

Security Guards at County Administration and Gilbertson Buildings

Executive Summary

Division	Corporate Services	New/Existing	New
Department	Administration	FTEs	0.0
Start Date	February 1, 2026	Total Expenditures	\$151,000
End Date	Under Review	Net Levy Impact	\$151,000

Objective:

As municipalities face increasing challenges related to public safety, social issues, homelessness, and heightened political tensions, ensuring the security of municipal facilities, staff and the public is of paramount importance. Security guards serve as a visible deterrent to criminal and unwanted activity, reducing incidents of vandalism, theft, or disorderly behaviour.

Description

Operational problem or opportunity

While County Staff have been doing their best to address the issues at the County and Gilbertson Administration buildings as they occur, , the presence of a security guard would be a proactive approach and improve the feelings of safety and security for those who work in and visit the building. A security guard can also ensure a prompt call to emergency services, as needed, as they will be able to witness an incident more quickly than someone who is inside the building.

Benefits

- Security guards serve as a visible deterrent to criminal and unwanted activity, reducing incidents of vandalism, theft, or disorderly and illegal behavior such as loitering, drug use, littering and drug trafficking
- Their presence can help de-escalate conflicts and prevent disturbances before they escalate into more serious incidents
- Guards can promptly respond to security issues

Timeline

- Starting post-budget approval (est. February 2026)

Impact on operations

- The presence of security personnel fosters a sense of safety among municipal employees and visitors, leading to improved workplace morale and productivity

- Residents who visit the administrative buildings for municipal services may feel more secure knowing that trained professionals are available to handle security concerns
- A security guard can ensure that people are not gathering at the public and staff entrances to the two buildings, which allows customers and staff to enter and exit the building without challenges or barriers

Managing Political Tensions and Protests

- With growing political activism and public discourse, municipal buildings may be targeted for demonstrations, protests, or disruptions
- Security guards can help maintain order during council meetings, public hearings, and events, ensuring all viewpoints can be expressed in a safe environment
- Trained security professionals can manage access control and respond to any threats against council members, staff, or attendees

Return on Investment (ROI)

- Potential reduction in costs associated with vandalism repairs, theft, and legal liabilities arising from security breaches
- Prevention of workplace violence and property damage ultimately reduces financial strain on municipal resources
- Increased customer service satisfaction at the administration buildings

Service Level Options

The financial plan for this proposal is based on a service level of one security at each administration building, CAB and GAB, 10 hours per day, 5 days per week, presented below as option #1. Should Council wish to move forward with this initiative, but reduce the cost impact, options 2 or 3 could be considered as a one year pilot with staff providing updates to Council throughout the year in advance of providing a recommendation for the 2027 budget.

Option #1 – As proposed with the listed cost of \$151,000. This option would provide the same level of service at both administration buildings and offer extended hours daily to ensure a safe environment for staff and residents when the buildings open at 8:30am. On Council meeting days the extended hours could be adjusted to provide service past 5:00pm, for example 8:00am to 6:00pm.

Option #2 – Adjustment of the number of hours of service per day to 9 hours, from 8:00am to 5:00pm. This adjustment would provide a half hour of service before and after regular business hours to assist in ensuring that the building and grounds are safe when the buildings open and when staff and residents or customers are leaving at the end of the day. This adjustment would reduce the overall cost by 10% to a total cost of \$135,900.

Option #3 – Reduce the number of guards from 2 to 1. In this option Council could choose to have the 1 guard rotate their patrols throughout the day between CAB and GAB or, could focus the one guard at CAB due to the increased prevalence of issues on the CAB property versus at GAB. This option would reduce the cost in half to a total cost of \$75,500.

Staff can also continue to explore other security features at the administration buildings that could act as deterrents such as increased security cameras or a metal detector at the entrances of the buildings.

For a security feature such as a metal detector, consideration would need to be given to additional costs such as maintenance and repairs, eventual capital replacement and operating costs for a staff member or security guard to be present and act should the machine detect something of concern. These features will also not necessarily address the issues of loitering and negative behaviour that occur on the grounds and outside of the building entrances.

Justification

The presence of security guards at the County and Gilbertson administration buildings are a proactive measure to ensure a safe, functional, and inclusive environment for all. By addressing safety concerns related to homelessness, political tensions, and general security risks, municipal leaders can foster public confidence while maintaining order and accessibility.

Alignment with Council’s Strategic Plan



Empowering Norfolk	Building Norfolk	Connecting Norfolk	Serving Norfolk	Sustaining Norfolk
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Explanation:

The addition of security guards will help ensure staff and the users of the County and Gilbertson administration buildings are safe while using the facilities.

Financial Plan

The financial impact below assumes 50 hours per week, Monday to Friday, 7am to 5pm, for an entire year, for two guards (\$75,500 each). The budget is based on the blanket order rate for security services. The budget impacts of Council choosing an alternative option are noted above.



BUDGET 2026
Discretionary Business Case

Financial Impact:

	One-Time	On-Going	Total 2026
Expenditures			
Contracted Services	\$0	\$151,000	\$151,000
Total Expenditures	\$0	\$151,000	\$151,000
Revenues			
Etc.	\$0	\$0	\$0
Total Revenues	\$0	\$0	\$0
2026 Net Levy Impact	\$0	\$151,000	\$151,000
Impact on 2026 Tax Levy			0.11%