

WOLLONGONG CITY COUNCIL

CITY CENTRE STREET CAMERA PROGRAM



STANDARD OPERATING PROCEDURES

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INTRODUCTION

1. The purpose of this Document

This Document details the procedures for the management and control of CCTV systems and recorded data operated by and on behalf of Wollongong City Council (“Council”) as they relate to Wollongong City Centre, Mall, Main Administration Building and adjacent streets.

The “Standard Operating Procedures” contained in this Document are designed to give effect to the provisions adopted by Council in the CCTV Program – Policy and Code of Practice (“the CCTV Policy”).

The “*Contract for the provision of security services to Council*” dated 4 July 2012 provides details in relation to qualifications and requirements of Control Room staff.

2. Standard Operating Procedures (“SOPs”)

- 2.1 These SOPs identify the day-to-day procedures for the operation of the CCTV Program as it applies to the locations identified above. These SOPs should be read in conjunction with the CCTV Policy.
- 2.2 Control room and security patrol staff involved in the operation or management of the CCTV Program must understand the contents of these SOPs. The successful operation of the CCTV Program relies on all staff having a complete understanding of the SOPs and fully complying with them.
- 2.3 Instructions supplementing these SOPs may be issued from time to time, but only where they are consistent with the CCTV Policy. Similarly, any modifications to these SOP’s must be consistent with the CCTV Policy, and must be reflected in reissued SOPs to have effect.

3. Security of SOPs

- 3.1 These SOPs remain the property of Council; however, they are to be publicly available.

4. Review of and Changes to SOPs

- 4.1 Designated Council staff are authorised to issue instructions supplementing these SOPS, and making modifications, as permitted under clause 2.3 above.
- 4.2 These SOPs are also subject to review as part of the evaluation program set out in the CCTV Policy.

PROCEDURES

1. General

All Council officers, control room, security patrol staff and any other persons contracted to work in relation to Council's CCTV system must:

- (a) ensure that that system is not used in any way which could damage or adversely impact on the lawfulness, integrity and reputation of Council;
- (b) maintain the highest moral, professional and ethical standards in the application and performance of their duties;
- (c) must safeguard all information and knowledge which is confidential and exercise due care and responsibility to prevent its improper disclosure or use.

2. Staffing

- 2.1 The control room will be staffed to deliver on the terms identified in the Contract entered into between Council and the security provider.

Induction

- 2.2 Prior to commencement of initial employment or engagement utilising any CCTV system or associated system, Council or control room staff are required to complete an induction.
- 2.3 This induction shall include an explanation of the CCTV Policy, as well as these SOPs.
- 2.4 At the conclusion of the induction, the relevant Council or control room staff shall sign a statement to the effect that they have read and understood the CCTV Policy, and these SOPs, and agree to be bound by them.

Licensing

- 2.5 All control room staff must be licensed security officers and/or special constable, or private investigators and be able to produce a current Australian licence.

3. The Control Room

- 3.1 The City Centre CCTV Control Room is currently located in Wollongong Central, adjacent to the Crown Street Mall.

Entry Procedures

- 3.2 External doors to the Control Room are to remain locked at all times.
- 3.3 Control Room staff are to log their entry time and date at the start of each shift. The entry is to be made in the Staff Attendance Book.

- 3.4 Access to the City Centre CCTV control room, which contains monitors for the Wollongong City Centre and Mall, Main Administration Building will be restricted to qualified operating staff and authorised Council officers. Police Officers will be required to record their entry into the Control Room via the Visitors' Log Book.
- 3.5 No other person or persons are authorised to enter the Control Room without first completing the Application to Visit Control Room Form and obtaining authorisation from designated Council staff.
- 3.6 Such authorisation is to be in writing, and must be tendered by the person seeking entry to the Control Room to a staff member in the Room at the time of entry.
- 3.7 The person authorised to enter must then enter their name, date, and time of arrival into a Visitors' Log book. The Visitors' Log book must be kept at a prominent location in the front room of the Control Room. The Visitor's Log book must have sequentially numbered pages, and be made available at all times for Council inspection, evaluation or audit purposes.
- 3.8 The arrival details are to be initialled in the Visitor's Log book by a Control Room staff member on duty at the time of entry.
- 3.9 No Control Room staff member is to loan his or her access key or pass to any other person at any time.

Leaving the Control Room

- 3.10 Control Room staff should not leave the Control Room unattended except during meal breaks, other necessary breaks, or emergency situations.

In the Control Room

- 3.11 No smoking is allowed at any time in the Control Room.
- 3.12 Food and beverages are not to be consumed within the direct vicinity of the monitoring equipment.

3.13 Location and View – CBD AREAS (Z13/201616)

Mall

	Number	Switch	Location
1	30.01	33	Monitoring Office (238)
2	33.02	33	Gateway Entry (112)
3	33.03	33	Keira Street View North (3030)
4	33.04	33	Keira Street View South West Mall (158)
5	33.05	33	Keira Street South West Mall Entry (117)
6	33.07	33	Crown Central North West Entry (7)
7	33.101	33	Western Bridge Pan Tilt Zoom (58)
8	34.06	34	Mall to Globe Lane Entry (82)
9	34.08	34	DJ's Bridge West viewing East (171)
10	34.09	34	Mall South West End viewing West (134)
11	34.10	34	Globe Lane Centre Court (281)
12	34.101	34	DJ's Pan Tilt Zoom (249)
13	34.11	34	Optus Shop West viewing West (3011)

14	34.13	34	Globe Lane Centre Court viewing South Entry (172)
15	34.15	34	Globe Lane East viewing West (152)
16	34.16	34	Church Street Taxi Rank viewing South (67) (3016)
17	34.17	34	Globe Lane DJ's West viewing East (3017)
18	34.18	34	Church Street DJ's Entry viewing North (3018)
19	34.44	34	Old Ampii Stage – Relocated DJ's Mall viewing East (79)
20	36.101	36	Old Ampii PTZ – Relocated Cred Union Mall View East (61)
21	36.102	36	Dr's Building Pan Tilt Zoom viewing West (272)
22	36.19	36	Ampii Sth – Relocated Café Mall viewing East (3019)
23	36.23	36	Ampii Sth – Relocated (off line) (132)
24	36.26	36	Barkins Shop Awning Mall viewing East (77)
25	36.27	36	Barkins Shop Awning Mall viewing West (103)
26	36.28	36	Outside Redback Music lower Mall Viewing East (157)
27	36.29	36	Outside BJ's Backhouse lower Mall viewing West (64)
28	37.01	37	Court Lane viewing East (88)
29	37.02	37	Church Street viewing North Police Station (133)
30	37.06	37	Mall Centre viewing North to Church Street (271)
31	38.01	38	Front Police Station viewing West (60)
32	38.24	38	Crown Cent, Church St Entry viewing Sth west (3024)
33	38.25	38	Upper Church Street/ Court Lane viewing Mall (9)
34	40.101	40	Grassed Area Pan Tilt Zoom viewing West (168)
35	40.102	40	Fountain Pan Tilt Zoom viewing East (81) (73)
36	40.30	40	Pigalle viewing entry to Mall (65)
37	40.31	40	Wesley Church Mall viewing North (66)
38	40.35	40	Lois Lane viewing South Mall Entry (63)
39	40.38	40	Lower Mall viewing North East (178)
40	40.39	40	Lower Mall viewing South East (104)
41	41.101	41	Market Street Car Park viewing West Entry (86)

Citywide – Street Cameras

	Number	Switch	Location – City East
1	64.01	64	Cnr Corrimal & Crown viewing North East (118)
2	64.03	64	Oxford Tavern Awning viewing West (92)
3	64.101	64	Cnr Crown & Corrimal Pan Tilt Zoom viewing East (119)
4	64.102	64	Cnr Corrimal & Burelli Pan Tilt Zoom viewing Sth West (142)
5	66.01	66	Corrimal Street viewing Harp Hotel North West (123)
6	66.02	66	Corrimal Street viewing Harp Hotel South West Entry (121)
7	66.03	66	Corrimal Street viewing Cab Rank (174)
8	66.101	66	Corrimal Street PTZ viewing South Bottle Shop Entry (126)
9	68.01	68	Cnr Burelli & Harbour Street viewing Steelers Club (130)
10	68.02	68	Cnr Burelli & Harbour Street viewing Stadium Gate 'A' (3)
11	68.03	68	Cnr Burelli & Harbour Street viewing North (6)
12	68.05	68	Cnr Crown & Harbour Street viewing West (Chicos) (97)
13	68.101	68	Cnr Crown & Harbour Street PTZ viewing East (WEC) (147)

	Number	Switch	Location – City Centre
14	14.01	14	Cnr Market & Keira Street viewing South (151)
15	14.02	14	Cnr Market & Keira Street viewing South West (149)
16	14.04	14	Cnr Market & Keira Street viewing North West (150)
17	14.101	14	Cnr Market & Keira Street PTZ viewing West Ill Hotel (148)
18	32.01	32	Keira Street top of Mall viewing Upper Crown Street (166)
19	32.03	32	Keira Street top of Mall viewing North on Keira (141)
20	32.05	32	Keira Street viewing North on Keira (Binglee) (145)
21	32.101	32	Keira Street PTZ viewing South West (144)
	Number	Switch	Location – City West
22	08.01	08	Cnr Crown & Gladstone Street viewing West Crown (167)
23	08.02	08	Cnr Crown & Gladstone Street viewing North Denison (170)
24	08.03	08	Cnr Crown & Gladstone Street viewing South Gladstone (95)
25	08.101	08	Cnr Crown & Gladstone Street PTZ viewing East Crown (169)
26	20.01	20	Upper Crown Street viewing Railway West side (136)
27	20.02	20	Upper Crown Street viewing Piccadilly Centre (135)
28	20.101	20	Dacey Riley's Pan Tilt Zoom (Off line) (137)
29	24.01	24	Upper Crown Street viewing Spot Light East on Crown (138)
30	24.02	24	Upper Crown Street viewing East on Crown (100)
31	24.03	24	Upper Crown Street viewing West on Crown (107)
32	24.04	24	Keira Street viewing Hostage X (122)
33	24.05	24	Cnr Burelli & Atchison Street viewing West Burelli (96)
34	24.101	24	Cnr Crown & Atchison Street PTZ viewing Sth Atchison (139)
35	24.102	24	Atchison Street viewing PTZ North on Atchison (208)



4. Access to equipment

- 4.1 The relevant equipment in the Control Room consists of monitors, computers and controls relating to the CCTV cameras installed in the locations identified in these SOPs.
- 4.2 The vision taken by the cameras is available to be viewed via the monitors in the Control Room. That vision is then automatically stored on Council's servers.
- 4.3 Only Control Room staff and authorised persons with responsibility for repairing or maintaining Control Room equipment are permitted to have access to the operating controls of equipment located in the Control Room.
- 4.4 Under no circumstances are visitors permitted to operate any equipment within the control room.
- 4.5 Access to equipment that copies recorded data shall be via 'Log In' identifiers. No member of Control Room staff is to divulge this 'Log In' to another person.

5. Functioning of equipment

- 5.1 At the commencement of each shift, Control Room staff are to:
 - (a) log on to the camera management system;
 - (b) conduct a complete "visual tour" of all cameras with the aim of ensuring that no cameras have been damaged and that the system is working effectively; and
 - (c) receive a briefing on any incidents that require action during the term of their shift.
- 5.2 Where the staff member identifies damaged cameras or a problem with the system, they are to notify designated Council staff.
- 5.3 At the completion of each shift, Control Room staff are to brief incoming Control Room staff on any incidents that require action during that next shift.

6. Observation and Incident Protocol

Incident Response Procedure

- 6.1 On identifying the occurrence of an incident, Control Room staff are to:
 - (i) where possible, bring the image on to the main monitor;
 - (ii) contact the Police where a serious criminal offence is observed (or other emergency personnel where the incident is a fire or serious health matter or serious motor vehicle accident;
 - (iii) continue to monitor the incident;
 - (iv) where possible, locate with PTZ camera to obtain greater detail.

Incident Book

- 6.2 In the Control Room, an Incident Book is to be maintained at all times. The Incident Book is to be a Book with sequentially numbered pages that is to provide appropriate space to record:
- (i) the incident number;
 - (ii) the type of incident;
 - (iii) the location of the incident;
 - (iv) the date and time of the incident;
 - (v) the electronic identifier for the incident on the recorded vision;
 - (vi) whether Police or other emergency service providers were contacted;
 - (vii) the name of the staff member entering the information.
- 6.3 At the conclusion of the incident, Control Room staff are to:
- (i) electronically tag the incident on the system;
 - (ii) record the type of incident, location, date and time in writing in the Incident Book.
- 6.4 Where an incident is reported to Control Room staff after it is said to have occurred, Control Room staff are to, as soon as practicable, conduct a search on the system with a view to locating the incident. Where the incident can be located, it is to be entered into the Incident Book in the terms identified at paragraph 6.2 above.

Notification of an Incident to Police

- 6.5 At Wollongong Police Station, Police have access to monitors that are subject to these SOPs.
- 6.6 Where Police are notified by Control Room staff of an incident, Control Room staff may choose to stay in telephone contact with Police during the time period relating to the incident.

7. Data and Recorded Information Handling

- 7.1 All vision captured by cameras located within the subject area of these SOPs is recorded. The recordings are maintained on the PCs located in the Control Room.
- 7.2 Consistent with the CCTV Policy, recordings are generally maintained for no less than 21 days only, and thereafter deleted.
- 7.3 Where Control Room staff have electronically tagged an incident, or a matter pertaining to:
- (a) the investigation of a crime;
 - (b) Court proceedings notified to Council; or
 - (c) ongoing Police intelligence and investigations,

such that a recording has been made that has a life longer than up to 21 days, Control Room staff are to, within 3 months from the date the recording was made, review the making of the recording, and circumstances surrounding that recording, and determine whether the recording remains relevant, having regard to the objective of the CCTV Policy, and Principle 8 of that Policy.

- 7.4 Tracking of all recordings will be logged into the Incident Book which is to be retained in the Control Room at all times.
- 7.5 Where it has been determined that the recording remains relevant, that decision shall be documented in the Incident Book, together with a notation on whether the recording has been recorded, the date and time of the determination, and the reasons for that determination.
- 7.6 Where it is determined that the recording is no longer relevant, Control Room staff are to delete it, or cause it to be deleted as soon as practicable.
- 7.7 Where it has been determined within 3 months from the date the recording was made that it be retained, the recording is to be reviewed each 3 months to determine whether the recording is to be retained.
- 7.8 At the expiration of 18 months from the date of the original recording, the recording will be deleted unless Council's delegate otherwise determines in writing.
- 7.9 The review at paragraph 7.7 is to be undertaken by Control Room staff who are to prepare a recommendation, document it in the recordings section of the Incident/Recordings Book, and provide it to Council's delegate/s.

8. Media contact and public inquiries

- 8.1 Any media inquiries made directly to the Control Room are to be directed to Council's delegate/s.

9. Production and release of recorded material

- 9.1 In the Control Room, an Application File is to be kept at all times.
- 9.2 Control Room staff are only authorised to receive access applications for recordings from the NSW Police.
- 9.3 Control Room staff receiving Police applications for recorded material are to ensure that the application:
- (a) is in writing;
 - (b) identifies the name of the requesting officer;
 - (c) identifies the event number
 - (d) identifies the approximate time and date of the incident; and
 - (e) identifies the purpose for the request.
- 9.4 The release of recorded material is to include:
- (a) the name of the Control Room staff member processing the release of recorded material
 - (b) the date of the release of the recorded material
- 9.5 The release of recorded material can only be authorised by a Wollongong City Council delegate/s.

- 9.6 The completed request form for recorded material is to be documented. Both the access application, together with the determination of that application, are to be retained together in the Application File.
- 9.7 A receipt for provision of the recording must be provided.
- 9.8 All other access applications are to be referred directly to Council's Information Officers for determination.

10. Maintenance of Equipment

- 10.1 Any defect, problem or significant issue with the system or its operation is to be reported as soon as practicable to Council's delegate/s.

11. Attendance at Court

- 11.1 If Control Room staff are served with a subpoena to produce documents or attend Court, they are required to inform Council's delegate/s, and at the same time, provide a copy of the relevant subpoena.
- 11.2 Any Court appearance by Control Room staff is required to be file noted, and a copy of that file note provided to Council's delegate/s. The file note is to include, at a minimum, the date of appearance, the time, duration, and the nature of the matter and staff involvement.