

EyeDetect Streamlines Hiring Process for Police Dept.

“EyeDetect helps us quickly identify who would make a good police officer and who would cause us a lot of concern. So far, it’s been a huge success.”

Ken Thomas,
Chief of Police,
Kent PD



BACKGROUND

Like many police agencies, the City of Kent (Washington) screens potential job applicants in a rigorous process involving many steps. If an applicant fails at any point along the way, they are disqualified from the process. Those steps now include:

- Written test
- Physical ability test
- HR interview and assessment
- EyeDetect test
- Interview with investigator (3-5 hours)
- Then a “go” or “no-go” decision is made
- Full background investigation
- Medical and psychiatric evaluation



Historically, the City of Kent used polygraph examinations at the end of the background investigation process. The exam was conducted toward the end of the screening process due to cost and time required. The exam was used to determine if the applicant had been involved in certain illegal and improper behaviors.

EYEDETECT IMPLEMENTED

When EyeDetect was presented to the City of Kent, it appeared to be an opportunity to reduce the cost and time required for the screening process. Justin Davis, head of the background investigation unit, began to use EyeDetect in screening. He was a little skeptical about its accuracy at first, so he tested 25 job applicants with EyeDetect, and then with polygraph, to see how well the results would match (correlate).

RESULTS

“Frankly, EyeDetect has exceeded my expectations. It has been phenomenally accurate when compared to polygraph. In fact, the test results matched in nearly 100% of the cases,” said Justin Davis, a background investigator over hiring and recruiting. As a result, the department has inserted EyeDetect into the screening process at an earlier stage (as shown above). Now they make the “go” or “no-go” decision based on EyeDetect test results and an initial interview.

RETURN ON INVESTMENT

The change in process has not only saved significant staff hours on background investigations (10-15 hours per applicant) but has also significantly reduced hiring costs. The Kent Police Department expects to save \$60,000-70,000 annually by using EyeDetect.

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