Recommendation Submission/Response Form

Referenced CASA area (A,B,C,D,E): _____
This response is in reference to recommendation #17-06 Speech to Text/ Area Command
Southwest
Responsible SME: Deputy Director/ DTI M. Leech
Date received: 7/13/17 – Resubmitted in 2018
Date returned: 4/23/19

RECOMMENDATION (Recommendation/Reasoning must be 500 words or less for
submission):
The Southwest Community Policing Council proposes the following:

1. 25 total officers and detectives with varying experience utilize the Dragon "talk-
   to-text" software as a pilot program.

The breakdown experience:

   a. 5 rookie officers use the Dragon software
   b. 5 officers with 1-5 years of experience use the Dragon software
   c. 5 officers with 6-12 years of experience use the Dragon software
   d. 5 officers with more than 12 years of experience use the Dragon software
   e. 5 command staff use the Dragon software

2. After 6 months of utilizing the Dragon software, the program should be evaluated
   based on:
   a. Quality of reports
   b. Time spent on reports
   c. Officer satisfaction of the program
   d. Cost savings to the city

Reasoning: Writing reports is a skill, that can be time consuming. Several police
agencies saw the need to critically examine the time spent writing reports. Few police
officers would dispute that technology has changed the way most organizations conduct
business, and the business of policing is no different. The advent of two-way radios,
computers and the internet have had a major impact of how police officers do their job.

The Colquet, Minnesota police department was faced with major challenges in getting quality reports done in a timely matter. To reduce time spent on reports the police Chief Lamirande utilized the Dragon software "talk-to-text". The Chief reports better quality reports in less time, thus officer have more time to answer calls and attend to other police duties. In addition to time saving measures, a talk-to-text program will reduce the risk of distracting driving; thus, reducing the cost of legal litigation.

APD RESPONSE/REASONING:

APD Technical Support Unit (TSU) has kept track of this technology, but has received mixed to negative feedback from APD users in the past as to wider utility and time saved within APD. We can certainly run a further proof of concept as described above. Assuming that both the Copperfire report writing package, and the TraCS report writing package do not have any conflicts with Dragon, a trial as described above is feasible. Unforeseen adverse support impacts can be mitigated if the trial size is reduced to 15 (i.e. 3 at each level). An appropriate source of funding must also be identified for this trial group as well for future expansion.

We are currently obtaining quotes and, if funding is made available, will work with Operations to identify a proof of concept group.

Chief made aware of recommendation: Yes ☒ No ☐

Recommendation Status: Approved ☒ Denied ☐ Needs more time ☐