
General Committee

Date

2019/02/27

Time

9:00 AM

Location

Civic Centre, Council Chamber,
300 City Centre Drive, Mississauga, Ontario, L5B 3C1

Members

| | |
|----------------------------|----------------|
| Mayor Bonnie Crombie | |
| Councillor Stephen Dasko | Ward 1 |
| Councillor Karen Ras | Ward 2 |
| Councillor Chris Fonseca | Ward 3 |
| 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 (Chair) |
| Councillor Sue McFadden | Ward 10 |
| Councillor George Carlson | Ward 11 |

Contact

Stephanie Smith, Legislative Coordinator, Legislative Services
905-615-3200 ext. 3795
Email stephanie.smith@mississauga.ca

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and archived at Mississauga.ca/videos

GENERAL COMMITTEE INDEX - FEBRUARY 27, 2019**1. CALL TO ORDER****2. APPROVAL OF AGENDA****3. DECLARATION OF CONFLICT OF INTEREST****4. PRESENTATIONS** - Nil**5. DEPUTATIONS**

5.1. Doug Kwan and Doris Cooper, Peel Poverty Reduction Committee Members regarding the Peel Poverty Reduction Strategy

5.2. Jeannette Chau, President, Mississauga Arts Council and Mike Douglas, Executive Director, Mississauga Arts Council regarding an update on the Mississauga Arts Council

6. PUBLIC QUESTION PERIOD - 15 Minute Limit (5 minutes per speaker)

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. The question must pertain to a specific item on the current agenda and the speaker will state which item the question is related to.
2. A person asking a question shall limit any background explanation to two (2) statements, followed by the question.
3. The total speaking time shall be five (5) minutes maximum, per speaker.

7. CONSENT AGENDA**8. MATTERS TO BE CONSIDERED**

8.1. All-way Stop - Williamsport Drive and Havenwood Drive (southerly intersection) (Ward 3)

8.2. All-way Stop – Forum Drive/Preston Meadow Avenue and Thornwood Drive (Ward 5)

8.3. Proposed Street Names to be added to the City of Mississauga Approved Street Name Reserve List.

8.4. Designation as a City Standard and Sole Source Recommendation for Motorola Solutions Canada Inc. for the supply of Motorola products and related services for Mississauga Fire and Emergency Services

8.5. Contract Amendment for Lean & Performance Measures Program Training Procurement

- 8.6. Disposal of Surplus City Assets Policy
- 8.7. Update on Agile Software Development and Modernization of Application Development
- 8.8. Amendment to the contract with CCG Systems Inc. (Faster Fleet Management)

9. **ADVISORY COMMITTEE REPORTS**

- 9.1. Public Vehicle Advisory Committee Report 1 - 2019 - February 11, 2019
- 9.2. Environmental Action Committee Report 1 - 2019 - February 19, 2019

10. **INFORMATION ITEMS**

- 10.1. Email dated February 15, 2019 from Peter D. Pellier, Taxi Industry regarding Item 9.1 recommendation PVAC-0006-2019
- 10.2. Email dated February 15, 2019 from Barry Von Besser, Taxi Industry regarding Item 9.1 recommendation PVAC-0006-2019
- 10.3. Email dated February 15, 2019 from Brian, Taxi Industry regarding Item 9.1 recommendation PVAC-0006-2019

11. **MATTERS PERTAINING TO REGION OF PEEL COUNCIL**

12. **COUNCILLORS' ENQUIRIES**

13. **OTHER BUSINESS/ANNOUNCEMENTS**

14. **CLOSED SESSION**

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

- 14.1. A proposed or pending acquisition or disposition of land by the municipality or local board; Authorization to Enter into an Agreement of Purchase and Sale with the Estate of Marjorie Ruth Hancock, by its Estate Trustees, Mark Griffiths Van Alstyne and Gregory Reed Van Alstyne, owner of 2182 Corsair Road, as required in connection with the Expansion of Hancock Woodlands.
(Ward 7)

15. **ADJOURNMENT**

City of Mississauga

Corporate Report



Date: 2019/02/12

To: Chair and Members of General Committee

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

Originator's files:
MG.23.REP
RT.10.Z-19

Meeting date:
2019/02/27

Subject

All-way Stop - Williamsport Drive and Havenwood Drive (south intersection) (Ward 3)

Recommendation

That an all-way stop control not be implemented at the intersection of Williamsport Drive and Havenwood Drive (south intersection) as outlined in the report from the Commissioner of Transportation and Works, dated February 12, 2019 and entitled "All-way Stop - Williamsport Drive and Havenwood Drive (south intersection) (Ward 3)".

Background

To address resident concerns related to traffic and pedestrian safety, in the vicinity of the intersection of Williamsport Drive and Havenwood Drive (south intersection), Councillor Fonseca has requested that Transportation and Works Department staff submit a report regarding the installation of an all-way stop at this location.

Comments

Currently, the intersection of Williamsport Drive and Havenwood Drive (south intersection) operates as a four-leg intersection with a stop control for east and west bound motorists on Williamsport Drive and free flow for northbound and southbound traffic on Havenwood Drive. A location map is attached as Appendix 1.

A turning movement count was completed on September 25, 2018 to determine the need for an all-way stop based on traffic volumes. The results of the review are as follows:

| <u>Williamsport Drive and Havenwood Drive (south intersection)</u> | | <u>Warrant Value</u> |
|--|---------------------------|----------------------|
| Part "A" | Volume for All Approaches | 100% |
| Part "B" | Minor Street Volume | 90% |

As per the criteria for all-way stops outlined by the Ministry of Transportation Ontario, in order for an all-way stop to be warranted, both parts "A" and "B" must be 100%.

A historical review of the motor vehicle collision history at this location revealed no reported collisions within the past three years that are the type considered correctable by the use of an all-way stop. All-way stop signs are warranted on local roadways if at least five collisions occur in a 12-month period, provided the collisions are of the type considered correctable by the use of all-way stop signs.

As per the results of the above review, warrants have not been satisfied for the installation of an all-way stop based on the recorded traffic volumes and collision history. The Ward Councillor has been advised of the results of the turning movement count and collision history, as well as the staff recommendation to not implement an all-way stop control at this location.

Additionally, the intersection of Williamsport Drive and Havenwood Drive (south intersection) is located approximately 120 meters from intersection of Bloor Street and Havenwood Drive, which is currently controlled with traffic signals. In accordance with the Ministry of Transportation's Ontario Traffic Manual and the City of Mississauga's "All-Way Stop Signs" Corporate Policy, all-way stop controls should not be used "where any other traffic device controlling right-of-way is permanently in place within 250 metres". This can lead to driver frustration, an increase in vehicle emissions, fuel consumption and noise generated by braking and acceleration within a relatively short distance of the roadway.

Financial Impact

In the event that signage is required, costs for the sign installation can be accommodated in the 2019 Operating Budget.

Conclusion

Based on the results of the manual turning movement count, the collision history review, and the distance between controlled intersections, the Transportation and Works Department recommends against the installation of an all-way stop at the intersection of Williamsport Drive and Havenwood Drive (south intersection).

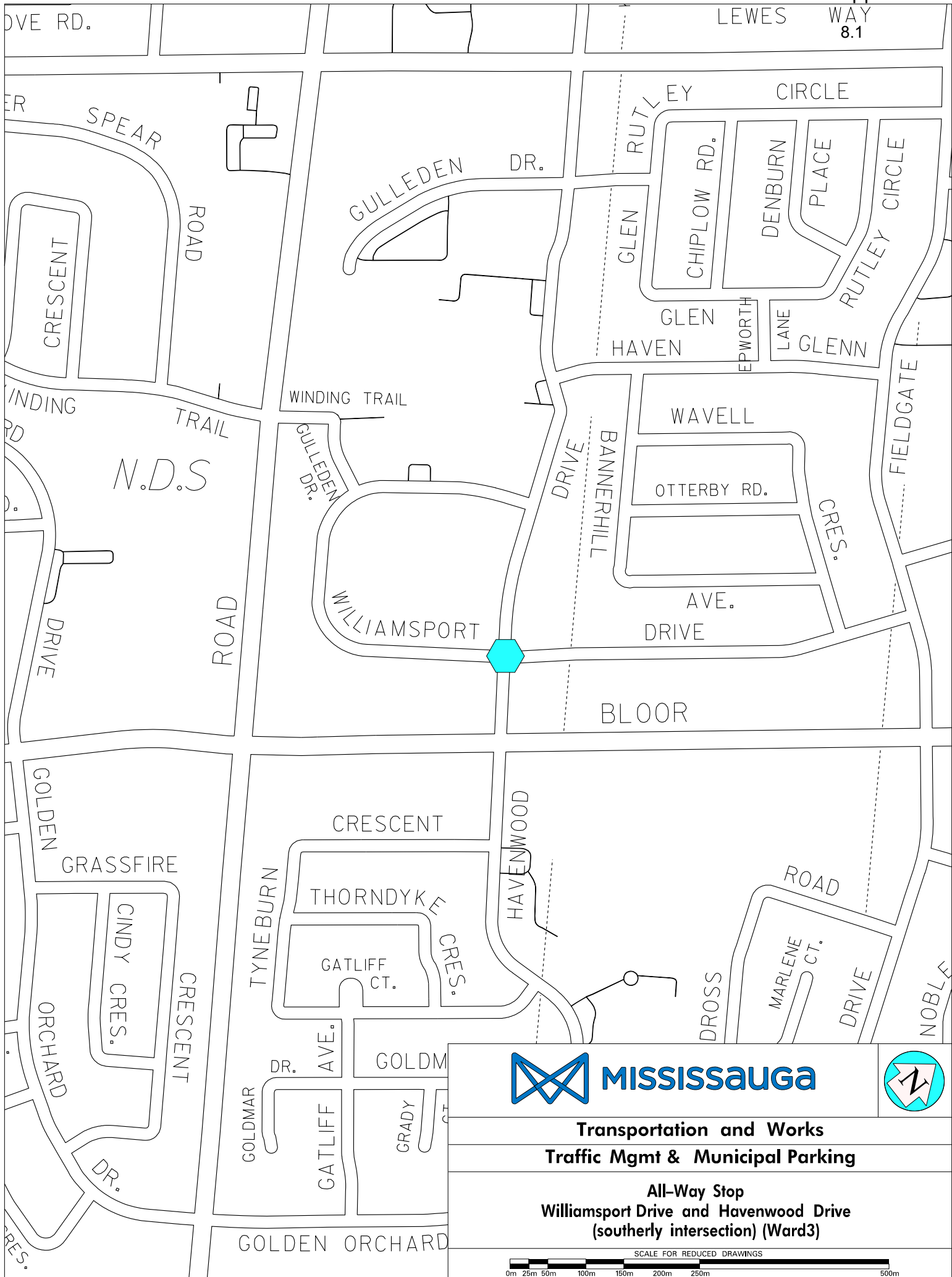
Attachments

Appendix 1: Location Map - All-way Stop - Williamsport Drive and Havenwood Drive (south



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

Prepared by: Wasan Yonan, C.E.T., Traffic Operations Technician



City of Mississauga Corporate Report



Date: 2019/02/12

To: Chair and Members of General Committee

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

Originator's files:
MG.23.REP
RT.10.Z-36W

Meeting date:
2019/02/27

Subject

All-way Stop – Forum Drive/Preston Meadow Avenue and Thornwood Drive (Ward 5)

Recommendation

That an all-way stop control be implemented at the intersection of Forum Drive/Preston Meadow Avenue and Thornwood Drive as outlined in the report from the Commissioner of Transportation and Works, dated February 12, 2019 and entitled "All-way Stop - Forum Drive/Preston Meadow Avenue and Thornwood Drive (Ward 5)".

Background

The intersection of Forum Drive/Preston Meadow Avenue and Thornwood Drive operates as a three-leg intersection with a stop control for eastbound and westbound motorists on Forum Drive and Preston Meadow Avenue. Thornwood Drive is anticipated to be extended southerly to Kencourt Drive. The current operational characteristics of this intersection are unique and are causing operational and safety concerns among the users of the intersection. A location map is attached as Appendix 1.

Comments

A turning movement count was completed on May 24, 2018 to determine the need for an all-way stop based on traffic volumes. The results of the review are as follows:

| <u>Forum Drive/Preston Meadow Avenue and Thornwood Drive:</u> | | <u>Warrant Value</u> |
|---|---------------------------|----------------------|
| Part "A" | Volume for All Approaches | 63% |
| Part "B" | Minor Street Volume | 100% |

As per the criteria for all-way stops outlined by the Ministry of Transportation Ontario, in order for an all-way stop to be warranted, both parts "A" and "B" must be 100%.

A historical review of the motor vehicle collision history at this location revealed no reported collisions within the intersection, which could be correctable by the installation of an all-way stop.

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Although volume and collision warrants were not met, it is anticipated that future development in that area will increase traffic volumes and warrants will be satisfied. Given the expected population growth, the Transportation and Works Department recommends that an all-way stop be installed to address resident concerns related to traffic and pedestrian safety and to clearly delineate right-of-way at the intersection.

The Ward Councillor was advised and supports the proposal for the installation of an all-way stop at the intersection of Forum Drive/Preston Meadow Avenue and Thornwood Drive.

Financial Impact

Costs for the sign installation can be accommodated in the 2019 Operating Budget.

Conclusion

The Transportation and Works Department recommends the installation of an all-way stop at the intersection of Forum Drive/Preston Meadow Avenue and Thornwood Drive.

Attachments

Appendix 1: All-way Stop – Forum Drive/Preston Meadow Avenue and Thornwood Drive (Ward



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

Prepared by: Denna Tallia, C.E.T., Traffic Technologist



City of Mississauga

Corporate Report



Date: 2019/02/12

To: Chair and Members of General Committee

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

Originator's files:
RT.19.STR

Meeting date:
2019/02/27

Subject

Proposed Street Names to be added to the City of Mississauga Approved Street Name Reserve List

Recommendation

That the street names Lou Parsons, Hugh Plaxton, Janet Sheater, and Yeadon be approved for use in the City of Mississauga and be added to the City of Mississauga Approved Street Name Reserve List.

Background

City staff received a request from the office of Councillor Cook to consider the name Lou Parsons for use as a possible street name within Ward 1. Lou Parsons was appointed the first Chairman of the Region of Peel.

Staff also received requests for the names Hugh Plaxton, Janet Sheater and Yeadon. Hugh Plaxton and Janet Sheater were Olympians from Mississauga that competed in 1928 and 1932, respectively. Yeadon was the English town that Joseph Cawthra emigrated from.

Comments

Street names proposed within the City of Mississauga are reviewed by the Region of Peel Street Names Committee, which includes staff from the City of Mississauga Transportation and Works Department and Fire and Emergency Services.

This committee reviews all names proposed for use from a regional perspective and makes recommendations on whether the proposed names should be approved. Approved names that are not immediately used are added to a reserve list for future use.

Consent has been provided by the next of kin for Lou Parsons.

The Region of Peel Street Names Committee has reviewed the names and has no objection to their use.

Financial Impact

There are no financial impacts to the City associated with the approval of this report.

Conclusion

The names Lou Parsons, Hugh Plaxton, Janet Sheater, and Yeadon have been reviewed and approved by the Region of Peel Street Names Committee for use in the City of Mississauga. It is recommended that these names be added to the City of Mississauga Approved Street Name Reserve List, and used for assignment to a future street in the City of Mississauga.



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

Prepared by: Joe Alava, Coordinator, Development Engineering and Construction

City of Mississauga

Corporate Report



Date: 2019/02/04

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:
2019/02/27

Subject

Designation as a City Standard and Sole Source Recommendation for Motorola Solutions Canada Inc. for the supply of Motorola products and related services for Mississauga Fire and Emergency Services
File Ref: PRC001420

Recommendation

1. That the report entitled Designation as a City Standard and Sole Source Recommendation for Motorola Solutions Canada Inc. for the supply of Motorola products and related services for Mississauga Fire and Emergency Services File Ref: PRC001420 dated February 4, 2019 from the Commissioner of Corporate Services and Chief Financial Officer be received.
2. That Council approve Motorola Solutions Canada Inc. as a City Standard for the supply, delivery, and warranty maintenance of Motorola products and related services for Mississauga Fire and Emergency Services (MFES) for the term of five years in accordance with the City's Purchasing By-law 374-06, as amended.
3. That Council approve a Sole Source High Value Acquisition between the City and Motorola Solutions Canada Inc. for the supply, delivery and warranty maintenance of Motorola products and related services for Mississauga Fire and Emergency Services (MFES) for the term of five years, as detailed in the Designation as a City Standard and Sole Source Recommendation for Motorola Solutions Canada Inc. for the supply of Motorola Products and related services for Mississauga Fire and Emergency Services (MFES) - File Ref: PRC001420, dated February 4, 2019, by the Commissioner of Corporate Services and Chief Financial Officer, in accordance with the City's Purchasing By-law 374-06, as amended.
4. That the Purchasing Agent be authorized to execute the necessary contracts directly with Motorola Solutions Canada Inc. for the term of five years, at the estimated amount of \$2,750,000, excluding taxes, subject to budget approval.

Report Highlights

- A joint procurement process was conducted for VCOM Infrastructure that included members from MFES, The Region of Peel, Peel Regional Police, Caledon Fire and Emergency Services, Hydro One Brampton and The City of Mississauga Non-Emergency Services and Transit.
- A Request for Proposal (RFP) 2012-454P was publicly tendered and awarded to Motorola Solutions Canada Inc.
- In 2014, the Region of Peel (VCOM group) upgraded the radio infrastructure to a Motorola digital solution.
- Motorola Radios are the only radios inherently compatible with all features of the current VCOM Radio Network Infrastructure.
- MFES currently have 378 Motorola radios of which 119 are due for life-cycle replacement in 2019. Supply of radio equipment for Fire Station 120 and future MFES growth has been planned for over the 5 year period.
- Motorola portable radios are the standard for Peel Regional Police, Brampton Fire Services and Caledon Fire Services.
- Motorola radios are intrinsically safe, public safety grade, water and damage resistant, have penetration capabilities and are compatible with the P25 public safety network standard.
- As a VCOM Member, The City of Mississauga can leverage an existing agreement between the VCOM group and Motorola Solutions Canada Inc. to obtain a 25% discount afforded on new products and related services.
- The current estimated spend for the five year term for the cost of Motorola products and related services, is approximately \$2,750,000 excluding taxes, subject to budget approval.

Background

In 2012, a joint procurement process was conducted for VCOM Infrastructure that included members from MFES, The Region of Peel, Peel Regional Police, Caledon Fire and Emergency Services, Hydro One Brampton and The City of Mississauga Non-Emergency Services and Transit. A Request for Proposal (RFP) 2012 - 454P was publicly tendered by The Region of Peel and awarded to Motorola Solutions Canada Inc.

Portable radios are critical to firefighter safety and unreliable radios could pose a safety issue. MFES, along with the other emergency services in the Region of Peel, use Motorola portable radios on the Region of Peel Voice Communication (VCOM) Radio Network. The radios are used to facilitate communication between Fire Dispatch and command staff at an incident, as

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well as between crews operating on an active scene. MFES currently have 378 Motorola radios of which 119 are due for life-cycle replacement in 2019. The new construction of Fire Station 120 will require a Fire Station Alerting System (FSA), a mobile radio and four portable radios. Within the five year term, MFES expects future growth and requirements for additional radio technology subject to budget approval. The City's Information Technology (IT) Division of the Corporate Services Department oversees the lifecycle replacement program and support of Motorola products for MFES.

Comments

MFES is a member of the VCOM group whose current members include Peel Police, Brampton and Caledon Fire Services, City of Mississauga, Alectra Utilities, Canada Border Service Agency, and the Region of Peel. The City of Mississauga is the 2nd largest partner of VCOM with an approximate 22.6% share in the partnership.

In 2014, the VCOM Network was upgraded to a Motorola digital P25 radio infrastructure. All radios other than those manufactured by Motorola must pass a certification process before they can be used. Motorola radios are the only radios inherently compatible with all features of the current VCOM Radio Network Infrastructure. Also, Motorola radios are intrinsically safe, public safety- grade, water and damage resistant, have penetration capabilities, are compatible with the P25 Public Safety Network Standard and are the standard for Peel Regional Police, Brampton Fire Services and Caledon Fire Services.

As a VCOM Member, The City of Mississauga can leverage an existing agreement between the VCOM group and Motorola Solutions Canada Inc. to obtain a 25% discount afforded on new products and related services.

Purchasing By-law Authorization

The recommendation in this report is being made in accordance with Purchasing By-law 374-06, Section 12, Schedule A, 1 (b) (vii), "It is advantageous to the City to acquire the Goods and/or Services from a supplier pursuant to the procurement process conducted by another Public Body".

Information Technology, Materiel Management and Legal Services staff will collaborate to establish the detailed requirements, negotiate the final arrangements and prepare the requisite forms including the contract agreements.

Financial Impact

Information Technology establishes Capital requests on an annual basis, based on business requests, good state of repair and maintenance and support. The current estimated spend for the five year term for the cost of Motorola products and services, is approximately \$2,750,000. The first phase of the purchase is approximately \$900,000 and is currently funded in existing Capital PN numbers 18252/19252 (\$740,000), 17256 (\$75,000) and 12269 (\$85,000).

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The remaining funding of \$1,850,000 will be requested in the 2020-2024 budget cycle inclusive of the plans for future growth of MFES and is subject to budget approval. Maintenance and support are currently funded from MFES operating accounts.

Conclusion

This report recommends that Council approve Motorola Solutions Canada Inc. as a City Standard for the supply of Motorola products and related services for the term of five years, in accordance with the City's Purchasing By-law 374-06, as amended. Furthermore, this report recommends that Council approve a Sole Source High Value Acquisition between the City and Motorola Solutions Canada Inc. for the supply, delivery and warranty maintenance of Motorola Products for MFES for the term of five years. Finally, this report recommends that the Purchasing Agent be authorized to execute the necessary contracts directly with Motorola Solutions Canada Inc. for the term of five years, at the estimated amount of \$2,750,000, excluding taxes.

Attachments

Appendix 1: Motorola Solutions Canada Inc. - Statement of Work



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

Prepared by: Ryan Lim, Senior Manager, IT Service Management

Motorola Solutions Canada Inc. - Statement of Work

The following list of products and services from Motorola Solutions Canada Inc. are to be purchased directly:

1. Motorola Solutions Canada Inc. products and services
 - Products: (i.e. Portable & Mobile Radios and Fire Station Alerting (FSA) system)
 - Services: (i.e. Configuration, Installation and Extended Warranties)
 - Peripherals: (i.e. Housing, Cables, Batteries, Microphones, Chargers, Cases etc.)
 - Software: (i.e. DVRS PSU Activation, Programming over P25, 9600 Band trunking, LTE connectivity etc.)
2. Maintenance and support
3. Professional services: (i.e. Training, Installation, Provisioning)

City of Mississauga Corporate Report



Date: 2019/01/31

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:
2019/02/27

Subject

Contract Amendment for Lean & Performance Measures Program Training Procurement FA.49.539-16

Recommendation

1. That an amendment to an existing contract with Leading Edge Group for Lean training services, File Ref: FA.49.679-16, as outlined in the report entitled "Contract Amendment for Lean & Performance Measures Program Training Procurement FA.49.539-16 dated January 31, 2019 from the Commissioner of Corporate Services and Chief Financial Officer, be approved.
2. That the Purchasing Agent or designate be authorized to execute an amendment to the existing contract with Leading Edge Group to increase the total contract value to \$617,905 and extend the contract end date to December 31, 2021, in accordance with section 18(2)(d)(i) of the City's Purchasing By-law 374-06, as amended.

Report Highlights

- The City of Mississauga currently has a contract with Leading Edge Group for Lean training services to support strengthening the City's culture of continuous improvement. The contract was awarded in November 2016 through a competitive bidding process. The original term of the contract was for three years (2017-2019) and allowed for two additional one-year extensions at the City's discretion.
- The current contract provides for Lean certifications in intermediate Yellow Belt, advanced Green Belt, and six Lunch and Learns on an annual basis.
- As part of the 2019 Business Plan and Budget approved by Council on February 6, 2019, Council approved funding to strengthen Lean training and skills development through Budget Request #5457, and establish the training and skills development component of the Corporate Performance Measures Program through Budget Request #5456.

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- To accommodate the additional work to be delivered through the Lean and Performance Measures Program, a contract amendment is required.

Background

The City's Lean Program was established as part of the 2016 Business Plan and Budget with the goal to strengthen the City's culture of continuous improvement and customer first thinking. Over the last 3 years, the Lean Program has delivered significant results across the organization, and is now recognized as a national leader in its continuous improvement efforts.

A critical component for the success of the Lean program lies with developing the capabilities and knowledge of staff to make improvements in their own work through training. In November 2016, the City retained Leading Edge Group through a competitive bid process to deliver three types of Lean training for the organization:

- Intermediate Yellow Belt training for 30 candidates per year
- Advanced Green Belt training for 15 candidates per year
- One hour Lunch and Learns open to all staff six times per year

These training offerings have been effective at delivering meaningful improvements to the City's work to increase service delivery speed, quality and customer service and to reduce costs. The current annual funding for these three training services is \$41,975 per year, with a contract duration of three years (2017-2019) plus 2 one-year extensions (5 years total) at the City's discretion.

In April 2018 in response to a report presented to Audit Committee by KPMG, Corporate Performance & Innovation was requested to develop a new program to address barriers and to further mature the development and use of performance measures across the organization. The Corporate Performance Measures Program is modelled based on the success of the Lean Program, and focuses on strengthening the culture of results based decision making in order to:

- Inform operational decision making by monitoring service performance
- Justify service change requests to Senior Management and Council
- Demonstrate the impact and progress of services on approved or mandated long range plans

Comments

Council approved the 2019 Business Plan and Budget on February 6, 2019, which included funding for two training related requests to be delivered by Corporate Performance & Innovation:

- **Budget Request #5456 (Performance Measures Program):** The Performance Measures Program will deliver training to Divisional management teams on the identification and interpretation of performance measures. Equipped with this

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knowledge, Divisions will participate in a series of workshops to identify and validate current and proposed new measures. The annual funding for this initiative is \$50,000.

- **Budget Request # 5457 (Strengthen Lean Training and Skills Development):** This request increases the training offerings delivered by the Lean Program to include 10 one-day training workshops for 25 staff per session. Two hundred and fifty staff would receive training each year in critical Lean principles and concepts. The annual funding for this initiative is \$51,000.

Lean thinking and performance measures are complementary continuous improvement methodologies with knowledge areas that overlap and require co-ordination. Performance measures are intended to monitor service performance and inform decision making. When a performance measure indicates that corrective measures are required to meet customer needs, staff employ Lean tools and concepts to improve performance. Performance measurement tools would then confirm whether or not the Lean improvements implemented have positively affected performance. Given the linkages to both programs, there are significant benefits to having both trainings delivered by a single vendor.

The Lean Program's training services enable staff to provide a wide range of benefits beyond traditional cost savings and freed up capacity. Improvements also include enhancements to customer experience, improved quality, and safety for both customers and those performing the work, and environmental benefits. Since the inception of the program, staff have implemented cost savings and cost avoidance benefits of \$10.1 million, including \$6.1 million saved and avoided in 2018. These benefits are verified by Financial Analysts through the Money Belt program to ensure that a consistent, standard and accurate approach to quantifying the Lean Program's results is in place.

Purchasing By-law Authorization

In order to support both the increased Lean Program trainings and introduce performance measures training to the organization, an amendment to the existing contract with Leading Edge Group is required. Purchasing By-law #374-06, Section 18 (2) Amendments, Interim Extensions, Renewals & Terminations, part (d) (i), requires Council approval for amendments greater than 20% of the cumulative original commitment and greater than \$100,000. Staff are proposing to amend the existing contract to include all Lean and Performance Measures training for a three year period, including 20% for provisional, for ad-hoc training services and certifications requested by individual Divisions. At the conclusion of this contract in December 2021, staff will initiate a new competitive procurement.

Corporate Performance & Innovation and Materiel Management staff will collaborate to establish the detailed requirements, negotiate the final arrangements and prepare requisite forms including the contract amendment.

Financial Impact

The costs for delivering all Lean and Performance Measures training are fully funded through the Corporate Performance & Innovation operating budget. No additional funding is being requested through this report.

To date, \$103,195 has been spent on the first 2 years of the contract (2017-2018). The contract value for Leading Edge Group is proposed to increase by \$514,710 for the remaining three-year period (2019-2021) to accommodate the increases in training previously approved by Council. This brings the total cost of the contract with proposed amendments for a 5-year period to \$617,905.

| Training Item: | Year 1 (2017) | Year 2 (2018) | Year 3 (2019) | Year 4 (2020) | Year 5 (2021) | 5-Year Total |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------|
| Existing Training Offerings | | | | | | |
| Lean Yellow and Green Belt Training | \$36,225 | \$36,225 | \$36,225 | \$36,225 | \$36,225 | \$181,125 |
| Lean Lunch and Learns | \$0 | \$5,750 | \$5,750 | \$5,750 | \$5,750 | \$23,000 |
| Subtotal: Existing Training Offerings | \$36,225 | \$41,975 | \$41,975 | \$41,975 | \$41,975 | \$204,125 |
| New Training Offerings | | | | | | |
| Lean One Day Workshops | \$0 | \$0 | \$51,000 | \$51,000 | \$51,000 | \$153,000 |
| Performance Measures Training | \$0 | \$0 | \$50,000 | \$50,000 | \$50,000 | \$150,000 |
| Subtotal: New Training Offerings | \$0 | \$0 | \$101,000 | \$101,000 | \$101,000 | \$303,000 |
| Provisional Items | | | | | | |
| Provisional Items (Estimated 20% of annual costs) | \$21,890 | \$3,105 | \$28,595 | \$28,595 | \$28,595 | \$110,780 |
| Grand Total | \$58,115 | \$45,080 | \$171,570 | \$171,570 | \$171,570 | \$617,905 |

General Committee

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Conclusion

As part of the 2019 Business Plan and Budget, Council approved additional funding to strengthen Lean and Performance Measures Program training across the organization. Training in these concepts support staff in continuously improving and monitoring their work, and support the Lean Program's objective to strengthen the City's culture of continuous improvement. There is sufficient funding in the Corporate Performance & Innovation operating budget to amend the existing contract with Leading Edge Group to complete the additional trainings approved by Council.



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

Prepared by: Wes Anderson, Manager, Lean Program

City of Mississauga

Corporate Report



Date: 2019/02/04

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:
2019/02/27

Subject

Disposal of Surplus City Assets Policy

Recommendation

1. That the draft Corporate Policy and Procedure, Disposal of Surplus City Assets Policy, attached as Appendix 1 to the Corporate Report dated February 4, 2019, from the Commissioner, Corporate Services and Chief Financial Officer be approved.
2. That the revised Corporate Policies and Procedures Provision of Audio-Visual Equipment – 03-07-01; Disposition of Significant Historical Items Given to Elected Officials Policy – 03-12-03; and Facility Furniture – 05-02-03, attached as Appendix 2, 3 and 4 to this policy, be approved.

Background

The City does not have a standard method for disposing of items that are no longer required or are at the end of their lifecycle. There are currently areas in many facilities within the City being used to store surplus assets that most likely can be disposed of. There is often uncertainty amongst staff about the best disposal option to use and what the appropriate disposal options are.

Present Status

The City's Purchasing By-law 374-06 currently allows for the disposal of surplus assets but does not provide direction on how to dispose of these items in an efficient and consistent manner.

The By-law instructs staff to involve additional business units to assist in the disposal, including the Buyer, who is supposed to manage the disposal.

Comments

The draft Disposal of Surplus City Assets Policy and Procedure ("the Policy") was developed by a Working Team and Steering Committee made up of Revenue and Materiel Management, Environment, Legal Services, Facilities and Property Management and Finance, along with an extended working team from a variety of business units across the Corporation. The Policy, based on best practices and benchmarking, communicates the City's commitment to

environmental stewardship; identifies roles and responsibilities of staff; provides staff with the available options for the disposal of surplus assets in a safe and environmentally acceptable manner; and provides an efficient and effective streamlined disposal procedure.

The Surplus Assets Solution (SAS), a supporting web-based decision making tool, has been developed to assist staff in determining which disposal option is the most appropriate for their asset.

It is anticipated that both the Policy and SAS will be available for staff to use beginning on April 1, 2019.

There are eleven categories of assets that the City regularly disposes of. They are: Appliances; Books; Branded Material; Construction Material; Fleet; Furniture; Hazardous Material; Information Technology Equipment; Office Wall Decoration, Office Supplies; and Small/Medium Equipment.

Some City assets are exempt from this policy, either because the business unit has an existing Corporate Policy in place, or the asset does not fall within the scope of the Policy. Assets exempt from the Policy are: corporate art collection; museum items; real property; and lost property.

In addition, there are three policies which require minor revisions to direct staff to this new Policy - Provision of Audio-Visual Equipment ±03-07-01; Disposition of Significant Historical Items Given to Elected Officials Policy ±03-12-03; and Facility Furniture ±05-02-03. The suggested revisions are outlined in Appendix 2, 3 and 4. Minor revisions will also be required to the Purchasing By-law to reference the Policy, which will follow at a later date.

Each of the eleven asset categories has been matched with the most appropriate of the five disposal options: internal reuse, return to vendor, sale, donation or waste. The relevant disposal options will be provided on the SAS webpage, along with the correct disposal procedure. The decisions on the final disposal option will be made at the business unit level and managed with existing resources and within existing budgets.

To assist staff with the sale option, a short list of approved vendors will be provided on the SAS webpage. Similarly, to assist staff with the donate option, a short list of approved charitable organizations that will accept donations will be provided. The approved organizations are: the United Way, Habitat for Humanity and Salvation Army. There will also be criteria provided to enable staff to donate to other organizations in certain situations. The Working Team is also engaging with organizations that are registered in the Community Group Registry Program to assess interest and feasibility of donating assets to these groups.

A communication plan is currently being developed with Strategic Communications and will provide the appropriate tactics and messaging for staff about the new Policy and SAS webpage.

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| General Committee | 2019/02/04 | 3 |
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Key Performance Indicators (KPI's) have been developed to measure awareness of the Policy and SAS webpage, use of the SAS and waste diversion.

A Working Group will be established to oversee implementation, measuring and continuous improvement of the Policy. This group will be made up of staff from across the Corporation.

The benefits of this new Policy and procedure are better management of surplus assets; an efficient process with clear disposal options; reduced use of storage space; a measurable process; consideration of the full lifecycle of an asset; and increased waste diversion.

Financial Impact

There are no financial impacts resulting from the recommendations in this report. Depending on the disposal option chosen, there may be minor operational costs, but these will be absorbed within existing budgets. Examples of these are: costs associated with moving/disassembling an asset; or the cost to use one of the pre-approved vendors to assist in the sale of an asset.

As noted in the draft Policy, any revenue from the sale of an asset must follow the requirements outlined in the Tangible Capital Asset Accounting and Reporting Policy – 04-12-01.

Conclusion

The draft Disposal of Surplus City Assets Policy and Procedure, along with the Surplus Asset Solutions webpage will provide staff with the permission and guidance to dispose of surplus assets in an efficient and sustainable manner. The policy and procedure will provide a suite of disposal options for staff to choose from that consider full lifecycle and are simple and cost effective.

Attachments

Appendix 1: Disposal of Surplus City Assets Policy

Appendix 2: Revised Provision of Audio-Visual Equipment Policy – 03-07-01

Appendix 3: Revised Disposition of Significant Historical Items Given to Elected Officials Policy
– 03-12-03

Appendix 4: Revised Facility Furniture Policy – 05-02-03



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

Prepared by: Andrea J. McLeod, Project Leader Process Review

City of Mississauga

Corporate Policy & Procedure



Policy Title: Disposal of Surplus City Assets

Policy Number: [Policy No.]

Draft Only – January 17, 2019

| | | | |
|---|---------------------------------|---|---|
| Section: | Corporate Administration | Subsection: | Acquisition/Disposal of Goods and Services |
| Effective Date: | [Effective Date] | Last Review Date: | [Last Review] |
| Approved by: Click here to enter text. | | Owner Division/Contact: Materiel Management, Corporate Services Department. | |

Policy Statement

The Corporation of the City of Mississauga (the “City”) is committed to continuously improve the social and environmental impacts of its disposal of City-owned items in a transparent and accountable way that balances fiscal responsibility and environmental stewardship.

Purpose

The Disposal of City Assets policy is intended to:

- Communicate the City’s commitment to environmental stewardship
- Identify roles and responsibilities of staff, and
- Provide staff with:
 - available options for the disposal of Surplus Assets in a safe and environmentally acceptable manner, using the most cost effective solution, and
 - an efficient and effective streamlined disposal procedure

Scope

This policy applies to the disposal of Surplus Assets owned by the City of Mississauga, with the exception of the Exclusions stated below.

Exclusions

The following are excluded from the Scope of this policy:

- Items in the Corporate Art collection (refer to Corporate Policy and Procedure – City Acquired Art)
- Museum items (refer to Corporate Policy and Procedure – Museums’ Collections)

Policy Number: **[Last Review]**Effective Date: **Click here to enter text.**

Policy Title: Disposal of Surplus City Assets

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- Real property, including all land, buildings or other fixtures (refer to Corporate Policy and Procedure – Acquisition and Disposal of Interests in Real Property)
- Lost Property (refer to existing Divisional Standard Operating Procedures)

Definitions

For the purposes of this policy:

“Assets” means tangible goods that are owned by the City, which may include articles such as furnishings, office equipment, building materials, tools/maintenance equipment, computers and information technology equipment or vehicles.

“Cross-departmental Implementation Team” means a group comprised of City staff, with representation from all departments.

“Designate” means an employee who has been assigned by the applicable authorizer to declare an item as a Surplus Asset, in accordance with the Declaration of Surplus Assets section of this policy. The designation must be in writing and may take the form of an email.

“Donation” means the gifting of a Surplus Asset by the City to an organization that meets the criteria set out in the Surplus Assets Solutions online tool, where such donation by the City does not generate any consideration for the City.

“Estimated Market Value” means the current value of an Asset, or combined value of a group of like Assets, with consideration given to historical cost, age/state of repair, market conditions and any other relevant information.

“Internal Reuse” means the internal transfer of a Surplus Asset within the City, from one City business area to another City business area, for reuse.

“Return to Vendor” means the return of a Surplus Asset to its original supplier or, as part of a trade-in program, the return of a Surplus Asset to a supplier in a similar line of business.

“Sale” means the transfer of title of Surplus Assets from the City to a third party for consideration, where such sale results in revenue generation for the City.

“Surplus Assets” means Assets that are obsolete, at the end of their life cycle, no longer usable or in excess of required inventory for a City business area.

“Waste” means the disposal of Surplus Assets using normal garbage or recycling services.

Policy Number: **[Last Review]**Effective Date: **Click here to enter text.**

Policy Title: Disposal of Surplus City Assets

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Related Policies

[Sustainable Procurement](#)

[Tangible Capital Assets](#)

[Corporate Environmental Principles](#)

Roles & Responsibilities

Departmental Directors

All departmental directors are accountable for:

- Ensuring that all applicable managers/supervisors are aware of this policy and of any subsequent revisions
- Authorizing the disposal of Assets in accordance with this policy, and
- Ensuring that all Assets are disposed of in accordance with this policy and all applicable laws, including any applicable City by-laws

Managers/Supervisors

Managers/supervisors are accountable for:

- Ensuring that staff in their respective work units are aware of this policy and any subsequent revisions
- Ensuring that staff are trained on this policy, as well as any subsequent revisions, with respect to their specific job function
- Ensuring that staff comply with this policy, and
- Authorizing disposal of Assets in accordance with this policy

All Employees

All Employees are accountable for:

- Complying with this policy and any supporting procedures and guidelines, and
- Requesting assistance from managers/supervisors when unsure of the correct application of this policy, including the correct disposal method for Assets or Surplus Assets

Cross-departmental Implementation Team

The Cross-departmental Implementation Team is accountable for:

- Attending ongoing meetings (e.g. quarterly or semi-annually) to review and address any overarching issues or concerns, as needed
- Revising the Surplus Asset Solutions site, as required, including documenting any new or revised processes
- Building engagement strategies to promote the policy and the Surplus Assets Solutions (SAS) site
- Fostering and communicating the Disposal program within their respective departments
- Reporting progress/metrics as a standing item on meeting agendas, and
- Monitoring the overall Disposal program

Policy Number: **[Last Review]**Effective Date: **Click here to enter text.**

Policy Title: Disposal of Surplus City Assets

Last Review Date:

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The requirement for a Cross-departmental Implementation Team will be reviewed by Materiel Management on an annual basis.

Disposal Policy Principles

Sustainability/Consider Full Lifecycle

- Consider the total cost of ownership during procurement activities, such as the lifecycle benefits and impacts on society, the environment and economy
- Ensure Assets are disposed of in an environmentally responsible way

Cost Avoidance

- Where feasible, aim to recover revenue for the City while minimizing disposal costs
- Consider the total cost incurred in the selected disposal method

Deliver Suite of Options

- Allow for consideration of various disposal methods and provide tools and resources to easily undertake them
- Assets should only be deemed Waste when all other disposal options have been considered

Declaration of Surplus Assets

The business unit is responsible for declaring an item as a Surplus Asset, based on their operational needs.

The following authorizations, based on the Estimated Market Value of the Assets, are required before an Asset can be declared a Surplus Asset:

- \$10,000 or less – Business unit supervisor/manager or Designate
- \$10,001 up to and including \$100,000 – applicable Director or Designate
- \$100,001 and up – applicable Commissioner or Designate

Disposal Process

Determination of Appropriate Disposal Method

Once an item(s) has been identified as a Surplus Asset, the business unit will follow the procedures found on SAS site (*link*) to determine which of the following methods is best:

- Internal Reuse
- Return to Vendor
- Sale
- Donation

Note: Surplus Assets may not be sold or donated directly to City employees.

If none of these options are viable, the Asset can be deemed Waste and disposed of using one of the options outlined in the SAS site.

Policy Number: **[Last Review]**Effective Date: **Click here to enter text.**

Policy Title: Disposal of Surplus City Assets

Last Review Date:

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The Waste Management Section, Environment Division, Community Services Department may be contacted for assistance with Waste disposal.

In accordance with Corporate Policy and Procedure - Tangible Capital Assets, proceeds from the Sale of a Surplus Asset(s) must be credited to the Gain/Loss on Sale of Assets (Cash) account 570165 and the capital project number (PN), reserve or cost centre where the original asset was funded. Copies of supporting documentation for Surplus Asset disposals must be sent to the Capital Asset Analyst, Financial Strategies, Finance Division.

Revision History

| Reference | Description |
|-----------|-------------|
| | |

Policy Title: Provision of Audio-Visual Equipment and Services

Policy Number: 03-07-01

Draft Only – January 10, 2019

| | | | |
|--|---------------------------------|--|---|
| Section: | Corporate Administration | Subsection: | Acquisition/Disposal of Goods and Services |
| Effective Date: | November 25, 2014 | Last Review Date: | November 2014 |
| Approved by: Leadership Team | | Owner Division/Contact: Audio-Visual Solutions, Digital Services and Mobility, Information Technology Corporate Services | |

Policy Statement

The Corporation provides audio-visual equipment and various technical services for use in City facilities and, under specific conditions, outside City facilities, through a centralized program.

Purpose

This policy identifies what equipment and services are available, who can use them and how to book them. It further establishes responsibilities for the centralized management of the City's audio-visual equipment.

Centralized management of audio-visual equipment ensures that audio-visual equipment is purchased, stored and maintained in a cost-effective manner and that equipment is made available for use in a consistent manner.

Scope

This policy applies to audio-visual equipment and services in all City facilities or City property.

Equipment Covered by This Policy

Equipment covered by this policy includes:

- Audio-visual equipment installed in fixed locations, such as the Council Chamber, Hearing Room, auditoriums, arenas, community centres, etc.
- Overhead projectors
- Tripod screens
- Data projectors
- Video projectors
- TV and VCR

Policy Number: 03-07-01

Effective Date: November 25, 2014

Policy Title: Provision of Audio-Visual Equipment and Services

Last Review Date: November 2014

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- TV, DVD and Blu-ray
- Large and portable sound systems (including microphones, etc.)
- Assistive Listening Devices (ALD) - see note below
- Digital Audio Recorders (excluding those used for dictation)
- Boom box (with CD/AUX input/tuner)
- Video cameras
- Camera tripods
- Digital cameras
- Flipcharts
- Easels
- Display panel systems, such as those used for presentation purposes, and
- Turning Point® voting system for presentation purposes

Audio Visual Solutions does not supply disks, laptop computers, tablets, markers, CDs, DVDs, Blu-ray or audio or video tapes, SD Cards, Media Drives or SSD Drives.

Departments may choose to use their own equipment, such as but not limited to easels, flipcharts, video cameras and digital cameras.

Note: ALD are provided with portable or temporary sound systems when a participant at a function has requested that an alternative format/device be made available and it is technically feasible to provide the device within a reasonable cost. Any expenses incurred by Audio Visual Solutions to meet the request will be the responsibility of the department or division organizing the function. Audio Visual Solutions requires three days' notice to provide ALD.

Services Covered by This Policy

Services provided through this policy include:

- Equipment booking
- Equipment training for staff
- Equipment set-up
- Repair, service and troubleshooting
- Equipment purchasing
- Technical operator (for meetings and other functions)
- Sound/video/paging system design and integration
- Video production and editing services
- Duplication and encoding, and
- Consultation

Policy Number: 03-07-01

Effective Date: November 25, 2014

Policy Title: Provision of Audio-Visual Equipment
and Services

Last Review Date: November 2014

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Who Can Use City Audio-Visual Equipment and Services

All audio-visual equipment and/or services that are covered by this policy are available to staff and Members of Council for use in conducting City business at either City or non-City facilities. Members of the public may book certain equipment for use in a City facility only. Available equipment is listed in the Fees and Charges By-law, as amended.

With respect to services available to members of the public, the assistance of an audio-visual technician is available and may be required as a condition of booking the equipment. Required use of audio-visual technician services is based on both the cost of the equipment and the complexity of its operation. Users are advised at the time of booking if the City requires that an audio-visual technician be present to operate the equipment. No other audio-visual services are available to members of the public.

Booking of audio-visual equipment and services by members of the public is subject to availability of equipment and resources. The City does not guarantee that all requests will be accommodated.

Booking Equipment and/or Services

Notice Requirements and Booking Priority

Users should provide a minimum of three days' notice to allow Audio Visual Solutions time to eliminate any conflicts which may occur due to a lack of equipment or the unavailability of technical staff to perform the service.

In the event of a conflict between outside clients and City departments, the City department takes precedence.

Audio Visual Solutions must be notified of any cancellations.

Who to Contact to Book Equipment and Services

City staff and elected officials should book equipment and/or services by completing the on-line booking form, whenever three days' notice can be provided. If three days notice cannot be provided or in an emergency situation, the user should contact the Information Technology Help Desk (Ext. 3222). Depending on the nature of the request, Help Desk staff may forward the request directly to Audio Visual Solutions or ask the requester to complete an on-line booking form.

Members of the public may book equipment and services for use in City facilities only, through the City's Customer Service Centre facility booking office.

No bookings related to rehearsals will be taken.

Policy Number: 03-07-01

Effective Date: November 25, 2014

Policy Title: Provision of Audio-Visual Equipment and Services

Last Review Date: November 2014

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Pick Up/Delivery and Return of Equipment

Audio Visual Solutions staff may deliver and pick up the equipment or may require that the user assume this responsibility.

Examples of situations under which the user will be responsible for delivery or movement of equipment are:

- When equipment will be used at a facility other than the Civic Centre complex, users will be required to arrange their own delivery or movement of equipment by co-ordinating with Audio Visual Solutions
- If the equipment is of high value and/or there is a high risk of theft, the user will be required to pick up and drop off the equipment personally
- All equipment must be returned to Audio Visual Solutions at the agreed upon time

Fees and Charges

Use of equipment and audio-visual technician services by members of the public is subject to the payment of fees, as established by the Fees and Charges By-law.

There is no charge to City staff or elected officials when booking equipment or services for City business, except under the following circumstances:

- If an audio-visual technician is required to work overtime, all costs of the overtime work will be charged to the particular department/division or elected official, except on Canada Day and for the Mayor's New Year's Levee
- When necessary to satisfy requests from City staff or elected officials, and with the agreement of the requester, Audio Visual Solutions may obtain equipment from outside rental companies. All costs will be the responsibility of the particular department/division or elected official

General Responsibilities

Following are general responsibilities of Audio Visual Solutions staff, and staff in other departments.

Audio Visual Solutions Responsibilities

Audio Visual Solutions, in consultation with client departments, is responsible for all audio-visual equipment and services, including:

- Selection
- Completion of purchase requisitions
- Standardization
- Storage
- Maintenance
- Timely delivery and set-up of functional equipment
- Upgrading

Policy Number: 03-07-01

Effective Date: November 25, 2014

Policy Title: Provision of Audio-Visual Equipment and Services

Last Review Date: November 2014

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- Distribution
- Operation and user training
- Disposition
- Budgeting and long-term planning
- Inventory control
- Sound/video/paging system design and integration, and
- Video production and editing services

Departmental/Division Responsibilities

Other departments or divisions are responsible for:

- Requesting the use of equipment at least three days prior to the date needed, so that Audio Visual Solutions can address any conflicts which may occur due to a lack of equipment
- Payment of any and all charges incurred in obtaining equipment from an outside source or in providing an audio-visual technician on an overtime basis (Audio Visual Solutions will not be responsible for costs to meet the client's request)
- Following Audio Visual Solutions procedures for signing equipment in and out, including any special requirements for high cost equipment or equipment with a high risk of theft
- Contacting Audio Visual Solutions for maintenance or repair of audio-visual equipment, and
- Submitting all requests for purchases of equipment, in writing, to the departmental Information Technology Manager

Specific Responsibilities

Following are specific responsibilities with respect to purchasing equipment; training, service and assistance; equipment storage; inventory database; equipment maintenance and servicing; and disposition of equipment.

Purchase of Equipment

To ensure the standardization of equipment throughout the City, purchases of audio-visual equipment may be made only through Audio Visual Solutions.

Requests for the purchase of equipment must be submitted in writing to the departmental Information Technology Manager.

All equipment must meet Corporate standards, as established by Information Technology. A request which does not meet Corporate standards will not be approved for purchase.

All requests which meet Corporate standards will be prioritized by the Information Technology management team, in consultation with Audio Visual Solutions. Priority items will be approved for purchase through the A.V. capital budget. Items which meet Corporate standards but which do not rank as a high enough priority for inclusion in the A.V. capital budget (for example, equipment

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| Policy Number: 03-07-01 | Effective Date: November 25, 2014 | |
| Policy Title: Provision of Audio-Visual Equipment and Services | Last Review Date: November 2014 | 6 of 8 |

to be used by one user only) may be approved for purchase through a departmental budget and an account number will be required prior to conducting the purchase.

Audio Visual Solutions co-ordinates the requests, obtains the necessary capital budget approvals and completes purchase requisitions for all approved equipment. Audio Visual Solutions is responsible for keeping the client informed of the status of the request.

Once purchased, the equipment will be subject to a set replacement or upgrade program.

Training, Service and Assistance

Upon arrangement with the client, Audio Visual Solutions will:

- Train the client, according to the client's needs, on the use of the equipment, including "train the trainer" sessions
- Assist the client, during specific situations, with the set-up of certain audio-visual equipment
- Respond to client calls for technical assistance, service or troubleshooting of either portable audio-visual equipment or permanent systems, and
- Provide a technician to operate equipment at a meeting or function, subject to fees and charges and staff availability

Equipment Storage

Generally, equipment is stored by Audio Visual Solutions.

Departments may store equipment if the equipment is utilized on a regular, on-going basis by the department and if it is more cost-effective to store the equipment in the department. The general terms/conditions of this procedure apply, in addition to the following conditions:

- Appropriate security measures must be taken by the holder of the equipment. Loss or theft of the equipment is to be reported in accordance with Corporate Policy and Procedure – Filing a Potential Insurance Claim Related to Property
- Audio Visual Solutions retains responsibility for the equipment and must have access to the equipment
- Departmental staff are responsible for scheduling the use of equipment which is stored by their department, ensuring that it is allocated fairly and that it is signed in and out appropriately
- The equipment must be made available to other departments when not scheduled for use. Audio Visual Solutions can help direct other departments to use the equipment. The equipment in the department's possession is that of the department and not an individual user – if the user relocates to another department, the equipment remains with the department. Equipment cannot be relocated or moved from one department or facility to another, except on a temporary basis for a meeting or function
- Audio Visual Solutions may elect to retain responsibility for booking specialized equipment, which may be stored in a location other than Audio Visual Solutions

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Effective Date: November 25, 2014

Policy Title: Provision of Audio-Visual Equipment
and Services

Last Review Date: November 2014

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Inventory Database

An inventory database is maintained by Audio Visual Solutions using the IT Asset management system, which includes, for each piece of equipment:

- Serial number, description, make and model number
- Purchase date, price and source of funding
- IT Asset identification number
- Status
- Facility and location, and
- Staff contact name

Equipment Maintenance and Service

Audio Visual Solutions follows a preventive maintenance system to ensure minimum down-time due to breakdown and effective and economical operation of equipment.

Equipment is standardized, where possible, to minimize the stock of parts required and to allow for rapid repair or workable exchange when a breakdown occurs.

If maintenance or repair is required, Audio Visual Solutions must be contacted. It is the responsibility of Audio Visual Solutions to determine how best to have the equipment serviced.

If the equipment is portable, Audio Visual Solutions will arrange with the client to have the equipment either delivered or picked up. If the equipment is not portable, Audio Visual Solutions will arrange with the client to meet on site to establish the problem. Upon arrival, Audio Visual Solutions will troubleshoot on the spot, remove defective equipment or if no fault was found, train the client if operator error was the cause.

In each case, defective equipment will be repaired on site, sent out for repairs or serviced by the original installation contractor.

Audio Visual Solutions will follow up on the progress of the repair or service underway. If applicable and when available, backups will be given.

Within reason, the cost of the repair/service will be absorbed by Audio Visual Solutions. Repairs will be covered in this policy only if the equipment is included as part of the A.V. ongoing replacement/upgrade program. Consumable items such as projector bulbs, etc. will not be replaced by A.V Technical Services – the department/division responsible for the equipment will be charged back for these items.

If the need for maintenance or repair is due to misuse or vandalism, the department/division responsible for the equipment will be charged back for the repair.

Policy Number: 03-07-01

Effective Date: November 25, 2014

Policy Title: Provision of Audio-Visual Equipment
and Services

Last Review Date: November 2014

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Disposition

When it is no longer economically feasible to maintain equipment or when equipment is damaged beyond repair, Audio Visual Solutions arranges for its disposition in accordance with Corporate City Policies and Procedure Disposal of Surplus City Assets and the City's acquisition and disposal by law. Documentation for replacement of equipment is initiated at this time.

Revision History

| Reference | Description |
|-------------------|---|
| SMT – 1993 07 08 | |
| November 10, 2005 | Amended LT: Assistive Listening Devices |
| November 25, 2014 | Scheduled review – revised to reflect current equipment and practices |

Policy Title: Disposition of Significant Historical, Artistic or Cultural Items Given to Elected Officials

Policy Number: 03-12-03

Draft Only – January 10, 2019

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|--------------------------------|---|-------------------|--|
| Section: | Corporate Administration | Subsection: | Accountability and Transparency |
| Effective Date: | June 8, 2016 | Last Review Date: | [Last Review] |
| Approved by: Council | Owner Division/Contact: Legislative Services, Corporate Services Department | | |

Policy Statement

Items given to the City of Mississauga's Elected Officials will be periodically recorded to confirm City ownership and final disposition.

Purpose

The purpose of this policy is to outline the process that will be followed to review and record Items that are given to Elected Officials, including final disposition of each Item.

Scope

This policy applies to all Items, including those provided to a family member or to a staff member who is receiving the Item on behalf of an Elected Official and that is connected directly or indirectly to the performance of the Elected Official's duties. Items that are reported in accordance with the Council Code of Conduct, specifically Rule 2, must also be recorded.

Excluded From Scope

Elected Officials' property that is personal and separate from their official role does not need to be recorded, including:

- Personal milestones (e.g. birthday, anniversary gifts)
- Office accessories or furnishings purchased through the official's expense account in accordance with Corporate Policy and Procedure – Elected Officials' Expenses
- Articles associated with a fundraising event sponsored by the Elected Official and organized outside of City administration
- Personalized items of clothing (e.g. jackets, hats, T-shirts)
- Trinkets (e.g. fridge magnets, key chains, coffee mugs, stuffed animals) presented at Council to commemorate a City event or initiative
- Newspaper clippings, and

Policy Number: 03-12-03

Effective Date: June 8, 2016

Policy Title: Disposition of Significant Historical,
Artistic or Cultural Items Given to Elected Officials

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- Personal awards (e.g. honorary degree; recognition from a professional association)

Definitions

For the purposes of this policy:

“Director” means the Director, Legislative Services, Corporate Services Department or his/her designate.

“Elected Officials” means the Mayor and Members of Council of the City of Mississauga.

“Item” means anything that is received by an Elected Official as an incident of protocol or social obligation from an organization, agency, private sector entity or individual. Such items normally accompany the responsibilities of office and may be of historical, artistic or cultural value to the City, as determined by qualified City staff or outside experts. Examples include, but are not limited to, clocks, books, figurines, a work of art, certificates, plaques, framed or plaqued photographs, equipment or items containing precious metal or stones.

“Staff Review Team” means a working team consisting of the Director and the following staff or their designates:

- The City Solicitor, Legal Services, City Manager’s Department
- The Director, Culture, Community Services Department
- The lead staff person in Museums Mississauga, Culture Division, Community Services Department, responsible for museum artifacts, and
- Other City staff as required

Administration

This policy is administered by Legislative Services, in consultation with other City departments, as required.

Accountability

Director

The Director is responsible for:

- Ensuring Elected Officials’ executive assistants are trained on this policy and any related protocols
- Obtaining assistance from other City departments as required to complete the review of Items that are recorded
- Ensuring review of recorded Items is completed quarterly and at the end of each term of an Elected Official’s time in office
- Ensuring all Items are transferred to the appropriate locations, as determined by the Staff Review Team, and

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| Policy Number: 03-12-03 | Effective Date: June 8, 2016 | |
| Policy Title: Disposition of Significant Historical, Artistic or Cultural Items Given to Elected Officials | Last Review Date: | 3 of 5 |

- Updating and maintaining records of all Items, from initial receipt to final disposition

Elected Officials' Executive Assistants

Elected Officials' executive assistants are responsible for liaising with the applicable Elected Official to ensure all Items received by the Elected Official are recorded on the template, in accordance with this policy.

Ownership of Items

Items given to Elected Officials in their capacity as a City official are considered to be City owned. Such Items may be of significant historical, artistic or cultural value to the City, as determined by qualified City staff or outside experts. Examples are:

- Plaques for support of an event or organization on behalf of the City
- Items from agencies or organizations as part of a visit or function where the Elected Official is the City's representative (e.g. books, pictures, framed or plaqued photographs), or
- Items such as plaques that are received in the course of an Elected Officials' duties (e.g. a ribbon cutting for a new Mississauga business), including those inscribed with an Elected Official's name

If the Elected Official who was invited to an event is unable to attend and an Item inscribed to them is given to their alternate, the Item should be passed on to the Elected Official named on the Item. The Item will then be recorded on the named official's template. If the Item is given to the City in general, the Elected Official who accepts the Item must list it.

Process

Elected Officials will list all Items received and their location, on a template provided by Legislative Services for that purpose. Each Elected Official will maintain an individual template for the duration of their time in office. On a quarterly basis, to align with the timing of the Council Code of Conduct declaration of gifts process, Elected Officials' executive assistants will ensure that the template is completed and signed by the applicable Elected Official. The Elected Official's signature signifies that the list is complete and that all Items received in that period have been noted or that no Items were received.

The Director will assemble the Staff Review Team at the conclusion of each quarter. The Staff Review Team will review each list and determine the Item's historical, artistic or cultural value to the City and the most suitable placement for each.

At the conclusion of each Elected Official's time in office, the Staff Review Team will conduct a full review of all Items that were recorded during that Elected Official's term(s). The applicable template(s) will be updated to indicate the final disposition of each Item and a copy provided to the Elected Official.

| | | |
|--|------------------------------|--------|
| Policy Number: 03-12-03 | Effective Date: June 8, 2016 | |
| Policy Title: Disposition of Significant Historical, Artistic or Cultural Items Given to Elected Officials | Last Review Date: | 4 of 5 |

Items will either be disbursed or displayed in accordance with the following:

Disbursement of City Owned Items

The Staff Review Team may determine that certain Items are not suitable for retention by the City (e.g. due to the existence of a duplicate or if the Item is of no archival, historical, artistic or cultural interest to the City).

Items will be disbursed ~~as follows: in accordance with Corporate Policy and Procedure - Disposal of Surplus Assets, with the following exceptions:~~

- ~~• Books go to the Library for use in their collection, transferred to the Friends of the Library (with any references to the Elected Official removed) or disposed of~~
- Museums, Culture Division, will receive any Items that meet their collecting mission (refer to Corporate Policy and Procedure – Museums' Collection), and
- Art may be placed in the City in accordance with the "Locations of Art" section of Corporate Policy and Procedure – Facility Planning – City Acquired Art
- ~~• Other local not-for-profit museums may be offered Items not of interest to the City, provided they have the capability to protect and store the items appropriately~~

If not placed, Items will be offered to the Elected Official who originally received the Item, and

- ~~• All remaining Items will be disposed of through Materiel Management, Corporate Services Department, using the existing contract for confidential disposal. The City will ensure that these Items are disposed of in an appropriate fashion~~

Display of City Owned Items

Items that have been selected as being suitable for display in the City may be displayed on either a temporary or permanent basis. Items will be used at the sole discretion of the City and, where applicable, displayed in accordance with existing policies (e.g. Museums' Collections).

Note: Items may be temporarily displayed in an Elected Official's office. Items cannot be housed at an Elected Official's private residence. The Staff Review Team will determine the final disposition of the Item once the Elected Official is no longer in office.

Record Retention

Legislative Services will retain all records and any related documentation, in accordance with the Retention By-Law 0097-2017, as amended. The records will be made available to the public, subject to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). The Staff Review Team will review the records prior to publication to ensure they comply with MFIPPA.

Report to Council

Legislative Services will provide an annual report of received Items to Council.

Policy Number: 03-12-03

Effective Date: June 8, 2016

Policy Title: Disposition of Significant Historical,
Artistic or Cultural Items Given to Elected Officials

Last Review Date:

5 of 5

Revision History

| Reference | Description |
|---------------------------|-------------|
| GC-0415-2016 – 2016 06 08 | |

DRAFT

Corporate Policy & Procedure



Policy Title: Facility Furniture

Policy Number: 05-02-03

Draft Only – January 10, 2019

| | | | |
|--|--------------------------------|--|--------------------------|
| Section: | Property and Facilities | Subsection: | Facility Planning |
| Effective Date: | May 14, 2018 | Last Review Date: | May, 2018 |
| Approved by: Leadership Team | | Owner Division/Contact: Space Planning, Facilities & Property Management, Corporate Services Department | |

Policy Statement

Furniture for use by City staff in City facilities is provided and/or replaced in accordance with this policy.

Purpose

The furniture provided in City facilities for employee use must be safe, functional and to City standards. In addition, furniture acquisitions and disposals must reflect a cost effective use of the Corporation's resources.

This policy establishes roles and responsibilities of staff to ensure that these objectives are met through a centralized furniture management program.

Scope

This policy only applies to furniture intended for employee use.

Furniture Covered by this Policy

This policy applies to the following furniture owned by the Corporation and provided to support employees:

- All systems-type furniture (cloth panels, transaction tops, desks, returns, overhead binder bins, task lights, articulated keyboard trays, etc.)
- Chairs (desk and side chairs, meeting room chairs, stools, lunchroom chairs, stacking chairs)
- Manual or electric height adjustable tables and work surfaces
- Tables (reference tables, meeting room tables, lunchroom tables, tables for work areas)
- File cabinets, and office related storage cabinets and storage shelving
- Bulletin boards and white board (if budget allows), and
- Lounge and reception furniture in office areas only (if budget allows)

Policy Number: 05-02-03

Effective Date: May 14, 2018

Policy Title: Facility Furniture

Last Review Date: May, 2018

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NOTE: Requests for non-standard furniture which is not listed will be considered on a case-by-case basis

Furniture Not Covered by this Policy

The following items are not covered by this policy but may be subject to other City standards (the department or division listed should be contacted to ensure that appropriate procedures are followed):

- Computer equipment (responsibility of Information Technology)
- Accessories such as foot rests, wrist supports, mouse pads, anti-glare screens, head sets, keyboard rests (if an item is recommended by a medical practitioner or by the Workplace Safety and Insurance Board to accommodate an employee it must be approved by Employee Health Services)
- Audio-visual equipment (refer to Corporate Policy and Procedure – Corporate Administration – Provision of Audio-Visual Equipment and Services)
- Concession and cafeteria stands, kitchen equipment, vending display units and machines (responsibility of the applicable department)
- Refrigerators and microwaves (by applicable division account)
- Furniture used for the provision of programs or services to the public, such as equipment and furniture at pools, locker rooms, libraries, programme rooms and gyms; library shelving, book carts, storage units, tables, chairs, etc. (responsibility of the applicable division)
- Micro-fiche equipment, cash registers, photo-copiers, coffee machines (may be subject to Corporate standards or agreements with vendors – applicable department responsible to confirm with Materiel Management prior to ordering), and
- Furniture required to ensure the comfort of Fire and Emergency Services staff who work 24-hour shifts, such as beds, lounge furniture, exercise equipment, kitchen tables and chairs, etc. (responsibility of Fire and Emergency Services)

Administration

Administration of the centralized furniture management program is the responsibility of the Space Planning Unit, Building Services and Operations Section, Facilities & Property Management (F&PM) Division, Corporate Services Department. Space Planning is responsible for all aspects of the furniture management program.

The furniture management program applies to office furniture allocated for use by all departments in all of the City's facilities, and includes:

- Budget allocation
- Furniture allocations
- Surplus furniture
- Furniture acquisitions
- Furniture warranties
- Staff moves/re-deployment, and

Policy Number: 05-02-03

Effective Date: May 14, 2018

Policy Title: Facility Furniture

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- Staff training, as required

Allocation of Furniture Budget

A Corporate budget for furniture acquisitions is established annually as part of the capital budget. Departments are responsible for identifying employee furniture needs and for justifying requests in terms of the following criteria:

- 1.) Health and Safety – Space Planning may discuss requests with the affected employee and Employee Health Services, as required
- 2.) New Hires – based on budget requests at the time of annual budget approval
- 3.) Life Cycle Replacement

Requests for new or replacement employee furniture, including requirements for new positions and staff redeployments, are submitted via form E4999 FPM Service Request, Space Planning – BSO section and copied to their direct supervisor. The supervisor must examine all possible alternatives before submitting the request. Each request must be fully justified in terms of need. No new furniture will be purchased if existing inventory can be used to satisfy the request.

Space Planning staff prioritize the requests from a Corporate perspective and make decisions based on available budgets.

If replacement furniture is provided, the old furniture will be removed from the area by Space Planning for redeployment, decommissioning or stored for future reallocation.

Surplus Furniture

Any furniture not being used by a department is considered to be surplus and must be reported to Space Planning, including:

- Furniture purchased to accommodate an employee but no longer required, and
- Furniture assigned to an employee who is being relocated or redeployed and whose former position will not be filled

All surplus furniture is examined to determine its condition. Furniture which is in good condition, or which can be repaired or refurbished in a cost-effective manner, is stored for future use.

Furniture which is not suitable for use is disposed of in accordance with ~~the Purchasing By-law,~~ as amended Corporate Policy and Procedure - Disposal of Surplus City Assets.

Departmental Staff Responsibilities Re: Surplus Furniture

Employees are responsible for advising Space Planning of surplus furniture in their departments.

Space Planning Responsibilities Re: Surplus Furniture

Space Planning staff are responsible for:

- Assessing all surplus furniture to determine whether it should be retained or disposed of

Policy Number: 05-02-03

Effective Date: May 14, 2018

Policy Title: Facility Furniture

Last Review Date: May, 2018

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- Storing all surplus furniture and maintaining an inventory of all furniture which will not be retained
- Maintaining an inventory of all furniture in storage, and
- Maintaining and utilizing stored furniture where possible to fill employee requests

Furniture Acquisitions

The Corporation attempts to minimize furniture acquisitions by utilizing the existing inventory to its fullest. Any necessary furniture acquisitions are made using the Corporate furniture budget, a capital construction budget or a departmental budget. All acquisitions must meet the Canadian Standards Association's ergonomic standards (CAN\CSA-150 9241 [R2011] - Office Ergonomics - A National Standard of Canada) and Corporate standards for design, colour, durability, etc. Acquisitions made through a departmental budget must be reviewed for adherence to standards by Space Planning staff and will be included in the Corporate furniture inventory.

Space Planning Responsibilities Re: Furniture Acquisitions

Space Planning staff are responsible for:

- Reviewing approved acquisitions with the requestor and establishing appropriate delivery and installation dates
- Requisitioning furniture in accordance with the approved budget
- Ensuring that the Corporate standards for furniture are practical and meet the Corporation's needs, and
- Ensuring that departments are advised of any changes in anticipated installation dates of furniture

Materiel Management Responsibilities Re: Furniture Acquisitions

Materiel Management staff are responsible for:

- Ensuring that furniture acquisitions are made in accordance with the Purchasing By-law, as amended, and Corporate procedures, and
- Ensuring that the purchasing decision reflects Corporate standards and the most cost-effective alternative for the City

Maintenance of Furniture

Office furniture must be maintained in good condition to ensure optimum use. Furniture maintenance includes repairing, replacing, refinishing or cleaning damaged or soiled furniture. All damaged office furniture must be reported via form E4999 FPM Service Request, Space Planning – BSO section.

Routine furniture maintenance repair and replacement is charged against Space Planning's budget. Significant capital maintenance projects will be budgeted for through the F&PM capital budget process.

Policy Number: 05-02-03

Effective Date: May 14, 2018

Policy Title: Facility Furniture

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Departmental Responsibilities Re: Furniture Maintenance

Each employee is responsible for reporting any damages to office furniture immediately using form E4999 FPM Service Request, Space Planning – BSO section.

Space Planning Responsibilities Re: Furniture Maintenance

Space Planning staff are responsible for:

- Assessing the damages reported by departments and determining the most cost-effective remedy (i.e. replace, repair, refinish or clean)
- Ensuring that any repairs or replacements that are covered by warranty agreements are conducted under the warranty
- Making all arrangements to have maintenance conducted in a timely manner and with minimal disruption to staff
- Charging routine furniture repair costs to the appropriate stakeholder's operating budget, and
- Submitting capital budget requests for significant maintenance projects

Staff Training**Space Planning Responsibilities**

Space Planning staff are available to provide training to employees in the proper use of furniture, as required.

Employee Health Services Responsibilities

Employee Health Services will consult with an employee who is experiencing a medical condition to determine whether the work space can or should be modified. Employee Health Services will complete a form E4999 FPM Service Request, Space Planning – BSO section to request any modifications to existing furniture or to request replacement furniture required to support the employee.

Revision History

| Reference | Description |
|------------------|---|
| SMT - 1994 01 06 | Revised - 1996 08 19 (Housekeeping) |
| April 23, 2008 | Housekeeping - changed wording to "Space Planning" |
| July 10, 2012 | Scheduled review – minor administrative revisions to reflect current practices |
| April 26, 2018 | Scheduled review – revised to reflect current practices. Language simplified in some areas. |

City of Mississauga Corporate Report



Date: 2019/02/12

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:
2019/02/27

Subject

Update on Agile Software Development and Modernization of Application Development

Recommendation

That the report entitled Update on Agile Software Development and Modernization of Application Development dated February 12, 2019 from the Commissioner of Corporate Services and Chief Financial Officer be received and that the three temporary capital funded positions be approved through to December 31, 2020.

Report Highlights

- One of the strategic priorities of both the IT Master Plan and Communications Master Plan is to modernize the City's website and online services. The modernization of the City's website (www.mississauga.ca) is well underway with a new and modern Cloud based platform.
- In 2018, the Information Technology division, through a competitive procurement process, engaged Wipro Technologies, a Mississauga based company, to assess and recommend a technology architecture and platform to support Agile Software Development.
- Wipro Technologies has recommended a technology architecture based on Micro Services for the City of Mississauga that aligns with the current AWS Cloud and WordPress implementation of the Mississauga.ca modernization project.
- A proof of concept of the proposed technology architecture will be initiated for the required technologies to support the new architecture.
- To undertake this project three temporary capital funded positions are required through to the end of 2020. There is no additional budget required for this as professional services and staffing was anticipated.
- Upon completion of the proof of concept, IT Staff will undertake the required steps with

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Procurement and Legal to acquire the software and technologies.

Background

The City of Mississauga has been progressively adopting new technologies to support the delivery of City Services and Operations and is recognized globally as a Smart City leader. Investment in technology is well thought out on an annual basis and planned and budgeted for through the annual Business Planning and Budget process. The IT Master Plan, endorsed by Council in late 2015 provides the strategic direction for the adoption of technology and Smart City initiatives

One of the strategic priorities of both the IT Master Plan and Communications Master Plan is to modernize the City's website and online services. The modernization of the City's website (www.mississauga.ca) is well underway with a new and modern Cloud based platform Amazon Web Services (AWS) and best in class content management system WordPress as foundational components of this transition. The website modernization project is a collaboration and partnership between the Strategic Communications and Information Technology divisions within the Corporate Services department.

There are many online services on the City's website that are transaction based and commerce based which integrate with our internal systems and require members of the public to login and make payment for services or simply access information about services, their property, taxes or other City services. The underlying technology for these online services is at end of life and will go through a complete redevelopment by the end of 2020.

Comments

In 2018, the Information Technology division, through a competitive procurement process, engaged Wipro Technologies, a Mississauga based company, to assess and recommend a technology architecture and platform to support Agile Software Development. Industry and customer expectations for rapid application development, agile and sprint based processes have shifted the demand to building applications. Historically, the public sector has been more inclined to buy commercial off the shelf solutions (COTS) but with the demand for innovation and agility the shift from buy to build is a significant pressure.

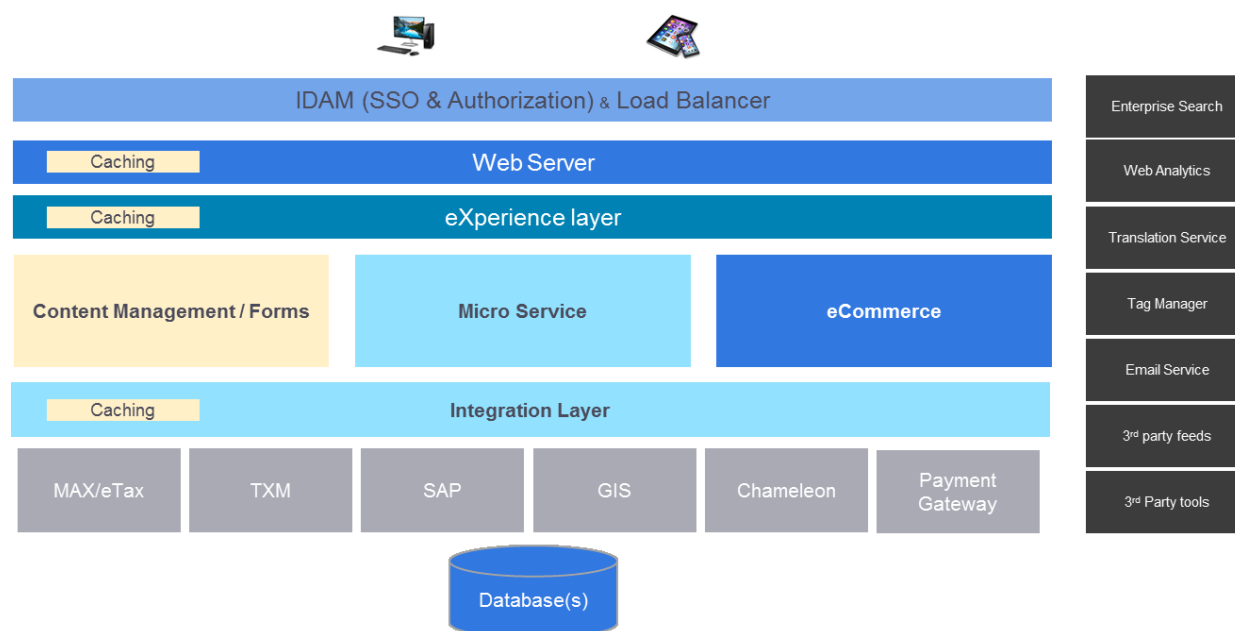
The engagement with Wipro Technologies builds on the good work already done on the Mississauga.ca project, a shift to Cloud with Amazon Web Services (AWS) and WordPress for delivering dynamic content and a customer centric approach to design.

Wipro Technologies undertook industry research and benchmarking as well as internal stakeholder engagement to develop a proposed technology architecture and software development solution that would enable agility and efficiencies for a modern software development environment. An integrated platform that leverages AWS and WordPress and

introduces a new architecture based on Micro Services, recognized as the leading modern approach for software development.

Micro Services is the development of software in smaller components that can be grouped to create applications and be re-used by applications creating efficiencies and speed when building new online services. Micro Services also allows development of business logic that completes transactions and provides the integration with business systems and databases and can be used by multiple customer channels such as a website, smart phone app as well as many of the emerging technologies that are defining Smart City such as Artificial Intelligence (AI).

Wipro Technologies has recommended a technology architecture based on Micro Services for the City of Mississauga that aligns with the current AWS Cloud and WordPress implementation of the Mississauga.ca modernization project as per below:



Staff in Information Technology and Strategic Communications have reviewed the recommended architecture and agree it is the right solution to support an agile development environment for the future. Wipro Technologies has also provided software specific recommendations for each of the components of the proposed architecture.

Before Information Technology proceeds with acquiring the technology, a proof of concept process will be undertaken to prove out the proposed architecture and fine tune any of the software components. Three existing online services will be built as part of the proof of concept covering the various complexities of data integration, ecommerce and user authentication.

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Upon successful completion of the proof of concept, a procurement process will be initiated to procure all of the required technologies and licenses to support the new architecture. Information Technology will work collaboratively with Legal and Procurement Staff to ensure that all technology acquired follows the requirements of the Purchasing Bylaw.

The timing of this initiative is essential to the complete migration of the existing online services on www.mississauga.ca prior to September 2020. The required Capital Budget and funding is in place to support this initiative with funding allocated in 2018, 2019 and 2020 for the complete migration of online services to a new and modern platform.

To undertake this project three additional temporary positions funded through Capital is required starting in March 2019 through to the end of 2020. There is no additional budget required as professional services and staffing was anticipated to build out the environment. The positions are as follows:

1. Cloud Architect (Grade H) – to complete the design and implementation of the new architecture including privacy, data residency and security
2. Cloud Operations Architect (Grade H) – to develop and operationalize standard operating procedures for 7 * 24 * 365 support and business continuity
3. IT Business Analyst (Grade F) – to document business requirements to transition all online services to the new platform and support the required documentation and standard operating procedures.

This initiative is a significant transformational project and will position the City with a modern and future oriented software development environment. The engagement with Wipro Technologies has provided a solid direction and recommendations supported by a proof of concept prior to finalizing the technology components. This is a responsible approach to an exciting and innovative shift.

Upon completion of the proof of concept, IT Staff will undertake the required steps with Procurement and Legal and report back to Council for any additional procurement authority if required.

Financial Impact

The modernization of the City's website (www.mississauga.ca) is well under way and has sufficient funding in the capital budget through to the end of 2020. The three temporary positions identified are to be funded from the Capital Budget which was established with provisions for professional services and staffing. The following capital accounts are approved for the website modernization project with remaining funds identified for each: PN17511/18511 (\$68,000), PN18509 (\$664,000) and PN18534 (\$75,000).

The current online service operating budget within the IT Software Maintenance Budget for 2019 is \$600,000 per year. Based on the proposed design and Architecture it is forecasted that this will be sufficient to support the ongoing cost of the new system Architecture and resources required in 2020 and through the transition of online services from the legacy environment.

Conclusion

The modernization of Mississauga.ca is a strategic initiative supported by the IT Master Plan and Communications Master Plan. There has been lots of progress on the modernization of Mississauga.ca with the introduction of Amazon Web Services (AWS) and WordPress as the Cloud hosting solution and Content Management System.

Through an engagement with Wipro Technologies, a new and modern architecture based on Micro Services has been recommended with a proof of concept under way to confirm that the right technologies are selected. This is a significant project that is ramping up and requires resources, as anticipated in the capital budget, with a timeline that concludes in the fall of 2020.

Staff will work collaboratively with Procurement and Legal to ensure that the acquisition of the required software leverages existing procurement authority and where necessary, seeks approvals and processes of the Purchasing Bylaw.



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

Prepared by: Shawn Slack, Director, Information Technology & CIO

City of Mississauga
Corporate Report



Date: 2019/02/11

To: Chair and Members of General Committee

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

Originator's files:

Meeting date:
 2019/02/27

Subject

Amendment to the contract with CCG Systems Inc. (Faster Fleet Management)

File Ref: Procurement PRC000959; GC-0301-2018

Recommendation

1. That the report from the Commissioner of Corporate Services and Chief Financial Officer dated February 11, 2019 entitled Amendment to the contract with CCG Systems Inc. (Faster Fleet Management) File Ref: Procurement PRC000959; GC-0301-2018 be received.
2. That the Purchasing Agent be authorized to increase the commitment with CCG Systems Inc. by an additional \$74,297 USD for the supply of Faster Fleet Management system maintenance and support, for a period of three years.

Report Highlights

- In May 2018, a Corporate Report was approved GC-0301-2018, granting authority for a Faster system upgrade to the most current version, and maintenance and support of the new version. Since then, municipal benchmarking has identified deficiencies in the new version that may introduce risk to the city and as such the vendor has agreed to extend support and maintenance on the current version.
- The businesses (Transit, Fire and Service Operations) have decided not to proceed with the planned system upgrade and instead to pay the costs associated with remaining on the current version.
- Current maintenance and support contracts for Faster are expiring in 2019. The Faster system supports critical business functions within the Transportation and Works department. Not continuing maintenance and support for the system could introduce risks to business operations.

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- This report now references only the amount of the maintenance and support cost increase of \$74,297 USD to remain on the current version for a three year period.

Background

In 2003, the City procured the Faster Fleet Management System through a competitive bidding process under FA.49.140-02.

Since 2004, City Services staff within Transportation & Works, Service Operations and Community Services, Fire & Emergency Services have used the Faster Fleet Management System supplied by CCG Systems Inc., for fleet maintenance, asset management, parts inventory and vehicle service records management for Fire vehicles, Transit buses and other City vehicles as well as parts inventory and service records management. There are over 125 staff users.

Comments

In May 2018, a Corporate Report was approved GC-0301-2018, granting authority for a Faster system upgrade to the most current version, and maintenance and support of the new version. Maintaining software versions and upgrades is a best practice to stay current with the technology and enable new software features. Since then, municipal benchmarking has identified deficiencies in the new version that may introduce risk to the city and as such the vendor has agreed to extend support and maintenance on the current version.

The existing contract with CCG Systems Inc. will expire on March 30, 2019, however a Corporate Report approved by Council in May 2018 has already given authority for a three year contract extension from April 2019 to March 2022. The existing negotiated annual maintenance will increase to remain supported on the CCG System Inc. platform from a total three year cost of \$76,183 USD to \$150,480 USD representing a total increase over the three year period of \$74,297 USD. This support is necessary to support critical business functions for up to three years and permit sufficient time to procure and implement a new system.

The software maintenance and support costs reflect the size of the fleet being maintained on the system for the period of the contract and required support to remain on the current version of the software.

A business case is being prepared to allow the business units, together with Information Technology, to conduct a competitive procurement prior to the end of the Faster Fleet Management System contract. A competitive procurement will be conducted in 2020, in accordance with the Purchasing By-law 374-06, as amended, to ensure the City continues to obtain the system that is the best value to meet its needs.

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Purchasing By-law Authorization

The recommendation in this report is made in accordance with Schedule A of the Purchasing By-law #374-06, items 1(b)(xi) which states that a single source procurement method may be applied when, “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”; and (a)(iii), wherein it states that “the Goods and or Services are only available from one supplier by reason of; the existence of exclusive rights such as patent, copyright or license”.

Information Technology, Materiel Management and Legal Services staff will collaborate to establish the detailed requirements, negotiate the final arrangements and prepare the requisite forms including the contract agreements.

Financial Impact

The City’s maintenance costs for each of three years (2019-2022) will be funded through the Information Technology annual maintenance budget, subject to Council approval.

Sufficient funding of \$150,480 is available in the Information Technology 2019 Maintenance Operating Budget for the ongoing annual Software Maintenance and Support of \$48,685 USD in 2019, with minor increases in the years 2020 to \$50,146 USD and 2021 to \$51,649 USD. These increases in 2020 and 2021 are subject to annual budget approval.

The three year cost and the revised Software Maintenance and Support increases are provided in detail in Appendix 1 - CCG Systems Inc. (Faster Fleet Management) - Statement of Work.

Conclusion

CCG Systems Inc. continues to be the City Standard for Faster Fleet Management system.

This report recommends that the Purchasing Agent be authorized to amend the commitment with CCG Systems Inc. by an additional \$74,297 USD, for the supply of Faster Fleet Management System maintenance and support over a three year period.


General Committee

2019/02/11

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Attachments

Appendix 1: CCG Systems Inc. (Faster Fleet Management) - Statement of Work

A handwritten signature in black ink that reads "G. Kent." The signature is written in a cursive, flowing style.

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

Prepared by: Susan Petri, Manager, IT - Transportation & Works

CCG Systems Inc. (Faster Fleet Management) – Statement of Work

The following outlines pricing negotiated and agreed to with CCG Systems Inc. by staff from Material Management, Legal Services and Information Technology.

Since the Faster Fleet Management system upgrade is no longer a requirement, the Maintenance and Support (M&S) cost for the existing system has increased.

Therefore additional funds are required in the amount of \$74,297.50 for the contract renewal and system support and maintenance for Procurement PRC000959:

Maintenance and Support

CCG Systems Inc. will commit to maintenance and support costs for three years at the following costs:

| Description | M&S cost with upgrade- approved under GC-0301-2018 | M&S cost with existing software | Additional funds required |
|---|---|--|----------------------------------|
| Faster Win Support 4/1/2019 – 3/31/2020 | \$ 24,648 USD | \$ 48,685 USD | \$ 24,037 USD |
| Faster Win Support 4/1/2020 – 3/31/2021 | \$ 25,387 USD | \$ 50,146 USD | \$ 24,759 USD |
| Faster Win Support 4/1/2021 – 3/31/2022 | \$ 26,148 USD | \$ 51,649 USD | \$ 25,501 USD |
| Total | \$ 76,183 USD | \$150,480 USD | \$ 74,297 USD |

REPORT 1 - 2019

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Public Vehicle Advisory Committee presents its first report for 2019 and recommends:

PVAC-0001-2019

1. That the deputation and associated correspondence by Mark Sexsmith, Taxi Industry, with respect to subsidy funding from the Province for an accessible taxi program be received;
2. That staff be directed consult with the Region and report back to the Public Vehicle Advisory Committee with more information on subsidy funding from the Province for an accessible taxi program.

(PVAC-0001-2019)

PVAC-0002-2019

1. That the deputation and associated correspondence by Mark Sexsmith, Taxi Industry, with respect to feedback on the TNC Pilot Project be received;
2. That staff be directed to bring back the Line-by-Line Review of the Public Vehicle Licensing By-law 420-04, as amended, to the next Public Vehicle Advisory Committee meeting.

(PVAC-0002-2019)

PVAC-0003-2019

1. That the deputation by Alexander Mantadis, Oakville Resident, with respect to the email dated January 10, 2019 from Peter Pelier, Taxi Industry, regarding the renewal fee for inactive plates be received;
2. That staff be directed to look into different models for the renewal of inactive plates and report back to Public Vehicle Advisory Committee with a review on the renewal fee for inactive plates.

(PVAC-0003-2019)

PVAC-0004-2019

That the 2014 - 2018 Public Vehicle Advisory Committee Work Plan be received for information.

(PVAC-0004-2019)

PVAC-0005-2019

That the verbal update by Michael Foley, Manager, Mobile Licensing Enforcement with respect to the update on the TNC Pilot Project be received for information.

(PVAC-0005-2019)

PVAC-0006-2019

1. That the article dated February 6, 2019 from Sami Khairallah, Taxi Industry, with respect to feedback on the TNC Pilot Project, be received;
2. That staff investigate compensation models from Quebec and other jurisdictions in consultation with Legal Services and report back to the Public Vehicle Advisory Committee with further information.

(PVAC-0006-2019)

PVAC-0007-2019

That the article dated February 5, 2018 from Mark Sexsmith, Taxi Industry, with respect to taxi lawsuit in Ottawa, be received for information.

(PVAC-0007-2019)

PVAC-0008-2019

That the Public Vehicle Advisory Committee meeting schedule for 2019 as outlined in the Memorandum dated January 21, 2019 from Megan Piercey, Legislative Coordinator, be received for information.

(PVAC-0008-2019)

PVAC-0009-2019

That the request from Harsimar Singh Sethi, Elected at Large, with respect to a request for an extension on 2011 vehicles, be received and that Councillor Starr and Councillor Kovac speak to this matter at the next General Committee meeting.

(PVAC-0009-2019)

REPORT 1 - 2019

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Environmental Action Committee presents its first report for 2019 and recommends:

EAC-0001-2019

1. That the deputation and associated presentation by John Rowell, Chair, Board of Directors, Unitarian Congregation in Mississauga to speak regarding a single-use “Water Bottle Ban” policy in all City of Mississauga offices, community centres and other municipal workplaces and facilities be received.
2. That the request for a single-use “Water Bottle Ban” policy in all City of Mississauga offices, community centres and other municipal workplaces and facilities be refer back to staff to benchmark with other municipalities regarding implementation and associated cost.

(EAC-0001-2019)

EAC-0002-2019

That the deputation and associated presentation by Andrea J. McLeod, Project Leader Process Review to present on the Policy and Procedure regarding the Disposal of Surplus Assets be received.

(EAC-0002-2019)

EAC-0003-2019

That the deputation and associated presentation by Leya Barry, Climate Change Coordinator to present on the Climate Change Action Plan Update be received.

(EAC-0003-2019)

EAC-0004-2019

1. That the 2015-2018 Environmental Action Committee Work Plan, be received.
2. That staff update and complete the 2015-2018 Environmental Action Committee Work Plan and forward any outstanding items to a future EAC Work Plan.

(EAC-0004-2019)

EAC-0005-2019

1. That the 2015-2018 EAC Environmental Actions Summary, be received for information.
2. That the 2015-2018 EAC Environmental Actions Summary be completed and to seek further direction from the new members of the committee on how to proceed.

(EAC-0005-2019)

From: peter_d_pellier peter_d_pellier

Sent: 2019/02/15 8:58 AM

To: Mayor Bonnie Crombie; Stephen Dasko; Karen Ras; Chris Fonseca; John Kovac; Ron Starr; Carolyn Parrish; dipika.dameria; Matt Mahoney; Pat Saito; Sue McFadden; George Carlson

Cc: Geoff Wright; Samuel Rogers; Michael Foley; Karen Morden; Stephanie Smith; Megan Piercey

Subject: PVAC RECOMMENDATION ON COMPENSATION

THE MAYOR & MEMBERS,

GENERAL COMMITTEE.

At its February 11th meeting, the PVAC adopted a recommendation directing staff to explore what other jurisdictions have done with respect to providing compensation to taxicab owners for substantial losses suffered due principally to the entry of Uber into the for-hire transportation sector - a sector that had been carefully regulated for decades; a sector to which hundreds of individuals made a longstanding commitment of time and money providing the people of Mississauga with a first-rate service.

Your are urged to pass this measure so that the matter of compensation can be thoroughly explored.

Language matters. The term "compensation" can be viewed from a number of perspectives, one of which entails a buy-back programme. In return for a fair and reasonable payout, the City could insist the plates be returned. As well as eliminate private control of public property - a business model that, for the taxi industry, no longer works, given the precipitous decline in both plate values and lease amounts - such a offer would transfer complete control of the plates to the City.

Both my wife and I, who have been plate holders since 1978 and 1979 respectively, would fully support such an offer.

Should you decide to adopt the PVAC recommendation, it would be extremely helpful if a deadline of July 1, 2019 for Staff's report was included, given this coincides with completion of the TNC pilot.

In closing, let it be said that some form of consideration for the incalculable losses suffered by Mississauga's taxi owners would provide both closure and justice to what has been an extremely challenging turn of events.

Thank you.

PETER D. PELLIER

From: Barry Von Besser
Sent: 2019/02/15 11:06 AM
To: Karen Morden
Subject: Compensation for plate owners for losses

To : Mayor and Counselors General committee. I have read Mr Pellier email put forward to the PVAC committee regarding compensation for plate owners for losses and I totally agree with his proposal I would gladly return my Four Taxi plates to the city for fair compensation thank you in this matter Barry Von Besser

From: Brian
Sent: 2019/02/15 3:40 PM
To: Karen Morden
Subject: Fw: PVAC Recommendations on Compensation

The Mayor And Members
General Committee:

As of Feb. 11, 2019 meeting, the PVAC adopted a recommendation directing staff to explore what other jurisdictions have done with respect to providing compensation to taxicab owners for substantial losses due principally to the entry of Uber into the for hire transportation sector that had been carefully regulated for decades; a sector to which hundreds of individuals made a long standing commitment of time and money providing the people of Mississauga with first rate service.

My taxi plates were my pension plan which has been decimated to virtually zero. I dedicated 35 years of my life serving the good citizens of Mississauga and in return there hasn't been any level of government in Canada that has offered any protection or support for the cab drivers or cab owners. All governments welcomed Uber and similar services with open arms and minimal rules for them to follow. We followed every rule the cities put before us , increasing the costs of doing business I must add, and did so with a smile on our faces. Unfortunately the smiles have faded poverty is slowly approaching.

Should we not receive some compensation. I certainly believe we should.

Thank you

W.B.Richardson (375 & 573)