

	SURPRISE POLICE DEPARTMENT	
VIDEO AND CAMERA TECHNOLOGY USE		OPS-59
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I. PURPOSE:

The availability and use of surveillance video and camera technology has provided law enforcement opportunities for the enhancement of productivity, effectiveness, and officer safety. This policy provides guidance to Surprise Police Department members with access to information provided by this technology regarding the circumstances under which it can be accessed and how it is to be utilized.

II. POLICY:

All Surprise Police Department members must abide by the guidelines of this policy when using these systems.

III. DEFINITIONS:

TERM	DEFINITION
Automated License Plate Reader (ALPR)	A specific camera that is designed to capture license plate images for the purpose of character recognition for vehicle identification.
Automated License Plate Reader (ALPR) System	The network of ALPR cameras and the software applications that analyze images captured by these cameras of license plates and the vehicles upon which they are affixed that are subsequently saved to a database that is capable of being subjected to query and can generate notifications.
City-Owned Video Systems	Any camera, network infrastructure, recording device, or other hardware/software owned and maintained by the City of Surprise.
Facial Recognition	Technology that matches a human face from a digital image or video frame against a known source by pinpointing and measuring facial features from a given image.
Hot List	An alert that can be placed on a license plate to notify specified users of ALPR data when the license plate is detected by an ALPR camera that is accessible to or shared with the Surprise Police Department
Privately-Owned Video Systems	Any camera, network infrastructure, recording device, or other hardware/software owned and maintained by an entity other than the City of Surprise.

Security Cameras	A network of cameras placed strategically throughout city-owned properties to monitor and record activity for the purpose of security.
Traffic Cameras	A network of cameras placed strategically throughout the City to monitor and record the movement of vehicles and pedestrians through intersections.
Video Evidence	Video images which are captured and stored for the purpose of furthering collision, criminal, or administrative investigations.

IV. ALPR PROCEDURES: (40.2.1, 41.3.9.a-b)

- A. ALPR data is for official use only and is accessible through the approved software platforms by authorized users.
- B. ALPR data will not be released outside of the Surprise Police Department unless assisting other law enforcement agencies during the course of an investigation or as part of a sharing agreement. ALPR Data contains sensitive vehicle registration data and is not subject to public information requests similar to ACIC/NCIC information.
- C. City of Surprise Information Technology personnel are responsible for the maintenance and placement of ALPR cameras in partnership with the Police Department and the Transportation Department.
- D. ALPR alerts will be reviewed by authorized users and confirmed by a visual comparison of the license plate image and a query of the plate reading in the criminal justice information system before action can be taken based on the alert. Confirmation that the license plate read by the system from the ALPR alert matches the license plate visually observed shall include:
 - 1. Alphanumeric characters of the license plate
 - 2. State of issuance
 - 3. Type of license plate (specialty or common)
 - 4. Vehicle description
- E. Hotlist alerts may be entered into the ALPR application by authorized users for the following reasons with sworn supervisor approval:
 - 1. Stolen vehicles
 - 2. Stolen license plates
 - 3. Missing/endangered person (Amber/Silver alerts)
 - 4. Outstanding suspects/investigative leads in active investigations
- F. Custom hotlists sent by other agencies will be reviewed by authorized users and approved by a sworn supervisor before being accepted and activated in the ALPR application.

V. TRAFFIC CAMERA PROCEDURES: (41.3.9.a-b)

- A. The City of Surprise Transportation Department installs, maintains, and operates video traffic cameras at multiple traffic intersections throughout the city.
- B. The Police Chief or designee will select the authorized users of the software management system that accesses traffic camera videos.
- C. Live video from traffic cameras will only be viewed by authorized users who are acting in their official capacity and doing so to support the furtherance of legitimate police operations.
- D. Traffic Cameras at select intersections are recorded, and the data is accessible for a fourteen (14) day period of time. (41.3.9.d)
- E. All public record requests for stored camera recordings will be directed to the Surprise Police Department Records Unit. Once a request has been approved, an authorized user will provide the video to the records unit. Only those requests which provide specific date, time, location, and vehicle description/information will be approved as this identifying information is necessary for the Records Unit to fulfill the request.

VI. SECURITY CAMERA PROCEDURES:

- A. The City of Surprise Information Technology Security Section installs, maintains, and operates city-owned security cameras at multiple locations throughout the city.
- B. The Information Technology Security Section retains priority use of the cameras to complete their assigned functions and duties.
 - 1. In exigent circumstances or during active public safety calls for service, authorized users may require priority control to these cameras to adequately assist and prepare responding personnel. Once the incident has been stabilized or long-term incident command is established, cameras will be reset to their original viewpoint and priority control will be relinquished back to Information Technology Security Section to resume normal operation. Extended control of necessary devices may be authorized by the Police Chief or designee in accordance with the furtherance of investigations or emergency response situations.
- C. The Police Chief or designee will select department authorized users of the software management system that accesses security camera videos.
- D. Most City of Surprise security cameras are recorded, and the data is accessible for a varied number of days, depending upon the type and location of the camera and available storage space. (41.3.9.d)
- E. All public record requests for stored camera recordings will be directed to the Surprise Police Department Records Unit. Once a request has been approved, an authorized user will provide the video to the Records Unit.

- F. All external requests from law enforcement or public safety agencies for stored security camera archive recordings will be directed to the Real Time Crime Center email address at RTCC@surpriseaz.gov.
- G. Live video feeds from city-owned cameras and privately owned security camera systems that have been shared with the City of Surprise will only be accessed by authorized users who are acting in their official capacity and doing so to support the furtherance of legitimate police operations. These privately-owned systems and databases are not maintained by the City of Surprise and are not subject to public records requests.

VII. INTERNAL VIDEO EVIDENCE REQUEST PROCEDURES:

- A. All internal requests for stored videos from either traffic or security camera(s) must be in accordance with sections V.E and VI.E of this policy.
- B. Requests for video evidence will be sent via email as follows for each of the related investigation types:
 - 1. Traffic Unit: send the email to the Traffic Unit supervisor for requests pertaining to fatal collisions, serious injury collisions, and hit and run investigations.
 - 2. Professional Standards Unit: send email to PSU supervisor for requests pertaining to administrative investigations and/or service complaints.
 - 3. Threat Liaison Officer: send email to full time TLO for requests pertaining to threat mitigation and/or tips.
 - 4. Intelligence Unit: send email to RTCC@surpriseaz.gov for requests pertaining to criminal investigations, missing persons, criminal incidents involving city or government owned property.
 - 5. Records Unit: send email to policerecords@surpriseaz.gov for requests pertaining to all other inquiries.
- C. In the event of an urgent request for assistance, contact the on-call CID Sergeant at 623-222-4203. A member of the Intelligence or RTCC team will be activated to fulfill these requests.

VIII. FACIAL RECOGNITION:

- A. The Facial Recognition function will be utilized solely for the purpose of active criminal cases, incidents involving government property, missing person investigations, administrative investigation/service complaints, and threat mitigation.