

To: Corporate and Finance Services Committee

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

Report Number: CF-24-19

Date of Report: February 28, 2024

Date of Meeting: March 4, 2024

Subject: Security Surveillance and Guard Services Contract

Ward: All Wards

File: 03-05

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## **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 and to request an extension of three (3) one-year terms subject to favourable services and pricing.

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 including information on KPIs as well as savings or avoided costs that were achieved through the implementation of the security surveillance and guard services contract."

## **2.0 Recommendation**

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

1. That the Manager, Procurement be authorized to extend the existing contract for a one year term as outlined in Report CF-24-19, "Security Surveillance and Guard Services Contract", dated February 28, 2024, to Logixx Security Inc. for the provision of security surveillance and guard services; and,
2. That the Manager, Procurement be authorized to extend the contract for an additional two one-year terms to Logixx Security Inc. subject to favourable service and pricing; and,

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 for the calendar year 2024, 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,
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 and Greater Oshawa Chamber of Commerce.

### **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. As the severity of security threats intensify, these services provide an increased benefit to the community, fortifying the safety of the public, members of Council and City staff has become more critical and vital to our operation.

#### **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 February 28, 2022, City Council approved FIN-22-22 regarding “Update on Security Surveillance and Guard Services Contract and Capital Project 11-0411 Security Technology Infrastructure” and the one year extension.

On February 27, 2023, City Council approved Report CF-23-12 regarding “Update on Security Surveillance and Guard Services Contract” and the one year term extension.

### **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, 2023 until December 31, 2023.

**Table 1: Key Contract Performance Indicators**

Requirement	Result
<p><b>Staffing</b></p> <ul style="list-style-type: none"> <li>• One (1) Level 3** Trained Mobile Guard on every shift*</li> <li>• Two (2) Level 2*** Trained Mobile Guards on every shift*</li> <li>• Two (2) Level 2 Trained Dispatch Guards on every shift*</li> <li>• All Level 3 Mobile Guards equipped with Body Worn Cameras (BWC)</li> <li>• All Downtown Mobile Guards equipped with Body Worn Cameras ( BWC)</li> </ul>	<p>Complete</p> <p>All shifts are properly staffed with qualified individuals and mobile support from the head office</p>
<p><b>Guard Response Time</b></p> <ul style="list-style-type: none"> <li>• Consistently maintain a response time to any call in under 9 minutes</li> </ul>	<p>Complete</p> <p>Average response time is between 4 and 8 minutes</p>
<p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Diversity and Inclusion Training</li> <li>• Non-violent Crisis Intervention Training</li> <li>• Mental Health First-aid Training</li> <li>• Narcan or Naloxone Training</li> <li>• Self-defense Training</li> <li>• Use of Force Baton and Handcuff Training</li> <li>• Dispatch Training</li> <li>• Bike patrol training</li> <li>• Verbal Judo (redirect behavior, diffuse difficult situations)</li> <li>• Certified Protection Officer training for Site Supervisor and all shift Supervisors</li> <li>• Customer Service Training</li> <li>• Scenario base incident reponse training was added in fall of 2023 at no cost</li> </ul>	<p>Complete</p>
<p><b>Processes and Procedures*</b></p> <ul style="list-style-type: none"> <li>• City approved procedures implemented, maintained and being updated</li> <li>• Radio-Frequency Identification (RFID) patrol points installed at all regular patrol locations</li> </ul>	<p>Complete</p>

Requirement	Result
<b>Vehicle Requirements</b> <ul style="list-style-type: none"> <li>• Equipped with GPS, dash cam, spot and roof lights</li> <li>• Narcan kits</li> <li>• Fire extinguisher and first aid bags</li> </ul>	Complete
<b>Customer Satisfaction</b> <ul style="list-style-type: none"> <li>• Complaints received by members of Council, employees, members of the public are reviewed and resolved</li> </ul>	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, CPO 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 2023. 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 Senior Management Team.
- Crime Prevention Through Environment Design (“C.P.T.E.D.”) assessment of Civic Recreational Complex completed by Logixx Security in 2023.
- Security Assessment and Crime Prevention Through Environment Design (“C.P.T.E.D.”) assessment of South Oshawa Community Center and Delpark Homes Center are scheduled to take place in 2024.
- Over 22,886 regular mobile patrols have been conducted throughout City facilities since January 2023. Incidents peaked for the month of March and a significant decline in the month of April, followed by another increase in December of 2023.
- Incidents peak during the evening, commencing from 5 p.m. onward, which identifies an earlier occurrence trend from the 8 p.m. reported in 2022.
- Average incident duration spent by Corporate Security is 65 minutes per incident.
- Nine (9) 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 2023 Security Incidents by Type at all City Facilities as reported by Logixx Security from January 1, 2023 – December 31, 2023.

**Table 2: 2023 Security Incidents by Type at all City Facilities**

<b>Incident</b>	<b>Total</b>
Trespass to Property: Escort from the Property, Loitering, Removed	2,181
Medical, Intoxication, Drugs	1,132
Graffiti	62
Mischief/ Vandalism	89
Indecent Exposure	24
Arrests	9
Naloxone Administration	40
Facility Alarms	54
Injury (security employee/public)	9
Insecure Gate/Door/Vehicle	88
Trespass known repeat offense	196
Garbage/Litter/Debris-broken pieces and old objects that are not wanted	393
Theft	11
<b>Total Number of Security Incidents</b>	<b>4,288</b>

**Table 3** outlines the number of security incidents at City facility locations from January 1, 2023 until December 31, 2023 reported by Logixx Security. The incidents identified in 2023 include increased multiple occurrences in various Parks throughout the City.

**Table 3: Number of Security Incidents at City Facilities in 2023**

<b>Name of Facility</b>	<b>Number of Security Incidents</b>
Centre Street Parking Garage	269
McLaughlin Band Shell	240
Mary Street Parking Garage	394
City Hall & Civic Square	213
McMillian Parking Garage	225
Oshawa Public Libraries – McLaughlin Branch	124
Robert McLaughlin Art Galley	89
Joe Kolodzie Trail	61
Lakeview Park	111

Name of Facility	Number of Security Incidents
John Street Bridge	256
Tribute Communities Centre	123
Brick Valley Park	175
Rotary Pool	204
Oshawa Senior Community Centre – John Street Branch	72
Arts Resource Centre	11
Children’s Arena	156
Consolidated Operations Depot	26
Oshawa Executive Airport	29
Northview Community Centre	78
Civic Recreational Complex	196
Donevan Recreation Complex	86
Alexandra Park	112
South Oshawa Community Centre	117
Delpark Homes Centre	103
North Oshawa Skateboard Park	79
Sunnyside Park	111
Fire Hall #1	9
Fire Hall #3	6
Animal Services	9
Fire Hall #5	7
Fire Hall #6	5
Howden Depot	3
Chopin Park	58
Adelaide Park	1
Oshawa Senior Community Centre – Conant Branch	19
Harman Park Arena	88
Fire Hall #2	3
Oshawa Community Museum	2
Kinsmen Stadium	2
Oshawa BMX Park	22
Ed Brodbent Park	39
Rundle Park	56
Cold Stream Park	47
Cordova Park	20
Cowwan Park	68
Sunnyside Park	134
Union Cemetary	21
Pioneer Memorial Gardens	9
<b>Total number of Incidents by location</b>	<b>4,288</b>

**Table 4** is a breakdown of reported security incidents by Corporate Security services annually from 2016 to 2023.

**Table 4: Security Incidents at all City Facilities by Year**

2016	2017	2018	2019	2020	2021	2022	2023
1,166	1,422	3,003	4,524	5,035	5,238	5,992	5,521

**Downtown Incidents from January 1, 2023 – December 31, 2023**

Regular & Downtown Patrol Enforcement teams responded to 3,717 incidents.

Approximately 238 calls were made to D.R.P.S.

Approximately 910 incidents out of approximately 3,717 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 Extension**

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 extending the contract with Logixx Security Inc. for an additional three (3) one-year terms subject to favourable service and pricing.

**5.2.3.1 Advantages of Extension**

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
- Logixx will be providing Hybrid fleet options promoting a more environmentally responsible service
- Logixx have agreed to implement a bike program, supporting both the City's sustainable target and providing a presence and on the active trail network
- Logixx will be providing upgraded incident reporting software Resolver for improved statistics and metrics to suit the City's requirements



### 5.2.3.2 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
- A new service provider would be accompanied by a learning curve for the successful bidder 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 increased costs
- Unsettling work environment for the employees; employees transfer from one employer to another in a short period of time

## 6.0 Financial Implications

The following chart outlines the contract cost for the fourth year extension.

	<b>Estimated Annual Cost</b>
Corporate Security Services*	\$1,627,700
Downtown Patrol**	\$903,000
Sub-Total	<hr/> \$2,530,700
Plus H.S.T.	\$328,991
Total	<hr/> \$2,859,691
Less H.S.T. Rebate	\$287,491
Estimated Total Cost	<hr/> <hr/> \$2,572,200

\*Includes Corporate Security Services and Parking Garage Patrol.

\*\*Dedicated Downtown Patrol Enforcements at a cost of \*\$903,000 was included in the 2024 Operating Budget.

Extension years two and three will be subject to an increase of 2.5% respectively. It should be noted that the extension years identified above do not include any provision for Provincial minimum wage increases.

## 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.



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