

CHALLENGE

The time and cost of creating police reports was taking resources away from more important job duties.

SOLUTION

Dragon NaturallySpeaking was implemented department-wide, for use throughout the Administration, Patrol and Investigation Divisions.

RESULTS

This 200 officer department saw a 95% Return on Investment, greatly reduced lag time on report filing, and 50% reduction in time spent on reports.

HOW IT WAS DONE

To bring this solution to its Department, Arvada Police Department worked closely with Dragon's Gold Level Partner for Law Enforcement sales and training, Lieutenant John Kane (Ret.) of D-Prep LLC.

If you have any questions about Dragon, or you'd like to talk about bringing Dragon NaturallySpeaking to your Law Enforcement Agency, please contact Lieutenant Kane at 916-761-9130, or ljohnkane@dprep.com.

SOLUTIONS FOUND FOR THE ARVADA COLORADO POLICE DEPARTMENT

The city of Arvada Colorado is part of the Denver metropolitan area and has a population of over 100,000 people. The Arvada Colorado Police Department has more than 200 sworn officers and was facing a series of problems relating to the use of its third-party transcription system and report writing.

This series of problems was tackled head-on by the department Administration using Dragon NaturallySpeaking voice-recognition software department-wide throughout the Administration, Patrol and Investigation Divisions. The problems and solutions:

COST FACTOR: 95% Return on Investment

The department was paying a substantial annual fee of for third-party transcription services. The one-time purchase and training fee for Dragon NaturallySpeaking implementation was approximately 20% of the yearly transcription cost. Every year thereafter, the department was able to save the annual fee it had spent on transcription services. The department opted for Dragon's yearly maintenance contract (including free upgrades and no-cost direct access to the Dragon NaturallySpeaking engineering staff to resolve any issues or problems) to help them maintain the solution. \$195,000 is saved every year from the department's budget by implementing Dragon, which will give Arvada PD a significant 95% Return on Investment.

REPORT TIMELINESS: The Advantage of Immediate Availability

Before Dragon, officers and detectives would file reports via telephone using a third-party transcription system. The reports would take several days to arrive back at the department, at which time the officer would need to proofread the report and send it to the records division.



This system created time delays in the reports being filed. If an officer went off-shift (or worse, took any time off) after dictating a report, it could be as much as three or four days before the report was received in Records. This in effect stopped any immediate investigation by detectives.

Dragon NaturallySpeaking allows the officers to file reports immediately, before ending their shift. They had the ability to correct and proof their reports immediately so that they could be forwarded to the Records and Investigations divisions with virtually no lag time.



USE OF VOICE RECORDERS: No Sending Involved

The third-party transcription system allowed the use of digital tape recorders, but again, reports filed in this manner were delayed several days before they could be proofread by the officers then sent on to the Records Division and Investigations Division.

Dragon NaturallySpeaking accepts dictation from more than 20 different kinds of voice recorders, including iPhones and similar technology. The officers would return to the station, plug the digital tape recorder into a computer and Dragon NaturallySpeaking would transcribe their entire report for them. This enabled immediate proofreading and correction, and then forwarding to the Records and Investigations Divisions.

REDUCTION IN OVERTIME COSTS: 50% Time Savings

A large number of officers were typing their own reports into the computer system. Officers returning to the station at the end of their shift with reports not completed would often be required to type the reports on overtime.

By using Dragon NaturallySpeaking, we estimate that officers would cut report generation time in half. This is a significant reduction in overtime hours and costs, adding to the further savings of the program.

INCREASING PATROL SERVICE TIME: Reduce Administrative Tasks

Officers in the field were required to type data into their in car computers. Dragon NaturallySpeaking works inside of the CAD/RMS system, enabling the officers to speed up data entry by speaking rather than typing in their cars.

Even the fastest, most efficient typist can't keep up with the person who can have their speech translated immediately into written words. The subsequent reduction in typing time leads to more time on patrol.

The Arvada Colorado Police Department is working more efficiently to provide better police service in a more cost-effective business model across all of the divisions within their Department – Patrol, Administration and Investigations. Please think about how these changes can apply to your Department and how your Department could benefit from the implementation of Dragon NaturallySpeaking.

“ TESTIMONIAL

I have really taken to the Dragon dictation system. I have quickly learned to use the various commands. I use it to write comprehensive notes that allow me to manage my various projects at a more productive level. In addition, I am able to type the needed documentation in about half the time, allowing more time to work on my projects. Good tool!

*Sergeant E. Kellogg,
Arvada Police Department*

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