

6 November 2014

Thomas Beagle
fyi-request-2067-1a64091a@requests.fyi.org.nz

Dear Mr Beagle,

Local Government Official Information and Meetings Act 1987

CAS-401337-F2P5T5

Thank you for contacting Auckland Transport on the 1st of October requesting information about surveillance and tracking systems.

We have listed your questions in bold type below with our responses to follow.

1. Descriptions of the facilities that Auckland Transport are using with that system. i.e. an overview of the system and what it does.

The CCTV VMS Solution that Auckland Transport is implementing is to consolidate 5 legacy VMS solutions onto one standard platform across Auckland Transport. It has the following key facilities:

- New user interface that Operators will use to control and manage the CTV assets. This will be the same across the organisation
- Analytics capability to enable better monitoring of the network by enabling cameras to monitor scenes and reporting back to Operators should a specified event happen i.e. vandalism, stationary car on intersection, person on tracks etc.
- Alerts/events to come up on the new user interface which are driven by the analytics engine which the Operator can then respond to as appropriate.
- Capturing useful data that will enable Auckland Transport to manage its network better. This would include, but not be limited to
 - Traffic queue management,
 - Car counting for road maintenance purposes
 - Passengers numbers

- Vandalism monitoring
- Public safety on various networks

2. Copies of any communications with the Office of the Privacy Commissioner about privacy or other issues surrounding the system.

Communications with the Privacy Commission were in regard to possible future additional uses of cameras and analytics, not for uses which Auckland Transport has specific plans for.

Communications are attached.

3. Copies of the protocols, instructions, manuals and training materials concerning the collection, storing, use and release of the information within the scope of the system.

Auckland Transport procedures and operating guidelines are currently being reviewed internally and are still currently in review. These will be made available shortly.

Please see attached responses from vendor concerning releasing of information.

4. Please send me a copy of the Auckland Council memorandum of understanding which was used to create the contract (as mentioned in the Stuff article).

Please clarify whether this is the Auckland Council Strategic Action Plan.

Furthermore, please answer the following questions:

1. Does Auckland Transport currently use or plan to use any form of facial recognition software? If yes, please give details.

Auckland Transport does not currently use and does not plan to use Facial recognition capability of the CCTV solution.

2. Does Auckland Transport currently use or plan to use any form of automated number plate recognition? If yes, please give details.

Auckland Transport does not currently use ANPR. There is a plan to use ANPR for non-enforcement purposes i.e. to track real-time journey times and routes for vehicles through the major corridors. This will assist planners to determine if vehicles are travelling through the city, staying in the city, times people travel in and out of the city and the routes they use.

The proposed solution design would be that license plates would be read by the camera and would then be encrypted so that it could not be read or recognised, there would also be no association to personal records i.e. through the Motor Vehicle Register. The license plate would never be written to a database or stored in any way any images of the vehicle would also be deleted. When the license plate was seen again by another camera it would relate it to the encrypted identifier created earlier and again not write the license plate to a database of any sort.

Should the license plate then not be seen again for a defined period of time, or on the specified cameras configured to complete the activity the records would be deleted and only the aggregated metadata associated to the individual journey would be registered with no association to the vehicle that completed the journey.

At present this is a proposed solution and needs to be tested and then a decision made whether to implement or not.

Another proposal that will be considered in the future is the possibility of identifying via ANPR against a list of pre-registered plates details of individual vehicles. These would occur at the request of an individual where there is a desire to receive updates based on any potential interruptions to someone's journey i.e. a person's car may be recognised going on the motorway and they receive an update through their desired channel that there is an incident further along their journey and they may wish to seek alternative routes.

3. Does Auckland Transport currently use or plan to use any system to track individual people or vehicles (excluding people and vehicles that work for Auckland Transport)? If yes, please give details.

Auckland Transport does not currently use ANPR. There is a plan to use ANPR for non-enforcement purposes i.e. to track real-time journey times for cars through the major corridors. The proposed solution design would likely be that license plates would be read by the camera and would then be encrypted so that it could not be read or recognised, there would also be no association to personal records i.e. through the Motor Vehicle Register. The license plate would never be written to a database or stored in any way, any images of the vehicle would also be deleted. When the license plate was seen again by another camera it would relate it to the encrypted identifier created earlier and again not write the license plate to a database of any sort.

Should the license plate then not be seen again for a period of time, or on the specified cameras configured to complete the activity the records would be deleted and only the metadata associated to the individual journey would be registered with no association to the vehicle that completed the journey.

The tracking of individual vehicles may occur at the request of an individual where there is a desire to receive updates based on any potential interruptions to someone's journey i.e. a person car maybe recognised going on the motorway and they receive an update through their desired channel that there is an incident further along their journey and they may wish to seek alternative routes.

- 4. Does Auckland Transport currently store or plan to store any significant quantities of personally identifiable information within systems that are not physically located in New Zealand? If yes, please list the systems and the type and volume of data. Please feel free to exclude trivial information stores such as a single Gmail account, etc.**

No, Auckland Transport does not currently, and has not plan or intention to store, any quantities of personally identifiable information within systems that are not physically located in NZ. All CCTV details and data will be stored at a secure data centre in the Auckland region.

- 5. Does Auckland Transport currently use or plan to use any form of automated surveillance of Facebook, Twitter or other social media. If yes, please give details. (Please feel free to exclude the systems used by your comms/PR team.)**

Auckland Transport has trialled automatic monitoring of several Auckland Transport Twitter feeds to identify key works, as is common practice for most large organisations. From this it obtains sentiment analysis of the company.

Social media channels are a key customer service channel and monitoring of this channel to the purposes of monitoring the Auckland Transport networks for incidents to ensure a better customer experience has also been trialled and will continue to be developed as an online interactive customer channel.

- 6. Does Auckland Transport currently allow or plan to allow any other agency (such as the Police) to control any part of the system to target surveillance for the purpose of their own investigations? If yes, please give details.**

The NZ Police only has view access to NZ Police Cameras (documented in the Memorandum of understanding between AT and NZ Police) to support and assist the NZ Police in law enforcement activities, including management of public safety incidents. The NZ Police may be given access to view and to the data of other assets with the approval of Auckland Transport for the purposes of law enforcement and public safety and incident management. The NZ Police's use of any data will be governed by the Privacy Act.

We trust this information has addressed the matters raised however you have the right in accordance with section 27(3) of the Local Government Official Information and Meetings Act 1987 (LGOIMA) to make a complaint to the Office of the Ombudsman if you are not satisfied with our response.

Kind regards,

A handwritten signature in blue ink, appearing to read 'R Jones', enclosed in a light blue rectangular box.

Roger Jones
General Manager – Business Technology Division