



# CONSENSUS FOR CHANGE

TRANSFORMING SAFETY THROUGH TECHNOLOGY



## 10 TAKEAWAYS FOR PUBLIC SAFETY & ENTERPRISE

A global study from Motorola Solutions, conducted by Goldsmiths, University of London, found the pandemic accelerated public acceptance of safety technology and hastened its adoption.



### UNDERSTAND RISK & PREPARE FOR OPERATIONAL NEEDS

1. Conduct regular risk assessments to understand the nature and scale of threats you may face (pandemics, natural disasters, security threats, cybersecurity).
2. Ensure communications and system interoperability across your organization and partner organizations; conduct drills to ensure communications and data flow seamlessly across groups and workflows.
3. Understand how technology - communications, video security and access control, software, analytics - can help mitigate and respond to threats, especially when integrated and automated.
4. Plan ahead for lengthy procurement and deployment timelines; consider sources of funding or grants that could offset costs and flexible pricing models that scale with need.



### ACQUIRE THE RIGHT TECHNOLOGY

5. Prepare for scenarios in which a portion or majority of your workforce may need to operate remotely, including an extension and expansion of voice communications, the most critical of technologies for day-to-day operations and during emergencies.
6. Look to video security solutions to increase safety and drive productivity; body-worn cameras are an important source of evidence, AI-enabled cameras remove the burden of watching security feeds, license plate data can help detect security breaches and access control solutions help ensure authorized entry and manage capacity.
7. Move to the cloud for flexible, scalable and decentralized operations; when the pandemic stimulated a greater need for remote operations, many organizations moved to the cloud to boost responsiveness and resilience.



### SECURE COMMUNITY & STAKEHOLDER SUPPORT

8. Communicate with stakeholders (employees, public, community) openly, early and often on the benefits of the technology and how it will be used to improve safety and security; invite a dialogue to address questions; communicate the results.
9. Invest in training and education for those who will use the technology, so they understand how it works, associated policies and procedures and regulations governing fair use and data privacy.
10. Invite stakeholder and community engagement and participation in public safety; the pandemic has made safety a collective responsibility, and individuals are receptive to software and solutions that allow them to share information with those responsible for keeping them safe.

Read the full Consensus for Change research report at [www.motorolasolutions.com/consensusforchange](http://www.motorolasolutions.com/consensusforchange).



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