Versaterm (formerly SPIDR) Community Engagement Platform

212.1 PURPOSE AND SCOPE

This procedure establishes guidelines and direction for the use of the Versaterm Community Engagement platform. Reflecting the Department's commitment to partnership with the community, the platform is intended to facilitate information sharing with community members requesting police services and to solicit feedback on how the Department can provide optimal customer service. The Department recognizes the importance of public confidence in us as police professionals, and how vital timely feedback is to maintaining our strong relationship with the San Mateo public.

The platform is not intended to be a performance management and/or complaint mechanism. It will help to proactively provide basic but important information to community members so they clearly understand the service they are receiving, as well as to generate information on how the Department is serving the community. When appropriate, the Department intends to use such information as unverified feedback to optimally align us with community expectations and values. There may be times when the platform will generate information that requires further action, and in those instances, the Department will follow relevant established processes.

212.2 PLATFORM SUMMARY

The Department utilizes Versaterm software to integrate with RIMS to automatically send text messages to persons calling to request police services (with some key exceptions). These messages will include the following:

- An initial acknowledgment message, which will contain the RIMS Incident number
- A delayed-arrival message (if staff are delayed in their response)
- A disposition message with general information based on the disposition code entered into RIMS
    - This disposition message will not contain the RIMS CAD notes but will instead be a formatted template message

After the call for service is finished, the platform will send a text message with a link to a survey to provide feedback on the following:

- Satisfaction with the professionalism of the call-taker
- Satisfaction level with the Officer or Community Service Officer that they interacted with
- Satisfaction level with the response time
- Overall satisfaction level with the Department
- Feeling of safety in living/being in San Mateo

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212.2.1 CASES INVOLVING A VICTIM

When a report is taken that involves a victim, once the report is approved by a sergeant, the platform will send a text message to the victim. This message will contain information about the report (officer name, report number, etc), as well as information on how to obtain a copy of the report and a link to the Victim's Service Unit with the San Mateo County District Attorney's Office. Additionally, for any report involving a traffic collision, the driver(s) will receive a specific message with specialized information (ie: how to coordinate with their insurance company, etc).

The platform will also send a text message to the victim with a link to a survey focused on their experience with the Department. In addition to the focus areas listed above for the general survey, it will ask respondents about their feeling of being able to speak in confidence with the Department employee.

212.2.2 EXCEPTIONS TO VERSATERM MESSAGING

The Department has decided that Versaterm messaging should not occur for certain types of calls for service and cases. The nature of these calls/cases is so significant or the Department's handling of them is so elevated that generalized messaging through Versaterm will not fully reflect Department values.

Such types of calls include the following:

- Sexual assaults
- Cases involving a loss of life
- Domestic violence cases
- Cases involving a juvenile or elderly victim
- Calls where the caller either requests to not receive messaging or refuses to identify themselves when requesting the call for service
    - In such cases, Dispatch should 'mute' Versaterm messaging by entering the words "No Versaterm" in RIMS

212.3 SPIDR RECORDS

Information generated and contained within the Versaterm platform is feedback that has not been verified or corroborated, and as such, it is not considered personnel records. Absent additional steps taken by the Department, it should not be used to form conclusive opinions, in preparing performance evaluations, or in making other decisions on employee performance.

If employees are interested, they may request through their chain-of-command to review records pertaining to them on a reasonable basis as long as it does not unduly impact operations.

The Versaterm platform retains its records indefinitely, and the Department's use of its records and any potential release of those records will comply with this SOP as well as all other existing policies, procedures, and relevant laws and/or guidelines.

212.4 EXPECTATIONS OF SYSTEM ADMINISTRATORS AND COMMAND STAFF

Administrators

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The Department will have two designated system administrators - a lieutenant from the Field Operations Division, and the Police Technical Services Administrator. The administrators will be responsible for overall system maintenance, troubleshooting potential issues, coordination with Versaterm, etc.

Command Staff

The Versaterm platform is designed to share generalized reports about the overall system and survey responses, and these reports will be shared with Command Staff members. Command Staff members are expected to review the report and to take further action as appropriate. This further action should usually consist of either working with their staff to make sure that positive feedback is shared with respective employees or ensuring that other feedback is shared, any potential learning lessons are identified, and identifying other relevant information that may be beneficial to share with the person that completed the survey.

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