



# City Surveillance Technology Fair

February 27, 2018

6:00 p.m. – 8:00 p.m.

Bertha Knight Landes Room, 1<sup>st</sup> Floor City Hall  
600 4<sup>th</sup> Avenue, Seattle, WA 98104

**Join us for a public meeting to comment on a few  
of the City's surveillance technologies:**

**Seattle City Light**

- Binoculars
- Sensorlink Ampstik
- Sensorlink Transformer Meter

**Seattle Department of Transportation**

- Acyclica

**Seattle Fire Department**

- Computer Aided Dispatch

**Seattle Police Department**

- 911 Call Logging Recorder
- Computer Aided Dispatch
- CopLogic

## **Can't join us in person?**

Visit [www.seattle.gov/privacy](http://www.seattle.gov/privacy) to leave an online comment or send your comment to **Surveillance and Privacy Program, Seattle IT, PO Box 94709, Seattle, WA 98124**. The Open Comment period is from **February 5 - March 5, 2019**.

**Please let us know at [Surveillance@seattle.gov](mailto:Surveillance@seattle.gov) if you need any accommodations. For more information, visit [Seattle.gov/privacy](http://Seattle.gov/privacy).**

Surveys, sign-in sheets and photos taken at this event are considered a public record and may be subject to public disclosure. For more information see the Public Records Act RCW Chapter 42.56 or visit [Seattle.gov/privacy](http://Seattle.gov/privacy). All comments submitted will be included in the Surveillance Impact Report.

# Current Diversion Detection Technologies

## Seattle City Light

### What are the technologies?

The Current Diversion Team (CDT) utilizes three technologies to discover if electricity is being used illegally without payment:

- (1) Standard, commercial-grade, unpowered binoculars;
- (2) The Sensorlink Ampstik; and
- (3) The Sensorlink Transformer Meter System (TMS)

The information gathered using these devices may be used as evidence for recovering the value of the diverted power energy.

### Why do we use these technologies?

These investigative technologies allow City Light to maintain the integrity of its electric distribution system, to determine whether suspected current diversion has taken place, and to provide the value of the diverted energy to proper authorities for cost recovery. In 2017, the Utility recovered over \$1.6 million using these technologies. This would otherwise remain a substantial financial loss to the City.



**Binoculars**



**TMS**



**Sensorlink Ampstick**

The open comment period for this technology is currently underway. You can provide comments to [Seattle.gov/Privacy](https://seattle.gov/Privacy).

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## Collection

The binoculars are used to remotely read meters, and do not collect information. Both of the Sensorlink devices collect accumulated consumption, in kilowatt-hours, average volts (current strength), average amps (current flow), and interval consumption, in kilowatt-hours per a pre-defined time-unit.

## Use

The Current Diversion team members are the only City Light staff who deploy the technologies, and only upon suspicion of current diversion (e.g., neighbor report, unusual or no energy consumption detected upon a routine meter reading by City Light staff, visual observation of either a tampered meter, etc.).

## Protections

Once a case is properly opened, these CDT investigative technologies are deployed on the basis of case number and need. For TMS, the data collected is sent to the Utility using a secure radio protocol and a specific, password-protected software program.

# ACYCLICA

## Traffic Data Collection Tool

### What is the technology?

Acyclica devices measure real time vehicle travel times on city streets. They identify Wi-Fi-enabled devices in vehicles (like smart phones) traveling between multiple sites. They are small sensors installed in SDOT street furniture, like traffic signal control boxes.

### Why do we use the technology?

SDOT uses this technology to determine travel time on city streets. Using the detection of unique addresses, Acyclica identifies and differentiates vehicle movement as it approaches, stops, and leaves an intersection. We use this data to help improve the traffic operations of Seattle's road networks. It also helps us improve safety and mobility for all travelers.

### Collection

Acyclica collects unique phone identifiers, called a MAC address, using a sensor installed inside of traffic control cabinets and immediately encrypts the data. Acyclica then hashes and salts the data, anonymizing it by assigning a set of numbers and letters, then adding an random set of additional characters.

### Use

SDOT uses the aggregated data provided by Acyclica to assess traffic flow and congestion, correct signal timing, and share information to travelers about expected delays.

### Protections

Acyclica always encrypts the unique addresses they collect, and this process cannot be reversed. Personally-identifiable information that could be used to identify, contact, or locate a single person, is not accessible to SDOT, the vendor, or the public.



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**Seattle**  
Department of  
Transportation

# Computer Aided Dispatch (CAD)

## Seattle Fire Department

### What is the technology?

The Seattle Fire Department uses Computer Aided Dispatch (CAD) to initiate and manage responses for hundreds of thousands of calls in the City of Seattle each year. CAD is a suite of software packages that help manage the right responses to 911 calls based on the reported problem and location of a caller in need of assistance.



### Why do we use the technology?

During an emergency, quick and effective decision-making by dispatchers and first responders

can be the difference between life and death. CAD is a tool that allows dispatchers and first responders to work more efficiently and effectively in assessing emergency situations and events to determine the appropriate response and resources.

### Collection

CAD receives information from callers to properly respond to emergency situations, often including their name, phone number, address from which they are calling, medical conditions, and potentially other personally identifiable information. Most of this information is consciously volunteered by callers. Some of the information may be stored for future reference in emergency situations or for quality assurance purposes.

### Use

Seattle's Computer Aided Dispatch (CAD) solution was developed exclusively for first responders to manage emergency and non-emergency call taking and dispatching operations. This solution captures information for each call in order and provide it in real-time for personnel to make efficient and effective decisions during emergency responses.

### Protections

Uniformed Seattle Fire Department personnel assigned to emergency response are involved with the use of the CAD system. This includes but is not limited to dispatchers, departmental operations, and mobile apparatus operators. All access to CAD information is role-based and updated daily to ensure that only appropriate responders have access. Only SFD personnel have access to critical infrastructure and personal information stored in CAD.

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City of Seattle



# 911 Logging Recorder

Seattle Police Department (SPD)

## What is the technology?

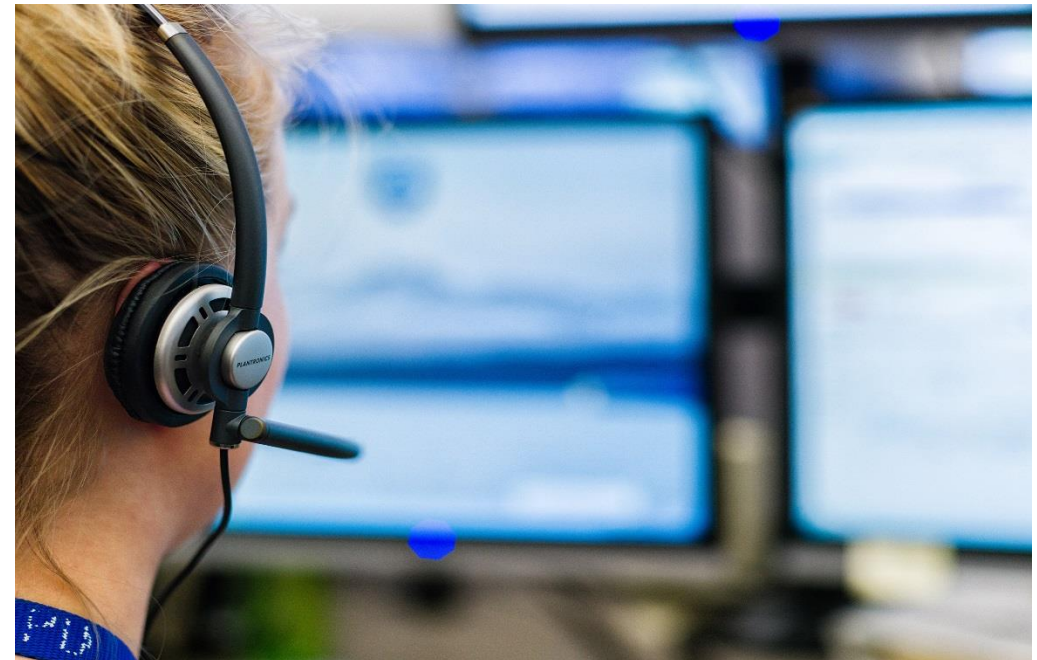
The 9-1-1 Logging Recorder is an application that automatically records all telephone calls received by the Seattle Police Department's 9-1-1 Center as well as all radio traffic between dispatchers and SPD patrol officers.

## Why do we use the technology?

The 9-1-1 Logging Recorder supports the 9-1-1 Center's mission of providing high quality, consistent, and professional dispatch and call taking services. These recordings provide transparency, accountability, and quality assurance by recording real-time interactions between 9-1-1 call takers and callers, and all radio traffic between patrol officers and dispatchers.

### Collection

All information collected is provided by the person placing the 9-1-1 call or from the responding officers or dispatchers. Data collected by the recording system includes call audio, time stamps for start and end of calls, staff position of the individual answering the call, duration of the call, and the phone number and/or radio channels used to contact 9-1-1.



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### Use

Audio recordings are routinely used in criminal prosecutions and are routinely used within the 9-1-1 Center for training and quality control purposes. Approximately 5000 recordings are released to the Seattle Law Department per year to support legal proceedings.

### Protections

Only authorized SPD users can access the system using password-protected login credentials. All users are Criminal Justice Information System (CJIS) certified. Logs of system functions and user actions are kept for auditing purposes, and to safeguard against potential unauthorized access to stored information.



City of Seattle

# Computer Aided Dispatch (CAD)

## Seattle Police Department (SPD)

### What is the technology?

CAD (Computer Aided Dispatch) is software deployed in the 9-1-1 center, and as an application on mobile data computers (MDCs) in patrol cars and on officers' smart phones. When a 911 call is placed, a call taker creates a record in CAD, and a dispatcher communicates to police resources in the field to coordinate a response.

CAD assists 9-1-1 Center staff with receiving caller information, and informs them of officer location, allowing SPD to dispatch appropriate patrol resources. The system also provides real-time documentation of SPD's response to calls for police service.

### Why do we use the technology?

CAD allows SPD to fulfill its mission of quickly responding to all requests for police services; to provide professional dispatch, notification, and communication services for the Department; and to provide information that allows SPD to allocate patrol resources effectively while reducing response times.

#### Collection

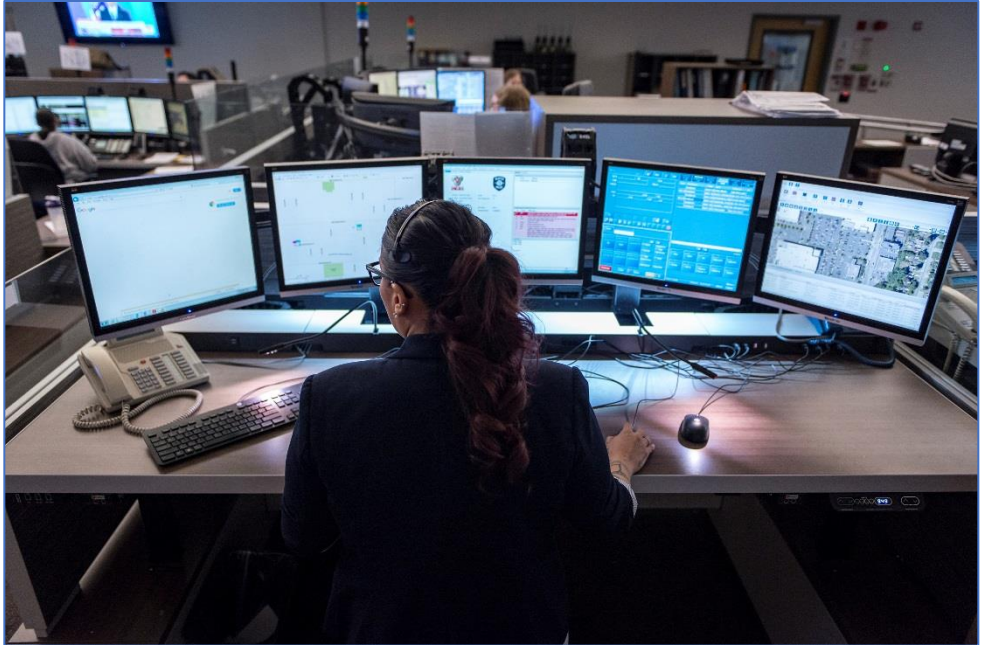
Data entered into CAD includes information provided by 9-1-1 callers, as well as caller information provided by the phone company, such as phone number, location, and name. Information about the police response to a call is entered into CAD by dispatchers and SPD officers responding to service events.

#### Use

The Seattle Police 9-1-1 Center, staffed 24 hours per day, 365 days per year, receives approximately 900,000 calls per year resulting in the creation of approximately 250,000 CAD events annually. Approximately 135,000 additional CAD events are initiated by police officers during their normal patrol activities each year.

#### Protections

Only authorized SPD users can access the system using password-protected login credentials. All users are Criminal Justice Information System (CJIS) certified. Logs of system functions and user actions are kept for auditing purposes, and to safeguard against potential unauthorized access to stored information. All data moving outside of the SPD network is encrypted.



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# CopLogic

## Seattle Police Department (SPD)

### What is the technology?

CopLogic is a crime reporting software tool that allows members of the public to submit police reports online through a web-based interface.

It allows for the user, either an individual or a retail store, to report crimes at their own convenience. The user may still reap the benefits of reporting an incident, even when a police officer does not need to respond to the scene.

### Why do we use the technology?

CopLogic benefits both the community and the Seattle Police Department by freeing resources in the 9-1-1 center, eliminating the need for patrol officers to respond in person to take some crime reports, and providing community

members with a secure, convenient, and timely way to interact with police. Community members also receive a no-cost copy of their police report when they complete their report with the CopLogic system. CopLogic saves over 20,000 patrol officer hours annually, freeing patrol resources for more serious incidents and saving the Department over \$1,000,000 each year.

#### Collection

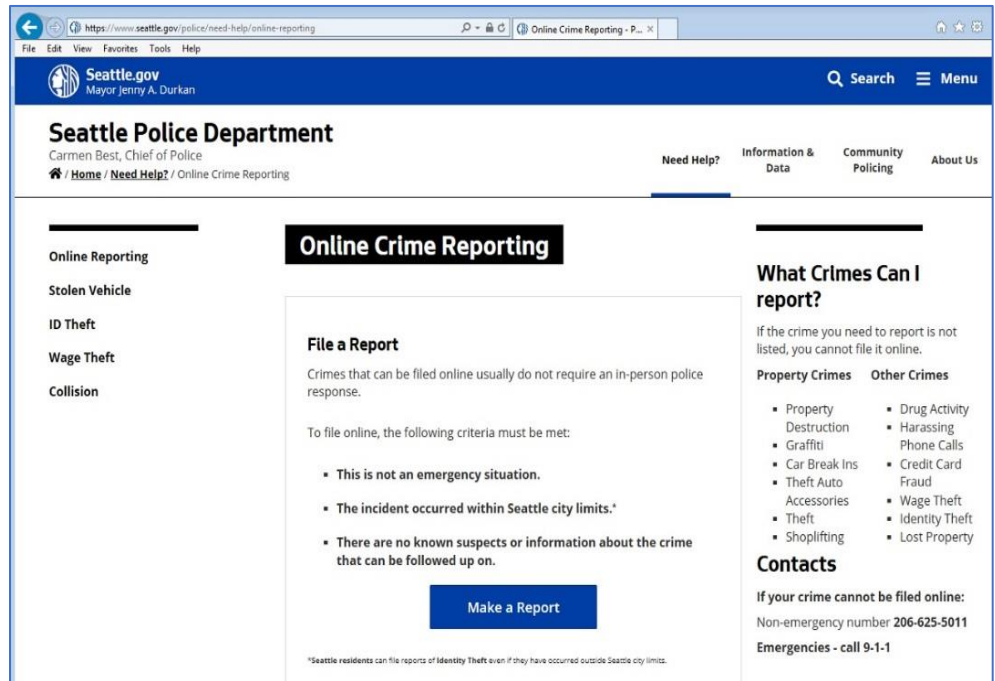
All information collected in through the CopLogic interface is submitted by the crime victim, initiating the report. Individuals are prompted to provide the information necessary to file their report online. No information or data is collected from any other source.

#### Use

After a report is made, members of SPD's Internet and Telephone Reporting Unit log in to the CopLogic web portal and access the submitted reports. Reports are then screened by an officer and transferred into SPD's Records Management System. SPD officers then follow up when necessary.

#### Protections

Only authorized SPD personnel can access the information provided by the individuals through the online reporting tool. SPD personnel can only access CopLogic data when authorized and provided unique system credentials. All activity is logged and auditable. Data is stored remotely and managed by Lexis Nexis who, "...use[s] a variety of administrative, physical and technical security measures to help safeguard your personal information."



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