

### 1. INTRODUCTION

As part of the Department of Justice and Community Safety audit requirements, Council established an evaluation framework to ensure good governance and compliance of the public safety CCTV systems.

Council developed a CCTV Policy for all current and future public safety projects. The Policy was developed under the guidance of the Audit and Risk Committee and was adopted by Council on 1 March 2021 following public consultation from 14 December 2020 to 22 January 2021.

Council developed the MOU, Code of Practice and Standard Operating Procedures (SOP) in conjunction with VicPol. The SOP and Code of Practice were approved by Director City Infrastructure on 2 February 2021 and endorsed by the CCTV Steering Committee on 16 April 2021. A base MOU was developed for all Public Safety CCTV projects across Warrnambool, the MOU allows for additional schedules to be added as future projects are completed.

The CCTV Steering Committee was appointed and the Terms of Reference were approved by Council on 7 December 2020. According to the Terms of Reference, the Committee will meet at least two times a year, with authority to convene additional meetings as circumstances require. The first meeting for 2023 was conducted on Thursday 11 May 2023 and the Committee agreed on the success of the current Public Safety CCTV systems and discussed future projects. The next meeting will be held in early 2024.

The highlighted objectives of the current and future programs are:

- Improving public perceptions of safety,
- assisting Police in the detection and prosecution of offenders;
- deterring of unlawful behaviour; and
- reducing maintenance costs.

Throughout the evaluation, the data and community feedback demonstrate the objectives are consistently being achieved.

### 2. OVERVIEW OF PROGRAM & SYSTEMS

Councils CCTV Public Safety program contains a Policy, Code of Practice, Standard Operating Procedures and relevant Memorandum of Understanding for Warrnambool. All current documents have been approved by the CCTV Steering Committee.

The CCTV program was introduced in a staged rollout commencing in the main blocks of the CBD, progressing to the Foreshore Precinct, Victrack Car Park, Artillery Crescent and Cramond and Dickson car park. The most recent installation occurred at Levys Point Beach in July 2022.

Ref	Precinct	Camera Location & Number of Cameras
1	CBD Precinct	<ol style="list-style-type: none"> <li>1. 3 x Timor Street &amp; Gilles Street Intersection</li> <li>2. Liebig Street &amp; Koroit Street Intersection</li> <li>3. Liebig Street and Timor Street Intersection</li> <li>4. Liebig Street and Lava Street Intersection</li> <li>5. Kepler Street and Koroit Street Intersection</li> <li>6. Timor Street and Kepler Street Intersection</li> <li>7. Ozone Car Park</li> </ol>
2	Foreshore Precinct	<ol style="list-style-type: none"> <li>1. Pertobe Road at the entrance to McGennans car park / in front of Beach Kiosk</li> <li>2. Viaduct Road at pedestrian crossing out the front of the public amenities</li> <li>3. Breakwater car park adjacent to Pavilion café (end of Viaduct Road)</li> </ol>
3	Railway Precinct	11 cameras positioned throughout VicTrack car park on Merri Street.
4	Artillery Crescent	<ol style="list-style-type: none"> <li>1. Liebig Street and Merri Street Intersection</li> <li>2. Part way along Artillery Crescent</li> <li>3. Artillery Crescent roundabout x2</li> </ol>
5	Cramond and Dickson car park	<ol style="list-style-type: none"> <li>1. 2x cameras are installed at the Koroit Street entrance of the Cramond &amp; Dickson Car Park with one camera facing the entrance and the other into the car park.</li> <li>2. Middle of the Cramond &amp; Dickson car park.</li> <li>3. Timor Street entrance facing into the car park.</li> </ol>
6	Levys Point Beach	<ol style="list-style-type: none"> <li>1. Opposite to the entrance of Levy's Point Beach car park.</li> </ol>

All camera footage is linked back to the Warrnambool Police Station with access governed by the Code of Practice and Standard Operating Procedures. Council is responsible for the ongoing maintenance.

This report does not cover the corporate CCTV systems.

### 3. EVALUATION FRAMEWORK

Council and Warrnambool Police have jointly evaluated the current CCTV system. The results of the evaluation are shown in the following tables.

More detailed information in support of the outcomes for 'Achievement of Objectives' is provided in the attachment.

## ATTACHMENT 5 - CCTV EVALUATION FRAMEWORK – REPORT 2023

## PART A – ACHIEVEMENT of OBJECTIVES

For \* Items further information is provided in the attachment.

No.	Key Objective	Measures	Source	Responsibility	Response
1	Reducing Crime	Trend in crime statistics for camera locations.	Crime Statistics Agency data	Council – Local Laws Unit	Crime statistics for the CBD Precinct were requested on 18 October 2023 and followed up a number of occasions. The Crime Statistics Agency (CSA) has advised they are experiencing IT issues in relation to the manual extraction of mapped data. The CSA advised they hope to be able to extract the data for the next release in March 2024 meaning the data will not be provided for the evaluation.
2	Reducing anti-social behaviour, including <ul style="list-style-type: none"> <li>• Hoon Behaviour</li> <li>• Vandalism</li> <li>• Graffiti</li> <li>• Drug &amp; alcohol consumption</li> <li>• General property damage</li> </ul>	Trend in vehicle speed near camera locations.	Traffic counters (Council)	Council - Assets Unit	Cameras in the CBD were installed at nine locations in late 2014. Cameras were installed in Ozone Car Park, the intersections of Timor and Liebig Streets, Timor and Gilles Streets, Timor and Kepler Streets, Koroit and Kepler Streets, in Koroit Street and Liebig Street. Traffic counts were placed down in the vicinity of the CCTV cameras and data has been collated both prior to the installation of CCTV in 2009, 2010, 2014 & 2015 and post installation in 2017, 2018, 2020 and 2021. From the traffic counts it can be seen, that

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					there has been a reduction of speed for the 85% percentile of vehicles for nearly all of the streets with CCTV. The most notable decreases were seen in Koroit Street: Liebig to Banyan Street with a decrease from 51km/h to 35km/h, Liebig Street: Timor to Koroit Street from 40km/h to 27km/h and Liebig Street: Koroit to Lava Street from 37km/h to 24km/h. The decrease in speed at the locations can most likely be attributed to the installation of CCTV cameras which acts as a deterrent for hoon behaviour due to the risk of being caught.
		Reports on vandalism, graffiti & property damage – made by Council inspectors and external parties.	Reports/requests lodged in Council Customer Request System	Council – Coordinator Customer Service	Over the past 12 months, there have been 16 recorded customer requests under the category graffiti (sub categories: street signs, street furniture, obscene language and council properties). Of these requests, 12 of them were recorded in locations of laneways that are less frequented and out of sight of the CCTV cameras in place. Due to the out of sight locations, it is presumed that offenders are not deterred by CCTV as it does not cover the area. There are also less patrons using the area meaning low levels of passive surveillance which decreases level of perceived safety.

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3	Assisting Police in detection of offenders suspected of criminal activity and anti-social behaviour.	Use of camera recordings and success rate in identifying offenders.	CCTV recordings	Police	<p>Police have utilised the CCTV to assist investigators in identifying offenders and monitor anti-social behaviour.</p> <p>This is especially evident at closing times for licensed premises in the early hours of the morning when patrons leave the hotels.</p> <p>A recent incident involved a person causing trouble in Koroit St. With the aid of the CCTV, police members were able to track the offender and notify their colleagues who were patrolling.</p>
4	Enhancing public safety	Feedback from community on actual and perceived sense of safety and confidence in public areas.	Annual community survey	Council – Coordinator Local Laws	<p>A survey was recently conducted that was open up to the general public to determine community feelings towards CCTV in the CBD, ten years post the first installation of CCTV in the CBD. The survey focused on how the systems were working and how safe the community feel when using the CBD. The survey was open to the public from Tuesday 2 January to COB Monday 29 January and was completed by 21 people. 90.48% of respondents used the area between 5.00pm-9.00pm with 95.24% of respondents going to the CBD for shopping or entertainment (food and drink).</p>

					<p>When asked "Do you feel safe occupying the area during the day since the installation of CCTV?" 85.71% of respondents answered "Yes". In comparison, when asked the same question but at night, 76.19% responded that they felt safe at night. In relation to the effectiveness of CCTV, 76.19% believe the area has benefited from the introduction of CCTV and 47.62% believe there needs to be more CCTV in the CBD.</p> <p>Overall, from the survey it is demonstrated that the community see benefit in the CBD with an increase in perceived feeling of safety in the CBD, at times both during the day and at night. The community also agrees that there should be more CCTV and has suggested installation in locations of the CBD in which Council are already looking into funding opportunities for the implementation of CCTV.</p>
5	Reducing cost & impact of crime on the community	Annual cost to Council in repairs and replacements resulting from criminal & anti-social behaviour.	Council cost ledgers	Council – Assets Unit	<p>Overall, there has been a decrease in the report incidents of graffiti and vandalism since the installation of CCTV.</p>

## PART B – COMPLIANCE with GOOD GOVERNANCE

No.	Key Component	Key Requirements	Source	Responsibility	Response
1	CCTV Policy	Up-to-date policy that governs the installation, use and oversight of surveillance technologies. Policy addresses the key Information Privacy Principles relevant to surveillance activities.	CCTV Policy	Council - Manager City Amenity	Council developed a CCTV Policy for all current and future public safety projects. The Policy was developed under the guidance of Audit and Risk Committee and was adopted by Council on 1 March 2021 following public consultation from 14 December 2020 to 22 January 2021.
2	CCTV Procedures	Up-to-date procedures that reflect the requirements of the <i>Privacy and Data Protection Act 2014</i> and the CCTV policy.	CCTV Procedure	Council – Manager City Amenity	Council developed Standard Operating Procedures (SOP) in conjunction with VicPol. The SOP was approved by Director City Infrastructure on 2 February 2021 and endorsed by the CCTV Steering Committee on 16 April 2021.
3	CCTV System Steering Committee	Committee that is active and fulfilling its function.	Steering Committee meeting minutes	CCTV Steering Committee	The Terms of Reference for the CCTV Steering Committee were approved by Council on 7 December 2021. According to the Terms of Reference, the Committee will meet at least two times a year, with authority to convene additional meetings as circumstances require. The first meeting for 2023 was conducted on Thursday 11 May 2023.
4	Audit	Review the management of the CCTV System and ensure adherence to this MOU, the CCTV Policy and applicable Law.	Internal Audit program report	Council Audit & Risk Committee	The 2022-2023 Audit and Evaluation Report will be presented at Councils Audit and Risk Committee Meeting in

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No.	Key Component	Key Requirements	Source	Responsibility	Response
					March 2024 after being presented to the CCTV Steering Committee.
5	Program Review	Report on, and make recommendations to rectify, any divergence from the purposes and objectives of the program.	Steering Committee meeting minutes	CCTV Steering Committee	The latest review was conducted by the Steering Committee on Thursday 11 May 2023.
		Review and recommend any changes/ improvements to CCTV program, including camera locations.	Steering Committee meeting minutes	CCTV Steering Committee	The latest review was conducted by the Steering Committee on Thursday 11 May 2023.

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## PART C - COMPLIANCE with OPERATING PROCEDURES

No.	Key Component	Key Requirements	Source	Responsibility	Response
1	Camera Network	Camera network is operated transparently and ethically, and that self-regulatory codes and protocols are being observed.	Internal Audit program report	Council Audit & Risk Committee	Camera locations are listed on the Council website with visible signage on site. Subject to annual review by Audit & Risk Committee.
		Camera network is operational and fully compliant with all relevant policies and Standard Operating Procedures	Monthly inspections conducted by Police.	Police	Through Monthly Inspections, the CCTV register is checked and audited. The downloaded recordings are secured in a locked cabinet in the Senior Sergeants office.
		Outages and maintenance requests or other technical difficulties encountered with the CCTV System are properly recorded in a Register.	Fault Reporting Sheet	Police	Yes, maintained.
		Maintenance on the camera network is completed in a timely manner.	Quarterly Maintenance reports	Council - Manager, City Amenity	All maintenance requests were attended to by Councils CCTV Contractor in a timely manner. Maintenance details are documented in quarterly reports provided by the contractor.
		Only trained and authorised personnel will operate any of the equipment (or equipment associated with the CCTV system).	Training records	Police	General Duty police members have access to training instructions. The monitors are in the Watch House which is secure from public viewing. The Sergeants office has limited scope to view the monitors but that is also away from public viewing.
2	Data Collection & Use	An up-to-date log of data downloads from the CCTV system is maintained.	CCTV Log book	Police	Yes

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No.	Key Component	Key Requirements	Source	Responsibility	Response
		Where Victoria Police determines that images or recordings generated from the CCTV System are no longer required it may destroy them in accordance with Victoria Police policy.	CCTV Log book	Police	Retained for evidentiary purposes then destroyed.
3	Community information	Signage identifying all sites under surveillance is in place and well maintained.	Half yearly inspections by Council	Council – Asset Inspection Officers/ Construction Inspectors	CCTV signage was inspected by the Construction Inspector in March 2023. All CCTV locations have been included on the Asset Inspection program.
4	Training	Regular training is provided to all relevant Police members around the operation of the CCTV System.	Training records	Police	Training provided to new members with a simplified 'how to operate' guide.
5	Public Requests for Camera Footage	Requests for camera network imagery support relating to non-criminal matters to be made through Freedom of Information process.	FOI Requests	Council - Manager City Amenity	No FOI requests for imagery support relating to non-criminal matters have been received for the last 12 months (22-23 FY). Other requests for criminal matters were referred to Police.
6	Complaints	Public complaints regarding the network must be referred to the Council in the first instance for investigation.	Council Customer Request System	Council – Coordinator Customer Service	No public complaints received for the last 12 months (22-23 FY).

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#### **4. FUTURE OF PROGRAM**

Council continue to investigate funding options to expand the current CCTV and public safety program. The CCTV Steering Committee in conjunction with VicPol will determine preferred locations.

The preferred location that is currently being explored for funding opportunities is Lava Street in a determined location that has been carefully selected in consultation with VicPol and relevant Council officers.

Another location that is currently being explored for future CCTV is the Port of Warrnambool Breakwater.

## **ATTACHMENT – ADDITIONAL INFORMATION TO SUPPORT OUTCOMES FOR ACHIEVEMENT of OBJECTIVES**

### **Reducing Crime**

Crime statistics for the CBD Precinct were requested on 18 October 2023 and followed up a number of occasions. The Crime Statistics Agency (CSA) has advised they are experiencing IT issues in relation to the manual extraction of mapped data. The CSA advised they hope to be able to extract the data for the next release in March 2024 meaning the data will not be provided for the evaluation.

### **Reducing anti-social behaviour**

#### **Vehicle speed**

Cameras in the CBD were installed at nine locations in late 2014.

Cameras were installed in Ozone Car Park, the intersections of Timor and Liebig Streets, Timor and Gilles Streets, Timor and Kepler Streets, Koroit and Kepler Streets, in Koroit Street and Liebig Street.

Traffic counts were placed down in the vicinity of the CCTV cameras and data has been collated both prior to the installation of CCTV in 2009, 2010, 2014 & 2015 and post installation in 2017, 2018, 2020 and 2021.

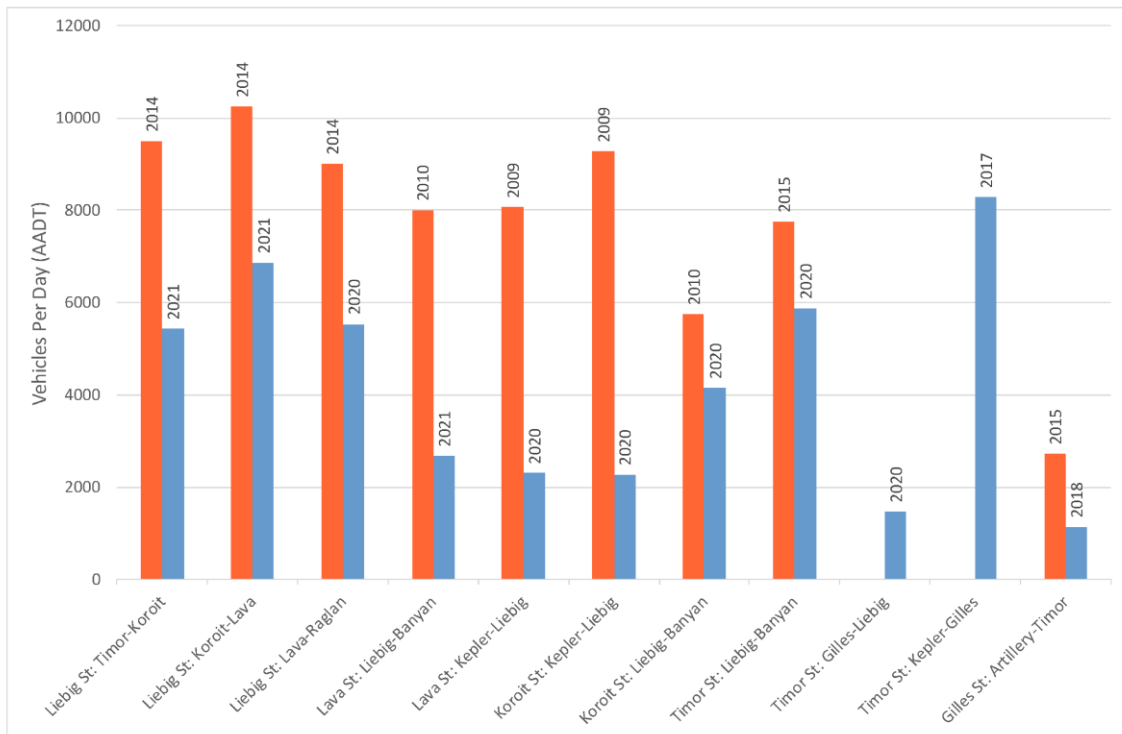
From the traffic counts it can be seen, that there has been a reduction of speed for the 85% percentile of vehicles for nearly all of the streets with CCTV. The most notable decreases were seen in:

- Koroit Street: Liebig to Banyan Street with a decrease from 51km/h to 35km/h,
- Liebig Street: Timor to Koroit Street from 40km/h to 27km/h and;
- Liebig Street: Koroit to Lava Street from 37km/h to 24km/h.

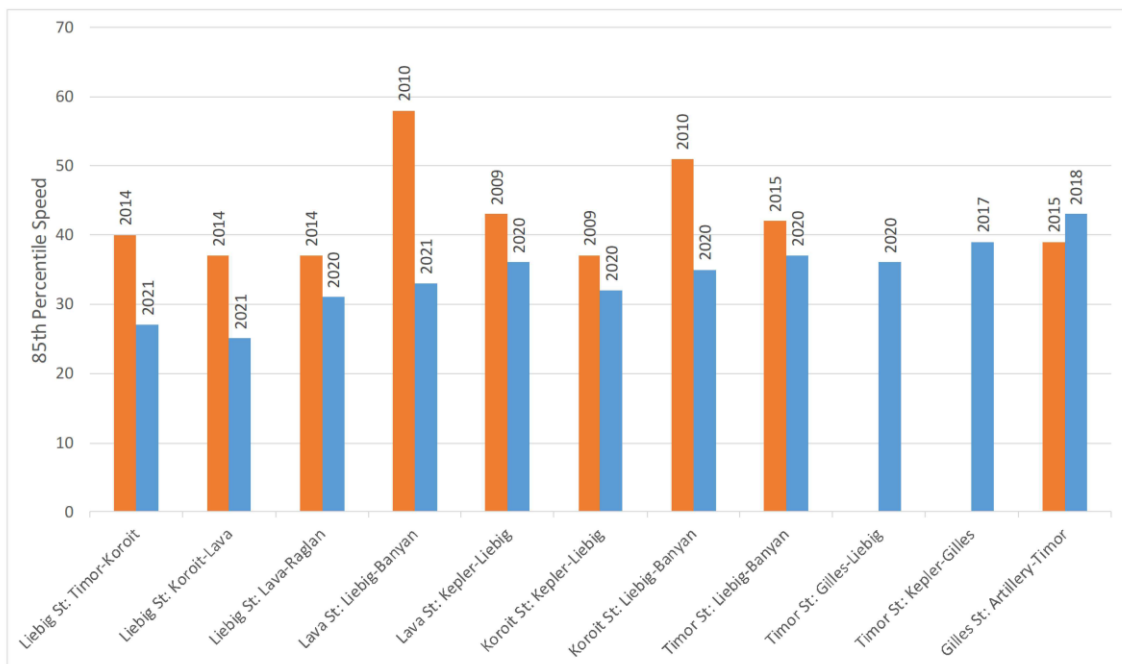
The decrease in speed at the locations can most likely be attributed to the installation of CCTV cameras which acts as a deterrent for hoon behaviour due to the risk of being caught.



## AVERAGE DAILY TRAFFIC COMPARISON



## 85th PERCENTILE SPEED COMPARISON



## **Vandalism, Graffiti and Property Damage**

Officers carry out immediate repairs reported through the customer request system. Council also conduct a regular maintenance program at all Council owned facilities.

Over the past 12 months, there have been 16 recorded customer requests under the category graffiti (sub categories: street signs, street furniture, obscene language and council properties).

Of these requests, 12 of them were recorded in locations of laneways that are less frequented and out of sight of the CCTV cameras in place.

Due to the out of sight locations, it is presumed that offenders are not deterred by CCTV as it does not cover the area. There are also less patrons using the area meaning low levels of passive surveillance which decreases level of perceived safety.

## **Public Safety**

A survey was recently conducted that was open up to the general public to determine community feelings towards CCTV in the CBD, ten years post the first installation of CCTV in the CBD.

The survey focused on how the systems were working and how safe the community feel when using the CBD.

The survey was open to the public from Tuesday 2 January to COB Monday 29 January and was completed by 21 people.

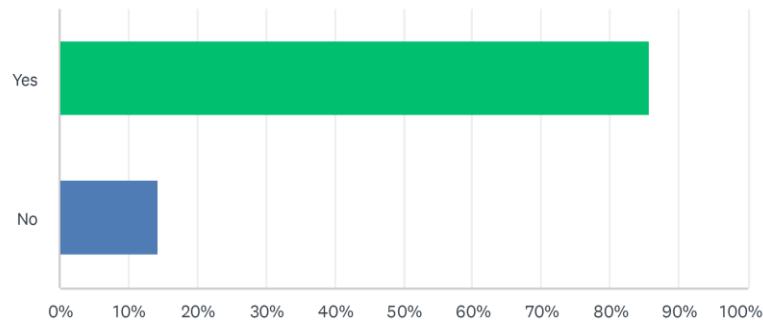
90.48% of respondents used the area between 5.00pm-9.00pm with 95.24% of respondents going to the CBD for shopping or entertainment (food and drink).

## Question 6 & 7 Evaluation

When asked “Do you feel safe occupying the area during the day since the installation of CCTV?” 85.71% of respondents answered “Yes”. In comparison, when asked the same question but at night, 76.19% responded that they felt safe at night.

### Q6 Do you feel safe occupying the area during the day since the installation of CCTV?

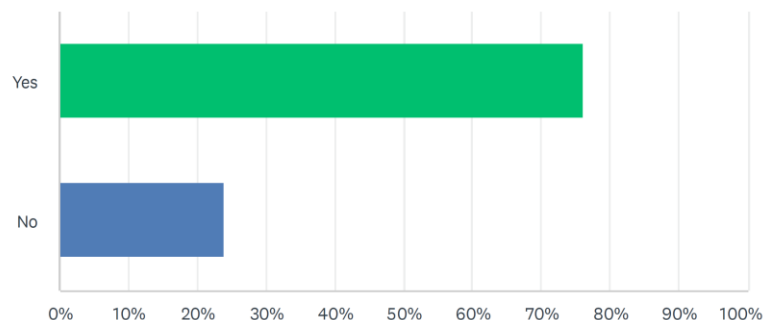
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	85.71%	18
No	14.29%	3
TOTAL		21

### Q7 Do you feel safe occupying the area at night since the installation of CCTV?

Answered: 21 Skipped: 0



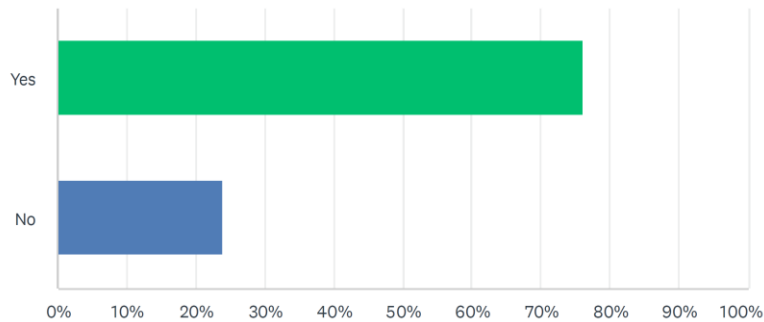
ANSWER CHOICES	RESPONSES	
Yes	76.19%	16
No	23.81%	5
TOTAL		21

## Question 12 & 13 Evaluation

In relation to the effectiveness of CCTV, 76.19% believe the area has benefited from the introduction of CCTV and 47.62% believe there needs to be more CCTV in the CBD.

### Q12 Do you believe the area has benefited from the introduction of CCTV?

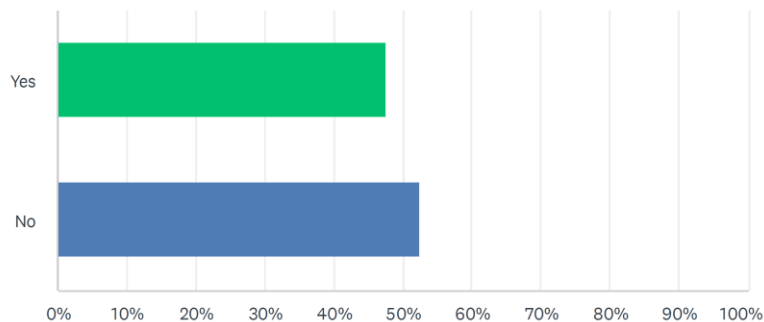
Answered: 21 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		76.19%	16
No		23.81%	5
TOTAL			21

### Q13 Do you believe there needs to be more CCTV in the CBD?

Answered: 21 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		47.62%	10
No		52.38%	11
TOTAL			21

Overall, from the survey it is demonstrated that the community see benefit in the CBD with an increase in perceived feeling of safety in the CBD, at times both during the day and at night. The community also agrees that there should be more CCTV and has suggested installation in locations of the CBD in which Council are already looking into funding opportunities for the implementation of CCTV.