
REAL TIME CRIME CENTER

ENHANCING CONSTITUTIONAL POLICING THROUGH RESPONSIBLE TECHNOLOGY STRATEGIES



ESTABLISHMENT



Purpose:

Provide timely and relevant information to assist department personnel in making informed decisions, improve officer and public safety through the collection, analysis, and dissemination of information and intelligence, while valuing the privacy of community members.

The Real Time Crime Center (RTCC) was established in 2012.

The RTCC relocated to the Emergency Communication Center (ECC) in 2023.



FUNCTIONS AND CAPABILITIES



- Subject identification and background investigations
 - Multiple database searches and access
- Extensive camera network
- License Plate Readers (LPR)
- Gunshot detection (ShotSpotter)
- Drone as a First Responder Program (DFR)

Integrating tools such as camera networks, license plate readers, gunshot detection systems, crime analytics, drones, and body-worn cameras, agencies can develop a more complete operational picture that enhances crime prevention, investigations, response times, and public safety outcomes.



The RTCC can access over 18,000 cameras located throughout Albuquerque.

SHOTSPOTTER & LICENSE PLATE READER

ShotSpotter

- Addresses under reporting
 - Research shows that approximately 80-90% of gunfire incidents are not reported to 911
- Reduces response times
- Improved case resolution

License Plate Readers

- Violent crime investigations
- Stolen vehicle recoveries
- Missing person cases
 - Amber / Brittney / Silver / Turquoise Alerts
- Crime trend recognition

DRONE AS A FIRST RESPONDER PROGRAM



- Inception of Drone Program: 2018
- Dock (Hive) based operations: July 2025
 - 6 dock locations throughout Albuquerque
 - 10 total docks
 - Future expansion – 4 additional docks
- Technology Integrations
 - CAD
 - ShotSpotter
 - Body Camera



DFR PROGRAM CONT.

Use Cases

- Active or pending calls for service
- Missing persons
- Traffic accidents / reconstruction
- Perimeter security
- Maintaining situational awareness during negotiations

Benefits

- Enhanced surveillance and situational awareness
- Reduced risk to officers and citizens
- Evidence gathering and scene documentation
- Rapid deployment and response
- Clearing calls for officers, allowing them more time to respond to higher priority calls

WHY TECHNOLOGY MATTERS



- Improves response times
- Increases officer and community safety
- Strengthens accountability
- Enhances transparency
- Improves investigative outcomes
- Informed decision making
- Increases operational awareness



RTCC Bridge Operators are notified within 60 seconds where a shot has been fired, and how many rounds there were.

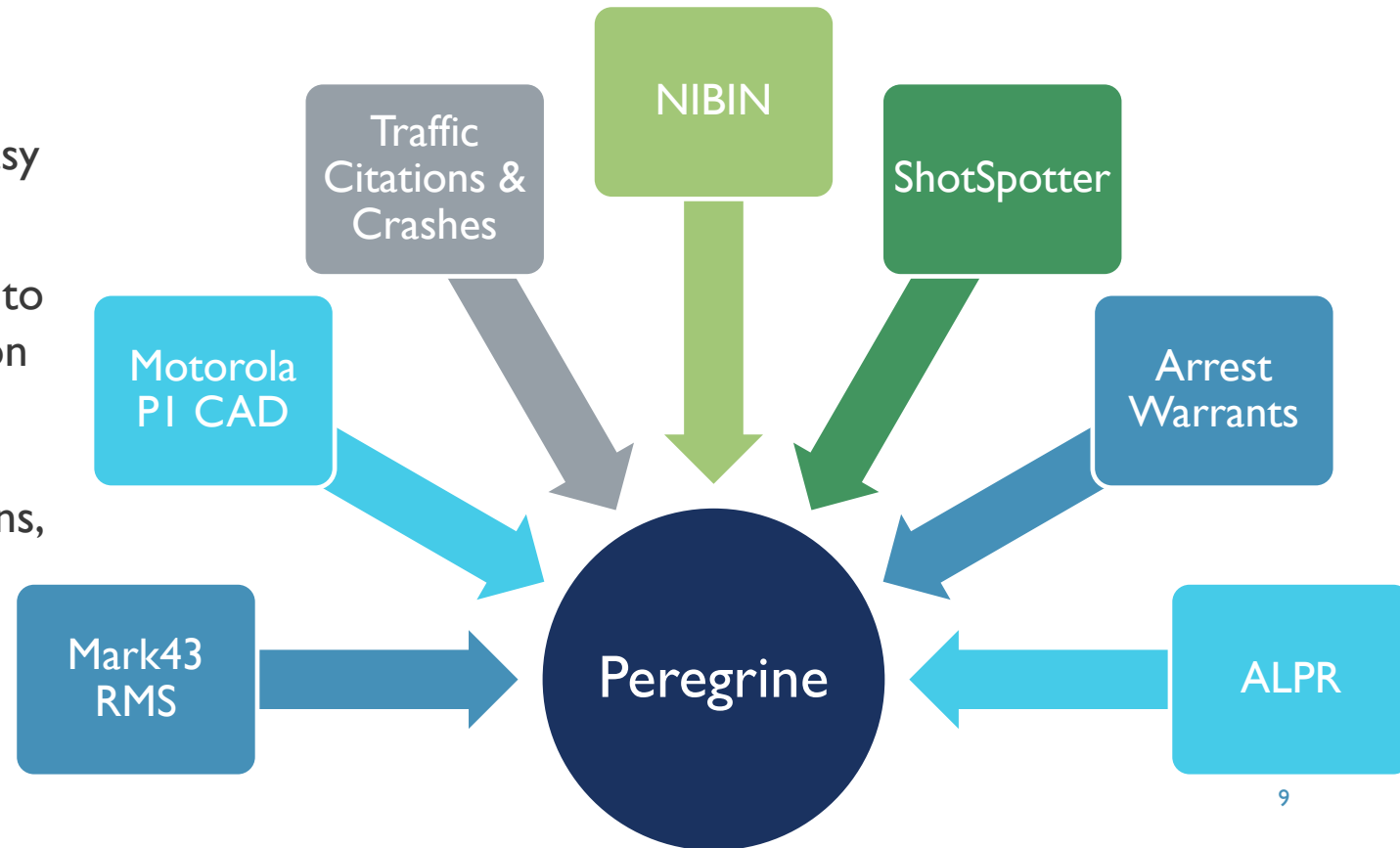
THE RTCC'S REGIONAL AND NATIONAL IMPACT

Leveraging technology, intelligence sharing, and trusted partnerships to support investigations and enhance public safety across jurisdictions is essential to keeping communities safe.

Local	Federal	Federal
BCSO	CA	FBI
RRPD	NY	U.S. Marshals
Santa Fe PD	FL	ATF
Bernalillo PD	TX	Secret Service
Pueblo of Sandia	CO	U.S. Park Rangers
NMSP	AZ	DEA

DATA AGGREGATION – PEREGRINE

- Combines all APD data into one source for easy access
- Officers and RTCC personnel, no longer have to search multiple databases to gather information
- Quicker access to information
- Analytical capabilities to help with investigations, statistical reporting, and trend analysis



DATA PROTECTION

- RTCC and databases managed by RTCC follow FBI CJIS (Criminal Justice Information Services) Security Policy
- All users who access data have been cleared through CJIS process
 - Process includes background check, fingerprints, and annual security training
 - Users who lose clearance or leave the department are removed within 24 hours
- Peregrine has 30 different user roles to ensure that users are assigned proper user roles that only allow them access to data required to complete their job duties (per PoLP – Principle of Least Privilege)
 - APD Policies involving specific database access are followed (such as ALPR and ShotSpotter)
- Periodic audits are conducted on usage of CJI systems, including Automated License Plate Reader queries
- PII and other restricted data is not disseminated outside of law enforcement agencies and is only accessed for authorized purpose

ROLE OF CRIME ANALYTICS / CRIME ANALYSTS

- Support enhanced decision-making through analysis and information sharing
- Identify crime patterns, trends, and victimology
- Analyze crime information to assist with the deployment of personnel and resources
- Develop and maintain current information sources used to analyze crime trend data
- Prepare and distribute crime analysis reports to the Chief of Police, the Department's administration, operational units, and partner agencies as needed
- Respond to inquiries from the Department and other law enforcement agencies regarding crime statistics and other related information

SUPPORTING THE DEPARTMENT

- Backgrounds on criminal offenders
- Deep dive on crimes happening in the city – connecting possible cases through similar suspects, modus operandi or location of crimes
- Provide crime statistics, in-depth answers to obscure crime related questions
- Develop and distribute the Weekly Crime Analysis Report and Monday CAU Briefing to keep the Department informed of significant incidents, crime trends, and notable cases that occurred throughout the week and over the weekend.
- Create and facilitate Duke City Stats weekly meeting
 - Includes pictures of suspects as well as analyst notes on increasing violent behavior on offenders or repeat victimization of businesses or residences

OLN Information: NEW MEXICO DRIVERS LICENSE INQUIRY

NAM: [REDACTED]
ADR: [REDACTED]
OLN: [REDACTED] SEX: MALE DOB: [REDACTED]
HGT: 510 WGT: 170 EYE: BRO
SOC: [REDACTED] DONOR: N
UNKNOWN CARD TYPE

ISSUE DATE: 1955-07-22 EXP: 2007-03-09
STATUS: N/A; (DRIVER CURRENTLY HOLDS A VALID NEW MEXICO IDENTIFICATION CARD.)
LICENSE CLASS: I
COMMERCIAL STATUS: N/A
COMMERCIAL CLASS:
RESTRICTIONS: NONE()
ISSUE STATE: NM
PHOTO AVAILABLE: YES
TYPE: JPEG

TOTALS: ACTIONS: 0 INCIDENTS: 0

THIS INFORMATION IS PROVIDED FOR LAW ENFORCEMENT PURPOSES ONLY.

Recent Photos:



Hazard information:

Should be considered Armed and Dangerous

CONTACT INFORMATION



For immediate assistance, contact the RTCC Bridge 24/7 at RTCC@cabq.gov

- Major Anthony Montano (amontano@cabq.gov)
- RTCC Manager – Fouad Cherair (fcherair@cabq.gov)
 - Live Operations Supervisors
 - Ana Ramos (alramos@cabq.gov)
 - Oscar Olivas (oolivas@cabq.gov)
 - Roy Lujan (roylujan@cabq.gov)
- Manager of Data Driven Policing – Jordan McDonald (jbmcDonald@cabq.gov)
- Crime Analysis Program Coordinators
 - Michelle Dapson (midapson@cabq.gov)
 - Dana Mireles (danamireles@cabq.gov)

CONCLUSION

- “In a world characterized by technologically driven change, we necessarily legislate after the fact, perpetually scrambling to catch up.” – William Gibson
- “Our representation of the standard criminal might be based on the properties of those less intelligent ones who were caught.” – Nassim Nicholas Taleb, *The Black Swan*
- “Items of interest will be located, identified, monitored, and remotely controlled through technologies such as radio-frequency identification, sensor networks, tiny embedded servers, and energy harvesters – all connected to the next-generation Internet using abundant, low-cost, and high-power computing.” – David Petraeus, CIA Director (Retired)
- “You can’t assume any place you go is private because the means of surveillance are becoming so affordable and so invisible.” – Howard Rheingold
- “A lot of jobs today are being automated; what happens when you extend that concept to the very important areas of society like law enforcement? What happens if you start controlling the behavior of criminals or people in general with software-running machines? Those questions, they look like they’re sci-fi but they’re not.” – Jose Padilha, Brazilian Film Director