I. BACKGROUND

The Command Information Center (CIC) is the communication center for the Metropolitan Police Department’s (MPD) daily operations. As the communication center for MPD, the CIC receives crime information, analyzes and reviews that information, and then disseminates it to assist MPD members in solving crimes. The Assistant Chief of the Homeland Security Bureau is responsible for the daily operational oversight of the CIC.

II. POLICY

It is the policy of the MPD to have internal communication and the dissemination of information conducted in a timely and efficient manner through the CIC.

III. REGULATIONS

A. The CIC has the ability to receive, review, analyze, and disseminate city-wide and border jurisdiction information to MPD bureaus and local jurisdictions and serves as the focal point for daily operations within the MPD.
B. All serious events, incidents, requests for information, and related matters shall be relayed through the CIC.

C. The CIC shall operate 24 hours a day, seven days a week.

D. The CIC shall notify senior police officials of any critical incident in accordance with Part IV.C of this order.

IV. PROCEDURES

A. CIC Report

The CIC shall prepare a daily report for submission to the Chief of Police. The report shall consist of an overview of the last 24 hours of activity. The reported activities shall include:

1. Serious Crime: Serious crime to include homicides, felony assaults, burglaries, robberies, felony sexual assaults, kidnappings, or any other significant or unusual crime related matters or attempts to commit any of the above listed criminal acts. The following information regarding the crime is also listed in this section: complainant information, the time, the location, whether the crime occurred in a nightlife area, the reporting member, and the CIC member who received the report.

2. Administrative: Those command officials who are on duty and who are assigned to specific roles, to include the CID watch commander and the field commander, during their shift.

3. Closed Circuit Television (CCTV) Trailer locations: The locations that CCTV was located in accordance with SO-06-12 (Enhanced Use of CCTV To Combat Crime).

4. License Plate Reader (LPR) Arrest/Alarm/Recovery: Includes the date, time, location, district, tag information, violation, and action taken for LPR alerts.

5. Unusual Incidents/Other Offenses: Includes information from any unusual incidents (e.g., stolen property, injuries to members).

6. Vehicle Pursuits: Includes all vehicle pursuits that involve MPD and other agency pursuits where MPD was involved.

7. Suspicious Packages/Bomb Threats: Suspicious packages or bomb threats where additional resources, (e.g. Special Operations Division) were called to assist and handle.
8. Gun Recoveries: Seizure of guns. Includes any arrest information to include detailed description of arrest, PDID number, address of the person arrested, and information on the gun recovered (serial number, make, and model). No criminal history shall be attached.

9. BB Gun Recovery: BB guns recovered. Includes any arrest information to include detailed description of arrest, PDID number, address of the person arrested, and information on the BB gun recovered (serial number, make, and model). No criminal history shall be attached.

10. Statistics/Details/Deployment: Includes daily district statistics, hospital details, year-to-date district gun recoveries, year-to-date BB gun recoveries, and daily patrol support team by shift.

B. Dispatching and System Monitoring

1. Dispatching capabilities are accessible within the CIC. Trained members are available and, if needed, may dispatch information to the appropriate units to assist members. This information may include:
   a. Gun Shot Detection System information.
   b. Automatic License Plate Reader alarms.
   c. Crimes in progress that have not been dispatched.
   d. Suspicious activity reporting.
   e. Pursuit information from another jurisdiction.
   f. Officer safety issues.
   g. Other information deemed appropriate by the CIC Watch Commander.

2. The CIC shall:
   a. Dispatch units when appropriate.
   b. Disseminate information to members in the field.
   c. Monitor the following systems:
(1) Domestic Event Network: The Domestic Event Network (DEN) is the Federal Aviation Administration (FAA) watch and warning system.

(a) The DEN is a telephone based system that shall be monitored 24 hours a day for any aviation issues to include “No Fly”, “Air Space Violation”, or unauthorized aircraft in the area.

(b) The CIC Watch Commander shall be responsible for ensuring all events that occur on the DEN are monitored.

(c) The DEN will issue a monthly access code to the CIC. The dissemination of this code word is prohibited.

(2) National Law Enforcement Telecommunications System (NLETS): The CIC shall monitor the NLETS for any incoming or outgoing messages.

(3) Gunshot Detection System: This information is reviewed by CIC personnel and if gunshots are detected, a unit will be dispatched to that area.

(4) National Area Warning System (NAWAS).

(5) AMBER Alert System.

(6) License Plate Readers (LPR) in accordance with GO-OPS-303.09 (License Plate Reader Program).

(7) Netviewer: (CAD) calls for service.

(8) AWARE system.

(9) Situational Awareness Management System (STARLIGHT).

C. Critical Incident Notification

The CIC shall be responsible for critical incident notification for the following events:

1. Activation of the Special Threat Action Team. [See GO-OPS-805.02 (The Special Threat Action Team)].
2. MPD Office of the Chief Technology Officer Repairs to WALES. [See General Order 302.06 (The Washington Area Law Enforcement System (WALES))].

3. Member Critical Injury or Line of Duty Death Notifications [See GO-OMA-101.04 (Member Critical Injury or Line of Duty Death Notifications)].

4. Use of Force Incidents [See SO-10-14 [Instructions for Completing the Use of Force Incident Report (UFIR: PD Forms 901-e and 901-f)] and GO-RAR-901.08 Use of Force Investigations (GO-RAR-901.08 Use of Force Investigations)].

5. Implementation of the Snow Emergency Plan [See GO-OPS-803.02 (Snow Deployment Plan)].

6. Suspicious Activity Reporting [See GO-HSC-802.06 (Suspicious Activity Reporting Program)].

7. Adult Sexual Assault Investigations [See GO-OPS-304.06 (Adult Sexual Assault Investigations)].


9. Deployment of Specialized Mission Units [See GO-OPS-301.02 (Specialized Mission Units)].

D. Tip Lines and Text Tips

The CIC shall be responsible for:

1. Receiving and logging all tips coming into MPD.

2. Ensuring the information is properly disseminated to the responsible units.

3. Providing follow-up on the status of the tips.

E. Floor Plans

The CIC shall maintain a copy of floor plans for various buildings located within the District of Columbia (e.g., military buildings, hospitals, college campuses).
F. Traffic Desk

The CIC shall staff the traffic desk in accordance with SO-14-05 (Command Information Center Traffic Desk).

V. ROLES AND RESPONSIBILITIES

A. The MPD Office of the Chief Technology Officer shall:

1. Provide the CIC with additional communications equipment and ensure that all equipment is operating properly.

2. Designate a liaison to provide assistance to the CIC operations to include information technology and CCTV assistance.

B. The CIC Watch Commander shall:

1. Ensure the CIC is properly staffed and duties are assigned for each role (e.g., traffic desk, monitoring the LPR system) plate.

2. Ensure all systems enumerated in this order are functioning properly and monitored.

3. Ensure manpower deployment is entered into Columbo.

4. Ensure the Traffic Desk is staffed during morning and evening rush hours (i.e., 0630 to 1000 and 1600 to 1900) in accordance with SO-14-05 (Command Information Center Traffic Desk).

5. Review the CIC Report for accuracy and content prior to dissemination.

6. Brief the on-coming CIC Watch Commander and on-coming Field Commander on relevant and operational issues.

7. During a major event or critical incident, ensure:

   a. The City-Wide 1 radio zone and the district zone where the event or incident occurred are monitored.

   b. Media outlets and social media are monitored, in coordination with the Intelligence Infusion Division and Public Information Branch, in order to correct mistaken or inaccurate information that is reported and, if corroborated, use the information to assist MPD during the incident in accordance with Departmental policy.
c. The media is informed as early as possible that all official information regarding the incident will come from Incident or Unified Command or through the Public Information Office.

d. When the Joint Operations Command Center (JOCC) is activated, all functions pertaining to the incident are moved to the JOCC, and the CIC remains staffed to ensure continuity of operations.

C. District Watch Commanders shall:

1. Ensure accurate roll calls are forwarded to the CIC no later than 30 minutes following roll call.

2. Ensure roll calls identify members with special qualifications including:
   a. Crisis Intervention Officer (CIO) training.
   b. AR-15 training.
   c. Foreign or sign language certification.
   d. Crime scene search.
   e. Body-worn camera.
   f. Special Threat Action Team (STAT).

3. Upon obtaining Central Complaint Numbers (CCNs), ensure the CIC is notified and briefed within 30 minutes for all:
   a. Crimes of violence;
   b. Critical missing persons (AMBER and Silver Alerts);
   c. Hospital details;
   d. Injured officers;
   e. Gun recoveries;
   f. License plate reader arrests;
   g. Suspicious packages;
   h. Burglaries (excluding attempts);
   i. Vehicle pursuits;
   j. Large traffic disruptions; and
k. Any other unusual occurrences.

4. Ensure contact is maintained with the CIC during large scale traffic disruptions, and updates on staffing dedicated to the event and any changes in traffic posts are provided to the CIC in accordance with SO-14-05 (Command Information Center Traffic Desk).

D. Field Commanders shall check-in with the CIC at the beginning of the shift and periodically throughout the shift, and ensure:

1. The Demand Deployment System in Columbo/WALES is updated and reflects the actual number of personnel on duty.

2. The CIC Watch Commander provides a brief of all situational and operational issues.

VI. CROSS REFERENCES

A. GO-OMA-101.04 (Member Critical Injury or Line of Duty Death Notifications)

B. GO-OPS-301.02 (Specialized Mission Units)

C. General Order 302.06 [The Washington Area Law Enforcement System (WALES)]

D. GO-OPS-303.09 (License Plate Reader Program)

E. GO-OPS-304.06 (Adult Sexual Assault Investigations)

F. GO-HSC-802.06 (Suspicious Activity Reporting Program)

G. GO-HSC-803.02 (Snow Emergency)

H. GO-OPS-803.04 (Emergency Response Plan)

I. GO-OPS-805.02 (The Special Threat Action Team)

J. GO-RAR-901.08 (Use of Force Investigations)

K. SO-06-12 (Enhanced Use of CCTV To Combat Crime)
L.  SO-10-14 [Instructions for Completing the Use of Force Incident Report (UFIR: PD Forms 901-e and 901-f)]

M.  SO-14-05 (Command Information Center Traffic Desk)

Cathy L. Lanier
Chief of Police

CLL:PAB:MOC:AWS:JC