



DEPARTMENT NOTICE

20-089
05/26/20

Protocol for Requesting SFMTA (MUNI) Video Footage

The San Francisco Municipal Transportation Agency (SFMTA) has hundreds of video cameras throughout San Francisco on MUNI vehicles and SFMTA properties. The SFPD, SFMTA, and Allied Universal Security (contracted by SFMTA) have established a protocol which enables officers to obtain video evidence in a timely manner.

Officers responding to crimes on SFMTA property (platforms, parking lots, etc.) and/or MUNI vehicles (coaches, light rail vehicles, trolleys, cable cars, etc.) or taking a report of a crime which occurred at, on, or near these locations or vehicles should adhere to the following procedures:

- 1) Determine if the vehicle or property has video surveillance equipment (cameras).
- 2) Carefully note the exact date and time of the incident, the coach number, line number, run number, direction of travel of the vehicle (inbound or outbound) and distinctive clothing worn by the suspect(s) and/or victim(s). It is critical that the officer be able to provide as much of this information as possible to SFMTA video personnel.
- 3) If the crime committed was violent in nature, treat the location or vehicle as you would any other crime scene. If the crime committed results in great bodily injury or death, direct the operator not to move the vehicle. It is the responsibility of the SFPD investigator or SFPD supervisor to decide the disposition of the vehicle.
- 4) For all video requests, at any time of the day, contact **Allied Universal Security (415) [REDACTED]**. Advise Allied Universal Security whether your request is of an emergency, urgent, or routine nature. Be prepared to provide them with a brief synopsis of the crime you are investigating as well as the information in item #2 above. Provide Allied Universal Security with the SFPD incident number. Allied Universal Security personnel are on site for deployment 24 hours a day, 7 days a week, 365 days a year.
- 5) Allied Universal Security personnel (or trained SFMTA personnel) will recover the surveillance video and/or image(s) and make arrangements to meet with SFPD personnel to transfer custody of the evidence. Allied Universal Security and the SFMTA Video Surveillance Unit have developed a protocol and have received training to ensure the chain of custody is properly maintained.
- 6) If necessary, review the video and/or image(s) with Allied Universal Security personnel immediately. When needed, download the video (or image(s) needed) and distribute the suspect's image(s) immediately to officers in the field to increase the likelihood of apprehension.

- 7) Interview the Allied Universal Security (or SFMTA) employee and determine exactly who recovered the evidence, when, and from where. Document this information in the incident report. Book the video into evidence or provide it to the investigator handling the case.
- 8) Fax all MUNI related incident reports to MRT (Muni Response Team): (415) 553-
[REDACTED] located at 850 Bryant St. Room 140; see DN 20-090, ***Faxing of MUNI Related Incident Reports to MUNI Response Team.***
- 9) If video evidence is not provided in a timely manner or issues arise in obtaining video, the investigator shall submit a memorandum to the Commander of MTA.

Investigators are reminded that unless a request is made, SFMTA surveillance video is generally retained for a period of 3 to 5 days. It is extremely important that requests for SFMTA surveillance videos be made in a timely manner to avoid losing valuable evidence.


WILLIAM SCOTT
Chief of Police

Per DB 19-156, both sworn and non-sworn members are required to electronically acknowledge receipt and review of this Department Notice in HRMS. Any questions regarding this policy should be made to sfpd.writtendirectives@sfgov.org who will provide additional guidance about the directive.