



# Corrections Body Camera Case Study

We spoke to a customer who uses Reveal body cameras at their corrections facility, which has a capacity to accommodate 221 inmates.



## What led you to choose Reveal BWV for your corrections facility?

### Need for Body Worn Video

A year and a half ago we started looking at body cameras partially because

“ all the incidents that you see on the street, those situations also occur within the corrections space - false allegations, people saying you did XYZ and of course, there's also the need for evidentiary material.

Having that audio is great but when I get to court, playing that audio has very little impact, compared to the video. I can say, 'Oh you hear that, that's where he's hitting him' -but no one can envision a scuffle or a fight by audio alone. The audio will not provide that.

### Reveal body cameras: Easy to Use, Articulated Head, Versatility

We tested five products and there were several drawbacks, one of them was like a brick... You put that on a shirt, unless you have a very large area of support, it will pull down on your shirt.

With Reveal, because of the articulated head, you can wear it on the epaulette or on a shirt. Having multiple ways to attach your device is great. Also, it's so intuitive to turn it on and off. With some of the other body cameras out there, it's push here and hold two seconds here...

“ Reveal cameras are so intuitive and that makes training really easy.

Another thing we loved about the articulated head - if needed, you can turn the head around because of privacy or if you're dealing with a minor or something. Then we'd only have sound, but we'd state the reason why.

It can be taken off quite easily as well- the quick disconnect is useful because you can pull it off very quickly, hand it to somebody or you can use it as an interview recorder - set it on the table, and I know it's going to be backed up to the right server and I don't have to worry about it.

I can export the footage and send it to our prosecutor's office and I have full documentation - I have the audit trail and where it came from. We loved the hardware.

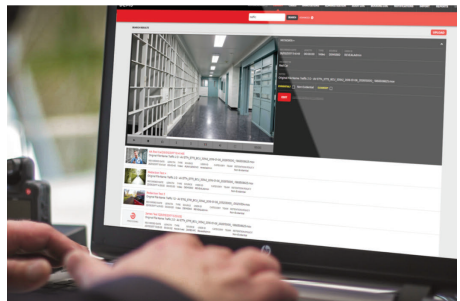
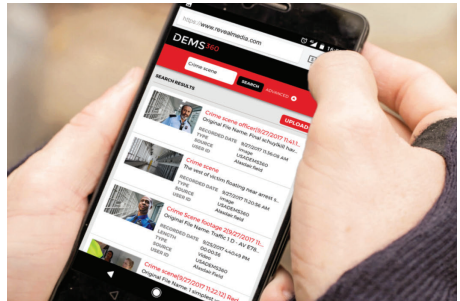


## Front Facing Screen

The screen does help, inmates do seem to be a little better behaved... the ability to switch off the front facing screen is great too, because sometimes we'll have somebody who acts good on camera and a different way off camera. So, we'll switch the screen off to capture that reality.

## DEMS Software

The other aspect of it was your DEMS software, I mean we looked at a lot of people's software but again, **you need a software that is easy to use, it's a world class software.** If you look at all your customers who are using the DEMS software set, that is an indicator of the capabilities of your software. That's another thing a lot of competitors failed on – software.



## What value, in your opinion, does Reveal Body Worn Video (BWV) bring to corrections?



In the corrections world, your devices are an enhancement to our fixed camera systems. The fixed camera systems give general position and movement of people, but they are at a specific resolution and also don't carry sound.

What we really get by having body cameras is, we can come back and show the event as it happened, from multiple positions. The fixed camera and the body camera work in concert with each other to provide the complete story.

We live in a world that is very litigious. And being able to give that close-up view is a significant factor when we do internal investigations. And we always have someone who's going to make an accusation, you can spend an inordinate amount of time trying to clear someone, but **with the body cameras you can, most times, prove that it was a false claim.**

The other thing is the cameras catch things that people don't see. What can sometimes happen is that inmates might distract people. Someone might be passing contraband

around or they're handing something to somebody. If there's any doubt, a lot of the times we'll go back and look through the body camera footage. For example, there was this inmate who started sweeping, and then he dropped something, the natural reaction for the officer is to look at what he dropped, and at that time he handed drugs to another prisoner.

**“ But the body camera captures it all, so we could go back and see what happened.**

**“ It's also important also for us to use the camera to calm people down. When inmates realize they're being recorded, they'll cut back on their use of profanity, or level of aggression.**

If on camera, there is a tendency for that person to stop and think before acting in an aggressive way, as the video is a record of that behavior. And videos of multiple incidents can shed light on habitual offenders potentially leading to isolation or additional incarceration time.



So it's used to firm up or actually in this case, present in raw form, the actions of the individuals.

## Protecting the officers

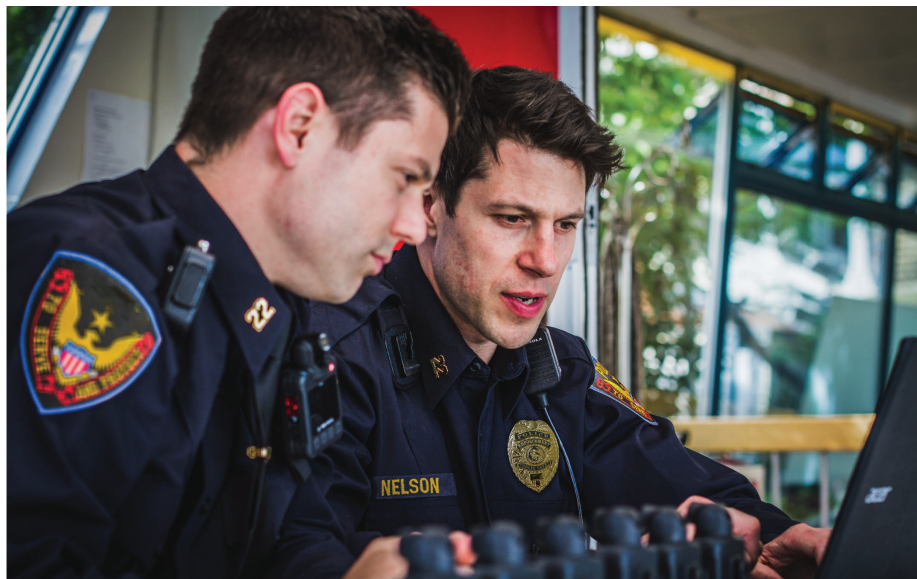
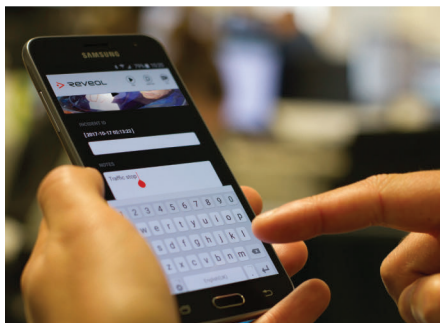
**“ Body worn video proves the officer's actions too.**

They realize they are being held to a standard. They know they're on tape, procedural compliance is greater and it's a great learning tool.

But it also protects them.

**“ We had a recent ACLU case dismissed because of the BWV footage.**

And it's a big deal to get the ACLU to acknowledge that we were following the letter of the law; the onus is entirely on us to produce that level of overwhelming evidence.



## How did you overcome the initial officer resistance, if there was any?

To be honest, they were a little unhappy at that start. Some people had it on and some didn't. Over time people become dependent and have the desire to have it on; people begin to realize this is for their protection.

Here is a clear example: an officer forgot to grab his body camera and was in the unit during an incident. All of a sudden there was a realization that, without the body camera, it's a "he said - she said" situation. The staff actually start to realize the camera is for their own protection. And now they freak out if they don't have one. "I don't have a body camera, I can't go in there!"

So now they've become risk averse -they want this to be on them, because it does provide for what they need. You start out with resistance; then something happens - they wonder did it really happen like that and now **they won't go out without their body cameras.**

In a correctional facility, it is a hands-on facility, you're handcuffing people, you're shackling people, you're going to take them to court. You load them in the vehicle, you're going to be walking them over to the courthouse, so every time you come in contact with them- something could happen. Allegations could be made, so it just basically eliminates all the fodder.



It's a sad point if something goes down and they realize their body camera isn't on, they're aghast. They realize that was what was going to prove what they said.

**Body cameras are their allies now.**



## In your opinion, do you think body cameras should be adopted more widely across corrections?



For us, we'd just purchased a new CCTV system but no matter how many cameras you put up, you're going to have blind spots. Here's the real difference in the corrections space. It's fine if I want to put up a camera and catch someone speeding down the road in the distance. **Everything that happens in the corrections space is me and you, close quarters, hand to hand.**

There isn't a camera you can mount on a wall, that can provide a full 360 on any event - that doesn't exist. I cannot depict the actions from a fixed camera of what really went down plus the sound. **It's great to have that through BWV.**

It's just like an accident- everybody sees something from a different perspective. If there's an accident and there's five people, then there's five different stories. Fixed cameras are like that too, they can obscure or misrepresent what happened.

With the body camera, an individual event is being captured at the epicentre of the activity. And you can't do with a fixed camera. And you

can never tell the story the same... also with the sound and video, seeing it from the officer's perspective is totally different from seeing it ten feet away.

And the sound part is significant, it's critical.

When you look into complaints, you can see the demeanour of both the officers and the inmates within that context- **you can tell what really happened.** A fixed camera will give you none of that.

In a facility, people are constantly moving - you're at the commissary or you're at the medic, or they're being taken to recreation or class or maybe going to a rehab session. So they're constantly in and out of blocks, asking questions, talking to officers.

**“ If you want to have a record of each interaction, then you got to have a body camera.**

I'm a firm believer in the value of body cameras, in law enforcement and corrections.

