



1-83 REAL TIME CRIME CENTER (RTCC)

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

- ~~2-36 Police Press Relations and Release of Police Identification~~
- 5-5 Scientific Evidence Division

B. Form(s)

None

C. Other Resource(s)

New Mexico Inspections of Public Records Act

D. Rescinded Special Order(s)

~~(Placeholder)~~ None

1-83-1 Purpose

The purpose of this policy is to the e-Real Time Crime Center (RTCC) is to provide timely and relevant information to assist Albuquerque Police Department (Department) personnel in making informed decisions, and improve officer and public safety through the collection, analysis, and dissemination of information and intelligence while valuing the privacy of community members.

1-83-2 Policy

It is the policy of the Department to improve officer and public safety through the collection, analysis, and dissemination of information and intelligence, and provide timely and relevant information to assist Department personnel in making informed decisions.

1-83-3 Definitions

A. Analysis

The systematic process of examination carried out to distinguish problems, situations, or projects appropriate for instructional solutions or other suitable interventions that optimize performance.

~~Bridge~~



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~~The dedicated area where RTCC personnel provide real-time information to officers/sworn personnel.~~

~~Bridge Operator~~

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

B. For Official Use Only (FOUO)

Protective marking for information of a sensitive nature that requires protection from disclosure except for official government use. FOUO includes information that is unclassified and may be widely disseminated to federal, state, local, and private sector partners, provided that the recipient has a "need to know" status. FOUO only can be used for official business and may not be released without written permission from the Department or to any media outlet. The disclaimer below shall be attached to all FOUO information disseminated from the Crime Analysis Unit (CAU):

(U//FOUO) INFORMATION NOTICE: This product contains unclassified information that is UNCLASSIFIED//FOR OFFICIAL USE ONLY. Recipients should not release any portion of this product to the media, the public, or other personnel who do not have a valid need to know.

C. Information

Data in a usable form, usually processed, organized, structured, or presented in a meaningful way.

D. Intelligence

Analyzed and synthesized information that is of tactical, operational, or strategic value.

E. Law Enforcement Sensitive (LES)

Protective marking for unclassified information of a sensitive nature, which includes any information that may be damaging to a law enforcement investigation or cause undue risk to a law enforcement official, if released to non-law enforcement entities. LES can only be used for official law enforcement activities and may not be released without written permission from the Department or to any media outlet. The disclaimer below shall be attached to all LES information disseminated from the CAU.

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F. RTCC Bridge

The dedicated area where RTCC personnel provide real-time information to sworn personnel.

G. RTCC Bridge Operator

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

H. Situational Awareness

For the purposes of this policy, it is a comprehensive, fusion of data from the Department and its partners to establish a common operating picture.

I. Unclassified Information

Information that is sensitive in nature and the unauthorized disclosure of which could adversely affect a person's privacy or welfare, conduct of investigations, or operations essential to the security of the City of Albuquerque.

(U//FOUO) INFORMATION NOTICE: This product contains UNCLASSIFIED information that is FOR OFFICIAL USE ONLY (U//FOUO). Recipients should not release any portion of this product to the media, the public, or other personnel who do not have a valid need-to-know.

J. Video Network

~~The~~ City of Albuquerque's Department of Municipal Development (DMD) cameras, City of Albuquerque security cameras, and private/public sector cameras.

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Rules and Responsibilities

N/A A. The RTCC consists of the following units:

1. RTCC Bridge;
2. Crime Analysis Unit (CAU); and
3. Video Unit.

B. RTCC and Department personnel shall only access video monitoring and recordings generated by closed-circuit television (CCTV) for official law enforcement purposes.



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C. RTCC Bridge

1. The RTCC Bridge Operator ~~personnel~~ shall:

~~a. Research existing information sources to provide relevant information to officers sworn personnel responding to calls for service;~~

~~a.i. The relevant information provided to officers sworn personnel will be provided from:~~

~~1. Law enforcement databases;~~

~~2. Other commercially available data; and~~

~~3. Situational awareness information developed through the RTCC video network.~~

~~Law enforcement databases;~~

~~Other commercially available data; and~~

~~Situational awareness information developed through the RTCC video network.~~

~~b. RTCC Bridge personnel shall prioritize high-risk calls. Priority will be given to officers responding to high-risk calls.~~

~~a. The relevant information provided to officers will be provided from:~~

~~i. Law enforcement databases;~~

~~i. Other commercially available data; and~~

~~a. Situational awareness information developed through the RTCC video network.~~

~~c. RTCC Bridge personnel shall access the video network to provide information to officers sworn personnel responding to calls for service and conducting investigations; and~~

~~Video monitoring and recordings generated by closed circuit television (CCTV) accessible by Department 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. RTCC and Department personnel shall only access video monitoring and recordings generated by closed circuit television (CCTV) for official law enforcement purposes.~~

~~d. Access and view of live and recorded video that is limited to a valid law enforcement purpose.~~

2. The RTCC Commander shall screen and grant or deny requests for mobile video trailer deployments based on crime trends and Department needs.

a. The RTCC Bridge Supervisor and personnel under their command have responsibility to deploy and operate the mobile video trailers.

D. Crime Analysis Unit



1. Crime Analysis Unit personnel shall:

- a. Support enhanced decision making through analysis and information sharing;
- b. Provide the Department and other partners with analysis to identify patterns and characteristics of crime trends to affect the deployment of personnel and resources;
- c. Analyze crime information employing analytical processes and statistical methods to identify crime patterns, crime suspect correlation, crime trends, and crime forecasting;
- d. Develop and maintain current information sources used to analyze crime trend data;
- e. Prepare and distribute crime analysis reports to the Chief of Police, Department's administration, and operational units and partner agencies as needed; and
- f. Respond to inquiries from other law enforcement agencies and the general public regarding crime statistics and other related information.

E. Video Unit

1. Video Unit personnel shall:

- a. Provide information to the Department via APD-TV as follows:
 - i. Officer Safety Bulletins, Officer Awareness Bulletins, and bulletins issued by our Criminal Intelligence Unit take top priority;
 - ii. Information regarding ~~offenders~~ individuals or persons of interest sought by law enforcement personnel is published in the Department ~~our~~ daily video briefing, ~~(The Daily 49); and~~
 - iii. Information regarding changes in policy ~~will~~ shall be added by request of the Department's executive staff.
- ~~b. The Video Unit will provide~~ Provide video support for the Department as follows:
 - i. Produce, shoot, and edit Public Service Announcements;
 - ii. Provide video content for the media with information provided by the executive staff;
 - iii. Assist investigators by processing video evidence (surveillance cellphone, traffic camera, etc.), consistent with SOP Scientific Evidence Division; and
 - ~~Provide employee training~~ Provide employee-training videos as directed by the executive staff.

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~~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~~

~~=====~~



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~~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. RTG~~

~~Call sign for the RTCC.~~

~~L. Situational Awareness (SA)~~



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~~— 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).~~

~~— 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.~~



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- ~~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 ahrs.~~
 - ~~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.~~



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~~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.~~



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- ~~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~~



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~~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.~~



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- ~~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.~~~~



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- ~~J. Training~~
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- ~~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~~
- ~~2. Weapons and other field gear may be secured while operating inside the RTCC.~~
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- ~~1. 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.~~



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- ~~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.~~



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- ~~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).~~

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~~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.~~



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~~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.~~

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~~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.~~

~~5-10 CRIME ANALYSIS UNIT~~



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~~— POLICY:~~

~~—~~

~~— It is the policy of the Crime Analysis Unit (CAU) to provide the Department and its personnel with crime data to identify patterns and characteristics and to develop an analysis of crime trends so as to effect the deployment of manpower and resources.~~

~~—~~

~~— RULES:~~

~~—~~

~~— 5-10-1 DUTIES AND RESPONSIBILITIES OF CRIME ANALYSIS PERSONNEL~~

~~—~~

~~— The following is intended as a supplement to the official job description:~~

~~—~~

~~— A. Personnel assigned to the Crime Analysis Unit will report to the Technical Services Division Manager or designee in the manager's absence.~~

~~—~~

~~— B. Personnel assigned to the Crime Analysis Unit are necessary to complete the goal of the Technical Services Division. These duties are specifically concerned with the study, research, and analysis of crime data which can take the form of written reports or presentations and the distribution of crime analysis data by set deadline dates.~~

~~—~~

~~— C. Crime Analysis personnel are charged with the following responsibilities:~~

~~—~~

~~— 1. Develop and maintain current information sources on crime used in analysis of crime trend data. Sources include but are not limited to demographic files, modus operandi data, area crime information and related information required for the deployment of crime pattern analysis.~~

~~—~~

~~— 2. Analyze crime information employing analytical processes and statistical methods to identify crime patterns, crime suspect correlation, crime trend, and crime forecasting.~~

~~—~~

~~— 3. Prepare and distribute crime analysis reports to the Chief of Police, Department's administration and operational units as needed.~~

~~—~~

~~— 4. Coordinate with other Department personnel to develop analysis of trends.~~

~~—~~

~~— 5. Prepare presentations for Department management and personnel regarding analysis of crime statistics and trends.~~

~~—~~

~~— 6. Coordinate efforts with various law enforcement agencies and educational institutions in analysis and development of crime statistics.~~

~~—~~



~~7. Assist in the development of automated techniques for targeted criminal activity to develop administrative responses to strategic and tactical deployment of resources.~~

~~8. Assist in the development of computer processes for conducting crime analysis.~~

~~5-10-1 C~~

~~cont'd~~

~~9. Respond to inquiries from other law enforcement agencies and the general public regarding crime statistics and other related information following proper procedures as outlined in this manual.~~

~~D. Crime Analysis Functions~~

~~1. The standards set forth in this policy and procedures manual address the tactical, strategic, and long range crime analysis functions performed by the Crime Analysis Unit~~

~~a. Tactical Crime Analysis is used to identify and analyze methods of operation used in criminal activity and provide crime pattern recognition and data analysis. This analysis will directly benefit the Department's operational units.~~

~~b. Strategic Crime Analysis enhances management decisions relative to resource allocation and provides for prioritizing of service delivery objectives for the Department.~~

~~c. Long Range Crime Analysis provides estimates of future crime trends by: a) Trend analysis of crime data by type of crime; b) Analysis of offender characteristics; and c) Trend analysis of crime data by location. This information is beneficial in identifying the Department's future needs for resource allocation.~~

~~2. A major benefit of these standards is an early indication to each area command on crime patterns and trends internally, rather than from outside sources, i.e., local newspaper or other media.~~

~~1. The utilization of systems and methods of analysis described in this manual should expedite the initiation of activity designed to prevent crime and the solution of crimes committed.~~

~~2. The process for providing current crime data to field operations and the administration is the responsibility of the Crime Analysis Unit. It requires collection, collation, analysis, distribution, and feedback of crime data.~~

~~E. Collection of Crime Data~~

~~The primary resources checked on a regular basis when collecting analytical data are:~~



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~~1. New World Inquiries by person, vehicle, property, location, offense, accident, ID Records and Report Review Log.~~

~~2. Albuquerque Geographic Information System (AGIS) The City of Albuquerque's geographic database, will provide a source layer of the City of Albuquerque streets for the production of pin maps to display crime analysis data. ALBUQUERQUE POLICE DEPARTMENT INVESTIGATIVE BUREAU ORDERS~~

~~5-10-1 E~~

~~cont'd 3.~~

~~Uniform Crime Reports Inquiries from the Uniform Crime Reporting Method.~~

~~4. Computer Aided Dispatch System (CADS) Inquiries calls for service information.~~

~~F. Collation of Crime Data~~

~~1. All developed product information will be collated prior to distribution.~~

~~2. Collation will consist of the merging of assimilated product data.~~

~~3. The main systems used for collation of crime data are New World, AGIS, and Computer Aided Dispatch System. These systems will allow the Crime Analysis Unit to collate information by:~~

- ~~a. Frequency by type of crime;~~
- ~~b. Geographic factors, i.e., address, beats;~~
- ~~c. Chronological factors, i.e., time of day, day of week, date;~~
- ~~d. Victim and target descriptors;~~
- ~~e. Suspect and suspect vehicle descriptors;~~
- ~~f. Modus Operandi factors; and~~
- ~~g. Physical evidence information.~~

~~4. The collation will be computer reports and computer generated pin maps.~~

~~G. Analysis of Crime Data~~

~~1. The analysis of crime should:~~

- ~~a. Identify crime clusters among different area commands and reveal patterns in characteristics of current crime problems;~~
- ~~b. Aid in the assembling and ordering of specific crimes that may involve an offender.~~

~~2. The Crime Analysis Unit will employ deductive and inductive techniques to produce the following primary analytical product:~~



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- ~~a. Crime Analysis Reports provide Department personnel with a detailed report of criminal activity in their area. This report stratifies the different crime types by time, day of week and police beat.~~
- ~~b. Pin Maps that provide Department personnel with a graphic display of the occurrence and frequency of each crime type.~~
- ~~c. Crime Specific Reports provide Department personnel with an analysis of specific target crimes. Target crimes are those that are most prevalent within an area command.~~
- ~~d. Crime Specific Pin Maps provide Department personnel with a graphical analysis of specific target crimes most prevalent within an area command.~~

~~5-10-1 G~~

~~cont'd~~

- ~~e. Crime Statistics Reports provide citizens with a summary of reported crimes by neighborhood association, police beat and citywide. Information contained in this report will be general and in compliance with the Public Records Act.~~

~~3. Customized crime analysis reports, crime specific reports and crime specific pin maps will be considered confidential and for police use only. The Crime Statistics Reports and Pin Maps are a public document and provided through public requests and available on the City's Internet site.~~

~~H. Dissemination of Crime Data~~

~~1. The primary recipient of all assembled products will be the individual area commands.~~

- ~~• Through this notification process each area command will be given information in an accurate and timely manner based on data availability that will allow each area command to recognize pattern and or trends.~~

~~2. Any information going out for the use of a media release will be directed through APD's Public Information Officer. This process is to insure that accurate, timely, and impartial dissemination of information is followed.~~

~~3. Specific reports will be distributed to Department personnel in the following organizational units:~~

- ~~• Chief of Police~~
- ~~• Chief's Staff~~
- ~~• Public Information Officer~~
- ~~• Community Awareness Section – Crime Prevention~~
- ~~• Operations Review Section~~
- ~~• Northeast Area Command~~
- ~~• Southeast Area Command~~
- ~~• Valley Area Command~~



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- ~~• Westside Area Command~~
- ~~• Foothills Area Command~~
- ~~• Special Investigations Division~~
- ~~• Area Command Investigations/Investigation Division~~
- ~~• Intelligence~~
- ~~• Planning Division~~
- ~~4. The Crime Analysis Unit will maintain copies of all formal products for a period of two years.~~
- ~~3. Information provided to individuals outside the Department shall be disseminated within the guidelines of the Public Records Act.~~
- ~~5-10-1 H.~~
- ~~cont'd~~
- ~~4. In order to monitor the dissemination of Crime Analysis data the following procedures will be adhered to:~~
 - ~~a. Requests from outside entities will be in written form, directed to the Crime Analysis Unit.~~
 - ~~1) Private enterprises and citizens will be required to pay a fee for research and computer time for requests for customized crime statistics. Currently this fee is \$25.00 per hour with a minimum of two hours.~~
 - ~~2) Customized crime statistics are those that the Crime Analysis Unit does not routinely produce, and that require the creation of special computer programs to obtain the specific information requested.~~
 - ~~3) All customized crime statistics will be collated and assembled in a finished product prior to dissemination.~~
 - ~~4) Customized requests will be handled on a "first come, first serve" basis and by priority unless otherwise directed by the supervisor of the unit or the Chief of Police. Some circumstances may require the requestor to pay for outsourcee development. Payment for customized crime statistics will be handled through the Records Division.~~
 - ~~b. Internal requests must be made on the official Crime Analysis Unit request form (PD 4702) and directed to the supervisor of CAU.~~
 - ~~c. All requests for information will be logged and assigned a reference number. The requests, with the exception of customized requests, will then be processed according to their respective priority classification.~~
- ~~5. The following is a schedule for the classification of request for crime analysis information and the prioritizing of work products undertaken by the Crime Analysis Unit.~~



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- ~~a. Compstat Reports & City web site updates~~
- ~~b. Specific requests from police administration~~
- ~~c. Police officers requesting assistance on active cases~~
- ~~d. Specific requests from City administration, City Counsel~~
- ~~e. Other City agencies~~
- ~~f. Requests from neighborhood groups~~
- ~~g. Requests from citizens or news media~~
- ~~h.~~
- ~~i. Feedback on Disseminated Crime Data~~
 - ~~1. External Measure~~
 - ~~a. Products provided will be evaluated on:~~
 - ~~1) Usefulness~~
 - ~~2) Information timeliness~~
 - ~~5-10 11.1~~
 - ~~cont'd~~
 - ~~3) Comprehensives~~
 - ~~b. CAU personnel will obtain feedback by:~~
 - ~~1) Attending briefings on a monthly basis;~~
 - ~~2) Following up contacts on Department requests;~~
 - ~~3) Soliciting immediate response from outside entities; and~~
 - ~~4) Requesting feedback through memos on the periodic reports;~~
 - ~~3. Internal Productivity~~
 - ~~Productivity of the unit will be measured by:~~
 - ~~a. The number of requests by citizens, Department personnel, other law enforcement agencies, other City departments and private industry organizations;~~
 - ~~b. Number of requests by type;~~
 - ~~c. Number of analysis products; and~~
 - ~~d. Number of briefings attended.~~
- ~~C. B. 4. The external and internal measure results will be incorporated into the Technical Services Division monthly report.~~