



the missing piece of CCTV

# THE FOOTAGE WHISPERER

## "SEE WHAT THE CAMERA SAW"

100+ TOPICS - AIRPORTS TO ZOOS



UTILITY VALUE OF  
COM-SUR™ FOR  
ELECTRIC VEHICLE  
CHARGING STATIONS

WELCOME



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

CCTV surveillance is common in Electric Vehicle (EV) charging stations 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 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 VIDEO  
FOOTAGE AUDITING, SMART BACKUP, AND  
STANDARDIZED INTELLIGENT INCIDENT  
REPORTING SOFTWARE – THE MISSING PIECE  
OF CCTV

COM-SUR is the world's only CCTV 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 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 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 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 EV CHARGING STATIONS

#### 1. Vandalism and theft:

EV charging stations are vulnerable to vandalism, including damage to the charging equipment and theft of cables and connectors. These incidents can disrupt charging services and result in financial losses. Perpetrators often conduct pre-operational surveillance of the target area, making it important to detect suspicious activity during this phase to prevent an incident.

#### 2. Unauthorized access and misuse:

There is a risk of unauthorized individuals gaining access to EV charging stations or misusing the charging infrastructure. This can lead to congestion, improper usage, and potential safety hazards.

#### 3. Technical issues and maintenance:

EV charging stations may experience technical glitches or require regular maintenance to ensure optimal performance. Timely detection and resolution of these issues are essential to avoid charging disruptions and customer dissatisfaction.

#### 4. Accidents and weather conditions:

EV charging stations, particularly those in outdoor environments, can be exposed to physical damage caused by accidents, as well as severe weather conditions. This damage may require repairs or replacement of charging equipment and infrastructure.

#### 5. Safety and security issues for women:

Some EV charging stations are located in poorly lit or isolated areas which may make women feel vulnerable especially during night time. Further, women may encounter instances of harassment, abuse, and/or unwanted attention at an EV charging station.

#### 6. Insider threats:

EV charging stations have to deal with insider threats from disgruntled employees or even unwitting staff who fail to follow proper security and safety measures.

#### 7. 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 EV charging stations worldwide. Owing to government restrictions/lockdowns, there was a significant decrease in overall vehicle usage. As a result, the demand for charging services at EV charging stations declined. Several EV charging stations had to temporarily shut their operations, resulting in financial losses. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

### USE OF VIDEO SURVEILLANCE AT EV CHARGING STATIONS

Most EV charging stations have video surveillance covering the following areas:

- Entry and exit points
- Charging station area
- Parking area
- Payment kiosks/stations
- Walkways and common areas.

Further, the concerned stakeholders at EV charging stations generally need to review and 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/law enforcement agencies.

### USE OF THERMAL CAMERAS

Some EV charging stations deploy thermal cameras for the following purposes:

#### 1. Overheating Detection:

Thermal cameras can detect abnormal heat signatures, which can be indicative of overheating components or potential electrical faults in the charging equipment. By monitoring the temperature of charging stations, thermal cameras can help identify potential issues early on, enabling operators to take preventive measures and mitigate fire risks.

#### 2. Charging spot occupancy:

Thermal cameras can be used to monitor the occupancy of charging spots. By detecting the presence or absence of vehicles in real-time, thermal cameras help operators identify available charging spots and manage the allocation of resources effectively.

#### 3. Security and intrusion detection:

Thermal cameras can aid in the detection of intrusions or unauthorized access to the charging station premises, especially during low-light conditions. The thermal imaging capabilities can detect human presence and movement, alerting security personnel or initiating appropriate actions to address potential security breaches.

#### 4. Energy efficiency and environmental monitoring:

Thermal cameras can assist in monitoring energy efficiency at charging stations. By capturing thermal images, operators can



analyze heat dissipation, identify energy wastage, and optimize the performance of electrical systems.

#### 5. Thermal anomaly detection:

Thermal cameras can be used to identify anomalies or abnormalities in the charging infrastructure, such as hotspots in electrical connections or equipment. This can help identify potential faults, loose connections, or areas that require maintenance, allowing for proactive maintenance and reducing downtime.

#### LIVE MONITORING – CHALLENGES

Some EV charging stations have a dedicated control room with operators, set up for live monitoring of CCTV 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 CCTV video footage from time to time for investigating and preventing compliance issues. Auditing CCTV 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 IS 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
- Insider job/security lapses
- Equipment malfunction/other technical issues
- Violence and vandalism
- Unauthorized/unlawful activities/visitors
- Accidents/Causes of potential accidents
- Loss/fraud/theft
- Intrusions, especially by animals
- Parking issues
- Customer service issues
- Inattentive staff (e.g. guard sleeping)
- Unruly staff/customers/outside workers /security guards
- Unclaimed/unattended objects

- Health and safety issues
- Issues with female staff or customers
- Cameras/recorder malfunctions

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

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

'Auditing' means 'seeing' what the cameras 'saw'. Auditing of CCTV 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 CCTV video footage auditors, and the audit teams should be rotated to avoid complacency/collusion. Daily auditing of CCTV 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 all EV charging stations report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of all EV charging stations.

### 3) ENSURE DISASTER RECOVERY OF CCTV VIDEO FOOTAGE – LIKE A ‘BLACKBOX’.

CCTV video footage must be stored at multiple locations in order to ensure that even if the recorder 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 EV charging station.
3. List of potential suspects/miscreants likely to visit the EV charging station's premises (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 CCTV - why suffer!

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