

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE June 18, 2019</b>
<b>FROM:</b>	<b>WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER</b>
<b>SUBJECT:</b>	<b>REPORT OF THE DOWNTOWN MONITORED SURVIELANCE CAMERA PROGRAM</b>

<b>RECOMMENDATIONS</b>
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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.

<b>PERTINENT REPORTS RELATED TO THIS MATTER</b>
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2017, 2018 Review Monitored Surveillance Report – Camera Program

<b>PURPOSE</b>
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The purpose of this Report is to provide an overview of the Downtown Monitored Surveillance Camera Program.

<b>CONTEXT</b>
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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. One (1) additional camera was added in 2009 (Angel Street/Richmond Street) 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

<b>BACKGROUND</b>
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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 charts provides some stats on how the cameras are being utilized.

<b>CATEGORY</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
<i>Observed Incident</i>	158	83	102	232	271
<i>LPS Searches</i>	229	312	281	223	283
<i>Video Release to LPS</i>	135	159	163	117	157
<i>LPS Camera Control</i>	31	9	13	12	16
<b>TOTALS</b>	<b>553</b>	<b>563</b>	<b>559</b>	<b>584</b>	<b>727</b>

Total Reported **Downtown Camera** Incidents for these categories in 2018: **(727)** up from **(584)** the previous year.

- Camera Control: **(16)**
- Observed Incidents: **(271)**
- Burn Reports: **(157)**
- Search Reports: **(283)**

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.

Notable Police occurrences involving the downtown camera system:

- 18-37712 - On April 14<sup>th</sup> 2018 in the late evening hours, a female called the London Police Service in regards to a suspicious male outside of her residence who was attempting to look into their windows. On arrival the officers arrested the male who was still near the residence. On further review of the CCTV system, it was revealed that unbeknownst to the female, the male had actually followed her for approximately one kilometre. As a result of this footage the male was charged with Criminal Harassment.
- 18-111376 - On October 15<sup>th</sup> 2018 Police were called to the intersection of Dundas St at Richmond St in regards to a male waving a knife around. On Police arrival no male was found however Police detained several individuals nearby who matched the provided description. A check of the CCTV footage revealed that one of the detained parties was in fact responsible and also caused damage to a nearby sign with the knife. This male was charged with weapons offences and property damage as a result.
- 18-120288 - On November 8<sup>th</sup> 2018 an unknown suspect broke into a store on York St during the early morning hours, an event that wasn't realized until the following business day. Police were called and during the course of their investigation became aware that a suspect was already in custody for a nearby break and enter. CCTV footage was reviewed which showed this same suspect in the alcove of the store in the early morning hours. This footage in conjunction with evidence found on the suspect allowed Police to solve this Break and Enter.

**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 increase in the number of occurrences in both the area covered by the cameras and the surrounding area.

London Police continue to partner and support the program and they support the continued maintenance of the program. Sgt Mike Pottruff of the London Police Services Community Foot Patrol Unit indicates:

“As in previous years, the ability of the CCTV system to assist police in investigative matters is impressive. A month never goes by where multiple reasons for having the camera system aren’t present or readily available. The city CCTV system is of great value to the police and in turn to the community at large. The cameras benefit citizens, business owners and stakeholders with timely recordings of matters that may be of evidentiary value. These recordings are time sensitive and require an operator to allow immediate access of the recorded material as an investigation unfolds.

The value of the CCTV system can’t be overstated nor can the evidentiary value be ignored. These recordings “set the record” straight or provide further information to solving the crime or setting the record straight in other matters. Having the cameras monitored allows police to contact the operator and provide direct viewing when necessary. It’s not only important to have the information recorded; it needs to be accessible in real time to get the best results from obtaining it in the first place.”

In 2018 the London Police Service entered the CCTV room at City Hall on 467 occasions. This is approximately 100 times more than in 2017. This expansion in use typifies how important a role the cameras play in any officer’s investigation when it comes to the downtown core. 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 resolves disputes with indisputable real time recorded evidence. The camera system continues to prove its inherent value in improved public safety.

The value of full time video monitoring has proven itself time and again. Evaluation and examination of the valuable nature of the CCTV system year after year has defined its importance as part of the public safety expected by the citizens of London. I believe the value of monitoring the system is directly proportional to the reduction of unnecessary risk to the city.

**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	2018
General Public Enquiries	2	0	4	1	3
School Project Enquiries	1	1	0	2	0
Other Municipal Enquiries	4	2	0	0	8
Media Contact	2	2	1	0	0
TOTALS	9	5	5	3	11

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.

In 2018, there were a total of 3 requests for footage from downtown cameras.

**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.

We have added an additional camera to address a gap issue in camera views.

Downtown London is a member of the steering committee and provides advice and advocacy for downtown businesses. Kathy McLaughlin states: “The Downtown CCTV program is a tool that’s used to enhance safety in the core. We continue to support this program to contribute to safety, to support London Police in investigating and solving crimes as well as providing general observation to enable prompt response to unforeseen incidents of an urgent nature.”

Audit Review Process

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

<b>SUMMARY</b>
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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.

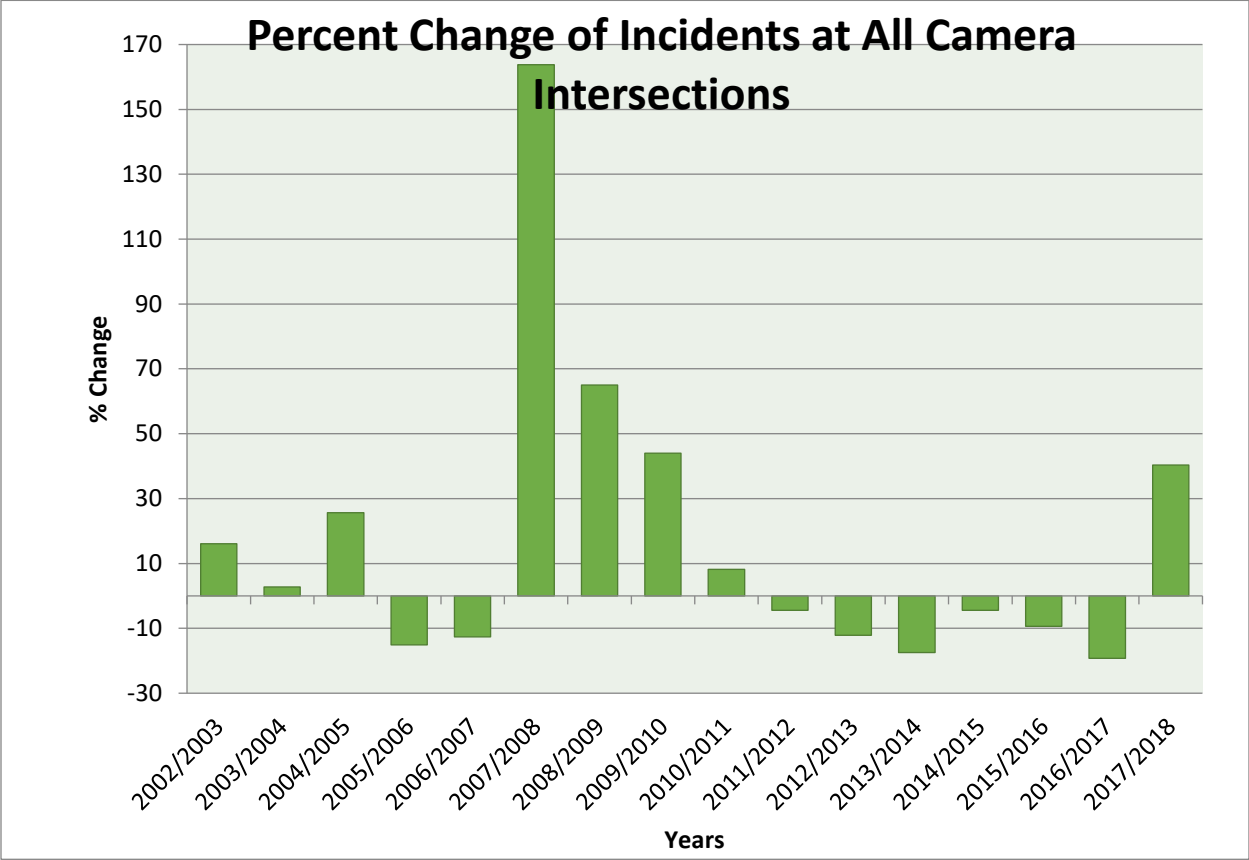
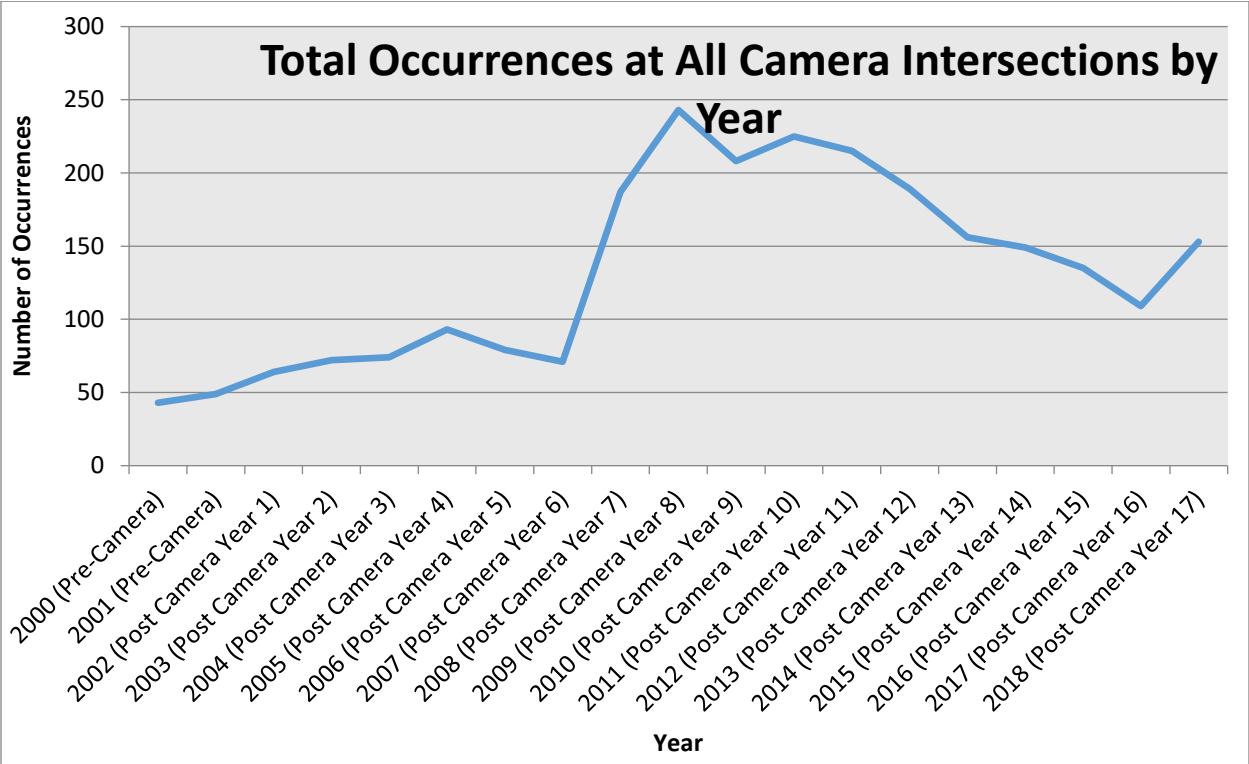
Contributed to by Mike Bessegato, Manager Corporate Security.

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

cc: Downtown Camera Program Steering Committee  
Privacy Commissioner of Ontario (IPC)

Appendix A

Police Stats



# Total Occurrences at All Camera Intersections by Intersection

