

Tempe Police Department

Summary

The Tempe Police Department was searching for an authoring tool to deliver ongoing training and education throughout the entire department through their Intranet site. After exploring other online training solutions, the Tempe PD chose Flypaper because of its ease of use and cost effectiveness.

The Tempe PD's tight budget restrictions required a solution that would allow them to create highly interactive training content using internal staff, rather than paying external content developers at a much higher cost. They also needed a solution that would allow them to edit and repurpose content quickly, and deliver it electronically. The Tempe PD officially began using Flypaper in June 2008 and within 10 months they developed a large training content library, and improved their overall training quality while saving money on long-term training costs. The Tempe PD was also able to start training its employees online - a new and creative way that had not been fully utilized before by the police department.



Challenge

The Tempe PD needed to provide online training to every level of the department from supervisors to line level. Each level required training on several different topics, including: Human Resources, Leadership, Risk Management, Defensive Driving, Legal Issues, Court Management, and Search and Seizure, among others. Every training module needed to take the trainee through the policies and procedures, as well as test the trainees' knowledge of the data and concepts to ensure learning. The Tempe PD had previously conducted in-person training on many of these topics, which temporarily took staff away from their work and was cost-prohibitive. This also required training to be conducted during certain scheduled times limiting the frequency and consistency. Since policies, procedures and laws are changed frequently, the Tempe PD needed a solution that allowed them to train staff on these changes as they occur, ensuring officers and other staff were quickly up to speed with the latest information.

Three goals for the Tempe Police training:

- **Compliance:** Training is created to meet compliance mandates. For example, staff is required to be current on information pertaining to issues and changes in laws.
- **Safety:** Training such as Defensive Driving and Search and Seizure are created to help keep officer and civilian staff safe.
- **Information:** Training is provided to staff for informational purposes. For example, training on the Court Management System was created so staff could learn how to use the new software system.

Solution:

An internal training team of the Tempe PD developed 13 online training modules using Flypaper. These interactive training modules included the following elements: Flash content, text, photos, audio narration, video, background music, embedded links, interactive forms and buttons to collect data (Q&A), and screen shots. The Tempe PD training department was able to create these modules without assistance from professional content developers, and was also able to make frequent updates, changes and other edits without assistance.

Because the training was designed to be delivered on the PD Intranet, the Tempe PD realized they did not need to confine police officers to their desks or a classroom environment to deploy the training. Tempe PD police vehicles are equipped with wireless network access, and all officers are issued a laptop. Therefore, officers have access to the PD Intranet site from their vehicles, which is where all training materials are housed. When new training is issued, officers are able to view the training directly from their police vehicles.

The PD had been working for years to provide wireless access inside police vehicles. When the system went live in 2008, it provided a great opportunity to move more training into electronic format. Many officers spend very little time in the police station. Therefore, providing resources such as training that can be accessed from their vehicles is critical. Also, having officers on the street receiving training and being able to access resources that normally have to be kept in stations or loaded individually on laptops saves the Tempe PD time and money. This method greatly enhanced the efficiency of PD training, and turned out to be a creative way to leverage the in-vehicle laptops.



Results:

The Tempe PD has seen several major advantages in using Flypaper to develop and deliver online training:

- **Time and Cost Saving:** Online training created with Flypaper has allowed the Tempe PD to provide and deliver training without the need to pull staff from their assignments. Much of the PD training dictates a face-to-face format (i.e. firearms, defensive tactics, etc). Therefore, providing other forms of training in electronic format is extremely cost-effective with regard to staff time.
- **Interactivity:** Staff is more engaged when they have the opportunity to interact individually with the training, as opposed to a less interactive, more presentation-style classroom environment.



- **Customized, Personal Experience:** Flypaper allows the Tempe PD to create training that follows “non-linear” paths which allows trainees to access the right training information based on how they answer questions. This also allows the Tempe PD to create a single training storyboard to meet the needs of both experienced staff, as well as new staff. Trainees can then access only those portions of the training that are applicable to their specific jobs.
- **Increased Retention:** Using an interactive training tool empowered the Tempe PD to build self-assessment and other testing elements into the training, which has shown to increase learning retention.
- **Efficient, Easy Implementation:** The ability to save the Flypaper elements in html web format allows the Tempe PD to easily embed training programs into their Intranet site. The department’s IT staff appreciates this functionality as incorporating online training programs has not burdened IT with additional management time.