

# CCTV Shared Service for Auckland Region

## Recommendation

That the Board:

- i. Approve Auckland Transport to investigate establishing a Shared Service Centre of Excellence capability for Closed Circuit Television (CCTV) services across Auckland Council, the NZ Transport Agency and other Council-related organisations.
- ii. Approve Auckland Transport to continue to provide NZ Police and NZTA with access to CCTV to assist with public safety and their operation of the transport network.
- iii. Note the support of this Board Paper from ATEED, Auckland Council and NZ Police.

## Executive summary

1. With the rapid and continued growth of Auckland as New Zealand's largest city and Auckland hosting significant future events such as the 36<sup>th</sup> America's Cup and the APEC (Asia-Pacific Economic Co-operation) Summit in 2021, the need to provide a robust CCTV and an Events and Incidents Management Solution (EIMS) is paramount. CCTV coverage for security and operation of the transport network is a requirement. The implementation of a Shared Service capability for CCTV services across the Auckland region presents a valuable legacy opportunity for Auckland from APEC.
2. A Shared Service capability will provide a single CCTV solution across the city to benefit both customer safety and also operation of the wider transport network including active modes where much of the coverage currently is with Auckland City.
3. Auckland Transport already plays an integral part in keeping Auckland moving with approximately 2,541 CCTV cameras in use across all modes including Bus, Ferry, Rail, Roving, Walking and Cycling and some of AT's Parking Facilities. AT also uses the cameras on the Auckland Motorway network owned by the Transport Agency. AT uses CCTV to monitor all aspects of transport within the Auckland region as a means of ensuring public safety and improving efficiency throughout the transport system. There is opportunity for this significant investment and network of devices to now be leveraged across a number of synergistic agencies, who otherwise would need to undertake their own investment and solutions. Auckland Council has a large number of cameras (1,600) mainly in the active mode space, parks and reserve type areas which AT does not have access to currently. It also supports a number of business areas where cameras monitor footpaths and roads.
4. AT will need to implement additional CCTV cameras for the motorcades needed for APEC and also integrate other venue and accommodation cameras for specific periods of time for APEC events in order to provide a co-ordinated systems approach.

5. AT's chosen solution is VidSys, which was successfully utilised to deliver integrated CCTV services for the 2016 APEC Summit in Lima, Peru.
6. AT already provides access to some CCTV cameras to NZ Police and have successfully trialled proofs of concept with both Auckland Council and Civil Defence.
7. By AT extending its capability and delivering a CCTV Shared Service offering with Auckland Council, other council agencies, and Auckland Emergency Management (Civil Defence), AT can deliver better value for money for Auckland's citizens and ratepayers and demonstrate improved collaboration and better ways of working together across a number of key stakeholders with a common goal.

## Strategic context

8. VidSys has a solid track record in delivering integration of multiple legacy and disparate video systems from different stakeholders and districts, having delivered technological solutions to support the 2015 World Bank / IMF Annual Meeting in Lima, the 2016 APEC Summit in Lima, and the 2017 US Superbowl in Houston.
9. By leveraging the existing internal expertise in the delivery of VidSys at AT / NZ Transport Agency Transport Operation Centres in Auckland, AT are able to deploy VidSys as a service for Auckland Council and council organisations and Auckland Emergency Management, and give access to all these cameras to NZ Police, and back to the various Council Controlled Organisations (CCOs) as required.
10. This leverage will provide greater interoperability between Auckland Council, the Transport Agency, Auckland Emergency Management, NZ Police and AT through sharing visibility of CCTV, events and incidents across the transport network resulting in:
  - a. A greater real-time situational awareness;
  - b. Centralised recording and storage of data, enabling more comprehensive analysis of network distribution and informed network planning decisions to improve services;
  - c. The provision of relevant data that will enable AT to build network optimisation and resilience for travel times; and
  - d. Safer journeys for people using any part of the network.
11. The delivery of VidSys across multiple Auckland organisations will contribute to further enabling the 'Smart City' strategic approach, granting multiple agencies the capability to leverage shared data and assets, resulting in:
  - a. Greater cross-agency interoperability and capability;
  - b. Improved shared access to CCTV assets and footage;
  - c. A closer working relationship for Auckland organisations that adopt VidSys; and
  - d. Overall reduced costs.

12. This additional capability will provide an enhanced security environment for the 36<sup>th</sup> Americas Cup and APEC21 which will take place in Auckland in 2021. Both are major international events where it will be paramount for the city to ensure a safe and secure hosting experience for attendees. (It should be noted that Auckland's early CCTV infrastructure was a legacy of Auckland's hosting of the APEC Leaders' Summit in 1999.)

## **An Overview of the Vidsys Solution, and AT's use and expertise**

13. VidSys has become the core platform for monitoring all cameras on the AT network along with managing incidents and events via RiskShield (VidSys' Events and Incident management system). VidSys has enabled the enhanced capability of surfacing real-time alerts via CCTV analytics that enables AT to automate the monitoring of incidents and events. Current automated alerts are monitoring customer safety, bus lane enforcement (using number plate recognition), traffic congestion, facility and asset protection and more.
14. VidSys is operationally in use at ATOC Central and ATOC Smales. It is firmly in place for monitoring and managing events and incidents across the entire Auckland region. Operationally, VidSys has enabled AT to enhance its ability to manage the multi-modal transport network with operations teams using one common system. The application provides AT with greater situational awareness across all transport modes and the ability to surface more real-time data sources so the organisation can make a more informed decision when managing and maintaining the network.
15. Additionally, as a system, VidSys now provides a platform to undertake enhanced CCTV analytics. This new capability has many applications for enhanced automated network monitoring.
16. AT has a Master Services Agreement with Vidsys which gives AT the ability to extend and offer a managed service to other organisations such as NZ Police, Auckland Emergency Management and Auckland Council
17. AT has a dedicated project team with experience in deploying and integrating VidSys and the associated analytics. The team have formed a robust working relationship with VidSys technical and management teams, and over time have acquired VidSys deployment experience and vast internal business system knowledge, which will allow for deployment of future system rollouts, enhancements and integration with existing systems.
18. A Proof of Concept (PoC) has recently been completed with Auckland Council for monitoring various public buildings and associated roading infrastructure using CCTV analytics. Auckland Council is ready to accept full adoption of the solution.
19. The AT project team responsible for VidSys delivery is currently working with Auckland Emergency Management to deliver a PoC. The VidSys PoC for Civil Defence includes the integration of systems currently in use for monitoring severe weather, earthquakes, and tsunamis.

## Risks

Currently AT is operating its CCTV under guidelines that were established and agreed approximately three or four years ago in conjunction with the Privacy Commissioner. A review of these is in progress led by Executive General Manager Risk and Assurance, however no substantial change is anticipated at this stage, as long as the public displayed signage is consistent with the purpose and use by AT and others, of the CCTV data. The review will also result in updating operating guidelines as well for staff.



## Next steps

1. Prepare a detailed implementation plan for both APEC needs and also the shared services concept and appropriate business cases.
2. Explore cost sharing options.

## Attachments

Attachment Number	Description
1	APEC Case study – VidSys
2	Letters of support from ATEED, Auckland Council, and NZ Police.

## Document ownership

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