



To: Community Safety Committee **Date:** January 10, 2022
From: Cecilia Achiam **File:** 12-8060-01/2021-Vol
 General Manager, Community Safety 01
Re: **Community Bylaws Parking Enforcement and Animal Services Monthly
 Activity Report – 2021 in Review**

Staff Recommendation

That the staff report titled “Community Bylaws Parking Enforcement and Animal Services Monthly Activity Report – 2021 in Review”, dated January 10, 2022, from the General Manager, Community Safety, be received for information.

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

| REPORT CONCURRENCE | |
|-----------------------------------|-------------------------------------|
| ROUTED TO: | CONCURRENCE |
| Finance | <input checked="" type="checkbox"/> |
| SENIOR STAFF REPORT REVIEW | INITIALS: <i>MA</i> |
| APPROVED BY CAO | |

Staff Report

Origin

This monthly report for the Parking Enforcement and Animal Services department provides information and statistics for enforcing bylaws related to Pay Parking, Parking Enforcement, Animal Services and Dog Licencing as well as education and public awareness initiatives.

This report supports Council's Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

1.1 Enhance safety services and strategies to meet community needs.

Analysis

Dog Licencing and Animal Services

The start of the annual 2021 dog licencing program began in December 2020, with a total of 2,673 dogs being licenced. This figure represents 114 new dog licence applications and 2,559 dog licence renewal applications. The total number of dogs licenced in the 2021 dog licencing season was 7,595 compared to 7,290, which was the total number of dogs licenced in the 2020 annual dog licencing season.

As a result of the annual dog licence canvassing campaign, there is a marked increase displayed in each of the months shown in figure 3 where violations were issued as a result of bylaw canvassing. Although violations increased during these periods, not all resulted in fines (revenue) as the tickets were cancelled if the individual purchased a dog licence within 7 days of receiving the ticket.

The BC SPCA began providing animal control services in February 2021. Throughout 2021 the BC SPCA:

- Increased park patrols at Garry Point to address public concerns regarding off-leash dogs, which has resulted in a significant decrease of complaints;
- Implemented a public awareness campaign regarding fledgling season and the importance of not disturbing bird's nests;
- Implemented a public awareness campaign regarding the importance of keeping your dog safe and in an enclosed space within your home to address the increase of dog at large complaints as a result of windows and doors being left open due to warm weather;
- Increased school ground patrols, specifically Cook Elementary, due to an abundance of off-leash dogs witnessed by BC SPCA Officers during their patrols;
- Increased patrols of Agassiz Neighbourhood Park, due to a special request from a seven year old resident "to make her park safe";
- Increased patrols on both City and privately owned parking lots for dogs left in cars without proper ventilation during the summer heatwave.

- Initiated “home checks” on all residences within the community that have dogs deemed dangerous by the City due to behaviour (attacked or bitten a person or animal). The home checks are to ensure that the animal is being contained on the premises in accordance with Animal Regulation Bylaw No. 7932.

BC SPCA Officers conduct both education outreach and enforcement including licence checks, muzzling requirements and general animal services and dog licencing violations, while continuing to foster a strong relationship within the community.

Figure 1 below, highlights the top five patrolled parks and/or schools for the month of December. BC SPCA Officers patrolled 42 parks and/or schools for the month of December, which brings the year-to-date total of parks and/or schools patrolled by BC SPCA Officers to 740.

Figure 2 below, represents the 125 calls for service that the BC SPCA Officers attended for the month of December which brings the year-to-date of Calls for Service attended by BC SPCA Officers to 1,803.

Figure 3 below, reflects the monthly and year-to-date animal control and dog licencing enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 4. For the month of December, BC SPCA Officers issued 15 bylaw violation notices, bringing the year-to-date total to 853. In comparison, December 2020 had 603 bylaw violation notices issued for animal regulation and dog licencing offences. Issuance of bylaw violation notices by BC SPCA Officers has risen by 250 for 2021

Animal services ticket revenue continues to reflect an increase, which can be attributed to BC SPCA Officers foot patrols of non-permitted off-leash parks, which have resulted in ticketing for non-compliance of both the Dog Licencing Bylaw No. 7138 and the Animal Control Regulation Bylaw No. 7932.

Figure 1: Parks Patrolled by BC SPCA

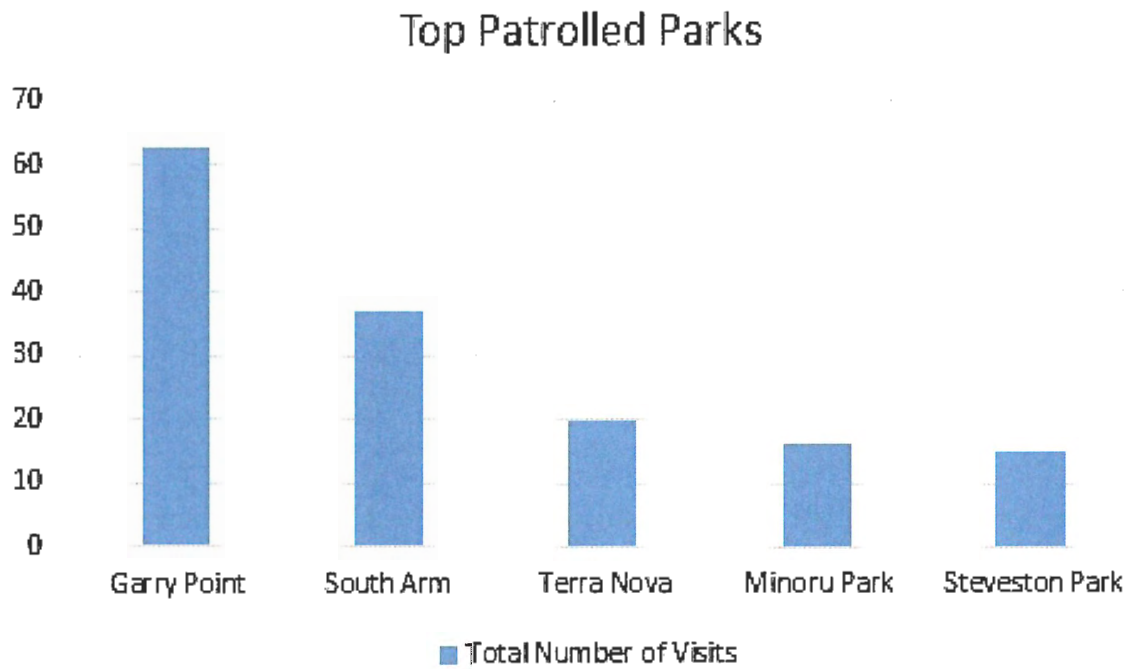


Figure 2: Dispatch Calls for Service - Animals

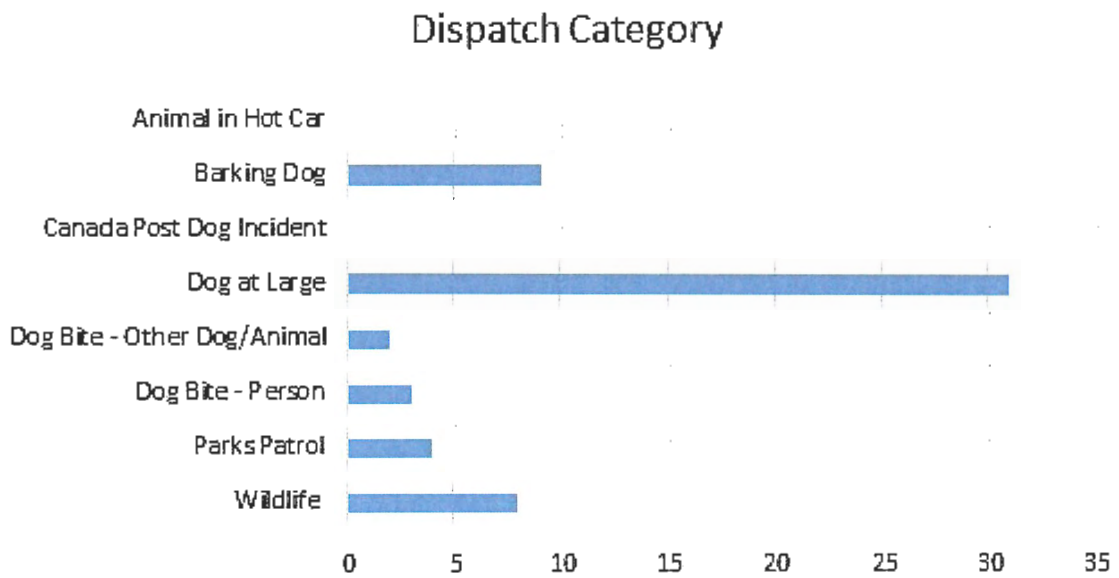


Figure 3: Dog Licencing & Animal Services Violation Issuance Comparison

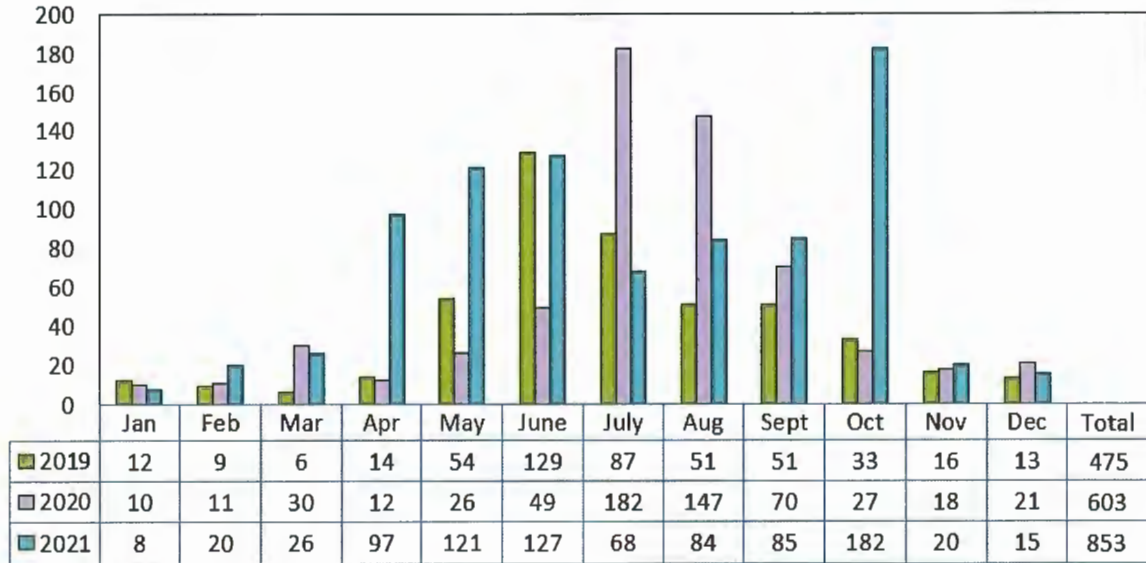
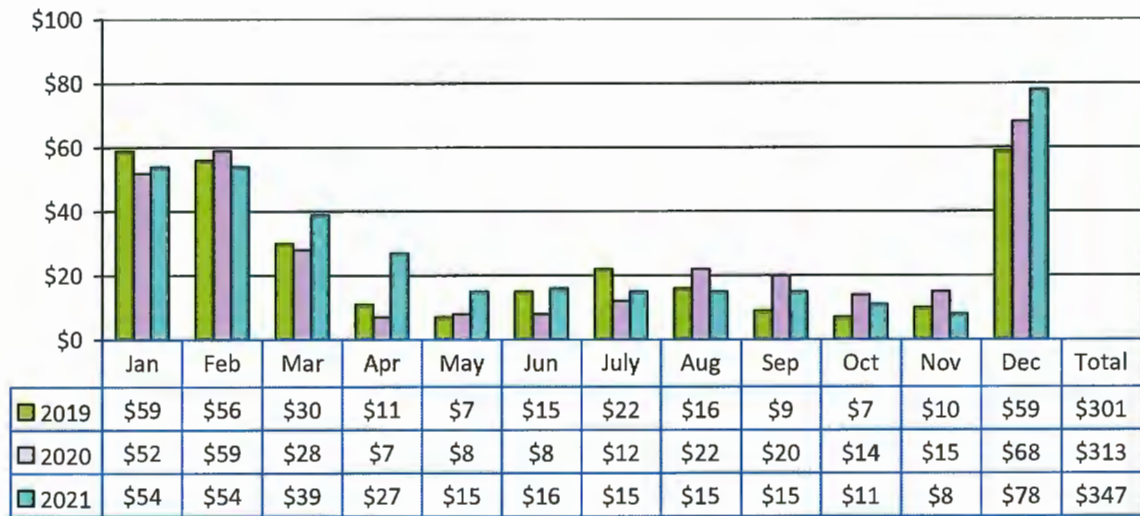


Figure 4: Dog Licencing and Animal Services Revenue Comparison (000's)



Parking Enforcement

For the month of December 2021, Parking Officers proactively patrolled for stopping and parking infractions while continuing to monitor vehicles parked in contravention of the Traffic Bylaw No. 5870 (Traffic Bylaw) section 12.3 (d), which prohibits the parking of a vehicle for over 72 consecutive hours on a city street. Parking Officers attended 485 Calls for Service for the month of December, out of which 322 were for the distribution of snow and ice pamphlets to local businesses. Parking Officers delivered pamphlets as a reminder to local businesses to clear the sidewalks fronting their stores before 10am, as per the Traffic Bylaw, Section 6.1.

The remainder of the Calls for Service were for stopping and parking related offences, bringing the year-to-date total of Calls for Service to 2,774. In comparison, 2020's year-to-date figure lists 3,846 Calls for Service. Parking Officer attendance for Calls for Service since 2020 has decreased by 1,072. The marked decrease in 2021 can be attributed to the City's return to normal operations. In 2020, Parking Officers were assigned COVID-19 response duties where Parking Officers attended calls to educate both sports groups and individuals on maintaining social distancing due to onset of the COVID-19 pandemic, which resulted in higher calls for service in 2020.

Parking Officers conducted 46 school patrols for the month of December, which resulted in the issuance of 22 bylaw violation notices. The total year-to-date school patrols conducted by Parking Officers is 361, together with a year-to-date total of 562 bylaw violation notices being issued as a result of the scheduled school patrols.

For the month of December, Parking Officers issued 1,235 bylaw violation notices, bringing the year-to-date total to 17,538. In comparison, 2020's year-to-date figure lists 17,286 bylaw violation notices issued for parking and stopping offences. Issuance of bylaw violation notices by Parking Officers, has risen by 252 for 2021. Ticket revenue continues to reflect lower than in previous years due to the continued effect of COVID-19 on the community.

Parking Officers proactively patrol City owned off-street parking lots for compliance of pay parking and City roadways for safety and obstruction offences. Management of Calls for Service by Parking Officers, is priority based with all safety and obstruction requests receiving top priority.

Figure 5 reflects the monthly and year-to-date parking enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 6.

Figure 5: Parking Violations Issuance Comparison

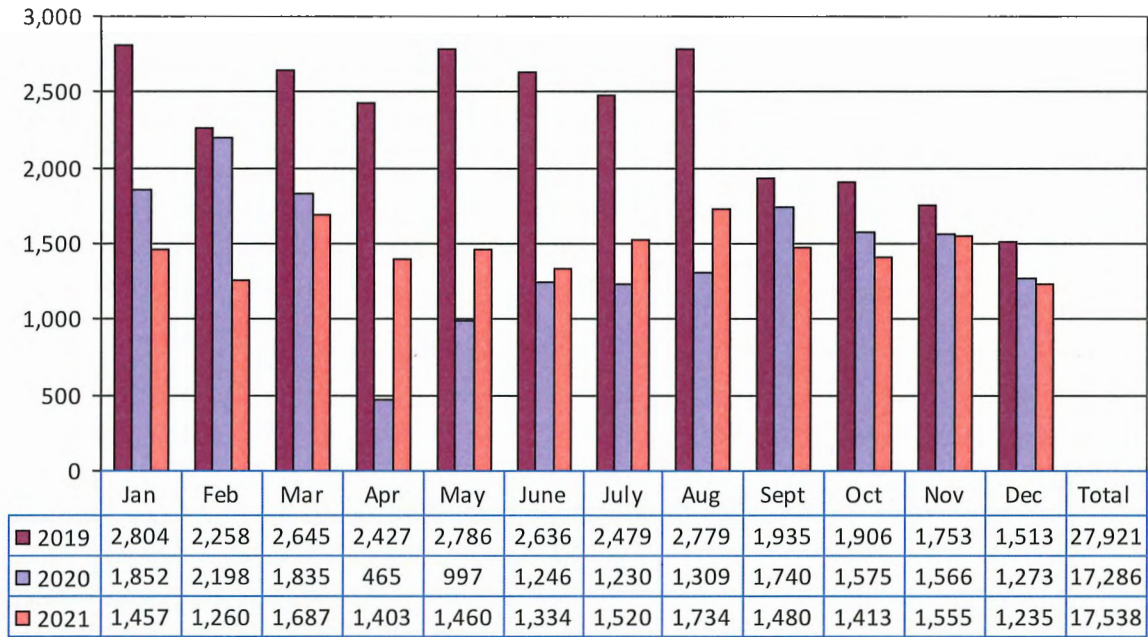
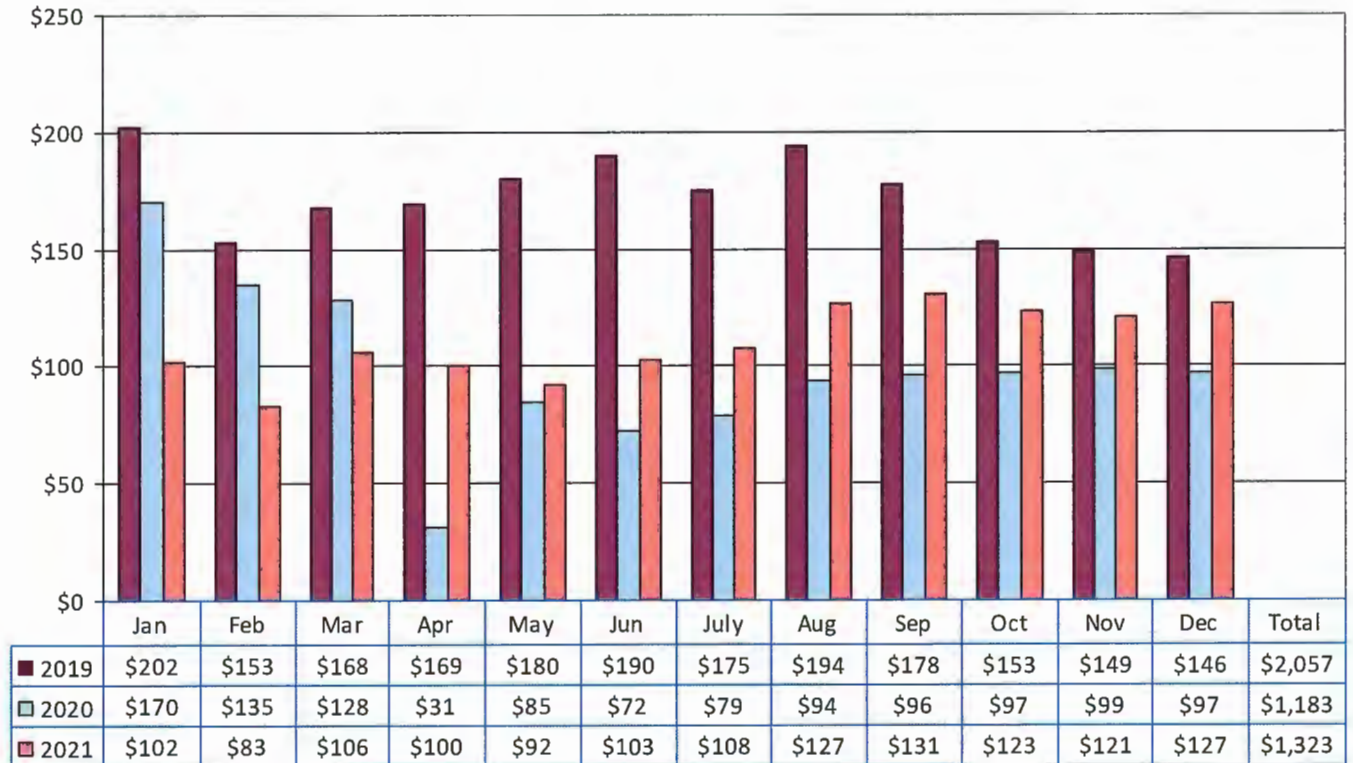


Figure 6: Parking Revenue Comparison (000's)



Bylaw Adjudication

The next adjudication hearing is scheduled for February 16, 2022.

Revenue and Expenses

The Community Bylaw Parking and Animal Services department derives much of its revenue from parking meters, parking permits and parking violations. The remainder of revenue generated is from dog licences, animal services fines, false alarm disturbances and newspaper box permits. Table 2 outlines individual revenue types while Table 3 highlights revenue and expenses for the programs within Community Bylaws Parking and Animal Services.

Table 2: Parking and Animal Services Revenue by Source

| Program Revenue | Budget Dec 2021 | * Actual Dec 2021 | YTD Budget Dec 2021 | *YTD Actual Dec 2021 |
|--------------------------------|-----------------|-------------------|---------------------|----------------------|
| Contract Revenue ¹ | 4,387 | 5,000 | 60,000 | 60,000 |
| Filming Revenue | 0 | 990 | 0 | 19,079 |
| False Alarm | 4,533 | 0 | 54,400 | 5,875 |
| Dog Licences | 50,439 | 75,647 | 243,500 | 292,700 |
| Newspaper Box Permits | 2,541 | 0 | 62,500 | 8,648 |
| Animal Services Fines | 2,113 | 1,800 | 10,200 | 54,275 |
| Parking Revenue ² | 149,452 | 127,329 | 2,044,200 | 1,323,451 |
| Receivable Income ³ | 7,311 | 0 | 100,000 | 12,840 |
| Total Revenue | 220,776 | 210,766 | 2,574,800 | 1,776,868 |

- Note: Preliminary financial information. Information may change subject to year-end adjustments and audit.

Table 3: Parking & Animal Services Revenue and Expenses

| | | YTD Budget Dec 2021 | *YTD Actual Dec 2021 |
|-----------------------------------|------------------------------|---------------------|----------------------|
| Parking⁴ | Revenue | 2,321,100 | 1,429,893 |
| | Expenses | 1,606,100 | 1,249,497 |
| | Net Revenue (Expense) | 715,000 | 180,396 |
| Animal Control⁵ | Revenue | 253,700 | 346,975 |
| | Expenses | 1,009,000 | 1,061,847 |
| | Net Revenue (Expense) | (755,300) | (714,872) |

- Note: Preliminary financial information. Information may change subject to year-end adjustments and audit.

¹ City Towing Contract with Rusty's towing

² Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

³ Receivable Income consists of Night Market Recoveries

⁴ Includes all revenue from Table 2, excluding dog licences and animal services fines

⁵ Includes dog licences and animal services fines from Table 2

Financial Impact

None.

Conclusion

The Parking Enforcement and Animal Services department administers a wide range of bylaws related to parking, animal services, public parks and school grounds. This report provides a summary of annual enforcement activity for 2021, including revenue and expenses. Due primarily to the impact of the COVID-19 Pandemic, Calls for Service decreased along with ticketing and fine revenue. However, the decrease in revenue was managed and partially offset by a decrease in costs in all areas of the department.



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