



COUNTY OF DANE

DEPARTMENT OF ADMINISTRATION

DIVISION OF FACILITIES MANAGEMENT

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Camera Surveillance Policy

Purpose:

This policy outlines the general use of managed camera surveillance to provide a consistent experience across various Dane County facilities to reduce cost, increase security and to be in compliance with applicable laws. In addition, video surveillance systems are in place to enhance safety measures for both the general public and Dane County employees.

Scope:

This policy is only applied to camera surveillance systems that are maintained and operated by Dane County Facilities Management. This policy does not include non-managed systems including “Ring” doorbells, webcams or teleconferencing equipment. Due to the security needs of both the Sheriff’s office as well as Juvenile Detention departments their camera solutions are maintained by third party vendors.

General Principles:

Technology and Practice: Cameras should be IP based solutions only. When wiring for new construction or redesigned spaces is implemented, contractors should provide (2) Category 6 Ethernet wiring for all camera locations or in cases where the length is greater than 300 feet (2) single mode patch fiber cables should be pulled. The expectation should be that all cameras should be connected directly to a Network Video Recorder (NVR) or switch provided by contractor that connects directly into the NVR. When various cameras are installed into a single system across multiple floors and the practice to plug directly into an NVR is not available, contractors will work with DCIM on identifying secured VLANs and IP addressing information to connect back to the NVR. The NVR shall have the ability to handle a private network to connect to the private IP address of the connected cameras as well as an external ethernet connection to be plugged into a DCIM managed switch for external access.

Manufacturers: New or replaced camera surveillance systems should use only one of two manufacturers – Reolink for smaller applications or Axis Communications for larger scale applications.

Retention Period: Through the use of the attached NVRs all recorded camera footage in general should be saved for a minimum of 30 days. In practice this general guideline may not be able to be followed at all locations but best efforts should be made in the sizing of the NVR to accommodate 30 days of recorded footage. Not all cameras will be recording all footage at all times – during the planning and setup of the camera solution the needs of each department will be discussed to best meet these needs and after a system has been deployed a close out report will be submitted by DCIM to Facilities Management as well as the department where the equipment has been installed outlining the installed system and what they can expect in terms of retention.

Access: Standard access to all camera solutions will follow the general DCIM and Facilities Management practice of the policy of least privilege. DCIM will attempt to work on setting up various levels of access with the generic levels being: live-viewer only access, live/recorded viewer only access, PTZ access, and Administrator access. DCIM and Facilities Management will retain administrative access for all systems to provide on-going maintenance and retention support with only staff that are directly responsible for these systems utilizing this level of access. Through the approval of Facilities Management, departments will assign levels of access and users assigned that are required to run their camera surveillance systems as intended.

Employees are explicitly prohibited from accessing the surveillance systems for any personal use. Employees are prohibited from using the surveillance system to view areas where a reasonable expectation of privacy exists.

Audio Recording: It is standard practice that cameras that have audio capabilities will have this feature disabled. In the event a department has a specific need to enable audio on a particular camera – that request must be submitted to facilities management in writing. Facilities will approve or deny this request and if approved will submit the maintenance request to DCIM to enable on the individual camera. In areas where audio recording must be enabled on a camera, Dane County will provide public notice in an appropriate matter such as clear signage.

General use of Analytics: Analytics applications in surveillance systems can enhance security and awareness. However, it's just as important to consider privacy, especially when using facial recognition technology. Dane County does not support the use of facial recognition analytics.

Release of recorded footage:

External: If a department receives an urgent request for footage from law enforcement it is the expectation that any one of the following individuals signs off on the request prior to providing footage: the department head, Corporation Counsel, Director of Administration, DOA Risk manager, DOA Facilities Manager, or DOA CIO. All other open records related requests that are of non-urgent matter should follow the standard Open Records policy already in place.

Internal: DCIM or Facilities Management will not release recorded video to other departments without the consent of the primary department's security contact where this camera surveillance system is installed.