



CLOSED

Governance and Priorities Committee Report For the Meeting of April 9, 2015

To: Governance and Priorities Committee **Date:** April 2, 2015
From: Katie Hamilton, Director of Citizen Engagement and Strategic Planning
Subject: Update on Parking Services Model

Closed Meeting Rationale

This report is recommended for a closed meeting because it relates to employee relations and consideration of the report in an open meeting may reasonably be expected to harm the City's interests. Consideration of this report in a closed meeting is authorized pursuant to section 12(3)(c) of the Council Bylaw.

This report is also recommended for a closed meeting because it relates to negotiations and related discussions respecting the proposed provision of a City service that are at their preliminary stages and could reasonably be expected to harm the interests of the municipality if they were held in public. Consideration of this report in a closed meeting is authorized pursuant to section 12(3)(k) of the Council Bylaw.

Background:

This purpose of this report is to provide an update on the Council direction to staff on March 26, 2015, to develop a job description and pay grade for in-house positions in formal consultation with CUPE Local 50 and report back to Council by April 9, 2015, with confirmation of rates, an implementation plan and timeline, including a communications plan for "rise and report".

On Wednesday, April 1, City staff had a positive meeting with the executive of CUPE Local 50 and have confirmed the Union's support for the proposed model, including the positions and associated rates outlined to Council on March 26. Written confirmation will be provided by the Union prior to Thursday, April 9, 2015, and supplied to City Council when received.

The transition between an external contracted service and creation of an in-house model must be done thoughtfully and sequentially to ensure seamless provision of enforcement services. Should Council decide to advance an in-house parking services model, staff will confirm an extension of the current Commissionaires enforcement contract to December 31, 2015, with a six-week notice exit clause, prior to public confirmation of this decision.

Implementation Plan:

Implementation of an in-house model will require several operational steps including:

Extend contract with Commissionaires to December 31, 2015, with 6 week out clause	April
Communications plan for in-house model	April
Notice of contract termination	Date TBD
Creation of in-house review function (to be introduced timed with all changes)	
Recruitment of estimated 30 positions	July/August
Order uniforms and vehicles	July
Policy development	July/August
Training and orientation	October
Launch Date	TBD

Communications Plan:

To protect the City's interests during transition, it is recommended that to ensure effective transition during the interim until the in-house model is introduced, that public communications on this topic wait until the extension of the current contract has been confirmed.

Upon confirmation of the contracted service, a communications plan will include the following strategies:

1. Advise all proponents that the recent Parking Enforcement Request for Proposals has been terminated.
2. Advise Commissionaires that the City will create an in-house parking services model and at this time will continue with security contract.
3. Briefing materials will be provided to City Council prior to announcement.
4. Communication to City staff under direction of City Manager
5. Public communications through media release, web and social media.
6. Direct outreach be made to downtown stakeholders, including: Downtown Residents' Association, Downtown Victoria Business Association, Tourism Victoria, and Chamber of Commerce.
7. Communications will be coordinated in consultation with CUPE 50.
8. Public messaging will focus on positive customer service benefit and added value to downtown in terms of ambassador to tourists, visitors and motorists.

Recommendation:

That Council direct staff to:

- 1.) Develop an in-house parking services model to be introduced no later than January 1, 2016.
- 2.) Extend the current parking services contract with Commissionaires to December 31, 2015, with a six-week notice exit clause to be exercised with no penalty.
- 3.) "Rise and report" through outlined public communication plan at timing to be determined at discretion of Mayor's Office.

Respectfully submitted



Katie Hamilton,
Director of Citizen
Engagement and
Strategic Planning

Report accepted and recommended by the City Manager:

Date:



April 2, 2015