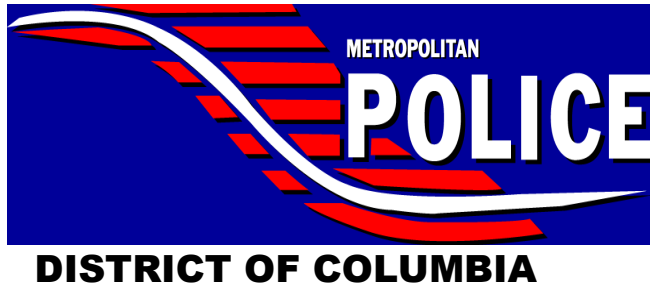


# GENERAL ORDER



Title		
<b>Real Time Crime Center Operations</b>		
Topic	Series	Number
<b>HSC</b>	<b>803</b>	<b>06</b>
Effective Date		
<b>March 28, 2024</b>		
Replaces:		
GO-HSC-803.06 [Command Information Center (CIC)], Effective Date May 19, 2015		
Rescinds:		
Listed in Part IV. Rescission		

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## I. PURPOSE

The goal of the Metropolitan Police Department (MPD) Real Time Crime Center (RTCC) is to enhance the department's capacity for efficient, effective, and proactive policing. RTCC receives, reviews, analyzes, and disseminates information internally and externally to provide real-time investigative support and inform operational decision-making. The purpose of this general order is to establish RTCC operations and requirements and provide procedures for contacting RTCC units to request information, notifications, and system updates.

## II. PROCEDURES

### A. General

1. RTCC operates 24 hours a day, seven days a week to provide the following services.
  - a. The RTCC Operations Unit shall support patrol and investigative units during the initial response and preliminary investigation of priority calls or other significant events.
  - b. The Notification Desk shall manage critical internal and external department communications, ensuring the prompt and accurate transmission of official messages, alerts, and notifications to and from various law enforcement and partner agencies. This includes receiving, logging, disseminating, and responding to tips received by MPD tip lines and monitoring alert systems (e.g., gunshot detection, automated license plate readers).

- c. The Teletype (TT) Unit shall publish administrative messages and teletypes and check, enter, and clear property and persons in the National Crime Information Center (NCIC) system.
  - d. The Office of Unified Communications (OUC) Liaison Desk shall coordinate information sharing and operational consistencies between MPD and OUC.
  - e. The Traffic Desk shall monitor and report on traffic events during morning and evening rush hours (i.e., Monday through Friday, 0630–1000 and 1600–1900) with the exception of public holidays. During large-scale incidents or when the Joint Operations Control Center (JOCC) is activated, the Traffic Desk shall ensure vehicles are removed and lanes are reopened swiftly to minimize impact on ongoing investigations and public safety.
  - f. The Communications Desk shall serve as the department liaison to the media in accordance with GO-SPT-204.01 (Media). The Office of Communications shall ensure that the Communications Desk is staffed 24 hours a day, seven days a week.
  - g. RTCC shall receive reports of on-duty injuries and illnesses, requests for specialized units, and other internal and outside agency requests and shall notify the appropriate officials and responders.
  - h. Members may request RTCC Operations Unit assistance with any call for service or investigation. These requests will be granted at the discretion of the RTCC watch commander.
2. RTCC watch commanders shall ensure adequate staffing pursuant to operational needs.
  3. Members accessing RTCC systems and databases shall do so for official law enforcement purposes **only**.
  4. Members operating closed-circuit television (CCTV) camera technology shall do so in accordance with [GO-OPS-603.07 \(Closed-Circuit Television Cameras\)](#).

**B. Incident Reporting**

1. All serious events, incidents, requests for information, and related matters, including the following, shall be reported to the Notification Desk as soon as possible:

<b>Incidents Requiring RTCC Notification</b>	
Crimes of violence <a href="#">[DC Official Code § 23-1331(4)]</a> ;	Large traffic disruptions or road closures
Vehicle pursuits	Injured officers
License plate reader arrests	Suspicious packages

Burglaries	Firearm recoveries
Critical missing persons	AMBER and silver alerts
Fictitious bomb or critical incident threats	Any other unusual occurrences

2. During a major event or critical incident, the Notification Desk shall ensure:
  - a. The city-wide 1 radio zone and the district zone where the event or incident occurred are monitored and all appropriate officials, responsible members, and outside agencies are notified.
  - b. When the JOCC is activated, all functions pertaining to the incident are moved to the JOCC, and the RTCC remains staffed to ensure continuity of operations.

**C. Notifications and Inquiries**

1. Members shall contact the TT Unit to verify incident information before obtaining a central complaint number (CCN) for the following incidents:

<b>Incidents Requiring TT Unit Notification</b>	
Arrests of correctional facility escapees	Fugitives from justice
Attempts to locate (persons, autos, and boats)	Found or returned attempts to locate
Missing persons	Found or returned missing persons
AMBER and silver alerts	Cancelled AMBER and silver alerts
Placement violations	Found or returned placement violators
Recovered stolen articles	Lost, stolen, and recovered license plates
Stolen, recovered, impounded, safekeeping, and relocated autos and boats	Stolen, recovered or lost weapons, to include the make, model, serial number, and color
Transportation of intoxicated persons, if admitted to hospital or stabilization center and next of kin not notified	Sick or injured persons to the hospital or Comprehensive Psychiatric Emergency Program (CPEP) if admitted and next of kin not notified
United States District Court arrests	

2. When a report is taken, members shall notify OUC **and** email the TT Unit within two hours to ensure updates to the Washington Area Law Enforcement System (WALES) and the National Crime Information Center (NCIC).
3. When a broad and detailed search is necessary, members may contact the TT Unit for additional information on the following:

<b>TT Inquiries</b>
a. Article ownership (e.g., guns, mopeds);
b. Driver's licenses;
c. Missing persons;
d. Stolen articles;
e. Stolen, impounded, relocated, held for safekeeping, or repossessed vehicles or boats;

f. Vehicle or boat registrations; and
g. Wanted persons.

**D. Administrative Messages and TT Notifications**

1. The Teletype Unit shall publish approved National Law Enforcement Telecommunications System (NLETS) administrative messages and TT notifications to all MPD members via department email.
2. Members requesting NLETS administrative messages and TT notifications shall complete a PD Form 360 (Request for Teletype Message) and route the form through their chain of command.
3. Message and notification requests shall contain the following information, when applicable:

<b>Information Required for TT Notifications</b>
a. Reasons for the notification;
b. CCN or originating case agency (OCA) number;
c. Reporting and notifying member's rank, name, and element;
d. Code word of the day;
e. Lookout (e.g., auto (tags), missing and wanted persons);
f. Current location of items, persons, or vehicles [e.g., Blue Plains; towing control number (TCN)]; and
g. Any identifying information of item or person being called in [e.g., serial number, vehicle identification number (VIN), make, race, sex].

4. The TT Unit shall confirm receipt of the information by replying to the member's email.
5. Only PD Forms 360 approved by the Executive Office of the Chief of Police shall be published.
6. Members requiring that a teletype message be announced in roll call shall make an indication on the message along with the amount of time it shall be announced (e.g., "To Be Read in Roll Call for Two Weeks").
7. Administrative officials shall ensure that any new NLETS administrative messages and teletype messages that are required to be announced in roll call are printed and placed in the designated space for the required duration of time.
8. Roll call sergeants shall announce all administrative messages and teletype messages in roll call during the time period designated on the message.

**E. Training and Records**

1. The RTCC commanding official shall ensure all RTCC members complete:
  - a. Pre-service training on the legal and ethical requirements related to RTCC systems and databases upon assignment to RTCC; and

- b. Annual refresher training.
- 2. The RTCC commanding official shall maintain an updated list of members trained and certified to operate the CCTV system.

**III. DEFINITIONS**

When used in this directive, the following terms shall have the meanings designated.

	<b>Term</b>	<b>Definition</b>
1.	National Law Enforcement Telecommunications System (NLETS) administrative message	Electronic message that transmitted over NLETS with reports involving lookouts for stolen automobiles, missing persons, wanted persons, merchandise wanted in connection therewith, and any other matter of similar nature that can be of aid in the detection of crimes, recovery of stolen property, and the apprehension of criminals and escaped felons
2.	Teletype message	Electronic message regarding new or modified organizational policies or personnel matters (e.g., promotions, transfers, training).

**IV. RESCISSION**

<p><b>Rescinds:</b>                  GO-SPT-302.04 (Teletype Unit Messages, Notifications, and Inquiries), Effective Date April 21, 2015                  SO-13-04 (Investigative Support Unit), Effective Date May 14, 2013                  SO-14-05 (Command Information Center Traffic Desk), Effective Date July 30, 2014</p>
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Pamela A. Smith  
 Chief of Police