

Request for Decision City Council





Type of Decision									
Meeting Date	November 14, 2007				Report Date	November 9, 2007			
Decision Requested	X	Yes		No	Priority	X	High		Low
	Direction Only				Type of Meeting	X	Open		Closed

Report Title
STAFFING LEVELS IN BUILDING SERVICES

Budget Impact / Policy Implication		Recommendation	
X	This report has been reviewed by the Finance Division and the funding source has been identified.		
<u>BUDGET IMPACT</u> The four additional permanent staff would be funded from current user fees as prescribed by Bill 124.		THAT Council approve the hiring of four permanent staff in the Building Services Section (1 Building Inspector; 1 Plans Examiner; 2 Front Counter Clerk/Receptionists) in order to meet the prescribed time lines for service delivery as outlined in the Building Code Statute Law Amendment Act, 2002, commonly known as Bill 124, and to meet increased construction volumes currently being experienced, and forecasted, in the City of Greater Sudbury.	
X	Background Attached		Recommendation Continued

Recommended by the Department	Recommended by the C.A.O.
 Doug Nadrozny General Manager of Growth & Development	 Mark Mieto Chief Administrative Officer

Date: November 9, 2007

Report Prepared By	Division Review
 Corrie-Jo Caporale, Coordinator of Permit Approvals & Integration	 Guido Mazza Director-Building Services/CBO

INTRODUCTION

The Building Code Statute Law Amendment Act, 2002 (Bill 124) requires that municipalities have significant staff with proven knowledge of the Building Code to meet the prescribed time lines for building plan review, field inspections and the processing of building permit applications. Even with significant overtime, currently worked by staff, we are not meeting our provincially mandated service delivery benchmarks as well as the more stringent service levels of Council's Development Liaison Advisory Committee (DLAC).

BACKGROUND

The Building Code Statue Law Amendment Act 2002, commonly referred to in the construction industry as Bill 124, has been in full effect since January 1, 2006.

Based on the last report to Council on June 14, 2006, it was agreed that the Chief Building Official would continue to monitor the effects of the increased provincially mandated regulatory functions imposed on both Building Services and the development industry as well as bring recommendations to Council when changes were deemed necessary with respect to staffing levels.

The administrative, procedural and enforcement changes mandated by the new Ontario Building Code Act and instructed by Council included:

- New rules governing building permit fees
- New increased list of mandatory notices and inspections at key construction stages
- Mandatory use of provincially designed building permit forms and orders
- Mandatory qualification requirements for Building Officials and designers
- Time frames for review of building permit applications and building inspection requirements by municipalities
- Establishment of a building permit revenue stabilization reserve fund

It has now been approximately 16 months since our last report to Council and we offer the following.

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Workload

The City of Greater Sudbury continues to experience a strong local economy with continued growth both in the residential and industrial, commercial institutional (ICI) sectors (see Appendix 'A' Value of construction results for the last ten years).

The forecast by CMHC and others predict a continuation of these trends in the next 3 to 5 years (See Appendix 'B').

This increase has come at the same time that the Ontario Building Code process has been lengthened and overhauled by the Province.

Staffing Resources

The staffing resources for the most part have stayed constant in that time and increased work volumes were dealt with using overtime hours as well as contract staff, as approved by DLAC/ Council.

OVERTIME HOURS & EARNINGS FOR 2006/2007			
2006	Banked Overtime	Time & Half	Double Time
Plans Examiners	307.50 hrs \$8,951.18	806.50 hrs \$39,899.34	5.00 hrs \$341.30
Building Inspectors	465.38 hrs \$13,317.37	177.50 hrs \$7,991.43	0.00 hrs 0
Permit Customer Services Representatives	411.00 hrs \$9,000.74	53.00 hrs \$1,738.69	0.00 hrs 0
SUB-TOTAL	1183.88 hrs \$31,269.29	1037 hrs \$49,629.46	5.00 hrs \$341.30

OVERTIME HOURS & EARNINGS FOR 2006/2007			
2007 YTD	Banked Overtime	Time & Half	Double Time
Plans Examiners	228.25 hrs \$7,585.28	406.50 hrs \$20,884.56	0.00 hrs 0
Building Inspectors	658.87 hrs \$19,110.84	65.50 hrs \$2,858.99	0.00 hrs 0
Permit Customer Services Representatives	480.25 hrs \$10,736.47	106.50 hrs \$3,605.29	0.00 hrs 0
SUB-TOTAL	1367.37 hrs \$37,432.59	578.50 hrs \$27,348.84	0.00 hrs 0

TOTAL	2551.25 hrs \$68,701.88	1615.50 hrs \$76,978.30	5.00 hrs \$341.30
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Date: November 9, 2007

One initiative taken by staff in 2006, was to take advantage of a government program to hire 2 summer students to handle reception filing duties in the summer high construction period to free up 2 Permit Customer Service Clerks for full time customer service and permit inputting duties thus increasing our permit services count from 3 to 5 full time Permit Customer Service Clerks (see Appendix 'D').

Based on increasing work loads, these summer students were hired earlier in 2007 and have since been replaced by contract staff to date to facilitate permit application volumes and meet our service benchmark issuance times mandated by Council and the Province. Despite these efforts (significant overtime and temporary staffing), our turnaround times have lagged considerably from our previous service levels and we are not meeting either Council's or the provincially mandated benchmarks for building permit issuance (see Appendix 'C').

PROVINCIAL PERFORMANCE TARGETS (BENCHMARKS)		
Class of Building	Bill 124 Ontario Building Code Time Period - Business Days	Council's DLAC Benchmarks Business Days
Part 9 Houses	10	5 - 10
Other Part 9 Buildings	15	5 & 10
Part 3 Buildings	20	5 & 10
Complex Buildings	30	10

RECOMMENDATION

In order to meet our provincially mandated benchmarks and strive to attain the more stringent benchmarks of Council's Development Liaison Advisory Committee (DLAC) staff is recommending that the complement of Building Services be increased by four (4) full time staff, one (1) Plans Examiner, one (1) Building Inspector and two (2) front counter clerical/reception staff.

The two (2) front line clerical/reception staff will allow the Junior Permit Customer Service Clerks that currently rotate duties in the reception area to be placed full time in the servicing of applicants and processing of building permit applications, thus increasing our processing capabilities by 67%, ensuring quicker turnaround times.

The Plans Examiner position will increase the in-house front counter capabilities to address our increased customer counter visitations, phone and e-mail inquiries as well as plans examination turnaround times. As well, our reliance on overtime hours will be reduced.

The Building Inspector position will increase the field inspection capabilities to address our increased permit volumes and increased provincially mandated field inspections. As well, our reliance on overtime hours will be reduced.

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BUDGET IMPACT

The new Ontario Building Code (Bill 124) mandated that all building permit fees collected would be solely used for the delivery of service. Currently with our increased volumes, all additional fees generated have created a surplus which is placed in a reserve as a revenue stabilization fund. The additional staff will be paid from the fees generated by the increased development, and since Building Services is a self-sustaining (zero based) budget area dictated by the Province under Bill 124, there is no impact to the overall budget.

Further the current age cohort in Building Services, as in much of the Corporation, has a total of four (4) employees eligible for retirement by the year 2010. Therefore, this will allow staff to monitor service needs based on current development activity prior to backfilling positions so as to not be overcommitted on staff resource, but utilizing this opportunity created by this strong economy as an instrument of succession planning.

OPTIONS

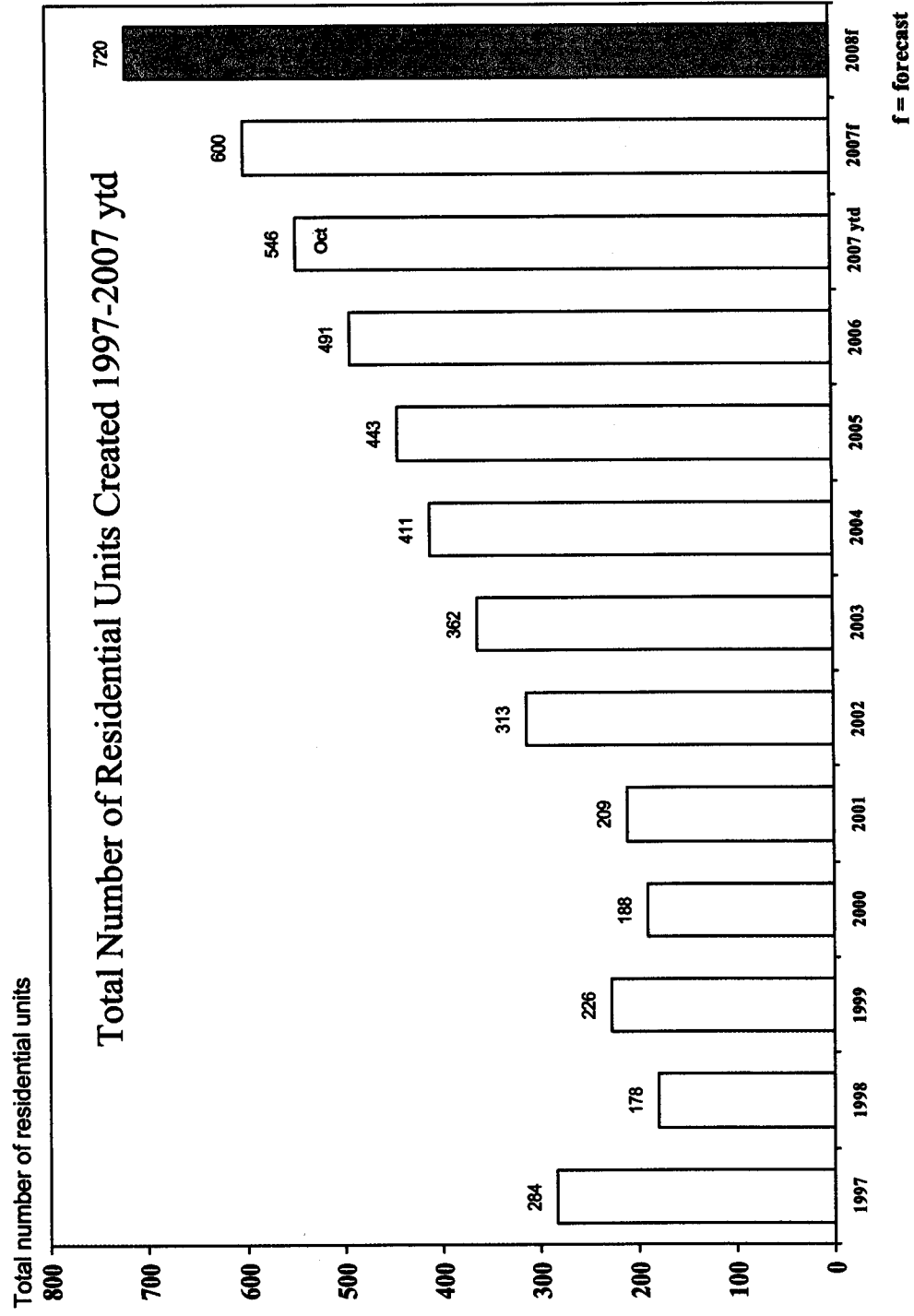
Not having adequate staffing resources may result in:

- The inability to meet the provincially mandated benchmarks and the more demanding City of Greater Sudbury (DLAC) established turn around times.
- The possibility of unsafe construction proceeding without significant inspection and plans examination staff to manage the volume which in turn would result in further enforcement and liability issues for the City.
- The potential of appeals to the Ontario Building Code Commission which would result in Orders against the City and its Chief Building Official for not providing provincially mandated service levels.
- Staff "burn out" will contribute to an unhealthy work environment contrary to Council's Mission Statement for the Corporation and an increased opportunity for errors/omissions will occur, exposing the Corporation to larger liability.

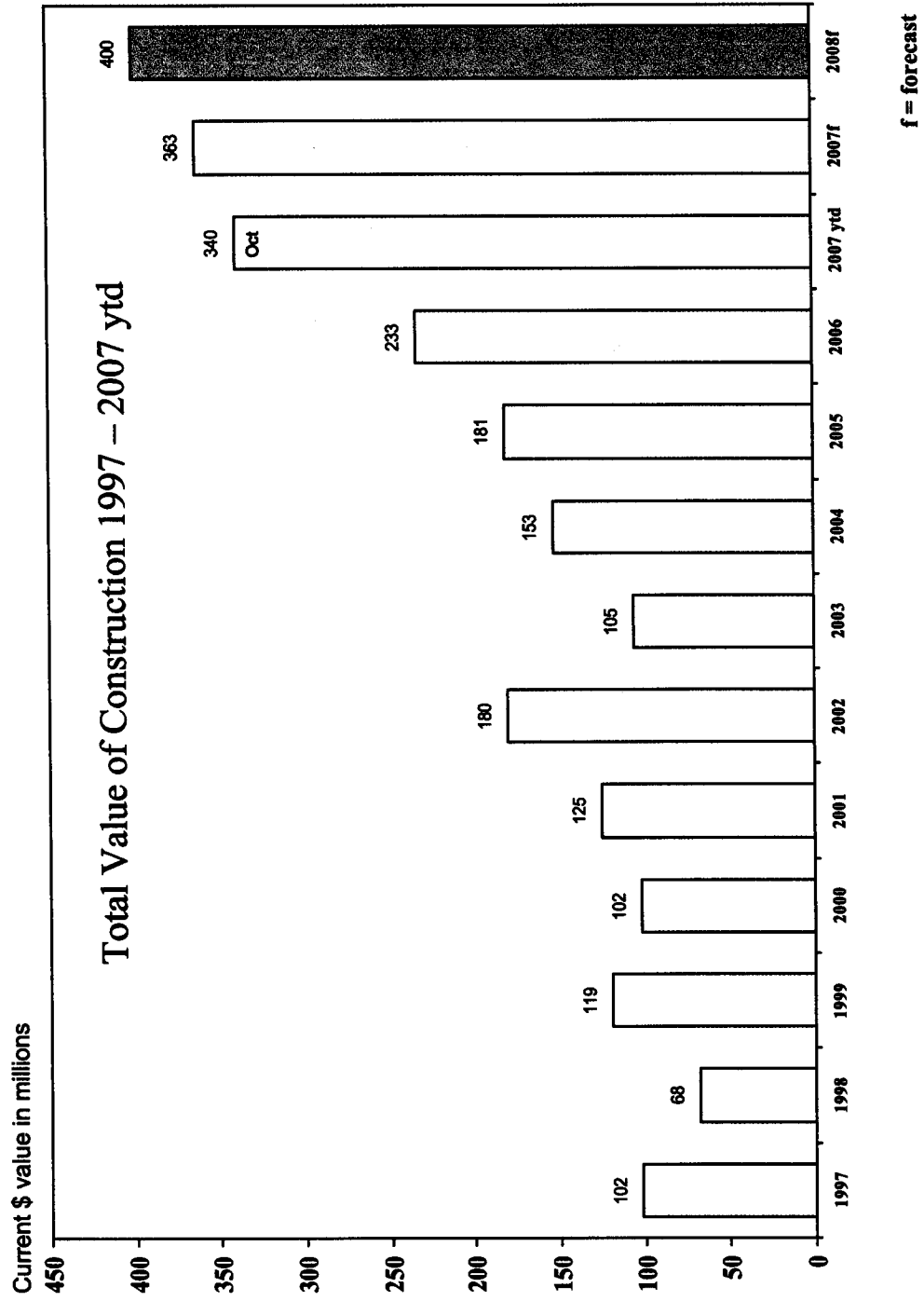
SUMMARY

Based on the current and projected strong economic growth and development activity, significant strain exists on Building Services staff to meet plans review, inspection time lines and provincial performance targets prescribed in the Ontario Building Code Act which Council and its Chief Building Official are responsible for administrating and enforcing. Therefore, staff is recommending that Council approve the hiring of four (4) permanent staff in the Building Services Section (1 Building Inspector, 1 Plans Examiner and 2 Front Counter Clerk/Receptionists) in order to meet our obligations for customer service performance benchmarks mandated by the Province, DLAC and Council and continue striving to provide excellent service to the development industry and individual residential users.

APPENDIX 'A'
BUILDING PERMIT VALUES OF CONSTRUCTION
ISSUED THE LAST 10 YEARS



Source: Building Services Section, Prepared by the Planning Services Division



Source: Building Services Section, Prepared by the Planning Services Division

APPENDIX 'B'
CMHC NEWS RELEASE DATED NOVEMBER 5, 2007

RELEASE

FOR IMMEDIATE RELEASE

Sudbury's Housing Market Defies Gravity

SUDBURY, November 5, 2007 – The strong local economy will lead to continued growth of the Sudbury housing market in 2007 and 2008, according to latest Housing Market Outlook report for the Greater Sudbury Census Metropolitan Area (CMA) released today by Canada Mortgage and Housing Corporation.

Highlights of this report include:

- Relatively low interest rates, strong job growth, escalating rent levels and in-migration from other Ontario centres provide a strong foundation for resale housing demand in 2007 and 2008. Expect about 2,900 existing home sales in 2007 in Greater Sudbury, which will be the fourth consecutive annual record. Sales will rise again in 2008 to hit 2,975 sales.
- Tight resale home market conditions have pushed prices up throughout the year. Prices will close the year up nearly twenty per cent in 2007. Good consumer confidence has continued to bolster the resale market and encouraged many potential homebuyers to consider building new homes in Greater Sudbury.
- The new housing market continues to grow. CMHC is forecasting 480 single-detached starts and 30 multi-family starts for a total of 510 Greater Sudbury starts in 2007. Starts will reach 610 units in 2008 comprised of 490 single-detached homes and 120 multi-family units.

"Solid nickel prices and the resulting bonuses being garnered by miners are helping the Greater Sudbury housing market set new records, said Warren Philp, CMHC's Northern Ontario Market Analyst. "Widespread job growth is attracting to people to Greater Sudbury. The latest migration data shows such inflows have increased Sudbury's population for the fourth consecutive year."

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"Across the province, higher mortgage carrying costs and slower job growth in higher paying employment sectors in 2008 will shift housing demand towards the less expensive multi-family sector," said Ted Tsiakopoulos, CMHC's Ontario regional economist. "A tight resale apartment market combined with a backlog of apartment sales that have yet to commence construction, will further support activity in the multi-family home sector," added Tsiakopoulos.

Canada Mortgage and Housing Corporation (CMHC) has been Canada's national housing agency for more than 60 years. CMHC is committed to helping Canadians access a wide choice of quality, affordable homes, while making vibrant, healthy communities and cities a reality across the country.

For more information, visit www.cmhc.ca or call 1-800-668-2642.

For more information please contact:

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APPENDIX 'C'
BENCHMARKS FOR BUILDING PERMIT ISSUANCE

TURNAROUND TIMES FOR PERMITS BENCHMARKED - YEAR TO YEAR COMPARISON

PERMITS BENCHMARKED AND AVERAGE NO. OF DAYS TAKEN TO ISSUE				
PERMIT TYPE	January 1, 2006 to December 31, 2006		January 1, 2007 to September 30, 2007	
	No. of Permits	Average No. of Days to Issue	No. of Permits	Average No. of Days to Issue
New Residential	481 ¹	9.6	444 ²	14.8
Misc Residential	1220 ³	5.9	1096 ⁴	10.9
New ICI	30 ⁵	10.7	20 ⁶	16.6
Misc ICI	284 ⁷	11.8	228 ⁸	17.2

¹231 permits were affected or delayed by additional development approvals, commenting agencies or applicants

²114 permits were affected or delayed by additional development approvals, commenting agencies or applicants

³485 permits were affected or delayed by additional development approvals, commenting agencies or applicant

⁴43 permits were affected or delayed by additional development approvals, commenting agencies or applicants

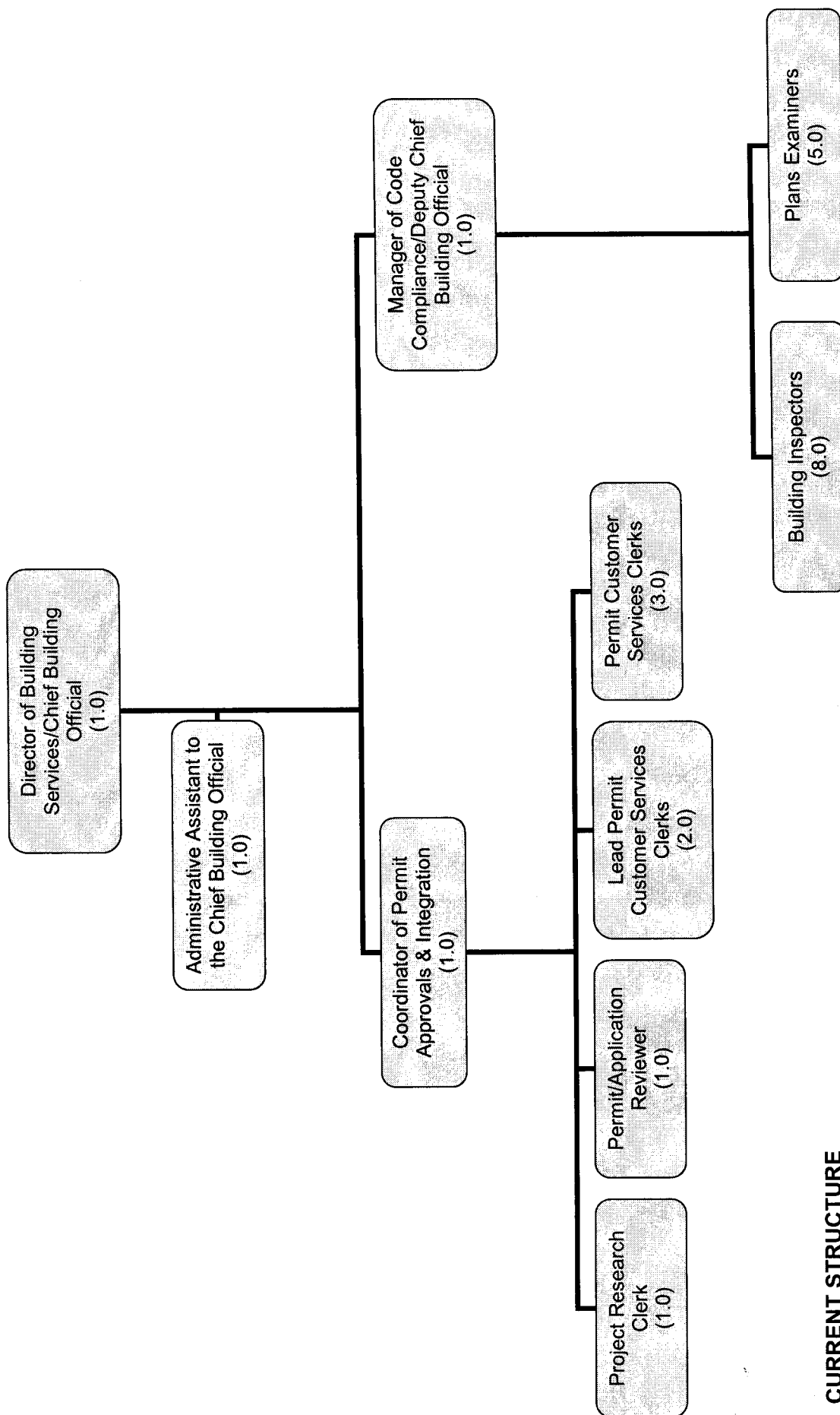
⁵15 permits were affected or delayed by additional development approvals, commenting agencies or applicants

⁶8 permits were affected or delayed by additional development approvals, commenting agencies or applicants

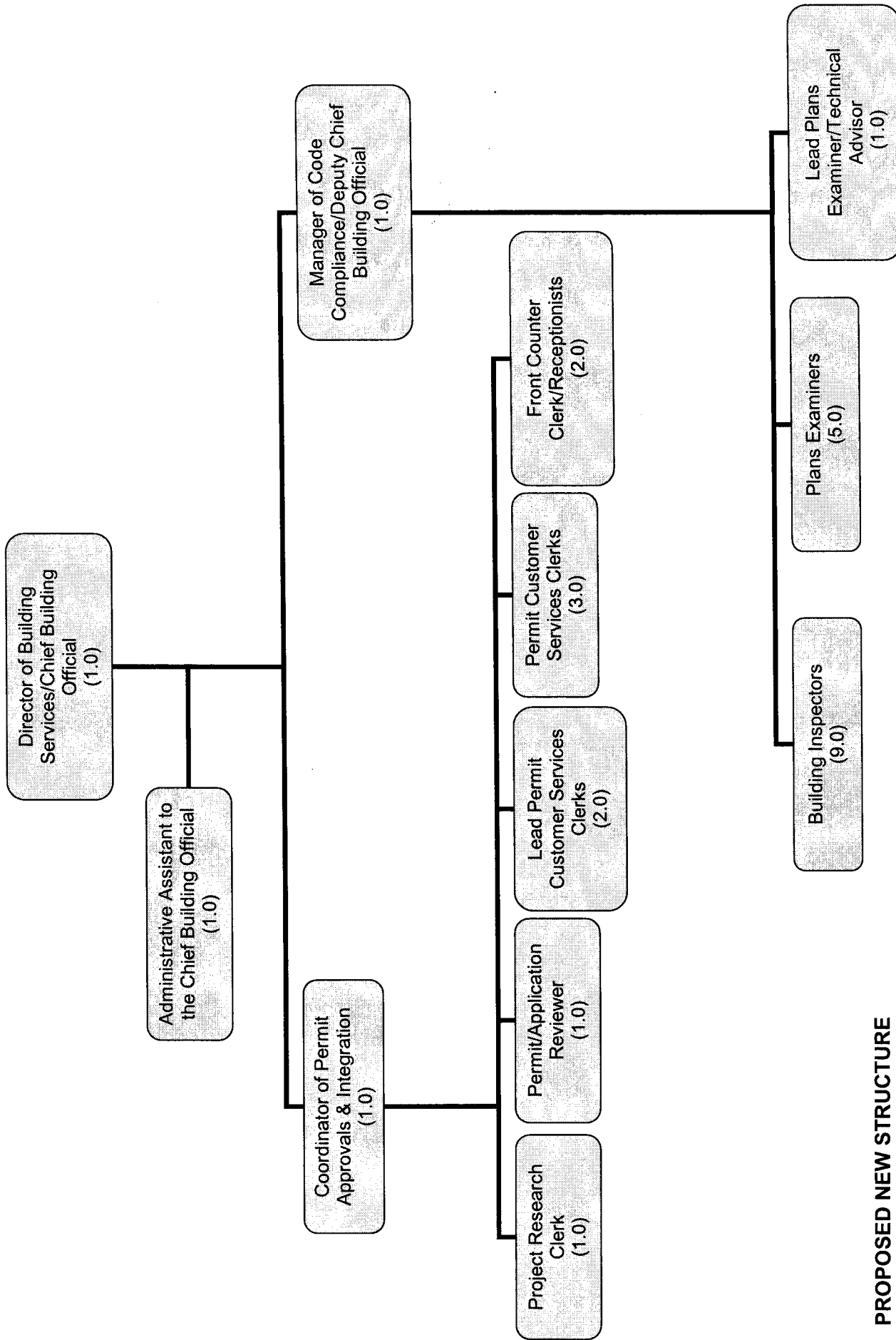
⁷135 permits were affected or delayed by additional development approvals, commenting agencies or applicants

⁸29 permits were affected or delayed by additional development approvals, commenting agencies or applicants

APPENDIX 'D'
CURRENT ORGANIZATIONAL STRUCTURE &
PROPOSED ORGANIZATIONAL STRUCTURE



CURRENT STRUCTURE
BUILDING SERVICES SECTION
GROWTH & DEVELOPMENT DEPARTMENT
City of Greater Sudbury
October, 2007



**PROPOSED NEW STRUCTURE
BUILDING SERVICES SECTION
GROWTH & DEVELOPMENT DEPARTMENT**
City of Greater Sudbury

Request for Decision City Council



Type of Decision									
Meeting Date	November 14, 2007				Report Date	November 6, 2007			
Decision Requested	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High	<input type="checkbox"/>	Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open	<input type="checkbox"/>	Closed

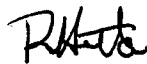
Report Title
Pioneer Manor Reserve Fund

Policy Implication + Budget Impact	
<input checked="" type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified.
<p>If the recommendation is approved for Pioneer Manor to retain its anticipated net under expenditure as a result of Ministry of Health and Long Term Care increased revenues, this will result in a reduction to the overall Corporate surplus for 2007.</p>	
<input checked="" type="checkbox"/>	Background Attached

Recommendation
<p>WHEREAS Pioneer Manor is anticipating a net under expenditure of funds of approximately \$400,000. due to increases to funding envelopes from the Ministry of Health and Long Term Care and;</p> <p>WHEREAS Pioneer Manor is anticipating an under expenditure as a result of additional revenues associated with interim beds;</p> <p>THEREFORE BE IT RESOLVED that the projected net under expenditure of approximately \$400,000. in 2007 be contributed to the reserve for operating and capital start-up costs for the establishment of a Regional Geriatric Program in 2008, recruitment of a Geriatrician, and to meet projected increased operating costs as a result of moving from the 9th floor of the hospital to the 5th and 6th floors located in the South Tower.</p>
Recommendation Continued

Recommended by the Department Head
<p>Catherine Matheson General Manager - Community Development</p>

Recommended by the C.A.O.
<p>Mark Mieto Chief Administrative Officer</p>

Report Prepared By
 Randy Hotta Director of Pioneer Manor and Seniors Services

Division Review

Background:

As a result of operational efficiencies and increases to existing funding envelopes from the Ministry of Health and Long-Term Care (MOHLTC), the 342 permanent beds at Pioneer Manor will generate an estimated surplus of \$150,000 in 2007.

Additional revenues associated with interim beds in 2007 are estimated to generate a one-time surplus of approximately \$250,000. Therefore, the total estimated under expenditure for Pioneer Manor for 2007 is estimated at \$400,000.

Recommendation:

1. That the projected net under expenditure in 2007 of approximately \$400,000. be placed in reserve for operating and capital start-up costs for the establishment of a Regional Geriatric Program (RGP) in 2008, the recruitment of a Geriatrician, and to meet projected increased operating costs as a result of moving from the 9th floor of the hospital to the 5th and 6th floors located in the hospital's South Tower.