

## **POLICY/ADMINISTRATIVE PROCEDURE/ADMINISTRATIVE DIRECTIVE**

SECTION: TECHNOLOGY SERVICES	REFERENCE NUMBER: 506.06
SUBJECT: VIDEO SURVEILLANCE AND AUDIO MONITORING	INITIAL EFFECTIVE DATE: 06/22/13
TITLE: VIDEO SURVEILLANCE AND AUDIO MONITORING	LAST REVISION DATE: 06/22/13

### **ADMINISTRATIVE DIRECTIVE:**

The City of Denton reserves the right to place video/audio monitoring and/or recording equipment on its premises where necessary and appropriate in accordance with this directive.

This directive applies to all property owned or controlled by the City of Denton and/ or its representatives. Any applicable law will supersede this directive. This directive does not apply to covert cameras used by City of Denton Police Department or another law enforcement agency for law enforcement purposes.

Employees should not expect privacy in work-related areas as a result of this directive.

### **ADMINISTRATIVE PROCEDURES:**

#### **I. Video Surveillance and Audio Monitoring Equipment**

- A. The acquisition and installation of video/audio monitoring and/or recording equipment must be coordinated and approved through the City Manager or his/her designee.
- B. The City of Denton shall not make video or audio recordings or conduct surveillance without the proper and legal acknowledgments and/or postings as required by law, policy, rule or regulation.
- C. False, empty, dummy or inactive cameras will not be used.

#### **II. Video Surveillance**

In order to promote the safety of employees and visitors, as well as the security of its facilities, the City may conduct video surveillance of any portion of its premises at any time, the only exception being private areas of restrooms, showers, and dressing rooms. Privacy of employees in non-work areas will be respected to the extent possible. Reasonable belief of on-site drug use, physical abuse, theft or similar circumstances would be possible exceptions. Legal advice will be sought in advance in such rare cases where non-work area privacy must be compromised.

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**III. Audio Recording/Monitoring**

- A. Members of the management team or their designee may record and/or listen in on customer service lines to ensure employees are being respectful and responsible to customers or for other legitimate business purposes. Calls may also be recorded and/or monitored for training purposes to critique customer service skills and provide feedback for job performance as needed.
- B. Employees will be informed that they may be monitored at any time during business calls without notification. Each employee's written acknowledgment will be obtained prior to his/her commencing employment and a signed copy of this policy will be placed in the employee's file. In addition, customers will also be notified of possible monitoring.
- C. If at any time during the monitoring process, a personal call is identified, the monitoring will immediately be suspended. However, a continuous excessive level of non-business related phone calls is a basis for disciplinary action.

**IV. Review of Audio/Video Surveillance Recordings**

Only authorized personnel shall be able to review the audio/video surveillance recordings. The authorized personnel will be designated in the request for video/audio surveillance equipment through Technology Services. If any questions arises as to who is an authorized individual, the Director of Human Resources or designee will make the final determination as to who may view the audio/video surveillance recording. That decision may be appealed to the City Manager.

**V. Audio/Video Monitoring Storage**

The recording media shall be on a reusable single source schedule as designated by the Director of Technology Services or designee and shall be retained in accordance with regulations and rules government records retention requirements. Recordings not covered by the records retention directive shall be retained only as long as required for operational necessity and the retention period shall be documented in the initial request.

**VI. Release of Recordings**

Video or audio recordings will not be viewed or released outside of the organization unless required by the Texas Public Information Act or other applicable law or regulation, or as deemed appropriate by the City Manager or his/her designee.

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**VII. Destruction or Tampering with Video/Audio Recording Equipment**

Any person who tampers with or willfully destroys any video/audio monitoring and recording equipment or recorded video or any part of the equipment or recorded video may be disciplined up to and including dismissal from the City of Denton.