




POLICY AND PROCEDURE

Subject: Closed Circuit /IP Camera System Policy	Index: Administration and Policy Management Number: 103-6
Effective Date: August 25, 2022	Prepared By: Information Technology
Supersedes: 103-6 dated July 27, 2012	Approved By: 

1. **PURPOSE:**

The purpose of the City's Closed Circuit Television (CCTV) system is to enhance public safety for residents of the City of San Clemente while delivering the highest level of service possible.

2. **ORGANIZATIONS AFFECTED:**

All City Departments and Divisions.

3. **REFERENCES:**

City of San Clemente Use of Technology Policy 601-8-19.

4. **POLICY:**

The City of San Clemente recognizes that the use of electronic technology can serve to improve the delivery of public service within the city, contribute to increased public safety and provide enhanced livability for the citizens of San Clemente. The use of technology can, if used improperly, infringe on the privacy rights of our citizens guaranteed under the California Constitution. This policy will ensure individuals' privacy rights are protected while enabling City staff to utilize CCTV system technology effectively.

The City of San Clemente CCTV system is a camera network for use by law enforcement as well as other City departments, and will aid employees in providing superior levels of service. This system assists in providing security and critical infrastructure protection and provides real-time situational awareness of events investigated by the City.

The CCTV system will be used to aid in the response to calls for service, archive appropriate events, act as an investigative tool, assist in the prosecution of criminal cases and serve as a deterrent to criminal behavior.

The City of San Clemente and its employees shall comply with all Federal, State and City ordinances, laws, and regulations regarding privacy and the use of the CCTV system.

The use of the CCTV system is an element of the City's mission to protect citizens and will be used to enhance public safety and confidence.

The City's CCTV system will be used to augment, and not replace, efforts already in place to prevent crime in the city of San Clemente.

The CCTV system will not be used when there is a reasonable expectation of privacy by citizens.

All employees authorized to operate and utilize the CCTV system shall be familiar with the policies and procedures regarding its use.

All employees authorized to operate and utilize the CCTV system shall abide by the policies and procedures contained in this document as well as the City of San Clemente Policy and Procedures for Acceptable Use of City Technology Resources.

Authorized individuals shall access the CCTV system only from City computers, using the City's Video Management System, as furnished by the Information Technology Division.

Information that will be used for evidentiary purposes shall be maintained and secured as evidence in accordance with policies and procedures for evidence.

Unauthorized use of the CCTV system will result in disciplinary action.

4.1. REGULATION

The City Manager or his/her designee shall have the exclusive authority to determine who is authorized to utilize the CCTV system.

The City Manager or designee shall designate a supervisor to monitor, supervise and manage activities conducted with the CCTV system.

Employees operating the CCTV system shall not target/observe citizens based solely on race, gender, ethnicity, sexual orientation, disability, or any other classifications protected by ordinance or statute.

The CCTV system shall be used to observe areas regarded as public and areas where there is not a reasonable expectation of privacy.

All employees utilizing the CCTV system shall be bound by and conform to the conditions identified in the City of San Clemente Policy and Procedures for Use of City Technology Resources.

5. DEFINITIONS:

- 5.1. "City" shall mean the City of San Clemente
- 5.2. "User" shall mean a city employee or agent who is authorized to utilize the System

6. PROCEDURE:

6.1. CLOSED CIRCUIT TELEVISION SYSTEM SPECIFICATIONS

The CCTV system will have all audio listening and recording capabilities disabled, and may not be enabled.

The CCTV system used by the City of San Clemente will utilize multiple fixed and adjustable cameras. The cameras shall be situated in a manner and location that will maximize the field of view of public areas for public safety purposes only or to assist other City departments in supplying service to the public. Cameras shall be placed in a manner that will minimize the potential of inadvertent capturing of images from areas where there would be a reasonable expectation of privacy.

In any location where the view of any camera may compromise a citizen's expectation of privacy, the compliance officer shall review the camera's location and either make a recommendation to re-locate the unit or to employ digital masking technology to minimize, if not eliminate, the potential for video intrusion.

The system will be equipped with Pan, Tilt, and Zoom (PTZ) as well as fixed cameras. The PTZ cameras allow operators to manipulate the framing or focal length of a video image only for the specific purpose of monitoring potential suspicious persons or activities.

All locations shall be approved by the City Manager or his/her designee. All locations shall contain adequate and specific signage indicating that the area is subject to video surveillance.

Current locations for video cameras include, but are not limited to:

1. Pier Bowl Area and Beach Access
2. City Hall
3. Vista Hermosa Sports Park and Aquatics Center
4. Ole Hanson Beach Club
5. Community Center
6. Maintenance and Utilities - Buildings and Entrance Gates
7. Pico Park
8. Lifeguard Headquarters
9. Lifeguard Tower Zero
10. North Beach Snack Bar
11. T-Street South Restroom Building
12. Max Berg Plaza Park

6.2. CAMERA USE

Employees are not specifically assigned to observe cameras on the CCTV system.

Authorized employees may view the cameras with public safety or customer service as the primary focus, as needed.

Only authorized employees may use the CCTV system, and only to the extent of the specific authorization. Authorized employees using cameras are forbidden from looking at non-public areas and areas in which there is a reasonable expectation of privacy.

6.3. RECORDING RETENTION

Recordings will be retained for one year.

Recorded information that will be used for evidentiary purposes or that is requested with a court order shall be copied to a legally acceptable medium and maintained in accordance with the City of San Clemente policies and procedures, or turned over to the requesting law enforcement agency.

6.4. RECORDING ACCESS

Recorded information captured by the CCTV system shall be indexed in such a way as to permit retrieval by date and time.

Requests for access to recorded information must be made through Information Technology, stating the location(s) and time frame requested.

All persons designated by the City Manager as having access to recordings shall receive training and unique user identification in order to access recordings. Stored images shall only be accessed and retrieved only by authorized system users, upon supervisor approval. Recording system access shall be determined by need at the sole discretion of the City Manager.

6.5. ACTIVITY LOGGING

The CCTV system shall have audit logging enabled to track user activity within the CCTV system.

6.6. OUTSIDE USERS / CITY EMPLOYEES

City Employees and employees of outside public safety agencies with an identified public need may be permitted restricted access to view cameras. Permission may be granted on a case by case basis and the access of these employees will be limited and defined by need. Any such access to the CCTV system is at the sole discretion of the City Manager. All users of the CCTV system will be bound by the same guidelines and restrictions contained in this policy as well the City of San Clemente Policy and Procedures for Acceptable Use of City Technology.