

*“Keep Orlando a safe city by reducing crime and maintaining livable neighborhoods.”*

**ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE  
1148.0, DRIVER SAFETY CAMERA SYSTEMS**

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CHIEF OF POLICE:	ORLANDO ROLÓN

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**POLICY:**

It is the practice of the agency to embrace technology in the delivery of law enforcement services. Driver safety is a priority of the agency and this safety program will focus on leading behavioral indicators to identify and reduce risky driving behaviors. Driver safety is important for the agency to prevent collisions and injuries to members, passengers, prisoners, vendors, and the citizens in the community. The DriveCAM™ event recorder is a camera system that will be installed in agency vehicles to improve driving, reduce risk, and save lives.

**PROCEDURES:**

**1. DEFINITIONS**

Agency Vehicle - A vehicle owned, leased, rented, or borrowed by the agency.

Coaching session – An opportunity for a supervisor to review an event video with the driver in a private environment to discuss risk exposure and ways to minimize or mitigate that risk and/or to identify positive driving behaviors.

DriveCAM™ Dashboard - The DriveCAM™ Dashboard provides key performance indicators for the DriveCAM™ program, enabling safety managers and supervisor to evaluate the performance of designated groups and individual drivers.

DriveCAM™ Event – a specific action that triggers the DriveCAM™ Event Recorder to record.

DriveCAM™ Event Recorder - a front and rear video and audio system added to agency vehicles. The equipment is designed to capture 12 seconds (8 seconds of VIDEO ONLY before and 4 seconds of combined A/V after) of video and audio inside and outside of the vehicle when activated by a DriveCAM™ event.

Driver –any agency employee who drives an agency vehicle with a DriveCAM™ event recorder installed in an agency vehicle.

Evidentiary Recordings – recordings generated by mobile video recording equipment, body worn camera or the DriveCAM™ event recorder that contain evidence of a crime or infraction for use in court, civil litigation, or resolution of a citizen complaint.

Forced Upload – a manual upload by a driver or supervisor when an incident of significance occurs.

Livestreaming - The activation of a live video stream from a DriveCAM™. This feature is available while the DriveCAM™ is powered on.

Manual Activation – the DriveCAM™ event recorder can be manually triggered by pushing either of the blue buttons to record additional video for other purposes as needed.

Non-Evidentiary Recordings – recordings generated by the DriveCAM™ event recorder devices that do not contain any evidence of a crime or infraction.

Non-Scored Event – Behaviors that are risky but do not accumulate a risk score. These events are not related to a specific driving behavior but a personal behavior such as not wearing a seatbelt in the vehicle.

Performance Improvement Plan - a written plan documenting identified deficiencies and actions to improve performance. This plan includes a completion date.

Risk - exposure to the chance of injury, death or damage based upon the combination of the probability and consequences of an event.

Safety Manager – any agency manager

Scored Event – A driving behavior that is deemed risky and given a score. The score is based on proprietary system data from DriveCAM™ and is based on the circumstances of the behavior. Scores range from 1 to 10. Scored events do not necessarily represent policy violations.

## **2. DRIVECAM CAMERA SYSTEMS**

The DriveCAM™ event recorder is not intended to be a method of discovering policy violations, but rather a tool to improve driving. A coaching session is a collaborative discussion between the driver and their supervisor to identify risky behaviors and how they can be prevented in the future. Coaching sessions are not meant to be punitive unless the behavior is continually repeated after coaching.

The DriveCAM™ event recorder is to be used for official purposes only. The DriveCAM™ audio and video is recorded over every 30 seconds if no activations occur. Videos from DriveCAM™ will be stored on an agency approved video management system. Videos will be retained in accordance with applicable law and agency policy. Public record requests will be handled in accordance with agency policy.

### **2.1 GENERAL OPERATIONS**

The DriveCAM™ event recorder operates without any driver input. The activation of DriveCAM™ event recorder is triggered by excessive force to the vehicle. These events will be limited to a collision. The DriveCAM™ event recorder will continue to operate for four (4) hours after the vehicle ignition is turned off.

The DriveCAM™ will blink red and green indicating recording is in progress. If a driver wishes to have a specific event recorded but the DriveCAM™ event recorder has not automatically activated and recorded the event, the driver may push and release either of the blue buttons at the bottom of the unit to manually record for 12 seconds (8 seconds of VIDEO ONLY before and 4 seconds of combined A/V after) of video and audio inside and outside of the vehicle. The DriveCAM™ Event Recorder has the ability to conduct a forced upload of videos. Otherwise, all data will be automatically uploaded once per day with no prompting by the driver or the supervisor. Drivers shall only do a forced upload when capturing evidence or other significant video.

To conduct a forced upload:

1. Press and hold one of the blue buttons on the event recorder for approximately 10 seconds.
2. The center LED light will start out green, disappear, and then reappear green.
3. A red light indicates an error, and the above steps will need to be repeated.

### **2.2 MEMBER RESPONSIBILITIES**

Drivers are responsible for their personal safety, the safety of their passengers, and the safety of the general public while in operation of an agency vehicle. Failure to operate vehicles in a safe manner may result in administrative and/or disciplinary action. Driver responsibilities include, but are not limited to:

- a. Operating an agency vehicle in accordance with applicable state and local driving laws and agency policy
- b. Being receptive to coaching sessions aimed at improving driving behavior and performance
- c. Taking steps necessary to reduce and eliminate risky driving behaviors and improve poor driving habits; and
- d. Reporting to their supervisor and/or Fleet if the DriveCAM™ system is not working.
- e. Drivers will not cover the camera lens, tilt the camera, or hang objects from the rear-view mirror.
- f. Drivers will not attempt to disable or modify the camera by disconnecting the power, opening the housing of the camera or by any other means.
- g. Unauthorized attempts to access data from the device are prohibited.
- h. The camera can be operated manually, and drivers are encouraged to activate the camera to capture video that was not automatically captured by the camera for events of significance. These include but are not limited to:
  - a vehicle crash, but there was not enough force to activate the camera
  - a near-crash
- i. DriveCAM™ devices should not be utilized in place of body worn cameras or mobile video recording equipment to record incidents of a law enforcement nature. The primary purpose of the camera is for safety. If the driver does not have a body worn camera or a mobile video camera and an event happens that should be recorded, the driver may record the incident via DriveCAM™.
- j. If evidentiary data was captured on the DriveCAM™ event recorder it will be noted in the related incident report.

### 2.3 SUPERVISORY RESPONSIBILITIES

If a driver is in a crash involving an agency vehicle equipped with a DriveCAM™ device, the supervisor responding shall do a forced upload as soon as possible or practical after the crash. This forces a manual upload of all the data and enables the video to be viewed quickly.

Many drivers are unaware of their risky driving behavior until it is shared by the supervisor. The supervisor shall review those incidents identified in the DriveCAM™ Dashboard once a crash occurs.

It is essential for the risky behaviors to be reviewed with the driver on a timely basis to have a successful coaching session. These review sessions are private coaching sessions. These coaching sessions are to discuss any unsafe driving acts, positive driving behavior, or driving techniques that are risky or outside of agency policy. The supervisor and the driver shall discuss a plan to help the driver improve and prevent future unsafe behavior or encourage continued improvement.

Supervisors are required to make notes on the dashboard of the date and time of the coaching.

### 2.4 SAFETY MANAGER RESPONSIBILITIES

Safety managers will verify the supervisors are managing the required coaching on a regular basis. Safety managers will review items housed in the Forced Upload Events area in the DriveCAM™ dashboard. If a supervisor and a driver have a disagreement over a driving behavior captured by DriveCAM™, the incident will be reviewed by the safety manager upon receipt of a written request by the driver. The safety manager will be the final authority.

### 2.5 LIVESTREAMING

The camera shall not be remotely accessed, unless any of the following below criteria listed in 2.5.1 are met, in which case an authorized user may remotely access the DriveCAM™. Authorized users provided with the livestreaming feature are limited to sworn members assigned to the Crime Center and all sworn members with the rank of lieutenant or higher. Sworn members of the Crime Center shall be the primary users of the livestream feature during Crime Center operating hours.

- 2.5.1 All authorized users may activate the DriveCAM™ livestream (remote access) feature when any of following activation criteria are met:
  - a. Initiation of a Signal 43 or Signal 44
  - b. Any situation in which an agency employee is not responding to their radio
  - c. Upon any indication of distress via radio traffic
  - d. Any third-party notification of an agency employee in distress
  - e. To enhance tactical operations and situational awareness during a significant incident (requires manager approval)
  - f. Allowable for training and technical troubleshooting (requires manager approval)

### 3. UPLOADING AND SCORING

#### 3.1 UPLOADED ACTIVATIONS

All videos are uploaded via a secure cellular connection to the DriveCAM™ Data Center, which performs data analytics. Activation videos which lead to coachable events reviewed by the DriveCAM™ Data Center and exhibited behaviors in the event will be evaluated/scored by the DriveCAM™ system. Those videos which meet our threshold for risky driving behaviors will be sent to the agency by way of the supervisors. The supervisor shall see the video on a dashboard from the DriveCAM™ Data Center. Not all event activations will be sent to the supervisor to review because instances where no coachable moments are captured will not be sent to the supervisor's dashboard. If no risky behavior is identified, it will be considered "resolved."

Forced upload videos are not sent to the DriveCAM™ Data Center and are not reviewed by the Data Center for content. These videos will be sent to the supervisor and be visible within 15 minutes on their dashboard. These videos will be stored for 90 days in the online portal and available for view on the supervisor's dashboard. Drivers who have video that needs to be retained for litigation purposes or evidentiary purposes and in accordance with public records laws will do so within the time frames indicated and store the retained video in accordance with P&P 1140 – Mobile Video Recording Systems.

#### 3.2 BEHAVIORS AND RISK POINTS SCORING

The intent of the program will focus on the most common risk behaviors and those that present the highest risk by agency drivers. Points are assigned based on the risk behaviors a driver exhibits. Risk Points are assessed by the DriveCAM™ scoring system in the following categories:

- event triggers
- distractions
- awareness
- outcomes
- traffic violations
- driver condition
- driver conduct
- other behaviors and fundamentals.

Crashes are not scored.

Safety Managers and supervisors use the risk behaviors and risk point information to monitor the overall program, evaluate coaching effectiveness, for individual coaching sessions, and to monitor driver improvement or identify the need for additional coaching.

### 4. DISSEMINATION

All digital media collected using the DriveCAM™ systems is public record as defined in Chapter 119, Florida Statutes and subject to the limitations of Florida Statute Public records requests shall be handled pursuant to established policy.

Accessing, copying, or releasing any recordings for other than official law enforcement purposes is strictly prohibited, except as required by law. DriveCAM™ digital records are accessible only to authorized personnel.

### 5. INSTALLATION AND REMOVAL

The DriveCAM™ event recorder will be installed in agency vehicles as requested by a Division Commander if a driver has been involved in a chargeable crash; and/or has received multiple driving complaints; and/or directed to install by the Director of Human Resources/Risk Management. A DriveCAM™ may also be installed in an agency vehicle chosen at random by the Patrol Services Bureau Commander. DriveCAM™ event recorders installed in agency vehicles will be maintained by City of Orlando Fleet personnel or the manufacturer of the camera. Unauthorized personnel shall not attempt to service or make repairs to the device.

The DriveCAM™ event recorder/device will only be removed by Fleet personnel with the permission of the Division Commander of the affected employee.

## **6. TRAINING**

### **6.1 INITIAL TRAINING**

Drivers with an issued DriveCAM™ event recorder in their assigned vehicle shall be trained on the function and operation of the camera.

### **6.2 CONTINUING EDUCATION/TRAINING**

Drivers issued a DriveCAM™ event recorder in their vehicle shall receive ongoing education and training through regular updates from DriveCAM™ and by their supervisor and/or safety manager.

### **6.3 TRAINING SECTION USE**

Training may view DriveCAM™ events in preparation of ongoing curriculum for future agency wide training or to view individual DriveCAM™ events for individual remedial or follow-up training opportunities.