

ARLINGTON, TEXAS POLICE DEPARTMENT
RESEARCH AND DEVELOPMENT UNIT AND CRIME ANALYSIS UNIT
STANDARD OPERATING PROCEDURE

TABLE OF CONTENTS

100.00	ADMINISTRATION AND MANAGEMENT	1
101.00	PURPOSE AND POLICIES	1
102.00	ORGANIZATION AND RESPONSIBILITIES	3
102.01	COMMAND AND ACCOUNTABILITY	3
102.02	RESPONSIBILITIES OF PERSONNEL	3
200.00	OPERATIONS	5
201.00	CRIME DATA	5
201.01	COLLECTING CRIME DATA.....	5
201.02	COLLATING AND ANALYZING CRIME DATA	5
201.03	DISSEMINATING CRIME DATA	6
202.00	CRIMINAL INTELLIGENCE	7
202.01	PURPOSE AND DEFINITION.....	7
202.02	CONTROLS AND ACCESS.....	7
202.03	COLLECTING AND STORING INTELLIGENCE DATA.....	7
202.04	PURGING AND AUDITING OF INTELLIGENCE DATA.....	9
202.05	DISSEMINATING INTELLIGENCE INFORMATION	9
203.00	CUSTOMER SERVICE FEEDBACK	10
204.00	MEETINGS.....	11

STANDARD OPERATING PROCEDURE
ARLINGTON, TEXAS POLICE DEPARTMENT

SUBJECT: **RESEARCH AND DEVELOPMENT UNIT AND
CRIME ANALYSIS UNIT**

APPROVED: Mr. Steve Evans
Management Services Director

EFFECTIVE: 01-01-94

This Standard Operating Procedure was re-issued **August 21, 2008**, after re-formatting and re-numbering. Revisions and new provisions that take effect on the re-issue date are specially marked with that date.

100.00 ADMINISTRATION AND MANAGEMENT

101.00 PURPOSE AND POLICIES

- A. **Research and Development Unit Purpose.** The primary function of the Research & Development Section is to provide assistance to department staff in short and long-term planning. Such support will be provided through staff studies, statistical analysis, an on-going multi year plan and operational policy planning and analysis. The Research & Development Section will also coordinate planning and implementation of capital improvement projects. The section will also coordinate manpower allocation, deployment and workload analysis for the patrol divisions. The Research and Development Manager works closely with executive management and has direct access to the Police Chief. (Added 08-21-08)
- B. **Responsibility and Function of Research and Development Personnel:** (Added 08-21-08)
1. Plan and implement projects and programs as assigned by management staff.
 2. Assist in grant preparation and budget management.
 3. Distribute analytical reports to affected organizational components.
 4. Develop and up-date the department's multi-year plan. The plan clearly states the departments:
 - a. long-term goals and operational objectives,
 - b. anticipate workload and population trends,
 - c. anticipate personnel levels, and
 - d. anticipate capital improvement and equipment needs.
 5. Assess and make recommendations concerning the allocation and distribution of agency personnel.
- C. **Crime Analysis Unit Purpose.** The purpose of the Crime Analysis Unit is to provide for the study of criminal activity using a set of systematic, analytical processes directed at providing timely and pertinent information relative to crime patterns and trend correlations, to assist field, investigative, and administrative personnel in planning the proactive deployment of resources for prevention and suppression of criminal activities, and to assist the Department in meeting the basic objectives of crime prevention, apprehension, case clearances, and recovery of stolen property. (Revised 08-21-08) (A 11.1.1.)
- D. **Policies Purpose.** The policies set forth in this Standard Operating Procedure are established to assist department personnel in determining appropriate practices in dealing with the subject areas treated. (Effective 04-19-99)

1. Proper policy administration must select goals and encourage discharge of duties above the minimum standards of criminal and civil responsibility. These policies create high standards of conduct so training can be aimed at the highest level. They may serve as the basis for internal discipline even though they are not intended for civil or criminal proceedings.
2. These policies are not intended to establish a standard of conduct applicable in external civil or criminal proceedings. They are written to serve as guidelines for employees before the fact in approaching critical situations and not to serve as a measure of liability after the fact with respect to claims or litigation.
3. These policies are not intended to create entitlements for non-City employees. These policies are not the basis of entitlements for City employees except as expressly stated in particular directives or as may be directed by the Police Chief, Human Resources Manager, or City Manager.
4. The Department reserves the authority to modify, revoke, suspend, interpret, terminate, or change any or all of the policies specified in this Standard Operating Procedure or procedures pursuant to its authority, in whole or in part, at any time, with or without notice. The issuance of this Standard Operating Procedure does not constitute a contract between the City and its employees.

E. Standard Operating Procedures. This SOP Manual is issued by authority delegated from the Police Chief to the Management Services Division Director. The Crime Analysis Supervisor will ensure that a copy of the manual and any revisions are **available** to each unit employee and to the Division Director, Training Section, Internal Affairs Section, Accreditation **Manager**, and to each attorney in the Police Legal Division. (Effective 04-19-99) (A 12.2.1.) (Revised 08-21-08)

1. **Supervisors** will obtain and keep on file written acknowledgment of receipt of the manual and any revisions from each distributee. A copy of all portions of the manual that are deleted or amended will be maintained by the Supervisor for five years. (Revised 08-21-08)
(A 12.2.2. a., b., and c.)
2. **Employees are responsible for accessing the Research and Development Unit and Crime Analysis Unit Standard Operating Procedure through the Department Intranet and Shared Drives. Any Employee may be provided a printed of this Standard Operating Procedure including any revisions upon request.** (Revised 08-21-08)

102.00 ORGANIZATION AND RESPONSIBILITIES

102.01 COMMAND AND ACCOUNTABILITY

- A. **Command.** The Crime Analysis Unit is supervised by a civilian Crime Analysis Supervisor who is directly accountable to the Planning and Research Manager. The Planning and Research Manager is directly accountable to the Management Services Division Director.
- B. **Staffing.** The number and classification of personnel assigned to the Unit are determined by department management based on workload assessments and budgetary considerations. All personnel assigned to the Unit are directly accountable to the Supervisor.
- C. **Work Hours.** Unit personnel are assigned to 9-hour work shifts that include a one-hour unpaid meal break. The Unit is operational Monday through Friday. (Effective 04-19-99)

102.02 RESPONSIBILITIES OF PERSONNEL

- A. In addition to the duties and responsibilities specified for employees as supervisors, as applicable, in the City of Arlington Personnel Policies, the Police Department General Orders, and their specific job descriptions, personnel assigned to the Crime Analysis Unit have the responsibilities specified in this Section and elsewhere in this Standard Operating Procedure. (Effective 04-19-99)
- B. **Crime Analysis Supervisor**
- acting as liaison between the Arlington Police Department and metroplex law enforcement agencies concerning crime analysis information;
 - capturing offense/calls data from the mainframe information system for use by the unit for crime analysis;
 - distributing multi-level crime analysis report weekly through Police Intranet system;
 - generating geocoded data used in weekly report; and
 - reviewing and revising unit data processing procedures.
- C. **Crime Analysts**
- collecting, collating, analyzing and disseminating crime information.
 - maintaining matrices and/or computerized files of offenses that include: (A 15.1.1b.)
 - ◆ frequency by type of crime; (A 15.1.2.a.)
 - ◆ geographic location; (A 15.1.2.b.)
 - ◆ chronological data; (A 15.1.2.c.)
 - ◆ victim and target descriptions; (A 15.1.2.c.)
 - ◆ suspect descriptions; (A 15.1.2.d.)
 - ◆ suspect vehicle descriptions; (A 15.1.2.e.)
 - ◆ modus operandi factors; and (A 15.1.2.f.)
 - ◆ physical evidence information. (A 15.1.2.g.)
 - searching for matches with stolen property, M.O.'s, suspects and suspect vehicles listed on offense reports in: (A 15.1.1.b.)
 - ◆ person files
 - ◆ vehicle files
 - ◆ property files
 - ◆ offense files
 - ◆ CAU PC-computer files
 - ◆ F.I. files
 - ◆ bulletin files

- preparing Crime Analysis Bulletins that include directed patrol or plan of attack recommendations when crime patterns or trends are discovered.
- preparing other bulletins as needed to insure proper dissemination of crime information to other segments
- logging and fulfilling requests for information from citizens, APD personnel, and area law enforcement agencies.
- representing the Department at metroplex crime analysis meetings, maintaining a liaison with outside agencies regarding inter-city trends and patterns, and disseminating acquired information in written form to other segments
- providing specific crime information on request from Department personnel and outside agencies.
- responding to requests for crime information from the news media, civic organizations, and individuals.
- using gathered data to devise tentative patrol beat configurations during beat review.
- assisting Systems Analyst/Programmers on special projects as needed.
- providing feedback from users of Crime Analysis information.
- attending and participating in the weekly CAU/Investigations meeting and the weekly Operations Bureau meeting..

D. Intelligence Officer

- collecting, collating, storing, retrieving, analyzing and disseminating criminal intelligence information;
- maintaining computerized criminal intelligence files as designated in this Standard Operating Procedure, and supplying statistical information about numbers of entries and activity by individual officers when requested by their supervisors or other Arlington Police Department personnel;
- maintaining the security and integrity of all criminal intelligence files, both computerized and manual;
- preparing Criminal Intelligence Bulletins, "BOLO" bulletins, and informational bulletins as needed to insure proper dissemination of crime information to other segments;
- logging and fulfilling requests for information from APD personnel and area law enforcement agencies;
- representing the Department at metroplex crime analysis meetings, maintaining a liaison with outside agencies regarding inter-city trends and patterns, and disseminating acquired information in written form to other segments;
- providing specific crime information on request from Department personnel and outside law enforcement agencies;
- providing feedback from users of criminal intelligence information; and

E. **Activity Documentation.** Each Unit member will maintain an individual Crime Analysis or Intelligence Request For Information Log that is to be turned in to the Supervisor on the last day of each month. The format is as follows:

- Page _ of __ enter page number and total pages.
- Name enter your last name.
- Month enter the month of the log.
- Year enter the year of the log.
- Day enter the day of the month the request was received.
- Requested by enter the last name of the person requesting information.
- Dept enter the Division of the requesting person if the person is an Arlington Police employee;
enter the agency name if request is from another law enforcement agency;
enter "CIT" if request is from citizen
- Type of Request enter the type of request.
- Action Taken enter what action was taken; bulletin, list, etc.

200.00 OPERATIONS

201.00 CRIME DATA

201.01 COLLECTING CRIME DATA

- A. Crime data will be collected from the following **internal sources**. (A 15.1.1.a.)
- offense reports;
 - arrest reports;
 - incident reports;
 - F.I. Cards;
 - citations; and
 - weekly Crime Analysis/Investigations meetings.
- B. Crime data will be collected from the following **external sources**. (A 15.1.1.a.)
- monthly Metroplex area Crime Analysis meetings;
 - Crime Analysis Bulletins from and direct contacts with other law enforcement agencies; and
 - citizens.

201.02 COLLATING AND ANALYZING CRIME DATA (A 15.1.1b.)

- A. Crime Analysis personnel are to collate collected data on targeted offenses, including but not limited to:
- residential burglaries;
 - commercial burglaries;
 - robberies;
 - sexual assaults;
 - motor vehicle thefts; and
 - assaults.
- B. Crime Analysis personnel select data items from incidents so analysis can identify and describe a series of events that have common characteristics or patterns. The factors, with their associated data elements, to be used during the collation process are:
- type of crime;
 - times of occurrence; (A 15.1.1.d.)
 - locations of occurrence; (A 15.1.1.d)
 - suspect information;
 - suspect vehicle information;
 - modus operandi (M.O.'s);
 - person/target of attack; and
 - type of property taken.
- C. Collating methods include but are not limited to:
- matrices;
 - spreadsheets;
 - maps;
 - summary reports; and
 - databases
- D. Collated data on targeted offenses identified in 201.02A. and other offenses that may be identified by the Supervisor is analyzed to identify crime patterns and crime trends. (Revised 04-19-99)

201.03 DISSEMINATING CRIME DATA (A 15.1.1.e.)

A. Bulletins

1. The Crime Analysis Unit distributes crime information to appropriate segments of the department on a timely basis through Crime Analysis Bulletins.
 - a. Directed Patrol Recommendations are contained in bulletins when deemed beneficial to assist field supervisors in personnel deployment to address identified crime problems.
 - b. A Crime Analysis Meeting bulletin is published each Wednesday that includes all crime information presented by personnel attending the weekly CAU/Investigations meeting.
 - c. Other bulletins are prepared and distributed as necessary for department needs as defined by the Crime Analysis Supervisor.
 - 1) Analyzed crime data is immediately distributed in bulletin form to appropriate recipients through the Police Intranet system.
 - a) Data relevant to operational and tactical plans of specific line units is routed directly to them.
 - b) Information relevant to the development of strategic plans is provided to appropriate staff units.
 - c) Information relevant to tactical and strategic plans is provided to all affected units.
 - 2) Crime trends and crime patterns for selected offenses will be determined and reported in bulletin form through the Police Intranet system to appropriate recipients, including the Police Chief and investigative personnel.

2. Procedures

- a. **In-house.** The originator will:
 - affix the assigned bulletin number to the document and log the bulletin in the appropriate Crime Analysis Bulletin Book;
 - present the bulletin to the Crime Analysis Supervisor for approval;
 - immediately enter the Bulletin in the Police Intranet system and, as necessary, announce its publication via the E-mail system; and
 - file the original Bulletin in the proper Bulletin Book.
- b. **External**
 - 1) Requests for Crime Analysis information from the general public will be provided in accordance with prevailing laws governing police records.
 - 2) Copies of bulletins of interest will be mailed to other law enforcement agencies.

- B. **Weekly Crime Summary.** The Unit provides selected offense information to field personnel through the Police Intranet system on a weekly basis. The weekly summary includes comparisons of increases/decreases over time. (Effective 04-19-99)

202.00 CRIMINAL INTELLIGENCE

202.01 PURPOSE AND DEFINITION

- A. The Crime Analysis Unit serves as the central repository of all criminal intelligence data gathered by department members with the exception of gang intelligence (the responsibility of the Gang Unit) in order to ensure use of consistent analytical techniques and to control access to and dissemination of sensitive and confidential data.
- B. "Criminal Intelligence" is the systematic collection, evaluation, collation, and analysis of information pertaining to persons or groups involved in or suspected of involvement in actual or suspected criminal activity for the purpose of disseminating it to appropriate segments for use in developing law enforcement strategies, priorities, policies, or investigative tactics. (Revised 04-19-99)

202.02 CONTROLS AND ACCESS

- A. **Statutory Controls.** The statutory rules that exist on collection of, access to, and dissemination of criminal intelligence data are to a great degree the result of past abuses of law enforcement information gathering capabilities. Among relevant statutes are: (Revised 04-19-99)
- The Freedom of Information Act: a 1965 federal law authorizing inspection of broad categories of government documents and records, primarily applicable to federal agencies (Public Law 93-502; 5 U.S.C. 552);
 - The Privacy Act of 1974: limits availability of personal data, requires data purging and places limitations on the dissemination of data, primarily applicable to federal agencies, but later state and local controls follow many of its guidelines (Public Law 93-579; 5 U.S.C. 552a).
 - The Texas Public Information Act: presumes all information gathered and maintained by government agencies is open to public inspection except for specifically defined categories (Government Code Chapter 552)
- B. **Requests for Information.** All requests (other than those from other law enforcement agencies approved by the Unit Supervisor) for information maintained in the intelligence files will be immediately referred to the Police Legal Division so they can be addressed within the 10 calendar days allowed by law. (See General Order 303.01A.4.)
- C. Access to original intelligence documents is limited to the Intelligence Officer, Crime Analysis Supervisor, Police Chief, and those designated in writing by the Police Chief. (Revised 04-19-99)

202.03 COLLECTING AND STORING INTELLIGENCE DATA

- A. **Limitations.** Collection of data is limited to that likely to be related to criminal conduct and that poses a threat to the community. The Intelligence officer will review all submitted data and immediately destroy any data furnished that does not comply with these limitations. (A 51.1.1.a.)
- B. **Sources.** Intelligence data will be collected from:
1. reports documenting arrests in Arlington for the following offenses:
 - Homicide
 - Any Sex Related Offense other than family
 - Motor Vehicle Theft
 - Burglary
 - Burglary of Vehicle
 - Felony Thefts

- Bombs or Explosive Devices
 - Delivery of Controlled Substances
 - Robbery
 - Fencing Operations
 - Gambling Houses
 - Prostitution
 - Racial "Hate" Crimes;
2. offense reports for the targeted offenses listed in A.1. above that list identified suspects;
 3. documents received from outside agencies pertaining to criminal intelligence on one of the offenses targeted in A.1. above; and
 4. Field Interview cards completed by Arlington officers under the guidelines established in General Order 404.05.
- C. **Classifying Intelligence Data.** Intelligence documents and files stored within the Crime Analysis Unit are classified in one of three levels.
1. **General** Information - Information that is for general distribution to any member of the Arlington Police Department or other outside agency who needs the information.
 2. **Confidential** Information - Information that may be released to members of the Arlington Police Department, but which by its release would jeopardize any on-going investigation. Any investigator or field personnel may designate a document as confidential. This document will be marked as such, and will remain confidential for a period of six months. At the end of the six month period, the confidential status must be renewed by the originating officer or by the Intelligence Coordinator.
 3. **Sensitive** Information - Information whose release would place in serious jeopardy the security of a member of the Arlington Police Department or other person. These documents will be tagged as Sensitive and will remain so until the originating officer or the Chief of Police removes the designation.
- D. **Computer Index.** Information gathered from all sources will be indexed in a computerized database capable of being searched on a number of different criteria.
1. The entire document will not be entered into the computer, only the names, physical descriptions, home addresses, type of offense, M.O. characteristics, and the identification number of the officer submitting the information.
 - a. When anonymity is requested by a contributor, a contributor code number may be used. All code numbers will be provided by the Unit.
 - b. When there is no contributor name, the description may be in general terms.
 - c. All information obtained from the public domain will be identified by name and date of document and by page number.
 2. This index will give a cross reference to a file stored in the Intelligence Officer's work area. Any documents that are classified as sensitive in nature will not be indexed in the same database as non-sensitive documents, but will have a separate index system.
- E. **Computer files** maintained include but are not limited to: (A 51.1.1.b.)
- Field Interview Cards
 - Nickname/Street names
 - Known Offenders
 - Tattoos/Marks
 - Suspect Vehicles on targeted offenses
 - Active Fencing Operations
 - Known Prostitutes
 - Active Dope Houses
 - Selected Types of Offenses

F. Document Storage (A 51.1.2.)

1. Files that are classified as General or Confidential in nature will be stored in the Intelligence Officer's work area in three ring binders. Only personnel authorized by the Unit Supervisor will have access to these documents. When the office is unattended, the binders will be placed in a locked storage receptacle. (Revised 04-19-99)
2. Files classified as Sensitive in nature will be stored in a locked filing cabinet within the Crime Analysis Unit. Access to those documents will be limited to the Intelligence Officer and persons with written authorization from the Chief of Police

G. Computer File Security. Intelligence computerized files will be secured through the use of a password security system that allows access by designated persons only on a stand-alone personal computer. The computer will be locked when authorized persons are not in attendance. If intelligence information is placed on a network system, access to the system must be limited to authorized personnel, and users must not have the capability of deleting or adding or tampering with intelligence records. (Revised 04-19-99)

202.04 PURGING AND AUDITING OF INTELLIGENCE DATA

- A. In addition to the purging process specified in Sec. 203.03A., the Intelligence Officer will periodically survey all intelligence files and purge all data submitted on persons who have not had been arrested and on locations that have not been documented to be associated with criminal activity within 13 months of the data's submission. In addition, the Intelligence Officer will immediately purge data when notified by the submitting officer or agency that the suspected criminal conduct relationship has been determined to be unfounded. The purge includes deletion of all computer entries and shredding of all original documents in a manner that renders them totally unusable. (Revised 04-19-99) (A 51.1.1.c.)
- B. Physical descriptive information, such as tattoos and aliases, on persons who have actually been arrested for a crime may be maintained indefinitely.
- C. The Crime Analysis Supervisor will audit the Criminal Intelligence Files annually to ensure that inactive files have been purged and that information collected is limited to criminal conduct and relates to activities that present a threat to the community. (Revised 04-19-99)

202.05 DISSEMINATING INTELLIGENCE INFORMATION (A 51.1.1.d.)

- A. **Routine.** The Intelligence Officer will disseminate routine intelligence information to operational and investigative personnel through the Police Department Intranet system. Routine information includes but is not limited to:
 - wanted persons,
 - active suspects,
 - wanted vehicles,
 - Metroplex Intelligence Information.
- B. **Special.** The Intelligence Officer will, on request of field or investigative personnel, research a particular trend, problem, or pattern to attempt to link known suspects with current problems. Information obtained from this research will be disseminated to the requesting party and to any other sections of the department that the disseminating officer feels may need the information. Information that is classified as Confidential in nature may not be disseminated without the release of the person who classified the information or that person's Division Commander.
- C. The Intelligence Officer will maintain a file copy of any bulletin, notification of wanted person, or other document containing intelligence data that the officer disseminates. Any original bulletin will indicate to whom it was distributed.

203.00 CUSTOMER SERVICE FEEDBACK (A 15.1.1.f.)

- A. **Weekly Meetings.** Unit personnel will actively seek feedback on Unit products and services at the weekly CAU/Investigations meetings. Criticisms will be documented and presented to the Supervisor, who will determine if corrections or adjustments are needed and will plan preventive action. Where possible, the complaining employee will be advised of the planned corrective action.
- B. **Annual Survey.** The Crime Analysis Supervisor will conduct an survey every two years of field and investigative personnel to obtain data for analysis of the quantity and quality of the products and services provided by the Crime Analysis Unit. A written report of the results, analysis and any corrective action taken will be provided to the Planning & Research Manager.
- C. **Other Sources.** Unit personnel who receive any other complaints on Unit products or services are to advise the Supervisor so any needed corrective action can be taken.

204.00 MEETINGS

- A. **Weekly CAU/Investigations Meetings.** All personnel in the Unit will attend the weekly Crime Analysis Unit/Investigations meeting to present crime information in oral and written form, to obtain crime data from other attendees and disseminate it to other segments after the meeting, and to obtain feedback of the quality of Crime Analysis products and services.
- B. **Metroplex Crime Analysis Meetings.** One or more Unit employees, as determined by the Supervisor, will attend meetings hosted by area law enforcement agencies on a monthly basis to provide information on Arlington crime in oral and written form and to obtain crime information to disseminate to department segments.
- C. **Area Intelligence Meetings.** The Intelligence Officer or another person designated by the Unit Supervisor will attend selected area meetings where representatives of federal, state, and local law enforcement agencies which deal with Crime Analysis and Intelligence information to present Arlington intelligence information in oral or written form and to obtain intelligence information to disseminate to department segments. When the Intelligence Officer receives notice of a special intelligence meeting hosted by another department or agency, the officer may consult with investigative personnel to determine if APD representation is desirable and, if so, which personnel should attend. (Revised 04-19-99)
- D. **Operations Bureau Meetings.** The supervisor and analysts will actively participate in the weekly Operations Bureau meeting. The supervisor will review the overall crime summary, and analysts will provide details of identified crime trends in their assigned districts. (Effective 04-19-99)