Presentation Overview

1. Contractor Services Overview
2. Concerns and Deficiencies
3. New Contract Improvements
CONTRACTOR SERVICES
OVERVIEW

- use of private contractors is a long standing enforcement tool to complete work on behalf of the City for non-compliant property owners

- current contract commenced 2007/expires end of April 2013
Contractor Services Overview

Work completed by private contractors ranges from:

- mowing long grass/weeds
- removing waste
- to more extensive undertakings (e.g. repairing a roof or front porch)
CONTRACTOR SERVICES

OVERVIEW

Work completed by contractors has grown significantly:

- 2008 (+/-) 385 invoices issued or $300,000 worth of work completed
- 2011 (+/-)700 invoices issued or $700,000 worth of work completed
- *The same trend continued in 2012*
CONCERNS AND DEFICIENCIES

Significant concerns from public:

• quality of work (poor workmanship)
• value for services provided (price gouging)

Demand on existing staff to the point where the day-to-day performance management of staff is being negatively impacted
CONCERNS AND DEFICIENCIES

2012 alone, 1 management staff dealt with 115 (+) complaints about cost and quality of work provided.

On occasion Management staff devote close to 60% of weekly workload in dealing with such complaints.

2012 City paid $30,000 for work completed by contractors!
NEW CONTRACT IMPROVEMENTS

- enhanced oversight/administration of work completed by private contractors
- standard yard maintenance work separated from more complex property standards work
- set prices for standard work
- more quotations required for complex work ensuring better value
- enhanced quotation/invoicing reporting requirements
- clearer definition of roles, deliverables and responsibilities
NEW CONTRACT IMPROVEMENTS

Required FTE for better oversight/administration of new/improved contract:

- increased oversight in reviewing and approving of work and quotations
- single contact for all parties:
  - efficient/effective file reviews
  - other staff able to focus on daily enforcement activities and performance management