



# Real-Time Crime Centers (RTCC)



## Software for Enhanced Situational Awareness

SureView provides a simple-to-use solution for improved situational awareness in the Real-Time Crime Center (RTCC). All the key information the operator in the RTCC needs to assist officers in the field, the location of the event, what security and police assets are in the general vicinity and most importantly, live video feeds from nearby cameras are all available in one, normalized view.



*One of our goals at the Miami Dade RTCC was to use county-wide video feeds to help our officers get better situational awareness.*

*We chose SureView because it could pull video from our 8 different systems into a single view... and now our officers in the RTCC can quickly access any of our cameras across the county.*

*Captain Carlos M. Vazquez  
Miami-Dade Police*



## The Solution

Police Departments are challenged every day with trying to provide real-time data and video in a timely manner to responding officers in the field. In order for operators in the RTCC to access this information they first need to determine the location of the alarm, then navigate to the video system used by the area, and ultimately attempt to locate the camera feed nearest the event. Often the cameras they want to connect to are from another county department; the courthouse, airport, seaport, library, etc. and they don't have access to these networks.

SureView provides a single, simple-to-use system that quickly connects to these various systems. From an operator's perspective, every video feed, every map layer and asset, looks and performs the same, regardless of what system they originate from.

This simple interface eliminates a major response bottleneck, providing operators with a quick and efficient way to access the video that is nearest to an evolving threat.

Once the video and assets are connected to SureView, it is possible to extend the platform to connect to other systems running within the RTCC, such as gunshot detection, LPR, critical CAD events, intelligent video analytics, or just about any system that can send an alert. As each of these systems are brought into the RTCC the work of the operations staff does not change, only the ability to access more actionable data sources.

Operators can now provide immediate situational awareness to the responding officers in the field, improving decision making and outcomes.

## Key Benefits

- Single operational interface for situational awareness and intelligence gathering
- Connect to any video management system, whether it's an internal County Department or private entities
- Integration with existing mapping systems; Google Maps, ESRI, etc.
- Respond to critical events from multiple systems—gunshot detection, LRP, panic alarms, video analytics, CAD, etc.
- Incident reports that provide snapshots of what occurred
- Turnkey solution—new projects can be up and running in 30-45 days

To learn more about SureView read our case study on the Miami Dade RTCC project at [sureviewsystems.com/at-a-glance-miami-dade-rtcc](http://sureviewsystems.com/at-a-glance-miami-dade-rtcc)