



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** July 19, 2017  
**From:** Cecilia Achiam, MCIP, BCSLA **File:** 12-8060-01/20-Vol01  
 General Manager, Community Safety  
**Re:** **Community Bylaws Monthly Activity Report - June 2017**

### Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report - June 2017”, dated July 19, 2017, from the General Manager, Community Safety, be received for information.

Cecilia Achiam, MCIP, BCSLA  
 General Manager, Community Safety

Att. 1

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

## Staff Report

### Origin

This monthly report for the Community Bylaws Department provides information on Property Use, Grease, Soils, Parking, Animal Control, Public Education and 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

#### Property Use

Property Use Officers continue to respond to changing public demand through the investigation of public complaints. During the month most file activity was associated with unsightly premises, boulevard maintenance, signage and zoning issues which includes short-term rentals.

Short Term Rental Officers continue to investigate properties based on website listings and public complaints. During the current month 22 new files were opened while 15 files were concluded due to compliance. In addition, six violations were issued in accordance with Zoning Regulation Bylaw No. 8500.

#### Soils

The Soil Officer remains engaged in the investigation of numerous files that require ongoing monitoring, inspection and liaison with various departments and external agencies. A total of 53 soil files remain under active investigation encompassing 23 inquiries including permit applications, 23 stop-work-orders and seven active fill sites.

#### Grease

The Grease Officer remains diligent in inspecting food establishments while maintaining a focus on education and voluntary compliance. Inspection volume remains strong with the majority of food establishments adhering to bylaw. During the month 94 grease-trap inspections were conducted, of which 41 were new files. In addition, two bylaw violations were issued with both violations being changed to warnings upon owner/operator compliance. A total of 361 grease files have been processed year to date, of which 30 remain active.

#### Parking and Animal Control

Parking and Animal Control Officers remain proactive in patrolling for non-moving traffic violations and continue to place priority on safety and liability matters such as fire hydrants, crosswalks and school zones. In conjunction, enforcement of animal control regulations continue to be a priority at parks, community centres, schools and along City dykes.

Dog re-licencing continues at a uniform pace while canvassing patrols have been successful in promoting new licence registrations. During the current month 120 dogs were licenced resulting in a total of 6,855 dogs licenced year to date. By the end of the calendar year 7700 dogs are projected to be licenced within the municipality.

### Education and Awareness

Staff remain active within the community by promoting safety through public awareness and education. During the current month bylaw representatives undertook numerous patrols along City Dykes and perimeter roads in response to complaints related to uninsured or abandoned vehicles, trailers and motorhomes. In addition, officers began to engage directly with local school representatives to enhance safety within school zones.

The annual “Licence Inspectors and Bylaw Officers” (LIBOA) conference was hosted by the City of Surrey this month and Community Bylaws sent a delegation which included the Manager of Community Bylaws, as well as representatives from our Property (STR) and Parking sections.

In conjunction, administrative staff partook in “Tempest” (database) upgrade training as a part of a routine software refresh.

### Adjudication

The last adjudication hearing was held on May 23, 2017, where a total of 17 cases were presented which resulted in the following decisions;

- 14 violations upheld
- Three violations dismissed

The next adjudication hearing is scheduled for September 26, 2017.

### **Financial Impact**

Pay-Parking represents the majority of revenue generated by the department and consists of parking meters, parking permits and parking violations. The remainder of department revenue is generated through the following sources;

- Dog Licences;
- False Alarm Incidents;
- Animal Control Violations;
- Newspaper Box Distribution Permits (renewed annually);
- Tow Permit Applications (renewed every two years);
- Film Crew Occupancy (meter & permit zones);

At present Community Bylaws remains on target to meet or exceed all budgetary obligations.

The table below lists all department revenue by the current month and year to date:

Figure 1: Budgeted vs. Actual Revenue by Source

Revenues	June 2017 Budget	June 2017 Actual	YTD 2017 Budget	YTD 2017 Actual	YTD Variance (\$)	YTD Variance (%)
Film Revenue	0	1,300	0	9,098	9,098	0.0%
False Alarms	4,258	3,123	25,550	44,167	18,617	72.9%
Dog Licences	9,145	9,353	107,456	168,838	61,382	57.1%
Towing Permits	473	1,564	6,145	9,892	3,747	61.0%
Other Permits	1,126	880	14,624	41,395	26,771	183.1%
Other Bylaw Fines	1,637	7,690	20,635	28,025	7,390	35.8%
Parking Revenue	188,429	183,284	896,669	904,362	7,693	0.90%
<b>Total Revenue</b>	<b>205,068</b>	<b>207,194</b>	<b>1,071,079</b>	<b>1,205,777</b>	<b>134,698</b>	<b>12.5%</b>

**Conclusion**

Community Bylaw staff strive to maintain the quality of life and the safety of residents through coordinated efforts with other City departments and community partners. In addition, Community Bylaw staff remains committed to educating the public and promoting a culture of voluntary compliance.



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 Animal Control & Administration  
 Community Bylaws  
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GS/STL:ct

Att. 1: Statistics - Property Use (STR), Grease, Soils, Parking, Animal Control & Dog Licencing

A total of 313 new files were opened during the current month with 24 residences remaining on the “Abandoned /Vacant Home Joint Operations” list. The table below lists all *property use* calls for service by the current month and year to date:

Figure 2: Property Use Calls for Service by Type

Enquiries & Complaints		June	YTD
Animal Regulations	Birds	0	8
	Chickens	0	4
	Dog - Bite	7	25
	Dog - Control	0	3
Boulevard Maintenance	Boulevard Alterations	12	55
	Encroachment	6	30
	Sidewalk Obstruction	9	37
Building Regulations	Demo - Occupied Monitoring	14	114
	Demo - Vacant Monitoring	10	83
	Vacant Unightly	0	2
Complaints - General	General	1	7
Noise	Construction Related	4	14
	Construction Sign – Outside Times	1	37
	Dog - Barking	16	37
	General	0	1
Pollution	General – Oil Spill	0	7
Pesticide Regulations	General	0	1
Solid Waste & Recycling	Collection Times	4	16
	General	1	21
	Illegal Dumping	2	13
Sign Regulations	City Property	7	28
	Election Signs	3	17
	General	0	9
	Real Estate Signs	27	204
Traffic Regulations	General	4	18
	Mud/Dirt on Roadway	1	9
	Parking Offences	0	3
Tow Permit	Application and Inspections	25	168
Unightly	Construction Refuse	1	26
	Garbage – Discarded waste	4	41
	General – derelict vehicles, discarded furniture,	15	65
	Graffiti	1	6
	Vegetation	107	189
Water Restriction	Inspections	5	0
Zoning Regulations	Business - Residential Area	3	9
	Commercial Vehicles	3	13
	General – Commercial container, Occupants,	6	20
	Illegal Hotel	26	170
	Illegal Suite	12	38
<b>Total</b>		<b>337</b>	<b>1548</b>

### Short Term Rental Activity

The table below lists all *short term rental* violations issued during the current month and year to date:

Figure 3: Short Term Rental Violations Issued by Type

Zoning Regulation Bylaw No. 8500	June	YTD
Bed and Breakfast - Non-Resident	0	4
Bed and Breakfast – Excess Guest	1	20
Additional Regulation Codes (detailed beginning July 2017)	5	5
<b>Total</b>	<b>1</b>	<b>29</b>

### Grease Activity

The table below lists all *grease* violations issued during the current month and year to date:

Figure 4: Grease Program Violations Issued by Type

Drainage and Dyke & Sanitary Sewer Bylaw No. 7551	June	YTD
Failure to Have Person Provide Access	0	2
Failure to Maintain or Produce Maintenance Records	0	5
Failure to Limit Max Depth of Fats, Oils, Grease in Trap or Interceptor	2	17
<b>Total</b>	<b>2</b>	<b>24</b>

### Soils Activity

The table below lists all *soils* calls for service by the current month and year to date:

Figure 5: Soils Calls for Service by Type

Enquiries & Complaints	June	YTD	
ALR Soil	General	4	12
	Illegal Fill / Removal	5	15
<b>Total</b>	<b>9</b>	<b>27</b>	

### Parking Activity

The table below lists all *parking* calls for service by the current month and year to date:

Figure 6: Parking Calls for Service by Type

Enquiries & Complaints	June	YTD	
Traffic Regulations	Parking Patrols	228	740
	RCMP Dispatch	0	229
<b>Total</b>	<b>228</b>	<b>969</b>	

The table below lists all *off-street parking* violations issued during the current month and year to date:

Figure 7: Off-Street Parking Violations Issued by Type

Parking Bylaw No. 7403 (Off-Street)	June	YTD
Reserved Parking	4	120
Disabled Parking - No S.P.A.R.C.	1	28
Park Beyond Posted Time	8	216
No Stopping or Parking	3	58
Park Outside Lines of Stall	0	8
Not a Designated Area	2	22
Expired Plates	0	53
Park Without Valid Proof of Payment	19	178
Park Without Displaying Valid Permit	6	107
<b>Total</b>	<b>43</b>	<b>790</b>

The table below lists all *on-street parking* violations issued during the current month and year to date:

Figure 8: On-Street Parking Violations Issued by Type

Traffic Bylaw No. 5870 (On-Street)	June	YTD
Unattached Trailer	47	196
Stop on Sidewalk or Boulevard or Median	13	72
Stop Within 6 Metres of Intersection	17	77
Stop Within 1.5 Metres of Sidewalk Crossing or Private Road or Lane	94	439
Stop within 6 Metres of Stop Sign	14	72
Stop Obstruct Traffic	19	128
Stop on Roadway (No Curb)	0	2
No Stopping Zone	656	3424
Stop or Stand in or Upon Any Lane	0	8
Stop on Crosswalk	0	2
Stop Within 6 Metres of Crosswalk	3	14
Stop Within 5 Metres of Fire Hydrant	147	802
Stop Adjacent Yellow Curb	118	610
Park in Lane	11	79
Park on Road	4	41
No Parking Zone	77	406
Park over 72 Hours	25	132
Park Over 3 Hrs. Between 8 AM and 6PM	16	62
Park in Loading Zone Over 5 Minutes	25	152
Overtime Parking	95	562
Expired Plates	160	686
Move Vehicle From One Location to Another in Same Block	0	3
Stop or Park More 30CM From Curb or Edge of Roadway	6	24
Facing Wrong Way	60	217
Not Parallel to Curb or Edge of Roadway	58	82
Commercial Vehicle Parked - Prohibited Hours	88	207
Park without Proof of Payment	260	1821
Park without Valid Permit	59	256
Tire Chalk	79	479
<b>Total</b>	<b>2151</b>	<b>11134</b>

## Animal Control Activity

The table below lists all *animal control* calls for service by the current month and year to date:

Figure 9: Animal Control Calls for Service by Type

Enquiries & Complaints		June	YTD
Animal Regulations	Animal – At large	2	12
	Dog - Control	1	5
	Dog - Dangerous	3	7
	Dog - Excrement	1	5
	Dog – Left in Car	2	2
	Dog - Licence	3	13
	Dog – Off Leash	3	17
	Dog - Stray	1	10
	General – Cats, Wildlife	1	6
<b>Total</b>	<b>17</b>	<b>77</b>	

The table below lists all *animal control* violations issued during the current month and year to date:

Figure 10: Animal Control Violations Issued by Type

Animal Control Bylaw No. 7932	June	YTD
Animal Confined in Enclosed Space or Vehicle	2	5
Animal Has Killed or Injured	4	9
Animal Deprived of Food and or Water	1	6
Animal Deprived of Clean and or Appropriate Shelter	1	2
Failure to Leash Dog	1	4
Permitting Dog to Run At Large	8	47
Failure to Confine Dog	1	4
Failure to Control Dangerous Dog	0	1
Failure to Confine Dangerous Dog	1	5
Failure to Control Dog in Off Leash Area	0	1
<b>Total</b>	<b>19</b>	<b>84</b>

The table below lists all *dog licence* violations issued during the current month and year to date:

Figure 11: Dog Licence Violations Issued by Type

Dog Licencing Bylaw No. 7138	June	YTD
Failure to Obtain a Dog Licence	9	58
Failure to Attach a Valid Dog Licence	0	2
Failure to Obtain a Dog Licence for a Dangerous Dog	0	0
<b>Total</b>	<b>9</b>	<b>60</b>