DETROIT POLICE DEPARTMENT
MANUAL

Series 200 - Operations	Effective Date 10/13/2022	Review Date Annually	Directive Number
Chapter 203 – Criminal Investigation			**203.14**
Reviewing Office Crime Intelligence Unit			☐ **New Directive** ☒ **Revised** **Revisions are in *italics***
References			

REAL TIME CRIME CENTER (RTCC)

203.14 - 1   MISSION

The Detroit Real Time Crime Center (RTCC) serves as the Detroit Police Department's center for analytic excellence, providing useful, actionable information to law enforcement and first responders. The RTCC will strategically utilize technology to identify, solve, and reduce crime.

203.14 - 2   PURPOSE

The RTCC will be run within the Crime Intelligence Unit with the purpose of providing investigative support to the Department by accelerating the identification of crime patterns, habitual and first-time offenders, and providing patrol officers with immediate aid in real time criminal activity. To ensure public safety and aid in the activation of the City's emergency management protocol, the Detroit Police Department shall employ the use of a video integration platform. This video integration platform shall be used to assist 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 overt cameras in public places.

203.14 - 3   POLICY

The Department is committed to enhancing the quality of life of the citizens of Detroit 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 objective of CCTV monitoring by Detroit Police personnel is to deter crime and to assist the Detroit Police Department in protecting the safety and property of the citizens of Detroit. 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 Detroit Police Department has primary responsibility for disseminating and implementing the policy and procedure.

203.14 - 4 RESPONSIBILITIES AND DUTIES

203.14 - 4.1 Commanding Officer of the RTCC

The commanding officer of the RTCC is responsible for a wide variety of activities related to the creation of the RTCC. The commanding officer is responsible for the day-to-day operation of the Center, as well as Center creation and community outreach.

Essential functions of the position are:

a. Responsible to plan, develop, administer, and promote a wide variety of activities related to the implementation and ongoing activities of the RTCC;
b. Participate in the training of RTCC members. Supervise and evaluate members assigned to the RTCC; prepare written evaluations and performance standards for members; take appropriate action to assure member performance meets standards and represents the department in a professional manner.
c. Plan, administer, and coordinate a training system to facilitate RTCC goals integral to the program;
d. Develop program operating procedures and continuously analyze for program effectiveness; initiate and/or make recommendations for revisions as necessary; and
e. As necessary or appropriate, designate an RTCC commanding officer (designee) to be responsible for daily operations during periods of absence or as situations require.

203.14 - 4.2 RTCC Supervisor

The on-duty RTCC supervisor shall oversee and ensure thorough computer investigations and monitor ongoing priority incidents citywide. Duties include but are not limited to:

a. Assuming any assigned responsibilities delegated by the OIC or the administrative supervisor;
b. Monitor police radio, data, and any other communications systems and determine if on-going incidents could benefit from any services provided by the RTCC;
c. Monitor and respond to video activities and alarms associated with video feeds;
d. Answer and respond to telephonic and radio requests from police personnel for specific information available from any data or video source;
e. Upon notification of a major crime or incident that is in progress, begin appropriate investigative steps such as name or telephone number searches and inquiries in the appropriate data system;
f. Efficient management of all RTCC personnel and responsibilities by training members, prioritizing case assignments, reviewing investigative results, providing investigative direction and ensuring timely completion of assignments;
g. Manage and assign all incoming Requests for Information (RFI) ensuring all assigned requests are properly documented on the Information Tracker Smart Sheet;

h. Coordinate the appropriate response to any active crime incident that will benefit from the services of the RTCC;

i. Prepare all mandatory daily and weekly shift reports;

j. Assign each RTCC member specific cameras and precincts to be monitored during their shift;

k. Review and approve reports submitted by members assigned to the RTCC; and

l. At any time, the Real Time Crime Center supervisor may assume the responsibilities of the administrative supervisor.

203.14 - 4.3 Real Time Intelligence Console Operator (RIC)

The Real Time Intelligence Console operators (RIC) are responsible for providing timely and actionable information and intelligence regarding past, present, and future crimes and crime trends within the city of Detroit. Duties include but are not limited to:

a. Radio Communication - The RIC operator shall utilize the "5220" code, on the district(s) *they* cover during *their* tour of duty;

b. Camera Function Evaluation - Completion of a once daily function check*, per shift,* of all camera feeds into the RIC and documenting the finding and action taken as a result of such inspection in the RTCC Blotter. In the event of a down camera feed the RIC operator shall:

- Notify the floor supervisor and determine if the issue has previously been addressed;
- Make immediate notification of the location and issue with the camera feed to the Crime Intelligence Unit (CIU) technical officer;
- Document such finding in the RTCC Blotter; and
- The technical officer will be responsible for determining what the issue is and making the proper notification based on *their* findings.

c. Real Time Monitoring - Personnel assigned to the RIC will be responsible for the strategic monitoring of available citywide cameras to detect, prevent, and investigate crime incidents. RIC operators shall also provide "special attention" to locations requiring additional patrol and effectively communicate with responding officers and PDU personnel any information of investigative value found on available camera assets. Additionally, the RIC operator will monitor all CAD and radio traffic within *their* assigned radio district and respond to any incident that may benefit from the services of the RTCC. During such event the RIC operator will do the following:

- Immediately check for camera assets in the area of the incident and begin to monitor activity if available;

- Provide any available actionable intelligence to responding units or Zone Dispatcher, including but not limited to, information discovered from available camera feeds, updated suspect or scene information, LEIN information, historical data, and relevant crime pattern information;
- Check all relevant databases that pertain to the incident;
- Monitor, if applicable, any social media feeds in the area;
- In the event the RTCC provides information in a major incident, i.e.: shooting, robbery, police chase, etc., this information shall be documented properly on the *RTCC Blotter: Main Sheet (Smartsheet);* and
- Throughout the duration of the event the RIC operator shall keep the floor supervisor apprised of all circumstances regarding the incident and shall be directed by such supervisor.

d. Virtual Patrol *Operators (VPO) or* personnel assigned to virtual patrol *duties* shall continuously cycle through available camera feeds providing "police presence" watching for any issues. The operator shall observe the location for several minutes to determine if there is activity that may need to be addressed and determine the appropriate response, i.e.: contact dispatch to request a car or communicating necessary information over the district.

Note: Automatic License Plate Recognition (ALPR), also referred to as License Plate Reader (LPR), which is another integral part of the RTCC, is addressed in DPD Manual Directive 101.12, Data Sharing, Retention, and Dissemination.

203.14 - 5   OPERATIONAL PLAN

The RTCC will operate twenty-four (24) hours a day, seven (7) days a week under the direction of the commanding officer of the Crime Intelligence Unit. The RTCC will continuously monitor all Detroit Police Department radio districts to provide up to the minute information to responding units.

203.14 - 6   NOTIFICATION PROCEDURE

1. Officers responding to the scene of any of the following crimes shall make notifications to the RTCC as soon as relevant information is available:

   a. Homicides;
   b. Non-fatal shootings;
   c. Critical assaults;
   d. Suspected gang related crimes;
   e. High profile crimes; and
   f. Any incidents at a Green Light Initiative location.

2. Contacting the RTCC shall be the first in priority when making notifications from a scene. Officers may call (313) 596-2250 or use the designated radio channel.

203.14 - 7   PROJECT GREEN LIGHT DETROIT

The RTCC will monitor businesses that have entered into the *Project* Green Light Detroit at times including, but not limited to, emergency or other exigent circumstances. Periodic virtual patrol of the identified *Project* Green Light Detroit businesses for any issues is mandatory. All RTCC staff shall be familiar with the complete list of businesses participating in the initiative and should be aware of the specific response to any incident. In the event a 911 call comes from a participating business or if the RIC operator identifies an issue through virtual patrol the operator shall make every effort to continuously monitor the cameras until the member deems the premises secure and shall respond by following these steps, identified as **M.I.C.O.P.**:

- **Monitor** - Immediately begin to monitor all available camera feeds at that location in an attempt to witness any crime in progress. The RIC operator should pay special attention to identify escalating situations and advise the Zone Dispatcher of any important updates. Likewise, if the situation resolves itself before a unit arrives at the location it is the responsibility of the RIC operator to clear the run with the Zone Dispatcher allowing the unit to go back in service.
- **Inform** - If the incident is ongoing or does require a unit to respond, the RIC operator shall gather all available information/intelligence regarding the incident from the source *that triggered the event.*
- **Communicate** - Provide any available actionable intelligence to responding units or Zone Dispatcher, including but not limited to, information discovered from camera feeds, updated suspect or scene information, LEIN information, historical data and relevant crime pattern information.
- **Observe** - Once the incident has concluded and is deemed secure by the RIC operator or the responding unit, it is the responsibility of the RIC operator to follow up or "wrap around" by checking the camera feeds at the location. This shall be performed within a reasonable amount of time to re-evaluate for the return of offenders or problems. If there is further incident, the RIC operator shall advise the Zone Dispatcher via radio or telephone requesting a unit return.
- **Prepare** - In the event there was an incident at any *Project* Green Light Detroit business, the RIC operator will prepare documentation of such event on the *RTCC Blotter: Main Sheet (Smartsheet).* This shall include all relevant details of the event and a detailed description of the RTCC response. In the event further documentation is prepared by the RIC operator, i.e.: Intelligence Report or Person of Interest Report, the information shall be properly distributed.

Note: Throughout the duration of any criminal event at a *Project* Green Light Detroit business, the RIC operator shall keep the RTCC supervisor apprised of all circumstances regarding the incident and shall be directed by such supervisor if necessary.

203.14 - 8   REQUESTS FOR INFORMATION (RFI)

1. Only sworn Detroit Police Department members or civilian executives, with approval from the Chief of Police and for use in *their* official duties, may submit a Request for Information (RFI) to the Crime Intelligence Unit. Initiation of a request may be submitted via telephone or GroupWise email or radio from crime scenes. Crime Intelligence Unit members receiving a Request for Information (RFI) shall verify the identity of the requestor. Requests shall then be forwarded to the floor supervisor for feasibility and assignment. After a feasibility assessment is made, the floor supervisor shall assign the request to an RTCC member assigned to analysis responsibilities. Once the RTCC member has completed the request, it shall be forwarded back to the floor supervisor for approval prior to dissemination. All requests shall be entered in the Information Tracker Smart Sheet and assigned a tracking number prior to assignment and after completion.

2. Requests for video footage shall continue to be made to the Detroit Police A.V.E.R.T. Unit *by utilizing the AVERT Video Extraction Request Form posted on the DPD Intranet Home Page. Directions on filling out the form can be found on the DPD Intranet Home Page under Administrative Messages, teletype #22-0290.*

Related Form:

- ∎ *Investigator's Request For Video Evidence Extraction*