



# BOULDER COUNTY SHERIFF'S OFFICE:

## DIGITAL EVIDENCE ECOSYSTEM ENHANCES COMMUNITY SAFETY AND TRUST

The Boulder County, Colorado Sheriff's Office is responsible for protecting more than 300,000 citizens across 740-square miles of rugged, mountainous terrain. The area also has approximately 3 million annual visitors due to its proximity to Rocky Mountain National Park. With such a large geographic footprint and population, the office is always looking for ways to work safer and smarter.

Boulder County chose to deploy a new digital evidence and body-worn camera ecosystem to better protect citizens and further enhance a strong foundation of community trust. While deputies had previously used limited smartphone video on patrol, Boulder County wanted to deploy a more efficient and holistic digital evidence solution. With the Motorola Solutions digital evidence ecosystem, Boulder County now leverages body-worn cameras, an evidence-grade smartphone camera application, and digital evidence management software. The digital evidence ecosystem allows Boulder County to more effectively capture video footage, instantly upload multimedia files from any location, and quickly access content for review or redaction.

### CUSTOMER PROFILE

- Boulder County Sheriff's Office (Patrol & Jail)
- Boulder, Colorado

### INDUSTRY

Law Enforcement

### SOLUTIONS

- ✓ Si500 Video Speaker Microphone
- ✓ CommandCentral Vault Evidence Management System
- ✓ Capture Evidence-Grade Camera App
- ✓ APX Series Two-way Radios

### BENEFITS

- More footage is captured, including high quality audio, video, and still images while on patrol and in the jail
- Deputies spend less time on administrative tasks and engage more meaningfully with the community
- Automatic uploading via Wi-Fi to CommandCentral Vault means evidence is instantly preserved with chain of custody intact
- At the request of the DA or others, video files are produced and transferred more quickly and efficiently
- Transparency and trust is enhanced within the Boulder County community
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## CHALLENGES

### More Transparency Required

As national law enforcement trends continued to move towards digital evidence management and more transparent policing, Boulder County wanted to stay in front of industry best practices. Boulder County was also intensely focused on maintaining and further building strong citizen trust. Implementing a modern body-worn camera and digital evidence ecosystem would benefit Boulder County as a whole, giving residents direct visibility into law enforcement activity.

"We are open to the public and want to explain what we do and why," said Chief Robert Sullenberger. "It's the expectation of the community to have a high level of transparency and we want to continue to build on the trust we've established."

### Inability to Effectively Capture Video and Audio

Previously, Boulder County rarely used video footage on patrol. When video was captured, deputies relied on smartphones. This was far from ideal. Sharing evidence required emailing content from their phones to the evidence department as well as filling out various submission forms.

In the Boulder County Jail, fixed cameras were often used. However, these legacy cameras didn't record audio, suffered from poor video quality, and featured limited viewing angles. While deputies had adequate documentation from written incident reports and post-incident photos, the video didn't always provide a full picture of what transpired. To produce more detailed incident reports, Boulder County needed modern video recording that would be able to capture more nuances.

### Manual Storage and Redaction Processes

Without a central storage repository, Boulder County was forced to utilize time-consuming processes when evidence was requested for review. For instance, upon request multimedia would be manually copied to a compact disc or flash drive, then walked over to the district attorney's office. In addition, manual redaction processes, such as blurring faces and personally identifiable markings to protect personal privacy, were time consuming and labor intensive. A 15-minute video, manually searched frame-by-frame, could easily take a day or more to redact.

"Before we had the video technology, our deputies would take photos and videos from digital cameras and regular film cameras and have to get that developed or get it onto a flash drive and into our evidence department," said Jessica Flinn, Records Department. "With that, they would have to fill out property sheets and bring that back in, and so it was a very long process for them at the end of their day, when they already had a full report to write."

## SOLUTION

Before selecting a new digital evidence and content management solution, Boulder County spent 2 years researching. The County then gathered input from IT personnel, deputies, and other decision makers to form a "must have" requirements list and grading scale. Next, an RFP was issued followed by field trials of the three solutions which ranked the highest. Boulder County replicated real-life scenarios that their deputies could face, such as public disturbances. Motorola Solutions significantly outperformed the others. In addition, it was critical for Boulder County to have a trusted partner that could ensure a successful deployment.

"We had worked with Motorola for a number of years, as the company provides our radios, dispatch consoles, and some of the other tools we use," said Commander Jason Oehlkers. "We were happy with Motorola's customer service, the way they treated us, their local reps, and their troubleshooting expertise if we ran into problems, so they were an obvious choice for inclusion in the RFP."

Our digital evidence ecosystem allowed Boulder County to overcome each of the challenges they initially faced:



#### Si500 Video Speaker Microphones:

Deputies can now communicate while capturing and uploading evidence, all on one device.



#### CommandCentral Vault Digital Evidence

**Management:** Records staff can now easily access and manage all digital evidence from a single, secure location.



#### Capture Evidence-Grade Camera App:

Deputies can now quickly and securely capture law-enforcement-grade digital evidence using a smartphone, then easily upload it to a central repository.

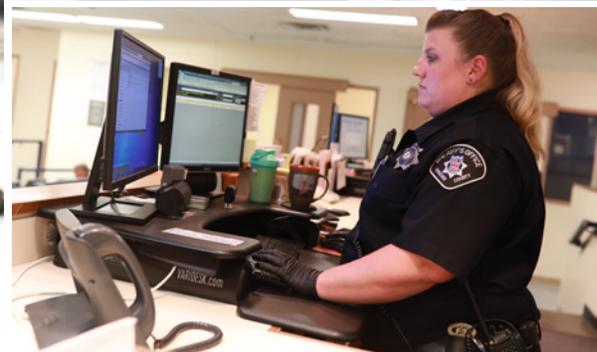


**APX Series Two-way Radios:** Deputies can efficiently coordinate and communicate with purpose-built devices made for law enforcement agencies.

### For Boulder County, our digital evidence ecosystem stood out in four primary ways:

- 1 Excellent video accompanied with proven audio quality
- 2 Instant upload abilities from any Wi-Fi hotspot
- 3 Seamless camera and microphone integration in one device, reducing the overall amount of equipment carried by deputies
- 4 Strong customer service throughout the product life cycle

Boulder County implemented a phased rollout of the system, initially training eight deputies on patrol and four personnel within the jail. Over the next 10 months, the program was incrementally expanded to the entire division, with 155 cameras in use.



## BENEFITS

### Seamless Capture of Video and Audio

Boulder County quickly recognized the benefit of the Si500 Video Speaker Microphone's three-in-one functionality, with an integrated speaker-mic, body camera, and touchscreen. This combination allows deputies to carry one less piece of equipment in the field, lessening the burden on employees.

"The integration with Motorola Solutions two-way radios is huge," said Commander Jason Oehlkers. "Competing offerings had a Bluetooth link to cell phones, which were not as reliable. Having everything integrated in one unit has been a substantial benefit for us."

Through customizable prebuffer settings, the Si500 starts capturing encrypted video prior to pressing the record button. The camera can also be activated automatically through a series of prompts such as the emergency button on the radio being pressed or a weapon being drawn. In addition, the body-worn camera features full radio integration and an adaptive audio engine that delivers loud, clear sound in any wearing position or in any weather condition.

### Preserve Evidence Confidently From Anywhere

When the body-worn camera or the Capture app records footage, employees simply tag the video with a case number and it's added to the incident report as evidence. The content is automatically uploaded to CommandCentral Vault, where it's retained for 180 days or indefinitely. From there, supervisors and detectives can review footage, as needed, while district attorneys are granted access to videos when they are tagged. Only those tagged on a specific video are able to view that footage. With WiFi uploading capabilities, instead of driving back to headquarters which can be a 45-minute trip, Boulder County employees can use WiFi on the road or at home to upload evidence.

Digital evidence can provide unbiased information to prosecute a case as objectively as possible. To do so, it's critical to maintain data integrity and a verified chain of custody. With industry leading security protocols such as CJIS encryption and total data isolation from other applications, the Motorola Solutions digital evidence ecosystem is the only solution to verify chain of custody from capture to deletion. Boulder County is assured that all content is securely captured, stored, and shared.

"The chain of custody is critical — without it, we wouldn't be able to present that footage into court for prosecution purposes," said Chief Sullenberger. "When the chain of custody is captured on the body-worn camera, it stays there. We can track when it gets uploaded, who's viewed it, who's tagged it and when the DA's office pulls it down. That's absolutely critical."

To meet information requests from the DA's office or the public, Boulder County can now pull very specific data to support individual cases. When personally identifiable information is at stake, Boulder County no longer has to go through tedious frame-by-frame manual redaction processes. Quick point-and-click redaction in any video content enables them to rapidly disseminate the information.

"Transparency is a priority for us and therefore, we want to be able to efficiently redact and share as much information as possible," said Jessica Flinn, Records Department. "This added efficiency has changed our work practices tremendously and the evidence capture has been a godsend."

### Boulder County Jail: It's About Trust

The use of our body-worn cameras and digital evidence management software among deputies and staff at the Boulder County Jail has been a game-changer for their operations. Simplified evidence capture and upgraded visibility discourages escalation during incidents and sheds new light on challenging situations.

As a result, the jail has benefitted from an improved rapport with inmates, a decrease in inmate complaints, and improved operational efficiencies.

"The benefits of the body-worn cameras at our jail is that we aren't fixed anymore, relying on a camera on the ceiling or other mounted location, and we can go into cells," said Chief Goetz. "Having the added audio and hearing something versus seeing something are two very different things."



### **A Complete Digital Evidence Ecosystem, From One Trusted Provider**

Across law enforcement there is a growing surge of unstructured and structured data that can create storage and management challenges. Adding to the challenge, video, be it body worn, in car or fixed, can be expensive to store on premise because of the infrastructure needed to store large file sizes. CommandCentral Vault provides the scalability and unlimited cloud storage that Boulder County required.

Pairing body-worn cameras with digital evidence management software allows Boulder County to consolidate all of its content and management workflows into a single, end-to-end experience. This creates a unified incident view, so all relevant digital evidence tied to an event can be easily found, processed, and packaged for judicial partners. This unified view saves valuable time and resources.

"Motorola Solutions has integrated extremely well with our systems," said Chief Sullenberger. "Using CommandCentral Vault as part of the integrated camera solution, deputies simply upload footage and still photographs. They are properly tagged, the DA's office has access, and they can pull down what they want. It cuts the middle people out of the equation, which is just more efficient."

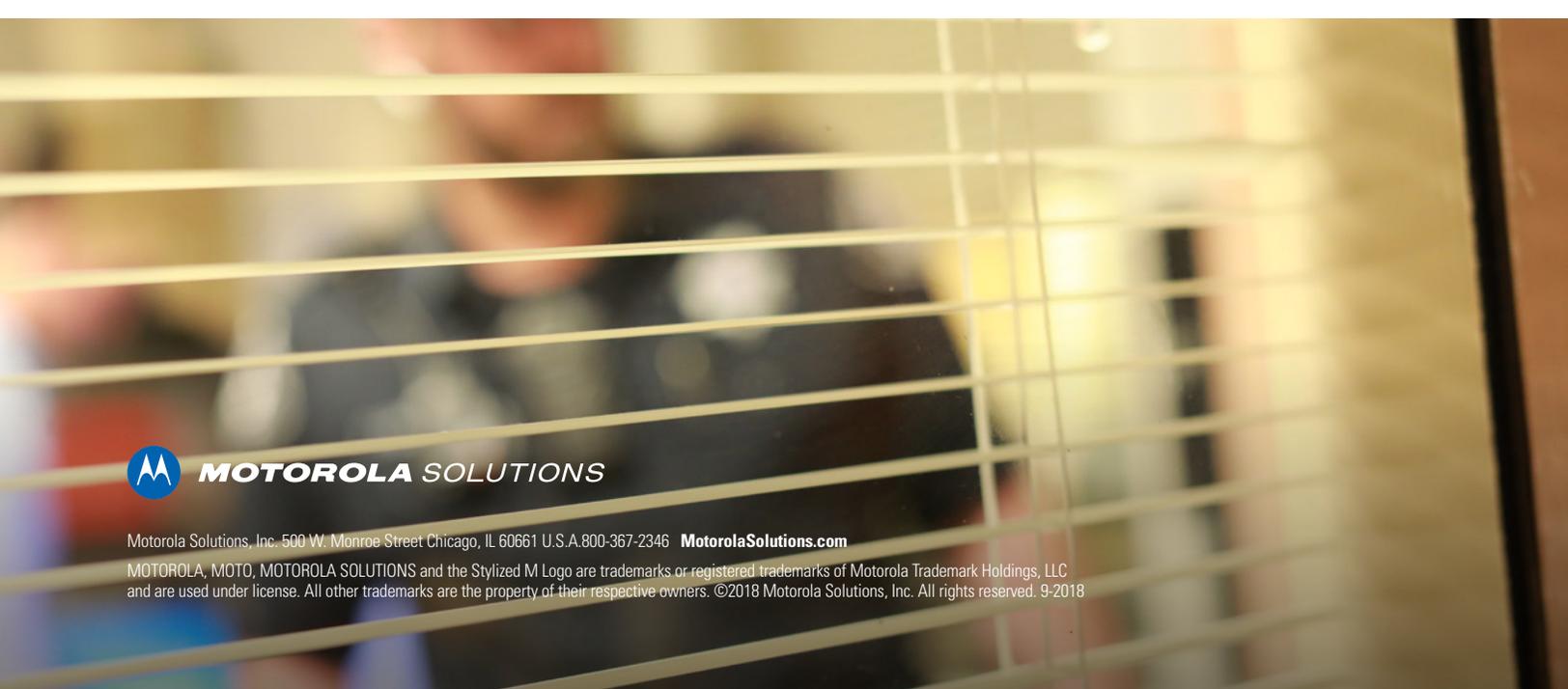
### **Nurture Community Trust**

Capturing digital evidence can be a powerful way to further strengthen the criminal justice process and defuse community tensions. It can also provide accurate and unbiased information while ensuring accountability and community transparency.

Boulder County recognized that increased law enforcement transparency is now the new national expectation. To build on the community trust they've worked so hard to create, they would have to use technology that serves the needs of both law enforcement and the community.

"We're open and transparent to the public and want to be able to explain what actions we took and why," said Chief Robert Sullenberger. "Body-worn cameras don't just build trust, they help enhance the trust we already have."

To learn more about our ecosystem of public safety solutions and how they can help make your community safer, visit [www.MotorolaSolutions.com/Trust](http://www.MotorolaSolutions.com/Trust).



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