



To: Community Safety Committee

Date: June 12, 2013

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

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

Re: **Community Bylaws – May 2013 Activity Report**

Staff Recommendation

That the report titled Community Bylaws – May 2013 Activity Report dated June 12th, 2013, from the General Manager, Law & Community Safety be received for information.

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

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Budgets	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
REVIEWED BY DIRECTORS	INITIALS: DW
REVIEWED BY CAO (DEPUTY)	INITIALS: DE

Origin

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

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

Analysis

1. Parking Program

Customer Service Response

An average of 44 daily calls for service was fielded by administration staff in May 2013. This activity represents a decrease of approximately 9.0% compared to April 2013, and is on par with the number of calls reported in May 2012.

Enforcement Activity

A total of 3441 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of May 2013. This is an increase of approximately 13.53% compared to the number of violations issued in May 2012. This significant increase continues as a result of process improvements, effective officer deployment and a continued focus on service delivery.

In May 2013, 301 (8.75%) of the total violations issued were either cancelled or changed to a warning.

The following list provides a breakdown of the 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	23	7.64%
Section 2.1 (b) Exception in Bylaw	5	1.67%
Section 2.1 (c) Poor likelihood of success at adjudication	8	2.66%
Section 2.1 (d) Contravention necessary - health related	4	1.33%
Section 2.1 (e) Multiple violations issued for one incident	6	1.99%
Section 2.1 (f) Not in the public interest	17	5.65%
Section 2.1 (g) Proven effort to comply	140	46.50%
Administrative Entries	50	16.61%
Warnings	48	15.95%

Program Highlights

In April there were no incidents of vandalism to parking meters, however, routine repairs of the City’s aging inventory accounted for two in-field service calls and three battery replacements.

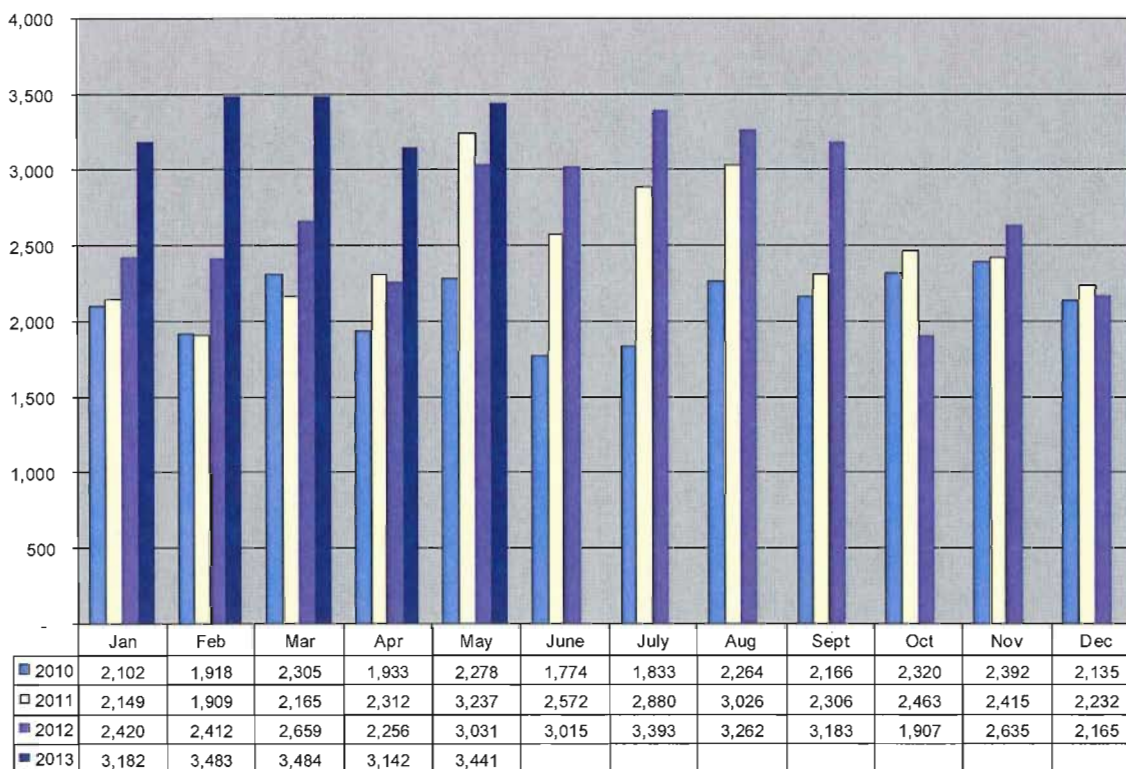
On June 12th Community Bylaws, in partnership with Richmond Centre for Disability, launched the parking decal initiative. The program roll-out began with ads in the Richmond Review on June 12th and June 26th. Staff have been supporting the program with the distribution of vehicle leaflets which began in mid June.

“Same day” customer service response related to parking inquiries and complaints has reached a 95% success level in the department with the remaining calls and emails being attended to within 24 hours. This improvement is the result of the department’s sustained efforts for “continuous improvement” resulting in a shared and timely response to public inquiries.

Significant increases in enforcement activity were achieved during the first quarter of this year and continue into the second quarter as the focus on programs, their effectiveness and the development of further efficiencies remains. Of special note is that sustained enforcement activity did not result in any significant increases in integrity based complaints (e.g. officer conduct).

Following is a month-to-month comparison reflecting the number of violations issued for the years 2010, 2011, 2012 and 2013:

2010 - 2013 Comparison for Parking Violations Issued



2. Property Use

Customer Service Response

An average of 20 daily calls for service was fielded by administration staff in May 2013. This is slightly above the number of calls fielded in April 2013 and reflects a 100% increase compared to calls reported in May 2012.

Enforcement Activity

In May 2013, 241 investigation files were created and assigned for inspection and/or investigation. This file load indicates an increase of approximately 30% when compared to May 2012. This increase is attributed in part to an increase in calls for service from resident concerns regarding unsightly premises; 84 in May 2013 compared to 60 in May 2012. The file load increase is also attributed to an increase in calls regarding boulevard maintenance. Data from May 2012 indicated 8 boulevard maintenance contraventions compared to 26 for May 2013.

Community Bylaws continues to currently monitor 97 residences in relation to the “Abandoned/Vacant Home Joint Operations” program.

The “Soil Watch” program implemented on January 29, 2013 has resulted in two calls for service. Staff continue monitoring 9360 Finn Road as well as other properties in the Agricultural Land Reserve. In May, Community Bylaws received three non-farm use applications related to soil fill and removal on properties within the City’s Agricultural Land Reserve.

As in previous years, the department is supporting and promoting public awareness of the City’s Enhanced Pesticide Management Program with compliance efforts under Pesticide Use Control Bylaw No. 8514. Bylaw Liaison Property Use Officers attended 654 addresses during the month of May. In addition to providing residents with information regarding the cosmetic use of pesticides, officers are expanding the dog licensing strategy by conducting unlicensed dog canvassing at the same time. This effort has resulted in the issuance of 24 new dog licences and the registration of two renewal licenses. Pesticide advisory and dog licence canvassing will continue during the month of June 2013.

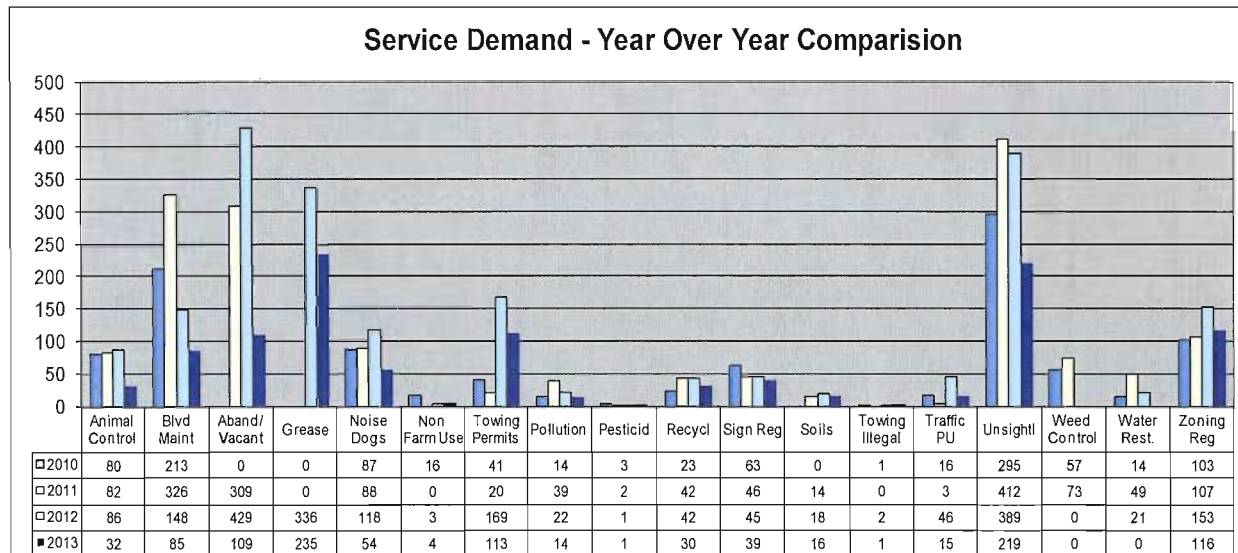
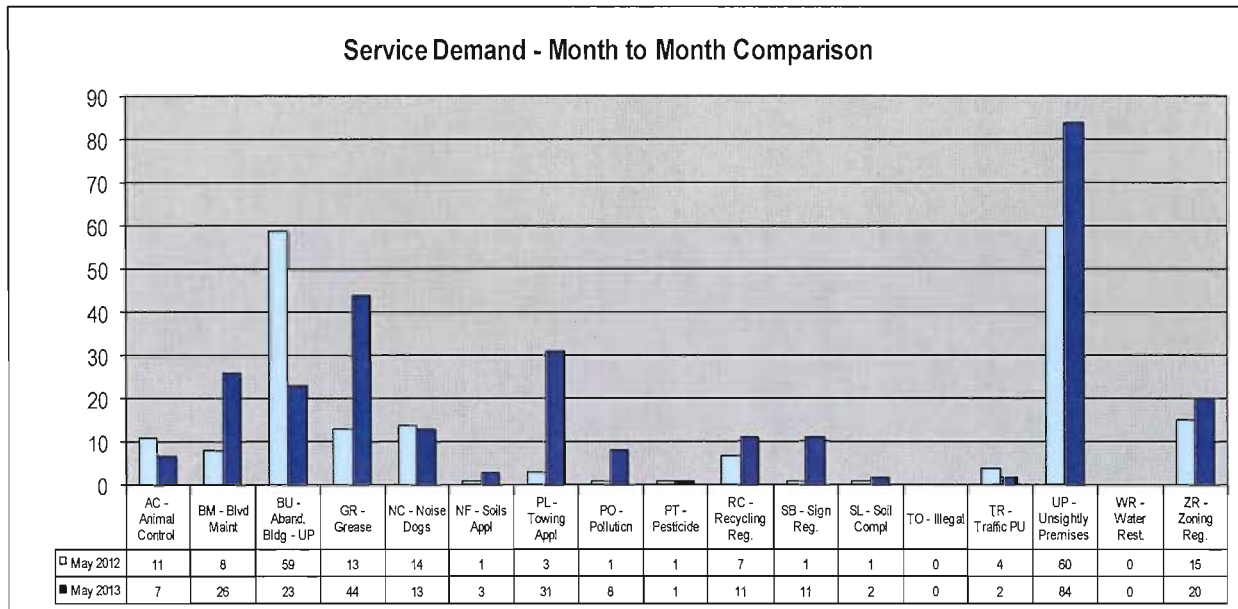
On May 25, 2013 Community Bylaws participated in the City’s Public Works Open House in the form of a Community Bylaws educational booth. Staff organized games and contests to highlight parking issues, responsible dog ownership, grease management and community property standards.

Richmond Health Protection are contracted to enforce and manage the City of Richmond’s Noise Regulation Bylaw No, 8856. Enquiries and complaints are received by the Health Department directly from the public or referred by City staff and the RCMP. Richmond Health provides semi-annual reports to Community Bylaws on noise trends and complaints in January and July each year. The January 2013 report covered the reporting period July 1, 2012 to December 31, 2012 where there were a total of 312 noise related activity items recorded during the reporting period. This number constitutes an increase of 8.3% when compared to the same period last year (June 2011 – December 2011). This increase is attributed to the following noise complaint categories: construction, party/music, mechanical, and industrial

The following table shows a breakdown of categories for the number of files related to noise complaints that were managed by Richmond Health for the reporting period July 1, 2012 to December 31, 2012.

July 1 to December 31	Construction	Party/Music	Traffic	Mechanical	Alarms	Neighbours	Industrial	Misc.	Plan Reviews	Special Event/ Development Applications	Total
2012	63	14	10	21	1	9	6	15	114	59	312

The following charts compare Property Use service demand by type for April 2013 vs. April 2012 as well as a comparative for the years 2010, 2011, 2012 and 2013:



3. Grease Management Program

The Grease Management officer conducted 60 regulatory visits to 44 food sector establishments during May 2013, which resulted in four by-law violations.

4. Dispute Adjudication Program

On May 28, 2013, a total of 15 Adjudication Hearings resulted in the following outcomes:

- Thirteen violations were upheld (three disputants did not attend and the allegations were deemed to have occurred)
- Two violations were suspended

The next Adjudication Hearing is scheduled for July 23, 2013.

5. Animal Control

In May 2013 Community Bylaws issued 87 new dog licences, representing a decrease of 17.24%, as compared to the number of new dog licences issued in May 2012. As of May 31, 2013 there were 5251 dogs licensed in Richmond. This total includes 70 dangerous dog license registrations. Animal Control officers responded seven dog bite incidents each of which resulted in a dangerous dog investigation; as well as seven requests for off-leash enforcement.

In order to encourage more dog registrations which provide dog owners an added safety net for lost, stolen, or missing dogs, a more strategic “door-to-door” dog license canvassing procedure will commence at the beginning of June 2013. The capacity to process payments via cash, cheque or credit card, while conducting neighbourhood canvasses, will be one of the conveniences and service level enhancements the community should notice.

6. Revenue and Expenses

The following information is a month to month analysis of May 2013 compared to May 2012.

Consolidated Parking Program Revenue:

The total meter, monthly permit and enforcement revenues increased by 20.8% over the same period last year. Specifically, consolidated revenues were \$177,887 for May 2013 compared to \$147,279 for May 2012.

Meter Revenue:

Meter revenue increased by 15.8% over the same period last year. Specifically, meter revenue was \$52,275 for May 2013 compared to \$45,124 for May 2012.

Permit Revenue:

Permit revenue remained the same over the same period last year. Specifically, permit revenue was \$12,150 for May 2013 compared to \$12,051 for May 2012.

Enforcement Revenue:

Enforcement revenue increased by 25.9% over the same period last year. Specifically enforcement revenue was \$113,462 for May 2013 compared to \$90,104 for May 2012.

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



Conclusion

Community Bylaw staff continue to strive to 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 while promoting a culture of compliance.

Edward Warzel
 Manager, Community Bylaws
 (604) 247-4601