



2025

U.S. Public Safety Trends Report

 **MARK43**

Looking Ahead to 2025

2024 has shown us that the landscape of public safety is constantly evolving, with new technologies and emerging threats reshaping how agencies protect our communities. Amid a rising demand for rapid response and resilience, agencies are not only adapting to an increased frequency of cyber threats but also leveraging advanced tools to do more with fewer resources. Our nation's first responders, once again, have demonstrated their dedication and resilience, working tirelessly to serve and protect communities despite these mounting challenges.

As a trusted technology partner to over 290 U.S. public safety agencies, we have spent the past year listening closely to public safety leaders, first responders, telecommunicators, and crime analysts to understand their priorities and concerns. We also drew on an independent national survey of first responders to identify the forces shaping the public safety industry's future.

The 2025 U.S. Public Safety Trends Report captures four key trends we believe will be essential for agencies navigating the upcoming year. From the accelerated integration of AI in operations to the alignment of cybersecurity and resiliency as core strategies, these trends highlight how agencies can leverage innovation to protect their teams and communities. We also explore the critical role of data-driven approaches in achieving improved community outcomes and how a comprehensive technology platform can empower agencies to address challenges head-on.

While the specific trends may shift, one principle remains unchanged: public safety is a commitment that requires both passion and innovation. For every public safety leader in 2025, the primary objective is to equip their teams with the resources they need to work efficiently, stay safe, and continue the mission of serving the public.

We hope that these insights will be valuable as agencies plan for the year ahead, using technology and data to drive meaningful improvements in public safety.



Bob Hughes
CEO

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In October 2024, Mark43 partnered with Propeller Insights to conduct a comprehensive survey of law enforcement and first responders. The survey aimed to gather firsthand insights on their use and adoption of AI technologies, cybersecurity tools and frameworks, data collection and analysis practices, and public safety platform utilization. The statistics referenced throughout this report are key survey findings.

01

AI for Accelerating Public Safety Operations

In 2024, artificial intelligence (AI) became a transformative force across every industry, and public safety is no exception. **Looking ahead to 2025**, public safety agencies will embrace AI responsibly to tackle pressing operational inefficiencies and challenges, including staffing shortages that continue to impact departments year after year. In fact, the NENA 2024 Pulse of 911 State of the Industry survey results show 82% of PSAPs struggled with staffing shortages this year¹. In 2025, leading public safety agencies will accelerate their deployment of AI. This will pave the way for more efficient emergency response, enable an enhanced focus on operational priorities and allow more time to be spent in the community.

To do this successfully requires:

- 1 Establishing robust governance frameworks to ensure responsible and ethical AI use.
- 2 Collaborating with technology partners to leverage their expertise and resources for new and innovative AI use cases.
- 3 Continuously training and upskilling staff to effectively use AI tools and technologies.



90%

of law enforcement support their agencies using AI, a 55% increase over last year.

As generative AI continues to gain traction in public safety, a variety of use cases have emerged in computer-aided dispatch (CAD) and records management systems (RMS):

- **Streamlining time-consuming administrative processes and everyday responsibilities** including report writing, data entry and analysis, summarization, refining forms and searching for specific information.
- **Enhancing case analysis and management** to get up-to-speed quickly, identifying patterns, and increasing situational awareness.
- **Improving situational awareness** for officers in a fraction of the time through real-time insights and smart summarization.
- **Leveraging AI-powered cybersecurity** through alerts and monitoring assistance, mitigation and detection of security risks, along with proactively identifying compliance regulations.
- **Bolstering customer support and service efficiency** to assist agents with faster problem-solving capabilities and quick access to resources. This includes AI-powered chatbots, automated callback systems, and data collection and report writing for more personalized service and quicker problem solving.

1. <https://www.ncsl.org/transportation/states-focus-on-bolstering-the-911-workforce#:~:text=The%20National%20Emergency%20Number%20Association's,with%20staffing%20shortages%20in%202024>



A majority of U.S. first responders and law enforcement not only support AI integration but also trust their agencies to use it responsibly:

AI has proven to be a force multiplier for first responders with 70% of surveyed respondents stating AI has helped them be more efficient within their roles – including record keeping and documentation, incident tracking and real-time location data and pattern identification while dispatching.

Law enforcement's appetite for AI is increasing year over year, with 65% citing it would help them be more productive and efficient, 58% acknowledging it would help them respond to crimes faster, and 89% believe it could assist their agencies with reducing crime.

There is a strong positive sentiment of AI in public safety, with 87% of law enforcement reporting AI is transforming the public safety industry for the better. In addition, 88% trust their agencies to use AI responsibly.

NAVIGATING UNCHARTED TERRITORY:

The Power of Technology Partners for Strategic AI Adoption

As the use of AI expands, agencies must also balance innovation with caution. The governance frameworks agencies implement—including policies, standard operating procedures, and compliance guidelines—are essential to mitigating risks associated with AI while maximizing its benefits.

Bringing expertise and resources

to broaden your AI tech stack, toolkit and use cases. For example, there may be times when AI is not needed to meet an agency's particular need while there are other use cases that would align with using AI-enabled technology.

Offering specialized experience

in risk management and compliance to help agencies develop and implement a governance structure that considers privacy, ethics, and regulatory considerations.

Providing strategic insight

by bringing their unique perspective on trends and best practices across public safety agencies.

When technology partners are involved in these discussions, they bring invaluable expertise, infrastructure, resources, and insights that can unlock the full potential of AI while effectively mitigating risks. Key benefits of involving technology partners include:



Mark43 is proud to partner with Amazon Web Services to keep our cloud-native solutions resilient, secure and adaptable. This not only provides our customers with the most mature level of cloud security controls and encryption standards available, but enables us to leverage the AWS tech stack, including their advanced AI offerings. In 2024, we deployed the Amazon Q Business application, an enterprise AI assistant, into our core products, CAD and RMS, for first responders and command staff. The assistant enables first responders to search for information quicker, automatically generate Investigation summaries, and complete tasks faster within the Mark43 platform, reducing the time needed to capture high value insights.

“When we sought a seamless way to integrate AI-powered search and summarization, Amazon Q Business proved the ideal solution. Amazon Q’s precision in extracting insights from complex data sources provides public safety with immediate access to information, reducing administrative burden from minutes to seconds.”

BOB HUGHES
CEO at Mark43

Mark43 is Embracing AI for More Efficient Public Safety Solutions

In 2024, Mark43 launched its AI Customer Committee to gain insights from leading public safety experts and inform product development. The learnings will inform the Mark43 AI roadmap in 2025 and beyond.

“Mark43’s approach to bringing agency leaders together as key partners in development is exactly what’s needed. Working together we will leverage AI responsibly to enhance our operations. With Mark43’s partnership, we recognize the value of assistive technology to drive greater efficiency through innovation.”

J. J. GRIEGO

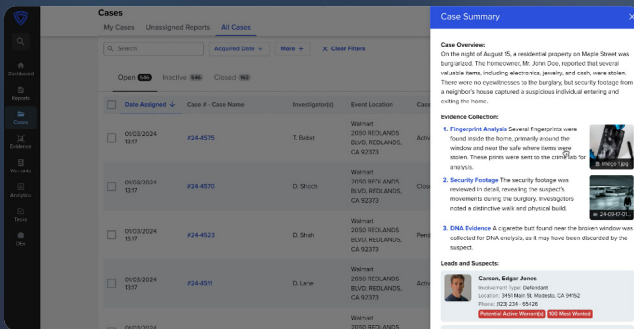
Deputy Chief of Police at the Albuquerque Police Department

“Mark43 is at the forefront of innovation and is embracing AI responsibly to bring us a solution that democratizes analytics and increases our efficiency and effectiveness in providing essential data for decision-making. Bringing together agencies from across the country to tackle these pressing issues is essential and we are proud to be part of the AI Advisory Committee. Ultimately, I believe this safe and responsible use of AI will be transformative for the New Orleans Police Department and the city of New Orleans.”

JESSICA NEZAT

Director of Analytics at the New Orleans Police Department

In 2024, Mark43 established the foundation for AI-powered public safety solutions. Leading public safety agencies will leverage Mark43 BriefAI and ReportAI in 2025:



Mark43 BriefAI

An AI-powered case summarization tool that rapidly distills the key facts of a case – who, what, when, where – elevating the most important details to drive faster assignment, investigation and more informed decision making.



Mark43 ReportAI

An AI-powered report writing module that uses CAD data and body-worn camera footage to inject information into report fields and narratives. Using transcription, location data, weather and more, Mark43 ReportAI is revolutionizing the reporting process by driving increased efficiency, productivity and accuracy.

“BriefAI and ReportAI represents the culmination of on-the-ground feedback from agencies across the country. These AI-powered tools represent a leap forward in how agencies can harness technology to work smarter and more efficiently. By using AI to support critical tasks like report writing and case summarization, we’re enabling officers and investigators to focus on their mission, while ensuring that the power of data is fully realized. This is just the beginning of how we envision AI transforming the future of public safety.”

WENDY GILBERT

Senior Vice President of Product at Mark43

Looking Ahead

The public safety industry is poised for significant advancements in AI in 2025. With AI's growing role in streamlining operations, enhancing decision-making, and improving crime prevention, agencies across the sector will continue to harness its power to meet the increasing demands of their communities. As more public safety agencies leverage technology partners to responsibly adopt AI, the right governance and strategic support will be crucial in meeting the evolving needs of their communities. AI has the potential to drive transformative change, revolutionize public safety operations and empower agencies to tackle the challenges of tomorrow.

Key Takeaways



1

AI Drives Efficiency

AI is already proving to be a game-changer for public safety agencies and how they work. AI technology provides a substantial opportunity for public safety agencies to transform how they operate and serve the community.

2

Collaboration with Technology Partners is Key

Successful AI adoption in public safety depends on collaboration with trusted technology partners who can provide expertise in AI implementation, governance, and compliance, along with helping tailor needs to jurisdictions.

3

Developing Proper Governance Frameworks Will Be Critical

It will be important for all public safety stakeholders to continue establishing essential governance frameworks and safeguards to manage risks associated with AI technology.

02

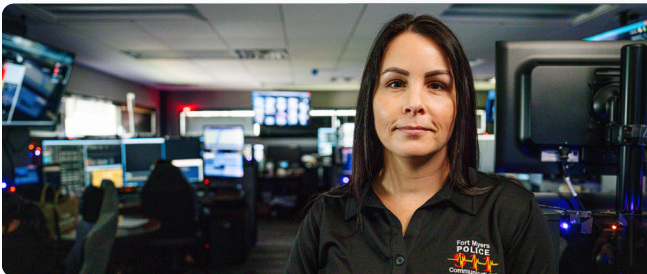
Cybersecurity and Resiliency Go Hand-in-Hand

High-profile incidents like ransomware attacks and data breaches have exposed significant vulnerabilities within public safety systems, with consequences that can be catastrophic for agencies and the communities they serve. In 2024, public safety agencies experienced a record surge in cyberattacks², marking an alarming escalation in threats to critical infrastructure. **In 2025, leading public safety agencies** will strengthen their cybersecurity controls and compliance practices to harden their infrastructure.

To do this successfully requires:

- 1 Implementing continuous monitoring and threat detection systems, including incident response plans, to proactively identify and address vulnerabilities.
- 2 Investing in cloud-native solutions and advanced cybersecurity tools to ensure continuous and secure operations.
- 3 Regularly conducting compliance audits, collaborating with experts to anticipate emerging threats, and continuously strengthening security frameworks to meet evolving regulatory standards.

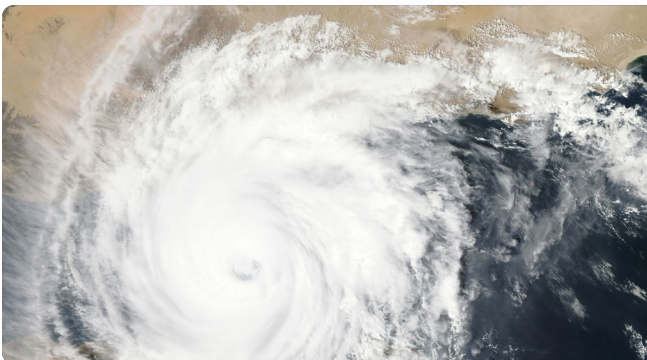
As Propeller Insights survey data shows, public safety professionals have growing concerns about cyber threats exploiting weaknesses in emergency services and law enforcement systems. Compounding these challenges, natural disasters are emerging as a growing risk for public safety, further straining resources and exposing vulnerabilities in critical infrastructure.



85%

believe cyberattacks, power grid failures, and natural disasters could overwhelm public safety agencies.

First responders and law enforcement are increasingly concerned about the threat of natural and man-made disasters. Emphasizing the importance of having resilient, secure and cloud-native technology to safeguard their data, respond to calls and protect and serve the community.



90%

of law enforcement are concerned about handling major events like sports gatherings, political conventions or natural disasters. Having the proper cybersecurity systems in place will not only equip officers with the tools they need to respond but protect mission-critical data during these moments.

2. <https://blog.checkpoint.com/research/a-closer-look-at-q3-2024-75-surge-in-cyber-attacks-worldwide/#:~:text=The%20third%20quarter%20of%202024%20saw%20the%20average%20weekly%20cyber,with%20attacks%20soaring%20by%20191%25>

CUSTOMER SUCCESS

Fort Myers Police Department

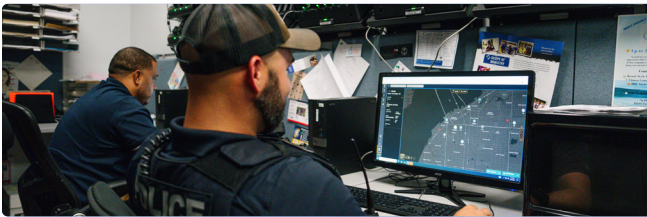
The Fort Myers Police Department is unwavering in its dedication to protecting their Florida community, even in the most challenging conditions. Facing the devastation of hurricanes like Ian, they had a resilient, adaptable, and secure solution to ensure uninterrupted service and effective response, no matter the circumstances.

“We never broke stride. Because Mark43 is cloud-based we stayed up, we kept taking calls from the public—thousands of 911 calls for help—we could put those into the system just like it was any other day.”

WILLIAM MUSANTE
Captain at the Fort Myers Police Department



When it comes to man-made disasters such as cyberattacks, data breaches and ransomware, first responders are concerned about not having proper technology in place. They are increasingly demanding CAD and RMS systems that can withstand all disruptions and threats.



64%

of law enforcement have been concerned that their organization's data could be stolen or a victim of ransomware.



84%

of law enforcement acknowledge that their organization experienced a cybersecurity issue in the last year. Respondents reported that scam calls, malware and viruses were the top issues. With public safety technology increasingly prone to attacks caused by malware and viruses, making security controls and meeting compliance standards will be more important than ever.

Outdated and legacy CAD and RMS systems are experiencing critical downtimes for software updates, causing preventative technology outages.



of first responders reported their RMS system being unavailable for over 10 hours annually.



said the same for CAD.



experienced at least one outage or technology malfunction in the past year, **up 8% from 2023.**

Resilient public safety technology will be vital in keeping agencies up and running and connected to the public during times of crisis.

CUSTOMER SUCCESS

Montville Police Department

Following two major data breaches in 2018 and 2019, the Montville Township Police Department sought a technology partner that could not only improve operational efficiency but also provide the highest level of security and compliance. Their decision to move forward with Mark43 was driven in large part by the resilience and security of our cloud-native solutions.

“It was time for a tech overhaul, and Mark43 emerged as the clear partner to get the job done. By upgrading to Mark43’s cloud-native CAD and RMS solutions, we are enhancing our operational efficiency, reducing the risk of cybersecurity breaches, and reinforcing our commitment to our officers and community. Mark43 will empower our agency with real-time data sharing, streamlined communication, and access from anywhere, ultimately making Montville a safer place for everyone.”

ANDREW CAGGIANO

Chief of Police at the Montville Township Police Department



In 2024, the average cost to recover from a ransomware attack for state and local governments is expected to be **\$2.83 million**, which is more than double the cost in 2023³.

These attacks can prove devastating for governments already facing budget constraints, as they may disrupt essential public services and delay ongoing public safety initiatives. Other indirect costs include loss of public trust, compromised data integrity and increased vulnerability to future attacks. The ability to defend against both cyber and environmental threats is no longer optional—it is essential for safeguarding public trust, promoting operational integrity, saving lives, and protecting already-budgeted tax dollars by preventing devastating breaches.

3. <https://www.americancityandcounty.com/2024/09/03/cities-and-counties-can-take-key-steps-to-avoid-costly-ransomware-attacks>



Agencies Need Evolved Security Requirements and Mature Controls

Across the sector, many agencies are aligning their systems with updated regulatory standards and security protocols to mitigate risk. This year alone, public safety technology vendors have devoted significant resources to meet evolving compliance requirements, such as the new CJIS security policy updates, which set a new standard for how sensitive law enforcement data should be handled.

At Mark43, cybersecurity is a cornerstone of all operations. Some of our key 2024 initiatives included:



FedRAMP High Authorization

Mark43 secured FedRAMP High Authorization in 2024. This commitment to high-level security ensures that our customers are protected from emerging threats and can rely on us to maintain the safety and trust of the communities they serve.



SCIM Integration

Streamlining user management with standardized access controls, improving the security of user data and preventing unauthorized access.



New CJIS Requirements

Fully aligning our systems with the latest CJIS security policies to ensure compliance with federal law enforcement data-handling standards.

CUSTOMER SUCCESS

National Transportation Safety Board (NTSB)

Mark43's rigorous and substantial FedRAMP initiative was solidified with the launch of the National Transportation Safety Board (NTSB) within our FedRAMP High Environment in September 2024. This accomplishment is a testament to the security controls and comprehensive risk management strategies employed to ensure the integrity of government data.

"We are proud to partner with NTSB on this deployment within the Mark43 FedRAMP High Environment. This partnership underscores our commitment to providing the most secure and reliable solutions to federal agencies."

PATTY TREXLER

Vice President and General Manager of Federal and Emerging Markets at Mark43





In 2025 and beyond, it will be more critical than ever for public safety agencies to adopt proactive measures, including:



Prioritizing resilient technology platforms with advanced cybersecurity tools.



Investing in cloud-native technology to help mitigate and offset downtime and cybersecurity risks with trusted cloud technology vendors.



Fostering collaboration to address the evolving threat landscape effectively.

Mark43 continues to evolve our security offerings to ensure customers stay compliant and resilient in the face of environmental and cyber threats.

Some upcoming 2025 service offerings include:



Mark43 Alert

Real-time agency-specific cybersecurity threat reporting and automated agency CJIS audits/reviews.



CJIS Assessments

Regular CJIS requirement check-ups and Post CJIS audit help.



Cyber Incident Drills

Mark43 guides agency partners through different cyber incident mock drills to prepare for future threats.



Security Awareness

Inclusive of annual security training, phishing attack simulations & cyber health checks.



Access Management Check-ups

Personalized system profile and account check-ups and best practices.



Looking Ahead

In 2025 and beyond, the importance of cybersecurity in public safety is clear. Agencies must not only protect sensitive data but also ensure that their systems remain resilient in the face of both man-made and natural disasters—from cyberattacks and data breaches to hurricanes and earthquakes.

Key Takeaways

1

Cloud-Native Technology for Resilient 24/7 Connection

Investing in a modern, cloud-native platform is essential in not only keeping an agency connected, but offsets cybersecurity maintenance overheads to their technology vendors.

2

Strategic Security Controls Are Necessary

Effective security controls are critical in the face of rising cyberattacks, malware, and ransomware.

3

Regular Compliance Audits and Framework Evolution

Ensuring technology vendors adhere to state and federal security standards will minimize risk and safeguard critical data.



MARK43

03

Data-Driven Public Safety for Improved Community Outcomes

In 2024, public safety agencies continued to make data a key component of achieving their strategic missions. Leaders and officers harnessed data to make faster, more informed decisions, foster cross-agency collaboration, and improve community safety. In 2025, agencies will increasingly turn to technology partners for tools and systems that break down traditional silos, offering comprehensive, real-time crime analytics that support quicker responses, strengthen collaboration with city officials and build greater community trust.

In 2025, leading public safety agencies will embrace data-driven policing at the tactical, operational and strategic levels.

To do this successfully requires:

- 1 Embracing **Real-Time Crime Centers** on a tactical level to break down data and information silos and strengthen real-time response based on concrete data and information.
- 2 Promoting **Public Safety Response Systems** on an operational level to ensure day-to-day activities meet community needs.
- 3 Fostering **Community Data Sharing** on a strategic level to allow for more informed public safety decision-making across the government to ensure that strategies, initiatives and approaches align with community requirements.



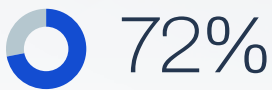
86%

of first responders believe data reporting processes could be improved at their agencies, with saving time cited as the top reason. Additionally, the same percentage believes integrating these processes into the records management system would be helpful.

TACTICAL

Real-Time Crime Centers

Real-Time Crime Centers (RTCCs) are one of the most powerful tools in modern public safety, enabling agencies to aggregate, analyze, and share data from multiple sources in real-time. While RTCCs have been in operation for decades, recent advancements in interoperability and AI-powered technology have vastly improved their capabilities, allowing for more efficient decision-making and faster responses.



of law enforcement agencies have a real-time crime center.



report RTCCs as effective in enhancing first responder and officer response.

As RTCC adoption has increased over the past year, the positive impact on agency operations has become clear. Agencies have expanded the range of data streams they collect and share in their RTCCs, including integrating more camera feeds. They have also enhanced how they analyze social media and incorporated advanced tools to process and interpret large datasets, such as cell phone data, more effectively and expediently.

With AI-powered tools and enhanced data aggregation, RTCCs provide agencies with a holistic understanding of a situation, allowing for faster resource allocation, prioritized responses, and customized solutions based on real-time intelligence. This leads to improved public safety outcomes and more effective decision-making, particularly in high-stakes situations.



of law enforcement agencies have yet to adopt RTCCs in 2024, the opportunity and demand is clear.



of law enforcement reported an RTCC would benefit their agency and agencies in their community with the top three benefits cited as improved intelligence for greater efficiency, public safety, and faster response times to emergency calls.

CUSTOMER SUCCESS

Metropolitan Police Department

In April 2024, Chief Pamela Smith and the Metropolitan Police Department (MPD) in Washington D.C. unveiled MPD's Real-Time Crime Center (RTCC), designed to enhance the efficiency of crime investigations. The MPD RTCC gathers and analyzes real-time data from various sources to provide timely and actionable insights and has already played a role in assisting patrol officers on the scene and critical incidents.⁴

4. <https://mayor.dc.gov/release/mayor-bowser-and-chief-smith-cut-ribbon-mpd%E2%80%99s-real-time-crime-center-and-launch>

“The Metropolitan Police Department’s real-time crime center plays an important role in enhancing public safety and better serving the DC community. Our RTCC streamlines information-sharing, provides advanced situational awareness, and facilitates collaboration with partner agencies, fostering a coordinated approach to addressing crime and creating safer neighborhoods.”

PAMELA SMITH

Chief of Police at the Metropolitan Police Department, Washington, D.C.

OPERATIONAL

Public Safety Response Centers

Addressing public safety issues does not fall solely within the realm of law enforcement but rather takes a whole-of-government approach. Jurisdictions nationwide are increasingly using public safety and justice data to inform decisions about how to best use and coordinate government resources and initiatives to support public safety goals and missions. One essential service that governments offer to the community is responding to emergencies with the right teams and resources.

 52%

of respondents when asked how an analytics tool would help public safety agencies, believe that it would allocate resources more effectively.

 58%

of respondents believe it would increase operational efficiency.



As communities continue to demand more tailored and specialized responses to calls for service, agencies across the government will need to adopt a data-driven approach to effectively address this need. For example, alternative response programs—also known as multidisciplinary or diversified response models—aim to address non-violent, low-acuity incidents, such as mental health crises, substance use issues, and homelessness-related concerns.

These programs have grown in 2024, especially in jurisdictions facing staffing shortages or those that aim to reduce the reliance on law enforcement for certain types of calls. Looking to 2025 and beyond, public safety agencies can leverage data from 911 calls, community reports, and previous incidents to identify trends and patterns in calls that may be more effectively addressed by non-law enforcement responders such as behavioral health practitioners, mediation specialists, and public works or transportation departments. Moreover, leaders and agencies can analyze that data to make informed and strategic decisions about the allocation and deployment of resources.

CUSTOMER SUCCESS

The Seattle Community Assisted Response and Engagement Department

The Seattle Community Assisted Response and Engagement (CARE) Department is committed to innovative emergency response practices, deploying a modern RMS to ensure swift and tailored assistance to those in need.

“Implementing modern, intuitive technology that enables robust data collection is essential for making informed decisions in any business—in first response, these decisions are often life and death. Grounding my strategic and organizational choices in reliable data continues to facilitate political consensus and public safety alignment in Seattle and ensures first responders have the critical information they need to serve our community safely and effectively.”

AMY BARDEN

Chief of the Seattle Community Assisted Response and Engagement (CARE) Department

3

STRATEGIC

Leveraging Data Transparency to Build Trust and Engage Communities



of law enforcement use analytics or business intelligence tools to analyze crime and internal data.



of respondent think there should be greater crime data and statistics transparency with the public. This sentiment has grown 26% since 2022 in the **2023 U.S. Public Safety Trends Report**.

With the increased adoption of modern public safety technology, agencies have access to more types of public safety data than ever. This has not only directly supported public safety agencies in using data to inform their daily decisions, but with streamlined data-sharing it has also enabled stakeholders from every sector to analyze and review their operations through a public safety lens. In 2025 and beyond, community members will look to public safety agencies to use and share reliable, accurate, and comprehensive data to guide strategic decisions across the government.

Transparency is a key pillar of community trust, and public safety agencies are increasingly making data available to the public to foster open communication and accountability. By sharing information on crime trends, community safety metrics, and 911 call statistics, agencies are not only informing their communities but also empowering them to engage in problem-solving and decision-making processes.

Benefits of data sharing within the community include:

Broader Education

Providing a look into how public safety resources are being allocated, why certain decisions are made, and how strategies are evolving based on data trends.

Better Collaboration

Making public safety data accessible promotes a collaborative relationship between the agency and the public which can strengthen engagement.

Stronger Support

When communities can see how data drives decisions, it builds trust, improves cooperation, and keeps community members more informed and involved in the safety of their neighborhoods.

CUSTOMER SUCCESS

Bethlehem Police Department

Using Mark43, the Bethlehem Police Department has turned their data into a strategic asset to help prevent and address crime while also strengthening community trust.

“We’ve improved public trust through transparency and accountability. Being able to put out daily snapshots of criminal offenses with Mark43 Analytics has been huge. For the longest time, we didn’t have the capabilities.”

MICHELLE KOTT

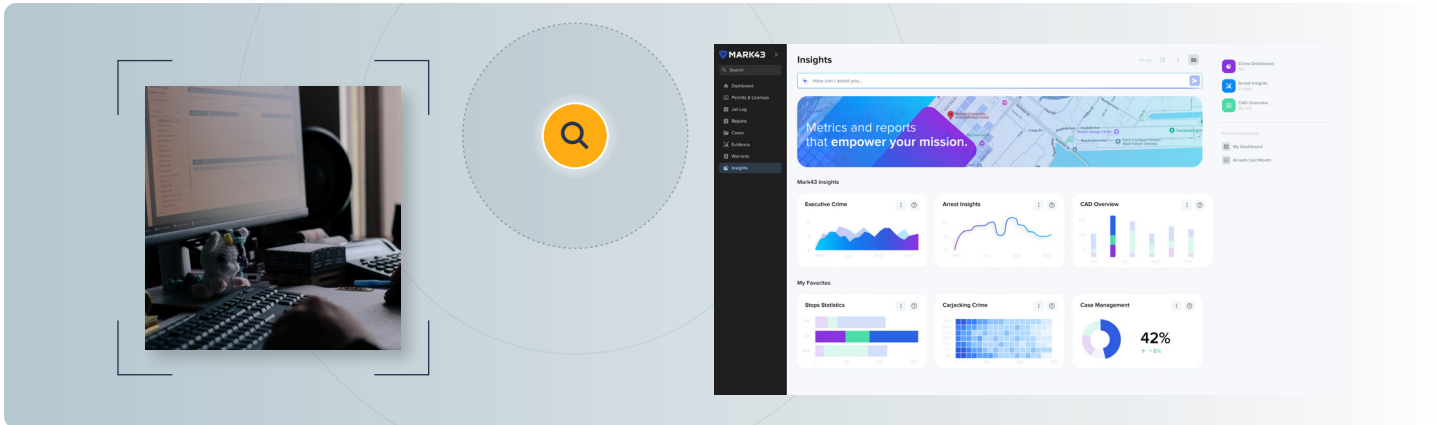
Chief of Police at the Bethlehem Police Department

BETHLEHEM POLICE DEPARTMENT												
		Reported Crimes: October 19, 2024			through			October 26, 2024				
	LAST YEAR PERIOD	10/11 - 10/18 10/19 - 10/26	10/20/2024	10/27/2024	10/28/2024	10/29/2024	10/30/2024	10/31/2024	11/01/2024	11/02/2024	% CHANGE	
Violent Crime	0	0	1	0	0	0	0	0	0	0	0%	
Homicide	0	0	1	0	0	0	0	0	0	0	0%	
Sex	0	1	2	0	0	0	0	0	0	0	200%	
Robbery	0	0	1	1	0	1	0	0	0	0	25%	
Aggravated Assault	0	3	9	9	8	8	8	6	7	7	225%	
Simple Assault / Harassment	17	26	78	80	80	80	80	78	81	82	315%	
Total Violent Crime	17	30	91	89	88	88	88	86	87	90	265%	
Property Crime	10/11 - 10/18 10/19 - 10/26	10/20/2024	10/27/2024	10/28/2024	10/29/2024	10/30/2024	10/31/2024	11/01/2024	11/02/2024	% CHANGE		
Burglary	2	2	9	7	9	7	7	7	7	7	275%	
Theft from Building/Vehicle	13	16	36	49	49	49	49	49	49	49	275%	
Theft from Vehicle	0	0	17	18	18	18	18	18	18	18	100%	
Theft of Vehicle Parts	3	0	2	2	2	2	2	2	2	2	25%	
Armed Theft	7	7	17	16	16	16	16	16	16	16	100%	
Motor Vehicle Theft	0	1	2	2	2	2	2	2	2	2	25%	
Total Property Crime	25	26	73	84	84	84	84	84	84	84	315%	
Public Order / Disruptive Behavior	10/11 - 10/18 10/19 - 10/26	10/20/2024	10/27/2024	10/28/2024	10/29/2024	10/30/2024	10/31/2024	11/01/2024	11/02/2024	% CHANGE		
Use of Force Under the Influence	0	0	0	0	0	0	0	0	0	0	0%	
Public Intoxication	0	0	0	0	0	0	0	0	0	0	0%	
Violation of Control Misdemeanor	10	11	20	20	20	20	20	20	20	20	200%	
Disorderly Conduct	8	6	19	17	17	17	17	17	17	17	135%	
Total Public Order / Disruptive Behavior	18	17	39	37	37	37	37	37	37	37	205%	
Other Crimes	10/11 - 10/18 10/19 - 10/26	10/20/2024	10/27/2024	10/28/2024	10/29/2024	10/30/2024	10/31/2024	11/01/2024	11/02/2024	% CHANGE		
Issued Badged Offenses - B-FAC	4	4	11	11	11	11	11	11	11	11	275%	
Issued Badged Offenses	6	6	25	27	27	27	27	27	27	27	450%	
CV 2024 Report	3	0	0	0	0	0	0	0	0	0	0%	

EMPOWERING DATA-DRIVEN POLICING:

Mark43 Tools for Smarter Decision Making and Operational Efficiency

In 2025, public safety agencies will need to leverage real-time analytics for smarter decision-making, strengthening public safety agencies' operational posture. This starts with adopting tools and solutions like **Mark43 Insights**, which equips agencies with comprehensive data analysis and visualizations.



“Mark43 Insights represents the culmination of on-the-ground feedback from agencies across the country. By closely collaborating with our public safety partners, we’ve developed a real-time public safety data and analytics platform that not only meets current demands but also anticipates future needs. Our goal is to continually drive innovation that enhances the daily operations of agencies and ensures they have the most intuitive tools at their fingertips.”

WENDY GILBERT

Senior Vice President of Product at Mark43

Other Mark43 offerings that drive advanced data analytics and reporting include:



Data Lake

Centralized data storage with easy access—data is replicated and can be queried using SQL or any preferred business intelligence tool. Agencies also have the option to use pre-built queries to extract and export data for advanced analysis.



Open API

Supports integration with other applications and enables data-sharing and collaboration essential for operational continuity, strategic analysis and decision-making.



Data Pipelines

Data pipelines enable near real-time data access and maintain mission-critical production system performance. Leveraging advanced data processing and integration techniques, they provide timely and accurate information essential for public safety enterprise operations.

Looking Ahead

Data-driven public safety strategies are poised to play an increasingly central role in shaping community outcomes. As access to data expands, public safety agencies must leverage advanced and modern technologies to transform raw data into actionable insights. They must also ensure that their technology allows for seamless data-sharing where applicable to support non-law enforcement approaches to delivering public safety. At the same time, communities will demand reliable, accurate, and timely data that offer a transparent view of crime trends, law enforcement initiatives, and public safety efforts.

Key Takeaways

1

Community Data Sharing is Key for Building Trust

Robust data analysis, reporting, and sharing by public safety agencies will be critical for building trust, accountability, and transparency within the community.

2

Data is a Catalyst for Breaking Down Operational Silos

Data helps break down operational silos, empowering public safety professionals to work smarter and enabling collaboration across agencies and units for unified, community-focused responses.

3

Technology Will Drive New Data Applications

The barrier to accessing and using new technology is decreasing; therefore, public safety agencies are increasingly leveraging data to guide operational, tactical, and strategic decisions. Applications include building and enhancing real-time crime centers, providing a suite of public safety response systems, and improved transparency with communities.



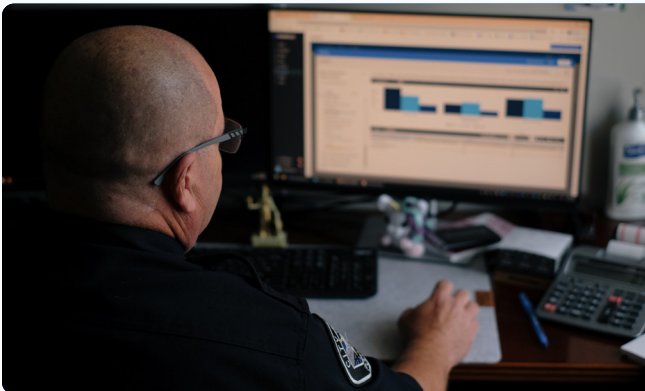
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A Comprehensive Platform Powers Innovation

As public safety agencies evolve to embrace modern, integrated technologies, they face a dizzying array of options and vendors. These tools can either be any agency's advantage or demise. In this landscape, the need for a strong foundation—typically a unified, open, interoperable CAD and RMS—is tantamount. This real-time, bedrock operating system sets the stage for agencies to develop and utilize their portfolio of mission-critical applications effectively. **In 2025, leading agencies will** commit to a unified system of diverse, open, and interoperable vendors using a single-platform CAD and RMS.

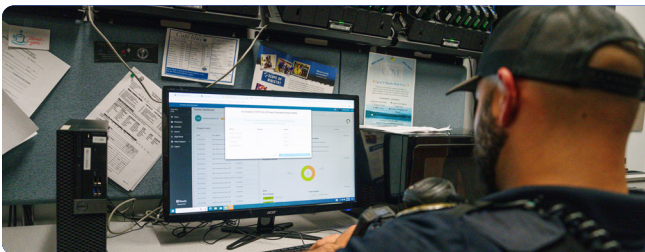
To do this successfully requires:

- 1 Evaluating current systems to identify discrepancies and bottlenecks that can be improved through modern, streamlined CAD and RMS technology.
- 2 Implementing and integrating new systems through strategic change management and data migration, ensuring all data sources are consolidated and accessible in real-time.
- 3 Training and supporting agency personnel and officers to ensure the agency is proficient in new technology, maximizing potential, adoption, and results.



51%

of law enforcement respondents must sign into **4-6 different applications** daily. A strong majority **88%** of law enforcement believe switching between multiple applications significantly or somewhat affects their efficiency in completing tasks. **87%** also reported that having their agencies' analytics or business intelligence tools integrated into RMS would be helpful.



97%

of law enforcement agree that tools saving time from typing the same information multiple times in a report would have high or moderate impact.

Public safety agencies rely on a vast and complex tech stack, including hardware and software. However, without seamless integration through an open API and aggregation of data across various mission critical tools, technology can become more of a burden than a benefit. Disjointed public safety systems create inefficiencies, cause delays in response times, and prevent agencies from accessing the critical insights they need in real-time.

This is where a unified CAD and RMS platform becomes invaluable.

Key benefits include:

Improved Data Accessibility and Actionable Insights

A consolidated data platform makes it easier for first responders to access data from multiple sources in one place. This promotes better decision-making by providing a unified view of critical information, which can lead to deeper insights and improved strategies. Out of those surveyed, first responders believe this would save time **47%**, create more holistic reports **23%**, and improve data quality and integrity **30%**.

Operational Efficiency

By streamlining data-capture tools and disparate systems, agencies reduce the time and effort spent on integrating and maintaining multiple platforms. This leads to more efficiency, as users don't need to navigate different systems or worry about manual data entry.

Better Security and Compliance

Managing security across multiple platforms increases the risk of data breaches and compliance issues. A unified platform offers better control over access, security protocols, and compliance with regulations, making it easier to implement and monitor security measures.

Cost Reduction

Maintaining and licensing multiple tools can be costly. A unified platform reduces these expenses, streamlines, vendor management and lowers software and IT support costs.

Data Accuracy and Consistency

Consolidating disparate data sources and tools into a single platform helps eliminate data silos, reducing inconsistencies and errors that arise from managing multiple versions of the same data.

CUSTOMER SUCCESS

Coral Gables Police Department

"I've got five departments that touch Coral Gables – Pinecrest, West Miami, South Miami, Miami-Dade, and Miami. With Mark43, I can send information seamlessly, so they know if something's going on in my city and theirs. We can compare notes immediately instead of waiting for days."

ED HUDAK

Chief of Police at the Coral Gables Police Department



Unlocking the Power of a Comprehensive Data Platform in Public Safety

Although advancements have been made in 2024, some agencies still rely on mundane reporting that requires manual paperwork and slow importing across a variety of different tools and systems. This is especially burdensome with outdated CAD and RMS platforms.



76%

of law enforcement have spent more than half their shifts completing paperwork, with **70%** having to use overtime to do so.

Prior to launching Mark43, the Bethlehem Police Department operated between three different platforms which caused extreme delays and officer frustration.

“We as Supervisors didn’t have the visibility that we needed to see all the reports in one place. We had to search between three separate software applications, so it was very difficult for us to keep track of where officers were and get reports done in a timely manner.”

JOSHUA SCHNALZER

Lieutenant at the Bethlehem Police Department

CUSTOMER SUCCESS

Berwyn Police Department

The Berwyn Police Department launched Mark43 in 2024 to streamline operations and uplevel their public safety technology. One of the core challenges they were looking to solve was the lack of integration of the previous CAD and RMS systems. The systems didn’t effectively “talk to each other,” limiting real-time information sharing, slowing investigations, and complicating dispatching.

“Our officers are thrilled about the modern and easy-to-use RMS interface. This will completely transform our workflows for quicker reporting so our officers can focus on crime prevention within the Berwyn community.”

MICHAEL D. CIMAGLIA

Chief of the Berwyn Police Department

“Transitioning to a cloud-native CAD system is a crucial step for our firefighters, paramedics and EMTs. They need a platform they can trust regardless of circumstance. It also makes it easier for us to allocate resources more effectively, to get more first responders out in the field.”

THOMAS HAYES

Chief of the Berwyn Fire Department



Driving Faster Response and Greater Coordination with a Unified Platform

As agencies look to optimize workflows and operations in 2025 and beyond, adopting a unified system is a crucial first step and will promote more coordinated efforts among officers, first responders, dispatchers, and analysts.

The Mark43 Public Safety Platform is the real-time operating system for public safety. Inclusive of CAD, RMS, Analytics, and the mobile app OnScene, Mark43 equips agencies with the tools they need to all on one platform.

Notable features include:



Enhanced collaboration

By consolidating CAD and RMS data into a single platform with an open API, cross-functional units can collaborate more effectively. Additionally, agencies can seamlessly integrate with other applications, ensuring operational continuity, strategic analysis, and informed decision-making. Whether it is an investigation or an operational initiative, having shared access to the same data enables enhanced coordination, efficiency and even speed.



Secure and resilient

Built on AWS GovCloud with the strongest security posture in public safety, Mark43 is StateRAMP and FedRAMP High Authorized.



Mobile and accessible

Mark43 is mobile-first, allowing first responders to work and stay connected on-the-go with superior user experience.



Open Ecosystem

With 120+ integrations, Mark43 connects all applications public safety agencies rely on for unmatched insights, situational awareness and operational support.



Looking Ahead

The shift towards comprehensive, unified CAD, RMS and analytical platforms in public safety is only just getting started. As agencies look to accelerate operations and data-driven decision-making in 2025, they will continue to turn to technology vendors to integrate essential tools and applications. The evolution of the public safety platform will also support advancements in security, compliance and the integration of emerging technologies like AI, ensuring that public safety agencies are prepared for the unexpected.

Key Takeaways

1

An Interoperable Public Safety Platform for Better Situational Awareness

By adopting a comprehensive platform of CAD, RMS, and business intelligence that seamlessly integrates with other essential tools and applications, first responders can access critical information faster, improve situational awareness and enable quicker emergency response.

2

Unified Platforms Help Get Officers Back in The Field

A consolidated, all-in-one platform streamlines day-to-day operations and enhances the users experience – which supports job satisfaction and retention. Improving efficiency returns officers and users to the core job they signed up for: serving the community.

3

The All-in-One Platform Enhances Accuracy and Reduces Errors

Adopting an interoperable solution will minimize the need for data migration, further reducing reporting errors and improving data integrity and accuracy.



2025 and Beyond

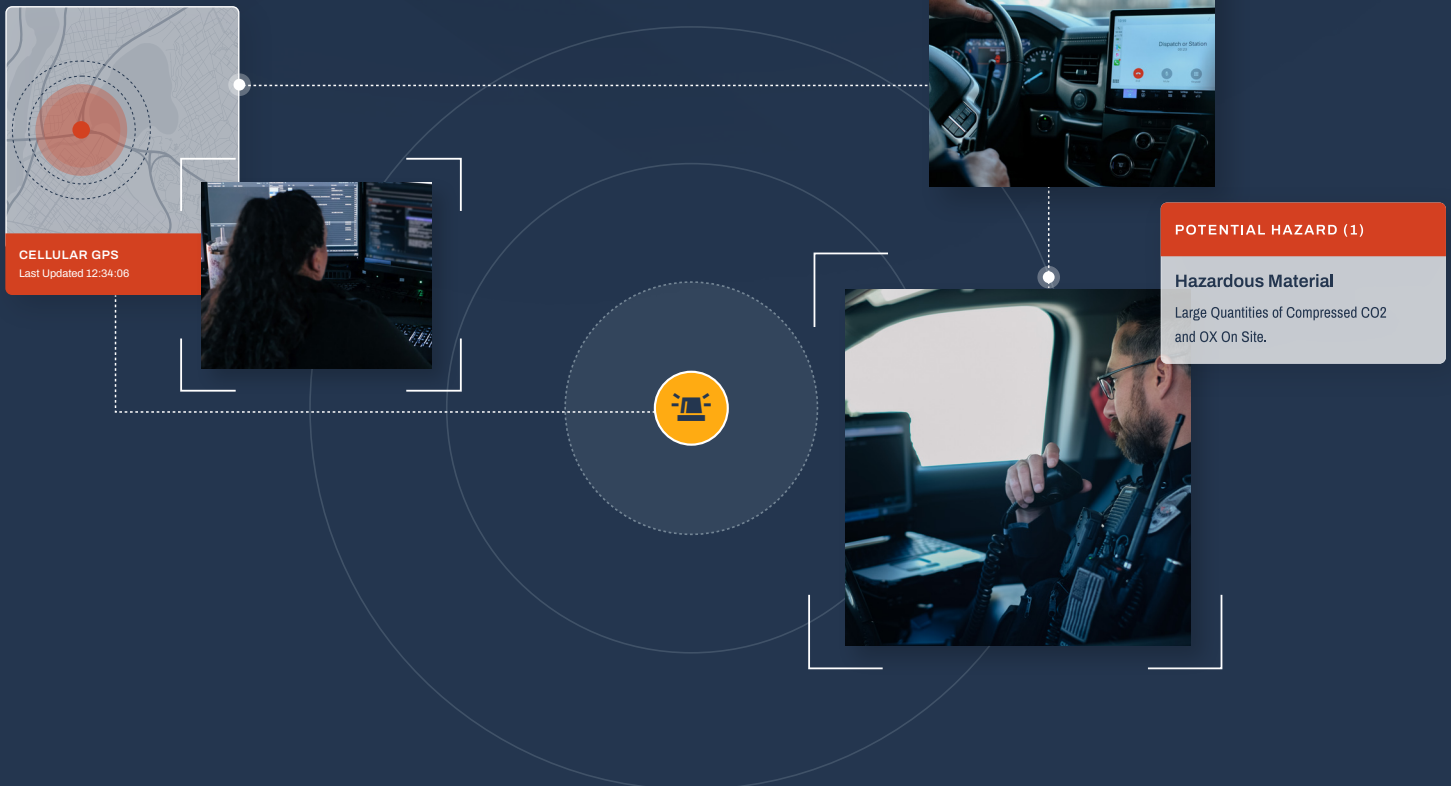
At Mark43, we are committed to staying ahead of the curve for our public safety partners. We strive to be a source of innovation, stability, and support as agencies navigate the shifting demands of public safety. To meet the needs of today and tomorrow, we are dedicated to advancing our secure and integrated real-time public safety platform to empower public safety agencies in new and meaningful ways.

While technology is an essential driver of progress, its ultimate purpose is to enhance—not replace—the human element at the heart of public safety. For first responders, who face unprecedented demands on a daily basis, effective solutions must respect and amplify their expertise and dedication. As public safety agencies increasingly rely on AI and data, a comprehensive platform that helps them prepare for the unexpected must be designed to prioritize their people. By doing so, it makes their officers' jobs safer and interactions with the community stronger.

We believe that the trends outlined in this report will serve as a foundation for agencies looking to innovate thoughtfully and sustainably. To the dedicated public safety professionals reading this: thank you for your continued service. Your work inspires our mission every day, and we are proud to support you on the journey to a safer future.

Notes

Unless otherwise noted, statistics cited are from a national online survey of 538 first responders conducted by Propeller Insights between October 2 and October 23, 2024. Respondents opted into an online database; from there, they were targeted based on demographics. To further confirm qualifications, respondents were asked to verify their information in the survey itself with self-identifying qualifications. The maximum margin of sampling error was +/- 4 percentage points with a 95% level of confidence.



About Mark43

Mark43 brings modern technology to enhance public safety, making state, local and federal agencies faster, smarter, and their communities safer. Our integrated Records Management System, Computer-Aided Dispatch, and Data Analytics form the backbone of a unified, real-time public safety operating platform to streamline workflows, improve response times, and foster collaboration. Trusted by over 290 agencies, Mark43 increases effectiveness and efficiency amid rising demands and limited resources. By supporting first responders with innovative tools, AI technology, and a strong cybersecurity foundation, Mark43 equips public safety agencies to address the challenges of today and tomorrow.

[VISIT MARK43.COM FOR MORE INFORMATION OR TO REQUEST A DEMO](https://www.mark43.com)