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## REVISED

### General Committee

**Date:** April 14, 2021  
**Time:** 9:30 AM  
**Location:** Online Video Conference

#### Members

Mayor Bonnie Crombie	
Councillor Stephen Dasko	Ward 1
Councillor Karen Ras	Ward 2
Councillor Chris Fonseca	Ward 3 (CHAIR)
Councillor John Kovac	Ward 4
Councillor Carolyn Parrish	Ward 5
Councillor Ron Starr	Ward 6
Councillor Dipika Damerla	Ward 7
Councillor Matt Mahoney	Ward 8
Councillor Pat Saito	Ward 9
Councillor Sue McFadden	Ward 10
Councillor George Carlson	Ward 11

#### Participate Virtually and/or via Telephone

Advance registration is required to participate and/or make a comment in the virtual meeting. Questions for Public Question Period are required to be provided to Clerk's staff at least 24 hours in an advance of the meeting. Any materials you wish to show the Committee during your presentation must be provided as an attachment to the email. Links to cloud services will not be accepted. Comments submitted will be considered as public information and entered into public record.

To register, please email [dayna.obaseki@mississauga.ca](mailto:dayna.obaseki@mississauga.ca) and for Residents without access to the internet via computer, smartphone or tablet, can register by calling Dayna Obaseki at 905-615-3200 ext. 5425 **no later than Monday, April 12, 2021 before 4:00PM**. You will be provided with directions on how to participate from Clerks' staff.

#### Contact

Dayna Obaseki, Legislative Coordinator, Legislative Services  
905-615-3200 ext. 5425  
Email: [dayna.obaseki@mississauga.ca](mailto:dayna.obaseki@mississauga.ca)

#### Find it Online

<http://www.mississauga.ca/portal/cityhall/generalcommittee>  
Meetings of Council streamed live and archived at [Mississauga.ca/videos](http://Mississauga.ca/videos)

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1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

3. **DECLARATION OF CONFLICT OF INTEREST**

4. **PRESENTATIONS**

5. **DEPUTATIONS**

5.1. Item 9.1 - Marc Ally, Vice President - Operation and Allan Solorzano, Regional Sales Manager, Almon Equipment Ltd.

5.2. Item 9.2 - Daniel Ulrich, Manager, Security Services

\*5.3. Kathryn Garland, Supervisor, Culture Programs regarding the Youth Poet Laureate Announcement

6. **PUBLIC QUESTION PERIOD - 15 Minute Limit**

**Public Comments:** Advance registration is required to participate and/or to make comments in the virtual public meeting. Any member of the public interested in speaking to an item listed on the agenda must register by calling 905-615-3200 ext. 5425 or by emailing [dayna.obaseki@mississauga.ca](mailto:dayna.obaseki@mississauga.ca) by **Monday, April 12, 2021 before 4:00PM.**

Pursuant to Section 42 of the Council Procedure By-law 0139-2013, as amended:

General Committee may grant permission to a member of the public to ask a question of General Committee, with the following provisions:

1. Questions shall be submitted to the Clerk at least 24 hours prior to the meeting;
2. A person is limited to two (2) questions and must pertain specific item on the current agenda and the speaker will state which item the question is related to;
3. The total speaking time shall be five (5) minutes maximum, per speaker, unless extended by the Mayor or Chair; and
4. Any response not provided at the meeting will be provided in the format of a written response.

7. **MATTERS PERTAINING TO COVID-19**

8. **CONSENT AGENDA**

9. **MATTERS TO BE CONSIDERED**

9.1. Formal Bid Protest by Almon Equipment Ltd. Regarding Procurement No. PRC002556 for the Supply and Delivery of Flexible Traffic Bollards

9.2. Security Services – Initiatives and 2020 Annual Summary

- 9.3. Single Source Contract Award for the Supply and Delivery of Fire Suppression Bunker Gear for Mississauga Fire and Emergency Services (MFES)
- 9.4. Lakefront Parking Review (Wards 1 and 2)
- 9.5. All-Way Stop – Sherway Drive at Denise Road and Sherway Drive at Safeway Crescent (East Intersection) (Ward 1)
- 9.6. All-Way Stop – Edgeworth Road and Hensall Street (Ward 7)
- 10. **ADVISORY COMMITTEE REPORTS**
- 10.1. Traffic Safety Council Report 2-2021 - March 31, 2021
- 10.2. Environmental Action Committee Report 3-2021 - April 6, 2021
- 11. **MATTERS PERTAINING TO REGION OF PEEL COUNCIL**
- 12. **COUNCILLORS' ENQUIRIES**
- 13. **OTHER BUSINESS/ANNOUNCEMENTS**
- 14. **CLOSED SESSION**  
(Pursuant to Subsection 239(2) of the *Municipal Act, 2001*)
- 14.1. The security of the property of the municipality or local board: Park Security for Canada Day Events
- 15. **ADJOURNMENT**

# PRC002556 - Supply and Delivery of Flexible Traffic Bollards – City of Mississauga

Tuesday April 6, 2021



Almon submitted their tender to Mississauga November 2020 and we want to dispute the results award of the bid for the reasons below:

- We are the lowest bidder
- We have a product that is superior to other vendors
- The cost saving is \$75,000 (26%)

In the time of Pandemic it is increasingly important for municipalities to save money as additional resources are required for residents, businesses and the municipality as a whole.

The tender document has detailed specifications for the delineators but also allows for alternatives that meet the performance specifications.

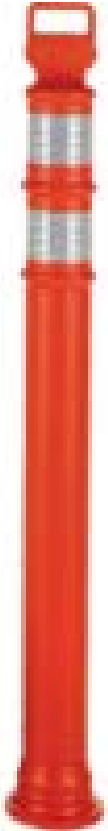
Almon attempted to submit the alternative post prior to the bid close and was instructed to just submit at close by purchasing

Deflex post is an alternative post that meets the specifications outlined in the tender documentation.

The deflex post is:

- Canadian Made
- Less expensive for the City
- Increased visibility over the specification
- Rated for 200+ hits versus 50 hits
- Maintenance free – single piece design
- It has less anchors which saves money and time





## Mississauga Specification

- 2 reflective stripes
- a diameter of 2.375"



## Deflex post specification offered by Almon

- 4 reflective stripes
- a diameter of 3.5"

## Net difference

Deflex post has more visible area than the specification making it more visible to drivers of vehicles by **295%** versus the specified product

# Visibility Comparison

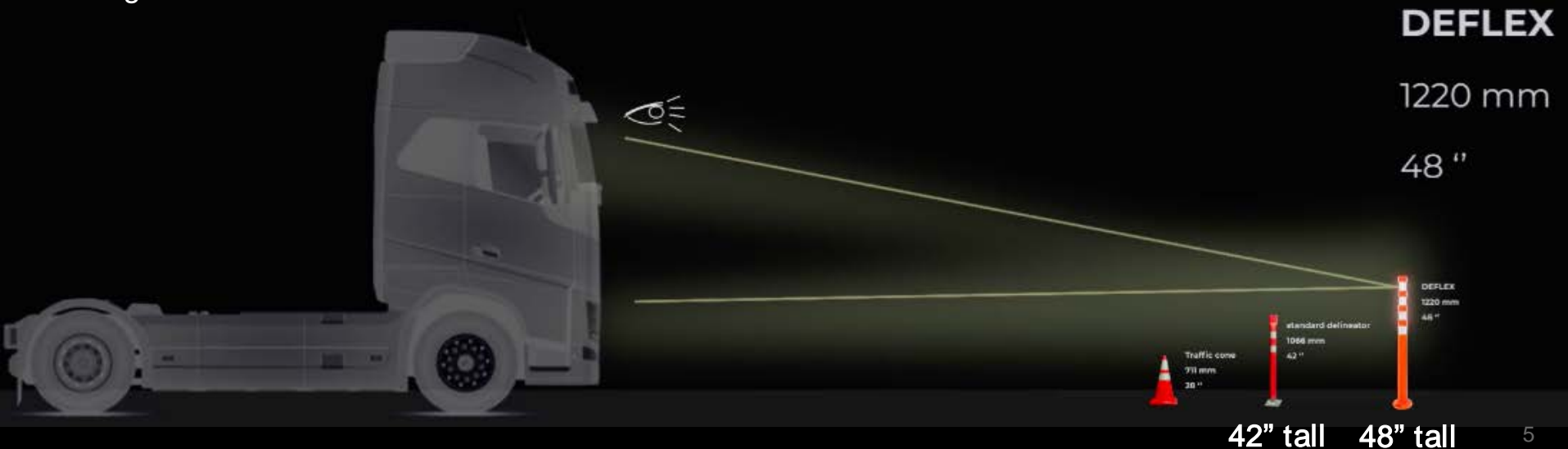
Mississauga spec - 42" tall

Deflex Spec - 48" tall

## Net Difference

The posts are more visible by not only small cars  
but large trucks as well

# VISIBILITY





# Mechanism Comparison

5.1

## Mississauga Specification

- reactive spring mechanism

## Deflex Specification

- spring mechanism engineered into the one-piece design (see video)

## Net Result

The Reactive Spring mechanism is an external mechanism that is susceptible to sand and salt and freezing conditions compromising the mechanism. The reactive spring also requires the owner to tighten the bolt with an impact gun every few hits. **Deflex is maintenance free**



# Installation Comparison

## Mississauga Specification

- 4 lag bolts and washers per unit

## Deflex Specification

- 3 lag bolts and washers

## Net Result

On 5,000 units, 20,000 holes, bolts, washers versus 15,000 holes, bolts, washers. That translates into a savings of 415 hours or 10+ weeks for the installation crew



# Summary

Increased visibility 295%  
Increased life cycle 400%  
Savings on installation crew time –  
415 hours (10+ weeks)  
Canadian Made  
Recyclable Helping with Mississauga  
Sustainable purchasing policy  
Purchase savings to the City of  
**\$75,000**



# Thank You

# Security Services Initiatives & 2020 Annual Summary

Presented by: Daniel C. Ulrich, CPP/Manager, Security Services  
Corporate Services  
Facilities & Property Management  
April 14, 2021

# Overview

## Security Services



Protect the assets of the City of Mississauga and provide a [safe](#) environment for our residents to [enjoy](#) the many amenities the City has to offer. Through our [outreach, education and enforcement](#) efforts we will continue to contribute to keeping Mississauga one of the [safest large Cities](#) in Canada.

We are a [dynamic team](#) of Security Professionals committed to protecting staff, customers and assets. We provide [collaborative and proactive](#), risk-based security services to support the delivery of [safe and reliable](#) City services as part of Facilities & Property Management Division.

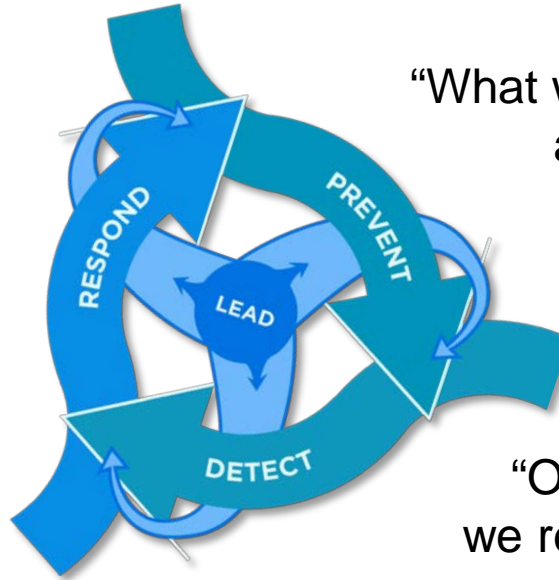




# Overview

## Security Services – Core Functions

“Our findings during **response** shapes future prevention strategies.”



“What we can’t **prevent**, we aim to detect.”

“Once we **detect**, we respond promptly.”

# 2021 Strategic Focus



Increased  
Training

Intelligence/Monitoring  
Threats



Security Awareness/  
Community  
Outreach

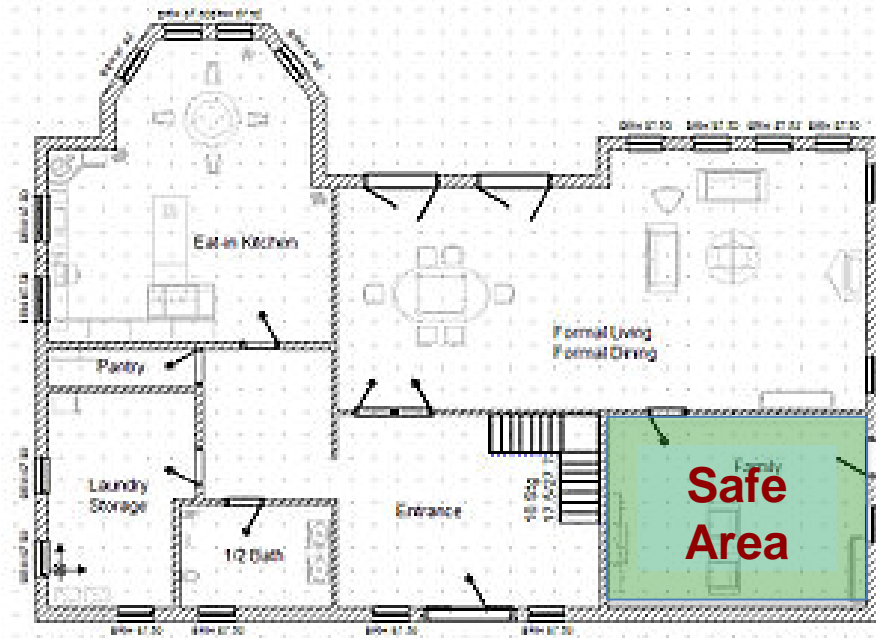


Security  
Infrastructure





# Protective Measures Program



**ALERT!**  
**HOLD & SECURE**  
 IS IN EFFECT!

**ALERT!**  
**SHELTER IN PLACE**  
 IS IN EFFECT!

# 2020 Highlights

## Security Services – Successes

### 2020 Information Alerts

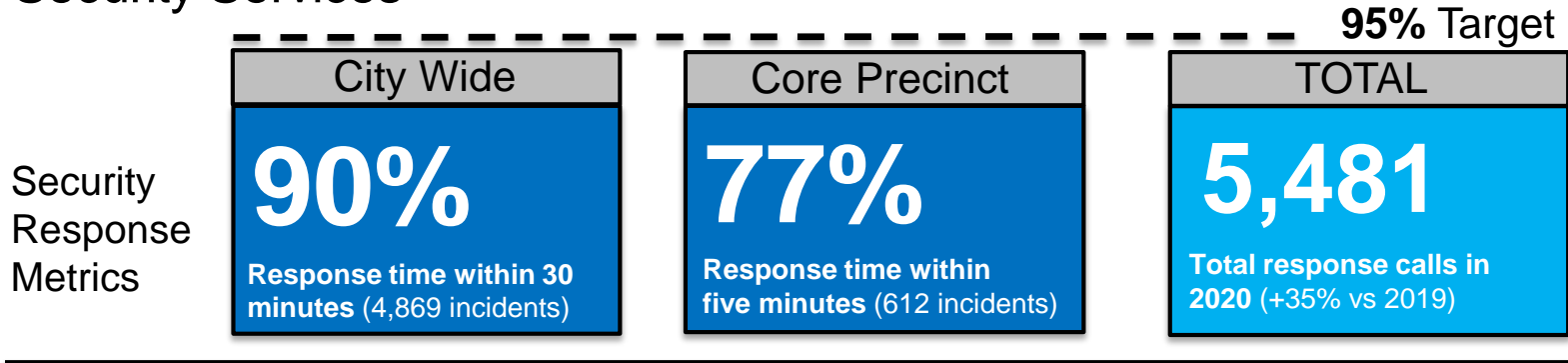
41 Information Alerts were sent by Security Services to facility staff alerting them to individuals who have been banned or are persons of interest for crimes committed on City property.

In 2020 with the help of staff, there 6 were successful apprehensions!



# 2020 Security Metrics

## Security Services



**2,437**  
Security Incidents  
in Parks **+129% vs 2019**



**756**  
Requests for video  
including 201 from Law  
Enforcement



**184**  
Persons banned  
from City facilities  
**-26% vs 2019**

# 2020 What we learned

## Security Services

- Last summer the law enforcement and MLEO communities did not have the data or previous experience to draw on for COVID-19 coverage forecasting (unprecedented event)
  - Gained experience to assist us in forecasting our needs and coverage in 2021
- Our Crime Prevention analysts have enhanced our intelligence gathering efforts to provide more analytics to identify hotspots, events and large gatherings and discover potential protests
  - We are better informed and experienced in dealing with COVID-19 and protest groups
- Strengthened our relationship and increased cooperation with Peel Regional Police
  - We are mutually sharing intelligence and coordinating efforts and response to mass gatherings and protests

# Operational Excellence

## Key Strategic Actions – for 2021

Not expecting as a restrictive of an environment like last year (closed parking lots/access limits)

- Fill vacancies to be adequately resourced
  - 47 Municipal Law Enforcement Officers
- Continue to meet mandate of 4 mobile units on the road
- Leverage existing third party security guard contracts for additional resources if required
  - Do not expect to have to/emphasis is on controlling costs

# Operational Excellence

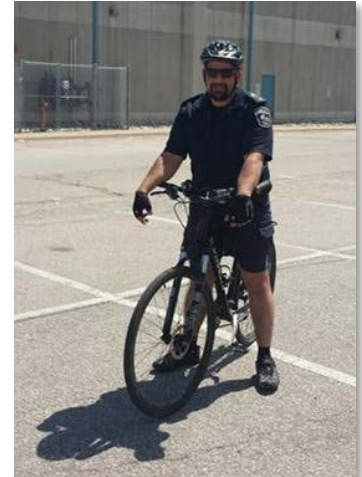
## Key Strategic Actions – for 2021

- Deploying contract security in static posts is more cost efficient than third party mobile patrols
- Manage COVID-19 fatigue factor
- If in Red Zone or lower in the COVID-19 framework then Park Ambassadors will not be available (were redeployed Recreation staff last year)
- PRP to provide support with additional Community Officers on bicycles where possible

# Awareness & Community Outreach

## Key Strategic Actions – Bicycle Patrols

- Bicycle patrols result in twice as many positive public contacts
- Other bicyclists are more accepting of bike patrols Officers
- Bicycles are less threatening than patrol vehicles
- Perpetrators don't notice bike patrols as easily as vehicles
- Bike patrols go where traditional patrol vehicles can't (especially important with the terrains in our parks and trails)
- Bicycles have less costs and are greener than vehicles
- There are many health benefits to our Officers from using bicycles



Looking to start our bicycle season on **May 1<sup>st</sup>, 2021**

# Awareness & Community Outreach

## Humanitarian Actions

- The pandemic and economic conditions have resulted in increased mental health concerns and homelessness – this can make our interactions more difficult and potentially hazardous. Our Officers receive training on dealing with these vulnerable people
- Security Services response to our homeless crisis is proactive and compassionate. Our Officers try and obtain placement in a shelter for any people in need and wanting this
- Vehicles equipped with an emergency essentials kit for any homeless people encountered (that do not want or cannot get into a shelter)

2021 started with TES Officers saving the lives of two (2) transit patrons. Two Officers were presented the **Rescuers Award by the Canadian Red Cross**.



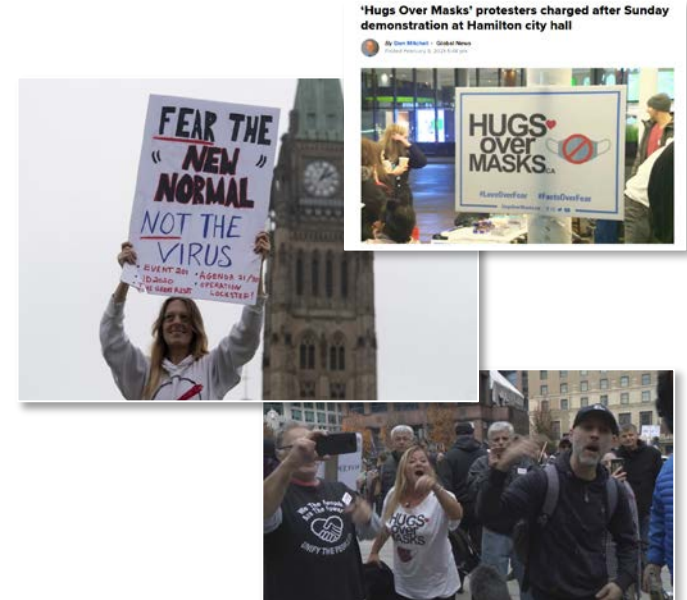
# Intelligence/ Monitoring Threats

## Key Strategic Actions – Preparing for 2021

2020 was an unprecedented year for Security Services. The stress of the pandemic along with the political climate in the United States brought anti-government, right-wing and extremist groups to the public forefront.

Security Services has adapted to these emerging threats by proactively monitoring open source media for timely intelligence. Examples of groups and sentiment that pose a threat to the City are:

- Anti-government/Anti-lockdown/Anti-maskers
- Citizens arrest of Mayors
- Acts of Trespass into government facilities



# Security Infrastructure

## Key Strategic Actions – Celebration Square Security Enhancements

Challenges to secure Celebration Square while maintaining a free and open feel for public:

- New cameras installed with enhanced viewing capabilities
- Increased signage
- Bollards project currently underway with a completion date by December 2021



# Thank you!

## Security Services – Initiatives & 2020 Annual Summary

Please feel free to connect with me for more information or questions.

Daniel C. Ulrich, CPP - Manager, Security Services

[Daniel.Ulrich@mississauga.ca](mailto:Daniel.Ulrich@mississauga.ca)

# Mississauga's Poets Laureate



Pujita Verma  
2018 – 2020



Paul Edward Costa  
2019 - 2021

# Mississauga's 2nd Youth Poet Laureate

Pujita Verma  
Highlights  
2018 – 2020





# Mississauga's 2<sup>nd</sup> Youth Poet Laureate



Pujita Verma, 2018 - 2020

## On quarantine

going to the eye doctor is just going to the eye doctor / but for  
the optometrist it is a stall on a ferris wheel's rest stop // gently  
rocking, another row / letters read in variation / after  
appointment, after appointment // I think of the repetitive tasks I  
am caught in / the autopilot of espresso / intuition of anthems /  
rainfall of keyboard clicks hushing to monotone // I think home is  
less home when you can't laugh whole-heartedly / when you

tiptoe around everyone's Zoom calls // work-from-home is / no  
home to leave work to go to // gathering strong wifi like hands  
pressed on the sunroof / or together / two bodies strung into fibre  
optics / shoes tangled from telephone wires / one foot in front of  
the other / souls caught sleeping on a tuesday afternoon // like  
order to govern every chaos / like when traffic lights stop, each



car waits its rotation / or the world wavers on a virus //

// no rule wrong for the

unwritten // if there is a word for *almost* lonely / let it be the

staccato of my love song // **now I go outside *to go outside*** //

shout along a windmill's breath // how gentle the deafening // how

elegant the balance of Shiva and Brahma and Vishnu // destroying

night after night // making way to compose tomorrow

# Mississauga's Youth Poet Laureate



Qurat Dar, 2021 - 2023

# In Defense of Just Being

In defense of the afternoon  
spent with the sun painting  
your eyelids.

In defense of the evening  
spent with your feet in the lake,  
with the rest of you a sand-dusted bridge to shore.

In defense of the book that  
didn't teach you a thing but  
passed the hours well enough.

In defense of the pastimes that  
will never make us a cent. In defense  
of the instrument awfully played, of the  
sketches we would never show the  
light of day, of every song we sing  
along to in what is definitely the wrong key.

In defense of the five back-to-back episodes,  
the newest seasons,  
that allowed us the mercy of forgetting  
ourselves even just for a moment.

In defense of the cancelled meeting,  
the event unattended,  
the to-do list forgotten,  
the reins loosened just enough  
that the blood returns to our hands.

In defense of the silence,  
in defense of the quiet,  
in defense of the messages left on read  
and the gaps in conversation in which  
you can hear the world going on without you.

In defense of time “wasted,”  
as though time is a fruit that  
will wither on its own vine if  
it isn’t picked and pressed and  
swallowed, as though time is not a river,  
with sharply-cut banks and rapids that  
near submerge us, as though it is not  
enough to remain standing, to remain  
breathing, rather than fighting the current  
at every step, as though it is not enough  
to close our eyes every once in a while  
and think,

“Isn’t the water lovely?”

# Mississauga's Youth Poet Laureate



Qurat Dar, 2021 - 2023

# City of Mississauga Corporate Report



9.1

Date: March 29, 2021

To: Chair and Members of General Committee

From: Gary Kent, CPA, CGA, ICD.D, Commissioner of  
Corporate Services and Chief Financial Officer

Originator's files:

Meeting date:  
April 14, 2021

## Subject

**Formal Bid Protest by Almon Equipment Ltd. Regarding Procurement No. PRC002556 for the Supply and Delivery of Flexible Traffic Bollards**

## Recommendation

1. That the report dated March 29, 2021 from the Commissioner of Corporate Services and Chief Financial Officer titled "Formal Bid Protest by Almon Equipment Ltd. Regarding Procurement No. PRC002556 for the Supply and Delivery of Flexible Traffic Bollards" be received.
2. That Procurement No. PRC002556 proceed, with award of the contract to the lowest acceptable bidder.

## Executive Summary

- A Request for Tender (RFT) was issued for the supply and delivery of 5,000 flexible traffic bollards required as part of the Active Transportation COVID-19 Recovery Framework project.
- The City's specifications for the bollards are consistent with the Ontario Provincial Standard Specification (OPSS).
- The RFT provided for review of alternate products.
- A bid was received from Almon Equipment Ltd. (Almon) for an alternate product, "DEFLEX 2020", which does not meet the City's specification and was rejected in accordance with City Policy No. 03-06-02 "Bid Irregularities – Publicly Advertised HVA".
- Almon requested approval of the DEFLEX product as an alternate. The DEFLEX product was found to be unacceptable.
- Almon is making a Formal Bid Protest in accordance with City Policy 03-06-08 - Bid Awards and Bid Protest to dispute the City's rejection of their bid and has requested that the City either accept their bid or cancel the procurement.



- Staff do not recommend changing the specification in favour of a product that is not similar in style to those identified by The Road Authority (TRA) in reference to OPSS 705.
- The type of bollard specified in the RFT meets the City's needs and we have an acceptable bidder who, as such, is entitled to the contract.

## Background

5,000 Flexible Traffic Bollards are required as part of the Active Transportation COVID-19 Recovery Framework project.

A Request for Tender was posted on October 8, 2020. The RFT closed on November 17, 2020.

Five bidders responded and six bids were received as shown below:

Bidder	Bid Amount	Status	Product Bid
Elite Textile Trading LLC	\$120,250	Bid rejected – does not comply with specifications	Bidder could not provide manufacturer specification
Almon Equipment Ltd.	\$282,500	Bid rejected – does not comply with specifications	DEFLEX 2020 ,one piece construction, fixed base
<b>Stinson Equipment Ltd. O/A Stinson Owl-Lite</b>	<b>\$357,250</b>	<b>Recommended for award, lowest acceptable bidder</b>	<b>Tuff Post, meets the RFT specifications</b>
Develotech Inc.	\$402,500	Not recommended - price	Cyclo-Zone, 2 piece construction
Bolts Plus Inc. (Submission 1)	\$711,000	Not recommended - price	Tuff Post
Bolts Plus Inc. (Submission 2 – alternate product)	\$249,250	Bid rejected – does not comply with specifications	One piece construction, fixed base

## The City's Specifications

Divisions determine specifications for procurements based on their business needs. The specifications for bollards were defined by the Transportation and Works, Infrastructure Planning and Engineering Services Division as part of the Active Transportation separated Bike Lanes project.

The City's specifications for the bollards are consistent with the corresponding Ontario Provincial Standard Specification (OPSS) published by the Ontario Provincial Standards for Roads and Public Works (OPS) organization, and managed by the Ministry of Transportation (MTO).

OPSS documents recommend standards for use by infrastructure owners in Ontario, including municipalities.

The OPSS 705 defines a bollard as “a tubular plastic marker installed vertically for the purpose of channelizing traffic or delineating roadside features in temporary or permanent applications. The tubular post is securely fixed to the ground surface by hinged (flexible) connection to a solid base. When impacted by a vehicle, the post has the ability to bend 90° from vertical and self-restore following impacts.”

Staff also consulted with The Road Authority (TRA), a public-private partnership developed by the Ontario Good Roads Association which offers a web portal and database exhibiting products and services available for use in public works infrastructure and identifies products that are in-line with Ontario Provincial Standards, including OPSS 705. Of the list of compatible products, the majority are comprised of a post, base, and hinge combination. TRA identified three compatible products that would bend at the flexible plastic post. All identified flexible plastic posts (with the exception of one) have a base unit that is separate from the post, allowing for ease of replacement. The exception, Pexco City Post EAC, is produced as a single continuous piece. It is a unique product as the post is embedded directly into the ground and therefore has no base.

Staff consider that the two piece construction and separate base is the most efficient and cost effective option in terms of maintenance requirements. A separate base ensures that damaged products can be replaced without requiring the removal of the entire unit.

Additionally, the City’s specifications were developed to maintain consistency and uniformity with existing City bollards. Maintenance staff are experienced in the installation and replacement of products compatible with the specifications. Consistency in form and bolt pattern allow for interchangeability between all City bollards.

## Present Status

The procurement process is currently on hold, pending resolution of Almon’s bid protest.

## Comments

Almon is concerned that it did not have an opportunity to submit an alternate product for pre-approval. On November 11, 2020, prior to bid closing, Almon submitted the following request:

“As per Item 2.4 of the TENDER SPECIFICATIONS (Page 14 of 14), we are requesting the DEFLEX a substitute product. Please review and let us know the results. [https://traficinnovation-my.sharepoint.com/:v:/g/personal/v\\_amatuzio\\_trafic-innovation\\_com/EeyGwVW-NZxKrrnqN-kOoUUB4I4T\\_ec7n5W-FXeXPGkP6g?e=ZVCv0A](https://traficinnovation-my.sharepoint.com/:v:/g/personal/v_amatuzio_trafic-innovation_com/EeyGwVW-NZxKrrnqN-kOoUUB4I4T_ec7n5W-FXeXPGkP6g?e=ZVCv0A).” I was not sure how to attach the specifications of the products, so just send the above link.”

Due to a misunderstanding of the request, Almon was advised as follows:

“You can upload all specifications when you get to Step 3 – Documents. Do not send me any specs prior to tender closing.”

Almon proceeded to bid the DEFLEX product as an alternate. The bid was reviewed and it was confirmed that the product does not meet the specifications. The bid was rejected on January 18, 2021. Almon was provided with the standard notice period of three business days to raise concerns or questions.

Almon wrote to the City on January 20, 2021, advising of their concerns following which staff conducted a detailed review of the DEFLEX product to determine its acceptability as an alternate product. Staff determined that the DEFLEX product does not meet the City’s needs. Almon was notified on March 8, 2021.

Almon continues to assert that their product is priced lower, and, in their opinion, is superior. There are numerous bollards of various qualities available in the market. Staff assert that the specified product is appropriate for the City’s needs, which are consistent with the Ontario Provincial Standard Specifications (OPSS).

Almon has requested that the City either reconsider and accept their bid or cancel the tender and reissue the call allowing for alternate specifications.

The bid submitted by Almon is non-compliant and is unacceptable to the City. We would not have changed our specifications at any time in favour of a product that is not similar in style to those identified by TRA in reference to OPSS 705. Accordingly, there is no basis for cancelling the current procurement and we cannot accept Almon’s bid.

Staff have responded to Almon’s concerns, please see sequence of events and copies of correspondences, attached as Appendix 1 to this report.

## Financial Impact

There is no financial impact resulting from the recommendation in this report.

## Conclusion

5,000 Flexible Traffic Bollards are required as part of the Active Transportation COVID-19 Recovery Framework project. A bid was received from Almon Equipment Ltd. (Almon) for an alternate product, “DEFLEX 2020”, which does not meet the City’s specification and was rejected in accordance with City Policy No. 03-06-02 “Bid Irregularities – Publicly Advertised HVA”.

Almon’s request for approval of the DEFLEX product as an alternate was not considered prior to bid closing, however, staff subsequently conducted a detailed review of the DEFLEX product and it was found to be unacceptable. Had the review been conducted earlier, the outcome would have been the same.

Almon is making a Formal Bid Protest in accordance with City Policy 03-06-08 - Bid Awards and Bid Protest to dispute the City's rejection of their bid and has requested that the City either accept their bid or cancel the procurement.

The Almon bid is non-compliant and not capable of acceptance.

The type of bollard specified in the Request for Tender meets the City's needs and we have an acceptable bidder who, as such, is entitled to the contract. Staff do not recommend changing the specifications in favour of a product that is not similar in style to those identified by The Road Authority (TRA) in reference to OPSS 705.

## Attachments

Appendix1: Sequence of Events and Correspondences



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Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Erica Edwards, Manager, Materiel Management – External Services

**Appendix 1: Sequence of Events****Formal Bid Protest by Almon Equipment Ltd. regarding Procurement No. PRC002556 for the Supply and Delivery of Flexible Traffic Bollards**

<b>Event</b>	<b>Date</b>
Request for Tenders (RFT) issued	October 8, 2020
Almon emailed the buyer requesting review of alternate product	November 11, 2020
Buyer responded to Almon with incorrect information	November 12, 2020
Bidding closed	November 17, 2020
During bid review, an email was sent to Almon requesting clarification of their product	December 10, 2020
Almon responded with additional information	December 10, 2020
Letter (attached) issued to Almon; bid rejected due to non-compliance with specifications. Almon provided with standard 3 day notice period to raise any questions	January 18, 2021
Letter (attached) received from Almon, pointing out error and requesting that the City reconsider its decision to reject the bid	January 20, 2021
Letter (attached) issued to Almon acknowledging error and that the DEFLEX product has been reviewed and does not meet specifications and the rejection of their bid stands	January 27, 2021
Letter (attached) received from Almon requesting that the City either accept their bid or cancel and reissue the bid call	January 28, 2021
Letter (attached) issued to Almon reiterating the City's position and that, if unsatisfied, Almon may make a Formal Bid Protest before City Council, in accordance with City Policy # 03-06-08 Bid Awards and Bid Protests.	March 8, 2021
Almon registered their Formal Bid Protest with Legislative Services and will appear before General Committee on April 14, 2021	March 11, 2021

January 18, 2021

Almon Equipment Ltd.  
E-mail: [mike@almon.ca](mailto:mike@almon.ca)

**Re: NOTICE OF BID DISQUALIFICATION**  
**Procurement No: PRC002556 – Supply and Delivery of Flexible Traffic Bollards**

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Dear Mr. Ale

Thank you for your bid on the above mentioned procurement. Your bid has been reviewed and it is not acceptable to the City.

A number of items in the manufacturer specifications are inconsistent with the specifications outlined in the Bidder Info Package:

- Bidder Info Package specifications require only 2 – Your bid manufacturer's specifications show 4 reflective strips
- Bidder Info Package specifications require 42" – Your bid manufacturer's specifications show a height of 48"
- Bidder Info Package specifications require 2.375". – Your bid manufacturer's specifications show an outer diameter of 3.5"
- Bidder Info Package specifications require a pinched top, "short squeeze" (not capped) – Your bid manufacturer's specifications show a capped top
- Bidder Info Package indicates each bollards having a set of 4 Lag Screws, 4 Washers, and 4 Plugs. Your bid manufacturer's specifications indicate only three 3 lag bolts, 3 washers, and no plugs

Further, the product does not have a reactive spring assembly that rebounds to upright when struck, as per Bidder Info Package specifications.

As a result, the bid received from Almon Equipment Ltd. has been disqualified on this occasion, in accordance with the City's Standard Instructions with states that:

In accordance with the City's Bid Openings and Bid Irregularities Policy (03-06-02):  
*"...The Manager must reject a bid with a Major Irregularity without further consideration..."*  
The City's policy for Bid Openings and Bid Irregularities can be found by following [this link](#).

Should you have any questions, please direct them in writing to the undersigned no later than 4:00 p.m. on Thursday, January 21, 2021.

Yours truly,  
Erica Edwards, Manager Materiel Management – External Services  
Tel: 905-615-3200, ext. 5238  
Email: [Erica.edwards@mississauga.ca](mailto:Erica.edwards@mississauga.ca)



January 20, 2021

Erica Edwards  
 Manager Materiel Management – External Services  
 City of Mississauga  
 905-615-3200 ext. 5238  
[Erica.edwards@mississauga.ca](mailto:Erica.edwards@mississauga.ca)

RE: Notice of bid disqualification – Procurement No: PRC002556 – Supply and Delivery of Flexible Traffic Bollards

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Dear Ms. Edwards,

We are in receipt of your letter dated January 18, 2021 regarding the disqualification of our bid with respect to the above noted Procurement Call.

In review of your letter, there is no incorporation or mention of the responses that were sent to your colleague Maria Torres on December 10<sup>th</sup>, 2020 in response to her request to Almon for clarifications.

The product that is being offered does not fail to meet the City specifications but rather exceeds the specifications translating into a product that will last longer, cost less and increase public safety.

Additionally, the product is Canadian made and have been in service in Canadian conditions for over a decade.

The clarification responses that Almon sent are as follows:

- o Manufacturer specifications show 4 reflective strips, Bidder Information Package specifications require only 2
  - **ALMON RESPONSE** -The DEFLEX has 4 embedded Diamond Grade sheeting, 3"high on a 3.5"dia. delineator. Specification has 2 surface mount Diamond Grade sheeting on a 2.375"dia delineator, we are more than twice as visible than the other because we have a larger diameter and twice as more reflective strips. If required we can make them with only 2 reflective bands and we will still be more visible. Comparing the two delineators, the specification lists a minimum of  $2.375" \times 3" = 7.125\text{in}^2$  per stripe. The DEFLEX offers  $10.5\text{in}^2$  per stripe. With 2 stripes per delineator there is a visible area of  $14.25\text{in}^2$  on the minimum specification whereas

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**45 RACINE ROAD TORONTO, ONTARIO M9W-2Z4**  
**TEL (416) 743-1771 FAX (416) 747-9940**

the DEFLEX offers 21 in<sup>2</sup>. At no additional cost Almon is offering to double that visible area to 42 in<sup>2</sup>. This represents an increase in visibility of each delineator by 295%.

o Manufacturer specifications show a height of 48", Bidder Information Package specifications require 42"

- **ALMON RESPONSE** - Our delineator is 48" high and offers better visibility for trucks, buses, SUVs. the Quebec government made their channelizer 1,200mm (48") in height to increase visibility at night (retroreflection capacity) for large vehicles especially in city environment (On top of having 4 Diamond Grade Sheeting). The 42" is specified because no one offered 48" before although it provides 6" more visibility of retroreflection of light from the vehicles headlights to the driver's eyes when approaching the delineators. The 48 inches exceeds the minimum in the specification,

o Manufacturer specifications show an outer diameter of 3.5", Bidder Information Package specifications require 2.375".

- **ALMON RESPONSE** - The minimum specification of 2.375 diameter included in the bid package is being exceeded with the post that we are supplying. By increasing the overall diameter slightly we are increasing visibility of the delineator which provides superior safety. The larger diameter delineators are more visible than the 2.375 diameter delineators.

o Manufacturer specifications show a capped top, Bidder Information Package specifications require a pinched top, "short squeeze" (not capped)

- **ALMON RESPONSE** - The DEFLEX is a one piece blow molded HDPE delineator, There is no top cap on the delineator it is sealed and free of sharp edges and possible snag points.

o Does the unit have a reactive spring assembly that rebounds to upright when struck, as per Bidder Information Package specifications?

- **ALMON RESPONSE** - The DEFLEX is manufactured in one piece in a way that it always comes back to its original position even after 200 impacts, under any weather conditions, especially Canadian winters. There are no hard parts that could puncture tires and they will not damage vehicles on impact. The city of Montreal amongst other Canadian cities have been using the DEFLEX for over 10 years now. As an example of the reliability of the DEFLEX, the City of Montreal has ordered 15,000 delineators in 2020 alone. We meet NCHRP-350 and will finalize the NTPEP testing in 2021 due to weather conditions at the time of testing (as an FYI they stopped the testing after 150 impacts looking to prove that the DEFLEX can withstand 200 impacts at 50 MPH/h)

o The Bidder Information Package indicates each bollards having a set of 4 Lag Screws, 4 Washers, and 4 Plugs. The manufacturer's specifications indicate only three 3 lag bolts, 3 washers, and no plugs.

- **ALMON RESPONSE** - The DEFLEX is specifically designed to have only 3 holes and to withstands 200+ impacts using 3 lag screws and 3 washers. The specification posts are required to



withstand a minimum of 50 impacts. If required we can provide plugs to fasten the traffic bollards at no additional cost. This increases the speed of installation and reduces the number of holes that have to be made.

The DEFLEX is an equivalent product that exceeds the minimum specifications in the tender package. The DEFLEX has been in use year round for over 10 years in Canada and is made in **CANADA**, not the USA or China.

**Additional note** – with a quantity of 5000 bollards with 3 bolts needed instead of 4 there is a massive savings on the installaiton. Instead of having to drill 20,000 holes to install the 5,000 bollards, with the DEFLEX the City would only be required to drill 15,000 holes. With an average of 5 mins per hole (including drilling, cleaning, placing anchor, fastening bolt etc.) this translates into a manpower savings of approximately 415 hours or 10+ weeks for the installation crew on-site time. This savings is coming with an increase in durability as well. The product is rated for over 200 hits as opposed to 50 hits

#### **In Summary:**

Increased visibility of the product with more reflective stripes at no addiitonal cost. An increase of 295% visibility at night

Increased life cycle with a proven track record and design to withstand 400% of the hits versus the specified product (200+ hits versus 50)

A significant cost savings of 26% per unit and approximately \$75k on 5000 units.

A significant savings on the installation needing only 3 bolts instead of 4 and saving 415 on-site hours for the installation crews.

DEFLEX is rated for 200 hits as opposed to 50 hits.

With the increased visibility, lifespan and savings this is a superior product and will undoubtably provide increased safety on the roadways in Mississauga.

Below is a link to the video showing the crash tests of the DEFLEX. We are also able to provide a sample if you like to aid with the selection process.

[https://trafficinnovation-my.sharepoint.com/:v:/g/personal/v\\_amatuzio\\_traffic-innovation\\_com/EeyGwVW-NZxKrrnqN-kOoUUB4l4T\\_ec7n5W-FXeXPGkP6g?e=ZVCv0A](https://trafficinnovation-my.sharepoint.com/:v:/g/personal/v_amatuzio_traffic-innovation_com/EeyGwVW-NZxKrrnqN-kOoUUB4l4T_ec7n5W-FXeXPGkP6g?e=ZVCv0A)

Prior to the tender closing Almon requested to send information and obtain approval as per the tender document (refer to Section 2 on page 13 and 14). When Almon requested to send specifications for prior approval in early November we received a response back from Ms. Torres to just upload in section 3 (document) and not to send any specifications for approval prior to tender closing. This is contradictory to the procurement call document which clearly states to send alternatives for approval prior to close for approval.

Almon respectfully requests that you either reconsider and accept our bid as the lowest qualified bidder or cancel the tender and reissue the call and allow for alternatives to be approved prior to closing.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Marc Ally', with a large, stylized flourish extending from the end of the signature.

Marc Ally  
Vice President Operations  
Almon Equipment Ltd.

January 27, 2021

Almon Equipment Ltd.  
E-mail: [mike@almon.ca](mailto:mike@almon.ca)

**Re: Procurement No: PRC002556 – Supply and Delivery of Flexible Traffic Bollards**

Dear Mr. Ale;

Thank you for your letter dated January 20, 2021. I have reviewed your concerns and the additional information sent on December 10, 2020. The City's decision to reject the bid received from Almon Equipment Ltd. remains unchanged; however, we offer the following response:

The City's specifications are for a product that, in the City's opinion, best suits its needs. The Deflex 2020 product bid by Almon does not meet the specifications stated in the RFT. As noted in our letter of January 14, 2021, there were a number of non-compliances in your bid. The City's specifications include a product with a reactive spring assembly. In our experience, this feature has proven to be effective and efficient for maintenance and replacement.

Had the City agreed to remove its requirement for a reactive spring assembly, or change any of its specifications, it would have needed to issue an addendum so that all potential bidders were working with the same information. The City cannot change its specifications after bid closing, and it is not able to accept a bid that does not fully comply with its specifications. Having received acceptable bids through the current procurement process, we are required to award the contract to the lowest, acceptable bidder.

We regret the miscommunication during the bidding process and apologize for the inconvenience caused; however, the City would not have amended its specifications to include alternate products that do not have a reactive spring assembly.

I hope the foregoing satisfactorily addresses your concerns. We have refrained from awarding the contract to allow time to address your concerns. We will be proceeding with the award process on Friday, January 29, 2021.

Yours truly,  
Erica Edwards, Manager Materiel Management – External Services  
Tel: 905-615-3200, ext. 5238  
Email: [Erica.edwards@mississauga.ca](mailto:Erica.edwards@mississauga.ca)



January 28, 2021

Erica Edwards  
Manager Materiel Management – External Services  
City of Mississauga  
905-615-3200 ext. 5238  
[Erica.edwards@mississauga.ca](mailto:Erica.edwards@mississauga.ca)

RE: Notice of bid disqualification – Procurement No: PRC002556 – Supply and Delivery of Flexible Traffic Bollards

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Dear Ms. Edwards,

We are in receipt of your letter dated January 27, 2021 regarding the disqualification of our bid with respect to the above noted Procurement Call.

In review of your letter we appreciate and acknowledge your comments regarding the addendum for approved alternatives, however there still should have been the opportunity to submit and seek approval for our product as per the procurement document. Almon requested to send documentation for the approval prior to the close and by the City foregoing the procedure which is stated in the document was procedure for approval of alternatives was not followed by the City.

The comments regarding the spring assembly, however, fail to provide a safer product to the public and do so at a higher cost to the taxpayers of the City. The spring assembly unit requires routine maintenance to perform properly and can be compromised by external conditions such as snow, salt and ice. Without the routine maintenance being done, the spring assembly will not work properly and poses a potential safety hazard to motorists and the public in general as it could become a projectile.

The DEFLEX, as stated in our previous communications, has a spring engineering into the product which does not require routine maintenance.

In the procurement document it is stated that:

*“Equivalent Product is meant to allow similar or identical products to accomplish the same benefits in satisfying the requirements. This must be shown and clearly indicated”*

Almon has DELFEX posts in stock that are ready and available for staff to inspect and test the equipment.

Lastly, as mentioned in our previous communications the product we are offering represents a significant savings to the City for a superior product that will outlast and outperform the other bollard. The DEFLEX is also Canadian made and made with the climate and year round conditions of Canada in mind, not the southern USA.

Almon respectfully requests that you either reconsider and accept our bid as the lowest qualified bidder or cancel the tender and reissue the call and allow with a specification that does not sole source the opportunity.

Sincerely,



Marc Ally  
Vice President Operations  
Almon Equipment Ltd.



City of Mississauga  
Materiel Management  
Corporate Services Department  
300 City Centre Drive  
Mississauga ON L5B 3C1  
[www.mississauga.ca](http://www.mississauga.ca)

March 8, 2021

Almon Equipment Ltd.  
E-mail: [mike@almon.ca](mailto:mike@almon.ca)

**Re: Procurement No: PRC002556 – Supply and Delivery of Flexible Traffic Bollards**

Dear Mr. Ale;

Thank you for your letter dated January 28, 2021. The City's decision to reject the bid received from Almon Equipment Ltd. remains unchanged; however, we offer the following response to points raised in your letter:

- 1. In review of your letter we appreciate and acknowledge your comments regarding the addendum for approved alternatives, however there still should have been the opportunity to submit and seek approval for our product as per the procurement document.**

We regret the miscommunication during the bidding process. In view of it, staff conducted a detailed review of the DEFLEX product to determine its acceptability as an alternate product. If the product had been acceptable, we would have cancelled the current procurement process to allow Almon, and other potential bidders of alternate products, to bid on a different specification. However, upon review, staff determined that the DEFLEX product does not meet the City's needs, which are consistent with the Ontario Provincial Standard Specifications (OPSS) and The Road Authority (TRA) as described below.

- 2. The comments regarding the spring assembly, however, fail to provide a safer product to the public and do so at a higher cost to the taxpayers of the City.**

The City's specification is consistent with the OPSS 705, which defines a bollard as "a tubular plastic marker installed vertically for the purpose of channelizing traffic or delineating roadside features in temporary or permanent applications. The tubular post is securely fixed to the ground surface by hinged (flexible) connection to a solid base. When impacted by a vehicle, the post has the ability to bend 90° from vertical and self-restore following impacts."

TRA identifies products that are in-line with Ontario Provincial Standards, including OPSS 705. Of the list of compatible products, the majority are comprised of a post, base, and hinge combination. TRA identified three compatible products that would bend at the flexible plastic post. However, all identified flexible plastic posts (with the exception of one) have a base unit that is separate from the post, allowing for ease of replacement. The exception, Pexco City Post EAC, is produced as a

single continuous piece, but is altogether a unique product as the post is embedded directly into the ground and therefore has no base.

Accordingly, the standards indicated in the OPSS allow for different products to be used within Ontario. However, none of the examples provided by TRA show a combined non-detachable base and post unit, similar to the DEFLEX post.

- 3. Lastly, as mentioned in our previous communications the product we are offering represents a significant savings to the City for a superior product that will outlast and outperform the other bollard. The DEFLEX is also Canadian made and made with the climate and year round conditions of Canada in mind, not the southern USA.**

The City considers the OPSS and the specified product to be appropriate for our use. The two-piece construction of the specified product is cost beneficial for maintenance.

- 4. Almon respectfully requests that you either reconsider and accept our bid as the lowest qualified bidder or cancel the tender and reissue the call and allow with a specification that does not sole source the opportunity.**

The bid submitted by Almon is non-compliant and is unacceptable to the City. We would not have changed our specification, at any time, in favour of a product that is not similar in style to those identified by TRA in reference to OPSS 705. Accordingly, there is no basis for cancelling the current procurement processes and we cannot accept Almon's bid.

In summary, we regret the miscommunication during the bidding process and apologize for the inconvenience caused. We have conducted a detailed review and determined that the City's original specification is appropriate for the City's needs and that the DEFLEX product does not meet the specification.

If you are not satisfied with the information provided, you may make a Formal Bid Protest before City Council. In this event, you must notify me of your intent to register a Formal Bid Protest within five (5) working days of the date of this letter.

Please refer to City Policy # 03-06-08 Bid Awards and Bid Protests: <https://web.mississauga.ca/wp-content/uploads/2018/11/09161813/03-06-08-Bid-Awards-and-Bid-Protests.pdf>

Yours truly,

Erica Edwards, Manager Materiel Management – External Services

Tel: 905-615-3200, ext. 5238

Email: [Erica.edwards@mississauga.ca](mailto:Erica.edwards@mississauga.ca)

# City of Mississauga Corporate Report



9.2

Date: March 30, 2021

To: Mayor and Members of Council

From: Gary Kent, CPA, CGA, ICD.D, Commissioner of  
Corporate Services and Chief Financial Officer

Originator's files:

Meeting date:  
April 14, 2021

## Subject

**Security Services – Initiatives and 2020 Annual Summary**

## Recommendation

That the Corporate Report titled “Security Services – Initiatives and 2020 Annual Summary”, from the Commissioner of Corporate Services and Chief Financial Officer dated March 30, 2021 be received for information.

## Executive Summary

- Security Services aims to protect the assets of the City of Mississauga and provide a safe environment for staff and residents to enjoy the many amenities the City has to offer. Through outreach, education and enforcement efforts, staff continue to contribute to keeping Mississauga one of the safest large Cities in Canada.
- Security Services played a key role in educating and enforcing COVID related rules and restrictions on City property and transit in 2020. Throughout the year, in partnership with law enforcement and City staff, Security Services have made a number of significant contributions in enhancing public safety.
- The 2020 year presented unique challenges with meeting security response targets including staffing shortages related to COVID and redeploying Core Precinct patrols to assist with city park enforcement activities related to COVID restrictions (gatherings and use of parks amenities).
- The overall number of Security Occurrence Reports declined 20% versus last year primarily due to COVID restrictions keeping City facilities closed.
- In 2020, the amount of graffiti incidents reported on City property declined 23% versus 2019. Even with a decline in incidents, challenges with staffing, process changes, weather and COVID restrictions impacted the ability to meet service levels consistently.



- Security Services had many highlights and humanitarian actions in 2020 including assisting Peel Regional Police in apprehending several wanted suspects, looking out for and rendering assistance to our homeless and vulnerable community as well as life saving efforts by our Officers.
- In 2021, Security Services will continue to concentrate on optimizing the service delivery model through security risk management and preventive program initiatives. This will be achieved by delivering on key strategic actions under three areas of focus: operational excellence, security awareness and community outreach, and security infrastructure.

## Background

The Security Services section within the Facilities and Property Management Division is responsible for bylaw enforcement and security for City facilities, parks and transit. This section's mandate is to protect staff, public and assets, by providing collaborative and proactive, risk-based security services to support the delivery of safe and reliable City services.

On an annual basis, the Security Services section provides an update on achievements, key security metrics, an analysis of graffiti incidents and an overview of the key strategic directions and security program initiatives underway. The source data utilized to support the information summarized in the annual update comes from the section's Special Occurrence Reports. All security incidents reported to, or responded to, by Security Services are documented as Special Occurrence Reports (SORs).

## Present Status

Security Services aims to protect the assets of the City of Mississauga and to provide a safe environment for our residents to enjoy the many amenities the City has to offer. Through outreach, education and enforcement efforts, staff continue to contribute to keeping Mississauga one of the safest large Cities in Canada.

### 2020 Highlights

Security Services played a key role in educating and enforcing COVID related rules and restrictions on City property and transit in 2020. Throughout the year in partnership with law enforcement and City staff, Security Services have made a number of significant contributions to the safety of Mississauga. Below are a few examples:

- On January 27, 2020 Transit Enforcement intervened when a patron was being assaulted inside the City Center Transit Terminal washroom. Staff's actions prevented further assault and injury to the patron and stopped the incident while in progress. Two suspects were arrested and later turned over to Peel Regional Police.

- On February 24, 2020 Transit Enforcement located a female passenger on bus dressed in a robe and slippers, disorientated and confused. The female was escorted by Transit Enforcement to the Supervisor Booth at City Center Transit Terminal where her family was contacted who then arrived and took her home.
- On May 5, 2020 a Security Operations Mobile Officer assisted in apprehending a suspect who had assaulted a transit patron. The suspect was apprehended and arrested by the Officer after a pursuit on foot and turned over to Peel Regional Police.
- On August 15, 2020 while on patrol at McMillan Park, one of our Security Operations Officers was approached by a child (4 years old) who could not locate her parents. After walking on the park path towards A.E. Crookes Park, the Officer was able to reunite the child with her parents (this incident was shared on social media on the Mayor's Twitter account).
- On July 22, 2020 Transit Enforcement was on mobile patrol and observed a male approaching him in a panicked state at Rathburn Road and Hammerson Drive. The male was screaming to our officer that he was shot. The male was desperately trying to gain entry into the patrol car asking Transit Officer to help him. The officer pulled over the car, put on all emergency lights and contacted SOC letting them know what was happening. The officer then contacted 911 and got out of his car to assist the victim. TEO noticed that an excessive amount of blood was coming from the male's abdomen and immediately called for backup. Not knowing where the shooter was located the Transit Officer placed himself at great risk protecting the victim until EMS arrived.
- On October 4, 2020 Transit Enforcement were dispatched for an assault call for a Suspect who had punched an unsuspecting female in the head while on a bus at the City Center Transit Terminal. TES located Suspect who then pushed the attending TES officer twice while trying to escape. TES maintained custody and arrested the Suspect.
- On October 20, 2020 a Security Operations Officer while monitoring a camera in our Security Operations Centre observed a team of suspects sliding under Parks trucks parked at Erin Mills Twin Arena attempting to steal machinery. Peel Regional Police were called and eventually suspects were identified and apprehended.

There are dozens of incidents over the course of the year where Security Services have made a huge impact both in the safety of citizens and the protection of city property. Security Services has worked to build our relationship with Peel Regional Police and have assisted Peel Police in numerous investigations leading to convictions in criminal cases.

### **Humanitarian Actions**

- The pandemic and economic conditions have resulted in increased mental health issues and homelessness and this can make staff interactions potentially more difficult in dealing with real time issues. To that point, staff continue to receive training on dealing with vulnerable members of the public and are more cognizant of the after effects that the pandemic has had on all citizens within the City.

- Security Services response to our homeless crisis is proactive and compassionate. Our Officers try and obtain placement in a shelter for any patrons in need and wanting this assistance
- Vehicles equipped with an emergency essentials kit for any homeless patrons encountered (that don't want or can't get into a shelter)
- 2021 started with TES Officers saving the lives of two (2) Transit patrons. Two Officers were presented the Rescuers Award by the Canadian Red Cross

### **Operational Excellence – Security Response Metrics in 2020**

The 2020 year presented unique challenges with meeting security response targets including staffing shortages related to COVID and redeploying Core Precinct patrols to assist with city park enforcement related to COVID restrictions (gatherings and use of parks amenities).

With the use of performance metrics, staff have begun to provide a better understanding of the section's performance on response times, allowing more informed decisions related to resource allocation and priorities. Security response times are measured and reported on a monthly basis based on two target categories.

- Category 1 - Core Precinct Security Response Times
  - Target: 95% of all calls for service to be responded to within 5 minutes or less.
  - Actual 2020 response rate achieved: 77%. As noted above, with the challenges from redeploying Core Precinct staff, there was a measurable impact to staff's response times.
- Category 2 – Security Response Times for all other City properties including parks and transit infrastructure
  - Target: 95% of all calls for service to be responded to within 30 minutes or less.
  - Actual 2020 response rate achieved: 90%.

### **Security Awareness and Community Outreach in 2020**

Due to COVID restrictions, in person City staff training and security awareness and outreach events were cancelled in 2020. A new e-learning module is being developed for Personal Safety and Security Awareness (PSSA) and provides general information about staff roles and responsibilities as well as de-escalation techniques.

The *Protective Measures Program* along with collaborative efforts of various City teams aims to mitigate the risk of serious injury to City staff and the public in the event of an emergency situation at a City facility. Due to COVID this program has been paused but will return as soon as possible. The continue deployment of this program, associated training, development of facility plans will continue in late 2021. Drill planning will resume once facilities re-open.

Crime prevention is optimized through a holistic, integrated and community based approach. Over 2020, the *Increased Community and Partner Organization Integration* program has continued to increase integration with key community partners such as Peel Regional Police, Crime Prevention Through Environmental Design (CPTED) Advisory Committee, Integrated Municipal Enforcement Team (IMET) and various internal stakeholders.

### **Security Infrastructure Status in 2020**

The *Physical Security Integrated Management System* (formerly known as Integrated Security System) will be a unified, end-to-end incident and risk management solution that consolidates multiple physical security system platforms into a single interface. The feasibility study and design for short and long term solutions and roadmap were completed in 2020. A business case has been submitted for approval and will be submitted for consideration in next year's budget cycle.

Video surveillance plays a key role in allowing Security Services and Peel Regional Police to keep the City safe. In 2020 the number of video requests totaled 756. As this was the first year tracking data, staff do not have a previous year to treat as a comparable. The process of proactively pulling video from transit buses in the event of an accident or injury accounted for 60% of all video processed. This new process was established in partnership with Risk Management and Transit in order to ensure the City had supporting evidence for injury related lawsuits.

### **2020 Security Incidents**

In 2020 the total number of *Special Occurrence Reports (SORs)* decreased by 20% when compared to 2019. This decline is attributed to COVID restrictions closing many facilities and streamlining the reporting criteria where only significant incidents require full reports. This allows officers to spend more time on the road or in facilities where they can provide the most value. For more details please refer to *Appendix 1: 2020 Security Occurrence Reports*, which provides a breakdown of the total number of SORs issued within each Ward.

In 2020 there was also a decrease in bans imposed under the Trespass to Property Act. Security Services has reported a decrease from 248 bans in 2019 to 184 bans in 2020. The total of under 18 bans decreased from 76 to 25. This decline is attributed the closures of libraries and recreational facilities for much of 2020 related to COVID restrictions. For more details please refer to *Appendix 2: 2019 - 2020 Bans Under the Trespass to Property Act*, which provides the number and reason for bans imposed under the Trespass to Property Act. Security Services reserves bans for serious events and habitual offenders. For minor offenses, the approach of *Inform, Educate and Enforce* is taken.

- First Inform: Advise that a violation has occurred and inquire as to the reasons why.
- Then Educate: Explain the reason for the bylaw/policy and the role of the officer in enforcing the bylaw/policy.

- Finally Enforce: Issue warning notices or infractions, as a last resort, depending on the situation and in keeping with the prescribed protocols.

The aim is to continue this trend in 2021 with officer's interacting with patrons to establish and initiate an appropriate and proportional response to the situations, ensuring that prohibited activity ceases and/or the individual leaves the premises. Enabling the lawful enjoyment of City facilities and the continuity of business operations can be accomplished through education instead of bans.

### 2020 Graffiti Incidents and Removal

Graffiti tracking and mitigation efforts are included as part of the broader security awareness outreach programs - from measuring the effectiveness of prevention strategies for all security incidents as well as to increase collaboration with community groups (e.g. Safe City Mississauga), external stakeholders (e.g. Mississauga Integrated Municipal Enforcement Team (IMET), etc.).

In 2020, there were 703 graffiti incidents reported, which has decrease by 23% from 2019 (911 incidents). The service level for graffiti incidents and removal is defined as the time established for graffiti removal in order of priority from 2 to 5 business days. In 2020 the number of incidents that were removed with the defined service level targets, decreased compared to 2019. As well, the total costs for graffiti removal also decreased compared to costs in 2019.

Incidents where service level targets were not achieved can be attributed to several factors including primarily COVID related restrictions, seasonal weather impacts, staff workloads, reporting system limitations and new user training issues. Additional challenges meeting targets often arise when coordinating cleanup efforts with non-city entities such as utilities (e.g. graffiti on electrical box within a City park). Business lines (e.g. Works Operations & Maintenance, Parks Operations, Building Services & Operations, Transit Enforcement, Compliance & Licensing) will continue to refine these input processes to improve data fidelity for future reports.

	2019	2020
Graffiti Incidents	911	703
Service Level Targets Achieved	70%	60%
Removal Costs	\$146,252	\$124,676

Further detailed analysis can be found in *Appendix 3: 2020 Graffiti Incidents Summary*, which provides a breakdown of Graffiti Incidents reported in 2020.

## Comments

### 2021 Security Program Initiatives and Key Strategic Directions

In 2021, Security Services will continue to concentrate on optimizing the service delivery model through security risk management and preventive program initiatives. This will be achieved by delivering on key strategic actions under three areas of focus, including operational excellence, security awareness and community outreach, and security infrastructure.

#### Operational Excellence key strategic actions:

- Implement effective service delivery oversight and decision-making that will allow the Security Services section to grow and achieve its objectives.
- Enable the development and implementation of a City-Wide Security Policy.
- Further develop and implement continuous improvement initiatives, including the development of Standard Operating Procedures.
- Ensure effective implementation of a Training and Compliance unit with a focus on staff development.
- Implement further Security Occurrence Reporting improvements for better data analysis and staff efficiencies.

#### Security Awareness and Community Outreach key strategic actions:

- Drive to move security initiatives from a reactive workforce to a proactive reduction of crime and community based enforcement.
- Maintain and build a security awareness program engaging communities and staff through town hall meetings, security awareness campaigns and active engagement.
- Continue implementation of the Protective Measures Program.
- Develop a Security Risk Methodology for the City of Mississauga to support key activities and actions based on a priority framework.

#### Security Infrastructure key strategic actions:

- Maintain infrastructure in a state of good repair with an effective maintenance plan.
- Continue the Physical Security Integrated Management System (Integrated Security Systems) project that will enable an end-to-end incident and risk management solution.
- Implement City Hall Security improvements including maintaining and managing the City's access control and intrusion detection system.

## Financial Impact

There are no financial impacts resulting from the Recommendations in this report.

## Conclusion

Security Services optimized services through new program initiatives and continued enhancements throughout 2020. In 2021, Security Services section will continue to focus on the highest quality of service for City staff and the public while delivering value added outcomes in an efficient and effective manner. The Security Services section is committed to taking a strategic approach that will emphasize proactive prevention through engagement and priority based improvements initiatives and activities.

## Attachments

Appendix 1: 2020 Security Occurrence Reports (SORs)

Appendix 2: 2020 and 2019 Bans Under the Trespass to Property Act

Appendix 3: Security Occurrence Definitions

Appendix 4: 2019 Graffiti Incidents Summary



Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Daniel C. Ulrich, CPP, Manager, Security Services

**Facilities & Property Management Division - Security Services**  
**2020 Security Occurrence Reports (SOR's)**

INCIDENT CATEGORIES	Ward 1	Ward 2	Ward 3	Ward 4	Ward 5	Ward 6	Ward 7	Ward 8	Ward 9	Ward 10	Ward 11	Buses & Bus Stops	Other	Grand Total
<b>ACCESS</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
ACCESS	1	0	0	1	0	0	0	0	0	0	0	0	0	2
<b>ACCIDENT</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>20</b>	<b>4</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>3</b>	<b>54</b>
PERSONAL INJURY	2	0	0	10	0	0	0	0	1	0	0	1	0	14
PROPERTY DAMAGE	0	0	1	6	3	2	0	2	0	0	1	4	0	19
VEHICLE (PERSONAL INJURY)	0	0	0	1	0	0	0	0	0	0	0	1	1	3
VEHICLE (PROPERTY DAMAGE)	0	0	0	3	1	5	1	0	2	0	0	4	2	18
<b>ALARM</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>15</b>
ALARM	1	0	2	5	2	0	0	0	2	0	1	0	0	13
DURESS	0	0	0	1	1	0	0	0	0	0	0	0	0	2
<b>ASSAULT</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>0</b>	<b>37</b>
BODILY	0	0	0	4	2	0	2	0	1	0	0	3	0	12
COMMON	1	0	0	7	2	0	0	0	1	0	0	5	0	16
SEXUAL	0	0	0	1	1	1	0	0	1	0	0	0	0	4
WEAPONS	0	0	0	3	0	0	0	0	0	0	0	2	0	5
<b>COVID-MASK</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>12</b>
COVID-MASK	0	0	0	5	3	0	0	1	1	0	0	2	0	12
<b>DISTURBANCE</b>	<b>114</b>	<b>56</b>	<b>33</b>	<b>155</b>	<b>75</b>	<b>45</b>	<b>40</b>	<b>24</b>	<b>29</b>	<b>17</b>	<b>39</b>	<b>103</b>	<b>11</b>	<b>741</b>
DISPUTE : OPERATOR/PASSENGER	0	0	0	2	0	0	0	2	1	0	0	33	0	38
DISPUTE : PASSENGER/PASSENGER	0	0	0	1	1	0	0	0	1	0	0	6	0	9
DRUGS : FENTANYL	0	0	0	2	0	0	0	0	0	0	0	0	0	2
DRUGS : MARIJUANA	0	1	2	3	0	1	0	0	0	2	0	1	0	10
DRUGS : OTHER	1	0	0	2	4	0	0	0	1	0	0	4	0	12
DRUNKENNESS	1	2	1	16	2	2	2	1	3	0	0	9	3	42
FIGHTING	1	1	0	4	0	0	1	0	0	0	0	2	1	10
HARASSMENT	2	1	1	10	2	1	0	2	1	0	0	3	0	23
INDECENT BEHAVIOUR	1	0	0	2	0	0	1	0	2	0	0	5	0	11



LIQUOR OFFENCE	5	1	1	5	3	0	1	2	0	0	0	6	0	24
MISCHIEF : (CITY PROPERTY) MISCHIEF OVER \$5000	0	0	0	0	0	1	0	0	0	0	0	2	0	3
MISCHIEF : (CITY PROPERTY) MISCHIEF UNDER \$5000	6	1	1	22	6	4	0	1	3	2	3	16	2	67
MISCHIEF : (NON-CITY PROPERTY) MISCHIEF UNDER \$5000	1	0	0	0	2	0	0	0	0	0	0	0	0	3
MISCHIEF : MISCHIEF ENDANGER LIFE	2	0	0	0	5	0	1	1	1	0	0	0	0	10
NOISE	0	0	0	2	0	1	2	0	0	0	0	1	0	6
OFFENSIVE MATERIAL	1	0	0	0	0	0	0	0	0	0	0	0	0	1
OFFENSIVE MATERIAL : HATE	0	0	0	1	0	0	0	0	0	0	0	0	0	1
POSSESSION OF A WEAPON	0	0	0	0	0	0	0	0	0	0	0	0	1	1
PROHIBITED ACTIVITY : BY-LAW INFRACTION	54	29	17	27	20	17	14	4	1	7	15	2	1	208
PROHIBITED ACTIVITY : ENTER/REMAIN AFTER CLOSING	21	11	0	6	5	8	4	0	0	2	13	0	0	70
PROHIBITED ACTIVITY : FAIL TO COMPLY WITH ORDER BY STAFF	1	0	0	1	1	0	0	0	2	0	0	1	0	6
PROHIBITED ACTIVITY : OPERATE/USE SOUND AMPLIFICATION EQUIPMENT	0	0	0	2	0	0	0	0	0	0	0	0	0	2
PROHIBITED ACTIVITY : PERMIT DISPUTE	0	0	0	0	0	0	1	2	0	0	1	0	0	4
PROHIBITED ACTIVITY : VIOLATE RESPECTFUL WORKPLACE POLICY	0	0	0	2	5	1	1	0	3	0	0	0	0	12
PROHIBITED ACTIVITY : VIOLATION OF FACILITY RULES	6	3	4	14	11	2	7	1	5	1	1	0	0	55
SOLICITING	0	0	0	1	0	0	0	0	0	0	0	0	0	1
SUSPICIOUS ACTIVITY	8	5	6	25	8	5	4	6	5	3	6	2	2	85
SUSPICIOUS PACKAGE	1	0	0	1	0	0	0	0	0	0	0	0	0	2
UNAUTHORIZED ADVERTISING	0	0	0	2	0	0	0	0	0	0	0	1	0	3
UTTERING THREATS	2	1	0	2	0	2	1	2	0	0	0	9	1	20
<b>EMERGENCY/911</b>	<b>8</b>	<b>0</b>	<b>3</b>	<b>17</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>38</b>
ASSIST LAW ENFORCEMENT	1	0	1	2	1	0	0	0	0	0	0	1	0	6
FATALITY ON PREMISE	1	0	0	0	0	0	0	0	0	0	0	0	0	1
GAS LEAK	1	0	0	0	0	0	0	0	0	0	0	0	0	1
MISSING PERSON : FOUND	2	0	0	1	0	0	0	0	0	0	0	1	0	4
PERSON(S) TRAPPED (ELEVATOR)	0	0	0	3	0	0	0	1	0	0	0	0	0	4
SMOKE/FIRE	3	0	2	11	3	1	0	2	0	0	0	0	0	22
<b>FRAUD</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
FRAUD	0	0	0	0	0	0	0	0	0	0	0	1	0	1
<b>GRAFFITI</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>10</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>30</b>
CITY PROPERTY : GANG	0	0	0	0	0	0	0	2	0	0	1	0	0	3
CITY PROPERTY : HATE	1	1	0	0	0	0	0	0	1	1	1	2	0	7
CITY PROPERTY : OFFENSIVE	0	0	1	2	0	1	0	0	2	0	1	0	0	7

CITY PROPERTY : OTHER	0	0	0	2	0	0	0	0	0	0	1	0	0	3
CITY PROPERTY : TAGGING	1	0	1	6	1	1	0	0	0	0	0	0	0	10
<b>MEDICAL</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>52</b>	<b>11</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>2</b>	<b>100</b>
MEDICAL	4	1	1	52	11	2	5	3	3	0	0	16	2	100
<b>ROBBERY</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
ROBBERY	0	0	0	1	0	0	0	0	0	0	0	0	0	1
<b>THEFT</b>	<b>0</b>	<b>1</b>	<b>6</b>	<b>16</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>50</b>
(CITY PROPERTY) OVER \$5000	0	0	1	0	1	1	0	2	1	0	0	0	0	6
(CITY PROPERTY) UNDER \$5000	0	0	1	4	3	1	0	3	0	0	0	1	0	13
(NON CITY PROPERTY) OVER \$5000	0	0	0	0	1	0	0	1	0	0	0	0	0	2
(NON CITY PROPERTY) UNDER \$5000	0	1	4	8	0	3	0	0	0	0	1	0	0	17
ATTEMPTED	0	0	0	2	1	1	0	0	0	1	3	0	0	8
BICYCLE	0	0	0	0	0	0	0	0	0	0	1	0	0	1
LOCKER	0	0	0	2	0	0	1	0	0	0	0	0	0	3
<b>TRANSIT</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>72</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>51</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>26</b>	<b>5</b>	<b>175</b>
ASSIST PASSENGER	1	1	0	19	2	1	0	0	0	0	0	10	1	35
FARE OFFENCE : GIVE/LEND TRANSFER TO SOMEONE	0	0	0	1	0	0	0	1	0	0	0	0	0	2
FARE OFFENCE : RIDE BUS W/O TENDERING FARE	0	0	0	2	1	0	0	0	0	0	0	5	0	8
FARE OFFENCE : USE INVALID/EXPIRED PASS/TICKET	0	0	0	0	0	0	0	0	0	0	0	1	1	2
FARE OFFENCE : USE UNAUTHORIZED PASS/TICKET/TRANSFER	0	0	0	2	0	0	0	1	0	0	0	0	1	4
INTERFERE WITH BUS OPERATION	0	0	0	2	1	0	0	0	0	0	0	2	2	7
PEDESTRIAN ON TRANSITWAY	0	0	0	0	0	0	0	0	0	0	0	1	0	1
SMOKING ON TRANSIT PROPERTY	0	0	1	7	2	0	0	0	0	0	0	2	0	12
SMOKING ON TRANSIT PROPERTY : MARIJUANA	0	0	0	2	0	0	0	0	0	0	0	0	0	2
UNAUTHORIZED VEHICLE ON TRANSIT PROPERTY	0	2	0	37	3	0	0	46	3	0	0	1	0	92
UNAUTHORIZED VEHICLE ON TRANSITWAY	0	0	1	0	2	0	0	3	0	0	0	4	0	10
<b>TRESPASSING</b>	<b>8</b>	<b>3</b>	<b>9</b>	<b>20</b>	<b>9</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>8</b>	<b>82</b>
FORCED ENTRY	0	1	0	3	1	1	0	2	1	1	2	0	1	13
FORCED ENTRY (ATTEMPTED)	1	0	0	0	1	0	0	0	0	0	2	0	0	4
TRESPASSER ON SITE (BANNED PERSON)	2	2	8	9	5	0	6	0	1	1	0	5	2	41
TRESPASSING (NOT FORCED)	5	0	1	8	2	1	1	0	0	0	1	0	5	24
<b>WINDOW HUB</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
TAXI CHIT	0	0	0	0	0	0	0	0	1	0	0	0	0	1
<b>GRAND TOTAL</b>	<b>142</b>	<b>65</b>	<b>59</b>	<b>390</b>	<b>132</b>	<b>67</b>	<b>56</b>	<b>94</b>	<b>51</b>	<b>21</b>	<b>55</b>	<b>178</b>	<b>29</b>	<b>1339</b>

Facilities & Property Management Division

Security Services

2020 vs 2019 Bans Under the Trespass to Property Act

REASON FOR BAN	2019 Under 18	2019 Total	2020 Under 18	2020 Total
ASSAULT : BODILY	2	7	0	3
ASSAULT : COMMON	3	12	0	5
ASSAULT : SEXUAL	0	1	0	0
ASSAULT : WEAPONS	0	0	0	1
COVID-MASK	0	0	0	1
DISTURBANCE : DISPUTE	0	1	0	0
DISTURBANCE : DISPUTE : OPERATOR/PASSENGER	0	3	0	4
DISTURBANCE : DISPUTE : PASSENGER/PASSENGER	0	0	0	0
DISTURBANCE : DRUGS : FENTANYL	0	0	0	1
DISTURBANCE : DRUGS : MARIJUANA	4	9	2	6
DISTURBANCE : DRUGS : OTHER	0	1	0	1
DISTURBANCE : DRUNKENNESS	0	11	0	6
DISTURBANCE : FIGHTING	10	13	1	3
DISTURBANCE : HARASSMENT	0	1	0	2
DISTURBANCE : INDECENT BEHAVIOUR	0	3	0	0
DISTURBANCE : LIQUOR OFFENCE	0	13	0	12
DISTURBANCE : NOISE	0	0	0	0
DISTURBANCE : MISCHIEF : (CITY PROPERTY) MISCHIEF OVER \$5000	0	1	0	0
DISTURBANCE : MISCHIEF : (CITY PROPERTY) MISCHIEF UNDER \$5000	5	6	0	5
DISTURBANCE : MISCHIEF : MISCHIEF ENDANGER LIFE	3	3	0	0
DISTURBANCE : OFFENSIVE MATERIAL : HATE	0	0	0	0
DISTURBANCE : POSSESSION OF A WEAPON	2	3	0	1
DISTURBANCE : PROHIBITED ACTIVITY	6	22	0	0
DISTURBANCE : PROHIBITED ACTIVITY : BY-LAW INFRACTION	3	17	7	23
DISTURBANCE : PROHIBITED ACTIVITY : ENTER/REMAIN AFTER CLOSING	3	10	4	20
DISTURBANCE : PROHIBITED ACTIVITY : FAIL TO COMPLY WITH ORDER BY STAFF	2	5	1	5
DISTURBANCE : PROHIBITED ACTIVITY : RESPECTFUL WORKPLACE POLICY	6	15	0	6
DISTURBANCE : PROHIBITED ACTIVITY : VIOLATION OF FACILITY RULES	6	21	5	24
DISTURBANCE : SOLICITING	0	1	0	0
DISTURBANCE : SUSPICIOUS ACTIVITY	2	4	0	4
DISTURBANCE : UTTERING THREATS	3	12	0	5
EMERGENCY/911 : ASSIST LAW ENFORCEMENT	0	1	0	1
GRAFFITI : CITY PROPERTY : HATE	0	0	0	0
GRAFFITI : CITY PROPERTY : OTHER	0	0	0	0
MEDICAL	0	1	0	0
ROBBERY	1	2	0	0
THEFT : ATTEMPTED	0	0	0	0
THEFT : LOCKER	0	0	0	0
THEFT : (CITY PROPERTY) UNDER \$5000	0	2	0	0
THEFT : (NON CITY PROPERTY) OVER \$5000	2	2	0	0
THEFT : (NON CITY PROPERTY) UNDER \$5000	1	3	1	2
TRANSIT : FARE OFFENCE : RIDE BUS W/O TENDERING FARE	0	0	0	2
TRANSIT : INTERFERE WITH BUS OPERATION	0	0	0	1
TRANSIT : SMOKING ON TRANSIT PROPERTY	0	3	0	4
TRANSIT : SMOKING ON TRANSIT PROPERTY : MARIJUANA	0	0	0	1
TRESPASSING : FORCED ENTRY	1	4	2	12
TRESPASSING : TRESPASSER ON SITE (BANNED PERSON)	11	35	2	23
Grand Total	76	248	25	184

### Security Occurrence Definitions

Category	Definition
ACCESS : DENIED	Substantiation and justification of denial of access to a contractor or staff member.
ACCIDENT : PERSONAL INJURY	Any personal injury where city staff/facility/or action or inaction may have caused the injury
ACCIDENT : PROPERTY DAMAGE	Any accident that damages City Property - Not including any person
ACCIDENT : VEHICLE (PERSONAL INJURY)	Any accident involving a vehicle and a person, where the person was injured (1staid +)
ACCIDENT : VEHICLE (PROPERTY DAMAGE)	Any accident that damages city assets that involves a vehicle
ALARM : GENERAL	Incidents where security responds to facility (not duress) alarms and must take action to disarm or reset
ALARM : DURESS	Incidents where a duress alarm is activated (eg code blue station or panic button)
ASSAULT : BODILY	An assault that causes bodily harm to a person.
ASSAULT : COMMON	An assault that does not result in a serious injury, ie pushing someone.
ASSAULT : SEXUAL	Sexual assault is defined as sexual contact with another person without that other person's consent.
ASSAULT : WEAPONS	An assault committed using a weapon.
COVID-MASK	Any person in violation of COVID related restrictions including wearing a mask within a facility/transit.
DISTURBANCE : DISPUTE : OPERATOR/PASSENGER	A dispute between a Transit Operator and a passenger causing a disturbance.
DISTURBANCE : DISPUTE : PASSENGER/PASSENGER	A dispute between two passengers on Transit property causing a disturbance.
DISTURBANCE : DRUGS : MARIJUANA	Persons using or impaired by marijuana
DISTURBANCE : DRUGS : OTHER	Persons using or impaired by drugs
DISTURBANCE : DRUNKENNESS	Persons using or impaired by alcohol
DISTURBANCE : FIGHTING	Persons who have consented to a fight
DISTURBANCE : HARASSMENT	Persons engaging in pattern of conduct that causes another person to reasonably fear for their safety or others around them
DISTURBANCE : INDECENT BEHAVIOUR	Behaviour that is deemed to be insulting or offensive and may include indecent exposure of genitals
DISTURBANCE : LIQUOR OFFENCE	Person consuming alcohol in a facility or park without a permit
DISTURBANCE : MISCHIEF : MISCHIEF OVER \$5000	The intentional damage of property, excluding graffiti, over \$5000 in damages.
DISTURBANCE : MISCHIEF : MISCHIEF UNDER \$5000	The intentional damage of property, excluding graffiti, under \$5000 in damages.
DISTURBANCE : MISCHIEF : MISCHIEF ENDANGER LIFE	Any person who destroys or damages property that causes actual danger to life.
DISTURBANCE : NOISE	Persons creating excessive noise resulting in a disturbance to others. Eg. Students yelling in a library study zone. Does not include sound amplification equipment.
DISTURBANCE : OFFENSIVE MATERIAL	Distribution of material deemed to be offensive (explicit images/words) excluding hate material
DISTURBANCE : OFFENSIVE MATERIAL : HATE	Distribution of material deemed to be targeting identifiable groups
DISTURBANCE : POSSESSION OF A WEAPON	A person who carries or possesses a weapon, an imitation of a weapon, a prohibited device or any ammunition or prohibited ammunition for a purpose dangerous to the public peace or for the purpose of committing an offence.

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**Appendix 3  
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DISTURBANCE : PROHIBITED ACTIVITY : BY-LAW INFRACTION	Any other By Law infraction the specifics of which are to be detailed in the SOR
DISTURBANCE : PROHIBITED ACTIVITY : ENTER/REMAIN AFTER CLOSING	A person who is not authorized to be in a park or facility after normal operating hours have ended
DISTURBANCE : PROHIBITED ACTIVITY : FAIL TO COMPLY WITH ORDER BY STAFF	A person who has not complied with directions issued by city staff
DISTURBANCE : PROHIBITED ACTIVITY : OPERATE/USE SOUND AMPLIFICATION EQUIPMENT	A person or persons engaged in the use of sound amplification equipment who do not have a permit to do so
DISTURBANCE : PROHIBITED ACTIVITY : PERMIT DISPUTE	A person, or persons engaged in a dispute surrounding a permitted space, or activity
DISTURBANCE : PROHIBITED ACTIVITY : VIOLATE RESPECTFUL WORKPLACE POLICY	A person who has violated the respectful workplace policy who is not city staff
DISTURBANCE : PROHIBITED ACTIVITY : VIOLATION OF FACILITY RULES	A person who does not comply with the rules of a facility
DISTURBANCE : SOLICITING	A person requesting or attempting to sell goods/services without a permit
DISTURBANCE : SUSPICIOUS ACTIVITY	A person or event which is deemed suspicious in nature
DISTURBANCE : SUSPICIOUS PACKAGE	An item which is out of place, unusual in nature or suspected of being an explosive device
DISTURBANCE : UNAUTHORIZED ADVERTISING	Advertising on City property that has not been authorized, i.e. flyers taped to shelters or library doors.
DISTURBANCE : UTTERING THREATS	A person who, in any manner, utters, conveys or causes any person to receive a threat. Includes gestures such as hand motions.
EMERGENCY/911 : BOMB THREAT	Threat of a bomb on City property
EMERGENCY/911 : FATALITY ON PREMISE	A fatality on City property
EMERGENCY/911 : GAS LEAK	A gas leak on City property
EMERGENCY/911 : HOLD & SECURE	A hold & secure event issued by (police, security or City staff) in response to a threat
EMERGENCY/911 : MISSING PERSON : FOUND	Missing person located
EMERGENCY/911 : MISSING PERSON : REPORTED	Missing person reported
EMERGENCY/911 : PERSON(S) TRAPPED (ELEVATOR)	Person(s) trapped in elevator
EMERGENCY/911 : SMOKE/FIRE	Any report of smoke/fire
FRAUD	Falsified or forged fare media, attempts to solicit funds from city staff or patrons through illegitimate means
GRAFFITI : GANG	Used by Gangs to mark territory
GRAFFITI : HATE	Conveys political messages, racial, religious or ethnic slurs
GRAFFITI : OFFENSIVE	Drawings, messages, etc. that are explicit and/or obscene.
GRAFFITI : MURAL	A very large image, such as a painting or enlarged photograph
GRAFFITI : OTHER	Does not fit any of the above

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**Appendix 3  
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GRAFFITI : TAGGING	Use of Repeated use of a symbol or a series of symbols that acts as a signature
MEDICAL	Any injury requiring 1st Aid and/or Evacuation by ambulance for a party - where city assets are not suspected as the cause
ROBBERY	Theft with the threat of violence and/or with a weapon
THEFT : OVER \$5000	Theft of property over \$5000
THEFT : UNDER \$5000	Theft of property under \$5000
THEFT : ATTEMPTED	An unsuccessful effort to commit a theft. ie, person interrupted while trying to break in to a locker.
THEFT : BICYCLE	The illegal removal of a bicycle
THEFT : LOCKER	Theft from a locker
TRANSIT : ASSIST PASSENGER	Any sort of informational or physical assistance worthy of capture in a report to a passenger
TRANSIT : BRING UNMUZZLED DOG ON TRANSIT PROPERTY	Bring un-muzzled dog on Transit property. Note that service dogs are exempt from this requirement.
TRANSIT : FARE OFFENCE : RIDE BUS W/O TENDERING FARE	Failure to tender fare
TRANSIT : FARE OFFENCE : USE INVALID/EXPIRED PASS/TICKET	Use of invalid/expired pass/ticket
TRANSIT : FARE OFFENCE : USE UNAUTHORIZED PASS/TICKET/TRANSFER	Use of unauthorized pass/ticket/transfer
TRANSIT : INTERFERE WITH BUS OPERATION	Interfering with the operation of a bus or the Operator
TRANSIT : PEDESTRIAN ON TRANSITWAY	Pedestrian on Transitway
TRANSIT : SMOKING ON TRANSIT PROPERTY	Smoking on Transit property including buses, shelters and stations. Does not include Marijuana.
TRANSIT : SMOKING ON TRANSIT PROPERTY : MARIJUANA	Smoking Marijuana on Transit property including buses, shelters and stations.
TRANSIT : UNAUTHORIZED VEHICLE ON TRANSIT PROPERTY	Unauthorized vehicle on transit property excluding the Transitway
TRANSIT : UNAUTHORIZED VEHICLE ON TRANSITWAY	Unauthorized vehicle on transit way
TRESPASSING : FORCED ENTRY	Persons successful in entering a City property by force
TRESPASSING : FORCED ENTRY (ATTEMPTED)	Persons unsuccessful in entering a City property by force
TRESPASSING : TRESPASSER ON SITE	Unauthorized persons found on City property however not by forced entry. May include persons who have been banned from a property/facility.
WINDOW HUB : TAXI CHIT	Any person issued a taxi chit as part of the Open Window Hub at-risk/homeless assistance program.

**2020 Graffiti Incidents**

There were 703 reported graffiti incidents in 2020 representing a 23% decrease compared to 2019's total of 909.

**Incidents by Location**

The total numbers of incidents by location are listed in the table below:

<b>Graffiti Incidents by Location</b>		
<b>Location</b>	<b>Total # of Incidents</b>	<b>Total % of Incidents</b>
City Road Allowances*	370	53%
City Parks	195	28%
City Properties	38	5%
Utilities	35	5%
Private Property	52	7%
Bus Shelters	13	2%
<b>TOTAL</b>	<b>703</b>	<b>100%</b>

\*City road allowances include utility, communication and postal companies' property and equipment.

**Incidents by Ward**

The following table provides the total number of graffiti incidents by ward:

Graffiti Incidents by Ward				
	2019		2020	
Ward	# Reported Incidents	% of Total	# Reported Incidents	% of Total
1	81	10%	94	13%
2	45	6%	64	9%
3	45	6%	91	13%
4	90	11%	57	8%
5	27	3%	18	3%
6	18	2%	16	2%
7	36	4%	42	6%
8	27	3%	24	3%
9	45	6%	48	7%
10	45	6%	42	6%
11	36	4%	24	3%
Unreported*	314	38%	183	26%

*\*Note: Because roads span across multiple wards, the graffiti tracking system is unable to attribute wards to most city road allowance incidents.*



**Incidents by Graffiti Types**

The following table provides the breakdown of the graffiti incidents by type:

<b>Graffiti Incidents by Type</b>		
<b>Type</b>	<b>Number of Incidents</b>	<b>%</b>
Inoffensive	15	2%
Tagging	106	15%
Offensive	92	13%
Gang	65	9%
Hate	2	<1%
Mural	0	0%
Not Reported	423	60%
<b>TOTAL</b>	<b>703</b>	<b>100%</b>

**Definitions of Graffiti Types**

<b>Type of Graffiti</b>	<b>Description</b>	<b>Removal Service Level</b>
<b>Hate</b>	Conveys political messages, racial, religious or ethnic slurs	Within 2 business days
<b>Offensive</b>	Drawings, messages, etc. that are obscene, lewd or indecent	Within 2 business days
<b>Tagging</b>	Repeated use of a symbol or initials	Within 5 business days
<b>Gang</b>	Markings associated with gangs or to mark territory	Within 5 business days
<b>Mural</b>	Large images, such as a paintings or designs, resembling intricate artwork	Within 5 business days
<b>Inoffensive</b>	Drawings or markings or messaging that deface property	Within 5 business days

*Note: There is no nationally recognized standard for graffiti classification; however the above types are consistent with other municipalities and law enforcement agencies in the Region of Peel as well as the Greater Toronto Area.*

**Graffiti Removal Targets**

- Hate – removal within 2 business days
- Offensive – removal within 2 business days
- Gang – removal within 5 business days
- Tagging – removal within 5 business days
- Mural – removal within 5 business days
- Inoffensive –removal within 5 days

The following is a breakdown of the 2019 service level targets by location:

<b>Graffiti SLA Targets by Location</b>			
<b>Location</b>	<b>Total # of Incidents</b>	<b>SLA Target Achieved</b>	<b>%</b>
City Road Allowances	370	165*	45%
City Parks	195	159	82%
City Properties	38	23	61%
Utilities	35	34	97%
Private Property	52	N/A**	
Bus Shelters	13	N/A***	
<b>TOTAL</b>	<b>703</b>	<b>381</b>	<b>60%</b>

\* Data used for the 2020 SLA Target Achieved is based upon date of invoice verification from the graffiti removal vendor, not actual service date of graffiti removal, which is completed in advance of invoice verification. This process was modified in the latter portion of 2020 to reflect actual service levels achieved. Preliminary SLA Target Achieved for 2021, year to date, is above 90%.

\*\*Service levels for removal of graffiti from private property is based on the Property Standards By-law specifications, which are different from the service levels set for City owned properties.

\*\*\*Graffiti on bus shelters is managed by a third party company. The process of tracking this information more effectively is being examined for 2021.

Notifications of graffiti incidents are now forwarded directly to the business unit responsible for removal:

<b>Business Unit/Division</b>	<b>Graffiti Location</b>
<b>Works Operations and Maintenance</b>	<ul style="list-style-type: none"> <li>• City Road Allowances</li> <li>• Utility &amp; Communication Companies' property or equipment or Canada Post property</li> </ul>
<b>Parks Operations</b>	City Parks
<b>Building Services and Operations</b>	City Buildings
<b>Third Party Company</b>	Bus Shelters
<b>Compliance and Licensing</b>	Private Property

### **Removal Costs**

In 2020, the total cost for graffiti removal was \$124,676. This included both contracted vendors as well as staff labour costs.

The total cost for contracted vendor graffiti removal services was \$92,373:

<b>Graffiti Removal Costs:</b>	
<b>Contracted Vendor</b>	
<b>Location</b>	<b>Cost 2020</b>
City Road Allowance and City Parks	\$87,867
City Properties	\$4,506
<b>TOTAL</b>	<b>\$92,373</b>

The total staff labour cost associated with graffiti removal was \$32,303:

<b>Graffiti Removal Costs:</b>	
<b>Staff Labour</b>	
<b>Unit</b>	<b>Cost 2020</b>
Parks Operations	\$3,728
Works Operations	\$27,812
Facilities Operations	\$763
<b>TOTAL</b>	<b>\$32,303</b>

# City of Mississauga Corporate Report



9.3

Date: March 19, 2021

To: Chair and Members of General Committee

From: Shari Lichterman, CPA, CMA, Commissioner of  
Community Services

Originator's files:

Meeting date:  
April 14, 2021

## Subject

**Single Source Contract Award for the Supply and Delivery of Fire Suppression Bunker Gear for Mississauga Fire and Emergency Services (MFES)**

## Recommendation

1. That the Corporate Report entitled "Single Source Contract Award for the Supply and Delivery of Fire Suppression Bunker Gear for Mississauga Fire and Emergency Services" dated March 19, 2021 from the Commissioner of Community Services be approved.
2. That the Purchasing Agent be authorized to execute a contract with Starfield Lion for a two year period ending March 31, 2023, in the estimated amount of \$666,000.00.

## Executive Summary

- MFES employs over 650 fire suppression personnel. Each firefighter is issued two sets of bunker gear.
- An interim extension to PPE Solutions, who supplies Starfield Lion products, was completed to extend the contract for six months until June 30, 2020. A competitive procurement process was not feasible in 2020 due to COVID-19 restrictions preventing wear testing.
- PPE Solutions Inc. was contacted for further extension, but they were closing their business and cannot accept a further extension to the contract. Starfield Lion (manufacturer) has agreed to supply the City directly. The City conducted a single source contract with Starfield Lion from June 30, 2020, until March 31, 2021.
- A competitive procurement process is still not feasible at this time due to COVID-19 restrictions preventing wear testing.
- This report requests approval to enter into a contract with Starfield Lion on a single source basis to ensure a consistent supply for a two (2) year contract ending March 2023, when a competitive process can be completed.

## Background

MFES employs over 650 fire suppression personnel. Each firefighter is issued two sets of bunker gear. The lifecycle of bunker gear is 10 years, as prescribed by the National Fire Protection Association (NFPA). With the staggering of new hires/retirees, MFES annual purchases vary from year to year.

A competitive procurement process in 2014 resulted in an award to PPE Solutions Inc., a distributor of products manufactured by Starfield Lion. The contract was for a five-year term with the option to extend for five years. Due to changes to specifications and price increases, a competitive procurement process was preferred for the longer term. An interim extension was completed to extend the contract for six months until June 30, 2020. A competitive procurement process was not feasible in 2020 due to COVID-19 restrictions preventing wear testing.

PPE Solutions Inc. was contacted for further extension, but they were closing their business and cannot accept a further extension to the contract. Starfield Lion (manufacturer) has agreed to supply the City directly. The City conducted a single source contract with Starfield Lion from June 30, 2020, until March 31, 2021.

This report requests approval to enter into a contract with Starfield Lion on a single source basis to ensure a consistent supply for two years. The bunker gear, as manufactured by Starfield Lion, is exclusive to them and not available from any other source. A competitive procurement process is not feasible at this time due to COVID-19 restrictions preventing wear testing.

## Comments

Schedule A, Section 1 of the Purchasing By-law #374-2006 provides for single sourcing wherein it states: (a) the Goods and/or Services are only available from one supplier by reason of (iii) the existence of exclusive rights such as patent, copyright or license.

Materiel Management has reviewed this report and supports the recommendation from a procurement perspective.

## Financial Impact

The annual estimated cost is \$282,618 plus a \$50,000 contingency to be absorbed within existing MFES operating budget.

## Conclusion

Given the restrictions related to the COVID 19 pandemic, it is not possible to conduct appropriate testing and evaluation of new bunker gear. Therefore, a competitive procurement process is not recommended at this time. Starfield Lion, the manufacturer of the currently used bunker gear, is recommended for contract award on a single source basis to ensure a consistent supply of the currently used products until appropriate testing and evaluation can be completed.



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Shari Lichterman, CPA, CMA, Commissioner of Community Services

Prepared by: John Crozier, Assistant Chief, Capital Assets

Date: April 1, 2021

To: Chair and Members of General Committee

From: Geoff Wright, P.Eng, MBA, Commissioner of  
Transportation and Works

Originator's files:

MG.23.REP  
RT.10.Z-VAR

Meeting date:

April 14, 2021

## Subject

**Lakefront Parking Review (Wards 1 and 2)**

## Recommendation

That the Administrative Penalty By-law (0282-2013) as amended, and the Traffic By-law (0555-2000) as amended, be further amended to establish increased penalties of \$100 for parking, standing and stopping infractions in a "Lakefront Increased Penalty Zone", excluding overnight parking infractions, which will include all local roadways, City parks and municipal parking lots south of Lakeshore Road, from the east City limits to Meadow Wood Road, between the period of May 1<sup>st</sup> to September 30<sup>th</sup> as outlined in the report from the Commissioner of Transportation and Works, dated April 1, 2021 and entitled "*Lakefront Parking Review (Wards 1 and 2)*".

## Executive Summary

- A working group was established as directed by Council, to review the issue of overcrowded parking at lakefront parks and spillover parking in adjacent neighbourhoods, and to identify potential measures to promote parking compliance in this identified area.
- Staff are recommending the establishment of a 'Lakefront Increased Penalty Zone' within a specified area south of Lakeshore Road, whereby administrative penalty amounts will be increased to \$100 from May 1<sup>st</sup> to September 30<sup>th</sup>.

## Background

During the spring, summer and early fall months, a number of visitors are drawn to the City's Lakefront to make use of the parks, trails and amenities, resulting in capacity issues with existing parking availability in the parks. The Covid-19 pandemic beginning in March 2020, resulted in increased utilization of parks and natural areas as many other indoor recreational opportunities were limited. The parking pressures in the waterfront parks significantly increased. Consequently, there was, and continue to be overflow parking in adjacent residential neighbourhoods that result in traffic congestion and an increase in illegal parking.

In response to ongoing concerns expressed by local residents, and in an effort to address the issue in a holistic manner, Councillor Ras moved the following motion on September 23, 2020:

*GC-0169-2020*

- 2. That a working group be created consisting of the area Councillors and staff from Parks and Enforcement and any other appropriate sections to take a holistic approach to reviewing parking in Lakefront parks.*

## Comments

As directed by Council, a working group was established consisting of staff from Parks, Forestry and Environment; Legal Services; Strategic Communications; Enforcement; and, Traffic Management and Municipal Parking. The group met a number of times to discuss the issue of parking along the lake and what measures could be taken to address the issue. Councillors Dasko (Ward 1) and Ras (Ward 2) were included in the process to provide input from the perspective of their constituents.

### Traffic Management and Municipal Parking:

The Council-approved Parking Master Plan identifies the current and future needs of parking across the City, however specific parking operational issues in key areas of the City have been addressed through area specific parking strategies. The City of Mississauga Parking Master Plan Strategy – Phase II: Port Credit and Lakeview provided recommendations for a number of parking regulatory changes in Port Credit. Phase 1 of the Port Credit plan has been implemented. The implementation of Phase 2 will address paid parking at select locations on local roadways, in City parks and municipal parking lots. However, the roll out of this phase will extend beyond 2021 and will not immediately address the parking issues identified.

The Quiet Streets initiative was piloted in 2020 as part of the Road Safety program. Its purpose is to identify local roadway entrances and aid in road safety. Road Safety staff will look for opportunities to overlap this program at appropriate locations in the Lakefront area.

Staff continue to address resident-initiated roadway and neighbourhood specific concerns through the City's parking petition process and general provisions within the Traffic By-law.

### Parks Forestry and Environment:

Steps continue to be taken in City parks to deter illegal parking through improved infrastructure such as heightened concrete curbs.

Parks staff, in conjunction with Realty Services, have approached the Peel District and Dufferin-Peel Catholic District School Boards to identify and secure auxiliary parking at area schools in order to accommodate overflow parking. To date, there is one school agreement in place,



however there are an additional six schools identified as potential locations within close proximity to lakefront parks.

#### Enforcement:

Proactive enforcement operations will be initiated with dedicated officers assigned to the Lakefront Increased Penalty Zone. Service levels will vary based on observed activity in the Parks and adjacent neighbourhoods.

In consultation with Parks, Forestry and Environment; Traffic Management and Municipal Parking; and, Fire & Emergency Services, Parking Enforcement will identify trouble areas and conduct first offence towing operations. The focus of first offence towing operations will be prioritized in the following order:

- Safety (e.g. fire routes, congested roadways or double sided on-street parking that impedes emergency vehicle access)
- Prohibited parking (e.g. no parking, no stopping zones)
- On street 5-hour parking violations.

The current administrative penalties related to City parks, on-street and signed prohibited parking violations range from \$30.00 to \$55.00.

#### Lakefront Increased Penalty Zone:

Staff are recommending an identified zone along the lake whereby administrative penalties for parking, standing and stopping infractions will be increased to \$100 during the spring, summer and fall months to promote compliance with existing parking regulations in the Traffic By-law. Existing administrative penalties that currently exceed \$100, will remain unchanged. Additionally, overnight parking infractions between 2:00 A.M. and 6:00 A.M. will not be subject to the increased penalties.

The recommended area is defined as all City parks, parking lots and roadways south of Lakeshore Road, from the east City limits to Meadow Wood Road, which will include Meadow Wood Park and Watersedge Park.

The recommended timeframe is May 1<sup>st</sup> to September 30<sup>th</sup>. This will focus the enforcement measures on the high traffic months from late spring to early fall.

#### By-law Amendments:

To establish a “Lakefront Increased Penalty Zone”, amendments to the Administrative Penalty By-law and Traffic By-law are required.

- Add a new definition of “Lakefront Increased Penalty Zone” to the Traffic By-law, which will include the area south of Lakeshore Road, from the east City limits to Meadow Wood Road.
- Add a new Schedule to the Administrative Penalty By-law, which lists the applicable provisions from the Traffic By-law, the corresponding short form wordings, and the amount of the increased penalties that will be payable in the Lakefront Increased Penalty Zone (\$100).
- Create two categories / types of penalties in the Penalties section of the Traffic By-law: 1) the increased penalties payable in the Lakefront Increased Penalty Zone (to be set out in the new schedule added to the Administrative Penalty By-law); and 2) the regular amounts payable in the rest of the City (as currently set out in the applicable Administrative Penalty By-law schedule).

## Engagement and Consultation

A public notification and signage plan will be utilized along Lakeshore Road and throughout the City to enforce and advise local residents and visitors of the increased administrative penalties in the Lakefront Increased Penalty Zone.

## Financial Impact

Administrative penalty amounts will be increased to \$100 from May 1<sup>st</sup> to September 30<sup>th</sup> within the specific area south of Lakeshore Road. The financial revenue impact is undetermined as it remains unknown the extent to which undesired behavior will be deterred by increased penalties.

Sign installations, as well as signs and advertising associated with the communications plan are estimated to cost \$8,000 and will be accommodated within the 2021 Operating Budget in the Works Operations’ cost center 23978 and the Traffic Management cost center 23972.

## Conclusion

The Transportation and Works Department recommends the establishment of the ‘Lakefront Increased Penalty Zone’, from May 1<sup>st</sup> to September 30<sup>th</sup> to promote parking compliance on local roadways and in City parks and parking lots in the lakefront area.



Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works

Prepared by: Maxwell Gill, C.E.T., Supervisor Traffic Operations

Date: March 19, 2021

To: Chair and Members of General Committee

From: Geoff Wright, P.Eng, MBA, Commissioner of  
Transportation and Works

Originator's files:  
MG.23.REP  
RT.10.Z-12

Meeting date:  
April 14, 2021

## **Subject**

**All-Way Stop – Sherway Drive at Denise Road and Sherway Drive at Safeway Crescent  
(East Intersection) (Ward 1)**

## **Recommendation**

That an all-way stop control not be implemented at the intersections of Sherway Drive at Denise Road and Sherway Drive at Safeway Crescent (east intersection), as outlined in the report from the Commissioner of Transportation and Works, dated March 19, 2021 and entitled "All-way Stop – Sherway Drive at Denise Road and Sherway Drive at Safeway Crescent (East Intersection) (Ward 1)".

## **Background**

The Transportation and Works Department has been requested by the Ward Councillor to submit a report to General Committee regarding the implementation of an all-way stop at the intersections of Sherway Drive at Denise Road and Sherway Drive at Safeway Crescent (East Intersection).

Currently, the intersection of Sherway Drive at Denise Road operates as a three-leg intersection with a stop control southbound on Denise Road. A location map is attached as Appendix 1.

In addition, the intersection of Sherway Drive at Safeway Crescent (East Intersection) operates as a three-leg intersection with a stop control southbound on Safeway Crescent. A location map is attached as Appendix 2.

## **Comments**

Manual turning movement counts were completed to determine the need for an all-way stop control based on traffic volumes. The results are as follows:

Sherway Drive at Denise Road

	<u>Warrant Value</u>
Warrant 1: Volume for All Approaches	43%
Warrant 2: Minor Street Volume	46%

Sherway Drive at Safeway Crescent (East Intersection)

	<u>Warrant Value</u>
Warrant 1: Volume for All Approaches	58%
Warrant 2: Minor Street Volume	22%

In order for an all-way stop control to be warranted based on traffic volumes, both Warrants 1 and 2 must equal 100%. A review of the collision history at both intersections did not reveal any reported collisions within the past three years. For an all-way stop control to be warranted based on collision frequency, at least five collisions must occur in a 12-month period, provided the collisions are of the type considered correctable by the use of an all-way stop (i.e. turning movement, angle collisions).

Therefore, the all-way stops are not warranted based on the turning movement count results and collision history.

## Financial Impact

In the event that an all-way stop is required, costs associated with the sign installations can be accommodated by the 2021 Operating Budget in cost center 23978.

## Conclusion

Based on the manual turning movement count results and collision history at both intersections, the Transportation and Works Department recommends against the installation of an all-way stop at the intersections of Sherway Drive at Denise Road and Sherway Drive at Safeway Crescent (East Intersection).

## Attachments

Appendix 1: Location Map - All-Way Stop – Sherway Drive at Denise Road (Ward 1)

Appendix 2: Location Map - All-Way Stop – Sherway Drive at Safeway Crescent (East Intersection) (Ward 1)



Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works

Prepared by: Milan Pavlovic, Traffic Operations Technician







THIS IS NOT A PLAN OF SURVEY



MISSISSAUGA

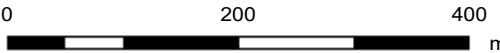


Transportation & Works

Traffic Management & Municipal Parking

All-Way Stop

Sherway Drive at Safeway Crescent (East Intersection) (Ward 1)



# City of Mississauga Corporate Report



Date: March 17, 2021  To: Chair and Members of General Committee	Originator's files: MG.23.REP RT.10.Z-14
From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works	Meeting date: April 14, 2021

## Subject

**All-Way Stop – Edgeworth Road and Hensall Street (Ward 7)**

## Recommendation

That an all-way stop control not be implemented at the intersection of Edgeworth Road and Hensall Street, as outlined in the report from the Commissioner of Transportation and Works, dated March 17, 2021 and entitled “All-Way Stop – Edgeworth Road and Hensall Street (Ward 7)”.

## Background

The Transportation and Works Department has been requested by the Ward Councillor to submit a report to General Committee regarding the implementation of an all-way stop at the intersection of Edgeworth Road and Hensall Street.

Currently, the intersection of Edgeworth Road and Hensall Street operates as a three-leg intersection with a stop control eastbound on Edgeworth Road. A location map is attached as Appendix 1.

## Comments

A manual turning movement count was completed to determine the need for an all-way stop control based on traffic volumes. The results are as follows:

### Edgeworth Road and Hensall Street

	<u>Warrant Value</u>
Warrant 1: Volume for All Approaches	44%
Warrant 2: Minor Street Volume	79%

In order for an all-way stop control to be warranted based on traffic volumes, both Warrants 1 and 2 must equal 100%. A review of the collision history at this intersection did not reveal any reported collisions within the past three years. For an all-way stop control to be warranted based on collision frequency, at least five collisions must occur in a 12-month period, provided the collisions are of the type considered correctable by the use of an all-way stop (i.e. turning movement, angle collisions).

Therefore, an all-way stop is not warranted based on the turning movement count results and collision history.

## Financial Impact

In the event that an all-way stop is required, costs associated with the sign installations can be accommodated by the 2021 Operating Budget in cost center 23978.

## Conclusion

Based on the manual turning movement count results and collision history at this intersection, the Transportation and Works Department recommends against the installation of an all-way stop at the intersection of Edgeworth Road and Hensall Street.

## Attachments

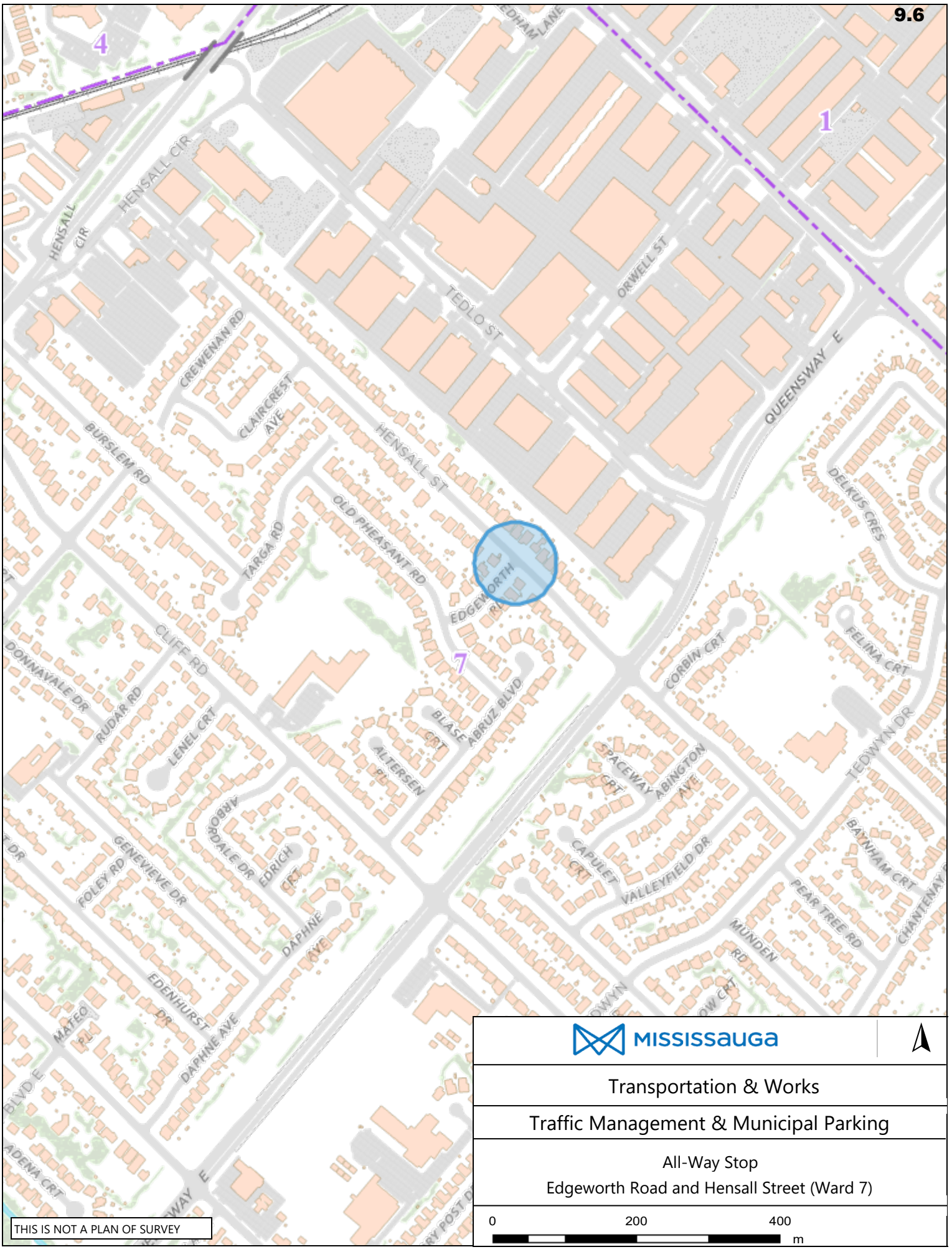
Appendix: Location Map – All-Way Stop – Edgeworth Road and Hensall Street (Ward 7)



Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works

Prepared by: Milan Pavlovic, Traffic Operations Technician





## **REPORT 2 - 2021**

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Traffic Safety Council presents its second report for 2021 and recommends:

TSC-0009-2021

That the deputation from Camille McKay, Manager, Parking Enforcement regarding Parking Enforcement Update be received.

(TSC-0009-2021)

TSC-0010-2021

1. That Transportation and Works be requested to review the signage on Rosemary Drive for the students attending St. Martin Secondary School and Hawthorn Public School.
2. That the Peel District School Board be requested to review the feasibility of installing a kiss and ride layout at Hawthorn Public School.

(TSC-0010-2021)

(Ward 7)

TSC-0011-2021

1. That Traffic Safety Council be requested to re-inspect the intersection of Windfield Terrace and Westbourne Terrace at The Heritage Hills Park Path for the students attending Huntington Ridge Public School once St. Matthew Catholic Elementary School returns to in-class learning.
2. That Transportation and Works be requested to review the feasibility of installing a landing pad on the south side of Winfield Terrace to align with the sidewalk on the west side of Westbourne Terrace for the students attending Huntington Ridge Public School.
3. That Transportation and Works be requested to review the feasibility of painting zebra markings on all three legs of the intersection of Windfield Terrace and Westbourne Terrace for the students attending Huntington Ridge Public School.

(TSC-0011-2021)

(Ward 4)

## TSC-0012-2021

1. That the warrants have not been met for the placement of a school crossing guard at the intersection of Mississauga Valley Boulevard and Cliff Road North for the students attending Metropolitan Andrei Catholic Elementary School.
2. That Transportation and Works be requested to paint zebra markings on all three legs of the intersection of Mississauga Valley Boulevard and Cliff Road North for the students attending Metropolitan Andrei Catholic Elementary School.
3. That Transportation and Works be requested to review the signage in the school area for the students attending Metropolitan Andrei Catholic Elementary School.
4. That Traffic Safety Council be requested to schedule a follow-up site inspection at the intersection of Mississauga Valley Boulevard and Cliff Road North for the students attending Metropolitan Andrei Catholic Elementary School post COVID-19 when schools are fully back to in-class learning for all students and once the intersection zebra markings are in place.
5. That the Principal of Metropolitan Andrei Catholic Elementary School be requested to remind parents and students to cross Mississauga Valley Boulevard with the crossing guard in front of the school.

(TSC-0012-2021)

(Ward 4)

## TSC-0013-2021

That the Site Inspection Statistics Report for March 2021 be received for information.

(TSC-0013-2021)

## TSC-0014-2021

1. That the resignation email dated March 10, 2021, from Colin Tyler, Citizen Member, Traffic Safety Council be received.
2. That due to the resignation of Colin Tyler, Citizen Member a vacancy exists on the Traffic Safety Council, and that the City Clerk be directed to fill the vacancy in accordance with the Corporate Policy #02-01-01 on Citizen Appointments to Committees, Boards and Authorities.

(TSC-0014-2021)

## TSC-0015-2021

1. That the verbal update from Louise Goegan, Citizen Member and associated presentations from Christopher Tham, Communications Advisor and Alex Lo-Basso, Graphic Designer regarding the Let's Move Mississauga Campaign be received.
2. That the Communications Plan for the Let's Move Mississauga Campaign as outlined in the presentation by Christopher Tham, Communications Advisor, be approved.
3. That the Graphic Design Plan for the Let's Move Mississauga Campaign as outlined in the presentation by Alex Lo-Basso, Graphic Designer, be approved.

(TSC-0015-2021)

TSC-0016-2021

That the Parking Enforcement in School Zone Report for February 2021 be received for information.

(TSC-0016-2021)

## **REPORT 3 - 2021**

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Environmental Action Committee presents its third report for 2021 and recommends:

EAC-0008-2021

That the deputation and associated presentation by Valeria Pirner and Dianne Horwath, Ontario Trumpeter Swan Restoration regarding Port Credit Waterfront Pollution and the effects on Waterfowl be received.

(EAC-0008-2021)

EAC-0009-2021

1. That the deputation and associated presentation by Jeanne McRight, President, Blooming Boulevards regarding Blooming Boulevards: Growing the Future be received.
2. That the Environment Staff schedule a meeting with Jeanne McRight, President, Blooming Boulevards to further explore the feasibility regarding the request to create a Municipal Greenhouse.

(EAC-0009-2021)

EAC-0010-2021

That the deputation and associated presentation by Banni Dhillon, Political Advocacy Coordinator and Lajanthan Prabakaran, Board Member, Community Climate Council regarding Community Climate Council be received.

(EAC-0010-2021)

EAC-0011-2021

That the deputation and associated presentation by Lisa Urbani, Coordinator, Environment Initiatives, City of Mississauga and Jane Hayes, Project Lead, Hoffman Hayes regarding the Urban Agriculture Strategy be received.

(EAC-0011-2021)

EAC-0012-2021

That the deputation and associated presentation by Heliya Babazadeh-Olegi, Environmental Outreach Coordinator and John MacKinnon, Natural Areas and Million Tree Program Coordinator regarding an Update to Earth Days 2021 be received.

(EAC-0012-2021)

EAC-0013-2021

1. That staff prepare a memo with the Environmental Action Committee Work Plan attached to be emailed to the Members of Council by the end of June 2021 to Report on the Committee's Progress.
2. That the Environmental Action Committee Work Plan be approved as discussed at the April 6, 2021 EAC meeting.

(EAC-0013-2021)