

# Victorian Taxi Directorate

Victorian Taxi-Cabs Safety Camera  
Standards and Procedures 2009



Department of Transport

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## 1. INTRODUCTION

### 1.1 Scope

1.1.1 In late 2001 the Victorian State Government mandated the installation of Taxi-Cab Safety Camera Systems in all taxi-cabs which operate within the metropolitan, outer-suburban and Geelong taxi-cab zones to improve the safety of Taxi-Cab Drivers and members of the public and for law enforcement purposes.

1.1.2 The purpose of these Standards and Procedures, issued by the Victorian Taxi Directorate is, subject to the *Transport Act 1983* and the *Transport (Taxi-Cab) Regulations 2005*, to regulate the management and use of those cameras in taxi-cabs:

- in the interests of people's safety; and
- in accordance with the Information Privacy Principles set out in the *Information Privacy Act 2000*.

The *Transport Act 1983* imposes substantial penalties on persons who download or print an image or other data from a taxi safety camera or who possess, publish transmit or disclose an image or other data from a taxi safety camera unless that person is authorised for purposes of the Act and is acting in accordance with such authorisation.

**Note:** *The Transport Act uses the term 'security camera' [s.158B & 158C]. For the purposes of these Standards and Procedures reference to safety camera has the same meaning as security camera in the Transport Act.*

Certain officers of the Victorian Taxi Directorate are authorised for these purposes but they are not to undertake, or permit to be undertaken, any viewing, downloading or other application or use of any data captured by any Taxi-Cab Safety Camera Systems otherwise than strictly in accordance with these Standards and Procedures.

## 2. DOCUMENT HISTORY

2.1 Table 1 identifies the status of this document.

Table 1: Document History

Date	Version	Status	Description
19 March 2009	1.0	Final	Standards and Procedures for a Taxi Safety Camera that satisfies the Function and Performance Specification for a Taxi Safety Camera 2009.
30 March 2009	1.1	Final	Revised 4.3.1 item 1 application requirements.
16 February 2010	1.2	Final	Revised 4.3.1, 4.4.1, 6.1.2 & 8.2.3 + Front & Back

## 3. DEFINITIONS AND ABBREVIATIONS

### 3.1 Definitions

3.1.1 The terms in Table 2 have the meanings shown unless otherwise specified in the context of the document.

Table 2: Definitions	
Term	Definition
<b>Authorised Purpose</b>	The use of recorded materials made by a Safety Camera System in relation to an incident that has occurred in or about a taxi-cab for the purpose of: <ol style="list-style-type: none"> <li>a. the improvement or maintenance of, or investigation of any threat to, the safety of persons; or</li> <li>b. the prevention, detection, investigation, prosecution or punishment of criminal offences or breaches of a law imposing a penalty or sanction.</li> </ol>
<b>Data</b>	Information relating to recorded materials including but not limited to the collection, contents, handling, uses or disposal of recorded materials.
<b>Download</b>	To copy a visual recording from a Safety Camera System to another storage device (including a disk or a tape) or to print an image from a safety camera system.
<b>Download Facility</b>	A facility that is approved by VTD for downloading recorded materials from a Safety Camera System and includes a mobile facility.
<b>Download Facility Operator</b>	A person who is responsible for the operation of a VTD-approved Download Facility in accordance with the Standards.
<b>Download Facility Service Agreement</b>	An agreement between the Secretary of the Department of Transport or the Director of Public Transport and an approved Download Facility Operator that sets out the terms and conditions which apply to the carrying out of image download services' under the Victorian Taxi Camera Surveillance Scheme.
<b>Information Privacy Principles (IPP)</b>	The Information Privacy Principles contained in schedule 1 of the <i>Information Privacy Act 2000</i> (Vic) with which, subject to limited exceptions, all Victorian government agencies, statutory bodies and local councils must comply.
<b>Key Parties</b>	Includes the VTD, Victoria Police, Taxi-Cab Network Service Providers, Taxi-Cab Operators, Download Facility Operators and Taxi-Cab Drivers.
<b>Less Serious Incident</b>	Any incident involving unlawful activity or incidents in which the safety of a person is at risk within or around a taxi-cab and may include, for example, disorderly conduct, offensive behaviour, theft of property or damage to property, but does not include a serious incident.
<b>Licensed Taxi Tester</b>	A person licensed by VicRoads to perform inspections on taxis for compliance with roadworthy and standards applicable to taxi licensing requirements.
<b>NATA</b>	National Association of Testing Authorities.
<b>Operate</b>	Means in the case of a taxi-cab, to carry passengers for hire or reward and includes to ply or stand for hire or to use the taxi-cab in any other way for the purpose of carrying passengers for hire or reward.
<b>Police Report</b>	An authority to download form known as Victoria Police form 1045.
<b>Privacy Protocols</b>	Those parts of these Standards and Procedures, the Victorian Taxi-Cab Safety Camera Specifications and the Download Facility Service Agreement that protect the privacy of Taxi-Cab Drivers and passengers by governing the collection, use, disclosure, quality, security and disposal of recorded materials.
<b>Private Security Act 2004 (Victoria)</b>	The provisions of the Act require installers of security equipment (and businesses that employ installers) to be registered as a security business.

## Victorian Taxi-Cabs Safety Camera Standards and Procedures

Table 2: Definitions	
Term	Definition
<b>Program Complaints</b>	Includes complaints relating to the misuse of Safety Camera Systems and the implementation of VTD policy relating to the use of Safety Camera Systems.
<b>Recorded Material</b>	Includes any visual images recorded by means of a Taxi-Cab Safety Camera System in which a Taxi-Cab Driver or a member of the public can be seen.
<b>Safety Camera System</b> <b>Taxi-Cab Safety Camera System</b>	A purpose-built safety camera system designed for taxi-cabs to record images in or about a taxi-cab and which complies with the current Victorian 'Function and Performance Specification for a Taxi Safety Camera System 2009' and the requirements in these Standards and Procedures.
<b>Serious Incident</b>	An incident which has occurred in or about a taxi-cab and which is an indictable offence under the <i>Crimes Act 1958</i> and includes a physical assault, sexual assault, murder or robbery.
<b>Standards</b>	These Standards and Procedures.
<b>Supplier</b>	Any person who manufactures or who sells or leases a Safety Camera System to a Taxi-Cab Operator for use in a taxi-cab.
<b>Taxi-Cab Network Service Provider</b>	Means the provider of taxi-cab network services required to be accredited under section 131A of the <i>Transport Act 1983</i> .
<b>Taxi-Cab Driver</b>	A person who is driving a taxi-cab other than a person who is not required to hold Taxi-Cab Driver Accreditation under section 165 of the <i>Transport Act 1983</i> .
<b>Taxi-Cab Operator</b>	A Taxi-Cab Operator is: <ul style="list-style-type: none"> <li>a. the holder of the licence under which the taxi-cab is operated; or</li> <li>b. if the right to operate the taxi-cab has been assigned to a person under section 150, that person while the assignment remains in force.</li> </ul>
<b>Technical Complaints</b>	Complaints relating to the equipment and system components of Taxi-Cab Safety Camera Systems, such as location of cameras, maintenance difficulties and operational matters.
<b>Victorian Taxi Directorate (VTD)</b>	The Victorian Taxi Directorate within the Public Transport Division of the Department of Transport.

## 4. RESPONSIBILITIES

### 4.1 Taxi-Cab Operator

4.1.1 A Taxi-Cab Operator has the following responsibilities:

1. Ensure that the taxi-cab of which he or she is the operator is fitted with a Safety Camera System to comply with the relevant taxi-cab licence conditions.
2. Ensure that, where the taxi-cab of which he or she is the operator is not required by the relevant taxi-cab licence conditions to be fitted with a safety camera system, the 'voluntary' installation of a Safety Camera System has the prior written approval of the VTD.
3. Ensure that the downloading of images from the Safety Camera System in his or her taxi-cab is only undertaken by approved Download Facility Operators and then only for an authorised purpose and in accordance with these Standards.
4. Not allow the taxi-cab to operate or be operated whilst aware that the Taxi-Cab Safety Camera System is malfunctioning in any way.
5. Ensure that internal and external signage is placed in accordance with section 6.1 of the Standards to clearly indicate to passengers that they will be photographed.
6. Consistent with Taxi Operator Accreditation Business and Service Standards, provide instruction or ensure that each driver has received instruction in the use of the Taxi-Cab Safety Camera System. Training and instruction can be delivered by the installer, the Taxi-Cab Network Service Provider, the Taxi-Cab Operator or the supplier and must ensure that the Taxi-Cab Driver is proficient in the operation of any Taxi-Cab Safety Camera System operating in any taxi-cab which the driver could drive.

7. Provide or arrange additional instruction to Taxi-Cab Drivers if required or requested by VTD.
8. Be satisfied on reasonable grounds that a driver is competent in the operation of the Taxi-Cab Safety Camera System.
9. Organise for an annual inspection of the Taxi-Cab Safety Camera System by an authorised installer.

### 4.2 Taxi-Cab Driver

4.2.1 A Taxi-Cab Driver has the following responsibilities:

1. Not to operate a taxi-cab if the Safety Camera System installed in the taxi-cab is not operating in accordance with the Standards.
2. Be competent in the operation of a Safety Camera System to the level required by the Standards or if that is not the case, request additional instruction from the Taxi-Cab Operator so that the camera can be operated effectively at all times.
3. To demonstrate to a Taxi-Cab Operator that a Taxi-Cab Driver is competent in the operation of a safety camera system, the driver must be able to show that he or she:
  - a. can confirm that the camera is working;
  - b. can recognise that the camera is not working;
  - c. can activate the emergency warning system fitted to the taxi-cab in the event of an emergency;
  - d. knows the steps to be taken and under what circumstances recorded materials are downloaded; and
  - e. understands the key elements of privacy protocols.

4. Operate the Safety Camera System strictly in accordance with the relevant supplier's instructions and any requirements in the Standards.
5. Report any breach of the privacy protocols to the Victorian Taxi Directorate immediately.
6. In the event of an incident occurring to which the Standards apply, follow the procedures outlined in the Standards.

### 4.3 Supplier

4.3.1 In providing Taxi-Cab Safety Camera Systems to taxi-cabs, a supplier has the following responsibilities:

1. Comply with the Private Security Act 2004 by registering as a security business in Victoria. Evidence in the form of a certified copy of the supplier's security business registration certificate or formal written confirmation from Victoria Police will satisfy this requirement.
2. Submit to the VTD a statement of compliance that the relevant taxi-cab Safety Camera System meets the requirements of VTDs Function and Performance Specification for a Taxi Safety Camera System 2009 and receive VTD approval for the installation of such system prior to offering the system for installation in taxi-cabs in Victoria.
3. If required by the VTD, submit a Taxi-Cab Safety Camera System for additional compliance testing.
4. Advise the VTD of any change to system design and/or software subsequent to that certified and/or approved under 4.3.1(2).
5. To keep a record of cryptographic keys, passwords etc associated with any safety cameras or records of who has been supplied software and associated cryptographic keys.
6. Ensure that persons who are involved in the sale, installation, servicing or maintenance of the supplier's Taxi-Cab Safety Camera Systems are competent and trained in these activities, including the purpose and key elements of the privacy protocols.
7. Provide to Taxi-Cab Operators and Taxi-Cab Drivers clear written instructions on the basic operation of the Taxi-Cab Safety Camera System with each installation.
8. At the same time as giving the statement of compliance specified in clause 4.3.1(2), provide the VTD with a copy of the current version of camera download hardware and software and provide the level of training necessary for downloading of images as well as to assist the VTD in carrying out audit activities.
9. Advise a Taxi-Cab Operator to whom the person sells a Safety Camera System of the general maintenance requirements of the system.
10. Ensure that maintenance facilities for the Safety Camera System are available and that they comply with the requirements in the Standards.
11. Restrict access to proprietary software used to download images to prevent the unauthorised access to, or recovery of, images.
12. Provide the appropriate hardware, software and training to enable the person operating any Download Facility to download recorded materials from the supplier's camera system.

### 4.4 Installer

4.4.1 When installing Taxi-Cab Safety Camera Systems into taxi-cabs, the installer has the following responsibilities:

1. To only install Safety Camera Systems that are approved by the VTD as complying with the current Victorian 'Function and Performance Specification for a Taxi Safety Camera System 2009' issued by the VTD.
2. Comply with the Private Security Act 2004 by registering as a security business in Victoria. Evidence in the form of a certified copy of the supplier's security business registration certificate or formal written confirmation from Victoria Police will satisfy this requirement.
3. To maintain a register of the camera serial number, taxi registration number and date of installation of each camera installed.
4. To keep a record of cryptographic keys, passwords etc associated with any safety cameras or records of who has been supplied software and associated cryptographic keys.
5. Where a Safety Camera System is transferred from one taxi-cab to another, to apply the Standards as if the transfer were the first installation of the safety camera system.
6. Install the system in accordance with the manufacturer's instructions and in compliance with the requirements in the current Victorian 'Function and Performance Specification for a Taxi Safety Camera System 2009' issued by the VTD.
7. At the completion of the installation, to fully test the operation of the system, confirm the correct alignment of cameras and verify correct system functionality under all light conditions.
8. To meet all the legal requirements, including compliance with relevant Australian Design Rules for motor vehicles.
9. To ensure that Safety Camera System connection points are concealed but readily accessible for routine testing of camera functionality, focus and alignment. The safety camera connection point must only be used for the purpose of testing the system.
10. Perform annual inspections to confirm the correct operation of Safety Camera Systems upon request by the Taxi-Cab Operator.
  - a. As part of the annual inspection required under 4.4.1(10), the installer must:
  - b. verify the safety camera is working and properly aligned;
  - c. rectify any defects;
  - d. provide an email report to the VTD on the state of the Safety Camera System, any repairs or adjustments made including the vehicle registration number, the taxi camera serial number, make and model, and include the Safety Camera System download log files current at the time of inspection;
  - e. the email<sup>1</sup> must be sent to VTD at [taxicameras@transport.vic.gov.au](mailto:taxicameras@transport.vic.gov.au) within 7 days of the inspection.

### 4.5 Download Facility

4.5.1 For the purposes of the Standards, the VTD is the only authorised Taxi-Cab Safety Camera Download Facility in Victoria. Pursuant to section 158B of the *Transport Act 1983* certain employees of the VTD have been authorised to operate the Download Facility.

4.5.2 A person operating a Download Facility has the responsibility to ensure that:

1. The operation of the Download Facility complies with requirements as set out in these *Standards and Procedures*.

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<sup>1</sup> The Schedule to the Standards includes a sample email.

2. The operation of the Download Facility is undertaken in a manner consistent with the Information Privacy Principles contained in schedule 1 of the *Information Privacy Act 2000* (Vic).
3. Reliable and timely services and facilities operating 24 hours a day 7 days per week are provided for downloading from safety camera systems.
4. A Register of Downloads and a Register of Released Material are maintained as described in the Standards.
5. Undertake a download of images only when requested in writing by either a Victoria Police officer – see section 4.1 or as otherwise authorised by the Standards.
6. Ensure that access to downloaded recorded material is restricted to only those people who need to have access to the images for authorised purposes.
7. Ensure that the download software is not copied other than in accordance with the supplier's copyright terms and conditions.
8. Where download software is copied, to ensure that it must not be provided to any person other than for authorised purposes.
9. To develop as required from time to time additional procedures and guidelines to support the effective operation of the Download Facility.
4. Monitor the operation of and compliance with the Standards.
5. Audit Key Party and installer compliance with the Standards.
6. Amend the Standards in consultation with Key Parties, as required from time-to-time and consult the Victorian Privacy Commissioner concerning any amendment of any provision of the Standards dealing with privacy.
7. Provide the resources it deems necessary to facilitate reporting and compliance with these guidelines (i.e. awareness of Privacy Protocols, written policies, satisfactory completion of Security Incident Report Forms and Evidence Envelopes, etc).
8. Issue notices of non-compliance with the Standards.
9. Access Safety Camera System log files for compliance and audit purposes.

### **4.6 Victorian Taxi Directorate**

4.6.1 The Victorian Taxi Directorate has the following responsibilities:

1. Facilitate the implementation of Taxi-Cab Safety Camera Systems in Victoria.
2. Facilitate communication between Key Parties on matters related to Taxi-Cab Safety Camera Systems.
3. Operate a Download Facility for an authorised purpose.

### **4.7 Licensed Taxi-Cab Testers**

4.7.1 It is the responsibility of licensed taxi-cab testers when inspecting a taxi-cab to:

1. Confirm a Taxi-Cab Safety Camera System is installed in a taxi-cab that such system is required to be installed in.
2. Confirm, to the extent possible by visual inspection of operational indicators attached to that system, that a Taxi-Cab Safety Camera System installed in a taxi-cab is operating correctly. Taxi-Cab Safety Camera System operational indicators are set out in section 10.3 of the VTD's 'Function and Performance Specification for a Taxi Safety Camera System 2009'.

### **4.8 Victoria Police**

4.8.1 Victoria Police will:

1. Provide a Victoria Police Report to a person reporting an incident in or about a taxi-cab in accordance with its own internal practices relating to incident response.

2. Inform its operational Members, including non operational staff, of the Standards, particularly those provisions of the Standards that relate to the authorisation of a request for a download – see section 5.1, and the receipt and handling of images from Taxi-Cab Safety Camera Systems.

### 5. OPERATIONAL PROCEDURES

#### 5.1 Forms to be Used

- 5.1.1 Where the Standards require information to be submitted or completed on a form, those forms are contained in the Schedule to the Standards.

- 5.1.2 **Under no circumstances is a Member of Victoria Police, his or her representative or any other person other than an authorised officer of the VTD to be provided with a copy of recorded material or a Taxi-Cab Safety Camera System storage unit until the relevant VTD officer has received a completed, signed and accurate Victoria Police Form 1045 authorised by a Member of Victoria Police holding the rank of Sergeant or above concerning the relevant incident.**

- 5.1.3 A properly completed, signed and accurate evidence receipt form in a form approved by the VTD must be received by the VTD at the same time that any recorded material or Taxi-Cab Safety Camera System storage unit is received by Victoria Police.

#### 5.2 VTD Attendance at the Incident Scene

- 5.2.1 Where a taxi-cab is unable to be taken to the Download Facility either because the driver has been involved in a serious incident and is unable to drive the taxi-cab or the taxi-cab has been disabled, a Member of Victoria Police may request an authorised VTD officer to attend the scene of the incident or subsequent location of the taxi-cab and access recorded material relating to an incident that has occurred in or

about a taxi-cab. Such request must be made in writing (Form 1045) as set out above.

- 5.2.2 An authorised officer of the VTD acting as a Download Facility Operator will, after receiving a request by Victoria Police in accordance with clause 5.2.1 attend the location of the taxi-cab and perform the actions described in section 5.4.

- 5.2.3 If requested by the relevant Member of Victoria Police, the VTD Download Facility Operator will retrieve the Safety Camera System storage unit relevant to the particular incident under investigation, or arrange for the attendance of a maintenance technician to remove the Safety Camera System storage unit under VTD Download Facility Operator supervision, and hand it to the Member of Victoria Police or secure it until advised that it is no longer required by Victoria Police.

- 5.2.4 Retrieval of the Safety Camera System storage unit under clause 5.2.3 must be requested in writing by a Member of Victoria Police (included/endorsed on Form 1045). A receipt must be obtained from the Member of Victoria Police to whom the storage unit is handed and a notation included on the Taxi Safety Cameras – Incident Report Form.

#### 5.3 VTD Not Required to Attend Incident Scene

- 5.3.1 Where a Member of Victoria Police requests an authorised VTD officer to access recorded material relating to an incident that has occurred in or about a taxi-cab and the taxi-cab is able to be moved, an authorised VTD officer will make arrangements with the driver to attend a suitable location for the download to be undertaken.

- 5.3.2 An authorised officer of the VTD acting as a Download Facility Operator after receiving a request by Victoria Police in accordance with clause 5.2.1 will attend the location of the taxi-cab and perform the actions described in section 5.4.

### 5.4 Download of Images

5.4.1 A VTD Officer when downloading images will perform the following actions:

1. Download relevant images from the Taxi-Cab Safety Camera System installed in the taxi-cab onto the hard drive of a VTD laptop computer.
2. Facilitate the Victoria Police investigators to view the relevant recorded material to determine what, if any, recorded material is required.
3. Save images relating to the incident onto separate removable CDs, one CD must be unencrypted and the other in an encrypted format, and ensure the CDs are labelled with the word 'Confidential' and:
  - a. the date of the incident;
  - b. the date of the download;
  - c. the taxi-cab number;
  - d. incident report number;
  - e. name of Download Facility operator;
  - f. the serial number allocated to the CDs; and
  - g. the words 'encrypted images' or 'unencrypted images' (as the case requires) on the CDs.
4. Insert the removable CD storage disks into an evidence envelope, together with printed images (if any) and the relevant Taxi Camera Image Download Certificate:
  - a. complete all relevant sections of the evidence envelope;
  - b. seal the evidence envelope and affix a security label to the envelope;
  - c. hand the evidence envelope to the relevant Member of Victoria Police;
  - d. complete an Incident Report Form;
  - e. retain the duplicate of the Incident Report Form and ensure that it is registered and filed on return to the VTD;

- f. update the download register maintained pursuant to clause 6.2; and
- g. delete the images from the VTD laptop computer.

### 5.5 Inappropriate or Unauthorised Requests for Copy Recorded Material

- 5.5.1 If an officer of the VTD becomes aware of any inappropriate or unauthorised application by a Victoria Police Member for provision of copy recorded material, he or she must as soon as practicable report the matter to the General Manager of VTD or his or her nominee who shall as soon as practicable advise Ethical Standards Department of Victoria Police of the application and take such further action which may reasonably be required by Victoria Police in order to satisfactorily deal with the matter and prevent or minimise the possibility of further inappropriate or improper requests.

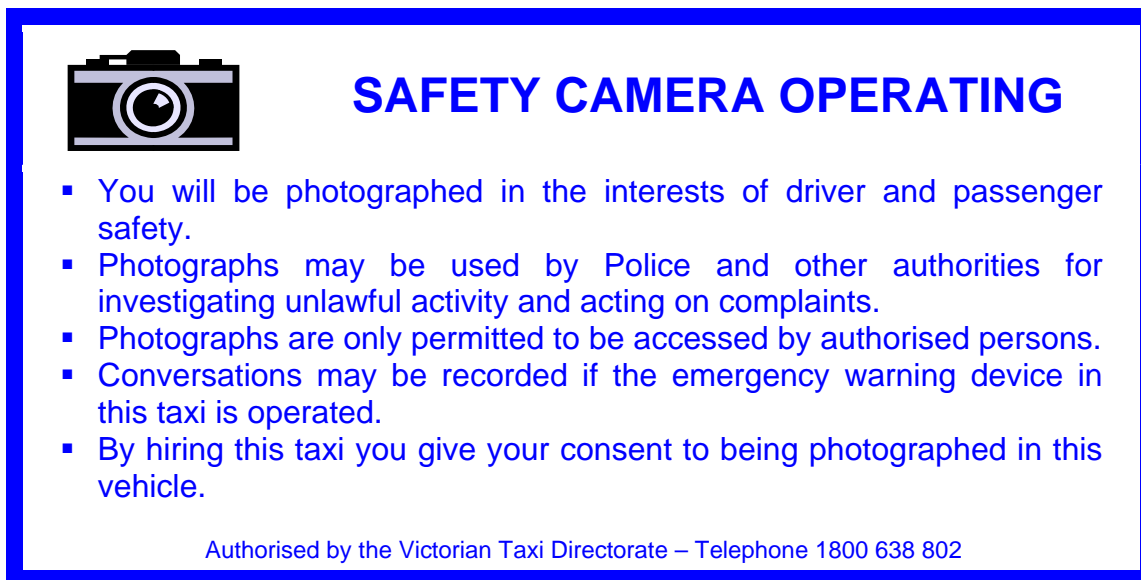
## 6. OPERATIONAL CONTROLS

### 6.1 Signs Required on Taxi-Cabs

#### 6.1.1 External

- 6.1.1.1 Figure 1 shows a sample sticker that complies with the requirement for signage on taxi-cabs equipped with safety cameras. The size of this sticker is 150mm x 50mm, printed in blue on a white background.
- 6.1.1.2 These stickers must be placed externally on each door of the taxi-cab. For sedan and station wagon vehicles, care should be taken to ensure that the stickers are placed immediately above each door handle within the dimensions of the existing chequered strip. For van type vehicles, stickers should be placed adjacent to all door handles, including the rear door if the vehicle has rear access for wheelchairs.

Figure 1: Sample Safety Camera Sticker



## 6.1.2 Internal

6.1.2.1 Two internal labels, which may be combined with tariff information, which contain the words set out in Figure 1 must be placed inside the vehicle. One must be affixed to the dashboard but not on or across the SRS airbag position, or front windscreen (passenger side) of the vehicle. A second label may be affixed to a rear door of the vehicle.

## 6.2 Image Retrieval Handling and Storage

6.2.1 Electronic copies of images provided to Victoria Police or the VTD in a sealed evidence envelope must be in industry standard JPG or BMP file format.

6.2.2 Where images are stored temporarily on the hard drive of a computer they should be saved under a directory in accordance with the relevant manufacturer's software.

6.2.3 Access to the manufacturer's proprietary software must be strictly controlled to prevent the unauthorised viewing, downloading, recovery or reproduction of recorded materials.

6.2.4 Any person receiving copies of recorded materials in an evidence envelope must take the recorded materials directly in the evidence envelope to Victoria Police and must not open the envelope or leave it unattended in any place.

6.2.5 Any place in which copies of recorded material or Taxi-Cab Safety Camera System storage units are stored while in VTD possession must be secure, accessible only by authorised officers of VTD and locked at all time when not in use by authorised officers of VTD.

## 6.3 Image Retention Period

6.3.1 All copies of recorded material, including any backup or storage copies, must be destroyed within 30 days of the date that the material was captured in accordance with the privacy protocols unless required to support an investigation or prosecution.

6.3.2 The maximum retention period of 30 days under clause 6.3.1 applies to any recorded material including printed material and material stored on a hard drive, removable disc storage or any other storage device.

### 6.4 Service and Maintenance

- 6.4.1 Persons responsible for testing, maintenance and servicing must ensure that access to images downloaded is strictly controlled and limited to only those people who need to view the images as an integral part of their function in completing the works being undertaken.
- 6.4.2 Where images are retrieved from a Safety Camera System for testing, service or maintenance, the images downloaded or printed must be destroyed as soon as practicable after the works are completed, and in all cases destroyed within 30 days of the date of image capture.

## 7. REGISTERS TO BE MAINTAINED

### 7.1 Register of Downloads

- 7.1.1 A Download Facility must maintain a register of downloads which must include:
1. Taxi-Cab numbers;
  2. Incident report numbers;
  3. Date, time and location of downloads;
  4. Names of Download Facility Operators;
  5. Reasons for downloads (e.g. nature of incident);
  6. Names and contact details of the persons requesting the downloads;
  7. Details of images downloaded (date / time/ filename); and
  8. Police Report Numbers if applicable.

### 7.2 Register of Released Material

- 7.2.1 A Download Facility must maintain a register that records details of all recorded material released from that facility.
- 7.2.2 The register of released material must include:
1. Evidence envelope numbers;
  2. Disk numbers;

### 6.5 Destruction and Disposal of Recorded Material

- 6.5.1 Any copies of images not required for authorised purposes must be disposed of by:
1. deleting electronically recorded copies from the media on which they are stored or the media destroyed so that images cannot be accessed;
  2. deleting any copy automatically saved to any computer's recycle bin; and
  3. destroying any copy on the hard drive of a computer.
- 6.5.2 Victoria Police must manage and dispose of recorded materials in accordance with its own internal guidelines.
1. List of all file names saved to disk;
  2. Taxi-Cab numbers;
  3. Incident report numbers;
  4. Dates copies made;
  5. Name of Download Facility Operators;
  6. Name, rank registered number, work location and contact telephone number of the Members of Victoria Police officer or officer of VTD who received a disk;
  7. Means of transfer of the evidence envelope to Victoria Police officers or VTD officers;
  8. Number of copies of each file;
  9. Number of copies of each printed image; and
  10. Serial numbers allocated to CDs.

### 7.3 Verification of Documentation and Filing

- 7.3.1 Following completion of a request for a download of taxi-cab recorded material the VTD officer who conducted the download must hand all relevant documentation to the Assistant Manager Transport Safety & Compliance, VTD or, if the Assistant Manager Transport Safety & Compliance is not available, to the Manager Transport Safety & Compliance for checking that all required documentation provided by a Member of Victoria Police in relation to the

download has been received and that it has been correctly completed by the relevant Member of Victoria Police.

7.3.2 It should be noted that, provided all relevant documentation in relation to a download has been received by the VTD from the relevant Member of Victoria Police and appears to be in order, there is no further obligation on the officer of VTD who conducted the download or the Manager Transport Safety & Compliance to examine the legality or propriety of the request for download.

7.3.3 If, following checking by the Assistant Manager Transport Safety & Compliance, documentation in relation to a particular download is correct and in order, the details set out in the documentation in relation to the relevant download shall be entered onto the appropriate VTD electronic database and the hard copies of the documentation filed in the Taxi Camera Database maintained by VTD.

## 8. POLICIES

The VTD may from time to time develop policies to assist with the operation of the Standards applying to safety camera systems and to achieve consistency in approach between key parties.

### 8.1 Privacy

8.1.1 All Safety Camera Systems and relevant materials must be used in a way that at all time protects the privacy of Taxi-Cab Drivers and members of the public and complies with the Information Privacy Principles contained in schedule 1 of the *Information Privacy Act 2000* (Vic) and with the *Surveillance Devices Act 1999*.

### 8.2 Complaints

8.2.1 All complaints to VTD relating to Safety Camera Systems must be responded to promptly and dealt with in a responsible and reasonable manner. Where a Taxi-Cab Network Service

Provider or Taxi-Cab Operator becomes aware of a complaint relating to a Safety Camera System, the complaint must be referred to the VTD as soon as practicable.

8.2.2 Technical complaints are to be directed to and acted upon by the Taxi-Cab Operator or equipment supplier as appropriate.

8.2.3 All program complaints are to be directed to:  
Victorian Taxi Directorate  
Safety Camera Administration  
GPO Box 2797  
Melbourne Vic 3001

8.2.4 VTD must register any program or technical complaints in the RESOLVE complaint management system. The RESOLVE system shall capture the following information relating to a particular complaint:

1. Relevant VTD file reference number or other identifier;
2. Date complaint received;
3. Name, address and occupation of complainant;
4. Details of the relevant Taxi-Cab Safety Camera System;
5. Substance of the complaint;
6. Measures taken by relevant VTD officer or officers in response to the complaint; and
7. Outcome of complaint including substance of response to complainant and any measures taken to prevent or minimise recurrence of further complaints of a similar nature.

### 8.3 Media

8.3.1 Any release of recorded materials to the media for the purpose of assisting with an investigation or statements on any matter relating directly or indirectly to safety camera systems must only be made by the VTD, Victoria Police, Federal Police or another federal law enforcement agency. Further, a release should only occur if necessary to assist in the investigation of unlawful activity

or a risk to safety, and, where practicable, with the consent of the identifiable individuals in the recorded material unless obtaining consent would jeopardise the investigation or increase the risk to safety. Where obtaining consent is not practicable, identifiable individuals who are not suspected of an offence should be obscured in images and/or notified in advance that the VTD or Victoria Police propose to release recorded material to the media. The identifiable individuals should be given an explanation of why it is necessary to release the recorded material.

- 8.3.2 For the purposes of this Policy 'matters relating directly to or indirectly to a safety camera system' include all aspects of system operations, security arrangements, past, present or anticipated incidents, actions or omissions of Taxi-Cab Network Service Providers or VTD staff and all other affairs affecting the use of safety camera systems in taxi-cabs.
- 8.3.3 All requests for information from any media representative or external agencies must be directed to the VTD or Victoria Police. Under no circumstances is any person other than the VTD or Victoria Police permitted to release any recorded material to the media whatsoever.

**Victorian Taxi Directorate**

### **SCHEDULE – FORMS TO BE USED**

- Sample Email of Annual Safety Camera Inspection Report
- Incident Report Form
- Taxi Camera Image Download Certificate
- Evidence Envelope

Refer overleaf for forms.

## Sample Email of Annual Safety Camera Inspection Report

To:	taxicameras@transport.vic.gov.au
From:	mail@fitzroytaxiworkshop.com.au
Subject:	safety camera inspection 0012-PS
<p>Inspector: Joe Brown Telephone: 04xx-123-123 Inspection Date: 1-Apr-09 Licence Plate: 0012-PS Camera Serial: 1010-v6578-01-4 Camera Make: Picture Perfect Cameras Camera Model: TSC2009 Notes: The front camera needed to be re-aligned. The outside camera needed to be replaced because the lens was excessively scratched. Attachment: Downloadlog.txt</p>	



Taxi Camera Image Download Certificate

Department of Transport

Victorian Taxi Directorate

Taxi Camera Image Download Certificate

Incident Report No. ....

I ....., am an Authorised officer with the Victorian Taxi Directorate (VTD). I am authorised by the Secretary to the Department of Transport and appointed pursuant to the provisions of the Road Safety Act 1986 and the Transport Act 1983 and the Regulations made thereunder. I am an authorised Taxi Safety Camera image download operator.

On ..... the ..... day of ..... 200.... at approximately ..... hours, I attended at ..... (insert street), ..... (Insert suburb).

A taxi bearing registration number ..... was at this location.

At or about hours on the ..... day of ....., 200.... I caused the downloading of images from the taxi safety camera system applicable to taxi ..... The download was from an approved taxi safety camera, the brand being a ..... system.

I observed that the taxi camera system at the time of download displayed the following details, date\* ....., time ....., whilst at the same time, I observed the VTD computer showing, date\* ....., time .....

I downloaded the images to the VTD computer, then at (location) ..... and at .....hours on ....., the ..... day of ....., 200...., I downloaded those images to CD-ROM disks.

I then placed the two CD-ROM disks, one with all images encrypted Serial Number ..... and the second in unencrypted format, Serial Number ..... in an evidence envelope.

I then handed the envelope to ..... (insert name & rank) Member number ....., a Member of Victorian Police at (location).....

The equipment and software used to successfully download the images were operated correctly and in proper working order.

(Officer's Name)

(ID Number)

(Officer's Signature)

(Date)

**Evidence Envelope**

**VICTORIA POLICE  
VICTORIAN TAXI DIRECTORATE**

**Taxi Safety Camera Recorded Material  
EVIDENCE ENVELOPE**

ATTN: \_\_\_\_\_

THIS ENVELOPE CONTAINS THE FOLLOWING:

1. ONE UNENCRYPTED CD – TO VIEW IMAGES
2. ONE ENCRYPTED CD – COURT PURPOSES – TAMPER PROOF
3. ONE CERTIFICATE IN STATEMENT FORMAT – WHICH SHOWS:
  - (A) TIME AND DATE OF DOWNLOAD
  - (B) TIME VARIANCE BETWEEN CAMERA & REAL TIME (if any)
  - (C) MANUFACTURER OF CAMERA

**ONLY TO BE OPENED BY INVESTIGATING POLICE OFFICER  
TAMPER PROOF SEAL**

**1. DOWNLOAD OPERATOR TO COMPLETE (VTD)**

Incident Report Number: .....

Download Operator Name: ..... Tel No: ..... (Please print)

Taxi Registration Number: ..... affiliated with Taxi Network Service Provider .....

I certify that this Evidence Envelope was sealed by me and the CD(s) contained inside has/have not been handled by another person.

Printed images inserted into Evidence Envelope: Yes / No      Number of Prints: .....

Time and Date Evidence Envelope Sealed: Time: ..... hours      Date: .....

Signature.....

**2. PERSON CONVEYING ENVELOPE TO COMPLETE**

Sealed Evidence Envelope Received by:

Name: .....

Time: ..... Date: ..... Location: .....

Signature.....

**3. POLICE OFFICER TO COMPLETE**

Sealed Evidence Envelope Received by:

Name: ..... I/D: .....

Time: ..... Date: ..... Location: .....

Signature.....

**4. INVESTIGATING POLICE OFFICER TO COMPLETE**

Sealed Evidence Envelope Received and Opened by:

Name: ..... I/D: .....

Location: .....

File Viewed:    Yes / No    Date: .....

File Copied:    Yes / No    Date: .....

Signature.....

For further information please contact the Victorian Taxi Directorate  
Victorian Taxi Directorate: Level 23, 80 Collins Street, Melbourne Vic  
3000 GPO Box 2797, Melbourne VIC 3001  
Telephone: 1800 638 802 (toll-free).  
[www.taxi.vic.gov.au](http://www.taxi.vic.gov.au)

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