



CITY OF VANCOUVER

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### ADMINISTRATIVE REPORT

Report Date: March 13, 2008  
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Meeting Date: April 1, 2008

TO: Vancouver City Council

FROM: Co-Director, Licenses & Inspections/Chief Building Official

SUBJECT: Report Back on the Transition of Services from Vancouver Coastal Health to Community Services and Related Resources Proposals

#### RECOMMENDATION

- A. THAT Council approve the transition of services from Vancouver Coastal Health (VCH) to the Community Services Group (Licenses and Inspections Department) as follows:
- i) THAT Council approve the establishment of three full time Property Use Inspector positions in Community Services (Licenses and Inspections Department) at an estimated cost of \$ 129,649 for 2008 and \$ 229,382 for 2009 and beyond including benefits, subject to review and classification by the Director of Human Resources.
  - ii) THAT Council approve the establishment of one full time Policy Analyst position in Community Services (Licenses and Inspections Department) at an estimated cost of \$ 46,571 for 2008 and \$ 82,630 for 2009 and beyond including benefits, subject to review and classification by the Director of Human Resources.
  - iii) THAT Council approve the establishment of one full time clerical position in Community Services (Licenses and Inspections Department) at an estimated cost of \$ 29,645 for 2008 and \$ 52,599 for 2009 and beyond including benefits, subject to review and classification by the Director of Human Resources.

- iv) THAT Council approve a one-time start up cost of \$ 195,000.00 for leasehold improvements, work stations, computers and training for the new positions noted in Recommendations i), ii) and iii).
- v) That Council approve the cost of leasing office space for five staff at an estimated cost of \$ 29,200 for 2008 and \$51,500 for 2009 and beyond and a cost of \$10,000 annually for ongoing training.

The source of funding for the above recommendations is from the savings associated from the termination of the Environmental Health Services agreement resulting in an estimated annual savings of \$264,634 starting in 2009.

#### **GENERAL MANAGER'S COMMENTS**

The General Manager of Community Services RECOMMENDS approval of recommendation A - (i) through (v).

**COUNCIL POLICY**In December, 2006, City Council approved the Project Civil City initiative with goals to achieve greater civility and public order through addressing homelessness, the drug trade, aggressive panhandling and increasing the satisfaction of citizens with the City's response to disorder complaints.

Further, Council must approve all changes in permanent staffing levels.

#### **PURPOSE**

The purpose of this report is to report back to Council on the transition of services from Vancouver Coastal Health to the City as a result of the termination of the Environmental Health Services agreement effective March 31, 2008. In addition, this report requests Council approval for the establishment of five full time positions within the Licenses and Inspections Department - three Property Use Inspectors, one full time Policy Analyst, and one full time clerical support position. This request also includes funding for the start up costs and leasing of office space for the new positions. If approved by Council, funding for these requests will be recovered through the termination of the Environmental Health Services agreement.

#### **BACKGROUND**

In September of 2007, Council approved the termination of the Environmental Health Services agreement between the City of Vancouver and Vancouver Coastal Health (VCH), effective March 31, 2008. At the same time, Council also directed staff to report back on the transition of services from VCH to the City. The annual cost of this agreement is approximately \$ 677,200 (with an estimated cost for 2009 of \$ 690,744). On April 1, 2008, City Inspectors will assume the responsibility for the administration and enforcement of regulations previously provided by VCH.

In September of 2007, Council also approved the enactment of a new abridged Health By-law and various amendments to other City By-laws to include regulations that were previously

regulated by the Health By-law. Regulations in the previous Health By-law related to pest control, and the design and construction of marinas were moved to the Standards of Maintenance By-law and Building By-law respectively. It should be noted that many of the requirements contained in the previous Health By-law were not included in the new Health By-law as they were adequately addressed through other city by-laws and/or provincial regulations.

## DISCUSSION

### TRANSITION OF SERVICES

As discussed in the Background Section of this report, City Staff will assume responsibility for the services previously provided by Vancouver Coastal Health (VCH) on April 1, 2008. Licenses and Inspection Managers and Directors have developed a strategy with respect to the transition of these services. The following provides a summary of the activities related to the transition of the various services from VCH to the City:

Pest Control - Pest control provisions that were formerly covered under the Health By-law, have been transferred to the Standards of Maintenance By-law. As a result, Property Use Inspectors will be charged with the administration of these provisions. To be knowledgeable and effective in the administration and enforcement of these new provisions, the Property Use Inspectors will require training and Professional Certification as Pest Control Applicators. The training and certification process will commence in late March of 2008. In addition, the Property Use Inspectors will be required to register as members of the Canadian Pest Management Association.

Noise Control By-law - The responsibility for administration and enforcement of the Noise Control By-law will be transferred to the Property Use Inspection Division. To be knowledgeable and effective in the enforcement of this By-law, the Property Use Inspectors will require training and professional certification in community noise enforcement. This program is delivered by Rutgers University (New Jersey, USA), however on-site training has been scheduled for late April with an instructor from Rutgers. With this certification course, the inspectors will be fully trained in techniques, technology and strategies of sound level measurement as well as reporting for the purpose of enforcing the Noise Control By-law.

Health By-law - The responsibility for administration and enforcement of the new Health By-law will be transferred to the Property Use Inspection Division. As discussed in the background section of this report, Council approved the enactment of a new abridged Health By-law in September 2007. This new abridged Health By-law covers the no smoking provisions that are unique to Vancouver and will have a significant impact on the hospitality industry. Staff is in the process of sending information packages to all restaurants/bars and are fielding calls related to enforcement of these new provisions. The new by-law also covers the use and application of domestic pesticides (that will require training and certification of the Property Use Inspectors) as well as requirements related to urinating or defecating in public that will continue to be enforced by Vancouver Police.

In-Door Air Quality - As of April 1, 2008, VCH will no longer respond to indoor air quality complaints from the public. It should be noted that over the past month, complaints about indoor air quality and noise issues have been received by the Property Use Inspection Branch. The supervisors in the Branch are screening the complaints on a case by case basis and are working with VCH inspectors to sort out an appropriate response to these complaints. Meetings are also underway with the Office of the Chief Building Official about indoor air quality complaints when they are related to a building's ventilation and/or exhaust systems. A policy and process to address these issues will be developed shortly with the Office of the Chief Building Official.

Plan Review - Currently, VCH staff review all building and development permit applications related to food and health care premises. This approval is required prior to our issuance of permits. At this time VCH provides this service to applicants for development and building permits from an office located in City Hall. As of April 1, 2008, the VCH Health Inspector will not be located in City Hall. Meetings are currently underway with VCH management and Development Services Staff regarding this issue. VCH has indicated that they will no longer provide this service at City Hall after March 31, 2008, however a process to address this issue is currently being developed with VCH and City Staff.

#### Community Care Facilities and Food Premises -

Vancouver Coastal Health will continue to inspect and enforce Provincial Regulations related to Community Care Facilities and all food premises (restaurants, limited service food, retail food etc).

#### Benefits of the transition:

The transition of services from VCH to the City (Property Use Inspection Division) will allow a more focused approach to public concerns and it is expected that resolution of the issues will be addressed faster, more effectively and more efficiently. It meets the goals of Project Civil City as the transition will allow for an increase in the level of public satisfaction with the City's handling of public nuisance and annoyance complaints. A tracking system will be established to monitor the success of the transition.

The Coordinated Inspection Division (Property Use Inspectors) underwent an extensive review of the enforcement policies and procedures resulting in significant changes to service delivery. As a result, the Branch now utilizes a variety of enforcement tools to gain compliance and operates on a more proactive versus reactive basis. Timelines for compliance have been reduced.

#### PROPOSED POSITIONS:

In order to address the City's administration and enforcement of the new Health By-law, as well as other By-laws such as the Noise Control By-law that were previously administered by Vancouver Coastal Health (VCH), the following new positions will be required in the Licenses and Inspections Department:

- Three new Property Use Inspectors (Property Use Inspections Division)
- One full time Policy Analyst (Office of the Chief Building Official)
- One full time Clerical Position (Property Use Inspections Division)

With the transition of services from VCH to the City, additional inspection resources will be required to address the services that were previously delivered by VCH. In addition to the Property Use Inspectors current workload, inspectors will now have to respond to a whole new category of complaints and provide additional inspection services related to added requirements in the Standards of Maintenance By-law as well as the new Health and Noise By-laws. These new inspection services include pest control (including the application of pesticides), noise control, and smoking.

One full time Policy Analyst position and will be required for the development of policy related to health and noise issues. In addition to the development of policy, this position will be required to develop related by-law amendments and procedures to support inspectors who are now charged with the delivery of services that were previously delivered by VCH. Since staff in the Office of the Chief Building Official develop policy, regulations and training related to many of the By-laws that are administered by the Licenses and Inspections Division as well as other departments within the Community Services Group, this new resource will be located in this office and report to the Director of Licenses and Inspections/Chief Building Official.

In addition to the three Property Use Inspector positions and the Policy Analyst position, one full time clerical support position will be required in the Inspections Division. This position is required to provide overall clerical support to the new inspectors as well as process and track orders/letters and complaints as a result of inspection staff taking on these additional responsibilities.

In addition to the funding required for the new positions, this report also requests one time funding to cover the start up costs related to the new positions (work stations and computers). Since office space has become a significant and increasing challenge in the East Wing, Staff believes that it may be necessary to rent additional office space near the East Wing for the proposed property use inspectors. Therefore, this request also includes ongoing funding to cover the costs of leasing office space outside of the east wing. We hope to secure office space at 456 West Broadway for the three proposed Property Use Inspector positions.

## FINANCIAL IMPLICATIONS

Table A attached outlines the summary of costs (prorated for 2008) and for 2009.

The cost of the three proposed full time Property Use Inspector positions for 2009 will be \$229,382. The cost of the full time Policy Analyst position will be \$ 82,630. The cost of the full time Clerical Support position will be \$ 52,599. If approved by Council, it is estimated that these positions will be filled in June 2008, so the cost for the five positions have been prorated for 2008 at \$ 205,865.

In addition to funding for the above noted positions, funding will be required to cover one time start up costs for these new positions as well as the cost of renting space for the five new staff. These costs include the cost of leasehold improvements, work stations, computers and training. The estimated cost for "start up costs" is \$ 195,000. The estimated cost for the rental of office space is \$ 29,200 for 2008 and \$ 51,500 for 2009 and beyond.

The 2009 projected annual fees for service charges by VCH to the City pursuant to the Service Agreement would be \$690,744. It is estimated that the total annual costs related to the change of service delivery to the Community Services Group will be \$ 426,110. It is therefore estimated that there will be an estimated annual savings in costs of \$ 264,634 for the city starting in 2009.

It may be necessary to allocate some of these savings to supplement the City Prosecutor's office, but at this point it is difficult to anticipate the actual resources that will be required to meet the increased demands resulting from the transition of services. Staff will monitor the workload and may report back to Council to request additional resources if necessary.

### **PERSONNEL IMPLICATIONS**

This report recommends the establishment of 3 full time Property Use Inspectors, one full time clerical position and one policy analyst, classifications for which will be subject to review by Human Resources.

### **CONCLUSION**

The new positions recommended in this report will allow for the transition of services from Vancouver Coastal Health to the City as a result of the termination of the Environmental Health Services agreement.

It will streamline the compliance and enforcement process and will provide the public with a single point of contact to address their concerns.

It is estimated that this change in service delivery will result in an annual cost savings of \$ 264,634 starting in 2009. An implementation plan has been developed to address this transition and official handoff will be April 1, 2008.

\* \* \* \* \*

PROJECTED COSTS	Salary	Fringe Benefits	Auto Allowance	Cell Phone	2008 Total	2008 Prorated	2009 Total
Property Inspector Use I	56,321	11,264	6,000	500	74,085	43,216	76,461
Property Inspector Use I	56,321	11,264	6,000	500	74,085	43,216	76,461
Property Inspector Use I	56,321	11,264	6,000	500	74,085	43,216	76,461
Policy Analyst	66,530	13,306			79,835	46,571	82,630
Clerk III	42,350	8,470			50,820	29,645	52,599
One-time start up costs (Leasehold improvements, work stations, computers & training)					195,000	195,000	
Ongoing Annual training							10,000
Leasing Office space					50,000	29,200	51,500
<b>Total costs</b>	<b>277,842</b>	<b>58,568</b>	<b>18,000</b>	<b>1,500</b>	<b>597,911</b>	<b>430,065</b>	<b>426,110</b>
Annual fees for service charged by VCH					677,200	395,033	690,744
Estimated Annual savings					<b>79,289</b>	<b>-35,031</b>	<b>264,634</b>