

Surveillance Camera Business Case

Submitted by:

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Introduction

This request is for the continued use of surveillance cameras to record individuals in the Labour Market Information Centre of the City Centre Area Office. This area of approximately 573 square meters, two public access doors leading into the Centre. There are three staff access doors in the vicinity of the camera, with an additional 2 client access doors into Interview areas. The surveillance cameras are installed to provide a full view of those using the LMIC. The television monitor and recording equipment is located in another location. This location is secured with only 2 people having access. The video tape is re-recorded every 24 hours. The surveillance cameras do not have audio capacity.

Nature of Surveillance

The surveillance cameras were put in this location to be a deterrent to theft and any problems that may arise. The television monitor and recording equipment are only accessed when there is a need; it is not monitored on a daily basis. The video tape within the monitor is re-recorded every 24 hours. The surveillance cameras do not have audio capacity and only video images are captured.

The indirect result of the presence of a camera may be a greater sense of security for users of the facility and the camera may deter theft. There are over 30 computers, 40 chairs numerous tables – and a large selection of books in the library for client use. On a daily basis we are losing expensive (up to 100 dollar) books. There are numerous display racks as well.

The cameras are positioned to record those sitting in the waiting room as they wait for appointments and user using the public computers, phones as well as those Albertans entering the (LMIC) Labour Market Information Centre.

There is no recording as the goal is to deter theft, conflicts and inappropriate behaviours and provide a safer working environment.

Prior to proceeding with the request for the installation of the surveillance cameras, all impacted departmental staff that work in the facility were consulted about the use of a camera and security devices. The workers appreciate having

the additional safety of the cameras and this may help to deter the behaviors of clients and issues between clients.

Location

The surveillance cameras have a view of both entrance doors and a client computer area. The cameras are positioned to capture pictures of the doorway as people enter the room. The camera captures images of clients.

Client \Customer Profile

Clients using the area are waiting for appointments with Career Employment Counsellors or the Support and Financial Services Coordinator. Also using the LMIC computers, photocopiers, fax machines, telephones. Approximately 1400 individuals per month will use this space, and at any given time there may be up to 120 individuals waiting or using the facilities throughout the day.

Current Building Security

We have 4 Commissionaires available in the building and their role is largely to monitor the 3rd floor activity, 4th floor activities, 5th floor activities as well as the 7th and LMIC. They are available through radio contact and cell phone for any situation. They also respond to panic alarm activations

History of Incidents

Staff are vigilant about safety and security given that on an ongoing basis there is a need to deter conflicts and inappropriate behaviours in the building for the comfort and safety of all who use the services. They also have received training in handling conflict with clients, and specific training in this area.

The goal of the surveillance cameras are to deter theft, conflicts and inappropriate behaviours to provide for a safer work environment for staff and those accessing the services of Alberta Employment & Immigration.

Implementation

Four cameras are installed and positioned to provide a clear view of the entrance doors, the client computer area.

The Surveillance Cameras are motion sensitive and are only activated when there is movement in the area, there is no audio capacity in the surveillance cameras. The video tape is re-recorded every 24 hours.

Notification / Signage

Signs are prominently displayed; one on each door at the entrance to the LMIC from the street and one on each door at the entrance to the LMIC from the lobby through the main building entrance. Members of the public have ample warning that surveillance is in operation before entering.

For those individuals who choose not to enter the area and be recorded, they are able to obtain the services from the Centre by being seen on the 3rd floor.

Other Options Considered

A surveillance camera was identified by staff as the best solution. This was also recommended by the Security Audit completed by the Solicitor Generals Office.

Cost

The cost of installation of the cameras is \$1100.00. The cost of operating the cameras will be absorbed into existing staffing costs.

Preparation of a Privacy Impact Assessment

As outlined in the AEI Security Policy, and in consultation with the Information and Privacy Office, a Privacy Impact Assessment has been conducted. This Business case will be submitted with the Privacy Impact Assessment.

Policy and Procedures

Following the Guide to Using Surveillance Cameras in Public Areas, a policy and procedures document has been prepared.

Ongoing Review

As part of the policies and procedures for the installation of a surveillance camera, the Guide to Using Surveillance Cameras in Public Areas calls for a process to be created and followed for the ongoing review and update of the policies and procedures. This review is the responsibility of the Area Business Manager for the City Centre site.