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CASE STUDY

Dragon NaturallySpeaking Helps Clearwater Police Fight Crime

Innovative Department uses Voice Recognition Technology to Allow its Officers to Work 68% more Proficiently than Typing by Hand

CHALLENGE

Improve the efficiency of a police department by eliminating the need for officers to hand type information into their computers while on patrol and driving.

STRATEGY

Use Dragon NaturallySpeaking to voice-enable officer's individual patrol car computers to speed up the information collection and inquiry processes.

RESULTS

With Dragon NaturallySpeaking officers can dictate information an average of 68% faster than typing by hand. Enables the quick and safe completion of necessary paperwork and computer related tasks while on duty – providing additional time to focus on more important aspects of law enforcement, such as suppressing crime and patrolling the streets.

With limited funding, government organizations must do things faster and at a cheaper cost in order to keep up with ever increasing workloads. The Clearwater Police Department in Florida is no exception. Making technology work for law enforcement has been one of police chief Sid Klein's primary goals. In fact, over the years the organization has been quite successful integrating community policing and technology to make their officers and the citizens of Clearwater safer and better informed. From the uniformed patrol officer to the undercover vice detective; from robbery/homicide investigators to school resource officers; from police service technicians to dispatchers and civilian support personnel, they can all take a piece of the credit for the progress.

Gary Bonzo has been a police officer for nearly ten years, the last seven at the Clearwater Police Department. He recently served three years on a street crimes unit (Community Problem Response Team (C.P.R. East)) before returning to patrol where he is currently assigned. Additional responsibilities for him include part-time Field Training Officer, assistant Defensive Tactics instructor and program coordinator for the "Dragon Patrol". "Dragon Patrol" is the name he coined for officers currently using Dragon NaturallySpeaking on patrol.

"Dragon NaturallySpeaking enables me to quickly complete necessary paperwork and computer related tasks thereby giving me more time to focus on more important aspects of law enforcement, such as suppressing crime and patrolling the streets. Using it has made me a more proficient officer. The product is amazing, and its potential seems to be unlimited."

Gary Bonzo,
Clearwater Police Officer

The Clearwater Police force has been using Dragon NaturallySpeaking for over a year. Last year the department purchased twelve licenses of the product. Dragon Patrol has been in operation since May 2006. The business need that prompted the organization to search out the product was simple. According to Officer Bonzo, "I needed a way to complete lengthy reports faster and

easier than hand typing on a laptop keyboard, in the dark, hunched over in a cramped police car. I remembered hearing about speech recognition ten years ago through word of mouth and magazines and did an internet search on the topic. One website I looked at provided a demonstration video of Dragon NaturallySpeaking that was impressive. I also looked at various posts about the product on internet user chat sites. My search experience with Dragon NaturallySpeaking's competition was poor."

"I also read a thesis paper written by the Buffalo Maine Police Department on speech recognition a few years ago. The way they implemented Dragon NaturallySpeaking was much different from the way we have implemented it. Without getting in to the content of the paper, I will just say their method was obviously flawed.



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