

Community Engagement Strategies for State, Local, Tribal, and Territorial Law Enforcement Unmanned Aircraft System Programs



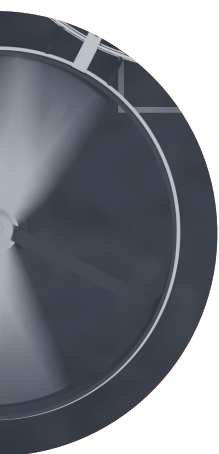
COPS
Community Oriented Policing Services
U.S. Department of Justice



POLICE EXECUTIVE
RESEARCH FORUM

Community Engagement Strategies for State, Local, Tribal, and Territorial Law Enforcement Unmanned Aircraft System Programs





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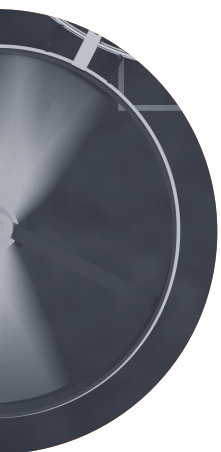
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Letter from the Acting Director of the COPS Office

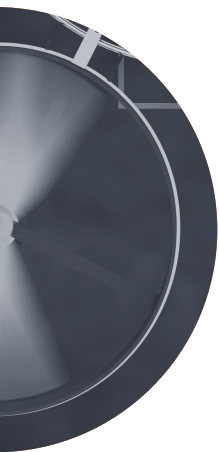
Colleagues:

The COPS Office is committed to collecting, documenting, and disseminating the best available information on unmanned aerial systems (UAS), or drones, for state, local, tribal, and territorial (SLTT) law enforcement agencies. In 2019, along with the Police Executive Research Forum (PERF), we and the U.S. Department of Homeland Security convened a two-day conference for experts across the law enforcement community on drones, their use and implementation, and policy and operational issues arising from their use. The COPS Office has continued to host roundtable discussions with subject matter experts on critical UAS topics impacting SLTT agencies that have informed an important publication series.

In 2020, we published *Drones: A Report on the Use of Drones by Public Safety Agencies—and a Wake-Up Call about the Threat of Malicious Drone Attacks*, a PERF report summarizing the discussion that took place at that conference and presenting lessons learned and promising practices for law enforcement agencies considering drone policies of their own. That report was followed later in the year by *Roadmap to Implementing an Effective UAS Program*, a step-by-step guide to establishing drones programs that features lessons learned and resources contributed by members of the SLTT UAS Working Group to help SLTT law enforcement agencies determine their needs and how to achieve them while remaining engaged with their communities and protecting the data they collect.

That engagement aspect is the focus of this third report, *Community Engagement Strategies for State, Local, Tribal, and Territorial (SLTT) Law Enforcement Unmanned Aircraft Systems (UAS) Programs*. It includes recommendations on public outreach and education tactics to encourage transparency and inform the public about law enforcement use of drones in the community. Even the most robust and well planned UAS program cannot be successful without the confidence of the people the law enforcement agency is sworn to protect and serve.





We appreciate the efforts of the SLTT UAS Working Group members who contributed to this and the previous publications in this series and PERF's work preparing these reports. It is our hope that as more agencies stand up UAS programs, you will find useful information in this guide and continue to contact us at the COPS Office for the support and services we are proud to provide.

Sincerely,

Robert E. Chapman

Acting Director

Office of Community Oriented Policing Services

Letter from the Executive Director of PERF

Dear colleagues:

In 2020, the Police Executive Research Forum (PERF), with support from the U.S. Department of Justice's (DOJ) Office of Community Oriented Policing Services (COPS Office), released two reports on drones—or unmanned aerial systems (UAS)—and what law enforcement agencies should know about these emerging technologies. The first report, *Drones: A Report on the Use of Drones by Public Safety Agencies—and a Wake-Up Call about the Threat of Malicious Drone Attacks*,¹ was based in part on a two-day conference that PERF held in 2019 in conjunction with the COPS Office and the U.S. Department of Homeland Security (DHS). That report outlines a wide range of considerations for creating a law enforcement drone program as well as countering malicious drone activity by bad actors.

The second report, *Roadmap to Implementing an Effective UAS Program*,² provides a more focused eight-step guide to help agencies plan drone programs. The steps and tips included in that report are based on the promising practices and lessons learned by leaders in the field and developed through the expertise of the members of the State, Local, Tribal, and Territorial (SLTT) UAS Working Group.

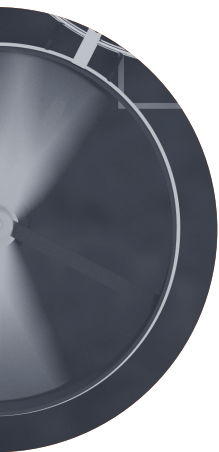
The second step of the eight-step guide—Engaging the Community—may be the most important part of developing an effective and successful drone program. Drones have tremendous potential for improving policing activities, but they also have the potential to become a source of public apprehension about how the police are serving the community. It is critical that the community is aware of and understands what the police are doing with their drones.

This third report in the series, *Community Engagement Strategies for State, Local, Tribal, and Territorial (SLTT) Law Enforcement Unmanned Aircraft Systems (UAS) Programs*, provides SLTT public safety agencies with recommendations on the most effective ways to engage with and educate the public about their agencies' drone programs. This guide also presents many helpful resources that agencies can use in their community outreach efforts.

1. PERF (Police Executive Research Forum), *Drones: A Report on the Use of Drones by Public Safety Agencies—and a Wake-Up Call about the Threat of Malicious Drone Attacks* (Washington, DC: Office of Community Oriented Policing Services, 2020), <https://cops.usdoj.gov/RIC/ric.php?page=detail&id=COPS-W0894>.

2. Lisa Mantel, *Roadmap to Implementing an Effective UAS Program* (Washington, DC: Office of Community Oriented Policing Services, 2020), <https://cops.usdoj.gov/RIC/ric.php?page=detail&id=COPS-W0912>.





I want to thank the members of the SLTT UAS Working Group for their contributions to this guide and PERF's earlier drones reports. I also want to thank the COPS Office for making this work possible.

Public trust is at the heart of community policing. New technologies such as drones can sometimes undermine that trust, especially if members of the community are unaware of or don't fully understand how the technologies work. Agencies can overcome this challenge and even build public trust and confidence when they are open and transparent about new technologies. I hope this guide will help police departments and sheriffs' offices implement successful drone programs that their communities understand and support.

Chuck Wexler
Executive Director
Police Executive Research Forum

Overview

The Police Executive Research Forum (PERF), with support from the U.S. Department of Justice (DOJ) Office of Community Oriented Policing Services (COPS Office) and in consultation with the State, Local, Tribal and Territorial (SLTT) Unmanned Aircraft Systems (UAS) Working Group,³ developed this guide to assist public safety agencies in building an outreach strategy for engaging the community when considering a UAS (drone) program. This guide serves as a companion piece to our earlier publication, *Roadmap to Implementing an Effective Unmanned Aircraft System (UAS) Program*,⁴ an eight-step guide to planning a drone program.

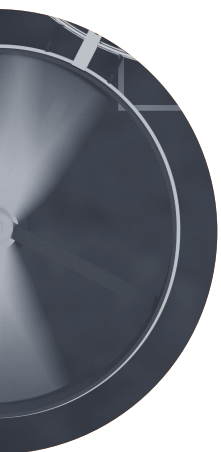
As police agencies explore emerging technologies such as drones, it is essential that department leaders work with the community *prior to* implementation. Many SLTT public safety agencies have found that seeking public understanding and support, both before and after implementation, is vital to a successful drone program. Police executives must be cognizant of how certain technologies may be perceived by the public and transparent about program intentions, especially as agencies face heightened scrutiny of policing practices and diminished trust of law enforcement.

The purpose of this guide is to provide SLTT public safety agencies with tips and recommendations on the most effective ways to engage with and educate the public on their agencies' drone programs. This guide also provides specific content and resources to include in community outreach materials.

3. Members of the group are listed in appendix A.

4. Mantel, *Roadmap* (see note 2).





Community Engagement Strategy

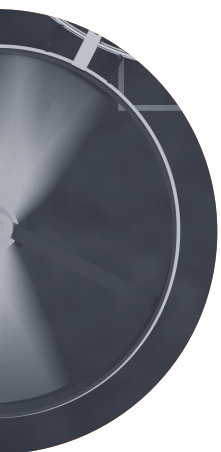
Engaging the community is a key step in the planning and preparation phase of building a drone program. Once you determine your agency's needs and decide that a drone program is right for your agency, it is important to develop a comprehensive outreach strategy. Community engagement should occur very early in the process—even before your agency purchases a drone and related equipment. This early engagement will help build community support for the program and prevent misunderstandings about how and when your agency intends to use its drones.

A comprehensive outreach strategy should

- solicit input from a wide range of community voices;
- explain the police department's planned approach and specific reasons for using drones (i.e., the missions in which you intend to use drones);
- provide detailed assurances about privacy, accountability, and other issues of concern;
- ensure that questions and concerns are adequately addressed.

To accomplish these objectives, the *method of engagement* and the *specific content* to include are addressed in the following sections.





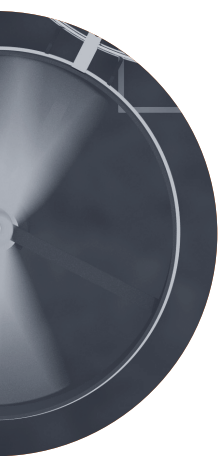
Outreach Methods and Sample Content

To reach different segments of the population, you should employ a variety of methods of engaging with the community and sharing information about your drone program. Common and effective ways to communicate with the public include the following:

- Creating a UAS program webpage
- Hosting community presentations with Q&A sessions
- Reaching out directly to community stakeholders and city leaders
- Conducting UAS demonstrations
- Involving your agency's public information officer (PIO) to use print, broadcast, and social media

Outreach and education cannot be viewed as a single event but rather must be seen as a continuous process. As your program evolves from inception to operation, you should reevaluate—and, if necessary, update—your agency's outreach methods and content. Some forms of outreach, such as demonstrations and social media messages, are more useful after your UAS program has been implemented, while other forms of outreach are practical both before and after implementation.





Department-Wide UAS Education

A critical first step for educating your community about your agency's UAS program is educating your officers and other personnel on the program. While in the field, officers are department representatives and liaisons with the community. Therefore, they must have a sufficient understanding of your department's UAS program to answer basic questions community members may ask. Importantly, officers must also have a sufficient understanding of your department's UAS program to avoid spreading incorrect information to the community.

Agencies should create an internal education plan to provide this institutional knowledge to their officers. Officers should be prepared to answer any question regarding the basics of the UAS program. Agencies should consider providing officers with the same presentation they plan to give to their community members to establish a baseline of knowledge for their officers.

It may also be helpful to develop a short handout for officers that contains frequently asked UAS program questions and how to respond to them. This handout should include contact information for a drones team representative who can respond to community questions. If an officer encounters a question that they cannot answer, they should provide the community member with the contact information of someone who can. Your drones team will be your agency's experts on the details of your UAS program, but all officers should be able to provide informed responses to basic questions from community members and stakeholders. At a minimum, officers should have enough information about your department's program to avoid providing incorrect information to the community.

UAS program web page

Your agency's website is one of the first places the public will check to obtain information about your UAS program. Website content will change as you move from planning to implementation to a fully executed, operational program. It is imperative to keep your website up to date so the public is aware of upcoming meetings, current policies, etc. Following is a list of recommended content to include on your webpage, ordered into two phases: (1) planning and implementation and (2) operational.

Planning and implementation phase

About the UAS program. Provide an overview of the UAS program, including your agency's strategies to obtain community input during the planning and implementation process.

Mission statement. Include a mission statement describing the purpose of the UAS program.

Examples of Mission Statements

Fullerton (California) Police Department

The mission of the Fullerton Police Department's Unmanned Aerial Systems (UAS) program is to provide airborne support to police and emergency operations in a safe, responsible, and transparent manner for the purpose of increasing the safety and security of citizens in the City of Fullerton.*

Fairfax County, Virginia

The Fairfax County Unmanned Aircraft Systems (UAS) program provides an enhanced level of operational capability, safety, and situational awareness for first responders, other approved participating agencies, and decision makers. The UAS program provides relevant high-quality imagery, data, and customized geospatial solutions using unmanned aircraft in a responsible and transparent manner to maintain the public trust.†

Chula Vista (California) Police Department

The mission of the Chula Vista Police Department's UAS Program is . . . to provide airborne support to police operations in a safe, responsible, and transparent manner to preserve the peace, reduce response times, and increase the quality of life in Chula Vista.‡

* "Unmanned Aerial System," City of Fullerton, accessed January 12, 2022, <https://www.cityoffullerton.com/government/departments/police/the-team/specialized-units/unmanned-aerial-system?locale=en>.

† "Unmanned Aircraft Systems," Fairfax County Virginia, accessed January 12, 2022, <https://www.fairfaxcounty.gov/uas/>.

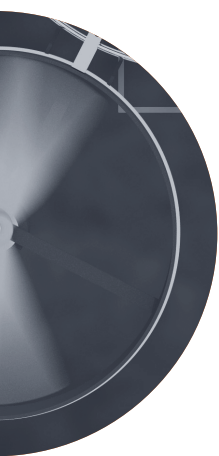
‡ "UAS Drone Program," City of Chula Vista, accessed January 12, 2022, <https://www.chulavistaca.gov/departments/police-department/programs/uas-drone-program>.

Frequently asked questions (FAQ). Provide answers to common questions about the UAS program. These may change depending on whether your agency is in the planning, implementation, or operational phase. Typical questions include the following:

- What is a drone/UAS/UAV? What is the difference?
- What types of missions does the UAS program fly?
- How does [agency] protect the community's privacy when conducting UAS operations?
- What are the operational hours of the [agency] UAS program?
- What equipment does the [agency] UAS program use?⁵
- How are video and pictures stored and who has access to them?
- What training is provided to UAS pilots?

5. In providing this information, SLTT law enforcement agencies should consider operational security concerns attendant to the disclosure of specific information concerning equipment, including makes and models.





- What rules and regulations must [agency]’s UAS pilots follow?
- What agencies can fly UAS missions or request UAS missions?
- Why does [agency] use UAS rather than helicopters?
- Can someone from [agency] present to my organization or provide more information?
- Do I have to register my UAS?
- Can I operate my UAS in [city, county, state]?
- How do I ask a question or make a complaint about drones?

Contact information. Prominently display contact information for your agency’s UAS program, including an email address and phone number. Some agencies have created a generic email address for all UAS-related inquiries. If you develop a generic email address, ensure that one or more team members is assigned to monitor the inbox to respond to messages in a timely manner. Messages left on the voicemail of the designated phone number should be reviewed and responded to promptly.

Policies and regulations. During the planning process, explain how your agency balances transparency and community expectations with legitimate needs to maintain operational security over sensitive law enforcement data such as tactics; techniques; procedures; and the capabilities, technical specifications, and limitations of your devices. Post links to draft UAS policies and procedures consistent with law enforcement needs. Publicly announce decisions about any revisions to the initial plans. Also post relevant regulations (e.g., part 107 license or waiver,⁶ part 91 Certificate of Authorization (COA)⁷).

Request for public feedback or comment. Prior to implementation, request feedback from the public using a survey, web form, or public comment period. To ensure equal access by all community members, public comments should be solicited through both online and traditional paper formats.

UAS presentations or public forums. During the planning process, include event information for upcoming public forums to discuss the drone program. See the following section, “Presentations to the Community,” for recommended content to include in the presentations.

6. Operation and Certification of Small Unmanned Aircraft Systems, 14 C.F.R. § 107 (2017), <https://www.govinfo.gov/content/pkg/CFR-2017-title14-vol2/xml/CFR-2017-title14-vol2-part107.xml>; “Fact Sheet — Small Unmanned Aircraft Regulations (Part 107),” press release, Federal Aviation Administration, July 23, 2018, https://www.faa.gov/news/fact_sheets/news_story.cfm?newsId=22615; “Unmanned Aircraft Systems: Frequently Asked Questions,” Federal Aviation Administration, last modified March 23, 2021, <https://www.faa.gov/uas/resources/faqs/>.

7. “Certificates of Waiver or Authorization (COA),” Federal Aviation Administration, accessed January 12, 2022, https://www.faa.gov/about/office_org/headquarters_offices/ato/service_units/systemops/aaim/organizations/uas/coa/.

Operational phase

About the UAS program. Provide an overview of the UAS program, including a brief history of the planning and implementation process.

Mission statement. Include a mission statement describing the purpose of the UAS program. (See examples in the sidebar on page 5.)

FAQs. Provide answers to common questions about the UAS program. (See examples in “Planning and implementation phase” on pages 5 and 6.)

Policies and regulations. After soliciting and gathering public input during the planning phase, work with local elected officials to make them aware of draft policies and plans and to seek their input. Consistent with law enforcement operational security needs, publicly announce decisions about any revisions to the initial plans and post the final policies and plans on police and city websites with explanations and background information. Also post relevant regulations (e.g., part 107 license or waiver,⁸ part 91 Certificate of Authorization (COA)⁹).

Request for public feedback or comment. Following implementation, include a mechanism for the public to provide feedback or ask questions about the UAS program.

UAS presentations or public forums. After holding public meetings, post the presentations to the community on your agency’s website. If the public meetings were recorded for future public access, you can also post the recording to your website.

Missions or flight logs. Share information about your agency’s missions and training flights. Consider providing summaries by category instead of case-by-case lists, as some missions may be sensitive or may compromise ongoing criminal investigations or prosecutions.

How One Agency Documents its Drone Flights

The Chula Vista Police Department (CVPD) maintains a library of drone flights that includes the date, time, incident number, location, and nature of the call.* CVPD also maintains a drone dashboard on its website.†

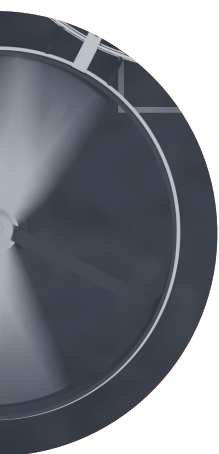
* “Chula Vista Police Drone Program Historical Flight Data,” Airdata, accessed January 12, 2022, <https://app.airdata.com/u/cvpd>.

† “Drone-Related Activity Dashboard,” City of Chula Vista, accessed January 12, 2022, <https://www.chulavistaca.gov/departments/police-department/programs/uas-drone-program>.

8. Operation and Certification of Small Unmanned Aircraft Systems (see note 6); “Fact Sheet — Small Unmanned Aircraft Regulations (Part 107)” (see note 6); “Unmanned Aircraft Systems: Frequently Asked Questions” (see note 6).

9. “Certificates of Waiver or Authorization (COA)” (see note 7).





UAS newsroom. Include links to any agency news releases about the UAS program, as well as web, print, and broadcast media coverage of the program.

Social media. If your department uses social media, include links to these accounts for the public to follow. Consider posting information on community-based and hyperlocal websites (e.g., Nextdoor, neighborhood listservs) and sharing videos on YouTube. Involve your agency's PIO to share information widely and ensure that your messages reach the target audience.

Success stories. If permissible by law and consistent with law enforcement operational security needs, post videos of successful drone deployments. This will not only reassure the community about your agency's purpose and intent but also demonstrate how drone use promotes public safety.

Presentations to the community

Before implementing a drone program, host public information meetings to share information and solicit feedback from the community. Agencies may want to consider having an online option for their meetings so community members who are unable to attend an in-person meeting can participate. The purpose of these sessions is to inform the public about your plans for defining the authorized and official purposes of your drone program and to identify the types of uses your policy will prohibit. This information may help to avoid misunderstandings and reduce levels of opposition.

Be prepared to provide detailed, substantive answers to questions about what type of information police intend to collect during drone missions and how you will store, retain, and protect the data you collect. Stress that the use of drones is to promote public safety. If you intend to use drones for aerial surveillance, ensure you have clearly defined policies and goals, ensure you can describe how you will follow the legal requirements in your jurisdiction, and avoid loosely or ill-defined surveillance missions.

Community presentations are also useful once your program has been implemented. For example, consider incorporating information about your drone program into general community outreach programming. When your program has been active long enough to generate some interesting stories and reportable data, consider developing a presentation highlighting current statistics on the number of drone missions flown, success stories, lessons learned, cost comparisons, and the return on investment.

Following is a list of recommended content to include in your presentation.

Purpose. Explain why your agency wants to implement a UAS program, and identify the benefits associated with using drones for public safety purposes.

Examples of Benefits Associated with Implementing a UAS Program

- Drones can provide a significant return on investment with minimal capital and operating costs.
- Drones are more cost effective than crewed aircraft. Helicopters are estimated to cost up to 400 times more than drones, which can range from several hundred to tens of thousands of dollars.* The Virginia Beach (Virginia) Police Department conducted an evaluation after implementing drones on a trial basis and determined that despite the initial investment, the hourly costs of drones were significantly less than the costs to operate a helicopter.
- Drones can increase the safety of agency personnel and public.
- Drones can improve efficiency of operations. For example, drones can reduce the length of time that roads are closed following a motor vehicle crash.
- Drones serve as a force multiplier by supplementing existing resources.
- Drones can capture high-definition imagery and videos, which is useful for situational awareness and evidence gathering.

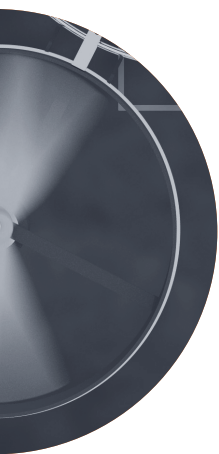
* PERF (Police Executive Research Forum), *Drones: A Report on the Use of Drones by Public Safety Agencies—and a Wake-Up Call about the Threat of Malicious Drone Attacks* (Washington, DC: Office of Community Oriented Policing Services, 2020), <https://cops.usdoj.gov/RIC/ric.php?page=detail&id=COPS-W0894>.

Planning process. Describe the internal planning process for development of a UAS program. Identify the stakeholders who participated in the process and the outcomes of the planning efforts.

Examples of Planning Efforts to Develop a UAS Program

- **Chula Vista Police Department.** The Chula Vista Police Department formed a UAS committee to study the use of drones in its public safety operations. This committee met numerous times to study best practices, policies, and procedures regarding the use of drones by police. The group focused specifically on issues of public trust, civil liberties, and privacy during UAS operations.
- **Fairfax County, Virginia.** The Fairfax County Police Department formed a task force comprising community representatives and subject matter experts. The task force held four public meetings to discuss the intended purpose and planned operations of the UAS program, including training, privacy, data collection and retention, impact on wildlife, and program evaluation. The task force also reviewed and revised the draft UAS program manual and developed a community engagement strategy.
- **Virginia Beach Police Department.** The Virginia Beach Police Department prepared a presentation for a public meeting of the city council that outlined the department's intentions, mission capabilities, budget challenges, and plans for community engagement. Next, the department conducted focus groups with community members and posted information on its website and social media accounts.





Use cases. Describe the mission profiles for the proposed authorized uses of drones in your agency's operations, and detail how each would support public safety objectives. Common incidents authorized for drone use include the following:

- Search and rescue
- Crime scene photography and reconstruction
- Investigating armed and dangerous suspects
- Disaster response
- Traffic collision reconstruction
- Bombs and hazardous materials observation
- Fugitive apprehension
- Crowd monitoring (e.g., outdoor music festival)
- Surveillance (e.g., general surveillance of high-crime areas or conducting aerial surveillance in lieu of higher-expense platforms like helicopters or airplanes)
- K-9 backup
- Obtaining video footage for recruitment
- Routine calls for service (if using drones as a first responder)¹⁰

10. The Chula Vista (CA) Police Department was the first agency to use drones as a first responder (DFR). A select number of agencies around the country implemented similar programs in 2020, including the Brookhaven (GA) Police Department and the Clovis (CA) Police Department. In a DFR program, the drone is immediately dispatched to the scene of certain calls for service, arriving before first responders and providing them with important situational awareness via video feeds.

Examples of Authorized Drone Missions in Two Agencies*

Fairfax County, Virginia, UAS program mission profiles

Emergency Management

- Damage assessments (pre- and post-disaster surveys)
- Situational awareness (for Emergency Operations Center)
- Response priority to manage resources
- Enhanced 3D mapping

Fire and Rescue

- Enhanced situational awareness of fire ground operations
- Personnel accountability
- Fire investigations
- Blasting site inspections
- Fireworks shoots
- Search and rescue operations
- Hazardous materials response

Law Enforcement

- Locating critical missing persons
- Forensics documentation
- Enhancing safety during critical incidents and water operations
- Crash reconstruction
- Traffic management
- Alleviation of immediate danger to any person

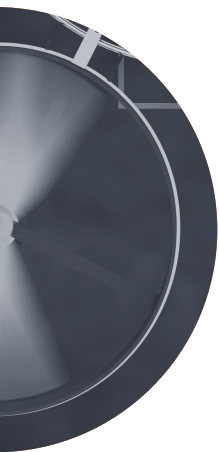
Other

- Wildlife population estimates
- Critical infrastructure assessment
- Stream and water management
- Aerial mapping

Continued on p. 12



Outreach Methods and Sample Content



Examples of Authorized Drone Missions in Two Agencies (continued)

City of Virginia Beach, Virginia, examples of drone operations

Police Department

- Accident reconstruction
- Special weapons and tactics (SWAT) operations
- Intelligence and evidence gathering
- Traffic and crowd management

Office of Emergency Management

- Operations center's immediate situational awareness
- Identifying tornado paths
- Special events management
- Search and rescue (land and water)

Fire Department

- Emergency scenes
- Structure fires
- Hazardous material incidents
- Damage assessments

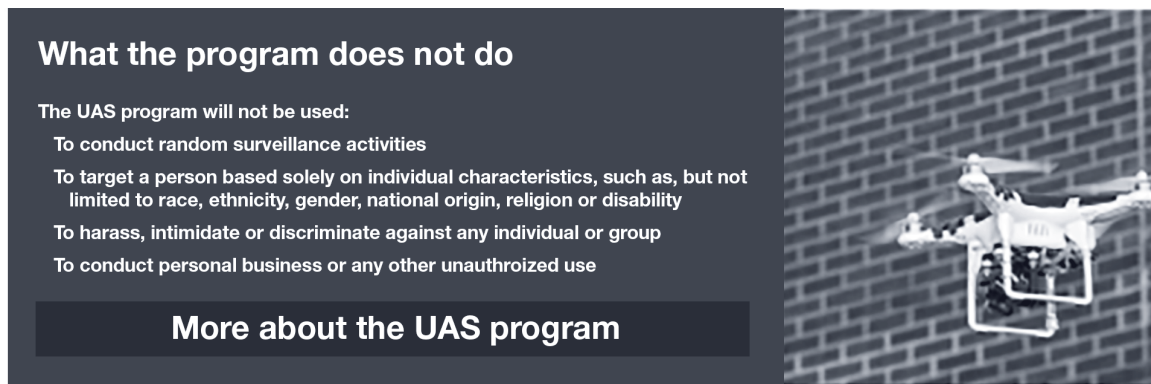
Communications Office / Visitor and Convention Bureau

- Promotional videos
- Special events
- Virtual tours
- Project documentation (construction)

* The mission profiles here are listed for illustrative purposes only and may not be authorized by your agency.

How drones will not be used. Explain how drones will *not* be used by your agency; see figure 1 for an example.

Figure 1. The Fairfax County UAS Program website clearly delineates how drones will not be used



Source: "Unmanned Aircraft Systems," Fairfax County, Virginia, accessed January 12, 2022, <https://www.fairfaxcounty.gov/uas/>.

Training and certification. Describe the initial and ongoing training requirements for UAS pilots and team members. List the certification(s) that UAS team members will or have already obtained.

UAS policies and standard operating procedures. Include links to your agency's UAS program policies and procedures, but be careful to redact law enforcement-sensitive information before posting. Note any revisions from the draft policies and procedures.

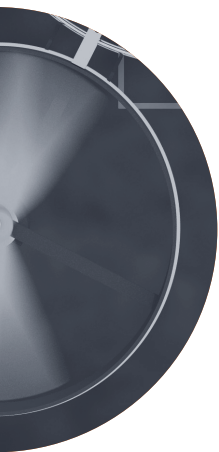
How One Department Got Community Feedback on its Drone Policy

The Prince William County (Virginia) Police Department shared a draft version of its drone policy with 40 community stakeholder groups such as the American Civil Liberties Union (ACLU), local attorneys, and church groups and asked for feedback before writing a final version.

Fleet and equipment. Generally describe the number and type of drones (e.g., fixed wing, rotary wing quadcopter, rotary wing octocopter) you intend to purchase or have purchased as well as generally describing the kinds of data they will be equipped to collect (consistent with law enforcement operational security needs) and their cameras. List the costs of the drones and associated equipment and explain how the drone program will be funded. Compare the estimated costs of a drone program to a crewed aviation program, if applicable. In the general description it is important to consider the amount of information that is conveyed to the public regarding operational capabilities.

Data management. Explain how the data collected by your drones will be managed and stored, including who has access and under what circumstances they have that access.





Privacy protection. Explain how your agency will protect the privacy of individuals whose likeness is captured on drone footage.

Safety. Explain the safety procedures and protocols your agency has implemented to ensure that drones are operated in a safe manner.

One Agency's Approval Process for Initiating Drone Missions

The Wilmington (Delaware) Police Department, which provides mutual aid assistance to agencies throughout Delaware, issued guidance to explain the approval process for initiating drone missions:

All flight requests, whether in-house or mutual-aid assistance in nature, are carefully evaluated for airspace, weather minimums, available resources, [and] available pilot(s) currency and skill set, as well as a stringent risk assessment procedure. This process can usually be completed fairly quickly, but . . . some cases may require additional clearance and evaluation from the Air Traffic Control (ATC) Manager or FAA SOSC [System Operations Support Center] depending on the complexity of the proposed airspace where the mission has been requested.

The result of the above described procedure will generate a numerical value on our risk assessment scale indicating a safe-to-fly or a no-fly condition.

Mission summaries. Some SLTT stakeholders have found value in including a summary by total hours flown, number of missions, and mission type (e.g., training, crash reconstruction, missing persons search) to assist with demonstrating the value of programs.

Laws and regulations. Explain the federal, state, and local laws and regulations that apply to your agency's use of drones. Describe the Federal Aviation Administration (FAA) regulatory option your agency will use for each operation (e.g., FAA part 91 Certificate of Authorization (COA)¹¹ or FAA part 107 Remote Pilot Certificate¹²). Some agencies may be authorized to fly under both regulatory options and will choose the most appropriate one depending on the mission.

In its public information presentation, the Fairfax County (Virginia) Police Department explains the authorities under which drone missions are authorized (see figure 2 on page 15).


11. "Certificates of Waiver of Authorization (COA)" (see note 7).

12. "Fact Sheet—Small Unmanned Aircraft Regulations (Part 107)" (see note 6).

Figure 2. Example from the Fairfax County UAS Program Public Information Presentation

Two Approaches for Public Agencies

- Public Use – Title 49
 - COA – Certificate of Authorization
 - Letter of Declaration
 - Self certification for remote pilots
 - Remote pilot and UAV must be registered
 - UA technology must be owned by the locality
- Commercial Use – Part 107
 - Part 107 rules in effect
 - Aircraft must be less than 55lbs
 - Waivers required to exceed blanket FAA rules
 - Remote pilot (16 yoa +) must pass FAA Part 107 examination (\$150/person)
 - UA must be registered with FAA



Source: *Fairfax County Public Safety Unmanned Aircraft Systems (UAS) Program Overview Public Information Session* (Fairfax, VA: Fairfax County, Virginia, 2019), <https://www.fairfaxcounty.gov/uas/sites/uas/files/assets/documents/uas-public-information-presentation.pdf>.

Airspace. If applicable, discuss airspace restrictions that will apply to your UAS program.

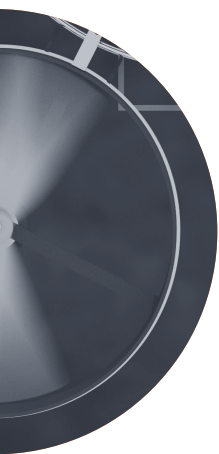
Questions and answers. Include ample time during the presentation to answer questions from the community.

Direct outreach to community stakeholders

Community presentations and town hall discussions are important ways to share your plans with the public. However, before purchasing equipment and implementing a drone program, it is also vital to reach out directly to community organizations and other stakeholders to ensure their concerns are understood and addressed through an open and transparent process. This outreach can help your agency get ahead of concerns, address them properly, and avoid misunderstandings. Proactively contact organizations that are likely to have different perspectives or reservations about drone use. Following is a checklist of suggested organizations to contact, which can be tailored to your jurisdiction's unique needs:

- All public safety departments (e.g., fire/emergency medical services (EMS), campus security, other specialized law enforcement)
- Church groups
- Citizen/Community advisory boards





- Civil liberties and privacy rights organizations
- Civil rights organizations such as the National Association for the Advancement of Colored People (NAACP)
- Federal Aviation Administration (FAA)
- Federal law enforcement agencies operating in your area (e.g., U.S. Attorney's Office, Federal Bureau of Investigation (FBI) Field Office)
- Groups with wildlife concerns such as the National Audubon Society
- Hospitals
- Local business organizations
- Local parks authority
- Major and municipal airports (including air traffic control tower staff) and airport management agencies
- Neighborhood Watch groups
- Other local community groups specific to your area
- Other local government agencies (e.g., public works, emergency management)
- Prosecutors and criminal defense attorneys
- Schools (grades K-12)
- Universities and colleges (including student body representatives)

“In the planning stages of our UAS Program in early 2014, we reached out to the air traffic control staff at New Castle County Airport (KILG). We gave a presentation during the controllers’ monthly safety meeting where we displayed some of our drone equipment and explained our safety processes, operational matrix, and emergency procedures. The controllers provided feedback and explained the information that would be beneficial to know before launching a drone. By reaching out early in the planning process, we were able to develop a strong working relationship with air traffic control and avoid common pitfalls and misunderstandings.”

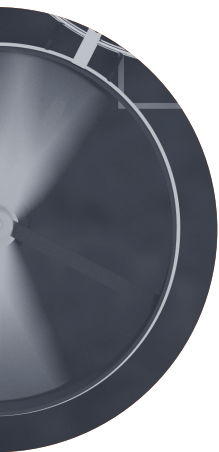
– Sergeant Adam Ringle, Wilmington (DE) Police Department

UAS demonstrations

Demonstrations are an excellent way to show the community how drones work, including how the cameras operate and how the images and videos are viewed by the UAS team. Involve your agency’s PIO to share details about planned demonstrations and invite local media outlets to these events. Weather permitting and consistent with FAA part 107, consider holding UAS demonstrations at the following events:

- Community meetings
- City council (or other local government) meetings
- Local community fairs and festivals (e.g., National Night Out, county fair)





Guidelines on Conducting Demonstrations

Take care to ensure your demonstrations adhere to all your department's policies and legal requirements for operating your drone program. If the demonstrations are meant to show the drones' capabilities and your department's commitment to certain policies for their use, it would be counterproductive to violate the rules for properly operating your drones just for the sake of a demonstration.

Examples of UAS demonstrations

The Polk County (Florida) Sheriff's Office conducts a yearly media roundtable with area news organizations. During these events, the department displays its drone fleet and other equipment. The department also conducts demonstrations in elementary, middle, and high schools and at community meetings.

The Wilmington (Delaware) Police Department (WPD) has demonstrated the utility of its drone program through local television news programs, including the following:

- How the department planned to use drones when the program first began in 2014^{*}
- The WPD Forensic Services Unit conducting a crime scene investigation and gathering evidence using a drone[†]
- The WPD demonstrating a water rescue with the assistance of a drone in a segment that was part of a larger piece demonstrating how drones can be used to save lives[‡]

The Michigan State Police (MSP) held a media day once it received its Certificate of Authorization in 2015. More than 30 news cameras were present as MSP demonstrated its drones and explained the benefits of the technology. This openness with the media has continued ever since.

^{*} Adam Ringle, "Wilmington Police Using Drones NBC10 December 17th, 2014," YouTube, January 29, 2021, <https://www.youtube.com/watch?v=ebbSx6eFJak>.

[†] Adam Ringle, "Body Found in Wilmington Playground," YouTube, January 29, 2021, <https://www.youtube.com/watch?v=0B7cxxqvj5k>.

[‡] Adam Ringle, "NBC10 Wilmington Police Drones 4 8 2017," YouTube, January 29, 2021, <https://www.youtube.com/watch?v=-QERD5OV4iA>.

Print materials

Develop brochures and fact sheets to hand out at community events detailing your UAS program. The brochure should include similar content as your agency's web page. Include contact information, social media links, and a QR code for the public to quickly find your webpage. See appendix B for the Chula Vista Police Department UAS Drones as First Responder (DFR) Program brochure.

Social media

Social media is an effective way to share informational bulletins about missions as well as success stories about your agency's UAS program.

Examples of Using Social Media to Highlight Your Agency's UAS Program

In October 2020, the Polk County (Florida) Sheriff's Office (PCSO) shared information on its Facebook page about using a drone to search for a wanted person.* The individual had three warrants for his arrest for failing to comply with registering as a sex offender.

In June 2020, the PCSO used a drone to assist Polk County Fire Rescue as the agency responded to a two-story multi-family structure fire. The drone provided the command units with an aerial view of hot spots using infrared cameras. Polk County Fire Rescue shared details of the incident and aerial photos on its Facebook page.†

Following wildfires in September 2019, the Alameda County (California) Sheriff's Office UAV Team assisted Butte County to map devastated areas and provide real time information to the community and emergency responders. The Alameda County Sheriff's Office shared this on its Facebook page.‡

The Torrance (California) Police Department has used drones to assist the Torrance Fire Department in providing situational awareness, locating hot spots, and mitigating damage to fire fighters during structure fires. Torrance Police Department shared videos on YouTube§ and on its Facebook page.**

The Chula Vista (California) Police Department highlighted the utility of its Drones as a First Responder (DFR) program in a YouTube video.††

* Polk County Sheriff's Office, "Deputies went looking for Mario," Facebook, October 15, 2020, https://www.facebook.com/permalink.php?story_fbid=10157715866946818&id=50386446817.

† Polk County Fire Rescue, "Today the Polk County Fire Rescue Cadet Program got a chance to learn about PCFRs Drone Program," Facebook, November 21, 2020, https://www.facebook.com/permalink.php?story_fbid=3398812980234833&id=121433834639447.

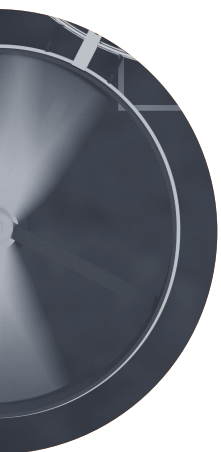
‡ Alameda County Sheriff's Office, "ACSO UAV Team is in Butte County to help map devastated areas and provide real time information to the community and emergency responders," Facebook, September 15, 2020, <https://www.facebook.com/watch/?v=4490418417667451>.

§ Torrance Police Department, "Torrance Police Drone Team Assisting Torrance Fire," YouTube, January 21, 2021, <https://www.youtube.com/watch?v=8tNZeudcRfs>.

** Torrance Police Department, "Chop Shop Arrests Made," Facebook, February 4, 2021, <https://www.facebook.com/TorrancePD/videos/chop-shop-arrests-made/455895815781823>.

†† City of Chula Vista, "Drones as First Responders in Action," YouTube, October 9, 2019, <https://www.youtube.com/watch?v=N2vUjqItZ04>.





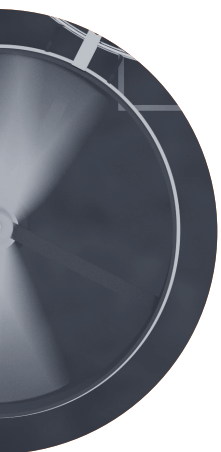
Conclusion

When considering whether to implement a drone program, it is essential that police agencies develop a comprehensive outreach strategy to educate the public and build community support for the program. This approach—which should begin even before purchasing drone equipment—should include sincere efforts to obtain feedback from the community, including from individuals and organizations who may have reservations about the police using such technology. Engaging with the public provides an opportunity to address legitimate concerns about privacy and explain your department’s intentions for using drones, including how and when they will be used.

Community outreach needs to be ongoing. After a drone program has been launched, agencies should continue to provide updates and address community questions and concerns. A robust web page dedicated to the drone program and with frequently updated information is one important tool for keeping the community informed and engaged.

As police agencies face questions about their legitimacy and greater examination of their practices by the public, department leaders must develop a strong relationship of trust with the community that is built on transparency and cooperation. Public outreach and education before, during, and after implementation can help build support for a drone program and ensure its success.





Resources

UAS Program Websites

Burbank (California) Police Department Drone Program

“Drone Program.” Burbank Police. Accessed January 12, 2022.

<https://www.burbankpd.org/programs/drone/>.

Chula Vista (California) Police Department UAS Program

“UAS Drone Program.” City of Chula Vista. Accessed January 12, 2022.

<https://www.chulavistaca.gov/departments/police-department/programs/uas-drone-program>.

Fairfax County (Virginia) UAS Program

“Unmanned Aircraft Systems.” Fairfax County Virginia. Accessed January 12, 2022.

<https://www.fairfaxcounty.gov/uas/>.

Fullerton (California) Police Department UAS Program

“Unmanned Aerial System.” City of Fullerton. Accessed February 15, 2022.

<https://www.cityoffullerton.com/government/departments/police/the-team/specialized-units/unmanned-aerial-system>.

Lakewood (Washington) Police Department Drone Program

“Lakewood Police Drone Program.” City of Lakewood, WA. Accessed January 12, 2022.

https://cityoflakewood.us/police-homepage/lakewood_police_drone_program/.

Michigan State Police Aviation Unit

“Aviation Unit.” Michigan State Police. Accessed January 12, 2022.

https://www.michigan.gov/msp/0,4643,7-123-72297_25680-16234--,00.html.

Sioux Falls (South Dakota) Police Department UAS Program

“Sioux Falls Police Department Unmanned Aircraft System (UAS) Program.” City of Sioux Falls.

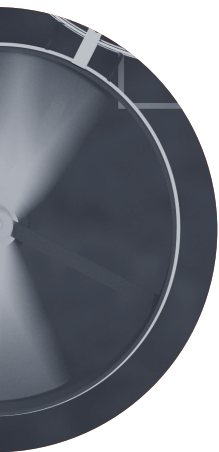
Accessed January 12, 2022. <https://www.siouxfalls.org/police/drone-uas>.

Media Coverage

Chula Vista Police Department UAS Program Media Coverage

“Media Coverage.” City of Chula Vista. Accessed January 12, 2022. <https://www.chulavistaca.gov/departments/police-department/programs/uas-drone-program/media-coverage>.





UAS Presentations

Fairfax County UAS Program Public Information Presentation

Fairfax County Public Safety Unmanned Aircraft Systems (UAS) Program Overview Public Information Session. Fairfax, VA: Fairfax County, Virginia, 2019. <https://www.fairfaxcounty.gov/uas/sites/uas/files/assets/documents/uas-public-information-presentation.pdf>.

Fullerton Police Department Presentation

City Council – Successor Agency – Housing Authority on 2020-01-21 6:30 PM. City of Fullerton, 2020. https://fullerton.granicus.com/player/clip/1094?view_id=2&meta_id=78941&redirect=true.

UAS Policies and Procedures

Chula Vista Police Department Policies and Regulations

“Policies & Regulations.” City of Chula Vista. Accessed January 12, 2022. <https://www.chulavistaca.gov/departments/police-department/programs/uas-drone-program/legal-documents>.

Fairfax County UAS Program Manual

Program Manual: Unmanned Aircraft Systems (UAS). Fairfax, VA: Fairfax County Government, 2019. [https://www.fairfaxcounty.gov/uas/sites/uas/files/assets/documents/unmanned-aircraft-\(uas\)-program-manual-final.pdf](https://www.fairfaxcounty.gov/uas/sites/uas/files/assets/documents/unmanned-aircraft-(uas)-program-manual-final.pdf).

Appendix A. Federal, State, Tribal, and Territorial UAS Working Group Members

**Gregory Ahern**

Sheriff, Alameda County (CA) Sheriff's Office

Michael Darrow

Trooper, Michigan State Police

Brian Bahlau

Lieutenant, Michigan State Police

Sarah Estill

Social Science Analyst, COPS Office

Brian Bowman

Lieutenant, Fairfax County (VA) Police Department

James Grimsley

Executive Director of Advanced Technology Initiatives, Choctaw Nation of Oklahoma

Michael Brown

Director of Professional Development, National Sheriffs' Association

Charles Guddemi

Statewide Interoperability Coordinator, D.C. Homeland Security and Emergency Management Agency

Robert Chapman

Acting Director, COPS Office

Joseph Heaps

Senior Physical Scientist, National Institute of Justice

Ileana Ciobanu

Senior Counsel, DOJ Office of Legal Policy

Hyla Jacobson

Research Assistant, PERF

Nicole Corbin

Lieutenant, California Department of Corrections and Rehabilitation

Kevin Jinks

Senior Counsel, DOJ Office of Legal Policy

Matt Cronin

National Security & Cyber Crime Coordinator, Executive Office for United States Attorneys

Phil Keith

Director (ret.), COPS Office

Rodolfo Cuevas

Massachusetts Department of Transportation

Roxana Kennedy

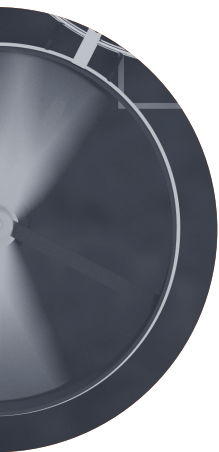
Chief, Chula Vista (CA) Police Department

Robert Dahling

Lieutenant, New York City (NY) Police Department

Tom Madigan

Assistant Sheriff, Alameda County (CA) Sheriff's Office

**David Maitlen**

Sergeant, Torrance (CA) Police Department

Lisa Mantel

Deputy Director of Technical Assistance, PERF

Dave McClure

Senior Principal, PERF

Ben Miller

Director, Colorado Center of Excellence for
Advanced Technology Aerial Firefighting

John T. Orr

Captain, Virginia Beach (VA) Police Department

Michael O'Shea

UAS Integration Office Program Manager,
Federal Aviation Administration

Don Redmond

Captain, Chula Vista (CA) Police Department

Janet Riffe

Manager, Enforcement Standards & Policy
Division, Federal Aviation Administration

Adam Ringle

Sergeant, Wilmington (DE) Police Department

Don Roby

Training Program Manager, Airborne Public
Safety Association

Martin Sayre

Commander, St. Cloud (MN) Police Department

Matthew Scheider

Assistant Deputy Director, Community Policing
Advancement, COPS Office

Mike Shamblin

Captain, Fairfax County (VA) Police Department

Jessica Toliver

Director of Technical Assistance, PERF

Duane Tompkins

Sergeant, Polk County (FL) Sheriff's Office

Robert Tracy

Chief, Wilmington (DE) Police Department

Chuck Wexler

Executive Director, PERF

Appendix B. Chula Vista Police Department UAS Drone as First Responder Brochure



UNMANNED AERIAL SYSTEMS (UAS)

Drone as First Responder (DFR) Program



Community safety is the Chula Vista Police Department's first priority. We are excited to share this program with you.

Program Mission

The Chula Vista Police Department's Drone as First Responder (DFR) Program provides airborne support to public safety operations in a safe, responsible, and transparent manner to protect the public, preserve the peace, reduce response times and increase overall quality of life in Chula Vista.



What is the Drone as First Responder program?

In 2018, the Chula Vista Police Department (California) pioneered a new concept: in rapid response to police emergencies: Using unmanned aerial systems (commonly known as drones) to pro-actively respond to emergency calls. The concept was so revolutionary that in May of 2018, it was chosen as the only municipal program in the nation to be tested as part of the FAA's Unmanned Aerial Systems (UAS) Integration Pilot Program (IPP).

The Drone as First Responder (DFR) concept is different than traditional drone programs in that it is proactive rather than reactive. Instead of launching a drone after an officer is already on scene, Chula Vista's DFR program stations drones at permanent locations throughout the city and respond proactively to emergencies as soon as they happen.

The intent of the program is to get a drone on scene before responding officers arrive. Certified teleoperators can evaluate the situation remotely and relay information to officers and field supervisors. The drone can also feed live-streaming video of the incident to commanders and first responders. This helps personnel determine the best tools, tactics and resources to safely mitigate a problem – often before officers arrive on scene.

The program gives first responders real-time tactical information and even "eyes on scene", proving to be a powerful de-escalation tool. Since the program was first launched, there have been multiple incidents where officers have scaled down their tactics and successfully defused situations with reduced use of force.

DFR Groundbreaking Achievements

- CVPD was selected by the FAA as one of only 10 teams among hundreds of applicants as part of the FAA's Integration Pilot Project (IPP) and was the only law enforcement member to participate. The IPP is a federal initiative designed to help integrate drones into the National Air Space (NAS).
- FAA authorization to fly Beyond Visual Line of Sight (BVLOS) waiver. This allows drones to fly up to 3 miles in any direction from the launch site. Maintaining visual line of sight is considered a major component of drone flight. It is the prevailing limit on how far a drone pilot can fly their drone which also takes into consideration other factors such as weather conditions and the presence of large obstacles. CVPD is the only law enforcement agency in the nation currently authorized for BVLOS.
- FAA approval for complete citywide coverage of DFR providing for a new and effective way of providing law enforcement critical information to respond to Calls For Service, emergency situations or to conduct criminal investigations. Some examples include: providing an overhead view of an area or incident for ground personnel, safely clearing the exterior of buildings, providing detailed documentation of crime and accident scenes, and searching for lost or missing persons. The multiple drone launch sites allows for DFR coverage for the vast majority of the geographic area of Chula Vista.
- FAA approval allowing (2) drones to be in operation for (1) separate incident. CVPD is currently the only law enforcement agency in the country authorized by the FAA to have (2) drones flying in close proximity airspace for (1) specific incident. This will allow for drones to remain on-scene at a critical incident and provide real-time information to first responders without a lack of drone coverage.
- CVPD is the first and only police department in the nation to test and successfully use Live911. This revolutionary software allows for officers to live-stream 911 calls directly to officers in the field. Drone teleoperators (drone pilots) monitor Live911 to get a "jump-start" and launch the drone immediately to deliver live-stream video to responding officers providing quality information for enhanced decision making allowing for safer outcomes for everyone involved.
- The DFR program has now responded to thousands of separate incidents and the program continues to serve the residents of Chula Vista by reducing response times and increasing safety.



International Recognition

- 2019 California Police Chiefs Association (CPCA) & Motorola Excellence in Technology Innovation Award recognizing CVPD for its superior achievement and innovation in the field of technology.
- 2020 International Association Chiefs of Police (IACP) Leadership Award Winner in Police Aviation.
- 2020 Association for Unmanned Vehicles Systems International (AUVSI) Award Winner for CVPD's Drone as First Responder Program.



How does the DFR program protect the community's privacy?

The intent of the DFR program is to enhance the Police Department's response to emergency calls for service. The program provides officers with timely information, helping keep citizens safe. Drones are used during an active response to an emergency or other call for police assistance.

The Chula Vista Police Department's policies prohibit drone operators from intentionally recording or transmitting images of any location where a person would have a reasonable expectation of privacy, such as private backyards or inside private buildings, except where authorized by a warrant issued by a judge or in emergency situations.

✓ How are DFR video and photos handled and who has access?

All video and photo evidence taken during any UAS mission is stored in the same manner and location as Body Worn Camera (BWC) video and other investigative evidence. The Police Department utilizes a private "cloud" service, Evidence.com, to store all digital evidence. The service is authorized and certified under both state and federal regulations for the security and protection of confidential information and is available only for official law enforcement purposes. Video and photos are stored and saved for a limited time (one year or less) unless it is categorized as evidence in an actual crime or formal investigation. Then it is stored for a period of time consistent with all other evidence related to that incident/investigation.

Generally, UAS photos and video are considered part of the investigative record and are not available to the public under the California Public Records Act (CPRA) or Freedom of Information Act (FOIA). For more details, please refer to the Chula Vista Police Department Policy on Portable Audio/Video Recorders.



De-escalation at its best!

- Our personnel deploys a variety of strategies to gather important information about hazards and threats, or the lack thereof, to avoid unnecessary confrontations.
- By using DFR, we provide officers, dispatchers and supervisors with invaluable real-time information via their cell phone or computer.
- Our innovative use of drones as first responders (DFR) allows officers to view potential hazards and develop sound strategies and tactics before rushing into a potentially dangerous situation.
- www.chulavistapd.gov/dfp
- CVPD's website tracks and stores online flight history and all drone-related activity.



Drone Flight History Maps

To achieve public transparency, CVPD uses drone detection software to track all drone flights launched by the Chula Vista Police Department. CVPD is making sure their drone flight data is available to the public on our website at www.chulavistapd.gov/dfp.



FAQs (Frequently Asked Questions)

What is a drone or UAS?

UAS is an Unmanned Aerial System and is commonly called a drone. A drone is an aerial device with an onboard computer that is operated remotely, generally by a pilot on the ground using a handheld controller. Small drones are battery operated, weigh less than 55 pounds, have several rotors like a helicopter, and are equipped with a video camera.

Where is the video and photos taken by the UAS stored?

All video and photo evidence taken during any UAS mission is stored in the same manner and location as Body Worn Camera (BWC) video and other investigative evidence. The Police Department utilizes a private "cloud" service, Evidence.com, to store all digital evidence. The service is authorized and certified under both state and federal regulations for the security and protection of confidential information, and is available only for official law enforcement purposes. Evidence is stored and saved for a limited time (one year or less) unless it is categorized as evidence in an actual crime or formal investigation. Then it is stored for a period of time consistent with all other evidence related to that incident/investigation.

What training do UAS pilots undergo?

In addition to the training and study required to maintain a FAA Part 107 Remote Pilot License, all CVPD UAS team members train regularly in a variety of locations and settings to ensure operational efficiency. All training is documented, and the records are maintained by CVPD and are subject to review by the Federal Aviation Administration (FAA).

Who has access to the video and photos?

Video and photos collected by UAS are stored for the purposes of conducting police investigations and subsequent prosecutions. Accordingly, videos and photos are generally accessible to police investigators for official use only. Like all police records, video and photos may also be subject to additional release under the same rules and restrictions as BWC Video and other items of evidence. Generally, UAS photos and video are considered part of the investigative record and are not available to the public under the California Public Records Act (CPRA) or Freedom of Information Act (FOIA). For more details, please refer to the Chula Vista Police Department Policy on Portable Audio/Video Recorders.

How is my privacy protected?

The intent of the DFR program is to enhance the Police Department's response to emergency calls for service. As such, drones are used during an active response to an emergency or other call for police assistance. CVPD policy prohibits drone operators from intentionally recording or transmitting images of any location where a person would have a reasonable expectation of privacy, such as private backyards or inside private buildings, except where authorized by a warrant issued by a judge or in emergency situations.

Continued on next page...

FAQs (Frequently Asked Questions) - continued

What rules and regulations must CVPD's UAS pilots follow?

All CVPD UAS pilots are subject to FAA regulations related to airspace use, and all must have a valid Part 107 Remote Pilot License. UAS pilots are also subject to the Chula Vista Police Department policy on UAS operations, which is available on the CVPD website.

Why does CVPD use UAS rather than helicopters?

Helicopters and other manned aircraft (air support) are very expensive to operate. Currently, CVPD relies on the San Diego Police Department and the San Diego Sheriff's Department for air support. UAS can be used in a variety of ways that supplement mutual aid air support requests in a cost-effective and efficient manner, like the Drone as First Responder (DFR) aerial intelligence-led emergency response.

What is Drone as First Responder (DFR) operations?

Drone as First Responder (DFR) operations is an innovative and transformative use of UAS developed and implemented by the Chula Vista Police Department and Motorola, a private UAS integration company. DFR is the public safety Concept of Operations for the San Diego City IPP team. The concept is to utilize a UAS to fly to any reported incident and arrive prior to first responders on the ground. The video feed from the UAS is viewed at the police department by a trained first responder (teleoperator or TO). The TO is able to operate the UAS remotely and communicate with field personnel via radio immediately. The TO is able to evaluate the scene and circumstances before those in the field arrive and provide necessary tactical information that helps them stay safe and increase efficiency. The video feed is also immediately available to every officer in the field via a smart phone application. Officers and fire personnel can see for themselves what they are responding to. The ability to evaluate the resources needed, prepare the proper tactical response, and increase the safety of the first responders and the public is the intent of the project and the mission of Chula Vista Police Department.

When do Chula Vista Police use UAS (drones)?

The Chula Vista Police Department uses UAS in a variety of circumstances such as documenting crime and accident scenes, searching for missing or wanted persons, fires, and evaluating damage after a major incident or natural disasters. These can happen anywhere in the City and the CVPD UAS team will respond to those on an as-needed basis. The Chula Vista Police UAS Team is also part of an FAA initiative (UAS Integration Pilot Project, or IPP), that encourages public agencies and private companies to partner in using UAS in innovative ways to serve the community and evaluate the integration of UAS into the National Air Space (NAS). Since October 22, 2018 CVPD in partnership with CAPE (now Motorola) and other companies has been utilizing UAS to respond to emergency calls or reported incidents in the area around the police department building (roughly 1-mile radius). UAS are launched from various locations throughout the city and fly toward the scene of incident such as a crime in progress, serious accident, officer in need of assistance, or any other incident where having advanced knowledge of what is happening at the scene before police and fire first responders arrive may add to safety and efficiency. This program is called Drone as First Responder (DFR) Operations (see above).

How do I ask a question or make a complaint about UAS in Chula Vista?

Anyone may email the UAS team directly at UASTeam@Chulavistapd.org. Also anyone may make a service complaint to the Chula Vista Police Department in person, via phone (619) 691-5151, or fill out the complaint form here.

For more FAQs related to UAS, visit <https://www.faa.gov/uas/faqs/>



Our Culture

- We embrace mutual respect for human life of all people.
- We reinforce progressive and transformative community policing strategies.
- We require our officers to intervene to prevent misconduct, and to report misconduct to superiors.
- Our leadership consistently reinforces compassionate and respectful interaction with our community.
- Our Chief speaks directly to our members in one-on-one interactions and frequent group communications to reinforce our shared vision.
- Our leadership and training personnel reinforce community expectations, policies and decision-making guidance through progressive training strategies.



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About PERF

The **Police Executive Research Forum (PERF)** is an independent research organization that focuses on critical issues in policing. Since its founding in 1976, PERF has identified best practices on fundamental issues such as police use of force; developing community policing and problem-oriented policing; using technologies to deliver police services to the community; and evaluating crime reduction strategies.

PERF strives to advance professionalism in policing and to improve the delivery of police services through the exercise of strong national leadership, public debate of police and criminal justice issues, and research and policy development.

In addition to conducting research and publishing reports on our findings, PERF conducts management studies of individual law enforcement agencies; educates hundreds of police officials each year in the Senior Management Institute for Police, a three-week executive development program; and provides executive search services to governments that wish to conduct national searches for their next police chief.

All of PERF's work benefits from PERF's status as a membership organization of police officials, who share information and open their agencies to research and study. PERF members also include academics, federal government leaders, and others with an interest in policing and criminal justice.

All PERF members must have a four-year college degree and must subscribe to a set of founding principles, emphasizing the importance of research and public debate in policing, adherence to the Constitution and the highest standards of ethics and integrity, and accountability to the communities that police agencies serve.

PERF is governed by a member-elected President and Board of Directors and a Board-appointed Executive Director.

To learn more, visit PERF online at www.policeforum.org.





About the COPS Office

The **Office of Community Oriented Policing Services (COPS Office)** is the component of the U.S. Department of Justice responsible for advancing the practice of community policing by the nation's state, local, territorial, and tribal law enforcement agencies through information and grant resources.

Community policing begins with a commitment to building trust and mutual respect between police and communities. It supports public safety by encouraging all stakeholders to work together to address our nation's crime challenges. When police and communities collaborate, they more effectively address underlying issues, change negative behavioral patterns, and allocate resources.

Rather than simply responding to crime, community policing focuses on preventing it through strategic problem-solving approaches based on collaboration. The COPS Office awards grants to hire community policing officers and support the development and testing of innovative policing strategies. COPS Office funding also provides training and technical assistance to community members and local government leaders, as well as all levels of law enforcement.

Since 1994, the COPS Office has invested more than \$14 billion to add community policing officers to the nation's streets, enhance crime fighting technology, support crime prevention initiatives, and provide training and technical assistance to help advance community policing. Other achievements include the following:

- To date, the COPS Office has funded the hiring of approximately 130,000 additional officers by more than 13,000 of the nation's 18,000 law enforcement agencies in both small and large jurisdictions.
- Nearly 700,000 law enforcement personnel, community members, and government leaders have been trained through COPS Office-funded training organizations and the COPS Training Portal.
- Almost 500 agencies have received customized advice and peer-led technical assistance through the COPS Office Collaborative Reform Initiative Technical Assistance Center.
- To date, the COPS Office has distributed more than eight million topic-specific publications, training curricula, white papers, and resource CDs and flash drives.
- The COPS Office also sponsors conferences, roundtables, and other forums focused on issues critical to law enforcement.

COPS Office information resources, covering a wide range of community policing topics such as school and campus safety, violent crime, and officer safety and wellness, can be downloaded via the COPS Office's home page, <https://cops.usdoj.gov>.

In early 2020, the COPS Office launched a working group comprising leaders in the field—both state, local, tribal, and territorial (SLTT) and federal—to identify and create vital resources for law enforcement agencies using and dealing with community use of drones. This publication is a community engagement guide for SLTT law enforcement agencies to establish solid public relations with respect to their drone programs. It covers a range of promising practices that agencies can use to enhance their transparency and community engagement efforts around unmanned aerial systems.



COPS

Community Oriented Policing Services
U.S. Department of Justice

U.S. Department of Justice
Office of Community Oriented Policing Services
145 N Street NE
Washington, DC 20530

To obtain details on COPS Office programs, call
the COPS Office Response Center at 800-421-6770.

Visit the COPS Office online at cops.usdoj.gov.



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