



Canadian Union of Public Employees

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SERVING OUR MEMBERS SINCE 1942

CUPE 79

July 26, 2011

Paul Ainslie, Chair
And, Members of the Government Management Committee
10th floor, West Tower, City Hall
100 Queen Street West
Toronto, ON M5H 2N2

Dear Councillor Ainslie,
And, Members of the Government Management Committee,

RE: GM6.1 – Core Service Review

Throughout the Core Service Review Process the options before each Standing Committee either put the City and its citizens at risk or undermine the City's control and accountability. Neither of these are good options.

- **Facilities and Real Estate
Facilities Management – Custodial Care**

One of the options on the table is to contract out custodial services in facilities throughout the City. For a very small amount of savings the City would lose control over standards, and in some circumstances, put the City at risk.

An example of this risk is the contracting out of custodial services in police stations. These custodial services are slated to go only to the Bid Committee where Councillors will not be part of the decision-making. These cleaners have gone through an extensive security screening and are trusted by police to ensure efficient, safe and secure conditions. Their work is not only hard, but it is critical to the functioning of police stations across the City, where there is sensitive information and security issues.

The people who clean all of the City's facilities play a very special role in infection control, health and safety and security. Contracting out this work to outside operators poses a risk, and the City loses control and accountability. Many of these facilities house some of our most vulnerable citizens - shelters, long term care homes and homes for the aged, recreation centres, public health clinics, to name just a few.

- **Finance and Administration**

Although service level standards of efficiency have been consistently achieved across Finance and Administration the options put forward by KPMG are to completely change the entire system for a meagre amount of savings. In order to keep an eye on City finances the option is to contract out financial services to

'external' providers and the only City oversight of the whole financial system will be from newly-hired managers.

- 311

311 is rapidly becoming the standard approach for municipalities to give a single-point-of-access to non-emergency program and service inquiries for all residents, businesses and visitors.

I am pleased that KPMG acknowledge that all but one of the cities used for the jurisdictional review, Montreal, Boston, Philadelphia and Melbourne, provide this service at the City level, and Barcelona provides the service through a City ABC. The service is available 24/7,365 days a year in these jurisdictions.

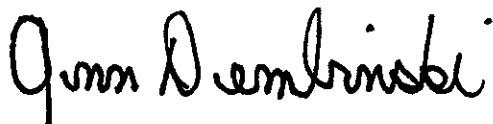
The City of Toronto appears to be appropriately proud of its 311 service and describes it as *the largest, most exciting customer service improvement undertaken by the City of Toronto since amalgamation.*

Despite presenting the option of outsourcing some 311 activities to the private sector, KPMG concedes that if a contractor is housed outside Toronto, it may be more difficult to train staff adequately and that privacy concerns could be an issue. Local 79 would suggest to you that staff training and privacy concerns are huge issues!

Local 79 wonders why the City would even contemplate for one moment that their successful, and valued, 311 service should be operated in any other way than a 100% directly run and operated City service!

If the options before the Government Management Committee are acted upon, the City will save only a negligible amount of money, but every citizen will be the poorer for it.

Yours truly,



Ann Dembinski
President