Overview: Via commercial software, we provide timely and relevant training to our 3,700 employees to reduce future claim liability without increasing our clerical or financial costs.

Challenge: Traditionally, informal training sessions are done by law enforcement daily during shift briefings. Topics include review of current policies, recaps of recent law changes, as well as distribution of officer safety items. These sessions are very important but are difficult to document without a substantial administrative overhead cost due to their short duration, informal nature and frequency. The end result is that law enforcement provides this valuable training, however is unable to benefit from these efforts later when civil claims are filed and official training records reviewed. The inability to easily document the large number of training topics and attendees frequently results in claims of inadequate training by plaintiffs and large financial settlements when juries reach verdicts. The size of this problem scales proportionally with the size of the law enforcement agencies and is compounded when agencies have multiple stations and correctional facilities.

Innovative Solution: In 2016, the Riverside County Sheriff's Department began a review of training options to address this problem while at the same time avoid the substantial costs associated with returning to traditional paper-based training content provided by a centralized training bureau. Subscription type services (Lexipol) exist that provide this function in a price per officer per month manner, but this was not possible when the size of our agency (3700 employees) was considered. Subscription based options also did not address the need for locally created, non-policy focused, content to be distributed via the system. A review of the private sector revealed that many large corporations use Microsoft Sharepoint to manage policy distribution across many distributed offices and a third-party developer (Collaboris) had developed a Sharepoint application (DocRead) that allowed content to be distributed to users based on their location or job classification. An employee testing feature (DocSurvey) also existed that tested employees about the training item they had just reviewed to ensure comprehension. DocRead and DocSurvey were purchased and deployed on our existing Sharepoint infrastructure and used to distribute training items in

various formats (video, pdf, Powerpoint). The system utilizes employee email addresses, job titles and assignment locations which it obtains from the existing network infrastructure (Active Directory). As employees are moved, promoted, or reclassified within our employee management software, changes are reflected in the network and then automatically updated in DocRead. Employees newly promoted into different classification, who have not previously completed training items issued to employees of their new classification will receive those training tasks to complete via email. Employees that transfer to different stations or correctional facilities will also receive previously unassigned training tasks for their new assignment. Employees must confirm their review of each training item via a checkbox and some high priority items also require them to pass a test (DocSurvey). Once completed, the results are automatically added to their official department training record for later retrieval. Employees who fail to complete tasks in a timely manner are sent reminder emails and after a preset time, their supervisor (obtained from the Manager attribute in Active Directory) is also notified. Employees who are off work for an extended time due to injury or other reasons are flagged as being off work which stops reminder and escalation emails till they return to work.

Originality: The adaption of an existing commercial software product to provide periodic law enforcement training and seamlessly document completion data in a cost-effective manner is a very original and creative solution to a common problem faced by large agencies.

Cost Effectiveness: The acquisition of DocRead and DocSurvey cost less than $50,000. Annual support costs are $7,000 per year vs the $6 per officer per month cost for a similar product provided by a law enforcement policy companies. The subscription cost for our 3,700 employees would have been more than $260,000 per year vs our current cost of $7,000. An annual savings of more than $250,000 or 98%.

Results: Since adoption in late 2016, more than 210,000 training tasks have been completed by our employees in DocRead and added seamlessly added to their training records.

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