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To: Toronto Public Library Board – January 27, 2003
From: City Librarian
Subject: **Janitorial Services – Staff Survey re Cleaning Services**

Purpose:

To report to the Toronto Public Library Board on an approach to survey staff regarding cleaning services.

Funding Implications and Impact Statement:

There are no financial implications to this report.

Recommendation:

It is recommended that the Toronto Public Library Board approve the *Staff Survey re Cleaning Services* report.

Background:

In November 1999, a contract was awarded to National Cleaning Contractors to provide all janitorial services for ninety-three (93) TPL facilities. The contract was fully implemented by the end of 2001. The janitorial services work was re-tendered early in 2002. 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 requested that Toronto Public Library staff report back to the Board concerning an approach to survey staff regarding cleaning services. This report describes the proposed approach.

Comments:

The daily cleaning and upkeep of 98 public service facilities is a challenging task, whether contracted staff or in-house staff is employed. In response to need, contained in the 2002 re-tendered contract were specifications for expanded, twice daily washroom cleaning for some South Region branches.

The janitorial services contract contains extensive cleaning specifications and the contractor's performance is monitored and measured against these specifications.

The proposal is to create a survey which will cover cleaning specifications included in the cleaning services contract. The Union will be consulted on the survey formulation. Staff at all 93 locations which are cleaned by the contractor will be asked to complete a survey as to whether the contracted cleaner is meeting the cleaning specifications as described. Staff will be asked to rank service in relation to the cleaning specifications. As well, staff will be asked for any comments or suggestions regarding cleaning. Information gathered from the survey will be summarized and used by the Facilities department in managing the cleaning contract and ensuring that the contractor meets the cleaning specifications. The results of the survey will be provided to the cleaning contractor, staff and the Union.

The cleaning survey will provide information which could impact the type and frequency of cleaning services requested from an external contractor, and will be used to assist in improving services.

Conclusion:

TPL management shares in the concern over keeping branches in a clean and attractive state. In response to issues raised recently, a number of changes have been implemented (these are detailed in a separate Board report – #16 - *Janitorial Services - Status of Cleaning in West Region*). 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:

Not applicable.