



## On-Board Video Recording Policy

COAST is implementing on-board video recording to support collision investigations, personal injury claim investigations, heightened on-board safety/security for passengers, complaint reviews and heightened personal safety for our bus operators. To that extent COAST will adhere to the following conditions for the recording of video in vehicles equipped with an on-board video recording system.

### Notice of Audio/Video Recording

Notice of the potential for video recording will be placed in all vehicles. Notice of video recording and reviewing procedures and policies will be made available to all employees. Such notice shall state "Attention: surveillance cameras may be on board."

### Audio Recording

New Hampshire's eavesdropping statute, RSA 570-A:2, prohibits audio recording of oral communications of third parties except in certain circumstances prescribed by law. COAST will not engage in such audio recording in conjunction with the use of video recording on its buses, except only when ordered to do so by an agency with proper authority under the law.

### Video Recording

It is COAST's intent to use video recording as an additional tool for investigating complaints, threats, claims, accidents, incidents, service provision, etc. COAST will continue to use the procedures currently in effect for investigations with or without video recording as the case may be to determine the appropriate action.

1. Limited Use - video recordings will be reviewed only:
  - When there is a specific business purpose and/or a "triggering event" such as: a) a complaint, claim, threat, accusation or assault, b) an accident, c) an incident that would normally be required to be reported by an employee, d) a specific concern raised by a supervisor or manager, e) COAST's fundamental responsibility to monitor the workplace.
  - When requested by an employee as part of a disciplinary proceeding, specific investigation, or other organizational business.
  - When requested or required by law enforcement or court officials including subpoenaed recordings.
  
2. Prohibited Use - video recording will not be used for any of the following:
  - Arbitrary monitoring of individual passengers and/or employees in violation of applicable law.

### 3. Other Considerations

- To avoid the release of personal information and video not related to a specific business purpose and/or “triggering event” as outlined above, COAST management will screen all video recordings before allowing any playback of a recording or release of the electronic file to an outside authority.

#### **Electronic Data Storage**

All electronic data recorded will be stored for a minimum period according to State statutes. Specific electronic data that captured information relative to a complaint, claim, threat, accusation, assault, accident, incident, an employee’s unsatisfactory performance may be stored for as long as may be necessary.

All electronic data will be considered the property of COAST and kept confidential to the extent required by law.