

**Agency Name**  
**Transit Policies and Procedures**

<b>Subject</b>	Camera Policy
<b>Section</b>	Safety
<b>Effective Date</b>	
<b>Approved By</b>	
<b>Approval Date</b>	

**Purpose**

Provide guidance for the use and operation of video recording and security camera systems in transit facilities and on transit vehicles that monitor and record activity to reinforce the safety and security of persons and property. This policy includes the use of this equipment for the deterrence and investigation of accidents or incidents and the use of surveillance images for dispute resolution and incident review. Video footage may also be used for training and transit planning purposes.

**Definitions**

*Accident:* An event involving an Agency vehicle and a secondary vehicle which results in damage to one or more vehicles, property, or bodily injury and requires the response of law enforcement or emergency services personnel.

*Incident:* An event that results in damage to an Agency vehicle or property, bodily injury to a passenger or employee, or a violation of any policy on prohibited behavior.

*Security Camera Operator:* A person viewing or controlling a video surveillance system.

*Security Camera System:* A camera installation with the capacity to view or record Agency controlled spaces and/or vehicles when used for the purposes defined by this policy. Personal web cameras connected to personal computers, tablets, or cell phones are not included in this policy.

**Procedure**

The Transit Agency shall prepare written procedures instructing employees how and when to use the security camera system and what procedures to follow should an accident or incident occur where images could be useful. Written instructions should also be prepared to clarify how to store surveillance images and who has permission to access them.

When cameras are used, conspicuous signage notifying the public of the camera surveillance system must be displayed throughout transit facilities and on transit vehicles. Signs must contain the following statement: THIS AREA MAY BE SUBJECT TO VIDEO SURVEILLANCE AND RECORDING FOR SAFETY AND SECURITY PURPOSES.

Transit security camera systems use digital video recorders (DVR) to store information. To access surveillance images, the hard drive is pulled, and images are reviewed and downloaded. If the hard drive is not pulled, all data will be overwritten when the hard drive reaches capacity. Surveillance images are only accessed or reviewed when there is a reason to do so (e.g., an accident or incident is reported by employees or the public).

The onboard bus surveillance footage may also be used for training purposes as videos showing drivers handling real life situations can be a valuable training tool. Transit agencies must have the consent of known individuals shown in the footage before it may be used in training situations.

For safety and/or security incidents, surveillance footage may be shared with individuals directly involved in investigating and following up on the incident.

Images may also be used to monitor ride loads, boarding activity, and for other planning purposes.

Surveillance images obtained pursuant to this policy will normally be kept according to the following Record Retention Policy unless a specific extension is requested in writing by the Transit Director or the Safety Officer.

#### **RECORD RETENTION POLICY:**

<b><u>Category</u></b>	<b><u>Retention Time</u></b>
Transit Director/Safety Officer Requests	365 Days
Complaints	365 Days
Policy/Fare Disputes	365 Days
Workers Compensation Cases	365 Days
Driver Violations	365 Days
Accidents/Incidents	365 Days

Surveillance images obtained in accordance with this policy must be stored in a secure location to prevent their unauthorized access, modification, duplication, or destruction. In cases where follow-up action is needed, the images will become part of the incident file and be maintained in accordance with the Transit Agency's Record Retention Policy. In cases of vehicular accidents, the video footage or images provided to the Transit Agency's insurance company will be maintained in their case files in accordance with their record retention policies.

Information obtained through surveillance monitoring or recording will only be released when authorized by the Transit Director or the Safety Officer. All requests from sources external to the Transit Agency for the release of information obtained through surveillance monitoring or recording must be submitted to the Transit Director for approval prior to release.

#### **Responsibilities**

The Transit Director and the Safety Officer shall be responsible for developing and implementing the security camera system procedures. Drivers are responsible for notifying the Transit Director and/or Safety Officer when video surveillance may be useful to investigate an accident or incident.