

Metro Transit Police Department Real Time Information Center

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The Metro Transit Police Department Real Time Information Center, piloted in 2020, is expanding from a unit staffed with sworn police personnel who temporarily served as additional eyes on the system, to a full system of 11 staff dedicated to examining the system's array of cameras while Metro Transit vehicles are in service.

Over the last year, Metro Transit added real-time, high-definition cameras to the entire fleet of 91 light rail vehicles. This means, in total, Metro Transit has more than 1,800 cameras on the system with real-time capability, including cameras on rail cars, platforms, transit stations, and other public facilities.

Real Time Information Center (RTIC) staff (six civilian staff, four sworn officers, and one sergeant) will now be dedicated to the bank of monitors when Metro Transit vehicles are in service.

RTIC will work with other areas of Metro Transit that have access to the system's array of cameras, including the Transit Control Center and the Rail Control Center.

Metro Transit police and the RTIC do not use facial recognition technology. The system is similar to what the general public may see at their local department store, bank, or convenience store.

RTIC staff works with the patrol and investigations division to both actively and reactively monitor the Metro Transit closed-circuit television (CCTV) system. RTIC assists patrol when they respond to calls for service, viewing images from the cameras and providing information in real time to the responding officers. RTIC assists the investigations unit by helping playback CCTV to find reported crimes and assist in the investigations.

RTIC staff are trained in-house with civilian staff working side-by-side with sworn officers familiar with Metro Transit's camera system.

