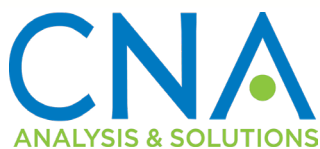




**BODY-WORN  
CAMERA**  
TRAINING & TECHNICAL ASSISTANCE

# Body-Worn Camera Training and Technical Assistance Virtual National Meeting Summary Report

October 2022



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## Executive Summary

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On July 19–21, 2022, the Bureau of Justice Assistance (BJA) and the Body-Worn Camera (BWC) Training and Technical Assistance (TTA) team—CNA Center for Justice Research and Innovation (JRI), Arizona State University (ASU), and Justice and Security Strategies (JSS)—conducted the seventh national meeting of the BWC Policy and Implementation Program (BWCPIP) sites. Because of circumstances surrounding the coronavirus disease 2019 (COVID-19) pandemic, the meeting was virtual for the third time. This meeting provided a forum to discuss important issues related to BWC program and policy implementation, such as BWC policy development, grant management and reporting responsibilities, policy compliance monitoring, procurement considerations, program cost anticipation, digital evidence management and integration, collaboration with prosecutors, strategic communications, emerging training practices, and BWC technology trends and developments.

This meeting was largely for the benefit of fiscal year (FY) 2021 BWCPIP grantees. In attendance were 285 representatives, including the following:

- 187 representatives from 76 BWCPIP FY 2021 grantee agencies;
- 30 representatives from 18 prior BWCPIP grantee agencies;
- 20 representatives from 16 law enforcement agencies that are not BWCPIP grantees; and
- 48 representative from 8 other agencies including universities, the BWC TTA team, subject matter experts (SMEs), and representatives from BJA.

This summary reviews participant discussions and lessons learned from the meeting, new ideas for TTA, and evaluation feedback from the attendees. It also discusses opportunities and challenges that resulted from the virtual meeting platform.

## Opportunities for Technical Assistance

Participant discussions highlighted potential opportunities for technical assistance. Over the coming months, the BWC TTA team will work with BJA to determine how to best meet the needs of the BWCPIP community and develop the following topics into TTA products and resources:

- Organizing peer exchanges between agencies conducting BWC testing and evaluation (T&E) to help each other figure out a plan and select a vendor.
- Developing a resource regarding the different uses of narration during BWC activation.
- Providing learning opportunities for managing multiple digital evidence systems when a site is unable to have a unified system.
- Exploring the possibility of sites returning to in-person forms of technical assistance.
- Investigating the role of BWCs in early-warning and early-intervention systems.
- Providing support and reference resources for digital evidence management.
- Providing continued TTA for sites concerned about redactions.

- Developing resources regarding best practices for presenting the BWC program to the community and specific communities of interest.
- Expanding our knowledge beyond policies and procedures, which we've been working with for the past five years (look past the basics).

## Participant Feedback

Of the 237 law enforcement agency representatives in attendance, 53 (approximately forty percent) completed the Participant Feedback Form. The form asked attendees to rate various components of the meeting using a five-point Likert scale from “Strongly Disagree” to “Strongly Agree.” Attendees also answered two open-ended questions to help the BWC TTA team improve and prepare for future meetings. Overall, the response to the national meeting was positive. Responses are summarized in detail in the Feedback Summary section starting on page 33.

## Virtual Conference Format

Generally speaking, BJA, the BWC TTA team, and the meeting participants were pleased with the success of the three-day virtual meeting. The TTA team conducted the meeting with few technological problems, and presenters and participants appreciated being able to engage via video platform. Any registration errors were easily fixable through the Whova platform, and participants that had initial difficulties logging in were quickly able to join the meeting. Throughout the meeting, participants stayed engaged and maintained a good level of attendance throughout each day and over the course of the three days, usually averaging around 200 participants for sessions using the main Zoom link.

One continued benefit of the virtual platform was that many more participants from BWCPPI sites could participate in the meeting (unless restricted by their schedule requirements). The TTA team could invite all BWCPPI sites, not just those that received their grants in 2021. Thirty representatives from 18 previous years' BWCPPI grantees participated in the meeting. Increased participation continued to be a great benefit as a result, and consistent with feedback from prior National Meetings, some suggested that future in-person meetings should still be partly virtual to let those unable to travel participate. Some participants from this year also remarked that the virtual format worked better for information gathering and scheduling than an in-person conference.

The Whova conference website provided multiple opportunities for virtual networking, with the BWCTTA team using these functions ahead of time to provide participants with examples of how to use them. While the virtual meeting and conference networking capabilities available through Whova could not completely replicate the networking and fellowship that occurs during an in-person meeting, participants could still chat with one another, post discussion topics, and participate in threads on the community board. Each participant was able to build a personal profile to provide more information about themselves, answer ice breakers to prompt discussions with the rest of the participants, and post resources that they or their agency found helpful. In total there were sixteen discussion threads that attendees could participate in, with “Article Sharing” and “Audit and Compliance” being the most popular at sixteen and twelve messages respectively.



Over the next several months, the BWC TTA team will use the information gathered from the national meeting to develop TTA products and resources for both the BWCPIP sites and other law enforcement agencies and stakeholders implementing BWCs. To access these resources, as well as other TTA products such as webinars, podcasts, BWC policies, and BWC news, please visit the [BJA BWC Toolkit website](#) and the [BWC TTA website](#). The TTA team has also posted the slides and recordings from this national meeting on the [BWC TTA website](#).

## Meeting Objectives

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This was the seventh national meeting and third virtual meeting of the BJA PIP sites facilitated by BJA's TTA partners and several SMEs working with the TTA team on this initiative. The TTA team's objectives for this meeting were as follows:

- Reinforce thorough policy development and deliberate, phased implementation as the cornerstones of successful BWC programs.
- Deliver technical assistance to funded sites on predetermined and site-generated topics.
- Review BJA's BWC performance measurement system.
- Facilitate peer-to-peer learning and networking.
- Explain the array of TTA resources available and how to access them.
- Examine new and emerging issues regarding BWCs.
- Discuss site progress, accomplishments, common challenges, and forward-looking strategies.



## Meeting Agenda

### Day 1- July 19, 2022

Time	Description	Presenters
11:30 a.m. – 12:00 p.m. ET	<i>Open the Zoom link and run the state of the state slides while folks get signed on to the meeting.</i>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
12:00 – 12:30 p.m. ET	<p><b><i>Welcome and introductions</i></b></p> <p>The Bureau of Justice Assistance (BJA) and the Body-Worn Camera Training and Technical Assistance (BWC TTA) team welcome participants to the 2022 BWC Virtual National Meeting. This session will introduce key individuals from the Department of Justice, BJA, and the TTA providers and will provide an overview of the meeting agenda, meeting goals, and intended outcomes. It will end with opening remarks and a welcome.</p>	<ul style="list-style-type: none"> <li>• Mr. John Markovic</li> <li>• Mr. Vince Davenport</li> <li>• Dr. Chip Coldren</li> </ul>
12:30 – 1:00 p.m. ET	<p><b><i>BWC – Lessons Learned on the Road to Establishing an Effective Program</i></b></p> <p>The keynote speaker will discuss their experiences implementing BWCs, lessons learned, and how to establish an effective BWC program</p>	<ul style="list-style-type: none"> <li>• Chief Paul Noel, Knoxville, TN Police Department</li> </ul>
1:00 – 1:50 p.m. ET	<p><b><i>BWC 101: Past, Present, and Future</i></b></p> <p>BJA's John Markovic and the BWC TTA Co-Director Dr. Michael White will discuss the emergence of BWCs as critical to evidence generation, officer and public safety, and police-community relations. They will also provide a brief overview of the BJA BWC Performance Improvement Program (PIP), BJA BWC Toolkit, and TTA resources, and they will discuss foundational elements of the BWC TTA Program.</p>	<ul style="list-style-type: none"> <li>• Dr. Mike White</li> <li>• Mr. John Markovic</li> </ul>

Time	Description	Presenters
2:00 – 2:50 p.m. ET	<p><b><i>Pilot Testing &amp; Evaluation of BWC Equipment</i></b></p> <p>During this session, two BWC TTA Subject Matter Experts (SMEs) will discuss challenges and best practices associated with testing and evaluating BWC equipment prior to procurement. Additionally, a BWCPIP agency will discuss what they did to test and evaluate equipment and how that informed their camera purchase and BWC program.</p>	<ul style="list-style-type: none"> <li>• Mr. Geoff Smith</li> <li>• Mr. Charles Stephenson</li> <li>• Deputy Director Ben Collins, DC Department of Corrections</li> <li>• Lieutenant Steve Gresham, Henderson, NC PD</li> <li>• First Lieutenant Steve Temelko, Michigan State Police</li> </ul>
2:00 – 2:50 p.m. ET	<p><b><i>Understanding the Benefits of Compliance Checks and Audits</i></b></p> <p>This session will focus on issues, concepts, and approaches to reviewing BWC videos for policy compliance review and program auditing, covering topics such as the important role of compliance monitoring in BWC programs, different levels of monitoring (e.g., monitoring individual officer, program, or organizational performance), and suggested approaches for implementing compliance monitoring programs. It will also include discussion on various compliance monitoring programs that agencies have implemented.</p>	<ul style="list-style-type: none"> <li>• Mr. Dan Zehnder</li> <li>• Mr. Scot Haug</li> </ul>
3:00 – 3:50 p.m. ET	<p><b><i>Releasing BWC Footage: Critical Incidents and Communicating with the Public</i></b></p> <p>Laura McElroy, communications strategist, will discuss releasing BWC videos and communicating with the public following a critical incident, including the media perspective.</p>	<ul style="list-style-type: none"> <li>• Ms. Laura McElroy</li> </ul>

Time	Description	Presenters
4:00 – 4:50 p.m. ET	<p><b><i>Advanced Topics in BWC Technology</i></b></p> <p>BWC technology changes rapidly, including analytic approaches to utilizing BWC footage. This session will focus on recent and emerging trends in advanced analytics with BWC data, touching on artificial intelligence approaches to BWC image analysis, and the current state of natural language processing (NLP) applications with BWC footage</p>	<ul style="list-style-type: none"> <li>• Mr. Elliot Harkavy</li> <li>• Mr. Christian Quinn</li> <li>• Mr. Derek Meeks</li> </ul>
4:00 – 4:50 p.m. ET	<p><b><i>Voices from the Field: Sustaining BWC Program Success</i></b></p> <p>This session will discuss best practices for sustaining a successful BWC program. In this session, we will hear from two sites about the implementation of their BWC programs, and how they have sustained success with their program long after first implementation. Agencies will discuss topics such as changing technology solutions, modifications to policy, and community outreach and engagement focusing on their lessons learned and best practices.</p>	<p>Facilitator:</p> <ul style="list-style-type: none"> <li>• Dr. Aili Malm</li> </ul> <p>Panelists:</p> <ul style="list-style-type: none"> <li>• Adrian Rodriguez, Yuma, AZ PD</li> <li>• Kevin Hall, Tucson, AZ PD</li> <li>• Captain Bill Parramore, Pasco, WA PD</li> </ul>
4:50 – 5:00 p.m. ET	<p><b><i>Overview of Day 1</i></b></p> <p>BWCPIP and TTA program leadership will provide a brief overview of the day and discuss the sessions coming on Day 2.</p>	<ul style="list-style-type: none"> <li>• Dr. Chip Coldren</li> <li>• Mr. John Markovic</li> </ul>

## Day 2- July 20, 2022

Time	Description	Moderator, Speaker, Panelist
11:00 a.m. – 12:00 p.m. ET	<p><b>Q&amp;A/Office Hours with BJA State Policy Advisors &amp; JustGrants</b></p> <p>BJA state policy advisors will be available to answer questions from BWCPIP grantees. Meeting attendees with questions related to grant management are encouraged to participate.</p>	<ul style="list-style-type: none"> <li>• Mr. Gerardo Velazquez, BJA</li> <li>• Ms. Flora Lawson, BJA</li> </ul>
12:00 – 12:50 p.m. ET	<p><b>Promoting Constitutional Policing through the Use of BWC Footage</b></p> <p>This session will review the ways in which BWC footage has been helpful in improving police officer conduct and in enhancing the links between BWC footage and police officer training and performance review.</p>	<ul style="list-style-type: none"> <li>• Dr. Michael White</li> <li>• Director Ryan Banaszak, Sturgis, MI</li> <li>• Lt. Anthony Aceto, Camden County Police Department</li> </ul>
1:00 – 1:50 p.m. ET	<p><b>Digital Evidence Management: What Do We Do With All The Footage?</b></p> <p>This session will focus on BWC footage and the way in which it is used within police departments and prosecutors' offices. During the session, participants will learn promising practices and considerations for managing digital evidence.</p>	<ul style="list-style-type: none"> <li>• Dr. Craig Uchida, JSS</li> <li>• Dr. Charles Katz, ASU</li> <li>• Dr. Shellie Solomon, JSS</li> </ul>
2:00 – 2:50 p.m. ET	<p><b>BWCs and Community Engagement</b></p> <p>In this session, we will hear from BWC SMEs about important and innovative ways to engage community members throughout the BWC implementation process. The speakers will discuss the role of the community in BWC programs beyond policy development (e.g., training, use of force, complaints), barriers to meaningful community engagement, and how to sustain community engagement surrounding BWCs.</p>	<ul style="list-style-type: none"> <li>• Dr. Chip Coldren, CNA</li> <li>• Mr. Orlando Cuevas, CNA</li> <li>• Chief Chris Rosabella, Port Chester, NY PD</li> <li>• Chief Murphy Paul, Baton Rouge, LA PD</li> </ul>

Time	Description	Moderator, Speaker, Panelist
3:00 – 3:50 p.m. ET	<b><i>Understanding the Federal Procurements Process</i></b> The Office of Justice Programs (OJP), Office of the Chief Financial Officer (OCFO), will provide an overview of the federal procurement requirements for BWCPIP grantees and will be available for questions.	<ul style="list-style-type: none"> <li>• Mr. Michael Williams, OCFO</li> </ul>
3:50 – 4:00 p.m. ET	<b><i>Day 2 Closing</i></b> BWCPIP and TTA program leadership will provide a brief recap of the day and discuss the sessions coming on Day 3.	<ul style="list-style-type: none"> <li>• Dr. Chip Coldren</li> <li>• Mr. John Markovic</li> </ul>

## Day 3- July 22, 2022

Time	Description	Moderator, Speaker, Panelist
11:00 a.m. – 12:00 p.m. ET	<b><i>Q&amp;A/Office Hours with BJA State Policy Advisors &amp; JustGrants</i></b> BJA state policy advisors will be available to answer questions from BWCPIP grantees. Meeting attendees with questions related to grant management are encouraged to participate.	<ul style="list-style-type: none"> <li>• Mr. Gerardo Velazquez, BJA</li> <li>• Ms. Flora Lawson, BJA</li> </ul>
12:00 – 12:50 p.m. ET	<b><i>BJA Performance Measurement</i></b> This presentation will delve into how BJA uses performance measures to assist the grantees, improve BJA programs, make good decisions, and report to the Hill on how funds are spent.	<ul style="list-style-type: none"> <li>• Ms. Angela Balchi, BJA</li> </ul>
1:00 – 1:50 p.m. ET	<b><i>Looking Ahead: Emerging Issues in Body-Worn Camera Programs and Technical Assistance</i></b> BJA's John Markovic and the BWC TTA Director Dr. James "Chip" Coldren will discuss lessons learned over the past five years of BWC implementation and technical assistance delivery, touching on such issues as digital evidence management, maturation of BWC programs, and emerging needs for technical assistance.	<ul style="list-style-type: none"> <li>• Dr. Chip Coldren, CNA</li> <li>• Mr. John Markovic, BJA</li> </ul>

Time	Description	Moderator, Speaker, Panelist
2:00 – 2:50 p.m. ET	<p><b><i>BWC Policy: Scorecard and Certification</i></b></p> <p>This session focuses on the processes that BWCIIP grantees must complete to ensure that they have a BWC policy in place that is comprehensive, deliberate, and developed with broad stakeholder input. This session will discuss policy development success, key challenges, and promising practices.</p>	<ul style="list-style-type: none"> <li>• Dr. Michael White, ASU</li> <li>• Mr. Charles Stephenson, CNA</li> <li>• Mark Smith, Colorado Springs, CO PD</li> <li>• Inspector Cecilia Ashe, Wilmington, DE PD</li> </ul>
2:00 – 2:50 p.m. ET	<p><b><i>BWCs in Correctional Settings</i></b></p> <p>This session will focus on the use of BWCs in correctional settings and will cover such topics such as common barriers to and mitigation strategies for the adoption and implementation of BWCs, staff perspectives, training, and other unique aspects of BWCs in correctional settings.</p>	<p>Facilitator:</p> <ul style="list-style-type: none"> <li>• Dr. Chip Coldren</li> </ul> <p>Panelists:</p> <ul style="list-style-type: none"> <li>• Dr. Brittany Cunningham, CNA</li> <li>• Ms. Tomika Grigsby, Georgia DOC</li> <li>• Major Robert Miller, Davidson County, TN Sheriff's Office</li> <li>• Deputy Superintendent Michael Beebe, Ohio DRC</li> </ul>
3:00 – 3:50 p.m. ET	<p><b><i>The Evolution of BWC and Other Technology: Changes and Lessons Learned</i></b></p> <p>This panel focuses on changes in BWCs and other related technology in the past six years (e.g., dashboard cameras, license plate readers (LPRs), unmanned aerial systems (UAS)). The panel will discuss the current state of BWC technology and the realities of integrating BWCs with other systems.</p>	<ul style="list-style-type: none"> <li>• Mr. Elliot Harkavy, CNA</li> <li>• Mr. Geoffrey Smith, CNA</li> <li>• Chief Brian Ohlin, Brunswick, OH PD</li> <li>• Mr. Thomas Naughton, St. Louis County, MO PD</li> </ul>

Time	Description	Moderator, Speaker, Panelist
		<ul style="list-style-type: none"> <li>• Det. Michael Clinton, St. Louis County, MO PD</li> </ul>
3:00 – 3:50 p.m. ET	<p><b><i>What Research Is Telling Us about Body-Worn Camera Practice</i></b></p> <p>In this session, Drs. Michael White, Aili Malm, Eric Piza, and David Makin will discuss their research into body-worn camera use in local agencies, touch on such issues as activation/de-activation, the impact of BWCs on officer discretion, and how BWCs are used in special policing units.</p>	<ul style="list-style-type: none"> <li>• Dr. Michael White</li> <li>• Dr. Aili Malm</li> <li>• Dr. David Makin, WSU</li> <li>• Dr. Eric Piza, John Jay College</li> </ul>
3:50 – 4:00 p.m. ET	<p><b><i>Closing Thoughts &amp; Q&amp;A</i></b></p> <p>The BWCPPI program team leadership will provide a brief summary of the conference and discuss key takeaways. Leadership will discuss any training and technical assistance needs they heard from participating agencies and be available for questions.</p>	<ul style="list-style-type: none"> <li>• Dr. Chip Coldren</li> <li>• Mr. John Markovic</li> </ul>

## Summary of Discussions

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This summary includes highlights from the general sessions, topical sessions, and the keynote presentation. Key considerations and challenges are included for each session.

### Presentations

**Day 1 – July 19, 2022**

#### [Keynote Presentation: BWC Lessons Learned on the Road to Establishing an Effective Program](#)

##### **Introductions:**

- Dr. Chip Coldren, BWC TTA Program Director, CNA

##### **Keynote Speaker:**

- Chief Paul Noel, Knoxville, TN, PD

**Summary:** In this session Chief Noel had the opportunity to discuss his experiences implementing and sustaining an efficient body-worn camera (BWC) program with both the New Orleans, LA, Police Department and the Knoxville, TN, Police Department. Chief Noel's experience with piloting the effort of getting one of the first major BWC initiatives off the ground in New Orleans provided him with primary insight on the nuances associated with the integration of this in-demand technology.

His presentation focused on the importance of agencies accepting the necessity of BWCs in their line of profession, building strong policy to protect the agency, as well as various strategies and challenges to consider when implementing BWCs. BWCs present the opportunity for law enforcement agencies to be proactive in controlling the narrative of critical incidents and engagement with the community they are sworn to serve. With successful BWC integration, police agencies are in the position to demonstrate how complex and difficult the work associated with the line of duty is and use those materials for educational purposes internally and externally.

BWCs present a unique opportunity for police to build or destroy trust amongst the community. It is vital that as police agencies continue to adopt this technology, they do so with an open mind and optimistic outlook. The cameras empower police with strong material evidence of what took place at the scene of an alleged offense. Being able to provide digital evidence to the necessary parties and remaining in control of the narratives surrounding critical incidences should be embraced by police officers as they continue to re-establish trust within their jurisdictions.

##### **Key Considerations:**

- Provide educational opportunities for community and agencies to learn about BWCs.
- Build strong policy that can support the efforts of the agency.
- Test mounting positions for BWCs to provide the best possible view of incident.
- Use BWCs as trust-building tool within the community.



- Clearly define body-worn camera activation requirements.
- Audit and review officers' use of BWCs and policy compliance.

### **Key Challenges:**

- Officer buy-in
- Budget constraints and product sustainment
- Proper officer activation and mounting of cameras.
- Community perception of officers
- Policy around release of footage (particularly involving critical incidents)
- Building in time for field testing

### *BWC 101: Past, Present, and Future*

#### **Panelists:**

- Dr. Michael White, BWC TTA Co-Director, Arizona State University
- John Markovic – BJA

**Summary:** In this session, BWC TTA Co-Director Dr. Michael White of Arizona State University, and John Markovic of BJA discussed the emergence of BWCs as critical to evidence generation, officer and public safety, and police-community relations. They also provided a brief overview of the BJA BWCPIP grant program, BJA BWC Toolkit, and TTA resources, and discussed foundational elements of the BWC TTA Program.

#### **Key Considerations:**

- The LAPD provides psychological services to families of officers whenever BWC footage is being released publicly, in addition to preparing them for what they may witness in the footage. The danger officers face and the threats to the officer's life make it very vivid to an officer's partner or children.
- There has been little research that has discovered other unintended consequences with the use of BWC (unrelated to use of force or citizen complaints).
- Research shows officers who accept the BWC program are not concerned about their senior staff "watching" their daily activity.

#### **Key Challenges:**

- Not all sites starting from the same place, so some sites have a more difficult time with BWC program roll out.
- Some sites have more challenges in areas that have a history of high crime.
- Other challenges that officers have regarding BWCs are privacy, hesitance to do tactical planning, and reluctance to ask questions of supervisors when uncertain about an issue.
- There has been some skepticism rooted in "big brother" watching their daily activities.

### **New TTA ideas:**

- It might be interesting to do some research on the impact of body-worn cameras on the family members of police officers especially in the context of officer wellness. Are their families better off because of the BWCs? If not, that will have an impact on the officers, etc.

### *Pilot Testing & Evaluation of BWC Equipment*

#### **Panelists:**

- Geoff Smith, CNA
- Charles Stephenson, CNA

**Summary:** In this session, Geoff Smith and Charles Stephenson of CNA discussed challenges and best practices associated with testing and evaluating (T&E) BWC equipment prior to procurement. Additionally, a BWCPIP agency discussed what they did to test and evaluate equipment and how that informed their camera purchase and BWC program.

#### **Key Considerations:**

- If you have officers who may not be able to dock their BWC on a regular basis, it may be worth making remote, Wi-Fi, or cellular upload as a requirement for your vendor.
- Be inquisitive and demanding of vendors when they are demonstrating their product line or when you are testing their products.
- Cost and storage are top priorities in testing and evaluating BWC Systems.

#### **Key Challenges:**

- Pembroke Pines reported that one of their big concerns during T&E was that they wanted a solution where they wouldn't be the guinea pig for a completely new and untested camera solution by a brand-new vendor trying to enter the market.
- Sites mentioned the difficulty with merging separate vendors when one has a better BWC system and the other has a better car system.
- Some sites looked at the aspect of multiple camera activations at a scene, but multiple agencies had trouble with the cameras activating as advertised. They also looked at a vendor that offered CAD integration; however, ultimately the decision was based on cost.
- When selecting among vendors, care must be taken to determine the full cost of operations, which is important for making apples-to-apples comparisons.
- There is concern for BWC use in rural areas where officers may be in a location with weak signals or a more remote location with no access to the cloud.

- Agencies in Alaska reported that they have no internet service in many areas of the state, and also that cellular service can be intermittent or nonexistent.

#### **New TTA ideas:**

- Talk to another agency conducting T&E to help each other figure out a plan and pick a vendor.
- Develop T&E spreadsheet to include considerations for in car video systems (i.e. considerations for both cameras).
- Develop a “use case” webinar for the BWC Cost and Storage Estimator and the T&E form.
- Have a discussion with agencies on taking a more holistic approach to choosing a BWC vendor,

#### *Understanding the Benefits of Compliance Checks and Audits*

##### **Panelists:**

- Dan Zehnder, SME
- Scot Haug, SME

**Summary:** In this session, subject matter experts Dan Zehnder and Scot Haug discussed the issues, concepts, and approaches to reviewing BWC videos for policy compliance review and program auditing.

The discussions centered on different aspects of body-worn camera practice and what the research suggests regarding these practices. Both Dan and Scot emphasized the need to review footage from BWCs to not only catch the bad and address it, but to also catch the good that officers do in their day-to-day work that may not be shared with their superiors. These videos can be used to promote the department, internally or externally. Scot stressed the point that what gets recognized gets repeated.

##### **Key Considerations:**

- The community doesn't expect every video to be viewed; there is an expectation, however, that some of the videos are being watched for overall compliance of not only the department's BWC policy, but all the department's policies.
- Modify the policy based on feedback from those using the cameras in the field.
- Internal review is acceptable for audits, but an external review is best practice. It can be another state or department, the state's chief of police association, or the sheriff's department. They will all be willing to help the department.
- Find the 'landmine' before it explodes and find the hidden gem to spotlight.

##### **Key Challenges:**

- Compliance checks and audits are not 'gotcha' tools; the department owes it to their officers to keep people accountable and to showcase officers going above and beyond. It is encouraged for agencies to have discussions with their union

and show them the benefit of officer safety and organization culture by completing these reviews if the union doesn't allow for them. Participants suggested making auditing a mandatory requirement on the BWC policy scorecard.

### *Releasing BWC Footage: Critical Incidents and Communicating with the Public*

#### **Panelist:**

- Laura McElroy, SME

**Summary:** In this session, Laura McElroy, subject matter expert and communications strategist, discussed the release of BWC videos, how to communicate with the public following a critical incident, and provided the media perspective.

Laura McElroy discussed her idea of “communicating to build community,” which involves law enforcement agencies building bonds with the community, leveraging social media and local media, and managing critical incidents. She also discussed the importance of a Crisis Communication Plan, which involves 16 steps that achieves those goals.

#### **Key Considerations:**

- Trust can be built by releasing BWC footage to the community.
- Having a social media team in the department helps establish the department's social media voice, especially during a critical incident.
- Be the voice of calm and strength for the community. By receiving constant communication, the community feels in the loop about things and not like the department is hiding or covering up anything. For example, the approach that Boston PD took using Twitter to send out updates following the Boston Marathon bombing.

#### **Key Challenges:**

- When releasing BWC Video, several things should be discussed within your organization as you develop the BWC policy: When do you release the video? Do you edit the video, or do you provide the raw footage, so you don't look like you have anything to hide? How do you handle the subject's family? Do you turn off your audio from the start? Factors such as victim sensitivity, department transparency, and possible adverse reactions from the public to the footage that is released must all be taken into consideration.
- Establish a process in the BWC policy that the media and public can rely on.

### *Advanced Topics in BWC Technology*

#### **Facilitators:**

- Elliot Harkavy, CNA
- Christian Quinn, SME

- Derek Meeks, CIO, US Attorney's Office, DC

**Summary:** In this session, Elliot Harkavy of CNA, SME Christian Quinn, and Derek Meeks of USAO-DC discussed how BWC technology and the approaches used to analyze its footage both change rapidly. The session focused on recent and emerging trends in advanced analytics with BWC data, touching on artificial intelligence approaches to BWC image analysis, and the current state of Natural Language Processing (NLP) applications with BWC footage.

**Key Considerations:**

- In the Los Angeles DA's Office, they have posted a request at local film schools for video editing interns. They received a lot of responses and have used some students to help with BWC editing.
- BWC systems lock original videos so you can only edit a copy of the video.

**Key Challenges:**

- There are various laws or judicial and legislative decisions that affect how you can use BWC footage or share it.
- Departments must make sure data isn't breached.
- Sometimes it is difficult having to request different software.
- One agency brought up struggles with redacting videos, particularly when juveniles are involved.
  - Skin tone affecting redaction is also a big issue. BWCs have limited capability when it comes to video clarity, especially in low light situations. This can affect the visibility of subjects in the video.

**New TTA ideas:**

- Meeting participants expressed an interest to learn more about legislation, policy, limitations, concerns, and implementation of facial recognition software.

*Voices from the Field: Sustaining BWC Program Success*

**Facilitator:**

- Dr. Aili Malm, California State University, Long Beach

**Panelist:**

- Kevin Hall, Tucson Police Department
- Bill Parramore, Pasco Police Department
- Adrian Rodriguez, Yuma, Police Department

**Summary:** In this session, the panelists discussed best practices for sustaining a successful BWC program. The audience heard Kevin Hall, Bill Parramore, and Adrian Rodriguez reflect on the implementation of their BWC programs at their PIP sites, and how they have sustained success with their programs long after implementation.

### **Key Considerations:**

- Communication with stakeholders about how footage is redacted - particularly those in sensitive situations such as hospitals, schools, etc.
- Officer buy-in to the implementation of BWC and how this will improve the agency.

### **Key Challenges:**

- Using the BWC training effectively
- Engaging other partners who may be impacted by the BWC implementation
  - For example: connecting with prosecutors when they receive the footage

## **Day 2 – July 20, 2022**

### *Promoting Constitutional Policing through the Use of BWC Footage*

#### **Facilitators:**

- Dr. Michael White, Arizona State University, TTA Co-Director

#### **Panelists:**

- Ryan Banaszak, Director, Sturgis Police Department
- Anthony Aceto, Lieutenant, Camden County Police Department
- Dr. Charles Katz, Arizona State University

**Summary:** In this session, Dr. Mike White and the panelists discussed BWC footage and how it has been helpful in both improving police officer conduct and in enhancing the links between BWC footage and police officer training and performance review.

The discussions centered on the Tempe Police Department's de-escalation training and how BWC footage could be leveraged by law enforcement agencies for training. Director Banaszak talked about how the Sturgis Police Department created an audit to examine how officers deal with juveniles, high-liability situations such as pursuits, and all use-of-force incidents. The Camden County Police Department designed a BWC unit to monitor and review BWC footage, which could then be shared with to the training unit.

### **Key Considerations:**

- The BWC audit provided a learning environment for officers as they used positive and negative footage to demonstrate best practices and areas to improve.
- It is important to consider that when mistakes are made and caught on the BWC, these situations are used as teachable moments to not only improve officer conduct and operations, but to enhance officer safety.
- Reviewing BWC footage with officers who have been flagged for concerning behavior helps them enhance officer safety, strengthen training, and examine de-escalation tactics.
- Implementing an early warning system (EWS) is beneficial. The EWS can be triggered by a complaint or incident, which then goes to a training unit and BWC unit.

### **Key Challenges:**

- There is some apprehension about using footage for training because an officer may feel “discredited” with peers. Creating a non-punitive environment will help mitigate this.
- Departments should consider redesigning their EWS when BWCs are implemented.

### *Digital Evidence Management: What Do We Do with All of That Footage?*

#### **Presenters:**

- Dr. Craig Uchida, Justice and Security Strategies
- Dr. Charles Katz, Arizona State University,
- Dr. Shellie Solomon, Justice and Security Strategies

**Summary:** In this session, the presenters discussed body-worn-camera footage and the way in which the footage is used within police departments and prosecutors’ offices. Panelists provided expert opinions on the rapidly changing climate of digital evidence management and its ever-growing importance in the world of law enforcement. As agencies across the country continue to accept and adopt body-worn-cameras, it has become essential that they craft policies and procedures that guide agencies through critical incidents that garner significant public interest.

Panelists also highlighted the importance of security and storage management of digital evidence. An individual agency, no matter the size, will record a significant amount of information that requires sites to have enough capacity to store the data and proper security channels to protect the sensitive data and information captured.

### **Key Considerations:**

- Using civilian employees with technology and analytic expertise for DEM operations.
- Selecting and training specific officers who evaluate use of force incidences.
- Implementing policy changes to guide footage sharing during use-of-force incidents.

## Key Challenges:

- Defense attorneys and defendants often don't have the resources to review all the footage; this can place the defense at the mercy of the prosecutor's office and put them at a disadvantage.
- A central repository with managed access for BWC footage can provide efficiencies and other benefits for managing and sharing digital BWC footage.
- BWC footage is often not reviewed until required; crafting policy to make random or systematic reviews a common practice is still needed in some agencies.
- The redaction process has been difficult for many agencies because it consumes too many resources (personnel and funds) and needs to become more efficient.
- Policy on public release of BWC footage, particularly in critical incidents and use of force incidents, has been a challenge for many agencies.
- Setting tagging guidelines and ensuring that officers tag footage correctly poses a challenge for sites.
- Determining temporal length of video retention can be difficult based on the agency's storage capabilities.

## *BWCs and Community Engagement*

### Facilitators:

- Orlando Cuevas, BWC TTA SME
- Dr. James "Chip" Coldren, BWC TTA Director

### Panelists:

- Chief Murphy Paul, Baton Rouge, LA Police Department
- Chief Chris Rosabella, Port Chester, NY Police Department

**Summary:** In this session, the panelists discussed important and innovative ways to engage community members throughout the BWC implementation process. The speakers emphasized the role of the community in BWC programs beyond policy development (e.g., training, use-of-force review, complaints), as well as barriers to meaningful community engagement, and how to sustain community engagement surrounding BWCs.

Chief Paul discussed his practice of sitting down with the families involved in a critical incident and showing them the BWC footage before it is released to the public. He wants the families to see it first from the police and the direct source before they see it on news outlets. Chief Paul believes this practice is very important to building a relationship with the public and bridging the gap between the police and community.



### **Key Considerations:**

- Getting early buy-in at the top (from important community leaders) is essential for the success of BWCs. Departments want their buy-in from the beginning so the support can trickle down through the rest of the community.
- People or groups who are the most critical of the police are the ones the department should reach out to the earliest. The department should give them a chance to discuss what issues they have and how the department wants to engage with them to ensure transparency.
- Continued community engagement is important. The engagement shouldn't stop after the policy has been developed. The relationship and conversations should continue well after the policy has been approved and adopted.
- It's important to inform different parts of the community not normally thought of, such as the hospitals and fire departments.

### **Key Challenges:**

- Social media has become a challenge for police. It is important that departments address any issues as soon as possible. The longer any footage is out on social media without being addressed, the more likely the issue will grow bigger, and a negative light will be cast on the department. The public needs to know that departments are aware of any issue and needs to review it and do their job internally. There needs to be some acknowledgement of the incident by the department and a review of the BWC before any statements are made.
- Pushback from unions and internal officers not wanting their videos to be reviewed or released to the public affects morale. It is important officers understand that it is better for law enforcement to have accountability and transparency by allowing these videos to be reviewed and released.

### *Using BWCs to Enhance Field Investigations*

#### **Facilitators:**

- Tom Woodmansee, BWC TTA SME and Senior Advisor, CNA
- John Markovic, BJA

#### **Panelists:**

- Christian Quinn, BWC TTA SME
- Jason Lustig, Assistant Head Deputy District Attorney, LA County District Attorney's Office
- Lt. Christopher Johnson, New Orleans, LA Police Department

**Summary:** Police are more frequently recognizing how BWCs and digital evidence can assist them with their investigations in ways that were not commonly considered during the initial phase of BWC implementation. This session highlighted how some agencies have taken advantage of BWCs to enhance their investigations in the field.

The implementation of body-worn cameras among officers has positively impacted officers, the community, and policing. BWCs have reduced the number of citizen complaints; when the public knows they're being recorded, the community and the officers act more appropriately. In addition, agencies are using BWCs to ensure the health and wellness of officers by reviewing footage of critical incidents to validate officer actions. BWCs have also proved to be useful throughout an investigation, this ranges from documenting evidence at the scene to enabling officers and prosecutors to re-watch crime scene video to identify potential suspects from the crowd.

### **Key Considerations:**

- Using narration for prosecutors - if done properly, documentation of the entire event, from “wheel to wheel” using narration can help prosecutors determine whether to move forward with charges.
- Agencies are leveraging BWCs to ensure the health and wellness of officers and reviewing footage of critical incidents to validate officer actions.

### **Key Challenges:**

- In an effort to curb further false complaints, should agencies that are pursuing a charge against the citizen regarding the filing of a false statement after being disproved by BWC footage? The advisability of charging citizens for false statements when BWCs support that case is still open to question. While such a practice may deter false complaints, some efforts to do so may compromise community relations.
- Lack of awareness regarding existing policies, concerns, or issues pertaining to recording after the fact, and if they been beneficial in investigations.

### **New TTA Ideas:**

- Develop a training or other resource on the proper use of narration during BWC activation.

### *Understanding the Federal Procurement Process:*

#### **Facilitators:**

- Mr. Michael Williams, Office of the Chief Financial Officer, OJP

**Summary:** This session covered the BWCPPI procurement process and general guidance for financial management of BWCPPI grants. Mr. Michael Williams with the Office of the Chief Financial Officer discussed when it is permissible for a grantee to use a sole source contract, “the do’s and don’ts” of contracting, methods of procurement, purchase thresholds, and helpful resources. He recommended researching key components of BWCs prior to writing the RFP and conducting thorough interviews before making a decision on a BWC system to procure. He also noted that grantees need to be aware of and abide by each state’s procurement rules and utilize the assigned BJA state policy advisor for assistance when necessary.

### **Key Considerations:**

- Documentation regarding BWC purchases is key. An audit trail must be established, and the documentation should be detailed enough to stand on its own.
- State-specific procurement policies must be kept in mind and followed.
- State and agency procurement rules are often more stringent than federal rules. Agencies are responsible to comply with all rules.

### **Key Challenges:**

- Maintaining reasonable expectations regarding experience, pricing, and timeframe when writing the RFP

**Day 3 – July 21, 2022**

### *BJA Performance Measurement*

#### **Facilitators:**

- Ms. Amy Dezember, Research Analyst, BJA

**Summary:** This presentation described how BJA uses performance measures to assist the grantees, improve BJA programs, make good decisions, and report to the federal budget appropriation legislators on how funds are spent. Ms. Dezember began the session with a discussion of performance measures, which are part of the process of collecting and analyzing data related to the grant awardee’s performance. Speaking to the overarching purpose of measuring grantee performance, she explained the various types of inputs, activities, outputs, and outcomes that can be used to measure performance as well as the methods used for measuring outcomes. She then discussed the specific questionnaire structure for the BWCPIP, which is housed in the Performance Measurement Tool (PMT). The PMT includes numerical performance measures, which BWC sites complete quarterly, and narrative questions, which are completed semiannually. Ms. Dezember discussed reporting procedures for agencies and provided tips for success. BJA works to enhance data quality through several mechanisms, including through quarterly data verifications and site visits. Ms. Dezember closed the session by displaying and highlighting statistics on the BWCPIP.

#### **Key Considerations:**

- Grantees are given 30 days at the end of a reporting period to complete PMT data entry.
- Grantees should set specific, measurable, achievable, relevant, and time-bound (known as SMART) goals to clarify the scope of your priorities.

#### **Key Challenges:**

- Associating performance measures to an individual grantee’s goals is crucial. When writing grant applications, goals should be in terms that are measurable and not simple descriptions.

## *Looking Ahead: Emerging Issues in Body-Worn-Camera Programs and Technical Assistance*

### **Facilitators:**

- John Markovic, BJA
- Dr. James “Chip” Coldren, CNA

**Summary:** In this session, the facilitators discussed lessons learned over the past five years of BWC implementation and technical assistance delivery, touching on such issues as digital evidence management, maturation of BWC programs, and emerging needs for technical assistance.

### **Key Considerations:**

- The menu of available training and technical assistance is very flexible. The BWC TTA program can offer customized TTA, more than what is seen on our online catalog.
- Chip Coldren encouraged sites to not restrict themselves to what is listed on our website and encouraged sites to speak to their analyst and TTA lead about their challenges.
- Participants discussed their uses of BWCs in unique settings and personnel. These included BWC use by correctional staff, parking enforcement, animal control officers, and the Park Ranger Division. BWCs are not restricted to traditional police departments and settings.
- Looking ahead, some emerging issues are regionalization in management and data sharing, variations in state BWC laws and funding, using BWC footage to educate the public, metadata utility, video quality, standardization prospects, and digital data integration across technology devices. As the training and technical assistance provider, CNA is looking into how we can assist department with these issues as they arise.

### **Key Challenges:**

- A challenge the participants brought up was managing multiple digital evidence systems (e.g., one for BWCs and one for dashcams). There are many elements and details to consider about “upgrading” to a unified system.

### **New TTA Ideas:**

- Teaching how to manage multiple digital evidence systems when a site is unable to have a unified system
- Exploring the possibilities of sites returning to in-person forms of technical assistance
- Expanding the roles BWCs have in early-warning and early-intervention systems
- Improving digital evidence management

- Providing continued TTA for sites concerned about redaction
- Developing resources on best practices for presenting the BWC program to the community and specifically communities of interest
- Expanding our knowledge beyond policies and procedures we've been working with for the past five years (look past the basics)

### [BWC Policy: Scorecard and Certification](#)

#### **Panelists:**

- Dr. Michael White, ASU & TTA Co-Director
- Charles Stephenson, CNA
- Mark Smith, Colorado Springs Police Department
- Inspector Cecilia Ashe, Wilmington Police Department

**Summary:** In this session, the panelists discussed the processes that BWCPIP grantees must complete to ensure that they have a BWC policy in place that is comprehensive, deliberate, and developed with broad stakeholder input. The session also touched on policy development successes, key challenges, and promising practices.

#### **Key Considerations:**

- Officers may review BWC footage to prepare for court testimony, internal reviews, and reports.

#### **Key Challenges:**

- Policies should be revised to keep pace with changes in laws, technology, and best practices (e.g., when is it optimal to activate cameras for example); make sure language is clear cut
- Possible difficulty interpreting the law
- Need for flexibility and accommodating reasonable officer discretion.
- Getting the community to understand complexities of BWCs, especially regarding when to activate a BWC
- Remote location activation policies if activation on dispatch is required (for example, officers in Alaska can take two days to reach a scene); this would clog up data storage with unnecessary footage

### [BWCs in Correctional Settings](#)

#### **Facilitators:**

- Dr. James "Chip" Coldren, Managing Director, CNA
- Dr. Brittany Cunningham, Assistant Director, CNA

#### **Panelists:**

- Major Robert Miller, Davidson County Sheriff's Office

- Tomika Grigsby, Georgia Department of Corrections
- Michael Beebe, Superintendent, Ohio Department of Corrections and Rehabilitation

**Summary:** In this session, the panelists discussed body-worn camera implementation in correctional facilities and the successes and challenges they faced in implementing their programs.

The discussions centered on different aspects of body-worn camera program implementation and buy-in. Ms. Grigsby talked about the messaging and how it was relayed from many different angles with officers involved from the very beginning. A committee was developed to include and engage different stakeholders, such as probation officers, youth from facilities, parents, courts, the legal department, and the investigations department. They also provided accolades for staff handling situations well. Major Miller talked about his agency's public service announcements and hosting events about their BWC program. Superintendent Beebe noted that his department enhanced their communication and messaging by facilitating training for stakeholders, such as the public defender's office, and they developed memoranda of understanding with hospitals and emergency medical services.

**Key Considerations:**

- Many correctional staff viewed the BWCs as a means of protection, and the early messaging helped reinforce this perception.
- Panelists advised not rushing the process and taking the time to test and evaluate everything.
- For successful implementation, it is critical that agencies carefully select an implementation team that is strong and positive.

**Key Challenges:**

- The Sheriff's Office faced some challenges with mobility. They had to make some adjustments to camera placement so that they were getting the right angles and footage.
- Each panelist emphasized how challenging policy development can be. After policies were finalized, they would run into issues and have to change the policy to reflect how emerging challenges were addressed so that it was clear how these challenges should be addressed moving forward.

*The Integration of BWC with Other Technology: Challenges and Lessons Learned*

**Facilitators:**

- Elliot Harkavy, CNA
- Geoff Smith, CNA

**Panelists:**

- Chief Brian Ohlin, Brunswick
- Sergeant Thomas Naughton, St. Louis County
- Detective Michael Clinton, St. Louis County

**Summary:** In this session, the panelists discussed changes in BWCs and other related technology over the last six years (e.g., dashboard cameras, LPRs). The panel discussed the current state of BWC technology and the realities of integrating BWCs with other systems.

Chief Ohlin discussed pursuit review and aggression-response (use-of-force) review and how his supervisors use it to teach officers and help them improve their interactions and responses. The citizen police academy is used by Brunswick Police Department to show examples of officers doing good work in the community. Chief Ohlin discussed his department's use of BWCs to help other city departments. One example is wellness checks; the department is able to share the video of a wellness check with the County Office for Older Adults and let them see what the officer saw. From the video the Office can see what assistance this individual could use.

Sgt. Naughton and Detective Clinton discussed the importance of having technology up and running by the time training starts. Departments do not want their officers going through training and then forgetting what they learned by the time the cameras are deployed. Sgt. Naughton and Detective Clinton also discussed integration with real-time crime centers (RTCC). They are working with their vendor to get real-time information from the RTCC to dispatch information to other cars in the area.

#### **Key Considerations:**

- BWCs can be used for more than just review of compliance with policy. Use your BWCs to help other departments in the area, such as wellness checks.
- Have your technology up and running before training starts. Agencies do not want officers going through their training and then forgetting what they learned by the time the cameras are deployed.
- Sit down with the different teams in your department (e.g., SWAT) and ask what they'd like to see the cameras do that they aren't doing now, address any concerns they have with the cameras, and how the process can be improved. Make the cameras work for everyone.
- Integration of BWC data with the CAD system helps speed the process of detectives finding videos through the system and fulfilling Freedom of Information Act requests. Integrating the system will make best use of BWCs.
- Having a digital system saves cost and time.

#### [What Research Is Telling Us About Body-Worn Camera Practice](#)

##### **Facilitator:**

- Dr. Aili Malm, California State University, Long Beach

##### **Panelists:**

- Dr. Michael White, BWC TTA Co-Director, Arizona State University
- Dr. David Makin, Washington State University
- Dr. Eric Piza, John Jay College of Criminal Justice, City University of New York

**Summary:** In this session, the panelists discussed what research has documented about the implementation of body-worn cameras and local agency practices regarding body-worn camera use, touching on such issues as activation and de-activation, the impact of BWCs on officer discretion, and how BWCs are used in special policing units.

The discussions centered on different aspects of body-worn camera practice and what the research suggests regarding these practices. Dr. White discussed using body-worn camera footage to “mythbust”, or clear up misconceptions around, police-led Naloxone programs, Dr. Piza spoke about using systematic social observation of BWC footage to understand situational characteristics of police use of force, and Dr. Makin focused on how agencies can situate body-worn cameras within police practice.

### **Key Considerations:**

- Researchers can use body-worn camera footage to evaluate de-escalation tactics and develop new methods for de-escalation or non-escalation.
- Agencies have used footage to make sure officers were applying proper techniques in domestic violence situations. Were they reacting as they had been trained?
- Sites mentioned that they were keeping archives of body-worn camera footage that can be used in training, in order to develop a catalogue of practical examples.
- BWC footage can help with re-training of officers and redesigning training mechanisms when there are indications that techniques taught in training are not implemented correctly.
- Body-worn camera footage can aid with data triangulation (i.e., adding another data source or method to address a research question).

### **Key Challenges:**

- When coding body-worn camera footage, researchers must note how often there is an obstruction in the footage impeding sight or sound.
- When using BWC footage for data, researchers are limited by what the cameras can see.
- The manual coding of BWC footage required to realize the benefits of BWCs is laborious and time consuming; work should continue regarding studying and refining natural language processing methods and other methods that will help speed up the rate at which BWC footage can be analyzed for research and other purposes.

## **Key Technical Assistance Takeaways**

All meeting materials are posted on the [BWC TTA website](#), which will be beneficial for current sites, future sites, and sites that were unable to attend the meeting.



The information below highlights some of the TTA that may be reviewed and developed in response to the national meeting discussions and needs of participating agencies. The material and the sessions recorded during the meeting will be posted on the BWC TTA website.

- Research on the ways BWCs influence police proactivity
- A resource to help agencies understand the state and local legislation affecting BWCs and digital media
- A resource to help agencies determine what factors should be considered when procuring BWCs
- A resource to help agencies identify how to ensure and improve officer compliance with BWC use and activation
- A resource to help agencies increase transparency and minimize negative narratives related to BWC video redaction and release
- A resource to help communicate with patrol about ways to enhance digital evidence collection to assist investigations
- Resources tailored to the unique considerations of BWC use in correctional settings, including sample BWC policies and best practices specific to corrections
- A resource or guide demonstrating how to navigate JustGrants, how to complete the required reports, and how to submit them to BJA
- A checklist for grant recipients to assist with post-award requirements
- An expansion of the national meeting to include all law enforcement and non-law enforcement stakeholders involved in BWC implementation (i.e., grant managers, IT, purchasing, vendors)

If you are unable to find a TTA resource on a topic of interest or wish to request TTA, please contact the BWC TTA team at [BWCTTA@cna.org](mailto:BWCTTA@cna.org) or visit our website at [www.bwctta.com](http://www.bwctta.com).

## Feedback Summary

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This section summarizes evaluation responses from the participant feedback survey distributed following the BWC TTA National Meeting. Attending the meeting were 132 representatives from BWCPIP sites and 29 from other law enforcement agencies, as well as members of the BWC TTA team, SMEs, and representatives from BJA (for a total of 285 meeting participants). A total of 53 attendees completed the participant feedback survey (a 19% response rate). The participant feedback survey asked attendees to rate eight components of the meeting using a five-point Likert scale from “Strongly Disagree” to “Strongly Agree.” Attendees were also asked to answer two open-ended questions to help the BWC TTA team improve and prepare for future meetings.

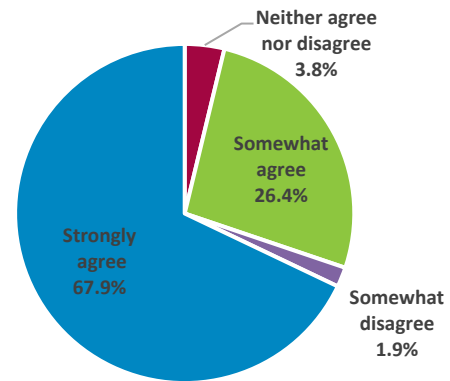
### Participant Feedback Survey Results

This section includes the results from the eight questions asking participants to rate specific components of the meeting, as well as the responses to the open-ended questions.

### Rated Questions

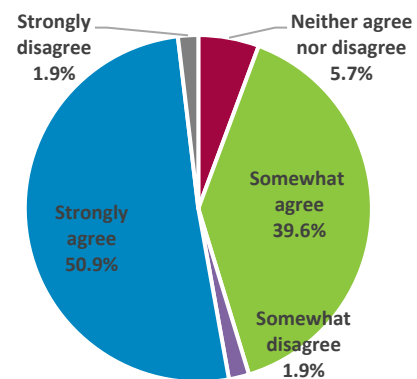
**“The content presented at the conference was useful.”**

Answer	Response Frequency
Strongly agree	36
Somewhat agree	14
Neither agree nor disagree	2
Somewhat disagree	1
Strongly disagree	0



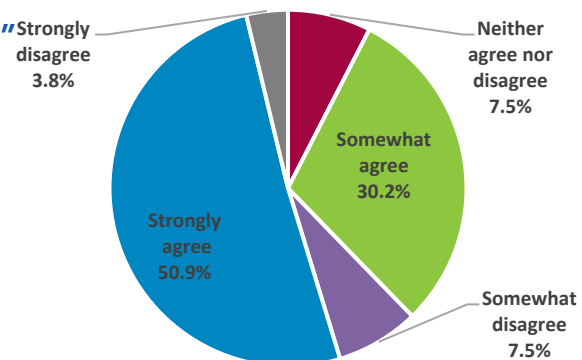
**“The conference met my expectations.”**

Answer	Response Frequency
Strongly agree	27
Somewhat agree	21
Neither agree nor disagree	3
Somewhat disagree	1
Strongly disagree	1



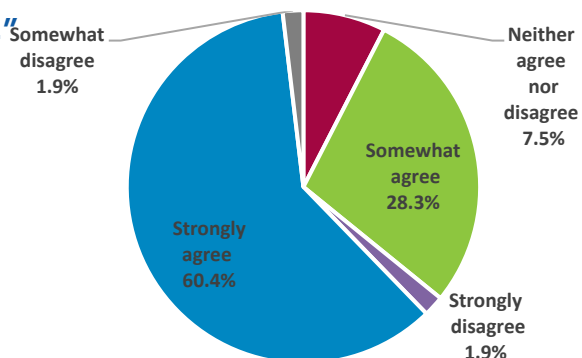
**“The online format was conducive to learning.”**

Answer	Response Frequency
Strongly agree	27
Somewhat agree	16
Neither agree nor disagree	4
Somewhat disagree	4
Strongly disagree	2



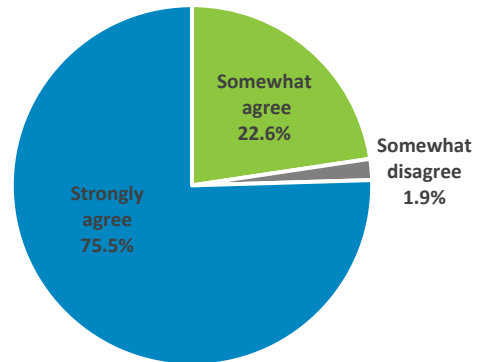
**“The length of the sessions was appropriate.”**

Answer	Response Frequency
Strongly agree	32
Somewhat agree	15
Neither agree nor disagree	4
Somewhat disagree	1
Strongly disagree	1



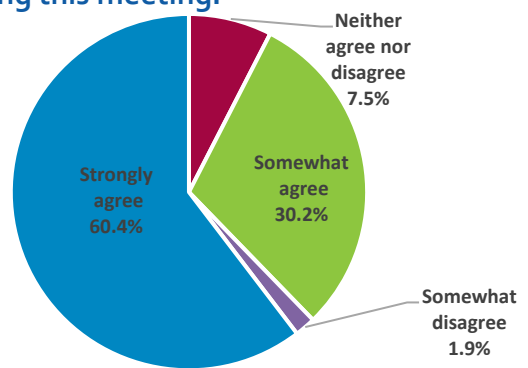
**“The half-day schedule worked well for me.”**

Answer	Response Frequency
Strongly agree	40
Somewhat agree	12
Neither agree nor disagree	0
Somewhat disagree	1
Strongly disagree	0



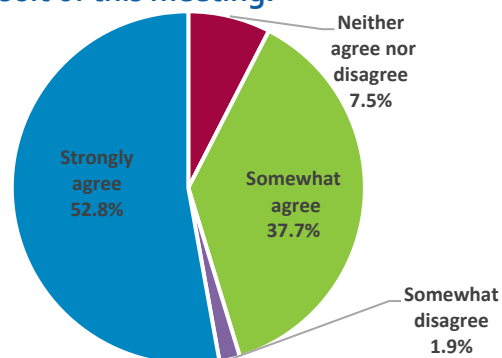
**“I feel better informed about BWC TTA after attending this meeting.”**

Answer	Response Frequency
Strongly agree	32
Somewhat agree	16
Neither agree nor disagree	4
Somewhat disagree	1
Strongly disagree	0



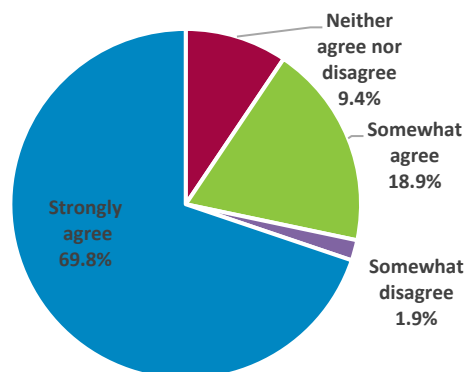
**“I feel better informed about BJA expectations as a result of this meeting.”**

Answer	Response Frequency
Strongly agree	28
Somewhat agree	20
Neither agree nor disagree	4
Somewhat disagree	1
Strongly disagree	0



**“The technology platforms worked well.”**

Answer	Response Frequency
Strongly agree	37
Somewhat agree	10
Neither agree nor disagree	5
Somewhat disagree	1
Strongly disagree	0



**Open-Ended Questions**

Many respondents discussed the benefits and challenges of a virtual meeting versus an in-person conference. Suggestions for future presentations included adding a training demonstration or “how-to” section on reporting, including speakers from smaller departments, and hosting the meeting shortly after the grant is awarded. Participants made no specific requests for TTA in the open-ended questions. Overall, the response to the meeting was positive.

**What suggestions do you have for technical assistance that would be helpful to you and your project?**

- I think in person would be nice as it makes it easier to make connections with others who are using BWCs and ICVs but I understand gone are the days of those for the most part. I just think that it would be helpful to cut out the middle person by just going to those agencies that we meet at the conference to get info. That has been the biggest resource for me is reaching out to various agencies with body cameras and even more so those who have the same vendor as us.
- Although my expectations were met, I would have learned more in person. It is somewhat unavoidable to have disruptions when participating at work.
- More information about agencies using mesh networks, any available research about implementation, troubleshooting, data.
- Shorter session and the amount of days. This was difficult to attend for such long periods of time.
- Best practice on data collection for performance measuring and reporting.

- Having a document repository for grantees which can assist at each stage of the BWC implementation (grants, technical guidance, best practices, lessons learned) that was easily accessible. If it already exists, potentially advertising it more to help orient newer participants.
- I intend to go back and review the sessions. This will make it easier to make sure I didn't miss any topics and will probably answer any lingering questions.
- I am sure some will come as we move forward, we are very fresh into this reporting period and project and anticipate some challenges along the way.
- The technical assistance was great. I needed help and they were quick to respond and address my issue.
- Needs to be in-person and more focused on grant reporting. Not use and implementation of BWC.
- In person meetings and site visits
- Some of the sessions could have been longer. They were still going strong when the time ran out.
- I am hearing impaired and could not find a closed captioning option on this platform. I would suggest using a platform such as google meets; they have closed captioning available.
- Zoom is a great platform for virtual conferences. The secondary web landing page was useful, but did not maintain my interest throughout the conference.
- Deeper dive into the research results and implications for improving BWC programs. More discussion on policy issues and recommendations for agencies on how to overcome challenges. Need an expert who has a broader strategic view which can provide meaningful guidance to navigate the changing dynamics of using BWV in policing today and into the future. A very different environment than when it first began.
- In person conference to encourage networking.
- We were never sent a link upon registration. We could not find a link to get to the conference. When we did get a link from a representative it wouldn't let us in stating we weren't registered. Took some back and forth but we finally got in.
- Our experience with the TA Provider has been great. They worked closely with us and we were able to get our Scorecard approved with minimal obstacles. This TA Provider was better than TA Providers we have for other BJA awards.
- A session at each annual meeting that breaks into working groups based on agency and program metrics. For example, a working group for new grantees that are just starting their first BWC program, perhaps further broken down by large and small agencies, and other groups for those more seasoned and expanding their programs to include more data capture and analysis, community engagement, and other factors beyond just rolling cameras out onto the streets.
- Found the Whova website a little confusing to navigate.
- The training was well organized. Thank you.
- Better ways to educate the public on body camera programs (social media, ads, online videos etc.)

- The assistance provided now is adequate and helpful!
- More incorporation on exactly what departments are using as performance measurements for performance reports.

If you have any other questions or comments, please note them here.

- Hoping for more content or topics next year.
- Consider regional "in person" seminars.
- More transition (down time) between sessions, allow session chat to continue even when recording stops, 5-10 min break midway within sessions.
- I thought that the research findings presented during several of the sessions were not only interesting, but very helpful!
- I would rather get it done all in one day rather than three days.
- Great conference. Some popular sessions didn't have enough time for Q&A.
- As a first-time attendee, I thought there was a lot of information to help prepare our Department for the new BWC program. The on-line format was convenient but I think in-person is more conducive to getting the most benefit. The half-day schedule did allow me time to complete "work" related task and still attend most sessions.
- The Conference software was somewhat confusing in finding the right sessions. Last year's conference was much easier.
- The presenters did very well.
- I would suggest having the meeting during a different time of the year. Summer is typically a high vacation period for most departments. We had some members that I would have liked to attend the workshops that were unavailable, due to pre-planned vacations.
- Seminars like this are better served live and in person.
- Well-run event. I appreciated John Markovich's observations and comments.
- It was one of the best meetings I've ever attended. Presenters were knowledgeable and professional. Fortunately the meeting recording is available since there were piggy backed presentations. I learned a lot. Thank you!!
- Great meeting hopefully next year it can be in person and that it can be consolidated to two half days instead of 3.
- I appreciated the half-day schedule--I'm in Alaska and if this were a full-day conference we would not have been able to meet the attendance requirement as easily (8am EST is 4am AK time...).
- The half-day was good, I do think the total time could be reduced.
- Should do the online version on a semi-annual basis. Would also include more legal guidance on issues especially with respect to privacy issues, disclosures, use for risk management, liability, etc.
- It was a great meeting.
- Many of the sessions devolved into pitches for why departments should buy in on the idea of BWCs. If the departments already applied for a grant to fund a BWC

program it would seem that they already buy in to the idea of BWCs. This time could have been better spent or simply cut.

- The Conference, and most especially, the Presenters, were very informative and provided great insight into many of the issues associated with a BWC Program.
- It would have been helpful to see the agenda and a synopsis of each presentation 2-3 weeks prior to the event. My agency is new to the TTA group and was not aware that this national meeting had so much insight for agency director/executive level management so we only sent staff to represent our fiscal/grant management team, BWC program leads at a line level, and one mid-level sworn manager.
- Very good and informative 3 days.
- Thank you to all the speakers. This was overall a very helpful experience in preparing our agency for BWC.
- Although quite good, virtual conferences cannot ever replace in-person conferences.

## Conclusion

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Overall, the third virtual national meeting received positive feedback. Attendees found the range of topics discussed at the meeting valuable. The majority of attendees reported that all of the sessions were beneficial and still appreciated the unique benefits of a virtual event. Similar to last year, some attendees would have preferred an in-person event, but they understood the need to conduct the meeting virtually once again because of COVID-19. One major benefit of the virtual setting was the increased number of participants who could attend the meeting. An additional benefit was that individuals could attend sessions that they felt were most relevant to them and have other individuals from their agency attend sessions selectively. Over the next several months, the BWC TTA team will use the information gathered from the national meeting to develop TTA products and resources for both the BWCPIP sites and the law enforcement agencies and stakeholders implementing BWCs. We will also use this information to plan future BWC TTA meetings and workshops.