

CONSENSUS FOR CHANGE:

TRANSFORMING SAFETY THROUGH TECHNOLOGY

A global study from Motorola Solutions, conducted by Goldsmiths, University of London, about how the pandemic redefined expectations, accelerated innovation and changed attitudes about technology for public safety.



The **Consensus for Change** report presents the voices of...



The global study analyzes how the **pandemic heightened awareness of the need for technology** to enhance public safety while **accelerating innovation and technology adoption** for emergency services and enterprises.



KEY FINDINGS

88%

OF CITIZENS GLOBALLY want to see public safety transformed through the use of advanced technology.

Voices of 12,000 citizens:

- 71%** say **advanced technologies**, such as **video cameras, data analytics, cybersecurity** and **the cloud**, are needed to address challenges of the modern world.
- 70%** say emergency services **should be able to predict risk**, a task that can be supported by advanced technologies.
- 75%** say that they are willing to **trust the organizations** that hold their information so long as they **use it appropriately**.
- 68%** say technology could be improved **if citizens can have a say** in how it is used.

"The global pandemic changed the way we think and feel about safety. It also helped us to understand the important role of technology in keeping us safe today and well into the future."

MAHESH SAPTHARISHI

Executive Vice President and Chief Technology Officer, Motorola Solutions

The research identifies **three major trends that define how public expectations about safety and technology are evolving.**

1 THE PANDEMIC REDEFINED OUR EXPECTATIONS FOR SAFETY

Our shared experience made us realize how technology can keep us safe and why public safety and enterprise organizations need it to respond to new threats.



2 THE PANDEMIC ACCELERATED TECHNOLOGY INNOVATION

High-velocity innovation and technology adoption occurred in the areas of video security, cloud-based solutions and interoperability. The pandemic also reconfirmed the need for reliable and resilient communications.



3 TECHNOLOGY MUST BE FAIR, INCLUSIVE AND UNDERSTOOD

Citizens want technology to be used in ways that are fair, transparent and inclusive and for the benefits to be easily understood. The research also identifies that more public engagement is needed to increase understanding of emerging technologies, such as artificial intelligence (AI).



By reflecting the findings and trends identified in the **Consensus for Change** report, public safety and enterprise organizations can increase public engagement and trust, accelerate innovation and develop better solutions for the future.

