

Security Guard Service – Increase to the Value of the Contract and Purchase Order

Date:	December 6, 2021
To:	Toronto Public Library Board
From:	City Librarian

SUMMARY

The purpose of this report is to request Toronto Public Library (TPL) Board approval for an increase to the value of the purchase order for the current Garda World security guard contract.

The additional cost for security services is due to having greater coverage of guards, as in-branch services are reintroduced, all branches are reopened and Sunday service reinstated, in order to ensure customers are able to safely access branch facilities and services and to ensure Toronto Public Health protocols are followed during the COVID-19 pandemic.

The current security guard contract, which runs September 1, 2021 – August 31, 2022, will be increased by \$1.333 million to reflect the higher guard spending for the last eight months of the contract, January - August of 2022, subject to Council approval of the 2022 budget, for a revised Purchase Order value of \$4.846 million.

As the increase to the contract is above the City Librarian's delegated signing authority, Board approval is required.

In early 2022, TPL will convene a discussion table to explore alternative safety and securities strategies and report to the Board by the second quarter of 2022. The required level of guard coverage in response to the pandemic will continue to be monitored and adjusted based on operational needs.

RECOMMENDATION

The City Librarian recommends that the Toronto Public Library Board:

1. approves a \$1.333 million increase to the purchase order

commitment for security guard services with Garda World for the current contract which runs September 1, 2021 to August 31, 2022, subject to Council approval of the Toronto Public Library 2022 operating budget, for a revised value of \$4.846 million, excluding Harmonized Sales Tax (HST).

FINANCIAL IMPACT

The first renewal option year of the Garda contract, September 1, 2021 – August 31, 2022, was awarded by the Board at its meeting on June 20, 2021 with an increase of \$0.700 million for a total value of \$3.512 million. The \$0.700 million increase covered higher guard spending for the first four months of the contract, September - December of 2021.

This reports recommends increasing the value of the contract by \$1.333 million to reflect the higher guard spending for the last eight months of the contract, January - August of 2022, which brings the total commitment value to \$4.846 million.

Funding of \$2.000 million for higher security guard costs is included in the TPL 2022 operating budget request to Council and budget approvals are expected on February 17, 2022. The recommendation to increase the value of the contract is therefore subject to Council approval of the budget.

The Director, Finance & Treasurer has reviewed this financial impact statement and agrees with it.

DECISION HISTORY

At its meeting on August 16, 2018, the Library Board considered [Security Guard Service – Award of Contract](#) and approved the award of contract to Garda World for a three-year contract with two optional one-year renewals for an estimated value of \$11.609 million comprised of a three-year period commencing September 1, 2018, for a total value of approximately \$6.772 million and two one-year renewals under the same terms and conditions, with a value of approximately \$4,836 million.

At its meeting on September 23, 2019, the Library Board considered [Security Guard Service – Increase to the Value of the Contract and Purchase Order](#) and approved an increase to the purchase order commitment for security guard services to Garda World for an amount of \$2.231 million over the five-year term for a total revised value of \$13.839 million.

At its meeting on February 22, 2021, the Library Board considered [Security Guard Services-Increase to the value of the Contract and Purchase Order](#) and approved a

\$1.000 million increase to the purchase order for the third year with Garda for a revised total value of \$14.839 million over the five-year term.

At its meeting on June 22, 2021, the Library Board considered [Security Guard Services - Increase to the value of the Contract and Purchase Order](#) and approved a \$0.860 million increase to the purchase order for the third year and awarded the first optional renewal year, September 1, 2021 – August 31, 2022, with Garda, including an increase of \$0.700 million to cover additional guard costs for the period September to December 2021, for a revised total value of \$16.339 million over the five-year term.

At its meeting on October 25, 2021, the Library Board considered [Use of Security Guards at Toronto Public Library](#) and adopted the following motion:

directs the City Librarian to convene a discussion table to explore alternative safety and security strategies. The table should include representatives from Library Staff, the Library Board, CUPE Local 4948, and community organizations with expertise in providing services to socially excluded groups.

At the same meeting, the Library Board considered [2022 Operating Budget Submission](#) and approved a 2022 operating budget submission which included a request for an additional \$2.000 million to cover higher security guard costs in response to the COVID-19 pandemic.

BACKGROUND

TPL's strategies to address issues and incidents are three-pronged: proactive, preventative and reactive. The proactive approach focuses on staff training, community partnerships, onsite security and various policies and procedures to manage and address issues as they occur. The preventative measures include addressing environmental conditions and making facility improvements and design improvements to prevent incidents. The reactive approach is addressing incidents as they occur by applying additional security guard coverage on a planned and ad hoc basis.

Prior to the COVID-19 pandemic, regular security guards were stationed at 32 of the branches with an additional four mobile guards providing support as necessary. In March 2020, TPL closed branches due to COVID-19 and suspended in-branch security services. Mobile guards continued to monitor the security of library buildings.

As library service and branch access resumed in various stages throughout 2020 and 2021, guards were stationed at branches to support curbside pickup, food bank operations, pop-up vaccination clinics and in-branch use of computers, printers and washrooms. In addition to providing security services, guards stationed in branches help manage line-ups, physical distancing, monitor and maintain branch capacity, and

are instrumental in ensuring Public Health protocols, including mandatory use of masks, are followed by all customers and staff.

Guards are fully trained, engaged, and have various techniques and tactics to quickly deescalate situations with calm and ease. Their support to staff is called upon often and is highly valued.

Currently, all branches are open including Sunday service, and in-branch services are being reintroduced. A branch-by-branch analysis was completed to assess and estimate the appropriate level of stationed and mobile security coverage for the balance of 2021 and into 2022.

COMMENTS

Due to the continuing and changing nature of the pandemic, the 2022 operating budget submission includes a request for an additional \$2.000 million to support the guard service in response to COVID-19. The current guard contract runs September 1, 2021 – August 31, 2022, and the Board has approved increasing the contract by \$0.700 million to cover the additional costs for September - December 2021. This report recommends increasing the current contract by \$1.333 million to cover the additional costs for the January – August 2022 portion of the contract.

In early 2022, TPL will convene a discussion table to explore alternative safety and securities strategies and report to the Board by the second quarter of 2022.

TPL will continue to regularly evaluate the security needs and adjust security coverage across the branches to respond to Toronto Public Health protocols and support customers and staff safety.

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SIGNATURE

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