



方卓怡 市議員 **Paula Fletcher**

City Councillor | Ward 14 Toronto-Danforth

March 2, 2023

Councillor James Pasternak
Chair, General Government Committee
Toronto City Hall

Determining Impact of Service Hours Changes at City Hall, Metro Hall & Civic Centres

Dear Chair and Members of the General Government Committee,

It has just come to my attention to that there will be significant changes to custodial service levels and public access hours at City Hall, Metro Hall & the Civic Centres based on the Mayor's budget passed on February 15th.

In particular I want to draw to the Committee's attention two incompatible issues. Under the ModernTO office consolidation, Toronto Community Housing Corporation (TCHC) head office and operations are to be relocated to Metro Hall from 931 Yonge St. As a public corporation conducting regular business with tenants, staff and the public every effort must be made to ensure that the operations, cleanliness and public access standards at 931 Yonge St. are not compromised by these unforeseen changes at Metro Hall. Lower standards of cleanliness and less public access are not compatible with the move to Metro Hall as dictated by ModernTO.

I am also concerned about the overall reduction in cleaning as we emerge from the pandemic and that the proposed bundling of work orders mean longer waits for service.

Therefore I am requesting your support for this recommendation:

City Council direct the City Manager and Deputy City Manager, Corporate Services to:

1) Immediately pause the reduction in service levels at City Hall, Metro Hall and all Civic Centres in order to review:

- a) The impact of a reduction in services and public access on TCHC's requirements for building standards and operational requirements at Metro Hall
- b) General health and safety requirements for city staff and the public
- c) The impact of bundling work orders on wait times for important services

2) Report these findings to the Thursday, April 20th meeting of the General Government Committee.

Sincerely,

Paula Fletcher, City Councillor Ward 14, Toronto-Danforth

