



# STAY A STEP AHEAD OF CRIME WITH INSTANT, INTEGRATED INFORMATION

MOTOROLA'S REAL-TIME CRIME CENTER SOLUTION



# THE CHALLENGE

## TURN NOISE INTO INFORMATION AND INFORMATION INTO INTELLIGENCE

Cities are being inundated with data flowing in from an overwhelming number of sources. Be it citizens sharing high-resolution images from their smartphones to city-wide cameras streaming in surveillance video, data is now being measured in terabytes. In fact, 235 terabytes of data had been collected by the Library of Congress by April 2012. That is staggering when you consider one terabyte is the equivalent of 4.7 days of high definition video<sup>1</sup>.

Law enforcement agencies are grappling with the deluge of data from an abundant number of sources as they fight crime. For example, streaming video is coming in but can't be used in real time. Turning all this data into intelligence continues to be a growing challenge for cities across North America.

Whether you are a police chief seeking smarter ways to protect personnel or a mayor focused on making government more efficient and reliable, you are being pressed to operationalize all the information that surrounds you.

- What can you do to make relevant data immediately available to your first responders to enable smarter policing and safer decisions on scene?
- How do you integrate and organize the information flowing in and turn it into actionable intelligence?
- How can you use existing technology as part of a seamless flow of information to leverage analytics across many different systems so policing can be proactive – and even predictive?



**70%** of law enforcement agencies are exploring predictive policing – defined as advanced information and technology – to predict and prevent crime. **90%** plan to increase its use over the next five years<sup>2</sup>.



## INSTANTLY DISTRIBUTE REAL-TIME INFORMATION TO EMPOWER OFFICERS

Think about how you are using video in policing today. Look at how you utilize data from your video and records systems to help solve crimes. What if you could use them more effectively to shorten response times...improve officer effectiveness and safety...deploy resources proactively, and even prevent crime? Consider these common incidents and imagine what a fully integrated data solution could do to help you turn information into intelligence.

### REAL-TIME CRIME CENTER INITIATED RESPONSE



**6:48 AM**

Gunfire erupts in a sprawling city park.



**6:49 AM**

The exact location of shots being fired and the closest police unit are displayed on the Real-Time Intelligence Console map before joggers in the park can scramble for cover and call 9-1-1.



**6:50 AM**

Crime analysts pull-up video cameras throughout the park, identify who is involved – even what type weapon is being used – and transmit this to officers dispatched to the incident.



**6:52 AM**

The Real-Time Crime Center operator uses her radio console to talk directly with officers enroute to the scene on a secure, encrypted channel. She conveys additional details about the park as they near the entrance.



**6:53 AM**

All the relevant information, from arrest records to video, are seamlessly integrated and distributed in a single flow of multimedia intelligence to officers – before they even step out of their squad cars.



**7:02 AM**

The officer uses his radio to alert dispatch that the suspect is apprehended.

### 9-1-1 CALL INITIATED RESPONSE



**12:03 PM**

A store owner calls 9-1-1 to report a mob of protesters is converging on a downtown street.



**12:04 PM**

Dispatch uses CAD to alert nearby patrols as well as the Real-Time Crime Center.



**12:05 PM**

Crime analysts view dozens of video cameras in the area on the Real-Time Intelligence Console and, using the Push-A-Snapshot feature, sends a relevant clip to responding officers so they are up to speed before they arrive on scene.



**12:07 PM**

Using the Push-A-Snapshot feature of the Real-Time Intelligence Console, sends an image of the protesters, for quicker identification.



**12:08 PM**

Officers locate the individual and make an arrest. The crowd disperses without incident.





# THE SOLUTION

## MOTOROLA'S REAL-TIME CRIME CENTER SOLUTION

### ACT IN REAL-TIME

#### LEVERAGES VIDEO TO MAKE POLICING PROACTIVE

As 90 percent of police departments move toward predictive policing in the next few years<sup>2</sup>, the Real-Time Crime Center solution lays the foundation for your agency. It helps you leverage the full potential of your video surveillance efforts by turning them into a real-time crime fighting tool.

Now you can share streaming video between communications centers and responders with Real-Time Video Intelligence. Gain greater interoperability across public safety, public service and private enterprise video systems. And benefit from instant video alerts to significantly improve situational awareness.

### REAL-TIME INTELLIGENCE CONSOLE

As the foundational element of a Real-Time Crime Center, the Real-Time Intelligence Console (RIC) brings together surveillance video, radio voice and CAD information into an intuitive, multi-function map environment. The console allows an officer in a Real-Time Crime Center to communicate critical information via voice, share multimedia data like video and photos, keep crucial video feeds in view at all times, monitor events and instantly query databases – all from one location. And, because it easily integrates existing video management, CAD and radio systems, you can leverage and extend your current investments.

### BE READY FOR WHAT'S NEXT

#### INTEGRATES ADVANCED ANALYTICS FOR PUBLIC SAFETY

By drawing on advanced analytics, such as anticipating crowd formations or detecting gunshots, the Real-Time Crime Center solution helps your agency shorten response time and deploy resources proactively. And it integrates with existing records and databases you already have – including parole, national crime and inspections databases, court systems and evidence management – to give crime analysts the tools to provide a more effective mid-incident response.

### ENHANCE THE WAY YOU RESPOND

#### PRESENTS ONE, UNIFIED OPERATIONAL VIEW

At the heart of the Real-Time Crime Center is Motorola's Real-Time Intelligence Console, that lets you share information with those who need it most – at the moment they need it. Now your law enforcement officers can approach an incident armed with more operational intelligence than ever before. That's because the Real-Time Intelligence Console processes inputs from multiple data sources – such as videos, sensors, alarms and records – to deliver one operational view. The result is more proactive responses and smarter, safer decisions.



## PLAN

### DESIGNED AND PLANNED FOR YOUR DEPARTMENT

At Motorola, we partner with you to understand what you need to accomplish your vision. We examine your existing technology and assets as well as your organizational goals, policies and processes. And we work with you to design an optimal solution in terms of architecture, interfaces, equipment, total cost of ownership and return on investment.

## IMPLEMENT

### IMPLEMENTED AND CUSTOMIZED TO WORK SEAMLESSLY

The Motorola Real-Time Crime Center solution integrates inputs from multiple data sources such as video, sensors, alarms, and records. We leverage a phased implementation and build-out plan. Plus we validate and test equipment, commission and optimize your system to make sure you are maximizing its effectiveness.

- We seamlessly integrate your existing systems into a Real-Time Crime Center solution to help you shorten response times and enhance first responder capabilities.
- As your needs grow, we enhance the capabilities to increase accountability, data analysis and real-time information flows and keep the system easy to use.
- Finally, we implement advanced analytics to increase situational awareness – from gunshot detection to video analytics – so your department can identify incidents in progress and proactively deploy resources.

## RUN

### SUPPORTED BY TRUSTED EXPERTS

The Real-Time Crime Center solution is backed by our full onsite support services. This includes the Motorola Solutions Support Center (SSC) monitoring your networks, applications, devices and security to help ensure your mission critical communications are always online.

### CONTINUOUSLY MANAGED TO MAXIMIZE YOUR TECHNOLOGY

We monitor your equipment around the clock to maintain its performance and make sure it is always available and reliable with expert management, including a 24/7 call center and Network Operations Center. By managing complex public safety systems for you, you get the most from your technology. So you can minimize risk, reduce costs and free resources to focus on what matters most.



# THE BENEFITS

## SHORTER RESPONSE TIME

## SMARTER SITUATIONAL AWARENESS

## STRONGER OFFICERS

### UNCOVER THE CRIME BEFORE THE CALL

Even before a 9-1-1 call comes in, your officers are armed with firsthand intelligence from video streams, sensors, alarms, maps and more. They can be proactive rather than reactive as incidents unfold – and review leads, reports, clips and tactics before they step into the scene.

### SUPPORT OFFICERS DIRECTLY IN THE FIELD

The Real-Time Crime Center solution arms first responders with the critical information they need to supplement feet on the street. Mug shots. Video streams. Outstanding warrants. Probation and parole records. These collective, data-centric resources provide responders richer insight before they reach the scene – bolstering their situational awareness and safety.

### IDENTIFY PATTERNS AND TRENDS IN CRIMINAL ACTIVITY

Whether your officers are on the street or in the vehicle, the Real-Time Crime Center solution instantly helps identify patterns and stop emerging crime. You gain smarter ways to deploy resources and develop strategies to prevent illegal activity. Rather than catching a suspect after a carjacking, you can prevent the vehicle from being stolen.

### OPTIMIZE YOUR EXISTING RESOURCES

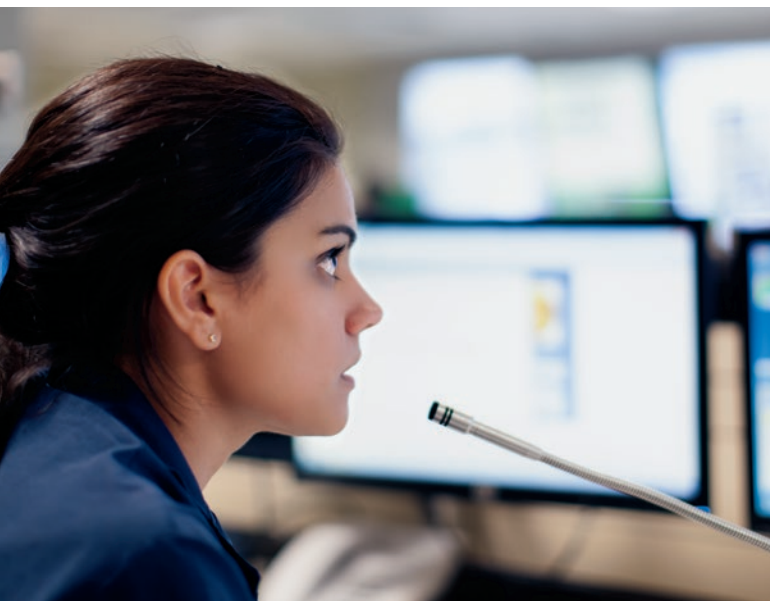
The Real-Time Crime Center solution is staffed by those who know your jurisdiction best: your own officers, crime analysts and investigators. It leverages the systems you already have in place, from CAD to records, so it is easy and intuitive to use. As you upgrade or expand equipment, it continues to consolidate data for officers and compress response times.

### FITS YOUR EXISTING SYSTEM AND EXPANDS WITH YOU

The Real-Time Crime Center solution has a flexible architecture so the flow of information fits your operating requirements today – and in the years ahead. This solution works seamlessly alongside your existing command and control technology as well as your other communications equipment.

### CONNECT WITH THE CITY

By integrating all devices and operational data into one connected view, the Real-Time Crime Center solution taps your best source of intelligence – the city itself. Information is immediate and actionable. Officers are armed with street-smart perspectives, not second-hand possibilities. Agencies are more efficient and cities grow measurably safer.



Law enforcement agencies recognize that the Real-Time Crime Center solution can be a 24/7 flow of data providing the right information and investigative support directly to officers. In addition, the advanced analytics of the solution enhance situational awareness, helping officers make more proactive decisions and increase their safety.



## SOURCES

1. "The Promise of Big Data for the Public Sector", Public CIO Special Report, 2013
2. "Critical Issues In Policing Series: How Are Innovations in Technology Transforming Policing?"  
Police Executive Research Forum, January 2012

To stay a step ahead of crime with instant, integrated information,  
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