

Additional FAQ – Vehicle CCTV

General

1. Is there a price discount for multiple vehicles fitted with cameras at the same time?

This depends on the CCTV companies. For larger orders, usually exceeding 10 units there may be lower costs for delivery and sometimes fitting if all vehicles are being worked on at the same time. This will be confirmed at the time of the order.

2. How do I get the cameras fitted?

Camera equipment will be despatched to the address given at the time of the order. If a fitting time is not agreed at the time of the purchase contact information to arrange fitting will be provided at the time of equipment delivery.

3. Are the CCTV installers local to my area and how long does it take to fit them?

Smart Witness and RoadHawk have agreements with companies who have full UK coverage and are able to carry out installations at any address in mainland UK. Installations usually take place within 10 – 14 days from the time of purchase. The installation of the equipment normally takes 1 hour for cars and trucks with single camera systems.

4. What happens if I change my vehicle?

If you change your vehicle your CCTV system can be un-installed from your old vehicle and re-installed into your new vehicle. The cost will depend on whether or not the work can be done simultaneously in one visit, otherwise two separate visits would add to the cost. The CCTV companies have their own cost schedule and you should use the contact information on your original invoice to establish exact costs.

Camera Functions

1. Does the camera constantly record whilst driving?

Yes, they will record as soon as the engine is powered and will record footage until the SD card is full. Recorded files, the oldest first, then overwrite themselves. The amount of hours recording depends on SD card size and resolution which will be different for each camera. For example 1080 recording will take most memory but at the highest quality. Some of the systems allow users to adjust their setting to lower resolutions which means more hours can be recorded.

2. What is Event mode?

This is where cameras only record and store information when a certain level of G Force is triggered. This could be an incident, or could be a pothole. Such “events” are separately partitioned within the SD cards and will separately overwrite themselves within a ring-fenced area of the card when it is full. The “event” footage should show footage for a short time before, then after the event. For normal driving SD cards hold older “event” files compared with continuous recording files. Importantly, incident footage should be an “event” and as such would not be overwritten by the everyday continuous mode.

3. Can the cameras record in darkness at night time?

Yes, each system is capable of recording at night time. Systems generally have low light sensors and lenses adjust to this not forgetting the extra light generated by headlights in front of the vehicle. The system specification on your chosen camera will provide more information.

4. Is sound recorded?

Yes it is. System configuration options will allow audio sound to be muted. Some taxi licensing authorities do not permit any recording of sound so this is a very important feature to ensure compliance with any licensing requirements.

5. Can I turn off the camera system to prevent it recording?

No, for hardwired systems the system does not allow the camera to stop recording at the driver’s preference.

6. What support contacts are there should I have a problem or a technical query with my camera?

	Smart Witness	Roadhawk
Installation	0844 947 1000	01208 269 159
Technical Support	1 st 30 days : 0844 947 3000	01208 269 159
After Installation	After this : 0871 222 1430	info@roadhawk.co.uk

Using Cameras

1. Who needs to see the CCTV footage?

If you drive on behalf of a company they may wish to review footage depending on the terms of any agreements between the driver and the company involved. Otherwise footage is completely private to you and is NOT monitored.

If a crime has been committed then the Police may also need to see the CCTV footage, and likewise if a complaint has been made to your council they may also have a requirement to see recorded footage.

Insurers will usually ask to see footage especially where third parties are involved or where blame might be disputed. Failure to provide footage in the required timescale could have implications at the time of a claim so give it your priority.

2. How is footage uploaded?

Footage can be best viewed using the cameras dedicated viewing software. This will involve putting the SD into a card reader whilst using the software. As well as the footage itself viewing software provides information on GPS location speed and the G forces applying to the recorded journey. Journeys are shown in timed segments, typically 1 minute, making it easier to select the exact footage required.

Where an incident has occurred TFP Schemes can assist with extracting footage should this be required by Aviva.

3. Do I need to use CCTV footage if an accident is my fault?

Even if you are at fault you should still be ready to share CCTV footage with your insurer. It can help insurers to limit the size of a claim especially where the circumstances or injuries are exaggerated. The cost of a fault claim might influence the cost of future insurance especially when premiums are fleet based.

4. What about using my vehicle for private use?

The camera is still working and will not know the vehicle is being used for private use. Remember the benefits from incidents are equally as valid when the vehicles are being used privately.

5. What about Data Protection?

Data captured on camera, video and sound, is subject to Data Protection legislation which has to be complied with. Many taxi licensing authorities make legal compliance part of their policy where CCTV in taxis is permitted so it's important to abide by these rules.

Further information can be found following this link http://ico.org.uk/for_the_public/topic_specific_guides/cctv

6. Do I have to inform passengers they are being recorded?

Yes through warning stickers that must be clearly displayed informing passengers that CCTV is in operation. There is no need to expressly warn passengers on the presence of working cameras. It is their choice if they ride in your taxi. As with buses and trains it is widely accepted that CCTV is there to protect passengers as well as drivers.

7. Can a passenger request to see the CCTV footage?

Where relevant through inward facing cameras passengers do have the right to see footage of themselves and get a copy within 40 days of asking for it, unless the CCTV footage relates to a crime then the police will inform if they can see it. Requests are usually made to the owner of the CCTV system.

More information can be found at: <https://www.gov.uk/request-cctv-footage-of-yourself>

8. Will installing CCTV be worth the effort?

Yes, it should be. Those who have had incidents where CCTV successfully exonerated them will always be advocates!

The same can be said for businesses where cameras have made a positive difference to their claims frequency saving them the hassle and costs (often hidden costs) associated to incidents.

Then there is the insurance discount, which even without incidents, will benefit from partial but often full funding.

Finally, for taxi drivers, there is the benefit of extra safety. In January 2013 a PHM survey showed 92% of drivers who installed CCTV in their vehicle felt it was worth both the cost and effort of doing so. In addition 100% of drivers who have been accused, reported or complained about said a camera would have helped! [Click link for a copy of the survey.](#)