

# Use and Perceptions of Technology and Real Time Crime Centers Among Law Enforcement Personnel in Tallahassee and Leon County, 2024

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## Executive Summary

This report presents findings from the second annual survey of law enforcement personnel from the Florida State University Police Department, Leon County Sheriff’s Office, and Tallahassee Police Department conducted in 2024 to assess use and perceptions of investigative technologies and the agencies’ shared real time crime center—the Capital Region Real Time Crime Center. The report also draws comparisons to the first annual survey that was conducted in 2023. Below are key findings and recommendations:

- **Technology use by law enforcement personnel is extensive:** Nearly all (96%) surveyed law enforcement personnel, regardless of rank or experience, had used some form of technology for investigative purposes in the past year. Body-worn cameras and automated license plate readers were the most widely used technologies and drones were the least. The overall rate of use was the same across the 2023 and 2024 surveys, however, the most used technologies in 2023 were body-worn cameras and social media searches and the least used was facial recognition.
- **Technology use varied by rank and experience:** Analysts reported higher rates of technology use than did sworn officers and deputies of any rank. Personnel with 20+ years of experience reported the lowest rate of technology use; those with 5-10 years of experience used technology the most. Similarly, the 2023 survey showed that personnel with 20+ years of experience used technology the least and those with fewer than 5 years of experience used it the most.
- **Widespread use of and support for the real time crime center:** Nearly 80% of surveyed personnel had used the Capital Region Real Time Crime Center in the past year, with a majority using it multiple times per month. Most (88%) were very satisfied and reported that analysts provided information that was useful, easy to understand, up-to-date, and timely. Some concerns were raised regarding miscommunications that occurred over the radio and like the 2023 survey, line officers and deputies were less likely than middle managers and command staff to report that they received adequate training on how to best make use of the real time crime center.
- **Targeted recommendations for sworn personnel:** The findings from both the 2023 and 2024 surveys suggest that agencies should consider increasing and standardizing training for sworn personnel to enhance their use of, and benefits gained from, technology and the real time crime center. Importantly, the training should be tailored for different roles, ranks, and experience levels to engage all personnel and correspond with their unique responsibilities.
- **Targeted recommendations for real time crime center analysts:** The findings from the current survey suggest that the real time crime center directors should implement periodic refresher trainings for analysts, with a focus on improving radio communications. Additionally, the development of protocols to ensure key information is communicated between analysts and supervisors and across shifts within the real time crime center should be considered.

The Capital Region Real Time Crime Center (CRRTCC) opened in 2023 and is a multi-agency real time crime center staffed by analysts from the Florida State University Police Department (FSUPD), Leon County Sheriff's Office (LCSO), and Tallahassee Police Department (TPD). The CRRTCC analysts provide information and investigative assistance, in real time, to officers and deputies throughout Leon County, Tallahassee, and surrounding counties, and to multiple state and federal law enforcement agencies. The Florida State University College of Criminology and Criminal Justice (CCCJ) serves as the research partner for the CRRTCC.

### About this Report

As part of the ongoing evaluation of the CRRTCC, the CCCJ conducts an annual survey of personnel from each participating law enforcement agency to assess use and perceptions of the CRRTCC and its technologies. This report presents findings from the second annual survey, which was conducted approximately one year following the CRRTCC's opening. The first survey, conducted in 2023, explored use and perceptions of the LCSO real time crime center, which was operational from 2017-2023. Email addresses for all sworn officers and deputies and all crime and intelligence analysts were provided to the CCCJ research team from each of the three CRRTCC participating law enforcement agencies. A survey invitation was then sent via email directly from the research team to agency staff. The survey was administered over a three-week period during October 2024 using Qualtrics survey software, with a reminder email sent each week to individuals who had not yet completed the survey. Completed surveys were received from 423 staff members across the three agencies, which represents a 47% response rate.

Survey participants from each agency were asked about their use of various law enforcement technologies, perceptions of the technologies, whether they had used the CRRTCC, and the perceived value of the CRRTCC. Participants were arranged into four categories by rank/position for this report—command staff, middle management, line officers, and analysts. The report concludes with a summary of findings, comparisons between the first and second annual surveys, and targeted recommendations.

### Use of Law Enforcement Technology

Personnel were asked how often in the past year they had used various law enforcement technologies for investigative purposes, including automated license plate readers (ALPRs), aviation footage, body-worn camera footage (BWC), closed-circuit television camera footage (CCTV), drone footage, facial recognition software (FRS), and social media searches (SMS).

The results in Figure 1 show that the use of technology in investigative work was nearly universal; only 4% of respondents had not used any of these resources in the past year. BWC footage and ALPRs were the most widely used technologies, with 77% and 68% of personnel reporting using them, respectively. CCTV, FRS, and SMS were not as commonly used, yet over 50% of respondents used them in the past year. The least commonly used technologies were aviation and drone footage, which were used by about 37% and 21% of respondents, respectively. Respondents were also asked to list any additional technologies that they had used in the past year. Of the 4% who reported using another technology, state and federal information databases were most common (e.g.,

DAVID—the Florida Highway Patrol’s Driver and Vehicle Information Database).

**Figure 1.**  
Technology Use in the Past Year

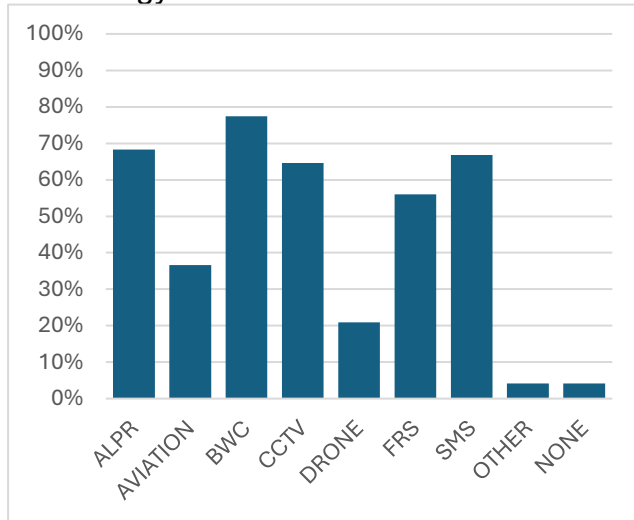
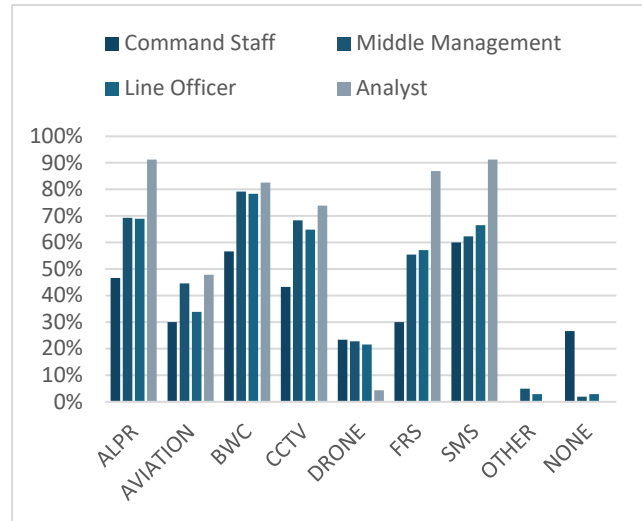


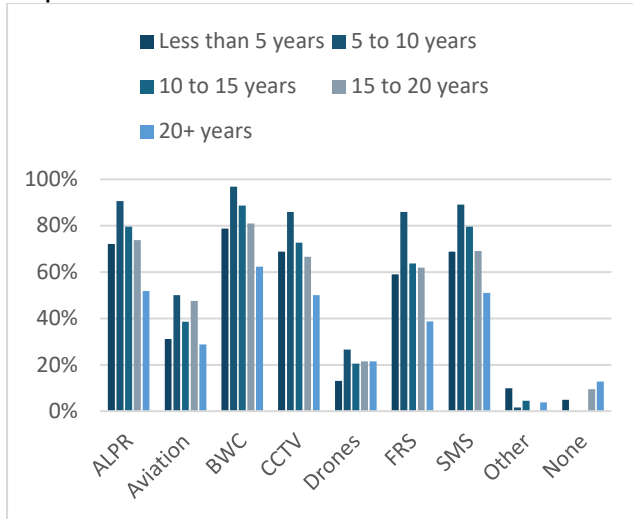
Figure 2 shows the use of each technology over the past year, broken down by rank/position—command staff, middle managers, line officers, and analysts. Analysts reported the highest use of each technology, except for drone footage. Notably, over 80% of analysts used ALPR, BWC, SMS, and FRS. Percent of use for all technologies, except drone footage, was lowest among command staff. The use of drone footage was similar across command staff, middle managers, and line officers; approximately 20% of staff in these sworn ranks reported using drones in the past year, compared to 5% of analysts. Usage rates were similar for middle managers and line officers for all technologies, except for aviation footage—about 45% of middle managers reported using aviation footage in the past year, compared with 34% of line officers.

**Figure 2.**  
Technology Use in Past Year by Rank/Position



The results in Figure 3 show the use of technology in the past year, separated by respondents’ years of law enforcement experience. Those with 5-10 years of experience reported the highest usage rates of ALPR, CCTV, BWC, FRS, and SMS—with at least 85% using these technologies in the past year. Use of aviation footage and drones was lower for staff with 5-10 years of experience, but still, 50% and 27%, respectively, reported using this resource in the past year. Except for drones, those with 20 or more years of experience reported the lowest usage rate for every other technology.

**Figure 3.**  
Technology Use in Past Year by Experience



**Perceptions of Law Enforcement Technology**

Beyond asking about use of technology, personnel were also asked a series of questions about their perceptions of the technologies. For each technology, respondents were asked how much they agree that the information was easy to understand, whether it was useful, and whether it improves public safety and officer safety.

As shown in Figure 4, there was strong, consistent support for all technologies. Although support for drone footage was lowest, still over 67% agreed that drones were easy to understand and useful. For the other technologies, over 75% of respondents strongly agreed that the technologies were easy to understand, useful, and improved public and officer safety.

**Figure 4.**  
Ease of Understanding, Useful, Benefits to Officer and Public Safety

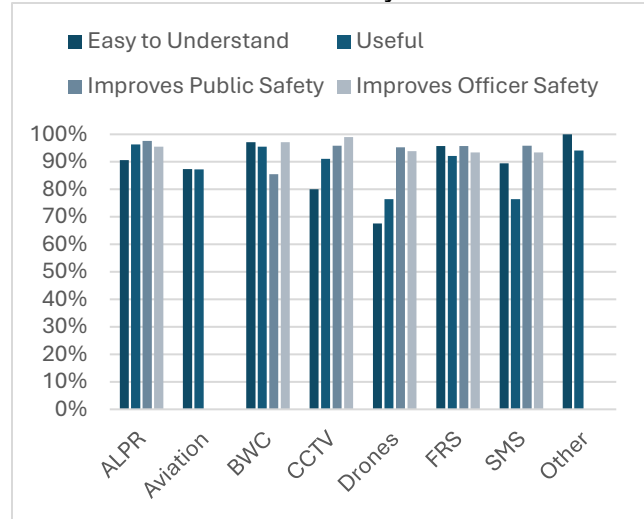


Figure 5 shows the percentage of respondents who agreed that the technologies were easy to understand, by rank/position. As shown, there was widespread support across all ranks/positions. Nearly all analysts reported that the information obtained from each technology was easy to understand. Command staff reported the lowest levels of agreement that ALPR, CCTV, FRS, and SMS were easy to understand (still over 60% reported that they were easy to understand). Interestingly, command staff reported the highest level of agreement (along with analysts) that drone and aviation footage were easy to understand.

**Figure 5.**  
Ease of Understanding, by Rank/Position

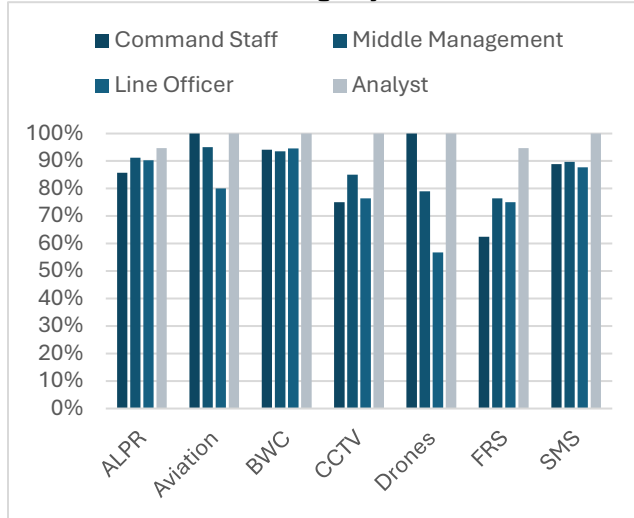


Figure 6 shows the percentage of respondents, broken down by years of experience, who agreed that the technologies were easy to understand, by years of experience. For each technology (except drones), those with either 5-10 or 10-15 years' experience reported the highest ease of understanding. Notably, 100% of respondents with 5-10 years' experience and 98% of respondents with less than 5 years of experience indicated that footage from BWCs was easy to understand. Fewer respondents, across all experience categories, reported that drone footage was easy to understand. Only 53% of personnel with 5-10 years of experience indicated that footage from drones was easy to understand.

**Figure 6.**  
Ease of Understanding, by Experience

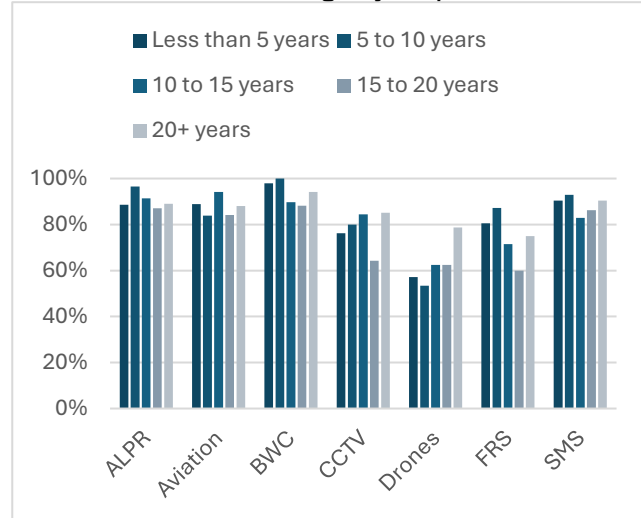


Figure 7 shows the percentage of respondents, by rank/position, who agreed that the technologies were useful. When combined, agreement was highest for the usefulness of ALPR and BWCs. Support for each of the technologies was very high among analysts—100% of analysts agreed that ALPRs, BWC, FRS, drones, and aviation footage were useful. Similarly, 100% of command staff agreed that all technologies, except for CCTV and FRS, were useful. Command staff reported that FRS was least useful and line officers reported that drone footage was least useful.

**Figure 7.**  
Usefulness of Technology, by Rank/Position

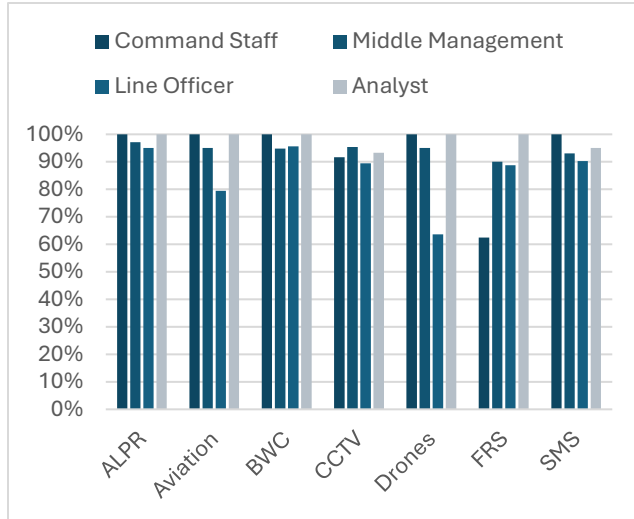


Figure 8 shows the percent of respondents who agreed that the technologies were useful, separated by years of law enforcement experience. Over 95% of respondents with 10-15 years of experience indicated that ALPR, BWC, FRS, and SMS were useful. Similar to responses about the ease of understanding information from the technologies, drone footage was least reported to be useful.

**Figure 8.**  
Usefulness of Technology by Experience

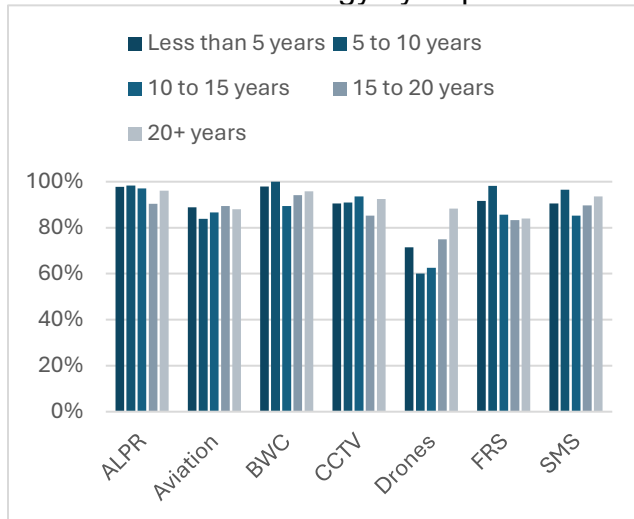


Figure 9 shows the percentage of respondents who agreed that the technologies improved public safety by rank/position. Command staff reported the highest levels of agreement that each technology improves public safety—with the exception of FRS, where 98% of middle managers reported that the technology improved public safety compared with 97% of command staff. Despite their more extensive use of the technologies, agreement that the technologies improved public safety was lowest among analysts (except for ALPRs in which 98% of line officers agreed, compared with 100% of analysts).

**Figure 9.**  
Improves Public Safety by Rank/Position

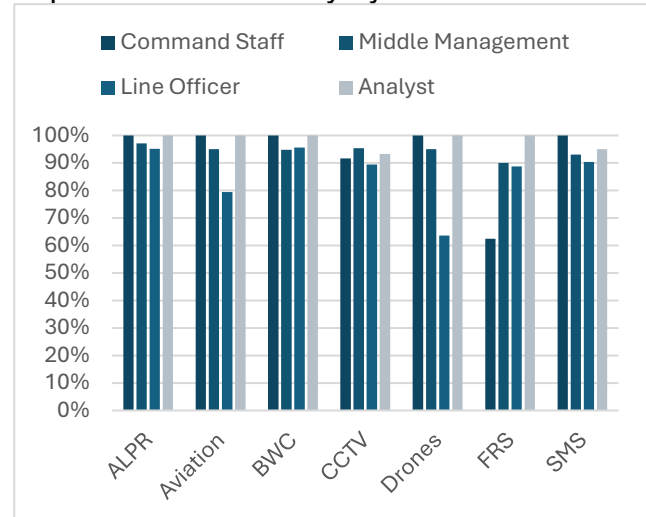


Figure 10 shows the percentage of respondents who agreed that the technologies improved public safety, by years of experience. For all technologies, those with 20+ years of experience had slightly lower levels of agreement that the technologies improved public safety. Notably, nearly all respondents reported that ALPRs improved public safety. Although not all respondents with 20+ years of experience reported that ALPRs improved public safety, the percent agreement was still very high at 98%.

**Figure 10.**  
Improves Public Safety by Experience

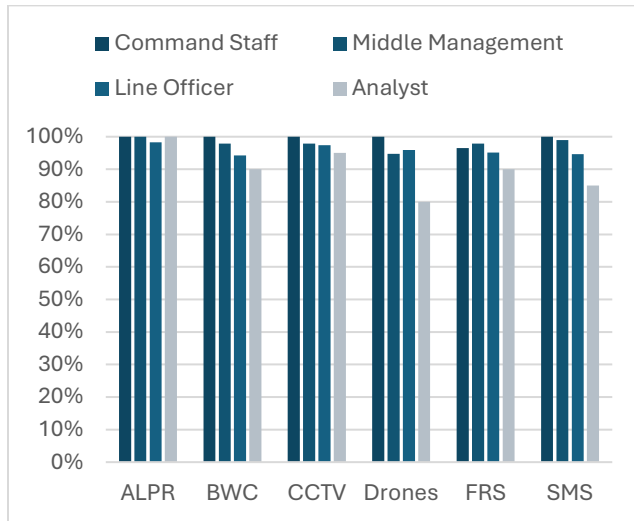


Figure 11 shows the percentage of respondents who agreed that the technologies improved officer safety separately by rank/position. All command staff agreed that the technologies improved officer safety. Across all ranks/positions, analysts reported the lowest

levels of agreement for improving officer safety—except for FRS. For FRS, 95% of analysts agreed that it improved officer safety compared with 93% of line officers and 92% of middle managers.

**Figure 11.**  
Improves Officer Safety by Rank/Position

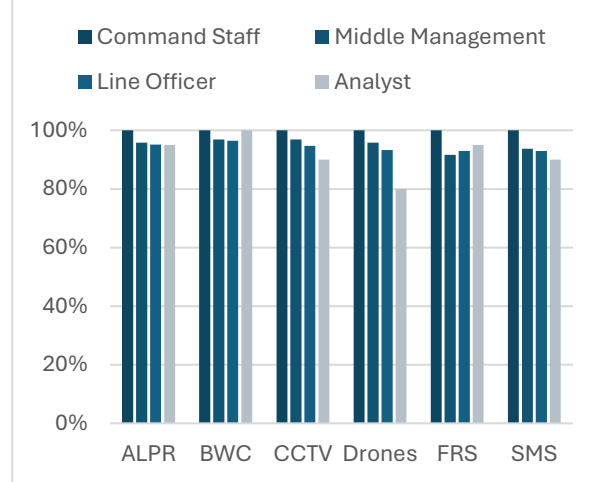
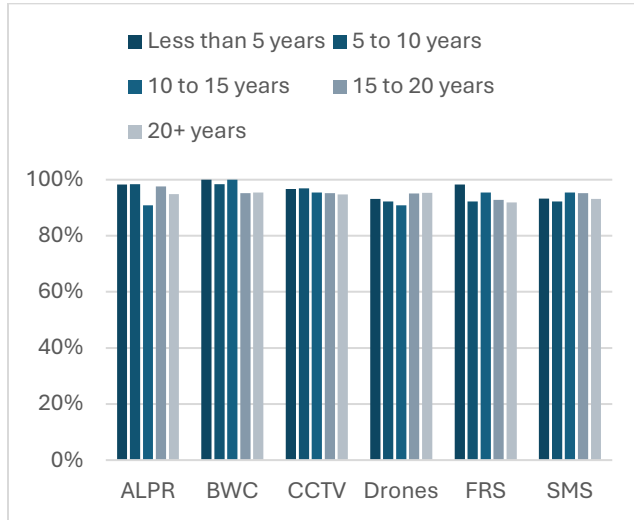


Figure 12 shows the percentage of respondents who agreed that the technologies improved officer safety, by years of experience. Respondents with 20+ years of experience reported lower levels of agreement that the technologies improved officer safety, except for drone footage. Ninety-five percent of those with 15-20 and 20 or more years of experience agreed that drones improve officer safety. It is important to note that although those with 20+ years of experience did report lower levels of agreement that the technologies improved officer safety, support is still very high (over 90%).

**Figure 12.**  
Improves Officer Safety by Experience



**Use of the CRRTCC**

In addition to questions about the use of individual technologies, personnel were also asked whether they used the CRRTCC in the past year. These questions were only asked of sworn law enforcement personnel (command staff, middle management, and line officers). Seventy-eight percent of respondents indicated that they had used the CRRTCC at least once in the past year. As shown in Figure 13, most indicated that they used the CRRTCC multiple times per month, with 48% of respondents using it at least 5 times.

**Figure 13.**  
CRRTCC Average Monthly Use Rate

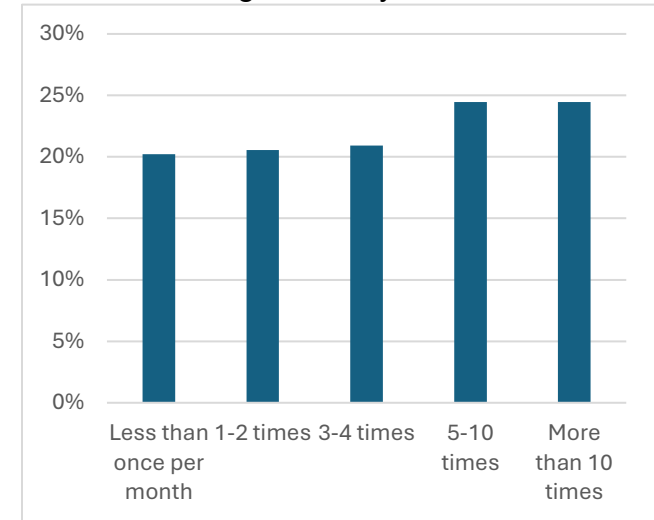


Figure 14 shows the average monthly use of the CRRTCC by rank. Line officers reported the highest monthly use and command staff the lowest. Notably, approximately 70% of line officers used the CRRTCC three or more times per month, with 25% using it more than 10 times per month. Thirty-five percent of command staff reported not using the CRRTCC.

**Figure 14.**  
RRTCC Average Monthly Usage Rate by Rank

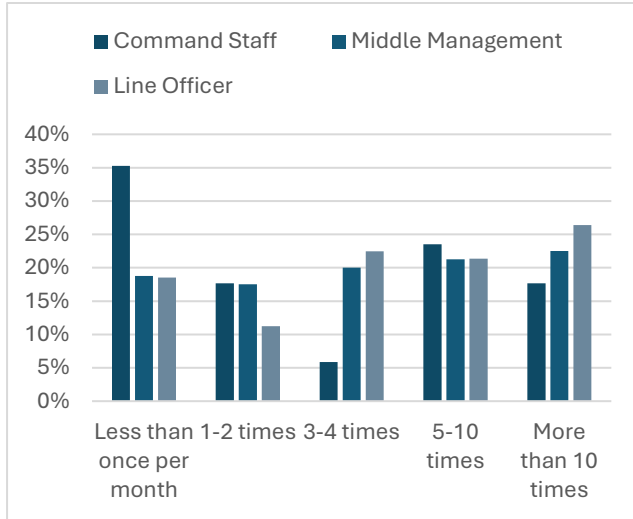
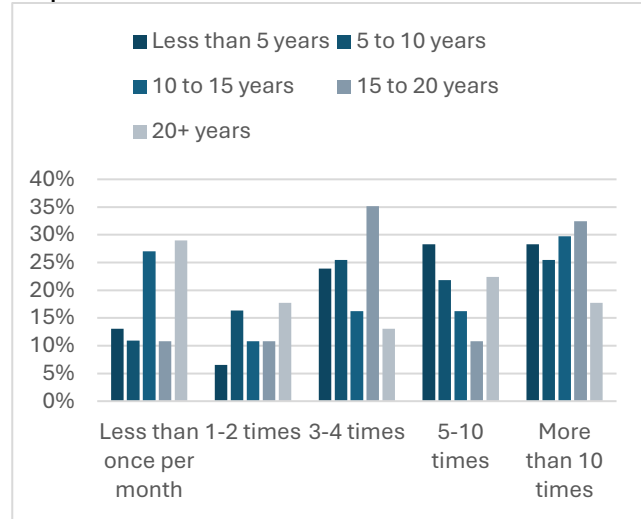


Figure 15 shows the average monthly use of the CRRTCC by years of law enforcement experience. Approximately 30% of respondents with 20 or more years of experience reported that they did not use the CRRTCC, the highest of any experience category. Thirty-five percent of respondents with 15-20 years of experience reported using the CRRTCC 3-4 times per month and 32% reported using the CRRTCC more than 10 times per month.

**Figure 15.**  
RRTCC Average Monthly Usage by Experience



***Adequate Guidance on Use of the CRRTCC***

Regardless of whether respondents had used the CRRTCC or not, they were asked if they have received adequate guidance on how to effectively make use of the CRRTCC. As shown in Figure 16, the percentage of respondents who agreed or disagreed that they received adequate guidance was nearly identical across ranks. Approximately 60% of respondents, regardless of rank, strongly agreed that they had received adequate guidance and about 7% of command staff and line officers somewhat disagreed.

**Figure 16.**  
Received Adequate Guidance on How to Make Use of the CRRTCC, By Rank

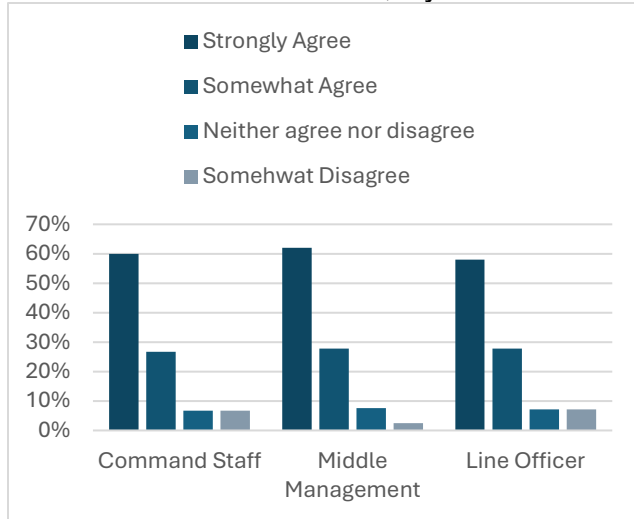
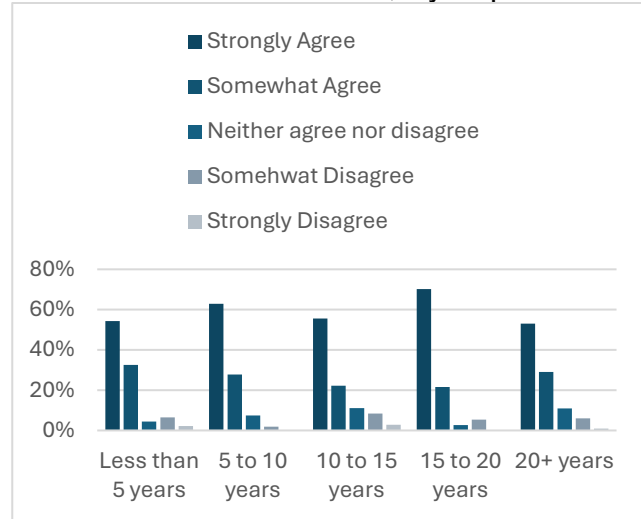


Figure 17 shows the percent of respondents who agreed that they received adequate guidance on how best to make use of the CRRTCC, by years of experience. The highest percent of respondents who strongly agreed was from those with 15-20 years of experience (70%), followed by those with 5-10 years of experience (63%). Rates were lowest among staff with less than 5 years and more than 20 years' experience, yet over 50% reported that they had received adequate guidance.

**Figure 17.**  
Received Adequate Guidance on How to Make Use of the CRRTCC, By Experience



***Satisfaction with and Perceptions of the CRRTCC***

In addition to questions about the use of the CRRTCC, respondents who had used the CRRTCC in the past year were asked about their perceptions. Specifically, respondents were asked about their overall satisfaction and a series of questions about the usefulness, timeliness, and impact of the information that was provided by the CRRTCC.

Respondents who indicated that they had used the CRRTCC in the past year were asked about their overall satisfaction. Eighty-eight percent of respondents reported being very satisfied with the CRRTCC. While satisfaction rates were overwhelmingly positive, there was some observed variation by rank, as shown in Figure 18. Over 90% of command staff reported being very satisfied, followed by 88% of line officers, and 85% of middle managers. Two percent of line officers reported being neither satisfied nor dissatisfied with the CRRTCC. No respondents indicated that they were

somewhat or very dissatisfied with the CRRTCC.

**Figure 18.**  
Satisfaction with the CRRTCC by Rank

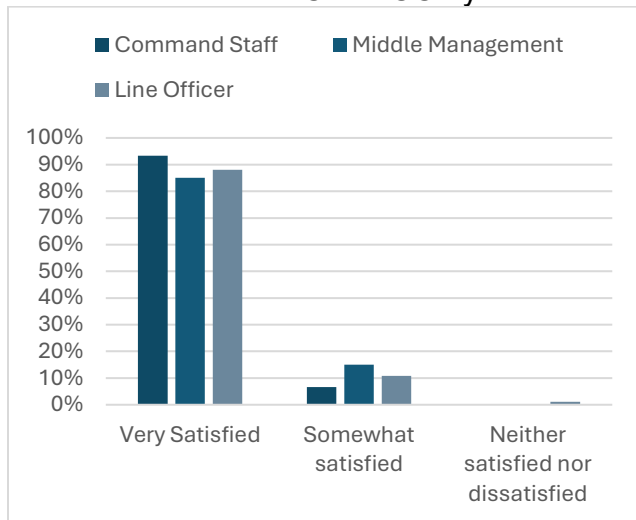
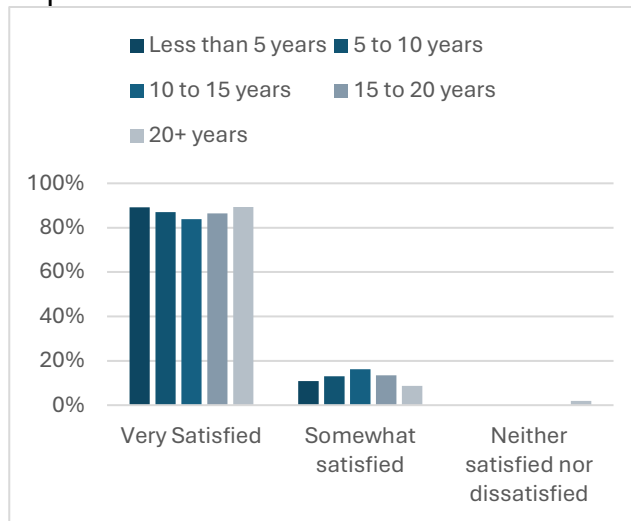


Figure 19 shows levels of satisfaction with the CRRTCC, separated by years of law enforcement experience. Of the years of experience categories, a larger percentage of respondents with less than 5 years and 20 or more years of experience reported being very satisfied with the CRRTCC, with 89% of respondents in these categories being very satisfied. Three percent of respondents with 20 or more years of experience reported that they were neither satisfied nor dissatisfied with the CRRTCC. No respondents indicated that they were somewhat or very dissatisfied with the CRRTCC.

**Figure 19.**  
Satisfaction with the CRRTCC, by Experience



Respondents were also provided opportunities to write-in specific benefits and challenges associated with the CRRTCC. One respondent reported that the “CRRTCC has been a valuable asset in assisting...with investigations when I either exhausted all leads or needed information quickly when doing field work regarding suspect information.” Another said that the biggest success of the CRRTCC is the “...great collaboration between agencies and resources incorporated in the CRRTCC. The integrated cameras, license plate readers and other collective resources from each participating agency is amazing to have all working together.”

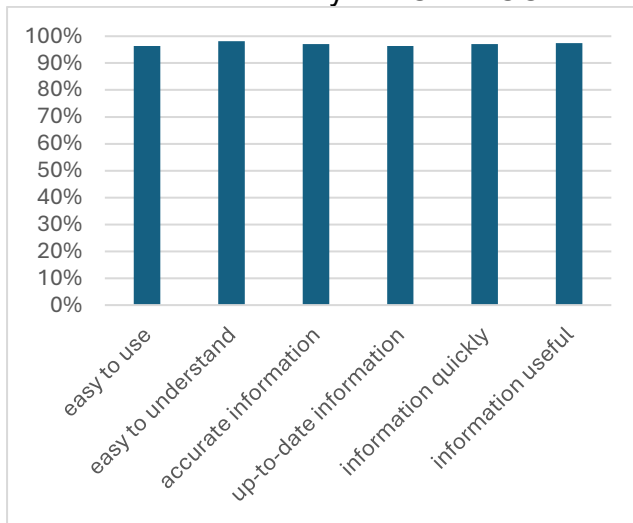
Regarding challenges associated with the use of the CRRTCC, one respondent said “I have had situations where RTCC [analysts] have taken up traffic on radio channels during emergency response situations making it difficult for officers on scene to communicate effectively. This has been rare in my experience, but it is important that new

[analysts] maintain awareness of radio traffic and receive training regarding use of police radio.” Another respondent echoed concerns about radio traffic: “We have had some growing pains with balancing dispatchers vs analysts on the radio. Everyone is wanting to help and sometimes too many voices can cause confusion.”

***Information Provided by the CRRTCC***

Of the respondents who had used the CRRTCC, questions were asked about the information provided. As shown in Figure 20, over 96% of respondents indicated that the information provided was easy to use, easy to understand, accurate, up to date, provided quickly, and useful.

**Figure 20.**  
Information Provided by the CRRTCC



Respondents were also asked whether they preferred to obtain information by themselves or contact the CRRTCC for information. Most (approximately 73%) indicated that they preferred to contact the CRRTCC for information. To illustrate, in an open-ended question, one respondent wrote that the “RTCC has access to more resources and [analysts] have the knowledge on how to gain information that is pertinent to an investigation. The convenient part is when [officers and deputies] are actively working a case, they do not have to worry about data mining, as they can ask RTCC and have that information provided to them which is helpful.”

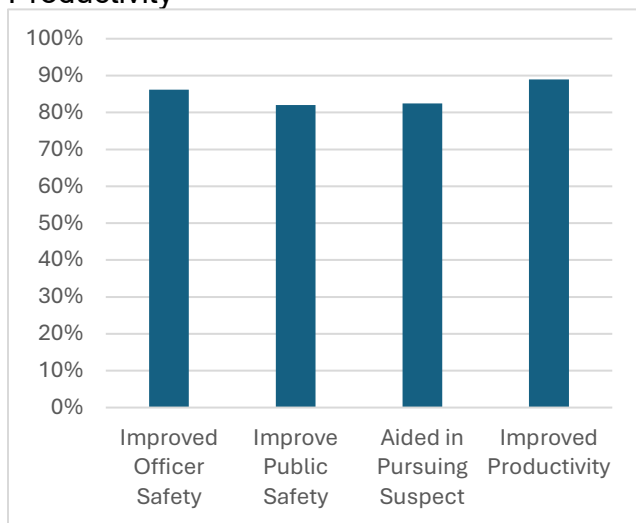
However, 38% somewhat or strongly preferred to obtain information themselves. This may be due to some perceived challenges associated with analyst attention to detail or potential miscommunications. For example, one respondent wrote, “Many of the analysts [lack] the ability to locate basic information that we have had to obtain on our own, slowing our response. Several also do a very basic search and do not look deep enough into the information...” Another indicated that the “CRRTCC provided the wrong information due to a radio miscommunication leading deputies to believe a vehicle was stolen when it wasn't.”

***Impacts of the CRRTCC on Officer and Deputy Behavior and Productivity***

Of the personnel who had used the CRRTCC in the past year, questions were also asked about how the information that was provided changed their work. Specifically, this included whether the information altered their approach during a call for service due to concerns about officer and public safety, assisted with the pursuit of a suspect, and improved productivity.

The results in Figure 21 show that information from the CRRTCC has had a widespread impact on how law enforcement personnel conduct their work. Over 86% of personnel indicated the CRRTCC improved officer safety and 82% indicated that the CRRTCC improved public safety. Additionally, more than 82% of staff reported that the information provided assisted them while in active pursuit of a suspect, and 89% reported that the CRRTCC has improved their productivity.

**Figure 21.**  
Impacts of CRRTCC on Behavior and Productivity



To further illustrate, one respondent said that information obtained from the CRRTCC “...helped me make faster decisions for supervising deputies responding to calls for service or help resolve various problems enroute or on scene.” Similarly, another respondent said that “The resources available to [the CRRTCC] and the focused nature of their position has allowed me to have accurate and up to date information on involved individuals prior to arriving on scene for calls for service. The information provided allows me to respond more safely and prepare for what may be happening on scene. RTCC's monitoring of officer's body cameras and GPS location has allowed me to respond more quickly and safely when officers request immediate assistance or backup.

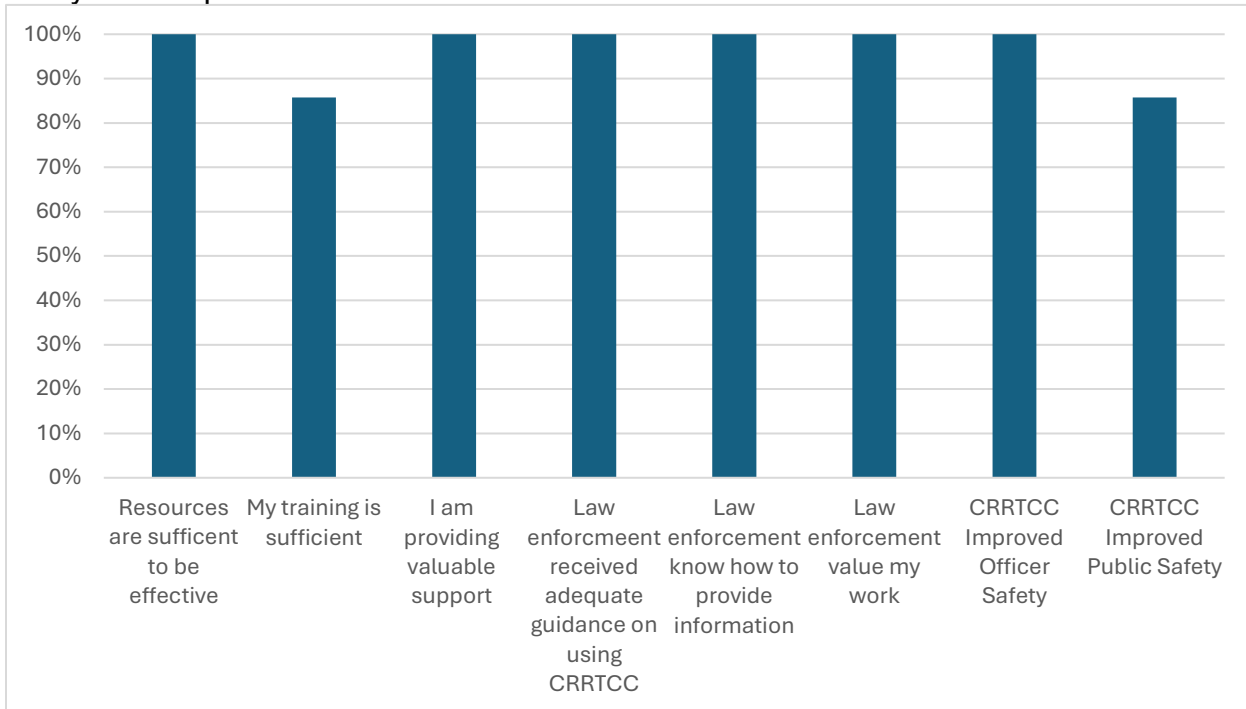
**CRRTCC Analyst Perceptions**

Because analysts work within the CRRTCC and are directly responsible for processing incoming information and providing support to law enforcement personnel, they offer a unique operational perspective on how well the CRRTCC is functioning. Their vantage point allows them to assess not only the effectiveness of RTCC operations but also how well law enforcement officers interact with the CRRTCC. To capture the perspective of the analysts, several questions were asked only to respondents who indicated they were an analyst with the CRRTCC. Specifically, whether they agreed that the CRRTCC improved officer and public safety, that law enforcement received adequate guidance on using the CRRTCC, and that law enforcement know how to provide information to CRRTCC analysts for them to be effective.

As shown in Figure 22, analyst supervisors and analysts hold favorable and positive views of the CRRTCC. All reported that they have sufficient resources to do their jobs, are providing valuable support, that law enforcement officers have been adequately trained on how to use the CRRTCC, that law enforcement officers know how to provide information, and that the CRRTCC improves officer safety. Just over 85% of analyst supervisors and analysts reported that their training was sufficient and that the CRRTCC improves public safety.

Analysts and analyst supervisors were also asked to describe the three biggest successes and three biggest challenges they have faced in their work. When combined, the three most identified successes were the identification of stolen and suspect vehicles using ALPRs, providing support to officers and deputies in real time to develop leads on cases, and assisting with the continued safety of officers and deputies. The three most identified challenges were a lack of staffing to handle calls, a lack of communication between supervisors and floor analysts, (difficulty sharing information), and officers and deputies not communicating updated information over the radio.

**Figure 22.**  
Analyst Perceptions of Law Enforcement at the CRRTCC



**Respondent Characteristics**

Table 1 provides descriptive information about the respondents who completed the survey. Most respondents were male, white or Caucasian, the average age was 42, and most had earned a bachelor’s degree or higher. The average number of years of law enforcement experience was 16 and most were line officers.

**Table 1.**  
Respondent Demographic Characteristics

	<b>Average or Percent</b>
<b>Age</b>	42
<b>Gender</b>	
Male	75.70%
Female	15.90%
Prefer not to say	8.40%
<b>Race</b>	
White or Caucasian	69.65%
Black or African American	12.47%
Asian or Pacific Islander	1.63%
Some other race	1.36%
Prefer not to say	14.91%
<b>Hispanic or Latino</b>	
Non-Hispanic or Latino	78.59%
Hispanic or Latino	8.40%
Prefer not to say	13.01%
<b>Educational attainment</b>	
High school diploma or GED	2.98%
Some college credit	20.60%
Associate's degree	16.53%
Bachelor's degree	49.86%
Master's degree	8.94%
Doctoral degree, JD, other post-graduate	1.08%
<b>Years of law enforcement experience</b>	16
<b>Years with current law enforcement agency</b>	13
<b>Rank</b>	
Command Staff	7.25%
Middle Management	24.4%
Line Officer or Deputy	59.18%
Analyst	5.56%
Other	3.62%

## Summary and Recommendations

Although direct comparisons cannot be made between the 2023 and 2024 surveys because the first was focused solely on the LCSO RTCC, different questions were asked of respondents, and additional ranks/positions were included in the current survey, there are several important conclusions that can be drawn. First, survey results show that officers and deputies regularly used technology for their work and held very positive views about the use of technology for investigative purposes. Second, there was variation in usage rates based on rank/position and years of experience in law enforcement. Analysts reported the highest use of each technology, with the exception of drones where their use was far below that of respondents who were in sworn positions. In the 2024 survey, personnel with 5-10 years of experience were the heaviest users of technology, whereas in the 2023 survey, those with fewer than 5 years of experience reported the greatest use. Across both surveys, personnel with 20 or more years of experience reported the lowest technology use rates. These variations, as shown in both surveys, may be due to differences in job duties and responsibilities and exposure to or familiarity with technology, rather than apathy, skepticism, or resistance to its use. These findings suggest that efforts to promote technology adoption should be tailored to different roles, ranks, and years of experience—particularly to engage more seasoned personnel who may have had less exposure to newer tools. In doing so, it will also be important to modify the trainings and messages about each technology for the specific duties of each rank and how they are differentially used (i.e., ways in which the technologies can and should be used for various responsibilities or decisions).

Among all respondents in the 2024 survey, drones, CCTV, and FRS were ranked lowest for ease of understanding. Drones are among the newer resources being deployed by law enforcement agencies and incorporated into the CRRTCC. Therefore, the lower rates of use and uncertainty about the usefulness of drones is not surprising. However, CCTV and FRS have lengthy and well-established histories of use by law enforcement. In the 2023 survey, ALPRs and CCTV ranked lowest for ease of understanding. Further, line officers and command staff generally reported lower levels of agreement that the technologies were easy to understand. To address these concerns, analysts and analyst supervisors should explore how information can be better communicated, especially for the technologies like CCTV and FRS that are regularly used by the CRRTCC, to ensure that they are well understood by all who are accessing and using the information.

While respondents found the CRRTCC to be beneficial for their work—both by altering how they approach interactions with potential suspects and by improving their productivity—perceptions of training varied. Most indicated that they had received adequate guidance on how to use the CRRTCC, but line officers were slightly less likely than middle management and command staff to agree. Although the 2023 survey focused on the LCSO RTCC, similar findings emerged in that line officers were least likely to report that they received adequate training. These findings highlight the persistent and ongoing need to improve and standardize CRRTCC-related training across roles and ranks.

Although the CRRTCC has initiated analyst and analyst supervisor attendance at agency

“check-ons” since the publication of the 2023 survey report, it is important to ensure that these occur regularly, that each agency is participating, and that sufficient time is set aside for CRRTCC representatives to address relevant issues. Such attendance provides opportunities to share information about the CRRTCC’s operation and capabilities, to answer questions, and to strengthen working relationships between analysts and sworn personnel. Agencies may also consider periodically conducting check-ons at the CRRTCC to provide first-hand opportunities for officers and deputies to see the capabilities of the center. In addition to reinforcing the importance of regular attendance at check-ons, the CRRTCC should consider developing standard training materials or manuals (for both analysts and officers)—with clear guidance on how to make the most effective use of the CRRTCC—to support consistent understanding and use across the three participating law enforcement agencies and all ranks and experience levels.

Analysts and sworn personnel raised concerns about challenges associated with radio communication. Although the CRRTCC’s recently implemented new analyst training program includes a unit on radio use, supervisors and directors may consider providing periodic refresher trainings on proper radio procedures. Providing regular refresher trainings on radio communication is a concrete step that could improve operational efficiency and reduce miscommunication during time-sensitive events.

Analysts also raised concerns about training, staffing, and communication with supervisors. Approximately 15% of CRRTCC analysts

indicated that their training was insufficient. In addition to radio refresher trainings, supervisors and directors may consider providing regular trainings in other areas to ensure that analysts feel adequately prepared to perform their duties. Staffing challenges are not unique to the CRRTCC, as law enforcement agencies and real time crime centers across the country are facing shortages. The CRRTCC has taken steps to address this issue by raising and standardizing pay across the three participating agencies and is in the process of standardizing work schedules. Continued focus on training and support, along with equitable compensation and scheduling, will be key to recruiting and retaining skilled analysts and strengthening team capacity. Finally, in response to concerns about information-sharing between analysts on the floor and their supervisors, directors should consider implementing protocols to ensure that key information is communicated clearly, consistently, and in a timely manner within and across shifts. Establishing and reinforcing communication protocols can help ensure continuity and coordination across the CRRTCC’s day-to-day operations.

The findings from the first two annual surveys offer valuable insights into how the CRRTCC is currently functioning and where targeted improvements may enhance its effectiveness. While the overall picture is one of strong support and regular use of technology, variations in use, training, communication, and understanding suggest opportunities for continued development. By building on existing efforts and addressing the concerns identified in this report, the CRRTCC can further strengthen its role as a valuable resource for officers, deputies, and the communities they serve.

**SMART** | Data.  
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