

City of Oxnard Body Worn
Camera System

The following outlines the first steps in planning for your Agency's implementation.

1. Identify Your Key Stakeholders

Although it may be argued that just about everyone in your agency and community are potential Stakeholders, let's focus on identifying typical key functions that should have direct participation in the planning of your program:

Internally, these positions may be dependent on agency size, workflows and areas of responsibility. Field personnel who will wear and use Axon are among the first and most critical. Successful programs pre- identify users who will champion the technology and assist with orienting others to its benefits. Typically, those assigned to training bureaus or as Field Training Officers make good candidates.

Responsibility for dissemination of digital evidence to State or County Prosecutors and City Attorneys, if not with individual Officers, may rest with Evidence Technicians, Property Custodians or Supervisors. If this is the case, you will want to include whichever segments of that group will be expected to play a role.

Responsibility for policy decision ultimately falls to the agency head, but typically includes members of the command staff and other agency leadership. All involved should be included.

Externally, consider including members of your Prosecutor's/City-County Attorneys or other legal representation entity. Some agencies have also included their local Defense community in some part of the planning process.

Whether internal or external, Information Technology personnel should be included early in your planning process. They will play a key role in helping you determine if any pre-deployment IT infrastructure work will be required and will be a better resource for your program if included in its development.

City of Oxnard Body Worn
Camera System

2. Make Some Decisions and Draft Your Policy

Some decisions need to be made pre-deployment so that your Users will have at least a draft policy to abide and be guided-by. Some of the security and password options may already be covered in your City, County, State law, Agency IT or Digital Evidence Policy, but some are unique to Axon. Roles and Permissions in Evidence.com may follow the default settings but most likely should be customized to your agency's needs.

A key workflow consideration involves the process for adding metadata (case number, category, title) to each event an officer or deputy captures. Clearly, the best workflow is to incorporate a smartphone or smart device that can be carried by the officer and leverages today's mobile technology. If smartphones aren't within budgetary reach, smart devices, such as the Samsung Player or Apple iPod Touch provide mobile functionality without the need for monthly subscription. The next-best workflow can be accomplished using in-car mobile data computers and EVIDENCE SYNC to view videos and add metadata. A downside to this process is the need to power-down the Axon device and make a physical connection to the computer each time viewing or adding metadata. The least efficient process for adding metadata is to have officers do so using station or mobile data computers following upload to Evidence.com, typically on their next work-shift.

Key Role & Permissions Questions

- A. Will User-Officers be allowed to view only their own evidence, or that of others?
- B. Will User-Officers be allowed to download their evidence?
- C. Will

User-Officers be allowed to share their evidence? D. Will Flex Head-Only wear be mandated? (If so, consider also allowing collar or other mounting options for breaks or relief periods)

Each of these questions will directly relate to Role and Permission settings in your Evidence.com account.

2

City of Oxnard Body Worn
Camera System

Categories and Retention

One of the most crucial roles of Evidence.com is the proper management of all types of digital evidence. For proper management, create a set of agency- specific Categories that is large enough to properly segregate evidence by type for retention-setting and search functionality, but not so large that it becomes an impediment to efficient field use by the Users. Agencies are encouraged to consult State Retention Schedules, City/County or State Attorneys or other legal counsel for guidance on proper retention setting.

Uncategorized Evidence

Under the default settings, uncategorized evidence is retained until manually deleted. If you plan to mandate and vigorously enforce the addition of metadata, this setting should work well. The default setting will prevent inadvertent deletion of important evidence, but could also create unnecessarily- retained events if metadata compliance is not very high. If however, you are concerned about the amount of time required to 'tag' every event captured, or you want to keep unnecessary retention to an absolute minimum, you can set a deletion period for evidence which has not been categorized. Some agencies with large traffic or motor units have chosen this option so that brief warning contacts do not require any

further action by officers. Give this setting careful staff consideration before making your choice.

Restricted Category

Agencies can create a unique role for those who will have sole access to highly sensitive event recordings. Typically this role will be reserved for the agency head, executive or command staff or professional standards/internal affairs staff. If you choose to create a restricted category, consider the workflow instruction for who will be responsible and when your field supervisory staff will be required to categorize evidence as "Restricted".

3

City of Oxnard Body Worn Camera System

3. Install, Configure and Test Your System

Upload to Evidence.com with the Evidence.com Dock is designed to be seamless and very efficient. Part of the planning and pre-sale process will be to identify your agency's bandwidth requirements and ensure your internet connectivity will support peak needs. TASER Pre-Sales and Professional Services staff can help you estimate and address this.

4. Train the First Wave

An initial, limited number of Key Users, Armorer(s) and System Administrator(s) should be trained. The size of this contingent depends on agency size or size of the planned full deployment. These officers will serve a number of roles, including final confirmation of system functionality and performance. They will likely provide

useful feedback on any localized issues that had not been previously identified. They will provide a demonstration and information platform for their co-worker/future User Officers. They typically become a resource when newer Users are activated and require training or assistance.

5. Start Small, Test, Assess, Correct, and then Go Big

Deploy the Key Users. Make sure the way you've configured your system integrates smoothly into your workflow. Assess readiness based on evaluation and feedback and make any necessary adjustments. Once you've taken these steps you're ready to schedule the rest of your User training and full deployment "go-live".

6. Don't Forget the Media

Your choice to deploy On-Officer video is a matter of community interest. Local Media typically take interest in new programs and can give yours a boost with positive, well-informed reporting. Don't leave the details for members of the media to go out and find. They may find those details from an agency that has planned their program less carefully, or with a less-capable product line.

7. Get Creative. Get Efficient

Agencies have used Axon and Evidence.com to improve on efficiencies and minimize Officers' time spent on report writing. Aside from minimizing time and resources spent on frivolous or malicious citizen complaints, on-officer video can be used to document routine events, low priority or 'cold' crimes or other administrative or 'service-only' activities. Officers may be trained to narrate minor investigations

while they are recording with Axon. They may be allowed to document victim, witness or suspect statements during certain types of investigations.

Axon recordings can be used to enhance new-officer or in-service training. Many training academies and Field Training Programs have improved on the quality of training provided and reduced the time required waiting for opportunities to encounter certain high-risk/low-frequency events.

8. Maximize the Power of Evidence.com

Evidence.com was designed from the ground up as a total digital evidence management solution. Digital photos, audio, in-car, interview room, security and surveillance video can all be ingested for efficient and proper digital evidence management and storage. Less expensive archival storage is also available for exceptionally large or long-term digital evidence types.

If you haven't already engaged the TASER Professional Services team, let's discuss how we can help you maximize your Axon and Evidence.com investment with comprehensive implementation and custom integration services. Contact your sales representative or go to TASER.com/Professional-Services to learn how.