

# POLICE

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## WILL YOUR NEXT PATROL COMPUTER BE A PHONE?



**CELEBRATING YOUR SERVICE, YOUR SUCCESS  
2021 FORD POLICE CALENDAR**

A SUPPLEMENT TO A BOBIT PUBLICATION

 POLICE VEHICLES

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## WILL YOUR NEXT PATROL COMPUTER BE A PHONE?

**IMPROVING VIDEO  
REDACTION WITH AI**

**POLICE REFORM AND  
TRAINING BUDGETS**

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2020 October Issue



2021 FORD POLICE VEHICLE CALENDAR




# FROM THE DESK OF THE CEO

I haven't always been a CEO. My 5.11 story began as one of the company's original product engineers. Back then, our mission was to innovate, and years later, it still is. We are committed to building answers for the future, solving a problem before customers even know one exists. Our biggest successes have never been seen by the general public because we design products that address agency challenges that need unique solutions.

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Francisco J. Morales  
CEO, 5.11® Inc.

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# CONTENTS

NOVEMBER 2020



## COVER STORY

### 22 YOUR NEXT PATROL COMPUTER COULD BE A PHONE

Samsung phones running in docks with connected external displays and keyboards are being tested as replacements for in-vehicle laptops.  
DAVID GRIFFITH

## FEATURES

### 10 WINTER APPAREL

Staying warm but not too warm on duty is about the right fabrics in the right garments.  
DAVID GRIFFITH



### 12 WHAT DOES DEFUNDING REALLY MEAN FOR POLICE?

The biggest impact of defunding will be that responses to calls for service will be lengthened, putting citizens at risk of further suffering when victimized by criminals.  
DOUG WYLLIE



### 18 LEXISNEXIS DORS OFFERS AGENCIES ONLINE REPORT TAKING

COVID-19 forced many law enforcement agencies to find ways for taking some reports from citizens online, and LexisNexis had the right tool for the job.  
DAVID GRIFFITH



### 20 ARTIFICIAL INTELLIGENCE AND DIGITAL EVIDENCE REDACTION

The preparation of video and audio evidence for public release is overwhelming some agencies. Veritone's AI-powered Redact application is designed to help.  
DAVID GRIFFITH



## ALSO IN THIS ISSUE

### COLUMNS

**4 EDITORIAL**  
With the Cities  
DAVID GRIFFITH

**32 IN MY SIGHTS**  
The Mystery of Implementation  
DAVE SMITH

### DEPARTMENTS

**8 FIRST LOOK**  
Dejero: Uninterrupted Communications  
DAVID GRIFFITH

**24 WINNING EDGE**  
Police Reform Begins with Increased Training Budgets  
MICHAEL SCHLOSSER AND JEREMY BUTLER

**26 WHAT DOES MY TECH DO?**  
Nuance Dragon Speech Recognition Technology Can Save Officer Hours on Every Shift  
MIKE WAGNER



Cover: Officer using Samsung DeX.  
PHOTO: SAMSUNG

## EVERY MONTH

**6 PRODUCTS**  
**28 PRODUCT SHOW-CASE GUIDE**  
**30 CLASSIFIEDS**



## ON POLICEMAG.COM

### PHOTO GALLERIES



Winter Apparel  
Policemag.com/  
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## A **CENTRAL SQUARE** Project

CentralSquare has launched a national social media campaign to spotlight police officers who go above and beyond to make a difference in their communities. Join the movement to celebrate the good deeds of men and women who keep us safe.



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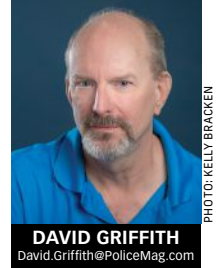


PHOTO: KELLY BRACKEN

DAVID GRIFFITH  
David.Griffith@PoliceMag.com

# WITHER THE CITIES

Living near all the pleasures a major downtown area could provide was once very desirable for some Americans. Now they want to move out.

**EVER SINCE THE LATE** May death of George Floyd during an arrest by Minneapolis police officers, a number of American cities have been devastated by riots and looting. The prospects for this getting any better any time soon are positively nil. What we've seen is a perfect storm of anarchist political violence, opportunist street criminals, and various anti-police activists demanding that law enforcement be disbanded or radically defunded and that will make these cities unlivable.

They are already losing police officers at an extraordinary rate. The NYPD has seen officers put in for retirement at an unprecedented rate. Seattle is bleeding so many blue uniforms that interim Chief of Police Adrian Diaz told a local radio station that public safety could not be maintained. At the same time the city council, which seats an actual self-identified socialist, is looking to take a meat cleaver and a flame thrower to the police budget.

And then there's Portland. God help any cop who serves in that Oregon city. Portland has seen continual protests and scores of riots since the death of George Floyd. Almost all of the rioters march under the banner of anarchism and tearing down America and capitalism. The mobs can be heard shouting "Black Lives Matter." But if black lives matter to Antifa, it's a surprise to the African-American Portland police officer who told local news he almost caught an exploding fireworks mortar round with his face. Portland has become like a separate country in America. And it's a hostile country. You're more likely to see the American flag burning in downtown Portland than to see it flying.

Portland is just the most glaring example of what is happening in America's cities. Between the COVID-19 lockdowns and the looting and burning, business is going to flee the cities. And the people who were willing to pay ridiculous rents and astronomical mortgages to live near those restaurants, and bars, and boutiques that have gone up in flames, had their windows smashed, or just had every shred of merchandise stolen will follow. Soon these cities will be in major decline. But their governments are not willing to do anything about it. They have no desire to rein in the mayhem, and they will not let their police do their jobs.

So businesses and affluent residents will flee to the suburbs, just like they did in Detroit long ago.

But this time the suburbs may not offer sanctuary for people seeking police protection and quiet nights. As I wrote this col-

umn, angry protests were underway in Vancouver, WA, the largest suburb of Portland. The mobs are in the streets because of what appears to be a very justified police shooting.

Then there's Aurora, CO. A city of 325,000, Aurora is a suburb of Denver. And it's also been the site of angry protests and riots over the 2019 in-custody death of Elijah McClain. The McClain incident became a cause for unrest when video of the arrest surfaced on social media in June and in the wake of the George Floyd death. Ever since the men and women of the Aurora PD have been catching it.

On July 3, some 600 members of an anti-police mob barricaded the Aurora officers in their District One station. They blocked off the streets with vehicles and debris to prevent police response, and they trapped 18 cops in the station for seven hours by sealing the doors with rope and wire. Five activists were charged in the attack.

And now Aurora police are being accused of backing down from enforcing the law.

In early September, a man reportedly committed a number of crimes in a local apartment complex, including throwing a rock through a sliding glass door and exposing himself to children. Police responded to 911 calls but no arrest was made, much to

the astonishment of the residents who felt terrorized by the guy.

A week or so later, the Aurora PD's tactical team dealt with a barricaded suspect inside a single family home. The suspect had reportedly taken his six-year-old daughter hostage. Once he released the daughter, the police packed up and left. No attempt was made to arrest him. Aurora PD justified this retreat saying the suspect was only wanted for a misdemeanor. What they didn't know is the guy was wanted for felony kidnapping in another jurisdiction. At last report, he was still in the wind.

Now, I'm not here to slam the Aurora police. You and I both know they were following orders from commanders and politicians whose primary mission is no longer public safety but avoiding the use of force.

But you can't police without using force. That's why there are constitutional levels of force that you are allowed to use to take people into custody, to maintain public safety, and to protect yourself.

The mobs in the streets yelling to defund and abolish the police should be very happy. The depolicing of America is well under way. ☹

**You're more likely to see the American flag burning in downtown Portland than to see it flying.**



# POLICE

LAW ENFORCEMENT SOLUTIONS

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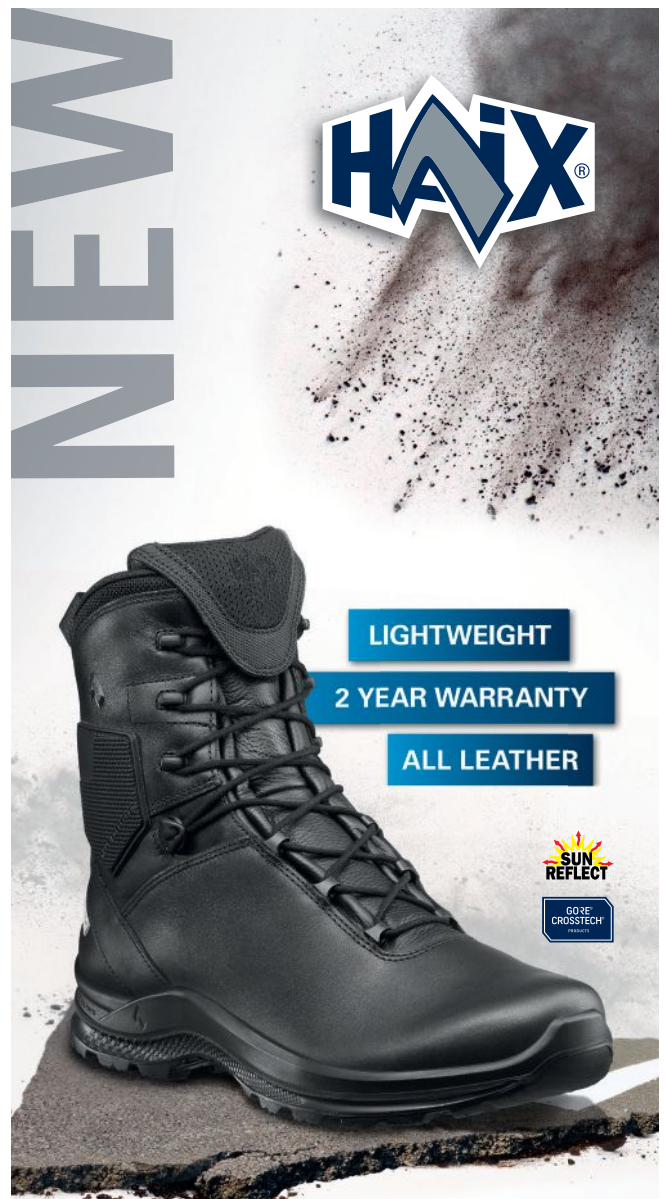
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The Cat S42 smartphone from Cat Phones is designed for use in harsh environments and under harsh conditions. Featuring Android 10, the phone has a non-slip rubberized cover that allows it to meet Mil-Spec 810H and survive 6-foot drops onto steel. The super bright 5.5-inch display is protected by Corning Gorilla Glass 5. The Cat S42 meets IP69/IP68 for water and dust ingress. That means it can be washed in hot water with soap to maintain hygiene during the current pandemic. List price is \$299.

[www.catphones.com](http://www.catphones.com)



**Gamber-Johnson**  
**Samsung Tablet Docking Station**

Gamber-Johnson's tablet docking stations and cradles for the new Samsung Galaxy TabActive3 are backwards compatible with the Samsung Galaxy TabActive2, allowing the docking solutions to support fleets with both devices. The Samsung Galaxy Tab Active 2/Active3 docking stations, when used along with Gamber-Johnson's complete line of mounting solutions, are designed to be used in patrol vehicles. The product assortment consists of several different options to meet users specific needs, including a lightweight cradle, a bare wire, cigarette adapter and MP205 docking stations with dual USB ports to power your keyboard or other peripherals, and two variations of charging cradles with different latching mechanisms.

[www.gamberjohnson.com](http://www.gamberjohnson.com)




**VIP Inc.**  
**Puma-PTS Body Camera**

The Puma-PTS from Versatile Information Products (VIP Inc.) is a simple, durable and lightweight body-worn digital video evidence capture system. Single push-button operation allows Puma users to easily activate a recording under stress and without taking their eyes off of potential threats. The Puma-PTS offers users pre-record, HD video quality, a visual battery indicator, 24-hour standby and more than nine hours of continuous record time, and optional night vision. VIP says the compact and durable Puma-PTS offers an economical alternative for agencies needing body cameras.

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★ DAVID GRIFFITH

**LAW ENFORCEMENT COMMUNICATIONS HAVE NEVER** been more critical or more complicated. Thirty years ago, all you needed was radio and the occasional cell phone. Fifteen years ago, you needed radio and cellular voice. Now you need radio, cellular voice and data, and real-time video streaming.

Finding all the bandwidth for these various communications streams can be a problem, and it's one that the GateWay line of network aggregation devices from Dejero is designed to solve.

The Dejero GateWay devices use Smart Blending Technology that aggregates diverse connectivity paths, including cellular, satellite, and broadband to deliver enhanced reliability, expanded coverage, and greater bandwidth, according to Jared Brody, one of the company's business development advisors.

Brody says that situational awareness tools for law enforcement and public safety operations today involve real-time video, which can present a challenge when using devices with a single LTE connection. He explains that traditional "failover" technology, which allows data to be switched from one network to another, does not solve the problem of session persistence and bandwidth as you're still only utilizing a single network at a time. "If the session is lost or interrupted so is the application or video stream," Brody says.

A loss of persistence may not be a concern for some communication applications. It amounts to the kind of buffering and skipped data that most people have experienced with streaming entertainment services such as Netflix when the Wi-Fi signal is weak. But it is a major concern in law enforcement and emergency response operations. With video so critical for situational awareness, an interrupted signal could lead to intelligence failures and all the associated repercussions.

Dejero's intelligent Smart Blending Technology built into its GateWay devices is very different from failover technology. Instead of using a single carrier's network, it can use up to six simultaneously. It doesn't just switch to a new network when

there is a problem. It blends together capacity from as many carriers as necessary to maintain an uninterrupted signal. "If a connection is lost or becomes congested, Dejero Smart Blending Technology automatically reroutes packets in real-time across the other connection paths to keep first responders reliably connected, with session persistence," Brody says.

The agencies using Dejero's GateWay devices do not have to sign up with the individual carriers used by the device. "Dejero has strong relationships with global network providers and has negotiated data contracts to provide our customers with a simplified managed data service without the headaches," Brody says.

Dejero started developing its connectivity technology 12 years ago for live TV broadcasting. Its EnGo mobile transmitter made it possible for TV networks to reduce their need for satellite trucks. Brody says law enforcement professionals soon became curious about whether the technology could be adapted for public safety operations. "The question agencies asked internally was: How can a weather reporter broadcast real-time low latency HD video in a hurricane, and we can't even communicate with our field operatives?" Brody says.

Dejero GateWay solution packages include software and connectivity services with the purpose-built hardware, backed by 24/7 support. With its connectivity services, there is no throttling at usage thresholds or hard data caps. "We realize the critical nature of our customers' operations," says Brody. "We ensure they have reliable connectivity when they need it."

Today, numerous law enforcement agencies in the United States and Canada are using Dejero's products. Dejero GateWay devices can be installed into a variety of vehicles, including command units, marine units, patrol SUVs and fixed locations. Brody says it is being used by law enforcement organizations ranging in size from federal agencies down to small police departments. ☎.

[www.dejero.com](http://www.dejero.com)



Dejero GateWay devices use "Smart Blending Technology" that aggregates diverse connectivity, including cellular, satellite, and broadband to deliver enhanced reliability, expanded coverage, and greater bandwidth. The technology ensures that the communications are not interrupted.

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Aftermarket equipment shown. Preproduction computer-generated image shown. Available fall 2020. \*EPA-estimated 23 city/24 hwy/24 combined mpg for the 3.3L HEV. See fueleconomy.gov for fuel economy of other engine/transmission combinations. Actual mileage will vary. \*\*Calculated via combined performance of the engine and electric motor(s) with peak battery power. The calculations utilize SAE J1349® engine results and Ford electric motor dyno testing. Your results may vary. Hybrid fuel savings calculator available at [www.fordpoliceinterceptor.com](http://www.fordpoliceinterceptor.com).



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The DutyGuard HT+ Pullover is a half-zip design that now features insulation for additional warmth in harsher environments. This lightweight and warm pullover is intended to be worn underneath external vest carriers without fabric bunching and can keep officers warm while giving them full access to on-body and belt-worn gear. The chest and arms have windproof, waterproof, and breathable shell fabric. Fleece-lined chest pockets give officers a warm place to rest their hands.

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**SafeCityGIS Dispatch** — A robust and easy-to-use GIS application that provides a common operational picture of real-world data as events occur. This program creates a seamless sharing of data between all users, while customized queries give dispatchers the ability to search any location by attribute and geography in a single search. Reporting capabilities along with a dashboard show trends in calls for service that brings real world information to life.

**SafeCityGIS AVL** — With Automated Vehicle Location (AVL), you can track on a map the exact location of public safety vehicles or

any GPS-enabled device in real-time. AVL works together with other public safety software tools to help dispatchers send the closest unit to a call for service. Dispatcher insight into the location of incidents and resources provides greater efficiency in assigning the right resource to the right incident. The data within the AVL system helps directors and executives assess tactical situations with information about committed and available units and allows the retrieval of historical data for workload analysis, investigations, and in response to citizen concerns.

**SafeCityGIS Crime Mapping** — GTG's Crime Analytics software allows The City of Moore to dynamically visualize their records management database and perform statistical, tabular, and spatial analytics. This application integrates data from any Records Management System and Computer Aided Dispatch database.

Among the benefits The City of Moore is now experiencing are easier to read maps, higher location accuracy for dispatch, and

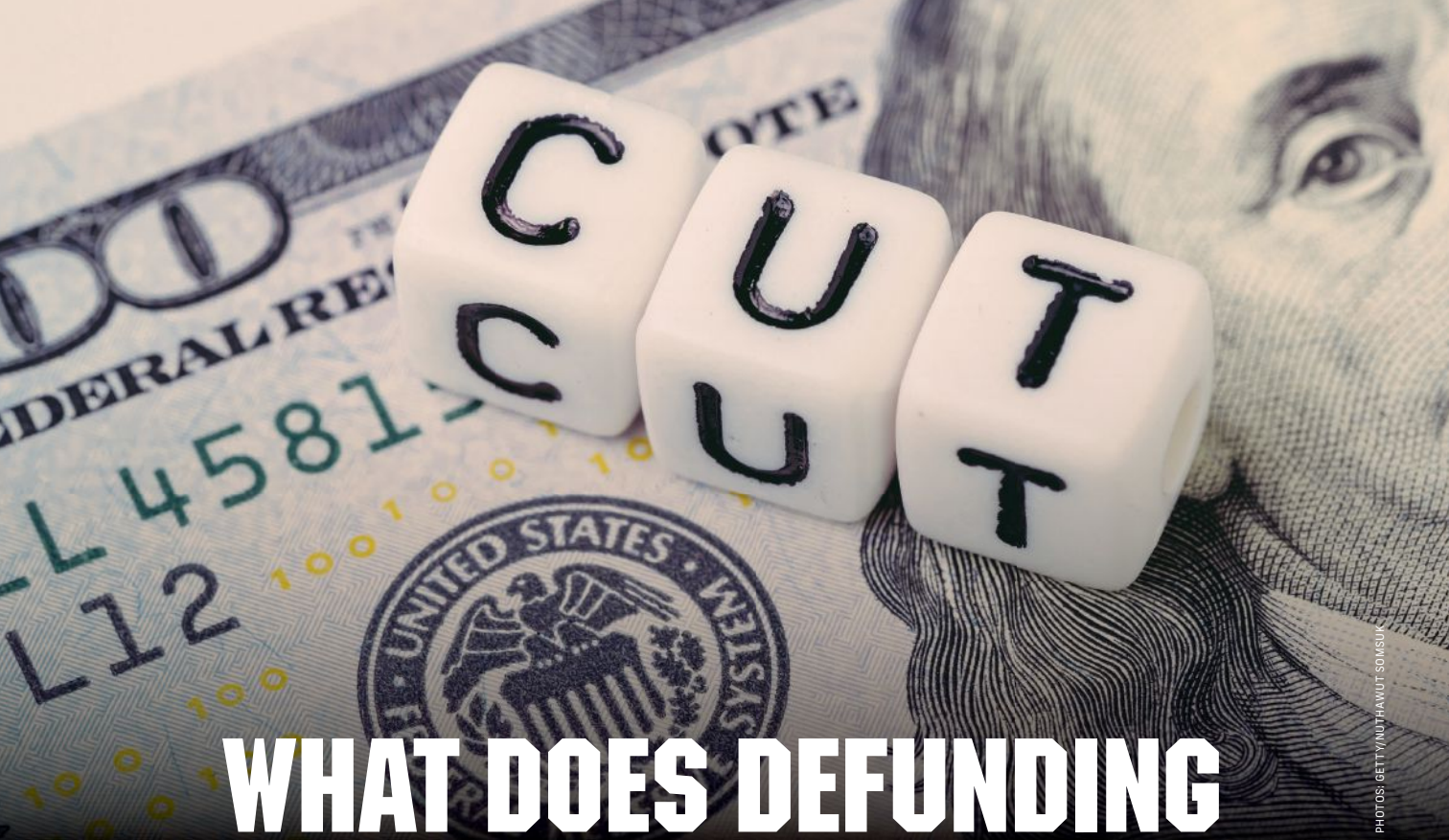
more efficient operations with better tools for analysis, search, and tracking. With the GIS programs fully implemented, The City of Moore sees faster emergency response times, more accurate dispatches, and now promote comprehensive data-driven decision making. They can provide better and more valuable information to both executives and citizens for transparency and education.

**For more information about Public Safety and Emergency Management Systems from Geographic Technologies Group, please visit [SafeCityGIS.com](http://SafeCityGIS.com) or call our team at 888.757.4222.**

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# WHAT DOES DEFUNDING REALLY MEAN FOR POLICE?

THE BIGGEST IMPACT OF DEFUNDING WILL BE THAT RESPONSES TO CALLS FOR SERVICE WILL BE LENGTHENED, PUTTING CITIZENS AT RISK OF FURTHER SUFFERING WHEN VICTIMIZED BY CRIMINALS.

Doug Wyllie

**“D**efund the police! Defund the police! Defund the police!” It’s a call of vitriol we’ve heard shouted out for several months following the deaths of George Floyd, Breonna Taylor, and others. It’s also one of the main themes pressed by the Black Lives Matter movement.

Some calls to defund the police have demanded outright elimination of the local police force or diverting some funding to other municipal programs in order to reduce the number of interactions that individuals have with police.

A staunch proponent of the defund the police movement—U.S. Rep. Alexandria Ocasio-Cortez (D-NY)—said in a recent public appearance, “Defund the police means reallocating or redirecting funding away from the police department to other government agencies funded by the local municipality.

That’s it. It’s that simple.”

Other anti-police politicians have made similar statements, with the general underlying message that the funds taken from police departments will be applied to other government agencies.

In New York City—where Alexandria Ocasio-Cortez once worked as a bartender before being elected to Congress—Mayor Bill de Blasio announced that the NYPD budget would be cut by \$1 billion dollars.

The mayor said that the funds would be reallocated to youth and family services.

“From reinvesting funds from the NYPD in youth programming and social services, to building new community centers, this budget prioritizes our communities most in need while keeping New Yorker safe,” de Blasio said.

In a world of defunded police outlined by Alexandria Ocasio-Cortez and

others, people will call the local Health and Human Services Agency when there is a homeless person defecating on the doorstep of their small business.

## GLASS HALF FULL

Looking at this issue from an optimist’s perspective, the defunding movement may possibly result in police officers not being responsible for calls related to homeless or mentally ill individuals ranting and raving outside a local diner.

People will instead call the 311 non-emergency number for an incident in which an emotionally disturbed person is swinging a blunt object at a parked car or chasing an innocent victim down the sidewalk.

They will call the local methadone clinic when a young man appears to be overdosing on a sidewalk outside a hardware store on Main Street between





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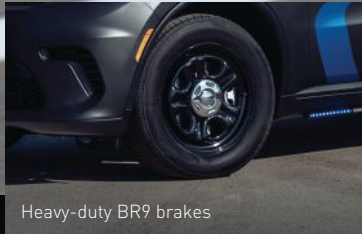
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They will not call the police because they will know that other service providers are at the ready—and fully funded—to respond to incidents in which the presence of a police officer might result in a physical confrontation.

Those citizens will have the presence of mind—during a traumatic experience—to call the psychology department at the local hospital or the reverend at the local church to deal with the domestic dispute currently happening. The single father who reports on a Saturday night to Child Protective Services the abduction of his five-year-old son by his estranged wife will be met by staffers from the agency at his doorstep ASAP.

Okay, now that fantasy hour is over, let's get back to your regularly scheduled programming of "How the Real World Actually Works."

None of that is going to happen.

People in panic will continue to call

911 in every instance. Airplane crashes into the neighbor's yard. Dog barking uncontrollably in the neighbor's yard. There's some sketchy unknown subject lurking in the neighbor's yard.

People will call 911 because that's what people have been conditioned for decades to do.

Those amazing 911 call takers will do what they've been trained to do—dispatch one or more officers to the scene of whatever calamity is underway. The police will be the first to arrive at every one of those scenes because—generally speaking—people don't have any understanding of what the 311 non-emergency call line is even intended for, much less how to employ it to their benefit.

Those citizens will call 911—immediately creating a response call by police officers on patrol—unless they're unavailable... because the agency has been defunded and those officers aren't available.

Then, who knows who will arrive and when? The guy next door with the 12-gauge and no clue what he's about to get into?

The biggest impacts of the "defunding" push is that police agencies that rely on overtime to just maintain basic levels of staffing will no longer have the funds to pay those officers for patrolling for hours beyond their assigned shifts. The consequence of this change in staffing is that responses to calls for service will be lengthened, putting citizens at risk of further suffering when victimized by criminals.

### INEVITABLE BLOWBACK

Following efforts to defund police agencies in certain cities, the citizens who reside there have pressed back on their elected leaders.

In Minneapolis—the city in which George Floyd died in police custody, sparking the "defund the police" movement in the first place—it's been

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reported that “a plurality of residents, including 50% of black people, opposed reducing the size of the police department,” according to a New York Times report.

Eight residents of Minneapolis are suing the city council over a lack of police presence amid spikes in violent crime in the city after elected leaders there said they would pull back on funding of the police department.

A recent survey conducted by the Pew Research Center found that 42% of respondents say that spending on their local police should stay about the same as it is now, and 31% say that spending should be increased.

Going back to that element of the “glass being half full” for a moment, I point you to the words of the 19th Century French novelist Jean-Baptiste Alphonse Karr.

He wrote romance novels, and to be totally truthful I’ve only read one of them as a college assignment. However, among the things he said and wrote over his lengthy career was something that has stayed with me: “We can complain because rose bushes have thorns, or rejoice because thorns have roses.”

In the event that things go according to the alleged plan—and resources are taken from police and diverted to other agencies whose expertise is better suited to responding to individuals in crisis—then the bitter pill of defunding the police may end up an elixir of sorts.

Cops won’t be placed into circumstances for which they have little or no training, placing themselves at risk of a career-ending calamity, or a life-ending tragedy.

However, as has been the case with law enforcement for the past half-decade or more, we have seen sadly negative impacts on communities when the police withdraw—or are withdrawn—from proactive policing.

In some cases, officers have simply elected to not initiate contacts—instead just answering calls long after the perpetrator has left the vicinity—and in other cases the practice of de-policing has even led to agency-wide directives to pull back from initiating contacts.

With departments facing shortfalls in staffing—and now new shortfalls in funding due to efforts to cut back even further on police budgets—what is the most likely outcome for the citizens

who are in the greatest need of police protection?

I’ve said it multiple times that a society that dismisses its police—out-of-hand—will quickly devolve into a landscape of lawless dystopia resembling a combination of scenes from the movies “Mad Max” and “The Purge.”

Nature hates a vacuum. When the

police withdraw from the field, criminals are inspired to commit more crime.

In cities that have decided to defund the police, the consequences could very likely be dire. ☒

*Doug Wyllie is contributing web editor for POLICE.*

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# LexisNexis DORS Offers Agencies Online Report Taking

David Griffith



**W**hen the COVID-19 pandemic hit the United States back in March, it left many local law enforcement agencies reeling. They didn't have a plan for how to respond to calls while taking precautions to ensure officer and citizen safety.

Very quickly the affected agencies started to create new protocols for how

they normally undertake their missions. They sent both non-sworn and sworn personnel to work outside of the office, and they decided to reduce officer contact with citizens.

The goal of reduced citizen contact was accomplished in multiple ways. Some agencies actually pulled back from traffic enforcement. Others closed facilities

commonly used by citizens such as station lobbies and records departments. But by far the most common way that agencies chose for social distancing officers from the public was through online reporting.

Instead of sending officers out to take reports for certain types of crimes such as vandalism and minor theft, agencies let

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the affected citizens create reports and file them with the agency online.

Some agencies already had online citizen reporting tools before the pandemic hit. One of the most popular tools for providing this capability is the Desk Officer Reporting System (DORS) from LexisNexis Coplogic Solutions.

Part of the LexisNexis Coplogic suite of law enforcement solutions, DORS was up and running at numerous agencies before the COVID crisis. The agencies that acquired DORS before the pandemic saw it as an officer efficiency tool, freeing officers up from taking minor reports and letting them focus on more serious crime-fighting tasks. It was also viewed as a convenience service for the public, as DORS could take reports at any time and citizens didn't have to wait around for officers to come to their homes. "DORS saved citizens a lot of time," says Roy Marler, vice president of product management for Coplogic Solutions.

Interest in DORS increased substantially during the COVID-19 pandemic.

It also led to Coplogic modifying DORS to help agencies with COVID response. "Since COVID we have added a tremendous number of report types to DORS," says Marler. The new report types added since March include violations of public health orders, civil unrest, and COVID-19 relief check fraud.

Marler says that the report categories in DORS are always being amended. "In 2019 we added 155 total incident report types. In 2020, we have added 378 incident types. The majority of the 2020 additions were made in March and April."

According to Marler, DORS gives law enforcement agencies control over which reports become official. Citizens fill out the online forms, agency personnel can ask for more information, and accept it or reject it. Once it is accepted, the citizen's report becomes an official police report for insurance claims and other purposes.

"Citizens really appreciate the ability to file these types of reports from their homes, especially during the pandemic," Marler says. Even before the pandemic

some citizens preferred the online reporting systems offered by their local law enforcement agencies. "It reduces the anxiety that having a squad car in your driveway sometimes creates," he adds.

Marler says that even though DORS is part of the Coplogic Solutions offered by LexisNexis Risk Solutions, it is also available as a standalone service without any integration with the agency's record management system. "We can stand it up really quickly and they can get the benefit of online reporting to the community," he explains.

Agencies can pay up front for DORS or they can subscribe to the service. Some customers also choose to pay for the platform through an e-commerce option. Some agencies charge a fee to citizens for things like copies of accident reports. LexisNexis Coplogic will collect the fee for the agency and apply the agency fee to help pay for the platform. ☎

For more information, go to <https://risk.lexisnexis.com/products/desk-officer-reporting-system>

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# ARTIFICIAL INTELLIGENCE AND FASTER DIGITAL EVIDENCE REDACTION

THE PREPARATION OF VIDEO AND AUDIO EVIDENCE FOR PUBLIC RELEASE IS OVERWHELMING SOME AGENCIES. VERITONE'S AI-POWERED REDACT APPLICATION IS DESIGNED TO HELP.

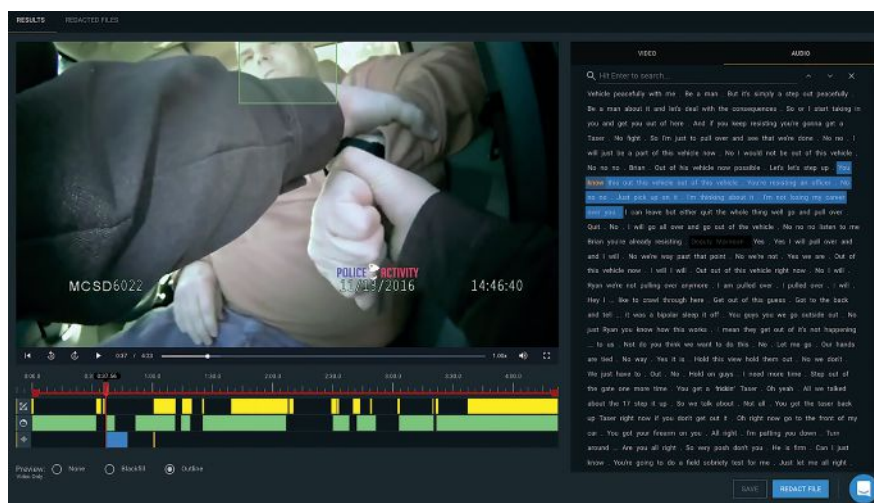
David Griffith

One of the greatest problems faced by law enforcement agencies that field body-worn cameras is how to release the video to the public. It can be tricky because raw video of law enforcement operations often contains images of people and things that should not be in public view, including underage suspects and victims, victims of sex crimes, undercover officers, license plates, and personal data such as addresses on computer displays. The only answer to this problem is to redact the video.

Redaction used to be an incredibly tedious process that involved frame-by-frame editing of the video. Now redaction is partially automated but still a time-consuming task. Redacting one hour of video can take much more than one hour to do. Which means that the labor costs can soar when a law enforcement agency is involved in a controversial use-of-force incident.

During such incidents the action can be captured by the body cameras of multiple officers resulting in hours of evidence from an incident that lasted 10 minutes. The incident can also be captured on a wide variety of other recording systems, including in-vehicle video, surveillance systems, drone cameras, and smartphones. Having to deal with all of those formats can be a nightmare for a law enforcement agency.

And that's why Veritone developed its Redact solution. Powered by Veritone's aiWare artificial intelligence technology, Redact is a device agnostic video re-



Veritone's Redact is an AI-powered video and audio evidence redaction tool. The software automatically identifies heads, computer screens, and license plates. In addition it creates a time-correlated transcript of the audio.

daction solution. "Redact can ingest any video and audio streams that do not have proprietary formats of decoding," says Jon Gacek, head of government, legal, and compliance at Veritone. Gacek adds that Redact can work with data from many of the most popular brands of police video systems and CCTV systems, and even when the video is in a proprietary format, Redact can sometimes make it work.

Gacek says that Redact is not only extremely versatile in its ability to work with different video formats, it is also extremely efficient. "It takes five to 10 hours for a human to redact an hour of video using typical tools, frame by frame. Ours is an hour or less of redaction time for one hour of video," he explains.

Redact achieves that speed through Veritone's aiWare, according to Gacek. Veritone says aiWare is an artificial intelligence operating system that "orchestrates a diverse ecosystem of machine learning models to transform audio, video, text, and other data sources into actionable intelligence." The programming for Redact includes 500 different AI models.

Gacek says Redact came out of a customer request from an agency in the state of Washington. The state has some of the nation's most progressive public video release laws and police agencies can have a hard time complying with them. The Veritone customer needed to speed up its redaction process. "We built a prototype





Image showing effect of video redaction using Veritone's Redact. Veritone says its AI-powered solution is much less labor-intensive than other options and saves agencies money. Usage of the tool is purchased by the running time of the data redacted.

on the aiWare platform and the customer liked it, so we built the full-blown product," Gacek adds.

Veritone's Redact works differently than other law enforcement video redaction tools, according to Gacek. He explains that Redact identifies heads, not faces, so it can target any occurrence of the back or side of that head in the video. It can also identify license plates and computer displays.

"Our product is really simple to use," Gacek says. He explains that the AI identifies all of the potential images that may need to be redacted. Then "all the human has to do is check or uncheck the ones they want to redact."

Veritone has a history of providing audio clips as proof of placement for radio advertisers, so it's natural that Redact has powerful audio redaction capabilities. The software creates a time-correlated transcript, and the user can click on a specific word and redact it throughout the file. When the process is complete, the user has a redacted file and an audit log of everything that was done to that file.

Veritone offers a somewhat unusual payment model for Redact. Customers basically pay for the service per hour of data redacted, and there is no upfront cost to acquire the software. "Our starting price is \$100 per hour," Gacek says. He explains that the price for Redact needs to be contrasted with the cost of redaction labor per hour. "Agencies spend a ton of money on having humans do redaction and that is what we are trying to replace," he adds, estimating that in-house and third-party redaction can cost as much

as \$250 to \$500 per hour of data. By accelerating the redaction, Veritone's Redact saves on labor costs, Gacek explains.

The \$100 per hour of data is also not a hard price. "The more you buy, the lower the cost per hour," Gacek says. "We sell packages of 10 hours per month and 100 hours per year," he adds.

Redact is pushed out to users in the cloud, so the software is updated continuously. Gacek says Veritone even provides storage space on its CJIS-compliant Microsoft Azure-based cloud at no additional cost to the user.

Veritone says more than 100 law enforcement agencies have used Redact. The list of customers includes big, small, and even statewide agencies. "Our product is good and this problem is only getting worse," Gacek says. He adds that many customers contact Veritone about Redact after they have a major incident.

"If there's an event, we can have them up and running on Redact in just a matter of hours," Gacek says. "It's a really simple product to use. We can train somebody to use it in about an hour."

To aid customers with meeting the demands of open records requests, Veritone has announced a collaboration with GovQA, a leading provider of transparency solutions for government agencies. Under the agreement Redact is being integrated with the GovQA Public Records Management Solution. The combination is expected to help law enforcement agencies expedite requests in accordance with public records laws and save money. ☎

For more information, go to [www.veritone.com/applications/redact](http://www.veritone.com/applications/redact)



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Samsung DeX allows agencies to connect phones to external keyboards and displays to create a mobile computer solution.

PHOTOS: SAMSUNG

# YOUR NEXT PATROL COMPUTER COULD BE A PHONE

**SAMSUNG PHONES RUNNING IN DOCKS WITH CONNECTED EXTERNAL DISPLAYS AND KEYBOARDS ARE BEING TESTED AS REPLACEMENTS FOR IN-VEHICLE LAPTOPS.**

**David Griffith**

**M**any law enforcement officers are now carrying personally owned or department-issued smartphones—handheld computers—that have as much processing power and software versatility as the desktop and laptop machines they use on the job. The reasons phones are now rivaling police computers in power are simple: Cash-strapped agencies sometimes wait more than five years—an eternity in the high-tech market—to buy new laptops and even longer for new desktops. Also, innovation in mobile devices has accelerated much faster than innovation for conventional computers.

Exploiting the growing capabilities of the smartphone is the idea behind Samsung DeX. Short for “desktop experience,” DeX is software that turns a Samsung smartphone into a notebook or desktop computer. All of the processing power and connectivity comes from the smartphone. The rest of the system is a dock, a keyboard, and an external display.

DeX was created for industrial and

business applications, but it is also finding favor with law enforcement and other public safety agencies as a replacement for in-vehicle computer systems.

Can a smartphone docked with a keyboard and an external display really replace laptop computers in police vehicles? The verdict is still out. But two of the nation’s largest law enforcement agencies, the Los Angeles Police Department and the Chicago Police Department, are currently weighing the evidence. “The smartphone is becoming more and more capable of being a standalone computer,” says Deputy Chief Sabih Khan of the Chicago PD’s Strategic Initiatives Division.

Khan says the Chicago PD is testing Samsung DeX because it offers all of the features the agency needs for its smartphone as computer program. “It offers true mobility, where officers aren’t tied to the vehicle,” Khan says. He explains that Chicago has officers who currently can’t access important information because they do not have laptops. “We have

officers on foot, bikes, horses, and ATVs,” he says.

Other reasons why Chicago chose DeX for its pilot program include the system’s capabilities for mass notification to officers and its built-in biometric security, which complies with CJIS. Another security benefit for using DeX is that the phone can be remotely erased if lost or stolen, preventing sensitive data from being compromised.

Khan and Lt. Dan Gomez, retired from the LAPD, recently presented a webinar on their agencies’ DeX pilot programs for Samsung. LAPD is reportedly using DeX in numerous vehicles on its way to rolling out the “Connected Officer Program” to 7,000 officers.

Chicago is currently at the beginning stages of its pilot. The program is currently limited to just three vehicles and some in-station docking systems. The testing includes evaluation of the hardware for mounting the systems into vehicles and the available displays and keyboards.



Because DeX is built around a phone, officers have true mobility.



DeX gives officers easy access to all of their computer's software outside of the vehicle.



DeX gives officers all the capabilities of a phone, including the camera for evidence capture,



More and more police agencies are issuing smartphones to officers.

Khan says the CPD's DeX set ups are using different hardware. One of the primary issues that the Chicago PD is working on is how to best set up the system in its patrol vehicles. "[We need to determine] where do we place the phone, how to best fit the hub, open SIM/closed SIM, and cable lengths," he says.

Software is another area of concern in the Chicago pilot. "[We need to know if] our current applications work and do they work well within the DeX environ-

ment," Khan says. "We need to identify if it's an issue on the DeX side or the vendor's mobile application."

The goal is to expand the program to all 1,200 patrol vehicles, Khan told the webinar audience. "We have to get into the game now to get there."

The reasons for getting into the game are many, according to Khan. He believes the department will see significant cost savings on both computer hardware and IT services.

But the real benefits are the capabilities the system will give officers. The Samsung Galaxy phones the Chicago PD is planning to issue will carry more than 30 applications for helping officers in the field. Officers using DeX will be able to file reports on their phones, capture evidence on their phones, and even view live video from one or more of the city's more than 40,000 digital surveillance cameras.

Another benefit to DeX is that the footprint of the computer system in the vehicle is much smaller than that of a conventional laptop. Both LAPD and Chicago PD run two-officer patrol units, and passenger compartment real estate is at a premium.

Gomez, who oversaw the rollout of the LAPD program, says DeX docking units inside of LAPD stations have reduced the time officers have to wait for computers so they can write up their reports. Gomez is now chief operating officer of TacLogix, a consulting company that helps agencies set up their own connected officer programs. He is working with the Chicago PD on its DeX program.

Khan says Chicago officers have been extremely enthusiastic about the possibility of using smartphones rather than laptops. "This is the only pilot where officers are asking to get involved," Khan told Samsung. "With the younger officers, the phone has been everything to them, and they want to see this happen."

Khan says officer feedback has been positive, but there are issues that need to be fine-tuned before the program expands. "Small but important things need to be worked out," he says. He gives examples of CAD controls being too small and issues with minimizing and maximizing windows. "But overall he is bullish on the future of Samsung DeX at the Chicago PD and the future of smartphones as stand-alone computers in law enforcement operations. "This will be the future of policing," he told the webinar audience. ☉

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# POLICE REFORM BEGINS WITH INCREASED TRAINING BUDGETS

DEFUNDING AGENCIES IS THE WORST THING POLITICIANS CAN DO IF THEY WANT OFFICERS TO RESPOND BOTH CONSTITUTIONALLY AND EFFECTIVELY.

MICHAEL SCHLOSSER AND JEREMY BUTLER



PHOTO: COURTESY OF MICHAEL SCHLOSSER

Officers must develop and maintain the ability to control and subdue a subject using the minimal force necessary to make a safe and effective arrest.

**B**ecause of controversial law enforcement use-of-force incidents such as the death of George Floyd, many citizens and politicians are calling for the police to be defunded and for the funds to be diverted to social services. While better funding of mental health and social services is necessary, this should not be at the expense of police training.

An alternative idea would be to provide, or even reallocate, any available funding toward better de-escalation and non-lethal use-of-force training programs for officers. This is not to imply that providing more training is a cure-all for the problems in the law enforcement community. But better training will help solve more problems than decreasing budgets.

There are important and necessary ongoing training initiatives for police officers, including implicit bias awareness, cultural sensitivity, crisis intervention, strategy and tactics, and so on. However, let's focus on the importance of non-lethal use-of-force training. Consistent and high-quality scenario-based training in verbal de-escalation and conflict management should be the foundation of a departmental use-of-force program.

Alongside this de-escalation training, there should be a well-developed, pressure-tested control tactics program. Officers must develop and maintain the ability to control and subdue a subject, both standing and prone, using the minimal force necessary to make an arrest.

## THEORIES ON EXCESSIVE FORCE

Training, or the lack thereof, is at the core of many issues related to excessive use of force. Few officers receive enough non-lethal use-of-force training to retain and become proficient in these skills after leaving the academy.

There are also factors related to excessive force that cannot be addressed through training. Being scared, for example can result in an officer's inability to evaluate the situation rationally. This fear can often be overcome through training, as officers may be scared because they lack the experience with such scenarios and thus the confidence in their abilities.

## RETURN ON INVESTMENT

Given that a lack of funding is one of the biggest reasons why departments do not provide ongoing training beyond the minimum state requirements in these areas, additional funding should be considered for this initiative. If we were to reach a point where all police agencies had departmental programming that requires officers to train regularly in de-escalation and grappling-based control tactics, we would see a decline in excessive use-of-force incidents. In fact, the resulting

reduction in lawsuits could yield a return on investment.

Another major benefit of increased training is the confidence it builds. Experiencing personal accomplishments in training is the best way to develop confidence, which is a well-known predictor of performance and behavior. An experienced officer with consistent training will be more confident in his or her ability and therefore less likely to quickly resort to physical force as well as more likely to succeed if force is necessary.

Conversely, picture an officer with years on the job who hasn't practiced his or her control tactics on a consistent basis since leaving the academy. If he or she gets into a situation where force is necessary but cannot control the subject, or is getting controlled by the subject, he or she would be much more likely to escalate to greater force—up to and including deadly force. These officers generally lack the ability to manage the adrenaline and overwhelming nature of the situation without the physical and mental preparation afforded by consistent, realistic scenario-based training.

Watching officers being yelled and cursed at and seeing them respond calmly despite knowing the situation could escalate at any time shows that they have confidence and proficiency in both their communication skills and their use-of-force skills. Conversely, watching an officer quickly jump to physical control tactics shows that he or she does not have confidence or proficiency in his or her skills.

#### **BUILDING CONFIDENCE**

Confident officers often have training outside their police training. Perhaps they practice martial arts such as jiu-jitsu and are therefore adept at controlling someone using the minimum force.

It would be fantastic if every officer practiced a martial art, especially a grappling art such as jiu-jitsu, outside their work.

However, it would be even better if this same type of training could be provided for all officers by the agency. This can only be accomplished when a department has the funds and time to make this happen. This requires a

paradigm shift in police training. Most who practice martial arts attend classes for a couple of hours at least twice a week. This level of commitment is needed to gain proficiency in non-lethal use-of-force tactics.

Numerous videos online show officers controlling a subject using grappling skills. We can also find videos where officers have quickly taken someone to the ground and gained control with skills learned outside their department: side control, mounted control, and back control. In these videos, we can see that the officer is skilled and maintains control without the situation escalating.

**CONFIDENT OFFICERS  
OFTEN HAVE TRAINING  
OUTSIDE THEIR POLICE  
TRAINING. PERHAPS THEY  
PRACTICE MARTIAL ARTS  
SUCH AS JIU-JITSU  
AND ARE THEREFORE  
ADEPT AT CONTROLLING  
SOMEONE USING  
MINIMUM FORCE.**

When situations escalate, this can result in higher levels of use of force. Officers may be forced to use their baton, pepper spray, or even deadly force. If law enforcement wants to truly reduce excessive use-of-force situations, it must take on the challenge of providing considerably more training, both in communication skills and in grappling skills. This will likely result in officers basing their use-of-force tactics on the behavior of the arrestee rather than on fear or bias. ☉

*Dr. Michael Schlosser is a retired lieutenant with the Rantoul (IL) Police Department, director of the University of Illinois Police Training Institute, and the Institute's lead control and arrest tactics instructor.*

*Dr. Jeremy Butler, Ph.D. is an assistant professor at Judson University. He is a former police officer and use of force instructor at Illinois State University Police Department. For more information, visit [www.jeremybutlerphd.com](http://www.jeremybutlerphd.com).*

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**DRAGON SPEECH RECOGNITION TECHNOLOGY LETS OFFICERS FILE HIGHER QUALITY REPORTS, FASTER, FROM THE FIELD, GIVING THEM MORE TIME TO RESPOND TO CALLS.**

★ MIKE WAGNER

In the winter of 1999-2000, I joined the Boulder County (CO) Sheriff's Office as a deputy. Even then, Boulder County SO had a reputation for keeping ahead of the technological curve.

By the early 1980s, Boulder County deputies were dictating their reports to microcassettes, which they would drop in an envelope, staple to their paperwork, and pass to a dedicated pool of typists. Our typists would transcribe the reports and our officers would review them a few days later.

As I worked my way up through the ranks, I saw the value of this approach first-hand. Before long, I could dictate the equivalent of a seven-page DUI report while driving between the jail and the post office to mail the blood kit downtown, several miles away. I could capture the information while it was fresh in my mind, and I could do it with my eyes on my surroundings in lieu of sitting in an office hand-typing the report.

Today as division chief, my responsibility isn't just to serve the public, it's to support and serve our field personnel. And as we embarked on a project to upgrade our legacy RMS, we saw an opportunity to improve our dictation and transcription processes too. With recent advances in speech recognition technology, we could automate the resource-intensive task of transcription, redeploying non-sworn employees to other records management roles. Doing so would reduce the cost of our RMS replacement project, while substantially accelerating report creation.

## THE PILOT PROGRAM

We researched our options and decided that Dragon for law enforcement from Nuance was the only viable utility. Nothing else had the level of functionality and customization we needed to support the practical realities of day-to-day law enforcement.

So, we designed a pilot that would thoroughly test the technology's potential impact. We selected some officers who were great at dictation and others who were still mastering the art. We chose some for their computer literacy and others for their technophobia. We included detectives, administrators, and a range of patrol shifts to ensure we were testing Dragon in multiple locations and scenarios on multiple desktop and mobile platforms.

Every participant was issued a Nuance PowerMic—a microphone with PC-mouse capabilities—they could plug into their desktop or MDC and talk into just like any other dictation device. But now their words would be transcribed by the Dragon software as they spoke.

## Type vs. Talk



Using Nuance Dragon speech recognition technology, the Boulder County (CO) Sheriff's Office saved a massive amount of labor that would have been spent on typing reports.

## NEARLY UNANIMOUS FEEDBACK

Any cop will tell you, give a group of us something to vote on and we'll never vote in the same direction. But when we asked our pilot group whether we should go ahead and implement Dragon, the answer was virtually unanimous. They told us, "Yes. This is a great tool, and we need it yesterday."

Every single member of the pilot program told us that Dragon was helping them complete reports faster. The majority were saving one to two hours each shift, and in some cases, they were saving as much as three to four hours.

Field personnel said they were able to spend more time in the field. Desk-based officers said they were able to review more cases in a day. Half of all participants told us the quality of their reports had increased, and officers who used Dragon in a cruiser reported feeling safer because when they had

to run a license plate, the software let them run it without needing to look at their MDC.

### TIMELY DEPLOYMENT

In January we took our pilot group's advice, deploying Dragon speech recognition technology to our most report-intensive roles. It proved a timely decision.

When Coronavirus hit, social distancing saw us running at half-staff, getting creative about who was in our office and when. If we had still been reliant on manual transcription, we simply wouldn't have been able to keep pace. With Dragon, however, our officers could dictate and submit their own reports electronically, without needing to call in at HQ. Even in these unusual and challenging times, we've been able to identify significant benefits from our implementation of Dragon. In line with our original business case for the technology, we've been able to shift two non-sworn employees from transcription to other records functions, minimizing costs within our RMS replacement project. We're also seeing more detailed, higher quality reports and faster workflows. That's because our officers can immediately check and fix the reports they've dictated, rather than having to wait to review a manual transcription.

And for dictation veterans like us, the immediacy of Dragon's transcription has another advantage. Teaching our recruits to dictate used to be slow, labor-intensive work. Now that they can see a report taking shape in real-time, our people are mastering the skill much more quickly.

### CUSTOMIZATIONS

While some Dragon features—like its ability to help officers run license plates—are designed specifically for law enforcement applications, its most important asset for us has been its flexibility. One of our first customizations was to update Dragon's dictionary to recognize and accurately transcribe our local street and place names. We just exported the information from our CAD system, imported it to Dragon, and pushed the update to every user in a single shot.

A death investigator—a real power user, since his involvement in the pilot—has also created a Dragon tem-



**Our officers spend less time doing paperwork and more doing what they joined up to do, protecting and serving. Mike Wagner, division chief, Boulder County SO.**

plate for conducting autopsies and shared it with his colleagues. Now they can all call up the same form with a voice command and start dictating directly into it, saving everyone time and keeping reports consistent.

### SHOULD YOU USE DRAGON?

As our officers get more confident with the technology, Dragon's impact on efficiency keeps on growing. These days our cops don't just dictate reports. They dictate notes, emails, and everything they can.

The case for implementing Dragon in your agency may be even more clear-cut. So far, we've used Dragon to dictate over 2.7 million words at an average of 128 words per minute.

That's 15 days spent creating reports that at an average typing speed of 40 words/minute would have taken us more than 47 days, nearly seven full weeks of officer time.

Right now, making the case for any investment can be a challenge. But in my experience, it's often easier to secure funding for new technology than for extra officers on the street. And, in effect, that's exactly what Dragon speech recognition technology gives us. Our officers spend less time doing paperwork and more doing what they like me joined up to do, protecting and serving our community. ☎

*Mike Wagner is a division chief for the Boulder County (CO) Sheriff's Office.*

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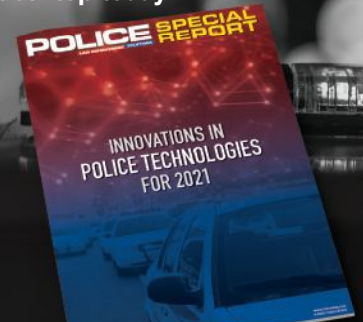
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# THE MYSTERY OF IMPLEMENTATION

Success is measured not by brainstorming or planning. It's all about the execution.



DAVE SMITH

ILLUSTRATION: SEQUOIA BLANKENSHIP

**THE WORLD IS FULL OF** good and bad ideas. It always seems that this idea or that idea is found wanting or wrong or, quite frankly, stupid and yet we are never shocked when a decade later the same notion is brought back for another run.

I have seen countless law enforcement ideas offered up to improve everything from patrol procedures to recruiting to community policing. The failure of any of these is almost never remembered or evaluated or critiqued because actual institutional learning does not occur. So once those with institutional memory have all retired or been reassigned, someone resurrects the failed idea.

This doesn't mean the idea itself was necessarily bad, but rather that we seem to have a hard time perceiving that implementation is vastly more difficult than anyone seems to understand. And whether we are talking about public or private sectors it behooves us to reflect on why good ideas fail, or worse, become bad ideas.

First, the very formulation of a policy or program is often a reflective response to some crisis or issue and ends up being driven by emotion and urgency instead of rational evaluation and research. The classic book, "Criminal Justice Planning" by O'Neill, Bykowski, and Blair, provides a framework for a "Systems Approach" to planning, which offers an Aristotelian Method where logic, analysis, and reason enable leaders and planners to come up with rational plans, create a learning organization that improves its understanding of the problem being solved, and determine if the plan designed to solve it is working or not.

Systems thinking allows us to ask ourselves who, what, when, and how does a program or policy affect, not only the organization, but also the community it will impact as well. The authors of "Criminal Justice Planning" bring into focus issues like funding, personnel, timetables, and feedback mechanisms essential to making a program or project a reality. This approach helps departments become learning organizations as well.

Once a plan is adopted, the next problem law enforcement faces is implementation. Have you ever noticed how often procedures become the dominant trait of a program? Instead of the intended outcomes of the program driving the solution of the problem (as they should), following the outline becomes the focus. Too often law enforcement is tasked with solving serious social issues that are far more complex than our resources, personnel, and scope of crime

fighting can handle. The fact that the problem hasn't even been rationally analyzed often impedes the very development of any solution that might deal with it.

Law enforcement leaders are under tremendous pressure to come up with immediate solutions for the problems presented to them, so I hope they will assign "Criminal Justice Planning" as required reading to their staffs to help them formulate effective plans. Then I hope they sit down and review Aaron Wildavsky's "Implementation," written originally in 1973, to analyze what went wrong with the Economic Development Administration's Oakland Project. What originated as an idea to help Oakland develop and build better opportunities for the African-American community proved to be an example of how difficult a well-intended program can be to develop and implement.

Problems such as decision points, level of commitment, competing hierarchies, and the challenges of developing a learning organization are all covered by Wildavsky. Law

enforcement, being hierarchical, often neglects to see how important the operational level of a program or policy is; the person doing the enforcement or activation is a critical component. The successful implementor not only makes the idea work, they also ensure that the agency becomes a learning organization that adapts and grows from the issues arising during implementation. They focus

on the goals and results of the plan or program, instead of becoming distracted by procedures, paying proper attention to outcomes and feedback.

Too often millions of dollars and countless hours are spent on projects without developing a feedback loop to measure how effective the effort has been. Even worse, typically no adjustments are made to the process, and so no learning occurs. It is as if we started out as all knowing only to discover we were naïve and just wasting resources, solving nothing, and waiting for the next crisis to arise. We need to avoid these pitfalls at all costs if we are to engage in effective law enforcement in this new, challenging landscape.

Be a constantly learning crime fighter and encourage your agency to become a learning organization. ☉

**Once officers with institutional memory have all retired or been reassigned, someone decides to resurrect the bad idea.**

*Dave Smith is an internationally recognized law enforcement trainer and is the creator of "JD Buck Savage." You can follow Buck on Twitter at @thebucksavage.*

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