

City Hall and Nathan Phillips Square Facilities Maintenance

Date:	August 27, 2012
To:	Government Management Committee
From:	Acting Chief Corporate Officer
Wards:	All wards affected.
Reference Number:	P:\2012\Internal Services\Fac\Gm12012Fac-(AFS 16024)

SUMMARY

At its May 24, 2012 meeting, Government Management Committee requested a report for consideration on steps to be taken to ensure Nathan Phillips Square and City Hall are kept in a good state of cleanliness and repair.

Addressing the state of good repair and returning to a full staff complement are the most important determinants of success for the state of cleaning and maintenance. A number of key facilities repairs are underway and vacant facilities positions at City Hall and Nathan Phillips Square have recently been filled to perform cleaning work routines. The facilities custodial benchmarking initiative is a further step to address the state of cleanliness by calibrating staffing levels to achieve quality cleaning outcomes. Lastly, a number of continuous quality improvements have been adopted impacting on cleaning techniques and technologies which are impacting on the state of cleanliness at City Hall.

RECOMMENDATIONS

The Acting Chief Corporate Officer recommends that:

1. The Government Management Committee receive this report for information.

Financial Impact

There are no new financial impacts beyond what has already been approved in the current year's budget. The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

At its meeting held on May 24, 2012, the Government Management Committee requested the Chief Corporate Officer report on steps to be taken to ensure City Hall and Nathan Phillips Square are kept in a respectable state of good repair. The relevant link for this item can be found at:

<http://www.toronto.ca/legdocs/mmis/2012/gm/bgrd/backgroundfile-47100.pdf>

ISSUE BACKGROUND

Ensuring Nathan Phillips Square and City Hall are maintained in a good state of cleanliness and repair promotes civic pride and provides an environment for stakeholders and the public to gather and conduct business.

COMMENTS

REPAIR AND MAINTENANCE

Emphasis on key in-year repairs include: (1) the City Hall door refurbishment project, (2) new interlocking stone to replace the heavily worn sod along the east side of the Square, (3) repairs to the ground floor City Hall window coverings and surface painting, (4) Nathan Phillips Square bench and railing painting and extensive concrete and slab repairs, and (5) the Café on the Square railing replacement. Additionally, the scheduled fall completion of the Nathan Phillips Square Stage and Ice Rink will add to the overall appearance of the Square, which has continued to be maintained and cleaned during a major construction project.

STAFFING

Custodial staffing at City Hall has been reduced over the past decade from an historical complement of 60 to a current 43 full-time equivalent positions. Over the past two years Custodial Services has operated with an average of 10 vacancies due to staff transfers and retirements. Recently the unit has returned to a full staff complement of 43 staff which will facilitate the completion of scheduled cleaning duties in a timely and systematic manner.

PERFORMANCE BENCHMARKING

The Custodial Services City-wide benchmarking exercise compares current cleaning routines with industry standard times and cleaning tasks published by the International Sanitary Supply Association (ISSA). The City Hall and Nathan Phillips Square benchmarking exercise is scheduled for 2013. The anticipated outcome will be adjustments to staffing levels based on revisiting the frequency and time allocations for cleaning tasks.

QUALITY ASSURANCE - CONTINUOUS IMPROVEMENT

Custodial Services in-year continuous improvement initiatives impacting on City Hall facilities include:

- The introduction of a Green Cleaning System improving the focus on systematic deep cleaning in washrooms.
- A new online Web Work Order Request System with an easy automated option for clients and staff to provide feedback to the City Hall Custodial Building Supervisor. Cleaning requests and feedback are now sent directly to the Supervisor who receives and dispatches work requests same day. Our commitment to improving the partnership between the building occupants and custodial staff is a key ingredient to quality cleaning outcomes.
- The instalment of a recycling waste compactor is streamlining the waste handling process and eliminating the need to transport refuse from Nathan Phillips Square through City Hall, thus creating less wear and tear on the facilities.
- Upgrading power washing on Nathan Phillips Square to a daily activity in high demand areas is addressing the issue of overnight usage of the Square.
- The facilitation of quality assurance workshops emphasizing quality cleaning services and techniques related to floor and wall surface finishes, and washroom deep cleaning methods promotes a culture of quality service.

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SIGNATURE

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