

DETROIT POLICE DEPARTMENT: RENEWING HOPE THROUGH A SAFER MOTOR CITY



When Police Chief James Craig took up his post in Detroit in 2013, he was faced with some difficult hurdles to overcome. According to the [Detroit Free Press](#), crime rates in 2012 were higher than they had been in 20 years. The city, hit hard by the recession, was slow to recover. Craig's task was multi-faceted: develop better ways to fight crime while improving police morale and winning the trust of Detroit-area citizens. In addition to building on traditional tactics, Craig looked into new technologies that would give the department new capabilities and help drive real change in the community.

Craig took a look at the data available about crime in the city and saw some clear trends. The data showed that almost 25 percent of crime was happening within 500 feet of gas stations, so making gas stations safe provided an opportunity to address a number of problems at once.

Through Craig's vision came the deployment of high-definition cameras throughout the city, and the decision to build a Real-Time Crime Center (RTCC) revolving around four CommandCentral Aware positions that could serve as a central command for the initiative known as [Project Green Light](#). At the time, Mayor Mike Duggan had just been elected, and he, too, quickly saw the potential value of introducing such transformational technology into the police department.

DETROIT POLICE DEPARTMENT

- Population served: 688,000
- Sworn Officers: 1600

THE REAL-TIME CRIME CENTER

FOUR COMMANDCENTRAL AWARE POSITIONS INTEGRATING:

- Public Video Feeds
- Private Video Feeds
- CAD Incident Data
- Two-Way Radio Locations
- Automatic Vehicle Locations



REDEFINING WHAT IT MEANS TO BE REAL-TIME

Behind Chief Craig's vision was a simple idea: by leveraging technology, the department could move away from reacting to crime and play a much bigger role in interrupting crime in real-time.

High-definition cameras were installed at gas stations where the highest incidences of crime occurred with the video feeds connected to police headquarters. Launched in January 2016, with eight pilot gas stations, Project Green Light is the first initiative of its kind. In addition to high definition cameras, each station is equipped with signage and green beacon lights under station canopies to signify that the station participates in the program.

The participating stations transmit their video feeds to the Detroit Police Department's RTCC, where personnel, under Sergeant Kari Sloan, use CommandCentral Aware to monitor the video streams and virtually patrol crime hotspots. CommandCentral Aware also provides a way for analysts to see incidents from the Detroit Police Department's Computer Aided Dispatch (CAD) system plotted on a map and correlated with officer and camera locations, which helps greatly in managing an incident response.

"INSTEAD OF HAVING EYES ON THE SCENE WITHIN THREE MINUTES, WE HAVE EYES ON WITHIN SECONDS"

- COMMANDER NICK GIAQUINTO,
DETROIT POLICE DEPARTMENT

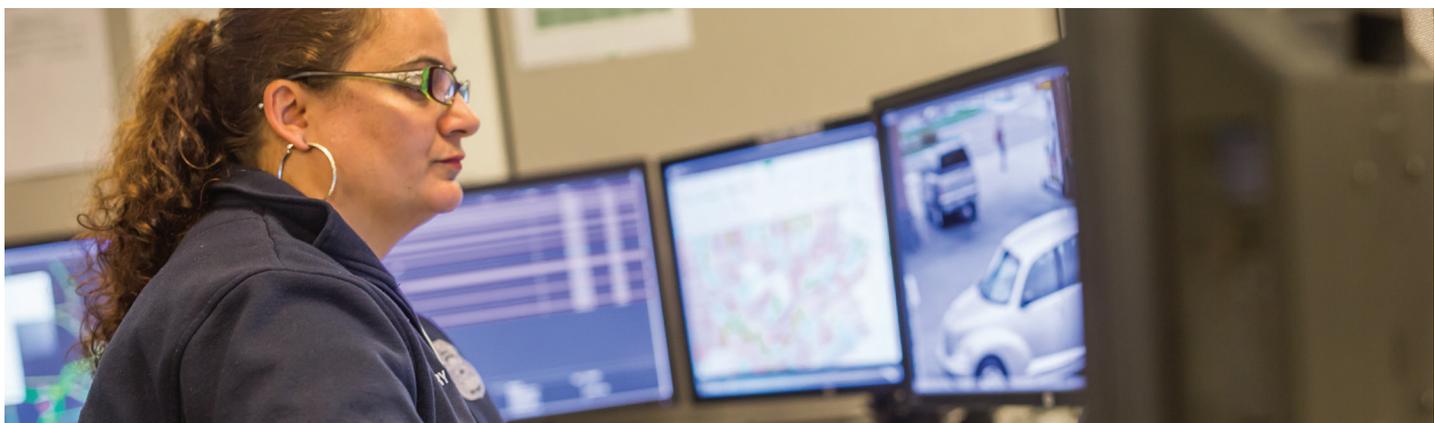
"HAVING THE TECHNOLOGY IS LIKE HAVING A THIRD PERSON IN EACH PATROL CAR"

- ASSISTANT CHIEF JAMES WHITE,
DETROIT POLICE DEPARTMENT

ADOPTING NEW CRIME-FIGHTING CAPABILITIES

As those in the RTCC learned the new technology, it quickly became clear to first responders in the field, analysts, leadership, and the rest of the team, that they had a new set of resources that could change the way they approached their jobs. Extracting a plate number quickly to run it through the system, while simultaneously viewing a perpetrator and providing information to intercepting units enhances workflows and safety for officers in the field.

With these tools at hand, the team started getting a feel for the value of being able to provide real-time support.



INSIDE THE REAL-TIME CRIME CENTER

Sergeant Sloan believes the tools at the RTCC have transformed her team's ability to catch criminals by creating a "virtual patrol" that officers in the field can rely on. The team can now identify suspects that are selling narcotics, relay that information to officers in the field, and also provide the actual video and pictures of the activity in progress. Working together, officers and analysts can identify and pursue suspects more successfully.

Chief Craig notes that virtual patrolling gives his department an edge. Unlike traditional patrols that are random, the RTCC gives officers an opportunity to be very strategic, looking at crime trends and patterns and then scanning the problematic areas more thoroughly. "When you see an emerging situation," notes Craig, "You can then notify units on the ground to respond quickly and stop what could be happening. That's the future of policing."

Virtual patrolling, using CommandCentral Aware, gives those in the RTCC the ability to provide eyes-on-scene support, viewing activities as they transpire and simultaneously communicating with those in the field. They can notify officers over radio, about what's happening, communicating specifics about the location and suspects involved to help make better decisions about how to approach each situation.

Cameras are able to help operators get a physical description on individuals and their exact location, and are so high quality that they can also zoom in on license plates of the vehicles at the station. As officers respond, analysts are looking up license plate numbers to get additional quick and helpful information on suspects. Sharing information with beat officers on the streets helps connect the dots when suspects flee, saving time and effort in a way that wasn't possible with what Captain Mark Thornton calls "traditional policing."



THE REAL-TIME CRIME CENTER IN ACTION

Chief Craig notes a recent incident where a female assailant brandished a gun at a Green Light station. "To actually be able to see those events unfold in 1080p high definition, and to be able to deliver those images to the public and to our officers, decreased the turnaround time on being able to identify and apprehend that individual, the ability to capture video, quickly redistribute it to officers and the public, and to the community transforms the way that suspects are identified and caught."

Another recent video, showed a fight brewing at a Green Light station and then one of the men involved in the altercation pointed up to one of the Green Light cameras – and both walked off.

CREATING A REAL-TIME CRIME CENTER

Project Green Light Detroit is a sophisticated project that relies on the basics – good technology, public-private partnerships, community policing, and awareness. To ensure success, Detroit accomplished the following:

- Identified the areas of highest crime where their program would have the most impact through historical crime analysis.
- Launched pilot programs in partnership with local businesses, community groups, and leaders to build awareness and get buy-in.
- Outfitted the RTCC with the tools needed including CommandCentral Aware.
- Trained officers and staff inside and outside of the RTCC so that they could understand the value the new tools would bring to their everyday approach to public safety.

As Detroit steadily builds upon their smart public safety initiatives, they are continuously optimizing what is currently working and refining their processes to enhance efficiency and effectiveness in fighting crime in real-time.



50% DROP
IN VIOLENT CRIME AS A
RESULT OF USING
COMMANDCENTRAL AWARE
IN PROJECT GREEN LIGHT
PILOT PROGRAM



BUILDING TRUST AND CHANGING PERCEPTIONS

As Chief Craig monitors the program, he's seeing success – citizens feel safer and there's a greater sense of comfort and community in the neighborhoods.

Businesses in the community want to participate in the program – another signal of success – and departments across the country are trying to learn more about implementing similar programs. Chief Craig will continue working with the city to expand the program, identifying areas with the greatest need and working to make sure the RTCC has the resources and officers it needs to keep up with demand.

Ultimately the goal is a safer Detroit. "It starts with being able to take your family downtown, to a neighborhood in the city and feel safe," says Assistant Chief White. "It's about that communication with the community, and our interaction with the community. It's about technology. It's about all these pieces working together. If I feel safe, I'm going to visit the city."

Creating a safe and secure Detroit will be up to the police on the ground and the tools they have to work with. "We've got a platform that works," says Assistant Chief White. "We have an organization with Motorola that's an industry standard, that's well respected in law enforcement, so it's not an unknown commodity, it's a proven commodity. So it's exciting to see that technology marry with policing."

For more information about CommandCentral Aware visit motorolasolutions.com/aware

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