

# TRANSFORM DATA INTO SAFETY

SMART PUBLIC  
SAFETY SOLUTIONS

 **MOTOROLA SOLUTIONS**





# HELPING AGENCIES TRANSFORM INTO INTELLIGENCE-DRIVEN COMMAND CENTRES TO IMPROVE OUTCOMES

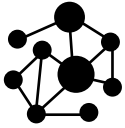
Smart Public Safety Solutions transform your ever-growing data sources into a force multiplier enabling fast, accurate emergency response for improved outcomes. Realise new ways to improve situational awareness and officer safety while keeping workflows simple and intuitive

From answering thousands of emergency calls and text messages to processing video, disparate evidence and records, Smart Public Safety Solutions integrate your command centre, field personnel and citizens for streamlined operations at an affordable cost.

Rely on the public safety expert to help you unlock the full potential of your data to serve, protect and empower your community today and tomorrow.



# EVOLVING PUBLIC SAFETY FROM REACT AND RESPOND TO PREDICT AND PREVENT



## EVER-GROWING PUBLIC SAFETY INTERNET OF THINGS “PS-IoT”

Processes evolve from static to dynamic; more mobile technologies used to safeguard lives; enhanced, rapid data sharing requires interoperability across systems.



## INCREASING CLOUD ADOPTION

Improves operational efficiencies and accelerates productivity. Adopt new applications fast and easy.



## INTEROPERABILITY & MULTI-JURISDICTIONAL DATA SHARING

The digital world eliminates the traditional boundaries of evidence – making connectivity more critical to effectively close cases.

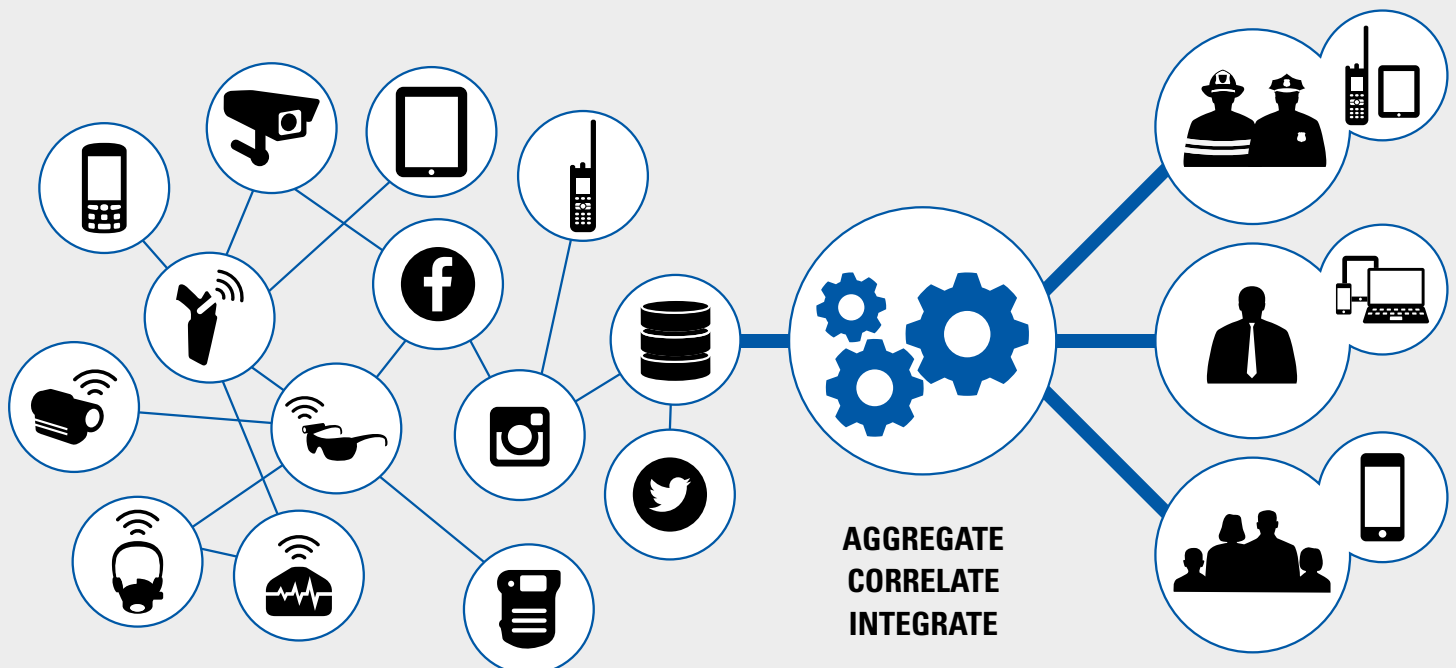


## 1-1-2 PREPAREDNESS

Citizens rely on you to respond how and when they need you.

## CONVERTING PUBLIC SAFETY BIG DATA INTO INTELLIGENCE

Uncompromising demands and information-sharing needs requires thinking beyond traditional siloed and disparate applications. To achieve greater information access, accuracy and sharing, next generation platforms break down barriers that prevent the flow of information to those who need it most.



<b>DATA</b>	<b>ANALYTICS</b>	<b>INTELLIGENCE</b>
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# THE INTELLIGENT COMMAND CENTRE ENABLES UNIFIED WORKFLOWS

Now it is possible to configure unified workflows adaptable to your evolving mission critical needs. Data integration and correlation of information across the command centre reduces uncertainty and guesswork; enables more informed decisions instantly and ultimately results in better outcomes.



**DISCOVER AUTOMATED, USER-CENTRIC WORKFLOWS. NO MATTER THE SOLUTION, CONFIGURE APPLICATIONS TO ACHIEVE YOUR MISSION AND INCREASE END-TO-END EFFICIENCIES.**

# ENHANCE SITUATIONAL AWARENESS WITH OPTIMISED GEOSPATIAL DATA

NO DATA LIMITS AND QUICK PROCESSING PROVIDES THE ULTIMATE COMMON OPERATING PICTURE AND FASTER DATA SHARING.

Synthesise disparate sources of structured and unstructured data to deliver intuitive, actionable intelligence to enhance your responsiveness.

View data separately or integrated as needed for the right perspective needed in the moment.

## THE RESULT?

Maximum situational awareness for safer, faster, better incident resolution.



- SOCIAL MEDIA ANALYTICS
- WEATHER
- RESPONDER LOCATION
- DIGITAL EVIDENCE
- TARGETED PREDICTION
- INCIDENT HISTORY
- CASE REPORTS
- VIDEO STREAMING
- MAP BASE







# TRANSFORM THE WAY YOU RESPOND AND CONNECT

## CAPTURE

Streamline the capture, correlation and real-time distribution of mission critical information for improved dispatch decision-making and increased responder awareness and safety.

### CallStation

Browser-based i3 call taking and mapping at a lower cost from Emergency CallWorks.

## DISPATCH

Deliver real-time information into the hands of those who need it most to make better decisions for greater outcomes.

### CAD

Compile and manage calls for service and associated resources.

### Responder Location

Know the precise location of responders for greater visibility of your entire operations.

### DispatchStation

The industry's only single application designed to natively integrate multiple functions from Emergency CallWorks.

## RESPOND

Receive critical information to aid in situational awareness of an incident as it unfolds.

### CAD Mobile

In-vehicle application extends full dispatch capabilities to first responders.

### CAD Handheld

Provides messaging, query and dispatch capabilities to field officers.

### Converged Messaging Solution

Quickly send and receive messages from Motorola Solutions two-way radios, smartphones and other data-enabled devices.

## RESOLVE

Close cases and simplify the capture, storage, securing and retention of data.

### PremierOne Records

Centralised repository captures, organises and distributes records and evidence.

### PremierOne Jail

Simplifies and automates inmate management operations.

### Intelligent Data Discovery

Descriptive analytics dashboard, training and consulting services from certified experts.

# MAXIMISE THE MINUTE WHEN LIVES ARE ON THE LINE

Hours of routine punctuated by moments of intense action. That's often what it's like on the street – and in the command centre. With no advance notice, call takers, dispatchers and first responders must respond to a variety of difficult and dangerous situations correctly, safely and in a matter of seconds.

## SECONDS COUNT

The enemy is wasted time. It's crucial that up-to-the-minute information from 1-1-2 calls, text messages and multimedia are rapidly provided to the right resources at the right time. A response can be jeopardised if critical details are hard to find and if historical information is not easily accessed, limiting productive collaboration.

## SAVE SECONDS TO SAVE LIVES

Take your operations to the next level today, while laying the foundation for the future. Fully integrate next generation 1-1-2 with console functionality directly into CAD, while extending information access to the field and officers. Maximise collaboration, by connecting dispatchers and field personnel in real-time and optimise interoperability with other agencies, systems and databases. The result is enhanced information flow for improved response, safety and incident resolution. When lives are on the line, rely on the speed of intuition to simplify workflows for effective incident management – so you can maximise the minute.







## REALISE VALUE FASTER

“As we’ve migrated through the technology, the working relationship with Motorola to get things done has been exceptional.”

**Kyle Kramer**, *IT Director & System Architect*, **Douglas County**

“We used to rely on a dispatcher’s memory for a hazardous condition or a hazardous area. If the dispatcher forgot about a condition or wasn’t aware of the area then the responding officer didn’t have the situational awareness either.

Now we have premise hazards and instant recall with the ability to look up previous calls and history to better arm the first responder before arriving at the situation.”

**Don Hess**, *Dispatch Supervisor*, **Saginaw County**





# TRANSFORM YOUR OPERATIONS WITH INTELLIGENCE

Intelligence-led public safety is refining how you use data to help protect responders and the community. Transform your operations to enhance planning, provide more informed support and lead faster investigations – with intelligence.

## PLAN

Reduce crime rates by focusing on understanding trends with automated, advanced data analysis.

### CommandCentral Analytics

Turn strategic planning into tactical action with mobile, descriptive analytics.

### CommandCentral Predictive

Proactively patrol with intelligent, targeted area crime predictions.

## SUPPORT

Increase situational awareness by gaining greater context to your intelligence through unified data.

### CommandCentral Aware

Better manage operations with integrated voice, data and video intelligence.

### CommandCentral Inform

Make faster decisions in the field with layered geospatial intelligence.

### CommandCentral Streaming

Expand your view of an operation as it unfolds with real-time, buffer-less video.

## INVESTIGATE

Close more cases by narrowing your scope quicker with big data collection and correlation.

### CommandCentral Social

Uncover relevant public insights with social media monitoring and analysis.

### CommandCentral Search

Access public, private and shared data sources from a single, integrated portal.

### CommandCentral Connections

Save time connecting the dots with link analysis of people, places and things.



# CENTRALISE AND SIMPLIFY DATA MANAGEMENT

## CommandCentral

Empower your agency with a solution that gives you access to more intelligence than ever before, even as technology evolves and the flood of data increases.

By seamlessly integrating your disparate technologies onto our secure, cloud-based CommandCentral platform, you begin using all of your data together, with the added benefit of being able to easily scale to meet future needs.

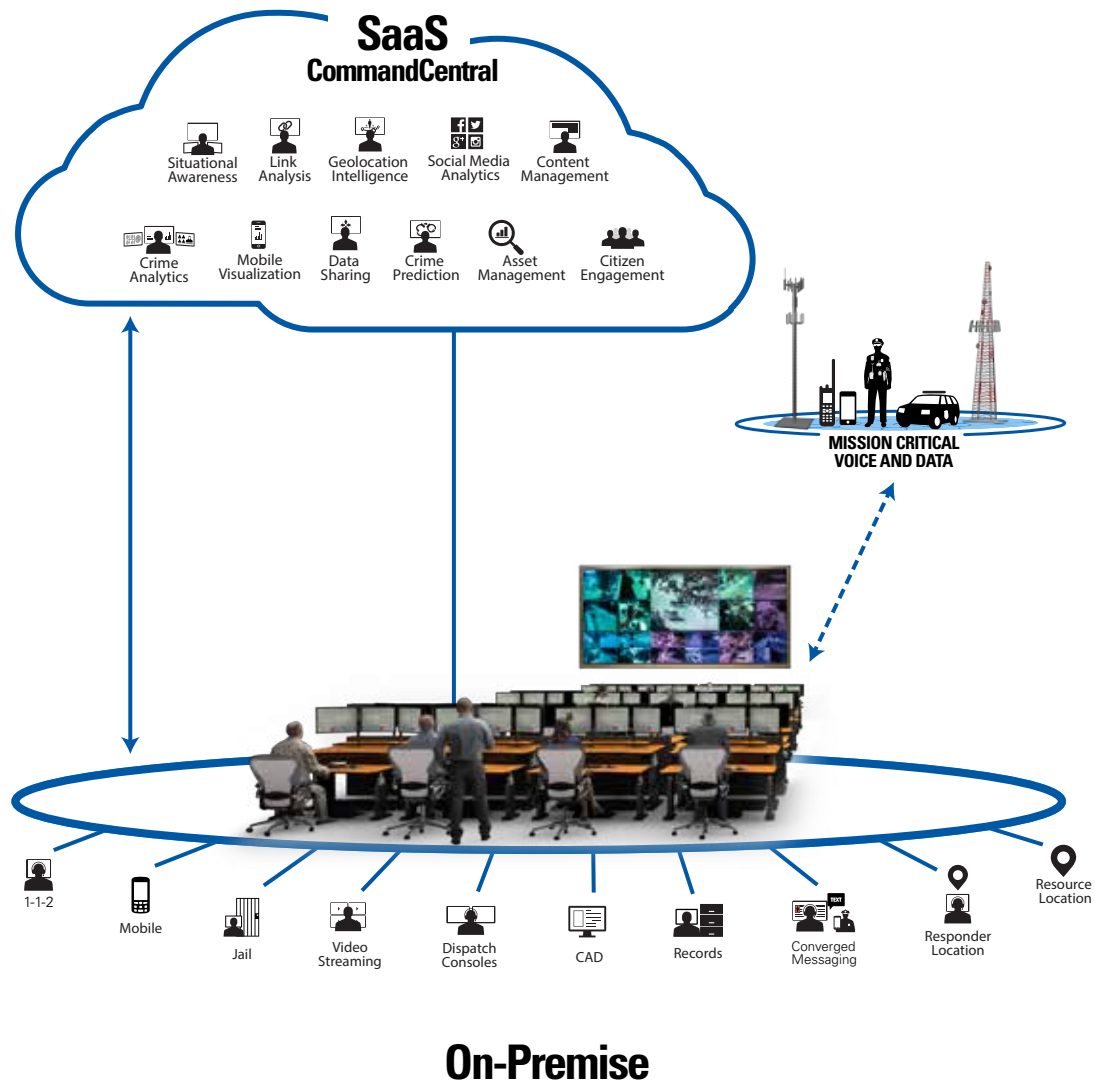
Data then starts to do more to help you perform faster and smarter with rapid correlation and analytics engines that extract actionable intelligence in real-time. This intelligence is delivered to your personnel through a broad suite of applications, that streamline workflows across your organisation.

Keep your focus on your mission – not your technology. Now you can effectively use your data to help protect responders and the community, by centralising and simplifying data management with CommandCentral.





# DELIVERING THE BROADEST UNIFIED PUBLIC SAFETY SOLUTIONS ACROSS THE COMMAND CENTRE, FIELD PERSONNEL AND CITIZENS



Disparate networks and applications can severely limit operations and the ability to manage and share actionable information. Only Motorola Solutions offers the breadth of command centre solutions and can provide the expertise to help you achieve the interoperability you need. Discover the benefits of a single source partner to help you maximise your investments and streamline your support.

We are committed to ensure all of your new and existing technology works together effectively for highly efficient operations, and we will work with you to develop a strategy to anticipate your evolving mission requirements. With our deep domain expertise in voice, data, multimedia and applications, we are committed to ensuring bulletproof stability and reliability of your system.

# REDEFINING BODY-WORN CAMERA SYSTEMS

## DIGITAL EVIDENCE MANAGEMENT SOLUTION

Our Digital Evidence Management Solution integrates it all. Through a unified, simplified, smart approach, we are transforming the way your agency captures, stores, manages and shares multimedia content.

Now your agency can experience a better body-worn camera solution.



### Si SERIES VIDEO SPEAKER MICROPHONE

Audio, video, radio control, and expandable applications in a single device

### COMMANDCENTRAL VAULT

A complete digital evidence content management software solution



#### UNIFIED

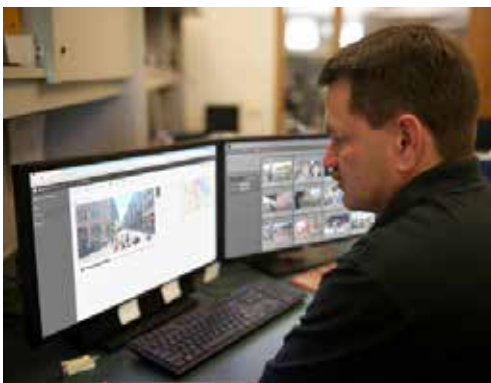
Our Digital Evidence Management Solution includes the Si Series body-worn video speaker microphone that combines voice communications, video, still images and voice recording into one compact, easy-to-use device reducing hardware complexity for officers and reducing costs for agencies. Integrated with our secure, cloud-based CommandCentral Vault digital evidence management software, it delivers a powerful end-to-end solution.

#### SIMPLIFIED

Eliminate the complexity of evidence collection and management. The capture and upload of content is easy while automated organisation of that content significantly reduces management time and effort. Content is reviewed and shared through role-based access portals and budgeting is simplified with predictable service pricing.

#### SMART

Our Digital Evidence Management Solution is the smart way to handle the influx of new digital content. Emergency-activated recording and pre-buffering functionalities are built into the Si Series video speaker microphone while content is automatically redacted and intelligently grouped into geospatial views to streamline evidence collection in CommandCentral Vault.





# IMPROVE THE QUALITY OF YOUR EVIDENCE AND KEEP YOUR OFFICERS SAFER WITH BODY-WORN VIDEO

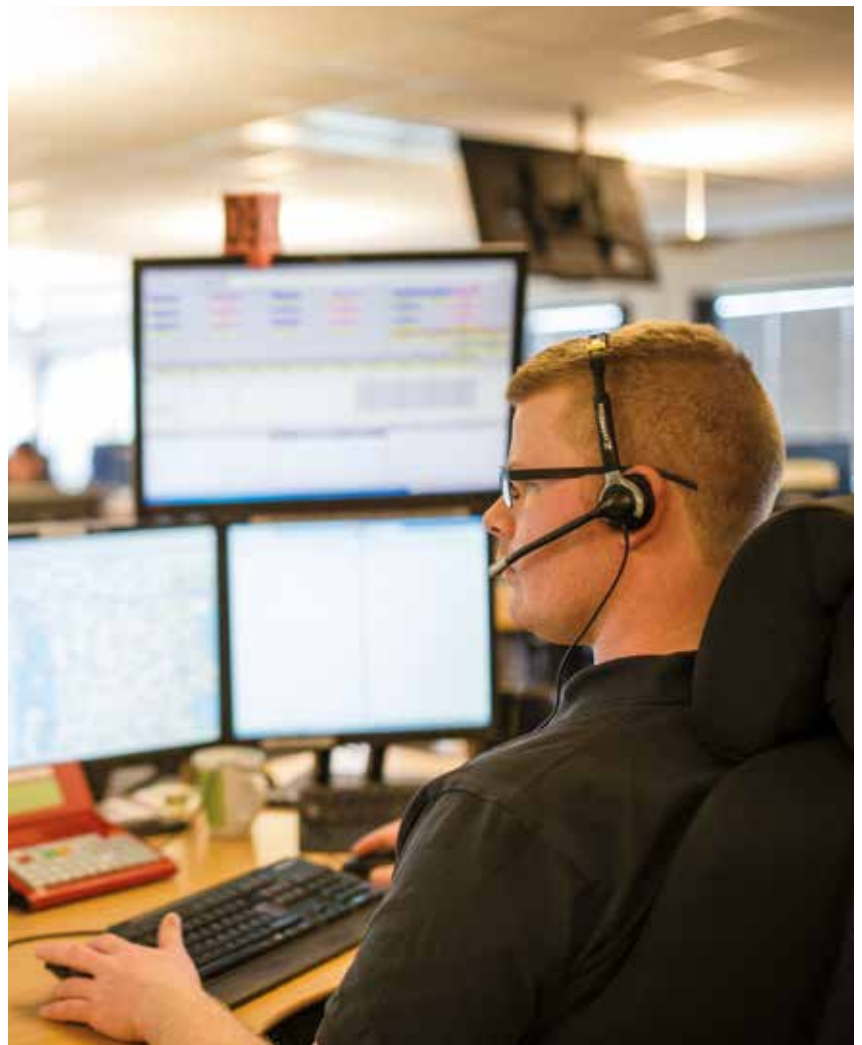
Police forces worldwide are benefiting from body-worn cameras – whether it’s significantly decreasing litigation costs, increasing officer safety or improving quality of evidence. In a recent study on the Isle of Wight UK, 7 out of 10 camera footage cases led to arrest, compared to the 1 out of 11 cases the year before where no footage was taken.

Body-worn cameras go a long way toward influencing citizen and officer behavior. On the Isle of Wight, the violent threat-against-police cases decreased by 44% in the year they used body-worn cameras. In a study done with the Rialto Police Department in Southern California, they found that citizen complaints were reduced by 90% in the year the force began using body-worn cameras. Given the emergence of cameras in policing and the mounting requests for multimedia evidence, what can you do to execute a successful, sustainable programme?

**7 OUT OF 10**  
**CAMERA FOOTAGE CASES LED TO ARREST - COMPARED TO THE 1 OUT OF 11 CASES WHERE NO FOOTAGE WAS TAKEN<sup>1</sup>**

**90%**  
**REDUCTION IN NUMBER OF CITIZEN COMPLAINTS BETWEEN THE YEAR PRIOR TO AND FOLLOWING CAMERA DEPLOYMENT<sup>2</sup>**

**44%**  
**DECREASE IN VIOLENCT THREAT-AGAINST-POLICE CASES AFTER ONE YEAR OF BODY-WORN CAMERA USE<sup>1</sup>**



# TRANSFORM CITIZEN PERCEPTION WITH TRANSPARENCY

## CITIZEN ENGAGEMENT TOOLS RECOGNISED FOR MAKING ARRESTS IN MINUTES AND SAVING LIVES

Government transparency and accountability are increasingly important to citizens - including instant access to data online.

Used by over 2000+ agencies, rely on applications that help you stay connected with your community to manage service requests and report crime.



### Fully Anonymous Tip Submission

Increase tips and close cases faster by anonymously collecting tip submissions and conducting two-way text conversations with citizens.

### Online Mapping of Crime Data

Automatically publish crime data from your Records Management System (RMS) or Computer-Aided Dispatch (CAD) system to an interactive map. Expand public information flow and promote two-way dialogue.



### PremierOne™ Citizen Service Request Non-Emergency Service Line

Citizens can request non-emergency services by phone, through email, via the Web, a smartphone app or through social media. PremierOne CSR can then automate work processes and routing of service requests to the proper department, weed out duplicate requests, dispatch crews, track progress, generate communications and capture statistical data for improved reporting, management and planning.



# TRAINING AND SERVICES TO ENHANCE AGENCY EFFECTIVENESS

To ensure you realise the full value of your technology investments, we provide expert services to lead your deployment and operations. This includes pre- and post-deployment assessments; training and professional services to provide you comprehensive support to achieve your mission.

## ASSESSMENT AND PLANNING

Our team of industry practitioners work with you to understand what you need to accomplish your vision – whether it's reducing crime percentages; improving response time or deploying new devices and applications. We partner with you to assess your workflows and define recommended solutions to optimise productivity. This includes learning how to increase your capabilities by integrating both existing and new technologies to help you achieve the greatest return on investment.

## TRAINING

Training programs are offered in a variety of formats, from online to onsite ensuring your department improves their skills and proficiencies in the best way to meet their needs. Application on boarding is provided for new customers to accelerate adoption and achieve faster productivity returns. Customised training is tailored to staff needs and roles using your agency's data. We'll work with you to understand your operations and methodologies to adapt the training for greater effectiveness.

## PROFESSIONAL SERVICES

Discover ways to improve operational efficiency and to make your growing volume of data more meaningful by cultivating fresh insights. Our Professional Services team of data scientists, industry practitioners and engineers will partner with you to address your department's specific challenges and goals. With in-depth guidance, our team helps design analytics models to improve data visualisation to achieve efficiencies; determine the best use of resources or pinpoint areas requiring attention such as historical crime analysis, officer beat optimisation and predictive crime analysis.



**LEVERAGE EXPERTISE**

**REDUCE OVERHEAD**

**IMPROVE ROI**

## PARTNERSHIPS FOR GREATER PRODUCTIVITY

Working with the global leader in public safety also gives you access to the most extensive network of industry-leading partners for expanded smart public safety capabilities. Interact more effectively within your department and beyond while information is collected and shared rapidly.

Enhanced solutions such as gunshot detection, drones and storm prediction are pre-integrated with our smart public safety solutions to maximise your current and future technology investments. View featured partners online at [motorolasolutions.com/spsspartners](https://motorolasolutions.com/spsspartners)



**CONTENT MANAGEMENT**



**DATA ANALYTICS**



**DATA SERVICES**



**INCIDENT MANAGEMENT**



**VIDEO EQUIPMENT**



**VIDEO ANALYTICS**

# UNLOCK THE FULL POTENTIAL OF YOUR AGENCY WITH SMART PUBLIC SAFETY SOLUTIONS

## INTEGRATED COMMAND & CONTROL

**Transform the way you respond and connect.**

- CAD
- CAD Handheld
- CAD Mobile
- Converged Messaging Solution
- 1-1-2 Call Control
- Responder Location
- Emergency CallWorks CallStation
- Emergency CallWorks DispatchStation

## INTELLIGENCE-LED PUBLIC SAFETY

**Transform your operations with intelligence.**

- CommandCentral Analytics
- CommandCentral Aware
- CommandCentral Connections
- CommandCentral Inform
- CommandCentral Predictive
- CommandCentral Search
- CommandCentral Social
- CommandCentral Streaming

## RECORDS & CONTENT MANAGEMENT

**Transform how you store and organise information.**

- Asset Management
- CommndCentral Vault
- PremierOne Jail
- PremierOne Records

## CITIZEN ENGAGEMENT

**Transform perception with transparency.**

- CrimeReports™
- PremierOne Citizen Service Request
- TipSoft™

Motorola Solutions continues to lead the way in developing enhanced capabilities to address public safety's most critical challenges around the world, and providing the broadest portfolio of public safety workflow solutions to enhance your operations and achieve safer outcomes.

To learn more visit: [motorolasolutions.com/spss](http://motorolasolutions.com/spss)

1. Hampshire Constabulary, "Evaluation of the Introduction of Personal Issue Body Worn Cameras on the Isle of Wight," February 2015.
2. Farrar, Tony. Cambridge University, "The Effect of Body Worn Cameras on Police Use-of-Force," March 2013.

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