



MARANA POLICE INTRODUCES NEW TECHNOLOGY TO ENHANCE COMMUNICATION WITH COMMUNITY MEMBERS

Marana Police Commit to Better Customer Service with SPIDR Tech. On August 1, 2023, MPD launched SPIDR Tech notifications in three different areas: Patrol, Investigations and Insights. Upon contacting the Marana Police Department, callers can expect to receive a text message that will acknowledge their call. If a patrol officer is requested to respond, callers will be notified when the officer has been dispatched. Additionally, if the officer becomes delayed, an additional notification will be sent with the update on the officer's response time. As investigations move forward, crime victims will receive separate messages with updates and notifications if their case is assigned to detectives. Once contact with our department has been completed, callers will receive a survey requesting feedback on their experience. This will provide the agency insight and assist MPD with ideas on how to improve community safety.

About SPIDR Tech: SPIDR Tech, a Versaterm Public Safety company, was founded by former law enforcement officers to help agencies leverage their own data to improve public perception and increase efficiency in excellent customer service. SPIDR stands for "Specialized Police Intelligence and Data Resource." SPIDR Tech is a fully automated system that provides notifications to 911 callers and reporting parties via text message or email.

