



WHITE PAPER:

# NC4 STREET SMART

HELPING LAW ENFORCEMENT AGENCIES

BECOME SAFER AND MORE EFFECTIVE

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# WHITE PAPER: NC4

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# INTRODUCTION

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Police departments are constantly trying to find ways to better handle the criminal element and to maintain and increase the sense of public safety in their communities. Having the right tools for that job is crucial. In addition to changes in police practices and staffing levels, technology is helping departments across the country achieve exponential results for reducing crime and making streets safer.

A variety of new technological tools are currently used by police departments across the country, ranging from software that monitors online activity to citywide audio recognition systems used to track the origin points of gunshots. Mobile tools ranging from tablet computers to drones are gaining acceptance among many law enforcement organizations. NC4 Street Smart is one of these emerging technologies, with focuses on Intelligence-led policing to modernize intra- and interdepartmental communication and dramatically improve operational effectiveness. This system replaces and augments the processes utilized by law enforcement organizations to disseminate information – whether it’s during morning roll call, a BOLO sent out to officers on patrol, or the sharing of new information about a particular case or area inside a department’s jurisdiction.

Two of the earliest adopters of NC4 Street Smart – the Tampa Police Department in Florida and the Bloomington Police Department in Indiana – have both experienced significant positive changes since they started using the software. Despite the many differences between the two cities, both have been able to focus more on real-time analysis, intelligence-based crime prediction and prevention while better allocating resources and stabilizing the flow of information in their departments.

## IN TAMPA

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*In a city with more than 300,000 residents and a metro area with more than 2.8 million people, unfettered and consistent access to information is crucial.*

Since NC4 Street Smart first went live with the Tampa Police Department in 2012, it's become a true tactical advantage for everyone involved. Frontline officers have realized notable benefits to safety, efficiency, effectiveness and awareness. A new officer on an unfamiliar beat has access to the same knowledge base as the retiring officer who covered the same area for many years. Information that could be vital to the safety and well-being of an officer out on patrol is no longer asynchronously or subjectively distributed. It's continually available. In a city with more than 300,000 residents and a metro area with more than 2.8 million people, unfettered and consistent access to information is crucial.

The benefits of NC4 Street Smart also extend into the community and create a safer and more satisfied general public. NC4 Street Smart helped Tampa reduce the incident-to-arrest cycle from 23 to 16 days, limiting the average amount of time a pattern criminal has to prey on the community. The complete access to past information means identifying patterns, hot spots and repeat offenders is easier, keeping the community safer and the number of crime victims low. With more information, there are fewer confrontational interactions between frontline officers and the community when looking to find criminals. Fewer interactions with law-abiding citizens in pursuit of a criminal results in a happier community and one with a higher opinion of local law enforcement. This reduction in rubbing the general populace benefits both the department and the local residents, saving time and frustration for both parties.

Because of the success in Tampa with using NC4 Street Smart, the solution is now being rolled out to eight other law enforcement agencies in the area that will expand the communication and information sharing between all involved law enforcement agencies in that region.

## IN BLOOMINGTON



*Bulletins that once took two or three days to turn around now take just a few minutes, providing information when it's most relevant and needed.*

Bloomington, Indiana is a city of 80,000. It is also the home of Indiana University's main campus with a large student population. About two-thirds of the school's 40,000 students live inside its borders, making it much different from Tampa. NC4 Street Smart has been effective in this environment too, with annual, year-over-year crime reductions of roughly 5 percent realized since the system came online in 2013.

To understand how NC4 Street Smart has improved operational effectiveness in Bloomington, the best place to start is at the beginning of an officer's shift. Previously, a physical clipboard with information was passed around during roll call. The process relied on an officer's notes and memory to be useful. Now, NC4 Street Smart presents information about recent events through bulletins that offer incident details and blogs sharing officer notes. Bulletins that once took two or three days to turn around now take just a few minutes, providing information when it's most relevant and needed. Additionally, the information is mapped so officers can see where potential hotspots exist. If a reminder is needed, it's at the officer's fingertips at any time while they are on shift.

In the past, detectives and uniformed officers had limited sharing of the case information they were working. With NC4 Street Smart, patrol officers and detectives have both benefitted from a new way to share information, which has removed the silos surrounding their knowledge and their work in Bloomington. Officers on a beat can be on the lookout for a suspect sought by the detectives, and the converse is true when the detectives are working in the field. Everyone in the department is now part of the same information flow, and they are all contributing to the creation and update of bulletins and blogs.

That benefit extends to other agencies in the area, as the Bloomington Police Department uses NC4 Street Smart along with

the county sheriff's office and a small-town department inside its own broader jurisdiction. It's been easier to break up organized crime efforts that are operating in multiple areas as all departments share the same information, and all participants easily see any updates.

## JUST ONE EXAMPLE

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The collaborative aspect of NC4 Street Smart – which fills a very necessary role in efforts toward intelligence-led policing – has helped officers in Bloomington many times over since the system was put into use. In just one example, a three-county burglary ring that had broken into a home owned by a Bloomington officer was shut down swiftly thanks in part to NC4 Street Smart. The connectivity of the platform allowed the law enforcement agencies involved to more effectively share intelligence and quickly catch the suspects. By sharing photos of suspects who had been caught on camera using a stolen debit card and information and images of stolen vehicles, it was much easier for officers on patrol to spot those automobiles and persons of interest. In the end, 10 burglary cases – involving stolen vehicles, firearms and a host of other personal property – were quickly and accurately solved.

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*It happened because we put this information out there on [NC4] Street Smart and everybody was seeing it - people started connecting the dots, it was a program that was exactly what we needed.”*

– MIKE DIEKHOFF, *Bloomington Police Chief*

# OFFICER SAFETY

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All police officers are working in real-time to serve and protect their communities. However, that real-time aspect hasn't been applied consistently after an incident or arrest, or on paperwork back at the station. NC4 Street Smart has given officers an open, synchronized platform to share information and make their efforts more targeted and less random. The pertinent data, the real-time situational awareness, is handed off seamlessly to the next shift in a structured, searchable, protected and collaborative fashion. Instead of a phone call, text message or shift briefing that could be missed, unnoticed or otherwise disregarded in the moment, the information that's crucial to officer safety is readily and consistently available.



*When you get back to work, you can sort your bulletins by area, by date, by time, and you can look proactively at what's out there that could hurt you, [instead of] waiting to dig for something or be told what's going to hurt you. And you can do it at your own pace."*

– JOHN BENNETT, Tampa Police Assistant Chief

In Bloomington, the instantaneous and complete sharing of information has also been a major benefit. While violent crime is relatively low in the city, now officers are all informed if and when a violent suspect is on the streets. The standardized morning briefings and continual access to information make it much easier for officers to be aware of problems on their beats and in the city as a whole.

# SAFER COMMUNITIES



*With a real-time intelligence sharing platform, resources are focused on the repeat offenders.*

No community in the country wants to be the victim of crime. Public safety officers manage offenders to keep communities safe and peaceful. The surgical approach – knowing who the repeat offenders are, their modus operandi, and the local geography – means limiting touches in the community.

“If I’m looking for John Doe and these specifics, the community is going to support me looking for John Doe, because they don’t want John Doe to do all these horrific things to them,” Assistant Chief Bennett said. “But if I have to stop [many people] to figure out [exactly who] is doing it, the community tends to not tolerate that very much. I don’t know who’s doing it – I just know it’s happening in a certain area.”

With a real-time intelligence sharing platform, resources are focused on the repeat offenders. A one-crime, one-arrest philosophy is viable, Bennett pointed out. This is distinct from the approach used when a lack of information forces officers to rub the community and have a high number of contacts with residents. The many initial interactions and detentions can sour community members to local officers and drive a rift between them.

In Bloomington, one of the biggest advantages realized thus far has been a significant reduction in burglaries during times when Indiana University isn’t in session. Chief Diekhoff said that while between 50 and 60 such incidents during school breaks were common in past years, that number is now closer to 10. NC4 Street Smart has spurred community policing efforts that include: outreach in person and through social media to apartment complexes with majority student populations; more targeted patrols; and, in general, more actionable information and analysis related to the break-ins.



## CONCLUSION

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*Having the tools in place to more effectively do their jobs has re-energized officers in both Bloomington and Tampa.*

“Historically, the one thing we haven’t done very well is share information in real-time,” Assistant Chief Bennett said. “It’s been delayed through the records process; it’s been siloed through the records process. It’s been siloed through the investigative process. Well now, we’ve put all the cards on the table, right at ground zero. Everybody can see the pattern; everybody can see where you are in trying to solve it.”

NC4 Street Smart provides the technology and information-sharing framework that supports modern policing strategies. It is changing the way policing is done. Approaches like community and intelligence-led policing are made possible and become more effective when communication is improved, officer notes and other useful information is stored in a permanent format, and officers are empowered to collaborate at a higher level. Having the tools in place to more effectively do their jobs has re-energized officers in both Bloomington and Tampa. This advantage has also improved officer safety by providing necessary information in the moment instead of hours or days afterward. The benefits of using NC4 Street Smart range from a more positive community, to fewer suspects and offenders on the streets, to reduced overall instances of crime and a shorter case-solving lifecycle. NC4 Street Smart has demonstrated its value by cutting down on the time criminals are active prior to arrest, creating safer communities and allowing law enforcement agencies to do their jobs more efficiently and more effectively than before.

# ABOUT NC4

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NC4 delivers safety and security solutions for both business and government organizations. We revolutionize how organizations and communities collect, manage, share and disseminate information to reduce cyber threats, fight crime, mitigate risks, and manage incidents. NC4 also provides secure communication and collaborating solutions for public and private sector communities.

NC4 solutions are used by private sector companies involved in financial services, high-tech, insurance, manufacturing, aerospace and defense, oil and gas, pharmaceuticals and healthcare, as well as several other industries. In the public sector, NC4 solutions are used by federal, state and local agencies in homeland security, emergency management and law enforcement disciplines. NC4 takes a comprehensive and integrated approach to safety and security by providing: cyber threat exchanges that drive the development of circles of trust and a sharing culture; global security and travel intelligence, analysis, traveler tracking, and relevant real-time threat alerting to mitigate enterprise risks; and a common operating picture for fighting crime and managing emergencies. For information about NC4, visit [www.NC4.com](http://www.NC4.com) or call toll-free, 1-877-624-4999.



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