Intelligence Officer Program
- Phoenix Police Department

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What is the Intelligence Officer Program project?

The intelligence officer program was set up in the Phoenix PD to help reduce crime through intelligence gathering and reporting. This program aims to make the Phoenix PD an intelligence lead agency. They hope to do this by:

- Giving additional training to select patrol officers that covers intelligence gathering.
- Closing the disconnect between criminal intelligence work and patrolling operations.
- Consistently submitting intelligence information to the Phoenix Intelligence Center.
- Sharing patrol officers personal notebooks with intelligence analysts to gain more information.
The Intelligence Officer Program is set up in three tiers.

Level 1: The individual level consists of trained intelligence officers working with their patrol and mentoring other officers in the skill of intelligence gathering. They are also used to help other officers with their caseloads and aid them in closing cases with their information. At the individual level, intelligence officers will also be sharing important or relevant information through their own personalized system.

Level 2: The team level deals with more collaborative work between Intelligence Officers. By sharing relevant information with each other, intelligence officers are able to assist one another with recurring issues they’ve been dealing with. Some examples of this is how best to deal with gangs or hot spots that have been on their radar for a long time, but no long term solution has been found. Intelligence officers are meant to meet up and find a solution through their intelligence gathering.

Level 3: The organization level wishes to make intelligence officers a city wide necessity. Intelligence led policing would be enacted in every precincts with information being shared amongst every intelligence officer. Through this level, the Phoenix PD believes they would have a better understanding of where resources need to go and where more time should be spent.
A look into the Intelligence Officers Program

- Program was initiated in 2014 and covered one precinct, serving about 215,000 citizens.
- Officers were originally given 40 hours of additional training covering:
  - Social Media Research
  - Human Intelligence Gathering Interview Techniques
  - Critical Thinking Skills
  - Research Database Skills
- Access to select databases are given to these officers not available to regular patrol officers.
- Intelligence officers spend a lot of their time assisting patrol officers and relaying information to intelligence analysts.
Our Evaluation Plan.

We wanted to figure out how the Intelligence officer program is being received by patrol officers. Whether or not there was a change in productivity and if this program is truly helping with problem locations. Lastly we wanted to know if this program is actively using the intelligence gathered to close cases and bring crime down in hot spots.

Our four primary research questions are:

1. How familiar are patrol officers with this program? How involved are these officers with this program? Do these patrol officers take advantage of these IOs and share information with them that could be useful for intelligence gathering?

2. Is there a noticeable difference in arrests being made, proactivity in the unit, and crime being solved based on the level of involvement with the intelligence officers?

3. Does the information that intelligence officers collect truly help create and develop solid plans and solutions when dealing with hot spots, or reoccurring crime locations?

4. Does the reporting system used by intelligence officers play an important role when closing cases and coming up with actionable intelligence.
The Results. . .

There was a total of 258 officers from the Phoenix PD that participated in this study. The majority of the officers were male, white, and the median year of birth being 1976. More than half of these officers had a bachelor’s degree.

- Officers were found to see the IOs at least once a week and most of the patrol officers interacted with them a few times a month.
- There was little resentment towards IOs and about 90% of the officers agreed that the IO program was a huge benefit to the unit. It was found that the majority of patrol officers thought that the IO program and officers were a huge resource to the team and did little to take away from their resources for 911 calls.
- The majority of respondents from the patrol officers claim that the information given to them by intelligence officers has been extremely beneficial.
- They also have a majority that believe this information has helped them with repeat offenders, crime hot spots, and solving cases.
References


