



Manukau City Closed Circuit Television (CCTV) Policy (2007)

Minute Number: 1578/07

MINUTE NO. CL/SEP/1625/07 – CR COLLEEN BROWN/CR NOEL BURNSIDE

That the undermentioned recommendations (Minute No. 1573/07, 1574/07) made at a meeting of the Strategic Directions Committee held on 18 September 2007 be adopted:

Minute No. 1578/07 MANUKAU CITY CLOSED CIRCUIT TELEVISION (CCTV) POLICY

1. That the CCTV Policy be adopted.
2. That His Worship the Mayor be requested to write the Minister of Justice advocating for Central Government funding relating to CCTV.



Te Kaunihera o
MANUKAU
City Council

PROGRESSIVE PROUD PROSPEROUS

Closed Circuit Television (CCTV) Policy

August 2007

TABLE OF CONTENTS

1.0	Executive Summary	3
2.0	Introduction	4
2.1	<i>Issues Requiring a Policy Response</i>	4
2.2	<i>Strategic Context</i>	5
2.2.1	Tomorrow's Manukau	5
2.2.2	CCTV Strategy.....	5
2.2.3	Legal Drivers.....	6
2.3	<i>Privacy</i>	6
2.4	<i>Scope</i>	7
2.5	<i>Users of this Policy</i>	8
3.0	NECESSARY PRE-CONDITIONS FOR CCTV	9
3.1	<i>CCTV System Outcomes</i>	9
3.2	<i>Partnership with Stakeholder Communities</i>	9
4.0	CCTV NEEDS ANALYSIS	11
4.1	<i>General</i>	11
4.2	<i>Option Evaluation</i>	12
4.2.1	Crime Prevention through Environmental Design (CPTED).....	12
4.2.2	CCTV Systems	13
4.3	<i>Needs Analysis by Location</i>	14
4.3.1	Public Places	14
4.3.2	Council Facilities.....	15
4.3.3	Transport	16
4.4	<i>Technology Options</i>	16
5.0	CCTV SIGNAGE	18
6.0	COVERT CCTV SYSTEMS	19
7.0	DATA MANAGEMENT	21
7.1	<i>General</i>	21
7.2	<i>Footage Requests</i>	21
8.0	ASSET AND RISK MANAGEMENT	23
9.0	CCTV SERVICE CONTRACTS	24
9.1	<i>General</i>	24
9.2	<i>Maintenance Services</i>	24
9.3	<i>Monitoring Services</i>	25
9.4	<i>Audits</i>	25
9.5	<i>Expanding Coverage and System Upgrades</i>	26
10.0	CCTV SYSTEM EVALUATION	27
11.0	REPORTING	28
12.0	NEW TECHNOLOGY	29
13.0	REVIEW	30
14.0	APPENDICES	31

1.0 EXECUTIVE SUMMARY

On 25 May 2006 the Manukau City Council approved the Closed Circuit Television Camera (CCTV) Strategy on the recommendation of the Community Safety Committee. This Policy document provides comprehensive guidance on the implementation of the strategy. It contains policy elements, applications and technical recommendations. It is intended for use by those involved with MCC CCTV operations and proposals, including Council officers and partnering organisations.

The outcomes to be achieved by all Council implemented CCTV systems are to:

- a) reduce the level of anti-social behaviour and/or criminal activity through implementation of the system
- b) reduce the fear of anti-social behaviour and/or criminal activity resulting in an increased usage of the area
- c) deter anti-social behaviour and/or criminal activity
- d) provide data that will assist in the prosecution of offenders
- e) improve the timely response to incidents by either private security personnel or emergency services
- f) assist the region in effective traffic management

The use of CCTV systems must at all times be cost effective, appropriate for use, well managed and regularly reviewed for need and effectiveness.

This policy document outlines the issues that must be addressed prior to the implementation of a CCTV system. This consists of undertaking a 'needs analysis' which identifies the problems that are sought to be addressed, rating the severity of the problems, and analysing the options for addressing the identified problems. The policy document also contains evaluation procedures to ensure the effectiveness of CCTV systems, management of systems, and the procurement of services and emerging technologies.

2.0 INTRODUCTION

It is reasonable to assume the demand for the installation of CCTV will continue to escalate as awareness of systems and their uses becomes more common within the various communities of Manukau. The management of this demand is covered in this Policy through the provision of a clear decision process outlining the use of CCTV. The approved CCTV Strategy has established many of the factors to be considered. While CCTV can be an effective tool in community wellbeing, it must be considered alongside a number of other options. This policy provides the opportunity for users to explore and consider initiatives other than CCTV to treat the problem being addressed.

The purpose of this Policy is to enable Council to manage the use of CCTV in line with Council's published CCTV Strategy. The Policy acknowledges a holistic approach to crime reduction and requires alternatives within available resources to be considered, instead of relying on CCTV investment as the first step.

The Policy sets out:

- the context applicable to CCTV in the Council environment
- processes to be employed for consideration in the use of CCTV
- procedures, roles and responsibilities for the ongoing management, operation and, use of CCTV
- measurements of effectiveness of the systems
- reference materials
- templates and standard documents.

This CCTV Policy will enable Council to source systems and services in a competitive marketplace that will consider all technical and operational requirements now and into the future whilst ensuring quality delivery is being achieved. The Policy will also relate to other Council procurement and contract policies.

Additionally the Policy will allow Council to effectively manage their CCTV assets in accordance with the appropriate asset management plan and Council's Long Term Council Community Plan (LTCCP). This is published at

<http://www.manukau.govt.nz/uploadedFiles/manukau.govt.nz/Publications/Plans & Policies/draft-2006LTCCP6Apr06.pdf>

Links have been provided to various documents published by Council and others to allow users to access the latest versions of these information sources. References are provided at the end of this document, along with a glossary explaining technical terms and abbreviations.

2.1 Issues Requiring a Policy Response

The Policy provides the following opportunities:

- The means to evaluate and prioritise the need for new CCTV systems at public place crime hotspots, in Council facilities and for traffic management purposes.
- Consistency in acquiring and operating CCTV systems.
- Technical and operating standards applicable to all existing and future council CCTV systems.
- Collaborative funding opportunities to maximise benefit and allow contributions of stakeholder communities in a fair and consistent manner.
- Methodologies to evaluate new technologies and operating practices.
- Guidance to allow best value solutions to be procured based on life cycle costings and expert technical evaluation.

2.2 Strategic Context

CCTV systems are applications of technology systems and their related services that can lead to improved perceived and actual levels of public safety. Any reduction in criminal and anti-social activities, and increase in transport efficiency, will contribute to the achievement of Council's vision of social, economic, environmental and cultural well being for the people of Manukau.

The policy contributes to Manukau City's organisational values of being a leading City and Council that is connected internationally, nationally and locally, creating great social, economic, environmental and cultural outcomes for the people of Manukau. The policy allows Council to manage its CCTV investment by taking into account emerging technology, international and national initiatives, crime trends and citizens' perceptions. The policy also requires a collaborative 'partnership' approach to CCTV investment.

2.2.1 Tomorrow's Manukau

Tomorrow's Manukau – Manukau Āpōpō, is the 10 year city-wide Plan. It describes the outcomes sought by Manukau residents and is a key driver of all council activity in the Long Term Council Community Plan (LTCCP) and other planning, policy and strategy documents. Tomorrow's Manukau was reviewed and re-written in 2005 to meet the requirements of the Local Government Act (LGA) 2002 (Sec. 91, 92, 93), and now shows the newly identified community outcomes.

This policy and Council's investment in CCTV aligns with Tomorrow's Manukau vision of a progressive, proud and prosperous Manukau. This CCTV Policy is being undertaken to ensure the continued relevance of Council's activities to Tomorrow's Manukau and strengthen Council's contribution to the community outcomes.

This CCTV policy will contribute to the achievement of:

- **Healthy People**
- **Moving Manukau**
- **Safe Communities**
- **Sustainable Environment and Heritage**
- **Vibrant and Strong Communities**

All Manukau people want to enjoy their community and feel confident that they live in a healthy, clean, thriving and safe community. Choices of activities, destinations and work are directly affected by an actual or perceived sense of feeling unsafe.

The CCTV policy contributes to these outcomes by recognising that CCTV can be an effective tool in public safety and transport efficiency when used in a strategic way and involve other relevant stakeholders. The policy offers an analysis process to maximise the effectiveness of CCTV and an evaluation process to ensure the outcomes sought have been achieved.

2.2.2 CCTV Strategy

On 25 May 2006 the Manukau City Council approved the Closed Circuit Television Camera (CCTV) Strategy on the recommendation of the Community Safety Committee. This policy document provides comprehensive guidance on the implementation of the strategy

2.2.3 Legal Drivers

There are three key Acts that determine the context of local government investment in CCTV systems; the Local Government Act 2002, the Privacy Act 1993 and the Health and Safety in Employment Act 1992.

Local authorities are required to promote the social, economic, environmental and cultural wellbeing of the communities in the present and into the future, and develop Long term Council Community Plans that set out the outcomes desired by the community. Council has recognised that CCTV has a part to play in contributing to its duties under the Local Government Act. This policy adopts measures to ensure the strategically desirable use of CCTV technology.

The Privacy Act guides how information can be collected, used, stored and disclosed. The CCTV policy ensures that privacy considerations are taken into account in CCTV planning and operations. The issue of privacy in relation to this policy is discussed further below.

The Health and Safety in Employment Act obliges employers to provide a safe workplace. Council recognises that CCTV can contribute to actual and perceived safety surrounding Council facilities and adopts mechanisms to ensure the best use of this technology.

The CCTV policy also contributes to Council's regulatory capacity by enabling surveillance of local restrictions on public activities such as liquor bans

2.3 Privacy

The use of CCTV has privacy implications for Council staff and the public. All CCTV systems covered by this policy must comply with Council's obligations under the Privacy Act 1993, Council's privacy policy and the Privacy Commissioner's Codes of Practice. Where the use of CCTV has implications for Council staff, the appropriate Council HR Policies shall apply.

All due care must be taken to ensure CCTV systems operated by Council do not capture images from private dwellings.

The Privacy Act 1993 sets out 12 information privacy principles, which guide how information can be collected, used, stored and disclosed based on OECD guidelines. The Privacy Act applies to general Council business as well as CCTV, and Manukau City Council has a privacy policy published on the web site at:

<http://www.manukau.govt.nz/default.aspx?id=516>

The Office of the Privacy Commissioner's codes of practice requires that the following criteria are addressed before CCTV is installed in a public area:

- The need for CCTV use is justified;
- A consultation process is completed prior to installation;
- The CCTV project is advertised;
- Signage is provided in the areas of CCTV coverage;
- An ongoing audit of the need for the CCTV system is established;
- Clear processes are in place for the management of data; and
- Reporting on the use of the CCTV system is submitted to the Privacy Commissioner on an ongoing basis.

The detailed procedures within this policy recognise these conditions and include steps to comply with them.

Privacy issues in relation to this policy will be overseen by the Manager Democratic Services of the Finance Directorate.

2.4 Scope

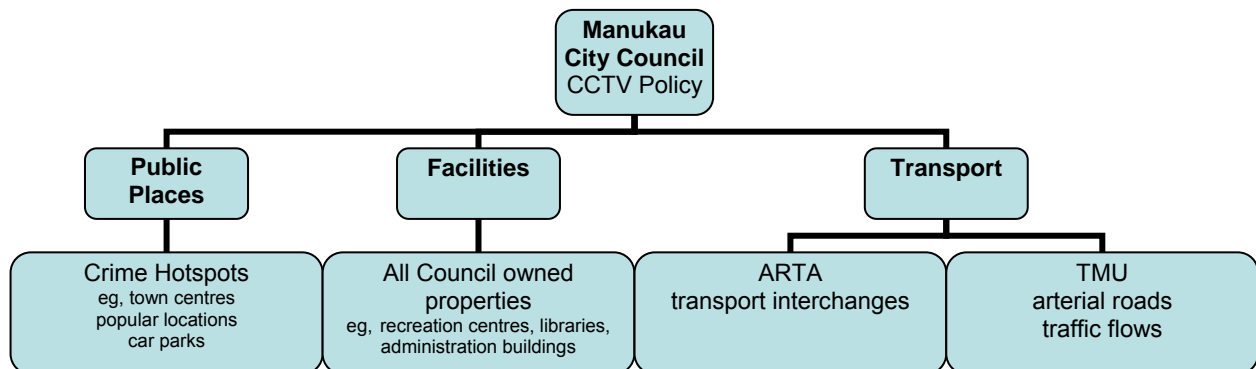
This policy shall apply to all Council CCTV systems with specific aspects applying to each of the location types. For other location types not covered by this policy, the most appropriate parts of this policy shall apply until a new policy is developed to cover the specifics of the new location.

The areas covered by Council CCTV systems, and the CCTV management responsibility structure for these areas, vary by location types. There are three location types as shown in the diagram below, i.e. Public Places, Council owned facilities and transport related regional passenger & traffic management systems.

This policy shall apply to CCTV systems that are solely managed by Council or in partnership with other stakeholders including Council Controlled Organisations (CCOs).

This Policy does not apply in the following instances:

- 1) Where the CCTV system is wholly privately owned and managed.
- 2) CCTV systems that are wholly owned and managed by Council Controlled Organisations (CCOs).
- 3) CCTV systems established by organisations or groups through grants, subsidies or targeted rates from Council, where Council has no ongoing management responsibility.



This policy applies to CCTV systems covered by the following ownership categories:

- Council sole owner
 - public places (existing)
 - facilities
- Council in partnership with others
 - community groups
 - regional transport controllers
 - ARTA
 - TMU

2.5 Users of this Policy

Users of this policy document will include the following:

- Council
 - elected representatives
 - officers
 - CCTV system management and operational staff
 - Council staff working in CCTV monitored areas
 - Council's privacy officer
- Community Safety Networks in each ward
 - local neighbourhood support groups
 - community patrols
 - Maori Wardens
 - Crime Watch Patrol
- Business Associations for each shopping centre
- Community interest groups
- Counties Manukau Police
- Privacy Commissioner's Office
- ARTA for public transport centres
- TMU for arterial roads
- Service providers
 - preferred suppliers
 - contractors

3.0 NECESSARY PRE-CONDITIONS FOR CCTV

Council has certain outcomes it seeks to achieve through the use of CCTV systems. All Council implemented CCTV systems must be likely to meet the CCTV system outcomes outlined below. Council also recognises that partnerships with other stakeholders are an essential component of CCTV effectiveness where appropriate. This section seeks to ensure that CCTV system objectives and partnership opportunities are considered at the earliest opportunity.

3.1 CCTV System Outcomes

Comment

The outcomes to be achieved by Council implemented CCTV systems are to:

- a) reduce the level of anti-social behaviour and/or criminal activity through implementation of the system
- b) reduce the fear of anti-social behaviour and/or criminal activity resulting in an increased usage of the area
- c) deter anti-social behaviour and/or criminal activity
- d) provide data that will assist in the prosecution of offenders
- e) improve the timely response to incidents by either private security personnel or emergency services
- f) assist the region in effective traffic management

Objective

1. At all times the use of CCTV is to be effective, appropriate for use, well managed and regularly reviewed for need and effectiveness.

Policy

1. Council will ensure that a proposed CCTV system is likely to meet the desired outcomes sought to be achieved by the system.

3.2 Partnership with Stakeholder Communities

Comment

It is widely recognised that community safety can only be achieved with active participation by stakeholder communities. The MCC CCTV Strategy specifically recognises that financial contributions by stakeholders are essential for all except CCTV systems in Council facilities.

Council's partners in transport and traffic are Auckland Regional Transport Authority (ARTA) and the Transit NZ led regional Traffic Management Unit (TMU) respectively. Both Transport and Public Places CCTV systems will be subject to partnership agreements for the financing and operational aspects.

Partnership opportunities with stakeholder communities arise at two levels. Partnerships can be established for joint funding of CCTV systems. Partnerships can also be established at a strategic level with agencies for the collaborative achievement of CCTV system outcomes. It is desirable to include relevant partners at the earliest opportunity to encourage joint decision-making.

The MCC CCTV strategy outlines the following positions:

Funding

- Council will only fully fund Council Facilities CCTV.
- Funding partnership agreements are to be established for all other Council invested CCTV systems.
- Public places: operational partnerships are to be established for existing CCTV sites at a ratio of 80% Council and 20% stakeholders.
- Council only invests in new Public Places CCTV where funding partnerships exist at a ratio of 50% capital and operational costs (commencing in 2007/08).

Collaboration

- Council is to establish partnerships and protocols with community patrol groups (i.e. Maori Wardens, Crime Watch Patrol) to respond to low level anti-social behaviour (including a modest budget to reimburse costs for such services).
- Council will require Counties Manukau Police to pay for their footage requests.
- Council renegotiate the Memorandum of Understanding with Counties Manukau Police in order to:
 - Maintain internal awareness of existing CCTV systems (Police/ Council),
 - Gain Police participation in the assessment of applications for new Public Places CCTV,
 - Determine measurement indicators relating to localised crime statistics, perception of safety and service requests,
 - Determine how Police use the CCTV footage they have requested and record service responses,
 - Improve advertisement of Public Places CCTV “success” stories,
 - Include participating community patrol groups as partners in public places CCTV.

Objective

1. To ensure that collaborative partnerships are identified and agreements formalised at the earliest opportunity.

Policy

1. Council will ensure that funding and collaborative partnerships are identified prior to investigating a CCTV system implementation.
2. If a needs analysis process determines the need for public places or transport related CCTV systems the partnership agreement will then be finalised. All funding partnerships entered into must be in writing and include the following:
 - Name of partner organisation(s)
 - location and description of proposed system, including system type, number of cameras and agreed positioning
 - Agreed services included within the agreement
 - system maintenance
 - system monitoring & reporting
 - Council sole ownership of all CCTV data
 - estimated costs
 - capital
 - annual operating
 - sharing ratios

4.0 CCTV NEEDS ANALYSIS

This section responds to the requirement that CCTV systems, must at all times, be the most appropriate tool to address identified safety issues in Manukau City. The section contains:

- general information on the needs analysis process,
- information and tools to ensure CCTV systems are considered alongside a number of alternate options for dealing with identified safety issues,
- guidance on location based criteria for CCTV systems, and
- criteria to ensure technology considerations are taken into account to increase CCTV effectiveness

4.1 General

Comment

The CCTV needs analysis process outlined in this section offers guidance for decisions in relation to the implementation of a new CCTV system or expanding camera coverage at existing locations. The needs analysis will ensure that a CCTV system is the most appropriate tool for addressing identified issues. Council will also have to manage demand for CCTV investment through a consistent and clear decision making process to justify implementation of CCTV systems.

A needs analysis in general contains three steps.

1. Identifying and articulating the problems sought to be addressed.
2. Assessing the severity of the identified problems
3. Assessing the available options to address the identified problems and deciding on the most appropriate response to the problem.

Needs analysis tools are provided in Appendix 4.2.

The needs analysis process differs according to the location of the site being assessed. A more stringent needs analysis is required for public places due to the likely high demand for CCTV systems from the community. The needs analysis based on location criteria is outlined in the next section.

Once the problems have been identified, an assessment of their severity needs to be completed to ensure Council's response is reflective of the nature of the issues at a particular site. The problem rating process is relevant for CCTV systems in public places, Council facilities and at transport interchanges.

A problem rating guidance tool is provided in Appendix 4.2.2. A problem rating process will allow Council to prioritise competing sites when planning future CCTV installation or expansion of CCTV coverage.

Objective

1. To ensure there is a clear decision making process that justifies the implementation of CCTV systems
2. To ensure that there is a rational connection between the problems sought to be addressed and the solutions identified to address them.
3. To ensure Council's funding is applied to areas with the greatest need.

Policy

1. A needs analysis process will be undertaken prior to the implementation of a new CCTV system or expanding the coverage of an existing CCTV system.
2. Problems that are sought to be addressed will be articulated in writing and through evidence where available
3. A problem rating process will be undertaken as a tool to prioritise competing sites. This will ensure new CCTV systems or expansion of CCTV coverage at existing sites is reserved for areas where the maximum benefit is likely to be achieved.

4.2 Option Evaluation

Comment

There is a tendency to rely on CCTV systems as an immediate solution for all safety issues. CCTV systems do however have a number of limitations that have to be considered. International studies have found that CCTV systems are most effective in relation to vehicle protection in car parks with little consistent effect on most other types of crime.

It must also be recognised there may be a number of solutions for addressing a range of community safety issues. Council will ensure that CCTV systems are considered alongside a number of other options for dealing with the identified problems. Alternate solutions are particularly relevant where the problems being encountered are seasonal, short term or as a result of displacement.

Options to respond to identified problems include:

- do nothing if the problems are of sufficient low priority
- Implement alternate measures to address problems including CPTED, assistance from community groups, liquor bans, or security presence to modify or eliminate high risk features.
- CCTV System (Recorded or monitored)

The probable effects of problem displacement should also be considered.

4.2.1 Crime Prevention through Environmental Design (CPTED)

International best practice recognises that the primary mechanisms to improve community safety, in order of priority, are:

1. Community involvement
2. Crime Prevention Through Environmental Design (CPTED)
 - 1st generation
 - activity support
 - natural surveillance
 - natural access control
 - territorial control
 - management and maintenance
 - target hardening
 - 2nd generation
 - neighbourhood identity
 - sustainable neighbourhoods
 - healthy neighbourhoods
 - neighbourhood empowerment
 - hot spot guidance notes

- case studies
- 3. patrols
- 4. incident response
- 5. CCTV systems
 - a. monitoring
 - b. incident responses
 - c. coverage awareness
 - d. publicity of successes

The CPTED guidelines cover activity support, natural surveillance, natural access control, territorial control, management and maintenance, target hardening, neighbourhood identity, sustainable neighbourhoods, healthy neighbourhoods and neighbourhood empowerment. Also included are hot spot guidance notes and case studies. Council has published their own CPTED Guidelines dealing with public realm “hot spots” - Design Out Crime, in February 2005.

The link to this document is:

<http://www.manukau.govt.nz/uploadedFiles/manukau.govt.nz/Publications/Plans & Policies/cpted.pdf>

The community involvement and environmental design factors contained within CPTED are very much the preferred options for dealing with security issues. Target hardening, including CCTV, are less preferred and need to be reserved for the locations with the highest security needs.

4.2.2 CCTV Systems

If a CCTV system is considered to be the most appropriate response, a further decision is required on the type of coverage required. CCTV systems could either continuously record data that can be used at a later date for evidential purposes or be live monitored by an operator in order to respond to immediate safety issues.

Recorded CCTV System

A CCTV system monitors activities within the coverage area and provides a timed video recording. It may include display screens that are visible to the public or are informally monitored.

The system is pre programmed to perform certain functions with limited operator control available. A recorded CCTV system is normally of use as an evidence gathering tool after an incident.

Monitored CCTV System

Monitored systems include routine observation of the camera images with formal logs and incident reporting procedures. This is usually carried out by operators based in locations that are remote from the camera locations and performed by professional security companies.

Monitored CCTV systems incur a significant operational cost and this must be taken into account before deciding to pursue this option.

A monitored CCTV system is appropriate:

- To address serious personal crimes (as evidenced by the problem identification process); and
- Where there is sufficient incident response services available

Monitoring coverage should only target times of the highest risk.

Objective

1. To ensure that CCTV is considered alongside a number of alternate solutions to address identified problems. .

Policies

1. All options to address the identified problems will be considered in detail.
2. A CCTV system will only be proceeded with where it is determined to be a crucial element in addressing the identified problems or when alternative problem management options are not practicable.
3. A live monitored CCTV system will only be implemented at high risk locations covering high risk times, to address serious personal crimes and where an alternative incident response service to the Police is available.

4.3 Needs Analysis by Location

For a diagrammatic representation of the needs analysis process, please refer to the specific flowchart for each location-type in Appendix 4.1.

4.3.1 Public Places

Comment

Council will require clear evidence of the problems sought to be addressed through the installation of a proposed CCTV system. In order to capture seasonal trends in crime and anti-social behaviour, assessment of problems are to cover a minimum period of twelve months.

CCTV systems are likely to be the most expensive option for dealing with identified problems. CCTV systems must be reserved for dealing with serious and persistent problems. The severity of the problems must therefore be sufficient to justify the cost involved in CCTV investment.

Measurement of the various options available should identify the projected effectiveness of each option plus the capital cost, operational cost, longevity of measures employed, added financial benefits to the area etc. Included in this evaluation will be the cost savings envisaged by successful prevention of the problems being experienced to both council and the community. The cost effectiveness should consider the partnership possibilities for the various available options.

It should be noted that Police are required to prioritise the most serious criminal offending and therefore may not be able to attend many of the incidents that concern the community. Accordingly an increased police presence should not be considered or relied upon as an option for increased security.

Objective

1. To manage the demand for CCTV systems in public places to address crime and safety issues
2. To ensure that a CCTV system is the most appropriate response to crime and safety issues in public places.
3. To ensure issues such as cost, collaborative partnerships and evaluation systems are identified prior to the implementation of a CCTV system in a public place.

Policies

1. All problems known to have occurred in twelve months must be identified prior to the installation of a proposed CCTV system.
2. For a site being assessed for future CCTV installation, an incident recording form for a 12 month period is included as Appendix 4.2.1.
3. If a more immediate assessment is required, data identifying problems in a past twelve month period can be gathered from other sources such as police statistics, council records and community groups.
5. Alternate solutions to CCTV must be considered in depth, including an evaluation of strengths, weaknesses, costs and benefits.
6. The problems identified must be of sufficient severity to justify implementation of a CCTV system.
7. A CCTV System is justified where:
 - A CCTV system is a critical component of addressing the problems identified
 - The level of public usage of the area justifies CCTV expenditure.
 - There is a demonstrable level of serious personal or property crimes.
 - Alternate methods of crime reduction are not sufficient or practicable.
 - There is sufficient evidence or research to indicate that a CCTV system is likely to be effective in addressing the identified problems
 - There is an availability of alternate incident response options, if problems are unlikely to be of immediate and sufficient priority for the Police.
 - Capital and operational funding partnerships are established
 - Consultation has been undertaken with relevant stakeholders including Police and funding partners, on the number of cameras and their positioning.
 - The cost is within Council's budgeted expenditure.
 - Evaluation systems have been identified to ensure outcomes can be measured

4.3.2 Council Facilities

Comment

CCTV systems are sometimes used in Council facilities as part of a range of security measures. Where a CCTV system is being considered as part of a range of security measures in a new Council facility, a detailed problem analysis scoping the previous twelve months cannot be completed. A problem analysis is appropriate however where there is an expansion of an existing CCTV system.

It is unlikely that the sorts of problems sought to be addressed by CCTV in Council facilities will be of sufficient severity to justify a live monitored CCTV system.

Objective

1. To allow for CCTV systems to be considered as part of a range of security measures in Council facilities

Policy

1. A CCTV system in a Council facility will be implemented where:
 - A CCTV system is needed to gather evidence of anti-social behaviour and/or crime in and around council facilities and the theft of Council assets; and
 - The level of public access, security of cash and other assets, safety of staff and frequency of use of the facility justify CCTV coverage

- The number and positioning of cameras is directly connected to the nature of problems sought to be addressed
- The cost is within Council budget limits
- There is an identified staff member within the facility to manage the CCTV system, including any footage requests.

4.3.3 Transport

Comment

CCTV systems are used in arterial roads and transport interchanges to enable the safe movement of vehicles and users of transport facilities. Council's partnership agreements with the Auckland Regional Transport Authority and the Traffic Management Unit influence its decisions on CCTV investment in these locations. Council will nevertheless ensure that any proposed traffic CCTV systems are implemented only where they are likely to assist the region in effective traffic management.

Objective

1. To enable the use of CCTV cameras to assist the region in effective traffic management.

Policy

1. Council will ensure that a CCTV system is implemented only where:
 - The CCTV system is needed for effective traffic management or managing problems in transport interchange
 - A funding partnership has been established where Council's maximum investment is 50% for the installation of new Regional Transport Passenger CCTV systems.
 - Agreement has been reached on the number and positioning of cameras with funding partners to achieve effective traffic management or safety at transport interchange
 - The cost is within Council budget limits
 - There has been appropriate inclusion of performance and effectiveness targets and measurement criteria in the partnership agreement.

4.4 Technology Options

Comment

CCTV hardware that is outdated or not widely used is likely to incur significant and avoidable cost to Council and its funding partners. It is therefore desirable to ensure that the technology used can be efficiently managed, expanded, serviced and replaced if needed. Careful planning of technology costs will also ensure effective financial planning and accountability. A thorough investigation and assessment of the technology to be used should therefore be undertaken prior to implementation of the system.

A technology needs analysis flowchart is included in Appendix 4.1.5.

Objective

1. To ensure technology options are canvassed thoroughly prior to a financial commitment by Council
2. To ensure the CCTV technology used is likely to be fit for purpose, cost effective and meet future functionality needs.

Policy

1. Council will ensure that its CCTV technology is likely to meet current and future functionality requirements
2. Council will ensure that life cycle costs relating to its CCTV technology are determined prior to the system's implementation.
3. Council will take into account the following considerations prior to procuring CCTV systems:
 - Proven performance
 - Accessibility of replacements and technical support locally.
 - Transferability of maintenance requirements between alternate service providers
 - Compatibility with other systems installed and emerging technologies where possible
 - Likelihood of continuance of equipment models
 - Feedback and agreement on technology from funding partners

5.0 CCTV SIGNAGE

Comment

Signage notifying the operation of a CCTV system addresses legitimate privacy considerations and potentially acts as a deterrent to anti-social behaviour. Signage has proven to be an effective component of CCTV systems although it does not necessarily increase the public perception of safety.

Signage can also provide an opportunity to recover some costs through allowing commercial advertising to be placed on the signs. This has to be balanced however with the need to ensure that advertising should not detract from the primary message of the sign.

Signage is not required for CCTV cameras used for traffic management purposes as these systems are not normally recorded.

A signage template is contained in Appendix 4.3.

Objective

1. To give notice of the operation of CCTV systems through signage.

Policy

1. Signage should be positioned in areas covered by CCTV surveillance where it is likely to be seen by the maximum number of people entering and in that area of coverage.
2. Commercial advertising is not to be placed on CCTV signage due to its ability to detract from the primary message of CCTV system coverage
3. Information (including logos) of funding partners, New Zealand Police or other incident response services may be placed on CCTV signs where they are not likely to detract from the primary message of CCTV coverage.
4. All information placed on CCTV signage must comply with Council Advertising and Sponsorship Policy and provisions within the Manukau District plan and Consolidated Bylaw.
5. Signage shall be maintained and be kept in good order
6. Signage shall not be placed in areas where CCTV is not installed in an attempt to provide deterrent to crime and when a CCTV system is removed the signage shall also be removed

6.0 COVERT CCTV SYSTEMS

Comment

Council may at times be required to utilise covert or hidden CCTV systems. This may be due to a desire to monitor activity and/or to gather evidence of ongoing criminal activity in Council facilities or public places. Significant privacy and employment issues are associated with such systems and accordingly rigorous approval and operation processes must be followed at all times.

Covert CCTV systems should only be used in exceptional circumstances and be in accordance with the following requirements. Refer Appendix 4.1.4 for the covert CCTV needs analysis flowchart.

Objective

To enable the use of covert or hidden CCTV systems where the need arises.

Policies

Justification

- Specific rationale shall exist to justify covert surveillance
- The reason for the need for a covert rather than a visible system shall be outlined

Approvals

All covert CCTV systems are to be approved by the following:

- Chief Executive Officer –or–
 - A relevant Director
- AND
- Privacy Officer (where there are no implications for Council staff)
 - Group Manager – Human Resources (where implications for Council staff are possible); where appropriate, the Group Manager – Human Resources will advise the employee(s) representative(s)

All approvals for covert CCTV systems are to record the:

- Reason
- Type of system
- Location
- Coverage
- End date

Installation and Operation

A specialist CCTV contractor, who is completely independent from any of Council's maintenance contractors, is to be engaged to complete the installation and operation of covert CCTV systems unless for technical reasons this is not practical.

Removal

The covert CCTV system is to be dismantled once the aim of the system has been achieved or the defined time period elapsed.

Viewing of Data

Where data collected does not have any implications for Council staff, the viewing of the data shall be by the Privacy Officer (or his/her designate) and any other person(s) considered appropriate by the Privacy Officer.

Where data collected may have implications for Council staff, the viewing of the data shall be by the Group Manager – Human Resources (or his/her designate) and any other person(s) considered appropriate by the Group Manager – Human Resources.

Data Destruction

All recordings from the operation of the covert system not required for evidential purposes shall be destroyed and destruction details recorded for future audit purposes.

Signage

Covert systems are excluded from signage requirements

7.0 DATA MANAGEMENT

7.1 General

Comment

The data captured using CCTV systems have a number of implications for personal privacy. All CCTV footage covered by this policy is to be owned solely by Council's Privacy Officer or the Group Manager – Human Resources (as appropriate). Funding partners, system operators and other stakeholders can not have any ownership rights.

Appropriate procedures are to be adopted to ensure security, reliability, transferability and effective storage of all CCTV data that is recorded locally in Council facilities or by contracted service providers. Refer Appendix 4.6 for CCTV Management and Operation Guidelines.

Objective

1. To ensure the footage recorded by CCTV systems are managed in compliance with the Privacy Act 1993 and will be suitable for use in prosecutions or employment matters.

Policy

1. Council will ensure the secure storage of all CCTV data whether it is recorded locally in Council facilities or by a contracted service provider to prevent unauthorised access and misuse of the data.
2. Council will include a clear statement of Council's sole ownership of, and restricted access to, all data obtained from CCTV systems covered by this policy in all agreements relating to this policy.

7.2 Footage Requests

Comment

There may be a number of individuals or agencies who may wish to view CCTV images captured from Council managed CCTV systems. The person responsible for assessing requests for CCTV images, where there are no implications for Council staff, is Council's Privacy Officer. The person responsible for assessing requests for CCTV images where there may be implications for Council staff is Council's Group Manager – Human Resources.

Footage requests can also provide an indication of the effectiveness of CCTV systems and will therefore need to be recorded for evaluation and reporting purposes.

Council and its funding partners may incur some cost in providing the CCTV footage to the requestor. This may include the cost for the searching, formatting and transfer of CCTV footage. These costs may be recovered from the requestor.

Refer Appendix 4.4 for the footage request form.

Objectives

1. To ensure that the use of CCTV footage is connected to the purposes for which it was recorded
2. To prevent the unauthorised use of CCTV footage
3. To equitably share the costs associated with provision of CCTV information

Policy

1. All requests for CCTV images must be made in writing and recorded by Council or Council's contracted service providers
2. CCTV footage that captures images of identifiable individuals or contains other details that could lead to the identification of individuals will not be released to individuals or agencies other than the New Zealand Police, unless approved by Council's Privacy Officer or Group Manager – Human Resources (as appropriate).
3. All requests for CCTV footage from individuals or agencies other than the New Zealand Police must be referred to Council's Privacy Officer or Group Manager – Human Resources (as appropriate) for determination.
4. Where CCTV camera footage is required for investigative or evidential purposes by the New Zealand Police or other agencies, all costs incurred by Council is to be recovered from the requesting agency on a non-profit basis.

8.0 ASSET AND RISK MANAGEMENT

Comment

CCTV systems represent a significant financial investment by Council and its funding partners. Asset management planning is a key element of Council's integrated planning obligations under the Local government Act 2002. The CCTV strategy includes a requirement that CCTV assets are registered on Council's asset management plan.

Council also has obligations under the Civil Defence Emergency Management Act 2002 to prepare plans that would allow the business to function to the fullest degree possible during and after an emergency. Council therefore has plans in place to address business continuity issues.

Objectives

1. To demonstrate responsible stewardship of Council assets while justifying funding requirements
2. To address potential disruption to business if critical processes fail

Policy

1. CCTV assets are to be managed in accordance with Council's relevant asset management protocols.
2. Where systems are jointly owned by funding partners, the ownership ratio is to be clearly recorded.
3. All existing and new CCTV hardware and operations are to be sufficiently insured to reduce any financial loss to Council
4. CCTV systems are to be incorporated within Council's disaster management plan to manage operational use of CCTV if central control is lost in the event of a disaster.

9.0 CCTV SERVICE CONTRACTS

9.1 General

Comment

Council may have to contract out its CCTV management, maintenance and monitoring services on occasions to external service providers. There are a number of issues that must be addressed in service contracts to ensure Council is an effective and responsible manager of its CCTV systems. Refer Appendix 4.6 for CCTV Management and Operational Guidelines.

Contract for service could either cover one or more of the following areas:

- supply of new systems
- maintenance of all CCTV systems
- monitoring of specified sites
- incident response

Objective

1. To ensure service contracts in relation to CCTV systems are consistent with Council's obligation to be an effective and responsible manager of CCTV systems
2. To allow for audits of service provision to demonstrate the level of service delivery

Policy

1. All contracts for the management, maintenance or service provision in relation to CCTV systems must be consistent with:
 - Councils procurement Policy's
 - This CCTV Policy.
 - Privacy Act 1993
 - The Privacy Commissioners CCTV guidelines

9.2 Maintenance Services

Comment

CCTV equipment maintenance is an important obligation to ensure the proper functioning of CCTV systems and avoid costly repairs due to deficient maintenance. It is likely that the maintenance of equipment will be undertaken by specialist external contractors. It is also desirable that contracts for maintenance are sufficiently robust for financial planning purposes.

Objective

1. To clarify roles and responsibilities of all parties in CCTV system maintenance; and
2. To clarify standard of service provision

Policy

1. All contracts for maintenance of CCTV systems must include programmed maintenance processes that follow manufacturer's recommendations for preventative maintenance and reactive maintenance that cover faults.

2. Issues to be addressed in each contract include:
 - The specific sites being maintained
 - Costs of service and schedules for change in scope of works
 - Service standards including KPIs for system availability
 - Response times
 - Responsibilities of owners and service providers
 - Council's sole ownership of all CCTV data
 - Replacement criteria and the need to hold spare equipment
 - Ongoing equipment maintenance responsibilities
 - Technical standards
 - Procedures and costs for changes in equipment and/or service specifications
 - Reporting requirements
 - Dispute mechanisms

9.3 Monitoring Services

Comment

Live monitoring of CCTV cameras may also be carried out by specialist contractors. Council is obliged to ensure that live monitoring services are cost-effective, efficient and able to be evaluated for effectiveness and reporting purposes.

Objective

1. To clarify roles and responsibilities of all parties in CCTV monitoring
2. To clarify standard of service provision

Policy

1. Where CCTV systems are monitored by a service provider, issues to be addressed in the contract include:
 - Standard operating procedure's
 - Costs of service and schedules applied to change in scope of works
 - Hours of monitoring
 - Service expectations / standards
 - Specific sites being monitored
 - Requirements for accurate records, incident logs and responses
 - Council's sole ownership of all CCTV data
 - Data management
 - Footage request procedures and accessibility of data
 - Reporting requirements including KPIs for system availability
 - Dispute mechanisms

9.4 Audits

Comment

Audit processes ensure Council and its funding partners are receiving the services that are actually being paid for. An audit is useful to investigate discrepancies in service delivery and resolve disputes.

Objective

1. To ensure Council receives adequate levels of service provision

Policy

1. All CCTV service contracts must include audit processes to ensure the required quality standards have been achieved.
2. Audit processes could include, but are not limited to:
 - Provisions for self audit and report by the service provider according to agreed quality systems and contractual requirements.
 - Independent audits to verify self audit accuracy.
 - Discrepancies to be investigated through additional independent audits paid for by the contractor.
 - contractual remedies to include refunds for services not verified as delivered to standard

9.5 Expanding Coverage and System Upgrades

Comment

Council and its funding partners may be required to consider the expansion of CCTV systems or the upgrade of existing equipment. This may be due to erroneous assumptions at the time of implementation, a change in the local environment, displacement of problems, existing system performance or a change in the coverage needs of the area.

This section applies to:

- expanding coverage of existing sites through additional equipment or increased monitoring by a service contractor, and/or
- Capital expenditure on system upgrade

Objective

1. To ensure that the expansion of CCTV coverage and/or upgrade of technology is justified through processes consistent with this CCTV policy.

Policy

1. The expansion of coverage or system upgrade must be justified in writing through:
 - CCTV needs analysis; and
 - Technology Needs Analysis (refer section 4)

10.0 CCTV SYSTEM EVALUATION

Comment

An ongoing comprehensive assessment on the effectiveness of the CCTV system is a requirement of Council to ensure that the CCTV system objectives are being met. It is a requirement to assess the systems annually. It is desirable that evaluations assess the impact that the CCTV system has had on the identified problems through an evidence based approach.

The following sections are designed to assist with evaluation and outlines areas that must be considered when evaluating CCTV systems.

A system evaluation is carried out by the Council officer responsible for CCTV systems as defined by location types.

Objective

1. That CCTV systems are evaluated annually to demonstrate their effectiveness

Policy

1. CCTV system evaluations will assess the impact of CCTV systems in addressing the identified problems at each site.
2. An assessment of impact must consider the following:
 - The problems sought to be addressed
 - The extent to which the problems have been reduced or eliminated
 - Whether the objectives of this policy have been met
 - Any implementation or technology issues
 - Whether alternate explanations are possible such as problem displacement
 - Comparison with previous evaluations
 - Proposed improvements for the future
3. A CCTV system evaluation may use the following sources of evidence to assess impact:
 - Police data
 - Council data
 - Footage requests and outcomes
 - Perception surveys
 - Reports from monitoring and maintenance service providers
 - Reports from response services

11.0 REPORTING

Comment

Council has obligations to ensure transparency and accountability in its CCTV operations. The effectiveness of Council's CCTV systems is also likely to be a matter of public interest. Council will therefore ensure information on its CCTV operations is made available to relevant stakeholders on an ongoing basis.

Objective

1. To ensure transparency, accountability and good faith in relation to Council's CCTV systems.

Policy

1. The results of CCTV system evaluation should be compiled into an annual report for internal and external stakeholders.
2. The annual report must include (but is not limited to):
 - Capital and operational expenditure on CCTV systems
 - System evaluation results
 - Any new systems implemented
 - Use of covert CCTV systems
 - Number of active funding partnerships
 - Stakeholder feedback
 - A summary on the effectiveness of the systems installed
3. The annual report is to be provided to the appropriate Council Committee, the Office of the Privacy Commissioner, Counties Manukau Police, funding partners and other relevant stakeholders outlining the performance of Council's CCTV systems.
4. Reports must not include any information that is likely to breach the Privacy Act 1993 and Official Information Act 1982.

An annual report template is attached in Appendix 4.5

12.0 NEW TECHNOLOGY

Comment

The rapidly evolving nature of CCTV technology is likely to provide Council with enhanced opportunities to achieve its CCTV system objectives. Council and its funding partners will therefore need to consider new technologies as they become available in the marketplace.

For the purposes of this section, 'new technology' is defined as equipment used to gather data or perform functions that are significantly different from the data gathered and functions performed by existing technology. This does not include upgrades of existing systems to improve their quality.

Objective

- 1 To ensure Council is able to consider and take advantage, if prudent, of emerging technologies as they become available.

Policy

1. The following issues must be addressed prior to considering the use of new technology:
 - Privacy issues
 - Whether a technology needs analysis (appendix 4.1.5) justifies its use
 - Whether the new technology meets the objectives of this policy
 - Whether there is a rational connection between the new technology and the problems sought to be addressed
2. All new technology must be tested on a trial basis and a comprehensive system evaluation process undertaken prior to its large-scale implementation.
3. All new technology shall be able to be subject to alternative maintenance and procurement contracts

13.0 REVIEW

The minimum review period for this policy is every 3 years.

Any changes in strategy, or trends and developments in the industry, or legislation may affect this Policy and unscheduled reviews may be required to reflect these changes

The Directors of the Organisational Performance, Community and Economic directorates are jointly responsible for the review of this policy.

14.0 APPENDICES

1. References

- 1.1 Glossary of Terms
- 1.2 Reference Documents
- 1.3 Acknowledgements

2. Manukau City Council CCTV Strategy

3. Transport CCTV Partnership Agreements

- 3.1 Auckland Regional Transport Authority (ARTA)
- 3.2 Traffic Management Unit (TMU)

4. Attachments

- 4.1 CCTV Needs Analysis Flowchart
- 4.2 CCTV Project Templates
- 4.3 Signage Template
- 4.4 Footage Requests
- 4.5 Annual Report Template
- 4.6 CCTV Management and Operation Guidelines

Appendix 1 - References

Appendix 1.1 – Glossary of Terms

ARTA – Auckland Regional Transport Authority, responsible for managing the public transport of the region including trains, busses and ferries.

Back up / Duplicate Monitoring Centre – A control room or facility that allows all the functionality of the Monitoring station to be repeated at a second location

Capex – capital expenditure, i.e. creates an asset that exists for over one financial year and which is required to be depreciated. Budgets allocating capital expenditure to specific projects or programme are listed in the Annual Plan within the LTCCP.

CCTV – Closed Circuit Television System including all system components making up the system. Not broadcast outside of the system.

Compatible – The ability for multiple systems or equipment to integrate, interconnect or operate seamlessly

Coverage – The area within the view of the camera.

Covert CCTV System – A CCTV system that is recorded, generally locally, without the cameras or recording equipment being apparent to the occupiers and users of the area under surveillance by the cameras.

CPTED - Crime Prevention through Environmental Design

Data – Electronic or other forms of images from the CCTV system. May include sound.

ELT – Executive Leadership Team, comprising Council's CEO and the six Directors

Emerging Technologies – Systems and equipment that are in a development phase that can be considered for future use.

Failure to Operate – A system or component breakdown that leads to the CCTV not operating correctly and fails to provide the expected results

Fixed Cameras – Cameras that are installed to cover only one clearly defined area

Footage – Recorded data from the CCTV system

Integration – Connection between multiple systems

Interference – An effect on systems that result in a reduction in system performance and data quality.

Life cycle costs – costs associated with the total period of ownership of an asset, including initial procurement and installation, operating and maintenance, decommissioning and removal. Future costs are frequently discounted and summed to give the Net Present Value to enable comparison between alternatives.

LTCCP – Long Term Council Community Plan. A ten year strategic plan defining services and asset types to be provided and maintained by Council with associated costings. It also includes the Annual Plan, which is the detailed financial approvals for the current financial year (July – June).

Maintenance – Work completed either routinely or as required to ensure systems are operating correctly and as designed and originally installed.

Monitoring – The live viewing of images or alarm activity live

Monitors – The video screens that display the camera images

OECD – Organisation of Economic Co-operation and Development

Offsite – At another location from where the actual CCTV installation is

Opex – operating expenditure. Annual expenses that do not create fixed assets. Budgets are approved in the Annual Plan for each financial year.

Pan Tilt Zoom cameras (PTZ) – Cameras that can either be locally or remotely controlled by the monitoring station to provide variable coverage of scenes. May be manually operated or have predetermined coverage patterns. Movements are pan – horizontal, tilt – vertical, zoom – near and far.

Programme – a group of related projects.

Project – A temporary endeavour undertaken to create a unique product or service.

Public Address System (PA) – A system that allows the Monitoring Control room to provide audio messages to the remote sites, these messages are not able to be recorded and no communication from the site to the control room is provided.

Public Area / Space – An area that the public have unimpeded open access to at either selected times or constantly

Remote / Off site Monitoring – The ability to view, record and replay images from CCTV systems at a remote location.

Security Systems – Electronic systems that improve security or provide deterrent typically access control, intruder detection, movement detectors, tamper alarms etc.

Standalone Systems – CCTV systems that provide a recording or viewing function at the site where installed with no remote monitoring provided

Standard Operating Procedure's – A set of instructions that document clearly the actions required to differing events

Television – Viewing of scenes at a remote location and the delivery system

TMU – Traffic Management Unit, responsible for the management of traffic signals that control traffic flows on the regional roading network, including motorways and local streets. Acts on behalf of Transit NZ and all Auckland road controlling authorities including Manukau City Council.

Transportable Systems – CCTV cameras or systems that can be relatively easily relocated to another site

Video – sound and image data transmitted by television systems

Appendix 1.2 – Reference Documents

The following publications and reports were reviewed assisting in the preparation of this document

The Privacy Act
Report of the Privacy Commissioner
New Zealand Security Association Codes of Practice
Australian Standard AS2201 for Central Stations
Australian standard AS 2201 for Monitoring Centers
Standards document CSAA STA 1
Manukau City Council Contract for the provision of CCTV systems
Manukau Council CCTV Strategy Report
NZ Police Crime prevention Cameras (CCTV) in Public Places Policy
NZ Police District Policy for Police response to CCTV
NZ Police Reports
UK Home Office - CCTV in Town Centers Case studies
UK Home Office - CCTV in Public places use
UK Home Office - CCTV Looking out for You publication
UK Home Office – Getting the best out of Crime Analysis
UK Home Office – Crime Prevention Initiatives
UK Home office – Guide for Implementation of Redeployable CCTV
UK Home Office – Assessing the impact of CCTV
UK Home office – Report on Public attitudes towards CCTV
UK Police Research Group – Crime prevention Performance indicators
UK Police Research Group – Crime Risk Management
Local Government Information Unit – Report on CCTV
UK Information Commission – CCTV Code of Practice
European advisory Board – Data Protection Processing

Appendix 1.3 - Acknowledgements

The following interested parties provided information and comment during the process of preparing this document:

Manukau City Council CCTV Policy Steering Group
The Privacy Commissioners Office
NZ Police
Security industry groups and providers
Kea Groves Consultants Ltd

Appendix 2 – MCC CCTV Strategy

Appendix 3 – Transport CCTV Partnering Agreements

Appendix 3.1 – Auckland Regional Transport Authority (ARTA)

Appendix 3.2 – Traffic Management Unit (TMU)

Appendix 4 – Attachments

- 4.1 Needs Analysis Flowcharts
 - 4.1.1 Public Areas
 - 4.1.2 Facilities
 - 4.1.2 Transport
 - 4.1.4 Covert
 - 4.1.5 Technology

- 4.2 CCTV Project Templates
 - 4.2.1 CCTV Application Form
 - 4.2.2 Incident Records
 - 4.2.3 Problem Ratings
 - 4.2.4 Options Evaluation Summary
 - 4.2.5 Project Completion Review

- 4.3 Signage Template

- 4.4. Footage Requests

- 4.5 Annual Report Template

- 4.6 CCTV Management and Operation Guidelines

Appendix 4.1 – CCTV Needs Analysis Flowcharts

Appendix 4.1.1 - Public Areas Needs Analysis

Appendix 4.1.2 - Facilities Needs Analysis

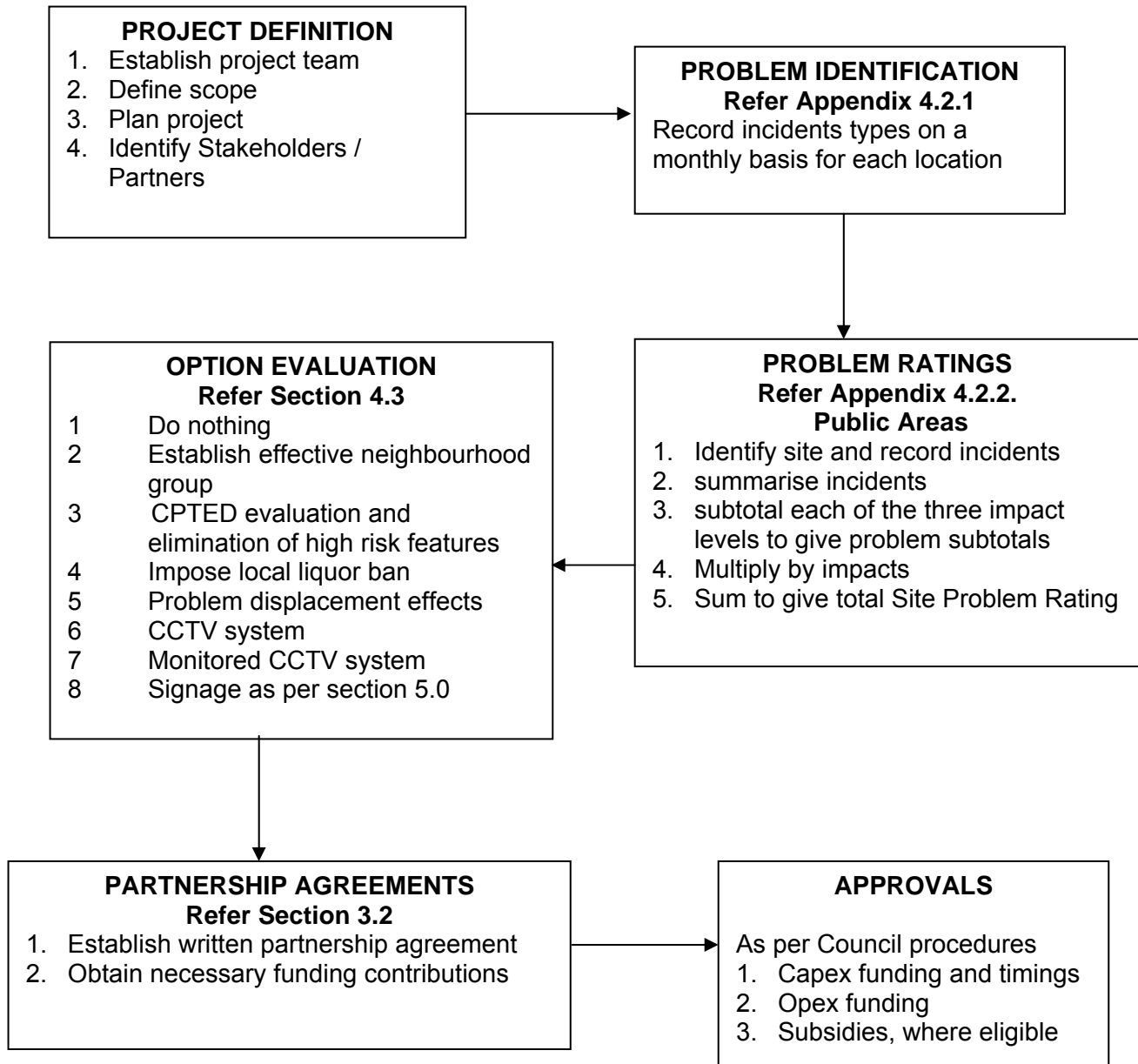
Appendix 4.1.3 - Transport Needs Analysis

Appendix 4.1.4 - Covert Needs Analysis

Appendix 4.1.5 - Technology Needs Analysis

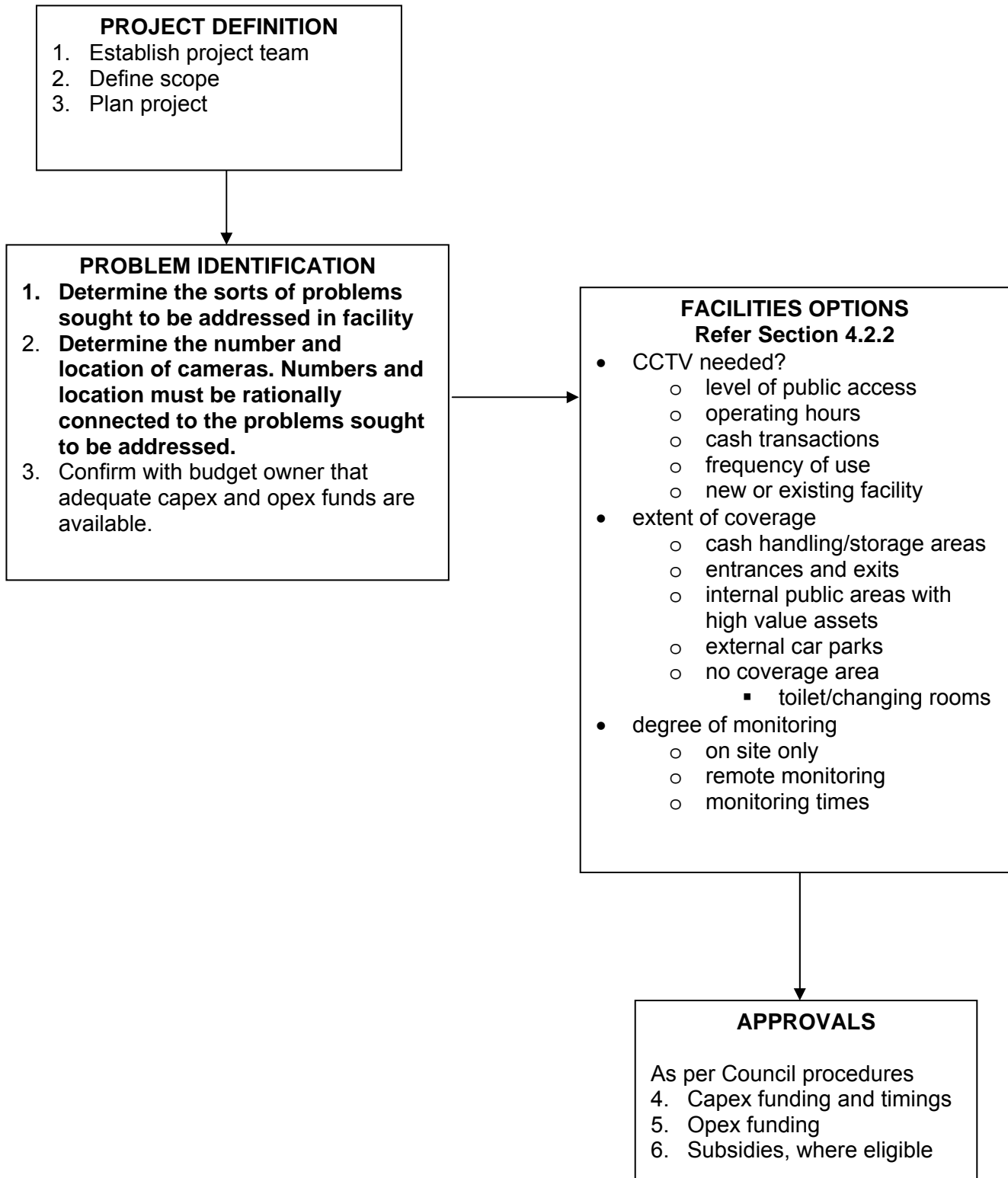
Appendix 4.1.1 – Public Areas CCTV Needs Analysis

refer full CCTV Policy document for details. CCTV Strategy positions are listed in Section 4.1.



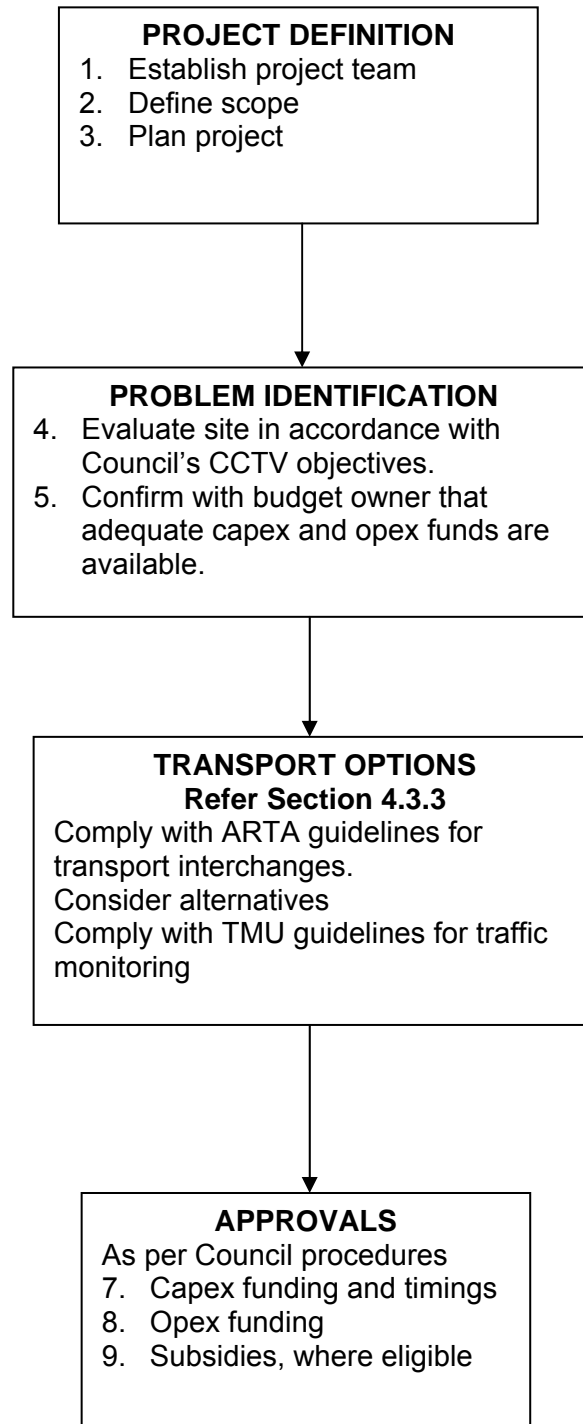
Appendix 4.1.2 – Council Facilities CCTV Needs Analysis

refer full CCTV Policy document for details. CCTV Strategy positions are listed in Section 4.1.



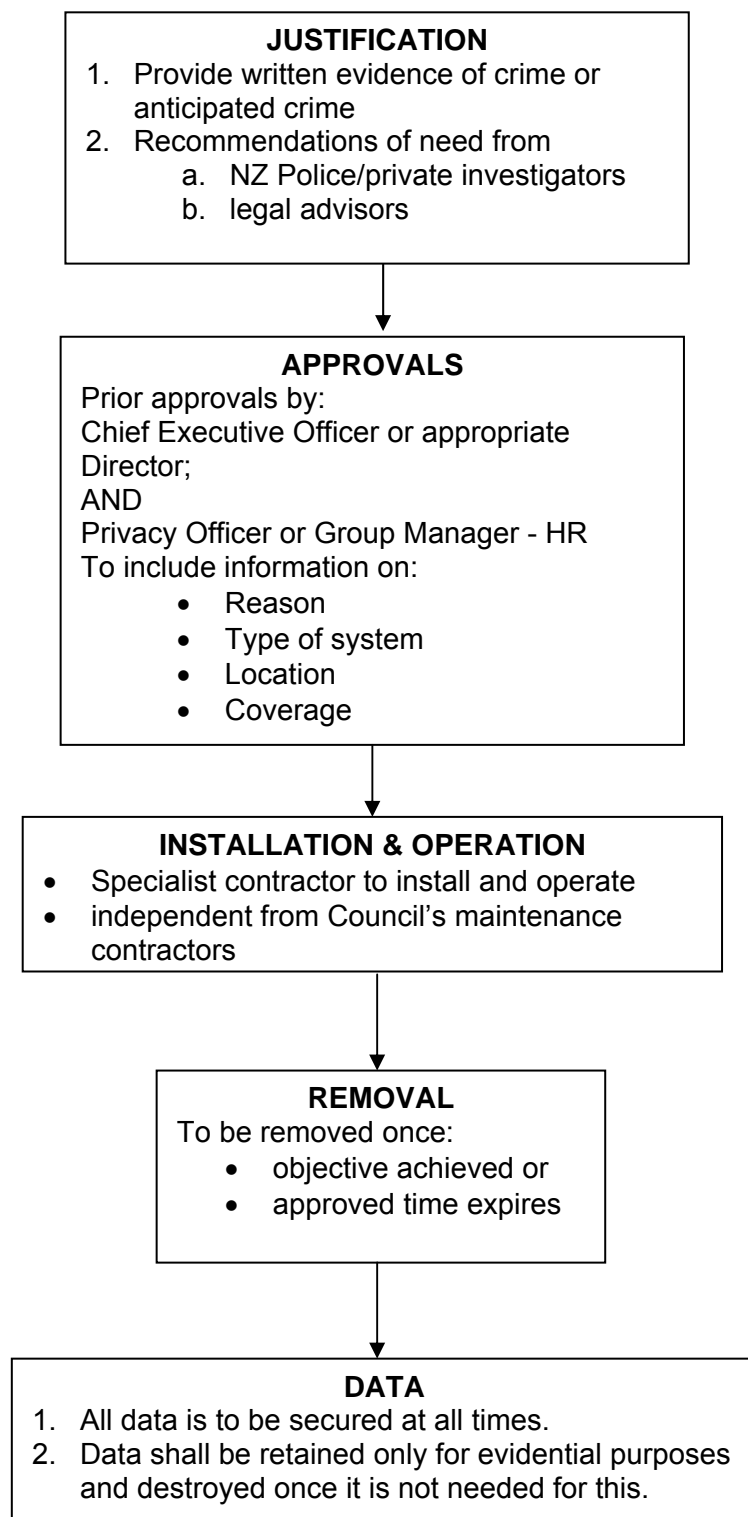
Appendix 4.1.3 - Transport CCTV Needs Analysis

refer full CCTV Policy document for details. CCTV Strategy positions are listed in Section 4.1.



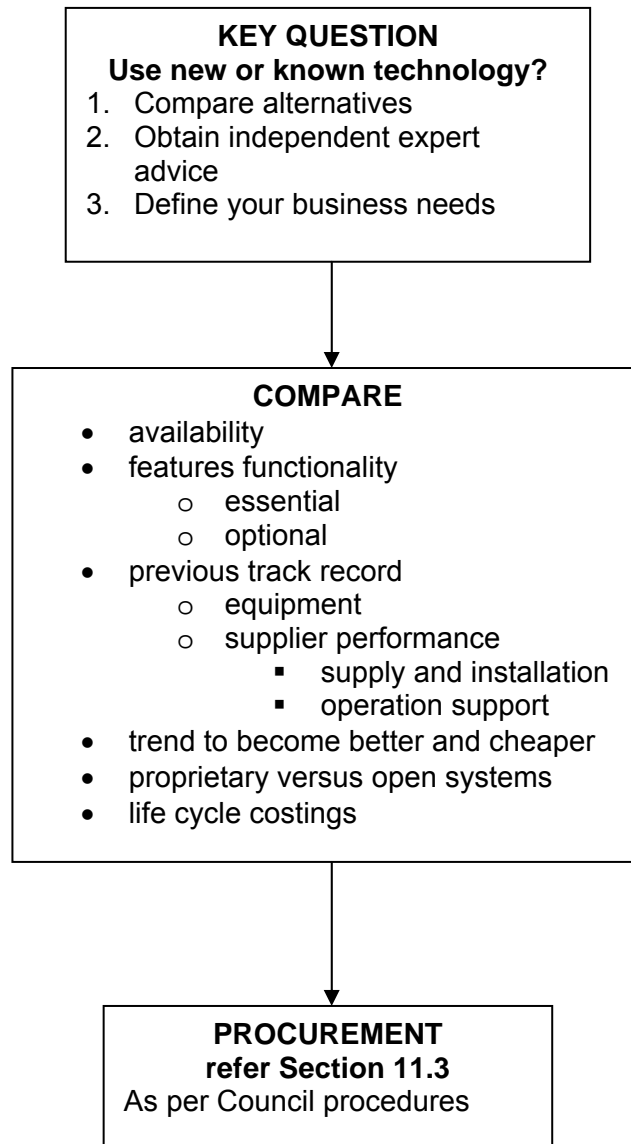
Appendix 4.1.4 - Covert CCTV Needs Analysis

refer full CCTV Policy document for details. Covert CCTV has many aspects that are different from all other types of CCTV, which are summarised below and detailed in Section 6.0.



Appendix 4.1.5 - CCTV Technology Needs Analysis

refer full CCTV Policy document for details. CCTV technology is a rapidly changing area that is applicable to the procurement and operation of all types of systems.



Appendix 4.2 – CCTV Project Templates (external monitoring purposes)

Appendix 4.2.1 - Incident Records

Appendix 4.2.2 - Problem Ratings

Appendix 4.2.3 - Option evaluation Summary

Appendix 4.2.1 – Incident Records

Incidents are to be recorded as soon as practicable after they have occurred.

LOCATION:.....

Incidents	Months for Year Ending / /200												Totals
	J	F	M	A	M	J	J	A	A	O	N	D	

Violence

- homicide
- grievous assaults
- kidnapping and abduction
- serious assaults
- robbery
- group assemblies
- intimidation and threats
- minor assaults

Sexual

- sexual attacks
- sexual affronts

Drugs-Solvents

- disorder
- new drugs
- cannabis
- drugs not cannabis
- sale of liquor act
- breach of liquor ban
- vagrancy

Dishonesty

- burglary
- car conversion
- theft

Property Damage

- destruction of property
- Council facility security
- endangering
- vandalism
- graffiti
- dumping of waste
- limited access points

Monthly Subtotals

Appendix 4.2.2 – Problem Ratings

A Public Places

The problem rating process is:

1. record incidents in the proposed coverage area on the incident record sheet (Appendix 4.2.1)
2. summarise all incidents recorded in the past 12 months on the problem table.
3. subtotal impact, i.e. serious, moderate and minor problems and issues
4. multiply each impact by its factor and sum to give total Site Problem Rating

LOCATION:.....

Problem	Impact	Incidents Recorded in 12 months	Impact		
			1	2	3
PUBLIC AREAS					
Violence					
• serious	3				
○ homicide			-	-	
○ grievous assaults			-	-	
○ kidnapping and abduction			-	-	
○ serious assaults			-	-	
○ robbery			-	-	
• moderate	2				
○ group assemblies			-		-
• minor	1				
○ intimidation and threats			-	-	
○ minor assaults			-	-	
Sexual					
• serious	3				
○ sexual attacks			-	-	
• moderate	2				
○ sexual affronts			-		-
Drugs-Solvents					
• serious	3				
○ disorder			-	-	
○ new drugs			-	-	
• moderate	2				
○ cannabis			-		-
○ drugs not cannabis			-		-
○ sale of liquor act			-		-
○ breach of liquor ban			-		-
• minor	1				
○ vagrancy				-	-
Dishonesty					
• serious	3				
○ burglary			-	-	
• moderate	2				
○ car conversion			-		-
• minor	1				
○ theft				-	-

Problem	Impact	Incidents Recorded in 12 months	Impact		
			1	2	3
Page 1 of 2					
Property Damage					
• serious	3				
○ destruction of property			-	-	
○ Council facility surrounds					
• moderate	2				
○ endangering			-		-
○ vandalism			-		-
• minor	1				
○ graffiti			-	-	
○ dumping of waste			-	-	
○ limited access points			-	-	
Problem subtotals					
	Impact factors		x 1	x 2	x 3
Score x Impact		multiply			
Total Site Problem Rating		sum impacts			

Appendix 4.2.3 – Option Evaluation Summary

	Option	Preferred	Not Preferred	Reasons <i>refer separate sheet for details</i>
1	Do nothing			
2	Establish effective neighbourhood group			
3	CPTED evaluation and elimination of high risk features			
4	Impose local liquor ban			
5	Problem displacement effects			
6	CCTV system			
7	Monitored CCTV system			

Reasons are to include:

- effectiveness
- capital cost
- operating expenses
 - reduced council maintenance
- life cycle duration to replacement
- financial benefits to area including savings from prevention of crime
- partners' commitments

Appendix 4.3 – CCTV Signage Template

Appendix 4.4 – CCTV Footage Requests

Current form as used by Community Services to be inserted. All CCTV footage covered by this policy remains the sole property of Council, irrespective of where it is recorded or stored.

<p>MANUKAU CITY COUNCIL</p> <p>APPLICATION FOR CCTV FOOTAGE</p> <p>FROM CCTV CAMERAS</p>	
PERSON REQUESTING:	
ADDRESS:	
EMAIL ADDRESS:	
CONTACT NUMBER:	
DATE OF OFFENCE:	TIME:
ORDER NO:	
WHERE OFFENCE OCCURRED:	
DETAILS OF OFFENCE:	
DESCRIPTION OF OFFENDER(S):	
REGO/DESCRIPTION OF VEHICLES USED:	
WOULD YOU LIKE STILLS: (Circle one) <u>EMAILED / STORED ON CD ROM</u>	
PLEASE FAX COMPLETED FORM TO:	
Authorised by:	

Appendix 4.5 – Annual Report Template

CCTV Systems Annual Audit for Year

- Contents
- Executive Summary
- Introduction / Overview
 - Public places
 - Council facilities
 - Transport
- * Assets
 - quantity
 - Public places
 - Facilities
 - Transport
 - Covert
 - projects completed since previous audit
 - performance measures for each project
- * Service contracts
 - coverage availability as a % of total system camera-hours operating all the time
 - monitoring in camera-hours and KPI achievement
 - audit summaries
- * Stakeholder Groups
 - number of active community partnerships
 - public safety perceptions survey results
 - business/commercial carparks subsidised
- * Outputs
 - levels of crime and antisocial behaviours reported by area
 - footage requests received/granted
- * Trends
 - comparisons with previous annual audits
- * Lessons and future plans

Appendix 4.6 - CCTV Management and Operation Guidelines

This appendix outlines aspects that need to be considered and complied with in the day to day management and operation of CCTV systems covered in this Policy.

This guideline has content which is to be implemented by service providers that include the maintenance company and monitoring station control room operators where appropriate.

Roles mentioned in these guidelines include:

- The System Manager is the person responsible for day to day operation of the CCTV system, usually a service provider contracted to Council
- System Operators are all other people, including subcontractors, involved in the operation of the system in whatever way
- A Contract Manager is Council's client representative for the service contract and may be a staff member or a consultant
- The Council's privacy officer fulfils the role defined in the Privacy Act 1993.

The guiding principles for the operation and management of the CCTV systems are:

1. The CCTV system is to be managed and operated in a manner that reflects the original intended use of the system and Council's CCTV policy.
2. The System Manager and supervisory staff shall make their best endeavours to ensure there is no improper use of the system itself or data/ footage removed from the system
3. The System Manager is responsible for compliance with the CCTV Policy and this guideline and should if required seek advice from the Council's Privacy Officer or Group Manager – Human Resources (as appropriate) on any aspects of uncertainty or application
4. Any data/ footage accessed, copied or removed from the system shall only be used for the legitimate purposes justifying its access, copying or removal
5. Where the system is remotely monitored Council's system manager shall obtain copies of the service provider's Standard Operating procedures for endorsement as acceptable.
6. Contract Managers responsible for the management of maintenance and monitoring contract shall ensure service providers are fully aware of this CCTV Policy and compliance needs.
7. The System Manager is required to carry out and record health checks on the systems on a weekly basis to:
 - a) ensure they still meet their intended purpose
 - b) camera coverage has not been altered to cover private areas
 - c) time/ date is correct
 - d) recording is operating correctly.
8. Sound shall not be recorded on the systems unless specifically approved by the Privacy officer or the Group Manager – Human Resources (as appropriate) for a specific purpose.
9. The System Manager shall update log books as required and review weekly
10. The System Manager shall collect necessary data to assist in the needs review and requirement for ongoing system existence covered in this Policy

11. The signage in public areas shall be maintained in accordance with the CCTV Policy
12. The management of complaints from within Council shall be forwarded by the system manager to the business unit manager and responded to within 14 days of receipt of the complaint
13. The management of complaints from the public with regard to the use of the CCTV shall be responded to in accordance with Council's Customer Call Centre Citizen, Customer and Community Relationship Management System requirements. These include:
 - a) all public enquiries are to be redirected to Council's customer call centre
 - b) Call Centre requests are to be responded to within 2 working days
 - c) complaints related to the recording of individuals shall also be referred to the Council's Privacy Officer.
14. Any data/footage may only be accessed, copied or removed from the system only on receipt of a correctly approved footage request form
15. Maintenance contractors are not to remove data/footage from the system.
16. Systems are not to be used for demonstration purposes to outside agencies or companies unless prior approval is obtained from the Contract Manager
17. Where a system is monitored remotely the access to the control room and system shall be controlled and entered into the log book
18. Monitoring of the system shall be only carried out by people employed for the role and qualified and trained appropriately.
19. A record of System Operators at the remote monitoring control rooms shall be kept in a log
20. Access to control system shall be entered into the system log book with the person name and reason for accessing the system
21. No manipulation of images is to be carried out.
22. Enhancement of recorded images is only to be carried out under supervision of Police.
23. Printed images from the system shall not be displayed in areas of public use and shall be controlled in the same manner as other system media
24. Any data/ footage removed from the system shall be stored in a locked secure cabinet with restricted access
25. Any data/ footage that is likely to be used in prosecutions shall be handled and managed as directed by Police with advice sought prior to handing of the data/footage
26. Access to systems recorded data/ footage and networks to be controlled via individual user PIN or other personal identifier access control
27. All obsolete or unwanted data/ footage shall be securely destroyed within 1 month and the destruction recorded.
28. Where systems can be remotely accessed, the control of access and logging of access shall comply with this Policy
29. All stored data/ footage shall be identified as confidential and couriered in a security sealed envelope.
30. The selected medium for storage of data/ footage shall meet the life requirements for the footage and be at least 3 years life expectancy