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2022 Public Safety Trends Report

Looking over the horizon toward 2022

The last few years have been some of the most challenging for public safety in recent memory. Public safety agencies have had to contend with the arrival of COVID-19, nationwide protests and public unrest that followed the murder of George Floyd, a historic rise in violent crime, and a general decline in goodwill toward first responders. It has been an exhausting few years that have seen many changes. The term "Reimagining Policing" came into common usage as part of a national conversation about the presumed mission of public safety agencies. Responsibilities that were once considered basic functions of public safety are now being re-examined, leading many to ask, "How do we move forward?"

One thing has not changed: First responders remain committed to keeping communities safe. As we enter 2022, it is critical that leadership identifies strategies and tools to guide agencies going forward. As a partner, supporter, and champion of the noble work of those serving in the field, we have taken the time to contemplate the future of public safety to better equip agencies for what is to come. Our 2022 Public Safety Trends Report is the result of comprehensive, thoughtful research, as well as conversations with industry leaders, public safety members, and Mark43 customers.

This report lays out six trends that we see as defining public safety's top focuses in 2022. We have identified trends ranging from high-level topics impacting how agencies operate and interact with their communities to narrower themes specifically addressing data and employee recruitment.

We hope you find this report insightful, and we look forward to partnering with you in 2022 and beyond.

Scott Crouch
Co-Founder and CEO
Mark43

The Trends

1. "Reimagining public safety" is not just a catchphrase — it is a critical next step

2. Data is key to improving relationships with all stakeholders

3. Modern, diverse workplaces are vital to public safety recruitment and retention

4. Mobile technology is critical to connect responders and enhance safety

5. As cyberattacks evolve, so must cyberdefenses

6. Consent decrees are here to stay
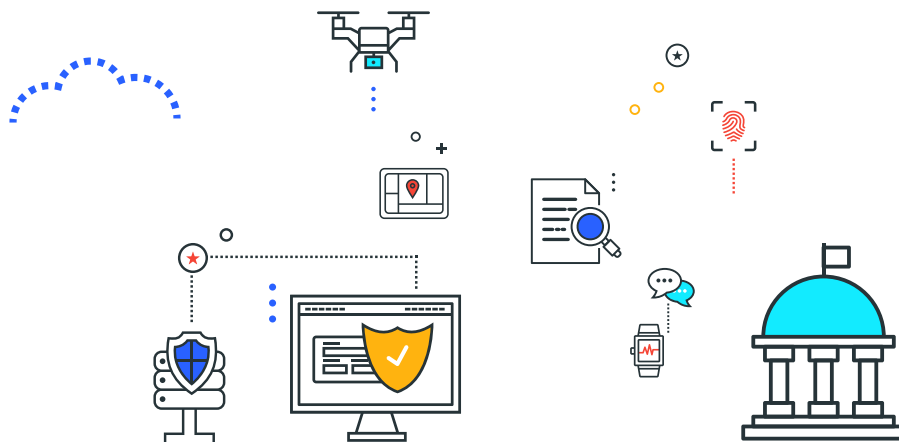
TREND #1

"Reimagining public safety" is not just a catchphrase — it is a critical next step

In 2020, the U.S. saw the emergence of movements aimed at scaling back, 'reimagining,' or altogether eliminating the functions of law enforcement, particularly in the areas of crisis response and traffic stops. In 2022, these calls will continue. Public safety agencies must be proactive in assessing their role in community interactions that have historically served as the epicenter for police-community tensions or risk having the changes imposed upon them. The areas most impacted by this trend have been situations involving mental health crises and traffic stops.

> Our police and our fire departments have been, for many years already, highly overused for situations that have backgrounds and underlying issues in mental and behavioral health.[1]

Mariela Ruiz-Angel

Director of Albuquerque
Community Safety

Changing crisis response. Jurisdictions from Oakland to Denver and Austin to Boston are rethinking how they respond to mental and behavioral health crises. Innovative co-responder programs, mobile crisis teams, and civilian-only responses are appearing in cities across the U.S. In 2022, reimagining public safety task forces will push their governments to implement policy recommendations crafted over the last 18 months.

Transforming traffic. Expect 2022 to bring changes in the transportation and traffic sectors. Americans are stopped more than 20 million times annually for traffic violations, making it one of the most frequent types of interactions between law enforcement and the public. To reduce perceptions of bias in traffic stops and comply with ever-tightening budgets, municipalities like Washington, D.C., Berkeley, California, Brooklyn Center, Minnesota, and Philadelphia, Pennsylvania, have implemented unarmed civilian response to traffic stops such as broken taillights and other pretextual stops. Philadelphia Council Member Isaiah Thomas, author of the Driving Equality Bill, which seeks to prohibit law enforcement from stopping drivers for low-level traffic violations, says, "Data will tell us if we should end more traffic stops or amend how this is enforced. Data will also tell other cities that Philadelphia is leading on this civil rights issue, and it can be replicated."[2]

TREND #1

Police pull over more than **50,000** drivers on a typical day, [which is] more than **20 million** motorists every year.[3]

Proactively partnering across departments and jurisdictions is how leading agencies are implementing the reimagined responses. While the catchphrase may feel overused, it is finding meaning in cooperative public safety solutions. The federal government acknowledges both the need for these programs and the associated costs. The Bureau of Justice Assistance provides toolkits, grants, and free technical assistance to agencies ready to shape the modern public safety landscape.[4]

KEY TAKEAWAYS

1. Engage city leaders and community stakeholders early

2. Share information between agencies to help create tailored responses

3. Iterate and persist to meet the community's evolving needs by use of rigorous analysis of data and sentiment gathering from the community and stakeholders

TREND #2

Data is key to improving relationships with all stakeholders

In recent years, public confidence in law enforcement has approached record lows,[5] especially in traditionally underserved communities. In 2022, leading agencies will expand the use of data in their efforts to rebuild community trust. Citizens are taking an active role in public safety problem-solving, and agencies are rethinking their engagement through three tenets: availability, accessibility, and authenticity.

Availability is the first, not the only, step in data sharing. Historically, agencies have shared their data with the public through annual reports. This tendency satisfied the minimum requirements to make information available, but it does little to optimize public safety solutions or community relations. To meet communities where they are, leading agencies are going beyond basic "availability" and are revamping their publishing schedules, databases, and websites with the end-user in mind.

Accessible data is key. People vary in their lived experiences, literacy levels, and other characteristics that shape how they receive and understand information. Governments should deliver data with context and consideration into how the intended audience will perceive it. Prioritizing structured data and engaging community members, or end-users, early and throughout the data exchange process is how leading agencies improve community relations.

Data is a means to an end, not the end itself. Increasing availability without offering interpretation is not enough.

The Rochester Police Department (RPD), in upstate New York, understood the importance of launching their open data portal and iterating based on community feedback over time. RPD hosts a mobile-friendly webpage, provides codebooks to guide users through terminology, and integrates "open data into a greater community engagement and social media plan."[6] This story is only one example of 130+ member agencies' efforts with the Police Data Initiative.

TREND #2

Authenticity is key to unlocking a community's problem-solving potential. Engaging authentically means that all parties come to the table prepared to be open, vulnerable, and honest about their intentions. If stakeholders can assume everyone present has good intentions, then they can connect as neighbors. This allows for more progress than would be made if stakeholders met just to receive data as statistics. Roseanna Ander (University of Chicago Crime Lab) notes that "data is people — their lives, their experiences." [7]

This is true for first responders and the communities they serve. Approaching engagement regularly with authenticity sets the table for collaboration by allowing all parties to participate in root-cause analyses and share their stories and pain points. Then through trust in each other and the data, they can collaboratively identify solutions.

To go wide, go with government
To go deep, go with NGOs and academics
To go fast, go with the private sector
To go far, go together [8]

Shamina Singh

President, Mastercard
Center for Inclusive Growth

KEY TAKEAWAYS

1. Democratize the data—share it openly, regularly, and intentionally

2. Use an accessible data portal to engage in reciprocal information sharing between your agency and community

3. Practice authenticity to solve problems collaboratively; you will go farther together

TREND #3

Modern, diverse workplaces are vital to public safety recruitment and retention

The last two decades have seen a drop in the recruitment and retention of public safety employees. In 2022, leading agencies will market themselves as modern workplaces.

Modern workplaces for modern workers. Recruitment and retention are challenging areas for agencies. Current and future responders expect a modern workplace that includes functional facilities and intuitive technology, but more importantly, one that prioritizes social responsibility, diversity, and inclusion.

Diversity matters. The diversity index from the U.S. Census increased to 61.1 percent in 2020 from 54.9 percent in 2010,[9] meaning American neighborhoods are becoming more diverse. Communities thrive when they can see themselves represented in local policies, practices, and personnel. Public safety agencies should set bold but attainable targets to increase diversity and continue developing workforces that are reflective of the communities they serve.

Diversity Index by State, 2020

United States: 61.1%

Diversity Index

- 65.0% or more
- 55.0% to 64.9%
- 45.0% to 54.9%
- 35.0% to 44.9%
- Less than 35.0%
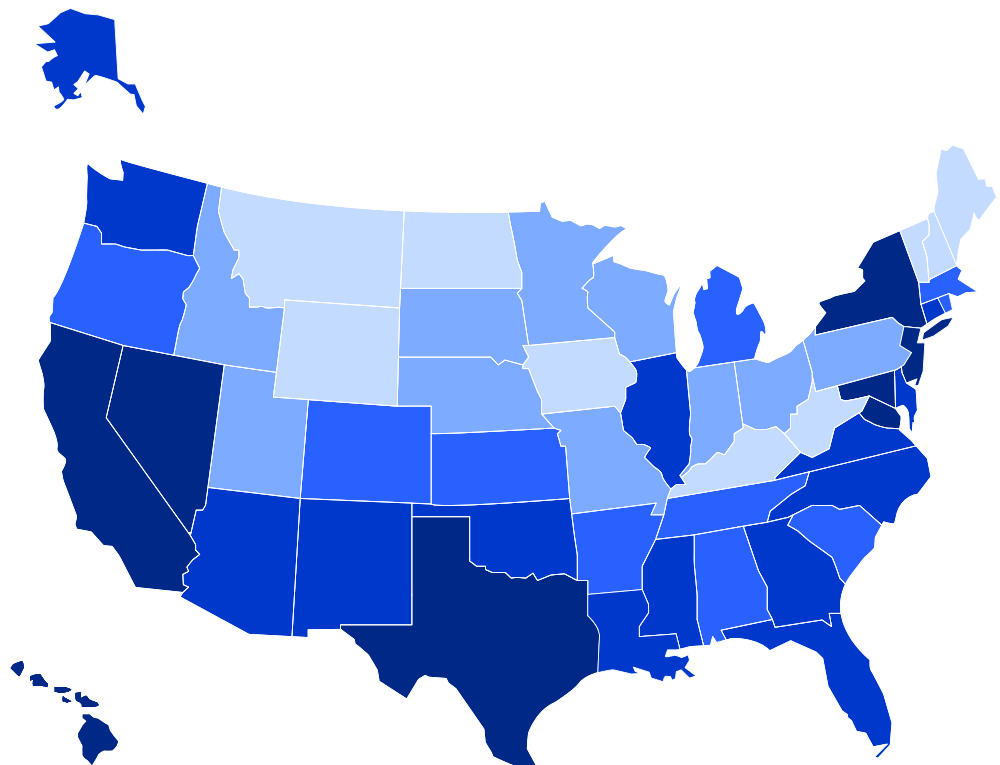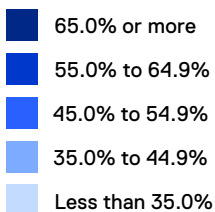
TREND #3

Recruit women. Currently, women comprise only 21 percent of emergency medical service (EMS), 13 percent of sworn law enforcement, and eight percent of fire rescue.[10] The number of leadership positions held by women across these professions hovers in the low single digits. This underrepresentation of women, particularly in policing, stifles public safety's potential.

Women in Public Safety by Profession

13% Police

8% Fire

21% EMS
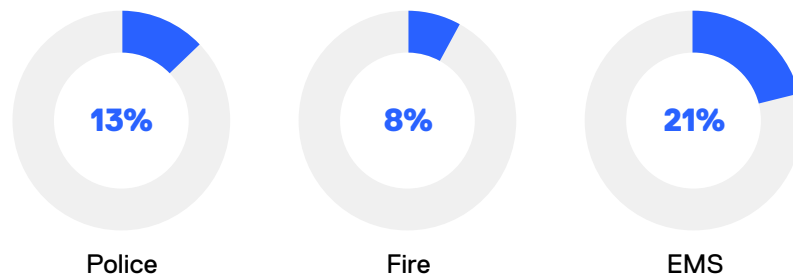
Research shows female officers use excessive force less often, are named in fewer complaints and lawsuits, are perceived by communities as more compassionate, make fewer discretionary arrests, and see better outcomes for crime victims, especially in sexual assault cases. 30x30, a national initiative to advance women in policing, has a primary goal: "to increase the representation of women in police recruit classes to 30 percent by 2030 and ensure police policies and culture intentionally support the success of qualified women officers throughout their careers."[11] Recruiting more women into the field strengthens the public safety profession and our communities as a whole.

KEY TAKEAWAYS

1. Modernize your agency to recruit and retain talent
2. Prioritize diversity
3. Take the 30x30 Pledge to commit your agency to increase women recruits to 30% by 2030
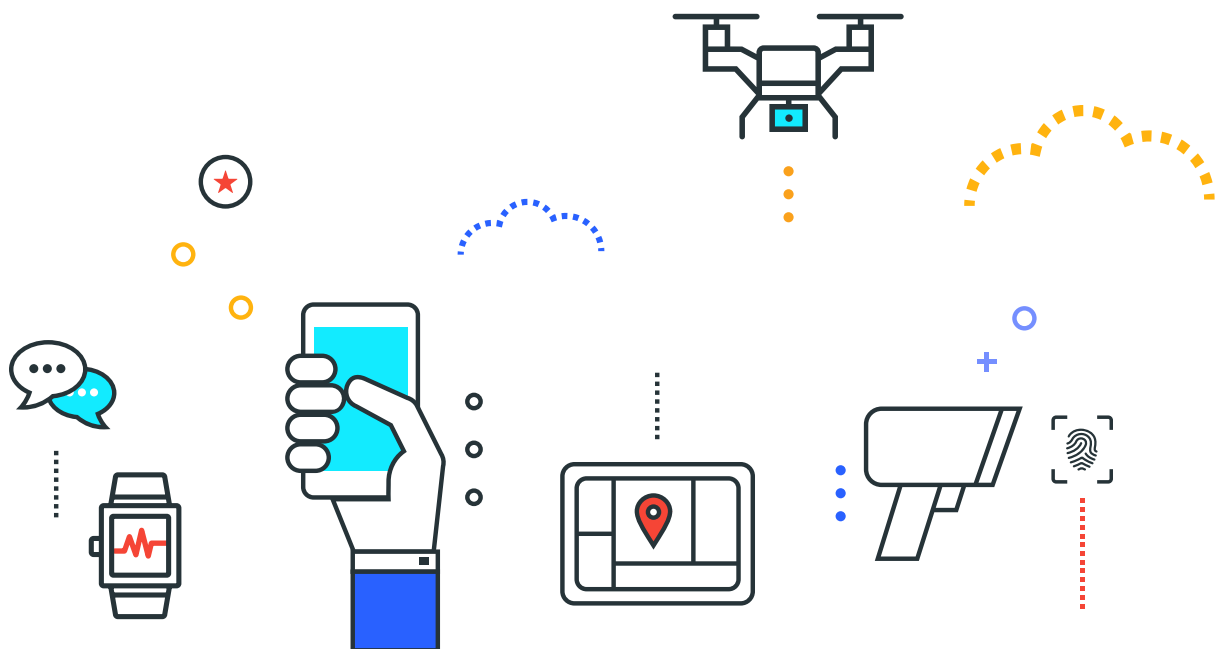
TREND #4

Mobile technologies are connecting responders and increasing safety

Modern technologies offer first responders incredible situational awareness, and emerging technologies' capabilities to increase first responder support are only limited by the imagination. In 2022, the adoption of technologies that support first responder wellness and increase field efficiency will continue to grow.

Wearable technologies for responder wellness. Wearable sensor technology (WST) is a good example of technology only limited by imagination. Today's smartwatches can support officer wellness by proactively monitoring vital signs, sleep, and more.

Right information at the right time. Equally important is technology that provides the right responder with the right information at the right time. Context-driven mobile apps provide responders with the information they need at any particular moment. For example, an app that provides in-field access to the agency's records management system (RMS) means an officer does not have to wonder if they interacted with someone on the most-wanted bulletin board — they can look it up on their mobile app.

Mobile technologies also allow responders to easily record information from the field without returning to the office. With the ability to document and report accidents in the field, officers finish reports faster and spend more of their shift with the community.

TREND #4

Obstacles to technology. Many of the public safety mobile apps available on the market today meet a specific, narrow need and are siloed in a way that prohibits the seamless flow of information between systems. Look for applications with a proven capability to integrate with third-party technologies through an open API.

Technology outpaces law, ethics, and policy, which means agencies often bear the responsibility of determining the appropriate deployment strategy and acceptable use protocol for new technological tools.[12] Working with community members, city council, and end-users to develop policies and procedures allows agencies to safely, effectively, and ethically leverage new technologies.

Because technology outpaces law, ethics, and policy, agencies can bear the responsibility of determining appropriate deployments, policies, and more.

KEY TAKEAWAYS

1. Invest in interoperability
2. Involve officers and the community in technology procurement
3. Create a technology-specific policy before purchasing

TREND #5

As cyberattacks evolve, so must cyberdefenses

Every year, cyberattacks increase in complexity, causing more chaos for governments and businesses alike. In 2022, leading public safety agencies will proactively address vulnerabilities to mission-critical systems.

$18.8 billion.
Cost of ransomware attacks to U.S. government organizations in 2020[13]

Partner with cyber-smart vendors. Agencies should evaluate vendors to determine if those vendors truly have a security-first culture, asking questions such as "Do you have an encryption key policy?" or "What type of security certifications does your organization hold?" Also, ask questions on new cyber trends, like "What is your response to solar winds?"

Seek vendors who go beyond FBI Criminal Justice Information Services (CJIS) and Federal Information Processing Standards (FIPS) requirements. Ask vendors to share the results of their SOC Type 2 audit or other comparable security audit or certification, which can provide critical insight into a vendor's security posture.

Look to the cloud. With restrictive budgets, public safety agencies often do not have the funds necessary to build comprehensive IT teams. The most effective way to augment IT resources is by leveraging the cloud. Government cloud providers employ the world's top cybersecurity experts and spend more than a billion dollars a year in cyberdefense.
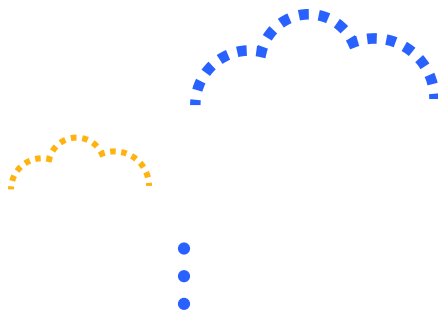
TREND #5

Hacks happen. Be ready to respond. All organizations must have a crisis plan designed specifically for cyberattack. These plans, and the appropriate responses, will vary depending on the type of ransomware attack, but many cyber business continuity and disaster recovery (BC/DR) plans include these critical elements:

+ Data backups that are physically and virtually separate from primary systems
+ Crisis communication and liaison plan for impacted stakeholders
+ Cyber insurance policy
+ Contact information for the closest FBI field offices

In 2022, more government agencies will be making headlines because of cyberattacks. Leading public safety agencies will continue to refine their cybersecurity strategies and increase their cyberdefense today — because tomorrow may be too late.

KEY TAKEAWAYS

1. Clearly define a cybersecurity strategy and seek out vendors with proven security records
2. Make the cloud your first line of cybersecurity
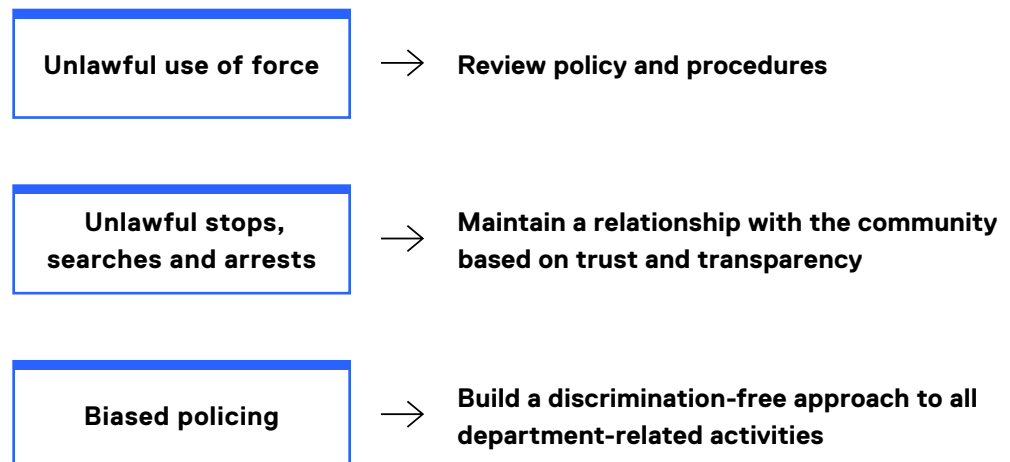3. Develop a BC/DR plan

TREND #6

Consent decrees are here to stay

The U.S. Department of Justice (DOJ) has long used consent decrees and settlement agreements to bring reforms to agencies where there is a practice and pattern of misconduct. In 2022, it is expected that the use of consent decrees will expand, due to calls for state attorneys general to conduct their own investigations within their jurisdiction.

Avoiding a consent decree. While a singular event can trigger an investigation and subsequent consent decrees, consent decrees specifically target allegations of systemic police misconduct. Agencies best positioned to avoid triggering a DOJ investigation are those who demonstrate a commitment to constitutional policing, practice policing by consent, and embrace a culture of reform and innovation. Additionally, agencies would be wise to engage in the following:

+ Review policy and procedures to ensure they adhere to 21st century best practices.
+ Maintain a relationship with the community based on trust and transparency. The time to build these relationships is before, not after, the incident.
+ Demonstrate there is no pattern or practice of unconstitutional policing through data capture, analysis, and reporting.

The Crime and Justice Institute (CJI) has identified the 3 types of incidents most commonly addressed by consent decrees and how to address them.[14]

| Unlawful use of force | $\longrightarrow$ | **Review policy and procedures** |

| Unlawful stops, searches and arrests | $\longrightarrow$ | **Maintain a relationship with the community based on trust and transparency** |

| Biased policing | $\longrightarrow$ | **Build a discrimination-free approach to all department-related activities** |

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TREND #6

Survive the experience and thrive as an agency. Successfully emerging from a consent decree requires a collaborative approach and intensive data collection and analysis.

+ A consent decree is an agreement, and agencies should ask for a seat at the proverbial negotiation table.
+ Compliance and collaboration with the monitoring team is a must. Failure to do so will only lead to costly delays — often lasting for years — and further alienate the community. Dedicate staff, facilities, and resources to collaborate with the DOJ and monitors.
+ Prioritize data collection, analysis, and reporting. Data sharing with the community helps to mend relationships and is an opportunity for agencies to tell their stories to the public.

After the consent decree, the goal is to embed a culture of reform and innovation in the organization. When the monitor leaves, it is up to the agency to continue the data capture and analysis for ongoing innovation, self-aware critiques, and regular communication and collaboration with the community.

KEY TAKEAWAYS

1. Avoid consent decrees by engaging in and tracking constitutional policing activity and building community trust

2. Commit to intensive data collection, analysis, and sharing

3. Discover opportunities in the consent decree to embed a culture of reform and innovation into your organization

Final Thought

Public safety agencies find themselves in a rapidly changing environment. As a result, public safety will look very different in 2022 and beyond. At Mark43, our solutions help public safety agencies address the unique challenges they face. We are constantly growing and improving to keep up with the changing world of public safety. Mark43 is a source of support, care, guidance, and stability as agencies determine how to best serve their communities. We are also a thought leader helping agencies innovate by looking ahead, analyzing developing trends, and partnering with customers, citizens, non-profits, and academic institutions to drive impact.

Despite the many challenges facing public safety agencies, we believe the outlook is a positive one. Leading agencies can and will meet these challenges by looking to the trends outlined above while protecting and serving their communities.
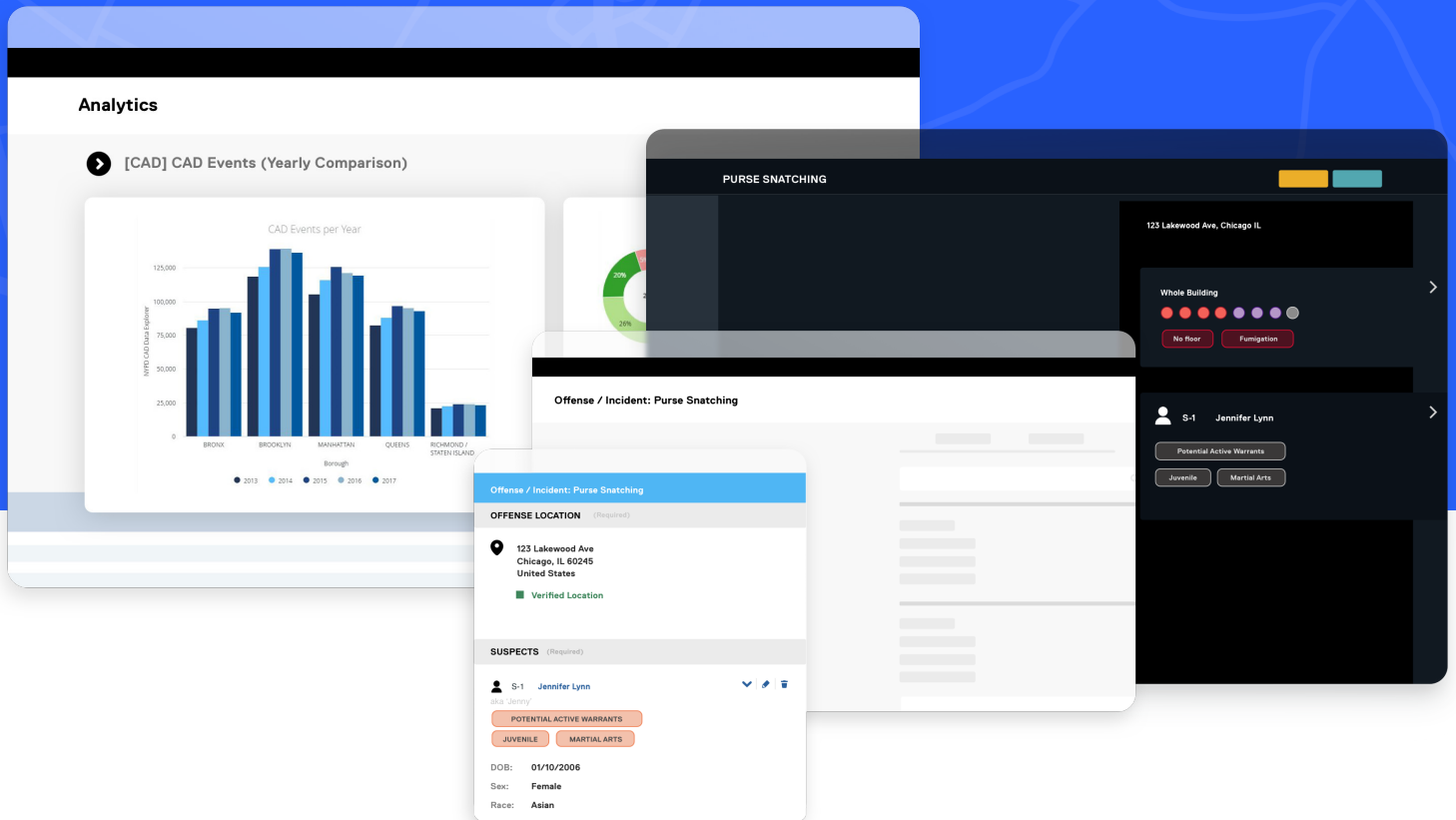
About Mark43

Mark43 builds the world's most powerful public safety computer-aided dispatch (CAD), records management system (RMS), analytics, property and evidence, and mobile public safety platform with providing industry-leading customer care.

Public safety has changed in the last 30 years. Technology vendors haven't. Mark43 provides a refreshing, battle-tested, enterprise implementation experience and product for more than 70 public safety agencies of all sizes, with a special competency for major agencies. The cloud-native products are built with the most modern technologies and are constantly updated, guaranteeing that the Mark43 platform always outpaces the rest of the market.

For more information, visit **www.mark43.com**.

Notes

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12. Escamilla, J., & Reichert, J. (2019). *An Overview of Police Technology: Adoption and Efficacy.* Chicago, IL: Illinois Criminal Justice Information Authority Center for Justice Research and Evaluation.

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