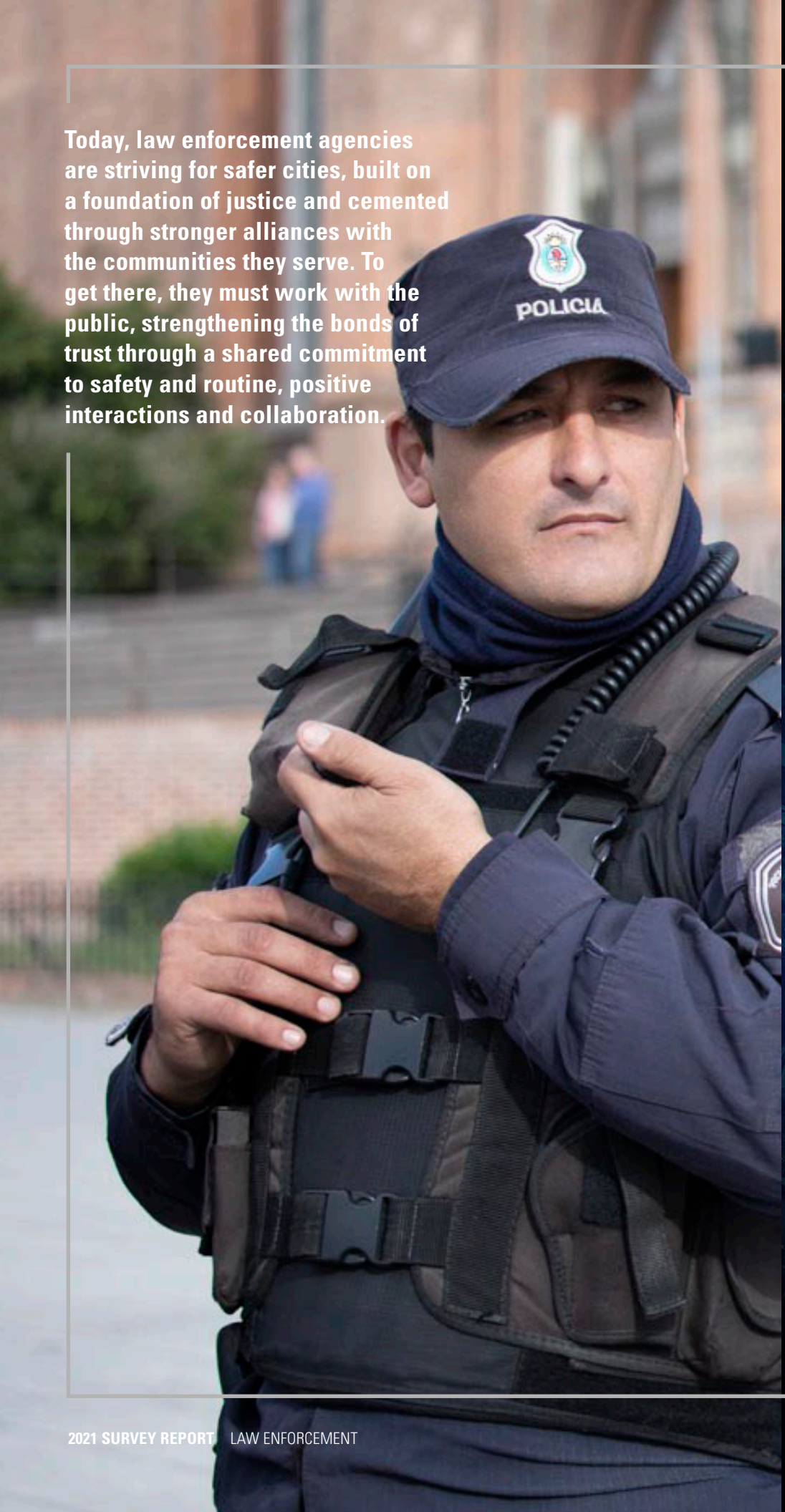
SAFER AND TRUSTED CITIES

TRUST. TRANSPARENCY. TECHNOLOGY.

A PATH FORWARD FOR A NEW GENERATION OF LAW ENFORCEMENT AND COMMUNITY PARTNERSHIP

FINDINGS FROM THE 2021 MOTOROLA SOLUTIONS LAW ENFORCEMENT SURVEY

MOTOROLA SOLUTIONS



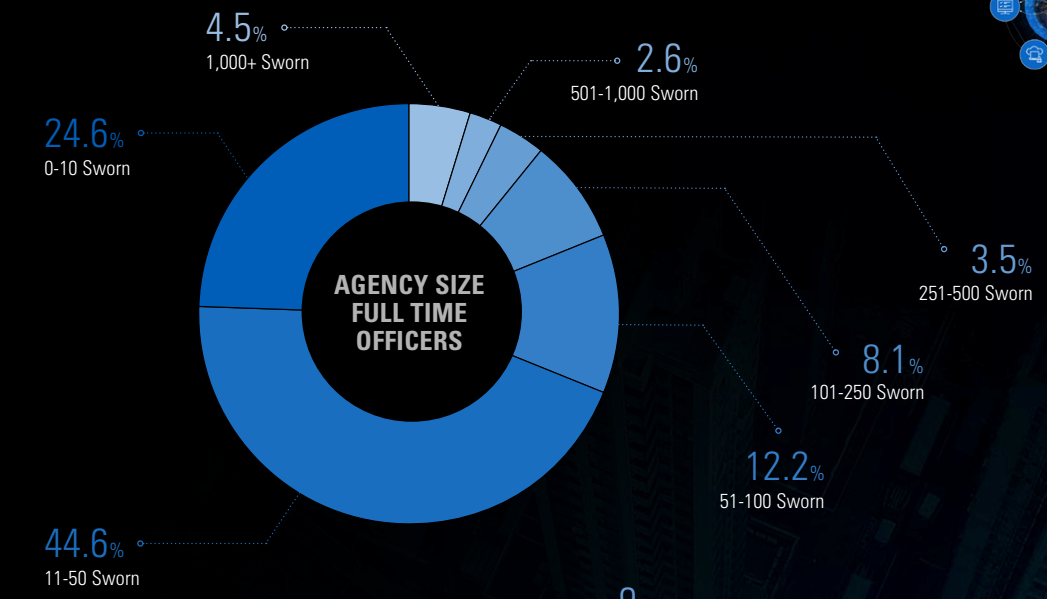
SAFER AND TRUSTED CITIES

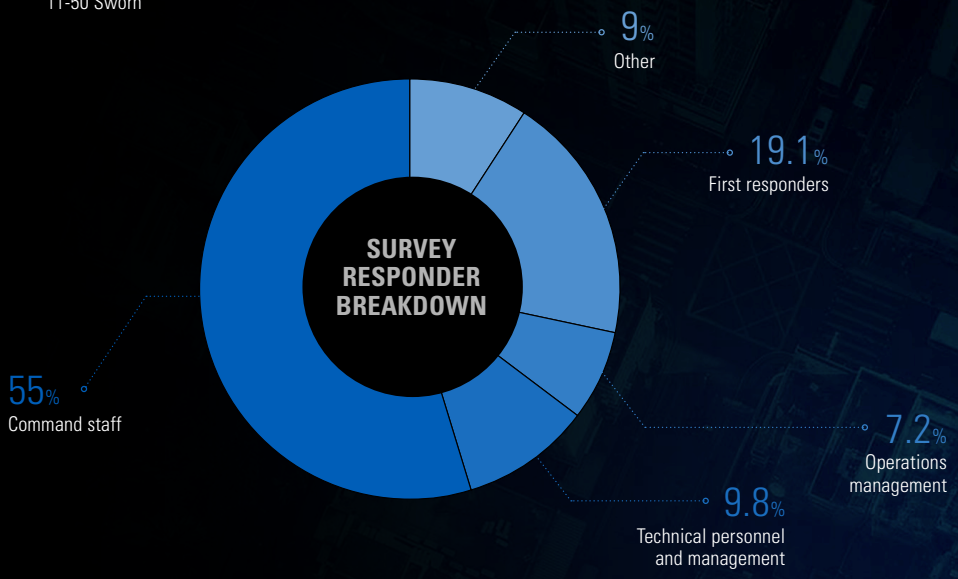
Today, law enforcement agencies are striving for safer cities, built on a foundation of justice and cemented through stronger alliances with the communities they serve. To get there, they must work with the public, strengthening the bonds of trust through a shared commitment to safety and routine, positive interactions and collaboration.

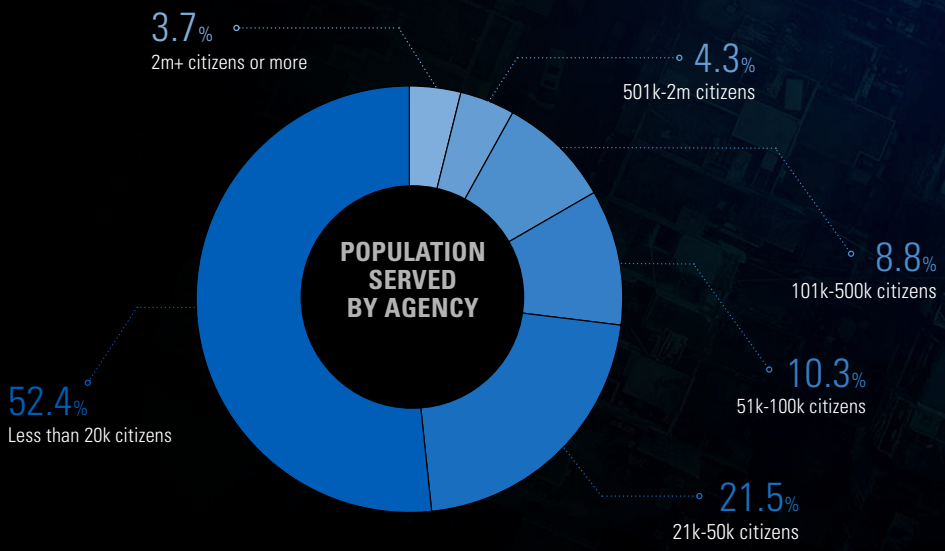
The Motorola Solutions end-to-end public safety technology ecosystem brings objectivity, speed and data to policing, with advanced tools that allow for citizen transparency, input and participation. It can help communities achieve a shared sense of justice and partnership and work together to build safer, more thriving communities.

To learn more about technology usage by law enforcement, including its potential to increase transparency and engagement with communities, we queried 1,000+ public safety personnel, including chiefs, sheriffs, district attorneys, CIOs, CTOs, and other agency IT professionals. The result is the 2021 Motorola Solutions Law Enforcement Survey.

Survey respondents represent law enforcement agencies ranging in size from less than 10 to more than 1,000 full-time officers, serving from 20,000 to more than 2 million citizens. Each survey participant self-identified in one of four categories: Command Staff, IT, Operations Management or First Responders.







The 2021 Motorola Solutions Law Enforcement Survey uncovers widely applicable insights, highlighting how unifying communications, software and video technology across one common platform can ensure transparency and result in enhanced public safety. With citizen input and cooperation, law enforcement agencies can ensure stronger community alliances, build safer cities, and positively shape the future of law enforcement.

Our survey also demonstrates the clear promise of enhanced transparency and trust made possible by a complete public safety technology ecosystem. With it, law enforcement agencies can ensure stronger community alliances.

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THE GROWING IMPLEMENTATION OF VIDEO SECURITY & ANALYTICS

The widespread, day-to-day use of mobile devices as the primary means to take photos and record video, has elevated community expectations around recording interactions between law enforcement and the public. At the same time, many states have enacted mandates around the use of BWCs across law enforcement agencies.

Body worn cameras and in-car video systems sit at the intersection of accountability and safety – for both officers and citizens. They remain one of the most critical tools for documenting interactions, while the transparent, irrefutable evidence they provide helps build a foundation of meaningful trust between agencies and communities. It's no wonder that in-car video systems and body-worn cameras lead the way in video technologies with over 80% and 70% implemented across law enforcement agencies, respectively. Use of in-car cameras grew 7% year-over-year the most of any video technology.

USE OF IN-CAR CAMERAS 7% YEAR-OVER-YEAR THE MOST OF ANY VIDEO TECHNOLOGY

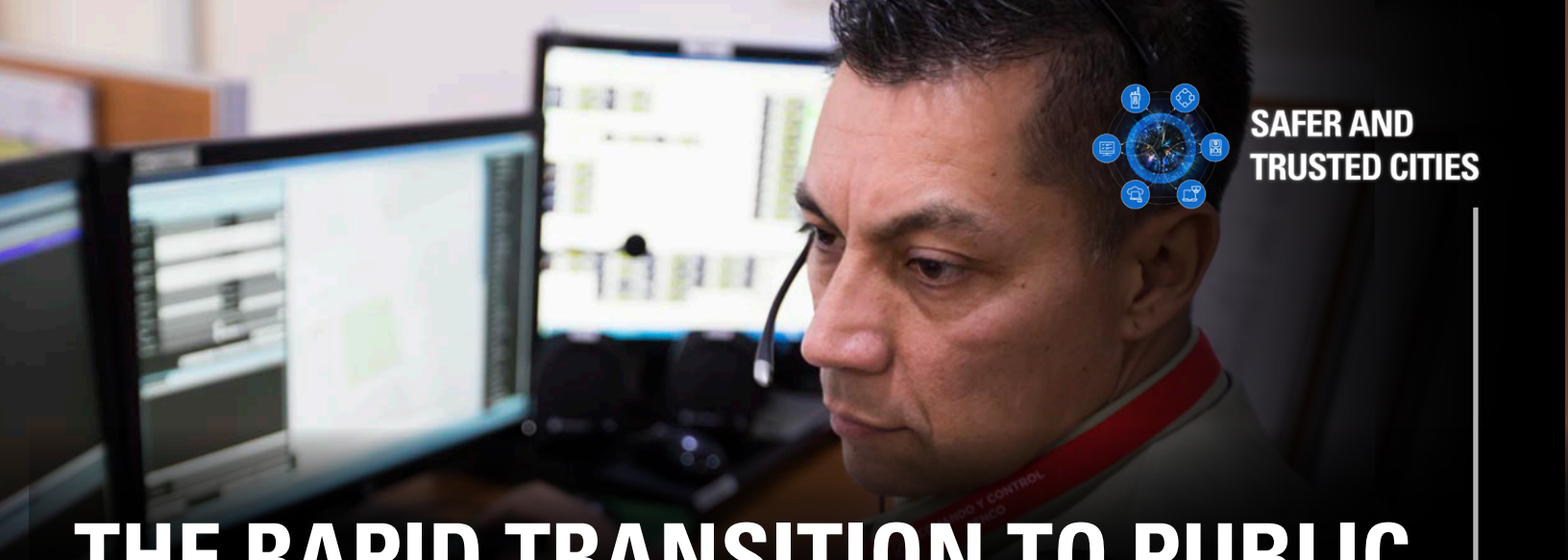
TOP VIDEO TECHNOLOGIES IMPLEMENTED BY AGENCIES

1. In-car cameras
2. Body Worn cameras
3. Video management software
4. Stationary cameras
5. License plate recognition
6. Access control
7. Investigative software
8. Video analytics software

MOST CITED BENEFITS OF VIDEO TECHNOLOGIES

1. Officer safety & wellness
2. Transparency
3. Decreased crime in that area
4. Public Private Partnerships
5. Officer recruitment and retention

Video technologies allow officers to do their job more safely, efficiently, and effectively in the field, especially when cameras are integrated into the broader law enforcement technology ecosystem. The use of cameras in the field, whether fixed, worn, or in-car, can greatly improve law enforcement's overall engagement with the community while increasing officer safety and wellness. Respondents agreed, indicating transparency and officer safety and wellness as the top benefits of video surveillance. That's why video camera technologies of all types are a key component of the Motorola Solutions public safety technology ecosystem.



THE RAPID TRANSITION TO PUBLIC SAFETY CLOUD TECHNOLOGY

Software applications in the cloud add value through many avenues. The cloud's efficiencies of scale and instant access to new and improved capabilities can help law enforcement make the most of data, streamline workflows and allow far greater transparency to communities. With CAD, mobile records, and even radio system management now available in the cloud, crucial data can now be integrated like never before across dispatch, field and records workflows.

TOP AGENCY CLOUD TECHNOLOGIES IMPLEMENTED BY AGENCIES

1. Evidence management
2. Command technology
3. Radio and/or systems management

MOST CITED BENEFITS OF CLOUD TECHNOLOGIES

1. Remote work opportunities
2. Improved operations
3. Cost effectiveness
4. Enhanced security
5. Scalability
6. Resiliency
7. Other

Respondents indicated that the cloud is critical to opening more opportunities for remote work when personnel aren't needed in the field. This is especially important as the COVID-19 pandemic has shifted expectations towards options that allow for remote or hybrid work environments.

Cloud solutions also offer the best method to secure the storage of critical information, with survey respondents stating enhanced security as one of the top benefits of migrating to cloud technology, along with improved operations and cost effectiveness. At a time when cyber attacks increasingly target government at all levels, the enhanced security afforded by the cloud makes it a highly attractive option.

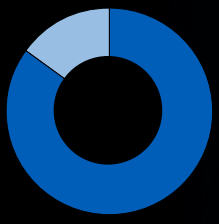
Storing data and running apps in the cloud ensures technology deployment is simplified, data is more secure, and costs are managed. Put it all together and it means that systems hosted in the cloud can more reliably serve and engage with communities at all times. It's no wonder that over a quarter of respondents have already transitioned to using some form of cloud technology, ensuring their solutions are reliable, scalable and always up-to-date.

RESPONDENTS INDICATED THAT THE CLOUD IS CRITICAL TO OPENING MORE OPPORTUNITIES FOR REMOTE WORK WHEN PERSONNEL AREN'T NEEDED IN THE FIELD

ENHANCING TRANSPARENCY: COMMUNITY POLICING INITIATIVES

Today, there's a real need for new options to further build trust and transparency between law enforcement and the citizens they serve. When asked to rank how important community policing is to law enforcement agencies, respondents indicated its importance was close to the highest end of the scale. That aligns with survey data showing the vast majority of agencies already have community policing initiatives in place.

COMMUNITY POLICING INITIATIVES ALREADY IN PLACE?



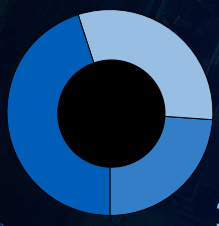
85% Yes

15% No

TOP FORMS OF COMMUNITY POLICING

1. Tipline
2. Email
3. Phone applications
4. CityProtect
5. Social media

TOP WAYS TO IMPROVE COMMUNITY POLICING*



70% Better integrated technology

48% Transparency

37% Secure line of communication

Technology, when applied responsibly and holistically, can help police and the public work together. Respondents listed tiplines, email communications, mobile device apps, and CityProtect, a mobile-based citizen engagement portal, as their top community engagement tools.

While many forms of technology have been introduced to enhance community policing, respondents far and away listed better technology integration as the top way to improve community interactions. This makes sense, since the best community engagement technology incorporates data, functionality, and tools that become exponentially more useful the more they're integrated.

*Respondents could pick more than 1 category

The public needs an easy way to access law enforcement, anywhere, anytime. Respondents indicated a range of platforms important to community policing, from email, to mobile apps, to social media.

Explore the Motorola Solutions end-to-end public safety ecosystem

Video. Software. Communications.

Experience a first of its kind! Explore how integrating video, software, communications, and services into one complete end-to-end ecosystem is powering modern law enforcement.

EXPLORE >

THE POWER OF PUBLIC PRIVATE PARTNERSHIPS

Private Public Partnership (PPP) is the term used to describe a private business partnering with their local law enforcement agency by sharing video footage and data through a camera share program, with the goal of contributing to public community safety efforts. PPPs can be a key driver of community engagement and transparency.

Respondents indicated that both stationary and doorbell cameras along with associated video management software are the overwhelming technology choices selected to drive PPPs.

TOP TECHNOLOGY POWERING PUBLIC PRIVATE PARTNERSHIPS

1. Stationary cameras
2. Doorbell cameras
3. Video management software

NO TWO COMMUNITIES ARE ALIKE, SO EACH PUBLIC PRIVATE PARTNERSHIP INITIATIVE SHOULD BE UNIQUE TO THE SPECIFIC NEEDS OF EACH COMMUNITY

Every Community is unique. Your PPP initiative should be too.

No two communities are alike, so each public private partnership initiative should be unique to the specific needs of each community. We have developed five key steps to further help law enforcement agencies evaluate their current community policing initiatives and identify opportunities for enhancing partnerships through the use of holistic and responsible technology:

1. Understand the unique needs of the community served.
2. Discover how to leverage existing public safety technology.
3. Think about how to implement a community safety program.
4. Find ways to partner with the community.
5. Respond quickly in real-time.

Transforming cities into trusted cities

With the Motorola Solutions Trusted and Safer Cities Ecosystem, agencies can begin to build publicly accessible applications that allow citizens to play a more active role in the overall community's public safety efforts. The growing use of mobile devices and fixed cameras combined with anonymous web-based portals make it easier than ever to enhance community engagement. From fixed cameras, to license plate recognition, to tip submission software, and more, a holistic technology ecosystem is waiting to power your unique public private partnership.

LEARN MORE >

FACING TODAY'S CHALLENGES: DOING MORE WITH LESS

Law enforcement agencies are under enormous pressure to keep communities safe while proactively engaging with the public more than ever before. At the same time, 80% of respondents noted their agency is currently facing budget constraints. This dilemma of having to constantly do more with less, means that agencies are often constrained by the reality of their funding levels.

Grant funding can help break through the impasse and survey respondents overwhelmingly agreed. 78% of respondents indicated they are looking for opportunities to apply for grant funding to help overcome ongoing budget constraints. When applying for grant funding, respondents noted they were mostly looking for funding opportunities for body worn cameras and in-car cameras.

TOP PROJECTS LOOKING FOR GRANT FUNDING SUPPORT

1. Body worn cameras and In-car cameras
2. Radio communications
3. Video security and analytics
4. Public safety software

TECHNOLOGY AGENCIES ARE MOST LIKELY TO UPGRADE

1. Radio communications
2. Body worn cameras and In-car cameras
3. Public safety software
4. Video security and analytics

Budget constraints and grant funding aside, respondents also noted that they would be most likely to upgrade their two-way radio communications over any other public safety technology. That's no surprise since advances in two-way radio technology have taken the backbone of instant public safety communications and updated it with modern and advanced capabilities like powerful apps, crystal clear voice, and the ability to seamlessly transfer to LTE to eliminate dead zones.

Capture the interactions and incidents that occur on the field with full transparency, with a body worn camera of proven durability, live audio and video recording from a first-person perspective.

LEARN MORE >

VIDEO. SOFTWARE. COMMUNICATIONS. SERVICES.

MANAGED AND
SUPPORT SERVICES.

A NEW GENERATION OF LAW ENFORCEMENT AND COMMUNITY PARTNERSHIP

Today, law enforcement agencies are being challenged by the need to proactively and meaningfully partner with the communities they serve to co-produce public safety. Yet, with stagnant or shrinking budgets, they also must do more with less.

As the 2021 Law Enforcement Survey highlights, there is real hope and optimism that technology can play a meaningful role in enhancing community engagement. Implementation of video security and analytics technology continues to be on the rise, with in-car video and body worn cameras leading the way. Along with the transition to the cloud, these technologies, when properly implemented, can turn theoretical concepts of community policing into actual strengthened trust and transparency within the communities that law enforcement serves. Plus, while law enforcement agencies are still challenged with stagnant funding, grant assistance can help lessen the burden and ensure needed technology is more readily available.

Safety built on transparency and justice are everyone's right and responsibility. By investing in the right technology ecosystem, from community engagement to case closure, both law enforcement and the communities in which they live and work can further build trust and transparency, ushering in a new generation of partnership and security.

To learn more and explore our entire public safety ecosystem, visit:
https://safeandtrustedcities.com

SAFER AND TRUSTED CITIES

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