

43. Video Surveillance Policy

POLICY

It is the policy of Scott County to integrate the best practices of safety and security with video surveillance technology. A critical component of a comprehensive security plan is the utilization of security cameras, establishing a retention policy for recorded video, identifying on whose authority video is held for retention, on whose authority a hold is released, and identifying staff positions that are responsible for completing the video capture.

SCOPE

This policy is applicable to all offices and departments within Scott County or those offices located in Scott County facilities. We acknowledge that there may be legitimate purposes for offices and departments to have other surveillance and recording needs. In such instance, as a particular office or department does have other recording needs or systems, they shall be responsible for establishing a written policy specifically related to that system. Surveillance cameras located within Information Technology Department's wiring closet are subject to the guidelines in this policy. This policy DOES NOT cover cameras located in the Scott County Jail, which will maintain their own internal policies regarding surveillance recording and retention.

PURPOSE

The surveillance of public areas is intended to deter crime and aid in protecting the safety and security of Scott County personnel, citizens visiting our buildings, and County property.

Cameras generally will not be monitored in real time twenty four hours a day, seven days a week. Those positions listed in Appendix A may monitor live video feed for the purpose of monitoring locations within the facilities.

Scott County supports the use of video cameras as a means to monitor and maintain a safe campus for the public and employees at our facilities.

ADMINISTRATIVE PROCEDURES

A. DETERMINATION OF CAMERA LOCATIONS

The number and location of cameras installed will be a collaborative effort between Facility & Support Services, the Sheriff's Office, and Information Technology working with those offices and departments located in a Scott County facility.

Scott County may collaborate with other governmental agencies to integrate video cameras and storage of video recordings using shared resources. Those organizations will be responsible for purchasing compatible equipment, associated licensing, any maintenance costs and may be responsible for costs associated with Scott County staff time required to implement, maintain, store and retrieve video created by this solution. Partner agencies should designate staff positions, within their own organization to retrieve video footage, place and release holds on video footage, and export or archive video footage as it relates to their specific cameras. Partner agencies may choose to utilize Facility & Support Services and Information Technology staff positions listed in Appendix A as a resource to assist.

Unless a camera is being used for investigation reasons, all camera locations will be visible, however records indicating the exact location, number and function of all cameras will generally be considered confidential for security purposes pursuant to Iowa Code Section 22.7(50) and will not be released to the general public, visitors or employees.

Mobile or hidden equipment may be used for investigation reasons. The use of covert video equipment for criminal investigations or specific instances which may pose a significant risk to public safety, security, or property is allowed as authorized by those positions specifically listed in Appendix A. Installation of such equipment shall be done in coordination with the Facility & Support Services Director.

Installation of "dummy" cameras that do not operate is allowed under this policy.

Unless a camera is being used for criminal investigation purposes, monitoring by security cameras is prohibited in the following places:

- Restrooms
- Locker Rooms
- Bedrooms - Juvenile Detention Center

With the exception of the video court process, general surveillance cameras will not record audio.

B. MONITORING OF CAMERAS

All recording or monitoring of activities, groups or individuals by security cameras will be conducted in a manner consistent with county polices, state and federal laws, and will not be based on the subject's personal characteristics, including age, color, disability, gender, national origin, race, religion, sexual orientation, or other protected characteristics. Furthermore, all personnel with access to security cameras should be trained in the effective, legal, and ethical use of monitoring equipment.

C. PLACING AND RELEASING A HOLD ON A VIDEO RECORDING

When an incident that requires video review or may require a hold occurs, the Department Head, Elected Official, or designee responsible for that particular area may request authorized personnel to review video of the incident in question. The Department Head, Elected Official, or designee should notify the Risk Manager if there is any possibility that an incident may have been captured on video that may result in a claim against the County.

Upon review of video surveillance a hold may be authorized by one of the positions listed in Appendix A.

Once a hold has been authorized, the video recording must be bookmarked within the software and be exported by one of the positions also listed in Appendix A.

Disposition of previously exported and archived video footage must be authorized by the position that placed the original hold.

External requests for copies or access to the recordings should be made and reviewed pursuant to County Policy 31- Public Records and Information.

D. STORAGE AND RETENTION OF VIDEO RECORDING

No attempt shall be made to alter any part of any surveillance recording. Surveillance centers and monitors will be configured in such a way to prevent camera operators from tampering with or duplicating information.

All surveillance recordings shall be stored in a secure network location for a period of 30 days. At the conclusion of the 30 day time period recordings will be automatically deleted unless a hold has been placed for the purpose of an investigation or court proceeding (criminal or civil), or other bona fide use as approved in conjunction with the Sheriff and Facility & Support Services Director.

E. APPROPRIATE USE AND CONFIDENTIALITY

Personnel are prohibited from using or disseminating information acquired from Scott County security cameras and systems, except for official purposes. All information and/or observations made in the use of security cameras are considered confidential and can only be used for official county and law enforcement purposes.

APPENDIX A

A. The use of covert video equipment in a Scott County facility may be authorized by the following positions:

- County Administrator, Assistant County Administrator, Sheriff, or County Attorney may authorize use in any county facility provided two or more of the positions are in agreement.
- Scott County Juvenile Detention Director after consultation with the one of the above parties may authorize use in the Juvenile Detention building.
- Chief Judge, District Court Administrator, DHS Service Area Manager, Assessor(s), or SECC/EMA Director may authorize use in office space occupied by their staff.

If access is needed to space to place equipment it will be coordinated through the following position:

- Facility & Support Services Director

B. Those positions authorized to view live video feed for the purpose of monitoring locations within their office space/facilities are:

- Auditor's Office, in space where election equipment is stored or there are active election activities in progress
 - Auditor
 - Deputy Auditor
 - Operations Manager
 - Election Supervisor
- Conservation:
 - Director
 - Deputy Director
 - Park Ranger
 - Golf Pro
- Facility & Support Services:
 - Director
 - Facility Maintenance Manager
 - Senior Electronics Technician
 - Electronics Technician

- Information Technology
 - Director
 - Infrastructure Manager
 - Network System Administrator
 - Technology Systems Specialist- Public Safety

- Juvenile Detention Center:
 - Director
 - Detention Shift Supervisor
 - Detention Youth Counselor

- Scott Emergency Communications Center:
 - Director
 - Deputy Director
 - Quality and Training Coordinator
 - Technology Coordinator
 - Dispatch Supervisor
 - Dispatcher

- Scott Emergency Management Agency:
 - Director
 - Deputy Director

- Treasurer's Office:
 - Treasurer
 - Operations Manager
 - County General Store Manager

C. Those positions which are authorized to view live video feed for the purpose of monitoring locations within all county facilities are:

- Facility & Support Services:
 - Director
 - Facility Maintenance Manager
 - Senior Electronics Technician
 - Electronics Technician

- Sheriff's Office:
 - Sheriff

Chief Deputy
Investigations Lieutenant
Bailliff Sergeant
Bailliff

D. Those positions authorized to retrieve video surveillance for purposes of review are:

- Conservation

Director
Deputy Director
Park Ranger
Golf Pro

- Facility & Support Services:

Director
Facility Maintenance Manager
Senior Electronics Systems Technician
Electronic Systems Technician

- Information Technology

Director
Infrastructure Manager
Network System Administrator
Technology Systems Specialist- Public Safety

- Secondary Roads:

County Engineer
Assistant County Engineer
Fleet Manager

- Sheriff's Office:

Investigations Lieutenant
Investigations Sergeant
Deputy in charge of evidence
Bailliff Sergeant

E. Those positions authorized to place or release a hold on surveillance video are:

- Administration:

County Administrator

Assistant County Administrator

- County Attorney:

County Attorney
Attorney II (serving as Corporation
Counsel)
Risk Manager

- Facility & Support Service:

Director

- Sheriff's Office:

Sheriff
Chief Deputy

F. Those positions authorized for the purpose of supporting, maintaining, troubleshooting camera system functionality are:

- Information Technology:

Director
Infrastructure Manager
Network System Administrator
Technology Systems Specialist- Public
Safety

- Facility & Support Services:

Senior Electronics Systems Technician
Electronics Systems Technician

F. Those positions authorized to perform the export and archive function of surveillance video are:

- Facility & Support Services:

Director
Facility Maintenance Manager
Senior Electronics Systems Technician
Electronics Systems Technician

APPENDIX B CCTV RESPONSIBILITIES

A. Facility & Support Services

- Determine physical installation location for new camera locations
- Run premise cabling, electrical (or facilitate same), and install camera mounting hardware and cameras for camera locations as needed within county facilities. Evaluate requests for same by partner agencies to determine if this is work FSS can/will facilitate
- Remove or reinstall cameras configured by IT within county facilities when a lift is required. Evaluate requests for same by partner agencies to determine if this is work FSS can/will facilitate
- Correct issues with camera views, if a lift is required, when adjusting within the software does not solve the issue
- Create and maintain camera location maps associated with camera locations
- All other duties as outlined in CCTV policy
- Retrieval and retention requests
- Train end users on how to utilize software

B. Information Technology

- Configure cameras (camera views, resolution, frame rate, motion detection, firmware updates and monitor for cameras off line)
- Camera work (reset power, remove or install cameras, adjust camera views) unless a lift is required
- Monitor site health
- Assign IP addresses
- Maintain list of camera usernames and passwords
- Handle all aspects of software, including software updates, creating and assigning users to groups with appropriate department authorization
- Determine appropriate camera model based on installation location and anticipated environmental conditions. Work with partner agencies to assist with purchases as requested
- Purchase and maintenance of cameras, camera mounting hardware and camera licenses
- Purchase and maintenance of all computers and monitors/TV's associated with viewing of CCTV
- Server and storage including relocating cameras to new servers as needed

- Purchase and maintain CCTV maintenance contracts
- Respond to regular and after hours calls for CCTV issues