



## COMMUNICATIONS CENTER STANDARD OPERATING PROCEDURES

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<b>NUMBER:</b>	<b>SUBJECT:</b> Video Monitoring & Requests
<b>EFFECTIVE DATE:</b> October 23, 2014	<b>PAGES:</b> 4

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### **PURPOSE**

To establish a procedure for the utilization and control of district surveillance cameras and video playback. The objective of video monitoring by School Police personnel is to deter crime and to assist the Department in protecting the safety and property of the District and its community.

### **BACKGROUND**

School Police is committed to enhancing the quality of both learning and working of the District community by integrating the best practices of site safety with state-of-the-art technology. A critical component of a comprehensive security plan using state-of-the-art technology is video surveillance cameras. The video monitoring policy and procedures shall regulate the use of cameras for monitoring for the purpose of promoting safety and security. In accordance with the policy, procedures are established herein for the collection, retention, custody and dissemination of data and also for accountability of the process. The School Police Department is the department authorized to oversee and coordinate the use of camera monitoring and has primary responsibility for disseminating and implementing the policy and procedure.

### **PROCEDURES**

#### **A. MONITORING**

1. Video monitoring for security purposes will be conducted in a professional, ethical and legal manner, and consistent with all existing Department and District policies, including but not limited to the Sexual Harassment Policy.
2. Information obtained through video monitoring will be used exclusively for court evidence, law enforcement purposes, or other authorized reasons.
3. Camera operation during regular school hours.
  - a. While students and/or staff are on site, cameras shall be set to monitor general areas on campus.
  - b. No two monitors should be observing the same site.
  - c. Unless being utilized for a current incident, the monitors at the center position will be set to view those cameras that require 24/7

monitoring. If the center monitors are changed to view different sites, they should be returned to the 24/7 settings as soon as practical.

- d. All dispatchers working are responsible for viewing the different cameras during the day when not engaged in other dispatch duties.

When reviewing the cameras, dispatchers should:

- I. Look for suspicious activity and notify the officers on scene or format a call for service in the CAD.
  - II. Look for situations or officers on/near a campus when specifically reported or to check an officer's status. Notify officers via radio when you have a visual on them.
  - III. Check or verify the information being given to a dispatcher from a reporting party at a site. Document observations in the narrative of the call.
  - IV. Notify responding officers, or SDPD dispatchers, of any activity viewed and ensure to keep all cameras with the ability to monitor the incident focused on the area in question.
- e. Any requests for specific monitoring not meeting the above criteria should be directed to the Communications Supervisor or Lead Dispatcher.

- 4. Camera operation after hours and during non-work days for site staff.
  - a. While students and/or staff are not on site, cameras shall be set to monitor general areas on campus.
  - b. Monitoring specific areas to observe activity or check on alarms that have been activated. If any activity related to an alarm activation is seen, the dispatcher shall update responding officers as quickly as possible. If no activity is detected it should be noted in the narrative of the call that the cameras were checked but nothing was seen.
  - c. Monitoring a camera(s) directed at specific target areas for an expected or specific problem (ie metal thefts).
  - d. Unless being utilized for a current incident, the monitors at the center position will be set to view those cameras that require 24/7 monitoring.

#### B. MAINTENANCE

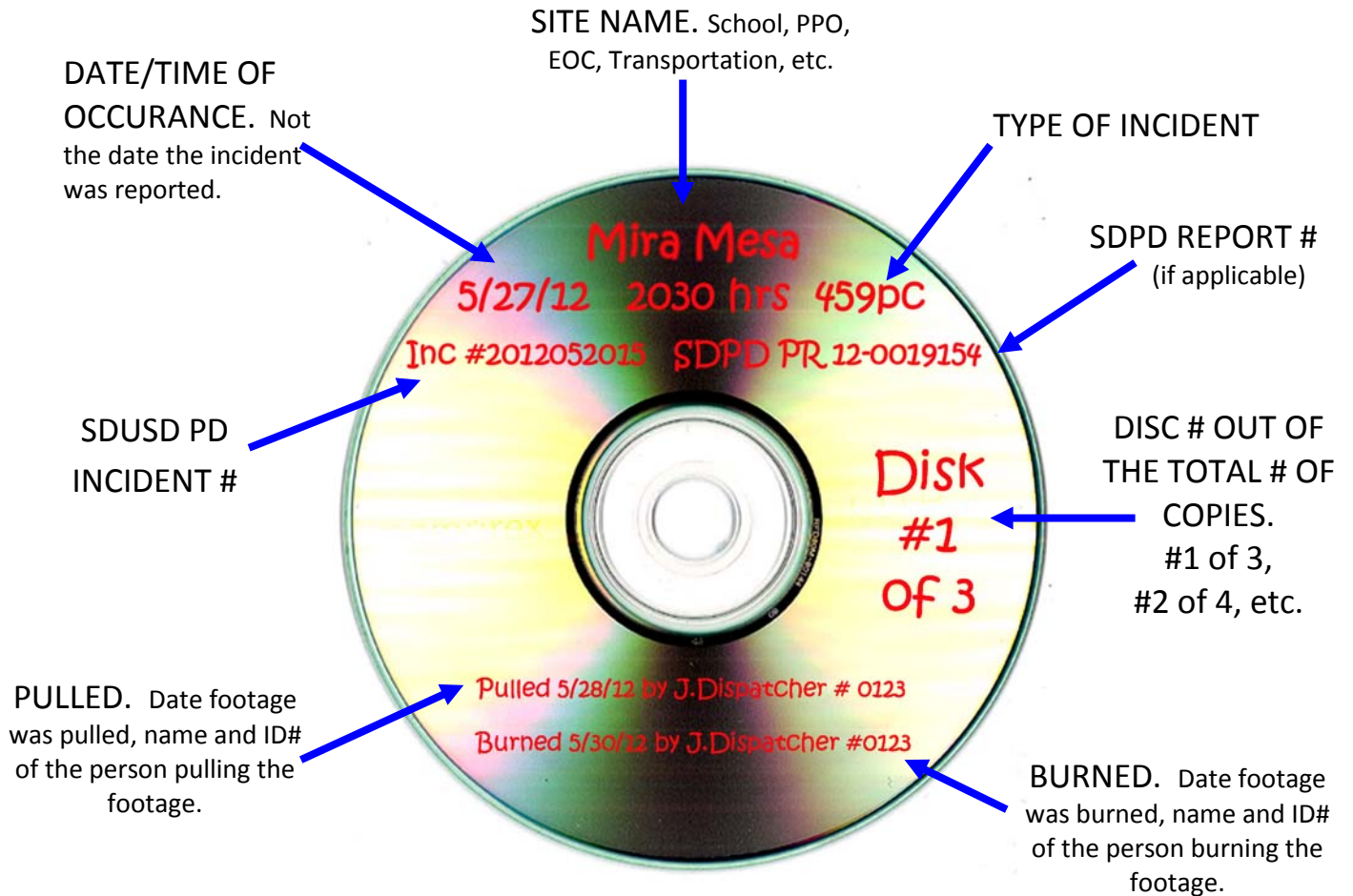
- 1. The graveyard dispatcher is responsible for checking the status of all cameras during their shift Sunday through Thursday nights.
- 2. The list of cameras not functioning properly will be emailed from the School Police Dispatch email to the contact list labeled "Cameras". The list should include the Director of Fire and Intrusion, the Communications Supervisor, the Lead Dispatcher and any other necessary personnel.
- 3. If all cameras are functioning properly an email should be sent to the contact list with notification that all cameras are working.

#### C. COLLECTION, RETENTION & DISSEMINATION OF VIDEO DATA

- 1. Disks may only be requested by authorized personnel.

2. District employees involved in incidents may not request footage. If the District is in need of footage, their request should be submitted through a supervisor and still have an incident to accompany it ('E' call, DC, etc).
3. Officers may not request footage of any person(s) or incidents not directly related to an incident they're working.
4. Outside agencies may request footage. The process is the same. Create a CAD incident to document the request and all of the details.
5. Any video data recorded is stored on the District's servers. The amount of days video data is retained is determined by the amount of data being stored on the servers. Currently, data is being stored for a period of five (5) to seven (7) calendar days.
6. Unless retained as part of a criminal or administrative investigation, court proceeding, training, or other legitimate reason authorized by the Communications Supervisor or the Chief of Police, all data is erased at the end of the storage period.
7. Requests for data must be made in a timely manner in order to ensure the data is still available.
8. All requests shall be made in writing using the Department's Request for Surveillance Video form, or by email. If the request is made verbally or urgent in nature, a signed and completed form is required before the disk(s) will be released.
9. If the requesting party has access to the camera system, they should check the cameras first to attempt to locate the information they need or to narrow down the search parameters for the dispatcher.
10. Unless urgent in nature, all requests for video will be processed during the graveyard shift or as time permits during day watch.
11. All requests for video data must coincide with a San Diego Unified incident number. If an incident does not exist at the time of the request the dispatcher will format one in the CAD.
12. The dispatcher will document all the necessary details regarding the footage in the narrative of the incident. For example, the officer requesting the footage, which camera station the footage was pulled at, how many disk copies burned, etc.
13. Once the disks are burned they will be labeled according to the example on the following page.
14. When the disks are picked up, the request form must be signed. The completed form is then placed in the Lead Dispatcher's box.

## DISK LABELLING



\*\*If the footage was pulled and burned by one person on the same date, you can make one entry, e.g. "Pulled/Burned 5/28/12 by J. Dispatcher #0123".