



ADMINISTRATIVE PRACTICES MANUAL

SUBJECT: CAMERA SURVEILLANCE POLICY

1. 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.

2. POLICY STATEMENT

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 the Sheriff’s office, Public Safety Commission, Alliant Energy Center, the Airport, and Juvenile Detention - these departments camera solutions are maintained by third party vendors.

3. 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 and from using the surveillance system to view areas where a reasonable expectation of privacy exists.

4. 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 respond to 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.

5. RECORDS AND RETENTION

A. Release of Recordings

Requests for video footage should be submitted via the Open Records process. This can be done by forwarding the request to record.request@danecounty.gov or by completing the online form, found here: [Request Form](#). Exceptions to this are listed below:

- i. If a department receives an urgent request for footage from law enforcement, related to an immediate public safety concern, the request should be routed to the DOA Risk Manager or DOA Director for approval.
- ii. If video footage is being requested as part of an internal investigation of employee misconduct, the requestor should submit the request to Employee Relations, for approval. This request then will be sent to Facilities Management for the video retrieval.
- iii. 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.

B. Retention Period

Through the use of the attached Network Video Recorder (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.

6. TECHNOLOGY

A. 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.

B. 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.

C. 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.

END OF POLICY