



# ELGIN POLICE LEAD THE WAY WITH MOTOROLA'S INTELLIGENCE-LED PUBLIC SAFETY SOLUTIONS



## CUSTOMER PROFILE

**Elgin Police  
Department, Illinois**

**Industry**  
Public Safety

- Solutions**
- Motorola Intelligence-Led Public Safety (ILPS) Solutions
  - CommandCentral Aware
  - CommandCentral Inform
  - CrimeReports

- Features**
- Unified real-time intelligence to increase situational awareness
  - Integrated multimedia and data sources in one operating view
  - Full command of situations directly from the CommandCentral Aware
  - Actionable intelligence delivered securely to virtually any data-enabled device
  - Increased transparency for citizens

## ENHANCE RESPONSE AND DECISION-MAKING TO CREATE A SAFER CITY

The Elgin Police Department is at the forefront of next generation public safety. Their proactive policing approach and community-focused philosophy are so successful, the crime rate in Elgin is at a 40-year low<sup>1</sup>. The department partners with residents, businesses and civic organizations to improve neighborhoods and their city of approximately 110,000 – the eighth largest in Illinois<sup>2</sup>.

Elgin Police looked to another trusted partner, Motorola, for expert guidance in improving their operations. While they were upgrading their radio communications to the

statewide STARCOM21 system, they learned about an innovative platform that could seamlessly integrate their disparate data and multimedia systems into one centralized location to provide a common operating picture throughout their operational lifecycle.

This real-time platform – enabled through Motorola's Intelligence-Led Public Safety (ILPS) solutions – delivers actionable intelligence to those who need it most. As Elgin Police discovered, personnel throughout their organization now benefit from improved situational awareness, better strategic planning, faster responses and increased safety for responders and citizens.

## THE CHALLENGE

### UNIFY DISJOINTED DATA SOURCES INTO ONE OPERATIONAL VIEW

Rapid advances in technology and an overabundance of video are triggering a transformation in the way police departments capture, analyze and share data. One of the greatest tasks is how to leverage all the multimedia and data streaming in and turn it into actionable intelligence.

Sergeant James Bisceglie, who heads up Technical Investigations for the Elgin Police Department, is keenly aware of this challenge. “We had a lot of disjointed video systems throughout our city. We were trying to centralize and upgrade everything into one location rather than having 25 different points of contact and recordings that need to be retrieved,” he says.

All of the entities within Elgin – from the water department to public works – have cameras that locally record at their particular structures. “We could view them remotely, but only the cameras in the city. Nothing could be done beyond the city network,” says Bisceglie. In addition, data was coming to police from other sources, such as 9-1-1 calls from citizens. “We knew that correlating this data to the cameras around the vicinity of the call would be very beneficial.”

## THE SOLUTION

### ELGIN POLICE LEVERAGE ILPS TECHNOLOGY AS A TRUE VIRTUAL PARTNER

After testing for several months, Motorola’s ILPS solutions were implemented in the Elgin Police Department in October 2014. In the first phase, CommandCentral Aware and CommandCentral Inform were deployed. Phase two will include integrating social media and analytics.

CommandCentral Aware enables Elgin Police to collect, analyze and share information from multiple data sources and multimedia in a single application for better mid-incident support and more efficient investigations. In phase two, Elgin Police will be able to leverage analytics to filter and interpret all the data streaming in from video surveillance, sensors, social media and more.



CommandCentral Inform is a cloud-based application that serves as a highly mobile portal for the command center. CommandCentral Inform gathers location-based information from disparate databases and organizes it on a map in real time to improve situational awareness. “I see it as a snapshot of what’s going on in your city. Whether it’s on a laptop, tablet or other mobile device, an administrator can see the calls for service, where they are, and where the resources are,” says Bisceglie.



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Sgt. James Bisceglie, Technical Investigations, Elgin Police Dept.

## **INTEGRATING REAL-TIME INFORMATION FOR BETTER SITUATIONAL AWARENESS**

Instead of spending time and resources filtering through disparate data and multimedia, Elgin Police are accessing real-time information instantly. “Right now we have the CAD system, video and different layers of maps coming into CommandCentral Aware,” says Sergeant Bisceglie. By integrating CAD with CommandCentral Aware, Elgin Police can see all these inputs in real time, in a unified workflow, instead of looking at separate monitors and applications. CommandCentral Aware also lets them identify nearby cameras by radius rapidly.

“We have a local business partnered with us where four of their cameras are fed into our CommandCentral Aware. We are developing more partnerships to leverage other locations that will benefit the city,” he says. Elgin’s voluntary online camera registration program<sup>3</sup>, enabled through CrimeReports, another Motorola smart public safety solution, provides a valuable visual inventory. It displays video camera locations on a web-based map to help investigators and responders identify where evidence may have been captured.

“If we can figure out where cameras are located – even if we don’t have access to them – this can greatly increase the speed of our investigations,” Bisceglie says. “When something happens, we can push that information out to detectives so they don’t have to waste their time going door to door.”

## **ENABLING MORE INFORMED DECISIONS MID-INCIDENT**

When a call came in about a citizen who had fallen off their jet ski in the Fox River and was purportedly being swept towards the dam, ILPS solutions were key to informed decision-making. “We were able to use CommandCentral Aware mid-incident to determine there was no need for alarm,” explains Bisceglie. “We used our cameras to see that wasn’t the situation and push that information out to responders. CommandCentral Aware enabled us to more effectively dispatch people to the scene. Instead of spending hours looking up and down the river, we were able to ascertain the citizen was safe.”



## **THE BENEFITS**

### **IMPROVE TRANSPARENCY AND COMMUNITY RELATIONS**

Community relations and transparency are important initiatives for the Elgin Police. They believe public engagement can act as a force multiplier to help the department avert, respond and solve crimes faster and more efficiently.

“Our ability to use Motorola’s ILPS solutions to receive information and engage with the public will strengthen our relationship with the community. Any partnership you can create with your community will benefit everyone,” says Sergeant Bisceglie. “It’s all about transparency. It’s important to let the community know why we’re putting up cameras. They’re not for red light tickets, but for general public safety in public places.”

“CrimeReports is another great way to be transparent with your community because it shows where there is crime in neighborhoods,” he adds. This popular online crime-mapping solution makes it easy for police to share crime information and alerts with citizens through a website or app.

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## **INCREASE SAFETY FOR OFFICERS AND CITIZENS ALIKE**

“There’s no better information than seeing with your own two eyes what’s going on before you send an officer there. As our camera network increases, and we can give good information to officers as they’re heading to a call, it is only going to increase the safety for them and for the public,” emphasizes Bisceglie.

With all the citizen-supported information coming into police – whether video captured on smartphones, social media or text messages – the ability of Motorola’s ILPS solutions to handle all these streams is critical. “The more information we can get quickly will increase everyone’s safety,” he says.

## **BUILD COLLABORATION AND EFFICIENT USE OF RESOURCES**

Just as first responders need to interoperate, they need to share data, and Motorola’s ILPS solutions are helping them do it. “We have used ILPS solutions for public works to monitor traffic when they’re repairing a water main. We’ve used it for parks and recreation to monitor the traffic in and out of parks. There are all kinds of applications for every facet of the city,” says Bisceglie.

Motorola’s ILPS solutions help different agencies in Elgin effectively dispatch and optimize resources. “If there’s an accident in the middle of an intersection, the fire department sends the necessary apparatus to make that scene safe for an ambulance,” he points out. “But if that accident is in a parking lot, and ILPS solutions are being used mid-incident, the analyst is going to send the ambulance and not a whole fleet to block the streets.”

## **STREAMLINE INVESTIGATIONS WITH CENTRALIZED INFORMATION**

Police departments recognize that ILPS solutions can deliver a 24/7 flow of data to provide the right information and investigative support directly to officers. “After an incident takes place, there are many different ways an investigator can go to gather all the necessary information to try and solve that crime,” says Bisceglie. “The more you can centralize all that information on one platform will make the investigation easier for everyone. CommandCentral Aware and Inform are definitely making an impact and are aiding our investigators.”

## **WHEN ILPS SOLUTIONS ARE IMPLEMENTED, CITIES CAN BE SAFER**

Rather than buying a number of disparate software solutions and trying to make them work together, Elgin Police value the ILPS platform because they can add existing tools and enhance with future applications. Now that the backbone is in place, the system will evolve with them easily as their needs grow.

“It is imperative for any administration to understand that technology is changing the landscape of police work,” emphasizes Sergeant Bisceglie. “There is so much technology out there, it is overwhelming. One great aspect about this platform is, that with a little development, it can integrate with any system. I think the possibilities for Motorola’s ILPS solutions in our organization are endless.”

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1. <http://www.cityofelgin.org/2014crimestats>
2. <http://www.citypopulation.de/USA-Illinois.html>
3. <http://www.dailyherald.com/article/20130520/news/705209820/>

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