The city of Arvada Colorado is part of the Denver metropolitan area and has a population of over 100,000 people. The Arvada Police Department has more than 166 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 throughout the Administration, Patrol and Investigation Divisions. The problems and solutions:

**COST FACTOR: 789% Return on Investment**

The department was paying a substantial, $200,000 annual fee for third-party transcription services. With a one-time purchase of Dragon NaturallySpeaking at approximately 20% of the annual transcription cost, the department was able to eliminate the need for the annual third-party transcription service. 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. In the first two years alone, Arvada realized a 789% Return on Investment, plus benefited from reduced lag time and increased accuracy on report filings.

**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.

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 ltjohnkane@dprep.com.
USE OF VOICE RECORDERS: No Sending Involved
The third-party transcription system allows the use of digital tape recorders, but reports filed in this manner are delayed several days before they can be proofread by the officers, then forwarded on to the records division and investigations division.

Dragon NaturallySpeaking accepts dictation for more than 20 different kinds of digital voice recorders, including iPhones and similar technology. The officers can return to the station, plug the digital tape recorder into a computer and Dragon NaturallySpeaking will transcribe their entire report for them. This enables immediate proofreading and correction, and reports can then be forwarded 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, Arvada Police estimate that officers will significantly reduce report generation time. This reduction adds 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 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!

Sgt. E. Kellogg,
Arvada Police Department