



Tempe Police Department

Volunteers In Policing

Volunteer Handbook

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Revised 12/1/2003

City of Tempe
P.O. Box 5002
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Tempe, AZ 85280
480-350-8306



The Tempe Way *Our Mission* To make Tempe the best place to live, work and play *We Value* People Integrity Respect Openness Creativity Quality

Police Department

Dear Volunteer:

Welcome to the Tempe Police Department's **Volunteers In Policing** program. As a volunteer, you provide a service to our city that is invaluable.

We are pleased you chose to become an active member of this exciting and rewarding program and look forward to having you on our team. We appreciate you sharing your time and talent to help us make Tempe a better place to live, work, and play.

You are a **Very Important Person** - you are a **V.I.P.!**

Sincerely,

A handwritten signature in cursive script that reads 'Judy Bottorf'.

Judy Bottorf, CVA
Volunteer Resources Coordinator



Introduction

As a V.I.P. member, there are many responsibilities which accompany working in a police agency. Sworn personnel, civilian staff members and police volunteers all must work together to uphold the high standards of the police profession. By doing so, the department will continue to maintain its reputation of competence, credibility, and trust in the community.

As a volunteer in the police department, you will have the opportunity to contribute to the overall quality of service to the community. It is important that you be aware of the image of the police department when you are in contact with the public. The citizens have a right to expect only the best from their police force. As a Tempe Police Department representative, you are asked to make a commitment to providing your best service to the department and to the community.

You are responsible for the information contained in this handbook, which explains program rules, volunteers' rights, and other pertinent information. Be sure to read the entire handbook to become better acquainted with the Tempe Police Department's V.I.P. program policies and procedures.

History

Volunteers have been active in the Tempe Police Department for many years; however, volunteers were small in number, positions were limited, and there was no structured volunteer program. In 1988 it was decided that a volunteer program should be structured to more effectively involve volunteers within the Police Department.

The Tempe Police Department conducted intensive research on existing volunteer programs before developing Volunteers In Policing, more commonly referred to as the V.I.P. program. Thirteen national volunteer agencies, twelve local volunteer agencies, and twenty police departments in five states were contacted. Information garnered from these agencies, various reference materials, and in-house suggestions were utilized to plan and implement the original V.I.P. program.

Volunteers are an important asset to the Tempe Police Department. Today, there are volunteer positions in every division of the Department and the V.I.P. program is constantly evolving.

Mission Statement

The mission of Volunteers in Policing is to enhance and expand the services that Tempe Police Department provides to the citizens of Tempe.

Volunteer Resources Coordinator

The Coordinator of the V.I.P. program is responsible for recruiting, screening, recommending, and orienting volunteers and serves as your contact within the Police Department's V.I.P. program. If any problems, questions, or concerns arise involving your position or anything other than your actual job duties, please feel free to see the Volunteer Resources Coordinator at any time. You should also feel free to see the coordinator to receive information on upcoming volunteer activities or just to visit. The office is located just off the front lobby. The coordinator can be contacted by calling 480-350-8780 from outside phones or by dialing 8780 from city phones.

V.I.P.'s are first responsible to their immediate supervisor. This person is a supervisor in the division to which you have been assigned and will be available to you any time you are on duty. Your supervisor is also responsible for your training and evaluation. If you have any questions concerning your job duties or schedule, you should see your supervisor.

After you have been in your position for three months, the supervisor will schedule an evaluation conference to ensure you have been placed properly and your needs are being met. Following the three-month conference, additional progress reviews will be scheduled on a regular basis or by your request. If there is a problem with your placement, do not wait for a scheduled review. Make an appointment with your supervisor right away. If the problem is not resolved, see the V.I.P. Coordinator.

Your volunteer experience should be a success for both you and the Police Department. Please remember, the Volunteer Resources Coordinator appreciates your suggestions and your assistance to the Police Department. You are welcome to stop in the V.I.P. office any time to get to know the coordinator as well as other volunteers, and share your ideas and suggestions.

Tempe Police Department Goals

The responsibility of the Tempe Police Department is to protect lives and property, prevent crime, and provide professional police services to the citizens of Tempe. To accomplish this mission, all employees and volunteers will:

1. Respond quickly and professionally to all calls for police service;
2. Provide police services, with an emphasis on teamwork and mutual respect;
3. Participate in the operation of the Department and the community.

Rights of Volunteers

Volunteers are a valuable resource to Police Department staff members and deserve to be recognized. All volunteers have the right to be:

1. Assigned to tasks which are suitable to their experience, education, and preference;
2. Trained properly for assumption of responsibilities, and provided with continuous education aimed at improving skills;
3. Involved by making suggestions and assisting in planning;
4. Evaluated on a regular basis;
5. Treated with respect and made to feel part of the TPD team;
6. Recognized for their contributions.

Safety Regulations

1. DO NOT, under any circumstances take any enforcement action: CALL A SWORN OFFICER!
2. NO form of weapon will EVER be carried or employed.
3. NEVER enter a hazardous situation: CALL A SWORN OFFICER!

Volunteer Identification

You will be issued an identification badge. All volunteers are required to display their V.I.P. identification badge while on duty or in a Department facility. If you should forget your badge at home, you will need to pick up a visitor badge at the front desk when reporting to work.

The V.I.P. badge is not to be used for general identification purposes, such as check cashing privileges, or to gain favorable treatment or gratuities. Any violation of this provision, or any misuse of the V.I.P. badge will be grounds for dismissal from the V.I.P. program.

If you should lose your badge, you must notify your supervisor immediately. Upon leaving the V.I.P. program, you must return your badge.

Time Sheets

You will be asked by your immediate supervisor to fill out a time sheet. Your supervisor will then send this on to a V.I.P. coordinator on a monthly basis.

Confidentiality

"Any person who releases or procures the release of information held by the criminal identification section...is guilty of a misdemeanor." --Arizona Department of Public Safety Criminal Identification Section Administrative rules and regulations

The release of criminal information to the public might also be considered a FELONY!

The citizens of Tempe have a right to privacy. Any and all information pertaining to police records, or other clearance level material is to be kept strictly confidential. Anyone in violation of this provision will not only be terminated as a V.I.P., but will also be prosecuted.

Parking

Volunteers should park in the designated parking lot. A parking permit, issued by the V.I.P. Coordinator, should be displayed in the front window of your vehicle.

Insurance

In case of accident or injury, the City of Tempe will reimburse the injured volunteer for whatever amount his/her personal medical insurance does not cover, not to exceed \$5,000.

In the event the volunteer does not have medical insurance, the maximum amount the city will cover is \$5,000.

Every volunteer must immediately report every volunteer job-related injury, regardless of severity, to his/her supervisor.

Any questions concerning insurance coverage should be directed to the V.I.P. Coordinator.

Use of Vehicles

CITY VEHICLES:

You are authorized to drive city vehicles for city business provided you have a valid license and carry insurance. A form for city vehicle use should be completed prior to driving a city vehicle. Forms can be obtained from your supervisor.

You also have access to city "pool" cars, which display the city seal. However, due to their popularity, there is no guarantee that these cars will always be available for use. Use of city cars are at the discretion of your supervisor.

PERSONAL VEHICLES:

Volunteers may use their own vehicle for city business. If you choose to do so, you are encouraged to keep track of your mileage which is tax deductible (see Volunteers' Tax Deductions).

ACCIDENTS:

Any accident involving a vehicle being used for city business, including private-property accidents, should be reported to the Police Department. If you are using your own vehicle, your own insurance will cover any accident damages.

General Rules and Regulations

1. Volunteers will keep to their assigned schedule unless previous arrangements have been made with immediate supervisors, or in case of illness.
2. Volunteers will attend orientation and training sessions as scheduled, and will undertake continuing education when provided by the Department.
3. Volunteers will respect the function of the Department's paid staff and contribute fully to maintaining a smooth working relationship between paid staff and volunteers.
4. Volunteers will carry out assignments as assigned and will seek the assistance of the V.I.P. Coordinator or immediate supervisor when necessary.
5. Volunteers will consult with their supervisor before assuming any new responsibilities affecting the Department.
6. Volunteers will respect and accept the Department's right to dismiss any volunteer for such reasons as poor performance, poor attendance, or unwillingness to follow policies and procedures.
7. Volunteers will notify the V.I.P. Coordinator in writing at least two weeks in advance of resignation or to request a leave of absence surpassing one month.
8. Volunteers will exercise caution when acting on the Department's behalf.
9. Volunteers may take one fifteen minute break per four-hour shift. Breaks should be scheduled with your immediate supervisor.
10. Volunteers will not report for duty or be on duty while under the influence of alcohol or drugs. The odor of an alcoholic beverage shall be considered presumptive evidence.
11. Volunteers will need to discuss rescheduling arrangements with their supervisor when taking medication which may cause drowsiness or which in any way may hamper the normal work assignment.

Diversity

It is the policy of the Tempe Police Department to foster an environment that promotes diversity and is free of discrimination. The Department is committed to promoting an environment in which employees and volunteers accept and demonstrate respect for one another and for all members of the community. The Department values diversity and believes that an environment which embraces difference is critical to each employee's and volunteer's success, as well as to the overall success of the Department and the City of Tempe.

City of Tempe Internet and E-mail Use Policy

PURPOSE

This policy is intended to ensure the proper use of electronic mail (e-mail) with its ancillary applications and the internet, which are referred to as "system" in this policy.

The procedures presented in this policy apply to all City of Tempe employees, elected officials, volunteers and other affiliated organizations who use City-provided resources, regardless of the user's location when accessing the network. The City's e-mail and Internet communications are not private and may be monitored as allowed by the Electronic Communication Privacy Act. Violation of this policy will result in disciplinary action as noted in the City's Personnel Rule 406.C.7.

RESPONSIBILITIES

The responsibility for assuring complete compliance with the provisions of this policy rests with the Department Director, supervisors and the individual employee involved. It is the responsibility of e-mail and Internet users to stay informed regarding City information that's disseminated electronically. This includes understanding and keeping up-to-date on System operations.

POLICY

Use

1. Regardless of the user's location when accessing the City System, if the account being used is one provided by the City, employees should conduct official City business via that access.

Personal use is permissible within reasonable limits and if consistent with restrictions defined in this policy.

Users understand that use of the City-provided System is a privilege. Unauthorized use will result in the loss of access for the user and, depending on the seriousness of the infraction, may result in disciplinary action as deemed appropriate.

- A. Examples of what could be considered "limited personal use" include:

1. Scheduling of personal appointments
2. Communications regarding work-related social events, including birthdays, births, etc.
3. Posting of personal information only in specific areas designated for this purpose, such as the "For Sale" area.
4. As with the telephone, other limited uses that do not interfere with the employee's responsibilities or conflict with the City's Personnel Rules and Regulations and Ethics Manual

- B. Restrictions from personal use include, but are not limited to:
1. Use for commercial or financial gain.
 2. Discourteous communication to or about other persons.
 3. Solicitation, including charitable campaigns, except as specifically authorized or part of official City-sponsored events to the extent permitted by the City's Personnel Rules and Regulations, i.e., blood drives, United Way, etc.
 4. Issuing or forwarding chain mail and other frivolous messages, such as practical jokes.
 5. Sending mass mailings to individual mailboxes whether directly or indirectly through distribution lists is prohibited. A department e-mail representative may receive authorization to send such a mailing.
 6. Accessing any adult (pornographic) sites.
- C. Employees are expected to exercise good judgment while using the system.
1. Employees should refer to the City's Ethics Handbook for a clear understanding of what defines good judgment. The content of all correspondence, including e-mail and other electronic documents developed in the course of business, is the property of the City.
- D. It is the responsibility of each system user to ensure they are in compliance with all city policies and regulations, including personnel confidentiality, computer security and virus detection.
- E. System users should not transmit commercial ventures, religions or political causes or threatening, obscene (as defined by U.S. and local law) or harassing materials through e-mail or Internet access. Anything which could be construed as sexually explicit, scandalous, defamatory, libelous, immoral or discriminatory based on race, national origin, sex, sexual orientation, age, disability or religious or political beliefs is banned from the system.
- F. Users must respect the integrity of other computers and computer systems and not interfere with or disrupt network users, services, programs, software or equipment. Disruptions include, but are not limited to: distribution of unsolicited advertising; propagation of computer works or viruses or other debilitating programs; and using the network to make unauthorized entry to any other computer accessible via the network.
- Employees should practice reasonable precautions to safeguard their e-mail from unauthorized use by not giving out their account passwords to others or using another's e-mail account unless specifically authorized.
- G. Accessing a web site or location on the Internet where a fee is charged is prohibited. Employees acquiring such charges bear sole responsibility for them unless the respective Department Director has approved accessing a fee-based site.

PENALTIES

Any use of the City's electronic mail or the Internet in violation of this policy may result in discipline up to and including termination. Unlawful use may result in referral for criminal prosecution.

GUIDELINES FOR PUBLISHING TO THE INTERNET OR INTRANET

Internet/Intranet Defined

Internet:

The Internet is a loose association of thousands of networks and millions of computers across the world that all work together to share information.

Intranet:

The Intranet is closed network of computers across a local area network that work together to share information in a secured environment.

- A. Only the City webmaster and assigned City personnel should publish to the Internet/Intranet. This ensures that the information being released about Tempe is appropriate and projects a positive image of the City.
- B. The City will have the following types of information available on the Internet/Intranet:
 - Printed informational materials such as City newsletter, brochures, news releases, calendar of events, etc.
 - News bulletins and/or informational advisories
 - Information from various City databases as needed
 - City-related items that may not be available in printed form
- C. They will not publish personal information of any kind, such as, but not limited to:
 - Political preference or support
 - Opinions on any topic
 - Information that has not be reviewed and approved by the respective City department or division and/or the Community Relations Office.

Any Internet/Intranet related questions should be directed to the City of Tempe's webmaster.

Transfer Request

If you are placed into a position where you are not comfortable or have other problems serving in your assigned position, you should see the V.I.P. Coordinator immediately.

If there is a conflict with your job duties, immediate supervisor, co-workers, schedule, or the position itself, a transfer is justified. Every effort should be made to resolve the problem; however, if the problem cannot be resolved, a transfer will be approved.

If you wish to transfer from your position for any reason, please contact the V.I.P. Coordinator. You are encouraged to learn as much about the Police Department. This can be achieved by attending the Citizens Police Academy and by working in different assignments. The only stipulation in transferring, is that you remain in your assigned position for a minimum of six months. This restriction is due to the time it takes for immediate supervisors to train each volunteer. Also, be sure to check the "Time Commitment" on a job description prior to accepting the position; some jobs require as much as a one year commitment due to extensive training, or the need for year-round occupation of the position.

When working on a specially assigned project, you will be asked to commit to that project and complete it before transferring. Usually these projects will last under six months.

Self-initiated transfers should follow this procedure:

1. Notify your present supervisor of your intent.
2. Obtain a copy of the "Transfer Request Form."
3. Return the form to the V.I.P. Coordinator.
4. Arrange an interview with the V.I.P. Coordinator.
5. You will then be interviewed by your next supervisor.
5. If all is successful, you and your new supervisor will agree on a schedule.
6. The transfer will be effective immediately.
7. You will have a progress review with your supervisor three months after your placement, then the regular V.I.P. evaluation schedule will be resumed.

The V.I.P. program wants you to have a positive experience in every position you assume at the Tempe Police Department.

Awards and Recognition

V.I.P. members are important to the Tempe Police Department and the City of Tempe. Consequently, you will be invited to the city volunteer recognition events and the annual Volunteer Recognition Event. Recognition will be given for years and hours of service, as well as outstanding service, at these events.

Evaluations

Your immediate supervisor will be asked to complete a Volunteer Evaluation Form prior to each conference between you and your supervisor. The purpose of this evaluation is to ensure your proper placement within the Department, provide a record of your volunteer service to be used for awards or recommendation letters, and to discuss your strengths and weaknesses concerning your position.

As a member of the V.I.P. program, we would like you to provide feedback on the program and its functions. You will be asked to complete a Program Evaluation form at each conference. This form will be sent to the V.I.P. Coordinator. The purpose of the form is to solicit your input to help us improve the V.I.P. program.

Upon leaving the V.I.P. program for any reason, you will be asked to complete a Confidential Exit Report. Feel free to answer this form honestly as your comments will assist us in improving the V.I.P. program.

We appreciate your participation in the evaluation process. If you have any concerns relating to any part of this process, please see the V.I.P. Coordinator.

Reasons for Immediate Dismissal

1. Falsifying statements on V.I.P. application or during the interview process.
2. Misusing your V.I.P. identification badge.
3. Reporting for work while under the influence of alcohol or drugs.
4. Releasing secured information to the public. Violation of this provision will result in prosecution!
5. Committing a misdemeanor or felony at anytime during V.I.P. tenure.

Volunteer Tax Deductions

Information on appropriate deductions is based on the Internal Revenue Service's Publication #526, Income Tax Deductions for Contributions (Revised November). Copies of this publication are available upon request.

Expenses That Are Deductible

Out-of-pocket expenses that you pay in rendering services without compensation (i.e., volunteer services) are considered as contributions. They include:

- * Amounts you pay for transportation from your home to the place where you volunteer (mileage/bus fare).
- * Reasonable payments for necessary meals and lodging while you are away from home rendering donated services to the Police Department.
- * Dues, fees or assessments that you pay to qualified organizations if they exceed the monetary value of benefits and privileges received in return (such as a benefit banquet ticket, minus the actual cost of the meal).
- * Automobile expenses: You may deduct unreimbursed out-of-pocket expenses directly attributable to service you render to the Police Department, such as expenditures for gas, oil, etc., in operation of your car. Or instead of actual expenses, you may use a standard rate of .12 cents per mile for your Federal IRS calculations and .24 cents per mile for Arizona. (State of Arizona rate is tied to the amount per mile paid to state employees in a given year and may change.) Under this method, parking fees are deductible in addition to the per mile claim.
- * Per diem allowance: If you perform volunteer services for the Police Department and receive a per diem allowance to cover reasonable travel expenses (lodging, meals, fares, etc.) while away from home, you may deduct the difference between your expenses and the per diem allowance IF your expenses were greater.
- * Cost and upkeep of special uniforms.

Non-Deductible Expenses

You may not deduct expenses for the following:

- * Expenses incurred to attend a church or group convention solely as a member of that church or group rather than as a duly chosen representative or delegate--that is, if you decide to go for your own information, the cost is non-deductible.
- * Volunteers' own expenses when attending athletic events, movies, dinners, etc., with underprivileged juveniles.
- * Automobile expenses: You may not deduct a pro-rata portion of general repair and maintenance expenses.
- * Per diem allowance: You may not deduct any expenses for which you have been reimbursed by per diem allowance or as expense monies.
- * The value of volunteer time or services.
- * Dependent care services.

If you have any questions concerning expenses that are deductible or non-deductible, contact your IRS office. (In Tempe, phone 480-257-1233)

Deductible expenses must be itemized, therefore the Tempe Police Department encourages you to keep a close account of all your deductible expenses. If you drive your own vehicle for any police purpose KEEP TRACK OF YOUR MILEAGE; it will benefit you at tax time.

Personnel Complaint Resolution

The City will treat all employees and volunteers fairly, with respect, and as members of the team. This includes you, your fellow workers, supervisors, management, elected officials, board and commission members, our customers, and the Tempe community. In order for this to happen, the following procedure needs to be followed.

This process has been established to advise volunteers of the proper avenues to use in communicating work-related issues or concerns, especially any issues that impact a volunteer's work unit or impacts their ability to do their job. Volunteers need to remember that they cannot take work-related issues and concerns to the Mayor and City Council. Taking work-related issues and concerns to the Mayor and City Council is not appropriate per the City's Charter, Section 205C; and any such issues or concerns will be referred back to staff. This process does not prohibit you from discussing City projects and/or business with Council that would normally be brought to their attention. Volunteers who have work-related issues or concerns should address them in a timely manner, usually one week. The following process should be used to resolve matters.

1. Volunteers are to go to their first line supervisor in a timely manner with any work-related issue or concern.
2. When the work-related issue or concern has not been resolved at the first-line supervisor level within a timely manner, volunteers should go to the next higher level of management. Matters raised within one week will be considered timely. Both volunteer and supervisor should document the reasons as to why the concern or issue was not resolved at the first-line level.
3. If at any time volunteers have a problem determining chain of command or need assistance through the process, they should contact the Volunteer Coordinator.
4. Only after volunteers have worked through their respective chain of command should they take their work-related issue or concern to the City Manager.
5. Volunteers are required to exhaust all internal avenues before taking their work-related issue or concern outside this procedure.
6. The Mayor and City Council, as well as those outside the organization, are not in a volunteer's chain of command and are therefore not in a position to address work-related issues.

Failure to follow this process will have a negative impact on the city organization and will therefore be considered a violation of the City's Personnel Rule 4, Section 406, C-4. No volunteer will be subject to any form of retaliation or discipline for using this process.

Reinstatement Policy

If a volunteer resigns and later returns to be reinstated, s/he is not required to take a polygraph if it has been less than six months since the previous polygraph was taken.

If it has been six months or longer, the volunteer must re-take the polygraph, be fingerprinted, and an updated criminal history must be completed in order to be reinstated.

These policies are consistent with employee policies and VIPs should be held to the same standards.

Leave of Absence

A leave of absence may be granted for up to 30 days. For a longer leave of absence, the volunteer must submit a written request to, or make an appointment to meet with, the Volunteer Resources Coordinator. It is up to the V.I.P. Coordinator and the supervisor as to whether a longer leave of absence is warranted. For a leave of absence longer than 30 days, the I.D., parking permit, and any uniform or equipment should be returned and held by the V.I.P. Coordinator.

Hours Required

All volunteers are required to contribute a minimum of 5 hours per quarter, for a total of 20 hours per year. Most assignments require a weekly commitment; however, some assignments are on a monthly or as-needed basis. If you are unable to contribute at least 20 hours per year, you will be contacted by the Volunteer Coordinator to reconsider your commitment to the volunteer program. If circumstances warrant it, you may request a leave of absence. Otherwise, you may need to withdraw from the program until such time as you are able to meet the minimum requirements.

Appendix

**Volunteers
In
Policing**

TRANSFER/NEW ASSIGNMENT REQUEST

Tempe Police Department

Volunteer Name _____

Current Assignment _____ Supervisor _____

Date Active _____ Date Inactive _____

New Assignment _____ Supervisor _____

Date Active _____ Date Inactive _____

COMMENTS: _____

Volunteer Resources Coordinator

Date

For Office Use Only

DATE ENTERED	CK LIST REVISED	EVALUATION CARDS

**Volunteers
In
Policing**

Tempe Police Department

Evaluation of Volunteer

Volunteer's Name: _____ Date: _____

Volunteer's Position: _____

Evaluated by: _____

Evaluation Scale:

1	2	3	4	5
Unsatisfactory	Satisfactory	Very Good	Excellent	Superior

- Reports for assignments/meetings as scheduled _____
- If unable to report, calls supervisor promptly _____
- Arrives promptly for scheduled assignments/meetings _____
- Relates well to staff, citizens, and other volunteers _____
- Displays courtesy, tact, and patience _____
- Understands objectives and assignments _____
- Performs assignments effectively _____
- Expresses opinions and disagreements in a mature manner _____
- Accepts supervision in a positive fashion _____

Overall Performance (check all that apply)

- Superior job, exceeded expectations ()
- Excellent job, met expectations ()
- Could benefit from further training or assistance ()

Major Strengths:

Developmental Needs:

Comments (Use reverse side if needed)

Volunteers In Policing

Tempe Police Department

PROGRAM EVALUATION

Volunteer's Name _____ Date _____

Volunteer's Position/Assignment _____

Evaluation period: Probation _____ Annual _____

Evaluation Scale:	Rarely	Sometimes	Usually	Often	Always
	1	2	3	4	5

1. Do you understand what you are supposed to do and what your duties are? _____

2. Do you find the work assigned to you interesting? _____

3. Do you find the work assigned to you challenging? _____

4. Do you feel the workload expected by your supervisor is appropriate? _____

5. When you need help on a difficult problem, how likely are you to get the help you need? _____

6. When you are given new duties and responsibilities, are they explained to your satisfaction? _____

7. Are you encouraged to offer ideas and suggestions for new and better ways of doing things? _____

8. Do you feel that the staff and volunteers interact in a positive way? _____

9. Do you feel that your services are valued? _____

10. Are you made to feel part of the police dept. team? _____

11. What did you like most about your assignment? _____

Least? _____

12. How could the V.I.P. Coordinator or your supervisor better assist you (or other volunteers) in performing more effectively? _____

13. Please tell us if there is any way that we can improve the V.I.P. program. (Use another sheet of paper if necessary) _____

Thank you for your evaluation and for your participation in the V.I.P. program.
vipggm

**In Memory of
Tempe Police Officers Killed In The Line Of Duty**



Lt. John E. Bradshaw
1942-1987

Robert L. Hawk
1960-1988

"Happy To Be Here, Proud To Serve"