



City of Richmond

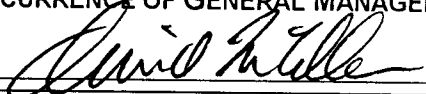
Report to Committee

To: Planning Committee
From: Alan Clark
Manager, Zoning
Date: August 2, 2002
File: 0107-10-01
Re: ZONING DEPARTMENT.
LEVELS OF SERVICE.

Staff Recommendation

That the report from Zoning Department, dated August 2nd, 2002, regarding departmental levels of service be received for information.

Alan Clark
Manager, Zoning

<p>FOR ORIGINATING DIVISION USE ONLY</p> <p>CONCURRENCE OF GENERAL MANAGER</p> 
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Staff Report

Origin

At the February 25th, 2002 Council Meeting, it was resolved:

“That each General Manager review with their appropriate Committee of Council, departmental programs and service levels prior to the start of the 2003 budget review process;”

This report is in response to that resolution regarding Zoning Department..

Analysis

The Zoning Department positions are an integral part of City operations and they are usually the first contact for the City and as such the customer’s first perception of us reflects upon the public image of the City as a whole.

There are three (3) distinct areas within the Zoning Department.

ZONING/SIGNS.

Provides information and assistance to a variety of internal and external contacts such as developers, realtors, architects, contractors and the general public on matters pertaining to applicable by-laws, zonings, subdivisions, development and variance permits, land-use contracts, handles complaints and explains and interprets applicable by-laws and departmental policies and procedures to same.

PERMIT CENTRE.

Receives and processes approximately 29 different types of permits, licenses and work requests related to the following departments: Building Approvals, Transportation, Development Applications, Engineering and Licensing. Processes inspection requests meeting time sensitive deadlines and provides factual information and assistance to a variety of customers.

RECORDS.

The record section’s main role is to provide operational record and mail processing services to Urban Development and Engineering Department as well as provide access to, and duplication of records materials.

The section is 18 months into a major scanning project to convert the records away from the old microfilm records and it is anticipated that all single-family residential records will be completed by the end of 2002. Whether this very important project will be able to continue into the new year and proceed with the vast amount of record documentation still to be covered will of course be dependent on budget restrictions.

STAFF COMPLIMENT.

The Zoning Department has a total of twelve FTE and one Manager.

Zoning section 5 FTE with a net cost of \$258,200.

Permit section 4 FTE with a net cost of \$166,100.

Record section 4 FTE with a net cost of \$162,800.

Financial Impact.

The Zoning Department is a service oriented department whose role is to provide assistance and service to both internal and external customers, and with the exception of sign permits,(\$30,000) Rave permits,(\$800 to a \$1,000) and microfilm copying revenues (\$24,000), does not directly generate revenue. We handle, process and generate revenues for Land Use projects, Business Licences, and all the various other permits we deal with, but the revenue goes to the individual Departments.

Conclusion

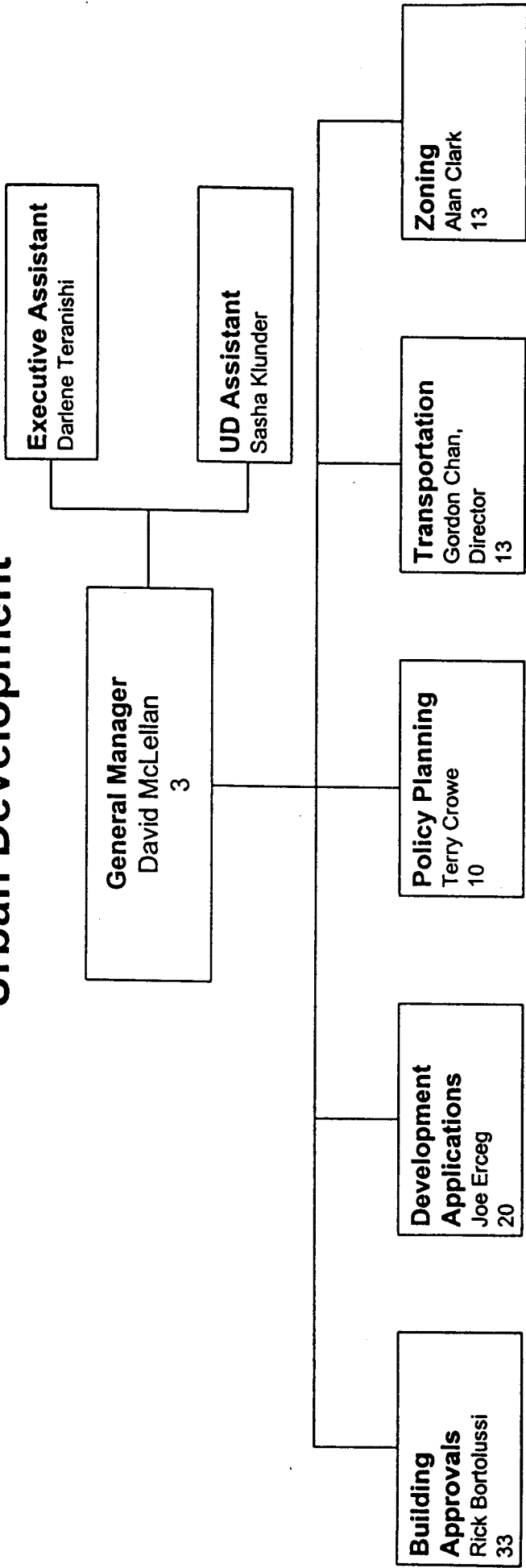
The level of services provided are a reasonable level for the Zoning Department, and our continued goal is to provide a positive and enhanced customer service experience.



Alan Clark
Manager, Zoning

AJC:ajc

Urban Development



Supervisor of Plumbing & Gas
Rick Walton

Supervisor of Building Inspections
Larry Johnson

Supervisor of Permits
Ernie Nishi

Major Projects Coordinator / Building Code Engineer
Gavin Woo

Development Coordinator
Holger Burke

Supervisor Urban Development Utilities
Al Schmidt

Supervisor Development & Subdivision
Vacant

Supervisor of Mapping & Production Centre
Frank Sciberras

Manager, Transportation Planning
Victor Wei

Signal System Technologist
Jeff Bycraft

Traffic Technician II
Bob Gilchrist
Carlos Rocha

Supervisor Zoning, Signs & Permit Centre
Bruce Murray

Supervisor of Records
Sherry Esplen