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This Multi Media Section Standard Operating Procedure contains policies and procedures that are supplemental to the Forensic Science Division 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 Multi Media Section 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 Multi Media Section 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 Multi Media Section will be escorted in the Multi Media Section area.

.2 Work Product Security

- All work product in the Multi Media Section 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 Section.
 - 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 Multi Media Section 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 Multi Media Section, 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 Multi Media Section.
- 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 Multi Media Section 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 Division 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 Multi Media Section and includes, but is not limited to:
 - Conducting verification of images in new cases imported into DCSMS with the use of Versadex, includes:
 - New case number is correct
 - All images belong with new case

- New case type reflects assigned investigative group
 - New case description reflects Versadex offense [offense #1 is fine to list]
 - Note that the new case has been “verified” in the Case Journal [located in the Case Panel]
 - 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, Multi Media 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 Multi Media Section.
 - 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 (MM-001).
 - The request will state the specific images to be used in the comparison and that they be copied onto a DVD.
 - The Request Form may be sent via email to:
apdphotolab@austintexas.gov
 - 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.
- **Photographic Support**
- Multi Media personnel will provide photographic support for major department events including but not limited to – cadet graduations, promotion and retirement ceremonies, REAP awards ceremonies, etc.
 - Multi Media personnel will bring all necessary equipment to photograph an event, including fully charged batteries for all devices.

- The Multi Media Section 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, Multi Media personnel must ensure all lighting and camera equipment is in working order.
- In lieu of the Crime Scene Section, Multi Media 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 Multi Media Section 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 Multi Media Section 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 Multi Media Section 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 Multi Media 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**

Multi Media 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 (MM-001) 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 Multi Media Section 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] will be requested only through TechShare, a TCDA records management system.
 - Only the following exceptions will be allowed in lieu of TCDA TechShare requests:
 - Print requests, which must be on the Multi Media Request Form (MM-001).
 - Juvenile cases, which must be on the Multi Media Request Form (MM-001).
- Administrative [non-case related] requests will only be accepted in writing; the Multi Media Request Form (MM-001) is recommended, but not necessary. 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 (MM-002) by the customer upon receipt of the work product.

➤ **Expunctions**

Multi Media Section personnel will process court-ordered expunctions.

- Court ordered expunction requests are initiated by the Records Management Section and are distributed by the Forensic Science Division Administrative Section.
- Once an expunction request is received, the Multi Media 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:
 - 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."
 - For redactions, the Case Description Field in Digital Crime Scene will show the following statement, "Case images redacted due to a court

ordered expunction.”

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- The Expunction request form will be completed and routed to the Forensic Science Division 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 Multi Media Section 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.

6. LABORATORY SAFETY

No Supplemental Requirements

7. PERSONNEL

.1 Daily activity

- Daily activities will be noted on the Multi Media Section Statistics Log Form (MM-003) 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-90 Digital Camera
 - Nikkor 18-105 DX Zoom Lens
 - Nikon SB-900 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 CS6 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