BETHLEHEM POLICE DEPARTMENT:

FORGING NEW CONNECTIONS WITH THOSE WHO MATTER MOST

BETHLEHEM, PENNSYLVANIA is a city of 75,000 residents formally known for its steel industry and manufacturing base. Today, it's been reborn as a vibrant community with a bustling downtown, diverse industry and multiple educational institutions including Lehigh University, Moravian College and Northampton Community College. The Bethlehem Police Department has more than 150 sworn officers and fields approximately 70,000 inbound calls per year. Every year, the town hosts Musikfest, a top-tier festival that draws leading artists and attracts crowds that swells the population with more than 100,000 people. Bethlehem PD prides itself on providing residents and businesses with highly visible, proactive community policing, patrolling on foot, bicycle and motor vehicle. But, as the needs of the community evolved, Bethlehem wanted to advance its public safety technology with enhanced communications to improve responsiveness and situational awareness, as well as a comprehensive digital evidence management to simplify evidence collection, organization and sharing.

SOLUTIONS

- APX™ Series Two-Way Radios
- Si500 Video Speaker Microphone
- CommandCentral Vault Digital Evidence Management Solution
- Capture Mobile Camera App

BENEFITS

- Increased transparency and trust with community residents
- Reliable radio communication officers can rely on to serve and protect
- Improved department-wide efficiency, from inbound calls to case closure
- Faster digital evidence collection, storage, processing and sharing

CHALLENGES

INCREASING TRANSPARENCY TO IMPROVE COMMUNITY TRUST

Bethlehem PD enjoys a positive relationship with the community it serves. Based on a foundation of trust, the relationship is important to the agency, and their city officials continuously work to maintain the highest level of professionalism as well as look for new ways to go above and beyond for the community they serve.

"We're focused on improving processes to drive officer integrity and consistency across the department, including our treatment of citizen complaints," said Deputy Chief Scott Meixell. "We want to be smart about where and how we allocate budget, so we're methodical about technology considerations, wanting to leverage systems with proven results among law enforcement."

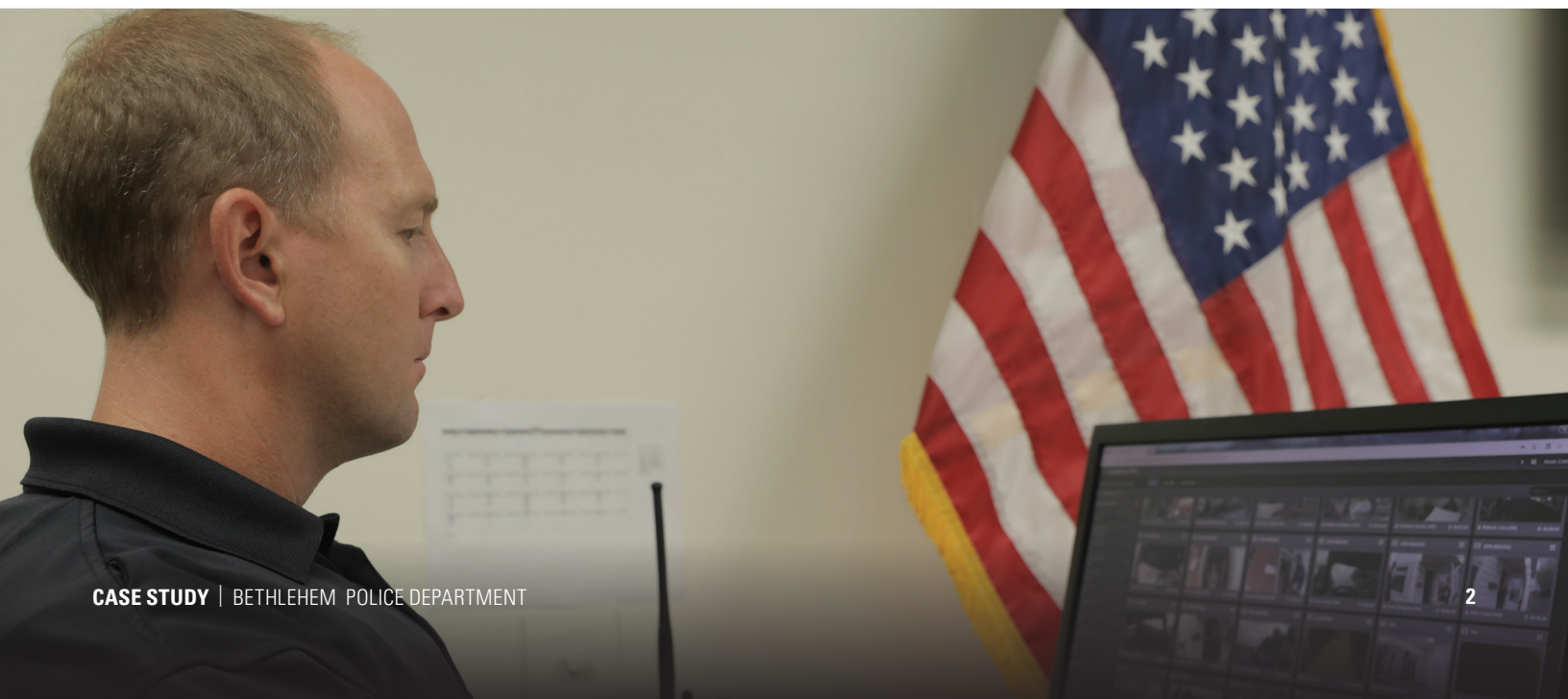### SECURITY COORDINATION FOR EXPANSIVE COMMUNITY EVENTS

Every summer since 1984, Bethlehem has been home to Musikfest—the nation's largest, non-gated free musical festival. "Musikfest is a massive celebratory event that is a source of pride for our community, but requires extremely tight coordination among our officers to keep attendees safe," said Meixell. Spanning 10 days, the event has multiple concerts taking place at once, with top-tier, big-name draws. With upwards of 100,000 individuals in the city on a typical date, the event requires constant and effective communication among law enforcement. "Planning for the next festival begins immediately after this year's event ends, involving an assessment of where improvements can be made to better plan for and respond to the unexpected, such as potential emergencies, traffic or weather issues."

SIMPLIFYING THE CAPTURE OF DIGITAL EVIDENCE

Bethlehem PD maintains an active patrol presence with officers on foot, bike and in patrol cars, as well as undercover, plain-clothed officers. The department wanted to give all officers the ability to confidently capture video and photo evidence, without creating additional hurdles that could impact the job at hand. "We recognized the value of body-worn cameras, but didn't want officers obstructed by technology," relayed Meixell. "We were focused on ease of use and how solutions would integrate with and improve devices our officers were already using, enabling us to engage more meaningfully with the community."

ELIMINATING CONTENT MANAGEMENT INEFFICIENCIES

Along with new tools for video and photo capture, the department required an improved platform to manage the influx of content. "Traditionally, we created DVDs with video evidence, a laborious process for our department and for prosecutors on the receiving end," said Meixell. The increased amount of video, images, audio and other content was spread among different siloed systems. It caused massive administrative headaches, requiring time-consuming manual tasks to get evidence through the chain of custody fast enough for efficient prosecution. "We were considering a shift to a cloud-based management platform, but it needed to check the boxes for security and future-proof support to carry us into the next decade."

SOLUTION

TECHNOLOGY THAT FITS IN ON THE FRONTLINE

Bethlehem PD chose to enhance end-to-end communications, simplify digital evidence capture and collaborate more efficiently and safely with a unified solution that includes:

- **APX Series Two-Way Radios**: Officers interconnect and coordinate on-the-go, supporting mission-critical communications when their needed most.
- **Si500 Body-Worn Cameras**: Combines a body-worn camera, a remote speaker microphone and a smart interface into a single device to securely capture digital evidence.
- **Capture Mobile Camera App**: Enables officers to capture law-enforcement-grade digital evidence right from a smartphone.
- **CommandCentral Vault Digital Evidence Management Solution**: Centralizes access and automates organization of all agency content for easy management, review and sharing.

BENEFITS

FORTIFYING TRUST WITHIN THE BETHLEHEM COMMUNITY

The relationship between law enforcement and the community is predicated on trust. The department wanted to invest in solutions that could enhance operations in the field, but also carry through to post-event processes, communication and follow up with city residents. Body-worn cameras enable the department to fortify the trust within their community. "We were attracted to Motorola Solutions' forward thinking, software and portfolio of solutions that were delivering outstanding results for other law enforcement agencies," said Meixell. "We wanted an ecosystem that could grow with our department and help us maintain a cutting-edge to demonstrate to our community that we are always striving to be better for them." Today, officers have capabilities to capture digital evidence — video and still images —with body-worn cameras, in-car cameras and even mobile applications.. This has dramatically improved the handling of citizen complaints, which previously involved multiple interviews to get a full understanding of what transpired. All of the content is stored and managed together making it easy to share, leading to swift resolution.

END-TO-END ALERTING AND RESPONSE FOR MUSIKFEST

Leading up to and throughout the 10 day musical festival, Bethlehem PD relies on close coordination with state police, the Pennsylvania Attorney General's office, on-site medical staff and its own officers on foot and horseback across the expansive concert locale. "In our line of business, sometimes there is no substitute for voice, articulating during largescale events in our community," said Meixell. "P25 certified, APX devices empower us to share information internally and with other agencies, giving us a critical lifeline for ongoing patrolling efforts." With body-worn cameras that also operate as speaker microphones, and are directly integrated with two-way radios, officers stay in constant contact and immediately capture footage related to disorderly conduct or other situations.

On-device evidence tagging and radio control via the integrated touchscreen of the Si500 saves time and effort, and automatic recording with an emergency button provides the peace of mind that evidence is being captured when needed. With this new solution, officers can communicate as well as record video clips, still images, interviews and audio notes all from one device.

EXTENDING LAW ENFORCEMENT-GRADE EVIDENCE CAPTURE

When officers are capturing video or photos, they need evidence they can trust — discouraging escalation during an incident and shedding light on challenging situations. Bethlehem PD has extended the ability to capture evidence to all officers, including undercover and crime scene detectives.

With the Capture App, officers never lose sight what happened, preserving images, video and audio right from a smartphone. To ensure evidence is captured clearly, standard camera controls help adjust for resolution, distance and lighting. As with the Si500 video speaker microphone, content from the Capture App is uploaded to CommandCentral for safe storage, automatic organization and easy, immediate use.

"Our plain-clothed detectives have the same evidence capture capabilities as our officers with body-worn cameras, allowing us to extend the value of documenting evidence, while making it easier for all," said Meixell. "Plus, we have a universal system that ensures video evidence is secure from capture, through upload and storage."

SIMPLIFYING DIGITAL EVIDENCE MANAGEMENT

At the end of a shift, officers with body-worn cameras can instantly upload captured content via a wireless connection. Within minutes, all information is automatically aggregated, stored and intelligently organized in the cloud with CommandCentral Vault. As a result, Bethlehem PD's evidence can be more easily managed, quickly reviewed and shared.

"Being able to maintain all digital evidence in one place has saved countless man hours, eliminating the need to save content to DVDs or print still images," said Meixell. "With CommandCentral Vault, we can deliver the best information possible, providing prosecutors needed content to expedite decision making and drive efficiency for all involved."

Not only is content management simplified, but the department also gains peace of mind with end-to-end data protection. With cloud-based system controls, permissions and access groups, only authorized individuals have digital access, so Bethlehem PD is confident in the integrity of its evidence. "We now have an ecosystem in place that will enhance our emergency response in daily patrols, keep our officers connected and informed and enhance accountability with the public."

To learn more about how our ecosystem of public safety solutions can help make the community you serve safer, visit www.motorolasolutions.com/lawenforcement

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