Maximizing Technology to Fight Crime and Engage Citizens – International Perspectives from IACP 2012

Video Transcript

Charlie Beck, Chief of Police, Los Angeles Police Department

We have a number of issues right now in policing—how do we use technology—what is the appropriate use of technology to make up for our decreased budgets—which is huge right now in policing, decreasing budgets, the downsizing of police forces so technology is the way to leverage that.

Ger Daly, Accenture Global Defence and Public Service Lead

It is really important that we have a global perspective in Accenture—we spent many years working with the policing industry, we’ve built a whole global team and it has allowed us to develop a global insight in to what is happening round the world and you see these really strong patterns of challenges in policing in different countries.

Walter Collier III, Accenture North America Police Services Lead

Dollars are not like they used to be—at one point there was a time when public safety and policing was kind of the sacred cow that nobody wanted to touch but now it has gotten to the point where police departments are getting hit by the budget axe.
Jim Anderson, Director Police Technology Department, John Abbott College, Canada

Canada experience’s much the same as the United States and even globally – we trying to make do with much less funding now.

Claude Baland, Director General, French National Police

Technology will improve the quality of our policing because the forces at our disposal will only marginally increase and the new government will allow only limited increases. At the same time threats are increasing and diversifying, becoming more violent and with such a marginal increase in numbers, we can only cope with the expected increase in crime through an increase in crime through an increase in productivity, better training and the deployment of technical advances, radar, drones and general police technology, video surveillance and protection.

Tim Goodwin, Senior Executive, Accenture

One of the things about joining Accenture from Scotland Yard is that you suddenly realise that the challenges are the same wherever you go. Austerity, cutbacks, reducing police numbers, very high citizen expectations service in terms of the experience they get from other industries.

Noirin O’Sullivan - Deputy Commissioner, An Garda Siochana, Ireland

I think when you look at the challenges that brings - also I think it brings opportunities and it is meeting that challenge and turning it into an opportunities – maybe doing things that we would never have done before.

Dominic Braccio, Assistant Director, US Dept of Homeland Security

You can prevent a lot of crime through social media and through the use of these different electronic means to interact with the public.

Noirin O’Sullivan - Deputy Commissioner, An Garda Siochana, Ireland

One of the areas we are looking at, is making better use and optimising the use of technology particularly around analytics and looking at predictive policing methodologies.

Dominic Braccio, Assistant Director, US Federal Law Enforcement Training Center (FLETC)

It is huge for two different things - one is for investigative needs, how to utilise the different forms of social media to further investigation, the other is reaching the public.

Charlie Beck, Chief of Police, Los Angeles Police Department

Social media – the way that people build networks – police agencies would be foolish if they don’t take advantage of that – as a way to connect with people.

Eric Jolliffe, Chief of Police, York Regional Police Service, Canada

I think our community understands the challenges that we face as a police service and I think they understand and they see us deploy different technologies to allow people to report from home in the comfort of their own home.

Tim Godwin, Senior Executive, Accenture

Web portals can do a lot of the processing themselves which means it is done instantaneously – they can use social media channels as well to interact – apps for reporting crimes and incidents – all that side would actually reduce call demand by 30%. Additionally mobility - why do police officers have got to go back to police stations to get intelligence reports to put crime reports on – it needs to be done in the street.

Jen Pratt, Senior Executive, Accenture

I think the criminals are using it effectively for their means and if the law enforcement organizations aren’t right there, if not ahead of them in the same space as the technology , using it to their benefit, they will be left behind.

Paula Neary, Senior Executive, Accenture

The Irish police force An Garda have done fantastic work in the technology space by bring all their information together. They set out on a programme over 10 years ago to bring all of their information together into one platform – and to bring other islands of information together and to make that available to officers on the ground.

Noirin O’Sullivan - Deputy Commissioner, An Garda Siochana, Ireland

We have a very good platform with our PULSE system which is Police Using Leading Systems Effectively. We obviously have the AFIS system and it is getting all of the technology to speak to one another and to integrate it together in a way that kind of achieves greater efficiencies.

Ger Daly, Accenture Global Defence and Public Service lead

The key thing is you have to adopt them in an integrated way so having a strategy for your police force that understands the latest possibilities in terms of technology and then how to integrate those into an overall solution is really important and one
of the biggest challenges that we have.

**James Lipinski, Accenture North America Police Services Solution Architect**

Mobility is the key – I don’t think we can think about doing something without a mobility solution.

**Charlie Beck, Chief of Police, Los Angeles Police Department**

As the culture becomes younger and younger we have early adopters and then we have people who have just grown up with technology.

We monitor electronic feeds – we monitor chat rooms – we monitor all kinds of communication avenues – during public disturbances – emergencies – we use it to get out information during both those indecencies to people – it is the future.

**Manuel Sanchez Lopez, Global Business Service Lead, Accenture Police Services**

You know in Accenture we have a special practice that focuses only on police, on the operational police processes, this centre of excellence that is in Madrid. This center of excellence focuses on 2 different parts – one is police processes. We try to analyse the police processes - how to improve the performance and to apply methodologies, like lean sigma to improve operational processes.

**Jim Anderson, Director Police Technology Department, John Abbott College, Canada**

You will never take out the human element - I don't think we will have robotic police driving around in cars but technology will improve in terms of communication, in terms of intelligence, in terms of inter-related data, data sharing with other departments and other agencies.

**Ger Daly, Accenture Global Defence and Public Service lead**

So it is a very unique time in the policing business, there really is a global wave of change and I think what forces have started to recognise is a need for help and assistance from an international organisation that has that global footprint and global perspective which hopefully is Accenture.