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To: Toronto Public Library Board – January 27, 2003
From: City Librarian
Subject: **Janitorial Services – Status of Cleaning in West Region Branches**

Purpose:

To report to the Toronto Public Library Board on the status of cleaning in the West Region and how TPL staff administers the Janitorial Contract.

Funding Implications and Impact Statement:

There are no financial implications to this report.

Recommendation:

It is recommended that the Toronto Public Library Board receive the *Janitorial Services – Status of Cleaning in West Region Branches* report for information.

Background:

Prior to amalgamation, contracted cleaning services were employed in five of the seven library systems; the exceptions were Toronto and York Public Libraries. Contracted service providers were employed to either complete all janitorial services, or a major portion thereof, in the remaining five library systems.

In November 1999, a contract was awarded to National Cleaning Contractors to provide all janitorial services for ninety-three (93) TPL facilities; this was fully implemented by October 2001.

The janitorial services work was re-tendered early in 2002. Contained in the re-tendered contract were expanded specifications for twice daily washroom cleaning at some South Region branches.

At the March 4, 2002 meeting the Board approved the award of the re-tendered contract to National Cleaning Contractors for a two-year period, with direction to staff to continue to work with Toronto Civic Employees' Union, Local 416 CUPE regarding their proposal on cleaning in accordance with the provisions of the Collective Agreement and report back to the Board.

At the November 25, 2002 meeting, the Board received the *Janitorial Services - Union's Proposal to Contract In Work* report, and asked that "Toronto Public Library staff report to the

Toronto Public Library Board at the January 27, 2003 meeting concerning the cleanliness levels in the branches in the West region".

Comments:

Responsibility for TPL's 101 facilities is divided between three Facilities Department operating offices: one for the North and East Regions; one for the South and West Regions; and one for the Research and Reference Buildings. The Facilities Department has responsibility for administering the janitorial contract and ensuring compliance. The janitorial services contract contains extensive cleaning specifications and the contractor's performance is monitored and measured against these specifications.

The Facilities Department performs cleaning inspections on all facilities on a regular basis and written reports are produced; issues are forwarded immediately to the contracted janitorial service provider for action. In the West District, which has 17 branches cleaned by the contractor, an average of three branches are inspected on a weekly basis by a combination of represented and management staff. In addition, there are four clerk-caretakers employed in the West Region district libraries who can address urgent cleaning and maintenance issues.

Complaints and special cleaning requests are received from branches via telephone, e-mail, etc., and are immediately followed up with the cleaning contractor. All data in reference to cleaning complaints (grouped into seven categories) and special requests is logged. Attachment 1 is a chart summarizing the number of cleaning complaints and special cleaning requests received from branches in the West District for 2002, grouped into seven categories:

- vacuuming
- floor cleaning
- washrooms
- dusting
- garbage to curb
- alarm system
- inventory
- special request additional to contract
- other

For 2002, there were 245 cleaning complaints and six special cleaning requests. This averages 1.3 complaints per branch per month. The highest number of complaints, 62 (25% of total), was "garbage to curb". Most of these complaints are directly related to the City of Toronto Works Department's changing schedules for garbage pickup without informing TPL. As a result, the cleaners were not always able to put out the garbage according to the most recent City schedule. The second highest number of complaints, 53 (21% of total) related to "washrooms". Experience has shown that washrooms in public buildings are very difficult to maintain, even when day porters are provided by the cleaning contractor specifically to keep the washrooms clean, and especially given the 18 million visitors to TPL branches in 2002.

Attachment 2 is a chart which addresses cleaning concerns raised by the Union in their presentation to the Board at its meeting on November 25, 2002.

In a major 2001 public opinion telephone survey, when asked to respond on the attractiveness and cleanliness of Library branches, 90% of respondents were either somewhat satisfied (49%) or very satisfied (41%). Only 3 % were dissatisfied.

TPL management shares in the concern over keeping branches in a clean and attractive state. In response to issues raised recently, the following additional changes will be made to ensure compliance with the cleaning contract:

- In the West Region, cleaning complaints can now be accepted via e-mail and this will help to document and monitor the complaints. E-mail notices are now accepted in all regions;
- The roles and responsibilities of the clerk caretakers will be assessed to ensure that emergency cleaning and maintenance issues are addressed;
- A staff survey will be conducted, which will include the West Region, on the satisfaction with the cleanliness levels; the results will be reviewed by the Facilities Department and provided to the cleaning contractors;
- The cleaning contractor will be requested to have a supervisor do monthly inspections at the branches;
- TPL staff will ensure that premises are free of unnecessary clutter so that more effective cleaning can be done;
- TPL staff will be provided with more information on the expected duties of the cleaning contractors and the scope of the cleaning specifications.

Conclusion:

The daily cleaning and upkeep of 98 public service facilities is a challenging task, whether contracted staff or in-house staff is employed. Libraries are probably much more difficult to maintain than most, if not all, public buildings. In most public buildings, the public only has access to common areas and those areas on the public side of the service counter, whereas in libraries, the public has access to the entire facility except for the small staff areas. Every effort will be made to ensure that the specifications of the janitorial contract are met and that staff concerns are addressed in a timely and effective manner.

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City Librarian

List of Attachments:

Attachment 1 Toronto Public Library: Summary of West Region Cleaning Complaints and Special Requests - 2002

Attachment 2: Toronto Public Library: TPL Management's Response to TCEU Local 416 CUPE Presentation – November 25, 2002 Library Board Meeting