



# Incident-Driven Video Recording Systems

*January 24, 2023*

Fiscal Year 2022 Report to Congress



**Homeland  
Security**

*U.S. Customs and Border Protection*

# Message from the Acting Deputy Commissioner

January 24, 2023

I am pleased to submit the following report, “Incident-Driven Video Recording Systems,” which was prepared by U.S. Customs and Border Protection (CBP).

This report was compiled pursuant to the direction set forth in House Report 117-87, which accompanies the Fiscal Year (FY) 2022 Department of Homeland Security (DHS) Appropriations Act (P.L. 117-103). The report provides an update on the deployment of body-worn cameras (BWC) and incident-driven video recording systems (IDVRS) and on relevant agency policies and procedures.



Pursuant to congressional requirements, this report is being provided to the following Members of Congress:

The Honorable Dave Joyce  
Chairman, House Appropriations Subcommittee on Homeland Security

The Honorable Henry Cuellar  
Ranking Member, House Appropriations Subcommittee on Homeland Security

The Honorable Chris Murphy  
Chair, Senate Appropriations Subcommittee on Homeland Security

The Honorable Cindy Hyde-Smith  
Ranking Member, Senate Appropriations Subcommittee on Homeland Security

I would be pleased to respond to any questions that you may have. Please do not hesitate to contact my office at (202) 344-2001.

Sincerely,

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Benjamin C. Huffman  
Acting Deputy Commissioner  
U.S. Customs and Border Protection

# Executive Summary

House Report 117-87, which accompanies the FY 2022 DHS Appropriations Act (P.L. 117-103), requires CBP to update Congress on the deployment of IDVRS, agency policies related to IDVRS, and procedures for retaining IDVRS video footage.

The use of IDVRS has been a key component of CBP's efforts to earn and keep the public's trust and confidence in the critical work that CBP does, while enforcing the laws that CBP is sworn to uphold. In FY 2017, Congress directed CBP to evaluate IDVRS technology (House Report 114-668). CBP concluded that IDVRS can help CBP to increase transparency, to establish the veracity of allegations against CBP law enforcement personnel, and to assist CBP law enforcement personnel in gathering evidence. In April 2019, the CBP Agency Leadership Council designated U.S. Border Patrol (USBP) as the executive agent of the IDVRS Program and approved a targeted deployment, in line with the results and recommendations of the IDVRS evaluation. In September 2020, USBP established an IDVRS Program Management Office (PMO) and signed a vendor contract for hardware and software.

CBP approved an initial targeted deployment of IDVRS technology beginning in the summer of FY 2021 and continuing through the end of FY 2022. When training is completed at the end of Calendar Year (CY) 2023, the initial targeted deployment will equip approximately 8,600 CBP law enforcement personnel, plus spare BWCs, at a program wide cost of \$35,794,000. This figure includes the cost of IDVRS and Video Management System licenses, necessary information technology (IT) and infrastructure maintenance costs, and personnel support.

Following a successful deployment to several of the initial targeted sites, USBP Chief Raul L. Ortiz directed USBP to expand IDVRS to all stations by 2025. In June 2022, then-CBP Commissioner Magnus requested an accelerated deployment schedule. The IDVRS Program plans to train and equip all frontline USBP agents with IDVRS technologies by the end of CY 2023. Currently, the IDVRS PMO is baselined at \$20,000,000 with an additional \$24,900,000 called out specifically for IDVRS in the President's Budget. It is anticipated that \$4,900,000 of this will be used to increase Freedom of Information Act personnel to ensure that CBP maintains transparency to the public. The remaining \$40,000,000 will be used to procure additional IDVRS equipment (i.e., BWCs, licensing, and cloud storage) and to improve IT infrastructure.

IDVRS—specifically, BWC technology—is evolving and CBP is committed to testing equipment and resources that meet CBP's operational requirements. CBP also is developing policies, is conducting further technical evaluations, and is resolving other issues such as privacy considerations. CBP will approach this effort thoughtfully and welcomes the opportunity to share its progress with the entire workforce and the public as it moves forward.



# Incident-Driven Video Recording Systems

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# I. Legislative Language

This document was compiled pursuant to direction set forth in House Report 117-87, which accompanies the Fiscal Year (FY) 2022 Department of Homeland Security (DHS) Appropriations Act (P.L. 117-103) and states:

CBP shall follow the directives in the explanatory statement accompanying Public Law 116-260 related to the following:

- (1) Body-worn cameras;

The Joint Explanatory Statement accompanying the FY 2021 DHS Appropriations Act (P.L. 116-260) states:

*Body-Worn Cameras.*—CBP is directed to continue requiring the use of fixed, vehicle, and body-worn cameras for officers and agents in interactions with the public through its Incident Driven Video Recording System program, which helps provide an accurate representation of law enforcement encounters while allowing agents and officers to safely perform their duties. CBP shall comply with department-wide policy on protecting the privacy of both CBP law enforcement personnel and the public and ensure appropriate infrastructure is in place to support the use of body-worn cameras, including any associated storage and video management system requirements. Within 90 days of the date of enactment of this Act, CBP shall provide a plan to the Committees, to also be made available on a publicly accessible website, on the schedule for deploying body-worn cameras and detailing relevant policies and procedures for the use of the technology and retention of and access to video data.

## II. Background

U.S. Customs and Border Protection's (CBP) mission, as described in the "U.S. Customs and Border Protection Strategy 2021-2026: Mission, Team, Future,"<sup>1</sup> is "[To] protect the American people, safeguard our borders, and enhance the Nation's economic prosperity." Fulfilling this mission involves active patrolling, monitoring, and screening of individuals entering the United States. Transparency into operations and accountability for officers/agents and public interactions is critical to these duties. Part of reinforcing transparency involves recording interactions with the public.

CBP proactively began studying body-worn cameras (BWC) in 2014 with an initial BWC feasibility study. This study concluded that BWCs may offer benefits in support of CBP's mission, but that additional consideration and research was necessary prior to a decision on implementation.

In the FY 2017 DHS Appropriations Act (P.L. 115-31), Congress mandated that CBP evaluate BWC technologies and provided funds for it to do so. In January 2017, CBP issued the Incident-Driven Video Recording Systems (IDVRS) Policy Directive to support an evaluation of IDVRS technology. From May through November 2018, CBP conducted an evaluation in alignment with the congressional mandate. The evaluation indicated limited visibility into many interactions between CBP law enforcement personnel and the public. CBP lacked the capability to record these encounters, especially at sites that did not have adequate fixed-camera infrastructure. In March 2019, CBP submitted a report on the evaluation results, which found that IDVRS could help to establish the veracity of allegations against CBP law enforcement personnel and could provide increased transparency into CBP officer/agent interactions with the public. In April 2019, the Agency Leadership Council approved a targeted, multiyear, phased deployment of IDVRS to U.S. Border Patrol (USBP) checkpoints that are not equipped adequately with fixed cameras and Office of Field Operations (OFO)-specialized operations. The Agency Leadership Council designated USBP as CBP's executive agent for IDVRS. USBP's Program Management Office (PMO) Directorate currently oversees the IDVRS Program.

IDVRS encompasses incident-driven, nonsurveillance, audio/video recording devices operated by CBP and used by CBP law enforcement personnel in the course of their official duties. Currently, CBP is implementing IDVRS in the form of BWCs, with plans to test fleet-mounted systems in FY 2024.

IDVRS originally was deployed in a phased approach at USBP locations that primarily are checkpoints lacking adequate fixed camera infrastructure. IDVRS received guidance in FY 2022 from the CBP Commissioner to expedite deployment to all Border Patrol agents (BPA). USBP began deploying IDVRS in the summer of FY 2021 and will expand to all USBP- and OFO-specialized operations in FY 2023, including plans to deploy to approximately 8,600 total BPAs by the end of Calendar Year (CY) 2022.

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<sup>1</sup> [U.S. Customs and Border Protection, \*U.S. Customs and Border Protection Strategy 2021 – 2026, 2021\*.](#)

In FY 2020, IDVRS received \$21,750,000 in congressional funding; in FY 2021, IDVRS received \$14,044,000; and in FY 2022, the program received \$20,000,000. These funds were used to purchase BWCs and Video Management System (VMS) licenses, to make information technology (IT) infrastructure investments, and to support other necessary operations to ensure successful deployment, expansion, and operations/support.

CBP developed a CBP-wide directive signed by Acting CBP Commissioner Troy A. Miller on August 6, 2021. Additionally, USBP issued internal operating procedures, which USBP Chief Raul L. Ortiz signed on August 16, 2021. Standard operating procedures (SOP) that establish requirements for using IDVRS technology at specific USBP sectors and stations were developed, in alignment with existing policy and in support of CBP's mission. The directive was released publicly on CBP's Accountability and Transparency website on February 10, 2022<sup>2</sup>.

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<sup>2</sup> CBP DIRECTIVE 4320-030B - Incident-Driven Video Recording System, <https://www.cbp.gov/document/directives/cbp-directive-4320-030b-incident-driven-video-recording-system>

## III. Discussion

### A. Acquisition Status

Between the 2018 IDVRS evaluation and the planned field deployment for FY 2021, CBP has established and managed an acquisition program for the acquisition and procurement of IDVRS technology. CBP secured approval of the capability analysis report (CAR) by the DHS Joint Requirements Council (JRC) in December 2019.

Following the CAR, CBP drafted a consolidated operational requirements document (CORD) that incorporates the traditional mission needs statement, concept of operations, and operational requirements documentation. The Component Acquisition Executive (CAE) approved the CORD on November 30, 2020, after JRC validation.

On September 2, 2020, CBP briefed the Acquisition Review Council (ARC) and CAE Mark S. Borkowski regarding the IDVRS Program. At this review, the CAE approved the establishment of IDVRS as a program of record (Acquisition Decision Event (ADE)-2A) and approved the initial procurement/deployment of capability (ADE-2C).

In September 2020, CBP awarded a contract to Axon Enterprises, Inc. (Axon) for the purchase of BWCs and VMS licenses to support IDVRS. Axon shipped cameras and docking stations to 35 USBP sites. CBP currently is coordinating with deployment sites to install docking stations and cabling to support the cameras for operational use.

On January 21, 2022, CBP briefed the ARC and received approval for ADE-3, which allowed for the continued progress toward IDVRS full operating capability.

In June 2022, CBP awarded a base plus 4-year contract to Axon for the long-term purchase of VMS licenses and storage. The Digital Evidence Management Systems contract provides a gradual increase in licensing availability over a 5-year period. These licensing agreements are designed to be based on agency size and provide additional cost savings to CBP when compared to purchasing licenses individually.

In August 2022, CBP awarded a contract to Axon for the purchase of an additional 2,476 BWCs and VMC licenses to support IDVRS. Axon will be shipping cameras and docking stations to eight USBP stations. CBP will begin coordinating with deployment sites to install docking stations and cabling to support the cameras for operational use.

Following operational test and evaluation (OT&E) conducted at the CBP Advanced Training Center in Harpers Ferry, West Virginia, the IDVRS Program has made operational requirement changes to address minor deficiencies identified during OT&E.

CBP conducted or will conduct the following systems engineering lifecycle reviews on the listed dates:



- **Production Readiness Review:** June 4, 2020 (complete)
- **Operational Test Readiness Review:** February 11, 2021 (complete)
- **Operational Readiness Review:** June 24, 2021 (complete)
- **Post-Implementation Review:** February 2023
  - Johns Hopkins University - Applied Physics Laboratory will be conducting a post-implementation review on the IDVRS Program. The review is scheduled to be completed in February 2023.

In FY 2022, DHS designated CBP as the executive agent for the strategic sourcing vehicle in development for DHS to provide an indefinite delivery, indefinite quantity contract vehicle for all DHS Components to place orders for BWCs and their supporting technologies. Additionally, IDVRS collaborates with DHS Components (U.S. Immigration and Customs Enforcement, U.S. Secret Service, Federal Protective Service, among others) and other federal law enforcement agencies (U.S. Department of Justice, U.S. Department of the Interior, among others) on best practices for BWC pilot program and program management operations, including sharing foundational policy and requirements documentation. IDVRS also engages outside stakeholders such as nongovernmental organizations and the National Border Patrol Council union on feedback pertaining to program policy and status.

USBP Assistant Chief Edward P. Wagner serves as the IDVRS acquisition program manager.

## B. Field Deployment Status

IDVRS is in the process of delivering hardware to IDVRS deployment locations along the U.S. borders. As of August 2022, the IDVRS PMO has deployed IDVRS to 29 USBP locations (i.e., USBP stations, special operations detachments (SOD), and the Central Processing Center (CPC)) across 12 sectors (El Paso, Big Bend, Del Rio, El Centro, San Diego, Swanton, Yuma, Tucson, Rio Grande Valley, Blaine, Detroit, and Laredo Sectors). Table 1 below lists the stations at which the IDVRS PMO trained coordinators and agents and deployed BWCs.

<b>Sector</b>	<b>Deployment Start Month</b>
El Paso	July 2021
Big Bend	August 2021
Del Rio	August 2021
El Centro	October 2021
San Diego	October 2021
Swanton	November 2021
Yuma	November 2021
Tucson	December 2021
Rio Grande Valley	June 2022
Blaine	March 2022
Detroit	March 2022
Laredo	March 2022

The vendor delivered all docking stations and BWCs (including spares) to these stations. As of August 24, 2022, 4,002 agents out of a total of 5,791 agents for these 29 sites have been trained and are using IDVRS.

CBP will deploy cameras to every USBP station by the end of CY 2023. This includes the CPCs, every SOD, and the Border Patrol Academy in Artesia, New Mexico. By the end of CY 2023, CBP will deploy cameras to a select number of OFO locations.

**Note:** CBP will begin initial IDVRS deployment to Air and Marine Operations agents in FY 2023.

### C. Program Funding

Table 2 below represents the cost of IDVRS program management and necessary IT and infrastructure maintenance costs. Table 3 provides an update on program execution of the spending plan.

<b>Table 2</b>	
<b>Implementation Costs</b>	
<i>FY 2020</i>	
<b>Total</b>	<b>\$21,750,000.00</b>
<i>FY 2021</i>	
<b>Total</b>	<b>\$14,044,000.00</b>
<i>FY 2022</i>	
<b>Total</b>	<b>\$20,000,000.00</b>

<b>Table 3</b>	
<b>IDVRS Program Spending Plan (\$ in millions)</b>	
Appropriated Funds	\$55.794
Funds Obligated, as of December 2022	\$55.794

## D. Relevant Procedures

### 1. Operational Procedures

IDVRS-equipped and -trained personnel are required to have their BWCs securely fastened to their upper torso, on their outermost garment, forward-facing, and “powered on” for the duration of their shift. The BWCs can be activated at an officer’s/agent’s discretion by pushing a button on the front of the camera. Officers and agents are instructed to record all enforcement encounters with the public, subject to a limited number of exceptions defined in policy, at the start of the event, or as soon as safely possible thereafter. These encounters include, but are not limited to:

- Use-of-force incidents;
- Encounters with the public that may become hostile or confrontational;
- Observed suspicious or possible illegal activity; and
- Other enforcement activities at the officer’s/agent’s discretion. For example, if an officer/agent believes that video recording would assist in the investigation or prosecution of a crime or otherwise would assist in documenting the incident for further law enforcement purposes, the officer/agent may record the incident within the bounds of privacy restrictions.

Officers/agents shall deactivate their cameras when involvement in the enforcement encounter has concluded or if they receive a direct order from a supervisor to deactivate the camera. Supervisors who order subordinates to stop recording must document the reason for doing so in a statement or report.

Officers/agents are instructed to alert individuals of camera recording if it does not interfere with the encounter or officer/agent safety. Otherwise, officers/agents should provide a notice of recording when possible and practical thereafter.

Officers/agents are prohibited from routinely or randomly viewing footage for the sole purpose of identifying policy violations and from recording: in locations where there is an expectation of privacy (restrooms, locker rooms, etc.); in medical treatment facilities unless related to official custodial duties; in non-CBP detention facilities; or during peaceful protest activity protected by the First Amendment. The IDVRS Program has coordinated with CBP and DHS Privacy to align

with existing system of records notices and to [update the privacy impact assessment](#)<sup>3</sup> for deployment.

## 2. Video Retention

Following their shifts, officers/agents are responsible for uploading their recorded footage to a VMS and for applying retention categories to the footage that will affect retention. All recorded footage will be stored in accordance with the National Archives and Records Administration's (NARA) retention schedules.

CBP maintains IDVRS data for one of three retention periods depending on the type of data: evidentiary, potentially evidentiary, and non-evidentiary. If footage is requested under the Freedom of Information Act (FOIA), it will be retained for the required FOIA retention period as listed below:

- Evidentiary – 75 years;
- Potentially evidentiary – 3 years (pending NARA final approval);
- Non-evidentiary – 180 days<sup>4</sup>; and
- FOIA – 6 years.

## 3. FOIA and Public Release

Given public interest in CBP's activities, CBP acknowledges the potential for an increase in FOIA requests for IDVRS footage. The CBP FOIA Office estimates that, using its current video redaction software, it takes between 45-60 minutes to redact 1 minute of footage.<sup>5</sup> At that pace, each FOIA analyst would be able to redact less than 1 hour of footage in 30 days and thus would be unable to comply with requirements. Because the CBP Privacy Office is responsible for redacting all CBP FOIA requests and FY 2022 funds were appropriated for BWCs specifically, IDVRS has been unable to fund CBP FOIA requirements. The inability to meet increased FOIA demands may result in increased FOIA litigation. However, FY2023 IDVRS appropriated funds are expected to incorporate CBP FOIA requirements in addition to BWCs in the amount of \$4.9M.

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<sup>3</sup> [Privacy Impact Assessment \(PIA\): DHS/CBP/PIA-052\(a\) Incident-Driven Video Recording Systems \(IDVRS\), July 2021.](#)

<sup>4</sup> The current non-evidentiary schedule retains footage for 90 days. CBP Records and Information Management is pending approval internally and is in discussions with NARA to increase the retention period to 180 days.

<sup>5</sup> Ibid.

## IV. Conclusion

The use of cameras is a key component of CBP's efforts to earn and keep the public's trust and confidence in the critical work that it does, while enforcing the laws that CBP is sworn to uphold. CBP's in-depth study to explore the use of BWCs in its varied operating environments concluded that these, and other types of cameras, may have positive benefits for CBP if acquired, deployed, and managed properly. CBP currently is working to implement IDVRS technology to key locations over the next several months.

To prepare for IDVRS continued deployment, CBP conducted rigorous testing of the digital system, is making substantial investments in IT infrastructure at local stations, and is conducting operational training with officers/agents on the use of IDVRS in the field. In September 2020, CBP awarded a contract to Axon for the purchase of BWCs and a VMS. Pursuant to that contract, Axon already has shipped cameras and IDVRS technology to 35 USBP sites. CBP currently is coordinating with deployment sites to install docking stations and cabling to support the cameras for operational use. Additionally, the IDVRS PMO has developed a CBP-wide directive and Component-specific internal operating procedures that govern the use of IDVRS. CBP also developed a template for SOPs that will govern the daily use of IDVRS at each site.

CBP will continue to make the necessary preparations to ensure the smooth implementation and use of IDVRS.

## V. Appendix – List of Abbreviations

<b>Abbreviation</b>	<b>Definition</b>
ADE	Acquisition Decision Event
ARC	Acquisition Review Council
Axon	Axon Enterprises, Inc.
BPA	Border Patrol Agent
BWC	Body-Worn Camera
CAE	Component Acquisition Executive
CAR	Capability Analysis Report
CBP	U.S. Customs and Border Protection
CORD	Consolidated Operational Requirements Document
CPC	Central Processing Center
CY	Calendar Year
DHS	Department of Homeland Security
FOIA	Freedom of Information Act
FOUO	For Official Use Only
FY	Fiscal Year
IDVRS	Incident-Driven Video Recording Systems
IT	Information Technology
JRC	Joint Requirements Council
MD	Management Directive
NARA	National Archives and Records Administration
OFO	Office of Field Operations
OT&E	Operational Test and Evaluation
PMO	Program Management Office
SOD	Special Operations Detachment
SOP	Standard Operating Procedure
USBP	U.S. Border Patrol
VMS	Video Management System