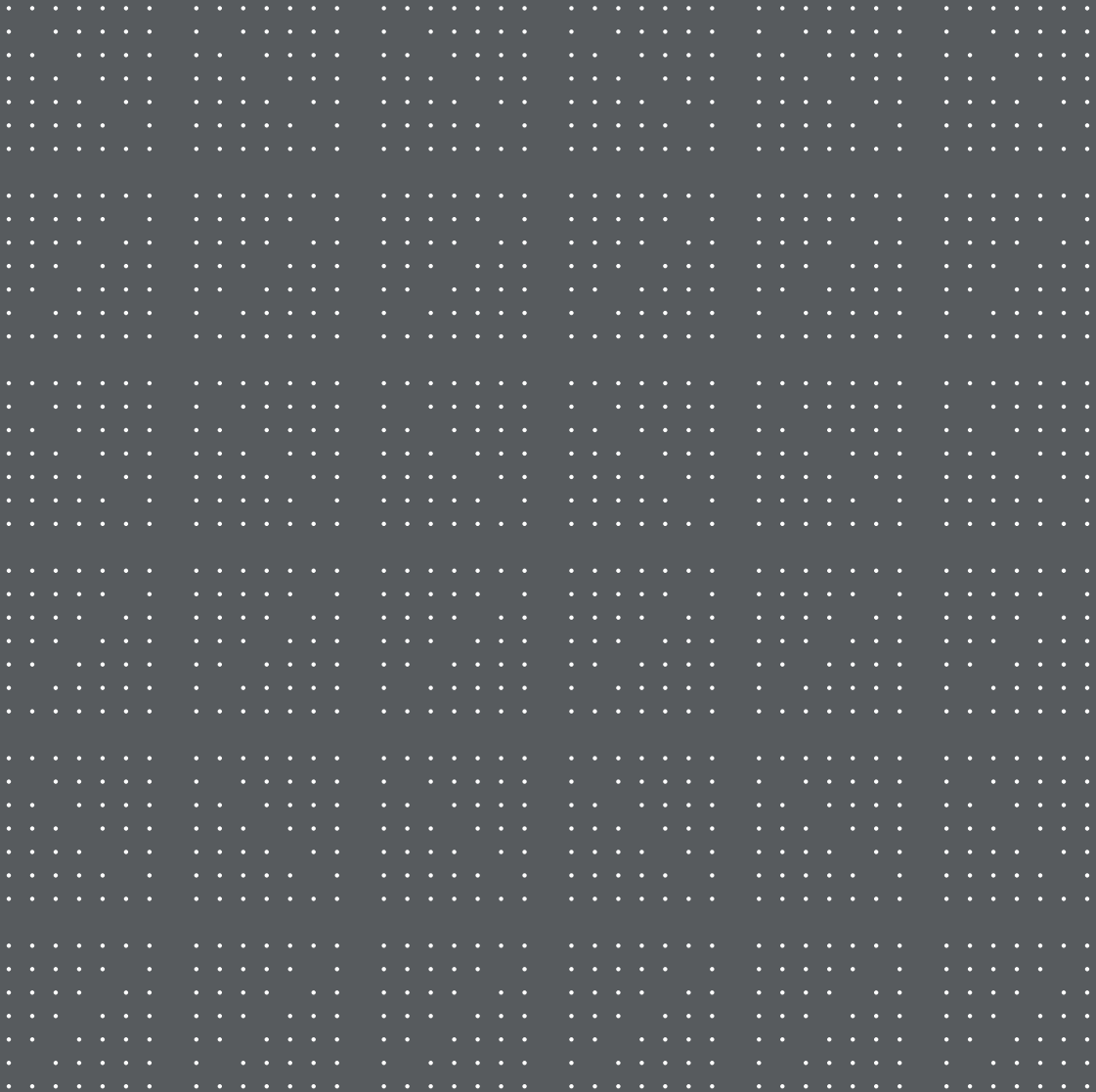# Genetec Citigraf.

Comprehensive response coordination

Genetec™

See your city through a shared lens

Every day, law enforcement officers and emergency responders are working together to keep our cities and communities safe. But the realities of public safety are rapidly evolving, and the risks to cities are multiplying.

The task is made increasingly difficult by a growing array of sensors and solutions capturing data that can't be meaningfully integrated into everyday city operations. Often, responders lack a clear perspective on incidents, making coordination and collaboration difficult when shared information could improve effectiveness.

Genetec Citigraf is a decision support system that empowers public safety departments to build a deeper, data-driven understanding of what's happening in their city. Whether it's receiving an emergency call, responding to incidents, or ensuring public safety at an event, Citigraf provides a common operating picture so your personnel can make better decisions based on timely information.

Citigraf correlates and displays incoming data through dynamic maps, supporting operation centers and frontline personnel with deeper situational awareness as events unfold. They can act based on insights, share relevant information, and coordinate efforts more easily.

Following an event, managers can review responses, train staff, and improve planning and resource management. With Citigraf, they can manage every type of situation – from the unexpected to the everyday.

Gather data from different sources

Rely on a shared view of the city

To this day, operators struggle to make sense of an array of incoming data. Coordinating a response is often a disjointed and time-consuming process that makes it difficult to provide valuable situational awareness to other agencies and first responders.

Citigraf changes all that. It allows you to collect and quickly analyze data from multiple sensors and systems, and use it to build a better understanding and coordinate operations.

Citigraf gives multiple agencies the ability to access, visualize, and direct assets and resources using a common operating picture. They tap into the same, relevant data sources, which allows them to gain a better view of events so they quickly respond to – and gain control of – situations.

Citigraf breaks down silos by displaying relevant and useful information to help multiple agencies act together rather than as individual entities. Through its intuitive interface based on dynamic city maps, command center staff get a complete overview of real-time and historical data. It provides better situational awareness, and empowers operators to make better, faster, more informed decisions.

Derive data-driven intelligence

Learn through deeper understanding

Once data has been gathered, knowing how to make sense of it is essential. Citigraf continually analyzes information from thousands of sensors and data points, assisting frontline public safety teams by bringing to light relevant events and information.

The Citigraf correlation engine assesses both temporal and geospatial data to prepare responders for what they can expect before arriving onsite. It allows individuals and agencies to see the full landscape of what's happening across the city.

After an event, use the knowledge acquired to refine prevention plans, response strategies, and resource management. Gauge the effectiveness of initiatives, and better train and teach your team to prepare for future situations.

For instance, based on historical data, you might recognize that car theft increases in the area where city visitors are staying in the days leading up to an annual public event. Equipped with that insight, police officers can be dispatched in that area to decrease that threat at future events.

An investment in public safety

Those in charge of protecting the public must deal with the dual challenge of managing both large-scale public events and unexpected situations. Let's look at two examples of how Citigraf can help decision makers safely manage and coordinate events – an annual parade, and a city flood.

The city's annual parade

Summer is a busy time for the city. The parade is one of the biggest events in the calendar, as the police, fire, and emergency operations prepare for an influx of visitors to add to the many thousands who already call the city home.

The heart of operations is the command center. The Citigraf application is used to manage the event and coordinate on-site personnel such as public workers, emergency operations staff, police officers and firefighters.

During the event planning phase, data relevant to the event is used to identify trends, and it is subsequently used to identify opportunities for future improvement.

As the event begins, all agencies coordinate with the command center for live operations. Information comes into Citigraf from event staff, patrol cars, officers on the street, automatic license plate

recognition (ALPR) systems, and cameras around the parade route. Video, event data, CAD, and emergency calls are all instantly available, analyzed, and correlated by Citigraf to optimize operations, response times, and mitigation of incidents. Critical situations around the event – from crimes to medical emergencies – are managed more efficiently.

The cross-departmental team can see a comprehensive map of the city delivered by Citigraf. They share the same view with the Chief of Police and the different agencies, and they have access to all cameras around the parade route, so they know exactly what's going on. Every point of data is geo-localized, so they know where everything is happening. They can see real-time information that previously wouldn't have made it into the command center until after the event. So, when an incident happens, they can quickly coordinate resources before, during, and after – and effectively respond.

After the event, decision makers can see what has transpired to help them plan for a safer, smoother event next year.

The threat of flooding

Floods can happen fast and they can be devastating. It's essential to be prepared for every eventuality and to have the capacity to act quickly.

A flood alert has been released by the weather service. The Chief of Police remembers the last time there was a flood in the city. A tropical storm had swept through and flooded the northern suburbs of the town. Back then, they recorded everything by writing things down. They didn't have the necessary data to analyze their response so they could improve operations in the future. This time, they are better prepared.

22%

The decrease in shootings seen in one year in Chicago districts that have deployed Citigraf in their decision support centers.

39%

The reduction of on-scene arrival times in one of the most at-risk Chicago districts since Citigraf has been rolled out.

Using Citigraf, operators are notified about the developing situation, while the command center can view weather data on the map of the city, helping them easily identify the areas most at risk.

As the flood approaches, a clear picture of the situation begins to emerge in Citigraf. The team keeps a close eye on the weather and hydrology forecasts while monitoring the water level of every connected river, stream, and tributary. They can see how the tracks are forming, and which roads might need to be closed.

'Through Citigraf, information can be dispatched quickly and efficiently to first responders attending to the people and areas in need.'

Through unified access to surveillance cameras and social media, the level of risk can be confirmed. Rich, visual layers of data on the map show major buildings or public areas that are without power or in need of evacuation. This essential information provides emergency responders with insights about the citizens who are most at risk. Through Citigraf, information can be dispatched quickly and efficiently to first responders attending to the people and areas in need. Emergency vehicles can see which roads to take, and which roads have been closed.

Once the water has subsided and the clean-up operation is underway, the incident managers can begin looking at how things unfolded to learn from the experience. They can train their teams, and share invaluable information that will help save lives.

Who's using Citigraf?

Law enforcement agencies
Chiefs of police, county sheriffs, fusion center directors, and state police commanders are equipped with the right tools to analyze and correlate data on a temporal and geospatial basis. It allows them to identify potential links and trends that affect crime levels and the safety of their communities.

Emergency management
The system can automatically prioritize relevant data as it is displayed in a simple way to enable a coordinated response. This gives emergency management the ability to effectively and quickly identify, respond to, and gain control of situations.
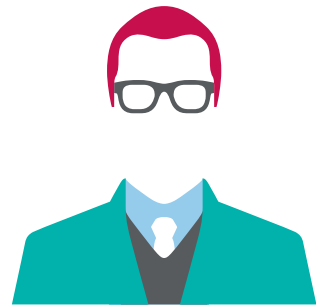
City officials
Mayors, governors, city councilors, and executives can reduce the cost of delayed responses. And, through better documentation of events, they can better communicate the effectiveness of first responders and their departmental budgets.

The benefits of Citigraf

A common operating picture
Tap into data from disparate systems and get access to data from video and ALPR cameras, CAD calls, digital maps, record management systems, weather reports, and a variety of sensors deployed throughout the city. Facilitate cross-agency communication based on a common operating picture.

Quicker access to relevant, correlated information
Get relevant information at the right time. Based on geospatial and temporal criteria, your system instantly detects and displays all relevant information from cameras, people, vehicles, and events that require immediate attention.

Use existing data to derive insights and help decision making
See incident trends emerge through an advanced operational analytics platform, with a correlation engine that connects searches across global databases. It will help you measure the effectiveness of initiatives, understand the evolution of incidents across the city, and be better prepared for major events.

A unified system, a coordinated response

Citigraf is a decision support system that allows cities, law enforcement, and emergency responders to work together to plan for, identify, and respond to events and incidents. It unifies public safety operations through situational awareness and the proper dissemination of information. A reduction in threats and better preparedness for what might happen lead to strengthened public safety, and an increase in the quality of life in local communities.

Genetec Citigraf empowers public safety agencies to share a common operating picture to help them prepare for, manage, and respond to situations – from the unexpected to the everyday.