinary protocol for the investigation of child abuse (revised 03/16). The goal of this protocol is to provide for professional investigations into child abuse allegations and treat child victims/witnesses in a manner to **minimize secondary trauma often associated with an investigation.**

B. ABUSE DEFINITION

The infliction of physical injury, impairment of bodily function, or disfigurement, or the infliction of serious emotional damage (which must be diagnosed by a medical doctor or psychologist); inflicting or allowing sexual abuse (13-1404); sexual conduct with a minor (13-1405); sexual assault (13-1406); molestation of a child (13-1410); child prostitution (13-3212); commercial sexual exploitation of a minor (13-3552); sexual exploitation of a minor (13-3553); incest (13-3608). (*From ARS 8-201 for determining whether the juvenile is in need of protection and should be taken into temporary custody*)

C. MANDATORY REPORTING IN SCHOOLS

Figure 1**. Mandatory School Reporting Guidelines**

Aspect	Responsibilities
1. Incidents Mandating Reporting	a. **Per ARS 13-3620**, the Chandler Police Department in cooperation with the Chandler, Mesa, and Kyrene School Districts has established a protocol for the reporting and investigation of any incident requiring **mandatory reporting**, including: 1) Any offense in chapter 14 and Chapter 35.1 of this title or section 13-3506.01 2) Child abuse 3) Non-accidental injuries 4) Sexual conduct with a minor 5) Sexual assault 6) Sexual abuse 7) Child molestation 8) Sexual exploitation of a minor 9) Incest 10) Child prostitution 11) Physical neglect 12) Death 13) Surreptitious photographing, video recording, filming or digitally recording of a minor 14) Any threats or rumors of threats that may result in bodily injury
2. School Responsibilities	**School personnel determine** whether an incident meets the criteria for a report per ARS 13-3620 a. The school official discovering a qualifying incident or his designee completes an incident worksheet b. **If immediate intervention is required**: school personnel will contact the SRO if on campus or call the Chandler Police

Aspect	Responsibilities
2. School Responsibilities, cont.	Department and a patrol officer will be dispatched to initiate a preliminary investigation. School personnel will provide a copy of the incident worksheet to the investigating officer. c. **If immediate police intervention not required:** school emails the incident worksheet to the Criminal Investigations Bureau at CPDMIR@chandleraz.gov – Persons Crimes representative for review d. **The originating school maintains the original incident worksheet(s) as long as the student is enrolled in its district**
3. Police Department Responsibilities	a. **Immediate intervention required**: 1) **A patrol officer responds** to initiate a preliminary investigation per request a) Officer receives a copy of the incident worksheet b) With the assistance of his supervisor the officer determines if there is a need for a detective c) If a detective is needed, the on-scene supervisor will contact the Persons Crimes supervisor d) Persons Crimes supervisor assesses the incident and assigns a detective, if necessary **Or** 2) **A School Resource Officer (SRO) may receive an incident worksheet of a minor nature and conduct the investigation with the following guidelines:** a) An SRO must be on campus when the incident occurs to receive the complaint; otherwise, school personnel must report the incident to the Chandler Police Department for immediate investigation. b) The SRO will forward any case involving extensive follow up to: • The appropriate beat officer, or • The Persons Crimes supervisor if there is a need for extensive follow-up or specialized assistance. The Persons Crimes supervisor will determine whether the incident requires follow-up investigation. • In either case, the incident **worksheet will always be emailed to the Criminal Investigations Bureau** b. **Immediate intervention not necessary:** School officials email the incident worksheet to the Persons Crimes representative who reviews and forwards to the appropriate unit supervisor to determine if the incident requires follow up 1) If **no follow up** is needed, the incident worksheet will be retained for the remainder of the current school year. 2) If the case does require follow up, an SRO/officer will respond to obtain initial information, and the copy of the incident worksheet will be retained with the case file

Rev

Rev

D. MISSING/ABDUCTED CHILDREN

SEE GENERAL ORDER E-11.500 CHILD ABDUCTION PLAN
SEE GENERAL ORDER E-11.600 AMBER ALERT

E. INVESTIGATING CHILD ABUSE CASES

[1.2.3] [44.2.2]

Figure 2. **First Responder Procedures for Reported Child Abuse**

Aspect	Procedures
Rev **1. Protective Custody Authority** **ARS 8-821 Or 8-223**	**Law Enforcement Officers** may petition the court to take a child into temporary custody if there are reasonable grounds to believe it is clearly necessary to protect the child from suffering abuse or neglect (injury is apparently not accidental nor explained by the available medical history). If the petition is granted by the courts, then DCS may remove the child. Pursuant to A.R.S 8-821, temporary custody of a child is only taken if exigent circumstances are present and a court order or parental consent have not been obtained. Exigent circumstances – probable cause to believe the child is likely to suffer serious harm in the time it would take to obtain a court order for removal and either of the following is true: a. There is no less intrusive alternative to taking temporary custody of the child that would reasonably and sufficiently protect the child's health or safety, or b. Probable cause exists to believe the child is a victim of sexual abuse or abuse involving serious physical injury that can be diagnosed only by a physician licensed pursuant to title 32, chapter 13 or 17 or a health care provider licensed pursuant to title 32 and has specific training in evaluations of child abuse.
Rev **2. Procedures For Protective Custody**	a. **Notify Department of Child Safety** 1) DCS will place child 2) DCS will file petition, if necessary, making child ward of the court b. If DCS does not do a Temporary Custody Notice (TCN), a Chandler detective will complete a petition for removal and present to Superior Court c. **Give temporary custody notice to parent** 1) Can be given by DCS worker if present 2) Can be given by detective investigating the incident d. **Immediately make a report** if there is evidence of injury, sexual molestation, death, abuse, or physical neglect inflicted by other than accidental means or not explained by available medical history e. **Have photographs taken** if photographic evidence indicates a possible violation of the law f. **Cooperate with the Department of Child Safety (DCS) worker** as the law provides if worker is removing a child from the custody of the parents or guardian g. If a criminal case results in a Petition for Removal, the case will automatically be transferred to a detective

New

3. First Officer On Scene: Patrol (Initial Report)	a. **Establish the jurisdiction and elements of the crime** 1) If **within jurisdiction**, continue procedures 2) If **not within jurisdiction**, document your actions and coordinate with the appropriate jurisdiction b. **Patrol officers may interview the reporting source**, away from the victim, witnesses, or other reporting sources in order to determine if the **child is in imminent danger** 1) **If, in your opinion, the child is in immediate danger,** with the approval of your on-duty supervisor, take the child into custody, call DCS and Family Crimes detectives immediately 2) **If there is any indication of physical abuse the officer believes requires immediate medical attention**, take the juvenile to the nearest available hospital and notify the parents or guardian to obtain permission to have the juvenile examined by a physician a) **Notify the Criminal Investigations supervisor immediately** by telephone of all hospital admissions resulting from sexual or physical abuse to assess the need for a forensic medical exam b) Contact DCS to determine if the child should be placed in a temporary placement when the person suspected of the offense is a parent or guardian c) Write an offense report whether the suspect is an adult or another juvenile 3) **If no emergency situation exists** a) **Call DCS immediately**. A caseworker may respond and meet you to conduct a parallel investigation. b) Complete the required disposition reports c) **If the child needs to be sheltered**, DCS has authority to remove child with a TCN. If DCS does not remove child from home and removal is critical to the investigation, page the on-call Persons Crimes supervisor so the case can be assigned to a detective. A Petition for Removal will be attempted through the courts. Do not inform the parent or guardian who the suspect is or where the child was taken. c. **Victim: For child physical abuse cases, patrol officers may interview the child victim only if** the child is verbally active **and** has not already provided the following information about the abuse to anyone. Document the child's demeanor and any spontaneous statements. **Video/audio record** interview if possible. **Only ask these specific questions:** 1) What happened? 2) Who did this? 3) Where were you when this happened? 4) When did this happen? 5) Where do you go to school? **Remember** do not expand these questions. The goal is to have the child make a statement **once** during the investigation.

Rev

3. First Officer On Scene: Patrol, Cont.

d. **Witnesses: You may interview witnesses; however,** it is recommended qualified detectives, qualified DCS specialists, or Advocacy Center interviewers interview child witnesses and any siblings or children within the home in cases involving sexual abuse and physical abuse cases involving serious physical or life-threatening injuries. Obtain dates of birth, social security numbers, and other biographical information, including where child witnesses attend school. If child witnesses are interviewed **remember to ask only**:
1) What happened?
2) Who did this?
3) Where were you when this happened?
4) When did this happen?
5) Where do you go to school?

New

e. **Suspect Interview: For child sexual abuse and physical abuse cases involving serious physical or life-threatening injuries, interview the suspect only if** the suspect is present and aware of the investigation. **DO NOT** contact the suspect without prior consultation with detectives.
1) **If the suspect is at the scene, and:**
a) **The child is not taken to the hospital;** the patrol officer may conduct an initial interview of the suspect or have a detective do so immediately. Obtain the suspect's version of what happened (e.g., determining if it was a discipline measure; if a weapon or instrument was used; or if it was an alleged accident)
b) **The child is admitted to the hospital**, decide whether the patrol officer may interview the suspect and/or caretaker in consultation with Investigations. Do not disclose any medical information to the caretakers regarding the condition of the child or possible mechanisms of the injury. Also encourage the medical personnel not to disclose this information until they consult with detectives.
2) **Cases involving physical abuse or over discipline**, patrol officers will contact the suspect and complete the interview obtaining the suspect's version

f. **Preserve the scene and collect evidence**
1) **Consult with CIB** regarding search warrants and/or consent searches. If the child or suspect gives information regarding a weapon, instrument or mechanism of the injury, a search warrant or consent form should be obtained.

2) **Call crime scene technicians** to document physical injuries to the child with photographs. For severe physical abuse and/or neglect, contact the assigned detective or use a consent form or search warrant to obtain photographs, or video of the entire household.

g. **Obtain the facts of the reported crime:** Of primary importance are apparent illness of a child, sanitary facilities, availability of food, clothing, and proper parental care and supervision. Record your observations in a report.

	h. **Documentation** 1) Contact DCS to file a report, even if the suspect is booked into jail. Document the call in your report. 2) Document the status of the child at the time the report is written 3) Document any calls to DCS 4) Document any recommendations made to DCS 5) Refer to DCS even when no crime is found i. **Neglect case:** If you determine there is no real emergency, complete a report. **DO NOT** take child victims involved in **neglect** cases to the County Juvenile Court Center. j. **CIB will take charge of the investigation**. Forward any molest case to Sex Crimes the same day as the initial investigation if possible.

F. CHILD ABUSE: PHYSICAL

[44.2.2]

Figure 3. **Procedures Specific to Physical Child Abuse**

Aspect	PROCEDURES
1. First Responder	a. **Evaluate each case** on information available to the officer. If the issue is unclear, collect potential evidence for further evaluation. ARS 13-3623 outlines the criteria for physical abuse cases. **Consider:** 1) ARS 13-403.1 allows a parent/guardian/caretaker to use reasonable and appropriate **physical force** upon a minor when and to the extent reasonably necessary to maintain discipline 2) The statute **does not exclude** the use of an instrument (e.g., paddle, belt, etc.) as a *reasonable* means to carry out discipline 3) **Reasonable** is determined by the amount of force applied, any resulting injury, type of instrument used and the impetus (child's behavior or actions) leading to the need for physical discipline 4) In cases where the **child's behavior or actions** allow the parent to use physical force, we need to ask the following questions to ascertain if the discipline was "*reasonable, appropriate or necessary to maintain discipline.*" a) Where was the child struck? For example, spanking on the **buttocks** without severe injury **does not constitute assault or abuse** per MCAO Prosecution Policies and Procedures. b) Did the child's defensive movement cause the strike to land somewhere it wasn't intended (lower back, arms, legs, etc.)? c) What was the extent of the injury? Transient pain or minor temporary marks, (minor bruising, redness, welts, abrasions)? These types of injuries most likely do not rise to the level of abuse necessary for felony charges, unless coupled with other aggravating circumstances (extensive domestic violence history, unprovoked punishment, etc.). d) How many times was the child struck (again, reasonable vs. excessive)?

Aspect	PROCEDURES
1. First Responder, Cont.	e) Does evidence exist of on-going "excessive punishment" (bruising in different developmental stages, other injuries in various stages of healing)? f) Was medical treatment necessary? If so, what is the opinion of the medical personnel about extent of the injury (serious vs. minor, explanation plausible and consistent with the injury)? 5) Cases where the parent was justified in using physical force, but crossed the line from discipline to abuse (referred to as "excessive punishment" cases), can be handled in the same manner as a domestic violence investigation and the following questions can be asked by a **patrol officer** of the child: a) What happened? b) When did it happen? c) Where did it happen? d) Who did it? e) Where do you go to school? 6) Patrol officers conducting an investigation where the victim and suspect reside together need to make a referral to DCS ([redacted]). While doing this, the officer should check DCS history for both the suspect and victim. 7) Check Chandler PD records for prior reports alleging abuse and other police agencies where the involved parties previously resided 8) Written descriptions of injuries are wholly inadequate. Prosecutors do not like descriptions without accompanying photographs. Remember to take plenty of pictures from different angles and remember to take follow-up photos (it takes time for bruising to develop). Make sure to use a color bar and ABFO Scale (all the Crime Scene Technicians have these). 9) If an instrument is used, remember to seize it as evidence. This can be done by consent or a search warrant. CIB can assist if a search warrant is required. Keep in mind factors such as; does the injury have a distinct pattern that can be matched to the instrument? Has consent to seize the instrument been exhausted? Is the injury severe enough to warrant the time/manpower necessary to obtain and execute a search warrant? 10) Per ARS 13-3623A, a parent or guardian must protect the welfare of the child. Therefore, the officer can require the parent(s) provide a safe environment if the child is not to be removed by DCS or Petitioned for Removal by the courts.. 11) Under 13-3620, the parent or guardian is a "mandated reporter," required to immediately report non-accidental injury or neglect to DCS or the police. An officer may require a parent report the actions of an offending parent/guardian/ caretaker or face criminal charges. (It is best not to threaten a witness with the misdemeanor charge for failure to protect/report. It is preferable to use them as a witness for the criminal charge).

Rev

Aspect	PROCEDURES
1. First Responder, Cont.	12) When deciding on whether or not to book, refer to General Orders and statutory mandates on domestic violence (DV). The vast majority of these cases fall under the umbrella of DV. 13) The case should first be submitted to the County Attorney's Office for Child Abuse Charges if the use of force, instrument used and/or resulting injuries were not reasonable, appropriate or necessary to maintain discipline 14) The City Prosecutor's Office will only review submittals for filing of misdemeanor charges after they have been turned-down by the County Attorney's Office. b. **Refer to DCS even if no crime is found** c. **Notify CIB who will assume investigations if:** 1) A medical exam is required 2) There is serious physical injury or the child is hospitalized 3) Continual physical abuse 4) Where a warrant is needed to collect physical evidence 5) A special needs victim who is unable to answer the five questions allowed by the Child Abuse Protocol 6) When a forensic interview is needed to establish the corpus of the crime 7) A pretext call is needed
2. Patrol / CIB Case Agent Responsibilities	a. **Assess the non-accidental injury:** Physical indications of abuse and neglect 1) Bruises and welts 2) Burns 3) Lacerations and abrasions 4) Ribcage injuries 5) Head injuries 6) Internal injuries 7) Long bone injuries b. **Collect and preserve physical evidence following search and seizure rules:** 1) **Photographs:** Child's injuries with and without the color bar and American Board of Forensic Odontology (ABFO) scale a) **House or apartment where child was abused**, both interior and exterior b) Weapons or objects used c) Locations of abuse other than house or apartment d) Photos of injuries using a color bar 2) **Evaluate injuries found considering:** a) Inconsistent with medical history b) The developmental abilities of a child to injure itself c) Explanation of how injury occurred is inconsistent with location, pattern, and extent of injury d) Medical history reveals unexplained or questionable injuries over a period of time c. **Investigation** 1) **Non-hospitalized children** (the following is not in any priority order) a) Review the initial report

Aspect	PROCEDURES
2. Patrol / CIB Case Agent Responsibilities, Cont.	b) Interview the family, siblings, and other witnesses as dictated by the facts of the case. If the child victim is interviewed, it should be conducted per the Interview Protocol for Children, Appendix A. c) If not already done and if appropriate, document abuse with 35 mm or digital photographs. Ensure additional follow-up photographs are taken as needed using color bar and the ABFO Scale. d) Contact DCS to obtain prior reports and to determine what action DCS is taking on the referral. If DCS is involved, share information with them. e) Review the suspect's prior police history, paying particular attention to assault and domestic violence contacts f) Obtain relevant medical records on the child and interview appropriate medical personnel g) Interview the suspect if not already interviewed. If the suspect has not invoked his rights, re-interview to complete his account of the events. If the suspect has not already been booked, the case agent shall assess the risk of flight to avoid prosecution and determine if the suspect should be arrested in light of all the information obtained. h) Assess the need for a medical exam 2) Hospitalized Children (the following is not in any priority order) a) Notify the deputy county attorney on call for physical abuse cases on all cases where a child is admitted to a hospital or dies as a result of suspected child abuse as soon as possible b) Assume responsibility for the investigation of all hospitalized child abuse cases as soon as they are notified by the patrol officer c) Ensure the scene(s) is identified and secured. It may be necessary to obtain a search warrant or consent depending on the circumstances of the case. d) Obtain an initial statement from the most qualified physician (not the intern or resident) on duty as to time frames, mechanisms of injury and symptoms the child would be expected to show, given the injury sustained. e) Conduct interviews with all caretakers, suspects, and witnesses, including specialized physicians (e.g., neurosurgeons, pediatric radiologists, etc.), focusing both on the current injury and on a thorough background of the child's health and upbringing f) Request all medical records including recent and previous hospitalizations and doctor or emergency room visits by the child g) Use search warrants, where appropriate, to ensure a thorough scene investigation. Contact the County Attorney's Office regarding sealing the affidavit of search warrant.

Aspect	PROCEDURES
3. Case Preparation	a. **Case file** 1) Include a complete copy of the police report, a copy of audio/video recordings, photographs, recordings of 911 calls, all medical records of the child, Department of Child Safety files on the child and family, prior police reports involving violence, and any other information obtained during the investigation 2) It is expected the deputy county attorney will have maintained involvement in the case prior to formal submittal b. **If the case is filed and:** 1) **Goes to grand jury:** The assigned detective should present the case at grand jury. If they do not feel comfortable with presenting the medical evidence, they shall notify the deputy county attorney who can subpoena a physician to the grand jury for testimony regarding medical findings. 2) **Goes to preliminary hearing:** The detective or investigating officer may be subpoenaed 3) **Is turned down:** Notification of the turndown is the responsibility of the County Attorney's Office who will notify the victim's representatives as well as DCS 4) **A post-filing further is requested and the suspect is in custody:** A detective is assigned. Present all requested information to the deputy county attorney 24 hours prior to grand jury or preliminary hearing. 5) **The case is referred back to the law enforcement agency for further investigation:** a) Return the case to the original case agent if possible, and b) Obtain the requested information should within 30 days. If it is not possible to do this, notify the deputy county attorney of the reason for the delay.

G. CHILD CRIMES: SEXUAL

[44.2.2]

Figure 4. **Juvenile Sexual Crimes Investigations Involving Physical Contact or Attempted Physical Contact**

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Aspect	Guidelines
1. Notification of CIB	a. **Notify Sex Crimes Unit when:** 1) The victim and the suspect reside together 2) The crime has occurred within the past **120 hours** 3) When there is a chance the victim may be re-victimized (e.g., shared custody) 4) When there is a possibility for loss of biological and/or physical evidence 5) When evidence may be lost if a search warrant is not immediately sought 6) For child sex crimes involving physical contact or attempted physical contact cases which have occurred within the past **120 hours** to determine whether a detective will respond or if a medical examination is needed. (If a medical **examination is not required** and a detective does not respond, the assigned patrol officer shall take the initial report, and a Special Victims detective will follow-up at a later time)

Aspect	Guidelines
	b. **For procedural questions and call out,** the sergeant or lieutenant will page the persons crimes sergeant. Field Operations officers may contact members of Persons Crimes Unit for general questions and guidance on an investigation but will ensure their supervisor is continually aware of the status of the investigation. c. **Forward any report** written by a patrol officer concerning a child molest incident to the supervisor **the same day** as the initial investigation, or as soon as possible d. **The County Attorney's Office** handles all child molest cases; so, the Sex Abuse Unit directs the case to a Grand Jury rather than through a preliminary hearing
2. Child Sex Crimes Victims Under 18 Years Of Age	a. Officers should **not** interview the child victim regardless of whether the victim is the only reporting party. In all cases, contact Sex Crimes Unit. b. **When suspect and victim reside together and a child sex crime involving physical contact or attempted physical contact is reported**, immediate intervention is important 1) **The assigned patrol officer should take the initial report obtaining as much information as possible without interviewing the victim or child**. 2) CIB should be contacted for coordination of the investigation (after hours the on-call CIB sergeant should be contacted) 3) A DCS representative may be present during interviews with child molest victims 4) A Sex Crimes detective will perform the in-depth follow-up interview c. **When the suspect and the victim do not reside together and other criteria for call out are not a factor**, the assigned patrol officer will take the initial report and obtain as much information as possible while minimizing the trauma to the victim. d. **Medical examinations** 1) **Acute injury** (e.g., tissue tears, bleeding, lacerations, bruises, etc.): complete a medical examination as soon as possible. **Upon consultation with a forensic nurse,** a determination shall be made as to an appropriate care facility. 2) **Non-acute trauma occurred 120 hours prior to the report**, the assigned detective will consult with the on-call physician and /or County Attorney to determine the need for a medical examination
3. Sexual Conduct With A Minor [44.2.2]	a. If conduct is consensual and both parties are age 14-17, then sex between these individuals need not be reported under ARS 13-3620. **The conduct of these parties still meets the elements of ARS 13-1405.** b. Each case requires evaluation and investigation
4. CIB Special Victims Unit Responsibilities	a. **Review the multi-disciplinary protocol**, section 1 of the law enforcement protocol for the investigation of child abuse b. **Interview the reporting source** to determine the circumstances of disclosure

Aspect	Guidelines
4. CIB Special Victims Unit Responsibilities	c. **Interview the victim** 1) Arrange an interview of the victim. *The child's interview should be conducted per the Maricopa County Multidisciplinary Interview Protocol for Children, Appendix A.* 2) Coordinate the interview with DCS if they are involved in the case. *If a joint interview with DCS is not feasible and the circumstances dictate DCS involvement, the victim interview should be shared with DCS in order to ensure there is only one victim interview conducted. This will eliminate unnecessary or multiple interviews of the child victim.* d. **Conduct crime scene(s) investigation** and evidence processing e. **Interview the family and other witnesses**: Obtain dates of birth, social security numbers and other biographical information including where child witnesses attend school f. **Review all information** to determine the threat to the immediate neighborhood/community, e.g., suspected transient pedophile 1) If a significant threat exists, notify the appropriate Special Victims Unit Sergeant 2) The Special Victims Unit Sergeant will determine whether or not to make neighborhood/community notification, the extent of the notification, and the mode of the notification, e.g., media alert, autodialer, or door-to-door notification g. **Medical examination** 1) Arrange for a medical examination at a Child Advocacy Center (See Appendix L of protocol) 2) Obtain a copy of the report and interview medical personnel 3) Send a copy of the examination report to DCS h. **Conduct investigative research on:** 1) Prior convictions of the suspect 2) Prior police reports involving the suspect, victim(s) or witness(es) 3) Prior unreported allegations involving the suspect, victim(s) or witness(es), and 4) Current and prior DCS reports i. **Interview the suspect** 1) With only law enforcement personnel present, **and** 2) DCS should be aware of the content of the suspect interview, **and** 3) Interview should be video recorded or, if not possible audio recorded j. **Determine the need to arrest** the suspect based on the following: 1) The risk of flight to avoid prosecution, and 2) The danger to the community k. **Conduct any other necessary investigations**

5. Case Presentation	a. **Submit the complete case package** consisting of a complete copy of the police report, a copy of audio/video recordings, recordings of 911 calls, any photographs, all medical records of the child, DCS files on the child and family, prior police reports involving violence, and any other information obtained during the investigation. b. **If the case is referred back** for further investigation by the Maricopa County Attorney's Office: 1) Respond within 30 days if possible, and 2) Advise the Maricopa County Attorney's Office whether the investigating agency decides to close the case

H. CHILD FORENSIC / VICTIM INTERVIEW ROOM

USE ONLY FOR investigative interviews of children and adults who are either **victims or witnesses** of a crime or as a waiting area for said victim/witnesses

1. **ONLY DETECTIVES AND VICTIM SERVICES** may use this room
2. **A DETECTIVE OR VICTIM SERVICES PERSONNEL** will always accompany children and adult victims/witnesses
3. **THE PERSON USING THE INTERVIEW ROOM** will maintain and clean the room after each use. The room should be kept free of clutter (e.g., magazines, books) to avoid distracting children being interviewed.
4. **INTERVIEWS**
   a. The room is designed to conduct audio/video recorded interviews
   b. It is not designed for confidential use. Confidential interviews will be conducted in an existing CIB interview room.
   c. Detectives conducting a forensic interview should always attempt to have a second person monitoring from the video monitoring room
   d. All personnel in the area of the interview room shall maintain a quiet atmosphere when the room is in use
   e. **DO NOT OPEN THE DOOR** while the interview is in progress, except in an emergency

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High Frequency/High Severity

A. INVESTIGATION PROTOCOL

THE INTERAGENCY COUNCIL OF THE MARICOPA COUNTY CHILDREN'S JUSTICE PROJECT developed the multi-disciplinary protocol for the investigation of child abuse (revised 03/16). The goal of this protocol is to provide for professional investigations into child abuse allegations and treat child victims/witnesses in a manner to **minimize secondary trauma often associated with an investigation.**

B. ABUSE DEFINITION

The infliction of physical injury, impairment of bodily function, or disfigurement, or the infliction of serious emotional damage (which must be diagnosed by a medical doctor or psychologist); inflicting or allowing sexual abuse (13-1404); sexual conduct with a minor (13-1405); sexual assault (13-1406); molestation of a child (13-1410); child prostitution (13-3212); commercial sexual exploitation of a minor (13-3552); sexual exploitation of a minor (13-3553); incest (13-3608). (*From ARS 8-201 for determining whether the juvenile is in need of protection and should be taken into temporary custody*)

C. MANDATORY REPORTING IN SCHOOLS

Figure 1**. Mandatory School Reporting Guidelines**

Aspect	Responsibilities
1. Incidents Mandating Reporting	a. **Per ARS 13-3620**, the Chandler Police Department in cooperation with the Chandler, Mesa, and Kyrene School Districts has established a protocol for the reporting and investigation of any incident requiring **mandatory reporting**, including: 1) Any offense in chapter 14 and Chapter 35.1 of this title or section 13-3506.01 2) Child abuse 3) Non-accidental injuries 4) Sexual conduct with a minor 5) Sexual assault 6) Sexual abuse 7) Child molestation 8) Sexual exploitation of a minor 9) Incest 10) Child prostitution 11) Physical neglect 12) Death 13) Surreptitious photographing, video recording, filming or digitally recording of a minor 14) Any threats or rumors of threats that may result in bodily injury
2. School Responsibilities	**School personnel determine** whether an incident meets the criteria for a report per ARS 13-3620 a. The school official discovering a qualifying incident or his designee completes an incident worksheet b. **Immediate intervention required**: school personnel may contact the SRO, if on campus, or call the Chandler Police Department and

Aspect	Responsibilities
2. School Responsibilities, cont.	a patrol officer will be dispatched to initiate a preliminary investigation. School personnel will provide a copy of the incident worksheet be given to the investigating officer. c. **Immediate police intervention not required:** school faxes the incident worksheet (480.782.4444) to the Criminal Investigations Bureau – Persons Crimes supervisor for review d. **The originating school maintains the original incident worksheet(s) as long as the student is enrolled in its district**
3. Police Department Responsibilities	a. **Immediate intervention required**: 1) **A patrol officer responds** to initiate a preliminary investigation per request a) Officer receives a copy of the worksheet b) With the assistance of his supervisor the officer determines if there is a need for a detective c) If a detective is needed, the on-scene supervisor will contact the Persons Crimes supervisor d) Persons Crimes supervisor assesses the incident and assigns a detective, if necessary **Or** 2) **A School Resource Officer (SRO) may receive an incident worksheet of a minor nature and conduct the investigation with the following guidelines:** a) An SRO must be on campus when the incident occurs to receive the complaint; otherwise, school personnel must report the incident to the Chandler Police Department for immediate investigation. b) The SRO will forward any case involving extensive follow up to: • The appropriate beat officer, or • The Persons Crimes supervisor if there is a need for extensive follow-up or specialized assistance. The Persons Crimes supervisor will determine whether the incident requires follow-up investigation. • In either case, the incident **worksheet will always be faxed to the Criminal Investigations Bureau** b. **Immediate intervention not necessary:** School officials fax the incident worksheet to the Persons Crimes supervisor who determines if the incident requires follow up 1) If **no follow up** is needed, return the incident worksheet to the initiating school 2) If the case does require follow up, an investigator will be assigned, and the copy of the incident worksheet will be retained with the case file

D. MISSING/ABDUCTED CHILDREN

SEE GENERAL ORDER E-11.500 CHILD ABDUCTION PLAN
SEE GENERAL ORDER E-11.600 AMBER ALERT

E. INVESTIGATING CHILD ABUSE CASES

[1.2.3] [44.2.2]

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Figure 2. **First Responder Procedures for Reported Child Abuse**

Aspect	Procedures
1. Protective Custody Authority **ARS 8-821 Or 8-223**	**Law Enforcement Officers** may take a child into temporary custody pursuant to A.R.S 8-821 only if exigent circumstances are present. "Exigent circumstances" is probable cause to believe the child is likely to suffer serious harm in the time it would take to obtain a court order for removal and either of the following is true: a. There is no less intrusive alternative to taking temporary custody of the child that would reasonably and sufficiently protect the child's health or safety, or b. Probable cause exists to believe the child is a victim of sexual abuse or abuse involving serious physical injury that can be diagnosed only by a physician licensed pursuant to title 32, chapter 13 or 17 or a health care provider licensed pursuant to title 32 and has specific training in evaluations of child abuse.
2. Procedures For Protective Custody	a. **Notify Department of Child Safety** 1) DCS will place child 2) DCS will file petition, if necessary, making child ward of the court b. **DCS gives temporary custody notice to parent** c. **Immediately make a report** if there is evidence of injury, sexual molestation, death, abuse, or physical neglect inflicted by other than accidental means or not explained by available medical history d. CPD will run a parallel criminal investigation to DCS dependency investigation e. **Cooperate with the Department of Child Safety (DCS) worker** as the law provides if worker is removing a child from the custody of the parents or guardian
3. First Officer On Scene: Patrol (Initial Report)	a. **Establish the jurisdiction and elements of the crime** 1) If **within jurisdiction**, continue procedures 2) If **not within jurisdiction**, document your actions and coordinate with the appropriate jurisdiction b. **Patrol officers may interview the reporting source**, away from the victim, witnesses, or other reporting sources in order to determine if the **child is in imminent danger** 1) **If, in your opinion, the child is in immediate danger,** with the approval of your on-duty supervisor, take the child into custody, call DCS and Family Crimes detectives immediately 2) **If there is any indication of physical abuse the officer believes requires immediate medical attention, take the juvenile to the nearest available hospital. If the parent or guardian is a suspect, immediately notify Family Crimes supervisor.** Write an offense report whether the suspect is an adult or another juvenile

Aspect	Procedures
3. First Officer On Scene: Patrol, Cont.	3) **If no emergency situation exists** a) **Call DCS immediately**. A caseworker may respond and meet you to conduct a parallel investigation. b) Complete the required disposition reports c. **Victim: For child physical abuse cases, patrol officers may interview the child victim only if** the child is verbally active **and** has not already provided the following information about the abuse to anyone. Document the child's demeanor and any spontaneous statements. **Audio record** interview if possible. **Only ask these specific questions:** 1) What happened? 2) Who did this? 3) Where were you when this happened? 4) When did this happen? 5) Where do you go to school? **Remember** do not expand these questions. The goal is to have the child make a statement **once** during the investigation. d. **In-Home Child Witnesses:** It is recommended forensic interviewers interview child witnesses and any siblings or children within the home in cases involving sexual abuse and physical abuse cases involving serious physical or life-threatening injuries. Obtain dates of birth, social security numbers, and other biographical information, including where child witnesses attend school. If child witnesses are interviewed **remember to ask only**: 1) What happened? 2) Who did this? 3) Where were you when this happened? 4) When did this happen? 5) Where do you go to school? e. **Officers may interview** all other witnesses not in-home, e.g., school witnesses, daycare, etc. f. **Suspect Interview:** 1) **For child sexual abuse and physical abuse cases involving serious physical or life threatening injuries,** contact Family and Sex Crimes detectives 2) **If the suspect is at the scene, and the child is not taken to the hospital**, the patrol officer may conduct an initial interview of the suspect or have a detective do so immediately. Obtain the suspect's version of what happened (e.g., determining if it was a discipline measure; if a weapon or instrument was used; or if it was an alleged accident). 3) **Cases involving physical abuse or over discipline**, patrol officers will contact the suspect and complete the interview obtaining the suspect's version f. **Preserve the scene and collect evidence** 1) **Consult with CIB** regarding search warrants and/or consent searches. If the child or suspect gives information regarding a weapon, instrument or mechanism of the

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Aspect	Procedures
3. First Officer On Scene: Patrol, Cont.	injury, a search warrant or consent form should be obtained. 2) **Call crime scene technicians** to document physical injuries to the child with photographs. For severe physical abuse and/or neglect, contact the assigned detective. g. **Obtain the facts of the reported crime:** Of primary importance are apparent illness of a child, sanitary facilities, availability of food, clothing, and proper parental care and supervision. Record your observations in a report. h. **Documentation** 1) Contact DCS to file a report, even if the suspect is booked into jail. Document the call in your report. 2) Document the status of the child at the time the report is written 3) Document any calls to DCS 4) Document any recommendations made to DCS 5) Refer to DCS even when no crime is found i. **Neglect case:** If you determine there is no real emergency, complete a report. **DO NOT** take child victims involved in **neglect** cases to the County Juvenile Court Center. j. **CIB will take charge of the investigation**. Forward any molest case to Special Victims the same day as the initial investigation if possible

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F. CHILD ABUSE: PHYSICAL

[44.2.2]

Figure 3. **Procedures Specific to Physical Child Abuse**

Aspect	PROCEDURES
1. First Responder	a. **Evaluate each case** on information available to the officer. If the issue is unclear, collect potential evidence for further evaluation. ARS 13-3623 outlines the criteria for physical abuse cases. **Consider:** 1) ARS 13-403.1 allows a parent/guardian/caretaker to use reasonable and appropriate **physical force** upon a minor when and to the extent reasonably necessary to maintain discipline 2) The statute **does not exclude** the use of an instrument (e.g., paddle, belt, etc.) as a *reasonable* means to carry out discipline 3) **Reasonable** is determined by the amount of force applied, any resulting injury, type of instrument used and the impetus (child's behavior or actions) leading to the need for physical discipline 4) In cases where the **child's behavior or actions** allow the parent to use physical force, we need to ask the following questions to ascertain if the discipline was "*reasonable, appropriate or necessary to maintain discipline.*" a) Where was the child struck? For example, spanking on the **buttocks** without severe injury **does not constitute assault or abuse** per MCAO Prosecution Policies and Procedures. b) Did the child's defensive movement cause the strike to land somewhere it wasn't intended (lower back, arms, legs, etc.)? c) What was the extent of the injury? Transient pain or minor temporary marks, (minor bruising, redness, welts,

Aspect	PROCEDURES
1. First Responder, Cont.	abrasions)? These types of injuries most likely do not rise to the level of abuse necessary for felony charges, unless coupled with other aggravating circumstances (extensive domestic violence history, unprovoked punishment, etc.). d) How many times was the child struck (again, reasonable vs. excessive)? e) Does evidence exist of on-going "excessive punishment" (bruising in different developmental stages, other injuries in various stages of healing)? f) Was medical treatment necessary? If so, what is the opinion of the medical personnel about extent of the injury (serious vs. minor, explanation plausible and consistent with the injury)? 5) Cases where the parent was justified in using physical force, but crossed the line from discipline to abuse (referred to as "excessive punishment" cases), can be handled in the same manner as a domestic violence investigation and the following questions can be asked by a **patrol officer** of the child: a) What happened? b) When did it happen? c) Where did it happen? d) Who did it? e) Where do you go to school? 6) Patrol officers conducting an investigation where the victim and suspect reside together need to make a referral to DCS [redacted]. While doing this, the officer should check DCS history for both the suspect and victim. 7) Check Chandler PD records for prior reports alleging abuse and other police agencies where the involved parties previously resided 8) Written descriptions of injuries are wholly inadequate. Prosecutors do not like descriptions without accompanying photographs. Remember to take plenty of pictures from different angles and remember to take follow-up photos (it takes time for bruising to develop). Make sure to use a color bar and ABFO Scale (all the Crime Scene Technicians have these). 9) If an instrument is used, remember to seize it as evidence. This can be done by consent or a search warrant. CIB can assist if a search warrant is required. Keep in mind factors such as; does the injury have a distinct pattern that can be matched to the instrument? Has consent to seize the instrument been exhausted? Is the injury severe enough to warrant the time/manpower necessary to obtain and execute a search warrant? 10) Per ARS 13-3623A, a parent or guardian must protect the welfare of the child. Therefore, the officer can require the parent(s) provide a safe environment if the child is not to be removed by DCS or pursuant to court order. 11) Under 13-3620, the parent or guardian is a "mandated reporter," required to immediately report non-accidental injury or neglect to DCS or the police. An officer may require a parent report the actions of an offending parent/guardian/caretaker, or face criminal charges. (It is best not to threaten a witness with the

Aspect	PROCEDURES
	misdemeanor charge for failure to protect/report. It is preferable to use them as a witness for the criminal charge). 12) When deciding on whether or not to book, refer to General Orders and statutory mandates on domestic violence (DV). The vast majority of these cases fall under the umbrella of DV. 13) The case should first be submitted to the County Attorney's Office for Child Abuse Charges if the use of force, instrument used and/or resulting injuries were not reasonable, appropriate or necessary to maintain discipline 14) The City Prosecutor's Office will only review submittals for filing of misdemeanor charges after they have been turned-down by the County Attorney's Office. b. **Refer to DCS even if no crime is found** c. **Notify CIB who will assume investigations if:** 1) A medical exam is required 2) There is serious physical injury or the child is hospitalized 3) Continual physical abuse 4) Where a warrant is needed to collect physical evidence 5) A special needs victim who is unable to answer the five questions allowed by the Child Abuse Protocol 6) When a forensic interview is needed to establish the corpus of the crime 7) A pretext call is needed
2. Patrol / CIB Case Agent Responsibilities	a. **Assess the non-accidental injury:** Physical indications of abuse and neglect 1) Bruises and welts 2) Burns 3) Lacerations and abrasions 4) Ribcage injuries 5) Head injuries 6) Internal injuries 7) Long bone injuries b. **Collect and preserve physical evidence following search and seizure rules:** 1) **Photographs:** Child's injuries with and without the color bar and American Board of Forensic Odontology (ABFO) scale a) **House or apartment where child was abused**, both interior and exterior b) Weapons or objects used c) Locations of abuse other than house or apartment d) Photos of injuries using a color bar 2) **Evaluate injuries found considering:** a) Inconsistent with medical history b) The developmental abilities of a child to injure itself c) Explanation of how injury occurred is inconsistent with location, pattern, and extent of injury d) Medical history reveals unexplained or questionable injuries over a period of time c. **Investigation** 1) **Non-hospitalized children** (the following is not in any priority order)

Aspect	PROCEDURES
2. Patrol / CIB Case Agent Responsibilities, Cont.	a) Review the initial report b) Interview the family, siblings, and other witnesses as dictated by the facts of the case. If the child victim is interviewed, it should be conducted per the Interview Protocol for Children, Appendix A. c) If not already done and if appropriate, document abuse with 35 mm or digital photographs. Ensure additional follow-up photographs are taken as needed using color bar and the ABFO Scale. d) Contact DCS to obtain prior reports and to determine what action DCS is taking on the referral. If DCS is involved, share information with them. e) Review the suspect's prior police history, paying particular attention to assault and domestic violence contacts f) Obtain relevant medical records on the child and interview appropriate medical personnel g) Interview the suspect if not already interviewed. If the suspect has not invoked his rights, re-interview to complete his account of the events. If the suspect has not already been booked, the case agent shall assess the risk of flight to avoid prosecution and determine if the suspect should be arrested in light of all the information obtained. h) Assess the need for a medical exam 2) Hospitalized Children (the following is not in any priority order) a) Notify the deputy county attorney on call for physical abuse cases on all cases where a child is admitted to a hospital or dies as a result of suspected child abuse as soon as possible b) Assume responsibility for the investigation of all hospitalized child abuse cases as soon as they are notified by the patrol officer c) Ensure the scene(s) is identified and secured. It may be necessary to obtain a search warrant or consent depending on the circumstances of the case. d) Obtain an initial statement from the most qualified physician (not the intern or resident) on duty as to time frames, mechanisms of injury and symptoms the child would be expected to show, given the injury sustained. e) Conduct interviews with all caretakers, suspects, and witnesses, including specialized physicians (e.g., neurosurgeons, pediatric radiologists, etc.), focusing both on the current injury and on a thorough background of the child's health and upbringing f) Request all medical records including recent and previous hospitalizations and doctor or emergency room visits by the child g) Use search warrants, where appropriate, to ensure a thorough scene investigation. Contact the County Attorney's Office regarding sealing the affidavit of search warrant.

Aspect	PROCEDURES
3. Case Preparation	a. **Case file** 1) Include a complete copy of the police report, a copy of audio/video recordings, photographs, recordings of 911 calls, all medical records of the child, Department of Child Safety files on the child and family, prior police reports involving violence, and any other information obtained during the investigation 2) It is expected the deputy county attorney will have maintained involvement in the case prior to formal submittal b. **If the case is filed and:** 1) **Goes to grand jury:** The assigned detective should present the case at grand jury. If he does not feel comfortable with presenting the medical evidence, he shall notify the deputy county attorney who can subpoena a physician to the grand jury for testimony regarding medical findings. 2) **Goes to preliminary hearing:** The detective or investigating officer may be subpoenaed 3) **Is turned down:** Notification of the turndown is the responsibility of the County Attorney's Office who will notify the victim's representatives as well as DCS 4) **A post-filing further is requested and the suspect is in custody:** A detective is assigned. Present all requested information to the deputy county attorney 24 hours prior to grand jury or preliminary hearing. 5) **The case is referred back to the law enforcement agency for further investigation:** a) Return the case to the original case agent if possible, and b) Obtain the requested information should within 30 days. If it is not possible to do this, notify the deputy county attorney of the reason for the delay.

G. CHILD CRIMES: SEXUAL

[44.2.2]

Figure 4. **Juvenile Sexual Crimes Investigations Involving Physical Contact or Attempted Physical Contact**

Rev

Aspect	Guidelines
1. Notification Of CIB	a. **Notify Special Victims Unit when:** 1) The victim and the suspect reside together 2) The crime has occurred within the past **120 hours** 3) When there is a chance the victim may be re- victimized (e.g., shared custody) 4) When there is a possibility for loss of biological and/or physical evidence 5) When evidence may be lost if a search warrant is not immediately sought 6) For child sex crimes involving physical contact or attempted physical contact cases which have occurred within the past **120 hours** to determine whether a detective will respond or if a medical examination is needed. (If a medical **examination is not required** and a detective does not respond, the assigned

Aspect	Guidelines
	patrol officer shall take the initial report, and a Special Victims detective will follow-up at a later time) b. **For procedural questions and call out,** the sergeant or lieutenant will contact a Special Victims sergeant. Field Operations officers will not contact the Special Victims Unit directly. c. **Forward any report** written by a patrol officer concerning a child molest incident to the supervisor **the same day** as the initial investigation, or as soon as possible d. **The County Attorney's Office** handles all child molest cases; so, the Sex Abuse Unit directs the case to a Grand Jury rather than through a preliminary hearing
Rev **2. Child Sex Crimes Victims Under 18 Years Of Age**	a. Officers should **not** interview the child victim regardless of whether the victim is the only reporting party. In all cases, contact Sex Crimes Unit. b. **When suspect and victim reside together and a child sex crime involving physical contact or attempted physical contact is reported**, immediate intervention is important 1) **The assigned patrol officer should take the initial report** obtaining as much information as possible **without interviewing the victim or child**. 2) CIB should be contacted for coordination of the investigation (after hours the on-call CIB sergeant should be contacted) 3) A DCS representative may be present during interviews with child molest victims 4) A Special Victims Detective will perform the in-depth follow-up interview c. **When the suspect and the victim do not reside together and other criteria for call out are not a factor**, the assigned patrol officer will take the initial report and obtain as much information as possible while minimizing the trauma to the victim. d. **Medical examinations** 1) **Acute injury** (e.g., tissue tears, bleeding, lacerations, bruises, etc.): complete a medical examination as soon as possible. **Upon consultation with a forensic nurse,** a determination shall be made as to an appropriate care facility. 2) **Non-acute trauma occurred 120 hours prior to the report**, the assigned detective will consult with the on-call physician and /or County Attorney to determine the need for a medical examination
3. Sexual Conduct With A Minor [44.2.2]	a. If conduct is consensual and both parties are age 14-17, then sex between these individuals need not be reported under ARS 13-3620. **The conduct of these parties still meets the elements of ARS 13-1405.** b. Each case requires evaluation and investigation
4. CIB Special Victims Unit Responsibilities	a. **Review the multi-disciplinary protocol**, section 1 of the law enforcement protocol for the investigation of child abuse b. **Interview the reporting source** to determine the circumstances of disclosure c. **Interview the victim**

Aspect	Guidelines
4. CIB Special Victims Unit Responsibilities, Cont.	1) Arrange an interview of the victim. *The child's interview should be conducted per the Maricopa County Multidisciplinary Interview Protocol for Children, Appendix A.* 2) Coordinate the interview with DCS if they are involved in the case. *If a joint interview with DCS is not feasible and the circumstances dictate DCS involvement, the victim interview should be shared with DCS in order to ensure there is only one victim interview conducted. This will eliminate unnecessary or multiple interviews of the child victim.* d. **Conduct crime scene(s) investigation** and evidence processing e. **Interview the family and other witnesses**: Obtain dates of birth, social security numbers and other biographical information including where child witnesses attend school f. **Review all information** to determine the threat to the immediate neighborhood/community, e.g., suspected transient pedophile 1) If a significant threat exists, notify the appropriate Special Victims Unit Sergeant 2) The Special Victims Unit Sergeant will determine whether or not to make neighborhood/community notification, the extent of the notification, and the mode of the notification, e.g., media alert, autodialer, or door-to-door notification g. **Medical examination** 1) Arrange for a medical examination at a Child Advocacy Center (See Appendix L of protocol) 2) Obtain a copy of the report and interview medical personnel 3) Send a copy of the examination report to DCS h. **Conduct investigative research on:** 1) Prior convictions of the suspect 2) Prior police reports involving the suspect, victim(s) or witness(es) 3) Prior unreported allegations involving the suspect, victim(s) or witness(es), and 4) Current and prior DCS reports i. **Interview the suspect** 1) With only law enforcement personnel present, **and** 2) DCS should be aware of the content of the suspect interview, **and** 3) Interview should be video recorded or, if not possible audio recorded j. **Determine the need to arrest** the suspect based on the following: 1) The risk of flight to avoid prosecution, and 2) The danger to the community k. **Conduct any other necessary investigations**

5. Case Presentation	a. **Submit the complete case package** consisting of a complete copy of the police report, a copy of audio/video recordings, recordings of 911 calls, any photographs, all medical records of the child, DCS files on the child and family, prior police reports involving violence, and any other information obtained during the investigation. b. **If the case is referred back** for further investigation by the Maricopa County Attorney's Office: 1) Respond within 30 days if possible, and 2) Advise the Maricopa County Attorney's Office whether the investigating agency decides to close the case

H. CHILD FORENSIC / VICTIM INTERVIEW ROOM

USE ONLY FOR investigative interviews of children and adults who are either **victims or witnesses** of a crime or as a waiting area for said victim/witnesses

1. **ONLY DETECTIVES AND VICTIM SERVICES** may use this room
2. **A DETECTIVE OR VICTIM SERVICES PERSONNEL** will always accompany children and adult victims/witnesses
3. **THE PERSON USING THE INTERVIEW ROOM** will maintain and clean the room after each use. The room should be kept free of clutter (e.g., magazines, books) to avoid distracting children being interviewed.
4. **INTERVIEWS**
   a. The room is designed to conduct audio/video recorded interviews
   b. It is not designed for confidential use. Confidential interviews will be conducted in an existing CIB interview room.
   c. Detectives conducting a forensic interview should always have a second person monitoring from the video monitoring room
   d. All personnel in the area of the interview room shall maintain a quiet atmosphere when the room is in use
   e. **DO NOT OPEN THE DOOR** while the interview is in progress, except in an emergency

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-11 JUVENILE OPERATIONS**	
	Subject **500 Child Abduction (Endangered Missing Person) Plan**	Effective: **02/10/20**

Summary This is a contingency plan for an endangered missing person investigation.

A. POLICY

1. **ALL AT-RISK MISSING** persons or unidentified child investigations require an immediate attempt to locate and notification of the Field Operations supervisor who will determine the extent of the search. **In every abduction case, the person should be considered to be in extreme danger.**

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2. **IF THE CASE IS OF A SERIOUS NATURE** (signs of struggle, etc.), the shift commander will call out Persons Crimes who will determine whether Child Abduction Response Team (CART) will be utilized

B. COMMAND POST CHART

COMMAND POST FLOW CHART

COMMAND POST SUPERVISOR	INVESTI-GATIVE COORDI-NATOR	SEARCH COORDI-NATOR	MEDIA SPECIALIST	COMMUNI-CATIONS SPECIALIST	LOGISTICS SPECIALIST	CLERK / TYPIST
Directs all activities	Actively directs personnel	Responsible for finding the child	Responsible for rumor control	Maintains radio and telephone equipment	Obtains equipment and supplies	Performs clerical support functions
Determines resources needed	Builds the case	Coordinates search areas	Recruits assistance from the public	Maintains communica-tions with search teams	Provides for personal needs	Maintains a master case file
Serves as liaison with agencies	Ensures evidence is collected	Liaison between search parties	Releases accurate information	Maintains communica-tions with the investigators		
Coordinates release of information to the press/public	Ensures witnesses are contacted	Assigns search teams	Prepares news releases	Maintains communica-tion with officer at victim's home		
	Receives and reviews all reports	Teaches teams search procedures	Works closely with C. P. Supervisor	Maintains communica-tions with headquarters		
	Briefs C. P. Supervisor	Maintains the search map	Liaison between police and the press/public	Keeps a log of the activities		

C. COMMAND POST GUIDELINES

1. **RECOMMEND SEVEN MEMBERS**. Staffing levels may require personnel to perform more than one of the specific job descriptions

2. **RECOMMENDED OPERATION TIME**: 72 to 96 hours

3. **RESPONSIBILITIES**

   a. **The command post**:
      1) Controls and coordinates investigative activities
      2) Maintains an activities log recording all activities carefully
      3) Establishes a situation board to track all searchers and search team assignments

   b. **Supervisor:** A lieutenant or sergeant designated by Field Operations Commander
      1) Determines location of post (away from the child's home)
      2) Determines the level of effort necessary
      3) Has total control of both recovery and investigation
      4) Provides liaison with other local and federal law enforcement agencies
      5) Ensures that procedures are followed
      6) Receives all information generated by investigation
      7) Coordinates the release of information to the press and public

   c. **Investigative coordinator**
      1) Has direct control of the law enforcement personnel
      2) Collects evidence, interviews witnesses, and builds the case that may eventually have to stand the scrutiny of a criminal trial
      3) Reviews the supplemental reports submitted by investigators, and briefs the command post supervisor

   d. **Search coordinator**
      1) Coordinates the activities undertaken to find the missing person, including liaison with the National Guard, volunteer search and rescue groups, and other law enforcement and public safety agencies that may be used in the search
      2) Assigns search teams
      3) Briefs search teams regarding procedures to use
      4) Maintains the search map

   e. **Media specialist**
      1) Conducts rumor control secures active assistance from the public, including providing accurate information to the press and to the public about the status of the search and any elements of the case that may be made public
      2) Works closely with the command post supervisor
      3) Coordinates between law enforcement and the public

   f. **Communications specialist**
      1) Maintains radio and telephone communications among the command post, the search and the investigative teams, the officer assigned to the victim's home, and headquarters
      2) Keeps a log of the activities

g. **Logistics specialist**
Arranges for necessary equipment and supplies, including meals for searchers and cots for command post personnel if needed

h. **Clerk/typist**
Performs clerical support functions, including maintaining a master case file with a log and a copy of the initial and all supplemental reports

D. PLAN DESCRIPTION

1. Conforms with recommended guidelines established by the National Center for Missing and Exploited Children

2. Child Abduction Response Plan (FBI) an in-depth investigative guide to aid investigators through the difficult task of investigating a child abduction. (2 copies: Persons Crimes supervisor and section commander)

3. Not exhaustive or repressive

4. Not necessarily sequential

E. PLAN PHASES

[41.2.6]

Figure 1. **Missing Person Investigation Plan**

Plan Components	Action
1. PHASE I: INITIAL RESPONSE	a. **Be alert** when responding to scene b. **Contact and conduct immediate initial interviews** with: 1) Reporting party 2) Parents (determine the legal custody status of the child) 3) Witnesses c. **Complete a thorough search** of the victim's home and premises (e.g., in closets and under bed) d. **Determine who saw the child last** e. **Determine if probable foul play** exists and that a crime has been committed f. **Immediately notify shift sergeant** and request needed Police Department manpower and Fire Department assistance g. **Complete attempt to locate packet** information: 1) Obtain several photographs of the missing person and complete an attempt to locate with the current picture in the briefing packet 2) Obtain detailed, complete, and accurate physical description of the missing person 3) Obtain detailed, complete, and accurate clothing description of the missing person 4) Determine if child has any unique immediate needs: a) Medical problems (drug dependency) b) Infirmities or birth defects c) Handicapped d) Mentally retarded e) Seizures f) Obtain any possible suspect information

Plan Components	Action
1. Phase I: Initial Response, cont.	h. **Enter name into NCIC** missing persons system i. **Broadcast** over police radio to all units a citywide attempt to locate: If incidents meets criteria for Amber Alert, notify supervisor j. **Crime Scene** 1) If the crime scene includes a shopping center or mall, immediately scan the store and adjacent parking lots for victim, suspect, or anyone with pertinent information 2) Contact and field interview everyone present at the scene. (Often an abductor will return to volunteer to assist with search in order to monitor the progress of the case.) 3) Secure house or abduction scene a) Preserve evidence b) Search residence thoroughly d) All interior rooms d) Closets e) Under beds f) Behind furniture g) Attic h) Basement i) Crawl space k. **Search residence exterior** and immediate area Check out buildings, storage sheds, pet house, etc. Play areas used by children (tree houses, playgrounds, etc.) Swimming pools and other bodies of water Hazards (abandoned refrigerators, junk cars, etc.) l. **Brief with Field Operations supervisor**
2. PHASE 2: INTENSIVE INVESTIGATION	a. ***(who)* Notify the CIB commander** or Persons Crimes supervisor to assist with or assume the investigation b. **Follow up all leads** as they are developed c. **Request an identification specialist** to process scene 1) Samples of the victim's hair (comb, brush, etc.) 2) Victim's fingerprints from room and possessions 3) Item of clothing to serve as canine scent material 4) Obtain victim's blood type (medical records, etc.) 5) Rug sample fibers from all rooms of the victim's residence 6) Hair samples from pets or any animals with whom victim normally has contact 7) Sample of resident(s)' hair (from all persons living in residence) 8) Full sets of fingerprints on all household members 9) Photograph adjoining streets and vehicles parked in area d. **List all license plate numbers** of vehicles parked in surrounding areas e. **Conduct door-to-door search** and interviews (Complete FI cards or witness statements on all persons interviewed with statements, times, location, etc. These may later be used to break alibi and/or for prosecution.). Ask these questions: 1) "Were you anywhere near this location at that time?" 2) "What did you see?" Not "Did you see anything unusual?"

Plan Components	Action
2. Phase 2: Intensive Investigation, cont.	f. **Expand search** 1) Notify neighborhood by police radio loud speakers 2) Maintain routine beat patrol in area of abduction (beat officers know area and can better spot anything out of place or unusual) 3) Expand search (citywide) 4) Maintain grid/pin map of areas searched 5) Request additional manpower, i.e. a) On-duty uniformed personnel b) K-9 units c) Motorcycle units d) Criminal Investigation Bureau personnel e) Fire Department personnel f) Police Cadets g) MCSO Search and Rescue Unit h) MCSO Mounted Posse i) Citizen volunteer group j) Aircraft (DPS Ranger) k) MCSO Underwater Search Unit g. **In the event of a possible kidnapping** 1) Contact telephone company for telephone tap/trace of victim's residence 2) Station officer at victim's home in case of ransom demand and to serve as liaison between family and command post 3) Allow family involvement, and use family members to collect information 4) Establish communications with surrounding law enforcement agencies 5) Notify the FBI. Ransom demands or interstate transportation of victim is not necessary for FBI involvement. They have resources and technical capabilities not available to us 6) Notify Arizona DPS "Child Find" coordinator at 602.255.5200, and request technical assistance with research on the case 7) Send APBs (teletypes) notifying and requesting agencies with similar MOs to respond 8) Distribute copies of photographs and ATL information form to officers of the Field Operations Division and in in the Field Operations briefing packet h. **Interviews:** Complete short interview reports on all persons interviewed 1) Obtain names and addresses of siblings, friends, and relatives where the person may be located and document contacts 2) Interview the following people: a) Neighbors b) Baby-sitters c) Child's school, if a child (teacher, counselor, principal, classmates) d) Postal carriers e) Garbage collectors f) Sales personnel - canvassers g) Paper carriers h) Taxi cab(s) or ride share in neighborhood (pick up any fares)

Plan Components	Action
2. Phase 2: Intensive Investigation, cont.	i) Any delivery personnel (UPS, water, furniture, etc.) j) Public utilities personnel (APS, SRP, City services, etc.) k) Re-interview reporting party l) Re-interview parents m) Re-interview witnesses i. **Public Information Office** 1) Contact and brief Police Department's public information officer 2) Prepare news release (AMBER Alert if not done in Phase I) 3) Request media assistance: radio, television, social, newspaper j. **Additional Sources of Leads** 1) Children's shelters (if victim is very young and would be unable to identify himself if abandoned by abductor or found) a) Department of Child Safety b) Crisis Nursery c) East Valley Child Crisis Center 2) Local hospitals 3) Medical Examiner's Officer 4) Victim's prior address 5) Victim's school (present and prior) 6) Victim's doctor or pediatrician to obtain medical records (x-rays, fractures, blood type, etc.). These can be obtained by subpoena 7) Victim's dentist (x-rays, dental charts) for possible later ID k. **Police Department Resources** 1) Run 10-28's and 10-29's from list of license plates obtained during initial investigation 2) Police records for any police calls in the neighborhood before or after the incident 3) Records search (Chandler and other agencies) to obtain any other possible reports linked to the juvenile. This would include prior runaway reports indicating where the juvenile was found. 4) Review field interrogation file 5) Review sex offender file. Interview any living in area or with similar MO 6) Background check on parents for criminal record or past child abuse 7) Consider a polygraph exam of parents and/or other caretakers
3. PHASE 3: SUSTAINED INVESTIGATION	a. **Enter all available information into NCIC** (i.e., medical and dental information) for forensic matching b. **Maintain contact** with victim's parents/reporting party. Help them develop and nationally distribute posters of the missing person c. **Review case.** Try to develop new leads and follow up on new information d. **If a child, contact the National Center For Missing and Exploited Children** (toll free number 1.800.843.5678) and discuss the case with a technical advisor (provides fresh ideas, perceived weaknesses in the investigation, knows national MOs trends, operates a hot line on sightings, referral source)

Plan Components	Action
	e. **If a child, contact the National Center** to include your case in their publicized national missing children's media programs f. **If a long period of time has elapsed**, contact the FBI for their technical expertise in developing a computer enhancement of a photograph to show aging and physical development of victim
4. PHASE 4: FOLLOW UP AND CLOSE OUT	a. In the event the abducted child is **found dead**, proceed as in any homicide investigation b. **When person is located**: 1) Ensure health and safety of recovered person. If injured, immediately obtain necessary medical treatment 2) If located in search effort, preserve and process recovery scene 3) Notify the parents/reporting party of the person's recovery 4) Interview the person (Be as sensitive as possible so as not to further traumatize the person.) 5) Select a relaxed and undistracted site 6) Interview for appropriate length of time, depending on age and interest span 7) Interview victim in detail, even if the suspect is in custody 8) Obtain a thorough examination of victim by a medical physical. Document and preserve for evidence any signs of injuries, abuse, or sexual abuse. 9) ARS 13-1413-Empowers the Police Department to authorize a medical examination regardless of parental consent 10) Photograph the person 11) Retain the person's clothing Notify communications who will notify NCIC and ACIC in order to remove the information regarding the missing person from system(s). Notify all assisting agencies. 12) Assist parent/recovered person with referral information dealing with psychological trauma and subsequent problems **Note: The case is never closed until person is located <u>and</u> suspect is arrested**
5. WHEN A SUSPECT IS LOCATED:	a. **Obtain known samples** of blood, saliva, head and pubic hairs, penile swabs, fingernail scrapings, dental impressions and photographs of the suspect b. **Obtain fingerprints**, palm prints and a complete set of major case prints c. **Process the suspect's residence**, storage areas, vehicles and trash containers for physical evidence, to include latent fingerprints, forensic evidence and weapons d. **Search the suspect's employment** site to include lockers, work areas, vehicles and computers e. **Seize any available computer logs**, diaries, articles of interest, video tapes, photographs, negatives, address books, cash receipts, credit card receipts and records, telephone billings, gas receipts and cash withdrawals f. **Search for clothing**, especially those similar to any eyewitness accounts of what the offender was wearing at the time of the incident

Plan Components	Action
5. When a Suspect is Located, cont.	g. **Check for any recent sale**, repairs and/or maintenance of vehicles, including recent cleaning of interior and exterior h. **Consider additional forensic technology** that may not have been available during the initial crime scene search: alternate light source, electrostatic lifts, laser technology, etc.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-11 JUVENILE OPERATIONS**	
	Subject **600 Arizona Missing / Abducted Child (AMBER) Alert Plan**	Effective **02/10/20**

Low Frequency/High Severity

Summary: This plan is a cooperative agreement between the Office of the Governor, the Arizona Broadcasters Association, and area law enforcement agencies for the purpose of maximizing the potential for recovery of a missing/abducted child.

A. POLICY

[41.2.6]

The most crucial time in the successful resolution of an abduction is the first one to two hours. This plan activates the full resources of the media in those initial crucial hours. Activate this Arizona Missing/Abducted Child Alert Plan when all the required conditions of the alert are met.

B. ALERT CRITERIA

The Arizona AMBER Alert Plan requires the following criteria when evaluating a child abduction. Law Enforcement Agencies must have **all the items** listed below before activation can occur:

1. An abduction of a child (under 18) has occurred
2. The abduction process poses a credible threat of immediate danger of serious bodily injury or death to the child
3. It has been determined the child is not a runaway and not abducted because of child custody dispute, unless the dispute poses a credible and/or specific threat of serious bodily harm or death to the child
4. There is sufficient descriptive information about the child, abductor, and circumstance surrounding the abduction to indicate activation of the AMBER Alert will locate the child and/or suspect
5. There is information available to disseminate to the general public which could assist in the safe recovery of the child and/or apprehension of the suspect

C. AMBER ALERT PLAN

Figure 1. **Missing/Abducted Child Plan (AMBER Alert)**

Component	Action
1. Officer Duties	a. **Notify supervisor** if incident meets requirements for activation of the Missing/Abducted Child Alert as soon as possible b. **Obtain recent photo and as complete a description as possible** c. Enter the child into NCIC
2. On-Duty Field Operations Shift Commander	a. Complete Arizona Missing/Abducted Child Alert Plan Law Enforcement Checklist (at end of this order) to confirm incident meets criteria b. Request Communications to call out the PIO and Criminal Investigations supervisor and request activation of the Arizona Missing/Abducted Child Alert Plan c. Work with PIO/CIB supervisor to complete text of alert, including: 1) Description of missing/abducted child 2) Details of incident 3) Suspect description 4) Vehicle description 5) Chandler Police Department contact number 6) Other pertinent circumstances or information

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Component	Action
3. PIO Duties	When notified of a missing/abducted child meeting the reporting criteria, the PIO will: a. **Contact the Department of Public Safety (DPS)** at [redacted], state plan password, and request activation of the Child Alert Plan that will patch PIO all major media outlets via the Emergency Alert System (EAS) 1) Alert will immediately be delivered to all radio and televisions stations in Arizona 2) Complete AMBER entry in DPS web portal 3) Participating stations announce the information every 15 minutes for the next two hours; then, one time per half hour for the next three hours 4) Alert Plan stations will follow up regarding additional information about incident 5) PIO contacts DPS when the alert needs to be cancelled b. **Request Dispatch to send a statewide NLETS** message to all agencies and all on-duty Chandler police officers with complete details of the incident and notification that the Arizona Missing/Abducted Child Alert Plan is being initiated, and send same information to all on-duty Chandler police officers c. **Notify** City Public Information Office and post an emergency message on Cox Communications and Channels 11 and 98 through the Emergency Preparedness Hotline d. **Activate Reverse 911**, if applicable e. **Dedicate one PIO to the Alert Plan** until resolved and assign another PIO (assistant PIO, CIB supervisor, CIB commander, or their designee) to handle on-scene PIO duties.
4. Criminal Investigations Supervisor	a. **Notify Communications Section** to field calls until the designated phone bank is staffed b. **Assign two detectives** to staff phones in the Communications Center. A Dispatch supervisor will make two recorded phones available for this purpose. c. **Provide an information control sheet** for each incoming lead d. **Ensure that information is disseminated** to investigators as it is received e. **Assign follow up** to leads f. Notify Communications shift supervisor when phone bank is closed g. Assume PIO duties in absence of the dedicated department PIO
5. **Communications Section**	a. **Field calls until** the phone bank is manned by CIB b. Using established procedures, determine whether immediate police dispatch is needed and 1) Create an incident number for each incident resulting in a dispatched officer, or 2) If an officer is not required, record information and forward immediately to CIB or, if manned, forward call to phone bank

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AMBER ALERT CRITERIA CHECKLIST

DPS ALERT CASE #2019-_____

NAME(s)_____

DUTY TROOPER/BADGE_____

REQUESTING AGENCY INFORMATION:

Today's Date/Time _____/_____

Contacting Investigator/Badge #_____

Investigator Email_____

Investigator Phone_____

Agency Requesting Alert_____

Agency ORI_____

Agency Report #_____

24/7 Public Point of Contact: _____

Public Phone number: _____

PIO/Person who will be available for media inquiries

Name_____

Phone_____

Email_____

Date child went missing_____ Time_____

Date LEO Agency Notified_____ Time_____

AMBER ALERT CRITERIA CHECKLIST

The Arizona AMBER Alert Plan requires Arizona AMBER Alert activations meet the following criteria when evaluating a child abduction. Law Enforcement Agencies **must satisfy all five criteria listed below** before an activation is implemented.

The Arizona AMBER Alert Plan activation criteria is as follows and is based on the Department of Justice Protect Act of 2003, Public Law 108-21 (check boxes as appropriate):

Time Initiated: _____

Item 1:
☐ A law enforcement agency has determined that the child is not a runaway and has not been abducted because of a child custody dispute, unless the dispute poses a credible and or specific threat of serious bodily harm or death to the child.
Explain:_____
_____

Item 2:
☐ The abduction poses a credible threat of immediate danger of serious bodily injury of death to the child.
Explain:_____
_____

Item 3:
☐ An abduction of a child (under 18) has occurred. Date: _____/Time: _____hours

Item 4:
☐ There is enough descriptive information about the child, abductor, and the circumstances surrounding the abduction to indicate that the activation of the AMBER Alert will locate the child and/or suspect.

Item 5:
☐ There is information available to disseminate to the public, which could assist in the safe recovery of the child and/or the apprehension of a suspect.

☐ **All 5 conditions of criteria met. Date/Time _____ Badge # _____**

☐ **No Activation – CRITERIA NOT MET – document in Additional Documentation section at end of checklist. Date/Time: _____**

☐ **No Activation – *CHILD RECOVERED PRIOR TO ACTIVATION*.**
Date/Time: _____

If not all five conditions are met:
The Arizona DPS Alert Coordinator/Duty Office Trooper may strongly discourage the activation because facts, as presented, surrounding this incident do not support the criteria as established by the Department of Justice.

The investigating/requesting agency may proceed with a Missing Endangered Person Alert (MEPA) through DPS or their local media outlets. Additionally, the Duty Office can assist by requesting assistance from AZ CART and through ACTIC.

REQUIRED INFORMATION PRIOR TO ACTIVATION OF AMBER ALERT

Child #1: _____ Age: ____ **DOB:** _____SSN/ID#_____
Height: _____ Weight: _____ Hair: _____ Eyes: _____ Race: _____ **NIC #AA-**_____
Clothing: _____
Last Known Address/Location of abduction: _____
Vehicle Color _____Year____ Make _____Model _____Body _____License_____State_____
Vehicle Damage/Markings/Stickers: _____
Summary/Circumstances:_____
_____
_____

Child #2: _____ Age: ____ **DOB:** _____SSN/ID#_____
Height: _____ Weight: _____ Hair: _____ Eyes: _____ Race: _____ **NIC #AA-**_____
Clothing: _____
Last Known Address/Location of abduction: _____
Vehicle Color _____Year____ Make _____Model _____Body _____License_____State_____
Vehicle Damage/Markings/Stickers: _____
Summary/Circumstances:_____
_____
_____

Child #3: _____ Age: ____ **DOB:** _____SSN/ID#_____
Height: _____ Weight: _____ Hair: _____ Eyes: _____ Race: _____ **NIC #AA-**_____
Clothing: _____
Last Known Address/Location of abduction: _____
Vehicle Color _____Year____ Make _____Model _____Body _____License_____State_____
Vehicle Damage/Markings/Stickers: _____
Summary/Circumstances:_____
_____
_____

Suspect #1: _____Age/DOB_____ Ht/Wt _____/_____Hair_____Eyes_____
Weapon Used/Type_____Injuries_____**NIC #**_____
Physical/Clothing Desc_____
Scars/Marks/Tattoos_____
Vehicle Color _____Year____ Make _____Model _____Body _____License_____State_____
Vehicle Damage/Markings/Stickers: _____

Suspect #2: _____Age/DOB_____ Ht/Wt ___/___ Hair/Eyes___ ___
Weapon Used/Type_____Injuries_____**NIC #**_____
Physical/Clothing Desc_____
Scars/Marks/Tattoos_____
Vehicle Color _____Year____ Make _____Model _____Body _____License_____State_____
Vehicle Damage/Markings/Stickers: _____

Additional Documentation (include details regarding non-activation of alert and resources provided to requesting agency):

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order: **E-12 PRISONER PROCESSING**	
	Subject: **100 Handcuffs & Restraints**	Effective: **02/14/22**

High Frequency / High Severity

Summary This order describes proper restraining methods for prisoners.

A. POLICY

[71.2.1] [71.3.1] **HANDCUFF ALL PRISONERS,** except:

1. When doing so would knowingly aggravate an injury during transport
2. When based on legitimate reasons and sound officer discretion

B. CUFFING TECHNIQUE

[71.2.1] [71.3.1]

1. **PLACE THEIR HANDS BEHIND THEIR BACKS**
2. **ALWAYS CHECK THE TIGHTNESS** of the handcuffs (Generally, handcuffs should easily move up and down the wrist while being tight enough not to slip over the hand)
3. **DOUBLE-LOCK** prior to placing subject in vehicle
4. **HANDICAPPED, SICK, AND INJURED PRISONERS**: If a prisoner can be transported in a patrol car, restrain the prisoner. If a prisoner needs transportation via emergency medical vehicle (e.g., ambulance) work in cooperation with medical personnel to determine the best restraint system for the situation, keeping safety of non-involved civilians and medical personnel as the priority, as well as officers and suspect

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C. SPECIAL CIRCUMSTANCES

[71.2.1]

1. **DO NOT PLACE PRISONERS RESTRAINED** by handcuffs and hobbles in a position that will restrict the person's ability to breathe
2. **CONSIDER BRINGING THE SUSPECT'S HANDS TO FRONT** if a prisoner is handcuffed in a patrol car **for more than one hour**. Officer discretion and injury prevention are deciding factors.
3. **AT LEAST ONE OFFICER WILL GUARD THE PRISONER** while the prisoner is in the police vehicle. A supervisor must approve any exceptions.

D. DETENTION OFFICER (DO) PROCEDURES

[71.3.1] **DOs TRANSPORTING IN-CUSTODY PRISONERS may handcuff** prisoners in front of them and **will use leg chains**. Only a subject with leg injuries or pregnant females will be exempt from leg chains.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order: **E-12 PRISONER PROCESSING**	
	Subject: **200 Transporting/Escape**	Effective: **01/08/21**

High Frequency / High Severity

A. POLICY

1. **EMPLOYEES WILL CONSIDER** employee's safety, health, and welfare and escape prevention by the prisoner during transport

2. **EMPLOYEES BEAR FULL RESPONSIBILITY** for the safety of their prisoners and the safekeeping of their property

B. OFFICER SAFETY

[70.1.1]

1. **SEARCH ALL PRISONERS** prior to transport. **An officer the same sex** as the prisoner will conduct the search when practical. If not possible, handcuff the prisoner with hands behind the back and conduct a limited **"pat-down"** search using the outside blade of the hand.

2. **REMOVE AND SECURE** purses, knapsacks, etc. on arrest

3. **MAINTAIN VISUAL CONTACT** with prisoners being transported at all times. Any exceptions require supervisor approval.

4. **SECURE PRISONERS,** including handcuffing

5. **NOTIFY THE RECEIVER OF ANY INFORMATION** regarding prisoners who are combative, suicidal, pose security risks, or require special attention prior to prisoners release to them and note on booking sheet

6. **DUE TO CONCERNS OF OFFICER AND PRISONER SAFETY,** the standard staffing levels for transporting prisoners are:

   a. One to three prisoners: one detention/police officer
   b. Three to five prisoners: a detention/police officer may request a second officer to assist during transport. If transporting two or more prisoners solo, all inmates must be "Daisy-Chained" (handcuffed to each other hand-to-hand).
   c. Six or more prisoners: Mandatory two detention/police officers
   d. Will include at least one armed officer (detention or sworn) during transport
   e. If a prisoner is identified as "high risk" or "escape risk" by MCSO, two detention/police officers required

C. VEHICLE SECURITY

[70.1.2]

1. **SEARCH VEHICLE** for mislaid property/contraband:

   a. At beginning of each shift
   b. Prior to and immediately after transporting a prisoner

2. **USE PRISONER TRANSPORT VEHICLES** or patrol cars modified for prisoner transport, e.g., equipped with a cage, to transport prisoners

3. **WHEN A MODIFIED UNIT IS UNAVAILABLE**, use a vehicle without a screen under the following conditions:

   a. Prisoner is non-combative
   b. Prisoner is handcuffed and restrained by a seatbelt or other device
   c. Another officer is seated in the back seat adjacent to the prisoner and behind the driver
   d. An escort vehicle(s) follows the transport vehicle to its destination. The number of escort vehicles or officers will be consistent with potential for escape or attack on the officers.

4. **USE SEATBELTS** when available and require all passengers to wear them, unless it endangers the health of the officer or prisoner

5. **SUPERVISORS** may authorize exceptions to above

D. COMMUNICATION

[1.2.3]

PRISONERS MAY ONLY COMMUNICATE with police/fire personnel during transport

1. **TRANSPORT CO-CONSPIRATORS SEPARATELY**
2. **SUPERVISORS MAY AUTHORIZE EXCEPTIONS** to this section
3. **ALLOW A PHONE CALL WITHIN TWO HOURS** of the time a suspect was taken into custody and transported to the Police Department for questioning prior to being booked into jail
   a. **If extenuating circumstances exist,** e.g., contraband may be destroyed, officers may delay the use of the phone beyond the two-hour limit. **Document** delay in the report.
   b. **Exception:** If a prisoner is processed and held at GCUHF, Chandler Temporary Detention Area or Court Holding Facility in exceptional circumstances and will be transported to MCSO jail by **detention officers**, do not allow phone calls until prisoner is booked into jail
   c. **Prisoners in transit from MCSO** jails to GCUHF, Chandler Temporary Detention Area or Court Holding Facility will **not** be allowed phone calls (security reasons), unless the judge authorizes a call to obtain bond/bail money

E. SPECIAL SITUATIONS WHEN TRANSPORTING

Figure 1. **Prisoner Transport in Special Situations**

Situation	Procedures
1. **Opposite Sex**	a. **Enter the proper MDC code and mileage** at the start and at the end of the trip if this information is transmitted via radio. **Communications will** acknowledge the transporter's transmissions with CAD time. b. Transport prisoners of the **opposite sex together only if** a physical barrier separates them. If necessary, prisoners of the opposite sex may be transported together without separation if they were arrested as co-participants in the same incident. c. **During booking, only** a same sex member will search the prisoner

Rev

Situation	Procedures
2. **Juvenile Prisoners**	a. Do not transport juveniles in the same vehicle as adult prisoners unless they were arrested as co-participants in the same incident b. Do not hold juvenile prisoners in the juvenile temporary detention cells unless they were arrested for non-status offense and are attended by police personnel c. Keep juvenile in custody only long enough for identification and investigation. Release juvenile to parents or transport to an appropriate agency or facility. Officers will comply with the 6-hour regulation mandated by the Juvenile Delinquency Prevention Act. Any deviation from this regulation **MUST BE APPROVED BY A SUPERVISOR** and documented in the incident report.
3. **Sick, Injured, Mentally Disturbed, Disabled Persons** (See E-12.5 Sick and Injured Prisoner Responsibilities) Rev	a. Take every precaution to not **embarrass** the prisoner. 1) Non-ambulatory prisoners may require additional officers to assist the prisoner into the vehicle 2) The use of restraints is discretionary 3) Make every effort to locate and bring all medications the prisoner requires with the prisoner 4) If transport in the standard patrol vehicle is impractical, the arresting officer will stand by with the prisoner and arrange for an alternate mode of transportation b. Reminder: Handicapped persons **may experience pain** with the least movement or pressure
4. **Unusual Security Risks**	a. Restrain the prisoner so he cannot escape or harm himself or an officer b. Do not transport another prisoner in the same vehicle with a violent/hostile prisoner c. Only transport in a designated prisoner transport vehicle or caged patrol vehicle d. Two officers may ride in the transport vehicle or a second officer may follow the transport vehicle e. Mark information relating to these special conditions prominently on the Arrest/Booking Record in the "**Warnings/Cautions**" section
5. **Additional Stops**	Transport is a **no-call status** until the transport is completed a. Do not make personal or administrative stops when transporting prisoners, e.g., stopping for food or gas, etc. b. Do not transport prisoners to unnecessary locations, e.g., family funerals or hospital visits c. Be aware of all security factors d. Advise Communications of situations requiring immediate police action except when the risk to third parties is both clear and grave and the risk to the prisoner is minimal
6. **Field Arrest Transport: Detention Officer** Rev	a. **If a prisoner is combative**, the arresting officer shall perform the transport. Contact Communications to request any additional assistance needed at any time. **Note security risks in "Warnings/ Caution" on booking sheet.** b. **Officer requests transport** through Communications c. **Officer completes required forms** for arrest including the Form 4 and citation on misdemeanor arrests, and Form 4 with felony arrests. Notarized juvenile affidavits must still be submitted for in-custodies prior to transport to the juvenile facility d. **DO completes booking paperwork** including LiveScan and MugPic when able to assist. Arresting officer has primary responsibility for this

Situation	Procedures
	task. e. Do not detain unattended more than **two hours**. **Check every 30 minutes** on prisoner's well-being. f. **Transport prisoner** to the appropriate holding facility
7. **Assuming Custody of Another Officer's Prisoner/Jail Pickup**	a. **Verify** the identity of the prisoner matches the paperwork 1) **Require arresting officer to identify** his prisoner when transporting a prisoner for other officers 2) **When transporting from a detention facility, use descriptions on the record** to verify identity: vital statistics, the photograph taken when booked, tattoos, the fingerprints, and the signature, etc. 3) **Ensure proper paperwork** accompanies the prisoner: a) Booking sheet and supporting court paperwork to county jail b) From a detention facility: identification issued by county jail c) Check for security / suicide risks 4) **Thoroughly search** prisoner prior to placing in vehicle 5) **Detention officers will record** the prisoner's information on the Prisoner Pickup List form b. Verify the identity of the person presenting the prisoner if personally unknown to you, including authority to make the commitment

F. PRISONER PICK-UP

WHEN THE JUDGE ORDERS a subject who was not released after arraignment to appear on a specific date for pretrial, a day-shift detention officer will:

1. **COMPLETE A PRISONER PICK-UP LIST** for specific date
2. **FAX THE PICKUP LIST TO MCSO** Sheriff's Inmate Management System (SIMS) and to the City Prosecutor
3. **BY 6:00 AM** on the day of the pretrial, a detention officer will call MCSO SIMS to confirm the prisoners are still in custody and ready for pick up

G. ESCAPE

[70.1.7]

Figure 2. **Escaped Prisoner Procedures**

Person	**Responsibility**
1. **Officer**	a. Notify Communications immediately with: 1) Direction of flight 2) Description of escapee 3) Charges the prisoner is being held on b. Make every attempt to recapture the escapee as soon as possible c. Document: 1) Use separate case number for escape and recapture 2) If immediately recaptured, add new charges to booking 3) If escapee remains at large, file charges with appropriate authority
2. **Communications**	a. Notify shift supervisor b. Assign additional units as needed

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order: **E-12 PRISONER PROCESSING**	
	Subject: **300 Police Facilities**	Effective: **01/08/21**

High Frequency/High Severity

A. DEFINITIONS

1. **CONTINUOUS CONTROL:** Being able to intervene on behalf of the agency or the in-custody person **immediately**; must be **physically present** in the area

2. **PRISONER: In this order,** an arrested subject in police custody

B. POLICY

[71.3.1] [71.3.3]

1. **EMPLOYEES ARE RESPONSIBLE FOR ANY PRISONER** they bring into a police facility (the supervision, welfare, and security of that prisoner) until turned over to another officer or detention officer or released

2. **DO NOT LEAVE PRISONERS UNATTENDED** in any holding or detention area

C. DETENTION AREAS

[71.1.1] [71.3.1] [71.3.2]

1. **TEMPORARY DETENTION AREA (TDA):** Adjacent to the sallyport and used by officers for interviews, arrest paperwork, prisoner processing, etc.

Figure 1**. Temporary Detention Area Time and Use Constraints**

Area	Time Limit	Condition
a. Temporary Detention Area - Main Station, Desert Breeze, and Chandler Heights (adults)	8 hours total	• At least one detention officer or police officer must be present in the Temporary Detention Area (TDA) whenever prisoners are being held for transport or processing for immediate intervention if necessary • Prisoners will be under constant supervision while in the processing or testing rooms or area • Complete the adult arrestee sign in log to include: date, time in, arrestee name, date of birth, report number, custodial officer and badge, charges, custody transferred to/time, transported or released, and time out • Document in the detention log if any meals were provided during the detention • Listen to the audio monitor continuously • Visually check each prisoner every 30 minutes. Use audio and/or video devices, if available, to monitor detainees between the 30-minute face-to-face visual observations • The Police Operations Support Supervisor or designee of each substation will: ➢ Review their substation detention log monthly and notify the appropriate supervisor of any violation of this policy for investigation ➢ Maintain a file of the log ➢ Each month, scan and file a copy of the log into the Detention Logs file in the share drive (*F:Police/Police/SHARE/Detention Logs)* ➢ Ensure the detention area is clean, orderly, and stocked with all necessary items

Area	Time Limit	Condition
		➢ Facilitate regular inspections as requested by the Governor's Office
b. TDA eyebolts	2 hours	• Use only when no other options are readily available • **DO NOT secure/lock a prisoner** to any immovable object not designed for that purpose
c. Juveniles	6 hours total maximum in facility	• May only detain for criminal offenses in the juvenile temporary detention area at the Main Station. Status offenders are not allowed in this area. Juveniles are NEVER allowed in the detention areas at the substations. • **Log juveniles** in **and** out (See General Order E-11.300 Juvenile Procedures: Taking Into Custody for specific procedures) (*The Police Operations Support Supervisor or designee will review the juvenile logs monthly and notify the appropriate commander of any violation of this policy for investigation. The assigned designee will forward the results to the Arizona Juvenile Justice Commission.)*

2. **INTERVIEW ROOMS**: May use for interviews, arrest paperwork, prisoner processing, etc**.;** however, **prisoners shall remain under continuous control and supervision at all times.** See General Order F-07.300.I [42.2.8]

3. **CIB JUVENILE SOFT ROOM:** Use only for juveniles who are victims of trauma (See General Order E-11 Juveniles)

4. **COURT HOLDING FACILITY:** Maximum **8-hour facility** adjacent to City Court. Prisoners are held under continuous control and supervision in this secure facility. Prisoners may be held at this facility under the following conditions:

   a. Prisoners awaiting appearance in Chandler City Court
   b. Prisoner processed at CPD and ready to transport after 8:00 am and detention officer is available at the facility
   c. Exceptional circumstances with supervisor approval

Rev

D. CARE / ACCOUNTABILITY

[71.4.1] [71.4.3]

1. **PROVIDE PRISONERS ACCESS TO** bathrooms and water and other needs upon request and when it is reasonable to do so

2. **ARRESTING OFFICER/CASE AGENT** will see that rooms in need of cleaning, other than regular maintenance, are cleaned

3. **MALE / FEMALE / JUVENILE PRISONERS**

   a. **Separate** from each other, using temporary detention areas, holding facility, and interview rooms
   b. **Search** same sex only (See General Order E-09.200 Searches)
   c. See General Order E-11.300 Juvenile Procedures: Taking Into Custody for specific procedures

E. SECURITY

[71.3.1, 3][73.5.12]

1. **RESTRICTED AREA:** Personnel, other than supervisors, who are not engaged in assigned duties in the following areas, are restricted from detention areas

Figure 2. **Detention Area Key Locations**

Facility	Location of Keys
a. Court Holding Facility	• Office key: Each detention officer • Cell keys: In locked office area when DOs are not on duty • Extra cell key: Court Holding Facility supervisor
b. PD Temporary Detention Area	• 2 keys in office workroom (return after use)
c. CIB Interview Room	• Thumb lock • After hours, use hall entrance to area. Use keypad to gain access to recording equipment.

2. **SECURE ALL FIREARMS** before entering a detention area
3. **SEARCH ROOM/CELL** prior to bringing a suspect into it and when leaving
4. **SEARCH ALL PRISONERS UPON** entry into a detention area and/or when transferring custody to an officer/detention officer in a detention area
5. **REMOVE ALL PROPERTY** from prisoners prior to placing them in detention cells or rooms, including belts, shoes with laces, and any other item that could be used to harm oneself. Place property in approved MCSO plastic property bags and secure in property lockers in the detention area (if lockers are provided).
6. **DO NOT ENTER A CELL** occupied by more than one prisoner alone. In case of emergency, take the following precautions:
   a. Carry a radio with distress alarm or press alarm button. Have video monitors locked on the area.
   b. Advise Communications of potential need for backup
7. **OFFICERS ARE ENCOURAGED TO REMOVE RESTRAINING DEVICES** from prisoners in the temporary detention area as soon as possible unless the officer feels the prisoner should remain restrained for safety reasons after being placed in a cell with the door locked

   Exception: Court Holding Facility: Follow policy in the Court Holding Facility and Temporary Detention Manual 3.700H
8. **DO NOT LEAVE** combative or unstable persons unattended
9. **ADVISE PERSONNEL** in the immediate area of the extent of security risk involved. If high risk, call an additional police employee to stand by. Unless the arresting officer/case agent gives permission, other employees will not enter occupied detention/interview rooms unless necessary, e.g., security or health concerns.

Rev

10. **DOCUMENT INCIDENTS** that threaten the facilities or any person therein in the offense report

F. TRAINING
[71.2.1]

1. **ALL DEPARTMENTAL STAFF** with any responsibility for prisoners will have training for their responsibilities, normally during the Field Training Program
2. **PERSONNEL MONITORING DETAINEES** are provided initial training in use of temporary detention rooms and retraining at least once every four years

G. EQUIPMENT CARE

TURN OFF ANY UNUSED electronic recording device in the temporary detention area / interview room areas

H. INSPECTIONS
[71.4.3]

1. **THE DETENTION OFFICER WILL ENSURE** that the Court facility is maintained in such a manner as to comply with appropriate sanitation, safety, water, and health codes. These inspections will be conducted and documented on a weekly basis. They will also conduct daily visual inspection of fire alarms and weekly documented visual inspection of fire equipment. The Main Station, Desert Breeze, and Chandler Heights facilities are not staffed with a detention officer; therefore, the Police Operations Support Supervisor or designee will be responsible for conducting the required inspections for TDA.

2. **ALL FACILITIES WILL BE CLEANED DAILY** by the City custodial staff. (Detention Officers or Police Operations Support Supervisor or designee will supplement the cleaning as needed.)
   a. Sweep floors and remove trash daily
   b. Clean and sanitize toilets, sinks, and any other sanitary equipment daily
   c. Scrub and rinse complete cell walls on an as-needed basis
   d. Wash down floors and benches daily
   e. Hose down sally port once a week
   f. Clean thoroughly cleaning equipment after each use
   g. Check and document monthly for conditions that harbor the breeding of insects, rodents and other vermin and see that these are eliminated. Upon discovering any infestations, the detention officer or designee will contact Buildings and Facilities coordinator who will make necessary arrangements to rectify the situation.

3. **THE DETENTION SUPERVISOR WILL ENSURE** an administrative review of all temporary detention areas occurs at least annually. The review should include:
   a. Policies and procedures are being followed
   b. Rooms are adequate for current use
   c. Any recommendations for improvements or changes

4. **DOCUMENTED TESTING OF FIRE EQUIPMENT AND ALARM SYSTEM:** Handled by Buildings and Facilities through licensed contractor of fire equipment (annually) and fire alarm system (as required by law)

I. EMERGENCY PROCEDURES

FOR EMERGENCY EVACUATION of any detention area, employees will:

1. **REMOVE PRISONERS** from the detention rooms

2. **HANDCUFF AND PLACE IN THE REAR OF A POLICE VEHICLE,** a safe distance from the emergency situation

Rev

3. **HOLDING FACILITY TRAINING (Jail, TDA, Court):** Personnel receive initial training (including fire suppression and equipment) and retraining every four years

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High Frequency/High Severity

A. GENERAL GUIDELINES

[71.1.1] [70.1.6]

1. **FINGERPRINT AND PHOTOGRAPH** prisoners at Chandler Police Department or Gilbert Chandler Unified Holding Facility (GCUHF) prior to transport to jail

2. **DO NOT "BOOK" ON A WARRANT ARREST IF** the arrested person has the cash to immediately post bond

3. **DOMESTIC VIOLENCE NOTIFICATION:** If prisoner is:

   a. Released from our facility, the detention officer will notify the victim of release by phone or mail
   b. In county custody and transported back to a county facility, county personnel will notify the victim
   c. A new arrest with an active warrant and released after court, turn prisoner over to warrant agency and notify victim of the transfer. Provide victim information to warrant agency for them to make notification.

4. **PROCEDURES AT DETENTION FACILITY:** Transport prisoner and completed paperwork to MCSO jails, transfer custody to a transport person, or transport to the Court Holding Facility

   a. Secure firearm for safekeeping either in your vehicle trunk or a gun locker prior to entering the facility to book a prisoner
   b. Lock all vehicles in the area
   c. Follow the booking procedures for the particular facility, including for the removal of restraints
   d. **Give all completed forms and property** to the detention officer and obtain appropriate signatures on the CPD documents indicating receipt of the prisoner by the receiving facility. **Employee may document the transfer of a prisoner in a written report in lieu of receiving the official's name.**
   e. **Advise receiving agency personnel** of any potential medical or security hazards and mark on booking sheet

B. BOOKING PAPERWORK

COMPLETE PAPERWORK at the Police Department before transporting to MCSO jails (See General Order F-05.200)

Figure 1. **Booking Guidelines for Fingerprints and Property**

Subject	Procedures
1. Fingerprints [71.1.1]	a. Use Live-Scan to complete the Final Disposition Form and the Ten Print Card prior to transporting to the MCSO facility 1) **Do not use physical force** to obtain prints. Make a reasonable

Subject	Procedures
	effort to get a clear impression. Book without prints if combative or resistant. 2) If no prints are taken, record in "Details of Arrest" on the Form IV and notify the magistrate. The judge will order prints taken.
2. Property: General Procedures	a. **Itemize** all property as completely and as soon as possible on the booking sheet after arrival. (See E-13 Property and Evidence) b. Maintain all property in secure storage. Place all property accompanying the prisoner in a **property bag** with the property card and money envelope. Impound property that will not fit in bag in CPD Property. c. **Deliver** all documentation to the receiving officer and ensure officer's signature for chain of custody
Rev **3. Property: Specific Items**	a. **Money:** Count and list totals on the Arrest/Booking Sheet. Put into money envelope. **Two employees** will count amounts over $500 in all cases. Record both employees' names on the money envelope. 1) Secure money before transport to MCSO 2) At MCSO impound the money in the Touchpay system by following instructions on the screen b. **Contraband:** Impound dangerous items and items too large to fit in the property bag. Record location on booking form. c. **Matches:** Discard d. **Knives:** Impound with blades over four inches into Property. Fold and tape all knives prior to putting into property bag.
Rev **4. Property: Items Prisoners May Keep** (Refer to MCSO Jail Policy)	a. Personal clothing being worn, except belts, suspenders, and items worn on the head b. One pair of prescription eyeglasses, if vision without glasses would be a safety hazard c. **Medical Alert** necklaces and bracelets d. Rings that cannot be removed will not be listed in prisoner's property, but note in "Details of Arrest"
5. Releasing Property	a. **Upon the release of the prisoner from custody**: 1) Release all held non-evidentiary property to the prisoner 2) Have prisoner sign the booking sheet indicating all non-evidentiary property was returned b. If the prisoner is arrested on a warrant and **turned over to another law enforcement agency officer**: Complete a Property Receipt and an Arrest Report 1) List all the property found on the prisoner on the property receipt 2) Request the other agency officer to sign the property receipt to acknowledge the transfer of the prisoner and property

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order: **E-12 PRISONER PROCESSING**	
	Subject: **500 Sick and Injured Prisoners**	Effective: **01/08/21**

High Frequency/High Severity

A. PRISONER RIGHTS

EVERY PRISONER HAS THE RIGHT under due process to receive medical care when a reasonable person would have sought care.

B. HOSPITALIZATION

[70.3.2] **TRANSPORT PRISONERS REQUIRING HOSPITALIZATION** to the appropriate medical facility

C. REPORTING ILLNESS / INJURIES

1. **DOCUMENT ALL INJURIES OR COMPLAINTS** of illness of persons in a police incident in their **own words** in the case report including all pertinent observations of appearance, symptoms, and/or behavior of the prisoner in the report

2. **HOLDING FACILITY AND TEMPORARY DETENTION:** Arresting officer or Detention officers (DO) will complete an Injured Prisoner Report to attach to the original report of injury or illness of a detainee injured under his care

3. **VERBALLY COMMUNICATE** injuries and complaints to receiving personnel

D. CARE PRIOR TO BOOKING

IF A PRISONER BECOMES ILL OR INJURED WHILE IN CUSTODY of a Chandler employee, or complains of illness or injury prior to booking, that employee having custody will take appropriate action:

1. **DETERMINE THE NATURE** of the illness or injury

2. **IF IT IS LIFE-THREATENING**, request paramedics at the scene and obtain proper medical care

3. **IF IT IS NOT AN EMERGENCY** (minor sprains, minor cuts and scrapes), the request for paramedics is discretionary. If the prisoner requests paramedics, make the request.

4. **COMPLETE** an Injured Prisoner Report in any event

E. TIME-CRITICAL EMERGENCY

DO NOT TRANSPORT TO OR BOOK INTO JAIL. Take to the appropriate medical facility.

1. **OBTAIN A DOCTOR'S RELEASE** prior to booking the prisoner

2. **ACCOMPANY AND GUARD PRISONER** being transported to a hospital in an ambulance. Guard the prisoner at the hospital until properly relieved.

3. **MAY HANDCUFF PRISONERS TO BED** or secure with other restraints to deter escape while under supervision of medical personnel

4. **DO NOT ALLOW VISITORS** in the hospital under normal circumstances

F. INJURY NOT TIME CRITICAL

TRANSPORT TO THE EMERGENCY ROOM of the appropriate medical facility. The Emergency Room doctor will determine whether the subject requires admission to the hospital.

1. **MCSO WILL ACCEPT ANY SICK/INJURED** prisoner with a doctor's release

2. **MCSO JAIL WILL DETERMINE ACCEPTANCE** with any type of medical problem

G. LOCAL MEDICAL FACILITY RELEASE

1. **PROCEDURE**

   a. Obtain a discharge form from attending physician
   b. Transport prisoner and medical release form to MCSO jail

2. **IF INCARCERATION IS NOT MEDICALLY AUTHORIZED** and the offense involved is a:

   a. **Misdemeanor:** Cite and release at the hospital. If unable to sign due to injuries, do not issue citation. Complete the necessary reports to file a long-form complaint.
   b. **Misdemeanor-domestic violence** or interfering with judicial proceedings by violating an Order of Protection:
      1) If medically stable for transfer, accompany the ambulance with prisoner to the appropriate medical facility first
      2) Determine from the physician if injuries or illness requires admittance to the hospital. If subject will be hospitalized, notify the shift supervisor to determine how to proceed
      REMEMBER: In any domestic violence offense, the officer **shall** arrest a person involving the infliction of physical injury or involving the discharge, use or threatening exhibition of a deadly weapon or dangerous instrument per ARS 13-3601.B
   c. **Misdemeanor DUI:** Obtain suspect consent or search warrant for blood. Forward blood samples to the CPD Crime Lab using regular procedures. Cite and release.
   d. **Felony-medically stable for transfer:** Obtain approval from supervisor to transport to the appropriate medical facility or to release the suspect and forward a complaint to the county attorney

H. PRE-EXISTING MEDICAL CONDITIONS

Figure 1. **Determining Arrest Response Considering Pre-existing Medical Conditions**

Condition	Response
1. Misdemeanor With A Confirmed Pre-Existing Illness And/Or Injury	**Do not seek a doctor's release.** Either cite and release at the scene or release at the scene and file a long-form complaint **Exceptions:** a. **Domestic violence or DUI**: **Do not** release at the scene b. If the potential exists that the person would pose a substantial **threat to himself or others**: **May be retained in custody**. Release requires supervisor approval.
2. Obviously Pregnant Prisoners	**Field release with approval of a sworn supervisor** a. If booking is authorized and prisoner later indicates she might be having a miscarriage/labor: **Call paramedics** who will arrange for an ambulance, if needed b. **Release with a citation** or pending filing a long-form complaint c. The basis for the release will be noted in the original report or a supporting supplemental report
3. Diabetic Prisoners	a. **Call medics to examine the prisoner** b. **If medics determine the diabetes is not under control, field release** and allow medics to take appropriate action and transport prisoner by ambulance to a hospital for examination ***Note: Persons suffering from diabetes may appear to be intoxicated from alcohol***
4. Blood Alcohol Reading Of .30 or Higher	a. **Cite and release if release criteria are met** (General Order E-10) 1) Make every reasonable attempt to contact a responsible party to whom the prisoner may be released 2) If unsuccessful, arrange for a ride share or taxi to take the subject home if he can pay for it b. **If prisoner cannot be cited and released, take to medical facility for clearance**. You must have a signed medical release to incarcerate a prisoner extremely intoxicated from alcohol or drugs. c. **Transport arrested intoxicated persons to the county jail to be arraigned on the following day unless** there is a problem with the 24-hour rule (must appear before a magistrate within 24 hours after arrest)
5. Violent Mentally Ill Prisoners: Dangerous to self or others	**Take directly to Maricopa County Hospital or other appropriate medical facility**. See General Order F-19 Mentally Impaired Persons for emergency admission for psychiatric evaluation. Consider booking prisoner into MCSO 4th Ave Jail if charges dictate necessity vs current health risk for risk assessment and criminal court charging.
6. Becomes Ill / Injured In Holding Facility or Temporary Detention Area:	**Immediately notify the on-duty Field Operations Division supervisor** a. The supervisor will: 1) Arrange for transportation to the hospital or call paramedics 2) Consult shift commander when deemed necessary or unusual circumstances 3) Assess whether to release the prisoner pending a complaint b. **Officer will** complete an Injured Prisoner Report of the incident and forward to Professional Standards Section
7. Prisoner Becomes Ill At MCSO Jail	**A detention officer will take appropriate action**

Rev

I. INFORMATION AND BILLING

1. **THE PATIENT IS RESPONSIBLE** for the costs of in-custody emergency medical treatment. **DO NOT** say or sign anything that obligates the department or city financially without specific supervisory authorization.

   NOTE: **The City of Chandler will not accept financial responsibility for any prisoner injuries that occurred prior to the arrest**

2. **MAKE A REASONABLE EFFORT** to obtain information for the hospital to bill responsible parties, including the patient

   a. The hospital requires the name, address, birth date, and social security number of each patient
   b. Provide additional available information, especially health care providers
   c. When possible, confirm verbal information from documents carried by the patient

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-13 PROPERTY & EVIDENCE**	
	Subject **100 Administration**	Effective: **12/28/18**

Summary

This order describes the administrative organization and procedures of Property and evidence.

A. POLICY

[83.3.2]

1. **ALL EMPLOYEES** are responsible for handling any property received during the course of their duties in conformity with this order

2. **CITY OF CHANDLER ADMINISTRATIVE REGULATIONS MS-30, PD-01 and PD-03** govern the procedures for disposing of surplus, obsolete, scrap, firearms and unclaimed items

B. RESPONSIBILITIES

[84.1.5]

1. **THE PROPERTY AND EVIDENCE SUPERVISOR** is directly responsible to the Support Services Section manager for:

   a. Supervising the work of the Property and Evidence Unit in order to assure essential duties are completed
   b. Maintaining accountability for impounded property
   c. Training Property and Evidence technicians and records specialists in order to assure their effective performance
   d. Assisting in establishing standards of production and work flow to assure the security of material, proper receiving, cataloging, and handling of Property and Evidence materials, distribution and record maintenance of files
   e. Processing and distributing the monthly RMS property disposal notice to officers using Versadex
   f. Other duties as assigned by the Support Services manager

New

2. **THE PROPERTY AND EVIDENCE TECHNICIAN** is directly responsible to the Property and Evidence supervisor for:

   a. Security of the files, property, and records
   b. Determining all in-coming property has been properly tagged, sealed, and the property receipt and RMS property report are correctly completed by the officer prior to accepting possession
   c. Receiving, cataloging, and storing of impounded property
   d. Disposal of all property in the manner prescribed by law, including sale, destruction, disposal, or release
   e. Complete FBI NICS background check or criminal history check prior to release of firearms
   f. Complete inventories of items in the two systems – TRAQ and Versadex
   g. Data entry and transactions into the TRAQ system or Versadex RMS files are complete and accurate
   h. Any other duties assigned by the Property and Evidence supervisor

Rev

3. **THE PROPERTY AND EVIDENCE ADMINISTRATIVE SPECIALIST** is responsible for all record-keeping of property impounded into Property and Evidence, including:

   a. Security of the files and records for TRAQ items
   b. Scheduling citizen release appointments and answering the phone
   c. Sending owner notification letters to appropriate parties
   d. Prepare and distribute via email all TRAQ property disposition forms (ticklers) to officers; update files when ticklers are completed and returned
   e. Complete computerized criminal history check through FBI NICS or ACIC/NCIC prior to release of firearms for property technicians
   f. Any other duties assigned by the Property and Evidence supervisor

Rev

C. DEFINITIONS

1. **EVIDENCE/CONTRABAND/SEIZED:** Any physical material or object, without regard to monetary value, received and/or impounded pending its use in criminal or civil court proceedings or possession of which is unlawful or prohibited, or firearms impounded pursuant to a court order, e.g., order of protection

2. **FOUND PROPERTY:** Any material or object of personal or monetary value received and/or impounded pending identification of the rightful owner

Rev

3. **PROPERTY FOR SAFEKEEPING:** Any material or object of personal or monetary value received and/or impounded for safekeeping and owner is known and notified

D. STORAGE FACILITIES

[84.1.1] [84.1.3]

Property and Evidence is maintained in an appropriate, secured storage facility

1. **RICHARD T. FELIX PROPERTY AND EVIDENCE FACILITY,** 576 W. Pecos Rd. (103P)

   a. Make entry through the north officer entrance
   b. Property lockers and packaging are provided for officers to process the following into Property at this location at all hours:

      1) Evidence/safekeeping/found items
      2) Narcotics
      3) Large items such as TVs, beer kegs, mopeds, lawn mowers
      4) Bikes
      5) Blood kits
      6) Rape kits
      7) Vehicles seized for evidentiary purposes

   c. Items **not accepted** include:
      1) Items with liquids that may be hazardous
      2) Flammable items
      3) Explosives (including gunpowder)
      4) Perishable items

Rev

2. **REMOTE STORAGE LOCATIONS INCLUDE:**

   a. Chandler Police Main Station (103M) 250 E. Chicago Street
   b. Desert Breeze Substation (103W) 251 W. Desert Breeze Boulevard
   c. Chandler Heights Substation (103S) 4040 E. Chandler Heights Road
   d. CPD Lab in-custody lockers
   e. CIB Computer Crimes lockers
   f. 103M-FAC (Evidence room/refrigerator in the Family Advocacy Center)
   g. **THE FOLLOWING APPLIES TO ALL SIX REMOTE LOCATIONS** (103M, 103W, 103S, CPD Lab, CIB Computer Crimes, 103M-FAC):
      1) Take items too large for the locker to 576 W. Pecos Rd.
      2) If lockers are full, take items to 576 W. Pecos Rd. P&E personnel are not subject to call-out due to full lockers at any of the stations.
      3) Items **not accepted** include:
         a) Items with liquid that may be hazardous or biohazard items
         b) Flammable items
         c) Explosives (including gunpowder)
         d) Large bales or bags of marijuana
         e) Perishable items

New

E. EVIDENCE SECURITY

[84.1.2]

1. **STRINGENT CONTINUITY OF EVIDENCE REQUIREMENTS** mandate the number of persons having access to Property and Evidence (P&E) building storage areas be maintained at an absolute minimum

   a. **Police personnel** may enter the Property and Evidence building main storage areas only after signing in the visitor log and when accompanied by Property and Evidence personnel
   b. **The public will not** normally be allowed to enter the Property and Evidence building main storage areas. Exceptions may be made at the discretion of the Property and Evidence technician when necessary for the identification and release of property or other tours as approved by the P&E Supervisor. Property and Evidence personnel will accompany the public/visitors at all times.
   c. **The Property and Evidence building doors** to the main storage areas shall be kept closed and locked at all times

2. **KEYS**

   a. **Turn over all keys** to the Support Services manager upon termination or transfer of personnel
   b. **No duplicate keys** shall be made without the express permission of the Chief or designee

3. **LOCKING SAFE(S),** locking interior rooms, and refrigerators may be used to store sensitive or exceptionally valuable items

F. CALL-OUT

1. **THE PROPERTY AND EVIDENCE TECHNICIANS** will be called out for extremely large cases involving large amounts of property, large seizures of marijuana, or in instances where their services are required

2. **THE PROPERTY AND EVIDENCE SUPERVISOR** will maintain a call-out schedule in Communications

G. INSPECTIONS/AUDITS

[84.1.6]

1. **SEMIANNUAL INSPECTION:** Conducted by the Property and Evidence supervisor with findings forwarded to the Support Services manager. Purposes of the inspection include but are not limited to the following:

    a. Determine if the facilities are being maintained in a clean and orderly fashion
    b. Ensure the policies and property management procedures are being adhered to
    c. Ensure property is being protected from damage or deterioration
    d. Ensure accountability procedures are being maintained
    e. Ensure property having no further evidentiary value or safekeeping purpose is being promptly disposed of
    f. Ensure vehicle impound lot files are being updated in a timely manner

2. **ANNUAL AUDIT:** Conducted by a person not directly or routinely connected with the Property and Evidence Unit and appointed by the Chief of Police or a designee

    a. Purpose: To ensure integrity of the property is being maintained, property management directives are being followed, property is being protected from damage, and property having no further evidentiary value is being disposed of promptly
    b. Use a spot check comparison of records to actual property on hand
    c. Review adherence to security procedures

3. **NEW PROPERTY AND EVIDENCE SUPERVISOR:** The Support Services manager shall ensure an audit of property is conducted for the purpose of verifying existent records with property on hand

    a. Conduct jointly with the Property and Evidence supervisor and a designee of the Chief of Police
    b. Forward findings to the division chief within five (5) days after the conclusion of such an inventory
    c. Include the following in the report:
        1) The number of records checked (no fewer than 100)
        2) The report numbers of records checked
        3) An explanation of any discrepancies or other unusual circumstances noted

4. **UNANNOUNCED INSPECTIONS** of property storage areas are conducted as directed by the Chief of Police to ensure the integrity of the tracking and storage of evidence system, to occur at least annually

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-13 PROPERTY & EVIDENCE**	
	Subject **200 Impounding Procedures**	Effective: **12/28/18**

Summary
[83.3.2]

This order establishes requirements for proper handling and documentation of items impounded as evidence, items impounded as found, items turned in for disposal, items held for safekeeping or seized pursuant to a court order.

A. POLICY
[84.1.1]

1. **PURSUANT TO STATE LAW, EMPLOYEES SHALL COMPLETE** a detailed property receipt any time property is taken or received from a person:
   a. Provide the person a copy of the property receipt (hand written or printed from RMS)
   b. **Obtain** the person's signature on the property receipt acknowledging receipt
   c. The receipt shall contain instructions on how to retrieve the property and the timeframe this must be done
   d. Turn in the original property receipt with the impounded property. The property receipt will be scanned to the RMS property report by property and evidence personnel as part of the official report.

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2. **EMPLOYEES WILL NOT HOLD OR STORE PROPERTY** outside of the listed storage facilities for any reason. They will log in and place all evidence/ contraband, found property, or property held for safekeeping in the appropriate property and evidence storage facility as soon as possible and prior to the end of the shift in which it was seized or recovered.
   EXCEPTION: Computer disks, flash drives, or other electronic media containing child pornography or sex crimes images needed by the case detective to further the investigation. With detective's supervisor approval the detective may temporarily store those items in a locked storage container in CIB.

3. **PROPERLY** mark, package, impound, and account for all property handled/received by employees using departmental RMS report systems

4. **CONSIDER ALL BIOLOGICAL SPECIMENS** as contaminated and handle with caution

Rev

5. **DOCUMENT ALL ITEMS PHYSICALLY RECEIVED** by an employee into Versadex Property section property report
   a. These items include property:
      1) Taken as evidence
      2) Impounded for safekeeping
      3) Found or turned over to an employee by a citizen
      4) Impounded pursuant to a court order
      5) Returned to owner prior to being impounded into Property
   b. Document the **chain of possession** on the **hard copy property receipt** and forward to Property and Evidence Unit for items:
      1) Relinquished by the citizen
      2) Returned to owner prior to being impounded

3) Taken from any person as evidence, safekeeping, seized pursuant to a court order or found

c. Complete a **general offense or arrest booking report narrative** and include details on:

Rev

1) The event (why items were impounded, where located, etc.)
2) Description of the items impounded
3) Who the owner/finder is
4) Steps taken to identify/locate the owner of the property
5) Any disposition for the items if released

d. Complete a **found property CAD call report only** if there is no owner or finder for the property. (e.g., property the officer found)

B. INFECTIOUS DISEASE CONTROL

[83.2.7]

(See GO E-05 Hazardous/Bodily Fluid Exposure Control Plan)

1. **CRIME SCENE PROCEDURE**
   a. **Do not touch anything.** Follow standard crime scene procedure.
   b. If it is necessary to touch or remove contaminated evidence, cover cuts and abrasions, wear protective gloves, carefully wash all exposed areas after any contact with blood or bodily fluids, and clean up spills promptly with a solution of diluted household bleach

2. **PLACE ALL CONTAMINATED NON-EVIDENTIARY ITEMS** submitted for disposal in see-through, leak-proof containers, or red biohazard bags and **SEAL** with tape; **DO NOT STAPLE.** (See Section E below for proper packaging of evidence items.)

3. **CLEARLY MARK** potentially infectious materials "**CONTAINS POSSIBLE CONTAMINATED ITEMS" or "BIOHAZARD"**

4. **BAG AND MARK ALL** contaminated gloves, suits, masks, etc., from the crime scene for proper decontamination or incineration

5. **BODY REMOVAL: Do not touch anything**. Those who must touch and remove the body or who come in contact with blood or body fluids should wear protective gloves and protective clothing.

C. PREPARING AND MARKING ITEMS

[83.3.1] [83.3.2] [84.1.1] [84.1.5]

1. **DOCUMENT EACH EXCHANGE** of property in the Evidence Continuity module of the Versadex Property section

2. **NUMBERING:** Property tags are automatically generated by the Versadex Property section. Describe each item to be impounded in detail.

3. **AUTHORIZED PROPERTY DROP OFF LOCATIONS** are:
   a. Richard T. Felix Property and Evidence Building
      1) 103P Evidence Locker
      2) 103P Temporary Fridge 3
      3) 103P Temporary Freezer 3
      4) 103P Bike Rack
      5) 103P South Parking Lot space (e.g., 103P South Parking Lot space A)
   b. Chandler Heights Substation
      1) 103S Evidence Locker

2) 103S Fridge

c. Desert Breeze Substation
   1) 103W Evidence Locker
   2) 103W Fridge

d. Main Station
   1) 103M Evidence Locker
   2) 103M Fridge
   3) CPD LAB In-custody Lockers
   4) CIB Computer Crimes Unit
   5) 103M-FAC (Family Advocacy Center)

Rev

4. **CORRECT PACKAGING AND MARKING** helps expedite processing and preserve integrity of evidence. Place evidence in a container or package to protect it from loss, cross-transfer and/or contamination, and properly seal the container or package. A container or package is "properly sealed" only if its contents cannot readily escape and if entering the container results in obvious damage or alteration to the container or its seal. The actual seal must be sufficient to prevent the possibility of the item(s) contained from being lost or removed without altering the seal or from being contaminated by outside sources so as to alter the integrity of the evidence.

   DNA evidence packaging: Items impounded that "may" contain possible DNA/Latent evidence require special handling and packaging. See E-1 and E-4 below for instructions.

   a. **Small items:** Place in **large 10" by 13" manila envelopes**. Write officer's initials and badge number on sealing tape, extending from the tape onto the package to preclude tampering.

Rev

   b. **Large items:** Place large or multiple items in large plastic or paper bags or cardboard box
   c. **Bulky/Unusual shape:** Use a properly affixed tag to identify and mark items cannot be sealed in an envelope or bag
   d. **Numerous items:** Enter each item impounded using the Versadex Property section. Each item submitted must be in a separate bag/container with the property tag attached to it.
   e. **Special handling:** Marked **conspicuously** on the package to indicate precautions to be taken (e.g., DNA, Latent Prints, Fragile, Refrigerate, Keep Frozen, Hazardous materials, Sharp Objects, Fentanyl, etc.)
   f. **Bloody/wet items of evidence**: Transported in see-through, leak-proof containers sealed with tape, **not stapled,** to the lab to be air dried. Once dry, items can be packaged and submitted to property.
   g. **Blood kits and urine kits**: Box and seal with tape around the middle of the box securing the flap. Write initials and badge number on sealing tape so they extend from the tape onto the package to preclude tampering. Blood kits go into the refrigerator. Urine samples go into the freezer.
   h. **Items containing fluids (battery acid, oil, gasoline, etc.)**: Place so as to eliminate the possibility of leakage or spillage after impounding. Impound all items with gasoline at the property and evidence building in the outside flammable storage location.
   i. **Syringes: ALL** syringes must be packaged in a sharps container
   j. **Documents:** Impounded prescription forms, photographs, and other documents (e.g., checks) at the appropriate facility after the items are

properly tagged and photocopied. Do **not** attach originals to the general offense report.

k. **All motor vehicles and any other gasoline-powered items:** Impound after being properly tagged and enter into the Versadex Property section
l. **Fireworks**: If impounded as evidence, photograph prior to impounding, secure in a paper bag
m. **Alcohol Products:** Return to the store/owner when possible. When necessary to impound as evidence, take a photograph of the opened container and then empty the contents prior to impounding. Sealed containers should be packaged to prevent leakage.
n. The person sealing or taping the container or package must mark the seal with initials and badge number
o. **The Forensic Services Section (FSS) will NOT accept evidence improperly sealed**

D. DO NOT IMPOUND

1. **PERISHABLE ITEMS: Take photographs of property** and:
   a. Return to the owner if possible
   b. When the owner cannot take possession of the perishable item, dispose of it and document the disposal in the report. No perishable items shall be impounded at property and evidence for health reasons.

2. **LARGE OR BULKY ITEMS OF SUCH VOLUME** that may present a problem in handling and storage:
   a. May be returned to the owner
   b. If the items are evidence of felony theft or of a felony charge of receiving stolen property, impound an amount to establish the $250 wholesale value. If not possible, take photographs of the property with the impounding officer in the photograph with the evidence.

3. **ITEMS ESSENTIAL TO THE OPERATION OF A BUSINESS**
   a. May be returned to the owner after the officer marks them for identification and records all serial numbers in the offense report and documents the release on a property receipt
   b. Advise the owner the items must be returned for court presentation at the time of the trial

4. **SHOPLIFTING EVIDENCE:** Some retail stores in the city retain possession of shoplifting evidence

   a. Advise the responsible person of such stores it might be necessary for the items to be returned for court presentation
   b. For misdemeanor cases, officers may take a photo and have the item returned to stock. Document in the RMS general offense report the items retained by the store. Complete the Evidence/Continuity in the property report showing the items released to the store that were actually possessed by the officer. The store will maintain the photo for court.

5. **HIGHLY FLAMMABLE MATERIALS:** Do not impound, except for samples or small quantities of items such as lighter or cleaning fluid. The Fire Department or Fleet Services will dispose of all remaining flammable materials.

6. **EXPLOSIVES:** Do not bring any into building; contact Mesa PD or DPS Bomb units and turn them over to them at the scene for disposal (including gunpowder)

Rev

7. **HAZARDOUS/TOXIC MATERIALS:** Employees will contact the City Environmental Section to determine who should be called to pick up the items. (480-782-2380)

E. MAY BE IMPOUNDED

[84.1.1]

1. **BLOOD-SPATTERED or DNA EVIDENCE ITEMS:**

   a. Transport from the scene to the lab in leak proof bags for safety and security of the evidence.
   b. Thoroughly air-dry (except liquid samples) the item in the Forensic Services Section laboratory drying hood.
   c. When dry, tag and package separately in paper bags or white butcher paper **marked BIOHAZARD.** (*If evidence items are not fully dry, degradation of the blood, semen, etc., can occur from bacterial activity during storage. If moisture is still present in the items, that moisture, as vapor, must have an escape path.)*
   d. Liquid samples: Refrigerate, do not freeze.
   e. Any wet items which cannot be air dried must be secured in leak proof bags and be frozen

2. **BICYCLES**

   a. **Found with a Chandler license:** If the owner is available, release a found or recovered stolen bicycle to the owner immediately, following release procedures
   b. **If the owner is unknown or cannot be contacted**, complete a property report in the Versadex Property section and impound the bicycle in the Property and Evidence building
   c. **See City of Chandler Administrative Regulation PD-03** for policy governing the bicycle donation program

3. **NARCOTICS EVIDENCE**

   a. **WEIGH EACH LISTED NARCOTICS ITEM**, excluding paraphernalia not containing a usable quantity of narcotics, on the scale at the Property and Evidence building or other property processing location
      1) **Officer:** Weigh with the immediate container enclosing the narcotics, e.g., baggy, envelope, film canister. Note the combined weight for each item, the description of the narcotics substance, and the immediate container in the Versadex Property section.
      2) **After weighing**, follow the department procedure for preparing and marking items for impound. Double bag and clearly mark on outer plastic bag all items with known Fentanyl.
   b. **Do not** package wet or fresh marijuana in plastic bags. Place in breathable bags, such as paper and place in the drying cages at P&E until dry then impound the item.
   c. **If no criminal charges are pending** concerning impounded narcotics, do not request scientific analysis. Complete a property report in the Versadex Property section listing the item status as Disposal.
   d. **Store narcotics** in the designated room

4. **FIREARMS/AMMUNITION**

   a. **Secure Evidence and Found firearms in a NEW gun box** and sealed by the officer prior to being placed in a P&E locker. Impound firearms as:

1) **Evidence –** taken for possible criminal prosecution
2) **Found –** found by a citizen or officer and the owner is not known. Consider the firearm could have been involved in a criminal act and may have evidentiary value. (e.g., found hidden in a location, tossed in the bushes etc.)

b. **Safekeeping, Disposal or firearms Seized** pursuant to a court order should not be boxed by the officer. Render safe, attach the property tag with wire tie to the trigger guard area, and place in a locker. Impound any firearms as:

1) **Disposal –** turned in by a citizen for disposal
2) **Safekeeping –** impounded for the owner to pick up (e.g., taken during a warrant arrest or firearm is taken, owner is known and the firearm is to be returned to the owner.)
3) **Seized –** impounded pursuant to a court order of protection or restraining order. (G.O. F-11.200) Return to owner when the order expires or is quashed. They are not considered impounded as evidence.

c. **UNLOAD ALL FIREARMS** prior to packaging and placing in storage lockers. If this cannot be done, the preprinted "**CAUTION, LOADED FIREARM**" card will be placed on the inside of the locker door. Include in the Remarks section of the Versadex Property section the reason for impounding a loaded firearm, e.g., analysis. **If firearms/ ammunition are to be submitted to FSS, keep cartridges in magazine, not in chamber and note on the package the item is being submitted for testing. EXCEPTION:** Special circumstances require cartridge in chamber for forensic analysis. Note it in report.

d. **Package, seal, and number** each item individually (e.g., firearm-1 item; holster-1 item; magazine-1 item; ammunition-1 item) when impounding firearms with ammunition (loaded or expended), magazines, and holsters. **Do not** put wire ties through barrels or cylinders on revolvers. Keep cartridges in magazines if item is to be submitted to the FSS.

e. **Complete an ATF tracking form** for all evidence and found firearms, (safekeeping, seized pursuant to court order or Disposal firearms do not get traced.) **(See GO D-42.100**) Enter all required information on the form. If any information is missing or incorrect, the officer will go to P&E to unseal the box and provide the needed information.

f. **Request Records to enter firearm(s)** into NCIC as recovered all firearms seized during a criminal investigation or found

g. **Complete and forward NIBIN request** to the designated person on the NIBIN form (found in PDinfo) on all firearms/casings seized during a criminal investigation or found

h. **Store** firearms in the designated room

i. City of Chandler Administrative Regulation PD-01 governs the disposition and/or destruction of firearms

5. **BLACK POWDER/AND OR SYNTHETIC POWDER FIREARMS:** Impound only under the following conditions. (Call Firearms Training Unit for direction if this policy does not cover a particular circumstance or if you have any questions.)

a. **Includes**:
   1) Any and all rifles, shotguns (blunderbuss), carbines, and hobby cannons designed to be loaded via the muzzle with either black powder or synthetic equivalent accelerant
   2) All pistols manually loaded via the cylinder face/or muzzle with black powder or synthetic equivalent accelerant
   Remember: Black powder/synthetic powder firearms come in single shot, six shooter, replica model rifles, as well as, modern style rifles and small to medium sized "hobby cannons." When in doubt, ask someone who is familiar these types of firearms.

b. **Impounding procedures**
   1) Determine which type of firearm you have and what type of accelerant the owner has been using e.g., true black powder or a synthetic equivalent powder base
   (Most muzzle loading enthusiasts use synthetic powder; however, there are still those who prefer the real "old style" black powder. Black powder is very unstable and can be ignited by static electricity, heat, and pressure. It is imperative you determine what is being used in the firearm you have seized. There are many different types of "synthetic black powders" on the market. These accelerants are much more stable than black powder; therefore, they are used more prevalently.)

   2) Determine if the firearm is loaded, how many grains, and what type of projectile, e.g., round ball or other type. If loaded:
      a) Treat as you would any other loaded firearm
      b) Note in report how you determined the firearm is loaded and the safety precautions you have taken to avoid an accidental discharge prior to impounding
      c) Take the following precautions:
         - **Remove cap on priming nipple** - point the firearm in a safe direction and remove ignition cap by pulling it off the priming nipple
         - **Block the firearm hammer** from the priming nipple by placing a piece of paper (such as an evidence card) over the priming nipple and taping it securely in place. Ensuring the hammer is NOT in the cocked position.
         - **Secure the firearm** in a firearm box
         - **Attach a note** to the Property Unit personnel in large, easy to read letters, the item is a loaded/or potentially loaded black powder-type firearm
         - **Place the item in a large property bin.** Ensure it is stable so it does not fall when Property Section employees open the bin.

c. **If the firearm is NOT loaded or charged**, impound the firearm like any other firearm. Note in your report how you determined the firearm is not loaded or charged and note in the Item Description field of the Versadex Property section the firearm is NOT loaded or charged.

6. **CURRENCY**

   a. Impound United States currency in a separate property envelope (affix a currency envelope on a larger manila envelope if needed) and list as a

separate item on the same property report in the Versadex Property section

b. Collate money by denominations prior to counting, bills facing in the same direction

c. Inventory exact amounts of each currency denomination (e.g., 1-$100, 1-$50, 3-25¢, 4-5¢) along with the total on the currency envelope

d. A witness officer must verify the currency count (regardless of the amount) and sign the currency envelope prior to the item being impounded in a property drop off location

e. Store money in a safe or an approved evidence locker

f. **Security:** Two officers shall be present any time money is handled after the initial transaction with the suspect until impounded into property locker or deposited into CIB holding account (e.g., large currency seizure during undercover operation or CIB investigation). For amounts **over $1000 or if unreasonable to count on scene**: Two officers will initial on sealed package containing money prior to transport.

1) **Chain of custody:** One of these officers will be the case officer or forfeiture detective if possible

2) **Counting money**: One officer and at least one supervisor will count this money at the first reasonable opportunity (safe, secure place as soon as possible). Count the money twice and be in agreement as to the amount of money in the count.

3) **Large amounts of money ($1000 and over)**:
   a) Use the money counter located in the EOC room
   b) Run money through money counter a minimum of two times to verify the bill count is accurate, must have two consecutive exact counts
   c) Use adhesive currency wrappers (located in the cabinet above the money counter) to bind currency individually by denomination
      - When one hundred bills of a specific denomination exist: **Use the colored side** corresponding with that denomination of the wrapper
      - Less than one hundred bills of a specific denomination exist: **Use plain white side** of the wrapper. Write the number of bills in that denomination on the wrapper.
   d) Record amounts of each denomination and the total on a currency envelope
   e) Place all the money in its final packaging, seal it, and have a witness officer initial the seal

7. **DRIVERS' LICENSES AND LICENSE PLATES:** Seize intentionally altered, borrowed, stolen, or fraudulently obtained drivers' licenses or license plates and impound as evidence

a. Complete a property report in the Versadex Property section
b. Impound canceled, suspended, or revoked licenses with an item status of seized, with instructions to dispose of the item if the owner does not get the license reinstated within 30 days, unless being held as evidence
c. DO NOT SEIZE expired licenses

8. **FORGERY EVIDENCE:** Mark all checks, credit cards and invoices, travelers checks, money-orders, savings bonds, counterfeit currency, and any other forged or altered documents and place into an evidence envelope marked with the property tag and offense report number

9. **VEHICLES**

a. Officers may impound vehicles if involved in a serious injury or fatal accident or as evidence of a serious felony crime (e.g., homicide, sexual assault, child sex crime, vehicular aggravated assault or manslaughter, trafficking in stolen property etc.). A vehicle driven to commit a crime in which the vehicle is not proof of the crime **should not be impounded.** (e.g., shoplift, robbery, burglary, etc.)
b. Photograph vehicle after it is searched and all evidence removed from it, then release to the registered owner
c. Vehicles impounded for RICO crimes. Remove all evidence and personal items from the vehicle and photograph vehicle. Forfeiture detective reviews case to determine if appropriate for forfeiture. If forfeiture will not be pursued, release the vehicle to the registered owner.
   1) Store vehicles impounded as evidence at the Property and Evidence facility
   2) Complete a property report in the Versadex Property section noting in the vehicle condition field whether the vehicle runs
   3) Lock the vehicle, ensure all windows are up, and submit keys as a separate item in the Versadex Property section
   4) Inventory and place in Property all personal items or items of value easily removed from vehicle
   5) Impounding officer ensures vehicle(s) is removed promptly when vehicle is no longer of evidentiary value
   6) Use the contracted towing company for any tows. A property technician will make arrangements for removal or release of the vehicle after authorized by the officer.
d. Store vehicles seized for forfeiture purposes at the Richard T. Felix Property and Evidence Facility
   1) May use a private asset management organization or the city central supply for the sale of forfeited or unclaimed property
   2) Complete a property report in the Versadex Property section listing the vehicle keys as an individual item and submit to Property and Evidence
   3) Case officer searches vehicle and impounds all personal property found inside prior to vehicle being towed to auction

New

10. **MEDICAL MARIJUANA**

a. Officers may impound medical marijuana seized from individuals under the following circumstances. All seizures of medical marijuana must be specifically identified as such on the property report and in the officer's report.

1) Seized as evidence of a crime (e.g., DUI, illegal possession/use, transfer or providing to unlicensed individual, etc.)
2) Seized as "safekeeping" from an authorized user/caregiver/agent (e.g., warrant arrest for other charges, accident victim transported to hospital, etc.)
3) Seized pending confirmation the possession is in accordance with the law (e.g., originally seized as evidence but later determined to be legal medical marijuana, etc.)

b. Officers shall not allow any person to possess medical marijuana except for the licensed patient, patient's licensed caregiver, or licensed dispensary agents (e.g., cannot allow any other person to take possession of medical marijuana if licensed person is arrested, incapacitated, etc.)

c. Refer to G.O. E-13.400 for release guidelines

F. PRESCRIPTION DRUG COLLECTION DROP BOXES

Procedures for the collection, handling, and processing of prescription drugs voluntarily placed into prescription drug collection drop boxes are as follows:

1. **PRESCRIPTION DRUGS** collected in the drug collection drop boxes are placed into the CPD's Property and Evidence facility marked for disposal
   a. Acceptable Items: Non-liquid prescription medications, prescription patches, prescription ointments or lotions, over the counter medication (non-liquid), medication for pets
   b. Unacceptable Items: Hydrogen peroxide, thermometers, inhalers, needles (sharps), medication from businesses or clinics, non-prescription ointments or lotions, any liquid medications

   Note: Each drug collection box is clearly marked with accepted and not accepted items

2. **COLLECTION:** Prescription drug collection drop boxes are in the lobby of the following locations:
   a. Main Station at 250 E. Chicago Street 24 hours a day, 7 days a week
   b. Desert Breeze Substation at 251 N. Desert Breeze Boulevard Monday – Friday, 8:00 am to 5:00 pm
   c. Chandler Heights Substation at 4040 E. Chandler Heights Road Monday – Friday, 8:00 am to 5:00 pm

3. **DISPOSAL:** Each precinct administrative designee will:

   a. Check drop boxes weekly and empty as necessary to prevent the container from overflowing
   b. Assign two employees (one is sworn) to empty and process the drug collection boxes
   c. During removal and packaging, inspect contents to ensure prohibited items such as syringes/needles and liquids are separated
      1) Seal contents inside a high density plastic bag
      2) Seal contents inside an additional high density plastic bag
      3) Seal double bagged contents inside a provided 12"X21" cardboard box, tape securely, and initial over the tape
      4) Weigh and impound box at Property and Evidence or in precinct property areas

d. One general offense report is used for each calendar year for the program. Each station will have one property report number for that station to add impounded boxes during the monthly inspection.
e. If liquids or needles are found in the collection box, package them separately in a provided 12”X12” box and label “Sharps for Disposal”
f. Boxed items are placed into property and labeled for “Disposal” and “Prescription Medication”, “Liquids”, or “Sharps”

G. RIGHT OF REFUSAL

1. **PROPERTY AND EVIDENCE UNIT** has the right to refuse items not properly submitted by the officer/employee

2. **HAZARDOUS ITEMS, PERISHABLE ITEMS OR ITEMS NOT PROPERLY PACKAGED, TAGGED,** or the paperwork is incomplete or inaccurate will not be accepted (e.g., wrong packaging used, not sealed properly, RMS description field does not describe the item being impounded, chain of custody is not completed, purpose code is incorrect.)

   a. Items will be placed in the Property Room Problems Bin pending correction
   b. The impounding officer will be notified by email, with a copy to the supervisor, listing the issues to be corrected and a due date, normally by the end of the officer’s work week
   c. If the items are not rectified by the due date, the supervisor will be notified to take corrective action

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-13 PROPERTY & EVIDENCE**	
	Subject **300 Evidence for Scientific Examination**	Effective: **12/28/18**

Summary

This order outlines procedures for submitting evidence for scientific examination.

A. POLICY

1. **SUBMIT BIOLOGICAL OR OTHER PERISHABLE EVIDENCE** to a laboratory for examination in a timely manner
2. **THE PRIMARY INVESTIGATOR or designee** will properly complete and submit all requests for scientific analysis when there is more than one investigator involved

B. SUBMITTING EVIDENCE – DPS

[83.2.7] [83.3.1] [83.3.2]

1. **CASE OFFICER COMPLETES A DPS REQUEST FOR SCIENTIFIC EXAMINATION** (PDInfo-Help articles-Forensic Lab-DPS Lab Forms) detailing evidence items to be forwarded to the state lab for analysis
   a. Ensure General Offense number, RMS property tag numbers, and item description match with report, item numbers, and description on the DPS request
   b. Complete the DPS DNA Evidence Submission Supplement form for all **DNA** exam requests
   c. Email completed request form to Property and Evidence staff for processing. P&E staff scans the request to the first property report for the case after they receive the DPS case number and DPS signs for items.

Rev

2. **PROPERLY PACKAGE AND SEAL ITEMS OF EVIDENCE** submitted for scientific analysis separately from other items of evidence. When possible, collect materials and substances from known substances to submit to DPS lab for comparison with evidence collected. Property staff:
   a. Write the Chandler police report number and item number(s) in **red marker lengthwise** across the envelope. The DPS number will be written in black marker going crosswise on the envelope with "Chandler PD" written underneath it.
   b. Write the report and item numbers on boxes in red marker on a tag. Write DPS number in black marker on the box and “Chandler PD” underneath it.
   c. Affix a biohazard sticker to packages with items that have blood or bodily fluids on them prior to delivering them to DPS
3. **SPECIAL HANDLING OR PACKAGING PER DPS**

Figure 1. **Packaging for DPS Examination**

Item	Packaging
Bullets and cartridge casings	wrap in soft tissue and place in small container
Shot shells (fired)	wrap individually in paper and place in an envelope
Shot pellets	place in a rigid container
Wadding	place in an envelope

Rev

Contaminated clothing	air dry; place loosely in paper bag
Firearms	store in new cardboard container
Marijuana (large amts.)	wrap in paper
Paint chips	place in rigid container
Syringes	DPS will NOT accept syringes

4. **DPS RECOMMENDATIONS FOR BIOLOGICAL ITEMS STORAGE**

Figure 2. **Biological and / or DNA Evidence Storage Methods**

Item	Freeze	Refrigerate	Dry
Body parts and tissue	Freeze bone, tissue, organs, and biological stains with odors for long-term storage	Tissue specimens or body parts dependent upon use	
Sex Crime Evidence kits	All but blood	Blood tubes	
Urine	In approved urine collection container		
Blood (liquid)		Use glass vial or storage tube and refrigerate (gray top tube for alcohol and toxicology tests and purple top tube for DNA or other serological testing.)	
Blood, semen, buccal swabs, and other biological fluid stains			Dry and store at room temperate (climate controlled)

5. **ALL DPS LABORATORY RESULTS** are sent electronically to Records to be entered into RMS and a copy is forwarded to the officer. The officer shall document the lab results in a supplement report.

C. SUBMITTING EVIDENCE – CPD FORENSIC SERVICES/VIDEO

[83.2.7] [83.3.1] [83.3.2]

1. **FORENSIC ANALYSIS:** Properly mark and place into Property items that require analysis by the forensic scientists and latent print examiners. The Property technicians will coordinate the removal and return of evidence from Property.

2. **CONTROL SAMPLES:** Collect materials and substances from known substances (to include: hairs, fibers, fabrics, paint, glass, wood, soil, metal, and tool marks) to submit to the lab for comparison with evidence collected when possible

3. **PACKAGING:** Package separately from other items of evidence all items to be submitted for scientific analysis. Properly package and seal evidence (GO E-13.200). All syringes **MUST** be packaged in a sharps container.

4. **FORMS:** Ensure item numbers on the request form and property receipt match. Use appropriate forms:

a. Lab: Use “Request for Scientific Examination”(PDInfo-Help Articles-Forensic Lab). Submit completed form electronically or print completed form and submit directly to the Lab.
b. Video: Use “Request for Video Analysis” form (CPD Form 4-14)
c. Routing: Attach the original request to the original report. Place a copy of the request in the request basket located in the Forms Room in Field Operations.

5. **PICK UP:** A Forensic Services Section or video production representative will pick up these items at the Property and Evidence facility

Rev

a. A Property and Evidence technician will update the tracking database
b. A paper chain of possession form will be completed and the Forensic Services Section or video production representative will complete the chain of possession in RMS
c. The Forensic Services Section or video production representative will return the items to the Property and Evidence facility when the examination is finished and complete both the chain of possession and the return process in RMS

6. **VIDEO PRODUCTION REPRESENTATIVES** will complete a supplemental report containing their results

7. **FORENSIC SERVICES REPRESENTATIVES** will complete a report in the Laboratory Information Management System (LIMS)
a. Reports are sent electronically through LIMS to RMS and attached to the general offense report
b. The LIMS system notifies the officer results have been completed
c. The officer documents lab results in a supplement report

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-13 PROPERTY & EVIDENCE**	
	Subject **400 Removal, Return, and Release**	Effective: **10/11/21**

Summary This order describes procedures for the removal and return of property from the Property and Evidence Room or the release of property by an employee.

A. PROCEDURES

QueTel Traq Property Management System:

1. **PROPERTY REMOVAL:** Contact the Property and Evidence technician
   a. Sign a property receipt for the received property
   b. Retain a copy of the property receipt
2. **PROPERTY RETURN**
   a. Complete the property receipt and return both property and property receipt to the Property and Evidence technician
   b. If the Property and Evidence technician is not available, place it in storage locker with a signed copy of the property receipt noting the date and time to be relieved of responsibility for item

Versadex Property Section:

1. **PROPERTY REMOVAL:**
   a. Request item(s) from a Property and Evidence technician
   b. Employee receives and verifies acceptance of item(s) in the Versadex Property section using the Evidence/Continuity process
   c. Request a Property Transfer form from the Property and Evidence technician if item(s) is to be left in the custody of another person
   d. Property Transfer form is to be signed by person taking possession of the property. Return the signed form to Property and Evidence.
2. **PROPERTY RETURN**
   a. Give item(s) to a Property and Evidence technician for acceptance into the Versadex Property section and complete the Evidence return process
   b. If the Property and Evidence technician is not available, place item(s) into a Return locker after completing the Evidence Return process in the Versadex Property section

B. PERMANENT REMOVAL

DO NOT permanently release property unless all requirements for release of property contained in the Property and Evidence Unit manual are met

1. **REQUIRE** the person receiving the property to sign and date the property receipt (TRAQ system) when releasing property. In the Versadex system, require the person receiving the property to sign the electronic signature pad or the Property and Evidence Release Form (form 46-46) or a property receipt when releasing the item.
2. **CLAIMED FOUND PROPERTY**

a. **Immediately release** property to true owner claiming property unless it has become evidence and is needed for prosecution

b. **OWNER IS REQUIRED to provide a government-issued photo identification** to claim items. Expired identification will be accepted for one year after expiration date.

3. **UNCLAIMED FOUND PROPERTY:** Dispose of property not claimed within **30 days** of initial entry into the department property/evidence system and the Versadex system in accordance with established procedures

C. RELEASE PER COURT ORDER

[84.1.7]

NOTIFICATION OF COURT-ORDERED RELEASE

1. **THE PROPERTY AND EVIDENCE TECHNICIAN** will immediately notify the appropriate case officer upon receipt. If unavailable, follow the officer's chain of command until notification is made.

2. **THE CASE OFFICER** or other responsible reviewing official will notify the attorney assigned to the case of the receipt of the court order. If unavailable, notify the legal advisor who will decide whether to comply with or appeal the court decision.

3. **LEGAL ADVISOR DECISION**

   a. If the legal advisor decides to **appeal** the order:
      1) He will notify the technician to retain the property until a decision on the motion is received
      2) When the decision is received, the case officer or other responsible official will notify technician who will notify the holder of the court order
   b. If the legal advisor **authorizes release** of property, the case officer or other responsible official will notify the technician
   c. In **all** cases, once the decision to release the property has been made, the Property and Evidence technician will release the property to the holder of the court order expeditiously

D. DEATH CASES

CLASSIFY PERSONAL PROPERTY NOT NEEDED FOR EVIDENCE AS "SAFEKEEPING." Release property to:

1. A superior court appointed executor for the estate or
2. A person who has completed and meets the requirements of the **small estate affidavit** to pick up property for a deceased person, or
3. A person determined by case agent or a legal advisor legally authorized to pick up the property

E. DEPARTMENT USE

[84.1.2][84.1.8]

ONLY PROPERTY DISPOSED OF AS UNCLAIMED OR FORFEITED to the City may be used for department purposes. Exceptions may be authorized in writing by a commander or above after review of the case to ensure the evidentiary value of the item for the case would not be compromised.

F. SUBMITTING OFFICER RESPONSIBILITIES

1. **OBTAIN INFORMATION** from the courts or prosecutor of the case status prior to authorizing release or disposal of evidence items
2. **SUPPLY** Property and Evidence with all necessary information regarding disposition of cases and property not to be retained
3. **MAKE REASONABLE** attempts to identify owner of property in the department's custody
4. **PROVIDE A WRITTEN RECEIPT** containing information on how owner can claim property to anyone they take/receive property form

G. PROPERTY RELEASE

1. **HOURS FOR PROPERTY RELEASE**

   Monday 12:00 pm to 4:30 pm
   Tuesday through Thursday 8:00 AM through 4:30 PM

2. **RELEASES ARE BY APPOINTMENT ONLY** 480-782-4065
   a. Emergency Cases: Contact Property and Evidence supervisor to authorize call out of a technician to release property other than above hours
   b. Owners must present a government-issued photo identification (driver's license, consular identification, passports, visas). Identifications will be accepted up to one year past the expiration of the identification

H. PROPERTY DISPOSITION

1. **PROPERTY DISPOSITION NOTICES (ticklers) REVIEW INCLUDES:**
   a. Check report to determine status (active, suspended, closed)
   b. Check for case disposition from county or city prosecutor
   c. Check CJIS for city court disposition and/or
   d. Check Superior Court website for felony case disposition
2. **GENERAL REVIEW PROCEDURES**

Person/Condition	Response
a. **OFFICERS DECIDE APPROPRIATE DISPOSITION STATUS**	1) **Keep** the items because they are needed for investigation, prosecution, appeal, subject has a warrant or case is suspended and/or statute of limitations are not up 2) **Dispose** per policy. Items of contraband, bio-hazard or of no value will be destroyed. Items listed with the owner as **unknown** will be destroyed or sent to auction. 3) **Release** to another agency 4) **Return** to owner/finder. **Reminder**: Any property taken from a person must be returned to the person or their designee when the case is completed (only exception is RICO or Court ordered forfeited items.) The owner/finder must be identified by the case officer. 5) **Auction or destroy**: Items forfeited through the RICO process or by court order can be sent to auction or destroyed if they have no value

b. **LIGHT DUTY OFFICERS**	**Review** monthly case disposition forms and make a decision for the case disposition using specific criteria determined by Command staff. Homicides, sexual assaults, and child molest cases are sent to the case officer for review.
c. **CITY PROSECUTOR'S OFFICE**	**Notifications specifying items can be disposed** – P&E personnel may dispose of items from misdemeanor cases. **Dispositions not specific** for property disposal must be reviewed by case officer.
d. **ITEMS MARKED AS RETURN TO OWNER/FINDER**	Require the marking officer to provide the owner/finder's name and address. Do not request P&E personnel to determine owner information.
e. **CASES PAST STATUTE OF LIMITATIONS** *Misdemeanors – one year Felony – seven years with some exceptions ARS 13-107 and 13-706*	Dispose of items when case is suspended, charges turned down and past statute of limitations, or case is adjudicated and all appeals are completed.
f. **IMPOUNDED ITEMS from homicides, sexual assaults,** and some child molest cases (class two felonies)	Keep for 99 years and review every 10-25 years

3. **PROPERTY DISPOSITION NOTICES (ticklers) DISTRIBUTION**

Action/Person	TRAQ System Disposal Notices	Versadex RMS Disposal Notices
a. **DISTRIBUTED**	Through the TRAQ email system to the officer on the reoccurring date set by the P&E supervisor	To the officer and immediate supervisor's Case Management/ Workflow inbox on the reoccurring date set by the P&E supervisor (Accessible in the vehicle Mobile Desktop or a computer at any station by logging on to Versadex)
b. **REVIEW**	Review each case **a disposition notice is received and return the completed TRAQ form**	Complete the RMS update process within 30 days of the notices being sent
c. **OFFICERS**	Upon receipt of the police.property@chandleraz.gov email, click reply, mark the appropriate disposal choice, and send the email. **When an officer fails to respond to the TRAQ disposition notice within 30 days,** an advisory email is sent to the officer's supervisor advising of the delinquent response	Complete the review process using the Case Management/ Workflow process as trained by RMS. (Disposal Training PowerPoint can be found on PDINFO.) If not completed within 30 days an email is sent to supervisors advising them of the delinquent response.

d. **SUPERVISORS**	1) **Monitor and ensure** the officer returns the TRAQ disposition notice or responds to advisory email no later than 15 days after being notified of the delinquent response 2) **When no response** to the advisory email for items in TRAQ is received after 30 days, a second email is sent to supervisors and command staff advising them of officers failing to respond to the notice so they can take the appropriate action	1) **Monitor** the **officer's Case Management** files and take action for any Disposal notices in the officer's case management/workflow box not completed within the required time 2) **Lieutenants** monitor Case Management files and provide direction to the supervisor to take corrective action for not completing the disposal review as required

4. **TIMELINESS**

   a. All provisions relating to the use of those items in judicial proceedings must be met before release can occur
   b. Final disposition of property should be accomplished within six months of all legal requirements being satisfied, or as soon as possible by:
      1) Public or on-line auctions, or
      2) Destruction, or
      3) Transfer to the City Treasurer, or
      4) Conversion to department or city use as unclaimed property, or
      5) Release to non-profit charitable programs
      6) Return to lawful owner
   c. Property legally seized as evidence or used in a crime will be released to the person who claims ownership after the provisions of ARS 13-3941 and 13-3942, and the Chandler City Code are met unless items were forfeited by court order (civil forfeiture or as part of the criminal plea or sentencing) or are illegal contraband

5. **LEGAL ADVISORS MAY REVIEW CASES** with seized firearms to authorize their release

   a. **City Code 10-12.2** requires that firearms not be returned immediately under the following conditions:
      1) When return is prohibited by court order
      2) The person is a prohibited possessor pursuant to state or federal law
      3) The owner has been declared incompetent by a court with authority to make such determination
   b. **Property & Evidence personnel** will run a criminal history using FBI NICS or ACIC/NCIC prior to release of a firearm
      1) Any existing criminal history check or NICS must be less than 3 months old
      2) Should there be any questionable activity or history, contact the legal advisor for release authorization

c. **Firearms may** be released to a third party **AS AUTHORIZED by City Code 10-12.2, except** firearms seized pursuant to a court order

d. **Employees seizing firearms will not** tell citizens their firearms may be returned within a specific timeframe, as variables in the system will dictate the timeframe

6. **MEDICAL MARIJUANA RELEASE PROCEDURES.** Due to the conflict between federal and state law, the following will be required prior to any department employee releasing medical marijuana after its seizure:

   a. Medical marijuana seized as evidence of a crime will not be released to the licensed user if convicted of the crime involving the medical marijuana
   b. Medical marijuana seized as safekeeping or originally seized as possible evidence but later determined to be legally possessed medical marijuana, requires a valid court order from the Superior or Federal Court ordering the police department to return the medical marijuana to the licensed patient, caregiver or dispensary agent.
   c. P&E personnel will send the lawful owner/possessor of the medical marijuana a letter advising that due to the conflict between federal and state law, the person must file for a hearing in Superior or Federal Court within 90 days to require the return of the medical marijuana. The person must also provide proof to the police department of such filing, or the seized medical marijuana will be destroyed.

I. DISPOSAL

[84.1.7]

1. **DESTRUCTION/DISPOSAL OF EVIDENCE:** Conducted on a continual basis following a schedule set by the Property and Evidence Supervisor.
   a. Items will be disposed of in accordance with state law and city code with special attention to the following guidelines for biological evidence related to homicide and felony sexual assault cases per ARS 13-4221:
      1) Biological evidence includes a sexual assault forensic examination kit, semen, blood, saliva, hair, skin tissue or other identified biological material
      2) Biological evidence shall be secured for:
         a) The period of time a person who was convicted of a felony sexual offense or homicide remains incarcerated for that offense or until the completion of the person's supervised release
         b) A cold case (homicide or felony sexual offense that remains unsolved for one year or more) fifty-five years or until a person is convicted of the crime and remains incarcerated or under supervised release for that offense
      3) Biological evidence shall be preserved in a condition suitable for deoxyribonucleic acid testing and be made available for deoxyribonucleic testing pursuant to ARS 13-4240
      4) Refer to ARS 13-4221 for additional regulations regarding biological evidence
   b. At least semi-annually, narcotics and biohazard material will be destroyed

2. **TECHNICIANS PREPARE A LIST** of all evidence or property to be destroyed/disposed each month including:

a. All pertinent information relating to each item
b. A full description of the items to be destroyed/disposed, the OR number, item number and serial or other descriptive numbers
c. In case number or item number sequence

Rev

3. **TWO POLICE PERSONNEL, ONE BEING A P&E EMPLOYEE WILL BE PRESENT** or a process including a verifiable continuity trail will be used when guns, drugs, money, or jewelry are destroyed/disposed. The verifiable continuity process includes signatures obtained for the items being destroyed/disposed.

4. **A TECHNICIAN WILL UPDATE** each record system documenting the items destroyed/disposed of after destruction/disposal

5. **MARIJUANA SEIZURES** in excess of five kilos or ten pounds may be destroyed, **except for ten pounds to be used as evidence,** no sooner than seven days after the seizure

   a. Before destruction, the technician will ensure photograph(s) and a report of the seized material is made
   b. At the time of the arrest using the departmental form, the arresting officer will give written notice to any persons arrested for a violation of ARS 13-3405, or his attorney, that such photography will take place and they may be present at such photographing of the seized material
   c. Evidence retained after trial shall be disposed of pursuant to the Rules of Criminal Procedure, Rule 28
   d. The case officer must approve of disposal
   e. Live marijuana plants seized from grow operations will be secured and dried in the lockable drying cages located at the P&E building (in the Narcotic room) prior to packaging and impounding. The officer/detective is responsible for packaging, weighing and turning in the dried items to P&E personnel for impounding.
   f. The officer/detective impounding the marijuana is responsible for:
      1) Preparing the plants for drying
      2) Preparing a property receipt for all items left in the drying cage, leaving the receipt in the cage
      3) Securing the cage with a lock and keeping the key until evidence is ready to be turned over to P&E personnel to store. All spare keys to lock will be secured with PSS.

6. **DISPOSAL INFORMATION** for each item will be updated in the electronic record system to identify the item's disposal method. Retain the paper disposal list used for the process for three years.

J. SEIZURE AND DISPOSAL OF PROPERTY PURSUANT TO CIVIL COURT ORDERS

1. **SEIZURE**
   a. A sworn officer will seize all property for Chandler Police Department as a result of a civil proceeding or court order and impound it using the RMS system
   b. The technician will assign a control number for each item and document the location and person assigned custody of the property

2. **DISPOSE OF** all seized property in accordance with city rules, either by destruction or sale following its usefulness to the department

3. **FUNDS** from the sale of seized items will be deposited and documented in departmental accounts following city rules and regulations

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-14 TELESERVE PROGRAM**	
	Subject **100 Procedures**	Effective **06/29/19**

Summary:

[81.2.14]

This order provides guidelines for alternative police responses to calls for service involving a light duty officer/police investigative specialist responding to non-emergency telephone inquiries and taking selected offense reports via the telephone or in person at the police reception counter.

A. ASSIGNMENT

Police investigative specialist/officer positions are primarily staffed Monday through Friday 0600-1600. They may be assigned other hours based on staffing requirements. The majority of calls for service occur using the following guidelines:

1. **FIELD OPERATIONS light duty** officers will primarily staff the program. Police investigative specialist may take calls when not assigned other assignments.

Rev

2. **THE POLICE OPERATIONS SUPPORT SUPERVISOR** oversees the teleserve program and assigned personnel

3. **LIGHT DUTY OFFICERS** report to their currently assigned precinct. They may be temporarily assigned at the discretion of the Field Operations commander

B. DUTIES

1. **PRIMARY RESPONSIBILITY**

   a. To receive non-emergency calls for service and write reports which meet the established criteria
   b. Take reports which meet the established criteria when on duty. If no light duty officer or police investigative specialist is on duty, Communications will assign the call to a beat officer.

2. **ADDITIONAL RESPONSIBILITIES**: Respond to citizens' inquiries at reception desk or by telephone

C. REPORT CRITERIA

INCLUDES ONE OR MORE OF THE FOLLOWING:

1. The offense is not in progress
2. There are no known suspects
3. There is suspect information, but the suspect is not at or near the scene and the suspect information does not make the suspect readily identifiable
4. The complainant is satisfied filing a teleserve report and accepting police services over the telephone
5. Any follow-up investigation may be reasonably handled by the police investigative specialist or assigned to a beat officer
6. There is no imminent danger of injury occurring
7. The incident has not just occurred or rapid response by field personnel would not be advantageous

8. There is no significant physical evidence at the scene. Ask clarifying questions if necessary.
9. If a crime scene unit is needed, the police investigative specialist / light duty officer may take the report over the telephone and have a crime scene unit accomplish the ID work at a later time

D. INCLUDED OFFENSES

1. **ASSIGNED CALLS INCLUDE:**

   a. Thefts - Petty and grand theft, excluding purse snatching and shoplifting
   b. Simple assault - minor or no injuries; suspect not at the scene and the suspect information does not make the suspect readily identifiable
   c. Bicycle thefts
   d. Criminal damage
   e. Lost property
   f. Missing persons (when reporting party does not request an officer to respond)
   g. Indecent exposure - victim left the scene; suspect left the scene and the suspect information does not make the suspect readily identifiable
   h. Civil matters not requiring officer standby
   i. Delayed accident reports when all parties have left the scene
   j. Incident/Information reports
   k. Supplemental reports and supplemental follow-up where victim has additional information
   l. All other self-initiated follow-up investigations
   m. Calls for service not requiring officer response, and other calls designated by the light duty officer/police investigative specialist to be priority four calls
   n. Frauds
   o. Burglary from vehicle
   p. Supplemental information regarding stolen vehicles, including recovery by another agency
   q. When directed by an on duty sergeant

2. **EXCLUDED OFFENSES:**

   a. Persons Crimes – robbery, assaults, sex crimes (exception indecent exposure as outlined above)
   b. Crimes involving injuries that require medical attention or a paramedic response to the scene
   c. Offenses involving domestic violence
   d. Telephone violations involving threats, harassment, obscene call, etc.
   e. Violations of orders of protection and injunctions against harassment
   f. Original auto theft reports unless the victim arrives in the lobby

F. INVESTIGATION QUALITY

The fact that the police investigative specialist/light duty officer is handling the report and possible subsequent investigation does not in any way negate the officer's or department's responsibility and desire to complete a thorough investigation

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-15 FORENSIC SERVICES SECTION**	
	Subject **100 Operations**	Effective **10/23/15**

SUMMARY

[82.1.1]

The policy describes the organization of and the services provided by the Forensic Services Section (FSS).

A. RESPONSIBILITIES

[33.6.1]

THE FORENSIC SERVICES SECTION provides the following services for the Police Department:

1. **COLLECTING AND PROCESSING CRIME SCENE EVIDENCE** according to methods and procedures in compliance with department standards and generally accepted Forensic Crime Scene Response community standards

2. **MAINTAINING AND OPERATING THE 10-PRINT FUNCTIONS** of the Automated Fingerprint Identification System (AFIS)

3. **ANALYZING AND PROCESSING** physical evidence

4. **PREPARING REPORTS** for all completed examinations

B. SECURITY

[82.1.1]

1. **THE SECTION WILL REMAIN LOCKED** at all times with section personnel escorting all guests in the laboratory

2. **ACCESS TO SECTION AREAS** is restricted to section personnel and executive staff

C. CRIME SCENE MANAGEMENT

[83.1.1][83.2.6]

1. **THE ON-DUTY CRIME SCENE TECHNICIAN MAY BE CALLED** to crime scenes to process evidence following acceptable laboratory procedures under the direction of the investigating officer at the scene

    a. Officers will direct the identification and collection of evidence and document the collection of evidence in their reports
    b. The case officer will not direct the technical work of the crime scene technician
    c. If there is a disagreement between the case officer and the crime scene technician on how to process the scene, contact the Crime Scene supervisor or Forensic Services Section manager to resolve the dispute

2. **THE REQUESTING OFFICER SHOULD ESCORT** the crime scene technician responding to process the scene

a. **If the officer leaves the scene** prior to the crime scene technician completing duties on scene, the officer will notify the crime scene technician of the circumstances surrounding the scene and the crime scene technician will have discretion regarding leaving or remaining at the scene until an officer is available
b. **DO NOT LEAVE** a crime scene technician alone with **a suspect**

3. **MEMBERS OF THE FORENSIC SERVICES SECTION** may be called in to work under the following guidelines with the approval of the unit supervisor or manager or their designee:

   a. To maintain minimum staffing (24-hour on-duty crime scene technician)
   b. To assist with major crime scenes
   c. To assist with high call loads
   d. To attend court
   e. To perform other duties as assigned

D. REQUEST FOR SERVICE

[83.2.6]

1. **NORMAL SCENE REQUESTS** are made through Communications

Rev

2. **ALL REQUESTS TO CALL IN CRIME SCENE UNIT PERSONNEL** will be made through the Crime Scene supervisor or their designee

3. **APPROVED FORMS REQUIRED:** Only requests for scientific services on the approved scientific examination request form will be accepted

4. **FORENSIC EXAMINATION REPORT REQUIRED:** A crime scene technician shall complete a forensic examination report any time the crime scene technician responds to the scene and performs crime scene technician duties

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-16 PLANNED SPECIAL EVENTS**	
	Subject **100 Procedures**	Effective: **01/03/17**

Low Frequency/High Severity

Summary

[46.2.1]

This policy governs planning and approval protocol for special events / operations held in the City of Chandler. The Planned Special Event form is located at form location: **F:\POLICE\POLICE\SHARE\opsplan\OPSPLAN.**

A. POLICY

Planned special events/operations requiring Chandler Police Department sworn personnel will be committed to a detailed operations plan, including consideration for training needs and community impact

1. **THE OPERATIONS PLAN REQUIRES** written approval by the proper chain of command

2. **ANY MAJOR CHANGE TO THE ORIGINAL OPERATIONS PLAN** requires additional approval prior putting the modification into effect

B. DEFINITIONS

1. PLANNED SPECIAL EVENT/OPERATION: Any special event/operation that is known in advance, not requiring immediate police action, which requires an operations plan and written approval

2. SPECIAL EVENT: Any event approved by the City's Special Events Committee requiring sworn officers and the full-time commitment of a supervisor

3. SPECIAL OPERATION:

a. Any police operation requiring a substantial commitment of manpower, resources, funds, or time, or where a large number of arrests may be anticipated
b. Any police operation requiring the suspension or modification of any City or departmental rule, policy, or procedure
c. Any police operation that by its inherent nature may come under close scrutiny by the public we serve

C. ADMINISTRATION

1. **COMMAND** designates a single person or position as supervisor / coordinator

2. **THE SUPERVISOR / COORDINATOR:**

a. Completes a department operations plan with all pertinent forms and attachments completed
b. Forwards the plan through the appropriate chain of command for review and approval

D. OPERATIONS PLAN

[46.2.7]

Following are the seven features of the operations plan

1. **APPROVAL FORM** (Required for initial approval): Ensures appropriate approval has been obtained and alerts reviewers that the plan:

   a. Has not been undertaken previously
   b. Requires the suspension or modification of City or departmental rules, policies, or procedures
   c. Conforms to all City and departmental rules, policies, and procedures
   d. Is hosted by another agency
   e. May warrant community notification
   f. Requires pre-operational training

2. **PLANNING FORM** (Required for initial approval): Describes the need for the operation, mission of operation, command structure, actual plan, and other related issues including:

   a. Written estimate of traffic, crowd control, and crime problems expected
   b. Contingency plan for traffic direction and control
   c. Communications
   d. Use of Force or, if needed, SWAT
   e. Pursuits
   f. Emergency Medical
   g. Logistical requirements
   h. Arrest estimates, prisoner transportation, bookings
   i. Coordination inside and outside the department
   j. Citizen complaints
   k. Pertinent policies, rules, and procedures
   l. Pre-operational training
   m. Handouts
   n. Attachments, e.g., parade permits, liquor licenses
   o. Estimated expenses

Rev

3. **STAFFING FORM:**
   a. Span of Control
      1) No more than seven employees per supervisor to ensure adequate span of control
      2) If two or more squads are on duty at the same time, an on-duty commander must be readily available
   b. Additional information
      1) Date, time, and location of briefing
      2) Employee hours to be worked
      3) Squad's commander, sergeant, and personnel names
      4) Description of assignments

4. **BRIEFING/DEBRIEFING FORM**

   a. Provides a check-off list for the person giving the briefing to ensure that all necessary information has been passed on to those working the operation
   b. Documents briefing training and handouts provided

c. Documents debriefing comments and/or unusual events which occurred during the squad(s)' assigned hours of duty

5. **BRIEFING RECORD FORM**

   a. Documents briefing attendance
   b. Identifies chain of command, call signs, pager, and phone numbers
   c. Provided to each employee prior to leaving briefing

6. **POST REVIEW FORM:** Documents at minimum the hours expended on the operation, associated expenses, results, problems encountered, and suggestions for future, similar events/operations

7. **OPERATION CHANGE REQUEST FORM**

   a. Ensures the notification and approval of any major new activity or initiative deviating from the original, approved operations plan
   b. Do not make significant changes without approval except in emergency situations
   c. The highest-ranking supervisor or commander in charge will immediately notify the Chief of Police or designee of emergency deviations

E. APPROVAL PROTOCOL

1. **NEW EVENT**

   a. Chief of Police will forward a copy of the Approval and Planning Forms to the City Attorney for review and written approval
   b. If the operation by its inherent nature could possibly come under close scrutiny by the public, the Chief will contact the City Manager for his written approval

2. **EVENT REQUIRES A SUSPENSION / MODIFICATION OF** City and / or Police Department rule, policy, or procedure: The Chief of Police will forward a copy of the Approval and Planning Forms to the City Attorney for review and written approval

3. **IF EVENT WAS UNDERTAKEN PREVIOUSLY and** no suspension or modification of City or departmental rules, policies, or procedures is required, forward the Approval and Planning Forms to the Chief of Police for review and written approval

4. **OTHER AGENCY HOST**

   a. The Chief of Police will forward a copy of the Approval Form and the copy of the hosting agency's operational plan to the City Attorney for review and written approval
   b. If the planned special event/operation by its inherent nature could possibly come under close scrutiny by the public, forward a copy of the Approval Form, along with the copy of the hosting agency's operational plan, to the City Manager for review and written approval

F. POST REVIEW

1. **THE INITIATOR** of the planned special event/operation will complete the Post Review Form and submit it along with all other required forms to the appropriate cost center manager

2. **THE COST CENTER MANAGER** will forward the approved form to the Chief of Police

3. **THE CHIEF OF POLICE** will review the documents and forward a copy to the City Manager, if appropriate

4. **CHIEF'S MANAGEMENT ASSISTANT** will maintain a file of original operations plans and all associated documents

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-17 IMMIGRATION ENFORCEMENT/ FOREIGN NATIONALS**	
	Subject **100 Procedures**	Effective **05/04/16**

Low Frequency/High Severity

SUMMARY:
[1.1.4] [1.2.5]

This policy establishes procedures for the management of undocumented foreign nationals (UFN) that come in contact with Chandler Police Department enforcement officers.

A. POLICY

The Chandler Police Department recognizes and values the diversity of the community it serves. In 1996, the United States Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act, 8 U.S.C. 1101, *et. seq* (IIRIRA). IIRIRA made many changes to immigration laws including adding immigration consequences to certain crimes and requiring mandatory detention of UFNs convicted of certain crimes. IIRIRA also addressed the relationship between the federal government and local governments by permitting certain designated officers to perform immigration law enforcement functions provided they receive the appropriate training and agree to function under the supervision of officers from Immigration and Customs Enforcement (ICE) to identify, process, and when appropriate, detain UFNs they encounter during their regular, daily law-enforcement activity.

The Chandler Police Department is committed to partnering with federal agencies and others to the extent allowable under federal, state and local laws to address criminal activity within our community. This practice is consistent with our duty to ensure the safety and well-being of all persons, regardless of their immigration status. This policy will not limit or restrict the enforcement of federal immigration laws to less than the full extent permitted by federal law.

In enforcing the laws, officers may legally stop, detain or arrest anyone when reasonable suspicion or probable cause exists that a crime has occurred. Officers, however, shall not engage in bias-based profiling, also referred to as “racial profiling” (See GO A-09), when conducting stops, detentions, or arrests of any subject.

Officers should be aware that the enforcement of state and federal laws related to immigration is a complex effort requiring the cooperation of multiple agencies and the consideration of multiple facts and circumstances. Officers are encouraged to contact supervisors when necessary. If at any time, in the sound judgment of an officer, the officer believes that deviation from this policy is appropriate, the officer should contact a supervisor.

B. PURPOSE

The purpose of this policy is to provide guidelines for the management of investigations into issues related to immigration enforcement.

Rev

C. GENERAL INFORMATION

Arizona passed comprehensive immigration legislation in 2010, commonly referred to as SB 1070. Since that time, many of the laws have been enjoined or declared to be unconstitutional by federal courts making them

unenforceable. The following is a list of Arizona Laws addressing immigration enforcement as well as their current status:

1. **ARS 11-1051(B)** "Cooperation and assistance in enforcement of the immigration laws; indemnification" - **valid**
2. **ARS 13-1307** "Sex trafficking; classification; definitions" - **valid**
3. **ARS 13-1308** "Trafficking of persons for forced labor or services; classification; definitions" – **valid**
4. **ARS 13-1509** "Willful failure to complete or carry an alien registration document" – **enjoined/unenforceable** – Arizona v. US, US Supreme Court, June 2012
5. **A.R.S. 13-2008(A) –** "Taking the identity of another with "the intent to obtain or continue employment" – **enforceable** and if investigation shows suspect is in US illegally, refer to ICE – Puente Arizona v. Arpaio, 9th Cir., May 2016
6. **ARS 13-2009(A)(3) "**Aggravated taking the identity of another" – **enforceable** and if investigation shows suspect is in US illegally, refer to ICE – Puente Arizona v. Arpaio, Dist. Court of AZ, 9th Cir., May 2016
7. **ARS 13-2928 (A, B, & C)** "Unlawful stopping to hire and pick up passengers for work ; unlawful application, solicitation or employment" – **enjoined/unenforceable** – Arizona v. US, US Supreme Court, June 2012, Valle del Sol v. Whiting, Ninth Circuit, March 2013
8. **ARS 13-2929** "Unlawful transporting, moving, concealing, harboring or shielding of unlawful aliens; vehicle impoundment; exception; classification" **Enjoined/unenforceable** - Valle del Sol v. Whiting, Ninth Circuit, October 2013
9. **ARS 13-2317** "Money laundering; classifications; definitions."
10. **ARS 13-2319** "Smuggling; classifications; definitions" – **valid but not if conspiring to smuggle oneself** – We Are America v. Maricopa County Bd. Of Supervisors, Ninth Circuit, September 2013
11. **ARS 13-2322** "Unlawful transactions involving drop house properties, classifications; definitions."
12. **ARS 28-3511(A)(1)(d)** "Removal and immobilization or impound of vehicle used In furtherance of the illegal presence of an alien in the United States" – based on court finding ARS 13-2929 invalid, **this statute should not be used as basis for impound.**
13. **ARS 13-3883(A)(5)** "Arrest of person who has committed any public offense that makes the person removable from the United States" – **enjoined/unenforceable** – Arizona v. US, US Supreme Court, June 2012

D. DEFINITIONS

Bias-Based Profiling	Selecting a person or persons for enforcement action based on a common trait of the group; this includes, but is not limited to race, ethnic background, cultural group, religion, national origin, gender, age, sexual orientation, or economic status; this includes "racial profiling"
Certified 287(G) Officer	State or local officer trained, certified and authorized by the federal government to enforce all aspects of federal immigration law
Consensual Contact	Voluntary interaction with a person where a reasonable person would clearly understand they are free to leave or decline the officer's request
ICE/CBP/287(G)	Immigrations and Customs Enforcement, Customs and Border Protection or a 287(g) certified officer
Presumptive Identifications **(For Persons**	A person is presumed not to be an illegal alien who is unlawfully present in the United States if the person provides to a law enforcement officer or agency any of the following: • A valid Arizona Driver's License

Lawfully Stopped Or Detained / Not Under Arrest)	• A valid Arizona non-operating Identification License • A valid Tribal Enrollment Card or other form of tribal identification • If the entity requires proof of legal presence in the United States before issuance; any valid United States federal, state, or local government issued identification
Probable Cause To Arrest	Facts and circumstances, and any rational inferences therefore, that would lead a reasonable and prudent police officer to believe a crime has been or is being committed, and the subject to be arrested committed the crime; an officer may arrest based on probable cause
Racial Profiling	The reliance on race, skin color, and/or ethnicity as an indication of criminality, including reasonable suspicion or probable cause, except when part of a suspect description
Reasonable Suspicion	Facts and circumstances, and any rational inferences therefore, that would lead a reasonable and prudent police officer to believe crime is/was afoot (has been, is being, or is about to be committed); the officer need not know the exact nature of the crime; an officer may stop or detain a person based on reasonable suspicion but may not arrest or search
Stop	A temporary detention of a person for investigation (a temporary detention is considered a seizure of a person and is, therefore, governed by the Fourth Amendment); a stop occurs when a reasonable person under the circumstances would believe that he/she is not free to go; a stop must be based on at least reasonable suspicion; a person is stopped when such person submits to a show of authority or physical force.

E. CONSENSUAL CONTACTS

1. **STATE LAWS RELATED TO IMMIGRATION ENFORCEMENT** neither expand nor limit an officer's ability to approach a person and engage that person in a voluntary conversation. During that conversation, the officer may inquire about any subject matter. The person contacted does not have to answer questions or produce any identification, but may choose to do so voluntarily. Officers do not have the authority to demand that a person "show their papers." If during the contact, the officer develops reasonable suspicion that the person has committed, is committing or is about to commit a crime, then the officer should proceed as directed in Section F below.
2. **OFFICERS SHOULD EXERCISE DISCRETION** in making immigration status inquiries during consensual contacts or with victims and witnesses of crime. In order to avoid perceptions of bias based policing (including racial profiling) during consensual contacts, officers should be consistent in asking persons for their identification.
3. **IN NO EVENT SHALL RACE, COLOR OR NATIONAL ORIGIN** play any role in an officer's decision to inquire about immigration status in consensual encounters.

F. PERSONS LAWFULLY STOPPED OR DETAINED

1. **IF, DURING THE COURSE OF A LAWFUL STOP OR DETENTION** of a person ("detainee"), an officer subsequently develops reasonable suspicion to believe a detainee is an alien and is unlawfully present in the U.S., the officer shall make a reasonable attempt to determine the immigration status of the detainee with either ICE/CBP. There are three exceptions to this requirement:
   a. **When it is not practicable**

In determining whether it is practicable, officers should consider things such as workload, criticality of incident and of other present duties, available personnel on scene, location, available back up, ability to contact ICE/CBP and availability of ICE/CBP

b. **When the determination may hinder or obstruct an investigation**

The officer should consider when or whether to investigate immigration status in light of the need for suspect, victim and witness cooperation in an investigation (this consideration is not necessarily limited to the investigation for which you have detained the person). For example, complex investigations of money laundering, human trafficking and drug smuggling may require significant cooperation of those involved.

New

c. **When contact with ICE/CBP extends the length of detention**
When the purpose of the original stop/detention has been completed, absent other facts that support reasonable suspicion of another crime, officers shall not extend the length of detention merely to determine immigration status.

2. **IN ESTABLISHING WHETHER THERE IS REASONABLE SUSPICION** to believe a person is an alien and unlawfully present in the U.S., an officer shall not consider the detainee's race, color or national origin, except to the extent that an officer may ask about a person's citizenship

3. **IF THE DETAINEE PRESENTS ONE OF THE FOLLOWING TYPES OF IDENTIFICATION**, it is presumed that the detainee is lawfully present in the U.S. No further investigation into the person's status is necessary, unless there are additional facts that cast doubt on the person's lawful presence.

   a. A valid Arizona driver license
   b. A valid Arizona non-operating identification license
   c. A valid tribal enrollment card or other form of tribal identification
   d. If the entity requires proof of legal presence in the U.S. before issuance, any valid U.S. federal, state or local government issued identification

4. **IF THE DETAINEE DOES NOT PRESENT PRESUMPTIVE IDENTIFICATION,** then based on articulable facts and circumstances the officer shall determine whether reasonable suspicion exists that the person is an alien and here unlawfully. If reasonable suspicion exists to believe the person is unlawfully present, the officer shall make a reasonable attempt to determine the person's immigration status. In determining whether reasonable suspicion of unlawful presence exists, officers should consider all relevant factors, including, among others:

   a. Lack of or false identification (if otherwise required by law)
   b. Possession of foreign identification
   c. Flight and/or preparation for flight; engaging in evasive maneuvers, in vehicle, on foot, etc.
   d. Voluntary statements by the person regarding their citizenship or lawful presence
   Note If the person is in custody for purposes of *Miranda*, s/he may not be questioned about immigration status until after the reading and waiver of *Miranda* rights
   e. Foreign vehicle registration
   f. Counter-surveillance or lookout activity
   g. In company of other unlawfully present aliens

h. Location, including for example
   1) A place where unlawfully present aliens are known to congregate looking for work
   2) A location known for human smuggling or known smuggling routes
i. Traveling in tandem
j. Vehicle is overcrowded or rides heavily
k. Passengers in vehicle attempt to hide or avoid detection
l. Prior information about the person
m. Inability to provide their residential address
n. Claim of not knowing others in same vehicle or at same location
o. Providing inconsistent or illogical information
p. Dress (dress has been recognized by the courts as a valid factor, but in practice is very difficult to articulate – Example: layered clothing)
q. Demeanor – for example, unusual or unexplained nervousness, erratic behavior, refusal to make eye contact
r. Significant difficulty speaking English

The "building blocks" of reasonable suspicion may include, but not be limited to; the examples listed above and should be considered in the totality of the circumstances.

5. **WHEN REASONABLE SUSPICION EXISTS TO BELIEVE A DETAINEE IS AN ALIEN** and present in the U.S. unlawfully but there are no state or local criminal violations, the officer shall not detain the person further. Once the purpose of the original stop/detention has been completed, absent other facts that support reasonable suspicion of another crime, officers shall not extend the length of detention merely to determine immigration status. The officer may attempt to contact ICE/CBP after the person is released by submitting the ICE Referral form.

Rev

a. If the officer is unable to make contact or to determine the person's immigration status with ICE/CBP after reasonable attempts, then the officer shall release the detainee after filling out the ICE Referral form. The form shall be submitted through Police Records to ICE.
   NOTE: Once the purpose of the original stop/detention has been completed, absent other facts that support reasonable suspicion of another crime, officers shall not extend the length of detention merely to determine immigration status
b. If ICE/CBP advises the officer that there are federal **criminal charges** against the detainee, then the officer shall determine whether ICE/CBP will respond to take the person into custody or whether the officer should arrest the detainee and transport to jail
c. If ICE/CBP advises the officer that the detainee only has federal **civil charges**, then the officer shall ask whether ICE/CBP will respond. The detainee may not be detained any longer than necessary to complete the officer's initial reason for the stop or detention (e.g., traffic violation) unless the officer has developed reasonable suspicion to detain further to investigate other violations.

   The officer shall not extend the detention to wait for ICE/CBP to respond. If the officer obtained relevant information during the lawful stop, the officer shall fill out an ICE Referral form. The officer shall not transport the person, without the person's consent, based solely upon a federal civil violation. The ICE form shall be submitted through Police Records.

G. ARRESTS

(INCLUDING CITE & RELEASE OR LONG FORM)

1. **ALL ARRESTED PERSONS, INCLUDING JUVENILES, SHALL HAVE THEIR IMMIGRATION STATUS VERIFIED** by ICE/CBP prior to the arrestee being released through the ICE Law Enforcement Support Center at [redacted]

   Presentation by the arrestee of presumptive identification and/or agency identification processes meets this requirement. Document in the ICE Referral form the fact that verification was made and by whom.

2. **ALL ARRESTEES WHO ARE GOING TO BE BOOKED** will have the verification of immigration status required above done by jail personnel

3. **FOR ALL ARRESTEES NOT BEING BOOKED** (e.g., Cite & Release or Long Form) who do not present presumptive I.D., the arresting officer/employee will call or otherwise contact (communications, computer, etc.) ICE/CBP to verify the arrestee's immigration status

   Rev

   a. If ICE/CBP does not respond or is unable to verify immigration status by the time the reason for the stop is completed, then the officer will proceed to handle the arrestee according to agency policy, which may result in the issuance of a citation for the original non-immigration charge and the release of the arrestee. The officer will document the attempt by listing the agency name, phone number and time the attempt was made.
   b. If ICE/CBP responds timely and verifies that the person has federal civil or criminal charges, then the officer will transport the arrestee to jail for booking on the original state and/or local charges. The arrestee will not be cited and released. The officer will ensure a "hold" is placed on the arrestee for ICE or other appropriate federal agency on the federal civil or criminal charges. In addition to the original OR, an OR titled "Possible Federal Immigration Violation" will be completed. Officers will include the following information in the departmental report:

      1) Subject's name and personal information
      2) Time, place, and reason for contacting the subject
      3) The agency contacted (ICE/CBP)
      4) The type of contact made (phone call, radio, etc.)
      5) Name and serial number of the person who verified the person's immigration status
      6) The phone number and time the information was verified
      7) If applicable, the articulable facts establishing voluntary consent or reasonable suspicion, including consent to be transported to ICE
      8) If applicable, the name and serial number of ICE agent who took custody of the person

4. **AS REQUIRED BY ARIZONA LAW**, all arrested persons who are to be booked into jail shall be asked the following questions, with the answers documented in the departmental report:

   a. What is your country of citizenship?
   b. Where were you born?

1) If other than the United States, officers may not ask incriminating follow-up questions unless Miranda has been read and a valid waiver obtained
2) **Officers must comply with agency policies regarding consular notification for persons who self-identify as being foreign citizens**

c. If Miranda has been read and a valid waiver obtained, officers should ask the following questions with the answers documented in the report:
   1) Are you in the United States legally?
   2) Do you have any registration documents or other proof of lawful presence?

5. **THE COUNTY WILL HANDLE VERIFICATION** for all prisoners booked at the county jail

6. Arrests that result in booking a suspect, or referring a juvenile, will be processed in accordance with applicable department policies

7. The officer should take into consideration the following factors in determining whether to cite and release or arrest:
   a) Ties to the community, including family ties and relationships, and length of residence
   b) Prior criminal activity
   c) Any other facts bearing on the risk of nonappearance or danger to the public

H. WHEN CONTACTING I.C.E.OR C.B.P.

When an officer contacts ICE/CBP to verify whether a person is an alien and unlawfully present in the U.S., and ICE/CBP advises that the person is unlawfully present, the officer shall ask whether:

1. There is any record that the person has ever completed an alien registration document
2. The person has any other authorization from the federal government to remain in the U.S
3. If the person has no alien registration documents or other proof of lawful presence, or there is no record that the person has ever registered
4. Once verification of immigration status is completed, the person is eligible to be released, subject to other legal requirements (such as signing a citation in lieu of detention)
5. The fact that an ICE/CBP cannot verify a person's status does not mean a person is unlawfully present in the United States and is not, by itself, basis for enforcement action

I. DETENTION AND REMOVAL ORDER (DRO) HOLD
(USUALLY AN NCIC HIT)

The Detention and Removal Office is a unit of ICE that has the responsibility of detaining and transporting undocumented persons apprehended by ICE, Customs and Border Protection (CPB) and local law enforcement.

Once a person has been identified as being in the United States unlawfully, ICE issues a DRO hold, which can be for criminal or civil violations.

1. **THIS HOLD IS SIMILAR TO A WARRANT** notification when a person's information is run through NCIC

2. **IF AN OFFICER RECEIVES A DRO NOTIFICATION**:
   a. **Call the telephone number** on the DRO hit to determine whether the DRO hold is criminal or civil
   b. **The subject may** be detained for the length of time it takes to determine whether the DRO hold is criminal or civil

3. **WITHOUT THE PERSON'S CONSENT,** officers will not transport for civil violations or continue to detain if the only violation is a civil DRO hold

J. DRO - CRIMINAL HOLD

1. **BOOK THE SUBJECT** into the county jail on the criminal DRO hold if ICE cannot respond to the scene of the detention

2. **COMPLETE A REPORT ENTITLED "Possible Federal Immigration Violation"** containing all relevant information for:
   a. All arrests and transports to ICE on a criminal DRO hold
   b. Criminal violations of a federal immigration law

K. DRO - CIVIL HOLD

Arizona law authorizes police officers to enforce provisions of the criminal law. The authorization is limited to criminal violations and does not include civil. Therefore, officers shall not transport for civil violations or continue to detain if the only violation is a civil DRO hold. If the officers develop information that the suspect is in the United States unlawfully, the information shall be detailed in the ICE Referral form and forwarded to Police Records.

1. **THE ICE REFERRAL FORM** shall be routed to ICE by Police Records
2. **ONCE THE ICE REFERRAL FORM** has been completed, the subject shall be released, if there are no criminal violations

L. NCIC ICE IMMIGRATION VIOLATOR FILE

ICE keeps a record of aliens who have been convicted of a felony crime in the United States and have since been deported to their country of citizenship. This record is known as the Deported Felon File, which is located in the NCIC Immigration Violator File.

1. The Immigration Violator File contains the following additional categories:
   a. **The ICE Absconder category:** Contains the records for individuals with an outstanding administrative warrant of removal from the United States who have unlawfully remained in the United States
   b. **The ICE National Security Entry/Exit Registration System (NSEERS) category**: Contains the records for individuals whom the Department of Homeland Security (DHS) and ICE have determined have violated registration requirements for entry into the United States

1) ICE enters this information into the NCIC Immigration Violator File
2) **DO NOT TAKE ENFORCEMENT ACTION on Administrative Warrants or NSEERS hits;** these are civil or other non-criminal federal matters
3) The NCIC query results will advise whether the information displayed is an Administrative Warrant hit or a Deported Felon File notification

2. If an officer runs a person who is the subject of a Deported Felon File notification, and there are no local charges, do the following:
   a. Verify through physical description (scars, marks, tattoos, etc.), admission, or other available information, that the person on the notification is the same person
   b. Contact the ICE Law Enforcement Service Center in Vermont through the communications dispatcher or call directly using the phone number listed for immediate notification confirmation
   b. Positively identify the subject through LiveScan, or fingerprint the individual and fax the fingerprints to ICE once the hit has been confirmed
   d. May contact the ICE Law Enforcement Agency Response (LEAR) Unit (or other local ICE office) for pick-up and disposition of the subject after the subject has been positively identified
   e. Transport the subject to the ICE Detention and Removal Office after verification

   ****Call the LEAR Unit before transporting a subject****

3. Officers will complete the ICE Referral form with the following information:
   a. Subject's name and personal information
   b. Time, place and reason for contacting the subject
   c. Whether or not the LEAR Unit picked up the subject or if the subject was transported to the ICE center
   d. Name and badge number of ICE agent that took custody of subject

4. If there are local charges along with a Deported Felon notification, there is no need to contact ICE. Follow normal booking procedures.

M. ICE CONTACT FOR DROP HOUSES, HUMAN SMUGGLING AND LOAD VEHICLES

When contact with ICE is deemed necessary, the following steps **shall** be taken:

1. **A PATROL SUPERVISOR SHALL:**
   a. Be contacted and provided a detailed account of ICE contact for drop houses, human smuggling and load vehicles
   b. Review the circumstances and decide if the incident warrants a response from ICE or if the incident requires notification of another investigatory detail supervisor
   c. Document each reported incident along with the response by ICE
2. **OFFICERS SHALL COOPERATE** with ICE agents in ICE law enforcement activities consistent with the mandates of Chandler Police Department policy

3. **OFFICERS MAY TRANSPORT ICE** prisoners at the request of an on-call ICE agent and with the approval of an on-duty supervisor when they come in contact with undocumented persons in regard to a smuggling operation/drop house or a load vehicle
4. **THE DUTY SERGEANT** or the affected commander and the duty PIO **shall** be notified as soon as possible for on scene assistance by ICE or other high profile incidents involving undocumented persons

N. COMMUNITY AND VICTIM SERVICES

Officers may contact Communications or Victim Services for information on community services for those in need of such services

O. U-VISA CERTIFICATION FORMS

The Victims of Trafficking and Violence Prevention Act (VTVPA) of 2000 encourages victims to report crimes and contribute to criminal investigations and prosecutions regardless of immigration status as well as supports law enforcement efforts to investigate and prosecute crimes committed against immigrant victims. The U-Visa provides eligible victims with nonimmigrant status to temporarily remain in the United States while assisting law enforcement. (U-Visa Law Enforcement Certification Resource Guide)

U-Visas are available through United States Citizenship and Immigration Services for undocumented foreign nationals who are current or former victims, witnesses, or affected family who are assisting or have assisted officials in the criminal justice system investigate or prosecute criminal activity

Note: An agency's decision to provide a certification is entirely discretionary; the agency is under no legal obligation to complete a Form I-918 Supplement B for any undocumented foreign national.

1. **VICTIMS INQUIRING ABOUT APPLYING FOR U-VISA OR REQUESTING** assistance with completing an application should be directed to the Victims Services Unit (X4535)

2. **ALL REQUESTS FOR U NONIMMIGRANT STATUS CERTIFICATION (USCIS) FORM I-918 SUPPLEMENT B (I-918B) SHALL** be forwarded to the Criminal Investigations Bureau (CIB) Persons Crimes Section Lieutenant for review and coordination in processing the request
3. **THE LIEUTENANT WILL:**
   a. Log the request and coordinate with the investigating officers, the affected prosecuting agency and Victim Services in making the determination to recommend and forward the form I-918B to the CIB commander
   b. Refer to instructions for the form provided by Department of Homeland Security when making this determination
   c. Consider forwarding completed request to the CIB commander for review if applicant:
      1) Is a victim of a qualifying criminal activity as outlined in form I-918B and the criminal activity is being investigated
      2) Possesses information concerning qualifying criminal activity that would assist in the investigation or prosecution
      3) Is helpful and assisting with the investigation or prosecution

d. Consult with the affected prosecuting agency to determine need for certification regarding cases pending prosecution
e. Notify the affected prosecuting agency when a form I-918B has been certified regarding criminal cases submitted for prosecution
f. Notify applicant in writing as to the status of certification request
g. Log the disposition of each request
h. Send written notification to USCIS if a victim unreasonably refuses to assist in the investigation or prosecution of their case after the form I-918B has been certified
   1) Send written notice to:
      USCIS – Vermont Service Center
      75 Lower Welden Street
      St. Albans, VT 05479-0001
   2) Include the victim's name, date of birth, and A-number (if available) on all correspondence

4. **THE CIB COMMANDER SHALL:**
   a. Determine whether to certify the form I-918B
   b. Forward written recommendation to the Police Chief through the chain of command
   c. Inform Persons Investigations Section lieutenant of decision to certify the form I-918B

P. RECORDS MANAGEMENT

The Immigration Status forms forwarded to ICE shall be forwarded to the Records Unit and maintained in RMS

Q. COMMANDER NOTIFICATION

NOTIFY THE APPROPRIATE COMMANDER regarding any request for assistance by ICE/CBP or any incident/situation that may become high profile. The commander will coordinate all other city, departmental, and/or community notifications as deemed necessary, including notification required under General Order E-16 Planned Special Events / Operations

R. IMMUNITY FROM ARREST

See General Order E-10.100F

S. MEXICAN NATIONALS FELONY ARREST

Per Vienna Convention on Consular Relations Article 36, it is mandatory for the investigating agency to notify the Mexican Consulate in the case of felony arrest of a Mexican national. The investigating officer will:

1. **NOTIFY THE MEXICAN CONSULATE** during business hours

   a. Refer to Communications for current phone numbers
   b. Leave the name, DOB, address, and phone number of the individual
   c. Leave investigating officer's name and badge number, a brief synopsis of what occurred, and the report number

2. **DOCUMENT** the above notification in the report

T. REQUIRED NOTIFICATION TO FOREIGN CONSULATES

Per the Vienna Convention on Consular Relations, law enforcement officials will notify arrested foreign nationals of their right to contact their consulates, and that, if the **foreign national** requests that a consular official be notified, local officials notify the consulate of the arrest.

1. **OFFICERS MUST ADVISE** arrested or detained foreign nationals of the right to have their consular officials notified. This notification should be given in conjunction with Miranda.

2. **IN SOME CASES,** regardless of the national's wishes, the nearest consular officials **must** be notified on the arrest or detention

3. **CONSULAR OFFICIALS ARE ENTITLED** access to their nationals in detention and to provide consular assistance

4. **WHEN A GUARDIANSHIP OR TRUSTEESHIP** is being considered with respect to a minor or incompetent foreign national, officers must notify consular officials

U. ARREST / DETENTION PROCEDURES

Determine the foreign national's country. In the absence of other information, assume this is the country on whose passport or other travel document the foreign national travels.

1. **IF THE FOREIGN NATIONAL'S COUNTRY IS NOT** on the mandatory notification list:

   a. Advise of rights using the following statement:

   > "As a non-US citizen who is being arrested or detained, you are entitled to have us notify your country's consular representatives here in the United States. A consular official from your country may be able to help obtain counsel and may contact your family and visit you in detention, among other things. If you want us to notify your country's consular officials, you can request this notification now, or at any time in the future. After your consular officials are notified, they may call or visit you. Do you want us to notify your country's consular officials?"

   b. Offer, without delay, to notify the foreign national's consular officials of the arrest/detention. If the foreign national asks that consular notification be given, notify the nearest consular official of the foreign national's country without delay using the fax form, "Notification of Consular Office of Arrest or Detention."

   c. Record notification and actions taken in your report

   d. Photographs and fingerprints will be taken if part of the normal booking and investigation process

2. **IF THE FOREIGN NATIONAL'S COUNTRY IS** on the list of mandatory notification countries below:

a. Advise person arrested or detained of the following:

> "Because of your nationality, we are required to notify your country's consular representatives here in the United States that you have been arrested or detained. After your consular officials are notified, they may call or visit you. You are not required to accept their assistance, but they may be able to help you obtain legal counsel and may contact your family and visit you in detention, among other things. We will be notifying your country's consular officials as soon as possible."

b. Notify that country's nearest consular officials within 24 hours of the arrest/detention. This does not mean the investigation must be delayed. Tell the foreign national that you are making this notification.

c. Record notification and actions taken in your report

d. Photographs and fingerprints will be taken if part of the normal booking and investigation process

3. **CONTACT INFORMATION**

a. **Normal Business Hours:** Contact the assistant legal advisor for consulate affairs at the Department of State

b. **After Normal Business Hours:** Contact the Command center of the Bureau of Diplomatic Security, Department of State

c. **Contact Communications** for current phone numbers

4. **MANDATORY NOTIFICATION COUNTRIES AND JURISDICTIONS**

Algeria
Antigua and Barbuda
Armenia
Azerbaijan
Bahamas, The
Barbados
Belarus
Belize
Brunei
Bulgaria
China[1]
Costa Rica
Cyprus
Czech Republic
Dominica
Fiji
Gambia, The
Georgia
Ghana
Grenada
Guyana
Hong Kong[2]
Hungary
Jamaica
Kazakhstan
Kiribati
Kuwait
Kyrgyzstan
Malaysia
Malta
Mauritius
Moldova
Mongolia
Nigeria
Philippines
Poland (non-permanent residents only)
Romania
Russia
Saint Kitts and Nevis
Saint Lucia
Saint Vincent and the Grenadines
Seychelles
Sierra Leone
Singapore
Slovakia
Tajikistan
Tanzania
Tonga
Trinidad and Tobago
Tunisia
Turkmenistan
Tuvalu
Ukraine
United Kingdom
USSR[3]
Uzbekistan
Zambia
Zimbabwe

FOOTNOTES:

[1] Does not include Republic of China (Taiwan) passport holders.
[2] Mandatory for nonpermanent residents only.
[3] Passports may still be in use.

5. **CONSULAR OFFICIALS ARE ENTITLED** access to their nationals in detention, and are entitled to provide consular assistance. When guardianship or trusteeship is being considered with respect to a foreign national who is a minor or incompetent, consular officials must be notified.

V. FOREIGN AIRCRAFT WRECKS OR CRASHES

NOTIFY CONSULAR OFFICIALS when a foreign aircraft wrecks or crashes within the department's jurisdiction

W. DEATH OR SERIOUS INJURY

THE INVESTIGATING OFFICER will notify a foreign consulate whenever a foreign national dies or is seriously injured, regardless of the cause (e.g., traffic accident, homicide, suicide, natural, etc.) within the department's jurisdiction

X. INSTRUCTION MANUAL AND FORMS LOCATION

A copy of the "Consular Notification and Access" instruction manual and notification forms are located in the booking work area in Temporary Detention and by the fax machine in Records. The legal advisors will provide any clarification required.

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NOTIFICATION TO CONSULAR OFFICERS
OF ARRESTS OR DETENTIONS

Date: _____
Time:_____

TO: Embassy of _____, Washington, D.C.

or

Consulate of _____, _____, _____
Country *City* *State*

FROM: Name: _____
Office:_____
Street Address:_____
City:_____
State:_____
ZIP Code:_____
Telephone:(602)_____
Fax: (602)_____

SUBJECT: NOTIFICATION OF ARREST/DETENTION OF A NATIONAL OF YOUR COUNTRY

We arrested/detained the following foreign national, whom we understand to be a national of your country, on _____.
Date

Mr./Ms _____
Date of Birth:_____
Place of Birth:_____
Passport Number: _____
Date of Passport Issuance: _____
Place of Passport Issuance: _____

This national has been arrested/detained for the following crime(s):
_____
_____

To arrange for consular access, please call _____between the hours of _____ and _____. Please refer to case number _____ when you call.

Comments:

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-18 MEDICAL MARIJUANA**	
	Subject **100 Procedures**	Effective **09/16/16**

SUMMARY:

This order describes the law on medical marijuana and the enforcement of the law.

A. DEFINITIONS

[Figure 1. **Definitions**

TERM	DEFINITION
1. Allowable amount of marijuana	**Patients**: Two-and-one-half ounces (volume of a soda can) of usable marijuana, and, if authorized to cultivate marijuana (indicated on the card), twelve marijuana plants contained in an enclosed, locked facility, unless the patient is moving **Designated caregiver**: Can possess 2.5 ounces of marijuana and cultivate twelve (12) plants (if authorized to grow) for each designated patient (up to five patients allowed)
2. Usable marijuana	The dried flowers of the marijuana plant, and any mixture or preparation thereof. Seeds, stalks and roots of the plant, and the weight of any non-marijuana ingredients combined with marijuana and prepared for consumption as food or drink are not counted toward the allowable amount of 2.5 ounces of marijuana.
3. **Enclosed, locked facility**	A closet, room, greenhouse or other enclosed area equipped with locks or other security devices that permit access only by a cardholder
4. Registry identification card	A document issued by the Department of Health Services identifying a person as a registered qualifying patient, registered designated caregiver, or a registered nonprofit medical marijuana dispensary agent. Arizona registry ID cards will contain a 20-digit alphanumeric identifier. This identifier is the only means to check the validity of an Arizona card.
5. Verification system	A secure, password-protected, web-based system established and maintained by the Arizona Department of Health Services (AZDHS) that is available to law enforcement on a twenty-four hour basis for verification of registry identification cards
6. Visiting qualifying patient	A person who: a. Is not a resident of Arizona or who has been a resident of Arizona less than thirty days b. Has been diagnosed with a debilitating medical condition by a person who is licensed with authority to prescribe drugs to humans in the state of the person's residence or, in the case of a person who has been a resident of Arizona less than thirty days, the state of the person's former residence

B. QUALIFYING PATIENT

A registered qualifying patient is authorized by AZDHS to possess and use marijuana, to obtain marijuana for free from other registered qualifying patients or caregivers, and to purchase marijuana from a licensed dispensary. A qualifying patient:

1. **CAN BE A JUVENILE** but a parent or lawful guardian must be an assigned caregiver

2. **MUST BE REGISTERED** with and assigned a registry ID card through the Arizona Department of Health Services
   a. Must be able to provide their 20-digit alphanumeric number to officers in order to check their status (no requirement that the patient be in possession of a registry ID card)
   b. Cards are good for one year unless revoked or cancelled
   c. Certain designated personnel within the Chandler Police Department, including Communications, have been authorized to check card status through the DHS website
   d. The website will state whether the card is valid, expired, revoked, lost, or cancelled

3. **CAN GIVE OR RECEIVE MARIJUANA** from other registered patients or caregivers so long as nothing of value is transferred in return for the marijuana

4. **PRESUMPTION OF MEDICAL USE**
   a. If a patient has a valid registry card and not more than 2.5 ounces of usable marijuana and/or 12 plants (if authorized to cultivate), the law allows for a presumption of lawful use/possession
   NOTE: Patient OR patient's caregiver, but not both, can possess "allowable amount of marijuana"
   b. The presumption can be rebutted if the patient is using the marijuana for a purpose other than alleviating the debilitating medical condition, i.e., for recreational purposes

5. **CULTIVATION OF MARIJUANA BY QUALIFYING PATIENT**
   a. The patient can grow up to 12 marijuana plants in an enclosed, locked facility until a dispensary is located within 25 miles of the patient's residence; registry card will note whether the patient can grow marijuana
   NOTE: DHS will review each patient's grow status annually. If a dispensary opens within 25 miles of a grow-eligible patient, he may still grow until DHS removes his grow status upon his next card renewal**.**
   b. Home cultivation is allowed but must be sufficiently segregated from the rest of the home so that only the patient (or designated caregiver) has access to it

6. **PATIENTS PROVIDING MEDICAL MARIJUANA**. Registered AZ patients can offer or provide marijuana to other registered patients or caregivers only if:
   a. Nothing of value is transferred in return, i.e., they cannot sell it or collect any fees/expenses, and
   b. The person provided the marijuana does not possess more than the allowable amount in total
   c. Failure to comply with either is a violation of ARS 13-3405

C. VISITING QUALIFYING PATIENT AND OUT-OF-STATE CAREGIVER CARDHOLDERS

Arizona law gives full faith and credit to valid out-of-state patient medical marijuana cards

1. A visiting qualifying patient with a valid medical marijuana card issued by their home state **may legally possess up to 2.5 ounces** of usable marijuana and may use it for medical purposes

2. **A VISITING QUALIFYING PATIENT (VQP) CANNOT:**
   a. Obtain marijuana in the state of Arizona from any source (they must bring it from their home state)
   b. Grow/cultivate marijuana in Arizona
   c. Possess more than allowed by Arizona law, even if the VQP's home state allows for a greater amount

3. **CAREGIVER WITH OUT-OF-STATE CAREGIVER CARD**
   Arizona law does not authorize caregivers with only out-of-state caregiver cards to possess marijuana. If the caregiver possesses marijuana but does not possess a valid Arizona caregiver or patient card or visiting qualifying patient card, the person may be prosecuted for possession of marijuana.

4. **VERIFICATION OF OUT-OF-STATE CARDS**
   a. Very difficult – each state is different, and many do not have a 24-hour a day verification system
   b. If visiting patient has 2.5 ounces or less, and the officer is unable to verify the out-of-state card, the officer may take enforcement action if the totality of circumstances warrants it

D. CAREGIVERS

1. **QUALIFICATIONS** - To be a caregiver, a person must:
   a. Be at least 21
   b. Agree in writing to assist a patient
   c. Not be convicted of a crime listed in the statutes, generally violent crimes
   d. Assist no more than 5 patients at a time; caregiver can also be a patient
   e. Not receive a salary, only reimbursement for costs/expenses

2. Can do anything with marijuana that a patient can do **EXCEPT ingest** unless they have a patient card

3. **CAREGIVER CULTIVATION**
   a. Can grow marijuana for patient if patient does not live within 25 miles of a dispensary; does not matter where the caregiver resides
   b. Caregiver card will indicate whether authorized to grow for patient

4. **CAN POSSESS ALLOWABLE AMOUNT** of marijuana multiplied by the number of patients assisted (ex: 2.5 oz. X 3 patients = 7.5 oz. allowed; 12 plants X 4 patients = 48 plants)

5. **CAREGIVER CARDS**
   a. Caregiver will be assigned a 20 digit alpha-numeric identifier and must be able to provide it to police. If unable to provide the number, treat as not having a registry card; arrest or submit, seizing the marijuana and other pertinent evidence.

b. Registry system check will list 20-digit number(s) for assigned qualified patient(s)

6. **CAREGIVERS PROVIDING MEDICAL MARIJUANA.** Registered AZ caregivers can offer or provide marijuana to either registered patients who are not associated in DHS records with the caregiver or to caregivers only if:
   a. Nothing of value is transferred in return, i.e., they cannot sell it or collect any fees/expenses
   b. The person provided the marijuana does not possess more than the allowable amount in total
   c. Failure to comply with either is a violation of ARS 13-3405

7. **REGISTERED AZ CAREGIVERS CAN RECEIVE** reimbursement for reasonable expenses for providing marijuana only to designated patients connected in DHS records with the caregiver

E. DISPENSARIES AND DISPENSARY AGENTS

Authorized to grow and distribute marijuana to Arizona patients, caregivers and other dispensaries

1. **CULTIVATION CAN OCCUR ONLY** in an enclosed, locked facility with a single secure entrance that is accessible only to registered dispensary agents

2. **REGISTERED DISPENSARIES** and dispensary agents are issued a 20-digit alphanumeric number by AZDH

3. **CAN PROVIDE EDUCATIONAL MATERIALS** and related supplies (e.g., paraphernalia for ingesting marijuana)

4. **AZDHS HAS ENFORCEMENT AUTHORITY** over dispensaries; absent clear proof of acting outside the scope of the medical marijuana laws, police cannot take enforcement action against a dispensary

5. **IT IS ILLEGAL TO CONSUME** marijuana on dispensary premises

6. **CAN ACQUIRE MARIJUANA OR PLANTS** from registered patients and caregivers, so long as no compensation is paid for the marijuana

NOTE: Arizona courts have placed a stay on the issuance of marijuana dispensary certificates due to a pending lawsuit. Therefore, there are currently no lawful dispensaries in Arizona.

F. ENFORCEMENT

Figure 2. **Special Situations**

Category	Action
1. **Dispensaries**	a. Can acquire mature plants/usable marijuana only from registered dispensaries, and registered patients and caregivers – a violation is a class 2 felony b. Can dispense, transfer or deliver only to other registered dispensaries, patients or caregivers
2. **DUI**	a. A qualifying medical marijuana patient **can** be charged with ARS 28-1381A3 – Driving/physical control with Illegal Drug in System if marijuana (THC) or a marijuana metabolite that can impair is present in the person's system

	b. **IF MARIJUANA IMPAIRMENT** is present, patient can be arrested for and charged with **ARS 28-1381A1–DUI – Drugs**
3. **Possessing Marijuana**	**It is illegal** for a cardholder to possess, eat, drink, smoke or use ANY medical marijuana (violation of ARS 13-3405): a. On a school bus b. On the grounds of any preschool, primary or secondary school c. In any correctional facility
4. Smoking Marijuana	**It is illegal** (violation of ARS 13-3405) for a qualifying patient to smoke marijuana: a. On any form of public transportation b. In a public place **Public place is defined** in AZDHS regulations as any location, facility, or venue that is not intended for the regular exclusive use of an individual or a specific group of individuals and includes but is not limited to: 1) Airports 2) Banks 3) Bars 4) Child care facilities 5) Child care group homes during hours of operation 6) Common areas of apartment buildings, condominiums, or other multifamily housing facilities 7) Educational facilities 8) Entertainment facilities or venues 9) Health care institutions 10) Hotel and motel common areas 11) Laundromats 12) Libraries 13) Office buildings 14) Parking lots 15) Parks 16) Public transportation facilities 17) Reception areas 18) Restaurants 19) Retail food production or marketing establishments 20) Retail service establishments 21) Retail stores 22) Shopping malls 23) Sidewalks 24) Sports facilities 25) Theaters 26) Waiting rooms c. **PUBLIC PLACE DOES NOT INCLUDE:** 1) Nursing care institutions 2) Hospices 3) Assisted living centers 4) Assisted living homes 5) Adult day health care facilities 6) Adult foster care homes or 7) Private residences
5. Excess Of Allowable Amount	If registered patients/caregivers possess marijuana in excess of allowable amount**,** the presumption of valid medical use does not

	apply, and the patient/caregiver may be charged with a violation of ARS 13-3405 a. More than 2.5 oz. per patient - Officers who encounter licensed patients or caregivers who possess more than 2.5 oz. per patient should seize all of the marijuana as evidence. (Note: Officer discretion should be used if only slightly over 2.5 oz. due to possible moisture/weight loss while in evidence) b. More than 12 plants per patient - Officers who encounter licensed patients or caregivers who possess more than 12 plants per patient should seize all of the marijuana plants as evidence
6. Unable to Provide Assigned Number	If a registered patient is unable to provide the assigned number, officers should treat the person as if he was not a registered patient and take normal enforcement action for any applicable marijuana offense
7. Ingest (Eat or Drink) Marijuana In Public	a. It is not illegal for a qualifying patient to ingest marijuana in public b. Work settings - Employers do not have to allow an employee to ingest while at work, but it is not criminal for an employee to do so in violation of an employer's rules
8. Odor of Marijuana	The odor of fresh or burnt marijuana establishes probable cause to obtain a search warrant , or if a search warrant exception exists, to conduct a warrantless search unless other facts negate probable cause (e.g., suspect possesses marijuana within the requirements of the Arizona Medical Marijuana Act and has a valid medical marijuana card). State v. Sisco, AZ Supreme Court, July 2016.
9. Protections From Prosecution	a. **EVERY PERSON** is protected from enforcement action for assisting a qualifying patient in their use of marijuana **NOTE:** This protection does not extend to acquiring or growing the marijuana b. **EVERY PERSON can:** 1. Provide a patient with paraphernalia 2. Be in the presence of an authorized use 3. Assist with the use/ingestion by registered patient

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G. CONFIDENTIALITY

1. **THE LAW CONTAINS VERY STRICT** confidentiality provisions

   a. Cannot release information about a qualifying patient or caregiver
   b. Violation is a Class 1 misdemeanor

2. **POLICE RESPONDING TO A REPORT** of suspected illegal marijuana that turns out to be legal medical marijuana, and caller later asks for follow up, say that the matter was investigated and no crime was committed – nothing more

3. **THE LAW PROHIBITS KEEPING A DATABASE** on qualifying patients and caregivers. Avoid reports and call notes unless it is necessary to document your actions.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-19 VICTIMS**	
	Subject **100 Victims' Rights**	Effective **02/10/20**

High Frequency/High Severity

Summary: This order informs employees of the statutory law regarding rights for victims in Arizona.

A. DEFINITIONS

1. **VICTIM:** Per ARS 13-4401, a **person** against whom the criminal offense (a violation of a state criminal statute) has been committed, including a minor, or if the person is killed or incapacitated, the person's spouse, parent, child, or any other person related to the person by consanguinity or affinity to the second degree or any other lawful representative, except if the person is in custody for an offense or is the accused

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2. **A CRIMINAL OFFENSE:** Per ARS 13-4401, conduct that gives a peace officer or prosecutor probable cause to believe that a felony, a misdemeanor, a petty offense, or a violation of a local criminal ordinance has occurred. .

   *NOTE: Victims' rights mandates apply to victims of all crimes

New

B. ARIZONA CONSTITUTIONAL RIGHTS AND STATUTORY RIGHTS FOR VICTIMS

1. **THE CHANDLER POLICE DEPARTMENT** adheres to the Arizona Victims Bill of Rights under Arizona Constitution Article II, Section 2.1 and Arizona Statutory Rights

2. **LAW ENFORCEMENT SHALL COMPLETE** the Victim Notification Form (GO E-19) to allow the victim the right to request or waive applicable rights to which the victim is entitled or upon his/her request and provide the attached resource booklet, pursuant to ARS 13-4405

3. **WHEN RESPONDING TO A CALL** alleging domestic violence, the officer shall provide procedures and resources available in writing for the protection of the victim including: Order of Protection, Injunction Against Harassment, and telephone numbers and websites for local community agencies, pursuant to ARS 13-3601. Chandler's crisis intervention services (CR288) and Chandler's Victim Services Unit (VSU) can be contacted for assistance.

4. **UPON REQUEST,** a victim receives one copy of the police report and any supplemental reports free of charge pursuant to ARS 39-127

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-19 VICTIMS**	
	Subject **200 Victims' Rights Notification Requirements**	Effective **03/26/21**

High Frequency/High Severity

Summary: This order informs employees of the statutory law regarding victims' rights notification procedures.

A. DEFINITION OF VICTIM

As defined by A.R.S. 13-4401.18 and 8-382.16, *victim* means a person against whom a criminal offense has been committed, including a minor, or if the person is killed or incapacitated, the person's spouse, parent, child, grandparent or sibling, any other person related to the person by consanguinity or affinity to the second degree or any other lawful representative of the person, except if the person or the person's spouse, parent, child, grandparent, sibling, other person related to the person by consanguinity or affinity to the second degree or other lawful representative is in custody for an offense or is the accused.

Legal entities and neighborhood associations are also entitled to limited rights.

B. NOTIFICATION REQUIREMENTS

1. **OFFICERS WILL PROVIDE** victims, whether the suspect is adult or juvenile, with information on their rights as a victim and the case number

2. **OFFICERS WILL ASK** the victims if they would like to exercise their victim rights during the course of the judicial proceedings (upon request rights)

   a. Include response in the report
   b. Use the Arizona Victims' Rights Request/Waiver Forms

3. **THE ARRESTING OFFICER OR DESIGNEE WILL NOTIFY** the victim when a suspect is arrested at a date later than the original report and ask them if they wish to exercise their notification rights

C. VICTIM NOTIFICATION FORM

The State of Arizona Victim Request for or Waiver of, Pre-conviction and/or Pre-adjudication Rights (aka Victims' Rights Request/Waiver Form) is for all criminal offenses: felony, misdemeanor, petty offense or a violation of a local criminal ordinance (A.R.S. 13-4401.6) and delinquent act (A.R.S. 8-381)

1. **THE ARRESTING OFFICER: Must complete** this form for all victims of criminal offenses (as stated above) whether or not the suspect has been identified or arrested

VICTIM IS PRESENT:	VICTIM IS NOT PRESENT:
a. Identify one victim and suspect(s) per form	a. Identify one victim and suspect(s)per form
b. The officer completes sections one through three	b. Complete the entire form
c. The victim or lawful representative	c. Indicate in the signature area

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completes section four, checks the box to request or waive their rights in section D, signs and dates the form. *If the victim is physically or emotionally unable to complete section four, the officer may check the "REQUEST/WAIVER Exception" box. Include the victim's address as this box will automatically opt the victim in when exercising his rights*	of the form how the victim was notified
d. Provide the victim with the following: 1) Victim copy of the completed duplicate form 2) The attached "Information for Arizona's Victims of Crime"	d. Mail the victim the following: 1) Victim copy of the completed duplicate form 2) The attached "Information for Arizona's Victims of Crime"

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2. **REPORT REQUIREMENTS**
   a. Provide victims a copy of their rights as soon as feasible after the offense has been committed
   b. Document victim notification attempts in the narrative including method, i.e., in person, by telephone, or by letter

3. **VICTIMS' RIGHTS REQUEST/WAIVER FORM DISTRIBUTION**

Felony and Misdemeanor:

Cover White copy	Victim
Green copy	Law Enforcement
Pink copy	Custodial
Purple copy	Prosecutor
White copy	Victim Services Unit

D. NOTIFICATION RESPONSIBILITY

1. **ARREST ON ANOTHER AGENCY'S WARRANT AND BOOK**

   a. If arrest qualifies for notification, send a teletype to the original reporting agency stating that you have arrested the suspect and where the person was booked
   b. That agency will make notification to the victim

2. **OUTSIDE AGENCY MAKES AN ARREST ON OUR WARRANT**

   a. Route any received teletypes noting arrests from other agencies to an on-duty patrol supervisor
   b. The on-duty supervisor will assign it to a desk officer or a beat officer for victim notification
   c. Assigned officer will pull the case and contact every victim listed

3. **SUSPECT BOOKED INTO COUNTY:** The County jail will notify the victim of any changes in status

4. **SUSPECT SEEN BY A JUDGE BUT NOT BOOKED INTO COUNTY:** Arresting officer will notify the victim of any changes in status

5. **JUVENILE WARRANTS:** Since juvenile warrants are issued out of a juvenile court, the juvenile court will make victim notification (E-11.300F)

6. **IF CASE IS SUBMITTED TO THE PROSECUTOR'S OFFICE,** fill out the Victims' Rights Request/Waiver form and provide the victim with the name, address, and telephone number of the Prosecutor's Office

7. **DETENTION OFFICERS, DESK OFFICERS, AND SUPPORT STAFF** are not responsible for victim notification

E. "INFORMATION FOR ARIZONA'S VICTIMS OF CRIME"

1. **THIS INFORMATION SHALL BE GIVEN** to all crime victims meeting definition E-19.100A.

2. **BUSINESSES** may be considered a victim

3. **TELESERVE OFFICERS AND OTHER EMPLOYEES** receiving reports by telephone: If this report has a victim (meeting definition E19.100A), complete and mail victim copy of the Victim Notification Form and Information for Arizona's Victims of Crime. Document the forms were mailed in the signature line

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F. FOLLOW-UP

1. **RE-CONTACTING:** The report officer and/or a member of Victim Services shall periodically re-contact victims and/or witnesses in order to determine if needs are being met if the impact of the crime was unusually severe or had need for above-average assistance

2. **SCHEDULING CONTACTS:** The scheduling of interviews, line-ups, and other appearances shall be convenient for the victim/witness whenever possible. Transportation may be provided, if necessary.

3. **THREATENING AND INTIMIDATION:** The Chandler Police Department shall provide appropriate assistance to victims or witnesses who have been threatened or who, in the judgment of the agency, express specific, credible reasons for fearing intimidation or further victimization

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Password	CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-19 VICTIMS**	
		Subject **300 Victim Services**	Effective **03/26/21**

High Frequency/High Severity

Summary: This order informs employees about the department's services for victims.

A. POLICY

The department recognizes that many innocent people suffer economic loss, injury, or death due to criminal acts; therefore, victims will be treated with fairness, compassion, respect, and dignity and be free from intimidation, harassment, or abuse. Chandler Police Department is committed to the preservation and protection of the rights of crime victims.

B. SINGLE POINT OF CONTACT

THE COMMUNICATIONS CENTER (480.782.4130) is the primary contact point for persons in need of information regarding victim assistance

1. **WHEN REQUESTED** and when an officer or other department assistance cannot be assigned in a timely manner, Communications personnel will provide the caller with victim assistance contact information

2. **INFORMATION MAY INCLUDE** departmental assistance/programs, shelter locations, counseling services, and medical assistance

C. ON-SCENE CRISIS RESPONSE

1. **CR288 RESPONSIBILITIES**

   a. Chandler Fire Department provides the initial crisis response through the Crisis Response 288 Unit (CR288)
   b. Chandler Police Department officers and Victim Services Unit (VSU) work in partnership with CR288-trained staff and volunteers to help meet the needs of victims or witnesses of person crimes or individuals who are in crisis

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2. **RESPONDING OFFICERS' RESPONSIBILITIES**

   a. **First,** make sure that the scene is stabilized and determine that there is no threat to the CR288 personnel. *Do not place CR288 personnel in dangerous situations.*
   b. **Then**, after evaluating the needs of the individuals and the time needed to assist them, request assistance for crime victims or individuals in crisis by contacting Communications to request CR288
   c. **Remain on scene** to brief the CR288 Unit and ensure that the team members establish rapport with the individuals
   d. **If the CR288 Unit is uncomfortable** being alone with the individual, remain on scene until the team leaves
   e. **DO NOT DOCUMENT IN THE POLICE REPORT THE NAME OF THE CR288 UNIT PERSONNEL RESPONDING TO THE INCIDENT NOR THE VICTIM SERVICES UNIT PERSONNEL PROVIDING CONTINUED SUPPORT (Exception: When VSU and CR288 personnel contact police as required by mandatory reporting laws, officers should**

only use VSU police department and CR288 fire department contact information)
CR288 and the Victim Services Unit meet the definition of "Crime Victim Advocate" as stated in ARS 13-4401. ARS 13-4430 considers the consultation between a "crime victim advocate" and a victim as privileged information

Exception: *ARS 13-4430(C) "The communication is not privileged if the crime victim advocate knows that the victim will give or has given perjured testimony or if the communication contains exculpatory material."*

3. **LAW ENFORCEMENT REFERRAL:** Officers and detectives may refer cases to VSU and request that the victims be contacted and provided advocacy services, such as emotional support, education about safety options, referrals to community resources, assistance with victim compensation, case status updates, and victims' rights information

4. **COMMUNICATIONS' RESPONSIBILITIES**

   a. Contact Phoenix Alarm, who will dispatch CR288 to where they are needed
   b. Request the estimated time of arrival of CR288 and notify the requesting officer
   c. If CR288 is not available, follow steps outlined in CAD notes to obtain assistance from another crisis unit or Chandler Fire Department designee

D. VICTIM SERVICES UNIT

Figure 1. **Components of the Chandler Police Victim Services Unit**

Component	Description
1. **Purpose**	The Victim Services Unit is designed to support victims of threatened or actual violent crime during the criminal justice process through the provision of information and advocacy services. The unit provides victim assistance to the Chandler community.
2. **Policy**	a. Chandler Police Department is committed to implementing and continuing victim/witness assistance programs and activities b. Trained staff and volunteers provide services to victims of crimes during the investigative and criminal justice processes c. The goals and objectives of the Victim Services Unit will be in accordance with the provisions of Arizona State Law and Victims' Bill of Rights
3. **Mission Statement**	The mission of the Chandler Police Department's Victim Services Unit is to support victims of threatened or actual violent crime during both the investigative and criminal justice processes through the provision of information and advocacy services
4. **Goals**	a. The goals of the Victim Services Unit are: 1) To assist victims and witnesses of persons crimes during the investigative process, after the immediate crisis has passed 2) To provide assistance and information to victims of person crimes on the criminal justice system and victims' rights 3) To provide victims with information on available resources outside the criminal justice system and facilitate communication with these services

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Component	Description
	4) To increase crime victims' participation in the criminal justice process 5) To provide education and public awareness of crime victims' concerns b. Additional goals, duties, and responsibilities will be developed based on the department's needs
5. **Administration**	a. **Lieutenant:** The Criminal Investigations Bureau (CIB) Persons Crimes Lieutenant is responsible for the department's Victim Services Unit. The Persons Crimes Lieutenant designates the Victim Services Coordinator to develop and supervise the unit b. **Victim Services Coordinator** 1) Completes the quarterly and annual grant reports of the victim/witness assistance data and available services 2) Documents statistical information and provides reports required by the department and the Persons Crimes Lieutenant 3) Supervises the Victim Services Unit, coordinates all activities of the unit to include, but not be limited to, training and supervising unit staff and volunteers
New 6. **Grant Funds**	a. **Grant Procedures** 1) Partial personnel costs associated with a Victim Services Unit position are funded through grants e.g., the Department of Public Safety Victims of Crime Act (VOCA) 2) The Victim Services Coordinator or other authorized personnel will ensure identified requirements of grant funding sources are met b. **Determination of Suitability to Interact with Minors** 1) All VSU personnel, interns, volunteers, consultants, and contractors who may interact with minors (individuals under 18 years of age) and provide services under the VOCA-funded award are **required** to undergo a criminal history search prior to interacting with minors 2) Chandler Police Department will conduct a criminal history search to meet the requirements as outlined in the Federal "Determination of Suitability to Interact with Minors" certified assurance, to include a check in the National Sex Offender Registry 3) At least every five years, the criminal history search will be updated to reexamine the individual's suitability to interact with minors
7. **Program Description**	a. **Primary Responsibility:** Maricopa County Attorney's Victim/Witness Division has primary responsibility for victim/witness felony court assistance and Chandler's Prosecutor's Victim Services Specialist provides court assistance for misdemeanor cases. The Chandler Police Victim Services Unit is designed to provide support and act as a conduit for victims entering the county and city court jurisdictions and/or other support systems. b. **Staffing and Hours** 1) Staffed by specially trained personnel (Victim Services Specialists and volunteers) available to provide support and advocacy services to crime victims following the initial crisis response support provided by Chandler Fire Department's CR288 Unit

Component	Description
7. Program Description	2) Availability: a) Monday through Friday, 8:00 a.m. to 6:00 p.m. b) A central telephone number for the Victim Services Unit will be provided where victims/witnesses may call with concerns and/or questions 3) Services may be provided in person or by telephone c. **Assistance provided may include**, but is not limited to: 1) Education on victims' rights 2) Support during criminal investigation and liaison with detectives 3) Information on the criminal justice process, as well as support and advocacy 4) Assistance with Arizona Crime Victim Compensation Claims 5) Liaison with Property and Evidence to return property to victims 6) Information and referral to community resources 7) Informational support as related to the criminal incidents 8) Assistance with obtaining Orders of Protection and Injunctions Against Harassment 9) Assistance with obtaining a copy of the police report 10) 9-1-1 phone loan program 11) Limited transportation 12) Emergency financial, food, shelter, or clothing assistance, as appropriate d. **Assisting Limited English Proficient (LEP) Victims:** 1) All individuals who cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with police employees will have qualified interpretation services available to them at no cost 2) Chandler Police Department (CPD) Certified Spanish speaking translators – VSU has a certified Spanish speaking translator on staff who maintains a caseload of Spanish speaking victims. CPD also has a number of certified translators who can assist VSU with interpretation services. 3) AT&T Language Line – VSU personnel will use the AT&T Language Line for interpretation services for all languages other than Spanish 4) The Voiance translator phones (blue phones located in the main station lobby and VSU areas) – VSU personnel use Voiance translator phones for interpretation services for all languages other than Spanish while crime victim is present at CPD 5) Written Documents – Pamphlets and education information is offered in English and Spanish e. **Contact Guidelines:** 1) Victim Services Unit personnel will make initial contact with referred victims within 48 hours after receiving the referral or the next business day, if referred on a weekend 2) VSU personnel will contact the victim/witness for further assistance and will provide support and information during the investigative and criminal justice processes, as requested 3) VSU personnel are available to assist victims and witnesses of person crimes where the case:

Component	Description
7. Program Description	a) Is under investigation b) Is being prosecuted in Chandler Municipal Court c) Was referred by CR288 Unit or other community agency d) Was self-referred by the victim e) Is waiting to be assigned to a Maricopa County Attorney's Office advocate 4) Services are primarily provided to the following individuals: a) Surviving families of homicide victims b) Victims of sexual assault c) Victims of family and relationship violence d) Victims of stalking e) Victims of non-family assaults/violence f) Families of youth that are missing or runaways g) Surviving families of suicide victims 5) Services are provided regardless of whether the victim filed a police report (Example: domestic violence victim) 6) The following services are available as requested by CIB during available hours: a) Victims be contacted and provided limited advocacy, such as emotional support, referrals to outside agencies, and information on case status b) Assistance with death notifications. The CR288 volunteer would respond with the detective by meeting at the designated location prior to contact with the next of kin. [55.2.6] c) Temporary person care during a criminal investigation
8.**VSU Personnel Responsibilities**	a. **Record Keeping** 1) Completing the *Victim Services Database Client Record* for all clients served, to include documenting all contacts made on the case, the services provided, and case notes 2) Type, or if handwritten, print client record documentation 3) Document any funds dispersed with a description of purchases and their associated costs in the *Victim Services Database Client Record*. Keep receipts to reconcile monthly statements b. **Equipment and Supply Maintenance** 1) VSU personnel will advise the Victim Services Coordinator of any repairs that are needed 2) VSU personnel will ensure that adequate emergency financial assistance, forms, brochures, and other supplies are available in the vehicles and in storage areas at main station c. **Confidentiality and Code of Ethics** 1) VSU personnel will hold communications with crime victims confidential, except when related to compensation and restitution (ARS 13.4430 and ARS 8-409) 2) Records, notes, documents, correspondence, and reports that contain opinions, theories, or other information made while assisting the victim shall not be disclosed without written consent from the victim

Component	Description
8. VSU Personnel Responsibilities, cont.	3) Per ARS 13.4430, communications are not privileged if the victim advocate knows that the victim will give or has given perjured testimony or if the communications contain exculpatory material 4) VSU personnel shall abide by the National Victim Assistance Standards Consortium's Ethical Standards 5) VSU personnel shall refer any media inquiries to the department's public information officer d. **Safety** 1) VSU personnel shall under no circumstances give their personal phone number or address to a victim or client family. The telephone number for the Victim Services Unit shall be given as a contact number. 2) VSU personnel will not offer their homes as shelter for any victim/witness 3) VSU personnel will not transport victims in their personal vehicles e. **Community Outreach** Persons interested in requesting the Victim Services Unit for a community outreach event or presentation should arrange through the Victim Services Coordinator the date, time and participation requested f. **Investigative Liaison Services** 1) VSU personnel may provide periodic investigative updates to victims at a frequency level acceptable to both the detective/case agent and the victim 2) VSU personnel shall confirm with the case agent what information is allowed to be shared with the victim about the investigation 3) VSU personnel shall educate victims on the investigative process, after receiving direction from the case agent g. **Victim Compensation** 1) VSU personnel shall inform all victims and qualifying family members served about victim compensation eligibility and requirements 2) At the victim's or qualifying family members' request, a claim form, brochure, and/or other victim compensation materials shall be provided 3) At the victim's or qualifying family members' request, assistance with the preparation of claims for the local crime victim compensation office shall be provided h. **Criminal Justice Support/Advocacy** 1) Upon request, VSU personnel will provide information and problem-solving services to crime victims to support their participation in the criminal justice system and to protect them from further victimization 2) VSU personnel may accompany and assist victims in completing petitions for court orders 3) VSU personnel will review victims' rights information with crime victims

Component	Description
8. VSU Personnel Responsibilities, cont.	i. **Information and Referral and Community Resources** 1) VSU will maintain a list of community resources that will be provided to victims/witnesses in written or verbal format 2) VSU will develop and maintain collaborative relationships with community service agencies 3) Members of the public may contact VSU during normal business hours for further information on community resources j. **Property And Evidence Liaison Service:** VSU personnel may assist victims with issues related to the timely return of property held as evidence k. **Accompaniment** 1) VSU personnel may accompany victims and witnesses to hearings, interviews, line-ups, and other activities related to the criminal justice system 2) VSU personnel may transport crime victims and witnesses to hearings, interviews, examinations, or other locations deemed appropriate and related to their victimization

E. 911 CELL PHONE PROGRAM

PROGRAM DESCRIPTION - This program is offered by the Chandler Police Department. This program provides cellular telephones to victims of domestic violence and stalking at no cost. Specified victims are provided with cellular telephones that have been preprogrammed to dial 9-1-1. The cellular phone provides a tool for security in that emergency law enforcement assistance is just a phone call away.

1. **VICTIMS MAY BE REFERRED** to the program by police or court personnel, or by any community publicity of the program
2. **VSU PERSONNEL DEVELOPS** a safety plan, provide a cell phone, and offer other services as appropriate

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-19 VICTIMS**	
	Subject **400 Address Confidentiality Program**	Effective **08/10/12**

Summary: This order explains the procedures to be followed when a victim of domestic violence, sexual assault or stalking is a participant of the Address Confidentiality Program (ACP).

A. POLICY

THE ADDRESS CONFIDENTIALITY PROGRAM (ACP) is a program established by statute ARS 41-161 through 41-169 and is administered by the Secretary of State (SOS). It allows victims of domestic violence, sexual offenses, and stalking to use a substitute address as their legal residential, work or school address when creating a new public record (including police reports). This will allow their actual address to remain confidential. The ACP acts as a substitute mailing address for first class, certified and registered mail, including any correspondence from police, courts and prosecutors, as well as for service of process (court orders, injunctions, subpoenas, etc.)

B. PROCEDURES

1. **ACP PARTICIPANT PRESENTS CARD** or states he/she is a program participant

   a. **Verify** participant's current enrollment in ACP by calling SOS at [redacted]
   b. If applicable, **document enrollment** in report
   c. **If possible, make copy of card** and include it in official records/police report (Note: Enrollment in ACP and the substitute address are **not** confidential)
   d. **Use participant's substitute address** in electronic or paper report, record or document (including citations, booking sheets, police reports)
   NOTE: The law does not allow any law enforcement officer or employee to require participant to disclose actual address or telephone number
   e. Officers or employees dealing with ACP participants are encouraged to **contact Victim Services Unit for any questions** or assistance

2. **USE OF SUBSTITUTE ADDRESS BY POLICE**
   a. Program participant needs to request agency to use the substitute address for all purposes
   b. Subject to the exceptions listed in (5) below, the notified agency is required to use the substitute address in all records, reports and documents regardless of the purpose of contact with participant, e.g., as suspect, victim, investigative lead, contact person, witness, etc.
   c. The substitute address will be effective for all future purposes, unless participant withdraws or is removed from the program
   d. Participant's ACP card is **not** a form of official identification and can be used only to verify enrollment in ACP

3. **PARTICIPANT'S ACTUAL ADDRESS AND TELEPHONE NUMBER** kept by the agency is not a public record and not subject to inspection or disclosure, unless:

   a. The public record was created more than 90 days before the program participant applied
   b. The program participant voluntarily requests the agency use the actual address or voluntarily gives it to the agency

4. **REDACTING RECORDS**
   a. Any records created within 90 days before the date a participant applies into the program must have the participant's actual address redacted or changed to the substitute address
   b. Program participant needs to show the agency a valid program card requesting the agency use the substitute address

5. **EXCEPTIONS TO USE OF SUBSTITUTE ADDRESS**
   a. Location of incident, even if it is the actual address of participant
      Note: If location of incident and participant's actual address are the same, **do not list participant's address as "see location of incident".** List substitute address for participant's address.
   b. Federal forms such as fingerprints, firearms traces, and automatic weapons purchase clearances

6. **RESPONSIBILITIES OF PROGRAM PARTICIPANT**
   Participant is required to keep SOS informed of current address. Failure to do so can result in cancelation from program. Participant is responsible for notifying any government agencies of cancelation from program.

7. **SERVICE OF PROCESS** on program participant can be served by delivering it to the SOS as follows:
   a. Contact SOS at [redacted] to confirm participant enrollment in program
   b. Inform SOS when you will arrive in their office to serve papers
   c. Place documents to be served in an envelope listing the name and substitute address of participant and mark it "SERVICE OF PROCESS"
   d. Deliver it to:
      Secretary of State
      1700 W. Washington, 7th Floor
      Phoenix, AZ 85007

C. OBTAINING DISCLOSURE OF ACTUAL ADDRESS FROM SOS

Police may obtain a participant's actual address from SOS by way of request for disclosure under ARS 41-167.

1. **CALL THE SOS AT** [redacted] to verify the participant's enrollment in the program

2. **AGENCY REQUESTS SHALL BE MADE TO SOS** and must include the following three documents:

a. **A completed Emergency Disclosure of Participant Information (EDPI) form** (F: Police/police/pdforms/victim address confidentiality program)
b. **A CPD letterhead statement of request** (F: Police/police/pdforms/victim address confidentiality program) which must contain the following information:
   1) Name of program participant and apt. number on APC card (if known)
   2) Date of request
   3) Statement explaining why agency needs the participant's actual address
   4) Statement that the agency cannot meet its statutory or administrative obligations without the actual address
   5) Statement of facts showing the other methods to locate the participant or the actual address have been tried and failed or would be unlikely to succeed
   6) Statement the agency has adopted a procedure setting forth the steps the agency will take to protect the confidentiality of the participant's actual address
   7) Anticipated length of time agency will need to maintain the actual confidential address
   8) Printed names, titles, badge numbers and contact phone numbers of the person seeking the disclosure request and their immediate supervisor and signature of each person
   9) If either of the following is true, the law enforcement officer should include it in the statement (this will prevent the participant from being notified of the disclosure request or objecting to release):
      a) The request is by law enforcement for a criminal investigation involving alleged crimes by the program participant, or
      b) Providing notice would jeopardize an ongoing criminal investigation
c. **A copy of CPD confidentiality policy contained in GO E-19.400(D)**

4. **SUBMIT ALL THREE** documents to SOS
   a. Via FAX at [redacted] or
   b. Scan and email to acpinfo@azsos.gov

5. **POLICE WILL BE PROVIDED** telephone and fax numbers for the SOS or designee who will be available on a 24-hour basis to review requests for disclosure of actual address

6. **IF THE REQUEST IS GRANTED**, it will include limits on the access, permitted use, permitted users, and a time limit on the ability of the agency to use or maintain the actual address. **Violations of these limits** are punishable as a Class I misdemeanor.

7. **DENIAL OF REQUEST.** If the SOS denies access to the actual address, the officer may file a written exception within 15 days of the denial. Officers should consult a legal advisor if their request is denied.

D. CONFIDENTIALITY

1. **IF THE SECRETARY OF STATE PROVIDES A PARTICIPANT'S ACTUAL ADDRESS**, state law requires the actual address be maintained as confidential and only so long as permitted by the Secretary of State

2. **THE IMMEDIATE SUPERVISOR** who signed the CPD letterhead Statement of Request for actual address shall be responsible for:
   a. Maintaining in a secure and confidential location the original documentation, if any, regarding the communication provided by the Secretary of State. Such records may be maintained in either secure electronic or hard copy form.
   b. Ensuring that the participant's actual address be provided only according to the requirements and limitations imposed by the Secretary of State, including limits pertaining to:
      1) Which employees may access actual address
      2) Use/purpose restrictions
      3) Sharing within the department or among other law enforcement agencies
      4) Length of retention/destruction

3. **REDACTION OF ACTUAL ADDRESS**
   a. If an ACP participant requests redaction of actual address from any public record maintained by the police department and created within 90 days of the participant's application to ACP, he/she will be directed to a member of the Victim Services Unit (VSU). VSU will immediately contact the Police Records supervisor who shall be responsible for ensuring the required redaction occurs.
   b. Redaction may be accomplished by removing participant's actual address or by replacing it with participant's substitute address
   c. If the department determines a participant is no longer enrolled in ACP, it will cease redaction of actual address. Any records previously redacted pursuant to ACP requirements shall remain redacted even after the participant is no longer enrolled in the ACP program.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-20 SMALL UNCREWED AERIAL SYSTEMS**	
	Subject **100 Guidelines**	Effective: **06/30/22**

Summary: The purpose of this policy is to establish guidelines for the Chandler Police Department's (CPD) use of small Uncrewed Aerial Systems (sUAS). Further specific details regarding this section of orders are maintained in the sUAS Flight Operations Manual.

Rev

A. POLICY

Uncrewed aerial systems may be utilized to enhance the department's mission of protecting lives and property when other means and resources are not available or are less effective. Any use of a sUAS will be in strict accordance with constitutional and privacy rights, state law and Federal Aviation Administration (FAA) regulations.

B. DEFINITIONS

1. **REMOTE PILOT IN COMMAND (REMOTE PIC OR REMOTE PILOT):** A person who holds a remote pilot certificate with a sUAS rating and has the final authority and responsibility for the operation and safety of a sUAS operation conducted under CFR 14 Part 107

2. **SMALL UNCREWED AIRCRAFT (SUA):** A UA weighing less than 55 pounds, including everything onboard or otherwise attached to the aircraft, and can be flown without the possibility of direct human intervention from within or on the aircraft

3. **SMALL UNCREWED AIRCRAFT SYSTEM (SUAS):** A small UA and its associated elements (including communication links and the components that control the small UA) required for the safe and efficient operation of the small UA in the National Airspace System (NAS)

4. **UNCREWED AIRCRAFT (UA):** An aircraft operated without the possibility of direct human intervention from within or on the aircraft

5. **VISUAL OBSERVER (VO):** A person acting as a flight crew member who assists the small UA remote PIC and the person manipulating the controls to see and avoid other air traffic or objects aloft or on the ground

C. RESPONSIBILITIES

Rev

1. **THE EDUCATION, TRAINING, AND RECORD MANAGEMENT** of sUAS operations are the responsibility of the sUAS Team within the Operational Support Bureau

2. **sUAS PROGRAM MANAGER:** Responsible for the logistics, training, and coordination of the sUAS program

D. CERTIFICATION AND TRAINING

ALL sUAS OPERATORS MUST MEET FAA CERTIFICATION REQUIREMENTS FOR REMOTE PILOT IN COMMAND as well as CPD equipment and mission specific training to ensure the safe operation of the sUAS in a public safety capacity

E. AUTHORIZATION TO OPERATE sUAS

sUAS OPERATIONS IN THE NATIONAL AIRSPACE SYSTEM will be conducted pursuant to 14 CFR Part 107 and may include deviations if written waivers are approved by the FAA

F. OPERATIONS

Rev

1. **SCOPE OF sUAS OPERATIONS** in furtherance of public safety
2. **ALL DEPLOYMENTS REQUIRE** a certified Remote Pilot in Command who wear clothing identifying them as police officers unless approved otherwise by the sUAS Program Manager.
3. **DEPLOYMENT APPLICATIONS:**

    a. Situational Awareness/ Visual Perspective
    b. Search and Rescue
    c. Tactical Deployments
    d. Scene Documentation
    e. Site Assessments
    f. Training

G. PRIVACY

New

The use of sUAS in law enforcement is an emerging and relatively new trend. It is important there is strong policy limiting usage with data retention timeframes along with robust audit and oversight. sUAS operators, observers, and support staff shall ensure the protection of individuals' civil rights, civil liberties, and privacy in any UAS deployment.

1. **ABSENT A WARRANT, CONSENT, OR EXIGENT CIRCUMSTANCES**, operators and observers shall not fly into or intentionally record or transmit images of any location where a person would have a reasonable expectation of privacy

2. **OPERATORS AND OBSERVERS SHALL** take reasonable precautions to avoid inadvertently recording or transmitting images of persons, objects, or areas where there is a reasonable expectation of privacy

3. **REASONABLE PRECAUTIONS CAN INCLUDE**, for example, deactivating or turning imaging devices away from such persons, objects, or areas during sUAS operations

4. **ALL SUAS USERS SHALL ADOPT** a posture of minimal data collection, limited to only data including images or video recordings which are essential to complete the objective of the sUAS mission

H. RESTRICTIONS

Rev

Document all program and flight restrictions in the sUAS Flight Operations Manual

1. **ALL FLIGHTS WILL BE CONDUCTED** for official department use only; no personal use of any type

2. **IT IS PROHIBITED TO COLLECT** or use data in any manner that would harass, coerce or discriminate against any persons based upon their ethnicity, race, gender, national origin, religion, sexual orientation, or gender identity

3. **IT IS PROHIBITED TO INTENTIONALLY GATHER** intelligence related to First Amendment protected speech, associations, or activity. Flights to provide situational awareness are allowed.

4. **THE SUAS WILL NOT BE** operated in an unsafe manner or in violation of FAA rules

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Low Frequency/High Severity

Summary:

[46.1.2] This order provides the overview and definitions for the department's plan for occurrences that require a significant police presence and extraordinary management due to their unusual nature, from a small gathering of people needing police attention to incidents that are citywide in scope.

A. POLICY

[46.1.8]

1. **READINESS:** Chandler Police Department stands ready to respond to unusual and emergency situations resulting from natural and man-made disasters, civil disturbances, and unusual occurrences

   a. The Mobile Field Force (MFF) commander or designee will conduct an inspection for operational readiness at least quarterly
   b. Results will be reported to the Chief of Police or designee

2. **RESPONSE:** The department will respond to all situations requiring a police presence with personnel and equipment designated for use in unusual occurrence situations

B. PHILOSOPHY

Rev

1. **METHOD:** This emergency operations plan outlines a method of incident management called the Incident Command System (ICS) which includes a coordinated (multi-unit and/or multi-agency) response to incidents beyond the scope of a normal patrol response and SWAT tactical call-outs

2. **USE:** The ICS is designed for use in any situation deemed necessary, particularly in matters requiring critical on-scene management of facilities, personnel, procedures, and communication. Facilitates activities in command, operations, planning, logistics and finance / administration. Readily adapts to incidents and can expand or downsize in magnitude.

3. **ICS IS NOT INTENDED TO CONFLICT** with or preclude other operational strategies as outlined in other orders or manuals from being utilized

C. DEFINITIONS

1. **Branch:** The organizational level having geographic or jurisdictional responsibility, i.e., logistics, which may have other groups or divisions within, such as transportation, communication, and food
2. **Branch/Group/Task Leader:** Personnel who have been assigned responsibility for a specific branch, group, or task within the ICS
3. **Chemical Agents:** All forms of irritants, lachrymators, and inflammatory agents manufactured for the purpose of crowd control or the incapacitation of barricaded suspects, regardless of the dissemination method. Expulsion, pyrotechnics, fog, or liquids may disseminate agents.
4. **City Emergency Operations Center (CEOC):** A central facility from which key city officials can gather information, make decisions, and direct and coordinate response and recovery efforts. The CEOC is located at 151 E. Boston Street.
5. **City Emergency Operations Plan:** A plan of action that describes specific duties for each city department in the event of a major incident

Rev

6. **Critical Incident:** An intensified police response to a contained scene for an unusual duration that typically involves SWAT, employee call outs, increased threat to human life, major property damage, and/or community disorder. Some critical incidents will only involve an SWAT response, and others will involve the full implementation of the Incident Command System.
7. **Field Command Post (FCP):** A designated location from which the incident commander and his appointed branch leaders conduct emergency operations
8. **General Mobilization:** The activation and call out of department employees for extended duty
9. **Division**: Responsible for operations within a defined geographical area, i.e., inner perimeter or outer perimeter.
10. **Groups**: Responsible for dividing incident into functional areas of operation
11. **Homeland Security Plan:** CPD response to threat levels as defined by the Homeland Security Advisory System
12. **Immediate Mobilization:** The utilization of all on-duty personnel-including non-uniformed personnel)
13. **Incident Command System:** The management of facilities, personnel, procedures, and communications within an entity to provide critical on-scene management and structure to accomplish stated objectives pertaining to an incident; a method of incident management that distributes control among available supervisors based on a manageable number of subordinates and responsibility for specific duties
14. **Incident Commander (IC):** A supervisor, generally a lieutenant or higher ranking officer (or any highly qualified official trained to lead a response) who has overall responsibility for the management of a critical incident. If warranted, any official can serve and is not part of other staffs or function while serving as the IC.
15. **Mobile Field Force:** Sworn members of the department who have been trained to be deployed in certain situations to deal with civil unrest, disturbance, or unusual occurrences requiring a significant police presence. This team is designed to provide a rapid and coordinated response by the Police Department. This group will be directly responsible to the highest-ranking officer.
16. **Mobile Field Force Alert:** Notification to all applicable personnel of a potential emergency situation that may require a call out at a later time. MFF personnel will be notified and must be readily available with all equipment as soon as possible to respond to a designated assembly point. MFF members will receive call-out pay if placed on alert.
17. **Police Emergency Operations Center (PEOC):** A location at which key police department personnel will assemble in the event of a major incident. The PEOC may be designated as a command post under the Incident Command System, if warranted. The PEOC has been designated as the Emergency Operations Center, Room 2092, in the Criminal Investigations Bureau

18. **Readiness Alert:** A total or partial departmental announcement requiring employees to notify the department of their location and be available for call out pending a mobilization or MFF operation
19. **Site Evacuation**: The evacuation of the immediate area around an incident, i.e., a small hazardous materials spill
20. **Task:** A responsibility based on a specific function, i.e., evacuation or staging

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-31 CRITICAL INCIDENTS**	
	Subject **200 Incident Command System (ICS)**	Effective **07/20/18**

Low Frequency / High Severity

Summary: This order describes the procedures for implementation of the incident command system.

A. POLICY

[46.1.2]

IN THE EVENT OF A CRITICAL SITUATION, natural or man-made, the department's primary responsibilities are:

1. Life Saving
2. Evacuation of affected area
3. Traffic control
4. Security and prevention of looting
5. Management of resources

B. RESPONSIBLE POSITION

[46.1.1] [46.1.9]

1. **THE INCIDENT COMMANDER** has overall responsibility for the management of an incident
   a. Typically will be a supervisor or command officer. However, any officer may assume Incident Command if initiated, and assume the responsibility until relieved.
   b. The use of ICS provides for a seamless management of an incident and smooth transition of control regardless of the designated Incident Commander

2. **OPERATIONAL SUPPORT COMMANDER RESPONSIBILITIES** or designee include

   a. Annual analysis of incidents
   b. Annual documented field or tabletop exercises, readiness drills, and ICS training
   c. Periodic mobilization drills, including PEOC exercises, as directed by the Office of the Chief, but never less than annually
   d. Compliance and training with the National Incident Management System

C. GENERAL GUIDELINES FOR INITIAL RESPONDERS

[46.1.2] [46.1.3.c.d]

1. **THE FIRST RESPONDING OFFICERS** will make life saving and rescue efforts their first priority, and then report the general situation to Police Communications as soon as possible.

2. **DETERMINE THE SCOPE OF AN INCIDENT** as soon as possible to indicate the level of response necessary for the Police Department to successfully complete its duties. Vital information includes:

   a. **Size and Nature of the Incident**
      1) Determine perimeter boundaries

2) Estimate the number of personnel necessary to prevent access by unauthorized persons
3) Report on casualties, if known

b. **Type and Location of Hazards**
1) Fires
2) Structural damage
3) Damaged utilities
4) Hazardous chemicals/material

c. **Need For Evacuation**
1) Estimate of area affected
2) Need for shelter

3. **DUE TO THE VARIETY OF HAZARDOUS SITUATIONS** an officer may encounter, specific guidelines cannot be delineated for each circumstance; however, at a minimum, an officer should do the following:

a. Advise the Communications Center of the situation
b. Request assistance from other agencies if necessary
c. Cooperate with other emergency agencies
d. Protect the public welfare
e. Keep supervisor informed of situation status
f. Remain at the scene until relieved
g. Advise the Communications Center of disposition

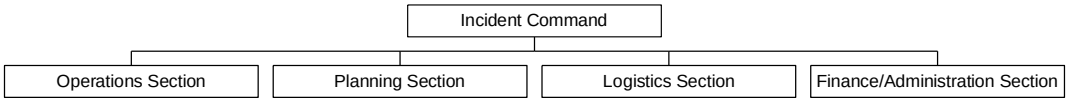
Rev

4. **TRAINING:** Annual documented training for all affected personnel on homeland security, ICS (incident command system), and all hazard incidents, e.g., catastrophes, pandemics, etc.

D. ICS OVERVIEW

[46.1.3.a]

Incident Command System: Basic Functional Structure



1. **THE ICS IS DESIGNED AS A CRITICAL ON-SCENE MANAGEMENT TOOL** used as a guide regardless of its applicability and as an overlay for any other order or procedure of the department

2. **THE ICS MAY BE USED IN ANY MATTER** of the department when such use is warranted

3. **THE ICS USES A COMBINATION** of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure to effectively manage a critical incident

4. **POLICE RESPONSE WILL BE PROPORTIONAL** to the incident

a. Manage small or localized incidents from a single incident command post near the scene
b. Manage larger incidents or incidents with multiple locations from either the city or police EOC with field command posts at each of the scenes
c. Co-locate command posts for multiple jurisdictions or agencies working on a single scene or on the entire event whenever possible

E. DESIGNATED INCIDENT FACILITIES/LOCATIONS

[46.1.3b.f]

SECURITY: Several types of facilities may be established in and around an incident which may be determined by the nature of the incident. Give special attention to the security of these facilities. Designated personnel as part of the ICS may provide security.

1. **POLICE EMERGENCY OPERATIONS CENTER** (**PEOC)** may be designated and used as an ICS command post by itself or in conjunction with other designated command posts

2. **INCIDENT COMMAND POST:** Provides command and control functions to ensure proper management of the incident, may include any or all of the ICS designated personnel throughout this order, will act as the central control point for all intelligence and information, including data control, communications, notifications, assignments, planning, strategy, and rumor control. It is the command structure used to manage a critical incident, based on the size of the incident and the required response by the Police Department. There will always be an incident commander regardless of the commander's location.

3. **FIELD COMMAND POST (FCP)** is in the field and may be the location from which all incident operations will be directed; may be used by itself as the ICS command post, and in most instances will be the command post where most incidents are managed

4. **SECONDARY COMMAND POSTS**: If leaders need to establish a small command post or staging areas for their use in an appropriate area, ensure they are not confused with the incident command post 4.

5. **STAGING AREAS** are any locations designated for the collection of personnel and equipment related to the incident. They should be mobile and have available resources for communications, sanitation, refueling, eating facilities, and any other items needed by personnel responding to the incident.

    a. For a single-scene incident, one command post may be created for the entire incident
    b. For incidents involving multiple scenes of a small scale, one command post may be created for each scene as needed, or one supervisor may be designated as having responsibility for each scene.
    c. For large-scale incidents, either the PEOC may be activated or a single incident command post may be designated as having authority over smaller incidents. This incident command post will house the incident commander and will be referred to as "**Command**."
    d. Once established, all personnel responding to the incident will respond to that location if not designated by the incident commander to report to a different staging area
    e. Only those persons who have been assigned a function requiring their presence within the command post will remain inside

F. MOBILIZATION AND ALERTS

[46.1.3.c]

The following details a process for a department-wide emergency mobilization or alert. This plan is not intended to preclude the use of other callout processes established for specialized units. (See form at end of order)

1. **GENERAL GUIDELINES**

   a. All leave, training, and extra-duty work will be cancelled for all Chandler Police Department (CPD) employees, except for employees who are already on leave and cannot be contacted or who are out of state
   b. All CPD employees will report to their assignments as normally scheduled or as directed by Command
   c. Duty hours may be extended or changed by Command in response to the emergency
   d. Command may implement the “Tactical Red Plan” in response to the threat level of the Homeland Security Advisory System

2. **READINESS ALERT GUIDELINES**

   a. This alert will result in the cancellation of all leave
   b. Department personnel will provide their supervisors with a current contact number during absences from personal residence,

3. **IMMEDIATE MOBILIZATION GUIDELINES**

   a. All sworn personnel will keep at least one complete and serviceable uniform available
   b. All sworn personnel will keep a gas mask, ballistic helmet with face shield, and body armor available
   c. When mobilized, these personnel will report directly to Police Department headquarters to await assignment
   d. Supervisors of mobilized units will advise the incident commander of their availability for deployment without delay

4. **MOBILIZATION AND ALERT DRILL PROCEDURES:** Upon notification from command personnel to initiate a mass callout

   a. The designated civilian supervisor will activate the approved departmental emergency messaging system to notify all sworn and civilian personnel of this alert drill
   b. Designated personnel will log the responses of all returned phone calls except sworn and civilian personnel not already scheduled to be on duty at the time of the drill

G. SECTION/BRANCH/GROUP/ TASK LEADERS

[46.1.6a]

1. **ADDITIONAL EQUIPMENT OR RESOURCES NEEDED**

   a. Leaders will directly request from the incident commander the needed resources
   b. The commander will instruct Logistics to obtain the needed equipment or resources and make arrangements for delivery or pickup of the item(s)

2. **EACH LEADER WILL MAINTAIN AN ACCURATE PERSONNEL LOG**, either written or tape-recorded, to include the following information:

   a. Names of personnel assigned
   b. Times personnel were assigned and released
   c. A schedule for periodic breaks and replacement

5. **LEADERS MUST KNOW THE EXACT LOCATION** of all personnel assigned to the branch, group, or task by maintaining a map or sketch of the area with each unit's location with call sign indicated

H. INCIDENT COMMAND

[41.1.3e,f] [46.1.4a,b,d,e,f]

1. **INCIDENT COMMANDER**

   a. Every incident, regardless of size, will have one designated person who will be referred to as the incident commander. As the identity of the incident commander shifts up the chain of command, the transfer of authority will be announced on the radio.
   b. The incident commander may be any officer when applicable with the understanding the incident commanders will remain so unless transitioned to another incident commander per direction of a higher-ranking officer

2. **ACTIVATING THE ICS** [46.1.3a, c]

   a. The first supervisor on the scene of a critical incident not directly involved in containment or life-saving duties will determine the need for using the ICS
   b. The first supervisor on the scene shall assume immediate control of the situation
   c. The ICS may be implemented upon arrival or at any other time in the management or containment of the incident

3. **MOBILIZATION AND ALERT PROCEDURES: For department-wide mobilization procedures, see Section F Mobilization and Alerts above.**

   a. Upon declaration of a readiness alert or mobilization, an incident commander will be declared who will supervise the department's efforts to prepare and respond to the emergency and will do the following, as needed:
      1) Set up an appropriate command post whether it is the PEOC or FCP and designate staging areas for assembly of personnel and equipment
      2) Assess the incident and scope of the problem, or obtain briefing if relieving another incident commander
      3) Assign command staff and personnel as necessary
      4) Conduct initial briefing
      5) Implement ICS to effectively manage, control, and resolve the incident or emergency
      6) Establish a callback number linked to the desk officer or designee to track the whereabouts of employees and provide up-to-date information to all levels within the department

a) The employee(s) staffing the callback number will be responsible for knowing the location of employees up to the time they report for duty
b) Once on duty, the whereabouts of employees is the responsibility of the Communications Section and/or group supervisors within the ICS

7) Coordinate with logistics personnel any equipment or transportation needs
8) Ensure planning and intelligence functions are done, and approve and authorize implementation of an Incident Action Plan, if desired. An action plan is not necessary and is usually developed when the organization becomes very large or the duration of the incident requires it.
9) Approve request for additional resources, and make sure a constant assessment of resources is being conducted
10) Ensure incident documentation is being conducted and proper documentation is available for incident debriefing and after-action reports. This may include:
    a) Providing public information and maintaining media relations
    b) Preparing a documented after-action response

b. Assigned branch/group/task leaders are responsible for the tasks outlined in the ICS as stated in the Emergency Operations Plan or as assigned by the incident commander

4. **ESTABLISHING THE COMMAND POST:** Upon implementing the ICS, the supervisor or incident commander will: [46.1.3b.d]
   a. Immediately establish a command post
   b. Notify Communications the ICS is employed, his call sign is now "Command," and the location of the command post
   c. Ensure the shift commander has been notified of the incident. The shift commander shall respond to all incidents where ICS has been employed and assume command if appropriate.
   d. If necessary, obtain support from other agencies

5. **APPOINTING SECTION LEADERS** as needed based on the qualifications of the personnel and the requirements of the incident who will assume sole responsibility for their assigned task and remain in close contact with the incident commander. Common *branches* include, but are not limited to:

   a. Operations Section
   b. Planning Section
   c. Logistics Section
   d. Finance/Administration Section

6. **MAY USE OR DESIGNATE** the following personnel:

   a. Media Relations Officer
   b. Liaison Officer (if needed in interagency situations)
   c. Resource Officer
   d. Situation/Status Officer
   e. Field Observer
   f. Casualty Information Officer
   g. Documentation Officer/Scribe
   h. Technical Specialist
   i. Communications Officer
   j. Medical Officer

k. Facilities Officer
l. Fleet Officer
m. Finance Officer
n. Personnel Time Recorder

7. **COMMANDER WILL APPOINT A STAGING AREA:**

   a. Responsibilities
      1) Establish a staging location immediately accessible to the area of the disaster or incident scene
      2) Keep the incident commander apprised of all requests for and/or available personnel and resources
   b. Units responding to the event will be alert for the establishment of a staging location [46.1.3e]
      1) Staging areas may be either the ICS command post or designated branch staging areas
      2) Responding officers will be advised of which designated area they are to report to and to whom
      3) All officers responding after the location has been announced will respond directly to staging
      4) Supervisors responding after the establishment of a command post will respond to the command post unless advised of another assignment
   c. Leaders will make request directly to the incident commander
   d. The commander will instruct Staging to have the requested number of officers change to the appropriate talk group for assignment
   e. Units released from their function by their leader will report back to staging

8. **PUBLIC INFORMATION UNIT supervisor will:**

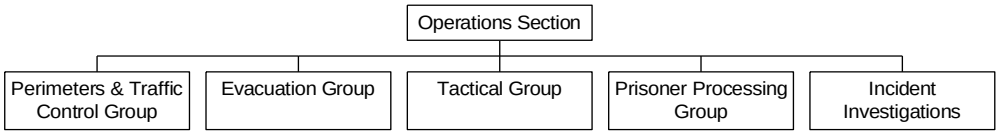
   a. Respond to Command when requested
   b. Establish a press briefing area
   c. Coordinate the use of video equipment and operators to record the event as requested

9. **ADDRESS SAFETY ISSUES**

10. **PREPARE A DOCUMENTED AFTER-ACTION REPORT**

I. OPERATIONS SECTION

[46.1.4]



The following Divisions/Groups are examples of designations under Operations Section. It can be fewer or more depending on needs of the incident.

1. **PERIMETER GROUP** is responsible for:

   a. The immediate containment of the scene
   b. Establishing a secure inner perimeter

c. Relaying all critical information to the incident commander as quickly as possible
d. Maintaining crowd control and the evacuation of the area between the inner and outer perimeter
e. Providing security for the command post
f. Providing interim traffic control until the traffic assignments are established
g. Establish traffic control points to ensure traffic is not allowed to enter the affected area
h. Anticipate changes in traffic flow and make appropriate plans

2. **EVACUATION GROUP** [46.1.4.b.]

a. Coordinate all evacuations with other branches, groups, tasks, departments, or agencies, including the consideration of the use of Victim Services
b. Maintain accurate records relating to the evacuations to include, at a minimum:
   1) Shelter locations
   2) Names of persons evacuated and their shelter location
   3) Numbers of persons who refuse evacuation and their locations
c. **For events where an immediate threat or hazard exists:**
   1) Focus is to minimize, isolate, or eliminate the threat and provide safe egress of those who self-evacuate
   2) Evacuation is secondary
d. F**or events that are stabilized** and with established perimeters, implement procedures in General Order E-31.600 Critical Incidents: Evacuation Protocol

3. **TACTICAL GROUP** [46.2.1]

a. **SWAT/MFF Role In The Incident Command System:** The incident commander must retain overall authority throughout an incident.
   1) **IF SWAT IS DEPLOYED**, the tactical commander is designated the tactical group leader and may also assume the role of inner perimeter branch leader
   2) While the authority to authorize proactive actions by the SWAT remains with the Tactical commander, discuss these decisions with the incident commander when possible
b. **IF MFF IS DEPLOYED**, the MFF commander may also assume the role of a branch leader if the circumstances warrant
   1) Carry out all negotiations
   2) Provide a tactical option should negotiations fail to resolve the situation
   3) Assist with evacuations when necessary
   4) Assume responsibility for the inner perimeter when necessary

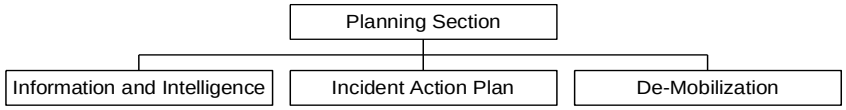
4. **PRISONER PROCESSING GROUP**

a. Establish a location near the incident for the processing of arrested persons
b. Transport arrested persons from the scene to an appropriate detention facility

5. **PROVIDE OTHER INVESTIGATIVE FUNCTIONS** such as death investigations following disasters or accidents

J. PLANNING SECTION

[46.1.5]



The following Divisions/Groups are examples of designations under the Planning Section. It can be fewer or more depending on needs of the incident.

1. **GATHERING AND DISSEMINATING INFORMATION** and intelligence to all concerned parties [46.1.5b]

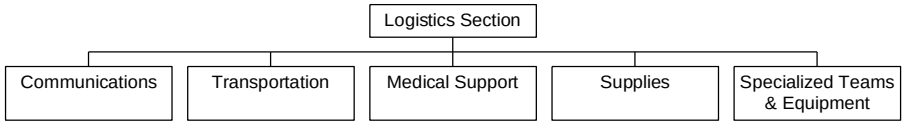
2. **PREPARE A DOCUMENTED INCIDENT ACTION PLAN** [46.1.5a]: This plan is to include general operational objectives and alternatives

3. **DE-MOBILIZATION PROCEDURES** [46.1.5c]: De-mobilization procedures may be applied to significant incidents as outlined in this order whether or not the ICS has been activated. When the situation has subsided, the incident commander will survey the affected area and determine the continued need for police personnel at the scene. As the situation allows, the incident commander will diminish the amount of staff and equipment at the scene until only the personnel directly involved in the operation remain.

   a. Conclusion of Incident [46.1.3h]
      1) The Chief of Police or designee will give the order to terminate the SWAT/MFF/ICS and/or the alert stages
      2) Upon termination, the Tactical and/or Support/MFF/ICS commander shall conduct debriefing critiques and will prepare a comprehensive after-action report to be submitted within **72 hours** of the incident to the Office of the Chief
      3) Officers will collect all equipment and report any discrepancies or damage
   b. Post-Incident Trauma
      1) Supervisors will:
         a) Be aware of the special needs of employees involved in major incidents, especially those involving heavy loss of life
         b) Monitor their employees' needs and provide them access to support services for counseling when needed, which may include:
            - The departmental psychologist
            - The chaplain
            - The Critical Incident Stress Management Team
            - EAP resources
      2) **Supervisors should be aware** these services are available to employees and their families at any point during or after an event since major events could also affect off-duty employees and their families

K. LOGISTICS SECTION

[46.1.6a,b,c,d]



The following Divisions/Groups are examples of designations under the Logistics Section. It can be fewer or more depending on needs of the

incident.

1. **COMMUNICATIONS: ESTABLISHING COMMUNICATIONS (Talk Groups)**

   a. The branch/group/task leader will advise Communications he has been appointed the leader and request a separate talk group for operations once established, e.g., "L-4, I have traffic. Assign a talk group and have all traffic units switch to that group."
   b. Communications will assign a talk group and make a general broadcast for all units in that branch, group, or task to change talk groups, e.g., "All units assigned to traffic functions, switch to channel 5"
   c. The leader will remain in close contact with the incident commander at all times and will use the title of his function as his call sign
   d. Staging will remain on the initial talk group with the "command" radio and the incident commander. **ONLY** the primary talk group will be monitored by Communications. If a secondary emergency requires immediate response by additional units, that unit must switch to a monitored talk group.
   e. Communications will provide an unmonitored channel or talk group for each branch, groups, and tasks established.
   f. Communications may not respond to all calls for service
      1) Calls for service designated by Communications as **routine** and those that **do not include a threat to life** may not be dispatched
         a) Use the "Communications Section" of the CPD Homeland Security Plan as a guideline
         b) Communications will advise all callers the call is being delayed and will be answered after emergency operations have ended
      2) During immediate or general mobilizations, the Communications commander will ensure adequate staff is available for all functions, including personnel for the PEOC or ICS Command Post

2. **ADDITIONAL BRANCH, GROUP, OR TASK STAFFING NEEDED**

   a. Provide radios, batteries, chargers, and other communications supplies as needed
   b. Provide extra or specialty vehicles as required
   c. Provide food, refreshments, temporary restroom facilities, break areas, and other personal items for employees as needed
   d. Obtain items from outside vendors under emergency purchase guidelines for background investigation of suspects
   e. Medical Support
   f. Provide specialized team & equipment needs

L. FINANCE/ADMINISTRATION SECTION *[46.1.7]*

a. Record all personnel time
b. Procure additional resources on an "as needed basis"
c. Record expenses as they occur
d. Document all injuries and liability issues
e. Prepare appropriate reimbursement documents if applicable

M. CHANDLER FIRE DEPARTMENT AS PRIMARY RESPONDER

The nature of certain emergencies dictates the Chandler Fire Department (CFD) assumes primary responsibility for operations, e.g., large structure fires, desert wildfires, or hazardous materials spills. When police participation is needed or desired in such incidents, the following procedures will apply:

1. **CO-LOCATED COMMAND POSTS**

   a. **During all multi-agency incidents**, every reasonable attempt will be made to have each agency's command post located in the same place. Each command post should be "hardwired" for ease of communication when possible.
   b. If the police incident commander is not present at or near the Fire command post, he will supply a representative to the fire command post as a liaison

2. **PD RESPONSIBILITIES**

   a. Primary responsibility for traffic control, vehicle routing, and security for evacuated areas
   b. Assist with evacuations as necessary

3. **TRAFFIC CONTROL AND ROUTING**

   a. **Once the affected area has been defined**, the traffic task leader will develop a traffic plan which addresses the restriction of traffic moving into the area, providing for quick access to staging areas for emergency equipment, and safe movement corridors for evacuees
   b. **CFD has issued emergency passes** to employees of various companies in areas likely to be affected by wildfires. Officers on roadblocks will notify their task leader when encountering such a pass.

4. **FIRE EVACUATIONS**

   a. Follow emergency evacuation plans
   b. May ask residents being evacuated from wildfire areas to prepare their homes to resist fire
   c. Do not engage in any evacuations involving the use of self-contained breathing apparatus unless trained its use
   d. Allow no one, other than emergency personnel and those presenting emergency passes, in an evacuated area

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Chandler Police Department

MOBILIZATION / ALERT FORM

☐ Mobilization

☐ Alert

Person Ordering Mobilization / Alert: _____

Date / Time of Order of Mobilization / Alert; Date:_____ Time _____

Message:

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-31 CRITICAL INCIDENTS**	
	Subject **300 City Emergency Operations Plan (EOP)**	Effective **02/26/10**

Low Frequency/High Severity

E-32.100 HOMELAND SECURITY PLAN

Summary: This order describes the City of Chandler Emergency Operation Plan and the Chandler Police Department's expected response to a citywide critical incident.

A. CRITICAL INCIDENT RESPONSES

1. **IF A CRITICAL INCIDENT OCCURS** on a citywide scale, the EOP may be put into effect. This plan:

   a. Involves all City departments
   b. Applies to natural or man-made disasters, civil disturbances, etc.
   c. Is available when the situation warrants critical management beyond the scope of a police-managed incident

2. **THE INCIDENT COMMAND SYSTEM** (ICS) may be employed at any level

B. POLICE RESPONSIBILITIES

[46.1.2]

The City's EOP calls for the Police Department to be responsible for the following tasks:

1. **ASSESS** and report the approximate nature, size, and location of the incident scene to the CEOC as soon as possible

2. **ESTABLISH CONTROL** of the scene and provide entrance and exit routes for rescue and emergency personnel

3. **DETERMINE THE LOCATIONS AND NUMBER** of any injured and/or dead persons, and assist the Fire Department with rescue efforts

4. **COORDINATE EVACUATION EFFORTS** with the Fire Department

5. **MOBILIZE SUFFICIENT RESOURCES**, i.e., specialized equipment, transportation, and staffing to control the situation

6. **PREVENT FURTHER LOSS** of life and/or property

7. **PRESERVE THE SCENE** for identification and evidential purposes

8. **INVESTIGATE ANY CRIMINAL ACTIVITY,** death, or serious injury resulting from the incident

C. CITY EMERGENCY OPERATIONS CENTER

[46.1.2] [46.1.7]

1. **ACTIVATION:** The City Emergency Operations Center (CEOC) will be activated in accordance with the provisions in the EOP upon orders from the Mayor or the City Manager's office

Rev

2. **DESIGNATED LOCATION:** Fire Administration building at 151 E. Boston Street

3. **STAFFING:** City officials, department heads, and their assistants as required by the Emergency Operations Plan

   a. When activated, the Police Chief will respond to the CEOC
   b. At the Chief's direction, the Police Emergency Operations Center (PEOC) will also be activated

4. **ACCESS TO PLAN**

   a. All supervisors will acquaint themselves with the city's EOP
   b. A copy of the plan is maintained in the Office of the Chief, Communications, and Police Emergency Operations Center
   c. Available at http://chanweb/content/EmergencyOpsPlan.pdf

Rev

D. POLICE EMERGENCY OPERATIONS CENTER (PEOC)

[46.1.1] [46.1.2] [46.1.3]

1. **ACTIVATION:** May be activated at the order of the Police Chief or designee at any time close coordination of police emergency services is required

2. **LOCATION**

   a. The PEOC will be in the Police Department building located at 250 E. Chicago Street unless moved to a secondary location
   b. A PEOC kit containing maps, copies of these orders, and a copy of the city's Major Emergency Operations Plan will be maintained at the PEOC

3. **COMMAND**

   a. The PEOC will be operated using the Incident Command System
   b. The PEOC commander will have overall command and responsibility for police operations citywide

4. **ACTIVATION RESPONDERS**

   a. The following personnel will respond to the PEOC upon activation:
      1) An Assistant Police Chief or a Commander
      2) Support Services Manager
      3) A Field Operations Commander
      4) Community Services Commander
      5) Communications Manager
      6) Both Operations Support Supervisors

7) Other support personnel as deemed appropriate by the PEOC Commander
8) PIO Supervisor
9) Legal Advisor, at the discretion of the Police Chief

b. Shift commanders and other personnel will respond to appropriate command posts as directed by the current incident commander and/or the Police Chief or designee

5. **ASSIGNMENTS**

a. **Activation:** The Community Services commander will assign staff to activate the PEOC including:
   1) Setting up of maps, telephones, computers, and radio equipment
   2) Providing staff (note-takers, runners, dispatcher)

b. **Operations:** The Field Operations commander will assign an operations officer to:
   1) Remain in close contact by radio or telephone with field commanders to provide for their needs in a timely manner
   2) Ensure that all status boards and incident maps are updated to reflect the current situation as accurately as possible
   3) Direct field operations to the extent practical, keeping ICS criteria in mind at all times
   4) Coordinate transportation needs

c. **Support staff** will:
   1) Man phones to relay information being received and disseminated from the PEOC
   2) Photograph all incident maps and status boards at least every 30 minutes for historical purposes
   3) Maintain casualty information
   4) Keep accurate notes of all information received, decisions made, and orders issued on a laptop computer. Information recorded will be stored periodically to prevent loss of data in the event of power failure.
   5) Restrict and record entry into the PEOC

d. **Emergency Purchases:** The Field Operations support supervisor will coordinate all emergency purchases related to the incident and prepare a report related to the overall cost of the event

e. **The PIO** will act as the sole source of media contact for the Police Department and will assist with telephones and communications as needed

f. **The Communications** manager or designee will operate the 800 MHz radio located in the PEOC, relaying information as needed designating the call sign: "**Operations**"

g. **Additional staff** may be assigned to assist with PEOC functions at the discretion of the PEOC commander and in accordance with ICS designated personnel

6. **FACILITY SECURITY:** The PEOC commander must give strong consideration to the security of public facilities, i.e., police stations, city hall, and public utilities

E. ADDITIONAL PEOC RESOURCES

In the event of an emergency, all personnel within the department will be required to assist with emergency operations. Units not normally directly involved in Field Operations will assist in the following manner:

1. **COMMUNICATIONS SECTION**

   a. Coordinate and provide for the use of necessary talk groups for the disaster
   b. Provide a dispatcher who will continuously monitor the primary talk group being used by command and will be located in the PEOC
   c. Provide tape recordings of disaster-related radio transmissions for the after-action critiques

2. **PUBLIC INFORMATION UNIT**

   a. The Unit supervisor will respond to the PEOC when activated,
   b. Establish a press briefing area
   c. Coordinate the use of video equipment and operators to record the event as requested
   d. Staff telephones in the PEOC as needed

3. **FIELD OPERATIONS DIVISION ADMINISTRATIVE SPECIALISTS**

   a. Provide portable radios/accessories, batteries, and charging equipment
   b. Provide for the delivery of additional vehicles including prisoner vans or 4-wheel-drive vehicles
   c. Provide for the delivery of food and/or beverages as needed

4. **THE TRAFFIC TEAM** will provide officers and equipment as needed for traffic control

5. **THE CRIMINAL INVESTIGATIONS BUREAU** will provide personnel as needed for uniformed activities and non-uniformed investigations

6. **THE PEOC COMMANDER OR DESIGNEE** will monitor the Police Department's response during disaster operations and provide an after-action report for review by the Office of the Chief of Police

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-31 CRITICAL INCIDENTS**	
	Subject **400 Mobile Field Force (MFF)**	Effective **01/03/17**

Low Frequency/High Severity

Summary: This order describes Police Departments MFF including use, readiness, relevant laws, and assistance from and to other agencies.

A. OVERVIEW

1. **THE MOBILE FIELD FORCE CONSISTS OF** officers who are trained and equipped in civil unrest, disturbance, and unusual occurrences where a significant police presence is needed

2. **THE MFF IS ASSIGNED TO** the Field Operations Division for reporting purposes

3. **THE DESIGNATED MFF COMMANDER** is usually a Field Operations lieutenant/commander

B. POSSIBLE USES

1. **CIVIL DISTURBANCES** resulting from protest marches, public assemblies, and labor disputes

2. **ENFORCEMENT OF INJUNCTIONS** and restraining orders relating to prohibiting assembly

3. **DISASTERS** relating to earthquake, flooding, fire, explosion, industrial accident, aircraft or train accident, possibly involving evacuation, security of a scene, traffic control, control of sightseers, and looters

4. **SPECIAL EVENT SECURITY** and protection when a special police presence is required whether it is passive or aggressive in nature

5. **DEMONSTRATIONS** that are peaceful in nature, but are such that they must limit their marching area and actions into a dedicated area or space

6. **SIGNIFICANT POLICE PRESENCE** required at any type of location where a show of force and unity may be warranted

C. EQUIPMENT

1. **THE TRAINING UNIT WILL ISSUE ALL SWORN EMPLOYEES** a gas mask and ballistic helmet

2. **FIELD OPERATIONS** will maintain equipment, such as riot shields and batons

3. **THE FIELD OPERATIONS COMMANDERS OR DESIGNEES WILL MAINTAIN SMOKE GRENADES** in Field Operations command vehicles

4. **SWAT WILL** maintain and deploy gas

Rev

D. OPERATIONAL READINESS

[46.1.8]

1. **A FIELD OPERATIONS DIVISION COMMANDER** is responsible for the operational readiness of the MFF

2. **READINESS INCLUDES,** but is not limited to:

   a. **Quarterly inventory and inspection** of non-issued MFF equipment to ensure operational readiness with report forwarded to the Office of the Chief of Police to include, but is not limited to:
      1) The issuance of the proper/applicable equipment
      2) Condition of equipment maintained in the manner consistent with General Orders
      3) All riot shields and batons
      4) All marked supervisor vehicles stocked with smoke grenades
   b. **Annual review of policies** relating to the department's response to MFF-related incidents to include review of all readiness drills and training

E. INITIATING THE MFF

The MFF commander:

1. **ESTABLISHES AND COORDINATES** the command post and the actions of the Mobile Field Force

2. **PARTICIPATES IN COMMAND LEVEL BRIEFINGS** and evaluates the needs of the operation, including, but not limited to:

   a. Communications
   b. Emergency medical/fire needs
   c. Food, water, and sanitation
   d. Obtaining additional equipment as needed

3. **ENSURES THE ESTABLISHMENT OF THE OUTER PERIMETER** and coordinate pursuit vehicles' placement and operational guidelines with the Field Operations shift commander

4. **ENSURES A PIO LIAISON** is in place to provide information to the PIO that satisfies the needs of the press but will not jeopardize the operation. The PIO liaison will:

   a. Immediately report to the operation commander for a full briefing of the incident
   b. Develop a line of communication between the PIO and himself
   c. Monitor live, aired reports as practical

5. **DESIGNATES DOCUMENTATION** responsibilities of operations or training by using written notes, reports, audio, and/or video recordings

6. **ASSIST THE TACTICAL COMMANDER** in the planning of tactical operations

7. **ENSURE THAT ONLY AUTHORIZED GRENADIERS** use chemical projectiles. All less lethal utilizations shall be consistent with existing applicable General Orders.

8. **PREPARE AN AFTER-ACTION REPORT** and furnish a copy to the Field Operations Division commander as soon as practical

F. RELEVANT LAWS AND SITUATIONAL CONSIDERATIONS

1. **CIVIL DISTURBANCES:** When protesting groups or crowds of people go beyond the scope of peaceful gatherings and begin to cause hazards, obstructions, or criminal damage, police intervention may be necessary.

   a. The officer must discern when a demonstration ceases being a peaceful gathering and starts to infringe upon the rights of others
   b. Speech alone generally enjoys a great deal of protection; however, this freedom may begin to erode when coupled with civil disobedience or violent actions
   c. Incitement to riot or engage in unlawful acts is cause for swift and decisive action

2. **PREPARATORY ACTIONS:** The department **may** seek a restraining order to prohibit a particular demonstration from occurring

   a. This option can be cumbersome and difficult, but there are rare situations where there is sufficient evidence to show that a potential aggrieved party could suffer irreparable harm if such demonstration were to take place
   b. A favorable decision by the court would depend on the complainant's ability to offer clear and factual evidence regarding the ramifications of the event
   c. The above is intended to provide information regarding all options and strategy. This option is entirely dependent upon the circumstances and the ability to seek a court order.

3. **JURISDICTION**: It is important to understand that when the police are asked to participate in operations in certain jurisdictions not clearly under the jurisdiction of the City, such as specified federal lands or facilities, powers may be severely limited

   a. Participants must consider jurisdictional issues when planning an operation or assisting in a mission
   b. This consideration is not intended to restrict our ability to respond when appropriate

4. **CHEMICAL AGENTS** may be used for the purpose of dispersing illegally assembled crowds and to protect property and lives

   a. Considered use of chemical agents will take into account all aspects of the operation and the intended outcome
   b. Chemical agents include all forms of gaseous irritants approved by the department for use in a MFF situation
   c. The SWAT/MFF commander is authorized to order the use of approved chemical agents

d. Only trained personnel will deploy chemical agents - except the officer's OC spray
e. Officers will be equipped and competent in the use of their protective masks upon the use of chemical agents

5. **PUBLIC STREETS:** Peaceful demonstrations cannot be prohibited, but can be controlled

   a. The consideration for action will be at which time the streets and the public's right of passage have been hindered
   b. Public passage and use is the primary purpose of the streets and sidewalks and shall not be restricted except for a lawful purpose

6. **PRIVATE PROPERTY:** The department will respond to incidents on private property just as we do on any call for service

   a. At times, the police are asked to take action on private property
   b. While people and customers enjoy the right of free speech in these environments, that does not mean that they enjoy the right to create disturbances, cause damage, or restrict the ability of the business to function

7. **SCHOOL CAMPUS:** The Arizona Revised Statutes are enforceable on school campuses just as they are elsewhere. When enforcing the statutes on school grounds, remember that there may be other specific statutes that apply to schools.

8. **PUBLIC PARKS** are intended for recreational purposes and are open to the public in compliance with City ordinance

   a. People have the right to have peaceful public assembly, but they must do so in compliance with regulations
   b. Inappropriate or unlawful behavior will be dealt with using swift and decisive action as appropriate

9 **PUBLIC MEETINGS:** Reasonable speech is tolerated to the point that it does not disrupt others and incites unlawful acts

   a. A common tactic of demonstrators is to disrupt and interfere with public meetings during civil disturbances
   b. There may be instances when it is necessary to provide control and security at a public meeting

10. **LABOR DISPUTES:** It may be necessary at times to respond to a labor dispute situation that has gone beyond the normal collective bargaining meetings and functions

   a. The department will do what is necessary to enforce the laws in these situations in an unbiased and impartial method
   b. If required to assist in this type of incident, take due diligence to discuss the parameters for their demonstration or event with the appropriate officials on both sides

11. **PICKETING:** A recognized, lawful means of free speech that may occur during labor disputes. The department may respond to these situations if picketers leave the realm of peaceful gathering and begin to create a disturbance.

G. STATUTORY OVERVIEW OF APPLICABLE LAWS

Any combination of these statutes may be applied, depending upon the circumstances. Officers of MFF will be familiar with the following laws and will understand their applicability.

1.	ARS 13-2904	Disorderly Conduct
2.	ARS 13-2906	Obstructing a highway or other public thoroughfare
3.	ARS 13-2402	Obstructing Government Operations
4.	ARS 13-2905	Loitering
5.	ARS 13-1501 et seq.	Trespass
6.	ARS 13-1602	Criminal Damage
7.	ARS 13-2902	Unlawful Assembly
8.	ARS 13 2903	Riot
9.	ARS 13-3804	Failure to Disperse
10.	ARS 13-2908	Criminal Nuisance
11.	ARS 13-2508	Resisting Arrest
12.	ARS 13-2403	Refusing to Aid a Police Officer
13.	ARS 13-2404	Refusing to Assist in Fire Control
14.	ARS 13-3101 et seq.	Weapons and Explosives
15.	ARS 13-3703	Abuse of Venerated Objects
16.	ARS 13-3803	Preserving Peace at Public Meetings
17.	ARS 13-1603	Criminal Littering
18.	ARS 28-622	Failure to Comply with a Police Officer
19.	ARS 28-7053	Misuse of Public Highway or Airport
20.	ARS 28-7054	Misuse of public highway or airport (Encroachment)

H. ASSISTANCE FROM OUTSIDE AGENCIES

1. **THE CHIEF OF POLICE** or designee make requestsfor assistance from other law enforcement agencies, time permitting. **IN AN EMERGENCY,** the on-duty supervisor or shift commander may request assistance.

2. **UNITY OF COMMAND:** If personnel from other agencies are deployed within the city, request a representative from that agency to respond to the designated command post to ensure the maintenance of unity of command. Assignments should maintain agency integrity, if at all possible.

3. **LENGTH OF INVOLVEMENT:** In all events, personnel from outside agencies will be relieved as soon as possible

4. **EXPENSES:** Track all expenses and personnel hours for possible reimbursement

I. NATIONAL GUARD DEPLOYMENT

1. The Mayor must declare an emergency before the Arizona National Guard troops may be deployed

2. The Chief of Police, in accordance with the city emergency plan, will make all requests for assistance from the National Guard to the Office of the Mayor

J. AID TO OTHER AGENCIES

If another law enforcement agency requests the assistance of the Chandler MFF:

Rev

1. **THE INCIDENT COMMANDERS AND SWAT/MFF COMMANDER** will meet to establish a formal chain of command, which will be documented

2. **EACH PARTICIPATING AGENCY** is responsible for damages incurred, injuries suffered, or equipment lost by members of their respective agencies

3. **CHANDLER PD COMMAND STAFF PERSONNEL** may terminate the participation of the MFF at any time

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-31 CRITICAL INCIDENTS**	
	Subject **500 Mass Arrest Procedures**	Effective **01/03/17**

Low Frequency/High Severity

Summary:

[46.1.4] This order describes mass arrest procedures.

A. OVERVIEW

Mass arrest procedures may be used to restore order to the community as quickly as possible during a civil disturbance or mass demonstration

B. POLICY

1. **EXCEPT IN A LIFE-THREATENING SITUATION**, do not implement mass arrest procedures until the field detention area is operational and secure

2. **SAFETY PRIORITIES**

   a. **Yourself**
   b. Fellow officers
   c. Civilians
   d. Arrested subjects

C. PURPOSE

To provide a secure area where initial processing and identification of arrested persons may begin

D. INITIATING PROCEDURES

1. **THE SWAT OR MFF COMMANDER:**

   a. May implement mass arrest procedures. As soon as conditions permit, normal arrest procedures will be reinstituted.
   b. Will notify Communications when mass arrest procedures have been implemented
   c. Will make arrangements for the following:
      1) Making contact with court staff in making arrangements for on-site initial appearances, when appropriate
      2) Making contact with City legal staff or prosecutorial staff, when appropriate
      3) Making contact with public information officer when response to the media is necessary
      4) Making arrangements for appropriate medical treatment, when necessary
      5) Making arrangements for food, water, and sanitation needs
      6) Making the appropriate notifications when interagency assistance is required
      7) Establishing a secure field detention area near the incident for the preparation of prisoners for booking, including accommodations for juveniles
      8) Ensuring that all personnel are readily identifiable by a means appropriate for the assignment

2. **COMMUNICATIONS** will advise the Holding Facility supervisor and the on-duty MCSO jail supervisor to alert them to the possibility of large numbers of prisoners being delivered to their respective facilities

E. ESTABLISHING FIELD DETENTION AREAS

Rev

1. **LOCATION:** The SWAT, MFF, or incident commander or designee shall, if needed, designate the location of the field detention site based on the following considerations:

   a. Security (staffing needs)
   b. Separation of arrestees by sex, age, etc.
   c. Proximity to the crisis site
   d. Personnel requirements
   e. Ease of transportation
   f. If buildings or areas that are traditionally used for other activities, ensure location:
      1). Is large enough area for people to be temporarily housed
      2) Has limited ingress and egress
      3) Is structured so that adequate security can be provided
   g. If used for short periods of time, consider mobile holding facilities and jails
   h. For cite and release, only release detainees who can be cleared from the area without hesitation and removed to an area sufficiently away from the incident area

2. **TEMPORARINESS:** If the number of detainees is such that they can be transported to a permanent jail facility, remove them from the temporary detention facility when possible to alleviate security concerns

Rev

3. **MEDICAL SUPPORT:** The SWAT, MMF, or incident commander will make arrangements with the Chandler Fire Department (CFD) for a standby of qualified medical personnel to remain at the field detention site. If required, ask CFD to establish field triage capability to determine whether certain detainees need to be transported to the hospital.

4. **STAFFING INCLUDES:**

   a. A sergeant
   b. At least two detention officers
   c. The Property and Evidence supervisor and one Property and Evidence technician
   d. An ID specialist
   e. All sworn personnel from the warrant detail
   f. At least one female employee, sworn or administrative assistant, to handle the search of female prisoners

5. **POLICE IDENTIFICATION**

   a. All personnel assigned to the detention area will be clearly identified as police employees
   b. Those not in uniform will wear jackets, raid shirts, or vests with the word “POLICE” plainly visible on the front and back.

6. **LOG:** The Holding Facility supervisor will maintain an accurate log of all persons brought to the detention area and their disposition

7. **HANDLE ALL PROPERTY** obtained during the booking process in accordance with established procedures. The Property and Evidence supervisor will take custody of the following at this location

   a. All property not easily transported the detention facility
   b. All items will be packaged and logged in accordance with the department's evidence-handling policies.

8. **CONDUCT TRANSPORTATION** of arrested persons in accordance with established procedures

F. ARREST AND BOOKING PROCEDURES

1. **OVERVIEW:** Though designed for use in passive demonstration situations, these "arrest team" procedures are MFF techniques and can be used by any organized squad of officers

Rev

2. **THE SWAT OR MFF COMMANDER** will:

   a. **Ensure that a sufficient number** of personnel are available to handle the arrest function properly and provide relief to teams who have handled large numbers of prisoners
   b. **Divide officers** into arrest and support teams under the supervision of a sergeant

3. **PROCEDURES:**

   a. **Once the order to arrest has been given**, a designated team member will arrest a selected member of the crowd and verbally notify the person that they are under arrest. Advise all arrestees of the charge(s) against them.
   b. **Resistance**
      1) May walk arrestees who offer no resistance to the detention area
      2) Picked up by the upper arm or armpit and walk or drag arrestees who offer passive resistance to the detention area
      3) May use stretchers for persons offering only passive resistance
      4) For arrestees who lock arms, two officers may be required to untangle the arrestee while two others remove them to the detention area
   c. **Search** every arrested person for weapons and contraband
   d. **Handcuff** all prisoners will be handcuffed using disposable cuffs if available
   d. **Chemical agent irritation**
      1) Allow arrestees who complain of the effects of chemical agents an opportunity to flush their skin with water
      2) Provide subjects who complain of continued irritation with medical assistance
   e. **Identification** At the detention area:
      1) Place a plastic band around the right wrist of each arrested person numbered with the arresting officer's serial number and the arrest

number, i.e., officer #183 would have arrests numbered 183001 and 183002 for his first two arrests

2) Complete an 06/FI card on each arrestee to include the arrest number, name, and right index fingerprint of the arrestee. Impound the 06/FI card after completing booking.
3) Take a digital photograph of the arrestee in the detention area with name and date of birth to be maintained as evidence under the offense report number

f. **Booking Paperwork**
   1) At detention area, complete areas on the standard booking form pertaining to the subject's name, vital information, and charge(s)
   2) After the subject has been transported to either the city Holding Facility or county jail, complete a full intake process, including prints and photograph

g. **Transfer of Custody:** Arresting officers will turn over the arrestee, his property, and the partially completed booking form to detention personnel staffing the detention site, and then return to the demonstration or location of arrests

h. **May Use Citation in Lieu of Detention** at the discretion of the incident commander, although it is preferable for persons arrested under these conditions to be held for initial appearance

i. **Juvenile Offenders**
   1) Misdemeanor charges: May release to the custody of parents or guardian if at least one parent or guardian can respond to the detention area
   2) Felony charges: Upon the approval of the detention area sergeant, may release to the custody of their parent or guardian if at least one parent or guardian can respond to the detention area

j. **Access to Legal Counsel:** Advise attorneys requesting access to a prisoner in the detention area that they may contact their client after booking has been completed and after transport to a permanent detention facility

4. **EXCEPT FOR FELONY OFFENSES**, officers will not pursue persons fleeing the arrest location unless directed to do so by a supervisor

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-31 CRITICAL INCIDENTS**	
	Subject **600 Citizens Evacuation Protocol**	Effective **10/20/17**

Low Frequency/High Severity

SUMMARY: This general order establishes protocol for **transporting and isolating citizens** from critical incident scenes and a system of obtaining witness and other necessary information from a large group of people

A. POLICY

[46.1.4b]

Chandler Police Department will provide for the evacuation of citizens to safe locations and/or safe havens in the event of a critical incident requiring the movement and/or isolation of the effected individuals

B. DEFINITIONS

1. **SMALL-SCALE EVACUATION**: When the assets currently possessed by the department can transport all of the effected individuals

2. **LARGE-SCALE EVACUATION:** When departmental transportation assets are not sufficient to conduct the evacuation

C. SMALL-SCALE EVACUATION

THE SCENE SUPERVISOR OR ASSIGNED INVESTIGATOR should evaluate the need to evacuate residents for:

1. **CRITICAL INCIDENTS** requiring the isolation of witnesses and the provision of a safe haven for individuals whose safety is threatened by remaining at the incident location

2. **SAFETY ISSUES** or to remove essential victims and witnesses from the scene in order to shield them from the press and to protect their untainted recollection of the incident/

D. SAFE HAVEN EVACUATION

SMALL-SCALE EVACUATION IS TYPICALLY NECESSARY IF the Special Assignment Unit (SWAT) has isolated a dangerous person and the area cannot be secured to provide a location for persons displaced by the event to wait for the completion of the event

Rev

1. **RESPONSIBILITY:** The patrol incident commander on scene

2. **LIST OF LOCATIONS/FACILITIES** in each beat:

   a. Developed by Field Operations and updated annually
   b. Provided to Communications
   c. Include the address of the location and a point of contact to open the facility as necessary

3 **TRANSPORTATION:** Provided as necessary

4. **EVACUEE LOGS**

   a. Prior to transportation, log all individuals evacuated and continually update it at the command post
   b. The driver will deliver a copy of the list of evacuees to department personnel supervising the evacuation point
   c. Persons supervising the evacuation point will:
      1) Log all individuals' departures at the evacuation site
      2) Prior to departing the evacuation site, compare the logs delivered by the drivers and the departure log to ensure all evacuated individuals are accounted for

5. **WITNESS NEEDS**

   a. Request outside assistance to provide food and other services from the Red Cross if the incident lasts more than three hours
   b. Use Victim Services personnel also to provide necessary services

Rev

E. WITNESS ISOLATION / EVACUATION

SMALL-SCALE EVACUATION ISOLATED FROM OUTSIDE INFLUENCES TYPICALLY NECESSARY FOR a serious crime witnessed by a significant number of people (15 or more) or of a duration that prevents rapid gathering of witness statements until the statements can be obtained

1. **RESPONSIBILITY:** Field Operations commander and the CIB commander on scene jointly

2. **LOCATIONS:** See Section D2 above regarding list

3. **TRANSPORTATION**

   a. Provided as necessary. Field Operations personnel or other designated individuals will be the drivers during transportation of the witnesses.
   b. If large numbers of people must be removed from an area, the Department has made arrangements with the Chandler Public Schools Transportation Services to provide buses to transport people. Arrange for these services through the Communications Center.

4. **EVACUEE LOGS**

   a. Prior to transportation, log all individuals evacuated and continually updated at the command post
   b. The driver will deliver a copy of the list of evacuees to CIB personnel at the evacuation point
   c. CIB personnel or their designee at the evacuation point will:
      1) Log all individuals' departures at the evacuation site
      2) Prior to departing the evacuation site, compare the logs delivered by the drivers and the departure log to ensure all evacuated individuals are accounted for

5. **WITNESS STATEMENTS:** A sworn officer will be assigned to stay with the individuals and explain that:
   a. Witnesses should not speak about the incident among themselves and that it is important that they remain isolated until the investigators arrive to interview them
   b. An incident worksheet may be distributed to witnesses so that they may make notes to help them recall the incident in detail at the time of their interview
   c. CIB personnel will be responsible for obtaining written statements. CIB will develop a preformatted witness questionnaire (considered as required equipment in all CIB vehicles) to facilitate timely gathering of the statements

6. **WITNESS NEEDS**

   a. The assigned officer will see to the needs of all of the displaced individuals and will seek the resources necessary to make them comfortable
   b. The assigned officer may use Victim Services personnel to provide services as needed by the witnesses

7. **RETURN OF WITNESSES:** As soon as the statements have been completed and it is safe to return to the scene of the incident, provide transportation for the witnesses either to the scene or, at the discretion of the CIB commander, to the witness's residence

F. LARGE-SCALE EVACUATION

1. **MAY BE NECESSARY** for a natural or man-made disaster

2. **THE PRINCIPLE CONCERN** is the safety of the individuals involved. An evacuation of this nature will require outside assets and assistance.

3. **THE GEOGRAPHIC BOUNDARIES AND AN ESTIMATED NUMBER** of individuals involved is critical information for the on-scene commander

4. **COORDINATION WITH MEDICAL PERSONNEL** and disaster relief personnel is essential for efficient evacuation of individuals

5. **THE CITY'S MAJOR EMERGENCY OPERATIONS PLAN** will be guiding document for conducting large-scale evacuations

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-31 CRITICAL INCIDENTS**	
	Subject **700 Guidelines for Specific Incidents**	Effective **06/30/22**

Low Frequency/High Severity

Summary:

[46.1.2] This order describes the expected Police Department's response to specific named incidents including: active threats, rapid response and deployment, Chandler Regional Airport incidents, aircraft hijacking, bomb threats, handling explosives, firebombs, explosions, occupational accidents, and overcrowded facilities.

A. ACTIVE THREATS AND RAPID RESPONSE DEPLOYMENT

[46.1.10]

If there is a reasonable belief that acts or threats by a suspect are placing lives in imminent danger, first responding officers should consider reasonable options to immediately eliminate the threat. Officers must decide, often under a multitude of difficult and rapidly evolving circumstances, whether to advance on the suspect, take other actions to deal with the threat, or wait for additional resources.

When deciding on a course of action officers should consider:

1. **WHETHER SUFFICIENT PERSONNEL ARE AVAILABLE ON SCENE** to advance on the suspect. Two or more officers responding is desirable but not required if the officer understands the dangers and feels immediate response is necessary for the preservation of life.
2. **WHETHER INDIVIDUALS UNDER IMMINENT THREAT** can be moved out of danger with reasonable safety
3. **WHETHER OFFICERS HAVE THE ABILITY** to effectively communicate with others in the field
4. **WHETHER PLANNED TACTICS** can be effectively deployed
5. **THE AVAILABILITY OF RIFLES**, shields, control devices, and any other appropriate tools and their deployment will provide a tactical advantage
6. **A BARRICADED, ARMED OR BELIEVED TO BE ARMED SUSPECT WITH NO HOSTAGES** and no immediate threat to others will summon SWAT. Officers may try to negotiate the surrender of a barricaded subject after containing the situation.
7. **WHEN AN ACTIVE THREAT OCCURS**:
   a. Immediately notify the SWAT Commander or the communications section directly to request SWAT response
   b. If necessary, notify additional public safety departments and other resources (E-31.200) (F19.100)
   c. The PIO or designee will make public notifications for awareness and safety (A-12.100)
   d. Provide public sheltering and containment (E-31.600)
   e. The SWAT, Training, or Firearms Sergeant will document an annual review of policy and training needs

B. SWAT INCIDENTS

[46.2.1]

This section provides guidelines for field personnel when SWAT is deployed to a specific incident

1. **FIRST RESPONDING OFFICERS ON THE SCENE** shall:
   a. **Contain** the incident and suspect to the immediate area in which he is located
   b. **Control** the suspect's actions by establishing an immediate action team to deal with probable contingencies
   c. **Communicate** with other responding units and establish ICS
   d. **Call**: If a perimeter, immediate action team, arrest team, and ICS have been established, a supervisor or officer may attempt to communicate with the suspect via a phone or P.A. system. The goal with this communication is to have the suspect surrender peacefully.
   e. Determine if a crime has occurred. Obtain as much information regarding what has happened and what the current situation entails.
   f. Avoid unnecessary confrontation with suspect
   g. Relay all available information to the Communications Center, including:
      1) Location of the incident and nature of offense
      2) Number and description of hostages and suspects
      3) Description of suspect(s) and their weapons
      4) Possible avenues of escape and/or direction of travel
      5) The location to which additional units should respond and areas or streets which may be unsafe for responding units to enter
   h. Detain and separate all witnesses to the incident for later debriefing
   i. Upon arrival of relief personnel, report to the command post or to the on-scene supervisor for debriefing
   j. Evacuate injured persons on the scene if safe to do. Medical assistance will be requested when necessary.

2. **THE FIRST FIELD SUPERVISOR ON THE SCENE** shall:
   a. Establish an inner perimeter and an outer perimeter at the scene to keep non-police personnel from becoming involved
   b. Establish a temporary command post and notify the Communications Center of the location and telephone number if such a number is available. If possible, establish the command post within the outer perimeter and ensure sufficient space for tactical response, ingress and egress.
   c. Direct responding officers to report to the command post for briefing and assignment
   d. Direct subordinates to report to the command post upon being relieved for debriefing and reassignment by the operation commander
   e. Direct the Communications Center to broadcast to responding units any areas or streets that may be unsafe for responding units to use
   f. Designate a staging area, also within the outer perimeter, to which additional units should respond, and provide this information to the Communications Center
   g. Prior to the arrival of SWAT, evacuate all bystanders, neighbors, and anyone else who may interfere with or be injured in the situation if appropriate and safe to do so (See General Order E-31.600 Citizen Evacuation Protocol)

3. **THE ON-SCENE SHIFT COMMANDER** shall:
   a. Designate a command post that is constantly manned
   b. Establish communication with the Communications Center and the designated staging area
   c. Assign officers to completely block off vehicular and pedestrian traffic into the outer perimeter

d. Be prepared to provide necessary support to SWAT, which may include:
   1) Control of crowds
   2) Location of a staging area for emergency support equipment as well as a command center for coordinated control of the operation. This staging area should be near the inner perimeter and command post but far enough away to provide safety for those manning this area.
e. It is vital to the operation that the shift commander ensures all officers assigned to the outer perimeter:
   1) Seal off the area using vehicles to block the streets
   2) Let no one into the perimeter except authorized personnel
   3) Check all vehicles and pedestrians leaving the perimeter to ensure the suspect does not escape
   4) Request an ambulance and a paramedic fire engine to stand by at a staging area near the command post
   5) Forward additional intelligence information to SWAT commander
   6) Maintain the outer perimeter until every phase of the entire operation has been completed with the exception of follow-up investigation
f. Notify the Communications Center of the command post location. SWAT members are to respond to the staging area. The Communications Center will advise the shift commander when notification is complete.
g. Keep all personnel who have pertinent information concerning the suspect or the suspect's location available near the command post for questioning by SWAT personnel

4. **UNIFIED COMMAND**
   a. **Upon arrival of SWAT personnel,** the first tactical operator will be briefed by the shift commander and assume tactical command until relieved by the SWAT Commander
   b. The shift commander will retain command of personnel on the outer perimeter and will work with tactical command to ensure an overall smooth operation
   c. For communication purposes, the SWAT Commander will be identified as “TAC COMMAND”, while the shift commander will be identified as “COMMAND”

5. **CRIMINAL INVESTIGATION BUREAU PERSONNEL**
   a. A CIB detective will be assigned to all SWAT incidents for the purpose of investigating criminal violations and preparation of search and/or arrest warrants
   b. The detective shall direct to the field operation commander any request for additional personnel to assist in the investigation or securing of the scene

6. **PUBLIC INFORMATION OFFICER**
   a. The department's public information officer (PIO) will be notified of any barricade/negotiation situation that will create a great deal of public attention
   b. The PIO will be thoroughly briefed on the situation and directed to a safe police/media relations location
   c. The PIO will not release any sensitive information that could jeopardize the negotiation process. News releases of questionable information must first be cleared through the SWAT commander or his designee.

d. Media representatives will not be allowed access into the established perimeter zones unless authorized by the SWAT commander and accompanied by the PIO

C. CHANDLER REGIONAL AIRPORT INCIDENTS

The Chandler Municipal Airport is a unique operating environment and governed by multiple federal regulations and guidelines

1. **WHEN RESPONDING** to incidents at the airport, an extraordinary level of care and situational awareness needs to be taken. The tower may use FAA terminology when calling in an emergency. The three emergency alerts are:

New

   a. **Alert 1 (Standby Response)**
   Indicates an aircraft is approaching the airport experiencing minor difficulties, e.g., oil leak, rough engine, etc. The emergency equipment/crews would initiate a standby response and await development of the emergency.

   b. **Alert 2 (Emergency Response, In-Flight)**
      1) Indicates an aircraft approaching the airport is in major difficulty, e.g., smoke in the cabin, engine fire, faulty landing gear, no hydraulic pressure, or medical emergency
      2) Emergency equipment/crews should proceed to a predetermined location to await development of the emergency (The pole with red base by the tower)

   c. **Alert 3 (Emergency Response, Accident)**
   Indicates an aircraft is involved in an accident on or nearby the airport and emergency equipment/crews should proceed immediately to the scene

2. **FACILITY INFORMATION**
   a. **Runways and taxiways** ("restricted zones" a.k.a. "movement area") are under the control of the Air Traffic Control Tower from **0600-2100**. Otherwise, the tower is unmanned and the field is uncontrolled, pilots in the air and on the ground will communicate and self-announce for taxiing, takeoffs, and landings.
   b. **Restricted areas/movement areas** – runways and taxiways in between and adjacent to the runways marked by double yellow lines (one solid, one dashed) where the tower's jurisdiction begins
   c. **The tower <u>does not</u> control** the aprons, aircraft parking areas, and taxi lanes adjacent to the taxiways
   d. **Taxiing aircraft** always have the right of way. Do not assume they can see ground vehicles. Emergency lights must be on at all times.

3. **ACCIDENT RESPONSE**
   a. Fire crews enter the airport at the gate near the base of the Tower
   b. Fire vehicles proceed directly towards midfield, stopping short of the restricted zone/movement area
      1) Midfield staging point is near the light pole marked with a red base and mid-pole reflectors
      2) This location is in the direct line of sight of the Tower
      3) Vehicles near the base of the Tower are not visible to the Tower cab
   c. **No Police or Fire** will enter the restricted zones without permission from the Tower between **0600-2100** hours. This is to avoid the risk of a secondary collision with an operating aircraft.
   d. **It is a federal incursion** to enter a taxiway or runway without permission from the Tower. *Under no circumstance do Police or Fire representatives have the authority to override the Tower during these hours*
   e. **Police provide security** to the scene and restrict access into the unsecured Airport. Accident sites must be secured until released by federal officials. Police have no investigative authority during these incidents.

4. **RESPONSIBILITY AND AUTHORITY –** The following is the list of responsibilities aligned with Chandler Municipal Airport, Chandler Fire Response, and ICS Command
   a. **Pilot** – Responsible for, and is the final authority regarding, the operation of the aircraft
   b. **Chandler Tower** – Responsible for, and is the final authority regarding, the control of all aircraft and vehicle movement within the restricted zones
   c. **Airport Manager**– Responsible for, and has the final authority regarding, the operation and control of all Airport resources
   d. **Airport Operations Supervisor**– Responsible for initial Airport response, issuance of Notices to Airmen (NOTAM's), coordination with FAA or NTSB, and vehicle escort as needed
   e. **Fire Incident Commander** – Responsible for, and is the final authority regarding, the operation and control of all emergency response resources
   f. **Police Incident Commander** – Responsible for, and has the final authority regarding, scene security and perimeter security prior to the arrival of organizations having jurisdiction (i.e., National Transportation Safety Board [NTSB], Federal Aviation Administration [FAA])

5. **ACCESS CONTROL/GATE EMITTER USE**
   a. If the Knox box or gate emitter is used to enter the airfield, the gate defaults to "open" for 10 minutes. Remain at the gate to ensure no unauthorized access is gained while the gate is open. Ensure proper closure upon completion of the incident or gate activation.
   b. **Airport tenants have 24/7 access to the airport** and use gate proximity cards. If Police have secured a vehicle gate near an accident site, direct tenants to other vehicle gates where access is still available

6. **AFTER TOWER HOURS**
   a. Between 2100-0600 the airport is an uncontrolled field. During this period, officers may enter the restricted zone/movement area during an incident only under the direction of, and direct communication with, the

Airport Manager or Airport Operations staff. Use of emergency lights are mandatory upon entering this area.

b. **Fire will take incident command** and police will provide scene security until it is safe, at which time the appropriate federal entities will be notified (i.e., FAA, NTSB). The police will then act in a support role to facilitate the investigative process.

7. **ESSENTIAL CONTACT INFORMATION:**

Chandler Tower (Cab)	Between 0600-1900 daily	(480) 917-8005
Chandler Airport Operations Main	Between 0800-1700 Mon-Fri	(480) 782-3544
Chandler Airport Ops Supervisor Mobile	Dave Sorensen, 24 hours	(480) 628-4425
Chandler Airport Operations Mobile	Normal Business Hours	(480) 540-9991
Chandler Airport Manager Mobile	Ryan Reeves , 24 hours	(623) 217-5033

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IF AIRPORT OPERATIONS ARE UNAVAILABLE, call directly for further

FAA Flight Standards District Office	(480) 284-4450	(206) 231-2099
NTSB 24 Hour Response Operations Center	(844) 373-9922	(202) 314-6290

8. **ACCIDENTS AT STELLAR AIRPARK** – treated like the Chandler Airport except:
   a. There is no air traffic control tower
   b. It is under private ownership
   c. Airport management is a board of directors
   d. Their published phone number is **480-295-2683**

9. **OFF-AIRPORT ACCIDENTS –** the department's primary responsibilities include:
   a. Lifesaving, rescue, and crash site evacuation
   b. Preservation of the crash site and traffic control
   c. The applicable airline, military branch, or aircraft owner
   d. Owners of property damaged in the accident, including utilities and businesses
   e. Ensuring notifications are made to the following:

Chandler Airport Ops Supervisor Mobile	Dave Sorensen, 24 hours	(480) 628-4425
FAA Flight Standards District Office	(480) 284-4450	(206) 231-2099
NTSB 24 Hour Response Operations Center	(844) 373-9922	(202) 314-6290

D. AIRCRAFT HIJACKING

1. **MUST NOTIFY THE FBI** immediately

2 **TREAT LIKE ANY HOSTAGE EVENT:** See General Order E-33.100D Determining the Need for SWAT

E. BOMB THREATS

1. **GENERAL CONSIDERATIONS**

   a. **Advise the Communications Center** upon arrival on scene
   b. Current EOD protocols advise it is acceptable to leave your radio and cell phone on when investigating a bomb threat incident. If a device is located and an officer must communicate on the radio, try to be approximately 25 feet away from the device.
   c. **Evacuation:** The responsible party at the scene will normally make the decision to evacuate the premises
   d. **Search:** Employees or other persons familiar with the location and its contents will conduct the search
   e. **Fire Department:** A sergeant or commander will consider the need to call Fire personnel to the scene for potential injuries
   f. **Finding possible explosive:** If an article is found that could be an explosive or incendiary device, officers will assume command of the immediate area of the device while the employees or other persons complete the search of the remainder of the location
      1) Request a bomb squad (i.e., Mesa Police Department, Tempe EOD, Phoenix Police Department, MCSO, DPS) and notify the shift commander
      2) Evacuate area and secure the scene. Keep persons at least 300 feet from the device if possible.
      3) Obtain information regarding the incident from witnesses and/or persons in the area
      4) Do not handle suspicious articles prior to arrival of the bomb squad

2. **INDUSTRIAL PLANTS, SHOPPING CENTERS, ETC.:** When a bomb threat is reported at an industrial plant, office building, shopping center, apartment complex, or similar place, the assigned officer will:

   a. **Report to the owner or manager** at the scene, and
   b. **Advise the responsible party** the decision to search the premises as well as the search itself will be that party's responsibility
   c. **May offer advice** and give limited assistance in the search if requested to do so
   d. **Brief business employees** on what to look for (e.g., unusual or out of place items) and not to touch suspicious items if located
   e. **If the decision is to evacuate**, recommend evacuation and all searches be completed at least 15 minutes before and remain in effect at least 15 minutes after the time designated by the suspect as the blast time
      1) Assist with evacuation and crowd control if so requested
      2) Take whatever action is necessary to save lives, including an order to evacuate the building if there is reason to believe an extreme emergency exists
      3) Advise employees to remove all belongings they have taken in with them

3. **PRIVATE HOME, SMALL SHOP, ETC.:** If it is necessary to search a private home or small business and there is no responsible person present to make the search, officers will conduct the search. In doubtful cases, contact the supervisor or the bomb squad for assistance.

4. **PUBLIC SCHOOL**
   a. **Officers will assist** school personnel with their search procedure upon request
   b. **School administrators will decide** if the school is to be evacuated
5. **CIB WILL REVIEW ALL** bomb threat reports

F. HANDLING EXPLOSIVES

1. **HANDLE ALL EXPLOSIVES** cautiously and with respect, as all are potentially dangerous
   a. Do not pick up or move items suspected of containing explosives unless it is under the direction of bomb squad personnel
   b. **If any of the following occurs**, notify a bomb squad immediately:
      1) **Explosion**: Field units will secure the scene until members of a bomb squad arrive
      2) **Bomb scare:** When an item is located that appears suspicious, unusual, out of place, or booby-trapped, notify a bomb squad. Secure the scene and **touch nothing** and do not allow anyone else to touch anything until members of a bomb squad arrive.
   c. **The shift commander** will make the request for assistance from any outside agency if desired, considering several authorized sources: e.g., DPS, MCSO, military EOD Units, Mesa Police Department, Tempe Police Department, Phoenix Police Department
   d. **Other types of explosives:** Military ordnance and other forms of explosives are extremely dangerous to handle without specialized knowledge
      1) Evacuate all persons to a safe distance and the scene secured
      2) Field Operation units will:
         a) Obtain as much information as possible regarding the incident from all possible witnesses and/or persons in the area.
         b) Remain at the scene for crowd control and any further action necessary
   e. **Do not handle nor allow anyone else to handle** the article prior to the arrival of the bomb squad
   f. **Officers other than those authorized** by the department to handle explosives or incendiary devices will not handle nor allow others to handle, touch, or come in contact with any firebomb, pipe bomb, chemical bomb, improvised explosive device or other article that could be an incendiary or explosive device
   g. After the chemical bomb has been rendered safe by the bomb squad, **contact the contracted environmental company** (AZ BIO M-F 0800-1700 at 602-515-2364) for the removal of the material. Do not impound the chemicals into property and evidence. Kary Environmental is available for the removal of any suspicious chemical or hazardous material 24/7 (480) 945-0009.
2. **TRANSPORTING EXPLOSIVES:** Officers will not transport explosives. The responding EOD unit handles transportation of the explosive device or related materials.
3. **DESTROYING EXPLOSIVES:** Officers will not destroy explosives, combustible material, and ammunition unless authorized by the department
4. **IMPOUNDING EXPLOSIVES**

a. If an officer has occasion to receive explosives as previously outlined, that officer will turn the explosives over to the bomb squad
b. Members of the bomb squad will subsequently handling of any such material and/or the submission for scientific analysis

G. FIREBOMBS

1. **A FIREBOMB IS A PROHIBITED WEAPON**
   a. **Definition:** A breakable or frangible container which holds flammable liquid with a flash point of 150 degrees Fahrenheit or less, having a wick or similar device capable of being ignited (ARS 13.3101)
   b. **Exclusion:** No device commercially manufactured primarily for the purpose of illumination shall be deemed a firebomb
2. **ARREST ANY PERSON** observed illegally possessing, making, or disposing of a firebomb
   a. Complete an offense report, fully describing the circumstances
   b. Impound all evidence, except keep a sample of the flammable material, sufficient for analysis. Place it in a clean glass container, marked, tagged, and placed in property with the other evidence.
   c. Include a complete description of the flammable material in the offense report
   d. Complete a request for scientific examination on the material
3. **WHEN AN OFFICER HAS KNOWLEDGE** of a violation but cannot make an arrest, the officer will write an offense report and submit it for a complaint

H. EXPLOSIONS

1. **THE FIRST UNIT TO ARRIVE** when a bomb or other suspicious explosion occurs will:
   a. Be watchful of secondary device
   b. Render first aid
   c. Evacuate the injured
   d. Secure the scene
   e. Ensure a bomb squad is notified
   f. Search the area for additional suspicious or potentially dangerous items. If located, note location, but do not handle.
   g. Attempt to obtain names, addresses, and telephone numbers of witnesses or victims who must be transported to hospitals
   h. Interrogate any suspicious observer since "bombers" often return to the scene to view the damage
2. **INVESTIGATION RESPONSIBILITY**
   a. **The bomb squad will investigate** most post-blast investigations
   b. **Incidents with explosives used only as a tool** (e.g. extortion, armed robbery, homicide): Handled by the investigator normally assigned such duties, with the bomb squad responsible for the handling of the explosives/ devices and the preparation of related supplemental reports
   c. **Homicides:** Criminal Investigation Section personnel will be the primary investigators; however, the bomb squad will assume responsibility for the security of the immediate crime scene and process the crime scene for explosives, devices, and evidence
3. **THE BOMB SQUAD WILL ALSO**:
   a. Secure evidence
   b. Request scientific examination
   c. Reconstruct the device

d. Secure the blast area (building, container)
e. Conduct tests
f. Identify items used to build the device
g. Complete appropriate supplemental reports
h. Ensure proper court presentation

4. **ONLY BOMB TECHNICIANS** are allowed re-entry into the area of the explosion
   a. A member of the bomb squad must authorize exceptions
   b. The bomb squad will advise when the scene is clear
   c. The bomb squad supervisor, or senior investigator in the absence of the supervisor, is in charge of activities at the scene

5. **DETONATION REPORTING**
   a. CIB will complete and submit forms supplied by the FBI when a detonation has occurred
   b. Notify ATF of when a bomb detonation
   c. The FBI may assume the investigation of a bomb detonation if their criteria are met

I. OCCUPATIONAL ACCIDENTS

Officers called to investigate or assist the Fire Department at occupational accidents will contact OSHA to report the incident if the following circumstances exist:

1. **THE ACCIDENT CAUSES A DEATH** or serious injury that may cause a death

2. **THE ACCIDENT CAUSES THREE OR MORE PERSONS** to be taken to the hospital for medical treatment

3. **AN OFFICER OBSERVES** a situation where the officer believes an extreme danger exists at a worksite that may cause workers to be injured. In this situation, OSHA will respond and assess the conditions and determine if they will issue a cease and desist order.

J. OVERCROWDED FACILITY

1. **IF DISPATCHED TO OR ON VIEWING A BUSINESS** that appears to be over the maximum occupant load, **count** the people in the business and if above posted capacity, report the violation to the manager
   a. **If the manager complies** by reducing the number of occupants, complete an offense report and forward it to the Chandler Fire Marshal
   b. **If the manager refuses to comply**, have Communications notify the Phoenix Fire Dispatch to request the on-call fire investigator to respond to the officer's location. Phoenix Fire Dispatch will dispatch a Fire investigator to take enforcement action while the officer stands by for support.

2. **IF A CITIZEN CALLS TO MAKE A COMPLAINT** of overcrowding in a business and either the business is currently closed or the reporting is delayed so long that the overcrowding is not currently a problem, Communications will forward the call to the Chandler Fire Prevention Office for follow up the next business day

K. PERSONS IN CRISIS / SUICIDAL SUBJECTS

See General Order F-19.100

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-33 SPECIAL WEAPONS AND TACTICS**	
	Subject **100 Operations**	Effective **02/14/22**

Low Frequency/High Severity

SUMMARY:

[46.2.1]

This order provides guidelines for the Special Weapons and Tactics (SWAT) Team. Due to the complex nature of tactical operations, it is not possible to list every course of action to be taken upon deployment of SWAT. For specific and detailed information regarding SWAT team operations, please refer to the Chandler Police Department SWAT Operations Manual.

A. PURPOSE

The purpose of Special Weapons and Tactics (SWAT) is to provide a systematic approach to saving lives in accordance with the priorities of life and the specific standards set forth herein, in concert with the totality of circumstances presented. The preservation of human life constitutes the first priority in devising any strategy.

B. ORGANIZATION

1. **SWAT IS A DESIGNATED LAW ENFORCEMENT TEAM**, whose members are recruited, selected, trained, equipped, and assigned to resolve critical incidents involving a threat to public safety which would otherwise exceed the capabilities of traditional law enforcement first responders and/or investigative units
2. **THE SWAT TEAM WILL CONTINUOUSLY STRIVE** to achieve the resource and training typing requirements of a FEMA Type 1 SWAT Team and the designation as an NTOA Tier 1 SWAT Team
3. **SWAT REPORTS TO THE OPERATIONAL SUPPORT BUREAU COMMANDER** as designated by the chief of police
4. **THE SWAT COMMANDER (SPECIAL OPERATIONS LIEUTENANT)** oversees all SWAT team components to include Technical Support Team, Crisis Negotiations Team and Logistical Support Team. The Alternate SWAT Commander (Support Lieutenant) assists and supports the SWAT Commander in all aspects of SWAT.

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5. **THE SWAT TACTICAL TRAINING SERGEANT** is a full time position and reports to the Special Operations Lieutenant
6. **THE SWAT TRAINING OFFICER** is a full time position and reports to the SWAT Tactical Training Sergeant
7. **SWAT IS COMPRISED OF FOUR COMPONENTS**, each trained for specific duties
   a. Tactical Operations Team
      1) Operators
      2) Breachers
      3) Grenadiers
      4) Sniper
      5) Medics
   b. Technical Support Team
   c. Crisis Negotiations Team (CNT)
   d. Logistical Support Team

C. FUNCTIONAL RESPONSIBILITY

SWAT will support the department to resolve critical incidents involving a threat to public safety which would otherwise exceed the capabilities of traditional law enforcement first responders and/or investigative units. The primary characteristic that distinguishes SWAT from other units is focus of effort. SWAT is focused on incident resolution as opposed to other functions such as investigation.

D. DETERMINING NEED FOR SWAT CALL OUT

These guidelines are established to assist personnel with determining when to utilize SWAT. The timely request of SWAT is critical and will greatly increase safety and contribute to the successful resolution of critical incidents. SWAT Team activations take precedence over other activities.

1. **DEPLOYMENT AUTHORITY**
   a. A supervisor will call out SWAT in all mandatory activation situations as listed below
   b. The shift commander has discretion to mobilize SWAT in all other potentially hazardous or abnormal situations. The shift commander should consider:
      1) Need for personnel having specialized knowledge and training in the safe resolution of critical incidents.
      2) Need for specialized vehicles or equipment
      3) Suspect's specific location and type of armament
2. [redacted]
3. [redacted]

E. MUTUAL AID TO OTHER AGENCIES

SWAT may be called upon to respond to critical incidents in other jurisdictions. They will do so only when approved by the Chief of Police or the Chief's designee and requested by the involved agency. SWAT will

maintain working relationships with local, state and federal tactical teams, and will participate in multi-agency training exercises.

F. CALL OUT PROCEDURES

1. **THE SHIFT COMMANDER WILL CONTACT** the tactical commander or designee once the need for SWAT has been established. In cases where SWAT response is needed immediately, the shift commander may contact the communications sections directly, and request a SWAT rapid response.

2. **THE TACTICAL COMMANDER OR DESIGNEE WILL**:
   a. Determine the needs of the operation and notify the supervisors in charge of the necessary component(s), if warranted
   b. Direct the Communication Section to enact group notifications of the necessary SWAT components, advising responding members of the location and route to the command post or staging area
   c. Notify the Special Operations Commander

3. **THE TACTICAL COMMANDER** will contact the patrol command post and obtain all information available at the time

G. [redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

H. [redacted]

[redacted]

[redacted]

[redacted]

I. [redacted]

[redacted]

J. [redacted]

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **E-33 SPECIAL WEAPONS AND TACTICS**	
	Subject **200 Administration & Training**	Effective **04/27/18**

Low Frequency/High Severity

SUMMARY:

[46.2.2] [46.2.3]

This order provides guidelines for the administration and training of SWAT. Further specific details regarding this section of orders are maintained in the SWAT Operations Manual.

A. APPLICATION AND TESTING PROCEDURES

[46.2.2] [46.2.4]

During an open application process, any officer who meets the posted requirements will be provided the opportunity to participate in the testing process

1. **AN ESTABLISHED RIGOROUS TESTING PROCEDURE** ensures members can meet or exceed the selection criteria. The testing process is defined in the SWAT Operations Manual as determined by the SWAT Commander.
2. **NEWLY SELECTED TACTICAL TEAM MEMBERS** are required to successfully complete a one year probationary period which commences upon the completion of a basic SWAT school
3. **THE SWAT ASSIGNMENT IS VOLUNTARY** due to the requirements and responsibilities demanded of SWAT members
4. **TESTING FOR CRISIS NEGOTIATION TEAM**
   a. Participation in an oral board interview with structured questions
      1) The board is set in accordance with General Order B-03
      2) A part of the oral interview will be a situation that is designed to measure the interviewee's verbal and problem-solving skills
   b. Administrative Review
      Review of prior evaluations, disciplinary actions, and commendations and citizen letters of appreciation

B. TRAINING

[33.6.2]

Appropriate training both in quantity and quality are essential to ensure the SWAT can respond to its mission in a successful manner. The planning and tracking of training is the responsibility of both the SWAT Tactical Training Sergeant and the SWAT Training Officer. SWAT Specialty Sergeants are responsible for their individual units.

1. **SWAT MEETS THE PERSONNEL** and training requirements of a Tier One SWAT team as designated by the National Tactical Officers Association
2. **SWAT MAINTAINS THE CAPABILITIES** of an Urban Areas Security Initiative (UASI) Rapid Response Team
3. **SWAT MAINTAINS THE PERSONNEL**, equipment, and requirements of a Type One SWAT team per the guidelines established by the United States Federal Emergency Management Agency
4. **THE SWAT TACTICAL SERGEANT** ensures all equipment is maintained in a state of readiness

5. **THE SWAT TACTICAL TRAINING SERGEANT** develops and maintains a yearly calendar. This schedule is published for the entire department to ensure the units affected by the training know when it will occur.
   a. The SWAT Tactical Training Sergeant ensures the training plan is being executed in accordance with the commander's instructions
   b. The SWAT Training Officer is responsible for planning and tracking of SWAT training

C. MINIMUM RETENTION STANDARDS
[33.6.2]

1. **SWAT IS USED IN THE MOST HIGH-RISK** situations presented to law enforcement officers. As a result, high standards for retention are essential to ensure the team is able to fulfill its mission at any given time. SWAT members serve at the discretion of the SWAT Commander.
2. **MINIMUM RETENTION STANDARDS** for team members will be outlined in the SWAT Operations Manual as determined by the SWAT Commander

D. RECORDS MANAGEMENT

RECORDS MAINTENANCE: The SWAT Tactical Training Sergeant and SWAT Training Officer maintains a master record of:

1. Training
2. Individual Equipment Inventories
3. Team Equipment Inspections and Inventories
4. Deployment Control Log
5. After-action reports

E. SWAT VEHICLES AND EQUIPMENT
[41.1.3] [46.1.8]

Operators of SWAT vehicles comply with all policies governing the use of department vehicles as outlined in General Order B17 Use of Department Vehicles.

1. **OBJECTIVE:** In order to optimize mission capabilities and effectiveness, SWAT strives to acquire and deploy the most effective vehicles and equipment possible
2. **AUTHORIZATION FOR USAGE AND TRAINING**
   All operators of SWAT vehicles must be trained in the proper use and operation of the SWAT vehicle(s) or equipment
3. **RESPONSIBILITY FOR MAINTENANCE**
   The SWAT Tactical Training Sergeant and SWAT Training Officer is responsible for the acquisition and maintenance of SWAT vehicles and equipment
4. **REQUIRED EQUIPMENT:** SWAT vehicles are supplied with specialty equipment for use by authorized personnel. Information regarding the equipment can be found in the SWAT Operations Manual.
   a. To optimize mission capabilities and effectiveness, SWAT strives to acquire and deploy the most effective equipment possible
   b. SWAT equipment and vehicles are maintained in a state of readiness and is inspected at least quarterly

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-01 FIELD OPERATIONS DIVISION**	
	Subject **100 Goals and Functions**	Effective: **12/28/18**

Summary This order describes the organization of the Field Operations Division.

A. DIVISION GOALS

1. **COMMAND STAFF** will annually review and establish goals and measurable, quantifiable, and obtainable objectives for the division

2. **PERSONNEL ARE ORGANIZED** to most efficiently address division goals

3. **GOALS AND OBJECTIVES**

   a. **GOAL 1:** Protecting lives and property by providing professional police services in a timely, efficient, and effective manner
      1) Provide enforcement for DUI and other liquor violations
      2) Reduce alcohol-related accidents through increased DUI enforcement to a rate of 5% or less
      3) Reduce accidents by providing traffic enforcement at major accident intersections

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   b. **GOAL 2:** Through education, fostering the sense of community responsibility for crime prevention and participation with the police in identifying and solving crime and quality of life issues
      1) Encourage citizen participation in district meetings to address and develop joint law enforcement/citizen solutions to neighborhood problems
      2) Ascertain concerns and needs of the community through issuance of Citizen Satisfaction Surveys
      3) Promote traffic safety by conducting special public awareness events annually
   c. **GOAL 3:** Creating a safe and pleasant environment for park patrons through high visibility patrols within the City parks
   d. **GOAL 4:** Continue juvenile enforcement through monitoring curfew and juvenile liquor laws

B. DIVISION FUNCTION

1. **THE FUNCTION OF FIELD OPERATIONS** is to protect the lives and property of the citizens of Chandler and to maintain public order using uniformed officers who will:

   a. Pro-actively prevent and deter crime
   b. Respond to citizen requests for service

2. **THE THRUST OF COMMUNITY POLICING RESIDES WITH BEAT OFFICERS.** These officers are key to working with community institutions such as families, schools, neighborhood associations, and business groups to achieve safe, secure, and competent neighborhoods.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-01 FIELD OPERATIONS DIVISION**	
	Subject **200 Operations**	Effective **12/10/21**

Summary: This order establishes basic operations procedures for the Field Operations Division.

A. POLICY

1. **DIVISION COMMAND STAFF** will continually monitor the effectiveness of its operations in achieving the division goals and objectives
2. **DIVISION PERSONNEL** will follow these operations guidelines to achieve the highest quality of service to the community

B. SCHEDULING

Figure 1. **Shift Scheduling Protocol**

Topic	Protocol
1. Shift Assignment	The duty schedule is designed to provide staffing according to the demand for service for the separate days of the week and hours of the day a. **Normal duration:** one year b. **Shift change:** On the first Sunday of the first full pay period in January c. **Normal selection order:** Officers and supervisors will select teams and beats based on seniority (General Order A-02.200) d. **Selection process:** 1) The assigned shift commander will manage the process to ensure that selections are made in and published by the end of October for the next fiscal year 2) The division commander has the prerogative to override selections and/or assign personnel for the good of the department e. **Staff will complete** Personnel Action Requests (PARs) for shift differential changes
2. Minimum Staffing	The primary duty of the patrol teams in Field Operations is the effective and efficient response to calls for service coupled with proactive enforcement to protect citizens and their property; therefore, a. Patrol sergeants are required to ensure that their beat assignments are filled on every shift b. There will be at least three patrol sergeants on duty in the city at all times (A Field Operations lieutenant may substitute as one of the three sergeants) c. There will be at least one Field Operations lieutenant (Watch Commander) on duty at all times. An exception can be made with a Precinct Commander's written pre-approval on a case-by-case basis, but in no event will the vacancy exceed two hours in a 24-hour period. All Watch Commanders are responsible for ensuring proper coverage for their shift when taking time off. d. The Traffic Section lieutenant will maintain at least 50% staffing for each traffic team during their scheduled shift
3. Leave Scheduling	a. Officers will **submit leave requests** in a timely manner to avoid conflict with the staffing needs of the department b. Protocol for **leave requests** placing a team or sergeants **below these minimum requirements** is, in sequence:

Topic	Protocol
Rev	1) The sergeant should deploy Absent Employee Relief (AER) to fill gaps in coverage due to vacancies 2) The officer requesting leave may find another officer willing to volunteer to trade working hours with the approval of the sergeants involved 3) The sergeant may deny the leave request, or if a hardship or emergency is involved, may contact a lieutenant for resolution 4) A Field Operations lieutenant may consider canceling scheduled training of another officer or using paid overtime to replace the requesting officer based on the severity of the leave request
Rev	c. **Unplanned absence** placing a team **below minimum staffing**: Follow the protocol below by sequence: 1) Request last minute AER to fill the vacancy, starting with on-duty officers holding over 2) The sergeant may contact a sergeant of another team working the same hours which is staffed above minimum to obtain a replacement for the absent officer 3) A Field Operations lieutenant may consider canceling scheduled training of another officer or using paid overtime to replace the absent officer 4) Absent voluntarily hold over or last-minute AER, the supervisor or watch commander may order on-duty officer(s) to stay until minimum staffing requirements can be met. This option should be used as a last resort
	d. **Vacation and compensatory leave requests:** 1) Submit a leave request to the team sergeant on or prior to the requested dates off 2) Sergeant grants leave requests for each team in order of seniority 3) A senior officer, on 60-day notice to the team sergeant, may bump a junior officer on his current or future team who has requested leave on the dates desired by the senior officer 4) An officer may not take more than three consecutive workweeks off without prior approval of the team sergeant and shift commander 5) A senior officer transferring to the Field Operations Division from another division may use guideline 3

C. STAFFING BEATS

Beats are designed to provide accountability from an officer for police services within a defined section of the city

1. **MINIMUM ASSIGNMENT**: One year when possible
   This enables the officer to become better acquainted with persons, businesses, organizations, and hazards in the beat and places responsibility for the events occurring in that beat on specific officers.

2. **DO NOT LEAVE** your assigned beat unless directed by Communications personnel, a shift supervisor, or as necessary when conducting a criminal investigation

3. **STAFFING BEATS - EXTRA OFFICERS**: Lieutenants and sergeants should strategically choose where to assign extra officers available after minimum staffing levels are met

a. First, consider double staffing exceptionally busy beats
b. Consider using extra officers to address problems in particular areas with high criminal activity

D. DUTY REQUIREMENTS

Figure 2. **Requirements For Beat Officers While On-Duty**

Duty Segment	Requirements
1. Shift Briefing	**The shift supervisor** of the team reporting for duty will conduct a briefing at the beginning of each shift to: a. Ensure officers have equipment (radio, radar, etc.) and a vehicle b. Notify officers of changes in schedules and assignments c. Notify officers of new directives or changes in directives d. Brief officers with information regarding daily activity giving particular attention to unusual situations, hazardous conditions, and major investigations e. Provide officers with crime, collision, and traffic analysis information f. Evaluate officer readiness to assume tour of duty
2. **Formal or Informal Inspections**	**May be held daily** prior to the officers leaving the station for their assigned duties including the following items in addition to any others the supervisor believes to be necessary: a. The officer's uniform b. The officer's brass and equipment c. The officer's handgun d. The officer's hygiene e. The officer's miscellaneous equipment (vest, flashlight, baton, etc.)
3. **Vehicle Inspection**	**Officers will inspect their vehicles** prior to each shift (vehicle inspection checklist)
4. **In-service Time** Rev	a. **Beginning of shift:** The shift supervisor will ensure that officers are in service **within 30** minutes of the beginning of duty b. **End of shift:** Officers may return to their work stations 10 minutes before their scheduled end of shift (if work demands permit) for the purposes of completing required paperwork, notifying oncoming officers of any beat conditions, and notifying their supervisors of any unusual occurrences encountered during their shift. These 10 minutes are in addition to the necessary drive time from the officers' beats to their workstations. c. **Officers** may be held over at the discretion of the shift supervisor
5. **Breaks**	a. Shift supervisors will ensure compliance by their subordinates to these procedures b. Any variance from procedures will be approved by the shift commander c. Officers shall adhere to the following procedures concerning meal breaks (Code 7) and relief breaks (10-10) (See City of Chandler Personnel Rule 16, Section 3 and 4 for policy governing meal and rest breaks.): 1) There will be no more than **two officers in uniform** (on or off duty) allowed to take a meal or relief break at the same establishment unless authorized by a lieutenant or higher 2) There will be no more than **two marked units** parked at any location while officers are inside taking meal or relief breaks unless

Duty Segment	Requirements
	authorized by a lieutenant or higher 3) All meal and relief breaks will be taken **within one mile** of the officer's assigned beat. The officer may go further with approval of a Field Operations supervisor. 4) Officers shall not take meal or relief breaks **outside the city limits** under any circumstances 5) Officers will not be cleared for meal or relief breaks **with priority 1 or 2 calls or priority 3 calls beyond the response time limit holding** in their beats 6) C-7s are **30 minutes** in length and 10-10s are limited to **15 minutes**. One C-7 and two 10-10s are allowed per tour of duty. If work volume and service calls allow, the officer may combine one 15-minute rest period to create an expanded meal period of 45 minutes. The expanded meal period may not be used for exercising during the officer's shift. 7) Officers are **subject to call while on C-7 or 10-10s**. They will **monitor their radios** during their meal and relief breaks.

E. REPORT WRITING REQUIREMENTS

1. **TYPE OR PRINT** with black ink pen all reports **or** complete on the computerized report writing system in a clear, concise, and legible manner

2. **SIGN EACH HANDWRITTEN REPORT** in your own handwriting with first initial, last name, and badge number. A signature is not required for computer reports.

3. **ACCOUNTABILITY**

   a. **Officers: Turn in all reports by end of shift.** May turn in a report as a face sheet with a synopsis for any report that will require follow up or a written narrative and mark it "pending disposition"
   b. **Officers: Complete in-custody original and supplemental reports** prior to the involved officers securing from the shift
   c. **Shift supervisors:** Ensure that all reports are reviewed and turned in to the Records Unit within 24 hours

4. **FOR FURTHER INSTRUCTIONS**, see F-05 Reporting and Case Management:

   100 Initiating, Writing, and Submittal
   200 Arrest and Booking
   300 Furthers and Turndowns
   400 NCIC/ACIC
   500 Records Maintenance

F. REPORTING RESPONSIBILITIES

Lieutenants or designees are responsible for:

1. **QUARTERLY, AT LEAST**, report to the Chief of Police the following information:

a. A description of any potential problems that are related to law enforcement activities within the community
b. A description of any concerns voiced by the community that they have received
c. Any recommended actions that would alleviate concerns or problems addressed within the report
d. A statement regarding progress made toward addressing previously identified concerns and problems

2. Addressing issues, complaints or suggestions they receive

   a. The assigned lieutenant will be held accountable to ensure the issue, complaint, or suggestion is properly addressed in a timely manner
   b. **The district/section lieutenant will**:
      1) Review all issues, complaints, or suggestions and assign them to the appropriate supervisor under the lieutenant direction (e.g., District I lieutenant makes assignment to Beat 3 sergeant)
      2) Monitor the progress and the timeliness of the resolution of the issue, complaint, or suggestion
      3) Upon resolution of the issue, complaint, or suggestion, ensure that the complainant was contacted with the results of the department's actions if requested by the complainant

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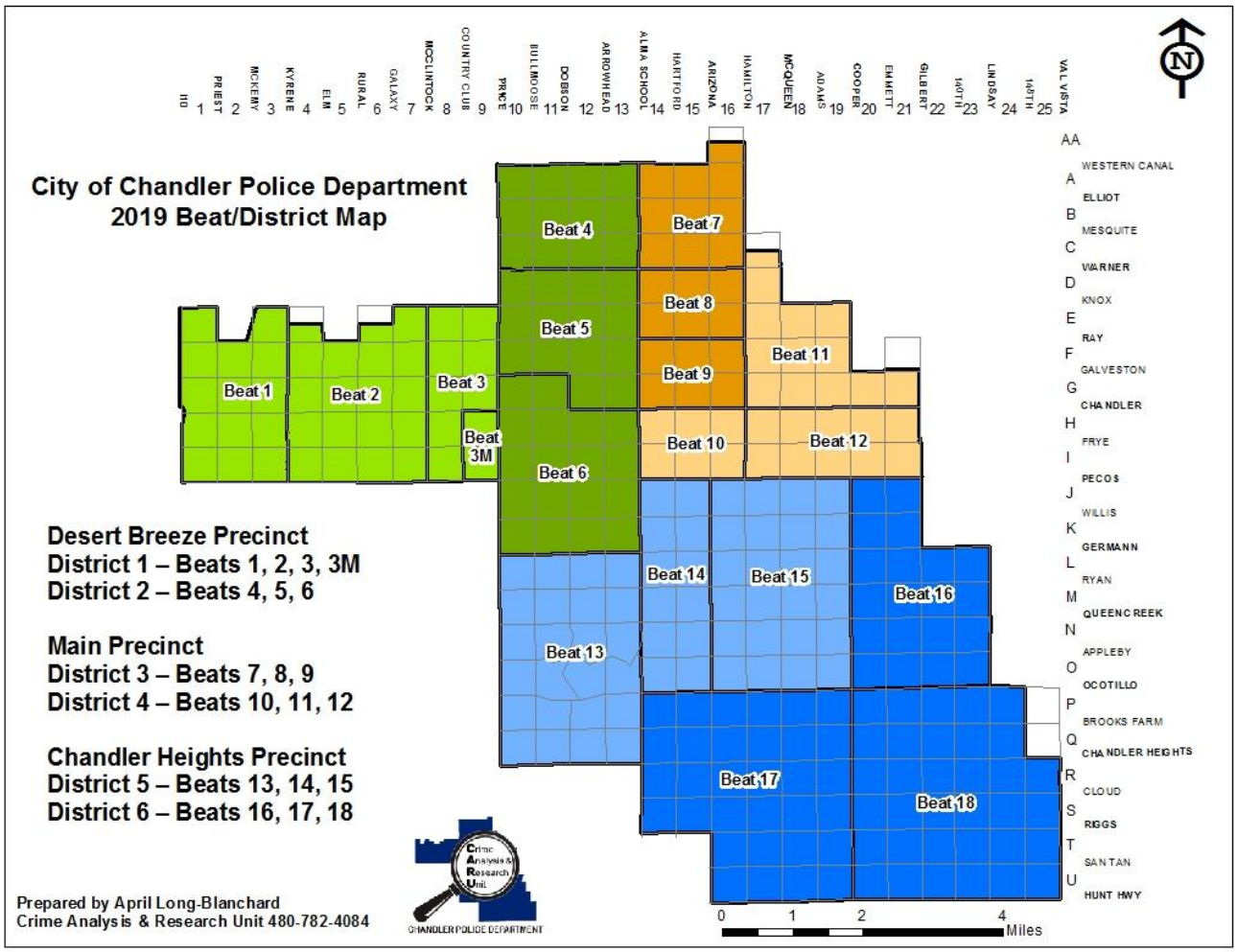
City of Chandler Police Department
2019 Beat/District Map
Beat 1
Beat 2
Beat 3
Beat 3M
Beat 4
Beat 5
Beat 6
Beat 7
Beat 8
Beat 9
Beat 10
Beat 11
Beat 12
Beat 13
Beat 14
Beat 15
Beat 16
Beat 17
Beat 18
Desert Breeze Precinct
District 1 – Beats 1, 2, 3, 3M
District 2 – Beats 4, 5, 6
Main Precinct
District 3 – Beats 7, 8, 9
District 4 – Beats 10, 11, 12
Chandler Heights Precinct
District 5 – Beats 13, 14, 15
District 6 – Beats 16, 17, 18
Prepared by April Long-Blanchard
Crime Analysis & Research Unit 480-782-4084
Crime Analysis & Research Unit
CHANDLER POLICE DEPARTMENT
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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-02 RESERVED**	
	Subject **100 Reserved**	Effective **12/19/14**

Summary: This order is reserved for future use. Park Ranger Unit has been moved to C-05.100.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-03 BICYCLE TEAM**	
	Subject **100 Administration / Equipment**	Effective **11/01/19**

Purpose

The Bicycle Team is a special assignment team which provides increased mobility, decreased response time, and greater officer / citizen contact within areas of high-density population.

A. POLICY

The Bicycle Team will primarily be used for proactive bicycle patrol downtown and high crime areas, special events, problem solving and other special projects according to department needs. All special projects and details outside of the primary function of proactive bicycle patrol and requests for use of the Bike Team must be approved by the lieutenant of the Bike Team.

B. MISSION

We are committed to the prevention of crime and the protection of life and property; the preservation of peace, order, and safety; the enforcement of laws and ordinances; and the safeguarding of Constitutional guarantees

With customer services as our foundation, we are driven by goals to investigate problems as well as incidents, seeking solutions and fostering a sense of security in neighborhoods and individuals. It is our goal to develop a partnership with all members of our community.

C. GOALS

1. **TARGET STREET-LEVEL CRIMES** including narcotics violations, liquor and curfew enforcement, and heavy saturation patrols of high crime areas identified as having a recurring crime problem

2. **EDUCATE CITIZENS** toward responsibility for crime prevention and participation with police in identifying and solving crime and quality of life issues

3. **TAKE AN ACTIVE ROLE IN CITY-SPONSORED EVENTS**, festivals, or civic gatherings necessitating police presence for enforcement action, public education opportunities, and general public safety including citizens' academies and bicycle safety demonstrations

D. ORGANIZATIONAL STRUCTURE

Rev

1. **A LIEUTENANT** maintains functional supervision and coordination, providing standardization and accountability for the program

2. **THE ASSIGNED SERGEANT** maintains supervision and coordination over the daily activities of the team, including the following:

   a. Ensuring regular training
   b. Managing equipment and supplies
   c. Planning special details and projects
   d. Proactive bike patrol downtown and in statistically high crime areas
   e. Policing unusual matters involving protesting groups or planned demonstrations

3. **BICYCLE OFFICERS** may be assigned to work any area of the city. They:
   a. Will notify Communications of availability
   b. May respond to all types of calls
   c. May volunteer for calls in proximity, if available
   d. Will proactively focus on areas needing attention
   e. Will use discretion on traffic-related calls
   f. Will attempt to log as much activity as possible
   g. Are not the primary unit in a beat, but may assist or volunteer for calls

E. AUTHORIZATION FOR USAGE

1. **BICYCLES ARE ASSIGNED TO BICYCLE TEAM MEMBERS** as their primary mode of transportation

2. **AUTHORIZED USERS** include:

   a. Bicycle Team members
   b. Personnel demonstrating proficiency and authorized by the Bicycle Team supervisor
   c. Employees completing the International Police Mountain Bike Association (IPMBA) bicycle school

3. **SPECIAL PROJECTS:** Must be coordinated through the Bicycle Team commander and sergeant. Activities are planned according to:

   a. Team availability
   b. Contribution to team goals and objectives and balance of activity
   c. Need for directed patrol utilizing the expertise of bicycle officers

F. SELECTION & TRAINING

1. **SELECTION** follows special assignment selection criteria (General Order B-03)

2. **INITIAL TRAINING:** All Bicycle Team members must successfully complete the IPMBA-certified training course on basic bicycle handling which will include at least the following:

   a. Identifying the parts of a bicycle
   b. Performing a daily inspection
   c. Performing minor bike maintenance techniques
   d. Safely operating a bicycle in an off-road condition
   e. Hopping or jumping over objects or obstacles
   f. Ascending and descending stairs
   g. Officer safety
   h. Safely apprehending suspects from a bicycle
   i. Using the police mountain bike as a primary patrol tool

3. **FIELD TRAINING:** An officer newly assigned to the Bicycle Team shall satisfactorily complete two weeks of training under field conditions following the guidelines in the Bike Team Field Training Manual

4. **CONTINUING TRAINING:** The Bicycle Team sergeant and/or lieutenant will plan and conduct regular team training for all members, including:

   a. Five hours minimum of proficiency training monthly
   b. Team training together when possible
   c. Additional training for individuals as needed with approval of Bicycle Team lieutenant

G. EQUIPMENT RESPONSIBILITIES

1. **BICYCLE OFFICERS ARE RESPONSIBLE** for the condition of all equipment assigned to them and for making repairs necessary to remain on duty during assigned shift

   a. **Bicycle Care**
      1) Conduct equipment check at beginning of each shift
      2) Report and replace all damaged or worn equipment
      3) Conduct necessary repairs and /or maintenance
   b. **May schedule routine maintenance** for on-duty time, or for any time that is convenient for the officer and the shop
   c. **Major Repairs**
      1) **Conducted by CPD** certified bike team mechanic or authorized bicycle repair shop
      2) **Report alterations or replacement** equipment through the chain of command
   d. **Secure bicycle and related equipment** at all times when not in service. Store bikes in the caged bike area of the police department when not used in official capacity. Exceptions required approval of a division commander.

2. **THE TEAM SUPERVISOR WILL:**

   a. Conduct periodic inspections for maintenance of equipment
   b. Monitor equipment for use, function, and durability
   c. Report alterations and/or replacement equipment through the chain of command

H. MANDATORY EQUIPMENT

INCLUDES:

1. Helmet
2. Rack and storage bag
3. Rechargeable light system
4. Locking device
5. Camel pack
6. Flashlight
7. Weapon's light and holster
8. Eye protection
9. Portable breath tester (if available)
10. Earpiece
11. iTouch device

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-04 HONOR GUARD**	
	Subject **100 Administration / Equipment**	Effective **12/19/14**

PURPOSE

The policy addresses the Chandler Police Department Honor Guard and flag protocol.

A. POLICY

1. **THE HONOR GUARD COMMANDER** coordinates all activities relating to the operation and deployment of this detail

Rev

2. **ALL MEMBERS** assigned to the department Honor Guard will accept this assignment for a minimum of two years with re-assignment at the discretion of the Chief of Police

B. DEFINITIONS

1. **HONOR GUARD COMMANDER:** A sworn supervisor of this department appointed by the Chief of Police to act as the Honor Guard commander

2. **TEAM COORDINATOR:** A member of the Honor Guard, appointed by the Honor Guard commander, who acts as the contact person for Honor Guard requests and mobilizes sufficient members to staff a specific activity

C. APPLICATIONS AND SELECTION

1. The Honor Guard consists of up to 19 members

2. When additional honor guards are required, recruitment and selection will follow procedures outlined in B-03.100 Specialty Assignments: Administration

3. Applicants must:

   a. Be sworn for uniformed Honor Guard officers only
   b. Be sworn or civilian for uniformed band selection, i.e. drums/pipes
   c. Have successfully completed probation
   d. Not be above the rank of lieutenant

D. DEPLOYMENT AND USAGE

1. **THE HONOR GUARD MAY BE USED FOR**:

   a. Police officer funerals
   b. Memorial services relating to law enforcement
   c. Other ceremonial events as directed by the Office of the Chief

2. **PLANNING FOR AN EVENT**

   a. Forward requests for the Honor Guard to the Honor Guard commander for evaluation and approval of command staff
   b. Upon approval, the Honor Guard commander contacts and briefs the team coordinator
   c. Upon approval, the team coordinator will notify the assigned members. If insufficient personnel are available to form the Honor Guard, notify the Honor Guard commander immediately.

E. TIME ACCOUNTING

1. **COMPENSATORY TIME:** At minimum, members are given compensatory time for the actual time they are performing or marching with a two-hour minimum

2. **OVERTIME** is not authorized unless the Honor Guard commander grants prior approval

F. UNIFORM

See General Order B-05.500

G. EQUIPMENT

Figure 1. **Honor Guard Equipment List**

Item	Description
United States Flag	Ceremonial U.S. Flag (3' X 5'), nylon material, gold-fringed with cord and tassel
Arizona State Flag	Ceremonial Arizona Flag (3' X 5'), nylon material, gold- fringed with cord and tassel
CPD Flag	Approved department flag (3' X 5'), nylon material, gold-fringed with cord and tassel
Flag Poles	8' wood with brass fittings and polished brass Eagle top piece (US), spear point (AZ/CPD)
Flag Harnesses	Leather material, white in color (Glendale Industries)
Flag Stands	Metalized plastic or other metal stands gold in color
FOP Flag	3' X 5', nylon material (if provided by lodge) used where appropriate
Rifles	M-1, Garand, Springfield rifle
Rifle Slings	Glendale Industries Leather rifle sling, double hook U.S. military style/adjustable (Glendale #201b)

H. TRANSPORTATION

The Honor Guard commander and/or Field Operations commander will designate transportation to event(s)

I. FLAG PROTOCOL

These guidelines are presented so that the proper position, manner of display, and respect for the United States flag and the national anthem may be displayed by employees.

1. **FLAG POLICY**

   These rules of courtesy will apply whether on or off duty, during athletic events, parades, national, state, or city ceremonies, etc.

2. **EMPLOYEE RESPONSIBILITY**

a. An employee **in uniform and wearing headgear** during flag-raising and flag-lowering ceremonies and the playing of the national anthem will:
   1) Stand at attention facing the flag
   2) Render a military hand salute
b. An employee **in uniform and not wearing headgear** will during flag-raising and flag-lowering ceremonies and during the playing of the national anthem stand at attention with the right hand over the heart
c. An employee in **civilian clothes** will stand at attention with the right hand over the heart during flag raising and flag-lowering ceremonies and during the playing of the national anthem
d. An employee in **civilian clothes wearing a hat** will remove the hat with the right hand and hold it at the left shoulder with the hand over the heart

3. FLAG POSITION AND MANNER OF DISPLAY

a. The Field Operations Precinct commander will assign the person responsible for the proper care of the flag and, when necessary, flag raising and lowering ceremonies
b. Fly the flag during the following hours:
   1) From dusk to dawn if properly illuminated
   2) During daylight hours only when there is no illumination
   3) Raise at dawn and lower at dusk, or at hours in between as designated by the Field Operations Precinct commander
   4) Not displayed on days when the weather is inclement
c. Replace worn and frayed flags promptly. Destroy old flags in a dignified manner, preferably by incineration. The Field Operations Precinct commander will be responsible for the disposition of worn flags.
d. Fly the United States flag at the peak when flags or pennants of states, cities, or other localities are flown with the United States flag
e. Hoist the United States flag first and lower it last when flags are flown from adjacent staffs
   1) Do not fly a flag or pennant above the United States flag
   2) Do not fly a flag at the same level as the United States flag
   3) Do not allow any flag to touch the ground at any time
f. Fly flags at half-staff according to the following criteria:
   1) When flown at half-staff, raise the flag to full-staff momentarily, then lowered to half-staff
   2) Prior to lowering the flag for the day, raise it to full-staff

Figure 2. **When to Fly the Flag at Half Staff**

Event	Length of Time
Memorial Day	Fly until noon, then raise to full-staff
By order of the President of the United States, upon the death of principal figures in the government of the United States	As decreed
By proclamation of the governor of a state,	As decreed

territory, or possession upon the death of a present or former official of the government of that state, territory, or possession of the United States	
Death of the President or former President	30 days from the day of death
Death of Vice President; the Chief Justice or a retired Chief Justice of the United States; or the Speaker of the House of Representatives	10 days from the day of death
Death of Associate Justice of the Supreme Court; a Secretary of an executive or military department; a former Vice President; or the Governor of a state, territory or possession	From the day of death until interment
Death of Member of Congress	On the day of death and the following day
Death of other officials or foreign dignitaries	According to Presidential instructions, or recognized customs or practices not inconsistent with law

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-05 DEPARTMENT REPORTS**	
	Subject **100 Initiating, Writing, and Submittal**	Effective **09/28/18**

A. POLICY

Employees will follow these guidelines for initiation, writing, and submitting reports for permanent record at the Police Department. All employees are to file reports for all reported offenses and specified incidents brought to their attention. Self-initiated police action taken and calls for service shall be accurately and thoroughly documented for follow-up investigation and prosecution. Versadex RMS is the system of record for investigative reports and case management.

B. DEFINITIONS

Figure 1. **Definitions**

Term	Definition
1. Records Management System (RMS)	An agency-wide system that provides for storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents or files pertaining to law enforcement operations
2. Street Check (SC)	Report documents field interviews only
3. General Offense (GO)	Report documents any criminal or non-criminal incident
4. Arrest Record (AB)	Report documents all arrests made by officers
5. Mobile Data Terminal (MDT)	Application used to communicate with Communications and receive calls for service
6. Mobile Report Entry (MRE)	Application used to write reports from the field or debrief rooms
7. Operational/Internal Case Status	Current investigative status of a case associated with an offense: • Open • Pending Submittal • Pending Laboratory • Inactive – Suspended, Lack of Leads/Suspects • Inactive – No Prosecution Desired • Closed - Unfounded • Closed – Attorney General • Closed – City Submittal • Closed – County Submittal • Closed – Juvenile Referral • Closed – Complaint Issued • Closed – Criminal Citation • Closed – No Further Action • Closed – Other Agency • Closed – Turn Down
8. Agency Clearance Rate	Percentage of all offenses closed by anything other than Inactive
9. UCR Clearance Rate (Summary/NIBRS)	Percentage of all offenses closed by arrest or exceptional means (see Section D.5 for details)

C. REPORT NUMBERS

[81.2.4] [82.2.1] [82.2.2] [82.2.3]

1. The RMS uses several types of events to document police activity to include:

General Offenses	Tickets	Street Checks
Criminal Descriptions	Flag Records	Gang Files
Civil Process	Project Cases	Arrest and Booking
Property	CAD Calls	

2. These events each have their own numbering system. A CAD Call 201X-1234 and a Street Check 201X-1234 are two events and not necessarily related. However, if there is a General Offense 201X-1234 it is related to CAD call 201X-1234.

Figure 2. **Definitions of Reports**

Type of Report	Description
1. CAD (Computer-Aided Dispatch) Calls	Assigned to all calls for service received by Chandler Police Communications and self-initiated activity from the field. It is auto-generated by CAD in sequential order using the year and the next unused number, i.e., 201X-1, 201X-2, 201X-3, etc.
2. General Offenses	If there is a corresponding CAD call, the number will be the same. If there is no associated CAD call, the number will be auto-generated by RMS in sequential order using the year and the next unused number starting at 500000, i.e., 201X-500000, 201X-500001, 201X-500002, etc.
3. Street Checks	Assigned by the RMS once it has been transcribed. This number is auto-generated in sequential order using the year and the next unused number, i.e., 201X-1, 201X-2, 201X-3, etc.
4. Internal Affairs	Professional Standards Section personnel assign IA numbers using the current year followed by the next sequential number from the IA logbook
5. Request Received by Mail	Forward criminal or non-criminal incidents received by mail to a CIB lieutenant who assigns it to the appropriate investigative unit for review and investigation
6. Internet Report Requests	**Internet report requests received** through the department internet website for the incident types listed on the web site a. The assigned sergeant or designee evaluates the report for acceptance criteria: 1) The incident occurred within the department's jurisdiction 2) The incident meets the criteria for acceptance 3) There is sufficient information to contact the complainant b. The sergeant or designee assigns the incident to the appropriate employee to complete on a standard police report and submit through normal channels c. If criteria is not met, the sergeant or designee contacts the complainant and explains the reason the report cannot be made
7. Traffic Citation	a. Numbers are preprinted on the hardcopy booklet forms b. Auto-generated by the RMS when an e-citation/warning is issued
8. Special Action Request (CC Form 69)	Use to report problems observed around the city that may require attention from other departments. Forward completed form to your supervisor who forwards it to the appropriate city department.

D. CAD CALL CLEARANCE

[81.2.4] [82.1.5] [82.2.1]

All CAD calls cleared with a G for General Offense require the Report Required to be set to 'Yes'.

Figure 3. **Disposition of Reports**

Code	Clearance	Description
1. 9	911 C4	A 911 call for service was accidental and no further action required. Officer documents the person contacted and there was no problem found (Code 4) in the comment section of the disposition.
2. A	Advised Call (Dispatch only)	Used only by Communications to indicate a call for service was handled by an outside agency or sent as an Attempt to Locate
3. C	Civil Citation	A civil citation issued pursuant to a traffic stop or parking violation
4. F	False Alarm	Alarm call for service that is not a crime and requires no further action. Officer documents the person contacted and any other information deemed important in relation to the call in the comment section of the disposition (e.g. windows and doors secure, no contact made)
5. G	General Offense	a. A written / computer-generated **report** for any incident when there is evidence of a crime, alleged crime or possible crime, or when an incident requires thorough documentation. Other forms of reports include the following examples: 1) Found property with owner and/or finder information 2) State Accident Reports and related forms b. Non-Criminal General Offense documents a CAD call where a crime has **not** occurred but contact was made c. Document all arrests in an **arrest report** (e.g., suspended license, warrant arrest, liquor violation, curfew violation, and other cite and release arrests.) d. Complete the clearance block. On clearance block select: 1) Appropriate internal or operating case status from following list: a) **Open** b) **Pending** Submittal or Pending Laboratory c) **Inactive** – Suspended, Lack of Leads/Suspects or Inactive – No Prosecution Desired d) **Closed** – Attorney General City Submittal County Submittal Juvenile Referral Complaint Issued Criminal Citation No Further Action Other Agency Turn Down Unfounded 2) UCR Clearance Status (Summary/NIBRS) of all offenses closed by arrest or exceptional means • Cleared by **Arrest** – a) When at least one person is (1) arrested, (2) charged with the commission of the offense, and

		(3) turned over to the court for prosecution (following arrest, court summons, or police notice) b) Although there is no physical arrest, an offense can be cleared by arrest when the offender is a person under 18 years of age and is cited to appear in juvenile court or before other juvenile authorities • Cleared by **Exceptional Means** – Can answer in affirmative **all four** questions 1) Has the investigation definitely established the identity of the offender? 2) Is there enough information to support an arrest, charge, and turning over to court for prosecution? 3) Is the exact location of the offender known? 4) Is there some reason outside of law enforcement control that precludes arresting, charging, and prosecuting the offender (e.g., suicide, deathbed confession, etc.)?
6. 0	Non-Enforcement Contact	a. Designated calls for service which, based on the totality of the circumstances and facts, do not require a General Offense to document b. Field Interview information and notes relevant to the incident shall be added to the call history c. Cannot be used if Reporting Party desires a report or identifies themselves as a victim Designated calls for service: 1) Assist Fire Department 2) Assist other agencies – Notifications, etc. 3) City Violation – Illegal dumping, dogs off leash, etc. 4) Civil Standby 5) Fireworks 6) Graffiti 7) Man Down 8) Messages 9) Noise 10) Party 11) Public Assist 12) Road Rage 13) Suspicious Person/Vehicle/Activity 14) Subject Stops/Contacts 15) Traffic Control 16) Welfare Checks
7. I	ID Tech	Call for service handled by a crime scene technician
8. K	K9 Assist	Call for service handled by a K9 handler
9. M	Motorist Assist	Call for service handled by a motorist assist volunteer; an abandoned vehicle; or vehicle blocking the roadway handled by a sworn officer
10. N	No Contact	Call for service handled without any contact with a member of the public a. No complainant/reporting party b. Unable to locate the activity and no contact is requested by reporting party c. The incident has ended/participants left the area prior to the officer arriving, and no contact is requested by reporting party

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11. P	Found Property	Call for service was a found property report documented with a CAD call
12. R	Refer to Original	Call for service was a follow-up call to another call and all information can be obtained by looking at the original call
13. S	Street Check	Historical purposes only - Used only for Field Interviews and not to clear a CAD call as of November 6, 2014
14. T	Warrant Arrest	Call for service only involved a warrant arrest and is **documented** in an **arrest report**
15. V	Verbal Warning	Verbal warning issued pursuant to a traffic stop or parking violation
16. W	Written Warning	Written warning issued pursuant to a traffic stop or parking violation
17. X	Cancel (Dispatch only)	Used only by Communications to record the call for service was canceled prior to an officer responding

E. REPORT INITIATION

[81.2.4] [82.2.1] [82.2.2] [82.2.3]

ASSIGN A REPORT NUMBER TO ALL CALLS FOR SERVICE in the following circumstances to which Chandler Police Department responds:

1. Citizen reports of crimes taking place, having taken place, or potentially taking place and/or alleged crimes
2. Citizen complaints
3. Requests for assistance when officers are dispatched
4. Self-initiated activities by employees involving both criminal and non-criminal matters
5. Any incident where citizen contact results in arrest, criminal or civil process service, or where a need to document the contact exists
6. Assistance provided to outside agencies

F. REPORT TIMELINES

[82.2.1]

Figure 4. **Timeliness of Report Submittal to Supervisors**

Disposition	Action	Timeline
1. CAD Call – No Contact	Complete entire report	End of shift
2. General Offense	a. Complete all reports for in-custody cases b. Complete any case requiring an NCIC entry c. Submit all other initial reports to supervisor or designee to include face sheet and detailed synopsis d. Submit a complete report to include all elements not already in the initial report e.g., people, narrative, etc. e. The above timelines may be shortened or extended on a case-by-case basis by a sworn supervisor	a. End of shift or within 24 hours with supervisor approval b. End of shift c. End of shift d. Prior to end of workweek or preplanned leave e. As determined by supervisor(s)
3. Missing Persons	a. **Adults**: Supplement missing persons to update the current leads and status of the case b. **Juveniles**: If the juvenile has not been located and follow up has been completed as required,	a. Every **7 days** b. **After 4 working days**

Disposition	Action	Timeline
	route the case to the appropriate CIB supervisor	
4. Pending Reports	a. Update status with supplemental report including furthers from the city attorney or county attorney b. Update cases pending **laboratory analysis** c. Route all Field Operations investigations requiring felony follow up to the appropriate CIB unit supervisor for further investigation at the conclusion of the originating officer's workweek 1) Officer must document and include all narratives and information from the investigation to date, e.g., attempts to contact suspects, witnesses, leads, and all investigative efforts 2) An officer should work a felony investigation to its completion within the above guidelines 3) **Exceptions:** a) Narcotics and Alcohol-related Crimes: The investigating officer retains cases that are only pending lab results. Upon receiving the lab results, submit the case for prosecution. b) Supervisors may approve an additional workweek to complete a felony investigation d. Complete assigned follow up investigative tasks and supplement	a. Every 21 days b. Every 60 days c. End of workweek d. End of shift or as directed by supervisor

G. REPORT CONTENT

[83.2.6]

Figure 5. **Required Report Contents**

Item	Requirement
1. Addresses	Always specify the smallest identifying unit, such as suite numbers or any other subdivisions in a multi-unit address (e.g., malls, apartment complexes)
2. Personal Information	**LIST ALL PERSONAL INFORMATION** of parties contacted during the investigation, including full (legal) name; DOB; SSN; home / business address, home / work phone numbers; and physical descriptions (height, weight, hair / eye color)
3. All Reporting Officers	Include information regarding training and experience relevant to the crimes in your report
4. The Case Officer's Report	A complete and accurate record of the entire investigation including information received from other officers
5. Assisting Officers	Those conducting interviews and seizing / locating evidence, taking a course of action and / or in special circumstances when requested by the case officer or supervisor completes a supplemental report
6. Translators	a. Complete a supplemental report when conducting an independent interview as part of a case b. Document an interview and the assistance given when asking the questions posed by the investigating officer
7. Processors of Scene	Processors of a crime/traffic collision scene complete a supplemental report of their involvement in an investigation

Item	Requirement
8. Report Content Requirements	a. **Synopsis:** include who, what offenses / charges, when, where, how and why if determined b. **Introduction:** how did incident come to attention of police c. **Initial Observations:** upon officer arrival d. **Initial or Emergency actions taken:** explain justification for actions e. **Interviews, Investigation and Evidence:** in chronological order f. **Conclusion:** case summary g. **Disposition:** case status

H. ACCOUNTABILITY

[82.2.1] [82.2.4]

Figure 6. **Accountability for Completed Reports/Supplements**

Responsible Party	Assignment
1. Officer / Employee	a. Access Versadex Case Management (MDT Work Queue) daily for pending reports or newly assigned reports requiring follow up b. Check Versadex Desktop Case Management for missing originals and resolve by end of shift
2. Supervisor	a. Ensure all assigned reports are completed and turned in by the appropriate timeline (See B-12.100) b. Review and approve reports or return them to the officer for correction or assign additional follow up c. Monitor officer's case load to ensure they are accurate and up-to-date d. Conduct random reviews of reports closed with dispositions other than General Offense generated by officers to verify completeness and adherence to policy e. Supervising lieutenants conduct weekly random reviews of approved reports, verifying completeness and adherence to policy
3. Records Personnel	a. Enter original hardcopy reports received by adding them into the Versadex b. Make copies of reports as requested c Log all persons who receive a copy of a report and into CJIS GUI, Report Copy Authorization.

I. PROCESSING A REPORT

Figure 7. **Instructions for Report Writing** - Electronic and Handwritten

Responsible Party	Actions
1. **Officer / Employee**	a. **Handwritten Reports:** 1) Complete with black ink pen 2) Each handwritten report contains first initial, last name, and badge number b. **Electronic Reports:** 1) Complete all incident reports in Versadex unless otherwise directed by the shift commander 2) Submit report to the Approval Queue for supervisor approval 3) **END OF SHIFT:** a) Ensure initial reports, and NCIC or In-custody reports are sent to the Approval Queue for review at the end of shift b) Hard copy paperwork to include accidents, DUIs, property receipts, tow reports, abandoned vehicle reports, citations, etc., shall be submitted to the employee's supervisor by the end of shift

Responsible Party	Actions
2. **Supervisors / Shift Commanders**	a. Check the Approval Queue throughout and at the end of the shift for reports awaiting approval b. Any supervisor can check any report in Approval Queue. If there is an error in the report, the supervisor: 1) Describes the required correction in the notes field 2) Rejects report and sends it to officer's approval queue for correction c. Supervisors check Versadex Case Management **daily** to ensure their teams' cases are up to date as required in General Order F-05.100F d. Shift supervisors ensure all electronic reports, hard copy reports, citations and all other officer-generated documentation of a supervisor who is on days off or extended leave is reviewed daily
3. **All Users**	a. **DAILY CHECKS** 1) Check MRE Approval Queue daily for rejected reports 2) Check Versadex Desktop Case Management daily for missing reports to ensure cases are up to date as required in GO F-05.100F b. Any reports returned for correction must be corrected and returned **prior to the end of your workweek or preplanned leave** c. Prior to releasing reports to other agencies ensure reports have been approved and processed

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A. ARREST / BOOKING PAPERWORK

[82.2.1] [1.2.5]

Deliver completed appropriate forms to on-duty Records specialists:

Figure 1. **Required Forms/Paperwork for IN-CUSTODY BOOKINGS**

	Felony In Custody	**Misdemeanor In Custody**	**Juvenile In Custody**
Officer(s) Police Reports & All Supplemental Reports	X	X	X
MCAO Adult Felony Submittal Form	X		
MCAO Investigation Checklist	X		
Arrest / Booking Record	X		
Form IV Release Questionnaire (Make copy and attach to submittal)	X	X	X*Felony Only
Final Disposition Form (Automatically generated with Live Scan)	X	X	
Victim Rights Supplement(s)	X	X	X
MCSO Property Card	X	X	
Live Scan & MUGPIC	X	X	Type Code - “07”
Within 48 Hours (see**)	**X		
Citation(s)		X	
MCAO Juvenile Referral Form			X
Juvenile Affidavit Form			X

* Where the possibility exists that a juvenile may be bound over for trial as an adult, a Form IV needs to be completed.

**The complaint for the felony in-custody must be filed with the court within 48 hours (excluding weekends and holidays). The process is as follows:

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1. A CPD employee will enter the felony submittal form information into the “MCAO submittals and court packets” online portal
2. A county attorney from the charging bureau reviews the packet and types a complaint
3. A CPD employee will finalize and affirm that the information in the report is true and correct to the best of that employees knowledge
4. A CPD employee will attach a copy of the court information sheet to the report in RMS

Because of the many steps required, **it is imperative** that the packet is given to the CIB specialist no later than 8:00 a.m. on the next business day after the arrest is made.

Figure 2. **Required Paperwork for SUBMITTALS OR CITE AND RELEASE**

	Felony Not In Custody	Misdemeanor Not In Custody	Juvenile Referral Not In Custody	Misdemeanor Cite and Release
Officer(s) Police Reports & All Supplements	X	X	X	
MCAO Adult Felony Submittal Form	X			
MCAO Investigation Checklist	X			
Form IV Release Questionnaire (make copy and attach to submittal)	X			
Final Disposition Form (automatically generated with Live Scan)	*Option			
Victim Rights Supplement(s)	X	X	X	X
Live Scan & MUGPIC	***X	***X		**X
Citation(s)				X
Juvenile Referral			X	
Juvenile Affidavit Form			X	
Chandler Misdemeanor Complaint Form		X		

*Only necessary if suspect was processed at the station, but not booked
**Supervisor approval is required if suspect is cited and released in the field
***If suspect is brought to CPD, then fingerprint and photograph the suspect

B. SUBMITTALS: In-Custody Cases

Figure 3. **In-Custody Cases Paperwork Flow Chart**

Responsible Person	Task
1. Case Officer	a. Complete reports and have them approved by a sergeant before leaving duty b. Complete submittal form and clearly write and highlight across the top of the form, “IN CUSTODY” c. Complete Victim’s Rights supplements d. Complete MCAO investigation checklist e. Attach copy of Form IV. Be cognizant Form IV is public record. f. Live Scan and MUGPIC g. Deliver packet with all necessary documents to on-duty Records personnel
2. On-Duty Sergeant	a. Approve all related reports to include follow ups b. Route all approved reports to HSUBMT
3. Records Processor	a. Check to ensure all follow up and related reports have been approved and change report status to “pending-county/state prosecutor review” (records use only) for felony or juvenile cases or “pending-city prosecutor review (records use only)” for misdemeanor cases. b. Prepare official copy of approved report for the agency to which it is to be sent and stamp “Dissemination” c. Place employee number on the lower left corner of cover d. Log report in CJIS GUI Report Copy Authorization Folder e. Dispo the completed packets as follows:

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	1) Juvenile referrals go with officer 2) Felony packets are delivered to CIB in-custody basket 3) Misdemeanor packets are delivered to Prosecutor's Office
4. CIB Designee	a. Check the "MCAO Dispo" email inbox weekly b. Log the felony complaint on the CIB County Submittal Log in the share drive and forward to the County Attorney's Office via the "MCAO submittals and court packets" online portal b. Maintain a log of complaints and dispositions and log into the share drive

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C. SUBMITTALS: Not In-Custody Cases

Figure 4. **Not In-Custody Cases Paperwork Flow Chart**

Responsible Person	Task
1. Case Officer	a. Complete reports and have them approved by a sergeant b. Complete the submittal form c. Complete Victim's Rights Supplement d. Complete MCAO Investigation Checklist e. Attach a copy of the Form IV f. When complete, notify sergeant
2. Sergeant	a. Check the report writing system to ensure all reports for that case have been approved to include follow ups and send to HSUBMT b. When all reports are completed and approved, forward submittal form to Records
3. Records Processor	a. Check to ensure all follow up and related reports have been approved and change report status to "pending-county/state prosecutor review" (records use only) for felony or juvenile cases or "pending-city prosecutor review (records use only)" for misdemeanor cases b. Prepare official copy of approved report for the agency to which it is to be sent and stamp "Dissemination" c. Place employee number on the lower left corner of cover d. Log report in CJIS GUI Report Copy Authorization Folder e. Dispo the completed packets as follows: 1) Juvenile referrals are mailed to MCAO 2) Felony packets are delivered to CIB general mail basket 3) Misdemeanor packets are delivered to Prosecutor's general mail basket

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D. PRISONER PROPERTY

[1.2.5]

Figure 5. **Release of Prisoner Property Documentation Guidelines**

Action	Required Documentation
1. Receiving / Releasing Property	See E-12.400 B Prisoner Processing: Booking Paperwork for procedures

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-05 DEPARTMENT REPORTS**	
	Subject **300 Furthers and Turndowns**	Effective **02/10/23**

Summary: This order describes paperwork associated with cases that need further information from the prosecuting attorney or turndowns of cases.

A. FURTHERS

[82.2.1]

Table 1. **Documentation Required for "Furthers"**

Aspect	Documentation
1. County/City Attorney Requests Rev	a. **Administrative Assistant** 1) Make a copy of the "further" face sheet and scan it into the report imaging 2) Resubmit the case to the attorney when the completed packet has been returned through the reviewing supervisor b. **Officer** 1) Return two copies of the "further" to the unit supervisor 2) If possible, the original investigator will supply the further information 3) Answer the attorney's questions as though the information requested was part of the original information supplied. **Do not refer to the fact** that the attorney has requested further information; nor refer to questions that are to be answered by the numbers assigned by the attorney. c. **Supervisor** 1) Ensure that an investigator supplies the necessary further information on a supplement 2) Log the furthers in the pending case database to ensure tracking
2. Processing Furthers	a. On submission to the County or City Attorney's Office, prosecution may be furthered for one or more reasons b. **Investigator:** Complete the requested information, usually via supplemental report c. **Supervisor:** Ensure additional investigation is completed and the case is resubmitted in a timely manner to the records department d. **Administrative Assistant:** Upon receiving the resubmittal form, enter the case information into the "MCAO submittals and court packets" online portal. Finalize and affirm the information in the report is true and correct to the best of that employee's knowledge. Attach a copy of the court information "further" sheet to the report in RMS. On approval of the supervisor, log the supplement and mail it to the City or County Prosecutor

B. TURNDOWNS

[82.2.1]

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Table 2. **Appeal Procedures**

Subject	Procedures
Appeal Procedures	1. On submission to the County or City Attorney's Office, prosecution has been declined for one or more specific reasons 2. **Administrative Assistant** a. Log case in the share drive b. Make a copy of the turndown notice and attach it to the report in RMS c. Return the original turndown packet to the case officer for review 3. **Case Officer** a. Review the report with your supervisor b. Recommended: Speak to the legal advisor for further information c. Then, may contact the reviewing attorney and attempt to resolve a difference of opinion on the case d. If you disagree or have questions regarding a turndown, you have the right of automatic appeal and may request a second opinion from another attorney e. If you still do not agree with the decision, write a memo to your supervisor stating the reasons why the case was turned down and your reasons why the case should not have been turned down 4. **Supervisor** a. Review the memo, the case, and the turndown statement b. Consult with the police legal advisor as to whether to continue with appeal of turndown through the appropriate attorney's office or to accept the turndown

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-05 DEPARTMENT REPORTS**	
	Subject **400 NCIC / ACJIS**	Effective **09/30/19**

Summary: This order presents an overview of the Arizona Criminal Justice Information System (ACJIS) Network and the National Crime Information Center **(NCIC)** reporting information. [81.2.9]

A. REQUESTING NCIC DATA

1. **EMPLOYEES MAY COMPLETE INQUIRIES** into the ACJIS network from a mobile data computer, from a desktop computer with DPS access, or through Communications

2. **DO NOT CONSIDER** a negative response final due to the limited number of contributors to NCIC; use other methods of checking if you doubt the response

3. **ACIC/NCIC WILL ACCEPT THE FOLLOWING ITEMS FOR ENTRY**:

   a. **Vehicles**
      1) Unrecovered stolen/loaned/rented/leased/impounded vehicles
      2) Vehicles wanted in conjunction with felonies
      3) Unrecovered stolen VIN plates/certificates of title
      4) Serially-numbered stolen engines and transmissions/numerous other major vehicle parts
      5) Canadian stolen/felony vehicles, stolen license plates/parts
   b. **License Plates**: Unrecovered stolen license plate
   c. **Guns**: Lost/stolen/recovered/felony serially numbered weapons
   d. **Articles**
      1) Individual serially numbered property items, e.g., laptop computers, cell phones, color TV's (any value)
      2) Multiple serially numbered property items in one theft
   e. **Persons**
      1) Persons wanted for warrants/emergency messages/overdue parties/injured and deceased persons/repeat offenders/violent gang and prison gang members
      2) Runaway juveniles
      3) Missing persons
   f. **Securities**: Serially numbered identifiable securities; stolen, embezzled, counterfeited or missing, e.g., bonds, debentures, currency
   g. **Boats**: Unrecovered stolen/loaned/rented/leased boats

B. REQUIRED INFORMATION [41.2.5]

The following list identifies the minimum information necessary for entering an item into NCIC:

Figure 1. **Required Minimum Information for NCIC Entry by Type**

Item Type	Required Information
1. Vehicles	a. Vehicle identification number (VIN) b. Year of manufacture c. Make d. Model e. Style f. Color

Item Type	Required Information
	g. If engine or transmission is stolen, use serial number
2. License Plates (all plates issued must be missing)	a. License plate number b. License plate state c. License plate year of expiration d. License plate type
3. Guns	a. Serial numbered weapon b. Manufacturer c. Caliber d. Type 1) Pistol - indicate revolver or automatic 2) Rifle - indicate automatic, bolt action, etc. e. Finish (e.g., blue steel, chrome)
4. Article	a. Type (e.g., laptop computers, cell phones color TV) b. Serial number c. Brand number d. Model number/name
5. Persons	a. Name b. Sex c. Race d. Nationality (if possible) e. Date of birth f. Height g. Weight h. Color of hair i. Any miscellaneous numbers available (social security, FBI, etc.) j. If subject was driving a vehicle include all data required for a stolen vehicle
6. Securities	a. Type b. Serial numbers c. Denominations d. Issuer e. Owner f. Social Security number of owner g. Security date (maturity date)
7. Boat	a. Registration document number b. Registration document state c. Registration document year of expiration d. Outer hull material (i.e. metal, plastic, or wood) e. Hull serial number f. Propulsion (e.g., outboard, sail) g. Manufacturer h. Type (e.g., runabout, houseboat, hydroplane) i. Overall length
8. Bicycles	a. Serial number b. Brand c. License number, if available

C. NCIC ABBREVIATIONS

Figure 1. **NCIC-Approved State Abbreviations**

State	Code		State	Code
Alabama	AL		Alaska	AK
Arizona	AZ		Arkansas	AR
California	CA		Colorado	CO

Connecticut	CT		Delaware	DE
Florida	FL		Georgia	GA
Hawaii	HI		Idaho	ID
Illinois	IL		Indiana	IN
Iowa	IA		Kansas	KS
Kentucky	KY		Louisiana	LA
Maine	ME		Maryland	MD
Massachusetts	MA		Michigan	MI
Minnesota	MN		Mississippi	MS
Missouri	MO		Montana	MT
Nebraska	NB		Nevada	NV
New Hampshire	NH		New Jersey	NJ
New Mexico	NM		New York	NY
North Carolina	NC		North Dakota	ND
Ohio	OH		Oklahoma	OK
Oregon	OR		Pennsylvania	PA
Puerto Rico	PR		Rhode Island	RI
South Carolina	SC		South Dakota	SD
Tennessee	TN		Texas	TX
Utah	UT		Vermont	VT
Virgin Islands	VI		Virginia	VA
Washington	WA		Washington DC	DC
West Virginia	WV		Wisconsin	WI
Wyoming	WY			

Figure 2. **NCIC-Approved Personal Descriptor Abbreviations**

Category	Descriptor	Code
1. Origin	a. **White** (including Hispanic) b. **American Indian or Alaskan Native** c. **Black** d. **Asian or Pacific Islander** (Chinese and Japanese race codes have been absorbed into the Asians and Pacific Islanders) e. **Unknown**	a. W b. I c. B d. A e. U
2. Hispanic exceptions	USE FOR IN-HOUSE REPORTING ONLY, NOT NCIC a. **Hispanic** origin on all reports *(Hispanic ethnic groupings may be categorized on an individual basis)* b. On all **runaway juvenile** reports and **missing person** reports where the victim is of Hispanic ancestry and all report forms concerning the detention, arrest, or citation (booking slip, citation, referral) are of a Caucasian or Black individual of Hispanic ancestry: 1) Caucasian Hispanics, use: 2) Black-Hispanics, use: 3) Non-Hispanics (Use origin codes above)	 a. H b. 1) W/H 2) B/H 3) 1 ltr.

Category	Descriptor	Code
3. Hair color	a. Black b. Brown c. Blonde/Strawberry d. Red/Auburn e. White f. Gray/Partially Gray g. Sandy h. Blue h. Green i. Orange j. Pink k. Purple l. Bald (III records only) m. Unknown or completely bald	a. BLK b. BRO c. BLN d. RED e. WHI f. GRY g. SDY j. BLU h. GRN i. ONG j. PNK k. PLE l. BAL m. XXX
4. Eye color	a. Blue b. Black c. Brown d. Hazel e. Green f. Gray g. Pink h. Maroon i. Multicolored j. Unknown	a. BLU b. BLK c. BRO d. HAZ e. GRN f. GRY g. PNK h. MAR i. MUL j. XXX
5. Height	Use a **three digit number, e.g.,** six feet one inch tall five feet ten inches	= 601 = 510

Figure 3**. Social Security Numbers**

The first group of three numbers of a social security number indicates the state or territory of original registration. A current list of number assignments can be located on the internet at http://www.ssa.gov/foia/stateweb.html.

D. ACJIS AND OTHER INFORMATION SYSTEMS

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1. **FOR INSTRUCTIONS ON THE USAGE** of ACJIS, refer to operating manuals in Records and PDInfo

2. **MAJOR SUBSYSTEMS**

   a. **National Crime Information Center (NCIC):** A Federal Bureau of Investigation's repository of files on persons and property

   b. **Arizona Crime Information Center (ACIC):** The Arizona counterpart of NCIC, available for entries and inquiries through the ACJIS network. Most ACIC and NCIC files are totally independent.

   c. **Computerized Criminal History Record File (CCH):** Use to create, maintain, and query an offender-based criminal history file containing:

1) The physical description of the individual and the data pertaining to all of his formal criminal felony transactions
2) The disposition of each felony transaction. The CCH system is linked to the FBI/NCIC system in Washington, DC so that CCH information from other states, as well as Arizona, is accessible.

d. **Law Enforcement Judicial Information System (LEJIS):** A county-level, computerized, offender-based transaction system capable of tracking a defendant from point of first contact with a county or local level criminal justice agency, through case disposition and sentencing

e. **Motor Vehicle Division (MVD):**

1) Maintains a computerized file of all registered, licensed vehicles in Arizona which may be queried by license plate number or vehicle identification number
2) Maintains a computerized file of all drivers' licenses and ID cards issued to Arizona residents

f. **International Justice & Public Safety Information Sharing Network (referred to as NLETS):** Provides for the interstate and/or inter-agency exchange of criminal justice-related information

g. **Offender-Based State Corrections Information System (OBSCIS):** Implements an integrated system that meets both the management needs of the Arizona Department of Corrections and information requirements of the entire Arizona criminal justice community

h. **Offender-Based Tracking and Statistics System (OBTS):** Serves all justice agencies in the State of Arizona by:

1) Acting as a central index that points to the data files contained in each of the ACJIS subsystems
2) Transferring data automatically between subsystems upon the occurrence of a pre-defined event
3) Generating data files from which agency and statewide criminal justice system statistics can be obtained

i. **Chandler Justice Information System (CJIS):** A demographic database shared by Law, Courts, and Police containing records of persons contacted as complainants, victims, suspects, and other categories unrelated to AJCIS / ACIC / NCIC

j. **Versadex:** The agency-wide case management system that provides storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents or files pertaining to law enforcement operations

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-05 DEPARTMENT REPORTS**	
	Subject **500 Records Maintenance**	Effective **12/28/18**

Summary: This order defines where department records may be kept and the proper destruction of confidential information.

A. UNIT RECORDS

1. **SUBJECT-SPECIFIC RECORDS MAY BE MAINTAINED** in operational units by virtue of their subject matter
   a. Transfer all records subject to unit maintenance to the Chandler Police Records Unit on conclusion of the investigation. Ensure all documents sent to Records to be imaged are legible.
   b. When transferred to the Records Unit, all records are subject to the normal procedures for storage, security, and retention pursuant to the records manual
      1) The Arizona State Library, Archives and Public Records has authorized CPD to maintain and reproduce records using electronic records. This authorization is renewed every five years.
      2) Paper forms and documents associated with reports are imaged into RMS by Records staff
      3) Documents considered evidence are imaged into RMS. Case agent provides a copy to Records for imaging and the original is stored in Property and Evidence.
      4) Paper documents imaged into RMS are retained for two years after the calendar year the GO was created and then purged
      5) Supplements to GOs completed or imaged after the two year time frame are imaged into RMS and then purged
   c. Standard for Permanent Records – Records requiring a permanent retention period must meet special requirements due to the historical nature *(Records Retention Schedule GS 1031) by the Arizona State Library, Archives and Public Records*
      1) Records created electronically (born digital) are retained as electronic records permanently
      2) Records created on paper and scanned to electronic image do not meet permanent retention requirements. Retain paper records permanently or transfer to State Archives.

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2. **THE FOLLOWING AREAS** may maintain separate records:
   a. Criminal Investigation Bureau
      1) Vice
      2) Narcotics
      3) Organized Crime
      4) Special Enforcement/Gang
      5) Repeat Offender Program
      6) Sex Offenders
      7) Intelligence
      8) Victim Services
   b. Office of the Chief: Internal Affairs
   c. Training Unit: Employees' training records

B. DISPOSAL OF CONFIDENTIAL REPORTS

USE PAPER SHREDDER COLLECTION BOXES to dispose of the following documents:

1. **COPIES OF OFFENSE REPORTS AND SUPPLEMENTS**

2. **ROSTERS** of addresses and home telephone number of department personnel

3. **ANY OTHER DOCUMENT OF A CONFIDENTIAL OR SENSITIVE NATURE** which should not fall into the hands of non-police personnel

C. RETENTION SCHEDULE

Disposal of records will follow the state-approved retention schedule

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-06 POLICE INVESTIGATIVE SPECIALIST**	
	Subject **100 Procedures**	Effective **08/15/20**

Summary:

This order provides guidelines for supplemental police responses by civilian police investigative specialists assigned throughout the department to certain non-emergency calls for service and associated general offense reports in person or via the telephone.

A. POLICY

The Civilian Police Investigative Specialist is tasked with:

1. **INVESTIGATING CALLS FOR SERVICE** in a field operations atmosphere in efforts of alleviating patrol officers work duties for higher priority calls for service
2. **PROVIDING QUALITY INVESTIGATIONS** and customer service to victims of crimes
3. **COMPLETING ACCURATE**, descriptive, high quality police reports

B. ASSIGNMENT

Civilian Police Investigative Specialists:

1. **ARE ASSIGNED TO THE FOLLOWING UNITS:**
   a. Field Operations – Police Aide and Civilian Teleserve
   b. Criminal Investigations – Pawn and Financial Crimes
   c. Community Resources – Housing Officer
2. **BASED ON THEIR ASSIGNMENT**, civilian police investigative specialists are responsible for completing additional duties relative to their position
3. **WILL SUBMIT ALL PAPERWORK** through their direct supervisor

C. POLICE AIDE

1. **RECEIVE AND INVESTIGATE** certain calls for service and complete police reports which meet the established criteria
2. **RECEIVE AND INVESTIGATE** telephone reports when no Teleserve officer is on duty. Communications will assign telephone reports to Teleserve officers before sending them to Civilian Police Investigative Specialists.
3. **ASSIST FIELD OPERATIONS** personnel in their work duties
4. **RESPOND TO CITIZEN INQUIRES** either in the field, over the telephone, or in person at the police department
5. **WHEN NOT ASSIGNED TO A CALL FOR SERVICE,** will patrol the City of Chandler in a pro-active setting, enforcing violations such as parking and abandoned vehicles, or completing other assignments given by their supervisor

D. RESPONSE CRITERIA

Civilian Police Investigative Specialists will **NOT** respond to calls for service or take disposition if any of the following applies:

1. **ANY CALL FOR SERVICE WHERE**:
   a. Clear suspect information is available
   b. The suspect or investigative lead is still on scene or may be in the area

2. **ANY HOT TRAFFIC CALL** for service In progress or just occurred crimes
3. **ANY CALL FOR SERVICE INVOLVING**
   a. An irate citizen or a mentally disturbed individual
   b. Narcotic or weapon impounds
4. **THE COMPLAINANT REQUESTS** an officer and is not satisfied filing a report with the Civilian Police Investigative Specialist
5. **THERE IS A POSSIBILITY OF DANGER** or injury occurring
6. **ANY SUPERVISOR MAY ALLOW** the civilian police investigative specialist to assist with any call for service only when the scene is secured and rendered safe

E. INCLUDED OFFENSES

Civilian Police Investigative Specialists can respond, investigate, and take disposition of the following calls for service:

1. Burglaries (residential, vehicle, business)
2. All non-injury traffic collisions – 961, 961PP, 961B, 961HR, and minor 962 not requiring transport (except employee involved 960s)
3. Criminal damage
4. Financial crimes
5. Thefts/Shoplifts
6. GTA
7. Barking dog complaints/noise complaints
8. Abandoned vehicles
9. Public facility safety checks
10. Lock outs
11. Public calls
12. Illegal dumping
13. Parking violations
14. Traffic control
15. Any telephone report when a Teleserve officer is not on duty
16. GTAR or GTAROAF

F. EXCLUDED OFFENSES:

Civilian Police Investigative Specialist will **NOT** respond to, investigate or take disposition of the following calls for service:

1. All person crime related incidents (robberies, assaults, sex crimes, child crimes)
   a. All domestic violence, including OOP service and civil standby
   b. Found juvenile
   c. Missing person – adult, juvenile, runaway (can respond to assist with supervisor approval)
   d. Death investigations (901, 901T)
2. 911 hang-up
3. Alarms (vehicle, audible, panic, robbery, silent)
4. Animal abuse and other felony incidents
5. Arson
6. Assist to other agencies (outaid, outfd)
7. Bomb threat or other threats in person or over telephone
8. Disorderly conduct

9. DUI
10. Drowning
11. Message notifications
12. Escaped prisoner or suspect
13. Man down
14. Mental health pick-up
15. Mentally disturbed person
16. Narcotics
17. Party
18. Road rage, racing vehicles, or wrong way driver
19. Pursuit (vehicle, person)
20. Trespass or prowler
21. Welfare check
22. Warrant
23. All reported serious injury related collisions – 962, 962PP, 962HR, and employee involved 960s
24. Crimes involving injuries requiring medical attention or paramedic response to the scene

G. INVESTIGATION QUALITY

The fact a police investigative specialist is handling the report and possible subsequent investigation does not in any way negate their or the department's responsibility and desire to complete a thorough investigation

H. FIELD OPERATIONS CALL SIGN DESIGNATOR

1. Civilian Police Investigative Specialists working in a field operations setting will have the call sign designator "Aide". This call sign represents the job of the investigative specialist.
2. Civilian Police Investigative Specialists may be voice dispatched through Communications or may self-dispatch using CAD for authorized calls for service. They may also on-view an authorized incident using Communications or CAD.

I. HOUSING OFFICER

SUPPORTS THE CHANDLER HOUSING AUTHORITY as follows:

1. **ASSISTS HOUSING SPECIALISTS** with testimony in court on eviction matters
2. **PROVIDES HOUSING ADMINISTRATION** with police reports pertaining to the tenant's criminal activity and the criminal activity of their guests while on the property, as stipulated in the Housing Authority's residential contracts
3 **PERFORMS CRIMINAL BACKGROUND CHECKS** on applicants requesting city- housing assistance
4. **CONDUCTS CIVIL DISPUTE INVESTIGATIONS** and coordinates with tenants as requested by the Housing Authority
5. **CONDUCTS INITIAL FRAUD INVESTIGATIONS** involving the Housing Authority and applicants
6. **CONDUCTS CRIMINAL INVESTIGATIONS** and/or forwards information to Field Ops or Criminal Investigations as required

7. **ENFORCES PARKING VIOLATIONS** in accordance with housing regulations and/or state law
8. **CONDUCTS DAILY PATROLS** of the apartment complexes and conducts inspections of the individual houses as requested by the Housing Authority
9. **MAINTAINS A PROFESSIONAL DEMEANOR** and engages in positive contacts with residents
10. **DOCUMENTS ALL CITIZEN CONTACTS** during the course of an investigation and completes necessary reports
11. **PROVIDES MONTHLY RECAP** of activities including training, meetings, and civic activities
12. **ASSIST FIELD OPERATIONS** and Criminal Investigations with follow-up investigations as needed

J. CIB – FINANCIAL CRIMES

1. **ASSISTS DETECTIVES AND OFFICERS** perform detailed investigations of felony financial related cases involving identity theft, credit card fraud, check fraud, and embezzlement by reviewing bank statements, checks and employment documents
2. **SUBMITS ITEMS INTO EVIDENCE**; submits charges to the County Attorney's office; assists in preparing cases for prosecution/ may testify in court

K. CIB – PAWN

1. **ASSISTS DETECTIVES AND OFFICERS** in performing detailed investigations of felony property related cases involving burglary, pawn, trafficking and grand theft auto
2. **SUBMITS ITEMS INTO EVIDENCE,** submits charges to the County Attorney's Office, assists in preparing cases for prosecution; may testify in court
3. **COMMUNICATES ON THE PHONE** and in person with businesses regarding procedures and legal requirements related to State, County, and City pawn laws and codes; provides instruction on reporting procedures for pawning, buying consigning, and trading used property
4. **CALLS STORES FOR MISSING INFORMATION** on pawn tickets and documents
5. **REVIEWS TRANSACTION REPORTS** received by detectives; researches and investigates closed burglary and theft cases to assist in the recovery of stolen property; writes supplements to reports as needed
6. **SCHEDULES, COORDINATES,** and conducts training classes for area store owners and employees to educate them on city code and state pawn laws to assist with compliance issues
7. **PROCESSES STOLEN PROPERTY HITS** and possible items related to other criminal cases
8. **WRITES SUPPLEMENTAL REPORTS** for cases involving non-compliance with regard to pawn and secondhand guidelines
9. **CREATES, UPDATES, AND MAINTAINS** basic spreadsheets, reports, and databases; verifies and tabulates data; run basic reports and queries as requested

L. TELESERVE

See General Order E-14.100

M. POLICE AIDE VEHICLE

In addition to complying with all policies governing the use of department vehicles in General Order B17 Use of Department Vehicles, the following additional guidelines apply to the use of Police Aide vehicles:

1. **CITY VEHICLES ASSIGNED** for use by the Police Aide are used for patrolling the City of Chandler and other areas designated by command personnel
2. **SUSPECTS, ARRESTEES,** or prisoners are not allowed to ride in a Police Aide's vehicle
3. **POLICE AIDE VEHICLES** are not to be equipped with a prisoner transport system in the rear seat area
4. **POLICE AIDES ARE NOT AUTHORIZED** to drive in an emergency response manner (Code 3) under any circumstances
5. **QUALIFICATION AND TRAINING** is required of Police Aides every two years regarding defensive driving and maneuverability of their vehicles. They are also responsible for appropriate use of their vehicles and its equipment.

N. TRAINING

Police Investigative Specialists are required to complete a basic training program when hired and documented refresher training each year on crisis intervention training, ethics, bias issues including legal aspects, ACT, and all hazard training. In addition, Police Aides will complete:

1. **INITIAL TRAINING**:
   a. Self-defense Training
   b. Use of Force Policy (OC requirement)
   c. RMS Training
   d. Report Writing and Investigation Techniques
   e. Accident Investigation
   f. Customer Service and Communication Training
   g. Driving Training
   h. Patrol Procedures
2. **ANNUALLY**: Four hours of Defensive Tactics (OC re-cert required) and eight hours of investigation-based elective courses (criminal/traffic)
3. **BI-ANNUALLY**: Defensive Driving

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-07 FIELD INVESTIGATIONS**	
	Subject **100 Assignments**	Effective **10/26/16**

Summary This order addresses the assignments for Field Operations Personnel investigating crimes.

A. INITIAL INVESTIGATION

[42.1.4]

1. **FIELD OPERATIONS OFFICERS** are responsible for initial response and initial investigation of most crimes

   a. Patrol supervisors requiring investigative assistance and feel it is in the best interest of the department to have a detective respond will contact the appropriate on-call CIB supervisor to request that detectives take disposition. The unit supervisor will determine the appropriate response, and field officers may be required to assist investigators as needed
   b. Officers assigned disposition for any incident will take charge of the investigation in the absence of a supervisor and will ensure the scene is properly and thoroughly processed

2. **INVESTIGATION EXCEPTION:** The following incidents require the immediate call out of CIB investigators to assume the investigation:

Table 1. **Incidents Requiring CIB Call Out for Initial Investigation**

- Aggravated assault - life threatening injuries
- Child or infant death
- Arson (involving crimes of homicide, assault, or burglary)
- Armed Robbery with Suspects
- Bank Robbery
- Extortion
- Homicide
- Kidnapping
- Missing persons (suspicious)
- ******Officer seriously injured or killed by suspect (resulting from a non-motor vehicle accident)
- ******Officer-involved shooting
- ******Prisoner (City) seriously injured or killed
- Suicide
- Suspicious unattended deaths

****In addition, immediately notify the on-duty legal advisor of these investigations**

3. **INVESTIGATION NOTIFICATION:** The following incidents require CIB notification to determine the appropriate investigative response

Table 2. Incidents Requiring CIB Notification to Determine Appropriate Response

- Child abuse
- Child molestation
- Commercial armed robbery
- Armed Robbery with workable leads
- Forgery/Fraud/Identity Theft
- Sexual assault
- Any large or prolonged investigation that would strain patrol resources

****In addition, immediately notify the on-duty legal advisor of these investigations**

B. FIRST RESPONDER

[42.2.1]

The first officer at the scene of a crime will:

1. **RENDER THE SCENE SAFE**

2. **ENSURE VICTIMS** receive medical attention

3. **DETERMINE IF A CRIME** has been committed

4. **PRESERVE THE CRIME SCENE** and evidence

5. **INTERVIEW** victims and witnesses

6. **IMMEDIATELY RELAY TO COMMUNICATIONS** the following information:

   a. Type of crime committed
   b. Mode and direction of travel of suspect or vehicle
   c. Description of suspect and suspect vehicle
   d. Type of weapon involved
   e. Time elapsed since the crime was committed

C. INITIAL INVESTIGATION

[42.2.1] [81.2.5e]

OFFICERS ASSIGNED RESPONSIBILITY for the initial investigation of a crime will:

1. **SECURE THE SCENE** and protect all evidence

2. **OBSERVE** all conditions, events, and statements

3. **LOCATE, IDENTIFY, AND INTERVIEW** witnesses and investigative leads

4. **TAKE STEPS TO LOCATE** and arrest suspect

5. **INTERROGATE THE SUSPECT**, if apprehended

6. **COLLECT** or arrange for the collection of evidence

7. **IMPOUND AND SUBMIT** all evidence requiring scientific analysis to crime lab

8. **REPORT THE INCIDENT THOROUGHLY AND ACCURATELY**

9. **COMPLETE IN-CUSTODY FELONY INVESTIGATIONS** with the exception of those cases requiring extensive follow-up investigation or those requiring an immediate response from CIB. The officer must obtain supervisor approval prior to requesting CIB to assume an in-custody investigation.

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D. WHEN CIB ASSUMES INITIAL INVESTIGATION

[42.2.2]

The following are the responsibilities of responding field officers when CIB assumes the initial investigation:

1. **SECURE THE SCENE** and protect all evidence

2. **MAJOR CRIME SCENES**: For the purposes of this order, major crime scenes are defined as those scenes where it is anticipated that detectives will take disposition

   a. Initiate a crime scene log
   b. Deliver the crime scene log personally to the detective who assumes disposition of the investigation

3. **OBSERVE** all conditions, events, and statements

4. **LOCATE, IDENTIFY, AND INTERVIEW** witnesses and investigative leads

5. **TAKE STEPS TO LOCATE** and arrest suspect

6. **DO NOT MIRANDIZE** or attempt to interview the suspect unless exigent circumstances exist

7. **REPORT YOUR ACTIONS AND OBSERVATIONS OF THE INCIDENT THOROUGHLY AND ACCURATELY**

E. FELONY FOLLOW UP INVESTIGATIONS

1. **OFFICERS ASSIGNED** to investigate police incidents that are not the specified immediate responsibility of CIB shall initiate follow-up investigation when:

   a. A criminal act occurs that requires immediate action for the procurement of significant evidentiary information pertaining to the incident, including location and arrest of the suspect
   b. It does not require a prolonged separation of the officer from an assigned area during the officer's scheduled work hours
   c. The investigation does not require the immediate attention of CIB and the officer can accomplish the follow up investigation in a timely manner. (As a general rule, within the officer's workweek or two weeks with supervisor approval). At the conclusion of the officer's workweek, cases requiring additional time sensitive follow up will be forwarded to the appropriate CIB supervisor for assignment and further investigation

      Exception – Pending Lab Results: The investigating officer will retain cases that are only pending lab results. Upon receiving the lab results, submit the case for prosecution.

2. **SERIES OF RELATED CRIMES** when an officer suspects a series of crimes is being perpetrated by the same suspect (s)~~:~~, it should be brought to the

attention of the supervisor and the appropriate CIB supervisor for coordination and further follow-up investigation.

3. **THE FIELD OPERATIONS SERGEANT,** prior to forwarding the investigation to CIB, will:

   a. Make every effort to assess the case to determine the need for additional follow up investigation
   b. Encourage officers to conduct follow up investigations that can be accomplished in a timely manner
   c. Discuss case with appropriate CIB sergeant when unsure of how to proceed
   d. Ensure that all investigative efforts are thoroughly documented in the offense report, including all known contact information of persons involved
   e. Have the initial case officer suspend the case when there are no additional leads or follow-up investigation needed

4. **FELONY FURTHERS:** All felony furthers from the County Attorney's office will be sent directly to the submitting case officer's sergeant

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-07 FIELD INVESTIGATIONS**	
	Subject **200 Physical Evidence**	Effective **10/26/16**

Summary This order addresses collecting physical evidence from crime scenes.

A. PHYSICAL EVIDENCE

Physical evidence is any tangible evidence that can connect an offender to a crime scene. Biological evidence, which contains DNA, is a type of physical evidence. However, biological evidence is not always visible to the naked eye.

B. DNA/BIOLOGICAL EVIDENCE

[83.2.7]

DNA evidence is more sensitive than other types of evidence. Law enforcement personnel should be especially aware of their actions at the scene to prevent inadvertent contamination of evidence.

1. **LIMIT INCIDENTAL ACTIVITY;** refrain from smoking, eating, drinking, littering, or any other actions that could compromise the crime scene
2. **DO NOT TOUCH OBJECTS** at the scene unless necessary
3. **TRAINED CRIME SCENE TECHNICIANS**, forensic personnel, or officers will collect biological evidence
4. **MAKE EVERY EFFORT TO OBTAIN STANDARDS** (usually buccal swabs) for comparison when appropriate
5. **ENSURE THAT THE CHAIN OF CUSTODY** is maintained
6. **BE AWARE THAT DIRECT SUNLIGHT** and warmer conditions may degrade DNA
7. **STORE IN A COLD ENVIRONMENT** to best preserve DNA evidence
8. **DNA SAMPLES SHOULD ONLY BE SUBMITTED** to laboratories that are accredited for forensic DNA analysis

Rev

C. FINGERPRINTS

[83.2.3] [83.2.4]

1. **DO NOT TOUCH OBJECTS** at the scene unless necessary
2. **DO NOT PACKAGE ITEMS FOR LATENT PRINT EXAM** with items not requiring latent print exam
3. **TRAINED CRIME SCENE TECHNICIANS, FORENSIC PERSONNEL OR OFFICERS** develop and collect fingerprints using the most appropriate process for the surface
4. **KNOWN PRINTS** will be labeled, signed, and filed in the lab by lab personnel

5. **MAKE EVERY EFFORT TO SECURE PRINTS**. If no comparable prints are obtained or a search for latent prints is not attempted, note it in the offense report and include the reason.

6. See General Order F-07.500 Latent Processing Procedures for additional information

D. PACKAGING AND MARKING EVIDENCE

1. See General Order E-13 Property and Evidence: Impounding Procedures

2. **ALWAYS MAINTAIN** chain of custody

E. PHOTOGRAPHS

[83.2.1] [83.2.4]

1. **RECORD THE CRIME SCENE BEFORE** anything is disturbed, showing both the locale as well as close-up photographs of significant areas and items

2. **MAKE NOTES** of the scene documenting photographs taken

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3. **USE VIDEO DOCUMENTATION AS NECESSARY** to supplement still photographs being aware of audio pick-up

4. See General Order F-07.400 Digital Camera Procedures for additional information

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-07 FIELD INVESTIGATIONS**	
	Subject **300 Interviews/Interrogations**	Effective **10/20/17**

Summary This order addresses identifying suspects through interviews and interrogation by Field Operations personnel investigating crimes.

A. FIELD INTERVIEWS

[1.2.3]

1. **DEFINITION**: An officer speaks with a citizen and has a reasonable belief that some investigative inquiry is warranted. The citizen has no obligation to answer questions or remain.

2. **CONDITIONS**

   a. Requires voluntary cooperation from the citizen
   b. Does not require reasonable suspicion nor probable cause
   c. Is based upon the circumstances of each individual situation
   d. May record interview on field interview card
   e. Do not detain persons against their will
   f. Does not require the Miranda admonition

B. INTERROGATION

[1.2.3]

1. **POLICY:** This department requires that suspects be treated in a fundamentally fair and just manner, without regard to any personal consideration or bias following state and federal statutes, constitutions, and appellate court decisions when conducting criminal investigations

2. **DEFINITIONS**:

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   a. **IN CUSTODY:** For purposes of this order, **in custody** occurs when there is a formal arrest, or restraint on freedom of movement of the degree associated with a formal arrest. In custody include:
      1) **Objective indicia** of arrest include:
         - physical restraint
         - continued use of handcuffs when no threat exists
         - weapons drawn
         - placed in lockup
         - non-consensual transport to station
         - non-consensual search of person during consensual encounter or Terry frisk
      2) **The site of the interrogation,** e.g., police station or police-dominated atmosphere,
      3) **The length and form of the investigation,** e.g., detaining longer than necessary for a Terry stop, use of handcuffs when not necessary for officer safety, and
      4) **Whether the investigation had focused on the accused**

   b. **CUSTODIAL INTERROGATION** (as defined by the Supreme Court): When a reasonable person believes that he is subject to formal restraint typically associated with arrest, whether at the police station or not, and officers solicit words and/or actions intended to get the person to incriminate himself

c. **INTERROGATION:** Any action or question designed to solicit information from a person to be used against them later in court

3. **TEMPORARY DETENTION/INTERVIEW ROOMS** may be used for processing, questioning or testing, waiting for bonding of detainees, cleaning up a temporary booking backlog, or preparing paperwork for court following procedures in General Order E-12.300 Temporary Detention/Interview Rooms

4. **ADVISE OF MIRANDA RIGHTS prior to questioning** when a suspect is in custody
   a. Include the date, time, location, officer's name, and the name of other persons present on appropriate reports when suspect is advised of rights (e.g., offense report, arrest record, or back of the officer's copy of the citation)
   b. Read verbatim from the standard Miranda Warnings
   c. Cease interrogation immediately when a person invokes his right to remain silent or have an attorney present during questioning
      1) Give person the opportunity to contact an attorney
      2) Make every effort to ensure privacy during their consultation
      3) Provide any detainee with access to a telephone that is not recorded or monitored to contact an attorney

5. **INTERROGATION REQUIREMENTS**

   a. **DO NOT** use coercion, threats, and/or promises to elicit confessions or admissions from suspects in criminal cases. This will render the confession or admission inadmissible.
   b. **DO NOT** interrogate for excessively prolonged times without breaks for suspect's personal needs (e.g., food, rest, use of toilet facilities)
   c. **AVOID** deception, trickery, and misstatements relative to elements of the crime or punishment
   d. **CONSIDER** the subject's age, mental capacity, drug or alcohol impairment, and health when selecting interrogation techniques

6. **DELAY IN ARRAIGNMENT:** Arizona Rules of Criminal Procedure requires any person to appear before a magistrate within 24 hours after arrest, or the person shall immediately be released

Rev

C. POLYGRAPH
[42.2.5]

1. **IF YOU BELIEVE A POLYGRAPH** could be beneficial to your investigation, contact the department's certified polygraph examiner

2. **PROVIDE AN OVERVIEW** of the investigation to the polygraph examiner to determine if a polygraph would be beneficial to the case

3. **THE POLYGRAPH EXAMINER COORDINATES** directly with the case agent the results of the polygraph and post exam interview strategy

D. CONFESSIONS AND IMMUNITY

[1.2.3]

Rev

1. **DOCUMENT CONFESSIONS** accurately and completely

   a. It is unnecessary for statements to be recorded or written to be admissible; however, documented confessions (written or recorded) are more convincing than undocumented. Download all electronic recordings to Evidence.com or the V:Drive.
   b. Juvenile Confessions (See GO E-11 Juvenile Operations)

2. **OFFICERS WILL NOT GRANT IMMUNITY** from prosecution to suspects. An officer's supervisor and the prosecuting agency will coordinate efforts to grant immunity.

E. PHOTOS, COMPOSITES, SKETCHES OF SUSPECTS

[42.2.9][42.2.10]

1. **WHEN TO USE**

   a. No suspect has been identified
   b. The suspect or witness refuses to cooperate
   c. A suspect is in custody some distance from the prospective viewer
   d. Confirmation of a suspicion about a person before he is arrested

2. **CONSIDERATIONS FOR USE**

   a. **Do not display photographs to other witnesses** who may later view the suspect at a line-up after another witness has made a positive identification from a photograph and probable cause to arrest the suspect is thereby established
   b. **Prior to Arrest**: Use photo displays when a photograph depicting a definite suspect is available and a "live" identification procedure is impractical for one of the reasons specified in this section
   c. **After Arrest:** Use photo displays only when a line-up is impractical
   d. **The best use of a photo display** is after an arrest, assembling a line-up, photographing it, and then showing the photo to a viewer

3. **NO ONE HAS THE RIGHT TO HAVE AN ATTORNEY PRESENT** at any pictorial identification procedure, before or after arrest

4. **PHOTO ARRANGEMENTS**

   a. Prior to showing a photo lineup, read the preprinted admonitions on the reverse side of the photo line up
   b. Arrange photos in random order with six or more photographs of different persons
   c. Ensure the persons in the photo display along with the photographs themselves (if several are used) are of similar general appearance with no dates appearing
   d. Document each photograph shown in each display in your report and preserve photographs for trial by placing them into evidence
   e. The person viewing the lineup and identifying one of the person's depicted will sign their name below that photograph

5. **SKETCHES AND COMPOSITES**

   a. Use when there is no suspect
   b. Show to witnesses until a person is definitely identified as a suspect
      1) If there is probable cause to arrest, do not further display images to any other witnesses
      2) If probable cause for an arrest still does not exist after identification, obtain a photograph of the suspect and follow the procedure for after-the-arrest photo displays

6. **IDENTIFICATION PROCEDURES** must be reliable and fair to be valid. Avoid suggesting the guilt of a suspect to a victim or any eyewitness even if there is other evidence connecting the suspect to the crime. A witness's unaided recollection must govern the identification.
   a. The following general rules will apply:

      1) Display a suspect or his likeness to only one witness at a time
      2) Conduct all identification processes separately with each witness. Attempt to prevent a witness who has taken part in an identification procedure from stating a conclusion while other witnesses are present.
      3) Do not suggest by word or gesture your opinion to any witness. Providing feedback to the witness is prohibited. Inform witnesses asking your opinion of this restriction.
      4) Exceptions to these procedures require supervisor approval

   b. An eyewitness identification procedure may be unnecessary whenever the witness or victim:

      a. Would not be able to recognize the perpetrator of the offense being investigated
      b. Knew the identity of the suspect before the offense, e.g., personal acquaintance, relative, neighbor, co-worker, etc.
      c. Learned the identity of the suspect after the offense without police assistance, e.g., suspect's picture in the newspaper

7. **DOCUMENT COMPLETELY** each identification procedure including date, time, location, and identity of all present. Record statements made by a witness viewing the suspect along with any significant remarks made by an officer, attorney, or the suspect. Document the witness' selection with the Lineup Id number. Identify and record level of confidence expressed by the witness. Photographic, audio, and video-recording devices will be used whenever practicable.

8. **SCHEDULING** line-ups, interviews, and other required appearances at the convenience of the victim/witness when possible. Transportation for the victim/witness may be provided.

F. CONFRONTATION OF SUSPECTS AND WITNESSES

[1.2.3] [42.2.10]

Rev

1. **CONFRONTATION**: An identification procedure in which a subject is presented singularly to a witness for identification. Because courts view these procedures as inherently and unduly suggestive, the state must prove the out-of-court identification is not tainted. To prove this, the confrontation occurs only after:
   a. The witness gives as thorough a description of the suspect as possible (e.g., height, weight, age, hair color, unusual marks or characteristics, etc.), whether they knew or had seen the person before the incident, how well they were able to view the suspect (distance apart, length of time, lighting, etc.).
   b. Within a reasonable time of the offense (usually within two hours).This is also referred to as a “one on one” or “show up.”

2. **OFFICER BEHAVIOR**: Do not say or do anything to lead the witness to believe that the suspect:

   a. Has been formally arrested or detained
   b. Has confessed
   c. Possessed incriminating items on his person when searched or frisked
   d. Is believed to be the perpetrator of the offense

3. **ADVISE THE WITNESS:**
   a. The person detained may or may not be the perpetrator
   b. Not to feel compelled to make an identification
   c. To state level of confidence

4. **IF THERE ARE SEVERAL WITNESSES**, arrange for each witness to confront the suspect individually if feasible and proper

5. **DOCUMENT COMPLETELY** each identification procedure including date, time, location, and identity of all present. Record statements made by a witness viewing the suspect along with any significant remarks made by an officer, attorney, or the suspect. Verify and record level of confidence expressed by the witness.

6. **A SUSPECT DOES NOT HAVE THE RIGHT TO CONSULT WITH AN ATTORNEY** prior to a confrontation if the investigating officers do not intend to ask questions. If suspect’s attorney is at the scene, allow the attorney to observe, but not to delay or interfere with the confrontation in any way.

7. **IF THERE IS PROBABLE CAUSE TO ARREST** a suspect located after the commission of an offense, take the suspect into custody and confront as soon as practical

8. **IF YOU REASONABLY SUSPECT** that a person located within a reasonable time of an offense has committed the offense, but do not have probable cause to arrest the person, you may detain him for a reasonable time to conduct the confrontation

a. You may use reasonable necessary force to stop the person or cause the person to remain in your presence
b. Do not detain suspect for longer than a reasonable time unless a suspect who was clearly informed that they need not cooperate, consents to take part in the confrontation

9. **TRANSPORT WITNESSES** to the suspect as soon as possible. Unless the suspect consents, do not take him to the witnesses' location.

10. **IF THE SUSPECT IS NOT IDENTIFIED**, release him under appropriate departmental procedures unless probable cause still exists to believe the suspect committed the offense. Record the subject's name, description, address, and circumstances of the confrontation in the incident report, even when he is not identified and is released.

11. **YOU MAY CRUISE THE GENERAL AREA** in which a crime has occurred with the witness, hoping to locate the perpetrator and arrange a confrontation. Avoid implicating anyone on the street or suggesting that a certain person looks suspicious.

12. **SPECIAL SITUATIONS**
    a. **In emergency circumstances** (e.g., a witness is in danger of death or blindness, or a suspect is in danger of death) you may arrange an immediate confrontation if medical authorities permit, disregarding time considerations in this section
    b. **If the suspect will be hospitalized** for a lengthy period of time but is not in danger of death, follow procedures for photo line-ups

G. INFORMAL IDENTIFICATION PROCEDURES

[42.2.2]

Rev

1. **OFFICER ARRANGES TO TAKE A WITNESS** to observe a suspect in a non-custodial setting (generally, the suspect is unaware that he is under observation). Use the same precautions listed in Confrontation of Suspect and Witness above.

2. **USE WHEN** a suspect is not in custody and has not been charged with the offense under investigation and a court order to compel cooperation in appearing in a line-up is not appropriate

3. **PROCEDURES**

    a. When a suspect has been charged with the offense under investigation, but will be **hospitalized** for an extended period, and prompt identification is essential, you may take the victim to hospital rooms to make identification

    b. When a suspect has been charged with the offense under investigation but **was released** on bond or recognizance before a line-up could be held, and a live identification procedure is desirable, request the suspect to come in for ID. If suspect does not voluntarily comply, obtain a court order for physical characteristics.

H. USING INFORMANTS

[42.2.2] [42.2.6]

1. **PATROL OFFICERS ARE ENCOURAGED** to seek out and use informants who may provide reliable information regarding specific offenses and activities of suspects

2. **TURN OVER INFORMANTS** more suited to follow-up by Narcotics or CIB to the appropriate operational unit for placement in the informant file

3. **PROTECT THE IDENTITY OF INFORMANTS** for their physical safety and to ensure the continued cooperation of the informant

   a. Do not release or discuss information regarding an informant outside of the operational requirements of the department
   b. You may identify informants by file number to protect their identity in departmental reports or affidavits for search warrants

4. Follow procedures in GO D-33.100 Use of Informants

I. USE OF INTERVIEW ROOMS

[42.2.8]

1. **POLICY**: It is the responsibility of all sworn personnel to adhere to responsible degrees of officer safety when utilizing a room to interview a suspect within the Department facilities, while insuring that a suspect's Constitutional rights are adhered to throughout the interview process

2. **DEFINITION**: Interview rooms are those rooms that are designated for the interview and/or interrogation of a suspect(s). The term may include rooms specifically identified as an interview room, but also include polygraph, voice stress analyzer rooms, and other rooms in which it is likely that an interview may develop into an interrogation or arrest of a suspect

3. **USE OF INTERVIEW ROOMS:** Officers should exercise the utmost caution when interviewing a suspect. Officers should consider a suspect's potential for violence, understanding that apparently cooperative suspects may become combative. See General Order D-01.200J for procedures regarding use of the CIB interview rooms.

   a. Officers should minimize the exposure of their sidearm during an interview by securing it in a locked drawer or designated gun locker
   b. If another officer is not immediately monitoring the officer conducting an interview with a suspect, the interviewing officer shall carry a radio with a distress alarm
   c. Suspects will be granted reasonable access to restrooms, water, or comfort breaks
   d. Unless officer safety concerns dictate otherwise, officers should avoid the presence of more than one law enforcement officer in the room during the course of the interview
   e. Due to the potential for its use as a weapon or causing damage to the facilities, two chairs will be the only equipment kept in the rooms. Other items necessary to effect the interview may be brought in as necessary by the interviewer, but should not be left with an unattended suspect.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-07 FIELD INVESTIGATIONS**	
	Subject **400 Digital Image Procedures**	Effective **02/14/22**

Summary This order describes the proper use and procedures for the digital image devices used by officers and detectives in the field.

A. POLICY

1. All images taken while on duty are the property of Chandler Police Department

2. Do not take personal images while on duty

B. CALL TYPES

1. **USE DEPARTMENT ISSUED DEVICES** (i.e., mobile communication devices and body worn cameras) **WHEN GENERAL PHOTOGRAPHY** is needed to document minor crimes and call types. Store digital images in Evidence.com

2. **DIGITAL IMAGE DEVICES MAY BE USED** on the following call types:
   a. Abandoned vehicles
   b. Arson (minor property damage to non-occupied structures)
   c. City code violations
   d. Criminal damage
   e. Criminal damage – DV
   f. DUI
   g. Escape
   h. False information or reporting
   i. Found property calls
   j. Graffiti (not previously photographed by Code Enforcement)
   k. Hit & run accidents – minor
   l. Narcotic/drug offenses
   m. Non-injury accidents – minor
   n. Public assistance
   o. Shoplifting
   p. Theft
   q. Traffic offenses
   r. Trespassing
   s. Warrant arrest

3. **A CRIME SCENE TECHNICIAN** should be utilized for advanced photography to properly document injuries, evidence, and for comparative image photography

4. **A DETECTIVE/OFFICER WHO HAS SUCCESSFULLY COMPLETED THE AZ POST** 24-hr *Basic Crime Scene Photography* course may be utilized for advanced photography (excluding comparative image photography)

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-07 FIELD INVESTIGATIONS**	
	Subject **500 Latent Processing Procedures**	Effective **06/30/22**

Summary This order describes the proper use and procedures for latent print processing and submission by patrol officers.

A. POLICY

1. **LATENT LIFTS ARE EVIDENCE**. A complete chain of custody must be maintained on all latent print evidence.

2. **DO NOT SUBMIT LATENT LIFTS TO PROPERTY & EVIDENCE**. All latent lifts will be secured in the Forensic Services Section.

3. Only Forensic Services Section approved lifting materials and packaging will be used for latent print processing

4. The Forensic Services Section may not accept incomplete latent lift cards or improperly sealed latent envelopes

B. TRAINING

1. Officers shall be trained in latent print processing and collection techniques prior to processing latent prints in the field

2. Any officer who desires training in latent processing and collection should contact the Forensic Services Section to arrange training

C. LATENT LIFTS

Rev

1. All latent lifts shall be marked with the following information:

   a. Case number (both sides)
   b. Lift number
   c. Officer's initials across the tape on the lift card
   d. Date lifted (time is optional)
   e. Crime type
   f. Address/location where processing was accomplished
   g. A written description of where the lift came from (be specific)
   h. Optional: A diagram showing where on the evidence the latent lift came from, orientation of the latent, etc.

2. When the object being processed has been assigned its own item number, the item number must be included in the written description of where the latent came from

3. When processing a vehicle, record the following information on one of the latent lift cards:

a. Vehicle make
b. Vehicle model or body type
c. License plate number or the complete VIN
d. Vehicle color

4. If more than one vehicle is processed under one (1) case number, the latent lifts for each vehicle will be packaged separately, or the vehicle information will be recorded on each latent lift card to discriminate from which item the lift was obtained

5. Latent lift cards are considered both evidence and case notes. If both sides of the lift card are used, then each side will bear the case number and the officer's handwritten initials

6. When annotating information on the lift (tape) side of the latent card, avoid writing on the latent image

New

7. Write the name of the case officer in the box marked "Processed For" and the employee collecting the latent lifts in the box marked "Lifted by/ID#"

D. SUBMISSION OF LATENT LIFTS

1. All latent lifts must be submitted in a properly completed and sealed latent envelope

2. A properly completed and sealed latent envelope contains the following:

   a. Packing tape across the edge of the envelope's flap
   b. Officer's initials or badge number written across the seal onto the envelope
   c. Case number
   d. Crime type
   e. Address / location where the processing was accomplished
   f. Processing date
   g. Officer's name or badge number
   h. Quantity of lift cards enclosed

3. The officer will record the chain of custody for the latent evidence on the exterior of the envelope. The chain of custody must include to whom the evidence was released, or the name of the secured latent drop box it was placed in.

4. Latent print envelopes shall be submitted to one of the following secured latent drop boxes:

   a. Main Station: Next to the main door to the Forensic Services Section
   b. West Substation: On the wall in the evidence packaging room
   c. South Substation: On the wall in the evidence packaging room

Rev

5. **DO NOT SUBMIT LATENT LIFTS DIRECTLY TO CRIME SCENE TECHNICIANS OR FORENSIC SERVICES ADMINISTRATIVE STAFF.** Latent print examiners may accept latent lifts from priority cases at their discretion.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-07 FIELD INVESTIGATIONS**	
	Subject **600 Mobile Identification Device**	Effective **11/15/13**

Summary To establish operational guidelines for the Mobile Identification Device (MorphoIDent)

A. DEFINITION

The Mobile Identification Device (MorphoIDent) is a handheld mobile fingerprint recognition device used to communicate with the Arizona Automated Fingerprint Identification System (AZAFIS) and/or the FBI's Repository for Individuals of Special Concern (RISC).

B. PURPOSE

The purpose and use of MorphoIDent is to scan fingerprints from a suspect to compare against existing prints in the Arizona Automated Fingerprint Identification System (AZAFIS) and the FBI Repository of Individuals of Special Concern (RISC) to provide a rapid positive identification to the officer in the field. The possible identifications will be limited to subjects maintained in the searched databases and does not preclude a record from existing in other biometric or name-based repositories. MorphoIDent is only an aid to the identification of a person and shall not be used as the sole grounds for establishing probable cause for arrest.

C. POLICY

The MorphoIDent system will only be used by personnel who have received training in the proper use of the equipment

1. **VOLUNTARY CONSENT**: During a lawful reasonable suspicion detention, MorphoIDent may be used in situations where the subject to be fingerprinted gives a knowing and willing voluntary consent to the use of the identification device.

    a. The suspect may limit or withdraw consent at any time
    b. If consent is withdrawn, use of the mobile identification device is **not** authorized, its use must stop immediately, and the officer may not force or coerce the suspect to submit to the use of the identification device

2. **WITHOUT CONSENT**: The MorphoIDent may be used without the consent of the suspect:

    a. Upon arrest of the suspect;
    b. If authorized in the execution of a valid search warrant; or
    c. If specifically required by statute
    d. If allowed pursuant to court order

D. AUTHORIZED USE

1. **AN OFFICER MUST BE ABLE TO ARTICULATE AND JUSTIFY** the authorized and appropriate use of the mobile identification device based on policy, training, experience, and assessment of the circumstances

2. **PRIOR TO AN ARREST OR DURING A LAWFUL DETENTION,** MorphoIDent may be used **with the consent** of the suspect if the officer has reasonable suspicion:
   a. The suspect to be printed has committed, is committing, or is about to commit a criminal offense and there is a justifiable and reasonable belief the fingerprint scan will establish or nullify the suspect's connection to the criminal offense
   b. The suspect to be printed is subject to an arrest warrant and there is justifiable and reasonable belief the finger print scan will establish or nullify the suspect's identity in the execution of the warrant
   c. The subject intentionally gave a false or fictitious name, residence address, or date of birth to the officer when cited for a traffic violation or other misdemeanor
   d. The subject is a witness to a criminal offense and intentionally gave a false or fictitious name, residence address, or date of birth to the officer

3. **SUBSEQUENT TO AN ARREST,** MorphoIDent may be used **without the consent** of the arrested suspect to verify the identity of the suspect to assist the officer in determining the appropriate handling, transporting, and routing of the suspect

4. **THE MOBILE IDENTIFICATION DEVICE MAY BE USED without** the consent of the suspect if a suspect's fingerprints are required in the execution of a valid search warrant or specifically required by statute or authorized by court order
   a. Reasonable force may be used to gain the suspect's compliance with the search warrant or court order. An officer shall use the least amount of force needed to execute the search warrant.
   b. A suspect's failure to comply may constitute interfering with judicial proceedings (ARS 13-2810(a)(2)

5. **NONSTANDARD USE OF THE MOBILE IDENTIFICATION DEVICE**
   a. Requires notification and authorization by a supervisor
   b. Examples include:
      1) A request from an outside law enforcement agency to fingerprint a suspect in custody. The requesting agency must comply with the procedures of this policy and any other applicable department policies and procedures
      2) A traffic fatality investigation in which there is no other reasonable means of identifying a victim

E. UNAUTHORIZED USE

1. Not to be used for random or general investigative or intelligence gathering
2. Officers shall adhere to all department policies including biased based profiling
3. Any unauthorized use may result in disciplinary action

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-08 FIELD OPERATIONS-PERSONS CRIMES**	
	Subject **100 Overview**	Effective **11/21/06**

Summary This order summarizes the topics covered in F08 Field Operations-Persons Crimes.

A. F-08.200 DEATH INVESTIGATIONS

1. Homicide
2. Suicide and Other Deaths
3. Death and Other Notifications

B. F-08.300 ROBBERY

1. Robbery
2. Strong-Armed Robbery
3. Business Robbery

C. F-08.400 OPERATION BULL'S-EYE

D. F-08.500 OTHER PERSONS CRIMES

1. Aggravated Assaults
2. Crimes Against Police Officers
3. Kidnapping (Juvenile, see: General Order E-11.400, 500)
4. Sexual Assaults (Adults Victims) (See: General Order D-16.400)
5. Child Abuse (See: General Order E-11.400)
6. Child Abduction (See: General Order E-11.500, 600)
7. Runaways (See: General Order E-11.300F)
8. Missing Persons (See: General Order D-13.100)
9. Obscene or Threatening Phone Calls
10. Bomb Threat
11. Weapon Offenses
12. Fireworks
13. Disorderly Conduct

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-08 FIELD OPERATIONS-PERSONS CRIMES**	
	Subject **200 Death Investigations**	Effective **01/08/21**

Summary This order addresses the investigations of deaths by field officers.

A. POLICY

Investigate deaths of persons using guidelines in this order and in Order F-07 General Investigative Procedures.

B. HOMICIDE

1. **FIRST OFFICER ON SCENE**

   a. Activate body worn camera
   b. Enter the scene being careful not to destroy or alter any evidence that may be present
   c. After ascertaining that the victim is in fact deceased, exit the scene by the same route used to enter
   d. If paramedics must examine the victim, control access to the victim
   e. Check for suspects
   f. Notify the Field Operations shift supervisor or shift commander
   g. Secure the crime scene with tape allowing no unauthorized persons to enter or leave, keeping in mind that the scene can be large and initiate crime scene roster
   h. Obtain identification from all persons present to give to the Criminal Investigations Bureau (CIB). Ask all witnesses for suspect information **only** so that it can be broadcast over the air. *CIB will conduct the interview*
   i. Call a crime scene technician to the scene to take photos of the surrounding area. Wait until CIB personnel arrive to photograph the interior of the crime scene.

2. **THE SHIFT SUPERVISOR OR SHIFT COMMANDER** will go to the scene, ensure its security, and:

   a. Notify the appropriate CIB supervisor
   b. Remain at the scene until relieved by the supervisor from CIB and/or the next Field Operations shift supervisor
   c. Assign any necessary additional Field Operations officers to the scene to assure proper coverage
   d. Assign the first responding officer to the scene to assist CIB until relieved by the CIB supervisor

C. SUICIDE AND OTHER DEATHS

1. **SUICIDE OR INFANT DEATH**

   a. Field Operations personnel will secure the crime scene
   b. The shift supervisor will respond and notify the appropriate CIB supervisor for call-out
   c. CIB personnel assigned to the call will write the original report and request a supplement from the first officer(s) on scene

Rev

2. **ALL NATURAL DEATHS**

   Patrol personnel are responsible unless the shift supervisor finds that suspicious circumstances exist. If CIB is not assuming the investigation, patrol takes documentation photos (utilizing department issued cell phones or Axon) rather than calling for a Crime Scene Tech for non-suspicious 901 calls in the following situations:

   a. Doctor signs the death certificate
   b. If out-of-state doctors do not sign Arizona Death Certificates, forward the case to the Medical Examiner Office
   c. Decedent suffered a known terminal illness
   d. Death occurred in a nursing home / care facility
   e. A DNR exists

3. **OTHER UNATTENDED DEATHS WHERE A DOCTOR WILL NOT SIGN,** including, but not limited to, nursing home deaths, hospice care deaths, other deaths with significant medical history

   a. A Field Operations supervisor will contact the on-call CIB supervisor before proceeding with the investigation. Field Operations may investigate these incidents.
   b. Send all of these cases to the Medical Examiners Office
   c. CIB will complete the follow up with the Medical Examiner's Office

D. REPORTING OF DEATHS

1. **ANY PERSON WITH KNOWLEDGE** of the death of a human being under any of the following circumstances, including fetal death, shall report it (ARS 11-593):

   a. Not under the current care of a physician for a potentially fatal illness or an attending physician is unavailable to sign the death certificate
   b. Resulting from violence
   c. Unexpected or unexplained
   d. Occurring in custody
   e. Unexpected or unexplained death of an infant or child
   f. Occurring in a suspicious, unusual, or unnatural manner
   g. From an accident believed to be related to the deceased's occupation or employment
   h. Occurring as a result of anesthetic or surgical procedures
   i. Suspected to be caused by a previously unreported or undiagnosed disease believed to present a threat to public safety
   j. Involving unidentifiable bodies

2. **NOTIFY THE MEDICAL EXAMINER'S OFFICE (ME)**, conduct an investigation and report the results to the ME

3. **SURGICAL AND ANESTHETIC DEATH**

   a. **Non-trauma-related** surgical and anesthetic deaths: No offense report required. When hospitals notify the department of a surgical or anesthetic death, no investigation is required. The officer will promptly notify the Medical Examiner's Office.

b. **Trauma-related** surgical and anesthetic deaths (accidents, gunshots, assaults, etc.): Officer shall complete an offense report
   1) Officer receiving the original information from the hospital will notify the shift commander
   2) The hospital may unhook the deceased victim from operating room surgical equipment and move the victim to a different hospital location pending the investigating officer's arrival

4. **DECEDENT CATEGORIES:**

   a. **Admitted Cases** – Homicides, suicides, overdoses, child deaths, decompositions, and any trauma related deaths except hip fractures. Hip fractures of the elderly are declined or not admitted cases depending on the circumstances. Medical Examiner Investigators (MEI) will respond and take custody of the deceased.

   b. **Body Not Admitted** – MEI may respond to the scene and draw fluids. If so, the investigator contacts a rotation mortuary to take custody of the deceased if the family does not have a preference. These cases usually involve suspected disease related death. The investigator may respond to the mortuary to draw fluids instead of the scene. Cases can be closed by patrol.

   c. **Declined Cases** – Doctor agrees to sign the death certificate. Medical Examiner will NOT respond to the scene. Call mortuary. Patrol does not need to send "declined cases" to CIB. Cases should be Closed – No further action.

E. INVESTIGATION

1. **DUTIES AT THE SCENE (OFFICER)**

   a. Identify victim
   b. Determine the identity of the suspect, if known, and if in custody
   c. Obtain the identity of all witnesses and persons discovering crime
   d. Obtain the identity of all persons at the scene and those who have been there and left and why. What did they do while at the scene?
   e. Determine the identity and list on crime scene roster of all persons who entered the scene proper, including police personnel (all ranks), ambulance attendants, paramedics, doctors, witnesses, etc., and determine if they moved or touched anything. Require supplements from applicable police personnel.

2. **WITNESSES**

   a. Interview witnesses and take statements as soon as possible to ensure that the memory of the incident is fresh and to not detain witnesses any longer than necessary
   b. When practical, separate witnesses and request they not discuss the incident among themselves or with other investigators. Officers should interview witnesses separately.

3. **PROCESSING THE SCENE:** Approach every death investigation as a homicide until it is proven otherwise

   a. **Secure the scene and separate witnesses** until CIB personnel arrive on scene for any death investigation investigated by CIB
   b. **Photographic evidence:**
      1) Photograph and measure in place every item of evidence before examining it

2) Photograph the body for purposes of identification, to show wounds - both entrance and exit and other important markings and evidence. It may be necessary to photograph the body again at the medical examiner's mortuary after the body has been cleaned.
3) Use crime scene technicians to photograph both homicides and suicides

c. **Complete a Medical Examiner's Identification Tag** and examine the body of the victim as closely as possible without disturbing the wounds, clothing, etc., prior to the medical examiner making an examination. The investigative officer will complete the identification tag and report to the medical examiner. (See General Orders D-17)
d. **Direct the crime scene technician** to process items for fingerprints and to lift "dry prints" from the deceased if necessary. Notify the medical examiner of any dry lifts.
e. **Impound evidence** submitted for crime lab analysis in an evidence locker with a request for scientific analysis. Request blood and hair samples from the victim on the Medical Examiner's Identification Tag.
f. **Trained crime scene technicians**, forensic personnel, or officers will collect biological evidence

4. **DEATH CERTIFICATES:** Many natural deaths can and should be disposed of by the personal physician of the deceased signing the death certificate

a. Contact the Medical Examiner's Office when a death is unnatural, unattended and/or the attending physician will not sign a death certificate
b. **If a doctor declines** to sign the death certificate **and** the deceased was attended to by the doctor, ask the doctor why he will not sign and attempt to learn:
1) When the doctor last saw the deceased
2) The nature of the illness, and if could it have caused death
3) If the doctor suspects foul play? If so, describe.
Sometimes a doctor will not state the cause of death. ARS 36-327 states a doctor is only required to certify a death according to their best knowledge and belief.
c. Do not argue if the doctor still refuses to sign. Tag the body and give the medical examiner all the information regarding the deceased and the doctor's reasons for not signing.

5. **DISPATCHED TO A HOSPITAL.** First establish from where the decedent was transported. Where the decedent became ill or injured determines which agency has jurisdiction for the investigation. If within Chandler, commence with the investigation.

6. **DISPATCHED TO OUTAID/FD**: If the person dies in transit or at the hospital, this type of call requires a death investigation to be conducted to determine the cause of death (medical issue, suicide, overdose, etc.) A scene investigation and personal history are crucial to establish the need for CIB response.

F. NOTIFICATIONS

[81.2.10]

1. **DEATH NOTIFICATIONS**

   a. **See** General Order D-17.200 (D.7) for death notification when the victim has been identified
   b. **When an officer from another jurisdiction** contacts the department to make a death notification:
      1) Forward the request to a field supervisor who will determine whether the requesting agency wishes the department to make the notification or to advise the aggrieved party to call the originating agency
      2) If the agency requests that we make the notification, follow the same procedure as outlined in General Order D-17.200.D.7
      3) If the next of kin cannot be located, notify the requesting agency

2. **NOTIFICATION OF ILLNESS OR INJURY:** The investigating officer will attempt, promptly and a considerate manner, in-person or by telephone, to locate a relative, close friend, or other responsible party when a person is ill or seriously injured

3. **OTHER EMERGENCY MESSAGES:** Emergency messages other than those previously listed may be delivered at the discretion of the supervisor

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-08 FIELD OPERATIONS-PERSONS CRIMES**	
	Subject **300 Robbery**	Effective **12/28/18**

Summary This order addresses the investigations of robberies by field officers.

A. ARMED ROBBERY

1. **FIRST OFFICER ON SCENE:** Obtain and broadcast a description of the following information:

   a. Suspect(s)
   b. Weapon(s) used
   c. Mode and direction of travel
   d. Item(s) taken

2. **NOTIFY** the shift supervisor

3. **SECURE THE CRIME SCENE** allowing no one to enter or leave

4. **OBTAIN IDENTIFICATION** from all persons present and begin initial interviews

Rev

5. **REQUEST A CRIME SCENE TECHNICIAN** to the crime scene with the approval of shift supervisor or at the direction of CIB

6. **SHIFT SUPERVISOR** may notify the appropriate CIB supervisor regarding the armed robbery. A CIB officer **may be assigned** to assume the investigation.

7. **NOTIFY THE FBI** when a bank robbery occurs

B. STRONG ARMED ROBBERY

Handle in the same manner as in A. Armed Robbery 1-6

C. BUSINESS ROBBERY RESPONSE

[81.2.13]

THE FOREMOST CONCERN IS THE PROTECTION OF LIFE. The apprehension of the suspect(s) is secondary.

1. **SUSPECT APPREHENSION** should be attempted only after the risk of danger to the officer(s) and others has been considered

2. **COMMUNICATIONS WILL DISPATCH** one primary and one secondary unit to the scene and classify the call as one of the following:

   a. **Robbery in Progress:** Suspect(s) known or presumed to still be on the premises.
   b. **Robbery Just Occurred:** Suspect(s) known to have left on foot or in a vehicle.
   c. **Robbery Alarm**: Received as an activated alarm.

3. **KEEP RADIO TRAFFIC** to a minimum

   a. Communications personnel will obtain as much information as possible and relay it as received
   b. Use only robbery-related communication on the designated channel

4. **RESPOND WITHOUT THE USE OF A SIREN** and take positions at **opposite corners** of the building where you can view all entrances/exits and responding units cannot be seen from inside the business

   a. **Note subjects leaving and vehicles in the area**
   b. **Undispatched units** will position themselves at main intersections or possible escape routes in their respective beats
   c. Additional units will respond to the immediate area ONLY at the request of officers already at the scene or by a supervisor
   d. **Do not enter or approach the business closer than directed** in this order unless specifically directed by a supervisor
   e. **The primary unit** will maintain command of the scene until relieved by a supervisor
   f. **After all responding units are properly positioned,** the primary unit or supervisor, as applicable, will instruct Communications to call the business to determine type of robbery (i.e., in progress, just occurred, accidental alarm)

5. **ROBBERY IN PROGRESS**

   a. **Primary and secondary units will maintain their positions unless:**
      1) The suspect(s) leave the business. Officers must consider the risk of danger to themselves and others when attempting suspect apprehension.
      2) Officers are otherwise directed by supervisory personnel
   b. **Units at the scene will be alert to the following:**
      1) Persons leaving the business fitting descriptions of the suspects
      2) Persons leaving the business carrying something which may contain money or who have suspicious bulges under their clothing
      3) Persons wearing disguises
      4) Persons or vehicles hurrying away from the business

6. **ROBBERY JUST OCCURRED AND ACCIDENTAL ALARM**

   a. **Robbery suspect(s) is no longer inside or the alarm has been accidentally activated:** An officer will arrange a meeting outside the business with an employee
      1) Advise Communications of where the employee should respond
      2) Only after obtaining a name and description of the employee and forwarding that information to the officer will Communications relay the meeting location to the employee. Leave the phone open between the Communications Center and the business.
      3) A plainclothes officer, if available at the scene, may be used instead of a uniformed officer to draw less attention
   b. **If alarm was accidentally activated** as verified by the face-to-face meeting, the primary officer will:
      1) Check the interior of the business with an additional officer

2) Telephone Communications and confirm that the alarm was set off accidentally

c. **If the robbery is confirmed and the suspects have left the scene** as verified by the face-to-face meeting, the primary officer will:
   1) Check the interior of the business with one or more officers and notify Communications when they can disconnect phone contact
   2) Secure the scene until relieved by a supervisor. Broadcast suspect information to other units.

d. **The secondary officer at the scene** will conduct an outside crime scene search for:
   1) Witnesses
   2) Anything the suspects dropped (i.e., clothing or other property)
   3) Suspects' footprints or suspects' vehicle tire prints, etc.

e. **Unassigned officers will begin a search** for suspects or suspects' vehicle directed towards the last known direction of the suspects leaving the business and then broaden
   1) Outlying beats should not respond to the area of the robbery but maintain a search of major thoroughfares within the city
   2) Conduct close examinations of shopping centers, parking lots, alleys, and rears of businesses surrounding the victim business

f. **If the suspects or suspects' vehicle is located** by secondary or unassigned Field Operation units:
   1) Notify the assigned unit and conduct a felony stop of the vehicle
   2) After the situation is contained, the assigned officer will search the vehicle for evidence and have the suspect(s) transported to the station (separately in the case of multiple suspects) for interviews

D. REPORTING DISPOSITIONS

ALL robbery, aggravated robbery and armed robbery reports taken by Field Operation personnel will be pended to the CIB Robbery/Homicide Unit supervisor.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-08 FIELD OPERATIONS-PERSONS CRIMES**	
	Subject **400 Operation Bull's Eye**	Effective **10/20/17**

Summary: This order describes the Operation Bull's Eye Program.

A. PROGRAM DESCRIPTION

[81.2.12]

1. **BULL'S EYE IS A PLANNED PROGRAM RESPONSE** to a dispatched priority I felony crime that has just occurred (within **five minutes**) with distinguishable suspect vehicle description which:

   a. Is not intended for a crime in progress unless it has been determined that the suspect has fled the scene
   b. Is intended to be reserved for specific incidents where capture is most likely
   c. Is based on how far a suspect can travel from the scene of a crime in a vehicle since the time of occurrence
   d. Will last ten minutes from the time of the hot tones, unless extended or terminated by a supervisor
   e. Will encompass the entire city

2. **INITIATION**

   a. A sworn employee may designate any situation as a Bull's-Eye operation
   b. The officer will broadcast the term, "Bull's-Eye," to identify any Bull's-Eye operation
   c. The shift commander or incident supervisor may extend or terminate a Bull's-Eye operation
   d. Supervisors should extend the Bull's-Eye operation when capture is still realistic

B. DEFINITIONS

[81.2.12]

1. **PRIMARY UNIT:** The first unit to arrive at the scene; not necessarily responsible for completing the departmental report

2. **BACKUP UNIT**: The second unit to arrive at the scene

3. **STATIONARY PERIMETER UNIT:** All available units, including:

   a. Uniformed officers
   b. Traffic Units, CIB, supervisors, staff, etc.
   c. All patrol units not on priority traffic (i.e., traffic stops, report calls, follow-ups)

C. RESPONSIBILITIES

[81.2.12]

1. **PRIMARY UNIT**

   a. **Within 15 seconds of arrival**, shall respond to the scene and broadcast a "Code 4" along with "time delay" and any possible vehicle description

b. **Within one minute,** shall obtain all updated descriptions of the suspect, suspect vehicle, and last known direction of travel
c. Shall include the Bull's-Eye operation **in the report**

2. **BACKUP UNIT:** Shall respond directly to the scene and assist the primary unit as needed

3. **STATIONARY PERIMETER UNITS**

a. Should select an escape route from the scene and assume a stationary position **within one mile** of the officer's location at the time of the hot tone while watching for suspects
b. Shall not be on the radio unless making a possible suspect stop

4. **SUPERVISOR**

a. Monitor strict radio discipline and officer participation
b. May initiate, extend, and/or terminate the Bull's-Eye operation

D. RADIO TRAFFIC

[81.2.12]

1. **ASSIGNED UNITS WILL ACKNOWLEDGE** the call by advising of their current location on the emergency channel

a. Any unit closer than the assigned units will advise Communications of his location and assume the primary or backup unit role
b. All other available units will switch to the emergency channel and monitor the call while maintaining radio silence

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2. **UNITS WILL WRITE DOWN** suspect information as it is broadcast and will not request additional or repeated information over the radio. However, rebroadcast as officers are added to call.

3. **THE EMERGENCY INCIDENT TELECOMMUNICATOR WILL:**

a. Notify the incident supervisor when **10 minutes** have elapsed from the time of the hot tone if emergency traffic has not yet been cleared
b. Broadcast "Attempt to Locate" information on all channels at **five-minute** intervals
c. Notify surrounding agencies of suspect vehicle information
d. Log all pertinent Bull's-Eye operation information in the incident history as reported by field units

E. TRAFFIC STOPS

[61.1.7] [81.2.12]

BEFORE STOPPING a possible suspect, the officer will request additional units and advise if a high-risk stop will be made

1. **THE CLOSEST STATIONARY PERIMETER UNIT(S)** will respond as the backup and will advise Communications

2. **ONLY THE NUMBER OF UNITS REQUESTED** will back up the officer making the stop. All others will continue to hold their stationary perimeter positions until a supervisor clears the incident.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-08 FIELD OPERATIONS-PERSONS CRIMES**	
	Subject **500 Other Persons Crimes**	Effective **12/28/18**

Summary: This order describes the field officer's response to crimes against persons other than homicide and robbery.

A. AGGRAVATED ASSAULTS

1. **ESTABLISH THE ELEMENTS** of aggravated assault per statute. Inform the medical doctor of the Title 13 criteria for serious physical injury to establish the victim's injuries constitute a serious physical injury.

2. **FIELD OPERATIONS OFFICERS WILL INFORM** a Field Operations supervisor of the need for CIB personnel

   a. The supervisor will notify the appropriate CIB supervisor
   b. At the CIB supervisor's discretion, a detective **may be assigned** to assume the investigation

B. CRIMES AGAINST POLICE OFFICERS

[1.2.7]

1. **FAILURE TO OBEY LAWFUL ORDER OF A POLICE OFFICER**

   a. **Order to regulate vehicle traffic:** Use ARS 13-2509, resisting an order directing, regulating, or controlling motor vehicles
   b. **Order to disperse** from a fire, a hazard, or other emergency,
      1) **And there is intent** to disturb the peace by such refusal to obey the order, use ARS 13-2904(5), Disorderly Conduct
      2) **If there is no intent** to disturb, but simply an intent to hinder or obstruct, use Chandler City Code 11.11 Obstructing Public Officers
   c. **If someone obstructs or hinders,** officer is not making an arrest, i.e., trying to calm down a disturbance, use Chandler City Code 11.11 Obstructing Public Officers.
   d. **Use the appropriate State Code if applicable**
      1) Use the City Code if a state statute does not cover the obstructing
      2) In close or questionable cases, charge with the state codes and let the prosecutor decide. Always review with a supervisor prior to following this alternative.

2. **RESISTING ARREST:** When a subject resists or attempts to resist an arrest and actively fights or struggles to the extent it becomes necessary for the arresting officer to use significant physical force

   a. Use all reasonable means to persuade a subject to submit to the arrest peaceably if circumstances permit
   b. Do not add such charges when the resistance involved was refusal to cooperate rather than active fighting or struggling against control
   c. Charged with ARS 13-2508, Resisting Arrest, a Class 6 Felony, and not the City Code for resisting.
   d. Must establish the culpable mental state of **intentionally**

Once an arrest has been consummate, the suspect's resistance is no longer covered by the resisting arrest statute. If resistance is sufficiently physical, it may be chargeable as escape or attempt escape.

3. **ESCAPE: An arrest must be consummated** (i.e., the suspect has submitted to the arrest or the officer has complete control) before an escape can take place

   a. If escape is successful, officer may file escape charges. Also charge the third party who aids a suspect in a successful escape with escape.
   b. If escape is unsuccessful, officer may charge the suspect with attempted escape. Also charge the third party who aids a suspect in an attempted escape with attempted escape.

4. **HINDERING (OBSTRUCTING)** ARS 13-2511 and 13-2512

   a. If an officer is arresting a subject for a misdemeanor or petty offense and a third person obstructs or hinders the officer, the third person may be charged with ARS 13-2511, Hindering Prosecution in the 2nd Degree, a Class 1 Misdemeanor
   b. If an officer is arresting a subject for a felony and a third person obstructs or hinders the officer, the third person may be charged with ARS 13-2512, Hindering Prosecution in the 1st Degree, a Class 5 Felony.

5. **AGGRAVATED ASSAULTS ON OFFICERS**

   a. If an officer is assaulted, officer may file aggravated assault charges with prior supervisory approval. If approved, list the officer as the victim, and another officer will conduct the investigation.
   b. Review the following charging criteria from the County Attorney's Office before initiating aggravated assault charges:
      1) The officer is a victim of an assault defined in ARS 13-1203(A)
      2) The officer is injured
      3) The suspect attempts to control the officer's weapon

6. **CRITERIA FOR BLUE ALERT ACTIVATION**:

a. The officer sustained serious injury or death, or was threatened with a deadly weapon	Yes	No
b. Suspect(s) fled the scene	Yes	No
c. Suspect(s) pose an imminent threat to the public or other law enforcement personnel	Yes	No
d. A detailed description of the vehicle or license plate	Yes	No
e. Public dissemination of available information may help avert further harm or accelerate apprehension of the suspect(s)	Yes	No

C. KIDNAPPING

1. **OFFICER** notifies a supervisor when the officer determines a kidnapping has occurred

2. **SUPERVISOR** contacts the appropriate CIB supervisor and requests a CIB call out

3. **CIB SUPERVISOR** may assign detectives to assume the investigation

D. SEXUAL ASSAULTS (ADULT VICTIMS)

1. **FIRST RESPONDER RESPONSIBILITIES** *(per MCAO Sexual Assault Protocol)*
   a. Attend to the victim's immediate medical needs
   b. Secure the safety of those involved
   c. Secure the crime scene
   d. Obtain suspect description and direction of travel (broadcast if applicable)
   e. Notify shift supervisor

2. **VICTIM CONTACT/INTERVIEW**

Rev

   a. Electronically record all contact and investigation efforts with body worn camera. Document recordings exist in police reports.

   b. Sexual assault investigations typically include an initial victim interview in the response phase and a subsequent in-depth interview in the investigative phase. The preliminary interview establishes crime scenes, elements of the crime and verify jurisdiction.

   c. First responder conducts a brief and non-judgmental initial interview of the victim. Structure interview in a manner that allows the victim to give information in an uninterrupted free-flowing manner. Interview in a private, safe setting and electronically record interview. If the victim insists a support person be with them, the first responder should make sure the person is not a witness to the case (e.g., the first person the victim told).

   d. Limit interview to the following:
      1) Gather basic facts that establish the elements of the crime. A more detailed interview will be done later.
      2) Obtain victim information, including phone numbers, date of birth and secondary contact information such as a close relative
      3) Tell me about what happened? (Let the victim talk without interruption. Do not press the victim.) If victim does not provide the information below, you may ask the following questions:
         a) Follow up questions concerning immediate safety issues of either the victim or the public (e.g., "Where did you last see him?" or "Which way did he go?")
         b) Where did it occur? (To determine scene(s)/ jurisdiction)
         c) When did it occur? (To determine need for an immediate sexual assault examination)
         d) Was a weapon used? If so, where is that weapon now?
         e) If the victim knows the suspect, get as much information as possible as to the suspect's description and any location information
         f) If the victim does not know the suspect, obtain a description by asking open ended questions about appearance such as "Describe what the person looked like" "Describe what the person was wearing"
      4) Document your observations about the victim's appearance and demeanor during the interview in the departmental report (e.g., crying, laughing, unemotional, dirty clothes, torn/missing item, and visible injuries). **Do not include personal opinions or beliefs about what you think.**

3. **TIMEFRAME**

   a. If the sexual assault occurred within **120 hours** or it appears there is potential to collect physical evidence or document injury, ask the victim if he/she is willing to participate in a forensic medical examination. If an exam is appropriate, explain the importance of such an exam (to provide medical treatment/collect physical evidence) and the exam will be done at an advocacy center in a professional and sensitive manner. Understand a victim may need time to make such a decision. If the assault took place within the past 120 hours, an exam should be done as soon as possible.

   b. Ask the victim if he/she is willing to speak with an investigator. **Do not ask victim if he/she wants to press charges or wants to be a victim.**

   c. Shift supervisor contacts CIB Persons Crimes Sergeant to coordinate detective response

   d. Ensure victim has transportation to an advocacy center which has 24 hour access
      - Ideally, an advocate or crisis worker who works with the police department transports victim to the advocacy center
      - If such a resource is unavailable, transport the victim, understanding a victim always has the right to choose to be transported in a private car by a friend or family member instead of by police
      - If the victim opts to be transported in a private car, instruct victim not to eat, drink, chew gum, brush teeth, change clothes, wash, use the bathroom or talk about the sex assault
      - Follow the victim or allow him/her to follow you to ensure they do not get lost or stop somewhere

   e. Interview Officer briefs the assigned detective of essential information about victim and known facts

   f. Medical examination – Photos taken during the FNE are for medical purposes only. A police representative must take any necessary photographs for evidence purposes.

   g. Discuss victim safety concerns which may include Orders of Protection and other resources. (An advocate or crisis worker who works with law enforcement may do this).

4. **DOCUMENTATION IN OFFENSE REPORT**

   a. The first responder, any officer who interviews a witness, victim or suspect, and any officer who identifies evidence or processes a crime scene documents their actions to include any referrals provided to the victim

   b. Obtain biographical victim information to include: victim's full name, date of birth, home address, email, occupation, work address, work phone number, cellular phone number, next of kin contact information, etc. **Limit number of times** this information is listed in the report because victim's rights mandate some of this information must be redacted by the county attorney's office prior to disclosure to defense.

c. **Do not include victim's name** and other personal information in court documents, such as the probable cause statement. Refer to victim(s) as, e.g., "Victim 1".

d. Names and contact information of all involved persons

5. **DUTIES OF SHIFT SUPERVISOR**

a. Proceed to the scene
b. Notify Persons Crimes supervisor if the assault occurred within 120 hours of reporting

6. **DUTIES OF CIB PERSONNEL:** See General Order D-16 Sex Crimes

E. CHILD ABUSE

SEXUAL OR PHYSICAL
(See General Order E-11.400 Juvenile Operations)

F. CHILD ABDUCTION

[41.2.7]

(See: General Order E-11.500 Juvenile Operations,
General Order E-11.600 Amber Alert)

G. RUNAWAYS

[41.2.7]

(Refer to General Orders E-11.300 Juveniles: Taking Into Custody or
E-11.500 Child Abduction)

H. MISSING PERSONS

1. **MISSING PERSON DEFINITION**: A person missing under circumstances not conforming to his ordinary habits or behavior and who may be in need of police assistance or attention *(i.e., an individual with Alzheimer's disease or related dementias who wanders off, sometimes far from home, and becomes lost; a mentally or physically handicapped person; a person believed to be contemplating suicide)*

2. **NOTIFY THE SHIFT COMMANDER**

3. **INITIATE A MISSING PERSON INVESTIGATION IMMEDIATELY:** Anyone may initiate an investigation who can show adequate information that would lead law enforcement officers to reasonably believe the person is missing (Refer to General Order E-11.500 for at-risk missing persons searches)

4. **RELATIONSHIP OF REPORTING PARTY TO MISSING PERSON**

a. Should be the nearest responsible party to the suspected missing person
b. If not the nearest relative, the officer will make all reasonable efforts to contact the nearest relative
c. The relative should verify the need to begin a missing person investigation
d. Many persons have no relatives in this state; thus, it may be reasonable to begin a missing person investigation with a friend, roommate, or employer

5. **IT MAY BE OBVIOUS** the adult reported missing has actually left home of his own accord

a. The police have no authority to act in such cases; but, in a public relations gesture, the officer may request an attempt to locate (ATL) and check the welfare of a missing person
b. Do not promise the department will take any specific action, but inform the complainant all necessary investigations will be under taken
   1) Instruct the reporting party to notify the police in the event the missing person returns.
   2) Inform the complainants persons over the age of 18 cannot be forced to return home, nor can their whereabouts be revealed against their wishes.
c. If the reporting party continues to believe the person is likely to be a victim of foul play, may be contemplating suicide, or there are other suspicious circumstances, investigate the claims

6. **THE REPORTING OFFICER WILL:**

   a. Complete a report
   b. Request a photograph of the missing person to be copied
   c. Transmit the following information to the Communications Center
      1) The name of the missing person
      2) Description
      3) Vehicle description
      4) Probable destination
      5) Any other specific data that might assist in locating the person
   d. Request the dispatcher to broadcast an ATL
   e. Ensure an entry is made into NCIC and attach a copy of the entry to the report
   f. Follow-up contact with the reporting person

7. **COMMUNICATIONS WILL:**

   a. Advise units to copy while the officer dispatches the ATL
   b. Note information in the radio log and ATL form

8. **CONTACT THE PIO** to alert the media in cases

   a. Involving individuals suffering from Alzheimer's disease or related dementias who are reported missing along with a vehicle
   b. Where the media and the public's help is warranted

9. **NCIC COMPUTER ENTRY**

   a. **There are six categories** of missing person computer entries
      1) **Disability (MKE*/EMD):** A person of any age missing and under proven physical or mental disability or suffering from Alzheimer's disease or related dementias, thereby subjecting himself or others to personal and immediate danger
      2) **Involuntary (MKE/EMI)**: A person of any age missing under circumstances indicating the disappearance may not have been voluntary, (i.e. abduction or kidnapping)
      3) **Endangered (MKE/EME):** A person of any age missing under circumstances indicating his physical safety may be in danger
      4) **Juvenile (MKE/EMJ):** A person under the age of twenty-one (21) missing and who does not meet any of the entry criteria set forth in 1), 2) or 3) or 5)
      5) **Catastrophe Victim (MKE/EMV):** A person of any age missing after a catastrophe

6) **Other (MKE/EMO):** A missing person over the age of 21 not meeting the criteria for entry in any other category and for whom there is a reasonable concern for his/her safety (NCIC 2000 format only)

b. **Reporting Party Requirements**
   1) **When entering a missing person** in one of the above categories (1), 2), or 3), the officer must have **a written statement** from the reporting party other than the investigating police agency at the time of the entry supporting the stated conditions under which the person is declared missing for NCIC purposes
   This statement in the report will be reassurance the rights to privacy of the individual will not be violated.
   2) Have the reporting party also sign the completed report

c. **Attempt to Locate:** NCIC does not allow attempt to locate teletypes (TTYs) if a person is entered as a missing person, except:
   1) Further information other than what fits in the NCIC entry
   2) A TTY to a specific agency to go pick up the juvenile, but not attempt to locate

d. **If there is a missing adult that does not meet the criteria** for entry into NCIC, enter the party into ACIC under the following types:
   1) **Emergency:** Entry made when person is traveling in or through the state and family members are attempting to locate to advise of an emergency situation
   2) **Death message:** Entry made for the same reasons as the emergency message; however, the specific emergency is the death of a loved one
   3) **Overdue party message:** Persons known to be traveling within or through Arizona and have not reached their destination at the predetermined time
   4) **Injured person:** As a result of a traffic accident with injuries, the injured party is transported to a specific medical facility. The entry will reflect the medical facility in the MIS field
   5) **Deceased person:** As a result of a traffic accident with fatalities, enter a record for the fatality victim(s)

   Entry will not have an NCIC number and will automatically be purged after 60 days

10. **FOLLOW-UP INVESTIGATIONS:** If the missing person case appears to be related to a serious offense (e.g., signs of a struggle, blood stains), notify the shift supervisor. The shift supervisor will advise if CIB will be called out.

11. **CRITERIA FOR SILVER ALERT ACTIVATION:**

a. Has a missing person's report been filed?	Yes	No
b. Have all available resources been exhausted?	Yes	No
1) Entry into ACIC/NCIC	Yes	No
2) Distributed flyers, press releases, media alert	Yes	No
3) Checked all area hospitals	Yes	No
4) Contacted family members	Yes	No
5) Contacted friends	Yes	No
6) Issued BOLOs	Yes	No
7) Obtained photos	Yes	No
c. Disappearance is unexplained or suspicious?	Yes	No

d. Is the missing person in danger due to:

1) Age	Yes	No
2) Health	Yes	No
3) Mental or physical disability	Yes	No
4) Developmental disability	Yes	No
5) Environmental or weather conditions	Yes	No
6) In company of dangerous persons	Yes	No
7) Other perilous indicators	Yes	No

e. Is there information that could assist in safe recovery? Yes No

I. OBSCENE OR THREATENING PHONE CALLS

1. **THE REPORT WILL INCLUDE:**

   a. All pertinent information concerning the victim
   b. The suspect's conversation with the victim
   c. Any suspects the victim feels might be responsible
   d. How often the telephone calls have occurred and at what hours
   e. Background noises or other information that could aid in identifying the suspect

2. **GIVE THE FOLLOWING INSTRUCTIONS TO THE VICTIM**

   a. Contact their phone carrier to review the problem (this is the responsibility of the victim)
   b. Advise victim of the *57 tracing procedures
   c. Advise victim to start a log on the type of calls and when they occur
   d. Advise victim to recontact Police Department if the phone carrier gets suspect information. *Phone carrier will recontact the victim if they get suspect information*.

J. BOMB THREAT

1. **DO NOT TRANSMIT ON ANY RADIO**, including 800 MHz, MDCs, and cellular phones, when approaching **within one block** of the scene

2. **RESPONDING OFFICERS WILL ATTEMPT TO MEET** the reporting party outside the building or location threatened

3. **THE MANAGER OR OWNER OF THE PROPERTY ALONE WILL DECIDE** whether or not to evacuate the building. If a device is located, the incident commander may take control of the property for evacuation and investigation of the incident.

4. **OFFICERS MAY USE BUSINESS EMPLOYEES** to conduct searches of the premises of the business after instructed not to touch or disturb any suspicious object

5. **OFFICER MAY CALL AN EXPLOSIVE DEVICE-DETECTING CANINE,** if available

6. **IF A SUSPICIOUS DEVICE IS LOCATED:**

   a. Notify a supervisor
   b. May notify the DPS Bomb Squad and ask them to respond
   c. **Do not attempt to remove, disturb, or closely inspect any suspected device**
   d. CFD will respond, but only for first aid and fire control. *They do not have any explosive experts trained for bomb removal.*

7. **REFER TO ORDER E-31.700 FOR FURTHER INFORMATION**

K. WEAPONS OFFENSES

[1.2.6] [1.2.7]

1. **PROHIBITED WEAPONS:** Possession of prohibited weapons is illegal, as described in ARS 13-3101(7) unless the possessor has a valid tax stamp and the weapons have been registered with Bureau of Alcohol, Tobacco, and Firearms (ATF). Charge under ARS 13-3102.A(3)
   a. **If there are no state or city charges** that can be brought against a person in possession of illegal firearms, officer may book the suspect on the federal charges if the detention is deemed necessary for the safety of the public
      1) A supervisor must authorize bookings on federal charges prior to booking
      2) The arresting officer will notify a federal agent immediately when such an arrest is made so the federal charges may be filed within the **24-hour limit**
   b. **If immediate arrest is unnecessary,** complete an offense report, impound the firearm, and forward a copy of the offense report to ATF for follow-up investigation
   c. **Seize any illegal firearm** that comes into the possession of an officer and impound as contraband
   d. **Seize any muffling or silencing device** designed for use on firearms (prohibited [illegal]) and impound unless the possessor has either a valid Class III Firearms Dealer License or a valid tax stamp
   e. **Nunchaku or nunchuks** may only be possessed for the purpose of martial arts demonstrations; however, the County Attorney will not prosecute on this charge for just possession unless the possessor has a violent history or the weapon was used in an assault
2. **PROHIBITED POSSESSION OF WEAPONS:** A person commits misconduct involving weapons by possessing a deadly weapon if such person is a prohibited possessor
   a. "Prohibited Possessor": Any person as defined in ARS 13-3101(6)
   b. If the pistol is an illegal weapon as defined in the Gun Control Act of 1968, also charge the suspect with the federal offense
   c. Under Public Law 90-618 (Federal), the following persons are **prohibited from owning or possessing** a firearm:
      1) Any person convicted of or under indictment for a felony offense punishable by imprisonment for over one year
      2) Any person who has received a dishonorable discharge from the armed forces
      3) Any person who has been adjudged mentally incompetent
      4) Any former citizen of the United States who has renounced citizenship
      5) Any alien illegally in the country
3. **CARRYING CONCEALED WEAPONS**
   a. **Deadly Weapon:** Anything designed for lethal (deadly) use including a firearm which is not loaded or lacks a clip or other component to render it immediately operable and components which can be readily assembled into a weapon.
   b. **A deadly weapon is not concealed** if it is located in a holster, closed trunk, luggage, or glove compartment of a motor vehicle, or in a scabbard or case designed for carrying weapons, or which a

scabbard, case/holster is partially or wholly visible, or carried in luggage

c. **To be classed as concealed**, a weapon must be **completely** concealed and must be either on the person or so close as to be readily accessible
d. **An instrument not manufactured for offense or defense** will not be construed as a weapon unless it can be shown the instrument is intended to be used as a weapon. For example, a pocketknife carried open and concealed would be a concealed weapon if circumstances strongly indicate the knife is actually intended for use as a weapon
e. **Chemical mace** is not classified as a weapon since it is not lethal
f. **Consult ARS 13-3102**: Who may carry a concealed weapon
g. Arrest persons in violation and impound the weapon

4. **FIRING WEAPONS**: Discharging firearms in the city is prohibited, except:

   a. When shooting in an area approved by the Chief of Police **and** the State Game and Fish Department **and** posted for hunting
   b. In self-defense
   c. Target shooting or practice at a certified range
   As stated in Chandler City Code 11.6, target shooting on private premises with any air gun, B-B gun, gas-operated gun, spring gun, or bow and arrow made for the purpose of throwing or projecting. The target must be sufficient to prevent the projectiles from traveling outside the yard or premises.
   d. A peace officer in the performance of his duty

L. FIREWORKS

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IT IS UNLAWFUL TO sell, offer, expose for sale, use, explode, or possess any fireworks except as otherwise provided by ARS 36-1601-1610 and City Code 28-23. The term "fireworks" does not include toy pistols, toy guns, or other devices in which paper caps are used.

M. DISORDERLY CONDUCT

ARRESTS FOR DISORDERLY CONDUCT may be made on private or public property

1. **LIST THE SPECIFIC STATUTE** with which the person is charged
2. **IN SITUATIONS INVOLVING FIGHTS**, ensure one participant has not been the obvious victim of an assault at the beginning of the incident
3. **CITIZEN ARRESTS MAY BE MADE** under this statute
4. In a situation where an intoxicated person is creating a disturbance or annoying people so that his conduct is likely to provoke someone to retaliation, officers may use this charge

New

N. SCHOOL THREAT

1. **SCHOOL RESOURCE OFFICERS WILL RESPOND** to threats against or at their assigned schools during the school year. If it is after hours or there is no SRO assigned to the school, patrol may take disposition.
2. **AFTER HOURS NOTIFICATIONS SHOULD BE MADE** to school staff as necessary (If needed, contact SRO Sgt for contact information)
3. **NOTIFY WATCH COMMANDER OF INCIDENT** to determine if Command Staff and/or PIO notification is necessary

4. **CONSIDER THE FOLLOWING STATUTES** if there is a known suspect who is contacted
   13-2911 Interference With or Disruption of an Educational Institution.

   13-2916 Use of Electronic Communication To Terrify, Intimidate, Threaten, or Harass
5. **CLOSE THE CASE AND SEND REPORT "NOTIFY" TO CIU** for review in cases where officers are unable to identify a suspect and there is no credible or specific threat
6. **CONTACT THE CIU SGT IF** assistance is needed with identifying a suspect or establishing the credibility of a threat
7. **CONTACT THE ON-CALL PERSON'S CRIMES SERGEANT IF** it is established an overt act has occurred and the suspect(s) have taken steps toward carrying out the threatened actions

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-09 FIELD OPERATIONS PROPERTY CRIMES**	
	Subject **100 Procedures**	Effective **11/01/19**

Summary:

[42.1.4] The purpose of this order is to define investigative procedures for property crimes.

A. POLICY

1. **INVESTIGATE CRIMES** against property according to this order and General Order F-07 General Investigative Procedures

2. **REQUEST CALL OUTS** from Criminal Investigations Bureau and other specialties according to guidelines herein and in General Order F-07.100 and D-01.200

B. INVESTIGATION RESPONSIBILITY

1. **PROPERTY CRIMES INVESTIGATIONS RESPONSIBILITIES**

   a. Field Operations officers will conduct the preliminary investigation of property crimes following guidelines in F-07.100 Field Investigations: Assignments
   b. Additional follow up or assignment to CIB will follow the guidelines in General Order D-01.200 and F-07.100

2. **ARS CODE REFERENCE TABLE**

Table 1. **ARS and City Codes for the Elements of the Named Property Crimes**

Offense	Crime Elements Reference
Burglary	ARS Title 13, Chapter 15
Criminal Trespass	ARS Title 13, Chapter 15
Criminal Damage	ARS Title 13: Chapter 16
Graffiti	ARS Title 13, Chapter 16 (criminal damage), or Chandler City Code, Section 17-8 (making graffiti) Chandler City Code Section 17-9 (possession of graffiti instruments)
Arson	ARS Title 13, Chapter 17
Theft	ARS Title 13, Chapter 18
Shoplifting	ARS Title 13-1805
Organized Retail Theft	ARS Title 13-1819
Forgery	ARS Title 13, Chapter 20
Credit Card Fraud	ARS Title 13, Chapter 21
Business and Commercial Frauds	ARS Title 13, Chapter 22
Organized Crime	ARS Title 13, Chapter 23

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C. ARSON

1. **NOTIFY THE FIRE DEPARTMENT** for any fire of consequence involving property damage where the cause is of an incendiary or suspicious nature for which an accidental or natural cause cannot be readily identified (excluding trash fires) if not on scene

2. **THE NEED FOR THE FIRE DEPARTMENT FIRE INVESTIGATOR** is determined by:

   a. The Fire Chief or the ranking fire officer at the scene
   b. The police supervisor who is at scene of a fire that has been extinguished without aid of the Fire Department

   Note: The Fire Department Investigator will determine the cause and origin of the fire. The Criminal Investigation Bureau (CIB) will assist the fire investigator with the investigation when the fire is determined to be suspicious in nature.

3. **CALL THE APPROPRIATE CIB SUPERVISOR** to assume the following investigations:

   a. Serious bodily injury or fatality
   b. Any structure fire resulting in a large amount of property damage, i.e., a fire at a large business

4. **CALL BOTH THE APPROPRIATE CIB SUPERVISOR AND THE FIRE DEPARTMENT** in any fire involving other crimes (assault, burglary, homicide, etc.). At the CIB supervisor's discretion, CIB personnel **may be assigned** the initial investigation.

5. **RESPONSIBILITY AT SCENE:** The Fire and Police Departments have their own responsibilities at the scene of arson

   a. **The Fire Department responsibilities**:
      1) Controlling the fire
      2) Investigating the cause and origin of the fire
      3) Preparing a complete and accurate report of the incident

   b. **The Police Department responsibilities:**
      1) Reporting all fires observed
      2) Assisting the Fire Department as requested
      3) Conducting the criminal investigation, including collecting and preserving evidence
      4) Filing of any complaints
      5) Notifying the fire marshal in cases involving a structure fire at a state or county building or at a public school

   c. **The first officer or assigned officer** at the scene responsibilities:
      1) Protect life or property (if feasible and Fire Department is not on scene)
      2) Notify the Communications Center of extent of fire (if Fire Department is not on scene) and need for any additional units to assist
      3) Must establish a perimeter denying entry to unauthorized personnel
      4) Protect evidence from destruction

5) Make note of any persons or vehicles in the area
6) Contact witnesses to obtain name, address, DOB, phone number, etc.
7) Make note of smoke and flame color and progression of fire
8) Complete the original report with any local follow up. All fires should be labeled as a fire investigation unless one of the following occurs:
   a) A witness saw the fire set intentionally
   b) Video surveillance/evidence shows the fire was set intentionally
   c) CIB detective or fire investigator determines the fire is arson
9) Notify the Fire Department (FD) of any information received on the presence of hazardous materials and assist FD with evacuations, if necessary
10) Vehicles needed for evidentiary purposes should be towed to the Evidence and Property lot

D. CRIMINAL DAMAGE

To determine the amount of damage to property:

1. **USE ONLY THE PART DAMAGED** and not the whole item

2. **BASE THE FIGURE** used to determine whether it is a misdemeanor or a felony on the cost of repair or replacement of the property, including the cost of labor

3. **INCLUDE THE EXTENT AND COST OF THE DAMAGE** in the offense report

E. CRIMINAL TRESPASS

BODY WORN CAMERA USAGE replaces need for paper copy documentation

1. **SIGNATURES, FINGERPRINTS,** or “served – identification verified” are no longer required to document an individual was trespassed. Provide original video as evidence of the trespass warning.

2. **RESPONDING OFFICER MAKES** Trespass Log entry on PDInfo

3. **NO GENERAL OFFENSE REPORT i**s necessary when only action taken is the trespass of individual

4. **AUTOMATED TIME FRAMES** are in the trespass log. No trespass violation outside of six months will be prosecuted.

5. **MAKE CORRECTIONS** to trespass log entries by submitting a help ticket in PDInfo

F. SHOPLIFTING

1. **SOME OF THE STORES IN CHANDLER** complete their own reports online and forward them to the appropriate prosecutor

2. **OFFICERS/INVESTIGATORS MAY PHOTOGRAPH** shoplift items, mark them as evidence (stolen/recovered merchandise), and return them to the store's responsible party for safekeeping. Perishable items may be photographed as evidence and returned to the store for disposal.

G. GRAFFITI

The purpose of this policy is to abate graffiti by reducing the exposure that individuals and groups derive from damaging property with their particular markings. Graffiti is defined for the purpose of this policy as criminal damage caused by paint or other indelible marking device to an immovable residential or commercial structure.

1. **TO DETERMINE THE AMOUNT OF DAMAGE TO PROPERTY:**

   a. Use only the part damaged and not the whole item
   b. Base the figure used to determine whether it is a misdemeanor or a felony on the cost of repair or replacement of the property, including the cost of labor
   c. Include the extent and cost of the damage in the offense report

2. **LEGAL JURISDICTION**

   a. Cite juvenile violators of the city graffiti ordinance into City Court
   b. Book juvenile violators of the state statute (criminal damage) into the Juvenile Detention Center
   c. Book adult violators of the city graffiti ordinance for the offense

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-10 FIELD OPERATIONS VEHICLE CRIMES**	
	Subject **100 Enforcement**	Effective **12/10/21**

Summary: This order defines procedures for investigating incidents involving vehicles.

A. POLICY

[61.4.1]

Employees will investigate incidents involving vehicles according to departmental guidelines in this order and in General Order F-07 General Investigative Procedures

B. VEHICLE IDENTIFICATION NUMBERS (VIN)

1. **CHECK AND VERIFY VIN** numbers on all stolen or recovered vehicles *VINs are the only true means of determining ownership of vehicles and vehicle parts. Motor Vehicle Department (MVD) Records: All United States-made 1957 and later model vehicles are indexed at the MVD by VIN number. Foreign-made vehicles are indexed by either motor number or serial number*.

2. **ALTERED VIN:** Per ARS 28-2092, if **any vehicle** is found with a serial or other identification number or markings that have been removed, defaced, obliterated or changed, officers may seize the vehicle after consulting the appropriate CIB investigator

3. **MOTORCYCLE IDENTIFICATION:** When completing a report on a motorcycle, officers will list the correct license number from current registration lists

   a. Enter motorcycles into NCIC by **frame number**, not engine number
   b. Use the frame number (considered the VIN) when checking ownership

C. STOLEN VEHICLES

1. **REPORTS FORMS** Field Operations will complete the preliminary investigation of stolen vehicles

   a. Complete offense report indicating theft of a vehicle
   b. Use a Vehicle Report (Tow Sheet) indicating the recovery of a vehicle
   c. Complete the auto theft supplement

2. **RENTAL VEHICLES** including U-Haul, Enterprise, Hertz, etc. will be entered into NCIC as a stolen vehicle under 13-1806 if vehicle is not returned within 72 hours after the time provided for return in the rental agreement returned within 72 hours after the time provided for return in the rental agreement

3. **UNLAWFUL FAILURE TO RETURN A MOTOR VEHICLE SUBJECT TO A SECURITY INTEREST:** ARS 13-1813
   a) The original responding officer will:
      1) Complete the initial investigation with a general offense report and route to Auto Theft Unit
      2) Obtain the necessary documentation establishing elements of the crime from the complainant/victim and include them with the original report
   b) **DO NOT enter vehicle into ACIC/NCIC as stolen**. The assigned investigator will enter the vehicle if deemed necessary.

4. **CONTACT** the registered owner

5. **TAKE A REPORT EVEN THOUGH** the person reporting the incident does not know the license and/or identification number

6. **MAKE A REASONABLE EFFORT** to obtain the correct license and/or identification numbers, and the registered owner's name and address

7. **ENTER THE VEHICLE INTO ACIC AND NCIC** when VIN or LIC are confirmed by completing a supplement with the stolen vehicle entity and stolen vehicle detail page to the approval queue and a Vmail to the HNCIC handle requesting the vehicle to be entered

8. **THE NCIC NUMBER** is attached to the report once Records add it to ACIC/NCIC

D. RECOVERED VEHICLES

[61.4.3]

1. **REPORTING OFFICER FOR RECOVERED** stolen vehicles will:

   a. Notify reporting agency, if not Chandler Police Department
   b. Request identification specialist to process the vehicle
   c. Make every attempt to notify the owner of the vehicle, documenting all attempts in the report. At a minimum, the officer should attempt to contact the owner by:
      1) Telephone
      2) In person (if the owner resides out of town, officer should request assistance from the owner's local law enforcement agency)
      3) Door hangers
      4) Neighbor contact
   d. If the owner of the vehicle cannot be contacted or cannot respond to the scene within 30 minutes, tow the vehicle, adhering to the applicable guidelines in this policy
   e. Have Records Unit personnel send a registered letter to the owner of all stolen/recovered vehicles if the Chandler Police Department is the originating agency
   f. Retains responsibility for notifying the owner of the recovered vehicle until all means of contacting the owner have been exhausted
   g. **Request the vehicle is removed from ACIC/NCIC by sending a Vmail with recovery information to the HNCIC handle requesting the removal**. A records specialist will remove the recovered stolen vehicle from ACIC/NCIC.

Special note: *When the officer is unable to contact the registered owner and the recovered vehicle has to be towed, the officer should request that the vehicle be entered into ACIC as a "Stored Abandoned" by sending a Vmail to the HNCIC handle.*

h. Whenever stolen vehicles are located, make a thorough investigation at the scene of the recovery to determine possible suspects, investigative leads, and fingerprints

2. **RECOVERY OF A STOLEN VEHICLE**

   a. Advise the Communications Center of the recovery and vehicle disposition (i.e., released to owner or impounded)
   b. Write a supplemental report using the same offense report number as the original stolen report if originally reported to this agency. Close new CAD call with a Refer to Original clearance.
   c. If vehicle was stolen in another jurisdiction, write an offense report and send a copy of the report to the agency of original jurisdiction

3. **RECOVERY BY ANOTHER JURISDICTION** of a vehicle stolen in Chandler

   a. Use the original (GTA) offense report number for the recovery supplemental report
   b. Obtain as much investigative information as possible from the recovering agency for the report including information on the condition, value, and storage location of the vehicle
   c. Request a copy of the recovering agency's report
   d. Request the recovering agency attempt identification work on the vehicle
   e. If Gila River PD is not going to process the vehicle, notify Property Crimes/Auto Theft Unit. Property Crimes/Auto Theft Unit will coordinate processing vehicles recovered on the reservation if available. Do not request a crime scene technician to go to Gila River to process vehicle.

E. ABANDONED VEHICLES

[61.4.1] [61.4.3]

Table 1. **Abandoned Vehicle Responsibilities by Time of Day**

Time	Responsibility	Action
6:30 am - 9:00 pm	All on-duty patrol officers	Mark and report abandoned vehicles
8:00 am - 5:00 pm	All on-duty patrol officers	Tow abandoned vehicles a. Locate registration/owner identification or run registration check b. Check license plate and VIN for stolen report c. Attempt to locate owner and explaining ARS 28-4801, -4834, and -4834
9:00 pm - 6:30 am	Citizen complaint or on view	Priority 3 call for service unless a traffic hazard a. Responding officer complete steps a. and b. above only b. Follow up officer complete step c. above

1. **IF OWNER CANNOT BE CONTACTED** or refuses to comply with ARS 28-4801 and 28-4834 or 28-4835 immediately after being contacted, the officer will initiate the following action:

a. Place a **lumber crayon mark** on the vehicle's front tire nearest the center of the street so that it extends from the tire to the street, establishing the exact position of the vehicle
b. Affix an "Unattended Vehicle Check" to the rear window of the abandoned vehicle or to the handlebars of a motorcycle
c. Add vehicle to the call as an entity
d. Request Dispatch to create a reoccurring call for the same location 48 hours later
e. Depending if there is contact made with a responsible party:
   1) If RP, complete General Offense
   2) No RP, clear the call M for Motorist Assist
f. Document actions taken in call clearance remarks field (M) or General Offense (GO)

2. **THE MOTORIST ASSISTS** have primary responsibility for follow-up on abandoned vehicles; however, any officer may conduct the follow-up

3. **FINAL DISPOSITION**

a. **If vehicle is subsequently moved** after being tagged, the officer will so note on the original general offense or tow report if towed and will close out the report as **No Contact** and document actions taken in call clearance remarks field
b. **If after 48 hours,** the vehicle has not been moved
   1) Complete the tow sheet
   2) Give the tow company the yellow copy
   3) Request Records to enter vehicle as stored abandoned via Vmail with vehicle information to HNCIC handle
   4) Close Cad Call with GO for General Offense
   5) Complete General Offense
c. **If towed:**
   1) The officer shall turn in the tow sheet to their sergeant
   2) The sergeant will turn in the tow sheet to the Records Unit

F. TRAFFIC HAZARDS / DISABLED VEHICLES

[61.4.1] [61.4.3]

1. **IMMEDIATE THREAT TO SAFETY:** Remove or tow any vehicle or object presenting a safety threat (i.e., abandoned in roadway, blocking traffic) and for which the owner is not readily available. The officer shall:

a. Provide traffic control as required, inventory, and tow without delay
b. Attempt to contact the owner and advise of the reason for towing and the location to which the vehicle was towed
c. Complete proper departmental reports
d. Request Communications to enter the vehicle as abandoned

2. **STRANDED MOTORISTS:** Make every effort to assist and protect the motorist. Resources include the following:

a. Request of contract tow services
b. Motor clubs
c. Taxi
d. Other modes of transportation
e. Other resources available to the officer, e.g.; changing a flat tire
f. Marked units with push bars may be used to clear the travel portion of the roadway, protecting the vehicles involved
   1) Use discretion as to when to use the patrol car for the purpose of pushing other vehicles. If there is any doubt, contact a supervisor.
   2) Refuse to push a vehicle if to do so could result in damage to property or injury to persons. DO NOT push another vehicle if the other driver cannot handle the vehicle safely.
g. Volunteer motorist assistance
h. Officers may give a motorist a ride to the nearest location where assistance can be obtained
   1) If the vehicle is in the roadway, assist in removing the vehicle from the roadway or ensure that traffic will safely avoid the vehicle
   2) If the motorist requests that a contract tow truck be called to remove the vehicle, complete a tow report, and note the reason for the tow

3. **EMERGENCY ASSISTS:** When assisting a stranded or disabled motorist in an emergency:

   a. Request the assistance needed (i.e. fire, medical or mechanical)
   b. Remain with the motorist until assistance arrives or there is no longer an emergency
   c. May render emergency first aid and fire suppression if required

G. POLICE HOLD

DO NOT PLACE A "POLICE HOLD" ON ANY VEHICLE to remain under police control. A vehicle must be seized for forfeiture or seized as evidence / instrumentality of a crime. The officer must complete a property receipt for the vehicle.

H. NOTIFICATION REQUEST

[61.4.3]

The officer may request that the tow company notify the Police Department immediately when anyone inquires about the vehicle if a vehicle has been towed for safekeeping after an arrest, accident, or similar situation and additional information on the driver/owner is needed.

1. **OFFICER MUST NOTE THE REQUEST** and justification for it on the tow report

2. **OFFICER MUST REQUEST** the contracted tow company demand identification before releasing a towed vehicle including:

   a. An Arizona driver's license or other picture identification,
   b. Registration or proof of ownership, and
   c. A current address and telephone number

3. **ANY VEHICLE REPORT CONTAINING A NOTIFICATION REQUEST** must be assigned a follow-up investigation to be completed within seven days

4. **RECORDS AND LOGS**

   a. Communications maintains a tow log containing information on all vehicles towed by an officer
   b. The Records Unit maintains copies of all tow reports completed
   c. The impounding employee will complete an evidence entry into RMS for any vehicle stored by the Chandler Police Department

Rev

I. MANDATORY IMPOUNDS (ARS 28-3511)

1. **OFFICERS SHALL IMPOUND** vehicles for 20 days if **all** of the following conditions exist:

   a. The person's driving privilege is canceled or revoked for any reason, or the driver has never been issued a driver's license or permit and the person does not produce evidence of a driver's license issued by another jurisdiction, and
   b. The person is not in compliance with the financial responsibility requirements, and
   c. The person is driving a vehicle that has been involved in an accident that results in either property damage or injury to or death of another person

2. **OFFICERS SHALL IMPOUND** vehicles for 20 days when **any** of the following conditions exist:

   a. The person's driving privilege is revoked for any reason. (If valid AZ driving privilege, regardless of driving status in other states, **do not impound.**)
   b. According to MVD records, the person has not ever been issued a driver license or permit, and the person cannot produce evidence of a driver license issued by any jurisdiction
   c. The person is subject to an ignition interlock device pursuant to chapter 4 title 28 but operating a car without interlock device. (Does not apply to employer vehicle or vehicle driven due to a substantial emergency as defined in ARS §28-1464)
   d. The officer has probable cause to arrest the driver of the vehicle for a violation of §4-244(34)(Driving under the age of 21 with any alcohol in their system), §28-1382(Extreme DUI), or §28-1383(Aggravated driving under the influence)
   e. The vehicle is being utilized to transport, conceal, harbor or shield an unlawful alien (13-2929)
   f. A person is driving the vehicle in violation of ARS 28-693 (Reckless Driving) or ARS 28-708 (Street Racing)
   g. A person is obstructing a highway or public thoroughfare in violation of ARS 13-2906 and the officer believes allowing the person to continue to drive would expose others to risk of serious bodily injury or death
   h. In any case where a licensed auto dealer sells a vehicle as private party sale to avoid taxes and dealer fees (Curbstoning)

New

Rev

i. **Exception to DUI related mandatory impound only:**
AN OFFICER SHALL NOT CAUSE THE IMPOUNDMENT of a vehicle if **ALL** of the following apply:
1) The officer determines that the vehicle is currently registered and that the driver or the vehicle is in compliance with the financial responsibility requirements of chapter 9, article 4 of §28-3511
2) Another person is with the driver at the time of the arrest
3) The officer has reasonable grounds to believe that the other person with the driver at the time of the arrest:
   a) Has a valid driver license
   b) Is not impaired by intoxicating liquor, any drug, a vapor-releasing substance containing a toxic substance or any combination of liquor, drugs, or vapor-releasing substances
   c) Does not have any spirituous liquor in the person's body if the person is under 21 years of age
4) The other person who is with the driver notifies the officer they will drive the vehicle from the place of arrest to the driver's home or other place of safety
5) The other person drives the vehicle as prescribed in paragraph 4)
6) A seven day impound should be done for any vehicle used in furthering street racing

3. **WHEN AN OFFICER IMPOUNDS A VEHICLE** pursuant to ARS §28-3511:

   a. Serve a Tow Sheet and Notice of Impound and Release Process form on the driver at the scene of the impound if possible
   b. **Give a copy** of the tow sheet to the tow truck driver at the scene
   c. Request Records Unit to enter vehicle as impounded via Vmail with vehicle information to HNCIC handle from MDT
   d. **Immediately** place the original tow report in the Records in-basket
   e. The Impound Specialist prepares for mailing the Notice of Impound and the vehicle registration for each person with a registered interest and delivers them to the post office **once each workday**

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4. **STORE VEHICLES IMPOUNDED PURSUANT** to this provision with the contract tow company unless the vehicle must be stored at Property and Evidence for investigative purposes

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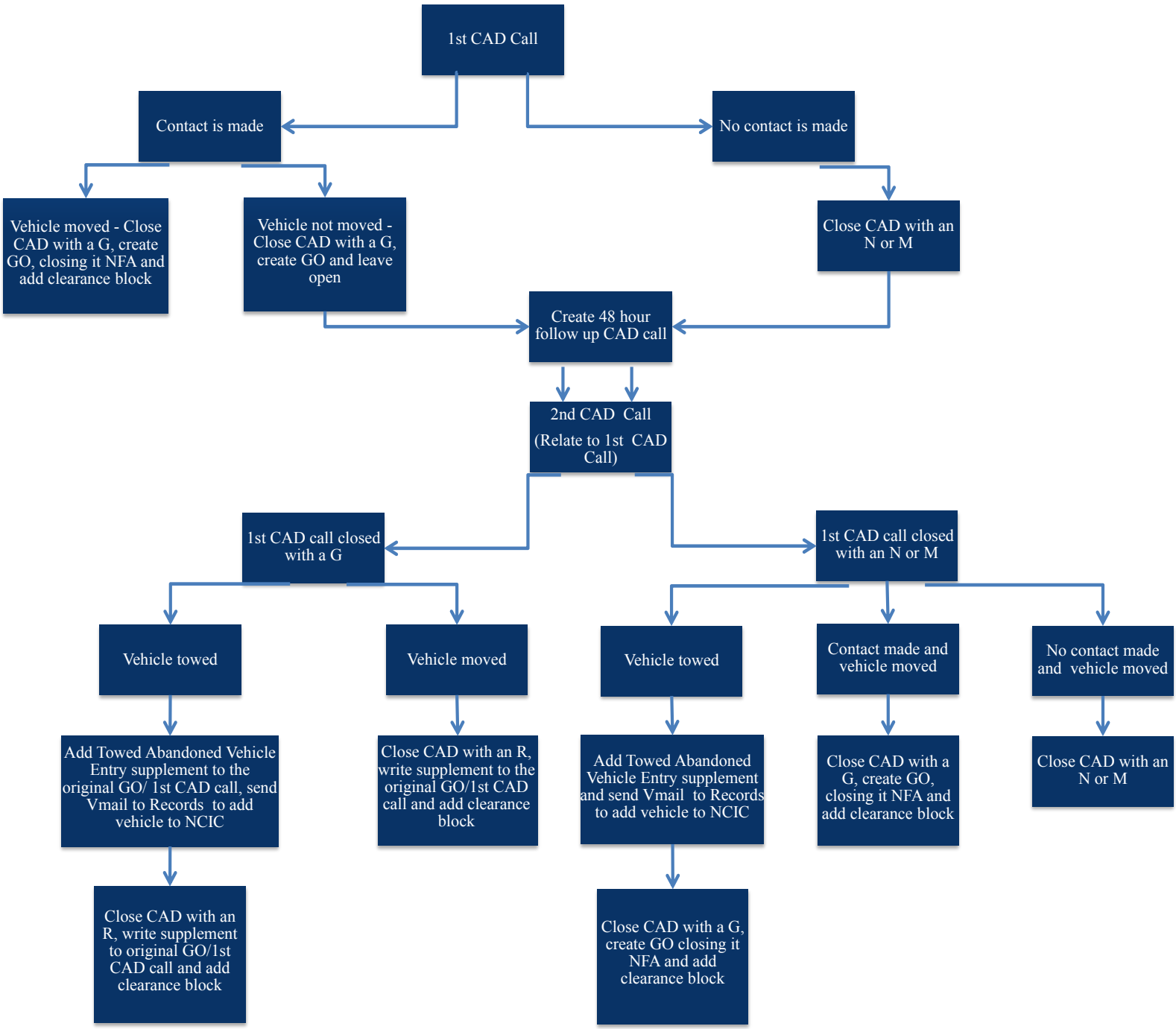
Processing Abandoned Vehicles in CAD/RMS



CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-10 FIELD OPERATIONS VEHICLE CRIMES**	
	Subject **200 Towing and Storage**	Effective **02/10/23**

Summary: This order describes procedures for towing and storing vehicles coming into police custody prior to disposition.

A. TOWING/STORAGE GUIDELINES

[61.4.1] [61.4.3]

1. **REQUESTING TOW TRUCKS**:
   a. **All tow requests** go through the Communications Center. The dispatcher who calls the contract tow company logs the vehicle's license plate, vehicle identification number, call time, and arrival time in the tow log.
   b. **Authorized tow trucks**: Only those tow trucks dispatched through the Communications Center or present at a collision scene at the specific request of a driver or owner of one of the vehicles involved

2. **USE ONLY AUTHORIZED TOW TRUCKS** to remove damaged vehicles

   a. **Do not allow an unauthorized tow truck** appearing at a collision to solicit business from anyone involved in the collision
   b. **Permit a tow truck not** under contract to tow vehicles upon specific request by the owner/driver
   c. **Do not recommend** any tow truck or body repair shop or become involved in selecting a location to which a disabled vehicle will be taken
   d. **Use a contract tow truck** when no tow truck preference is indicated. After a contract tow truck has been dispatched, no other tow truck will be permitted to remove a vehicle for which the request was made unless canceled by the owner/driver of the damaged vehicle prior to hooking up
   e. **Complete a tow report** anytime the contract tow company is used
   f. **When requesting a tow truck for impound purposes**, officers will advise the nature of the impound and will provide a description of the vehicle
   g. **Inventory vehicle,** tow from the scene, and place firearms and/or items of high value into Property and Evidence storage

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3. **DELAYING REQUEST:** Do not request tow trucks for a collision scene until the investigator is ready to release the vehicles unless an emergency exists and a vehicle must be moved for safety purposes prior to the arrival of the investigating officer

4. **STORING VEHICLES:** Tow wrecked vehicles to one of the following:

   a. The location requested by the owner
   b. The tow truck's storage lot
   c. The Police Department's impound garage/storage lot

5. **CLEARING WRECKAGE**

   a. The responding tow company is responsible for the cleanup of debris at the scene of a collision investigated by the Chandler Police Department to which they have responded
   b. If a tow company is not called, the officer will ensure large portions of wreckage are removed from roadway

B. POLICE STORAGE LOT

1. **TIME LIMIT FOR PROCESSING:** Maximum of five workdays

   a. If not released to the owner after the five days, tow vehicle to a commercial lot
   b. Use the **same** tow company that originally towed the vehicle or, if an officer drove it to the storage lot, use the contract tow company

2. **WHEN RELEASING THE VEHICLE:**

   a. **The investigating officer** will:
      1) Remain at the storage lot during the time the lot is unsecured
      2) Park the vehicle(s) in the designated spaces in the southwest corner of the storage lot
      3) Prepare a property receipt which includes name of the tow company and driver (if applicable) and the estimated amount of time the vehicle needs to be held

   b. **The Property and Evidence custodian** will:
      1) Release the vehicles to owners after being provided proof of payment from the tow company if one was used
      2) Request Communications to call the tow company if the vehicle is to be towed to a commercial lot

C. ARRESTS/SEIZURE

1. **OFFICERS MAY PLACE SEIZED VEHICLES** in the fenced storage area at the Property and Evidence Building at 576 E. Pecos

   a. Back car into space. Do not block gates or garage door.
   b. Leave evidence tag attached to steering wheel
   c. Lock car
   d. Place car keys and property receipt in a property locker

2. **WHEN THE DRIVER OF A VEHICLE IS ARRESTED**, officers may give the driver the following options:

   a. Release the vehicle immediately to a responsible party of the driver's choice at the scene
   b. Call a responsible person to come to the scene to take custody of the vehicle and to have it removed if response time is no more than thirty minutes
   c. Inventory and tow the vehicle; complete a tow report. Place firearms and/or items of high value into Property and Evidence storage.
   d. Move the vehicle from the roadway and lock the vehicle, leaving it at the scene with the following conditions:
      1) The driver must be able to make that decision knowingly and intelligently. In cases involving impaired drivers (DUI), the officer

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shall take into account the driver's condition when making this decision and should be able to articulate the reason(s) for not towing the vehicle.

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2) The vehicle must be legally parked
3) The vehicle must be inventoried and firearms and/or items of high value placed into Property and Evidence storage
4) The driver must sign the tow report indicating the request to leave the vehicle at the scene

3. **THE OFFICER WILL MAKE CLEAR TO THE DRIVER** the department's responsibility ends when the vehicle is released to a third party or left at the scene

4. **THE OFFICER WILL INDICATE IN THE REPORT** the option selected by the person arrested, and, if appropriate, the name and address of the person

D. PRIVATE PROPERTY TOW REQUESTS

[61.4.3]

Refer citizens and businesspersons removing vehicles from parking lots requesting officers to tow vehicles from private property to the towing company of the citizens' own choice. Officers will not order, dispatch, or recommend tow trucks for the above stated purposes.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-11 CIVIL AND FAMILY DISPUTES**	
	Subject **100 Civil Disputes**	Effective **02/14/22**

Summary: This policy outlines the officer's proper response during a civil standby involving civil disputes.

A. POLICY

74.2.2

A Civil Standby is a situation where the police officer stands by to keep the peace in a situation involving civil disputes. These disputes often do not involve criminal violations. In civil disputes, officers will first determine if a criminal offense has been committed. If no criminal offense has been committed, officers will attempt to arbitrate the dispute.

1. **THE PRIMARY OBJECTIVE** of officers at these disputes is to deescalate the situation by attempting to arbitrate the dispute and prevent the parties from resorting to violence to resolve the conflict.

2. **THE PRIMARY RESPONSIBILITY** of officers during a civil standby is to not act in a manner benefiting any of the parties involved in the civil dispute

3. **OFFICERS WILL HANDLE** any criminal violations according to relevant law and policy

4. **OFFICERS SHOULD REMEMBER** they are never authorized to give legal advice; however, officers may offer suggestions and inform the participants of the various social service agencies equipped to assist them, such as the Community Relations Unit of the Civil Rights Division of the Attorney General's Office.

5. **UNDERSTAND INTENTIONS OF REQUESTER**: The officer will talk with the requesting person to understand their intentions and the nature of their request

6. **EXPLAIN ROLE:** Officers will explain that they are there to keep the peace and any violation of such in the officer's presence could result in the arrest of either of the people involved

7. **HOURS**: Non-exigent civil standbys will only be conducted between 8 a.m. and 7 p.m.

8. **CRITERIA:** All civil standbys will be evaluated and approved by a sworn supervisor on duty
   a. In non-exigent civil disputes where the potential for violence is not apparent and where no violence is foreseen, officers may standby for a maximum of 15 minutes. Standbys lasting longer than fifteen minutes will be at the discretion of the officer. Supervisors will be advised of unusual situations requiring extended officer presence
   b. When exigent circumstances exist (e.g., argument in progress, weapons observed, etc.), officers will respond and the fifteen-minute time limit does not apply

B. LANDLORD / TENANT DISPUTES

1. **RESIDENTIAL: The Arizona Residential Landlord and Tenant Act, (ARLTA) ARS Title 33, Chapter 10 (ARS 33-1301, et seq.) applies to the rental of dwelling units.** The purpose of the ARLTA is to simplify, clarify, modernize, and revise the law governing the rental of dwelling units and the rights and obligations of landlord and tenant.

New

a. **Exclusions from the Act** - ARS 33-1308
Unless created to avoid the application of the Act, the ARLTA excludes certain arrangements from the Act. Officers may issue trespass notices or enforce trespass laws in these situations. These arrangements include:
   1) Residence at an institution, public or private, if incidental to detention, the provision of medical, educational, counseling, or religious services or the provision of a social service program that is provided by a social service provider
   Note: This includes residency at various types of shelter housing or adult group housing
   2) Occupancy under a contract of sale of a dwelling unit or the property of which it is a part, if the occupant is the purchaser or a person who succeeds to his interest
   3) Occupancy by a member of a fraternal or social organization in the portion of a structure operated for the benefit of the organization
   4) Transient occupancy in a hotel, motel, or recreational lodging
   Note: This applies to a variety of transient occupancy settings, including Short-Term Vacation Rentals. A transient guest normally stays from day-to-day without any express contract; has a permanent residence elsewhere; is enroute to or from some destination; does not have permanent employment in the area; and/or seeks accommodations only on a temporary basis. Operators may fall outside of standard ALTA exclusions depending on the nature of the arrangement. Because these situations are fact-dependent, officers should contact their legal advisor for guidance.
   5) Occupancy by an employee of a landlord as a manager or custodian whose right to occupancy is conditional upon employment in and about the premises
   6) Occupancy by an owner of a condominium unit or a holder of a proprietary lease in a cooperative
   7) Occupancy in or operation of public housing as authorized, provided or conducted under or pursuant to title 36, chapter 12, or under or pursuant to any federal law or regulation

New

b. **Lawful Tenants**
Under the ARLTA, the only way a tenant can be lawfully removed from a rental unit is if the landlord wins an eviction lawsuit (known as a special detainer action) against the tenant pursuant to ARS 12-1181. Police should not issue trespass notices or enforce trespass laws against a lawful tenant unless the tenant returns unlawfully after having been evicted according to lawful court order
   1) The constable of the Chandler Justice Court usually evicts the tenant by using a Writ of Restitution issued by the court. It is the

constable's job to remove the tenant from the premises and return possession to the landlord
Note: To execute the Writ of Restitution, the constable may go to the residence, knock and announce their presence, and remove the evicted tenant. The constable may enter the residence whether the tenant is present or not. The language on the order may also authorize the constable to "forcibly remove" the tenant.

2) Chandler police officers may be called to assist the constable – such assistance should be limited to a stand-by only to keep the peace so that the constable can do their job safely. If the subject refuses to obey the writ, and the constable is unwilling to forcibly remove the tenant, officers should refer the constable back to the issuing court for an arrest warrant to be issued in the name of the violating party. Officers will not arrest a person who refuses to obey a Writ of Restitution.
Note: If a person assaults a constable while they are removing an evicted tenant, the person has committed aggravated assault under ARS 13-1204
3) After an eviction, the tenant has fourteen (14) days to retrieve property from the landlord; however, the constable, at the direction of the landlord, may give the tenant a reasonable amount of time to remove any personal belongings. If the tenant does not claim the property, then the landlord can dispose of or sell the property in accordance with state law. A tenant generally does not have any right of access to that property until the actual removal and storage costs have been paid in full
EXCEPTION: Landlord must allow the tenant to obtain clothing and the tools, apparatus, and books of a trade or profession and identification or financial documents including all those related to the tenant's immigration status, employment status, public assistance or medical care.

New

c. **Guests** - ARS 33-1378**:**
Occupants such as a long or short-term house guests are not considered lawful tenants or sub-tenants under landlord-tenant laws if there is no written agreement between the guest and the primary occupant (owner or tenant) of the residence. If the owner or lawful tenant physically occupying the residence requests the guest be removed, have the person sign a Residential Trespass Notice and serve the notice on the occupant. The guest should be given a reasonable time to vacate the premises.

1) Officers should determine the existence of a written agreement from the outset of the encounter
   a) A written agreement can be of any kind, including writings of relative informality and brevity, such as text messages and emails
   b) The writing need not be a formal contract, but the terms of the writing must be sufficiently complete and definite, and it must reflect a present intent of the parties at the time of formation to be bound
   c) The writing must also contain directly, or by implication, the essential terms of the parties' agreement—amount of rent, length of stay, and any other relevant terms

2) Officers have discretion in enforcing ARS 33-1378; removal is not mandatory. Officers may:
   a) Continue to arbitrate the dispute to keep the matter civil
   b) Continue to offer suggestions, negotiate for a later removal date, or inform the parties about available resources to assist them in landlord-tenant disputes
   c) Consider any extenuating circumstances that exist in deciding whether to remove an unwanted guest (e.g., illness, pregnancy or disability, large amount of property in the house)
3) Officers should not apply the law in these situations:
   a) **Married couples**. Because the concept of the "marital home" is important to the maintenance and stability of a family, officers may suggest to the complainant that they pursue legal action in civil court
   b) **Non-cohabitating landlord**. The law does not apply in cases where a landlord does not physically occupy the residence with the person living there. If this situation exists, officers may treat it as if there is an existing landlord-tenant relationship and inform the complainant to pursue a formal eviction
   c) **Unlawful subtenant is a guest of the primary tenant**. Officers should not enforce this law when a landlord requests removal of an unlawful subtenant who is not named on the lease (but is the primary tenant's guest), unless the primary tenant has been formally evicted or no longer resides there (e.g., due to death or abandonment of the premises)

c. After a trespass notice is served on the person:
   1) Owner will call the police if the person does not leave by required time or returns after being trespassed
   2) If the person is still there when police arrive, the person may be cited or arrested for trespassing (*ARS 13-1504*)

Rev

2. **COMMERCIAL: ARS Title 33, Chapter 3 (ARS 33-301, et seq.) applies to the rental of commercial property.** Unlike a residential landlord, a commercial landlord has the option under Arizona law of either seeking a judicial remedy through a special detainer action to legally regain the premises, or seeking a self-help remedy to regain the premises by using the "lockout" procedure

   a. A commercial tenant may be locked out of the business by the landlord without a court order provided that the tenant is not inside the property at the time of lock out. If the landlord knowingly locks a tenant inside the property, this may become a criminal matter investigated as an unlawful imprisonment under ARS 13-1303

   b. Under Arizona law, a commercial landlord has a lien on tenant's personal property that may still be inside and has the right to sell the property and apply the proceeds toward the rent if the tenant does not pay the rent within sixty (60) days after seizure of the property

   c. If the tenant violates the lockout, the tenant may be cited and arrested for trespass pursuant to ARS §13-1502 and any other applicable violation. Burglary generally would not apply

C. BOUNDARY DISPUTE

Do not make arrests as the result of a civil boundary dispute. If a criminal violation has occurred (i.e., trespassing or criminal damage), complete an offense report and submit for complaint rather than making an arrest.

1. **DISPUTING PARTIES MAY BE:**
   a. Referred to local real estate offices for reliable tract maps and advice as to property limits
   b. Referred to civil engineering firms who will, for a fee, survey property to determine boundary liens
   c. Advised to contact their attorneys

2. **ADVISE PARTIES** to a dispute that any physical violence or criminal damage to either party may result in criminal charges regardless of which party originally committed the civil wrong

D. DAMAGE BY CHILDREN OR ANIMALS

While some elements of a criminal violation may be present in damage to property by children or animals, the department will not act as a collection agency to recover damages

1. **PARENTS MAY BE LIABLE** for up to $10,000 for each tort (civil wrong) of their children
   a. Arrangements for restitution may be made through either juvenile authorities or Superior Court
   b. Officers may suggest to the parents of a child or the owner of an animal who has damaged another's property that restitution could be made by reimbursement, but they will not be told that they must

2. **IF A DOG IS INVOLVED**, remind the owner of the licensing and leash laws. If the problem is aggravated or recurring, advise the complainant to contact the Maricopa County Animal Care and Control

Rev

E. REPOSSESSION OF VEHICLES OR PROPERTY

A purchase contract or lease agreement for personal property may contain a provision allowing the lender to repossess the property from a borrower/ debtor for nonpayment on the loan, or for breach of the agreement. The lender is considered a lien holder who retains a security interest in the item of property until the loan or credit terms are repaid. If the borrower/debtor defaults on their obligation, lenders may hire repossession companies (for vehicles, towing companies) to repossess the property on their behalf. Repossession without court order ("self-help repossession") is authorized under ARS 47-9609, if done without committing a "breach of the peace." This is a legal term that gives the borrower/debtor or other private individuals the right to pursue a civil cause of action against the lender or repossession company. Courts enforce the civil provisions of ARS 47-9609. Officers can only enforce criminal violations of state law or city ordinance

1. **RIGHT TO ENTER:** The lender or their repo agent may enter onto the open areas of premises borrower/debtor for the purpose of repossessing the property. They do not have the authority to enter certain closed or private areas (such as closed garages, closed gates with "no trespassing" signage, locked gates, backyards, car ports, or inside of residences, etc.).

2. **MOMENT OF REPOSSESSION:** Property has been legally repossessed, and the lender's lien has been perfected, when the lender or their repo agent lawfully enters the premises and secures the property before the borrower/debtor is aware of the repossession. For repossessed vehicles, this occurs the moment when the vehicle is connected to a tow truck.

3. **LIMITATIONS ON REPOSSESSION:**
   a. Self-help repossession – For law enforcement purposes, the lender or their repo agent may repossess without court order only when this can be accomplished without a violation of a criminal law
      1) Example: The borrower/debtor is physically present outside of their home and verbally objects to or physically resists the repossession before the lender or their repo agent has secured the property
      2) Example: The borrower/debtor is physically present inside the vehicle at the time the lender or their repo agent arrived to secure the property. The repo agent threatens the borrower/debtor with violence if they do not exit the vehicle and allow the agent to repossess the property.
   b. Court ordered repossession – Repossession may occur only as authorized by the court order

4. **OFFICER RESPONSIBILITIES**
   a. **Primary responsibility is to keep the peace.** If called to the scene of a repossession, refrain from taking sides and establish the relevant facts
   b. **Do not advance or hinder a repossession.** Officers will not advance or hinder repossessions under "color of state law." Advancing a repossession occurs when an officer arrives in advance with the repo agent to assist the agent repossessing the property. Hindering a repossession occurs when an officer forces a repo agent to release property they have lawfully repossessed. Doing either may subject the Department and the officer to civil liability
   c. **Arrests must be for criminal violations only.** To the extent any party (debtor/borrower, lender or repo agent) commits a criminal offense (assault, threatening or intimidating, criminal damage, disorderly conduct, or trespass to residential or non-residential property), officers may take appropriate law enforcement action.

Rev

F. CHILD CUSTODY DISPUTES

1. **CUSTODY OF CHILDREN** generally rests with either of the parents who were married at the time of the child's birth or adoption.

2. **IN SITUATIONS INVOLVING CHILDREN BORN OUT-OF-WEDLOCK**, the birth mother is the legal custodian of the child until paternity is established **<u>and</u>** custody or access is determined by a court. This means they can make all legal decisions on the child's behalf until the child reaches the age of majority, including restricting access to the child or moving the child to another state.
   a. Even if another person is listed alongside the birth mother on the child's birth certificate, or is otherwise acknowledged to be the child's parent, Arizona law does not consider that person to be the lawful parent of the child until paternity is established

b. Payment of child support does not guarantee a right of access to, or visitation with, the child. A court must still award legal custody or access to the other person, which it may award as part of the paternity proceeding

3. **EXCEPT IN CHILD ABUSE CASES**, only a court of record may make child custody determinations. Investigate and submit violations of child custody or access visitation laws to the appropriate prosecutorial agency. Remind victims that they may receive help through the domestic relations court that issued the order.

4. **A CHILD SHALL NOT BE PHYSICALLY REMOVED** from a parent who is in violation of a custody order, except for the following:
   a. An order or warrant specifically requires police to remove the child and specifically authorizes police to forcibly enter private property to remove the child; or
   b. The officer has reason to believe the child is in imminent danger of serious physical harm or being physically removed from the state

   Note: For either of the above exceptions, officers shall contact a supervisor before removing a child. Since these matters involve children, officers and supervisors shall exercise caution and sound decision-making in determining the proper tactical approach before making entry into a residence

5. **CUSTODY ORDERS**
   a. **OFFICERS WILL ENFORCE IN-STATE CUSTODY ORDERS** according to the language of the order
   b. **OUT-OF-STATE CUSTODY ORDERS**
   The parent wishing to enforce an out of state custody order should be informed to register the order with the superior court in accordance with the Uniform Child Custody Jurisdiction and Enforcement Act (UCCJEA), as codified under ARS Title 24, Chapter 8 Once registered, the out of state custody orders will be enforceable and given the same full faith and credit as an in-state custody order. Direct questions about the validity or enforceability of an out of state order to a legal advisor.

6. **INVESTIGATION AND ENFORCEMENT OF VIOLATIONS OF CUSTODY AND ACCESS ORDERS**
   a. **Custodial Interference - ARS 13-1302 -** Custodial interference applies to situations where one person, without lawful authority, takes, entices, or keeps, a child or incompetent person from a person who has lawful custody

   b. **Access Interference - ARS 13-1305 -** Applies when a custodial parent or other person with no legal right knowingly engages in a pattern of behavior that prevents, obstructs, or frustrates the access rights of a person to a child as outlined pursuant to a court order. A “pattern of behavior” requires more than one occurrence.

   c. **Fully investigate all cases** and forward every case to the appropriate prosecutor’s office (County Attorney for felonies, City Prosecutor for misdemeanors)

d. Reports for custodial interference or access interference include:
   1) A copy of the court order defining the specific terms of custody of or access to the child
   2) A copy of any other available related court documents
   3) Copies of all other incident reports detailing prior violations

e. **Arrests of violators should be made only to ensure the safety of the child or in emergency circumstances,** including but not limited to:
   1) The child is taken by a person other than a parent or agent of the parent, or
   2) The parent is attempting to flee the state with the child

f. **Where a custodial arrest is not necessary,** submit long form charges to the appropriate prosecutor's office against a party refusing to comply with a custody order

Rev

G. INJUNCTION AGAINST HARASSMENT

Injunctions against harassment issued under ARS 12-1809 are designed to control ongoing disputes between parties who do not fit the domestic violence relationship test under ARS 13-3601(A)

1. **CITE AND RELEASE NOT APPLICABLE:** If the officer determines that there is probable cause to believe the person has violated the injunction, the officer must make a custodial arrest. The provisions for release under ARS 13-3903 do not apply to an arrest made pursuant to ARS 12-1809. Therefore, the officer may not cite and release and must book the suspect. The proper charge is for violating ARS 13-2810 (Interference with Judicial Proceedings) by disobeying or resisting the injunction.

2. **LONG FORM COMPLAINT:** If there is probable cause and the suspect's location is unknown, the officer may submit a long form complaint to the prosecutor's office

H. ORDERS OF PROTECTION AND RESTRAINING ORDERS

Handle violations of an order of protection or a restraining order as outlined in F-11.200 Domestic Violence (See F-11.200 Domestic Violence)

I. VEHICLE REPAIR LIENS

1. **ARS 33-1022** gives proprietors of garages and repair and service stations a lien on motor vehicles and aircraft, including the parts and accessories placed on them, for labor, materials, supplies and storage for the amount of the charges, when the amount of the charges is agreed to by the proprietor and the owner.

2. **VERBAL OR WRITTEN AGREEMENT** between the proprietor and the owner to any of the charges: This lien allows the proprietor to retain possession of the motor vehicle or aircraft if the owner does not pay the full amount of the agreed upon charges. Failure to return the vehicle to the owner under these circumstances is not a criminal matter. Beck v. Hy-Tech Performance, Inc., 236 Ariz. 354, 340 P.3d 433 (App. 2015).

3. **NO VERBAL OR WRITTEN AGREEMENT** between the proprietor and owner to any of the charges: The proprietor has no legal right to hold the vehicle until payment is made. The proprietor must release the vehicle to

the owner. Failure to return the vehicle to the owner under these circumstances may be investigated as a potential criminal matter (theft by conversion – ARS 13-1802(A)(2)). If the officer determines criminal enforcement is warranted, the case should be sent to the prosecutor by way of long form complaint.

Rev

J. VEHICLES TOWED FROM PRIVATE PROPERTY WITHOUT PERMISSION OF VEHICLE OWNER

PRIVATE TOWS WITHOUT PERMISSION OF VEHICLE OWNER

1. Pursuant to ARS 9-499.05, the owner or agent of the owner of private property held open to the general public is deemed to have given consent to unrestricted parking by the general public in any parking area of the private property unless the parking area is posted with signs which are clearly visible and readable from any point within the parking area and at each entrance. Such signs shall contain, at a minimum, the following:

   a. Restrictions on parking
   b. Disposition of vehicles found in violation of the parking restrictions
   c. Maximum cost to the violator, including storage fees and any other charges that could result from the disposition of a vehicle parked in violation of parking restrictions
   d. Telephone number and address where the violator can locate the violator's vehicle

   Note: This does not apply to abandoned or junk vehicles

2. Tow companies that tow vehicles from private property at the direction of the private property owner but without permission of the vehicle owner have no legal authority to hold the vehicle in lieu of payment of towing and/or storage charges, even if the property is marked with signs stating that violators will be towed at vehicle owner's expense. While the owner of the vehicle remains liable for towing costs, no lien can be placed on the vehicle for those funds.

3. Under ARS 9-499.05, it is a class two misdemeanor for tow companies to tow vehicles from private property without the express written permission from the private property owner or the permission of the vehicle owner. This does not apply to abandoned or junk vehicles.

4. Failure or refusal to release the vehicle to its owner may be investigated as a potential criminal matter (theft by conversion – ARS 13-1802(A)(2). If the officer determines criminal enforcement is warranted, send the case to the prosecutor by way of long form complaint.

5. This does not apply to vehicles towed as evidence at the direction of police, or pursuant to ARS 28-872 or 28-3511

New

K. DISPUTES INVOLVING HOUSEHOLD GOODS MOVERS

RESPONSE TO "CARRIER'S LIEN" SITUATIONS

1. Unless a household goods mover has complied with the exemption qualifications in ARS 44-1612, it is considered an unlawful moving practice under ARS 44-1613 for a household goods mover, after taking

possession of a consumer's household goods, to refuse to deliver or unload a consumer's household goods or enforce, or threaten to enforce, a carrier's lien against a consumer's household goods when providing household goods moving services for an ***intrastate*** move (i.e., a move started and completed within the State of Arizona). The exemption qualifications require that a household goods mover provide to the consumer a legible copy of the signed contract and the statutory disclaimer that meet the requirements of ARS 44-1612 before providing any household goods moving services

This does not apply to ***interstate*** moves coming into Arizona from another state. If the matter involves an interstate move, refer consumers to the Arizona Attorney General's Office, the Better Business Bureau, the Federal Motor Carrier Safety Administration, or the civil courts.

2. If a household goods mover has complied with ARS 44-1612 and refuses to deliver and unload household goods based on nonpayment the total estimated price set forth in the contract, the mover must use reasonable care to safeguard, preserve and protect the household goods until the household goods are properly delivered and unloaded at the moving destination

    a. Household goods mover may not refuse to deliver and unload household goods to a consumer based on the mover's refusal or inability to accept a method of payment listed in the contract
    b. Any additional services not reflected in the contract must be agreed upon in writing by the parties

3. If a household goods mover unlawfully fails to deliver and unload household goods, then under ARS 44-1614 (C) a peace officer has the authority to take custody of the household goods or direct the household goods mover to deliver and unload the household goods to the consumer

4. Attempt to resolve the dispute amicably by offering suggestions or informing the parties about the law. If enforcement action pursuant to state law must take place, consider charging Chandler City Code 11-11 for failure to deliver/unload the goods per the officer's direction and submitting the charges to prosecutor's office by way of long-form complaint.

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-11 CIVIL AND FAMILY DISPUTES**	
	Subject **200 Domestic Violence**	Effective **08/20/21**

Summary: This policy outlines the proper officer's response to domestic violence incidents.

A. POLICY

Chandler police officers often respond to civil disputes. These disputes often do not involve criminal violations.

1. **THE PRIMARY RESPONSIBILITY** of officers at these disputes is to deescalate the situation and strive to prevent the parties from resorting to violence to resolve the conflict
2. **OFFICERS SHOULD REMEMBER** that they are never authorized to give legal advice; however, officers may offer suggestions and inform the participants of the various social service agencies equipped to assist them, such as the Community Relations Unit of the Civil Rights Division of the Attorney General's Office
3. **ARREST, CITE, AND BOOK ON** "Order of Protection" violators with adequate probable cause, even if the victim does not desire prosecution. If issuing citation, release is not an option – violators must be booked.

Rev

B. DEFINITIONS

[1.2.6]

Aspect	Procedures
1. **DOMESTIC VIOLENCE:**	Any act which is a dangerous crime against children as defined in ARS §13-705; or an offense defined in §§13-1102 through 13-1105; §§13-1201 through 13-1204, §§13-1302 through 13-1304; 13-1406, §13-1425, §§13-1502 through 13-1504 or §13-1602; or § 13-2810; §13-2904(A)(1, 2, 3, 6); §13-2910 (A)(8 or 9), 13-2915 (A)(3), §13-2916, or §13-2921, §13-2921.01, §13-2923, 13-3019, 13-3601.02, or §13-3623, if any of the following apply: a. The victim 1) Is the spouse or former spouse of the defendant 2) Is the parent of a child of the defendant 3) Is pregnant by the defendant 4) Resides or resided in the same household as the defendant b. The victim is related to the defendant or the defendant's spouse by blood as a parent, grandparent, child, grandchild, brother or sister, or by marriage as a parent-in-law, grandparent-in-law, stepchild, step-grandchild, brother-in-law or sister-in-law c. The relationship between the victim and the defendant is currently or was previously a romantic or sexual relationship. The following factors may be considered in determining whether the relationship between the victim and the defendant is currently or was previously a romantic or sexual relationship:

	1) The type of relationship 2) The length of the relationship 3) The frequency of the interaction between the victim and the defendant 4) If the relationship has terminated, the length of time since the termination
2. **AGGRAVATED DOMESTIC VIOLENCE**	A Class 5 felony that may be charged against any suspect who commits a third or subsequent violation of a domestic violence offense within an 84-month period (ARS 13-3601.02)
3. **STRANGULATION**	Intentionally or knowingly impeding the normal breathing or circulation of blood of another person by applying pressure to the throat or neck or by obstructing the nose and mouth either manually or through the use of an instrument (ARS 13-1204B)
4. **AGGRAVATED HARASSMENT**	The person commits the act of harassment when one or all of the following apply: a. A court has issued an order of protection or an injunction against harassment against the person and in favor of the victim of harassment and the order or injunction has been served and is still valid b. The person has previously been convicted of an offense included in section 13-3601 c. With the same victim of the previous offense (ARS 13-2921.01)
5. **EMERGENCY ORDER OF PROTECTION**	An order of protection available when there are reasonable grounds to believe a person is in **immediate and present danger of domestic violence.** This EOP is issued by a Maricopa County Judge telephonically during non-court hours (Monday – Friday after 5 pm, on weekends, and holidays). The suspect of the order must have personal service or actual notice of the substance of the order

C. INVESTIGATING DV CASES

Aspect	Procedures
1. **FIRST RESPONDER PROCEDURES**	a. De-escalate the situation 1) Check for injured parties; call for paramedics if needed 2) Identify and separate all parties involved 3) **Electronically record contacts with all parties** b. **Obtain a recorded** detailed account of the entire incident c. Interview child witnesses/victims per the MCSO Interagency Protocol by asking the following questions: 1) What happened? 2) Where did it happen? 3) When did it happen? 4) Who did it? 5) Where do you go to school? d. Determine if crime has been committed 1) Make an arrest if PC exists 2) Obtain photographs of injuries, damage, and any other possible evidence. Photographs must contain a scale and color bar.

Aspect	Procedures
	3) Run criminal history on all arrested suspects looking for previous convictions and information that may be useful for the release questionnaire e. **Assess elements of strangulation** 1) Determine if a domestic violence relationship under ARS 13-3601 exists 2) Determine if victim's breathing and/or circulation was impeded even if momentarily 3) Document any signs and/or symptoms of strangulation: a) Fainting or loss of consciousness, memory loss and/or confusion, loss of control of bladder or bowels, loss of sense of time, dizziness, nausea or vomiting, neck pain or sore throat, voice changes, difficulty breathing or swallowing, redness, bruising (fingertip, single on neck, behind ears), swelling of neck or tongue, ligature marks, scratches or claw marks to victim or defendant, impression marks, chin abrasions, blood red eyes, petechiae (tiny red spots from point of strangulation and up to include face, neck, hairline, inner/outer eyelid) b) May not have any visible sign of injury. Does not invalidate the strangulation. 4) Contact paramedics due to potential internal injuries 5) Photograph involved parties and the scene 6) Electronically record all interviews 7) Contact Family Crimes Sergeant (forensic exam must occur within 120 hours of the offense) 8) Arrest suspect and hold for CIB interview 9) Complete and forward report to CIB, including documentation of visible injuries and victim statements. Do not provide medical opinion or state what did not happen/what was not observed with respect to the victim. f. Provide appropriate domestic violence information to all victims or potential victims. Victims receive "Your Rights as a Victim of Crime" pamphlet and a completed Victim's Rights Request/Waiver form. The potential victims receive "Domestic Violence Information" purple card. (ARS 13-3601J) g. Provide referral to either the Crisis Response Team or the Victim Services Unit 1) **The Crisis Response Team (CR288)** is available 24 hours a day to provide immediate on scene support and resources 2) **The Victim Services Unit (VSU)** is available Monday through Friday (8-6 pm). VSU acts as a liaison between police and the victim, assists with orders of protection and resource referrals. Contact VSU in person or by calling 480-782-4535 or via email. Refer to G.O. E-19.300 for additional information

2. **DOMESTIC VIOLENCE ARREST**	a. **IN CASES INVOLVING THE INFLICTION OF PHYSICAL INJURY** or the discharge, use, or threatening exhibition of a deadly weapon or dangerous instrument, the peace officer shall arrest a person who is at least 15 years of age if the officer has a probable cause to believe that the offense has been committed and the person being arrested has committed the offense b. **ARREST AND BOOKING ARE RECOMMENDED** for the violation or combination of violations of the following offenses. A decision not to arrest requires the approval of the shift supervisor. 1) Threatening and intimidating or disorderly conduct (Not involving physical injury or the use or exhibition of a deadly weapon or dangerous instrument) 2) Harassment 3) Criminal trespassing 4) Stalking 5) Use of telephone to terrify, intimidate, threaten, harass, annoy, or offend 6) Criminal damage 7) Simple assault, with no physical injury to victim 8) Unlawful distribution of images c. **BOOK PERSONS ARRESTED FOR MISDEMEANOR** charges involving domestic violence offenses into Gilbert Chandler Unified Holding Facility (GCUHF) or the county jail d. **BOOK PERSONS ARRESTED FOR FELONY CHARGES** involving domestic violence offenses or combined felony and misdemeanor charges into county jail and submit as **in-custody complaints** through the County Attorney. 1) **ALL SUBMITTALS** will include: Complete police report, 911 tapes, copies of all photographs, copy of all audio recordings, certified copies of prior convictions, medical records and copies of OOP's along with certificate of service ****For "in custody" cases**: a) Submit lab requests for photographs with "In custody" written on request b) Contact records for copies of all audio recordings c) Contact dispatch for copy of 911 recording 2) Refer to the County Attorney's checklist for additional information 3) If officers need assistance obtaining certified court records or other necessary items, contact the Family Crimes Unit for assistance e. **DOCUMENT A SEIZED FIREARM** on the Form IV sent to the court
3. **OFFENSE REPORT**	Complete an offense report when a crime classified under domestic violence has occurred. Title the report describing the criminal act, e.g., assault, kidnap, followed by the initials "DV" and include: a. Addresses and telephone numbers of witnesses, both home and business of a person who would be made aware of the

	victim's whereabouts if victim was to go into hiding (shelter) b. Obtain alternate contact information for the victim including telephone number for parents, siblings, or friends c. The relationship of the involved parties d. The emotional state of the victim and suspect and any spontaneous statements or "excited utterances" made by the parties involved e. All other statements made during the electronically recorded interviews of all of the involved parties f. Any prior incidents of domestic violence and arrest history of parties involved, including city and state occurrences g. Documentation of injuries (e.g., diagrams, hospital records, statements from paramedics or fire personnel) in detail and a notation of the fact that photographs of injuries were taken by a crime scene technician. If the victim goes to the hospital, request the victim to sign a **release of medical records form** and include it in the report. h. Consider follow up photographs to show the progression of injuries i. Document the condition of the crime scene and victim, if relevant by photographs j. Include the information that no arrest was made and the reason when filing long form charges to the city prosecutor k. Documentation of victim assistance given to victim

D. SEIZURE OF FIREARMS PURSUANT TO ARS §13-3601(C)

Officers may seize firearms at the scene of a domestic if a firearm is discovered on the premises in plain view or through a consent search and there is reason to believe that the firearm will expose the victim or another person in the household to risk of serious bodily injury or death

1. **THE INVESTIGATING OFFICER** will advise the on-duty sergeant of the circumstances and seizure
2. **THE SERGEANT** will ensure that the required paperwork is completed
3. **FIREARMS SEIZED AS EVIDENCE** will be kept until the completion of the case and are not subject to be returned under this law
4. **FIREARM SEIZED FOR SAFEKEEPING** under ARS §13-3601 shall be held at least 72 hours
   a. **Property receipt:**
      1) Provide a copy of the property receipt to the owner
      2) Obtain the owner/person's signature on the receipt
      3) Indicate the identification or serial number or other identifying characteristic of each seized firearm
      4) Check the box on the property receipt that the case was **Domestic Violence**
      5) Note the length of time the firearm is to be retained in the comment section of the receipt and in the general offense report narrative
      6) Include victim information for proper notification

b. An officer must notify the victim prior to releasing a firearm seized under this statute
   1) After two unsuccessful telephone attempts, send a registered letter to the victim's address
   2) Property is allowed three working days to complete paperwork and background checks prior to any weapon release. The officer will make this information available when they seize a firearm.
c. If the officer believes that the firearm seized should be retained **longer than 72 hours**, he should:
   1) Include sufficient information in the report's narrative to explain why the return of the firearm will endanger the victim, the person who reported the assault or threat, or another person in the household
   2) **Hold Limit:** The firearm will not be retained for more than six months following the date of seizure
      a) After the Prosecutor's Office releases a weapon, or no charges are filed, the property custodian will notify the victim prior to releasing the firearm
      b) After two unsuccessful telephone attempts, a registered letter will be sent to the victim's address

5. **COURT-ORDERED FIREARMS SEIZURE (DV):** When a defendant turns in a firearm to the Police Department as a result of a domestic violence-related court order, an officer will be called to receive and impound the firearm as seized.
   a. Complete a property receipt and give a copy to the owner/person delivering the firearm(s)
   b. Attach a copy of the court order to the property receipt when the firearm is placed into property
   c. The firearm will remain in property until:
      1) The court order expires
      2) The order has been modified or quashed, or
      3) The police department is served with a court order to release the firearm

E. ENFORCEMENT OF A COURT ORDER (DV)

1. **THE ORDER OF PROTECTION CLEARLY STATES** that the defendant can be arrested and prosecuted for interference with judicial proceedings for resisting or disobeying the court order. Officers should consider the actions of the suspect as well as the suspect's criminal history when determining whether to take the suspect into physical custody. If the suspect is cited for the order of protection violation, the suspect must be **booked – release is not an option.**

Rev

   a. In accordance with the Full Faith and Credit Act, court **protective orders from other states and Indian tribes** are recognized as valid in the State of Arizona and should be handled with the same procedure as any other court order
   b. **The Prosecutor will not charge a victim** with interfering with judicial proceedings in violation of their own order of protection
   c. **Prior to making an arrest** for an order of protection violation, **verify** the order and any specific conditions listed by:

Rev

1) Orders prior to January 1, 2020: Call MCSO Records ([redacted]) and request a copy of the order and affidavit of service
2) Orders issued since January 1, 2020: Contact Chandler Police Records to verify the order and obtain a copy of the order and affidavit of service
3) Orders issued by any court outside of Arizona, verify order with that court
4) Check NCIC for a Warrants/Wants check

d. There is a statutory presumption of the **validity of a certified copy** of an order whether or not registered with a law enforcement agency for a period of one year from the date of service on the respondent

e. **Statutory immunity** exists from civil or criminal liability for an arrest as long as the officer acts on probable cause and without malice

2. **JOINT PRELIMINARY INJUNCTION:** Superior Court may issue if the parties are involved in litigation relating to dissolution of marriage, separation, annulment, or paternity lawsuit. A **victim** involved in any of the above proceedings **may obtain an order of protection from Superior Court,** not a justice or city court.

   a. Advise the party seeking enforcement of the preliminary injunction to contact the court issuing the injunction for potential contempt of court action

   b. Officers will not arrest a subject **solely** for violating a preliminary injunction, but take the appropriate actions for any criminal acts committed in conjunction with the preliminary injunction violation

3. **ORDER OF PROTECTION VIOLATIONS**

   a. When preparing booking paperwork for in-custody cases for interfering with judicial proceedings for violation of an order of protection **where this is the only violation/charge**:
      1) Follow the standard procedures for domestic violence offenses
      2) **Do not issue a citation**
      3) Complete booking paperwork, which includes:

Figure 1. **In-Custody Paperwork Distribution**

Item	Requirements
a) Citation number space	An interim number (e.g., Year-I-Report#: e.g., 21-I-123456)
b) Form IV:	Attach to booking sheet and forward to Records
c) Offense Report including	1) The court name and order of protection number 2) When the suspect was served with the order 3) Whether the suspect acknowledges or denies the service 4) Whether the suspect denies the service, how did the officer confirm service (e.g., affidavit of service) 5) What section of the order of protection was violated and how the suspect violated that section
d) Copy of order of protection	With affidavit of service
e) Misdemeanor Complaint Card	Write in bold letters on the top of the form “IN-CUSTODY”

4) Deliver a copy of all paperwork to the City Prosecutor's Office as soon as possible and **notify City Prosecutors by email** of in custody

b. **In-custody cases involving criminal charges** in addition to order of protection violations - interfering with judicial proceedings
   1) Follow the standard procedures for domestic violence offenses
   2) Attach a copy of the order of protection and affidavit of service to the report
      a) Complete a misdemeanor complaint card for the order of protection violation - interfering with judicial proceedings. Do not list this charge on the booking sheet. Turn in this misdemeanor complaint card with normal paperwork at the end of shift.
      b) Complete a citation for charges other than the order of protection - interfering with judicial proceedings. List these charges on the booking sheet.
      c) The officer will complete a Form IV and include the following in the summary section of the Form IV:
         - Information to establish the probable cause for the charges being booked on
         - That the officer has requested a complaint from the City Prosecutor's office charging the suspect with the order of protection violation - interfering with judicial proceedings
         - Court name and order of protection number
         - When suspect was served with the order
         - If the suspect acknowledges or denies service
         - If the suspect denies service, how the officer confirmed service (e.g., affidavit of service)
         - Which section violated and how violated

c. **Additional non-in-custody cases involving criminal charges** (e.g., trespassing, disorderly conduct, etc.):
   1) Follow the standard procedures for domestic violence offenses
   2) If the officer cannot locate the suspect, submit the case using the standard procedure for long form complaints
   3) Harassment orders are non-domestic, and suspects can be booked or cited and released

F. OBTAINING EMERGENCY ORDERS OF PROTECTION (EOP)

1. In Maricopa County, judges will be available telephonically during non-court hours to issue an emergency order of protection (Monday through Friday after 5 p.m., on weekends, and holidays). The person subject to the order must have personal service or actual notice of the substance of the order.

   a. Contact MCSO Communications at [redacted] and ask to be connected to the on-call judge
   b. Advise the judge that there are reasonable grounds to believe a person is in immediate and present danger of domestic violence
   c. If the order is granted, complete the emergency order section of the EOP and request an EOP number from MCSO Records/Warrants:
      1) Before 5 p.m.: [redacted]
      2) After 5 p.m.: [redacted]

      (*MCSO records personnel work until 6 p.m. daily. After that time MCSO warrants personnel handle the EOPs)*

d. Notify MCSO that the order has been served by calling:
   1) Before 5 p.m.: [redacted]
   2) After 5 p.m.: [redacted]

e. Distribution of the forms:

Figure 2. **Distribution of Order of Protection Copies**

Copy	Requirements
Original white:	Place in the labeled envelope to be sent to the Superior Court. Place the envelope in the out-going mailbox outside the Briefing Room.
Second copy:	Give to the plaintiff
Third copy:	Give to the defendant
Fourth copy:	File with your report

Rev

f. *****Ensure the Plaintiff understands emergency OOPs expire at the close of the next court business day after issuance of the order or 72 hours after issuance, whichever is longer unless that time is extended by the court. The plaintiff must obtain a permanent order from the court by that time.**

2. **ENFORCING ORDERS OF PROTECTION** (See F-14.100 for service)

   a. **Strictly enforce** orders of protection
   b. **Officers will serve an order of protection** upon the request of the person who is protected by the order
   c. **Pursuant to A.R.S. §13-3602(R),** an out-of-state order of protection is enforceable in Arizona without further court action
   d. **When an officer has probable cause** to believe that a person has violated an order of protection, the officer shall arrest and book that person unless otherwise approved by supervisor

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-12 GANG LIAISON PROGRAM**	
	Subject **100 Guidelines**	Effective **10/26/16**

SUMMARY: This order describes the Gang Liaison Officer (GLO) Program

A. PURPOSE

1. **THE GANG LIAISON OFFICER PROGRAM EXISTS TO**:

   a. Supplement the Chandler Police Department Gang Unit in its efforts to gather intelligence on local gangs and to identify, reduce, control gang-related activity
   b. Prevent gang-related activity within the City of Chandler

2. **GLOs ARE TRAINED** by the Gang Unit and are a resource for patrol regarding gang issues

B. GLO RESPONSIBILITIES

WILL ASSIST FELLOW TEAM MEMBERS in gathering gang intelligence, including:

1. **PROVIDING FIRST LINE CONTACT** for their team in the event of any calls for service with a possibility of gang involvement

2. **DIRECTLY WORKING WITH** the gang intelligence detectives when patrol coverage permits to actively identify gang activity within Chandler

3. **ASSISTING GANG INTELLIGENCE DETECTIVES** in disseminating the most recent gang intelligence and activity

C. PROGRAM ADMINISTRATION

GANG UNIT DETECTIVES WILL ADMINISTER all aspects of the GLO program to ensure that it is being effectively used by:

1. **EDUCATING** the GLOs regarding gang enforcement and intelligence gathering

2. **COORDINATING** activities of the officers assigned to the GLO program, including any additional gang-related training

3. **GENERATING A MONTHLY REPORT** that will be presented to the Chief's Office on all gang activity with the Gang Unit and the GLOs' response

4. **PERIODIC MEETINGS WITH THE GANG UNIT SERGEANT** to evaluate the needs of the GLO Program and assist with uniformity in gang enforcement and intelligence gathering with GLOs/patrol

D. GLO SELECTION/REMOVAL

GLO POSITIONS will open after each shift change

1. **CURRENT GLOs** who have satisfactorily participated in the program have priority in selection for the GLO position on the future team at shift pick

Rev

2. **SELECTION CRITERIA -** Eligibility Requirement
   a. One year of service with the department
   b. Not on probation
   c. Maintains performance standards set by the department
   d. Not currently on an early intervention program or performance plan

3. **OTHER UNITS** in the department (e.g., Bikes, SRO, CIB, CAU, etc.) may designate a member of each unit to be a GLO, if such designation benefits that unit

New

4. **GLOs ARE SUBJECT TO REMOVAL** from the program for any of the following:
   a. Failure to perform the stated responsibilities of a GLO
   b. Unsatisfactory performance of primary job responsibilities
   c. Failure to attend a minimum of one gang-related training per calendar year

E. TRAINING

1. **GANG UNIT RESPONSIBILITY**

   a. Trains all members selected as GLOs
   b. Maintains liaison with every team that has an assigned GLO
   c. Responds when requested for gang-related crimes and / or intelligence gathering

2. **TRAINING PROVIDED**

   a. Gang Unit provides:
      1) One day of training for all GLOs after each selection process
      2) Additional training as necessary
   b. Gang detectives disseminate information relating to gangs and ongoing investigations to GLOs
   c. Additional training may be provided to enhance knowledge enabling them to further assist the Gang Unit in its mission

F. GLO ASSIGNMENT

GLOs:

1. Are permitted to go to other beats whenever the need arises to assist other officers with gang-related issues

2. May respond to calls where gang activity is suspected to verify whether the call is actually gang related

3. Will strive to complete and turn in Gang Member Identification Cards (GMIC) in order to continue to be a part of the GLO program

4. May be asked to assist with special events that may potentially attract large numbers of gang members and associates

5. Should motivate team members in the active collection of gang intelligence/GMICs and assist in other gang related issues while on duty

Rev

6. Are eligible for one to two weeks of shadow training with the Gang Unit each year as staffing allows

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-13 NARCOTIC TRAINED OFFICER PROGRAM**	
	Subject **100 Guidelines**	Effective **10/26/16**

SUMMARY: This order describes the Narcotic Trained Officer (NTO) Program

A. PURPOSE

1. **THE NARCOTIC TRAINED OFFICER PROGRAM EXISTS TO**:

   a. Supplement the Chandler Police Department Narcotics Unit in its efforts to identify and suppress narcotic-related activity
   b. Assist the Narcotics Unit in identifying new trends and individuals involved in the sales of narcotics within the City of Chandler
   c. Provide each patrol team an officer certified to conduct Field Drug Testing

2. **NTOs ARE TRAINED** by the Narcotics Unit

3. Field Drug Testing certification is obtained through the Forensic Services Section

B. RESPONSIBILITIES

1. **NARCOTIC UNIT**
   a. Trains all members selected as NTOs
   b. Maintains contact and a line of communication with assigned NTOs
   c. Responds when requested for narcotic-related crimes beyond the capabilities of a NTO

2. **NARCOTIC TRAINED OFFICER**
   a. Acts as an immediate resource for their team regarding events involving narcotic activity
   b. Provide Field Drug Testing for their team in order to assist with felony charging in compliance with standards set by the Maricopa County Attorney's Office
   c. Works directly with the Narcotics Unit when patrol coverage permits to actively combat narcotic use and sales within the City of Chandler
   d. Ensures flow of information between patrol and the Narcotics Unit to disseminate recent narcotic-related intelligence and activity

C. PROGRAM ADMINISTRATION

NARCOTICS UNIT SERGEANTS will administer all aspects of the NTO program to ensure that it is being effectively used by:

1. **EDUCATING** the NTOs regarding narcotic usage, enforcement, and intelligence gathering

2. **COORDINATING** activities of the officers assigned to the NTO program, including any additional narcotic-related training

3. **CONDUCTING PERIODIC MEETINGS** to assess the NTO Program and ensure it is meeting the needs of all stakeholders

D. NTO SELECTION/ REMOVAL

NTO POSITIONS will open after each shift change

1. **CURRENT NTOs** who have satisfactorily participated in the program have priority in selection for the NTO position on the future team at shift pick

2. **SELECTION CRITERIA:** Eligibility Requirement
   a. One year of service with the department
   b. Not on probation
   b. Maintains performance standards set by the department
   c. Not currently on an early intervention program or performance plan

Rev

3. **OTHER UNITS** in the department (e.g., Bikes, SRO, CIB, CAU, etc.) may designate a member of each unit to be a NTO, if such designation benefits that unit

4. **NTOs** are subject to removal from the program for any of the following:
   a. Failure to perform the stated responsibilities of a NTO
   b. Unsatisfactory performance of primary job responsibilities
   c. Failure to attend a minimum of one narcotic-related training per calendar year

E. TRAINING

1. **NARCOTICS UNIT PROVIDES**

   a. One day of training for all NTOs after each selection process
   b. Additional training as necessary

2. Narcotics detectives will disseminate information relating to narcotics and ongoing investigations to NTOs

3. Additional training may be provided to enhance knowledge enabling NTOs to further assist the Narcotics Unit

4. Field Drug Testing certification training is obtained through the Forensic Services Section

F. NTO ASSIGNMENT

NTOs:

1. May go to other beats whenever the need arises to assist other officers with narcotic-related issues

2. Should motivate team members in the active collection of narcotic-related intelligence (e.g., trends, current street prices, names of suppliers and/or locations of sales of narcotics, etc.)

3. Are eligible for temporary duty rotations with the Narcotics Unit each year as shadow training based upon patrol staffing

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-14 LEGAL PROCESS MANAGEMENT**	
	Subject **100 Procedures**	Effective **08/20/21**

SUMMARY:

This order describes the proper handling, service, documentation, and accounting of fees for all court documents entrusted for service by this department.

A. POLICY

Employees will process all legal processes (subpoenas, summons, warrants or other civil/criminal process) in the manner set forth in this order in an expeditious and professional manner

B. GENERAL PROCEDURES

[74.1.1]

1. **LOG EVERY DOCUMENT FOR SERVICE** received from court or from prosecutors and track in the Records Management System designed to allow accountability for the documents, including:

   a. Date and time received
   b. Type or legal process, civil or criminal
   c. Nature of document
   d. Source of document
   e. Name of plaintiff/complainant or name of defendant/respondent
   f. Officer assigned for service
   g. Date of assignment
   h. Court docket number
   i. Date service due
   j. Attempts to serve

Rev

2. **RETURN THE SERVED AND UNSERVED COURT ORDERS** (except Orders of Protection and Mental Health Pickup orders) to the issuing court
   a. Orders of Protection are tracked through AZPoint website
   b. Mental health pickup orders are tracked through police dispatch

3. **THE SUPPLEMENTAL INFORMATION FORM** containing information provided by the requestor used solely for the purpose of service of process on the defendant is to remain confidential and released only to the court for their records. ARS 13-3602, 12-1809, 12-1810.

C. CHANDLER CITY COURT ARREST WARRANTS

1. **THE CHANDLER CITY COURT** has the authority to issue warrants for criminal and criminal traffic-related offenses occurring in the City of Chandler

   a. Court personnel enter warrants into the CJIS computer showing "Active Warrant Status"
   b. After recording, Court personnel place the original and two copies of the warrants into the Police Department box located in the Court
   c. Court personnel will remove warrants from the CJIS computer after disposition occurs

2. **RECORDS UNIT RESPONSIBILITIES AND PROCEDURES**

   a. A designated records specialist will pick up warrants and officer subpoenas/summonses issued by Chandler City Court from the Police Department box located in the court
   b. Upon receipt of the warrants, an assigned specialist will:
      1) Enter the warrants into ACIC
      2) Route one copy of each warrant to the warrant officer
      3) Log each entry into the Wanted Person Log
      4) Complete appropriate portions of the Local Warrant Confirmation Checklist and then attach to the top of the original warrant
      5) File the original and one copy of the warrant in the active warrants file
      6) Confirm city-issued warrants as requested by officers by way of Communications or an outside agency
   c. After the warrant has been served, a records specialist will:
      1) Remove the original warrant from the active warrants file
      2) Complete the pertinent portions of the Local Warrant Confirmation Checklist
      3) Clear the warrant's record in ACIC
      4) Log the clearance(s) in the Wanted Person Log
      5) Ensure the arresting officer signs all copies of the warrant
      6) Send back the original warrant to the City Court. Records will retain a copy for an official record of warrants served by the Chandler Police Department along with the Local Warrant Confirmation Checklist.
      7) Transfer the copy of the warrant to the dead warrant file and send a copy of the Local Warrant Confirmation Checklist to the warrant officer
      8) File records until it is necessary to retrieve them for audit purposes or until they meet the state purge criteria
   d. Canceled Warrants: When notified by City Court that a warrant is no longer valid (e.g., faulty, taken care of at Court, or to be re-issued), a records specialist will:
      1) Clear the warrant from ACIC and make the appropriate notation on the Local Warrant Confirmation Checklist
      2) Note it in the log as being "Cleared/Canceled"
      3) Return the original warrant to the court and place a copy in the cleared/canceled file

D. PROCEDURES FOR WARRANT ARRESTS

1. **ONLY SWORN LAW ENFORCEMENT OFFICERS**, using only the force necessary to effect taking a person into custody, will execute arrest warrants

2. **IT IS MANDATORY** that the arresting officer contact the Records Unit to clear the warrant when a person is booked into jail or posts bond as the result of being served with a warrant from City Court. The officer will sign and have notarized all copies of the warrant on file.

3. **WHEN A SUBJECT IS ARRESTED** on a Chandler City Court warrant by another agency, the records specialist who removes the satisfied warrant from the computer will route a copy of the Local Warrant Confirmation Checklist to the warrant officer

4. **SUBJECTS ARRESTED OUTSIDE OF THE COUNTY** for a warrant issued in Maricopa County, must appear before the nearest magistrate in the county of arrest prior to transport into Maricopa County (Rule 4.1(c)(2), Arizona Rules of Criminal Procedure)

New

5. **BOND WILL BE ACCEPTED ON ANY MISDEMEANOR WARRANT** issued by any court**.** Bond will not be accepted on felony warrants.

6. **COMMUNICATIONS RESPONSIBILITIES**

   a. Assign an incident number for warrant arrests when requested
   b. Confirm warrants for officers on the road
   c. Verify outside agency warrants for Chandler Police Department officers
   d. Transfer telephone requests from outside agencies to verify City of Chandler warrants to the Records Unit
   e. Teletype requests from other agencies for verification of Chandler City Court warrants will be confirmed by telephone through the Records Unit. An answer to the request will be returned via teletype within ten minutes of receipt to the requesting agency.

E. SUBPOENA/SUMMONS SERVICE FOR CIVILIAN WITNESS/SUSPECTS

A process server will serve most court orders with a few exceptions as directed by the judge. When ordered by the judge, a police officer will deliver court orders as follows:

1. **A COURT STAFF PERSON** will attach a tracking form for each document

2. **IF THE WARRANT OFFICER IS NOT AVAILABLE**, Court staff will bring the order to the Police Department

3. **FIELD OPERATIONS CLERICAL STAFF** will log it in and give it to the appropriate shift supervisor to assign to a beat officer

4. **WHEN SERVICE IS COMPLETED**, the officer will complete the service form and have it notarized and returned to the originating court

F. SUBPOENA/SUMMONS SERVICE FOR DEPARTMENT PERSONNEL

1. **PROCESS SERVERS: CIVIL MATTERS NOT WORK-RELATED:** When a process server wishes to serve a civil subpoena, court document, or court order that is not work-related on an employee, the following procedures shall apply:

   a. The process server shall appear in person at the teleserve desk. **Under no circumstances** shall information concerning the employee be given out over the phone.
   b. Employees must check the process server's credentials. Process servers are officers of the court for the purposes of serving process and should have proper identification.
   c. All requests for information concerning an employee relating to service of process shall be between 8:00 AM and 5:00 PM, Monday through Friday. Employees will advise process servers seeking assistance outside these hours to return during those hours.

d. Teleserve personnel or the division clerical staff where the employee is assigned shall contact the employee's immediate supervisor who will inform the employee to be served a process server wishes to serve the employee with court papers. It is the employee's obligation to ensure that non-work related matters do not disrupt the workplace.
e. **DO NOT provide the employee's address and phone number to the process server except by court order, subpoena, or when so ordered by the Police Chief**
f. If a question arises concerning service of civil process, contact the Legal Unit

2. **SERVICE OF CRIMINAL, WORK-RELATED SUBPOENAS ON DEPARTMENT EMPLOYEES**

a. Field Operations support services supervisor or on-duty supervisor will accept subpoenas for employees concerning work-related criminal proceedings and serve/receipt as follows:
   1) The City Prosecutor's Office enters criminal subpoenas for City Court into the CJIS system. A process number or Law Set # appears on the bottom of the subpoena when entered into CJIS by the City Prosecutor's Office.
   2) Field Operations enters all non-City Court-issued criminal subpoenas into the CJIS system (e.g., Justice Court, Juvenile Court, Superior Courts, Admin Per Se's, requests for hearing, and subpoenas from other local courts)
   3) Stamp all subpoenas with the following information:
      a) Date and time received
      b) Received by
   4) Employees will check the CJIS system for receipt of any subpoenas. When the employee accepts the subpoena, the Chandler City Court and City Prosecutor are automatically notified. Receipt of all CJIS subpoenas is tracked in the CJIS system.
   5) If the employee is scheduled off and will not receive the subpoena in time, Field Operations clerical staff will attempt to call and page the employee to advise of the subpoena court date
      a) If staff is unable to contact the employee, they will advise the employee's supervisor of the subpoena
      b) If it is known that the employee will not be available for court, the Field Operations clerical staff will call the court and the Prosecutor to advise that the officer is unavailable for the court date to allow the courts to either continue the case or subpoena another officer, if applicable
      c) If the employee will return to work prior to the date of the court appearance, distribute the subpoena to the employee's mailbox. If it is on short notice, make a courtesy call to advise the employee.

3. **SERVICE OF CIVIL, WORK-RELATED SUBPOENAS ON DEPARTMENT EMPLOYEES**

a. Handled in the same manner as criminal subpoenas except the legal advisor must review all civil subpoenas

b. Leave fee checks issued to the employee for appearance in civil cases attached to the subpoena. If no check is received, the division clerical staff will advise the attorney of the appropriate fee.
c. The subpoenaed employee will verify the need for his appearance in court prior to the court date. If the appearance is necessary, the employee may be compensated by one of the following methods:
   1) The employee may appear in court on his own time; then cash and keep the fee check attached to the subpoena
   2) The employee may appear in court "on duty" and be compensated for his time in court by the City in accordance with rules relating to duty time or overtime compensation. The employee will then sign the check and give it to the division clerical staff for deposit into the city account.
   3) If the case is canceled or the employee is not needed for the court appearance, the officer will return the check unsigned to the Field Operations support services supervisor who will return it unsigned to the attorney who issued the check

G. COMMUTATION / PAROLE HEARINGS

1. **FORWARD ALL NOTIFICATIONS OF COMMUTATION/PAROLE HEARINGS** for offenders charged by Chandler police officers to the police legal advisor. If unavailable due to vacation, etc., forward notifications to the CIB commander.

2. **UPON RECEIPT OF THE NOTICE**, the police legal advisor will contact the case agent and:

   a. Determine if it is necessary for the officer to offer his testimony
   b. Assist the officer in drafting a sworn affidavit for submittal to the Board of Executive Clemency

3. **IF OFFICER TESTIMONY IS NOT NECESSARY**, the legal advisor will submit a response to the Board indicating that the department has nothing to offer by way of testimony

Rev

H. ORDERS OF PROTECTION AND INJUNCTIONS PROHIBITING HARASSMENT

1. **ORDERS OF PROTECTION AND INJUNCTIONS PROHIBITING HARASSMENT (RELATED TO DOMESTIC ISSUES)**

   The Police Department shall serve an Order of Protection issued by any Arizona court if service can be made within the Chandler city limits

2. **INJUNCTIONS PROHIBITING HARASSMENT (NOT RELATED TO DOMESTIC ISSUES):**
   a. The police department is not required to serve injunctions unless ordered by the judge. The judge of any court **may** order injunctions prohibiting harassment (not related to domestic issues) against persons with Chandler addresses be served by the Police Department
   b. Unless otherwise ordered by a judge, injunctions issued by the listed courts shall, on request of the plaintiff, be served as follows:
      1) Justice Court injunctions shall be served by the constable
      2) Superior Court injunctions may be served by the sheriff

3. **THERE WILL BE NO CHARGE** for service of either of the above categories of court orders

4. **SERVICE PROCEDURES**

   a. Orders of Protection
   Service of Orders of Protection and Injunctions Prohibiting Harassment served by the police department are managed electronically by Records Unit through the AZPoint portal (https://azpoint.azcourts.gov) and RMS

   b. Injunctions Prohibiting Harassment served by the police department
      1) Upon receipt of the order, Records Unit staff will:
         a) Log the order
         b) Attach the Service of Order form
         c) Contact dispatch to initiate a call for service and assign it to a patrol officer to ensure timely service of the order
      2) The assigned officer attempting to serve the order will:
         a) Pick up the order in Records at Main Station
         b) Make a minimum of three attempts to serve the injunction
         c) Document on the Service of Order form the attempts to serve the order
         d) When served, complete a general offense report
         e) If not served, close call and return injunction to Records for reassignment to new shift
         f) Whether or not the injunction is served, return it to Records
      3) At the beginning of each shift, Records personnel at the Main Station will check in-baskets for injunction orders and:
      4) Have a new call initiated for unserved orders with less than three attempts of service
      5) Served orders will be returned to the Main Station where they will be logged and returned to the courts

   c. If the defendant is in Chandler Police custody or at a county facility any officer or detention officer will serve the injunction, complete the affidavit of service, return the order to Records for processing, and complete a general offense report

   d. Records Unit staff will make a copy of the order for their file and return the order to the initiating court following service

I. EXTRADITIONS AND DETAINERS

1. **AUTHORITY FOR PROCESSING EXTRADITIONS AND DETAINERS**

   a. The Maricopa County Sheriff's Office (MCSO) conducts extraditions on behalf of other law enforcement agencies. Statutory authority for extraditions is the Uniform Criminal Extradition Act in Title 13, Chapter 38, Article 5 and the Interstate Agreement on Detainers in Title 31, Chapter 3, Article 6, of the Arizona Revised Statutes.

   b. When MCSO does not conduct a particular extradition, the **Criminal Apprehension Unit (CAU) will process and coordinate the extradition~~s~~ and detainer~~s~~.** The Legal Unit will assist as needed. CAU will be:
      1) Primarily responsible for the interstate transportation of prisoners
      2) Assisted by other CIB units designated by the CIB Assistant Chief. Only detectives certified to fly armed may do an extradition.

2. **PROCESSING EXTRADITIONS NOT HANDLED BY MCSO**

   a. **An extradition occurs** when a suspect who has a felony warrant on a Chandler Police Department case is arrested in another state.
      1) Notice of the arrest to the Department is normally through the Maricopa County Sheriff Extradition Unit by fax and email to the Legal Unit
      2) Upon notification, CAU will implement the Extradition Checklist and enter the extradition information into the Extradition Database

   b. **The county in the state** having custody of the suspect will conduct an Extradition Hearing usually within two weeks of the suspect's arrest

   c. **If the suspect waives extradition**, CAU will:
      1) Prepare a travel packet for the assigned CAU detectives, which shall include a Detective's Instruction Sheet
      2) Coordinate travel arrangements and obtain authorization from the Transportation Security Administration for the detectives to travel while armed on commercial aircraft

   d. **If the suspect does not waive extradition,** CAU will:
      1) Coordinate with the appropriate prosecuting agency to apply for a governor's warrant
      2) Follow the above procedures when a governor's warrant is obtained

3. **PROCESSING DETAINERS**

   a. **A detainer occurs** when the Department receives notice that a suspect who has a warrant for a Chandler Police case is in prison in another state. CAU will:
      1) Immediately institute procedures under the Interstate Agreement on Detainers to avoid violating the speedy trial rights of the suspect
      2) Accomplish this by implementing the entire Extradition Checklist

   b. The Interstate Agreement on Detainers involves the issuance of a Form VI. The Form VI:
      1) Identifies the specific officers who are authorized to pick up the suspect.
      2) Must be signed by four officers since it is issued well in advance of the travel date. This allows flexibility in the case where a primary officer becomes unable to make the trip.

4. **APPLICATION FOR REIMBURSEMENT**

   At the end of each extradition, CAU shall:

   a. Gather all information concerning expenses involved for each extradition, including all employee hours expended in the process

   b. Prepare an invoice and present it to the Maricopa County Board of Supervisors or the State of Arizona Department of Administration for reimbursement pursuant to ARS §13-3864

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-15 JUDICIAL SYSTEM RESPONSIBILITIES**	
	Subject **100 Court Appearances**	Effective **03/15/19**

Summary: This order describes appropriate interaction with the judicial system while appearing in court.

A. POLICY

ATTENDANCE AT A COURT OR QUASI-JUDICIAL HEARING as required by a subpoena or notice of appearance is an official duty assignment

B. ATTENDANCE REQUIREMENTS

1. **BE PUNCTUAL AND PREPARED**

2. **PROGRESSIVE DISCIPLINE:** Employees absent from a scheduled court appearance are subject to progressive disciplinary actions after administrative review

3. **UNIFORM:** Wear either the issued uniform or appropriate civilian attire described in General Order B-05 Uniform

C. CONTINUANCES

IF A CONFLICT ARISES, you must notify the prosecuting attorney, other competent official, or the attorney handling the civil matter to make other arrangements. A request for continuance is not automatically granted. It is the employee's obligation to verify that it has been approved.

1. **SUBPOENA PRECEDENCE** for conflicting subpoenas:

   a. Superior Court – Criminal Matters
   b. Justice Court or City Court - Misdemeanor Cases
   c. Superior Court – Civil Cases
   d. City Court or Justice Court - Civil Traffic Cases

2. **IF FOR ANY REASON YOU CANNOT ATTEND** a scheduled court appearance on the date set, you must:

   a. Advise the issuer of the subpoena/request of an established schedule conflict with the request and receive verification of non-attendance approval as soon as known
   b. Obtain permission for absence from this duty from the prosecuting attorney, the hearing officer, or, for civil traffic citations, the Court via the civil traffic clerk
   c. If appearance is on your day off, confirm it two hours before the appearance in order to receive overtime
   (*If the appearance is at the beginning of the day, confirm it during the last two hours of the business day preceding the appearance)*

3. **TIMELINESS:** The employee will notify the following offices as soon as the conflict is known, preferably seven days or more, but no later than **two business days** before the scheduled appearance:

    a. City Prosecutor's Office for a misdemeanor criminal matter
    b. City Court for a civil traffic subpoena
    c. Appropriate Prosecutor's Office for felony matters
    d. **EXCEPTIONS TO THE TWO BUSINESS DAYS RULE:** Notify the appropriate court or prosecutor's office as soon as practical before the scheduled appearance
        1) Unexpected illness
        2) Another qualifying emergency
        3) A last minute notification of a higher priority court hearing proceeding

4. **CHANDLER CITY COURT OR CHANDLER PROSECUTOR'S OFFICE**

    a. You **must** complete a continuance request form with the reason for the request to continue or reset a scheduled appearance
        1) Employee vacation: Must indicate whether in or out of state, in or out of town, and if in town, if available if the judge denies the motion to continue/reset
        2) Employee training: Indicate type of training, where held, and whether or not the training can be rescheduled
    b. You must attend the court appearance unless excused by the City Prosecutor or City Court
    c. Provide all scheduled absences and shift changes or assignments to City Court as far in advance as possible so that the information can be entered into the court computer

5. **HIGHER COURT SUBPOENA**

    a. Indicate the docket number of the case, date and time scheduled to appear, name of judge, and division if applicable on continuance form
    b. For a Superior Court or Justice Court subpoena, advise the appropriate City Court or Prosecutor's Office as soon as the subpoena is received and keep them up to date on the case status
    c. **You are responsible** to **confirm** that the scheduled court appearances have been continued or reset (*It is suggested that a follow-up phone call be made to ensure proper court notification*)
    d. **If a court appearance cannot be continued** and the employee's presence at another event is critical, request a police supervisor to contact a supervisor in the Prosecutor's Office for resolution

D. PREPARATION

If you are testifying in a legal proceeding, prepare your case properly and have all property to be used as evidence prepared for presentation in court. Contact the assigned prosecutor if you have questions.

E. FIREARMS IN COURT

1. **FOLLOW ESTABLISHED COURTROOM PROCEDURES** for firearms

2. **ON-DUTY BUSINESS** – ARS 38-1102 generally allows police officers acting in their official capacity and carrying official peace officer

identification to carry a firearm in a state or local court. This statute does not apply to federal courts which may have their own rules.

a. On-duty law enforcement officers at the courthouse pursuant to court order or subpoena in a duty-related criminal matter or civil matter and on display of the order or subpoena to the security official may bypass the security screening station and proceed to the appropriate court with their weapon(s)

b. When on-duty and at the courthouse for official duty (such as applying for search warrants, meeting with the county attorney, or for a defense interview), law enforcement officers may bypass the security screening station and proceed with their duties with their weapons

c. When a law enforcement officer or agency informs the court that a protected witness is to be escorted to court and the court makes advance arrangements with the court security office, that officer may bypass the security screening station and proceed to the appropriate court with his weapon

d. Anytime an officer is in the courthouse with his weapon, he is on-duty, either in uniform or displaying his badge or police identification in lieu of wearing a uniform

3. **APPEARING IN OR FOR PERSONAL LITIGATION**, **LITIGATION TO WHICH THE OFFICER IS A PARTY, INCLUDING CASES AGAINST THE CITY, OR OTHER PERSONAL BUSINESS,** employees shall:

   a. Not possess any weapon of any nature or kind
   b. Not wear their officially sanctioned uniform or dress
   c. Not display their police badge or police identification
   d. Pass through any court-required security screening devices or procedures as required for any non-law enforcement persons

F. DECORUM AND TESTIMONY

Conduct yourself with the utmost attention and respect toward court officials at all times

1. **SPEAK CALMLY AND EXPLICITLY** in a clear, distinct, and audible tone to be easily heard by the court and jury when testifying

2. **TESTIFY WITH THE STRICTEST ACCURACY**, confining yourself to the case before the court, neither suppressing nor overstating the slightest circumstances with the intent of favoring or discrediting any person

3. **WHEN CROSS-EXAMINED,** answer with the same demeanor as when testifying in support of the charge, thus demonstrating a desire to tell the truth whether it is in favor of or against the defendant

4. **DO NOT DISCUSS THE CASE OR ANY MATTER** with the assigned judge unless part of formal proceedings

5. **DO NOT DISCUSS THE CASE OR ANY MATTER** with or in the presence of any member of the jury

6. **RULE OF EXCLUSION OF WITNESSES –** If the court imposes the Rule of Exclusion of Witnesses at the start of the trial:

   a. Remain outside the courtroom except while testifying (Exception: witness designated by the court as case agent)
   b. Do not discuss any aspect of the case with or in presence of any other witness. You may discuss the case with the attorneys handling the case.

New

G. FORMER EMPLOYEE COURT APPEARANCE

If you are a former employee subpoenaed or otherwise required to appear for a civil or criminal legal proceeding pertaining to or arising out of your duties as a police employee, follow these steps to receive compensation. Former sworn and civilian employees:

1. **WHO RECEIVE SUBPOENAS OR OTHER DOCUMENT REQUIRING ATTENDANCE** such as witness interview or deposition will follow department policy and wear business attire when appearing in court

2. **MUST RECEIVE APPROVAL** from the Office of the Chief to receive compensation

3. **WILL NOT BE COMPENSATED** if in litigation as a plaintiff against the department

4. **COMPENSATION** – the compensation rate is calculated on the last hourly rate of pay the former employee received

   a. Ensure the prosecutor or party requiring your appearance signs a copy of the subpoena or other document indicating appearance and time spent at the proceeding
   b. Ensure current W-9 is on file with City of Chandler
   c. Complete the Witness Deposition/Court Testimony Invoice form; to include obtaining Chief's approval signature
   d. Attach subpoena or other document signed by prosecutor or issuing party and W-9 to Witness Deposition/Court Testimony Invoice form and send to quartermaster for processing
   e. The document is processed through the city Accounts Payable department and a check is sent to the former employee's last known address on file with the city
   f.. Former employees who receive over $600 in compensation are sent a 1099 document at the end of the calendar year

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Invoice #: _____

CHANDLER POLICE DEPARTMENT
250 E. Chicago Street
Chandler, Arizona 85225

WITNESS DEPOSITION/COURT TESTIMONY INVOICE

Date _____

Name _____

Address _____ Phone (___) ___-____

_____

Total hours _____ Hourly rate _____

Total amount due _____

Work performed (please circle) **Court testimony** **Deposition/Interview**

DR #	Suspect	Court	Hours	Date

Signature _____ Date _____

Chief of Police or Designee _____ Date _____

A copy of the subpoena with the Prosecutor's signature must be attached for payment.
Current W-9 must be on file with City of Chandler.

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-15 JUDICIAL SYSTEM RESPONSIBILITIES**	
	Subject **200 Depositions and Interviews**	Effective **12/30/13**

Summary: This order describes procedures for managing depositions and interviews by outside counsel (criminal and civil) and responding to civil matters.

A. SUBPOENAS

1. **CRIMINAL MATTER**: Any employee subpoenaed by a defendant to attend a criminal hearing or trial will notify:

   a. His supervisor and
   b. The appropriate City or County Prosecutor and advise him of the time and place of appearance as soon as practical

2. **CIVIL MATTER**: Any employee subpoenaed by either a plaintiff or a defendant in a matter involving the City of Chandler, the Chandler Police Department, or any city personnel, will notify his immediate supervisor and a police legal advisor.

B. INTERVIEWS

1. **CRIMINAL MATTERS:**

   Rev

   REFER A DEFENDANT or his attorney requesting an interview to the appropriate City or County Prosecutor, unless the employee knows it is the prosecutor's practice for the employee to make their own interview arrangements. **Do not disregard the request**.

   a. **Prosecutor attends** the interview:
      1) **DO NOT UNDER ANY CIRCUMSTANCES** agree to an interview either on the telephone or in person without first arranging such an interview with the appropriate prosecutor
      2) Do not make comment on, discuss the case, or do any work for the defense except at the scheduled interview and with the knowledge and approval of the prosecutor
      3) You or the prosecutor will record all interviews. Give a copy of the recording to the prosecutor.

   b. **Prosecutor does not attend** the interview:
      1) LOCATION: It is the policy of the Chandler Police Department to provide an interview either at the Prosecutor's Office or at a police station, whichever is most convenient for the prosecutor. The Arizona Court of Appeals has ruled that an officer may require all interviews to take place between 8:00 AM and 6:00 PM, Monday through Friday.
      2) Contact the prosecutor immediately if an interview time, date, or location cannot be agreed on

      New

      3) Record the interview and download it onto the V drive: OFFICER/ Defense interviews
      4) Contact the prosecutor if you wish for the prosecutor to attend the interview
      5) If a conflict arises with the interview, contact the defense as soon as possible to arrange a new date

c. **Sworn officers will act on behalf of the State** in criminal proceedings where their job-related testimony is being used, unless compelled by court order or subpoena to testify for the defense

2. **CIVIL MATTERS AGAINST CITY/DEPARTMENT/CITY PERSONNEL**

Rev

REQUESTS FOR INFORMAL INTERVIEWS: If asked to give an informal interview about pending or threatened litigation against the City of Chandler, the Police Department, or city personnel, inform the City Attorney or legal advisor as soon as practical. **Do not comment on** or grant interviews to **or do any work for the** requesting parties except with the City Attorney's approval.

C. CIVIL MATTERS

IT IS THE POLICY of the Chandler Police Department to limit the level of involvement in civil matters to that of a "peace keeper," leaving the final determination of "fault" with the prescribed authority

1. **AVOID ENTERING INTO CIVIL DISPUTES**, particularly while performing police duties. Instead, prevent or abate any breach of the peace or crime.

2 **IF YOU BECOME A PLAINTIFF OR DEFENDANT** in civil action resulting from activity as a department employee, report it in writing to the Police Chief through proper channels

3. **DO NOT VOLUNTEER** to testify in civil actions **nor testify** unless legally subpoenaed

Rev

4. **ACCEPT ALL LEGALLY SERVED SUBPOENAS** arising out of your official duties with the department

   a. Immediately notify your supervisor if a subpoena arises out of departmental employment or if you are informed that you are a party to a civil action arising out of departmental employment
   b. Give witness fees and/or allowances received in a work related civil case for testifying during regular duty hours or overtime to the Field Operations Division clerical staff for disposition

5. **DO NOT INSTITUTE ANY CIVIL ACTION** arising out of official duties without first notifying the Police Chief

6. **DO NOT USE YOUR POSITION** with the department to intimidate persons with whom you are engaged in civil matters to settle the case in favor of the employee or the department

D. DEPOSITIONS

1. **CRIMINAL DEPOSITIONS** are court-ordered interviews and are typically ordered when a witness has not cooperated with or was unresponsive to a request for voluntary interview. It is the policy of the department that employees cooperate with the voluntary interview process. Therefore, criminal depositions should rarely, if ever, be required.

2. **CIVIL DEPOSITION ORDERS** are routine and should be treated as a subpoena. If you receive a deposition order involving the city, a city department, or city personnel, notify your immediate supervisor and a legal advisor.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-16 OFFICER IN CHARGE PROGRAM (OIC)**	
	Subject **100 Guidelines**	Effective **05/17/17**

A. PHILOSOPHY

The Officer in Charge Program (OIC) is designed to empower experienced officers, increase operational efficiency, and provide mentoring opportunities for professional development. The OIC program embodies the core values of the department; ensures we continue to lead in terms of professional opportunities, and reaffirms our commitment and obligation to our employees and the community.

B. POLICY

1. **FIELD OPERATIONS SUPERVISORS** will have the authority to designate OIC's as needed to accomplish shift and mission objectives. Utilization of an OIC does not reduce the minimal supervisory staffing levels established by policy. This has been an informal process utilized by supervisors for years; however this general order will provide guidelines for supervisors to utilize when designating an OIC.

2. **PRIORITY FOR DESIGNATING AN OIC:**
   a. Officers on promotional eligibility list
   b. Officers on specialty assignment list
   c. Officers who have demonstrated leadership skills and a desire to promote

3. **THE OIC PROGRAM**:
   a. Is voluntary, discretionary, and without entitlement. Officers may decline to participate in the program without reprisal.
   b. May undergo modification based on department needs and priorities at any time

C. ELIGIBILITY

1. **APPLICANT REQUIREMENTS**:
   a. A minimum of two years as sworn police officer, at least one year with the Chandler Police Department
   b. Assigned to Field Operations Patrol Division
   c. "Meets" or "Exceeds" Standards on performance evaluations for the past two years

2. **GENERAL KNOWLEDGE** – Experienced, knowledgeable officers well-grounded in the basic principles of law enforcement who have:
   a. Attended and completed a supervisory/leadership school, or
   b. Completed 40 hours of leadership/supervisor training

3. **TRAINING COMPONENT** – The OIC program recognizes the value of career development, advanced training and mandates attendance and accountability

4. **OICs MUST ATTEND ALL** mandatory training, meetings, and functions within the rating year. Mandatory training means all department mandated, AZPOST required, or assignment-related training.

5. **PERFORMANCE COMPONENT** – To recognize professionalism and excellence in the day-to-day performance of the officer's assignment

   a. OICs must have received all "meets" or "exceeds" standards on their most recent evaluations for the prior two years

   b. The following disqualifiers render a candidate ineligible for the OIC program for the given year:

      1) Discipline resulting in suspension or above
      2) Any unsatisfactory or needs improvement evaluations
      3) Placement on a performance plan for their primary assignment
      4) Failure to meet training mandates

   c. Officers lose their OIC status when promoted to a supervisory position

D. DUTIES

AN OFFICER IN CHARGE:

1. **ACTS AS AN INFORMATION RESOURCE** to other officers, tactically assist or direct activities of other officers, or be assigned special area situations, calls or projects as directed by the supervisor

2. **WILL NOT BE ASSIGNED TO A BEAT**, unless otherwise assigned by a supervisor and will utilize the supervisor call sign

3. **SHALL NOT COMPLETE OR REVIEW EVALUATIONS**, citizen complaints, personnel investigations, nor authorize future vacation or Telestaff entries. OICs can, when requested by a supervisor, attempt to assign AER via the AER last minute email system (requires additional RMS training and access rights).

4. **ACTS IN THE CAPACITY** of a supervisor

5. **IN CASE OF PLANNED LEAVE,** the sergeant may grant the OIC authority to conduct briefing, make beat assignments, and any other administrative details not related to actual supervision

6. **MAY ASSUME INCIDENT COMMAND** at a crime scene or any other scene, absent direction from a supervisor

7. **MAY REQUEST OFFICERS** be held over on a shift providing a supervisor is advised of the situation as soon as possible

8. **MAY APPROVE RMS REPORTS** and hard copy reports when trained and provided the necessary access

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-17 Canine Unit**	
	Subject **100 Procedures**	Effective **10/26/16**

Summary:

[41.1.4]

This order describes the policy and procedures for the use of police canines in department law enforcement efforts. For additional information, refer to the K-9 Manual.

A. POLICY

1. **THE K-9 UNIT WILL BE USED** when needed to successfully and/or safely conduct building searches, area searches, tracking, narcotics detection, explosives detection, and/or evidence recovery. Though primarily used as a "locating tool", the dog's physical capabilities and training may be used as a method of force, when reasonable, against criminals or suicidal subjects.

2. **ARS 11-1025** governs the use of dogs in police work

3. **ONLY THE ASSIGNED K-9 HANDLER** shall control his dog except in emergency situations

B. K-9 UNIT ASSIGNMENT

1. **THE K-9 TEAMS ARE NORMALLY** assigned at large. They may not be assigned to a beat or x-ray unit unless approved by a supervisor.

2. **THE K-9 OFFICER MAY BE DISPATCHED** as a primary unit; however, they will be primarily used as a back-up unit to maximize their utilization

3. **THE K-9 TEAM IS RESPONSIBLE** for security checks of commercial, industrial, and construction sites, as well as patrolling high crime areas when not answering calls for service

4. **CALL-OUT PROCEDURE AND COMPENSATION:** Due to the various specialties of each team and complexity of the task (i.e., area searches during inclement weather, explosive searches of large areas, etc.) the entire Unit is subject to call out with the requesting officers' supervisor approval

   ****Note**: K-9 Officers will receive seven (7) hours of "on call" pay per pay period

5. **OTHER AGENCY ASSIST:** K-9 Teams may be assigned to assist other agencies on a case-by-case basis with approval of the shift commander

6. **TRAINING OF OTHER DEPARTMENT EMPLOYEES:** The K-9 Unit shall prepare and conduct the training of other department personnel in the procedures and tactics regarding the utilizations of K-9s as directed

C. K-9 PATROL UTILIZATIONS

The Police Service Dog (PSD) provides officers with a tactical advantage when searching for criminal suspects. This advantage is an invaluable tool in the rapid detection of criminal suspects and protection of officers, all to the end of assuring the safety of the community. A primary function of the deployment of a police service dog is to locate suspects, although depending upon the circumstances, application of the police service dog for protection,

apprehension and safety purposes may be required. Examples of "Patrol Utilizations" may include but are not limited to:

1. Building searches
2. Area searches and tracking
3. Apprehension of serious offenders in flight
4. Subduing emotionally disturbed/suicidal subjects to prevent self inflicted injury
5. Deterrence against public disorder/crowd control

D. GUIDELINES, TACTICS, RESTRICTIONS

1. **THE CANINE HANDLER** has primary responsibility for directing the activities of the search team, absent a K-9 Unit Sergeant

2. **IN THE EVENT** of a conflict between a non-canine unit supervisor and a canine handler regarding a deployment, the handler will summon a K-9 Unit supervisor. If a K-9 Unit supervisor is unavailable, ultimate authority to deploy the canine rests with the handler.

3. **THE OFFICER HANDLING THE CALL** or incident will assist the search team whenever possible

4. **THE SEARCH TEAM OFFICERS** will be briefed by the K-9 Unit supervisor or handler prior to the search on the general search pattern and tactical plan to include:
   a. Whether search is done "on" or "off" lead
   b. Handler will watch the Police Service Dog
   c. Officers are present to provide protection to the handler and tactical advantage when locating the suspect
   d. Assisting officers are to follow directions issued by the handler
   e. Officers **will not** immediately give chase to a suspect who is located and attempts to flee, but will await instruction from the handler
   f. Search team officers will not wander or search in a direction, out of sight, or without knowledge/consent of the handler. This procedure is to protect those involved in the search from unintentional canine induced injuries.
   g. Officers will keep voice and radio communications to a minimum and maintain light discipline to minimize distractions

5. **WHEN SUSPECT IS KNOWN TO BE ARMED:**
   a. Tactical options for requesting SWAT should be considered
   b. Utilize appropriate personal protection equipment by all search team members
   c. Containment and barricade procedures should be followed if the K-9 alerts indicating the suspect's presence unless exigency requires immediate action

6. **PSDs WILL NOT BE UTILIZED TO:**
   a. Search for other animals
   b. Apprehend mentally disturbed persons when a crime is not involved. However, ARS 13-403 does allow use of force to be applied to stop or detain a suicidal subject
   c. Enter crowded public places (bars, theaters, restaurants, etc.)

7. **NO PERSON SHALL WORK OR TRAIN** a PSD (other than the handler) without prior approval of a K-9 Unit supervisor

8. **THE K-9 HANDLER** is responsible for controlling the canine at all times

9. **DEPARTMENT PERSONNEL** shall remain cognizant of a PSD's presence and not engage in horseplay or disruptive behavior that may agitate the canine (unless pre-planned with prior knowledge of the handler as a training exercise)

E. BUILDING SEARCHES

1. **FIRST RESPONDERS WILL SECURE THE SCENE**, refrain from entering the building, and stay clear of any possible point of entry or exit

2. **THE K-9 HANDLER** will decide whether the search is to be done on or off lead. In some instances the PSD may not be utilized at all due to legal requirements and the need to avoid unintentional injury.

3. **CONTAINMENT PERSONNEL** shall avoid looking through windows; standing close to doors or windows and otherwise providing distractions

4. **OFFICERS WILL FOLLOW** the direction of the handler during the search and during any encounter with suspects to avoid injury to assisting officers

F. AREA SEARCHES

1. **IF THE SUSPECT HAS FLED** and is to be tracked:

   a. All personnel will stay clear of the area where the suspect was last seen
   b. Secure the area until the arrival of the handler and the PSD has been deployed

2. **ALL PERSONNEL,** except those assigned to assist the K-9 handler, will stay away from the handler and the dog while being used

3. **ESTABLISH A "HIGH PROFILE" PERIMETER** and do not conduct foot searches within the perimeter without approval and knowledge of the incident commander or K-9 handler

4. **NO ONE** will do anything to distract the dog, i.e., loud talking, flashing a light, etc.

5. **OFFICERS SHOULD BE** aware of wind direction at all times to avoid their scent being blown into the perimeter and distracting the K-9

6. **REMAIN ATTENTIVE** to persons attempting to leave the secured areas. Officers on perimeter will not write reports etc. while on post.

G. NARCOTIC DETECTION UTILIZATIONS

The narcotic certified PSDs are able to detect marijuana, cocaine, heroin, and methamphetamine. All department narcotic detection dogs will be certified annually by the National Police Canine Association (NPCA).

Rev

*__NOTE__: Due to changes in the law regarding marijuana usage and possession, not all narcotics certified PSDs are trained to detect marijuana.

1. **THE HANDLER WILL ENSURE** proper safety precautions prior to the search to prevent ingestion of narcotics or other injury to the PSD. The handler has ultimate authority on deployment of the PSD based on the circumstances of the search needed.
2. **HANDLERS WILL COMPLETE A SUPPLEMENTAL REPORT** to the requesting officer's original report when the PSD alerts to the presence of narcotics detailing the K-9s training, experience when and date of last certification

H. EXPLOSIVE DETECTION UTILIZATIONS

1. **THE PURPOSE OF THE EXPLOSIVE-CERTIFIED K-9** is to assist in detection and location of explosive substances. *The K-9 handler is not a bomb technician and cannot disarm or dispose of any explosive.*

2. **IN THE EVENT OF A BOMB THREAT**, follow the procedures outlined in General Order F-13. The explosive detection K-9 team may be used to assist in searching for a device.

3. **IF AN OFFICER OR CITIZEN FINDS A DEVICE** that is obviously an explosive or explosive device, call a bomb disposal unit. Do not call for the explosive detection K-9 to confirm what is already known.

I. ARTICLE/EVIDENCE DETECTION UTILIZATIONS

PSDs trained in this detection are not searching for specific types of items but for human odor transferred to it. The ability to locate such items is dependent on environmental conditions and length of time the item has been exposed.

1. **THE PSD CANNOT DISCRIMINATE** one human odor from another and therefore cannot link a suspect to the item. Further forensic examination will need to be conducted of the located item.

2. **UTILIZE STANDARD CRIME SCENE** management procedures to prevent further contamination of the area with human odor

3. **CONDUCT MANUAL SEARCH FOR ADDITIONAL** evidence (i.e. shoe/tire impressions, blood or other bodily fluids)

4. **USE OF THE PSD MAY DAMAGE** other types of evidence in search area. The case officer shall confer with the handler and decide on use of the PSD unless so directed by a supervisor.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-18 USE OF NALOXONE**	
	Subject **100 Guidelines**	Effective **09/22/17**

Summary This policy describes the process for the use of naloxone (Narcan®) to effectively treat the immediate effects of opioid overdose and reduce the fatalities associated with opioid overdoses. Naloxone nasal spray is intended for the emergency treatment of known or suspected opioid overdose, as manifested by respiratory and or central nervous system depression. Naloxone nasal spray is intended for immediate administration as emergency therapy in settings where the presence of opioids may present a risk of overdose or death. **Naloxone nasal spray is not a substitute for emergency medical care.**

A. POLICY

In order to treat the immediate effects of opioid overdose and to reduce related fatalities, Chandler police officers may administer naloxone when**,** based on their training and experience, they reasonably believe that a person shows symptoms of an opioid drug overdose, or a fellow officer has been accidentally exposed to an opioid drug.

1. Only personnel trained in the administration of Naloxone are authorized to use it in the field or their work area

2. Authorized officers will carry Naloxone kits either on their person or in their assigned police vehicle

B. DEFINITIONS

1. **NALOXONE** - (also referred to by the brand name Narcan®) – Opioid receptor antagonist and antidote produced in an intranasal form used to reverse the effects of an opioid drug overdose

2. **OPIOIDS** - a synthetic opiate drug such as fentanyl, morphine, buprenorphine, codeine, hydrocodone, hydromorphone, oxycodone, methadone, and oxymorphone

C. PROGRAM ADMINISTRATION

1. **THE TRAINING LIEUTENANT** is responsible for appointing a Naloxone Coordinator (NC) to oversee the program. The NC is a sworn officer assigned to the Training Unit and is responsible for managing product and distribution.

2. **THE NALOXONE COORDINATOR ENSURES**:
   a. Naloxone kits are current, not past the expiration date, and include:
      1) Instructions for administering Naloxone

2) Standard CPD approved delivery system

b. Naloxone kits are assigned for field use

c. Damaged, expired, or used Naloxone kits are replaced

d. Authorized personnel are trained on use and store the kits

D. PROCEDURE

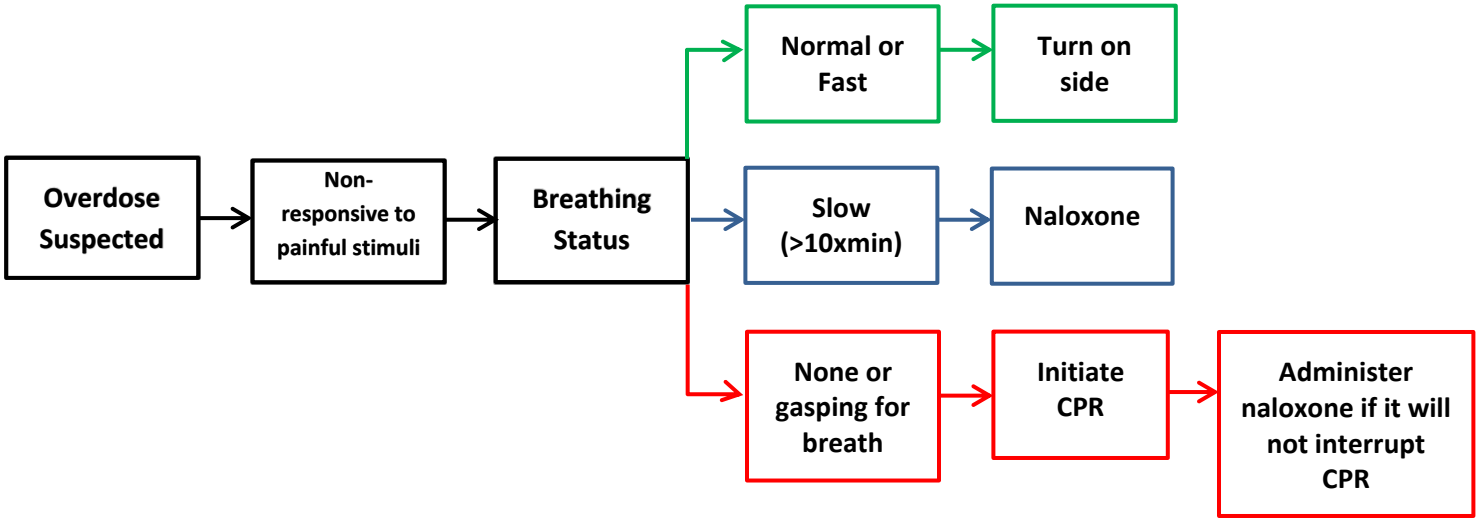
Responding officers will assess any subject potentially experiencing an opioid overdose in order to determine unresponsiveness, breathing, and other indications of opiate overdose and request communications to notify EMS immediately

1. **POSSIBLE INDICATORS OF OVERDOSE**
   a. Pale clammy skin
   b. Very infrequent or no breathing
   c. Deep snoring or gurgling (death rattle)
   d. Not responsive to stimuli (such as shaking, yelling, sternal rub, etc.)
   e. Slow heart beat/pulse
   f. Blue lips and or fingertips
   g. Pinpoint pupils, even in a darkened environment
   h. Evidence of ingestion, inhalations, and injection (needles, spoons, tourniquets, needle tracks, bloody nose, etc.)

2. **IF AN OPIATE BASED OVERDOSE** is suspected, the officer shall use universal precautions and protections from blood borne pathogens and communicable disease

3. **THE OFFICER MAY THEN:**
   a. **STIMULATE** – Utilizing the sternal rub or other approved method to induce reflex response of the suspected overdosing individual. This should cause pain and the person should respond with purposeful movement.
   b. **CALL FOR EMS** if they have not been dispatched
   c. **CHECK THE AIRWAY** for obstructions, remove as necessary. Open airway utilizing the head tilt/chin lift, and look, listen, and feel for breathing
   d. **BEGIN CPR** if the individual is not breathing
   e. **EVALUATE** - Observe if the person has responded/begun breathing. If yes, lay person in recovery position. IF PERSON IS NOT BREATHING, PROCEED TO NEXT STEP.
   f. **NALOXONE MUCOSAL NASAL SPRAY (NARCAN)** – Remove nasal spray from packaging and administer a full dose of naloxone in either nostril of the individual
   g. **EVALUATE AGAIN** – If there is no immediate change in responsiveness and breathing, continue CPR for 3-5 minutes
   h. **IF STILL NO CHANGE** administer second dose of naloxone, if available

4. **NALOXONE ALGORITHM**



5. **UPON EMS ARRIVAL,** officers will inform EMS:
   a. Whether they have administered naloxone
   b. The number of doses administered

E. TRAINING

EMPLOYEES AUTHORIZED to use naloxone will receive AZ POST approved training in the proper use and deployment of naloxone in accordance with the laws of the state of Arizona and the Chandler Police Department Policies and Procedures

F. DOCUMENTATION

Following the administration of naloxone, the officer shall submit a general offense report detailing the nature of the incident, the care the individual received, the fact that the Naloxone was deployed, and the number of doses administered

1. **MANDATORY STATE REPORTING**
   In accordance with the Governor's Executive Order, both the Police and Fire departments are mandatory reporting agencies. A mutual agreement exists between Police and Fire, and the following applies:

   a. Fire department will complete the form for any living patient

   b. Police will complete the form for any deceased person where opioid/opiate overdose is the suspected cause

   c. The patrol case officer will complete the pre-hospital opioid/opiate reporting tool form and forward it to Records

   d. Records enters the information into the online reporting system monitored by the Arizona Department of Health Services

   e. Patrol case officers are responsible for the completion of the form, even if CIB responds for the investigation

2. **MANDATORY REPORTING** shall remain in effect for the duration of the executive order or as required by state and federal law

G. USE OF BODY WORN CAMERA (MANDATORY)

1. **BECAUSE IT IS COMMON FOR SUBJECTS** who receive Naloxone during an overdose situation to become combative upon recovery, officers are required to activate their body worn camera during these incidents

2. **IN THE EVENT** the officer's body worn camera is inoperable or one is not available, **officers may still administer the naloxone**

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-19 COMMUNITY HEALTH**	
	Subject **100 Behavioral Health Unit**	Effective **02/10/23**

Purpose

The purpose of this policy is to establish operational guidelines for the Behavioral Health Unit (BHU)

A. POLICY

The Behavioral Health Unit coordinates a multidisciplinary approach in assisting individuals in crisis to improve their quality of life, reduce exposure to the criminal justice system, and refer them to appropriate community services.

B. MISSION

The Behavioral Health Unit establishes relationships and enhances transparency through education, partnerships, and community engagement regarding persons in crisis.

BHU is comprised of specially trained and equipped officers committed to safety, understanding, and compassion when working with persons experiencing a mental health, behavioral health, and/or substance abuse crisis.

C. OPERATIONAL DUTIES

1. **SERVE MENTAL HEALTH** commitment orders

2. **ASSIST PATROL WITH IN-PROGRESS CALLS** for service of people in crisis, specifically calls related to mental health, behavioral health, suicidal subjects, and substance abuse disorders

3. **COLLABORATE** with community partners, mental health providers, and case managers to conduct follow up with persons previously identified through referrals by department members and/or high volumes of calls for service

4. **THE FOLLOW UP IS INTENDED** to connect the persons with resources they may benefit them and reduce the amount of calls for service generated through early intervention

5. **COORDINATE WITH MENTAL HEALTH** service providers, court systems, and jails

D. ORGANIZATIONAL STRUCTURE

1. **A LIEUTENANT** maintains functional supervision and coordination, providing standardization and accountability for the program

2. **THE ASSIGNED SERGEANT** maintains supervision and coordination over the daily activities of the team, including the following:

   a. Assign officers follow up cases, as needed
   b. Managing equipment and supplies
   c. Liaison with other agencies involved in the mental health community

d. As the Crisis Intervention Coordinator, manage the department's CIT program and partnership with East Valley CIT collaboration
e. Facilitate in-house Crisis Intervention Training

3. **BHU OFFICER** responsibilities:

a. Serve mental health commitment orders and coordinate with mental health providers on future services
b. Provide assistance to patrol by responding to calls for service involving people in crisis
c. Stay current with best practices in the field through continued partnership with other agencies and community partners
d. Assist in the creation and implementation of crisis intervention related training within the department
e. Conduct follow up with mental health providers to assure resources are extended to persons in crisis

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-19 COMMUNITY HEALTH**	
	Subject **200 Persons Affected by Mental Illness or in Crisis**	Effective **02/10/23**

Summary

[41.2.8] This order provides guidelines for responding to incidents involving mentally impaired persons

A. POLICY

Title 36, Chapter 5 Arizona Revised Statutes requires members of a police department to properly manage situations involving persons who display symptoms of serious mental illness and/or are a danger to themselves or others

B. DEFINITIONS

Term	Definition
1. Admitting Officer	A psychiatrist or other physician or psychiatric and mental health nurse practitioner with experience in performing psychiatric examinations who has been designated as an admitting officer of the evaluation agency by the person in charge of the evaluation agency
2. Mental Illness	Refers collectively to all diagnosable mental disorders and health conditions involving significant changes in thinking, emotion, and/or behavior, distress, and/or problems functioning in social, work or family activities (source: American Psychiatric Association)
3. Person Affected by Mental Illness or in Crisis	An individual's emotional, physical, mental, or behavioral responses to an event or experience that results in trauma. A person may experience crisis during times of stress in response to real or perceived threats and/or loss of control and when normal coping mechanisms are ineffective. a. Symptoms may include emotional reactions such as fear, anger, or excessive giddiness; psychological impairments such as inability to focus, confusion, nightmares, and potentially even psychosis; physical reactions like vomiting/stomach issues, headaches, dizziness, excessive tiredness, or insomnia; and/or behavioral reactions including the trigger of a "fight or flight" response or suicide ideations b. Any individual can experience a crisis regardless of previous history of mental illness
4. Danger to Self (DTS)	ARS 36-501 defines "Danger to Self" as behavior that, as a result of a mental disorder: a. Constitutes a danger of inflicting serious physical harm upon oneself, including attempted suicide or the serious threat thereof, if the threat is such that, when considered in the light of its context and in light of the individual's previous acts, it is substantially supportive of an expectation that the threat will be carried out

	b. Without hospitalization, will result in serious physical harm or serious illness to the person, except this definition does not include behavior that establishes only the condition of having a grave disability
5. Danger to Others (DTO)	ARS 36-501 defines "Danger to Others" as: The judgment of a person who has a mental disorder is so impaired that he unable to understand his need for treatment and as a result of his mental disorder his continued behavior can reasonably be expected, on the basis of competent medical opinion, to result in serious physical harm.
6. Mental Disorder (MD)	ARS 36-501 defines "Mental Disorder" as: A substantial disorder of the person's emotional processes, thought, cognition or memory. Mental disorder is distinguished from: a. Conditions that are primarily those of drug abuse, alcoholism, or intellectual disability, unless, in addition to one or more of these conditions, the person has a mental disorder b. The declining mental abilities that directly accompany impending death c. Character and personality disorders characterized by lifelong and deeply ingrained antisocial behavior patterns, including sexual behaviors that are abnormal and prohibited by statute unless the behavior results from a mental disorder

C. SYMPTOMS

1. Radical changes in personality
2. Impaired functioning
3. Distorted sense of objective reality
4. Delusion
5. Hallucination
6. Paranoia
7. Periods of depression
8. Periods of elevated mood
9. Persistent feelings of apprehension, tension, or uneasiness accompanied by physical symptoms
10. Phobias
11. Panic attacks
12. Obsessive compulsive behavior
13. Suicidal ideations

D. DISPATCHING CALLS

DISPATCHING POTENTIAL MENTAL HEALTH in progress calls:

1. Attempt to find an available Crisis Intervention Team (CIT) trained officer working in the precinct
2. If no CIT trained officer is located in the precinct, check the other precincts for a CIT trained officer
3. Dispatch at least one CIT trained officer if not two CIT trained officers to manage the call, in addition to the beat officer

E. RESPONSE TO PEOPLE IN MENTAL CRISIS

WHENEVER PRACTICAL consider the following when managing a person affected by mental illness or in crisis:

1. **IT IS PREFERABLE TO UTILIZE A CIT TRAINED OFFICER,** if available
2. **REQUEST A BACKUP OFFICER** respond in cases where a person affected by mental illness or in crisis will be taken into custody
3. **AVOID USING EMERGENCY LIGHTS AND SIRENS** when possible
4. **TAKE STEPS TO CALM THE SITUATION.** Unless circumstances indicate an imminent danger, officers should attempt to deescalate the situation utilizing time and space whenever practicable
5. **MAINTAIN OFFICER SAFETY PRACTICES** while adopting a calm demeanor when such demeanor is possible and practical
6. **WHEN CONTACTING OR INTERVIEWING PEOPLE IN CRISIS**:
   a. **Allow the person to vent difficult emotions** by listening to the person. This does not imply the person should be allowed to take any action that creates a danger to self or others
   b. **Attempt to avoid topics** that may agitate the individual (e.g., threatening the individual with arrest)
   c. **Be as truthful** as it is possible/safe to be
   d. **Acknowledge hearing and understanding** the person's statements and perceptions without validating or agreeing with dangerous or unreal statements or perceptions
   e. **Avoid multiple officers speaking at once** when possible. Multiple people speaking at once can create communication issues and escalate the situation
   f. **Ask one question at a time.** Complicated questions (such as *where were you when you heard that, what exactly did you hear, and who said it?*) or multiple questions in succession should be avoided
   g. **Allow time to process.** Some people affected by mental health impairment need much longer amounts of time to process even simple questions. Pause silently after questions or statements
   h. **Attempt to eliminate distractions and irritants.** Other people (including family), loud noises, and other distractions can interfere with de-escalation attempts
   i. **Use of open-ended questions** is encouraged (typically "what/who/how/when/where" questions). Open-ended questions invite the person to speak at length and reduce misunderstandings. Avoid yes/no questions and/or forced-choice questions (questions that ask the person to choose from limited options provided by the questioner) when possible
   j. **Do not ask leading or suggestive questions.** Avoid questions that suggest the desired or expected answer
   k. **Repeat back** what you heard the person say demonstrating your understanding and allowing them to correct your understanding if necessary
   l. **Ask specifically if the person is suicidal** if there is indication that they are. It is best to ask directly if they plan to kill themselves or hurt themselves or someone else

m. **Explain the situation** when doing so will not harm the investigation or anyone's safety
n. **Do not make promises you cannot keep**

7. **GATHER INFORMATION ON THE INDIVIDUAL** from witnesses, acquaintances, and family members
8. **OFFER MENTAL HEALTH REFERRAL** information to the individual and/or family members
9. **CONTACT A MOBILE CRISIS TEAM** for assistance
10. **OFFICERS SHOULD USE A CIT TRAINED OFFICER** when at all possible when attempting to conduct an interrogation with a mentally ill individual

F. EMERGENCY PSYCHIATRIC EVALUATION PROCEDURES

The following procedures apply when a person, as a result of a mental disorder, is a danger to himself or others, and is likely without immediate hospitalization to suffer serious physical harm, or serious illness, or is likely to inflict serious physical harm upon another person

Figure 1. **Emergency Evaluation Procedures**

Area	Procedures
1. Contact Information	a. **Adult** Contact CR288 Community Bridges Access Point (CB) 358 E. Javelina Ave. Mesa, AZ 85210 (877) 931-9142 Connections AZ Urgent Psychiatric Care Center (UPC) 1201 S. 7th Ave., Suite 150 Phoenix, AZ 85007 (602) 416-7600, 7601, 7605 b. **Juvenile** Contact CR288, Crisis Response Network (602) 222-9444, or La Frontera of AZ – EMPACT (480) 784-1514 If needed, contact AZ Dept. of Child Safety (DCS) (602) 255-2500 If child abuse is suspected and mental health is involved, notify an on duty supervisor before calling the Child Abuse Hotline (888) 767-2445
2. Who May Request Evaluation	Application must be made by a person with knowledge of the facts requiring emergency admission (does not have to be based on first hand observations). The applicant may be**:** a. A relative or friend of the person b. A peace officer c. The admitting officer d. Another responsible person e. Doctor/Medical Director/Nurse of outpatient treatment center

3. General Procedures	a. Contact CB or UPC to see if a caseworker is assigned. If person has no prior contact with CB or UPC: 1) Arrange for a psychiatric assessment 2) Explain the circumstances and the subject's behavior to a specialist to determine • Whether to transport subject to CB or UPC • If the subject is a danger to self or others • What actions to take to protect all present b. If not satisfied with decision, ask to speak to a supervisor 1) Explain circumstances to supervisor. CB or UPC must accept the person if the situation is serious and the officer has no alternative. 2) On advice of the admitting officer, apprehend and transport person to evaluating agency
4. Time Limitations	a. For emergency psychiatric admission: May not be detained longer than **24 hours** (excluding weekends and holidays) **without** court-ordered evaluation b. Subject will be **evaluated for 72 hours if** a court-ordered evaluation is obtained
5. Peace Officer Application For Emergency Admission	**You do not need to personally observe the behavior in question** a. You or someone in your presence notifies CB or UPC by telephone b. You may take the person into custody and transport the person to the assigned agency for screening c. Complete ADHS/BHS forms MH-100 and MH-104, make a copy for Records, and submit original document to the accepting facility d. **Complete a general offense** report documenting the incident e. **Ensure copies** of all submitted documents are **scanned** into the general offense report
6. Hospitalized Patient Seriously Mentally Ill	a. Request the hospital to contact CB or UPC and explain the need to the staff b. Verify permission to transport c. With permission of CB or UPC, transport to Magellan UPC
7. Violent Adult Affected by Mental Illness	a. Use appropriate arrest and restraint procedures b. Provide protection for all assisting personnel (e.g., ambulance drivers, hospital attendants) c. Detain and deliver directly to CB or UPC ensuring safe and proper delivery
8. When A Person Has Committed A Crime and It Is Preferred that the Person:	a. **Receive emergency admission for psychiatric evaluation** rather than being arrested and detained: 1) Request emergency psychiatric evaluation first 2) Request a complaint as needed later b. **If arrested and detained**: 1) Do not request emergency psychiatric evaluation 2) Allow a relative or other person to file for a petition if needed
9. Transportation Considerations Prior To Transport	a. Search impaired person b. Use restraints that take into account physical condition c. Use two officers to transport when necessary d. Make every effort to locate and bring all medications the person requires e. **If a juvenile, do not transport until legal status (emancipation) is determined**

	Officers may take weapons into CB or UPC and secure them in the area provided
10. Documentation	Complete a general offense report including when a seriously mentally impaired person is transported. Include: a. Factual basis which indicates the commitment was necessary b. Statements from witnesses c. Supplemental reports from all officers involved d. Date and time of service e. Phone calls to referral agencies f. Transport

G. MENTAL HEALTH COMMITMENT ORDER

[74.1.2]

Definition: A mental health commitment order is a legal process issued by an admitting officer or a court requiring a peace officer to take custody of a subject and deliver the subject to a specified location. A mental health commitment order has a service life of 14 days.

Figure 2. **Commitment Order Procedures**

Responsible Party	Procedures
Court / Medical Professional	1. Sends a fax advising Communications of the order and the subject's condition, demeanor, or special instructions **MENTAL HEALTH ORDERS**: a. **Signed by Admitting Officer** – Authorize police to apprehend and transport to a mental health agency. Police may **not** force entry into constitutionally protected areas based on this type of order unless justified by exigent circumstances or emergency aid exception. b. **Signed by Judge** – Authorize police to apprehend and transport to a mental health agency. Police may force entry only into subject's residence or any other location specifically listed in the order. Police may not force entry into any other constitutionally protected area unless justified by exigent circumstances or emergency aid exception.
Communications	2. Call the CB or UPC to confirm validity of the order 3. Enter call into CAD 4. Make two copies of the order; one to go with the subject and one to go with the general offense 5. Provide precinct sergeant with all documentation related to the order 6. **Assign two** officers for pick up if precinct sergeant determines that service will be attempted 7. **Enter a delayed call for service** for the next shift if subject cannot be located 8. If not served after three attempts, contact CB or UPC to determine whether or not to continue to attempt service 9. Document in CAD all information including CB's or UPC's instructions
Precinct Sergeant	10. **Review documents and contact CB or UPC to obtain additional information/documentation** about any potential threats posed by the subject 11. Run a criminal history check, address check, and Coplink check for any history of violence

Precinct Sergeant	12. If pickup will be attempted, determine necessary resources, generate a plan for service, and assign a call for service 13. If order is from UPC, you may contact UPC and request to transport the person to CB. UPC will call CB and provide the proper paperwork. Call CB and inform them you have a UPC order and are bringing the person to their facility. 14. If forced entry is determined to be necessary, contact the watch commander to decide whether it will be attempted. All forced entries will be made by SWAT unless immediate entry is required based on imminent threat posed by the subject to self or others. If the subject is located and detained, police will deliver the subject and paperwork to requestor.
Assigned Officer	15. **Document if subject is located** and any actions taken (subject apprehended or decisions not to apprehend) in a general offense report, specifically any contact with the subject 16. Document all attempts in a general offense report **if subject cannot be located** and notify Communications to enter a delayed call for service for the next shift 17. Record the report number on front of the **committal order copy** and **submit to Records** for scanning. **Document** in the report any **weapons or property seized** for safekeeping.

H. MERCY CARE CRISIS TEAM

OFFICER SHOULD REQUEST a mobile crisis team to officer's location when officer is not doing a committal but does not feel comfortable leaving person without services. Mercy Care Crisis Hotline: 602-222-9444 available 24 hours a day.

I. CIVIL STANDBY

MENTAL HEALTH SPECIALISTS: In situations involving a mental health specialist requesting a standby with a patient, stand by until the mental health specialist leaves or feels that the officer's presence is no longer needed

J. TRAINING

[41.2.7]

1. Newly hired employees receive documented training at the time of job entry
2. Training information will include: Recognition skills, verbal de-escalation techniques, and accessing immediate resources for assistance
3. **RECRUITS** receive documented training on mental impairment at the academy
4. Employees receive documented annual refresher training on mental impairment
5. All CIT trained officers will attend at least annually a four-hour CIT continuing training hosted by the East Valley CIT Program Collaboration or another comparable CIT training

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-20 RESERVE OFFICER PROGRAM**	
	Subject **100 Rules and Regulations**	Effective **02/10/20**

SUMMARY: This order establishes the rules and regulations governing reserve officers.

A. POLICY

1. **RESERVE OFFICERS WILL COMPLY** with all City and departmental rules, regulations, and policies

2. **RESERVE OFFICERS WILL SPEND** the majority of their efforts augmenting the Department in the manner most beneficial to both parties based on their training and experience. All reserve officers will work half of their yearly required hours (48) in a uniformed capacity. Assignments may include but not limited to:
   a. Patrol – ride along, fleet
   b. Community Services – Block Watch, Open houses
   c. Training – Range, Defensive Tactics
   d. CIB – clerical, cold case review

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3 **PERSONNEL IN ALL CLASSIFICATIONS** are responsible to maintain their AZ POST certification

B. RANK

1. **RANK:** All reserve officers regardless of classification will hold the rank of reserve officer, relinquishing a previous rank held as a full-time member of the department.

2. **RETIRED PERSONNEL WILL MAINTAIN THEIR RANK** when representing the department at functions as a retired member and not as a reserve officer

C. CLASSIFICATIONS

	Retired Officer Reserve	Former Officer Reserve	Regular Reserve Officer
1. **Definition**	Upon retirement, a Chandler police officer who elects to enter into the reserve program	Upon separation from the department in good standing and after having been released to solo status, a Chandler police officer elects to enter into the reserve program with conditions listed below	An individual hired by the department to provide service on a non-salaried basis and who is granted full arrest authority after completing an AZ POST-certified academy
2. **Entering program** [16.1.2]	At retirement, and with the approval of the Chief, are appointed to reserve status within 30 days of resignation without going through the recruitment and selection process	At separation, and with the approval of the Chief, and appointed to reserve status within 30 days of resignation without going through the recruitment and selection process	Must satisfactorily complete all employment requirements of regular officers
3. **Require-ments**	a. Maintain AZ POST certification requirements outlined in AZ POST Rules and	a. Maintain AZ POST certification as outlined in AZ POST Rules and Procedures Manual	a. Hiring qualifications criteria for reserve officers are the same as those used for full-time officers

	Retired Officer Reserve	Former Officer Reserve	Regular Reserve Officer
	Procedures Manual, R13-4-111 through R13-4-113 b. Retired officers entering the Reserve program are held accountable for the duties described in Section F Reserve Officer Duties of this order	Section R13-4-111 through R13-4-113 b. Is held accountable for the duties and requirements described in Section F Reserve Officer Duties of this order	(See B21) [16.1.2] b. Must complete an AZ POST-certified training academy comparable to that of a full-time officer prior to carrying a weapon or making an arrest, except as part of a formal field-training program for these functions.. (*May omit from formal training topics related to functions not performed by reserve officers*) [16.3.3] c. Is held accountable for the duties and requirements described in section F of this order d. Must maintain AZ POST certification requirements as outlined in AZ POST Rules and Procedures Manual, Sections R13-4-11 through R13-4-113 e. Must be trained in any assigned function
4. Uniform / Equipment	The department will issue an officer badge and necessary equipment and uniforms so as to not be distinguishable from a regular officer	The department will issue an officer badge and necessary equipment and uniforms so as to not be distinguishable from an officer	The department will issue an officer badge and necessary equipment and uniform so as to not be distinguishable from an officer
5. Pay	May provide services on a paid or non-paid basis. May be paid as temporary employees under the following conditions: a. Paid duties may include: 1) Desk officer 2) Traffic control when no regular status officers are available 3) Other assignments within the department at the discretion of the Chief of Police b. Paid hours: Supervisors will be aware of mandatory retirement membership constraints per ARS 38-711, 23(b) when scheduling officers and should not schedule more than 19 paid hours per workweek (Workweek is defined as Sunday 12:01 a.m. through	May provide services on a paid or non-paid basis. May be paid as temporary employees under the following conditions: a. Paid duties may include: 1) Desk officer 2) Traffic control when no regular status officers are available 3) Other assignments within the department at the discretion of the Chief of Police b. Paid hours: Supervisors will be aware of mandatory retirement membership constraints per ARS 38-711, 23(b) when scheduling officers and should not schedule more than 19 paid hours per workweek (Workweek is defined as Sunday 12:01 a.m. through	a. All reserve officer training and service is voluntary b. Duties may include: 1) Patrol operations performed for the purpose of detection, prevention, and suppression of crime, or enforcement of state traffic or criminal laws 2). Traffic direction or crowd control assistance with or without immediate supervision 3) Maintaining public order during riots, insurrections, or natural disasters 4) Other assigned duties, such as clerical support, communications, desk duty, jail transport, etc.

	Retired Officer Reserve	Former Officer Reserve	Regular Reserve Officer
5. Pay, cont.	Saturday midnight) c. Paid hours will conform to departmental needs 1) The appropriate lieutenant will complete a written request for a paid reserve and forwarded it to the Chief for approval 2) Full-time personnel will not be moved or transferred in order to allow a reserve officer to work for pay d. Hourly pay: 1) "Topped out" officers or supervisor: top officer pay 2) Others: The pay scale at which the officer left full-time employment	Saturday midnight) c. Paid hours will conform to scheduling needs 1) The appropriate lieutenant will complete a written request for a paid reserve and forwarded it to the Chief for approval 2) Full-time personnel will not be moved or transferred in order to allow a reserve officer to work for pay d. Hourly pay: 1) "Topped out" officers or supervisor: top officer pay 2) Others: The pay scale at which the officer left full-time employment	

D. IN-SERVICE TRAINING

[16.1.5] [16.1.6]

ALL RESERVE OFFICER TRAINING IS REQUIRED. There will be no pay for training. All reserve officers shall complete the following training to maintain AZ POST certification:

1. Eight hours of continuing education each calendar year

2. Eight hours of proficiency training every three years

3. Qualification with service weapon, judgment shoot, weapons proficiency, and participation in use of force training at least once per calendar year. All reserve officers are, however, encouraged to participate in all department firearms training.

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E. UNIFORMS AND EQUIPMENT

REQUIREMENTS FOR RESERVE OFFICERS' uniforms and equipment are the same as a regular full-time officer's with the following exceptions:

1. **RESERVE BADGES:** Identical to officer, except the numbering sequence:

   Reserves: Four-digit badge numbers beginning with the number 2000 (next in sequence)

2. **RADIOS AND FLASHLIGHTS:** Reserve officers will check out a radio and flashlight for their shifts and return them at the end of shift. Reserve officers will coordinate the checkout with the quartermaster.

F. DUTIES

1. **MEETINGS:** Reserve officers are required to attend scheduled meetings on the date and time set

   a. If unable to attend a meeting, reserve officer must advise the reserve coordinator prior to the meeting time and give the reason for his absence
   b. Failure to attend a meeting without an excused absence is cause for disciplinary action
   c. A second violation in any twelve-month period may result in dismissal

2. **MANDATORY WORK TIME**

   a. Reserve officers are required to work a minimum of 16 hours every two months, including time spent working as a paid reserve, volunteer reserve, training, and reserve meetings
   b. Failure to meet the 16-hour minimum for two months in any 12-month period may result in dismissal
   c. If unable to respond to a duty assignment because of injury or illness, the reserve officer must notify the reserve coordinator

3. **DUTY STATUS**

   a. Reserve officers are considered on duty when they are engaged in an assignment or a tour of duty assigned by the patrol shift sergeant or other authority
   b. Reserve officers do not have **police officer authority** unless they are specifically on duty as defined above

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4. **TIME ACCOUNTING:** All reserve officers will complete a time accounting sheet outlining the hours/dates worked and submit to the reserve coordinator at the end of each pay period

G. EMPLOYMENT BENEFITS

ALL RESERVE OFFICERS are covered while on duty with the following:

1. Workman's Compensation
2. The same liability protection as that of the full-time officers

H. AUTHORITY/RESTRICTIONS

RESERVE OFFICERS:

1. **HAVE FULL AUTHORITY** when engaged in an assignment or tour of duty and are under the supervision either directly or indirectly of a sworn supervisor

2. **ARE NOT AUTHORIZED** by virtue of their status as reserve officer to carry a concealed weapon when not on duty. Exception: Retired officer reserves are authorized to carry concealed weapons

3. **WILL REFRAIN FROM TAKING POLICE ACTION** while not on duty except when life or property would be seriously jeopardized or to go to the aid of a regularly commissioned police officer. If a reserve officer takes such action, he will do so as a private citizen only.

4. **MAY CARRY** their commission card and badge while off duty but display it only when requested by any police officer

5. **WILL NOT WEAR** their regulation uniform in full or in part except in the line of authorized duty or at functions authorized by the Chief of Police. They shall not participate in any police function in civilian clothing without prior approval of the ranking patrol supervisor or other competent authority.

I. SUPERVISION

1. **ANY REGULAR POLICE OFFICER** but normally only police supervisors will direct reserve officers on duty

2. **THE RESERVE COORDINATOR**, appointed by the Chief of Police, will

   a. Work directly with the, Field Operations Division assistant chief and supervisors, CIB supervisors, and Support Services supervisors to ensure that needed reserve officers are available for special functions and peak activity times
   b. Be responsible for the following:
      1) Supervising and coordinating all reserve officers
      2) Maintaining an accurate list of the names, addresses, and phone numbers of the reserve members in order to call the officers to duty if an emergency should arise
      3) Developing monthly work schedules
      4) Compiling activity records at the end of each month with detailed records of each individual and the entire reserve program
      5) Ensure completion of annual documented performance evaluations following guidelines listed in B-24.100 Performance Evaluations: Procedures [35.1.2]

J. RESIGNATION OR DISMISSAL

1. **UPON RESIGNATION**, a reserve officer shall immediately notify the Chief of Police in writing and turn in all issued equipment

2. **IF DISMISSED** for any reason, there is no right to an appeal process of any sort. The Chief's decision to dismiss a reserve officer is final.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-21 COMMUNITY PATROL PROGRAM**	
	Subject **100 Description**	Effective **12/10/21**

Summary:

Rev

This policy provides guidelines by which officers, Police Aides and VIPs may track directed patrol activities through door hanger programs.

A. OVERVIEW

1. **THIS PROGRAM PROVIDES A MEANS** to increase both the perceived and real effectiveness of the beat officer in the community

2. **DOOR HANGERS** are community policing tools used to educate and alert citizens of security issues officers have observed on their premises or to inform residents who are on vacation of our presence

B. NIGHT EYES PROGRAM

1. **PRIMARY RESPONSIBILITY:** Midnight shift officers

2. **PROCEDURES:** The officer will inspect the premises of closed businesses each night on their shift

   a. Check all exterior doors and windows, noting anything unusual on the premises and making suggestions to make the premises more secure
   b. Fill out a door hanger and leave in an appropriate place on the business, such as under the door or in a mail slot
   c. Note the inspection in the officer's unit history
   d. Each officer will conduct these checks as directed by their supervisor

Rev

C. FOOTPRINTS

1. **THE PRIMARY RESPONSIBILITY:** Day and swing shift beat officers

2. **PROCEDURES:** Inspect the residences of those on vacation in the assigned beat using vacation information from the briefing notebook

   a. Check all exterior doors and windows, including the garage door; noting anything unusual and making suggestions to make the premises more secure
   b. Fill out a door hanger and leave in an appropriate place where the general public would not be alerted that the residents were absent
   c. Note the inspection in the officer's unit history
   d. Each officer will conduct these checks as directed by their supervisor

Rev

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-22 CITIZEN OBSERVERS**	
	Subject **100 Program Description**	Effective **02/10/23**

Summary: This policy provides guidelines for the Citizen Observer Program.

A. POLICY

A citizen observer (CO) may ride in a departmental-owned vehicle or observe support operations in the Police Department during routine operations following the guidelines set forth in this order. The Citizen Observer Program (ride along) is generally restricted to citizens who reside, work, or attend school in the City of Chandler, or family members of Police employees. *Routine operations do not include extra duty assignments.*

B. REQUIREMENTS

1. **A CITIZEN OBSERVER MUST BE AT LEAST 18** years of age with the following exceptions that require the written consent of their parent or guardian:
   a. A Chandler Police Cadet who has successfully attained the probationary cadet status and is 15 years of age or older
   b. Chandler police employee's family member who is 15 years of age or older
   c. Other exceptions may be allowed with the approval of the watch commander

2. **ALL CITIZEN OBSERVERS SHALL COMPLETE A WAIVER OF LIABILITY** form prior to observing, including off-duty officers from other jurisdictions, relatives, and off-duty civilian employees and volunteers

3. **CITIZEN OBSERVERS MUST NOT HAVE A SERIOUS PHYSICAL OR MENTAL CONDITION(S)** that could interfere with the duties of the police officer or cause a potential danger to themselves or others in the law enforcement environment. If a CO displays any such behaviors or conditions during the ride along, the officer must terminate the ride along immediately.

4. **CIVILIAN EMPLOYEES OR VOLUNTEERS** of the Chandler Police Department may ride in department vehicles during routine operations and
   a. **SHALL COMPLETE** the waiver form for each ride and return the form to the Operational Services Section
   b. **ARE RESTRICTED TO THE REGULATIONS** listed in this general order with the variation neither State Compensation nor any other employment benefits cover off-duty civilian employees or volunteers participating in the Citizen Observer Program

Rev

5. **POLICE CADETS**
   a. **Cadets will complete** the "Chandler Police Cadets Ride Along Request Form" and submit it to the cadet advisor for approval. The cadet advisor will ensure the police cadet is experiencing a variety of

shifts and officers while not exceeding his allowed frequency of rides. (See Section B1 for age requirements)

b. **After riding,** the police cadet will return the form to the Cadet Advisor for filing

c. **Allowed frequency** of ride along is as follows:

1)	Cadet Recruit:	Once
2)	Probationary cadet:	Once per month
3)	Cadet:	Once per month
4)	Senior Cadet:	Two per month with prior approval of coordinator and supervisor

C. PROCESSING FORMS

1. **ANY POLICE EMPLOYEE ACCEPTING THIS FORM MUST:**

   a. Accept the CO form verifying signature(s). Witness signature is required

   b. Exceptions:
      1) A command officer/designee may waive the processing time if all the appropriate records checks have been cleared
      2) If a host employee wishes to have an immediate family member (e.g., spouse and dependent children) observe:
         a) The processing time and the records checks may be waived
         b) The host employee must specify on the form their relationship to the CO, and
         c) A supervisor must approve the request

   c. The staff member will forward the forms to Operational Services administrative staff at the Main Precinct

2. **OPERATIONAL SERVICES ADMINISTRATIVE STAFF**

   a. Complete the criminal record checks listed below for patrol and Park Ranger applicants and initial the form in the appropriate space when completed
      1) Warrant check (10-29)
      2) Chandler Record Management System (RMS)
      3) Criminal History Check

   Rev

   b. Document the results in the appropriate places on the waiver form. A felony conviction or serious negative contact with the law enforcement community will constitute grounds for disqualification from the program. If criminal history is found, forward to Patrol lieutenant for review

   c. Forward Communications CO forms to Communications Administrative Assistant for criminal record check and scheduling

   d. Call the CO, schedule the observation time, and file the paperwork according to prescribed procedures
      1) If the citizen requests a date and time that conflicts with a Cadet's scheduled time, re-schedule the Cadet to a later date
      2) Do not schedule two COs to ride with the same officer unless they ride with an officer who is operating a non-caged unit and has the approval of the Field Operations command officer/designee prior to final scheduling. Do not schedule COs to ride with a K-9 officer

   Rev

3. **AFTER THE CITIZEN OBSERVER HAS RIDDEN OR OBSERVED,** and the officer/employee and the CO have completed the form, forward it to the

shift sergeant/supervisor who will forward it to Operational Services administrative staff at the Main Precinct

a. If there are no negative comments from either the CO or the officer, make appropriate entries in RMS
b. Retain all CO forms, including the waiver of liability, for three years from the date of creation in either paper or electronic form

D. SCHEDULING

1. **PARTICIPATION PRIORITIES**

Rev

a. First priority: Chandler police officer applicants in the testing process
b. Second priority: Active participants in the Chandler Citizens Academy
c. Third priority: COs who have appropriately registered for the program
d. Fourth priority: Chandler police Cadets

2. **SCHEDULING GUIDELINES**

a. Frequency
   1) **General public**: Limit the frequency of participation in the program to once every twelve months for five hours, unless pre-approved by a Field Operations command officer/designee
   2) **Active Chandler police officer applicants**: May be scheduled / limited at the discretion of Professional Standards Section
   3) **Cadets** (See Section B5)
   4) **Civilian employees/volunteers**: Once every six months unless assigned by a supervisor (See Section B4)
b. Distribution of COs: No more than one citizen per team per shift, unless approved by a command officer/designee

E. RESTRICTIONS
[71.3.3]

1. **CITIZEN OBSERVERS SHALL NOT CARRY A FIREARM** or other weapon while participating in the program. **EXCEPTION:** AZ POST-certified police officers in good standing may carry a firearm if approved by a shift commander

2. **CITIZEN OBESERVERS SHALL NOT WEAR POLICE INSIGNIA OR CLOTHING** giving the impression they are an officer

3. **CITIZEN OBSERVERS WILL NOT ENTER THE TEMPORARY DETENTION AREA** while prisoners are being processed

4. **NO CITIZEN OBSERVER, INCLUDING THE MEDIA, WILL BE ALLOWED TO ACCOMPANY AN OFFICER INTO A PRIVATE RESIDENCE** unless the CO has permission from the resident

Rev

5. **POLICE SUPPORT OPERATIONS:** Citizens are encouraged to observe the various sections of the Police Department; however, commanders / managers or their designees may restrict access to certain operations of their divisions

F. HOSTING COs

1. **THE LOBBY RECEPTIONIST** will immediately inform the appropriate supervisor of the CO's arrival

2. **SUPERVISOR RESPONSIBILITIES**

   a. Ensure the CO is greeted, escorted to the briefing / observation location in a timely manner, and assigned to a designated host employee
   b. Ensure the signed waiver of liability form is properly completed and approved by a command officer or designee, or the shift supervisor in the absence of a command officer/designee
   c. Ensure the CO and the host employee have read and understand the instructions for the observer program to include the instruction page of the application
   d. Ensure the CO understands the potential risk to their safety
   e. Answer any questions the CO may have about the waiver form
   f. Reject a CO who arrives whose appearance does not meet the standards set forth in guidelines on the citizen observer form or for any other reason deemed appropriate

Rev

3. **BEAT OFFICER HOSTING A CITIZEN OBSERVER:**

   a. Enter the information into the appropriate fields on the MDC
   b. After the CO has ridden, complete the Police Department Use Only Officer/Employee comment section and Observed with section. Return the entire form to your supervisor for review. The supervisor will forward the form to Operational Services administrative staff at the Main Precinct.

Rev

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **F-23 WATER RESCUE INCIDENTS**	
	Subject **100 Guidelines**	Effective **02/10/23**

Summary

This order informs employees to use issued equipment and identifies considerations to be evaluated on a case-by-case basis when responding to a water rescue.

A. POLICY

1. **CHANDLER POLICE DEPARTMENT WILL MAKE AVAILABLE** to all officers a rescue throw bag to assist during any incident involving an attempted rescue of a victim(s) from a body of water

2. **DUE TO THE INHERENT RISKS ASSOCIATED WITH WATER RESCUES,** officer should attempt to exhaust all options available to them before entering the water to perform a rescue. Officers are advised to utilize a personal floatation device when available when a decision has been made to enter the water.

3. **DEPLOYMENT OF RESCUE EQUIPMENT** will be completed in accordance with department approved training

4. **THE USE OF THE RESCUE THROW BAG** has limitations so responding personnel shall ensure that Fire and EMS personnel are responding to the incident as they have advanced training and equipment necessary to water rescues

B. CONSIDERATIONS

1. **WHEN RESPONDING TO A WATER RESCUE INCIDENT** officers should use their training and available equipment to attempt to safely rescue drowning victim(s)

2. **FACTORS AND HAZARDS** to consider before attempting a water rescue:
   a. Swimming competency of the officer
   b. Weight of equipment and uniform worn by officer
   c. Any relevant water survival training received by the officer
   d. Availability of personal floatation devices to the officer
   e. Size of the victim(s)
   f. Victims instinctively grab onto rescuers, potentially compromising the safety of the rescuer
   g. Distance of the victim(s) from the shoreline or location of the officer
   h. Whether the officer has information the victim is attempting to evade police capture or is likely to be combative during rescue attempts
   i. Time of day and lighting conditions
   j. Weather conditions
   k. Specific conditions of water or possible hazards in the water
   l. Time delay of additional resources
   m. Any other safety hazards or considerations

C. OFFICER RESPONSIBILITIES

1. **WHEN DISPATCHED,** officers ensure the Fire Department and EMS personnel have been dispatched

2. **ARRIVING OFFICERS** shall attempt to conduct a water rescue by using a department issued rescue throw bag

3. **A RESCUE THROW BAG** should be thrown to or just beyond the head of the victim

4. **THE RESCUING OFFICER** will then pull the victim back to a safe rescue location so they can be removed from the water

5. **IF PRIOR TO RESCUE** the victim falls below the surface of the water, officers on scene are tasked with keeping track of the last location the victim was seen above water

6. **ANY TIME AN OFFICER** enters the water, it presents a drowning risk to the officer and victim and all options should be considered before a decision to enter the water is made. Officers should always attempt to use a personal floatation device when entering the water due to the inherent risks associated with these incidents

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-01 TRAFFIC ENFORCEMENT**	
	Subject **100 General Guidelines**	Effective **05/26/21**

Summary This order covers general traffic enforcement guidelines for all police personnel**.**

A. POLICY

ALL UNIFORMED FIELD OPERATIONS PERSONNEL are responsible for enforcing traffic laws

B. ENFORCEMENT OBJECTIVES

1. **TO MINIMIZE TRAFFIC COLLISIONS** to a number not to exceed 14 per 1000 residents
2. **TO ACHIEVE VOLUNTARY COMPLIANCE** through uniform enforcement
   a. Criminal traffic law violations: Cite and arrest following General Order E-10
   b. Civil traffic violations: Procedures in this order

C. GUIDELINES FOR TRAFFIC STOPS

[61.1.2]

1. **STRESS QUALITY** over quantity
2. **USE DISCRETION** when deciding whether to issue a citation or warning, considering the following:
   a. Does the violation cause a traffic hazard?
   b. How severe is the violation?
   c. Was the violation inadvertent?
   d. Would a warning correct the behavior?
3. **STOP INDIVIDUALS BASED ON VIOLATIONS ONLY**. Do not stop an individual based only on race, religion, national origin, gender, sexual orientation, or economic status.
4. **USE OVERT, STATIONARY OBSERVATION** for directed and selective enforcement considering high collision locations and citizen requests

D. GUIDELINES FOR HIGH RISK STOPS

[61.1.7]

HIGH RISK STOP is a modified traffic stop where an officer has reason to believe a high violence potential exists and where an established tactical plan is used to minimize danger to officers and suspects

1. **OFFICERS MAY PERFORM** a high risk stop whenever they believe a suspect may be armed, may have committed a violent crime, or when information exists that would lead officers to believe a routine traffic stop may be dangerous

a. **The crime need not be violent** and/or a felony before the tactic can be used. All stops have unknown risk and it is the officer's discretion whether to initiate a high risk stop based on available information.
b. **A supervisor may direct officers** to escalate to a high risk stop or deescalate from a high risk stop

2. **USE TWO POLICE VEHICLES** to initiate a high risk stop and three officers (if possible) before removing suspects from the vehicle. **If probable cause to arrest exists, suspects are then thoroughly searched in accordance with department policies.**

3. **CONTROL HIGH RISK STOPS,** as much as possible, concerning:
   a. Timing of the stop
   b. Stop location
   c. Radio restrictions
   d. Specialized equipment (less lethal, long guns, etc.)
   e. Specialized personnel used (K-9, SWAT, Air support, etc.)

4. **TREAT AS BARRICADE SITUATION** when suspects refuse to exit the vehicle

5. **TRAINING** – High risk stop tactics are taught to all officers during basic training and offered during in-service training. Officers will use tactics consistent with their training. Use appropriate force and tactics that may include a tactical retreat.

E. VEHICULAR CRIMES UNIT (VCU)

[46.1.4] [83.2.6]

1. **A VCU CALLOUT** requires a traffic collision conforming in severity or degree to established criteria, unless approved by the division/shift commander

   a. Responding officer(s) will determine the seriousness of the collision; if major injury or death is involved, the officer will make a supervisor aware of the situation immediately
   b. The on-duty supervisor will immediately notify the following of any major injury or fatality collision
      1) The Shift Commander
      2) The Traffic supervisor
   c. The supervisor will decide whether or not VCU and/or the PIO should be summoned to the scene

2. **CRITERIA FOR A VCU CALL OUT**
   a. When death has occurred or is imminent from collision injuries
   b. When there is a major life-threatening injury as a result of a collision
   c. When there is major property damage (upon approval of the division/shift commander only)
   d. When city or other governmental agency property is involved (upon approval of the division/shift commander only)
   e. Where city liability does or may exist (upon approval of the division/shift commander only)

F. USING TRAFFIC CODE

[61.1.5]

1. **USE APPLICABLE STATE TRAFFIC CODE (ARS Title 28)** for most violations
2. **USE CITY CODE** when no state code applies

G. ENFORCEMENT PROCEDURES

Figure 1. **Enforcement Location Guidelines** [61.1.5]

Enforcement Location	Enforce / Don't Enforce
1. **Non-dedicated streets** with unrestricted access, e.g., housing projects, streets open to public for vehicular traffic	**Yes** - Use City and State traffic codes
2. **Private property** or private road with public access restricted by signs or guardhouse, condominium complexes	**No** - Except for DUI, Reckless Driving, or Hit and Run
3. **Freeways** through Chandler	**Yes** - When severity of violation demands enforcement (DPS handles routine patrol) Officers will not actively perform routine traffic enforcement on freeways

Figure 2. **Traffic Stop Procedures** [61.1.7]

Aspect	Procedure
1. Location	a. Stop as close to the violation as practical b. Attempt stop with emergency lights only, no siren c. At night, stop in well-lit area off roadway d. Attempt to avoid blocking traffic or creating traffic hazard or congestion e. Request violators to move vehicles off arterial streets
2. Notification	Notify Communications of all traffic stops with location and license number
3. Position	a. Offset police vehicle to the left to shield officer on initial contact b. Do not stand between vehicles on roadway
4. Contact Procedures	a. Be certain you observed the violation b. Maintain a professional image including appearance, language, bearing, and emotional stability showing respect c. Courteously greet the driver with the appropriate greeting d. Introduce and identify yourself by full name, or by rank with your last name and badge number, and jurisdiction e. Request driver's license, vehicle registration and proof of insurance f. Explain the reason for the stop g. Check for signs of impairment h. If citation is issued, explain options available with bail schedule i. Conclude in an expeditious manner j. Assist violator in re-entering traffic safely k. Exceptions are allowed for tactical/safety reasons or confidentiality

Rev

H. AUTHORIZED EQUIPMENT / TECHNIQUES

TRAINED OFFICERS may use the following equipment or techniques for speed enforcement:

1. Stationary RADAR
2. Pacing
3. Moving RADAR
4. Traffic Laser

I. SPEED MEASURING DEVICES

1. **EQUIPMENT SPECIFICATIONS:** All speed measuring devices must be approved by NHTSA and are on the current Conforming Product List

   a. Department radar devices and tuning forks will be calibration tested once a year using dB Innovations Vocar HR-EV radar re-certification system
   b. Laser devices will be calibration tested once a year using dB Innovations Vocar LT laser re-certification system
   c. Officers trained on dB Innovations re-certification laser/radar system will conduct speed measurement device re-certification

2. **OPERATIONAL PROCEDURES**

   a. **Only trained, certified** officers will operate speed measuring devices they have been trained on
   b. Follow manufacturer-recommended testing procedures at the beginning and end of each shift at minimum
   c. Immediately take the device out of service and turn in to the radar and laser coordinator if it does not test properly
   d. Only officers specifically trained in moving radar will operate moving radar

3. **PROPER CARE AND UPKEEP**

   a. List any problems with the device on return of the device
   b. Do not wrap coiled cords tightly around the device

4. **MAINTENANCE:** The radar and laser coordinator will:

   a. Forward damaged equipment to a certified repair facility for repairs
   b. Maintain records for each speed measuring device and tuning fork to include:
      1) All repairs
      2) All maintenance and calibration performed and re-certification documents
   c. Request other maintenance as needed
   d. Scan all calibration certifications to F:Police/police/share/Radar-Lidar Calibration Certificates
   e. Maintain certification records of speed measuring devices for all traffic units

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A. ACCOUNTABILITY

[82.3.4]

1. Paper Copy Citations – Employees are responsible for each citation in the book signed out to them from Records. Records personnel will enter all citations numbers into the citation-tracking database for citation books signed out to employees.

2. Electronic Citations – Employees are responsible for ensuring they issue electronic tickets under their own credentials and properly document any voided citation in the narrative section. The Versadex ticket module automatically generates the next available citation/warning number.

B. AUTHORITY / TIME LIMITS

[61.1.2][61.1.5]

ARS §§13-3883(B) and 28-1594 empower peace officers to stop and detain a person as is reasonably necessary to investigate a violation of Title 28 and to serve a copy of the citation for any alleged civil or criminal violation of Title 28

1. Must issue the citation within **30 days** of the alleged violation(s)

2. If in conjunction with a **traffic collision** under investigation, must issue within **180 days**

C. REFUSAL TO SIGN: CIVIL CITATION

[61.1.2]

1. **DO NOT REQUIRE** violators **to sign** a civil traffic citation

   a. Print "refused" where the violator would sign, initial, and date
   b. Give violator a copy of the citation
   c. Verbally advise of court appearance date and time and failure to appear will result in a driver's license or non-resident operator's permit suspension
   d. Civil traffic violations prepared using the electronic citation form are not signed by the violator. Select the option of *Served: Valid Government ID Verified* from the Signature Details drop down field.

2. If the violator **refuses to accept** the citation:

   a. Wrap violator's copy of the citation around the driver's license
   b. Place copy in violator’s vehicle or beneath the wiper blade

3. If violator **throws it on the ground** in the officer's presence, violator has been "served" per Title 28. **Do not arrest** for criminal littering.

Rev

4. If violator exhibits an antagonistic attitude, note the circumstances and conversations on reverse side of the paper copy citation or in the narrative section for electronic citations

D. REFUSAL TO SIGN: CRIMINAL CITATION

[61.1.2]

Rev

1. **EXPLAIN** the following information to the violator:

   a. Signature is not an admission of guilt, only a promise to appear
   b. If the violator refuses to sign the citation, take into custody and give the opportunity to sign in the holding facility

2. **IF THE VIOLATOR STILL REFUSES**, book into a jail facility

   a. If violator has a change of mind while en route to jail or in the jail area, allow this change and release violator if formal booking procedures have not been initiated
   b. Include in the General Offense narrative the violator's response when the officer allowed the opportunity to sign a citation

3. **IN ALL CASES** where a violator is taken into custody for refusing to sign a citation, advise a supervisor as soon as it is practical

E. VOIDING CITATIONS

[61.1.2]

The issuing officer may void a citation, including those issued in error, mutilated, or otherwise improperly issued

1. **PAPER COPY CITATIONS**
   a. **Before citation is issued**, the officer will:
      1) Write “VOID” across the citation and write an explanation for the request in the “Agency Use” section located at the bottom of the citation form
      2) Sign and date the explanation
      3) Submit the citation to the appropriate supervisor for review/approval
         a) If approved, sergeant will place dated signature in the “Agency Use” box and will submit to Records and follow voided citation procedure
         b) If not approved, the officer will issue a new citation with the appropriate charge/violation and submit the initial citation to be voided as outlined above

   Rev

   b. **After citation is issued** and charge needs to be dismissed:
      The officer will:
      1) Complete a Citation Amendment Request through PDINFO
      2) Document the reason for the void using the appropriate box in the form

2. **ELECTRONIC CITATIONS**
   Prior to an electronic citation being issued, the officer will:
   a. Follow the listed VOID process:
   b. Include all mandatory fields
   c. Choose the Void offense code or keep the offense you were going to cite initially
   d. Save the ticket to request a ticket number

e. Add narrative text describing reason for void
f. Select Void for Signature Details
g. Print the ticket
h. Select Change Status to Void
i. Send in the ticket via MDT

3. **Avoid seeking dismissal of charges in the courtroom**

F. LOST/STOLEN PAPER COPY CITATIONS

WRITE A MEMO outlining circumstances of the incident, including the lost or stolen citation numbers

1. **Officer**: Forward a copy of the memo to Records through supervisor
2. **Records**: Record the information in the citation tracking system
3. **Supervisor**: Complete a daybook notation for officer and may direct officer to complete an offense report for stolen citations

G. MAIL-IN CITATIONS

[61.1.2] [61.1.4]

1. Provide traffic violator with a bail schedule card and the mail-in envelope used for ARS traffic violations listed and Chandler City Code (12 series) violations

2. Refrain from discussing fine amounts or possible court disposition

3. Do not go beyond the information stated on the card

H. AMENDING CITATIONS

1. **THE ISSUING OFFICER** may amend a citation for reasonable and lawful reasons

Rev

a. Complete Citation Amendment Request through PDINFO
b. Add an explanation of why changes are being made in the appropriate box in PDINFO

2. **THE CITY PROSECUTOR** may amend complaints if they do not charge an additional or different offense. If the amendment changes the charge, the officer will recite the suspect and void the initial citation.

I. CONTINUANCE/DISMISSAL

THE ISSUING OFFICER must:

Rev

1. Complete a Citation Amendment Request through PDINFO
2. Request Records:

a. Void the citation within RMS
b. Enter the citation number to remove it from the citation export queue

3. Document reasons for the dismissal

J. ARRAIGNMENT DATES

[61.1.2]

1. Use assigned arraignment date and time for civil and juvenile citations
2. Cite criminal violators into court on officer's assigned date and time
3. For multiple offenses, assign same court date and time. If one or more violation is criminal, use the criminal incident date and time.

K. WRITTEN WARNINGS

[61.1.2]

When officer uses discretion to issue a warning instead of a citation, an electronic warning ticket may be used to assist in educating the violator

L. NONRESIDENT VIOLATORS

[61.1.2] [61.1.3]

1. Issue citations to nonresidents in the same manner as residents
2. Give each nonresident violator a bond envelope

M. JUVENILES

[61.1.2] [61.1.3]

1. Enforce traffic offenses committed by juvenile drivers in the same manner as adults
2. Cite juveniles into Chandler City Court using an electronic or paper copy citation form with date/time designated for juvenile hearings
3. Advise juveniles verbally as well as on the citation that they must appear at the Chandler City Court with a parent or legal guardian

N. SHARING ASSIGNED PAPER COPY CITATIONS

Sharing citations is allowed; however, officers are ultimately responsible for the citations signed out to them. Therefore, if citations are shared, the citation given should be issued immediately or in the case where it is necessary to void a citation; the policy in this order should be strictly followed to maintain proper accountability.

O. NEW LAWS AND REGULATIONS

[61.1.2] [61.1.5]

Do not enforce newly enacted laws or regulations until the Field Operations commander or his designee has written a **memo of policy** describing proper interpretation and uniform enforcement philosophy

P. ACCOUNTING FOR PAPER COPY CITATIONS

[82.3.4]

ARS §§ 28-1558 and 28-1560 govern accountability of preprinted traffic complaints and requires that a copy or the original complaint issued be provided to the court having jurisdiction over the alleged offense and also that a copy be returned to the agency issuing the complaint. Additionally, the above statutes mandate that all copies of each traffic complaint that is spoiled or on which any entry has been made and not issued to an alleged violator be returned to the agency issuing the complaints.

1. **ISSUING PAPER COPY CITATIONS**

   a. **Assigned administrative personnel** will:
      1) Maintain citation books in a secured area accessed only by authorized personnel
      2) Issue citation books starting with the lowest number sequence available
      3) Log the issued citation book electronically into the “Citation Book Assignment “ tracking system

b. **Receiving personnel** will:
   1) Sign a log for each citation book obtained, to include individual citation numbers
   2) Sign a log for voided citations returned to records, including citation number(s)
   3) Upon leaving an assignment where citations are issued, return all unused citations to Records and sign the citation log, to include numbers returned. Citations may be reissued through Records.
   4) Notify Records through supervisor via memo of lost or unusable citations, to include citation number(s)

2. **SEMIANNUAL AUDIT** (ARS §§ 28-1560.B): Assigned Professional Standards personnel will complete a semiannual compliance audit of canceled citations

Q. CIVIL CITATION FORMS

Used only for civil complaints, not to include traffic infractions; Employees will follow all above procedures when using Civil Citations

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-01 TRAFFIC ENFORCEMENT**	
	Subject **300 ARS Violations**	Effective **02/10/20**

Summary
[61.1.2]

This order covers ARS codes and recommended enforcement actions.

A. REGISTRATION

[61.1.5]

Figure 1. **Registration Violations Enforcement**

Registration Violation	ARS Code	Action
1. Registration Card Not in Possession	28-2158C (Civil)	Cite owner only
2. Legible License Plates	28-2354.B (Civil)	Cite owner only
3. Transfer Title in 15 Days	28-2058A2B (Civil)	Cite owner only
4. Attachment of Plates / Tabs	28-2354B; B1; B2; B3 (Civil)	Warnings normally given
5. Current Registration / Plates	28-2532A; 28-2153A (Civil)	Cite owner/operator; resident or non-resident
6. Fictitious Plates: Counterfeit or when the "intent to defraud" is present	28-2531B1 (Criminal)	Cite owner if plate is not assigned to vehicle Seize plate if officer has legal access
7. Suspended Registration (Financial Responsibility)	28-4139A (Civil)	Cite owner / Seize plates. Cite driver (owner not present) if driver is aware of suspension Do not seize plates from parked / unoccupied vehicle Property Unit will destroy the plate

B. OPERATOR LICENSES

[61.1.5]

Figure 2. **Operator's License Violations Enforcement**

License Violation	ARS Code	Action
1. No Operator License	28-3151A (Civil)	Cite driver when license has expired, resident using out-of-state license, or driver has never been licensed Officers **will not**: • Give driver permission to drive • Seize license • Give driver advice regarding fines and/or court issues
2. Legible License	28-3169 (Civil)	**Cite or warn violator**
3. Duplicate Operator License	28-3170 (Civil)	• Do not cite if driver has duplicate and original with same expiration • Return duplicate to driver • Forward original to MVD with copy of report

4. Re-examination for License	28-3314 (Civil)	• Officers who contact medically or physically impaired drivers may complete MVD re-examination form #46-3903 and forward to MVD • Driver may be cited for infractions related to the stop only
5. Unlawful Use of License	28-3478.1-6 (Criminal)	• Seize / Impound license as evidence: ○ Fictitious ○ Fraudulently obtained ○ Intentionally altered • Seize / Impound license for destruction: ○ Cancelled ○ Revoked ○ Suspended licenses • Complete short form report
Rev 6. Suspended / Revoked Licenses	• 28-3473A (Criminal) • 28-3482A (Civil) • 28-3511	• Revoked, cancelled, refused, disqualified (specialty licenses), or suspended for other than FTA/FTP • Cite and release driver. If aggravated, may book. • Cite for civil infraction for suspended for FTA or FTP • Advise driver not to drive and to park vehicle off the roadway • Complete general offense • No more mandatory 30 day impound for suspended driver license
7. Motor Vehicle Financial Responsibility	• 28-4135C (Civil) • 28-4135C (Civil)	• Driver **is** owner and cannot provide proof of financial responsibility • Driver **is not** owner and cannot provide proof of financial responsibility **Always issue a citation if driver is involved in a collision**

C. TRAFFIC CONTROL DEVICES

[61.1.5]

Figure 3. **Traffic Control Devices Enforcement**

Control Violation	ARS Code	Action
1. Obedience to Traffic Control Devices (Vehicles)	28-644A1 (Civil)	• Cite only if specific traffic code does not exist that covers violation • **DO NOT** use for pedestrians
2. Gore Point Violation: Gore Point: The area between a through roadway and an entrance/exit ramp defined by two wide solid white lines that guide traffic	28-644A2 (Civil)	• Gore area does not include a safety zone • Driver may be cited

D. HIT-AND-RUN CODES

[61.2.1] **RECOGNIZE THAT DRIVERS** may leave the immediate scene for reasons other than fault, (e.g., fear, shock, injury, or possibly to use a nearby phone to call for assistance)

Figure 3. **Hit and Run Code Violation Enforcement**

Hit/Run Violation	ARS Code	Action

1. Leaving Collision Involving Injury or Death
• Suspect left the scene and knew of the injury or should reasonably anticipate it would result in an injury
• Injury should be obvious, not just complaints of pain
	28-661A (Criminal)	• Do not cite. File felony complaint.
		• Suspect may be booked with appropriate charge
		• Complete and submit offense report to include:
		  ○ Details of collision
		  ○ All violations committed
		  ○ Suspect's flight
		  ○ Victim's injuries
		  ○ Attending physician contact information
		• Photograph to substantiate "reasonable anticipation of injury" element of offense (roadway, vehicles involved, street signs, signals, and overall scene)

2. Leave Collision with Damage to Attended Vehicle / Fail to Stop	28-662A (Criminal)	• Class 2 misdemeanor
3. Fail to Give Information and Render Aid	28-663A (Criminal)	• **Do not use this code as a citing code (**A requirement of 28-661 and 28-662)
4. Fail to Notify Unattended Vehicle in Collision	28-664A (Criminal)	• Class 3 misdemeanor
5. Fail to Notify Owner of Damaged Property / Fixed Objects	28-665A	• Class 3 misdemeanor

E. RECKLESS DRIVING

[61.1.5]

Figure 4. **Reckless Driving Enforcement**

Reckless Violation	ARS Code	Action
Reckless Driving: Must show reckless disregard for life and property of others	28-693A (Criminal)	• Submit general offense report with all violations committed including citation number • Cite reckless driving only (include case number)

F. AGGRESSIVE DRIVING

[61.1.5]

Figure 5. **Aggressive Driving Enforcement**

Aggressive Violation	ARS Code	Action

Aggressive Driving
• The driving must be an immediate hazard to another person or vehicle on or adjacent to the roadway
• Driver must violate either speeding section (28-701A or 28-701.02) and at least two of the following violations:
  ○ Failure to obey traffic control device (28-644)
  ○ Passing on right by driving off pavement or main traveled portion of roadway (28-724)
  ○ Unsafe lane change (28-729)
  ○ Following too closely (28-730)
  ○ Fail to yield right-of-way (article 9 of this chapter)
	28-695 (Criminal)	• Submit general offense report detailing all violations and citation number
		• Cite for aggressive driving (include case number)
		• Driver may be cited and released, or booked

G. SPEEDING

[61.1.5]

Figure 6. **Speeding Enforcement**

Speeding Violation	ARS Code	Action
• A person shall not drive at a speed greater than reasonable and prudent under the circumstances, conditions, and actual and potential hazards • Speed shall be so controlled as may be necessary to avoid colliding with any object, person, or vehicle	28-701A (Civil)	• Exercise sound judgment when enforcing speed violations • Describe why the offender's speed was not reasonable and prudent for the conditions present at the time and location. Include your training and experience.

Speeding Violation	ARS Code	Action
• A person shall not exceed 35 MPH approaching a school crossing, exceed 20 MPH over the posted speed limit in a business or residential district, or exceed 85 MPH in other locations	28-701.02 (Criminal)	• Class 3 misdemeanor

H. OFF-ROAD VEHICLES

Figure 7. **Off-Road Vehicle Enforcement**

Violation	ARS Code	Action
1. Operation of off-road vehicles (dirt bikes, mini-bikes, ATC's, etc.) without operator and vehicle license	ARS 28-3151A and 28-2153A	• Cite or warn adult and juvenile violators, as appropriate, but do not allow to drive on the public thoroughfare
2. No equipment applicable to off-road vehicles driven on any highway and that satisfy the definitions for motorcycles (ARS 28-101.31) and motor-driven cycles (ARS 28-101.28)	ARS 28-964	• Cite or warn violator

I. BICYCLES AND PEDESTRIANS

(ARS 28-811 through 28-817)
[61.1.5]

ENFORCEMENT of a violation is left to officer discretion

Figure 8. **Bicycle and Pedestrian Violations Enforcement Guidelines**

Bicycle/Pedestrians Violation	Action
1. Licensing violations CC 13-4.1	Issue adults contacted for unregistered bicycle a license or a warning and encourage to obtain a license
2. Licensing violations CC 13-5	If the bicycle does not have a serial number, issue a citation requiring the bicycle to be brought to the Police Department where the license number will be engraved on it (General Order C-05)
3. Minor Violations: • Riding left of center (ARS 28-815A) • Riding double (ARS 28-813B) • Equipment violations (ARS 28-817) • Walking with traffic (ped.) (ARS 28-796)	Written or verbal warnings
4. Serious Violations (pedestrians) • Traffic control device (ARS 28-791) • Pedestrian in roadway (ARS 28-796)	Traffic citation or written warning
5. Collisions	Enforcement action appropriate to violation

J. VEHICLE EQUIPMENT VIOLATIONS

Officers may issue citations or warnings for faulty or illegal vehicle equipment. Citations should be issued under the following conditions:

1. Faulty or illegal equipment was a contributing factor to a traffic collision
2. An intentional noise violation was committed through a faulty muffler
3. It is obvious the faulty equipment has existed for an unreasonable length of time

✦✦✦

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-01 TRAFFIC ENFORCEMENT**	
	Subject **400 City Codes**	Effective **10/20/17**

Summary This order reflects enforcement guidelines for violations of City traffic code.

A. USE OF CITY TRAFFIC CODES

[1.2.7] [61.1.5]

1. Use City traffic codes to supplement ARS codes
2. Use discretion in citing violations
3. Cite violators for appropriate violations of ARS Title 28 when both city and state codes exist for the violation
4. All city code motor vehicle, bicycle, parking, and pedestrian violations are civil violations (Chapter 12 and 13)

B. STOPPING, STANDING, OR PARKING

[61.1.5] [61.1.13]

1. Per state law, cities may enact most of their own parking regulations
2. Refer to Chapter 12 of the City Code for wording and application
3. Do not issue citations to vehicles that do not have license numbers or vehicle identification numbers (VIN)

C. VEHICLES ON PRIVATE PROPERTY, CC 12-3

[61.1.13]

1. Vehicles will not be operated or driven on private property or public property not open to the public for vehicle use without written permission from the property owner/agent
2. Vehicles will not be parked on the private property of another without displaying written permission of the property owner/agent

D. OFF-STREET PARKING CC 12-4.6, CC 11-9

[61.1.5] [61.1.13]

1. **COMMERCIAL VEHICLES**, construction equipment, farm implements, and the like shall not be parked or stored in residential zones, except that:
   a. The parking of **not more than one** commercial vehicle not exceeding **14,500 lbs** (manufacturer-rated chassis capacity - see Reference Material Section for chassis ratings) for each residential lot; or, where adequate off-street parking is provided, one such vehicle for each dwelling unit in an apartment, town house, or condominium development shall be permissible
   b. The parking of commercial vehicles and construction equipment shall be permitted in residential zones when and where such equipment is

engaged in construction upon the site located, except that such parking shall not exceed the duration of construction

c. **Farm implements** may be parked on a residentially zoned lot when and where the principal use of such equipment is upon the site located

2. All parking areas and driveways shall have a **surface of masonry**, concrete, or asphalt except in an AG-1 (Agriculture, 1-acre lot) or SF-33 (Single Family Residential, 1-acre lot) district where a dust-free surface is permitted. (This section may be used to cite vehicles "for sale" being parked on private property.)

E. ON-STREET PARKING OF TRUCKS OR TRAILERS IN *RESIDENTIAL ZONES, CC 12-4.6*

[61.1.13]

No person shall park a vehicle with a rated chassis in excess of 14,500 lbs, or a trailer, semi-trailer, tractor, or bus in a residential zone except:

1. When loading or unloading cargo

2. When loading or unloading personal baggage

F. HANDICAPPED PARKING, CC 12-4.7

[61.1.13]

Violations for parking in areas reserved for handicapped persons will only be enforced for those spaces that are identified with standard signs (i.e. 24 x 24 inches or 12 x 12 inches, with blue background and white border and legend) as approved by the traffic engineer (*ARS 28-882*)

Rev

G. PARKING FOR DISPLAY OR WORKING ON VEHICLE, CC 12-4.5

[61.1.13]

No person shall park a vehicle upon any public roadway for the purpose of displaying the vehicle for sale, advertising, displaying commercial exhibits, washing, greasing, or repairing, except emergency repairs

✦✦✦

A. POLICY

[61.1.5] [61.1.11]

1. **A DUI SUSPECT WILL BE CITED AND RELEASED, BOOKED OR LONG FORMED** as prescribed in this policy under ARS 28-1381A1, 28-1381A2, 28-1382A, and 28-1383

2. **FOR CONVICTION,** the officer must prove**:**

   a. Suspect was driving or in physical control of a motor vehicle
   b. Suspect's ability to drive was impaired to the slightest degree by alcohol or drugs, or there is an alcohol concentration of .08 percent or more in the person's blood or breath

Rev

3. **OFFICERS WILL:**

   a. Handle DUI-involved collisions as if the officer witnessed violation
   b. Immediately stop suspected DUI drivers
   c. Assess impairment by drugs, alcohol, or other substance and arrest the offender
   d. Complete a Chandler Police Department Influence Report Supplement and RMS report
   e. Determine mandatory impound under 28-3511 and impound the vehicle accordingly
   f. Tow vehicle unless parked on arrestee's private property
   g. May release suspect vehicle to a responsible party designated by owner/operator with supervisor approval
      1) Responsible party shall be at least 18 years of age with valid license
      2) Vehicle shall have current registration and proof of financial responsibility
      3) Suspect's passenger, if PBT shows no impairment

B. LEVELS OF INTOXICATION

Figure 1. **Enforcement Recommendations for Various BAC**

Driver's BAC	Procedure
1. 21 years of age or older with .05 or less	Do not charge unless drugs are suspected
2. Greater than .05 but less than .08	• May charge with DUI 28-1381A1 if impaired to slightest degree • Consider using DRE if drugs are suspected
3. .08 to .149 (may use PBT)	Cite and release or book: • DUI (28-1381A1) and • DUI with BAC of .08 or higher (28-1381A2)
4. .15 to .199 (may use PBT)	Cite and release or book: • DUI (28-1381A1) and • Extreme DUI (28-1382A1)

5. .20 or higher (may use PBT)	Cite and release or book: • DUI (28-1381A1) and • Super Extreme DUI (28-1382A2)

6. .30 or higher (may use PBT)	• If booked, obtain a doctor's release
	• If released, medical attention is the driver's or the person-accepting-custody's responsibility
	  ○ Advise responsible party of the suspect's condition and to obtain medical attention
	  ○ Document advisement

C. IMPLIED CONSENT

[61.1.6] [61.1.11]

ARS 28-1321: Any person operating a motor vehicle in the State of Arizona gives consent to the testing of blood, breath, or urine for **ARS 28-1381 (charging code)**

Rev

1. Read to the suspect verbatim and complete the Admin Per Se/Implied Consent Affidavit form. May explain the procedure for **applying** for a search warrant to suspect. **Do not** say that a search warrant **will** be issued.

2. Give suspect blood test. Drug Recognition Expert (DRE) may request a urine test.

3. Make every reasonable effort to allow the suspect to contact his attorney by telephone prior to the test. Unreasonable delays constitute refusal.

4. Multiple tests: Confine to situations with disparity between test results and suspects condition

   a. DRE will perform second test, with supervisor approval
   b. Suspect's failure to perform second test is a refusal

D. BLOOD TESTS

[61.1.11]

USE A DEPARTMENT PHLEBOTOMIST. If none is available, take suspect to Chandler Regional Hospital. See G-04 for police phlebotomist protocol.

Rev

1. Complete and have suspect sign the Phlebotomy Blood Draw Report / Right To Independent Test form
   a. Have suspect sign the form in appropriate location after informing suspect whether cited and released or booked
   b. If booked: **refusal to sign** will be construed as the suspect's request not to have an independent test

2. Observe extraction of the blood specimen and take immediate custody of vials (Hospital personnel should use the **non-alcoholic sterilizer** contained in the blood collection kit)

3. Properly package and place specimen in one of the station-based evidence refrigerators or the Property and Evidence Building refrigerator with property sheet

4. Enter blood kit in property section of RMS and attach an evidence label to the blood kit

5. Complete an In House Lab Request electronically and submit by email. Complete (and submit with blood evidence) a DPS Lab Request for blood kits going to DPS lab for drug screening.

New

6. If alcohol is present, test blood in-house before sending to DPS (if levels are too low to detect). Do not submit to DPS for alcohol **and** drug testing.

E. INJURED DUI SUSPECTS

[61.1.11] [61.2.2]

1. **IF AN INJURED DUI SUSPECT IS TREATED AND RELEASED** within a reasonable timeframe, handle as any other DUI suspect

2. **IF NOT RELEASED**

   a. Advise the emergency room personnel of the following:
      1) There is probable cause that the suspect was operating a motor vehicle while under the influence of intoxicating liquor
      2) The officer would like a blood sample from the DUI suspect

   b. Inform the suspect that he is under arrest for DUI and advise of admin per se

   c. ARS 28-1321C: Request hospital personnel to extract two vials of blood from all DUI suspects who are unconscious or otherwise in a condition rendering them incapable of refusing. A search warrant for the suspect's blood must be obtained before taking possession of the blood.

   d. If there is probable cause to arrest the suspect for DUI, officers may request a written or electronic copy of the suspect's BAC from hospital staff (ARS 28-1390A). Include the hospital lab BAC printout with the DUI general offense.

F. RELEASE ON WRITTEN PROMISE TO APPEAR

[1.2.6] [61.1.11]

1. **REQUIRED CONDITIONS**

   a. **Suspect is cooperative**
      1) Suspect's fingerprints and photographs taken without resistance
      2) Suspect will not be considered uncooperative if he merely refuses to submit to a blood test
      3) Suspect was not combative during service of search warrant for blood

   b. **Suspect does not have**:
      1) Previous Failure to Appear
      2) DUI arrest within previous 24-hour period

2. **A SUPERVISOR MAY RELEASE** suspect on written promise to appear even if criteria has not been met if it is in the best interest of the city

3. **RECOMMENDATION:** Release suspect into the care of a responsible third party

G. FELONY DUI (28-1383)

[61.1.11]

COMPLETE A FELONY PACKET with the influence report and teletype request form for **all** cases where felony DUI is implicated

1. **ADVISE SUSPECT OF IMPLIED CONSENT** from the Admin Per Se form. May explain the procedure for **applying** for a search warrant to suspect. **Do not** say that a search warrant **will** be issued. (See blood test protocol)

2. **IF SUBJECT AGREES TO TEST,** proceed as for misdemeanor DUI arrest
   a. **MAY BOOK** into County with **confirmed information** for aggravated DUI if:
      1) Suspect's license is suspended, cancelled, or revoked as a result of criminal action
      2) Suspect refuses all chemical tests to determine BAC
      3) Suspect is combative
      4) Suspect has valid driver's license and two (2) or more prior convictions within the past 84 months
      5) Supervisor gives approval

   b. **FELONY PACKET** must contain all applicable information listed on Felony DUI Checklist

H. SEARCH WARRANT

IF SUBJECT REFUSES BLOOD TEST, request a trained electronic search warrant officer and a phlebotomist

1. **COMPLETE AND SERVE THE ADMIN PER SE SUSPENSION** if subject is not complying voluntarily and obtain a search warrant

2. **REQUEST COMMUNICATIONS** to:

   a. Notify on-duty supervisor
   b. Call out trained electronic search warrant officer
   c. Call out phlebotomist

3. **INFORM SUSPECT OF ATTEMPT TO OBTAIN A SEARCH WARRANT** by reading the admonition and consent form **VERBATIM**. Do not engage in conversation unless suspect asks you questions. **If suspect then consents:**

   a. Complete and have the suspect and a witness sign a Search Warrant Consent form (page 2 of admonition and consent form)

   b. Note in the DUI arrest report all of the following times:
      1) The time that the suspect originally refused
      2) The time that the suspect agreed to submit
      3) The time that the suspect submitted to the test

   c. Attach originals of the admonition and Search Warrant Consent form to the report and provide the suspect with a copy

   d. Cancel request for search warrant officer and phlebotomist

   e. Void the previously served Admin Per Se suspension
      1) Complete a second Admin Per Se to be served when blood results return from lab
      2) Document in narrative the first Admin Per Se was not used due to refusal retracted and consent given

4. **IF SUSPECT STILL REFUSES, A TRAINED ELECTRONIC SEARCH WARRANT OFFICER WILL:**

   a. Obtain all pertinent information from the arresting officer needed to complete all the boxes on the electronic search warrant packet

   b. Be aware of the time constraints of obtaining the evidence and do not allow the suspect to delay the procedure by lengthy arguments

   c. Search warrant procedures:
      1) Prepare a search warrant affidavit electronically and send

      2) If the judge agrees, execute the warrant
         a) Advise suspect he has a court order for blood sample
         b) Give suspect a photocopy of the standard duplicate original search warrant
         c) Advise suspect of ramifications of failing to comply with the court order and procedures to follow if suspect continues refusal

   d. **If the suspect still refuses**, involved officers, phlebotomist, and supervisor formulate a plan of action:
      1) Restrain suspect in chair
      2) **DO NOT** jeopardize the safety of the suspect, officers, or phlebotomist. If it appears the suspect will injure himself or others, cease the attempt to collect blood and add charge of failure to comply with a court order to charges. (ARS 13-2810A2)
      3) If you must take blood by force, the suspect is considered uncooperative. Add charge of failure to comply with a court order. Book as an in-custody arrest.

   e. Return the search warrant to the issuing judge within **three business days** electronically

   f. **Complete a supplemental report** to attach to the arresting officer's report detailing the events that transpired while obtaining or attempting to obtain blood evidence

I. JUVENILE / UNDERAGE DUI SUSPECTS

[61.1.11]

PROCESS SIMILARLY TO ADULTS EXCEPT:

Figure 1. **Juvenile DUI Processing Guidelines**

STATUS	ACTION
	Note: A warrant is required for all juvenile blood draws without parental consent
1. Misdemeanor DUI	• Use juvenile court date and time • Cite and release to parent or guardian
2. Felony DUI	• Release to a parent and complete a referral along with remaining felony paperwork
3. Under 21 with any measurable blood alcohol level **a. Between .01 and .05** **b. Between .06 and less than .08**	May arrest for ARS 4-244.34 (Minor operating or in actual physical control of a motor vehicle while there is any spirituous liquor in the person's body) a. Driver may be charged with ARS 4-244.34 b. And driving was obviously impaired, driver **may** be charged with ARS 28-1381A1 (Driving while impaired)

Rev

c. Between .01 and less than .08	c. Driving was **not** impaired, but **may** be charged with ARS 4-244.34
d. Greater than or equal to .08	d. **Charge** with ARS 28-1381A1 and ARS 28-1381A2
e. Greater than or equal to .08 and refuses to submit to blood or breath alcohol test	e. Complete Admin Per Se form and forward to MVD

J. DUI AND COLLISION OFFENSE REPORTS

[61.1.11] [61.2.1]

1. **USE TWO OFFENSE REPORT NUMBERS** cross referenced to each other: Collision and DUI offense

   a. Each report should stand on own merit
   b. The collision report should contain a synopsis of the incident leading to the charge

2. **PROSECUTE A DUI CASE** when a driver involved in a collision is impaired and the only evidence is odor and the blood alcohol laboratory report. Write a DUI influence report.

K. SOBRIETY CHECKPOINTS

[61.1.3] [61.1.10]

1. **PHILOSOPHY:** Sobriety checkpoints increase the real and perceived risk of detection and apprehension of the impaired driver. The support and cooperation of the public is essential. Officers must make every effort to ensure that a minimum of intrusion and inconvenience to the public occurs and that enforcement efforts do not create a greater hazard than the one we are attempting to reduce.

2. **JUSTIFICATION AND AUTHORIZATION:** The Police Chief must approve sobriety checkpoints. Justify the selection of a location, date, and time with applicable DUI collision and enforcement data.

3. **NOTIFICATION:** The commander of the checkpoint will:

   a. Provide at least one week's notice of the checkpoint to the Public Information Officer, who will in turn provide at least a three-day notice to the media for dissemination
   b. Notify the City Prosecutor's Office, County Attorney's Office, Fire Department, other affected City departments, and community advocacy groups such as MADD and SADD

4. **PHYSICAL CONFIGURATION OF SOBRIETY CHECKPOINTS**

   a. The checkpoint must be consistent with the use of an approved traffic control plan, devices, and current court-acceptable procedures regarding the use of warning signs, barricades, traffic cones, warning lights, other safety equipment, and warning devices that may be required
   b. Chandler Traffic Engineering will develop a traffic plan detailing the configuration

c. The commander of the checkpoint will ensure that permission is obtained from the owner or agent of any private property or parking area to be used in conjunction with the checkpoint

5. **CONTACT WITH VEHICLE OPERATORS**

a. The contact officer must be in uniform, wearing a traffic vest, and, whenever possible, HGN certified

b. The contact officer will say the following:
   1) "You have been stopped at a Chandler Police Sobriety Checkpoint in an effort to detect and deter impaired drivers. Have you consumed any alcohol or controlled substances tonight/today?"
   2) "Are you a resident of the City of Chandler?"
   3) "Would you please review this brochure, fill out the questionnaire, and mail it back to us with your comments?"

c. The above are the only questions permitted unless the officer determines there is reasonable suspicion to warrant additional questioning and/or field sobriety testing

6. **FURTHER INVESTIGATION**

a. **Justification:** Presence of odor of intoxicants and at least one additional indicator of impairment. Fully document the specific circumstances that led to the formulation of a reasonable suspicion of impairment.

b. **Limit enforcement action** to impaired driving violations or those posing an immediate hazard to the health, welfare, and safety of the officers and/or public. Handle other violations with a verbal warning.

7. **PROCEDURES**

a. **Remove suspect from the vehicle** and escort to the follow-up area. Police personnel will properly park the suspect's vehicle and then request the suspect to perform a series of field sobriety tests.

b. **Initial contact officer will remain** with that driver throughout the follow-up investigation and arrest process (if an arrest is made) and will be responsible for conducting all field sobriety tests

c. **Release without a blood alcohol test** if field sobriety testing indicates that the driver is not impaired

d. **If after administering the breath or blood alcohol testing** a driver is not to be charged with DUI, process him and release from custody in accordance with departmental policy

8. **SUPERVISOR RESPONSIBILITIES: A lieutenant or higher** ranked officer will be present at all times.

a. If the supervisor determines that there is an **unnecessary traffic delay** being created, he may use the following formula to relieve congestion:

DELAY	ACTION
4 - 6 minutes	Stop 6, Pass 6
6 - 8 minutes	Stop 6, Pass 12
8 -10 minutes	Stop 6, Pass 18
Over 10 minutes	Pass all vehicles until the delay drops below 4 minutes.

b. **Variations to formula**
   1) Must be approved by the on-site commander
   2) Must be systematic. Random stopping of vehicles is not permitted.
   3) Document the time delay caused to vehicles within the checkpoint each time changes are made in the interval stopping method

c. **Insufficient officers** to properly conduct the checkpoint: Supervisor may terminate the checkpoint until sufficient officers are available. Document the length of time and reason the checkpoint was suspended.

d. **Maintain the following statistics**:

   1) Number of vehicles through the checkpoint
   2) Number of drivers field tested
   3) Number of drivers arrested
   4) The charges

e. **Make a telephone available** if breath or blood alcohol testing and the booking process are being completed on site (to meet judicial requirements for arrestee contact with an attorney and to facilitate the release of arrestee to responsible parties)

f. **Operational Report**: The checkpoint commander will ensure that a detailed operational report is completed with statistical data and evaluation of the checkpoint. Submit this report to the Chief of Police within **10 working days** of the sobriety checkpoint operation.

9. **AVOIDANCE OF CHECKPOINT**

a. **Vehicle making a U-turn or using escape route to avoid checkpoint**: You may follow vehicle for a distance **not to exceed one mile**
   1) If officer observes a violation or suspicious driving, he may stop the vehicle and proceed as for a normal traffic contact
   2) If officer observes no violation within one mile, return to the checkpoint site without stopping the vehicle

b. **Refusal to roll down window:** Wave vehicle through and may follow for a distance of not more than one mile

c. **Refusal to stop** for the stop signs at the checkpoint: May stop and cite drivers for the appropriate violation(s). Examine such drivers for signs of impairment.

d. **Refusal to cooperate:** Do not detain only for that reason. Follow the procedure outlined in U-turn above.

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A. POLICY

[61.1.5]

1. **ONLY CERTIFIED** officers trained by the Commercial Vehicle Safety Alliance will be allowed to enforce Federal Motor Carrier Safety Regulations
2. **INVESTIGATE COMMERCIAL CARRIER VIOLATIONS** pursuant to Title 49 CFR
   a. Without probable cause may conduct a Level I or Level 3 inspection of a commercial vehicle
   b. **Or** when a **collision** has occurred

Rev

B. DEFINITIONS

1. **COMMERCIAL VEHICLE:** A single vehicle or combination of vehicles that meets or exceeds 18,001 GVWR and is in the capacity of intrastate commerce
2. **COMMERCIAL CARRIER:** Any vehicle over 10,000 GVWR designed to carry eight or more passengers in the capacity of intrastate commerce

C. DUI

PROCESS A DRIVER of a commercial vehicle arrested for DUI like any other DUI investigation

1. If blood alcohol level tests **greater than or equal to .04**, cite for **ARS 28-1381A4**. Submit an Admin Per Se form to the Arizona Department of Motor Vehicles for suspension of Arizona commercial driver's license or non-resident driving privilege.
2. Record all relevant behaviors in the report

D. OVERWEIGHT VEHICLES

[1.2.7] [61.1.1] [61.1.5]

1. **ENFORCEMENT NORMALLY HANDLED BY THE TRAFFIC SECTION**. All officers should be familiar with statutes ARS 28-1098, 28-1099, 28-1100, 28-1101, and 28-1102

Figure 1. Overweight Carriers Enforcement Guidelines

Infraction	Enforcement Action
Vehicles exceeding gross weight limit by 1,000 pounds	• Cite driver and may require to off-load
Vehicles exceeding axle limit and gross weight by 1,000 pounds	• Cite driver and may require to off-load
Vehicles exceeding axle limit by 1,000 pounds or more but with gross weight of **less** than 1,000 pounds over the limit	• May have load shifted on axle • Do not cite and do not require to off-load
Vehicles exceeding the axle limit by 1,000 pounds or more but under gross limit and driver is unable or refuses to shift the load	• Cite driver and may require to off-load

2. **OFF-LOADING (ARS 28-1102):** You may require an operator of an overweight vehicle to off-load to make the weight conform to law after issuing a citation. Before requiring off-loading, consider the following:

   a. Is driver close enough to his destination that it would be reasonable to allow him to continue and unload at the site?

   b. Is it reasonable to delay the load (e.g., there are no perishables or hazardous materials)?

   c. Could off-loading or a delay in waiting to off-load cause damage to equipment or materials that could make the City of Chandler liable?

   d. Would the off-loading create a traffic hazard?

3. **PORTABLE SCALES (ARS 28-1102 & 28-1102)** Will only be operated by officers certified by the Commercial Vehicle Safety Alliance

4. **SELECTING ENFORCEMENT LOCATIONS**

   a. **Selective Enforcement**: With justification within the department, at predetermined locations where continuing overweight violations exist

   b. **Selecting a Location**
      1) Consider as top priority the safety of the operator of the vehicle and officers
      2) Do not impede the normal flow of traffic or interrupt the activities of the surrounding area
      3) Select a relatively flat area able to support the weight of the vehicle(s)

   c. **Complaints:** The Traffic Section supervisor will resolve a complaint from an external source for the use of portable scales

E. MOTOR CARRIER INSPECTIONS
[61.1.5] [61.1.6]

1. **ONLY TRAINED, CERTIFIED, AUTHORIZED OFFICERS** current on procedures and criteria distributed by the U.S. Department of Transportation Office of Motor Carriers and The Commercial Vehicle Safety Alliance will conduct motor carrier safety inspections

2. **ALL OUT OF SERVICE VIOLATIONS AND DRIVER VIOLATIONS OF THE FEDERAL MOTOR CARRIER SAFETY REGULATIONS** are **misdemeanors**. Cite misdemeanor violations into Chandler City Court on Tuesdays. All other discrepancies are civil. Cite into Chandler City Court on Thursdays.

3. **USE A DRIVER-VEHICLE EXAMINATION REPORT (DVER)** when conducting and documenting vehicle inspections. Distribution of copies as follows:

Figure 2. Driver-Vehicle Examination Report Distribution

Department of Public Safety (DPS)	one copy
Driver	one copy
Chandler Police Department files	one copy

F. INSPECTION CRITERIA

[61.1.6]

Rev

1. Officers will use the **NORTH AMERICAN STANDARD INSPECTION LEVEL CRITERIA**. There are two levels:

   a. Level 1 – Full N.A.S.I.
   b. Level 3 – Driver/credential inspection

2. **THE OFFICER WHO CONDUCTED THE INSPECTION** will determine the service status of the vehicle

3. **OFFICERS PREPARING TO PLACE A COMMERCIAL CARRIER OUT-OF-SERVICE** shall consult with the latest edition of the Out-of-Service Manual provided annually be the Arizona Department of Public Safety

Figure 3. Determining Service Status of Vehicle

Service Status	Condition
Out of Service	• Vehicle is an imminent hazard likely to cause a collision, loss of control, or breakdown (mechanical condition or load securing)
Restricted Service	• Allow vehicle to continue to a repair facility not further than 25 miles away

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A. GENERAL GUIDELINES

[61.3.2]

1. **POSITION YOURSELF IN THE CENTER OF AN INTERSECTION** for officer safety and the best vantage point to observe traffic flow

   Exception: When controlling foot traffic, a complex intersection, or when full manual control is not necessary, place yourself in the best position to observe approaching traffic and ensure high visibility by traffic

2. **WEAR A SAFETY VEST** and the standard issue police ball cap or helmet while directing traffic

3. **ONLY SWORN** personnel will direct traffic in an intersection

4. **A FIELD SUPERVISOR** will arrange for creating a manual traffic control point, including for special events and when and where required

5. **DO NOT USE MANUAL CONTROL** when existing automatic control device will alleviate the problem

B. HAND SIGNALS

[61.2.2] [61.3.2]

1. **DO NOT GIVE ORDERS OR DIRECTION VOCALLY** to a motorist or pedestrian, except in an emergency. Use simple, **clear hand signals**, emphasized by the use of the **whistle**.

2. **USE CURRENTLY APPROVED** traffic direction and control methods for standardization:

   a. **Stand facing one line** of stopped traffic with your side toward moving traffic
   b. **Turn off any mechanical signals** at the scene if possible to avoid confusion
   c. **STOP SIGNAL**: **Use one blast of the whistle** and the **manual "stop"** signal while standing sideways to the flow of traffic
      1) Extend arms from the sides at a nearly horizontal angle, bending slightly upwards at the elbow
      2) Hold hands vertically with the palm turned toward the traffic
      3) Note speed and distance carefully to avoid signaling moving vehicles to stop when it would be impossible or might cause a rear-end collision
      4) Give a "stop" signal when vehicles approach an intersection where cross traffic has the right-of-way if there are not other stopped vehicles there at the time

   d. **GO SIGNAL**: **Use two blasts of the whistle** with **hand signal**. Maintain arms in the "stop" signal position and turn at right angles so your side faces traffic to be started.

1) When intersection clears, turn your head first to one direction while giving the "go" signal, and then to the opposite direction with a similar gesture using an unhurried, overhand, beckoning motion
2) It is not necessary to continuously repeat the "go" signal for a steady stream of vehicles, but signal vehicles approaching after a gap in the traffic flow
3) Use short, rapid blasts of the whistle to warn of unusual or hazardous conditions or for person's not responding to a hand signal

C. INTERSECTIONS

1. **DO NOT ALLOW VEHICLES TO ENTER** intersections they cannot clear because of congestion immediately beyond

2. **ALLOW LEFT TURNS BASED ON** traffic volume and conditions, unless otherwise directed by a supervisor

3. **USE GAPS** in moving traffic to stop traffic one direction to start cross traffic

D. EMERGENCY VEHICLES

1. **STOP ALL** vehicular and pedestrian traffic. Signal the driver of the emergency vehicle to indicate clear intersection.

2. **IF DRIVER SIGNALS** a turn, respond by motioning in proper direction

3. Check to see if **ANOTHER EMERGENCY VEHICLE** is approaching on a conflicting course. If so, give a very distinct "stop" signal to one of the vehicles.

E. VIOLATIONS OBSERVED

[61.2.2]

1. **MINOR TRAFFIC VIOLATIONS**: Overlook

2. **SERIOUS VIOLATIONS**: If and when feasible, instruct driver to clear the intersection and go to the nearest curb for enforcement

F. PROTECTIVE DEVICES

[61.2.2] [61.3.2]

DO NOT WORK within a right-of-way until equipped with the following:

1. Issued reflective vests
2. Traffic cones, barricades, flashing lights, flares
3. Any other traffic control devices needed

G. FIRE SCENES

[61.3.2]

RULES for traffic control:

1. **DO NOT ALLOW UNAUTHORIZED VEHICLES** where fire apparatus is parked and operating

2. **DO NOT ALLOW VEHICLES TO DRIVE OVER FIRE HOSES** without the approval of the on-scene fire commander

3. **TOW PARKED VEHICLES** interfering with fire operations as needed

4. **EXCEPTIONS TO ABOVE**: life-saving vehicles on calls for service

H. HELICOPTER RESCUE

When the Fire Department paramedics request a helicopter landing for ambulance service, Fire is responsible for the safety of the helicopter. Officers will assist Fire at their request and direction.

I. ADVERSE ROAD AND WEATHER CONDITIONS

[61.3.2] [61.4.2]

1. The Field Operations shift commander will ensure notification to any agency or group that may be affected by or be needed to help control traffic or road conditions to prevent injury or further damage, including:

   a. Traffic Engineering, the Public Works Department, and other support units to request assistance
   b. The news media to make an announcement of the closing of streets for an extended period of time

2. Field supervisors may close roads or streets if conditions pose a safety hazard

J. MANUAL OPERATION OF TRAFFIC CONTROL DEVICES

[61.3.2]

1. **NORMALLY,** this is done to either attempt to recycle a signal light or to place the signal lights on flash. Initiate only in the following situations:

   a. When the traffic light malfunctions
   b. To facilitate movement at traffic collisions or other emergencies
   c. To provide uninterrupted movement for a motorcade, funeral procession, etc.
   d. To alleviate congestion resulting from use of automatic controls, particularly during planned special events and construction projects.

Rev

2. **FOR TRAFFIC CONGESTION IN ALL FOUR DIRECTIONS**, use the following procedures:

   a. Stop traffic in all directions
   b. Place the traffic control signal on four-way flash
   c. Direct traffic from within the intersection until it is cleared

3. **FOR MANUALLY OPERATING** traffic control signals on **one street**:

   a. Place the traffic signal box switch on "manual"
   b. Run traffic for an extended period of time in one direction
   c. Switch to the other direction of travel for shorter durations of time until the congestion is cleared

K. TEMPORARY TRAFFIC CONTROL DEVICE

[61.3.2] [61.4.2]

1. **NORMALLY,** use only with approval of a supervisor for special events or when a key signal light malfunctions

   a. Use cones from patrol cars
   b. Request barricades or signs from Public Works. Supervisors will return signs when no longer required.

c. Use to **aid in traffic control** in problem areas or emergency locations resulting from severe or adverse weather or flooding

2. **WHEN CONDITIONS REQUIRE PORTABLE TRAFFIC SIGNS**, have Communications contact Traffic Engineering (normal business hours) or the Streets Division (all other times)

   a. Limit temporary stop signs to key intersections where a traffic signal has failed completely. Prefer traffic signals placed on four-way flash to use of temporary stop signs.
   b. Ensure street obstructions and hazards in your beat have proper barricades and signs
   c. Control traffic until barricades are placed for traffic problems
   d. Contact Traffic Engineering or Streets for barricades if a construction company is unable to supply equipment to warn the public of impending hazards

L. TRAFFIC ENGINEERING AND RELATED SERVICES

[61.3.1] [61.4.2] [82.3.3]

1. **ALL OFFICERS ARE RESPONSIBLE TO REPORT PROBLEMS:** i.e., street lights out, street signs down, street design problems, etc., to improve conditions and safety for the public

2. **IMMEDIATE HAZARD:** Promptly report to Communications to relay to Traffic Engineering. Immediately act to make the situation safe, e.g., direct traffic.

3. **NON-EMERGENCY**, i.e., bushes blocking signs, report by memo or request for service form through the chain of command to the appropriate department for action. Forward a copy to the Traffic Section supervisor.

4. **CITIZEN COMPLAINTS OR SUGGESTIONS**

   a. Refer to Traffic Engineering for remedy at 782.3469.
   b. If citizen insists the Police Department receives the information, complete a request for service form and route it through your chain of command to Traffic Engineering

5. **TO COOPERATE** with the City Traffic Engineer:

   a. The Department provides records of all collision reports
   b. Complete blocks on collision report form to provide engineering data for analysis
   c. Report observed sight-distance problems to the Traffic Engineer

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-01 TRAFFIC ENFORCEMENT**	
	Subject **800 Aggressive Driving Vehicle**	Effective **10/20/17**

Summary: This order describes the operation of the aggressive driving vehicle for traffic enforcement.

A. PURPOSE

[61.1.6]

The Aggressive Driver/Directed Enforcement vehicle will be used to attain the goals of the Traffic Section. This vehicle will be used for the following purposes:

1. To enforce violations of traffic law in school zones, construction zones
2. For directed enforcement areas established by the Traffic Section supervisors through citizen traffic complaints
3 For DUI enforcement and aggressive driving violations
4. For other purposes as deemed appropriate by a Traffic supervisor

B. EQUIPMENT

THE VEHICLE WILL:

1. Be unmarked
2. Be equipped with emergency lights and siren, capable of being visible from the front and rear when activated
3. Contain a speed-measuring device including, but not limited to, moving radar, stationary radar, and LIDAR

C. RESPONSIBILITY

1. **VEHICLE CONDITION:** The Traffic officers will be responsible for the condition of the vehicle.
2. **MAINTENANCE:** Fleet Services will conduct all maintenance on the vehicle.

D. EMPLOYEE USE

1. **AUTHORIZATION FOR USE:** The Traffic Section lieutenant or designee grants authorization for use of the Aggressive Driver/Directed Enforcement vehicle
2. **QUALIFICATIONS AND TRAINING FOR USE:** Only officers from the Traffic Section trained in the use of the speed measuring device(s)
3. **INSTRUCTIONS FOR USE**
   a. **Uniform:** Officers operating the vehicle must wear a patrol or traffic uniform when using the vehicle for enforcement

Rev

b. **Limitation:** DO NOT USE this vehicle to initiate or participate in vehicle pursuits

c. Officers will comply with requirements of General Order A-09 Biased-Based Profiling when making traffic stops

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-01 TRAFFIC ENFORCEMENT**	
	Subject **900 Drug Recognition Expert Program**	Effective **02/10/20**

Summary This order describes the drug recognition expert program.

A. POLICY

A drug evaluation should be conducted when the observed impairment is not consistent with the alcohol concentration (i.e., subject is falling down with a .05 BAC)

B. PROGRAM DESCRIPTION

1. **THE PRIMARY ROLE** of the Drug Recognition Expert (DRE) is to assist with the investigation and prosecution of DUI/drugs

2. **GOALS OF THE DRE**

   a. Identify if the person to be evaluated is under the influence of a drug or drugs or has a medical problem
   b. If the person is under the influence of a drug or drugs, identify the impairment and determine based on training and experience the category of drug of which the person is under the influence

3. **TRAINING:** A DRE must successfully complete the authorized DRE training to conduct a drug evaluation

C. PROCEDURES

1. **INVESTIGATING OFFICER RESPONSIBILITIES**

   a. Conduct a DUI/alcohol investigation to include field sobriety tests and a test to determine alcohol concentration. The officer must be able to articulate impairment.
   b. Obtain a PBT to confirm presence or absence of alcohol
   c. Should consult a DRE if impairment is not consistent with the alcohol concentration. . If no DRE is available, submit blood to DPS for analysis.
   d. Complete a DUI report
   e. Accompany and assist the DRE during the evaluation
   f. Close DUI report "Pending Laboratory". The DRE officer completes a supplement to the case officer's original report.

Rev

2. **DRE RESPONSIBILITIES**

   a. Conduct the drug evaluation based upon the DRE training protocol
   b. Complete a drug evaluation report at the conclusion of the evaluation
   c. Collect a blood sample (urine if unable to draw blood) and place the evidence into property
   d. Complete a scientific exam request
   e. Complete a supplement to the case officer's original report

Rev

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-01 TRAFFIC ENFORCEMENT**	
	Subject **1000 Variable Message Board w/Radar Trailers**	Effective **10/20/17**

Summary: This order establishes guidelines for the deployment of the radar trailers.

A. POLICY

[45.1.2]

1. **VARIABLE MESSAGE BOARD (VMB) w/RADAR TRAILERS** are assigned to the Traffic Section to monitor traffic-related concerns. They are also available to further crime prevention and Block Watch programs.

2. **BOTH OFFICERS AND CHANDLER CITIZENS** may request these trailers be deployed to address community complaints brought forth by Chandler citizens and to assist in the voluntary compliance of speed regulations

B. PROGRAM DESCRIPTION

This program is designed to address speeding within residential areas by increasing the motorists' awareness of their speed

Rev

1. **THE TRAILERS ARE FOR USE** on residential and collector streets within the city. They are not intended for gated communities.

2. **THE TRAILERS ARE AVAILABLE FOR A SEVEN -DAY** reservation on a first-come, first-served basis. The section supervisor may approve extensions on a case-by-case basis.

3. **OFFICERS MAY REQUEST** a trailer to be deployed to address complaints they receive from the residents within their beat

4. **SPEEDER NOTIFICATION**

   a. Anyone who requests a trailer may, at that person's discretion, record the license plates of passing vehicles that are in excess of the posted speed limit.

   b. The department may then choose to send the registered owner of the vehicle a letter informing them of the observed violation

   c. **DO NOT ISSUE CITATIONS BASED ON THE READINGS FROM THE VMB w/RADAR TRAILERS**

C. OPERATIONS, MAINTENANCE, AND STORAGE

1. **DELIVERY, SETUP, RECOVERY:** The Traffic Section is responsible for the delivery, set up, and recovery of the VMB w/radar trailer

2. **MAINTENANCE**

   a. The Traffic Section
      1) Provides basic trailer maintenance, including washing
      2) Provides functional maintenance of the radar units
   b. The City Yard provides mechanical maintenance

3. **STORAGE:** Secure the VMB w/radar trailers when not deployed in an area designated by the section commander

4. **EQUIPMENT:** The VMB w/radar trailers are self-contained units and include all of the necessary equipment needed to operate the unit

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SAMPLE LETTER

(Current date)

Name - Registered Owner
Address - Registered Owner

Dear (Registered Owner):

On DATE at TIME a VEHICLE DESCRIPTION which is registered to you was seen in the vicinity of MAJOR CROSS STREETS driving in excess of the posted speed limit. A Community Policing Radar Trailer indicated the vehicle's speed was INDICATED SPEED in an area with a speed limit of POSTED SPEED.

This is not a citation! The Chandler Police Department in partnership with the citizens of Chandler has formed a cooperative effort to prevent accidents in residential areas. This notice is only to make you aware that a vehicle registered to you was seen exceeding the speed limit thus creating a hazard for the people who live in that neighborhood. The purpose of this program is to enlighten the motoring public and, hopefully, reduce the risk of vehicle and pedestrian accidents within the residential areas of our city.

Your cooperation in making Chandler a safer place for all is greatly appreciated.

Sincerely,

Sean Duggan
Chief of Police

CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-11 RESERVED**	
	Subject **100 Reserved**	Effective **08/15/20**

Summary: This order is reserved for future use. Photo Enforcement Processing has been moved to E-03.300.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-01 TRAFFIC ENFORCEMENT**	
	Subject **1200 Horizontal Gaze Nystagmus**	Effective **07/20/18**

Summary: This order establishes guidelines for the horizontal gaze nystagmus qualification.

A. POLICY

1. **ALL OFFICERS TRAINED** in Horizontal Gaze Nystagmus (HGN) will provide the department HGN Coordinator a copy of any applicable certificates and HGN progress log proving successful completion of all stages required for certification

2. **EVERY TWO YEARS** or at the request of the HGN Coordinator, officers shall provide a copy of their nystagmus log for audit to comply with Governor's Office of Highway Safety (GOHS) and National Highway Traffic Safety Administration (NHTSA) proficiency standards

B. PROFICIENCY REQUIREMENTS

Proficiency requirements are mandatory to be an active HGN practitioner. **OFFICERS WILL MAINTAIN HGN LOG OF ALL GAZES** with an average of 80% or better of correct decisions above or below .08 BAC (.10 for those trained at the .10 standard)

C. INACTIVE PRACTITIONER STATUS

OFFICERS NOT MEETING 80% MINIMUM average on the HGN log will be placed on inactive practitioner status. To regain active status, officers:

1. Must attend a 3-day NHTSA HGN/SFST Course and meet all of the graduation requirements for the course

2. Officers will retain their previous HGN log as a record of gazes that were previously performed.

D. RECORDS

The department HGN coordinator will maintain the following records for each HGN trained officer:

1. HGN certificates and HGN progress log
2. Nystagmus log
3. Records related to refresher or additional training
4. List of all HGN certified officers and their practitioner status

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A. POLICY

[61.2.1] [61.2.2]

OFFICERS WILL RESPOND to, investigate, and properly document any reported vehicular collision involving:

1. Death or injury
2. Hit and run
3. Impairment of an operator due to drugs/alcohol
4. Damage to vehicles or property
5. Major traffic congestion resulting from a collision
6. Vehicles damaged to the extent that towing is necessary
7. Disturbances/fights occurring between principals in the collision
8. Hazardous materials

B. DEFINITIONS

[61.2.1] [61.2.2]

1. **TRAFFIC COLLISION:** An event involving a motor vehicle in transport that results in an unintended death, injury, or property damage

2. **REPORTABLE COLLISION:** Results in a death, injury, or damage to the property of any person. Complete the Arizona Crash Report for any reportable collision occurring upon a traffic way, roadway, alley, or when issuing a citation related to a collision.

3. **CASE OFFICER:** The officer assigned by a dispatcher to take disposition of a collision investigation and take charge of the scene until the completion of the investigation

C. SCENE MANAGEMENT

[61.2.2]

1. **INVESTIGATORS ARE RESPONSIBLE** for the safety and security of the scene until the investigation is complete and all vehicles or persons have been removed from the roadway. The security of the public and treatment of the injured is of paramount concern. Take all actions with this in mind.

2. **ALL COLLISIONS RESULTING IN DEATH** will be investigated by the Traffic Section

3. **THE CASE OFFICER MAY**, with supervisory permission, give the investigation to a Traffic Section member if the investigation requires greater knowledge or specialization than the case officer possesses

4. **FIRST OFFICER ON THE SCENE**:

   a. **Prioritize** efforts to stabilize the scene
   b. **Determine** whether any parties are **injured.** Request medical assistance immediately, and provide first aid as needed until the arrival of paramedics.

c. **Secure the scene**
d. **Protect** the parties involved
e. **Establish traffic control**, requesting assistance as needed, to best accommodate traffic flow. May protect scene with (examples):
   1) Reflective cones
   2) Flares
   3) Patrol vehicle with emergency lights activated
f. **Protect and move victim's property** to a safe place if the owner is unable to care for it
g. **Call tow company** as needed

D. FIRE DEPARTMENT AT SCENE

[61.2.2]

1. **IMMEDIATELY REQUEST** the assistance of the Fire Department for any fire hazard at a scene. They may also help eliminate fire hazards by placing sand over hazardous areas or washing down a scene, etc.

2. **FOR FIRE OCCURRING** on arrival:

   a. **FIRST**, ensure the safety of all persons involved
   b. **SECOND**, take action to suppress the fire

3. **DO NOT USE FLARES NEAR** gasoline / flammable liquids. Use cones.

E. INTERVIEWS

[61.2.1]

Rev

1. **LOCATE AND CONDUCT RECORDED INTERVIEW** of drivers, passengers, and witnesses as soon as possible

2. **MAY OBTAIN WRITTEN STATEMENTS** from these persons using the "Chandler Police Department Witness Statement" form including:

   a. Direction of travel
   b. Lane of travel
   c. Approximate speed prior to impact or any information necessary to explain conditions leading to the collision
   d. Approximate position of each vehicle when the danger of collision was first apparent
   e. What each driver was doing
   f. Status/condition of traffic control devices at the time
   g. What actions were taken to avoid a collision
   h. Sequence of events after the impact to point of rest
   i. Drivers' statements that might indicate a violation of the law

3. **ENSURE THAT THE FORM IS COMPLETED** properly and signed by the person giving the statement

F. ARIZONA CRASH REPORT

[61.2.1]

1. **GENERAL GUIDELINES**

   a. Follow instructions in the State of Arizona Accident Report Writing Manual
   b. Print reports in black ink, accurately and legibly

c. Number second page and following in the upper left hand corner, e.g., Page 1 of 2, Page 2 of 2, etc.
d. Number diagrams according to the collision form's instructions
e. List the names of all involved passengers and witnesses

2. **"TRAFFIC UNIT ACTION" AREA**

a. Check **one item for each unit** involved for the particular action of each unit immediately prior to the collision and before any evasive maneuvers were executed
b. If checking "Other," list the specific action

3. **"VEHICLE S": Vehicle not physically involved, but causes an collision between other vehicles**

a. Place information regarding "Vehicle S" in the narrative only
b. Do not include in total number of vehicles physically involved in the collision
c. May cite the driver of "Vehicle S" if a violation is committed

G. RECORDING THE SCENE

[61.2.2]

TRAFFIC COLLISION INVESTIGATORS WILL:

1. **EXAMINE AND RECORD** scene conditions and related factors:

a. Street surfaces (unprotected excavation holes, slippery surface, depressions, etc.)
b. Visibility of warning signs or devices (Signal lights, pavement guidelines, etc.)
c. Lighting conditions
d. Effects of the collision on the roadway
   1) Report any hazardous effect left upon the roadway as a result of an collision to the appropriate city department
   2) Mark any hazard so as to warn other motorists. You may need to protect the scene until a city road crew arrives.

2. **USE APPROPRIATE MEASUREMENTS** and abbreviations for the diagram:

a. RP (reference point) from which measurements are taken
b. BPI (before point of impact) length and position of road marks
c. API (after point of impact) length and position of road marks
d. PI (point of impact) in relation to the reference point
e. PR (point of rest) of all traffic units involved
f. Width of street lanes, pavement, and shoulder, if pertinent
g. Location of any fixed object struck
h. Distance from point of impact to objects, victims, parts of cars, etc.

3. **CALL LAB PERSONNEL TO PHOTOGRAPH** scene to further the investigation or aid in prosecution, if necessary, including:

a. The scene as viewed by the approaching driver
b. Points of impact

c. Traffic control devices, skid marks, roadway, victim, and vehicle damage or parts
d. Position of vehicles, vehicle defects, visibility, and/or view obstructions
e. Damage to city-owned property

4. **INSPECT VEHICLES** for extent, location, and nature of damage caused by impact and evidence of violations

5. **COLLECT, PRESERVE, AND IMPOUND** evidence

6. **DIAGRAM THE SCENE**

   a. Use a template to prepare diagrams of the scene showing positions of vehicles and other traffic elements on the street.
   b. Represent as proportionally as possible space relationships between vehicles, objects, roads, etc.

7. **COLLECT OFF-SCENE DATA** including, but not limited to:

   a. Speed calculations
   b. Follow up with the Medical Examiner's Office
   c. Results of scientific analysis
   d. Laboratory results

8. **PREPARE APPROPRIATE CRIMINAL** reports or supplements

H. DRIVER INFORMATION EXCHANGE

[61.2.2]

PRIVATE PROPERTY COLLISIONS not involving hit and run, serious physical injury, reckless driving, DUI, or city property damage may be cleared with information exchange and an entry in the CAD notes section stating the officer facilitated an exchange of information

1. **Review all collision exchange information at the scene** for completeness and legibility (including phone numbers)

2. Run and attach information on both vehicles and driver to the CAD call

3. Close the call with “M” (motorist assist, no report taken)

I. ENFORCEMENT ACTION

[1.2.6] [1.2.7] [61.1.5]

ARS 13-3883A3 permits arrest and citations in collision situations based on probable cause, even though officers do not witness the incident

Figure 1. **Discretion Guidelines for Citing Principals in Collisions**

Condition	Enforcement Action
If enforcement action is warranted	In most cases, a citation should be issued in accordance with policy where a violation on the part of a principal in an collision can be established
No clear violations	Officer has discretion to issue a citation
Minor collision / no injury	Officer has discretion to issue a citation
Principals in collision have	Officer has discretion to issue a citation

Condition	Enforcement Action
conflicting information with no independent witness available	
Injury / established violation	Officer should issue a citation

J. CLEARING SCENES

As a safety precaution, clear the scene **before leaving** the location. If it is impossible to clear the scene entirely, take all necessary precautions to safeguard the public.

K. FINANCIAL RESPONSIBILITY

1. **ARS 28-4135C** requires:

   a. **Every person** who operates a motor vehicle on any highway in this state to possess evidence of current financial responsibility
   b. **Law enforcement officers** to require the person to produce evidence of financial responsibility on the investigation of any motor vehicle collision or alleged violation of a state or municipal traffic ordinance

2. **ACCEPTABLE PROOF** of financial responsibility includes:

   a. Motor vehicle or automobile liability insurance policy subject to the provisions of ARS 28-4009
   b. Binder or certificate of motor vehicle liability policy insurance subject to the provisions of ARS 28-4009
   c. Certificate of self-insurance
   d. Certificate of deposit subject to the provisions of ARS 28-4084
   e. Motor vehicle insurance identification card subject to the provisions of ARS 28-4009
   f. Certificate of insurance for a policy subject to the provisions of ARS 28-4033
   g. Designation of a motor vehicle as owned or leased by this state or any of its political subdivisions according to section 38-538
   h. A display on a wireless communication device of any item listed above

3. **CITE DRIVERS NOT POSSESSING** the required proof of financial responsibility at the time of the traffic collision under ARS 28-4135C, "Failure to produce evidence of financial responsibility"

L. NOTICE TO PARENTS OR LEGAL GUARDIANS

IF A JUVENILE HAS BEEN INJURED, attempt to notify parent or legal guardian within a reasonable time following the initial investigation either by telephone or in person

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-02 COLLISION INVESTIGATION**	
	Subject **200 Special Situations**	Effective **02/10/20**

Summary This order addresses the following collisions: private property, hit and run, traffic fatality dedicated city alley, city equipment involved/liability, officer-involved on-duty, dangerous or hazardous material, railroad train, Salt River Project canals or fixtures, and delayed reporting.

A. PRIVATE PROPERTY

Figure 1: **Private Property Collision Investigation**

Condition	Action
1. Reportable private property collisions	a. **Complete the entire Arizona Crash Report for** 1) Death (Include NCIC No. 0705) 2) Reckless driving 3) DUI 4) Serious physical injury b. **Document the private property collision on the report:** 1) Box #1 leave the NCIC # blank 2) Box #3 ("On" location) state "Private Property" 3) Box #3 ("At" location) list address where it occurred
2. Non-reportable private property collisions	Not generally investigated a. Advise complainants to exchange information as required by ARS 28-663 (duty to give information and render aid) and ARS 28-664 (duty upon striking unattended vehicle). May provide driver exchange cards. b. Respond if potential for violence exists or the complainant requests a police report be made c. If a police report is required for a non-injury or minor injury (sore back/neck) enter into CAD notes section information exchange was facilitated. Close call with M (motorist assist). d. Private Property collision involving a city vehicle: 1) With a third party or potential liability involved - Complete a general offense report, city form CC73, and include photographs 2) No third party property damage or potential liability – Complete a city form CC73 and include photographs

B. HIT AND RUN

Figure 2. **Hit and Run Collision Investigation/City of Chandler**

Investigation (Hit/Run)	Actions
1. Determine if collision is hit and run	Does collision violate a hit-and-run statute (suspects may leave the scene for reasons other than fault, e.g., fear, shock, injury, or to use a nearby telephone)
2. Complete a general offense report	Non injury and minor injury hit and run collisions on private property
3. Complete Arizona Crash Report when collision is on:	a. Public street or alley involving death, injury, or damage to property of any person b. Private property when involving: • Death (Include NCIC No. 0705) • Reckless driving (Include NCIC No. 0705) • DUI (Include NCIC No. 0705) • Serious physical injury

Investigation (Hit/Run)	Actions
4. Required information on Arizona Crash Report	a. **Description of physical evidence** that may link a suspect vehicle to the collision b. **Complete suspect vehicle** description • Write in the narrative the suspect vehicle license plate number, VIN, and registered owner information. May list upon establishment of identity. c. Complete description of driver and any passengers d. Home/business/school phone number of victims, passengers, witnesses e. Completed speed limit boxes, officer's estimated speed, and posted speed (For private property collisions, place N/A in box, but complete other boxes) f. NCIC number in the identifier block if there are injuries to any person or property damage in excess of $1,000 to property of any person g. Completed report with the narrative placed on an collision supplement form or transmitted on RMS. Narrative may include: • Suspect vehicle license plate number, VIN, and registered owner information • Vehicle description when plate number obtained from a victim or witness is similar to a vehicle description from registration check • Amend the report when the collision is cleared by an investigator • Place violations, if any, in a supplemental report including the ARS statute number and the written description
5. Investigation	a. **Locate** as many witnesses of the collision as possible and obtain recorded statements with witness' full name, address, date of birth, and business and home/cellular telephone numbers b. **Only broadcast** or transmit by MDC attempt to locate (ATL) for suspect vehicles and/or suspects when the collision has just occurred or there are injuries or extensive damage. Obtain accurate information first. Include: • License number, make, model or type, year, probable damage • Items that would normally attract attention (e.g.,, cracked or broken windshield, obsolete model, odd color, etc.) • Number, gender, age, and dress of all occupants c. **Record and preserve physical evidence** at the scene (e.g., headlight glass, tire prints, particles of paint, ornaments, lamp fixture, door handles, etc.). Search the vicinity of the collision for evidence that might have been lost from the fleeing vehicle. d. **Only seize vehicles** involved in hit-and-run violations at the time of arrest of the driver or if the vehicle constitutes a traffic hazard • Do not seize and hold an unattended hit-and-run suspect vehicle that is legally parked or parked on private property for proof of ownership. Never seize a vehicle for proof of ownership only. • Impound vehicles seized as hit-and-run suspect vehicles at the property yard when necessary for evidence e. **Do not advise the owner** of property damaged by a hit-and-run vehicle that the vehicle may be held pending payment of damages by the suspected driver f. **If you locate the suspect driver** for: • **Misdemeanor:** Issue the appropriate civil and criminal citations • **Felony:** Either arrest and book or seek a long form complaint. **Do not issue civil citations**.

C. TRAFFIC FATALITY

[83.1.1]

Figure 3. **Traffic Fatality Investigation**

Category/Responsible Party	Action
1. Traffic Fatality Definition	Any collision involving a motor vehicle in transport resulting in death • Classify as a traffic fatality until the medical examiner's investigation determines otherwise (e.g., heart attack, suicide, etc.)
2. First officer at the scene of a fatality or possible fatality will:	a. **Render aid** and care as required b. **Notify**: • Shift commander • Shift supervisor c. Take the necessary measures to **secure the scene** and protect evidence. Block lanes and/or close roads as needed. (The collision scene may be spread out for several hundred feet.) d. Locate, identify, and secure the **drivers** e. Locate and identify all available **witnesses** • Record any spontaneous **statements** made by the drivers • Obtain names of all **emergency treatment personnel** f. **Do not move or tamper** with any vehicle which has been involved in a fatality collision, or allow anyone else to do so **Exception**: Emergency personnel needing to disable electrical wiring or dismantle the vehicle in order to rescue occupants g. **Remain on scene** until relieved/released by traffic investigators
3. Field Operations Supervisor	a. Notify the on-call Traffic supervisor upon learning of a fatal or an injury collision that may become a fatal collision b. Relate basic details of the collision (i.e., details which may require additional investigative personnel) c. Remain at the scene until relieved by the Traffic Section supervisor d. Assess manpower needs to ensure that the scene is secured e. Locate, identify, separate, and secure all drivers f. Do not conduct interviews beyond obtaining general information g. Ensure an officer responds to the hospital of any persons transported by Fire, Health and Medical h. Send out Command notification
4. Traffic Section	a. **Conducts original investigation** and reports fatalities due to a motor vehicle in motion. Other officers involved in the investigation will write supplements. • Notify the Medical Examiner's Office to pick up the deceased b. **Negligent homicide (ARS 13-1102) Felony** • If evidence at an collision scene is sufficient for probable cause, officer may arrest suspect and book into county jail • If injuries preclude arrest and booking, the Traffic Section will conduct follow-up investigation c. **Delayed fatality**: Motor vehicle traffic collision victim dies at a later date from injuries • On-duty traffic investigators will either complete a report or a supplement to the original report • If a traffic investigator is not available, patrol officers will complete the report and forward to VCU for follow-up

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Category/Responsible Party	Action
Traffic Section, cont.	• Submit outstanding citations and the case for a criminal complaint: Outstanding citations will be dismissed through the City Prosecutor's Office d. **Enforcement** • Fatal traffic collisions: Submit the case for felony complaint. Civil citations may not be issued. • Field Operations officers need to write a supplement regarding their involvement/actions at the scene of a fatality e. **Notification of Next of Kin** • Notify next of kin in person as soon as practical and when possible • If located within Chandler or nearby proximity: o Traffic supervisor, or designee, will make notification in person, accompanied by a member of the fire department's Crisis Response Unit o If a Crisis Response representative is not available, arrange for a friend, clergyman, or family member to be present prior to leaving • If outside of Chandler or nearby proximity, contact the police department in the next of kin's area of residence to request an in-person notification • Include in your report the name of the person notified, date and time, or unable to notify • If identity of decedent is unknown, work with Medical Examiner's Office in attempting to identify the decedent. The investigating officer will make notification when the decedent is identified. f. **Injured Suspect**: The Traffic Section will conduct the follow-up investigation in a negligent homicide case if injuries prevent arrest and booking

D. DEDICATED CITY ALLEY COLLISIONS

1. **"On street**" location: the street perpendicular to the alley
2. "**At / from street"** location: a street parallel to the "on street" on either side of the alley

E. CITY EQUIPMENT INVOLVED / CITY LIABILITY

Figure 4. **City Equipment Involved / City Liability Investigations**

Responsible Party	Action
1. Investigating Officer	a. Advise supervisor immediately b. Obtain recorded witness statements c. Have photographs taken at the scene except when such items as garbage cans, etc., are the only property damaged *Administrative Regulation CM-20 governs the procedures for processing claims against the City of Chandler*
2. Supervisor	a. Notify the city department responsible for the equipment involved b. Advise Risk Management of any city-owned property damaged c. Notify legal advisor if an injury collision involves city equipment d. Review the investigation e. Take indicated enforcement action

Responsible Party	Action
	f. May issue city employees (except police personnel: see General Order E-03.300) citations while on duty
3. Shift Commander	Determine whether to investigate collisions involving city equipment occurring outside the city limits by department members concurrently with the appropriate jurisdiction's investigation

F. EMPLOYEE-INVOLVED COLLISION ON DUTY

Figure 5. **Employee-Involved Collision On-Duty Responsibilities**

Responsible Party	Action
1. Communications	Advise employee's supervisor
2. Supervisor	Respond immediately and determine who will investigate based on: a. Minor damage or minor injury: • A traffic or patrol officer will conduct the investigation. Complete a General Offense on Arizona Crash Report. b. Serious or fatal injury and/or extensive property damage: The Traffic Section will conduct the investigation. • Supervisor will notify the police legal advisor c. Forward reports required for review to Professional Standards for the Pursuit and Accident Review Board (See General Order E-03.300)
3. The Involved Employee	Only discuss the collision circumstances with your supervisor, the investigating officer, or police legal advisor
4. Reporting/Citations	a. Forward all related reports to Professional Standards for the Pursuit and Accident Review Board b. The Pursuit and Accident Review Board will direct the Traffic sergeant on the panel to write any required citations

G. DANGEROUS OR HAZARDOUS MATERIALS

1. **EXERCISE EXTREME CAUTION** during investigation. Use discretion in initial entry into scene of hazardous materials incidents

2. **YOUR PRIMARY RESPONSIBILITY MAY NOT BE THE RESCUE** of persons in direct contact with the substance. The material may incapacitate the officer or even cause permanent injury or death.

3. **REPORT ANY TRAFFIC COLLISION** involving explosives or dangerous chemicals to the following agencies:

Figure 6. **Hazardous Materials Contact Information**

Agency	Contact information
• **Fire Department:**	Relay initial information regarding the substance, its condition, and any peripheral hazards such as fire, injured persons, etc.
• **Arizona Corporation Commission**	Railway and pipeline spills: **602.252.4449 or 602.542.7772**
• **Arizona Radiation Regulatory Agency**	If radioactive material involved, open Monday through Friday 8 AM to 5 PM **602.255.4845** All other times **602.223.2212**

H. RAILROAD TRAIN INVOLVED

Request driver's license or other identification from train personnel (switchmen, enginemen, brakemen, and conductors) for correct spelling of names and addresses

1. Train personnel are instructed by their employer to furnish the following information:

   a. The identification of the train involved
   b. The approximate speed of the train prior to the collision
   c. Confirmation that a whistle, bell, and/or headlight was operating
   d. The direction the train was traveling prior to the collision

2. Most train personnel are instructed by their employer not to give signed statements. Obtain further information from the Claims Department of the railroad.

I. SALT RIVER PROJECT CANALS OR FIXTURES

1. **ADVISE COMMUNICATIONS** to inform an SRP dispatcher when a vehicle strikes an SRP water control structure or runs into canals or laterals. SRP will dispatch personnel to the collision scene to receive driver'(s) information on a 24-hour basis.

2. **IF A VEHICLE IS IN AN SRP CANAL** or on a control structure, contact an SRP representative prior to moving the vehicle

J. DELAYED REPORTING

1. **COMPLETE A STATE COLLISION REPORT WHEN:**

   a. An collision occurs on the roadway, **and**
   b. Both parties involved agree to exchange information and leave the scene without notifying the police, **and**
   c. One of the parties subsequently wishes to make a report

2. Officer may take enforcement or follow-up when:

   a. The collision is a workable hit and run
   b. There is a serious injury

3. Generally, do not take follow-up or enforcement action on collisions delayed more than 24 hours

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-02 Vehicular Crimes Unit (VCU)**	
	Subject **300 Procedures**	Effective **12/28/18**

SUMMARY: This order defines the minimum requirements, crimes assigned, and other duties of the Vehicular Crimes Unit.

A. ASSIGNMENTS

The Vehicular Crimes Unit detectives investigate the following vehicular crimes against persons:

1. Homicide
2. Manslaughter
3. Aggravated Assault
4. Hit and Run (Serious physical injury/death)

B. MINIMUM QUALIFICATIONS

Applicants must have successfully completed the following AZPOST approved crash investigation courses:

1. Advanced Accident Investigation
2. Traffic Crash Reconstruction I

C. ADDITIONAL DUTIES

1. Create scaled diagrams and animations for CIB
2. Deployment and recovery of the RADAR sign boards
3. Aggravated DUI packets for the Maricopa County Attorney
4. Department HGN, Phlebotomy Coordinator duties
5. Conduct monthly tow audits in compliance with current contract
6. Download Event Data Recorder (EDR) readings for Risk Management
7. Commercial Vehicle Enforcement
8. Act as backup hearing officers for Impound Unit

D. CASE TYPES INVESTIGATED

VCU INVESTIGATORS:

1. **MAKE ORIGINAL** investigations on the following:

   a. Traffic crashes involving fatal or life-threatening injuries
   b. Serious physical injury involving city vehicle/employee

2. **FOLLOW UP** on traffic related (hit and run) crashes for the Traffic Section and Field Operations where there is out of city follow up on workable leads

3. **MAY ASSIST CIB** or Field Operations with crime scene diagramming

E. CALL OUTS

One investigator will be subject to call after normal working hours, on weekends, and on holidays to investigate the offenses listed above

F. AUTOPSIES

1. **EVERY VEHICULAR CRIMES UNIT DETECTIVE** will acquaint themselves with the medical examiner and staff. They shall familiarize themselves with the routine of the Medical Examiner's Office.

2. **ONE DETECTIVE** from VCU investigation shall attend the autopsy. Duties include:

   a. Ensuring that all evidentiary material that accompanies the body to the Medical Examiner's Office is properly impounded in the evidence locker, e.g., clothing, trace evidence (such as hairs, fibers, fluids), etc.
   b. Bringing to the attention of the Medical Examiner any items that are needed as evidence so that they may be properly collected

G. INVESTIGATIONS

1. **APPROACH EVERY TRAFFIC DEATH INVESTIGATION** as a homicide until it is proven otherwise

   a. Use a Crime Scene Technician II or III for both vehicular manslaughter and vehicular homicides
   b. May use a Crime Scene Technician I at the discretion of the case agent and/or Traffic Section supervisor

2. **DUTIES AT THE SCENE**

   a. **Supervision on the Scene**
      1) The assigned investigator is in charge of the investigation and scene
      2) The supervisor will keep superiors and the PIO informed on the progress of the case as he learns it from the investigator
   b. **Upon arrival** at the scene, talk with the first officer that arrived on scene and attempt to learn the following:
      1) Identity of the victim, if it is known
      2) Identity of the suspect and if he is in custody
      3) Identity of all witnesses and persons discovering crime
      4) Identity of all persons at the scene and those who have been there and left, and why. What did they do while at the scene?
      5) Identity of all persons that have entered the scene proper, e.g., police personnel (all ranks), ambulance attendants, paramedics, doctors, witnesses, etc. Did they move or touch anything? Require supplements from applicable police personnel.
   c. **The assigned investigator** will delegate other responding Traffic Section Officers to do the following if they apply:
      1) Conduct impairment investigation on drivers
      2) Diagram the scene utilizing LEICA equipment
      3) Vehicle inspections
      4) Respond to the hospital to evaluate injuries

3. **WITNESSES**

   a. As soon as possible, interview witnesses and take statements to ensure that memory of the incident is fresh and to not detain witnesses longer than is necessary. VCU team may request the assistance of patrol officers or other detectives to interview witnesses.
   b. Separate witnesses when practical and request them not to discuss the incident among themselves or with other investigators
   c. Interview witnesses separately
   d. The County Attorney requires recorded interviews

4. **PROCESSING SCENE**

   a. **Be cautious and patient**. Do not form early opinions. Let the facts guide the investigation. Gather all facts and evidence before coming to a conclusion.

   b. **Direct the crime scene technician** as to what should be photographed
      1) Photograph and measure every item of evidence in place before it is further examined
      2) Process all items necessary for fingerprints
      3) Preserve for DNA

   c. **Examine the body of the victim** as closely as possible without disturbing the wounds, clothing, etc. Do not move the body prior to the Medical Examiner's arrival.
      1) Direct the photographing of wounds and other important markings and evidence. It may be necessary to have the body photographed again at the Medical Examiner's Office after the body has been cleaned.
      2) If for some pertinent reason it is necessary to obtain fingerprints from the deceased prior to autopsy, instruct the crime scene technicians to lift "dry prints" from the deceased. Notify the medical examiner of this prior to the prints being lifted.

   d. **Evidence to be processed** by the Crime Lab:
      1) Impound in property with a request for scientific analysis, instructing the lab as to what is hoped to be learned from the evidence
      2) Request blood and hair samples from victim on the Medical Examiner's Identification Tag if needed
      3) Obtain suspect's physical evidence with his consent or by court order after filing a proper affidavit
      4) Consult with the DPS Lab and the County Attorney to determine "best evidence" and process is to be used to obtain that evidence

5. **NOTIFY THE MEDICAL EXAMINER -** Provide the medical examiner with the known circumstances surrounding the death

6. **NOTIFICATION OF NEXT OF KIN**

   a. Officers will notify a next of kin **in person as soon as practical whenever possible**
   b. If the next of kin to be contacted lives within the City of Chandler or nearby proximity,

1) The supervisor will designate the investigating officer or other Chandler officer to make the notification
2) The officer will make the notification in person, accompanied by another officer or with the assistance of CR288 or Victims Services
3) Include a member of the department's Victim Services Unit if available, or attempt to arrange to have a friend, clergyman, or family member present when the next of kin is notified

c. If the person to be notified lives outside of Chandler or the nearby proximity, the investigating officer will contact the police department within the next of kin's area of residence to request that they make an in-person notification
d. Note the name of the person notified, the date, and time on the report as soon as practical
e. If unable to notify a next of kin, note it in the report. The notification becomes the responsibility of the Medical Examiner's Office.

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-03 TRAFFIC SECTION**	
	Subject **100 Administration**	Effective **09/30/19**

Summary

The Traffic Section is a special assignment section assigned to Field Operations with the primary responsibility for traffic law enforcement. This order covers the Traffic Section's assigned responsibilities.

A. LIEUTENANT RESPONSIBILITIES

DIRECT REPORT to the Operational Support Bureau commander for:

1. **SUPERVISION**

   a. Oversees deployment of Traffic Section personnel
   b. Develops goals, objectives, and actions to address and resolve traffic issues
   c. Organizes and directs Traffic units and/or Traffic personnel to address safety issues as part of their daily and annual duties and goals

2. **TRAINING**

   Ensures supervisors and officers receive adequate and ongoing training regarding department policies and procedures in traffic safety issues

3. **AGENCY LIAISON**

   a. Coordinates the agency's traffic safety efforts, both within the department and with outside agencies
   b. Works with other City departments, such as Traffic Engineering, to address citizens' complaints

4. **REPORTING**

   Prepares quarterly and annual traffic reports containing DUI, traffic collision, and enforcement analysis. Analysis includes the following factors at minimum:

   - Collision data
   - Alcohol involved
   - Arrests made
   - Citations issued
   - Geographic factors
   - Population shifts
   - Type of violations
   - Citizen complaints

B. SERGEANT RESPONSIBILITIES

DIRECT REPORT to the assigned Traffic Section lieutenant for:

1. TRAFFIC ENFORCEMENT UNIT SERGEANT

   a. Directed Enforcement Coordinator— Receives all traffic requests and deploys officers and resources as needed. Tracks statistical data relating to directed enforcement.

b. Special Events—Acts as backup for the Traffic lieutenant during planning; attends all special event meetings to provide recommendations on operational issues and staffing requirements; completes traffic plans and threat assessments; and attends events in a supervisor capacity to oversee and supervise assigned officers
c. Instructs traffic officers in the proper methods of traffic enforcement and collision investigations
d. Oversees the fleet of police motorcycles, schedules quarterly motorcycle training, and coordinates special details involving the motor team
e. Coordinate Traffic officers to teach traffic safety within the City of Chandler
f. Oversees various grants related to traffic enforcement
g. Assigns motor officers to participate in police funerals and memorials as staffing allows

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2. DUI ENFORCEMENT UNIT SERGEANT

a. DUI Task Force Coordinator—schedules monthly DUI operations within the City of Chandler and in conjunction with the East Valley DUI task force; works in partnership with other valley police agencies and the Governor's Office of Highway Safety (GOHS); completes all GOHS reporting; and schedules alcohol-related education in various ways to include the Know Your Limit (KYL) program
b. Know Your Limit Coordinator—schedules KYL details at special events where alcohol education would be beneficial. Coordinates officers to work the details and oversees grant funding.
c. Instructs traffic officers in the proper methods to detect and arrest impaired drivers from the roadways
d. Oversees the fleet of DUI enforcement vehicles to include the DUI processing vans
e. Oversees various grants related to DUI enforcement
f. Maintains the inventory and reordering of phlebotomy supplies
g. Maintains the inventory, issuance, and calibration of department PBTs

3. VEHICULAR CRIMES UNIT SERGEANT

a. VCU Supervisor—Oversees all cases assigned to VCU; assigns follow-up on hit and run cases from Traffic and Patrol; maintains case track for all VCU cases; and coordinates monthly VCU meetings
b. Tow Contract Coordinator—Oversees duties associated with tow contract which include monthly reports, monthly auditing of all CPD impounds, contract administration, compliance, conflict resolution
c. Impound Unit Supervisor—Oversees employee and duties associated with vehicles impounded under ARS 28-3511
d. Oversees the photo enforcement program, and supervises the coordinators for phlebotomy, HGN, and DRE
e. Oversees the fleet of VCU vehicles and collision reconstruction equipment

C. OFFICER RESPONSIBILITIES

ACCOUNTABLE TO A TRAFFIC SERGEANT to:

1. **Enforce** federal, state, and city **traffic** and **DUI** statutes and codes
2. **Maintain** take-home vehicle/motorcycle at inspection standards
3. **Prevent** and detect traffic violations within the city
4. **Investigate** thoroughly and complete a report for all assigned traffic collisions
5. **Conduct** planned, directed, and selective traffic enforcement
6. **Teach** traffic safety
7. **Participate** with police funerals and memorials as directed by the traffic sergeant

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D. ENFORCEMENT GUIDELINES

1. **FOR OVERT STATIONARY OBSERVATION,** use for directed and selective traffic enforcement

2. **FOR ENFORCEMENT LOCATIONS,** use**:**

   a. Statistical data identifying high accident areas
   b. Citizen requests/complaints for locations

E. MOTORCYCLE OPERATION

1. **POLICY:** Motorcycles are individually assigned and operated only by authorized and trained members of the Traffic Enforcement Unit. Exceptions require authorization by a division commander or above.

2. **OBJECTIVES OF OPERATION:** Used by the department for their maneuverability and their efficiency in traffic enforcement

3. **INSTRUCTIONS, CONDITIONS, LIMITATIONS, AND AUTHORIZATION OF USE:**

   a. Personally-assigned take-home unit
   b. Transportation to court, training, AIT callout, and any other reason approved by a Traffic supervisor
   c. Special details, with Field Operations commander authorization
   d. **DO NOT** operate motorcycle in an unsafe condition. If you cannot operate the motorcycle safely, have it towed to the appropriate repair facility.
   e. **Exceptions require authorization by the Operational Support Bureau commander**

4. **QUALIFICATIONS AND MINIMUM TRAINING** requirements for officers assigned to the Traffic Enforcement Unit and using a police motorcycle:

   a. Successful completion of basic motorcycle training from an AZ POST-certified course of instruction
      Officers who are unable to complete basic motorcycle training due to injury or failure to pass any proficiency exam may be recycled with the recommendation of school training staff and the Traffic Section lieutenant
   b. One week of motor officer field training
   c. Minimum in-service training class per year

5. **CONDITION AND MAINTENANCE**

   a. **At Start of Each Working Day:**
      1) Ensure motorcycle is clean and fully functional
      2) Check tires and emergency equipment

   b. **Motor Officers** will follow the maintenance schedule
      1) **SCHEDULE** maintenance as needed
      2) **DO NOT** exceed recommended service interval by more than 500 miles
      3) **ONLY** perform maintenance or repairs approved by the Traffic Enforcement Unit supervisor, including any equipment altering the motorcycle
      4) **TURN IN** all receipts for maintenance or cleaning / maintenance materials to the unit supervisor when received. Purchase fuel with a department-issued fuel card.

   c. **Fleet Services** will maintain a current logbook of service scheduled and performed on each assigned motorcycle

6. **REQUIRED EQUIPMENT**

- Motorola radio and Setcom headset with extension cable
- Red / blue emergency lights / siren
- Cordless hand-held lidar unit
- Distance measuring device
- Traffic vest
- Tablet/MDC Computer
- Flashlight
- Applicable incident forms
- Department-approved helmet (always worn when riding the motorcycle)

F. MOTORCYCLE TRAILERS

1. **OBJECTIVES AND CONDITIONS FOR USE**

   a. To transport police motorcycles when needed for service, repairs, and any other detail as deemed necessary by the Traffic Enforcement Unit supervisor
   b. A supervisor will approve other uses of the trailer

2. **STORE** the trailer in a place designated by the Traffic Section lieutenant

3. **RESPONSIBILITY FOR CONDITION AND MAINTENANCE:** The Traffic Enforcement Unit sergeant will ensure that the trailer remains operational and arrange for maintenance when required

G. DUI ENFORCEMENT COMMAND POST/ PROCESSING VAN

1. **OBJECTIVE:** Available for a temporary command post for DUI enforcement and on site processing in the City of Chandler and throughout Arizona

2. **AUTHORIZATION AND USAGE**:

   a. Designed for DUI task forces and VCU call-out investigations
   b. May be used at other incidents at the command staff's discretion

c. May only be operated by an authorized member of the Traffic Section or Citizen Motorist Assist Volunteer with approval by a Traffic supervisor

3. **RESPONSIBILITY FOR MAINTENANCE: DUI Enforcement Unit**

4. **REQUIRED EQUIPMENT** in the Command Post

- MDC/Radio
- First Aid Kit
- Generator
- DUI Processing equipment
- Evidence Storage
- Telephone
- Blood Draw Chair
- DRE Equipment
- Portable Lighting / Cones
- Departmental Forms
- Fire Extinguisher
- Incenolet/Toilet liners

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CHANDLER POLICE DEPARTMENT GENERAL ORDERS *Serving with Courage, Pride, and Dedication*	Order **G-04 PHLEBOTOMY**	
	Subject **100 Program**	Effective **02/10/20**

A. POLICY

1. **ONLY SWORN OFFICERS** recognized by the department through training and experience as a phlebotomist may draw blood for law enforcement purposes

2. **PHLEBOTOMISTS IN THIS PROGRAM WILL draw blood for alcohol/drug content unless** they have had the experience and training to do other types of draws as approved by Human Resources

B. QUALIFICATIONS

1. **INITIAL CERTIFICATION FROM** a recognized phlebotomy program, such as the AZ POST-recognized "Phlebotomy for Law Enforcement"

2. **CONTINUING EDUCATION:** Evidence of on-going proficiency as designated by Human Resources includes a requirement to draw a minimum of 24 blood samples per year thereafter or attend a phlebotomy refresher course at Phoenix College sponsored by GOHS

C. COORDINATOR

1. **DESIGNATED BY** the Traffic Section lieutenant

2. **COORDINATES** all activities with Worker Compensation Coordinator/Safety Coordinator

3. **RESPONSIBLE FOR:**

   a. Coordinating training of phlebotomists
   b. Annual in-service training for active phlebotomists
   c. Securing of equipment and maintaining records
   d. Monitoring annual proficiency requirement as described in B.2 above

D. EQUIPMENT

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1. **USE ONLY APPROVED PHLEBOTOMY EQUIPMENT**

2. **DISPOSE OF USED NEEDLE AND VACCUTAINER HOLDERS** in biohazard sharps container. Used containers are replaced and submitted to Property and Evidence for disposal per OSHA guidelines.

E. PROCEDURES

[61.1.10]

1. **PROFESSIONAL REQUIREMENTS**

   a. Maintain a log
   b. Wear gloves for all blood draws
   c. May wear safety glasses/goggles for blood draws
   d. May wear lab coat

2. **DRAWING BLOOD**

a. **Clotting time**
   1) Ask if subject is on aspirin, steroids, blood thinners (e.g., Coumadin), or other prescription medications that may prolong clotting time
   2) Apply pressure for several seconds to site with gauze
   3) Secure site with flexible bandage
   4) If subject faints, carefully assist them to floor, place in recovery position, assess airway, breathing, circulation and if subject does not quickly revive, call Fire, Health and Medical and begin CPR if deemed necessary

b. **Number of attempts**
   Definition of attempt – a needle insertion that pierces the outer skin for the purpose of locating a vein and withdrawing a blood sample
   1) First draw: Do not exceed two attempts for successful draw
   2) Second draw, different phlebotomist: Make only one attempt
   3) Additional attempts: Must be performed by medical personnel

c. **The arresting officer must witness blood draw**. A phlebotomist may draw blood on a suspect he has personally arrested for a DUI. If the officer/phlebotomist feels that it would be in everyone's best interest to have another phlebotomist draw the blood, summon one.

d. **Warrant required** for all cases where **consent is not given, including if consent was given and then withdrawn**. Follow directives in the email search warrant policy.
   1) **Exigent circumstances**: Arizona Revised Statues (ARS) authorizes blood draws without a warrant
   2) **Do not become combative** with a suspect. Use only force that is reasonably necessary to execute the search warrant. Do not use a stun device, hard impact weapons, chemical irritants, or any other weapon in order to obtain a blood sample. Any force used must be justified in accordance with GO E-01.200.

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   3) **Non-compliance with warrant:** Violation of ARS § 13-2810.A.2, Interfering with Judicial Proceedings
      a) **Officer injured:** may add ARS § 13-1210, Aggravated Assault on a Police Officer
      b) **Suspects who spit**: May be charged with Aggravated Assault and/or Assault by Spitting, Scratching, Biting, etc.

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         - If exposure occurs, **immediately notify a supervisor and the on-call legal advisor**
         - May require suspect to be tested for disease
         - Follow CPD GO E-05.200 Post-Exposure Procedures

e. **COMPLETE ALL DOCUMENTATION** in blood kit and report

F. BLOOD EVIDENCE

[83.2.1] [83.3.2]

1. **CHAIN OF CUSTODY:** Phlebotomist

   a. Either phlebotomist or arresting officer may label and package evidence. Include used benzalkonium chloride (BZK) or betadine (povidone iodine) pad towelette in kit.
   b. Complete all documentation contained in the blood kit
   c. Release package to arresting officer if phlebotomist packaged it
   d. Record chain of custody at all transfer points

2. **TRANSPORTATION**

   a. The arresting officer should transport blood evidence as soon as possible to the Property and Evidence refrigerator or any of the blood evidence only refrigerators located at each of the stations
   b. If delayed, refrigerate blood, (do not freeze) or maintain in a cool environment
   c. Specimens collected for post exposure procedures should be transported in accordance with GO E-05.200

G. DRAW REPORT

1. **DISTRIBUTION:** Phlebotomist will complete draw report and distribute copies as follows:

   a. Original with report to Records
   b. Copy to phlebotomist
   c. Copy to subject of blood draw

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2. **CONTENTS**

   a. Location of blood draw, e.g., station, DUI van, hospital, etc.
   b. Reason for arrest. If no arrest, reason for blood draw
   c. Whether it is a consent draw or the result of a search warrant
      1) **Consent**: Direct subject to sign consent form
      2) Verbal consent, but **refuses to sign**: leave blank
      3) **Warrant:** Record name of judge in report and on consent form, e.g., “WARRANT-JUDGE SMITH”
   d. Whether subject resisted blood draw, e.g., cooperative, had to be escorted to restraint chair, held down, etc.
   e. Response to question regarding aspirin, steroids, blood thinners, etc.
   f. Anything to aid prosecution, e.g., strong odor from suspect’s breath, steadiness, mood swings, inappropriate behavior (document on draw report or phlebotomy consent record)
   g. The phlebotomist’s signature on each report
   h. Where feasible, have another officer serve as witness. A phlebotomist may be a witness on a search warrant for blood if necessary.

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