

Tucson Police Department

Building an RTCC with One Unified Operating Picture

Background

Home to over 1 million residents and 7 million annual visitors, Tucson is Arizona's second-largest city. For the Tucson Police Department (TPD), daily calls, large civic events, and university life (50,000+ at the University of Arizona) demand rapid, coordinated responses.

In October 2024, TPD launched the Community Safety Awareness and Response Center (CSARC) to deliver credible, real-time intelligence to officers, detectives, and partners.

"CSARC exists to get the best real-time information to the right people—fast."

Lt. Don Jorgensen

The Challenge

- Unify disparate, legacy, and new cameras across agencies and businesses.
- Support daily operations, exigent incidents, and city-scale emergencies.
- Deliver one operating picture with real-time video to both analysts and frontline supervisors.

Solution & Impact

- Verkada + Axon Fūsus created a unified operating picture.
- CP52-E PTZ, LPR, and context cameras feed directly into FūsusONE.
- GC31 Cellular Gateways enable plug-and-play deployments without trenching.
- Decentralized access: Field leaders open feeds on laptops/phones.
- Priority-based alerts: Align with TPD's call levels (1–4).
- Evidence.com integration: Export clips directly into casework.
- Direct API to Fūsus simplified deployments and improved resilience—removing the need for additional CORE appliances, an advantage in Tucson's extreme desert heat.

"Going with Fūsus and Verkada let us stay on mission. We integrated old and new cameras, prioritized alerts by call level, and put real-time video in the hands of people who need it most."

Lt. Don Jorgensen

Real-World Impact

- **Faster Investigations:** Analysts quickly located a matching vehicle near a homicide scene, with LPR hits and officer response captured minutes apart.
- **Truth on Tape:** PTZ auto-tracking revealed true aggressor in an assault case.
- **Field Guidance:** Supervisors access live feeds in exigent incidents.
- **Auto Theft Task Force:** LPR watchlists trigger immediate alerts.
- **City-Scale Events:** Continuous situational awareness during parades, protests, and presidential visits.
- **Safer Schools:** School security teams provisioned with scoped Fūsus accounts to view egress-route cameras in real time.
- **University Collaboration:** Shared access with UA security for joint response.

Why It Worked

- **Layered tech:** PTZ + LPR + context cameras = complete narratives.
- **Designed for the field:** Decentralized access enables swift action.
- **Built for growth:** Cloud & cellular allow fast, scalable expansion.
- **API innovation:** Verkada's direct integration with Fūsus provides a stable backbone for scale.
- **Collaboration tools:** Scoped accounts eliminate silos and improve safety.

Looking Ahead

"We're not operating in silos anymore—by sharing access, we can partner together to keep all of our communities safer."

Lt. Don Jorgensen
Analysis Division

CSARC's model shows how smart policing, technology, and partnerships can drive the next generation of RTCCs.

Verkada + Fūsus: Smart Policing in Action
Right information. Right people. Right time.

Check out the full story

