



Staff Report for Budget Committee of the Whole Meeting

Date of Meeting: October 22, 2019

Report Number: SRCFS.19.046

Department: Corporate and Financial Services

Division: Office of the Clerk

Subject: **SRCFS.19.046 – Internal Courier Service**

Purpose:

To recommend the elimination of the City's internal courier service.

Recommendation(s):

- a) That the service level changes pertaining to the City's internal courier service, as described in staff report SRCFS.19.046, be approved.
- b) That the 2020 Operating Budget include adjustments, as described in staff report SRCFS.19.046, to account for the service level changes pertaining to the City's internal courier service

Contact Person:

Stephen M.A. Huycke, Director, Legislative Services/City Clerk, extension 2529

Ryan Ban, Manager, Legislative Services/Deputy City Clerk, extension 5547

Report Approval:

Submitted by: Mary-Anne Dempster, Commissioner of Corporate and Financial Services

Approved by: Neil Garbe, City Manager

All reports are electronically reviewed and/or approved by the Division Director, Treasurer (as required), City Solicitor (as required), Commissioner and City Manager. Details of the reports approval are attached.

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Background:

Staff routinely review various service levels to ensure operational effectiveness, look for efficiencies and to implement modernized practices. The City currently operates an internal courier service primarily for the benefit of City departments and facilities. The following general services are provided by the courier service:

- Pick-up and delivery of mail to and from Canada Post
- Pick-up and delivery of interoffice mail at main municipal office, and 14 other City locations (e.g. community centres)
- Collection of mail from the Operations Centre public drop box
- Delivery of paper meeting agendas to Members of Council and Citizen Committee Members
- Delivery of supplies and other printed materials to various City facilities
- Other pick-up and deliveries within the City as required

Resources allocated to the courier service includes one vacant full-time position (FTE) and one city vehicle. The annual cost of the service is approximately \$69,000, of which \$62,500 is for salary and benefits and \$6,500 for vehicle costs. The FTE roll is currently vacant. Staff recommend that the internal courier service, including one FTE position, be eliminated from the City's operating budget effective January 2020. The elimination of the internal courier service requires approval for various service level changes as described below.

Proposed service level changes

A significant portion of the internal courier service benefit's City departments only. Impact on internal operations will be minimal and mitigated through the use of delivery services currently provided by vendors and suppliers which the City is not using, enhanced services that Canada Post offers to its commercial customers and delivery via external courier services when required.

For the public, the only direct benefit of the internal courier service is that this service is responsible for the Operations Centre drop box. The drop box allows the public to submit cheques to the City to pay tax and other bills. The use of this service is minimal. The drop box contains, on average, only three envelopes per day. This increases to only an average of 20 envelopes per day on each of the two days immediately prior to the property tax due date. In 2019, the drop box has only been used 782 times. It is recommended that the Operation Centre drop box be removed beginning in January 2020. Staff recommend the removal of the drop box even if the courier service was not being eliminated for health, safety and other security reasons.

The elimination of the courier service will also have an impact on Members of Council and Citizen Members of the advisory committees. Currently the internal courier service delivers paper council and committee agenda's to Members of Council and Citizen Members that request the service. By the end of 2019, the City's electronic meeting

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management system (eScribe) will be used for all committee agenda's and minutes, meaning all agendas will be published in an easily accessible electronic format. Additionally, with the exception of Special Council meetings, agendas are regularly published approximately one week prior to a meeting. Members of Council will still have the option of obtaining a paper copy of an agenda from the Office of the Clerk well in advance of most meeting dates. It is recommended that the delivery of paper council and committee agendas cease effective January 2020

Financial/Staffing/Other Implications:

The City currently spends approximately \$69,000 to provide an internal courier service. The City also budgets \$12,000 for external courier services, for a total courier budget of \$81,000. The elimination of the internal courier service will result in an increase in external courier usage of \$7,500 for a total budget of \$19,500. Overall, the proposed service level change will result in annual savings of \$61,500.

Relationship to the Strategic Plan:

The recommendations of this report are consistent with the City's Strategic Plan of "Wise Management of Resources in Richmond Hill".

Conclusion:

Staff recommend that the City's internal courier service be eliminated and the 2020 external courier budget be increased from \$12,000 to \$19,500, for a net savings of \$61,500.

Attachments:

None

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Report Approval Details

Document Title:	SRCFS.19.046 Internal Courier Service.docx
Attachments:	
Final Approval Date:	Oct 15, 2019

This report and all of its attachments were approved and signed as outlined below:

MaryAnne Dempster - Oct 15, 2019 - 11:18 AM

Neil Garbe - Oct 15, 2019 - 2:49 PM