



Draft policy on the use of CCTV in taxi and private hire vehicles

Taxi and Private Hire Licensing



Leeds
CITY COUNCIL

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Additional Comments to note

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1.0 Introduction

- 1.1** These guidelines set out to ensure that CCTV systems installed in Hackney Carriage (taxis) and private hire vehicles (PHVs) licensed by Leeds City Council are properly managed whilst being used to prevent and detect crime; and enhance the health, safety and security of both Taxi/PHV drivers and passengers.
- 1.2** Vehicle owners, who may also be the driver and/or operator, installing CCTV systems must fully comply with the requirements set out in these guidelines.
- 1.3** For the purposes of these guidelines the term 'CCTV system' will include any electronic recording device attached to the *inside* of vehicle having the technical capability of capturing and retaining visual images and audio recording from inside the vehicle.
- 1.4** This policy specifies that CCTV installed in taxis and PHVs will be:
- Voluntary (i.e. not compulsory);
 - Advertised through the use of signs to alert passengers that video will and audio may be recorded;
 - Installed by a provider from a list of providers approved by Leeds City Council;
 - Continual camera recording while the vehicle is used as a taxi or PHV;(not when the vehicle is being used by the taxi driver for their own purposes)
 - Audio recording only when an 'alert' button is pressed by either the customer or the driver;
 - Recordings retained for a stated period; and
 - Recordings used for a stated purpose and by designated persons.

2.0 Scope

- 2.1** This policy covers how Leeds City Council will specify the use of CCTV in taxi and PHVs, and how the council, drivers and owners will comply with data protection requirements.
- 2.2** Leeds City Council considers that appropriately fitted and maintained CCTV, when operated in accordance with this guidance, can contribute towards a safer environment for the travelling public and for taxi and PHV drivers. The council recognizes that CCTV in taxi and PHVs could be considered intrusive and requires justification.

- 2.3** This policy encourages the use of CCTV in taxis and PHVs licensed by Leeds City Council, but does not make it a mandatory requirement for taxi and PHVs to have CCTV, only for the CCTV equipment to meet the council's requirements. The absence of CCTV in a taxi or PHV does not indicate that the owner of the vehicle has failed to pay attention to passenger or driver safety.

3.0 CCTV Policy

3.1 The purpose of CCTV in licensed vehicles

The purpose of the CCTV system shall be to provide a safer environment for the benefit of taxi/PHV passengers and drivers, by:

- Deterring and preventing the occurrence of crime;
- Reducing the fear of crime;
- Assisting the Police in investigating incidents of crime; and
- For the health and safety of the drivers and passengers

3.2 General requirements

Any CCTV system to be fitted must, as a minimum, meet the requirements set out in this document. Only CCTV systems meeting these requirements and approved by Leeds City Council can be installed into licensed taxi and private hire vehicles.

CCTV systems installed in taxis and PHVs will be inspected prior to use and as part of any vehicle inspection to ensure they do not pose a risk to the safety of the passengers or the driver, and are fitted safely and securely.

The installation and operation of CCTV must comply with the requirements of the <https://ico.org.uk/media/for-organisations/documents/1542/cctv-code-of-practice.pdf>

All equipment must comply with any legislative requirements in respect of Motor Vehicle Construction and Use Regulations. All equipment must meet all requirements as regards safety, technical acceptability and operational/data integrity.

All equipment must be designed, constructed and installed in such a way and in such materials as to present no danger to passengers or driver, including impact with the equipment in the event of a collision or danger from the electrical integrity being breached through vandalism, misuse, or wear and tear.

3.3 Automotive Electromagnetic Compatibility Requirements (EMC)

CCTV equipment must not interfere with any other safety, control, electrical, computer, navigation, satellite, card payment device or radio system in the vehicle.

Any electrical equipment such as an in-vehicle CCTV system fitted after the vehicle has been manufactured and registered, is deemed to be an Electronic Sub Assembly (ESA) under the European Community Automotive Electromagnetic Compatibility Directive and therefore must meet with requirements specified in that Directive.

CCTV equipment should be e-marked or CE-marked. If CE marked confirmation by the equipment manufacturer as being non-immunity related and suitable for use in motor vehicles is required.

3.4 Camera Design Requirements

The camera(s) must be fitted safely and securely, should not adversely encroach into the passenger area and must not impact on the safety of the driver, passenger or other road users.

3.5 Installation

All equipment must be installed as prescribed by the equipment and/or vehicle manufacturer installation instructions.

Each CCTV installation will be subject to the conditions of vehicle licensing as set out in the taxi and PHV conditions. The installed CCTV system must not weaken the structure or any component part of the vehicle or interfere with the integrity of the manufacturer's original equipment.

All equipment must be installed in such a manner so as not to increase the risk of injury and/or discomfort to the driver and/or passengers. For example, temporary fixing methods such as suction cups will not be permitted, or lighting, such as infra-red, which emits at such a level that may cause distraction or nuisance to the driver and/or passengers.

All equipment must be protected from the elements, secure from tampering and located such as to have the minimum intrusion into any passenger or driver area or impact on the luggage carrying capacity of the vehicle.

It is contrary to the Motor Vehicle (Construction and Use) Regulations, 1986, for equipment to obscure the driver's view of the road through the windscreen.

Equipment must not obscure or interfere with the operation of any of the vehicle's standard and/or mandatory equipment, i.e. not mounted on or adjacent to air bags/air curtains or within proximity of other supplementary safety systems, such as autonomous braking systems, which may cause degradation in performance or functionality of such safety systems.

Viewing screens within the vehicle for the purposes of viewing captured images are not permitted. All wiring must be fused as set out in the manufacture's technical specification and be appropriately routed. If more than one camera is being installed, their location within the vehicle must be specific for purpose i.e. to provide a safer environment for the benefit of the Taxi/ PHV driver and passengers.

All equipment must be checked regularly and maintained to operational standards, including any repairs after damage. All system components requiring calibration in situ should be easily accessible.

3.6 Camera Activation Methods

The camera must be activated whenever the vehicle is being used as a taxi or PHV. It is a requirement of this policy that the camera is not to be activated when the vehicle is not being used as a taxi or PHV.

Activation of the equipment may be via a number and combination of options, including:

- On/off switches under the bonnet or in the boot; and
- Driver's and passenger's 'alert' button(with regards to audio).

3.7 Audio Recording

CCTV systems recording audio must only be used in exceptional circumstances, for example where there is a risk to either the passengers or drivers safety. It would not be used to record routine conversations between members of the public, as this is highly intrusive and unlikely to be justified except in very exceptional circumstances. Vehicle owners must choose a system equipped with the capability to record sound, but this functionality should not be enabled as default setting.

There are limited circumstances in which audio recording may be justified , for example in response to a threat to an individual's personal safety, in this instance it would be reasonable for either the

driver or passenger to activate the 'alert button', e.g. in response to a threat of physical violence. Where this audio recording facility is utilised a reset function must be installed which automatically disables audio recording and returns the system to normal default operation after a specified time period has elapsed. The time period that audio recording may be active should be the minimum possible (e.g. 5 minutes) and should be declared at the time of submission for approval of the equipment.

In the limited circumstance where audio recording is justified, signs and audio signals must make it very clear that audio recording is being or will be carried out.

3.8 Image Security

Images captured must remain secure at all times.

The captured images must be protected using approved encryption software which is designed to guard against the compromise of the stored data, for example, in the event of the vehicle or equipment being stolen. All images will only be reviewed by the data controller (Leeds City Council) via a secure network. The Information Commissioner's Office has published guidance on how to keep personal data secure (including personal data contained in CCTV images), on their website.

3.9 Retention of CCTV images

The CCTV equipment selected for installation must have the capability of retaining images, either:

- within its own secure, encrypted hard drive;
- Images must not be downloaded onto any kind of portable media device (e.g. CDs or memory sticks) for the purpose of general storage outside the vehicle.

CCTV equipment selected for installation must include an automatic overwriting function, so that images are only retained within the installed system storage device for a maximum period of 31 days from the date of capture. Where a service provider is used to store images on a secure server, the specified retention period must also only be for a maximum period of 31 days from the date of capture. Data may be retained for longer periods in exceptional circumstances, i.e. criminal investigations etc. However, once a relevant case is concluded all data must be deleted.

Where applicable, these provisions shall also apply to audio recordings.

3.10 Data controller and data processor

The Information Commissioner's Office (ICO) is the official regulatory body responsible for enforcing compliance with privacy and data protection legislation.

The law defines a 'data controller' as the individual or organisation which has ultimate responsibility for how personal data is collected and processed. This policy states that the data controller will be Leeds City Council. The data controller is ultimately responsible for how the images are stored and used and determines in what circumstances the images should be disclosed.

Where a service provider is authorised for the remote storage and/or management of CCTV data, they will act as a 'data processor'. A data processor, in relation to personal data, means any person (other than an employee of the data controller) who processes data on behalf of the data controller, in response to specific instructions.

There must be a formal written contract between the data controller and data processor (service provider). The contract must contain provisions covering security arrangements, retention/deletion instructions, access requests and termination arrangements.

3.11 Using recorded CCTV images

The data controller and data processor are responsible for complying with all relevant data protection legislation.

Any images and/or audio recordings should only be used for the purposes described earlier in these guidelines.

Data will only ever be downloaded in exceptional circumstances, where a legal base exist under the data protection legislation, for example:

- a) where a crime report has been made involving the specific vehicle and the Police have formally requested that data or,
- b) when a substantive complaint has been made to the licensing authority regarding a specific vehicle / driver and that complaint is evidenced in writing (and cannot be resolved in any other way),
- c) where a Data request is received from an applicant e.g. police or social services, that has a legal basis to have access to the data requested to assist them in an investigation that involves a licensed vehicle or driver.
- d) Subject Access Request compliant with the GDPR.

The data controller is responsible for responding to these requests in

accordance with the law. Police or other law enforcement agencies should produce a standard template request form, setting out the reasons why the disclosure is required. Alternatively a signed statement may be accepted.

All requests (except in the case of Vital Interests and/or safeguarding matters) should only be accepted where they are in writing, and specify the reasons why disclosure is required.

Under the data protection legislation, members of the public may also make a request for the disclosure of images, but only where they have been the subject of a recording. This is known as a 'Subject Access request'. Such requests should only be accepted where the data controller has sufficient proof of identity (which may include a photograph to confirm they are in fact the person in the recording). More guidance on handling Subject Access requests can be found in the ICO's <https://ico.org.uk/media/2259722/subject-access-code-of-practice.pdf>, which is available on their website.

Additional paragraph on mixed personal data from IG.

3.12 Signs

All taxis and PHVs fitted with a CCTV system must display the sign shown below in a prominent position. The driver may also verbally bring to the attention of the passengers that CCTV equipment is in operation within the vehicle, where required (for example where people may have visual impairments and or hearing difficulties) if it is felt necessary or appropriate. The sign must be displayed in such positions so as to minimise obstruction of vision and to make it as visible as possible to passengers, before and after entering the vehicle.

Signs are available for collection from The Taxi and Private Hire Licensing office. Please see below.



CCTV in operation

This vehicle is protected by CCTV in the interests of public safety, crime detection and crime prevention

Audio recording may also be made in the event of an incident

The CCTV has been installed in accordance with the CCTV policy of Leeds City Council

0113 3781570
www.leeds.gov.uk/taxis



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4.0 Application of the policy

To assist individual drivers, owners, and operators who are considering the installation of a CCTV system, Leeds City Council has produced the summary checklist below to help ensure that all of the relevant approval requirements/standards are complied with.

Existing CCTV equipment (installed before CCTV policy)

Tick box	CCTV equipment to be removed if any of the below are not compliant
	CCTV signs in place
	Camera meets Leeds City Council specification
	Installation meets Leeds City Council specification
	Storage method meets Leeds City Council specification
	Alert button and audio setting meets Leeds City Council specification
	Retention period meets Leeds City Council specification
	Leeds City Council has access to stored data

New CCTV

Tick box	CCTV signs in place
	CCTV installer on Leeds City Council preferred supplier list
	Camera meets Leeds City Council specification
	Installation meets Leeds City Council specification
	Storage method meets Leeds City Council specification
	Alert button and audio setting meets Leeds City Council specification
	Retention period meets Leeds City Council specification
	Leeds City Council has access to stored data

5.0 Technical Specification

In order to be considered suitable for installation in a Leeds City Council Licensed vehicle, a camera system must meet the following requirements:

1.0 Operational Technical Specifications		
Reference	Specification	Details
1.1	100% solid state design or a proven vibration and shock resistant system	The system should not have any fan and the recording should be vibration and shock proof, i.e.: - Hard disk with both mechanical anti-vibration and anti-shock mechanism and self-recovery and self-check file writing system.
1.2	8 to 15 Volts DC	Operational between 8 and 15 volts DC

1.3	Reverse polarity protected	System to be protected against reverse voltage.
1.4	Short circuit prevention	System to be protected against short circuits
1.5	Over voltage protection	System to be protected against high voltage transients likely to be encountered in the vehicle electrical system.
1.6	Automotive Electromagnetic Compatibility Requirements	The in-vehicle taxi camera system must be compliant with the Council Directives: - 2004/108/EC on Electromagnetic Compatibility (CISPR 22/EN55022), - 2004/104/EC on Radio Interference (sections 6.5, 6.6, 6.8 and 6.9) The taxi camera equipment should therefore be e-marked or CE-marked with confirmation by the equipment manufacturer as being non-immunity related and suitable for use in motor vehicles.
1.7	System activation (on / off) switch to be located in a position where it is not accessible from inside the vehicle (i.e. in the boot / engine compartment).	The system is required to be active at all times that the vehicle is being used as a licensed vehicle. This will allow the facility for the system to be deactivated during times when the vehicle is being used for private purposes (e.g. domestic use). The switch that deactivates the system must be located within the vehicles boot or engine compartment (i.e. it must only be possible to deactivate the system from outside of the vehicle).
1.8	First-in/first-out buffer recording principle	
1.9	Built-in, automatic logging of all access actions, including date and	

	personnel names	
1.10	Security, duration and auto-clearing of log files	
1.11	Image export formats and media	Images must be exported in commercially available formats.
1.12	Image protection during power disruption	Images must be preserved in the event of loss of power. Battery back-up will not be permitted
1.13	Unit must operate without the ignition being turned on.	The Unit must have the ability to operate for at least 30 minutes without power from the ignition.
1.14	Image and audio data shall be recorded and stored in a unit separate from the camera head.	
1.15	The system must be capable of recording audio time synchronized to the recorded images.	
1.16	The system shall not record audio except when audio recording is activated by means of an approved trigger.	The system should have the ability to start recording audio data by means of at least two trigger buttons (see also 1.26 below). One trigger button must be capable of being activated by the driver. Once the trigger is activated the system must begin to record audio data. The system will continue to record audio until the same trigger is activated again. The second activation of the trigger must result in the cessation of audio recording. The second trigger button must be capable of being activated by the passengers in the vehicle independently of the driver. Once the trigger is activated the system must begin to record audio data. The system will continue to record audio until the same trigger is

		activated again. The second activation of the trigger must result in the cessation of audio recording. Both audio activation triggers must be independent of each other – this means that audio recording can only be deactivated by means of the same trigger (driver or passenger) that was used to activate the audio recording.
1.17	Digital sampling of the audio signal must exceed 8KHz	
1.18	Digital resolution of the audio samples must exceed 10 bits.	
1.19	The audio microphone shall be integrated within the camera head.	
1.20	Audio data and image data must be stored together, not in separate files, and must be protected against unauthorised access or tampering.	
1.21	The system must support testing of the audio function for installation set-up and inspection purposes.	
1.22	The system must be capable of immediate reactivation if it has a 'sleep mode'.	
1.23	Only live Images recorded shall be seen on the system, recorded images shall not be displayed within the vehicle.	

1.24	The system must have at least two activation triggers (alert buttons).	One of the triggers / alert buttons must be capable of being operated by the driver – this must be independent of the audio recording activation ('alert') button. At least one trigger must be capable of being operated by a passenger from any passenger seat in the vehicle.
1.25	The system must include a visual indicator that will clearly show when audio recording is taking place. This indicator must be visible to all passengers within the vehicle.	This may take the form of an indicator LED built into the audio activation switch, or a remote LED that can clearly be seen by passengers.

2.0 Storage Capacity Technical Specification

Reference	Specification	Details
2.1	Minimum of 31 of recording capacity	The camera system must be capable of recording and storing a minimum of 31 days of images of HD1 (720/318) size or better.

3.0 Camera Head Technical Specification

Reference	Specification	Details
3.1	Camera installation non-obstructive	The camera and all system components shall be installed in a manner that does not interfere with the driver's vision or view of mirrors or otherwise normal operation of the vehicle.
3.2	Protected camera disconnect	The camera head shall be designed to disconnect for ease of removal and replacement by maintenance personnel.

3.3	Special tools for adjustment/removal	To prevent inappropriate interference only tools supplied to authorised fitters should be capable of carrying out adjustments or removal.
3.4	Field of view to capture all passengers in the vehicle	The lens of the camera must be of a type that captures the driver and all passengers of the vehicle on the recorded image. The lens must be of a style not to create a "fishbowl" effect.
3.5	Images must be clear in all lighting conditions	System to provide clear images in bright sunshine, shade, dark and total darkness. Also, when strong back light is present.
3.6	Compatible for use in vehicles with a partition (shield)	The camera system must be adaptable to provide clear images when a vehicle is equipped with a shield. This may be accomplished with the use of multiple camera heads.
3.7	Multiple cameras	The unit shall be capable of supporting up to four (4) cameras. Four cameras may be required to provide adequate coverage in larger vehicles and/or certain purpose built vehicles

4.0 Storage Device (Recorder) Technical Specification		
Reference	Specification	Details
4.1	Impact and shock resistance	The recorder shall be impact resistant, sufficient to withstand a typical car accident, or striking with a large, heavy object such as a suitcase.
4.2	Controller in concealed location	The storage unit shall be concealed from view and effectively inaccessible except by authorised personnel.
4.3	Download port provision	The recorder shall be equipped with a communication port for

		downloading by authorised personnel.
4.4	Download port shall be located in an easily accessible location, such as a glove compartment.	The recorder download port shall be located in the glove box if practicable, if not, then in a location that does not require the removal of panels and is accessible.
4.5	Download port cable length (1 foot minimum)	Download port shall be at least one foot in length for ease of download.
4.6	Recorder to be securely affixed to the vehicle	
4.7	The system should have audio capability to monitor each user access	
4.8	The system should have the capability to register camera system parameter modifications	
4.9	The system should have the capability to register each image download session	
4.10	The system will have the capacity to register modification/manipulation of downloaded images	
4.11	The system will have the capacity to register exporting of downloaded images	
4.12	The system will have the capacity to register exporting of downloaded clips	
4.13	The system will have the capacity to file protected against unauthorised access	
4.14	Time/date stamp	All stored images must be time and date stamped.
4.15	Vehicle ID number stamp	All stored images must have two fields for vehicle identification (VIN & number plate).
4.16	Vehicle non-modifiable ID code stamp	Each recorded image shall be automatically stamped with a unique and non-modifiable code that identifies the vehicle that was used to record the image.

4.17	Vehicle (Storage Recorder)	Manufacturer to supply Leeds City Council with a supply of specialised tools to allow for removal of the storage device and download of data when required.
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5.0 Specifications for video and audio recording rate		
Reference	Specification	Details
5.1	Footage recording on system activation (when audio is not activated).	The system shall record footage at the rate of at least four images per second.
5.2	Image recording when audio is activated.	The system shall record images at the rate of twenty five images per second during periods when audio recording is activated (either due to time requirement, or through activation by the driver or passenger alert buttons).
5.3	When activated, audio recording must be in real time and synchronised with the video recording.	
5.4	System to continue to record images (and audio when applicable) when engine is off.	System must continue to record images (and audio when applicable) for 30 minutes after engine / ignition is switched off.

6.0 Specification for activation via driver or passenger alert buttons		
Reference	Specification	Details
6.1	The activation of a trigger button must provide for overwrite-protected image storage when activated by driver or passenger.	The system must be fitted with at least two trigger buttons that once activated will trigger the protected recording of audio and video (see also 1.17 and 1.26 above).
6.2	Emergency image overwrite protection capability	Image sequences resulting from activation shall be recorded in an area of memory which is protected from being overwritten
6.3	Overwrite protection capacity for at least 3	

	activations	
6.4	Overwrite protection self-clear on 96 hr timer	

7.0 Downloading Technical Specification		
Reference	Specification	Details
7.1	Time to download complete memory not to exceed 30 minutes	
7.2	Provision of necessary software, cables, security keys to Leeds City Council Taxi and Private Hire Licensing Team.	
7.3	Compatible with LCC systems.	
7.4	Downloaded images stored in non-volatile media	
7.5	Downloaded images stored in secure format	
7.6	Verifiable image authenticity	Each image of footage shall be stamped with vehicle ID and vehicle ID and be tamperproof.
7.7	Provision of technical support to Leeds city council Licensing team when necessary.	To assist in accessing system in case of damage to the vehicle or to the system in case of accident within 1 hour during normal working hours and within 8 hours otherwise.
7.8	Wireless Download Prohibited	Unit must not allow for wireless downloads. All wireless hardware to be disabled.
7.9	Filter the specific images for events and times for the approximate time of the crime committed.	

8.0 Requirements in relation to System Information		
Reference	Specification	Details
8.1	The supplier will provide a service log sheet with each CCTV unit	The provider shall have a service log with the CCTV unit. The provider shall also enclose detailed instructions for the drivers..
8.2	Serial number indication on service log	The unit will be marked with a serial number
8.3	Installation date indication on service log	The provision for the installer to indicate the installation date
8.4	Provision of driver instructions	
8.5	Provision of installation manual to drivers operators	
8.6	Clarity of operating instructions	The system shall be provided with clear and concise operation instructions which are written with due consideration to varying levels of literacy.
8.7	Installation by authorised providers	The unit shall be installed by manufacturer's authorised providers , or other installers approved by the council (subject to agreement with the manufacturer).
8.8	Provision of authorised agents list to Leeds City Council Taxi and Private Hire Licensing Team	The manufacturer shall provide a list of all authorised agents to Leeds City Council Taxi and Private Hire Licensing Team.
8.9	Documentation	The provider must provide clear and concise operating instructions which are written in layman's terms. (Details on how the system records the images)

8.10	Image Protection	All captured images must be protected using encryption software that meets or exceeds the current FIPS 140-2 (level 2) standard or equivalent.
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9.0 System requirements in relation to Vehicle Inspection Facility – Inspections		
Reference	Specification	Details
9.1	Provision of system status/health indicator	The driver shall have an indicator showing when the system is operational and when there is a malfunction.
9.2	Mounting location of system status/health indicator to be seen by driver only	The indicators shall be mounted/installed for the driver and passengers to see. The indication system must be in accordance with section 9.3 and 9.4 below.
9.3	Additional indicator requirement	Where a system is fitted with an indicator to show that the system is on, it needs to be separate to the audio trigger.
9.4	Designed / installed so as to enable it to be managed by Leeds City Council Taxi and Private Hire Licensing Team (or persons acting on behalf of the council – such as vehicle inspectors)	The system shall be designed and installed such that the system may be easily tested by Leeds City Council Taxi and Private Hire Licensing Team staff to ensure that all features are operating and that images are being recorded as prescribed.

10.0 General System Requirements		
10.1	Vandal and tamper resistance	
10.2	Provision of statement of compliance	In addition to a formal test of all aspects of this requirement specification, a statement of compliance shall be provided and

		signed by the installer.
10.3	Reliability in operational and environmental conditions	The system shall provide reliable and full functionality in all operational and environmental conditions encountered in the operation of taxis.
10.4	Programmability of image timing parameters	It shall be possible to change timing and parameters (e.g. for British Summer Time) without the requirement to change components.
10.5	Training and Technical Support and Equipment	Provider must provide Leeds City Council Taxi and Private Hire Licensing Team with a Training and Technical Manual. Supply a working unit to Leeds City Council Taxi and Private Hire Licensing Team for testing purposes.
10.6	Software and Hardware	Provider to supply Leeds City Council Taxi and Private Hire Licensing Team with a supply of cables and software to be installed under the supervision of the council's authorised staff.
10.7	Agreement between the provider and Leeds City Council Taxi and Private Hire Licensing Team	Agreement to allow Leeds City Council Taxi and Private Hire Licensing Team access to the relevant software from the provider so that in the event the provider goes out of business, council will be able to support the system.