



# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** February 1, 2011

**From:** Phyllis L. Carlyle  
General Manager, Law & Community Safety

**File:** 12-8060-01/2011-Vol 01

**Re:** Community Bylaws – Year End December 2010 Activity Report

### Staff Recommendation

That the Community Bylaws Activity Report dated February 1, 2011, from the Manager Community Bylaws, be received for information.

Phyllis L. Carlyle  
General Manager, Law & Community Safety  
(604.276.4104)

FOR ORIGINATING DEPARTMENT USE ONLY		
CONCURRENCE OF GENERAL MANAGER 		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
REVIEWED BY CAO	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

### Staff Report

This activity report for the Community Bylaws Division provides information on each of the following areas:

1. Parking Program
2. Property Use
3. Animal Control
4. Adjudication Program
5. Revenue & Expenses

#### 1. Parking Program

##### Enforcement Activity

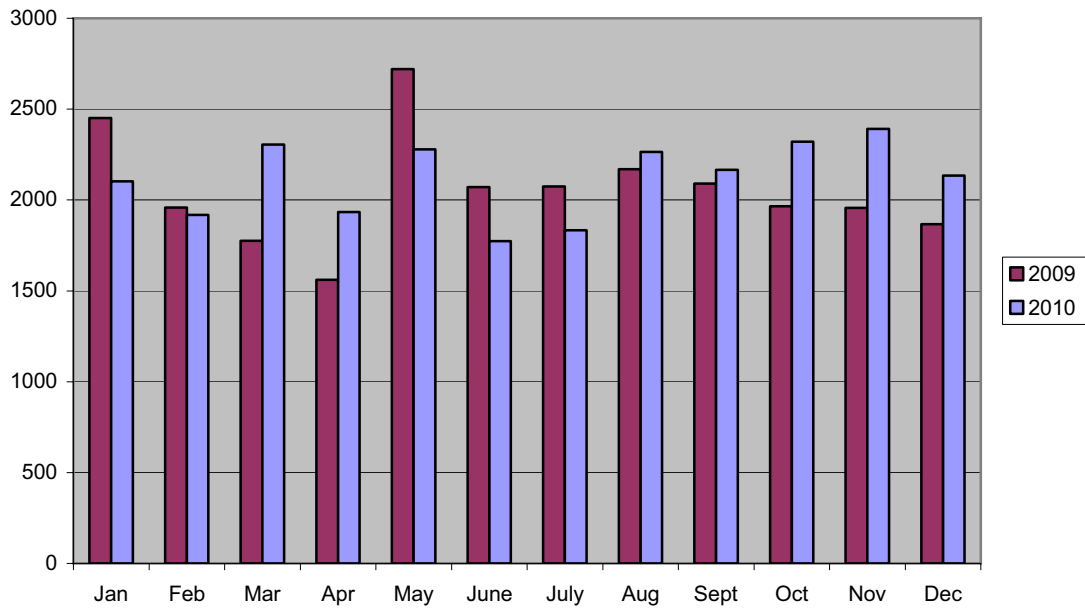
- The number of parking violations that were either cancelled and/or changed to a warning for 2010 was 1,615. The following chart provides a breakdown of the most common reasons for the cancellation of bylaw violation notices pursuant to Council's Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a) Identity issues	7.0%
Section 2.1 (c) Poor likelihood of success at adjudication	21.46%
Section 2.1 (e) Multiple violations issued for one incident	2.0%
Section 2.1 (f) Not in public interest	55.34%
Section 2.1 (g) Proven effort to comply	14.2%

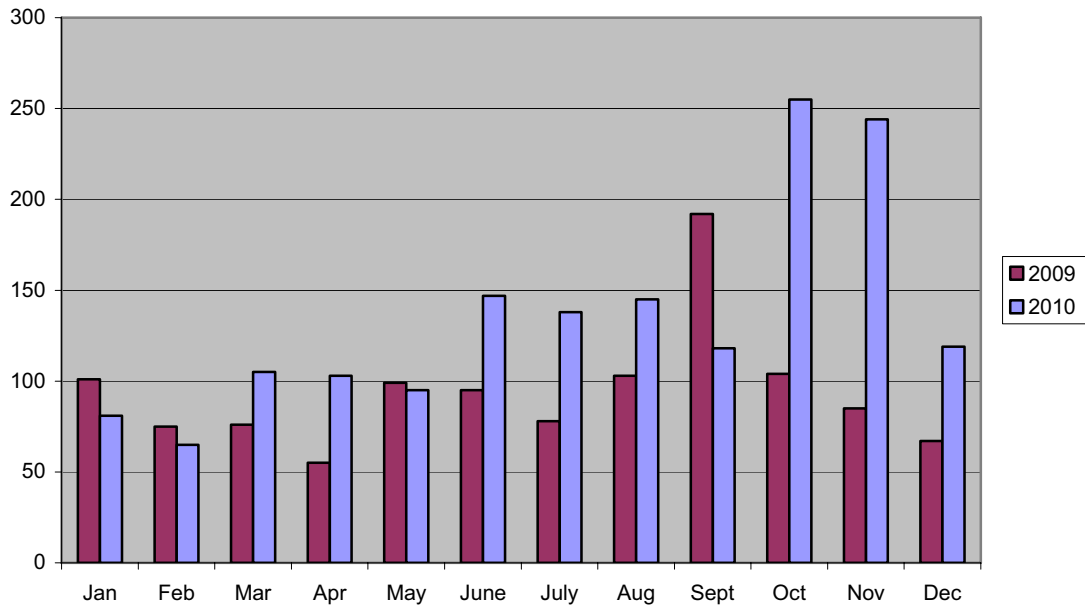
- A total of 25,420 notices of bylaw violation were issued for parking / safety & liability violations within the City during the year 2010 – an increase of approximately 3% when compared to the number of violations issued for 2009.

Following are month-to-month comparison charts on the number of violations that have been issued and cancelled for the years 2009 and 2010:

2009 & 2010 Comparison for Parking Violations Issued



2009 & 2010 Comparison for Parking Violations Changed to Warning



## 2. Property Use

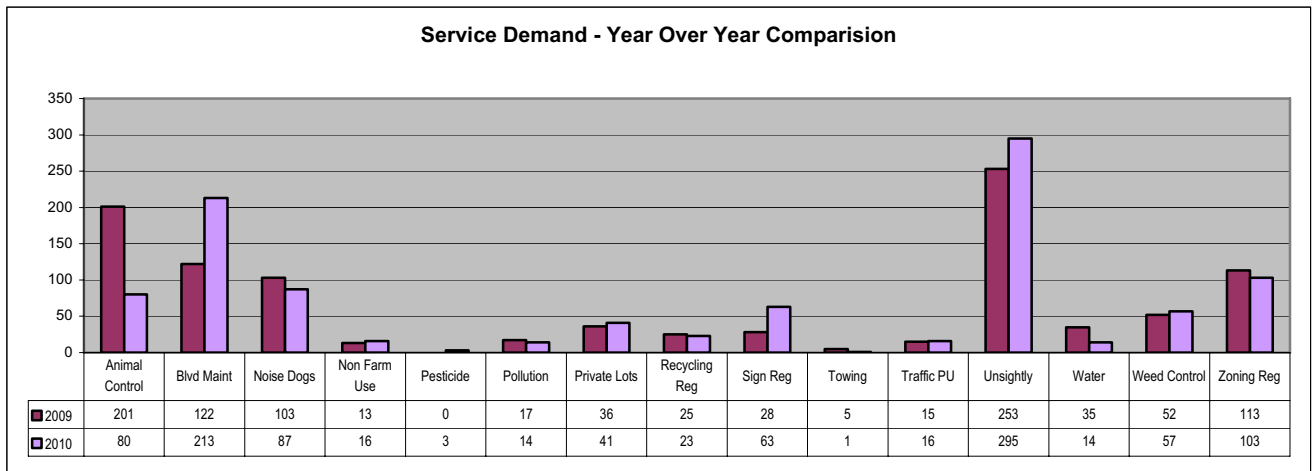
### Customer Service Response

- For the year 2010, 1,026 inspection files were created and assigned for investigation and appropriate enforcement – a year/year increase of approximately 1% when compared to the year 2009. There was a notable increase in unsightly premises complaints, 295 for the year 2010 versus 253 in the year 2009. There was also a significant decrease in animal control complaints, 80 for the year 2010 versus 201 in the year 2009.

### Enforcement Activity

- Council’s adoption of the new Grease Management regulations and fines in October 2010 will result in additional enforcement activity for many of the food establishments in the City.
- All newspaper distributors have been provided with approved locations, unique permits for each newspaper box within the City and invoicing for the calendar year of 2011. Permit revenue is expected to amount to \$26,650. Enforcement activity moving forward will be on a progressive basis as the distributors and City staff get used to the new regulations and requirements.
- Bylaw Liaison Property Use Officers continue to actively conduct inspections and pursue compliance on a number of bylaws related to both private and City property.

The following chart delineates a year over year (2009/2010) comparison by service demand type:





**5. Revenue and Expenses**

The following information is an analysis for 2010 compared to 2009.

**Consolidated Parking Program Revenue** The total of meter, monthly permit and enforcement revenue is up 3% over 2009. Revenues as at December 31, 2010 are \$1,335,225 compared to \$1,296,419. This positive increase is due largely to the efforts of our parking enforcement staff, and in part to the early receipt of payment for 2011 “CLUB” parking permits invoiced in 2010. "CLUB" parking permits are issued to various City-affiliated organizations whose place of business is adjacent to a City-owned parking facility.

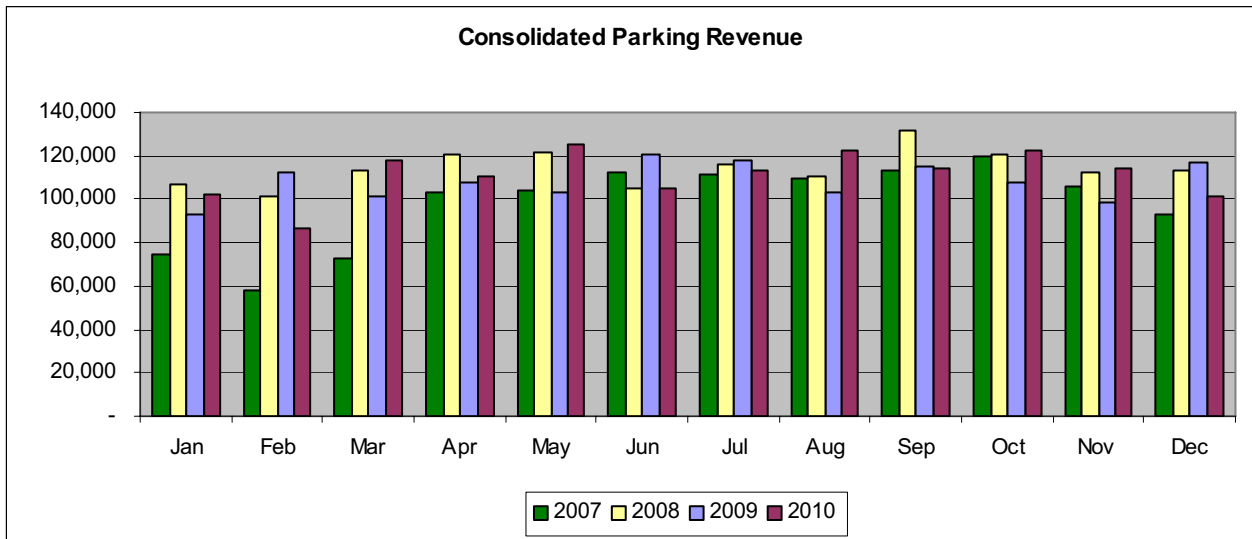
**Meter Revenue** has been consistently below target and budget for the duration of the year due largely to vandalism, theft of meters and reaction to increased parking rates in early 2010. Meter revenue as at December 31, 2010 total \$430,760 representing a decrease of 16.1% below last year.

**Permit Revenue** is up by 5.3% over the same period last year, (not including the additional \$10,300 in permit revenue that was received for 2011 “CLUB” parking permits). Permit revenue as at December 31, 2010 is \$153,266 compared to \$145,463 for 2009.

**Enforcement Revenue** is up 14.7% over the same period last year. Revenues as at December 31, 2010 are \$765,274 compared to \$667,165 for 2009.

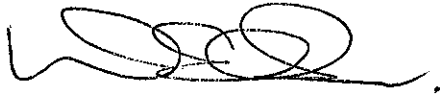
Expenses are on target, with the exception of the category under equipment maintenance and repair which relate to the vandalism on meters.

The following chart provides a 2010 consolidated revenue comparison with prior years:



**Conclusion**

Community Bylaws staff continues to promote and maintain the quality of life and safety of the residents of the City of Richmond through coordinated team efforts with many City departments and community partners.

A handwritten signature in black ink, appearing to read 'Wayne G. Mercer', with a horizontal line underneath.

Wayne G. Mercer  
Manager, Community Bylaws  
(604.247.4601)

ML:ml