



Recommendation Submission/Response Form

Referenced CASA area (A,B,C,D,E): E

This response is in reference to recommendation #19-11 Evaluation of Remote Scribe Capabilities for Real-Time Incident Reporting / Area Command Southeast

Responsible SME: DC H. Medina

Date received: 12/11/19

Date returned: 12/23/19

RECOMMENDATION (Recommendation/Reasoning):

(1) APD request a presentation by Augmedix, Inc., on the functionality and technical capabilities of its “remote scribe” and Google Glass system in order to better understand possible adaptations of similar systems for law enforcement incident reporting in real-time. Based on this initial review of Augmedix capabilities, technical requirements, and limitations, develop an evaluation strategy to assess its competitors, particularly those purporting current use by law enforcement.

(2) APD include technically qualified CPC voting members, APD Citizen’s Police Academy alumni, and CABQ Department of Technology and Innovation staff in the initial presentation and follow-on discussions.

Reason for Recommendation/Supporting Research

(1) Real-time incident reporting, using trained and qualified APD scribes, will improve the quality and accuracy of officers’ reports. Officers can then approve the final report as time permits.

(2) Officers can devote more time interacting with community members and responding to service calls, rather than drafting and finalizing their reports at the end of their shifts (or afterward).

(3) Technology solutions can reduce the impact of projected staffing shortages.

(4) Live transcription can minimize the all-to-common errors typical of voice-to-text systems, which often rely on “learning” an officer’s pronunciation and vocabulary.

APD RESPONSE/REASONING:

APD has been aware of these concerns and is currently working with the City of Albuquerque on a new Real Time Incident Reporting system and congruently working towards a revised Records Management System (RMS). This new process will take time for research and implementation to be completed. Updates will be given to community members upon completion of implementation.

As far as APD including the CPC and CPA members, we cannot do that due to confidentiality and protocols.

Chief made aware of recommendation: Yes No

Recommendation Status: Approved Denied Needs more time