



How Talk-to-Text Mobile Solutions can Help Improve Situational Awareness and Reduce Officer Burnout

Public Safety Officers face more stress than nearly any other job, as evidenced by a recent survey in which 80 percent of the officers responding said they would be very unlikely to recommend a career in law enforcement to others. Officers often end busy days by filing reports, frequently long after incidents occurred. The administrative burden coupled with stresses of the day can impact report quality, community service levels, and lead to burnout and other safety issues.

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First Responder Challenges

Typing heads-down while preparing reports leaves officers exposed to situational and environmental hazards, and also leaves them unable to see incidents as they occur and evolve. This problem is more widespread than people realize. A single incident report can take two hours or more to process. And if reports are filed after the fact, officers also must spend time collecting and organizing evidence, as recalling and documenting incidents from their shift can be a challenge.

Agencies Turn to Technology

There are a broad range of technologies that law enforcement agencies and first responders are increasingly utilizing to improve efficiency: eCitations, license plate recognition software, analytics, CJIS databases, body-worn cameras and more. One technology in particular is having a significant impact on meeting the most pressing first responder challenges - talk to text.

Talk, Not Type

While speech recognition and talk to text have been around for decades, the past few years have seen significant advances over past versions thanks to the emergence of cloud-based speech-to-text software and faster networks. By providing officers with mobile laptops or tablets that include microphones and speech-to-text software, agencies and officers can both see immediate benefits. First, since most officers can speak faster than they type, officers can typically complete paperwork three times faster using speech recognition. Perhaps more importantly, speaking instead of typing enables public safety officers to keep their heads up – so they can maintain better situational awareness and better manage their own safety during an incident.

Dictating reports at the time of an incident rather than at the end of the shift also enables better recall and thus more complete, accurate reporting. Officers also can quickly relay messages while in the field – without compromising their safety or that of those around them.

All this benefits the agency and the community: Time saved by talking instead of typing enables officers to remain out in the community longer. That translates to more time serving the public instead of returning to headquarters to deal with reports.

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Partnering for the Public Good

The Nuance Dragon software is only half of the talk-to-text solution. The devices that officers use to access their talk-to-text software are just as important. Panasonic offers TOUGHBOOK laptops, tablets, and handhelds with the connectivity, reliability, flexibility, and rugged mobility officers need to get the right information at the right moment to make a difference.

Delivering Better Outcomes

Agencies increasingly rely on Nuance® Dragon® Law Enforcement (NDLE) for their talk-to-text solutions for a variety of reasons. Programmed to understand a vocabulary of over 300,000 English words, Nuance Dragon Law Enforcement is tailored for first responder agencies and officers in numerous ways. Additionally, NDLE has been customized with a vocabulary that is unique to law enforcement, giving it the ability to recognize common terms such as car makes and models. NDLE can be customized further to add agency-specific terms, abbreviations, and acronyms commonly used by officers that may be unique to that jurisdiction.

There is no need to train the software for each user's speech, as NDLE can understand accents and filter out background noise to further improve efficiency. And since each officer's unique profile is stored in the cloud, officers can change devices every shift and still automatically retain all the customizations they have made to the NDLE software from device to device.

As a result, with Nuance Dragon speech recognition, officers can gather information and prepare reports faster and more accurately, stay mindful of their environments, and reduce trips back to the station just to file paperwork. All these benefits add up to improved police work, greater officer job satisfaction, and better service to the community.

Windows based [TOUGHBOOK 33](#), [TOUGHBOOK G2](#), and [TOUGHBOOK 55](#) models all support Dragon Law Enforcement, as well as offer optional FirstNet Ready™ EM7511 Band 14 mobile broadband connectivity so officers can communicate when they need, wherever they are thanks to FirstNet's dedicated, physically separate network core. The powerful microphones on TOUGHBOOK devices help to capture voice commands clearly by reducing external noise, and the built-in speakers enable law enforcement officers to better hear incoming messages even when there are surrounding noises at an incident.

Additionally, TOUGHBOOK hardware is customizable, enabling public safety agencies to configure their devices to address each of the tasks officers need to accomplish during a shift. In particular, the TOUGHBOOK 55 and TOUGHBOOK G2 feature a revolutionary modular design that provide each model with over 36 different combinations of features. For example:

- A fingerprint reader can be added to authenticate officers' ID and protect devices and information.
- A barcode scanner can be used to scan drivers licenses/IDs and provide instant authentication.
- A color-selectable backlit keyboard can be used to help reduce eyestrain and provide for easier night viewing.
- An optional vehicle mount can keep devices secure and accessible inside the police car.

Plus, TOUGHBOOK 55 laptops and the TOUGHBOOK G2 2-in-1 offer extreme battery life (20 and 18.5 hours respectively) – enough for multiple public safety shifts. An optional second battery can extend battery life even further, while enabling hot swaps when battery changes are required for virtually unlimited life. Plus, built-in GPS (Global Position Systems) used with GIS (Geographic Information Systems) can provide critical information in an emergency.

[Learn more](#)

How will speech-to-text improve your agency's performance? For more information about how Panasonic is helping public safety organizations, explore our [law enforcement solutions website today](#).



Keyboard Optional

TOUGHBOOK 33



Keyboard Optional

TOUGHBOOK G2



TOUGHBOOK 55

TOUGHBOOK®