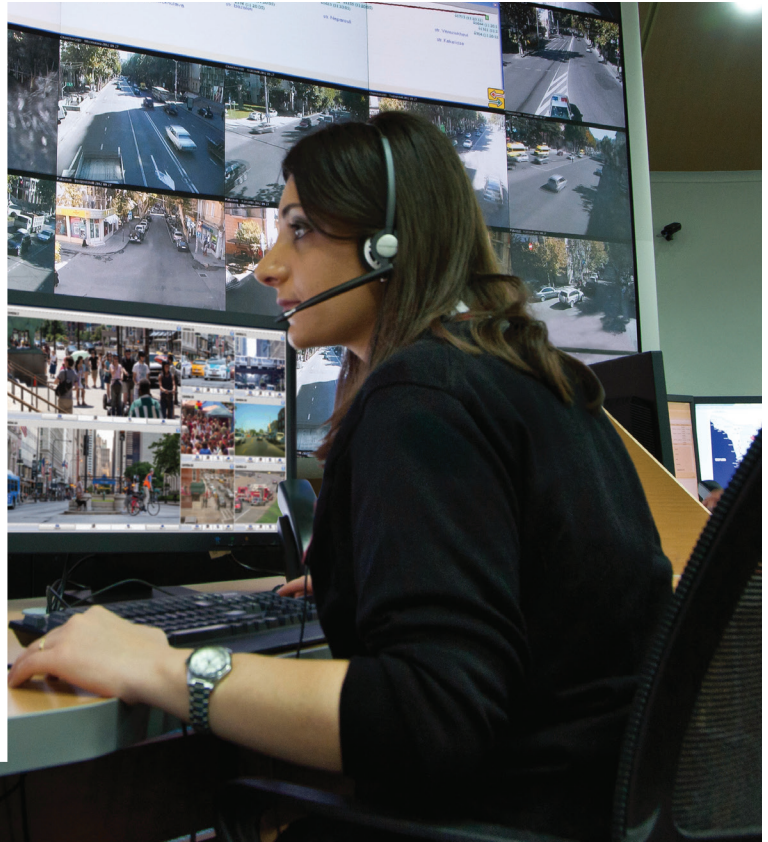


# ENHANCING SITUATIONAL AWARENESS FOR THE INTELLIGENCE OPERATOR

SMART PUBLIC SAFETY  
SOLUTIONS TO FIT YOUR NEEDS



## CREATING A SEAMLESS FLOW OF INFORMATION FROM THE WORLD TO OPERATORS TO OFFICERS

With the advent of using data as a true force multiplier, the role of the Intelligence Operator has become paramount. They can take in new facts and observations relative to an incident previously not easily accessible – video, real-time sensor alarms, social media alerts, relevant historical incident location or suspect information. Then, with the right tools, they can process the information, identify what is valuable and sort out what is just noise. By distributing that particularly useful intelligence which is relevant to the situation, it becomes much easier for officers in the field to make the best decisions that lead to the safest outcomes. With these capabilities, Operators can be instrumental to better incident management or new, innovative policing approaches like virtual patrolling.

## TURNING MORE INFORMATION INTO BETTER RESULTS

Many Intelligence Operators are not lacking sources for information. Instead they are encumbered by information overload – varied and disparate systems cause response times to lag. Situational awareness is fractured by the multiple inputs; too many systems can lead to important information being missed while an Operator is busy gathering from other sources. In a live incident, every second is critical.

## THE POWER OF CONTEXT

For every relevant data point there are hundreds, maybe thousand of points that hold no relevant information whatsoever. The time it takes to search through information has a huge impact on the Intelligence Operators' ability to gather and share what is truly important to officers in the field. When incidents occur, it is imperative that relevant information be analyzed and correlated together, in real-time, so Operators are quickly and easily able to paint a clear picture of what is occurring.

## RIGHT INFORMATION, RIGHT PERSON, RIGHT TIME

Once data has been evaluated and compiled, it becomes critical to disperse the right information to the right people in the right form as quickly as possible. When dealing with an incident in real time, it is vital field personnel have the information they need in a form they can use – via voice, text or multimedia communication.

## GAME ON

It was State vs. the U and the 60,000-seat stadium was packed. All of the emergency services in the area – police, fire and EMS – were ready for what promised to be a busy afternoon.

### MISSING CHILD, FEMALE, AGE 8, DARK HAIR

When the call center received a missing child report there was heightened concern because of a series of recent abductions. The parents texted a photo of their daughter to 9-1-1, which was just taken at the tailgate before the big game, and the call taker added it to the incident record. The photo was sent to units in the field along with a BOLO (be on the lookout), and it was also sent to the Intelligence Operator at the command center who was on CommandCentral Aware.

Using the parents' picture, the Operator identified the little girl's clothing and began virtually patrolling camera feeds, scanning possible areas around the stadium where she could be based on her last known location. As areas were checked, they were marked off through virtual whiteboarding

viewable directly on the map, but also by officers in the field and command staff who were using CommandCentral Inform. Luckily, as the search area was quickly narrowed down, it didn't take long for an officer in the field to find the little girl using the photo and bring her back to her parents.

### VIOLENT PROTESTORS OUTSIDE THE STADIUM

An extremist group known for inciting violence made plans to demonstrate outside the stadium. Before the game, Officers downloaded photos and rap sheets of known group leaders from the agency's records management system and the information was sent to the Intelligence Operator.

All seemed peaceful until a high probability social media public threat alert popped up on the Intelligence Operator's map in the middle of the protest. Relevant video feeds began to populate on CommandCentral Aware so it was possible to view the protest and surrounding area. A photo from the area in which the social post originated was delivered directly to the officers in the field, and the Operator continuously monitored the officer's surroundings and the protestors in that area. The re-allocated police presence in the area of the threat was enough to keep things peaceful and diffuse any potential violence.

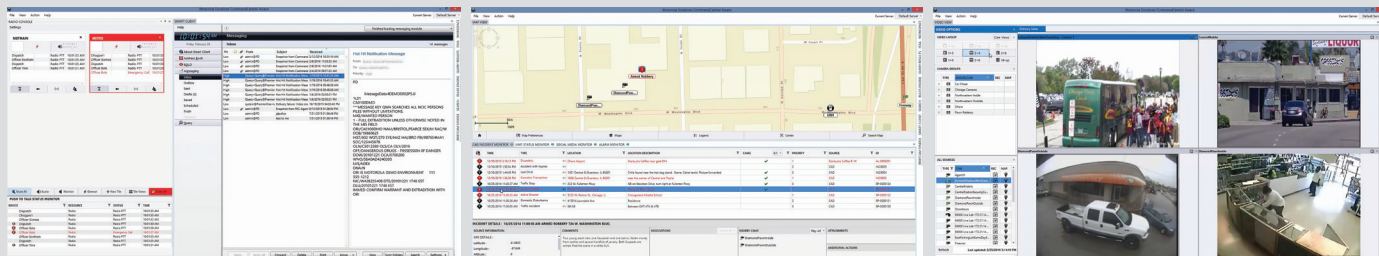




## A GREAT DAY AT THE GAME, MADE SAFER BY TIMELY INTELLIGENCE FROM THE OPERATOR

The Intelligence Operator was able to support those in the field with invaluable situational information thanks to:

### COMMANDCENTRAL AWARE



#### COMMUNICATIONS

#### MAPPING

#### VIDEO

Better manage your operations with real-time intelligence, by integrating voice, data and video into a single command center position using CommandCentral Aware.

Easily digest vast amounts of information from disparate data sources in mapping and activity feed modules, with associated data correlated together to provide real-time context to a situation. Video streams, also associated to an alert or incident occurring, can be opened to get eyes on scene immediately and analyzed to detect threats like movement in a secure area. The right information can then get to the right people, at the right time with communications unified alongside your intelligence through an integrated radio console and text and multimedia messaging client.



## FROM A DISTANCE, A CALM DAY AT THE STADIUM



## BUT THINGS ARE HEATING UP BEHIND THE SCENES



MISSING CHILD

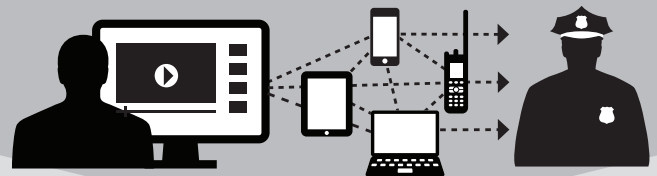


VIOLENT PROTESTORS

## CHALLENGES FACING THE INTELLIGENCE OPERATOR



TURNING MORE INFORMATION INTO BETTER RESULTS

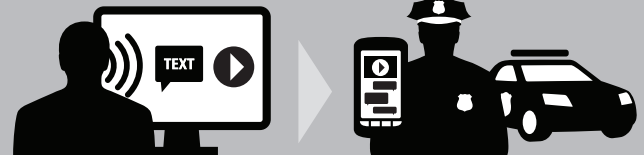


COMMUNICATING INTELLIGENCE EFFECTIVELY

## SOLUTIONS TO MEET YOUR NEEDS



INFORMATION CORRELATION AND ANALYSIS



INTEGRATED VOICE, TEXT AND MULTIMEDIA COMMUNICATION

## THE INTELLIGENCE OPERATOR IS READY TO ACT

WITH THEIR INTEGRATED VIEW AND ABILITY TO CONTEXTUALIZE DATA FOR A SAFER, MORE PREPARED RESPONSE



## SOLUTIONS TO ACCOMPLISH THE GOAL

- **COMMANDCENTRAL AWARE**

To find out more visit the role base tool at [motorolasolutions.com/roles](http://motorolasolutions.com/roles).

For further information about Smart Public Safety Solutions, visit [motorolasolutions.com/spss](http://motorolasolutions.com/spss).

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