

	General Order	#10-02	
		Last Revised: 09/22/2022	Replaces or Modifies:
		Section: APPLIED TECHNOLOGY	
<p style="text-align: center;">Title: Body Worn Cameras</p> <p style="text-align: center;">Issuing Authority: Chief Deputy Mattie Provost</p> <p style="text-align: center;">Approved: Sheriff Eric Fagan</p>			

Body Worn Cameras

PURPOSE

To set standards and guidelines for appropriate use of body worn cameras by personnel employed by the Fort Bend County Sheriff’s Office.

POLICY

Employees shall follow the procedures established in this General Order for the use of *body worn camera* equipment and for the storage, management, retrieval, and release of video and audio recordings captured by *body worn cameras*.

The Fort Bend County Sheriff’s Office shall use *body worn cameras* to assist the Sheriff’s Office in efforts to enhance police professionalism, improve transparency, and preserve recordings of deputies’ interactions with the public. *Body worn cameras* have the potential to improve community relations, strengthen public trust in law enforcement, reduce the number of complaints, resolve allegations of deputy misconduct, increase department accountability, and improve deputy training and evaluation.

All on-duty uniformed deputies below the rank of lieutenant in patrol or any other assignment potentially requiring interaction with the public shall wear and activate a *body worn camera* as described in this General Order. *Plainclothes* investigators and Task Force Deputies whose assignment requires donning a body worn camera, shall comply with their division's operating procedures.

If the Office determines that a deputy was not justified in failing to activate the *body worn camera* when required to do so, the deputy may be subject to disciplinary action up to and including indefinite suspension.

This General Order does not apply to covert recording devices, such as those placed on undercover deputies or criminal informants. Such devices shall continue to be handled in accordance with existing policies.

This General Order applies to all employees.

DEFINITIONS

Body Worn Camera (BWC). A recording device that is capable of recording or being viewed remotely, including video and audio; and worn on the person of a deputy, which includes being attached to the deputy's clothing. The *BWC* does not include surreptitious recording devices used in undercover operations.

Classification. The process whereby an employee categorizes a video for evidentiary or information purposes resulting in the recording being retained based on an established retention schedule.

Deactivate. When the *BWC* is placed in *Standby Mode* after having been activated.

Digital Recordings. For purposes of this General Order, *digital recordings* consist of video footage, which may include audio, captured by the *BWC* and stored digitally.

Docking the BWC. The process by which an employee places a *BWC* into a network attached data transfer device, causing videos previously recorded onto the *BWC* to be uploaded to the cloud. Additionally, the *BWC's* battery is charged and its firmware is updated during *docking*.

Law Enforcement Activity. Any event during which a deputy exercises police authority or conducts any type of investigation, whether consensual or otherwise.

Mode. Various settings of the *BWC* as described below:

- a. **Activate Mode.** The *mode* in which the *BWC* is on, has been activated by the deputy, and is actively recording an event. Once the *BWC* is activated from the *Standby Mode*, up to two minutes of video prior to activation will be captured in addition to video and audio recorded during activation.
- b. **Off Mode.** The mode in which the *BWC* has been turned off and is no longer recording.
- c. **Standby Mode.** The mode in which the *BWC* is turned on but not actively recording an event.
- d. **Automatic Trigger.** The *BWC* will automatically activate when a signal is triggered by unholstering a duty weapon, when activating the police vehicle's emergency equipment, or when activating the Taser 7.
- e. **View.** This function enables a wi-fi signal to be sent to a cellular phone, monitor, or other device so that the active recording can be viewed remotely through the Axon application only.
- f. **Sleep.** Allows the *BWC* to cease all functions until reactivated. Pressing the power button will return the camera to buffering and double-pressing the Event button will begin recording without the buffer video. During a restroom break, for example, the Sleep button may be pressed.
- g. **Transcribe.** This setting enables audio files to be rendered into text that is displayed in a text box next to the video recording.

Mute Function. A function in which the camera will continue to actively record the event

without audio.

Plainclothes Deputies. For the purposes of this General Order, any deputy assigned to the Criminal Investigations Division, except when working in a uniformed capacity.

Task Force Deputies (TFD). All deputies assigned to a task force with a federal law enforcement agency.

Evidence.com. The repository for the BWC video system in use by the Fort Bend County Sheriff's Office. This cloud-based system is a combination of hardware and software used to generate, collect, store, back up, retrieve, review, transmit, and archive videos that are created from the BWC.

1 INTEGRITY OF BWC VIDEO RECORDINGS

The use of a body worn camera (BWC) not issued by the FBCSO is prohibited unless approved by the Sheriff or Chief Deputy. Any *digital recording* taken from an approved BWC or any recording taken while a deputy is acting in an official capacity for official law enforcement purposes is property of the Fort Bend County Sheriff's Office. Employees shall not delete, alter, copy, or tamper with any department video or audio recording or equipment unless otherwise authorized by this General Order, the Sheriff (or Chief Deputy), or a court of law.

To maintain the integrity of evidence and ensure accountability in police operations, Sheriff's Office personnel shall utilize only the authorized cloud-based system, evidence.com for the BWC/Fleet3 digital evidence collected and/or maintained by the Office.

Evidence.com shall be managed and maintained by the FBCSO Support Services Unit as directed by the Sheriff or Chief Deputy. The use of any other video systems is prohibited unless approved by the Sheriff, or his designee.

All audio and video footage captured by a BWC of a *law enforcement activity* shall be treated as evidence and will only be deleted or redacted as permitted by law and policy. Axon (evidence.com) will delete or purge video automatically based upon the retention period for the recorded video.

Any video needing to be deleted will have to be moved by the owner or by an authorized user to a specified retention category which has a shorter retention period. With a lieutenant's approval, a video may be re-categorized as "Privacy," and this allows the video to be deleted in one day. The use of "Privacy" should only be used with the lieutenant's approval, and only on a very limited basis.

All FBCSO personnel who access a BWC video recording shall enter a brief notation in evidence.com "Notes" describing the reason for viewing the video. Examples of notations include, but are not limited to, "court preparation," "initial review," "internal inquiry or investigation," "random audit," "supervisory review," "training purposes," etc.

2 BODY WORN CAMERA EQUIPMENT

Unless specifically approved by the Sheriff or Chief Deputy, the BWC shall either be

affixed to the front of each deputy's uniform above the horizontal midline of the torso or on either left or right shirt pocket. The positioning of the BWC will enable the BWC to capture the best recording possible of the deputy's scene and interactions with persons on that scene. It is the deputy's responsibility to ensure that the BWC is properly affixed to their uniform, eyeglasses, or helmet so that no obstructions interfere with proper recording.

Unless authorized by the Sheriff, or his designee, employees shall not disassemble the camera or attempt to access the internal storage, files, programs, or configuration of the BWCs wirelessly or by direct connection.

3 TRAINING FOR BODY WORN CAMERA USE

Prior to using BWC equipment, deputies shall be trained in the operation of the BWC equipment. Shift commanders shall ensure that all deputies under their command who are required to use a BWC are trained in the proper use of the BWC in accordance with current departmental policy.

Unless exigent circumstances exist, deputies and sergeants shall not be permitted to be in the call for service loop without a BWC. Exceptions must be approved by a lieutenant or higher.

FBCSO training will be in compliance with TCOLE BWC training requirements.

4 USE OF BODY WORN CAMERA

Activation of Body Worn Camera

The BWC contains several mode features: *Off*, *Standby*, *View*, *Sleep*, *Mute*, and *Activate (record)*. Normally, while performing routine matters and prior to participating in any *law enforcement activities*, deputies shall keep the BWC in *Standby Mode*, ready to record. If the BWC is triggered by policies and procedures set forth by the Sheriff or Chief Deputy, those settings shall not be modified.

Deputies shall place the BWC in *Activate Mode* to record all *law enforcement activities* regardless of dispatch status.

The BWC shall be activated as follows:

- a. Priority 1 and Priority 2 calls for service. Activate upon being dispatched or when driving to the call regardless of dispatch status.

Priority 1 calls are defined as emergency calls in which an immediate response is necessary due to a belief that an immediate threat to life exists.

Priority 2 calls are defined as emergency calls which require an immediate response due to an immediate and substantial risk of major property loss or damage.

- b. Any other call for service. If a patrol vehicle is in operation, activate prior to exiting the patrol vehicle. If a vehicle is not being used, activate prior to arrival.

- c. Self-initiated *law enforcement activity* (e.g., traffic or pedestrian stop) or On-View Incident (e.g., being flagged down). Deputies shall activate BWCs prior to taking any police action including vehicle and foot pursuits. In all cases, BWCs shall be activated prior to turning on emergency equipment.
- d. Search or arrest warrant. Deputies equipped with a BWC shall record during the execution of any search or arrest warrant and during all consent searches.
- e. Execution of search and/or arrest warrant by *Plainclothes (investigators)* and *Task Force Deputies*. *Plainclothes (investigators)* and *task force deputies (TFD)* shall obtain and activate BWCs when actively participating or holding a perimeter during a planned attempt to serve an arrest warrant, other planned arrest, or serving a search warrant that requires entry into a business, structure, or dwelling. If federal policy prohibits a *TFD* from activating a *BWC* as described above, the *TFD* shall not hold the perimeter or participate in the actual arrest or entry during the execution of the search warrant. *Plainclothes deputies* and *TFDs* may **deactivate** the *BWC* when a supervisor on the scene determines that the scene is secure. (See G.O. 03-05, Recording Devices, for additional information on recording devices.)
- f. Prisoner or passenger transports. Deputies equipped with a BWC shall record all prisoner or passenger transports, regardless of the gender of the prisoner or passenger. The entire transport shall be recorded.
- g. Deputies shall ensure the F3 camera records the rear passenger compartment of the vehicle when an individual is placed in the rear seat. Once deputies are in a secured jail facility with surveillance cameras, the F3 camera may be *deactivated*.
- h. Deputies may not transmit BWC recordings via *View* mode to any external device, including a tablet, monitor, etc. The *View* mode can be paired with a cellular phone.
- i. Hostile or contentious interaction. There may be times when a deputy is interacting with the public and the discussion becomes unexpectedly hostile or contentious. As soon as a deputy determines that this is likely to occur or is occurring, the deputy shall immediately activate the BWC.
- j. When at a location where a law enforcement action is taking place, deputies shall continue recording until the *law enforcement activity* by all deputies is completed or until there is a reason, as permitted by this policy, to *deactivate* the BWC. Deputies are not required to cease recording an event, situation, or circumstance solely at the demand of a citizen.

Special Circumstances

This section addresses special circumstances in which additional guidance regarding the use of BWCs is needed.

Traumatic Events:

Deputies are sometimes called on to respond to scenes where persons, including witnesses and complainants, may have been traumatized (e.g., a scene of a sexual assault). While deputies are encouraged to use their BWCs when it is prudent to do so, when recording the person might inhibit the deputy's ability to obtain a full and candid statement from a complainant or witness, the deputy may request permission from a

supervisor to *deactivate* the BWC in this very limited circumstance. This does not include domestic violence scenes. Deputies shall audibly note the reason prior to *deactivating* the BWC. The BWC shall be activated once the contact with that individual has ceased and until the remainder of the investigation is complete.

Driving While Intoxicated:

During encounters with drivers who are suspected of Driving While Intoxicated (DWI), deputies shall use both BWCs and mobile video equipment (in vehicles in which mobile video equipment has been installed and is functional) to record any field sobriety tests before proceeding to an intoxilyzer testing facility.

Deputies shall follow the FBCSO policy as it relates to operating BWCs in the Detention areas.

Special Events:

Special events and crowd control situations present unique tactical and safety concerns for both the public and law enforcement. Examples of such events include demonstrations, major sporting events, festivals, dignitary protection assignments, and parades. Supervisors tasked with coordinating the response to such events shall have the discretion to order deputies to record portions of or the entire special event. Depending on availability, lieutenants or higher may authorize deputies to work special events and crowd control situations without a BWC.

Specialized Units:

Exceptions for wearing or activating BWCs based on operational necessity may only be granted by the Sheriff, or his designee. Divisions with specialized units seeking an exception shall submit proposed Standard Operating Procedures detailing specific guidelines for wearing and activating BWCs with the correspondence to the Sheriff, or his designee.

Mute Function

The *Mute Function* shall be used when conferring with a district attorney's office.

The *Mute Function* may be used during conversations with undercover deputies or confidential informants, to relay information received from undercover deputies or confidential informants, when consulting with a physician at a mental health facility, or when instructed by a supervisor.

The Mute Function may be used during conversations with supervisors or other deputies on a scene when the conversation is of a private nature, involves tactical planning, or involves procedural questions.

Prior to activating the *Mute Function*, deputies shall audibly note the reason why the audio is being muted.

Deactivation of Body Worn Camera

Deactivating a BWC in regards to a *law enforcement activity* is governed by the following

guidelines. Except as specifically provided otherwise in this General Order, a deputy's BWC may be *deactivated* only when:

- a. All contacts with the public on the scene are completed, and if applicable, all arrests have been made and arrestees have been transported to a secure jail facility by a transporting unit. Deputies in the transporting unit shall adhere to Section 4, item (f) of this General Order;
- b. Conferring with an undercover deputy assigned to an investigative division about a tactical operation or briefing.
- c. Approved by a supervisor on extended scenes. Extended scenes do not include scenes that have ongoing activity with suspects or when the scene is not fully contained and under control. Additionally, extended scenes do not include scenes that may require any interaction with citizens or may require any *law enforcement activity*.

If the department determines that a deputy was not justified in deactivating the BWC, the deputy may be subject to disciplinary action.

5 FAILURE TO ACTIVATE BODY WORN CAMERA

The BWC must be activated prior to initiating a law enforcement activity. There may be circumstances that require deputies to act immediately to ensure their safety or the safety of others. In those situations, it may be impractical or unreasonable for the deputy to activate the BWC before taking police action. In these instances, the deputy shall activate the BWC as soon as it is safe to do so to ensure that the remainder of the incident is properly recorded. A deputy's justification for failing to activate the BWC because it is unsafe, unrealistic, or impractical shall be evaluated based on whether a reasonable deputy under the same or similar circumstances would have made the same decision.

If the BWC is activated late, the deputy shall audibly note the reason or explanation on the BWC.

If a deputy is required to and fails to activate the BWC, the deputy shall notify the supervisor and document the reason for not activating the BWC in the incident report or call slip.

6 RESPONSIBILITIES

Division Commanders (Captains)

Division commanders shall ensure BWC equipment is being properly utilized and maintained.

Supervisor Responsibilities

Any supervisor who becomes aware that a deputy has a malfunctioning or defective BWC shall determine whether the deputy should immediately return to the station to replace the BWC. Supervisors shall base the decision whether to allow a deputy to continue working with a malfunctioning or defective BWC on the nature of the calls holding and officer safety.

Any FBCSO supervisor may “restrict” a video; however, to “un-restrict” a video will require the authority of a lieutenant and above.

Restrictions and unrestrictions will be set by Axon permission settings by personnel with administrative roles.

Supervisors may access “Axon Respond View” for the following purposes

1. Tactical situations
2. When a deputy is not responding to dispatch on the radio (officer safety)
3. When responding to critical incidents
4. when requested for supervisory guidance by the camera wearer. However, MUTE function should be used when speaking about procedural or tactical operations.
5. This function should not replace the responsibility of a supervisor to respond to or be present at a scene when needed.
6. This function is not to be used to routinely monitor subordinates during routine calls for service.

Deputy Responsibilities

Deputies issued a BWC shall:

- a. Be responsible for the care and custody of all BWC equipment assigned to the deputy.
- b. Ensure the BWC used is assigned to them.
- c. Inspect the assigned BWC device daily to ensure that there is no visible damage and that the device is in proper working order.
- d. Immediately report a malfunction or loss of BWC equipment to a supervisor.
- e. The deputy shall document the BWC malfunction within the deputy’s unit history.

- f. Enter their information on the call slip unit history when on-scene where BWC activation is required.
- g. Upload video(s) to the cloud (evidence.com) and classify the videos by the end of the shift or tour of duty.
- h. Immediately report a lost, damaged, or stolen BWC to a supervisor.
- i. If a BWC is checked out for any reason by any deputy who has not been issued a BWC, the BWC must be returned to the issuing division after files are uploaded into evidence.com and properly classified.
- j. Deputies may place a BWC in Sleep mode, or turn off the BWC at the end of their shift while completing their paperwork.

Officers are reminded that the BWC shall remain activated in a hospital or medical facility for official police business, including, but not limited to, criminal investigations, mental health documentation, or a dying declaration. However, hospital assignments may be considered extended scenes requiring supervisor approval for BWC deactivation.

7 CLASSIFICATION OF BWC RECORDINGS

Proper *classification* is critical for ensuring videos are retained in accordance with department mandated and legally required retention schedules. Deputies shall classify videos based on the most serious offense.

Deputies shall perform the *classification* of recordings in evidence.com. Deputies shall classify each and every video captured on the BWC by the end of their shift or tour of duty.

Retention Schedule

Once a deputy completes the *classification* of the *digital recording*, the retention period is automatically applied by an approved list of CAD codes.

Retention periods are set at 180 days, 3 years, 10 years, and until “manual deletion” in compliance with Texas State law.

8 DOCUMENTATION IN INCIDENT REPORTS

The BWC recording is not a substitute for a thorough and complete original or supplement report.

For incidents requiring a deputy to complete an incident report, deputies shall ensure each BWC recording is documented in the incident report. The fact that a recording was made shall be documented in all reports and any corresponding documentation associated with the incident including, but not limited to, *crash reports*, *Vehicle Pursuit* forms, and *Use of Force* forms.

Regardless of the reason a deputy with a BWC is on a police scene, the deputy shall ensure that they are added to the call slip (unit history).

While the BWC is activated during police activity, on a crime scene, it should not be used to replace a camera that provides still photographs.

Deputies shall continue data collection as required by the Racial Profiling policy, regardless of whether they are utilizing a BWC.

9 USE OF FORCE

Deputies involved in a *Use of Force* incident captured by BWC shall follow the applicable departmental policies regarding the reporting *Use of Force*. When feasible, a deputy involved in a *Use of Force* incident should, but is not required to, review the BWC recording before completing the incident or offense report. The supervisor conducting the *Use of Force* review shall review video recordings of all *Use of Force* incidents.

If a deputy is unable to upload the BWC video into Evidence.com due to illness or injury, the supervisor who has been made aware of the deputy's inability to upload the video shall be responsible for ensuring that the video is uploaded into Evidence.com as soon as practicable.

In critical incidents, such as deputy-involved shootings, in-custody deaths, or other deputy-involved incidents that result in a person's serious bodily injury or death, a supervisor shall take custody of all directly involved BWCs at the scene and ensure that they are transferred to the Homicide Division. If Homicide does not make the scene, the supervisor shall ensure that all videos from the involved BWCs are uploaded into Evidence.com.

Deputies involved in the critical incident shall not be tasked with uploading the BWC recordings related to that incident. If the critical incident requires an investigation by the Texas Rangers or other law enforcement agency, including the District Attorney's Office, the supervisor shall provide the appropriate link to the investigating agency(ies). The BWC will be labeled appropriately as "Restricted," and release limited as stated on page three (3) of this policy, Integrity of Recordings.

Incidents involving deadly force or serious bodily injury captured on BWCs shall be handled as directed by the Criminal Investigations Division (CID) Investigator on the scene. The CID investigator shall have the authority to classify a video recording as "Restricted."

10 PROHIBITED USAGE

Unless approved by the Sheriff, or his designee, deputies are prohibited from making copies of digital evidence for non-law enforcement purposes or uploading digital evidence to public or social media sites at any time. While viewing a BWC recording for official purposes, deputies shall not take a screen shot or make any separate recording of the BWC recording. (For additional contextual information, please see G.O. 05-04, Social Media and Related Communications policy.)

Under Texas Occupations Code Section 1701.659, it is a Class A misdemeanor for a peace

officer or other employee of the department to release a recording created with a BWC without written permission of the Sheriff or his designee.

Recordings made by deputies while performing their police duties shall not be shared or used for personal gain or entertainment.

The BWC is for official use only and shall not be used to record:

- a. Personal or non-work related activity.
- b. Department roll calls, locker rooms, break rooms, restrooms, or administrative activities.
- c. Any conversation not related to a law enforcement activity or function.
- d. Conversations with any law enforcement personnel that involve briefings or tactical operations or plans.
- e. In-house lineup proceedings or associated briefings.
- f. Department meetings including, but not limited to, administrative meetings, committee meetings, mediations, counseling, or in-service training.
- g. Inside police facilities unless taking law enforcement action.

11 GRAND JURY AND COURT PROCEEDINGS

Body worn cameras will not be worn inside any Fort Bend County Court or Grand Jury. Employees will not don a BWC while in court. Deputies should comply with the instructions of the court.

12 PRIVACY CONCERNS

Deputies shall not have BWCs recording while inside restrooms, dressing rooms, or locker rooms unless deputies are entering in response to an ongoing emergency or a crime that is still in progress, there is reason to believe that a suspect is still inside the location, or other exigent circumstances exist.

Processing Inadvertent Sensitive BWC Recordings

If an inadvertent sensitive video is recorded (e.g., while using the restroom or dressing and/or undressing in a locker room), the deputy should notify a supervisor. A same-sex shift lieutenant shall view the video and ensure that there were no policy violations recorded and that no misconduct was observed.

As described in **Section I Integrity of BWC Video Recordings**, page 3, the inadvertent sensitive video may be reclassified and “Privacy” entered as the retention category so that the video is deleted in one day. Unless there is a policy or procedural violation or a violation of state or federal law, the sensitive video shall not be retained.

13 REVIEWING BWC DIGITAL RECORDINGS

Employee Reviews

Deputies may, but are not required to, review BWC videos before completing an incident report. Deputies should view their own *digital recording* prior to providing testimony at hearings, trials, or depositions.

Investigative Divisions

If an investigator determines BWC video is available for an assigned case, the investigator shall associate the video with the case/incident number in evidence.com. When a video is associated with a case/incident number, the offense will determine the BWC retention period. The BWC will be categorized based upon the highest level of offense and will be retained until manually deleted.

Citizen Reviews

Citizen requests for review of BWC video must be forwarded to the division commander of the division involved. Upon approval of the division commander, a citizen may review a BWC video.

14 VIEWING & REQUESTS FOR RECORDINGS

Internal Affairs Investigations

Internal Affairs Division shall have authority to view any BWC video recording and to flag as “Restricted” any video recording it deems necessary, including any and all video obtained by any involved deputy or any video involving allegations of serious misconduct.

Internal Affairs Division investigators have the authority to show a complainant or witness a BWC video recording only after a complaint has been made in accordance with state law (TX Loc Gov Code Sec 614.022).

Deputies are entitled to access any BWC recording of an incident involving the deputy before the deputy is required to make a statement about the incident.

Use of Digital Evidence for Training Purposes

There may be instances when deputies and supervisors believe a recorded incident has training value. In such cases, a supervisor shall send correspondence via the chain of command to the Training Division commander for consideration.

Requests for Recordings

Employee Requests:

A deputy seeking a copy of a BWC video for reasons other than official departmental purposes shall make a request in writing through the chain of command to the Chief Deputy stating the specific reasons for requesting the video.

Texas Public Information Act (TPIA) Requests:

Recordings captured during the scope of a deputy’s duties may be subject to release to the public under applicable laws. All requests from persons for BWC video copies or

viewing shall be referred to the Office of the County or District Attorney. These requests shall be handled in accordance with Chapter 552 of the Texas Government Code (Public Information Act), Chapter 1701 of the Texas Occupations Code, and departmental procedures.

Requests from Other Law Enforcement Agencies and Criminal Prosecutors:

Requests for BWC video captured as part of a law enforcement-related activity or function may be released by the lead case investigator or division supervisor upon request. The release will be made in the form of a link to the video provided in an email to the requesting agency's government address.

The department shall require that any other requests for BWC videos from other law enforcement agencies be made in writing to the Sheriff, or his designee.

15 AUDITS OF BWC RECORDINGS

Monthly Audits by Supervisors

Supervisors shall routinely view BWC related to Use of Force, Vehicle Pursuits, and other incidents. The Axon performance system will be programmed to produce at least one randomly selected video per deputy each month. The randomly selected videos will be electronically be assigned to a supervisor. The supervisor will be responsible for documenting the findings and sending a report of the findings to their division commander.

The purpose of the random video review is to ensure the BWC program is properly capturing required recordings, to ensure the BWC program is being properly managed, and as part of the quality control function of each division.

Finally, supervisors are expected to ensure the policies and procedures of the Sheriff's Office are followed.

Repair and Maintenance

Upon notification of equipment malfunction or damage, a representative from the division shall contact Support Services for further direction. Support Services shall exercise sole responsibility for liaison with the equipment manufacturer for replacements, if needed. Support Services will assist with troubleshooting BWC problems and seek RMA if troubleshooting does not rectify the malfunction.

Support Services shall also issuing replacement BWCs, if available. Any user or program changes shall be made into Evidence.com.

Semiannual Audits by the Support Services Division

Employees of the Support Services Division shall perform audits twice per year of randomly selected, stored BWC video files for quality control purposes to ensure video, audio, color rendition, and proper focus. System audits shall also be conducted focusing on user access, retention schedules, partial or incomplete video files, and system storage.

FBCSO personnel are responsible for seeking immediate assistance to correct any quality or operational issue and shall not wait for an internal audit to correct a problem.

16 SUPPORT SERVICES DIVISION

The Sheriff's Office Support Services Division shall be responsible for:

- a. Deploying, maintaining, and supporting the functionality of the BWCs, peripheral devices and cables, video transfer devices, work station software, system settings, and any other equipment located on-site.
- b. Maintaining a master inventory of FBCSO BWCs and equipment and conducting an annual inventory.
- c. Coordinating with AXON to maintain network connectivity, server availability, backup copies, and storage availability.
- d. Providing assistance to employees performing audit protocols.
- e. Handling special requests to access videos not normally accessible by employees.
- f. Providing assistance with accessing the evidence.com and addressing other technological issues.

Support Services shall also be responsible for issuing replacement BWCs to divisional BWC administrators, if BWCs are available in the inventory. Support Services will update the inventory database to reflect changes in equipment status and BWC assignments.

17 REFERENCES

Section 1701.651 – 1701.663, Texas Occupations Code
Chapter 552, Texas Government Code
Commissioners Court Resolution, 10/19/2019
Commissioners Court Approval, General Guidelines, 5/25/2021