

THE CORPORATION OF THE
CITY OF WHITE ROCK
CORPORATE REPORT



DATE: July 15, 2024
TO: Mayor and Council
FROM: Chris Zota, Chief Information Officer
SUBJECT: 2024-07-15 CCTV cameras RFQ Options.docx

RECOMMENDATIONS

THAT Council receive for information the corporate report dated July 15, 2024, from the Chief Information Officer, titled “CCTV Cameras RFQ Outcome and Options” for consideration and direct staff to:

1. Retain the services of a consultant to assist with the submission of Privacy Impact Assessment (PIA) applications; following approval from the province, enter into negotiations with Houle Electric and hire a project manager to oversee the project implementation; following project completion, hire a consultant for a pilot program of a one (1) to two (2) year term to assist with FOI requests, with financial implications that include:

- \$571,000 + 25% contingency.....\$713,750.00
- Contract a project manager.....100,000.00
- Consultant to assist with the Privacy Impact Assessment Applications 10,000.00
- Capital Total\$823,750.00**

Operating Total:\$ 60,000.00 annually;

OR

2. Request the RCMP detachment to identify up to three higher-risk strategic locations where CCTV cameras can be installed to monitor any suspicious activity; and staff to provide Council with associated costs.
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EXECUTIVE SUMMARY

At the regular Council meeting on November 27, 2023, Council directed staff to engage the RCMP to identify critical areas where non-monitored CCTV cameras could be installed in public areas to deter violent crime and anti-social behavior, to assist in collecting evidence and solving crimes, and that staff carry out a Request for Quotation (RFQ) process. The RFQ process was carried out and garnered fewer than half a dozen proposals, each outlining potential costs, technical specifications, and implementation strategies for the CCTV system.

Key findings from the RFQ include cost estimates ranging from \$262,437 to \$571,000 depending on the number of cameras and types of cameras, noting that the estimates were not all-encompassing, as certain assumptions were made related to the complexity and installation for the work to be undertaken, which did not include unforeseen costs related to civil and electrical work.

Bids Overview

Vendor Name	Estimated Cost w/o GST
Unified Systems	\$285,194
Yukon Inc.	\$262,437
Okos Security	\$219,150
Houle Electric	\$571,000

Approach and Technology

The proposals varied in their approach and the types of technology used, ranging from entry-level to more advanced and sophisticated equipment. Due to the corrosive impact of marine air on anything made of metal, high-end, corrosion-resistant equipment is necessary to ensure durability and longevity.

If Council were to proceed with the installation of CCTV cameras, based on the best overall value and quality presented, staff would recommend entering into negotiations with Houle Electric at a cost of \$571,000. Their proposal demonstrates a better understanding of the scope of work and the complexities it entails.

The other proposals lacked the required thoroughness and left room for considerable uncertainty and a higher degree of risk.

Implementation Strategies

Vendors proposed various installation strategies, including using existing infrastructure (e.g., lamp posts, buildings), expanding the fibre optics and wireless network, and deploying new poles where necessary. Recommendations also included comprehensive maintenance plans to ensure the system's longevity and reliability.

Risks and Mitigation

- **Regulatory Compliance:**
 - Risk: Non-compliance with *Freedom of Information and Protection of Privacy Act* FIPPA
 - Mitigation: Retain a consultant to assist with the PIA applications
- **Cost Overruns:**
 - Risk: Initial estimate may increase due to unforeseen challenges
 - Mitigation: Include a 25% contingency fund
- **Project Delays:**
 - Risk: Possible delays due to permits and approvals
 - Mitigation: Plan for extended timelines and engage with regulatory bodies earlier

PREVIOUS COUNCIL DIRECTION

Motion # & Meeting Date	Motion Details
2023-230 May 15, 2023	That Council direct staff to bring forward a corporate report regarding the City utilizing CCTV cameras in the Uptown and Waterfront areas. Note: It was clarified prior to the vote that staff, as an initial step on this topic, will bring forward a corporate report that outlines required resource considerations and potential impacts this could have on other Council priorities

	CARRIED
2023-450 November 27, 2023	<p>THAT Council receive the corporate report dated November 27, 2023, from the Chief Information Officer, titled “CCTV Cameras in the Uptown and Waterfront Areas” for consideration; and</p> <ol style="list-style-type: none"> 1. Direct staff to: <ol style="list-style-type: none"> a. Engage the RCMP Detachment and identify critical areas where CCTV cameras could be installed in public areas, yet not monitored live, to deter violent crime and anti-social behavior, and collect evidence to help solve violent crime; and b. Undertake a Request for Quotation (RFQ) process. <p style="text-align: right;">CARRIED</p>

INTRODUCTION/BACKGROUND

Council directed staff to identify critical areas for CCTV camera installation based on a crime heatmap from the RCMP detachment. This process identified approximately 30 locations along the Marine Drive strip and Uptown area. An RFQ process was subsequently conducted, resulting in fewer than half a dozen submissions. These proposals varied significantly in cost, ranging from \$219,150 to \$571,000, and in their technical approaches.

Key findings from the RFQ include the need for high-end, corrosion-resistant equipment due to the marine environment and robust network connectivity infrastructure to ensure effective camera operation.

Despite being the highest at \$571,000, Houle Electric's proposal demonstrated the best understanding of the project's scope and complexities. However, the RFQ process also highlighted several complexities and challenges that must be addressed to ensure successful project implementation, and it does not include any related and unforeseen costs associated with civil work.

Summary Findings

- The RFQ process underscores the need for a structured and carefully managed approach to the CCTV project.
- The need to retain a consultant for PIA applications, hire a project manager, consider initiating this process as a pilot program and concentrate camera installation at no more than three key locations initially, and explore a phased approach, ensuring regulatory compliance, effective implementation, and optimal resource use to enhance public safety.

FINANCIAL IMPLICATIONS

If Council were to proceed with the installation of CCTV Cameras at the thirty locations identified at the waterfront and uptown areas, the estimated capital costs for the proposal staff recommend moving forward are:

• \$571,000 + 25% contingency = \$713,750 based on the proposal from Houle Electric	\$713,750.00
• \$100,000 for a contract project manager	100,000.00
• \$10,000 for a consultant to assist with the Privacy Impact Assessment applications	10,000.00
Capital Total.....	\$823,750.00

This project could be funded from the **Growing Communities Fund and/or the Accumulated Surplus Reserve**. However, this estimate does not include additional costs such as permits, bonding, insurance, programming, tree pruning, and civil and electrical work.

Additionally, ongoing operating and maintenance costs, including licenses, warranties, and service agreements, will need to be factored into the overall budget.

As well there will be ongoing operational costs related to significant staffing needed to manage the CCTV system, particularly concerning PIA applications and Freedom of Information (FOI) requests. At this time, it would be difficult to quantify how much work there would be. However, staff suggest that Council would need to allocate funds to assist with this task. Should Council proceed, staff will incorporate this into the 2025 budget for a cost of \$60K for that budget year. As noted, it is hard to calculate at this time how the City's FOI function will be impacted by the installation of CCTV cameras and potential requests for copies of the specific footage. It is recommended that initially this be monitored, and that staff hire a specialized consultant, for a one (1) to two (2) year period pilot program whereby they would charge per application received at an hourly rate of the time that they spend on each request. Following the initial pilot project a review will be conducted with the results provided to Council as to how the FOI process has been impacted and the operational cost it has generated.

It has been noted to have a one (1) to two (2) year pilot program for this function as it will take time to fully understand the impact once the cameras have been in place. It may not be an immediate need but it is more likely to ramp up and increase over time.

The immediate need would be for someone to manage PIA applications and FOI requests related to CCTV footage for an initial pilot program. After the pilot program, the costs and efficiency of using a consultant can be reviewed, and a decision can be made whether to continue with the consultant or hire a permanent full-time employee for this role. At this time, it would be a potential annual cost of \$70,000 to \$82,000.

LEGAL IMPLICATIONS

Provincial Context – FIPPA Parameters for CCTV Use

In British Columbia, the use of video and audio surveillance by public bodies is regulated by FIPPA legislation. The Office of the Information and Privacy Commissioner (OIPC) oversees and enforces B.C.'s access and privacy laws, including FIPPA and the *Personal Information Protection Act* for private sector organizations.

Adhering to the FIPPA legislation is essential for several reasons. Compliance with FIPPA ensures that the surveillance practices of public bodies are legally sound, thereby preventing legal repercussions and potential investigations by the OIPC. The associated costs, including hiring a consultant for PIA applications, are detailed in the financial implications section, totaling \$10K.

Seeking approval from the OIPC for this project will be imperative to ensure the City of White Rock is in compliance with legislation.

COMMUNICATION AND COMMUNITY ENGAGEMENT IMPLICATIONS

With regard to privacy implications in operating CCTV cameras in public environments, a communication plan would need to be developed.

INTERDEPARTMENTAL INVOLVEMENT/IMPLICATIONS

Engineering and Municipal Operations, Information Technology, and Corporate Administration staff are expected to work together to deliver the multifaceted implementation of CCTV Cameras. Engineering and Municipal Operations staff will have to assist with the permitting and civil work-related processes.

ALIGNMENT WITH STRATEGIC PRIORITIES

This project does not align with the Council's current strategic priorities, and if it were to move forward, the completion of other current high- and top-priority projects would be impacted.

OPTIONS / RISKS / ALTERNATIVES

The following options are available for Council's consideration:

1. Execute the Proposal from Houle Electric for the Implementation of 30 CCTV Cameras at the Waterfront and Uptown Locations

With the help of a consultant, submit the required PIA documentation to the province. Following provincial approval, proceed with the contract negotiations. Hire a project manager to assist with the project implementation. Should the Province deny the PIA applications, staff will seek council's guidance for the next steps.

Risk

The complexity of the installation and integration with existing infrastructure could cause delays and require more resources than anticipated.

Financial Implications

Hire a specialized consultant at an initial amount of \$60,000 annually for a one (1) to two (2) pilot program to address FOI requests regarding CCTV footage and following that review the efficiency of the use of a consultant or consider the hire of a permanent full-time position at an estimated budget of \$70,000 to \$82,000 (today's rates) per year, a project manager for a one-year term of \$100,000, and a short-term consultant to assist with the PIA applications for \$10,000.

Provincial Legislation Implications

The province may deny the PIA applications.

2. High Impact Locations – phased implementation

RCMP to identify up to three high-impact locations, assess the CCTV system's effectiveness, and gather data. Use the pilot's findings to inform a broader implementation strategy.

Risk

Limited operational impact and potential scalability issues.

Provincial Legislation Implications

The province may deny the PIA applications.

3. Status Quo

Maintain the current state without proceeding with the installation of CCTV cameras.

Continue to monitor crime trends and re-evaluate the need for CCTV in the future based on changes in public safety concerns and provincial legislation.

Apart from Option 3, all other options will impact ongoing operational priorities and corporate projects.

CONCLUSION

Staff carried out Council's direction to engage the RCMP to identify critical areas where non-monitored CCTV cameras could be installed in public areas to deter violent crime and anti-social behavior, to assist in collecting evidence and solving crimes, and RFQ process. Staff have presented Council with several options for Council's consideration and direction to staff, which includes prioritizing high-impact locations, taking a phased implementation approach or initiating a pilot project for assessment programs, full implementation at 30 locations at the waterfront and Uptown areas with consultant assistance, maintaining the status quo, or exploring alternative safety strategies. Each option includes a risk assessment to guide decision-making.

Staff recommend that Council either retain the services of a consultant to assist with the submission of PIA applications; following approval from the province, enter into negotiations with Houle Electric and hire a project manager to oversee the project implementation; following project completion, hire a specialized consultant for a one (1) to (2) two-year term to assist with FOI requests, or direct the RCMP detachment to identify up to three higher-risk strategic locations where CCTV cameras can be installed, with staff providing Council with associated costs.

Respectfully submitted,



Chris Zota
Chief Information Officer

Comments from the Chief Administrative Officer

I would like to emphasize that CCTV surveillance is not a core service of a municipality. The city does not have the expertise in-house to deliver this service. Although it is possible to implement, Council should take into consideration the costs associated with having to hire external resources to provide the necessary expertise.

While a project like this may seem easy to implement on the surface, the delivery of such a service brings with it complexity and additional external and internal resources to deliver, as described in this report to address. The associated operational costs would require increasing taxation.

There are still unknown costs and resources associated with the implementation of this service and if Council wishes to have all the necessary information before investing in this area, proper resources, both funding and personnel, should be allocated as this significant project is something that cannot be undertaken without dedicated personnel and resources.

A handwritten signature in black ink, consisting of a stylized 'G' followed by a horizontal line and a diagonal stroke.

Guillermo Ferrero
Chief Administrative Officer