

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON JULY 22, 2013
FROM:	DAVE O'BRIEN DIVISION MANAGER, CORPORATE SECURITY AND EMERGENCY MANAGEMENT
SUBJECT:	TEN YEAR REVIEW MONITORED SURVEILLANCE CAMERA PROGRAM

RECOMMENDATIONS

That, on the recommendation of the Division Manager, Corporate Security and Emergency Management with the concurrence of the Managing Director, Corporate Services and Chief Human Resources Officer:

- a) Civic Administration **BE AUTHORIZED** to add two stationary cameras at the corner of Richmond and Dundas Street, **IT BEING NOTED** that the cost of adding the cameras can be accommodated from within the existing 2013 operating budget, and
- b) The balance of this Report **BE RECEIVED** for information purposes.

PERTINENT REPORTS RELATED TO THIS MATTER

1. December 14, 2010 Annual Evaluation Report
2. September 28, 2009 Annual Evaluation Report
3. September, 2009 Camera Program Update
4. October 8, 2008 Annual Evaluation Report
5. January 29, 2007 Monitored Surveillance Camera Program Report
6. May 26, 2006 Annual Evaluation Report
7. March 25, 2005 Annual Evaluation Report
8. February 23, 2004 Annual Evaluation Report
9. February 19, 2004 Camera program Reduction Report

PURPOSE

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

CONTEXT

This is the 10th year of operation for the Downtown Monitored Surveillance Camera Program (DMSCP or the "Program"). The DMSCP 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 Division Manager, Corporate Security and Emergency Management, 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. The code of practice provides guidance on the operation of the DMSCP including the purpose of the program, the audit process and responsibilities related to the program. The evaluation is to include:

- Impact On Crime Reduction
- Assessment of Neighbouring 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

Impact on Crime Over the Last Ten Years

An analysis of crime rates in the area covered by the downtown cameras and surrounding area was conducted by London Police Services (attached as Appendix "A"). As noted in appendix "A" the crime rate has fluctuated both up and down from year to year in both the area covered by the cameras and the surrounding area. Since 2007 there has been an increase in occurrences in the area covered by the cameras and the surrounding areas. The increase is similar both in the areas covered by the cameras as well as the surrounding areas. The frequency of assaults and sexual assaults has fluctuated up and down over the last ten years with a peak in 2002. The highest increases in occurrences are related to thefts from motor vehicles and disturbances particularly over the last year. The City of London experience is consistent with many other jurisdictions internationally with respect to effects on crime rates. Research suggests that the consistent benefit of CCTV programs is early detection, intervention and subsequent evidentiary assistance.

London Police Services continue to be an active participant on the Downtown Monitored Surveillance Camera Program Steering Committee and continue to utilize the downtown cameras as an investigative aid to their duties. The DMSCP assists police in dealing with all types of investigations and is seen as another investigative tool that will continue to support the police. The cameras have assisted the police on many investigations over the last ten years. Some recent highlights include:

- Public Disturbance 2010 – At approximately 3:15am, the Camera Operator observed a group of approx. 5 males destroying signs and property on the corner of Richmond Street & Central Avenue. The camera operator contacted the Police to report the activity. Shortly thereafter the group started swinging the pieces of wood from the damaged signs at passing vehicle and pedestrian traffic along Richmond Street. The Police were updated and arrived on scene at approx. 3:25am. Police took several of the group into custody. The video evidence was essential in aiding Police to respond.
- Assault 2010 - At approximately 2:49am, the Camera Operator observed a male lying face down on the sidewalk outside of the Richmond Tavern (Richmond street and King Street), with a large crowd gathering around the individual. Security contacted Police to report the activity. At approximately 2:54am, EMS arrived onsite followed by Police. EMS attended to the injured male and loaded him into the ambulance and departed the scene at approximately 3:12am. Shortly thereafter, Police contacted Security requesting a video search of an assault that had occurred at that same location. Security conducted the search and located video of the incident that had occurred at approximately 2:45am. The video evidence was useful in the Police proceeding with assault charges against a male suspect.
- Shooting 2011 - This investigation involved a shooting of a female victim who was in a second floor patio area of a local Richmond Street bar. The victim had been struck by a bullet in the neck area. An attentive commissionaire monitoring the CCTV cameras observed this incident and had the camera focused in on the event. The CCTV images captured the shooting as well as the parties involved. The parties responsible were identified by investigating police and charges were laid. This incident recently was reported by local media during the trial where the video was cited as a critical piece of evidence in the conviction of the accused.

- Robbery 2011 - This investigation involved the robbery of an 84 year old male and his 76 year old wife. The CCTV cameras situated in the area of the robbery captured the images of three persons of interest. These images were shown to members of the London Police Foot patrol and the names of these people were determined. Two of these persons have been arrested and charged with robbery. The third person has been determined to not have been involved in the robbery.
- Assault 2011 – This occurrence involved a group of males targeting other members of the public with aggressive behaviour late in the evening on Richmond Street. Police were notified of their aggressive behavior and a very short time later the group assaulted two members of the public and fled. The camera operator was able to follow the group as they fled, provide police with updated information and the group was stopped as they fled down Richmond Street. The camera operator was able to confirm to police the individuals stopped were in fact the individuals acting aggressively and responsible for the assault on the members of the public. The individuals involved were charged with assault as a result of the incident.

In addition to these incidents the camera program has provided positive assistance in many other incidents over the last ten years. A couple of notable incidents include the early identification of the water main break at Dundas and Wellington Street. This incident, had it not been identified early through the camera program, could have resulted in a much higher cost to the city to repair. Another incident involved an adult male lying on a sidewalk downtown. The camera operator notified the police who subsequently dispatched EMS. The male was found to be in medical distress and rushed to the hospital with a serious medical condition. Interestingly, no one had called 911 regarding this incident which through the actions of the camera operator potentially saved this person's life. A final incident involved a female who was in the downtown area but her specific whereabouts were unknown. Police received a call that she was contemplating suicide but they were not able to locate her. Police provided her description to the camera operator and approximately ten minutes later the camera operator located the female, dispatched police to her location and provided the female with the assistance she needed. The police officer upon securing the female turned to the downtown camera in the area and provided a "thumbs up" to confirm the cameras were of great assistance in this circumstance. Interestingly these incidents have nothing to do with criminal activity, however, the camera program played a significant positive role in these incidents.

The camera program continues to assist police in dealing with all types of investigations and is seen as another investigative tool that will continue to support the police and act as a crime prevention tool.

Additional Cameras

During this review it was noted that the cameras were missing incidents as they rotated on a predetermined tour. In 2011 London Police reviewed 209 incidents, however they were unable to find useful footage for 122 of the incidents. In the majority of the circumstances the reason for this was the camera position was in a different location than where the incident occurred. An option to address this is to add two stationary cameras that have the ability to view 180 degrees. These cameras would be placed at the intersection of Dundas and Richmond Streets as a pilot project for one year to determine if the addition of the stationary cameras is able to increase the frequency of the incidents where useful camera footage was found. The cost of implementing the two additional cameras is approximately \$5000 and can be covered in the current operating budget. This enhancement is supported by the Downtown Camera Program Steering Committee which includes the London Police Service and Downtown London.

Assessment of Neighbouring Areas without CCTV

Appendix "A" provides details of occurrences in areas surrounding the cameras. As previously noted the crime rate in the areas surrounding the camera continues to follow a similar pattern to the areas covered by the cameras. This suggests there is not transference of criminal activity.

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	2003	2004	2005	2006	2007	2008	2009	2010	2011
General Public Enquiries	10	12	16	2	4	6	3	2	0
School Project Enquiries	4	2	4	3	6	3	7	1	1
Other Municipal Enquiries	6	6	3	4	1	4	3	4	2
Media Contact	10	2	5	5	2	4	6	2	2
TOTALS	30	22	28	14	13	17	19	8	5

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

The Program has experienced an average of three 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.

c) Janette MacDonald Executive Director of Downtown London provided the following Quote regarding the camera program:

“The Downtown CCTV program has been helpful in contributing to a safe downtown for all Londoners and visitors alike. We appreciate the role the CCTV cameras play in improving perceptions of safety and assisting London Police both with their investigations and responding to incidents in the core. The cameras have also been helpful in non-criminal situations where individuals with critical health issues were identified and attended to in a timely way. The safety of our Downtown has been mentioned as a high priority in recent public consultations about the future of London's Downtown and on an ongoing basis in media commentary and public input on those stories. In many ways, the Downtown CCTV program has been a positive addition to the Downtown experience and we strongly support its continued operation.”

Costs Associated with the Program

Costs/Budgets

The ongoing operating and maintenance costs for this Program are currently \$63,000. The initial operating costs of the Program included costs for a dedicated camera monitor position. This position was eliminated as a result of budget reductions in 2004. Subsequent to this reduction the cameras are monitored from 9pm to 5am daily by existing security staff.

The Administration of the System and its Policies and Procedures

a) Technical Difficulties with the Cameras

TYPE	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Camera Failures	451	506	460	217	64	56	82	66	42	23
Service Calls	201	453	453	46	132	210	160	89	96	20

The number of camera failures have been reduced and stabilized over the last several years. Initially the Program utilized wireless technology, however, that system was not reliable or stable resulting in numerous failures. That system was removed and replaced primarily with a fibre optic system. There are currently 14 cameras connected using a fibre optic system and three cameras that use a wireless radio system. Camera failures and service issues will continue to occur caused by power interruptions, weather related issues and routine wear and tear on the equipment from constant operation.

b) Camera Monitoring

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	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Observed Incident	61	89	156	109	139	112	79	74	86	140
LPS Searches	90	187	107	110	100	119	129	196	169	209
LPS Burns	78	106	97	22	11	39	75	75	78	122
LPS Camera Control	25	21	73	54	63	39	8	15	6	8
TOTALS	254	403	433	295	313	311	291	360	338	434

c) Audit Review Process

The Code of Practice requires audits be completed annually. Previously these audits were performed by the Clerk's Division, however, a recent review of workload responsibilities within Clerk's has resulted in the responsibility to complete the audits being shifted to 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 London Downtown Area. 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.

ACKNOWLEDGEMENTS

This Report was prepared with the assistance of Sergeant Gary Strang and Jim Purser.

PREPARED AND RECOMMENDED BY:	CONCURRED BY:
DAVE O'BRIEN DIVISION MANAGER CORPORATE SECURITY AND EMERGENCY MANAGEMENT	VERONICA MCALEA MAJOR MANGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER

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