

The Board of Governors on February 27, 2009 received this report for INFORMATION.

February 11, 2009

To: The Board of Governors of Exhibition Place
From: Dianne Young
Chief Executive Officer
Subject: **Security Program for Exhibition Place**

FOR INFORMATION ONLY

Summary:

This report provides an overview with respect to the current Security Program for Exhibition Place. Attached to this report is Attachment I which is a detailed map of all the surveillance and security locations across the grounds which is confidential as it involves the security of property belonging to the City of Toronto or one of its agencies, boards, and commissions and it is recommended that this information not be disclosed in order to protect the legal position of the Board.

Over the last four years, the annual Capital Budget includes a project for implementing a security/surveillance plan for the grounds which involved purchasing substantial equipment and also the costs of the wiring connections that run from the piece of equipment to a hub within the Security Office in the General Services Building. The priority that was established for the roll-out of the program was high traffic areas and areas with security issues.

All the existing 120 cameras across the grounds are recording on a 24 hour basis and store the images for approximately 10 to 20 days (depending on the technology of the camera in use) and after this period the camera “over writes” itself with new images. At the same time the 120 camera images are monitored at the Security Office in the General Services Building on a 24/7 basis. At the Security Office hub room there are 9 CCTV monitors that are programmable to display from 1 to 16 camera images at a time. In addition to these CCTV monitors, Security has one monitor to track our door access program (CCure), one monitor for building monitoring (fire, HVAC, various trouble detectors) and one screen for the Officers working computer.

Over 99% of the time the surveillance system is used in a reactive mode. In other words if an incident occurs, Security goes to the stored DVRs in the Direct Energy Centre to review recorded images. To date and in keeping with Board policy, only Security staff have access to the DVRs and copies of images (burned on CDs) are only made available to external law enforcement agencies after proper documentation is received.

Financial Impact:

There are no financial implications to this report.

Decision History:

At its meeting of January 23, 2009, the Board requested a staff report on the overall camera surveillance program for Exhibition Place for its information.

Issue Background:

On March 20, 2006 the Security Department submitted a five-year plan (2005 – 2009) for upgrades and additions to the electronic monitoring systems across the grounds as part of the 10-year Capital Budget. This included setting a base as of December 2005 and annual plans for the next four years that would include CCTV (upgrades/changes), new electronic access (card swipe), and new ID badge system to accommodate electronic access and ‘Crisis Communication’ stations. In most instances, implementation of these plans were exceeded in 2006, 2007 and 2008 except for some of the Parking Lot communication stations. The attached Appendix “A” represents the achievements through 2007 and 2008.

Comments:

The 2009 Capital Budget of \$75,000 has been reallocated to Security in the Allstream Centre, as approved by the Board. The 2010 Capital Budget of \$150,000 (proposed) will be used to:

- Continue electronic access program to Electrical Substations so that these high voltage areas are secured and monitored closely;
- In conjunction with CNE - support installation of permanent infrastructure for CCTV for high need areas;
- CCTV monitoring of specific areas where problems / issues are known to occur;

- Electronic access to Better Living Centre - pedestrian doors (2) / roll up doors (3);
- Electronic access to Queen Elizabeth Exhibit Hall - pedestrian doors (3) / roll up door (1); and
- Equipment replacement (age/functionality) Intelligence Room.

The 2011 Capital Budget of \$150,000 (proposed) will be used to:

- Complete Electrical Substation access control program;
- In conjunction with CNE - support installation of permanent infrastructure for CCTV;
- Electronic access at Direct Energy Centre key access points;
- Completion of Direct Energy Centre Garage Emergency Alert Stations - addition of strobe lights; and
- Address equipment replacement (age/functionality) within the Intelligence Room.

For 2012 and 2013 there are no Capital budget numbers at this time, however, staff foresee:

- A major overhaul / replacement of the grounds wide radio communication system. Exhibition Place currently has 'dead' zones and the CRTC is limiting our ability to enhance band width and signal strength and our current technology will need to be replaced. This work will be done in conjunction with the IT department as the desire would be to upgrade the radio communication technology.
- Completion of programs that may have been delayed due to funding and / or additions to original plans.

As noted above, all surveillance equipment is connected to wiring that goes back to the security hub in the basement of the Direct Energy Centre. At this location, all camera feeds are recorded on Digital Video Recorders (DVRs) and then some of the feeds are distributed to the Security Office in the General Services Building and the rest go to the Security Office in the Direct Energy Centre. This last office will close in approximately two weeks and then all feeds and monitoring will be done in the Security Control Room in General Services. The Control Room is staffed by a minimum of one Officer 24/7/365 and additional Officers assist during periods of high call volumes (load in and during major shows / events including CNE, Caribana, RAWF and Honda Indy). Our 120 cameras are monitored on 9 CCTV monitors that are programmable to display from 1 to 16 camera images at a time. In addition to the CCTV monitors we have 1 monitor to track our door access program (CCure), 1 monitor for building monitoring (fire, HVAC, various trouble detectors) and one screen for the Officers working computer.

Only on very limited occasions are any of the cameras monitored on an ongoing basis. Such a situation would be monitoring cash handlers when we suspect theft. Over 99% of the time the system is used in a reactive mode, in other words an incident occurs and Security goes to the DVRs in the Direct Energy Centre to review recorded images. To date and in keeping with Board policy, only Security staff have access to the DVRs and copies of images (burned on CDs) are only made available to external law enforcement agencies after proper documentation is received. We do not make copies of recorded images for file purposes and it should be noted that the technology we use to store the images "over writes" itself approximately every 10 to 20 days depending upon the level of technology used. After that period of time the previous information is erased.

All current and future applications of CCTV coverage at Exhibition Place and specifically west of the Better Living Centre are being reviewed and a program will be established. However, there are some issues that have to be resolved because of the park-like nature of the western part of the grounds that are not an issue in other areas: lighting in many areas is at a minimum and the technology to overcome this is very expensive; the existing surveillance system is a Security measure used partially as a deterrent and to make the CCTV system proactive, Exhibition Place would have to invest heavily in more sophisticated electronic monitoring / analysis equipment and support staff; there are connectivity issues that would have to be addressed as there is limited infrastructure (wire) in the western part of the grounds to connect the equipment to the system.

However, given the timeframe for full implementation of a surveillance system across the 192 acres, staff have also included in the Operating Budget enhanced Security coverage on the grounds to protect Board property, especially in areas where there are limited surveillance coverage. This enhanced coverage would increase the ability to do live patrols including patrols of tenanted property including door rattles and external sweeps with flashlights which protocol respects the tenants' space.

Appendix "A"
Security Projects Completed – 2007

- Security door access/surveillance system was fully integrated throughout the grounds to allow for the use of one card to serve as year-round grounds photo identification and entrance to grounds during CNE, underground Direct Energy Centre garage access at both west and east ramps; door access to offices at General Services, Queen Elizabeth Executive offices, Parking offices, Press Building, Direct Energy Centre, HVAC/Plumbing offices, Electrical offices, Ricoh Coliseum, and BMO field offices access
 - The system allows for programmable user card access by location and specified by dates and times
 - All card/door access activity is monitored by Security staff and logs are recorded and Security is notified of alarms for forced and held open doors
 - Photos of the card access user are linked with the door access swipe – cards swiped at the door reader locations will automatically display the user's photo on the monitoring station at Security
 - Doors can be remotely locked and unlocked by Security staff
 - Cards are de-activated if lost or stolen and upon termination of employment.
 - Doors can be set to unlock and lock at specified dates and times
 - Tenants/Show Management are issued either permanent or temporary cards activated for duration of show to allow access to underground garage
 - BMO Field staff / Toronto FC players and Canadian Soccer Association staff are issued photo ID/door access cards
 - Ricoh staff / Marlies players are issued photo ID/door access cards
- Installation of 20 cameras in interior / exterior locations, including underground Direct Energy Centre parking and grounds surveillance from BMO field pole cameras
- Installation of thirty (30) duress / panic stations located in the Direct Energy Centre garage and at the bridges to Ontario Place
- Installations of door access for 7 substations
- Installation of cameras and network cabling in BMO Field as part of the construction of this facility
- Installation of door access for 25 locations including Queen Elizabeth Building, Press Building, General Services, Parking and Direct Energy Centre

Security Projects Completed - 2008

- Installations of door access for 5 substations, complete with main door access reader and other doors with sensors and alarms monitored at Security
- 11 Cameras re-wired in Parking Office to allow video transmission and viewing at General Services Security
- Installation of 4 panic buttons to alarm at Security from Archives office
- Installation of Camera at pedestrian door access location North Entrance from parking garage to Direct Energy Centre main floor and RAWF offices
- Installation of door swipe access at two locations at Direct Energy Centre
- Installation of door swipe access at 4 locations at Cleaning Offices
- Installation of door swipe access at 3 locations of HVAC/Plumbing office
- Integration of maps with 30 duress /panic stations located in garage –when panic station is pulled, alarm is triggered at Security and map pops up with location of duress
- Installation and termination of 12 strands of fiber from Telecom Room 22 to the DVR Intelligence Room to accommodate conversion of parking cameras to be monitored at General Services Security and to accommodate the move, amalgamation and conversion of DEC Security camera video monitoring to General Services Security
- Electrical conduit and cabling installed to install door swipe access for overhead door #24 at Direct Energy Centre
- Fiber Termination at BMO Field and installation of equipment to transmit video from Pole Cameras to be viewed at Direct Energy Centre Security and installation of camera at Cash Office, BMO Field
- Door access at Ricoh fully integrated into Exhibition Place CCURE door access security system
- Installation of Door access at 7 doors in Ricoh Coliseum