Safety for All:

A Handbook for Public Space Surveillance

SYNECTICS

Contents

Good practices for your people, processes, and technology

This handbook is for surveillance operators, managers and stakeholders. It will guide you through the changing landscape of public space surveillance and how you can better prepare your team, technology, and processes, prevent an incident from happening, and protect people as an incident unfolds.

Factors Impacting Surveillance Needs in Public Spaces

1. Crime Rates

It's predicted that crime overall will increase in 2022 and 2023, particularly in violent and sexual offences. The number and types of crimes in an area will influence the video surveillance that you choose to invest in.

2. Public Scrutiny

Research has found that the perception of safety and crime in a public space influences economic growth. High crime rates can deter shoppers, students and tourists.

3. Terrorism

The need for better security and surveillance changed forever in the wake of terrorist attacks over the last two decades.

"It is important that we all remain resilient to the threat of terrorism. We can only combat that threat by working closely with our community, partners and other law enforcement agencies."

Paul Betts, Assistant Commissioner for Operations and Security at the City of London Police

4. Consumer Behaviour

The high street is changing as consumers increasingly shop and bank online or out of town, impacting how public spaces are used and when.

5. Budgets

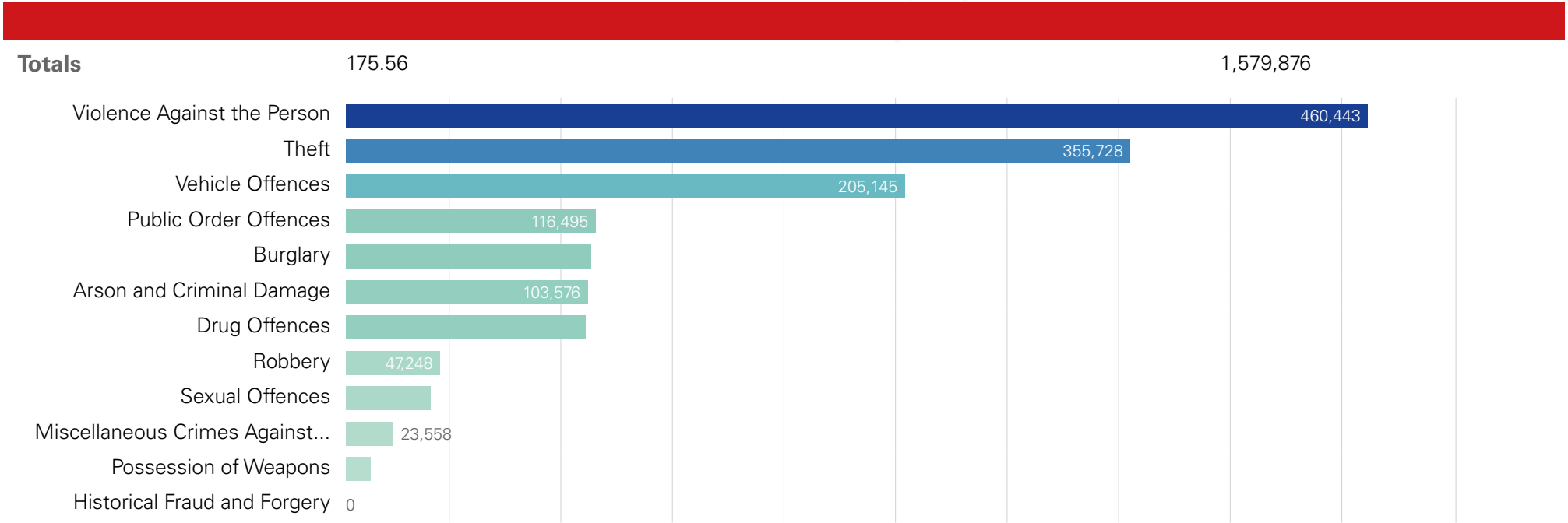
Budgets are under increased scrutiny across public and private sectors particularly when it comes to public safety. For example, the spending power of local authorities has fallen by 16% since 2010.

Did you know?

One in two women and one in five men feel unsafe walking alone after dark in a busy public space. Six in ten people who have felt unsafe in a public space during the day, and four in ten after dark, have changed their behaviour as a result.

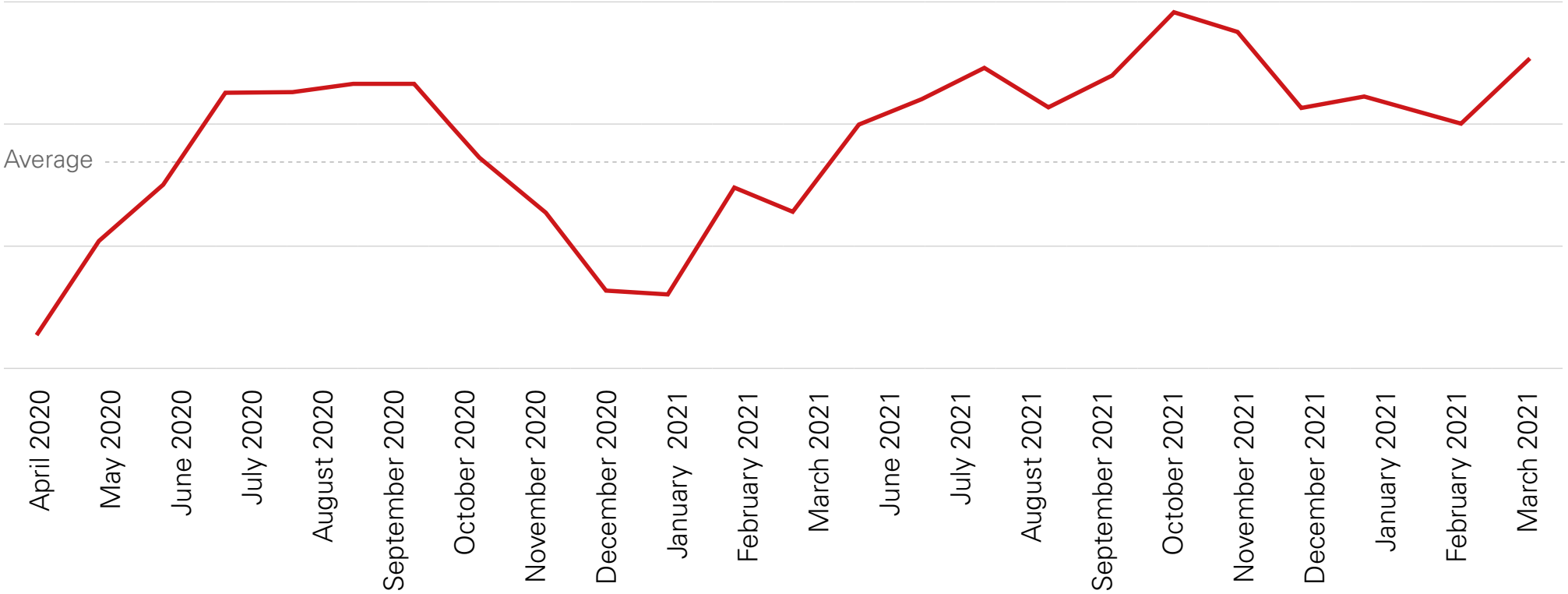
The current state of public safety

London's crime rate (from the Met Police)



All figures as of June 2022

London's crime rate (from the Met Police)



March 2022

Compared to previous month:

▲ **11.88%**

12 months to March 2022

Compared to the previous 12 month:

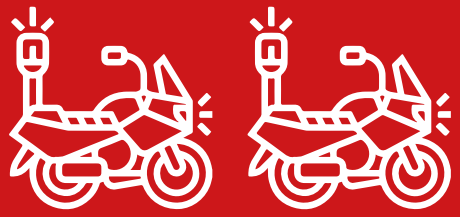
▲ **11.93%**

£70 million

The total investment so far in the Safer Streets Fund

102

The number of projects the Safer Streets Fund is supporting in England and Wales.



9,814

The number of police officers recruited by Summer 2021 as part of the Beating Crime Plan pledge.

20,000

The additional police officers pledged as part of the UK Government's Beating Crime Plan.

70%

How much traditional volume crime has fallen by since the mid-1990s.

72%

The fall in violent crime.

74%

The fall in burglary.

79.5%

The fall in vehicle theft. (Mostly driven by improvements in home security)

792%

The increase in reports of stalking and harassment between 2012 and 2019.

46%

The increase in the number of missing person incidents reported between 2013 and 2017.

All of this impacts the safety considerations for public spaces. The changing uses of public spaces, for example, from shopping to socialising, and quieter streets due to hybrid working require a different approach to public safety.

Government Initiatives

Here is some of the current legislation and funding supported by central or local government funding, that aims to make the UK's public spaces more secure.

Protect Duty

The UK Government is expected to introduce the Protect Duty to make the public safer by improving security in crowded public spaces, venues, and publicly accessible locations. The legislation will likely be applicable to any organisation that owns land or operates facilities that the public can access.

Learn more

G-Cloud

Government Cloud (G-Cloud) is a UK Government cloud-first policy designed to make it easier for government departments to procure cloud services and adopt cloud computing. For public surveillance, it makes it simpler to invest in cloud-based security solutions.

Learn more

The Safer Streets Fund

This £70 million fund, targets areas found to have high levels of crime, with crime prevention measures like better street lighting and CCTV.

Learn more

The Safety of Women at Night Fund

This fund awards up to £5 million to 22 different organisations to improve the safety of women and girls walking around public spaces at night.

Learn more

Levelling Up Agenda

The Levelling Up Agenda sets out the UK Government's approach to rebalance the UK economy, and address significant regional inequalities that are holding people back. It features a section on reducing homicide, violence, anti-social, and neighbourhood crime.

Learn more

"The UK Government's goal is to reduce crime and make streets safer in all parts of the UK. Crime destroys lives and ruins neighbourhoods. It makes people feel unsafe on the streets and in their homes… Crime also erodes social capital, deters investment and job creation, entrenches poverty and undermines prospects for young people."

Levelling Up whitepaper 2022.

Current Challenges

Most of our public spaces were not designed with any knowledge about the risks and threats that we face today from criminals, terrorists, and other malicious actors.

This has given rise to some common issues that all organisations who manage traditional public spaces typically face, and ways to solve these in the future.

Did you know?

According to Lord Harris in his review of London's preparedness to respond to major terrorist incidents, "Challenges with inter-agency collaboration were evident in the response to the attack at Manchester Arena" in 2017, but improvements have been made that reassure him that "the failings identified there would not play out in London."

Current challenges for those responsible for public safety and security

1. Capturing, securing and actioning data

A challenge for operators is their access to the right data that will inform their actions as an incident unfolds, or inform future tactics to improve public safety. Sharing across a variety of relevant agencies to facilitate knowledge-sharing and collaboration is also difficult for many control rooms.

2. Coordination during an incident

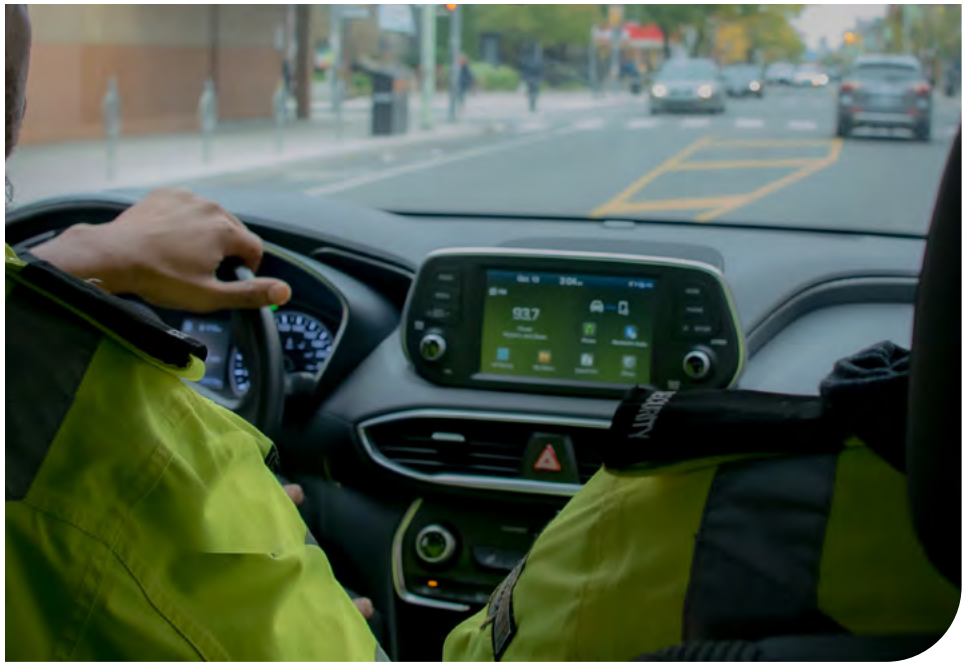
During an incident, a large numbers of different professionals need to come together to resolve it as it unfolds. A lot of information can be coming from, and returning to, the control room and it can be a challenge for control rooms to ensure everyone understands their role, what's happening, and their next actions.

3. Managing multi-site estates

Estates are increasingly complex to monitor and protect, particularly when they are spread across a wide area. Operators face the challenge of consolidating different data streams, from parts of an estate, ensuring everyone remains on the same page, with the same information at all times.

4. Embedding Standard Operating Procedures

Many control rooms still lack the ability to embed Standard Operating Procedures within their surveillance systems that will improve their response times, accuracy and communication across different teams, or even cross agency, as an incident unfolds.



5. Managing access

Many people will require access to a site, or multiple sites that are part of an estate, such as security teams, visitors and contractors. Finding a way to grant access, track different credentials, and protect restricted areas in a seamless, single platform, can improve team efficiency and prevent tail-gating or unauthorised use of credentials.

6. Updating old technology

Many organisations still operate with legacy systems and processes not equipped for IoT, advanced CCTV, and social media. These old technologies can prove to be a challenge for control rooms when it comes to improving the security of public spaces.

7. Staffing and training

A range of teams contributes to the safety of public spaces. Each team member needs to be informed about potential risks and the escalation process and know what to do with the information when an incident unfolds. Keeping up with training requirements can be challenging for organisations, and using technology that isn't intuitive makes training even longer and more expensive.

8. Cybersecurity

As our cities and public spaces become more integrated and connected, cyber-attack risks increase. Therefore, maintaining cybersecurity standards and ensuring no vulnerabilities are exploited by malicious actors, including state-sponsored attackers and terrorists, is another critical challenge for organisations.

9. Return on Investment

All investments need to prove that the money and resources spent have translated into returns, especially in a time of tightening budgets and heightened public scrutiny. For organisations that protect public spaces, this means evaluating all systems and processes to assess the efficiency and impact that they have on the public's experience of an area.

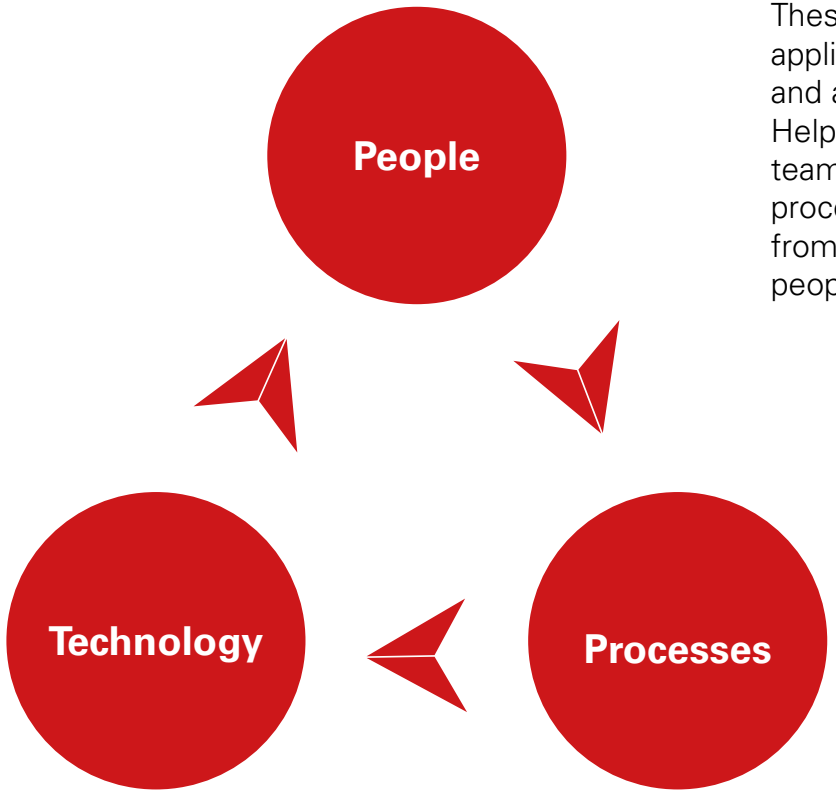
Good Practices for Public Space Surveillance

There are three key areas for organisations to consider to improve situational awareness and collaborative working — which are essential when it comes to enhancing public safety.

People: Considering the people impacted by an incident occurring in a public space and their role in mitigating and responding to it, including security teams and ground staff, members of the public, management, first responders, local and national government, and other agencies.

Processes: Optimising your team and workflows so every staff member understands what to do during an incident, the right technology is used, the incident is reported, and there is a quick response.

Technology: Employing the right solutions ensures a comprehensive view of everything happening and the ability to monitor data, predict trends and report insights, maintaining a safe environment for the public.



These three areas can be applied before, during, and after an incident. Helping you prepare your team, technology, and processes to prevent it from happening and protect people as it unfolds.

Your Prepare, Prevent, Protect Checklist

SYNECTICS

Prepare

Prepare your team and your processes ready for any event.

Conduct a thorough risk assessment. Involve other departments to ensure that you have a holistic understanding of your organisation and the threats which may impact it.

TOP TIP

✓ Use open architecture solutions
These will seamlessly integrate disparate and third-party systems into a single interface. Making it easier for operators to see exactly what's occurring, to follow processes, to allocate tasks to ground units, and to later report back. Being an open system it allows you to combine existing security devices like cameras with new technologies, and that makes it easier to scale and improve systems within a set budget. It also simplifies working with third parties, particularly if the system supports the digital video network protocol (DVNP) that enables inter-agency video sharing.

People:

- ☐ Determine who has physical and/or network access, i.e staff, visitors, cleaners, contractors, students, volunteers etc. Is this access required 24/7?
- ☐ Understand how you track and assess staff turnover and their user permissions.
- ☐ Assess if your staff are up to date with training on the technology they use/operate.
- ☐ Make your staff aware of what your current processes/procedures are.
- ☐ Assess your resourcing or training gaps.
- ☐ Assign the right permissions and technology to each team member so they can do their job effectively.

Processes:

- ☐ Understand your current processes/procedures.
- ☐ Ensure they are documented as required.
- ☐ Understand how often are they reviewed and updated.
- ☐ Identify how they are shared and communicated.
- ☐ Determine how the processes are followed and if there is a digital audit trail.
- ☐ Know what you currently report on, like the number and type of incidents. What are your KPIs?
- ☐ How is this information is currently reported, is it a manual or automated process?

Technology:

- ☐ Work with your IT department to understand what technology you currently have.
- ☐ Determine the age of your technology. Is there a newer version that you need to upgrade to?
- ☐ Identify what this IT infrastructure entails.
- ☐ Is your technology up to date with the latest operating system?
- ☐ Ensure your surveillance technologies are fully integrated with each other
- ☐ Assess the configuration and set-up of your existing technology; is it still fit for purpose?

Prevent

This ultimately comes down to one question: **are you cyber and data secure?**

People:

- ☐ Ensure that your staff has had the relevant cybersecurity training, including data protection and GDPR.
- ☐ Assess if their permission and access levels are appropriate for their role.
- ☐ Make sure robust permissions are in place for contracted or temporary staff.
- ☐ Avoid the use of shared passwords. If a shared password is necessary, use a secure password manager tool.

Processes:

- ☐ Understand the regularity of your current cybersecurity assessments — formal audits should be at least twice a year.
- ☐ Check if you have restricted access set up for your secure locations i.e. control room and server room.
- ☐ Have you enabled automatic locking of workstations?
- ☐ Know what your process is for evidence requests. Is it via a secure and verified method?

Technology:

- ☐ Upgrade your technology to the latest operating system.
- ☐ Enable two-factor authentication where appropriate or single sign-on.
- ☐ Have you enabled all encryption methodologies?
- ☐ Ensure all your surveillance technology is now connected. This will allow you to access all data in one unified solution to configure alerts, identify trends, hot spots, and report your KPIs effectively.
- ☐ Understand if your solution provider has a cybersecurity strategy and roadmap.
- ☐ Know how you are sharing evidence — is it via CDs/USBs through in-person or delivery handover?

TOP TIP

✓ Consolidate data for a singular view with Dashboards

Advanced command and control platforms can consolidate data from different sources and devices to create a singular view of events and public spaces.

Operators have to understand vast quantities of information. Displaying this as "glanceable" information through a dashboard with icons, groupings, graphics, and interactive points, can help them understand, navigate, and rapidly interrogate incoming data including visitor numbers, staff deployed, and motion-activated alerts and video footage.

Ideally, the dashboard solution you choose will allow operators to prioritise what information is displayed depending on risk level, focus area, and key performance indicators. Having the option to quickly create new dashboards to monitor and manage live incidents will also improve response time and decision-making.

✓ Take advantage of sharing evidence via the Cloud

Save time and resources by securely sharing evidence with appropriate third parties via the Cloud. The chosen service enables you to be GDPR compliant, permissions-based and easily redact unnecessary information such as faces and license plates.

Protect

Make sure everyone knows what they need to know, as an incident unfolds — and after.

People:

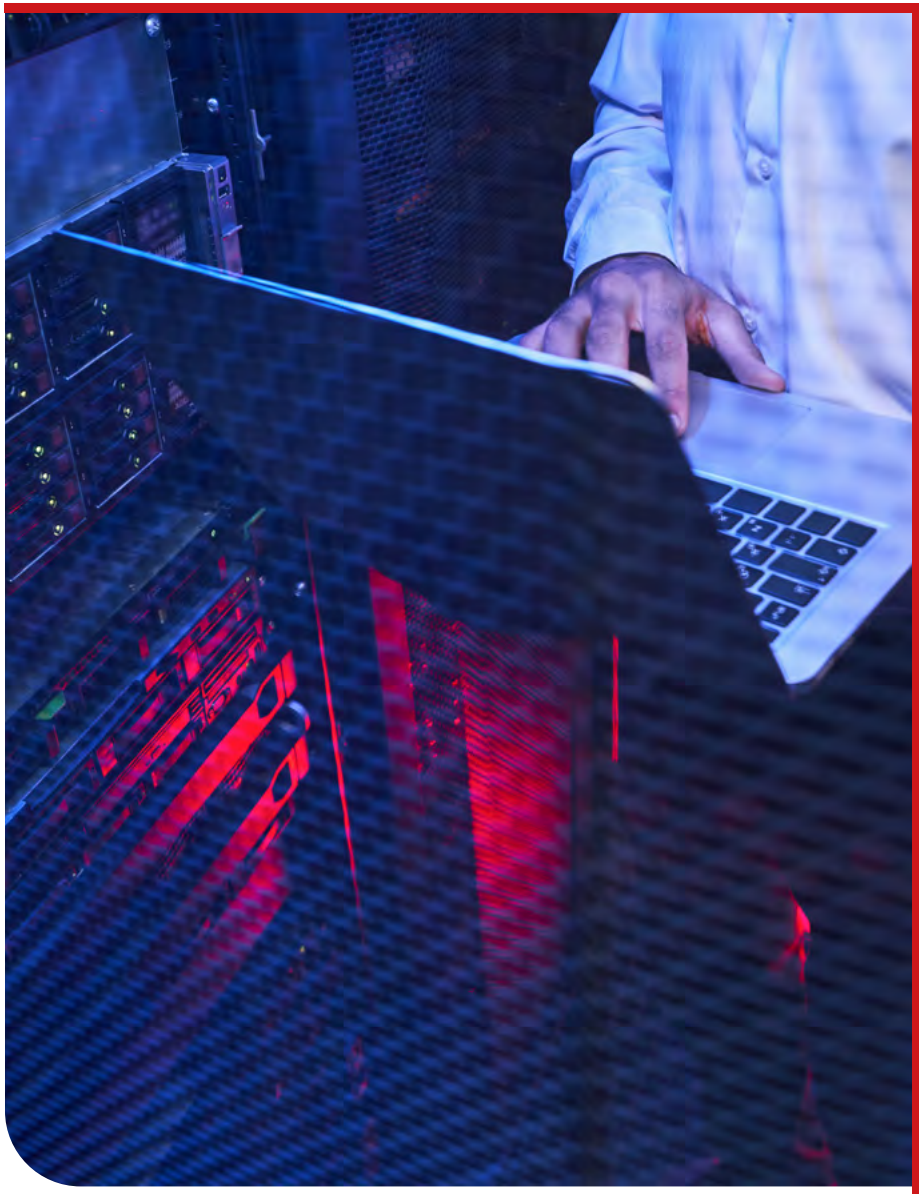
- ☐ Establish processes and technology to facilitate collaboration and cross-agency knowledge sharing.
- ☐ Have workflows in place so everyone understands their role in an event.
- ☐ Collect and share information digitally, in a rapid and coordinated way that can be reviewed (and audited) after the event.

Processes:

- ☐ Workflows ensure a consistent response both during the day-to-day and incidents. These should be defined and agreed upon by all stakeholders before an event occurs.
- ☐ Find areas to automate to improve response times and efficiency during an event.
- ☐ Audit the activities carried out during an event, after it has passed, to understand where to improve.

Technology:

- ☐ Invest in the right technologies to understand what's happening on the ground when an event occurs.
- ☐ Understand how new technology can work effectively with old technology to provide stakeholders with the information they need.
- ☐ Consider combining surveillance technology with analytics to enable a speedy review of video to quickly present what is needed.
- ☐ Understand how your technology will work with other stakeholders' technologies and how to consolidate the data generated, for analysis.



TOP TIP

✓ Set up workflows
The processes you define can be supported by technology through automatic and prompted workflows that can guide operators through the next steps required by a situation. Workflows can also be triggered to activate camera feeds, giving operators a clear view of what's happening in a space.

✓ Take advantage of the Cloud
Choosing a cloud-based solution offers greater opportunities for flexible storage and analysis, and makes collaborating simple. Organisations can easily increase storage capacity as their needs evolve, such as when new cameras are installed or there is a change in footage retention requirements.

Cloud-based solutions enable more collaborative working through incident lockers and digital evidence management capabilities. Disparate information from cameras and other devices, body-worn camera footage, external media sources and first responder reports, can be collected in case of investigation or prosecution.

✓ Go Mobile
Giving ground teams and first responders access to information through their devices will inform their response approach and contextual awareness. Those on the frontline can see the video footage that control room operators can see and can be alerted to incidents in their area with a simple push notification, and the control room can allocate their tasks via the app in response to certain events. This makes it easier for ground teams to work with the emergency services and other agencies. They will also be able to relay information and video footage back to the control room.

Why Integrate Your Systems?

Most organisations and local governments have invested in several security solutions over time that unfortunately do not integrate well together. CCTV, alarms, access control and help points are all disparate, causing duplicate efforts and reduced efficiencies.

Having fully integrated surveillance and security in public spaces is central to identifying threats. It can also help to mitigate the risk of displacing those who wish to cause harm from one (newly secured) area to another within a city.

Modern command and control technology solutions now give organisations the ability to link everything together in one interface leading to faster, better response times and more effective protection of a public space.

Post-incident management will be improved as everything is in one place, with actionable data that can then influence future planning and operational efficiency.

Benefits

No switching between systems
↓
More efficient

Centralised system
↓
Improved situational awareness and response times

Consolidated data
↓
Faster, more accurate information and post-incident analysis

Few systems to maintain
↓
Cost savings

One system used
↓
lower training time

The Security Needs of Specific Sectors

Until this point, we have looked at the needs and challenges that impact organisations that own or manage a public space. However, there are specific sectors that have unique concerns and requirements.

The following pages address the security needs of local authorities, academic institutions, event venues, and tourist attractions.

SYNECTICS

Local authorities

Academic institutions

Event venues

Tourist attractions

Local Authorities

Those responsible for the safety of our towns and cities face a difficult balance in ensuring public safety while continuing to deliver in the face of budget cuts and increased citizen expectations.

Budgets need to go further and the impact of initiatives need to be easily tracked and communicated — both within the local authority and to wider stakeholders, including citizens. Clear communication with the public can help to allay any fears they have about their safety, or the use of technology that may make them feel insecure.

Technology Spotlight

Large cities like London have turned to smart city technology to make them more intelligent, efficient, and safer. Smaller cities and towns, however, can also benefit from investing in innovative technologies.

Three technologies to consider

Interoperability	Cloud	Dashboards
• The foundation for all data from disparate systems. • Make operations more intelligent and efficient. • Enables whole city management.	• Cost and resource benefits through combined forces. • Cost-effectively and flexibly increase storage, to scale.	• See critical information at-a-glance, customised to each team and individual. • Enhance situational awareness and decision-making. • Drill down into data to understand trends and patterns to inform future strategy.

1. Interoperability

An open command and control platform can become the foundation for integrating all of the data coming in from cameras, sensors, first responders, security patrols, and more.

With such a solution, local authorities can make their operations more intelligent and efficient, while continuing to support legacy technology that they cannot replace yet.

In doing so, local authorities can make the leap into whole city management and collaboration with agencies and private organisations. Instead of individually owned and operated systems, everything is unified in a single platform, which is more cost-effective and improves visibility and situational awareness.

2. Cloud

More local authorities are now combining forces, creating large cross-authority control rooms that work to manage and protect all areas in a local authority and its surrounding areas.

This can provide cost and resource benefits, as work, equipment, training, and staff are not duplicated and can operate across multiple areas. As more cross-authority control rooms are set up, it becomes even more vital to invest in Cloud-based technologies.

By gradually moving more of your system to the cloud, you can cost-effectively and flexibly increase storage capacity in a way that on-premises storage would not support. For instance, to accommodate higher camera counts, more powerful processing, or changing footage retention requirements.

Decide on your operational priorities and develop a cloud-migration plan to match. And remember, while your goal may be to go cloud-first for all aspects of your surveillance – leading solutions will allow you to take a hybrid approach to help you get there.

3. Dashboards

Dashboards can be personalised to each agency, team and team member so they can hone in on the data that matters most to their role. Layouts can be customised with different drop-downs and charts. Seeing key information in one place will enhance their situational awareness and provide up-to-date insights as data is automatically updated. When needed, deeper dives into the data can be done through drill-down reports that can inform future planning and strategic decision-making.

Benefits to Local Authorities

- Improved public safety
- Efficient information sharing
- Unified surveillance and security
- Reduced on-premises equipment
- Improved collaboration
- Long term cost-savings

University and College Campuses

Universities and colleges are bustling, 24/7 communities. Many of the challenges you might anticipate in a city are recreated in the campus environment. Safeguarding staff and students are critical to an institution's long-term success.

Campus security teams are challenged to monitor and protect sprawling estates, that may be miles away from each other, with satellite sites or buildings that also need protection.

Many of these may lead directly onto city streets where students and the public mix and become unidentifiable from one another.

No matter the size and nature of the campus, or the number of students, staff, and visitors, security teams need complete situational awareness of risks and live incidents as they unfold.

Technology Spotlight

Three technologies to consider

Access Control	Communication	Smoke and Fire Detection
• Ensure only authorised individuals enter and exit the campus and individual, restricted buildings. • Improve the campus experience by integrating intelligent controls of your HVAC systems.	• Consolidate all forms of real and non-real time communication to keep everyone 'in the loop'. • Improve operational efficiency. • Improve future planning and strategy.	• Adapt to different levels of protection. • Enable swift frontline responses and exits with access control. • Seamless communication across all stakeholders to improve responses.

1. Access Control Integration

Access control is vital to ensuring only authorised individuals can enter and exit a campus and specific buildings. Virtual perimeters can alert a security team of human presence in an area that should be empty (detecting potential trespassers). These solutions, along with any other security processes implemented, need to protect people on-site while not impeding the campus experience.

Integrating access control with cameras can provide vital information for security teams to ensure a student ID badge hasn't been stolen or isn't being misused, to avoid tailgating, and to verify who is using access control credentials (and where).

Further integration with light and HVAC sensors could improve the campus experience by automatically turning on lights and heating when someone enters a room. Automatic lighting can also help someone feel safer as they navigate through an isolated campus route. Security patrols can also be planned based on when students are likely to be gathering or travelling through a campus area.

2. Communication

Unified communication involves integrating real-time communication services and tools, like VoIP, help points, and edge audio devices (such as cameras), with instant messaging, and non-real-time communication like email and voicemail. It can improve operational efficiency and productivity while reducing IT investment costs as multiple systems are no longer needed. It will also keep those who need to be, 'in the loop' across different devices and communication mediums without the need for separate systems.

When integrated with data from other site systems, such as video surveillance, threat detection and access control, this communication data can be analysed to improve planning and strategic decision-making.

3. Smoke and Fire Detection

Campuses have buildings with varying purposes and, therefore, risk. Hazardous substances stored in a laboratory or cleaning stockroom, licenced venues, and even residential buildings all require different levels of protection and, vitally, smoke and fire detection. Evacuation procedures need to be known across all teams and access control needs to be set up to unlock areas quickly to enable swift exits (or entry by emergency services). Communication to stakeholders during such an incident will improve response times and post-incident analysis.

Benefits to Local Authorities

- Improved student safety
- Better property protection
- Improved student/parent perception
- Unified surveillance and security
- Improved collaboration
- Long term cost-savings

Event Venues

Event venues like stadiums and concert halls pose an interesting challenge for security teams, as for the majority of their lives they're empty. Security processes and technology need to be ready for when activity peaks in the venue, but for half the time they are running for an empty site.

The needs of a venue also change depending on if it's being used or if it's empty. When empty, you may have a skeleton staff who need to be given access to the site and specific areas to maintain, clean, and secure it. There may be offices on-site where event managers, marketing, admin and other departments all work from full-time.

During an event, you will have a significant increase in staff numbers and types, including temporary event and security teams, as well as visitor numbers. Likewise, on some occasions, you may have multiple events happening in the same venue, such as two different exhibitions. Before and after an event, there will also be teams delivering and building things in a venue like stands, stages, signs, and screens.

Technology Spotlight

Three technologies to consider

Video Analytics	Access Control	Third-party Integrations
• Support teams with alerts for various incidents including loitering, left items, lost children and so on. • Number plate recognition improves situational awareness. • Data insights will improve efficiency and the venue experience.	• Adaptable to different levels i.e. during event days and during quiet times. • Can account for large numbers of temporary staff on-site and restrict access to sensitive areas.	• Consolidate multiple systems and data feeds to improve operational efficiency and communication. • No need to switch between different systems. • Less training and onboarding time as one system is being used.

1. Video analytics

Video analytics can support teams by flagging suspicious behaviour like loitering or crowds gathering in places where they shouldn't be. It can also identify left items or potentially lost children. Perimeter alerts can be set for quiet periods to tell a team if someone suddenly enters a venue. Cameras can then pan to that location for visual insights into what the individual is doing.

Automatic number plate recognition (ANPR) helps security identify and track vehicles coming in and leaving a venue — something that's particularly important when many deliveries are happening before an event and when equipment is being picked up afterwards.

Data collected from cameras and other sensors can be analysed over time to improve efficiency and the venue experience. For example, common traffic jams that occur on entry to the site may tell venue management to space out the entry and exit times for exhibitors more. More facilities can be opened if the data shows bottlenecks often forming around toilets and bars/restaurants during an event. Cleaning and maintenance schedules, and security patrols, can also be influenced by footfall and occupancy data in specific areas of the venue.

2. Access Control

Access control can be set to different levels depending on the time (if an event is on or not) to allow maintenance and office staff to continue with their work, and to restrict access to sensitive areas for visitors and temporary staff. Alerts could also be issued for any staff who are in the wrong area, something that may often happen if temporary staff aren't used to navigating the event space. Push notifications can direct ground security teams to potential incidents so they can investigate and relay information back to the control room in near real-time.

3. Third-party Integrations

A comprehensive view of everything happening inside and outside a venue is needed before, during, and after an event to ensure people and equipment (and the building itself) remain safe. Collaboration with local police forces may be needed depending on the nature of the event. For events involving over 100 people, there needs to be a major incident plan in place with annual risk assessments (and individual assessments per event).The Protect Duty may also apply if it becomes legislation.

Consolidating all information into a single place will help security teams understand everything happening during peak and empty periods without having to switch between different systems. This saves time and also helps them focus on the job at hand — protecting people. For temporary security staff brought in to help with an event, it can also improve onboarding as they only need to learn one system instead of multiple tools.

Benefits to Event Venues

- Improved public safety
- Better property protection
- Improved visitor perception
- Unified surveillance and security
- Improved collaboration
- Long term cost-savings

Tourist attractions

Tourist attractions often have highly valuable, irreplaceable assets that need the best possible protection. Many tourist attractions are also listed buildings that require additional considerations in where and how to place cameras, access control, and other sensors.

Even the size of a building and the thickness of its walls can pose challenges for installers. Relaying a clear signal back to a control room can also prove an issue if the building size and thickness hinders communication.

Technology Spotlight

Three technologies to consider

Footfall/ Headcount Analytics	Access Control	Virtual Tripwires/ Motion Detection
• Helps adherence to fire and safety regulations. • Improves the venue experience by informing venue planning and capacity management. • Informs major incident responses.	• Adapt to different needs and risk levels, including protecting priceless artefacts. • Prevent unauthorised access. • Seamless integration with existing systems ensures a consistent visitor experience.	• Detect when a boundary is crossed and automatically alert security teams to investigate. • Trigger additional actions from the integrated security system.

1. Footfall/ Headcount Analytics

Using footfall and/or headcount analytics can help with capacity management — which improves the venue experience as well as adheres to fire and safety regulations. Today's solutions use algorithms that can blend motion and counting capabilities, alongside object classification, to accurately monitor the number of individuals passing through a specific scene or designated area of interest.

People Counting Analytics

Understanding who, and how many people, are in a specific area can improve emergency response and evacuation procedures if a major incident occurs. Long-term footfall data can inform other things like the placement of information points and retail units.

Re-occurring bottlenecks when visitors are moving from one area to another can be avoided by widening pathways or opening up new routes. Further improving the venue experience.

2. Access Control

The different spaces in a tourist attraction will have different needs and risk levels. A room where there are priceless artefacts will need different protection from a visitor cafe. Access control will help security teams to control access to restricted and visitor areas. Camera integrations will ensure visual confirmation of whoever is trying to gain access to a building. They can also help to detect and prevent tailgating or the theft of ID credentials to gain unauthorised access.

To ensure a good, consistent venue experience, access control needs to fit seamlessly into the wider security system and be intuitive to use to grant access to those who need it.

3. Virtual Tripwires/ Motion Detection

Virtual tripwires can detect when a moving object crosses a boundary. It is achieved through video analytics and CCTV, where a camera's field of view is defined as the boundary or where a specific area is 'drawn' into the field of view to create a region of interest.

Any time there is movement detected in the region, an alert can be triggered for security teams to investigate. Further automation can trigger other actions like additional cameras panning to the area to gather more information. Filtering capabilities can be applied to account for specific personnel or times, like during visitor/open hours or when cleaners and security teams are on-site.

Benefits to Tourist Attractions

- Improved public safety
- Better asset protection
- Improved visitor perception
- Unified surveillance and security
- Improved collaboration
- Long term cost-savings

Next Steps

By now, you should have a good overview of the steps needed to protect your public spaces — and it may seem like a monumental task. However, just as Rome wasn't built in a day, neither does your security system need a complete overhaul and modernisation in one go.

With an open command and control platform as your first, foundational investment, you can then add on additional devices and functions as your resources allow.

It's time to begin your journey towards a safer, more efficient, and more pleasant public space. **We can help you get there.**

Trust also needs to be rebuilt, to reassure those using public spaces and to encourage them to visit such areas regularly in the future. Returning visitors transform public spaces into engaging and vibrant community hubs and boosts revenue for the local area through socialising, shopping, tourism, events, and even students choosing to study in a particular location.

Contact Synectics today to discuss your unique requirements and how our technology can support you: synecticsglobal.com

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