

MINUTES

OTTAWA-CARLETON POLICE SERVICES BOARD

CHAMPLAIN ROOM

22 SEPTEMBER 1997

5:00 P.M.

PRESENT

Chair: Mr. P. Vice
Vice Chair: Mr. A. Bouwers
Members: Mr. G. Baskerville, Ms. A. Boudreau, Regional Chair P. Clark,
Councillor D. Holmes, Councillor H. Kreling,

CONFIRMATION OF MINUTES

That the Ottawa-Carleton Regional Police Services Board confirm the Minutes of the 28 July 1997 meeting.

CARRIED

INQUIRIES

Councillor D. Holmes referenced recent newspaper articles concerning 9-1-1 abuse. She wondered if the Police Service was making any progress in terms of public relations and in getting all the appropriate numbers into the phone book.

S. Kanellakos explained a team has been working specifically on improving our presence in the phone book this year. They have designed a double-sided bilingual page which will include all community policing centre numbers and cross-referenced listings. The pages will be red and will be inserted in the next phone book.

ITEMS OF BUSINESS

1. PUBLIC COMPLAINTS REPORT (AS OF JULY 1997)
- Chief's report dated 20 Aug 97

That the Ottawa-Carleton Police Services Board receive this report for information.

RECEIVED

2. PUBLIC COMPLAINTS REPORT (AS OF AUGUST 1997)
- Chief's report dated 3 Sep 97

That the Ottawa-Carleton Police Services Board receive this report for information.

RECEIVED

3. ONTARIO MUNICIPAL EMPLOYEES RETIREMENT SYSTEM (OMERS) -
ADMINISTRATION
- RMO Human Resources Commissioner report dated 27 Aug 97

Member Boudreau wished to confirm that Bill 143 included authority for pensions effective 1 January 1995. She noted this by-law is effective 1 January 1997 and wondered about potential problems in light of the two year gap. T. Marc, Solicitor, RMO, indicated that between January 1/95 and January 1/97, Police Service employees were covered under their former group number. As of January 1/97, a new group number is being set-up for Ottawa-Carleton Regional Police Service employees. He added the by-law is an administrative mechanism to confirm this and to allow the Region's Human Resources Commissioner to carry out administrative functions.

That the Ottawa-Carleton Police Services Board authorize the RMO Human Resources Commissioner or her designate, by by-law, to administer the membership of the Regional Municipality of Ottawa-Carleton Police Services Board in the Ontario Municipal Employees' Retirement System (OMERS).

CARRIED

4. JANITORIAL CONTRACT - OTTAWA-CARLETON REGIONAL POLICE FACILITIES
- Chief's report dated 12 Sep 97

Chair Vice inquired why the contract had been awarded to a Montreal firm and whether there was a policy directing that a contract be awarded locally when there is less than a \$5,000 difference between bids. He also questioned the performance record of the company.

S. Kanellakos, Director General, explained the Region's Property Services Department issued the tender and awarded the contract on behalf of the Police Service. The contract was effective 1 September 1997. There were no staff from Property Services present to respond to questions.

Member Baskerville also questioned the firm's record of service and wondered about the possibility of deferring the item until someone from Property Services could answer their questions. S. Kanellakos did not know if a deferral would cause a problem as he was not sure

what commitments had been made to this company. He noted the Board has delegated facility management to the Region.

Councillor Holmes expressed concern that if the established tender process was not followed, and an exception was made for a local company, the contract could be open to legal challenges.

Councillor Kreling suggested the Board receive the report and request additional clarification with regards to background, security and work performance of the proposed contractor.

Vice Chair Bouwers expressed concern with the approval process and the fact that approval was being sought retroactively.

Moved by H. Kreling

That the report be received and that additional information be requested from staff regarding the background, security and work performance of the recommended firm.

CARRIED
(D. Holmes dissented)

5. **AWARD OF CONTRACT FOR FUEL MANAGEMENT AND SUPPLY**
- Director General's report dated 15 Sep 97

Councillor Kreling wondered why the bid summary listed names and not values. S. Kanellakos explained the criteria were not based solely on value but on the type of service offered, the ability to implement training, and other such aspects.

Chair Vice congratulated staff on these arrangements stating it makes more sense than the previous arrangement.

That the Ottawa-Carleton Police Services Board authorize staff to negotiate a three year contract with PHH Fleet Management Services (Mississauga, Ontario) for:

- a) **fuel management and minor repair services for an amount not to exceed \$6,000 annually and;**
- b) **fuel supply services estimated to be \$830,000 annually, subject to changes in fuel prices and volumes.**

CARRIED

6. OTTAWA-CARLETON REGIONAL POLICE TOWING CONTRACTS

- Chief's report dated 17 Sep 97

S. Kanellakos explained the contracts from the former three Police Services expired at different times and have been extended once. He indicated one of the main concerns was the geographic division. A cross-functional staff team was formed, with representation from legal and purchasing. This team prepared the Request for Proposal documents, put out the tender call and made the recommendations. All the sites were visited and the proposals evaluated. Mr. Kanellakos stated a team has also been put in place to monitor the contracts in terms of complaints or breeches of the contract terms, and is to report back to the Chief on a monthly basis.

Daniel Dion, Dan's Towing indicated he currently has a towing contract to work within the Township of Cumberland. He feared he will lose this work as of Jan 1/98 based on the geographical division of the new Police Services towing contracts. Mr. Dion explained he shares the work in Cumberland Township with another company because of the size of the area. Mr. Dion believed that a towing company not familiar with the rural areas would cause significant delays in service. He felt small towing companies could not compete on this scale nor are they interested in bidding to do towing in the city. He explained a group of small companies, including himself, put in a joint bid but were disqualified because of the point system used in evaluating the proposals. In conclusion, Mr. Dion believed each municipality should have its own towing contract.

Chair Vice explained the awarding of this contract had been delegated to staff because there was no Board meeting in August and because of the expiration of the other contracts. He wondered if the new contract included the areas yet to be taken over and what would happen in areas where the OPP had a contract with other companies. Mr. Kanellakos confirmed the new contract included the new areas. D. White, Solicitor, RMOC, explained there are no transfer provisions for contracts retained by the OPP.

Bob Gowan, Gowan Towing believed the contract was set up in a biased form. He stated that the tenders were not publicly opened. He asked for the results but received no response. Mr. Gowan did not believe the evaluations were conducted fairly and took issue with the disqualification based on the point system. He maintained these contracts are worth in excess of \$3.5M yet companies were only given one week to prepare.

Bill McKay, Gloucester Towing stated he was involved in the joint bid with the two previous speakers. He took issue with some of the wording of the contract stating it does not address the need for knowledge and experience in such work. He argued the contract was put through with undue haste and without consultation with the towing industry. Mr. McKay noted the contract does not address the differences between rural and city towing and it covers too big and diverse an area.

Councillor R. van den Ham stated one of the things people fear most is big government. He believed this contract perpetuates the common perception of big government and does not address local needs. He felt the Board should consider delaying the decision based on some of the comments made by speakers.

Mayor B. Coburn, Township of Cumberland wondered why the contract couldn't be divided into more, smaller zones to spread the business around. He believed it would be better for residents if their vehicle could be towed to a compound in their area. He thought the smaller companies were at a tremendous disadvantage when bidding on a contract of this nature. Mayor Coburn stated it is incumbent upon government bodies to make sure everyone is on a level playing field when tendering and awarding contracts.

Chair Vice apologized, explaining this is not a matter the Board wanted to delegate but did so because of timing. He asked staff to comment on the question of the number of zones. S. Kanellakos explained the intent was to address the many administrative and operational problems that existed with the previous contracts as well as simplify matters for dispatch. He indicated the criteria were designed to serve the purposes of the Police and the consumers.

Chair Vice felt the criteria was based more on urban areas with perhaps not enough consideration given to rural areas. Superintendent P. Cuthbert indicated that upon amalgamation of the police forces, staff started reviewing the different contracts and found numerous problems. He reiterated a committee was struck to research the issues and the criteria were established to meet current and future needs. With regard to consideration for rural areas, he explained Gervais and Kornell have both successfully served rural areas of Nepean and Gloucester in the past. Superintendent Cuthbert stated the intent was to establish one cost in order to protect the consumer.

Councillor Kreling wondered how the costs associated with this contract compared to current costs for towing. P. Cuthbert indicated there is a wide range between central charges and the other communities because of the volume. It is approximately half the cost (\$25.00) to tow in the central area compared to the other zones.

Mayor Coburn wondered how the contract compares with what is currently in place in Cumberland. P. Cuthbert did not know what the current costs were in Cumberland but believed the difference would be minimal. Mayor Coburn asked for a copy of the Request for Proposal, and for the new contracts in the east and west sections.

Chair Vice wondered what could be done at this point with regard to these contracts. D. White confirmed the contracts were awarded under delegated authority as of 1 September '97.

Regional Chair Clark wondered how many depots would be in place and where they would be located. Mr. P. Andrews, Supply Management Branch, replied Gervais Towing in the east section have a compound on Startop Road, Ottawa Metro in the central section have a

compound on Lancaster Road and Kornell Towing in the west section have a compound on Bentley Avenue.

Chair Clark wondered if consideration had been given to the cost for the Police to access these compounds and the costs for clients to go to these compounds. P. Andrews indicated the costs to Police were factored in. With respect to client costs, staff considered that people don't necessarily have accidents close to home.

Chair Clark asked if clients could choose the location to which their vehicles would be towed. He was concerned about motorists not being able to choose because they've been injured in an accident or their car has been towed for illegal parking. He wondered when these contracts would expire. P. Cuthbert indicated the contracts would be up for renewal December 31, 1998.

B. Gowan questioned how a company could commit to doing all the towing for a flat rate of \$25 per vehicle (the amount to be charged in the central section). He argued that when you factor in equipment, insurance and other costs, the company would not make any profit. He believed this could cause them to become careless with the vehicles or to take advantage of their customers in order to make a profit elsewhere.

Vice Chair Bouwers believed the Board should consider all its options on this matter. He thought that if the companies stand no chance of making a profit, they might want to reconsider their decision to enter into these contracts.

Chair Vice also had concerns regarding the profit margins for these firms and the quality of service that could result. P. Cuthbert reiterated a team has been put in place to monitor compliance to the contracts on an on-going basis.

Member Baskerville agreed these contracts should come under constant review. He acknowledged the Board's obligation to honour the contracts as awarded, but felt action should be taken to analyze their success in terms of meeting the needs of both Police and consumers. He feared motorists in the outlying areas would be adversely affected.

Moved by G. Baskerville

That staff be directed to review the current arrangement and develop a more equitable system to be implemented when the contracts come up for renewal.

CARRIED

7. DONATION TO CRIME STOPPERS "BAIL OR JAIL" EVENT
- Board Secretary's report dated 26 Aug 97

That the Ottawa-Carleton Police Services Board approve a donation in the amount of \$1,000 towards the Crime Stoppers "Bail or Jail 1997" fundraising event.

CARRIED

8. REGULAR REPORT FROM THE CHIEF AND OPP INSPECTOR
- verbal update from Chief B. Ford and Inspector L. Beechey

Inspector L. Beechey indicated there was an incident of a barricaded person in Vars over the weekend. He attended as the incident commander and the tactical rescue unit was present. Negotiators were able to talk the person out without further incidence.

Chief B. Ford stated twenty-six new officers were sworn-in on September 19, 1997. The Ottawa-Carleton Police Services hosted a symposium on Street Level Prostitution and Best Practices which was attended by representatives from all across Canada. The Police Services also hosted a 9-1-1 awareness event. The United Way campaign is now underway. The Street Ambassador program is complete and a full report will be forthcoming.

That the Ottawa-Carleton Police Services Board receive this report for information.

RECEIVED

IN CAMERA

That the Ottawa-Carleton Police Services Board move In Camera to discuss a personnel matter, in accordance with Section 35(4)(b) of the *Police Services Act*.

CARRIED

ADJOURNMENT

The meeting adjourned at 6:35 p.m.

W. Fedec
Secretary

Chair Vice
Chair