



# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** April 20, 2011

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

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

**Re:** Community Bylaws - March 2011 Activity Report

### Staff Recommendation

That the Community Bylaws Monthly Activity Report dated April 20, 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			
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>		<b>CONCURRENCE OF GENERAL MANAGER</b>
Budgets	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
<b>REVIEWED BY TAG</b>	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	<b>REVIEWED BY CAO</b>
			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

## Staff Report

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 calls for service fielded per day by administration staff on parking issues for March 2011 was 34 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 12% when compared to the number of service calls reported for the month of February 2011.

#### Enforcement Activity

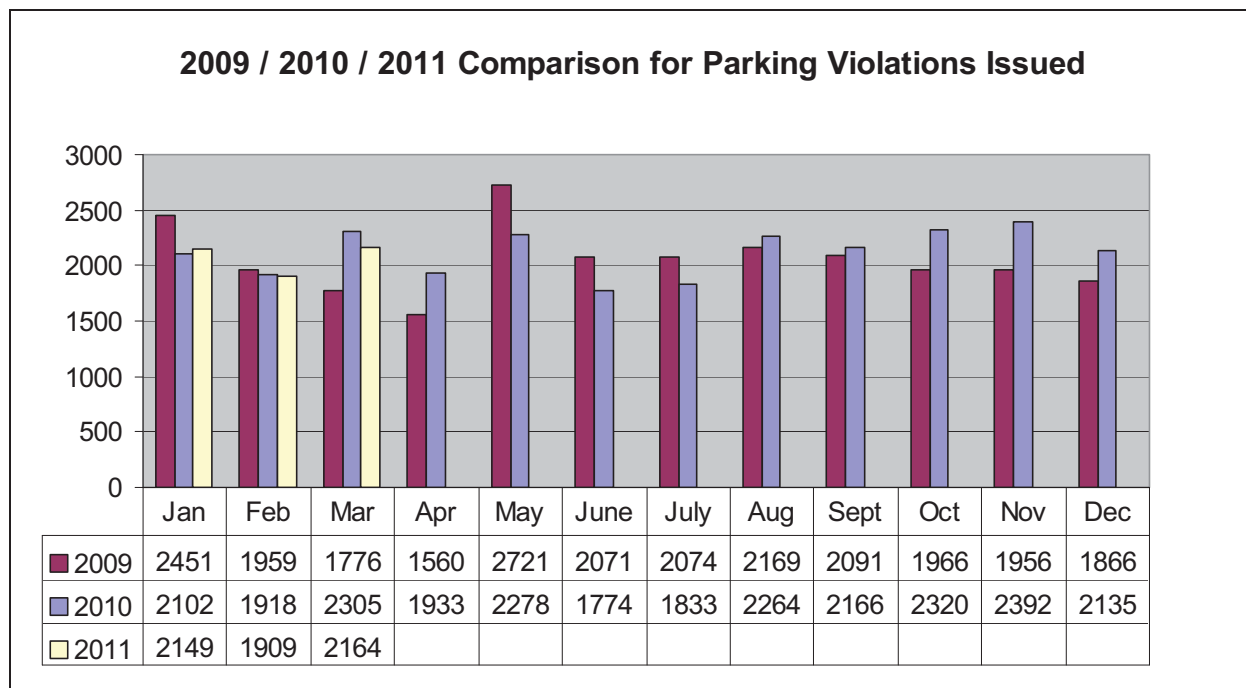
- The number of parking violations that were either cancelled and/or changed to a warning for the month of March 2011 was 159 – approximately 7.3% of the violations issued in February 2011. The following chart provides a breakdown of the most common reasons for the cancellation of bylaw violation notices pursuant to Council's Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a) Identity issues	1.89%
Section 2.1 (c) Poor likelihood of success at adjudication	23.90%
Section 2.1 (e) Multiple violations issued for one incident	0.63%
Section 2.1 (f) Not in public interest	59.75%
Section 2.1 (g) Proven effort to comply	13.83%

- A total of 2,164 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of March 2011 – a decrease of approximately 6.5% when compared to the number of violations issued during the month of March 2010. This decrease can be attributed in part to staff shortages due to promotions and leaves. With the hire of two TFT officers, section staffing should be back to 100% by the beginning of May 2011, we anticipate a steady return to positive ticketing productivity.
- The Oval is moving forward with a Pay-on-Foot parking system similar to the one installed in the short-term parkade at YVR; Community Bylaws continues to provide operational guidance with this transition. The revenue generated by the Oval parkade, averaging \$3,380 per month will cease as of the end of June 2011.

- The Hollybridge Way meter Request for Proposals has been awarded and acquisition and installation of the new equipment will likely coincide with the Oval's internal equipment installation.
- 8100 Lansdowne is now metered as a pay zone; usage to date has been minimal but will continue to monitor.
- Saba Road 5-minute zone changes have been approved and implemented by the City's Transportation department.
- A cursory survey of pay zones in the City indicate a relatively high usage of SPARC tags; in one zone staff reported 4 out of 6 cars displaying SPARC tags. Enforcement staff have witnessed able bodied individuals exiting the vehicles and when asked by staff to provide proof of SPARC privileges (i.e. wallet card issued along with associated permits), the owners of the vehicles were unable to comply. Consequently, any SPARC users found to be abusing privileges are thereby falsely benefiting from free parking within the City's parking program.
- We continue to work with external departments to close or restrict illegal parking on vacant properties, which is reducing potential meter revenues.

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



## 2. Property Use

### Customer Service Response

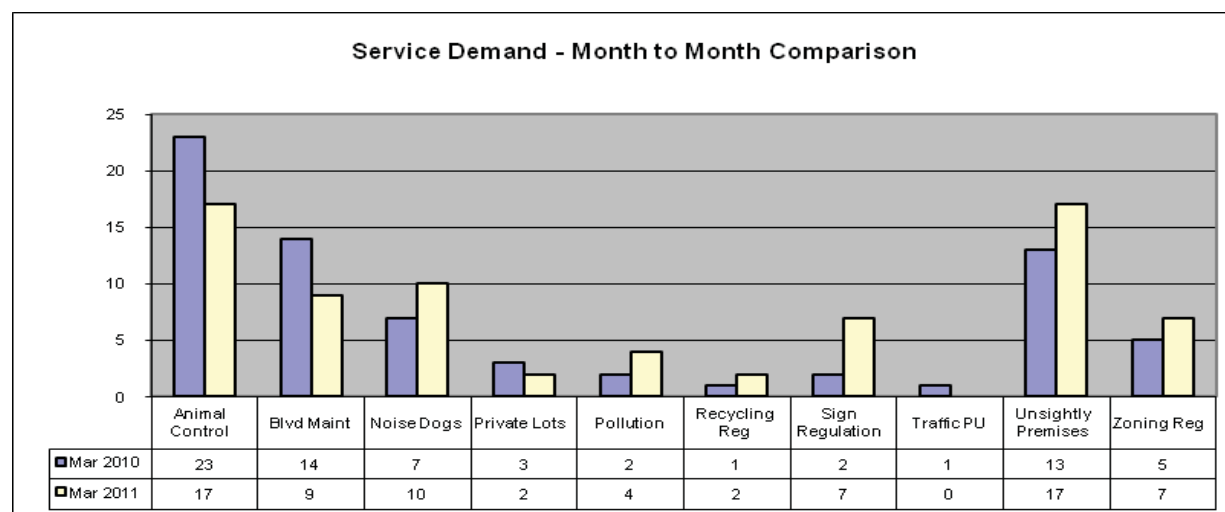
The average number of calls for service fielded per day by administration staff on property use issues for March 2011 was 23 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 19% when compared to the number of service calls reported for the month of February 2011.

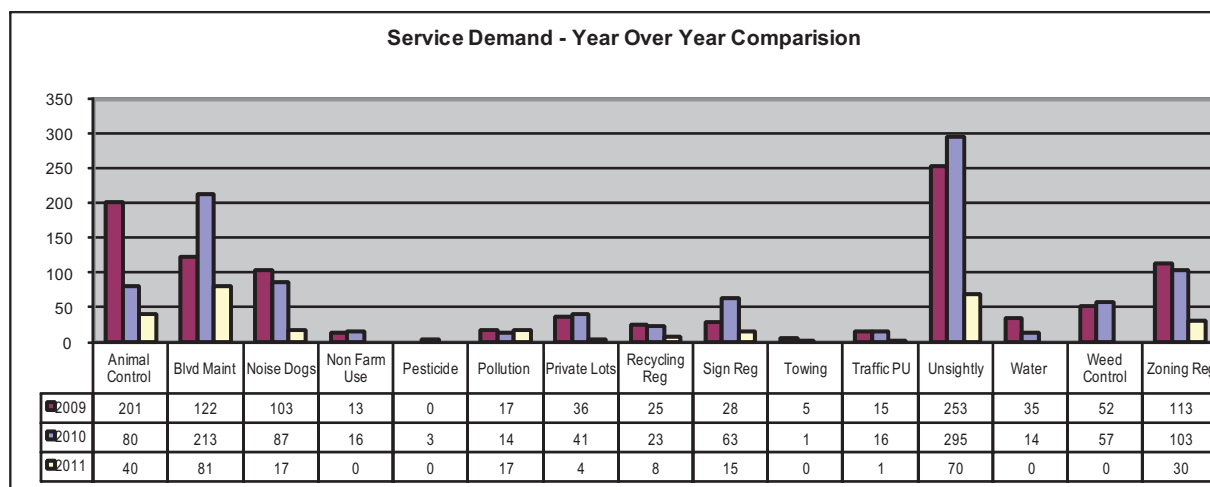
For March 2011, 76 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 7% when compared to March 2010.

### 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, through progressive enforcement and prosecution.
- The Property Use section will be proactively targeting illegal rooming houses in the upcoming months. The quality of life of the permanent residents of Richmond is being affected by the frequently changing customers in these sub-standard and short-term dwellings. Community Bylaws will be conducting coordinated joint inspections with Richmond Fire and Rescue, Building Inspections and will be working with the RCMP to mitigate any safety risks to staff by conducting property checks to ensure that no criminal activity is present. In the event that criminal activity is disclosed then the City will be taking the necessary steps of ensuring RCMP presence during inspections.

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





### 3. Grease Management Program

The Grease Management Inspector conducted 26 regulatory inspections during the month of March 2011. The inspections conducted are usually unannounced and routine. During these inspections, grease trap maintenance records are reviewed and the overall condition of the grease trap is assessed. All of the 26 food establishments inspected in March were found to be in compliance.

### 4. Adjudication Program

There were 18 cases processed at the Adjudication Hearing held on March 23, 2011 – 14 allegations were deemed to have occurred and 4 cases were deemed not to have occurred; 2 of these cases were unsuccessful due to insufficient evidence and 2 due to technical error on the part of the issuing Officer.

The next scheduled Adjudication Hearing is to be held on May 17, 2011.

### 5. Animal Control

- For the month of March 2011, there were 3 dog bite incidents reported. One investigation resulted in the related dog being deemed as dangerous while the other two investigations were concluded with a warning to the respective owners.
- Community Bylaws management met with delivery personnel at the Canada Post Distribution Centre at River Road & Cambie Road as part of their 'Dog Awareness Week'. The City will provide continuing support for victims of dog attacks and bites and see this as the beginning of a mutually beneficial relationship with Canada Post management and carriers.
- Staff issued 39 new dog licences during March 2011 to bring the total number of dogs licensed in Richmond for 2011 to 3,977.

## 6. Revenue and Expenses

The following information is an analysis for the first quarter 2011 compared to first quarter 2010.

**Consolidated Parking Program Revenue** meter, monthly permit and enforcement revenue is up 10.5% over 2010. Revenues as at March 31, 2011 are \$339,089.12 compared to \$306,882.78 for the same period last year. This positive increase is due largely to the efforts of our parking enforcement staff, and ongoing additional revenue generated by our rate increases in the hourly meter rate as well as the base price of parking fines that came into effect mid last year and a 15% management fee on Richmond Oval parkade operation proceeds.

**Meter Revenue** is up 12.1% for the same period last year. Revenues as at March 2011 are \$97,398.96 compared to \$86,826.17 for 2010. This is a result of the increase in the hourly rate that came into effect July 01, 2010.

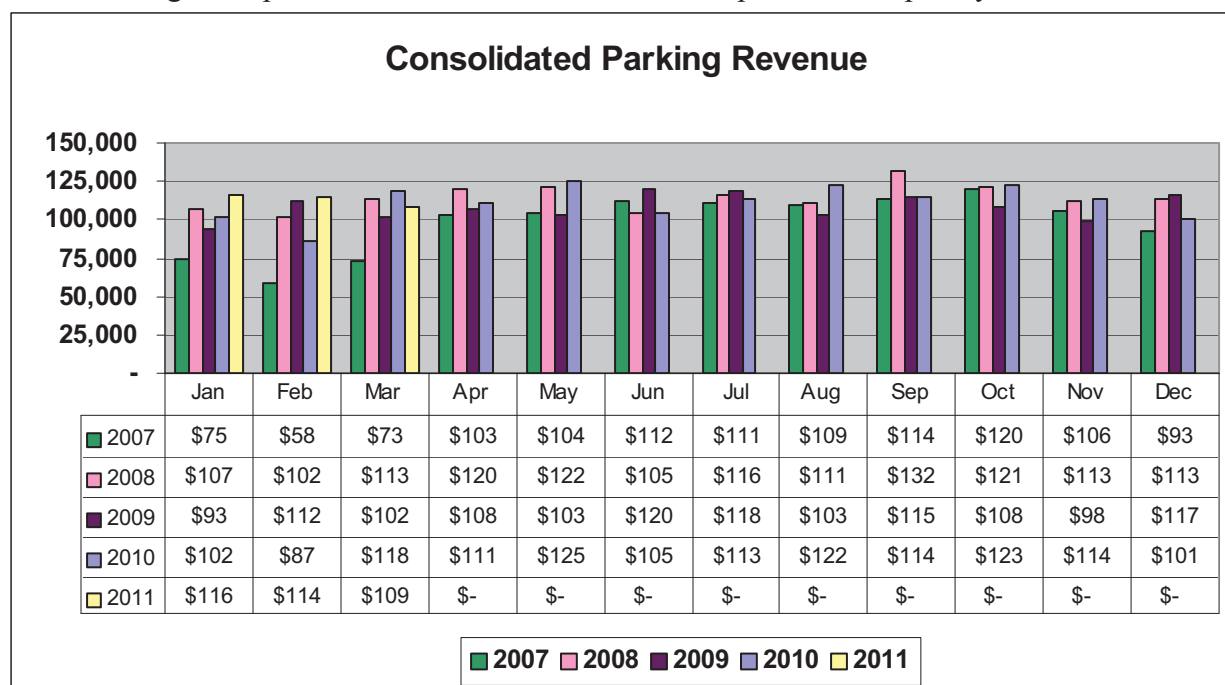
**Permit Revenue** is down 10.7% over the same period last year. Revenues as at March 2011 are \$38,040.80 compared to \$42,637.85 for 2010 due to a number of cancellations.

**Enforcement Revenue** is up 9.1% over the same period last year. Revenues as at March 2011 are \$193,504.48 compared to \$177,418.76 for 2010. This is a result of increased enforcement activity by staff as well as the ticket fine amount increase that came into effect March 01, 2010.

**Richmond Oval Parkade Management Fee Revenue:** For the first quarter 2011, the City netted \$10,144.88 from the proceeds generated from parking at the Richmond Oval. This fee is based on 15% of gross revenue.

Expenses are on target.

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



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### **Conclusion**

Community Bylaws staff continues 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.



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