

Corporate Real Estate Management Update on Cleaning Services

Date: June 29, 2023

To: General Government Committee

From: Executive Director, Corporate Real Estate Management

Wards: All

SUMMARY

This report provides information on the number of part-time cleaners who were impacted by work standardization and whose hours were restored. The report also provides information on any further plans to restore the full-time cleaner complement to 2012 levels, as requested during the May 30, 2023 meeting of the General Government Committee.

RECOMMENDATIONS

The Executive Director, Corporate Real Estate Management recommends:

1. General Government Committee receive this report for information.

FINANCIAL IMPACT

There are no financial impacts as a result of adopting 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 May 30, 2023, General Government Committee adopted with amendments Item GG4.27 "Report Back on Facilities Management - Custodial Services" which outlined the current cleaning approach under the ModernTO program, whether recommendation 10 and 11 of Item 2012.GM12.21 remain in force and details on staff hired and City buildings serviced by sub-contractors between 2012 and 2023,

and provided direction for staff to report back to the July 10, 2023 Government General Committee on the number of cleaners who have had their full-time hours restored and any further plans to restore the Full Time Cleaner complement to the 2012 level of 120. At its meeting on June 14, 2023, City Council adopted GG4.27 "Report Back on Facilities Management - Custodial Services" without amendments.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.GG4.27>

At its meeting on May 10, 2023, City Council adopted with amendments Item GG3.16 "Report Back on Facilities Management Services" which reported back on a directive for the City Manager and Deputy City Manager, Corporate Services to immediately pause the reduction in service levels at City Hall, Metro Hall and all Civic Centers to review the impact of service hour changes, and provided direction for staff to report back to the May 30, 2023 Government General Committee on the Return to Work cleaning approach under ModernTO, whether recommendation 10 and 11 of Item 2012.GM12.21 remain in force and details on staff hired and City buildings serviced by sub-contractors between 2012 and 2023.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.GG3.16>

At its meeting on March 29, 2023, City Council considered the March 2nd letter from Councillor Paula Fletcher. It adopted its recommendations without amendment under GG2.27 "Determining Impact of Service Hours Changes at City Hall, Metro Hall and Civic Center," putting forth a recommendation for action that City Council direct the City Manager and Deputy City Manager, Corporate Services to immediately pause any reduction in service levels at City Hall, Metro Hall and all Civic Centers to review the impact of service hour changes and report findings to the April 20, 2023 meeting of the General Government Committee.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.GG2.27>

At its meeting on January 24, 2023, the Budget Committee adopted Item BU3.1 "2023 Capital and Operating Budgets," which included 2023 capital and operating budget notes for Corporate Real Estate Management that identified key areas for service reductions to be implemented for alignment with the 2023 Budget.

<https://secure.toronto.ca/council/agenda-item.do?item=2023.BU3.1>

On June 29, 2021, the General Government and Licensing Committee adopted Item GL24.17 "Cost Comparison of Custodial Services at City Buildings" which outlined the comparison of the costs for custodial services work being carried out by contracted custodial service providers and custodial services done internally, as directed by GL13.6.

<https://secure.toronto.ca/council/agenda-item.do?item=2021.GL24.17>

On April 26, 2021, the General Government and Licensing Committee adopted Item GL22.12 "Award of Negotiated Request for Proposal Ariba Document Number 2625552649 to Various Suppliers for the Provision of Custodial Services at Various City of Toronto Locations" authorizing the negotiation and entering into separate legal agreements for custodial services for various City locations with Waterford Services, Evripos Janitorial Services Limited, Kleenway Building Maintenance Services Inc. and Kleenway Building Maintenance Services Inc.

<https://secure.toronto.ca/council/agenda-item.do?item=2021.GL22.12>

On June 2, 2020, the General Government and Licensing Committee adopted Item GL13.6 “Award of Negotiated Request for Proposal Ariba Document Number 1960427682 to Kleenway Building Maintenance Services Inc., Impact Cleaning Services Ltd. and ICS Clean Inc. for the Provision of Custodial Services at Various City of Toronto Locations” authorizing the negotiation and entering into separate legal agreements for custodial services for various City locations with Kleenway Building Maintenance Services Inc., Impact Cleaning Services Ltd. and ICS Clean Inc.
<https://secure.toronto.ca/council/agenda-item.do?item=2020.GL13.6>

On December 13, 2016, City Council adopted Item GM16.10 “Award of Request for Proposal No. 0203-16-0091 to TBM Service Group Inc., for Custodial Services for Various City Divisions” authorizing the negotiation and entering into a legal agreement for custodial services for various City Divisions with TBM Service Group Inc.
<https://secure.toronto.ca/council/agenda-item.do?item=2016.GM16.10>

At its meeting on July 12, 2016, the Audit Committee adopted Item AU6.10 “Audit of City Cleaning Services - Part 2: Maximizing Value from Cleaning Contracts” which included recommendations to strengthen the procurement, management, and administration of cleaning contracts.
<https://secure.toronto.ca/council/agenda-item.do?item=2016.AU6.10>

At its meeting on July 4, 2016, the Audit Committee adopted Item AU6.9 “Audit of City Cleaning Services - Part 1: Opportunities to Control Costs, Improve Productivity and Enhance Quality of Cleaning Services” which included recommendations in three key areas, including standardizing cleaning routines and monitoring performance.
<https://secure.toronto.ca/council/agenda-item.do?item=2016.AU6.9>

On May 11, 2015, the Government Management Committee adopted Item GM4.15 “Award of Request for Proposals No. 0203-15-0050 and No. 0203-14-0211 for Custodial Services” authorizing the negotiation and entering into separate legal agreements for custodial services at various City locations with 2033253 Ontario Inc. (o/a Magic Maintenance), TBM Service Group Inc. and Kleenway Building Maintenance Services Inc.
<https://secure.toronto.ca/council/agenda-item.do?item=2015.GM4.15>

At its meeting on April 10, 2012, City Council adopted Item GM12.21 “Council-Directed Follow Up to Community Development Committee Item CD10.2 - the Social Impact of Lower Wage Jobs” which included recommendations related to the approval of cleaning contracts through the Government Management Committee and prohibiting the use of subcontracting for cleaning contracts.
<https://secure.toronto.ca/council/agenda-item.do?item=2012.GM12.21>

COMMENTS

Part-time cleaning staff impacted by work standardization

In May 2023, Corporate Real Estate Management (CREM) restored the hours for part-time cleaning staff impacted by work standardization as outlined in Table 1.

Table 1: Part-Time Cleaning Staff Impacted by Work Standardization

	Number of Staff Impacted	Number of Staff With Restored Hours (May 2023)
Total	52	52

The review of the delivery model for cleaning services is in progress and identifies full-time opportunities for internal cleaning staff that aligns to the continued implementation and maintenance of the new work standardization approach. It incorporates the City's current operational requirements and the 2023 Council-approved budget. Delivery of cleaning services in City buildings requires both full-time and part-time staff. The City relies on part-time cleaners to provide crucial operational flexibility to respond to client needs and to address staffing fluctuations that arise from accommodations, planned time off (such as vacation, parental leave) and unplanned staff time off and absenteeism (such as sick days, personal days). Part-time cleaners also support maintenance work that is required on a periodic basis (such as window cleaning, strip and wax services).

Information on plans to restore full-time staffing levels to 2012 levels

Discussions between Local 79 and CREM are ongoing, with a meeting to take place in early July 2023 to further discuss full-time cleaning opportunities. The City's operational requirements have evolved since 2012, however, it is estimated that CREM will be able to post 50 full-time positions; currently CREM has 54 full-time staff. The availability of full-time opportunities is based on current operational requirements, the ability to meet future operational requirements, in addition to the Council-approved budget. To meet the current and future operational requirements of the City, CREM applies baseline cleaning standards that are supplemented based on the purpose or usage of the space and client needs. For example, an office environment has different cleaning routines and tasks, as compared to a long-term care home.

Conclusion

CREM has restored hours for all part-time cleaning staff impacted by work standardization and is working collaboratively with Local 79 on further full-time cleaning opportunities. The availability of full-time opportunities is based on current operational requirements, the ability to meet future operational requirements, in addition to the Council-approved budget.

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SIGNATURE

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