



Human Element

Problem:

Negative attitude directed towards the forced use of the in-car camera must be overcome. Agencies had to overcome the hurdle of officers being reluctant to use the in-car video systems, believing that the system purpose was to allow “big brother” to be watching, or destroying or disabling camera systems by officers that do not wish to participate. Now patrols that do not have systems are asking for them, after seeing all the positive effects they can have towards making their jobs easier, especially in the elimination of citizen/officer complaints.

Solution:

The best way to deal with the human element is to ensure officers using this equipment are properly trained in the use and operational functions of the equipment. Another preventative measure is to ensure a strong departmental policy is in effect prior to implementing an in-car camera program. A strong policy will set out conditions of use and officers responsibilities. (See Sample Policy section in this chapter) The best way to secure compliance is with the facts. The IACP study on in-car cameras found that the use of the devices exonerated the officer in 93 percent of complaints when the incident was recorded and officer safety was greatly improved.

Warning! If the officers’ believe that the cameras are being installed strictly for the purpose of disciplinary actions, the agency’s program will be plagued with broken equipment and little support from the rank and file.

Adapted from IACP’s *Report on In-Car Cameras*, 2004.
<http://www.iacpresearch.org>

