



## STANDARD OPERATIONAL PROCEDURES AUTOMATIC NUMBER PLATE RECOGNITION RoadFLOW VEHICLE

### 1. Introduction

The operational procedures as detailed below will ensure that the Council's Automatic Number Plate Recognition (ANPR) camera car is operated strictly in accordance with the provisions of the Traffic Management Act 2004, Certification of "Approved Devices" Under Article 2 of The Civil Enforcement of Parking Contraventions (Approved Devices) (England) Order 2007 and in accordance with the Department for Transport operational guidance for civil parking enforcement as this relates to parking and traffic enforcement using approved devices.

The process of capture, recording, holding and processing of vehicles identified by the system as being parked in contravention of parking restrictions may also capture images of distinguishable individuals, which constitutes personal data as defined by the Data Protection Act (1998). The operational procedures as detailed below are intended to ensure that the operation of the Roadflow Automatic Number Plate Recognition (ANPR) vehicle, is also fully compliant with the requirements of the Data Protection Act (1998), and with the CCTV Code of Practice published by the Office of the Information Commissioner.

### 2. The Strategy

The Council's strategy for the use of ANPR (RoadFLOW) in Bournemouth is currently limited to unattended mode enforcement at school gate zig-zag zones and bus stops. It is anticipated that this provision will be extended to include dropped kerb enforcement at light controlled crossings and bus lanes in the near future. The Council is also in the process of certification for approved devices in the attended mode, which will provide scope for additional use of the equipment. Beyond political sanction any and all use of the Council's ANPR vehicle will conform to the edict that it will only be used in locations where enforcement is difficult or sensitive and CEO enforcement is not practical.

### **3. The RoadFLOW Vehicle.**

The RoadFLOW vehicle is to be parked in the gated compound at Parkway House/level 4C Avenue Road MSCP and at no other location, unless with the agreement of the Parking Services Manager or the Operations Manager when deputising in the absence of the Parking Services Manager.

Before moving off and without fail the vehicle is to be subject to the normal daily safety checks for lights, tyres, fluid levels and any other obvious defects or damage.

At no time is the RoadFLOW vehicle to be left unattended on the public highway or exposed to unnecessary risk beyond that encountered when travelling in traffic.

Operators are to ensure their standard of driving is exemplary when using the ANPR vehicle. All speed limits are to be rigorously observed and within such parameters that car should be driven at the optimum speed for contravention capture.

The vehicle may only be used on prescribed routes or areas as directed by the Operations Manager or a CEO Supervisor in the absence of the Operations Manager.

On occasions when the vehicle is due for a safety check at the Southcote Road Depot, a CEO operator is to accompany and remain with the vehicle as far as is practicably possible, taking into consideration any health and safety procedures associated with the vehicle workshop. Should the vehicle require any major repairs then arrangements are to be made for the vehicle to be secured inside a building for as long as it needs to be in the workshop. Once repairs are completed the vehicle is to be moved to Parkway House as soon as practicably possible.

### **4. CEO Driver Operator (Unattended Mode)**

Only CEOs who have completed training on the RoadFLOW system are permitted to drive the vehicle and must be in uniform when so doing. Exceptionally non RoadFLOW trained personnel may drive the vehicle for a purpose unconnected with ANPR enforcement, but only with the permission of the Operations Manager or her deputies.

On commencement of their duty the driver/operator will be supplied with the vehicle keys and a blank USB stick for data capture.

The CEO Driver Operator is responsible for the security of USB sticks until handed to a manager or supervisor. At no time are USB sticks to be left unattended in any location. In the event that on completion of a duty an operator is unable to hand the USB stick/s to a Manager or Supervisor, they are to be locked away until a Manager or supervisor is available.

#### 4. Continued

Once in charge of the vehicle CEO Driver Operators are to insert the USB stick into the USB port located in the onboard/dashboard computer and then start the engine. Drive the vehicle outside the building (Avenue Road MSCP) and check that the system has picked up a signal and is configured for operation.

Drive the prescribed route, ensuring the system is activating at school gates (zig zag zones and at bus stop locations on route), returning to Parkway House on completion of route unless directed to do otherwise by a Manager or Supervisor. Do not deviate from the prescribed route or area without permission. All operation of the vehicle in unattended mode must be overt and mobile. At no time is the vehicle to be used in a manner that may give rise to an allegation of covert use of the equipment.

In the event that the onboard computer indicates (TAMPER) error, all data captured will be lost. Inform control and return to Parkway House where a systems configuration USB stick will be created to rectify the problem. Once in possession of a rectification USB following the process as detailed below, to rectify the error.

- a. With the engine switched off insert the configuration USB stick into the USB port on the 'Blue Box' computer in the rear of the vehicle. Return to the cab and switch on your engine, the system should then reconfigure for operational use.
- b. Once successfully reconfigured remove the configuration USB stick and continue with patrol. In the event that the problem continues seek technical assistance.

On completion of patrol ensure any captured data is downloaded to the USB before turning off the engine. In the event that the engine is turned off before the data is downloaded to the USB **all captured data will be lost.**

Return to the parking operations room and hand your keys and USB sticks to the manager or supervisor on duty. All captured data must be downloaded to the review station within 24 hrs. Additionally, report any defects or concerns regarding the conduct of your patrol.

#### 5. Civil Enforcement Officer Supervisor (Review Station Process)

On receiving a USB stick from the CEO Driver/Operator an appropriately trained CEO Supervisor is to download the captured data onto the Review Station. This must be done within 24hrs of any patrol otherwise the data will be rejected. Once on the review station all data is to be edited ensuring only images associated with parking contraventions are retained. All other data is to be deleted from the files.

This process is to be undertaken at the end of each patrol phase, morning, afternoon and evening to minimise the scope of data loss and to enhance security of information.

USB sticks are to be given an individual reference number.

## **5. Continued**

After each patrol phase USB sticks are to be cleared down of all data and securely stored under lock and key, at times when not in use used for operational patrols.

## **6. Parking Gateway Procedures**

On completion of the Review Station process, captured contraventions are to be electronically transferred to the Parking Gateway for Regulation 10 Penalty Charge Notice issue and processing in accordance with the associated legislation.

Any and all irrelevant vehicles registration numbers, faces of bystanders etc, captured with the parking contravention data are to be distorted to prevent identification and maintain the integrity of the evidence in accordance with the provisions of the Data Protection Act 1998.

## **7. Operations Manager**

It is the responsibility of the Operations Manager to ensure that the procedures as they relate to operational matters in this document are complied with in all respects. The key areas for note are as follows.

- a. To ensure safe operation of the ANPR RoadFLOW vehicle.
- b. To ensure that records are kept of locations and durations of ANPR enforcement.
- b. To minimise the opportunity for data loss. (Control and security of USB sticks)
- c. To ensure only trained personnel operate the equipment at all levels.

## **8. Unattended Mode**

BLANK

## **9. Monitoring and Review**

This document will be kept under continuous review. Any questions about its interpretation or operation should be referred to the Parking Services Manager.