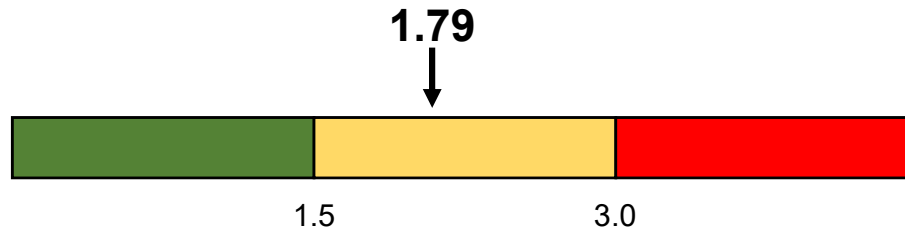


CENTRAL LIBRARY INCIDENTS

- The number of security incidents occurring at the Central Library normalized for visitor traffic. Reported quarterly
- Ensuring that library facilities are perceived as safe and welcoming spaces is a necessary condition to support achievement of the aims of the Strategic Plan

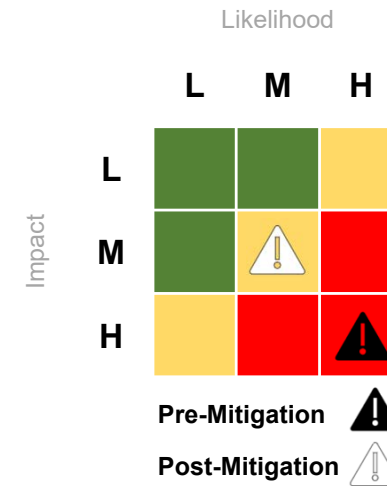
CURRENT READING



COMMENTARY

- This risk is expressed as the number of incidents reported per 10,000 visits

AC2019-0526 Attachment 6A 2019 Annual Risk Review Attachment 2 MITIGATION STATUS AND ACTIONS



- Staff training on safety and security issues added
- Updated Problem Situation Guide and Emergency Response Plan with critical incident procedures
- Improved incident reporting software and sharing of security-related information system-wide
- Security Advisor from City of Calgary seconded to CPL and enhanced relationship with CPS
- Improved the staff and procedures provided through the security contractor and increased security staffing where needed
- Improved security cameras deployed system-wide
- Programming and environmental design used to deter aberrant behaviour

RECENT READINGS

Date	Reading	Status
2018Q3	2.35	
2018Q2	2.30	
2018Q1	3.14	
2017Q4	3.23	