


Atlanta Police Department Policy Manual		Standard Operating Procedure
Effective Date December 8, 2021		APD.SOP.3132 Real Time Crime Center
Applicable To: All employees		Review Due: 2025
Approval Authority: Chief Rodney Bryant		
Signature: Signed by RB		Date Signed: 12/7/2021

Table of Content

1.	PURPOSE	1	4.7	Video Request	5
			4.8	Metadata Request	5
2.	POLICY	1	4.9	LPR Data Request	5
			4.10	Arrest Procedures for RTCC officers	5
3.	RESPONSIBILITIES	1	4.11	Equipment Failures & Maintenance	6
4.	ACTION	3	5.	DEFINITIONS	6
4.1	Training	3	6.	CANCELLATIONS	7
4.2	Operation of the Real Time Crime Center	3	7.	REFERENCES	7
4.3	Data Storage	4	8.	SIGNIFICANT CHANGES	7
4.4	Video Archiving	4			
4.5	Data Usage	4			
4.6	Data Sharing	5			

1. PURPOSE

To ensure public safety and aid in the activation of the City's emergency management protocol, the Atlanta Police Department has developed a Real Time Crime Center. The Real Time Crime Center (RTCC) assists the Department in the identification of criminal activity as it is occurring, the prevention and deterrence of criminal activity, and the capture of video evidence to support prosecution in cases of criminal activity. This is accomplished using cameras in public areas.

2. POLICY

The Department is committed to enhancing the quality of life of the citizens of Atlanta and its visitors by integrating the best practices of public safety with state-of-the-art technology. A critical component of a comprehensive enforcement plan using state-of-the-art technology is Closed Circuit television (CCTV). The RTCC policy and procedures shall regulate the use of CCTVs for monitoring and recording areas for promoting public safety. The objective of CCTV monitoring by Atlanta Police personnel is to deter crime and to assist the Atlanta Police Department in protecting the safety and property of the citizens of Atlanta. In accordance with the policy, these procedures are established herein for the collection, retention, custody, and dissemination of data and for the accountability of the process. The Atlanta Police Department has primary responsibility for disseminating and implementing the policy and procedures.

3. RESPONSIBILITIES

- 3.1 Division, section, and unit commanders in the Field Operations Division (FOD), Community Services Division (CSD), Professional Development Division (PDD), Criminal Investigations Division (CID), Chief Administrative Office (CAO) and the RTCC are responsible for keeping up to date and being aware of the Real Time Crime Center's functions in order to make effective deployment and operational decisions.



Atlanta Police Department Policy Manual

APD.SOP.3132 Video Integration Center



- 3.1.1 The division, section, unit, and RTCC commanders are responsible for coordinating information from citizens during community feedback meetings regarding camera placement.
- 3.2 The Technology and Information Services (TIS) Director shall ensure appropriate functional operation of the Real Time Crime Center.
- 3.3 The Open Records Unit (ORU) and the Public Affairs Unit (PAU) are responsible for coordinating all open records requests relating to video data captured and/or archived by the RTCC, consistent with existing memorandum of understanding that the Atlanta Police Department has with other public and private sector partners.
 - 3.3.1 The ORU shall handle requests for video data from the public, other government entities, and attorneys.
 - 3.3.2 The PAU shall handle requests for video data from the media.
 - 3.3.3 The ORU and PAU shall make a duplicate copy of the video data provided to fulfill any open records request and shall maintain it in accordance with applicable Open Records laws.
- 3.4 The RTCC commander responsibilities shall include the following:
 - 1. Ensuring the monitoring of the live video feeds from city owned, and privately-owned cameras into the RTCC for suspicious activities and possible illegal activities.
 - 2. Staffing the RTCC to observe prescheduled public events.
 - 3. Staffing the RTCC to assist zones, units, and tactical personnel in criminal investigations.
- 3.5 RTCC supervisor's responsibilities shall include the following:
 - 1. Providing training for RTCC officers, and Wounded Warrior personnel (See definition of RTCC officers, section 5), while ensuring assignments are completed in a timely manner.
 - 2. Preparing a list of police reports that need to be reviewed for completion.
 - 3. Assigning RTCC video review requests.
 - 4. Assigning each RTCC officer specific cameras and areas to be monitored during their shift.
 - 5. Reviewing and approving reports submitted by officers assigned to the RTCC.
 - 6. Monitoring their radio frequency for emergency transmissions from any RTCC officers.
- 3.6 RTCC officers shall be responsible for:
 - 1. Monitoring their assigned cameras.
 - 2. Monitoring their radio frequency of their assigned area.
 - 3. Reviewing the camera recordings of their assigned area; as well as the following:
 - a. The officer will not plug in any external device (e.g., cell phones or thumb drives) into any of the computers or servers at the workstations in the RTCC.



Atlanta Police Department Policy Manual

APD.SOP.3132 Video Integration Center



- b. The officer will not configure any monitors to display any other media programs except for real time news outlets.
 - 4. Completing all reports when an incident is observed:
 - a. Real Time Crime Center Incident Report.
 - b. Incident Crime Information Report.
 - 5. Limit their distractions in the RTCC to allow their full attention to the cameras and assignments:
 - a. Follow all directions as stipulated in the APD.SOP.2010 "Work Rules"; and
 - b. Perform other duties as required by their supervisor.
- 4. ACTION
- 4.1 Training
 - 4.1.1 After being selected to the RTCC, employees will be trained by the designated RTCC training coordinator in the areas listed, but not limited to:
 - 1. Reasonable Expectation of Privacy.
 - 2. RTCC Hardware.
 - 3. RTCC Software.
 - 4. RTCC Operations.
- 4.2 Operation of the Real Time Crime Center
 - 4.2.1 All recordings and information gathered through the RTCC shall only be used for legitimate law enforcement purposes. Information shall not be sought, gathered, or retained through any other unlawful means or in violation of Department policy, City, State, or Federal laws. (CALEA, 6th ed. Standard 83.2.2b & c)
 - 4.2.2 The Domain Awareness System will be used only to monitor public areas and public activities where no legally protected reasonable expectation of privacy exists.
 - 4.2.3 Facial recognition technology is not utilized by the Domain Awareness System.
 - 4.2.4 When expectation of privacy exists, the Department shall exercise reasonable means to ensure compliance with applicable laws.
 - 4.2.5 Except in the course of meeting their law enforcement duty, personnel assigned to RTCC operations shall not use the following as a basis for determining suspicion; except, when used as part of a specifically given suspect description and information:
 - 1. Race.



Atlanta Police Department Policy Manual

APD.SOP.3132 Video Integration Center



2. Ethnicity.
3. Citizenship.
4. Age.
5. Disability.
6. Gender or sexual orientation; or
7. Participation in a particular organization or event; religious, political, social activities.

4.3 Data Storage

Generally, data gathered through the use of the Domain Awareness System will be destroyed as a matter of course at the end of the pre-archival period. Any decision to retain certain data possessing evidentiary or other value beyond the pre-archival period must be approved and documented in writing by the Deputy Chief for the TIS Director, or their designee.

4.4 Video Archiving

- 4.4.1 The pre-archival period for video is fourteen (14) days. Archival footage deemed necessary to preserve and which is not considered evidence of a crime will be approved by the Authorized Agent and stored as a file on a secured server with its original Computer Assisted Dispatch (CAD) number.
 - 4.4.2 The pre-archival period for License Plate Reader (LPR) Data is one (1) year. For any decision to retain LPR Data beyond the pre-archival period, the approval in writing will be granted from the Authorized Agent.
- #### 4.5 Data Usage (CALEA 6th ed. Standard 83.2.2c)
- 4.5.1 Data from the Domain Awareness System may be used in furtherance of the purposes set out in section one of this policy as well as for other legitimate law enforcement and public safety purposes not stated in this policy. Such use is subject to the following restrictions:

1. Incidental Use (e.g., video patrol): occurs when data from the Domain Awareness System is used in furtherance of a purpose set out in the Statement of Purpose, and the user incidentally notices something useful for a legitimate law enforcement or public safety purpose beyond the scope of those purposes set out in the Statement of Purpose. For Incidental Use, no additional approval is required.
2. Secondary Use (e.g., investigatory use): occurs when data from the Domain Awareness System, with the exception of LPR Data, is intentionally used for a legitimate law enforcement or public safety purpose beyond the scope of those purposes set out in the Statement of Purpose. Any decision to make Secondary Use of data from the Domain Awareness System must be approved and documented in writing by the Authorized Agent, or a designee approved in writing by the Authorized Agent. Any individual seeking to make Secondary Use of data from the Domain Awareness System, must have a reason to believe that the data will further a law enforcement or public safety purpose.



Atlanta Police Department Policy Manual

APD.SOP.3132 Video Integration Center



3. Retention of all video images and information obtained from the staff of the RTCC shall occur in accordance with Department policy, City, State and Federal laws.

4.6 Data Sharing

- 4.6.1 It is the policy of the Department to place limits on the sharing of data with third parties. Video, Metadata, or LPR data may only be used for law enforcement or public safety purposes; except as required by law, subpoena, or other court process, such data will not be otherwise disclosed by the Atlanta Police Department.
- 4.6.2 Unless otherwise provided for in a memorandum of understanding between the Department and a third party, any decision to share Video, Metadata, or LPR Data with third parties, beyond Stakeholder Representatives, must be approved and documented in writing by the TIS Director or a designee approved in writing by the Chief.

4.7 Video Request

For Video requested by a third party to be used in furtherance of a purpose consistent with those purposes set out in section one, and for a purpose beyond the scope of those set out in section one of this policy, the Authorized Agent is the TIS Director.

4.8 Metadata Request

For all Metadata requested by a third party, the Authorized Agent is the TIS Director.

4.9 LPR Data Request

- 4.9.1 For LPR Data requested by another government entity or Stakeholder to be used in furtherance of a purpose consistent with those set out in the Statement of Purpose, the Authorized Agent is the TIS Director
- 4.9.2 For LPR Data requested by any other third party, or for LPR Data requested by another government entity or Stakeholder to be used in furtherance of a purpose beyond the scope of those purposes set out in section one of this policy, the Authorized Agent is the TIS Director.

4.10 Arrest Procedures for RTCC officers

- 4.10.1 When a RTCC officer observes the elements of Reasonable Articulate Suspicion or Probable Cause on camera, he or she, identified as Unit 7600 of the Real Time Crime Center, shall notify ComNet or the appropriate zone dispatcher via radio and advise them of the location, nature of the call, actions observed, and possible suspects. Per APD.SOP.6010 "Communications," the dispatcher shall enter the call into the pending and dispatch it accordingly.
- 4.10.2 When the call is dispatched to the responding officer. The RTCC officer shall raise the responding officer and provide him or her with additional details.
- 4.10.3 Once the responding officer arrives on the scene, he or she shall begin to collect additional facts and evidence. Along with information provided by the RTCC officer, the responding officer shall then determine whether sufficient probable cause exists to make an arrest.



Atlanta Police Department Policy Manual

APD.SOP.3132 Video Integration Center



- 4.10.4 If an arrest is made or additional information and evidence is collected, the responding officer shall complete the appropriate paperwork. The RTCC officer who provided the initial information shall be a witness on all subsequent paperwork. The responding officer shall complete the paperwork using the original case number. The responding officer shall handle the transportation of the paperwork, evidence, and arrestee.
- 4.10.5 The RTCC officer shall then write a supplemental incident report detailing their observations. The RTCC officer shall also duplicate the appropriate video footage upon request by the lead officer or investigator who shall securely store it for evidentiary purposes at the Property Control Unit. All handling of property and evidence shall follow the procedures outlined in APD.SOP.6030 "Property and Evidence Control."
- 4.10.6 In accordance with Department requirements, the TIS Director, or a designee, shall share video information with other law enforcement agencies and with other criminal justice, public safety, and traffic agencies in an effort to promote cooperation in the interest of serving and protecting the public. All requests for video material from non-Atlanta Police Department members, including other City of Atlanta offices or employees, must be referred to the Public Affairs Unit for their approval (APD.SOP.1060 "Public Affairs."). Video, Metadata, or LPR Data may only be used for law enforcement or public safety purposes; except as required by law, subpoena, or other court process, such data will not be otherwise disclosed by Atlanta Police.
- 4.10.7 If an employee needs assistance with crime analysis of any footage derived from the RTCC, they shall submit a request for assistance to the RTCC commander. It shall then be approved and submitted to the RTCC Unit for completion.
- 4.11 Equipment Failures & Maintenance
- 4.11.1 In the event of RTCC equipment failures, an electronic communication should be made to the Integrated Video Support Team at RTCCOPS@atlantaga.gov. A maintenance ticket shall be created, and the repair shall be placed into a maintenance queue.
- 4.11.2 The RTCC commander shall review the maintenance queue on a weekly basis and assign priority to certain faulty devices based on crime trends and upcoming large events.
- 4.11.3 Routine maintenance of equipment must be conducted by approved vendors.
- 4.11.4 For devices requiring maintenance which were provided by the Atlanta Police Foundation (APF) and less than three (3) years old, the cost of maintenance is the responsibility of the APF. APD shall notify the vendor to initiate maintenance and the invoice will be submitted to APF for payment.
5. DEFINITIONS
- 5.1 Archival Data: data types and/or specific data instances collected by the Domain Awareness System which have been approved by the Authorized Agent, or a designee approved in writing by the Authorized Agent, for further retention beyond the Pre-Archival Period.
- 5.2 Authorized Agent: the designated APD official whose approval is required before certain actions may be taken.
- 5.3 Domain Awareness System: technology deployed in public spaces to ensure public safety and enhance the City's emergency management, including: Department-owned and Stakeholder-



Atlanta Police Department Policy Manual

APD.SOP.3132 Video Integration Center



owned closed-circuit television cameras (CCTVs) that provide feeds into the Operation Shield Integration Center; License Plate Readers (LPRs); and other domain awareness Real Time Crime Center, as appropriate.

- 5.4 License Plate Reader (LPR) Data: license plate data collected by fixed or mobile LPR Real Time Crime Center that are part of the Domain Awareness System.
- 5.5 Metadata: information about data collected by the Domain Awareness System that increases the usefulness of that data. Metadata summarizes basic information about data, which can make finding and working with particular instances of data easier.
- 5.6 Pre-Archival Data: data types and/or specific data instances collected by the Domain Awareness System that are destroyed as a matter of course after the Pre-Archival Period, unless approved by the Authorized Agent, or a designee approved in writing by the Authorized Agent, for further retention.
- 5.7 Pre-Archival Period: the data retention period designated for routine review.
- 5.8 Stakeholders: companies and other government agencies that have partnered with APD via memorandum of understanding, some of whom have agreed to provide feeds from their proprietary CCTVs into the Operation Shield Integration Center.
- 5.9 Video: data collected from CCTVs that are part of the Domain Awareness System.
- 5.10 RTCC officers: The term "RTCC officers" in this SOP includes Wounded Warrior personnel and other personnel assigned to monitor cameras. The term does not define sworn law enforcement officers.

6. CANCELLATIONS

APD.SOP.3132 "Real Time Crime Center", effective August 13, 2020

7. REFERENCES

APD.SOP.1060 "Public Affairs"
APD.SOP.2010 "Work Rules"
APD.SOP.6010 "Communications"
APD.SOP.6030 "Property and Evidence Control"

Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) 6th ed. Standard 83.2.2

8. SIGNIFICANT CHANGES