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Collector: Web Link 1 (Web Link)
Started: Friday, June 22, 2018 2:38:17 PM
Last Modified: Friday, June 22, 2018 3:07:23 PM
Time Spent: 00:29:05
IP Address: 204.147.0.15

Page 1: Instructions for Survey

Q1 Please enter your name.

Sabrina Tolley

Q2 Please enter the name of your City agency.

Parking Utility

Page 2: Surveillance Technology Survey Part 2 Continued

Q3 You previously indicated that your agency has surveillance technology. Please describe the surveillance technology.

The Parking Utility places cameras at all entrances/exits and at Pay-On-Foot revenue collection machines in parking facilities. Additionally, it is our goal to install additional cameras to cover rooftop levels, all elevator and stairwell lobbies, and ground floor access points in parking garages.

The monthly parking permit card access system may fall under the definition of surveillance. It relies on entry and exit data to control user access, track facility occupancy data, update parking space availability counts, and calculate additional hourly fees owed when a permit holder parks for durations outside of their permit hours for billing purposes. Every access card is issued to a specific individual or business group, and entry and exit movements by card number are tracked. However, permit holders may allow others to use their parking permit or share a permit with a carpool group for example, so the entry/exit data alone does not necessarily provide personally identifiable information.

Q4 What is the purpose of the surveillance technology?

The cameras are used to protect the Parking Utility's assets and prevent theft of money from machines and/or damage to equipment, improve safety of parking facility users, and deter crime. While they are not monitored 24/7, cameras are used to aid in customer service when responding to helpline calls, as well as suicide prevention to respond to any unusual activity occurring on rooftops, such as a vehicle parked on the roof when there is significant availability on lower levels, or a person wandering/lingering on the rooftop.

Surveillance Technology Survey - Part 2

Q5 How is the technology utilized?

Video footage is reviewed when there is an incident, such as damage to gates to identify the vehicle that drove through them and invoice the owner for repair costs, and as evidence to issue a citation for a violation of City Ordinance 8.14(2)(c)4, "Causing Damage at a Municipal Parking Facility While Exiting". Additionally, it is reviewed when there are customer service dispute/resolution issues to verify a vehicle entry time for example. It is also used to monitor/review operations for customer service improvements, for example, reviewing footage to look at timeframes of vehicle queuing, exit wait times, and identify causes of backups to make operational improvements. The Police Department archives and uses video when there is a critical incident or significant crime in/near a parking garage.

Live video is used by staff responding to helpline calls to assist them with the problem; for example, if a customer cannot pay at the exit and has lost their ticket, the vehicle plate number can be verified via camera so that a failure-to-pay notice can be mailed to the customer (allowing them to pay the parking fee within 10 days), and the gate can be raised remotely. Video also allows staff to view the exit lane and adjacent surroundings to verify that there is a vehicle in the lane and the gate can be raised safely before raising remotely.

Monthly parking entry/exit data is used to control access, generate accurate data and fee calculations for customer billing, troubleshoot problems reported by customers about a particular card and determine whether it is malfunctioning and needs to be replaced, controlling space availability, and occupancy reporting.

Q6 Does your agency have a policy governing the use of the surveillance technology? **Yes**

Q7 If your agency has a policy governing the use of the surveillance technology, please upload it here.

Video Policy PU June 2010.pdf (67.3KB)

Page 3: Surveillance Technology Survey Part 2 Continued

Q8 Does the technology have capabilities that are not utilized? For example, an agency may have security cameras capable of recording audio, though the audio recording is not utilized.

None that we are aware of

Q9 How many pieces of this type of technology does your agency own?

57 cameras

Q10 Please indicate whether the technology is mobile or stationary. **Stationary**

Q11 This question does NOT pertain to surveillance cameras. Please answer this question for all other surveillance equipment. Where is the technology deployed throughout the City of Madison? Please be specific. (Note: If providing this information would jeopardize security, please indicate why you cannot disclose the locations.)

Respondent skipped this question

Surveillance Technology Survey - Part 2

Q12 What factors determine where the surveillance technology is used?

Respondent skipped this question

Page 4: Surveillance Technology Survey Part 2 Continued

Q13 Does another City agency or other external organization share access to the technology?

Yes

Q14 If you answered "yes," above please note which City agency or other external organizations share access to the technology and which agency is considered the owner of the surveillance technology.

Access to cameras is controlled by City IT. Police Department and others, as authorized by IT may have access.

Q15 Which positions in your agency are authorized to use the surveillance equipment?

All Field Supervisors, Parking Revenue Leadworkers, all field office personnel, Parking Equipment Electrical Technician, Parking Equipment Mechanic I, Parking Engineer, Assistant Parking Utility Manager, and Parking Technical Aide.

Q16 How does your agency control unauthorized use of the surveillance equipment?

Access control via user login credentials are controlled by City IT.

Page 5: Surveillance Technology Survey Part 2 Continued

Q17 Where is the data collected from this technology stored?

City IT controls storage of video.

Q18 Which positions in your agency are authorized to access the data?

All Field Supervisors, Parking Revenue Leadworkers, all field office personnel, Parking Equipment Electrical Technician, Parking Equipment Mechanic I, Parking Engineer, Assistant Parking Utility Manager, and Parking Technical Aide.

Q19 For what reason do the authorized positions have access to the data?

Assisting customers who are having problems using our parking access and revenue control equipment, reviewing incidents where our equipment is damaged by patrons who drive through the exit gates to avoid paying their parking fees, to resolve customer service issues or disputed entrance or exit times, operational review and decision making.

Q20 Other than the positions authorized to access the data, who has access?

Unauthorized people do not have access.

Surveillance Technology Survey - Part 2

Q21 How long is the data stored?

Two weeks - retention is determined by City IT.

Q22 How is the data destroyed once the data storage has been completed? Please be specific and describe the process including whether the process is automatic.

This is performed by City IT.

Page 6: Surveillance Technology Survey Part 2 Continued

Q23 Do you inform residents that this surveillance technology is in use by your agency? **Yes**

Q24 If you inform residents about the surveillance technology please indicate how your agency informs residents that this surveillance technology is in use.

Signage is conspicuously posted at various locations within parking facilities to notify the public that surveillance cameras are in use.

Q25 If you do not inform residents about the surveillance technology, please explain why residents are not informed that the surveillance technology is in use.

NA - the public is informed through posted signage.

Q26 If you needed more space to respond to any questions, you are welcome to provide additional information by attaching files. You can upload doc, docx, and pdf files here. **Respondent skipped this question**

Q27 Were you unable to completely answer any of the questions in the survey? **No**
