

Recommendation Submission

CPC -This response is in reference to recommendation # __26-9__

CPC -Area Command _____

APD -Responsible SME: _____

APD -Date received _____

RECOMMENDATION (One (1) recommendation per submission.
Recommendation/Reasoning must be 500 words or less for submission):

Improving the APD Public Reporting Process

The Council of Chairs of the Community Policing Council would like to submit a recommendation to help APD with its outgoing communication to the public. We feel that one of the simplest, quickest and most cost-effective ways for the city to help APD would be by helping to go over and improve the website.

We suggest four changes:

1. Helping improve the triage process via APD's website.
2. Updating stale web content
3. Improving response standards
4. Building a feedback loop

Looking at the website we have found a few minor issues including; broken links, a confusing process about "where to go", outdated contacts, unclear information, no response time commitments, emails not monitored 24-7, no automatic acknowledgement on emails received, lack of 2-way communication on wrong, or having never received, information, and others.

What we propose is an 18-month plan to rebuild APDs outgoing communication with a dedicated contact with APD, and a project manager with the CPC who will see the project through.