SDPD
San Diego Police Department

San Diego Police Department

Real Time Operations Center

Operations Manual

Nov 2026

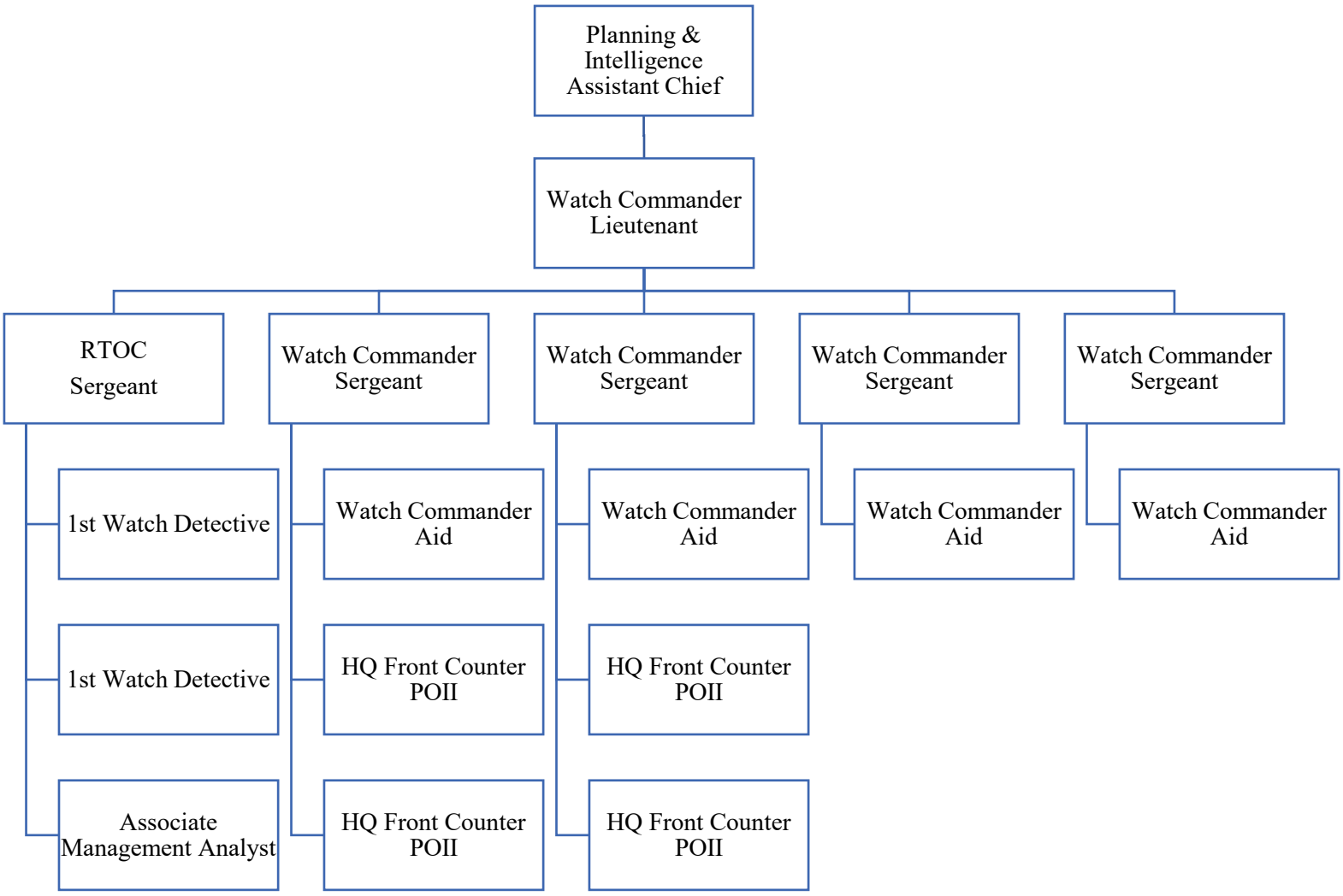
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Mission Statement

The mission of the San Diego Police Department (SDPD) Real Time Operations Center (RTOC) is to provide support and expertise for the department's patrol, investigative, and administrative units in matters of surveillance technologies and real-time investigative techniques. The goal of the RTOC is to enhance the safety of community members and police personnel through the strategic use of authorized technologies and data. The unit strives to increase the safety of officers, as well as improve their situational awareness and efficiency by providing real-time information and analysis for incidents throughout San Diego.

Staffing and Organization



The Real Time Operations Center is a branch of the Watch Commander's Office.

Real Time Operations Center Hours

Monday - Thursday 0600-1600
Tuesday - Friday 0500-1600

Radio Designators

Watch Commander/RTOC Lieutenant	RTOC1L
RTOC Sergeant	RTOC1S
RTOC Detective	RTOC11
RTOC Detective	RTOC12
RTOC Detective	RTOC21
RTOC Detective	RTOC22
RTOC Detective	RTOC23
RTOC Detective	RTOC24

When logging onto the MPS system, RTOC personnel will use these callsigns to ensure dispatchers do not receive emergency alert notifications when running stolen license plates.

Responsibilities and Duties

The Real Time Operations Center is responsible for abiding by the information contained in legal updates, orders, training bulletins and Department policies and procedures.

Watch Commander/RTOC Lieutenant

The Watch Commander/RTOC Lieutenant duties include, but are not limited to, the following:

- Supervise all personnel assigned to the Watch Commander's Office and the Real Time Operations Center.
- Prepare and implement the scheduling of all personnel assigned to the Watch Commander's Office.
- Maintain liaison with all patrol, investigative and specialized units of the Police Department.
- Represent the Watch Commander's Office, as needed, at Department and community meetings.
- Assess Unit needs, prepare supporting documentation and submit any annual budget request(s) to fiscal management for consideration and approval.
- Review and conduct assigned inspections and submit appropriate reports by the 10th of the month.

- Perform other unspecified duties as may be assigned by the Assistant Chief of Planning and Intelligence.

Real Time Operations Sergeant

The Real Time Operations Center sergeant will supervise personnel assigned to the RTOC and assist the lieutenant in managing the day-to-day operations of the RTOC. The RTOC sergeant's duties include, but are not limited to, the following:

- Ensure the RTOC is properly staffed during regularly scheduled shifts and staff the RTOC appropriately when emergency or preplanned operations occur during times when the RTOC would not regularly be staffed.

- Ensure all systems and equipment in the RTOC are maintained and operational.

- Maintain liaison with vendors, such as Flock, Ubicqua and Vigilant, to ensure the technologies are maintained and operational for use in the RTOC and throughout the department.

- Manage any technologies that fall under the TRUST Ordinance and ensure proper reporting and documentation to maintain compliance with the TRUST Ordinance.

- Act as the Subject Matter Expert (SME) for technologies assigned to the RTOC.

- Organize, schedule, and present to the public, Privacy Advisory Board (PAB), and City Council on technologies that fall under the purview of the TRUST Ordinance.

- Complete all required reports, evaluations, and inspections in accordance with applicable department policies, procedures, and orders.

- Ensure RTOC personnel receive all necessary training, both formal and on-the-job, to perform their duties as RTOC operators.

Real Time Operations Center Detective

Detectives assigned to the Real Time Operations Center (RTOC) will be assigned to rotating shifts to ensure appropriate staffing during RTOC hours of operation. RTOC detectives will also work a rotating on-call schedule to ensure RTOC duties can be performed during non-business hours and will be subject to recall to get the RTOC operational as deemed necessary by the RTOC lieutenant. The RTOC detective's duties include, but are not limited to, the following:

- Monitor radios and CAD and assist patrol and investigative units.

- Monitor active 911 calls when contacted by dispatch supervisors.

- Proactive review of incident logs, BOLO's and informational flyers
    - Review camera footage for qualifying crimes.
    - Assist investigators in identifying suspects, suspect vehicles and potential victims.
- Assist investigators when assistance is requested.
- Process video requests.
- Enter and manage hot plate requests.
- Maintain a log of proactive and reactive cases that were worked.
- Manage required annual Automated License Plate Recognition (ALPR) training.
- Manage ALPR access.
- Audit SA and ALPR cameras for image quality, data collection and maintenance.
- Administer the department's Vigilant account.
- Assist outside agencies with SDPD technology inquiries.
- Maintain a list of potential future locations for additional SA and ALPR cameras.

Analyst

- Prepares in-depth reports of studies conducted
- Performs special administrative assignments and projects as assigned
- Compile statistics and Key Performance Indicators (KPI) related to RTOC
- Audit systems to include checking image quality, data collection and maintenance.
- Assist investigators when requested
- Provide real-time support to RTOC during critical incidents
- Collaborate with other units, departments and vendors as needed

Custom Hotlist Requirements

- The proactive manual entry of Custom Hotlist license plates is permitted with a license plate or vehicle description. Refer to D.P. 1.51 for additional guidance for Hotlist entries.
- Custom Hotlist entries shall not contain any Personal Identifying Information (PII).
- The Custom Hotlist entry should include all pertinent information to assist the responding units in identifying the vehicle and wanted person(s).
- Custom Hotlist entries shall be set to expire after 72 hours. If needed, after 72 hours, the entry can be extended if the vehicle continues to meet the entry requirements.
    - The need to keep a vehicle on the hotlist must be re-evaluated every 72 hours.
- If an entry is no longer needed, the entry shall be deleted immediately.

Confidentiality Form

- All staff assigned to the RTOC must complete a Confidentiality Form, which will be filed with the Internal Affairs Unit.
- All outside doors to the RTOC must remain closed at all times.
- Only RTOC employees are allowed in the RTOC unless approved by a supervisor.
- Due to the sensitive nature of certain investigations, any investigation identified as "Classified" will not be discussed or mentioned outside the RTOC.

Training and Certifications

All staff assigned to the RTOC will be required to maintain current training, certifications and access to the following systems.

- Automated License Plate Recognition (ALPR) systems utilized by the Department
- Situational Awareness camera systems attached to the Smart Street Light system
- Automated Regional Justice Information System (ARJIS)
- The California Law Enforcement Telecommunications System (CLETS)
- National Crime Information Center (NCIC)
- Mobile for Public Safety (MPS)
- Evidence.com

Use of any Department computer and system will be in compliance with Department Procedure 1.45 – Use of City/Department Computer Systems.

RTOC Visitors and Room Sanitation

- Information and operational security are of the utmost importance. To ensure the security of the RTOC, a secure RFID entry system will be utilized to control access to the RTOC. Only authorized RTOC personnel and command staff personnel will have unrestricted access to the RTOC.

- Any visitors allowed entry to the RTOC will be escorted until their departure.

- Unauthorized personnel or personnel without legitimate business in the RTOC will be escorted out immediately. The RTOC lieutenant or sergeant will have final authority in determining if a visitor can remain in the RTOC.

- While visitors are present in the RTOC, no sensitive or controlled information will be left unsecured or displayed on any computer workstation monitor or wall-mounted monitor.

- Non-secure information may be displayed on monitors throughout the RTOC when visitors are present. Displaying "Sanitized" information in the RTOC is authorized to assist in helping visitors understand the operational capabilities of the RTOC.

RTOC Documentation

- All RTOC activities are to be documented, whether information was provided or not. RTOC activities include monitoring calls for service (CFS), ALPR hits, planned events/large crowds, and critical incidents.

- Documentation includes, but is not limited to, the following:

    - Success Stories-Daily
    - Case Log-Daily
    - Incident Report-Daily (at the conclusion of the event)
    - RTOC weekly Report-Weekly
    - Surveillance Technology Quarterly Audit Report-Quarterly
    - Surveillance Technology Annual Report-Annually

Department Operations Center (DOC) Activation and Hand-off

- RTOC operators will monitor the events (CFS) they are working on and continue to provide situational awareness (SA) information as the event progresses. Once it is determined that RTOC services are no longer needed, the RTOC operator can clear from the event and complete their incident report to be uploaded to NetRMS.

RTOC Calls for Service (CFS) Responsibilities

- RTOC personnel will monitor the radio, CAD and incoming 911 calls to evaluate if RTOC can be of assistance on calls. RTOC will continue to monitor and assist on calls even after units have arrived on scene. Once a determination is made that the RTOC is no longer needed for the call, the operator will clear from the call, complete all required documentation and upload to NetRMS prior to the end of their shift.

- The RTOC will NOT:

    - Indiscriminately view video without investigative or administrative need
    - Act as a dispatcher
    - Assume Incident Commander responsibilities
    - Assist with Immigration investigations or enforcement
    - Assist with reproductive health investigations or enforcement
    - Harass, intimidate, or discriminate against any individual or group
    - Violate any Constitutional rights, federal, state, or local laws (e.g., California Values Act, FACE Act, etc.)
    - Investigate parking violations and conduct traffic enforcement

Equipment Maintenance

- Computers that are not being utilized shall be turned on and checked each Monday to ensure they are receiving the appropriate Department updates and functioning properly.