



Innovating in Tough Times

San Jose PD

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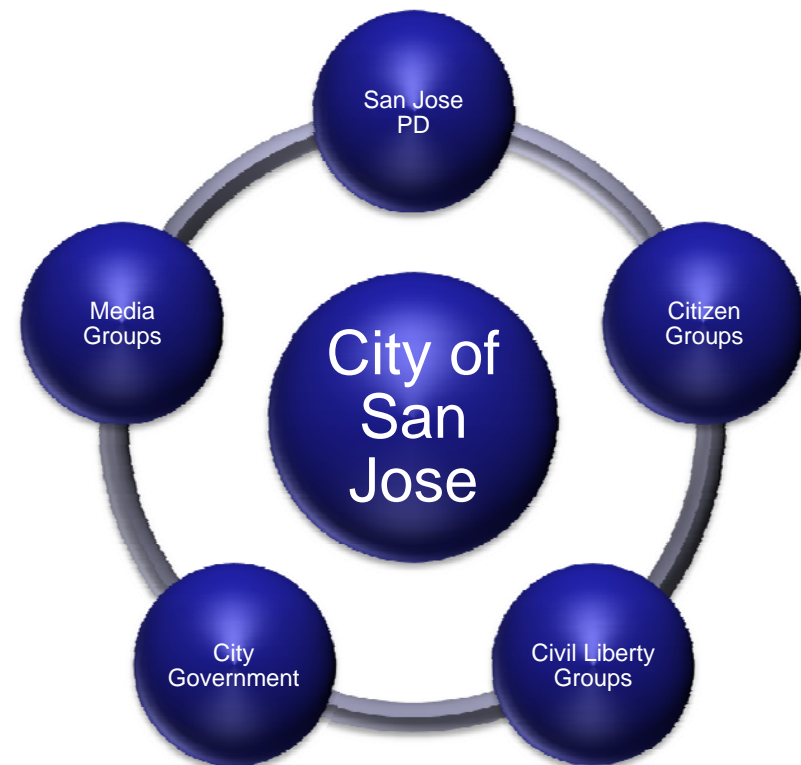
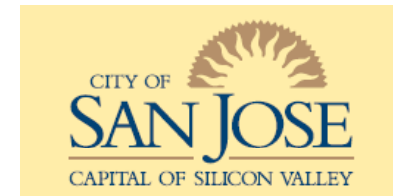
Agenda

- Case Background
 - City of San Jose
 - Major Incident
 - Outcomes
- Resolution Process
 - Traditional
 - Innovative
- Conclusions



City of San Jose

- 3rd Largest City in California
 - 1,006,892 (Jan, 08)
- 10th Largest City in the US
- Diverse Population
- Greatest concentration of technology professionals in the world
 - Highest median household income in the US





San Jose Police Department - SJPD

- Over 1,300 sworn officers
- Comprised of 4 Bureaus
 - 11 divisions
- Strong record of excellence





Incident Timeline - Sep 3rd

- Incident Summary
 - 20 year old Vietnamese college student involved
 - Roommate pulls prank
 - Threatens to kill roommate
 - SJPD called in
 - Attempt to take into custody
 - Struck with baton 10 times
 - TASER Deployed
 - Selective portion captured on cell phone video with poor quality
 - Media Firestorm



Incident Timeline - Oct 31st

- The Investigation (Mercury News):
 - Review 206 court cases in which the charge was resisting arrest:
 - 70% involved the use of force by officers
 - Claim citizen complaints about use of force dismissed:
 - 117 cases filed – 0 sustained after internal review
 - Independent Police Auditor disagreed with police findings in 25 of the 99 cases
 - City payouts total \$861,778 to settle 10 lawsuits since 2004
 - 24 Cases still open



Outcomes

- Negative attention
 - ACLU
 - Media
 - Citizens
 - Viral, Perpetual Online Video
- Criticism from ethnic groups
 - Vietnamese American Association
- City officials scramble to restore faith in review process/oversight
 - Chief Davis setting up internal use of force review panels
 - Criticized as “fox guarding the henhouse”



Traditional Resolutions

- Pay legal costs, investigation costs
- Perform internal review
 - Citizens, media dissatisfied
- Perform external review
 - Additional costs and intangibles
- Appoint external oversight mechanism
 - Legislative action
 - Financial costs
 - Political costs



SJPD Solution

- Identified an on-officer video evidence camera system
- Had already partnered with TASER International and conducted “ride-alongs” over past 90 days
- Accelerated a formal Pilot initiative
- Working with the Chief, Officers, Union, and City Officials to get buy-in



AXON & Evidence.com

- AXON system comprised of on-officer camera which records 8 hours of DVD quality video
- Video downloaded securely to Evidence.com with complete and legally admissible evidentiary chain
- Enables officers to record key incidents and provide the best look at events
- Investment of time and efforts in emerging technologies a means to reduce tangible and intangible costs
- SaaS/Cloud Computing enables implementation, access, distribution, and scalability as never before
- Creates immediate transparency and protection for officers
- New strategic tools for managers, executives, & policy makers



Decision Enablers

- Effectiveness (over other potential solutions)
 - More objective source than reports and claims post incident (camera follows the officer & this incident)
- Financial Viability
 - Reduction in time and costs for officer use of force review (based on recent statistics from Ft. Smith incident)
- Public Esteem
 - Announcements well received by media and department image restoration underway
- Community
 - Potential reduction in use of force complaints from citizens (based on studies done in UK)



Conclusions

- Initial reaction from officers was guarded
- Concerns were around officer privacy
- While the Chief wanted to roll out solution quickly, ground level staff was less enthusiastic
- After some initial resistance, 20 officers of SJPD have signed up for the Pilot
- Training conducted successfully
- Pilot launch scheduled in coming weeks



Thank You for your time

- May we address any questions?



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