

POLICE REPORTING:

ACCURACY & FLEXIBILITY



**Saint –John City Police Department
Saint-John, NB, Canada**



**The City of Saint–John
120 Officers Police Force
utilizes the
MedQuist **VXP** Dictation System
to Generate 13,000 Reports
Annually.**

The Challenge – Improve Reliability and Reduce Costs

Initially we considered having the officers type their reports from a PC or their cruiser laptop computers, but idea was dismissed due to concerns about officer safety, privacy and the issue of comfort.

The police force was looking for a system to allow faster and easier reporting. A system that would be cost efficient and above all, be user friendly.

Lanier's VXP solution contained all the features we were looking for. Plus they provided references to other police agencies, and the feedback from these references was also positive.

Since the inception of our first digital recording system in 1998 approximately 95% of our patrol officers are using the dictation system.

Our current policy is to maintain reports turnaround time of less than 96 hours.

**Gary McFaddyen,
Informatics Manager,**

The Solution

Ease of Use, Manageable and Faster Report Turnover.

The digital recording system is quicker and takes only twelve to fifteen minutes to dictate a report compared to an hour of officer entry.

The VXP system has allowed our staff of transcriptionists, to maintain a very rapid report turnaround time.

Some of the features we have benefited from are:

- Digital recording allows officers to spend more time patrolling and conducting investigations.
- The ability to see reports that need to be transcribed in priority order.
- The ability to view the report status.
- The ability to generate reports.

Lanier's system implementation, training and overall support experience was excellent.

We cannot imagine going back to officers typing their own reports

**Lesla Smart
Information Services Coordinator**