CCTV Strategy

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Purpose

The purpose of this strategy is to provide guidance on the installation, monitoring and maintenance of closed circuit television (CCTV) city safety cameras within Wellington City.

Background

Wellington City Council operates closed circuit television (CCTV) surveillance in central Wellington. The CCTV system is a Council led initiative and is strongly supported through our partnership with the Wellington Central Police.

The CCTV system aims to make Wellington a safe city through prevention activities that target crime and public disorder, increase public safety and ensure efficient responses. Furthermore, the CCTV system enables the gathering of intelligence around non-police issues such as rough sleeping.

The CCTV system was established in April 2005 following the successful trialling of CCTV in Te Aro in 2003/2004. Initially three cameras were set up which were monitored by Council's Walkwise team. As a host city of the Rugby World Cup 2011, the Wellington CBD area required more extensive surveillance coverage. An additional 11 cameras were installed, a CCTV Volunteer team to monitor the cameras was established and a new monitoring base known as 'The Hub' was set up.

The CCTV Hub is located at the Wellington Central Police Station and is equipped with multiple large screens enabling cameras to be viewed simultaneously. The Hub is monitored by CCTV Volunteers Wednesday through Saturday from 8pm-6am. The monitoring system relies solely on the assistance of the volunteers whose presence in the hub provides a key link between Police and our Local Hosts.

Scope

The scope of this strategy includes the existing 14 CCTV cameras installed for the purposes of monitoring city safety within Wellington and any future cameras installed for this purpose.

The scope excludes those cameras owned by private residents or external organisations (including those fully or partly funded by Council), or those cameras owned by Wellington City Council for the purpose of:

- Roading and traffic management
- Civic Building campus security
- Monitoring of Council Facilities including Parks and Gardens, and pools.

Location of Cameras

There are 14 cameras monitored via the City Safety Volunteer Programme. A map of locations can be found at in Appendix 1.

The cameras are fixed in elevated positions at the following locations:

- Wakefield/Blair (Chaffers New World Car park)
- Courtenay/Blair
- Courtenay/Allen
- Courtenay/Tory
- Courtenay/Central
- Courtenay/Taranaki
- Te Aro Park toilets
- Te Aro Park
- Cuba/Manners
- Victoria/Manners
- Cuba/Dixon
- Cuba/Ghuznee
- Cuba/Vivian
- Opera House Lane

All cameras are PTZ (pan, tilt, zoom) except for Te Aro Park Toilets which is a fixed camera.

These locations were selected by the City Safety Team following an analysis of available crime statistics, suggestions by Walkwise, and other hot spot data available to Council at the time, in consultation with the Police.

The cameras have been used to support the Police and Local Hosts in their activities and have resulted in arrests for crimes ranging from tagging to assaults.

CCTV Needs Analysis Process

Considering Options

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. It must be recognised that there may be a number of solutions for addressing a range of community safety issues. Council will ensure that CCTV systems are considered alongside 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:

- Crime Prevention through Environmental Design (CPTED)
  - Surveillance – people are present and can see what is going on
  - Access management – methods used to attract people and vehicles to some places and restrict them from others
  - Territorial reinforcement – clear boundaries encourage community "ownership" of the space
  - Quality environments – good quality, well maintained places attract people and support surveillance

- Assistance from community groups
- Liquor ban
- Security presence during seasonal/short term issues
- Education and marketing programmes

The CCTV needs analysis process offers guidance for decisions in relation to expanding camera coverage at existing locations to ensure that a CCTV system is the most appropriate tool for addressing the identified issues.

It is important to reassess the requirements of both the location and the monitoring programme regularly to ensure the programme continues to meet the needs of the Council and our Police partners.

Objective

1. To ensure there is a clear decision making process that justifies the expansion of the CCTV system
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 the Council's funding is applied to areas with the greatest need

Criteria for Determining Future Locations

Cameras installed for crime prevention:

- Are used to prevent and detect criminal offences and / or social behaviour problems in identified high crime areas
- Are not used to maintain surveillance on individuals or groups
- Must be operated in a manner that complies with privacy Act 1993

Therefore, cameras must only be installed in those public places with a higher incidence of criminal offending, on identifiable days and times, than other similar areas. The justification for the placement of the cameras should be statistically quantifiable by reference to specific types of reported offences such as:

- Theft from car
- Fighting
- Drunkenness
- Drugs
- Disorder offences
- Social behaviour problems

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

Camera use should be restricted to identifiable time periods when there is a higher likelihood of crime being committed in the particular area. If there is a specific operational requirement outside such identifiable time periods, that use should be approved and documented (e.g. major events)

Cameras should not:

- Track or zoom in on any member of the public
- Be focussed on entranceways to buildings or be directed to look through windows into buildings
- Look into private residences except as part of a wide angle or long shot or while panning past them

The following checklist will be taken into account during decision-making regarding establishment of new CCTV cameras:

☐ Establish whether there is a crime or social behaviour problem at the location in question. Obtain a very clear understanding of the issue (what, where, when, how, who and why).

☐ Where a crime or social behaviour problem can be identified, undertake a Crime Prevention through Environmental Design (CPTED) assessment of the space to consider the different possible intervention points to remove the potential victim or motivated offender or to weaken the desirability of the location for anti-social activity. This phase will likely include stakeholder consultation across a number of topics relating to the space.

☐ Any decision to implement CCTV must be balanced with the researched evidence around the benefits and limitations.

☐ CCTV must be implemented as a package of interventions to resolve a crime or social behaviour problem at a particular location.

☐ Clear community safety objectives must be set for an area prior to the implementation of CCTV. There must be clear links between the installation of CCTV and the achievement of these objectives.

☐ If CCTV is considered as a result of the CPTED assessment to be an appropriate option, assess what existing infrastructure is in the space concerned (e.g. fibre optics, ducting etc.). This will have a significant level of cost if not already established.

☐ Any new CCTV installed must be wired into the existing network for monitoring in real time at the Wellington Central Police Station. Stand-alone systems are not recommended.

☐ Placement of cameras must be carefully considered, to avoid being obstructed unnecessarily by trees, signs/hoardings, or buildings for example, and to maximise the scope of view each camera will have.

☐ Ongoing publicity must be planned to maximise the life cycle of the CCTV. Good signage alerting people to the fact that CCTV is operating in a space is also important.

☐ The implementation of any new cameras in public places must comply with applicable principles of the Privacy Act 1993.

☐ Wellington Central Police approval of works around the CCTV network (to ensure it meets policing needs and policy) will be required as part of any expansion project.

Signage

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 shall include the words "City Safety Crime and safety cameras are operating in this area".

☐ Signage should make it clear that Council owns and operates the CCTV system.

☐ 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.

☐ Signage should be erected both near the CCTV cameras and at the perimeter of the CCTV system's range (before individuals enter the range of the cameras) to notify people that cameras are operating.

☐ Commercial advertising is not to be placed on CCTV signage due to its ability to detract from the primary message of CCTV system coverage.

☐ Information (including logos) of funding partners, New Zealand Police or either incident response services may be placed on CCTV signs where they are not likely to detract from the primary message of CCTV coverage.

☐ All information placed on CCTV signage must comply with Council's Communications and Marketing Brand Guidelines.

☐ Signage shall be maintained and be kept in good order.

☐ 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.

☐ Periodic public notices in the news media should convey detailed information about the purpose and operation of the cameras, including the collection, storage and use of the information.

☐ Ensure a full privacy notice is available on the Council website or in hard copy to let the public know more about the operation of the CCTV cameras.

Privacy

Wellington City Council must comply with the provisions of both the Privacy Act 1993 and the Local Government Official Information and Meetings Act 1987 (LGOIMA). All due care must be taken to ensure CCTV systems operated by Council do not capture images from private dwellings.

Privacy Act 1993 requires that people are made aware that information is gathered about them and the purpose for doing so is made clear. Areas where cameras are installed must be clearly signposted to notify the public that a camera is or maybe in operation. The signs also serve as a general crime deterrent.

Use of Footage

The use of images and footage must be carried out in accordance with the Privacy Act. Wellington City Council retains ownership of the cameras and the equipment as well as retaining ownership of the footage recorded. The Issues Resolutions Office has overall responsibility regarding the release of information and is the Privacy Officer for the Council.

If Police require a download of the footage for prosecution purposes/court based evidence they must follow a formal request process to obtain this footage through the Issues Resolution office and Security team.

If the public want to request footage regarding a crime, the first step is to log a complaint with the Police. The Police can request the footage directly from the Council (if there is any information held on the incident). We will not routinely release footage directly to the public or private organisations.

Storage of Information

All footage not required for evidential purposes must be erased is erased after 26 days. Footage required for evidential purposes may be retained and stored according to Police standard procedures for the safe custody of evidence or exhibits.

Relationship with the police

The CCTV system is a joint partnership between WCC and the Wellington Central Police.

The cameras are a valuable tool in assisting the Police to prevent or reduce crime and disorderly behaviour including burglary, assaults and vandalism.

Volunteers

Currently there are 40 volunteers who range in age from 18 – 70+ years. The volunteers come from a vast range of backgrounds (students, shift workers, retired) with differing motivations for volunteering.

The volunteers are responsible for monitoring the CCTV cameras from Wednesday through Saturday from 8pm-6am. This is seen as the most crucial time to have extra eyes on the city. However, volunteers may come to the hub and monitor the cameras at other times as well. The volunteers are expected to work at least two shifts per month, of which two of these shift during the year must be between 1am-5am. It is up to the volunteers to roster themselves on for shifts which usually occurs in pairs and is managed through a shared google calendar.

Recruitment

The aim is to increase the number of volunteers to 70. A strong recruitment process for volunteers is vital to ensure that numbers are increased and maintained to ensure sufficient coverage of the required shifts. Recruitment is an on-going process that must be continually pushed to enable volunteer numbers to grow and be maintained.

The recruitment process is a joint effort between Police and WCC. Currently promotion of the volunteer role is through:

- WCC website
- Victoria University Student Careers Website
- Citizen Advice Bureau
- Community Newsletters
- Community Noticeboards
- Media releases

Once an application is received the applicant will have an initial meeting with at least two of the three co-ordinators (Police Coordinator, WCC Coordinator, Volunteer Coordinator) in which an initial screening will take place to ensure a) the applicant has the necessary skills; and b) they are still interested once receiving further information about the role. If the applicant is deemed suitable it is the responsibility of the Police to complete a formal vetting process. A successful candidate will then be inducted into the volunteer programme.

Valuing our Volunteers

To ensure that we retain and hopefully increase the number of volunteers it is necessary that volunteers feel adequately supported and are recognised for the exceptional work that they do. There are numerous opportunities which enable volunteers to develop their knowledge and experience with other groups that work to create a safe city and see how CCTV fits alongside. These are on-going opportunities available to the volunteers and include:

- Ride-a-long with the Police
- Spend an evening with one of the Community Patrols
- Visit the cells
- Tour of the Police Communications Centre

Specific training opportunities are also held throughout the year to ensure the volunteers understand why and how the intelligence they gather is beneficial to both WCC and the Police, and to provide further training on what the volunteers should be looking out for on the cameras.

To celebrate and thank the volunteers for their commitment and time put into to creating a safe city there is also an annual social function held jointly with the community patrols.

Asset Management

Reporting process

Any faults with the cameras are logged and sent through by the Council to the Council's contractor for repair.

Standards repairs and ongoing preventative maintenance

Fault repair times depend on whether the issue can be addressed remotely or require a site visit. If remote access is possible, faults will be responded to within 24 hours. Faults requiring a site visit may take up to 10 days due to the need for traffic management plans. The exception to this is Opera House Land which only requires a pedestrian management plan and can be addressed within 3 days.

Preventative maintenance is carried out twice a year in April and October. This consists of cleaning of cameras and a check for undetected faults or deterioration of the equipment.

Reporting

From 2015, regular reports will be generated to show trends in City Safety CCTV recording. Reporting is currently under review across a number of reporting platforms with a view to greater alignment on the reporting of city safety issues.

Funding

The City Safety CCTV programme is funded solely through rates income. Approximately $100,000 is spent on this programme per year. This covers maintenance and upgrades of the system, and includes the cost of supporting the volunteer programme.

Appendix One: Location of Cameras