



**10** *Essential Considerations*  
**when Building a  
Real-Time Crime Center**

Creating a Real-Time Crime Center (RTCC) is a critical step toward modernizing law enforcement agencies to effectively keep communities safer.

The concept of an RTCC – also referred to as real-time operations centers (ROC), real-time intelligence centers (RTIC), critical incident intelligence centers (CIIC), and public safety command centers – involves leveraging cutting-edge technology, data analysis, and coordinated interagency communication to identify, respond to, and prevent criminal activity in real time.

Lt. (Ret.) Sean Arthur has first-hand experience designing, building, and supervising a ROC. As the project manager for the ROC at the Collier County Sheriff's Office, Lt. Arthur led the county's project from inception to completion. Under his leadership, the ROC grew to be a flagship center, drawing agencies from all over the world to tour and consult with Lt. Arthur to learn how to translate the success of Collier County's ROC into their own operations.

Lt. Arthur recently retired after 30 years in law enforcement and now works for Constant Technologies as a Real-Time Public Safety Specialist, helping to build public safety command centers.

In speaking with Lt. Sean Arthur, he identified ten areas he considers essential when starting a public safety command center:

## **1. Agency Culture**

Developing an RTCC requires a shift in agency culture towards embracing data-driven decision making, collaboration, and proactive policing. Leadership plays a crucial role in fostering this cultural shift by emphasizing the importance of leveraging technology and intelligence to enhance public safety. Agency culture should prioritize innovation, adaptability, and a willingness to embrace change to improve the effectiveness of law enforcement operations.

## **2. Mission**

The mission of the RTCC should align with the overarching goals of the law enforcement agency. This includes reducing crime, enhancing community safety, and optimizing resource deployment. The RTCC's mission should emphasize the use of technology and data to provide real-time support to officers in the field; identify crime trends; and support proactive policing strategies. Additionally, the mission should stress the importance of building partnerships with other agencies and community stakeholders to achieve common objectives.

## **3. Staffing**

Staffing an RTCC is critical to its success. It should consist of a mix of personnel with expertise in data analysis, crime mapping, intelligence gathering, and information technology. RTCC staff should include individuals who understand the local community dynamics and possess strong communication skills. Cross-training and collaboration among sworn law enforcement personnel and civilian staff can further enhance the effectiveness of the RTCC. Clear lines of authority and communication within the RTCC staffing structure are essential to ensure seamless operations and decision-making processes.

## **4. Setting Goals**

Clear and measurable goals are essential for the effective functioning of an RTCC. These goals may include reducing response times to in-progress

incidents, identifying and responding to crime patterns in real time, improving officer safety through enhanced situational awareness, and building a comprehensive intelligence database to support proactive policing strategies. Setting specific targets for crime reduction, clearance rates, and community engagement can also help align the RTCC's efforts with broader agency objectives.

Beyond assessing agency culture, establishing a mission, addressing staffing, and setting goals, there are other areas to consider when developing an RTCC. This includes technology and infrastructure, fostering interagency collaboration, implementing robust training and education programs, measuring performance, navigating ethical and legal considerations, and actively engaging with the community.

## **5. Technology & Infrastructure**

The RTCC needs to be equipped with state-of-the-art technology and infrastructure to support real-time data collection, analysis, and dissemination. This may include a centralized information management system, video surveillance integration, GIS mapping capabilities, and data-sharing platforms with other law enforcement agencies. The RTCC's infrastructure should prioritize redundancy and cybersecurity measures to ensure continuous operations and protect sensitive information.

## **6. Interagency Collaboration**

Establishing strong partnerships and information-sharing protocols with other law enforcement agencies, as well as local, state, and federal partners, is crucial for the success of an RTCC. These collaborations can enhance the RTCC's ability to access diverse datasets, intelligence resources, and operational support. Coordinated efforts with entities such as fusion centers, emergency services, and community organizations can further improve the RTCC's overall effectiveness in addressing public safety concerns.

## **7. Training & Education**

Ongoing training and education programs should be implemented to ensure that RTCC staff and field officers are adept at utilizing the available technology and analyzing real-time data. This includes scenario-based training exercises, workshops on emerging technologies, and

cross-disciplinary training to promote a shared understanding of operational procedures. Additionally, community outreach and education initiatives can promote transparency and foster public trust in the RTCC's activities.

## 8. Performance Measurement

Implementing a robust system for tracking performance metrics and evaluating the effectiveness of the RTCC is essential. Key performance indicators (KPIs) should be established to assess the impact of the RTCC on crime reduction, case clearance rates, officer safety, and community satisfaction. Regular evaluations can inform strategic adjustments and ensure that the RTCC continues to align with the agency's mission and broader public safety objectives.

## 9. Ethical & Legal Considerations

The operation of an RTCC must adhere to strict ethical and legal standards to safeguard individual privacy and civil liberties. Policies and procedures should be established to govern the collection, storage, and sharing of data – as well as protocols for maintaining transparency and accountability. Compliance with relevant laws, such as the Freedom of Information Act (FOIA) and data protection regulations, is crucial to building public trust and ensuring the ethical use of RTCC resources.

## 10. Community Engagement

Engaging the community in the development and implementation of the RTCC can enhance its effectiveness. Outreach efforts, such as public forums, advisory boards, and informational campaigns, can help educate the community about the RTCC's functions and solicit feedback on its operations. Establishing mechanisms for community input and collaboration empowers residents to play an active role in shaping local public safety strategies.

## A Comprehensive Approach

**Lt. Arthur shares that:**

**“establishing an RTCC requires a comprehensive approach that integrates agency culture, mission alignment, staffing considerations, goal setting, technological infrastructure, interagency collaboration, training, performance evaluation, ethical and legal adherence, and**

**community engagement. By addressing these key elements, law enforcement agencies can create an RTCC that is well-positioned to leverage real-time data and technology to enhance public safety, reduce crime, and strengthen community partnerships.”**

He further explains that one of the reasons he started working with Constant Technologies was because “Constant offers a comprehensive solution for RTCCs – Constant designs public safety command centers based on an agency’s vision, integrates workflow, installs 24/7 technology furniture and video walls, and incorporates all AV solutions. After completion, Constant provides extensive training and ongoing service and support.”

## **Create Your Command Center with Constant**

While each center is unique, there are key elements that are standard: a central video wall that creates a common operating picture, a control system for information display, and console workstations. Constant walks you through each step of the process in creating your command center:

- Video wall systems customized to optimize workflow
- Consoles built for 24/7 environments
- Integrated rack enclosures for easy access to critical equipment
- First-class service and support

Public safety command centers are complex, and our team helps simplify the process. Constant will design and plan your layouts and renderings.

## *Getting Started is Difficult.* **Site Tours Make it Easier.**

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