



## Enterprise Express®

**Madison PD** Uses Dictaphone Enterprise Express System To Generate 37,000 Reports Annually—Over 250 Officers Dictate Into The System, With Plans To Expand To 500.

**Madison Police Department is using Dictaphone's Enterprise Express digital dictation, transcription, and report management system to document over 37,000 incidence reports annually, with 170-200 reports dictated each day. Serving a population of 216,000, Madison, Wisconsin, Police Department, has over 250 sworn officers utilizing the Dictaphone system.**

Lieutenant Joe Balles, who has been instrumental in deploying the system among Madison's Headquarters and four regional city precincts, indicates that, "we have been using the Dictaphone system since 1999, and it has allowed us to respond effectively to a nearly 200% increase in dictated report volume, without the need to increase our staff of nineteen transcriptionists."

### Centralized Control/Decentralized Mobile Dictation Access

In response to a broad movement in law enforcement toward bringing officers closer to those they serve, Madison PD has added four city precincts, in addition to their primary Headquarters, since their initial installation of the Enterprise Express system. "The Enterprise Express system allowed us to manage this expansion, with centralized control of all dictated incidence reporting. Today, we maintain the Enterprise Express server in our main headquarters location, and our 250 officers deployed across our precincts have the convenience of being able to dictate by phoning into the system, or using Dictaphone's Walkabout™ digital portables," Lt. Balles said.

Officers can access the system from any phone, or can dictate on a Dictaphone digital portable, often at the incident scene. Then, upon returning to their precinct can upload voice files from the Walkabout digital portable to the centralized dictation system via an infrared docking station and high-

### Highlights

- 37,000 dictated reports.
- Report volume has increased over 200%.
- No need to increase transcription staff.
- Rapid turnaround of Arrest and Priority reports.
- System scales to meet departmental growth.



speed Internet connection. “With Enterprise Express we have a very efficient system, that makes it easy to dictate from any location, which translates to more efficient officers and detectives in the field, and more accurate reports,” Balles noted.

#### Digital Dictation—A Whole New Range of Capabilities

“I can’t imagine how we would have managed dictation for over 250 officers using stand-alone cassette systems of the past. With Enterprise Express, we have centralized recording and control over all document workflow and the added security that comes with that. Because dictation is recorded digitally within the Enterprise Express system, we have the ability to easily move voice files across our high speed network for transcription, and can also prioritize transcription assignments based upon a variety of criteria including incident type,” Balles said.

The Madison Police Department’s officers, detectives, and investigators, all of whom utilize the system, identify themselves when dictating by indicating badge number, which they input through the telephone or by using the Walkabout digital portable’s keypad. They then use a “Basket” ranking to identify the report type: 1) Arrest, 2) Priority, 3) Felony, 4) Drunk Driving, 5) Citation, 6) All Other.

#### Clear-Cut Priorities With Rapid Report Turnaround

“We’re able to identify and monitor all reports as they move throughout the system, while also centrally determining

transcription priorities,” Balles said. “Transcriptionists receive work assignments according to priorities, all orchestrated by the Enterprise Express system. Arrest and Priority reports are moved ahead of all other dictation in the system, and we are able to maintain a very rapid turnaround of between 1-4 hours from time of entering the system to the typed transcript for these report types,” Balles indicated.

#### Many Benefits Over Tapes

“This level of performance and control would have been virtually impossible without Dictaphone’s Enterprise Express. With tapes there was absolutely no way of identifying a specific report. Transcriptionists had to wind through dictation to locate important information that needed immediate attention, and we had no way of assessing overall volume at any given point in time,” Balles said. Lieutenant Balles gives much of the credit for their ability to maintain such a high level of transcriptionist productivity to the system’s digital dictation capabilities.

*“This level of performance and control would have been virtually impossible without Dictaphone’s Enterprise Express... We are going to be rolling out the system to 16 other villages and townships throughout Dane County, Wisconsin. One of these locals, the Dane County Sheriff’s Department, is already actively training officers on the use of the system.”*

*“...With Enterprise Express, we have centralized recording and control over all document workflow and the added security that comes with that....”*

—Lieutenant Joe Balles

### **A Complete View Of All System Activity**

Using the Enterprise Express system’s “Job Lister” application, staff at the Madison Police Department have a complete view of all activity within the system. They can easily assess work volume at any given point in time, as well as having on hand a variety of ways to evaluate transcriptionist productivity. “Command staff can use ‘Job Lister’ to identify the status of any report in the system as well as evaluating overall workflow. At any time, a report can be located by case number or by dictating officer, and if for some reason that report is needed immediately, it can be easily elevated in priority,” Balles explains.

### **Plans To Expand to 500 Officers**

Looking ahead to future expansion, Balles indicates that, “we are going to be rolling out the system to 16 other villages and townships throughout Dane County, Wisconsin. One of these locals, the Dane County Sheriff’s Department, is already actively training officers on the use of the system.” Madison PD will within the year rollout the capabilities of the Enterprise Express system to over 500 dictating officers. “We now have the ability to leverage our investment in the Enterprise Express system to the benefit of other police forces throughout the county,” Balles said.

Madison Police Department puts high-priority on assuring that officers maximize the ease and convenience that the system offers. They have over recent years added over 100 officers to their force, and each has received specific training on the use of the Dictaphone system at the Police Academy.

**Challenge:** Need to accommodate growth in dictated incident report volume and expansion of dictation capabilities across four precincts.

**Strategy:** Implement Dictaphone’s Enterprise Express system providing centralized management of reports for rapid transcription, with the dictation flexibility of digital portables and phone-in dictation capabilities.

**Results:** Efficient management and completion of dictated incident reports with significant cost savings to the Department as the system expands for use by 500 officers.

“We provide as part of our formal training a complete overview of the system and our report processing procedure, as well as making sure that all officers adhere to standard templates when dictating various report types. We feel that through this process we are enhancing report quality, offering more accurate information capture, and ultimately maximizing officer productivity and effectiveness,” Balles concluded.

**For product information please visit  
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