5-9   REAL TIME CRIME CENTER (RTCC)

5-9-1   Purpose

The purpose of the Real Time Crime Center (RTCC) is to improve officer situational awareness, in the field, in real-time. The RTCC's intent is to improve officer and citizen safety.

5-9-2   Mission

The mission of the Real Time Crime Center (RTCC) is to provide relevant real-time information to field officers responding to high-risk calls-for-service to improve officer situational awareness (SA). In addition, the RTCC provides relevant information to the entire department to ensure all divisions are aware of any day-to-day information. With improved SA, officers are able to make informed decisions.

5-9-3   Goal

Our goal is to provide relevant real-time information to officers at briefings and while they are engaged in high-risk calls-for-service as the situation develops. The role of the RTCC is to provide situational awareness to the officers engaged in these calls-for-service to assist officers in making more informed decisions. This information is intended to increase safety for officers and citizens. The RTCC staff, in communication with the officers, is responsible for ensuring only relevant information is passed to the officers. The RTCC staff is responsible for minimizing information overload.

5-9-4   Definitions

A. Automated Reporting System (ARS)

    Field officers submit reports to ARS through Copperfire.

A. Bridge

    The dedicated area where RTCC staff provides real-time information to officers.

B. Bridge Operator

    Sworn officers and/or civilians who have specialized law enforcement training and certifications who provide the real-time information to officers.

C. Computer Aided Dispatch (CAD) System

    The dispatch system used by the 911 Communications Center to communicate with field officers.

D. Copperfire

The software installed on an officer's laptop used to write reports. These reports, once completed, are uploaded to the ARS.

E. Instant Messaging (IM)

The function of a software program installed on an officer's laptop used to send and receive text messages.

F. Law Enforcement (LE) Sensitive

Databases and information sources specifically identified by the Chief of Police as confidential.

G. Law Enforcement Automated Data Services (LEADS)

LEADS is a web-based application that provides real-time access to several local and national Criminal Justice and MVD resources, providing the information in a secure, expedient and efficient manner. LEADS increases officer safety with features like the ability to view driver's license photos to confirm identification and conducting wants and warrant checks.

H. Law Enforcement Information Exchange (LinX)

This system is designed to enhance information sharing between local, state, and federal law enforcement agencies.

I. Outlook Web Access (OWA)

Microsoft Outlook e-mail for the web.

J. Real Time Crime Center (RTCC)

The physical facility used to conduct RTCC operations.

K. RTC

Call sign for the RTCC.

L. Situational Awareness (SA)

Situational awareness involves being aware of what is happening in the vicinity to understand how information, events, and one's own actions will impact goals and objectives.
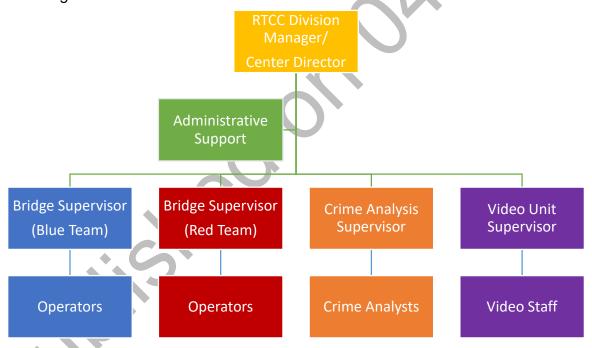
M. Smart Policing Division

The division that oversees the Real Time Crime Center http://www.smartpolicinginitiative.com/ This division builds evidence-based, data-driven law enforcement tactics and strategies that are effective, efficient, safe and economical.

N. TriTech

The vendor providing the Department CAD, ARS, RMS, TIPS, and Mobile Communication software.

5-9-5   Administration

A. The Department routine and customary chain-of-command remains in effect for the division and the RTCC.

B. Organizational Chart

C. Division Manager/Center Director

1. The Division Manager/Center Director reports to the Chief's designee and is responsible for:

a. Maintaining communications with the Emergency Operations Manager of the City of Albuquerque Office of Emergency Management.

i. The RTCC may be requested to monitor situations (events occurring on a national or regional basis and provide information to the Department if necessary).

b. Maintaining communication with the State Fusion Center and Manager, as well as any other organization that wishes to share Real-Time information (i.e. FBI).
c. Briefing the Chief of Police by attending the Chief's Division Manager Briefing.

2. In the event of an emergency, nothing shall prevent the manager from communicating directly with the Mayor, Chief Administrative Officer, and/or Chief of Police directly at any time.

D. Bridge Supervisor

1. The Bridge Supervisor leads the RTCC bridge operators and manages RTCC live operations. The Bridge Supervisor will:

a. Review the RTCC bridge operator's daily logs to ensure accuracy and completeness.
b. When hazards are identified, ensure the hazard is added to the Hazard File by Radio Control.
c. Ensure RTCC bridge operators add special flags in TriTech reference hazards.
d. Ensure RTCC bridge operators have access to the required databases at all times.
e. Ensure the appropriate use of the TV wall, databases, and any other RTCC resources.
f. Maintain communication and coordination with Crime Analysis, Video Studio personnel, and any other responsibilities of the RTCC.

2. The Bridge Supervisor is responsible for:

a. Delegating work to another bridge operator or themselves when a bridge operator is unable to fulfill their responsibilities due to their workload.
b. Monitoring all airs.
c. Designating a lead bridge operator when the bridge supervisor is not present on the bridge during their team assignment.
d. Making all proper notifications involving any noteworthy calls.
e. Auditing all 10-40's and 43-1 calls to ensure a log has been created. In the event that a log is not created and the call could have been worked, a missed call notification must be completed.
f. Ensuring adequate manning levels at all times.
   i.   In the event that overtime will be offered to personnel, the bridge supervisor will send a notification of available overtime to all eligible personnel.
   ii. Overtime may be cancelled due to any unexpected staffing issues that arise. Personnel will be compensated in accordance with collective bargaining agreements.

     iii.   Personnel on overtime assignment must have all certifications and training materials completed and submitted to be archived in the personnel file that will be maintained at the RTCC.

     iv.   Personnel may be added to the overtime roster after successfully completing their training and upon approval from the RTCC Division Director. To remain on the overtime roster, personnel must maintain a commitment of accepting overtime when offered.

E. Bridge Operator

1. The RTCC bridge operator will:

   a. Notify dispatch when RTCC is monitoring by going "In Service" or "Out of Service"

   b. Actively monitor his/her assigned Area Command(s)calls-for-service to identify potential calls where additional SA could be provided prior to officer arrival. RTCC involvement will begin when an active call is identified by the RTCC bridge operator.

   c. Maintain availability to respond to active calls-for-service citywide.

   d. Provide an active role in SA for all priority calls-for-service where an active threat is still present. These calls may include but are not limited to:

      i.   27-8 Shooting
     ii.   27-9 Stabbing
    iii.   43-1 Suicide
    iv.   10-15 Family Fight
     v.   10-29 Wanted Check or Broadcast
    vi.   10-31 Suspicious Person or Vehicle
   vii.   10-40 Mental Patient
     v.   10-41 Neighbor Trouble
    vi.   10-54 Car Stop (where the subject flees Officers)
   vii.   10-59 Bomb Threat
   viii.   10-65 Kidnapping/Abduction/Hostage
    ix.   10-76 SWAT Call

5-9-6   Procedures

A. The RTCC is staffed by personnel who research existing information sources (e.g., databases) to provide relevant information to officers responding to high-risk calls-for-service.

B. Prioritizing Calls

Calls-for-service that have an offender present who is still causing an active threat will be considered a priority for RTCC action. The RTCC bridge operators provide information based on their experience. They are expected to exercise discretion in choosing what information is relevant.

1. The RTCC bridge operator will prioritize which calls will receive attention based on circumstances and information available as the call develops based on the following Tier Protocol:

   a. Top Tier status will be given to in-progress calls where an active threat exists at the scene.
   b. Second Tier status will include crimes where an offender is still present but is not actively causing a threat or has left the scene and information is present that can help identify or locate him/her.
   c. Third Tier status will include all other calls for service that do not meet top tier or second tier status.
   d. As time permits the RTCC bridge operator will assist with other calls and investigations.

2. All calls classified as a 10-40, 43-1, 10-15, or 10-30 will be considered a Top Tier call and must be worked if sufficient initial information is provided.

3. The RTCC will maintain an observational status on all calls it becomes involved with after an officer's arrival. The RTCC will continue to provide SA (if available) as the call progresses. The RTCC bridge operator will determine when RTCC services are no longer needed. In doing so, the RTCC bridge operator will consider the following criteria:

   a. Status of offender (in custody or outstanding)
   b. Status of officers at the scene
   c. Status of active threat
   d. Status of additional available information not already provided

4. For non-priority calls, RTCC assistance can be requested by officers, dispatch, or a supervisor.

5. When the situation permits, the RTCC may provide information to other APD officers engaged in a critical incident or complicated investigation.

C. Intervention

1. Any intervention by the RTCC will be logged to the CAD call in question.

2. The RTCC bridge operator will attempt to log on to a call-for-service to log this information.

3. If the RTCC bridge operator is already logged on to one call-for-service and provides information to a second call-for-service, the dispatcher may add comments for the second call for the RTCC.

4. If a call hasn't been dispatched, RTCC will not log onto a call; instead, RTCC will provide the information to the call.

5. The RTCC bridge operator will ensure that all RTCC interventions are logged into the CFS and an RTCC SharePoint log is done.

D. Communications

Bridge Operators are expected to use the most appropriate communication channel (e.g., 800 MHz radio, MDT Instant Message [IM]). Officer safety and citizen safety are critical factors considered in deciding what information to send to the field officer and how. All voiced communications to responding officers will be done on a recorded air (i.e., 800 MHz radio). Communications will be relayed to the primary responding officer. The RTCC bridge operator is responsible for verifying that all communications have been received or acknowledged. Communication methods will include the following:

1. Radio

a. Radio is the primary method of communication. RTCC bridge operator will determine if the information is compact enough to be voiced over the Area Command air.
b. All RTCC bridge operators are responsible to monitor and answer the radio on their designated air when the RTCC is called.
c. The RTCC bridge operator will advise officers via radio when monitoring a specific call. (e.g. "RTC checking.")
d. The radio should always be utilized whenever officer or citizen safety is at risk to ensure that the relayed information has been received. These circumstances include:
      i.   All felony warrants and stolen vehicles
      ii.   History of resisting, evading, assaulting or battering an officer
      iii.   History of a suspect in possession of weapons
      iv.   Identified parties' history of violence
      v.   Hazard or safety risk
      vi.   Utilized to ensure an officer received a message from other communications methods

2. CAD Instant Messaging (IM)

   Text messages may be sent using the CAD IM feature.

3. Microsoft Outlook Web Access (OWA)

   Email messages may be sent using OWA. When communicating by email, RTCC bridge operators must use the RTCC assignment designated email.

   a. All RTCC bridge operators are responsible to monitor their designated emails.

4. Microsoft SharePoint

   Documents may be shared using the Police intranet hosted on Microsoft SharePoint (http://sharepoint.cabq.gov/police/default.aspx).

5. Cell phone

   In an emergency, the RTCC may contact an officer (via voice or text). If the officer's phone number is not listed, the RTCC bridge operator must request via radio, for permission to contact them on the phone and request a phone number.

E. Data Searches

1. The RTCC operator will decide which law enforcement information resources to search and in what order. The RTCC bridge operator prioritizes this search to critical SA information.

2. The available, searchable database is dynamic and will change over time. The RTCC operator will have access to the following databases:

   a. RTCC SharePoint
   b. LinX
   c. TIPS (Tiburon WebQuery)
   d. ARS
   e. Booking Slip
   f. MDC Custody List
   g. SharePoint CIT
   h. Internet searches
   i. Social Media searches
   j. Accurint
   k. LEADS

3. All bridge operators working calls for service in the bridge will be required to search prior RTCC logs and CIT Case Management System logs whenever suspect information is known or a location is provided.

a. These logs can be utilized to help speed the process of distributing relevant information to officers responding to call-for-service.

b. When a previous RTCC log or a CIT Case Management System is utilized to provide information, the RTCC bridge operator will refer the previous log number in the current log being generated.

c. In compliance with the U.S. Department of Justice's Criminal Intelligence Systems Operating Policies CFR 28 Chapter 23, the RTCC will archive all RTCC logs after a 5-year period. If access is needed to a log that is older than five years, a request must be submitted to the RTCC Division Manager/Center Director.

F. Logging Searches

1. All calls-for-service where the RTCC operator is utilizing a database, including the APD Video Network, must be logged into an RTCC SharePoint log.

2. Even if the RTCC does not send information, (because nothing could be added to improve officer SA) the search must be logged.

3. RTCC bridge operator will provide a summary of their assistance to officers via the comments section on APD CADS.

4. All databases utilized must be documented as well as the information sent to the officer to improve officer SA. All photographs provided to the officer will be attached to the log.

5. All logs must contain the initial call information that was supplied on the CAD from dispatch to include:

   a. dispatched address,
   b. the caller's name,
   c. the caller's phone number,
   d. subject information (if provided),
   e. and a synopsis.

6. Upon providing documentation, the operator must provide the DOB or SSN, if known, of any subject they reference in their log.

7. When assisting a request for information, all logs must contain the CAD number or CAD/case number. If a CAD or case number cannot be provided, the RTCC bridge operator must generate a 10-25 CAD number, and log the contact in SharePoint with the generated CAD.

G. Review

1. All RTCC activated calls will be reviewed for possible follow up including the placing of hazard notifications.

2. Prior to any hazard notifications being placed, the RTCC bridge operator must present the call-for-service to the RTCC bridge supervisor for review.

H. Disclaimer

All data provided by the RTCC is considered informational. Officers are required to validate the information in the usual and customary manner prior to taking action (e.g., arrest) per SOP 2-14 Arrests, Arrest Warrants, and Booking Procedures. An arrest will not be made solely on the information provided by the RTCC.

I. Records Subject to Inspection of Public Records Act (IPRA)

1. All of the activity of the RTCC is discoverable. The RTCC must take care to ensure the documentation associated with each engagement is complete and ready for court or Inspection of Public Records Act (IPRA) requests.

2. RTCC operators are not permitted to disseminate any information, data, or reports to the public.

3. All IPRA, legal discovery, or other requests for RTCC information, data, or reports will be processed by the APD records custodian with the approval from the RTCC Division Manager/Center Director.

J. Training

1. A bridge operator must successfully complete a required thorough and comprehensive training program and be certified before they are allowed to work an assignment unattended. The RTCC certification process consists of successfully completing and becoming certified (if applicable) in the following:

   a. RTCC Training Card
   b. U.S. Department of Justice Criminal Intelligence Operating Systems (CFR 28 Chapter 23).
   c. Incident Command System 700.
   d. Online bridge operator certification examination with a score of 80% or higher.
   e. NCIC certification test.
   f. A minimum of 24 hours training with an approved RTCC training officer.

K. Dress Code

1. RTCC bridge operators will maintain professional attire. Acceptable dress standards will include:

    a. Business casual
    b. BDU's with collared polo-type shirt

2. Weapons and other field gear may be secured while operating inside the RTCC.

3. During non-business hours, RTCC bridge operators are permitted to wear blue jeans.

5-9-7   Video Network

A. Description

1. The video network is comprised of the Department of Municipal Development (DMD) traffic cameras, City of Albuquerque Security cameras and private/public sector cameras.

2. Procedures and stipulations on accessing DMD, City Security and private/public sector cameras are set forth in written agreements between APD and the parties involved. Access to APD's Video Network is limited to RTCC bridge operators and personnel.

B. Privacy Statement

1. The Albuquerque Police Department values the privacy of the citizens of Albuquerque.

2. Video monitoring and recordings generated by closed circuit television (CCTV) accessible by APD and the RTCC are used solely to enhance the safety of the public and provide public safety officers with real time mission critical intelligence to enhance situation awareness.

3. Access and viewing of live and recorded video is limited to trained and certified bridge operators.

C. Private/Public Sector Camera Integration

1. All private/public businesses must have a written agreement (MOU) with APD to maintain limited access to their security cameras.

2. Access to the private/public sector camera systems is as follows:

   a. Each business shall authorize APD to access their surveillance systems ONLY in the event of a call within the immediate vicinity of said business.
   b. Each business will provide a link enabling RTCC to view and use the video to provide mission critical intelligence to officers.
   c. Each business will specify through the MOU what cameras may be accessed by RTCC (e.g., interior, exterior, etc.).
   d. Each business authorizes RTCC to review video which is applicable to the collection of real time intelligence and is reasonably based on the situation.
   e. RTCC will call the business to obtain permission from each business in order to access older recordings for investigative purposes.
      i. Contact information for responsible party can be obtained through video management software.
      ii. If verbal permission is given, it will be recorded on an RTCC log.
      iii. If necessary, a permission to search form will be utilized.

    f.   It is understood that the business reserves the right to withhold any recordings made by their business.

    g.   RTCC is not a monitoring service and may or may not access the cameras located at the business in the event of an alarm.

    h.   RTCC, in its sole discretion, will access the cameras when it deems it necessary to do so, depending on the call-for-service.

D. Bridge Operator Video Network Responsibilities

  1. Continually monitor calls for service (queued or dispatched) and identify calls to which they can provide additional mission critical intelligence.

  2. Provide mission critical intelligence utilizing the video network for all priority calls-for-service where an active threat is present.

  3. Assistance from the video network may be requested by an officer when they deem it necessary for additional critical intelligence.

    a.   Provide RTCC bridge operators with live video feeds or screenshots as they become available.

    b.   "Push" video feeds/screenshots to responding officers as they become available.

  4. An on-call RTCC representative will be available for all SWAT situations.

    a.   The on-call representative will coordinate with the SWAT Sergeant for deployment instructions as soon as possible.

E. Accessing Cameras on the Video Network

  1. Video recordings are limited in length by the capabilities of the security camera system set in place by each business.

    a.   Only the pertinent portion of the recorded video shall be accessed to collect real time intelligence and should be based on the situation.

  2. When RTCC plays an active role in assisting officers with real time intelligence, the bridge operator will document it in accordance with this SOP.

    a.   RTCC bridge operators may provide responding officers with JPEG images or video clips obtained from video feeds if they deem the image or clip pertinent for enhancement of situation awareness.

  3. When accessing cameras on the network, RTCC bridge operators understand that the owner of the cameras has primary override control of those cameras.

    a.   This pertains to all pan-tilt-zoom (PTZ) cameras on the video network.

            i. This can be identified when a PTZ camera controlled by an RTCC bridge operator is non-responsive to the controls.

    b. At that time, the RTCC bridge operator will relinquish all controls of that camera.

        i. If exigent circumstances exist where access to that camera is critical to the safety of the community and/or law enforcement personnel, the operator will make every attempt to contact the responsible party to obtain full control of that camera.

F. Video Network Requests from Other Units

  1. Units may request assistance from the video network for tactical operations.

    a. The request must be made through the RTCC bridge supervisor and subsequently logged on the SharePoint website.
    b. The RTCC bridge supervisor will make the determination if the request is reasonable and will have final authority to approve or disapprove the request.
    c. The RTCC bridge supervisor or designee will contact the officer making the request.
    d. The RTCC may not be available for all requests.
    e. Given the limitations of recording hardware, video may or may not be available.

  2. Officers may request assistance from the RTCC to obtain recordings, if available, for the purpose of aiding in an investigation.

    a. If recordings exist, the officer will be directed to the business where the recordings may be obtained, with approval from proprietor.
    b. Proprietor will be contacted by the RTCC bridge operator assisting the officer.

  3. If video is available from the RTCC, the officer will be required to personally obtain and copy the recording at the RTCC.
    a. The recording(s) may only be used as a tool to further assist officers in their investigation.
    b. The officer will be responsible for tagging the video and listing it in the police report in accordance with department policy.

  4. Officers may be allowed to review video at the RTCC after prior approval from the RTCC bridge supervisor(s).

G. Bridge Supervisor Video Network Responsibilities

1. Manage and maintain video network.

   a. Ensure operational security of all private and public credentials is maintained.
   b. Add business credentials as they become available on the software.
   c. Ensure all software is updated when a new business is either added to or removed from the video network.
   d. Report any deficiencies to the RTCC Division Manager/Center Director.

2. Maintain the call out roster and provide it to the Communications Supervisor.

3. Ensure all video network operators are meeting criteria.

4. The bridge supervisor will create an on-call roster for SWAT activations for the mobile video trailer.

   a. The on-call roster will be provided to the Tactical Division Commander on a Monthly basis.

5. Bridge supervisor will be responsible for the storage, maintenance and service of the mobile video trailer.

H. Mobile Video Trailer

1. The mobile video trailers are stand-alone units equipped with cameras. Video can be monitored at the unit or remotely through a web-based application. The trailer is equipped with a 25-gallon diesel tank and built in generator, which provides up to 30 days of self-sustained operation.

2. The mobile video trailer is available upon request for any division to provide officers with basic video surveillance and visual coverage to facilitate general surveillance capabilities.

3. Procedures for requesting deployment of the mobile video trailer:

   a. The bridge supervisor will contact requestor and schedule a meeting to establish protocols.
   b. Requesting officer / unit will meet with the bridge supervisor to establish deployment location.
   c. Surveillance monitoring capabilities will be established based on the operation being conducted.
   d. Requestor will be responsible for providing a means to store data for their use.

4. The bridge operator will be responsible for checking the mobile video request logs and ensuring maintenance is conducted if needed.

5. SWAT Activations

   a. The mobile video trailer shall be made available for all SWAT activations, unless it is down for maintenance.
   b. SWAT activations have priority for the use of the mobile video trailer.