

However, over-reliance upon electronic data tools is an inadequate substitute for interpersonal management of staff. Routine monitoring or review of video footage by management erodes morale and suppresses employee engagement to the detriment of the organization.

Managers should continue to rely primarily upon traditional management techniques of regular communication with employees, meetings, and managerial oversight, all with the goal of fostering regular communication with the workforce. When investigations are necessary, direct questioning of the employee(s) involved is typically a more direct and fruitful method to establish what actions or behaviors occurred and to also understand the context, intent, and any mitigating factors.

In instances where direct discussion with the employee(s) does not reasonably resolve the matter at hand, then further investigation should be taken which may include a request for Historical Video.

Requirements for Review of Historical Video Content

In order to request and review Historical Video content, approval must be obtained from the OSA Deputy Director prior to any review. This requirement extends to any type of investigation conducted by a manager, if there is any reason to believe that employee actions or behaviors influenced the outcome. The appropriate DES HR Analyst also must be notified of the video review request in advance of reviewing the video content and when possible, should be present for the review.

In seeking approval from the OSA Deputy Director, the manager shall provide the following information:

1. Identification of the specific cameras which collected the video sought, and the specific timeframe which will be recovered and reviewed.
2. Identification of the employee(s) suspected and behavior(s) or action(s) which are suspected to have occurred.
3. Origin of the suspicion of such behaviors or actions (i.e., how did manager learn of, or come to suspect, the action or behavior).
4. Investigative steps already taken. In nearly all cases, the manager should question the suspected employee(s) prior to seeking Historical Video. Other actions taken prior to requesting approval would typically include review of other County data systems such as timesheets, work order systems, Automatic Vehicle Location (AVL) systems, building access, etc.

The Deputy Director will consider the severity of the behavior or action believed to have occurred, the reasonableness of the Personnel Investigation, and the appropriateness of the scope of the data requested prior to approving a request.

If a request is approved, the manager will notify the employee(s) whose conduct is reviewed of the existence and parameters of the review and copy the appropriate DES HR Analyst. If employee notification would reasonably impede effective investigation of a matter, notification may be delayed until the investigation is resolved. An employee who is notified that their conduct was reviewed may request a copy of the relevant Historical Video through the DES HR Analyst and shall be provided with a copy except to the extent that provision would impact the reasonable privacy or other rights of another person or agency.

For questions about this policy, please contact the DES Administrative Services Chief or one of the DES HR Analysts.

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