

# CCTV Traffic Enforcement

## **Protocols and procedures**

October 2012

# Introduction

Parking offences were decriminalised under the Road Traffic Act 1991. This enabled local authorities to establish Special Parking Areas (SPA's) and charge for and enforce all non endorsable parking restrictions.

Part 6 of the Traffic Management Act 2004 (TMA) (Parking Regulations) came into force 31 March 2008. The TMA 2004 replaced part 2 of the Road Traffic Act 1991 and other legislation relating to London to provide a single framework in England for civil enforcement of parking, bus lanes and some moving traffic offences. Under the TMA 2004, decriminalised parking became known as Civil Parking Enforcement (CPE) and Parking Attendants became Civil Enforcement Officers (CEO's).

Oldham Council uses Closed Circuit Television (CCTV) cameras to enforce parking restrictions throughout the borough and bus lanes. The enforcement of parking restrictions brings the following benefits

- Improved road safety for pedestrians, cyclists and motorists
- Minimise inconvenience to residents
- Reduce traffic congestion
- Ensure clear routes for emergency vehicles
- Improve journey times for all, including public transport users

The enforcement of bus lanes aims to improve the reliability and punctuality of public transport, reduce congestion and pollution.

A separate 'Code of practice' relating to the use of CCTV for civil parking enforcement is available. This document outlines the enforcement protocols and procedures for parking and bus lane contraventions enforced using CCTV Cameras in Oldham. It sets out the rules and procedures for issuing PCN's. This document is intended for use by Civil Enforcement Officers (CEO's)

## Contact Details

For further information regarding parking, please visit our website [www.oldham.gov.uk](http://www.oldham.gov.uk) or call the Parking Shop on 08456 804274.

## General

### Management Structure

Appendix 1 of this document outlines the Management Structures for Oldham Council - Parking Services and for NSL Ltd, the councils parking enforcement contractor.

### Mobile CCTV enforcement

Enforcement is carried out using a CCTV equipped car by trained and authorised personnel. Both bus lanes and parking contraventions can be enforced. The CCTV car is equipped with two types of enforcement cameras, one camera on a fixed mast that records CCTV footage and four external Automatic Number Plate Recognition (ANPR) cameras. These cameras detect number plates when parked in contravention.

The camera on a mast is used in 'attended' mode while the vehicle is stationary. A trained member of staff controls the camera and the computer to capture contraventions. The mast can be extended to a height of 3.2 meters.

The front two ANPR cameras are used in 'unattended' mode which can be used while the vehicle is moving

A daily pre-operation checklist and maintenance log for the car and equipment is to be completed prior to any enforcement (see Appendix 2).

## **Access**

The vehicle can be driven by anybody on NSL's insurance list, but enforcement can only be carried out by an authorised officer.

## **The Equipment**

Equipment in the CCTV car comprises of a capture station which has the following equipment:

- A touch screen spot monitor,
- A Capture PC unit running the enforcement software and recording the video footage.
- A GPS receiver used to provide date time synchronisation and location information.
- Two front mounted Dual ANPR units comprising ANPR camera and IR with an inbuilt overview camera alongside to be used for unattended enforcement.
- Two rear mounted ANPR units comprising ANPR camera and IR to be used for overstay spotting.
- Video Switcher Unit used to switch the desired video for recording and text overlay purposes.
- Text Overlay Unit used to overlay the GPS date time, location, and frame number information on the video.
- Digital Control box used to control the camera mast and monitor tamper alarms and environmental sensors.
- Camera Mast and external Pan, tilt, zoom colour camera used for attended enforcement.
- PTZF Controller unit used by the authorised officer to position the external camera.

## **Equipment Checklist**

The operator must undertake a series of functional tests using a check list to ensure the system is fit-for-purpose; this is recorded manually and is currently paper-based. (Please see Appendix 2)

## **Vehicle Checklist**

The driver of the vehicle must undertake a series of checks on the vehicle before driving to ensure it is roadworthy. This is recorded manually and is currently paper-based. (Please see Appendix 2)

## **Training**

All CEO's undertaking CCTV enforcement are fully trained and have completed all modules of the mobile CCTV training record. All training records are kept in NSLs training records. When training is complete an Officer Authorisation Form will be completed by the team leader (Appendix 5).

## **Areas subject to enforcement**

The car enforces parking contraventions across Oldham. Details of these are defined by a Traffic Regulation Order. A copy of all the relevant Traffic Regulation Orders are held by Legal Services, Civic Centre, West Street, Oldham OL1 1UG and have been provided to the Traffic Penalty Adjudicator as part of the Penalty Charge Notice (PCN) appeal process.

# Capture operations

## Log-on

Before enforcement starts, officers are required to login in securely via the touch screen spot monitor using their TES (Traffic Enforcement Systems) user name and password. This will form part of the electronic audit trail of enforcement operations.

## Types of Enforcement

There are two types of CCTV enforcement carried out by Oldham Council, Attended and Unattended, as described below:

- **Attended System**

Attended systems are operated in real time by a camera operator who views the images from roadside equipment. The operator may be located in a central control room or locally, such as a vehicle-based control room. Contraventions are observed by the operator and PCNs are issued primarily on the basis of the operator's observations and supported by the image recordings.

- **Unattended System**

Unattended systems are automated CCTV systems which operate without operator intervention. They record contraventions from which PCNs are issued on the basis of the recorded images. The recorded images must be reviewed by an operator before a PCN is issued.

## Attended Enforcement

### Maintenance of signage

When operating in 'attended' mode the condition of the signs and lines for enforcement areas are checked on every enforcement occasion before enforcement commences.

The CEO completes an on site check form log at the start of each enforcement session. Any maintenance requirements should be noted and reported to the team leader on duty. See Appendix 3 for an example copy of the on site check form.

## Capture of contraventions

The role of authorised officer is to observe the borough's road networks and record alleged contraventions. The officer will need to;

1. Record in the logbook (appendix 6) the time the enforcement session commenced, the location and the camera used,
2. Select the mast camera and check the cameras telemetry operation.
3. With the Mast Camera selected raise and lower the mast to the desired height.
4. Start the recording session which will bring up the enforcement working screen. ;
5. Select the Overlay in order to display the verification frame giving a JPG record of the time sync with the GPS clock,
6. Position the camera view to a context view of the restricted area to be patrolled. This view should show candidate vehicles in context with the road environment.
7. Ensure the camera view is clear sharp and free from motion blare to allow a number plate to be readable,

8. If the site location of the enforcement session is changed the above steps must be repeated.

When a contravention is observed the officer should;

1. Press the start timestamp button on the controller or the touch screen – this digitally marks the start of the alleged contravention within the recording session,
2. Try to ensure that the vehicle is in shot throughout the recording. Zoom the camera in towards the vehicle at the right point to enable the registration number to be seen in close-up. The close up image must provide a clear, sharp and free of motion blur image of the VRM in its context within the vehicle committing the contravention. The close up image must have a resolution that allows the VRM to be read unambiguously
3. Zoom the camera out again to record the vehicle journey through the remaining context view,
4. Press the stop timestamp button to close the timestamp recording and return to the standby screen.
5. Repeat steps 1 to 4 for each contravention.

At the end of the observation session;

1. Update the logbook with the finishing time and
2. End the recording session.
3. Close the session on the capture software.

For Complete user instructions refer to TES 'Quick Start Users Guide for Attended Mode'.

## **Download of videos**

On return to base, the digital evidence packs (video clips) must be downloaded from the vehicle so that they can be processed.

With the in-car computer turned on and logged in;

1. From the standby screen select the individual timestamp recordings to transfer or press the 'Select All Timestamps' button.
2. Connect the portable USB drive
3. Press to upload to the USB drive
4. When the system reports all the files have been uploaded shutdown the computer and then disconnect USB drive.

# **Unattended CCTV enforcement**

## **Maintenance of signage**

### **Unattended mode**

The conditions of the signs and lines will be checked on a regular basis for areas that are enforced using 'unattended mode'.

The vehicle is installed with 2 Dual Automatic Number Plate Recognition (ANPR) cameras. These will be used to compliment the existing CEO enforcement by recording vehicles parked in contravention of certain parking restrictions, such as:

- Controlled areas for pedestrian crossings (white Zig-Zags),
- Keep clear markings (Yellow Zig-Zags) for emergencies vehicles and Schools within specified hours

Enforcement zones are set up within the vehicle using the mapping system and the GPS location.

The vehicle can carry out enforcement either by being parked near to an enforcement zone or by driving through or past an enforcement zones. The system will use the ANPR cameras to detect the unauthorized vehicle presence, read the number plate and record the offence capturing:

- A wide angle image including the number plate
- A close up image of the number plate
- A context view video recording showing footage spanning immediately prior and post the ANPR capture
- Data relating to the contravention such as location an offence code etc.

The A.N.P.R (Automatic Number Plate Recognition) system in the TES vehicle is dependent on the user input and maintenance in order to work correctly.

When using the unattended mode the user must remember a few key points to maximise the efficiency of the system.

1. **Positioning and Speed** - The vehicle should not exceed more than 15 Mph when enforcing a zone and should be no more than 2.5 metres when enforcing a parallel vehicle.
2. **Contravention Distance and Positioning** - The A.N.P.R cameras have a field of view which is narrower than human vision. This means that vehicles parked at extreme angles or very close will cause the vehicle too miss a contravention. In this scenario reducing driving speed can improve results but the use of attended mode or manual verification may be needed.
3. **Rain and Dirt** - The A.N.P.R cameras have a diamond coated lens which will repel rain. However Once the lens is dirty water residue will build up and this drastically effects the efficiency of the A.N.P.R results. Please clean regularly which a micro fibre cloth and cleaning agent such as Rain X.
4. **GPS and Zone Creation** - It is extremely important to be as accurate as possible when creating zones and entering the relevant information for that zone. Unfortunately the GPS system has an error of up to 10 metres in any direction at any time. This means care must be taken when plotting a new zone, as any error at this stage will be added on to the GPS error.

## **Download of videos**

On return to base, the digital evidence packs (video clips) must be downloaded from the vehicle so that they can be processed.

With the in-car computer turned on and logged in;

- Select the unattended recordings to transfer,
- This will convert them into transferable and encrypted format,
- Connect the portable USB drive
- Press to upload to the USB drive,
- When the system reports all the files have been uploaded shutdown the computer and then disconnect USB drive.

For Complete user instructions refer to TES 'ANPR Training Guide'.

# Processing of contraventions

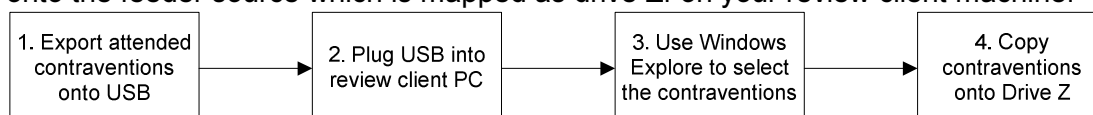
## Review Client Process

Each NSL user will be presented with the following Windows desktop when logging onto the Review client. A number of desktop shortcuts have been added.

1. A shortcut to the feeder source shared directory. This is where the footage from the USB should be copied. The backend server will process the contravention candidates copied into this directory so they are ready for review.
2. A shortcut to the Review Client application. The user runs this application to review the contravention candidates.
3. Shortcut to first USB port on front of machine. This shortcut is provided to help the end user find the USB drive in order to copy the contravention candidates.
4. Shortcut to second USB port on front of machine. This shortcut is provided to help the end user find the USB drive in order to copy the contravention candidates.
5. Shortcut to help file for the Mouchel CCTV Review Client
6. Shortcut to the TES Package Decryption package used to decrypt the unattended candidate contraventions.

### 6.1 Attended Contravention Transfer

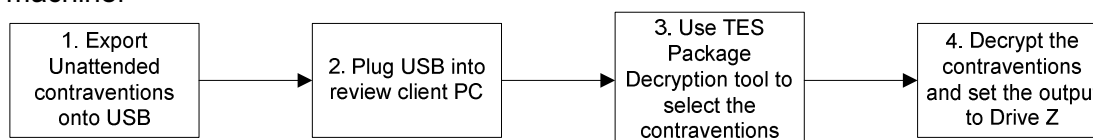
Attended contraventions candidates are not encrypted so they can be copied directly from the USB onto the feeder source which is mapped as drive Z: on your review client machine.



A shortcut to the feeder source (e.g. drive Z) exists on the desktop labeled 'Copy footage here'. Two Shortcuts have been created on the desktop one for each USB port.

### 6.2 Unattended Contravention Transfer

Unattended contraventions are encrypted when exported onto the USB so they need to be decrypted before they are placed onto the feeder source (e.g. drive Z) on your review client machine.



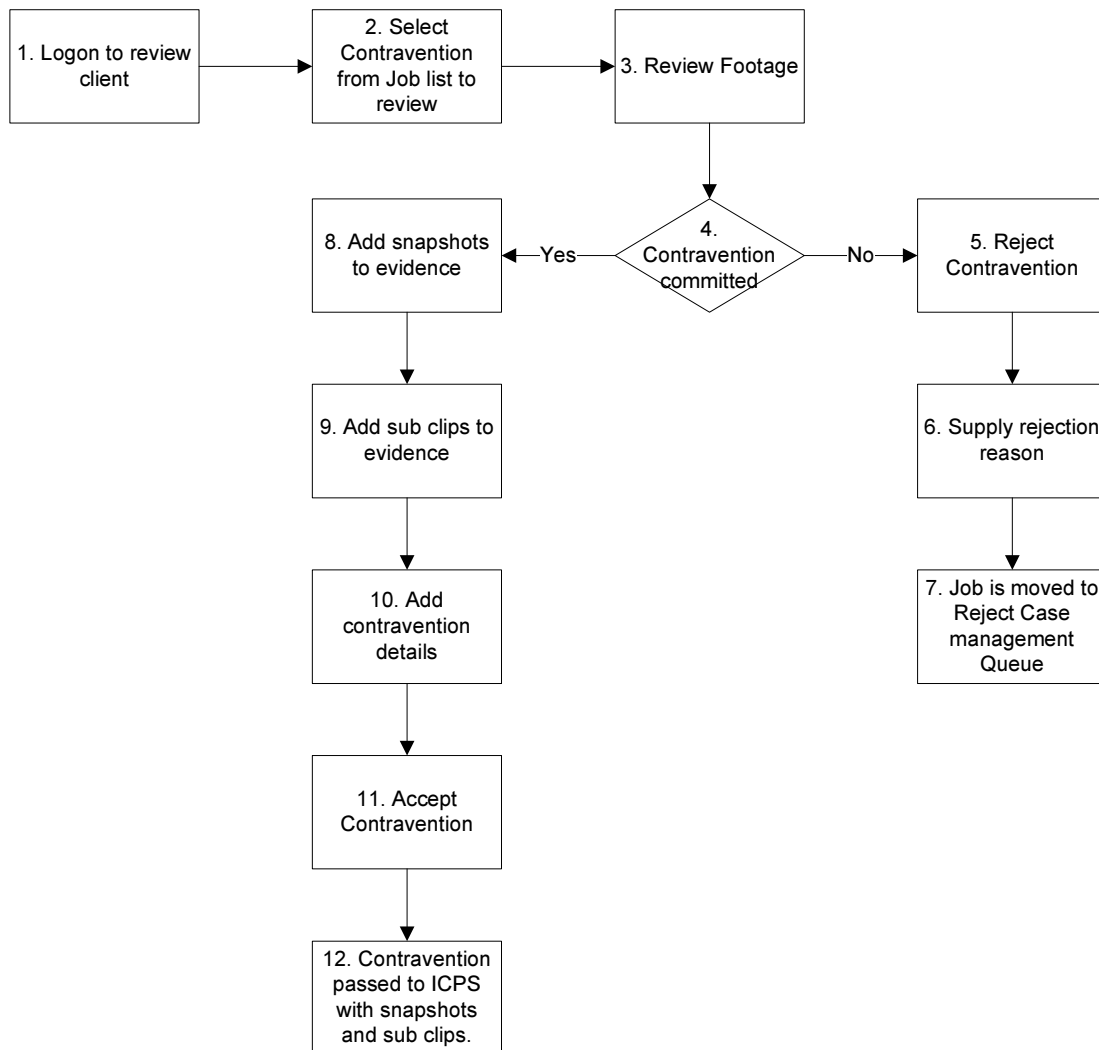
A shortcut to the TES Package Decryption tool can be found on the Desktop.

A shortcut to drive Z exists on the desktop named 'Copy footage here'.

Two Shortcuts have been created on the desktop one for each USB port.

### 6.3 Review Client Process

Once the candidate contraventions are placed on Drive Z they will be processed by the back office system. The contravention candidates will be added as Jobs in the review client pool queue. All NSL users have been given access to the pool queue. The users will then use the following process to accept or reject the contravention. Rejected contravention will be placed on to the Rejected Case Management queue where they can be reinstated or accepted by the team leaders/managers.



See the CCTV Review Client Help File - Section 5 which details the CCTV Review process in detail.

## Review of contraventions

Once the alleged contraventions have been recorded, the working copies are made available at the review station for processing. Reviews must be carried out by an officer unconnected with the



original capture, thus giving an impartial opinion and the opportunity to confirm or discard the recording before, if necessary, requesting the issue of a PCN.

## Processing

The processing officer should;

- Log-on to the computer, using their Council username and password,
- Log-in to Mouchel CCTV Review Client, the processing software using their unique username and password,
- The job list will display the cctv jobs available for them to review,
- Select a cctv job recording,
- Review the recording using the guidelines.

If a contravention has not occurred it can be rejected, using one of the reject codes provided.

If it seems that a contravention has occurred the officer should select 3 still images from the moving footage, normally to show;

- The start of the contravention ,
- A close-up of the vehicle's number plate,
- The end of the contravention.
- The images selected will be the ones printed onto the PCN and should clearly identify the vehicle so that it can be recognised by the owner and provide a record for the driver of why it is believed the contravention has taken place.
- If the images contain clear views of peoples faces, other vehicle number plates etc these should be pixelated using the processing software – see data protection below.
- The recording should be clipped at beginning and end using the playback sliders to ensure, as much as possible, that it is relevant only to that alleged contravention.

Input details about the contravention;

- Date & Time),
- Controlled Parking Zone,
- Street
- Restricted Area
- Offence,
- Vehicle –Registration
- Vehicle details: Make, Model, Vehicle Type, Foreign, Diplomat, and base Colour. (These details are not mandatory and 'unknown' can be used.).
- The user can enter notes about the candidate contravention

Once the details are complete the 'Accept' button is enabled. If the user selects the 'Accept' button the PCN data is transferred electronically to the ICPS where DVLA registered keeper requests are made and PCNs generated.

## General

### Parking

The driver will be responsible for the safety of the vehicle and any passenger. The CCTV car may park in an area where there is an existing parking restriction, as it will be issued with a parking waiver permit. However the driver must consider all other options first. When using the dispensation

permit, it must be clearly displayed in the vehicle and the driver must comply with the conditions associated with that permit.

## **Batteries**

The vehicle cannot be stationary all day as this will drain the battery to the computer. The vehicle needs to travel at least 30 miles per day with the computer turned off to fully charge the battery. To this end, the vehicle can be used to transport foot patrol officers during the evenings.

## **Radio**

Each CEO, including the CEO operating the vehicle will carry their own radio connected to the other CEOs on duty and the base. It is used to report the vehicle's location and to report an emergency situation by using a code red in the event of an incident. Standard radio guidelines and voice procedures must be followed. The radios need to be recharged overnight.

## **Uniform**

Officers on duty in the car should wear their authorised officer identity card and their CEO lapel numbers must be visible.

## **Breakdown, repairs and services**

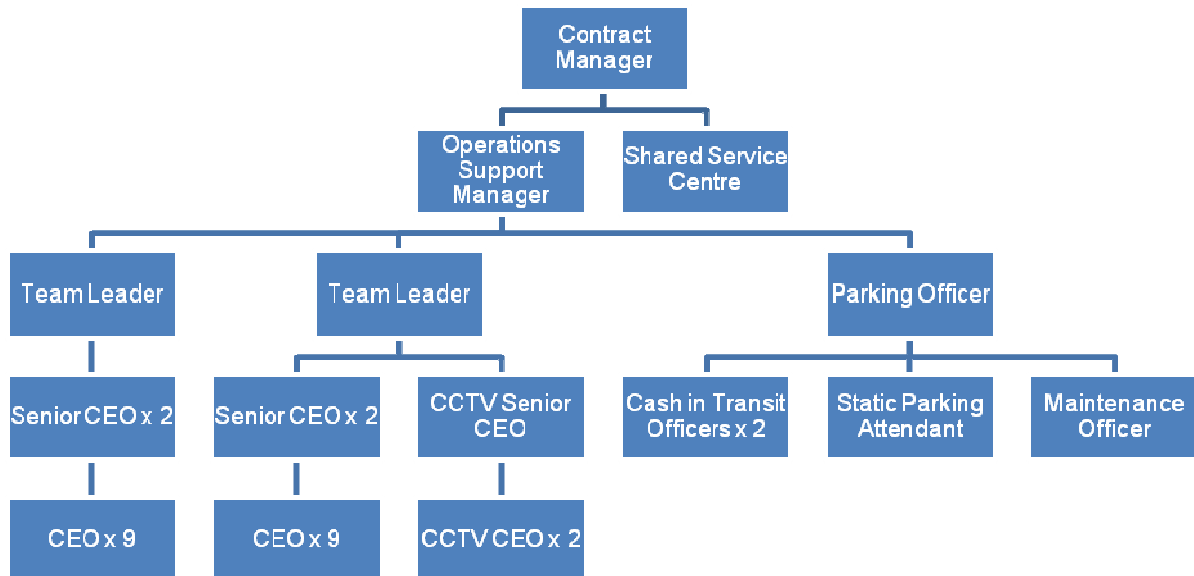
In the event of a breakdown, this should be reported to the Council's Security centre on 0161 770 4580 or 0161 770 2222 to arrange repair or recovery. The relevant team leader on duty must also be notified. For routine repairs please call 0161 770 4445 to arrange for the work to be completed at Moorhey Street Depot. The servicing of the vehicle will be carried out at the local Toyota Dealership.

## **Emergency procedure**

In the event of an attack, officers must not put themselves in danger. The radio can be used to alert the relevant people who can alert the police and other officer to help. This is in line with mobile other mobile CEOs.

## Appendix 1


### NSL Ltd Management Structure



### Oldham Council's Parking Services Management Structure



## Appendix 2





**Pre Operation Checklist & Maintenance Log**

NSL Oldham

Week Commencing Date:

Vehicle VRM:

Pre Operation Checklist	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Check correct date and time displayed							
Check correct operation of mast and camera							
Check correct operation of ANPR cameras							
Check correct operation of Microbus PC							
Check correct operation of USB Ports							
<b>Monthly Maintenance</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thu</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
Lubricate camera mast 1st of every month							
<b>Please add any Comments:</b>							

POCMIV1

## Car & Van Inspection Sheet

DRIVER: .....

DATE: .....

VRN: .....

CALL SIGN: .....



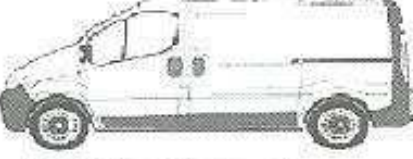


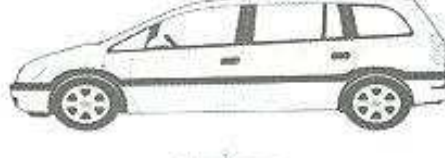


MILEAGE OUT: .....

MILEAGE IN: .....

TIME OUT: .....

TIME IN: .....

Mechanical	✓/x	Electrical	✓/x	General	✓/x
Fluid levels Oil, water etc		Horn		Mirrors Undamaged	
Steering System		Brake Lights		Livery inc No Smoking Sign	
Clutch Operation		Indicators		Clean & Litter free	
Brakes (incl handbrake)		Lighting		First Aid Kit/Fire Ext	
Exhaust System		Wipers & Washers		Road Tax	
Tyres		Comms Radio		Locks/Security	
		Towbar Electrics		Bike Lifter	

Van	Car / MPV
	
	
	
	

M = Missing                      S = Scratch                      D = Dent / Cracked

Defect & Damage Report	
Damage/Defect	Action Taken
Signature: .....	Supervisor sign & date: .....

White copy : Remains in book

Yellow copy : Transport office copy

## Appendix 3

### Attended Mode Enforcement Area checks

(To be completed BEFORE enforcement commences)

- You will be highly visible - your actions and behaviour will influence the public's perception of our team, of parking enforcement and the Council.
- Park the enforcement vehicle in a legal, safe and considerate manner. (the only exception is when a dispensation has been granted allowing you to park in breach of restrictions. You should never park the vehicle in a dangerous manner.)
- PCNs must never be placed on vehicle or handed to the person in charge of the vehicle when a breach is detected using CCTV camera systems.

Name of site/area of enforcement (please provide full details including town & name of street)			
Date of enforcement			
Name of Officer driving and operating the camera car		CEO Number	
<p>Only authorised officers may use the camera system.</p> <p>Only authorised officers may use the CCTV vehicle.</p> <p>Authorisation is granted in writing by the Team Manager, Civil Enforcement. If an officer is unsure whether they are authorised they should seek advice from their supervisor.</p>			
1. Do permits or exemptions (Blue Badges, Yes No Residents Permits etc.) not visible to the equipment apply in the specific area where you are about to enforce?	<b>Yes</b>		<b>No</b>
	If YES you should <b>not</b> start enforcement. Seek advice from your supervisor or the Team Leader, Parking.		
2. Are all lines and signs accurate and complete?	<b>Yes</b>		<b>No</b>
	<b>Take photographic evidence to support</b>		<b>Make a pocket book entry of any defects to the lines and signs. Do not start enforcement. Seek advice from your supervisor or the Team Manager, Civil Enforcement. Enter the details of the defects into the 'lines and signs' reporting book on your return to base</b>
3. Include any other relevant details here (including whether a dispensation permit applies and whether the vehicle was parked in accordance with the permit (in breach of restrictions))			
Completed by (print name of officer)			Date
THIS FORM SHOULD BE RETURNED TO THE TEAM LEADER WHEN YOU RETURN TO BASE			

# Appendix 4



## On-street Training Record Card

Name	
Location	
Start Date	
Employee Number	

"Streets Ahead" Induction programme			
Module	Date	Colleague Signature	Trainer Signature
Welcome to NSL			
Conflict Management			
NSL Parking Enforcement Development 3 days			

"Streets Ahead" Induction programme			
Module	Date	Colleague Signature	Trainer Signature
Academy Guide Completed			
Enforcement Officer			
Administration			
Digital Tachographs			
ICPS			
On-Board Civil Enforcement Officer			
Radio Controller			
Equipment			
Suspensions			
Clamping & Removal Driver (HGV Driver)			
Despatch Controller			
Cashier			
HIA8			
CBT Scooter			
Abandoned Vehicles			
Street Warden			
CCTV Operation			
DVLA/DVLNI			
First Aid			
Health & Safety			
Fire Safety			
Introduction to Team Leading			
Basic Leadership			
BTEC Level 2 in Team Leading			



#### Additional Training

Manual Handling	Date	Colleague Signature	Trainer Signature
I have been instructed in Manual Handling theory and practice and I now:			
Understand the basic functions of the back, the spine, and can define good back care			
Recognise the causes of manual handling injuries			
Can explain good manual handling techniques			
Understand the legal responsibilities of both Employers' and Employees'			
Can describe how to reduce risk of injury from manual handling			
Understand the correct method & principles of lifting and handling			
Can explain the key points of a manual handling risk assessment using the mnemonic L.I.T.E.			

Additional	Date	Colleague Signature	Trainer Signature



## Appendix 5

### Officer Authorisation Form

***This form must be completed by the Team Manager, Civil Enforcement for Officers who will be carrying out::***

- ***parking enforcement using the CCTV vehicle.***
- ***a review of images taken by the CCTV vehicle.***

Full name of Officer				
Officer Number				
	<b>Driving</b>	<b>Enforcement</b>	<b>Enforcement training</b>	<b>Reviewing</b>
CRB check ok		Date of check	Date of check	Date of check
Full driver's licence & legally permitted to drive	Date of check			
Trained in civil parking enforcement		Date of check		Date of check
Trained in the operation of the vehicle		Date of check		Date of check
Received a copy of the Code of Practice for the operation of CCTV Enforcement Cameras		Date of check	Date of check	Date of check
Received a copy of CCTV Traffic Enforcement Protocols & Procedures	Date of check	Date of check	Date of check	Date of check
Received a copy of Mobile Enforcement User training manual	Date of check	Date of check	Date of check	Date of check
Signed officer declaration form				
Any other relevant matters to record? e.g. if officer had attended safer driving courses, refresher courses etc. please provide details				
<b>TO BE COMPLETED BY TEAM MANAGER, CIVIL ENFORCEMENT</b>  <b>Officer (insert name) _____</b>  Select as appropriate:  Is authorised to <b>drive</b> the CCTV vehicle Is authorised to <b>carry out enforcement</b> using the CCTV vehicle Is authorised to be <b>trained to use</b> the CCTV vehicle for enforcement Is authorised to <b>review images</b> captured by the CCTV vehicle				
<b>Signed</b>			<b>Date</b>	



### Agreement of Code of Practice

I (name).....(No).....

(position).....

Have read and understood the CCTV Code of Practice. I agree to carry out my enforcement/reviewing duties in accordance with the regulations laid down in the code of practice.

Signed .....

Dated.....

On behalf of NSL Ltd

Name.....

Position.....

Signed .....

Dated.....

## Appendix 6

### Mobile Enforcement Vehicle (Locations)

Location including Street Name	Area	Description	Time Started	Time Finished	Comments

