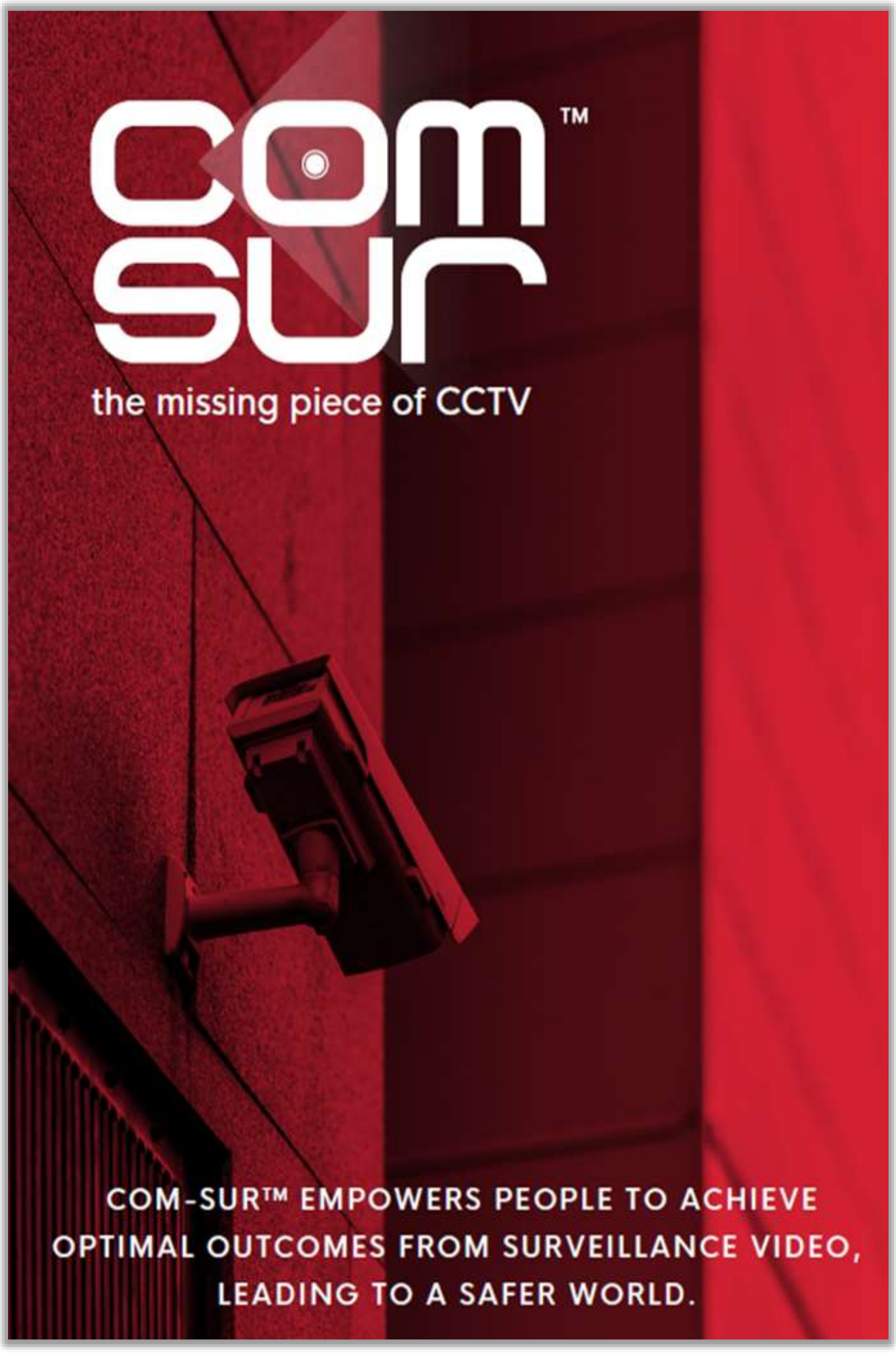
COM SUR™
the missing piece of CCTV
COM-SUR™ EMPOWERS PEOPLE TO ACHIEVE
OPTIMAL OUTCOMES FROM SURVEILLANCE VIDEO,
LEADING TO A SAFER WORLD.

UTILITY VALUE OF COM-SUR™ FOR PARKS AND RECREATIONAL FACILITIES (INCLUDING AMUSEMENT PARKS)

WELCOME

AUDIT HOURS OF FOOTAGE IN MINUTES FIND OUT HOW COM-SUR WILL HELP

CCTV and other forms of video surveillance are common in parks and recreational facilities (including amusement parks) world over, but footage is often only reviewed reactively.
Our company realized this problem early-on and has developed the world's only CCTV video footage auditing software that encourages daily auditing (hours in minutes) of CCTV footage, filling the gap for a complete "workflow".
The software works with existing cameras and VMS, regardless of type/brand, and provides a standardized approach for intelligent incident reporting. Our software also offers exceptional investigative capabilities.

'COM-SUR' – THE WORLD'S ONLY CCTV/SURVEILLANCE VIDEO FOOTAGE AUDITING, SMART BACKUP, AND STANDARDIZED INTELLIGENT INCIDENT REPORTING SOFTWARE – THE MISSING PIECE OF CCTV/SURVEILLANCE VIDEO

COM-SUR is the world's only CCTV/surveillance video footage auditing, smart backup, and standardized intelligent incident reporting software that serves as a complete workflow and force multiplier. It helps audit 24 hours of footage in minutes, reduces data size, creates standardized intelligent reports, and delivers business intelligence. COM-SUR helps unlock hidden information in CCTV/surveillance video footage and enables people to gain actionable intelligence, improve homeland security, prevent crime and losses, identify and mitigate threats and hazards, and improve operational efficiency. It empowers people to gain new jobs as CCTV/surveillance video footage auditors and start new businesses of auditing video footage. Like MS Office, COM-SUR is an enabler that makes it easy to work with CCTV and other surveillance cameras in a standardized way, leading to better decision-making. It also offers exceptional investigative capabilities.

HOW COM-SUR SMARTLY REDUCES 'VIDEO' STORAGE SIZE

COM-SUR employs an innovative approach to smartly reduce the amount of video to be audited and consequently the storage size of videos. Regardless of the video's frame rate, COM-SUR captures a single screenshot of the consolidated 'moment' of 'that' one second, when the I, P, and B frames come together. This method significantly reduces data size without sacrificing vital information. It goes without saying that when multiple cameras are displayed in a grid view, say 4x4, the storage size is further reduced since all the cameras are captured as a single image. Since no suggestion is being made to replace the actual video with screenshots, COM-SUR acts as a wonderful supportive technology both to audit (review) just 86400 frames representing 24 hours and reducing the data size at the same time.

CHALLENGES FACED BY PARKS AND RECREATIONAL FACILITIES (INCLUDING AMUSEMENT PARKS)

1. Unauthorized access:

One of the primary security threats is unauthorized access to restricted areas or after-hours entry. Trespassing, vandalism, and theft can pose risks to the safety and integrity of the facility.

2. Crowd management:

Parks and recreational facilities (including amusement parks) often attract large crowds, especially during peak seasons or events. Managing crowd flow, ensuring orderly behavior, and preventing overcrowding are significant challenges to maintaining security and preventing accidents or incidents.

3. Safety hazards:

Recreational facilities may have inherent safety hazards, such as rides, water features, or adventurous activities. Ensuring proper maintenance, regular inspections, and implementing safety protocols are crucial to prevent accidents, injuries, or equipment failures.

4. Lost children and kidnapping:

The risk of children getting lost or separated from their parents or guardians is a significant concern in parks and amusement parks. Further, children are also vulnerable to kidnapping.

5. Theft and property damage:

Parks and recreational facilities (including amusement parks) can be vulnerable to theft of personal belongings, vandalism, or damage to property, including equipment, facilities, or natural resources.

6. Emergency preparedness:

Parks and recreational facilities must be prepared to handle emergencies such as natural disasters, medical incidents, or security threats. Developing comprehensive emergency response plans, training staff, and maintaining effective communication systems are critical to mitigating risks and ensuring visitor safety.

7. Wildlife interactions:

In outdoor parks or nature reserves, encounters with wildlife can pose risks to visitors. Managing wildlife-human interactions, educating visitors about potential risks, and implementing measures to minimize negative interactions are essential for maintaining visitor safety and preserving wildlife habitats.

8. Insider threats:

Parks and recreational facilities (including amusement parks) have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

9. Humongous growth of surveillance video:

The exponential growth of surveillance cameras has resulted in an unprecedented surge in surveillance video. Effectively managing this data has become a daunting challenge due to the massive storage capacity required, especially considering the prolonged retention periods necessary for security, incident investigation, or legal purposes. Furthermore, the prevalence of high-resolution video with increasing megapixels compounds the storage demands, making efficient data management an urgent priority for organizations grappling with the immense volume of surveillance footage.

COVID-19 PANDEMIC

The pandemic severely impacted parks and recreational facilities (including amusement parks) worldwide. Owing to restrictions /lockdowns, some facilities had to be temporarily closed, leading to significant financial losses. Event cancellations, operational adjustments, and staffing challenges added to the difficulties faced by these facilities Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

USE OF VIDEO SURVEILLANCE AT PARKS AND RECREATIONAL FACILITIES (INCLUDING AMUSEMENT PARKS)

Most parks and recreational facilities (including amusement parks) have video surveillance covering the following areas:

- Entry and exit points
- Transaction points (especially applicable for amusement parks)
- Pathways and trails
- Playgrounds and sports areas
- High-traffic areas such as walkways, food courts, entertainment zones etc.
- Restricted areas
- Parking lots

Further, the officials of parks and recreational facilities (including amusement parks) analyse recorded CCTV video footage from time to time for investigating incidents and/or accidents, and other issues in order to corroborate evidence as well as assist Police/other Law Enforcement Agencies.

Also, parks and recreational facilities use other forms of video surveillance as follows:

1. Drones:

Drones equipped with cameras are deployed for aerial surveillance of large park areas or to provide an overview of crowds, monitor restricted zones, and support security operations. Drones offer an additional perspective and can assist in identifying potential security issues or safety hazards.

2. Thermal cameras:

Thermal cameras are used to detect heat signatures and identify abnormal temperatures. These cameras are particularly useful for identifying potential fire hazards, locating lost individuals in large park areas, or monitoring animal habitats.

LIVE MONITORING – CHALLENGES

Some parks and recreational facilities (including amusement parks) have a dedicated control room with operators, set up for live monitoring of CCTV and other cameras. However, live monitoring comes with its own set of challenges of video blindness, poor attention span, boredom, operator bias, false alerts, and so on.

Moreover, these cameras continuously capture and record humungous amounts of video data. It therefore becomes a daunting task for the operators to review and analyse this data whenever the need arises. Thus, it may be noted that benefits from video surveillance systems can accrue only when they are used optimally, suggestions for which are enumerated further on, in this document.

COMPLIANCE - GENERAL

Conformity or compliance in any organization means adherence to laws and/or rules and regulations, various standards, as well as data storage and security requirements as laid down by government bodies, governing bodies of the respective industry, or the management of the organization. When an organization complies with the requirements mandated by government and/or governing bodies, then it is termed as 'regulatory compliance' which enables the organization to run in a legal and safe manner.

COMPLIANCE - AUDITS

Several organizations carry out compliance audits on a regular basis to avoid the potential consequences of non-compliance.
A compliance audit examines how well an organization adheres to compliance requirements. Some organizations use video surveillance to monitor compliance issues and audit recorded video footage from time to time for investigating and preventing compliance issues. Auditing video provides actionable insights on the level of compliance within the organization.

AUTOMATED SOFTWARE – WHY THEY WILL NOT WORK IN ISOLATION

In the wake of the Christchurch shooting incident, several high-profile places of worship considered deploying gun detection technology. However, there are concerns about its efficacy, since it may not be able to detect all types of weapons, or the perpetrator could still create damage before being detected.
Similarly, automated systems like video analytics, AI/ML can only detect what they have been programmed for. What about the rest? Again, these technologies are prone to triggering huge amounts of false alarms. Also, since the permutation combinations of exceptions can be vast and varied, it becomes almost impossible to automate every kind of exception. Facial recognition technology also raises ethical and privacy concerns, and has been found to produce inaccurate results, especially for certain ethnic groups.
Therefore, experts suggest that while

automated technologies will continue to grow, human intervention and intelligence will still be necessary to verify alerts and ensure their efficacy.

"CCTV AND OTHER FORMS OF VIDEO SURVEILLANCE ARE NOT ENOUGH – WE MAKE IT WORK FOR YOU"

While it is not being suggested that optimal usage of video surveillance can cure all issues, several issues of the following kind can be addressed by doing just a little 'more' with respect to making the optimal use of video surveillance systems:

- Recces/suspicious movements/activities

- Crowd management issues

- Unattended children

- Kidnapping/kidnapping attempts

- Unruly staff/security guards/visitors

- Accidents/Causes of potential accidents

- Potential causes of fires

- Housekeeping issues

- Violence

- Vandalism

- Staff negligence

- Inattentive staff (e.g. guard sleeping)

- Insider job/security lapses

- Unauthorized/unlawful activities/visitors

- Loss/theft

- Intrusions, especially by animals

- Unclaimed/unattended objects

- Issues with female staff or visitors

- Cameras/recorder malfunctions

So, what is the 'more' that needs to be done?

1) AUDIT CCTV AND OTHER SURVEILLANCE VIDEO FOOTAGE DAILY AS A STANDARD OPERATING PROCEDURE

'Auditing' means 'seeing' what the cameras 'saw'. Auditing of CCTV and other surveillance video footage should be done daily (continuous investigation) to identify potential issues and threats. Auditing is a dedicated and systematic process that helps address challenges related to live monitoring and alert-based systems. Auditing helps in evaluating analyzing incidents to improve existing policies, procedures, and processes. Concerned personnel should be trained to become video footage auditors, and the audit teams should be rotated to avoid complacency/collusion. Daily auditing of CCTV and other surveillance video footage can also help in adhering to the principles of Kaizen and TQM for business improvement.

2) DOCUMENT AUDIT FINDINGS/INCIDENTS

Audit findings/incidents should be documented in a standardized template to find the root cause to prevent future recurrences. Historical data of such findings/incidents can reveal patterns that can help take better informed

corrective and preventive action. If stakeholders of parks and recreation facilities (including amusement parks) report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of all parks and recreation facilities (including amusement parks) worldwide.

3) ENSURE DISASTER RECOVERY OF CCTV AND OTHER SURVEILLANCE VIDEO FOOTAGE – LIKE A 'BLACKBOX'

CCTV and other surveillance video footage must be stored at multiple locations in order to ensure that even if the recorder/storage device is stolen, destroyed or tampered with the data is never lost. Further, any backed-up data must easily be searchable and retrievable; else, it is going to be a nightmare finding the relevant video.

4) DISPLAY DYNAMIC INFORMATION AT RELEVANT PLACES

Document and display details of information that is dynamic in nature in relevant areas. For example:

1. List of authorized staff.

2. List of authorized security personnel deployed at the park or recreational facility.

3. List of habitual offenders/suspects likely to visit the park or recreational facility (a 'Watch out' list).

5) USE A POWERFUL NEW SIGNAGE

"WE AUDIT CCTV VIDEO FOOTAGE EVERYDAY".

One size, one color, one powerful message. Across the nation.

DE-CENTRALIZED SURVEILLANCE + CENTRALIZED SURVEILLANCE = OPTIMAL RESULTS

Organizations with multiple locations struggle with centralized video surveillance due to infrastructure cost, internet bandwidth, and operator limitations. De-centralized surveillance offers higher accountability at each location and better situational awareness, leading to more chances of discovering exceptions.

CONCLUSION

"You see, but you do not observe" is a quote by Sherlock Holmes in A Scandal in Bohemia (1891, written by Sir Arthur Conan Doyle).
COM-SUR makes 'observation' far effortless and effectual leading to superior results.

"Cameras don't lie" - but how will you know unless you 'see' what the cameras 'saw'?
Audit video - why suffer!

Get award-winning COM-SUR now. Don't wait for things to go wrong!