

Overview of Security Practices for Employee Access Card Photos

Date: April 28, 2025

To: General Government Committee

From: Executive Director, Corporate Real Estate Management

Wards: All

REASON FOR CONFIDENTIAL INFORMATION

The attachment to this report involves the security of property belonging to the City of Toronto.

SUMMARY

This report provides an overview of current practices for replacing or obtaining a new City of Toronto employee security card, including actions taken to maintain the security and integrity of the access card photo issuance process, as directed by GG19.23 "City of Toronto Employee Security Cards".

RECOMMENDATIONS

The Executive Director, Corporate Real Estate Management recommends that:

1. City Council direct that the confidential information contained in Confidential Attachment 1 remains confidential in its entirety, as it involves the security of property belonging to the City of Toronto.

FINANCIAL IMPACT

There is no financial impact resulting from the adoption of the recommendations in this report.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial implications as identified in the Financial Impact section.

DECISION HISTORY

At its meeting on January 28, 2025, the General Government Committee adopted GG19.23 - City of Toronto Employee Security Cards, requesting the Executive Director, Corporate Real Estate Management report to the General Government Committee at its May 12, 2025 meeting on the current practices for replacing or obtaining a new City of Toronto employee security card. Requested was clarification on the security steps utilized when replacing a City of Toronto employee security card or obtaining a new security card for new employment and confirmation that a security photo is taken in-person both during the initial issuance of the card and when a replacement is required. <https://secure.toronto.ca/council/agenda-item.do?item=2025.GG19.23>

COMMENTS

City-issued security access cards are a critical component of facility access and employee identification across all City of Toronto divisions. These cards are used by over 35,000 employees, as well as elected officials to access secured areas and are programmed based on role-specific requirements.

The current practices for replacing or obtaining a new City of Toronto employee security card are outlined on the City's intranet site.

The actions taken to maintain the security and integrity of the access card photo issuance process conform to industry best practices and is supported through benchmarking.

The security steps utilized when replacing a City of Toronto employee security card or obtaining a new security card for new employment are detailed in Confidential Attachment 1.

CONTACT

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SIGNATURE

Patrick Matozzo
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ATTACHMENTS

Confidential Attachment 1 - Overview of Security Practices for Employee Access Card Photos