



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** June 5, 2018
From: Cecilia Achiam, MCIP, BCSLA **File:** 12-8060-01/20-Vol01
General Manager, Community Safety
Re: Community Bylaws Monthly Activity Report - April 2018

Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report - April 2018", dated June 5, 2018, from the General Manager, Community Safety, be received for information.

Cecilia Achiam, MCIP, BCSLA
General Manager, Community Safety
(604-276-4122)

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CS
APPROVED BY CAO 	

Staff Report

Origin

This monthly report for the Community Bylaws Department provides information on Grease, Soils, Property Use, Short-Term Rentals, Pay Parking, Parking Enforcement, Animal Control, Dog Licencing and Public Awareness Initiatives.

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

Analysis

Grease

The Grease Officer remains focused on education and voluntary compliance. During the month of April, the Bylaw Officer undertook 99 grease-trap inspections which are reflected in the cumulative total shown in figure 1a. One warning violation notice for contravention of the Drainage, Dyke and Sanitary Sewer System Bylaw No. 7551 was issued.

Soils

The Soil Officer continues to liaise with various departments and agencies for the purpose of monitoring properties that are engaged in the removal or deposit of soils and other fill material. Currently 90 files remain under active investigation, which includes 26 stop-work-orders, 23 fill removal orders, four active fill sites and the review of nine fill proposals.

During the month of April, the Bylaw Officer undertook 49 site inspections, which resulted in the issuance of three tickets (\$1,500 in fines) for contravention of the Soil Removal & Fill Deposit Regulation Bylaw No. 8094.

Property Use

Property Use Officers continue to investigate property matters based on public complaints, as well as conduct proactive enforcement for self-evident infractions such as boulevard obstructions and unsightly properties. Excluding grease, soils and short-term rentals, during the month of April, the Bylaw Officers administered 152 files, which were largely associated with towing permits, as well as noise, recycling and zoning matters.

The Short-Term Rental Officer continues to investigate occupancy issues based on website listings and public complaints. During the month of April, the Bylaw Officer undertook 59 site visits, which resulted in the issuance of nine violations (\$9,000 in fines), for contravention of the Zoning Bylaw No. 8500.

The following tables below (Figure 1a and 1b) reflect year-to-date *calls for service* categorized by property use file type for years 2016 and 2017. For the year 2018, calls are reflected as a cumulative total for each month ending with the current month of April 2018.

Figure 1a: Grease, Soils, Short-Term Rentals & Property-Use Calls for Service

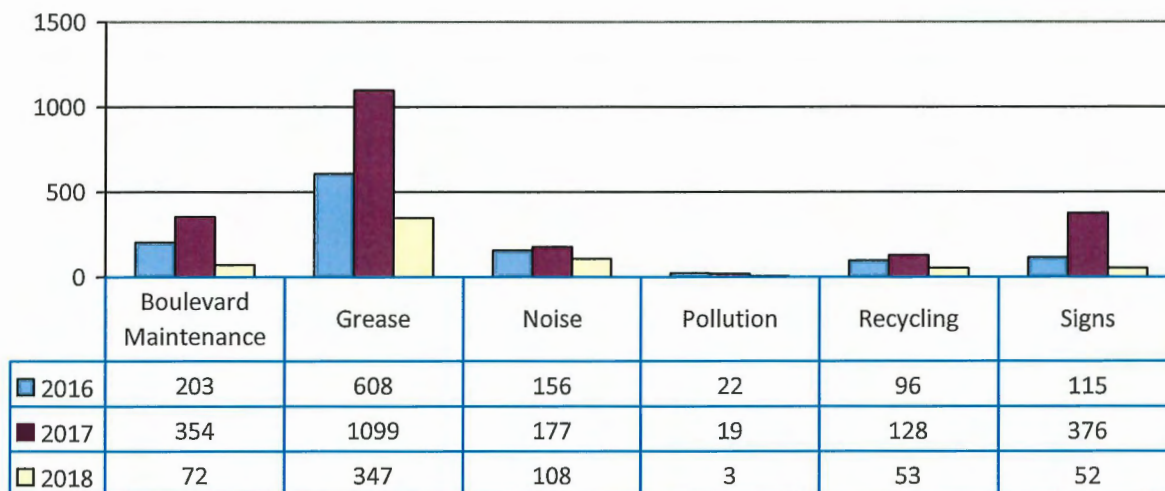
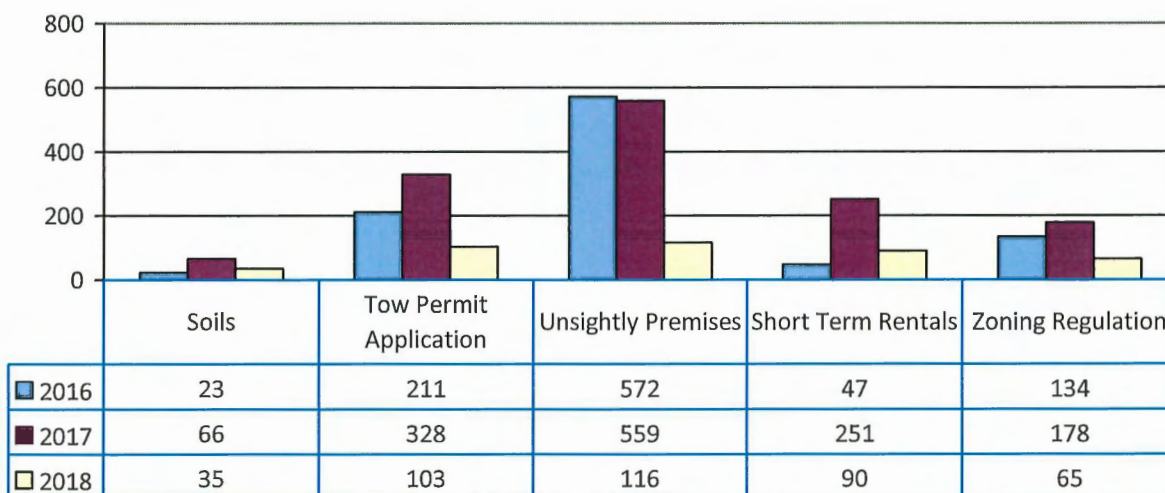


Figure 1b: Grease, Soils, Short-Term Rentals & Property-Use Calls for Service

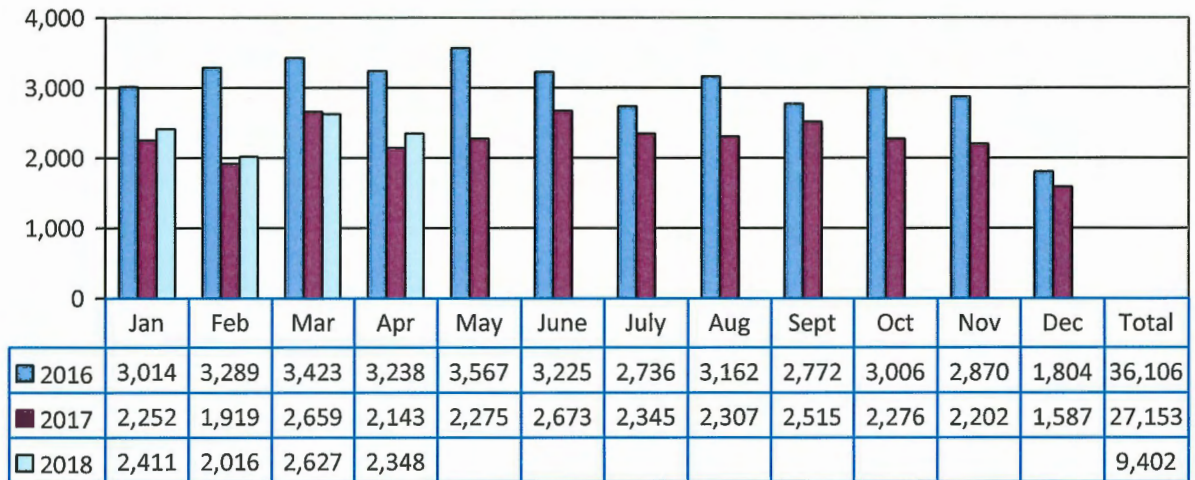


Parking and Animal Control

Parking and Animal Control Officers continue to focus on safety issues (fire hydrants, yellow curbs and animal control offences), as well as pay parking matters (parking meter and permit offences). During the month of April, Bylaw Officers issued 2,348 violations associated with various parking and stopping offences.

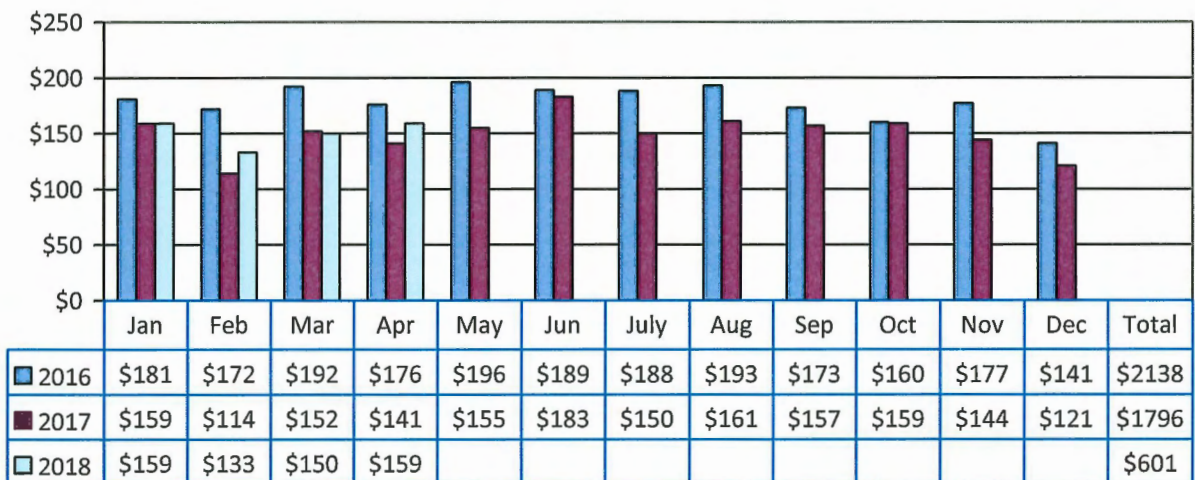
The following table reflects monthly and year-to-date *parking enforcement activity* measured by violation issuance.

Figure 2a: Parking Violations Issuance Comparison



The following table reflects monthly and year-to-date *parking program revenue* encompassing meter, permit & enforcement operations.

Figure 2b: Consolidated Parking Program Revenue Comparison (000's)



Dog Licencing and Animal Control

During the month of April, 225 dogs were licenced. The total amount of dogs licenced to date is 6,467.

The City of Richmond's current service delivery of animal control is primarily administered through contract with the Regional Animal Protection Society (RAPS) who manage the uniform

and equipment needs of their staff. City Bylaw Officers who respond to calls on evenings and weekends, have received certified training in animal control and at present their equipment follows workplace standards which includes dog catching and bite tools. City Bylaw Officers are not permitted to carry weapons.

Education and Awareness

RCMP and City Bylaw Officers continue to coordinate resources to focus on commercial vehicle enforcement. This joint operation resulted in 18 violations being issued to non-permitted and overweight commercial vehicles.

Customer Service Activity – Parking and Animal Control

The following table reflects monthly and year-to-date *calls-for-service* for parking and animal control.

Figure 3a: Community Bylaws Calls-for-Service

Calls for Service	April	YTD
Parking & Stopping Files	224	778
Animal Control Files	137	551
Totals	596	2,361

Enforcement Activity

The following table reflects monthly and year-to-date *violation issuance* listed by file type.

Figure 3b: Community Bylaws Violations

Ticket Issuance (BVN's & MTI's)	April	YTD
Short-Term Rental Offences	9	15
Soil Removal & Fill Deposit Offences	3	38
Grease Trap Offences	1	5
Parking & Stopping Offences	2,348	9,402
Animal Control Offences	26	72
Totals	2,387	9,532

Adjudication

The next adjudication session scheduled for July 24, 2018 will consist of nine violations in contravention of Traffic Bylaw No. 5870 and one violation in contravention of the Sign Regulation Bylaw No. 9700.

Revenue

The Community Bylaws Department derives most of its revenue from parking meters, parking permits and parking violations, with the remainder of revenue generated from the following

sources: Dog Licences, False Alarm Incidents, Animal Control Violations, Newspaper Box Permits (annual renewal), Towing Permits (biennial renewal) and Film Crew Occupancy.

In Figure 4, the variance for “False Alarms” remains inordinately high because of a previous billing transfer to property taxes and the significant variance for “Other Permits” can be attributed to straight-line financial projections.

The following table reflects monthly and year-to-date *department revenue* listed by source.

Figure 4: Budget vs. Actual Revenue by Source

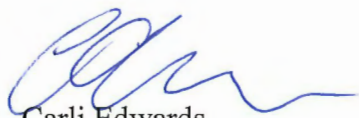
Program Revenue	April Budget	April Actual	YTD Budget	YTD Actual	YTD (\$) Variance	YTD (%) Variance
Filming Revenue	0	2,786	0	3,500	3,500	0.0%
False Alarms	4,350	5,628	17,400	50,853	33,453	192.3%
Dog Licences	12,630	12,486	127,759	140,662	12,903	10.1%
Towing Permits	1,148	3,177	6,901	7,888	987	14.3%
Other Permits	2,738	700	16,463	36,785	20,322	123.4%
Other Fines	3,237	2,450	21,726	21,925	199	0.9%
Parking Revenue	196,928	159,106	672,553	601,212	(71,341)	(10.6)%
Total Revenue	221,031	186,333	862,802	862,825	23	0.0%

Financial Impact

None.

Conclusion

Community Bylaws staff strive to maintain the quality of life and the safety of residents through coordinated efforts with other City departments and community partners. Further, all department personnel remain committed to educating the public and promoting a culture of voluntary compliance.



Carli Edwards
Manager, Community Bylaws
And Licencing
(604-276-4136)



Susan Lloyd
Manager, Parking Enforcement,
Animal Control And Administration,
Community Bylaws
(604-247-4467)

CT:stl