



CCTV Strategy 2022 -2027

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Glossary

ANZPAA	Australian New Zealand Police Advisory Association
CCTV	Closed Circuit Television
CEO	Chief Executive Officer
CPTED	Crime Prevention through Environmental Design
EWP	Elevated Work Platform
FoV	Field of View
GIS	Geographic Information System
ICT	Information and Communication Technology
LCD	Liquid Crystal Display
POS	Public Open Space
PR	Public Relations
PTZ	Pan Tilt Zoom
RF	Radio Frequency
USB	Universal Serial Bus
WA	Western Australia
WAPOL	West Australian Police

Defined Terms

Authorised Personnel	Means any officer of the City of Kalamunda an WA Police Force who has signed the City of Kalamunda CCTV Code of Conduct annexed to this CCTV Strategy as Annexure C.
Cam-Map WA	A comprehensive database operated by WA Police of all voluntarily registered CCTV systems across Western Australia.
CCTV	Closed circuit television
CCTV Operations	Means all aspects of public open space CCTV surveillance management, use, recording, maintenance, and access to recorded material
CCTV Policy	Means the City of Kalamunda Service Policy 15 – Closed Circuit Television
Public Realm CCTV	Cameras undertaking surveillance of public areas and not necessarily attached to a building.
Recorded Material	Is any recording of video, images, or audio, original or copy, by the City of Kalamunda CCTV system?

CCTV Strategy

1.0 INTRODUCTION

A key objective of the Kalamunda Advancing 2031 Strategic Community Plan is to provide safe and healthy environments for the community to enjoy. The use of CCTV supports this objective. The CCTV Strategy has been developed as an informing strategy to align existing and new CCTV systems to achieve the objective of the strategic community plan.

The City of Kalamunda installs CCTV systems as a tool to improve community confidence that an area is safe and to support the usage of City facilities. The City of Kalamunda CCTV Strategy sets out to capture existing technical and functional requirements to ensure CCTV is applied consistently within the City's Strategic Planning Framework. To achieve this, the strategy focuses on three key areas: Operations, Expanding and Funding the CCTV Network, as shown in Figure 1.

2.0 WHERE WE ARE NOW

The City of Kalamunda operates numerous cameras for community safety in public spaces and on buildings for the protection of City owned assets. Federal and State Government funding continues to be made available and CCTV installations continue to be rolled out. The City of Kalamunda will consolidate the existing network and verify camera requirements to manage the network expansion and control costs.

Current daily use extends to local police using CCTV for investigation and evidence purposes, however with greater insight, City operations will benefit further in support of tackling illegal dumping, graffiti, vandalism, and other anti-social behaviour.

3.0 WHERE WE WANT TO BE

The City's current CCTV system operates on the Avigilon, Indigo and NX witness video management systems with numerous CCTV cameras located throughout the City.

The City of Kalamunda CCTV system and longer-term (5+ years) network design needs to be fully established and documented to ensure system expansion progresses according to the implementation plan contained within this strategy.

To capture and achieve greater awareness of existing CCTV assets, the following is required:

1. Maintenance contracts for existing CCTV systems to be reviewed and bundled into one preventive maintenance contract. Two maintenance contracts currently exists and due to expire 2023/2024.
2. Based on audit findings, the City will verify CCTV camera operational and functional requirements, including:
 - a. Register on the Asset Management System (My Data) and GIS/Intramaps, including associated poles and electrical cables.
 - b. Establish functional and preventative maintenance requirements, provided at Annexure A, for each camera.
3. All CCTV systems to be operating on the NX Witness platform
4. Existing and proposed public space CCTV camera locations are to be evaluated according to consistent criteria, provided at Annexure B and camera location maps maintained.
5. All public space and semi-public space CCTV cameras will be supported with CCTV signage. Signage will be designed and mounted in compliance with Australian / New Zealand Standards AS62676.

4.0 CCTV MANAGEMENT & COMPLIANCE OVERSIGHT

A CCTV Working Group has been established with the key role to provide oversight and direction for both strategic initiatives and operational needs.

Manager Environmental Health & Community Safety Services is appointed as the Chair of the CCTV Working Group.

Business Units and roles with CCTV management or operational responsibilities include:

- Manager Environmental Health & Community Safety
- Manager Asset & Waste Operations
- Manager Asset Planning
- Manager Commercial & Cultural Services
- Manager Community Development
- Manager Customer & PR
- Manager Information Technology

CCTV management is also subject to service policy 15: Closed-Circuit Television (CCTV) Surveillance and operational procedures CEO Instruction – CCTV management (Standard operating Procedures)

5.0 MEASURING CCTV PERFORMANCE

The City of Kalamunda CCTV system is established with the following goals:

1. Increase community perception of safety and deter crime.
2. Provide an effective tool to investigate and respond to crime.
3. Support security systems that monitor and protect City owned assets.
4. Apply surveillance technology effectively and responsibly.
5. Maintain effective control of system integrity, reliability, and efficacy, and
6. Consult and coordinate with stakeholders.

The objectives established for CCTV installations are therefore based on five (5) measurable criteria to be reviewed annually for CCTV management reporting purposes:

1. Improving perceptions of safety measured through community consultation. Community surveys to be reviewed for perceptions of community safety and measured as a performance indicator.
2. Reducing reported crime in the target area.
3. Number of police requests for Recorded Material verses Recorded Material provided, including a per camera breakdown to determine each camera's contribution. Changes in the number of requests foreach camera should be reviewed for an indication in overall system effectiveness and contribution each camera is making in reducing or responding to incidents. Changes should be reviewed with Item 4.
4. Change in annual operating costs in ratio to the number of cameras and number of image downloads, as per Item 3; and
5. Number of complaints received concerning the CCTV system or its operation. The target for the number of complaints is zero.

Broader community and CCTV effectiveness objectives and performance indicators may include:

1. Number of private CCTV systems within the City of Kalamunda, registered with WA Police Force as part of Cam-Map WA and the State CCTV Strategy; and
2. Number of private CCTV systems contributing to WA Police Force requests for Recorded Material.

6.0 EXPANDING THE CCTV NETWORK

The installation of CCTV within City owned buildings either existing or new shall be based on the following:

Prior to the installation of any camera within public open space, in accordance with the City of Kalamunda POS and Community Safety and Crime Prevention Strategy, a CPTED assessment will be conducted of the area.

CCTV cameras may be installed as a tool alongside a wider crime prevention approach or building security system. The CPTED Assessment should consider, as a minimum, the following:

1. Area lighting, signage, and street infrastructure.
2. Lines of Sight, for area users and camera fields of view.
3. Activity Mix and Social interaction.
4. Type of crime or issue occurring and root cause.
5. Likely impact of CCTV on reducing crime or improving perceptions of safety.
6. Technical viability and estimated cost of installation; and
7. Benefit and degree of integration to the overall CCTV system network or area coverage.

CCTV surveillance is acknowledged as a valuable and effective tool for the protection of people and property. CCTV plays an active deterrence role to reduce and manage anti-social behaviour, drug and alcohol related crime, offences against persons and property and as a powerful investigative tool for local Police. Alongside crime deterrence, the public CCTV system improves the perception of community safety and property protection.

CCTV locations are mapped, alongside other public and private CCTV systems and with City infrastructure and assets. Where a determination is reached to extend the CCTV system or camera coverage, the City of Kalamunda will take the following actions,

1. At the outset, the project will verify the primary aims in accordance with the CCTV Strategy.
 - a. Complete a formal assessment, provided at Annexure B, of the proposed CCTV location(s) with mandatory criteria to be assessed, including.
 - b. Location CPTED Assessment conducted.
 - c. Using CCTV in the location as a treatment aligns within the City of Kalamunda strategic planning and crime prevention framework.
 - d. It is technically and financially viable to install and operate a CCTV camera(s) at this location.
2. The City of Kalamunda will develop the functional requirements and risk assessment for each new camera.

Functional requirements, provided at Annexure A, will define the objectives of the camera (identification, recognition, detection), fields of view to be achieved and relevant technical configurations required for integration to the existing CCTV system.

3. For public open space cameras, consultation shall be undertaken amongst the local community.

7.0 FUNDING THE CCTV NETWORK

The City of Kalamunda will continue to monitor and apply for grant funding, as it becomes available and will proactively plan forward to ensure system design and quality is maximised.

City of Kalamunda CCTV systems installation and operational costs should reflect the value provided to the community.

CCTV system design, camera type and site selection will be directly influenced by the funding framework and risk of excessive installation and maintenance costs is to be minimised.

The funding framework for new installations and ongoing management includes.

- a. New Installations
 - i. City of Kalamunda annual capital budget bid process, prepared by business unit requesting the CCTV solution.
 - ii. Safer Communities Grants – Federal Government
 - iii. State CCTV Strategy or Safer Streets Grants – WA State Government
 - iv. Other grant opportunities as identified.
- b. Renewal Installations
 - i. Replacement of CCTV will be auto generated in the capex program through Asset services units.
- c. Operating & Maintenance Expenses
 - i. City of Kalamunda Annual Budget

FIGURE 1
CCTV Strategy Focus

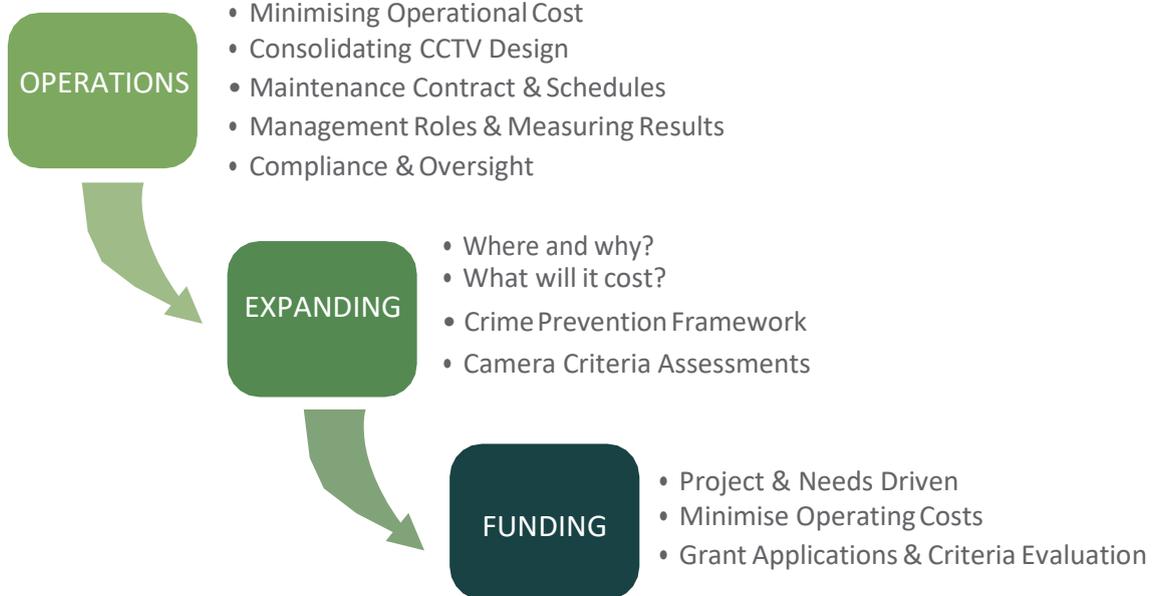


FIGURE 2
City of Kalamunda CCTV Road Map



8.0 Strategy / Implementation Plan

The Strategy looks to establish the CCTV foundations for the City of Kalamunda, develop CCTV through its infrastructure, identify opportunities for collaboration and ensure the sustainability of CCTV in the future.

An implementation schedule is important to ensure that the actions are delivered in an effective and timely manner and to provide clarity about expectations and assignment of responsibility.

The Manager Environmental Health & Community Safety will be responsible to the Director Development Services for executing the Strategy actions.

To provide safe and healthy environments for the community to enjoy			
Strategy 1: Operations			
Action No	Action	Estimated Timeframe	Responsibility
1.	Existing CCTV preventative maintenance contracts are rolled into one regime which is contracted and reviewed annually.	Short Term (Year 1 – 2)	Asset & Waste Operations & Information Technology
2.	Establish a CCTV reactive maintenance escalation process, priority level and agreed service level.	Short term (year (1 – 2)	Asset & Waste Operations
3.	A CCTV asset management procedure to be developed.	Short term (Year 1 -2)	Asset Planning & Information Technology
4.	CCTV incorporated in Community Surveys. Community surveys to be reviewed for perceptions of community safety and measured as a performance indicator.	Ongoing	Customer and PR & Environmental Health and Community Safety
5.	Authorised personal with access to CCTV equipment to abide by the terms of the Code of Conduct (Annexure C)	Ongoing	All personal granted access
6.	All requests for CCTV footage to be in accordance with service policy 15: Closed-Circuit Television (CCTV) Surveillance and operational procedures CEO Instruction – CCTV management (Standard operating Procedures) and application form Annexure D must be submitted for each request	Ongoing	Environmental Health & Community Safety
7.	Review and maintain standard operating procedures for access and use of the City's CCTV systems	Ongoing	Environmental Health & Community Safety
8.	Independent CCTV Operations audit at least every 3 – 5 years.	Long term (Year 3 – 5)	Corporate Services

Strategy 2: Expanding			
1.	All new CCTV installations and renewal of existing CCTV system are to be on the NX Witness platform	Medium term (year 2- 3)	Asset services
2.	Conduct CPTED reviews and CCTV Evaluation Assessments for all proposed 'public realm' camera locations.	Ongoing	Environmental Health & Community Safety
3.	CCTV to be considered in the early planning and design stages for new City buildings.	Ongoing	Assets Services Community Development Customer and PR & Commercial and Cultural
4.	Number of CCTV WAPOL request to be reported to Council in the quarterly CAMMS Strategy corporate business plan reporting	Ongoing	Environmental Health and Community Safety
5.	All public realm CCTV cameras and cameras attached to buildings that are public facing are added to CAM MAP WA	Ongoing	Environmental Health and Community Safety
6.	CCTV locations are mapped within intramaps for internal use only.	Ongoing	Information Technology
7.	CCTV system integrated with ICT Policy and ICT Strategic Plan	Short term (1 – 2 years)	Information Technology
8.	Technical Design to integrate innovative technology (analytics) to improve operation efficacy	Short term (1 – 2 years)	Information technology
Strategy 3: Funding			
1.	CCTV to be considered as part of future capital expenditure for City buildings and CCTV renewal.	Ongoing	All
2.	All CCTV capital expenditure bids to have cost versus public benefit analysis	Ongoing	All
3.	Public realm CCTV to be included as part of external grants to assist in the implementation of community safety and crime prevention initiatives.	Ongoing	Environmental Health & Community Safety
4.	Replacement value of CCTV systems needs to be included in long term financial plans and ongoing maintenance in annual operating budgets.	Ongoing	Asset services

Annexure A: Current CCTV Functions & Preventative Maintenance Requirements

FUNCTION	CURRENT CCTV FUNCTIONAL & MAINTENANCE REQUIREMENTS	
	CAMERA NUMBER:	
	LOCATION:	
DESIGN	1	Field of View (FoV) Purpose <ol style="list-style-type: none"> a. Detection b. Recognition c. Identification d. All the above (PTZ)
	2	Camera Lens Requirements <ol style="list-style-type: none"> a. Pan, Tilt, Zoom (PTZ Fixed) b. Dual c. Hemispheric d. Thermal e. Licence Plate Recognition
	3	Mounting Options <ol style="list-style-type: none"> a. Hinged (Tilt) Pole (Also refer to Operations Function - Item 7) b. Existing Structure c. Existing Building – Name, Location d. Other – Tree Interference, Signage Interference
	4	Electricity Availability <ol style="list-style-type: none"> a. Yes b. Within distance (circle) c. 5m, 10m, 20m, 30m+
	5	Fibre Network Availability <ol style="list-style-type: none"> a. Yes. Define network type. b. Within distance (circle) c. 5m, 10m, 20m, 30m+
	6	Wi-Fi Network Availability <ol style="list-style-type: none"> a. Yes. Define network type. b. Within distance (circle) c. 5m, 10m, 20m, 30m+
	7	Other Network or Mobile Network Assets Availability <ol style="list-style-type: none"> a. Yes. Define network type. b. Within distance (circle) <ol style="list-style-type: none"> i. 5m, 10m, 20m, 30m+
	8	Lighting <ol style="list-style-type: none"> a. Available <ol style="list-style-type: none"> i. Lux levels (circle) 0- 2 lux; <10 lux, <20 lux, >20 lux b. Not Available

	9	Signage Requirements a. Number of signs required. b. Type i. Pedestrian ii. Vehicle
FUNCTION	CCTV FUNCTIONAL REQUIREMENTS	
	CAMERA NUMBER:	
	LOCATION:	
DESIGN	1	Day Activity a. Low b. Moderate c. High
	2	Night Activity a. Low b. Moderate c. High

	3	Area Activity Changes or Plans a. Property Developments/Reactivation b. Special events c. Seasonal impacts (trees, shade, activity)	
	4	Incident Response a. Local Police Team b. Ranger Patrols c. Community Safety Patrols d. Parking Enforcement e. Partner Agency Operation	
	5	Location Stakeholders a. City of Kalamunda - City Business Units b. Community - residents c. Community -business d. Partner Agency	
	6	Camera Cleaning Schedule a. Monthly b. Quarterly c. Annually	
	7	Camera Access Needs (Hinged (Tilt) Pole / EWP) a. Routine b. Non-routine	
	8	Tamper / Image Alarmed a. Yes b. No	
	9	Daily Camera Check Required a. Yes b. No	
	10	Trees And Pruning Schedule Requirements a. Tree pruning required. i. Yes ii. No	
	CONTROLS	1	Camera Owner a. City b. Agency c. External Network Access Involved
		2	Date Last Serviced
		Date Next Service	
4		Asset Registration a. Make, Model, Serial Number b. Date Installed c. Installer d. Sample Image to ANZPAA Check Sheet	
5		Asset Registered a. Two (2) Year Warranty b. Five (5) Year Camera Replacement Schedule	

Annexure B: CPTED Assessment of New CCTV Cameras or Locations

ASSESSMENT OF CITY CCTV LOCATIONS

MANDATORY CRITERIA

1. Location CPTED Assessment conducted
2. Camera aligns within the City of Kalamunda strategic planning and crime prevention framework.
3. It is technically and financially viable to install and operate a camera(s) at this location.

Proposed Location	
Camera Requested by	
Assessment Personnel	
Date & Time	

WEIGHTED CRITERIA: Minimum Total Score required: seventy-five

1. Incidence of Crime / Emergency [Maximum 50 points]
 - Incidence crime against the person [high, medium, low]
 - Incidence of crime against property [high, medium, low]
 - The level of recorded anti-social behaviour [high, medium, low]
 - Incidence of emergency management situation [high, medium, low]

Criteria	High	Medium	Low
Incidence crime against the person	20	15	10
Incidence of crime against property	10	8	5
Level of recorded anti-social behaviour	10	8	5
Incidence of emergency management situation	10	8	5
Area awareness and situational intelligence offered	10	8	5

2. Level of Human Activity [Maximum 35 points]
 - The proximity to a main thoroughfares or crowded places
 - The level of pedestrian activity [high, medium, low]
 - The proximity to transport hubs
 - The proximity to licensed or high-risk premises
 - The proximity to large events or venues
 - The proximity to community assets or landmarks
 - Proximity and line of sight to other CCTV cameras

Criteria	High	Medium	Low
The proximity to a main thoroughfare or crowded place	5	3	1
The level of pedestrian activity	5	3	1
The proximity to transport hubs	5	3	1
The proximity to licensed or high-risk premises	5	3	1
The proximity to large events or venues	5	3	1
The proximity to community assets or landmarks	5	3	1
Proximity and line of sight to another CCTV cameras	C i t y 3	Business 3	Private 1

List Other CCTV Owners/Operator - Business, Private

3. Logistical Requirements [Maximum 24 points]

- Cost of network connection (Fibre optic, Cat6 cable, RF)
- Cost of access to power
- Cost of civil infrastructure installation
- Existing of restrictions or constraints that have a significant impact on the cost or viability of installation
- Cost of maintaining and servicing post-installation
- Lux level of existing lighting systems

Criteria	High	Medium	Low
Cost of network connection	4	3	2
Cost of access to power	4	3	2
Cost of civil infrastructure installation	4	3	2
Existing restrictions on installation	2	3	4
Cost of maintaining and servicing post-installation	4	3	2
Lux level of existing lighting systems	4	3	2

4. Value to the Network [Maximum 10 points]

- The extent to which the new installation will enhance the capability of the existing CCTV network to sequentially track offenders.

Criteria	High	Medium	Low
Enhance existing network sequencing	10	7	4

RESULTS

Scoring Totals	High	Medium	Low
Total for each Category			
Overall Total Score			

Additional Comments

Annexure C – Code of Conduct

THIS CODE OF CONDUCT HAS BEEN DEVELOPED TO ENSURE THAT THE HIGHEST ETHICAL STANDARDS ARE MAINTAINED BY ALL AUTHORISED PERSONNEL WHO WORK WITH CITY OF KALAMUNDA CCTV SYSTEMS.

Any defined terms are to be given the same meaning as those terms are given in the CCTV Strategy.

NON-COMPLIANCE WITH CODE OF CONDUCT

This Code of Conduct applies to all personnel with access to the City of Kalamunda CCTV system.

CCTV Operations require the highest standards of integrity and honesty.

Consequently, any breach of this Code of Conduct could result in disciplinary action, up to and including dismissal and criminal proceedings.

ETHICAL USE OF CCTV SYSTEMS AND RECORDED MATERIAL

Authorised Personnel shall:

- at all times, act honestly and legally.
- treat all Recorded Material in an ethical manner and with the utmost of care, respect, and dignity.
- interact with other Authorised Personnel, WA Police Force, and stakeholders in a timely, courteous, and cooperative manner.

CONFIDENTIALITY

Confidential Information means any images or footage whether live or recorded that are captured by the City's CCTV systems and any information arising from those things.

Authorised Personnel agree:

- not to disclose any Confidential Information other than to other Authorised Personnel to the extent that it is necessary for them to perform their duties as Authorised Personnel; and
- to use her or his best endeavours to prevent the unauthorised use of any Confidential Information by any other person.

OPERATING CONDITIONS

While performing their duties, Authorised Personnel shall:

- comply with the City's CCTV Strategy and its Annexures.
- not use CCTV Operations for personal benefit or in a manner which invades individual or group privacy.
- use cameras in accordance with the CCTV Objectives, with priority being given to circumstances where there is an operational necessity or a reasonable belief that an offence has or is likely to occur.
- only allow access to Recorded Material in accordance with the CCTV Policy and operating procedures.

- Only destroy CCTV Operational records and Recorded Material (hard copy or electronic) in line with the City record keeping procedures.

REPORTING A BREACH OF THE CODE OF CONDUCT

If Authorised Personnel, consider that the conduct of an officer of the City of Kalamunda or the WA Police Force breaches a provision of this Code of Conduct then that person must report that conduct to the Manager Environmental Health & Community Safety. Any reported matters will be managed by the City with sensitivity.

I have read and understood the CCTV Code of Conduct and agree to abide by its terms.

SIGNATURE _____ DATE _____

Annexure D: Application for Recorded Material

CITY OF KALAMUNDA CCTV STRATEGY

**APPLICATION TO VIEW/OBTAIN A COPY OF
RECORDED MATERIAL BY A MEMBER OF THE WA POLICE
FORCE**

FORM NUMBER

VSS Ref No:

Date
Received:

TRIM
Reference:

NATURE OF APPLICATION

View Recorded Material

Obtain a copy of Recorded Material

The information provided in the application is true and

correct. **APPLICANT DETAILS**

AUTHORISING POLICE OFFICER DETAILS

Name & Rank:

Signature:

(SGT or Above)

CASE OFFICER DETAILS

Name &
Rank:

Email
address

Local Area
Command:

Date of
Application:

Telephone
Number:

INCIDENT DETAILS

Police Event
No:

Police Case No:

Date
of
Incident:

Time of
Incident:

Type of offence
incident relates to:

Location of Incident:

*(Please describe the
location as accurately
as possible including
the names of any nearby
premises and streets)*

Details of incident:

CITY OF KALAMUNDA USE ONLY

Approval Approved Rejected

Reason for rejection

By

Signature

Date

Reviewed
by

Signature

Date

Police Copy No

Security Seal No

Nil Find

Collected
/ Viewed
by

Signature

Date

CONDITIONS OF USE

1. Any Recorded Material supplied to police remains the property of the City of Kalamunda and is only provided for the purpose it has been requested for.
2. Recorded material will only be provided on copy protected USB only or protected electronic file. Any further copies must be requested from the City of Kalamunda.
3. Copies of any Recorded Material released to police are not to be reproduced except for court purposes or for the purpose of review by the WA Ombudsman.
4. Police will not show, display or release Recorded Material publicly or to the media without the prior written consent of the City of Kalamunda.
5. Police will keep Recorded Material secure and protected.
6. The City of Kalamunda will retain a sealed master copy of any Recorded Material provided to police which may be subpoenaed if necessary.

SIGNATURE

I have read the Conditions of Use and the Conditions of Entry above and agree to abide by them. WA Police Force Case Officer:

Name and Rank

Signature

ate

SUBMISSION

Completed applications for the viewing/supply of Recorded Material should be forwarded to:

Chief Executive Officer, City of Kalamunda via **Email** enquiries@kalamunda.wa.gov.au



City of
Kalamunda



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