CITY OF YONKERS, NY POLICE DEPARTMENT

Deploying Precision Policing and Growing Community Transparency with an Integrated Technology Ecosystem

YONKERS POLICE DEPARTMENT

The City of Yonkers Police Department (PD) protects more than 200,000 residents of New York state's third largest city. Each day their force of 600+ police officers come into contact with thousands of residents and work to keep their community safe.

While safety is the top priority, Yonkers PD also focuses on ensuring the public feels confident in their approach to policing. To offer more transparency and trust while increasing their policing capabilities, the City of Yonkers PD sought a comprehensive, integrated technology ecosystem that would allow them to more easily and seamlessly share information— from camera footage to crime reports and trends — among each other and with the public.

The system also needed to support their precision policing initiative, allowing them to use data to analyze recidivism trends and identify the offenders, so they could focus on the few people driving crime in the community.

Customer Profile

- City of Yonkers, NY Police Department
- Yonkers, NY

Industry

- Law Enforcement

Benefits

- Far Greater Systemwide Efficiencies So Officers Can Be Out in the Community More, Not Stuck in the Station.
- Enables More Transparency, Building Even Closer Bonds with the Community
- Optimizes Precision Policing, Reducing Recidivism for a Safer Community

Solutions

- V300 Body-worn Cameras
- WatchGuard 4RE: Law Enforcement In-Car Video
- Avigilon Cameras
- CommandCentral Aware
- PremierOne Computer-Aided Dispatch
- PremierOne Records
- Vigilant PlateSearch License Plate Recognition Software
- VESTA® Communicator
- VESTA Call Control
- BriefCam® Video Synopsis® technology
- Nitro - CBRS Private LTE
- Mission Critical Communications

CHALLENGES

Disparate Technology Systems Made Law Enforcement Increasingly Difficult

The City of Yonkers Police Department, like many others around the country, had assembled a mix of technology systems and platforms over time that weren't fully integrated. That lack of integration was costing the department time and resources. Officers were taking hours to file reports after being in the field. Dispatchers were having to switch between multiple workstations to access records and reports to assist officers.

"We were using a separate computer apart from our computer-aided dispatch (CAD) system to pull reports from our records management system (RMS)," said a dispatcher for Yonkers PD. "We need to be able to provide officers in the field with as much information to keep them and residents safe. If everything were integrated it would be much more effective."

Bob Cacace, Commissioner of Information Technology for the City of Yonkers, was focused on finding a system that would integrate more real-time information for dispatch and officers to more effectively and efficiently do their jobs.

"We needed to find a system that integrated completely, so we could eliminate the time it takes to get from one system to another," said Carace. "We'd pick up some speed and therefore pick up some safety."

Outdated Legacy Technology Made Transparency Difficult

The City of Yonkers PD knew that building even better community relationships starts with instilling trust through increased information sharing.

"We want the public to have confidence in their police department, and the role of technology in building trust is critically important," said Yonkers Mayor Mike Spano. "The public hears stories, but they can't see what happened. When we are able to show them the whole picture, it builds trust, which makes people want to stay in the community."

Yonkers was focused on finding ways to more easily and quickly share transparent information about officers' interactions with citizens through video and other tools. Yet, their existing technology didn't allow that.

"We want to make sure our communities feel that they're being heard…that we're doing something about their concerns, and that we're addressing them as best we can," said Katie Intervallo, senior crime analyst. "Any tools that can build even more trust with our communities is something we want to pursue."

Outdated Legacy Technology Made Transparency Difficult

For the City of Yonkers, precision policing focuses on the small percentage of people who are driving the majority of crimes in a community. By capturing and analyzing large sets of data, the Yonkers PD is able to identify patterns and more efficiently make cases against those most likely to commit crime, reducing the rate of recidivism and keeping Yonkers residents safe.

"For us, the precision policing model is the gold standard for keeping people safe," said police commissioner John Mueller. "It's amazing what our officers are able to do despite the drag in our technology. But we needed a system that brings all our tools together in one ecosystem to build on our success."

Without integrated tools, department analysts were forced to spend hours manually transferring and importing information from various systems to produce actionable reports to inform field work. This soon became unwieldy.

Yonkers PD needed an integrated system that could help them identify patterns more quickly, so they could not only solve crimes faster, but also keep the public informed of issues in their neighborhood. They could also use this system to report on crime reduction success, further instilling confidence in the department.

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>
> **Cacace**
> Commissioner of Information Technology

SOLUTION

To help determine what the Yonkers PD needed from an integrated technology ecosystem, the city gathered input from dispatchers, first responders, analysts, officers and other decision makers to create a list of department requirements, including less cumbersome data input processes and analysis, access to real-time video, and generally freeing up more time to focus on police work instead of technology management.

The City of Yonkers issued an RFP to find the ideal ecosystem, testing six vendors' solutions.

"We were familiar with Motorola Solutions, as we had a longstanding relationship with them on the radio side for several years," said Cacace, Commissioner of Information Technology. "I knew Motorola's CBRS technology was first rate and their Command Central public safety platform was appealing as it could interconnect all the technology elements we needed. They were an easy add to our list of RFP candidates."

Finding the right partner would be key, as Yonkers wanted to streamline training on the new technology across the department and find a system that would limit lag time during future system updates and upgrades.

"There was only one vendor on our list that had a fully integrated system and that was Motorola Solutions," said Cacace. "What was extremely attractive was that Motorola was a single source. So, if one element of the system was upgraded, the other components would be aware of it too."

The Motorola Solutions team worked carefully with the Yonkers PD to build a customized system to meet the needs of police officers and other stakeholders, so the entire department would fully embrace it. The resulting Motorola Solutions technology ecosystem allowed Yonkers to tap into the collective strength of several technology components, creating many new efficiencies through the system's powerful, seamless integration.

The Motorola Solutions integrated technology ecosystem stood out in four primary ways: system standardization to process data inputs and outputs faster; officer safety benefits with real-time eyes on crime scenes; world-class CBRS radio technology; and the ease of one customer service point of contact for all products.

With in-depth training from Motorola Solutions, Yonkers PD went live with the solution department-wide in just a few months.

The City of Yonkers PD Public Safety Ecosystem, from Motorola Solutions

Mission Critical Communications
When emergencies arise, Yonkers simply can't compromise safety or communications. Purpose-built two-way radios for emergency responders combine sophisticated technology with incredible toughness.

V300 Body-worn Cameras
These long-life battery cameras allow officers to send critical video back to headquarters via the cloud, while still in t he field.

WatchGuard 4RE
Law Enforcement In-Car Video: Officers can capture and upload video evidence from their vehicle, while integrating with their V300 body-worn cameras to see the same scene from multiple vantage points.

Vigilant PlateSearch License Plate Recognition Software
Officers and dispatchers can identify, predict and alert to vehicle sightings with the system's patented analytics and billions of license plate scans.

Avigilon Cameras
Yonkers can monitor in real-time across the city with Avigilon fixed cameras, which feature advanced analytics that learn what's typical and what's not in a scene, then automatically alerts the right personnel.

CommandCentral Aware
Dispatchers can inform the response on the ground with critical data, including real-time mapping and video, in a single view.

PremierOne Computer-Aided Dispatch
Dispatchers and first responders can easily capture, correlate and distribute mission-critical information in real time.

PremierOne Records
Yonkers personnel can quickly obtain and catalog all the data tied to an incident — from a location address, photos, videos, and mug shots to the incident report, evidence sheets, interview recordings, surveillance video and crime scene photos.

BriefCam® Video Synopsis® Technology
Analysts can review hours of video in minutes, by simultaneously viewing events that have occurred at different times.

Nitro - CBRS Private LTE
Yonkers personnel have access to an enterprise-grade CBRS private LTE network for more connectivity and security.

VESTA® Communicator
Provides Yonkers with the speed, intelligence and reliability needed to notify and mobilize critical resources at a moment's notice.

VESTA® 9-1-1:
Offers Next Generation 9-1-1 (NG9-1-1) call handling solution with a highly configurable, feature-rich user interface providing Yonkers a forward migration path to a next generation; integrated, geospatial multimedia platform.

> "Having this Motorola Solutions ecosystem gives us an incredible vehicle to be the very best we can be for the citizens of Yonkers. We're leaner and more efficient, and we're breaking down silos with all the solution components talking to each other. We can enter data one time in one place, and it shows up everywhere it needs to be and is immediately available."

John Mueller
City of Yonkers Police Commissioner

BENEFITS

Far Greater Systemwide Efficiencies So Officers Can Be Out in the Community More, Not Stuck in the Station

Yonkers quickly realized the benefits of having a fully integrated technology solution, with everything from data collection and entry to dispatch becoming faster and more efficient.

"With this solution, we are able to streamline how the police officers do their jobs," said Mayor Spano. "Before they had reports after reports. Now our officers can simply upload their footage for future use. We can get our assets — our officers — back on the street protecting the public."

By constructing a real-time crime center, the Yonkers PD created a central way to take in and disseminate information. With all data flowing into a unified system, they're now better able to review statistics, determine patterns and inform officers in the field.

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Enabling More Transparency, Building Even Closer Bonds with the Community

Yonkers was able to leverage the Motorola Solutions technology ecosystem to provide the community with more transparency through the use of multiple camera systems, a community portal, and anonymous tipping applications.

"The public wants to know that they have an effective police department that's doing the right thing on a daily basis and video helps us to do that," said Mayor Spano. "Every single day an officer wears a camera and a video shows the heroics that our police officers do, it builds public confidence. And if we can build public confidence, we can have a better city."

The Yonkers PD finds itself in good company, as law enforcement agencies across the nation are striving to partner with the communities they serve for a shared commitment to public safety. The Motorola Solutions technology ecosystem brings objectivity, speed, and insightful data to law enforcement, with advanced tools that allow for citizen transparency, input, and participation.

"Having the body-worn cameras is actually a benefit to officers," said Sergeant Joseph Nagle. "It's showing the good work that police officers do every day. They've definitely increased the trust between us and the community."

The technology ecosystem's video components make it simple for officers to capture, secure, and share clear video evidence. All camera systems, whether body-worn, dash-mounted, or fixed, work together to provide a comprehensive, streamlined package of video that details an incident from multiple viewpoints and angles.

"We can now share an upfront view of what the officers see each and every day with the public," said police commissioner Mueller. "We've been very liberal about putting out body-worn camera footage, allowing the community to see the type of work we're handling. Not only do our officers feel more protected with body-worn cameras, studies show that the public actually reacts better to police officers when they know they're being filmed."

In addition to readily accessible video footage, the Motorola Solutions technology ecosystem also enables Yonkers to receive information through a community portal, as well as share information with the public quickly, alerting citizens of potential threats or crime trends and sharing positive news about lowered crime rates.

> "I think the public is going to feel more secure in the long run and a huge piece of that is our Motorola Solutions ecosystem"
>
> **John Mueller**
> City of Yonkers Police Commissioner

Enabling More Transparency, Building Even Closer Bonds with the Community

By focusing on the small percentage of the population who commit crimes, the Yonkers PD has been successful in reducing overall crime rates in their community. Now, leveraging the robust data collection and analysis capabilities of the new Motorola Solutions ecosystem, the department has been able to optimize their focus on recidivism and build cases to take repeat offenders off the streets faster.

"As good as our officers, detectives, supervisors and community have been prior to using this system, we are now able to more easily bring together and efficiently analyze the information from all these sources with the Motorola Solutions ecosystem," said Mueller. "By more quickly and easily identifying trends, we can build on our past successes of reducing recidivism."

The Motorola Solutions technology ecosystem simplifies reporting, streamlines data management, and helps teams quickly build and close cases. Since all system components are integrated and secure, users can view, manage and share digital evidence from one location.

"The more information we get from the data we're gathering…from the cameras we're using…all of this will help all the data flow into one place where officers are able to access great information before they get to the scene," said Mueller.

With Yonkers' technology ecosystem, Yonkers PD dispatch is able to remotely see incidents as they unfold and inform the response on the ground, leveraging tools such as real-time mapping of responders, incidents, alerts, and license plate recognition detections, alongside streaming in-car and fixed video.

"Yonkers has a great partnership with Motorola Solutions and we see that partnership growing and getting even better," said Mayor Spano. "As a result, our public trust continues to climb, and our crime rates continue to plummet. That's why we're excited about these investments and we will
continue on this path."

Learn more about how our ecosystem of public safety solutions can help make the community you serve safer at www.motorolasolutions.com/en_us/solutions/law-enforcement.html

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