



The TRILLION project proposes an open, flexible, secure and resilient socio-technical platform to foster effective communication and collaboration between citizens and law enforcement officers.

Community policing promotes the implementation of bi-directional collaboration channels between citizens and Law Enforcement Agencies (LEAs). By enhancing the discovery of relevant and up to date information, it speeds up the detection of risks, eases their prevention and builds a continuum of collaboration which motivates citizens and LEAs to work together.

Over 36 months, TRILLION - TRusted, Citizen - LEA collAboration over sOcial Networks - delivers a fully-fledged platform and mobile applications to **support the extensive collaboration between citizens and LEAs** for incident discovery, prediction, reporting and interaction whilst ensuring that privacy and data protection are taken into account.

Using the TRILLION platform, *citizens* will support the achievement of a better urban security management by

- *reporting crimes, suspicious behaviour and incidents*
- *identifying hazards*
- *assisting LEAs through active participation*

At the same time, *LEAs* will be able to

- *detect incidents in a more efficient, content and context aware manner*
- *locate on-site citizens, other LEA representatives and first responders and communicate with them*
- *request more information and assign specific actions to address on-going incidents.*

The crucial role of the end users

The active involvement of the end-users, citizens and LEAs, and the adoption of a bottom-up approach is crucial in TRILLION: the end-users are the ones who can provide input from the operational perspective as well as the main beneficiaries of the services implemented in the context of the project.

The participatory approach is at the heart of the TRILLION implementation where citizens, who are increasingly more connected via mobile devices, are the actual input *providers*. The delivery of a *participatory culture*, a key component of the community policing approach adopted in TRILLION and part of the project mandate, will enable the full acceptance and adoption of the TRILLION platform. The solution must be used by citizens and will therefore be designed to be attractive and easy to use for ALL the potential users and not just for digital experts.

The project's objective is to allow citizens and LEAs to interactively talk to each other creating a new *participatory environment* and supporting new forms of interaction, citizens engagement and citizen sourcing.

TRILLION creates value for

- *citizens*, being part of the design of the solution they will significantly increase their customer satisfaction on the services provided by LEAs;
- *LEAs*, as a consequence of the citizens' involvement in the definition of TRILLION, will be sure they adopt a platform which is significantly helping people, overcoming issues that are not necessarily technological, such as resistance to adoption, resistance to change, and limited trust citizen may have towards the internet, etc

TRILLION
in a nutshell

13 partners from
8 countries
delivering **1** integrated platform
tested across **5** locations
involving **real end users**
over **36** months

The TRILLION project has started building a strong community of end-users guiding the project as it develops and helping to ensure that the final product has genuine value and practical application to both LEAs and citizens. TRILLION involves 6 citizen communities, 6 LEAs (see image below).



TRILLION official end users

How does TRILLION work?

IMAGINE IF...
a citizen needs
to report an
arson event...

EVENT REPORTING

Making use of smart mobile and web applications, relevant geo-localized information are exchanged in order to detect critical situations that are or may become critical in the short to medium term.

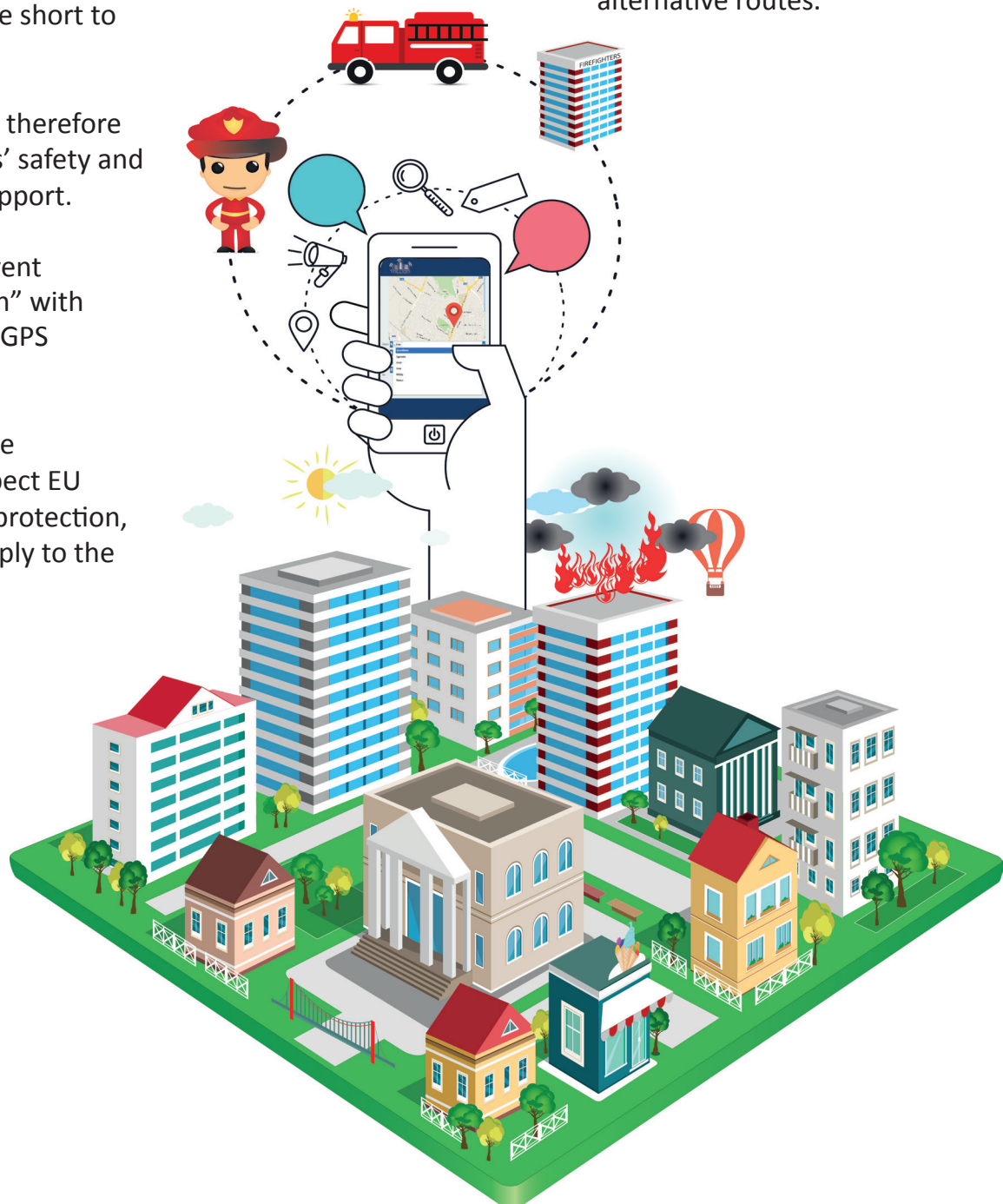
The final objective is therefore to guarantee citizens' safety and provide a prompt support.

TRILLION gets the event categorized as "arson" with metadata related to GPS position and time.

The acquisition of the information will respect EU regulations on data protection, privacy and will comply to the EU standards.

EVENT NOTIFICATION

TRILLION notifies the new event to each user in the neighborhood (through GPS data) and suggests alternative routes.





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TRILLION project is a Research and Innovation Action
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Stay tuned at
<http://trillion-project.eng.it/>

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