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I. PURPOSE


The purpose of this SOP is to define the structure and functions of the Crime Analysis Division. The Crime Analysis Division acts as analytical support for all major operations and investigative divisions/units within the CMPD, providing decision support mechanisms to align departmental activities with community needs. The members of the unit provide criminal intelligence and management analysis resources to the Office of the Chief, Field Services, Investigative Services, Support Services, and Administrative Services to assist in the accomplishment of the overall mission and goals of the organization. Division staff members serve as the agency's overall data experts along with being responsible for developing and deploying Crime Analysis, Criminal Intelligence, and Geographic Information Systems technology and toolsets for the CMPD.

II. STRUCTURE AND ACCOUNTABILITY

- A. **Manager:** The Crime Analysis Division is directed by a civilian Crime Analysis Manager who is directly accountable to the Administrative Services Bureau Major. The Administrative Services Bureau Major is directly accountable to the Administrative Services Group Deputy Chief.
- B. **Supervisors:** Personnel assigned to the Crime Analysis Division report to one of two civilian supervisors directly accountable to the Crime Analysis Manager. Analysts with patrol division assignments are directly accountable to the Crime Analysis Supervisor. All other analysts and staff members are directly accountable to the Information Technology Supervisor. The Crime Analysis Supervisor has primary oversight of analytical support functions related to Field Services and Support Services; the Information Technology Supervisor has primary oversight of analytical support functions related to criminal intelligence and investigations along with division technology projects.
- C. **Staffing:** All personnel assigned to the Crime Analysis Division are directly accountable to their assigned Supervisor designated in the City of Charlotte PeopleSoft personnel system. These personnel consist of 2 Senior Management Analysts, 11 Management Analysts, 1 Business Support Specialist/Developer, 1 CAD Map Administrator/GIS Analyst, and 1 Investigative Technician. Each analyst is assigned multiple patrol divisions, investigative units, and/or departmental programs to serve as their primary analytical liaison.
- D. **Work Hours:** Primary hours of operation are 0800-1700 Monday through Friday. All division personnel are subject to potential schedule alterations and on-call responsibilities to fulfill criminal intelligence requests, support command center activations, and/or provide technical support for system implementations, upgrades, or malfunctions that impact the division's service delivery.


III. PROCEDURES

- A. The Crime Analysis Division is responsible for continually leveraging technology and data, employing a set of systematic, analytical processes to provide timely, targeted information related to patterns, trends, and active investigations. Staff members provide information and criminal intelligence support for use in planning resource deployments, preventing and solving crimes, and seeking successful case outcomes. All types of crime analysis

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are conducted by the division, including tactical crime analysis, criminal investigative analysis, criminal intelligence analysis, strategic crime analysis, and administrative analysis. Analytical support is also provided to other specialized divisions directly accountable to the CMPD, including providing call center analytical support to the Communications Division and assisting the department's Public Affairs Office with responses to public information requests. Work products produced by division staff include, but are not limited to, the following:

- a. Criminal intelligence bulletins
 - b. Crime analysis and officer activity overviews
 - c. Offender and group/gang profiles
 - d. Threats to officers
 - e. Timelines (crime series and offender based)
 - f. Criminal organization charts and flowcharts
 - g. Link charts (direct and indirect associations)
 - h. Electronic monitoring patterns/correlations (CMPD and NCDPS)
 - i. Tracker maps/correlations
 - j. Call detail record patterns and cell tower sector maps
 - k. Pursuit maps
 - l. Crime concentration and change maps
 - m. Patrol workload and staffing analyses
 - n. Advanced text search results
- B. The Crime Analysis Division is responsible for compiling and publishing data used in COMPSTAT accountability sessions. These weekly crime control strategy meetings are staffed by two analysts to provide interactive mapping and information support.
- C. The Crime Analysis Division serves as the central repository of criminal intelligence data gathered by department members to ensure the consistent capture, analysis, and dissemination of sensitive data, following guidelines as governed by 28 CFR Part 23, NCGS Chapter 132, and CMPD directive 800-001. Information or data collected, stored, and/or disseminated must comply with all State and Federal Law, CMPD directives, and Federal Intelligence guidelines. CMPD criminal intelligence will be stored in a secured, central repository and can only be shared outside or within the agency on a "need to know" basis. All CMPD intelligence files are to be considered sensitive in nature and not to be released to the media or general public without prior approval from the Administrative Services Deputy Chief.
- D. Threats to Officers: Officers who encounter or receive information about subjects who represent a potential threat to area emergency personnel or emergency response equipment will forward that information to CrimeAnalysis@cmpd.org after review and approval by the officer's immediate supervisor. Crime Analysis personnel will evaluate the submission and obtain background information on the subject to include a photograph, criminal history, previous police encounters, and any other intelligence that adds value to threat dissemination. Vetted threats will be entered in CMPD's Threats To Officers application and disseminated using the application's programmed e-mail notification process.
- E. EcoATM and Pawn: The Crime Analysis Division serves as the central repository for all ecoATM pawn reports/data. A designated analyst serves as the CMPD contact with the vendor, performing routine analyses, compiling and disseminating criminal intelligence,

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and assisting officers with recovery of stolen property. In addition, a designated analyst is responsible for routine analysis of Pawn Tracker data, compiling and disseminating criminal intelligence and investigative leads.

- F. Open Source Intelligence: The Crime Analysis Division is responsible for scanning social media/open sources for potential criminal activity and threats to officers to enhance CMPD's crime detection, prevention and solvability efforts. Division efforts are concentrated on the following law enforcement reasons for monitoring: reasonable suspicion of involvement in criminal activity such as shootings and other crime series, gang activity, threats to officers, and planned activities that can draw large crowds. It should be noted that some of the information monitored describes First Amendment protected activities. The CMPD recognizes that Americans have constitutionally protected rights to assemble, speak, and petition the government. The CMPD safeguards these rights and only reports on First Amendment protected activities for operational planning in the interest of assuring the safety and security of the public including demonstrators and public safety personnel. The CMPD will continue to communicate these events with other law enforcement partners in an effort to facilitate the CMPD's mission of protecting the lives, property and rights of all people, to maintain order, and enforce the law impartially.
- G. NIBRS/UCR: The Crime Analysis Division serves as the Uniform Crime Reporting agent of the CMPD to the SBI and subsequently the FBI with a designated analyst serving as the CMPD contact for all correspondence with SBI and FBI UCR representatives. Responsibilities include monthly NIBRS/UCR submissions to the SBI; UCR statistical summaries and related work products compiled for the CMPD Public Affairs Office; serving as the departmental expert for all CMPD personnel regarding UCR crime classifications and clearance rules; and quarterly audits of unfoundings, reclassifications, and adherence to UCR guidelines.
- H. Support for Special Programs: The Crime Analysis Division is responsible for providing analytical support for departmental programs that include Priority Offender Strategy Team (POST), Nuisance Enforcement Strategy Team (NEST), Juvenile Priority Offender Strategy Team (JPOST), and Juvenile Diversion.
- I. Special Projects: The division manager or a division supervisor will approve special projects/requests prior to initiating analytical support.
- J. Call Back: Analysts serve in one of two callback rotations – (1) criminal intelligence support or (2) command center activation.
 - a. On-call criminal intelligence support is available for active homicide investigations, shooting series, TRAP property crimes series, and immediate threats to officers. The on-call intelligence support number 704-336-8781 will automatically route you to the scheduled analyst. The scheduled analyst will immediately notify the Crime Analysis Division manager and supervisors when activated.
 - b. Command center activations will be communicated to the Crime Analysis Division Manager and Supervisors when requiring analytical support.
- K. The Crime Analysis Division is responsible for administering and auditing CMPD's user accounts and contractual service agreements with public records database services to include vendor solutions such as LexisNexis/Accurint, TLO, and CLEAR. The Crime Analysis Division is also responsible for administering and monitoring CMPD's user accounts with the North Carolina Department of Commerce, Division of Employment Security (DES).

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- L. The Crime Analysis Division is responsible for the deployment and administration of Geographic Information Systems (GIS) capabilities throughout the CMPD and coordination with City of Charlotte and Mecklenburg County GIS professionals and enterprise teams to leverage existing GIS resources and eliminate duplication of effort. Division staffing includes a CAD Map Administrator (GIS Analyst) position dedicated to supporting the GIS requirements for the police department's Intergraph Computer Aided Dispatch (CAD) System. In addition, this position serves as the addressing and base mapping coordinator for the CMPD.
- M. The Crime Analysis Division Information Technology Supervisor is responsible for maintaining all server-based GIS and crime analysis software required to meet service demands. This server-based software includes: ArcGIS, VisualLinks, PenLink, uReveal, and Kapow Katalyst. Web-based applications created and maintained by the Crime Analysis Division are as follows: Officer Mapping System, CMPD Live, Crime Analysis, On Demand Reports, Address Search, and F7. Crime Analysis Division staff are also responsible for developing logic for SQL Server and Oracle ETL data sources primarily consolidated in the CMPD's Operational Data Store (ODS) to support reporting and analysis.
- N. The Crime Analysis Division is responsible for administering and performing software installations for the following desktop applications: ArcGIS, XTools, SnagIt, SyncBack, VisualLinks client, CrimeNtel client, TimelineMaker, PenLink client, and Managing Patrol Performance (MPP). Division supervisors and senior staff have additional desktop software maintenance and configuration responsibilities as well for customizations required by division staff to successfully complete assignments.
- O. The Crime Analysis Division is responsible for creating business intelligence processes and automated report distributions to deliver role-based, meaningful information to police personnel in a consistent and time sensitive manner. Automated reports produced and maintained by division staff include, but are not limited to, the following:
 - a. COMPSTAT report packages
 - b. Executive Staff report package
 - c. Command Staff report package
 - d. Beat Profile report packages
 - e. EM crime correlation reports by beat and crime type
 - f. Recently released DOC and MCSO inmates
 - g. Transit/rail station crimes and arrests
 - h. Gun crime activity
 - i. Active Priority Offender Strategy Team (POST) offenders
 - j. Arrest charges dropped for no probable cause (NPC)

IV. REFERENCES

[800-001 Use of Public Records and Department Information](#)
[800-007 Communications and Reports](#)
[800-015 Criminal Intelligence](#)
 CALEA