



Buncombe County Sheriff's Office

The logo for the California Association of Law Enforcement Agencies (CALEA) is located in the top left corner of the table. It consists of the word "CALEA" in a large, blue, serif font, with the tagline "THE GOLD STANDARD IN PUBLIC SAFETY" in a smaller, blue, sans-serif font below it. The logo is flanked by two orange triangles pointing towards each other.	Policy Number: 217	Effective Date: 04/09/2025
	CALEA Standard:	
	Subject/Title: Real Time Intelligence Center	
	Rescinds:	
	Approved: Sheriff Quentin Miller	
	Approved/Date: 04/09/2025	

PURPOSE

This policy establishes the general responsibilities, duties, and job tasks of the Buncombe County Sheriff's Office (BCSO) Real Time Intelligence Center (RTIC).

POLICY STATEMENT

The RTIC will leverage technology to assist patrol and investigative units during the initial stages of response and through the preliminary investigation of priority calls and significant events. The RTIC also conducts proactive monitoring of available resources to aid in the prevention of crime and assess the need to deploy additional resources.

PROCEDURES

I. DUTIES, RESPONSIBILITY, AND ACCOUNTABILITY

A. RTIC Sergeant/Manager

1. The sergeant/manager will provide overall leadership and supervision through coaching and counseling.
2. The sergeant/manager will work to maintain a team philosophy and an open line of communication between the members of the unit as well as other bureaus within the BCSO.
3. The sergeant/manager will complete administrative duties related to, and ensure compliance with, BCSO rules, regulations, procedures, and directives.



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B. RTIC Detectives/ Data technicians

1. RTIC detectives/data technicians will possess and/or develop a strong understanding of available resources including, but not limited to, technology that can be utilized to impact crime, the skills to analyze those resources and obtain needed information from them, and the ability to communicate that information to the BCSO units best able to use that information for proactive enforcement and/or criminal investigative purposes.
2. RTIC detectives/data technicians will support priority calls for service and/or significant events by conducting real-time analysis of available technological resources and extracting information from them. RTIC detectives/data technicians will determine the value of the information obtained and how that information should be disseminated.
3. RTIC detectives/data technicians will gain and maintain an overall understanding of significant crime trends across the BCSO's jurisdiction.
4. RTIC detectives/data technicians will conduct proactive monitoring of available technological resources and report relevant useable information derived from those resources in an accurate, timely, and ongoing manner to better enable the BCSO to impact crime.
5. RTIC detectives/data technicians will work with Buncombe County Information Technology as needed to maximize resources and complete system maintenance.
6. RTIC detectives/data technicians will maintain an open line of communication between the RTIC and other BCSO bureaus.

II. OPERATIONAL PROCEDURES

The RTIC will support patrol and investigative units by utilizing available technology and information systems to offer situational awareness to sworn employees as they



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respond to various calls for service as well as investigative support during the initial investigation.

A. Investigative Support

1. Calls for Service - In response to calls for service, RTIC detectives/data technicians are responsible for the following:
 - a. Monitoring for relevant incidents,
 - b. Monitoring call comments and related radio traffic,
 - c. Checking assets/resources/databases, and
 - d. Reporting any findings to responding and/or investigating officers.
2. Public Events and Large Crowds - Examples of public events and large crowds include, but are not limited to, sporting events, street festivals, and outdoor concerts. The RTIC will utilize available technological resources near relevant events to look for suspicious activity leading up to and during the event and report any activity as soon as possible and/or practicable to appropriate employees.
3. Special Operations - Examples of special operations include, but are not limited to, joint operations involving multiple agencies, pre-planned executions of arrest and/or search warrants, and command center video support.

B. Camera Assets

1. The RTIC has access to live and recorded video via a video management system fed from various sources. In addition, the RTIC is responsible for the housing, distribution, and maintenance of rapid deployment cameras to assist in locations not otherwise discovered by static resources.



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2. A legitimate law enforcement purpose is required to use and/or review video recordings that are accessible to, and/or are the responsibility of, the RTIC.
3. Based on crime trends or active crime series, RTIC detectives/data technicians may monitor relevant cameras for suspicious or related activity.
4. RTIC detectives/data technicians will periodically check for camera positioning, needed camera maintenance or repair, and opportune locations for potential placement of rapid deployment cameras.

C. Automated License Plate Recognition (ALPR) Systems

1. RTIC employees will follow the procedures listed in Policy 402 – License Plate Reader.
2. RTIC detectives/data technicians will monitor the ALPR system and address alerts that are initiated when appropriate.
3. RTIC detectives/data technicians will enter license plate numbers into the designated ALPR system hotlist when requested and when requests meet unit criteria.
4. RTIC detectives/data technicians will manually review vehicle data entered in the BCSO ALPR system(s) at least once per shift and remove any information found to no longer be relevant to an active investigation.

D. Real Time Intelligence Center Technology Platform

1. The Buncombe County Sheriff's Office Real Time Intelligence Center Technology Platform is Fusus. The Fusus Real Time Center technology platform consists of fususOne, fususOPS, fususALERT, fususREGISTRY, fususTIPS, fususVAULT, and the fususCORE hardware appliance. Fusus pulls together data and video from several other sources and systems. As of the publication of this policy, those systems include Video Management Systems, ALPR systems, CAD, offender monitoring, and criminal justice databases.



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2. BCSO operates a public safety video surveillance system to complement its anti-crime strategy, allocate and deploy personnel effectively, and enhance public safety and security in public areas. Cameras may be placed in strategic locations throughout Buncombe County to detect and deter crime, safeguard against potential threats to the public, manage emergency response situations, and to assist Buncombe County officials in providing services to the community.
3. Video surveillance in public areas will be conducted legally and ethically while recognizing and protecting constitutional privacy standards.

E. Databases

1. Any law enforcement information gathered through the use of the Real Time Intelligence center capabilities which involves collecting data from various sources, including witness statements, surveillance footage, physical evidence, and sometimes confidential informants, to build a case against a suspect while adhering to strict confidentiality guidelines to protect the privacy of individuals and the integrity of investigations often requires obtaining warrants or following legal procedures to access sensitive information. Law enforcement information shall not be disclosed to any unauthorized person or entity, except as permitted by law or with a compelling need to share such information for legitimate law enforcement purposes, and only when appropriate safeguards are in place to protect the confidentiality of the information.

F. Documentation

1. RTIC detectives/data technicians will document involvement in cases utilizing the unit- approved database and BCSO records management system.

G. Evidence Retention and Video Disclosure

1. RTIC detectives/data technicians will retain electronic evidence collected and disclose such evidence per North Carolina General Statute (N.C.G.S. §) 132-1.4A, federal and state laws, and BCSO policy.



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2. In instances where a request for electronic evidence is received that does not meet the criteria of being for a law enforcement purpose or related to the civil liability of Buncombe County (e.g., civil matters related to automobile accidents), the complainant must have a court order before an RTIC detective/data technician will begin a search and/or retain electronic evidence. RTIC detectives/data technicians may preserve video upon receipt of a written request, and such requests must include a valid BCSO complaint number. No footage will be released absent the appropriate legal process.

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