



2024 BODY WORN CAMERA EVALUATION

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Publication Date: 2024 10 21

Subjects/Key Words: Body Worn Camera; Evaluation; Accountability, Transparency, Citizens



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Executive Summary

In April 2019, the Calgary Police Service (CPS) operationalized the use of Body Worn Cameras (BWC) for its patrol and traffic members. The CPS was the first large police service in Canada to adopt the use of BWCs, and in 2023 the Government of Alberta (GoA) mandated that all Alberta police services implement BWCs. As a leader in establishing the provincial BWC program, our Service continues to offer support in structuring the provincial operating procedures for the program.

In 2020, the CPS authored its first BWC Evaluation Report¹. That report assessed BWC operations, inventory management, training, activation, video access and management, retention, disclosure, complaints, etc.

For the purposes of continuous improvement, the 2020 BWC Evaluation Report provided 26 recommendations, 20 of which have been implemented. The outstanding recommendations are included as part of this report.

The 2024 BWC Evaluation Report, conducted between April and September, focused on analyzing the last three years of BWC operations, assessing its impact on public safety, accountability, and transparency. Responses were collected from CPS members, citizens, and external partner agencies.

The 2024 BWC Evaluation Report contains a total of 26 recommendations which include four recommendations from the 2020 BWC evaluation report. The recommendations were categorized into several focus areas which include training, technological improvement, system management, access, retention, communications, policy, resources, and continuous improvement.

The recommendations in this report come with varying financial implications. Some recommendations, such as software purchases, may carry significant unbudgeted costs; whereas recommendations for training for example, may require detailed staffing considerations. It is important to note, other recommendations may improve budget and/or staffing requirements.

An evaluation of the CPS' In-Car Video (ICV) operations was considered out of scope.

¹ Body-worn and in-car cameras, 2020 Body-worn Camera Evaluation Report, <https://www.calgary.ca/cps/body-worncamera.html#:~:text=Body%2Dworn%20cameras&text=The%20officers%20turn%20the%20camera,visibly%20indicates%20it%20is%20recording>.

Key Findings

Consistent Key Findings across the 2020 and 2024 BWC Evaluation Reports

BWC operations were assessed and analyzed based on available data, with several findings from the 2020 BWC Evaluation Report found to be consistent with the 2024 Evaluation. These findings include, but are not limited to:

- BWCs have been deployed to patrol and traffic members as well as many specialty units. Resources dedicated to its operation including hardware, software, licencing, etc., are at an annual cost of \$5 million.
- BWCs are generally perceived both internally and externally as beneficial, valuable, and an excellent tool that contributes to officers' professionalism, accountability, transparency, and public trust in CPS. The partners include citizens, CPS officers and civilians, CPS Professional Standards Section (PSS), Alberta Serious Incident Response Team (ASIRT), Government of Alberta (GoA), and other Canadian police agencies.
- BWC captures evidence, documents police interactions with the public, and enhances the integrity of investigations at CPS.
- ASIRT and Crown prosecutors report that BWC recordings have been a strong contributor to quicker resolution of some investigative cases, and most officers continue to consistently demonstrate professionalism.
- While many officers support BWC use and find it helpful in protecting them from unfounded allegations, there is skepticism about the PSS process and reviews during informal and formal complaints investigations.
- Some officers feel unsupported by leadership and rely on BWCs as their primary means of protection against unfair treatment as it relates to accountability in the resolution of informal and formal complaints.

Additional Key Findings: 2024 BWC Evaluation Report

- Some BWC reviewers, including members from the PSS, Access and Privacy Section (APS), and the Court and Disclosure Unit (CDU), etc., apply an Equity, Diversity, Inclusion, and Belonging (EDIB) lens during their review of BWC footage. This approach ensures that the perspectives and rights of diverse community members are considered, promoting fairness and accountability in the review process.
- Citizens and officers report that there is the potential for noncompliance when activating BWCs during public interactions.

- Officers maintain professional interactions with the public regardless of the presence of BWCs. It is perceived that BWCs positively influence the public's behaviour during interactions with officers, especially when citizens know BWCs are activated.
- The public has limited BWC knowledge, for example:
 - details on why the program was implemented or why they are being used,
 - how the recordings are kept,
 - where to locate more information about the tool,
 - contact information for clarifications and requests.
- BWCs remain an essential tool within PSS, steadily contributing to internal and external complaints resolution. On average, 58% of external complaints were resolved partially or completely using BWC videos within six months in 2022 and 2023.
- The Subject Behaviour Occurrence Report (SBOR) indicates that use of force has remained stable between 2018 and 2023. This suggests that the implementation of BWC has had no direct impact on reducing or increasing the number of use of force incidents. However, BWCs continue to play a crucial role in reviewing and investigating use of force cases, providing valuable evidence, and supporting accountability.
- An evidence search conducted using 2021 sample data for BWC occurrence labels and the Sentry occurrence table, revealed that 62% of the entries were marked "Yes" for BWC flag attribute on Sentry. This finding is consistent with data from both 2022 and 2023. However, the presence of a discrepancy suggests that the flag may not accurately capture the true status of BWC occurrences, raising concerns about the reliability of the flag in reflecting actual usage. This misalignment indicates the need for further investigation into the accuracy of the data tracking system.
- As BWC technology continues to evolve, ongoing member support is essential. The BWC-ICV Team should stay current with emerging trends, best practices, and necessary training and recertifications to ensure optimal usage of the technology. Additionally, CPS members require updated training to effectively adapt to advancements in BWC technology and protocols.
- Some officers in specialty units who do not have direct interaction with the public believe they should be granted full access to Evidence.com.
- BWC operations support units expressed workload and resourcing concerns. Those units include PSS, APS, Driver Safety and Compliance (DSCT), as well as CDU.
- There is a need to update training, policies, practices, and procedures that currently pose challenges to the intuitive use of BWCs and its operations.

Recommendations

2020 BWC Evaluation Report Recommendations

As noted above, six of the 2020 BWC Evaluation Report recommendations have not been implemented due to capacity and scope. In 2024, the BWC-ICV Team hired a Strategic Analyst who will be instrumental in completing all but two of those recommendations. As noted below, two recommendations, recommendation #11 and #26, are beyond the scope of the Records and Evidence Management Section (REMS), the Section responsible for overall BWC operations.

2020 Outstanding Recommendations	Justification to Retain or Cancel
<p><u>Recommendation #3:</u> Designate a pool of BWC to be available via the Real Time Operations Centre (RTOC) for officers in areas that are not issued BWC to use during search warrants or similar events where it would prove valuable. This would require implementing a BWC assignment process to ensure all videos are uploaded and linked to the appropriate metadata in Evidence.com for evidentiary and compliance monitoring purposes.</p>	<p>Update recommendation to reflect making BWC and licence provision for officers who are in the user group categories that are either assigned BWC licence with no camera, or not assigned both licence and camera.</p> <p><u>Add to 2024 BWC Evaluation Recommendations</u></p>
<p><u>Recommendation #9:</u> Develop and implement BWC compliance monitoring and accountability protocols to address noncompliance. Develop data and measurement strategies to monitor, manage, and report on BWC compliance annually. Develop a BWC dashboard or reporting function in Evidence.com for Sergeants to monitor their officers' compliance and a protocol to address compliance issues through the district chain of command.</p>	<p>Axon software upgrade to Evidence.com now includes Axon Performance to address accountability metrics along with a dashboard monitoring tool to support administrative and frontline supervisors to manage their staff.</p> <p>Axon redaction tool and auto-retention categories should be considered as well to maximize product functionality.</p> <p>However, this recommendation must be reviewed as it is budget dependent.</p> <p><u>Add to 2024 BWC Evaluation Recommendations</u></p>
<p><u>Recommendation #11:</u> In consultation with REMS and Access & Privacy Section, PSS,</p>	<p>A request was made in 2023 to increase the 13-month retention; the CPS' Records</p>

Legal, or other BWC partners, consider increasing the minimum retention period for videos to more than 13 months.	Management (RM) Committee denied the request. <u>Beyond REMS scope; this recommendation is cancelled</u>
<u>Recommendation # 23:</u> Evaluate the BWC program annually to monitor and report on BWC Policy objectives and outcomes. This may involve developing a multi-year evaluation framework and/or reporting plan that identifies key performance metrics, evaluation resources, partner engagement schedule, partner outcome data development, etc.	Update recommendation to evaluate BWC program regularly within three to five years to monitor and report on BWC policy objectives and outcomes. <u>Add to 2024 BWC Evaluation Recommendations</u>
<u>Recommendation #24:</u> Review all BWC data collection processes and systems (including PSS and SBOR report fields and data entry practices) to ensure CPS has the data needed to report on BWC outcomes accurately and reliably. Three to five years of quality, consistent data is required to understand any correlational impact of BWC on formal complaints or use of force.	PSS and SBOR reporting data are in two different systems. BWC-ICV Team's Strategic Analyst to collaborate with PSS and SBOR on data collection to understand impact of BWC on formal complaints or use of force and ensure CPS has the data needed to report on BWC outcomes accurately and reliably. <u>Add to 2024 BWC Evaluation Report</u>
<u>Recommendation #26:</u> Explore opportunities with the Crown and PSS or academic partners to record, track, or measure the impact BWC has on court outcomes, including BWC impact on prosecution against citizens and police officers.	Strategic Services to socialize this recommendation to students in appropriate graduate programs at the University of Calgary and Mount Royal University. It could be a thesis topic of valued interest to CPS, the Crowns, and the students. <u>Not within REMS' scope, this recommendation is cancelled</u>

The four outstanding 2020 Evaluation recommendations, #3, #9, #23, and #24, have been added to the 2024 BWC Evaluation recommendations, while recommendations #11 and #26 are canceled as they are out of scope.

2024 BWC Evaluation Report Recommendations

The 2024 BWC Evaluation report contains a total of 26 recommendations which have been categorized into the following key focus areas:

- **Training:** Recommendations aimed at enhancing the training programs for officers and staff involved in the BWC program to ensure they are equipped with the latest knowledge and skills.
- **Technology Improvement:** Suggestions for upgrading or enhancing the technological aspects of the BWC system to improve functionality and user experience.
- **System Management:** Recommendations focused on establishing metrics and processes to assess the effectiveness and efficiency of BWC operations.
- **Access:** Suggestions to streamline access to BWC footage for authorized internal users, and external agencies, ensuring timely retrieval of video evidence.
- **Communications:** Strategies to improve communication within the CPS and with external partners and citizens, regarding BWC policies and procedures.
- **Policy:** Recommendations for revising existing policies to better support the operation of the BWC program.
- **Resources:** Suggestions for optimizing the allocation of resources necessary for the effective operation of the BWC program.
- **Continuous Improvement:** Recommendations for establishing mechanisms for ongoing evaluation and feedback to facilitate continuous enhancement of the BWC program.

These comprehensive recommendations aim to address various aspects of the BWC program, ensuring it operates efficiently and effectively while promoting accountability and transparency at CPS.

Categories	Detailed Recommendations
Training	<ol style="list-style-type: none"> 1. Engage Racial Equity Office (REO) to provide custom insight and education related information to the Media Disclosure Team (MDT) and all support units that access recordings on cultural and traditional related tones and body language that can keep team informed on what to look for while vetting and redacting BWC videos. Explore opportunity to collaborate with Community Mobilizers and REO to provide public education around BWC which may be an addition to customized training being offered to the community. 2. MDT should participate in CPS racial equity trainings and create a channel for them to seek support from REO as needed. 3. Ensure MDT and BWC-ICV Team members who handle BWC videos receive the most current and appropriate training, certifications, re-qualifications, with vendor(s), and/or associated organizations. Attending related annual conferences will further equip team members to remain leaders in the space. Additionally, it also preserves the integrity and credibility of the intake and disclosure output processes and maintain awareness of technological advancements in these areas. 4. MDT and BWC-ICV Team members and other support units should have available one-on-one, yearly psychological check-ins due to regular exposure to traumatic audio and video recordings (i.e., BWC video, 911 calls, etc.). 5. Availability of refresher training opportunities that include combination of short and accessible video content, practical guides, and an e-Learning platform (MyLearning) that supports easy access to materials for officers. This will support officers who are returning to patrol or specialty units that have BWC assigned. 6. Update training curriculum for officers to address Crown prosecutors, ASIRT, requests for officers to add commentary to recording when vetting and redacting videos. Identifying areas of focus may fast track video review and skipping to relevant portion of the footage. Additionally, reinforce to officers the importance of highlighting areas requiring redaction in their recordings.
Technology Improvement	<ol style="list-style-type: none"> 7. Explore implementing Axon software upgrade to Evidence.com (Axon Performance) or applicable software to address accountability metrics along with a dashboard monitoring tool to

	<p>support administrative and frontline supervisors to monitor, manage, and generate annual reports on member compliance. Commit to a BWC performance management tool feature with capabilities that allow officers to measure the average number of recordings by individual officer per shift in relation to calls for service attended. Establish key performance metrics to support policy objective compliance.</p> <ol style="list-style-type: none"> 8. Explore implementing and integrating Application Programming Interface (API) between Sentry and Axon for matching categories that can allow case numbers, classification, and other required data to be automatically pulled from Sentry to minimize human errors. 9. BWC-ICV Team's Strategic Analyst to collaborate with PSS and SBOR on data collection to understand the impact of BWC on formal complaints or use of force, and ensure CPS has the data needed to report on BWC outcomes accurately and reliably. Also, consider the possibility of integration of Axon and PSS database systems to support measuring BWC impact and outcomes on formal complaint and use of force. 10. Work with Axon to create a separate field and picklist for records retention and BWC classification. The current state has both record and classification appearing under the same field "evidence categories" to ensure required picklists are mandatorily applied to all applicable recordings. 11. Integration of BWC with other applications within the Service to avoid multiple entry of the same information in different systems and ability to use BWC footage for training and learning opportunities. 12. Explore video transcription, redaction, and analytical software tools available to agencies using Artificial Intelligence (AI) operating systems to analyze, edit, and find content in BWC video for efficiencies in conducting analysis and identifying specific encounters or entities within the footage.
System Management	<ol style="list-style-type: none"> 13. BWC-ICV Team should conduct recurring audits of the number of interactions with and/or without recordings, along with justification statement for interactions without recordings to support policy compliance for BWC activation.

	14. BWC-ICV Team to support supervisors to generate monthly reports on officers' recordings and retention categories to ensure videos are properly categorized to avoid loss of evidence from 13-month retention.
Access	<p>15. Consider dedicating a set of BWCs and licences for officers who belong to specialty units and who have not been assigned a BWC, who may be required to interact with the public at some point. Develop a process of temporarily assigning cameras and licences to officers in this category.</p> <p>16. Consider assigning BWC and licences to the units that interact with the public in their role that include front counters, Youth at Risk Development Program (YARD), Multi-Agency School Support Team (MASST) etc. This may support evidence collection for investigation purposes.</p> <p>17. Streamline and continue to communicate disclosure process to external partners such as ASIRT, Crown prosecutors, and others within the justice system.</p> <p>18. Continue to collaborate with units and areas that require the specific licences to be able access and view videos required for investigation purposes.</p>
Communications	<p>19. Continue to provide detailed overview of the BWC program to the citizens, include location to access BWC information for both internal and external audience as well as policy for the use of BWC:</p> <ul style="list-style-type: none"> a. Update messaging and communicate regularly on the City of Calgary's website to reflect that BWCs are for accountability of the officers, protection of the public, and actions (reviews, investigations, etc.) that demonstrate that BWCs can and will be used for the same purpose. b. Consider collaboration with REO and Community Mobilizers to distribute this communication to the community. <p>20. Update external facing website to reflect how recordings are used, stored, and protected.</p> <p>21. BWC-ICV Team should support frontline supervisors in regular audit recordings.</p>
Policy Update	22. Update policy to reflect regular BWC video audits by supervisors. Communicate updated policy to all supervisors that they are required to review at least one BWC recorded video per quarter per officer on their team to provide opportunity for education and compliance improvement to policy objectives.

	23. Update process, policy, and procedures for assigning BWC licences to users. The revision should consider allocating licences to supervisors and key partners in areas that require urgent access to videos for investigative purposes. Areas may include but should be limited to Investigative, DSCT, etc.
Resource	24. Consider additional resources for MDT to meet the disclosure backlog and requests from Crown prosecutors, ASIRT, and other external agencies.
Continuous Improvement	<p>25. Evaluate the BWC program every three to five years to track, monitor, and report on BWC policy objectives, processes, and outcomes.</p> <p>26. Create a channel of communication and collaboration with external agencies to facilitate feedback from Crown prosecutors, the ASIRT and other external agencies regarding the BWC program. Establishing regular meetings or forums where these external partners can share their insights and experiences will help identify areas for improvement and enhance the overall effectiveness of the BWC initiative.</p>

BWC Program Background

This section provides an overview of the Service's journey with BWC, which began with a proof of concept (POC) on July 1, 2018, followed by a broader deployment to 1,151 frontline and traffic officers. Today, the number of officers using BWCs has increased to 1,376, including those in frontline, traffic, and specialty areas.

In the 2020 BWC Evaluation, one recommendation (recommendation #23) recommended that the CPS BWC program should be evaluated annually for compliance with BWC policy, objectives, and outcomes. This recommendation is included in the 2024 BWC Evaluation, see recommendation #25.

BWC deployment at the CPS is guided by five key policy objectives:

- Enhancing transparency, public trust, and confidence.
- Enhancing officer accountability and professionalism, providing real-life training examples.
- De-escalating situations and reducing incidences of use of force, by, and against the police, by affecting the behavior of individuals who are aware of the recording in-progress.
- Protecting officers from unfounded allegations of misconduct and increasing the efficiency of resolution of complaints against the police.
- Improving evidence collection, documentation, and prosecution, including early-case resolution.

BWC Operations from 2019 to Present

In January 2019, a Privacy Impact Assessment (PIA) was completed to evaluate the implications of BWC technology on personal privacy and data handling. The PIA demonstrated a substantial commitment by CPS in enhancing accountability and transparency, with the goal of improving public trust in CPS through the deployment and utilization of BWCs.

CPS' BWC program is of the responsibility of CDU's Staff Sergeant and consists of the BWC-ICV Team and MDT.

The BWC-ICV Team are subject matter experts and stewards for the Service in managing the BWC program. The BWC-ICV Team manages:

- The BWC inventory and logistics.
- The development and delivery of training.
- Support for BWC users in patrol, traffic, specialty units, as well as civilian members.

- The collection and distribution of digital evidence.
- Updating the BWC policy and objectives to define member responsibilities and assists in the capture of video recordings lifecycle management and audit trail.

This team consists of one Sergeant, two BWC-ICV Coordinators (sworn members), two BWC-ICV Technicians (civilian members), and one Strategic Analyst (civilian).

The MDT is responsible for the BWC vetting and redaction process, in preparation for disclosure to the Crowns prosecutors' offices. MDT is comprised of two teams:

- Media Disclosure Specialist Team (MDST) is responsible for the vetting and redaction process including:
 - the vetting process which identifies what needs to be assessed,
 - the redaction process that blurs and mutes vetted information such as personal, private, confidential, and police operational / investigative technical information.
- MDT's other team, the Quality Assurance Team (QAT), completes quality assurance responsibilities.

The MDST consists of 18 civilian Media Disclosure Specialists, one Team Lead, and one Supervisor. The QAT currently has 16 sworn members (on light duties) and they are responsible for quality assuring BWC video that will be disclosed to the Crown.

BWC and In Car Video (ICV) Governance Committee

The BWC-ICV Governance Committee was established in December 2020 to provide strategic oversight and direction to all BWC and ICV operations at CPS. In addition to REMS and CDU leadership the committee is comprised of superintendents, inspectors and directors of PSS, APS, Patrol, Traffic, Support Section, Public Affairs and Media Relations Unit (PAMRU), legal counsel, members from areas requesting use of BWCs, etc. The committee continues to function as an organizational resource to the BWC program providing oversight to assess identified impacts, risks, evaluate the need for program expansion, and review technological advancements.

Evaluation Purpose

The 2024 BWC Evaluation Report assessed the operations and maintenance of the BWC program. This evaluation is particularly important, as the current operating budget of \$5 million dollars annually is solely sourced from the City of Calgary which, as noted, covers the technology, salaries, training, licencing, etc. To support the ongoing operations and maintenance of the BWC program, it is essential to explore additional funding

opportunities beyond the annual \$5 million provided by the City of Calgary. As the BWC program continues to grow, particularly with its expansion into specialty areas, it may be necessary to seek additional financial resources. Given that BWCs have become mandatory for all law enforcement agencies in Alberta as of March 2023, the provincial government could be approached for supplementary funding to support the program's growth.

CPS could also advocate for different orders of government to provide sustainable funding as well as looking at creating a national framework for BWC through Public Safety Canada or the Canadian Association for the Chiefs of Police (CACP). The Calgary Police Commission may also be able to provide assistance.

This evaluation encompasses the BWC operations from 2021 to 2023, providing insight into the program's effectiveness and sustainability.

Evaluation outcomes include but are not limited to:

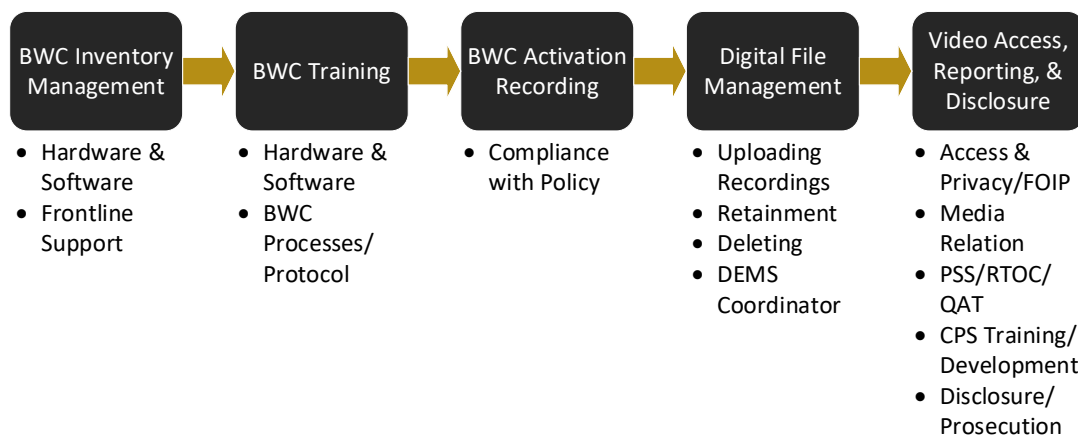
- Report on the updated BWC policy objectives and outcomes for BWC use.
- Review and update the outstanding recommendations from the 2020 BWC Evaluation Report.
- Improvements to BWC operations (e.g., maintenance, additional features, technology integrations, and processes to ensure officer compliance for vetting and redaction, identifying efficiencies, cost-savings, etc.).
- Exploration of potential additional BWC features for efficiencies and required efforts including expansion of BWC to additional units, along with capital and annual operating cost for additional cameras and licences.
- Communicate BWC outcomes and impacts to the public, the CPS, the Calgary Police Commission (CPC), and other identified partners. For transparency purposes, the redacted BWC policy is shared with the public via the City of Calgary's BWC website: [Body-worn and in-car camera \(calgary.ca\)](https://www.calgary.ca/body-worn-and-in-car-camera).
- Update the evaluation strategy to continuously monitor, report, and improve BWC operations.
- Recognize the decision by the GoA to mandate the use of BWCs presents the opportunity to work with Crown prosecutors to enhance media disclosure.

Evaluation Scope

The evaluation was designed to assess both the BWC operational processes and outcomes. This evaluation was aimed to determine what is working well, what is not, and what needs improvement. Additionally, the assessment considered the staffing requirements necessary to operate the BWC program effectively. This comprehensive

approach aimed to provide a clear understanding of the costs and benefits associated with the use and maintenance of BWCs.

All teams involved in BWC (including staffing, tasks, workload, and resource/time investment) as well as how the BWC operates across all teams was assessed to identify areas that require improvement.



The evaluation examined the impact of BWC on three key impacted groups: citizens, the CPS, and the justice system. The evaluation aimed to highlight how the program contributes to improved outcomes and accountability within the broader context of community safety and justice.



Evaluation Methodology

The 2024 BWC Evaluation was conducted between April and September 2024. The evaluation focused on BWC operations and maintenance as of December 2023 and includes qualitative and quantitative data collected between 2021 and 2023.

Data Collection Methods and Analysis

Survey

- All CPS' sworn users and civilian end-users were surveyed between June 4 and 28, 2024.
- The purpose of the survey was to provide members with an opportunity to share their BWC experiences.
- The survey included 216 participants that included frontline members, officers from specialty units, as well as civilians. Approximately 81% of participants who provided their BWC perspectives were constables and detectives while 19% were civilians and supervisors.

Focus groups

- Three small focus group sessions were held with citizens.
- One focus group session was held with officers from specialty units who were assigned BWCs between 2021 and 2023.

Benchmarking with other agencies

- Sixteen (16) external police agencies were contacted to provide insights with their BWC experiences, focusing on their operations, practices, and challenges. However, only two responses were received. This limited feedback highlights the need for a more comprehensive engagement strategy to understand the broader landscape of BWC implementation and usage among various law enforcement agencies. Analyzing the responses received can provide valuable insights, but further outreach may be necessary to capture a wider range of experiences and perspectives that could inform the continued development and improvement of the BWC program.

Interviews with internal and external partners

Internal:

- BWC-ICV Team
- Access and Privacy Section
- Corporate Data Analytics Unit
- Court and Disclosure Unit
- Driver Safety and Compliance Team
- Media Disclosure Team
- Professional Standard Section
- Records and Evidence Management Section
- Information Governance Office

External:

- Alberta Serious Incident Response Team
- Tsuut'ina Police Service
- Alberta Crown Prosecution Service
- Peel Regional Police

BWC administrative data analysis and document review

- Inventory management data
- Training data and documents
- BWC policy, operations, and procedure documents
- BWC video storage data
- Media disclosure data
- BWC redaction review data
- Police Executive Research Forum – Body Worn Camera A Decade Later: What We Know Report – December 2023
- PSS 2023 Annual Report
- De-Escalation and Use of Force Report 2023
- Use of Force Data Analysis

BWC Process Evaluation

Disclaimer: The internal survey feedback comments under this section are considered by BWC-ICV Team as a work in progress.

This section covers the summary results for each component of BWC operations.

BWC Inventory Management

The BWC-ICV Team manages the hardware and licences required to access Evidence.com software, ensuring that all operational needs are met for effectiveness. Meanwhile, the IT Technical Services Team oversees the purchase and technical administration of the IT infrastructure of the cloud-based database from the CPS side. As of August 2024, the hardware has been successfully replaced with Axon Body 4 (AB4) at no additional cost to CPS. This replacement was part of Axon's contractual obligation to upgrade to the latest technology. The new cameras have been deployed to officers, ensuring they have access to the most advanced BWC technology available.

CPS has 1600 AB4s with features including enhanced camera option, longer lasting battery life, robust bi-directional communication, faster and more convenient charging etc.

CPS currently has two licence tiers for Evidence.com software which includes:

- Basic licences: features include evidence uploads, reports, and metadata views. CPS has 200 licences.
- Professional Licences: features include evidence uploads and sharing, editing tools, etc. CPS has 1,950 licences.

BWC Inventory	Nov 2020	August 2024	% Growth
# of Cameras assigned	1,126	1,376	18
# of Replaced cameras	91	1,600	95
# of Professional licences assigned	1,320	1,755	24
# of Basic licences assigned	148	112	-32

Table 1: Assigned BWCs and licences at CPS in 2020 and 2024

Evidence.com software licences are collaboratively managed and assigned to users by the BWC-ICV Team. The CPS' Evidence.com is a digital evidence management system and repository (DEMS) for BWCs and ICVs. The DEMS Coordinator in the Information Governance Office (IGO) is currently involved in a Request for Proposal (RFP) process to ensure CPS maintains a centralized DEMS eco-system to capture third party evidence which is currently in decentralized digital locations.

BWC Inventory	Nov 2020	August 2024	% Growth
# of Cameras total	1,151	1,600	28
# of Replaced cameras	91	1,600	95
# of Professional licences - total	1,400	1,900	26
# of Basic licences - total	200	200	0

Table 2: Total BWCs and Licences at CPS in 2020 and 2024

Result Summary

As noted, BWCs have been assigned to 1,376 officers including members in patrol, traffic, and specialty units such as Support Section. The BWC-ICV Team in collaboration with the BWC-ICV Governance Committee and CDU, decides on a unit's eligibility to be assigned cameras and Evidence.com licence types. Specialty and investigative units can request to be assigned licences, while the BWC-ICV Team determines a unit's eligibility.

Internal feedback:

- Cameras and supporting interface (Evidence.com) are intuitive and easy to use.

Areas of improvement specific to inventory management include:

- Product performance needs to keep up with officer needs (battery life, charging capabilities, ease of use). Cameras charge far too slowly in the cars. **This concern has been addressed with the rollout of the AB4 cameras.**
- Use of BWC for evidentiary purposes would be greatly improved if they did not have to be set on the minimum resolution of 720p.
- Some officers think the current hardware mount location needs to be adjusted. For example, when traffic members wear a BWC when on their motorcycles, the camera angle points upwards in the air). Higher mount level might collect better evidence.

Training

Result Summary

The BWC-ICV Team continues to provide training to officers and civilians before assigning BWCs or granting access to Evidence.com. Recruits are taught BWC usage in week 12 of their 27-week program. If officers are re-assigned to a unit that does not use BWCs, the assigned camera and access to Evidence.com are retrieved, if that officer is deemed ineligible. Officers returning to units which have been assigned BWCs are encouraged to participate in retraining or refresher training. To date, 1,820 officers and 157 supervisors received this training, and are assigned eligible licences.

Rank	As of August 2024
# of officers trained	1,820
# of supervisors trained	157

Table 3: Training on BWC up to August 2024

Internal feedback:

- Officers are provided adequate training before BWCs are assigned.

Areas identified for consideration for **improvement specific to training** include:

- Using BWC videos for training purposes to provide practical examples of high-risk calls done well.
- Recurring training would be beneficial to keep current on Evidence.com.
- The use of BWC footage as evidence in court:
 - some officers believe they can view video while testifying or entering confessions in court because they have been recorded.
 - APS reports that some officers are not compliant with BWC policy on use of BWC recording to complete supplementary notes and will states. There are instances where “See BWC” statement is referenced as substitute for notes and will states.

- Training to clarify policy and objectives regarding how BWCs would be used as there are inconsistencies in perception about when BWCs should be activated.
- There is an assumption that the court has not been trained on the limitations of BWC.

Activation and Recording

Officers' responsibilities for activating and deactivating the camera are outlined in the CPS BWC policy.

Result Summary

As of July 2024, CPS has captured approximately 3.7 million (M) BWC recordings since the program started in 2018. There have been 2.26M recordings in the last three years, and 1.4M active recordings are in Evidence.com as of August 2024. The current Axon software functionality does not allow measuring compliance in relation to number of officers interactions with or without recordings. Measuring BWC activation compliance continues to be a challenge considering CPS data systems are not integrated. The BWC policy outlines the range of objectives and situations for activation and clear directions on when officers should be activating their cameras. In addition, the current Axon system is unable to track compliance rates for the number of interactions without recordings but with written justifications.

Internal feedback:

- Some officers noted concerns that sensitivity of videos, tactics, and officer safety (particularly for those in covert units) can be compromised when using BWCs.
- Simply turning BWC on and off when entering and exiting a vehicle is not sufficient for several reasons as it increases the chance of forgetting to turn it back on, especially if a situation rapidly escalates, and important details can then go unrecorded.
- There are instances where officers forget to turn their cameras on prior to rushing out to a call. This usually occurs after the officer turned the camera off and placed it to charge during shift since the battery life did not last the entire shift.

Area for improvement specific to activation and recording:

- Some officers report the significant value for CPS to re-activate the Transcription feature on Axon. Officers noted this function, while not perfect, helps with vetting or finding specific phrases very quickly to mark a recording for the MDT. The ability to quickly search for, "Beddington" for example, or some key phrase in the victim's address is an example that lets officers quickly jump to that moment to add a marker for vetting.

Video Management

All BWC recordings are uploaded and stored in Evidence.com. Most officers report that the user experience is 'great' as the system is intuitive and user-friendly. CPS' Record Retention Schedule specifies the retention period for all case files which includes any associated videos.

BWCs (and IC videos) are retained in Evidence.com for a minimum of 13-months before they are purged if not assigned a retention category by the officer the BWC is assigned to. Officers are also required to indicate if vetting is required or if vetting is not required which notifies the MDT to redact and disclose these videos.

Recommendation #11 of the 2020 BWC Evaluation Report questions the 13-month retention period. Any proposed amendment to the 13-month retention is applicable to all CPS' case files stored in CPS' other systems. If the 13-month retention period did increase, it would cost CPS millions of extra dollars annually for storage in these related systems.

Conversely, if the 13-month retention period did increase, would officers' compliance improve?

As noted, uncategorized videos are automatically purged at the end of the 13-month retention period as per the Records Retention Schedule. When a video is scheduled to be deleted, the officer who recorded the video receives an email notification.

Result Summary

The table below indicates the total number of recordings and those deleted since BWC implementation, based on the application of the CPS' Records Retention Schedule and number of active recordings, as of July 2024.

BWC Retention Status	
# of recordings since 2019	3,731,355
# of recordings deleted from 2021 to July 2024	2,256,553
# of active recordings at July 2024	1,418,597

Table 4: Retention status of BWC recordings at CPS up to July 2024

From the implementation of BWC to date, approximately two-thirds of the recordings have been purged from Evidence.com as per the Service's Records Retention Schedule, while

one-third remain active. The number of uploaded videos increased on average 10 – 20% between 2020 and 2023.

Video Management	As of Oct 2020	2021	2022	2023
# of videos uploaded	884,478	722,037	985,844	1,334,301
Hours of videos	195,022	147,135	213,897	284,395
GB of videos	359,221	259,796	386,511	522,413
# of uncategorized videos	460,217	347,486	83,619	466,688
# of other videos	13,866	21,350	2,797	10,278
# of deleted videos	285,734	556,271	783,432	484,850

Table 5: BWC videos management at CPS, 2020-2023

Internal feedback:

- Some officers report that the process of categorizing, marking, and redacting videos is efficient.
- Reports from users indicate that some of the retention categories are duplicated or unclear:
 - 'Uncategorized' and 'others' options that serve similar purposes.
 - Business process category and retention category fields are on the same pick list. For example, officers are required to select from the evidence categories summary list which has both retention and BWC business process fields. Officers end up selecting one instead of both categories that applies to the recording.
- The added work of BWC tagging, adding case numbers, uploading, etc. is easy to forget which can lead to issues down the line.
- There have been numerous instances of BWC evidence being purged after 13-months that relates to a complex investigation. This occurs as patrol members assume it is the responsibility of the primary investigator and the primary investigator believes it is the responsibility of the patrol member. BWC policy dictates it is the BWC primary officer's responsibility.

Areas for improvement specific to video management:

- Consider having longer retention periods for BWC footage, especially for ones that have not been labelled with case file numbers so officers can go back to check if there were any 'forgotten' or overlooked recordings.
- Clarify additional options to ensure videos are properly classified and not lost, including designating who is responsible for classifying videos, implementing systems (where possible) that automatically add case numbers and send weekly emails to officers with a list of videos needing classification.

Video Access

Result Summary

All officers assigned BWCs are also granted access to Evidence.com. Some officers and civilian members who have been deemed eligible to have access to Evidence.com have the required licences. All partners understand that access to BWC videos is monitored, controlled, and is subject to audit. Officers can access and share their videos with internal partners, while all other requests to access recordings are directed to the BWC-ICV Team. The BWC-ICV Team currently does not track the number of BWC video access requests received internally nor externally.

Internal feedback:

- There is the perception that all uniformed officers should have access to BWCs. At present, officers who are assigned cameras can access their videos, share with other officers for investigative purpose, categorize videos for disclosure, and use videos to prepare for court cases.
- Officers sometimes encounter challenges in accessing videos via Evidence.com:
 - in the car to label/tag their video.
 - for training purposes (because of the number of videos available on Evidence.com.)
- In order to access videos, the primary investigator must first request the BWC from the recording officer (who may or may not be on shift). If that officer does not respond, the requesting officer must email the BWC-ICV Team and copy the primary officer to justify why they should be given access to the footage.
- Some officers report that BWC videos are uploaded to the Crown automatically and are available to defence without investigator approval. This action, some officers believe, may compromise an investigation or witness' identity.
- APS has full access to BWCs to continue to support Freedom of Information and Protection of Privacy (FOIP) internal and external requests.
- Some officers whose BWCs were retrieved when they moved to a specialty unit without BWCs, report they want to continue to have access to review, classify, and prepare for court cases. Currently, they must request access to the video from the BWC-ICV Team. In one example, an officer was served a subpoena on May 31 and court was scheduled for June 3rd.

Areas for improvement specific to video access:

- Certain functions, like transcribing the recordings, would almost certainly reduce staffing hours, human effort, etc. involved in getting interviews on paper and would be incredibly useful for investigators who need access to BWC recordings.

- Ensure required policy and processes are developed and/or amended to process requests for areas and individuals who require access to videos:
 - officers from investigative units and analytical teams report that the current process of investigators reviewing BWC from members who attend a call should be streamlined to support quick access to the recording to avoid delay of evidence for investigation.
 - the perspective from officers is that the process to access CPS recordings that can be used for training should be streamlined.
 - the Drug Undercover Street Team (DUST) non-uniformed officers require training and access to BWC to provide input on vetting for disclosure. There have been instances where undercover (UC) or surveillance vehicles have been unknowingly caught on cameras.
 - policy is required to support access to videos for officers (who previously used a BWC and are now in an area where BWC is not approved), who require access for court purposes.

Video Disclosure

The CPS' BWC policy outlines the requirements for disclosure. It is the primary officer's responsibility to identify BWC videos and categorize them for "vetting required" or "vetting not required." Primary officers are also required to review their video, add commentary if applicable, and a marker to sections requiring redaction by MDT. As noted, MDT is responsible for converting, vetting, and redacting these videos for disclosure. BWC videos continue to represent one-third of MDT's workload.

Result Summary

Since 2020, BWC videos disclosed to the Crown have been consistent, averaging 4%.

Video Disclosure	2020	2021	2022	2023	Jan – Aug 2024
# of videos uploaded	531,652	722,037	985,844	1,334,301	868,721
# of videos disclosed	21,889	30,574	26,356	32,936	25,007
% of videos disclosed	4%	4%	6%	2%	3%

Table 6: BWC videos uploaded and disclosed to the Crown by CPS, 2020 - 2024

The MDT's QAT reviews/vets recordings that are marked for disclosure and found 44% vetting errors in 2023. That amount is more than double compared to 17% vetting errors as of August 2020, though the number of videos reviewed for vetting has tripled. This may be an indication that some officers are either not reviewing their videos marked for disclosure, missed those errors while reviewing, did not recognize them as errors, or QAT is more skilled at identifying vetting errors. The size of the team has also increased which could be a factor in the increased identification of errors.

Redaction Review	Aug 2020	2023
# of video reviewed for vetting accuracy	8,828	24,552
# of video with vetting error	1,517	10,920
% of video with vetting error	17%	44%

Table 7: Status of vides reviewed by the Media Disclosure Quality Assurance Team 2020 and 2024

Internal feedback:

- Most officers report that BWCs makes testifying in court easier.
- MDT reports that the vetting and redaction tool version 1 with AI within Evidence.com was tested at CPS early in 2023. The tool performs video auto-vetting and auto-redaction. The test results indicated that the vetting and redaction tool is not as efficient for CPS. For example, if AI is asked to blur an identified identity card such as a driver's licence, it blurs all shapes in the video.
- MDT reports that the video download speed continues to improve since the upgrade which was competed during the first quarter of 2024.
- It was understood that there would be significant impact to workload considering the time required and the current MDT backlog of over 8000 videos if videos are vetted using the APS process.
- MDT reports that the current process of disclosing videos to the Crown is inefficient. Videos are downloaded and sent to the Crown, yet the Crown could access Evidence.com to download videos.
- About 40% of the time, MDT reports that officers miss something after reviewing and adding markers to their videos requiring vetting or vetting not required. Some officers do not send videos for disclosure when they receive a Court Attendance Notice or lay charges. MDT reports that double checking videos is important to minimize vetting and redaction errors.
- Some officers report that it is impossible to comply with BWC review/vetting policy due to time constraints, workload, and work expectations.
- There is a perception among officers that the courts might be moving towards an "if it isn't recorded it didn't happen" culture. If this were to happen, officers perceive that the courts will not accept officers' testimony without accompanying BWC recording, especially at traffic court.

- Officers report the need to streamline the disclosure process as it takes a long time to have BWCs disclosed to the Crown prosecutors - both for criminal and traffic matters. It is noted that there have been several traffic court instances where BWC disclosure from CPS to the Crown prosecutor's office is days before trial resulting in adjournments due to disclosure issues.
- Some officers report that vetting is overly complicated and difficult. There are lots of things that are not vetted that probably should be vetted; for example, the Computer Aided Dispatch (CAD) screen, often while dealing with an offender, the officer will return to their vehicle to run them on Canadian Police Information Centre (CPIC) and check Sentry. Often the CAD screen will be open to information that ought to be kept private.

Areas for **improvement specific to video disclosure include:**

- Improved supports, processes, and training for those involved in video disclosure:
 - Most sworn members and civilians who analyse, vet, and redact BWC recordings require additional support and training to give evidence in court.
 - Officers noted the requirement to review footage is becoming significant. The Service should consider additional supports for the primary officer in vetting/reviewing their BWC footage.

Outcome Evaluation

Disclaimer: While the number of citizens who participated in the focus group is low, and clearly not representative of Calgary's population, these comments provide a window for consideration.

This section covers the summary results of the BWC impacts for citizens, the CPS, the justice system, and other agencies.

Citizens Perspectives

The evaluation relied on focus groups to gather feedback from the public regarding their perspectives of interactions with police officers wearing BWCs. The focus group questions were framed under the following themes and categories:

- Citizens who have had an encounter with a CPS officer wearing a BWC.
- Citizens who have heard about someone else's encounter in the community they represent with a CPS officer wearing a BWC.
- Citizens who have neither had an encounter nor heard about someone else's encounter with a CPS officer wearing a BWC.

Significant efforts were made to encourage citizens to participate in the focus group sessions. The Community Mobilizers, along with the REO and Community Resource Officers reached out to their respective communities leveraging existing local networks to spread the word. Additionally, the CPS' Chief of Police utilized a media interview as an opportunity to emphasize the importance of citizen involvement and to urge broader participation in the sessions.

Note: Citizen responses were documented using qualitative data collection, 21 citizens indicated interest to participate in focus group session (MS Teams and in person) while seven participated. Participants identified as being from Rosscarrock, Alpha House, from a neighbourhood association or representatives with identities including Muslim, LGBTQ2+, Lebanese/Arab, persons with disabilities, etc.

Result Summary

Participants noted that BWCs are of utmost value to both citizens and officers as they provide an extra layer of accountability and transparency in police interactions with the public.

Participants feedback on officer conduct, accountability, trust, and transparency:

- Citizens report that their experiences with officers who were wearing BWCs has been positive; they experienced responsive, kind, and helpful interactions, also noting good communication. The public believe our officers conduct themselves professionally whether the BWC is turned on or not. The perception is that BWCs are important and should be utilized to ensure extra layers of accountability and more options than recalling situations verbally.
- Other participants cited concerns that:
 - there is no trust for police among young offenders and there is more to building public trust in police than use of BWC. Public perspective is that mistrust towards officers is more from the excessive use of force by officers reported in the media.
 - some officers forget to turn on their BWCs as well as officers overlooking situations that require their attention.
- Some members of the public report they observed the application of trauma informed approach in how officers conducted themselves during interactions with individuals in mental health crises while meeting them at their developmental stage.
- Some citizens thought there should be messaging to the public:
 - once the BWC is activated,
 - on the purpose and objectives of BWC (accountability, transparency, trust, etc.) and where the public can access additional information,
 - storage of recordings including information about the security of that storage,
 - use of recordings in court,
 - who is accountable to the community for officers' outcomes that are deemed inappropriate,
 - the role of BWCs in increased transparency, accountability, and trust within communities that have a negative view of CPS.
- Specific to improving operations:
 - citizens think officers should be mandated to turn on BWCs as a standard practice during public interactions,
 - supervisors should review the BWC footage of their team to identify unacceptable interactions of officers with the public for the purpose of education, training, and improvement in professionalism.
- One member of the public encourages CPS to adopt a no-blame approach (Model in use at Alberta Health Service (AHS) for system improvement) which is a way self reported errors are handled for system improvement purposes rather than for the purpose of antagonizing or punishment.

CPS Impact

Officers and Civilians Perspectives

The internal survey of all BWC users was conducted to collect feedback from members. As noted, 216 users (traffic, officers from specialty and investigative units, detectives, sergeants, staff sergeants, inspector, as well as civilians) participated. Approximately, 81% of participants who provided their perspectives of BWC are constables and detectives while 19% are civilians and sworn supervisors. The visuals below categorized the results into non-supervisory (constables in frontline, traffic, investigative, specialty, and detective roles), supervisory (including sergeants, staff sergeants, inspectors) and civilians.

Note: survey results analysis was based on participants responses, open-ended questions were not mandatory for participants.

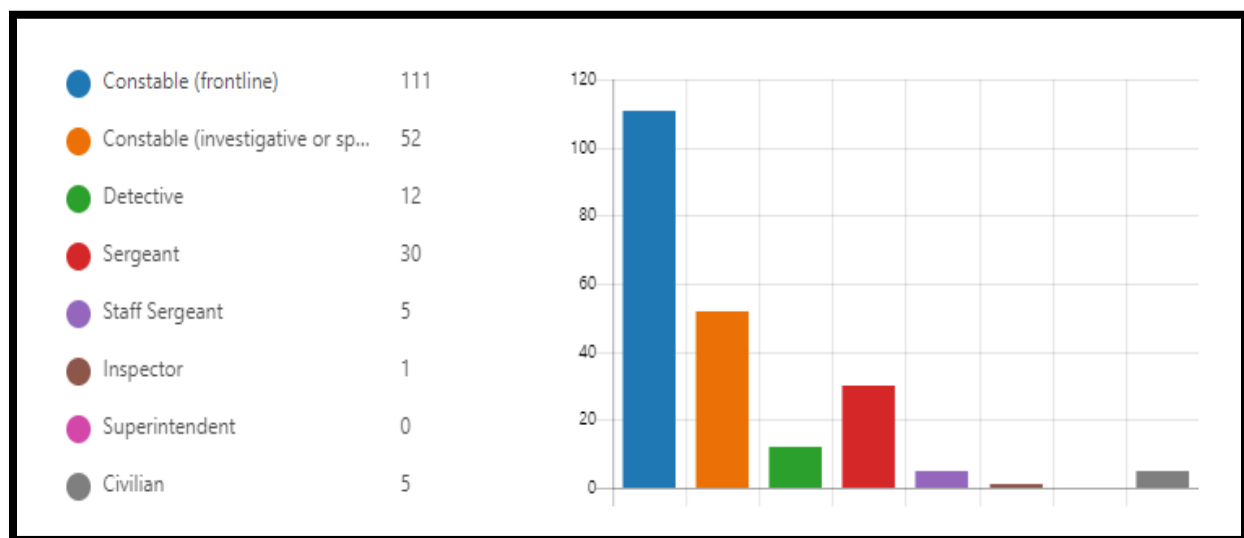


Figure 1: Survey respondents by category

Officers in non-supervisory roles were asked whether they agreed or disagreed with the survey questions (see graphic below):

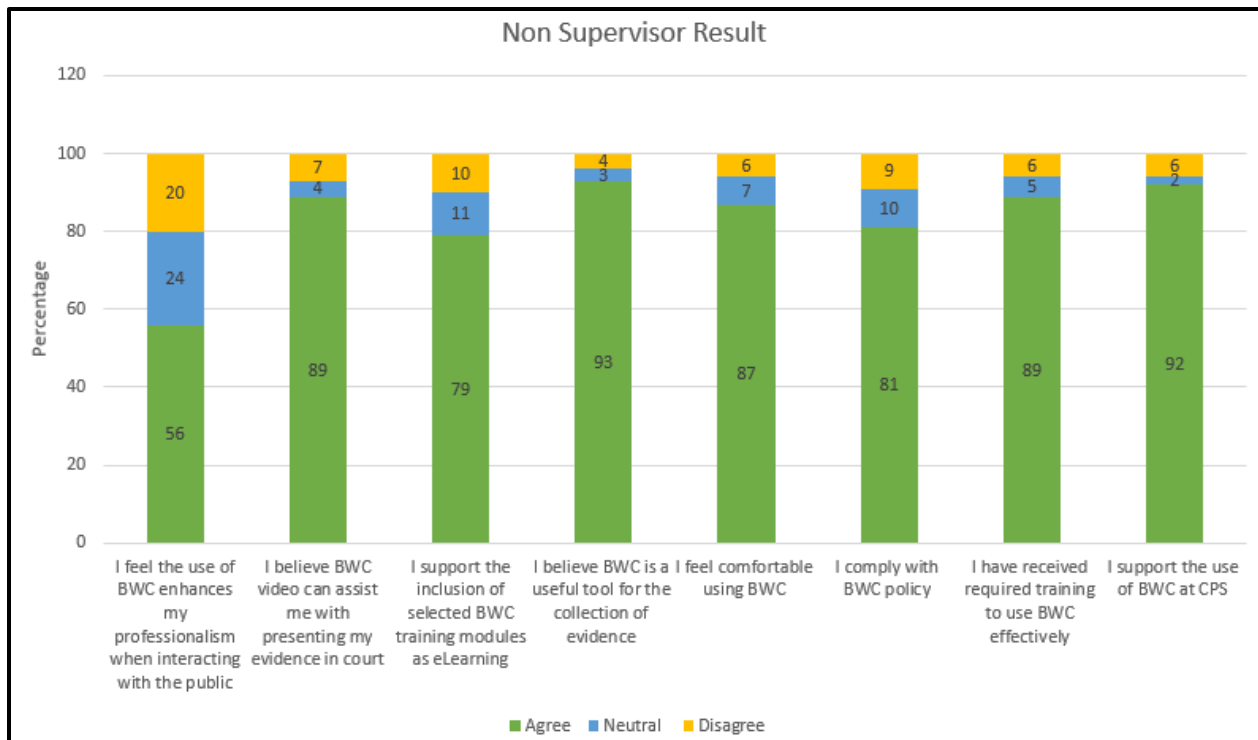


Figure 2: Survey respondents - non supervisor role

The internal survey asked officers whose responses were neutral, if they disagreed, or strongly disagreed, to provide feedback. The responses indicate dissatisfaction with blanket policy requirements for the use of BWCs in public interactions,

"The fact it is mandatory, I should be able to articulate its use or conversely [why] it's not used based on the kind of operational environment that I am in it.. should not be a blanket policy and it certainly should not be allowed to be used by PSS".

Another officer noted that the blanket policy limits opportunity for discretion based on the role of the unit, or the issues being covered,

"I see no place for BWC in our unit. The sensitivity of files, tactics, and officer safety in, in my opinion, severely compromised using BWC here. I agree that patrol officers can benefit from the use of BWC in certain circumstances but like under cover units, there is more cons than pros for us to be activating the cameras."

Officers shared concerns about accessibility of videos, with concerns that the current rules can limit legitimate access,

"I was on the street and came to a specialty unit where I do not wear a BWC anymore. However, I still have court, I still must review and classify my BWC. This has become a major issue in getting access to BWC for review. I was served a subpoenaed-on May 31st and court was June 3rd. I had no access to BWC to review anything and this file was three years ago. My suggestion would be

let members keep their log in and username and access to look at BWC anytime they need instead of going through BWC-ICV Team to provide this."

There was also the perception that BWC recordings should not be used to support misconduct investigations,

"It is a great tool for covering members when complaints are made from the public. It also is great for court. I do not believe PSS should be allowed to use BWC as evidence of additional misconduct."

Thirty-six officers in a supervisory role responded to survey questions, see graphical representation below

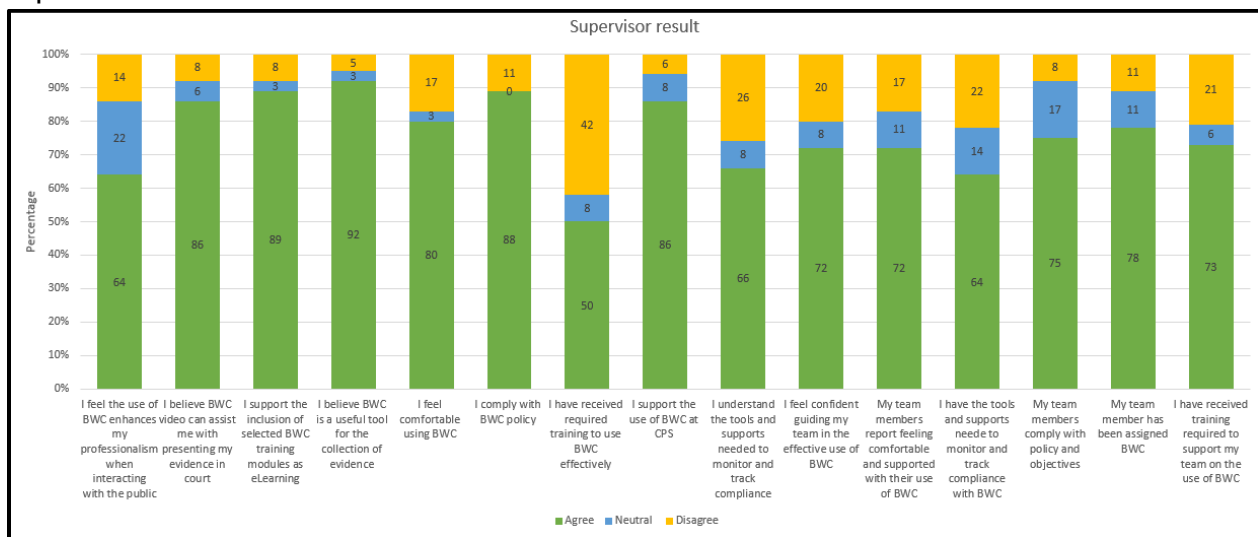


Figure 3: Survey respondents - supervisor role

The internal survey also asked officers whose responses were neutral, if they disagreed, or strongly disagreed, to provide feedback. The highlight of responses indicates that officers are interested in **additional training** to support their teams,

"More training please for users, supervisors, and administrative members who use Axon footage (Chief Crowfoot Learning Centre (CCLC), PSS, etc.)."

"Never received supervisor BWC training upon promotion."

"As a patrol sergeant, I have received no specific training aimed at my position. I have self-taught myself as to how to access my teams BWC footage in order to monitor compliance and assist them. But there is no formal training for sergeants that I'm aware of."

Interest in simpler training was also emphasized,

"So many changes, it would be nice for a simple, plain English cheat sheet."

Insecurity about the level of skill with using BWC was identified as a limiting factor for some officers,

"The classification and back end of BWC use can be tedious and has potential for errors due to forgetting to classify something or not knowing when/if something should be retained."

Some officers voiced concerns about BWC videos for evidentiary purposes,

"The courts have not been trained on the limitations of BWC. I almost forgot - we need training about the use of Axon footage as evidence in court. Many officers have faulty assumptions that they can view their own video while testifying or enter confessions into court because they have been recorded but not properly obtained."

"I am concerned that members will substitute BWC footage at the expense of writing detailed notes. I have seen will states which say, "as per BWC" but we do seem to be moving away from that."

Other officers noted technical concerns,

"As someone who does not wear an external carrier, I do have concerns regarding the ability for the camera to stay attached during a struggle. I have had mine fall off once when struggling with a suspect and the magnets were unable to keep it attached."

"Good idea but with flaws that are still being worked on. The constant changing of passwords and two factor are frankly annoying."

"I'm occasionally bothered when a camera is activated in performing simple tasks not associated with a call for service etc. Using the bathroom and either having to turn the camera fully off or remove it from uniform. Battery does not last the entire shift."

Civilian members were asked whether they agree or disagree to a set of survey questions, see graphical results to questions below:

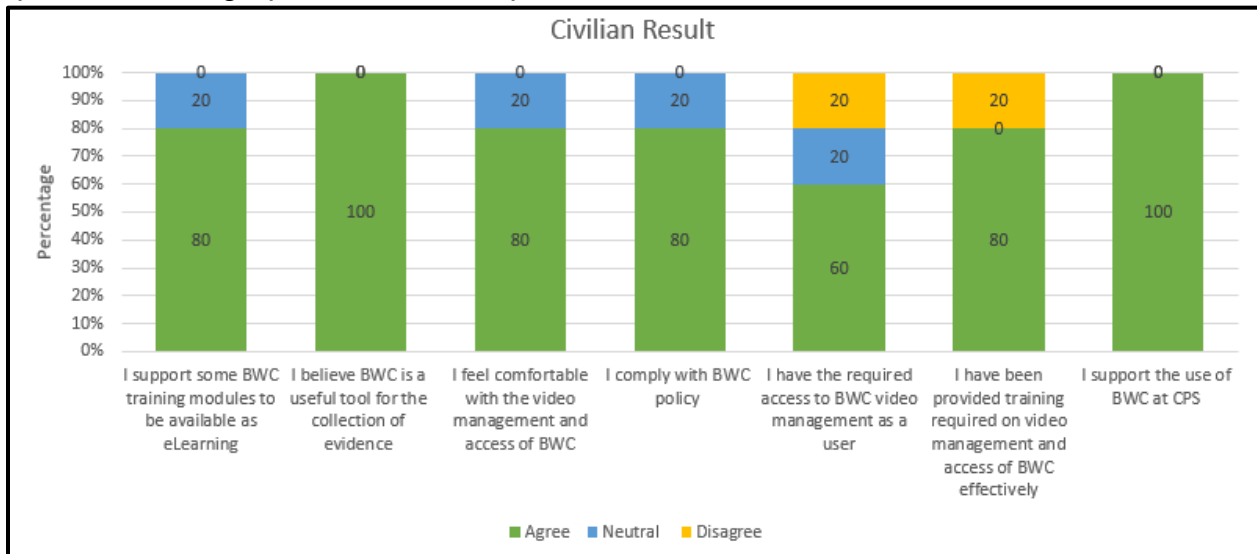


Figure 4: Survey respondents - Civilian

The internal survey also asked civilians whose responses are neutral, disagree, or strongly disagree, to provide reasons for their feedback. The core of these responses focused on **resourcing**:

“The CPS needs to follow-up on a new robust DEMS system to support the BWC – ICV Team and the frontline. A 3rd party file conversion tool from Axon is desperately needed.”

“The BWC - ICV Team is small in comparison to other business areas, and training and day-to-day operations keeps its Team very busy, and because of this, it is missing opportunities to reach out and continue to teach, coach, and mentor the frontline users. The results of this ability to conduct additional outreach would be better data and proper naming conventions... better evidence and disclosure for Court.”

Justice System and Other Agencies Impacts

ASIRT Perspectives

ASIRT is an independent agency with civilian investigators and seconded police investigators. ASIRT was engaged to share their BWC viewpoints and its impact on their investigations of CPS officers when use of force is applied. ASIRT was also asked to provide perspectives on the following:

- Officer professionalism and conduct when reviewing BWC videos for investigations.
- Impacts of BWC recordings on ASIRT’s investigations.
- What is working well, what is not working well, and what needs improvement.

Note: ASIRT was unable to provide quantitative data for this evaluation. They were not able to provide information about the average timeline for case file resolution considering the new directive in 2023 from ASIRT leadership to prioritize files by importance rather than by order/date of an incident.

ASIRT feedback is as follows:

- BWC recordings have been a strong contributor to quicker resolution of investigative cases and most officers continue to consistently demonstrate professionalism. For example, ASIRT reports that some officers add commentary to their recordings which is very valuable and fast tracks the investigation process. They also noted that there are some issues which require attention:
 - where officers are making opinionated statements to their co-officers regarding an incident on camera.
 - where recordings are requested but have been purged due to 13-month retention, or no footage being available for the incident.
 - where officers deactivated their BWCs without stating a reason or purpose for the action. This action may mean many things, it would be valuable for investigations if officers verbalize the reasons for turning off camera.

- Quicker upload of BWC footage from the MDT would be beneficial for investigations. There are instances where some BWC videos are missing from the file that is submitted, where videos are not properly tagged or categorized or lack commentary that could aid in an investigation. For example, a gunshot in the footage may not sound very clear, so it would help the investigation if officers could comment, if possible, about what is happening in the video.

Crown Perspectives

An interview session was conducted with Crown prosecutors to gather their perspective about the impact of BWC recordings on cases, prosecution, and other court outcomes. The Crowns was also asked to provide feedback on:

- Officer professionalism and conduct from reviewing BWC videos for court.
- Thoughts on officer's note, testimony, and BWC.
- Frequency of BWC recording use during court and situations when recordings may not be required.
- Citizens conduct from BWC recording review.
- What is working well, what is not working well, and what needs improvement.

Note: The Crown Prosecutors Office was not able to provide quantitative data for this evaluation as they do not track the impact of BWC on court cases.

Crown Feedback

- BWC recordings generally:
 - have a positive impact on court cases making some decisions on files easier when offences/issues are caught on camera.
 - provide an accurate, impartial capture of events, and allows assessment of information that may not be captured in officer's notes, providing context to any investigative step.
 - is an excellent resource for officers to refresh their memories.
- In interactions, BWCs can contribute to:
 - more respectful behaviour from members of the public with officers wearing a camera.
 - high level of professionalism among officers, noting it was very rare to see officers with questionable conduct while wearing a BWC.
 - can result in unintended recordings, where for example, officers discuss personal feelings with their partners or other officers while the camera is on.
- Areas of concern or areas of improvement noted include:
 - Importance of proper notetaking by officers needs continued emphasis as a BWC recording should not be seen as a replacement for officer notes. It is

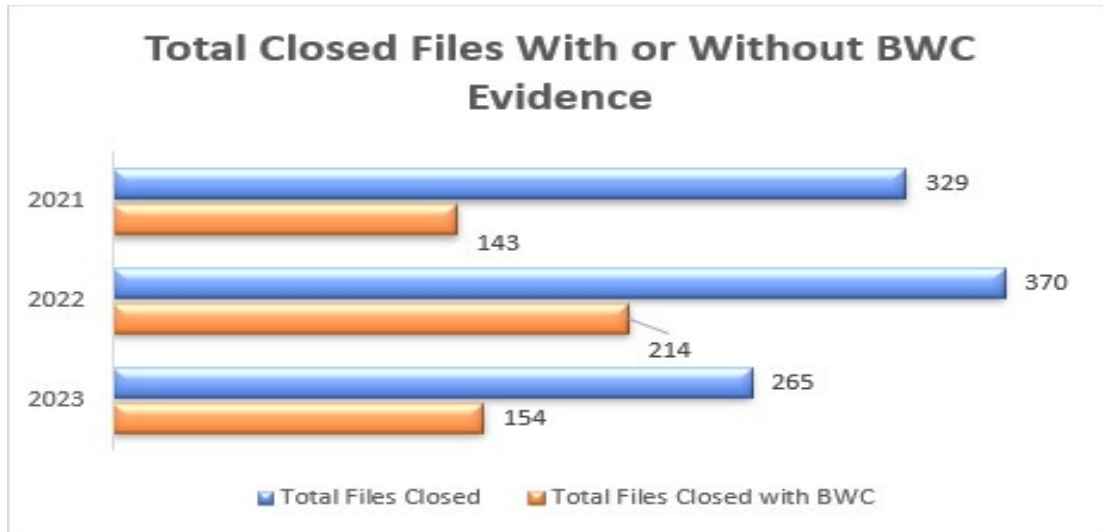
- beneficial to have notes for the Crown especially during the file preparation stage (due to high volume of files the Crown reviews, notes remind Crown of what the file is about quickly rather than having to watch the full video).
- timeliness of disclosure of BWC recordings - prompt uploading of BWC footage to a file or providing a list of BWC files to the Crown is helpful. Sometimes BWC is uploaded when the Crown is not aware that BWC was on the file.
 - similarly, proper marking/tagging of recordings, for example, , identifying the times when statements are taken, can be helpful when reviewing a file or playing in court as it allows the Crown to skip to relevant portions of the footage.
 - where statements are taken via a BWC or where a file involves a BWC capturing a portion of the offence, these should be immediately disclosed to the Crown because evidence is likely required to either determine Reasonable Likelihood of Conviction (RLOC), or the gravity of the offence based on the footage. There is a risk if files go to warrant before a Police Action Request (PAR) is sent for BWC and if the file isn't back in the system for over a year, the Crown can lose access to arguably the most probative evidence in an investigation (it may impact prosecution and can create charter issue for lost/destroyed evidence)

Other Agencies Perspectives

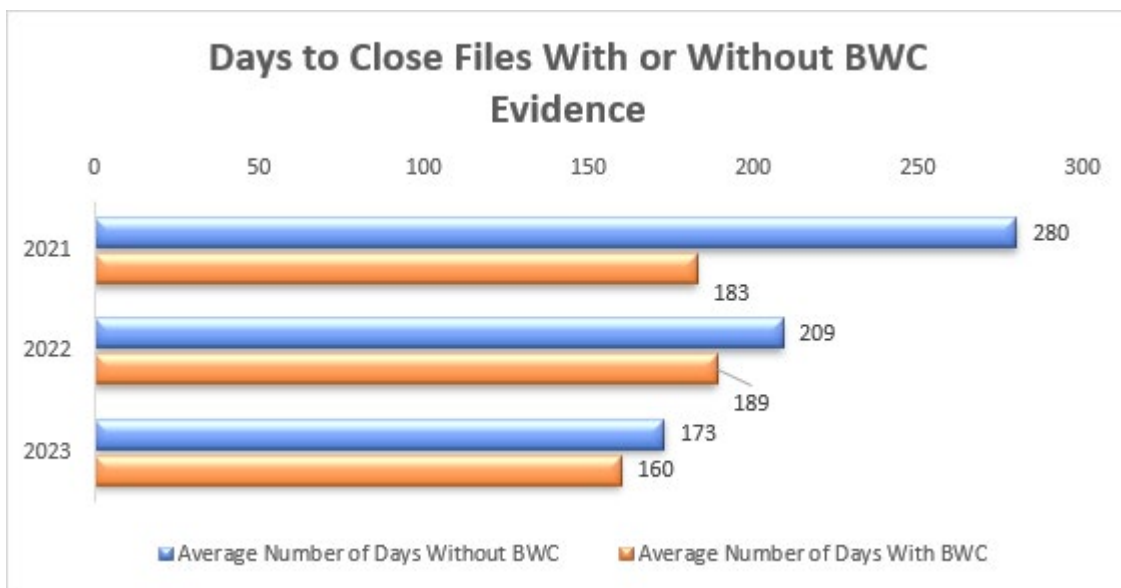
Other Canadian police agencies were contacted to understand their experiences of BWC operations and maintenance. The responses are consistent with CPS experiences and challenges.

Professional Standard Section

BWC footage continues to be an essential part of evidence used on most PSS files, to assist with and expedite formal and informal complaints resolution. From the 2023 Annual Report, BWC trends state that 58% of complaints were resolved partially or completely using BWC. The timeline for an external complaints resolution is approximately six months with BWC, while cases without BWC recording take approximately nine months.



The reduction in the average number of days to close formal or informal complaints with BWC videos demonstrates the impact BWC recordings have on complaints case resolution from data provided for 2021, 2022 and 2023.

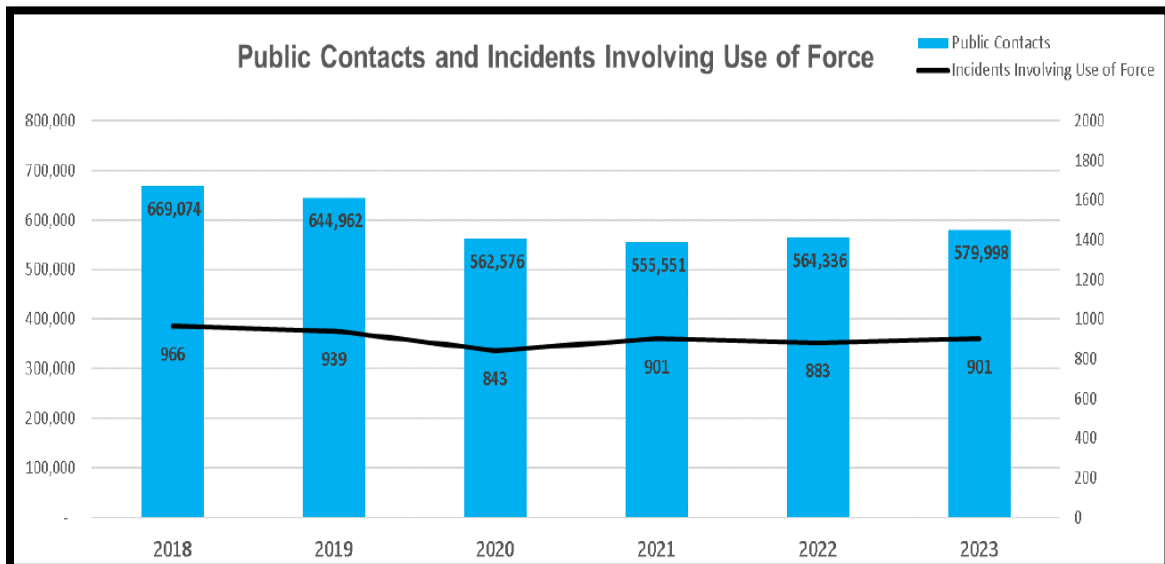


Use of Force

The De-Escalation and Use of Force 2023 Report and use of force data relating to BWC were analyzed for the last five years. All use of force incidents require completion of SBOR reports. Officers' supervisors with use of force incidents are mandated to review applicable recordings which includes BWCs. The DSCT request access to BWC

recordings where use of force applies, and reviews videos for education purpose. The DSCT may liaise with PSS if necessary, on use of force matters.

Incidents involving use of force data indicate that there has been stability in use of force incidents since 2016. The table below covers data from 2018 – 2023. This data suggests that BWC continues to be one of the measures in place for de-escalation of incidents with indirect impact. Additionally, sample data on BWC list of evidence created in August 2021, 2022, and 2023 were reviewed with occurrences in Sentry's occurrences table, "BWC_On_Flag" attribute was examined. The result shows an average of 62% of the occurrences are marked "Yes" for August 2021 which is similar for the sample data in 2022 and 2023. This discrepancy suggests that the flag may not be accurately reflecting the actual status for many reasons. This means there are recordings in Evidence.com but the Sentry report does not indicate BWC was activated during the incident.



Additional Recommendations for CPS

Identified below are additional recommendations that may be considered by the organization:

- Mandate trauma-informed training/approach for all officers to ensure appropriate skills to connect with individuals in mental health crisis.
- CPS' BWC program will continue to expand with more specialty units acquiring the technology. With that expansion, CPS may need to seek funding support from other avenues. As noted, in March 2023, the province mandated all law enforcement agencies in Alberta to use BWCs. The provincial government could be approached for supplementary funding to support the program's growth. Collaborating with provincial authorities to secure targeted grants or operational funding would help maintain and enhance the effectiveness of the BWC program, ensuring it continues to promote accountability and transparency across all areas of policing. Other potential funding sources could include federal government grants, public safety initiatives, or partnerships with technology companies interested in supporting law enforcement innovation.