



## Quail Homeowners Association, Inc. Surveillance Video System Procedures

“Homeowners steps to take if criminal activity is suspected”

Adopted by Quail Homeowners Association Board on:

Quail Homeowners Association (QHA) have purchased a two location, two directional, video recording system that stores video based on motion. This system has the resolution to capture vehicle license plates and scene detail at 1) Valley Knoll Road @ Valley Greens Drive and 2) Lake Place @ Valley Greens Drive. These cameras are mounted on PG&E poles. Each pole has 2 cameras, pointing in opposite directions. Video is stored locally for 30 days at which time it is overwritten by new motion events. Surveillance Grid Integration Services (SGIS) provides service and system maintenance Mondays through Fridays 8 a.m. to 5 p.m.

SGIS has been retained to search and report on vehicle and motion activity based on reports of suspected criminal activity made to the Sheriff's Department. SGIS will provide video summaries or video detail to QHA management and local law enforcement upon their request. Captured video may be used by law enforcement to clear incidents by reviewing vehicle or person movement at the two camera installation points during the suspected incident timeframe. SGIS, upon request by law enforcement and with approval of QHA management, will provide additional video information outside of the incident occurrence timeframe within the 30-day storage limit if law enforcement requests such information relating to a criminal investigation.

**What qualifies for video request?** Any activity that is a potential criminal act (misdemeanor or felony) that has been reported to the Sheriff and which the Sheriff has assigned a case number. Incident related captured video will be stored and retrievable in SGIS case number format.

## Procedure:

Two different scenarios, based on time sensitive need, trigger an incident report and video retrieval to both law enforcement and QHA;

### 1. Urgent Emergency – immediate need

- Homeowner would contact 911 or Monterey Sheriff's department and report an urgent incident and need for assistance.
- If applicable, Law Enforcement requests stored video data from SGIS via SGIS 24x7 hotline to support "hot pursuit" investigations (Urgent nature).
- SGIS, based on time and location data, provides Law Enforcement with edited (filtered for date, time, and other pertinent data) video in real time mode.
- Based on Law Enforcements request, SGIS will provide real time direct camera access.
- SGIS creates "incident report" (see attached) and sends a copy to QHA.
- Homeowner works directly with Law Enforcement until incident closure.

### 2. Non-Emergency (NOT TIME SENSITIVE)

- An event has occurred that has been reported to law enforcement:
  - Homeowner calls Monterey Sheriff at 831-647-7911 and files an officer needed non-emergency report.
  - Homeowner calls SGIS at 408-612-8068 or logs onto; [www.Surveillancegrid.com/incident](http://www.Surveillancegrid.com/incident) and completes the video request form, requesting SGIS to provide copy of video to law enforcement.
- From Monday through Friday 8AM to 5PM, SGIS will search video storage, based on the requested timeframe, and summarize vehicle or human motion.
- SGIS will make the summarized video detail available if requested by the Sheriff's office within 1 (one) business week.
- Homeowner will follow up with Sheriff's department for resolution.

**NOTE:**

1. None of the video is supplied to the homeowner. It is supplied to law enforcement. In optimum conditions, SGIS will be able to retrieve Vehicle information including license plate, color of vehicle, type vehicle, human movement, and color of clothing; this information is time stamped.
2. There is no warranty that the video will operate 24/7, as there will be times that it may be out of service due to servicing, maintenance, power outages or other matters beyond the control of the QHA.
3. Video is not released in non-criminal actions, except pursuant to a valid court order. Any video released pursuant to a court order will also be given SGIS case number.
4. Video that becomes part of a law enforcement investigation will be filed by SGIS case number (and if available, cross referenced to the existing incident report).
5. All SGIS case numbered files will be retained by SGIS for one year. At the end of one-year, SGIS will purge case stored video. At the request of QHA, SGIS will provide QHA a copy of the SGIS case number identified video file for its maintenance after the 1 year period.