

Ogden Police Department optimizes efficiency with Dragon



37%

efficiency improvement
using Dragon

85%

of officers said they feel
safer using Dragon

80%

of officers said Dragon
helps them complete
reports faster

CHALLENGE: Ogden, UT Police Department wanted to find a way to help its officers complete more accurate and concise reports with greater ease and safety while they're out in the field.

SOLUTION: Using Nuance's Dragon Law Enforcement and PowerMic, officers can accurately dictate and transcribe notes, complete reports, and navigate their RMS using their voice. Also, administration staff can use Dragon to efficiently compose documents and emails while quickly navigating their desktops.

RESULTS: Dragon enables officers to quickly complete accurate, detailed reports in their vehicles. Dragon also supports situational awareness to increase officer safety.

Anyone working in law enforcement will know how frustrating report writing can be. It's one of the biggest challenges police officers face—reports need to be detailed and accurate, with correct spelling and grammar. And if there are any mistakes, it can have serious ripple effects later down the line.

During his tenure as a lieutenant at Ogden Police Department, Michael Boone recognized this challenge across his department and wanted to find a way to support his team as the pandemic put pressure on limited resources. "We encourage our officers to capture as much information as possible during callouts. But paradoxically, we also encourage them to make their reports as concise as possible," explains Boone. "That can be a difficult balance to strike, especially for new recruits, so we wanted to find a way to make it easier."

Having used speech recognition technology himself for more than 20 years, both in the office and out in the field, Boone knew it could be the best solution for the rest of his department.

"Nuance's customer support team accurately understood our challenges and supported us through the entire project. Ogden Police Department has been incredibly happy with Dragon, and it's currently reviewing how its officers can use the technology across other parts of their service."

— Lieutenant Michael Boone, Ogden, UT Police Department (Retired)

A helpful new partner for officers out in the field

Boone and his team worked closely with Nuance to run a pilot test of Dragon Law Enforcement, Nuance's robust speech recognition solution that's custom-built for law enforcement.

Dragon gives officers a quick, easy way to dictate and transcribe their notes accurately, navigate their record management systems (RMS) with their voice, and automate common tasks.

The safety benefits of Dragon became clear in the pilot as 85% of officers said they feel safer using Dragon. Also, many reported that using Dragon helps them sit with better posture in their vehicle and helps them pay attention to their surroundings, which is a huge benefit for officers who are out on the road all day.

— Lieutenant Michael Boone,
Ogden, UT Police Department
(Retired)

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The pilot test involved 14 officers from the department, representing seven squads, as well as three additional support units. All the participating officers used Dragon out in the field to quickly capture notes, create detailed reports, and complete tasks such as license plate searches, while support units used Dragon to compose documents, write emails, and navigate their desktops—all by voice.

When Ogden PD compared the time its employees spent typing versus using Dragon, they saw an average improvement of 37% using Dragon, with nearly 80% of users saying they felt the solution made them faster. This speed didn't compromise on quality; 50% also said using Dragon makes their reports more detailed and accurate.

"During the pilot, we even did a test where we sent two officers to the same call—one using Dragon, and one just typing," says Boone. "The officer using Dragon finished several minutes earlier and created a report that was just as accurate as the typing officer. Plus, the officer using Dragon had very little previous dictation experience, which made the results even more impressive."

Saving officers time—and keeping them safe

Following the pilot test, Ogden PD quickly rolled out Dragon and PowerMic, Nuance's ergonomic handheld microphone with PC mouse capabilities, to other officers across the department. Since the deployment, officers have spent less time writing reports, and they document with much greater accuracy while out in the field.

For former Lieutenant Michael Boone, one of the most significant benefits of Dragon is how it helps improve officer safety.

"Usually police officers will have to find a pit-stop when they're out in the field to capture their notes and write up their reports," explains Boone. "It takes officers away from the core focus of their shift, and it can be incredibly risky, as criminals quickly start to figure out where these locations are. But using Dragon, they no longer need to make that stop, and they're at a lower risk of ambush."

Safety benefits extend to the driving experience too. Using Dragon, officers can automate the license plate search process by voice—previously, officers needed to manually type the process while stopped at a traffic light.



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