

Network Traffic Control Centre CCTV policy

Background

1. Oxfordshire County Council's Traffic Control Centre has a CCTV system. There are over 90 cameras deployed around the county's road network, primarily in Oxford and major population centres. These cameras feed images back to the Network Traffic Control Centre where they can be viewed on a PC/laptop or fed to video screens in front of operational staff.
2. Our CCTV is used for traffic monitoring purposes only, allowing the Control Centre to manage congestion and incidents. We can alter traffic signal timings, deploy messages to Variable Message Signs, inform travel media and stakeholders, support the county's response to incidents and liaise with Thames Valley Police and National Highways, keeping stakeholders informed, as necessary. No images are held of individuals or released to the public at any time.
3. Images from these cameras are stored securely for 30 days and can only be released to law enforcement agencies, to insurance companies, or to a court of law as required under the Data Protection Act or other legal process upon request, within 96 hours of a specific incident time.
4. The Council also manages a 'whitelist' of vehicles (users) permitted to access traffic restricted areas in the following Oxford locations:

Aristotle Lane, Cornmarket Street and Rother Road (bus gate)

This list contains vehicle registration details, which enable ANPR cameras to trigger the automatic triggering of Bollard systems, allowing registered vehicles access to these streets. The whitelist is updated on a weekly basis by Traffic Control Centre staff in response to requests from external agencies – e.g., adding or removing vehicle registration details as required. The Control Centre and Rostered Duty Officers also can permit non-registered vehicles access via remote monitoring and control software.

Policy: TC-TCC1

The Traffic Control Centre collects, processes, stores and disposes of any personal data in accordance with the requirements of the General Data Protection Regulations (GDPR) 2016 and the Data Protection Act 2018 and any other relevant legislation that governs the use of personal data.

Policy: TC-TCC2

The Traffic Control Centre will comply at all times with the Surveillance Camera Code of Practice (the SC Code) and its 12 guiding principles, namely that:

1. The CCTV and Bollard ANPR systems will always be used for specified and legitimate purposes and due to a pressing need – namely for traffic monitoring and operation of Rising Bollard systems.
2. We will review its use of surveillance systems on an annual basis, or more frequently if a Data Protection Impact Assessment (DPIA) is required – e.g. due to changes in the functionality or scope of use of CCTV/ANPR solutions – so as to take into account their effect on individuals and their privacy.
3. Traffic Control Centre staff will continually monitor the Traffic Management inbox (utmc@oxfordshire.gov.uk), responding to any queries or requests for CCTV images as required.
4. Responsibility and accountability for all surveillance camera system activities including images and information collected, held and used will sit with the Team Leader, Traffic Control Centre.
5. Downloading of images, and management of ANPR whitelists shall be conducted in accordance with internal Standard Operating Procedures.
6. A time limit of 96 hours will apply to the availability of CCTV images to download.
7. Access to CCTV images and ANPR whitelist data shall be restricted to Traffic Control Centre staff. Only these staff will be permitted to download and release CCTV images to law enforcement agencies, insurers or a court of law.
8. The Traffic Control Centre team will be sufficiently trained to process all requests for CCTV coverage and to manage the ANPR whitelist and associated processes.
9. Access to CCTV and ANPR systems will be password protected, with regular changes to passwords to safeguard against unauthorised access and use. Only Traffic Control Centre are permitted to access these systems.
10. The number CCTV requests, and ANPR whitelist updates will be reported on a monthly basis, and an annual report published to confirm compliance with legal requirements, policies and standards.
11. The Council will regularly assess the effectiveness of CCTV and ANPR system use, via incident reviews and following the installation of any new infrastructure – e.g. evaluating the contribution these systems make to better traffic management practice and support for public safety.
12. ANPR whitelists will be kept up to date and accurate at all times.

Service Standards

1. All eligible requests for CCTV coverage will be met within 5 working days of receipt.
2. The ANPR Whitelist will be kept to date on a real time basis, with a maximum latency of seven days from notice of a required change.

Reference & Supporting Documents:



OCCNetworkManagementPlan2023-28 .do

DRAFT