1. PURPOSE

This policy outlines the general responsibilities, duties, and job tasks of the Department's Real Time Crime Center (RTCC) and its members.

2. DEFINITIONS

Real Time Crime Center (RTCC): A centralized technology center operated by the Mesa Police Department (MPD) that integrates information and technology resources into a standard operating system, allowing operators to quickly provide information to first responders and investigators real time.

Real Time Crime Center Operator: Members of the MPD who have specialized law enforcement training and provide real time intelligence to field members of the MPD.

Real Time Crime Center Part-Time Operator: Members of the MPD assigned to an area outside of the RTCC, who have specialized law enforcement training and provide real time intelligence to field members of the MPD at least 10 hours per month.

Real Time Crime Center Unit Designator: CAD designators used to identify members of the RTCC.

3. MISSION

The mission of the MPD RTCC is to prevent, identify, disrupt, and solve crime through intelligence led, real time advanced technology methods.

4. GENERAL

A. It is the strategy of the RTCC to leverage technology to assist units, both patrol and investigations, during the initial stages of response and through the preliminary investigation of priority calls or events that are significant in nature.

B. RTCC members will be responsible for performing virtual directed patrol duties, including response to in progress calls for service via available surveillance camera platforms, proactive observation of crime hot spots, criminal intelligence research, and communication of vital intelligence information to responding units.

C. The RTCC will support patrol and investigative units by utilizing available technology and information systems to offer situational awareness to

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members as they respond to various calls for service as well as investigative support during the initial investigation.

D. The RTCC can be used as a tool by field supervisors for mission directed deployment and management of resources during critical incidents.

E. The use of video camera technology will be conducted in a professional and ethical manner.

F. All information and recorded images will be used strictly for law enforcement purposes and will be preserved with utmost integrity and confidentiality consistent with Department policy, law, and rules governing the handling of evidence and criminal justice records.

5. MEMBER DUTIES, RESPONSIBILITIES & ACCOUNTABILITIES

5.1 RTCC Supervisor

A. The RTCC supervisor will:
1. Provide overall leadership and supervision, maintaining discipline through coaching and counseling.
2. Ensure that the goals of the unit are attained in an efficient and effective manner.
3. Work to maintain a team philosophy and an open line of communication among the members of the unit as well as other divisions withing the Department.
4. Ensure compliance with and complete administrative duties as required by Department rules, regulations, policies and directives.
5. Oversee all training and certifications related to RTCC operators.
6. Conduct a quarterly audit of each operator's activities, both from cameras monitored and intelligence database inquiries.

5.2 RTCC Operator

A. RTCC operators will:
1. Possess/develop:
   a. A strong understanding of available resources (primarily technological in nature) that can be utilized to impact crime;
   b. The ability to research what is needed within those resources; and
   c. The ability to communicate that information to units within the Department who can best use the information in proactive enforcement and/or criminal investigative efforts.
2. Support priority calls for service and/or events that are significant in nature by conducting real time assessments of available technological resources.
3. Determine the value of information and how that information should be disseminated.

4. Gain and maintain an overall understanding of significant crime trends across the City of Mesa (COM).
5. Conduct proactive monitoring of available technological resources and report relevant, usable information derived from those resources in an accurate, timely, and ongoing manner to better enable the MPD to reduce crime.
6. Work with other City departments (e.g., IT, Transportation, etc.) as needed to maximize abilities to carry out system maintenance.
7. Maintain an open line of communication between the RTCC and other divisions within the MPD.

5.3 RTCC Part-Time Operator

A. The minimum hour requirement for a RTCC part-time operator is one 10-hour shift per month.
   1. The part-time member will obtain approval from their immediate supervisor to work the 10-hour shift at the RTCC.
      a. This 10-hour shift will be part of the member's regular work week schedule.
      b. There may be times a part-time member may work overtime at the RTCC for special events (e.g., POTUS visit, VCP, etc.) if needed and with immediate supervisor approval.
   2. Additional hours are allowed with the approval of the part-time member's immediate supervisor.
B. Failure to meet the 10-hour monthly minimum requirement or maintain the required skillsets may result in removal from the RTCC part-time operator program.
C. Being a RTCC part-time operator does not guarantee the member a full-time position when one becomes available.

6. INFORMATION GATHERING & DISSEMINATION OF INFORMATION

A. Information collected and maintained for criminal intelligence purposes shall be premised on circumstances that provide reasonable suspicion as defined in 28 CRF Part 23 Criminal Intelligence Operating Systems.
B. The MPD shall not collect or retain any information about individuals or organizations based solely on their religious, political, or social view or activities, their participation in a particular noncriminal organization or lawful event, or their race, ethnicities, citizenships, places of origin, ages, disabilities, genders, or sexual orientations.
C. RTCC members may proactively monitor cameras that are streamed in public spaces.

7. CAD & RADIO PROCEDURES

A. Members of the MPD RTCC will utilize the following RTCC unit designators when logging onto CAD: RT1, RT2, RT3, RT4, RT5, RT6, RT7 and/or RT8.
  1. When speaking on the radio, the member will verbalize "Real Time" followed by the number associated with their unit designator (e.g., Real Time One, Real Time Two, etc.).
B. Sworn supervisors will utilize the following RTCC unit designators when logging onto CAD: RT700, RT710, and/or RT720.

8. MONITORING & DATABASES

8.1 Calls for Service

A. **Emergency Priority One Calls**:
  1. RTCC operators will monitor emergency calls for service as the highest priority of traffic and will continue to work the incident until it is determined to no longer be necessary or no additional intelligence can be provided after all relevant information is learned about the incident.
B. **Priority Two Calls**:
  1. As time allows, RTCC operators will read through each call and evaluate the ability to add intelligence as the information from dispatch is received.
  2. Operators will monitor priority traffic being worked by patrol before monitoring non-priority calls in the queue.
C. **Priority 3, 4 & 5 Calls (Non-Priority)**:
  1. As time allows RTCC operators will read through each call and determine if additional intelligence gathering is possible.
     a. If so, the operator will add any additional intelligence to the call so that the information will be available to the officer prior to their response/arrival.
D. See DPM 3.3.10 Call Priorities & Unit Assignments for further information on call priority levels.

8.2 Cameras

A. As time allows, operators will monitor cameras based on crime trends or specific requests.
B. Operators will periodically check for camera positioning as well as any needed camera maintenance.
  1. Operators will notify the appropriate personnel of any malfunction.
C. The MPD cannot guarantee that these camera feeds will be monitored by a live operator at all times.

D. The MPD will not connect any facial recognition system to any interface that performs video surveillance, including surveillance cameras, drone footage, and body-worn cameras. See DPM 3.1.150 Facial Recognition.

8.3 Databases

A. Databases will be used within the guidelines of departmental policy and federal, state, and local laws and regulations. Databases used include, but are not limited to, the following:
   1. Arizona Crime Information Center (ACIC)
   2. CrimeTracer (formerly COPLINK X)
   3. Department of Economic Security (DES)
   4. FirstTwo
   5. GangNet
   6. Genetec Citigraf and Genetec Clearance
   7. Justice Web Interface (JWI)
   8. Law Enforcement Information Exchange (LInX)
   9. LeadsOnline
   10. License Plate Reader (LPR)
   11. National Crime Information Center (NCIC)
   12. National Law Enforcement Telecommunications System (NLETS)
   13. National Vehicle Locating Service (NVLS)
   14. Probation/Parole
   15. TransUnion (TLOxp)
   16. Versaterm-RMS-MDT-CAD Platform

9. COMMUNITY CAMERA REGISTRY

A. The MPD has developed a voluntary "Community Connect" program that allows businesses and citizens the ability to share video with the MPD.
   1. Participants register their security cameras to help police investigate crimes and improve safety in their neighborhood.
   2. By registering their cameras, the MPD can quickly locate cameras near incidents and request recordings electronically from participants.
   3. Participation is voluntary and does not give the MPD direct access to live camera feeds or security systems.
   4. This public safety initiative is intended to help transfer video recordings in less time so that officers can help get access to important evidence faster.
   5. All businesses and homeowners are encouraged to participate.
   6. There is no cost to join the program and no requirement for installation of specific camera hardware or software.

10. CALLOUTS

A. In the event of a significant incident (Emergency Priority One and/or Priority Two calls) outside of operational hours, the RTCC supervisor should be contacted to determine if further callout is necessary.

B. Outside of normal operating hours, non-emergency requests can be made by emailing **RTCC**.

  1. Please note, this email is not monitored 24/7.

11. ASSISTANCE WITH EMERGENCIES AT MESA MUNICIPAL COURT (MMC)

A. The East Valley Fusion Center (EVFC)/RTCC is located in the same building as the MMC. As such, EVFC/RTCC sworn Mesa members should be available to **respond** to emergencies at the MMC (such as officer requests for emergency backup, active shooter, etc.); professional staff members should be available to **assist** from within the EVFC/RTCC**.**

B. In order to ensure that Mesa members of the EVFC/RTCC are prepared for an emergency at the MMC, they will adhere to the following procedures:

  1. Sworn:

    a. Shall have Department firearm on their person whenever on duty.

    b. Shall have ballistic vest immediately accessible (within arm's reach) and not in a locked compartment.

    c. Shall have a portable radio accessible.

    d. Should not enter the court for routine calls for backup or other incidents that do not necessitate an emergency response.

    e. If entering the MMC for an emergency response:

      • Members will immediately don their ballistic vests and then deploy into the court.

      • Time permitting, members should utilize their radio to advise dispatch and responding officers of their actions and whereabouts.

  2. Professional Staff:

    a. Shall remain in the EVFC/RTCC during any emergency incident that involves a risk to public safety.

    b. While the emergency situation is in progress, professional staff members should utilize cameras and radios to assist in providing intelligence and directing resources.

REFERENCES

- 28 CRF Part 23 Criminal Intelligence Operating Systems
- DPM 3.1.150 Facial Recognition
- DPM 3.3.10 Call Priorities & Unit Assignments