



City of Albuquerque New Mexico

Leading the way with cloud-based
Real Time Response System

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PREFACE

The Digital Decision (TDD) conducted this case study to document the Albuquerque Police Department’s (APD) advanced use of technology in their Real Time Crime Center to improve officer and public safety in the City of Albuquerque.

The information for the case study was gathered through interviews of APD leadership and employees during an onsite visit in September of 2021, and through APD and vendor documents and open-source reporting.

About The Digital Decision

THE DIGITAL DECISION EXECUTIVE TEAM

The Digital Decision Team combines hundreds of combined years of subject matter expertise in a variety of Public Safety and Public Sector areas





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“Industry Leading Consultants and Solution Integrators”

TDD was founded in 2007 with the mission of establishing reliable, nationwide interoperable communications for our nation’s first responders. Our team led America’s first two public safety broadband network deployments, negotiated state-wide governance agreements for four states and over 67 jurisdictions, and provided expert consulting services to the world’s largest commercial carriers and equipment manufacturers. TDD has been a staunch advocate of public safety broadband communications for over a decade and has worked diligently to position numerous jurisdictions and organizations to effectively utilize emerging Intelligent/IoT and connected technologies for public safety wireless broadband deployment opportunities.

TDD has over 300 combined years of subject matter expertise. TDD delivers Government solutions that assist in the adoption of intelligent/IoT connected technologies that contribute to more efficient implementations of public safety and security services. TDD’s portfolio of law enforcement services includes surveillance cameras, gunshot detection, mobile platforms, voice and data communications systems, license plate recognition, cellular intercept/detection, geographic information systems, predictive policing, real-time crime/fusion centers, and business intelligence functions.

THE DIGITAL DECISION — PUBLIC SAFETY SUBJECT MATTER EXPERTS

<p>Chief David Whiting (ret.)</p>  <p>Former Columbus OH Asst Fire Chief Senior Consultant, PS SME Local Fire 38+ years PS Fire experience. Recently retired as Asst. Chief/Fire Marshal with Columbus Division of Fire, Columbus, OH overseeing the Fire Prevention Bureau and Arson and Bomb Investigative unit. A recent graduate of the Fire Service Executive Leadership Institute through the IAFC for chief officers. Holds a Chief Fire Officers (CFO) and Chief EMS Officers (CEMSO) designation.</p>	<p>Chief Brett Railey (ret.)</p>  <p>Former Winter Park FL Police Chief V.P. Public Safety Services Senior Consultant, PS SME 40+ years of PS experience, retired Chief of Police and former President & Executive Board Member for the Florida Police Chiefs Association (FPCA), currently serves as subject matter expert for the IACP CR&AC and is an SME in traffic safety, management, and making effective use of crime analysis to build a model crime analysis program. Railey serves the IACP as Chair of the Technical Advisory Panel on Drugs, Alcohol and Impaired Driving.</p>	<p>Chief Gary Lewis</p>  <p>Director of Campus Safety, Chief of Police at the University of Louisville Senior Consultant 25+ years of PS experience. Former Chief of Police at Cleveland State University. Nearly 22 years with the Ohio State Highway Patrol (OSHP), where he retired as Commander. While with OSHP, he served in many roles and acted as OSHP's Division Public Information Officer. Also served as the Senior Director of Media and Public Relations at The Ohio State University where he acted as a spokesperson for all University-related matters.</p>
<p>Col. Frank Milstead (ret.)</p>  <p>Former Arizona Dept of Public Safety Director Senior PS Consultant Frank is a retired Colonel from the Arizona Department of Public Safety who also spent 5 years as the Chief of Police in Mesa, Arizona. His police career began at the Phoenix Police Department in 1985 where he worked for 25 years in many different positions, including Homeland Defense Bureau, Major Offender Bureau and Traffic Bureau. Frank earned a BA from the University of Phoenix in Organizational Leadership, Phoenix, Arizona. He is a graduate of the FBI National Executive Institute (Session 35) and FBI Leadership in Counter Terrorism (Pacific Region).</p>	<p>Col. John O'Rourke (ret.)</p>  <p>Former Nevada Highway Patrol Senior PS Consultant 20+ years of PS experience with the NHP. Extensive leadership experience in Las Vegas and at NHP with responsibilities for all administrative function, research and planning, rural and commercial operations. He is the first NHP trooper to have been awarded the IACP Mountain Pacific Trooper of the Year award. He is also a Gold Star Medal of Valor recipient. Critical part of response team at Mandalay Bay Shooting.</p>	<p>Lt. Col. Tom Sands (ret.)</p>  <p>Former Michigan State Police (Ret.) Senior PS Consultant Former Deputy Director, Michigan State Police and Commander of the Field Support Bureau. His portfolio of services is diverse and includes consulting services on mission-critical communication systems (IE Cellular and Land Mobil Radio), NG91-1, public safety technology and operational practices</p>

TDD's intelligent and connected process collects and analyzes data from municipalities and emergency support agencies in order to determine baseline requirements and deliver a best-in-class portfolio of solutions. The Digital Decision's exceptional capabilities and unmatched expertise for supporting mission success are unique and unparalleled in today's market. As a registered MBE and 8(a) firm, TDD combines ground-breaking intelligence, award-winning solutions, and expert collaboration with a steadfast commitment to excellence.

As a result of TDD's support, our clients have led the nation in early deployment of next-generation public safety networks, products, and services. Our clients' proactive approach and desire to leverage the TDD team's tactical, agile, and holistic process helped to make them better prepared than many jurisdictions to reap the benefits of next generation public safety technologies.

ACKNOWLEDGEMENTS

TDD would like to thank the City of Albuquerque Police Department and Verizon for their collaboration and sacrifice of time to conduct this case study successfully. Specifically, we would like to acknowledge the following for their leadership, vision, and commitment to excellence in public safety.

- Mayor Tim Keller
- APD Chief Harold Medina
- APD Deputy Chief J.J. Griego, Management and Support Bureau
- APD Communications Director Gilbert Gallegos
- APD RTCC Deputy Commander Mark Torres
- APD I.T. Systems Administrator Michael Stuart
- APD RTCC Bridge Manager Don Lewis
- APD RTCC Bridge Supervisor Noah Romero
- APD RTCC Manager of Data-Driven Policing Sarah Masek

Additionally, TDD would like to thank Verizon for sharing technical documentation regarding their Real Time Response System (RTRS) cloud-based offering. Specifically, we would like to acknowledge their collaboration and support of this highly successful RTRS implementation.

- Susanne Seiting, Verizon Director of Public Sector Marketing
- Azhar Khan, Verizon Senior Manager Public Safety
- Matthew McKinney, Verizon Principal Architect, Corporate Strategy | Sensor Intelligence
- Todd Oakes, Verizon Professional Services Principal Consultant
- Kari Dean, Verizon Regional Major Accounts Manager

This highly successful deployment of Verizon's Real Time Response System (RTRS) would not be possible without the executive leadership and support of the Mayor Tim Keller, the city council, and other government advocates.

ABOUT THE ALBUQUERQUE METROPOLITAN AREA

The Albuquerque Metropolitan Statistical Area is a metropolitan area in central New Mexico centered on the city of Albuquerque comprising four counties: Bernalillo, Sandoval, Torrance, and Valencia. The population is estimated to be 923,630 as of July 1, 2020, making Greater Albuquerque the [61st-largest](#) metropolitan area in the nation.

INTRODUCTION



A Real Time Crime Center (RTCC) makes use of centralized technology platforms that can extract and unify crime data feeds from virtually any source, thereby creating a central hub that enhances situational awareness and investigative capabilities of law enforcement and public safety agencies.

In the United States and Territories, there are 78 Department of Homeland Security (DHS) recognized Fusion Centers (FC), and it is estimated there are more than 80 RTCCs nationwide. Fusion Centers and RTCCs have similar missions but are generally focused on different issues and awareness levels. Fusion centers are owned and usually managed by the state or territory. Their primary focus is on larger

state or regional threats. RTCCs (like Albuquerque's) are operated at the local level and generally focus on a wide spectrum of public safety issues such as violent crimes, homicides, robberies, drugs, and assaults.

RTRS is a decision-support solution that correlates data from multiple sources—such as computer-aided dispatch (CAD), records management systems (RMS), geographic information systems (GIS), live and recorded video feeds, gunshot detection systems and more—to provide a nearly real-time view of a city. Instead of making public safety telecommunicators, investigators, and analysts manually review paper logs, search siloed databases, access multiple systems using separate credentials, or contact other agencies for information, RTRS compiles it all in near real-time. And it presents it all in a way that's easy to understand.

BACKGROUND

Purpose

APD's purpose for implementing a Real-Time Crime Center (RTCC) is to improve officer situational awareness in the field. The RTCC's ultimate objective is to enhance officer and citizen safety.

Mission

The mission of APD's RTCC is to provide relevant, near real-time information to field officers responding to high-risk calls-for-service. In addition, the RTCC provides relevant information to the entire department to ensure all divisions are aware of any day-to-day information. With improved situational awareness, officers can make better, more informed decisions.

Goal

APD's goal is to provide relevant, current information to officers at briefings and also while engaged in high-risk calls-for-service, as the situation develops. The role of a RTCC is to provide situational awareness to the officers involved in calls-for-service and to assist officers in their decision-making and subsequent responses. This information is intended to increase safety for officers and citizens. Simultaneously, APD's RTCC staff is responsible for ensuring only relevant information is passed to the officers, thus minimizing information overload.

History

In 2005, two Albuquerque police officers were dispatched to the scene of a disturbance involving an individual struggling with mental health issues. Due to the siloed nature of crime data at the time, the responding officers were not immediately aware this individual had committed two homicides prior to arriving on the scene. When they arrived, the suspect ambushed and killed them.¹

The tragic loss of these officers inspired the Albuquerque Police Department (APD) to develop a RTCC to mitigate critical information gaps between the officers on patrol and the dispatch center. The city started the project in 2011 and opened their RTCC in March of 2013, which is located on the third floor of APD's headquarters and is appropriately named the "Bridge" to reflect its operational function and importance.

The "Gold Standard" for the RTCC Bridge is to capture information from the CAD call, decipher any actionable intelligence and relay it to responding officers in less than 3 minutes and 38 seconds (APD average response time to priority calls). Maintaining this crucial time standard provides responding officers with situational awareness before arriving on the scene, thus improving both officer and citizen safety.

¹"The deadly case of Mr. Hyde," NBC Universal, April 16, 2007. <https://www.nbcnews.com/id/wbna18127174>

Further Developments

Since the opening of their RTCC in 2013, APD has continued to refine operations and introduce technology innovations. An important improvement was the addition of Verizon's RTRS. Using RTRS has enabled APD to reduce the necessary time to gather information and process actionable intelligence, by bringing valuable data from disparate systems together, seamlessly.

Historical Timeline

2005- Two APD officers are ambushed and killed, unknowingly responding to a call involving a man with mental illness who had killed two people. This incident led to the recognition of the need for the RTCC.

- **2012:** The RTCC is enabled as a Proof of Concept.
- **2013:** The RTCC is officially operational.
- **2018:** A review and report were produced on the effectiveness of the RTCC, which concluded that the RTCC would further benefit from a more streamlined decision support system.
- **2018–2021:** Verizon's RTRS solution was recommended to APD via its trusted partner, Genetec, as the city was looking for a cloud-based, CJIS-ready platform for their RTCC.
- **2021: Verizon's Real-Time Response System is deployed in collaboration with Genetec and a leading data and link analysis company, increasing efficiency by integrating disparate systems.**



Albuquerque Police Department RTCC Bridge

EXECUTIVE SUMMARY

While today's city leaders have many responsibilities, public safety consistently ranks among their top concerns. Indeed, responding effectively to matters of life, death and trauma is the most fundamental function of city government. From burglaries, accidents, and homicides to terrorist attacks, fires, and hurricanes, city agencies are expected to respond quickly and decisively—or, better yet, prevent—a wide range of incidents.

However, many cities are struggling to effectively deliver on this mission. As populations rise and threat scenarios increase, city leaders are finding that the traditional, siloed operational models and infrastructure systems are no longer up to task. Agencies need to communicate and collaborate more efficiently and effectively and many are taking advantage of promising technology innovations and tools now available.

More than just reacting to situations in progress, an effective public safety strategy involves proactively dealing with crime. Disorganized and siloed data inhibits collaboration across teams and slows incident response times. This is why organized and consolidated data is crucial for a proactive approach to policing. Police departments and emergency responders need technology that empowers them to keep their cities safe. Verizon's cloud-based Real Time Response System, powered by Genetec Citigraf™, is a strategic decision support system that unifies data streams and operations across city departments. RTRS disseminates timely information and helps to provide increased situational awareness to law enforcement agencies. Together, these capabilities allow law enforcement to improve public safety response strategies.



ROLES OF RTCC AND ECC STAFF

Telecommunicator/Call Taker

The Emergency Communications Center (ECC) telecommunicator receives emergency calls, inquires on the nature of the call, gathers additional details as necessary, records the location and information of the caller, and keeps them on the line when appropriate. They determine the type(s) of emergency units needed and dispatch them to the appropriate location(s). Also known as “Dispatcher.”

Patrol Officers

Patrol officers respond to dispatched calls for service, conduct proactive patrols, and perform other duties assigned by supervisors.

RTCC Bridge Operator

The Bridge Operator monitors dispatched calls to officers. For priority calls, they research existing information sources, such as APD’s records management system (RMS) and other databases and provide relevant information to the responding officer(s). For non-priority calls, APD members can request their assistance.

The Bridge Operator continues to monitor the call after an officer’s arrival and provides any additional relevant information as the call progresses. The bridge operator has the authority to determine when RTCC services are no longer needed.

When possible, the Bridge Operator may provide information to other APD officers engaged in a critical incident, complicated investigation, or upon request for non-priority calls for service.

The bridge operator is required to log all their actions/assistance to APD personnel.

Investigators

APD has full-time criminal investigators who are assigned to special investigative teams and/or significant cases. As needed, they are engaged to either assist or take over investigations for responding officers.

Analyst

APD Analysts have specialized training and are assigned specific criminal specialties, such as auto theft, narcotics, etc. In high priority calls, specialized APD Analysts may be requested to assist the Bridge Operator in gathering additional information to assist the on-scene officers and/or investigators.

VERIZON RTRS OVERVIEW

Verizon's Real Time Response System (RTRS) is a cloud-based and managed decision-support system delivered over a secure, CJIS-compliant public safety network. CJIS-ready, RTRS unifies public safety systems and integrates data from multiple independent systems—such as computer-aided dispatch (CAD), video sensors, records management systems and third-party databases—into a city's single, near real-time view.

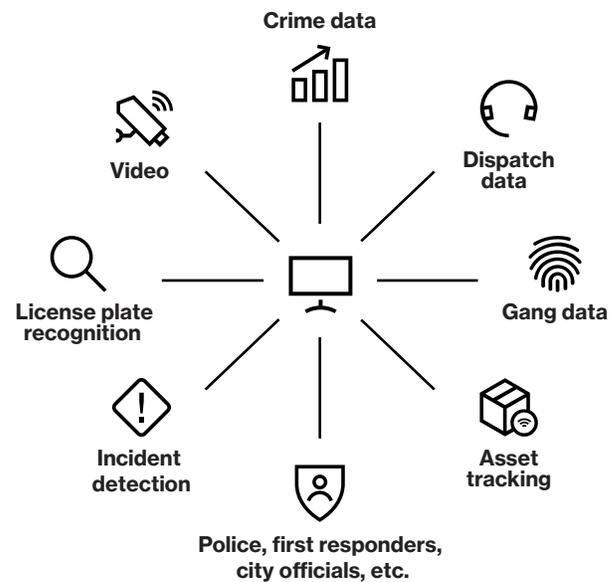
With an open architecture, best-in-class partner technologies from Genetec, and an approach based on application programming interfaces (APIs), RTRS combines advanced data analytics with leading-edge video and computer vision and runs on Verizon's advanced fiber optic 4G networks.

Operations are seamlessly merged within a single interface, enhancing situational awareness and empowering users to rapidly respond to emerging events. RTRS has four core capabilities: 1) live monitoring, 2) correlation engine, 3) advanced analytics, and 4) early warning.

It allows agencies to integrate multiple data sources, including, but not limited to:

- Computer-Aided Dispatch (CAD)
- Records Management Systems (RMS)
- Video Management Systems (VMS)
- Geographic information systems (GIS)
- Incident detection systems
- Automated License Plate Readers (ALPR)
- Sensors (cameras, alarms, etc.)
- Third-party databases

RTRS rapidly integrates, scrubs, sorts, curates, indexes, and delivers data to a broad selection of mobile and other end devices. The analysis function is distributed to the most suitable device based on physical location and use case to minimize network bandwidth requirements. The fully-managed platform does not require IT support and integrates with existing technologies to help increase return on investment. An intuitive, portal-based application interface can also help keep training expenses and time expenditure to a minimum. With data sources unified into a single view, agencies can visualize crime hotspots, identify crime connections, and contextualize incidents within more significant trends.



Verizon’s industry leading partners

Verizon has strategically partnered with two unparalleled industry leaders in order to deliver the highest quality of data aggregation and secured cloud infrastructure: Genetec and AWS. Verizon provides managed services and network expertise, acting as a systems integrator to provide ongoing support and maintenance of the RTRS solution.



End-to-end managed services

- Verizon contracts
- Infrastructure (cloud/network)
- Implementation
- Support



Genetec Application Suite

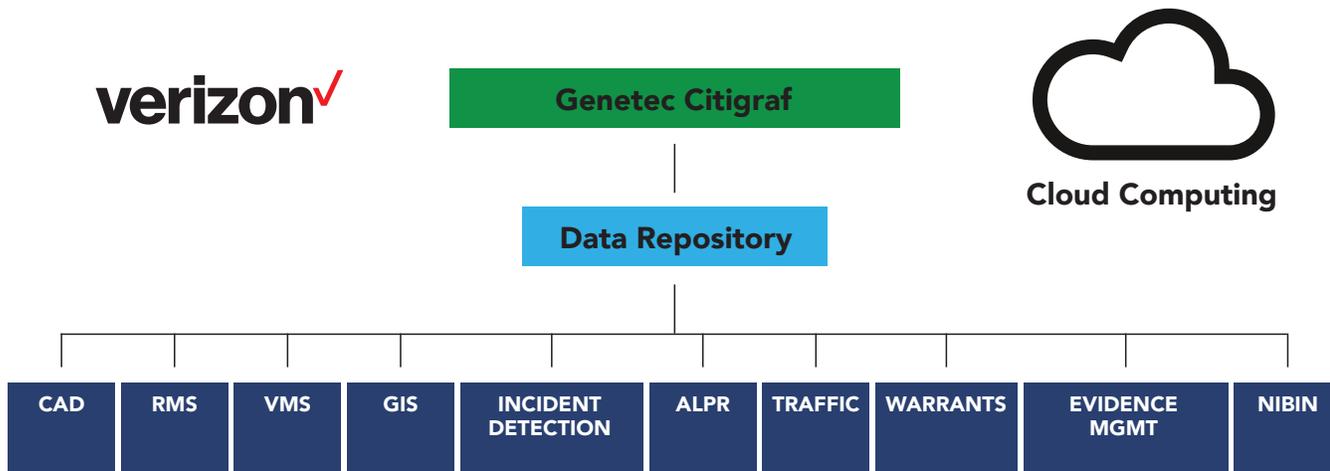
- Security Center
- Citigraf Command
- Security Desk
- Citigraf Desk
- Citigraf Auto
- Citigraf Mobile



Cloud Hosting Services

- CJIS Compliant GovCloud
- Commercial Cloud
- Compute/Storage
- AWS Services

APD RTCC NETWORK ARCHITECTURE WITH RTRS INTEGRATION



External systems integrated with RTRS

Computer-aided Dispatch (CAD): CAD is a suite of software used to initiate and monitor public safety calls for service and to dispatch, monitor, and track the responding resources. It is used by call takers and 911 dispatchers in Emergency Communication Centers and by field personnel with mobile data terminals/computers (MDT/MDC). The CAD system sends data and information and also serves as a logger-recorder of information being sent. The CAD system is monitored by the RTCC and is used to communicate with and send information to the officers. The county uses a leading CAD system that facilitates interagency data sharing with the county.

Records Management System (RMS): The U.S. Department of Justice defines a records management system (RMS) as, “an agency-wide system that provides for the storage, retrieval, retention, manipulation, archiving, and viewing of information, records, documents, or files pertaining to law enforcement operations.”² RMS covers the entire life span of records development—from the initial generation to its completion. The RTCC Bridge staff searches the RMS system to gather information on call location, suspects, and other persons, places, or things of interest. APD uses a leading RMS application that also has a module for compliance to ensure required information is entered into reports.

Video Management System (VMS): An Internet Protocol (IP) based VMS allows users to record and view live video from multiple sources. The RTCC uses the VMS to access cameras to provide situational intelligence to responding officers and capture video evidence for criminal investigations. APD currently has 800+ video surveillance cameras integrated into Verizon RTRS. Two hundred of these are “Traffic Cameras.” A subset of these cameras is part of the “Open Eye” platform where local businesses can self-register to share their camera access with APD. APD reported that they had conducted testing that demonstrates that camera access to an incident can occur within 28 seconds from the creation of the incident in CAD.

Additionally, APD has deployed 26 RTCC-portable surveillance trailers that serve as multi-faceted crime-fighting tools. These video trailers leverage Verizon 4G LTE to capture and provide live video in problem areas, such as relaying property theft and other violent crime information back to APD. APD has also deployed leading industry body-worn cameras (BWC) for all sworn personnel. BWC's are mandatory in the state of New Mexico for law enforcement.

Geographic Information System (GIS): GIS is software that allows individuals to create, manage and analyze information, mainly information about the location. To produce the data, it uses information from databases and integrates it with mapping systems. The RTCC uses a powerful mapping and spatial analytics software application whenever location information is needed.

² <https://ucr.fbi.gov/law-enforcement-records-management-system>

ALPR: Automated License Plate Recognition. Fixed and mobile license plate recognition (LPR) cameras take photos of license plates, capturing date, time, and GPS coordinates of where the photo was taken. Each plate image is captured, along with the data for that image (date, time, location), which is then stored in a database as an LPR record that can be searched only by authorized personnel. The power of LPR is in the data and analytics. In addition to access to commercial data, agencies can share license plate images with other law enforcement agencies to gain access to another 1.5B detections nationwide. APD has deployed 12 RTCC LPR portable trailers. Similar to the video surveillance trailers, these LPR trailers leverage Verizon 4G LTE to capture license plate data and feed the data back to the RTRS system.

DATA REPORTING AND ANALYSIS: APD uses a leading mobile software application that provides data collection, records management, and reporting software for primarily traffic related events. This application provides the tools and functionality to record, retrieve, and manage incident information wherever and whenever needed. From field-based e-citations and e-crashes to arrest and incident reports. There are currently 36 Law Enforcement Agency partners utilizing this system, which has also been installed in all 12 New Mexico State Police districts throughout the state, covering 33 counties and over 7,400 miles of roadways, along with 35 other statewide law enforcement agencies.

WARRANTS: RTRS provides access to local warrants and ultimately to the State Criminal Justice Information Services (CJIS) computerized hot files and the National Crime Information Center (NCIC). RTRS has been certified as CJIS-ready.

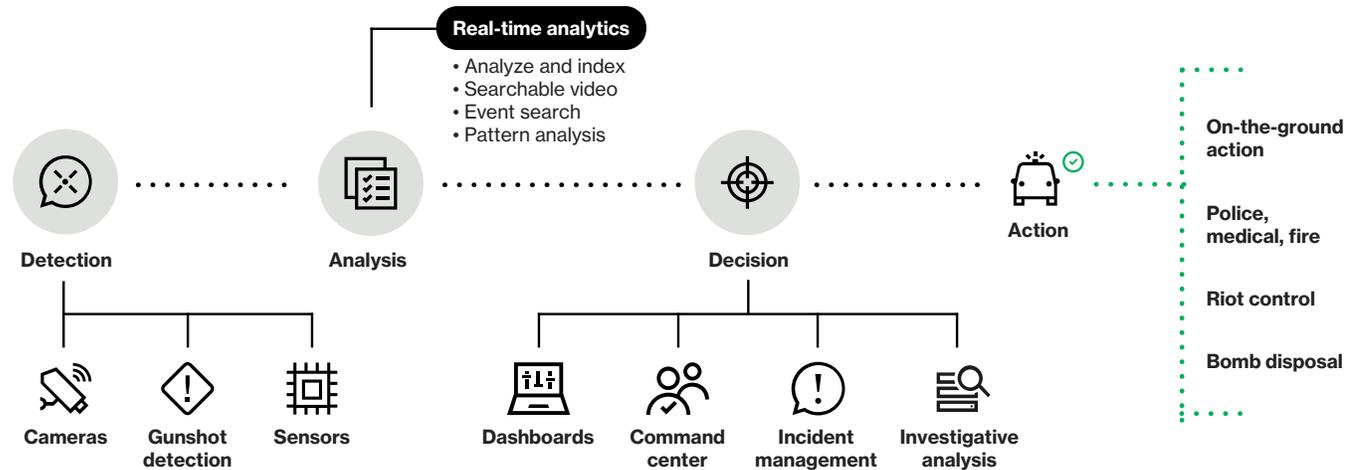
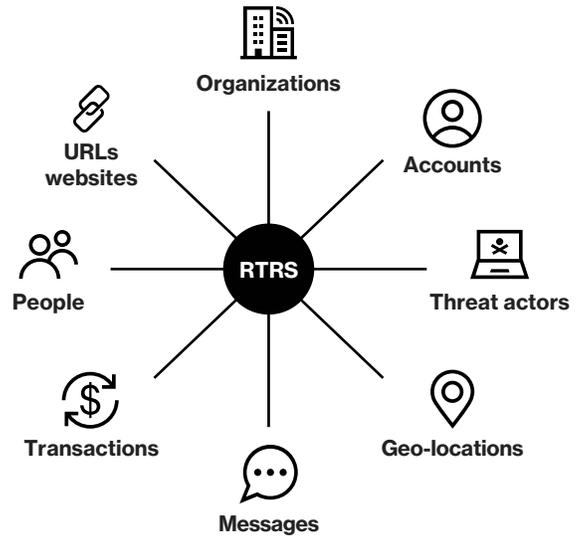
EVIDENCE MANAGEMENT: APD uses a leading case management system that allows law enforcement agencies to connect and manage their growing stores of data—video, photos, documents and more—in a single, secure system.

NIBIN: National Integrated Ballistic Information Network. The NIBIN Program automates ballistics evaluations and provides actionable investigative leads in a timely manner. NIBIN is the only interstate automated ballistic imaging network in operation in the United States and is available to most major population centers nationwide.

Verizon RTRS connects personnel in the field with the right intelligence so they can take action and minimize risk, all while amplifying real-time situational awareness at headquarters. The result is shared knowledge at every level of the organization.

CLOUD-BASED DATA REPOSITORY: APD uses a leading “data lake” integrator that leverages AWS CJIS-compliant cloud services to provide for the ingesting of the above internal and external data sets into Verizon RTRS. This integrator employs four major tools, including **Mapping, Link Analysis, Reporting, and Dashboard**. The technology platform empowers APD to ingest disparate data sets and provide analytics to drive real-time decision support. The integration engine connects every available data system inside APD. As data flows into the integrator, it is cleaned, transformed, and enriched with meaningful relationships in real-time.

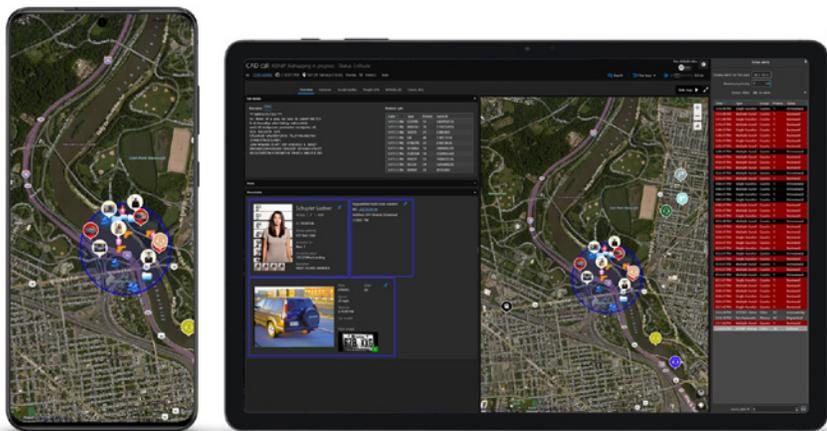
Verizon RTRS empowers APD and its partners with collaborative tools to assess trends, monitor evolving risks, and develop new strategies for crime reduction and community engagement. With all of APD’S data in one platform, information streams now become valuable and illuminate insights. This makes it possible to ask new questions and get reliable answers when and where they need them.



RTRS MOBILE APPLICATION

The new RTRS mobile app, which APD is currently testing, is designed to provide field officers a clear picture of situations, increase collaboration, and help them find what they're looking for faster. The RTRS Mobile App lets officers access everything from one place. Situational awareness is significantly enhanced when officers are able to view all cameras, doors, alarms, and reports from the same screen on their smartphone or tablet. With the RTRS Mobile App, an entire security team can easily share geotagged information from a single source. Field officers can turn their mobile device into a camera that can capture, stream, and share video with dispatch and other personnel. RTCC staff can even send camera and door feeds directly to officers out in the field in near real-time.

Smartphones are issued to all APD officers (corporate-liable devices). 90% of the devices are iPhones. APD is in the process of migrating to new ruggedized laptops embedded with Verizon 4G LTE.



QUOTES FROM VERIZON RTRS USERS

Here's what APD users had to say in their own words about Verizon RTRS:

Benefits, quality and usability

"RTRS turned out to be one of the best purchases we have made to help support our Real Time Crime Center... The quality of the data is great."

— Michael Stuart, IT Systems Administrator

"RTRS has been received well by our officers. The significant RTRS benefits have been intelligence sharing, historical premise information, addressing mental health issues, reduction in response times and enhanced officer and public safety."

— Noah Romero, RTCC Bridge Supervisor

"The enhanced officer safety and transparency to our community has had a positive impact on the members of our agency. Verizon continues to improve their technology, which improves officer safety."

— Sarah Masek, RTCC Manager of Data-Driven Policing

On how RTRS has helped their officers and agency be safer and more efficient

"We have multiple high-risk operations occurring at one time. This allows one central command (The Bridge) to have situational awareness at all of them at once. It helps with deploying the needed resources to our officers and citizens."

— Deputy Commander Mark Torres, RTCC

"RTRS has given supervisors an on-the-scene awareness when they can't be everywhere at once. Officers know it's there and believe it's for their safety, being able to locate them in an emergency."

— Deputy Commander Mark Torres, RTCC

Future roadmap goals and objectives

"Our primary goals for the future are to provide more accurate crime statistics for APD, provide improved visualization/situational awareness for the Bridge, and provide real-time mobile access to RTRS data for officers on the street."

— Deputy Chief J.J. Griego, RTCC Management and Support Bureau

CONCLUSION

City governments are facing unprecedented pressure to do more with less. APD's innovative implementation of Verizon's RTRS provides the city a new toolset to deliver more efficient and effective services, increase awareness for first responders and improve the quality of life for residents and visitors to the city of Albuquerque. The benefits include:

Security and safety:

- Live access to surveillance and alerts through a network of cameras, in case of an incident
- Greater surveillance coverage within the city, effectuating more eyes on the street
- Helps support operations at major events, such as crowd control and safety
- Helping to prevent crimes by detecting suspicious activity and by helping identify and assist in the apprehension of potential offenders

Improved responsiveness:

- Providing citizens with better access to the police for quick and effective response, along with improved visibility and transparency
- Improved response times and helping to reduce fear of crime in an area
- Providing assistance to emergency services and helping to improve faster turnaround times

Effective policing:

- Helping to address criminal threats, such as car jackers, burglars, kidnappers, and terrorist attacks.
- Assisting in the management and policing of large scale events, such as the Albuquerque International Balloon Fiesta and the New Mexico State Fair
- Aiding investigations by the police department by integrating analytics tools
- Providing evidence for criminal and civil action in courts

In conclusion, APD should be commended for leading the way with the deployment of its cloud-based Real Time Response System from Verizon. APD is committed to continuing to improve upon its RTCC.

FUTURE GOALS FOR APD: 2022

- Transitioning from sworn officers to civilian Bridge Operators and increasing staff to expand their 24x7 operation of the Bridge Center.
- CAD system will be upgraded, enhancing interoperability with the county Sheriff.
- Records Management System will be upgraded, which will help to reduce the number of manual searches.
- Expand the number of surveillance cameras integrated to RTRS.
- Expand New Mexico Data Exchange information into the new data lake.
- Integrate the APD drone program into the Bridge

GLOSSARY

Automated Reporting System (ARS)

Field officers submit reports to ARS through Copperfire.

Bridge

The dedicated operations center where RTCC staff provides real-time information to officers.

Bridge Operator

Sworn officers and/or civilians who have specialized law enforcement training and certifications who provide the real-time information to officers.

ECC

Albuquerque's Emergency Communications Center/9-1-1 Public Safety Answering Point (PSAP)

Instant Messaging (IM)

The function of a software program installed on an officer's laptop used to send and receive text messages.

Law Enforcement (LE) Sensitive

Databases and information sources specifically identified by the Chief of Police as confidential.

Law Enforcement Automated Data Services (LEADS)

LEADS is a web-based application that provides real-time access to several local and national Criminal Justice and MVD resources, providing the information in a secure, expedient, and efficient manner. LEADS increases officer safety with features like the ability to view driver's license photos to confirm identification and conducting wants and warrant checks.

Law Enforcement Information Exchange (LinX)

This system is designed to enhance information sharing between local, state, and federal law enforcement agencies.

Real Time Crime Center (RTCC)

A physical facility that makes use of centralized technology platforms to extract and unify crime data feeds from multiple sources.

Real Time Response System (RTRS)

A Verizon solution that can be implemented in a RTCC. RTRS is a cloud-hosted decision-support solution that integrates large amounts of data from multiple sources.

Situational Awareness (SA)

Situational awareness involves being aware of what is happening in the vicinity to understand how information, events, and one's own actions will impact goals and objectives.

Smart Policing Division

The division that oversees the Real Time Crime Center. This division builds evidence-based, data-driven law enforcement tactics and strategies that are effective, efficient, safe, and economical. SmartPolicingInitiative.com

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6. Verizon RTRS: <https://www.verizon.com/business/products/internet-of-things/connected-smart-cities-communities/real-time-response-system/>