



# Security Camera Surveillance Policy



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# 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
- Review only access (review, save, storage)
  - Maintenance supervisors
  - Planning unit staff
  - Customer service manager and supervisor
  - Records custodian
  - Safety and security coordinator

### Bus Rapid Transit (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
- 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-Metro Video  |          |
| Transit General Manager Requests   | 365 Days |
| Complaints   | 365 Days |
| Miscellaneous  | 365 Days |
| Pedestrians  | 365 Days |
| School <ul style="list-style-type: none"> <li>School Name</li> </ul>   | 365 Days |
| Shop Miscellaneous   | 365 Days |
| Policy/Fare Dispute <ul style="list-style-type: none"> <li>Strollers</li> </ul>  | 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 <ul style="list-style-type: none"> <li>Fixed Route</li> <li>Paratransit</li> <li>Slip &amp; Fall</li> <li>Bike or Ped</li> <li>Facility</li> </ul> | 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 18, 2025 - Phil Gadke - Operations Manager

# Security Camera Surveillance Policy Employee Acknowledgement Form

## This form is to be signed and returned to a Unit Manager

The *Metro Transit Security Camera Surveillance Policy* describes the types of video security camera surveillance technology utilized in facilities and vehicles, levels of access, oversight, usage standards, and records retention. I understand that I should consult with a Unit Manager if I have questions regarding access, usage, records, or software.

I have read and understand the Security Camera Surveillance Policy

I understand and acknowledge as a user, failure to follow the Security Camera Surveillance Policy can lead to permanent loss of access and disciplinary action up to and including termination of employment. These actions include but are not limited to:

- Utilization of the system outside of agency related purposes
- Utilization of PTZ cameras to view inside of non-public areas
- Utilization of the system to live view or capture footage without a purpose to do so
- Utilization of the system to create video records without a purpose to do so
- Allowing unauthorized users to access, view, record, or utilize the system in any way
- Failure to inform bus operators of live view sessions during incidents or other needs to live view buses
- Utilization of the system to live monitor and/or evaluate employee performance

I understand and acknowledge that video records are considered personnel records. Video records are only to be reviewed by those directly involved or part of an employee incident review process.

I understand and acknowledge that facility common/public area live view monitoring is for safety and security purposes only. Common/public areas consist of BRT Stations, entrances/exits, building exteriors, bus storage, hallways, and parking lots.

I understand and acknowledge that live view may be utilized during emergency or service disrupting events. When utilized on buses, bus operators must be notified when live view has begun and notified when it has ended.

Employee Name (printed): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_