

Policy Title: Closed Circuit Television (CCTV) Traffic Monitoring Cameras within Municipal Road Allowances

Policy Number: 10-09-02

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| Section: | Roads and Traffic | Subsection: | Traffic Operations |
| Effective Date: | June 2, 2021 | Last Review Date: | May, 2021 |
| Approved by: | Council | Owner Division/Contact: | Traffic Management and Municipal Parking, Transportation and Works Department. |

Policy Statement

The City of Mississauga may install Closed Circuit Television (CCTV) traffic monitoring cameras within the CCTV Traffic Monitoring System, within the Municipal Road Allowance.

Purpose

CCTV traffic monitoring cameras, when utilized with other Intelligent Transportation System (ITS) measures, is an effective means of ensuring the efficiency and safety of City roads, the individuals who use them and the assets located within the Municipal Road Allowance. The need to ensure optimal efficiency and safety must be balanced with an individual’s right to privacy. The purpose of this policy is to establish procedures which are intended to achieve this balance.

Specifically, this policy addresses requirements and responsibilities with respect to:

- The installation and operation of the CCTV traffic monitoring cameras within the CCTV Traffic Monitoring System
- The use of the information obtained through the CCTV cameras within the CCTV Traffic Monitoring System, and
- Custody, control and access to any Transitory Records created

Scope

This policy applies to the CCTV traffic monitoring cameras installed within the Municipal Road Allowances by the Traffic Management and Municipal Parking Division, Transportation and Works Department.

Use of the CCTV Traffic System by Security Services, Facilities and Property Management, Corporate Services Department is subject to Corporate Policy and Procedure - Corporate Administration - Video Surveillance.

Legislated Requirements

This policy reflects the provisions of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA), as amended. Refer to Corporate Policy and Procedure - Freedom of Information and Protection of Privacy for general information regarding MFIPPA.

Definitions

For the purposes of this policy:

“CCTV Traffic Monitoring System” or “CCTV Traffic System” means any system that enables continuous or periodic recording, observing or monitoring of the Municipal Road Allowance.

“Event” means an occurrence within the Municipal Road Allowance involving a vehicle(s), pedestrian(s) and/or cyclist(s) that causes interruption to the normal traffic patterns within the Municipal Road Allowance.

“Manager” means the Manager, Traffic Signals & Systems, Transportation and Works Department or their designate, in writing.

“Municipal Road Allowance” means the width of the roadway from the property line on one side of the roadway to the property line on the opposite side of the roadway, for roadways within the boundaries of the City of Mississauga, whether under the jurisdiction of the City of Mississauga or the Region of Peel.

“Transitory Records”, in accordance with the Records Retention By-law, as amended, means records of temporary usefulness that are not integral to an administrative or operational record series, and are only required for a limited period of time to complete a routine action or prepare an ongoing record.

Administration

The City's Traffic Management and Municipal Parking Division, Transportation and Works Department is responsible for the installation and operation of the CCTV traffic monitoring cameras within the CCTV Traffic System, the administration of this policy and the custody and security of any Transitory Records.

Information Technology is responsible for the network infrastructure service provisions of the CCTV Traffic System infrastructure, on behalf of the Traffic Management and Municipal Parking Division.

CCTV Traffic Systems

Use of CCTV Traffic Systems

The use of the CCTV Traffic System, including specific camera positions, is determined on the basis of reasonable and justifiable grounds for the purposes of the provision of public road safety, accessing traffic conditions and assisting in Event detection and mitigation within the Municipal Road Allowance.

CCTV Camera Location

Each proposed position of a CCTV traffic monitoring camera will be assessed on a case-by-case basis to determine the effects the CCTV Traffic System may have on movement within the Municipal Road Allowance. The City will take all reasonable steps to mitigate any adverse effects. For example, no CCTV traffic monitoring camera will be placed so that it views into an area where individuals have a greater expectation of privacy, such as private buildings or other facilities which are not within the Municipal Road Allowance. Notification to the public of the existence of traffic monitoring cameras is provided on the City's website.

Approval

All locations for the installation of the CCTV traffic monitoring cameras within the CCTV Traffic System require the approval of the Manager, Traffic Signals & Systems.

Accountability

Departmental Directors

All applicable departmental directors are accountable for:

- Ensuring all applicable managers/supervisors are aware of this policy and of any subsequent revisions, and
- Ensuring compliance with this policy

Manager, Traffic Signals and Systems

The Manager, Traffic Signals and Systems is accountable for:

- Creating, maintaining and reviewing protocols for the installation, operation and use of the CCTV traffic monitoring cameras within the CCTV Traffic System
- Establishing a training program for the operation of the equipment, including responsibilities with respect to protection of privacy and confidentiality and ensuring that all operators are trained appropriately
- Designating persons to operate the CCTV traffic monitoring cameras within the CCTV Traffic System and maintaining an up-to-date list; only those who have been designated may be permitted to operate the cameras
- Ensuring applicable staff are trained on this policy and any related protocols, as well as any subsequent revisions, with respect to their specific job function

- Ensuring applicable staff sign an acknowledgement of such training/retraining
- Ensuring staff comply with this policy and follow any related protocols
- Ensuring that all CCTV Traffic System monitoring equipment and devices are securely stored in a controlled access area
- Maintaining custody and security of all Transitory Records, from creation through to final disposition
- Approving view-only access of the CCTV traffic monitoring cameras within the CCTV Traffic System to other City divisions/sections, and
- Ensuring that all proposed changes or additions of traffic monitoring cameras to the CCTV Traffic System meet the requirements of this policy, as well as other City policies and by-laws, prior to installation

Managers/Supervisors

Managers/supervisors with staff who have access to view the CCTV traffic monitoring cameras within the CCTV Traffic System are accountable for:

- Ensuring applicable staff are trained on this policy and any related protocols, as well as any subsequent revisions, with respect to their specific job function, including responsibilities with respect to protection of privacy and confidentiality, and
- Ensuring staff comply with this policy and follow any related protocols

Employees

Applicable employees are accountable for:

- Reviewing this policy and/or attending training related to this policy, as required
- Complying with this policy in performing their duties and functions related to the operation of the CCTV traffic monitoring cameras within the CCTV Traffic System
- Refraining from accessing or using the information contained in the CCTV Traffic System, its components, files or databases for personal reasons or destroying, erasing or altering any record or information without proper authorization, and
- Protecting the privacy of individuals with respect to personal information under MFIPPA

Information and Records Management

Transitory Records from the CCTV traffic monitoring cameras within the CCTV Traffic System are utilized for the purpose of monitoring traffic and are stored in a media format that allows the image(s) to be viewed for the purposes outlined in this policy only. The information collected through the CCTV Traffic System is retained in accordance with system requirements and the Records Retention By-law and associated procedures. Transitory Records from the CCTV Traffic System are retained for a maximum of five days and are then routinely over written.

Use and Disclosure of Information Collected

Transitory Records collected through CCTV traffic monitoring cameras within the CCTV Traffic System will only be used by the Traffic Management and Municipal Parking Division:

- To assess the effectiveness of traffic system and efficiency measures, such as traffic signal timing plans, work maintenance operations programs, temporary work zones, etc.
- Monitor and manage the day-to-day traffic conditions of all modes of transportation within the Municipal Road Allowance that impact the public, and
- To mitigate the effects of detected Events which impact the normal traffic patterns within the Municipal Road Allowance

Access Restrictions

In accordance with MFIPPA, access to the information or Transitory Records created by the CCTV Traffic System is restricted. Access is limited to:

- Individuals responsible for the operation or administration of the CCTV traffic monitoring cameras within the CCTV Traffic System
- Individuals who have a legitimate need to access the information for one of the purposes listed in the “Use and Disclosure of Information Collected” section of this policy, above
- Law enforcement agencies in connection with an investigation, and
- Individuals whose request for access under MFIPPA has been granted

Access Procedures

An access request form must be completed and submitted to Security Services for access to the Transitory Records created by the CCTV traffic monitoring cameras within the CCTV Traffic System.

Unauthorized Access, Use and/or Disclosure

Any unauthorized access, use and/or disclosure of CCTV Traffic System information is cause for disciplinary action, up to and including termination of employment.

Any City of Mississauga employee having knowledge of any unauthorized access, use and/or disclosure or privacy breach of a Traffic Management Transitory Record must immediately inform the Manager of the breach.

The Manager will inform the Access and Privacy Officer, Legislative Services, and together they will take all reasonable actions to recover the Transitory Record and limit exposure.

Revision History

| Reference | Description |
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Last Review Date: May, 2021

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| GC-0282-2012 – 2012 04 25 | |
| July 4, 2018 | Scheduled review. Housekeeping revisions to reflect current position titles. |
| June 2, 2021 | Revised to reflect current practices and to clarify the role of Security Services. |