



## Security Camera Surveillance Policy



metro transit



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### OBJECTIVES

The primary objective of having video surveillance is to document what transpires when events occur that threaten the safety of customers and/or employees of the transit system. The installation of cameras, with signage alerting customers and employees, has also been a deterrent to disruptive behavior and provides a sense of security to riders and employees. In the case of personal injury accidents, a video record validates the facts.

### LOCATIONS

Metro Transit has security surveillance cameras at the transfer points, on buses, in the operations, maintenance, storage, and administration facilities.

- All four Transfer Points are equipped with security cameras. Images are available in real-time via wireless connection to Metro staff and to the Madison Police Department.
- On-board video and audio surveillance equipment is installed on the entire fleet of revenue service vehicles.
- Facility cameras are located in the following areas:
  - Common areas such as hallways, employee parking lot, garage exterior along E. Washington Ave., bus storage and entrances, service lane and maintenance areas, dispatch office, and breakrooms.
  - The cash-handling room where cash is counted and sorted from bus fare is also equipped with cameras.
- Cameras provide security for employees at the building entrances and other public areas. Footage is also used to resolve disputes and review incidents that may have occurred.
- There is signage in all locations providing notice that video (and audio on the buses) surveillance is present.

### DOWNLOADING IMAGES

Bus video systems use digital video recorders (DVR) to store information. To access the footage, the hard drive is pulled and images are reviewed and downloaded when an incident or accident is reported (by employees or public). If the hard drive is not pulled, all data will be overwritten when the hard drive reaches capacity. If it is required to review multiple hard drives to search for an event, footage found to be irrelevant or reviewed as part of a process of elimination, may not be retained. Hard drives are not pulled or reviewed without a purpose or reason to do so.



## ACCESS TO IMAGES

- For safety and/or security incidents, the surveillance records are shared with individuals directly involved in investigating and following up on the incident. This includes Metro management staff, law enforcement officials, school officials, the City's insurance company, the bus operator, union officials, the offending individual (and his/her parents as appropriate), and others who may be directly involved in responding to the behavior.

Metro Transit Rules of Conduct call for police intervention, arrest and/or prosecution in situations in which an individual's actions present an imminent danger to the life or safety of him/herself or others, or to Metro property. Video evidence is particularly useful in enlisting police and prosecutorial support to enforce the policy in these emergency situations.

- Video images are used to monitor ride loads, boarding activity, and other planning purposes. The Planning Manager has access to the video records for this purpose.
- The on-board bus video is also used for training purposes. The ability to develop training videos showing our own operators handling real life situations has been an excellent training tool. Metro Driver Instructors access the on-board video record created by management. Driver Instructors are not allowed or have access to pull hard drives or review facility cameras. This type of footage is displayed to employees in training. Metro management will gain consent of known individuals shown in the footage before utilization in training groups.

## LEVELS OF ACCESS

- On-board bus video
  - Operations, maintenance, and information technology supervisors and managers have full review and saving rights.
  - The planning unit has access to video storage for passenger count purposes and turning movement issues.
  - Marketing supervisor and manager have access to video for responding to public inquiry and media requests.
  - Records custodian has access to video storage for open records requests and public inquiry.
  - Driver Instructors have no access to video footage with the exception of records specifically designated for training purposes.
- Transfer Point cameras only
  - Planning unit, operations and maintenance supervisors and managers have live view and review access but are not allowed to save footage.
- All Facility cameras
  - Operations General Supervisors, Maintenance General Supervisors, Operations Manager, Maintenance Manager, Building and Grounds Foreman, and Information Technology Manager have access to all facility and transfer point cameras. This is live view and review rights only.
  - Operations General Supervisors and the Information Technology Manager have live view, review, and save rights.



**PUBLIC RECORDS**

- In consultation with the City Attorney’s office and insurance company, Metro will maintain, as a public record, images downloaded from the recorders in accordance with the video record retention policy outlined below.
- In cases where follow-up action is taken, the images will become part of the files for the incident, and be maintained in accordance with the video record retention policy outlined below.
- In cases of vehicular accidents, the images provided to our insurance company will be maintained as part of their case file in accordance with their record retention policies.
- The Assistant to the General Manager serves as the open records custodian for Metro Transit. This includes video surveillance records.
- Records are stored on a secure network server maintained by the City of Madison Information Technology Department.

**RECORD RETENTION POLICY:**

<b>Category</b>	<b>Default</b>
MPD-MetroVideo	
Transit General Mgr Requests	365 Days
Complaints	365 Days
Misc	365 Days
Pedestrians	365 Days
School	365 Days
School Name	
Shop Misc	365 Days
Policy/Fare Dispute	365 Days
Strollers	
Workers Comp	365 Days
Driver Violations	365 Days
Driver Electronic Violations	365 Days
Shop Employee Misconduct	365 Days
Office Employee Misconduct	365 Days
Accidents	4 Years
Fixed Route	
Paratransit	
Slip & Fall	
Bike or Ped	
Facility	
Refresher Training	4 Years
Safe Streets	4 Years

Updated January 15, 2009

Updated May 5, 2011

Updated December 17, 2012

Updated March 20, 2014

Updated June 22, 2018 – Phil Gadke – Operations General Supervisor

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