

Video Surveillance Policy for the City Parking Utility
June 2010

1. The objective of the video system is to document what transpires in or near Parking Utility facilities. We would be watching for behavior that threatens the safety or security of customers, employees and visitors, or to assist individuals with their facility visit or to safeguard our revenue stream. The installation of video equipment along with signage alerting individuals to the cameras will also act as a deterrent to disruptive/illegal behavior and provide a sense of security to parkers and others. In the case of personal injury accidents, a video record validates the facts.
2. Signs in English and Spanish will be at the entrances and exits of facilities.
3. Some cameras will be permanently located, such as those next to payment machines and entrances/exits. The Parking Utility will have a limited number of portable cameras available to identify problem behavior.
4. Portable cameras will be used to record specific problem behavior that is not observable from the permanent cameras.
5. Video camera images will be stored on a city server for a minimum of two weeks unless needed to identify someone or record a specific incident. Those images will be copied and kept as public records in accordance with Section 3.70 of the City Ordinances (as repealed and recreated in Enactment No. ORD- 08-00093, passed 8/23/2008).
6. Images will be viewed only by approved Parking Utility staff with a need to see the images. A witness to an incident or behavior may also be asked to confirm identification. The Police Department may also view these images for investigative purposes.
7. Staff training will be ongoing and overseen by City IT staff.
8. Oversight of equipment will be done by the Parking Utility Operations Manager or designee. Specific Parking Utility management and line staff have been authorized to view the images.
9. The City IT department will oversee the video archival server and storage being used to store video images on an ongoing basis. Whenever a copy is made of any video, it will be stored in a separate area of the video storage system and retained in accordance with open records laws.