

To: Corporate and Finance Services Committee

From: Stephanie Sinnott, Commissioner,
Corporate and Finance Services Department

Report Number: CF-23-12

Date of Report: February 1, 2023

Date of Meeting: February 6, 2023

Subject: Update on Security Surveillance and Guard Services Contract

Ward: All Wards

File: 03-05

1.0 Purpose

The purpose of this report is to provide Council with information regarding the Security Surveillance and Guard Services Contract with Logixx Security Inc. and Security Infrastructure.

This report responds to April 26, 2021 Council's direction regarding [Report FIN-21-33](#):

- Part 2 which states "That the Manager, Purchasing Services or Supervisor, Purchasing and Support Services prepare an information report annually with a recommendation to extend or not the contract"; and,
- Part 4 which states "That the annual information report include information on KPIs as well as savings or avoided costs that were achieved through the implementation of the security surveillance and guard services contract."

In addition, the report provides information on Capital Project 11-0411 Security Infrastructure as requested during the previous Capital Budget deliberations.

2.0 Recommendation

That the Corporate and Finance Services Committee recommend to City Council:

1. That the Manager, Procurement & Accounts Payable be authorized to extend the existing contract for a one year term as outlined in Report CF-23-12, "Update on Security Surveillance and Guard Services Contract" dated February 1, 2023, to Logixx Security Inc. for the provision of security surveillance and guard services;

2. That the Region of Durham be requested to assist with the cost and enter into a memorandum of understanding with the City of Oshawa for fifty (50) per cent of the cost of the Dedicated Downtown Patrol Enforcement Resource for the calendar year 2023, and that the Commissioner, Corporate and Finance Services be authorized to enter into the agreement in a form and content to the satisfaction of the Commissioner, Corporate and Finance Services and the City Solicitor; and,
3. That a copy of this report and Council resolution be provided to the Region of Durham Council, Region of Durham Social Services Department, Region of Durham Health Department, Region of Durham Planning & Economic Development Department, Lakeridge Health and Durham Regional Police Service Board, Chief of Police, Greater Oshawa Chamber of Commerce and the Downtown Oshawa Business Alliance.

3.0 Executive Summary

Not applicable

4.0 Input From Other Sources

Chief Administrative Officer

5.0 Analysis

5.1 Background

The City currently contracts security surveillance and guard services to help protect the City's physical assets, as well as the safety of all Council members, employees and the public in City operations and in public use of City facilities. According to the Occupiers' Liability Act, R.S.O. 1990, c. O.2, and the Occupational Health and Safety Act, R.S.O. 1990, c. O.1, it is the legislative duty and responsibility of the City to:

- provide a safe, healthy working environment for its employees;
- ensure that all persons entering City premises are reasonably safe while on the premises;
- provide for the safety of all Council members, employees and the public in City operations and in public use of City facilities.

Security surveillance and guard services both aid in reducing property damage, minimizing the loss of City assets and personal belongings, and the protection against threats or assaults through video surveillance monitoring and mobile patrols.

5.2 R.F.P. C2021-031 Security Surveillance and Guard Services

In 2021, the City issued R.F.P. C2021-031 to known companies providing security surveillance and guard services. Logixx Security Inc. best satisfied the City's requirements and was the highest ranked and recommended proponent.

On April 26, 2021, Council approved awarding of the security surveillance and guard services contract to Logixx Security Inc. as detailed in [Report FIN-21-33](#), "Request for Proposal C2021-031 Security Surveillance and Guard Services".

On June 1, 2021, Logixx Security Inc.'s contract began. The scope of services includes:

- CCTV Surveillance and Dispatch
- Crime and Disorder Incident Response
- Access Control
- Respond to Parking Garage Elevators and Gates
- After Hours Call Response and Dispatch
- Visible Deterrent
- Mobile Patrols of City Facilities, including special event services and other emergency or contingency response services as required
- Fire and Security Alarm Response Services
- Public Education and Enforcement of the City's Trespass By-Law
- Incident Reporting and Data Maintenance
- Strategic Collaboration with internal and external partners

In addition, all guards must comply with all applicable laws and regulations including criminal record and vulnerable sector check and be trained and licensed as per the Private Security and Investigative Services Act, 2005, S.O. 2005 c. 34.

On November 29, 2021, a dedicated Downtown patrol and enforcement team comprising of additional Corporate Security (three guards per shift), and additional Municipal Law Enforcement (one Officer per shift, including vehicle), were assigned to the downtown area to provide 24/7 dedicated coverage. This team was established as a result of increasing complaints from downtown businesses and residents regarding unlawful activities (e.g. vandalism, illegal drug use in public, loitering), aggressive behaviour, etc. as well as to guide individuals needing assistance to appropriate resources. The additional resources were in accordance with the R.F.P. and the Purchasing By-law.

On February 28, 2022, City Council approved Report FIN-22-22 regarding "Update on Security Surveillance and Guard Services Contract and Capital Project 11-0411 Security Technology Infrastructure", which included the continuation of the dedicated Downtown Patrol Enforcement:

1. That the Manager, Procurement & Accounts Payable be authorized to extend the existing contract for a one year term as outlined in Report FIN-22-22, "Update on Security Surveillance and Guard Services and Capital Project 11-0411 Security Technology Infrastructure", dated February 22, 2022, to Logixx Security Inc. for the provision of security surveillance and guard services;

2. That Council approve Option 1, as outlined in Section 5.4.2 of Report FIN-22-22 “Update on Security Surveillance and Guard Services Contract and Capital Project 11-0411 Security Technology Infrastructure”, dated February 22, 2022 and that the cost of \$893,000 plus H.S.T. be funded from the Remuneration Reserve;
3. That the Region of Durham be requested to assist with the cost and enter into a memorandum of understanding with the City of Oshawa for fifty (50) per cent of the cost of the Dedicated Downtown Patrol Enforcement Resource Option as selected by Oshawa City Council for the calendar year 2022, and that the Commissioner, Corporate Services be authorized to enter into the agreement in a form and content to the satisfaction of the Commissioner, Corporate Services and the City Solicitor; and
4. That a copy of this report and Council resolution be provided to the Region of Durham Council, Region of Durham Social Services Department, Region of Durham Health Department, Region of Durham Planning & Economic Development Department, Lakeridge Health and Durham Regional Police Service Board, Chief of Police, Greater Oshawa Chamber of Commerce and the Downtown Oshawa Business Alliance.

On March 2, 2022, Oshawa City Clerks Services forwarded a copy of Report FIN-22-22 and Council direction to the Region of Durham. Report FIN-22-22 appeared on the March 9, 2022 Durham Region Committee of the Whole Agenda and was referred to staff for a report. On June 22, 2022, Durham Region Council considered Report #2022-COW-23 concerning City of Oshawa Request for Cost Sharing for Dedicated Downtown Patrol Enforcement – Regional Response. The report was referred to Regional staff to report back to the first meeting of the newly elected council including addressing the concerns of the business community regarding unlawful behaviour and that staff consult with all municipalities in the Region of Durham and their Boards of Trade, Chambers of Commerce, and BIAs. It is Oshawa staff’s understanding that Regional staff have not reported back on this item.

In addition, the City has not received a written response from the Region regarding Report FIN-22-22 and the decision to assist with the cost of the Dedicated Downtown Patrol Enforcement Resource.

On January 19, 2023, City Council approved the 2023 Corporate Security Operating Budget and PA-23-20 Dedicated Downtown Patrol Enforcement Resources. 2023 is the second year of a three-year term.

5.2.1 Key Performance Indicators

In response to Council Direction 4 from FIN-21-33 requesting that the annual information report include information on KPIs, **Table 1** provides Key Contract Performance Indicators from Logixx Security for January 1, 2022 until December 31, 2022.

Table 1: Key Contract Performance Indicators

Requirement	Result
<p>Staffing</p> <ul style="list-style-type: none"> • One (1) Level 3** Trained Mobile Guard on every shift* • Two (2) Level 2*** Trained Mobile Guards on every shift* • Two (2) Level 2 Trained Dispatch Guards on every shift* • All Level 3 Mobile Guards equipped with Body Worn Cameras (BWC)* • All Downtown Mobile Guards equipped with Body Worn Cameras (BWC)* 	<p>Complete</p> <p>All shifts are properly staffed with qualified individuals</p>
<p>Guard Response Time</p> <ul style="list-style-type: none"> • Consistently maintain a response time to any call in under 9 minutes 	<p>Complete</p> <p>Average response time is between 4 and 9 minutes</p>
<p>Training</p> <ul style="list-style-type: none"> • Diversity and Inclusion Training • Non-violent Crisis Intervention Training • Mental Health First-aid Training • Narcan or Naloxone Training • Self-defense Training • Use of Force Baton and Handcuff Training • Dispatch Training • Bike patrol training* • Verbal Judo (redirect behavior, diffuse difficult situations)* • CPO training for Site Supervisor* • Customer Service Training* 	<p>Complete</p>
<p>Processes and Procedures*</p> <ul style="list-style-type: none"> • City approved procedures implemented and maintained* • Radio-Frequency Identification (RFID) patrol points installed at all regular patrol locations* 	<p>Complete</p>

Requirement	Result
<p>Vehicle Requirements</p> <ul style="list-style-type: none"> • Equipped with GPS, dash cam, spot and roof lights • Narcan kits • Fire extinguisher and first aid bags* 	Complete
<p>Customer Satisfaction</p> <ul style="list-style-type: none"> • Complaints received by members of Council, employees, member and the public are reviewed and resolved 	Complete

*New City contract requirement

**Level 3 guard: has body-worn camera, hands-on tactical enforcement training, and Level 2 guard training, bike training, verbal judo, customer service training.

***Level 2 guard: has non-violent crisis intervention training, mental health first aid training, first responder level first aid/ AED training, Narcan or Naloxone Administration training, Verbal Judo, customer service training.

The following summarizes results of new tracking procedures and processes initiated in 2022. It is intended that these results are used for tracking and reporting purposes, in addition to the contract KPI's outlined in **Table 1** above.

- Weekly status meeting between City Staff, Logixx Security Site Supervisor and Management Staff.
- Monthly status meeting between City Staff and Logixx Security Vice President.
- Crime Prevention Through Environment Design (“C.P.T.E.D.”). Several City facilities are scheduled for assessment by Logixx Security in 2023.
- Completion of Security Assessment of Civic Recreation Complex, where several risks have been identified and mitigation of those risks are scheduled to take place in 2023.
- Over 18,500 regular mobile patrols have been conducted throughout City facilities since 2022.
- Incidents tend to peak during Thursdays to Sunday and are lower from Monday to Wednesday.
- Incidents peak during the evening time of 8 p.m.
- Average incident duration spent by Corporate Security is 70 minutes per incident.
- 8 arrests have been made under the Trespass to Property Act, R.S.O. 1990, c. T.21, where individuals were involved in prohibited conduct and refused to leave or stop the activity.
- Daily collaboration with Municipal Law Enforcement (M.L.E.) and Durham Regional Police Service (D.R.P.S.).

5.2.2 Security Incidents at City Facilities

The incidents that security guard services respond to are diverse and range in severity. Security guard services regularly respond to critical incidents including but not limited to suicides and suicide attempts; assaults and threat of assault against members of Council, public, staff and security guards; persons impaired by drugs and/or alcohol; and persons suffering from mental illness-related crisis.

Table 2 below is a breakdown of 2022 Security Incidents by Type at all City Facilities as reported by Logixx Security from January 1, 2022 – December 31, 2022.

Table 2: 2022 Security Incidents by Type at all City Facilities

Incident	Total
Trespass to Property: Escort from the Property, Loitering, Removed	2,389
Medical, Intoxication, Drugs	450
Graffiti	82
Mischief/ Vandalism	180
Indecent Exposure	38
Arrests	11
Naloxone Administration	11
Facility Alarms	74
Injury (security employee/public)	9
Insecure Gate/Door/Vehicle	124
Vehicles in question/Abandoned	19
Trespass known repeat offense	236
Garbage/Litter/Debris-broken pieces and old objects that are not wanted	502
Theft	11
Total Number of Security Incidents	4,136

Table 3 outlines the number of security incidents at City facility locations from January 1, 2022 until December 31, 2022 reported by Logixx Security. The vast majority of incidents occurred within the downtown core, particularly in the vicinity of City Hall and the surrounding area.

Table 3: Number of Security Incidents at City Facilities in 2021

Name of Facility	Number of Security Incidents
Centre Street Parking Garage	748
McLaughlin Band Shell	458
Mary Street Parking Garage	651
City Hall	361
McMillian Parking Garage	271
Oshawa Public Libraries – McLaughlin Branch	211
Robert McLaughlin Art Galley	157

Name of Facility	Number of Security Incidents
Midtown Mall	99
Lakeview Park	178
John Street Bridge	149
Tribute Communities Centre	83
Brick Valley Park	102
Rotary Pool	69
Oshawa Senior Community Centre – John Street Branch	61
City Hall – Civic Square	52
Arts Resource Centre	51
Children’s Arena	49
Consolidated Operations Depot	31
Oshawa Executive Airport	24
Northview Community Centre	23
Civic Recreational Complex	27
Donevan Recreation Complex	29
Alexandra Park	24
South Oshawa Community Centre	27
Delpark Homes Centre	31
North Oshawa Skateboard Park	33
Sunnyside Park	28
Fire Hall #1	9
Fire Hall #3	6
Animal Services	9
Fire Hall #5	7
Fire Hall #6	5
Howden Depot	9
Chopin Park	17
Adelaide Park	6
Lakefront West Park	8
Oshawa Senior Community Centre – Conant Branch	8
Harman Park Arena	6
Fire Hall #2	3
Oshawa Community Museum	4
Kinsmen Stadium	9
Oshawa Public Libraries – Northview Branch	3

Table 4 is a breakdown of reported security incidents by Corporate Security services annually from 2016 to 2022.

Table 4: Security Incidents at all City Facilities by Year

2016	2017	2018	2019	2020	2021	2022
1,166	1,422	3,003	4,524	5,035	5238	5992

Downtown Incidents from November 29, 2021 – January 1, 2023

The Dedicated Downtown Patrol Enforcement team: responded to 5,176 incidents

Approximately 280 calls were made to D.R.P.S.

Approximately, 1,017 incidents out of approximately 7,032 were categorized as criminal in nature, but addressed by Corporate Security and Municipal Law Enforcement, specifically intoxication (public consumption of alcohol), or what appeared to be illegal drugs. These individuals either stopped immediately or moved on without confrontation when addressed. D.R.P.S. was not contacted.

5.2.3 Savings or Avoided Costs

Council Direction 4 from Report FIN-21-33 requested that the annual information report include information on savings or avoided costs that were achieved through the implementation of the security surveillance and guard services contract. In 2022, Logixx Security implemented a bike patrol initiative between May and September resulting in a \$14,600 cost saving in lieu of a Patrol Vehicle.

5.2.4 Renewal

Based on the KPIs noted in Section 5.2.1, the Security Incidents in Section 5.2.2 and the results of the dedicated Downtown Patrol in Section 5.4, staff recommend renewing and extending the contract with Logixx Security Inc. for an additional one-year term.

5.2.4.1 Advantages of Renewing

The advantage to renewing the security surveillance and guard services contract with Logixx Security Inc. are:

- Logixx Security is providing favourable services, is responsive to the City's requests, and is meeting the requirements of the contract
- Creating long-term contracts are a standard practice and fosters confidence
- Creates a stable environment for the security company's staff
- Logixx Security understands the City's environment, is familiar with the City's facilities and any issues each may encounter
- Logixx Security is knowledgeable about the City's technology infrastructure

5.2.4.2 Disadvantages of Terminating

The disadvantages of terminating the security surveillance and guard services contract after year one are:

- Staff will need to issue another R.F.P. including a time-consuming bid process
- There is a learning curve for the successful bidders and their staff
- Cost of change i.e. potential change in supplier means employees have to re-train to their new company standards and practices; switching supplier takes four weeks to implement, as there is a lot of transferring of information
- Potential lack of competition due to short-term contract and perceived uncertainty
- Potential increased costs
- Unsettling work environment for the employees; employees transfer from one employer to another in a short period of time

5.3 Security Technology Infrastructure

Council approved 2023 Capital project 11-0411 Security Infrastructure in the amount of \$250,000, which relates to the installation and maintenance of hardware and software required to support security cameras, monitors and access control devices (e.g. key scan) at various City facilities. Security technology is installed in response to C.P.T.E.D., site specific assessments and in consultation with D.R.P.S. to ensure adequate security at City facilities, monitor access to buildings and monitor activity on properties.

In 2023, security technology priorities include locations such as:

- COD gate communication upgrades
- Garage 2 emergency station installation
- City Hall garage upgrades
- CCTV replacement

In collaboration with D.R.P.S., the City was able to remit invoices to D.R.P.S. for security technology equipment for a total of \$38,262.60 inclusive of non-rebateable H.S.T. (1.76%), through funding received from the Ontario CCTV (Closed Circuit Television) Grant.

6.0 Financial Implications

The following chart outlines the contract cost for the third and final year.

	Estimated Annual Cost
Corporate Security Services*	\$1,534,500
Downtown Patrol**	\$893,000
Sub-Total	<hr/> \$2,427,500
Plus H.S.T.	\$315,575
Total	<hr/> \$2,743,075
Less H.S.T. Rebate	\$275,830
Estimated Total Cost	<hr/> <hr/> \$2,467,245

*Includes Corporate Security Services and Parking Garage Patrol

**Council approved PA-23-20 Dedicated Downtown Patrol Enforcements at a cost of \$893,000 as part of the approved 2023 Operating Budget.

7.0 Relationship to the Oshawa Strategic Plan

The recommendations in this report respond to the Oshawa Strategic Plan Goals of Accountable Leadership and Social Equity.



Kevin Alexander,
Director, Facilities Management Services



Stephanie Sinnott, Commissioner,
Corporate and Finance Services Department