New Taipei City was selected through a competitive process to be awarded a Smarter Cities Challenge® grant in 2013.

During three weeks in March 2013, a team of six IBM experts worked to deliver recommendations for the New Taipei City Police Department (NTPD) in response to the following challenge from New Taipei City’s Mayor, Dr. Eric Liluan Chu:

What changes to the New Taipei City Police Department (NTPD), its processes, or required technologies need to be implemented for New Taipei City to be considered a world-class, high-tech defense city by 2016?

The challenge
Mayor Chu’s mission is to create a living environment that allows residents to live without fear of crime. He wishes to build a New Taipei City where people can live and work in peace and contentment. In his vision, a safe city will prosper. Local businesses will expand, tourism will rise, and international firms will invest.

Mayor Chu has created three strategies to accomplish this goal:
1. Excellent police administration and a safe community
2. Service-oriented, localized policing
3. High-tech policing, with equal emphasis on prevention and investigation

High-tech policing is about leveraging technology to identify and eliminate a threat as much as it is about solving and apprehending criminals. A well-executed high-tech policing strategy does not simply implement advanced, leading-edge police technology. Officers must be well trained and investigative processes seamlessly integrated to improve productivity of under-staffed police departments.

New Taipei City today is a safe and high-quality living environment. But it experiences growing pains familiar to any modern city.

Highlights:
- Advanced analytics leverage crime-scene data quickly and efficiently
- Advanced case management eliminates manual tasks and makes processes more secure
- Investment in staff skills helps meet the future needs of policing
- Formalized governance ensures consistency and reduces risk
Findings and recommendations

The team leveraged its expertise in public safety, problem solving and technology to provide informed recommendations to the NTPD.

The team examined six in-flight projects of the Mayor's high-tech defense city initiative within the NTPD:
1. Criminal investigation and forensics abilities
2. 110 duty command, surveillance and investigations systems
3. Traffic order enforcement and e-service system
4. e-Sky Eye and surveillance center
5. Intelligence Integrated Center
6. Public security governance, decision-making information and service system

Following this detailed exploration, the team developed four overarching recommendations on how the NTPD can support the Mayor's vision:

1. Advanced analytics: Invest in advanced analytic technologies that will enable large amounts of data to be processed automatically.
2. Advanced case management: Invest in advanced case management technology to unify information, processes and people across multiple systems to provide a 360-degree view of each case.
3. Skills and development: Institute a regular assessment of the staff capabilities required to meet current and future needs of policing a world-class, high-tech defense city.
4. Governance: Establish a technical design authority to oversee solution governance and the adoption of agreed standards and architecture.

Conclusion

As enormous advances are made in analytics, case management and forensic technology, cities are seeing new opportunities to transform themselves.

The foundation of the Smarter Cities® concept leverages data to optimize infrastructure. New Taipei City should invest in the organization, processes and technology of its key police teams and projects to ensure its people are skilled and empowered; its systems are intelligent and responsive; and that it is getting the most out of its investments.

As a result of care and investment in these areas, New Taipei City will be well positioned to become a world-class defense city.

For more information

To learn more, send an email to ccca@us.ibm.com or visit smartercitieschallenge.org