

2020 Surveillance Impact Report Executive Overview

911 Logging Recorder

Seattle Police Department

Overview

The Operational Policy statements in this document represent the only allowable uses of the equipment and data collected by this technology.

This Executive Overview documents information about the collection, use, sharing, security and access controls for data that is gathered through the Seattle Police Department’s 911 Logging Recorder. All information provided here is contained in the body of the full Surveillance Impact Review (SIR) document but is provided in a condensed format for easier access and consideration.

1.0 Technology Description

The NICE 9-1-1 Logging Recorder audio-records all telephone calls to SPD’s 9-1-1 communications center and all radio traffic between dispatchers and patrol officers.

2.0 Purpose

Operational Policies:

Use of the technology other than the recording of calls to and from 9-1-1, police radio traffic, and retrieval of those recordings for law enforcement or public disclosure purposes is out of policy and subject to SPD disciplinary action.

The technology is used in two distinct ways.

- 1. The system automatically records all calls into the 9-1-1 system, police non-emergency phone line, and police radio traffic.**
- 2. It is used to retrieve recordings by authorized personnel.**

The NICE 9-1-1 Logging Recorder is automatically used to record all calls into the 9-1-1 system, police non-emergency phone line, and police radio traffic. Police communications analysts also routinely use the NICE 9-1-1 Logging Recorder to capture audio recordings germane to police investigations and forward those recordings to detective units, outside legal entities such as the Seattle City Attorneys’ Office, the King County Prosecutors Office, and defense attorneys. Police Communications Supervisors and Analysts routinely listen to audio recordings for Quality Assurance purposes. The 9-1-1 Recordings Office is overseen by the 9-1-1 Administrative Manager.

This technology audio-records 9-1-1 and non-emergency telephone calls and police radio traffic for evidentiary and public disclosure purposes. Audio recordings are routinely used in criminal prosecutions and are routinely used within the 9-1-1 Center for training and quality control purposes.

3.0 Data Collection and Use

Operational Policy:

No information is collected from a source other than individual who calls 9-1-1 or from the officers and dispatchers.

The technology is used to record all telephone calls between the public and the 9-1-1 Center, and police radio traffic. This is triggered when a community member contacts the department by calling 9-1-1 or the departments non-emergency numbers, including all outbound calls placed by 9-1-1 call takers and dispatchers and all radio traffic between dispatchers and police personnel including police officers, parking enforcement officers, and police detectives utilizing the police radio system.

Requests for audio recordings are initiated by detective units investigating a crime, legal counsel, and other outside entities. Recordings may also be initiated by the public using the Public Disclosure Process.

4.0 Data Minimization & Retention

Operational Policy:

Audio recordings that have not been requested within 90 days of their capture are deleted. Recordings requested for law enforcement and public disclosure are downloaded and maintained for the retention period related to the incident type.

SPD policy contains multiple provisions to avoid improperly collecting data. SPD Policy 7.010 governs the submission of evidence and requires that all collected evidence be documented in a GO Report. SPD Policy 7.090 specifically governs the collection and submission of photographic evidence. Evidence is submitted to the Evidence Unit and associated with a specific GO Number and investigation. And, SPD Policy 7.110 governs the collection and submission of audio recorded statements. It requires that officers state their name, the Department name, the General Offense number, date and time of recording, the name of the interviewee, and all persons present at the beginning of the recording.

5.0 Access & Security

Operational Policies:

Verified users access the system to capture and disseminate audio recordings based on the requests received from detective units, outside legal entities, and the public.

Data is securely input and used on SPD's password-protected network with access limited to authorized detectives and identified supervisory personnel.

Access

Authorized SPD users may access the recordings by logging into the NICE 9-1-1 Logging Recorder utilizing a unique username and password. Access for personnel into the system is predicated on state and federal law governing access to criminal justice information systems. This includes thorough background investigations for each user, appropriate access and permissions dependent on the personnel role, and an audit of access and transaction logs within the system.

Only authorized SPD users can access the system, technology, or the data. Access to the application is limited to SPD personnel via password-protected login credentials. Supervisors and commanding officers are responsible for ensuring compliance with SPD policies. Data is securely input and used on SPD's password-protected network with access limited to authorized detectives and identified supervisory personnel

Security

The data is stored in the NICE system, much of the NICE system is physically housed at the SPD 9-1-1 center, with some of the servers hosted virtually on SPD network in SPD section of the city data center. Data collect is located on the server's storage in the above locations. Extracted data is stored on file shares for SPD and City Law (these reside SPD Network Storage or Law storage system managed by Seattle ITD). Extracted data is electronically sent to Law, Discovery or as redacted material in response to PDR (posted to the City PDR system, GOVQA).

6.0 Data Sharing and Accuracy

Operational Policy:

No person, outside of SPD and Seattle IT, has direct access to the application or the data.

Data obtained from the system may be shared outside SPD with the other agencies, entities, or individuals within legal guidelines or as required by law.

Per City of Seattle's Privacy Statement, outlining commitments to the public about how we collect and manage their data: *We do not sell personal information to third parties for marketing purposes or for their own commercial use.* The full Privacy Statement may be found [here](#).

7.0 Equity Concerns

Operational Policy:

SPD Policy 5.140 forbids bias-based policing and outlines processes for reporting and documenting any suspected bias-based behavior, as well as accountability measures.

The NICE 9-1-1 Logging Recorder is used to record all calls placed to 9-1-1 and the police non-emergency numbers without regard to where the call originates from. There is no distinction in the levels of service this system provides to the various and diverse neighborhoods, communities, or individuals within the city.