



2025 Annual Surveillance Technology Report

City of Madison, Wisconsin



metro transit



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Introduction

Summary

Metro Transit has made changes and additions to its surveillance systems in the last calendar year.

- All on-board bus video recording systems have been updated to replace obsolete equipment. These systems utilize existing cameras but the digital video recorders have been upgraded.
- The Hanson Rd. facility construction was completed including the installation of cameras on the exterior, interior, bus storage, and maintenance areas.
- Administration, Operations, Maintenance, and Bus storage facility cameras have been transitioned to the Genetec System supported and maintained by City IT.
- BRT station construction has been completed with the installation of cameras at the stations.

Below is a list of all technologies, cameras, locations, and recording software utilized by Metro. Appendix A contains the policy Metro has developed outlining technology types, usage, record sharing, record retention, and levels of access.

Ordinance Requirements

This document is prepared pursuant to MGO 23.63(5), which states:

- (a) Each Department will conduct an annual review of its Surveillance Technology and ensure compliance with this Ordinance.*
- (b) Each Department will complete an Annual Surveillance Technology Report which will be submitted to the Common Council through a resolution. The Annual Surveillance Technology Report will include:*
 - 1. An inventory of current Surveillance Technology and the applicable policies;*
 - 2. How the Department has used the data collected by its Surveillance Technology;*
 - 3. How any Surveillance Data is being shared with other entities;*
 - 4. How well Surveillance Data management protocols are safeguarding individual information; and*
 - 5. Whether the Department has received any complaints or concerns about its Surveillance Technology use and the resolution of said complaints.*
- (c) The Common Council shall review and take action on the resolution accompanying the Annual Surveillance Technology Report.*



Surveillance Technologies

Below is a list of technologies used by the Department that were reviewed and met the ordinance definitional requirement of surveillance:

Reviewed Item	Description	Location	Type
ME1101 East Wash 1	Exterior fixed camera using Genetec	E. Wash garage wall near Few St.	Camera
ME1101 East Wash 2	Exterior Fixed camera using Genetec	E. Wash garage wall between Few and Ingersoll	Camera
ME1101 Maint B 1	Interior fixed camera using Genetec	Maintenance Area B	Camera
ME1101 Maint B 2	Interior fixed camera using Genetec	Maintenance Area B	Camera
ME1101 Driver Room A	Interior fixed camera using Genetec	2 nd floor training room	Camera
ME1101 Driver Room B	Interior fixed camera using Genetec	Temporary Exercise Room	Camera
ME1101 Dispatch A	Interior fixed camera using Genetec	Operations Dispatch	Camera
ME1101 Dispatch B	Interior fixed camera using Genetec	Operations Dispatch	Camera
ME 3A – Greeting Area	Interior fixed camera using Genetec	New Driver Break room entrance area	Camera
ME 3A – Ingersoll Vestibule	Interior fixed camera using Genetec	1 S. Ingersoll Main Entrance Vestibule	Camera
ME E. Was & Ingersoll	Interior fixed camera using Genetec	Employee Entrance and outdoor break area	Camera
ME1101 Radio Room	Interior fixed camera using Genetec	Operations Dispatch	Camera
ME1101 Mechanic Room	Interior fixed camera using Exacqvison	Mechanic Breakroom	Camera
ME1101 Bus Storage A	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Bus Storage B	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Bus Storage C	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Bus Storage D	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Bus Storage E	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Bus Storage F	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Bus Storage G	Interior fixed camera using Genetec	1101 Garage	Camera



ME1101 Bus Storage H	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Bus Storage I	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Bike Rack	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Door 4	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Service Lane A	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Service Lane B	Interior fixed camera using Genetec	1101 Maintenance Shop	Camera
ME1101 Service Lane C	Interior fixed camera using Genetec	1101 Maintenance Shop	Camera
ME1101 Service Lane D	Interior fixed camera using Genetec	1101 Maintenance Shop	Camera
ME1101 Yard A	Exterior PTZ camera using Genetec	1101 Yard Wall	Camera
ME1101 Yard B	Exterior fixed camera using Genetec	1101 Yard Wall	Camera
ME1101 Yard C	Exterior PTZ camera using Genetec	1101 Yard Wall	Camera
ME1101 Parking Aisle A	Exterior fixed camera using Genetec	1101 Yard Wall	Camera
ME1101 Parking Aisle B	Exterior fixed camera using Genetec	1101 Service Lane Wall	Camera
ME1101 Parking Aisle C	Exterior fixed camera using Genetec	1101 Service Lane Wall	Camera
ME1101 Parking Aisle D	Exterior fixed camera using Genetec	1101 Service Lane Entrance	Camera
ME1101 Fire Lane	Exterior Fixed Camera using Genetec	1101 Garage Roof	Camera
ME1101 Tank Room	Interior fixed camera using Genetec	1101 Service Lane Area	Camera
ME1101 Subcontractor Room	Interior fixed camera using Genetec	1101 Service Lane Area	Camera
ME1101 BG Shop	Interior fixed camera using Exaqvision	Room inside 1101 Garage	Camera
ME1101 Employee Entrance	Interior fixed camera using Genetec	Currently not operational due to renovation	Camera
ME1101 Hallway PTZ	Interior PTZ camera using Genetec	1101 Hallway near maintenance shop	Camera
ME1101 Hallway A	Interior fixed camera using Genetec	Currently not operational due to renovation	Camera
ME1101 Hallway B	Interior fixed camera using Genetec	1101 Common Area Hall	Camera
ME1101 Hallway C	Interior fixed camera using Genetec	1101 Common Area Hall	Camera
ME1101 Hallway D	Interior fixed camera using Genetec	New Receiving area	Camera



ME1101 Hallway E	Interior fixed camera using Genetec	1101 Common Area Hall	Camera
ME1101 Engine Shop A	Interior fixed camera using Genetec	1101 Maintenance Shop	Camera
ME1101 Engine Shop B	Interior fixed camera using Genetec	1101 Maintenance Shop	Camera
ME1101 Shop 01	Interior fixed camera using Genetec	1101 Maintenance Shop	Camera
ME1101 Shop 02	Interior fixed camera using Genetec	1101 Maintenance Shop	Camera
ME1101 Seat Shop	Interior fixed camera using Genetec	1101 Maintenance Shop	Camera
ME1101 Meter Room	Interior fixed camera using Genetec	1101 Maintenance Shop	Camera
ME1101 Bus Storage	Interior fixed camera using Genetec	1101 Garage	Camera
ME1101 Wash Bay Exits	Interior fixed camera using Genetec	1101 Service Lane	Camera
ME1101 Vault 1	Interior fixed camera using Genetec	1101 Service Lane	Camera
ME1101 Vault 2	Interior fixed camera using Genetec	1101 Service Lane	Camera
ME1101 Cash Room	Interior fixed camera using Genetec	1101 Service Lane	Camera
ME1101 Overhead Doors A	Exterior fixed camera using Genetec	1101 Service Lane	Camera
ME1101 Overhead Doors B	Exterior fixed camera using Genetec	1101 Service Lane	Camera
ME1101 Overhead Doors C	Exterior fixed camera using Genetec	1101 Service Lane	Camera
MT1101 Dispatch A	Audio using Genetec	1101 Dispatch	Microphone
MT1101 Mechroom	Audio using Genetec	1101 Mechanic Break Room	Microphone
MT1101 EmpEntrance	Audio using Genetec	Currently down due to renovation	Microphone
MT1101 BusStorage J	Audio using Genetec	1101 Garage	Microphone
ME Metro Storage	Interior fixed camera using Genetec	1 S. Ingersoll Garage	Camera
ME Cash Room New	Interior fixed camera using Genetec	Cash Room	Camera
ME NTP 1	Exterior Fixed camera using Genetec	North Transfer Point	Camera
ME NTP 2	Exterior fixed camera using Genetec	North Transfer Point	Camera
ME NTP 3	Exterior fixed camera using Genetec	North Transfer Point	Camera
ME NTP 4	Exterior fixed camera using Genetec	North Transfer Point	Camera



ME NTP 5	Exterior fixed camera using Genetec	North Transfer Point	Camera
ME NTP 6	Exterior fixed camera using Genetec	North Transfer Point	Camera
ME NTP 7	Exterior fixed camera using Genetec	North Transfer Point	Camera
ME NTP 8	Exterior fixed camera using Genetec	North Transfer Point	Camera
ME WTP Inbound A	Exterior fixed camera using Genetec	West Transfer Point	Camera
ME WTP Inbound B	Exterior fixed camera using Genetec	West Transfer Point	Camera
ME WTP Inbound C	Exterior fixed camera using Genetec	West Transfer Point	Camera
ME WTP Inbound D	Exterior fixed camera using Genetec	West Transfer Point	Camera
ME WTP Outbound A	Exterior fixed camera using Genetec	West Transfer Point	Camera
ME WTP Outbound B	Exterior fixed camera using Genetec	West Transfer Point	Camera
ME WTP Outbound C	Exterior fixed camera using Genetec	West Transfer Point	Camera
ME WTP Outbound D	Exterior fixed camera using Genetec	West Transfer Point	Camera
ME WTP Entrance	Exterior fixed camera using Genetec	West Transfer Point	Camera
ME 1245 West Reception B	Interior fixed camera using Genetec	1245 Reception Window	Camera
ME 1245 West Reception A	Interior fixed camera using Exacqvison	1245 Reception Window	Camera
ME 1245 West Hallway A	Interior fixed camera using Genetec	1245 Common Hallway	Camera
ME 1245 West Hallway B	Interior fixed camera using Genetec	1245 Common Hallway	Camera
ME 1245 CSC Overview	Interior fixed camera using Genetec	1245 Customer Service Call Center	Camera
ME 1245 Finance Hall	Interior fixed camera using Genetec	1245 Hallway near Finance department	Camera
ME 1245 West Downstairs	Interior fixed camera using Genetec	1245 lower level near vending machine	Camera
ME 1245 East Hallway A	Interior fixed camera using Genetec	1245 Common Hallway	Camera
ME 1245 East Hallway B	Interior fixed camera using Genetec	1245 Common Hallway	Camera
ME 1245 Lost and Found A	Interior fixed camera using Genetec	1245 Lost and Found Room	Camera
ME 1245 Lost and Found B	Interior fixed camera using Genetec	1245 Lost and Found Room	Camera
ME 1245 Reception C	Interior fixed camera using Genetec	1245 Reception Window	Camera



ME 1245 Reception D	Interior fixed camera using Genetec	1245 Reception Window	Camera
ME 1245 East Mens Rm Exit	Interior fixed camera using Genetec	1245 Exit Hall near mens room	Camera
ME 1245 Reception A	Fixed audio using Genetec	1245 Reception Window	Microphone
ME 3829 Hanson Rd. Breakroom A	Interior fixed camera using Genetec	Employee breakroom	Camera
ME 3829 Hanson Rd. Breakroom B	Interior fixed camera using Genetec	Employee breakroom	Camera
ME 3829 Hanson Rd. Breakroom C	Interior fixed camera using Genetec	Employee breakroom	Camera
ME 3829 Hanson Rd. Buildings and Grounds A	Interior fixed camera using Genetec	Building and Grounds storage	Camera
ME 3829 Hanson Rd. Building and Grounds B	Interior fixed camera using Genetec	Building and Grounds storage	Camera
ME 3829 Hanson Rd. Building and Grounds C	Interior fixed camera using Genetec	Building and Grounds storage	Camera
ME 3829 Hanson Rd. Building and Grounds D	Interior fixed camera using Genetec	Building and Grounds storage	Camera
ME 3829 Hanson Rd. Bus Lane 1	Interior fixed camera using Genetec	Maintenance drive aisle	Camera
ME 3829 Hanson Rd. Bus Lane 2	Interior fixed camera using Genetec	Maintenance drive aisle	Camera
ME 3829 Hanson Rd. Bus Lane 3	Interior fixed camera using Genetec	Maintenance drive aisle	Camera
ME 3829 Hanson Rd. Bus Lane 4	Interior fixed camera using Genetec	Maintenance drive aisle	Camera
ME 3829 Hanson Rd. Entrance/Exit	Interior fixed camera using Genetec	Employee entrance/exit	Camera
ME 3829 Hanson Rd. Exterior 2 NE- Camera 01	Exterior fixed camera using Genetec	Driveway gate	Camera
ME 3829 Hanson Rd. Exterior 2 NE- Camera 02	Exterior fixed camera using Genetec	Driveway inside gate	Camera
ME 3829 Hanson Rd. Exterior 2 NE- Camera 03	Exterior fixed camera using Genetec	Driveway along east side of building North to South	Camera
ME 3829 Hanson Rd. Exterior 2 NE- Camera 04	Exterior fixed camera using Genetec	Fuel island, northside of building, part of employee parking lot	Camera
ME 3829 Hanson Rd. Exterior NE	Exterior fixed camera using Genetec	Driveway along east side of building South to North	Camera
ME 3829 Hanson Rd. Exterior NW	Exterior fixed camera using Genetec	North side of building with employee parking and fuel island	Camera
ME 3829 Hanson Rd. Exterior SE	Exterior fixed camera using Genetec	East side of building facing south	Camera
ME 3829 Hanson Rd. Exterior South	Exterior fixed camera using Genetec	South side of building/driveway	Camera
ME 3829 Hanson Rd. Exterior West	Exterior fixed camera using Genetec	West side of building/training area/driveway	Camera



ME 3829 Hanson Rd. Office Corridor Camera - 01	Interior fixed camera using Genetec	Main employee hallway between shop and office/breakrooms	Camera
ME 3829 Hanson Rd. Office Corridor Camera - 02	Interior fixed camera using Genetec	Main employee hallway between shop and office/breakrooms	Camera
ME 3829 Hanson Rd. Parts Storage Door	Interior fixed camera using Genetec	Parts department storage area	Camera
ME 3901 Hanson Bus Entrance Exterior	Exterior fixed camera using Genetec	Facing east side of building from light pole. Showing main bus entrance to garage	Camera
ME 3901 Hanson Bus Exit Exterior	Exterior fixed camera using Genetec	Facing east side of building from light pole. Showing main bus exit door from garage	Camera
ME 3901 Hanson Rd. Break Room A	Interior fixed camera using Genetec	Maintenance employee break room	Camera
ME 3901 Hanson Rd. Break Room B	Interior fixed camera using Genetec	Maintenance employee break room	Camera
ME 3901 Hanson Rd. Dispatch A	Interior fixed camera using Genetec	Operations dispatch room	Camera
ME 3901 Hanson Rd. Dispatch B	Interior fixed camera using Genetec	Operations dispatch room	Camera
ME 3901 Hanson Rd. Dispatch Vestibule	Interior fixed camera using Genetec	Operations dispatch driver check-in vestibule	Camera
ME 3901 Hanson Rd. Entrance/Exit	Interior fixed camera using Genetec	Operations dispatch vestibule driver entrance/exit	Camera
ME 3901 Hanson Rd. Exterior NE	Exterior fixed camera using Genetec	East side of building facing bus drive aisle/approach to charger	Camera
ME 3901 Hanson Rd. Exterior NW	Exterior fixed camera using Genetec	Employee parking lot/bus drive aisle	Camera
ME 3901 Hanson Rd. Exterior SE	Exterior fixed camera using Genetec	Charger, bus drive aisle	Camera
ME 3901 Hanson Rd. Exterior South	Exterior fixed camera using Genetec	South side of building, training platform, bus drive aisle	Camera
ME 3901 Hanson Rd. Gate/Parking Lot A	Exterior fixed camera using Genetec	Bus entrance/exit gate, staff car parking, employee parking lot	Camera
ME 3901 Hanson Rd. Gate/Parking Lot B	Exterior fixed camera using Genetec	Staff car parking, Bus drive aisle, garage entrance driveway	Camera
ME 3901 Hanson Rd. Gate/Parking Lot C	Exterior fixed camera using Genetec	Employee parking lot	Camera
ME 3901 Hanson Rd. Gate/Parking Lot D	Exterior fixed camera using Genetec	Employee parking lot	Camera
ME 3901 Hanson Rd. Hallway	Interior fixed camera using Genetec	Employee entrance/exit/hallway	Camera
ME 3901 Hanson Rd. Interior 1 NW	Interior fixed camera using Genetec	Bus storage area	Camera
ME 3901 Hanson Rd. Interior 2 SW	Interior fixed camera using Genetec	Bus storage area	Camera
ME 3901 Hanson Rd. Interior 3 N	Interior fixed camera using Genetec	Bus storage area	Camera



ME 3901 Hanson Rd. Interior 4 Bus Entrance	Interior fixed camera using Genetec	Bus storage entrance door	Camera
ME 3901 Hanson Rd. Interior 5 Bus Exit	Interior fixed camera using Genetec	Bus storage exit door	Camera
ME 3901 Hanson Rd. Interior S	Interior fixed camera using Genetec	Bus storage	Camera
ME 3901 Hanson Rd. Lounge A	Interior fixed camera using Genetec	Driver lounge/break room	Camera
ME 3901 Hanson Rd. Lounge B	Interior fixed camera using Genetec	Driver lounge/break room	Camera
ME 3901 Hanson Rd. Money Room Entrance/Exit	Interior fixed camera using Genetec	Money sorting/storage room	Camera
ME 3901 Hanson Rd. Money Room Overhead	Interior fixed camera using Genetec	Money sorting/storage room	Camera
ME 3901 Hanson Rd. Service Lane A	Interior fixed camera using Genetec	Bus service lane	Camera
ME 3901 Hanson Rd. Service Lane B	Interior fixed camera using Genetec	Bus service lane	Camera
ME 3901 Hanson Rd. W Exterior	Exterior fixed camera using Genetec	Bus drive aisle	Camera
	2 BRT Station Fixed Cameras using AXIS	JUNCTION Bay 1	Camera
	2 BRT Station Fixed Cameras using AXIS	JUNCTION Bay 2	Camera
	2 BRT Station Fixed Cameras using AXIS	HIGH POINT (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	WESTFIELD (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	GRAND CANYON (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	ISLAND (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	ROSA (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	WHITNEY-MINERAL POINT (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	REGENT-WHITNEY (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	EAU CLAIRE (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	SEGOE (Eastbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	SEGOE (Westbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	MIDVALE (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	SHOREWOOD (center running)	Camera



	2 BRT Station Fixed Cameras using AXIS	UNIVERSITY BAY (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	ORCHARD (Eastbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	ORCHARD (Westbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	EAST CAMPUS	Camera
	2 BRT Station Fixed Cameras using AXIS	EAST CAMPUS	Camera
	2 BRT Station Fixed Cameras using AXIS	EAST CAMPUS	Camera
	2 BRT Station Fixed Cameras using AXIS	STATE STREET (Eastbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	STATE STREET (Westbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	CAPITOL SQUARE (Eastbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	CAPITOL SQUARE (Westbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	BLAIR (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	PATERSON (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	BALDWIN (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	FIRST STREET (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	FOURTH STREET (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	MILWAUKEE-NORTH (Eastbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	MILWAUKEE-NORTH (Westbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	MARQUETTE (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	MELVIN-RETHKE (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	WRIGHT-FAIR OAKS (center running)	Camera
	2 BRT Station Fixed Cameras using AXIS	ANDERSON-WRIGHT (Eastbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	ANDERSON-WRIGHT (Westbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	MENDOTA (Eastbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	MENDOTA (Westbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	THIERER-PORTAGE (Eastbound)	Camera



	2 BRT Station Fixed Cameras using AXIS	THIERER-PORTAGE (Westbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	INDEPENDENCE (Eastbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	INDEPENDENCE (Westbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	EAST SPRINGS (Eastbound)	Camera
	2 BRT Station Fixed Cameras using AXIS	EAST SPRINGS (Westbound)	Camera
Smart Record	Phone recording software	266-4466, 267-8760, 267-8761, 267-8781 are recorded phone lines	Software
Apollo	Bus Video Recorder	78 buses utilize this system. Each bus has 6 fixed cameras. 4 interior, 2 exterior. Each interior camera is equipped with a microphone.	Video recording system with cameras and audio
Apollo	Bus Video Recorder	16 buses utilize this system. Each bus has 8 fixed cameras. 4 interior and 4 exterior. Each interior camera is equipped with a microphone	Video recording system with cameras and audio
Apollo	Bus Video Recorder	95 buses utilize this system. Each bus has 11 cameras. 4 exterior and 7 interior. Each interior camera is equipped with a microphone	Video recording system with cameras and audio



Usage of Surveillance Technology

Surveillance Data Usage

Bus Video/Audio Recording Systems – Each revenue service vehicle is equipped with a digital video recorder (DVR), cameras, and microphones. The data is utilized on an as needed basis to investigate accidents, customer feedback, passenger count verification, and security incident investigation. Video and audio recordings are not reviewed or saved without merit to do so. Bus video data is overwritten unless pulled and saved.

Facility Video/Audio Recording Systems – Metro facilities are equipped with cameras both in public and non-public areas. Complete access with rights to save is only granted to a small group of management employees identified in the Metro Security Camera Surveillance Policy. Frontline supervisors have rights to common area and exterior facility cameras with live view rights but cannot create or save clips. Facility video/audio is reviewed and/or saved only when warranted. It is utilized to resolve disputes, employee misconduct investigations, security incident investigations, and accident investigations in and around Metro facilities. Common areas such as entrances, exits, hallways, exteriors, and parking lots may be live monitored for security purposes.

Phone Recording Systems – Metro utilizes recorded phone lines both internally and externally. The publically distributed customer service phone line is recorded as well as the operations and maintenance internal phone numbers utilized by employees. Phone calls are only reviewed or accessed when warranted to resolve disputes or to verify the correct information was provided. The customer service supervisory staff may utilize phone recordings in coaching of customer service representatives.

Sharing Data with Other Entities

Bus Video/Audio Recording Systems – Clips created from bus video systems are shared with other government entities upon request. Metro has an established method of sharing with the school district, labor union, local law enforcement agencies, city attorney's office, work comp insurance carrier, and its vehicle insurance carrier. This insures timely investigation and conclusion of incidents and/or accidents that occur in and around buses.

Facility Video/Audio Recording Systems – Metro utilizes the same methods of sharing clips upon request from other governmental agencies and insurance partners as with bus video clips.

Phone Recording Systems – Metro would utilize the same methods of sharing phone recording clips upon request from other governmental agencies and insurance partners as with bus video clips.

***Requests for video or recordings from the general public, media, employees, outside insurance companies, government agencies that do not have an active relationship with Metro Transit, and all other video requests outside of established sharing relationships would be vetted by the Records Custodian before release.



Safeguarding Individual Information

All surveillance records are stored and secured in established location on a video server. This server is protected by City IT network security systems.

Complaints or Concerns

Metro Transit has not directly received any complaints or concerns regarding video surveillance systems.



Appendix A: Supporting Policies

Metro Security Camera Surveillance Policy

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 bus rapid transit stations, in buses, in the operations, maintenance, storage, and administration facilities.

- All bus rapid transit stations are equipped with security cameras. Footage is 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 at 1245 E. Washington Ave, 1 South Ingersoll Street, 3901 Hanson Road, and 3829 Hanson Road in the following areas:
 - Common areas such as hallways, employee parking lots, building exteriors, bus storage and entrances, service lanes and maintenance areas, dispatch offices, breakrooms, and customer service center.
 - 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.



Viewing/Downloading Footage

Bus video systems

Bus video systems use digital video recorders (DVR) to store information. To access the footage, it may be viewed live via a secure cellular connection, segments of footage may be wirelessly downloaded for review, or the hard drive is pulled, and footage is reviewed. If bus video is not downloaded and retained, all data will be overwritten when the hard drive reaches capacity. If it is required to review multiple buses to search for an event, footage found to be irrelevant or reviewed as part of a process of elimination, may not be retained. Footage is not live viewed or reviewed without a purpose or reason to do so.

Facility video systems

Facility video systems are connected to the enterprise system maintained and supported by the City Information Technology department. Footage is viewed live, reviewed, and downloaded utilizing software provided by City IT on a secure network connection. If facility video is not downloaded and retained, all data will be overwritten in 14 days per APM 3-9 (Attachment C). Footage is not live viewed or reviewed without a purpose or reason to do so.

Bus Rapid Transit Station Systems

Bus Rapid Transit Station Systems utilize a digital video recorder to store information. Station footage may be accessed live, reviewed, and downloaded via a secure cellular connection. Footage is not live viewed or reviewed without a purpose to do so.

Access to Storage

Retained video records are accessed for investigatory, training, coaching, and record sharing purposes only. Records are only accessed and reviewed by individuals directly involved with an investigation, training, or records request.

- For safety and/or security incidents, facility, station, and bus video surveillance records are shared with individuals directly involved in investigating and following up on the incident. This includes Metro management and supervisory staff, law enforcement officials, school officials, the City's insurance company, the bus operator, union officials, the offending individual, 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.

- Bus, station, and facility cameras may be utilized to investigate and resolve both internal and external complaints regarding employee behavior, disputes, or other related incidents. Metro management and supervisory staff have access to these systems and associated records.
- Bus video images may be used to monitor ride loads, boarding activity, and other planning purposes. Video access may be granted to Metro planning staff 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 to have access to pull hard drives or review facility cameras. This type of footage is displayed to employees in training. Metro management will gain the consent of known individuals shown in the footage before utilization in training sessions. The training specialist may request access to clips relevant to trainings. Requests will be reviewed by management who will determine whether relevant clips exist and appropriate for training sessions.

Levels of Access

- On-board bus video systems – Full access (live, review, save, storage)
 - General Manager
 - Unit chiefs
 - Operations managers
 - Maintenance managers
 - Operations supervisors
 - Metro IT manager/staff specialists
- On-board bus video systems – Review only access (review, save, storage)
 - Maintenance supervisors
 - Planning unit staff
 - Customer service manager and supervisor
 - Records custodian
 - Safety and security coordinator
- BRT station video systems – Full access (live, review, save, storage)
 - General Manager
 - Unit chiefs
 - Operations managers



- Maintenance managers
 - Operations supervisors
 - Maintenance supervisors
 - Metro IT manager/staff specialists
 - Safety and security coordinator
- Facility video systems – Full access (all camera views, live, review, save, storage)
 - General manager
 - Unit chiefs
 - Operations managers
 - Maintenance managers
 - Metro IT manager/staff specialists
 - Safety and security coordinator
- Facility video systems – Restricted access (limited common area camera views, live, review)
 - Operations supervisors
 - Maintenance supervisors

System Usage

Video systems are utilized for investigative purposes in resolving employee related issues. Metro does not conduct random surveillance, video ride checks, or utilize video to monitor employee performance.

Metro staff may live monitor facility common areas for employee safety and security purposes or in the event of an emergency. These areas include but are not limited to:

- Employee parking lots
- Hallways
- Bus storage areas
- Building exterior camera views
- Building entrances and exits

Metro staff may live monitor BRT stations for passenger volume, safety and security, and other service-related reasons.

Metro staff may live monitor buses during a reported incident, accident, or traffic problem to communicate with emergency responders, road supervisors, or to otherwise aid the bus operator. Bus operators will be notified when live monitoring is taking place. Live monitoring will be terminated after the incident is resolved.



Oversight

The general manager or designee is responsible for designating a video oversight and compliance manager for each unit utilizing video systems. These individuals will be responsible for ensuring new and current employees within their unit have read and signed off on this policy, are trained to proficiency, and are utilizing the video systems in compliance with this policy and City video surveillance rules.

- Video surveillance system access determinations are made by Metro senior management based on business needs, public and employee safety and security needs, and position roles and responsibilities.
- Designated video oversight and compliance managers are trained and responsible for receiving and investigating complaints regarding surveillance technology usage. Unit chiefs will be made aware of any complaints and investigation processes following.
- Designated video oversight and compliance managers are responsible for training new and current staff to be proficient in software usage, record retention, and system usage rules and policies.
- Designated video oversight and compliance managers are responsible for reviewing access and the usage of surveillance technology systems.

Public Records

- In consultation with the City Attorney's office and insurance company, Metro will maintain, as a public record, records downloaded from the recorders in accordance with the video record retention policy outlined below.
- In cases where follow-up action is taken, the records 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 records provided to our insurance company will be maintained as part of their case file in accordance with their record retention policies.
- The Transit Human Resources Coordinator 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:

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

Updated August 26, 2020 – Phil Gadke – Operations General Supervisor

Updated June 23, 2022 – Justin Maki – Safety Coordinator

Updated June 8th, 2023—Justin Maki—Safety Coordinator

Updated June 13th, 2024—Justin Maki—Safety Coordinator

Updated June 18, 2025 – Phil Gadke – Operations Manager