




INFORMATION REPORT

TO:	Chair and Members Public Works Committee
COMMITTEE DATE:	January 15, 2024
SUBJECT/REPORT NO:	2022-2023 Annual Corporate Safety & Security Report PW20053(b) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Gina McCormick (905) 546-2424 Ext. 7258 Martin Dambeau (905) 546-2424 Ext. 2855 Delfina Duarte (905) 546-2424 Ext. 6627
SUBMITTED BY:	Indra Maharjan Director of Corporate Facilities & Energy Management Public Works
SIGNATURE:	

COUNCIL DIRECTION

In July of 2023, Council asked that Staff to provide additional metric data related to the 2-Year Parks Pilot Program. This information is provided within the 2022-2023 Corporate Safety & Security Annual Report as requested.

INFORMATION

The purpose of Report PW20053(b) is to provide City Council with the 2022-2023 Corporate Safety & Security Annual Report, as well as report back and provide historical data to support the Parks Security Patrol Pilot Program.

In 2018, the City of Hamilton established a centralized Corporate Safety & Security Office reporting through what is now known as the Corporate Facilities & Energy Management Division within the Public Works Department. The Corporate Safety & Security team reports to the Manager of Facilities, Planning and Business Solutions and contains two business streams, Security Operations led by the Corporate Security Operations Specialist and Security Planning led by the Corporate Security Planning Specialist.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

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The City's 2022-2023 Corporate Safety & Security Annual Report is attached to Report PW20053(b) as Appendix "A". The annual report provides a high-level yearly summary of the activities, events and projects from January 2022 to October of 2023, as well as an outlook on the path forward for the upcoming 10 years.

Over the past year and a half, the City's security needs have been growing exponentially and as a result, it has proven difficult to maintain our current level of service and keep up with the growing demands that are presenting themselves. The statistics within the first 8 months of the 2023 year, have already surpassed those from the full 2022 calendar year. In order to keep up with the vast array of demands and safety initiatives, the program resources will need to grow to alleviate workload challenges and continue to provide crucial security support services across the City.

In 2023 the new Security Operations Centre was opened and provides new services such as faster filtering, dispatching and response. Services are offered on a 24/7/365 basis and ensuring better communication with customers and stakeholders. The Security Operations Centre serves a second vital purpose in capturing statistical data used by the Security team to effectively manage the business through data driven analytics.

The Corporate Safety & Security Annual Report provides extensive information on the volume of work and additional challenges faced by the corporate security team over 2022-2023 year. This information will be the basis used to create a Corporate Safety & Security Growth Strategy and demonstrate the increased responsibilities placed on Corporate Safety & Security and the increased demand for new services.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report PW20046(b) – 2022-2023 Corporate Safety & Security Annual Report