



DEPARTMENTAL COMMUNICATION

CITY OF MANHATTAN BEACH - POLICE DEPARTMENT

DATE: August 29, 2023
TO: Bruce Moe, City Manager
FROM: Rachel Johnson, Chief of Police
SUBJECT: Communication Protocols

Background:

The Manhattan Beach Police Department places a significant emphasis on the importance of effective communication, both internally and externally, as a fundamental component of our mission to ensure the safety and well-being of our community. This memorandum aims to discuss our internal notification protocols, taking into account the necessity to communicate with various stakeholders, including the City Manager, City Council, and community members. Our department's notification procedures are governed by several key policies, namely Police Department Standing Order 23-01, Major Incident Notification Policy P-32, Public Alerts - Police Department Policy 316, and Major Incident Notification - Police Department Policy 327.

Discussion:

Effective communication is the cornerstone of a well-functioning and accountable police department. Internally, it ensures that our personnel are informed, prepared, and able to respond effectively to various situations. Externally, it establishes trust and transparency with the community we serve and the elected officials responsible for city governance.

Our notification protocols are outlined in Police Department Standing Order 23-01, which comprehensively addresses the need for timely and accurate notifications. This order includes a carefully curated list of "Notable Events," reflecting situations of significance and public interest that warrant immediate notification to the City Manager and the City Council. It is important to note that this list is not exhaustive, and we entrust our department members with the

"Policing through Partnerships"

City of Manhattan Beach Website: www.manhattanbeach.gov

responsibility to exercise sound judgment and discretion when determining the necessity of notifications in situations not explicitly covered. The Notable Events include:

1. Traffic accidents (fatal, major injury, prolonged street closure, vehicle vs. child)
2. Structure fires
3. Use of Force involving TASER or K9 bite
4. Felony stop
5. ALPR hit resulting in pursuit
6. Armed/Takeover robbery
7. Injury/death of staff during the course of duties
8. Anti-Semitic or hate crimes
9. Knowledge of protests or expressive events
10. Incidents causing unanticipated disruption to core City services
11. Safety issues that may impact City employees or members of the public
12. Unusual disturbance at a City facility
13. Incident of major significance or public interest
14. School lockdown
15. Death of a notable or high-profile community member

Recommendations:

1. **Review and Revision:** Periodically review and update the list of "Notable Events" in Police Department Standing Order 23-01 to align with evolving priorities, community concerns, and emerging situations.
2. **Communication Channels:** Continue utilizing diverse communication channels, such as Nixle/Everbridge to disseminate information efficiently to the community.
3. **Community Engagement:** Develop a proactive community engagement strategy to inform residents about our notification protocols and encourage their active participation in receiving alerts, fostering a sense of community resilience.
4. **After-Action Reviews:** Conduct periodic after-action reviews to identify strengths and weaknesses in our notification procedures, facilitating continuous learning and adaptation.

Through these recommendations, the Manhattan Beach Police Department aims to enhance its internal notification protocols, ensuring that we continue to prioritize transparency, public safety, and the trust of our community.

"Policing through Partnerships"

City of Manhattan Beach Website: www.manhattanbeach.gov