RECOMMENDATION SUBMISSION FORM

CPC Area Command: ___Southwest_____

	A: Reviewing and assessing the propriety and effectiveness of law enforcement priorities and related community policing strategies, materials & training.	
	B: Reviewing and assessing concerns or recommendations about specific APD policing tactics & initiatives.	
	C: Providing information to the community and conveying feedback from the community	
	D: Advising the Chief on recruiting a diverse work force	
	E: Advising the Chief on ways to collect and publicly disseminate data and information including information about APD compliance with the CASA in a transparent and public friendly format.	

DATE SUBMITTED: July 13th, 2017 Seven (7) business days after submission

RECEIPT DUE: _____Twenty (20) business days after submission[1]

APD RESPONSE DUE: _____Sixty (60) business days after submission

RATIONALE:

In an age where many organizations are challenged to "do more with less" organizations are challenged to make budgets stretch. Performance based assessments seem to be the standard for measuring program/organization effectiveness. The pressure to obtain the positive outcomes can cause occupational stress. One of the most stressful occupations is law enforcement. Suresh, Anantharaman, Angusamy and Ganesan (2013) postulate that the work of police officers is one of the most stressful occupations; daily exposure to violence, confrontation and trauma are attributed as major causes of occupational stress for police officers. Sources of stress are varied (Shane, 2011). For example, past

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[1] Revised April 2017

studies view stress from macro and micro perspectives. Other studies examine leadership (Russell, Cole and Jones, 2014), culture and daily hassles (Suresh et.al., 2013) as high stressors for police officers. One study ranked excessive paperwork and the demands of quality report writing as the eleventh greatest job stressor for police officers (Suresh, et. al. 2013, p. 104). Measuring time police officers spend writing reports is difficult, one officer indicated he spent a "significant amount of time" writing reports (personal communications, 2017). 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 manner. 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 officers have more time to answer calls and attend to other police duties

The police department in Rogers, Minnesota had similar experiences with the Dragon Software (Retrieved from https://www.nuance.com/content/dam/nuance/en_us/collateral/dragon/case-study/rogers_pd_case_study.pdf). Due to advancement in technology, the Rogers police department customized the vocabulary to recognize police acronyms; HGN (Horizontal Gaze Nystagmus), thus improving efficiency in report writing.

In addition to time saving measures, a talk-to-text program will reduce the risk of distracted driving; thus, reducing the cost of legal litigation

RECOMMENDATION:

The South West Citizens Police Council (CPC) 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 of experience:

a. 5 rookie officers use 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

Resources

Lamirande, W. (2014). Increasing productivity, spending less time on paperwork. Retrieved from https://www.nuance.com/content/dam/nuance/en_us/collateral/dragon/case-study/nc_020311.pdf.

Russell, L. M., Cole, B. M., & Jones, R. J., (2014). High-risk occupations how leadership, stress and ability to cope influence burnout in law enforcement. *Journal of leadership, accountability and ethics 11*(3), 49-69.

Shane, J. M. (2011). Daily work experience and police performance. *Police practice and research 14*(1), 17-34.

Suresh, R. S., Anantharaman, R. N., Angusamy, A. & Ganesan, J. (2013). Sources of job stress in police work in a developing country. *International journal of business and management 8*(1), 102-110.