



STAFF REPORT ACTION REQUIRED

Security Guard Service – Extension of Contract

Date: June 19, 2023

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval for a six-month extension of the Toronto Public Library (TPL) security guard services contract with Garda World.

The extension for the period September 1, 2023 to February 29, 2024 is necessary to bridge the end of the current contract with Garda World and the start of a new contract that will be the result of a public Request for Proposal (RFP). During this period, staff will consider and develop security coverage and service level requirements in line with the opportunities identified in the Safety and Security Discussion Table report and complete a competitive RFP process to secure a new contract.

The total commitment value for the 6-month extension of security services contract is approximately \$2,595,000 and as this increase to the contract is above the City Librarian's delegated signing authority, Board approval is required.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves a commitment with Garda World for security guard services for a six-months extension, September 1, 2023 to February 29, 2024, with a total value of approximately \$2,595,000 excluding Harmonized Sales Tax (HST).

FINANCIAL IMPACT

The total commitment value for the six-month extension of Security Services contract is approximately \$2,595,000 (excluding HST) and the annual cost for the current security contract, which has increased significantly due to the pandemic, is shown below:

Table 1: SECURITY GUARD CONTRACT
(in \$ millions)

Service Period		Revised Contract			
		Base Contract	Ad-Hoc Services	COVID Impact	TOTAL
Year 1	Sep 1, 2018 to Aug 31, 2019	2.454	0.288	-	2.742
Year 2	Sep 1, 2019 to Aug 31, 2020	2.560	0.100	-	2.660
Year 3	Sept 1, 2020 to Aug 31, 2021	2.659	0.100	1.000	3.759
Subtotal - First Three Years		7.673	0.488	1.000	9.161
Option Year 1	Sep 1, 2021 to Aug 31, 2022	4.045	0.100	0.700	4.845
Option Year 2	Sept 1, 2022 to Aug 31, 2023	4.766	0.100		4.866
Subtotal - Optional Years		8.811	0.200	0.700	9.711
Subtotal - Five Years		16.484	0.688	1.700	18.872
6 month extension	Sept 1, 2023 to Feb 29, 2024	2.595			2.595
TOTAL		19.079	0.688	1.700	21.467

This award will result in a budget pressure of \$0.115 million in 2023 (September to December). The 2024 operating budget submission will include a funding request for the remaining months of this contract extension (January and February) as well as estimates for the new contract starting March 2024.

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

ALIGNMENT WITH STRATEGIC PLAN

By providing a safe space for all customers and staff, while maintaining a welcoming and inclusive space for all, TPL can achieve its strategic priority of opening up TPL spaces so that all Torontonians, including those from equity deserving populations, are able to access, use and benefit from TPL's services, programs and technology.

EQUITY IMPACT STATEMENT

The security guard services provided by TPL are a component of a comprehensive strategy to safeguard the wellbeing and safety of library customers and employees, guaranteeing fair access to all members of the public, and notably, Toronto's most vulnerable populations and equity-deserving groups.

Security personnel help library employees maintain a welcoming, safe and inclusive environment for all library users. Recognizing that the presence of security guards may be a barrier to service for some individuals, TPL employees and guards are trained to reduce the effects of these interactions through a trauma-informed approach.

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 commencing September 1, 2018, with two optional one-year renewals.

Since that time, there have been a number of changes to the service and service levels, resulting in an overall increase to the scope and budget of security services, as summarized in the financial impact section of this report. The most recent Board approval related to this contract occurred at the meeting on June 20, 2022 where the Library Board considered [Security Guard Service – Extension of Contract](#) and approved the second of two optional years, September 1, 2022 to August 31, 2023.

At its meeting on May 24, 2022, the Library Board considered a report on [Alternate Approaches to Safety and Security at Toronto Public Library](#), which

summarized the opportunity areas identified by the Discussion Table, and endorsed the short-term actions as identified by the City Librarian.

At its meeting on June 20, 2022, the Library Board considered [Security Guard Service – Extension of Contract](#) and approved the second of two optional years, September 1, 2022 to August 31, 2022, with an increase of \$2.000 million for a revised cost of \$4.866 million.

ISSUE BACKGROUND

TPL has used contracted security guard services in branches since the 1970's, and they are an important component of the Board's responsibilities as an employer and as an operator of public spaces with very high public use. Security guards are a visible, proactive, and preventative presence that increases safety for the public, staff and TPL property.

TPL takes a multifaceted approach to managing its security requirements, which includes policies, procedures, staff training, committees, space design and security services. As was determined through the results of the Discussion Table report and within this context, security guards are an important and integral part of TPL's customer service team, which provides customers and staff with a welcoming and supportive environment. Security guards at TPL work with branch staff to oversee branch activity and help to prevent, deescalate and diffuse situations, allowing each member of the team to focus on serving customers and the community in their own ways.

In early 2022, TPL convened a Discussion Table to explore alternate safety and security strategies. The Discussion Table report identified various opportunities and was presented to the Board in May 2022. One of the opportunities identified was to "use security guard services intentionally as part of a broader suite of resources and tools that support the prevention and resolution of incidents". In keeping with this recommendation, staff evaluated incident data across TPL branches and working with Garda World, have eliminated guards at certain branches and upgraded from regular to upgraded guards at other branches. Upgraded guards receive additional training in non-violent crisis intervention and de-escalation, use of force theory, and provision of First Aid, CPR and AED.

This contract extension bridges the end of the current contract with Garda

World and the start of a new contract that will be the result of a public Request for Proposal (RFP). During this time staff will consider and develop security coverage and service level requirements in line with the opportunities identified in the Safety and Security Discussion Table report and complete the competitive RFP process to secure a new contract. The contract extension also builds in time for a smooth transition between Garda World and the successful firm from the RFP process.

The value of this contract extension is based on current security coverage and includes the minimum wage increase to come into effect October 1, 2023:

- Guards at 48 of 100 branches
 - Regular guards at 31 of the 48 branches
 - Upgraded guards at 17 of the 48 branches
- 4 mobile units patrol the branches and responding to calls for assistance as needed

TPL will continue to regularly evaluate incidents and security needs and adjust security coverage accordingly. Also, TPL is consulting with the City on security needs.

COMMENTS

TPL's security guard contract with Garda World ends on August 31, 2023 and the proposal is to extend the contract for six months, September 1, 2023 to February 29, 2024. During this time period, staff will consider and develop security coverage and service level requirements in line with the opportunities identified in the Safety and Security Discussion Table report and complete a competitive RFP process to secure a new contract. TPL is currently in the process of recruiting a Manager of Public Safety to help lead and inform this RFP process.

The total commitment value for the six-month extension of security services contract is approximately \$2,595,000 and as this increase to the contract is above the City Librarian's delegated signing authority, Board approval is required.

TPL is dedicated to delivering warm and inviting environments for both customers and employees throughout its infrastructure of 100 branches. The delivery of TPL's services takes place in a context that is diverse and complex, with public locations providing service to all members of the community. In order to provide a welcoming environment for both customers and employees, security guards are an integral and crucial component of TPL's customer

service team.

CONTACT

Alyssa van Graft; Director of Transformational Projects; Tel: 416-395-5541; Email: avangraft@tpl.ca

Moe Hosseini-Ara; Director, Branch Operations and Customer Experience; Tel: 416-395-5944; Email: mhoss@tpl.ca

Larry Hughsam; Director, Finance & Treasurer; Tel: 416-397-5946; Email: lhughsam@tpl.ca

SIGNATURE

Vickery Bowles
City Librarian