



# **SAN JOSE POLICE DEPARTMENT**

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## **TRAINING BULLETIN**

**TO: ALL DEPARTMENT PERSONNEL**

**FROM:** Dave Knopf  
Acting Chief of Police

**SUBJECT: PENDING VIDEO EVIDENCE  
COLLECTION EVENT**

**DATE:** December 23, 2020

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BULLETIN #2020-022

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When an incident occurs and officers discover the presence of surveillance cameras, potential video evidence often cannot be immediately collected if the incident occurred at a business after business hours or at a residence when the resident is not home. Officers must make a request for the evidence to be collected at a later time, which typically occurs in one of two forms: 1) The event is left open until a Department member retrieves it; or 2) A new event is created, cross-referenced to the original event, and left pending until a Department member can retrieve it. With these practices, the need for evidence collection can be missed when the event is prematurely closed, and/or event statistics get skewed by the open/new pending event. While missed video evidence collection can subsequently be discovered by the assigned BOI Investigator, the Detective may not read the report and discover the presence of potential video evidence until days after the incident. In these cases, the risk the video is lost increases, as some video systems have a short retention period.

To address the above concerns, the Communications Division created a new type code (EVIDENCE) in the CAD system. This type code will make the need for the retrieval of video evidence more easily recognizable, thus ensuring the collection is completed and valuable video evidence is not lost. Additionally, this type code will default to a Priority 4 and be captured by the Crime Analysis Unit during the calculation of event statistics to allow for an accurate response time data capture (like a Found Property event).

Typically, the task of video collection is assigned to Community Service Officers (CSOs). However, there are times when CSOs are not available for extended periods of time due to call volume or are not at work (e.g., holidays). Holding these events until CSOs are available could lead to an event being left open for 24 hours or more. CAD events left open long enough for a duplicate event number with a different Julian Date causes CAD functionality to behave unexpectedly. The CAD event may become corrupt and not respond to commands by the dispatcher. In the event CSOs are unavailable for an extended period of time or are not working, patrol officers may need to be assigned to the EVIDENCE event.

To prevent valuable video evidence from being lost, to maintain expected CAD functionality, and to allow for proper collection of performance measures, the following procedures will be followed:

When evidence needs to be collected, but the business owner or resident cannot be contacted, a Department member attached to the incident shall contact Communications personnel to create a separate, cross-referenced evidence collection event (EVIDENCE). The location address and type, name of the location (if applicable), name/contact number (if available), address, nature of the evidence to be collected, and any other pertinent information (day/time of the original incident to assist in surveillance collection) should be provided to Communications and included in the event. The event will then pend for evidence collection. When available, this video collection task will be assigned to a CSO. However, in the event CSOs are unavailable for an extended period of time or are not working, patrol officers will be responsible for the evidence collection.

A handwritten signature in black ink, appearing to read 'DK', with a long horizontal stroke extending to the right.

Dave Knopf  
Acting Chief of Police

DK:GT:LB