UNIVERSITY OF PENNSYLVANIA
PUBLIC SAFETY DIVISION
CCTV POLICY MATERIALS

Presenter:

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PUBLIC SAFETY DIVISION

Public Space Closed Circuit Television (CCTV) Policy Materials

1. Sample signage

2. Sample information notice published in University of Penn's publication of record

This area is subject to Video Monitoring by the University of Pennsylvania Police Department
CCTV for Public Spaces

In accordance with the University’s Closed Circuit Television (CCTV) Monitoring Policy, the Division of Public Safety is providing Phase One locations of exterior cameras. The CCTV Monitoring Committee has approved the following locations:

40th & Locust
40th & Walnut
40th & Spruce
39th & Walnut
38th & Walnut
38th & Spruce
39th & Spruce
Lot #15 (between 38th & 39th, Locust & Walnut Sts.)

As additional phases of the project are scheduled, new locations will be published in Almanac.

These cameras will be used by DPS to monitor public areas for public safety purposes. The field of view of the cameras is approximately one (1) city block in all directions. There are specific guidelines for the use of the cameras. The operators of the cameras are located in Public Safety Headquarters, 4040 Chestnut Street and are under the direction of the Penn Police Department. These personnel are specially trained and closely supervised.

It is important to know that, while there will be a number of cameras placed at strategic locations around campus, all cameras will not be monitored at all times. However, all cameras will be recorded 24 hours per day. In addition to observations for safety and security purposes, the cameras will be utilized for alarm verification and in conjunction with other security devices, including the blue light emergency telephone system.

As provided in the Policy, the Committee and the Vice President for Public Safety must approve the release of any information not related to a criminal investigation. Videotapes and/or digital information not retained under specific provisions of the CCTV Monitoring Policy will be regularly purged and destroyed after 30 days. Storage and access to all information is closely secured with access strictly limited and controlled. The Committee is authorized to review CCTV procedures and inspect the CCTV operation at any time.

Questions in reference to the CCTV system or policy may be addressed to Thomas Seamon, Vice President for Public Safety or Stratis Skoufalonos, Director of Security Services.

The full CCTV Monitoring Policy can be found in Almanac April 13, 1999, or on the web at www.upenn.edu/almanac/v45/n28/CCTV.html

Almanac, Vol. 46, No. 1, July 13, 1999
CCTV for Public Spaces

In accordance with the University's Closed Circuit Television (CCTV) Monitoring Policy, the Division of Public Safety is providing Phase Two locations of exterior cameras. The CCTV Monitoring Committee has approved the following locations.

- Steve Murray's Way & Chestnut Street
- Steve Murray's Way & Sansom Street
- 100 block S. 37th Street—Sansom Common
- Loading Dock
- 37th & Walnut Streets
- 37th Street & Woodland Walk
- 36th & Spruce Streets
- 34th & Walnut Streets
- 33rd Street & Smith Walk
- SEAS Courtyard

As additional phases of the project are scheduled, new locations will be published in Almanac.

These cameras will be used by DPS to monitor public areas for public safety purposes. The field of view of the cameras is approximately one (1) city block in all directions. There are specific guidelines for the use of the cameras. The operators of the cameras are located in Public Safety Headquarters, 4040 Chestnut Street and are under the direction of the Penn Police Department. These personnel are specially trained and closely supervised.

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Almanac, Vol. 46, No. 12, November 16, 1999
Closed Circuit Television
Training Manual

August 1999
## Security CCTV Training Outline

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A. CCTV System Overview

1. Strategic CCTV Technology Plan

- Install a campus wide CCTV network of high speed, pan/tilt/zoom cameras for monitoring and recording of public areas for safety and security purposes.
  
  Phase 1 - 8 high speed pan/tilt/zoom cameras  
  Phase 2 - 12 high speed pan/tilt/zoom cameras

- Create and staff a state of the art Central Monitoring Base Station

- Provide alarm verification and video patrol capabilities.

- Integrate the CCTV network with a system of cellular, solar powered emergency telephones, and existing hardwired emergency telephones.

2. System Design Overview

B. University of Pennsylvania CCTV Monitoring and Recording Policy Overview

1. Purpose: To regulate the use of closed circuit television (CCTV) cameras to monitor and record public areas for the purposes of safety and security.

2. Scope: This policy applies to all personnel, schools and centers of the University in the use of CCTV monitoring and recording. Legitimate uses of this technology are covered by university policies governing research with human subjects and are, therefore, excluded from this policy.

3. General Principles:

   (A) To enhance the quality of life of the campus community by integrating the best practices of public and private policing with state-of-the-art technology. A critical component of a comprehensive security plan is closed circuit television (CCTV).

   (B) The purpose of CCTV monitoring of public areas by security personnel is to deter crime and to assist the Penn police in protecting the safety and property of the University community. ANY DIVERSION OF SECURITY TECHNOLOGIES AND PERSONNEL FOR OTHER PURPOSES WOULD UNDERMINE
THE ACCEPTABILITY OF THESE RESOURCES FOR CRITICAL SAFETY GOALS AND IS THEREFORE PROHIBITED BY THIS POLICY. (e.g., CCTV monitoring of political or religious activities, or employee and/or student evaluations.)

(C) Video monitoring for security purposes will be conducted in a professional, ethical and legal manner. Personnel involved in video monitoring will be appropriately trained and continuously supervised in the responsible use of this technology. Violations of the Code of Procedures for video monitoring referenced in this policy will result in disciplinary action consistent with the rules and regulations governing employees of the University.

(D) Information obtained through video monitoring will be used exclusively for security and law enforcement purposes. Information obtained through video monitoring will only be released when authorized by the Vice President of Public Safety according to the procedures established in this policy.

(E) Video monitoring of public areas for security purposes will be conducted in a manner consistent with all University policies, including the Non-Discrimination Policy, the Sexual Harassment Policy, Open Expression Guidelines and other relevant policies. The code of practice for video monitoring prohibits monitoring based on the characteristics and classifications contained in the Non-Discrimination Policy (e.g., race, gender, sexual orientation, national origin, disability, etc.)

(F) Video monitoring of public areas for security purposes at the University is limited to uses that do not violate the reasonable expectation to privacy as defined by law.

(G) To maintain an informed University community, the Division of Public Safety will periodically disseminate written materials describing the purpose and location of CCTV monitoring and the guidelines for its use. The location of outdoor CCTV cameras monitored by the Division of Public Safety will be published in the Almanac.

(H) Information obtained in violation of this policy may not be used in a disciplinary proceeding against a member of the University faculty, staff or student body.

(I) All existing uses of video monitoring and recording will be brought into compliance with this policy within 12 months of the approval of this policy. (January 13, 1999)

4. Responsibilities

(A) The Division of Public Safety is the department authorized to oversee and coordinate the use of CCTV monitoring for safety and security purposes at the University. All University areas using CCTV monitoring are responsible for implementing this policy in their respective operations. Public Safety has primary
responsibility for disseminating the policy and assisting other units in implementing the policy and procedures.

(B) The Vice President of Public Safety has the responsibility to authorize all CCTV monitoring for safety and security purposes at the University. All new installations will follow the Division of Public Safety operating principles. All existing CCTV monitoring systems will be evaluated for compliance with this policy.

(C) The Division of Public Safety will monitor new developments in the relevant law and in security industry practices to ensure that CCTV monitoring at the University is consistent with the highest standards and protections.

(D) A CCTV monitoring Panel will be established to assure that the Division of Public Safety adheres to established policy and procedure in the use of CCTV and to review camera locations and request for release of tapes.

1. The CCTV monitoring Panel will consist of seven members who will serve for a term of one year.
   The Chairperson of the Safety and Security Committee or his/her designee will serve as chair.
   Two faculty members appointed by the Chair of the Faculty Senate
   One member appointed by the President
   One student member
   One staff member
   The University Compliance Officer

   An individual may appeal an adverse decision by the CCTV monitoring Panel through existing University appeal mechanisms such as the Committee on Open Expression or the University Ombudsman.

2. The CCTV monitoring Panel will review camera locations to ensure the perimeter of view of fixed location cameras conforms to this policy.

   The proposed location of permanent CCTV cameras will be provided to the CCTV Monitoring Committee for review and published in the Almanac before installation. A list of all University owned or controlled camera locations will be published semi-annually in the Almanac and made available by the Division of Public Safety to anyone requesting the list.

   The locations of temporary cameras to be used for special events will be reviewed by the CCTV Monitoring Committee for approval and published in the Almanac before the event if possible. Note: "Temporary cameras " does not include mobile video equipment or hidden surveillance cameras used for criminal investigations.
Included with the list of CCTV camera locations will be a general description of the technology employed and the capabilities of the cameras.

Students and staff entering certain sensitive locations on campus may have an increased concern for privacy or confidentiality. In order to prevent a possible chilling effect on the use of service at these locations, concerned persons may petition the CCTV Monitoring Committee to forgo the installation of a proposed camera or for the removal of an existing camera. The CCTV Monitoring Committee will determine the appropriateness of an installation weighing the concerns of the person(s) making the requests and the safety and security of the entire community.

In recognizing students may also have an enhanced expectation of privacy in the hallways and lounges of residence facilities, CCTV monitoring for safety and security purposes will not be used in residential hallways and lounges unless the Vice President of Public Safety determines a specific safety/security risk exists.

The CCTV Monitoring Panel will review complaints regarding camera locations and determine whether the CCTV Monitoring Policy is being followed. The panel should weigh whether the potential increment in community service outweighs any likely infringement of individual privacy.

3. The CCTV Monitoring Panel, with the Vice President of Public Safety, will review all requests received by the Division of Public Safety to release recordings obtained through CCTV monitoring. **NO RELEASES OF CCTV RECORDINGS WILL OCCUR WITHOUT AUTHORIZATION BY THE VICE PRESIDENT AND THE CCTV MONITORING PANEL.** Excluded from review by the CCTV Monitoring Panel are releases of tapes directly related to a criminal investigation, arrest or subpoena. The CCTV Monitoring Panel may also approve release of tapes only for legitimate purposes, such as to protect the University and its members from lawsuits or harm. Five affirmative votes are necessary to approve the release of tapes. **Any release of tapes will be recorded on a written log.**

4. **Any member of the CCTV Monitoring Panel may audit the Division of Public Safety’s CCTV monitoring operations, including videotape storage, at any time without prior notice.**

5. The Chair of the Safety and Security Committee will report to the Safety and Security Committee at least four (4) times
5. Procedures

1. All operators and supervisors involved in video monitoring of public areas will perform their duties in accordance with the Code of Practice consistent with this policy developed by the Division of Public Safety.

2. Division of Public Safety Management will assure that responsible and proper camera monitoring practices by control operators is continuous.

3. The Division of Public Safety will post signage at appropriate locations. Signage will state,

   THIS PUBLIC AREA MONITORED BY SECURITY CAMERAS
   FOR PERSONAL SAFETY AND PROPERTY PROTECTION

4. The Division of Public Safety will limit camera positions and views of residential housing. Any view given to the housing will be no greater than what is available with unaided vision. Furthermore the view of a residential housing facility must not violate the standard of “reasonable expectation of privacy.”

5. The Division of Public Safety Central Monitoring Center and other central monitoring centers will be configured to prevent camera operators tampering with or duplicating recorded information.

6. Recorded video tapes will be stored for a period not to exceed 30 days and will then be erased, unless retained as part of a criminal investigation or court proceedings (criminal or civil), or other bona fide use as approved by the Vice President of Public Safety and the CCTV Monitoring Panel.

7. Video tapes will be stored in a secure location with access by authorized personnel only.

8. Camera control operators will conduct video observation of areas only in plain view of others situated in the public area viewable to the public.

9. Camera control operators will be trained in the technical, legal and ethical parameters of appropriate camera use.
   a. Camera control operators will receive a copy of this policy and provide written acknowledgement that they have read and understood its contents.
   b. Camera control operators will receive training in cultural awareness.
10. Camera control operators will NOT monitor individuals based on characteristics of race, gender, ethnicity, sexual orientation, disability, or other classifications protected by the University's Non-Discrimination Policy. Camera control operators will monitor based on suspicious behavior, NOT individual characteristics.

11. Camera control operators will NOT spot and continuously view people becoming intimate in public areas.

12. Camera control operators will NOT view private rooms or areas through windows.

13. Mobile video equipment may be used in criminal investigations. Mobile video equipment will only be used in non-criminal investigations in specific instances creating significant risk to public safety, security, and property as authorized in writing by the President to the Division of Public Safety and the Open Expression Committee. Portable hidden cameras with recording equipment will only be used for criminal investigation by the University Police Detective Unit with the approval of the Vice President of Public Safety.
Attachment: The two related footnotes described below are to be added to the Guidelines on Open Expression.

<table>
<thead>
<tr>
<th>Open Expression and CCTV Monitoring</th>
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<tbody>
<tr>
<td>The following message was sent to President Judith Rodin by the Chair of the Open Expression Committee of the University in a letter dated January 25, 1999.</td>
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<tr>
<td>The interpretative footnotes to Section V.E. * of the Guidelines are to be incorporated in the next printed edition of the PennBook and will be added shortly to the web version, which can be found at <a href="http://www.upenn.edu/osl/openex.html">www.upenn.edu/osl/openex.html</a>. -Ed.</td>
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Dear Dr. Rodin,

On behalf of the Open Expression Committee, I would like to request that two interpretative footnotes be added to Section V.E. of the Open Expression Guidelines, or that the guidelines be modified to express the content of the proposed interpretative footnotes. The Open Expression Committee developed these interpretations of Section V.E. in response to a request from the University Council that we review the proposed Closed Circuit Television Monitoring guidelines of the Safety and Security Committee.

The committee recommends that the following wording or interpretation follow the statement prohibiting the collection or maintenance of information by the Division of Public Safety:

Videotaped or closed circuit television information collected by posted, fixed location cameras is excluded, as long as it is in conformance with the rules of the CCTV policy as of January 13, 1999; The committee recommends that the following wording or interpretative footnote follow the statement regarding “...authorized in writing by the President”:

to Public Safety and the Open Expression Committee.

- Dennis P. Culhane, Chair, Open Expression Committee

* Item E. in Section V. of the Guidelines currently reads:

E. The Division of Public Safety shall not collect or maintain information about members of the University community, except in connection with alleged crimes, violations of University regulations, or as specifically authorized in writing by the President. This regulation shall not affect personnel information concerning current, past or prospective employees of the Division of Public Safety.
C. Specific Roles (Examples) of Closed Circuit Television Monitoring of Public Areas

Legitimate safety and security purposes include, but are not limited to the following:

1. Property and Building Protection
   - Building perimeter, Entrances and Exits, Lobbies and Corridors, Receiving Docks, Special Storage Areas, Laboratories, Cashier Locations

2. Alarm Verification
   - Intrusion Alarms, Exit Door Controls, Hold-up Alarms

3. Video Patrol of Public Areas
   - Transit Stops, Parking Lots, Public Streets (Enclosed and Unenclosed) and Intersections, Shopping Areas

4. Criminal Investigation
   - Robbery, Burglary, Theft Surveillance

5. Monitoring of Access Control Systems
   - Monitor and record restricted access transactions at entrances to buildings and other areas.

6. Monitoring of Pedestrian and Vehicle Traffic Activity

D. Operating Principles

1. Do’s
   a. Suspicious Activity
   b. Crime in progress
   c. Support police and security personnel (car stops, pedestrian investigations, etc.)

2. Don’ts
   a. Profiling - The practice of targeting individuals based on characteristics of race, gender, ethnicity, sexual orientation, disability, or other classifications.
   b. Targeting of individuals
   c. Peering into buildings

3. Reporting
   a. Response to Observed Incidents and Conditions
(1) Notification of Supervisory Personnel
   (a) The PennComm police supervisor shall be notified immediately whenever any suspicious, criminal or life threatening activity is observed. In his/her absence a patrol supervisor shall be notified by police radio and appropriate police or security personnel dispatched.

(2) Document all observations, in detail, on a Alarm Incident Report.

E. Cultural Awareness

1. Non-Discrimination Policy (Complete and without modification)
   a. The University of Pennsylvania values diversity and seeks talented students, faculty and staff from diverse backgrounds. The University of Pennsylvania does not discriminate on the basis of race, sex, sexual orientation, religion, color, national or ethnic origin, age, disability, or status as a Vietnam Era Veteran or disabled veteran in the administration of educational policies, programs or activities; admissions policies; scholarship and loan awards; athletic, or other University administered programs or employment. Questions or complaints regarding this policy should be directed to: Executive Director, Office of Affirmative Action and Equal Opportunity Programs, 3600 Chestnut Street, Nichols House, Suite 228, Philadelphia, PA 19104-6106 or (215) 898-6993 (Voice) or (215) 898-7803 (TDD).

2. Sexual Harassment
   a. Definition – For the purposes of University policy, the term “sexual harassment” refers to any unwanted sexual attention that:
      1. Involves a stated or implicit threat to the victim’s academic or employment status;
      2. Has the purpose or effect of interfering with an individual’s academic or work performance; and/or,
      3. Creates an intimidating or offensive academic, living, or work environment.
   The University regards such behavior, whether verbal or physical, as a violation of the standards of conduct required of all persons associated with the institution. Accordingly, those inflicting such behavior on others are subject to the full range of internal institutional disciplinary actions, including separation from the institution.

3. Open Expression Guidelines – General Principles
   a. The University of Pennsylvania, as a community of scholars, affirms supports and cherishes the concepts of freedom of thought, inquiry, speech, and lawful assembly.
   b. The University affirms the right of members of the University community to assemble and demonstrate peaceably in University locations within the limits of the Guidelines and undertakes to ensure that such rights shall not be infringed.
   c. The University shall be vigilant to ensure the continuing openness and effectiveness of channels of communication among members of the Univ. community on questions of common interest.
   d. In case of conflict between the principles of the Guidelines on Open Expression and other University policies, the principles of the Guidelines shall take precedence.
F. CCTV Monitoring Equipment Description and Demonstration

1. Camera Capabilities
   a. Sensormatic UltraDome Programmable High Speed Pan/Tilt/Zoom Cameras
      - Compact low-profile design (4.7" in diameter)
      - Continuous autofocus
      - 360 degree rotation (280 degrees per second)
      - 48X Zoom
      - Programmable targets and patterns
      - Surge protection

2. VM96 TOUCH-TRACKER
   The Sensormatic Matrix Switcher / Controller is a compact, ergonomically designed keyboard designed to give you easy access to a complete selection of video switching and camera control functions. It provides control of fixed and variable-speed pan/tilt/zoom and SpeedDome cameras. The keypad allows you to assign any camera to any monitor and access special features such as targets (presets), patterns, sequences and tours.

   a) Touch Tracker Keys
      - **Tracker Ball** – Moves the selected camera in any desired direction by pressing the ball to the left, right, up, or down. The further the ball is pressed the faster the camera will move. A lighter touch on the tracker ball permits greater control of the camera.
      - **Zoom Button** – allows the operator to view images at a great distance.
      - **Focus Button** – sharpens an image so that the operator can easily identify such characteristics such as colors, vehicle make and models, etc..
      - **Iris Button** – is used to lighten or darken a camera image
      - **LCD** – displays information such as selected monitor and camera numbers, menu items and system instructions.
      - **Numeric Keypad** – is used to select specific cameras, monitors, etc.
      - **MON Button** – is used to select or change monitors.
      - **CAM Button** - is used to select or change cameras.
      - **Clear** – cancels a keypad entry.
      - **Menu** – is used to access the User Menu and activate system selections.
      - **View** – accesses the Quick View User Menu. A quick view is a defined target at which a speeddome is aimed, zoomed, focused.
      - **Patrn** – accesses the Pattern User Menu. A pattern is a programmed series of pan, tilt, zoom, focus and/or iris movements.
- Seq – accesses the Sequence User Menu. A sequence is a series of quick views, patterns, or fixed camera shots.
- Actvty – accesses the Activity User Menu. Activities are automated functions.
- Zone – accesses the Zone User Menu. A Zone is a group of quick views on separate cameras initiated simultaneously. (Administrative Use Only)
- ACK Button – acknowledges alarms. (N/A)
- Lock Button – prevents other users from controlling a specific camera(s).
- VCR Button – allows the operator to manually start and stop a VCR (N/A)
- Photo Button – for video printer use (N/A)
- A, B, and C Buttons – not active.
- D Button – performs a 180° Quick Flip with a SpeedDome.
- Hold Button – pauses a sequence and incoming alarms
- Prev & Next Buttons – Pages you through quick views, patterns, etc.
- Help Button – provides general information

b) Selecting a Camera
   - Using the keypad type the camera number then press the CAM button.

c) Selecting a Monitor
   - Using the keypad type the monitor number then press the MON button.

d) Manipulating a selected camera:
   - Press the tracker ball in the desired direction.

e) Using the zoom function:
   - Press the zoom button (located to the left of the tracker ball) up or down until the desired image is obtained.

f) Using the Focus function:
   - Press the focus button (located to the right of the tracker ball) up or down until the image is sharp and clear.

g) Using the Quick Flip function:
   - Press the “D” button (located at the top of the tracker) to perform a 180° revolution of the selected camera.

3. SensorLink PC (HyperScan) (See handout)
G. Video Recording and Storage

1. Operations and Procedures

   a. Digital – Intellex Digital recorder (See Handout)

   b. Analog – VHS Video Tape Recorder (See Handout)

2. Tape Management Policy and Procedures

   a. Tape Security

      (1) Access to video tapes and video recording equipment is limited to:

         (a) The Vice President of Public Safety

         (b) University CCTV Monitoring Committee Members

            ▪ A list of current committee members will be posted in the PennComm Center and will be updated annually.

            ▪ Panel members will be given full cooperation and access to all CCTV monitoring areas and tape storage areas.

            ▪ Police command personnel will be notified immediately whenever a committee member requests to inspect a CCTV monitoring or tape storage area.

            ▪ All committee inspections will be noted on the Sending and Receiving Sheet.

         (c) Division of Public Safety Directors and Security Services Managers

         (d) University Police Commanders, Supervisors, and Detectives

      (2) Under no circumstances will alarm monitoring operators or EDS supervisors be permitted access to video tapes or video recording equipment.

      (3) Video Tape Control Log

         (a) Shall be maintained by the Security Services Department and reviewed daily by the Security System Administrator.

         (b) The Video Tape Control Log will be kept in the Security System Administrators office and shall not be removed for any reason.

      (4) Tape Audits and Inventory

         (a) Shall be performed weekly by the Security Services Operations Manager.

         (b) Random audits shall be conducted by the Deputy Chief of Investigations
b. Tape Storage

(1) A set of 31 tapes will be used for each video recorder.
(2) Each tape will be labeled and identified by Video Recorder Number. In addition, each tape shall be numbered and 1 through 31 for each day of the month. (Example: VCR #1 - Tape 1, VCR #1 - Tape 2, VCR #2 - Tape 1)
(3) Tapes will be stored and locked in the security tape cabinet in room 106.
(4) Keys to the security tape cabinets shall remain in the possession of authorized supervisory personnel. Lost or stolen keys must be reported immediately to the Director of Security Services or the Chief of Police.
(5) Tapes will not be stored for longer than 30 days unless they need to be retained as part of a criminal investigation, court proceedings (criminal or civil), or other bona fide use as approved by the Vice President of Public Safety and the CCTV Monitoring Panel.
(6) Video tapes will be recycled until they are no longer serviceable. New tapes placed in service will be properly labeled.

c. Changing, Erasing and Reusing of Tapes

(1) Only police supervisors and authorized Division of Public Safety managers may change video tapes or operate video recording equipment.
(2) Video tapes will be changed daily at the beginning of the 11PM to 7AM tour of duty by the Penn Police PennComm Supervisor.
(3) The tape(s) corresponding to the current day of the month will be used.
(4) An entry will be made in the Sending & Receiving Sheet reflecting that the appropriate tape(s) were changed; that all tapes have been accounted for, and that the tape storage area is secure.
(5) This task shall not be delegated.

b) Review and Dissemination of Information

(1) All personnel will adhere to the University of Pennsylvania Closed Circuit Television Monitoring and Recording of Public Areas for Safety and Security Purposes Policy
(2) Only authorized management, police and investigative personnel are permitted to review or remove tapes.
(3) Anyone wishing to view or remove a video tape for any reason must enter all required information in the Video Tape Control Log. All entries must be complete and legible.
(4) Video tapes must be returned to storage and secured by the end of each business day unless they have been subpoenaed, or permission is obtained from the Vice President of Public Safety.
(5) If a tape is removed from a video recording device for any reason other than required daily replacement, a new tape must be inserted into the video recorder so that no video data is lost. The new tape must be labeled with the Video Recorder Number, a supplemental tape number such as 1A,2A, etc, the name of the person creating the tape, the date, and the start and stop times. The tape must then be secured in the tape storage cabinet until the 30 day tape rotation is complete. A signed entry must be made in the Video Tape Control Log.

(6) Duplication of tapes or printing of images from video tapes is prohibited unless approved by the Vice President of Public Safety, Chief of Police or Deputy Chief of Investigations.

(7) Conversion of taped images from analog to digital formats is prohibited unless approved by the Vice President of Public Safety, Chief of Police or Deputy Chief of Investigations.

H. Performance Monitoring of CCTV Operators

1. Quality Assurance Procedures
   b. Police, EDS, and Security Services supervisory personnel will provide ongoing oversight of CCTV operator activities and performance.

2. Performance Evaluation
   a. Police, EDS and Security Services supervisory personnel will periodically and without prior notice have CCTV operators demonstrate their knowledge and understanding of relevant policies, procedures, and technical skills.
   b. The Security Services Department should be notified of any performance or operational issues or deficiencies.
   c. The Security Services Department shall have primary responsibility for initiating remedial action.

I. University Camera Locations

1. Camera Identification Scheme (See, University of Pennsylvania CCTV Plan)
2. Map Layout (See, University of Pennsylvania CCTV Plan)
J. Impairment

a) Under no circumstances shall anyone, except professional, factory trained service technicians, attempt to service, repair or tamper with any alarm, CCTV or video recording equipment.
b) The Security Services Department has primary responsibility for initiating remedial action.

1. System/Equipment Failure and Replacement
   a. Field and Head-End Equipment
      (1) Alarm/CCTV monitoring personnel shall immediately notify the PennComm Police or EDS supervisor.
      (2) Complete System Failure - The PennComm Police or EDS supervisor will document the equipment failure on the Sending & Receiving Sheet and immediately notify Security Services personnel utilizing the Emergency Contact Callout List.
      (3) Individual Component Failure (Printer, camera, monitor etc.,) - The PennComm Police or EDS supervisor will document the equipment failure on the Sending & Receiving Sheet and ensure that the Security Services Department is notified the following business day.

2. Emergency Notifications
   (1) The PennComm Police or EDS supervisor will authorize all emergency notifications.
   (2) The Emergency Contact Callout List is located in the binder at the alarm monitoring console.

K. Review

L. Questions & Answers