



# CODE OF PRACTICE

## Eye on the Street

*Revised: June 7, 2021*



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# 1 INTRODUCTION & GLOSSARY

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## 1.1 INTRODUCTION

The Eye on the Street Program (introduced in 2005) uses CCTV to monitor and record activity throughout the City. This Code of Practice sets guidelines and procedures for managing, delivering, auditing, and using the Program, balancing privacy protection with community safety. Managed by the City of Thunder Bay, it is overseen by an Advisory Committee with members from the City, Thunder Bay Police Service, and the community. A hard copy of the Code is available at City Hall, and an electronic copy (excluding Appendix A) is on the City's website. Appendix A can be found on the Information and Privacy Commissioner of Ontario's website.

## 1.2 GLOSSARY

This Code of Practice uses several abbreviations and defined terms. The glossary provides a resource to the reader:

- **Advisory Committee (Committee):** Group referenced in Section 6 of this Code.
- **Closed Circuit Television (CCTV):** Cameras sending signals to monitors in the Command Centre, recording continuously and storing data on hard drives or portable media.
- **CCTV Equipment:** All equipment used in the Program.
- **CCTV Monitoring:** Operation of all CCTV cameras and monitors.
- **Camera Monitoring Logs:** Records maintained by Camera Operators as required by this Code.
- **Camera Operators:** Individuals viewing and controlling CCTV camera footage with specific duties detailed in this Code.
- **City:** The Corporation of the City of Thunder Bay.
- **Command Centre:** Room where CCTV footage is viewed by Camera Operators.
- **Committee:** Advisory Committee, as defined.
- **IPC:** Information and Privacy Commissioner of Ontario, per MFIPPA.
- **Manager:** City employee managing the Program, designated by the General Manager-Infrastructure & Operations Department.
- **MFIPPA:** Municipal Freedom of Information and Protection of Privacy Act.
- **MFIPPA Coordinator:** City employee assigned as a resource for MFIPPA procedures.
- **Program:** The City's CCTV system.
- **Retention By-law:** City by-law governing retention and destruction of records.
- **Service Provider:** Contractor operating CCTV equipment and assisting with the Program.
- **TBPS:** Thunder Bay Police Service.

## **2 DEFINING THE RESPONSIBLE PERSONS**

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### **2.1 CITY CLERK**

As the Head under the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA), the City Clerk is legally responsible for the disclosure of information from the Program. The City employs an MFIPPA Coordinator, who has been assigned certain responsibilities by the City Clerk with respect to the Program.

### **2.2 ADVISORY COMMITTEE**

The Advisory Committee described in Section 6 reviews the operation of the Program. The Advisory Committee is comprised of representatives from the City of Thunder Bay, the TBPS, members of the community.

## **2.3 MANAGEMENT OF THE PROGRAM**

### **2.3.1 Manager of the Program**

The Manager is responsible for monitoring the day to day compliance with the requirements of this Code of Practice, field inquiries from the public, undertake an annual evaluation and provide reports to the Advisory Committee and City Council.

The Manager shall consult as needed with the MFIPPA Coordinator with respect to:

- a. maintaining the security of information collected by the Program;
- b. controlling the storage and release of information recorded by the Program;
- c. maintaining compliance by the Service Provider and others involved in operating the system with this Code of Practice; and
- d. liaising with the TBPS, other agencies and persons concerning the implications of the MFIPPA and other related privacy legislation regarding the proper operation of the Program.

## **2.4 INTERNAL AUDIT & CONTINUOUS IMPROVEMENT**

The City's Internal Auditor is responsible for conducting quarterly audits of the Program. The audits are submitted to the Manager and the Advisory Committee.

# **3 GOALS/OBJECTIVES & PRINCIPLES OF MONITORING**

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The purpose of the Program is to promote safety in our community and for our residents in the City of Thunder Bay.

## **3.1 GOALS & OBJECTIVES**

The goals and objectives of the Program are:

- to foster and help maintain a safe environment in the City of Thunder Bay;
- to deter violence, unlawful activity and other anti-social behavior;
- to provide information to the TBPS to assist with its response to unlawful activity and anti-social behavior;
- to act as one component of downtown revitalization and increase pedestrian traffic;

- to discourage incidents of vandalism in order to reduce the number of insurance claims and/or repair costs associated with them; and
- to monitor, prevent and respond to any crime displacement to surrounding areas not monitored by the cameras.
- to support investigations lead by TBPS in evidence collection and missing persons cases.

### **3.2 PRINCIPLES OF MONITORING PROCEDURE**

The monitoring procedures are performed by the Camera Operators according to the following principles:

- a. CCTV monitoring is conducted in a manner consistent with the law;
- b. CCTV monitoring is conducted in a professional and ethical manner;
- c. Camera Operators are trained in the responsible use of the cameras and recording equipment;
- d. the records are handled in a manner that provides continuity and security of the recorded information;
- e. CCTV camera locations and operation do not provide visual access to residential areas, which would not otherwise be available to the general public;
- f. the program will post signage around the city advising the community of monitoring and recording; and
- g. Camera Operators will not view or record individuals in any manner which would constitute a violation of the *Human Rights Code*.

## **4 MUNICIPAL FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT**

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This Code of Practice has been drafted to conform to practices outlined by the Information and Privacy Commissioner of Ontario (IPC) in a document entitled "Guideline for Using Video Surveillance Cameras in Public Places" (Appendix A). The IPC has indicated that after careful consideration, an institution may decide to use video surveillance for purposes in accordance with MFIPPA. Section 2 of MFIPPA defines "videotapes" in the term "record" and also provides a definition of "personal information" as recorded information about an identifiable individual.

## **5 CHANGES TO THE CODE OF PRACTICE**

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This Code of Practice will be revised as required in order to take account of developments in the interpretation of the provisions of the data protection legislation, developments in the technology involved in the recording of images and developments in the use of such technologies. The Manager of the Program is responsible to report changes to the Code of Practice to City Council.

## **6 ADVISORY COMMITTEE**

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The Advisory Committee consists of the following partner representatives as outlined in the Committee's Terms of Reference (Appendix B):

- a. the Manager;
- b. two appointees of the Manager; and
- c. up to three appointees of the Chief of the TBPS
- d. up to four representatives from the community

Members, other than members of the TBPS, who agree to serve on the Advisory Committee are required to sign an oath of confidentiality and are not permitted to participate directly in the Audit Program. Members of the TBPS take a statutory oath which covers the circumstances that the oath of confidentiality would have covered.

In situations where a vote is required, the TBPS will have one consolidated vote from the most senior appointee.

The Manager may request the presence of other members of City Administration and the Thunder Bay Police Service at Committee Meetings, as required by the meeting agenda. For example, it may be prudent or necessary to invite the MFIPPA Coordinator to attend Advisory Committee meetings from time to time. Persons invited in this capacity attend in an advisory capacity and do not vote on matters before the Advisory Committee.

Community members will first be sought from Community Safety and Well Being Committee, the Waterfront BIA, and the Fort William BIA.

## **7 PUBLIC INFORMATION AND INPUT**

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The City is committed to operating the Program in accordance with the principles in the MFIPPA.

### **7.1 BROCHURES AND WEBSITE INFORMATION**

Brochures will be available to inform the public about the Program. Information about the Program will also be available on the City's website and through regular media releases issued by the Manager.



## **7.2 PUBLIC INPUT PROCESS**

Any individual who wishes to speak to the City about the Program, either to provide comment or to make a complaint, should contact the person indicated on the signage, the Manager, in writing.

Complaints, comments, suggestions, inquiries or other input may involve any of the following:

- the operation of the Program;
- the treatment of an individual;
- the interpretation of this Code of Practice; and/or
- the administration of the Program.

A record of the number and type of complaints or inquiries will be maintained by the Manager and reported to the Advisory Committee at the next scheduled meeting.

## **8 AREAS COVERED BY THE PROGRAM**

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A listing of CCTV camera locations can be found in Appendix C. As the program expands and evolves, camera locations approved by council will be reflected in Appendix C without requiring changes to the Code of Practice

While the Program has not been designed to cover residential areas, some CCTV cameras have residential accommodations in close proximity. Reasonable measures will be taken to ensure that CCTV

equipment cannot view into private dwellings to a degree greater than a passerby on the municipal right of way could view.

## **9 EVALUATION AND MONITORING OF THE PROGRAM**

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The Manager is responsible to undertake an annual evaluation of the Program and provide reports to the Advisory Committee and City Council. The Advisory Committee is responsible to review the results of the annual evaluation of the program and the results of the audit.

### **9.1 ANNUAL REPORT**

The Manager will submit an annual report to the Advisory Committee, to City Council, and to other committees as requested and deemed appropriate. The report will be made available to the public. The report will evaluate the effectiveness of the Program. The report will include information outlined in Appendix D and assessments of the audits submitted by the Internal Audit & Continuous Improvement Division.

### **9.2 AUDITS**

The audit of the Program is the responsibility of the Internal Audit & Continuous Improvement Division. The City's Internal Auditor is responsible for assigning any assistance they may require. Persons who perform the audit must not sit on the Advisory Committee. Members of the audit team will be required to individually sign an oath of confidentiality.

An audit of the Program is performed annually. At the conclusion of the audit, a member of the Audit Team will provide an audit report to the Manager for the annual report. The audit constitutes a record under the MFIPPA and therefore are retained by the City for the time period as prescribed in the Retention By-law. Audit procedures can be found in Appendix E.

The auditing rules are:

- The audit involves a review of a random selection of recorded information from various locations for the purpose of ascertaining whether the Service Provider has complied with the Code of Practice for camera use and has not monitored (or has not allowed to be monitored) individuals in any manner that would constitute a violation of the *Human Rights Code* or the MFIPPA. The Audit Team will provide the Service Provider with a list of four (4) times and locations within one 7-day recording period that it wishes to review. The Service Provider will make arrangements for the records to be viewed by the Audit Team within the Command Centre. If required, the Service Provider will copy the requested information and will release it to the Audit Team after making an entry in the Camera Monitoring Logs. The recorded

information cannot leave the Command Centre unless a formal request has been made to export it to the TBPS for law enforcement purposes or to a member of the public under the MFIPPA.

- During a live emergency, the TBPS will have access to live camera feeds in keeping within the standards of the Code of Practice.

## **10 CAMERA OPERATORS**

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The successful operation of the Program relies on Camera Operators being well disciplined, having integrity and dedication and maintaining the confidentiality that is required for the operation of the CCTV equipment in accordance with the MFIPPA.

## **11 CONTROL AND OPERATION OF THE CAMERAS**

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Camera locations are continually recording in a way that provides the most effective coverage of the monitored area.

Camera Operators will not view residential areas or monitoring individuals in any manner that would constitute a violation of Provincial legislation. Camera Operators' job requirements will provide that they must not use the cameras to collect information not permitted under MFIPPA.

Camera Operators are made aware that recordings are subject to audit procedures and they may be required to justify their actions. Disciplinary proceedings will follow any misuse of authority by any Camera Operator.

### **11.1 ACTIONS OF THE CAMERA OPERATOR WHEN OBSERVING SUSPICIOUS ACTIVITY**

If the Camera Operator observes suspicious activity, the following procedure will commence:

- The Camera Operator, upon observing suspicious activity, may isolate the camera to determine whether a police response is required.
- When a Camera Operator believes that a police response is required, the Camera Operator should use whatever camera features are available to attempt to record the identity of the involved parties for evidentiary purposes.
- The Camera Operator will notify the TBPS utilizing the 9-1-1 system immediately upon observing an incident that they believe requires the dispatch of a patrol Officer. At the same time, the Camera Operator will activate the output signal to the designated monitor at the TBPS.
- The Camera Operator will maintain the focus of the camera on the incident and/or the immediate area, if required, until the incident has concluded.

### **11.2 ACTIONS OF THE THUNDER BAY POLICE SERVICE**

The participation and actions of the TBPS are governed by policies of the TBPS.

## **12 ACCESS TO THE COMMAND CENTRE**

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The procedure for accessing the Command Centre can be found in Appendix F.

Access to the Command Centre is only permitted for lawful, proper and sufficient reasons and must be authorized by the Manager or, where a matter is referred to the TBPS, an Officer designated by

TBPS.

## **13 USE AND STORAGE OF INFORMATION**

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Ownership of the recorded material, in whatever medium, remains with the City except in accordance with Section 15.2 of this Code.

Recorded material is only used for the purposes defined by this Code of Practice and in accordance with the MFIPPA. The viewing of live information on a CCTV is not considered use of recorded information. However, if this information is accessed by TBPS or downloaded onto a medium accessed at the end of the retention time period, then the recorded information is considered used and must be retained for the period prescribed in the Retention By-law.

The use of recorded information is allowed only in accordance with the law.

## **14 ACCESS TO RECORDED INFORMATION**

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Access to recorded information is only permitted in accordance with this Code of Practice and the MFIPPA. Material may not, under any circumstances, be sold or used for commercial purposes or for the provision of entertainment.

Access to recorded information should be restricted to those responsible for the administration of the Program and to:

- a. law enforcement agencies where the images recorded would assist in a specific investigation; and
- b. the people whose images have been recorded and retained who make a request under the MFIPPA.

Where a request is granted pursuant to the MFIPPA, it may be necessary pursuant to that legislation to ensure that the images of some individuals are disguised or blurred. If the City does not have the facilities to carry out that type of redaction, an editing company may be hired to carry out that editing.

Individuals who make a request under the MFIPPA for images from the Program are provided with information which describes the types of images which are recorded and retained, the purposes for which those images are recorded and retained, and information about the disclosure policy in relation to those images. This should be provided at the time that the City's standard freedom of information request form is provided to an individual. All requests will be dealt with by the MFIPPA Coordinator.

All Camera Operators will be trained and aware of individuals' rights under the MFIPPA.

## **15 DEALING WITH INCIDENTS**

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Authorized members of the TBPS must agree to comply with this Code of Practice before being permitted access to the Command Centre live video feeds, recorded video files or before undertaking any activities in any other matter, under the jurisdiction of this Code of Practice and not otherwise under the jurisdiction of the TBPS. A memorandum of understanding between the City and the TBPS in general terms, in this regard, will meet the requirements of this section. In the absence of any such memorandum of understanding, authorized members of the TBPS will need to individually undertake to comply.

### **15.1 APPROVAL AND LOG BOOK**

Police Officers may, from time to time, require records from the CCTV system. The request may involve an incident or may be related to an incident occurring up to 14-days prior in one of the camera surveillance areas. Access to images will only be granted when required information on the incident and purpose of the footage is logged. This information will be tracked and form the basis of the reports to the Advisory Committee, Council and the public.

### **15.2 DIGITAL RECORDING DEVELOPMENT**

A memorandum of understanding (MOU) will exist between the City of Thunder Bay and the Thunder Bay Police Service detailing the use and utilization of video images captured by Program. This MOU will also detail the procedures involving the process for communication between the Command Centre/Service Provider and the TBPS.

When a Camera Operator reports an incident through live monitoring of the CCTB system to the 911 communications centre, the Camera Operator will:

- If the incident is ongoing, advise the TBPS that a live feed of the camera(s) is available.
- Review the recorded video image(s) of the immediate and surrounding area of the incident to determine if particulars of the incident were captured by the camera(s).
- Advise the TBPS that these images exist.

- Note that these images may be required for further investigation by the TBPS.

The TBPS will also contact the Command Centre requesting recorded video, from time to time, that may be related to other investigations.

The following procedure is to be followed for the exporting of Eye video recordings to the TBPS:

1. When a digital recording is required for release to the police, the requesting TBPS member will make a formal request, using an approved form to the Service Provider. This request will include a specific link to the TBPS digital evidence management system (DEMS) for the uploading of the file(s).
2. The Service Provider locates the specific video file(s) and uploads those files to the URL address provided by the TBPS member.
3. Every time that video is exported at the request of the TBPS, the Service Provider will document the resulting actions taken to provide the video file(s) in the Command Centre log. This documentation will include:
  - a. a copy of the email and corresponding request form from the requesting TBPS member;
  - b. the incident number and the date and time;
  - c. the date of the record creation;
  - d. the name of person who created the video file export; and
  - e. the date and time of the video export/upload to the TBPS DEMS.

The Service Provider shall, upon reasonable request of the TBPS member, swear an affidavit with respect to the circumstances surrounding the export and upload to the TBPS DEMS.

## **16 VIOLATIONS OF THE CODE OF PRACTICE/MFIPPA**

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### **16.1 GENERAL**

Any violation of this Code of Practice is also considered a violation under the MFIPPA; there are consequences associated with violations of that statute.

### **16.2 DEALING WITH A VIOLATION OF MFIPPA**

Any person who suspects that MFIPPA has been violated shall report the suspicion to the Manager. The Manager shall investigate the alleged violation and determine, in consultation with the MFIPPA Coordinator, whether or not a violation occurred.

Where a breach has occurred, the Manager shall determine the scope of the breach and take all appropriate steps to contain the damage caused by the violation. For example, where personal information has been inappropriately disclosed, retrieval of the information should be attempted.

Upon reaching a conclusion that a violation has indeed occurred, the Manager shall immediately inform the MFIPPA Coordinator. The MFIPPA Coordinator shall conduct a breach investigation and inform the City Clerk, any affected individuals, and the IPC.

Independent of any action taken by the IPC, the Manager shall conduct an internal investigation into the matter, report all findings to the Advisory Committee and to the City Clerk (as Head under MFIPPA), and quickly implement any recommendations that they, the Steering Committee and/or the City Clerk determine are reasonable. The objectives of the internal investigation shall include:

- a review of the circumstances surrounding the event;
- the adequacy of existing policies and procedures in protecting personal privacy and/or personal information; and
- preventative measures, such as additional or enhanced training and/or policy or procedural amendments, to avoid recurrence.

Any corporate-wide implications should be reported to the City Clerk. For example, where a facsimile transmission has been misdirected, corporate policies may also warrant review by others, independent of this Code of Practice.



## 17 APPENDICES

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### **APPENDIX A: GUIDELINES FOR USING VIDEO SURVEILLANCE CAMERAS IN PUBLIC PLACES** (NOT APPENDED – AVAILABLE ON IPC WEBSITE)

The Information & Privacy Commissioner (IPC) Guidelines are available on the website of the Office of the Information and Privacy Commissioner of Ontario ([www.ipc.on.ca](http://www.ipc.on.ca)).

## **APPENDIX B: TERMS OF REFERENCE FOR THE ADVISORY COMMITTEE**

### **Purpose of the Program**

The purpose of the Program is to promote safety in our community and for our residents in the City of Thunder Bay.

### **Goals/Objectives of the Program**

The goals and objectives of the Program are:

- to foster and help maintain a safe environment in the City of Thunder Bay;
- to deter violence, unlawful activity and other anti-social behavior;
- to provide information to the TBPS to assist it with its response to unlawful activity and anti-social behavior;
- to act as one component of downtown revitalization and increase pedestrian traffic;
- to discourage incidents of vandalism in order to reduce the number of insurance claims and/or repair costs associated with them; and
- to monitor, prevent, and respond to any crime displacement to surrounding areas not monitored by the cameras.

### **Mandate of the Advisory Committee**

The mandate of the Advisory Committee is to:

- a. provide ongoing review of the operation, direction, and timelines of the Program;
- b. provide advice on camera locations, including adding or eliminating camera locations in future years;
- c. review all research including, where appropriate, public opinion surveys of this Program; and
- d. review the results of the annual evaluation of the program and the results of the quarterly audits.

### **Advisory Committee Membership and Rationale**

The Advisory Committee shall consist of the following partner representatives:

- a. the Manager;
- b. two persons appointed by the Manager; and
- c. three community representatives as recommended by the Crime Prevention Council.

One representative of the Service Provider shall attend any Advisory Committee meeting, at the request of the Advisory Committee, to act as a resource person. They shall not be a voting member of the Advisory Committee.

One representative from the TBPS, appointed by the Chief of Police, may attend any Advisory Committee meeting, in response to a request of the Advisory Committee and at the direction of the Chief of Police, to act in an advisory capacity. They shall not be a voting member of the Advisory Committee.

Members who agree to serve on the Advisory Committee will be required to sign an Oath of Confidentiality and will not participate directly in an audit of the Program.

### **Meetings**

The Committee will meet regularly, at such place and time as specified in notice to all Committee members, provided not less than one (1) week prior to the proposed meeting. Frequency of meetings shall be at the discretion of the Committee, however, a minimum of two (2) meetings shall be held annually.

### **Specific Roles and Responsibilities**

The Chair of the Advisory Committee shall be appointed by the Committee from amongst the Committee members. The following duties shall be carried out by the Service Provider and by members of the Advisory Committee.

#### ***The Service Provider Representative:***

- Attends any meeting of the Advisory Committee which they have been requested to attend, and responds to questions or concerns about day to day operations.
- Manages the Program on a day to day basis, including:
  - monitors to ensure, to the best of their ability, that there is always at least one (1) Camera Operator present within the Command Centre throughout operating hours;
  - ensures that all Camera Operators who have access to the Command Centre are appropriately trained and have signed an agreement of confidentiality and a commitment to adhere to this Code of Practice;
  - supervises and trains Camera Operators;
  - manages documentation of all incidents related to the Program;
  - monitors installation to ensure, to the best of their ability, that the view of the cameras has been restricted so that they cannot overlook private dwelling spaces;
  - maintains the security of information collected by the system; and
  - ensures appropriate access to the Command Centre.

***The Manager:***

- Participates as a member of the Advisory Committee and carries out the associated duties noted in the Code of Practice;
- oversees the management of the Program and monitors the Service Provider;
- liaises with the TBPS, other agencies and persons concerning the proper operation of the Program;
- receives, documents and responds to public comments and complaints about the Program;
- develops, in consultation with the City's Corporate Communications Office, and reviews media releases;
- ensures appropriate access to the Command Centre;
- conducts an annual evaluation of the Program which will consider:
  - an assessment of the impact, if any, on crime statistics;
  - an assessment of neighbouring areas not covered by the Program;
  - a review of the costs associated with the maintenance of the Program;
  - the administration of the Program and its policies and procedures; and
  - recommendations arising out of audits.
- recommends to Council from time to time any required revisions to the Code of Practice, to take account of developments in the interpretation of the provisions of the data protection legislation, developments in the technology involved in the recording of images, and developments in the use of such technologies; and
- develops an annual report, which evaluates the effectiveness of the system, for presentation to Council.

***Appointees of the Manager:***

- Participate as members of the Advisory Committee and carry out the associated duties noted in the Code of Practice; and
- assists the Manager with their duties noted above.

***Thunder Bay Police Service Representative (Chief of Police Appointee):***

- Attends any meeting of the Advisory Committee which they have been requested to attend, and responds to questions or concerns with respect to the TBPS participation, experiences and/or liaison;
- continually monitors the success of the Program to meet the requirements;
- provides the Manager with required statistics;
- liaises with the Steering Committee with respect to the Advisory Committee's research; and
- liaises with the TBPS on all aspects of the Program.

***Representatives from the Crime Prevention Council:***

- Participate as members of the Advisory Committee and carry out the associated duties set out in this Code of Practice;
- represent the views of Crime Prevention Council to the Committee; and
- provide data and statistics from the Crime Prevention Council perspective, as required.

## **APPENDIX C: CAMERA LOCATIONS**

Based on criteria approved by the City, camera locations were identified as listed below. For structures not owned by the City, a signed agreement will need to be in place prior to installation. Additional locations have been identified for future expansion of the program.

- Arthur Street West and Mountdale Avenue
- Bay Street and Algoma Street South
- City Hall – Northeast Corner
- City Hall – Northwest Corner
- Cumberland Street North and Camelot Street
- Harbour Expressway and Golf Links Road
- Landmark Inn - Northeast Corner
- May Street South and George Street
- May Street South and Victoria Avenue East
- Neebing McIntyre Floodway- Fort William Bridge
- Neebing McIntyre Floodway - Memorial Bridge
- Red River Road and Court Street South
- Red River Road and Cumberland Street South
- Red River Road and Junot Street South
- Red River Road –Walkway
- Syndicate Avenue South and Donald Street East- Victoriaville Parkade
- Victoria Avenue East and Archibald Street South- Victoriaville Entrance
- Waterfront Transit Terminal- Inside
- Waterfront Transit Terminal- Northeast Corner
- Waterfront Transit Terminal- Southwest Corner
- Simpson Street at the Kamview Entrance
- Intercity Kam River
- Marina Playground near the Festival Area
- Red River Road and St Paul Street
- Dawson Road and Strand Ave
- Water Street vehicle overpass
- North Water Street and Cumberland Street North
- Algoma Street and Pearl Street
- Court Street South and Bay Street
- Balmoral and Forest
- Memorial Ave and Harbour Expressway
- Syndicate CPR Driving Subway (Kam Park)
- Miles Street East and Brodie Street North
- 100 Princess Street
- Arthur Street West and Neebing Avenue
- Frederica Street West and Brown Street
- Hodder Ave and Arundel Street

- Balsam Street and Highway 11-17
- John Street and Highway 11-17
- Oliver Road and Highway 11-17
- 230 Amelia Street West
- Red River Road and Highway 11-17
- James Street Bridge
- Parkdale Boulevard and Neebing River
- Island Drive and Pacific Ave
- Cumming Street and May Street
- Arthur Street East and May Street
- Redwood Ave entrance to Chapples Park
- Junot Ave near EMS Headquarters
- Marina Skatepark and walking overpass
- Pool 6

## **APPENDIX D: ANNUAL REPORT**

### **Categories of Activity**

There are a variety of incidents or situations that the Eye cameras may capture. Each incident should be identified under one of the following categories and aggregate statistics for the current and five (5) prior years should be provided for each category identified. Categories may be added or changed based on Program review recommendations and input from the Advisory Committee and the TBPS.

### **Incident Types:**

- Violent Crime
- Property Damage (including vehicles)
- Theft
- Substance Abuse
- Medical Distress
- Personal Injury
- Suspicious Activity
- Hazards/Dangers (unsafe use of waterways/walkways/trails, unsafe road surfaces or other activities or conditions viewed as a threat to personal safety)

### **Results Attributed to Camera Operators**

Incidents identified by the live monitoring of the Eye cameras will be concluded by any of the following comments:

- Medical Intervention
- Police Intervention
- Multi-Tiered Response (Police, Fire, EMS)
- Further Investigation Required
- Emergency Response Cancelled

### **Results from Video Evidence Provided**

Where video has been collected by TBPS and is used in an investigation, the outcome should be categorized as

- Cleared by Charge
- Ongoing Investigation
- Alternative Follow-up/Resolution

The aggregate summary of these results will be reported annually for the current and five (5) prior years.



## **APPENDIX E: PROCEDURE FOR THE AUDIT**

This Appendix has been developed to enhance the description for audits in the Code of Practice.

Audits are to be performed quarterly by the Internal Audit & Continuous Improvement Division of the Corporate Services & Long Term Care Department of the City.

Each audit must be performed by a minimum of two (2) persons. The persons assigned to complete the audit are jointly responsible for completing the Audit Checklist and preparing the Audit Report. Each assigned person must sign the report.

The Audit Checklist is a tool to be used when conducting each quarterly audit and it should be attached as the appendix to the Audit Report. It can be completed by hand.

The Audit Report is the formal report of issues and findings, which is based upon the results of the Audit Checklist.

The Audit Team contacts the Manager to initiate the audit. The Manager is informed that the Audit Team will be requesting recorded information, access to the Camera Monitoring Logs and access to the information request forms as outlined in the Audit Checklist.

The completed Audit Report is to be forwarded to the Manager and subsequently to the Advisory Committee for inclusion in the annual report to Council for this Program. The auditors must be given the opportunity to respond to the Audit Report in the report to Council.

Date of Audit: \_\_\_\_\_

Names of Audit Team Members Performing this Audit:

\_\_\_\_\_

Name(s) of Camera Operators present at the time of the audit:

\_\_\_\_\_

**Review of Recorded Information**

**Audit activity:** The audit team will:

1. Determine four (4) time periods from four locations within the 14-day period to be reviewed (the retention period for information is 14-days)
2. Provide the Camera Operator with the dates and times of the four (4) periods and requests that these be recorded onto an appropriate medium.
3. Review the recordings for assurance that the Camera Operators have complied with the Code of Practice for camera use and have not monitored individuals in any manner that would constitute a violation of the *Human Rights Code*.

**Observations:**

Date of 14-day Recording Period: \_\_\_\_\_

Time Period #1: Date/Time:	Location:	Compliance with Code	
_____	_____	Yes	No

Notes:

\_\_\_\_\_  
\_\_\_\_\_

Time Period #2: Date/Time:	Location:	Compliance with Code	
_____	_____	Yes	No

Notes:

\_\_\_\_\_  
\_\_\_\_\_

Time Period #3: Date/Time:	Location:	Compliance with Code	
_____	_____	Yes	No

Notes:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<b>Time Period #4:</b> Date/Time:	Location:	Compliance with Code	
_____	_____	Yes	No

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Camera Monitoring Log**

**Audit Activity:** The Audit Team will obtain and review entries in the Camera Monitoring Log from the date of the last audit for assurance that:

- Reported incidents were properly recorded.
- Only authorized staff had access to the Command Centre.
- Recorded information was released only in strict accordance with to the Code of Practice requirements for the release of information.

<b>OBSERVATIONS:</b>	<b>YES / NO</b>
Were all the log books since the last audit available for review?	Yes / No
Compare different entries. Are all entries complete?	Yes / No
Is the information captured noted in a consistent format?	Yes / No
Were entries made in the log for instances when cameras were not operating or required repair or cleaning?	Yes / No
Were log records complete for incidents of suspicious activity where the camera was isolated and the pan, tilt and zoom features were used?	Yes / No
Were entries made in the log when information request forms were received? Entries should include: date and time of request; person making the request; date and time of requested information; and reason for request.	Yes / No
Were records complete for Police requests for recorded information 'after the fact.'? Records must include: date and time of access or date on which disclosure was made; identification of requesting party; the reason for access or disclosure; and the extent of information to which access was allowed or disclosed.	Yes / No
Were records complete for other instances when information was recorded (i.e. for audit purposes, for equipment testing)?	Yes / No

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Audit Log**      Log Book # \_\_\_\_\_      Start Date: \_\_\_\_\_      End Date: \_\_\_\_\_

**Five Instances of Access to the Command Centre**

	<b>Date</b>	<b>Time</b>	<b>Notes</b>	<b>Recorded Correctly?</b>	
1)	_____	_____	_____	Yes	No
2)	_____	_____	_____	Yes	No
3)	_____	_____	_____	Yes	No
4)	_____	_____	_____	Yes	No
5)	_____	_____	_____	Yes	No

**Five Records of Incidents**

	<b>Date</b>	<b>Time</b>	<b>Notes</b>	<b>Recorded Correctly?</b>	
1)	_____	_____	_____	Yes	No
2)	_____	_____	_____	Yes	No
3)	_____	_____	_____	Yes	No
4)	_____	_____	_____	Yes	No
5)	_____	_____	_____	Yes	No

**Five Instances of Disclosure**

	<b>Date</b>	<b>Time</b>	<b>Notes</b>	<b>Recorded Correctly?</b>	
1)	_____	_____	_____	Yes	No
2)	_____	_____	_____	Yes	No
3)	_____	_____	_____	Yes	No
4)	_____	_____	_____	Yes	No

5) \_\_\_\_\_ Yes No

**Five Instances of Recorded Data**

Date	Time	Notes	Recorded Correctly?	
1) _____	_____	_____	Yes	No
2) _____	_____	_____	Yes	No
3) _____	_____	_____	Yes	No
4) _____	_____	_____	Yes	No
5) _____	_____	_____	Yes	No

**Review of Information Request Forms under MFIPPA**

**Audit Activity:** The Audit Team will review a sample of information request forms since the time of the last audit and determine if they satisfy the requirements of MFIPPA.

OBSERVATIONS:	YES / NO
As confirmed through discussion with the MIFPPA Coordinator, were all of the information request forms since the time of the last audit made available to the audit team?	Yes / No
Were information request forms completely filled out such that all requirements for MFIPPA would be satisfied? Essential items are: date of request; name of requestor; and the date and time of information requested.	Yes / No
Were information request forms forwarded to the MFIPPA Coordinator promptly?	Yes / No
Were information request forms referenced to the police log control sheets?	Yes / No

Notes: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## **APPENDIX F: COMMAND CENTRE PROTOCOL**

### **General Information**

- Access to the Command Centre will be controlled by the Service Provider in strict compliance with the Code of Practice.
- At any one time, a minimum of two (2) members of the team authorized to conduct the Program audit, will be permitted to access the Command Centre.
- Any person permitted to access the Command Centre must have taken the Oath of Confidentiality.

### **Responsibilities**

#### ***Service Provider:***

- Prepare and confirm a duty roster for Camera Operators based on hours agreed to between the Service Provider and the Manager;
- provide access to the Command Centre only to persons identified in the contract or persons with authorization;
- determine whether or not immediate access, without written documentation, should be granted to Police Officer(s), depending upon the nature and severity of the incident;
- use the Digital Recorder to access the information requested by the Police Officer(s); and
- notify the Manager that access has been provided.

#### ***Camera Operators:***

- Provide no access to the Command Centre without instruction or authorization by the Service Provider or the Manager;
- monitor the cameras during designated shifts; and
- record access to the Command Centre in the Camera Monitoring Logs, noting who accessed, the reason for access and time of access.

#### ***Manager:***

- Post signage advising “Authorized personnel Only”;
- ensure limited access (i.e. security card or code) to the Command Centre for the permitted persons;
- maintain a current listing of authorized person to access the Command Centre;

- refer to the MFIPPA Coordinator all requests that they receive for access to the CCTV information; and
- obtain and approve written requests to access the Command Centre, CCTV equipment and/or information (e.g. from the TBPS, Technology Services).

***MFIPPA Coordinator:***

- Provide decisions for formal requests to access CCTV information pursuant to the MFIPPA.

**APPENDIX G: OATH OF CONFIDENTIALITY**

**THE CORPORATION OF THE CITY OF THUNDER BAY**

**OATH OF CONFIDENTIALITY**

I \_\_\_\_\_ do swear that I will observe and comply with the laws of Canada and Ontario and except as I may be legally required, I will not disclose or give to any person any information or document that comes to my knowledge or possession by reason of my duties with the Eye on the Street Program.

Sworn/affirmed before me at the

City of Thunder Bay, Ontario

This \_\_\_\_ day of \_\_\_\_\_ A.D. 20\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Commissioner for taking Oaths