



City of Richmond

Report to Committee

To: Community Safety Committee

Date: October 24, 2011

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

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

Re: Community Bylaws - September 2011 Activity Report

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated October 24, 2011, 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 and Recreation	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

1. Parking Program

Customer Service Response

The average number of daily calls for service fielded by administration staff on parking issues for September 2011 was 44 – this includes voice messages, directly answered calls as well as emails; a decrease of approximately 11% when compared to the number of service calls reported for the month of August 2011.

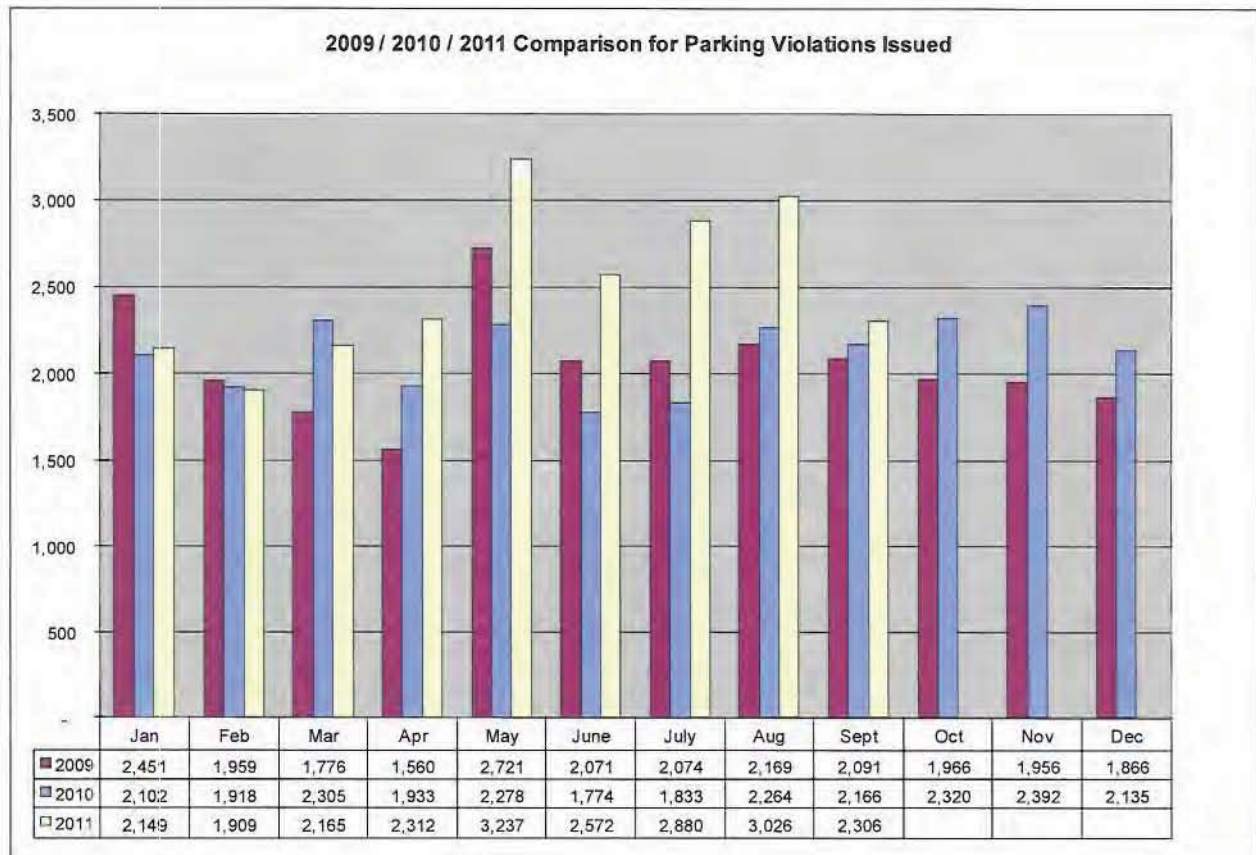
Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of September 2011 was 171 – approximately 7.4% of the violations issued in September 2011. 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	3.15%
Section 2.1 (c) Poor likelihood of success at adjudication	7.35%
Section 2.1 (d) Contravention necessary - health related	0.3%
Section 2.1 (e) Multiple violations issued for one incident	3.15%
Section 2.1 (f) Not in public interest	25.20%
Section 2.1 (g) Proven effort to comply	7.61%

- A total of 2,306 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of September 2011 – an increase of approximately 6.5 % when compared to the number of violations issued during the month of September 2010.

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



2. Property Use

Customer Service Response

The average number of daily calls for service fielded by administration staff on property use issues for September 2011 was 14 – this includes voice messages, directly answered calls as well as emails. This number is at par when compared to the number of daily service calls reported for the month of August 2011.

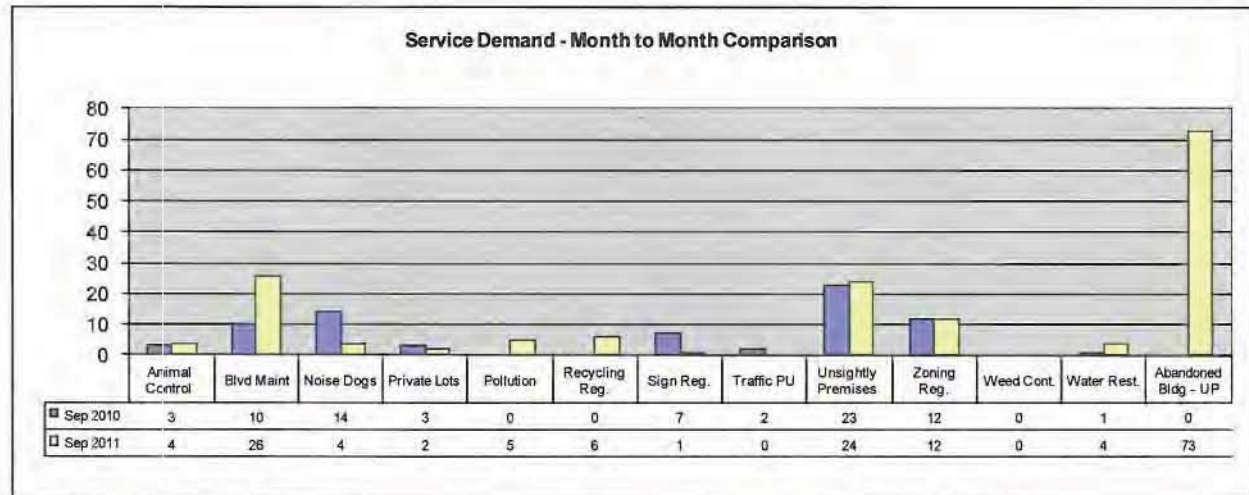
For September 2011, 163 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 47% when compared to September 2010. The increase in files is due largely to the enforcement staff’s proactive efforts with regard to unsightly premises, boulevard maintenance and the abandoned/vacant home joint operations program.

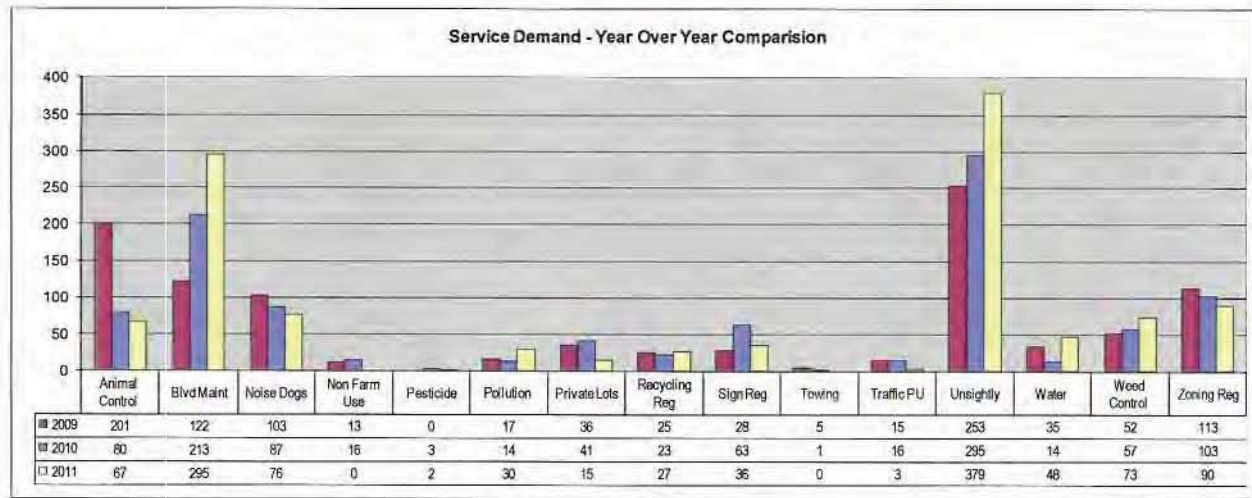
Enforcement Activity

- 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.

- On September 24, 2011 staff conducted a “sign scoop” patrol for unauthorized signs on the west side of Richmond. The roadways patrolled included: Moncton, Chatham, London Rd Ferndale, Katsura Rd, Odlin Rd, Maple Rd, Granville Ave, Alberta St Gilbert Road, Blundell Road, No. 1 Road, 2nd Avenue, Moncton Road, Moresby Drive, No 2 Road, Steveston Highway (west of No 3 Rd), No 3 Road, Garden City Road. A total of 305 illegal signs were removed from City property as follows:
 - 36 Sandwich Boards (SB) – Katsura, Alberta & Ferndale had the highest number of SB signs (50%) and the Steveston area had (25%).
 - 133 Free Standing Signs (FS) – 70% of the F/S signs were removed from City boulevards on Maple Road.
 - 136 Pole Signs (PS) – No 3 Road had the highest number of PS (30%) followed by Number 1 Road (19%) and No 2 Road (18%).

The following charts delineate Property Use service demand, by type, for September 2010 and September 2011 as well as a year-over-year running comparison:





3. Grease Management Program

The Grease Management Inspector conducted 33 regulatory visits to food sector establishments during the month of September 2011 - 22 of the establishments inspected were found to be in compliance - 11 of the establishments' required more than 1 visit due to varying restaurant operating times. There are currently 11 open files pending inspections for September 2011.

4. Dispute Adjudication Program

There were 14 cases processed at the Adjudication Hearing held on September 27, 2011 – 13 allegations were deemed to have occurred and 1 case was deemed not to have occurred.

The next hearing is scheduled for October 25, 2011.

5. Animal Control

- For the month of September 2011, there was 3 dog bite incidents reported.
- Staff issued 52 new dog licences during September 2011 to bring the total number of dogs licensed in Richmond for 2011 to 5,455. The number of dangerous dog licences issued or renewed in Richmond as of September 2011 is 75.
- City Animal Control Officers responded to 10 patrols during the month of September 2011.

6. Revenue and Expenses

The following information is an analysis for September 2011 compared to September 2010.

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue is up 27.2% over 2010. Revenues for September 2011 are \$134,733 compared to \$105,935 for the same period last year. This positive increase is due largely to the efforts of our parking enforcement staff, ongoing additional revenue generated by our rate increases in the hourly meter rate, and the increase to the base price of parking fines that came into effect mid last year.

Meter Revenue is up 35.2% for the same period last year. Revenues for September 2011 are \$43,957 compared to \$32,499 for 2010.

Permit Revenue is down 2.2% over the same period last year. Revenues for September 2011 are \$9,845 compared to \$10,068 for 2010.

Enforcement Revenue is up 30.5% over the same period last year. Revenues for September 2011 are \$78,305 compared to \$59,996 for 2010. This is a result of increased enforcement activity by staff.

Richmond Oval Parkade Management Fee Revenue is down 22% over the same period last year. The City netted \$2,627 from the proceeds generated from parking at the Richmond Oval. This fee is based on 15% of gross revenue. Effective December 01, 2011, the Richmond Oval Corporation will take over operation and administration of the parkade.

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





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4. Animal Control
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6. Revenue & Expenses

Analysis

1. Parking Program

Customer Service Response

The average number of daily calls for service fielded by administration staff on parking issues for October 2011 was 40 – this includes voice messages, directly answered calls as well as emails; a decrease of approximately 10% when compared to the number of service calls reported for the month of October 2010.

Enforcement Activity

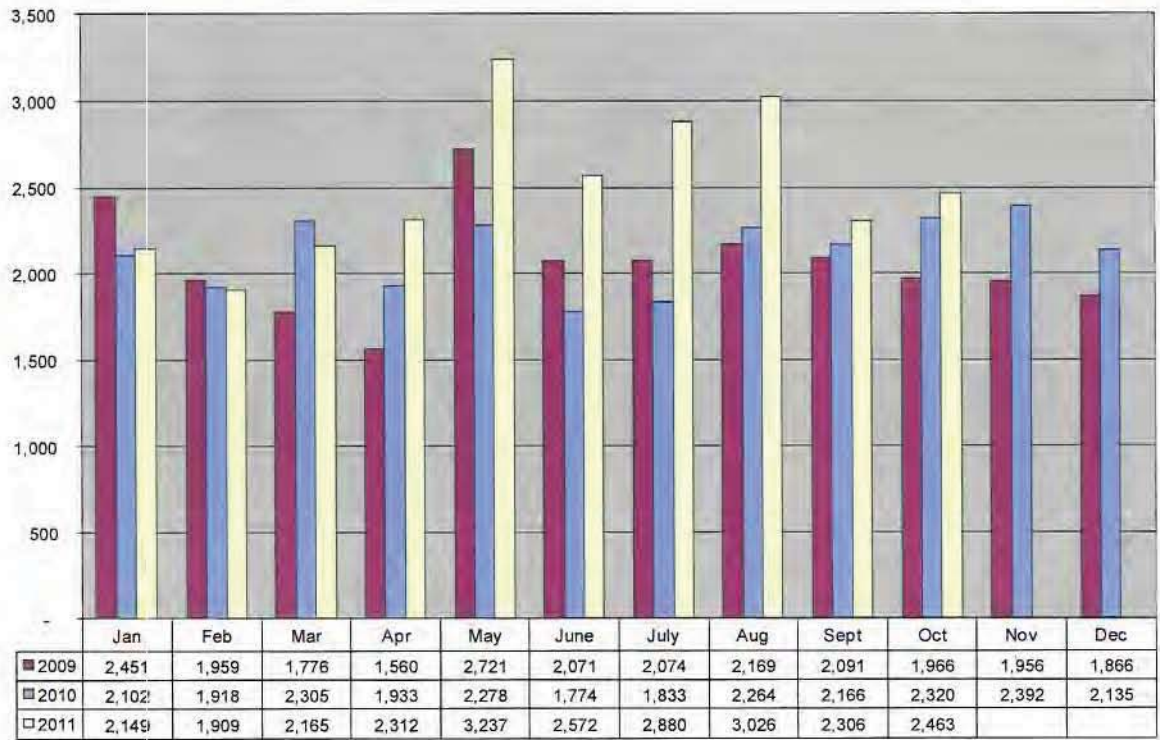
- The number of parking violations that were either cancelled and/or changed to a warning for the month of October 2011 was 175; 7.1% of the violations issued in October 2010. The following chart provides a breakdown of the most common reasons for the cancellation of bylaw violation notices pursuant to Council's Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a) Identity issues	4.57%
Section 2.1 (c) Poor likelihood of success at adjudication	18.86%
Section 2.1 (d) Contravention necessary - health related	0.0%
Section 2.1 (e) Multiple violations issued for one incident	8.0%
Section 2.1 (f) Not in public interest	49.14%
Section 2.1 (g) Proven effort to comply	15.43%
- A total of 2,463 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of October 2011 – an increase of approximately 6.2 % when compared to the number of violations issued during the month of October 2010.
- Meter vandalism for October 2011 included five units drilled and budget impact of \$7,500; November 23rd saw two full meters and contents stolen from McKim & Odlin neighbourhood.
- New enforcement protocol established for the former RCMP Detachment parking area which was re-designated for City staff parking.
- Worked closely with City Elections Office to assist in provision of complimentary short-term parking for voters during November at many of the polling stations.

- Due to a retirement in September and loss of auxiliary resources, our staffing levels are reduced and estimated monthly revenue loss due to vacancies \$12,000 to \$15,000 per month per officer.

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

2009 / 2010 / 2011 Comparison for Parking Violations Issued



2. Property Use

Customer Service Response

The average number of daily calls for service fielded by administration staff on property use issues for October 2011 was 11 – this includes voice messages, directly answered calls as well as emails; a decrease of approximately 27% when compared to the number of daily service calls reported for the month of September 2011.

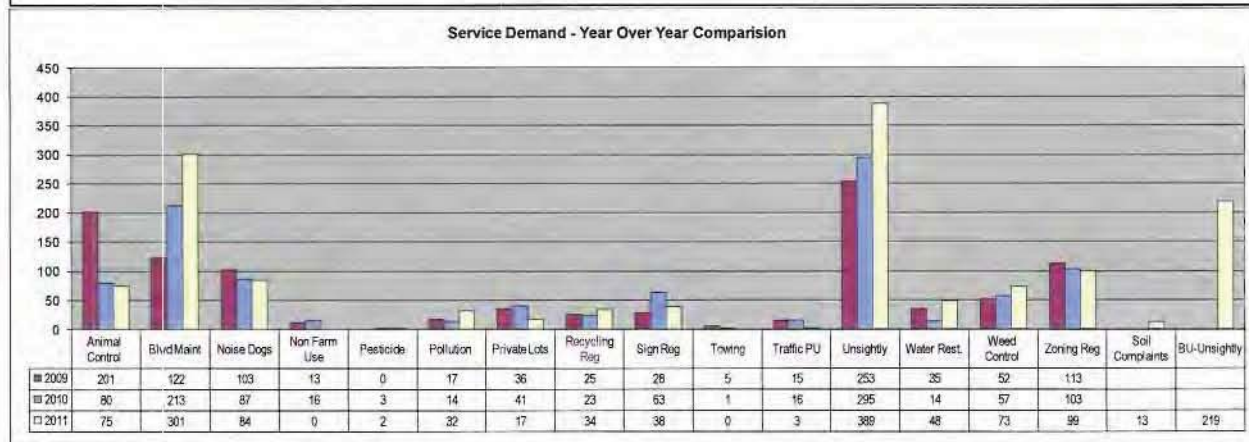
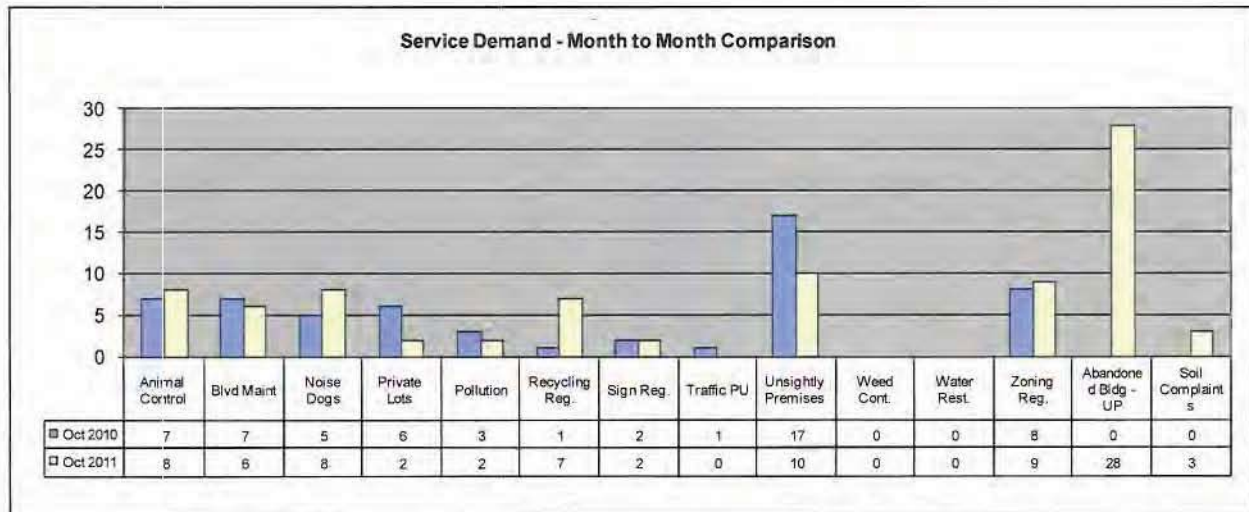
For October 2011, 85 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 49% when compared to October 2010. The increase in files is due largely to the enforcement staff’s proactive efforts with regard to the abandoned/vacant home joint operations program.

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.

- Every year our Bylaw Officers conduct patrols on Halloween night, these patrols assist in ensuring public safety and is part of an integrated team effort with the RCMP, Richmond Fire and Rescue, Enterprise Services and Emergency Programs. This year our Officers conducted patrols on October 31, reporting several calls related to fireworks complaints and the voluntary surrender on two occasions of related fireworks. The Officers conducted progressive enforcement and the evening was spent educating youth on the bylaw regarding the prohibiting of fireworks in Richmond. The fireworks were lodged the next day with the RCMP exhibits.

The following charts delineate Property Use service demand, by type, for October 2010 and October 2011 as well as a year-over-year running comparison:



3. Grease Management Program

The Grease Management Inspector conducted 42 investigations at food sector establishments during the month of October 2011 - 37 of the establishments inspected were found to be in compliance - 3 of the establishments required more than 1 visit due to varying restaurant operating times and are still pending. There is currently a total of 5 open files pending inspections for October 2011.

4. Dispute Adjudication Program

There were 14 cases processed at the Adjudication Hearing held on October 25, 2011 – 11 allegations were deemed to have occurred and 3 cases were deemed not to have occurred.

The next hearing is scheduled for January 24, 2011.

5. Animal Control

- For the month of October 2011, there were 7 dog bite incidents reported.
- Staff issued 28 new dog licences during October 2011 to bring the total number of dogs licensed in Richmond for 2011 to 5485. The number of dangerous dog licenses issued or renewed in Richmond as of October 2011 is 78.
- City Animal Control Officers responded to 8 requests for patrols during the month of October 2011.

6. Revenue and Expenses

The following information is an analysis for October 2011 compared to October 2010.

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue is up 18.8% over 2010. Revenues for October 2011 are \$119,600 compared to \$100,714 for the same period last year. This positive increase is due largely to the efforts of our parking enforcement staff, the reduction of free parking options on private property and the prevalence of safety & liability issues involving traffic at the Canada line stations.

Meter Revenue is up 25.0% for the same period last year. Revenues for October 2011 are \$38,998 compared to \$31,199 for 2010.

Permit Revenue is up 25.3% over the same period last year. Revenues for October 2011 are \$12,717 compared to \$10,148 for 2010.

Enforcement Revenue is up 8.1% over the same period last year. Revenues for October 2011 are \$64,176 compared to \$59,367 for 2010. This is a result of increased enforcement activity by staff.

Richmond Oval Parkade Management Fee Revenue: The City netted \$3,709 from the proceeds generated from parking at the Richmond Oval. This fee is based on 15% of gross revenue.

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



Conclusion

Community Bylaws staff continues 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)

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