



Artificial Intelligence a Critical Public Safety Tool

Next-generation technology offers assistive, real-time insights for organizations seeking to build safer, smarter cities

Once considered a futuristic science fiction concept, artificial intelligence (AI) plays critical roles in society today. From smartphones and computers to infrastructure and government operations, AI is pervasive and utilized in countless ways. A recent [IDC report](#) described AI as “inescapable,” and predicted 90% of new enterprise apps will have embedded AI by 2025.

But what is it, exactly? [The National Institute of Justice](#) describes AI as a machine’s ability to independently perceive and respond to tasks that would typically require human intelligence and decision-making. AI, along with machine learning (ML), works behind the scenes to enhance the execution of tasks like transcribing audio and video, blocking unwanted emails, preventing banking fraud, and even diagnosing medical conditions.

How AI processes data varies because it can be autonomous (i.e., applied across an entire business process) or assistive (i.e., applied in specific stages). IDC describes these processes as producing insights, assessing options, and taking actions. The processes help organizations determine which steps are best handled by AI, and which by people.

Benefits for public safety

AI is quickly emerging as a key technology for public safety organizations seeking to build safer, smarter communities. A [survey](#) of public safety professionals found 81% of respondents said AI is somewhat, very, or extremely important to their organizations. Agencies that use AI on a regular basis are already familiar with these benefits:

- **Efficiency:** Streamlined workflows from the PSAP to the field
- **Forecasting:** Evidence-based insights into crime trends promotes effective policing
- **Awareness:** Data mining tools uncover patterns, similarities, and linked incidents
- **Worker well-being:** Automated processes reduce staff stress and turnover and allow personnel to focus on high-level tasks
- **Transparency:** Surveillance and data collection methods (e.g., facial and license plate recognition, sonar-based imaging) promote opportunities to build public trust and improve accountability
- **Feedback:** Operational data provides insights into where process improvements can be made

Insights from next-generation tools

Next-generation (NG9-1-1 / 112) technologies open new communications channels (e.g., texting and messaging apps) between the public and public safety answering points (PSAPs). And because PSAPs are the first link in the public safety chain, many [next-generation solutions](#) are designed with call-takers in mind.

When integrated within a PSAP's data-rich computer-aided dispatch (CAD) system, for example, AI and ML can help fill operational blind spots with assistive insights, helping avoid impacts from large, rapid on-set incidents. And because those insights are based on the organization's data, it promotes confident decision-making.

Another benefit of NG9-1-1 / 112 technologies include a caller's ability to quickly share photos and videos with call-takers. PSAPs with remote access to cameras can leverage AI to quickly and accurately identify potential suspects, suspect vehicles, unsafe incident scenes, or a suspicious package. And passing images and video to the field gives first responders invaluable information.

Organizations commonly utilize AI in other ways, from gunshot detection systems to evidence analysis and processing. Genetic testing utilizes AI and ML to uncover patterns in DNA that solve crimes and identify perpetrators.


Ready to try AI?

At all levels of a public safety organization, AI-enabled solutions support continual, autonomous assessment that is more efficient, effective, and scalable than manual monitoring of video, alarms, and common operating pictures alone.

Assistive AI doesn't automate decision-making, but instead equips decision-makers with additional relevant information. The right AI solution can be a critically assistive tool for organizations working to build safer, smarter cities today and for generations to come.

[HxGN OnCall® Dispatch | Smart Advisor](#) leverages AI and ML to identify similarities and patterns in operational data and alert PSAPs in real time. It uncovers connections to detect emerging, complex emergencies sooner and shares findings for immediate action. By filling operational blind spots, Smart Advisor helps PSAPs mitigate detrimental impacts on communities, levels of service, and staff well-being.

[Learn more](#) about how Hexagon's first-to-market solution can help your organization see the unseen.



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Hexagon's Safety & Infrastructure division provides software for smart and safe cities, improving the performance, efficiency and resilience of vital services.

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