

COVID-19 CASE STUDY

HELPING AGENCIES RESPOND
TO THE THREAT



The sole mission of SPIDR Tech is to give law enforcement agencies the technology they need so they can provide their community members with the service they deserve. We do this by helping our agencies more effectively communicate with their customers directly.

When the COVID-19 crisis began, we watched law enforcement agencies around the country adapt quickly in response. Our customer agencies **immediately utilized the SPIDR Tech Platform to help them respond to the crisis directly**. They did this by adding COVID-19 specific content to messages being sent to their 911-callers and crime victims, while also adding COVID-19 response-focused survey questions to their customer surveys.

These messages helped them tackle five of their most important challenges while responding to the pandemic:



They had to **limit the exposures their patrol officers had to the public** and vice versa. This was to prevent the virus from spreading within their ranks, and to also prevent spreading the virus to community members.



They had to **maintain a high level of customer service** despite their inability to respond to all calls for service in-person.



They had to **quickly educate the public** on what to do to prevent the spread of the virus.

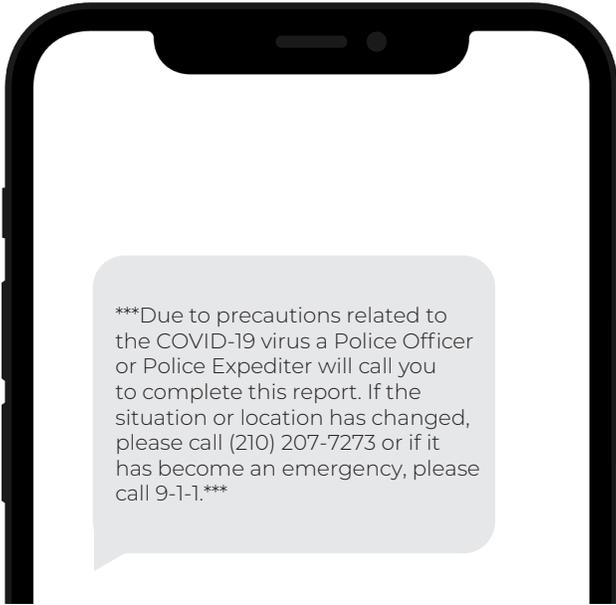


They had to **maintain a constant stream of updates** in regards to federal, state and local COVID-19 guidelines.



They had to **rapidly listen to their community members** understand their concerns, and respond accordingly.

Our customers came up with creative solutions to solve the above challenges using the messages sent out by the SPIDR Tech Platform. The following pages highlight these solutions, with feedback from our customers on the benefits they provide.



Due to precautions related to the COVID-19 virus a Police Officer or Police Expediter will call you to complete this report. If the situation or location has changed, please call (210) 207-7273 or if it has become an emergency, please call 9-1-1.

SAN ANTONIO POLICE DEPARTMENT, TX



San Antonio Police Department identified calls for service which were likely to result in telephone reports. They advised 911-callers via text message that their report would be taken telephonically, and guided them through the process.



Chief William McManus

"SPIDR Tech is helping us complete telephonic reports, which are vital to our COVID response plan. It is keeping both our officers, and our community members, safer while we adapt to these circumstances."

TUCSON POLICE DEPARTMENT, AZ



Tucson Police department sent emails and text messages to crime victims and 911 callers, advising them their police stations and facilities were closed to the public and providing them with more information.



Note that during the COVID-19 pandemic, TPD stations and facilities are closed to the public. For more information, visit the COVID-19 page on the city's website or call the City Service Impacts Hotline, (520) 791-2540, from 8-5, M-F.



Assistant Chief Eric Kazmierczak

"We were already using SPIDR Tech to provide modern customer service to our 911 callers and crime victims. Now, we are using it to help us respond to the COVID crisis. We're glad that we have SPIDR Tech to help us communicate with our community and support us during this time."

REDONDO BEACH POLICE DEPARTMENT, CA



Please click here to stay up-to-date on how Redondo Beach is protecting residents from COVID-19: <https://bit.ly/2V3CLJf>

Be immediately advised of emergencies by signing up for the Alert South Bay system: <https://bit.ly/2V7rTdv>

Redondo Beach Police Department sent text messages to their 911-callers, advising them on how their city is responding to COVID-19, while also asking them to sign up for their public alerting system. Increasing their alert system sign-ups was vital to communicating with their community.



Chief Keith Kauffman

"SPIDR Tech allows us to send up-to-date information regarding our COVID response directly to our 911 callers. It also allows us to ensure more residents are signing up for our alert system. This helps us communicate with our community at a time where communication is more important than ever before."

ALLEN POLICE DEPARTMENT, TX



Allen Police Department recorded a special video, in which the Chief of Police answers frequently asked questions regarding COVID-19, and included it in outgoing text messages to their 911-callers.

For more information about what the Allen Police Department is doing related to COVID 19 please click here <https://youtu.be/Jp7vHnjdST8>.



Deputy Chief Ken Myers

"The primary function of the SPIDR Tech platform is to use technology to increase communications with the community we serve. We are able to quickly update our outgoing communications to better inform callers in our community of changes in our police responses due to the COVID-19 pandemic. Most outgoing messages also contain a link for more information of how police operations have changed during these unprecedented times."

During the COVID-19 pandemic, in accordance with recommendations from Federal, State, and Local Health officials, we have asked officers to handle cases by telephone when possible. We have also increased our advertisement of online reporting. These practices are for the safety of our community and our officers. If you would like to report the crime online please follow this link to the Woodland Police webpage: <https://www.cityofwoodland.org/394/Woodland-Police-Department>

If you would like additional information on COVID-19, please use the following link to the Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>

WOODLAND POLICE DEPARTMENT, CA



Woodland Police Department instructed specific 911-callers to file their crime reports online to support distance policing. They also shared up-to-date CDC information regarding COVID-19.

CHULA VISTA POLICE DEPARTMENT, CA



Chula Vista Police Department prepared their 911-callers for the possibility of a telephonic report. In the chance that an Officer does respond in person, they prepared the callers for the unique actions that the officer may take to protect them from exposure.

SPECIAL NOTICE ABOUT COVID-19 AND OUR RESPONSES TO YOUR CALLS:

Due to the high volume of calls for service at this time, we ask for your patience in how we respond. As always, it remains our goal to continue providing high quality service to every person in our community no matter when we respond. For the time being, in an effort to keep the community and our officers safe, you may experience the following changes:

-Responses may take place by telephone instead of in person in order to maximize our resources.

-When our officers respond in person, they may ask you to step outside into the fresh air when speaking with you and may remain several feet away while speaking with you.

-Our officers may be wearing protective equipment (gloves, masks, goggles, and/or gowns) during their interactions with you so that we may continue to protect both our community and our personnel.

Thank you in advance for your understanding, and please know that with your help, the Chula Vista Police Department continues to be committed to providing the highest possible customer service to our community.