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This Multi-Media Section Standard Operating Procedure contains policies and procedures that are supplemental to the Forensic Science Bureau Standard Operating Procedure Manual.

1. SCOPE OF OPERATIONS

The Austin Police Department Photo Section was established in 1977 as part of the Identification Section and became an independent section in 1998. The Photo Section was renamed the Multi-Media Section (sometimes referred to as MML or Multi-Media Laboratory) to reflect the broad range of media disciplines available to law enforcement. The MML is responsible for providing technical support for the Austin Police Department and City of Austin in the areas of photography, digital imaging, videography, and forensic imaging.

2. FACILITY DESIGN AND SECURITY

.1 General Security

- ➤ Personnel assigned to the MML and Top Management maintain controlled, restricted access.
- ➤ Authorized personnel have card and key access for entry.
- ➤ Entrance doors automatically lock when closed.
- ➤ All persons not assigned to the section will be escorted in the MML area.

.2 Work Product Security

- ➤ All work product in the MML will be securely maintained by each employee.
- ➤ Film negatives will be stored in the designated long term storage area of the section.
  - ▪ The long term storage area consists of high-density shelving.
- ➤ Digital media will be stored in the secured network server or in appropriate file area.

.3 Evidence Storage Areas

- ➤ In-Process Evidence Storage
  - ▪ Evidence received from the Evidence Section or from customers will be secured within the short term storage areas within the MML.
  - ▪ These short term storage areas are designated as the secured editing suites assigned to each individual employee.
  - ▪ These suites are locked when the employees leave for the day.
- ➤ Long Term (Bulk) Evidence Storage
  - ▪ The high-density shelving area is designated as long term storage.

3. QUALITY ASSURANCE

.1 Court Testimony Monitoring
No Supplemental Requirements

.2 Case Reviews
➢ Case reviews will be conducted utilizing the Laboratory Information Management System (LIMS).
- Administrative reviews will be conducted on all reports generated.
- No technical reviews are conducted on work completed by the MML as the work product does not render an opinion.

.3 Equipment Quality Control and Maintenance

➢ In order to provide and maintain the quality of the work provided in the MML, it is necessary to ensure equipment is in good working order through routine quality control and maintenance.
- If there is any question concerning the reliability of an instrument or piece of equipment, a maintenance check should be performed immediately.
- See Appendix A for a list of equipment used in the MML.
➢ The Equipment Check-Out Log (FSD-06) will be completed before any equipment is loaned to another section or entity.
- The date and the condition of the returned equipment will be noted on the Log by the receiving MML employee upon return.
- If damage to equipment is noted upon return, the supervisor or Top Management will be notified as soon as practical.

.4 Quality Incident Notification
➢ The supervisor or Top Management will be notified immediately regarding any customer complaint or instance of evidence non-conformance when involving Forensic Bureau personnel.

.5 Operational Procedures
➢ **Digital Crime Scene Management System (DCSMS)**
- All technical support for the Digital Crime Scene Management System (DCSMS), including workstation and kiosk setup, is provided by Austin Police IT Support and the contracted provider – DataWorks Plus.
- All administrative support for DCSMS is provided by the MML and includes, but is not limited to:
- Conducting verification of images in new cases imported into DCSMS with the use of Versadex, includes:
  - o New case number is correct
  - o All images belong with new case
  - o New case type reflects assigned investigative group

- o New case description reflects Versadex offense [offense #1 is fine to list]
  - o Note that the new case has been "verified" in the Case Journal [located in the Case Panel]
  - o If images are imported by the verifier, the verifier must state in the Call Journal "Images imported by ***verifier's initials and employee number and submitted by ***Officer's name and employee number***" [that is written on the media bag]
- If the images cannot be verified, or the images do not belong to the case, or an investigator cannot locate the images, MML personnel must contact the officer who made the import (or who photographed the scene) and request that the images be imported into DCSMS or submit the media card, containing the images, to the MML.
- If a response is not received, an email will be sent to the supervisor of the importing officer.
- If a supervisor response is not received, the requesting investigator will contact the importing officer and or supervisor.
- Assisting customers via telephone, email, or in person with locating case images, importing images into DCSMS, or training on use of the DCSMS.
- Contacting support, Data Works or APD IT, for technical issues.
- Requesting that photographic documentation of shoe impressions or latent comparisons that are to be sent to Texas DPS will be done by using the Multi-Media Request Form.
  - o The request will state the specific images to be used in the comparison and that they be copied onto a DVD.
  - o The Request Form may be sent via email to: apdphotolab@austintexas.gov
  - o The resulting DVD will be entered into LIMS as evidence and the Forensic Quality Assurance Specialist will transfer it, along with the comparison evidence, to Texas DPS.
- Images imported into DCSMS will not be deleted, unless mandated by court order, mandated by records retention policy, imported into the wrong case number, or duplicate imports exist under the same case number.
- If images are deleted, a notation must be entered into the case record detailing the reason for the deletion.

- ➢ **Evidence.com/AXON Image Support**
  - All technical support for the Evidence.com and the AXON App is provided by the Austin Police Technology Unit and the contracted provider – AXON.
  - Image support for Evidence.com is provided by the MML and includes, but is not limited to:
  - Providing images, via link to Evidence.com, for outside agency requests.
  - Conducting image search and verification, with use of Versadex, for internal and external investigators unable to locate case images.
  - Once located, the following will be verified:
    - o Case number is correct

- o All images belong with new case
  - o Case category (e.g. Indefinite, Five Year, Two Year, etc.)
  - o Images will only be provided by link (e.g. *Download Link, Share with Partner Agency*) via Evidence.com.
  - o Image download is not allowed for Evidence.com images, with exception to images in the '*heic'* format, which require an image conversion.
- In the event an image conversion, MML Specialists will apply the following steps,
  - o From Evidence.com, download the images requiring conversion into the G:/MultiMedia Unit > Archive 2 > Evidence.com to DCSMS Conversion Cases/Need Conversion folder.
  - o Using Adobe Photoshop, convert the images to jpeg format.
  - o Using Versadex, verify the converted images belong with the requested case.
  - o Upload the images into the Digital Crime Scene Management System.
  - o Notate the download/conversion/DCSMS import process in both Digital Crime Scene and Evidence.com.

➢ **Photographic Support**
  - MML personnel will provide photographic support for major department events including but not limited to – cadet graduations, promotion and retirement ceremonies, REAP awards ceremonies, etc.
  - MML personnel will bring all necessary equipment to photograph an event, including fully charged batteries for all devices.
  - The MML is equipped with a Studio Room. The Studio provides a backdrop and permanent studio lighting capable of capturing portraits. Prior to a scheduled portrait appointment, MML personnel must ensure all lighting and camera equipment is in working order.
  - In lieu of the Crime Scene Section, MML personnel may be requested to photograph evidence.
  - To ensure the most accurate image, close-up photographs that are taken for documentation and or examination purposes must include a scale to provide the detail required.
  - Scaled photographs are necessary in order to produce an accurate one-to-one photographic reproduction for comparisons and are also used as a point of reference to demonstrate the size of an item.
  - Indirect lighting techniques (oblique, bounce, available) and or a tripod should be utilized to ensure that a clearly focused image is achieved.
  - The scale must be on the same plane as the subject, if possible, and the photograph must be taken at a 90 degree angle to eliminate distortion that could render the photograph unusable for examinations and or comparisons.

➢ **Media Duplication**

The MML provides duplication services for Austin Police administrative or investigations. Media formats for duplication include VHS videotape, mini-cam DV videotape, DV-cam videotape, DVDs, CDs, and Hi 8 videotape.

➢ **Photographic Print Support**

The MML provides image services for Austin Police investigations and administrative events.

- The requestor may choose from 4x6, 8x10, CD-ROM [Note: DVD will be substituted if case images are too large for an image disk].
- Custom sizes, up to 12"x18", may be available. Requests for custom sizes will be reviewed on a case by case basis.

➢ **Video and Audio Enhancements**

The MML offers video and audio enhancements, still image   captures, and redaction services.

- The requesting investigator must identify what subject matter is to be enhanced, captured, and or redacted – to include exact date and time.
- The MML Specialist will evaluate the video or audio to assess if enhancements or still captures are possible.
- If applicable, the submitted video or audio file may need conversion before any enhancements or redactions are applied.

➢ **Multi-Media Requests for Service**

MML Services, such as prints, media duplication, video and audio enhancements, etc., may be requested by using one of two methods:

- LIMS must be used if an item is tagged and or considered as evidence.
- The MML staff will attempt to determine whether questionable items are evidence and if considered evidence, will not be accepted into custody unless entered into Versadex prior to submission.
- Multi-Media Request Form will be used if the item is not considered evidence or MML custody is not required.
- The requestor may submit the non-evidentiary item directly to the MML along with the request form.
- No email or verbal requests will be accepted.
- Images provided electronically for the Travis County District Attorney's Office [TCDA] and Travis County Attorney's Office [TCA] will be requested only through TechShare, a Travis County records management system.
  - o Only the following exceptions will be allowed in lieu of TCDA TechShare requests:
    - ▪ Print requests, which must be on the Multi-Media Request Form.
    - ▪ Juvenile cases, which must be on the Multi-Media Request Form.
- Administrative [non-case related] requests will only be accepted in writing; the Multi-Media Request Form is recommended, but not required. Administrative requests include, but are not limited to, photograph scans,

personnel negative scans, portraits [outside of the normal Command staff and cadet portraits]. Long term administrative projects will require review and approval before acceptance. Administrative project deadlines will require flexibility, as casework is priority.

- The completed job will be notated on the Completed Job/Log-Out Record by the customer upon receipt of the work product.

➢ **Expunctions**

MML personnel will process court-ordered expunctions.

- Court ordered expunction requests are initiated by the Records Management Section and are distributed by the Forensic Science Bureau Administrative Section.
- Once an expunction request is received, the MML Specialist will research the location of the image(s) and once located, will purge the image(s) from DCSMS or shred the negative(s).
- After processing the redaction or expunction, the following will occur:
  o For expunctions, a new entry will be made in DCSMS stating in the Case Description Field "Case has been expunged due to a court ordered expunction."
  o For redactions, the Case Description Field in Digital Crime Scene will show the following statement, "Case images redacted due to a court ordered expunction."
- The Expunction request form will be completed and routed to the Forensic Science Bureau Administrative Section.

4. LABORATORY RECORDS

.1 Case Record
All case related documents and reports are housed and generated in LIMS.

.2 Laboratory Reports
No Supplemental Requirements

5. EVIDENCE PROCEDURES

.1 General Practices
- ➢ All evidence received by the MML will be inspected for seal integrity.
- ➢ If the seal or outer packaging is in question, the condition will be noted in the case record.
- ➢ Once opened, the contents within the package will be immediately inventoried and noted in the case record.
- ➢ This inventory will be conducted each time the evidence is received.
- ➢ All video or audio evidence, submitted by the Travis County District Attorney's Office for enhancement, requires the following:

- If the requestor has the original item in their custody, it must be returned to Evidence and a Lab Analysis form submitted.
- If the item is a copy of the original, and the original remains in Evidence, only a Lab Analysis form is required for processing.
- If the item has never been in Evidence, the evidence custodian must tag and submit the item to the Austin Police Evidence Control Unit.
    - Once the item receives a location code [part of the Evidence process], a Lab Analysis form may be submitted.
- The Lab Analysis form must contain specific instructions [e.g. date, start/end time of the portion needed for enhancement, brief explanation of desired result-brighten, zoom, sharpen, etc.].

6. LABORATORY SAFETY

No Supplemental Requirements

7. PERSONNEL

.1 Daily activity
- Daily activities will be noted on the Multi-Media Statistics Log on a continual basis throughout the month.
- Prior to the last day of the month, Statistics Log entries should be tabulated and transferred into the LIMS Activity Log.

APPENDIX A   MULTI-MEDIA SECTION EQUIPMENT AND SOFTWARE LIST

Software and Equipment

.1   DataWorks Plus Digital Crime Scene Applications

➢ Workstation module
➢ Administrative module
➢ Kiosk or "Easy Button" module

.2   Photography Equipment

➢ Assigned camera kits

- Nikon D-750 Digital Camera

- Nikkor 24-120 Zoom Lens

- Nikon SB-5000 Speedlight Flash

- Quantum Turbo Battery

➢ Studio Equipment

- Excalibur Studio Lights

- Manfrotto Tripod

- Softbox and umbrellas

- ProPhoto Portable Studio Lights

.3   Media Duplication, Video and Audio Editing Equipment

➢ Panasonic DMR-EZ48V VHS to DVD Duplicator Deck

➢ Microboards CopyWriter Duplicator Tower

➢ GO Video VHS to VHS Duplicator Deck

➢ Sony Digital 8 Mini Deck

➢ Sony Mini DV-Cam Video Deck

- ➢ Sony DSR-25 DV-Cam Video Deck

- ➢ Apple iMacs

- ➢ Final Cut Pro video software

- ➢ Adobe Photoshop CC software

- ➢ Signalscape Star Witness Analyst Computer System

- ➢ TASCAM CC-222MKIV CD Recorder/Cassette Deck

.4   Photofinishing and Scan Equipment

- ➢ Noritsu D703 Printer

- ➢ LS 600 Negative Scanner

- ➢ Epson Expression 11000 Photo Scanner

- ➢ Epson Perfection V700 Photo Scanner