

Real-Time Crime Center

Seattle Police Department

What is the technology?

Real-Time Crime Center (RTCC) software provides a centralized location for real-time information and analysis. At its core, RTCC software integrates dispatch, camera, officer location, gunshot detection, 911 calls, records management system, and other information into one “pane of glass” (a single view). The software is used to alert real-time crime center staff to a serious criminal event, see multiple streams of information overlaid on a map view, and convey that information to officers who are responding in the field.

Why will we use the technology?

Real-time crime center software helps provide situational awareness to increase officer and the public’s safety and reactively investigate incidents. Having real-time, accurate information in one place helps increase reliability of the location of victims and suspects, enabling quicker aid and safer apprehension. Having better visual and spatial suspect information will help reduce unnecessary stops by officers, focusing their efforts on verified locations and accurate descriptions.



The open comment period for this technology is currently underway. You can provide comments to [Seattle.gov/Surveillance](https://seattle.gov/surveillance).

All comments will be included in the Surveillance Impact Report on this technology and submitted to the City Council.

If you would like to provide feedback outside of the open comment period, please submit them directly to the City Council using the emails at <https://seattle.gov/council>.

Collection

The RTCC software integrates data from other SPD systems like Closed-Circuit Television Cameras (CCTV), Acoustic Gunshot Location System (AGLS), Automated License Plate Readers (ALPR), Records Management System (RMS), dispatch, Geographic Information System (GIS), and 911 calls into a centralized location for real-time information and analysis.

Access to the systems and technology is limited to authorized personnel via password-protected login credentials.

Use

The RTCC software is used to integrate existing data sources already in use by SPD.

The purpose of the RTCC is to provide situational awareness to increase officer and the public’s safety, as well as reactively investigate incidents.

Protections

Only authorized SPD and OIG users can access the RTCC software platform. Access to the systems/technology is limited to authorized personnel via password-protected login credentials.

Data in the RTCC system may only be viewed or extracted for legitimate law enforcement purposes, as governed by SPD Policy 12.050. The retention period is determined by whether the data holds evidentiary value. Data without evidentiary value is overwritten in approximately 30 days.