



COUNCIL REPORT
Engineering and Public Works
For the August 13, 2019 Council Meeting

DATE: July 22, 2019
TO: Paul Gipps, CAO
FROM: Erin Goodwin, Facilities Manager
RE: Video Surveillance Location Approvals – Westbank Lions Hall

RECOMMENDED MOTION:

THAT Council approve the expansion of video surveillance at the Westbank Lions Hall located at 2466 Main Street;

RATIONALE:

- To ensure the safety and security of people, assets, and property.
- To assist in identifying persons of interest when an act of vandalism, theft, or crime has occurred.
- To install an improved camera system that has better image quality, improved surveillance features, and is more user friendly.

LEGISLATIVE REQUIREMENTS:

Freedom of Information and Protection of Privacy Act R.S.B.C. 1996, Chapter 165

BACKGROUND:

The City of West Kelowna uses video surveillance systems to ensure the security of people, assets, and property. Video surveillance cameras that record images of people must comply with certain legislative requirements, including the *Freedom of Information and Protection of Privacy Act*. The CWK Video Surveillance Camera Policy ensures that the City complies with such legislative requirements and outlines those areas for authorization, use, and records management.

As per the CWK Video Surveillance Camera Policy;

Section 3.4

Before implementing a new surveillance system or expanding an existing video surveillance system, the reason for introducing or expanding the video surveillance is to be provided in writing and approval must be granted by Council.

Section 5.1

When considering the proposal, staff will provide a report to Council outlining the following:

- a) *Incident reports respecting vandalism, theft, property damage, and safety concerns.*
- b) *Safety or security measures currently in place or attempted before installing video surveillance.*
- c) *Safety or security problems that video surveillance is expected to resolve.*
- d) *Areas and/or times of operation.*
- e) *Expected impact on personal privacy.*
- f) *How the video surveillance will benefit the City or is related to City business.*
- g) *How the benefits are expected to outweigh any privacy rights as a result of video surveillance.*
- h) *How it will protect the security and safety of persons.*

(See attached Video Surveillance Camera Policy)

A Capital request to install an updated surveillance system that is owned and operated by the City of West Kelowna was submitted and approved by Council during 2019 budget deliberations.

The request was submitted due to the ongoing vandalism and crime that has occurred since the CWK took over operations of the Lions Hall, in 2017.

Project Budget: \$26,000

Below is some information in relation to Section 5.1 of the CWK Video Surveillance Policy:

a) *Incident reports respecting vandalism, theft, property damage, and safety concerns*

- i. Vandalism to building cladding.
- ii. Graffiti.
- iii. Unauthorized access into the facility.
- iv. Illegal drug activity.
- v. Public intoxication.
- vi. Public urination.
- vii. Verbal abuse.
- viii. Staff and public safety concerns when entering or exiting the building.

b) *Safety or security measures currently in place or attempted before installing video surveillance*

- i. Building security system is in place.
- ii. Security system is monitored 24 hours per day by a monitoring company.
- iii. Security company has been hired to watch over the property.
- iv. Locks are in place for building access.
- v. Security cards are required to access the facility.
- vi. Multiple meetings to discuss staff safety and awareness when working in the area.

c) *Safety or security problems that video surveillance is expected to resolve*

- i. Will help identify persons of interest
- ii. Notification software can help report suspicious activity before certain crimes or vandalism occurs.

d) *Areas and/or times of operation*

- i. Cameras will monitor the property 24hrs per day / 7 days per week.
- ii. Location of cameras will monitor the parking lot, building exterior, and certain building interior hallways and door access points.

e) Expected impact on personal privacy

- i. It is anticipated that personal privacy will be upheld and that the introduction of a closed circuit security camera will have a negligible impact as a result of the limited access to the surveillance information, the computer and physical security procedures and the limited use of surveillance information protocols, as described in the Policy.
- ii. The impact of video surveillance will be clearly communicated via onsite signage with contact information, should the public require more information.

f) How the video surveillance will benefit the City or is related to City business

- i. The ability by the City and RCMP to use the information for incident investigations.
- ii. The ability to be notified when an incident occurs, instead of discovering it after it occurs.
- iii. The hope is that incidents of vandalism, theft, and crime will be reduced.
- iv. Increased confidence in public safety.
- v. Improved safety measure for staff when working in the area or inside the facility.

g) How the benefits are expected to outweigh any privacy rights as a result of video surveillance

- i. The benefits of video surveillance outweigh the privacy concerns as it is expected to result in improved public safety, a reduction in crime / vandalism, and costs by the City of West Kelowna, tax payers, and general public.


h) How it will protect the security and safety of persons

- i. The ability to be notified when an incident occurs, instead of discovering after it occurs, may deter thieves from entering the compound.
- ii. Better coverage of the facility may assist in identifying persons of interest when an incident occurs.
- iii. Reducing crime and vandalism would help increase public confidence in their safety.

FINANCIAL IMPLICATIONS:

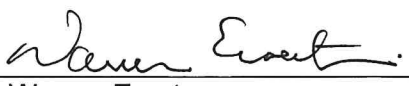
Approved 2020 Capital Request: \$26,000

Respectfully submitted,


Erin Goodwin
Facilities Manager



Shelley Schnitzler
Legislative Services Manager


Allen Fillion
GM of Engineering & Public Works


Warren Everton
CFO

Attachments: Video Surveillance Camera Policy

Powerpoint: ___ Yes No

Approved for Agenda

Paul Gipps, CAO
Aug 7, 2019
Date



DISTRICT OF WEST KELOWNA

COUNCIL POLICY MANUAL

Pages: 1 of 3

Approval Date: March 24, 2015

SUBJECT: VIDEO SURVEILLANCE CAMERAS

1.0 Purpose:

- 1.1 To establish guidelines for the use of video surveillance technology by ensuring compliance with the *Community Charter*, the *Freedom of Information and Protection of Privacy Act* and District Records Management requirements.

2.0 Scope:

- 2.1 This Policy applies to any video surveillance system operated by or for the District of West Kelowna that collects personal information in any form. This Policy does not apply to video surveillance conducted and collected by the RCMP, who are subject to federal legislation, or to covert (hidden) video surveillance.

3.0 Principles:

- 3.1 As an owner of significant public assets that represent a large investment of public money, the District of West Kelowna wishes to make use of video surveillance systems to better protect the security of its people, assets and property.
- 3.2 The District of West Kelowna acknowledges that the use of video surveillance may, in some circumstances, represent an intrusion into personal privacy and does not wish to impair personal privacy any more than is warranted to provide necessary and reasonable protection of its property against vandalism, theft, damage and destruction.
- 3.3 Video surveillance systems will be installed only after other less intrusive security methods have been considered or attempted and have been found to be insufficient or unworkable.
- 3.4 Before implementing a new surveillance system or expanding an existing video surveillance system, the reason for introducing or expanding the video surveillance is to be provided in writing and approval must be granted by Council.

4.0 Designated Responsibilities:

- 4.1 The Chief Administrative Officer is responsible for the overall video surveillance program.

- 4.2 The Corporate Officer is responsible for ensuring the establishment of procedures for the use of video surveillance equipment, including the random audit of such procedures, in accordance with this policy.
- 4.3 The Corporate Officer or designate is responsible for the life cycle management of authorized video surveillance systems including, but not limited to, specifications, installation, maintenance, replacement, disposal, and related requirements, including signage. Equipment specifications and standards are to follow corporate policy.

5.0 Video Surveillance Requirements and Use

- 5.1 Before introducing new video surveillance in any District facilities, parks, or public spaces, the need for video surveillance will clearly meet the criteria of this Policy and the installation will conform to this Policy and be approved by Council. When considering the proposal, staff will provide a report to Council outlining the following:
 - a) Incident reports respecting vandalism, theft, property damage, and safety concerns.
 - b) Safety or security measures currently in place or attempted before installing video surveillance.
 - c) Safety or security problems that video surveillance is expected to resolve.
 - d) Areas and/or times of operation.
 - e) Expected impact on personal privacy.
 - f) How the video surveillance will benefit the District or is related to District business.
 - g) How the benefits are expected to outweigh any privacy rights as a result of video surveillance.
 - h) How it will protect the security and safety of persons.
- 5.2 Council approval is required for any new video surveillance system. Requests to implement or expand a video surveillance system in an open public space require a Report to Council outlining items a) – h) above, and in conjunction with the budget process.
- 5.2 Video surveillance will be in public places only and must be practically minimized. Surveillance will not take place in areas considered confidential or normally private (ie. change rooms, washrooms).
- 5.3 Access to video surveillance information is limited to the following individuals or their designates:
 - Chief Administrative Officer
 - Freedom of Information Head
 - Information Technology Manager
 - Facilities Manager
 - RCMP in relation to a law enforcement matter
- 5.4 Use of video surveillance information is to be for the purposes of investigation of an incident in any public place. Information Technology staff will access the equipment only for the purpose of maintaining, backing up the software, and assisting with the extraction of the portions of the data.
- 5.5 Physical and computer related security will be in place at all times to properly secure access to the recording equipment and video data.
- 5.6 The locations and times of all videotaping and access thereto, must be maintained in logs and kept current by the relevant operator/viewer. An exception to this may occur when the video

screen is mounted in a public place with the intention of communicating information to the general public by live video feed.

- 5.7 Records of video surveillance systems that collect personal information will be protected in accordance with the *Freedom of Information and Protection of Privacy Act*.
- 5.8 Video surveillance data or videotapes may not be publicly viewed or distributed as provided by this Policy and/or the *Freedom of Information and Protection of Privacy Act*. Video data must not be altered in any manner, with the exception of saving investigation material related to an incident on public places or information required for law enforcement purposes. Other than release to the RCMP, or use for District of West Kelowna purposes in accordance with this Policy, video surveillance data will only be released on the authority of a warrant to seize the recorded data for evidence or other Court Order.
- 5.9 Any other requests for access to incident specific information must be referred to the District of West Kelowna's Freedom of Information Head.

6.0 RETENTION AND DESTRUCTION

- 6.1 The District of West Kelowna will use a recording system that overwrites data on a continual basis.
- 6.2 Recorded video data will generally be retained for up to four weeks, depending on the system configuration, available memory, and the amount of available space within the District's storage facilities and the type of medium used.

7.0 SIGNAGE

- 7.1 It is a requirement of the *Freedom of Information and Protection of Privacy Act* that individuals be notified when the District of West Kelowna collects their personal information. As such, signage will be prominently displayed at the location of every video surveillance camera.
- 7.2 The sign will clearly communicate the following:
 - a) Warn people that the area is under video surveillance.
 - b) Legal authority under which the public body is operating (District of West Kelowna)
 - c) Who is responsible for the surveillance (District of West Kelowna / Corporate Officer)
 - d) Contact information (District of West Kelowna / Corporate Officer)

Previous Revision/s:
