



To: Community Safety Committee **Date:** February 27, 2012
From: Phyllis L. Carlyle **File:** 12-8060-01/2011-Vol.01
 General Manager, Law & Community Safety
Re: Community Bylaws – January 2012 Activity Report

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated February 27, 2012, from the General Manager, Law & Community Safety, be received for information.

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

FOR ORIGINATING DEPARTMENT USE ONLY			
ROUTED TO:	CONCURRENCE		CONCURRENCE OF GENERAL MANAGER
Budgets	Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>	
Engineering	Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>	
Parks	Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>	
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

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

I. Parking Program

Customer Service Response

The average number of daily calls for service fielded by administration staff on parking issues for January 2012 was 41 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 41.38% when compared to the number of service calls reported for the month of December 2011.

Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of January 2012 was 224; which represents 9.26% of the violations issued in January 2012. The following table 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:

Section 2.1 (a) Identity issues	11.16%
Section 2.1 (c) Poor likelihood of success at adjudication	12.50%
Section 2.1 (d) Contravention necessary - health related	2.23%
Section 2.1 (e) Multiple violations issued for one incident	7.14%
Section 2.1 (f) Not in public interest	47.32%
Section 2.1 (g) Proven effort to comply	17.86%

- A total of 2,420 notices of bylaw violation were issued for parking / safety & liability infractions within the City during the month of January 2012 – this reflects an increase of approximately 12.61% when compared to the number of violations issued during the month of January 2011.

Program Highlights

- Installation for the new Hollybridge parking meters is complete; popular on-street option to Richmond Oval parkade.
- Physical vault reinforcement was undertaken on several of the City’s older parking meters and has proven successful in deterring vandalism.
- Two incidents of meter vandalism / revenue theft were reported during January 2012.

- Parking meters that were previously deployed at the Richmond Oval parkade have been moved to replace older, unreliable equipment at Gateway Theatre. This relocation has proven successful in reducing customer service complaints by about 90%.

Following is a month-to-month comparison chart for the number of violations that have been issued in the years 2009, 2010, 2011 and 2012:



2. Property Use

Customer Service Response

The average number of daily calls for service fielded by administration staff on property use issues for January 2012 was 11 – this includes voice messages, directly answered calls as well as emails and represents an increase of approximately 22.22% when compared to the number of daily service calls reported for the month of December 2011.

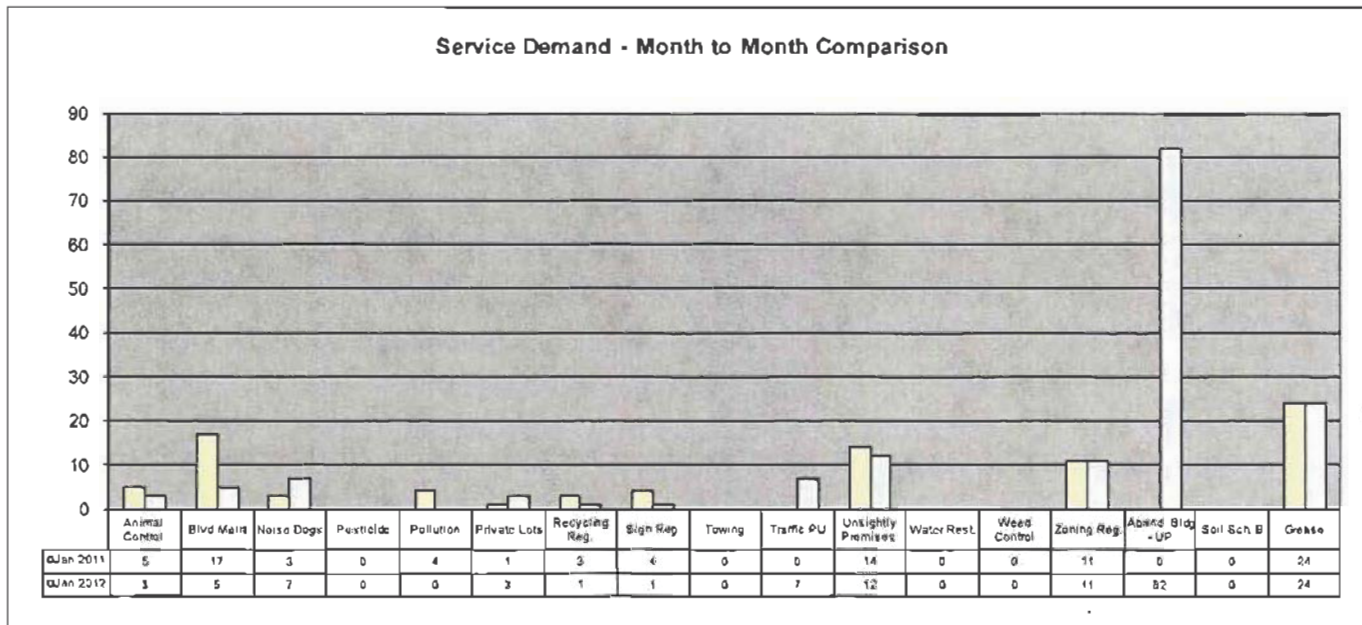
For January 2012, 156 inspection files were created and assigned for investigation and appropriate enforcement – this represents an increase of approximately 113.70% when compared to January 2011 and highlights the increased pro-active enforcement related to abandoned and vacant buildings.

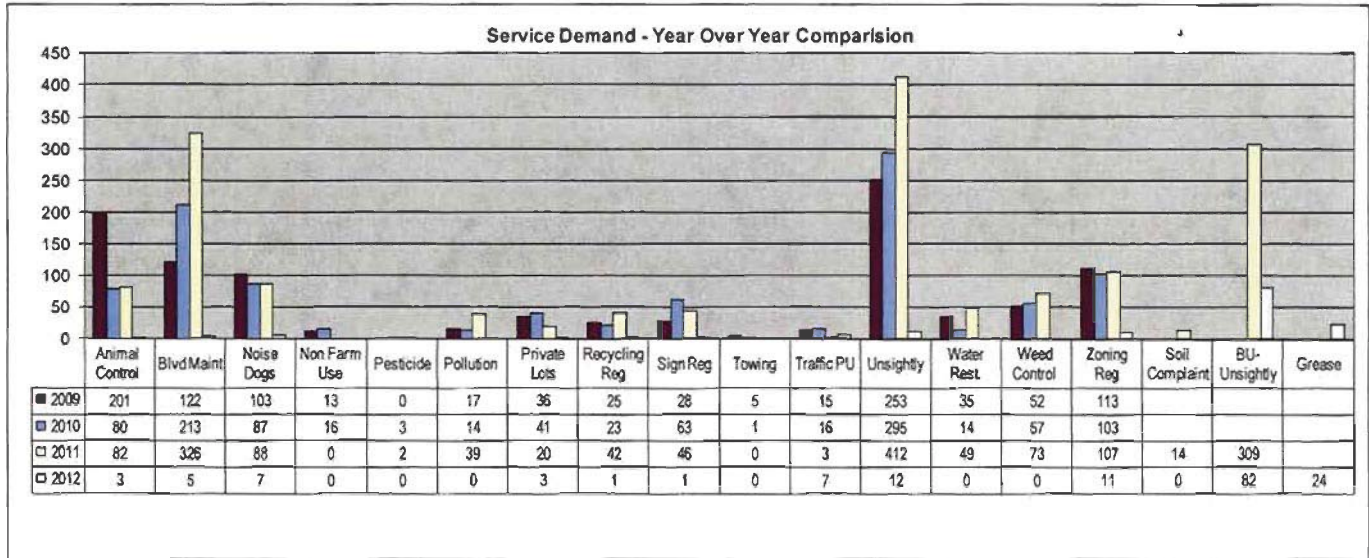
Enforcement Activity

Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to achieve compliance with the City’s regulatory by-laws through education, mediation and, as necessary, progressive enforcement and prosecution.

- Proactive enforcement efforts continue with regard to the abandoned/vacant home joint operations program with RCMP and Richmond Fire-Rescue that began in June 2011. There were 82 abandoned/vacant home inspections conducted during the month of January 2012.
- On January 28, 2012, staff conducted a dedicated patrol for unauthorized signs. The roadways patrolled included: Moncton, Chatham, Bayview, Ferndale, Katsura, Alberta; Granville, Blundell, No. 1 Rd, No. 2 Rd, No. 3 Rd, Garden City, Steveston Hwy, Bridgeport, Westminster Hwy and Lynas Lane.
- A total of 187 illegal signs were removed from City Property as follows:
 - 1) 36 Sandwich Board Signs – Highest incidence at 45% in Katsura, Alberta, Ferndale and Granville area (between Garden City & No. 4); both the Steveston area and Bridgeport both were next at 20%.
 - 2) 19 Free Standing Signs
 - 3) 132 Pole Signs – No 3 Road had the highest number at 47% followed by No. 1 Road at 22% and Westminster Hwy at 15%.

The following charts delineate Property Use service demand by type, for January 2011 and January 2012, as well as a year-over-year running comparison:





3. Grease Management Program

The Grease Management Inspector conducted 24 regulatory visits to food sector establishments during the month of January 2012. The enforcement efforts were focused in the Lansdowne Mall working very closely with the mall management to ensure compliance and provide education and expectations to business owners. There were two violation tickets issued during the month of January for failure to provide access to the facility's grease trap.

4. Dispute Adjudication Program

There were 11 cases processed during the month of January 2012, all infractions and related fines were upheld by the independent adjudicator. The next hearing is scheduled for March 20, 2012.

5. Animal Control

- For the month of January 2012, there were 2 dog bite incidents reported.
- Staff issued 93 new dog licences during January 2012 to bring the total number of dogs licensed in Richmond for 2012 to 2716. The number of dangerous dog licenses issued or renewed in Richmond as of January 2012 is 14.

6. Revenue and Expenses

The following information is a month-to-month analysis of January 2012 Parking Program revenue from various sources compared to January 2011.

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue is up approximately 4.7% over 2011. Revenues for January 2012 are \$125,125 compared to \$119,554 for the same period last year. The increase is a result of increased enforcement by our staff.

Meter Revenue is down approximately 6.6% over the same period last year. Revenue for January 2012 is \$31,256 compared to \$33,483 for 2011. Meter revenue has been affected by and

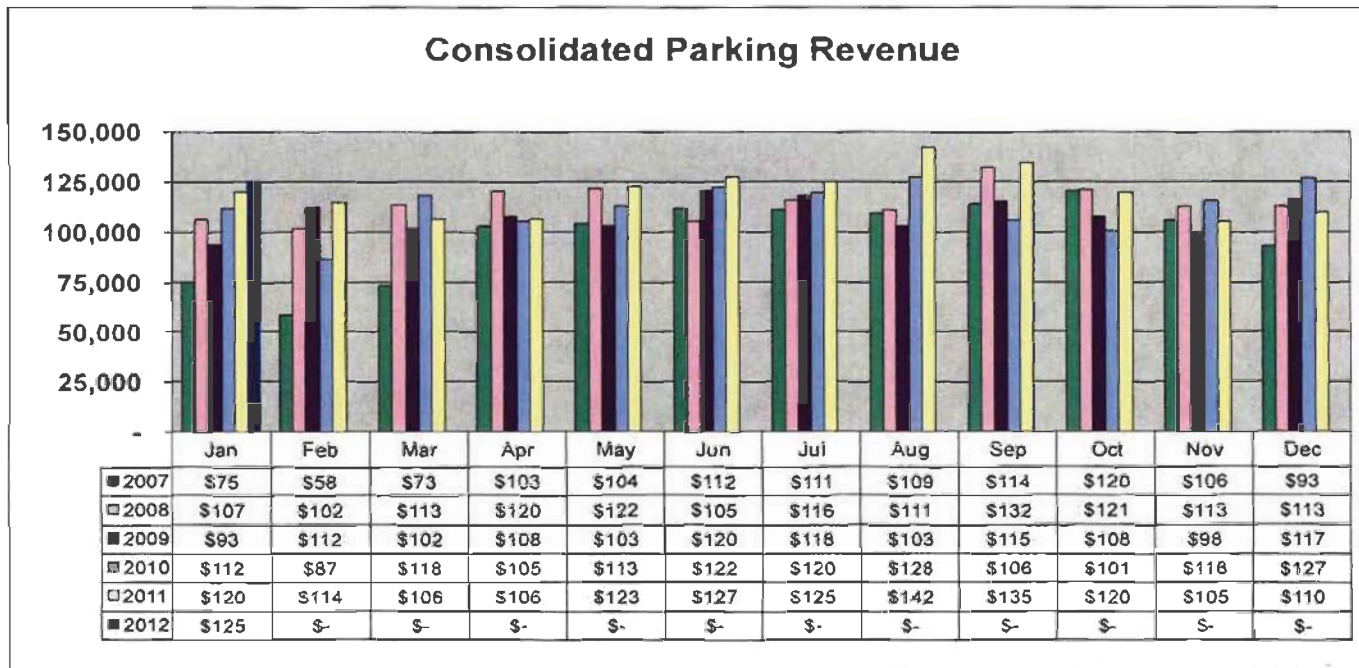
incidences of meter vandalism. The result is stolen revenue as well as missed revenue opportunities while the meters are decommissioned for repairs.

Permit Revenue is up approximately 27.1% over the same period last year. Revenue for January 2012 is \$20,440 compared to \$16,085 for 2011. This increase is a result of many individual permit holders and organizations prepaying their monthly permit fee for the year.

Enforcement Revenue is up approximately 16.0% over the same period last year. Revenue for January 2012 is \$73,429 compared to \$63,299 for 2011. This is a result of increased enforcement efforts by our staff.

Richmond Oval Parkade Management Fee Revenue: Revenue for the month of January 2011 was \$6,687. Effective December 19, 2011, Richmond Oval Corporation assumed full responsibility of the operation and management of the parkade. As a result, the City will no longer be garnering management fee revenue from this site.

The following chart provides a consolidated revenue comparison from 2007 through 2012:



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.

Wayne G. Mercer
 Manager, Community Bylaws
 (604.247.4601)

CT:ct