

## Surveillance system brings pets and owners back together. IP-Surveillance solution increases staff and visitor safety and security, and acts as a major deterrent to intruders.



Organization:  
Gold Coast City Council,  
Animal Management  
facility

Location:  
Gold Coast, Australia

Industry segment:  
Government

Application:  
Safety and security,  
remote monitoring

Axis partner:  
AKM Security  
Surveillance

### Mission

The team at the Gold Coast City Council Animal Management facility was experiencing issues with owners who came to collect their impounded pets and often became aggressive and violent with staff. The implementation aimed to increase the safety and security of employees and also provision for visitor safety and overall site security at the same time.

### Solution

AKM Security Surveillance installed a system of ten outdoor network cameras that survey the property perimeter to deter intruders. A further sixteen indoor network cameras are located in the dog pens for the 'Dog Identification System' so that owners can identify their animals remotely from a monitor located in the main office.

### Result

The 'Dog Identification System' has increased staff physical safety as pet ID and fee payments are managed before giving clients direct access to their pets. Visiting client safety is also improved as they are no longer exposed to the animals in the facility. The outdoor cameras have also succeeded as a deterrent to potential intruders with the number of break-ins at the facility significantly decreasing.

"To ensure effective 24-hour surveillance of the site we made sure that the cameras were able to operate in all indoor and outdoor light conditions. We also made certain that the system could be easily accessed from a web browser and controlled remotely."

David Collidge, Managing Partner at AKM Security Surveillance.

### Innovative solution for unique issue

The Gold Coast City animal pound is one of the biggest facilities of its kind in Australia. It is well presented and offers the community the joint benefit of being connected to the Australian Animal Welfare League, a shelter and adoption house for unwanted animals, so that the pound experiences minimal euthanasia rates.

Gold Coast City Council is the second largest City Council in Australia, with one of the fastest growing communities. The Gold Coast also has one of the fastest growing domestic animal populations. The Animal Management team is responsible for taking in strays and seizing dangerous or prohibited animals, receiving approximately 14,000 complaints annually, with around 1,000 animals per month impounded as a result. The team at the facility was experiencing issues with owners who came to collect their impounded pets and often became aggressive and violent with staff – demanding the return of their pet without paying fees. In many cases irate clients would physically remove dogs from custody without payment of fees and charges, by bullying their way past the staff running the facility.

There was also concern about the safety of clients when they entered the pens to identify their dogs as many would try to pat the other dogs by putting their fingers through the fence and risk being bitten. There were other Occupational Health & Safety (OH&S) concerns as well, such as exposing clients to maintenance equipment that is in regular operation.

The Animal Management facility was also experiencing a high number of intruders after the facility was closed for the night. The intruders were breaking into the facility to forcibly remove their animals, which were housed on site as they were dangerous or prohibited.

### Safety and security, inside and out

In order to combat growing safety and security concerns for staff and visitors, The Gold Coast City Council Animal Management team worked together with Axis' partner AKM Security Surveillance to design and install an IP-based security and surveillance system that would ad-

dress the problem.

The new security solution comprised a total of 36 network cameras in and around the facility, and had two practical components – monitoring the physical building and perimeter while also providing security and safety for individuals visiting and working in the facility. For security and surveillance around the Animal Management site, the facility has installed five network cameras performing fixed monitoring of the property perimeter and a further five cameras doing the same for its neighbors at the Animal Welfare League, who share the building.

The team has also designed and implemented a 16-camera 'Dog Identification System' where network cameras are placed outdoors at the end of each of the 16 pens in the facility and stream live video to a monitor in the office. Visitors collecting their animals can then simply be shown the monitor in reception which allows staff to get a positive identification of a client's dog and collect any fees and charges, before allowing the client access to their pet.

"To ensure effective 24-hour surveillance of the site we made sure that the cameras were able to operate in all indoor and outdoor light conditions, said David Collidge, Managing Partner at AKM Security Surveillance. "We also made certain that the system could be easily accessed from a web browser and controlled remotely."

### Remote monitoring brings peace of mind

The major benefit of this implementation has been the 'Dog Identification System', which means staff are now much safer from irate clients, while clients and visitors to the facility no longer walk through the pound and are kept out of harm's way. Since the security and surveillance camera implementation, the Animal Management facility has also experienced a significant decrease of break-ins by intruders. The cameras act as a major deterrent because intruders can now be identified. There have only been two break-ins since the cameras have been in place and in both cases the security surveillance videos, which clearly identified the intruders, were handed over to the police.

