

**LITTLE ROCK POLICE DEPARTMENT
GENERAL ORDER**

G. O. 335 REAL TIME CRIME CENTER

DATE: 04/24/2025	DISTRIBUTION: DEPARTMENTAL	REPLACES: 11/20/2024	NUMBER: G. O. 335
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I. Purpose

- A. The purpose of the Real Time Crime Center (RTCC) is to provide timely and relevant information to support patrol and investigative units by utilizing available technology and information to enhance the effectiveness of the agency. The RTCC will provide strategic intelligence support to police operations to ensure the safety of the citizens and visitors to the City of Little Rock.

II. Mission

- A. The mission of the RTCC is to provide relevant information to officers in the field responding to calls for service and to investigators responding to significant crime events. The unit will enhance officer safety as they respond to various calls for service through the collection, analysis, and dissemination of information and intelligence to department personnel. The unit will operate in a manner that supports public safety while valuing the privacy of community members.

III. General

- A. Information: Data in a useable form, usually processed, organized, structured, or presented in a meaningful way
- B. Personally Identifiable Information (PII): Any information that permits the identity of an individual to be directly or indirectly inferred, including any information that is linked or linkable to that individual.
- C. Intelligence: Analyzed and synthesized information that is of tactical, operational, or strategic value.
- D. Emerging Technologies: Technologies whose development or practical applications are still largely unrealized. Emerging technology includes innovative tools, systems, or advancements that have the potential to dramatically alter industries, economies, and societies. The RTCC uses emerging technologies such as Artificial Intelligence. Facial recognition software is a type of artificial intelligence that the RTCC does not employ. Refer to G.O. 338 V. I. A. 1. for prohibited usage of facial recognition software and exceptions.

IV. Classification Categories

- A. 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 can only be used for official business and may not be released without written permission from the Department to any media outlet. The information is unclassified and does not include suspect or victim PII. The intended audience is law enforcement and other partners involved in public safety or emergency response. The disclaimer below shall be attached to all FOUO information disseminated from the RTCC:

1. (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.
- B. 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 information is unclassified but sensitive and could include victim or suspect PII and the intended audience is law enforcement. The disclaimer below shall be attached to all LES information disseminated from the RTCC:
 1. (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.
- C. 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 Little Rock. The disclaimer below shall be attached to all Unclassified information disseminated from the RTCC:
 1. (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.

V. Command & Personnel Responsibilities

- A. The RTCC supervisor reports to the Technology and Equipment Lieutenant.
- B. The RTCC Sergeant shall be responsible for the supervision, guidance, and administrative reporting of their assigned Detectives and civilians
 1. Duties and Responsibilities
 - a) Ensure the goals of the unit are attained in an efficient and effective manner
 - b) Ensure compliance with and complete administrative duties as required by departmental rules, regulations, and general orders.
 - c) Maintain effective day-to-day operation of the RTCC
- C. RTCC Detectives shall render basic police services, to include enforcement of all laws and protection of the rights and property of the citizenry and shall be responsible for the investigation of real time incidents and those assigned by unit supervisors. Detectives are responsible for compliance with these Divisional Operating Procedures. The Detective's immediate supervisor shall be the RTCC Unit Sergeant.
 1. Duties and Responsibilities

- a) Research existing information sources to provide relevant information to sworn personnel responding to calls for service. The relevant information provided to sworn personnel will be provided from:
 - (1) Law enforcement databases
 - (2) Open-source data
 - (3) Other commercially available data
 - b) Access available camera and LPR systems to provide information to sworn personnel responding to calls for service and conducting investigations
- D. RTCC Analysts are civilian personnel who are responsible for the analysis of real time and historical crime data that supports the efforts of the unit.
- 1. Duties and Responsibilities
 - a) Support enhanced decision making through analysis and information sharing
 - b) Analyze crime information employing analytical processes and statistical methods to identify crime patterns, crime suspect correlation, crime trends, and crime forecasting
 - c) Develop and maintain current information sources used to analyze crime trend data
- E. RTCC Investigators are civilian personnel who shall be responsible for the investigation of real time incidents and those assigned by unit supervisors.

VI. Procedures

- A. RTCC personnel will monitor calls for service and prioritize assistance on calls involving threat of harm or loss of life to persons, serious felonies, and incidents that could result in a high risk of threat to responding officers.
- B. RTCC personnel will continually check assets/resources/databases in order to support patrol response and initial investigations by responding detectives. RTCC will report these findings to appropriate personnel.
 - 1. Intelligence will be gathered, stored, and disseminated in compliance with 28 CFR Part 23 and as outlined in G.O. 328- Criminal Intelligence.
- C. RTCC personnel will monitor available camera systems and LPRs for law enforcement purposes and in compliance with G.O. 324- Camera Systems and G.O. 325- License Plate Reader.
- D. RTCC personnel will disseminate information and intelligence to the appropriate personnel as needed. All bulletins, bolos, or official documents disseminating information from the RTCC will be dated, labeled with the appropriate protective marking as outlined in this G.O., and receive an RTCC tracking number.
 - 1. RTCC personnel will disseminate relevant information department-wide in the form of information bulletins and BOLO cards.
 - a. All Standard BOLO cards will be processed in compliance with the following guidelines:

- (1) Officers or detectives shall complete the designated RTCC BOLO card template with all relevant details.
 - (2) RTCC personnel will assign a RTCC # to the BOLO card and input any additional information not readily accessible by the submitting officer or detective.
 - (3) RTCC personnel will email the BOLO card to the Department and any other appropriate agencies.
 - (4) RTCC personnel will input the BOLO data into the RTCC database for future use and searches.
 - (5) A copy of the BOLO card will be placed in the RTCC BOLO card file share folder.
 - (6) The original submitting officer or detective is responsible for retaining a copy of the BOLO card and submitting a CANCEL BOLO email once the vehicle, person, or subject has been identified, located, arrested, or when the flyer is no longer valid.
- b. BOLO cards involving **Exigent** circumstances (immediate officer or citizen safety concern) will be processed in compliance with the following guidelines:
- (1) Officers or detectives shall complete the appropriate RTCC BOLO card template.
 - (2) The completed BOLO card will be disseminated by the officer or detective to the Department and any other appropriate agencies, including a copy sent to RTCC@littlerock.gov.
 - (3) RTCC personnel will retroactively log the BOLO card and place it in the RTCC BOLO card file share folder and database.
 - (4) The original submitting officer or detective is responsible for retaining a copy of the BOLO card and submitting a CANCEL BOLO email once the vehicle, person, or subject has been identified, located, arrested, or when the flyer is no longer valid.
- c) An electronic copy of a BOLO card can be obtained from the RTCC by emailing a request to RTCC@littlerock.gov.
2. RTCC personnel will disseminate relevant initial investigative information to the appropriate investigator(s) and division(s) by utilizing an Investigative Worksheet (5610-158)
 3. RTCC personnel will respond to Request for Information (RFI) forms (5610-157) from LRPD personnel. A supervisor will assess each received request for relevancy and assign it to the appropriate staff member.

E. Donor Site Video Access

1. Donor Sites are defined as private locations voluntarily participating in an official video sharing agreement with the Department.
2. Only authorized department personnel will access donor site video feeds and only for official law enforcement purposes.
3. Authorized users will not allow members of the public to view or otherwise access donor site video feeds.
4. Donor site video may only be extracted for official law enforcement purposes.
5. Video retained for evidentiary purposes in a department investigation may be shared with other law enforcement agencies investigating related suspect (s)/crimes(s) in the same fashion that a case detective would share any other related evidence in an existing case file. The assigned case detective and unit will be responsible for this determination.
 - a. An RTCC supervisor shall be notified when any donor site video is shared with an outside agency for tracking purposes.
6. Requests from outside law enforcement agencies related to donor site video evidence not presently retained as evidence for a departmental investigation should be submitted in writing to the Real-Time Crime Center Supervisor. This request must pertain to an ongoing investigation. The request will be forwarded up the chain-of-command to the Office of the "Chief of Police for final approval.
7. All extracted donor site video shall be documented through the LRPD Camera Export Log.

Additions and revisions are *italicized and underlined*.

Deletions are denoted with a strikethrough.