



Administrative Report

Office of the Chief Administrative Officer

To: Warden Tom Bain and Members of County Council

**From: Robert Maisonville
Chief Administrative Officer**

Date: April 18, 2018

Subject: Infrastructure Services – Facility Supervisor

Report #: 2018-0418-ADM-R08-RM

Purpose

To recommend the addition of a Facilities Supervisor position to address Civic Centre operations in the immediate term and become a resource for facility management, including Health & Safety for facilities under the purview of Infrastructure Services and EMS operations over the longer term.

Background

As Council will recall from Report #2017-R20-FIN-0920-RM, Civic Centre Supervision was one of the many operations that were absorbed and accumulated over the past 20 years under the control of the Director of Corporate Services / Treasurer's position.

Prior to 2010, management of staff, along with the Civic Centre capital and operational requirements (tendering and construction oversight for capital repairs and replacements), tendering/RFP's and oversight for operational and maintenance activities (i.e. janitorial tender/contract, chiller maintenance, mechanical controls, grounds maintenance, rooftop solar generation RFP, asbestos abatement/remediation manual/program, health & safety measures, security systems and fire alarm systems...) were the responsibility of the Greater Essex County District School Board (GECDSB), as part owner of the facility.

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Prior to the mid 1990's, the management of staff, along with the Civic Centre capital and operational requirements was provided directly by a Facility Supervisor, employed by the County.

As Council is aware, the issues of Civic Centre operations, while under joint ownership with its previous partners, were a constant challenge. The ownership structure, where the County, a majority owner, had only an equal, twenty-five (25) percent voting interest resulted in a continued struggle of cost avoidance at the sacrifice of operational and capital remediation. Operational supports were, at best, a band aid approach, as the facility deteriorated, resulting in major reconstruction to address both risk and liability and ultimately the acquisition of complete ownership by the County. Significant interior renovation components remain outstanding, including: washroom replacements; core plumbing/drainage; interior office renovations, and health and safety mitigation.

Discussion

As part of the transition and restructuring of Corporate Services, Infrastructure Service's / Engineering group has assumed responsibility for facilities, inclusive of the Civic Centre, five (5) Transportation Services Depots and the provision of technical guidance for the eleven (11) EMS facilities, as well as a resource for the balance of the organization, including assistance with tendering and RFP's for major facility capital renovations/replacements at the Sun Parlor Home.

Part of the reorganization concept for 2018 was for Infrastructure Services to take stock of existing Civic Centre operations and Transportation Services Depots, facility health and safety concerns and review operational and service level requirements across the organization as a precursor to the development of a more fulsome service delivery plan for the 2019 Budget. Unfortunately, changes in staffing resources has led to some untimely outcomes. The Civic Centre Lead hand incumbent has left the Corporation, seeking alternative employment. At the same time, the Manager of Technical Services, who oversees this operation will be absent for a significant balance of the year, for medical reasons.

Attached, is a report from the Director of Infrastructure Services, outlining the requirement for the requested resource and concerns resulting from the change in circumstances in facility operation. Provided below is a summarized list of these concerns:

- Loss of coordination/tendering of service contracts (Civic Centre / Transportation / EMS)

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- Delay in Civic Centre capital remediation projects – Engineering Office & washrooms, I.T. Office & ground floor washrooms, EMS Office, Chiller controller upgrade
- Inability to implement and refine preventative maintenance program and procedures
- Civic Centre health & safety measures remain outstanding
- Requirement to redeploy and strain existing resources and/or deferral of Infrastructure Services projects (fleet management, asset management, liability / claims management, health & safety program)

Financial Impact

It is anticipated that the financial impact resulting from the additional position, for 2018, will result in a net cost of approximately \$18,000, which is projected to be absorbed within the Infrastructure Services 2018 Budget. The added cost of the position is offset, in part, by timing of staff replacement, placement of new positions on the wage grid and absence of the Manager's position for approximately 16 weeks. The position will represent one full time complement for 2019, with a salary grid structure of \$75,000 to \$93,000, plus benefits. However, there will be mitigating revenue offsetting a portion of these costs on a go forward basis. EMS will assume a larger percentage of Civic Centre office space (5,300 sq.ft.), currently unoccupied, generating revenue from the province and the City of Windsor. In addition, a service provision allocation related to support for the other EMS facilities will be recovered as a chargeback to the EMS Budget, commencing in 2019.

Recommendation

That County Council approve the addition of a Facility Supervisor position for the Civic Centre / Infrastructure Services operations and support for EMS facilities operations and maintenance, as well as facilities health and safety requirements.

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Respectfully Submitted

Robert Maisonville

Originally Signed by

Robert Maisonville, Chief Administrative Officer

| Appendix No. | Title of Appendix |
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| I | Facility Operations Staffing Memo – April 4, 2018 |
| II | Job Description – Supervisor, Facility Operations |