

# Parking Enforcement Services

## Patrol Services Contract Update

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### Recommendation

That an amendment to the service agreement between The City of Edmonton and Paladin Security Group Ltd., for the extension of patrol services, as outlined in Attachment 1 of the February 19, 2021, Citizen Services report CS00343, be approved, and that the agreement be in form and content acceptable to the City Manager.

### Executive Summary

In 2017, through the procurement process, Administration entered into an agreement with an external party of up to four years for parking patrol services, which expired in January 2021. Administration is currently initiating a competitive procurement process for a new long-term service agreement. A temporary extension to April 15, 2021, has been approved within Administration's authority, but a longer extension is required while Administration completes the procurement process. This amendment will extend the term of an existing service agreement to August 31, 2021, and is valued up to \$940,000.

### Report

Administration has contracted parking patrol services from an external provider for over 25 years. The current contract employs approximately 60 contracted bylaw officers encompassing beat and mobile patrol services, special event services, and school zone safety services.

In 2017, Administration conducted a competitive procurement process to establish a new agreement for parking patrol services in the amount of \$16,500,000 up to a four-year term. The agreement outlined an initial one-year term with the option for extensions for up to an additional three years. This contract expired as of January 31, 2021, with no further option years.

Administration anticipates that existing beat patrol services currently supplied in the parking patrol services contract will be required through the remainder of 2021 to support the Automated Parking Enforcement Program project launch. This was not included in the initial scope of work for the new contract and Administration is re-evaluating the budget and service level hours requirements to include in a new

agreement. Administration has been working to develop the Automated Parking Enforcement Program which will result in significant efficiencies to service delivery. The Automated Parking Enforcement Program is in its final stages of obtaining provincial regulatory approvals and the launch will be phased to transition priority parking enforcement areas from manual to automated enforcement technology.

In order to maintain parking patrol services until a new contract is awarded, a short-term extension, to April 15, 2021, was approved by the City Manager. The existing agreement requires a second extension from April 16, 2021, to August 31, 2021, while the procurement process is underway. Committee approval is necessary for this second extension as the value exceeds the City Manager's delegated authority of \$500,000 under Section 43 of the City Administration Bylaw.

Extending the contract to the end of August 2021 will allow Administration to complete a competitive procurement process that will appropriately reflect budget adjustments, data and technology, and parking enforcement best practice requirements reflective of today's environment.

### Budget/Financial Implications

The total cost of the extension is valued at \$940,000 which will be funded from the existing 2021 base budget approved for the parking contract.

### Public Engagement

Public engagement was not completed for this request as the agreement is related to an existing operational service.

### Corporate Outcomes and Performance Management

<b>Corporate Outcome(s):</b> Edmontonians are safe and secure in our community			
<b>Outcome</b>	<b>Measure</b>	<b>Result</b>	<b>Target</b>
Parking enforcement services provide effective and efficient service delivery	# of violation tickets issued per actual contract hour	2020: 1.46 2019: 1.48	Decrease over prior period
	# of tags issued per actual contract hour	2020: 0.95 2019: 1.34	Decrease over prior period

**Risk Assessment**

Risk Element	Risk Description	Likelihood	Impact	Risk Score (with current mitigations)	Current Mitigations	Potential Future Mitigations
<b>If recommendation is approved</b>						
Legal / Regulatory	There is no applicable exemption. As a result, approval of this single source procurement may not comply with trade agreements	2 - Unlikely	1 - Minor	2 - Low	N/A	Ensure there is a strong business rationale to support direct contract award without open competition
<b>If recommendation is not approved</b>						
Commercial	With no parking enforcement services contract in place, revenue generation would be significantly impacted	4 - Likely	2 -Moderate	8 - Medium	Work with other enforcement contractors to ensure parking enforcement services are in place to limit revenue loss	
Security	Citizen or city asset security will be negatively impacted without parking enforcement personnel	3 - Possible	2 - Moderate	6 - Low	Work with other enforcement contractors to ensure parking enforcement services are in place to minimize safety issues	

**Attachment**

1. Patrol Services Term Sheet

**Others Reviewing this Report**

- G. Cebryk, Deputy City Manager, City Operations
- C. Owen, Deputy City Manager, Communications and Engagement
- M. Persson, Chief Financial Officer and Deputy City Manager, Financial and Corporate Services
- B. Andriachuk, City Solicitor

