Surveillance Impact Report

836 Technologies Tactical Throw Phone
San Diego Police Department

DESCRIPTION

The 836 Technologies Tactical Throw Phone is a physical device that works as a landline, tethered, telephone. Unlike cellular phones, the Tactical Throw Phone does not rely on battery power and a cellular signal. Additionally, it contains technology to call into a location or communicate via a speakerphone. The phone is durable and resistant to damage, allowing it to withstand impact and continue functioning even in harsh environments. The 836 Technologies Tactical Throw Phone has the capability to digitally record audio and video of ongoing negotiations via a closed network. The system is physically isolated from the internet.

PURPOSE

The 836 Technologies Tactical Throw Phone is utilized by the San Diego Police Department Emergency Negotiations Team during critical / crisis events involving life-threatening behavior. The equipment aids crisis negotiators in communicating with involved parties, suspects and hostages, to assist in efforts to bring these potential life-threatening incidents to a peaceful resolution. The equipment provides officers with a means of establishing communication with individuals while maintaining a safe distance. The device is designed to be thrown into a room or area where suspects or individuals are located, allowing officers to establish communication without putting themselves in harm's way.

LOCATION

The 836 Technologies Tactical Throw Phone is a portable system that can be deployed citywide when required during a crisis event. It is secured within the Emergency Negotiations Mobile Command Vehicle. Only members of the negotiating team and SWAT team have access to the equipment during the crisis event.

City of San Diego crime statistics can be viewed at Crime Statistics & Crime Mapping | Police | City of San Diego Official Website.

IMPACT

The 836 Technologies Tactical Throw Phone is used in response to life-threatening crisis events. The purpose of the equipment is to aid crisis negotiators in efforts to bring the events to a peaceful resolution. Use of the 836 Technologies Tactical Throw Phone is subject to Department Procedure 8.14 – Incidents Involving Hostage / Emergency Negotiations and is governed by California Penal Code 633.8. Department personnel's use of the technology is reactive and intended to support de-escalation and hostage rescue efforts.

The 836 Technologies Tactical Throw Phone can improve the safety of law enforcement officers and civilians involved in a crisis situation. By allowing officers to establish communication remotely, they can avoid potentially dangerous physical confrontations with individuals involved in the situation, which can reduce the risk of injury or loss of life.

The 836 Technologies Tactical Throw Phone can help de-escalate a potentially volatile situation by allowing officers to negotiate a peaceful resolution. The equipment can provide critical information about

the situation in which officers can gather information about the location of suspects or hostages, the presence of weapons or other dangerous items and the layout of the surrounding areas. The information can help officers develop a plan of action and make more informed decisions about how to proceed.

The use of the 836 Technologies Tactical Throw Phone may not be effective in every situation. Suspects may not be willing to engage in communication or may use the communication as a means to manipulate or deceive law enforcement. Additionally, the use of any communication device can potentially alert individuals involved in the situation, giving them time to prepare or take countermeasures. Overall, the impact of using the 836 Technologies Tactical Throw Phone during a crisis situation will depend on a variety of factors, including the specific circumstances of the event, the training and expertise of the officers involved and the willingness of suspects or individuals involved to engage in conversation.

MITIGATIONS

The Tactical Throw Phone is secured within the Emergency Negotiations Mobile Command Vehicle. Only members of the negotiating team and SWAT team have access to the equipment during the crisis event.

Data recorded during the crisis event is maintained on the Emergency Negotiations Team network computer drive and is restricted to SDPD Emergency Negotiations Team supervisors. Misuse of the equipment is subject to Department policies and procedures governing the use of Department computer systems.

Data collected from an event involving the Emergency Negotiations Team is subject to the City of San Diego Record Disposition Schedule, Series 221. Records will be kept for a minimum of five years or until they no longer hold value. Records are stored on the SDPD Emergency Negotiations Team network computer drive. Access to the SDPD Emergency Negotiations Team network computer drive is restricted to SDPD Emergency Negotiations Team supervisors.

DATA TYPES AND SOURCES

The Tactical Throw Phone can digitally record audio and video of conversation on a closed network allowing additional negotiators and incident commanders real-time negotiation information and assessment. This information is preserved for a minimum of five years or until it no longer holds value. The information is recorded on a hard drive and then transferred to the respective event file on the San Diego Police Department's Emergency Negotiations Team network computer drive. The records are maintained on the Emergency Negotiations Team network computer drive and are restricted to Emergency Negotiations Team supervisors. Misuse of the equipment is subject to Department policies governing the use of computer systems.

DATA SECURITY

The use of the 836 Technologies Tactical Throw Phone is guided, indirectly, by the incident commander having given the Emergency Negotiations Team a mission, i.e., negotiate to surrender. Once given the mission by the Incident Commander, the use of the CINT Commander/Tactical Throw Phone is directed

by the ENT Sergeant and/or the ENT C.O./X.O. (Lieutenant). Once deployed, members of the on-scene negotiating team have access to the live telecommunication negotiations.

The information is recorded on a hard drive and then transferred to the respective event file on the Emergency Negotiations Team network computer drive. The records are maintained on the Emergency Negotiations Team network computer drive and all access is restricted to Emergency Negotiations Team supervisors.

FISCAL COST

The 836 Technologies CINT Commander II and Tactical Throw Phone (covered separately) were purchased via the State Homeland Security Grant Program. The one-time purchase cost for both technologies was $69,850.31. There is no recurring cost associated with the equipment outside of unscheduled repairs.

THIRD PARTY DEPENDENCE

The 836 Technologies Tactical Throw Phone is a closed system. All data obtained by the technology is stored on an internal hard drive. Upon mission completion, data recorded during the crisis event is maintained on the Emergency Negotiations Team network computer drive and is restricted to SDPD Emergency Negotiations Team supervisors.

No third-party vendor can access the system or data at any time.

ALTERNATIVES

The 836 Technologies Tactical Throw Phone was purchased and put into service in 2019. Prior to the upgrade, the Emergency Negotiations Team used a system with similar operational abilities, however, it had no data record-keeping ability. Additionally, the system began to breakdown from use and was cost-prohibitive to repair. That system was model ENT Call Box, produced by Cellular Systems of California Inc. Due to the age of the system and advances in technology, most specifically the data record-keeping ability, the decision was made to upgrade to the 836 Technologies system via a grant.

TRACK RECORD

The 836 Technologies Tactical Throw Phone has been in service with the Department successfully since 2019, having no breakdowns or mission interruptions. The manufacturer is U.S.-based and has telephone support in the event of mission-critical technical difficulties.

Since employing the 836 Technologies Tactical Throw Phone and CINT Commander II, the Emergency Negotiations Team has used the technology to successfully de-escalate crisis events, such as armed barricades and hostage events within the City of San Diego.

Due to the sensitive nature of operations involving the 836 Technologies CINT Commander II, specific examples of its successful use are not widely available.

PUBLIC ENGAGEMENT AND COMMENTS

On February 22, 2024, at 1815 hours, there was a publicly held meeting in all nine council districts in the City of San Diego. The following surveillance technologies were presented by the San Diego Police Department:

1. 836 Technologies Tactical Throw Phone
2. 836 Technologies CINT Commander II
3. FLIR FirstLook (Gen 1) Robot
4. FLIR FirstLook (Gen 2) Robot
5. ICOR Mini-Caliber Robot
6. SWIFT Under Door Camera

There were no attendees in District 1. There was one attendee in District 2. There were three attendees in District 3. There were four attendees in District 4. There were no attendees in District 5. There were no attendees in District 6. There were no attendees in District 7. There were no attendees in District 8. There were no attendees in District 9. There was one question and no comments out of the eight attendees. There were two emailed comments. There were no comments submitted to the online public comment form.

Comments #1:

> I would greatly appreciate visuals/ pictures of each technology; especially, perhaps, in the videos of these technologies. The SDPD personnel do a lovely and professional job of talking about each technology; however, the one thing that cries out to be included is a picture or some other type of visual aid of each technology. As the laymen public, we do not have a visual familiarity of what is being described. The public doesn't appear to be the intended audience of these videos.

Comments #2:

> In regards to the Speaker Request Form process - I would like a more user-friendly timing to submit our request to speak. The current timing is that our request must be submitted BEFORE the presentation ends. That means that we cannot comfortably listen to the (rather short) presentation, but must be deciding and writing up our request instead. My observation of last Thursday's meeting is that there was ample time to allow maybe a 3-5 minute break after the presentation ends for the public attendees to gather their thoughts and submit their request.

Question #1:

> Question regarding community meetings. Good evening. My name is Community Member, but everyone knows me as Community Member from the southeast San Diego area. I was always taught by my mom not to speak unless you have your facts. I noticed by looking around today that there are not a lot of people here. They talk but I don't see them here to learn the facts and to ask questions. Let's find out what is going on. That's what you guys are providing today, and I appreciate that information. That's why I'm here, to get the correct information and to ask questions that everyone wants to know.

> I'm asking for the community to come together. They need to come to these meetings that are desperately needed to put aside all those problems that people have. If you want to learn, you have to be here to learn.
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> Also, how can we get more information online? So, we can share with the ones who can't come here. We need to be the voice for each other. Many people don't trust the badge for various reasons. But that's when we step up as a community member and as a mentor to the younger people to deliver this information. But we can't give something that we don't know if we are not here. When I give out information, I want to be able to know that when I tell somebody something I'm giving the facts that I learned at the meeting.
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> I'm pleading for the community members who are mentors and leaders to be here. Not just for themselves but for the people that they are standing up for. I thank you guys for what you are doing. I do have many questions about that. There are certain things that are amazing and great for the officers, but also the personal touch part. That's something we can all work on together, and I'm sure other people have those questions. I thank you guys for giving me my time and allowing me to speak on behalf of our community.

Answer #1:

> The notice for this community event was posted on February 14, 2024. The information can be found on the Police Department's social media sites. Our Community Relations Officers put out the information, and it's also sent out to all the council districts.

To maximize the reach of the materials presented at the community meetings, the Police Department created a link to the City of San Diego's technology website, which provides all materials for presented technologies as well as upcoming technologies and additional materials. The materials and questions/comments section can be accessed by visiting the web address below: www.sandiego.gov/police/technology. The web address was posted in conjunction with the QR code at the community meeting.

The Department also video-recorded a meeting so that it could be presented to a larger group. The benefit of the video was the capability of translating the presentation into over 100 languages, such as Spanish and other languages frequently used by the communities within San Diego, to maximize penetration of the materials to affected groups. The link to the video is at the San Diego Police Department's YouTube channel under Surveillance Technology Community Meeting 02/22/2024 - YouTube