



**SAN LEANDRO POLICE
DEPARTMENT**

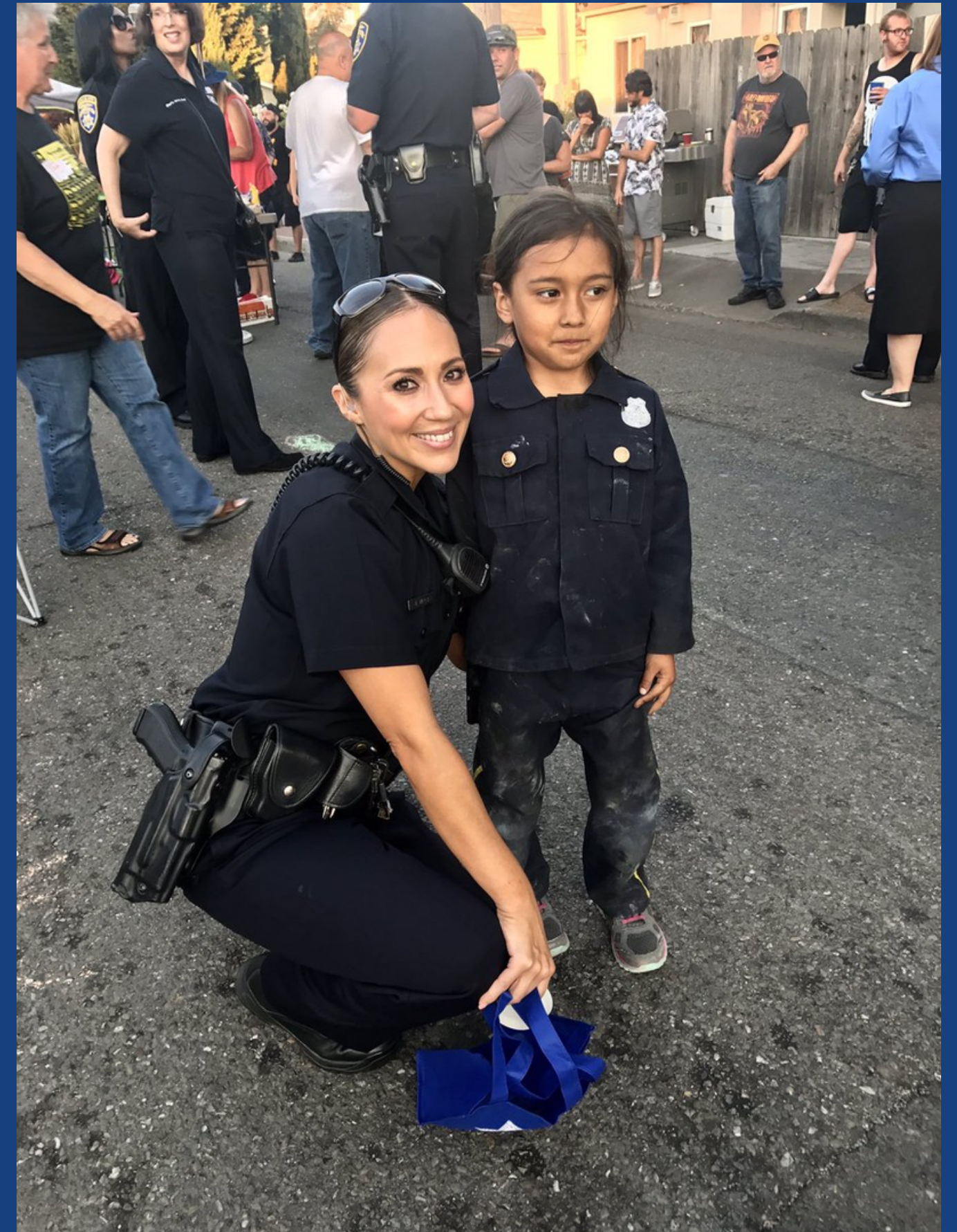
Sergeant Promotional Process Using Q - Genderless Voice

PRESENTED BY ABDUL D. PRIDGEN, POLICE CHIEF



PRIORITY

- Both the City and SLPD have committed to the 30x30 Initiative to increase women in the police department to 30% by 2030.
- It is equally important that women represented at all leadership levels in SLPD.





PAST

- Some officers have expressed a lack of confidence in the promotional process based on what they perceived as unfair outcomes.
- In our department's history, the internal promotional process has yielded two women who ascended above police officer, and they were both sergeants.



PROCESS

- We examined the promotional process to determine how to reduce or eliminate potential bias.
 - Rater interviews susceptible to bias
 - The pitch of an applicants' voice affects how we see them as leaders (Anderson, Klofstad, & Nowicki, 2016).
- We then explored ways of mitigating bias.



SOLUTION

- In our due diligence, we became aware of Virtue, the creators of Q.
 - Q is a genderless voice.
- Virtue can utilize their software widget to convert applicants' audio responses to Q.
- The raters would later evaluate the responses of the applicants—all applicants will sound identical, except for the content of their replies.



PIONEER

- The San Leandro Police Department is a trailblazer in policing.
 - Body-worn cameras
- Q has never been used before.
- What is the cost of complete objectivity in a promotional process?
 - What is the value?



RECOMMENDATION

- Staff recommends City Council approve an agreement with Virtue to use Q in the audio response portion of our sergeant promotional process to remove rater bias.



REFERENCES

- Anderson, R., Klofstad, C., & Nowicki, S. (2016). How Voice Pitch Influences Our Choice of Leaders. *American Scientist*, 104(5), 282. <https://doi.org/10.1511/2016.122.282>
- Segrest Purkiss, S. L., Perrewé, P. L., Gillespie, T. L., Mayes, B. T., & Ferris, G. R. (2006). Implicit sources of bias in employment interview judgments and decisions. *Organizational Behavior and Human Decision Processes*, 101(2), 152–167. <https://doi.org/10.1016/j.obhdp.2006.06.005>