



CCTV Strategy 2023-2027

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1 Executive Summary

Council's previous CCTV Strategy was aimed at delivering modern and reliable CCTV infrastructure that helped improve community safety and Council site security. This involved procuring new equipment for existing CCTV locations and adopting a 'lifecycle' approach to replacing hardware and software.

Community safety was improved by integrating more coverage areas as part of the 'Living City' project, including the waterfront park precinct, food pavilion and multi-level car park. Public camera footage is accessible 24/7 by Devonport Police from their station and all equipment is maintained by Devonport City Council.

The 2023-2027 strategy seeks to continue the work done to date, and improve upon it in several key areas:

1.1 Consultation

Development of a working group with members from a wider audience, including Council officers, Devonport Police, community safety groups, LGAT, and supply/maintenance contractors. Outputs from this group will inform Council's project and budget planning initiatives to continually evolve the CCTV network, ensuring it remains fit for purpose.

1.2 Integration

Integrate with Smart City initiatives, and potential neighbouring Councils and state-wide CCTV projects where feasible and practicable. This could result in improved CCTV capabilities (including 'smart' capabilities such as people counting) and increased access, for example Police to access footage from stations other than Devonport.

1.3 Funding

Seek out available funding to facilitate the development of identified CCTV projects, such as 'Safer Communities' and similar State and Federal Government grants.

2 Introduction:

The CCTV strategy establishes the actions and guidance for the ongoing delivery and development of CCTV services for Devonport City Council over the next four years.

CCTV (closed-circuit television) refers to a network of cameras that are recording footage continuously. There are two 'networks' for the purposes of this strategy:

1. The internal Council cameras, used for security of Council owned or operated facilities. Herein referred to as the 'private' or 'internal' CCTV network, the footage is only available to Council employees and authorised personnel.
2. The public facing cameras, used for recording public open spaces. These cameras are usually mounted on poles at elevated heights in high-traffic areas. This footage is accessible by the Devonport Police, and public.

The public facing cameras are used primarily as a crime deterrent, allowing police to monitor areas in real-time and recover footage on-demand for up to 30 days. The public can also obtain footage from these cameras through the RTI (Right to Information) request on Council's website.

Not included in the scope of this strategy are web cams that stream to the internet for public interest, body cameras worn by Council officers, or other special use case cameras.

The CCTV strategy considers lessons learned from operating both internal and public CCTV services for nearly 20 years, as well as emerging opportunities and technologies that are likely to eventuate during the life of the strategy.

Objectives include maintaining functional and effective CCTV infrastructure, keeping the public footage accessible to the Police, public and other relevant parties (such as insurance companies and business owners), and allowing an avenue for feedback and development in the public CCTV network. Further, it allows for developing additional capabilities not previously realised through emerging technologies.

3 Strategic and Legislative Context:

Council recognises the importance of ensuring our community and visitors are safe. Section 4.4.3 of Council's Strategic Plan is to "Encourage safe and responsible community behaviour" while Section 4.4.4 is to "Support a collaborative approach to community safety".

All 'internal' or 'private' Council facilities cameras are operated in accordance with the Council Surveillance Policy. This policy has been designed to provide clear guidance to employees around the standards and protocols for the management, operation and use of CCTV systems installed at Council facilities.

All CCTV systems are operated in accordance with the relevant legislation and compliance regulations, including:

3.1 Commonwealth

Privacy Act 1988

3.2 State

Personal Information Protection Act 2004

Listening Devices Act 1991

Listening Devices Regulations 2004

Security and Investigations Act 2002

Security and Investigations Regulations 2004

4 Current Context:

Council treats the public CCTV system as one large network, and the 'internal' or 'private' office CCTV systems are broken down into site specific installations.

4.1 Internal Cameras

Council facilities are monitored by CCTV to help provide security of the sites, equipment, and personnel. Almost all Council sites have some form of CCTV that records entry/exit areas, customer service or public entry points, high-volume traffic areas, equipment storage or potential break-in locations.

4.2 Public Cameras

There are more than 110 public cameras across Devonport in the following locations:

Devonport CBD:

- Formby Road (x2)
- Rooke Street Mall (x2)
- Corner of Stewart Street and Rooke Street
- King Street (x2)
- Multi-level car park (x25)
- Food Pavilion and Market Square (x18)
- Waterfront Park (x51)

Fourways:

- Corner of William and Oldaker Street
- Corner of Kemping and Oldaker Street
- Corner of William and Best Street
- Fourways Car Park (x2)

Greater Devonport and East Devonport:

- Corner of William and Stewart Street
- Bluff BBQ Area (x5)
- Roundabout at Wright and Murray Street East Devonport

The cameras are a mixture of PTZ (Pan Tilt Zoom) capable, and fixed lens turret.

Many have been installed as part of the Living City urban renewal project. As part of the Stage 1 component of the project a detailed report was prepared, titled "Safer by Design" which was completed in February 2016. A Crime Risk Assessment was conducted upon the proposed Devonport Living City Stage 1. A Crime Risk Assessment is a process which is used to determine when, where and how to use Crime Prevention Through Environmental Design. It is based upon the International Risk Management Standard AS/NZS/ISO:31000 and uses qualitative and quantitative measures of the physical and social environment to create a contextually adjustable approach to the analysis and treatment of crime opportunity. This development has the potential to create opportunities for crime and harm to occur in and around the site and its surroundings. Crime Prevention Through Environmental Design (CPTED) treatments need to be considered to reduce opportunities for anti-social, criminal behaviour and harm to the community.

In relation to CCTV the report states that generally, people involved in anti-social or criminal behaviour do not like to have their activities monitored. The layout of the

space, orientation and location, and the strategic use of design should make it difficult for criminals to operate with ease.

Lighting in and around the development should comply with the Australian Standard AS/NZS 1158 – Lighting to increase surveillance opportunities during the hours of darkness and lighting in and around the development is commensurate with the CCTV requirements.

The PTZ cameras support low-light infra-red recording where this is not possible or practical.

The PTZ cameras can be controlled on-demand by Council and Devonport Police to record areas of interest within 360 degrees, whereas the turret cameras position remains fixed. While there are pre-set locations for the PTZ cameras, the police can make changes to what the cameras are recording at any time based on their requirements.

Sound is not currently recorded, nor are speakers currently utilised, but these capabilities could be explored in the future.

5 Strategy Development:

The CCTV Strategy has the following objectives:

5.1 Maintaining existing infrastructure

Council is to ensure the life cycle management of infrastructure remains and that equipment is replaced in-line with its depreciation cycles of between 3 and 5 years. This includes cameras, networking equipment, servers and storage, software, and licensing. Replacement equipment is to be sourced in-line with Council's procurement policy, and the improvement initiatives outlined in this strategy are to be considered when doing-so. Seeking to incorporate additional capabilities at renewal will help add value to the CCTV infrastructure, and ensure it is kept modern and remains fit for purpose. This is to apply for both 'internal' or 'private' CCTV installations, and the public installations.

Council's IT department are to perform routine checks on the public cameras to ensure they are operational, and Police are encouraged to report faults or issues to Devonport City Council for rectification.

Council will check for grant funding opportunities at least annually to assist with the procurement and enhancement of the CCTV infrastructure, including Safer Communities and similar grants. These grants often have a business case justification, a defined start and end date, and are targeted at delivering specific outcomes that are directly tied to community safety.

5.2 Improving existing capabilities

While the infrastructure is reliable, some development would be beneficial in the following areas:

- Increase image quality of cameras to assist with positive identification of individuals and vehicles. Any increase in quality must not result in a recording period of less than 30 days on all cameras.

- Periodic updates, including software and firmware, to both the cameras and the server. This will help add new features, improve security and reliability, and serve as a prompt to then conduct updated training. This should be done at least every six months, or as soon as possible if critical security or vulnerability updates are published.
- Periodic refresher training on how to utilise the system, including an instruction or new user guide that can be provided to Police and Council officers in the event they are unfamiliar with the system, or haven't used it in some time.

5.3 Increased consultation

As the owner and operator of the CCTV equipment, Council determines CCTV coverage locations with community safety in mind, and with the purpose of deterring vandalism or destruction of Council property, illegal dumping, and anti-social or illegal behaviour.

CCTV installations have been driven by Council up until 2023, with no publicised method for community groups, Police, or other stakeholders to suggest or request additional capabilities. Rather than Council filter through ad-hoc requests from various sources, a working group will be formed that is comprised of members from Council, Police, Community Safety Groups, LGAT, CCTV Support and Maintenance Contractors, and other relevant stakeholders. It is suggested that the group meet at least quarterly to discuss CCTV use across the city, identify issues and future development or improvement ideas, and determine suitable locations for CCTV across the city, including the usefulness of existing CCTV sites.

Any public requests and group ideas will be evaluated by the group and put forward to Council for consideration as part of the annual planning and budgetary process.

5.4 Implementing new capabilities

Implement, when justifiable, feasible and practical, emerging capabilities including:

- Portable battery or solar powered cameras that can be temporarily setup for special events or concerts.
- Capabilities beyond visual capture, such as:
 - Improved searching and analytics capabilities, allowing operators to detect incidents or find suspects more quickly. These could include colours, sizes, shapes, vehicle type, etc. that can be filtered for, speeding up detection of key elements in recorded footage rather than watching in real-time.
 - Facial recognition
 - License plate recognition
 - Motion detection and alerts
 - Two-way communication (watch, talk, and listen)
 - Intelligent image processing or analytics to detect crowds, count people, collect insights for city planning purposes (such as pedestrian flow or

- congestion), vehicle traffic volume and patterns. Aggregated data, comparing images over time to detect patterns of behaviour, dwell times, movement of people or vehicles in and out of areas.
- Integration with 'Smart City' initiatives and projects.

6 Implementation:

It is proposed that the items in the Action Plan commence immediately following the adoption of this strategy, starting with the forming of the CCTV Working Group. This group will be crucial in guiding future development in the CCTV space across Devonport.

The Action Plan lists the required steps to effectively implement this strategy.

7 Monitoring, evaluation, and review:

The following strategy objectives will be monitored via the CCTV Working Group:

- Council adheres to a routine CCTV camera monitoring check, ensuring the cameras and equipment remain in good working order.
- Police report any issues with cameras or equipment to Devonport City Council.
- Council annually checks asset registers and summarises any CCTV equipment that is between three and five years old and therefore due for replacement.
- Equipment identified is raised with the CCTV Working Group for consideration of new for old replacement or decommissioned and investment made elsewhere.
- New equipment is quoted for as per Council's procurement policy.
- New equipment is to be assessed for modern 'smart' capabilities and any potential added value this may realise.
- Council to check for grant funding annually.
- Existing cameras image quality to be checked and increased, if possible, in consultation with Devonport Police.
- CCTV Server and camera software and firmware to be evaluated for updates at least every six months.
- Refresher training offered to Police and Council officers every six months, and/or how-to guides provided.
- CCTV Working Group to be formed, comprised of Council employees, Devonport Police, Community Safety representatives, LGAT, Council's CCTV maintenance contractor.
- CCTV Working Group is to meet at least quarterly to discuss CCTV Strategy fulfilment, review any requests, review advancements and new technologies in the CCTV industry, and advise Council on future CCTV initiatives.
- Council to develop a business case template or form to capture CCTV infrastructure requests for Council's project and budgetary consideration.

Action Plan CCTV Strategy 2023 - 2027

No	Action:	Year Planned					Priority: H,M,L	Resources: A-OPEX F-OPEXX F-CAPEX	Targets	Responsible Department
		2023/24	2024/25	2025/26	2026/27	2027/28				
Objective 1: Maintaining the existing infrastructure										
1.1	Periodically check CCTV cameras are functioning.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	M		Council IT to create a scheduled maintenance task, raising a ticket every two weeks to action. Faults are to be resolved by Council IT and equipment kept in good working order.	Council IT
1.2	Police are to report issues with the CCTV infrastructure to Devonport City Council for rectification. This includes offline or not accessible cameras, dirty/obstructed lenses, degraded footage, slow to respond cameras, issues with the computer or software used for review.	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	H		Devonport Police to email Council's IT Department, or phone Council reception to log faults. Council IT are to raise a support ticket and resolve, communicating updates back to the reporting police officer. This helps ensures any issues are detected and rectified promptly.	Devonport Police
1.3	Ensure life cycle management continues. Yearly review of asset register, flagging of all 3+ year old CCTV infrastructure.	September	September	September	September	September	M	F-CAPEX	Council IT to request asset register Q3 each year and identify CCTV infrastructure due for renewal, replacement, or decommission. This allows time for a review at the CCTV Working Groups next quarterly meeting prior to Council's budget planning Q1 the following year.	Council IT
1.4	CCTV Working Group to determine if new or replacement equipment is necessary, or if decommissioning one installation in favour of installing a new one should be pursued instead.	First available meeting Q4 2023	First available meeting Q4 2024	First available meeting Q4 2025	First available meeting Q4 2026	First available meeting Q4 2027	M	F-CAPEX	CCTV Working Group to review options and make recommendations.	CCTV Working Group



	Any new equipment is quoted for in-line with Councils procurement policy. Any new infrastructure is to be assessed for modern and 'smart' capabilities and benefits, with the intention of it being fit for purpose for the next 3-5 years.									
1.5	Council is to check for safer community grant funding, or other funding opportunities, that could be used to improve community safety through a CCTV installation or renewal. If available, submission is to be facilitated through CCTV Working Group.	January 2024	January 2025	January 2026	January 2027	January 2028	H		Council to check annually for grant funding.	Council Grants Officer or Council IT.
Objective 2: Improving the capabilities of existing infrastructure										
2.1	Increase existing camera image quality.	Reviewed at first Working Group meeting of the year	Reviewed at first Working Group meeting of the year	Reviewed at first Working Group meeting of the year	Reviewed at first Working Group meeting of the year	Reviewed at first Working Group meeting of the year	H		Assess available server storage and identify cameras that could benefit from an increase in quality via discussions with Devonport Police. Determine if these cameras can have the quality increased above current settings. Note: quality is not to reduce recorded footage across any cameras to below 30 days.	Council IT and Devonport Police
2.2	Updates applied to camera software and firmware to realise new features or improvements.	February & July	February & July	February & July	February & July	February & July	M		Council IT and maintenance contractor to perform server software and camera firmware updates, if available. Critical security updates are to be applied ASAP. IT to create a scheduled maintenance task to track this.	Council IT and Maintenance Contractor
2.3	Refresher training, and/or how-to guides provided to users of the system.	February & July	February & July	February & July	February & July	February & July	M		Schedule in six-monthly refresher training and communicate this with key stakeholders at Devonport Police. Provide manuals or reference guides as appropriate. To be done immediately after any software/feature updates (2.2).	Council IT and Maintenance Contractor

Objective 3: Increased consultation											
3.1	CCTV Working Group formed.	Immediate						H		Form a CCTV Working Group comprised of members from Council, Devonport Police, Community Safety Groups, LGAT, Council's CCTV maintenance contractor, and other relevant stakeholders.	Council IT
3.2	CCTV Working Group to meet at least quarterly. IT Coordinator to organise and chair the meetings.	Feb, May, Aug, Nov	Feb, May, Aug, Nov	Feb, May, Aug, Nov	Feb, May, Aug, Nov	Feb, May, Aug, Nov		H		Working group is to meet quarterly, or more frequently as agreed by the group. Agenda is to be focussed around fulfilling the CCTV Strategy, identifying issues that are limiting the systems effectiveness, evaluating current camera locations and their ongoing suitability, identifying new locations and opportunities for CCTV, working on justifications and a business cases for new investments to be considered by Council and/or any grant funding applications, emerging technologies and desired capabilities not currently being realised, other/general business relating to CCTV.	Council IT and CCTV Working Group
3.3	Business case template form to be created for capturing CCTV project initiatives.	Q1 2023						H		A business case template or form is to be created, allowing for the CCTV Working Group to submit preferred and agreed CCTV requests to Council for consideration of inclusion in the capital budget.	Council IT
3.4	CCTV Working Group are to review requests for CCTV infrastructure.	Feb, May, Aug, Nov	Feb, May, Aug, Nov	Feb, May, Aug, Nov	Feb, May, Aug, Nov	Feb, May, Aug, Nov		H		Requests that are justified, determined to be in the communities' best interests, align with Council's strategic goals of community safety, and are agreed by the group to be worth pursuing are to be submitted to Council in the form of a brief business case. When new infrastructure is discussed or proposed, modern features and capabilities such	CCTV Working Group



										as covered in 4.1 are to be considered and their cost/value assessed.	
Objective 3: Implementing new capabilities											
4.1	CCTV Working Group to discuss new and emerging technologies and capabilities in the CCTV space and consider the merits and fit of these.	Feb, May, Aug, Nov	Feb, May, Aug, Nov	Feb, May, Aug, Nov	Feb, May, Aug, Nov	Feb, May, Aug, Nov	H			Advancement in CCTV capabilities may include portable battery or solar powered cameras, improved searching and analytic capabilities, facial recognition, license plate recognition, motion detection and alerts, two-way communication, intelligent image processing that detects crowds and counts people or cars (for example), aggregated data that compares images over time to detect patterns, smart city integration initiatives.	CCTV Working Group