ALBUQUERQUE POLICE DEPARTMENT GENERAL ORDERS

SOP 1-83 (Currently 5-9 and 5-10)

P&P Draft 06/30/2021

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Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):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

<u>None</u>

C. Other Resource(s)

New Mexico Inspections of Public Records Act

D. Rescinded Special Order(s)

(Placeholder)None

<u>1-83-1 Purpose</u>

The purpose of this policy is to the —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 officerssworn personnel.

Bridge Operator

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

<u>Data in a usable form, usually processed, organized, structured, or presented in a meaningful way.</u>

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.

(U//LES) INFORMATION NOTICE: This product contains unclassified information that is for sworn law enforcement use only in the course of their official duties. The information contained in this product is neither intended nor suitable for release to the general public. Reasonable cause must be exercised by all recipients to limit access.

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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.

7 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:
 - <u>a.</u> -Research existing information sources to provide relevant information to <u>officers</u> 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 pPrioritize 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.
- <u>c. RTCC Bridge personnel shall a</u>Access the video network to provide information to <u>efficers</u>sworn personnel responding to calls for service and conducting <u>investigations</u>; 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 Saupervisor and personnel under their command have responsibility to deploy and operate the mobile video trailers.
- D. Crime Analysis Unit

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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:
 - 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 daily video briefing, of 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 pProvide 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;
 - <u>iii. Assist investigators by processing video evidence (surveillance cellphone, traffic camera, etc.), consistent with SOP Scientific Evidence Division; and traffic camera, etc.)</u>
- —Provide employee training employee-training videos as directed by the executive staff.



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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.
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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.
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.
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— A. Automated Reporting System (ARS)
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— The dedicated area where RTCC staff provides real-time information to officers.
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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. RTC
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— L. Situational Awareness (SA)

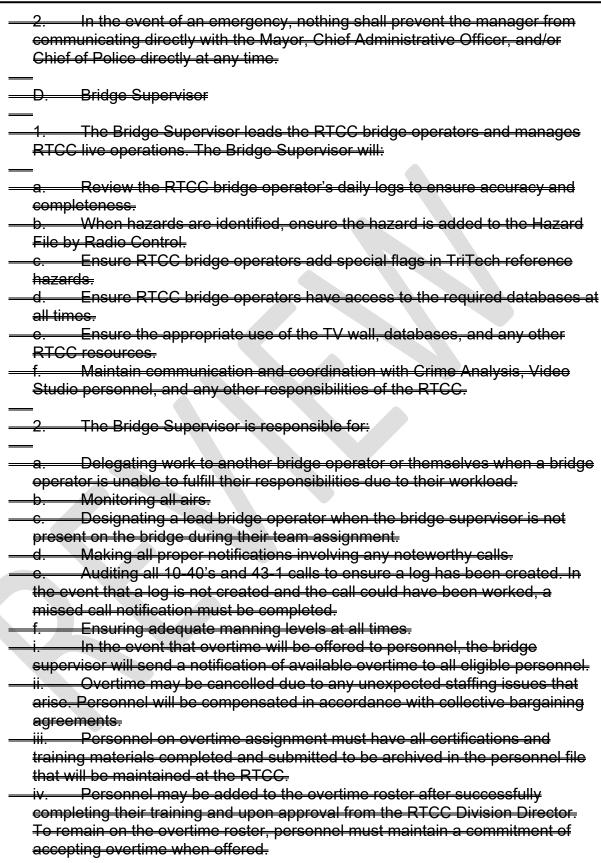


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Situational awareness involves being aware of what is happening in the vicinity to understand how information, events, and one's own actions will impact goals and objectives.
— M. Smart Policing Division
The division that oversees the Real Time Crime 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
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).
 Exiefing the Chief of Police by attending the Chief's Division Manager Briefing.

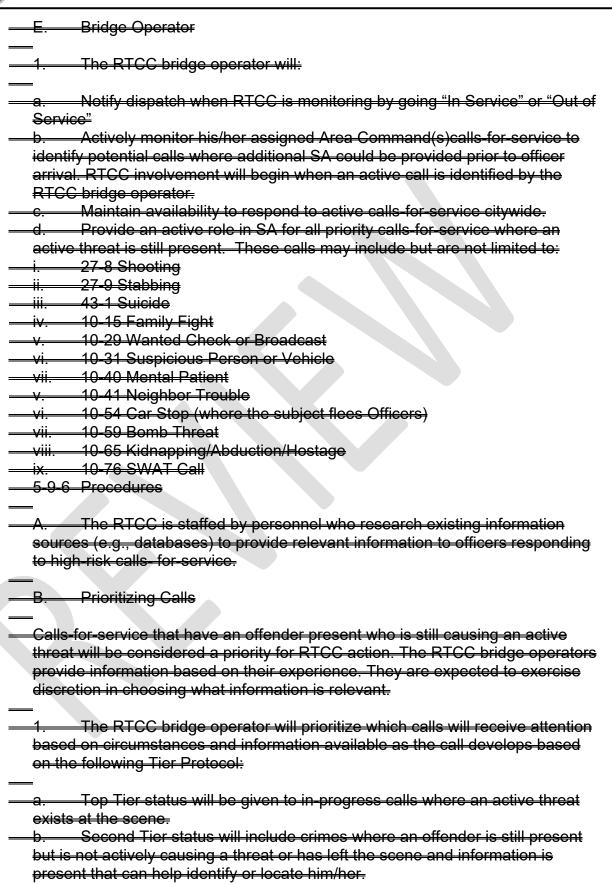


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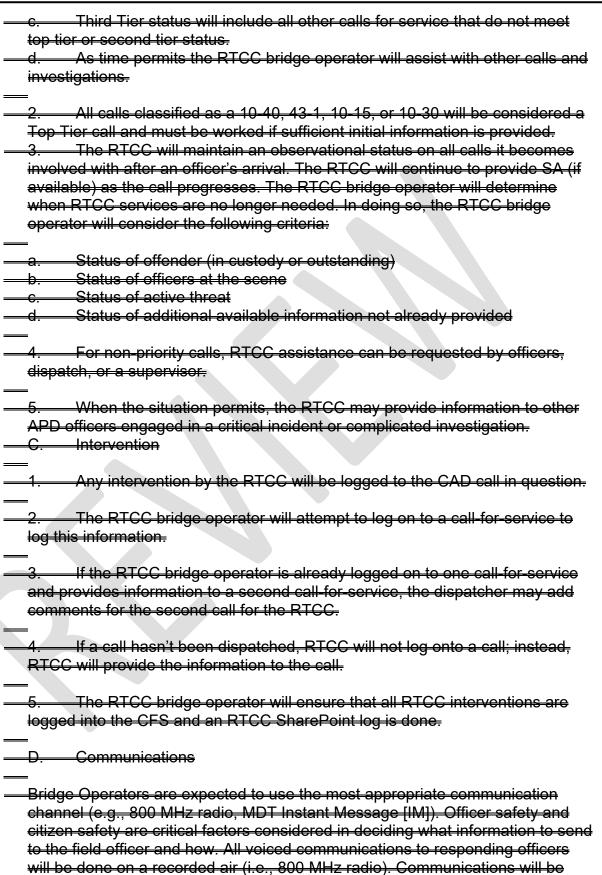


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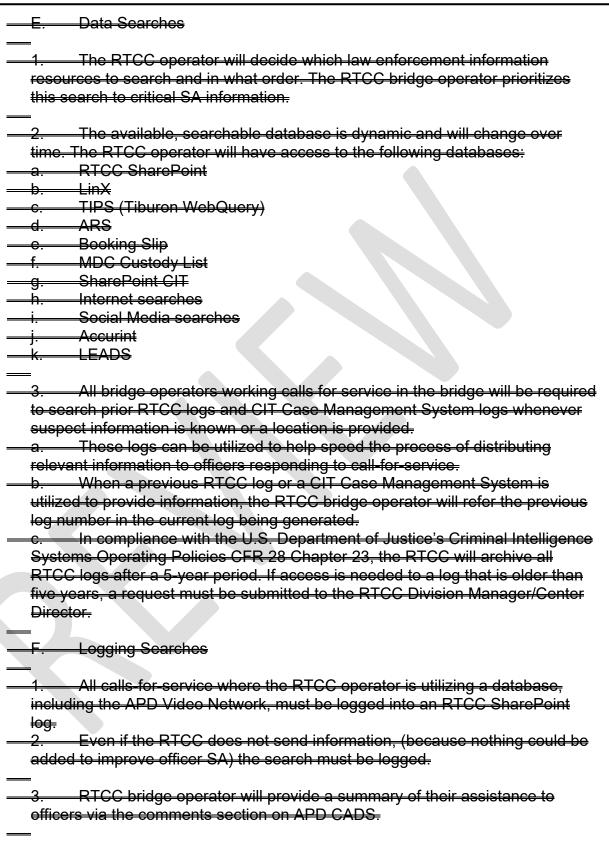
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relayed to the primary responding officer. The RTCC bridge operator is responsible for verifying that all communications have been received or acknowledged. Communication methods will include the following: Radio Radio is the primary method of communication. RTCC bridge operator will determine if the information is compact enough to be voiced over the Area Command air. All RTCC bridge operators are responsible to monitor and answer the radio on their designated air when the RTCC is called. The RTCC bridge operator will advise officers via radio when monitoring a specific call. (e.g. "RTC checking.") 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: All felony warrants and stolen vehicles History of resisting, evading, assaulting or battering an officer History of a suspect in possession of weapons Identified parties' history of violence Hazard or safety risk Utilized to ensure an officer received a message from other communications methods CAD Instant Messaging (IM) Text messages may be sent using the CAD IM feature. 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. All RTCC bridge operators are responsible to monitor their designated emails. Microsoft SharePoint Documents may be shared using the Police intranet hosted on Microsoft SharePoint (http://sharepoint.cabq.gov/police/default.aspx). 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.

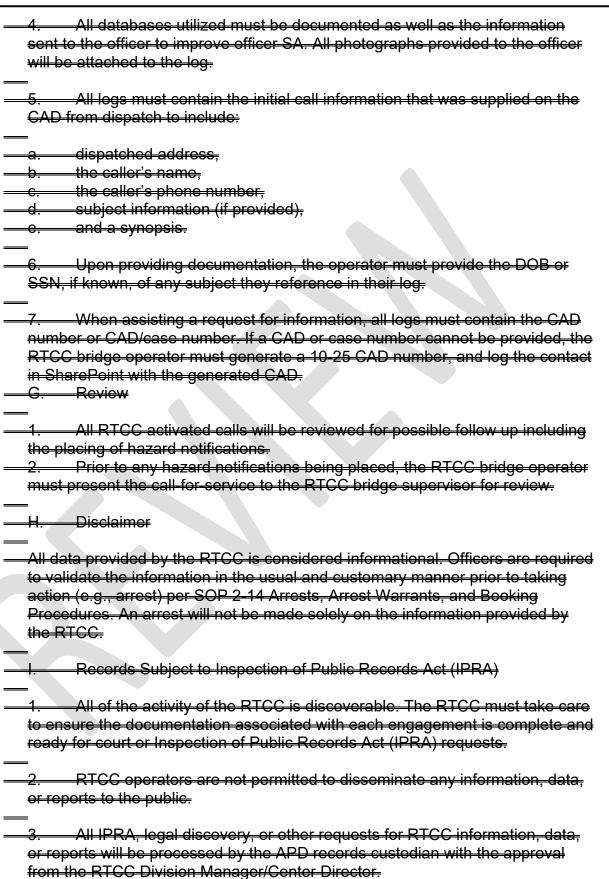


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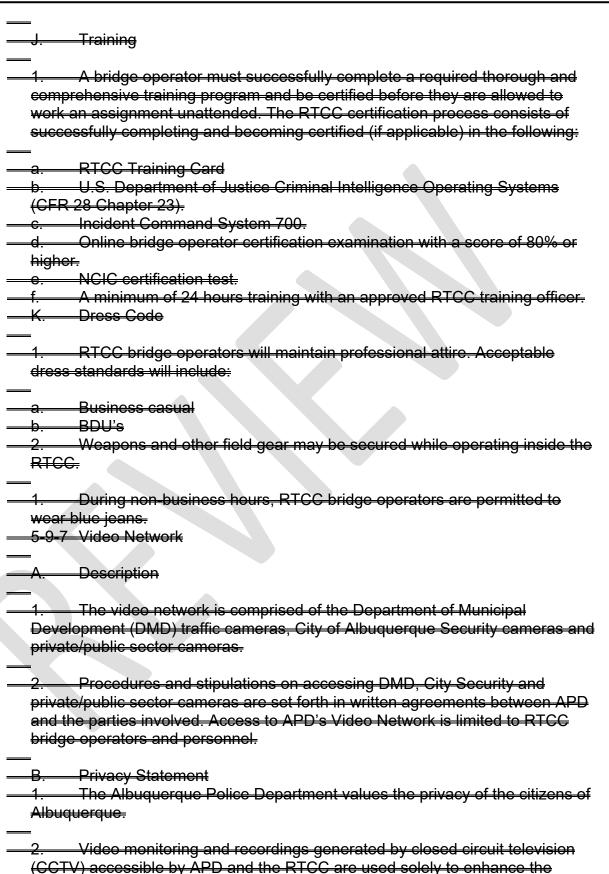


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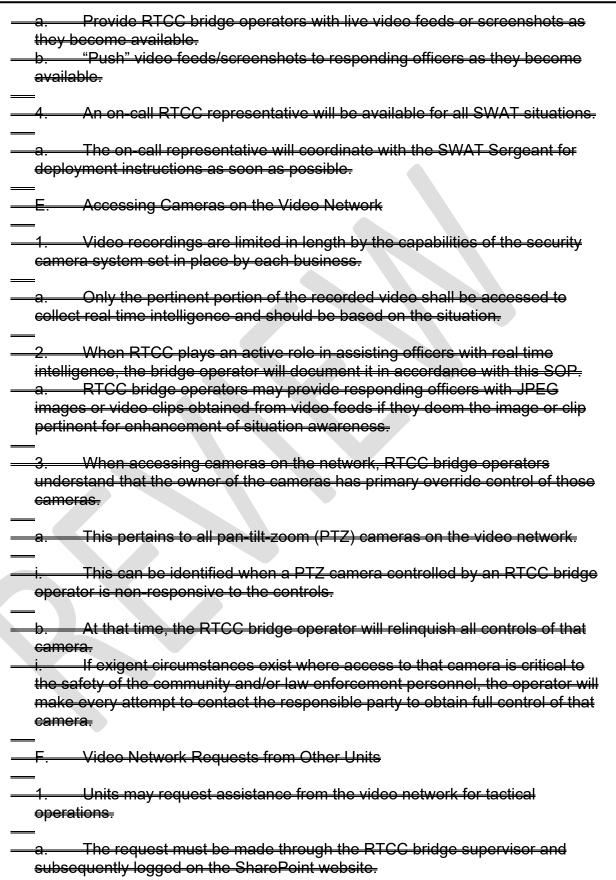
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safety of the public and provide public safety officers with real time mission critical intelligence to enhance situation awareness. Access and viewing of live and recorded video is limited to trained and certified bridge operators. Private/Public Sector Camera Integration All private/public businesses must have a written agreement (MOU) with APD to maintain limited access to their security cameras. Access to the private/public sector camera systems is as follows: Each business shall authorize APD to access their surveillance systems ONLY in the event of a call within the immediate vicinity of said business. Each business will provide a link enabling RTCC to view and use the video to provide mission critical intelligence to officers. Each business will specify through the MOU what cameras may be accessed by RTCC (e.g., interior, exterior, etc.). Each business authorizes RTCC to review video which is applicable to the collection of real time intelligence and is reasonably based on the situation. RTCC will call the business to obtain permission from each business in order to access older recordings for investigative purposes. Contact information for responsible party can be obtained through video management software. If verbal permission is given, it will be recorded on an RTCC log. If necessary, a permission to search form will be utilized. It is understood that the business reserves the right to withhold any recordings made by their business. RTCC is not a monitoring service and may or may not access the cameras located at the business in the event of an alarm. RTCC, in its sole discretion, will access the cameras when it deems it necessary to do so, depending on the call-for-service. Bridge Operator Video Network Responsibilities Continually monitor calls for service (queued or dispatched) and identify calls to which they can provide additional mission critical intelligence. Provide mission critical intelligence utilizing the video network for all priority calls- for-service where an active threat is present. Assistance from the video network may be requested by an officer when they deem it necessary for additional critical intelligence.

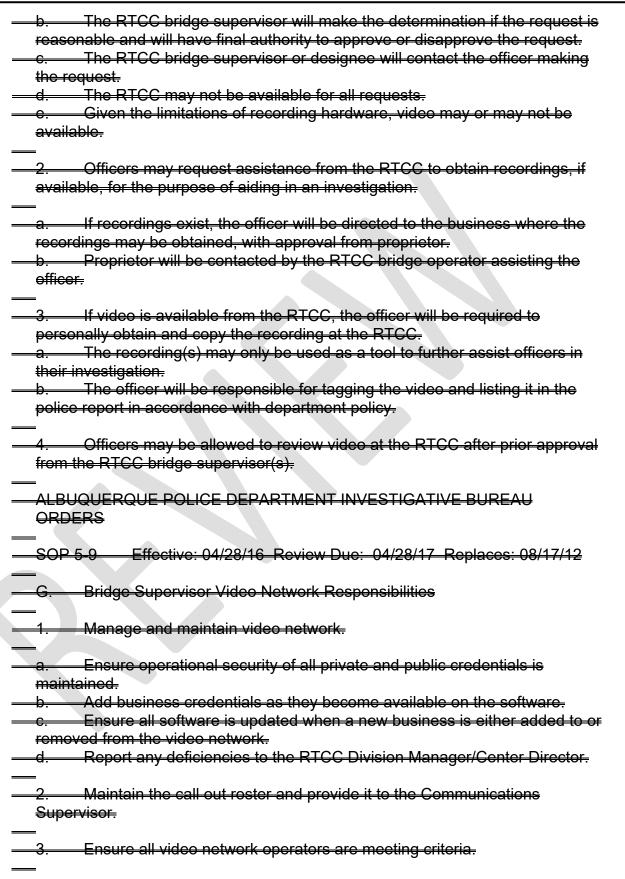


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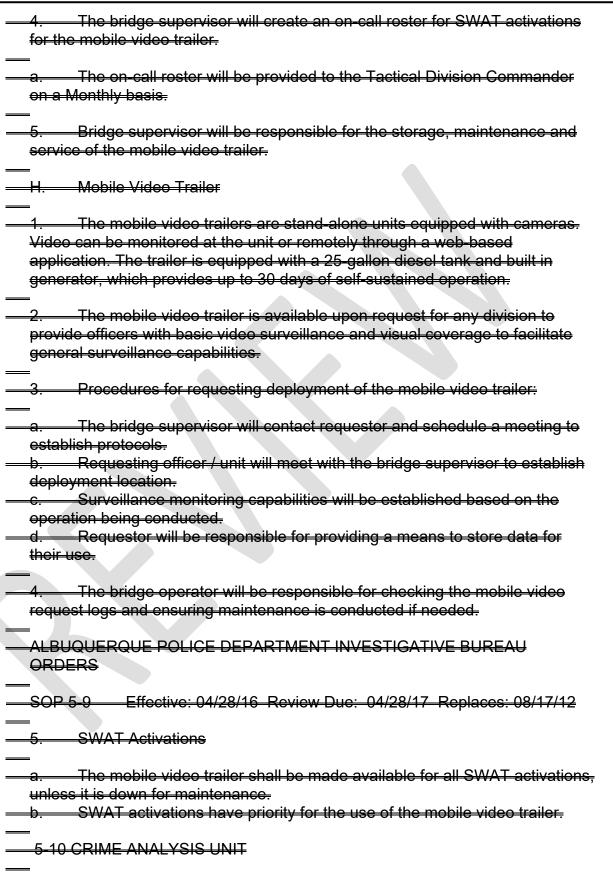


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— POLICY:
— It is the policy of the Crime Analysis Unit (CAU) to provide the Department and its personnel with crime data to identify patterns and characteristics and to develop an analysis of crime trends so as to effect the deployment of manpower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



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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 and a statistic and in this reserved.
procedures as outlined in this manual.
— D. Crime Analysis Functions
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.
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.
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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.
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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.
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— H. Dissemination of Crime Data
11. Dissemination of Chine Data
— 1. The primary recipient of all assembled products will be the individual area
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 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
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1. The primary recipient of all assembled products will be the individual area commands. 1. 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
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SOP 1-83 (Currently 5-9 and 5-10)

- Westside Area Command - Foothills Area Command - Special Investigations Division - Area Command Investigations/Investigation Division - Intelligence - Planning Division - 1. The Crime Analysis Unit will maintain copies of all formal products for a
period of two years. ———————————————————————————————————
— 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 outsource development. Payment for outsomized crime statistics will be handled through.
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.



SOP 1-83 (Currently 5-9 and 5-10)

— 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
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— I. Feedback on Disseminated Crime Data
— 1. External Measure
a. Products provided will be evaluated on:
— 1) Usefulness
— 2) Information timeliness
- 5-10-1 . 1
cont'd
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— 3) Comprehensives
b. CAU personnel will obtain feedback by:
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— 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.
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