



CITY OF VANCOUVER

ADMINISTRATIVE REPORT

Report Date: May 31, 2005
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TO: Vancouver City Council
FROM: Chief Licence Inspector
SUBJECT: Staff Resources - Coordinated Enforcement Division

RECOMMENDATION

That Council approve the conversion of an existing .5 FTE Clerk III position in the Coordinated Enforcement Division of Licenses and Inspections to a regular full time Clerk III position to support the ongoing by-law enforcement initiatives in the Division. The costs associated with this position will be funded for the remainder of 2005 from the Community Services existing operating budget. Funding for 2006 and beyond (an additional \$23,240 annually) will be fully offset by a reduction in CSG's temporary help budget.

GENERAL MANAGER'S COMMENTS

The General Manager recommends approval of the above recommendation.

COUNCIL POLICY

Council approves the establishment of all regular positions except where such authority has been delegated to the Park Board as part of their Global Budget Arrangement.

PURPOSE

The purpose of this report is to request the conversion of an existing .5 FTE Clerk III position in the Coordinated Enforcement Division of Licensing and Inspections to a regular full time Clerk III position to address the increased workload of the Division.

BACKGROUND

The Coordinated Enforcement Division of Licensing and Inspections was formed in the Year 2000 as recommended by the Better City Government Enforcement Review. The mandate of the Enforcement Division was to bring the split functions of inspection and enforcement together under one administration, provide the needed coordination between enforcement personnel, clarify by-laws and regulations and promote the understanding and use of correct enforcement measures.

Enforcement Division staff coordinate inspections and initiate enforcement related to problem premises, business licence suspensions and/or hearings, by-law prosecutions, court injunctions and nuisance designations. Staff also liaises with the following City departments and outside agencies in order to take advantage of all available enforcement tools:

- Legal Services
- Police Services
- Fire and Rescue Services
- BC Hydro
- Terasen Gas
- CCRA
- Health Canada
- Ministry of Human Resources

In addition, staff collaborate with the internal Building, Plumbing/Gas, Electrical, Landscape and Property Use Inspection Divisions of Community Services and with staff in Development Services to ensure compliance with the following By-laws:

- Zoning and Development By-Law
- Building & Plumbing By-Law
- Electrical By-Law
- Standards of Maintenance By-Law
- License By-Law
- Graffiti By-Law
- Tree By-Law
- Untidy Premises By-Law
- Single Room Accommodation By-Law
- Nuisance provisions of the Vancouver Charter

In 2004, the branch processed more than 7,100 letters/orders requested by the Inspection groups, effectively resolved issues related to 51 problem premises, prepared 46 reports to City Council, processed 153 prosecutions and held 532 business licence reviews and/or suspensions.

DISCUSSION

An increasing amount of time and resources are required to ensure effective by-law enforcement. Closing problem premises, cleaning up problem sites, improving the manner in which businesses operate, improving maintenance of buildings and proactively dealing with potential nuisance situations are some of the positive outcomes of the Coordinated Enforcement Program. Successes have resulted in an increased expectation for prompt attention to issues and faster resolution of neighbourhood problems from other departments, agencies and the Community.

Over the past year, it has become evident that the current support staff is unable to keep up with the increased demand. A review of present positions concluded that an existing half time permanent position has been ineffective due to a high staff turnover rate which has resulted in multiple new inexperienced staff as it is difficult to attract experienced staff to a part-time position. It is also apparent that this position is needed full time.

Staff recommends that this half time Clerk III position be converted to a full time position with the additional costs offset by a reduction in Licensing and Inspection temporary help funding. This change will assist in dealing with the turnover issue and provide additional resources to assist with the increased workload.

FINANCIAL IMPLICATIONS

For the remainder of 2005, CSG is able to cover all costs associated with this position from its existing operating budget. In 2006 and beyond, CSG will fund the additional cost of the full time position by reducing the temporary help budget by a corresponding amount of \$23,240.00 annually.

PERSONNEL IMPLICATIONS

This new regular full time position will be posted and filled as per the collective agreement between the City and CUPE 15.

CONCLUSION

With increased challenges, particularly with regard to increased regulations, complexity and volume, staff's ability to respond to enforcement issues in a timely manner has been negatively impacted. The proposed conversion of a half time position to a full time position will provide needed additional enforcement support resources and assist staff in achieving the program objectives of the Coordinated Enforcement Division.

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