# Suggested Technology Infrastructure for an RTCC

The establishment of an RTCC requires a wide range of technologies and technical resources. While some of technologies and resources are fundamentally necessary for the implementation of an RTCC, others can be integrated as the needs grow or as more resources become available.

At the most basic level, an RTCC must have access to the radio system and computers with access to the computer aided dispatch system (CAD) and the department's records management system (RMS). It is highly suggested that RTCCs have a video camera infrastructure with camera directional controllers, video screens, and video recording technology to access, direct, and record camera feeds. This technology allows RTCC staff members to provide immediate support to officers responding to calls for service and to search calls for service incidents and other pertinent records, and cameras post-hoc for investigative purposes.

Access to the CAD system specifically ensures that operators are alerted when priority 1 calls are dispatched. Awareness of priority 1 calls allows RTCC detectives to check for information pertinent to the incident and for cameras near the active call-for-service or crime scene; cross-check any captured license plates; and provide useful information to responding officers, potentially before the officers have arrived on-scene. Access to the CAD priority call list allows RTCC detectives to be actively engaged with a case in real time, rather than waiting for an officer to arrive on-scene. For example, a 9-1-1 caller may be reporting an armed robbery, and sometimes the victim is able to provide a partial plate number. While an officer is being dispatched to the scene, RTCC detectives can cross-check license plates through the license plate reader (LPR) database and review video feeds in the proximal area to determine whether the cameras captured any important aspects of the crime.

The advanced capability of a camera system may include (1) cameras placed and maintained by the police department; (2) cameras placed and maintained by the local transit authorities; and (3) cameras placed and maintained by private entities and accessed with permission. A wall of large video monitors can then allow RTCC detectives to watch, record, and share live video footage within the room and, when useful, to track and follow a moving car or suspect using the camera infrastructure. This tracking process can, and often does, occur in real time.

The RTCC detectives may actively monitor the automated LPRs that are placed in both fixed and mobile infrastructure throughout the primary traffic arteries. LPRs serve a dual purpose. First, they are constantly scanning for license plates to identify cars that are listed as stolen or that may be on various watch lists (linked to prior crimes, terrorism, etc.). Current license plate reader technology can scan more than 5 million license plates per month. As plate information is captured by the LPR, it is cross-checked across multiple databases. If a plate is flagged in the system, an audible or video alert is immediately sent to RTCC detectives. The detectives can then cross-check the plate to see if it is a legitimate hit (since the LPR can only check numbers and not discern plates from different states). Often, an alert is the correct license plate number but from a different state. However, LPRs generate numerous hits each week, and these provide opportunities for a department to respond, in many cases, in real time. The data captured by LPRs are also stored for three months, which allows detectives to retroactively search to see whether a license plate was

captured on a camera.  Finally, license plates or partial plates can be entered into the system, on an as-needed basis, to respond to missing person cases, crimes in progress, or other emergencies.

When responding to crimes and calls for service in real time, RTCC detectives also may have a number of additional technological resources available.  For example, these resources could include (or have included) access to an electronic monitoring system (thereby allowing detectives to "ping" individuals on electronic monitoring to confirm their geographical locations and to determine whether they were around a known crime location); ShotSpotter (which allows agencies to determine the locations of shots fired); the National Crime Information Center; internal offender and victim databases; internal and proprietary interfaces that allow RTCC detectives to map assets (patrol cars, officers, etc.) continuously in real time and efficiently deploy assets; and other available resources.

It is also possible to create a user interface that effectively integrates numerous technologies, which facilitates efficiency.  Such a system will allow RTCC detectives to simultaneously access different data sources such as cameras, electronic monitoring, LPRs, and other resources all from one user interface, rather than having to log on to each database separately.  RTCCs also should be equipped with additional support assets that help them function effectively. RTCC detectives can have multiple screens at their workstations, allowing them to have multiple databases open simultaneously. RTCCs should have working televisions with live new feeds, kitchen facilities, and a fully equipped conference room. Each of these resources can help detectives during overnight shifts or when preparing for or working major city events.  Finally, if RTCC detectives access cameras owned and operated by external agencies, such as the U.S. Department of Transportation, those agencies also might have representatives in the RTCCs (particularly during rush hour, for example).

When departments build RTCCs, it may not be feasible for them to provide their staff with all of these resources initially.  As mentioned earlier, the fundamental technological requirements for the establishment of an RTCC are video cameras, database access, and electronic equipment (computers, monitors, video screens). As additional funding becomes available, resources and technology can be added to enhance the continued effectiveness of an RTCC.

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