

## Information Item

**Date:** June 10, 2019

**To:** Mayor, Mayor Pro Tempore, and Members of the City Council

**From:** Ben Rowe, Assistant City Manager  
Tom Kureczka, Chief Information Officer

**Subject:** Update on the Deployment of Security Cameras

**Strategic Focus Area:** Service Excellence

**Strategic Objective:** Ensure Service Delivery Efficiency and Effectiveness

**Strategic Plan Action Item:** No

**Key Work Item:** Yes



Expanding on the City's use of security cameras is an Information Systems FY18-19 Key Work Item. The intention of this Information Item is to provide the Mayor and City Council an update on activities and progress towards this goal.

One critical component of our security camera platform is the Panasonic Video Insight enterprise management solution. The City purchased the solution in 2015 following a Request for Proposals (RFP) process and subsequent approval from the Mayor and City Council. The number of managed cameras rose from 15 in 2015 to 150+ in September 2018 and with current activities will soon be approaching 300. The chart below illustrates in what City facilities these cameras are installed.

Facility	Number of Cameras
City Hall	34
Bryce A. Stuart Building	32
Church Street Parking Deck	4
The Benton	34
Jocelyn V. Johnson Municipal Services Center	44
Winston Lake Golf Course	13
WSPD District Station #2	13
Multiple Landfills	48

The Video Insight management solution provides staff online access to live video feeds and 90 days of recorded video. Access to the video is granted based on the individual's role and job function and can range from all cameras at multiple locations down to one specific camera. Access is over the internet, allowing viewing from any location and with various end-user devices including computers, iPads, and smartphones. The solution provides a feature for deputizing cameras owned by a local business or private citizen, expanding upon the potential number of views and video available to staff.

In September 2018 the Mayor and City Council approved a request to enter into a support contract for the cameras. Staff released an RFP to identify vendors able to provide these services, including support of existing cameras; assistance with the site assessment, design, and installation of new cameras; and mounting hardware, software, network, and video recording equipment to integrate new video into the Video Insight platform. The City subsequently executed this contract with Call24 Security.

Since September, staff has worked with Call24 Security to complete the installation of security cameras at The Benton. Staff is also working with Call24 Security and PCT, the City's IT fiber support provider, on the installation of cameras for Phase 1 of the Downtown Police Cameras project, which includes Corpening Plaza and Winston Square Park. Other current activities related to new cameras include the Sixth-Cherry-Trade Parking Deck, Cherry Street alongside The Benton, the City's Fleet Services facility, and several Recreation and Community Centers.

Information Systems staff has had design discussions for new cameras with WSPD and firms involved with the Merschel Park development. There is a potential to integrate new cameras in the area around Merschel Park with the planned cameras for Corpening Plaza and Winston Square. Approved funding for Corpening Plaza and Winston Square is available, but funding for the Merschel Park area has not been identified.

One core City asset that lends well to the expansion of new cameras is the 120+ miles of City-owned IT fiber. This fiber provides a path for connecting new cameras to the City's internal network. Planned expansion of this fiber network will include the three WSPD District Stations and the Special Operations Division facility on Polo Road. Plans are to have these four locations connected in FY19-20. The fiber offers other opportunities for future expansion into City neighborhoods.

Another opportunity for future growth of the camera system is leveraging the ability to 'deputize' privately owned cameras into the City's network, hence allowing the viewing of a camera's live feed and recorded video.

With consideration of the average price of a camera, what they provide is well worth the cost. Existing cameras in City facilities are being used by WSPD to investigate break-ins and criminal activities. The technology exists for cameras to provide recognition of specific features, such as facial recognition, recognition of individuals with a certain description (such as red shirt and black pants), recognition and reaction to gunshots, and license plate recognition.

There are key components of a framework in place today that will facilitate the continuous growth and expansion in the use of security cameras throughout the City of Winston-Salem. These include the Video Insight management system, the support contract with Call24 Security, the City-owned IT fiber, access for all staff to the internet, City facilities, and private businesses and citizens that would be willing to work with staff in a deputized fashion. The City should continue to investigate how to leverage these assets towards increased security in our community and collaboration with local partners on additional SmartCities solutions.