Recommendation Submission/Response Form

Referenced CASA area (A,B,C,D,E): _____E_____
This response is in reference to recommendation #19-10 APD Mobile APP User Interface (UI) Improvements/ Area Command Southeast
Responsible SME: A. Ballo (DTI) & J. Solis (ECC)
Date received: 12/11/19
Date returned: 12/26/19

RECOMMENDATION (Recommendation/Reasoning must be 500 words or less for submission):
(1) APD approve CPC members to observe APD dispatchers receiving and responding to APDMobile app reports from citizens, in order to understand how app reports are integrated with phone-in calls for service. These observation shifts would be in addition to regular Ride-Along patrols required of CPC members, when requested.

(2) APD review and evaluate users' recommendations for improvements to app features, functions, and user interface (UI) gathered from CPC-sponsored working groups that identify specific areas needing improvement. Initial recommendations tentatively include:

a. Reorganizing the report categories to list them from highest priority issues (such as those involving possible loss of life or violence), down to community quality of life issues (such as graffiti and panhandling complaints).

b. Reducing the initial number of such report categories by grouping reports under "umbrella" categories with a "pull-down" feature that expands upon selection.

c. Providing a "yes/no" or checkbox function that asks users for critical information immediately needed by dispatchers.

d. Incorporating a web link to online tutorials that will familiarize new users with each report category.

(3) APD collaborate with the CABQ Department of Technology and Innovation to formally request the app developer make such improvements to the app.

Reason for Recommendation/Supporting Research
(1) Streamlines users' selection and entries when APD responses would warrant a higher priority call for service, by placing more urgent, time-critical report categories at the top of users' screens. For example, categories where loss of life might be imminent (injury, building fire, emergency, assault, etc.) would not be buried at the bottom of a long list of disorganized options. Less time-critical categories (such as graffiti, unsecure door, etc.) would be placed lower in the list.

(2) Better aligns app reports with APD priorities for calls for service, by guiding the users' selection of a report type, grouping related reports according to broad, easy-to-understand criteria (such as life endangered, physical trauma, property crime, etc.).

(3) Reduces dispatcher response times, while improving the user's observations and description, by guiding users' reporting, immediately asking typical dispatcher questions before allowing text entry. For example, in an auto accident: "Are there any injuries?", "Are the vehicles impeding traffic?", etc.

(4) Greatly enhances user acceptance and use of the mobile app, thus improving APD dispatch efficiency and effectiveness.

CPC Comments:
(1) Ensure that both the Android and Apple iOS versions present users with the same UI.
(2) This recommendation was originally submitted and approved unanimously on January 17, 2019, but then underwent inter-CPC review and subsequently "lost" in that process.

APD RESPONSE/REASONING:

(1) There is currently a maintenance renewal discussion with the App/Vendor.

(2) The Emergency Communication Center would be more than willing to have the CPC observe but based on the call volume we could not guarantee if we would receive any calls on the application at the time of the sit-along. The application does not have to be observed here in radio, it can be pulled up with the user name and password on any computer. So the second option would be to set up a date, time and place to give an overview of the application. We only receive around 10-15 citizen interactions per

day on the app so any sit along at ECC would require background checks, etc.

Chief made aware of recommendation: Yes ☒ No ☐

Recommendation Status: Approved ☐ Denied ☐ Needs more time ☒