



memorandum
C 3
COMMUNICATION
F&A - Nov. 25/13
ITEM - 5

DATE: NOVEMBER 19, 2013

TO: HONOURABLE MAYOR AND MEMBERS OF COUNCIL

FROM: JOESPH PITTARI, COMMISSIONER STRATEGIC AND CORPORATE SERVICES

SUBJECT: Finance and Administration Committee November 25th, Item # 5
Draft 2014 Budget and 2015-2017 Plan
RE: Additional Information Request Regarding

- Vacant positions
- Unfilled 2013 approved positions
- Extended call taking hours in Access Vaughan and By-law and Compliance

Recommendation:

1. That this communication be received;

At the Finance and Administration Committee meeting on November 12th clarifications and additional information requests were raised by Committee members for consideration at the November 25, 2013 Finance and Administration Committee meeting with respect to motions:

- d) The number of positions within the City's staff complement that have been vacant 12 months or longer;
- e) Identification of positions approved in the 2013 budget that have not yet been filled;
- h) An explanation of why additional resources are requested for extending call taking hours in Access Vaughan and By-law & Compliance, noting the existing dispatch function in Public Works;

This communication responds to items above.

Item d) Currently there are sixteen (16) positions vacant 12 months or longer. However, of the 16, seven (7) are at various stages of the recruitment process. The remaining nine (9) positions vacant 12 months or longer are:

Department	Position	Date Vacancy Initiated	Comments
VFRS	Chief Training Officer	25-October 2012	On hold, position is being back-filled
Develop/Transport Engineering	Construction Liaison / Inspector (TTC/YRRT)	13-February 2012	Position was requested that was to be funded by TTC, however funding was never received and therefore is considered null & void
Develop/Transport Engineering	Water Resource Analyst	7-May 2012	Department finalizing JD for evaluation. Once evaluated position will be posted
Policy Planning	Planner (Zoning By-Law Review Project)	13-February 2012	Project not ready - terms of reference deferred due to OMB appeals
Building Standards	Clerk Typist D	11-April 2011	Dept speaking with HR regarding converting position to F level

Department	Position	Date Vacancy Initiated	Comments
			before posting
Building Standards	Zoning Supervisor (Zoning By-Law Review Project)	13-February 2012	Project not ready - terms of reference deferred due to OMB appeals
Building Standards	Plans Examiner I (Zoning By-Law Review Project)	13-February 2012	Project not ready - terms of reference deferred due to OMB appeals
Recreation and Culture	Aquatic Programmer	22-November 2012	Review underway as part of PSR to determine operational changes to duties.
Recreation and Culture	Fitness Programmer	15-April 2011	NTCC Reviewing the growth numbers in fitness. This FT position may actually be required in Maple CC. FT recruitment will commence soon.

Item e) The number of approved new positions from 2013 that are still vacant is nine (9):

Department	Position	Comments
Develop/Transport Engineering	Transportation Engineer	No one met expectations for the 2nd Trans Eng position during recruitment - working with HR to repost
Develop/Transport Engineering	Senior Engineer VMC (4 year contract)	Working with new Manager of Development Eng to recruit soon
Development Planning	Senior Planner (Zoning By-Law Review Project)	Project not ready - terms of reference deferred due to OMB appeals
Development Planning	Development Planner (Zoning By-Law Review Project)	Project not ready - terms of reference deferred due to OMB appeals
Building Standards	Plans Examiner (Mechanical, Plumbing/ Fire Code)	Being posted in November 2013
Building Standards	Mechanical Building Inspector	Awaiting PSR functional re-alignment outcome
Commissioner of Community Services	Administrative Assistant	Being posted in late November/early December 2013
Parks and Forestry Operations	Arborist II	Awaiting new JD before posting
Parks Development	Landscape Architect VMC	JD is being finalized by new Director before posting

Item h) *An explanation of why additional resources are requested for extending call taking hours in Access Vaughan and By-law & Compliance, noting the existing dispatch function in Public Works.*

Access Vaughan is the front line face and first point of contact for the City. Since its inception, it has integrated with several departments as a means of streamlining processes, generating efficiencies and improving service excellence to citizens. Earlier in 2013, Access Vaughan successfully completed its integration with By-law and Compliance. Upon completion of the integration with By-law and Compliance and the start of the new supervisor of Administrative Services (which oversees Dispatch in Public Works), discussions were initiated between Access Vaughan and Dispatch to assess opportunities for efficiencies.

A majority of the calls received by Dispatch between 4:30 pm and 8:30 pm are common calls consistent with those received during regular work hours by Access Vaughan. A core business objective for Access Vaughan has been to extend hours to enhance citizen satisfaction by providing opportunities to those residents who cannot call during regular work hours. By extending Access Vaughan's hours of operations, it would allow dispatch to focus on core business functions and generate efficiencies by having Access Vaughan manage calls they are currently trained to facilitate service excellence.

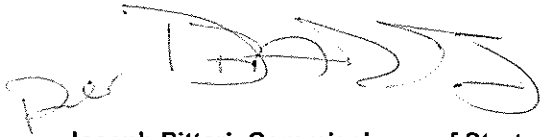
By-law and Compliance hours of operation (as noted on VOL) are 8:30 am to 8:30 pm. However, the department does provide 24hour service (e.g. Parking Control, Animal Services, and the Special Enforcement Unit), yet these units do not have the necessary support to maintain the current level of service. The ARR request by the Bylaw and Compliance department for the support staff include a series of functions including (but not limited to): intake (including front counter service), AMP program, data entry on various software systems, prepare documents for inspectors, conduct corporate searches, departmental email accounts, Council Liaison email account, calls referred directly to bylaw and compliance from other departments (i.e. not Access Vaughan). All of which (despite intake) is beyond the scope of Access Vaughan's service level agreement with Bylaw and Compliance.

The additional resource request for support staff for Bylaw and Compliance could also handle intake starting at 4:30 pm if Access Vaughan does not extend its hours of operation. In order to create efficiencies, the two departments agreed that Access Vaughan amend its ARR to also include coverage for By-law and Compliance intake support with its extended hours.

Since the November 5th 2013 Finance and Administration Committee meeting, leadership from Strategic and Corporate Services and Legal and Administrative Services discussed the matter and confirmed that Access Vaughan's ARR for extended hours would also cover By-law and Compliance's intake for its regular hours of operation. The ARR submitted by Bylaw and Compliance is required to support an existing service and is not a duplication with either Access Vaughan or Dispatch.

Further, the Engineering and Public Works Commission will be completing a functional review of its services in Q4 2013 – Q2 2014. The Commissioner of Engineering and Public Works and Commissioner of Strategic and Corporate Services agreed that the scope of the functional review should include the feasibility of rationalizing the dispatch function in Public Works with Access Vaughan.

Respectfully submitted

A handwritten signature in black ink, appearing to read "Per [illegible] J. Pittari". The signature is stylized with large, sweeping loops.

Joseph Pittari, Commissioner of Strategic and Corporate Services

cc: Barbara Cribbett, City Manager
Jeffrey Abrams, City Clerk
John Henry, Acting Commissioner of Finance & City Treasurer
Paul Jankowski, Commissioner of Engineering and Public Works
MaryLee Farrugia, Commissioner of Legal and Administrative Services
Gus Michaels, Director of By-Law and Compliance
Brian Anthony, Director of Public Works