



CITY OF HAMILTON
PLANNING AND ECONOMIC DEVELOPMENT DEPARTMENT
Parking and By-law Services Division

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| TO: | Mayor and Members General Issues Committee |
| COMMITTEE DATE: | August 11, 2015 |
| SUBJECT/REPORT NO: | Project Manager – Animal Services (City Wide) (PED15115) (Outstanding Business List Item) |
| WARD(S) AFFECTED: | City Wide |
| PREPARED BY: | Ken Leendertse (905) 546-2424 Ext. 3059 |
| SUBMITTED BY: | Jason Thorne General Manager Planning and Economic Development Department |
| SIGNATURE: | |

RECOMMENDATION

- (a) That the hiring of a temporary Project Manager for Animal Services to assist in the development and implementation of several strategic service delivery programs over the next two years be approved and funded from the Tax Stabilization Reserve Account No. 110046; and,
- (b) That the item respecting Project Manager – Animal Services be deemed to be complete and removed from the Outstanding Business List of the General Issues Committee.

EXECUTIVE SUMMARY

Animal Services has 40 outstanding projects of medium to high priority that require research, development and implementation to further the services offered to the Community by this Division. Projects and programs, some of which may be potential revenue generation opportunities, such as improvements in Dog Licensing, Community Cat Strategies, Cat Licensing and Adoption Services, will require an estimated total of 6,380 hours to complete before being presented for consideration and approval by Committee and Council.

During the 2015 Operating Budget deliberations, staff submitted an enhancement for this position. However, because this position was temporary, the General Issues Committee directed staff to investigate alternate sources of funding.

Alternatives for Consideration – Not Applicable

N/A

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: The total cost for a Temporary FTE for a two-year period is estimated at \$165,000.

Staffing: This is a temporary position for two years.

Legal: N/A

HISTORICAL BACKGROUND

During the 2015 Operating Budget deliberations, staff submitted this position as an enhancement; however, because this was a temporary position, the General Issues Committee directed staff to seek alternate funding outside the budget process.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

N/A

RELEVANT CONSULTATION

Finance was consulted in the preparation of this Report.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

In addition to the potential for revenue generation for Animal Services, these projects have potential impacts on public safety, safety of the staff working in the field and overall efficiencies in delivering the services of this Provincially-mandated program. Currently, projects are being added to the workload of operational supervisory staff which leaves gaps in supervision and a lack of performance management measures being taken to ensure resources are being used to 100% capacity. The goal is to find efficiencies to ensure public safety and to achieve revenue targets.

There is also immediate need to develop policies and procedures and documented standard operational procedures (SOP) to provide consistent practices, as well as a need to review enforcement strategies and best practices to ensure that staff are utilized in the most effective and cost-saving manner.

Council has also directed that staff review Cat Licensing and Adoption Services to improve the efficiencies of the shelter. Focus will also be placed on increasing revenue through stricter compliance and enforcement of licensing and the development of an overall City-wide strategy for community cats in partnership with our stakeholders.

ALTERNATIVES FOR CONSIDERATION

N/A

ALIGNMENT TO THE 2012 – 2015 STRATEGIC PLAN

Strategic Priority #2

Valued & Sustainable Services

WE deliver high quality services that meet citizen needs and expectations, in a cost effective and responsible manner.

Strategic Objective

- 2.2 Improve the City's approach to engaging and informing citizens and stakeholders.
- 2.3 Enhance customer service satisfaction.

APPENDICES AND SCHEDULES ATTACHED

N/A

KL/cb