



Deval L. Patrick, Governor
Richard A. Davey, Secretary & CEO



SECURITY & EMERGENCY MANAGEMENT DEPARTMENT

POLICY ON MBTA VIDEO ACCESS, DISTRIBUTION, & RETENTION

Updated March 20, 2014

The Massachusetts Bay Transportation Authority operates video surveillance cameras across its many stations, facilities, parking lots, and vehicles. These cameras are used to enhance system safety and security and are operated and managed in strict accordance with the access, distribution, and retention practices detailed in this policy. This policy was developed with the objective of balancing operational needs, privacy concerns, and storage costs.

1.0 VIDEO ACCESS AND PRIVILEGES

The MassDOT Security & Emergency Management Department is responsible for managing all users' access to the MBTA Video Management System ("VidSys"), which offers both live and recorded video feeds from surveillance cameras.

1.1 SYSTEM ACCESS

Users must request access to the MBTA Video Management System from the MassDOT Security & Emergency Management Department. The Department reviews all requests and issues dedicated user accounts to those with a verified need for access to the system. Authorized users are then issued dedicated video workstations for accessing the MBTA's specialized video management software.

Refer to Attachment "MBTA VidSys Access Request Form"

1.2 SYSTEM PRIVILEGES

Based on user needs, appropriate department officials may be granted access to all cameras (super and executive users), or cameras only in areas relevant to their geographic or functional responsibilities (regular users). For example, a Hub Center will not have access to ITD data centers and the IT Department will not have access to Transit Police Department areas.

To all authorized users, the Department issues dedicated video workstations and accounts for accessing the MBTA's specialized video management software. Users can access both live and recorded footage for the cameras they have access to.

2.0 VIDEO DISTRIBUTION

While multiple departments across the MBTA have access to view live and recorded video within the MBTA's video management software, only the Security & EM Department and the MBTA Transit Police Department have the ability to export video from this system for external distribution. This is by design to control and limit video recording distribution.

2.1 VIDEO RELATED TO CRIMINAL ACTIVITY

The MBTA Transit Police is responsible for all video requests and distribution related to criminal activity. This includes interaction with the court system and external public safety agencies.

2.2 VIDEO NOT RELATED TO CRIMINAL ACTIVITY

The MassDOT Security & Emergency Management Department handles all video requests and distribution duties for video that is not related to criminal activity. In this capacity, other MBTA departments may request specific video clips from the Security & Emergency Management Department by submitting an appropriate written request. This request must take the form of a completed "MassDOT Security & EM Department Video Request Form" that provides justification for the release and is signed by the head of the requesting department.

All requests are vetted by the Department based on operational needs. If approved, a video clip is generated and provided electronically via the MBTA network or on a CD-ROM. Any video obtained may be privileged and confidential, and is for the official use of the MBTA only. In addition, all requests are logged and archived for later reference.

In addition to processing requests from other departments, the MassDOT Security & Emergency Management Department also proactively reviews Operations Control Center Dispatcher reports to identify and locate video relevant to incidents that may impact employee, legal, and workers compensation issues.

Refer to Attachment "MassDOT Security & EM Department Video Request Form"

3.0 VIDEO RETENTION

It is the general intention of the MBTA to retain 30 days of recorded video, with the following important caveats:

- Existing bus vehicle cameras are currently equipped to store video locally (on-board hard drives) and therefore may only support a maximum of 10 days of video. Because video recording is triggered by motion, a bus that has seen heavy use in a given period may only allow for as little as 3-4 days of video. These older vehicle camera systems are gradually being enhanced with wireless storage capability that will enable 30 day retention of video related to an on-board incident.
- In some cases, industry or regulatory requirements obligate the MBTA to retain more than 30 days of video. For example, PCI requirements necessitate up to 90 days of video retention at data centers and revenue facilities.
- The MassDOT Security & Emergency Management Department also has determined that certain cameras related to critical infrastructure or highly sensitive areas may be recorded for longer periods of time.

The MBTA has dual recording capability. As such video is stored in secure, climate controlled data centers at our primary site and secondary sites. Additional video retention redundancy is made possible via local video recorders situated at the various transit stations and key facilities.

4.0 POLICY REVISIONS

This policy will be reviewed annual and updates and distributions will occur as needed. If individuals have comments or questions related to this policy can contact the Security and Emergency Management Department via email at securitydepartment@mbta.com



Randy Clarke

Senior Director of Security &
Emergency Management

03/20/14

Date



SECURITY & EMERGENCY MANAGEMENT DEPARTMENT VIDEO ACCESS REQUEST FORM

Updated January 2, 2013

MassDOT personnel seeking to obtain records from MassDOT video systems to fulfill a specific job-related function must use this form. E-mail this fully completed form to securitydepartment@mbta.com.

MassDOT allows the release of records from active video systems to MassDOT personnel on a "need to know" basis in connection with operational and/or legal obligations/responsibilities. By having MassDOT personnel submit this form, MassDOT is making a reasonable effort to limit the scope of the disclosure, restricting such disclosures only to appropriate personnel and disclosing only such records as are reasonably required to fulfill the purpose of the disclosure in connection with a specified MassDOT-related function. The records obtained as a result of submitting this form may be privileged, confidential and for the official use of MassDOT only.

REQUESTER INFO

NAME: _____ EMPLOYEE #: _____
TITLE OR POSITION: _____
MASSDOT DIVISION: _____ DEPARTMENT: _____
PHONE #: _____ E-MAIL: _____

VIDEO REQUESTED

PURPOSE OF VIDEO REQUEST: _____
DESCRIPTION OF INCIDENT: _____
DATE OF INCIDENT: _____ LOCATION: _____
TIME (START) _____ TIME (END): _____
CAMERA #/NAME: _____

CERTIFICATION

The undersigned acknowledge and agree that the records provided pursuant to this request are protected and restricted to MassDOT personnel only and unauthorized disclosure is strictly prohibited.

REQUESTER:	_____ SIGNATURE	_____ PRINT NAME	_____ EMPLOYEE #	_____ DATE
DEPARTMENT HEAD:	_____ SIGNATURE	_____ PRINT NAME	_____ EMPLOYEE #	_____ DATE

SECURITY & EMERGENCY MANAGEMENT DEPARTMENT USE ONLY

ID: _____

[] VIDEO NOT RELEASED DATE: _____ REASON: _____
[] VIDEO RELEASED DATE: _____ RELEASED BY: _____