



CONNECT & SHARE

PUBLIC SAFETY FORUM



Technology, Dispatch & Communications

Meet Our Presenters



Mike Bruggeman
Chief Safety & Security Officer
Downtown Detroit Partnership



Sergio Andrades
General Manager Operations
Hollywood Partnership/BBB



Dmitri Shimolin
CEO & Co-Founder
Safe City Connect



**DOWNTOWN
DETROIT
PARTNERSHIP**

— EST. 1922 —

Project Lighthouse

CONNECT & SHARE
PUBLIC SAFETY FORUM



**DOWNTOWN
DETROIT
PARTNERSHIP**
— EST. 1922 —

Project Lighthouse[®]

Established 2006 | Detroit, MI

Michael A. Bruggeman, CPP
Chief Safety & Security Officer

**PROJECT
LIGHTHOUSE**[®]



*Downtown Detroit's
Neighborhood Watch*

Goal & Objective

Our **Goal** is to enhance the safety and security of this “vibrant area” for guests, patrons, employees, and residents through a cooperative and coordinated private / public partnership of security and law enforcement entities serving the area.

The **Objective** is to provide shelter, aid, safety, information, and potential lodging for guests, visitors, and employees of the city who are in temporary need of assistance.

Lighthouse Partner Functions

Each Lighthouse location has security personnel available 24-hours a day, 7 days a week, 365 days a year to assist those in need.

Participating businesses shall display a Project Lighthouse Banner/Window Decal on the entrance and Lighthouse locations shall provide the following:

- Provide directions
- Coordinate police assistance
- Assist with lost or separated friends / family
- Usage of bathroom
- Agree to CompStat User Agreement
- Act as a safe haven
- Usage of telephone
- Shelter for inclement weather
- Conduct proactive patrols & report unusual activity
- Inform & train security personnel of the program



Project Lighthouse®

Lighthouse Associate Partner Functions

For locations who are unable to fully commit to all functions at the Partner level but wish to assist the community can participate as an Associate Partner. Associate Partner locations shall provide the following:

- Coordinate police assistance
- Agree to CompStat User Agreement
- Conduct proactive patrols & report unusual activity
- Inform & train security personnel of the program



Project Lighthouse®

Lighthouse Command Centers

The primary is Ilitch Holdings Security Command Center:

- Coordinates CompStat analysis
- Coordination point for all Lighthouse locations
- Provides 24/7 phone numbers for assistance
- Coordinates communication and response

Example – Be on the Lookout (BOLOs)

- Coordination of patrols and CCTV coverage for the Central Business District

The back-up command center is Rock Ventures Command Center.



Strategies

- Monthly CompStat meetings, Incident analysis, mapping, Be on the Lookout (BOLOs)
- Coordinated patrols that enhance visibility (foot, vehicle & bike) by Security & Law Enforcement
- Creation of interlapping private security “courtesy patrols”
- Coordinated communication and response
- Coordination of area security cameras
- Share video archives with the Police Department
- Lighthouse Radio program



Public Sector Partnership

- Detroit Police Department
- Michigan State Police
- Wayne State University Police Department
- Detroit Public Schools Police / Security
- Wayne County Sheriff Department
- Transit Police
- Federal Protective Police
- Fusion Centers (DSEMIIC & City of Detroit Homeland Security)
- Other Federal Law Enforcement Agencies



Lighthouse Locations (19)

- One Campus Martius
- Blue Cross Blue Shield of Michigan
- Chrysler House
- Comerica Park / Detroit Tigers
- Detroit Opera House
- Detroit Riverfront Conservancy
- DTE Energy
- First National Bank
- Ford Field / Detroit Lions
- Fox Building / Ilitch Holdings, Inc.
- General Motors – Ren Cen
- Hollywood Greektown Casino
- Huntington Place
- Little Caesars Arena
Detroit Red Wings & Pistons
- MGM Grand Detroit
- Madison Building
- Motor City Casino
- Renaissance Center – Hines
- Westin Book Cadillac



Project Lighthouse®

PROJECT LIGHTHOUSE™



*Downtown Detroit's
Neighborhood Watch*



Project Lighthouse Location



Parks and Public Spaces



Downtown Detroit Business
Improvement Zone (BIZ)



MoGo Bikeshare Station



QLINE



People Mover



Lighthouse Radio Channel Protocol

The purpose is to provide a common radio system/channel shared with public/private partners to communicate information in real-time regarding all security and safety issues.

Lighthouse Radio Channel (LRC):

- Does not replace the need to call **911** to report the incident.
- Lighthouse security command center(s) monitor the channel during hours of operation and conduct daily radio checks

(Summer season schedule is 8am/1pm/6:30pm/11pm)



Project Lighthouse[®]: What's New & Next

- DDP Safety & Security learning videos on the website: <https://downtowndetroit.org/about-the-ddp/impact/program-initiatives/safety/>
- Trash Receptacle wraps
- Marketing efforts to promote the brand for visitors of Detroit
- Grow partnerships / membership
- Ensure attendance at monthly meetings and ensure information is available for help with training of staff
- Trademark the Project Lighthouse[®] Logo & Name



Project Lighthouse®: Decal & Wraps



Project Lighthouse® was recognized
by the U.S. Department of
Homeland Security Private Sector
Office as a National Best Practice.

Thankful for our Partners who help
provide a safe haven for those who
live, work, and visit our city.



Mike Bruggeman, CPP
Chief Safety & Security Officer
Downtown Detroit Partnership

(313) 580-6259
mike.bruggeman@downtowndetroit.org





THE
HOLLYWOOD
PARTNERSHIP

Safety & Dispatch Program

CONNECT & SHARE
PUBLIC SAFETY FORUM

SAFETY & DISPATCH

**The Hollywood Partnership
Cleaning, Safety, and Dispatch,**

Team Structure

1 General Manager

2 Operations Managers

4 Operations Supervisors

5 Team Leads

83 Ambassadors

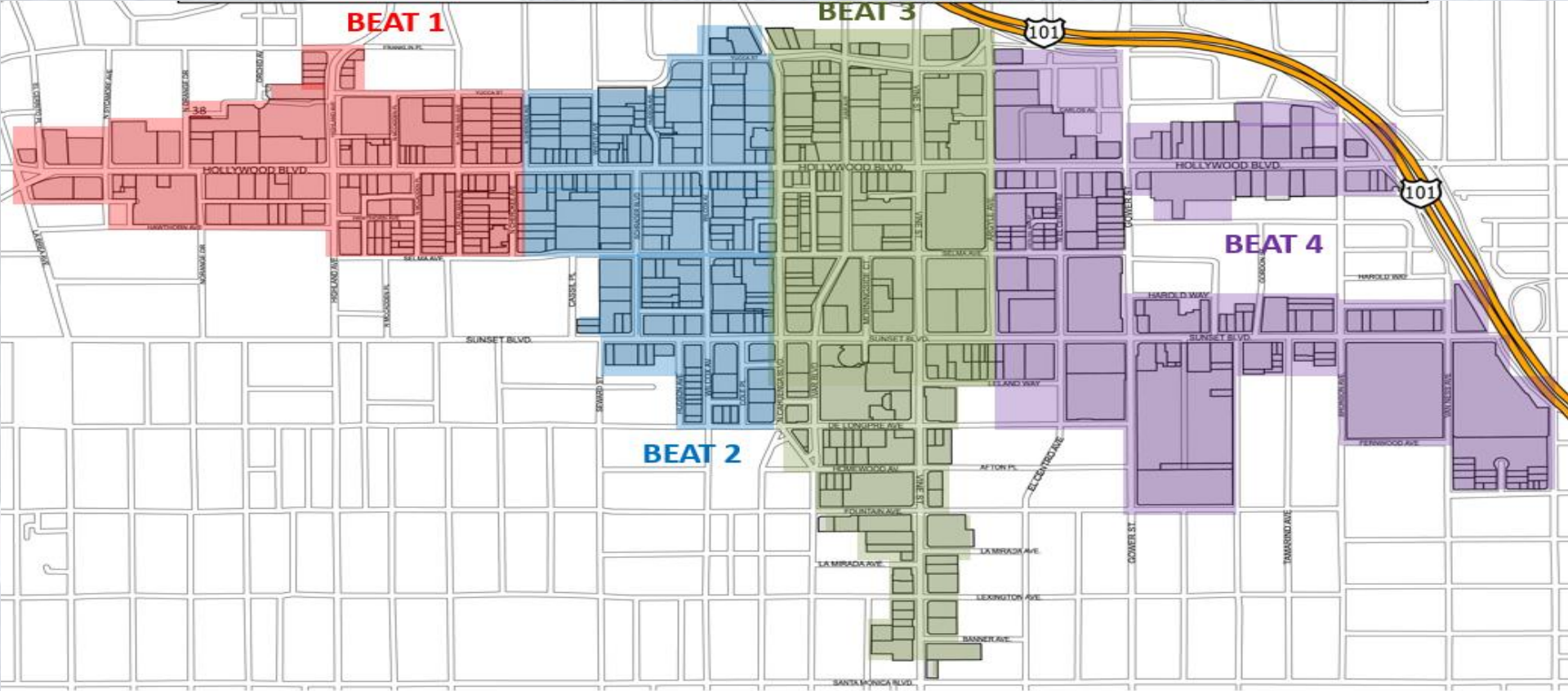
Area of Coverage

80 blocks

Operations

24/7 - 365 days

ZONE MAP



SAFETY HIGHLIGHTS



SAFETY

- High Visibility Uniform Presence
- Foot and Bike Patrols
- Incident Intervention
- Business Engagement
- Alleyway Checks
- Outreach Referrals
- Safety Escorts

Deployment

6:00 AM- 2:30 PM	7
2:00PM – 10:30 PM	7
10:00 PM – 06:30 AM	6

3 Supervisors – 1 Per shift
3 Team Leads– 1 Per Shift
26 Safety Ambassadors

RESPONSE TIME	COMPLIANCE RATE
>15 MIN	90%

DISPATCH CENTER



DISPATCH

- Zoom- calls and text
- 24/7- Incident reporting
- Smart System- stakeholders request
- Citizen- District updates
- Slack- Communication client & staff
- Notating breaks and lunches
- Reviewing incident reports

Deployment

6:00 AM- 2:30 PM	2
2:00PM – 10:30 PM	2
10:00 PM – 06:30 AM	1

1 Supervisor
2 Team Leads
6 Dispatchers

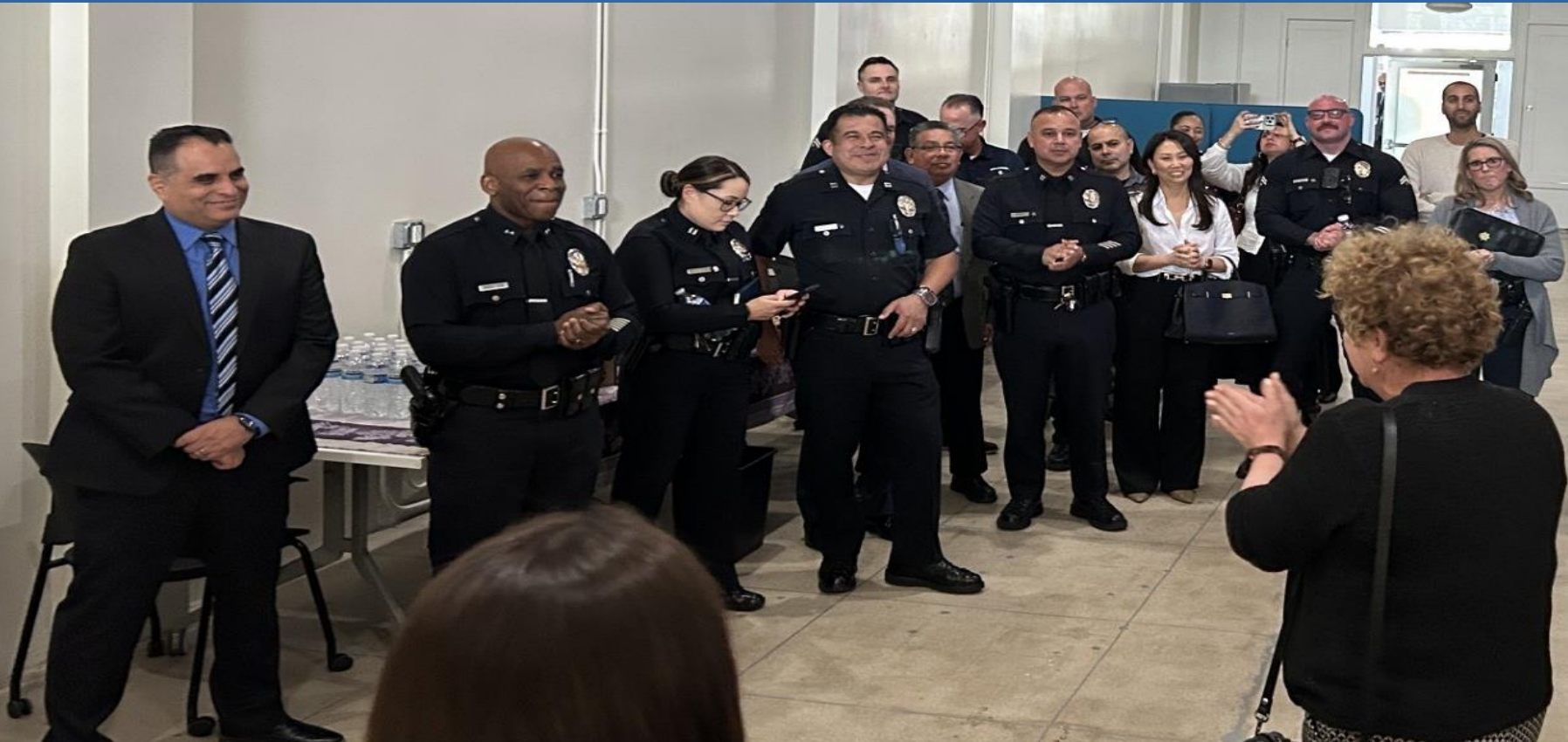
Highlights

Jan 1,2023 – Jan 1,2026

- Have completed **100,000** Incident reports
- Received **10,000** requests for service

On a daily basis we complete **90** to **100** incident reports

WELCOMING THE LAPD



CAMERA VIEWING ROOM



TEAMWORK MAKES THE DREAM WORK

DISPATCH INCIDENT TIME STAMPS:

12:45 PM

- The Clean team staff radioed Dispatch after being flagged down by vendors.
- The vendors reported they had been assaulted by a homeless individual.
- Vendors claimed they were contacting LAPD.

According to the victims,

- the suspect kicked a woman in the back of her leg
- Slapped a vendor in the face.

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12:47 PM

- Dispatch created an assault/battery incident report, documenting the incident and the provided information.
- Dispatch sent the closest available safety ambassador to meet with the victims.

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12:53 PM

- Beat 1-Safety Ambassador arrived on scene and updated dispatch with the following information.
- Description of the suspect — *tall black male, wearing a black jacket, with a black backpack, wearing pajama pants and a white hat*
- *Last known location -heading east on Hollywood Blvd*
- Dispatch issued a BOLO to all the ambassadors for the suspect

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1:10 PM

- LAPD arrives on scene and makes contact with the victims
- Beat 2-Safety Ambassador spotted the suspect and radioed Dispatch.
- Dispatch relayed the information to Beat 1-Safety Ambassador
- LAPD received the updated location of suspect

TEAMWORK MAKES THE DREAM WORK

DISPATCH INCIDENT TIME STAMPS:

12:45 PM

- Cleaning staff radioed Dispatch after being flagged down by street vendors
- The vendors reported they had been assaulted by a known POI, “Coach Carter.” According to the vendors, the POI kicked one woman in the back of the leg and slapped another vendor in the face.
- Vendors claimed they were contacting LAPD.
- The POI had already left the area.

12:47 PM

- Dispatch created an assault/battery incident report, documenting the known POI and the provided description.
- Dispatch maintained radio communication and issued a BOLO for the POI.
- Suspect description was provided — *tall Black male, wearing red and blue pajama pants and a rasta hat*
- Dispatch sent the closest available safety ambassador to meet with the vendors.

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- LAPD received the updated location of suspect

1:15 PM

- LAPD arrived at the updated location and detained the suspect.
- LAPD asked the Safety Ambassador if there was any footage
- Safety ambassador radioed the Dispatch Supervisor about the request
- The Dispatch Supervisor confirms there was footage on our Camera Network
- LAPD arrested the suspect and took him to the station

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1:45 PM

- **LAPD request footage via the Client’s website**
- **Dispatch Supervisor- completes the request for LAPD**

THE FOOTAGE



TO CONCLUDE

Contrary to the initial statement.

- The footage showed the suspect kicking the wet floor sign which then struck the first victim in the back of her leg.
- The Footage also showed the suspect slapping the second victim's **hand**, not the vendor's face as previously reported.
- Based on the reviewed footage, LAPD determined that the evidence was insufficient to support criminal charges.
- LAPD released the suspect, noting that while his behavior was aggressive, the video did not show him causing direct physical injury to the victims.



Public – Private Camera Networks



Public-Private Camera Networks For Safer, Smarter Cities and Districts



Public-Private Camera Program Expertise



PROGRAM DEVELOPMENT

Program development, operational procedures and training, best-practices consulting.



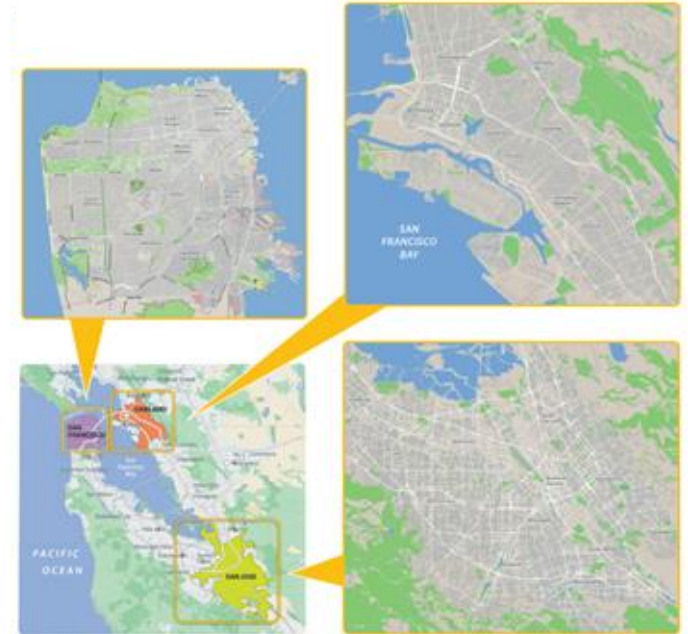
SYSTEMS DEPLOYMENT & INTEGRATION

Systems design and engineering, site/area security assessments, turn-key technology integration and project management.



MANAGED SERVICES

System health monitoring, help desk support, video retrieval automation, network security and technology lifecycle management and chain of custody support.



Why a Public-Private Camera Program – Addressing the Gap

Public Space

- Cameras installed on city-owned property only (i.e. poles)
- Most cameras concentrated around public transit

Community Benefit

- Driven by community participation
- Force-multiplier and equalizer
- Objective forensic-grade evidence
- Proven policies and procedures
- Privacy protections and safeguards
- Other operational uses beyond public safety

Private Property

- Limited coverage focused on private business/space
- Lack of common policies, procedures
- Varying quality and video footage retention

Camera Program Guiding Principles



COLLABORATIVE

Facilitating collaboration between private and public sectors to build trust and maximize impact. Supporting safety, operational and economic goals.



COMMUNITY-FOCUSED

Locally-governed and focused model that empowers stakeholders with tools and data to have positive and lasting impact in their communities.



POLICY-DRIVEN

Proven policies and procedures guiding all aspects of program administration including data retention, data access and privacy protections.

The evolution of San Francisco community camera programs to the current SafeCity Connect initiative is a significant leap forward in public-private collaboration for enhanced community safety.

SafeCity[®]
CONNECT

Policies & Procedures

The SafeCity Connect Camera Program adheres to strict policies and procedures with privacy protocols in place.

- No facial recognition
- No audio recording
- 30 days video retention

Public Sector Partners



Safe City Connect's camera networks have become a game changer for law enforcement here in San Francisco. These systems provide clear, objective video evidence that strengthens our prosecutions and helps ensure accountability. When we can show a jury exactly what happened, it makes a profound difference in delivering justice for victims and holding offenders responsible. Public safety is our top priority, and tools like this allow us to build stronger cases and create safer neighborhoods for everyone in our city."



- San Francisco District Attorney Brooke Jenkins



SFPD



DA Office



Public Defender



SFFD



SFMTA



DPW

Program Applications



PUBLIC SAFETY

- Evidentiary use of forensic video evidence for arrests and prosecutions
- Real-time monitoring for de-escalation and crime prevention



TRAFFIC SAFETY

- Post-incident video review for traffic accident resolution
- Pattern recognition and analysis for improved traffic controls



STREET OPERATIONS

- Data-driven resource and service allocation and management
- Improved collaboration between public and private stakeholders and service providers



ECONOMIC DEVELOPMENT

- Supporting economic downtown revitalization via crime prevention
- Pedestrian and vehicular traffic analysis for city and public space planning and placemaking



From Commercial to City Scale

Businesses



- Commercial
- Housing
- Businesses
- Hotels

Neighborhoods



- Community Benefit Districts
- Merchant Associations
- Mixed-use Development

Cities



- Law Enforcement
- Transportation
- Education

Community Benefit Districts



12 CBD/BIDs



100 City Blocks Coverage Area



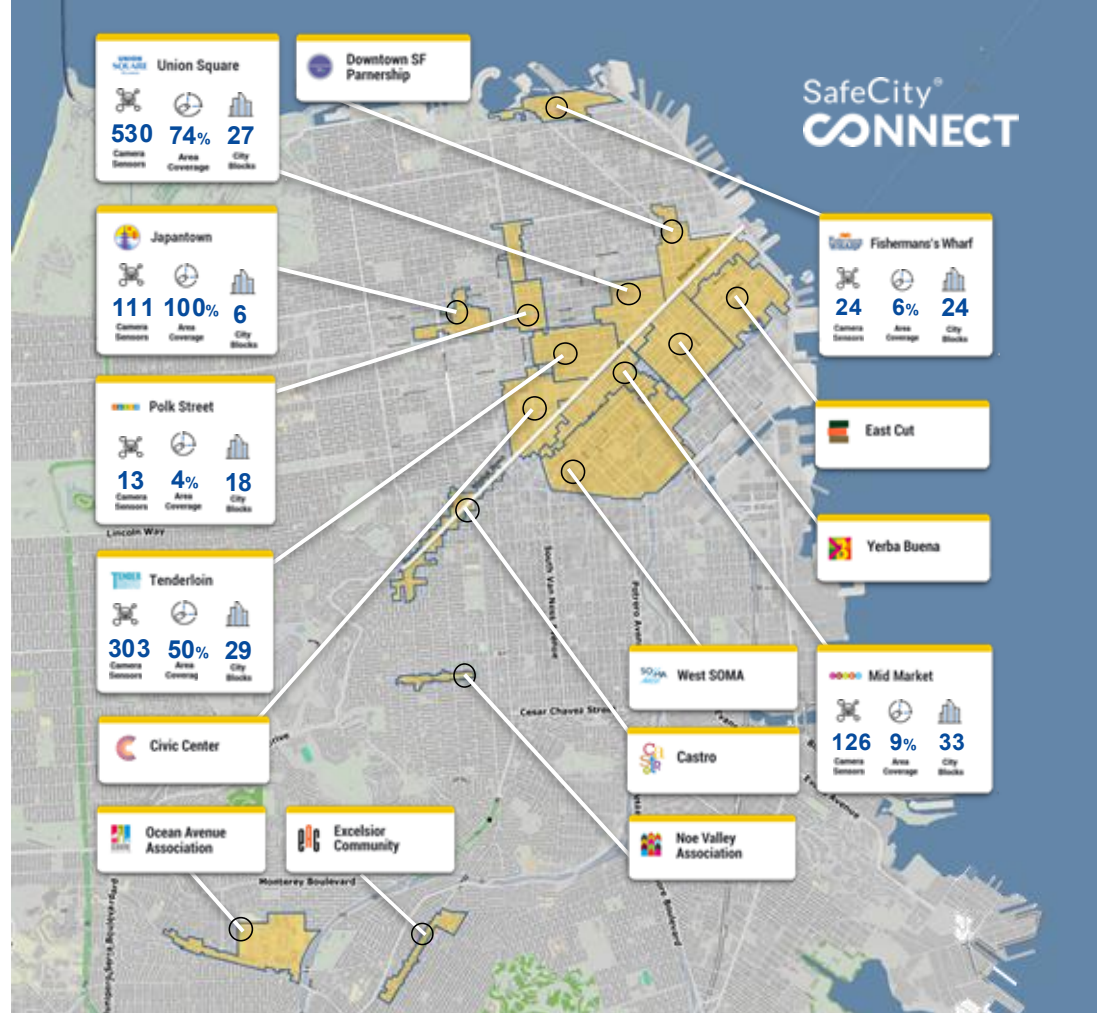
150 Participating Organizations



2000 incidents Per Year



1500+ Camera Sensors



Stakeholders & Participants

PUBLIC SECTOR ▶										
CRIMINAL JUSTICE ▶										
CORPORATE ▶										
COMMUNITY ORGANIZATIONS ▶										
REAL ESTATE ▶										
HOTELS ▶										
RETAIL ▶										

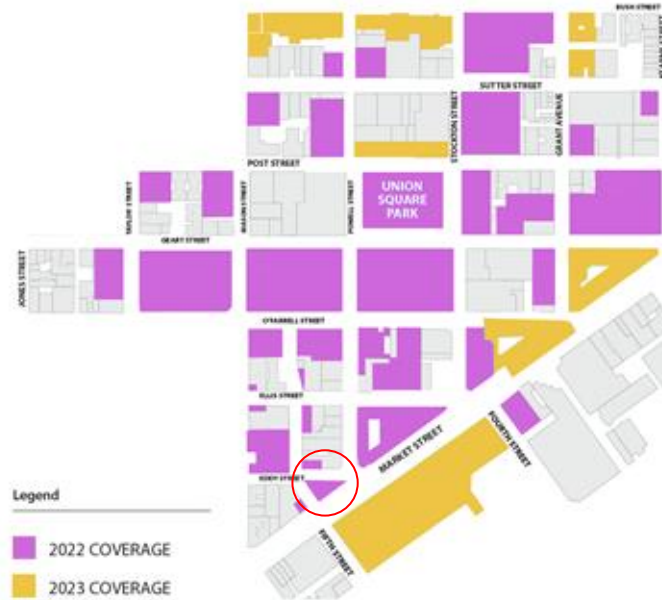


UNION
SQUARE
ALLIANCE



Camera Program Launch & Evolution

- ✓ Launched a six (6) camera pilot project
- ✓ Assessed pre-existing CCTV coverage
- ✓ Examined crime hotspot data
- ✓ Coordinated with SFPD and DA's office
- ✓ Developed a usage policy
- ✓ Retained technical experts
- ✓ Installed cameras in hotspot areas first
- ✓ Created a video control center
- ✓ Secured funding for expansion
- ✓ Expanded to other operational uses



Usage Policy



Technical Experts



Video Control Center






Union Square Camera Network



Camera Network

-  Cameras: 525
-  Blocks: 27
-  Covered: 65%
-  Requests / Year: 600

Business Intelligence

-  Persons: 250
-  Vehicles: 34
-  Bicycles: 34

Vehicle recognition

Plate Number: ABC12345
Made: Ford
Model: Focus
Color: Grey



Community
Ambassadors



Community
Ambassadors



Member Services

- Calls For Service:
By Phone, By Email,
By Text to Email
- Salesforce / SMART System
 - Service Call creation by
address/location
 - Parcel Management
- Radio Dispatching
- 3rd Party Documentation & Audits

Member Services Center



Camera Network

- Video Export Requests &
Documentation – Public & Private
- Review Video Footage
- Camera Maintenance Support
– Property Management/
Business Contacts
- Chain of custody support –
Create & send prop 115
forms & Court Subpoenas



Union Square Alliance Member Services Center



- + **24 / 7 / 365**
operated by trained staff
- + **80% requests**
processed in 24 hours
- + **8 cameras**
per request on average
- + **Overnight**
monitoring & response
- + **99% uptime**
professionally managed
- + **Forensic-grade**
camera network

SFPD RTIC Integration



- ~800 arrests by RTIC since launch
- SafeCity aided in 25% of arrests
- 24/7 System Health Monitoring
- Custodian of Record Services



SFPD Real Time Investigations Center

Public-Private Coordination

PUBLIC
SECTOR
PARTNERS



SFPD REAL-TIME
INVESTIGATION
CENTER



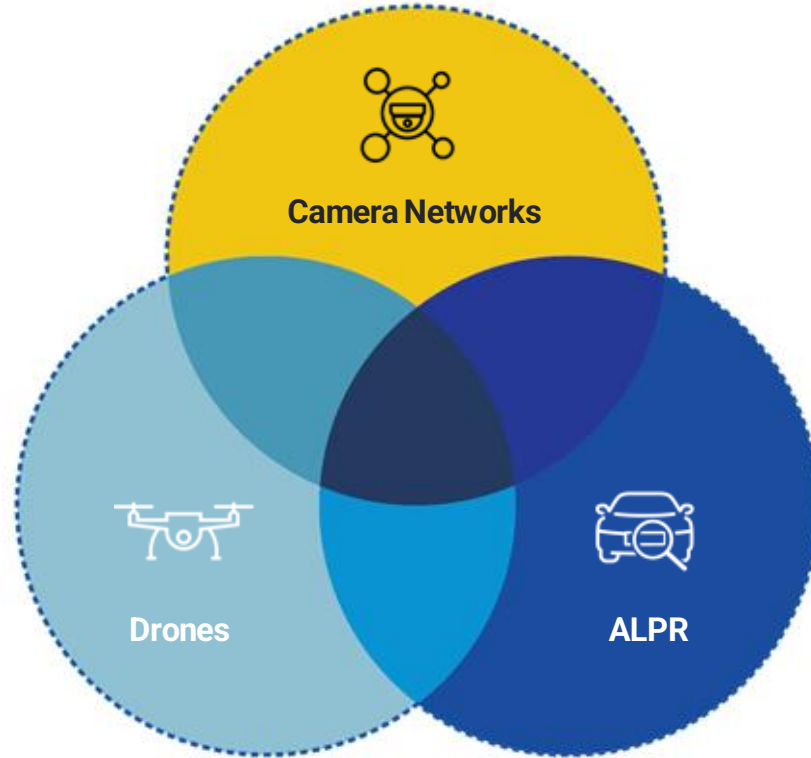
SafeCity Connect
Video Control
Center

- Centralized
- Professionally Operated
- Forensic Services
- Chain of Custody Support
- AI-enabled Technology
- Integrated w/ RTIC

COMMUNITY
PARTNERS



Technology - Critical Mix



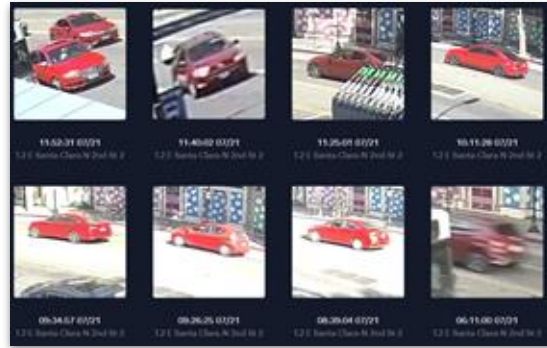
AI Capabilities - Smart Search and Operational Intelligence

Appearance Search



Search by color of apparel

Vehicle Search



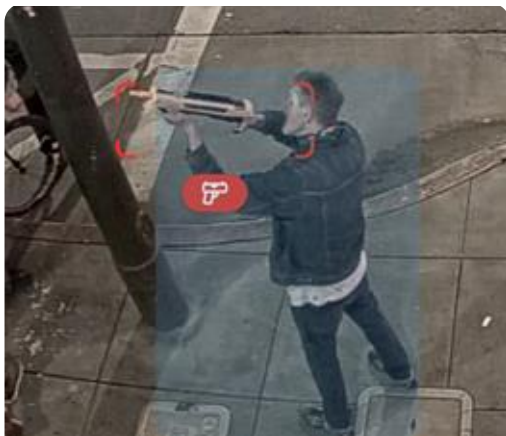
Search by vehicle color

Traffic Intelligence



Estimate traffic and dwell time patterns

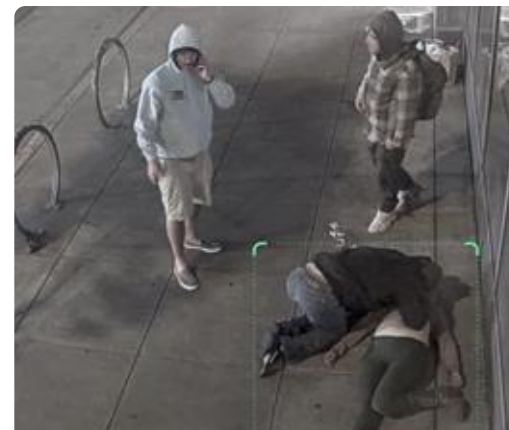
AI-Enabled Threat Detection



WEAPON DETECTION



FIGHT DETECTION



PERSON DOWN



Cases Made – Property Crime

50% Reduction:



7500 > 3300

incidents



52 Felony Counts
7 High-Profile Graffiti Taggers,
50% drop in graffiti crime \$20M
estimated savings per year.



> Battle against taggers makes its mark
as San Francisco's graffiti plague eases

GRAFFITI VANDALISM



ORGANIZED RETAIL CRIME



OPEN-AIR DRUG MARKETS



Cases Made – Drug Trafficking

By the Numbers:



250

Monitoring Hours



46

Operations



65

Arrests



“This was all designed to engender trust in law enforcement, ... and the fact that it is now open and transparent and people can come to their own conclusions helps build that trust.”

The **San Francisco** Standard

Live video feeds helped arrest San Francisco drug dealers, killers, thieves, police say.

GRAFFITI VANDALISM



ORGANIZED RETAIL CRIME



OPEN-AIR DRUG MARKETS



Cases Made – Organized Retail Crime

Impact:

\$50M



case against a sophisticated organized retail crime operation that had been targeting retailers in the Bay area for several years.



More than \$8 million in razor blades, white strips, over-the-counter medications, and other health and beauty merchandise was recovered.

CBS BAY AREA

GRAFFITI VANDALISM



ORGANIZED RETAIL CRIME

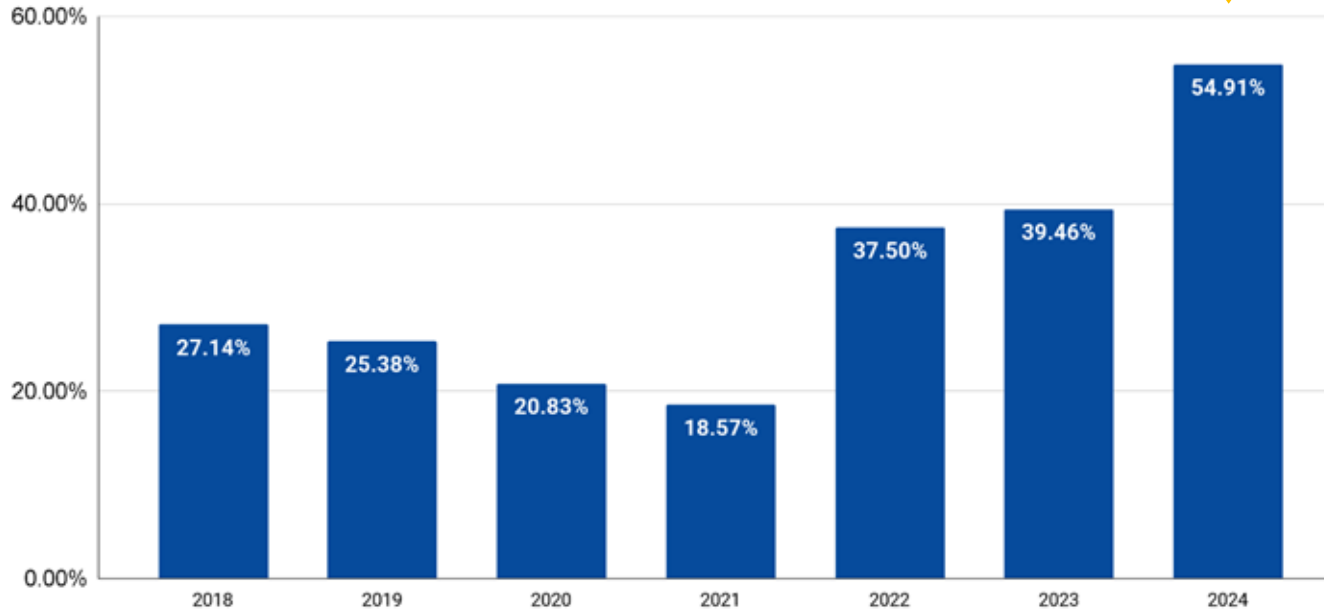


OPEN-AIR DRUG MARKETS



Impact Report | Clearance Rates By Year

Clearance Rates By Year (SFPD)



Community Outreach, Signage & Comms.



▲ PRINT AND DIGITAL PROGRAM COLLATERAL



▲ PROGRAM SIGNAGE



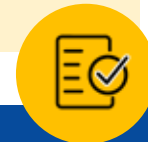
▲ COMMUNITY OUTREACH: CAMPAIGNS SOCIAL, EMAIL & VIDEO



SafeCity Connect Advantage



	Technology Providers	Security Service Providers	SafeCity Connect
Program Development	Technology focused only	Building security focus	Comprehensive end-to-end camera program development
Policy & Community Engagement	Basic templates, minimal engagement	Limited support, property-focused	Complete frameworks, dedicated camera program manager
Deployment & Technical Support	Limited to no installation services, basic monitoring	Commercial installation only, property-based monitoring	Turn-key area-wide deployment, 24/7 proactive health monitoring
Evidence Management & Compliance Services	Limited service options	Access logs, limited expertise	Automated forensic-grade, full compliance
Technology & Analytics	Platform-specific	Vendor-dependent, variable capability	Vendor-agnostic, open platform
Service Model	Technology-only	Fragmented offerings	Complete managed service solutions



SafeCity Connect Services



Camera Network As-a-Service

1. **System Health Monitoring** – vital system performance indicators are monitored for proactive and anticipatory service.
2. **Software Updates** – systems are updated with latest software releases to include new upgrades, features and enhancements.
3. **Help Desk** – trained staff ready to handle system alerts, troubleshooting and problem resolution issues; before they affect system performance.
4. **Remote Support** – reduce time to resolve issues through remote access.
5. **On-Demand Training** – new system users benefit from proven and structured system training services and online troubleshooting knowledge base.
6. **Hardware Lifecycle Management** – vital system components like servers and controllers are made available while original equipment is being repaired.
7. **Preventative Maintenance** – routine cleaning and diagnostics are scheduled to ensure optimal system performance and maximum equipment lifespan.
8. **Extended Warranty** – proper care and preventative measures in place to ensure and extend systems useful lifespan.



Implementation Process



GET CONNECTED

getconnected@safecityconnect.com



The image shows a busy city street with tall buildings and green trees. A large crowd of people is walking in the foreground, which is slightly out of focus. The SafeCity CONNECT logo is centered in the middle of the image. The logo consists of the word "SafeCity" in a black sans-serif font with a registered trademark symbol, followed by a stylized orange infinity symbol, and the word "CONNECT" in a bold black sans-serif font.

SafeCity[®]
∞CONNECT

Questions?

What's Next?

- 12:30 PM – 1:30 PM | Networking Lunch
 - Spring Branch Room Lobby Level