Arizona Peace Officer Standards And Training Board

2020 Annual Report

2020 Arizona Peace Officer Standards and Training Board
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
<td>2</td>
</tr>
<tr>
<td>AZPOST Development</td>
<td>4</td>
</tr>
<tr>
<td>AZPOST Board Members</td>
<td>5</td>
</tr>
<tr>
<td>AZPOST Board Cases</td>
<td>8</td>
</tr>
<tr>
<td>AZPOST Staff</td>
<td>9</td>
</tr>
<tr>
<td>Sworn Officers Arizona</td>
<td>10</td>
</tr>
<tr>
<td>Arizona L.E. Academies</td>
<td>11</td>
</tr>
<tr>
<td>AZPOST Compliance Unit</td>
<td>12</td>
</tr>
<tr>
<td>AZPOST Training Unit</td>
<td>14</td>
</tr>
<tr>
<td>AZPOST Administrative Unit</td>
<td>16</td>
</tr>
<tr>
<td>AZPOST Information Technology Unit</td>
<td>18</td>
</tr>
<tr>
<td>AZPOST Digital Media &amp; Training Unit</td>
<td>20</td>
</tr>
</tbody>
</table>
Welcome to the Arizona Peace Officer Standards and Training Board (AZPOST) annual report for 2020. We can all agree that 2020 was an unusual year, which created unique situations for law enforcement in the State of Arizona. As I author this passage, we are one month into 2021 and I am hopeful we will soon be able to begin our post pandemic, new normal.

Despite the challenges associated with the pandemic, I am proud of the work completed by the entire AZPOST team. In June, after an extensive amount of work, AZPOST staff proposed several rule changes regarding peace officer minimum qualifications. The Board was in support of the proposed changes and provided permission to engage in the rulemaking process. In October, the Governor’s Regulatory Review Council approved proposed changes to the section of the Arizona Administrative Code, which governs AZPOST. These are the first substantial changes to peace officer minimum qualifications in more than 20 years. I wish to thank Dr. Cody Telep and Jon Bottema from Arizona State University for their assistance in this endeavor.

The Comprehensive Final Exam (CFE) is a requirement for all peace officer academy graduates, along, with those officers who waiver into Arizona from law enforcement careers in other states. Historically, members of AZPOST administered the CFE in the academy using paper test booklets and scantron forms. Further, out of state waiver candidates only had an opportunity to take the CFE during the first week of the month in the AZPOST office. In 2020, we created a digital CFE testing process, which allows AZPOST to administer the test remotely to each of the 16 academies in the State. Waiver candidates are now able to take the test remotely and on a date acceptable to them and their respective agency.

The AZPOST Personal History (PH) Form is the first document completed by peace officer recruits and shared with AZPOST. Some applicants participated in the hiring process for several agencies and completed multiple variations of their PH form. These discrepancies resulted in a review by the involved agencies and AZPOST to determine if the inconsistencies were intentional. In an effort to provide a more efficient process to our partners, we created a digital PH form completed through the creation of a myazpost.gov account.
The system allows the applicant to share the PH form with prospective employers, while employers are able to receive the form electronically. During the first two months of implementation, more than 2,000 PH forms were created in the system. This is the first step in a process to reduce redundancy and allow the completion of an appointment (A1) and a first day academy roster without having to re-enter the applicant’s biographical information. This was an enormous project, with input from everyone at AZPOST; however, I would be remiss if I did not personally thank AZPOST Chief Technology Officer Dan Wilson for his tireless efforts on this project.

As I traveled around the State in 2019, the topic of basic and advanced officer training was a constant discussion. Beginning with the recession in 2008 and for the next 10 years AZPOST struggled with financial stability and made strategic financial decisions regarding training. At the onset of 2020, AZPOST was in a better financial position and made a decision to focus on training. With the addition of three staff members to our training team, we began a systematic update to our training. The basic training group re-engaged with the subject matter expert (SME) committees to review, discuss, and update our basic academy curriculum. The rewrites are almost complete and we anticipate a rollout during the spring of 2021, with full academy implementation in January 2022.

The advanced training group created the Basic Leadership Academy, Field Training Leadership, and Executive Leadership Program. The first Basic Leadership Academy held in November was successful and the participant feedback was exceptional. We will host both the Field Training and Executive Leadership programs in early 2021. All three courses will be hosted several times per year and in different parts of the State. All of the above-mentioned accomplishments would not have been possible without guidance from the thirteen AZPOST Board Members and the continued support of the 160 agencies that employ peace officers in Arizona.

Calendar year 2021 will see five new members on the AZPOST Board: Phoenix Police Chief Jeri Williams, Eloy Police Chief Chris Vasquez, College Professor Kevin Robinson, Yavapai County Sheriff David Rhodes, and Coconino County Jail Commander Matt Figueroa. Additionally, Cochise County Sheriff Mark Dannels was appointed as the Chairman of the Board. We look forward to working with Sheriff Dannels and the new board members. We also wish to thank the board members who transitioned off the board in 2020 and early 2021: Arizona Department of Public Safety Colonel Frank Milstead, Yavapai County Sheriff Scott Mascher, Apache Junction Police Chief Tom Kelly, Scottsdale Police Chief Alan Rodbell, Mohave County Jail Commander Don Bischoff, College Professor Andy LeFevre, and Maricopa County Deputy Chris Pittmann.

Matt Giordano  
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The Arizona Peace Officer Standards and Training Board was originally created by the 28th Arizona legislature on July 1, 1968, as the Arizona Law Enforcement Officer Advisory Council (ALEOAC). In 1994, the Arizona Legislature changed the name from ALEOAC to the Arizona Peace Officer Standards and Training Board (AZPOST).

In the original 1968 charter, ALEOAC/AZPOST was established to address the need for minimum peace officer selection, recruitment, retention, and training standards and to provide curriculum and standards for all certified law enforcement training facilities.

In 1994, the Arizona Legislature assigned AZPOST with the additional responsibilities of administering the Peace Officer Training Fund, approving a state correctional officer-training curriculum, and establishing minimum standards for state correctional officers.

Pursuant to Arizona Revised Statute 41-1822, AZPOST stands to foster public trust and confidence by establishing and maintaining standards of integrity, competence, and professionalism for Arizona peace officers and correctional officers. AZPOST is committed to producing and maintaining the most professional law enforcement officers in America.

Currently AZPOST provides services to approximately 160 law enforcement agencies encompassing approximately 14,900 sworn personnel, 5,400 correctional officers, and 16 peace officer training academies.
Board Members
Arizona Peace Officer Standards and Training Board

Sheriff Mark J. Dannels
Cochise CO Sheriff's Office

Officer Matthew Medina
Prescott Police Department

Deputy Christopher Pittmann
Maricopa CO Sheriff's Office

Jamie Kelly
Public Member

Donald Bischoff
Mohave CO Sheriff's Office
Jail Administer

Leesa Weisz
Public Member
2020 Board Membership

Arizona Peace Officer Standards and Training Board

The AZPOST Board consist of the following 13 members:

- A sheriff from a county with a population of 200,000 or greater
- A sheriff from a county with a population of less than 200,000
- A chief from a city with a population of 60,000 or greater
- A chief from a city with a population of less than 60,000
- The director of the Arizona Department of Public Safety
- The director of the Arizona Department of Corrections
- The Arizona Attorney General
- Two (2) certified peace officers with the rank of officer or deputy, one appointed from a sheriff’s office and one from a city agency
- A member who is employed in administering a city or county correctional facility
- A college faculty member in public administration or related field
- Two (2) public members
2020 Board Cases

Arizona Peace Officer Standards and Training Board

The following is a comparison of cases for calendar years 2019 & 2020

<table>
<thead>
<tr>
<th>Case Type</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of open cases in 2019</td>
<td>137</td>
<td></td>
</tr>
<tr>
<td>Number of open cases in 2020</td>
<td>177</td>
<td></td>
</tr>
<tr>
<td>Number of closed cases in 2019</td>
<td>226</td>
<td></td>
</tr>
<tr>
<td>Number of closed cases in 2020</td>
<td>188</td>
<td></td>
</tr>
<tr>
<td>Number of cases generated in 2019</td>
<td>256</td>
<td></td>
</tr>
<tr>
<td>Number of cases generated in 2020</td>
<td>215</td>
<td></td>
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AZPOST cases during calendar years 2019 & 2020 resulted in the following actions:

<table>
<thead>
<tr>
<th>Case Type</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revocations (Board Initiated)</td>
<td>29</td>
<td>17</td>
</tr>
<tr>
<td>Voluntary Relinquishments</td>
<td>39</td>
<td>43</td>
</tr>
<tr>
<td>Denials</td>
<td>12</td>
<td>8</td>
</tr>
<tr>
<td>Suspensions</td>
<td>18</td>
<td>10</td>
</tr>
<tr>
<td>Resolve in the Future</td>
<td>8</td>
<td>2</td>
</tr>
<tr>
<td>No Action</td>
<td>34</td>
<td>26</td>
</tr>
<tr>
<td>Administratively Closed</td>
<td>58</td>
<td>51</td>
</tr>
<tr>
<td>Petitions (drugs)</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td>Petitions (other)</td>
<td>11</td>
<td>10</td>
</tr>
</tbody>
</table>
2020 Agency Organization

Arizona Peace Officer Standards and Training Board 2020 Staff:

- Matt Giordano: Executive Director
- Ben Henry: Deputy Director
- Sandy Sierra: Executive Assistant
- Lynn Pikle: Budget Analyst
- Dan Wilson: CTO
- Dale Cervi: Digital Media Specialist
- Dale Wyman: Digital Media Specialist

Organizational chart showing roles and names of staff members: Mike Orso, Rita Mae Schaefer, Mike Dryer, Steve Jacobs, Dave Toperek, Mike Orso, Nina Glam عمر, Lesley Moon, Ron Bayne, Aaron Thomas, Lori Wall, Barry Nichols, Tammy Schaefer.
Sworn Officers in Arizona 2020

Arizona Peace Officer Standards and Training Board

In 2020, Arizona law enforcement agencies increased by 46 sworn peace officers while the attrition rate for sworn peace officers throughout the state was 8.01%.

The number of sworn officers appointed by agencies was 1,440
The number of sworn officers that separated from agencies was 1,394

In 2019, Arizona law enforcement agencies gained 109 sworn peace officers while the attrition rate for sworn peace officers in Arizona was 7.91%.

The number of sworn officers appointed by agencies was 1,291
The number of sworn officers that separated from agencies was 1,182
L.E. Training Academy Information

Arizona Peace Officer Standards and Training Board

Number of law enforcement academy classes conducted 26

Number of people that started in a law enforcement academy 967
  • This number includes open enrollees in community colleges

Number of people that graduated from a law enforcement academy 776

Number of Comprehensive Final Examinations (CFE) administered 776
  • All recruits and open enrollees are required to take and pass the CFE

Number of Waiver Processes completed by AZPOST 91

Note: Open Enrollees are individuals admitted to an academy but are not appointed by an agency.

AZPOST reimbursed the following law enforcement training academies for training sworn peace officers:

- Arizona Western College $ 76,800
- Maricopa County Sheriff’s Office $ 250,400
- Mesa Police Department $ 250,400
- Northeastern Arizona Law Enforcement Training Academy $ 29,300
- Northern Arizona Regional Training Academy $ 128,400
- Pima County Sheriff’s Department $ 125,200
- Phoenix Regional Police Academy $ 904,800
- Southern Arizona Law Enforcement Training Center $ 127,700
- Southeastern Arizona Law Enforcement Training Academy $ 29,300
- Western Arizona Law Enforcement Training Academy $ 65,000

Total Reimbursements $ 1,987,300
Compliance Unit Activities

Arizona Peace Officer Standards and Training Board

The Compliance Unit’s functions include:

The Compliance Unit currently consists of a Manager, six Compliance Specialists and an Administrative Assistant. The Unit’s primary functions are to conduct audits of law enforcement agencies’ peace officer applicants and community colleges’ law enforcement open enrollee students. The audits ensure that the applicants meet the AZPOST minimum qualifications and standards to become a peace officer in Arizona.

The Compliance Unit is also responsible for conducting audits of current Arizona peace officers to ensure they meet the annual training requirements to maintain their AZPOST peace officer certification. The following annual continuing training requirements apply for full-authority Arizona peace officers:

- Complete eight (8) hours of continuing training each calendar year. The training must be related to the position of a peace officer.

- Successfully pass the required annual firearms qualification courses.

- Successfully pass the annual firearms target identification and judgement course.

- Complete eight (8) hours of proficiency training every three (3) years, if they are below the rank of supervisor/sergeant.

In addition, the Compliance Unit has the responsibility of evaluating a previously certified peace officer’s training to determine if they are eligible to participate in the “Waiver Testing” process. Eligibility is determined by comparing the person’s training to the AZPOST basic training academy curriculum. If eligible, they are required to successfully complete the proficiency part of the testing and successfully pass the written comprehensive final examination.

Another responsibility is to investigate complaints or allegations of misconduct by Arizona certified peace officers relating to violations of AZPOST Rules. The Compliance Specialists present the findings from their investigation to the AZPOST Board.
The AZPOST Board makes a determination whether to pursue further action against the peace officer’s law enforcement certification. The AZPOST Board’s actions could include: revocation, suspension, denial, or take no-action.

The Compliance Unit has also developed and maintains the curriculum for the basic Background Investigators School and presents the school to agencies throughout Arizona on an as needed basis.

Some of the 2020, Compliance Unit’s accomplishments include:

- Number of Waiver Testing processes completed by AZPOST in 2020: 91
- Number of new hire (appointments) audits conducted in the last year: 1210
- Number of investigations (SOI’s) closed in the last year: 188
- Number of open/active investigations: 177

Some of the Compliance Unit’s goals for 2021 include:

- Convert to only having electronic Personal History (PH) forms effective January 2021.
- Begin maintaining the Waiver Testing process documents electronically.
- Be able to audit annual training files electronically.
- Begin scanning all case-related documentation into the AZPOST case management system (AP360).
- Submit 85% of the alleged misconduct cases to the AZPOST Board within six (6) months after receiving the investigative files from the agency.
- Conduct at least one Background Investigators training.
- Host at least one Background Investigators meeting prior to July 2021.
- Establish a partnership with the Arizona Department of Corrections (ADOC). This includes developing an Interagency Agreement (IGA) for ADOC to assign a person to be physically at AZPOST to assist with audits and training course reviews.
Training Unit Activities

Arizona Peace Officer Standards and Training Board

The Training Unit’s functions include:

The Training Unit currently consists of a Training Manager, four Compliance Specialists and an Administrative Assistant. The Unit’s primary functions are developing, reviewing, and approving lesson plans to provide quality law enforcement training to agencies throughout Arizona. In calendar year 2020, the AZPOST Training Unit hired new personnel to help in their mission of enhancing the professionalism and quality of training offered to Arizona law enforcement agencies. Three of the staff members have less than one year in the unit; however, each brings a significant level of practical experience, knowledge, and excitement to training.

Some of the 2020, Training Unit’s accomplishments include:

- Developed and completed the initial offering of the Basic Leadership Academy. This was a hybrid online/in person course lasting four weeks. This class focused on liability as well as leadership principles. It was offered to 33 certified peace officers and one civilian supervisor from 26 different agencies.

- Recognized the concern for obtaining training during the current COVID-19 pandemic and developed a policy for review and approval for continuing training credit through online or distance learning vendors. The approved vendors are listed on the AZPOST website for easy access by officers. To date, they have approved approximately 350 online courses for Arizona law enforcement.

- Concluded the Job Task Analysis (JTA). The JTA recommendations were presented to the various subject matter expert groups for consideration into the revision of
existing curriculum. The recommendations accepted will be included in the newly approved lesson plans.

- Successfully transitioned from paper tests for the Comprehensive Final Exams (CFE) to an online only testing platform. This allows for more flexibility and freedom for all CFE tests administered to every recruit in the state. This system also allows for remote testing for waiver applicants, which reduces time and expenditures for agencies looking to hire waiver applicants.

- Developed and participated in the Arizona Administrative Code Rule changes to take effect April 7, 2021. A primary rule change is allowing any training related to a peace officer’s duties to be considered for “continuing training” credit. Previously, the training had to be related to the basic academy curriculum. This will increase the opportunities for continuing training beyond the basic curriculum.

- In 2020, AZPOST sponsored 50 Instructor classes resulting in 893 new law enforcement instructors in various categories for law enforcement training throughout the state.

Some of the Training Unit’s goals for 2021 include:

- The Basic Leadership Academy has at least ten more offerings for 2021 already assigned, one of which is for the Department of Corrections.

- Develop Arizona Administrative Code Rule changes to revise the total number of basic academy required hours to be flexible depending on the Director of AZPOST and Board approval. Currently, the number is at 585 hours, but this will increase with the basic curriculum proposed lesson plan revisions.

- The Training Unit is nearing a complete review with several revisions and updates of the basic academy curriculum through the various subject matter expert groups. Some of the SME groups have been newly created and others that have not been meeting for years have been re-established. The topics for lesson plan revisions will include defensive tactics, firearms, law and legal, patrol procedures, community and police relations, and driving. Some of these changes will be a significant improvement from previously approved curriculum and will coincide with the increase in Training Academy hours.
Administrative Unit Activities

Arizona Peace Officer Standards and Training Board

The Administrative Unit’s functions include:

The Administrative Unit currently consists of a Compliance Specialist and Administrative Assistant. Some of the assigned responsibilities are to manage the general maintenance of the facility and assigned vehicle fleet. In addition, administrative personnel receive, review, and respond to public record requests, initiate and revise policy, and implement projects at the direction of the AZPOST Executive staff.

Calendar year 2020 presented unique challenges to AZPOST and the entire law enforcement profession. The COVID-19 pandemic significantly affected law enforcement operations. AZPOST for most of the year closed the facility to training and education classes and Board hearings were primarily conducted through a virtual process. AZPOST Executive staff implemented these and other procedures to protect assigned personnel and members of the law enforcement community from contracting and possibly spreading COVID-19. Normal operations at AZPOST hope to resume in the early part of 2021.

Some of the 2020, Administrative Unit’s accomplishments include:

- Ensured proper COVID-19 safeguards and protocols have been implemented for the AZPOST staff and on site visitors.
- Completed and responded to over 800 Public Record Requests.
- Identified and initiated the scanning of numerous AZPOST hard copy files and documents to electronic format.
Some of the Administrative Unit’s goals for 2021 include:

- Complete and distribute the AZPOST 2020 Annual Report.

- Complete the five-year AZPOST Rule Review. In addition, identify any needed rule changes and initiate revisions.

- Enhance public record procedures to be able to continue to promptly respond to requests that include audio and video files.

- Participate in the development and implementation of an Arizona state-wide real-time data portal or dashboard, enabling law enforcement personnel the ability to review police misconduct incidents, obtain data, and conduct analysis to identify trends of inappropriate police activity.
Information Technology Unit Activities

Arizona Peace Officer Standards and Training Board

The Information Technology Unit’s functions include:

The Information Technology Unit currently consists of a Chief Technology Officer and a Compliance Specialist who assist with AZPOST and external agency information technology issues.

Some of the 2020, Information Technology Unit’s accomplishments include:

- Moved the current AZPOST in-house application to the cloud.
- Worked with an outside vendor to secure cloud-based CFE testing software to replace the existing antiquated system.
- Worked with a government partner to move AZPOST to a more secure enterprise domain firewall solution.
- Established Arizona Law Enforcement agencies help desk software ticketing system.
- The two-person IT team closed over 1,000 service tickets related to various requests supporting AZPOST and external law enforcement agencies.
- Desktop Replacement - Converted all of AZPOST to laptops.
- Worked with the Digital Media Training & Services Unit to procure/configure the boardroom and two classrooms to allow for Google Meet and LIVE web streaming.
- Developed new agency platforms, which allows all the future software development to use service-oriented architecture.
Developed the new Personal History (PH) - Form at My.Azpost.gov

Conducted Google Meet Live Training Sessions for 150 agencies averaging 35-40 people per session

Recorded and distributed PH-Form training video to all Background Investigators and Hiring Managers

Released Personal History Form November 17th 2020
  ▪ 28 - Average applications per day since November 18th 2020
  ▪ 1,750 - Applications Created
  ▪ 450 - Confirmed Shares (Applications added to queues)

Established OKTA as a single sign on solution for the current AZPOST EcoSystem
  ▪ 2,500 Active Users in OKTA since November 18th 2020

Procured Sprout Video as a platform to house AZPOST videos.

Responded to several public records requests requiring data mining and reporting.

Some of the Information Technology Unit’s goals for 2021 include:

- Hire an in-house database professional or consultant to work on overall data architecture.
- Provide Tablets/E-Readers for board members for efficiency in receiving information for meetings.
- Continue to create a true development operations process-utilizing scrum.
  - Create User Stories and BackLog items for future development to establish communicable realistic delivery dates for projects
- Azpost.gov.
  - Update training information pages to represent current picture of training
- My.azpost.gov.
  - Resolve any bug fixes or potential new features
- OKTA
  - Configure Sprout Video for Single Sign On
  - Configure Fileshare for Single Sign On
- ASSC2.0 (ag.azpost.gov).
  - Programming - A1 Creation from Agency Queue
  - Programming - Allow agencies to upload training records for individuals
  - Port existing functionality from ASSC 1.0
- AP360 (in.azpost.gov).
  - Programming - Create dashboard to show current stats of PH-Form
  - Programming - Port existing functionality from current AP360
Digital Media Training & Services Unit

Arizona Peace Officer Standards and Training Board

The Digital Media Training & Services Unit’s functions include:

The Digital Media Services & Training Unit is currently comprised of a supervisor and a Digital Media Production Specialist. The Unit provides digital media support and produces training programs to internal AZPOST personnel, law enforcement agencies, and related departments throughout Arizona.

Some of the 2020 Digital Media Training & Services Unit’s accomplishments include:

Digital Media Training Programs Produced and Released:

- **Arizona Protective Order Initiation Notification Tool or (AZPOINT)**
  
  This is a focused review of the recent Arizona rule and law changes, new processes, and system changes regarding Orders of Protection, and how these changes and new systems directly affect peace officers’ daily responsibilities. AZPOINT - Arizona Protective Order Initiation and Notification Tool, the “Orders of Protection” AZPOINT - through an interview in this portal, users can quickly fill out the forms that they need to ask for an Order of Protection at an Arizona court.

- **High Risk Vehicle Stop (HRVS) Scenarios**

  AZPOST worked with the Marana and Winslow Police Departments in producing and editing 15 new HRVS videos. We integrated multiple cameras and angles including POVs, stationary, handheld, and drone-mounted cameras. We included the AZDPS Drone Fleet team in the on-site production.

- **Insurance Fraud Training**

  Recognizing Insurance Fraud and the impact on law enforcement was a training program that was worked on closely with the Arizona Department of Insurance and Financial Institutions. This training is designed to bring awareness to all Arizona
law enforcement personnel to understand the aspects of managing incidents of insurance fraud.

- **Arizona Commission for the Deaf and Hard of Hearing (ACDHH) Best Practices in Public Safety**
  
  We worked closely with staff at the ACDHH on this training; the first program developed under COVID-19 work restrictions. We diligently worked through and with our new production process in the COVID era. As part of this project, we (AZPOST) produced a visor card with the ACDHH to make available in digital file form to all agencies, communities, and community members that will assist in effective communications during service contacts with community members that are deaf, hard of hearing, or deafblind.

- **“A Life Dedicated…” Arizona Peace Officer Memorial Service**
  
  We produced the broadcast version of the 2019 Arizona Peace Officer Memorial Service. The Digital Media Unit secured air placement with Phoenix market TV and cable stations and is working with stations in the Yuma and Tucson markets. This program includes closed captions and Spanish subtitles (associated costs covered by the Governor's Office of Highway Safety).

- **Alcohol Awareness Presentation**
  
  We recorded an on-camera presentation with a Special Investigator with the Arizona Department of Liquor Licenses and Control to create a virtual version of the live presentation that the Arizona Department of Liquor was presenting live in schools before COVID-19 restrictions. This presentation was sent to schools across the state to be played for students, keeping the Arizona Department of Liquor messages current, relevant, and consistent in Arizona schools.

Some of the Digital Media and Training Unit’s goals for 2021 include:

- **Produce Five New Digital Media Training Releases in 2021:**
  - Effective Peace Officer Service Contacts with Communities of Deaf, Hard of Hearing, or Deafblind (1.5)
  - Police Officer Communication Practices & Techniques (1.5)
  - Legal Update 2021 (1.5)
  - Peace Officer Principles of De-Escalation (2)
  - Policing Area Waterways (2)

- **Identify, establish, and maintain recognized Subject Matter Expert (SME) Digital Media Training Production Review Teams for all programs produced in 2021. Identify and secure SMEs to ensure the presentation of current, accurate, and relative topic information for the specific program they are selected to participate in. Also, assure that the established standards of diversity and expertise are achieved and maintained in the selection of each participating SME.**
Identify and integrate advanced Digital Media E-learning Production Software Platforms to further advance the experience, effectiveness, and reporting of the Digital Media Training Unit Programs.