

**AUSTIN POLICE DEPARTMENT
FORENSIC SCIENCE DIVISION
MULTI MEDIA SECTION
STANDARD OPERATING PROCEDURES**

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This Section Specific Standard Operating Procedure contains policies and procedures that are supplemental to the Division Standard Operating Procedure Manual.

1. SCOPE OF OPERATIONS

The Multi Media Section was established in 1977 as part of the Identification Section, and became an independent section in the 1990's. 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. In 1998, the Photo Section was renamed the "Forensic Multi-Media Section" to reflect the broad range of media disciplines.

2. FACILITY DESIGN AND SECURITY

- **General Security**

- Personnel assigned to the Multi Media Section maintain controlled, restricted access.
- Authorized personnel have card 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.

- **Multi Media 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 file storage area of the section.
 - The file storage area consists of high-density shelving.
- Digital media will be stored in the secured network server or in appropriate file area.

- **Evidence Storage**

- 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 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 section does not maintain long term storage areas for evidence received from the Evidence Section or customers.

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3. QUALITY ASSURANCE

3.1 Case Review

- **Administrative Review**
 - Administrative reviews will be conducted utilizing the Laboratory Information Management System (LIMS) on all reports generated.
- **Technical Review**
 - The Multi Media Section does not perform technical reviews as work completed does not render an opinion.

3.2 EQUIPMENT QC 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. Routine quality control and maintenance accomplish this. If there is any question concerning the reliability of an instrument or piece of equipment, a maintenance check should be performed immediately. See Appendix for list of equipment used in the Multi Media Section.

3.3 OPERATIONAL PROCEDURES

- **Digital Crime Scene Management System [DCSMS]**
 - **Technical Support**

All technical support, including workstation and kiosk setup, is provided by Austin Police IT Support and Data Works.
 - **Administrative Support**

Multi Media personnel provide administrative support for DCSMS. This includes, but is not limited to:

 1. Verification of images in new cases:
 - a. The following methods are used to verify images in Digital Crime Scene:
 - i. Use Versadex to verify the following:
 - a. Case number is correct
 - b. All images belong with case
 - c. Case type reflects assigned investigative group
 - d. Case description reflects Versadex offense [offense #1 is fine to list]
 - e. In the Case Journal [located in the Case Panel] note that the case has been “verified.”
 - f. If images are imported by the verifier, the verifier must state in the Call Journal “Images imported by ***verifier’s initials and employee

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number. Submitted by ***Officer's name and employee number*** that is written on the media bag.

2. Unknown or missing case images:
 - a. If the images cannot be verified, the images do not belong to the case, or an investigator cannot locate images, Multi Media personnel must:
 - i. Contact the officer who made the import or who photographed the scene and request that the officer import the images into DCSMS or send the media card, containing the images, to the Multi Media Section.
 - ii. If a response is not received, an email will be sent to the supervisor.
 - iii. If a supervisor response is not received, the requesting investigator will contact the importing Officer and/or Supervisor.
3. Assisting customers via telephone, email, or in person with locating case images, importing images into DCSMS, or training on use of the DCSMS.
4. Contacting support, Data Works or APD IT, for technical issues.
5. Requests for photographic documentation of shoe impressions or latent comparisons sent to Texas DPS will be handled with these guidelines:
 - a. Using the Multi Media Request form, request the images, specific for the comparison, saved onto a DVD. And
 - b. Email the form to apdphotolab@austintexas.gov
 - c. Once the request is processed, the DVD will be entered into Evidence.
 - d. After the evidence DVD is entered into the Forensic LIMS, the Forensic Quality Assurance Specialist will transfer it, along with the comparison evidence item, to Texas DPS.
6. Images imported into Digital Crime Scene will not be deleted unless mandated by court order or records retention policy.

- **Photographic Support**

- **Event Photography**

1. Multi Media personnel will provide photographic support for major department events including but not limited to:
 - a. Cadet Graduations
 - b. Leadership Graduations
 - c. Promotion and Retirement Ceremonies
 - d. REAPS Ceremonies
2. Multi Media personnel will bring the necessary items for a photographic shoot. These items may include, but are not limited to:
 - a. Digital camera
 - b. Fully charged batteries [for camera and flash]
 - c. Camera flash [with flash to Quantum battery cord]

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- d. Quantum battery pack
- e. Portable studio lights
- 3. All original images, with exception to test shots, must be saved along with enhanced or final images.

➤ **Studio Photography**

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.

➤ **Evidentiary Photography**

1. In lieu of the Crime Scene Section, Multi Media personnel may be requested to photograph evidence. To ensure the most accurate image, the following guidelines must be adhered to:
 - a. Close-up photographs that include a ruler provide scaled, detailed documentation of individual items of evidence. They are necessary in order to produce an accurate one-to-one photographic reproduction to use for examinations or comparisons and are also used as a point of reference to demonstrate the size of the item in the photograph.
 - b. Indirect lighting techniques (oblique, bounce, available) and/or a tripod should be utilized to ensure that a clearly focused image is achieved.
 - c. The scale must be on the same plane as the subject, if possible. 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 Investigations and Austin Police training. Media formats for duplication include VHS videotape, mini-cam DV videotape, DV-cam videotape, DVDs, CDs, and some Hi 8 videotape.

• **Request Process**

1. To request duplications, the customer may order using the following methods:
 - a. LIMS. If an item is tagged as evidence, the duplication must be requested using LIMS.
 - b. Multi Media Request form. If the item is not evidence, the requestor may submit it directly to the Multi Media Section along with the Multi Media Request form.
 - c. If a request is submitted in person, the request must be logged in the Intake Request book located at the front counter window.

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- **Photographic Print Support**

The Multi Media Section provides photographic print and image CD services for Austin police investigations and Austin Police administrative events.

- Ordering and size options

1. To request prints or an image CD, the requestor may order using the Multi Media Request form. The requestor may choose from the following options:
 - a. 4x6
 - b. 8x10
 - c. CD-ROM [Note: DVD will be substituted if case images are too large for 1 CD-ROM]
 - d. Custom sizes up to 12"x18" may be available. Requests for custom sizes will be reviewed on a case by case basis.
 - e. If a request is submitted in person, the request must be logged in the Intake Request book located at the front counter window.

- **Video and Audio Enhancements**

The Multi Media Section offers video and audio enhancements, still image captures, and redaction services for Austin Police investigations.

- Request Process

1. To request duplications, the customer may order using the following methods:
 - a. LIMS. If an item is tagged as evidence, the duplication must be requested using LIMS.
 - b. Multi Media Request form. If the item is not evidence, the requestor may submit it directly to the Multi Media Section along with the Multi Media Request form.
 - c. If a request is submitted in person, the request must be logged in the Intake Request book located at the front counter window.
 - d. The requesting investigator must identify what subject matter is to be enhanced, captured and/or redacted.

- Process

1. The Multi Media Specialist will evaluate the video or audio to assess if enhancements or still captures are possible.
2. If applicable, the submitted video or audio file may need conversion before any enhancements or redactions are applied.

- **Expunctions**

Multi Media Section personnel process court-ordered expunctions.

- Request Process

1. Court ordered expunction requests are initiated by the Records Management Section and distributed by the Forensic Science Division Administrative Section.
2. Once an expunction request is received, the Multi Media Specialist will

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- research where the image(s) are located. Once located, the Multi Media Specialist will purge the image(s) from Digital Crime Scene or shred the negative(s).
3. Once the image/negative is purged or destroyed or, the Multi Media Specialist determines the Multi Media Section does not possess the item, the Expungement request form will be completed and routed to the Forensic Division Administrative Assistant.

4. Laboratory Records

4.1 Case Record

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

4.2 Laboratory Reports

No Supplemental Requirements

5. Evidence Procedures

No Supplemental Requirements

6. Laboratory Safety

No Supplemental Requirements

7. Personnel

No Supplemental Requirements

8. Forms

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APPENDIX A MULTIMEDIA SECTION EQUIPMENT AND SOFTWARE LIST

1 Software and Equipment

.01 Data Works Digital Crime Scene Applications

- .a Workstation module
- .b Administrative module
- .c Kiosk or "Easy Button" module

.02 Photography Equipment

- a. Assigned camera kits
 - i. Nikon D-90 Digital Camera
 - ii. Nikkor 18-105 DX Zoom Lens
 - iii. Nikon SB-900 Speedlight Flash
 - iv. Quantum Turbo Battery
- b. Studio Equipment
 - i. Excalibur Studio Lights
 - ii. Manfrotto Tripod
 - iii. Softbox and umbrellas
 - iv. ProPhoto Portable Studio Lights

.03 Media Duplication, Video and Audio Editing Equipment

- a. Panasonic DMR-EZ48V VHS to DVD Duplicator Deck
- b. Microboards CopyWriter Duplicator Tower
- c. GO Video VHS to VHS Duplicator Deck
- d. Sony Digital 8 Mini Deck

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- e. Sony Mini DV-Cam Video Deck
- f. Sony DSR-25 DV-Cam Video Deck
- g. Apple Mac Quad-Core Power Mac
- h. Final Cut Pro video software
- i. Adobe Photoshop CS6 software
- j. Signalscape Star Witness Analyst Computer System

.04 Photofinishing and Scan Equipment

- a. Noritsu D703 Printer
- b. LS 600 Negative Scanner
- c. Epson Expression 11000 Photo Scanner
- d. Epson Perfection V700 Photo Scanner