Real Time Information Center Operations

1100.1 PURPOSE

The purpose of this SOP is to define the daily expectations and radio procedures for the Real Time Information Center.

1100.2 RADIO & CAD ETIQUETTE

RTIC Operators are responsible for maintaining professional radio etiquette with both field personnel and Dispatch. To ensure clear, efficient, and cohesive communications, operators shall adhere to the following standards:

(a) **CAD Log-In/Log-Out**

- Log on to CAD at the start of shift and log off at the end of shift.

(b) **Status Accuracy**

- Maintain accurate and current status within CAD to reflect availability to Dispatch.

(c) **Field Requests**

- Communicate when assuming responsibility for handling requests from field units.

(d) **Intelligence Sharing**

- Document and relay information developed from intelligence sources in a timely and accurate manner.

(e) **Radio Discipline**

- Limit transmissions to operationally relevant communications and avoid unnecessary or frivolous radio traffic.

1100.3 DAILY EXPECTATIONS

Upon arrival for their assigned shift, RTIC Operators shall complete the following tasks to ensure operational readiness:

(a) **System Log-In**

- Activate RTIC wall monitors to display San Mateo–owned cameras, the Flock database, and other mission-relevant platforms.

(b) **Technology Access**

- Confirm access to all critical technologies.
- Promptly troubleshoot or report any access issues to ensure full system functionality.

(c) **Fusus Operations**

- Log into the Fusus platform and verify that all displays are functioning properly.

(d) **Intelligence Review**

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- Conduct a daily review of relevant crime trends and active investigations.
- Read the most recent police blotters.
- Review and analyze applicable TRAK flyers for situational awareness.

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