



The City with Spirit



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1. Introduction

This Closed Circuit Television (CCTV) Strategy establishes the actions and guidance for the development and delivery of CCTV services for the Devonport City Council for the next four years.

It builds on the lessons learned from operating a CCTV service for a number of years and takes into account impacts of the LIVING CITY project.

The plan focuses on key elements vital to the successful implementation and ongoing operation of CCTV services that would be used by Council staff, Devonport Police and benefit the community. Importantly, the plan is based on the use of industry 'Best Practice' Security and IT management and a 'lifecycle' approach to hardware and software replacement.

The Strategy also examines the internal camera system operated by Council at its assets throughout the City, however cameras used purely for tourism purposes, events and venue promotion such as webcams, are briefly covered within this document.

2. Purpose

The purpose of this strategy is to enhance the CCTV service that will meet the City of Devonport's needs for a four year period covering 2016 through to 2020 and beyond.

The purpose of Council CCTV is to:

- Increase public confidence regarding their safety;
- Act as a crime deterrent;
- Add an additional layer of security to Council assets; and
- Provide a more efficient police response to incidents that occur within the 'footprint' of the CCTV network.
- Provide real time information and images that may be used for tourism, promotion or events.

The aim is to replace the existing analogue CCTV solution with a contemporary digital CCTV solution that provides accurate high-definition, high quality CCTV imaging services that would meet the identified and agreed outcomes for the City, its community, staff and Tas Police. Further growth of the system is a focus in addition to technological improvements.

Council is aware that technological changes occur rapidly in this area and future advancement of technologies and software will be monitored at all times to ensure the use of up to date systems and hardware.

The ongoing operation and support of the solution would be carried out through the adoption of 'best practice' Security and ICT Service Management processes.

3. Background Information

The existing CCTV solution operated by the City of Devonport was first implemented in 2000. In 2012 funding was received as part of the Safer Suburbs Program to expand the network to its existing sixteen (16) locations. The solution is based on predominantly analogue CCTV technology.

In 2014 a link was funded by Council to the new Devonport Police Station meaning that footage can be viewed either at the Station or Council. This was a significant benefit to the system requiring less Council resource to extract footage for Police purposes.

The new CCTV solution that is to be developed and implemented as part of this plan will assist in protecting the City's community, the City's assets and Devonport City Council personnel through the placement and use of CCTV cameras covering:

- Public areas using Permanent – Fixed, Temporary - Portable and potentially Vehicle- based Mobile cameras;
- Devonport City Council buildings, facilities and assets using Permanent – Fixed cameras; and
- Devonport City Council service and staff areas using Permanent – Fixed cameras.

Importantly, the solution will also assist with crime prevention by providing the Devonport Police with controlled access to CCTV information for investigations, along with the capability of real-time monitoring of all relevant cameras. As advanced capabilities such as face recognition and vehicle number plate analytics become available, these will also be incorporated into the solution where practicable and cost effective.

The use of CCTV by the Devonport City Council will be aligned with legislative requirements, guidelines and standards.

Management and storage of recordings is managed in accordance with Council's Code of Practice for CCTV and arrangements with police are detailed in a Memorandum of Understanding (MOU).

In Council's Community Survey in late 2015, in relation of safety, when asked the question "How safe do you feel when you are outside and alone in a public place in your community?" responses indicated 68% of residents feel safe or very safe.

In relation to tourism information, Council currently operates a webcam as part of the Visitor Information Centre, with footage of the Mersey River available for viewing.

4. Situation Exploration

The last major upgrade to Council's CCTV system was in 2012, through funding received as part of the Safer Suburbs program. Council engaged with the community and key stakeholders including Tasmania Police to consult on requirements and identify outcomes for what would meet key objectives of the project.

Tasmania Police provided the initial consultancy for the project in conjunction with their contractor.

Consultants with specialist knowledge of infrastructure systems and equipment were engaged to audit the existing infrastructure and equipment and to make recommendations on suitability for current need and future capacity. The audit revealed significant inadequacies in the existing infrastructure and failures in the initial audit.

Through the process a review of legislation was carried out to determine appropriate governance processes to comply with legislation. Policy and procedure have been developed along with delegation of responsibilities to ensure ongoing system functionality and appropriate information administration functions.

The clear objectives of the system upgrade were to:

- To reduce crime and anti-social behaviour in Devonport through the installation of CCTV as a deterrent
- In conjunction with local police develop a Memorandum of Understanding
- Conduct a community crime prevention campaign

A Memorandum of Understanding with Devonport Police has been put in place which outlines the responsibilities of Council and the Tasmania Police. The MOU has a term of a three years and will be reviewed annually by both parties.

The Aim of the MOU is to establish the Management framework under which Council and Department of Police and Emergency Management will operate, maintain and utilise the Council's CCTV network for the benefit of the general public and Citizens of Devonport City and surrounds in enhanced public safety outcomes.

Under the existing MOU, Council will:

- Own and operate CCTV in accordance with the Personal information Protection Act 2004, the Security and Investigations Agents Act 2002 and any other relevant Tasmanian legislation;
- Own and operate CCTV infrastructure deployed in public spaces by Devonport City Council within the Devonport Municipality;
- Maintain the CCTV network's functionality and operational status in accordance with the manufacturer's standards;

4. Situation Exploration (continued)

- Maintain camera and associated infrastructure in such a way as to ensure that the system provides all reasonable reliability and access to recorded images;
- Maintain a facility whereby CCTV images are stored for an agreed period of time of not less than 30 days (not backed up);
- Provide wireless link and computer to be housed of the Devonport Police Station for the purpose of viewing and extracting CCTV from Devonport City Council's network;
- Allow Tasmania Police to record and store images obtained from the Devonport City Council CCTV network;
- Acknowledge that Devonport City Council is the primary owner of all intellectual property created by the recording of CCTV images held within in Devonport City Council digital recording devices;
- Work with Tasmania Police regarding development and modifications to the CCTV network.

In accordance with the same MOU, Tasmania Police will:

- Work with Devonport City Council regarding development and modifications to the CCTV network;
- Provide Devonport City Council with statistical crime analysis information to best inform the development and maintenance of the CCTV network;
- Be responsible for and to advise Devonport City Council should any issues arise with Council owned equipment within the Devonport Police Station where CCTV vision can be recorded, viewed and downloaded for investigation and forensic evidence requirements;
- Be financially responsible for any alteration to existing Council owned equipment including additional monitors, display screens and data storage media;
- Utilise Devonport City Council CCTV vision in accordance with the Personal Information Protection Act 2004 and any other relevant state legislation;
- Not routinely monitor CCTV vision live; and
- Utilise CCTV as a tool to deter crime and public disorder, assess incidents to determine appropriate responses and to provide forensic evidence.

The MOU is due for review by October 2016 which will provide an opportunity to assess the adequacy and relevance of the points above.

All city cameras are analogue based with PTZ's, x30 optical zoom and are fully outdoor rated. Footage is recorded by a central server located in Council's Best Street offices.

4. Situation Exploration (continued)

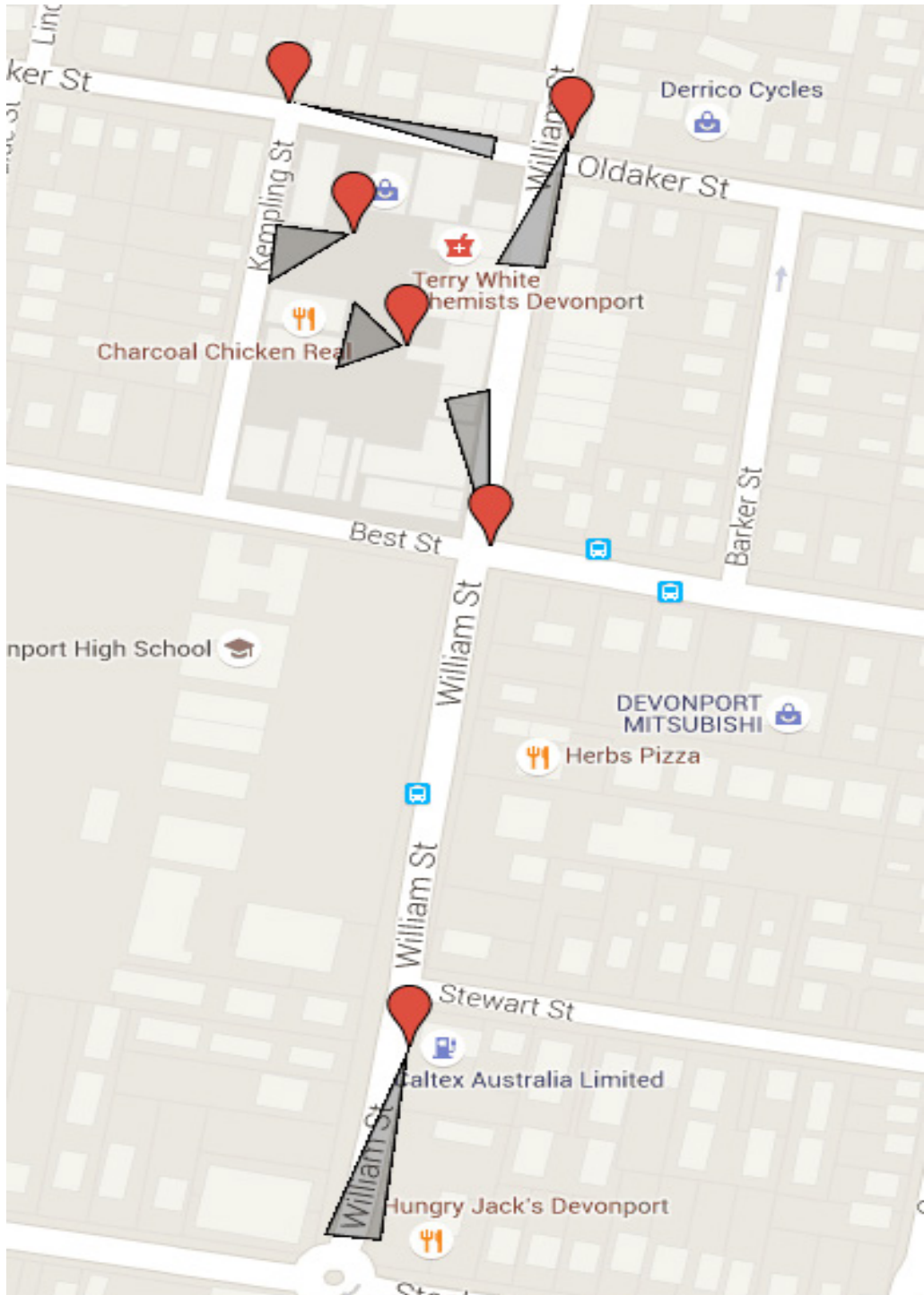
Council's network of City cameras are located at:

Site	Camera Street Location	Camera Name
William St	Caltex William St	Caltex
4Ways	4Ways Car park	4Ways
4Ways	William and Oldaker	William-Old
4Ways	4Ways Car Park	4Ways - Car
4Ways	Oldaker and Kempling	Oldaker-Kempl
4Ways	Best and Williams	Best-Will
Bluff	Bluff BBQ Area	Bluff-North
Bluff	Bluff BBQ Area	Bluff-South
East Devonport	Murray and Wright	Murray-Wri
CBD	Mall North	Rooke-Mall-N
CBD	Mall South	Rooke-Mall-S
CBD	King and Formby	King St-East
CBD	King and Rooke	King-ST
CBD	Rooke and Stewart	Rooke-ST
Formby Rd	Formby	Formby-Rd N
Formby Rd	Formby	Formby-Rd S

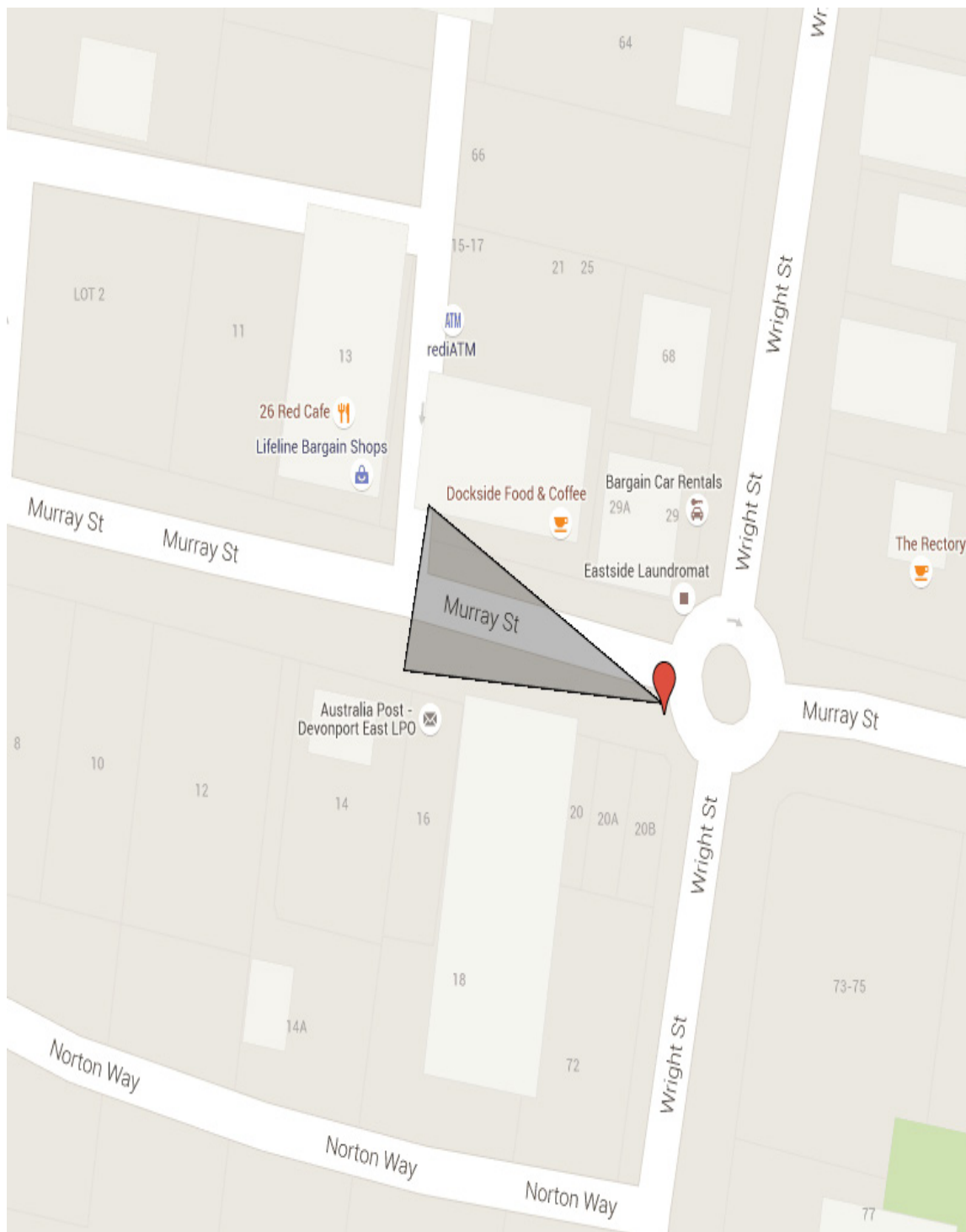
CCTV Map Locations - CBD



CCTV Map Locations - Fourways



CCTV Map Locations - East Devonport



4. Strategic and Legislative Context (continued)

All internal cameras are digital indoor rated without PTZ. Footage is recorded within Council's central recording servers located in the Best Street Offices.

In situations where the connection between the Best Street Office and the camera location is not fast enough, a local recorder is installed onsite. Council has internal cameras as follows:

Site	No of Cameras
Best St Office	4
Art Storage Facility	6
Gallery	5
Operations Centre	1
Devonport Entertainment and Convention Centre	4
Devonport Recreation Centre	6
Spreyton Transfer Station	3
East Devonport Recreation Centre	6
Bass Strait Maritime Centre	4
Splash	21
Best St Pay as You Leave Car Park	2

All of the above cameras operate in accordance with Council's Code of Practice for CCTV. This Code of Practice has been designed to provide clear guidance to all system users and to set the standards and protocols for the management, operation and use of the Closed Circuit Television(CCTV) System installed by the Council as the owner of the system.

The code of practice only pertains to images captured and recorded on Council, owned and operated infrastructure. Subsequent retransmission of collected images to the Tasmania Police recording device will be managed in accordance with Tasmanian Police Policy and Guidelines.

Council, its employees and contractors remain bound by the Code of Practice and any subsequent amendments thereto.

4. Strategic and Legislative Context (continued)

4.1 Living City

LIVING CITY is an urban renewal project that will transform Devonport and revitalize Tasmania's North West Region. Council adopted the LIVING CITY Master Plan in September 2014. Significant economic benefits will result from the creation of new retail, business/service and waterfront precincts focused on highlighting the Regions tourism, arts, food & services.

The Plan is underpinned by key principles which involve creating the following distinct precincts within the CBD:

1. Retail Precinct linking the existing shopping centres and preventing further fragmentation;
2. Business and Professional Services Precinct giving purpose to the Southern CBD; and
3. Cultural Waterfront Precinct opening the City up to the river and creating a new City heart.

As part of the Stage 1 component of the project, a detailed report has been 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. With this in mind 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. With this in mind the layout of the space, orientation and location, and the strategic use of design should make it difficult for criminals to operate with ease.

Surveillance should be a by-product of a well-planned, well designed and well used space. This can help to reduce opportunities for crime by increasing surveillance. It is recommended that there is good surveillance to, from and throughout the development to reduce opportunities for crime. 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 closed circuit television requirements.

4. Strategic and Legislative Context (continued)

Furthermore the report states that any CCTV system used needs to provide facial recognition from 15 metres and CCTV cameras are to be in accordance with Devonport Police CCTV guidelines.

Architects have incorporated report recommendations into Stage 1 design. Stage one is expected to be completed by early 2018 by which time new CCTV for the area should be operational.

5. Identified CCTV Issues

Identified issues pertaining to the current situation are shown in the following table. These will be remedied as part of this plan through implementation of the new CCTV solution, an appropriate decision framework and changes in current operating procedures.

Issue #	Issue Description
1	Quality of City cameras is not good enough for police prosecution or identification
2	Too many separate systems across council making it difficult for council IT to manage
3	Lack of clearly articulated plan for maintenance and upgrade of system
4	Reliance on full Council or grant funding for all capital and maintenance costs
5	Do not use portable camera functionality
6	Lack of measures to determine effectiveness of investment in CCTV technology
7	Public seeking footage from Council relating to active police investigations
8	Limited use of cameras for the purpose of event and venue promotion
9	Use of cameras for emergency management real time situational awareness

5. Identified CCTV Issues (continued)

5.1 Desired Future Situation

The future state for Devonport's CCTV solution, and objectives of this strategy will focus on:

- Use of contemporary digital CCTV technology;
- Appropriate placement of CCTV cameras;
- Timely and convenient access to video information for authorised persons;
- Effective procedures for operations and maintenance of infrastructure;
- Adherence to relevant Legislation, Standards and Guidelines covering CCTV Surveillance;
- A 'lifecycle' approach to infrastructure replacement; and
- Integration of CCTV-based solutions with ICT systems and business processes where relevant and appropriate.

6. Legislative Compliance

A number of Acts, Standards and Guidelines exist that are relevant to the implementation and operation of CCTV systems. These should be carefully considered, understood and complied with where and as required.

- Security and Related Activities (Control) Act 1996
- Privacy Act 1988
- Privacy Amendment Act 2000
- Privacy Amendment Act 2004
- Tasmanian Policing requirements for closed circuit Television guidelines
- Australian Standard AS4806.1: Closed circuit television (CCTV) Part 1: Management and Operation;
- Australian Standard AS4806.2: Closed circuit television (CCTV) Part 2: Application Guidelines;
- Australian Standard AS/NZS 3080: Telecommunication Installations -Integrated telecommunications cabling systems for commercial premise
- Listening Devices Act 1991
- Listening Devices Regulations 2004
- Security and Investigations Act 2002
- Security and Investigations Regulations 2004
- WA State CCTV Strategy & Guidelines 2015

7.CCTV Strategy Action Plan

Objective (Include Objective No.):	Action:	Responsibility (Business Unit/Officer):	Timeframe (incl. Start/End dates):	Resources: A-OPEX F-OPEX F-CAPEX	Priority: H M L	Council's Role /stakeholders/ partners role:	Targets & Measures (include KPIs if applicable):	Outcome/Output:	Challenges & Opportunities:
Objective 1: Use of contemporary digital CCTV technology;	Upgrade all Cameras to Digital IP based	Information Technology	By Jan 2018	A-OPEX F-CAPEX Funding	M	Source funding, Plan, implement	100% completion		
Objective 2: Integration of CCTV-based solutions with ICT systems and business processes where relevant and appropriate	Prior to replacement check locations of cameras and amount of data used from cameras Replace multiple Storage Servers with single storage system.	Information Technology	By Jan 2018	A-OPEX F-CAPEX	H	Plan, Implement	100% completion		
	Implement single VMS to control all CCTV storage and cameras across council	Information Technology	By Jan 2018	A-OPEX F-CAPEX	M	Source funding, Plan, implement	100% completion		
	VMS should include a mobility option which can be deployed to the police to replace the PC located at the station.	Information Technology	By Jan 2018	N/A	L	Source funding, Plan, implement			
	Review login in access of staff for Internal cameras	Information Technology	By Jan 2018		M	Investigate	100% Completion		

7.CCTV Strategy Action Plan

Objective 3: Appropriate placement of CCTV cameras	Explore use of portable cameras for events	Information Technology/ Events	By June 2017	A-OPEX F-CAPEX	L	Source funding, Plan, implement
	Review existing permanent camera locations for suitability and identify areas for future growth of the network	Council/ TasPolice	By March 2018	A- OPEX	M	Lead consultation
	Explore opportunities for temporary camera locations as required	Council/ TasPolice	By March 2018	A- OPEX	L	Lead consultation
	Review whether cameras need to be installed in Council vehicles	Council	By June 2018		L	Review and recommend
	Support implementation of recommendations detailed in the Safer by Design Report	Council	By January 2018	A-OPEX F-CAPEX		Fund, Plan, implement
Consider use of cameras for event & venue promotion	Events/Tourism/IT	By June 2018	N/A	L	Source funding, plan, implement	
Consider use of cameras for emergency management real time situational awareness	Emergency Management/Risk/IT	By June 2018	N/A	L	Source funding, plan, implement	

7.CCTV Strategy Action Plan

	emergency management/risk/IT					
Objective 4: Timely and convenient access to video information for authorised persons	Review MOU between DCC and Tas Police Information readily available for new businesses in the area to inform them of CCTV availability	Council/ TasPolice Council	By October 2016 By Dec 2017	N/A F-OPEX	H L	Complete review Prepare & Publish/Distribute Material Available for new businesses in the area to inform them of CCTV availability
Objective 5: Effective procedures for operations and maintenance of infrastructure	Review DCC Code of Practice for CCTV	Council	By Jan 2017	N/A	M	Complete review
Objective 6: Adherence to relevant Legislation, Standards and Guidelines covering CCTV Surveillance	Review adequacy of CCTV signage	Council/ TasPolice	By September 2017		M	Investigate, consult, provide recommendations
Objective 7: A 'lifecycle' approach to infrastructure replacement	Develop asset replacement program for cameras Maintain and improve existing maintenance program for cameras	Council Information Technology	By June 2018 By June 2018	F-CAPEX F-OPEX	M M	

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