
com sur™
the missing piece of CCTV
THE FOOTAGE WHISPERER
"SEE WHAT THE CAMERA SAW"
100+ TOPICS - AIRPORTS TO ZOOS

UTILITY VALUE OF COM-SUR™ FOR PARKING LOTS

WELCOME

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

CCTV surveillance is common in parking lots 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 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 PARKING LOTS

1. Unauthorized access and trespassing:

Parking lots can be prone to unauthorized access and trespassing, with individuals entering restricted areas or attempting to gain entry to vehicles unlawfully.

2. Theft and vehicle break-ins:

Parking lots are vulnerable to theft and vehicle break-ins. Criminals may target unattended vehicles, stealing valuable items or causing damage.

3. Vandalism and property damage:

Parking lots can be susceptible to vandalism, including graffiti, intentional vehicle damage, or destruction of property. The open nature of parking lots and limited surveillance may provide opportunities for individuals to engage in such acts.

4. Assaults and personal safety:

Inadequate lighting, isolated or poorly monitored areas, and insufficient security measures can make parking lots a target for assaults and personal safety incidents. Individuals may become victims of robberies, physical assaults, or harassment.

5. Vehicle accidents and traffic management:

Parking lots can experience vehicle accidents, especially during busy periods or due to negligent driving.

6. Parking lot congestion:

Insufficient parking spaces, poor layout, and lack of organized parking management can lead to congestion and frustrations for drivers. This can result in conflicts among drivers, illegal parking, and difficulties in finding available parking spots.

7. Enforcement and compliance:

Parking lots face the challenge of enforcement and compliance with parking regulations. This involves monitoring and addressing parking violations such as unauthorized parking or overstaying time limits. Challenges in enforcement include limited resources, difficulties in identifying violators, and managing access controls or parking permits.

8. Emergency response and evacuation:

In the event of emergencies such as fires, natural disasters, or security incidents, parking lots need to have effective emergency response plans and evacuation procedures. Lack of clear exit routes, limited emergency communication systems, and inadequate training can impede timely and safe evacuation.

9. Maintenance issues:

Parking lots require regular maintenance to address issues such as potholes, malfunctioning lighting, broken barriers, and faulty surveillance systems. Neglected maintenance can impact the overall security and functionality of the parking facility.

10. Insider threats:

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

11. 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 parking lots worldwide. Some parking lots faced temporary closures as businesses and establishments shut down or operated at reduced capacity. Additionally, in certain areas with decreased parking demand, parking lots were repurposed for alternative uses such as drive-through testing centers, vaccination sites, or outdoor dining spaces. Guidelines were issued to prevent the spread of COVID-19, but outbreaks still occurred.

USE OF VIDEO SURVEILLANCE AT PARKING LOTS

Most parking lots have video surveillance covering the following areas:

- Entry and exit points
- Payment kiosks and ticketing areas
- Parking spaces
- Pedestrian walkways and elevators
- Stairwells and ramps
- High-risk areas

Further, parking lot officials 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, parking lots use other forms of video surveillance as follows:

1. License Plate Recognition (LPR) cameras:

License Plate Recognition (LPR) cameras are specifically designed to capture and recognize license plate numbers. These cameras can be used at entry and exit points to automatically record and identify the license plates of vehicles entering or leaving the parking lot. LPR technology can help with parking enforcement, access control, and identifying vehicles involved in security incidents or violations.

2. Thermal cameras:

Thermal cameras use heat signatures to detect and capture images. They are used in parking

lots to identify unusual heat patterns or detect the presence of individuals or objects in low-light or adverse weather conditions. Thermal cameras can enhance security by alerting operators to potential threats or detecting unauthorized access or activities.

LIVE MONITORING – CHALLENGES

Some parking lots 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 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:

- Parking issues
- Maintenance issues
- Accidents/Causes of potential accidents
- Potential causes of fires
- Housekeeping issues
- Violence
- Vandalism
- Compliance issues
- Recces/suspicious movements/activities
- Staff negligence
- Inattentive staff (e.g. guard sleeping)
- Insider job/security lapses
- Unauthorized/unlawful activities/visitors
- Fraud/loss/corruption/theft
- Intrusions, especially by animals
- Unruly staff/security guards/customers
- Unclaimed/unattended objects
- 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 stakeholders of parking lots report incidents in a standardized template, relevant authorities can derive business intelligence from the data and take action for the collective benefit of all parking lots worldwide.

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 parking lot.

3. List of habitual offenders/suspects likely to visit the parking lot (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!