



STAFF REPORT ACTION REQUIRED

Toronto Police Service – Feasibility of Contracting Out Caretaking Services for All Police Facilities

Date:	January 12, 2011
To:	Budget Committee, City of Toronto
From:	Alok Mukherjee, Chair, Toronto Police Services Board

SUMMARY

The purpose of this report is to recommend that the Budget Committee, in consultation with the City Manager, consider the feasibility of contracting out caretaking services for all Toronto Police Service facilities.

RECOMMENDATION

It is recommended that the Budget Committee, in consultation with the City Manager, consider the feasibility of contracting out caretaking services for all Toronto Police Service facilities.

FINANCIAL IMPACT

Total facility cleaning costs for the Toronto Police Service (TPS) are estimated at \$8.2M in 2011. A cursory comparison of the cost to clean two recently built TPS facilities that are very similar in size was performed by the TPS. Cleaning services for 43 Division are provided by outside contractors; 23 Division is cleaned by City staff. Based on information provided by the City Facilities and Real Estate Division, the cost to clean 43 Division is about 47% less than 23 Division. Consequently, contracting out the cleaning of all police facilities could result in considerable savings and should be considered by the City. The actual savings of contracting out are not known at this time, and would be dependent on the results of a full procurement process for these services by the City. In addition, any collective agreement implications would have to be considered.

Any savings resulting from the contracting out of facility cleaning services would be reflected as part of reduced chargebacks by the City to the TPS in the appropriate budget year and upon implementation.

ISSUE BACKGROUND

At a special meeting held on January 11, 2011, the Toronto Police Services Board was in receipt of a report, dated January 11, 2011, from William Blair, Chief of Police, containing a response to a request for information on the costs related to caretaking at police facilities.

COMMENTS

Following a discussion, the Board approved the Chief's report.

CONCLUSION

A copy of Board Minute No. P15/11, in the form attached as Appendix "A" to this report, regarding this matter is provided for information.

CONTACT

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SIGNATURE

Alok Mukherjee
Chair, Toronto Police Services Board

ATTACHMENT

Appendix A – Board Minute No. P15/11

A:tps the feasibility of contracting out caretaking services at all police facilities.doc

Appendix “A”

THIS IS AN EXTRACT FROM THE MINUTES OF THE SPECIAL PUBLIC MEETING OF THE TORONTO POLICE SERVICES BOARD HELD ON JANUARY 11, 2011

#P15 OUTSOURCING OF CARETAKING SERVICES

The Board was in receipt of the following report January 11, 2010 from William Blair, Chief of Police:

Subject: OUTSOURCING OF CARETAKING SERVICES

Recommendations:

It is recommended that the Board request the City’s Budget Committee, in consultation with the City Manager, to pursue the feasibility of contracting out custodial and maintenance services for all police facilities.

Financial Implications:

Total facility cleaning costs for the Toronto Police Service (TPS) are estimated at \$8.2M in 2011. A cursory comparison of the cost to clean two recently built TPS facilities that are very similar in size was performed by the TPS. Cleaning services for 43 Division are provided by outside contractors; 23 Division is cleaned by City staff. Based on information provided by the City Facilities and Real Estate Division, the cost to clean 43 Division is about 47% less than 23 Division. Consequently, contracting out the cleaning of all police facilities could result in considerable savings and should be considered by the City. The actual savings of contracting out are not known at this time, and would be dependent on the results of a full procurement process for these services by the City. In addition, any collective agreement implications would have to be considered.

Any savings resulting from the contracting out of facility cleaning services would be reflected as part of reduced chargebacks by the City to the TPS in the appropriate budget year and upon implementation.

Background/Purpose:

At its meeting on January 5, 2011, the Board considered a report from the Chief of Police on the Service’s 2011 operating budget request. In considering the operating budget request, the Board requested information on the costs associated with cleaning and caretaking services (Min. No. P05/11 refers).

This report responds to the Board’s request.

Discussion:

The cleaning of the majority of the Service's 40+ facilities is performed by City Facilities staff. Three facilities are cleaned by outside contractors. Cleaning of all facilities (whether performed by City Facilities staff or outside contractors) is managed by the City, and the TPS is charged back for these cleaning costs as well as utilities and other facility operating costs.

Alternate service delivery models for custodial services have been considered over the years, with the goal of maximizing service and saving money in this area.

- In 1994, an external consulting firm was retained by the TPS to review overall caretaking and maintenance services, establish standards and acceptable levels of service and develop a staffing level and training program. As a result of this study, and further work with the external consultant and then-Metro Toronto staff, service improvements and cost reductions were realized.
- In 1996, a Task Force chaired by the then-Metro Auditor reviewed opportunities for cost reduction. One of the recommendations was to look at the feasibility of contracting out the caretaking and maintenance services (Min. No. P63/97 refers). At that time, the TPS retained the services of the same external consultant that was engaged in 1994 to review the status of their earlier recommendations, and identify any areas for further cost reductions. The largest potential area for savings identified by the consultant was the contracting out of cleaning services. At that time, the Board authorized the TPS to enter into discussions with the City of Toronto regarding the contracting out of cleaning services. Discussions on this matter occurred at various City standing committees, however, this initiative was never formally approved.

Contracting out of custodial and maintenance services has been put forward by the TPS, and approved by the Board for consideration by the City, several times since the mid-1990s (Min. Nos. P57/98, P9/99, P319/02, P329/03 refer). The TPS continues to support finding the most cost-effective means to clean TPS facilities, and during the past five years has raised this matter with the Board's Budget Sub-Committee as an area to be explored for potential cost savings.

Conclusion:

Caretaking services for existing TPS facilities are provided and managed by City Facilities staff. TPS has always been supportive of any initiative that will provide the necessary cleaning services to our facilities at the lowest cost, and has no issue with the City considering the contracting out of these services.

It is therefore recommended that the Board request the City to pursue this initiative as a potential cost savings measure.

Mr. Tony Veneziano, Chief Administrative Officer, Administrative Command will be in attendance to answer any questions from the Board.

Following a discussion, the Board approved the foregoing report.