
Real Time Crime Center (RTCC)

616.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidance for the use of Real Time Crime Center (RTCC) technology.

616.2 DEFINITIONS

- **Real-Time Crime Center (RTCC):** A centralized operational unit that integrates live and near-real-time data, technology platforms, and analytical resources to support patrol officers, investigators, and command staff during active incidents and ongoing crime-reduction efforts. The RTCC consolidates information from multiple sources, including computer-aided dispatch (CAD), records management systems (RMS), automated license plate readers (ALPR), camera systems at City facilities (such as the Police Department, Public Works, Libraries, and City Hall), body-worn cameras, unmanned aircraft systems (drones), and other lawfully authorized technologies. While each of these technologies operates under its own established policies and procedures, the purpose of the RTCC is to co-locate and coordinate these resources to enable timely, accurate, and data-driven policing
- **Automated License Plate Reader (ALPR):** A device that uses cameras and computer technology to compare digital images to lists of known information of interest. (CVPD Policy: 460: Automated License Plate Readers)
- **Computer-Aided Dispatch (CAD) system:** A software platform used to receive, prioritize, document, and manage calls for service and to coordinate the deployment of police resources in real time. (CVPD Policy 802: Communication Operations)
- **Records Management System (RMS):** A secure, centralized information system used to collect, store, manage, and retrieve official law enforcement records. (CVPD Policy 810: Records Maintenance and Release)
- **Sensitive Technology:** Any electronic device, software program, or hosted software solution owned or operated by the City that generates or collects Sensitive Personal Information, but which is not designed or intended to be used for surveillance. (CVPD

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Policy 604: Third-Party Video Feeds and Sensitive Technology & City of Chula Vista Policy 112-04, Privacy Protection and Technology Transparency Policy)

- City Owned Cameras: Camera system(s) owned by the city on city-owned property for the purpose of protecting city property and safety of city patrons and employees. (CVPD Policy 604: Third-Party Video Feeds and Sensitive Technology)
- Body Worn Cameras: A portable audio and video recording device worn on an employee that captures interactions and observations. (CVPD Policy 448: Portable Audio/Video Recorders)
- Drones: An unmanned aircraft designed for gathering information through imaging recording or other means. (CVPD Policy 613: Unmanned Aerial System Operations)

616.3 POLICY

RTCC technology is classified as Sensitive Technology as defined by City of Chula Vista Policy 112-04, Privacy Protection and Technology Transparency Policy.

The use of RTCC technology will be in strict accordance with all local, state and federal laws, and all provisions of the Chula Vista Police Department Manual. The remaining provisions of this policy were developed to adhere to the overarching intent of City of Chula Vista Policy 112-04, Privacy Protection and Technology Transparency Policy.

The policy of the Chula Vista Police Department is to utilize RTCC technology as a centralized hub for police technology, incident support, and data integration. The RTCC enhances the department's ability to maintain real-time situational awareness by consolidating information from multiple systems — including city owned cameras at the police department, city hall, libraries and public works, real-time alerts, Computer-Aided Dispatch (CAD), Automated License Plate Readers (LPR), Records Management Systems (RMS), drone flight information, and resource tracking (officer locations) into a single, unified “pane of glass.”

616.4 ADMINISTRATION

All installation and maintenance of RTCC software, as well as RTCC data retention and access, shall be managed by the Assistant Chief of Police. The Assistant Chief of Police may assign other department members under their command to assist in the administration of day-to-day operation of the RTCC software.

616.5 OPERATIONS

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All RTCC system users shall access the RTCC system utilizing individual credentials assigned by the Chula Vista Police Department or its automated systems. All access and use of the RTCC system is logged and subject to audit at the discretion of the Chula Vista Police Department or other lawful authority.

Use of an RTCC is restricted to the purposes outlined below. Department members shall not use or allow others to use the equipment or database records for any unauthorized purpose (Civil Code § 1798.90.51; Civil Code § 1798.90.53).

- (a) RTCC software shall only be used for official law enforcement business.
- (b) Use of any RTCC technology for mutual aid assistance must adhere to departmental policy 352 "Outside Agency Assistance".

616.6 PROHIBITED USE OF RTCC SYSTEMS

The RTCC situational awareness platform consolidates the above-referenced systems but does not independently collect, retain, or store data, except for maintaining audit logs that document user access and the features utilized. The platform functions as a single interface into existing Police Department systems, allowing authorized users to view information from multiple sources in a unified and cohesive manner. This consolidation enhances situational awareness and supports faster, more accurate operational decision-making and response. Department personnel may only access and use the RTCC system for official and legitimate law enforcement purposes consistent with this policy.

The following uses of the RTCC system are specifically prohibited:

616.6.1.1 Invasion of Privacy: Except when done pursuant to a court order such as a search warrant, it is a violation of this Policy to utilize the RTCC system as an invasion of privacy. Personnel shall not arbitrarily collect RTCC data beyond a legitimate law enforcement purpose.

616.6.1.2 Harassment or Intimidation: It is a violation of this policy to use the RTCC system to harass and/or intimidate any individual or group.

616.6.1.3 Use Based on a Protected Class or Characteristic: It is a violation of this policy to use the RTCC system or associated data solely based on the race, gender, religion, political affiliation, nationality, ethnicity, sexual orientation, disability, or other legally protected classification of any person or group.

616.6.1.4 Personal Use: It is a violation of this Policy to use the RTCC system or associated data for any personal purpose.

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616.6.1.5 Violation of First Amendment Rights: It is a violation of this policy to use the RTCC system or associated data for the purpose or intended effect of unlawfully infringing upon the First Amendment rights of any person or group.

616.6.1.6 Consistent with departmental policy 428 "Immigration Guidelines", members are prohibited from using any department resources for immigration enforcement purposes.

Violation of this policy or any lawful regulation related to RTCC systems may be subject to administrative discipline, criminal prosecution, and/or civil liability.

616.7 ACCOUNTABILITY

The RTCC software system only allows for the flow of data from existing systems when required to support emergency response or investigative activities and does not retain any Personally Identifiable Information once that purpose is fulfilled. Each independent system that shares information via the RTCC software system continues to have their specific retention schedule as detailed in the City's master retention schedule. Furthermore, the RTCC software system includes robust auditing and reporting features to ensure the appropriate use of all data, complementing existing auditing mechanisms already present within department systems. The department will be using the system's auditing tools to perform periodic review of use and access to ensure compliance with city and department policies on the proper use of city resources and information.

The system is compliant with CJIS (Criminal Justice Information Services). CJIS compliance requires agencies to safeguard the civil liberties of individuals and businesses and shield private and sensitive information. This compliance is essential to have access to this sensitive information.

616.8 TRAINING

The Training Manager should ensure that members receive department-approved training for those authorized to use or access the RTCC system (Civil Code § 1798.90.51; Civil Code § 1798.90.53).