



Ohio Attorney General's Office  
Bureau of Criminal Investigation  
Investigative Report



2024-1814  
Officer Involved Critical Incident – 8401 South Dixie Highway,  
Rudolph, Ohio 43462

**Investigative Activity:** Document Review  
**Involves:** Wood County Sheriffs Office (O), Deputy Samuel M Miller (S)  
**Date of Activity:** 08/05/2024  
**Author:** SA Joshua S. Rammel, #175

**Narrative:**

On August 5, 2024, Special Agent (SA) Josh Rammel (Rammel) reviewed multiple documents provided by Meredith Nicholson (Nicholson), Director of IT with the Wood County Sheriff's Office (WCSO). The communication between Nicholson and the manufacturers of the body worn camera (BWC), Getac, concerned the BWC utilized by Deputy Samuel Miller (Miller) during the course of the Officer Involved Critical Incident (OICI) that occurred on June 16, 2024.

The communication was associated with the missing timeframe of footage from Miller's BWC that had been identified as occurring between 02:27:07 and approximately 03:13:00 on June 16, 2024.

The first two documents were the conclusion to the conversation thread between Nicholson and Getac Support Manager Stefan Bakken (Bakken) that was previously documented by SA Rammel in Investigative Report (IR) 35.

The conversation thread began on July 31, 2024, at 10:18am and continued through August 2, 2024, at 11:52am. The conversation included Bakken describing the current process involving the Getac Legal Department, and what was needed before the Legal Department could provide a signed letter from the Getac President. Bakken acknowledged what was officially needed per request of the Ohio Bureau of Criminal Investigation (BCI) and the Wood County Prosecutor's Office.

On August 2, 2024, Bakken informed Nicholson that the document was completed and signed by the President of Getac, and that an official form would be placed on company letterhead and provided to Nicholson.

The final document was the official letter signed by Getac President Michael McMahon (McMahon). The document stated that technical analysis was completed by Getac and the final conclusion established that the footage from June 16, 2024, was segmented into three sections. The first hour and the final half hour segments were properly recorded and

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Approved By SAS Scott A. Stranahan on  
08/06/2024

uploaded. The middle hour segment was not properly recorded and that the system logs from that timeframe are incomplete and missing.

Per Getac's conclusion, the "storage anomaly" was from the internal system of the BWC and was unrecoverable by Getac. The letter also stated that "to the best of our knowledge, the sophisticated nature of the anomaly makes it highly improbable that it was intentionally caused or triggered by any external factors, including human intervention".

The final message thread and the signed letter from McMahon was attached to this investigation.

**Attachments:**

Attachment # 01: SMillerBWCIssueGetacTicket2024\_3

Attachment # 02: Letter\_to\_Wood\_County\_8.02.2024\_-\_signed

Attachment # 03: SMillerBWCIssueGetacTicket2024\_2

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*Client:* Meredith Nicholson  
*Status:* Waiting Customer

Have questions? Please visit our [Knowledge Base \(http://kb.getacvideo.com\)](http://kb.getacvideo.com) for helpful tips!

<https://support.getacvideo.com/ticket/42872/> (<https://support.getacvideo.com/ticket/42872/>)

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**Stefan Bakken**

2 Aug 24 8:43 AM

Lol. Yep! Just received it about fifteen minutes ago. Attached the updated letter. I am hoping this will satisfy the request, from what I could tell from legal it sounds like this is as specific as we are able to get.

Thanks

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attachments:

**Letter to Wood County v.3.docx**

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**Meredith  
Nicholson**

2 Aug 24 8:58 AM

This latest version will satisfy our request. Please add Getac letter head and I can submit this to BCI. Grand jury is set for next week. We really appreciate you getting this to us quickly so there are no other setbacks.

Thank you,

Meredith

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**Stefan Bakken**

2 Aug 24 9:09 AM

Great! I have requested they send this through the hoops now and given them the August 7th deadline, so we should ideally have a final copy before that.

Thanks

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**Meredith  
Nicholson**

2 Aug 24 11:51 AM

I really appreciate it. Thank you!

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**Stefan Bakken**

2 Aug 24 11:52 AM

Changing status

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**[VIA ELECTRONIC MAIL]**

Wood County Sheriff's Office  
1960 E Gypsy Lane Rd.  
Bowling Green, OH 43402

August 2, 2024

Dear Sir/Madam,

Thank you for contacting us regarding the recent incident while using Getac BC-02 body-worn camera, in which a video file, V4240451.MP4 ("File"), recorded by the BC-02, BC22014536, on June 16, 2024, at 1:27am, was not accessible within the Getac solution.

Our technical analysis indicates that the recording in question was approximately two and a half hours in duration and segmented into three parts. The initial 1-hour and final half-hour segments were recorded and uploaded as expected. However, data corresponding to the middle 1-hour segment was not recorded, and associated system logs from that timeframe are incomplete. The missing File appears to correspond with this middle 1-hour segment.

Unfortunately, due to a device storage anomaly deep within its internal system, the data associated with the missing segment is unrecoverable within the Getac solution. To the best of our knowledge, the sophisticated nature of this anomaly makes it highly improbable that it was intentionally caused or triggered by any external factors, including human intervention.

We understand the importance of the File in question and regret any disruption this may cause to your department's operations. Should you have any further questions or concerns, please contact Stefan Bakken, Technical Support Manager, at [sbakken@getac.com](mailto:sbakken@getac.com) with any questions or assistance.

Sincerely,

**GETAC, INC.**

*Michael McMahon*

[Michael McMahon \(Aug 2, 2024 15:04 EDT\)](#)

Michael McMahon  
President, USA







# Letter to Wood County 8.02.2024

Final Audit Report

2024-08-02

Created:	2024-08-02
By:	Breanna Enerson (breanna.enerson@getacvideo.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAANQUVSG-xXsuYPszuCXrX-3LuwCxfRMYp

## "Letter to Wood County 8.02.2024" History

-  Document created by Breanna Enerson (breanna.enerson@getacvideo.com)  
2024-08-02 - 3:30:51 PM GMT
-  Document emailed to mike.mcmahon@getac.com for signature  
2024-08-02 - 3:31:08 PM GMT
-  Email viewed by mike.mcmahon@getac.com  
2024-08-02 - 7:04:24 PM GMT
-  Signer mike.mcmahon@getac.com entered name at signing as Michael McMahon  
2024-08-02 - 7:04:38 PM GMT
-  Document e-signed by Michael McMahon (mike.mcmahon@getac.com)  
Signature Date: 2024-08-02 - 7:04:40 PM GMT - Time Source: server
-  Agreement completed.  
2024-08-02 - 7:04:40 PM GMT

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**Meredith  
Nicholson**

31 Jul 24 10:18 AM

Good morning Stefan,  
Any update on this yet?

Thank you,  
Meredith

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**Stefan Bakken**

31 Jul 24 10:52 AM

Hi Meredith, sorry for the delay. I am writing up my findings to legal right now to attempt to explain the situation better to them with the additional data I received yesterday. The engineers findings we're not conclusive in the way that I had hoped, but they also had to enlist the original hardware vendor to assist, and they're still investigating the logs so that has not concluded as of yet.

Thanks

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**Meredith  
Nicholson**

31 Jul 24 2:30 PM

Hi Stefan,  
BCI is asking for an update from yesterday. Any word?

Thank you,  
Meredith

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**Meredith  
Nicholson**

31 Jul 24 2:31 PM

Hi Stefan,  
Sorry. My browser just refreshed and I saw your response.

Thank you,  
Meredith

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**Stefan Bakken**

31 Jul 24 2:42 PM

Changing status

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**Stefan Bakken**

1 Aug 24 8:55 AM

After my investigation, I did share my findings with legal as well. They've come up with this as a draft, please keep in mind this is not binding without going through our legal system. We figured it best if you verify this would work for your agency prior to going through all those hoops though.

Let me know,

Thanks

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attachments:

**Letter to Wood County v.2.docx**

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**Meredith  
Nicholson**

1 Aug 24 10:31 AM

Hi Stefan,

Any way that you could add that the device anomaly could not be produced by an individual and that it was a device malfunction? That covers Getac techs too.

Thank you,

Meredith

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**Stefan Bakken**

1 Aug 24 10:39 AM

Makes sense to me. I will ask and see if they're okay with adding that.

Thanks

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**Meredith  
Nicholson**

2 Aug 24 7:28 AM

External email – make sure you trust this source before opening links/attachment.

Good morning Stefan,

It's your favorite pest. Happy Friday. Any word on the revision?

Thank you,

Meredith

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**From:** Getac Video Solutions Support <support@getacvideo.com>

**Sent:** Thursday, August 1, 2024 12:39 PM

**To:** Nicholson, Meredith <MNicholson@woodcountyohio.gov>

**Subject:** Re: SMiller Missing Recording Segment 6/16/24 01:27 #GVSS00042872

### **New reply for the ticket #GVSS00042872**

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Makes sense to me. I will ask and see if they're okay with adding that.

Thanks

Stefan Bakken

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Stefan Bakken

**Support Manager**

Getac Video Solutions, Inc.

p: 612-225-4155

a: 3800 American Blvd West, Ste 500,

Bloomington, MN 55431

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*Client:* Meredith Nicholson  
*Status:* Waiting Customer

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