

Attachment #66

Modesto Police Department- PVRD Policy



MODESTO POLICE DEPARTMENT
GENERAL ORDER

Number

Date:

I. SUBJECT: PORTABLE VIDEO RECORDING SYSTEM

II. PURPOSE

- A. To provide policy and procedures for use of the portable video recording system (PVRS), including both audio and video recording of field activity in the course of official police duties.
- B. The use of the portable video recording system provides documentary evidence for criminal investigations, internal or administrative investigations, and civil litigation. Officers shall utilize this device in accordance with the provisions in this general order to maximize the effectiveness of the audio/video documentation to achieve operational objectives and to ensure evidence integrity.

III. POLICY

- A. Unauthorized use, duplication, and/or distribution of PVRS files are prohibited. Personnel shall not make copies of any PVRS file for their personal use and are prohibited from using a recording device such as a phone camera or secondary video camera to record PVRS files.

All recorded media, images and audio are property of the Modesto Police Department and shall not be copied, released, or disseminated in any form or manner outside the parameters of this policy without the expressed written consent of the Chief of Police.
- B. The PVRS shall not be used to record non work related activity and shall not be activated in places where a reasonable expectation of privacy exists, such as locker rooms, dressing rooms or restrooms.
- C. Only trained personnel shall operate PVRS equipment.

- D. Personnel will use only the PVRS issued and approved by the Department. The wearing of any other personal video recorder is not authorized.
- E. Personnel shall not remove, dismantle or tamper with any hardware and/or software component or part of the PVRS.
- F. There are many situations where the use of the PVRS is appropriate. This policy is not intended to describe every possible circumstance. In addition to the required conditions, officers may activate the system any time they feel its use would be appropriate and/or valuable to document an incident.

Unless it is unsafe or impractical to do so, officers shall activate their PVRS cameras prior to making contact in any of the following incidents:

- 1. Enforcement encounters where there is a reasonable suspicion the person is involved in criminal activity. This includes, but is not limited to dispatched calls as well as self initiated activities.
 - 2. Probation or parole search.
 - 3. Service of search or arrest warrant.
 - 4. Vehicle Pursuits
 - 5. K9 Deployments
 - 6. Any other contact that becomes adversarial after the initial contact in a situation that would not otherwise require taping.
- G. Officers may activate the PVRS before or during any other incident at their discretion
 - H. During a required activation, the recording shall not be intentionally terminated until the conclusion of the encounter.
 - I. Officers shall not use the PVRS recording functions to record any personal conversation of or between another department member or employee without the recorded members/employee's knowledge.
 - J. Officers are not required to obtain consent from a private person when:
 - 1. In a public place.
 - 2. In a location where there is no reasonable expectation of privacy (e.g., inside a building or dwelling where the officer is lawfully present and engaged in the performance of official duties).

- K. Officers are encouraged to advise private persons they are recording if the advisement may gain compliance, assist in the investigation, and does not interfere with the investigation or officer safety.

IV. **RESPONSIBILITIES**

A. System Administrator

The System Administrator is designated by the Chief of Police and has oversight responsibilities to include, but not limited to, the following:

1. Operation and user administration of the system.
2. System evaluation.
3. Training.
4. Policy and procedure review and evaluation.
5. Coordination with IT regarding system related issues.
6. Ensure PVRs files of evidentiary value are secure and maintained for a minimum of 2 years. Ensure all other routine files are secure and maintained a minimum of 1 year.
7. Ensure PVRs files are reviewed and released in accordance with federal, state, local statutes and City of Modesto/Modesto Police Department retention policy.

B. Supervisory

1. Supervisors will ensure officers utilize the PVRs according to policy guidelines.
2. Supervisors may conduct random or directed review of recordings to ensure adherence to policy, assess performance and note videos that may be appropriate for training purposes.

C. Personnel utilizing the PVRs shall be responsible for the following:

1. Ensuring the battery is fully charged daily and operating properly.
2. Immediately reporting unresolved equipment malfunctions/problems to their supervisor.
3. Monitoring system effectiveness and making recommendations for operational improvement and policy revision.
4. Documenting the use of the PVRs on one of the following:

- a. On the police report/computer entry.
 - b. As a notation on a citation.
 - c. On a Field Contact card.
5. Once video is captured officers shall identify PVRs files by:
- a. When assigned, noting the MPD case number in the Case ID Field.
 - b. Entering a title. The title should include sufficient information to identify the file, such as crime code, suspect name, location, event, etc.
 - c. Selecting the appropriate category(s).
 - d. The information may be entered via hand held device, MDC, or MPD computer work station via the evidence.com website.

V. **OPERATION**

- A. Officers shall test PVRs equipment prior to going into service and ensure the unit is properly charged.
- B. Officers shall position the camera on their uniform to facilitate optimum recording field of view.
- C. The PVRs must be manually activated.
- D. Officers shall dock their issued camera for automated upload of PVRs data files daily at the end of their shift at the docking station to ensure storage capacity is not exceeded and/or to view uploaded audio/video.

VI. **REVIEW OF PVRs FILES**

- A. Although the data captured by the PVRs is not considered Criminal Offender Record Information (CORI), it shall be treated in the same manner as CORI data. All access to the system is logged and subject to audit at any time. Access to the data from the system is permitted on a right to know, need to know basis. Employees authorized under this policy may review video according to the provisions of this policy.
- B. Once uploaded to the server, sworn personnel may view their own audio/video data (e.g. to verify an identification, a vehicle license number or to review an incident for statement accuracy) at a Department desktop computer by logging onto Evidence.com and documenting the reason for

access in the “NOTES” section prior to viewing any data. Evidence.com automatically time/date stamps and records each access by officer name.

- C. Reviewing a PVRS file requires documenting the specific reason for access on the video file page in the “NOTES” field prior to viewing unless exempted by the Chief of Police or designee.
- D. An employee may review PVRS files as it relates to:
 - 1. Their involvement in an incident for the purposes of completing a criminal investigation and preparing official reports.
 - 2. Prior to courtroom testimony or for courtroom presentation.
 - 3. Providing a statement pursuant to an administrative inquiry, including officer involved shooting investigations.
 - 4. For potential training purposes.

VII. PVRS FILE REQUESTS

A. Departmental Requests

Department requests, to include requests from the District Attorney’s Office or City Attorney’s Office, shall forward a written request via email with sufficient information to locate the PVRS file to the investigating officer or detective.

B. Non-Department Requests

- 1. All other requests for a PVRS file shall be accepted and processed in accordance with federal, state, local statutes and Departmental policy (court cases, subpoena’s, public records act, etc.) as set forth in General Order 8.03 Public Information Release.
- 2. Media inquiries and/or requests shall be received and processed in accordance with General Order 1.18 Media Relations.

C. Request for Deletion of Accidental Recording

In the event of an accidental activation of the PVRS where the resulting recording is of no investigative or evidentiary value, the recording employee may request that the PVRS file be deleted by submitting an email request with sufficient information to locate the PVRS file to the Operation Division Commander or designee who shall review the file, approve or deny the request, and forward to the System Administrator for action.

D. Copying Procedures

1. A copy of the PVRs file can be made by the investigating employee in accordance with the provisions of this order.
 2. The investigating employee shall make the requested copy and a second copy that shall be booked into evidence.
 3. In the absence of the investigating employee, the Identification Unit may make the requested copy and a second copy that shall be booked into evidence.
- E. Investigators Conducting Criminal or Internal Investigations Shall:
1. Advise the System Administrator to restrict access/public disclosure of the PVRs file in criminal or internal investigations, when necessary.
- F. Document the reason for access by entering the related file number on the PVRs "NOTES" field prior to viewing, unless exempted by the Chief of Police or designee.
1. Review the file to determine whether the PVRs file is of evidentiary value and process in accordance with established procedures.
 2. Investigators shall notify the System Administrator to remove the access restriction when the investigation is closed.
- G. A PVRs file may be utilized as a training tool for individuals, specific units, and the Department as a whole. A recommendation to utilize a PVRs file for such purpose may come from any source.
1. A person recommending utilization of a PVRs file for training purposes shall submit the recommendation through the chain of command to the Operations Division Captain or designee.
 2. If an involved officer or employee objects to the showing of a recording, his/her objection will be submitted to staff to determine if the employee's objection outweighs the training value.
 3. The Operations Division Captain or designee shall review the recommendation and determine how best to utilize the PVRs file considering the identity of the person(s) involved, sensitivity of the incident, and the benefit of utilizing the file versus other means (e.g. General Order, Training Bulletin, Officer Safety Bulletin, briefing or other training).

VIII. REPAIR PROCEDURE

- A. Personnel shall immediately report any recognized problems with the PVRs to their immediate supervisor.
- B. Upon notification, the supervisor shall contact the System Administrator or designee stating the problem or malfunction.
- C. The System Administrator or designee will report unresolved deficiencies to TASER International via web based support at <http://www.taser.com/support/contact-us> by completing the required information on-line and describing the issue or defect in detail in the "Message" window provided.
- D. Provide the serial number of the unit needing service or repair and identify the unit as a TASER Axon Flex body worn camera or battery pack as appropriate. A TASER representative will contact the MPD PVRs System Administrator for resolution.

BY ORDER OF: Michael G. Harden
Chief of Police

OPR: Operations Division
Drafter: Assistant Division Commander
Replaces:
None
Index as:
Body Worn Camera
Portable Video Recording System
PVRs

DRAFT POLICY REVISION



MODESTO POLICE DEPARTMENT GENERAL ORDER

Number **12.17**

Date: July 24, 2012

I. SUBJECT: PORTABLE VIDEO RECORDING SYSTEM

II. PURPOSE

- A. To provide policy and procedures for use of the portable video recording system (PVRs), including both audio and video recording of field activity in the course of official police duties.
- B. The use of the portable video recording system provides documentary evidence for criminal investigations, internal or administrative investigations, and civil litigation. Officers shall utilize this device in accordance with the provisions in this general order to maximize the effectiveness of the audio/video documentation to achieve operational objectives and to ensure evidence integrity.

III. POLICY

- A. Unauthorized use, duplication, and/or distribution of PVRs files are prohibited. Personnel shall not make copies of any PVRs file for their personal use and are prohibited from using a recording device such as a phone camera or secondary video camera to record PVRs files.

All recorded media, images and audio are property of the Modesto Police Department and shall not be copied, released, or disseminated in any form or manner outside the parameters of this policy without the expressed written consent of the Chief of Police.

- C. The PVRs shall not be used to record non work related activity and shall not be activated in places where a reasonable expectation of privacy exists, such as locker rooms, dressing rooms or restrooms.

- C. Only trained personnel shall operate PVRs equipment.
- D. Personnel will use only the PVRs issued and approved by the Department. The wearing of any other personal video recorder is not authorized.
- L. Personnel shall not remove, dismantle or tamper with any hardware and/or software component or part of the PVRs.
- M. There are many situations where the use of the PVRs is appropriate. This policy is not intended to describe every possible circumstance. In addition to the required conditions, officers may activate the system any time they feel its use would be appropriate and/or valuable to document an incident.

Unless it is unsafe or impractical to do so, officers shall activate their PVRs cameras prior to making contact in any of the following incidents:

1. Enforcement encounters where there is a reasonable suspicion the person is involved in criminal activity. This includes, but is not limited to dispatched calls as well as self initiated activities.
2. Probation or parole search.
3. Service of search or arrest warrant.
4. Vehicle Pursuits
5. K9 Deployments
6. Any other contact that becomes adversarial after the initial contact in a situation that would not otherwise require taping.

- N. Officers may activate the PVRs before or during any other incident at their discretion
- O. During a required activation, the recording shall not be intentionally terminated until the conclusion of the encounter.
- P. Officers shall not use the PVRs recording functions to record any personal conversation of or between another department member or employee without the recorded members/employee's knowledge.
- Q. Officers are not required to obtain consent from a private person when:
 1. In a public place.
 2. In a location where there is no reasonable expectation of privacy (e.g., inside a building or dwelling where the officer is lawfully present and engaged in the performance of official duties).

- R. Officers are encouraged to advise private persons they are recording if the advisement may gain compliance, assist in the investigation, and does not interfere with the investigation or officer safety.

IV. RESPONSIBILITIES

B. System Administrator

The System Administrator is designated by the Chief of Police and has oversight responsibilities to include, but not limited to, the following:

1. Operation and user administration of the system.
2. System evaluation.
3. Training.
4. Policy and procedure review and evaluation.
5. Coordination with IT regarding system related issues.
6. Ensure PVRs files of evidentiary value are secure and maintained for a minimum of 2 years. Ensure all other routine files are secure and maintained a minimum of 1 year.
7. Ensure PVRs files are reviewed and released in accordance with federal, state, local statutes and City of Modesto/Modesto Police Department retention policy.

B. Supervisory

1. Supervisors will ensure officers utilize the PVRs according to policy guidelines.
2. Supervisors may conduct random or directed review of recordings to ensure adherence to policy, assess performance and note videos that may be appropriate for training purposes.
3. Ensure video(s) related to officer involved shooting incidents are uploaded to Evidence.com per section VI, D 4 of this General Order.

C. Personnel utilizing the PVRs shall be responsible for the following:

1. Ensuring the battery is fully charged daily and operating properly.
2. Immediately reporting unresolved equipment malfunctions/problems to their supervisor.

3. Monitoring system effectiveness and making recommendations for operational improvement and policy revision.
4. Documenting the use of the PVRs on one of the following:
 - a. On the police report/computer entry.
 - b. As a notation on a citation.
 - c. On a Field Contact card.

Note: Officers should continue to prepare reports in the same manner as prior to the implementation of this camera system. Officers should not substitute, “refer to video” for a detailed and thorough report. Officer should avoid using exact quotes, but should represent statements in their reports as a summary of what is contained in the statement/video, such as, “In summary the victim related ...”

5. Once video is captured officers shall identify PVRs files by:
 - a. When assigned, noting the MPD case number in the Case ID Field.
 - b. Entering a title. The title should include sufficient information to identify the file, such as crime code, suspect name, location, event, etc.
 - c. Selecting the appropriate category(s).
 - d. The information may be entered via hand held device, MDC, or MPD computer work station via the evidence.com website.

V. OPERATION

- E. Officers shall test PVRs equipment prior to going into service and ensure the unit is properly charged.
- F. Officers shall position the camera on their uniform to facilitate optimum recording field of view.
- G. The PVRs must be manually activated.
- H. Officers shall dock their issued camera for automated upload of PVRs data files daily at the end of their shift at the docking station to ensure storage capacity is not exceeded and/or to view uploaded audio/video.

- I. Traffic officers may dock their camera at the end of their shift and then take their assigned motorcycle home. It will be the responsibility of the traffic officer to pick up their camera as soon as practical at the beginning of their next shift. It is recognized traffic officers make enforcement stops to and from work which may result in those stops not being recorded.

VI. REVIEW OF PVRS FILES

- D. Although the data captured by the PVRS is not considered Criminal Offender Record Information (CORI), it shall be treated in the same manner as CORI data. All access to the system is logged and subject to audit at any time. Access to the data from the system is permitted on a right to know, need to know basis. Employees authorized under this policy may review video according to the provisions of this policy.
- E. Once uploaded to the server, sworn personnel may view their own audio/video data (e.g. to verify an identification, a vehicle license number or to review an incident for statement accuracy) at a Department desktop computer by logging onto Evidence.com and documenting the reason for access in the “NOTES” section prior to viewing any data. Evidence.com automatically time/date stamps and records each access by officer name.
- F. Reviewing a PVRS file requires documenting the specific reason for access on the video file page in the “NOTES” field prior to viewing unless exempted by the Chief of Police or designee.
- D. An employee may review PVRS files as it relates to:
 - 1. Their involvement in an incident for the purposes of completing a criminal investigation and preparing official reports.
 - 2. Prior to courtroom testimony or for courtroom presentation.
 - 3. Providing a statement pursuant to an administrative inquiry.
 - 4. Critical Incidents – Officers are encouraged to consult legal representation and may review their video prior to providing a statement pursuant to an administrative inquiry.
 - A. Following a critical incident, such as an Officer Involved Shooting, involved officers shall not view their video on any device or computer prior to the video being uploaded in Evidence.com.
 - B. When safe and practical, the on scene supervisor(s) shall retrieve the Taser Axon Flex camera from the involved officer(s) at the scene. The supervisor will be responsible for assuring the camera is docked and uploaded into Evidence.com.

- C. Following a critical incident, a video may only be viewed prior to being uploaded in Evidence.com:
 - 1. When exigent circumstances occur, such as an officer being injured and to obtain identifying suspect information or other pertinent information from the video that may be time sensitive.
 - 2. To allow investigators, such as ISD or IA personnel, to view the video in order to assist in investigation.
- 4. For potential training purposes.
- E. Evidence.com shall only be accessed from Department authorized computers, such as Department workstations or MDC's. Access to Evidence.com from a home computer or non-departmental mobile device is not authorized.
 - A. Exception – Administrative Users of Evidence.com may access Evidence.com from a computer or device outside of the Department for the purpose of completing administrative tasks, such as locking or unlocking users, etc.

VII. PVRS FILE REQUESTS

H. Departmental Requests

Department requests, to include requests from the District Attorney's Office or City Attorney's Office, shall forward a written request ~~via email~~ with sufficient information to locate the PVRS file to the **ID Unit. The ID Unit will access Evidence.com and forward copies of the requested evidence.** ~~investigating officer or detective.~~

I. Non-Department Requests

- 1. All other requests for a PVRS file shall be accepted and processed in accordance with federal, state, local statutes and Departmental policy. ~~(court cases, subpoena's, public records act, etc.)~~ as set forth in General Order 8.03 Public Information Release.
- 2. Media inquiries and/or requests shall be received and processed in accordance with General Order 1.18 Media Relations.

J. Request for Deletion of Accidental Recording

In the event of an accidental activation of the PVRs where the resulting recording is of no investigative or evidentiary value, the recording employee may request that the PVRs file be deleted by submitting an email request with sufficient information to locate the PVRs file to the Operation Division Commander or designee who shall review the file, approve or deny the request, and forward to the System Administrator for action.

K. Copying Procedures

1. A copy of ~~the~~ a PVRs file can only be made by the ID Unit, or an administrator in Evidence.com and ~~investigating employee~~ in accordance with the provisions of this order.
2. The ID Unit ~~investigating employee~~ shall make the requested copy and a second copy that shall be booked into evidence.
3. In the absence of the ID Unit ~~investigating employee~~, an Evidence.com administrator may make the requested copy and a second copy that shall be booked into evidence.
4. Other than as provided in this general order, no member of this department shall **download** any video from Evidence.com onto any computer, device, drive, CD, DVD or any other format without the express consent of the Chief of Police.

L. Investigators Conducting Criminal or Internal Investigations Shall:

1. Advise the System Administrator to restrict access/public disclosure of the PVRs file in criminal or internal investigations, when necessary.

M. Document the reason for access by entering the related file number on the PVRs "NOTES" field prior to viewing, unless exempted by the Chief of Police or designee.

1. Review the file to determine whether the PVRs file is of evidentiary value and process in accordance with established procedures.
2. Investigators shall notify the System Administrator to remove the access restriction when the investigation is closed.

N. A PVRs file may be utilized as a training tool for individuals, specific units, and the Department as a whole. A recommendation to utilize a PVRs file for such purpose may come from any source.

1. A person recommending utilization of a PVRS file for training purposes shall submit the recommendation through the chain of command to the Operations Division Captain or designee.
2. If an involved officer or employee objects to the showing of a recording, his/her objection will be submitted to staff to determine if the employee's objection outweighs the training value.
3. The Operations Division Captain or designee shall review the recommendation and determine how best to utilize the PVRS file considering the identity of the person(s) involved, sensitivity of the incident, and the benefit of utilizing the file versus other means (e.g. General Order, Training Bulletin, Officer Safety Bulletin, briefing or other training).

VIII. REPAIR PROCEDURE

- E. Personnel shall immediately report any recognized problems with the PVRS to their immediate supervisor.
- F. Upon notification, the supervisor shall contact the System Administrator or designee stating the problem or malfunction.
- G. The System Administrator or designee will report unresolved deficiencies to TASER International via web based support at <http://www.taser.com/support/contact-us> by completing the required information on-line and describing the issue or defect in detail in the "Message" window provided.
- H. Provide the serial number of the unit needing service or repair and identify the unit as a TASER Axon Flex body worn camera or battery pack as appropriate. A TASER representative will contact the MPD PVRS System Administrator for resolution.

BY ORDER OF: Michael G. Harden
 Chief of Police

OPR: Operations Division
Drafter: Assistant Division Commander
Replaces:
 None
Index as:
 Body Worn Camera
 Portable Video Recording System
 PVRS

Funding

- We purchased 131 cameras with a Byrne Justice Assistance Grant (Federal Grant based on crime rate and population)
- Purchasing another 27 cameras on the Homeland Security Grant.
- We were able to purchase as a “sole source” as Taser is the only vendor offering the 30 second buffering.

SOLE SOURCE JUSTIFICATION JUSTIFICATION FOR NONCOMPETITIVE PROCUREMENT

Justification for sole source procurement over \$ 100,000 must accompany any sole source procurement submitted to the Agency for review and approval. The justification must include:

1. A brief description of the procurement and what it is being used for.

During 2011 an outside independent review of our agency was contracted by the City of Modesto to audit our agency’s data with regards to use of force training and documentation. The final report revealed that our agency did not employ any type of video recording systems to documents such incidents. The report highly recommended that our agency incorporate such a system. In reviewing other agencies, we found that some employ video recording systems within their patrol vehicles. We strongly believed that “on-officer” video recording systems would better meet our needs as it allows the video camera to “follow the officer” away from the patrol car and into buildings etc, out of view of a patrol car mounted systems.

This procurement for Modesto Police Department is for the purchase of 131 TASER Axon Flex video cameras to be worn upon the uniform of all police officers as they conduct daily operations within the City of Modesto. The video cameras will record interactions with the general public during enforcement of the law with respect to general patrol operations, traffic enforcement, and warrant services. Officers will be unable to delete or alter the video recordings. The purpose of equipping officers with this new technology will be to enhance criminal investigations, reduce or eliminate citizen complaints, provide an administrative tool to review officers’ performance and compliance with agency policies and law, improving trust with our community and to provide a valuable training tool for the agency in the form of actual incident review.

2. An explanation of why it is necessary to contract noncompetitively, to include the following:

a. Expertise of the Contractor.

TASER International Inc, is an international corporation that specifically develops products for the law enforcement community. TASER International was founded in September 1993 and has remained committed to providing solutions which protect life, protect truth, and protect family. The AXON on-officer video and storage system, is committed to reducing violent

confrontation, providing accountability, and preventing danger. TASER's ISO 9001:2008 certification of their quality management system demonstrates their commitment to quality for their customers, employees, and suppliers. This supports a continual improvement philosophy which is the responsibility of every TASER employee. Specifically, this is TASER's second generation of this camera system. It retained all the features of the original system while evolving into a much smaller, lighter and compact unit suitable for general patrol officer duty. TASER International's 100,000 sq-ft corporate headquarters and manufacturing facility is located in Scottsdale, Arizona. TASER International, Inc., (NASDAQ:TASR) is a global provider of safety technologies that prevent conflict and protect life. More than 16,000 public safety agencies in 40 countries rely on TASER® electronic control devices (ECDs) and AXON on-officer camera systems to help protect and serve. TASER innovations benefit individuals and families too; providing personal protection and accountability while maintaining regard for life. Since 1994, more than 230,000 individuals have relied on TASER technology as a means for effective personal safety.

b. Management/Responsiveness/Knowledge/Personnel

Following 13 months of field testing "on-officer" video camera systems from four different manufacturers, it is readily apparent to our agency that TASER International has had the most responsive performance to our agencies individual needs, questions and concerns. They have kept in constant contact throughout the evaluation period and have offered valid solutions to any concerns. The co-owner of the company attended a meeting with our agency command staff, as has their Vice President, sales associates and technical engineers. They have proven themselves to be reputable and dependable at all times. Our agency has been employing their TASER electronic control device for 5 years. Their support has been without issue and their personnel are highly trained, motivated and reliable.

3. Time constraints:

a. When contractual coverage is needed and why.

Contractual coverage is required to feasibly meet the recommended suggestions of the outside audit mentioned above. Pricing quoted by TASER International includes substantial discounts that will expire on June 1, 2012.

b. Impact on the program if dates are not met.

After June 1, 2012, the cost will increase resulting in our agency not having the funding to equip all officers with a video camera system.

c. How long it would take another contractor to reach the same level of competence

There is currently no other manufacturer of “on-officer” video camera systems that provide several key capabilities that our agency believes are critical to meeting our needs. These capabilities are detailed below.

4. Uniqueness

The TASER AXON Flex body worn camera has been selected as the preferred body worn camera system for the Modesto Police Department. This camera system is the most technologically advanced system among those similar systems available. This unit is the most advanced because it is the only system that offers a 30-second pre-event recording loop. This enables the camera to capture video 30 seconds prior to the officer activating the system. No other camera system currently offers a pre-event recording feature. The AXON Flex also offers a server-connected download/recharge cradle station. This allows the officers to place the camera into the cradle, at the end of their shift, and walk-away as the system automatically and securely downloads video and charges the camera. All other vendor products require manual downloading and manual data entry documentation; requiring officers to spend 20 – 40 minutes at the end of their shift downloading data. This would be detrimental to our agency in terms of increased payroll costs and/or reduced service time to the community. The AXON Flex is also the sole system that permits blue-tooth remote viewing via a smart phone or patrol car mounted mobile data computer. This connection permits data entry by the officer in real time at the conclusion of each event versus all other systems requiring data entry at the end of the officer’s shift. Lastly, the Axon Flex offers up to 15 body mounting options to more properly adjust to different body types, uniforms and assignments. Other systems offer only one or two body mount options and none or one vehicle mounting option. A survey of other “on-officer” video manufacturers determined that other manufacturers currently have no plans for developing these capabilities.

5. Other

Studies conducted by the International Association of Police Chief’s (IACP) have documented that the deployment of “on-officer” video camera systems have increased both the level of positive interaction of police officers as well as citizens. As a result, citizen complaints have sharply decreased in communities where such cameras have been deployed and community trust for law enforcement has increased.

6. Declaration

The procurement of the TASER Axon Flex video camera, via a sole source approval, will be in the best interest of the City of Modesto, the Modesto Police Department and our community.

Respectfully submitted,

Sgt. Garret F. Crawford
Modesto Police Department
Patrol Operations Division

Implementation

- Taser provided an implementation schedule which included:
 - Software delivery date
 - Configuration tasks & date
 - Evidence.com training dates
 - Pre training meetings
 - Squad/Briefing trainings
 - Make up squad/briefing trainings

Modesto Launch Plan

Done?	Pre Go Live Tasks	Owner(s)	Due By	Notes
	Conduct Kickoff Meeting and agree on dates	Rich Gibsen, Modesto Project Lead	6/6/12	
	Determine ETM placement	Rich Gibsen, Modesto Project Lead	6/6/12	Will install between 20-21 June
	PO Generated	Modesto PD	6/12/12	
	Ship ETM and FLEX units	TASER Coordinator	7/2/12	27 ETMs and 160 Flex units
	Test firewall and ETM installation	Billy Doss, Modesto Project Lead	7/5/12	Will install between 20-21 June
	Record/upload test video	Billy Doss, Modesto Project Lead	7/5/12	
	Inventory and test equipment	Billy Doss, Modesto Project Lead	7/5/12	
	Go Live Tasks	Owner(s)	Due By	Notes
	Gear fit with officers	Billy Doss	7/10-7/13	A and a B squad and 5 shifts, second week additional training
	Assign Flex units to officers	Billy Doss, Modesto Project Lead	7/10-7/13	
	Functionality training for officer	Billy Doss, Modesto Project Lead	7/10-7/13	
	Support process review	Billy Doss	7/10-7/13	
	Go Live	All	7/10-7/13	Modesto to determine exact go live date with TASER
	Return legacy AXON products to TASER	Billy Doss, Modesto Project Lead	7/10/12	Ship back when installing new ETMs
	Follow-up and ridealongs	FS Rep	TBD	Post go live

Installation

- We installed 20 ETM's by mounting them on the walls of an office where we monitor our downtown camera system.
 - It took 2-3 weeks for City Electrical and our I.T. department to install circuit breakers, electrical wiring and computer cables and outlets in the room.
 - Department maintenance prepared the walls by placing plywood sheets to mount the ETM's on so they would not be pulled off the walls by officers docking their cameras/batteries.
- 2 additional ETM's were placed on a desk in our Gang Unit office.
- Each ETM holds 6 cameras.
- We initially labeled the individual docking stations with the officer's name in alphabetical order.



- We will be adding labels to the camera (DVR itself) and the battery.
- During the first week of deployment, 2 cameras went missing.
 - The cameras were later determined to have been taken by MPD I.T. personnel and misplaced for about 2 weeks.
- One at least one occasion an officer (without her reading glasses on) took the wrong camera for her shift.
- On another occasion Taser reps were repairing two cameras and placed them back in the wrong chargers.
- We have spoken in detail with Taser to create some type of locking mechanism for the ETM's. We suggested either a cover for each ETM or individual covers for each camera on each ETM.
 - It is difficult to hold officers accountable for the cameras in the current configuration.
- We initially had issues with cameras not being able to download. We checked our in coming and out going bandwidth, which we thought was the problem. Both were 20mb's which should have been fine for the amount of video being uploaded.
 - Taser had an engineer at the department and had resolved the problem on their end.

- No major problems or issues with downloading evidence. We have run into a few errors on the camera and have lost video on one camera.
 - Taser installed an upgrade to the camera software to resolve the issue.
- Several officers requested a mirror be placed in the camera room to adjust the cameras and hide the cords, etc.

Mobile Data Computers (MDC) Software

- Taser provided software for installation into patrol car (Approximately 86 cars)
- Because of Department of Justice security issues, I.T. personnel had to install individually and could not push out the software over internet.
- Any future updates to the software will require I.T. to touch each MDC in each vehicle to install the update.
- The initial install took approximately 20-25 hours to complete.
- The original software had several issues:
 - Unable to tag more than 8 videos
 - Did not indicate when information was saved
 - Unable to read “case ID” and “title” lines
 - Didn’t open to a full screen.
 - Poor playback (buffering)
- Taser updated their software within a few days and had the software back to our I.T. department to install in the cars (another 20-25 hours).
- The fix address all the problems except the poor playback on the MDC. We have determined this is an MDC hardware problem and not a Taser issue.

Training

- We provided training for officers, detectives, ID technicians, District Attorney Personnel, and supervisors.
 - Officers received training on the camera system, the MDC software and Evidence.com
 - Detectives, ID Techs, DA personnel, and supervisors received some camera familiarization training and detailed training on Evidence.com.
 - DA personnel are in the process of being removed from Evidence.com. They were reluctant to download their own video from the system.
- Training for the camera, MDC software and Evidence.com took a solid 2 hours.
- Additional training took place after distributing the Samsung players, which arrived about 2 weeks after deploying the cameras. (Would recommend doing all at the same time if possible).
 - Samsung issuance and training took 45-60 minutes.
- Training was provided at briefings: 5 shifts per day over a 4 day period to cover all 5 shifts and 2 squads.
- Held over some shifts to cover patrol while the training was occurring.
- We enlisted numerous officers and sergeants to become “Super Users” – who could help out officers having problems with equipment or software.
 - Initially did not provide adequate training for them, however Taser provided 45-60 minutes of additional training for the “Super Users”.

Miscellaneous

➤ Issuance

- Holsters: We did not receive belt holsters for the battery pack. This caused issue with some officers who could not fit the unit in their shirt pockets or elsewhere.
 - Taser over-nighted holster.
- Wires: Taser sent extra wires for different mounting options. The wires are different lengths and needed for different mounting options (pocket, belt, vest, etc).
 - Officers complained the wires were too fragile.
 - Taser is trying to balance having break away wires so they cannot be used against the officer vs. durability of the wire.
- Mounting Options: Modesto chose collar mounts. The officer almost immediately complained the mounts slipped, causing the camera to point downward.
 - Within two weeks Taser had a new collar mount designed and a prototype for us to test.
 - We would recommend agencies have two or more types of mounts available for the initial deployment. Taser brought some other types of mounts that officers are testing or using.
 - Magnets – officers are losing their collar magnets.

➤ Recording Issues

- Recording in jail
- Recording in hospitals
- Recordings be viewed from outside the Police Department.
 - As a web based program Evidence.com can be viewed from any computer. We had a supervisor tell the employees he was reviewing videos at home and they were doing a great job.
 - We are in the process of locking down Evidence.com to a range of IP addresses within the police department.
- We have had sporadic complaints about the cameras not starting or stopping and having to be shut down by turning off the battery pack.

➤ Cussing on Video

- On the 2nd night of deployment an officer gave a command that involved the use of cussing at the suspect.
 - Be prepared to deal with it sooner than later!

➤ Traffic Unit

- We are changing the policy to allow motor officers to come in prior to the end of their shift to dock their camera.
- **Policy**
 - We understand this is a new and evolving technology and anticipate several policy revisions as we continue to use the system.
- **Samsung Players**
 - Much more efficient in tagging and reviewing evidence
 - Live viewer can be used during searches
 - Required about 45-60 minutes to issue to officers during briefing
 - Will need to determine whether or not to allow officers to use own smart phones in place of department issued player.
 - If we do, do we require officers to turn on their GPS so the video location is recorded.
- **Desktop Workstations**
 - Workstations needed Evidence.com and Evidence Sync downloaded. It took some time to for our I.T. department to get to it.
 - Some workstations did not have the correct flash player and were unable to play the videos. Our I.T. department updated the players on all department computers.
- **Reports**
 - We will be updating the face page of our reports to include a check box for when body worn camera video is captured.
 - DA concerned officers would not write detailed reports – updated policy.

Evidence.com

- We created several roles with permissions:
 - Users (Officers)
 - Can view only their video, shared video and have download rights
 - Super Users (sergeants, lieutenants, captains, chief)
 - Can view any video and has download rights
 - Administrative Users
 - Have all rights and access to the system
 - DA Office
 - Cannot view any video; must ask permission to view video, has download rights.
 - Internal Affairs
 - Can view any video and has download rights.
- After our first Officer Involved Shooting (OIS) captured on video, we are now in the process of tightening up the system.
 - We will remove download capability from all users with the exception of our ID Unit and Evidence.com Administrators.
 - We have requested Taser create a process that we can “lock down” a video so it cannot be accessed or viewed by any person other than a system administrator.
- We saw other areas in Evidence.com that we thought could improve the functionality and efficiency and made recommendations to Taser:
 - Notes Section – make a required field with a drop down list.
 - Reports –
 - create reports to show camera usage (compare high to low users)
 - create reports to show which officers are or are not entering case number, titles and categories onto their video
 - create reports to show videos that have been accessed, streamed, or downloaded
 - Water marks on video. The water marks on the video are on the top and bottom. We may suggest to taser to put in the middle for further security.
 - No watermarks on video until uploaded into Evidence.com. This may become an issue of tracking videos re-recording in violation of policy.
- Overall the system is very user friendly, helpful and efficient.
- Categories & Retention
 - 1 year retention
 - Arrests, Contact & Detentions, Miscellaneous, Pursuit, Traffic Stop, use of Force

- 2 year retention
 - Critical Incident, Evidence
- 26 week retention – Training
- Printing:
 - When exporting lists, such as a video list for an internal investigation, the program only prints out the page you are viewing, not the entire document.

Video

- We have been very happy with the video and audio quality.
- We have set the cameras at the mid-level quality (800mb 620x480 resolution)
- The camera system was deployed on July 30, 31 and Aug 1st and 2nd.
 - As of August 24th:
 - 503GB of video has been uploaded.
 - 5,170 videos have been uploaded.
- We have captured on video:
 - An OIS
 - At least one vehicle pursuit
 - Several uses of force
 - At least 3 complaints that were not further pursued after supervisors and/or the Chief reviewed the video
 - An officer cussing on video
- We have received one “unofficial” request by a citizen for video
 - Not releasing as it is evidence or investigatory in nature
 - We are researching release of video as it relates to the Public Records Act Request (California Law)
- Problems
 - A couple of officers are reporting problems with not being able to view the video on their player.
 - A couple of officers reported hitting the record button and the camera not starting the recording.
- 12-68920
 - Citizen Complaint to Chief of Police alleging the officer was rude from the moment he stepped out of his car by asking “what’s your problem”.
- 12-68240
 - Pursuit of stolen vehicle.
- 12-65774
 - Pursuit of bicycle, foot pursuit, “Get on the fucking ground”
- 12-66173
 - Subject found hiding under house – K9 deployment