

Florence Police Department

ANNUAL REPORT

2023



*Serving You with Respect,
Compassion, and Trust.*



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Message from the Chief

This year was again a challenging year for our police department. We have been engaged in achieving optimum police staffing and are close to meeting that goal. Our commitment is to provide excellent customer service to you. Remember our mission statement “Serving You with Respect ,Compassion and Trust”—that’s our obligation to each and every citizen we serve. This is your police department, and we invite you to stop by anytime and see firsthand what the department is accomplishing. We appreciate you and are excited about our continued partnership.



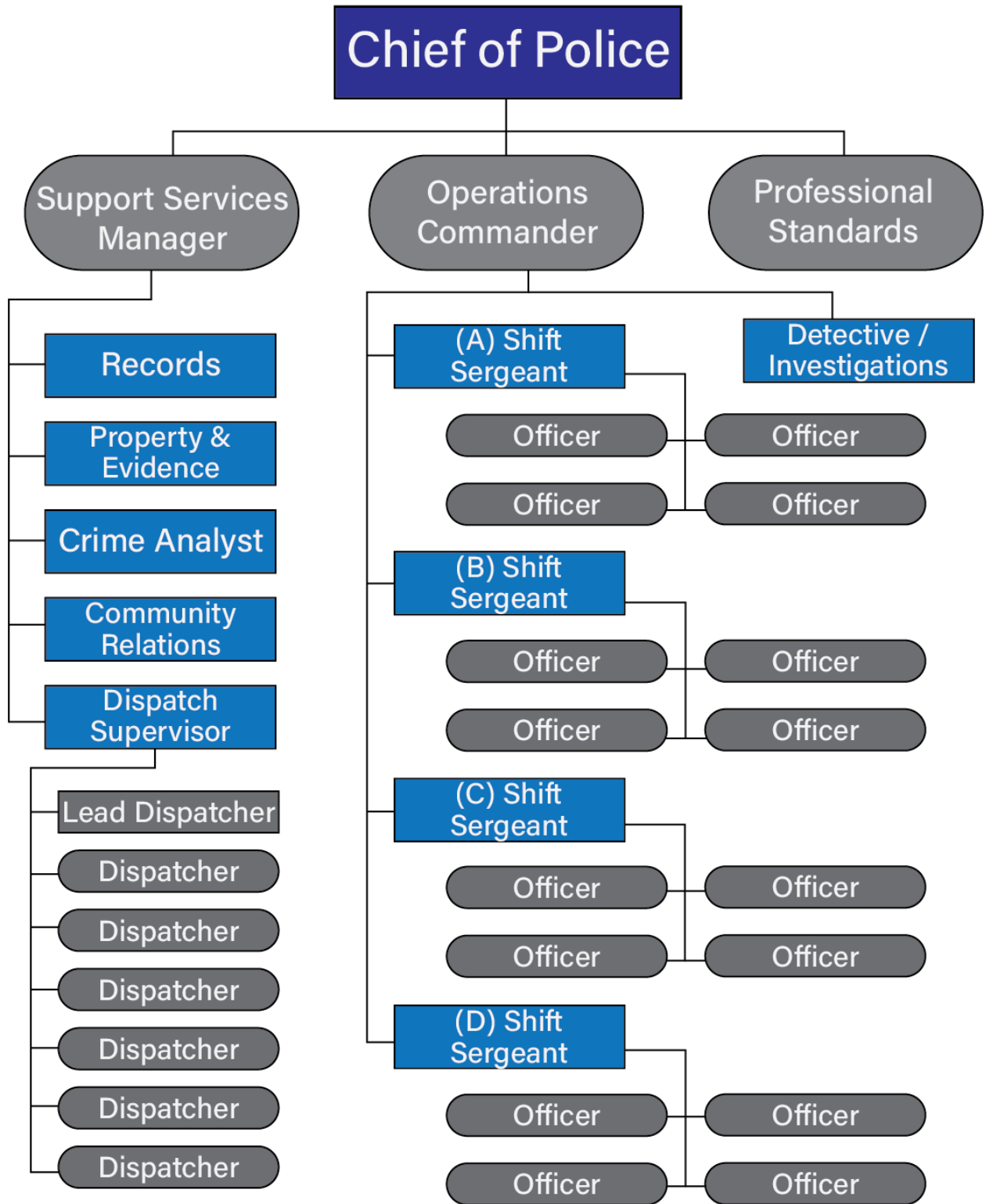
Bruce Walls

Bruce Walls

Chief of Police



FLORENCE POLICE DEPARTMENT ORGANIZATIONAL CHART 2024





The Six Pillars of 21st Century Policing

BUILDING TRUST AND LEGITIMACY

People are more likely to obey the law when they believe that those who are enforcing it have the legitimate authority to tell them what to do... The public confers legitimacy only on those they believe are acting in procedurally just ways.

POLICY AND OVERSIGHT

Citizens have a constitutional right to freedom of expression, including the right to peacefully demonstrate.

TECHNOLOGY AND SOCIAL MEDIA

Implementing new technologies can give police departments an opportunity to fully engage and educate communities in a dialogue about their expectations for transparency, accountability, and privacy.

COMMUNITY POLICING AND CRIME REDUCTION

Community policing requires the active building of positive relationships with members of the community.

TRAINING AND EDUCATION

Hiring officers who reflect the community they serve is important not only to external relations but also to increasing understanding within the agency.

OFFICER WELLNESS AND SAFETY

The wellness and safety of law enforcement officers is critical not only to themselves, their colleagues, and their agencies but also to public safety.



FLORENCE POLICE DEPARTMENT



VISION STATEMENT

A forefront leader in policing focused on innovation and excellence in service.

MISSION STATEMENT

“Serving You with Respect, Compassion, and Trust.”

CORE VALUES

- T** – TRANSPARENCY
- R** – RESPECT
- U** – UNITY
- S** – SELFLESSNESS
- T** – TEAMWORK



Building Trust and Legitimacy

At the Florence Police Department, we are steadfast in the philosophy of 21st Century Policing. Our mission is to serve our community with respect, compassion, and trust. We use **TRUST** as an acronym to implement our core values within the community. Working tirelessly with our citizens to legitimize our continued pledge to serve them as a forefront leader in policing and providing excellence in service.

Transparency – There are many definitions of transparency. The best way to explain it is “the capacity to obtain valid and timely information about the activities of government.” The Florence Police Department strives to ensure a steadfast bond with the community we serve. Providing a professional and ethical approach through a community-oriented policing philosophy. We encourage our community to contact us, should our service not meet the philosophy we strive to uphold.

Respect – The Florence Police Department upholds high standards of professionalism and ethics in all we do. Respect is paramount when working with the community we serve. It fosters a positive environment for both our officers and our community members. The Florence Police Department encourages our citizens to collaborate with our staff to update and make changes to our policies and practices. These discussions have led to a strong bond with our community, ensuring they have a stakeholder in the organization.

Unity – At the Florence Police Department, we have a continued partnership with the community we serve. We strive to align ourselves through our policies and practices to better serve the needs of our community. Working with our community and its leaders to provide a cohesive and directed approach to public safety. It is not uncommon to





see our staff out in the community creating lasting bonds with those we serve. You will see us reading at our schools, watching the high school sporting teams, educating our youths on the hazards of substance abuse, bringing food to those in need, or just simply getting out and spending time listening to the concerns of those we serve.

Building Trust and Legitimacy (cont.)

Selflessness – As we continue to build a team of dedicated officers, we strive to hire those that embody a public servant mindset. As public servants, we understand that it is not about self, but the community we serve. One of the most

important things we practice is our commitment to our mission statement and our core values. Upholding the rights and liberties of those we serve. Our officers commit to these philosophies when they raise their right hand and swear or affirm an oath of office in service to you.

Teamwork – Teamwork is not exclusive to those that serve the community. It is a partnership between the Florence Police Department and our community members. A successful police department relies on intercommunication and an understanding of those it serves. As a team, our community partnership can work together to continue ensuring the safety and security of our citizens. We have continued these efforts by teaming up with the community with events like Faith and Blue. Working on community service projects to solidify our bond with those we serve and respect.



Policy and Oversight

Annual Review of Use of Force Incidents

In 2023, the Florence Police Department officers responded to 5,978 calls for service received by Communications. Officers initiated contact with citizens 5,795 times. Of those 11,766 citizen contacts, 15 resulted in officers using force. These use of force incidents represented only 0.127% of the Department’s total public contacts. The number of use of force incidents increased by 66% compared to 2022. See chart below:

	2022	2023	Difference	Percentage
Use of Force Incidents	9	15	+6	+66.67%
Dispatched Calls Officers Responded	5487	5978	+491	+8.94%
Officer Initiated Contacts	6462	5795	-667	-10.32%
Total	11,949	11,593	-356	-2.97%

All use of force incidents were reviewed by the Use of Force Review Board. Which consists of four community members and three sworn staff members. The police department saw an increase of six (6) use of force incidents from 2022. Seven (7) of these incidents required an officer to point a weapon to gain compliance, and eight (8) were for physical control to secure an arrest.

Early Warning System

The Florence Police Department utilizes an Early Warning System (EWS) that was implemented in 2020. This system is designed to track and identify police officer actions. The intent of this system is to track employee performance indicators and catch matters of importance before complications occur. The use of the EWS allows the department another tool to ensure our service remains at its highest level.



Technology and Social Media

Website and Social Media

Over the past year, the department has continued to update our webpage to a more modern and up-to-date design. The page, which is accessible through the Town of Florence website, now has improved services available, including our new system of Lost and Found Items being posted on both our Property and Evidence page, as well as our social media. Citizens can now request records digitally through our website and request additional services virtually. We are continuously working hard to find the right mix of information that provides our citizens with service options that are quick and efficient.

The department continues to use our Facebook account to highlight our community involvement and the work our staff does. We also use this platform to provide safety tips to our followers.

TOWN OF FLORENCE

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Florence Police Department

Vision Statement:
"A forefront leader in policing focused on innovation and excellence in service."

Mission Statement:
"Serving You with Respect, Compassion, and Trust."

Contact Us
Street Address:
425 N. Pinal Street
Florence, AZ 85132
Emergency: 911
Main: 520-868-7681
Evidence: 520-868-7613
Records: 520-868-7657
Fax: 520-868-7643



Technology and Social Media cont.

Technology

The Florence Police Department has been busy updating our technology. In 2023, we were able to purchase four (4) unmanned aerial vehicles. Which will assist in crime scene investigation and wide area searches for lost or missing persons. The department added two specialty vehicles to



our fleet. These vehicles allow us to access the more remote areas of the Town. In addition, we purchased two traffic enforcement vehicles through a grant from the Arizona Governor’s Office of Highway Safety. These vehicles will be utilized to conduct traffic enforcement operations.

Through a federal grant, the department was able to purchase a pole camera to aid in the surveillance of public areas that have limited access through conventional means.

During 2023, we were granted federal funds to upgrade communication consoles and portable radios. This project is underway and has a completion date of August 2025. This equipment will modernize the dispatch component of the police department.



Community Policing

Community Policing is the philosophy that the Florence Police Department has embraced for several years. Since incorporating this style of policing, our staff has worked hard to foster a great relationship with our community, businesses, and schools. Our Officers and Volunteers routinely make positive contacts with community members and businesses while walking through the neighborhoods and business districts, listening to the concerns of our community.



The Florence Police Department House Watch Program has been a standard program for many years. Citizens submit their request for house watches online through the Police Department website. Officers will regularly conduct checks of the locations during the advised leave times. This police presence helps to deter and prevent any possible crime at the listed location. This year, the Florence PD conducted 81 House watches. In addition, our officers are also routinely conducting Directed Patrols throughout our community. Getting out and speaking with the community and checking with businesses. These positive interactions have solidified our commitment to the community, helping build optimistic relationships. In total, our officers have conducted 5,057 direct patrols this year.



Working with the community, the Florence Police Department hosted a Faith & Blue Weekend. The Faith & Blue Weekend is a national collaborative effort to build bridges and break misconceptions between law enforcement and



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members of the community. Faith-based members of the community, and the Florence Police Department teamed up to clean-up graffiti, trash, and other unsightly debris. Showing that the Police Department and our community are unified, and willing to stand together to ensure our community continues to be the safest town in the State of Arizona.

In keeping with the Christmas Spirit, the Florence Police Department participated in the W. Steven Martin Toy Drive. Members of the Florence Police Department chose needy families throughout our community. Our staff worked tirelessly to gather gifts for those families and then wrapped them all before the big day. Our “Blue Santas” then went out delivering the toys so those families could truly have a merry Christmas.





Training and Education

During the 2023 calendar year, Florence Police Department conducted the following in person trainings:

· October and December 2023 Pistol and Rifle firearms drills
· December 2023 Taser Operator’s Course
· February 2023 New hire driver training

Every employee was given web-based training assignments to complete on a monthly basis. These assignments vary per month and primarily focus on the 6 Pillars of 21st Century Policing, these topics include:

Bomb Threats in Schools
Best Practices in Dangerous Canine Encounters
Bloodborne Pathogens and First-Aid

Mental Preparations for Force Encounters
Autism Awareness
AED and Narcan Usage and Updates

Florence PD graduated two police recruits from the Maricopa County Law Enforcement Training Academy. We also had several members of the Florence Police Department attend in-person training classes for a variety of law enforcement training courses. These types of training courses impact the Town of Florence in an effective and positive way, providing excellent service to our community. Some of these training classes include:

Field Training Officer
Threat Liaison Officer
Officer Involved Shooting Reconstruction
Basic Leadership Academy
Courtroom Testimony

DUI Investigation and Horizontal Gaze Nystagmus Technician Course
Crisis Intervention Team
General Instructor School



Officer Wellness and Safety

The men and women of the Florence Police Department have continued working hard during 2023. We have continued our commitment to a safe/secure workplace along with keeping our community protected. The Florence Police Department understands the wellness and safety of its personnel is a key component in continuing to provide excellent customer service to the community.

Wellness Program



The officers and civilian staff have continued to use the Town of Florence Fitness Center to help promote physical fitness. The dispatch center has recently been outfitted with several pieces of workout equipment for them to utilize. The Florence Police Department continues to perform crisis management debriefs after high stress incidents with officers and civilian personnel. Officer and civilian staff have also continued to have access to the Vitanya “Brain Performance” System, which promotes a healthy mindset. We also have a Chaplin for counseling, in addition to the Employee Assistance

Program (EAP) which we encourage our staff to utilize when necessary.

Safety



The Florence Police Department is continuing to remain aware of the risks involved with exposure to Fentanyl. Our officers are trained and issued NARCAN to administer to subjects suffering from a possible drug overdose. The men and women of the Florence Police Department are also taught to remain aware that exposure to this drug could prove fatal and to move through protocols when dealing with these types of opiates.

Ballistic vests and helmets have been issued to officers to keep officers safe during dangerous situations. Supervisors are also issued ballistic shields for field operations.