OFFICE OF THE CHIEF OF POLICE

SPECIAL ORDER NO. 13 May 19, 2020

SUBJECT: TELEMATICS SYSTEM – ESTABLISHED

PURPOSE: This Order introduces the Telematics System and establishes procedures for the use of Telematics data. The use of modern technology increasingly continues to play a significant role in the day to day operations of the Department. Technology is at the forefront of the Department's efforts to improve community engagement, crime fighting strategies and logistical management of resources. The Telematics System is another tool in the technological evolution of policing that will enhance the Department's capability for effective fleet management, harm reduction to our employees and make police operations more effective by providing added crime strategies and situational awareness of deployed units.

Telematics is a device installed by the vehicle manufacturer that captures information including, but not limited to, vehicle location, mechanical efficiency, vehicle performance, and sensor data for such things as light usage, emergency equipment usage, seatbelt usage ("safety belt"), and speed of travel, directly from the vehicle's internal computer. This data is then transmitted over a cellular network allowing for near real-time monitoring.

PROCEDURE: Department Manual Section 3/579.18, *Telematics System*, has been established and is attached.

AMENDMENT: This Order adds Section 3/579.18 to the Department Manual.

AUDIT RESPONSIBILITY: The bureau Commanding Officers and the Commanding Officer of Audit Division shall review this directive and determine whether an audit or inspection shall be conducted in accordance with Department Manual Section 0/080.30.

MICHEL R. MOORE
Chief of Police

Attachment

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DEPARTMENT MANUAL
VOLUME III
Established by Special Order No. 13, 2020

579.18 TELEMATICS SYSTEM. *Vehicles (to include all Department moving conveyances; motorized or not) equipped with Telematics will enable the Department to monitor vehicle operation in near real-time, providing easy-to-use, real-time maps, dashboards, and reports. The data is updated a few times a minute or when "trigger-events" occur. 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).*

Objectives of Telematics. *Telematics will enable the Department to monitor vehicle logistics and performance, sensor data, and location. The Department will adopt Telematics to:*

- *Improve fleet management logistics and maintenance;*
- *Improve driver safety and training;*
- *Enhance situational awareness of deployed units;*
- *Augment crime reduction strategies; and,*
- *Assist with investigations.*

Reverence for human life remains a guiding principle for the Department, which includes officer safety. To ensure Department personnel are practicing safe driving behaviors, speed and seatbelt usage will be routinely monitored for potential unsafe aggressive driving behaviors and/or policy and procedure violations. Unsafe aggressive driving includes, but is not limited to, excessive speed for conditions, speed dangerously exceeding the normal flow of traffic or a ***potential*** *lack of due regard for safety.*

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.*

Prohibition Against Modification of Data. *Department personnel shall not copy, edit, alter, erase, or otherwise modify Telematics data, hardware, or systems in any manner, except as authorized by law or Department policy. Additionally, Department personnel shall not make any mechanical alterations or modifications which would interfere with the proper operation of Telematics. Any violation of this provision is considered serious misconduct and subject to disciplinary action.*

Note: *Per Office of the Chief of Police Notice, Use of Authorized Seat Belt Extenders, dated September 11, 2008, only authorized Motor Transport Division seat belt extenders shall be utilized in all City vehicles. Therefore, any personnel requiring the application and/or replacement of an authorized seat belt extender must contact Motor Transport Division prior to use.*

Access to Telematics. *Only supervisors, Computer Aided Dispatch (CAD) supervisors or persons designated by the Chief of Police, shall have access to the Telematics System.*

Viewing of the Telematics Data by Officers. *The accuracy of police reports, officer statements, and other official documentation is essential for the integrity of any investigation. Prior to documenting an incident, use of force, participating in an interview, or other enforcement investigative activity, Department personnel shall be allowed to review Telematics data (in whatever form the data exists) pertaining only to* ***their*** *own individual [driver and passenger(s)] activity, to the extent that such data is needed to ensure all reports are complete and accurate.*

Supervisor's Responsibilities. *Supervisors shall:*

- *Review Telematics data prior to submitting any administrative reports where Telematics data is relevant (e.g., non-categorical use of force investigations, pursuits, complaint investigations, officer-involved traffic collisions);*
- *Facilitate access for Department personnel who need to review relevant Telematics data pursuant to this Order;*
- *Review significant deviations from Department policy and procedures and take appropriate action;*
- *Ensure action taken as a result of an audit, inspection, or compliance review of the Telematics data includes positive reinforcement when behavior is consistent with Department policies and procedures; and,*
- *Utilize the Training Evaluation and Management System II (TEAMS II), via a Supervisor Action Item (SAI), to track any non-disciplinary deviations of Department policies and procedures that require training and/or counseling, when a personnel complaint is not warranted.*

Procedures for Reviewing Telematics Data for Incidents Investigated by Professional Standards Bureau or the Multi-Disciplinary Collision Investigation Team. *Department personnel involved in an incident investigated by an entity within Professional Standards Bureau (PSB) to include Force Investigation Division (FID) or the Multi-Disciplinary Collision Investigation Team (MCIT) shall not be allowed to view Telematics data until authorized to do so by the assigned investigative supervisor. The involved employee(s), [driver and passenger(s)] shall be allowed to review his or her own Telematics data, and any other relevant Telematics data, prior to being interviewed or providing a written statement to investigators. The involved employee(s) may have an employee representative present during the review of the Telematics data without the PSB or MCIT investigator or supervisor present. The separating and monitoring of employees involved in an investigation by PSB or MCIT shall be maintained during the review of Telematics Data and a review shall not occur jointly among involved employees.*

Note: *Procedures for chain of command investigations are not affected by this section.*

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.*

Telematics Coordinator — Established. *Each Area or divisional commanding officer shall designate one supervisor to serve as the Telematics Coordinator (as an ancillary duty) and shall be responsible for:*

- *Ensuring new user account requests are completed and forwarded to the Telematics Unit, Office of Operations, for new Area/division supervisors requiring Telematics System access (e.g., watch commanders, field supervisors) as designated by the Area commanding officer;*
- *Verifying authorized users have been trained on the use of Telematics;*
- *Notifying the Telematics Unit when user access has changed (transferred out of the division, change in rank, etc.); and,*
- *Notifying the watch commander or specialized unit officer in charge in the event it appears that the Telematics System has been tampered with.*

Commanding Officer's Responsibilities. *All commanding officers shall ensure adherence to the established protocols delineated for the Telematics System.*