

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

ORLANDO POLICE DEPARTMENT POLICY AND PROCEDURE

1138.7, PUBLIC SAFETY CAMERA NETWORK

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1. PURPOSE

It is the policy of the Orlando Police Department (OPD) to utilize available camera technology within our Public Safety Camera Network to supplement crime prevention efforts, criminal investigations, and prosecution efforts already in place at OPD. Camera technology will improve officer safety and increase situational awareness. The camera technology serves to improve the delivery of police services within the City of Orlando and contribute to increased public safety for our citizens and visitors.

2. POLICY

The Public Safety Camera Network is intended to rapidly identify those committing crimes within the view of the Public Safety Cameras, to deter crime, and to assist in successfully prosecuting those who are committing crimes in the City of Orlando.

The Orlando Police Department shall comply with all Federal, State, and City ordinances, laws, and regulations regarding privacy.

3. DEFINITIONS

City Cameras - Any camera installed and maintained by any entity or department under the authority of the City of Orlando (other than OPD Cameras and Traffic Cameras). These cameras are integrated and accessible to the Orlando Police Department through the approved VMS. Maintenance includes equipment ordering, troubleshooting, repair, and replacement.

Community Member Camera Feed – Any camera feed owned and maintained by a private entity and the private entity voluntarily elects to participate in the Public Safety Camera Network by providing access to the public area facing camera feeds. All accessible community member camera feeds will be further documented by a Terms and Conditions Agreement and all access and settings will be determined by the community member.

OPD Cameras - Any camera installed and maintained by the Orlando Police Department. These cameras are accessible via the approved Video Management System (VMS). Maintenance includes equipment ordering, troubleshooting, repair, and replacement.

OPD Camera Technicians – The camera technician shall be responsible for the maintenance and installation of the OPD cameras.

OPD Crime Center -The OPD Crime Center is a section within the Crime Center and Forensics Division. The Crime Center Section Commander shall be a lieutenant who manages the Crime Center. The Crime Center Unit Supervisor shall be a sergeant who supervises the Camera Technician and Crime Center Detectives. The Crime Center is responsible for oversight of the Public Safety Camera Network.

Public Safety Camera Network – Any camera providing access to either live or recorded views that have been integrated within the Orlando Police Department video management system (VMS).

Traffic Cameras - Traffic cameras refer to those cameras maintained by the City of Orlando Traffic Engineering. Traffic Engineering is responsible for selecting the default home location of the cameras. Some Traffic Cameras are live view only.

Volunteer Registry – Instead of providing access, private citizens and business owners with recorded surveillance equipment can volunteer to provide their location and contact information via a registry. Should an incident occur in the area where private surveillance equipment exists, the registry would provide potential evidence of locations and contact information to inquire if a recorded video exists.

4. PROCEDURES

4.1 OPD CAMERA LOCATIONS

OPD cameras shall never be installed in a location where there is a reasonable expectation of privacy.

4.1.1 CAMERA LOCATIONS

OPD Cameras shall be placed in areas based on security analysis, the specific needs of the Orlando Police Department, and relevant crime trends. The location of OPD Cameras is exempt from public records. To protect the integrity of the system, members shall not include the exact location of the cameras within their reports. Camera locations are visible to members on the approved map-based VMS. If a member is scheduled for a deposition or hearing in a criminal case, and the member expects to be asked questions that would compromise sensitive information, the member should contact the Police Legal Advisor's Office for guidance prior to the deposition or hearing.

Unless otherwise required by the Evidence policy, by court order, or by law, OPD Camera recordings shall be retained for thirty (30) days and shall then be automatically overwritten. It is the responsibility of those who may need a video to complete the Crime Center Video Work Request in this time frame. Work requests are available on OPD Online under the Crime Center tab.

4.1.2 ADDITIONAL CAMERA LOCATIONS

Any request or recommendation to have a camera added to a location within the City of Orlando will be made in writing to the Crime Center via OPDCrimeCenter@orlando.gov for consideration. If available, temporary overt/covert OPD Cameras can be deployed for investigative purposes. Any requests should be made to the Crime Center Section Commander via the requestor's chain of command.

4.2 CAMERA MONITORING AND OPERATIONS

4.2.1 PUBLIC SAFETY CAMERA NETWORK

The Crime Center Unit shall have overall oversight responsibility for the Public Safety Camera Network. Specific responsibilities will be dependent on each member's position within the Crime Center and whether a camera is an OPD Camera, City of Orlando Camera, Traffic Camera, or Community Camera. Monitoring will take place in the Crime Center at the Orlando Police Department Headquarters. There may be instances when special events, emergency operations, or special details require additional personnel to monitor the Public Safety Camera Network from remote locations.

4.2.2 MONITORING/OPERATING OPD AND CITY CAMERAS

Crime Center Detectives shall monitor OPD and city cameras and may operate them at any time when deemed appropriate to assist with an active call for service, special detail, or specifically requested assistance. The Crime Center Detectives may proactively operate OPD and city cameras to conduct virtual patrols. The Crime Center Detectives may review video footage for evidence captured on any OPD or city camera.

4.2.3 MONITORING/OPERATING CITY OF ORLANDO TRAFFIC CAMERAS

The City of Orlando Traffic Camera Network has a large footprint within the jurisdiction of the City of Orlando which is a separate network of cameras from the other City of Orlando Cameras. A Traffic Camera may provide a camera view near an active public safety incident. All Traffic Camera settings shall be assigned by the City of Orlando Traffic Engineering, including any home settings. A City of Orlando Traffic Camera may be temporarily moved from its home position by OPD Crime Center staff if a public safety incident is reportedly occurring in the immediate area. Account access will be provided to the City of Orlando Traffic Engineering to access Traffic Cameras via the Orlando Police Department-approved video management system.

The OPD Crime Center will only access and view a video feed from a traffic camera under the following circumstances:

- City of Orlando Traffic Cameras are connected to a device capable of sharing the feed with the Orlando Police Department
- A public safety incident is reportedly occurring in the immediate area of a City of Orlando Traffic Camera location
- Routine audits of the Public Safety Camera Network for system maintenance and/or approved training

4.2.4 MONITORING COMMUNITY MEMBER CAMERA FEEDS

All recorded video footage shall be the property of the community member. The process by which recorded video is reviewed and shared by the community member will be at the sole discretion of each community member. Crime Center Detectives may operate Public Donor Cameras should a camera be in a location that would assist Crime Center operations. The Crime Center Detectives may review video footage for potential evidence captured on any Public Entity Camera related to a law enforcement incident if such access was voluntarily provided by the Public Donor.

Community member camera views will not be accessed by the Crime Center unless the following exist:

- A Terms and Conditions Agreement exists between the Community Member and the City of Orlando
- OPD will only have access to areas where the public has no reasonable expectation of privacy
- The Community Member obtains and utilizes specific equipment to enable OPD access to their cameras
- The Community Member agrees to share any video footage for investigative purposes. OPD will not independently save or record video from Community Member Cameras
- The Community Member is responsible for responding to any request from the media or public regarding their Cameras. All Community Member video is owned by the Private Donor and is not subject to Public Records Requests.
- OPD shall not access a live video feed or control private cameras unless related to a public safety incident or routine audits of the Public Safety Camera Network for system maintenance and approved training

4.2.5 CRIME CENTER STAFFING

The Crime Center Section will be managed by the Crime Center Section Commander and the Crime Center Unit Supervisor. The Crime Center is staffed by both sworn detectives and civilian crime analysts. The Crime Center's main line is 407.246.3907.

4.2.6 OPD ACCESS TO CAMERA NETWORKS

Sworn OPD Crime Center personnel will have access to the Public Safety Camera Network in its entirety and operate in the role of administrators.

Sworn members of the department will be given access to the Public Safety Camera Network through both the web and mobile applications, giving access to numerous information-sharing features. Members may view Public Safety Camera Network Cameras for legitimate police purposes only, while on duty. Mobile phone users have the option to send and receive direct messages (text and video) with Crime Center Detectives, allow GPS monitoring of the user's location from the Crime Center, and live streaming video/audio back to the detectives in the Crime Center. These features are initiated by the mobile user.

Access privileges to control the Public Safety Camera Network Camera will be limited to members of the Crime Center, Lieutenants and above, and any sworn member with an operational need. The operational need will be determined by the Chief of Police. Members who are given those access privileges may only control cameras after calling the Crime Center (x3907) and speaking with a detective. At any time during the use of cameras for a specific incident, the Crime Center may assume control of the cameras. Remote users shall yield control of the cameras to the Crime Center. All members are to follow the operating procedures and guidelines listed below (4.2.10).

All accounts will be audited regularly. Any misuse of the video management system will result in revocation of access privileges and or discipline.

4.2.7 OTHER CITY DEPARTMENTS' ACCESS TO CAMERA NETWORKS

City Departments will have access to cameras within their departments. The IT Security will be responsible for facilitating user accounts and limiting access to individual department cameras so that each city department can only access cameras in their department.

4.2.8 CAMERA REGISTRY

The camera registry is a voluntary database of business or residential locations that have recorded surveillance. The registrant will have the option to provide contact information should an incident occur in the area of their provided location, so the police can contact them. This will enable detectives the ability to request videos from

businesses or residents who want to participate in the registry. This does not give the police department access to the video feed.

4.2.9 TRAINING

Sworn members of the Crime Center will provide training to approved users on how to properly operate and/or monitor cameras on the Public Safety Camera Network.

4.3 CRIME CENTER FACILITY AND OPERATIONS

4.3.1 MONITORING EMPLOYEE ACCESS

Keycard access to the Crime Center is limited to Crime Center staff and Lieutenants and above.

4.3.2 OPERATING PROCEDURES AND GUIDELINES

1. The Crime Center staff will be responsible for the overall control and security of video surveillance systems and maintain a record of the camera locations.
2. The Crime Center Unit supervisor will be responsible for remaining up to date on laws or policies that may affect the monitoring protocol for the Public Safety Cameras. The department will also follow the video surveillance industry to stay abreast of technology changes and the best practices in the industry.
3. Crime Center personnel will be trained in the appropriate use of Public Safety Cameras and shall use the cameras for legitimate police purposes only. Personnel will receive ongoing training as needed.
4. Monitoring is prohibited where persons have a reasonable expectation of privacy. Monitoring that is necessary at such locations shall require the procurement of a search warrant before the commencement of monitoring.
5. The cameras will be monitored from the Crime Center at the Orlando Police Headquarters, or other restricted access location(s) as designated by the Chief of Police or designee. Access to the camera images at remote locations, such as desktop computers, mobile phones, and mobile computer terminals, will be restricted and password-protected. Only the Chief of Police or designee may authorize personnel to have access from remote locations.
6. Data obtained and stored will be used exclusively for legitimate law enforcement purposes.
7. Public Safety Camera Network videos can be temporarily, digitally stored, and secured within the video management system by Crime Center Detectives. Videos can be uploaded to the permanent, secure digital storage system for evidentiary purposes by Crime Center Detectives. Only authorized personnel will have access to and be able to retrieve images from Public Safety Cameras.
8. Images obtained through surveillance monitoring or recording will be retained by the department for a length deemed appropriate for monitoring but will not exceed 30 days unless such images are being used for a criminal investigation, training purposes, administrative needs, or existing or anticipated Public Records Requests (PRR). Images will be automatically overwritten after 30 days (self-purge from the system).
9. Any images retrieved and stored for the above purposes will follow standard evidentiary procedures and/or retention requirements currently in place per department policy.
10. The release of images will be governed by all applicable open records laws.
11. Retrieval of stored images will be viewed by authorized personnel only. Requests for copies of stored images will be made in writing utilizing a Crime Center Video Work Request form available on OPD Online.
12. Employees may be subject to discipline if the system is used inappropriately and/or if the information is inappropriately obtained, duplicated, or distributed in violation of this policy.
13. The Department's Crime Center Unit shall create and maintain a camera inventory of all cameras placed into service and all other camera activities.
14. OPD Camera Technicians or designee shall inspect all cameras regularly.
15. Except pursuant to a court order, it is a violation of this Policy to observe, or record footage of, locations except those that are in public view that is accessible to the public, and where there is no reasonable expectation of privacy. Areas in which there is a reasonable expectation of privacy include the interior of private premises, such as a home.
16. It is a violation of this Policy to use Public Safety Cameras to harass and/or intimidate any individual or group.

17. It is a violation of this Policy to use Public Safety Network Cameras for any personal use.
18. It is a violation of this Policy to use Public Safety Network Cameras infringing upon any constitutional rights.

4.3.3 CRIME CENTER PERSONNEL

Members working in the Crime Center receive access to public surveillance equipment. During assigned duties, members may observe video footage or other information of a sensitive nature. Examples of sensitive information include active criminal intelligence, active criminal investigation information, surveillance techniques, and tactical deployment methods. In addition, residents and visitors to the City of Orlando expect the highest level of professionalism from members who have access to footage involving those citizens.

For these reasons, members working in the Crime Center are hereby expected and directed to maintain the confidentiality of all observations and discussions within the Crime Center. Matters of sensitive nature observed or discussed within the Crime Center cannot be discussed when physically outside the Crime Center, nor can matters observed or discussed be discussed with personnel not assigned to the Crime Center. Notwithstanding this rule, members assigned to the Crime Center are allowed and required to disclose information to the manager (s) who supervise the Crime Center, to Internal Affairs, to the Police Legal Advisor's Office, and to any Bureau Commander.

4.4 STORAGE AND RETRIEVAL OF VIDEO IMAGES

4.4.1 OPD CAMERA STORAGE AND PUBLIC RECORDS

Video images recorded with OPD cameras will be stored electronically for a minimum of 30 days. Records will only be released in accordance with Florida's Public Records laws and the current version of Orlando Police P&P 2302, Public Records Requests.

4.4.2 COMMUNITY MEMBER CAMERA STORAGE

The decision to record any Community Member camera is at the sole discretion of the Community Member. Any video images recorded with a Private Donor Camera are the responsibility of the Private Donor.

4.4.3 TRAFFIC CAMERAS

The OPD Crime Center has access to view the City of Orlando Traffic Cameras throughout the city. The OPD Crime Center has provided Traffic Engineering hardware with the ability to record select Traffic Cameras. The OPD Crime Center has agreed to electronically store the recorded video for 30 days. The Crime Center will handle all Public Records Requests for any video recorded on Traffic cameras. Video images will be released to the public via Public Records Requests only through the City Clerk's office. See the current version of Orlando Police P&P 2302, Public Records Requests. Criminal or intelligence investigative video images will not be released to the public, per the Public Records Act. The remainder of the Traffic cameras do not record. The Crime Center will have access to live view those cameras.

4.4.4 INTERNAL REQUESTS FOR RETRIEVAL OF VIDEO IMAGES

Internal requests to review video images shall be made by completing the Crime Center Video Request on OPD Online. Crime Center Detectives can make the specified video(s) available to officers. The requested video will be housed in a temporary storage site maintained and secured within the video management system. Requesting members can review the video themselves to determine evidentiary value. Officers may request Crime Center Detectives to review specified videos for them to assess evidentiary value. Video evidence will only be uploaded into the permanent, secure video evidence by Crime Center Detectives. The retrieval of video images is to be used for law enforcement purposes only, including (but not limited to) criminal investigations, training, and/or administrative needs. The person requesting the reproduction of a video image is solely responsible for ensuring that the video is maintained properly. Once it has been determined that the video image is no longer needed, it shall be disposed of in the method established for the destruction of records.

5. FORMS AND APPENDICES

N/A