

### 1. INTRODUCTION

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

The installation group are very satisfied with all the current Public Safety CCTV systems.

The highlighted objectives of the 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.

Regular meetings and communication with VicPol and other parties ensure the compliance with the MOU, Standard Operating Procedures and Code of Practice in relation to the governance and privacy obligations for the community.

### 2. OVERVIEW OF PROGRAM & SYSTEMS

Councils CCTV Public Safety program will contain a CCTV Policy, Code of Practice, Standard Operating Procedures and relevant Memorandum of Understanding for Warrnambool. A draft Policy has been prepared and will be submitted to Council in the second half of 2020. All other documents have been reviewed and are up-to-date.

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 and Artillery Crescent.

Ref	Precinct	Camera Location & Number of Cameras
1	CBD Precinct	<ol style="list-style-type: none"><li>1. Raglan Parade and Liebig Street Intersection</li><li>2. Liebig Street and Lava Street Intersection</li><li>3. Liebig Street mid-block pedestrian crossing between Koroit Street and Lava Street</li><li>4. Liebig Street and Koroit Street Intersection x2</li><li>5. Liebig Street and Timor Street Intersection</li><li>6. Timor Street and Gilles Street Intersection</li><li>7. Gilles Street mid-block at public amenities</li><li>8. Timor Street and Kepler Street Intersection</li><li>9. Kepler Street and Koroit Street Intersection</li><li>10. 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></ol>

		3. Breakwater car park adjacent to Pavilion café (end of Viaduct Road)
3	Railway Precinct	11 cameras positioned throughout VicTrack car park on Merri Street.
4	Artillery Crescent (Installation due for completion September 2020)	<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>

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.

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#### ATTACHMENT 5 - CCTV EVALUATION FRAMEWORK – REPORT 2019/2020

##### 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 have been requested for the three CCTV cameras locations in Pertobe Road and Viaduct Road. Since the installation in December 2018, there was an overall reduction in crime from 43 to 31 in a number of offence divisions. Whilst the total recorded offences is not high, in comparison the reduction is significant. These crime statistics* are an example from one of the projects implemented.
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.  Reports on vandalism, graffiti & property damage – made by Council inspectors and external parties.	Traffic counters (Council)  Reports/requests lodged in Council Customer Request System	Council - Assets Unit  Council – Coordinator Customer Service	Available traffic counter data* for the Foreshore Precinct project proves to be inconclusive when recorded pre and post installation.  Officers carry out immediate repairs from customer request reports of vandalism and graffiti. Council also conduct a regular maintenance program at all Council owned facilities.
3	Assisting Police in detection of offenders suspected of	Use of camera recordings and success rate in identifying offenders.	CCTV recordings	Police	There has been a reduction in offending in the areas of CCTV. Police have been able to monitor,

	criminal activity and anti-social behaviour.				<p>identify and intervene in hoon related behaviour, damages to property and anti-social behaviour.</p> <p>During COVID 19 CHO directions enforcement, Police have successfully used CCTV to identify breaches and respond appropriately</p> <p>CCTV has been utilised in current times in monitoring and identifying people who have considered suicide with successful outcomes.</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	Council conduct community surveys pre and post installation of CCTV for most projects to determine perception of safety. The most recent survey was conducted for the Foreshore Precinct. The pre and post installation survey results* indicate that 63.01% of respondents had a level of increased perception of safety.
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>Costs to rectify vandalism in CBD amenities for 16/17 were as follows:</p> <p>Coles Carpark - \$1374</p> <p>Koroit Street \$1119</p> <p>Gilles Street \$924</p> <p>Vandalism costs for CBD toilets in the 2017/18 financial year were:</p> <p>Coles Carpark \$3100</p> <p>Koroit Street \$1400</p>

					<p>Gilles Street \$700</p> <p>Council monitor the annual cost for the rectification of vandalism throughout the city. Council's current CCTV program has cameras positioned in Koroit Street and Gilles Street. Approximately \$1500 is allowed for Council on-costs.</p>
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## 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 has developed a CCTV Policy for all current and future projects. The Policy was developed under the guidance of Audit and Risk Committee and will be submitted for approval by Council.
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 in conjunction with VicPol to be submitted to the Steering Committee for endorsement.
3	CCTV System Steering Committee	Committee that is active and fulfilling its function.	Steering Committee meeting minutes	CCTV Steering Committee	Council and VicPol meet periodically in non-structured format to discuss any

No.	Key Component	Key Requirements	Source	Responsibility	Response
					relevant issues. The Audit requirement had highlighted the need to have more regular structured meetings relating to CCTV with minutes recorded. The Terms of Reference for the CCTV Steering Committee to be submitted for approval by Council.
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	<i>Councils Audit &amp; Risk Committee to include compliance review in annual Audit program.</i>
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	<i>Subject to periodic review by Steering Committee.</i>
		Review and recommend any changes/improvements to CCTV program, including camera locations.	Steering Committee meeting minutes	CCTV Steering Committee	<i>Subject to periodic review by Steering Committee.</i>

## 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. All recordings are secured in Senior Sergeants office and locked cabinet to comply with security requirements.
		Outages and maintenance requests or other technical difficulties encountered with the CCTV System are properly recorded in a Register.	Fault Reporting Sheet	Police	Maintained
		Maintenance on the camera network in 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	Instructions and training to all general duty uniform members. Cameras are in a secured watch house and Sergeants office with limited access.
2	Data Collection & Use	An up-to-date log of data downloads from the CCTV system is maintained.	CCTV Log book	Police	Via register
		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	Via register and if used as evidence for court then retained with brief of evidence until destruction

No.	Key Component	Key Requirements	Source	Responsibility	Response
3	Community information	Signage identifying all sites under surveillance is in place and well maintained.	Half yearly inspections by Council	Council - Local Laws inspectors	Commencement of half yearly inspections to be scheduled by Council assets team.
4	Training	Regular training is provided to all relevant Police members around the operation of the CCTV System.	Training records	Police	Training provided on a needs basis - eg new member arrives – simplified “how to operate” guide provided to members
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	Council's customer requests system have no requests for imagery support relating to non-criminal matters through the FOI process. 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.

#### 4. FUTURE OF PROGRAM

Following a request from a Retirement Village to assist with residential safety concerns and vandalism complaints, Council have applied for funding for CCTV and Lighting installation in a Council owned car park off Koroit Street. Council have budgeted to install two solar powered CCTV cameras at Levy's Point to deter littering and assist Police to detect hoon and unlawful behaviour in the coastal reserve.

Ref	Precinct	Camera Location & Number of Cameras
1	Crammond and Dickson car park (off Koroit Street)	<ol style="list-style-type: none"> <li>1. Adjacent to Heatherlie Homes Retirement Village facing north towards the residential parking zone</li> <li>2. Centrally located facing access path into Heatherlie Homes and the public car park x2</li> </ol>
2	Levys Point Beach	<ol style="list-style-type: none"> <li>1. Entrance to Levys car park</li> <li>2. Adjacent to fire access track</li> </ol>

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

### Reducing Crime

Crime Statistics in Pertobe Road and Viaduct Road show there was an overall reduction in crime from 43 to 31 in a number of offence divisions – see table below. Below is a map of the camera locations in the Foreshore Precinct.



Explanatory notes in relation to the data can be found on the Notes tab of this workbook  
Data extracted from LEAP on 18th April 2020 and is subject to change

Table 5. Offences recorded in a selected location in Warrnambool (Target Zone)<sup>1</sup> by offence type - April 2015 to March 2020

Offence Division	Offence Subdivision	Apr 2015 to Mar 2016	Apr 2016 to Mar 2017	Apr 2017 to Mar 2018	Apr 2018 to Mar 2019	Apr 2019 to Mar 2020
A Crimes against the person	A20 Assault and related offences	4	5	5	4	3
	Other crimes against the person <sup>2</sup>	2	5	4	3	6
	Total	6	10	9	7	9
B Property and deception offences	B10 Arson	0	0	0	0	1
	B20 Property damage	5	3	6	5	7
	B30 Burglary/Break and enter	4	2	4	0	2
	B40 Theft	9	8	13	10	7
	B50 Deception	1	1	0	0	0
	Total	19	14	23	15	17
C Drug offences	C30 Drug use and possession	2	1	3	3	0
	Total	2	1	3	3	0
D Public order and security offences	D10 Weapons and explosives offences	2	1	1	0	3
	D20 Disorderly and offensive conduct	5	4	6	6	2
	D30 Public nuisance offences	2	0	3	2	0
	Total	9	5	10	8	5
E Justice procedures offences	E10 Justice procedures	2	0	1	2	0
	E20 Breaches of orders	0	1	0	5	0
	Total	2	1	1	7	0
F Other offences	F30 Other government regulatory offences	1	0	0	0	0
	Total	1	0	0	0	0
Grand Total		39	31	46	43	31

<sup>1</sup> See Map 5 in the tab labelled 'Map' for specific map boundaries

<sup>2</sup> Other crimes against the person include A30 Sexual offences, A40 Abduction and related offences, A70 Stalking, harassment and threatening behaviour and A80 Dangerous and negligent acts endangering people



## Reducing anti-social behaviour

### Vehicle speed

The Traffic Count Summary for one of the precincts, the Foreshore Precinct, is provided as an example of the information that can be made available. Whilst it highlights the variances in speed, the data is inconclusive in relation to anti-social behaviour.

#### Viaduct Road:

- 85% of vehicles were travelling at 43.1 km/h with a maximum speed of 86.9km/h. This data was captured before the installation of CCTV in January 2017.
- 85% of vehicles were travelling at 43.0 km/h with a maximum speed of 91.9km/h. This data was captured after the installation of CCTV in December 2019 - January 2020.



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### Traffic Summary Report

**Survey Site** - VIADUCT ROAD STHBND, 80M SOUTH OF TOILET BLOCK

**GPS** - , *PSL* = 0 km/h

**Date** - 0:00 Wednesday, 4 January 2017 to 0:00 Wednesday, 18 January 2017 (14 days of data)

Volume						
	Total	Weekday	Weekend	ADT	AWDT	AWET
Combined	60786	41039	19747	4342	4104	4937
North	30	16	14	2	2	4
South	60756	41023	19733	4340	4102	4933
Days	14	10	4	14	10	4

Speed				
	All Days	Weekdays	Weekend	
Avg Speed	37.1	37.7	35.9	km/h
85% speed	43.1	43.4	42.4	km/h
85% speed North	35.8	33.1	41.6	km/h
85% speed South	43.1	43.4	42.4	km/h
Max Speed	86.9	85.4	86.9	km/h

## Traffic Summary Report

**Survey Site** - VIADUCT ROAD, 100M SOUTH OF SKATE PARK

**GPS** - , *PSL* = 0 km/h

**Date** - 0:00 Friday, 20 December 2019 to 0:00 Monday, 20 January 2020 (31 days of data)

Volume						
	Total	Weekday	Weekend	ADT	AWDT	AWET
<b>Combined</b>	127672	83892	43780	4118	3995	4378
<b>North</b>	115	71	44	4	3	4
<b>South</b>	127557	83821	43736	4115	3991	4374
<b>Days</b>	31	21	10	31	21	10

Speed				
	All Days	Weekdays	Weekend	
<b>Avg Speed</b>	37.2	37.5	36.8	km/h
<b>85% speed</b>	43.0	43.3	42.7	km/h
<b>85% speed North</b>	35.3	35.0	35.8	km/h
<b>85% speed South</b>	43.0	43.3	42.7	km/h
<b>Max Speed</b>	91.9	91.9	90.1	km/h

Pertobe Road:

- 85% of vehicles were travelling at 44.1 km/h with a maximum speed of 91.5km/h. This data was captured before the installation of CCTV in April 2018.
- 85% of vehicles were travelling at 54.3km/h with a maximum speed of 129.3km/h. This data was captured after the installation of CCTV in September-October 2019.

## Traffic Summary Report

**Survey Site** - PERTOBE ROAD, AT EAST KIOSK

**GPS** - , *PSL* = 0 km/h

**Date** - 0:00 Thursday, 12 April 2018 to 0:00 Tuesday, 24 April 2018 (12 days of data)

Volume						
	Total	Weekday	Weekend	ADT	AWDT	AWET
<b>Combined</b>	71757	45095	26662	5980	5637	6666
<b>East</b>	33970	21419	12551	2831	2677	3138
<b>West</b>	37787	23676	14111	3149	2960	3528
<b>Days</b>	12	8	4	12	8	4

Speed				
	All Days	Weekdays	Weekend	
<b>Avg Speed</b>	37.3	37.7	36.6	km/h
<b>85% speed</b>	44.1	44.6	43.3	km/h
<b>85% speed East</b>	42.8	43.3	42.0	km/h
<b>85% speed West</b>	45.1	45.5	44.3	km/h
<b>Max Speed</b>	91.5	88.8	91.5	km/h



## Traffic Summary Report

**Survey Site** - PERTOBE ROAD, BETWEEN MERRI & RAILWAY OVERPASS

**GPS** - , *PSL = 0 km/h*

**Date** - 0:00 Wednesday, 25 September 2019 to 0:00 Tuesday, 1 October 2019 (6 days of data)

Volume						
	Total	Weekday	Weekend	ADT	AWDT	AWET
<b>Combined</b>	45940	30534	15406	7657	7634	7703
<b>North</b>	22231	14694	7537	3705	3674	3769
<b>South</b>	23709	15840	7869	3952	3960	3935
<b>Days</b>	6	4	2	6	4	2

Speed				
	All Days	Weekdays	Weekend	
<b>Avg Speed</b>	48.4	48.7	47.8	km/h
<b>85% speed</b>	54.3	54.5	53.6	km/h
<b>85% speed North</b>	51.9	52.2	51.5	km/h
<b>85% speed South</b>	55.7	56.1	55.0	km/h
<b>Max Speed</b>	129.3	96.2	129.3	km/h

## Vandalism, Graffiti and Property Damage

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

## Public Safety

Below is a selection of the most relevant results from community surveys regarding the Foreshore Precinct. The two surveys were conducted pre-installation of CCTV in April 2018 and post-installation in January 2020.

### Question 5 Evaluation:

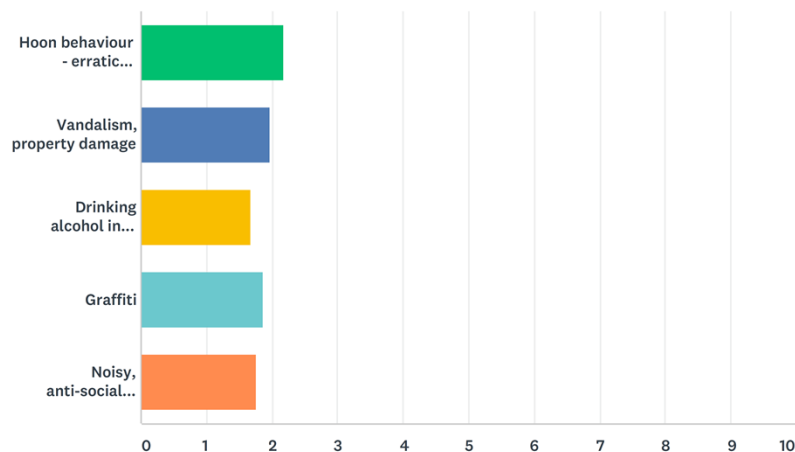
The public's view of hoon and anti-social behaviour improved over each category highlighted in the below graphs. The graphs show a significant decrease in the opinion of erratic hoon behaviour as a major problem from 33.33% to 16.44%.

### Question 5) Pre CCTV

Community safety in Warrnambool's Foreshore Precinct

#### Q5 How do you view the following in the precinct?

Answered: 183 Skipped: 8



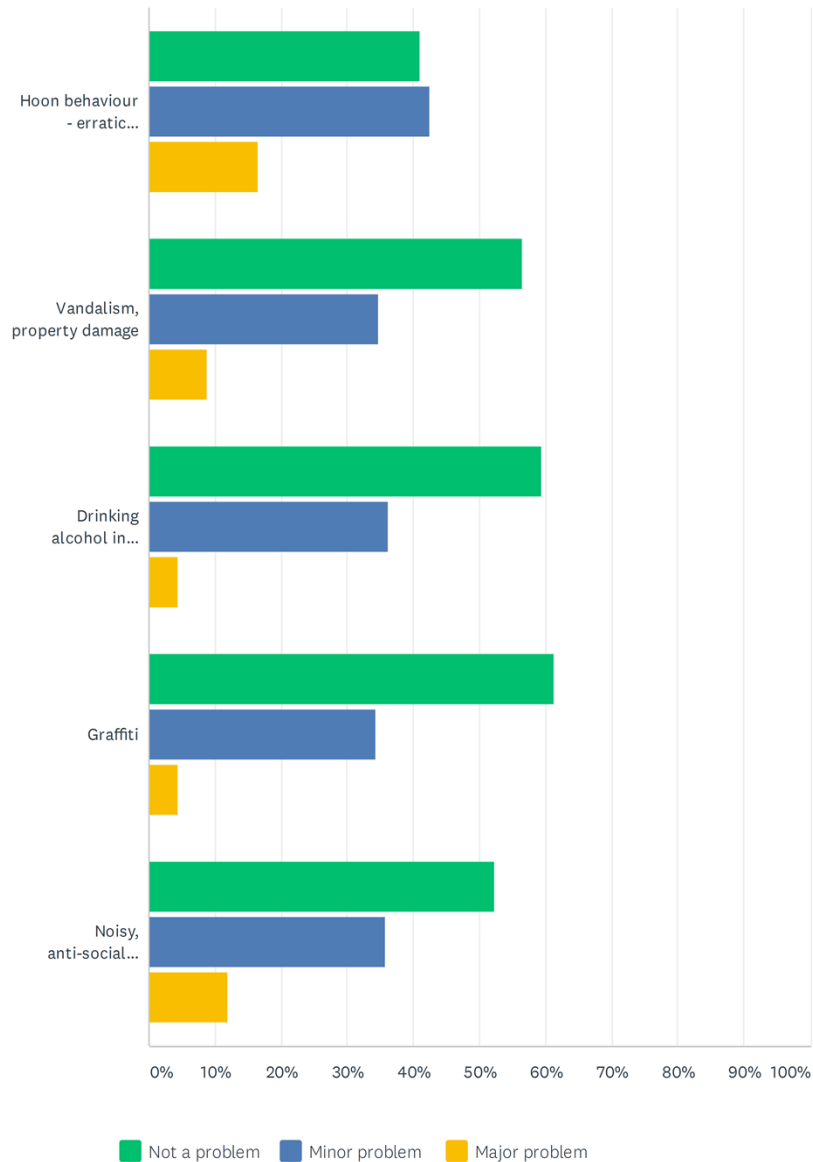
	NOT A PROBLEM	MINOR PROBLEM	MAJOR PROBLEM	TOTAL	WEIGHTED AVERAGE
Hoon behaviour - erratic driving, burnouts, speeding etc	16.11% 29	50.56% 91	33.33% 60	180	2.17
Vandalism, property damage	26.55% 47	50.28% 89	23.16% 41	177	1.97
Drinking alcohol in public spaces	43.82% 78	45.51% 81	10.67% 19	178	1.67
Graffiti	31.03% 54	51.15% 89	17.82% 31	174	1.87
Noisy, anti-social behaviour	35.43% 62	53.71% 94	10.86% 19	175	1.75

## Question 5) Post CCTV

How safe do you feel on Warrnambool's foreshore?

### Q5 How do you view the following in the precinct?

Answered: 73 Skipped: 0



How safe do you feel on Warrnambool's foreshore?

	NOT A PROBLEM	MINOR PROBLEM	MAJOR PROBLEM	TOTAL	WEIGHTED AVERAGE
Hoon behaviour - erratic driving, burnouts, speeding etc	41.10% 30	42.47% 31	16.44% 12	73	1.75
Vandalism, property damage	56.52% 39	34.78% 24	8.70% 6	69	1.52
Drinking alcohol in public spaces	59.42% 41	36.23% 25	4.35% 3	69	1.45
Graffiti	61.19% 41	34.33% 23	4.48% 3	67	1.43
Noisy, anti-social behaviour	52.24% 35	35.82% 24	11.94% 8	67	1.60

### Question 6 Evaluation:

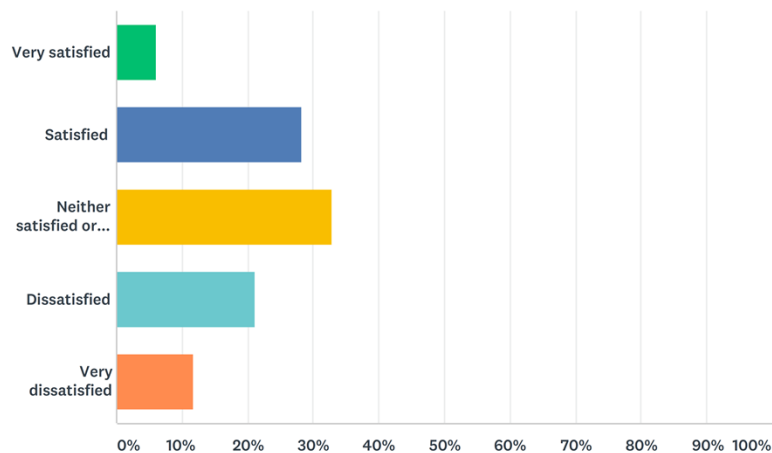
Before the install, in answer to the question of level of security in the Foreshore Precinct, survey results demonstrate that 32.78% of respondents answered to a degree of dissatisfaction compared to 10.96% after installation.

### Question 6) Pre CCTV

Community safety in Warrnambool's Foreshore Precinct

#### Q6 How satisfied are you with the level of security in the Foreshore Precinct?

Answered: 180 Skipped: 11



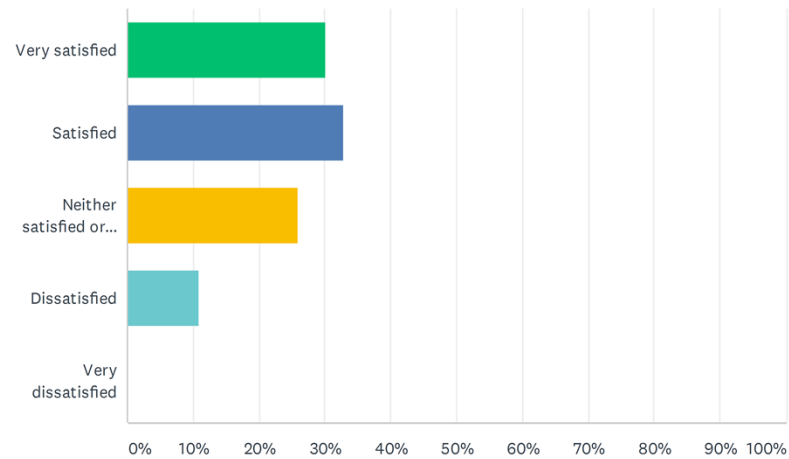
ANSWER CHOICES		RESPONSES	
Very satisfied		6.11%	11
Satisfied		28.33%	51
Neither satisfied or dissatisfied		32.78%	59
Dissatisfied		21.11%	38
Very dissatisfied		11.67%	21
TOTAL			180

Question 6) Post CCTV

How safe do you feel on Warrnambool's foreshore?

Q6 How satisfied are you with the level of security in the Foreshore Precinct?

Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	30.14%	22
Satisfied	32.88%	24
Neither satisfied or dissatisfied	26.03%	19
Dissatisfied	10.96%	8
Very dissatisfied	0.00%	0
TOTAL		73

### Question 8 Evaluation:

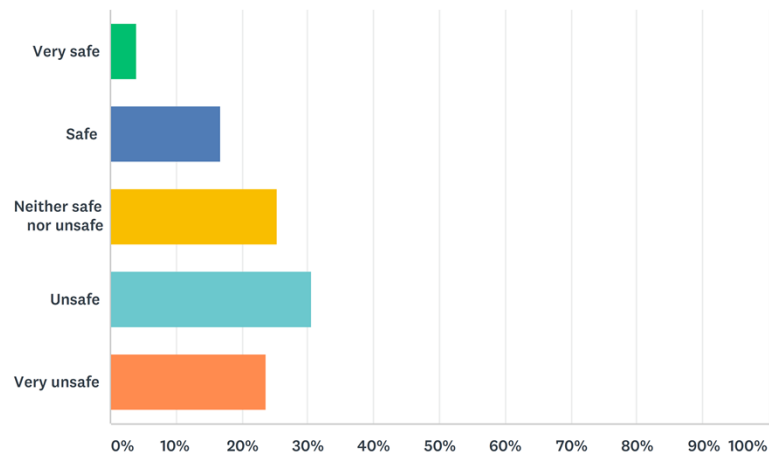
Before the install, in answer to the question “how safe do you feel in the Foreshore Precinct a night”, survey results demonstrate that 54.02% of respondents felt either unsafe or very unsafe compared to 24.66% after installation.

### Question 8) Pre CCTV

Community safety in Warrnambool's Foreshore Precinct

#### Q8 How safe do you feel in the Foreshore Precinct at night?

Answered: 174 Skipped: 17



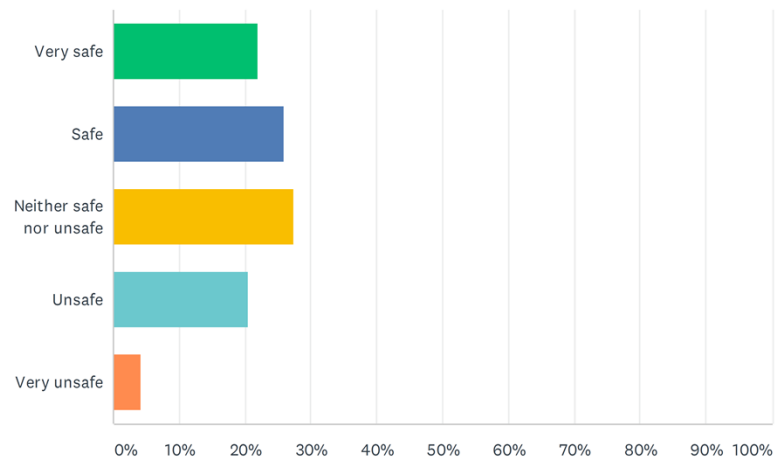
ANSWER CHOICES		RESPONSES	
Very safe		4.02%	7
Safe		16.67%	29
Neither safe nor unsafe		25.29%	44
Unsafe		30.46%	53
Very unsafe		23.56%	41
TOTAL			174

Question 8) Post CCTV

How safe do you feel on Warrnambool's foreshore?

Q8 How safe do you feel in the Foreshore Precinct at night?

Answered: 73 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very safe	21.92%	16
Safe	26.03%	19
Neither safe nor unsafe	27.40%	20
Unsafe	20.55%	15
Very unsafe	4.11%	3
TOTAL		73