

# Consultation on Kings Cross ID Scanner Review

Review Response

Rev 1.0

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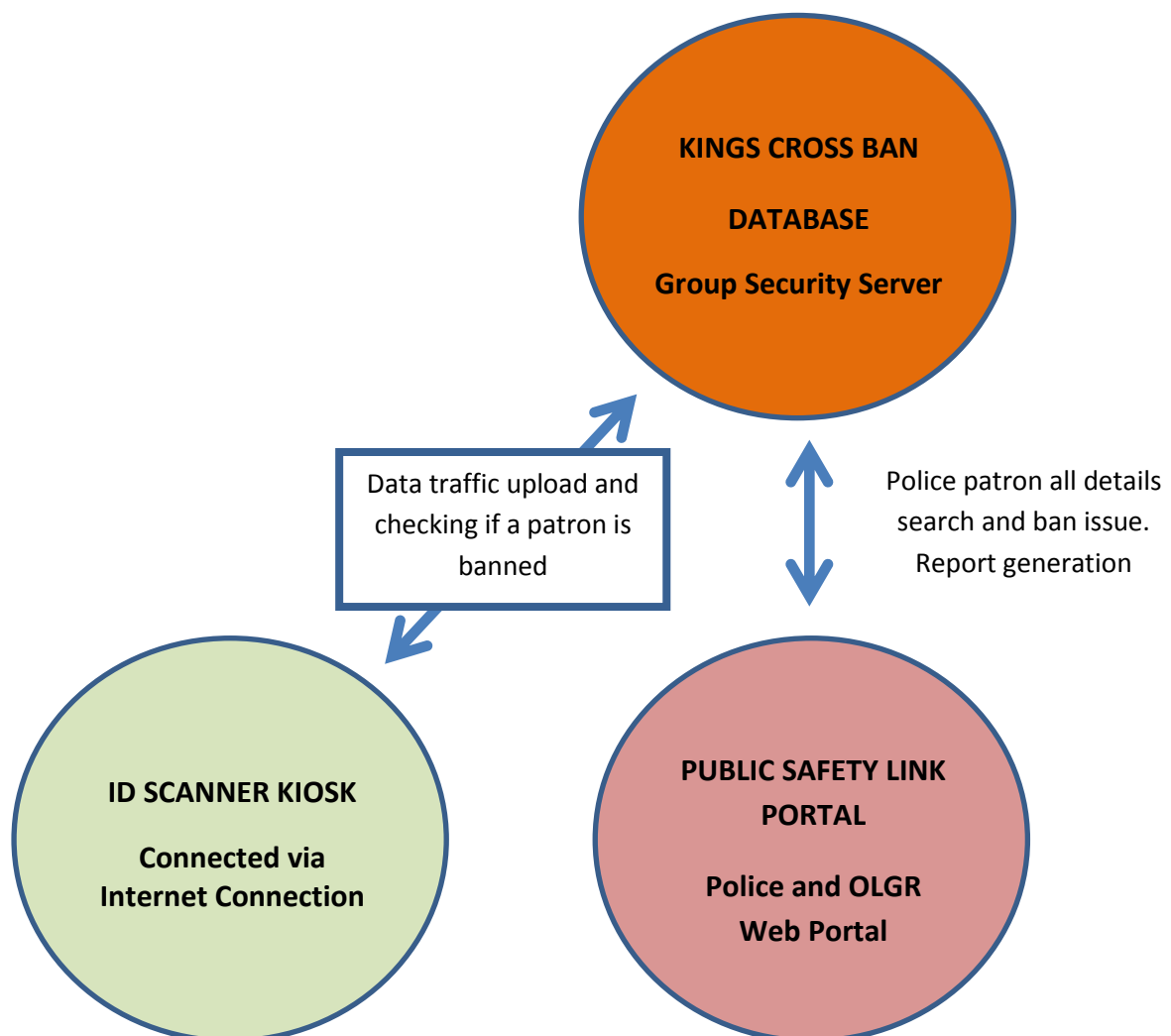
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## Executive Summary

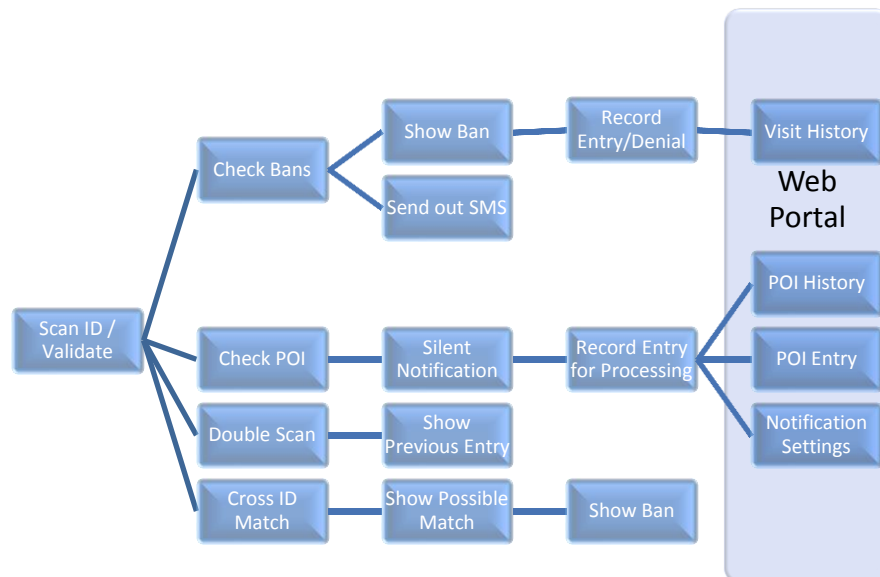
- 1.1 On Thursday 15<sup>th</sup> October a Meeting was held at the NSW Office of Liquor Gaming and Racing in relation to the Kings Cross ID scanners review.
- 1.2 This response is in relation to questions that have been put forward to Group Security Solutions to PatronScan for comment and additional items that were noted at the meeting.
- 1.3 ID Scanners can quickly identify patrons that would normally have remained anonymous if traditional security measures were in place, that are involved in criminal activity or anti-social behaviour
- 1.4 The ID scanners are a conduit for social change that places personal responsibility of anti-social behaviour and criminal activity directly on the patron by identifying the patron at any venue using the PatronScan ID scanning system as a perpetrator of criminal activity. This allows the venue to reject the patron, thus reinforcing the consequences to the patron of bad behaviour
- 1.5 The PatronScan ID system can quickly identify ID passing and false identification documents, thus identifying underage persons attempting to enter venues.

## Scanner System Operational Overview

- 1.6 Below is a Graphical representation of the ID scanner infrastructure and the relationship between the Venues, Police, OLGR and the Main system server.



1.7 Below is a Graphical representation of the ID scanner ID check and matching process and its relationship with the Public Safety Link



For further information and access to the demonstration videos please follow the link <http://www.patronscan.com.au/demo-videos/features/>

## Effectiveness of the ID Scanners

- 1.8 The ID scanners have a current legislative ban database of approximately 260 patrons in the Public safety link. This includes patrons that have been banned in the Kings Cross and Sydney CBD precincts. It would be highly unlikely that a doorman without the use of an ID scanner to visually identify a patron from a paper record book of banned patrons.
- 1.9 There a number of documented incidents where of banned patrons in which bans were issued in either precinct attempting to enter into venues in the Kings Cross precinct and have been detected. This also includes attempts by patrons to use a secondary form of ID, in which resulted in the PatronScan ID scanning system cross matching the IDs used, by using our unique AI algorithms.
- 1.10 There have been no incidents of false positives occurring.
- 1.11 The current system reads over 3600 international identification documents and passports with a documented accuracy of 97%. This figure includes identification documents that are presented at venues that are damaged and are difficult to read by the doorman and invalid documents, such as work cover identification etc.
- 1.12 Police can and have issue BAN notices on the street with our smart phone application, which are then uploaded into the scanners within 45 seconds, thus eliminated the possibility of a newly banned patron entering into a venue.
- 1.13 Banned patrons that attempt to enter into venues are automatically refused and sms and email notifications are immediately sent to the licencing division so they can promptly attend the venue.

- 1.14 As per the crime statistics, theft has reduced by 74% since the ID scanners have been introduced and general criminal behaviour has reduced.
- 1.15 The ID scanners have been critical in the identification of post criminal activity that has occurred in and around venues in Kings Cross. The ID scanners have effectively removed the anonymity of persons undertaking criminal activity. There are a number of affidavits and investigations that PatronScan has produced to police during investigations.

## Privacy

- 1.16 Group Security Solutions has not been notified or identified a breach of any patron private data.
- 1.17 There has been no venues, patrons or authority that have contacted Group Security Solutions with any privacy concerns
- 1.18 A privacy policy was co jointly developed with OLGR and Group Security Solutions, all venues are issued this privacy policy for reference to privacy compliance onsite in the event a patron has any questions. Group Security Solutions also has a dedicated privacy policy contact and webpage for patrons with any questions
- 1.19 PatronScan has a specific undercover police officer delete function which is solely controlled by the undercover unit (Not public knowledge)
- 1.20 All patron and investigative data is stored on a dedicated server that is housed in a secure data centre that has SSAE16 Compliance, ISO Certification and Leed Certification. Only two individuals have physical access to the server and both have a national security clearance and state security licensing.
- 1.21 All data that is transmitted from the ID scanner to the server is via SSL 2048 encrypted channels. PatronScan is also unique as it does not store any data on the ID scanner itself on a hard drive.
- 1.22 The PatronScan ID scanners also use the CPU ID as a unique identifier and can action a remote wipe in the event an ID scanner is stolen from a venue. On start up the server checks the unique ID before any information is transmitted or received.

## Technical and Operational Issues

- 1.23 There have been no major technical issues identified with the PatronScan system.
- 1.24 The majority of service calls received in relation to the ID scanner operation are caused by scanner glass cleaning, in most instances the venue does not follow the cleaning procedure and cleans the glass with bar cloths, Windex and a cloth that leave lint behind. We recommend cleaning the glass once per week with methylated spirits and paper towel. Regular emails to remind venues to maintain the scanner by cleaning the glass are sent. No problems are reported once the glass is cleaned.
- 1.25 Venue internet, venues contact technical support in relation to the venues internet connection failing. In most instances it is the service provider or poor cabling in the venue that is the cause. We assist with our onsite technicians in this case. This was identified at the 3 month review and PatronScan made some application changes to assist with this problem to start the app from a hotspot or operate in offline mode.

## Technical Restrictions

- 1.26 There is an inability for venues to issue section 77 bans under the legislation. The section 77 bans would have a large impact on antisocial behaviour as all venues would share these bans. This would allow patrons to be personally responsible for any antisocial behaviour. **Example:** A patron identified as intoxicated and refused entry into a venue, can be flagged and identified for a 12 hour period and this is uploaded into all scanners within 45 seconds. This alerts other venues of the patron's state. A submission to how section 77 bans and legislative bans would work has been submitted and accompanies this submission.
- 1.27 Guest lists – venues currently use guest list systems. Many venues would like to take advantage of the PatronScan guest list system this would also result in cost savings to venues.
- 1.28 Expired Identification – venues have contacted Group Security Solutions in relation to expired IDs. Currently PatronScan rejects all expired IDs. Our system can be adjusted to accept expired IDs up to a certain date. Example: 1 or 2 years expired would be accepted any ID post the selected period would be rejected.

## Demographic Reporting

- 1.29 Trending reports can be generated for precincts by using the PatronScan ID scanning system that will allow Authorities to assess and deploy Policing, transport and task forces to precincts during peak periods
- 1.30 The reports can be used to create educational campaigns to certain demographics
- 1.31 Allows the identification of POI (Person of Interest) patrons undertaking criminal activity and trending
- 1.32 Demographic reporting allows venues business intelligence reporting to provide more resources and create a safer more viable business

## Availability to Smaller Venues and cost

- 1.33 Group Security Solutions has designed a Lite version ID scanner that can be used at smaller venues at no hardware cost effectively saving the venue an upfront cost of \$3700 Inc. GST. This Lite version has generated a large amount of interest and has been well received.
- 1.34 Costs to venues have been maintained and there has been no increase to date or in the foreseeable future.