

FREQUENTLY ASKED QUESTIONS ABOUT AN RTCC

The Mission

What is an RTCC?

A Real Time Crime Center (RTCC) exists to improve officer safety, provide actionable intelligence and enhance situational awareness. Using GeoShield, an RTCC may deploy many different mission packages including Real Time Dispatch Monitoring, Investigation Support, Field Viewers and a Tactical Operations Center. These modules give the staff the tools to provide day to day support on normal calls for service, prepare intelligence packets and BOLOs for ongoing investigations and scale up for emerging situations such as active shooters, or civic events such as parades or street festivals. The Field Viewer gives access to officers in the field and also provides a platform for roll call or daily briefings.

Can I expand the mission?

GeoShield is designed as an open platform ready to support the enterprise needs of the Law Enforcement Organization. By adding mission modules, you can easily expand the mission to encompass major tasks such as corrections, emergency management, tips and leads, or critical infrastructure protection. Several of our agencies also use the platform for operational tasks such as tracking evidence such as latent finger prints, managing extra patrol requests or monitoring individuals who have been given trespass notices to private or public spaces.

What does my staff have to do?

A successful RTCC depends heavily on Command Staff buy in and developing the right operational concepts and training for your staff. CyberTech can connect you to agencies with operational RTCCs and provide sample guidelines and best practices from other successful centers. With our support model, we're never more than a phone call away if you need assistance, additional training or need to discuss operational practices.

The Justification

What does an RTCC do for my agency?

An RTCC is a path to making more effective use of limited resources. Using GeoShield RTCC modules generates efficiencies in allocating patrols to high need areas, providing actionable intelligence to detectives, supporting critical situations without additional staff or massive budget, improving crime analysis and simplifying reporting to command staff and civilian authorities. The GeoShield RTCC provides a center core of activity for other missions including raid planning, patrol briefings, operational tasks and more. Most importantly, the GeoShield RTCC mission unlocks the lazy assets already in your agency and gives you full value for the technology, people and processes you've already paid for through other programs.

What benefits does an RTCC bring to the city or county?

An RTCC brings more efficient policing with lower operational cost. GeoShield mission modules also provide transparency and increased focus on police activities. Patrol offices become more efficient and more crimes are closed faster when an RTCC provides data in real time to the responding officer and supervisory staff. Agencies using GeoShield RTCC modules have seen increases in arrest warrants served, decreases in part 1 crimes, increases in case closure rates, and reduction in the staff cost of generating CompStat reports.

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What about my existing investment in technology?

GeoShield is an open platform designed to work with your existing technology. You don't have to upgrade your CAD, RMS, or radio network. You can pick and choose which GeoShield modules cover your needs and even integrate with many systems you may already have. As you bring new capabilities online (e.g. automated license plate readers or social media monitoring platforms) you can even purchase additional GeoShield integration modules to bring the new systems together with your existing data sources and workflows.

Where can I visit an RTCC?

Police agencies of all sizes are establishing RTCCs or similar Intelligence and Analysis centers. Please contact the CyberTech or Esri teams for assistance in arranging virtual or in person tours of Real Time Crime Centers that use GeoShield and Esri technologies.

The Process

How do I get started?

Through online resources, webinars, trade shows, printed materials and one-on-one presentations, CyberTech and Esri can help you develop your goals and justifications for creating a Real Time Crime Center. Please contact CyberTech or Esri for details if you need help explaining the RTCC concept, visiting existing RTCCs, developing positioning statements or evaluating budget options.

How do I pay for it?

GeoShield is licensed per agency for a fixed period of time. The license includes setup, configuration and full support. CyberTech offers various financial models to handle payment through monthly operational funds or pre-payment through various grant programs. We've successfully worked through sole source models with agencies in several states and also have access to procurement channels through SHI, Dell and others. We are happy to discuss both payment options and funding sources.

How much IT involvement is required?

In most GeoShield implementations, IT involvement is limited to a very specific set of tasks that are clearly outlined in the proposal. Depending on the environment, this can include setting up remote access to a server, enabling network connections between systems and/or providing assistance in connecting to data sources. In general, the involvement is minimal compared to any custom development or typical IT project.



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schedule a demo please contact:

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