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**TO:** Mayor J. Lehman and Members of General Committee

**FROM:** R. Pews, P.Eng.  
Director of Corporate Facilities

**NOTED:** Patti Elliot-Spencer, General Manager of Community and Corporate Services  
C. Ladd, Chief Administrative Officer

**RE:** Proposal for City Hall Security Coverage

**DATE:** February 6, 2017

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The purpose of this memo is to provide General Committee with information related to security concerns at City Hall and provide an option through which they might be addressed.

In the fall of 2016 Barrie's Customer Contact Centre opened on the ground floor of City Hall. In support of this and given that staff have voiced potential safety concerns around City Hall, various departments were contacted to capture observations and better understand the impacts of not having an officer physically visible and available to assist as the need arises.

The following general questions were asked and staff provided additional feedback as they thought relevant:

1. How often on a monthly basis do you or your staff experience or witness issues that might be minimized or mitigated by having a security officer readily available at City Hall?
2. As a more general question, do you and your staff feel safe under the current approach? If not, is there something else that can be done to help?

Answers received to the first question revealed what is perceived to be a significant increase in the number of security-related incidents around City Hall. With Service Barrie's opening and the concentration of public functions on the ground floor, reports of regular incidents including inappropriate usage of the public washrooms and skate change rooms and disruptive or abusive customers have increased with a frequency in the order of several times per week. Staff intervene where they feel comfortable to do so and phone facilities or someone nearby when they don't. Staff in the Mayor's / CAO office area have commented about regular incidents where individuals demanding an audience with the Mayor or CAO have behaved in a threatening manner, again leaving staff feeling uncomfortable.

Equally concerning is that while staff haven't expressed specific concerns for their safety they have reportedly modified their routines to steer clear of potential issues and generally use the washrooms on the 2<sup>nd</sup> floor instead of those on the 1<sup>st</sup>. That staff feel the need to do this implies a safety concern that we believe should be addressed and re-introducing a physical security presence would help to do so. Although incidents through the rest of city hall happen less frequently routine rounds of public or risk areas are seen as an important part of a security officer's scope of work.

**Provision of Security Coverage at City Hall**

Although this change was not included in the 2017 Budget submission for city hall, the cost to provide it should council choose to do so would be \$32,868. The cost breaks down as follows:

Uniformed Officer	\$32,000	\$16* / hour x 40 hours / week x 50 weeks / yr
City Cell Phone	\$300	City cell phone picked up daily from facilities ensures a consistent contact number for emergencies without the need to contact the officer via the firm's call centre
Net HST	\$568	
<b>Total</b>	<b>\$32,868</b>	

\*The \$16 / hr value used above is the rate charged by our current security contractor for regular time coverage, and while it is subject to change upon re-tendering represents a reasonable order of magnitude rate with which to form a budget.

Should council wish to proceed with this provision an amendment to the 2017 Business Plan motion will be required identifying the tax levy as the required funding source.