TOOLS FOR A SAFE CITY

By: Julio García, Senior Systems Engineer, North of Latin America

1. What are the tools that Latin American cities generally use for Citizen Security issues?

A: It depends a lot on the city, its size and its resources. Generally, they have digital two-way radio communication systems. Some rely heavily on automatic number plate recognition. Others even have facial recognition now. There is widespread use of security cameras in public places, normally with 360º views, because it is argued that they increase the sense of security.

Apart from that, normally, all cities have a system for receiving calls from citizens and different methods for dispatching response units, usually two-way digital radio systems.

They tend to have a shorter-sighted, reactive approach, with a bit less emphasis on prevention.

2. For which type of cities are those tools sufficient? Which systems and applications are needed for preventative action?

A: Cities need tools that provide automatic information from data collected in the city—data that, when analyzed automatically, can help to "predict" where an important event is likely to occur. Those tools would make it possible for them to dispatch the relatively few police resources available to the places where they are likely to have the greatest impact. At Motorola Solutions, we have tools—such as our CommandCentral suite and Avigilon developments in video analytics—that are supported by algorithms in artificial intelligence.

3. What is needed to handle events?

A: Tools that provide information and evidence to decision-makers quickly. For example:

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- An efficient Dispatch Center that is able to respond actively and quickly to citizens' requests, by providing immediate access to information supplied by the elements available in the area and by public and private video in order to understand the magnitude of the situation at a glance.

- A CommandCentral platform where fewer clicks on the platform allow you to efficiently manage resources and respond to an event without technological barriers.

At Motorola Solutions, we have tools such as the CommandCentral suite, CommandCentral Aware, Avigilon Control Center Software, Avigilion Apparence Search® technology, PremierOne CAD, Vesta Next and Vesta Solutions Suite, among others.

4. Which tool would be useful after an event has occurred?

A: Tools that collect evidence quickly and safely, so that the on-site documentation can be completed promptly and efficiently, allowing the officer to get back on the street as soon as possible and spend less time on administrative tasks. Some complementary tools that close the loop include CommandCentral Vault and elements that feed prediction systems, such as Premier One Records.

6. Do small and medium-sized cities have the opportunity to use more sophisticated technologies?

A: Today, solutions for all sizes and coverage areas are available in Latin America. It depends more on the city's medium and long-term plans and the priority it gives technology. There are very small cities with very complex communication and information management systems. That is the case with some islands in the Caribbean.

7. Money is always an obstacle in Latin America. What options are there to overcome that barrier?

A: One recent development is systems "as a service" with a recurring monthly payment (like a cable TV subscription); the service helps the client avoid high implementation and maintenance costs, which allows them to save over time. The main challenge is the change in mindset, since we are very used to "having" and not as familiar with the "service" model. At Motorola Solutions, we are migrating from a company that sold only infrastructure to one that provides mission-critical services.

8. What recommendations would you give those in charge of updating a city's technologies with regards to new communication solutions?

A: I would recommend they evaluate system solutions with a service option. This service allows them to access lots of advantages—such as updates and lower maintenance costs—without having to make big investments every time a system needs to be updated.

I would also suggest that they focus their efforts on the quality (veracity, speed, quantity) of the information that is feeding their artificial intelligence systems so that they are more useful and valuable in the long term.
It is also very important to see all the individual systems as one big system that should act as one and that can integrate with other platforms and even with other types of agencies outside of police departments. This is an integration process that leads to interoperability, with great benefits for the city and public spending.

HOW DOES A CITY MANAGE AVAILABLE INFORMATION?

<table>
<tr><td>**CURRENTLY MANAGED**</td><td>**AVAILABLE INFORMATION**</td></tr>
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- Generally, in isolation
- Without following the workflow
- Lacking precision: repeated information, uses only localization through voice
- There is no effective correlation with other sources
- Possible failures in mission critical chain of custody

TWO-WAY RADIOS

CCTV

A123 BCD

ALPR SYSTEMS

DATABASE QUERIES

CAD – EMERGENCY NUMBER
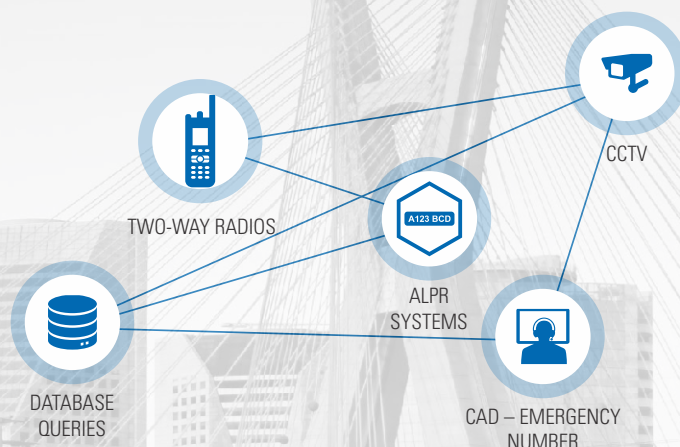
ACTION STEPS TO MANAGE INCIDENTS AT THE CITIES

PRE

- Crime Prediction (Heat Maps)
- Resource Planning and Management
- Artificial Intelligence (video / trends)

DURING

- Emergency Call Taking
- Radio Dispatch and/or Broadband PTT
- Integrated Command Central
- Incident Management App
- Video capture

POST

- Incident Closing
- Digital Evidence Management with Chain of Custody
- Information Feedback

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