CORPORATE REPORT

REGULAR COUNCIL

TO: **Mayor & Council**   DATE: **June 9, 2014**

FROM: **General Manager, Planning & Development**   FILE: **0740-01**

SUBJECT: **Security Master Plan**

RECOMMENDATION

The Planning and Development Department recommends that Council receive this report as information.

INTENT

The purpose of this report is to update Council on the status of the Security Master Plan completed in 2013 and being implemented throughout City facilities.

BACKGROUND

The City of Surrey has more than 500,000 residents, 3,400 employees, and 110 civic facilities. City staff is committed to providing a safe and secure environment for our residents, employees, and facilities by utilizing state of the art technology, access control, surveillance, and physical security.

Currently, the City of Surrey utilizes four main forms of physical/technological security at a majority of our facilities. These include access control, video surveillance (CCTV), intrusion detection, and contracted guard services.

Access Control

Access control exists at a variety of City of Surrey buildings and is currently standardized on a secure network platform. Access control badging and authentication is currently managed by the Security Services Manager.

Video Surveillance

CCTV systems currently exist in a multitude of City facilities. The Security Master Plan, which was updated in 2012, highlighted a gap in equipment and technologies used. In an effort to standardize the equipment and ensure proper maintenance to ensure proper functions, a Request for Proposals ("RFP") was issued in 2009. (RFP 1220-30-22-09). The RFP called for upgrades to CCTV systems at 11 facilities.

Intrusion Detection

City facilities are equipped with intrusion detection systems, which, for the most part, are monitored by a third party security company that uses a runner service to respond to alarm conditions.

Contracted Guards

Some City facilities (i.e., Surrey Civic Centre, some Libraries, and some Recreation Centres) utilize contracted guard services to provide a physical security presence, monitor CCTV systems, and assist in overall site security.

DISCUSSION

Beginning in 2012, under the supervision of the Security Services Manager, a systemic audit/survey process was implemented to assess all major City facilities. This exercise was done to ensure a safe and secure environment at facilities for employees, visitors, and users. Through this process a number of areas were identified, which would be well served by enhancements and refinement. This exercise was important as the last audit was done prior to the issuance of the 2009 RFP. As a result of the audit, capital upgrades were submitted and approved to replace aging systems with state of the art networked standardized surveillance systems with remote control possibilities.

In an effort to maximize effectiveness, ensure proper functionality, and extend the lifespan of the equipment in use, a comprehensive preventive maintenance plan was developed and is being implemented.

One of the key deliverables of the Security Master Plan has been incorporated in the design in the new City Hall, which includes a Security Operations Centre that is equipped with the necessary infrastructure and resources to support the concepts of an enterprise security solution with the ability to view remote sites "on demand". The equipment is now in place and the implementation is being done in collaboration with resources in Information Technology. This enterprise system will have the capability of reducing costs associated with the intrusion detection system, including monitoring guard response to alarms with the integration of those tasks into the scope of services for the contracted guard staff.

As we continue to implement the recommendations of the Security Master Plan, some policies and procedures relating to security are being updated; including the identification/access control policy and the usage of CCTV systems as it relates to privacy. Refinements and updating of these documents has been undertaken with the cooperation, assistance, and feedback of other departments. In addition, a security standards document has been produced and is included as part of the design and construction phase for new projects, renovations, and expansions, which will ensure full compatibility with the networked system..

CONCLUSION

With the change in the global security landscape, security has emerged as an important component of every municipality's risk identification and mitigation process. Current municipal trends have included security as a valued corporate function with a goal of ensuring the safety and security of citizens, visitors, employees, elected officials and the protection of corporate assets.

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