



Closed Circuit Television (CCTV) Monitoring and Recording: Standard Operating Procedures

Purpose:

The purpose of these policies and procedures is to provide guidance regarding the use of CCTV on the Homewood campus of The Johns Hopkins University. CCTV is used to enhance security, safety and the quality of life of the campus community by integrating the best practices of "virtual policing" with state-of-the-art technology.

Policy Statement:

The Johns Hopkins University is using CCTV to monitor public areas in order to deter crime and to assist the university Security Department in providing for the security and safety of individuals and property of the University community. **Any diversion of security technologies for other purposes would undermine the acceptability of these resources for critical safety goals and is therefore prohibited.**

Legitimate safety and security purposes for CCTV monitoring include, but are not limited to the:

- Protection of individuals, property and buildings;
- Confirmation of alarms;
- Patrol of public areas;
- Investigation of criminal activity.

Security Department management and Monitoring Center supervisors will assure responsible and proper camera monitoring practices by center monitors.

Video monitoring for security purposes will be conducted in a professional, ethical, and legal manner. Monitoring individuals based on characteristics of race, gender, ethnicity, sexual orientation, disability, or other protected classifications is prohibited.

Staff involved in video monitoring will be appropriately trained and supervised in the responsible use of this technology.

Information obtained through video monitoring will be used exclusively for safety, security, and law enforcement purposes. Recorded images will be stored in a secure location with access by authorized staff only.

Video monitoring of public areas for security purposes at the university is limited to uses that do not violate the reasonable expectation of privacy.

Responsibilities:

The Security Department oversees and coordinates the use of CCTV on the campus. The Director of Security authorizes all CCTV monitoring for safety and security purposes on the campus.

Security Department employees or subcontractors under the direction of the Security Department are responsible for the daily operation of the cameras. They will follow all university policies, procedures, and guidelines in the monitoring of CCTV cameras. No staff other than center monitors, center supervisors or Security Department staff trained in the use of the CCTV system will operate cameras at any time. The Director of Security may appoint a person to audit the monitoring operations, including image storage.

Procedures:

Center monitors will:

1. Conduct video observation of public areas that are in plain view of others.
2. Be trained in the technical, legal, and ethical parameters of appropriate camera use.
3. Monitor based on suspicious behavior, NOT group characteristics.

Center monitors will not:

1. Spot and continuously view people becoming intimate in public areas.
2. View private rooms or areas through windows.

The Security Communications Assistant (Security Department dispatcher) shall be notified immediately whenever any suspicious, criminal or life-threatening activity is observed.

Monitors must document all observations in detail on the Daily Event Log.

Quality Assurance Procedures:

Security management and Monitoring Center supervisory staff will provide ongoing oversight of CCTV operator activities and performance. Security Department management will also conduct periodic, unscheduled reviews of the network digital recorder.

Supervisors must supply each center monitor with a copy of the university CCTV Monitoring and Recording Policies and Standard Operating Procedures.

Periodically and without prior notice, management will have center monitors demonstrate their knowledge and understanding of relevant policies, procedures, and technical skills.

Documentation:

Each Incident that is supported or initiated by CCTV will be documented. In the record of the incident, the operator will enter:

- That CCTV was used on the incident;
- The specific camera used; and
- Any pertinent information gathered by CCTV.

Public notice of area cameras:

Signage giving notice of the University's possible CCTV monitoring of a public area will be posted as deemed appropriate to enhance the crime prevention value of the CCTV system.