Agency 360 Deliverable

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Framing the Problem

A checklist is just "one more thing to worry about."

Complacency occurs with perceived "routine" calls.

Often times calls turn out to be different than expected.

Project Goals

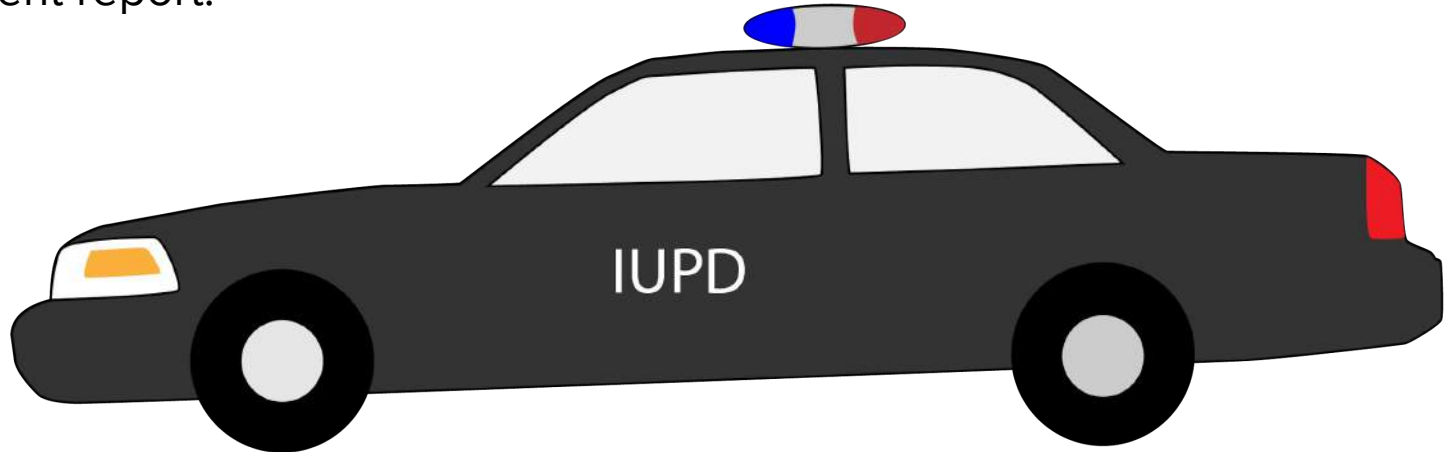**Integration** with existing case reporting system.

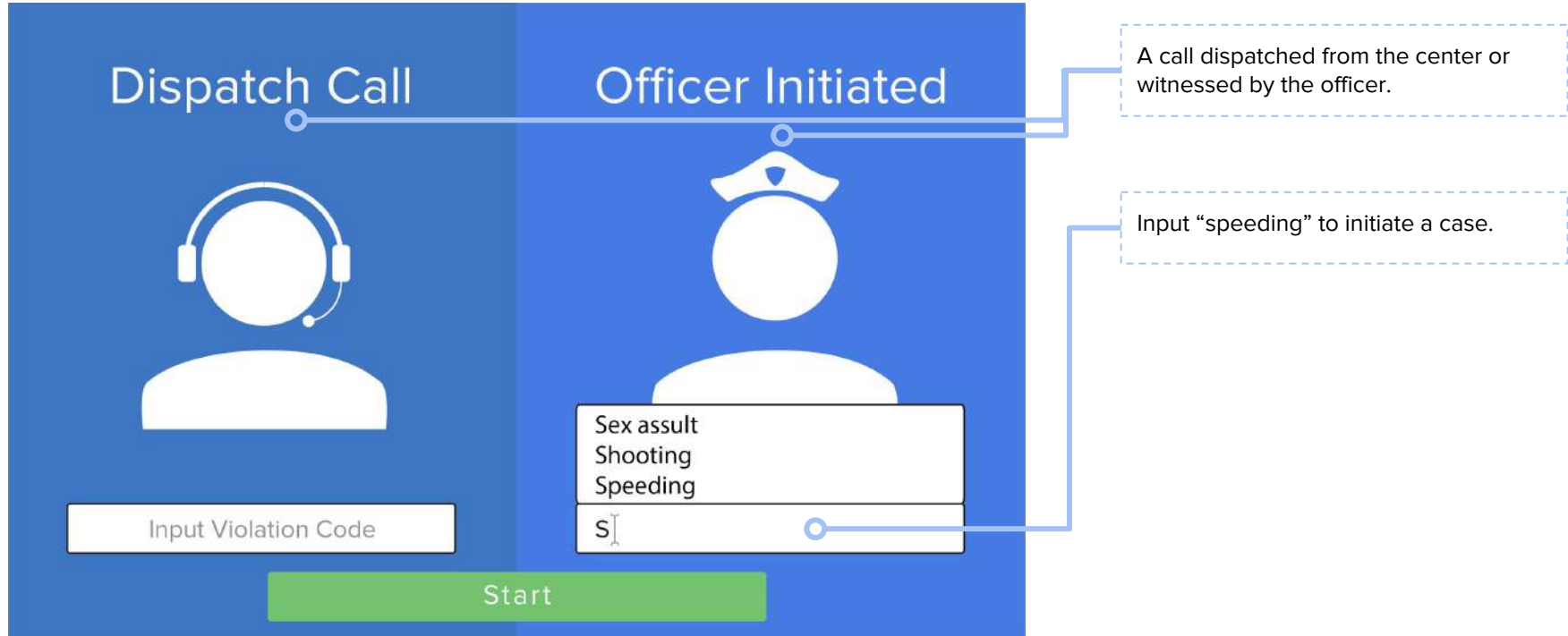Provide an **interactive** form to ensure total **engagement**.

Dynamic system that adapts to different scenarios.
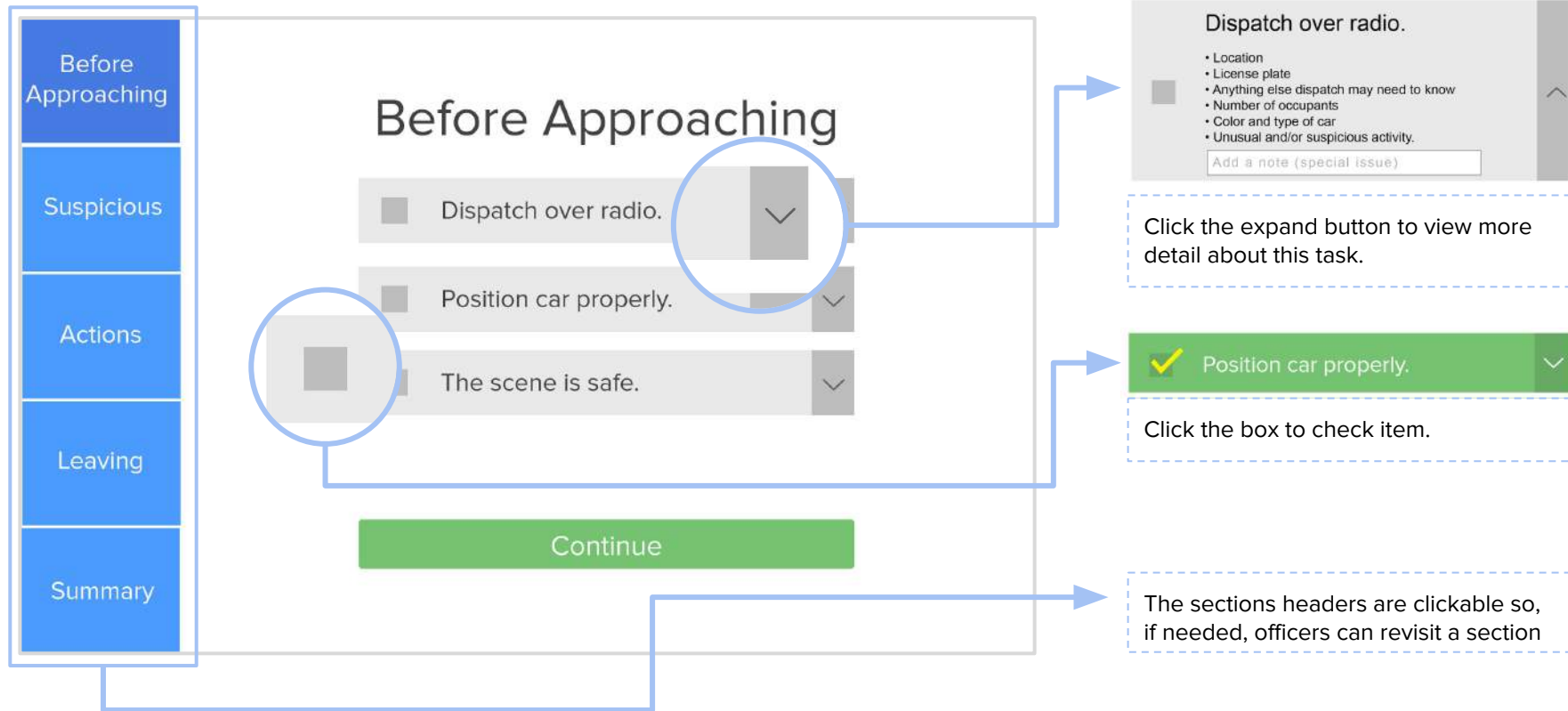
Presented Scenario

An officer has pulled someone over for speeding. The officer opens the checklist application on their laptop and starts to create an incident report.

Initiate an incident report

Dispatch Call

Officer Initiated

Input Violation Code

Sex assult
Shooting
Speeding
S

Start

A call dispatched from the center or witnessed by the officer.

Input "speeding" to initiate a case.

Officer enters information about scene safety

Before Approaching

Dispatch over radio.

Position car properly.

The scene is safe.

Continue

Before Approaching

Suspicious

Actions

Leaving

Summary

Dispatch over radio.
• Location
• License plate
• Anything else dispatch may need to know
• Number of occupants
• Color and type of car
• Unusual and/or suspicious activity.

Add a note (special issue)

Click the expand button to view more detail about this task.

✓ Position car properly.

Click the box to check item.

The sections headers are clickable so, if needed, officers can revisit a section

After the officer has checked the scene, they approach the vehicle to inform the person about the committed violation

They can then return to their car, with the driver's licence and vehicle registration and continue filling out the incident report.

Officer notes any suspicious activity

Add additional information about suspicious activity.
(This will lead to more actions in following pages about the suspicious activity)

Officer checks off completed actions

| Before Approaching |
| Suspicious |
| Actions |
| Leaving |
| Summary |

Actions

☑ Claim the violation.

☑ Obtain driver's license.

☑ Obtain vehicle registration.
No registration in the car.

Continue

Take a note if there is a special situation and some task cannot be completed.

Officer completes previously unchecked items

A list of unchecked items. The officer can correct them and check here, or expand to take a note for special situation.

View the summary of actions

Items with a note will have a icon here.

Officer returns to the car, with a ticket and instructions for what the person should do. The officer can then return to their car and continue filling out the incident report.

Prototype in Action Video

To watch prototype in action, follow this link:

https://iu.app.box.com/files/0/f/4431043878/1/f_36383848418

Future Implementation

- We imagine the data from the checklist being used in the final report so that officers don't see this as a completely separate piece of software.
- We've created a design that can easily stretch across multiple platforms and could see a handheld device being used for completing steps during the call.

Potential User Complications

- Officer may not want to use the provided checklist due to tenure on the force (e.g. they know what to do already)
  - *"Getting guys who have been on the force for 20 years may be difficult because that's not how they've done it. The younger guys would be more willing to use, and have actually asked for, a new system" - Lt. Brice Teter, IUPD*
- If this is being done at the end of an incident, facts/necessary articles may be inaccessible to the officer.
- Learnability of software for tenured officers

Potential Implementation Issues

- Some incidents escalate in unforeseen ways, making it difficult to create a checklist that covers all of the bases.
- Though we believe our UI is clean and simple, there will be complications if existing software needs to be redesigned to allow for a more seamless integration and unified experience.
- Officers resistant to handheld devices:
  - They say it will limit the focus on the situation at hand
  - This makes it difficult to ensure steps are completed while the suspect is present.

Questions?

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We would love to hear your feedback.

Thank you!