
General Committee

Date: October 6, 2021
Time: 9:30 AM
Location: Council Chambers, Civic Centre, 2nd Floor
300 City Centre Drive, Mississauga, Ontario, L5B 3C1
And 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 OR In-Person

Advance registration is required to participate and/or make a comment in the 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 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, October 4, 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

Find it Online

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

1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

3. **DECLARATION OF CONFLICT OF INTEREST**

4. **MINUTES FROM THE PREVIOUS MEETING**

4.1. General Committee Minutes - September 22, 2021

5. **PRESENTATIONS - Nil.**

6. **DEPUTATIONS**

6.1. Item 10.1 - Bonnie Brown, Director, Economic Development

7. **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 by **Monday, October 4, 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.

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

9. **CONSENT AGENDA**

10. **MATTERS TO BE CONSIDERED**

10.1. Economic Development Office Annual Update on Economic Recovery Plans for Small Business and Broader Industry

10.2. Traffic Calming (Wards 2, 6 and 11)

- 10.3. Delegation of Authority to issue Letter Agreements in Connection with the Repair, Replacement and Reconstruction of Noise Attenuation Barriers
- 10.4. Vendors of Record Designations for the Supply and Delivery of Replacement Parts and Sublet Repair Services for MiWay Buses
- 10.5. Single Source Procurement of Simpleview Inc. Tourism Customer Relationship Management (CRM) Solution (File Ref: PRC003179)
- 10.6. Single Source Procurements Related to 2021 - Q4 - Information Technology (IT) Contracts (File Ref: PRC000496, PRC000502, PRC000900, PRC001209, PRC001340, PRC002630, PRC003166)

11. ADVISORY COMMITTEE REPORTS

- 11.1. Accessibility Advisory Committee Report 3-2021 - September 20, 2021
- 11.2. Governance Committee Report 4-2021 - September 27, 2021
- 11.3. Road Safety Committee Report 7-2021 - September 28, 2021
- 11.4. Traffic Safety Council Report 4-2021 - September 29, 2021
(To be distributed on Friday, October 1, 2021)

12. MATTERS PERTAINING TO REGION OF PEEL COUNCIL

13. COUNCILLORS' ENQUIRIES

14. OTHER BUSINESS/ANNOUNCEMENTS

15. CLOSED SESSION

(Pursuant to Section 239(2) of the *Municipal Act, 2001*)

- 15.1. Litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board: Hydro One Networks Inc. Leave to Construct Application to the Ontario Energy Board (Wards 4 and 6)

16. ADJOURNMENT

Mississauga. Strong. Ready.

Update on Economic Recovery Efforts for Mississauga Businesses

October 6, 2021

01 Tracking our Recovery

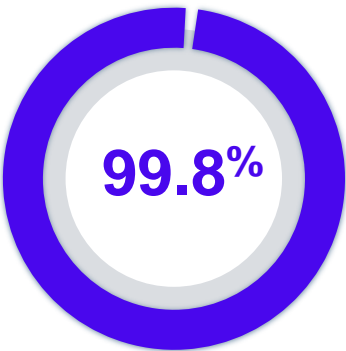
02 Recovery Efforts to Date

03 Going Forward: Confirming our Priorities for a Sustained and Inclusive Economic Recovery

TRACKING OUR RECOVERY

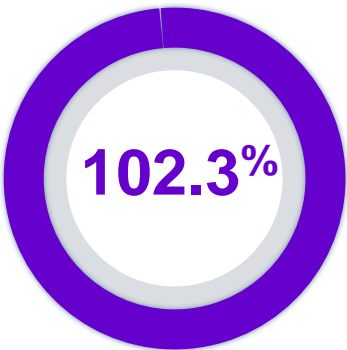
The following data is as of August 2021 and shows employment related to pre-pandemic levels

ONTARIO

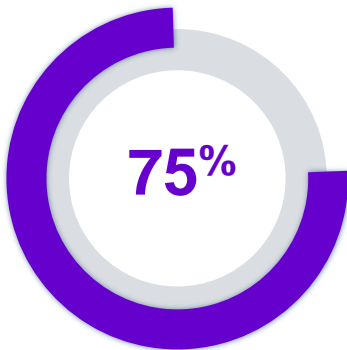


Total Employment

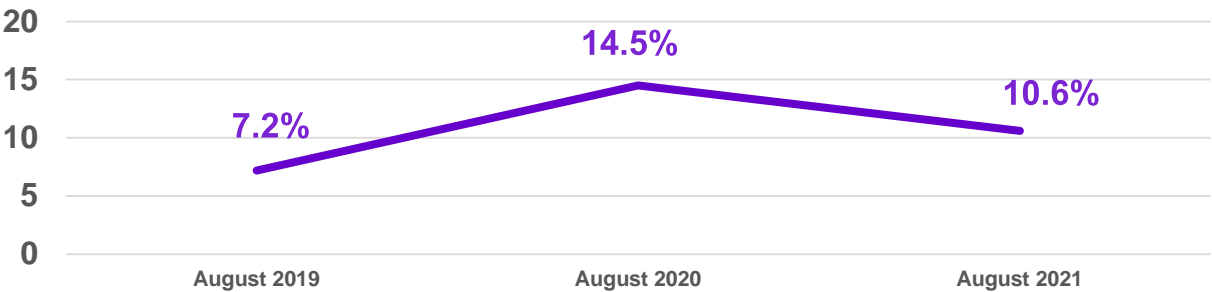
REGION OF PEEL



Total Employment

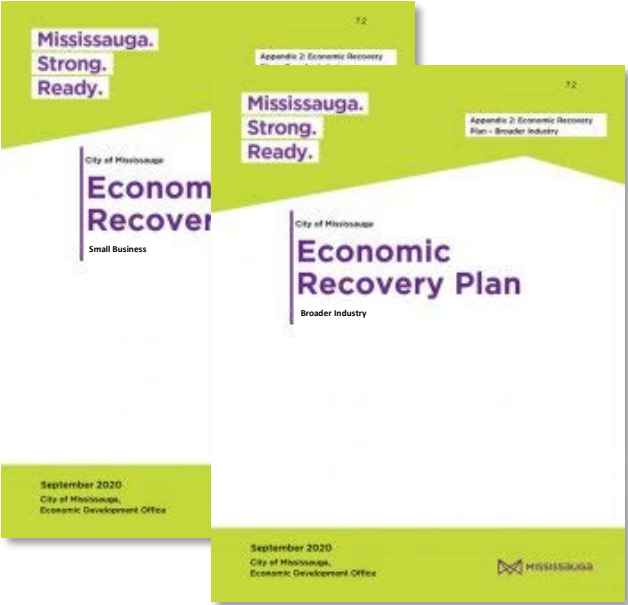


Hospitality, Culture, Recreation and Personal Services Employment



Unemployment Rate

UPDATE ON OUR ECONOMIC RECOVERY EFFORTS



On Sept. 23, 2020 - Council approved the Economic Recovery Plan (ERP) for Small Business and Economic Recovery Plan for Broader Industry.

In total, the plans identified 42 unique actions to help small business and broader industry through economic recovery.

Economic Recovery Plan Phases






COVID-19 Resource Centre & Relief Portal


24,800+
Website Visitors


150+
Business Programs & Resources



Business Training & Recovery Support Webinars


76
Webinars Hosted


5,750+
Registered Webinar Attendees



Outbound Advisory Services Program


200+
Inquiries & Issues Resolution



Business Stakeholder Roundtable Sessions


12
Roundtables Hosted


22,000+
Employees Represented through 12 Roundtables




Small Business Advisory Services & Consultations


598+
Businesses
Served



Digital Main Street Program (DMS)


246+
Businesses
Assisted by DMS



ShopHERE Program


873+
ShopHERE
Registrations



Summer & Starter Company Plus Programs


49
Participants


30
Grants
Awarded

BUSINESS ATTRACTION, EXPANSION & RETENTION

2020 – Aug 31, 2021



4,438,197

New & Retained Taxable
Assessment Supported



4,801 – 4,954

Number of Jobs Created
& Retained

Recent Notable Investments:



HCL
Technologies

450 Jobs



Infosys

500 Jobs



Amazon

800 Jobs



Resilience
Biotechnologies

\$200M
Investment

SECTOR DEVELOPMENT INITIATIVES



B2B
Connections



76

Businesses
Engaged through
B2B Platform



Workforce
Development



100+

Participants
Attended
the BSTT Event

GOING FORWARD:

STRATEGIC PRIORITIES FOR A SUSTAINED RECOVERY



Placed-Based



Innovative



Inclusive



Main Street Recovery Initiatives



Downtown Mississauga



Lakeview Innovation District



COMING
SOON

**Entrepreneurship & Innovation
Marketing Campaign**



**Downtown
Innovation Hub**

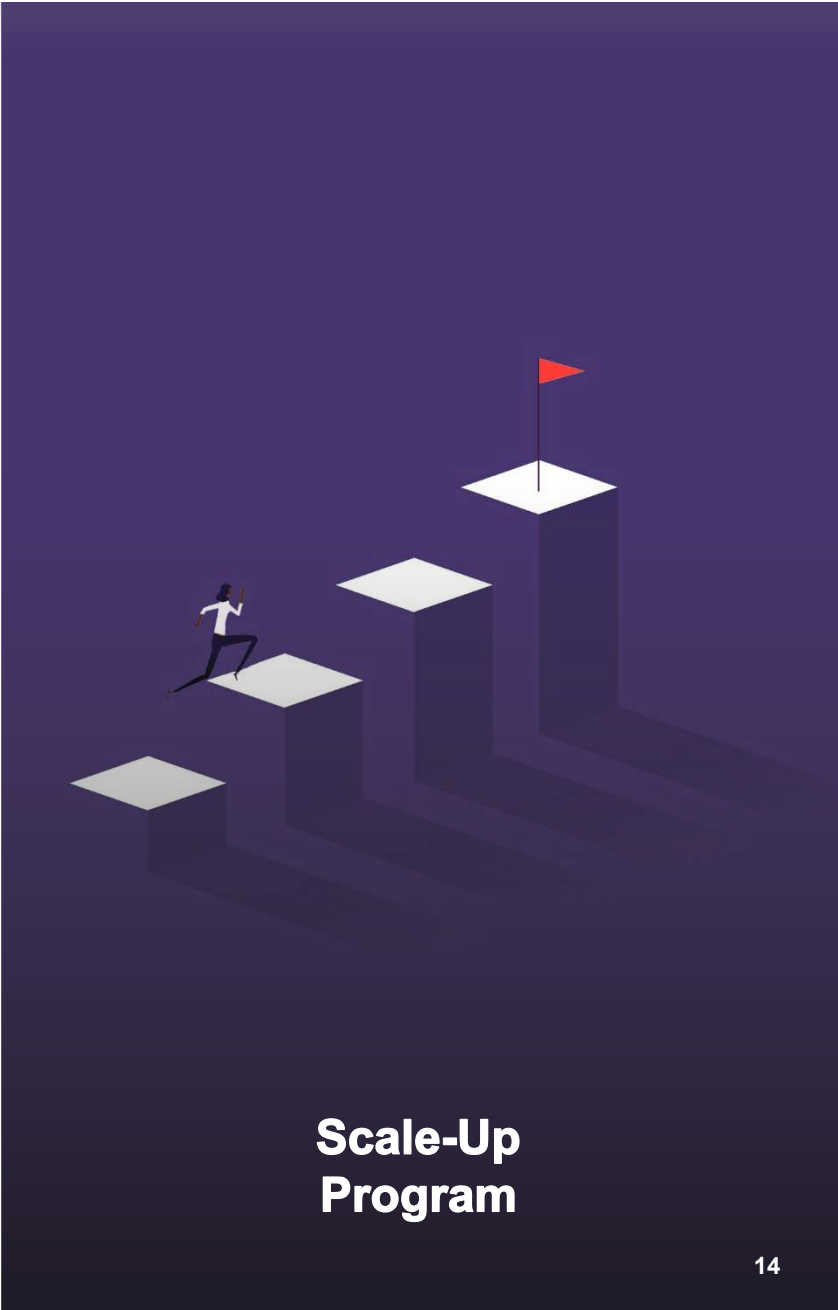


Women in Manufacturing Initiative



Equity &
Diversity
Collaborative

Life Sciences Equity & Diversity Collaborative



Scale-Up Program

THANK YOU

City of Mississauga Corporate Report



Date: September 21, 2021 To: Chair and Members of General Committee	Originator's files:
From: Andrew Whittemore, M.U.R.P., Commissioner of Planning & Building	Meeting date: October 6, 2021

Subject

Economic Development Office Annual Update on Economic Recovery Plans for Small Business and Broader Industry

Recommendation

That the corporate report dated September 21, 2021 entitled "Economic Development Office Annual Update on Economic Recovery Plans for Small Business and Broader Industry", from the Commissioner of Planning & Building Department, be received.

Executive Summary

- The Economic Recovery Plan for Small Business and the Economic Recovery Plan for Broader Industry (the "Plans") were developed to guide the economic recovery actions for the City to address the impacts of COVID-19 on the business community in Mississauga.
- Both Plans were reviewed by the business and community led Economic Resiliency Task Force on July 20th, 2020 then approved by Council on September 23rd, 2020.
- In total, the Plans identified 42 unique actions to support Mississauga's economic recovery and are structured around the following four priorities: Outreach and Communication; Small Business and Broader Industry Programs and Initiatives; Broader Industry Programs and Initiatives; Entrepreneurship and Innovation.
- The Economic Development Office was tasked with leading the implementation of these two Plans and has met with the Task Force to provide a progress update on April 19th, 2021.
- The Task Force provided positive feedback and a commitment to support the City's economic recovery efforts.

Background

The COVID-19 pandemic continues to have an unprecedented and evolving impact upon the global economy, creating unique challenges and opportunities across Mississauga's business community. While enormous progress has been made since the start of the pandemic to respond and recover from the impacts of COVID-19, persistent health risks from virus spread and public health interventions to protect residents, continue to impact both consumers and businesses. From the onset of the COVID-19 pandemic, the Economic Development Office (EDO) along with other City Divisions and partners in the private, public and education sectors, worked together to support Mississauga's business community.

In the summer of 2020, an Economic Recovery Plan for Small Business and an Economic Recovery Plan for Broader Industry were developed to guide economic recovery priorities and actions for the City. These Plans were reviewed and endorsed by the Economic Resiliency Task Force (the "Task Force") made up of business and community leaders, Mayor and select members of Council directed by Council to validate the City's economic recovery efforts.

Council approved the Economic Recovery Plan for Small Business and the Economic Recovery Plan for Broader Industry on September 23rd, 2020. In total, the plans identify 42 unique actions to support Mississauga's economic recovery through a lens of inclusive growth where all community stakeholders have equal opportunities for economic mobility and growth through the dissemination and/or delivery of information and programs that are representative of Mississauga's diverse community.

EDO began implementing the plans last summer and met with the Task Force to provide a progress update on April 19th, 2021 (Appendix 1: Economic Recovery Plan Implementation Update: Small Business & Broader Industry). Overall, the Task Force provided positive feedback and a commitment to assist in delivering the actions.

Comments

Throughout the pandemic, EDO prioritized its response to reflect the urgent, diverse and evolving needs of the business community, while continuing to advance strategic initiatives that will guide the City towards sustained economic prosperity for all.

To achieve this balance of *Inclusive Growth*, economic recovery plans were structured to address priorities within the following four overarching areas:

- Outreach and Communication;
- Small Business Programs and Initiatives;
- Broader Industry Programs and Initiatives;
- Entrepreneurship and Innovation.

Outreach and Communication

EDO has prioritized ongoing engagement with the local business community throughout the pandemic to listen to their evolving business needs. Since the onset of the pandemic, EDO has reached out to its business partners through the following:

- **Business Stakeholder Roundtable Sessions** – Conducted roundtables with the business community to facilitate conversations on how to best support local businesses throughout the pandemic. As of August 31st, 2021, EDO hosted 12 COVID-19 roundtables, with companies representing close to 22,000 employees.
- **Outbound Advisory Services Program** – Launched a targeted and proactive one-on-one outreach program to the business community. As of August 31st, 2021, engaged over 199 businesses and worked to address and resolve over 161 issues.

The constantly evolving COVID-19 related policy environment, including numerous support programs and public health restrictions, created an urgent need for enhanced communications. The City recognized the need to provide timely and accurate information to the business community by delivering the following services:

- **COVID-19 Business Support Web Page** – Developed and maintained a central one-stop shop digital resource to help businesses access information, programs and funding to support their response and recovery from COVID-19. As of August 31st, the COVID-19 Web Page has had over 24,800 visitors.
- **COVID-19 Relief Portal** – Developed and maintained a self-selection tool that provides a library of over 400 business resources, relief programs and incentives. The Portal continues to be an important and well-used resource.
- **Business Training and Recovery Support Webinars** – Hosted a series of COVID-19 related information and training webinars to build essential business skills. As of August 2021, EDO delivered 69 webinars to 4,888 attendees.
- **Health, Safety & Reopening Guidelines** – Developed a central digital resource to inform and support businesses on workplace safety. In addition, partnered with Region of Peel, Mississauga Board of Trade, the City's Enforcement Team, and the Mayor's Office to deliver a series of webinars to support businesses. Webinar topics ranged from "Mandatory Face Coverings By-Law" to "What to Do If COVID-19 Affects Your Business" and "Workplaces in Peel: Vaccine Clinics and Peel's Section 22 Class Order." As of August 31st, the City collaborated in delivery of seven webinars to 862 businesses in Peel.

With support from Strategic Communications, EDO used various tactics to amplify key messages to the business community through the following:

- **Social Media** – Enhanced social media communication to reach new local businesses and share important information through social media channels (Twitter/Facebook/LinkedIn) that have a combined 10,000+ followers.

- **Newsletter** – Increased EDO newsletter frequency from monthly to weekly. The newsletter reaches over 3,100 subscribers.
- **Corporate Press Releases** – Supported Strategic Communications on drafting press releases for programs and services related to EDO's efforts in supporting Mississauga's business community.
- **Paid Promotion** – Promoted EDO services on Social, InSauga and Modern Mississauga Magazine.
- **Signage** – Leveraged Street signs, VHO, and digital reader boards throughout the City to promote services.
- **Partnerships** – Collaborated with Mississauga Board of Trade; Business Improvement Areas; Business Associations; Region of Peel; and internal partners: Tourism Mississauga and Culture Division to share information on EDO programs and services.

Small Business Programs and Initiatives

Small business is a foundational contributor to Mississauga's economy, accounting for 99 per cent of all businesses and nearly half of total employment in the City. COVID-19 has had a disproportionately negative impact upon small business, who due to resource constraints, have also been the most challenged in effectively responding to the pandemic. In recognition, EDO has made supporting small business a priority during the pandemic.

The following programs were introduced or enhanced to help small businesses respond to COVID-19:

- **One-on-One Small Business Consultations** – Provided one-on-one business consultations to help small business owners implement health and safety guidelines, access financial support and pivot business operations in response to the pandemic. As of August 31st, 2021, EDO provided 465 small business consultations, some of which included multiple interactions.
- **Business Advisory Services** – Provided free advisory services with professionals in legal, accounting, business operations, and sales and marketing to support businesses owners struggling with impacts of COVID-19. As of August 31st, 2021, EDO served 133 businesses through this service.
- **Digital Mainstreet** – Renewed EDO's partnership with the Province of Ontario and the Ontario Business Improvement Area Association to deliver the Digital Mainstreet program. The program helps small businesses use the internet to market and sell their products and services online to reach new and existing customers. As of August 31st, 2021, EDO's Digital Squad has served 246 businesses with free one-on-one assistance.
- **[ShopHERE - Mississauga](#)** – Powered by Google Program, ShopHERE provides independent businesses and artists with resources to develop and launch an online store at no-cost. As of August 31st, 2021, 873 Mississauga businesses were signed up for the program.

- **Starter Company Plus Program** – Delivered by EDO, this provincially funded program provides free training, business skills development, mentorship and guidance to new start-ups and existing small businesses or musicians who have been significantly impacted by the COVID-19 crisis. Each participant has the opportunity to apply for a program grant of up to \$5,000. Through this program, EDO was able to help 37 businesses and award 18 grants.
- **Summer Company** – Delivered by EDO, this provincially funded youth entrepreneurship program is geared to Ontario students 15 to 29 years old to help them launch and operate a summer business. The program provides free business training and mentorship to help students get their business up and running and opportunity to receive a grant up to \$3,000 to help launch their summer business. Through this program, EDO was able to award 12 grants.

In addition, EDO collaborated with Tourism Mississauga, as well as the City's Culture Division and Planning and Building Department to advance the following initiatives:

- **#MississaugaMade** - Led by Tourism Mississauga, EDO supported the #MississaugaMade shop local campaign promoting Mississauga products, businesses, stories, activities and experiences. As of August 31st, 2021, 713 businesses were listed on the site.
- **Patios Expansion** – Led by Planning and Building, EDO supported implementation of the City's expanded patio program with promotion through our media channels and industry partners, and co-hosted an information webinar with the Mississauga Board of Trade.
- **Temporary Outdoor Business Permit** – This temporary use by-law was passed by Council on December 9, 2020 allowing certain businesses and charitable ventures to operate outdoors in a safe and responsible manner until December 31st, 2021.

EDO will continue to be part of the City's efforts to support local small businesses during these challenging times to ensure that the local economy is able to recover and grow well into the future.

Broader Industry Programs and Initiatives

Mississauga is home to a diverse community of over 94,000 businesses, including over 1,400 multinational companies and 76 Fortune 500 companies. The Mississauga Economic Development Strategy (2020-2025) identified four priority industries in Mississauga: Advanced Manufacturing (Aerospace, Automotive, Cleantech and Food & Beverage), Higher Value Business Services (Finance, Insurance and Information and Communications Technology), Life Sciences and Smart Logistics. Together these sectors employ over 178,000 people, accounting for 42.9 per cent of Mississauga's total employment base.¹

¹ Source: Economic Development Office calculation based on custom sector lists using 2018 Employment Survey data. Advanced Manufacturing can be broken down by subsector with the following employment amounts; Aerospace (30,800), Automotive (19,500), Cleantech (16,300), Food & Beverage (29,500)

EDO focuses on the following initiatives to sustain and grow our key sectors during and beyond the COVID-19 pandemic:

- **Business Investment Attraction and Retention** – EDO continued to generate and secure business investment during the pandemic. Business investment in 2020 exceeded annual performance targets, and is on track to exceed 2021 targets as well. Investments occurred within a number of sectors including Advanced Manufacturing, Life Sciences, Information and Communications Technology and Film (see Table 1: EDO Investment Key Performance Indicators). Investment activity

• **Table 1: EDO Investment Key Performance Indicators**

	2019	2020	2021
<i>New & Retained Taxable Assessment</i>	\$2,419,245	\$2,420,438	\$2,017,759
<i>Number of Jobs New & Retained (Min – Max)</i>	2,856-4,389	3,777-3,805	1,024-1,149

- **Sector Support** – EDO engaged with our key sectors through one-on-one consultations and working groups to address impacts related to COVID-19 and advance additional priorities identified by sector stakeholders. As of August 31st, 2021, EDO delivered 12 sector-focused events on a variety of topics including continuous improvement, COVID-19 impacts on the aerospace industry (with Federal Transport Minister Omar Alghabra's participation), and equity and diversity in life sciences.
- **B2B Connections** – EDO, with support from the City's IT department, developed and implemented a B2B platform for businesses and entrepreneurs to crowdsource best practices and build strategic partnerships in response to COVID-19. Topics covered included implementing physical distancing in business operations and sourcing Personal Protective Equipment (PPE). As of Aug 31st, 2021, 76 industry users were engaged on the B2B platform.
- **Workforce Development** – EDO is addressing local workforce challenges by facilitating collaboration between post-secondary institutions and local industry, connecting local businesses to workforce development programs and funding, and connecting new graduates, students and workers in transition to local employment opportunities. A Training, Hiring and Talent webpage was created to support workforce development initiatives.
- **Equity and Diversity Collaborative** - Workforce development efforts have continued with an increased focus on Inclusive Recovery initiatives including Women in Mississauga Manufacturing and Life Sciences Equity and Diversity Collaborative. Through these initiatives, EDO has been working collaboratively with local companies towards shared goals of increasing gender balance, as well as diversity and inclusion of underrepresented populations in Mississauga's local workforce.
- **Digital Marketing Campaigns** – EDO deployed a number of digital marketing campaigns to promote Mississauga's key industry sectors, including Life Sciences and Advanced Manufacturing. Both campaigns outperformed industry standards, increasing traffic to EDO's

sector webpages by 25 percent and strengthening the identity of Mississauga's Life Sciences and Advanced Manufacturing sectors.

Entrepreneurship and Innovation

EDO has continued to develop and enhance the innovation and growth potential of local start-ups, scale-ups and established businesses in Mississauga. The *Entrepreneurship and Innovation Study* (2019) and *Economic Development Strategy* (2020) endorsed by Council established the priority to strengthen Mississauga's innovation performance through the key initiatives listed below. The challenges and opportunities emerging across the economy from COVID-19 have made supporting local innovation in Mississauga even more critical to achieving sustained economic prosperity.

- **Innovation Marketing Campaign** – To advance the development of Mississauga's Entrepreneurship & Innovation Ecosystem, EDO is working with partners on an entrepreneurship and innovation marketing campaign. The campaign will organize branding efforts across Mississauga's innovation and business investment ecosystem. As a part of this campaign, the Mississauga Business Enterprise Centre (MBEC) will be positioned as a central coordinating hub for innovation activity. EDO is planning to launch the campaign in early 2022.
- **Downtown Innovation Hub** – EDO has developed a business case for a central space within Mississauga to promote, connect, and develop innovation activity. The Innovation Hub will bring entrepreneurs, established companies and innovation service providers together to share challenges, collaborate and support innovation and entrepreneurial activity in Mississauga. EDO is planning to bring the business case forward as part of the 2021 budget planning process.
- **Lakeview Innovation District Activation Project** – EDO is prioritizing investment opportunities aimed at building out the Lakeview Innovation District to maximize its potential as a smart and sustainable site. EDO has engaged the City's Leadership Team to move ahead with a project plan for 2021 to advance the vision for the site including identifying key potential investment leads and strategic partnerships to operate and govern the site, and creating media exposure of the development opportunity.

Going Forward

The impacts of COVID-19 and capacity to respond those impacts have varied widely across Mississauga's business community. In response to the evolving nature of the pandemic and evolving federal, provincial and regional public health and economic policy interventions, EDO will continue to adapt and prioritize its support for the local business community through the above-mentioned areas:

- Outreach and Communication;
- Small Business Programs and Initiatives;

- Broader Industry Programs and Initiatives;
- Entrepreneurship and Innovation.

As Mississauga's economic recovery progresses, EDO expects to shift focus within each area towards actions that align with the Growth Phase of the Economic Recovery Plan for Small Business and Economic Recovery Plan for Broader Industry. Growth Phase actions are intended to build sustained and inclusive economic prosperity within Mississauga. Actions include:

- Downtown Innovation Hub
- Lakeview Innovation District Activation Project
- Sector & Workforce Development Initiatives
- Business Investment Retention, Attraction & Expansion
- Downtown Investment & Development
- Main Street Recovery Initiatives

Strategic Plan

Priorities identified in the Economic Recovery Plans for Small Business and Broader Industry align with the priorities outlined in the City's Economic Development Strategy (2020-2025) and support all five pillars for change in the City of Mississauga Strategic Plan (2009) in the following ways:

- **Cultivating Creative and Innovative Businesses:** EDO efforts need to focus on supporting globally-minded businesses, which includes harnessing innovation potential within priority sectors, entrepreneurs and scale-ups;
- **Completing our Neighbourhoods:** EDO efforts need to focus on working with its partners to develop distinct places to attract people and businesses as the City moves into its next phase of growth;
- **Ensuring Youth, Older Adults and New Immigrants Thrive:** EDO efforts need to focus on working with its partners to develop people-centred spaces anchored in inclusive growth opportunities for its diverse community of residents and creating distinct places to engage and develop a stronger identity for the City;
- **Developing Transit-Oriented City:** EDO efforts need to focus on working with its partners to deliver durable infrastructure, which includes transit driven growth;
- **Living Green:** EDO efforts need to focus on working with its partners to develop distinct places and that can transition into sustainable and accessible transit modes.

Financial Impact

The Economic Recovery Plans for Small Business and Broader Industry outline a set of actions for EDO to lead in building awareness of the City's economic priorities. (Appendix 1: Economic Recovery Plan Implementation Update: Small Business & Broader Industry). The resource requirements for delivering the actions will be managed primarily through EDO's existing operations. However, actions that require additional resources will be considered through the City's budget and business planning processes.

Conclusion

The COVID-19 pandemic continues to have an unprecedented and evolving impact upon the global economy, creating unique challenges and opportunities across Mississauga's business community. EDO's response to date has reflected both the urgent and evolving needs of the business community in response to the pandemic, while continuing to advance strategic priorities that will guide the City towards sustained economic prosperity through inclusive growth. To achieve this balance, economic recovery plans were structured to address priorities within four overarching areas; Outreach and Communication; Small Business Programs and Initiatives; Broader Industry Programs and Initiatives; and Entrepreneurship and Innovation.

To inform our economic recovery priorities and actions, EDO sought guidance from the Economic Resiliency Task Force (the "Task Force"), which endorsed priority recommendations put forward by staff through the Economic Recovery Plan for Small Business and the Economic Recovery Plan for Broader Industry.

EDO began implementing the plans last summer and met with the Task Force to provide a progress update on April 19th, 2021 (Appendix 1: Economic Recovery Plan Implementation Update: Small Business & Broader Industry). Overall, the Task Force provided positive feedback and a commitment to assist in delivering the actions.

Attachments

Appendix 1: Economic Recovery Plan Implementation Update: Small Business & Broader Industry



Andrew Whittemore, M.U.R.P., Commissioner of Planning & Building

Prepared by: Aleksandra Allen, Manager, Business Initiatives and Planning, Economic Development Office

2020 - Aug 31, 2021

Economic Recovery Plan Implementation Update

Small Business & Broader Industry

City of Mississauga,
Economic Development Office (EDO)



MISSISSAUGA

thefutureisunlimited.ca





"The Economic Development team with the support of Council and our key partners remain committed to serving our business community with the resources and supports needed to build our economy back to better."

**- Bonnie Brown,
Director, Economic Development**

Contents.

- 01.** Message from our Director
- 02.** Mississauga's Economic Recovery Plans
- 04.** Outreach & Communication
- 08.** Small Business Programs & Initiatives
- 11.** Broader Industry Programs & Initiatives
- 14.** Entrepreneurship & Innovation
- 16.** Community Response

A Message from our Director



The Covid-19 pandemic is transforming how we think about our economic recovery and growth. While our collective resilience and innovative capacity have led to a strong recovery, we recognize that it has been a challenging journey for our businesses and entrepreneurs and we are not through this yet. The Economic Development team with support of

Council and our key partners remain committed to serving our business community with the resources and support needed to build our economy back to better.

Like many of our City operations, over the past year and a half EDO pivoted its services to help our businesses and entrepreneurs sustain their operations throughout government lockdowns and restrictions. EDO added new digital services, training programs and one on one consultations to help businesses respond. We also prioritized getting accurate and timely information out to our business community to help them navigate constantly changing public health and access critical support programs.

We learned a lot from our business community through our outreach, consultations and business roundtables as we listened to their experiences and challenges. These discussions revealed the strength of our business community and the people behind it. We witnessed business leaders coming together to support one another, from access to Personal Protection Equipment, to solving operational issues, to donations to healthcare workers and the community. It was inspiring to witness acts of kindness and humanity in a time of crisis and uncertainty.

To help inform the City's economic recovery efforts, EDO called upon local business, education and economic stakeholders to join the Mayor and members of Council to form the Economic Resiliency Task Force. The Task Force approved Economic Recovery Plans for Small Business and Broader Industry outlining the City's priorities and actions to support business and economic recovery.

As you look through this Economic Recovery Plan Implementation Update, you will read about the many initiatives EDO has delivered to support our businesses throughout the pandemic and guide our pathway forward as we look towards a strong and prosperous future for all within our diverse community.

Thank you,

A handwritten signature in black ink that reads "Bonnie Brown".

Bonnie Brown,
Director,
Economic Development



Mississauga's Economic Recovery Plans

The Economic Recovery Plans for Small Business and Broader Industry have provided a structure to support Mississauga's business community throughout recovery. The plans set out the City's priorities and actions to guide Mississauga's path forward to economic growth and prosperity for all.

On May 7, 2020, Council adopted the City's Recovery Plan Framework. The framework is designed to help Mississauga address all aspects of the recovery from COVID-19 and is divided into four pillars for recovery: Community, Economic, Finance and Corporate.

The Economic Recovery Framework is one of four pillars guiding the City's overall recovery efforts. The framework sets out the principles for the development of industry-specific economic recovery plans. These principles include a phased approach to recovery; finding every opportunity to help Mississauga businesses build back to better; and adopting an inclusive, whole community approach that leaves no one behind.

Economic Recovery Framework



Provides a framework for the Economic pillar of the recovery plan. The purpose of the framework is to set out the guidelines and priorities we will employ as a City to address the economic impacts of COVID-19 on the business community in Mississauga.



Mississauga Economic Resiliency Task Force

To inform our economic recovery priorities and actions, EDO sought guidance from the Task Force, established by Council on June 12, 2020. With membership including business and community leaders, the Mayor and select members of Council, the Task Force was well positioned to review data, policies and services to inform the City's economic recovery efforts.

The Task Force reviewed priority recommendations put forward by staff that were captured in the Economic Recovery Plan for Small Business and the Economic Recovery Plan for Broader Industry. Overall, the Task Force provided positive feedback and a commitment to collaborate in delivering the actions of the Economic Recovery Plans.

Economic Recovery Plans (ERP)

The need for industry-specific plans was outlined in the City's Economic Recovery Pillar Framework with EDO being responsible for the development of the Small Business and Broader Industry Economic Recovery Plans.



Small Business and Broader Industry Economic Recovery Plans

Council approved the Economic Recovery Plan (ERP) for Small Business and Economic Recovery Plan for Broader Industry on September 23rd, 2020. In total, the plans identify 42 unique actions to support Mississauga's economic recovery through a lens of inclusive growth where all community stakeholders have equal opportunities for economic mobility and growth.



Outreach and Communication

EDO engaged and consulted with the business community to influence the actions in the Economic Recovery Plans, which in turn have guided EDO's actions since March 2020. At the outset of the pandemic, EDO communicated with the Mississauga Business Community through many outreach and communication methods outlined in this document.

Outreach Efforts



12

**Roundtables
Hosted**



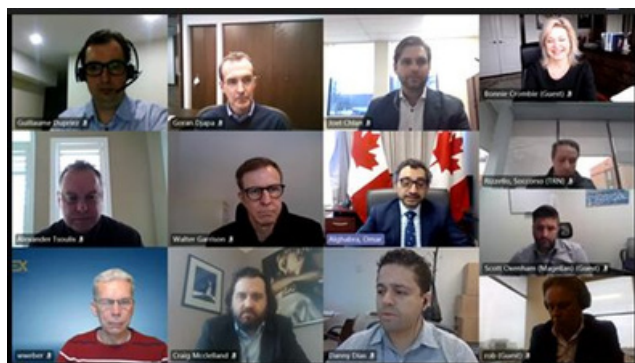
22,000+

**Employees Represented
through 12 Roundtables**



200+

**Inquiries & Issues
Resolution**



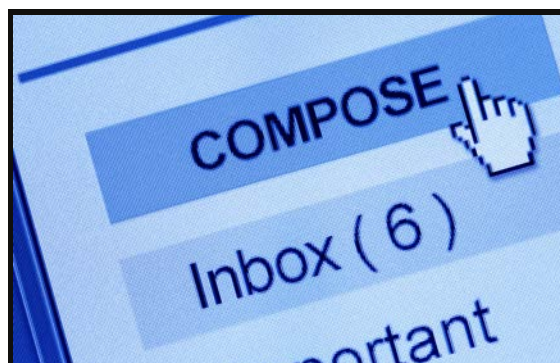
Business Stakeholder Roundtable Sessions

Conducted roundtables with the business community to facilitate conversations on how to best support local businesses throughout recovery.

ERP Action ▾

#6 - Small Business

#4 - Broader Industry



Outbound Advisory Services Program

Targeted and proactive outreach efforts to the small business community and broader industry.

ERP Action ▾

#5 - Small Business

#3 - Broader Industry



Email & Survey Inquiries

To ensure all voices were heard, EDO created a simple contact form on the website and monitored and responded to all email inquiries. EDO also created and promoted a survey asking for businesses affected by COVID-19 to share their concerns.

ERP Action ▾

#5 - Small Business

#3 - Broader Industry



COVID-19 Business Resource Centre

Developed and maintained a central one-stop shop web resource to help businesses access information, programs and funding to support their response and recovery from COVID-19.

www.thefutureisunlimited.ca/covid-19

ERP Action ▾

#3 - Small Business

#1 - Broader Industry



COVID-19 Business Relief Portal

Developed and maintained a self-selection web tool that provides a library of over 150+ business resources, relief programs and incentives. The Portal continues to be an important and well-used resource and is updated weekly.

ERP Action ▾

#3 - Small Business

#1 - Broader Industry



Health, Safety & Reopening Guidelines

Developed and maintained a web resource to inform and support businesses on safe reopening throughout recovery. In addition to this, EDO partnered with the Region of Peel, Mississauga Board of Trade, the City's Enforcement Team, and the Mayor's Office to deliver a series of webinars to support businesses throughout the stages of recovery. Webinar topics ranged from "Mandatory Face Coverings By-Law" to "What to Do If COVID-19 Affects Your Business".

ERP Action ▾

#10 - Small Business

#7 - Broader Industry



#MississaugaMade

Led by Tourism Mississauga, EDO supported the shop local campaign envisioned in the first months of the pandemic to support and promote Mississauga products, businesses, stories, activities and experiences. More than 710 businesses have registered.

ERP Action ▾

#27 - Small Business

COVID-19 Web Pages



24,800+

Website
Visitors



150+

Business Programs
& Resources



41,000+

Website
Pageviews



Estimated Reach

 **1,000,000+**
Views

ERP Action ▾

#7 - Small Business



Social Media

Increased social media communication reach by assigning a dedicated resource to oversee the communication of COVID-19 news, programs and government support for businesses.



Email Newsletters

Increased the frequency of email newsletters from monthly to weekly to better communicate the latest news, changes and support available to businesses.



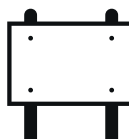
Corporate Press Releases

Increased the number of press releases issued to better inform readers on the latest programs and services available to the business community.



Paid Promotion

Ran various paid promotion campaigns promoting the latest news and support for businesses. Paid Channels include: Twitter, LinkedIn, Facebook, InSauga and Modern Mississauga.



Physical Signage

Leveraged the reach of physical signage including: digital reader boards, VHH highway signs, lawn signs, and VHO digital billboards across the city.



City Partnerships

Leveraged the reach of partners including the Mississauga Board of Trade; Business Improvement Areas; Business Associations; Region of Peel and internal partners including Mayors Office, Strategic Communications, Tourism Mississauga and Culture Division.



Small Business Programs and Initiatives

Small business is the foundation of Mississauga's economy. From traditional main street small businesses to high-growth scale-ups. The economic health and vitality of these establishments directly affect the overall well-being of the local economy. Supporting small businesses continues to be EDO's priority, as we develop new methods to support our business community through these challenging times.



One-on-One Small Business Consultations

The Mississauga Business Enterprise Centre provided one-on-one business support that includes tailored guidance for unique situations and challenges.

ERP Action ▾

#1 - Small Business



Business Advisory Services

Provided free business advisory consultations with professionals in legal, accounting, business operations, sales and marketing to support business owners struggling with impacts of COVID-19.

ERP Action ▾

#2 - Small Business



Business Training and Recovery Support Webinars

Hosted a series of COVID-19 related information and training webinars covering various topics aimed at supporting businesses during the Pandemic. Notable webinars include:

- How to Respond to COVID-19 in the Workplace
- Business Recovery After COVID
- Digital Marketing Series
- How to Digitally Transform Your Business During this Pandemic
- Starting a Business Series

ERP Action ▾

#8 - Small Business

#6 - Broader Industry

Metrics



465+

One-on-one Business Consultations



133

Businesses Served



76

Webinars Hosted



5,750+

Registered Webinar Attendees

Metrics



245+
Businesses
Assisted by DMS



870+
ShopHERE
Registrations



37
Starter Company
Participants



30
Grants
Provided



Digital Main Street (DMS)

ERP Action ▾

#12 - Small Business

With the support of the Government of Canada and the Ontario Business Improvement Area Association, the Digital Main Street (DMS) Squad initiative helped over 245 small businesses adopt digital tools and technologies to build their online presence and grow their business.



ShopHERE - Mississauga

ERP Action ▾

#14 - Small Business

The COVID-19 crisis has highlighted the importance of having an online presence to sell goods and services. To address this need, Digital Main Street collaborated with Google, Shopify, Master Card and Microsoft to build and optimize online stores for small independent Mississauga businesses and artists in a matter of days.



Starter Company PLUS Program

ERP Action ▾

#13 - Small Business

EDO delivered this provincially funded program that provides free training, business skills development, mentorship and guidance with the opportunity to apply for a program grant of up to \$5000. The Program supported start ups and existing businesses including entrepreneurs in the music industry impacted by the COVID-19 pandemic. Through this program, EDO was able to award 18 grants.

Summer Company Program

ERP Action ▾

#13 - Small Business

Delivered by EDO, this provincially funded youth entrepreneurship program is geared to Ontario students 15 to 29 years to help them launch and operate a summer business. The Program provides free business training and mentorship to help students get their business up and running and opportunity to receive a grant up to \$3,000 to help launch their summer business. Through this program, EDO was able to award 12 grants.





Broader Industry Programs and Initiatives

Mississauga's diverse business sectors provides a degree of protection from industry and regional economic cyclical changes. The city is home to over 94,000 businesses, including over 1,400 multinational companies and 76 Fortune 500 companies. EDO has prioritized a number of initiatives to sustain and grow broader industry with focus on its key sectors that account for 42.9% of Mississauga's total employment: Advanced Manufacturing (Aerospace, Automotive, Cleantech and Food & Beverage), Higher Value Business Services (Finance, Insurance and Information and Communications Technology), Life Sciences and Smart Logistics

2020 Performance Results

 **\$2,420,438**
New & Retained Taxable
Assessment Supported

 **3,777 - 3,805**
Number of Jobs
Created & Retained

2021 - Aug 31, 2021 Performance Results

 **\$2,017,759**
New & Retained Taxable
Assessment Supported

 **1,024 - 1,149**
Number of Jobs
Created & Retained



Business Attraction and Retention

Despite the impacts of COVID-19, the business investment team continued to deliver services related to new investment and retention across a number of sectors including: advanced manufacturing, life sciences, information and communications technology and film industries.

ERP Action ▾

#10 - Broader Industry

Business Investments

The following list includes a few recent business investments in Mississauga for 2020 - Q1 2021.

Please note that this list does not include any retail or franchises and may include opportunities that EDO did not directly support.

ERP Action ▾

#10 - Broader Industry

Baylis Medical
Industry: Life Sciences
152,948 SF. Canadian Head Office

Beyond Japan Canada
Industry: Technology (ICT)
Canadian Sales & Service Office

Bora Pharmaceuticals
Industry: Life Sciences
Acquisition of GlaxoSmithKline Facility

Goodfood Market Corp.
Industry: Food & Beverage
42,200 SF. manufacturing facility

HCL Technologies
Industry: Technology (ICT)
Global Delivery Centre - 450 jobs

Infosys Limited
Industry: Technology (ICT)
Tech Innovation Hub - 350 jobs

Jazz Pharma
Industry: Life Sciences
3,315 SF. Canadian Head Office

McKesson Canada
Industry: Life Sciences
240,000 SF. Canadian Head Office

Puratos Canada
Industry: Food & Beverage
72,078 SF. Manufacturing Facility

Roche Canada
Industry: Life Sciences
\$500M investment - 500 Jobs

Printful
Industry: Advanced Manufacturing, Logistics
30,000 SF. On-Demand Fulfillment Centre

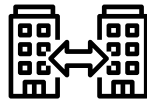
Plug and Play
Industry: Technology (ICT)
Industry-Focused Accelerator

Sims International
Industry: Creative: Film Studio
70,000 SF. Film Studio

William F. White Century Studio
Industry: Creative: Film Studio
181,000 SF. Film Studio

Zifo RnD Solutions
Industry: Life Sciences
Canadian Support Centre - 15 Jobs





B2B Connections

ERP Action ▾

#8 - Broader Industry

EDO, with support from the City's IT department, developed and launched a B2B platform for businesses & entrepreneurs to crowdsource best practices and solutions to address issues arising from COVID, such as implementing physical distancing in their operations, or sourcing Personal Protective Equipment (PPE).



Workforce Development

ERP Action ▾

#17 - Broader Industry

#18 - Broader Industry

EDO addressed local workforce challenges by facilitating collaboration between post-secondary institutions and local industry; connecting local businesses to workforce development programs and funding; and connecting new graduates, students and workers in transition to local opportunities. EDO created the Training and Hiring page on its website to support this initiative. In February 2020, the City also hosted the Building Skilled Talent Together (BSTT) event. BSTT is an initiative that focuses on developing concrete actionable solutions to the skills gap challenges and the difficulty manufacturers have in filling technical occupations.



Equity and Diversity Collaborative

ERP Action ▾

#17 - Broader Industry

#18 - Broader Industry

Workforce development efforts have continued with an increased focus on Inclusive Recovery initiatives including Women in Mississauga Manufacturing and Life Sciences Equity and Diversity Collaborative. Through these initiatives EDO has been working collaboratively with local companies towards shared goals of increasing gender balance, as well as diversity and inclusion of underrepresented populations in Mississauga's local workforce.

Metrics



76

**Businesses
Engaged through
B2B Platform**



100+

**Participants
Attended
BSTT Event**



25x

**Increase in
Website Traffic
through
Digital Marketing
Campaigns**

Equity &
Diversity
Collaborative



Entrepreneurship and Innovation

Mississauga will be a global innovation centre that connects and strengthens the regional innovation corridor. EDO is taking action to strengthen Mississauga's Entrepreneurship & Innovation Ecosystem, by supporting the scaling and growth of local start-ups.



Entrepreneurship & Innovation Marketing Campaign

To capture the vision for Mississauga's Entrepreneurship & Innovation Ecosystem, EDO is working with partners to develop an entrepreneurship and innovation marketing campaign. The campaign will organize branding efforts across Mississauga's innovation and business investment ecosystem. As a result of this campaign, the Mississauga Business Enterprise Centre (MBEC) will be positioned as a central coordinating hub for innovation activity. EDO is planning to launch the campaign in early 2022.

ERP Action ▾

#18 - Small Business

ERP Action ▾

#22 - Small Business

Downtown Innovation Hub

As part of Mississauga's entrepreneurship and innovation story, EDO has been developing a business case on a central space within Mississauga to promote, connect, and develop innovation activity. The Innovation Hub will bring entrepreneurs, established companies and innovation service providers together to share challenges, collaborate and support innovation and entrepreneurial activity in Mississauga. The Innovation Hub will be a key asset to support local entrepreneurs, start-ups and higher growth firms post-COVID. EDO is planning to bring the business case forward as part 2021 budget planning process.



Lakeview Innovation District

EDO is prioritizing investment opportunities aimed at building the Lakeview Innovation District to maximize its potential as a smart and sustainable site. The site will create an environment where people can research and develop innovative solutions that help to educate and drive behavioural change globally. EDO and the City's Leadership will move ahead with a project plan for 2021 to advance the vision for the site including identifying key potential investment partners and strategic partnerships to govern and operate the site, and creating media awareness of this development opportunity.

ERP Action ▾

#30 - Small Business

#23 - Broader Industry



Community Response

The Mississauga community came together and supported each other at a critical time. We saw businesses contribute to our community and shift their operations to the fight against COVID-19. We also saw the community donate to important causes including the Mississauga Foodbank where more than 3,000 individuals, 100 businesses and 30 community, religious and non-profits groups accepted the Mississauga Challenge and helped raise more than \$1.2 million.

"We witnessed business leaders coming together to support one another, from access to Personal Protection Equipment, to solving operational issues, to donations to healthcare workers and the community. It was inspiring to witness acts of kindness and humanity in a time of crisis and uncertainty."

- Bonnie Brown,
Director, EDO

Good News Stories

ERP Action ▾

#4 - Small Business

#2 - Broader Industry

American Eagle Outfitters (AEO)

The AEO Foundation donated \$12,500 in support of the Mississauga Food Bank and another \$12,500 to Trillium Health Partners to aid in COVID-19 relief efforts. The contribution will help these local organizations access the food, resources and supplies that are needed at this critical time.

Anubis 3D Industrial Solutions

Anubis 3D supplied reusable face shields that are manufactured for optimal sterilization. The face shield is made of a plastic laser-cut screen and soft silicone forehead-pad and head strap are designed for comfort during prolonged usage.

Amgen Canada Inc.

Announced a range of initiatives to give donations, supplies and expertise to help Canadian communities fight the challenges presented by COVID-19. The impact of this program is valued at over \$1 million.

Baylis Medical

Baylis Medical, a Mississauga-based medical device company specializing in cardiology and spine, partnered with Ventilators for Canadians, a consortium of Canadian manufacturers, to manufacture ventilators for hospitals across Canada.

Canada Mask Supply

Request for Product, a custom furniture company for hotels and restaurants, has re-branded itself as Canada Mask Supply and is now producing 20,000 protective face masks a day at its Mississauga facility. This transition of business has allowed Request for Product to keep all 40 employees and create 35 new jobs.

Ckdpack Packaging Inc.

Ckdpack pivoted their operations to manufacture medical grade face masks, here in Mississauga. These masks can be used by both the healthcare industry and the general public.

Chen's Enterprises Corporation

Chen's Enterprises Corporation is a wholesale distribution company supported community healthcare workers by donating 20,000 medical masks to Trillium Health Partners. The company donated a total of 100,000 medical masks to five hospitals throughout the region.

Coca-Cola

Coca-Cola partnered with Sheridan College's Centre for Advanced Manufacturing and Design Technologies to produce and distribute protective counter-top shields for small businesses.

The Como Foundation

The Como Foundation designs and manufacturers lip reading masks for the deaf and hard of hearing community. They celebrated their grand opening in Mississauga and responded to COVID-19 by creating a mask that helps improve accessibility for those who are deaf & hard of hearing. They also donated \$5 million to Trillium Health Partners.

Erin Park Lexus Toyota

Erin Park Lexus Toyota, is a car dealership company in Mississauga that donated \$20,000 to the Mississauga Food Bank as part of the #MississaugaChallenge campaign.

Grasshopper Energy

Grasshopper Energy donated \$50,000 to the Mississauga Food Bank that will provide 100,000 meals to for the local community in need during this time of crisis.

McRae Imaging

The Ontario government provided Mississauga-based McRae Imaging with \$332,000 to support the production of inclusive personal protective equipment. The company is making face masks featuring an innovative lip-reading lens. This new mask will create a unique solution for the Deaf and hard of hearing community during the COVID-19 pandemic.

Microbix

Microbix is contributing to the development of new and improved methods for COVID-19 detection and is helping to improve the accuracy of existing protocols by providing reliable, whole-genome validation/verification and training samples. Microbix currently has capacity to make 5,000 units per week.

MHI Canada Aerospace Inc.

MHI Canada Aerospace Inc. supported our hospitals with bands to support their visors for the front lines. They've shared their first lot printed and packed and ready to go to the hospitals. Currently they are making about 100 visor bands a day.

Novo Nordisk Canada Inc.

Novo Nordisk Canada Inc. launched the Take Action volunteer program so its employees can offer support to the local healthcare system while still receiving their salary from Novo Nordisk. Volunteering colleagues are being offered where they are needed as 'short-term surge support' given the current strain on both public health systems and community organizations.

Paramount Fine Foods

Paramount Fine Foods supported the Greater Toronto Area by donating nearly 2,000 meals to local food banks and shelters and is also working with Feed Our Heroes, an initiative that provides meal delivery to frontline health staff and first responders.

Premier Candle Corporation

Premier Candle Corporation is the largest privately owned candle manufacturer in Canada, has dedicated a portion of its 240,000 sq. ft. Mississauga facility to make medical-grade face shields for frontline workers, and has donated 1,000 face shields to long-term care homes in Mississauga.

The following non-comprehensive list details Mississauga businesses contributing to the community and/or shifting their operations to the fight against COVID-19. To access the full list of stories, please visit: thefutureisunlimited.ca/covid-19-good-news/

Economic Recovery Plan Implementation Update

2020 - Aug 31, 2021

City of Mississauga

Economic Development Office



EDO@Mississauga.ca



1-800-456-2181

thefutureisunlimited.ca



MISSISSAUGA

Date: September 21, 2021

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:
October 6, 2021

Subject

Traffic Calming (Wards 2, 6, and 11)

Recommendation

1. That the report from the Commissioner of Transportation and Works, dated September 21, 2021 and entitled "Traffic Calming", be approved.
2. That the report from the Commissioner of Transportation and Works, dated September 21, 2021 and entitled "Traffic Calming" be referred to the Mississauga Traffic Safety Council, Cycling Advisory Committee and the Mississauga Road Safety Committee for information.

Executive Summary

- Queen Street West, Indian Road, Galesway Boulevard and Novo Star Drive are roadways that have been identified as locations which would benefit from the installation of traffic calming.
- Ward 2 Special Project funding is being utilized for the implementation of physical traffic calming on Queen Street West and Indian Road.
- The 2021 Traffic Calming Program Capital budget is being utilized for the implementation of physical traffic calming on Galesway Boulevard
- Ward 11 Special Project funding is being utilized for the implementation of physical traffic calming on Novo Star Drive.
- No concerns have been raised from emergency services or MiWay regarding the proposed traffic calming measures.

Background

The Traffic Services and Road Safety Section regularly conducts reviews regarding speeding, aggressive driving, and traffic infiltration on City roadways which includes the collection of speed and volume data.

Once a speeding concern is identified, Road Safety staff utilize a number of passive traffic calming techniques to reduce vehicle operating speeds. These passive traffic calming measures can include the implementation of painted edge/centre lines, the use of a speed awareness device and enforcement.

If an ongoing identified concern cannot be resolved through other more passive traffic calming measures, Road Safety staff will evaluate the location against the criteria outlined in the Traffic Calming Policy 10-09-03. If a location does qualify based on the criteria outlined in the policy, it will be prioritized on a list of traffic calming locations.

In consultation with the local Ward Councillors, and based on a prioritized warranted list provided by Road Safety staff, locations within Ward 2, 6 & 11 were identified where Special Project funding and the Traffic Calming Program Capital budget could be utilized. The following traffic calming locations were selected for physical traffic calming measures:

- Ward 2 – Queen Street West between Lorne Park Road and Shawnmarr Road (Appendix 1)
- Ward 2 - Indian Road between Lorne Park Road and Lorne Wood Road (Appendix 2)
- Ward 6 – Galesway Boulevard between Whitehorn Avenue and Terry Fox Way (Appendix 3)
- Ward 11 – Novo Star Drive between Mavis Road and McLaughlin Road (Appendix 4).

Based on the historical traffic data, and increased desire from the community for physical traffic calming due to the speed limit changes planned as part of the Neighbourhood Speed Limit Project, the following roadways would benefit from the installation of physical traffic calming:

Queen Street West	Posted Speed (km/h)	85th Percentile Speed (km/h)
Between Chateau Court and Red Pine Crescent (west leg)	40	53
Between Red Pine Crescent (east leg) and Maramis Court	40	57
Between Red Pine Crescent and Red Pine Crescent	40	57
Between Sweetwater Crescent (west leg) and Raintree Lane	40	51

Indian Road	Posted Speed (km/h)	85th Percentile Speed (km/h)
Between Narva Road and Lorne Park Road	30	61

Galesway Boulevard	Posted Speed (km/h)	85th Percentile Speed (km/h)
Between Cabrera crescent (east leg) and Candlebrook Court	40	59
Between Stonebriar Crescent and Gant Crescent	40	65
Between Gant Crescent and Ajax Gate/Ridgecrest Trail	40	64

Novo Star Drive	Posted Speed (km/h)	85th Percentile Speed (km/h)
Between Dolly Bird Lane/Valiant Heights and Vicar Gate	30	56
Between Amour Terrace and Vicar Gate	30	49
Between Amour Terrace and McLaughlin Road	30	47

Comments

Once candidates for the installation of physical traffic calming measures were identified, preliminary plans for the neighbourhood were developed. Staff considered different types of traffic calming devices and overall roadway characteristics to achieve operating speeds, which are consistent with the posted speed limit. These factors include traffic calming type, spacing, layout and impacts the installation of physical traffic calming devices may have on local residents and City services.

Public Consultation

To determine the level of support and to refine the traffic calming plan for the neighbourhood, notification of the proposed projects was sent to area residents. The traffic calming concepts were posted on the City's website and residents were provided the opportunity to provide feedback. The results of the virtual public engagement consultations are as follows:

- Queen Street West – 70% of respondents were supportive of the proposed measures along Queen Street West. These measures include a series of split speed humps that will be installed between Lorne Park Road and Shawnmarr Road.
- Indian Road – Due to the limited area proposed for traffic calming, feedback provided by the local community association, and consultation with the Ward 2 Councillor, virtual public engagement consultation was not held for this project; however all directly affected residents were notified by mail. Staff mailed notices to the residents of Indian Road between Lorne Park Road and Lorne Wood Road and the Principal of Lorne Park Public School with detailed information regarding the proposed traffic calming project.
- Galesway Boulevard - 78% of respondents were supportive of the proposed measures along Galesway Boulevard. These measures include a series of speed cushions that will be installed between Terry Fox Way and Whitehorn Avenue.
- Novo Star Drive – 74% of respondents were supportive of the proposed measures along Novo Star Drive. These measures include a series of speed cushions that will be installed between Mavis Road and McLaughlin Road.

In consultation with the local Ward Councillors, the decision was made to pursue the installation of physical traffic calming measures on Queen Street West, Indian Road, Galesway Boulevard and Novo Star Drive.

Staff provided the revised concept plans to all emergency services and MiWay and no concerns have been raised regarding the proposed traffic calming.

Financial Impact

On May 22nd, 2019 a motion was passed by Council to establish capital projects up to a total amount of \$2 million per ward, to be used at the discretion of each local Councillor for infrastructure projects.

The following traffic calming measure projects are not funded. Funding for these projects will be provided through councillor's special gas tax funding:

Project	Estimate	PN#
Queen Street West	\$60,000	E21199
Indian Road	\$25,000	F21199
Novo Star Drive	\$30,000	C21199

The estimated cost for the installation of physical traffic calming measures on Galesway Boulevard is \$40,000 and can be accommodated within the 2021 Traffic Calming Program capital project 21199.

Conclusion

There is sufficient interest from local area residents, as well as support from the Local Ward Councillors, for the implementation of physical traffic calming measures on Queen Street West, Indian Road, Galesway Boulevard, and Novo Star Drive.

Attachments

Appendix 1: Location Map – Queen Street West between Lorne Park Road and Shawnmarr Road (Ward 2)

Appendix 2: Location Map – Indian Road between Lorne Park Road and Lorne Wood Road (Ward 2)

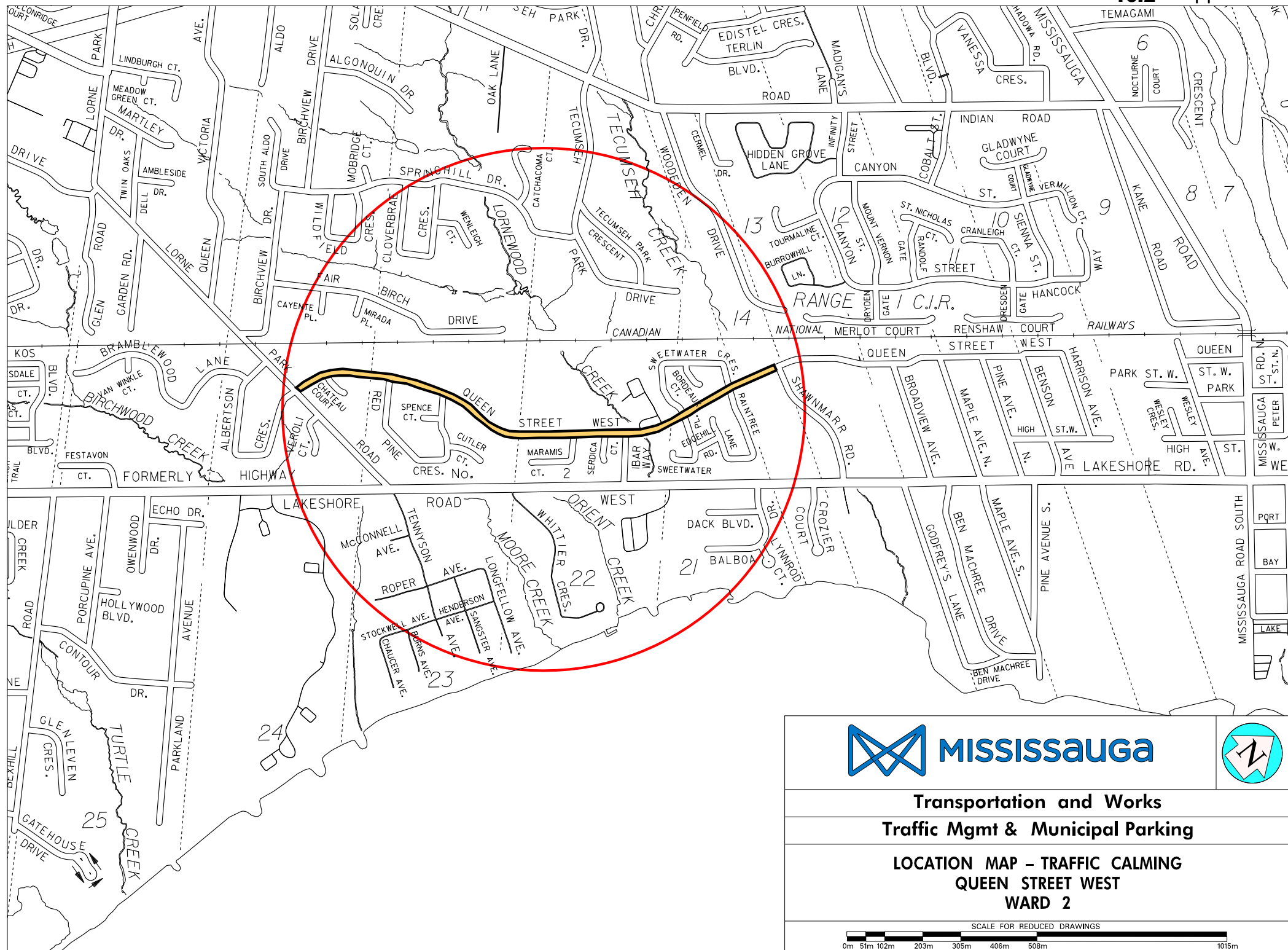
Appendix 3: Location Map – Galesway Boulevard between Whitehorn Avenue and Terry Fox Way (Ward 6)

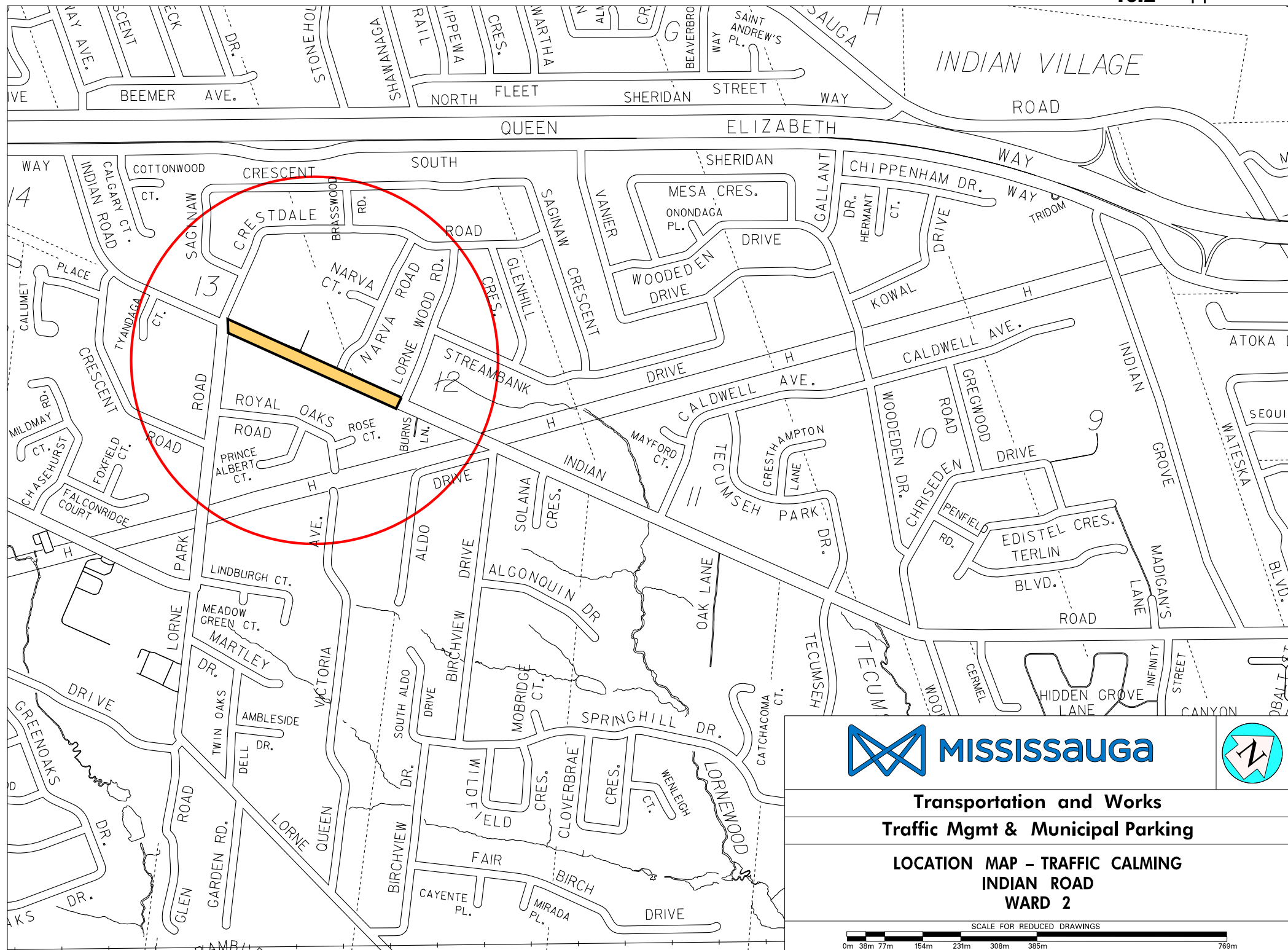
Appendix 4: Location Map – Novo Star Drive between Mavis Road and McLaughlin Road (Ward 11)

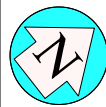
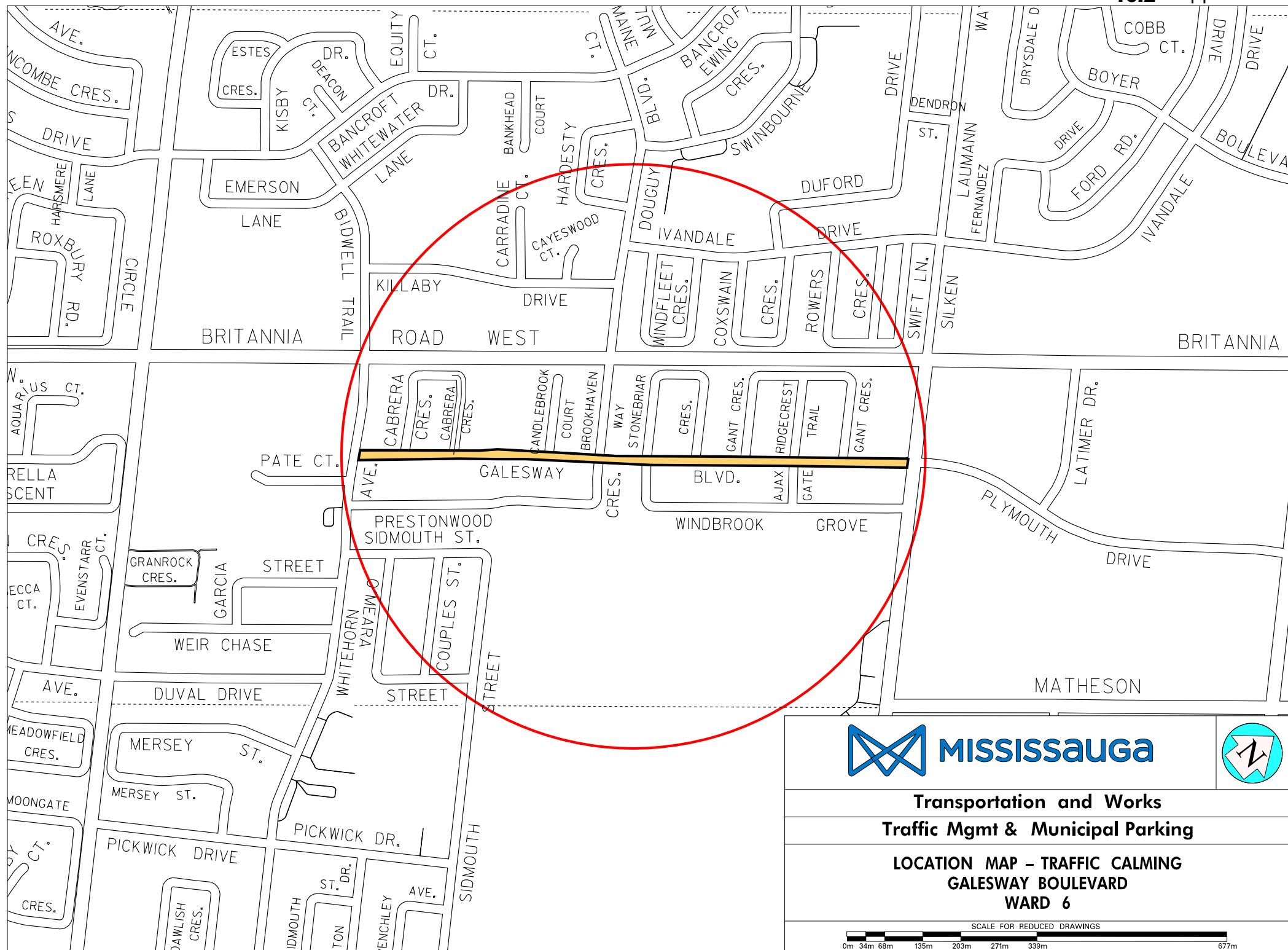


Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works

Prepared by: Khulud Sheeraz, C.Tech., Road Safety Technician



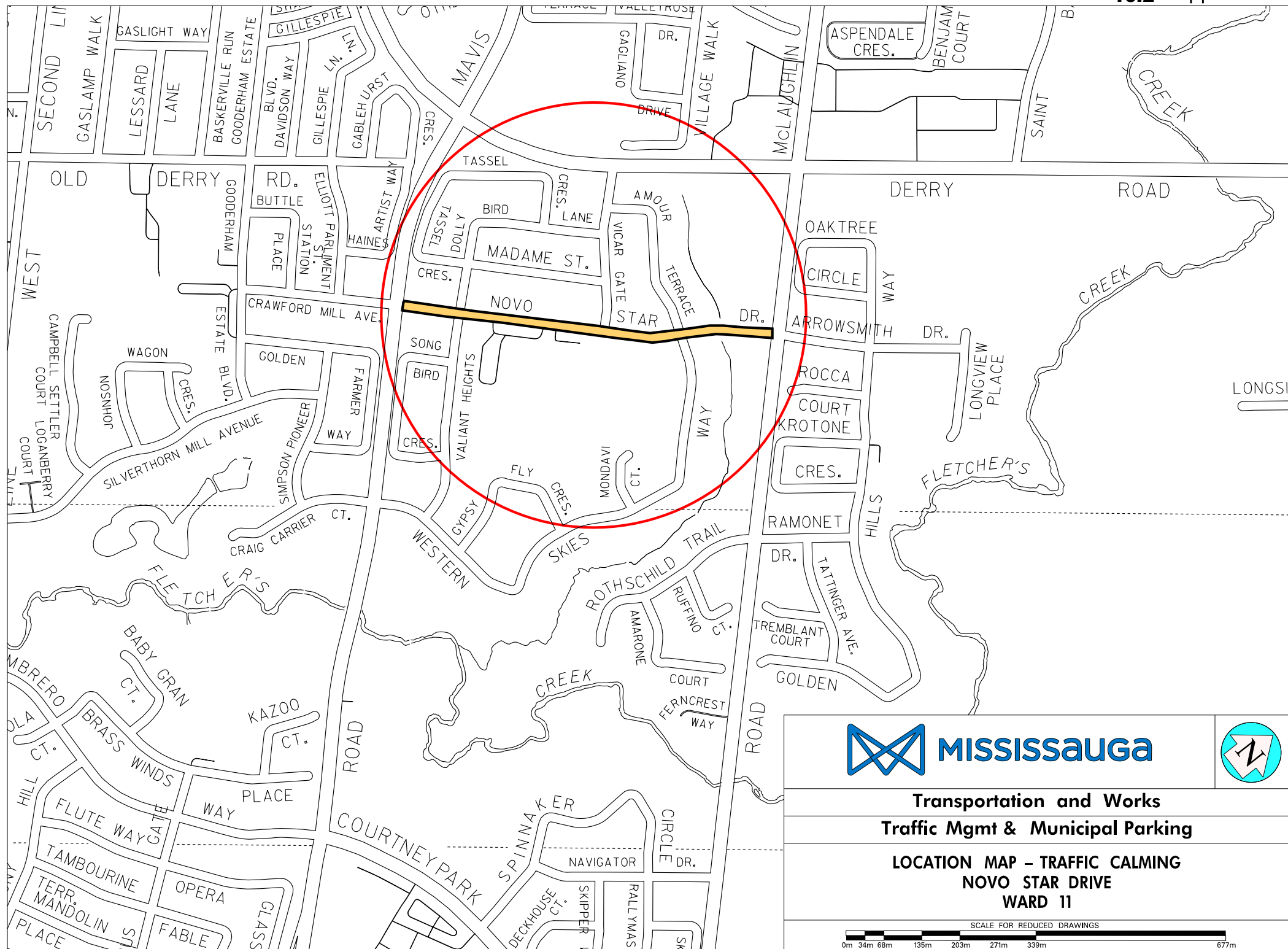




Transportation and Works
Traffic Mgmt & Municipal Parking

LOCATION MAP - TRAFFIC CALMING
GALESWAY BOULEVARD
WARD 6

SCALE FOR REDUCED DRAWINGS
 0m 34m 68m 135m 203m 271m 339m 677m



Date: August 24, 2021

To: Chair and Members of General Committee

From: Shari Lichterman, CPA, CMA, Commissioner of
Corporate Services and Chief Financial Officer

Originator's files:
CA-ADM

Meeting date:
October 6, 2021

Subject

Delegation of Authority to issue Letter Agreements in Connection with the Repair, Replacement and Reconstruction of Noise Attenuation Barriers

Recommendation

1. That the Manager of Realty Services or any person he or she designates, be authorized to issue and receive Letter Agreements from private property owners, at nominal consideration, in connection with the repair, replacement and reconstruction of noise attenuation barriers to be carried out by the City, where such Letter Agreements have been approved by the City Solicitor, in form and content.
2. That all By-Laws be enacted.

Executive Summary

- By-Law 0148-2018 delegates authority to the Manager of Realty, the Director of Facilities and Property Management, the Commissioner of Corporate Services and the City Manager to approve and execute certain formal documents in order to effectively conduct City business, however, it does not cover situations that don't require formal agreements. Over the next few years, it is anticipated that a large number of private properties across the City will need to be accessed to carry out repair, replacement and relocation of noise attenuation barriers. In order to streamline the process to gain access onto privately-owned lands for the purposes of repair, replacement and reconstruction of noise attenuation barriers, staff with Legal Services, Realty Services and Transportation and Works have developed a Letter Agreement to invite or authorize access. This report seeks authority to enact a bylaw to delegate Council's authority to enter into Letter Agreements.

Background

Staff have been actively pursuing a cost effective, efficient, method to gain access to multiple private properties, for the purposes of undertaking repairs, replacement, and reconstruction of

noise attenuation barriers throughout the City and staff of Transportation and Works propose to undertake such activity this year, for an estimated fifty-seven (57) residences. Additional noise barrier projects are planned over the next few years, many of which will require access to residential properties and which staff are proposing to utilize the Letter Agreement.

It is further anticipated that from time to time, unexpected requirements for repairs to noise attenuation barriers will arise.

Comments

Under the existing practice, Realty Services staff create individual Consent to Enter Agreements, have them executed by the property owner, and thereafter draft a Delegated Authority report for approval of the agreement and authorization to execute via By Law 0148-2018. Given the large number of properties involved and the minor nature of the entry requirements, this current practice is considered unduly cumbersome and will likely cause unnecessary delays in undertaking these important noise attenuation barrier projects. There are no existing legal documents allowing for quick access and use of private property involving multiple properties to make repairs or construct noise attenuation barriers. The proposed solution is to delegate authority to Staff to issue and act on Letter Agreements.

The City's Legal Services Division, working with Transportation and Works Department and Realty Services has created a Letter Agreement (the "Letter Agreement") attached hereto as Appendix 1, for use only for noise attenuation barrier projects and for no other purposes. This proposal represents the most efficient, responsible and cost effective means of managing these types of approved budget projects.

Allowing the use of Letter Agreements will result in the City accepting pre-prescribed levels of obligations and responsibilities as set out in the terms and conditions listed below, as approved by the City Solicitor:

- The noise attenuation barrier project will be undertaken at the sole cost of the City
- Access granted under the Letter Agreement is at nominal consideration
- The City is the owner of the adjacent property to be occupied (typically road allowance)
- There are to be no substantive alterations to the Letter Agreement by the property owner, failing which this delegated authority shall not apply
- The agreement is for a specified temporary term
- Following construction the City is to be the owner, or accepts the obligation and responsibility for replacing/repairing and/or installing of the noise attenuation barrier
- The City needs to enter on the owner's property to effect the repair, replacement or reconstruction
- Where permission is granted by Letter Agreement the City will be responsible for:
 1. pruning/removal of trees obstructing repair or construction
 2. removal of existing fences, gates, or other improvements
 3. tying in existing lateral fences to the noise barrier

4. restoration of the land to a condition reasonably similar to what it was prior to the City entry
- The City agrees to indemnify the Owner for using the Owner's lands
 - The City will carry Commercial General Liability Insurance in an amount of not less than Five Million Dollars (\$5,000,000)
 - That it be understood that there is no additional execution on behalf of the City. On execution and return of the executed letter by the Owner, the City will be authorized to enter and will accept all obligations and liabilities associated with any works undertaken.

In order to carry out noise attenuation barrier projects involving multiple property owners in an efficient, cost effective and responsible manner, staff is recommending approval and use of a Letter Agreement. Under this proposal, the Manager of Realty Services or any person he or she designates, will be authorized to issue and receive Letter Agreements from private property owners, at nominal consideration, in connection with the repair, replacement and reconstruction of noise attenuation barriers to be carried out by the City, where such Letter Agreements have been approved by the City Solicitor, in form and content.

Financial Impact

There is no financial impact to the City associated with these recommendations.

Conclusion

Use of the Letter Agreement will avoid considerable costs in terms of money, staff time to prepare agreements, capital project delays, associated with creating individual Consent to Enter Agreements, potentially requiring multiple delegated authority reports, and other potential costs associated with additional negotiations and third party legal expenses.

Attachments

Appendix 1: Sample – Letter Agreement



Shari Lichterman, CPA, CMA, Commissioner of Corporate Services and Chief Financial Officer
Prepared by: William Moffatt, Supervisor Acquisitions, Realty Services, Facilities & Property Management



City of Mississauga
Transportation & Works
201 City Centre Drive, Suite 800
MISSISSAUGA ON L5B 2T4
mississauga.ca

Insert Date

Jane Doe

Davebrook Rd.
Mississauga, ON
L5J 3M4

Re: City of Mississauga 2021 Noise Wall Retrofit Program

Dear Jane,

You are receiving this letter, as your property is located within the boundaries of the City of Mississauga's 2021 Noise Wall Retrofit Program. In accordance with the City's Noise Wall Policy and existing provincial guidelines, the City is proposing to construct a noise wall along (insert location), behind your residence, to help reduce the traffic noise impacting your outdoor living area.

The City is seeking your permission to permanently remove your rear fence along (insert address/location) to replace it with a noise wall. The City is also seeking your permission to use a small portion of your land during the construction phase to install the noise wall. All of the necessary work will be carried out at the cost and expense of the City. Once built, the noise wall will be owned and maintained by the City.

The proposed noise wall will sit along your rear property line at approximately 2.5 metres (8.2 feet) in height. In order for it to be effective, the wall needs to be installed in a continuous block. Please refer to the **Key Plan** and the image attached of a noise wall installed along (insert location of attached image). The noise walls are architectural concrete panels attached to steel posts, which are clad in a similar coloured material for a consistent look and finish. It has a service life of approximately 40 years before needing replacement.

The City is asking for your written consent to access the rear of your property from (Insert location) during the construction phase, to a limit of approximately one metre (three feet) within your property line. Construction is scheduled to take place between the fall of 2021 and the summer of 2022. The City will do the following work:

- Prune and remove City-owned trees obstructing construction of the noise wall. Where possible, every effort will be made to preserve trees. All private trees which may be affected by the project will be discussed with the property owners, including how to reduce potential damage to the tree or the need for potential removal, replacement or compensation
- Permanently remove all fences, gates, supports and other existing infrastructure at the rear of your property along Southdown Road that will be replaced by the noise wall
- Provide and maintain temporary fencing at all times while work is not being performed on or around the property
- Install the noise wall along the rear property line to a height of approximately 2.5 metres (8.2 feet)
- Extend existing side-lot fencing to connect with the new noise wall
- Restore any disturbed gardens, sheds and decks to a condition as reasonably similar to the original condition prior to the start of work

The City will provide you with two weeks written notice before accessing or using your property.

While the majority of the work will take place on the City's property within the road allowance, in certain cases it may be necessary to locate equipment slightly within the rear of your property for the purpose of installation. If more access is required by the City, a representative of the City will meet with you to discuss the details beforehand.

The noise wall will have a two-year warranty period that begins once construction is complete. For this reason, the City is asking for continued access to your property for a period of two years, starting from the end of construction, for the purpose of carrying out warranty-related inspections and/or repairs. The City will contact you in the event that such work is required.

After you have signed and returned this letter, the City will compensate you for any damage or injury resulting from the City's use of your property and the work to be carried out. In addition, the City shall obtain and maintain insurance in an amount not less than five million dollars (\$5,000,000) per occurrence against any claims or actions resulting from the work being conducted, including personal injury or property damage.

You, as owners of the property, (and your tenants, if applicable) are asked to please sign the form below and return it to the City, with the entire letter, no later than **(Insert return date)** using one of the following options:

- Email: steven.guan@mississauga.ca
- Fax: (905) 615-3173
- Mail: using the attached addressed, postage-paid envelope

Please retain one fully signed copy for your records.

If you require any further information regarding this letter or the specific activities to take place on your property, please feel free to contact Steven Guan at (905) 615-3200, ext. 5933 or by email at the address provided above.

Thank you for your consideration and attention to this matter.

Sincerely,

Alessandro Torresan
Manager, Transportation Asset Management
Tel: (905) 615-3200 ext. 5153 | Fax: (905) 615-3173
alessandro.torresan@mississauga.ca

We the undersigned owners, by affixing our signatures, hereby consent to the access of our property, legally described as all of PIN 13438-0053 (LT), Part Lot 13, Plan 700; S/T TT173130, Mississauga.

Please return a copy of this entire letter along with the completed signed form below by email to steven.guan@mississauga.ca or by fax to (905) 615-3173 or by mail with the attached postage paid envelope.

The Property Owner and the City agree that this letter may be sent by fax or email and shall be deemed binding as though it were the original.

Date

Jane Doe
Owner

Date

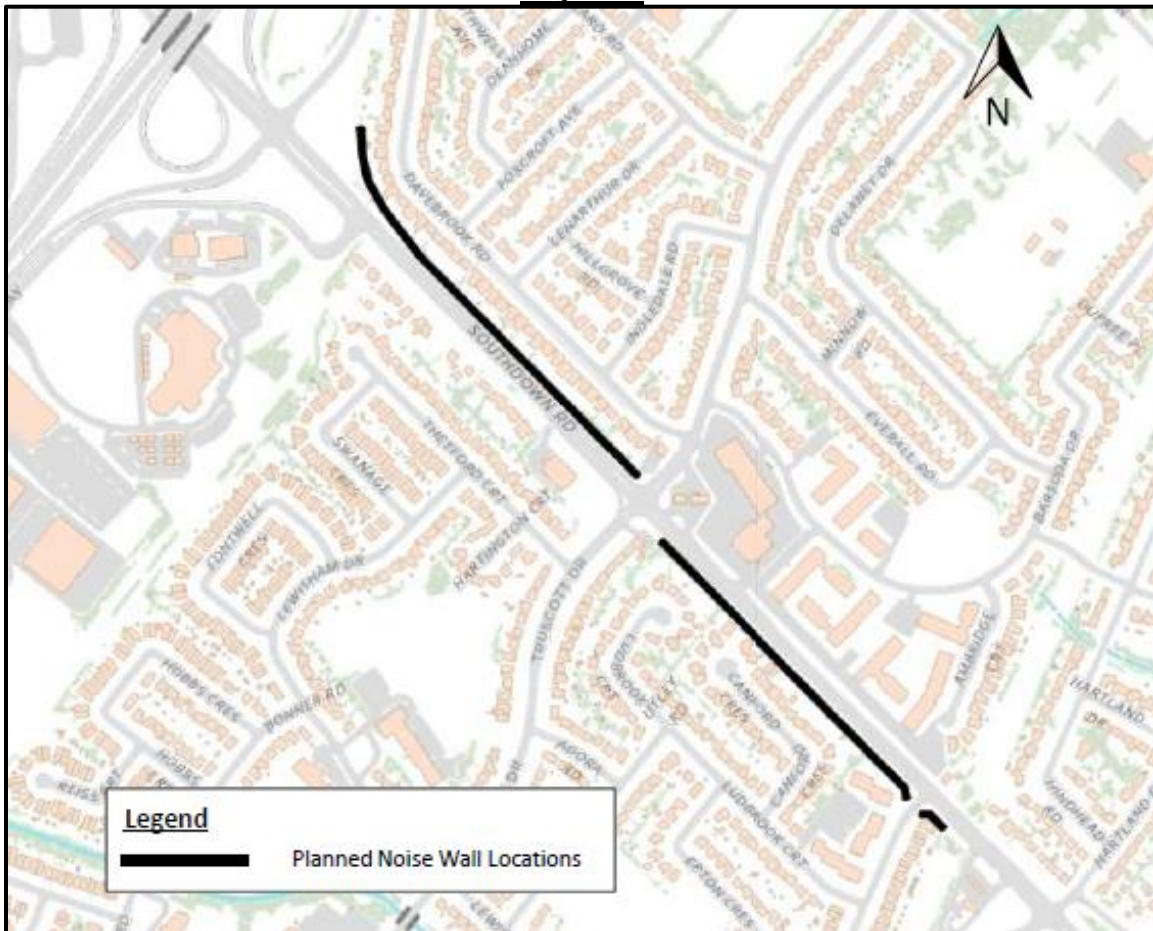
Owner

Date

Tenant (if applicable)

Date

Tenant (if applicable)



Example of Planned Noise Wall



Image source: existing noise wall located along Eglinton Avenue West, east of Mississauga Road

Date: September 15, 2021

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:
October 6, 2021

Subject

Vendors of Record Designations for the Supply and Delivery of Replacement Parts and Sublet Repair Services for MiWay Buses

Recommendation

1. That the vendors included in Appendix 1, attached to the corporate report dated September 15, 2021 from the Commissioner of Transportation and Works entitled "Vendors of Record for Replacement Bus Parts and Sublet Repair Services", be designated as vendors of record for the supply and delivery of replacement parts and sublet repair services for MiWay buses.
2. That the Purchasing Agent, or designate be authorized to execute annual contracts with each of the designated vendors of record, in the estimated amounts shown in Appendix 1 entitled "Vendors of Record for Replacement Bus Parts and Sublet Repair Services", for the supply and delivery of replacement parts and sublet repair services for MiWay buses, as required.

Executive Summary

- MiWay has identified vendors (Appendix 1) that meet its requirements for the supply and delivery of many replacement parts and repair services for MiWay buses from Original Equipment Manufacturers (OEM) and vendors who maintain inventories for the prompt supply of OEM and generic bus parts and who can undertake sublet repairs.
- MiWay is updating its vendors of record previously approved under GC No.0151-2020 due to anticipated usage demands, spot buys and with three additional vendor for approval (Appendix 1).
- It will be cost effective and efficient to establish these vendors as vendors of record.

Background

Council has previously approved the designation of vendor of record for known vendors of replacement parts and sublet repair services for MiWay buses, ref GC No. 0151-2020.

The City continues to require the supply and delivery of many replacement parts for MiWay buses to ensure timely maintenance and repairs. Original Equipment Manufacturers (OEM) parts are required to preserve warranties; generic parts are used where possible. Many bus maintenance and repair operations are sublet to OEM vendors when it is more efficient or cost effective to do so.

Parts availability and prompt delivery and service are key requirements. Staff have identified a roster of all known replacement bus part vendors who maintain inventories of a variety of OEM and generic parts and who can undertake sublet repairs. These vendors are located in proximity to MiWay operations. Accordingly, the vendors identified in Appendix 1, attached, are considered to be uniquely qualified.

Generic replacement bus parts are available from more than one vendor and are purchased by spot buying; OEM parts and repair services are purchased directly from the manufacturer or manufacturer's authorized dealer.

This report is to update the list of vendors of record previously approved under GC No.0150-2020 due to an increase in anticipated usage demands, spot buys and with three additional vendors for approval (Appendix 1).

Spot Buying

It is staff's practice to spot buy parts whereby competitive quotes are obtained. Spot buying of parts occurs daily with 10-25 different parts required in various quantities. Spot buying of services will be conducted when warranty is not jeopardized. Orders are placed with the vendors who provide the lowest prices and who can provide timely delivery.

This purchasing method has resulted in a continuous supply of parts and services at the lowest possible prices. In addition, purchasing parts in this manner requires fewer stocked parts which minimize the cost associated with carrying inventories and obsolescence.

OEM Vendors

OEM parts and sublet repair services are only available from the manufacturer or from the manufacturer's authorized dealer and will continue to be required until the manufacturer's buses are retired from the fleet.

The OEM vendors are sole sources as defined in the Purchasing By-law #374-2006 which states under Schedule A, Section 1, (a) the goods and/or services are only available from one supplier by reason of: (iii) the existence of executive rights such as patent, copyright or license.

Comments

The vendors of record should be established until such time as the parts they supply are no longer required or if the vendor fails to perform or ceases to carry on with business.

Furthermore, the roster of vendors is not closed. It is open to any vendor who can demonstrate that they are able to promptly provide OEM parts and services, appropriate generic parts and satisfactory references, subject to approval in accordance with By-law #374-2006

By-law #374-2006 further requires Council authority to award single/sole source contracts having a value of \$100,000 or more.

Financial Impact

There are no additional financial impacts resulting from the recommendations in this report. The annual supply and delivery of required bus replacement parts and sublet repair services is estimated at \$15,856,000 excluding taxes and this amount has built in contingency and upset limits. Funds for this purpose are available in the operating budget and in the capital budget where unspent budgets are carryforward to future years:

Operating Budgets:

- Account 715353 and cost centres 23619, 23620 and 23621
- Account 715358 and cost centres 23619 and 23620
- Account 715355 and cost centre 23620

Capital Budgets:

- The annual funding in capital project Transit Cap Bus Maintenance – Major Component Rehab/Replacement
- Approved funding is available in project 21203 and additional funding is forecasted in capital project 22203 which is included in the 2022 Business Plan pending Council approval.

Conclusion

A variety of replacement bus parts and sublet repair services are required to maintain MiWay buses. Parts are purchased as required, through spot buying where it is possible to obtain quotes. It is advantageous for the City to spot buy replacement bus parts to ensure a continuous supply in a timely and low cost manner and to reduce costs associated with carrying inventories and obsolescence. OEM parts and repair services are only available from the manufacturers and their authorized dealers. MiWay is updating its vendor of record previously approved under GC No.0151-2020 due to anticipated usage demands, spot buys and with three additional vendors for approval (Appendix 1).

Staff recommend that the vendors of replacement bus parts and sublet repair services in Appendix 1 be designated as vendors of record.

Attachments

Appendix 1: Vendors of Record for Replacement Bus Parts and Sublet Repair Services

A handwritten signature in black ink, appearing to read "G Wright", is positioned above a horizontal line.

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

Prepared by: Darren Ridings, Senior Manager, Transit Maintenance

Appendix 1:**Vendors of Record for Replacement Bus Parts and Sublet Repair Services**

Vendor	Spot Buy or Single Source	Description (SOW)	Approved Annual Amount	Increase/ Decrease to Estimated Upset Limit
Aftermarket Parts (formerly New Flyer)	Single Source /Spot Buy	New Flyer Bus Parts (OEM) / Bus Parts	\$ 3,000,000	
Baker Transit Parts	Spot Buy	Bus Parts	\$ 900,000	
City View Bus & Truck	Single Source/Spot Buy	Bus Parts / Sublet Repairs	\$ 1,700,000	
Cummins Eastern Canada LP	Single Source	Bus Parts / Sublet Repairs	\$ 700,000	
Mississauga Bus, Coach & Truck	Single Source/Spot Buy	Bus Parts / Sublet Repairs/Body Repairs	\$ 4,000,000	
MTB Transit Solutions Inc.	Single Source/Spot Buy	Sublet Repairs/Body Repairs	\$ 366,000	
Mohawk	Spot Buy	Bus Parts	\$ 220,000	\$ 100,000
Natsco	Spot Buy	Bus Parts	\$ 750,000	
Prevost (Nova Bus)	Single Source /Spot Buy	Nova Bus Parts (OEM) / Bus Parts	\$ 500,000	
Reefer Sales	Single Source/Spot Buy	Bus Parts / Sublet Repairs / Annual Inspections	\$ 100,000	\$ 90,000
Tokmakjian Inc. (formerly SN Diesel)	Single Source	Sublet Repairs	\$ 2,000,000	-\$ 450,000
Tarten Equipment	Single Source	Bus Parts / Sublet Repairs	\$ 100,000	
Thermo King Ontario	Single Source/Spot Buy	Bus Parts / Sublet Repairs / Annual Inspections	\$ 500,000	

Voith Turbo Inc.	Single Source	Bus Parts / Sublet Repairs	\$ 100,000	
Wajax Power Products	Single Source /Spot Buy	Bus Parts / Sublet Repairs	\$ 150,000	
Luminator Technology Group	Single Source	Bus Parts / Sublet Repairs	\$ 100,000	
United States Seating (USSC) in US\$	Single Source	Bus Parts / Sublet Repairs	\$ 120,000	
American Seating Co. (Amseco) in US\$	Single Source	Bus Parts / Sublet Repairs	\$ 110,000	
Added new Vendors	Spot Buy or Single Source	Description (SOW)	Approved Annual Amount	Estimated Annual Upset Limit for New Vendors
Skydome Truck & Coach Inc.	Spot Buy	Bus and Non-revenue vehicle body repairs		\$ 200,000
ADF Diesel Toronto Inc.	Single Source going forward as RFT in the market with only one vendor responded	Rebuilt of Pro heat heads		\$ 250,000
Keystone Alternators & Starters	Single Source going forward as RFT in the market with only one vendor responded	Rebuilt of Alternators and Starters		\$ 250,000
		Sub Total	\$ 15,416,000	\$ 440,000
Total Revised Estimated Annual Contract Value			\$ 15,856,000	

City of Mississauga Corporate Report



10.5

Date: August 31, 2021

To: Chair and Members of General Committee

From: Shari Lichterman, CPA, CMA, Commissioner of
Corporate Services and Chief Financial Officer

Originator's files:

Meeting date:
October 6, 2021

Subject

Single Source Procurement of Simpleview Inc. Tourism Customer Relationship Management (CRM) Solution (File Ref: PRC003179)

Recommendation

1. That the single source procurement of the Simpleview Inc. Tourism Customer Relationship Management (CRM) Solution, including software subscriptions, professional services and support, for a period of five (5) years, with the option to extend the term for up to an additional five (5) years, as detailed in the corporate report entitled, "Single Source Procurement of Simpleview Inc. Tourism Customer Relationship Management (CRM) Solution", dated August 31, 2021, from the Commissioner of Corporate Services and Chief Financial Officer ("Purchase"), File Ref: PRC003179, be approved;
2. That the Purchasing Agent or designate be authorized to execute all contracts and related ancillary documents with respect to the Purchase between the City and Simpleview Inc. for an estimated amount of \$287,374.00 exclusive of taxes, in accordance with the City's Purchasing By-law 374-06, as amended;
3. That the Purchasing Agent or designate be authorized to execute the necessary amendments to increase the value of the contract between the City and Simpleview Inc. for additional products, software licensing, subscription services, professional services, and maintenance and support, including additional features and modules, as required by the City for the purpose of accommodating growth or to ensure business continuity, if the funding for such contract increase has been approved by Council;
4. That the Simpleview Inc. Tourism CRM Solution be approved as a City Standard for a period of five (5) years, and for an additional period of up to five (5) years should the City exercise its option to extend the term of the contract, in accordance with the City's Purchasing By-law 374-06, as amended.

Background

Tourism Mississauga was established following Council approval in June 2019 and has been quickly establishing a team and a plan to advance the goals of tourism in Mississauga. Key to this will be using modern technology that is industry specific. In the short-term, Tourism Mississauga has been using easily available tools such as e-mail, SharePoint, Excel, etc., but this is not a long-term, scalable, or sustainable solution. Having the right tools in place is critical to the success of Tourism Mississauga and more importantly how tourism can be an enabler to the economy and COVID recovery plans.

Relying on these programs creates a variety of inefficiencies and struggles. Reporting on sales activity and campaign results in its current state is a manual and time-consuming task that is unable to provide a holistic view of recent activity and growth. Internal and external communication with stakeholders and clients occurs through email using Outlook; however, it lacks the integrated support and functionality, which a single Customer Relationship Management (CRM) solution provides. An integrated CRM solution provides project tracking, automatic reminders/alerts and collaboration with industry partners and Destination Marketing Organizations (such as Cvent and Destination Toronto).

Tourism Mississauga frequently communicates with stakeholders on a municipal, national and international level. Stakeholder databases are currently maintained manually in Excel and not integrated with Outlook, leading to potential data entry errors, which negatively impact the perception of the City and require regular maintenance of customer records. Currently stakeholder communication primarily occurs through Outlook using limited City resources.

Comments

Customer Relationship Management (CRM) systems offer strategies, techniques, tools, and technologies used by Destination Marketing Organizations (DMO) and other enterprises for acquiring and retaining customers. Simpleview CRM, offered by Simpleview Inc., is a modular subscription-based Software as a Service (SaaS) system that can provide effective client management services, stakeholder management, and media relations coordination. It can replace a number of isolated legacy systems with a consolidated, single, fully integrated solution. It is the sole collaboration software used by more than 500 DMOs worldwide and the industry's only CRM solution tied to a content management system.

The Simpleview/Cvent integration streamlines the RFP process for DMOs, offering real-time Cvent RFP and response data and reducing steps in RFP workflow. Simpleview CRM integrates with Act-On marketing automation, allowing DMOs to optimize and automate campaigns across job roles and throughout the entire customer lifecycle.

The Simpleview CRM is the only solution on the market tailored specifically to DMOs such as Tourism Mississauga. It is the only solution which offers integration with Cvent and Act-On and as a result is uniquely positioned to service Tourism Mississauga's requirements. The purchase of this solution will increase opportunities for collaboration with Destination Toronto, who are an important partner in Mississauga's tourism strategy.

This report recommends that Council approve the single source procurement of the Simpleview Tourism Customer Relationship Management Solution from Simpleview Inc. for an initial period of five (5) years and up to an additional, optional five (5) years. Although Tourism Mississauga will be using the Simpleview CRM solution, the City will be entering into the agreement with Simpleview Inc.

Purchasing By-law Authorization

The recommendations in this report are being made in accordance with Schedule "A" of the Purchasing By-law 374-06, item 1 (a) (iv), which states that a Single/Sole Source procurement method may be applied when, "The complete item, service, or system is unique to one vendor and no alternative or substitute exists within Canada."

Tourism, Information Technology, Legal Services and Materiel Management staff will collaborate to establish the detailed requirements, negotiate the final arrangements and prepare the contracts.

Financial Impact

Staff are seeking a contract with an initial term of five (5) years, with an option to extend for up to an additional five (5) years. The value of the contract will be approximately \$287,374.00 over the ten (10) year period starting in 2021 and ending in 2031. The procurement includes an estimated operating expenditure of \$215,081.00 for license subscription fees, \$3,000.00 for professional services, and \$69,293.00 in contingency costs over a ten (10) year period as shown in Appendix 1 – Statement of Work.

Total costs are estimated to be \$287,374.00 exclusive of taxes, are subject to negotiation, and will be funded from CMS/Tourism operating account number 715725-24704 which is charged back to Tourism Mississauga. The approved budget for Tourism Mississauga has sufficient funds to absorb this transaction, as it was anticipated in the business planning process for 2021.

Conclusion

A CRM solution will considerably assist Tourism Mississauga in the immediate and future term as it continues to grow, develop and strive to meet its goal of representing Mississauga as an industry leading Destination Marketing Organization.

This report recommends that Council approve the single source procurement of the Simpleview Tourism Customer Relationship Management Solution from Simpleview Inc. for an initial period of five (5) years and up to an additional, optional five (5) years at the estimated amount of \$287,374.00.

Attachments

Appendix 1: Statement of Work



Shari Lichterman, CPA, CMA, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Adrian Cossu, Project Leader IT, CPS/Recreation and Culture

Statement of Work

1. Goals

The goal of the project is to acquire and implement a Tourism Customer Relationship Management (CRM) Solution that will improve Tourism's client information management, productivity, analytical and reporting capabilities to drive tourism to the City.

Implementation activities shall include installing, configuring and testing the solution to meet the needs of the City, training business users and IT staff who will be using the solution, and providing support and maintenance for the term of the agreement.

The key project goals are to:

- Efficiently capture, track and follow up using client information
- Provide staff with ability to access and update client information in real-time from any location
- Enhance measurement and reporting of key performance indicators
- Enhance and expand in-house marketing capabilities
- Integration with CVENT event management software
- Maintain security

2. Functional Requirements

The City's requirements for the Tourism CRM solution include all licensing, configuration, training, documentation, testing and installation of all related software, hardware, and equipment. Requirements include professional and technical services, applicable content migration, applicable hosting, maintenance and support.

The system should support the following high-level functional requirements:

- a. Sales Management
- b. Client Management
- c. Managing leads and opportunities
- d. Managing contacts, accounts, and business information
- e. Comprehensive Marketing features
- f. Managing Campaigns
- g. Comprehensive Reporting Module

3. Technical Requirements

The City's SaaS Assessment Questionnaire, addresses the Technical Requirements for the solution.

Additionally the following are preferable:

- a. The system should have all the features necessary to be compliant with CASL (Canadian Anti-Spam Legislation)
- b. The system should use role-based permission including a role for a system administrator
- c. The system should be able to integrate with Microsoft Outlook
- d. The system should be able to integrate with CVENT
- e. A high level system architecture diagram should be available

4. Project Scope

- a. Implement a fully functional integrated CRM for use by Tourism Mississauga staff to provide greater access, visibility and a holistic view of Tourism's clients and their multiple touch points within the departments
- b. Configure the system according to the City's business processes and desired preferences where the solution allows
- c. To deliver comprehensive training to City staff
- d. Documentation – supply and maintain documentation for all system components and provide system architecture documentation
- e. System/Data Integration – provide instructions, guidance, and troubleshooting for integrating the solution with City systems and software
- f. Provide support to the City during the stabilization period following go-live

5. Project Management

- a. City Responsibilities – The City's Project Manager (PM) will be the main point of contact for the vendor's Project Manager. The City's PM is responsible for implementation, giving direction, communicating City information, approving goods delivered and services performed, and payments.
- b. Vendor Responsibilities – configuration, integration, successful testing and implementation. A dedicated vendor Project Manager is required.
 - a. Identify a project manager from the vendor's team to lead the project
 - b. Develop a project plan with a schedule and milestones
- c. Testing and Quality Assurance – the vendor will be responsible for facilitating User Acceptance Testing (UAT), System Integration Testing (SIT), and Penetration & Vulnerability testing if required.

6. Maintenance and Support

The vendor should be willing and capable of providing support and maintenance for the duration of the contract term.

The inclusion of a Service Level Agreement (SLA) with the following is desired:

- Service Availability (Uptime Commitment)
- Remedies for service Availability Failure (service below the Uptime Commitment)
- Business Continuity and Disaster Recovery Plan (including Recovery Time Objective and Recover Point Objective)
- Service monitoring, management, and maintenance
- Support requests: service levels/tiers for response and resolution of issues
- Preventative and scheduled maintenance, upgrades, system maintenance plan.

7. Other

If available, the vendor should provide any standard audits and/or tests that would provide the City with assurance that City data is secure and handled according to best practices periodically throughout the contract term.

- a. For example, if available, the vendor will provide:
 - i. SOC 1 Audit for data centre
 - ii. SOC 1 and SOC 2 Audit for proposed solution
 - iii. Penetration/Vulnerability Assessment from a third party
 - iv. Any other documents that can be provided.

The vendor will be required to complete a privacy assessment to assist the City in implementing.

8. Projected Cost

OPERATING BUDGET FORECAST FOR 2021-2030							
Description	Contract Term	2021	2022	2023	2024	2025	Total Years 1-5
License Subscriptions Fees	5 years to 2021-2025	\$ 17,100.00	\$ 17,955.00	\$ 18,853.00	\$ 19,795.00	\$ 20,785.00	\$ 94,488.00
Professional Services	5 years to 2021-2025	\$ 3,000.00	\$ -	\$ -	\$ -	\$ -	\$ 3,000.00
Contingency for Growth, Customization, New Modules	5 years to 2021-2025	\$ -	\$ 6,284.00	\$ 6,598.00	\$ 6,928.00	\$ 7,275.00	\$ 27,085.00
Subtotal		\$ 20,100.00	\$ 24,239.00	\$ 25,451.00	\$ 26,723.00	\$ 28,060.00	\$ 124,573.00

		2026	2027	2028	2029	2030	Total Years 6-10
License Subscriptions Fees	5 years to 2026-2030	\$ 21,824.00	\$ 22,916.00	\$ 24,061.00	\$ 25,264.00	\$ 26,528.00	\$ 120,593.00
Professional Services	5 years to 2026-2030	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Contingency for Growth, Customization, New Modules	5 years to 2026-2030	\$ 7,639.00	\$ 8,020.00	\$ 8,421.00	\$ 8,843.00	\$ 9,285.00	\$ 42,208.00
Subtotal		\$ 29,463.00	\$ 30,936.00	\$ 32,482.00	\$ 34,107.00	\$ 35,813.00	\$ 162,801.00
TOTAL YEARS 1 - 10							\$ 287,374.00

	TOTAL Years 1 - 5	TOTAL Years 6 - 10	TOTAL
License Subscriptions Fees	\$ 94,488.00	\$ 120,593.00	\$ 215,081.00
Professional Services	\$ 3,000.00	\$ -	\$ 3,000.00
Contingency for Growth, Customization, New Modules	\$ 27,085.00	\$ 42,208.00	\$ 69,293.00
	\$ 124,573.00	\$ 162,801.00	\$ 287,374.00

City of Mississauga Corporate Report



10.6

Date: August 13, 2021

To: Chair and Members of General Committee

From: Shari Lichterman, CPA, CMA, Commissioner of
Corporate Services and Chief Financial Officer

Originator's files:

Meeting date:
October 6, 2021

Subject

Single Source Procurements Related to 2021 - Q4 - Information Technology (IT) Contracts (File Ref: PRC000496, PRC000502, PRC000900, PRC001209, PRC001340, PRC002630, PRC003166)

Recommendation

1. That the single source procurements for software licensing, subscription services, professional services, and maintenance and support related to seven (7) Information Technology contracts listed in Appendix 1 of the report dated August 13, 2021, from the Commissioner of Corporate Services and Chief Financial Officer entitled, "Single Source Procurements related to 2021 - Q4 - Information Technology (IT) Contracts (File Ref: PRC000496, PRC000502, PRC000900, PRC001209, PRC001340, PRC002630, PRC003166)" be approved.
2. That the Purchasing Agent or designate be authorized to execute all contracts and the necessary amendments and related ancillary documents to extend the term of the contracts and to increase the value of the contracts with the vendors as identified in Appendix 1 of this report, in accordance with the City's Purchasing By-law 374-06, as amended.
3. That the Purchasing Agent or designate be authorized to execute the necessary amendments to increase the value of the contracts between the City and vendors listed in Appendix 1 of this report for additional products, software licensing, subscription services, professional services, consulting services, and maintenance and support, including additional features and modules, as required by the City for the purpose of accommodating growth or to ensure business continuity, if the funding for such contract increase has been approved by Council.
4. That the products, software and subscriptions listed in Appendix 1 of this report be approved as a City Standard for the duration of their respective contracts, and for any additional period should the City exercise its option to extend the term of the contract, in accordance with the City's Purchasing By-law 374-06, as amended .

Executive Summary

- Maintaining critical business functions supported by IT technology requires yearly contract renewals and extensions to ensure that they are on current vendor-supported versions, secure from security threats and that they allow for patching.
- Consolidating multiple IT contract expirations and renewals into a single quarterly Corporate Report provides efficiencies and reduces the quantity and frequency of reports to Council and the associated touch points and effort in scheduling, authoring, collaborating, and approving them.
- The approval of this report would allow the specific IT vendor contracts identified in Appendix 1 to be executed, amended and extended, as required, ensuring the IT systems listed in Appendix 1 are on vendor-supported versions providing business continuity to the City for the services that are dependent on them.

Background

Currently Information Technology (IT) manages over 150 contracts for hardware, software and services for the City. This number increases annually as the City embraces new business driven technologies required to improve service delivery for residents and staff. These contracts directly support business service delivery as well as critical IT infrastructure that “keep the lights on” and occasionally introduce newer IT technologies. IT has an established operational work plan for contract renewals and/or new procurements to replace existing contracts, which will expire over the next twelve months.

The consolidation of these contract renewals into a single Corporate Report is more efficient and effective in providing a measured, pro-active approach to single source IT procurements and contract renewals. This Corporate Report is consolidating seven (7) individual Corporate Reports into a single Corporate Report for the fourth (4th) quarter of 2021. This consolidated approach will improve the visibility to IT contract renewals and procurements to Council and greatly reduce staff touch points and effort required to schedule, author, and approve IT Corporate Reports.

Comments

IT follows approved City processes for procuring software, professional services, maintenance and support and subscription services through a balance of competitive procurements, single source procurements, and contract renewals. IT, Materiel Management and the business are requesting the approval of seven (7) single source procurements and expiring contracts for Q4 2021 that are identified in Appendix 1 of this report. The approval of this report would allow the specific IT procurements and contracts identified in Appendix 1 to be executed, amended and extended, as required, ensuring business continuity and no service disruption to business units, which are dependent on these systems.

Vendor	Description
ClearView Strategic Partners Inc.	Clearview Connects Subscription Service for City Whistleblower Program
Concur Technologies, Inc.	Concur Automated Employee Expense and Invoice Processing System
Infor (Canada), Ltd.	Infor Public Sector Suite, Infrastructure Management System (IMS) used for enterprise work order management, permitting asset management/maintenance, and customer service (CRM), by all departments and mobile field workers in the City including 311 Call Centre, F&PM, T&W, and Parks & Forestry.
Momentum BPO Inc.	CivicTrack Contract Management Software Subscription used by Mayor and Councillors for Constituent Relationship Management
Omnigo Software International ULC (formerly Competitive Edge Software, Inc.)	Report Exec Incident and Dispatch System - Incident reporting and dispatch solution used by Corporate Security
Ticketmaster Canada LP (by its general partner, Ticketmaster Canada ULC)	Ticketmaster Ticketing Solution at Paramount Fine Foods Centre
Wilmac Business Equipment Co. (Canada) ULC	NICE Voice & Radio Recorders in T&W - system used by 311, MiWay, and Corporate Security to record and playback radio and phone communications for the purposes of public safety and quality assurance

Purchasing By-law Authorization

Seven (7) contracts for Q4 of 2021. These contracts will be executed under Purchasing By-law 374-06, Schedule "A" using the Single/Sole Source Acquisition justification clauses shown below, and the supporting rationale for each single/sole source contract in Appendix 1, which has been reviewed and approved by Materiel Management:

- (a) (iii) The existence of exclusive rights such as patent, copyright or license
- (b) (iv) The solicitation of competitive Bids would not be economical to the City
- (b) (xi) A need exists for compatibility with, or for the maintenance and support of a City Standard and there are no reasonable alternatives, substitutes, or accommodations

Materiel Management has reviewed and approved all Single Source justification forms that were submitted for each of the contracts in Appendix 1. The following contracts are recommended for extension and procurement to meet business needs with the full details for each contract found in Appendix 1.

Financial Impact

The required contracts identified in Appendix 1 represent a total estimated spend of \$5,091,697.98 for the new contract terms. The total estimated value of the existing contracts will increase from \$4,761,213.33 to approximately \$9,852,911.31 as a result of the requested changes. The existing contracts are funded in the 2021 approved IT operating GL account 715516 through various cost centres. The recommended contracts and procurements will be funded from IT operating GL account 715516 through various cost centres and capital budgets for 2022 and beyond, with any increases subject to budget approvals. The financial detail for each contract can be found in Appendix 1.

Conclusion

It is critical for IT to maintain support to key business systems that rely on IT technology to manage their day-to-day work. By moving these specific contracts forward as proposed in this report, the City will ensure continued service delivery in the respective service areas that are reliant on these IT systems.

Attachments

Appendix 1: Statement of Work



Shari Lichterman, CPA, CMA, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Robert Stickel, Program Manager Contract Management, Architecture & Innovation

Statement of Work

Procurement No.	Vendor	Description	Expiry Date	Requested Extension / Renewal Term	Contract \$ Value To-Date	Est. \$ Value of Extension Term	New Est. Total Contract \$ Value	Scope of Work (SOW)	Rationale to Support Justification
SINGLE SOURCE JUSTIFICATION CRITERIA: (a) (iii) The existence of exclusive rights such as patent, copyright or license; (b) (xi) A need exists for compatibility with, or for the maintenance and support of a City Standard and there are no reasonable alternatives, substitutes, or accommodations									
PRC000900 (formerly FA.49.374-12)	Wilmac Business Equipment Co. (Canada) ULC	NICE Voice & Radio Recorders in T&W - system used by 311, MiWay, and Corporate Security to record and playback radio and phone communications for the purposes of public safety and quality assurance	6/30/2022	up to 5 years	\$305,769.00	\$ 222,799.00	\$ 528,568.00	Licensing for NICE Inform 7 Located at Main Transit Campus, WIL-ENH-SILVER Enhanced Service Advantage, Silver SLA Maintenance contract includes: - unlimited break/fix service, - Software Assurance for major version upgrades, software patches, bug fixes, and minor version upgrades by certified system engineers. - Silver SLA includes 24x7 remote service and 8x5 on-site service. Professional Services for system upgrade and services on as-needed basis with option for expansion and growth for: - additional channel - quality assurance licenses - modules - equipment - server virtualization and training.	1) Wilmac Canada is the exclusive authorized territory reseller of NICE equipment and systems for the GTA and the only recording solution used to integrate with Peel Regional Police radio recording system. 2) Wilmac was designated a continued City Standard from May 2017 to May 2022 through GC-0298-2017. 3) Currently the City requires to upgrade the existing system to the latest version, and therefore is requiring to extend existing contract for up to an additional five year term in order to maintain the system and receive critical software updates and maintenance and support. This extension will allow the City to search and investigate newer technologies in the market to determine if there is a potential replacement.
SINGLE SOURCE JUSTIFICATION CRITERIA: (b) (xi) A need exists for compatibility with, or for the maintenance and support of a City Standard and there are no reasonable alternatives, substitutes, or accommodations									
PRC000496 (formerly FA.49.061-17)	Concur Technologies, Inc.	Concur Automated Employee Expense Processing System	12/31/2021	approx. 5 years, 3 months	\$1,301,600.00	\$ 1,500,000* *Estimate only; subject to negotiation	\$ 2,801,600.00	Licensing/Subscriptions, Test Environment, Professional Services, Maintenance and Support	1) Concur was designated a City Standard for the ten year period January 2017 to December 2026 through GC-0006-2017. 2) Through GC-0006-2017, the Purchasing Agent was authorized to initiate contract negotiations with Concur to establish the licensing model for the ten year period, and to execute the contract and all ancillary documents with Concur for the first five year period. 3) The Purchasing Agent is now seeking authority to execute the contract and all ancillary documents with Concur for the next five year period. Note: The initial 5-year term contract was signed in March 2017, and therefore, the Purchasing Agent is also seeking authority to correct the end of the ten year period from December 2026 to March 2027, if required.

Procurement No.	Vendor	Description	Expiry Date	Extension / Renewal Term	Contract \$ Value To-Date	Est. \$ Value of Extension Term	New Est. Total Contract \$ Value	Scope of Work (SOW)	Rationale to Support Justification
SINGLE SOURCE JUSTIFICATION CRITERIA:									
(b) (xi) A need exists for compatibility with, or for the maintenance and support of a City Standard and there are no reasonable alternatives, substitutes, or accommodations									
PRC000502 (formerly FA.49.400-16)	Infor (Canada), Ltd.	Infor Public Sector Suite Infrastructure Management System (IMS) used for enterprise asset management and maintenance	12/31/2021	5 years	\$2,770,568.11	\$ 2,936,027.37	\$ 5,706,595.48	Licensing, Professional Services, Maintenance and Support for Infor Public Sector products and services Contingency to accommodate the City's growth; for new licenses, features, functionalities and modules, including M&S and professional services for better alignment, modernization and mobility	1) Infor Public Sector Suite is included in the list of City Standard IT Systems. Over the past 22 years, the use of Infor has expanded to every City department with over 1,600 users (including 600 mobile users). Infor licensing, maintenance and support must be kept current to meet City-wide objectives. 2) The legislatively required asset management project will expand the number of assets stored in Infor along with the associated work order and inspection information. Without the inspection information and costs, asset management will not be able to generate the required information. 3) 250 Parks and Enforcement staff, along with contractors for Forestry and FM, currently use Infor Field Inspector for remote work. Projects are underway or planned to add additional staff from FM, Forestry and Community Centre maintenance.
PRC001209 (formerly FA.49.995-11)	Omnigo Software International ULC (formerly Competitive Edge Software, Inc.)	Report Exec Incident and Dispatch System - incident reporting and dispatch solution used by Corporate Security	12/2/2021	5 years	\$96,152.90	\$ 43,841.61	\$ 139,994.51	SaaS subscription	1) Corporate Security has come to rely on Report Exec and Dispatch to accomplish their daily work and as such, Report Exec and Dispatch has been approved by Council as an IT City Standard. 2) Corporate Security plans to implement a new Physical Security (PSIM) solution, which looks to integrate all the various security solutions together into one system, including integrated incident reporting and dispatch capabilities. The PSIM project is scheduled to kick off in 2023 and Corporate Security will continue to need to use Report Exec and Dispatch from Omnigo until such point that the integrated incident reporting capabilities in PSIM are implemented. 3) A quotation for the extension term has been received from Omnigo at a reduced rate to sustain the business requirement until it can be integrated with PSIM within the next 5 years.
PRC002630 (formerly FA.49.261-14)	ClearView Strategic Partners Inc.	Clearview Connects Subscription Service for City Whistleblower Program	10/31/2021	5 years	\$164,990.00	\$ 108,010.00	\$ 273,000.00	SaaS subscription for 7000 City employees	1) The Clearview Connects vendor is a dominant player in the market and offers services to dozens of municipalities and public organizations in Ontario and across Canada (in addition to the City of Mississauga). 2) The Whistleblower reporting system has been in use since 2014, is a City Standard, and is supported by ClearView Strategic Partners, an independent Canadian-based company. 3) A quotation for the extension term has been received from ClearView that offers Best Value to the City.

Procurement No.	Vendor	Description	Expiry Date	Requested Extension / Renewal Term	Contract \$ Value To-Date	Est. \$ Value of Extension Term	New Est. Total Contract \$ Value	Scope of Work (SOW)	Rationale to Support Justification
<p align="center">SINGLE SOURCE JUSTIFICATION CRITERIA:</p> <p align="center">(b) (iv) The solicitation of competitive Bids would not be economical to the City;</p> <p align="center">(b) (xi) A need exists for compatibility with, or for the maintenance and support of a City Standard and there are no reasonable alternatives, substitutes, or accommodations</p>									
PRC001340 (formerly FA.49.169-16)	Momentum BPO Inc.	CivicTrack Contract Management Software Subscription used by Mayor and Councillors for Constituent Relationship Management	11/30/2021	5 years	\$122,133.32	\$ 131,020.00	\$ 253,153.32	SaaS subscription for Mayor and Councillors Contingency for additional licenses that may be required during term of contract	<p>1) CivicTrack is a City Standard and is vital to the operation of the Mayor's Office and the eight Councillor Offices in Wards 1/2/3/4/5/7/9/10, with some offices using the cloud-based CivicTrack SaaS solution from Momentum BPO Inc. since 2012.</p> <p>2) Over time, this constituent contact database has become comprehensive and integral to the operation of the Mayor and Councillor Offices. The CivicTrack database is considered private and can be taken with the Councillor if they retire or if they are not re-elected.</p> <p>3) While it is possible to consider other solutions, there would most likely be costs for data migration. As a worst case scenario, it may not be possible to migrate the data to another solution and there would be considerable manual effort to re-enter the data. Re-training of the staff in the Mayor and Councillor Offices would be required and would be disruptive to their day-to-day operations.</p>
<p align="center">SINGLE SOURCE JUSTIFICATION CRITERIA:</p> <p align="center">(b) (iv) The solicitation of competitive Bids would not be economical to the City</p>									
PRC003166 (replaces PRC002992)	Ticketmaster Canada LP (by its general partner, Ticketmaster Canada ULC)	Ticketmaster Ticketing Solution at Paramount Fine Foods Centre	6/30/2022	approx. 2 years, 2 months	N/A** **Ticketmaster generates revenue through service fees from selling tickets on behalf of the City	\$ 150,000.00	\$ 150,000.00	Licensing/Subscriptions, Professional Services, Maintenance and Support	<p>1) City staff is seeking authority to negotiate and enter into a new agreement with Ticketmaster for their cloud-based Archtics solution, which will replace the current agreement with Ticketmaster that is expiring June 30, 2022.</p> <p>2) The current Ticketmaster system used at Paramount Fine Foods Centre is approaching end-of-life and Ticketmaster is looking to sunset the system. As a result, and due to the financial and operational benefits that the new Archtics system provides, the City is looking to upgrade the system at this time.</p> <p>3) All of the City's ticketing solutions will expire in August of 2024. By this time, the City will seek a competitive bid to identify a solution that can provide the greatest value to the City. The City will be able to offer a competitor much greater volume of potential ticket sales and will be seeking a volume discount from bidders. This single source procurement supports the City's strategy to find a long-term unified ticketing solution and the best value possible.</p>
TOTALS					\$4,761,213.33	\$5,091,697.98	\$9,852,911.31		

OPERATING BUDGET ESTIMATED FORECAST FOR 2022-2026									
Procurement No.	Vendor	Description	Requested Extension / Renewal Term	2022	2023	2024	2025	2026	TOTAL
PRC000900 (formerly FA.49.374-12)	Wilmac Business Equipment Co. (Canada) ULC	Maintenance and support of a radio & telephony recording system (NICE).	5 years 2027/06/30	\$ 23,130.00	\$ 23,824.00	\$ 24,540.00	\$ 25,275.00	\$ 26,030.00	\$ 122,799.00
		Professional Services for system upgrade and services on as-needed basis. With option for expansion and growth: additional channel, quality assurance licenses, modules, equipment, server virtualization and training.		\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	\$ 20,000.00	\$ 100,000.00
PRC000496 (formerly FA.49.061-17)	Concur Technologies, Inc.	Concur Automated Employee Expense Processing System	5 years to 2027/03/31	\$ 300,000.00	\$ 300,000.00	\$ 300,000.00	\$ 300,000.00	\$ 300,000.00	\$ 1,500,000.00
PRC000502 (formerly FA.49.400-16)	Infor (Canada), Ltd.	Infor Public Sector Suite Infrastructure Management System (IMS) used for enterprise asset management and maintenance	5 years to 2026/12/31	\$ 458,836.89	\$ 472,602.00	\$ 486,780.06	\$ 501,383.46	\$ 516,424.96	\$ 2,436,027.37
		Contingency for growth		\$ 100,000.00	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00	\$ 500,000.00
PRC001209 (formerly FA.49.995-11)	Omnigo Software International ULC (formerly Competitive Edge Software, Inc.)	Report Exec Incident and Dispatch System - Incident reporting and dispatch solution used by Corporate Security	5 years to 2026/12/02	\$ 6,124.48	\$ 6,430.70	\$ 6,752.24	\$ 7,089.85	\$ 7,444.34	\$ 33,841.61
		Contingency for professional services		\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 10,000.00
PRC002630 (formerly FA.49.261-14)	ClearView Strategic Partners Inc.	Clearview Connects Subscription Service for City Whistleblower Program	5 years to 2026/10/31	\$ 21,350.00	\$ 21,350.00	\$ 21,560.00	\$ 21,770.00	\$ 21,980.00	\$ 108,010.00
PRC001340 (formerly FA.49.169-16)	Momentum BPO Inc.	CivicTrack Contract Management Software Subscription used by Mayor and Councillors for Constituent Relationship Management	5 years to 2026/11/30	\$ 21,204.00	\$ 21,204.00	\$ 21,204.00	\$ 21,204.00	\$ 21,204.00	\$ 106,020.00
		Contingency for growth		\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 25,000.00
PRC003166 (replaces PRC002992)	Ticketmaster Canada LP (by its general partner, Ticketmaster Canada ULC)	Ticketmaster Ticketing Solution at Paramount Fine Foods Centre	2.16 years to 2024/08/31	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00	\$ -	\$ -	\$ 150,000.00
TOTALS				\$ 1,007,645.37	\$ 1,022,410.70	\$ 1,037,836.30	\$ 1,003,722.31	\$ 1,020,083.30	\$ 5,091,697.98

REPORT 3 - 2021

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Accessibility Advisory Committee presents its third report for 2021 and recommends:

AAC-0016-2021

That the deputation by Robert Trewartha, Director Strategic Initiatives and Uzma Shakir, Strategic Leader, Diversity and Inclusion to present on the 2020 Workforce Diversity and Inclusion Survey Results, be received.

(AAC-0016-2021)

AAC-0017-2021

That the deputation by Alex Legrain, Project Leader, Transportation Planning to present on Changing Lanes, be received.

(AAC-0017-2021)

AAC-0018-2021

That the deputation by Antonietta Di Silvo, Senior Manager Talent Management and Christine Gabany, Manager, Talent Acquisitions to present on Ready, Willing and Able, be received.

(AAC-0018-2021)

AAC-0019-2021

That the deputation by Sharleen Bayovo, Planner and Amina Menkad, Planner to present on the Mississauga Official Plan Review, be received.

(AAC-0019-2021)

AAC-0020-2021

That the verbal update regarding the Region of Peel's Accessibility Advisory Committee provided by Carol-Ann Chafe, Vice Chair and Member of the ROP AAC be received.

(AAC-0020-2021)

AAC-0021-2021

That the revised Accessibility Advisory Committee Work Plan be approved as discussed at the September 20, 2021 Accessibility Advisory Committee meeting.

(AAC-0021-2021)

AAC-0022-2021

1. That the presentation regarding Port Credit West Harbour Parks to the Facility Accessibility Design Subcommittee on June 28, 2021, be received.
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives that Dillon Consulting and the City are undertaking with respect to the Port Credit West Harbour Parks.

(AAC-0022-2021)

AAC-0023-2021

1. That the presentation regarding Mississauga Official Plan Review to the Facility Accessibility Design Subcommittee on June 28, 2021, be received.
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives that the City is undertaking with respect to the review of the Mississauga Official Plan.
3. That the Mississauga Official Plan Review be presented to a future Accessibility Advisory Committee meeting in 2022 for further review.

(AAC-0023-2021)

AAC-0024-2021

1. That the presentation regarding Malton Community Hub to the Facility Accessibility Design Subcommittee on June 28, 2021, be received.
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives that the City is undertaking with respect to the renovations to the Malton Community Hub.

(AAC-0024-2021)

AAC-0025-2021

1. That the presentation regarding the Living Arts Centre Entrance Renovation to the Facility Accessibility Design Subcommittee on June 28, 2021, be received.
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives that the City is undertaking with respect to the Living Arts Centre Entrance Renovation

(AAC-0025-2021)

REPORT 4 - 2021

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Governance Committee presents its fourth report for 2021 and recommends:

GOV-0016-2021

1. That the Code of Conduct Overview with Robert Swayze, Integrity Commissioner, be received.
2. That Rule number 5, clause 5 be removed in its entirety from the Code of Conduct.
3. That Rule number 6, clause 3 in the Code of Conduct be reviewed and updated to reflect the correct dates for the upcoming Municipal election year of 2022 by the City Clerk.
4. That Robert Swayze, Integrity Commissioner revise and update Rule number 6, clause 3 in the Code of Conduct to ensure alignment with the Use of the City Resources Corporate Policy.

(GOV-0016-2021)

GOV-0017-2021

That the Councillor use of Social Media Policy be revised to include a clause “not to conceal your identity”.

(GOV-0017-2021)

GOV-0018-2021

That the Status of the Governance Committee Work Plan items, updated for the September 27, 2021 Governance Committee meeting, be received.

(GOV-0018-2021)

GOV-0019-2021

1. That the corporate report entitled, “Correction to Corporate Report dated June 8, 2021 – Proposed Street Names to be added to the City of Mississauga Approved Street Name Reserve List” dated August 23, 2021 from the Commissioner of Transportation and Works, be received for information.
2. That no further street names be added to the Street Name Reserve List until the Diversity review is completed by the City Manager’s Office.

(GOV-0019-2021)

GOV-0020-2021

That the report titled “Elected Officials Communications Expenses during Election Periods” dated September 1, 2021 from the Commissioner of Corporate Services and Chief Financial Officer, be received for information.

(GOV-0020-2021)

REPORT 7 - 2021

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Road Safety Committee presents its seventh report for 2021 and recommends:

RSC-0035-2021

That the Vision Zero Action Plan presentation from Erica Warsh, Project Leader Vision Zero, be received.

(RSC-0035-2021)

RSC-0036-2021

That the Pedestrian Safety Month Campaign presentation from Catherine Nguyen-Pham Communications Advisor, be received.

(RSC-0036-2021)

RSC-0037-2021

That the Road Safety Promotional SubCommittee be granted authorization from the Road Safety Committee to make decisions regarding design work and promotional items when time is a factor and/or for events where promotional items can be distributed.

(RSC-0037-2021)

RSC-0038-2021

That the verbal update from Constable Claudia Wells, Peel Regional Police with respect to the Road Watch Statistics Program, be received.

(RSC-0038-2021)

RSC-0039-2021

That the report from the Commissioner of Transportation and Works, dated June 8, 2021 entitled "Traffic Calming" be received for information.

(RSC-0039-2021)