
CITY OF KELOWNA

MEMORANDUM

Date: August 16, 2005
File No.: 8500--04

To: Ron Born, City Manager

From: Jerry Dombowsky, Transportation Demand Supervisor

Subject: **Video Surveillance at Queensway Transit Station**

Recommendation:

THAT City Council endorse the use of Video Surveillance at the Queensway Transit Station in the interests of maintaining safety and security for Transit patrons;

AND THAT City Council approve the cost of implementing this proposal amounting to \$3,848.75 from Transit funding (Finance to confirm source) and \$9,760.44 from the Parking Reserve (plus taxes and permits), with a 10% contingency to allow for potential increases in external contract costs.

Background:

As Council is aware, we have had an ongoing problem with vandalism and other criminal activity at the Queensway Transit Station. We have taken numerous steps to deal with this including:

- strengthening links with the RCMP to patrol the transit "loop" more frequently;
- creating a strong communication linkage between DKA patrollers, Kasugai Security, Farwest Transit drivers and supervisors and the RCMP to report and apprehend offenders;
- hiring security staff to specifically patrol the transit station from 3pm – 10pm.
- applying CPTED principles to the area by increasing lighting to maximum levels, piping in classical music at night and removing benches to discourage youth loitering, trimming or removing all shrubbery that could provide cover for illicit behaviour;
- stepped up efforts to maintain cleanliness including removing graffiti in a timely fashion, removing garbage daily (weekdays), and power washing bi-weekly;

Despite these efforts, we face continued problems including significant property damage, open drug usage and dealing, physical assaults, illicit alcohol consumption, public drunkenness and other criminal and social ills. In July 2004, we met with Translink Security officials to seek their expertise in dealing with similar problems. They confirmed that the actions we were taking were correct ones, but that they could be supplemented by incorporating Video Surveillance as a deterrent, for evidentiary use, and as a reassurance for Transit Patrons. Currently, the RCMP are in no position to resume monitoring the Queensway camera, which is owned by the City. The recording equipment and antenna are located at the RCMP detachment, and would have to be relocated.

Proposal

We are proposing to relocate the antenna from the RCMP detachment to the roof of the Chapman Parkade, and relocate the monitoring equipment to the security office within the

Chapman Parkade where the camera could be monitored by our evening security personnel. Due to the significant vandalism and problem with vagrants congregating in the Chapman Parkade, we have had to keep a security presence on duty all night. Presently, the guard patrols the parkade on foot, as there are several areas of entry not viewable from the Security office or booths. If the Queensway camera monitoring equipment were relocated to the Chapman Parkade security office, the guard would no longer be able to do foot patrols, as they would need to constantly monitor and control the camera. To remedy this, we propose installing video cameras within the Chapman Parkade which would then allow the guard to monitor both the Queensway camera and keep the Chapman Parkade secure. We have received a quote for the relocation of the antenna and equipment to the Chapman Parkade in the amount of \$3,848.75 (plus taxes and permit). The new camera equipment for the Chapman Parkade was quoted at \$9,760.44 (plus taxes and permit). The relocation costs could be funded by Transit (Finance to confirm source) and the new Chapman equipment could be funded by the Parking Reserve fund.

Privacy Issues

Undoubtedly, the reinstatement of video monitoring will raise privacy issues with the public, the media and Office of the Information and Privacy Commissioner for BC (OIPC). A Closed Circuit Television Systems Monitoring Policy has been drafted, which addresses the following:

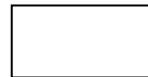
- Video surveillance will be only for the purpose of Law Enforcement.
- Personal information will not be gathered and digital "blackout areas" will be incorporated to ensure this does not occur.
- Equipment will only be operated by City Employees or by an authorized service provider.
- Signage will be posted and media announcements will be placed regarding areas of Video Surveillance.
- Hard drive information will be overwritten on a regular basis and images or footage will be held for only 30 days unless otherwise directed by a court order.
- A transaction log will be maintained of all video capture and schedule of image and footage destruction.

Summary

Over the past year, we have taken constant and considered steps to address vandalism and criminal activity at the Queensway Transit Station. Despite our efforts, the problem continues. In an attempt to get things under control, after much consideration and research, we are proposing to re-instate video surveillance. We are proposing to utilize existing Security Personnel to monitor the cameras. The cost of implementing this proposal is \$3,848.75 which could come from Transit funding (Finance to confirm source) and \$9,760.44 from the Parking Reserve (plus taxes and permits). Staffing costs will be covered by the Parking Reserve as existing Security Personnel will be used.

Given the above information, Council's support in this matter is respectfully requested.

Jerry Dombowsky,
Transportation Demand Supervisor



Approved for inclusion:
John Vos
Director of Works & Utilities

cc: Transportation Manager
Council Services Supervisor
Director of Finance