

16.



STAFF REPORT ACTION REQUIRED

Security Guard Services – Increase to Contract

Date: March 24, 2025

To: Toronto Public Library Board

From: City Librarian

SUMMARY

The purpose of this report is to seek Toronto Public Library Board approval to increase the value of the existing commitment with Cancom Security for security guard services by \$1,837,143 excluding Harmonized Sales Tax (HST), revising the commitment value from \$34,339,000 to \$36,176,143, comprised of a three-year contract from May 2024 to April 2027 and two optional one-year extensions.

The proposed increase to the security services contract is primarily necessary to support the additional security guard services required as a result of the service hours expansion under Toronto Public Library's (TPL's) Open Hours Plan, ensuring that all TPL customers and staff can enjoy safe and secure spaces. The contract increase is also needed to reflect service adjustments experienced over the initial contract term, approved under the City Librarian's authority, including special event and ad-hoc security needs of the library, and the reopening of several recently renovated branches.

RECOMMENDATIONS

The City Librarian recommends that the Toronto Public Library Board:

1. approves an increase to the commitment with Cancom Security for security guard services for an amount of \$1,837,143 excluding HST, which increases the total value of the contract from \$34,339,000 to \$36,176,143, comprised of a three-year contract from May 2024 to April 2027 and two optional one-year extensions.

FINANCIAL IMPACT

The value of the commitment increase proposed in this report is \$1,873,143 excluding HST, increasing the total potential commitment value from \$34,339,000 to \$36,176,143 as described in Table 1 below.

Table 1- Security Guard Services - Financial Impact Summary (excluding HST)

Description	Current Contract Value	Proposed Increase	Revised Value
Base Term – May 2024 – April 2027	20,169,000	892,954	21,061,954
Optional Year 1 – May 2027 to April 2028	7,015,000	467,284	7,482,284
Optional Year 2 – May 2028 to April 2029	7,155,000	476,905	7,631,905
Totals	34,339,000 *	1,837,143	36,176,143

*Original value of \$34,139,000 approved by the TPL Board on March 25, 2024, plus an amendment of \$200,000 approved in accordance with delegated authorities.

For the calendar year 2025, the cost for the security guard services will increase by \$344,368 and incremental funding for this has been included in TPL's 2025 approved operating budget for security guard services. Funding for incremental service increases related to the Open Hours Plan and any future service adjustments will be requested through future budget submissions.

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

ALIGNMENT WITH STRATEGIC PLAN

By providing a safe space for 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 March 25, 2024, the Library Board considered [Security Guard Service - Award of Contract](#) and approved the award of contract to Cancom Security. The award was for a three-year period, May 1, 2024, to April 31, 2027, with the option for two one-year renewals, subject to satisfactory performance and at the sole discretion of the City Librarian, for a total potential commitment value of approximately \$34,139,000 million excluding HST.

At its meeting on May 24, 2022, the Library Board considered [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. Improvements in the Security guard service were identified as key deliverables in the opportunity sections of the report.

COMMENTS

The proposed increase to the security services contract is primarily necessary to support the additional security guard services required as a result of service hours expansion under TPL's Open Hours Plan, ensuring that all TPL customers and staff can enjoy safe and secure spaces. The contract increase is also needed to reflect service adjustments experienced over the initial contract term, including special event and ad-hoc security needs of the library, and the reopening of several recently renovated or new branches, including Albert Campbell, Ethennonnhawahstihnen', Mount Pleasant, Maryvale, and North York Premium Rental Space.

TPL's Open Hours Plan was originally approved by the Library Board in 2006 and is a key Library and City initiative to provide service access in support of community resilience and safety, mental health and well-being, and the combating of loneliness and social isolation. The plan will result in a seven-day week service, 12 months a year, at all 100 branches by July 2026. This represents a 14% increase in Library hours between 2024 and 2026 or over 40,000 additional hours of service per year.

This request is to increase the value of the existing contract with Cancom Security for security guard services by \$1,873,143 excluding HST, revising the current contract value from \$34,339,000 to \$36,176,143. This will ensure there is sufficient value on the contract for security guard services to meet the additional service needs to support TPL's Open Hours Plan as well as special event, ad-hoc services and impacts resulting from renovated branches over the remaining life of the contract.

This investment demonstrates TPL's ongoing commitment to providing a safe, secure, and welcoming environment for everyone while upholding the high standards of service expected from TPL.

CONTACT

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SIGNATURE

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City Librarian