

# Watertown Police Dept. improves officer safety and incident reports with Dragon



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**CHALLENGE:** When the Watertown, MA Police Department had to introduce social distancing safety measures due to the COVID-19 pandemic, its officers had to reduce their time spent writing reports in the station and find a way to create and submit accurate, detailed reports while out in the field.

**SOLUTION:** With Dragon Law Enforcement, officers can dictate, transcribe, and proofread reports while at the scene of an incident or in their vehicle.

**RESULTS:** Officers reduced report turnaround times from as long as a day and a half to only 45 minutes. Dragon uses standardized template, boilerplate text, and customized law enforcement vocabulary for accurate, detailed reports that meet compliance requirements.

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The COVID-19 pandemic created new challenges for all frontline workers—and police officers were no exception. During the pandemic, Watertown Police Department had to completely rethink the way it serves its community to prevent further spread of the virus and protect the health and safety of its officers.

“Our police department has officers working in close proximity to suspects, witnesses, and victims as they enter and exit the station throughout the day,” says Detective Dave MacNeil, one of Watertown’s longest-serving officers. “We needed to rethink the way we process cases—limiting the time people spend within our sally port.”

Department management developed strategic workarounds to the challenge. Officers were limited to just a few hours a day at their desk to reduce the number of people working in the same room together. Also, when an officer brought in a suspect, they needed to complete their report, arrange a call with a defense attorney, and schedule a court hearing—without leaving their vehicle.

“Our new social distancing initiative forced our officers to be much more efficient with their reporting. They needed to submit their reports within hours, and it’s a process that sometimes takes as long as a day and a half,” says Detective MacNeil. “At the same time, our reports act as the foundation for every case, so they still needed to be accurate and comprehensive.”

**“Using Dragon Law Enforcement, we were much better equipped to handle the disruption of the pandemic, and we’ve made the incident report process easier and more efficient for our officers. Dragon has helped us improve our operations and better serve our community.”**

— Dave MacNeil, Detective, Watertown, MA Police Department

## **Fast, accurate reporting out in the field**

To improve reporting efficiency and officer safety, Watertown PD equipped its officers with Dragon Law Enforcement, Nuance’s speech recognition solution built specifically for the complexities of law enforcement.

Using Dragon’s highly accurate speech-to-text capabilities, officers can dictate and transcribe reports at the scene of an incident, capturing all the information while it’s fresh. This means officers can create, proofread, and submit their reports without having to return to the station—which proved especially

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## 24hrs+

saved in report  
turnaround times

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## Reduced case load

from 73 active cases to 10-12  
active cases while increasing  
quality

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## Significant savings

on overtime costs for officers

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### LEARN MORE

Discover what your agency can  
achieve with Dragon.

**Call:** (866) 633-8752

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useful during the pandemic when the department was supporting a safe, socially distanced environment.

During the report writing process, Dragon retrieves standardized templates and boilerplate text using simple voice commands. And with Dragon's customization features, officers can continually update Dragon's repository of agency terms and phrases related to the local area and the wider law enforcement industry.

"Dragon hasn't just helped our officers with their incident reports—it's also helped them engage with the community more effectively," says Detective MacNeil.

### Save time and costs across the entire department

Dragon Law Enforcement enables officers to create reports more efficiently, reducing report completion time from a day and half to just 45 minutes—saving officers time and decreasing department costs.

"One of the biggest impacts on our turnaround time is that our officers can quickly create final reports themselves, which saves our department from significant overtime costs," explains Detective MacNeil. "As a detective using Dragon, I was able to complete my cases efficiently and reduce my number of active cases from 73 down to 10-12 cases."

Officers also improved the accuracy and consistency of their reports, since Dragon facilitates their use of standard templates, boilerplate text, specialist terms, and acronyms. These improvements also helped the department comply with the National Incident-Based Reporting System mandate put in place for law enforcement agencies across the US.

"With all our reports standardized, it's much easier to meet compliance requirements and also look back at old cases and spot patterns across crimes," says Detective MacNeil. "It also makes it easier for our administration staff to mine reports for data that informs law enforcement needs, such as budgeting, training, and resource allocation."



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### About Nuance Communications, Inc.

[Nuance Communications](https://www.nuance.com) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.