

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 8	Health and Safety	Effective:	June 2000
Section 8.7	University Police	Revised:	February 2016
Policy 8.7.2	Security	Responsibility:	Chief, University Police

SECURITY

Security

The University of Texas Health Science Center at San Antonio (“University”) has determined that it will establish and maintain a set of minimum building security standards for all buildings with alarms and cameras requiring a response from the UT Police Department. The goal of the minimum standards for building security is to ensure that the deployment of new security devices is done uniformly in all like spaces and provides a tool for planning and design of new security systems installation so that occupants and UT Police Department as first responders will have the most effective tools for protecting personal safety and against property theft. Therefore any new construction or renovation projects will adhere to the minimum building security standards as approved by the Chief of Police. In buildings where existing security is below minimum standards, the goal is to make improvements towards the standards over time and as budgets allow.

Buildings

Buildings will be secured after normal business hours, weekends, and holidays.

After-Hour Entries

Doors identified as “after-hour” entries are equipped with intercoms. The UT Police Department communications personnel may upon request permit entry into the building after receiving proper identification and authorization.

Access Control

An Access Control device is a card reader or card reader with a keypad combination with alarm signals and/or maintenance signals that report to the UT Police Department for monitoring.

To ensure that all doors and related hardware will work with the existing security / access control system (CBORD) the Chief of Police is responsible for approving all new software, hardware, card readers, etc. related to access control.

The UT Police Department shall be responsible for programming and/or reprogramming all electronic access systems.

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Alarms

PURPOSE: To develop a standard and consistent guideline regulating the purchase, installation, and operation of alarm systems on campus to be used by university departments or any non-university entity under contract with the University.

Policy

1. Security Alarm Installation

Departments and non-university entities located on campus may desire to install security alarm systems where assets and/or sensitive property are of sufficient value to warrant protection. A request form for the installation or expansion of an alarm system, to be monitored and responded to by the university police personnel, must be submitted and approved by the Chief of Police or designee.

2. Security Alarm Compatibility

Any security alarm system installed shall be compatible with and connected to the standard monitoring equipment used by the university police, unless otherwise approved by the Chief of Police or designee.

3. Response Process

The UT Police Department will develop a response process for each installed alarm system.

4. Periodic Security Alarm Inspection

It shall be the responsibility of the Access Control Manager to inspect alarms periodically and to immediately repair malfunctions.

5. Frequent False Alarms

Frequent false alarms are defined as more than three false alarms per month, including equipment malfunction and employee errors. After notification in writing by the Chief of Police, an alarm system causing frequent false alarms shall be repaired or disconnected immediately.

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6. Security Alarm Activity List

The Access Control Manager shall be responsible for updating and maintaining a current list of active alarms on campus.

7. Hold-up or Panic Buttons

A justified written request for the installation of hold-up/panic button must be submitted to the Chief of Police for approval.

Procedures

University Departments

1. Install or Expand an Existing Alarm System

A University department wishing to install or expand an existing alarm system must submit the request for approval to the Access Control Manager.

2. Security Alarm Request Review

The Chief of Police or designee shall review the request and provide approval or disapproval. If approved, an estimate of the cost to install and maintain a security alarm system shall be provided to the department making the request.

3. On-site Inspection after Security Alarm Installation

After the installation of the security alarm is completed, the Access Control Manager will conduct an on-site inspection to determine if the alarm installed is working properly as designed. This inspection will include a test of the system to ensure prompt notification is sent to the UT Police Department's Communications Center in the event of an alarm.

4. Termination of a Security Alarm System

The department must immediately notify the Chief of Police prior to terminating any security alarm by submitting a Security Alarm Request/ Termination notice. Upon being notified of the request to terminate the security alarm, the UT Police Department shall

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review and if approved by the Chief of Police, the alarm connections will be deactivated.

5. All costs for purchase and installation of security systems alarm devices shall be borne by the appropriate project budget or the department or unit making the requests, with the understanding that meeting the minimum standards is the goal.

Non-compliance with Security Alarm Operating Policy and Procedures

Failure to comply with operating procedures, as set forth herein, or in an operations manual or failure to comply with the stipulations of this policy may result in the system being disconnected or discontinued from operation.

Security Cameras

1. Policy Statement

It is the policy of The University of Texas Health Science Center San Antonio ("University") to manage the use of video recording and closed circuit television ("CCTV") security systems so that safety and security is enhanced while respecting the privacy rights of the University community and the public and maintaining compliance with all applicable laws and policies.

2. Reason for Policy

To define campus goals for the use of video and CCTV security systems outlines the responsibilities and procedures when deploying camera technology.

3. Scope & Audience

- a. This policy applies to all departments, employees and students with respect to the installation and use of video, IP, security and CCTV cameras in facilities owned or controlled by the University, except as noted below.
- b. All references to video cameras throughout this policy are for those systems which were designed and installed with the intent and ability to record video and/or to be monitored live.

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- c. This policy governs all new and existing departmental video camera monitoring systems.
 - d. Exclusions

This policy does not apply to:

- Use of video recording and CCTV technology covered by University policies governing research with human subjects or animals.
- Use of video recording and CCTV technology for video conferencing.
- Use of class lecture recordings and/or archiving for the purpose of content sharing.
- Use of mobile video/audio recording systems used by the UT Police Department ("UTPD").
- Use of body video/audio recording systems used by the UT Police Department ("UTPD").
- Use of cameras in the UTPD Temporary Detention and Interview Rooms.

4. Definitions (specific to this policy):

CCTV: Closed-Circuit television is the use of video cameras to transmit a signal to a specific place, on a limited set of monitors. CCTV systems may operate continuously or only as required to monitor a particular event. CCTV video used for security purposes pursuant to this policy must always be restricted to a secure private network or Virtual Private Network (VPN) which may only be accessed by authorized persons.

IP Cameras: Internet protocol (IP) cameras which use the protocol used most by Local Area Networks (LANs) to transmit video across data networks in digital form. IP video used for security purposes pursuant to this policy must always be restricted to a secure private network or VPN which may only be accessed by authorized persons.

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System Manager: The individual who is responsible for the management of a University video recording and/or CCTV system is governed by this policy.

Video Cameras: Includes all analog and digital whether wired or wireless.

Video Monitoring: Real time monitoring of security video of an event that is in progress is to enhance the safety and security of the event.

Video Security System: Video recording systems installed for the purpose of prevention against assault, damage, theft, unlawful entry, and other such occurrences caused by deliberate actions.

Video Surveillance: Ongoing close observation and collection of data or evidence for a specified purpose or confined to a narrow sector. This can include real time video monitoring or automated recording.

5. Responsibilities & Procedures

When deploying CCTV and/or video security systems on campus, the System Manager and all individuals granted access to those systems are required to abide by the responsibilities and procedures set forth in this policy.

a. Purpose for Use of Monitoring Systems:

The purpose of video and CCTV monitoring governed by this policy is for enhanced safety and security for the university community. Any interception, duplication, transmission, or other diversion of video and CCTV technologies for purposes other than the safety and security contemplated by this policy is prohibited.

Safety and security purposes include, but are not limited to:

- Protection of individuals, including students, faculty, staff, and visitors.
- Protection of University owned and/or operated property and buildings, including building perimeters, entrances and

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exits, lobbies and corridors, receiving docks, special storage areas, laboratories, and cashier locations.

- Monitoring of common areas and areas accessible to the public, including transit stops, parking lots, parking garages, elevators, public streets, and pedestrian walks.
- Investigation of criminal activity.
- Protection against an act of terrorism or related criminal activity.
- Protection of Critical Infrastructure as defined under the Texas Homeland Security Act, the USA Patriot Act, or the United States Department of Homeland Security.

b. Monitoring System Protocol:

- Video and CCTV monitoring and recording are required to be conducted in accordance with all existing University policies.
- Monitoring or recording of audio is strictly prohibited.
- Monitoring shall be limited to uses that do not violate a reasonable expectation to privacy.
- Cameras may be monitored in real time, but cameras may also be unmonitored while recording.

c. Monitoring System Usage Requirements:

- Signage for video and CCTV locations may be installed at main entrances to areas with video security, such as building entrances and elevator landing areas.
- All future and existing departmental video/CCTV monitoring systems governed by this policy shall comply with this policy including technical specifications for both IP and CCTV cameras.

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- The System Manager is authorized to oversee the use and installation of CCTV monitoring for safety and security purposes at the University.
 - Temporary installation of video/CCTV monitoring systems:
 - The Chief of Police or designee, may authorize any temporary camera installation as deemed necessary in connection with a criminal investigation, for enhanced security for special events or as otherwise deemed necessary to enhance safety and security at the University.
 - Temporary cameras must be removed once investigations are concluded.
 - All operators and supervisors involved in video surveillance are required to perform their duties in accordance with this policy.
 - All departments with access to a video/CCTV monitoring system governed by this policy shall perform their duties in accordance with this policy.
 - Personnel involved in monitoring and recording must be trained and supervised by their department in the responsible use of the technology and the requirements of this policy.
- d. All Camera Control Operators:
- Must be trained in the technical, legal, and ethical parameters of appropriate camera use. Training shall cover the proper operation and maintenance of department's equipment and infrastructure.
 - Must not monitor individuals based on characteristics of race, gender, ethnicity, sexual orientation, disability, or other classifications protected by the University's Non-Discrimination Policy. (See [Section 4.2.1](#) in the *Handbook of Operating Procedures* (HOP), "Nondiscrimination Policy And Complaint Procedure.")

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- Must not view places where people have a right to privacy, including but not limited to bathrooms, dressing rooms, locker rooms, or private rooms.
 - The System Manager is required to review the policy, implementation guidelines, and equipment specifications as necessary to comply with the policy and must make recommendations for changes.
- e. Records Retention:
- Recordings must be retained for a period not to exceed 31 days, or for periods not to exceed 60 days for certain labs. After those time periods, recordings are required to be erased, or recorded over, unless retained as part of a criminal investigation or court proceeding (either civil or criminal) or other authorized use as approved by the Chief of Police, after consultation with the Office of Legal Affairs .
 - Recordings must be retained in a secure location with access by authorized personnel only.
- f. Requests for Information Obtained from Monitoring Systems:
- Information relating to ongoing criminal investigations and anti-terrorism must only be released when approved by the Chief of Police or designee after consultation with the Office of Legal Affairs.
 - Open Records Requests for recorded video must be forwarded to the Open Records Officer.
 - Lawful requests (e.g., subpoenas, search warrants) for recorded video must be forwarded to the Office of Legal Affairs.
 - The Office of Legal Affairs is responsible for reviewing and responding to all subpoenas from law enforcement to release recordings obtained through Video and CCTV monitoring.

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g. Request for Cameras:

- Departments shall make request to the System Manager for the installation of cameras in writing on the required form.
 - The System Manager will meet with the requesting department and conduct a site visit.
 - The System Manager will provide the department a cost estimate for the installation.
 - Departments are responsible for all costs associated with the installation of cameras.
 - All camera installations have to be approved by the Chief of Police, or designee.
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