

STREET SAFETY CAMERA PROGRAM

City of Sydney

Town Hall House

456 Kent Street

Sydney NSW 2000

ANNUAL REPORT 2013/14



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Introduction

City of Sydney's Street Safety Camera Program ("the Program") is an overt closed circuit television system monitoring public activities within the City of Sydney Local Government Area. The Program is one of several measures initiated by the City of Sydney to assist in the prevention of crime.

The aim of the Program is to assist in the prevention of crimes against the person. The objectives of City of Sydney's Street Safety Camera Program are:

- To reduce crime levels by deterring potential offenders;
- To reduce fear of crime;
- To help ensure a fast, effective police response in emergency situations;
- To assist in the detection and prosecution of offenders; and
- To help secure a safer environment for those people who live in, work in and visit the City of Sydney.

Framework for Operation

The program involves 99 cameras connected to a central control room in Town Hall House by a fibre optic network. Images are transmitted live to the City's Security and Emergency Management Operations Centre and are monitored 24 hours a day by security staff engaged by the City of Sydney.

All images are recorded on digital video recorders. Recorded images are retained for 28 days and are then deleted unless they are required in relation to the investigation of crime or for court proceedings. CCTV Operators can transfer vision to the NSW Police Local Area Commands to assist with the immediate response to an incident.

The primary purpose of the program is to assist in the prevention of crimes against the person, including robbery, assault, affray, and extortion.

The secondary purpose of the program is to assist in the prevention of serious property related crime, including steal from motor vehicle, break and enter, malicious damage, receipt of stolen goods, and firearm offences.

In addition to its usual functions, the program may also be used to assist in the management of special events, demonstrations and public rallies, and in support of NSW Police operations targeting offences against the person.

The Program operates in accordance with:

- The Street Safety Camera Program Code of Practice
- The Street Safety Camera Program Standard Operating Procedures
- The Street Safety Camera Program MOU between NSW Police and City of Sydney

Operating Budget

The annual costs of operating the program were \$1.670 million, comprised of:

- Salaries and Wages - \$1,221,000
- Equipment Maintenance - \$385,000
- Other Operating Expenses - \$64,000

Capital Works Budget

Expansion of the Program

The program was upgraded and expanded with 10 additional high definition cameras installed throughout the CBD and Kings Cross.

The total cost of this project was \$370,000, including the installation of fibre optic cable and the purchase and installation of camera equipment.

Asset Renewal – Systems Upgrade

The City undertook a major upgrade of the Street Safety Camera Program, replacing the hybrid digital/analogue recording system with a full digital system.

This upgrade provides enhanced recording capabilities, allows for further expansion of the program, enables the use of high definition digital cameras, and maintains the high standards expected of the Street Safety Camera Program. The cost of this project was \$465,000.

Operational Data

Applications by Local Area Command

The City received 1,436 applications for CCTV footage in 2013/14 financial, resulting in:

- 146 occasions where the applications did not fall within the scope of the program and were rejected.
- 896 items of footage being released to assist with investigation and prosecution of offences.
- 394 applications where no relevant footage was found.

Local Area Command	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
Sydney City	77	57	55	52	53	51	51	49	64	61	55	61	696
Civilian Application	5	2	5	2	4	2	6	2	2	3	5	1	39
Kings Cross	33	30	33	28	30	25	22	30	24	30	29	30	346
Leichhardt	0	2	1	0	6	3	1	3	5	3	0	7	28
Surry Hills	10	9	14	16	16	12	12	15	13	6	14	8	145
Other LAC	11	20	13	8	8	8	11	12	17	13	15	17	158

Internal Application	2	4	2	1	6	1	0	2	6	0	0	2	26
Total	138	124	133	107	123	102	105	113	131	116	118	126	1436

Incident Type by Local Area Command

- CCTV operators reported 6,574 situations, transferring vision to police on 1,243 occasions
- CCTV operator were able to alert the NSW Police of an incident about to take place or taking place on 1,084 occasions
- CCTV operators were able to prevent an offence from occurring on 187 occasions by ensuring a fast and effective police response
- CCTV operators were able to identify offenders on 215 occasions, assisting police with the apprehension and prosecution of offenders

Local Area Commands	Sydney City	Kings Cross	Leichhardt	Newtown	Surry Hills	Grand Total
Concern for welfare	1550	668	4	2	323	2547
Emergency situation	44	17	0	0	6	67
Offences Against the Person	1102	505	9	4	218	1838
Police action	705	656	5	0	327	1693
Property related offences	253	61	3	0	41	358
Public order	39	0	0	0	0	39
Special CCTV Operation	16	2	0	0	2	20
Threatening situation	11	0	0	0	1	12
Totals	3720	1909	21	6	918	6574

Special Events

The Program was used to support the management of the following special events:

- Fairfax City to Surf, 11 August 2013
- Blackmore's Sydney Running Festival, 22 September 2013
- International Fleet Review, 4-7 October 2013
- New Year's Eve Celebrations, 31 December 2013
- Australia Day, 26 January 2014
- G20 Task Force 21-23 February 2014
- Mardi Gras Parade, 2 March 2014
- Royal Visit, 20 April 2014

- Anzac Day, 25 April 2014
- Sydney Morning Herald Half Marathon, 18 May 2014

The Program was used to assist in the management of:

- Crowd movements in relation to crowd safety and traffic/pedestrian flow;
- Cleansing operations;
- Waste management; and
- Emergency Management

In accordance with the Code of Practice, the use of the Program to support the management of special events was approved by the Director, City Operations.

NSW Police Operations

The Program was used to support the following police operations, established in response to escalation alcohol related crime and antisocial behaviour in the City CBD:

- Operation Rushmore
 - 28 – 29 September 2013
 - 09 – 10 November 2013
 - 14 – 15 December 2013
 - 14 – 15 February 2014
- Operation Unite
 - 7 – 8 December 2013
- Operation Simmer V
 - December 2013 – March 2014 (Friday and Saturday Nights)

The use of the Program to support NSW Police Operations was approved by the Chief Executive Officer and Lord Mayor in accordance with the Code of Practice.

Demonstrations and Public Rallies

With the approval of the Lord Mayor and Chief Executive Officer, the Street Safety Camera Program may be used to support the management of the City during demonstrations and public rallies, including the management of:

- Crowd movements in relation to crowd safety and traffic/pedestrian flow;
- Cleansing operations;
- Waste management; and
- Emergency Management

Demonstrations and rallies managed under this provision include:

- National Union of Students – May 2014
- Middle East Protest – August 2013
- Egypt Protest – August 2013

There were 42 occasions where the City was advised of demonstrations and protests within the CBD and provided routine monitoring to ensure public safety. On these occasions, footage was only provided to Police when operators were concerned for public safety or observed an offence taking place.

Lord Mayor Approvals - Exceptional Circumstances

Under 3.1.7 of the Code of Practice, the Lord Mayor and Chief Executive Officer may permit one-off use of the Program outside the standard operating parameters under exceptional circumstances.

Under this provision, the Lord Mayor and Chief Executive Officer approved the use of the Program to assist NSW Police in the location of a missing teenage girl.

Annual Audit Outcomes

Internal Audit conducted the annual mandatory compliance review of the Program as part of the City's 2013/14 internal audit plan. The purpose of the review was to assess compliance with the key principles of the Program's Code of Practice.

The review found strong procedural compliance with usage and provision of footage to other persons or entities, and physical access to the control room. Management were found to have instilled a 'non-negotiable' culture with respect to compliance with policy, procedure and operating practices.

The Auditors found that operational guidelines are documented and working well, and staff are well-trained, with all records available for review.

It was noted that recordkeeping and archiving procedures for evidence recordings had been improved and enhanced, with strong compliance with the City's records management policies.

Since 2009, the overall risk rating for all internal audits was satisfactory to low. On that basis, the Audit Team has recommended that annual audits be replaced with a two-year cycle of self-assessment against best practice in the first cycle, and an internal audit in the second cycle.

Street Safety Camera Program Independent Best Practice Review

In May 2014, the City engaged Independent Governance Specialists (IGS) to evaluate the Program against best practice.

The role of IGS was to examine the effectiveness of the Program using the IGS Audit and Evaluation Manual and make recommendations for continuous quality improvement.

The aim of this audit and evaluation project was to enhance the system's ability to meet its stated outcomes by:

- Identifying mechanisms which will improve the system's effectiveness in achieving its outcomes, and measuring system performance.
- Assessing the City's CCTV operations, governance and strategic linkages against the IGS Best Practice Assessment Criteria.

The review found that the City of Sydney currently operates a system which is approaching Australian best practice in areas of staff support and real time communications. The governance of the system exceeds government recommendations, and is approaching world best practice.

Key recommendations from the review include:

- Enhancing the accuracy and utility of information entered into the incident management database, particularly the categorisation of incidents as either 'crime prevention', 'offender detection', or 'concern for welfare'. This information is required to conduct cost-effectiveness and cost-benefit analysis.
- Formalising two-way strategic information sharing between the City and the NSW Police.
- Training and educating staff in behavioural sequencing and body language to enhance performance in real-time monitoring.

Expansion of the Program

In December 2013, Council resolved to install 10 additional street safety cameras throughout the City and Kings Cross to further enhance the area of coverage.

Following a gap analysis review of current CCTV camera coverage along with crime statistics from the Bureau of Crime Statistics and NSW Police, the following 10 additional locations were identified for the installation of CCTV cameras:

- Sussex Street and Drutt Street;
- Liverpool Street and Sussex Street
- George Street and Rawson Place;
- Pitt Street and Goulburn Street;
- Liverpool Street and Castlereagh Street;
- Park Street and Castlereagh Street;
- William Street and Crown Street;
- William Street and Forbes Street;
- Llanckelly Place and Darlinghurst Road; and
- Oxford Street and Darlinghurst Road.

Installation of these cameras was completed in June 2014.

Street Safety Camera Program System Upgrade

Since the digital upgrade of the Street Safety Camera Program in 2007 there have been many changes in the CCTV industry, the most significant of these being the development of high definition cameras and improved processing of recorded images.

In 2014, the City upgraded its system management and recording equipment to this new technology. This upgrade has increased system capacity, improved the quality of video wall and desktop displays, and enhanced vision transfer and review capability.

The increase in system capacity allows for the replacement of existing cameras with new high definition cameras. This replacement program commences in February 2015, with an initial roll out of 25 cameras.

Street Safety Camera Program Signage

The City has completed an audit of the existing CCTV signage and identified 100 locations for additional CCTV signage, increasing the total number of signs to 190. Installation of these additional signs will commence on 1 July 2014.

The City has also negotiated an amendment to the Memorandum of Understanding for the Emergency Management Variable Message Signs (VMS) installed across the City. These signs may now be used to display public safety messaging during peak activity periods, including information about the presence of Street Safety CCTV cameras. As these signs are activated via the Police Operations Centre, it is expected they will be used during major events and peak summer months.

The City will continue to roll out temporary public safety VMS signs during peak months in Kings Cross and George Street.

Street Safety Camera Program Working Group

The City has established an Street Safety Camera Program Working Group comprised of representative from NSW Police, NSW Council for Civil Liberties, and the City of Sydney. The functions of the working group include:

- To provide an independent review and checking mechanism for the Street Safety Camera Program.
- To promote public confidence in the Program by ensuring its operations are transparent to the public and undergoing independent scrutiny and review.
- To contribute to the development of the scope of audit for the Program.
- To review and deviations from the Code of Practice, Protocols or Standard Operating Procedures and monitor recommended actions that will safeguard the program from abuse.
- To review proposed changes to the Street Safety Camera Program for assessment of the policy implications.

- To assist in the evaluation of the Program to identify if the purposes of the Program are being complied with and objectives are being achieved.

The working group met in May 2014, the agenda and action items are summarised below:

Agenda	Action	Responsibility	Status
Expansion and upgrade of the Street Safety Camera Program	10 additional cameras to be installed by June 2014.	City of Sydney	Completed
	Upgrade of program technical infrastructure by June 2014.		
Evaluation of Street Safety Camera Programs	Australian Institute of Criminology to commence research into the use and effectiveness of public place CCTV systems in Australia.	External	Commenced
Best practice review of Street Safety Camera Program	Best practice review will look at policy framework, training and supervision, and relationships with program partners.	City of Sydney	Completed
Public Place CCTV Working Group	NSW Police have established a working group to ensure coordination and collaboration between public place CCTV operators across the City.	NSW Police	Commenced
Memorandum of Understanding	NSW Police and City of Sydney are working on a new MOU. Existing MOU will remain in place until agreements is reached on the proposed MOU	NSW Police City of Sydney	Commenced
Merger of Code of Practice and Protocol	The Code of Practice and Protocol has been merged into a single document to improvement consistency and ease of understanding. This document is available on the City's website. NB – there were no policy changes arising from the merging of the documents.	City of Sydney	Completed

Standard Operating Procedures	With the updating of the Code of Practice, NSW Police and City of Sydney are to review Standard Operating Procedures to ensure consistency with the Code.	NSW Police City of Sydney	Completed
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Sydney CBD CCTV Working Group

In December 2013, the Chief Executive Officer, and Mark Murdoch, Assistant Commissioner NSW Police, agreed that a review of CCTV in the City was required to:

- Ensure an understanding of the coverage and capability of existing CCTV systems across the Sydney area.
- Identify opportunities to improve coordination and collaboration between CCTV operators in the Sydney area and the NSW Police, including intelligence sharing, incident management and resource sharing.
- Establish appropriate standards of training for operators on CCTV systems in the public domain.
- Review the policy and operational framework of CCTV systems to support effective decision making, incident management, and the investigation and prosecution of offences.
- Establish minimum standards for image quality, footage retention, and evidence management.
- Ensure placement and design of signage increased community awareness of the presence of CCTV cameras and contributed to deterring offences.

To achieve these outcomes, Assistant Commissioner Murdoch established a working group comprised of NSW Police, City of Sydney, Transport NSW, Sydney Opera House, and the Sydney Harbour Foreshore Authority.

The Working Group has met regularly over the past six months and achieved the following outcomes:

- Commencement of interagency control room visits to build working relationships between control room staff and develop a better understanding of system coverage and capability.
- Improved mapping of the location of public place CCTV cameras, including type, location, recording duration, and ownership, to improve coordination of operations and to assist Police with the investigation of offences.
- Completion of a joint exercise between CBD based public space CCTV networks to explore 'live' tracking, communication and coordination issues between and across networks and agencies.

- Improved sharing of information between agencies on intelligence, incidents, and suspicious behaviour, as well as significant events occurring in the public domain.
- Enhanced communications between agencies, including the establishment of a common radio communications channel.
- Sharing of information on public place CCTV governance, including technical standards, provision of public information, staff training and development, policy and procedure, records management, and audit and evaluation.

Further Information

For further information on the Street Safety Camera Program, please contact:

David Cornett

Manager, Security and Emergency Management

Town Hall House

456 Kent Street Sydney

Phone: 02 9265 9333

Email: dcornett@cityofsydney.nsw.gov.au