

Security Services Initiatives & 2020 Annual Summary

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Corporate Services
Facilities & Property Management
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Overview

Security Services



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

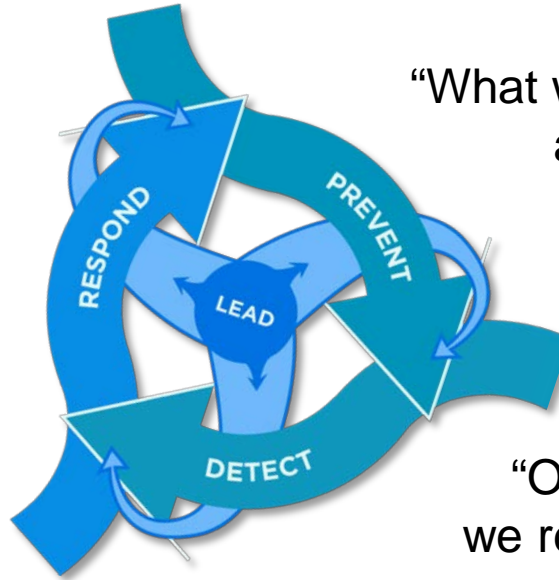
We are a [dynamic team](#) of Security Professionals committed to protecting staff, customers and assets. We provide [collaborative and proactive](#), risk-based security services to support the delivery of [safe and reliable](#) City services as part of Facilities & Property Management Division.



Overview

Security Services – Core Functions

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



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

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

2021 Strategic Focus



Increased
Training

Intelligence/Monitoring
Threats



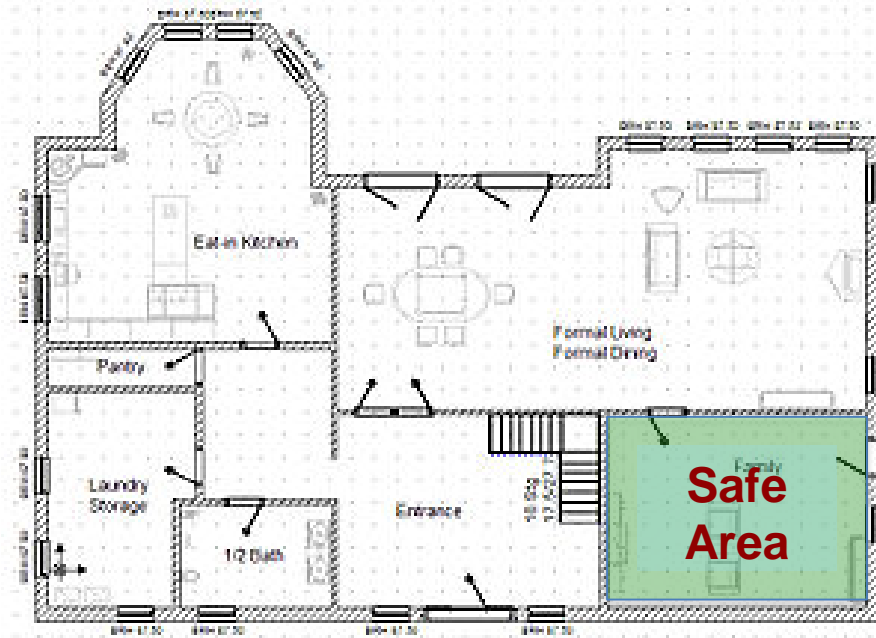
Security Awareness/
Community
Outreach



Security
Infrastructure



Protective Measures Program



ALERT!
HOLD & SECURE
 IS IN EFFECT!

ALERT!
SHELTER IN PLACE
 IS IN EFFECT!

2020 Highlights

Security Services – Successes

2020 Information Alerts

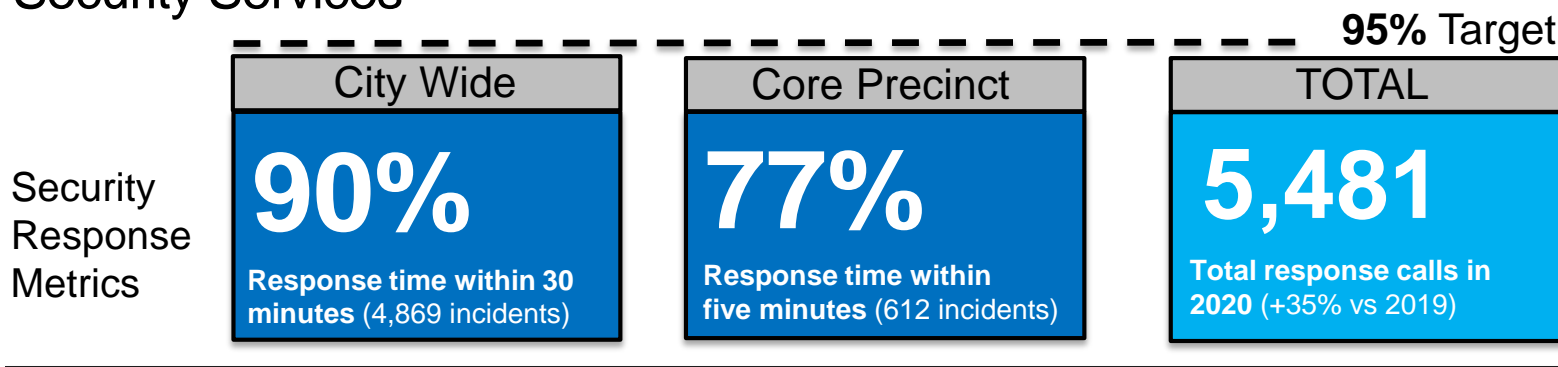
41 Information Alerts were sent by Security Services to facility staff alerting them to individuals who have been banned or are persons of interest for crimes committed on City property.

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



2020 Security Metrics

Security Services



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



756
Requests for video
including 201 from Law
Enforcement



184
Persons banned
from City facilities
-26% vs 2019

2020 What we learned

Security Services

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

Operational Excellence

Key Strategic Actions – for 2021

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

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

Operational Excellence

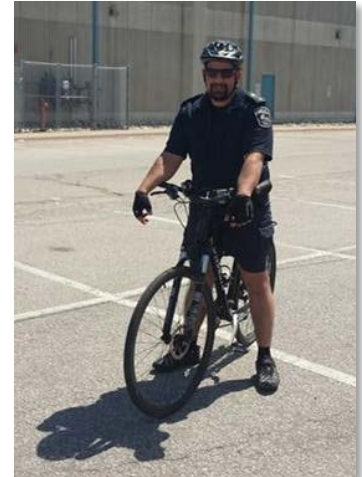
Key Strategic Actions – for 2021

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

Awareness & Community Outreach

Key Strategic Actions – Bicycle Patrols

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



Looking to start our bicycle season on **May 1st, 2021**

Awareness & Community Outreach

Humanitarian Actions

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

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

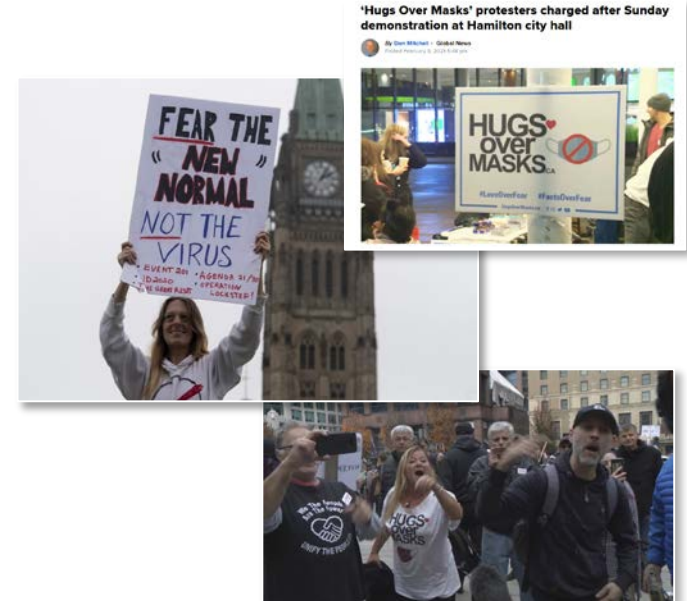
Intelligence/ Monitoring Threats

Key Strategic Actions – Preparing for 2021

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

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

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



Security Infrastructure

Key Strategic Actions – Celebration Square Security Enhancements

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

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



Thank you!

Security Services – Initiatives & 2020 Annual Summary

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

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