



ALBUQUERQUE POLICE DEPARTMENT
GENERAL ORDERS

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

Effective: 11/10/2021

Review: 11/10/2022

Replaces: 04/28/2016

1-83 REAL TIME CRIME CENTER (RTCC)

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

[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D. Rescinded Special Order(s)

None

1-83-1 Purpose

The purpose of 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.

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



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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.

(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.

F. RTCC Bridge

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

G. RTCC Bridge Operator

An officer and/or civilian 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.



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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.

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J. Video Network

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

7 1-83-4 **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.

6 C. RTCC Bridge

1. The RTCC Bridge Operator shall:

- a. Research existing information sources to provide relevant information to sworn personnel responding to calls for service;
 - i. The relevant information provided to 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.
- b. Prioritize high-risk calls;
- c. Access the video network to provide information to sworn personnel responding to calls for service and conducting investigations; and
- d. Access and view of live and recorded video that is limited to a valid law enforcement purpose.



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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 individuals or persons of interest sought by law enforcement personnel is published in the Department daily video briefing, The Daily 49; and
 - iii. Information regarding changes in policy shall be added by request of the Department's executive staff.
- b. 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
- c. Provide employee-training videos as directed by the executive staff.