



POLICE ADVISORY COMMISSION

CITY OF PHILADELPHIA

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November 27, 2017

Dear Mr. DiBerardinis and Commissioner Ross,

As you are aware, one of the primary goals of the Police Advisory Commission is to encourage open and transparent communication between the community and the Police Department.

As you are also aware, the Philadelphia Police Department (PPD) maintains web pages for each Police District. On each web page, the PPD lists the District Captain and a Lieutenant for each Police Service Area (PSA). Adjacent to the name of each Captain and Lieutenant is a link to an email address which is unique to the district but is not based on their name. For example: If there was a 40th District who had a Captain or Lieutenant named John Smith, he would likely have a department email of John.Smith@Phila.gov. However, he would also have publicly listed email address which was PPD.40_PSA1@phila.gov if he was a Lieutenant designated for PSA1 in the 40th district or Police.co_40@phila.gov if he was the Captain of the 40th district. For the purposes of this report, we are referring to these emails as “publicly listed” as they are the emails which members of the public are directed to if they visit the PPD website.

The Police Advisory Commission discovered that one of the publicly listed emails for a Police Service Area Lieutenant was not receiving emails. As a result, on October 11, 2017 we, with the assistance of other city agencies, reviewed all publicly listed emails for all PSA Lieutenants and Captains. Here is a summary of our findings.

1. 100% of the Captains had a mailbox that was “below limit” which indicates they had maintained their mailbox.
2. 100 % of the Captains had checked their mailbox on October 11 which was the cutoff date for our assessment. This indicates that overall the Captains check their publicly listed mailbox regularly.
3. Approximately 35% (23 of 65) of the Lieutenants had their publicly listed email account “disabled”. This means their publicly listed mailbox is full and cannot receive emails.
 - a. **Note: included in this is 1 lieutenant who had his Mailbox listed as “prohibit send” which is a precursor to a disabled mailbox*
4. 4 Lieutenants had been issued warnings from OIT regarding their publicly listed mailbox
5. Of the 27 Lieutenants who were referenced in numbers 3 and 4 above, 20 had not checked their publicly listed email in the 1 month prior to 10/11/17.
6. Of the 20 Lieutenants referenced in number 5 , 14 had not logged into their publicly listed email in the 4 months prior to October 11, 2017.
7. Of the 14 Lieutenants referenced in number 6, 7 had not logged into their publicly listed email account in the 6 months prior to October 11, 2017

8. Of the 7 Lieutenants referenced in number 7. 3 had last logged into their publicly listed email account between 6 and 9 months prior to October 11, 2017 and 4 of them had not logged into their publicly listed email in at least the year prior to October 11, 2017.
9. In some districts, more than 1 Lieutenant had their mailbox disabled and had not logged into their publicly listed email for an extended period.

These findings indicate that approximately 1/3 of the Lieutenants had not regularly checked emails. Of course, the district Captains had checked their email regularly and within 24 hours of the assessment date of 10/11/17. The PAC recognizes that many factors including but not limited to transfers, and promotions could have created this situation. Further, it is likely that those in the community who do email the Lieutenants will also email the Captain and therefore have had their email received. Regardless, there may be others who may have been discouraged by a lack of reply from their PSA Lieutenant.

Recommendations:

1. It seems that the Captains of each district have identified strategies to ensure they stay up to date with their email. Each Captain should be encouraged to share these strategies with their Lieutenants and monitor their progress.
2. As noted by the Department of Justice in virtually all of their publications on community policing, including their 2015 "Community Relations Services Toolkit" each individual community members experience with the Police informs and creates the larger concepts of the relationship between the Police and the Community. In keeping with this notion, it is recommended that the Lieutenants do review their emails and reply to all of those who have not received a response. This should be considered even if they had ultimately been in touch with the Police and had their matter resolved or addressed. The response to older or resolved matters could simply be an acknowledgement of their initial email, an apology for a lack of reply and a promise that all emails will be acknowledged moving forward.
3. The Department should consider working with OIT to automatically forwarding emails received into a publicly listed account to a district administrator or to the Lieutenants department email.
4. Department wide, the PPD should consider a policy which mandates the checking of email and requires a response within a fixed period.

Attached for your review is a spreadsheet which identifies all of the public emails referenced. Please do feel free to contact the PAC to discuss this matter.

Sincerely,



Hans Menos
Executive Director
Philadelphia Police Advisory Commission

Email Address	Date	Last Login	Date/ Last Login	Mailbox Status
police.co_25@phila.gov	10/11/2017	11:35:59 AM	10/11/17 11:35:59 AM	Below Limit
PPD.25_PSA1@phila.gov	10/11/2017	12:37:11 PM	10/11/17 12:37:11 PM	Below Limit
PPD.25_PSA2@phila.gov	10/11/2017	1:03:16 PM	10/11/17 01:03:16 PM	Issue Warning
PPD.25_PSA3@phila.gov	10/11/2017	1:04:44 PM	10/11/17 01:04:44 PM	Below Limit
PPD.25_PSA4@phila.gov	10/10/2017	3:11:41 PM	10/10/17 03:11:41 PM	Below Limit
police.co_24@phila.gov	10/11/2017	12:55:30 PM	10/11/17 12:55:30 PM	Below Limit
PPD.24_PSA1@phila.gov	6/9/2017	6:29:50 AM	6/09/17 06:29:50 AM	Mailbox Disabled
PPD.24_PSA2@phila.gov	4/6/2017	9:37:15 PM	4/06/17 09:37:15 PM	Mailbox Disabled
PPD.24_PSA3@phila.gov	9/4/2017	12:56:07 PM	9/04/17 12:56:07 PM	Issue Warning
police.co_26@phila.gov	10/11/2017	12:40:42 PM	10/11/17 12:40:42 PM	Below Limit
PPD.26_PSA1@phila.gov	10/6/2017	2:09:31 PM	10/06/17 02:09:31 PM	Below Limit
PPD.26_PSA2@phila.gov	10/10/2017	10:01:49 PM	10/10/17 10:01:49 PM	Below Limit
PPD.26_PSA2@phila.gov	10/10/2017	10:01:49 PM	10/10/17 10:01:49 PM	Below Limit
police.co_05@phila.gov	10/11/2017	12:45:56 PM	10/11/17 12:45:56 PM	Below Limit
PPD.05_PSA1@phila.gov	9/18/2017	1:50:49 PM	9/18/17 01:50:49 PM	Below Limit
PPD.05_PSA2@phila.gov	9/14/2017	5:11:34 AM	9/14/17 05:11:34 AM	Mailbox Disabled
PPD.05_PSA3@phila.gov	10/9/2017	10:37:59 PM	10/09/17 10:37:59 PM	Below Limit
police.co_39@phila.gov	10/11/2017	12:46:45 PM	10/11/17 12:46:45 PM	Below Limit
PPD.39_PSA1@phila.gov	8/30/2017	10:45:17 AM	8/30/17 10:45:17 AM	Mailbox Disabled
PPD.39_PSA2@phila.gov	10/10/2017	7:41:37 PM	10/10/17 07:41:37 PM	Below Limit
PPD.39_PSA3@phila.gov	3/24/2017	9:45:16 AM	3/24/17 09:45:16 AM	Mailbox Disabled
police.co_35@phila.gov	10/11/2017	1:01:16 PM	10/11/17 01:01:16 PM	Below Limit
PPD.35_PSA1@phila.gov	10/11/2017	9:26:53 AM	10/11/17 09:26:53 AM	Below Limit
PPD.35_PSA2@phila.gov	6/13/2017	3:46:02 PM	6/13/17 03:46:02 PM	Mailbox Disabled
PPD.35_PSA3@phila.gov	8/27/2017	8:54:52 PM	8/27/17 08:54:52 PM	Mailbox Disabled
police.co_14@phila.gov	10/11/2017	12:28:41 PM	10/11/17 12:28:41 PM	Below Limit
PPD.14_PSA1@phila.gov	10/11/2017	5:11:31 AM	10/11/17 05:11:31 AM	Below Limit
PPD.14_PSA2@phila.gov	9/24/2017	8:58:16 PM	9/24/17 08:58:16 PM	Below Limit
PPD.14_PSA3@phila.gov	10/11/2017	12:55:21 PM	10/11/17 12:55:21 PM	Below Limit
PPD.14_PSA4@phila.gov	9/22/2017	8:01:58 AM	9/22/2017 08:01:58 AM	Below Limit
police.co_02@phila.gov	10/11/2017	1:02:37 PM	10/11/17 01:02:37 PM	Below Limit
PPD.02_PSA1@phila.gov	8/31/2017	6:01:39 AM	8/31/17 06:01:39 AM	Prohibit Send
PPD.02_PSA2@phila.gov	10/8/2017	1:23:18 PM	10/08/17 01:23:18 PM	Mailbox Disabled
PPD.02_PSA3@phila.gov	10/11/2017	4:44:52 AM	10/11/17 04:44:52 AM	Below Limit
police.co_07@phila.gov	10/11/2017	12:51:46 PM	10/11/17 12:51:46 PM	Below Limit
PPD.07_PSA1@phila.gov	8/8/2017	6:36:14 AM	8/08/17 06:36:14 AM	Mailbox Disabled
PPD.07_PSA2@phila.gov	9/29/2017	11:24:11 AM	9/29/17 11:24:11 AM	Below Limit
PPD.07_PSA3@phila.gov	6/4/2017	10:26:06 PM	6/04/17 10:26:06 PM	Mailbox Disabled
police.co_08@phila.gov	10/11/2017	10/11/2017 12:56	10/11/17 12:56:45 PM	Below Limit
PPD.08_PSA1@phila.gov	12/8/2015	12/8/2015 14:26	12/08/15 02:26:05 PM	Mailbox Disabled
PPD.08_PSA2@phila.gov	6/17/2016	6/17/2016 19:44	6/17/16 07:44:57 PM	Mailbox Disabled
PPD.08_PSA3@phila.gov	7/9/2016	7/9/2016 13:53	7/09/16 01:53:39 PM	Mailbox Disabled

police.co_15@phila.gov	10/11/2017	1:02:37 PM	10/11/17 01:02:37 PM	Below Limit
PPD.15_PSA1@phila.gov	10/7/2017	11:51:46 AM	10/07/17 11:51:46 AM	Below Limit
PPD.15_PSA2@phila.gov	10/11/2017	5:40:44 AM	10/11/17 05:40:44 AM	Below Limit
PPD.15_PSA3@phila.gov	10/3/2017	7:03:56 PM	10/03/17 07:03:56 PM	Below Limit
police.co_06@phila.gov	10/11/2017	11:52:00 AM	10/11/17 11:52:00 AM	Below Limit
PPD.06_PSA1@phila.gov	10/7/2017	6:45:10 PM	10/07/17 06:45:10 PM	Below Limit
PPD.06_PSA2@phila.gov	10/5/2017	7:54:07 AM	10/05/17 07:54:07 AM	Issue Warning
PPD.06_PSA3@phila.gov	10/11/2017	1:03:19 PM	10/11/17 01:03:19 PM	Below Limit
police.co_09@phila.gov	10/11/2017	12:35:16 PM	10/11/17 12:35:16 PM	Below Limit
PPD.09_PSA1@phila.gov	10/11/2017	12:49:13 PM	10/11/17 12:49:13 PM	Below Limit
PPD.09_PSA2@phila.gov	10/11/2017	1:03:18 PM	10/11/17 01:03:18 PM	Below Limit
PPD.09_PSA3@phila.gov				
police.co_22@phila.gov	10/11/2017	12:52:39 PM	10/11/17 12:52:39 PM	Below Limit
PPD.22_PSA1@phila.gov	10/13/2016	12:45:49 PM	10/13/16 12:45:49 PM	Mailbox Disabled
PPD.22_PSA2@phila.gov	10/11/2017	1:04:01 PM	10/11/17 01:04:01 PM	Below Limit
PPD.22_PSA3@phila.gov	10/6/2017	3:24:56 PM	10/06/17 03:24:56 PM	Issue Warning
PPD.22_PSA4@phila.gov	10/11/2017	1:04:13 PM	10/11/17 01:04:13 PM	Below Limit
police.co_19@phila.gov	10/11/2017	1:03:38 PM	10/11/17 01:03:38 PM	Below Limit
PPD.19_PSA1@phila.gov	10/2/2017	8:45:21 AM	10/02/17 08:45:21 AM	Below Limit
PPD.19_PSA2@phila.gov	10/11/2017	12:55:11 PM	10/11/17 12:55:11 PM	Below Limit
PPD.19_PSA3@phila.gov	10/7/2017	12:36:04 PM	10/07/17 12:36:04 PM	Below Limit
police.co_18@phila.gov	10/11/2017	12:58:11 PM	10/11/17 12:58:11 PM	Below Limit
PPD.18_PSA1@phila.gov	10/11/2017	12:56:52 PM	10/11/17 12:56:52 PM	Below Limit
PPD.18_PSA2@phila.gov	10/11/2017	12:53:41 PM	10/11/17 12:53:41 PM	Below Limit
PPD.18_PSA3@phila.gov	9/15/2017	6:47:35 AM	9/15/17 06:47:35 AM	Mailbox Disabled
police.co_16@phila.gov	10/11/2017	12:40:27 PM	10/11/17 12:40:27 PM	Below Limit
PPD.16_PSA1@phila.gov	10/9/2017	10:09:59 PM	10/09/17 10:09:59 PM	Below Limit
PPD.16_PSA2@phila.gov	10/11/2017	12:49:31 PM	10/11/17 12:49:31 PM	Below Limit
police.co_12@phila.gov	10/11/2017	12:17:07 PM	10/11/17 12:17:07 PM	Below Limit
PPD.12_PSA1@phila.gov	2/17/2017	9:56:45 AM	2/17/17 09:56:45 AM	Mailbox Disabled
PPD.12_PSA2@phila.gov	10/10/2017	2:41:36 PM	10/10/17 02:41:36 PM	Below Limit
PPD.12_PSA3@phila.gov	5/4/2017	5:55:31 AM	5/04/17 05:55:31 AM	Mailbox Disabled
PPD.12_PSA4@phila.gov	9/26/2017	10:36:36 AM	9/26/17 10:36:36 AM	Mailbox Disabled
police.co_01@phila.gov	10/11/2017	12:55:23 PM	10/11/17 12:55:23 PM	Below Limit
PPD.01_PSA1@phila.gov	10/11/2017	12:59:05 PM	10/11/17 12:59:05 PM	Below Limit
PPD.01_PSA2@phila.gov	10/11/2017	7:36:18 AM	10/11/17 07:36:18 AM	Below Limit
police.co_03@phila.gov	10/11/2017	12:51:12 PM	10/11/17 12:51:12 PM	Below Limit
PPD.03_PSA1@phila.gov	3/31/2017	12:05:09 PM	3/31/17 12:05:09 PM	Mailbox Disabled
PPD.03_PSA2@phila.gov	4/17/2017	2:43:06 PM	4/17/17 02:43:06 PM	Mailbox Disabled
PPD.03_PSA3@phila.gov	10/9/2017	11:25:49 PM	10/09/17 11:25:49 PM	Below Limit
police.co_17@phila.gov	10/11/2017	1:03:33 PM	10/11/17 01:03:33 PM	Below Limit
PPD.17_PSA1@phila.gov	10/11/2017	10:55:25 AM	10/11/17 10:55:25 AM	Below Limit
PPD.17_PSA2@phila.gov	8/14/2017	8:54:08 PM	8/14/17 08:54:08 PM	Mailbox Disabled
PPD.17_PSA3@phila.gov	4/12/2017	1:20:15 PM	4/12/17 01:20:15 PM	Mailbox Disabled