



THE CITY OF NEW ORLEANS:

REAL-TIME CRIME CENTER ENHANCES PRODUCTIVITY AND SAFETY

New Orleans is one of the most visited cities in the country and hosts many large annual events such as Mardi Gras, sporting events, and professional conferences. The city has over 343,000 residents, covers 169 square miles and welcomes millions of tourists every year.

Through the leadership of Mayor Mitch Landrieu, the city created a Real-Time Crime Center (RTCC). The RTCC leverages on-demand intelligence and analytics to make law enforcement and other public safety officials more efficient and effective, while better protecting citizens and making residents feel safer.

The RTCC operates 24x7 and supports state, local and federal public safety personnel. RTCC technicians access public and private cameras, license plate readers and other technology to provide public safety officials with real-time intelligence, and analytics. This dynamic public safety solution leverages the city's existing Motorola Solutions ASTRO® 25 radio and PremierOne computer-aided dispatch systems to aid first responders and foster faster decision-making in real-time.

CUSTOMER PROFILE

The City of New Orleans

INDUSTRY

Public Safety

SOLUTIONS

- PremierOne Computer-Aided Dispatch System
- CommandCentral Aware
- CommandCentral Analytics
- ASTRO® 25 LMR System
- APX™ P25 Two-Way Radios
- GPS Location
- BriefCam® Video Synopsis® technology

BENEFITS

- Improves situational awareness and response time for enhanced public safety
- Facilitates collaboration among law enforcement, fire, EMS and federal agencies
- Seamless integration with existing technology investments for a cost-effective return on investment
- Optimizes law enforcement and civilian staff manpower with real-time coordination
- Enhances security operations at large events, such as Mardi Gras and sporting events
- Advanced video and data analytics support crime prevention and criminal investigative efforts



MOTOROLA SOLUTIONS

CHALLENGES

Preventing Crime and Improving Safety

The City of New Orleans, like other major cities, has pursued creative ways to fight crime. The city has devoted extensive human and technology resources to address public safety, particularly in “hot spot” areas for high crime.

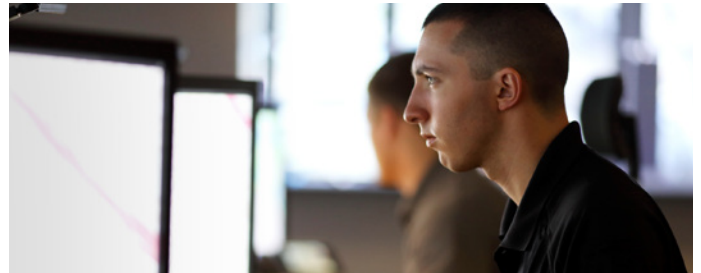
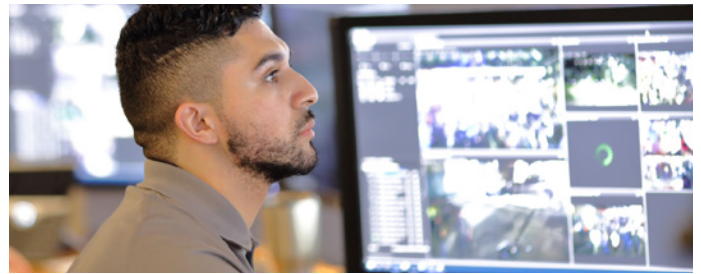
In the past, the city focused on static data, anecdotal information, and previous crime patterns to anticipate crime. These methods are important, but greater real-time intelligence and analytics were needed to help law enforcement and other emergency response teams better focus efforts and, ideally, improve crime prevention and criminal investigative results.

Improving Public Safety Integration

In addition to the police department, the city’s response to crime and other public safety incidents frequently includes the fire department, EMS, and New Orleans Homeland Security and Emergency Preparedness, as well as other city agencies and public safety partners.

With so many agencies involved, situational awareness is critical. During an incident, effective coordination among these groups can be a considerable challenge, delaying response time when minutes or even seconds can make the difference between life and death. Utilizing RTCC resources to evaluate and aggregate information for field personnel in first response as well as investigative operations improves officer safety and the efficiency of sworn resources.

“Previously, we were operating based on information we had from experience — basically a gut-level model,” said George Brown, IT Communications Manager, with New Orleans Homeland Security and Emergency Management. “This was effective, but we wanted to gain additional awareness that could either enhance our existing intelligence or flip it on its head, allowing us to fine-tune our tactics.”



Leveraging Previous Investments for Greater Impact

Creating the RTCC is part of the city’s overall public safety modernization initiative. At the heart of the RTCC, the city wanted a platform that would enable greater agency collaboration, as well as centralized intelligence data gathering, coordination, and command — to better protect and serve the public while delivering strong returns on the city’s investments.

New Orleans wanted to leverage existing applications and infrastructure investments, such as its PremierOne Computer-Aided Dispatch and ASTRO 25 radio system, to extend its current technology platform, streamlining disparate resources and easily accessing critical data to better support multiple city departments as well as its State and Federal partners.

“We had a mandate from our Mayor to develop a forward-thinking monitoring center to support public safety decision makers in the field,” said RTCC Administrator Ross Bourgeois. “The ultimate goal was to make law enforcement more effective, providing much-needed information before they even arrive on the scene.”



“We don’t want to just be watching video footage and hoping to get lucky with our police response. We want officers on the ground to have current information in their hands to know what to do, where to go, and when to move to stop and respond to crimes.”

— Aaron Miller, Director of the city’s Homeland Security and Emergency Preparedness Office

“ We decided to partner with Motorola Solutions because we knew the success other cities had. The platform had the robustness we desired but was also easy to use for law enforcement personnel, both sworn and civilian staff. ”

— Aaron Miller, Director of the city's Homeland Security and Emergency Preparedness Office



SOLUTION

The City of New Orleans recognized the value of leveraging their investments in existing technologies to support more real-time access to mission critical data. Integrating GPS location and future messaging capabilities available through their Motorola APX radios with the CommandCentral platform has led to improved operations within their new Real Time Crime Center.

The city also selected CommandCentral Aware software to integrate with its PremierOne Computer-Aided Dispatch system and serve as the backbone of the RTCC. CommandCentral Aware integrates real-time intelligence remotely in the command center to assist officers in the field. Voice, data and video can be easily monitored by a single technician to supervise threats or head off trouble on the streets.

A technician can monitor incoming calls for service on a map and review comments from dispatch while watching a live view of cameras in the area of the call location. When video is collected related to an incident, it is uploaded to a central repository where it is tagged and associated in the same way as body-worn camera footage. Other data and multimedia can be displayed based on linked metadata to the incident. This information can be shared with officers and other responders in real-time as an event unfolds.

The RTCC compliments traditional methods of planning for events and emergencies. CommandCentral Aware was deployed in the RTCC before the 2018 Mardi Gras. RTCC technicians, along with representatives from local, state and federal partner agencies were present in the facility, working together to anticipate and respond to incidents. Every camera recorded at least one incident and the RTCC assisted in more than 50 cases during the course of 12 days of Mardi Gras.

BENEFITS

Validation for the Civilian Staffing Model

CommandCentral has proven easy to learn, use, and implement, allowing civilian employees to be trained quickly. This allows them to work effectively without the need for a time consuming and costly training and orientation program. By using civilian staffing the city is able to use the CommandCentral platform as a workforce multiplier, allowing more sworn personnel to be assigned to field operations.

In addition, CommandCentral Aware provides real-time insight into 911 calls for service, so officers can be redirected if it's determined there isn't an immediate need for them at an incident. This allows for more effective use of patrol resources and can help ensure that personnel available to respond to a more critical incident. CommandCentral Aware also provides data analytics that can prioritize situations developing around the city in real-time and provide that information to field personnel. This creates a proactive policing strategy that places officers where they're needed most, helping to prevent crime before it occurs.

“ When police are spending less time managing logistics and fire drills, they can spend more time connecting with individuals and groups within the community. Participating in positive community relations is essential to effective policing, with the goal of creating more trust in law enforcement within the community — a circular approach that reaps dividends in terms of reduced crime. ”

— New Orleans Mayor Mitch Landrieu

Have Eyes on a Scene Within Seconds

“Over the first weekend of the RTCC being open, we were able to provide video evidence for [police] in a number of fairly significant incidents, everything from armed robberies to assaults,” said Miller.

Thanks to the RTCC, officers receive better information, faster, before arriving on scene. This eliminates redundancies and conflicting information, as the data shared from the RTCC directs officers to a specific location for a specific response.

During events, streets are extremely congested and it can be difficult to get ambulances where they're needed. With CommandCentral Aware software, technicians can view surrounding cameras to advise EMS personnel of the fastest route to access the incident, quickly getting citizens the medical help they need. Or, when a security alarm is triggered, technicians can view nearby cameras to see if an actual break-in is taking place or if the alarm was triggered inadvertently.

In another instance, while monitoring narcotics activity in a neighborhood, RTCC technicians observed a subject sitting in a vehicle with a handgun under his leg. Analysts radioed police officers with the description and location of the subject and the specific location of the weapon. Analysts even provided updated information, such as changes in location and conditions around the subject to officers while they traveled to the scene. Officers gained a heightened level of intelligence and situational awareness, with detailed information that helped mitigate the need for physical force, avoiding risk of injury to officers, the subject, and citizens in the area.

Expanding City Support and Improving Safety

Officers report benefitting immeasurably from having a “one-stop shop” for video surveillance and other applicable data, eliminating the need to drive around the city to obtain video evidence and making it much easier for them to locate evidence in an electronic repository. To date, the RTCC has been assisting on an average of 25 cases per week.

The City is now expanding the RTCC operations by: installing an additional 225 cameras; integrating license plate reader software and connecting sensor data to monitor flooding water levels during natural disasters.

To learn more, visit: www.MotorolaSolutions.com/Software



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