

## OFFICE OF OPERATIONS

### NOTICE

May 19, 2020

1.11

**TO:** All Commanding Officers

**FROM:** Director, Office of Operations

**SUBJECT: TELEMATICS SYSTEM DATA REQUEST PROTOCOLS,  
USER AGREEMENT FORMS AND KEY PERFORMANCE INDICATORS**

The purpose of this Notice is to introduce the Key Performance Indicators (KPI) utilized within the Telematics System, outline the protocols for requesting data from the Telematics System and to introduce the Telematics Data Request and Telematics User Agreement forms.

Vehicles equipped with Telematics will enable the Department to monitor vehicle operation in near real-time, while capturing data a few times per minute or when “trigger-events” occur based on standardized KPIs. Historical data can be made available for up to 12 months. Telematics tracks various components including, but not limited to:

- Vehicle identifiers (e.g., “shop” number, vehicle identification number);
- Vehicle diagnostic data (e.g., airbag sensor, mileage, idling);
- Vehicle speed, location, and direction of travel;
- Use of seatbelts;
- Use of emergency equipment (e.g., Code 3/lightbar activation);
- Time, location, and duration at a location/area; and,
- Geo-fencing (crime reduction map markers, marker activity hours, historical data querying).

#### Key Performance Indicators:

Key Performance Indicators (KPIs) are measurements based on specifically set target values. Any time a vehicle exceeds the set target value [KPI], a trigger event occurs. To maintain consistency and accountability Departmentwide, while ensuring employees are practicing safe driving behaviors, the below standardized KPIs have been established within the Telematics System:

- Speeding over 70 mph on surface streets;
- Speeding over 80 mph on freeways; and,
- Seatbelt disengagement outside of tactical considerations identified within Department Manual Section 4/289, *Safety Belts in Department Vehicles*.

**Note:** Exceeding a standardized KPI does not automatically equate to an intentional deviation of Department policy. Please be guided by Department Manual Section 3/579.18, *Telematics System* and Professional Standards Bureau Notice, *Guidelines for Reviews of Telematics Data*.

Telematics Data Request Form

When Telematics data is relevant during investigations conducted by entities within Professional Standards Bureau, the Multi-Disciplinary Collision Investigation Team (MCIT) or Force Investigation Division, the investigating entities shall reach out to the Strategies & Engagement Unit, Office of Operations, to query or virtually freeze the data. Due to system access role limitations, divisional users will not have system authority to adequately query relative data and/or to virtually freeze the data when protection of such data is necessary.

Additionally, it is suggested the Telematics Data Request form be used when Telematics data may prove useful by entities/divisions conducting investigative, enforcement or administrative activities in which the data request is outside of their immediate span and control or divisional purview.

**Note:** In compliance with City of Los Angeles retention protocols, the Data Request Form and all documentation produced from the requested query, will be retained for two years at the Office of Operations.

Telematics User Agreement Form

Telematics data use is limited to enforcement, investigative, and administrative activities. All applicable laws and policies regarding confidential information including Department Manual (DM) Section 3/405, *Confidential Nature of Department Records, Reports, and Information*, pertain. Due to the confidential nature of Telematics data, users are required to sign a Telematics User Agreement form confirming their understanding of DM 3/405, and outlining their applicable Telematics access role.

Upon receipt of the signed Telematics User Agreement form by the Office of Operations, a new user account will be created based on the supervisory role and assignment of the new user. For expedited processing, it is requested all applicable forms be submitted via email to [Telematics@lapd.online](mailto:Telematics@lapd.online).

**Note:** Due to accountability measures, Telematics user accounts will be created and maintained solely by the Office of Operations.

Should you have any questions or concerns regarding this Notice, please contact the Strategies & Engagement Unit, Office of Operations, at (213) 486-0250, or [Telematics@lapd.online](mailto:Telematics@lapd.online).



ROBERT N. ARCOS, Assistant Chief  
Director, Office of Operations

Attachments

DISTRIBUTION "A"

# OFFICE OF OPERATIONS

## TELEMATICS DATA REQUEST FORM

Related Incident/Report No.: \_\_\_\_\_

Related Division for Requested Data: \_\_\_\_\_

Specific Date(s) of Requested Data: \_\_\_\_\_

Specific Timeframe(s) of Requested Data: \_\_\_\_\_ (0600-0630, 0700-0800, etc.)

REASON FOR REQUEST: (include shop number, unit number, location and/or any other pertinent information, if applicable)

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**CONFIDENTIAL NATURE OF DATA.** Telematics data use is limited to enforcement, investigative, and administrative activities. Department personnel shall comply with all applicable laws and policies regarding confidential information, including Department Manual Section 3/405, *Confidential Nature of Department Records, Reports, and Information*. Unauthorized use of Telematics data may compromise employee privacy and Department investigations. Therefore, any unauthorized use or release of Telematics data can subject the employee to possible disciplinary action and/or criminal prosecution.

**DOCUMENTATION OF TELEMATICS DATA.** While Telematics data can be a useful resource for complete and accurate police reports, **Department personnel shall not directly reference Telematics nor attach any related Telematics reports** to any police reports except when used as evidence in an investigation.

Supervisor Requesting Data (*print name*): \_\_\_\_\_ Serial No.: \_\_\_\_\_

Division/Assignment: \_\_\_\_\_ Phone No.: \_\_\_\_\_

*Signature* of Requesting Supervisor: \_\_\_\_\_

**This area for use by the Office of Operations, Telematics Unit only:**

Supervisor Approving Request: \_\_\_\_\_  
Request Completed by: \_\_\_\_\_

Serial No.: \_\_\_\_\_  
Serial No.: \_\_\_\_\_

Date emailed to Requesting Supervisor: \_\_\_\_\_

# OFFICE OF OPERATIONS

## TELEMATICS USER AGREEMENT FORM

New Users: Please complete each field, sign and return the form to the Telematics Unit, Office of Operations, at: Telematics@lapd.online.

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ Serial No.: \_\_\_\_\_

Division: \_\_\_\_\_ Rank: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Captain     Watch Commander     Field Supervisor     Divisional Telematics Coordinator

Other (explain): \_\_\_\_\_

**\*\* Non-Supervisory personnel shall obtain Commanding Officer's approval/signature. Non-Supervisory accounts will only be created with the approval of the Chief of Police\*\***

Commanding Officer's Signature: \_\_\_\_\_ Serial No.: \_\_\_\_\_

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**DOCUMENTATION OF TELEMATICS DATA.** While Telematics data can be a useful resource for complete and accurate police reports, **Department personnel shall not directly reference Telematics nor attach any related Telematics reports** to any police reports except when used as evidence in an investigation.

New User Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**This area for use by the Office of Operations, Telematics Unit only:**

Supervisor Approving Request: \_\_\_\_\_  
Account Created by: \_\_\_\_\_

Serial No.: \_\_\_\_\_  
Serial No.: \_\_\_\_\_

Date Account Created: \_\_\_\_\_