NEXT GENERATION
RECORDS MANAGEMENT, TODAY

MOTOROLA *SOLUTIONS*

POWER GREATER SAFETY, INVESTIGATIVE EFFICIENCY, AND COMMUNITY TRANSPARENCY

In law enforcement, data is a double-edged sword. Harnessed properly, it can power breakthroughs in investigations, free up agency resources, and strengthen community relations. Too often, however, data is simply overwhelming. Or worse, an impediment to truly impactful policing.

New standards for reporting are creating new headaches and compliance concerns. In a recent industry study 96% of officers said reporting, along with the documentation and information collection it entails, keeps them from higher value tasks such as patrolling the community.[1]

The amount and types of data regularly seen today also didn't exist even 5-10 years ago. The volume of video, photos, audio files, and other multimedia content is increasing exponentially, straining workloads. Systems and workflows simply haven't kept pace with this change and it's starting to show. For example, even with our modern technology and computing power, only 46% of violent crime offenses and 18% of property crimes were cleared in 2017.[2]

At the same time, command staff want to see a fuller picture of crime in their communities but struggle to share information and collaborate effectively. Plus, residents want more transparency from their police forces. In fact, 91% of community members are looking for their police forces to provide new ways to report crime while 92% want police to share more information.[3]

Clearly, more needs to be done to enable agencies for success. But like many other pieces of public safety technology, disjointed products and workflows often make operations unwieldy and overly complex, while inflexible, outdated user experiences and capabilities just aren't meeting evolving needs.

> "The work of criminal investigators is becoming more complex. Not very long ago, detectives responding to a homicide or other serious crime had a clear focus: quickly get to the scene, collect physical evidence, and interview any witnesses. Today, investigators must retrieve smartphones from victims and suspects and scour their social media accounts for clues; access nearby security camera feeds, automated license plate readers, and traffic enforcement cameras; and try to obtain data from other devices such as Fitbits, GPS devices, and video cameras in the victims' or suspects' cars. And investigators must do all this work quickly, before the digital trail gets cold."
>
> — Chuck Wexler, The Changing Nature of Crime and Criminal Investigations

EMPOWER A NEW LEVEL OF PRODUCTIVITY

Information can and should empower you to do more. Spend more time in the community. Close more cases. Reduce more crime. Technology should also do more to get you there.

To start, it requires a whole new approach to information management. We must simplify technology complexity with a modern user experience built around the outcomes that matter. Workflows should be unified, without walls separating data so it can be seamlessly shared between applications and users. New layers of intelligence should be embedded with advanced analytics, A.I. and machine learning that enhances decision-making and speeds up processes.

The cloud will play a predominant role in making this possible. It will enable you to get the innovation you need in a more manageable, less intrusive way. You'll receive more value from your investments, better security, and a product that evolves to meet your needs.

> " Digital transformation using cloud technology enables state and local government agencies to rapidly modernize, driving innovation while increasing the efficiency of existing systems. Utilizing the cloud gives state and local governments the opportunity to do more with limited budgets, freeing up resources to focus on new initiatives that can improve citizen services, increase the agility of government employees, optimize operations, and ensure agencies are prepared for the unexpected. "
>
> — Driving Innovation In State & Local Government. Microsoft. 2018

SPEND MORE TIME IN THE COMMUNITY

The future of incident reporting simplifies information collection and documentation, automatically capturing data from across systems and creating a comprehensive record of an incident as it is responded to.

Call for service details are captured from systems such as call-taking and computer-aided dispatch. Mobile applications that work across devices then help officers to easily enter further information that can be typed, might be suggested based on artificial intelligence, or can be dictated and transcribed. All information is checked for UCR and NIBRS compliance in real-time. But more than that, traditional, structured data is automatically supplemented by context-rich multimedia content from body-worn cameras, in-car cameras, sensors, fixed surveillance, 9-1-1 call audio, and radio traffic audio - an ecosystem of digital evidence. Even tips submitted by the community, imagery and videos are collected to provide further context to the incident. These names, dates, locations, statements and narratives, as well as videos, images and audio, create highly detailed incident records.

All incident information is seamlessly collected, stored and accessed, together. This means there's also a lesser burden on administrative staff to manually compile and transcribe incident information, validate it for reporting compliance and manage it for consistency and future usability. This can free up those resources for more value-added tasks, or budget to put more officers on the street.

FIRST RESPONDER & RECORDS STAFF

THEN:

- Manual, time-consuming, hand-written reports that needed to be re-entered into your records management system

- The possibility for information to be misrepresented, non-compliant or inadvertently omitted - then requiring hours of rework

- Difficulty collecting contextual content like video and audio that are now more critical than ever

NOW:

- Field-based reporting across devices means incident information can be easily captured immediately on-scene and recorded once

- Prepopulated data and AI help automate reporting and ensure UCR and NIBRS compliance

- Broad integrations for automated digital content collection from various systems

CLOSE MORE CASES

With incident records this comprehensive and their information made more accessible, you are in control of your data and can streamline investigations. That pervasive layer of intelligence can use correlation engines to compile and intuitively visualize information. Incident reconstruction tools with advanced content mapping and timeline capabilities allow detectives to quickly and easily review incidents and better understand what happened. Then, using automatically linked data from public records databases and other law enforcement agencies, leads can be developed faster and arrests made. Finally, in this completely digital world you can quickly and efficiently share files with judicial partners, while ensuring the chain of custody is completely and accurately accounted for and kept intact to ensure justice is achieved.

The same efficiencies realized from this unified, intuitive and intelligent approach to extracting the most value from information during the investigation can also extend to putting an offender behind bars. The seamless transfer of incident and arrest information can help get offenders behind bars quickly and safely.

DETECTIVES & JUDICIAL PARTNERS

THEN:

- Critical information not gathered in a timely manner or never realized to exist at all
- Slow information sharing with external agency partners and inability to make connections across data points
- Challenges of timeliness and maintaining chain of custody in sharing with judicial partners

NOW:

- Incidents are better understood through consolidation of information and intuitive visualization
- Simpler searching and linking of relevant information both internally and externally helps more quickly develop leads
- Chain of custody is documented from the moment of information capture and case information is immediately, digitally shareable

> For police investigators, the volume and breadth of data has important implications, now and especially in the future. More devices mean more data, and more potential digital evidence for investigators to uncover and use. But these trends also mean greater challenges for investigators in accessing and analyzing the growing body of potential evidence, and distinguishing the 'signal' from the noise.

— Chuck Wexler. The Changing Nature of Crime and Criminal Investigations. Police Executive Research Forum. 2018

ANALYSTS & COMMAND STAFF

THEN:

- Data is surface-level, disconnected, saved in various different platforms, and difficult to draw meaningful insights from as a whole

- Manual, time-consuming analysis projects limit the scope of work possible for analysts - difficult to support multiple initiatives effectively

- Difficult to translate strategic initiatives into tactical patrol action in real-time

NOW:

- More detailed data is collected and stored in one place, allowing it to be leveraged together, and leading to more accurate analysis

- Advanced analytics, AI, machine learning enable greater efficiency for analysts

- A focus on collaboration and communication enables more comprehensive strategies to be developed across an agency

- Predictive analysis provides officers with insights to proactively fight crime

THE PUBLIC

THEN:

- Lack of communication and transparency on agency activity and crime

- Antiquated, singular ways to report crime and contribute to public safety

NOW:

- Easily accessible community public safety experience with all the tools they need in one place

- Real-time access to crime maps and messages from police departments on initiatives

- Expanded abilities to contribute to public safety through tipping and camera registration

REDUCE MORE CRIME

With more data consistently collected and stored together, you can use it to work smarter, and more effectively apply the resources you have. The move to NIBRS gives you more detailed data at your fingertips that can then be quickly visualized and deeply analyzed to get a better understanding of the root cause of crime trends. And, since criminals don't adhere to jurisdictions, the same interjurisdictional data that helped track down a lead can be analyzed on a broader scale. This helps you get a more accurate understanding of crime patterns. Lastly, improved communication and collaboration capabilities enable a seamless transfer of knowledge across your agency so you can develop comprehensive strategies to address the problems you are facing. When it comes to actually applying these strategic initiatives on the ground, AI can then make informed predictions on where and when crimes are most likely to occur to help support officers during their patrols.

Importantly, next-generation records management doesn't ignore the community. It empowers them to be partners in public safety, enabling greater collaboration and allowing residents to play a leading role in keeping their communities safe. Public crime maps keep community members aware and vigilant while anonymous tip submission portals and private camera registration aid investigations.

> **The move to NIBRS will provide more modern and in-depth crime statistics than was ever possible.**
>
> — Questions NIBRS Can Answer
> Federal Bureau of Investigation 2018

GETTING STARTED

Realizing the future of records management is possible without a complete overhaul of your existing records management solution. Learn what you can do to start your journey and evolve at your own pace to next-generation records management.

CONQUER THE MOUNTAIN OF DIGITAL EVIDENCE

A digital evidence management solution is the perfect supplement to your records management system. It can help your team easily access and leverage all the multimedia content your agency currently has to manually identify, collect and organize from across multiple disparate systems.

THINGS TO CONSIDER:

1. Your digital evidence management solution should be source-agnostic. To truly gain efficiencies, your system should be able to ingest content from a variety of systems - automatically, or with very little intervention - saving time for officers, records staff and detectives.

2. Correlation is vital. Aggregating all your content into one place is one thing, but being able to quickly and intelligently organize it is another. Your digital evidence management solution should be able to correlate content based on metadata and integration with your RMS so that it can be easily searched for, managed and compiled by incident to be reviewed, packaged and shared.

DO MORE DATA-DRIVEN CRIME-FIGHTING

A purpose-built crime analysis and intelligence solution can go a long way to improve your crime fighting effectiveness. It can help your team uncover more meaningful insights within your data that currently require an army of people with highly specialized knowledge, or just go unrealized.

THINGS TO CONSIDER:

1. Your analytics solution should be able to make sense of data from across sources. This means it can integrate with your RMS and CAD systems but also those from other agencies and even relevant public records databases. And, it should be able to collect data from these systems, normalize it and analyze it together for a holistic understanding of crime and criminals.

2. Your analytics solution should be useful for everyone at your agency - not just analysts. Analytics can help officers patrol better, command staff attack crime trends smarter, records personnel respond to requests for information faster and detectives track down leads quicker. It's important that your solution isn't just built around enabling analysts to do all of that on their own, but instead empower them to do the heavy lifting, while everyone else is enabled to get the information they need as well.

ENGAGE AND EMPOWER YOUR COMMUNITY

Strengthening the relationship with those you serve is no easy task, especially with today's workloads keeping everyone busy. Community engagement tools can leverage your existing systems to improve transparency and partnership with the public you're sworn to protect.

THINGS TO CONSIDER:

1. Your public expects their interactions with you to be no different than those they have with other companies, friends and families. This means engagements should be simple, intuitive and digital with a variety options of ways to communicate and be informed.

2. Being strapped for resources also means you don't have people to spare to learn new tools and take on new responsibilities. This is why your ability to provide the public with the capabilities they desire should fall seamlessly within the workflows your team already knows.
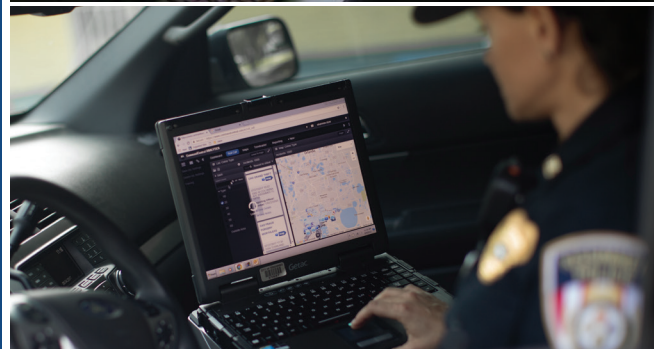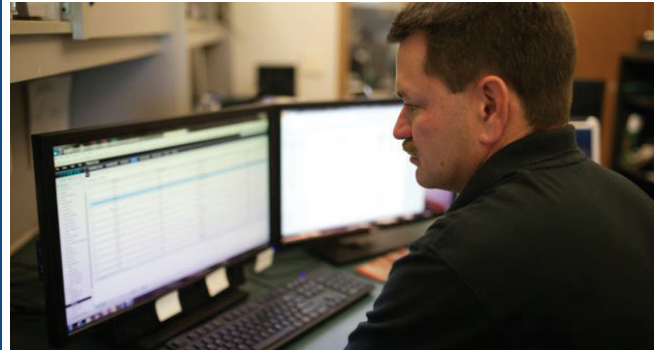
ONE POWERFUL RECORDS AND EVIDENCE PLATFORM. FROM ONE TRUSTED COMPANY.

Law enforcement data, from written incident reports to multimedia, community tips, and more, can be a powerful engine driving community safety and better criminal justice outcomes. However, extracting the most value from this data takes a whole new approach to records management.

The next-generation of records management knocks down the walls separating your data. It combines the collection, storage, management, and use of all video, audio, photos, reports, tips, and sensor data into one intuitive experience, augmented by advanced analytics, AI, and machine learning. From this integrated foundation, the platform of the future allows officers to spend more time in the community, detectives to close more cases and ultimately you and your team to reduce more crime - all while partnering side-by-side with the community you serve.

With over 90 years of experience providing law enforcement with the tools you need to do your job more effectively, we are leading the evolution to the next-generation of records management.

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

SOURCES

[1] Nuance 2018 Role of Technology in Law Enforcement Paperwork Annual Report https://www.nuance.com/content/dam/nuance/en_us/collateral/dragon/brief/bf-dragon-role-of-tech-in-police-paperwork-report-en-us1.pdf

[2] http://www.pewresearch.org/fact-tank/2019/01/03/5-facts-about-crime-in-the-u-s/

[3] https://www.accenture.com/t00010101T000000Z__w___/au-en/_acnmedia/PDF-16/Accenture-15-1127-US-Citizen-Research-Infographic.pdf

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