



NEW TECHNOLOGIES CAN HELP REDUCE CRIME AND BOOST COMMUNITY CONFIDENCE

INTELLIGENCE-LED PUBLIC SAFETY SURVEY RESULTS

Although the mission of law enforcement to serve and protect has not changed, how that mission is accomplished is much more complex than it used to be. Agencies are still responsible for calls for service and crime investigation, but the expectations of citizens have greatly expanded to include predicting and preventing crime. At the same time, many departments now have to work harder to boost community confidence as well.

New technology innovations are revolutionizing law enforcement’s ability to be more effective and transparent. According to a recent PERF report, fast-growing trends like predictive policing – which 70 percent of police departments expect to implement within the next two to five years – will make a significant impact on reducing crime.¹

Many agencies still lack the technology resources needed for predictive policing. 98% of police officers want access to technology that delivers a higher level of sophistication.² However, nearly 50% of agencies do not yet have access to crime-fighting technology, according to Motorola’s *Intelligence-Led Public Safety Survey*.

Motorola’s *Intelligence-Led Public Safety Survey* takes a closer look at law enforcement’s technology needs and challenges.



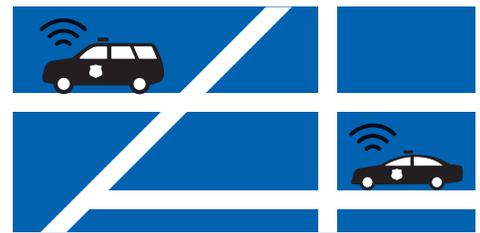
SURVEY INSIGHT #1 **IMPROVING COMMUNITY CONFIDENCE HAS BECOME A TOP CONCERN**

Survey respondents said they want technology that not only helps them fight crime – but also helps them build community confidence. Although crime reduction and officer safety are still top concerns, this year ‘improving community confidence and support’ came in as the highest technology-related priority for agencies.



SURVEY INSIGHT #2 **STAFF EXPERTISE AND AGENCY CULTURE IMPEDE TECHNOLOGY ADOPTION**

In addition to budget constraints, staff skill set and culture were the top stated concerns for law enforcement officials. Agencies are realizing they need staff with different IT and data analysis expertise to identify and deploy new technologies. Additionally, the perceived intrusive nature of these solutions can pose barriers to adoption.



SURVEY INSIGHT #3 **TECHNOLOGY MUST ENABLE DATA SHARING ACROSS JURISDICTIONS**

Most agencies are demanding the ability to share information with other jurisdictions so they can better identify repeat offenders, pass information from one jurisdiction to another and communicate during active incidents.

¹Source: the Police Executive Research Forum’s (PERF) “Future Trends in Policing” report, page 3.
²Source: the Police Executive Research Forum’s (PERF) “Future Trends in Policing” report, page 63.

COMMUNITY CONFIDENCE

Considering the many challenging events that have occurred in the United States in the past year, it's not a surprise that improving community confidence has become the number one reason for law enforcement agencies to implement new technology. When respondents were asked their objectives for implementing technology, they put "improve community confidence and agency support" at the top of the list – with "reduce violent crime" and "improve response times" closely following.

When it comes to deploying new technology for policing, many agencies have yet to take action. In fact, nearly half the agencies surveyed are still not using critical tools like video, automated license plate recognition and data mining to solve crimes.

Motorola anticipates that agencies will increase their adoption of technology in the next few years, especially since the majority of survey respondents also say they are planning to implement proactive or predictive policing technology within their agencies. Chief Beck of the LAPD says, "As police departments, we have gotten better at pushing down crime. Now we are looking for the thing that will take us to the next level. I firmly believe predictive policing is it."³ New technology has the potential to boost effectiveness and provide the transparency that communities are expecting from their law enforcement agencies.



STAFF EXPERTISE AND AGENCY CULTURE

86%
RECOGNIZE THE NEED TO IMPROVE HOW THEY MANAGE THEIR CRIME DATA

- ARREST RECORDS
- CRIME DATABASES
- SOCIAL MEDIA
- VIDEO
- GUNSHOT SENSORS
- CRIME MAPPING SYSTEMS

What stands in the way of agencies moving toward more predictive policing? It is not just budget constraints. Selecting new technologies requires a new staff skill set. Agencies must learn new solutions that allow them to analyze, organize and act on the growing amount of data available to them today. Today, data scientists and IT staff capable of deploying and managing new types of systems, data sets and software application platforms are needed.

The data collected can pose new and different issues that need to be managed by your staff. For example, many officers now use body-worn cameras. These cameras can build community confidence and trust but also create their own set of challenges. What should agencies do with all the video that's recorded every day? What is the best way to store and manage it? How long should video be retained? And, even more complex, how can it be searched and retrieved to support Freedom of Information Act requests and urgent investigations?

86% of those surveyed by Motorola recognize they need to improve how they manage their crime data so that command staff can make more informed decisions. That is why we see some agencies beginning to hire data science specialists that can analyze patterns and trends in large data sets to improve operational efficiency and enable proactive policing.

Organizational culture is an additional barrier to adoption of new technologies. For many, the perception is that the downsides do not outweigh the benefits. For example, a body-worn camera may protect from false claims of wrong-doing but it also brings a loss of privacy and discretion.

Many agencies are looking to their peers and to industry experts to define their needs and identify potential technology solutions. Holding a visioning session with a trusted technology partner helps examine an agency's existing data, workflows and IT infrastructure as well as analyzing and prioritizing critical needs. The visioning session should also identify best practices to employ and yield a long-term technology plan that addresses the needs of both the agency and their community.

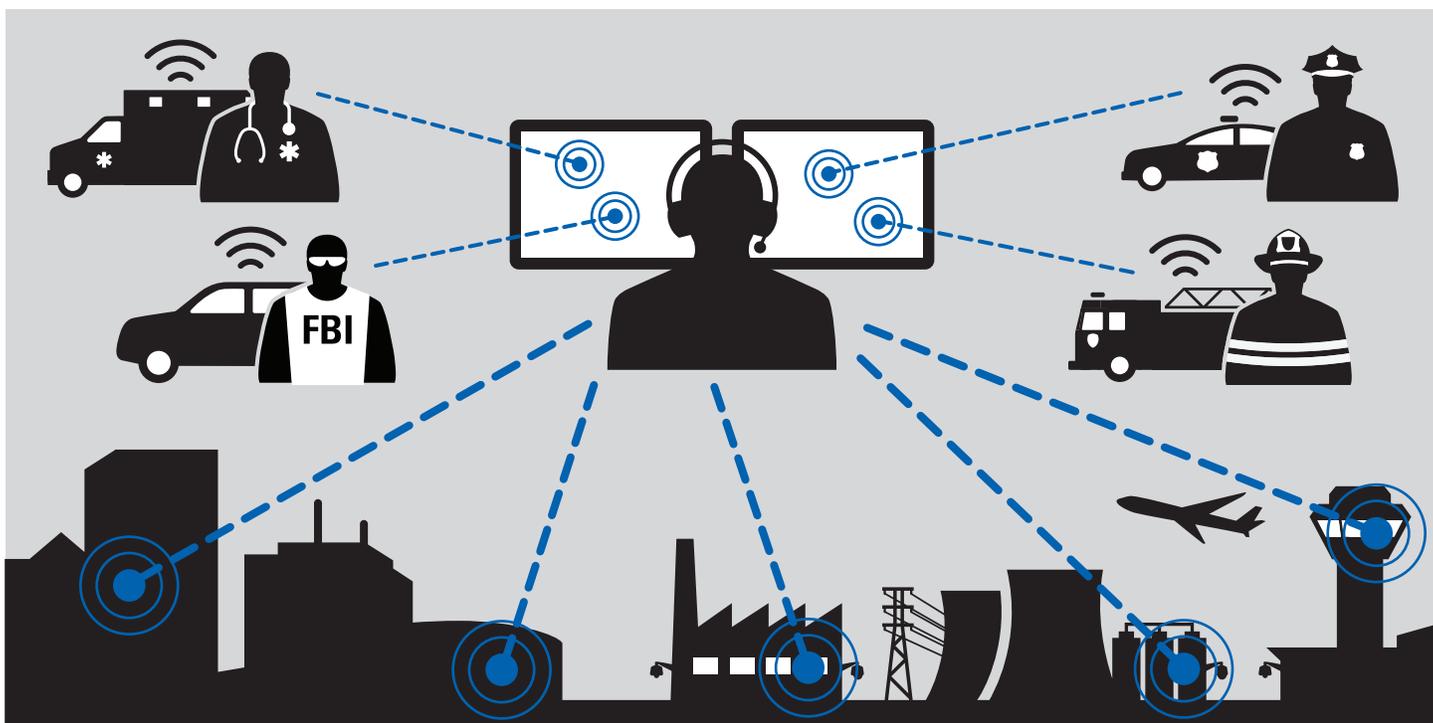
³Source: the Police Executive Research Forum's (PERF) "Future Trends in Policing" report, page 3

CROSS-JURISDICTIONAL DATA SHARING

Law enforcement faces barriers when it comes to implementing data sharing and setting standards. This point was reinforced in President Obama's Task Force on 21st Century Policing report. The report stated, "Inconsistent or non-existent standards also lead to isolated and fractured information systems that cannot effectively manage, store, analyze or share their data with other systems."⁴

Nearly 85% of survey respondents said they want to view calls for service from adjoining agencies as they are initiated. It is not surprising why. Although the technology exists to automatically integrate information from various databases, in most cases today, information arrives too late because of time delays and manual processes.

In addition, 66% said they want to integrate cross-jurisdictional crime incident data to get a more complete picture of possible threats and risks to public safety. Achieving prediction and prevention in law enforcement requires the sharing of information from a broader area that will not only keep officers safer while responding to calls for service, but it will also provide better visibility to new and emerging problems such as counter terrorism and disaster management.



85%

WANT TO VIEW CALLS
FOR SERVICE FROM
ADJOINING AGENCIES
AS THEY ARE INITIATED

66%

WANT TO INTEGRATE
CROSS-JURISDICTIONAL
CRIME INCIDENT DATA

⁴Source: Interim Report of the President's Task Force on 21st Century Policing, page 34.

THE POWER OF ACTIONABLE DATA

“THE USE OF TECHNOLOGY CAN IMPROVE POLICING PRACTICES AND BUILD COMMUNITY TRUST AND LEGITIMACY... IMPLEMENTING NEW TECHNOLOGIES CAN GIVE POLICE DEPARTMENTS AN OPPORTUNITY TO FULLY ENGAGE AND EDUCATE COMMUNITIES IN A DIALOGUE ABOUT THEIR EXPECTATIONS FOR TRANSPARENCY, ACCOUNTABILITY AND PRIVACY.”

– PRESIDENT OBAMA’S TASK FORCE ON 21ST CENTURY POLICING

Agencies are no longer just being asked to solve crimes. The goal is to keep crime from happening in the first place. Meanwhile, agencies continue to work to improve trust within the community. “The use of technology can improve policing practices and build community trust and legitimacy ... implementing new technologies can give police departments an opportunity to fully engage and educate communities in a dialogue about their expectations for transparency, accountability and privacy.”⁵

Although many agencies still lack access to the latest intelligence-led technology, law enforcement recognizes a need to leverage their existing multimedia, such as video, social media and crime databases, to support more proactive and predictive policing. The good news is that nearly 56% of survey respondents say they either have a plan in place to implement more proactive policing or would like to develop one.

Motorola’s Intelligence-Led Public Safety (ILPS) solutions can connect the steady flow of information to law-enforcement officials in the office and in the field. ILPS solutions not only allow law enforcement organizations to gather intelligence, but also allows them to more effectively analyze and share that critical information. This allows public safety officials to make more proactive and efficient decisions – and have more time to connect with their communities.

Given the complexity of intelligence-led technology, many agencies are turning to a trusted partner to guide them in designing and deploying new systems. Motorola’s team of industry practitioners can develop a customized technology plan to help your agency. Meet the team at: www.motorolasolutions.com/promo/meet-the-experts/

⁵Source: Interim Report of the President’s Task Force on 21st Century Policing, page 31.



56%

HAVE A PLAN IN PLACE TO IMPLEMENT MORE PROACTIVE POLICING OR WOULD LIKE TO DEVELOP ONE

ABOUT THE SURVEY With responses from over 1,400 law enforcement officials, Motorola’s *Intelligence-Led Public Safety Survey* provides insight into how technology is being used by law enforcement organizations across the country to intelligently fight crime. Responses were received from a wide variety of law enforcement professionals located in 48 states, the District of Columbia, Puerto Rico and Canada and included representatives from government administration, command staff, first responders and IT management.

To stay a step ahead of crime with instant, integrated information, visit motorolasolutions.com/ilps