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Hamilton

Parking & By-Law Services Division
Contractor Services Report PED13056
March 19, 2013

Presentation Overview

1

- Contractor Services Overview

2

- Concerns and Deficiencies

3

- New Contract Improvements



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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



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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)



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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



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CONCERNS AND DEFICIENCIES

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

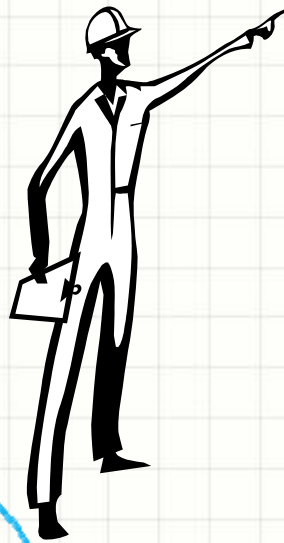
On occasion Management staff devote close to 60% of weekly workload in dealing with such complaints

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



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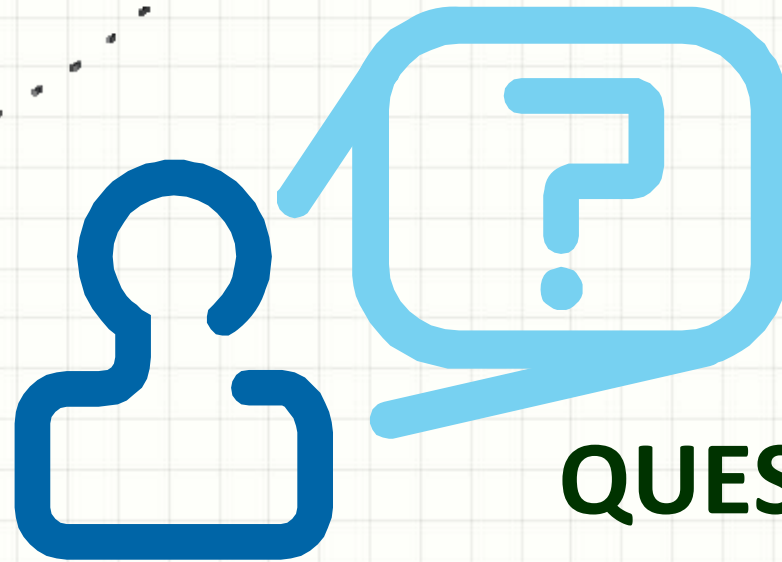
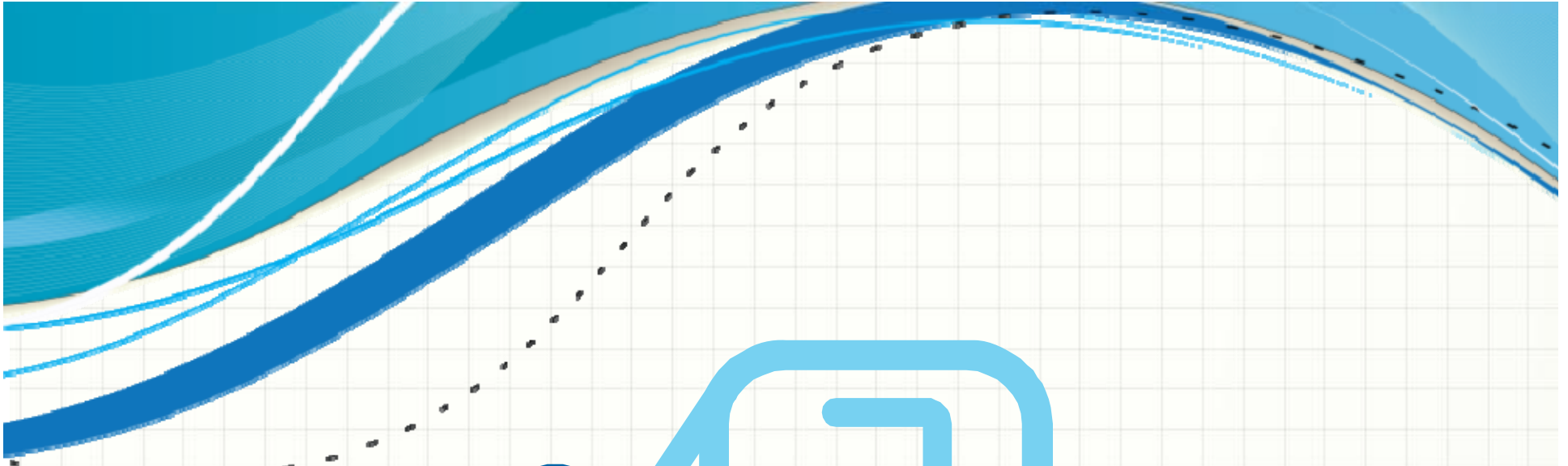
NEW CONTRACT IMPROVEMENTS

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





QUESTIONS?



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