

TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE APRIL 3, 2018
FROM:	WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER
SUBJECT:	REPORT OF THE DOWNTOWN MONITORED SURVIELANCE CAMERA PROGRAM

RECOMMENDATIONS

That, on the recommendation of the Managing Director, Corporate Services and Chief Human Resources Manager and on the advice of the Division Manager, Corporate Security and Emergency Management, this report **BE RECEIVED** for information purposes.

PERTINENT REPORTS RELATED TO THIS MATTER

July 22, 2013 Ten Year Review Monitored Surveillance Report – Camera Program

PURPOSE

The purpose of this Report is to provide an overview of the Downtown Monitored Surveillance Camera Program.

CONTEXT

The Downtown Monitored Surveillance Camera Program (DMSCP or the “Program”) has been operating for 17 years. The program became fully operational on November 15, 2001 after sixteen (16) surveillance cameras were installed in the downtown area. An additional camera was added to the system in 2009 (now totalling 17 cameras) after an audit recommendation, crime analysis and Council approval in late 2008.

The Corporate Security and Emergency Management Division, in conjunction with the Downtown Monitored Surveillance Camera Program Steering Committee, is responsible for the on-going operation of the Program and providing evaluation reports in accordance with the code of practice. This report provides information on:

- Impact On Crime Reduction
- Assessment of Neighboring Areas without Closed Circuit television Systems
- Requests for Opinions and Views from the Public
- Costs Associated with the Program
- The Administration of the System and its Policies and Procedures

BACKGROUND

The Program evolved from the idea of improving public safety in the core area through the use of technology. The program involves incidents being identified and responded to through camera monitoring in real time and the review of footage after an incident occurred to determine what took place. The cameras continue to be monitored from approximately 9pm to 5am daily and as staff are available during the off times. London Police have direct access to the cameras in the communications area at London Police Headquarters. The following chart provides some stats on how the cameras are being utilized.

CATEGORY	2014	2015	2016	2017
<i>Observed Incident</i>	158	83	102	232
<i>LPS Searches</i>	229	312	281	223
<i>Video Release to LPS</i>	135	159	163	117
<i>LPS Camera Control</i>	31	9	13	12
TOTALS	553	563	559	584

The camera system has proven beneficial in identifying incidents at early stages to reduce escalation as well as aiding officers with their investigations evidence of what took place. These investigations include but are not limited to robbery, assault, property damage, drug offences and homicide/attempted homicide investigations. Officer feedback on the camera system remains positive. In addition the camera system has been pro-actively used in relation to public safety during high profile events and police planned operations or projects monitor activity within the core.

The following are specific examples of incidents where the camera system proved beneficial in the last year.

On January 27, 2017 a citizen called the London Police Service to report being assaulted by security downtown. The citizen had minor injuries to his head and was transported to hospital by EMS. Police viewed the CCTV system at City Hall and concluded that the citizen had been escorted off private property by security. Once outside, the citizen without reason threw himself to the ground before intentionally striking his head several times on the sidewalk. As a result, it was determined that the security guard was acting lawfully and no charges were laid.

On June 30th, 2017 a citizen called the London Police Service to report being sexually assaulted outside a downtown bar the night before. The citizen was admittedly intoxicated and her memory of what transpired was vague. Police viewed the downtown surveillance cameras and obtained a photograph of the suspect. The photograph was provided to the media requesting the public's assistance with the identification of that subject. The subject saw his picture in the media and attended the London Police Service to provide a statement. As a result of the investigation police concluded that the male did not sexually assault the female as reported and was subsequently not charged.

On October 25, 2017 members of the London Police Community Foot Patrol Unit were conducting surveillance relating to the extensive drug trafficking in the downtown core. Police viewed the live feed of the downtown CCTV system where several "hand-to-hand" drug transactions were observed. These observations were relayed to other officers in real time which led to several persons being arrested for drug trafficking.

On September 10, 2017 monitoring staff observed via the #5 (Dundas/Talbot) camera, three males running toward a silver vehicle. All three males enter the vehicle in a quickened pace then drive away headed east on Dundas toward Richmond Street. Upon further investigation into why the male subjects were running, monitoring staff discovered a male lying unconscious on the ground surrounded by bystanders attempting to help/revive him. Monitoring staff immediately notified London Police. At 02:39 EMS arrive on scene followed by the London Police Service.

Assessment of Crime Rates

Appendix "A" (attached) provides details of occurrences in areas that are covered by the cameras as well as the areas surrounding the cameras locations. Over the past several years there has been a steady decrease in the number of occurrences in both the area covered by the cameras and the surrounding area. These results suggest there has not been displacement of criminal activity in areas not covered by the cameras.

London Police continue to partner in the program and they support the continued maintenance of the program. Sergeant Gary Strang stated "The cameras provide valuable information and are of benefit to aiding officers in the performance of their duties. The cameras record a usable copy of "what took place" and often resolve disputes with indisputable real time recorded evidence. The camera system continues to prove its inherent value in improved public safety".

Requests for Opinions and Views from the Public

a) General Information Provided to the Public

Civic Administration has provided general information on the camera program to a number of different areas as requested:

CATEGORY	2014	2015	2016	2017
General Public Enquiries	2	0	4	1
School Project Enquiries	1	1	0	2
Other Municipal Enquiries	4	2	0	0
Media Contact	2	2	1	0
TOTALS	9	5	5	3

b) Municipal Freedom of Information and Protection of Privacy Act (MFFIPPA) Requests and Public Complaints

The Program has experienced an average of four Freedom of Information requests annually over the last ten years. These requests are typically from a member of the public who has experienced an issue in an area where a camera exists and is asking if a recording of the incident is available.

Costs Associated with the Program

Costs/Budgets

The ongoing operating costs for the current program is \$70,000. No staff costs are assigned to the program. Monitoring is completed by security staff on duty from 9:00pm to 5:00am daily. Approximately every four years cameras are upgraded within the capital budget.

The Administration of the System and its Policies and Procedures

Over the past two years additional technology has been tested at the corner of Richmond and Dundas to reduce the number of incidents resulting from poor camera position due to rotation. The technology tested have reduced the frequency where the cameras did not capture information and we will be expanding the technology to other locations as part of our ongoing upgrades to the camera system.

Downtown London is a member of the steering committee and provides advice and a perspective from downtown businesses. They continue to support the program stating "Perceptions of safety play an important role in downtown revitalization. Downtown London continues to support the use of the Downtown CCTV program to promote public safety and to help London Police and the municipality ensure a safe environment for all"

Audit Review Process

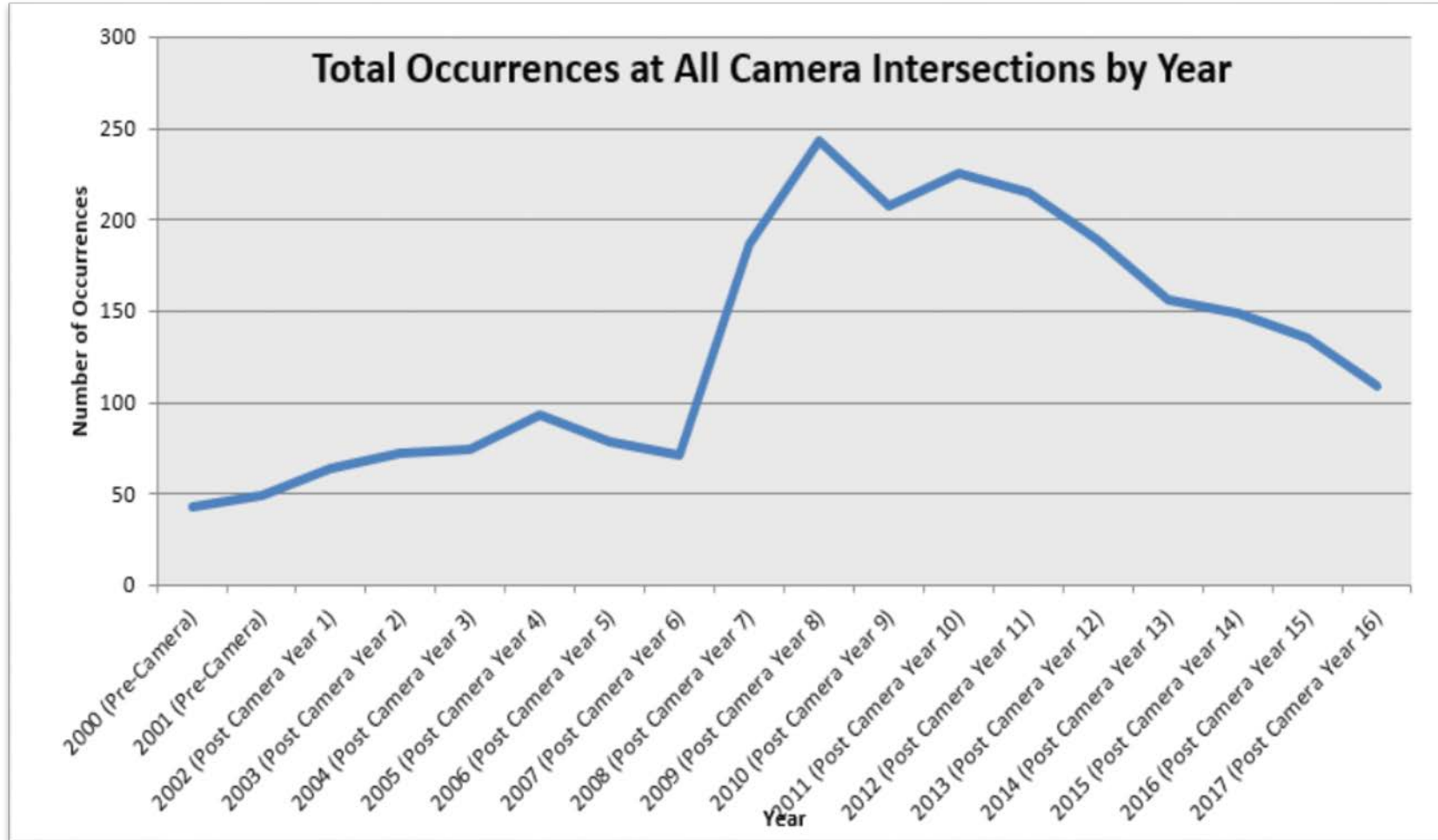
The Code of Practice requires audits be completed annually. Audits are completed by KPMG as part of the Corporate Audit Program. The audits are forwarded to the Audit Committee for review. Any issues identified in the audits are addressed by the Division Manager, Corporate Security and Emergency Management.

SUMMARY

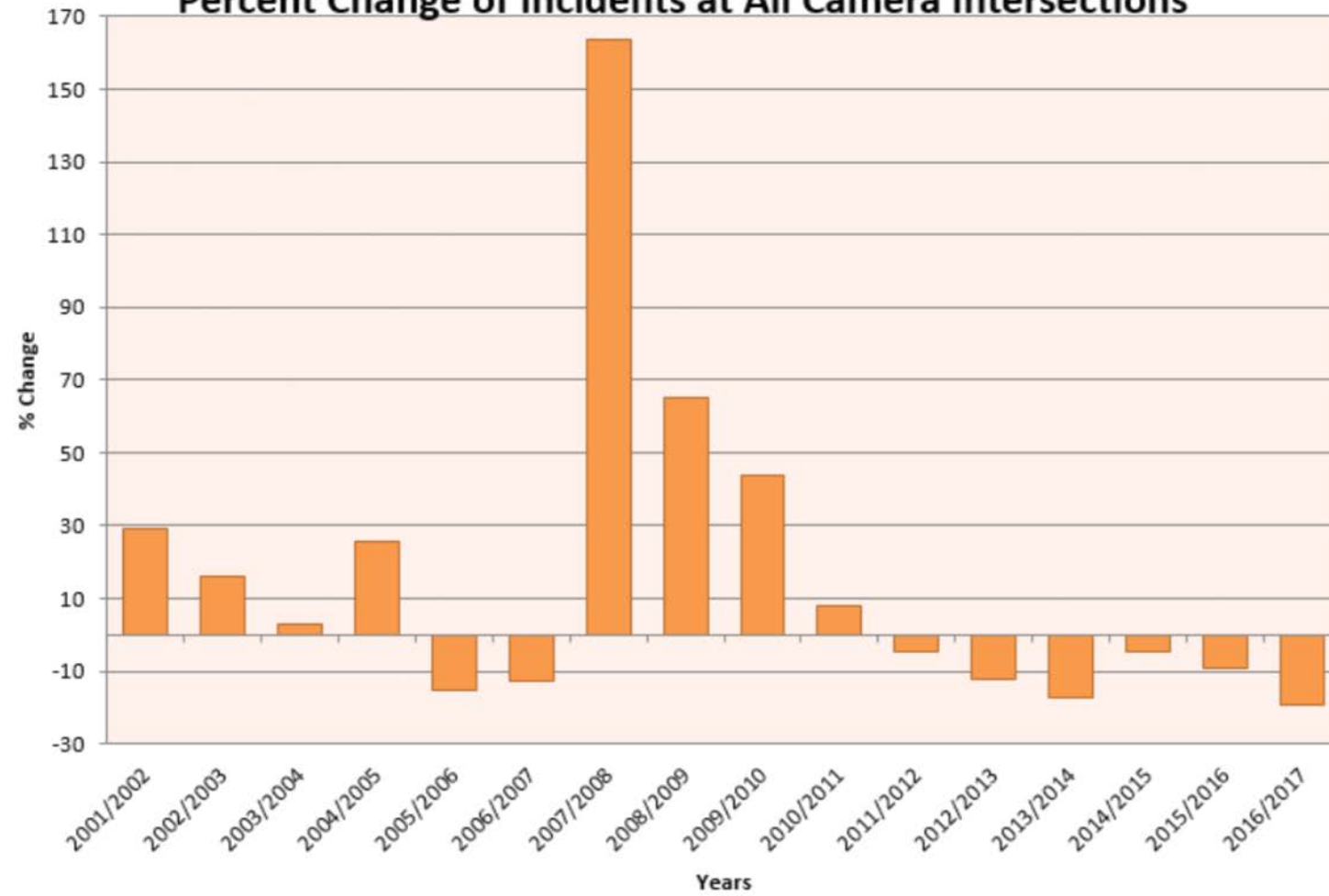
The Downtown Monitored Camera Surveillance Program continues to assist with enhancing community safety and desirability of the downtown area of London. The cameras have assisted law enforcement in the resolution of many incidents in the downtown core and are considered a valuable tool in the early detection and intervention.

PREPARED AND SUBMITTED BY:	RECOMMENDED BY:
DAVE O'BRIEN DIVISION MANAGER CORPORATE SECURITY AND EMERGENCY MANAGEMENT	WILLIAM C. COXHEAD MANGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER

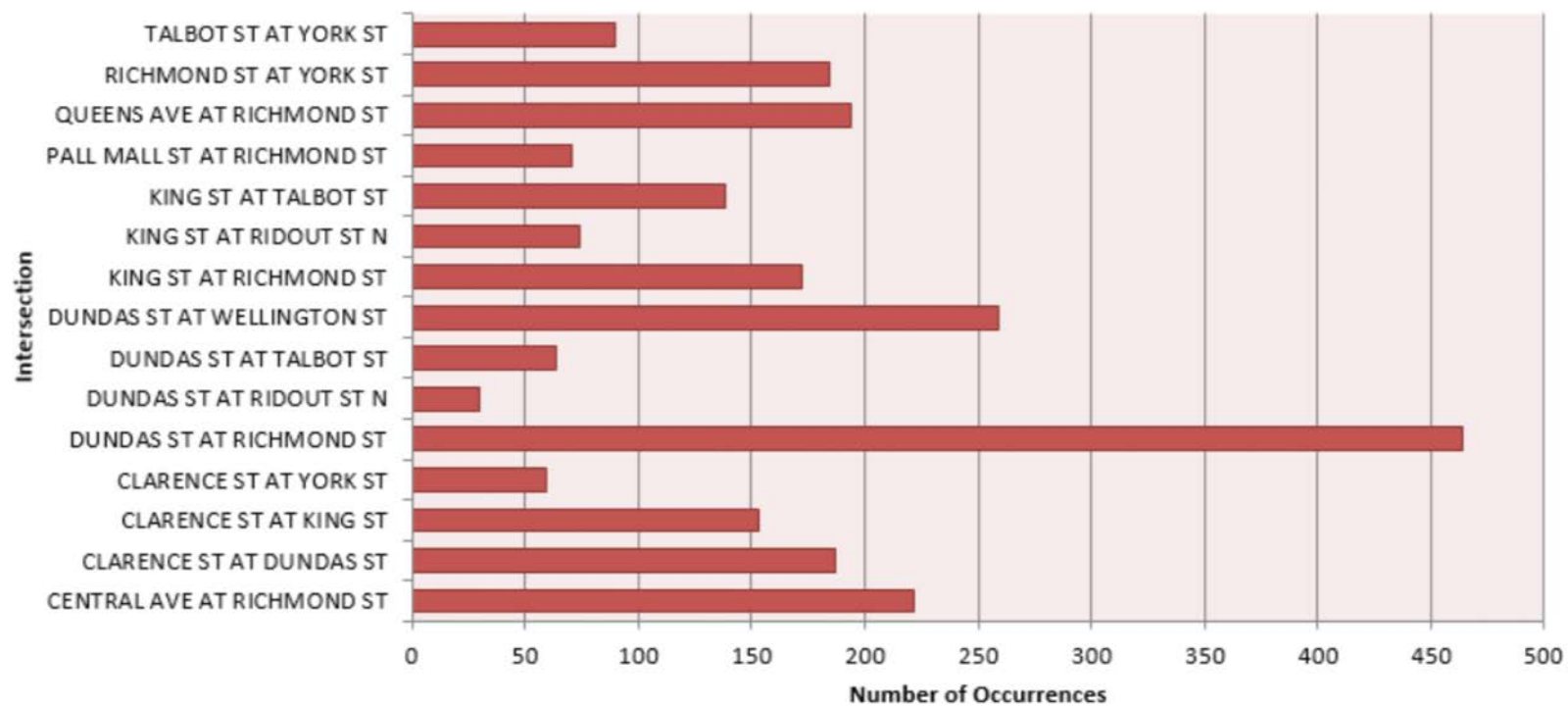
APPENDIX A



Percent Change of Incidents at All Camera Intersections



Total Occurrences at All Camera Intersections by Intersection



	Pro Camer	Pro Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change	Part Camer	% Change
	2000	2001	2000/2001	2002	2001/2002	2003	2002/2003	2004	2003/2004	2005	2004/2005	2006	2005/2006	2007	2006/2007	2008	2007/2008	2009	2008/2009	2010	2009/2010	2011	2010/2011	2012	2011/2012	2013	2012/2013	2014	2013/2014	2015	2014/2015	2016	2015/2016	2017	2016/2017		
Central Ave At Richmond St	1	3	200	4	33	3	-25	4	33	6	50	5	-17	5	0	21	320	22	-19	22	90	22	0	19	-14	28	47	20	-29	17	-15	13	-24	7	-46		
Clarence St At Deader St	6	11	83	13	18	8	-38	13	63	13	0	9	-31	11	22	13	18	17	-7	5	-38	14	180	11	-21	7	-36	11	57	10	-9	9	-10	6	-33		
Clarence St At King St	3	2	-33	4	100	3	-25	4	33	5	25	7	40	5	-29	13	160	19	-11	14	13	13	-7	14	8	15	7	6	-60	6	0	14	133	6	-57		
Clarence St At Turk St	4	0	-100	2	*	0	-100	0	0	2	*	2	0	3	50	6	100	2	-62	8	233	3	-63	9	200	4	-56	6	50	4	-33	0	-100	4	*		
Deader St At Richmond St	5	10	100	11	10	21	91	13	-38	23	77	13	-43	14	8	34	143	44	26	39	42	45	15	34	-24	26	-24	32	23	33	3	35	6	32	-9		
Deader St At Ridout St N	0	0	0	1	*	1	0	0	-100	0	0	1	*	0	-100	3	*	4	300	5	100	3	-40	2	-33	2	0	3	50	0	-100	2	*	3	50		
Deader St At Talbot St	2	2	0	0	-100	0	0	2	*	3	50	1	-67	2	100	4	100	6	50	8	133	7	-13	9	29	5	-44	3	-40	2	-33	6	200	2	-67		
Deader St At Wellington St	5	6	20	7	17	7	0	5	-29	8	60	6	-25	5	-17	16	220	28	0	22	52	21	-5	18	-14	23	28	17	-26	25	47	24	-4	16	-33		
King St At Richmond St	6	4	-33	7	75	10	43	5	-50	7	40	8	14	5	-38	8	60	12	44	15	138	21	40	18	-14	11	-39	15	36	7	-53	4	-43	9	125		
King St At Ridout St N	1	1	0	0	-100	1	*	1	0	0	-100	0	0	1	*	4	300	8	300	9	75	11	22	18	64	9	-50	3	-67	6	100	2	-67	0	-100		
King St At Talbot St	0	1	*	0	-100	2	*	1	-50	1	0	2	100	0	-100	8	*	8	53	9	-30	13	44	16	23	13	-19	12	-8	13	8	8	-38	8	0		
Pall Mall St At Richmond St	2	0	-100	3	*	1	-67	2	100	2	0	4	100	5	25	12	140	7	53	4	83	6	50	7	17	4	-43	2	-50	4	100	2	-50	4	100		
Queens Ave At Richmond St	1	0	-100	3	*	3	0	6	100	5	-17	7	40	3	-57	15	400	31	180	23	-10	24	4	19	-21	24	26	8	-67	9	13	9	0	4	-56		
Richmond St At Turk St	7	6	-14	6	0	10	67	13	30	16	23	9	-44	9	0	14	56	9	-47	12	178	14	17	16	14	13	-19	13	0	8	-38	5	-38	4	-20		
Talbot St At Turk St	0	2	*	1	-50	2	100	5	150	2	-60	5	150	1	-80	11	1000	14	7	13	14	8	-38	5	-38	5	0	5	0	5	0	2	-60	4	100		
Total of All Intersections Car	43	48	12	62	29	72	16	74	3	93	26	79	-15	69	-13	182	164	231	65	208	44	225	8	215	-4	189	-12	156	-17	149	-4	135	-9	109	-19		



SUMMARY

There has been a steady decline in occurrences within 2 Beat over the past 4 “Camera Years”, excluding locations in which downtown cameras are present. See charts below for details. Note that Camera Year 15 is Nov. 9, 2013 – Nov. 8, 2014, Camera Year 16 is Nov. 9, 2014 – Nov. 8, 2015, Camera Year 17 is Nov. 9, 2015 – Nov. 8, 2016 and Camera Year 18 is Nov. 9, 2016 – Nov. 8, 2017.

