

LOS ANGELES COUNTY SHERIFF'S DEPARTMENT



CLOSED CIRCUIT TELEVISION AUDIT –
CENTURY REGIONAL DETENTION
FACILITY
No. 2017-6-A

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SHERIFF

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LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
Audit and Accountability Bureau

CLOSED CIRCUIT TELEVISION AUDIT –
CENTURY REGIONAL DETENTION FACILITY
Project No. 2017-6-A
AUDIT REPORT

PURPOSE

The Audit and Accountability Bureau (AAB) conducted the Closed Circuit Television Audit – Century Regional Detention Facility (CRDF) under the authority of the Sheriff of Los Angeles County. The audit was performed to determine how the Los Angeles County Sheriff's Department's (Department) CRDF complied with the United States Department of Justice (DOJ) settlement agreement¹ (Agreement) and the Department's Custody Division Manual (CDM) pertaining to the Closed Circuit Television (CCTV) system.²

The AAB conducted this performance audit under the guidance of Generally Accepted Government Auditing Standards. The AAB has determined the evidence obtained was sufficient and appropriate to provide a reasonable basis for the findings and conclusions based on the audit objectives.³

BACKGROUND

The Agreement defines a shared “mutual interest in treating all members of the community with respect, promoting safe and effective custodial care, protecting public safety, and upholding the constitutional rights of prisoners.”

Agreement Recommendation No. 83, states:

The County and the Sheriff will install closed circuit security cameras throughout all Jails facilities' common areas where prisoners engage in programming, treatment, recreation, visitation, and intra-facility movement ("Common Areas"), including in the Common Areas at the Pitchess Detention Center and the Century Regional Detention Facility. The County and the Sheriff will install a sufficient number of cameras in Jails facilities that do not currently have cameras to ensure that all Common Areas of these facilities have security-camera coverage. The installation of these cameras will be completed no later than June 30, 2018, with TTCF, MCJ, and IRC completed by the Effective Date; CRDF completed by March 1, 2016; and the remaining facilities completed by June 30, 2018. The County and the Sheriff will also ensure that all video recordings of force incidents are adequately stored and retained for a period of at least one year after the

¹ On July 30, 2015, the Department entered into a joint settlement agreement with the United States DOJ, which was filed as a complaint in the United States District Court, Central District of California, Western Division, Case No. CV 15-5903, regarding the Los Angeles County Jails.

² CCTV refers to the electronic video surveillance system installed within CRDF.

³ United States Government Accountability Office – By the Comptroller General of the United States, December 2011, Government Auditing Standards 2011 Revision.

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force incident occurs or until all investigations and proceedings related to the use of force are concluded.

According to the Custody Compliance and Sustainability Bureau (CCSB)⁴, the CCTV system at CRDF was installed and functional by March 2016. The U.S. District Court's appointed monitor (Monitor)⁵ for the Agreement inspected the system and reported that CRDF was in "Substantial Compliance" with Agreement Recommendation No. 83.⁶

PRIOR AUDITS

This was the first CCTV Audit at CRDF conducted by the AAB. In March 2016, the AAB completed a CCTV audit for Custody Division at the Twin Towers Correctional Facility. Four recommendations were made which stated:

1. *DVTEL does not have an alert system which notifies the Watch Commander when a camera malfunctions or is not recording. It is critical for TTCF management to determine the cause of CCTV interruptions and/or malfunctions. Therefore, it is recommended that TTCF collaborate with Data Systems Bureau to research the cause of each malfunction and/or interruption and install a notification feature alerting the Watch Commander and video manager of any camera malfunction.*

Status: Unable to Implement. Data Systems Bureau was unable to implement this recommendation due to its restraints.

2. *Not all Watch Commander Logs had documentation that a camera inspection occurred. Therefore, it is recommended that Watch Commanders document the inspection and the status of the CCTV cameras, to include functioning and malfunctioning cameras.*

Status: Implemented.

3. A lack of documented inspections of the cameras can delay equipment maintenance. Therefore, it is recommended that each shift Watch Commander notify the designated video manager of any CCTV camera malfunctions and document the notification in the Watch Commander's Log.

Status: Implemented.

⁴ The Custody Compliance and Sustainability Bureau (CCSB) conducts assessments at each Custody facility to ensure compliance with the provisions of various court actions and adherence to policies and procedures.

⁵ The Monitor was appointed by the U.S. District Court to report the Department's compliance with the Agreement to the County, the DOJ, and the Court.

⁶ As stated in the United States District Court, Central District of California, Western Division, Monitor's Fourth Report, dated September 1, 2017, Case No. CV 15-5903, the Department has maintained Substantial Compliance.

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4. The Custody Division Manual states that camera recordings are to be stored for a minimum of 12 months. A lack of CCTV archived recordings may impede future investigations or legal inquiries. Therefore, it is recommended that TTCF management and DSB ensure that all CCTV video recordings are stored for the minimum 12-month period.

Status: Implemented.

METHODOLOGY

Scope

This audit encompassed three audit objectives. The criteria used for these objectives were obtained from the CDM and the Agreement. The audit included a review of archived CCTV videos at CRDF, a review of Watch Commander's Logs, and a physical inspection of the CRDF CCTV system.

Audit Time Period

The audit time period for Objectives No. 1 and No. 2, was from February 1, 2017, through February 28, 2017. The audit time period for Objective No. 3, was from March 1, 2016, through February 28, 2017.

Audit Population

A population of 534 CCTV cameras was identified by Facilities Services Bureau⁷ and verified through the FLIR⁸ security camera software system, which shows an inventory of installed cameras. The total number of CCTV cameras were physically inspected by the auditors, resulting in 534 functioning CCTV cameras. Auditors selected the month of February 2017 for all the 534 CCTV cameras, for a period of 28 days, resulting in 14,952 camera recordings.⁹ The AAB selected 95 CCTV camera recordings for review.¹⁰ The auditors reviewed 84 Watch Commander's Logs (100%) for the audit time period.

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⁷ The Department's Facilities Services Bureau physically installed the cameras for the CCTV system at CRDF.

⁸ The FLIR refers to products by FLIR, Inc., a vendor, awarded the contract for the CCTV system.

⁹ Each camera recording consisted of a 24-hour period starting at 10:00 p.m. the prior day to 10:00 p.m. of the selected day, to coincide with CRDF's three working shifts; early morning shift, day shift, and p.m. shift.

¹⁰ Using a statistical one-tail test sample with a 95% confidence level and a 4% error rate, a stratified sample of total CCTV camera recordings were identified as existing within the scope.

SUMMARY OF AUDIT FINDINGS

The management and staff at CRDF were accommodating and cooperative in providing the necessary information and in validating the findings.

The CRDF achieved excellent results in the following areas:

- CCTV recorded continuously
- Watch Commander’s Responsibility – documenting the inspection of CCTV cameras

The CRDF achieved varied results for the remaining objectives, which did not meet the standard. The results of the audit are summarized in Table No. 1.

Table No. 1: Summary of CCTV Audit Findings

| Objective No. | Audit Objectives | Met the Standard |
|----------------------|--|-------------------------|
| 1 | CCTV RECORDED CONTINUOUSLY | |
| | <i>Fixed video surveillance camera recorded continuously</i> | 100% |
| 2 | WATCH COMMANDER RESPONSIBILITIES | |
| 2(a) | <i>Watch Commanders documented the inspection</i> | 100% |
| 2(b) | <i>Watch Commanders notified video manager of camera malfunction</i> | 0% |
| 3 | CCTV RETENTION OF VIDEO RECORDINGS | |
| | <i>CCTV recordings were archived for a minimum of 12 months</i> | 98% |

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AUDIT OBJECTIVES

Objective No. 1 – CCTV Recorded Continuously

Criteria

Custody Division Manual, Section 7-06/010.00, Video Recording Procedures, states:

Retention of Recordings

...Fixed video surveillance cameras will record continuously...

Audit Procedures

The 95 selected CCTV camera recordings were reviewed to determine if the cameras recorded continuously within the 24-hour time period.

Findings

All of the 95 (100%) CCTV camera recordings met the standard for this objective.

Objective No. 2 – Watch Commander Responsibilities

Objective No. 2(a) - Watch Commanders Documented the Inspection

Criteria

Custody Division Manual, Section 7-06/010.00, Video Recording Procedures, states:

Fixed Video Equipment Inspection

- *The watch commander shall confirm all surveillance cameras are properly functioning and recording at the beginning of each shift by logging into the system...*
- *The fixed video equipment inspection shall be documented in the facility Watch Commander's Log*

Audit Procedures

The Watch Commander's Logs were reviewed to determine if the Watch Commanders documented their inspection to confirm the CCTV cameras were functioning and recording during each shift.

Findings

All of the 84 (100%) Watch Commander Logs documented that the CCTV cameras were inspected to confirm they were functioning and recording during each shift, meeting the standard for this objective.

Objective No. 2(b) – Watch Commanders Notified Video Manager of Camera Malfunction

Criteria

Custody Division Manual, Section 7-06/010.00, Video Recording Procedures, states:

Fixed Video Equipment Inspection

- *...The watch commander shall notify the designated video manager of any malfunctions, submit necessary work orders through proper channels, and document all actions taken in the Watch Commander's Log, including who was notified and the requested corrective action.*

Audit Procedures

The Watch Commander's Logs were reviewed to determine if the Watch Commanders documented a malfunction. Sixty-eight of the 84 logs did not document a malfunction and were excluded from review. Therefore, auditors reviewed 16 logs to determine if the log included the requirements: notification to the video manager,¹¹ submission of necessary work orders, documentation of all actions taken in Watch Commander's Log, documentation of the person notified, and the requested corrective action.

Findings

None of the 16 (0%) Watch Commander Logs met the standard for this objective. None of the Watch Commander Logs demonstrated completion of the five requirements of the criteria.¹²

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¹¹ Video manager responsibilities may be assigned to sworn or professional staff personnel who are tasked with receiving the malfunction notifications. The CRDF has a sworn staff member assigned as the video manager.

¹² Seven of the 16 Watch Commander's Logs indicate an email was sent, but none documented a notification to the designated video manager of any malfunctions, submission of the necessary work orders through proper channels, the actions taken, including who was notified, and the requested corrective action.

Objective No. 3 – CCTV Retention of Video Recordings

Criteria

Custody Division Manual, Section 7-06/010.00, Video Recording Procedures, states:

Retention of Recordings

...contents shall be retained in electronic storage devices for a minimum of twelve (12) months, unless otherwise directed in writing by the respective Custody Services Division Chief.

Audit Procedures

Auditors reviewed video retention for the 95 camera recordings for a period of 12 months. Since the CCTV system was not installed until March 1, 2016, the month of February 2016 was excluded from the one year retention period and the remaining 11 months were reviewed for the audit time period.

Findings

Ninety-three of the 95 (98%) CCTV camera recordings were archived for 11 continuous preceding months and met the standard for this objective. Two camera recordings were not archived; therefore, did not meet the standard.

OTHER RELATED MATTER

Other related matters are pertinent issues discovered during the audit, but were not objectives that were measurable against the CDM or the Agreement.

CRDF Watch Commander's Duty Statement is in Conflict with the Department CDM

Custody Division Manual, Section 7-06/010.00, Video Recording Procedures, states:

Fixed Video Equipment Inspection

...The watch commander shall notify the designated video manager of any malfunctions, submit necessary work orders through proper channels, and document all actions taken in the Watch Commander's Log, including who was notified and the requested corrective action

CRDF Watch Commander's Duty Statement, states:

...(5) Conduct an audit of the functionality of all CRDF CCTV cameras. Log all non-functional cameras in the Watch Commander's Log. Email the name of the

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camera(s) and the nature of the problem to the designated facility video manager, who will prepare the necessary work order(s).

Auditors found that the CDM requires the Watch Commander to submit work orders. However, the CDRF Watch Commander's Duty Statement only requires the Watch Commander to notify the video manager, who will prepare the necessary work orders.

CONCLUSION

The AAB auditors performed analyses and made assessments to identify areas that needed improvement. The AAB considers the results of this audit to be a helpful management tool for all Department personnel.

RECOMMENDATIONS

1. Policy indicates that Watch Commanders conducting fixed video camera inspections document all information in the Watch Commander's Log as required by the CDM. It is recommended to re-brief the Watch Commanders regarding the policy. (Objective No. 2)
2. It is recommended the CRDF Watch Commander's Duty Statement be updated to match the CDM regarding work orders. (Objective No. 2 and Other Related Matter)

Views of Responsible Officials

A copy of the audit report was provided to the Custody Services Division Administration, and the Los Angeles County Office of Inspector General (OIG) to offer them an opportunity to comment. Management from the Custody Services Division Administration generally agreed with the findings. The OIG did not provide any feedback.

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This audit was submitted on this 20th day of September 2017, by the Audit and Accountability Bureau.

Original signature on file at AAB

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