



Colorado Springs Police Department

General Order

GO 1092 Real Time Crime Center

Section 1000 – Patrol Functions

Active Date: 5/31/2024

Supersedes Date: 4/18/2024

.01 Purpose

The purpose of this directive is to provide guidelines for the use of the Real Time Crime Center technology platform and any of its associated programs and applications.

.02 Cross Reference

[GO 1082 Public Safety Camera System](#)

.03 Discussion

The Real Time Crime Center (RTCC) technology platform combines the use of public and private video streams with department-generated CAD data on a map-based interface. The RTCC supports patrol and investigative units by utilizing available technology and information systems to provide timely information to officers working in the field, during initial response to calls for service, continued investigations, and significant events. The information may be used to inform department commanders and other personnel of criminal activity in real-time, allowing for greater effectiveness and efficiency in the department's response to crime. The information may also be valuable in department training initiatives and strategic planning of future operations.

The Colorado Springs Police Department is committed to the protection of individual rights as governed by the United States Constitution, and both Federal and State law. The collection of public and private video streams is strictly intended for legitimate law enforcement purposes and never for the arbitrary collection of video surveillance. Access to public and private video streams will be tightly controlled to ensure they are only used for their intended purpose.

.04 Policy

Personnel assigned to the RTCC or utilizing RTCC resources, including the video network, will

use the resources and resulting data and imagery in conformance with all applicable laws and directives. All systems and information must be used only for law enforcement and public safety purposes except otherwise required by law.

.05 Definitions

City-Owned Video System: Any camera, network infrastructure, recording device, or other hardware/software owned and maintained by the city of Colorado Springs

Privately Owned Video System: Any camera, network infrastructure, recording device, or other hardware/software owned and maintained by a private entity.

RTCC: Real Time Crime Center acronym

FUSUS: The software platform utilized by the RTCC to integrate various video and software systems.

Camera Registry: Instead of providing video access, private citizens and businesses can provide the location of their cameras and contact information via a registry. In the event of an incident occurring in an area covered by registered cameras, department personnel can contact the owners of the registered cameras to determine if they captured any evidentiary material, and request copies of the video.

.10 Real-Time Crime Center Staffing

The RTCC will be managed by the Metro Division Commander and staffed by detectives and civilian crime analysts from the Metro Division as assigned. The RTCC will be staffed on a date and time schedule as determined by the Metro Commander.

.20 Privacy Considerations

Personnel assigned to the RTCC or utilizing RTCC resources, including the video network, will perform their duties professionally and ethically in conformance with all applicable laws. Any resulting data and imagery are used only for law enforcement or public safety purposes except as otherwise required by law.

No unauthorized recording, viewing, reproduction, retention, or distribution of public safety camera or department camera video is allowed, except as authorized or required by law.

RTCC operators or users will not:

- Intentionally maneuver publicly owned cameras into areas with an expectation of privacy absent exigent circumstances, a search warrant, or the property owner's permission.
- Absent exigent circumstances or a search warrant, monitor areas where the public has an increased expectation of privacy, such as a private residence or public bathrooms.
- Use data obtained and stored for anything other than legitimate law enforcement purposes.

.30 Documentation

When the RTCC plays an active role in assisting Patrol, Investigations, or public safety personnel with real-time **information**, the RTCC operator will document their activities as appropriate. Depending on the call for service and the extent of the RTCC operator's actions, this documentation may take the form of a call screen note or up to and including a case report supplement.

It will be the responsibility of the responding officer or supervisor to request RTCC personnel to complete a supplement documenting how information was obtained. RTCC personnel will document information sources only in case report supplements upon request.

.40 RTCC Duties

RTCC Supervisor Duties

The RTCC Supervisor is responsible for:

- Remaining up to date on both statutory and case law, and policies that may affect the monitoring protocol for the Real Time Crime Center. They will recommend and implement changes to department policies and procedures as necessary.
- Training, scheduling, and management of RTCC operators
- Overseeing the RTCC operators during complex investigations or operations.
- Working with the appropriate agencies and units to add additional cameras into the RTCC system.

Operator Duties

RTCC Operators must keep the RTCC supervisor apprised of active calls they are working and will be directed by that supervisor.

The RTCC Operators will be responsible for:

- Strategic monitoring of available citywide cameras to detect, prevent, monitor, and investigate criminal and public safety incidents.
- Using all known information (CFS details, video feeds, etc.), to provide officers with

updated information by utilizing the various available technology databases and resources.

- Providing special attention to locations requiring additional patrol and effectively communicating with responding officers and department personnel any information of investigative value found on available camera assets or databases.
- Providing any available actionable intelligence to responding units including but not limited to, information discovered from available camera feeds, updated suspect or scene information, historical data, and relevant crime pattern information.
- Providing training to approved users on how to properly utilize the FUSUS system.

.60 Access to RTCC Programs

Access to the FUSUS program utilized by the RTCC is maintained and managed by the Metro Crime Analysis section. This unit is responsible for providing access and setting user permissions based upon the role responsibilities of the user as defined by the Metro Commander.