



City of Richmond

Report to Committee

To: Community Safety Committee

Date: May 10, 2012

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

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

Re: Community Bylaws - April 2012 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws Monthly Activity (dated May 10, 2012, 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	CONCURRENCE OF GENERAL MANAGER	
Budgets	<input checked="" type="checkbox"/>		
Engineering	<input checked="" type="checkbox"/>		
Parks	<input checked="" type="checkbox"/>		
REVIEWED BY TAG SUBCOMMITTEE	INITIALS: 	REVIEWED BY CAO	INITIALS:

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

1. Parking Program

Customer Service Response

The average number of daily calls for service fielded by administration staff on parking issues for April 2012 was 41 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 2.5% when compared to the number of service calls reported for the month of March 2012.

Enforcement Activity

The number of parking violations that were either cancelled and/or changed to a warning for the month of April 2012 was 196; 8.69% of the violations issued in April 2012. The following list provides a breakdown of the most common reasons for the cancellation of notices of bylaw violation pursuant to Council’s Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a) Identity issues	5.61%
Section 2.1 (b) Exception in Bylaw	1.02%
Section 2.1 (c) Poor likelihood of success at adjudication	19.90%
Section 2.1 (d) Contravention necessary - health related	1.02%
Section 2.1 (e) Multiple violations issued for one incident	5.10%
Section 2.1 (f) Not in the public interest	47.45%
Section 2.1 (g) Proven effort to comply	19.90%

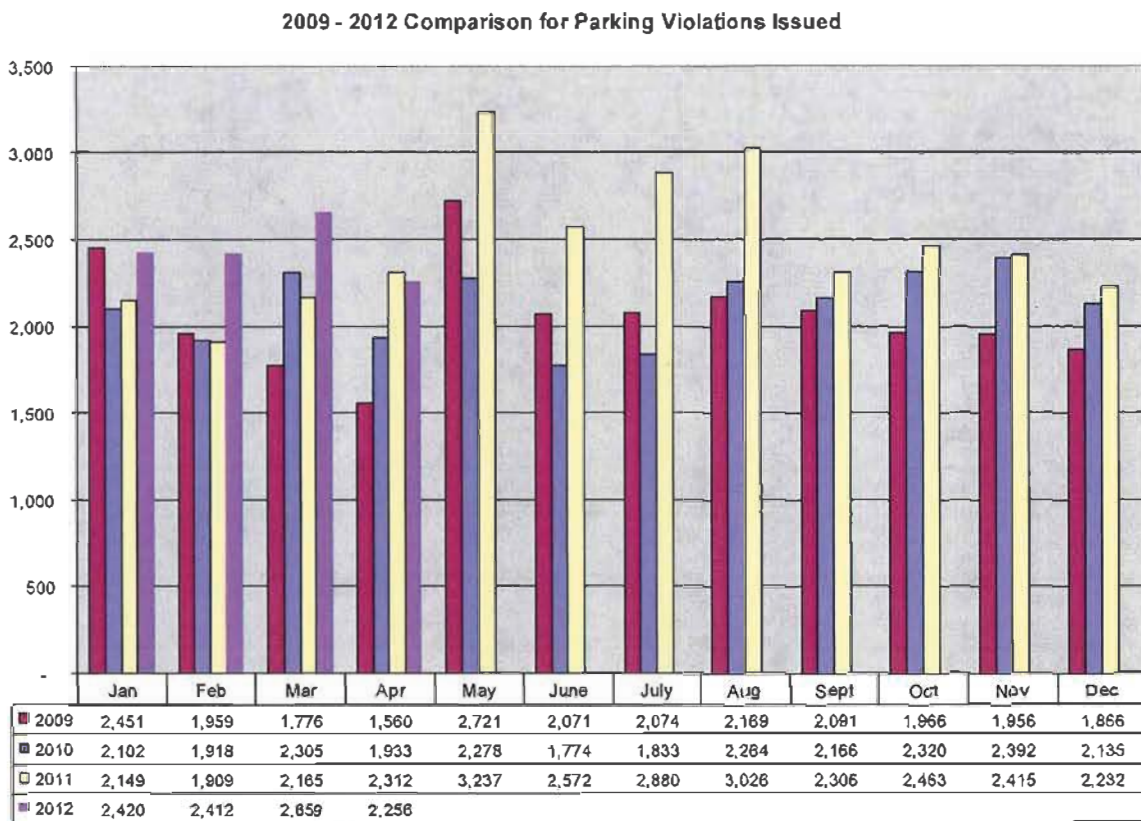
A total of 2,256 notices of bylaw violation were issued for parking and safety and liability violations within the City during the month of April 2012 – a decrease of approximately 2.42% when compared to the number of violations issued during the month of April 2011.

Program Highlights

- Community Bylaws has redefined its annual coordination of KidSafe and Animal Expo, by transitioning the programs to be part of the Public Works Open House on June 2nd in the form of a Community Bylaws Educational Booth. Staff will be organizing games and contests to highlight parking issues, responsible dog ownership and community property standards.

- Staff is working closely with the Parks Department on several animal control initiatives, in particular joint training opportunities for City/RAPS staff, as well as dog licensing patrols at McDonald Beach.
- Staff continues to meet with the management of Richmond Center for Disabilities (RCD) to develop recommendations for potential amendments to programs and regulations pertaining to Accessible Parking Permits (APP).
- No meter vandalism occurred during the month of April 2012, due to continued internal efforts undertaken to mitigate these types of incidences.

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



2. Property Use

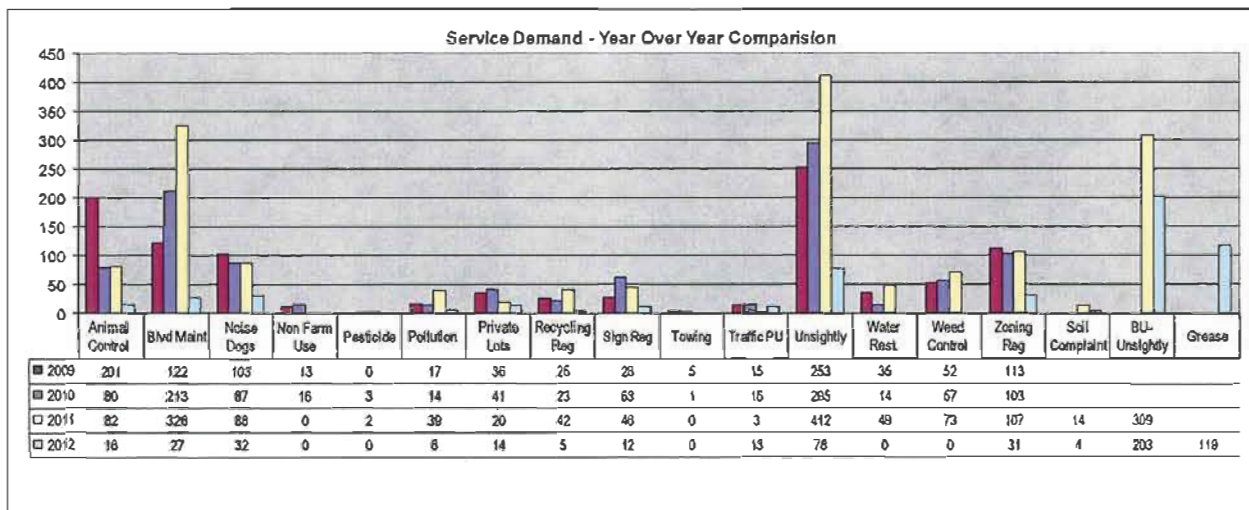
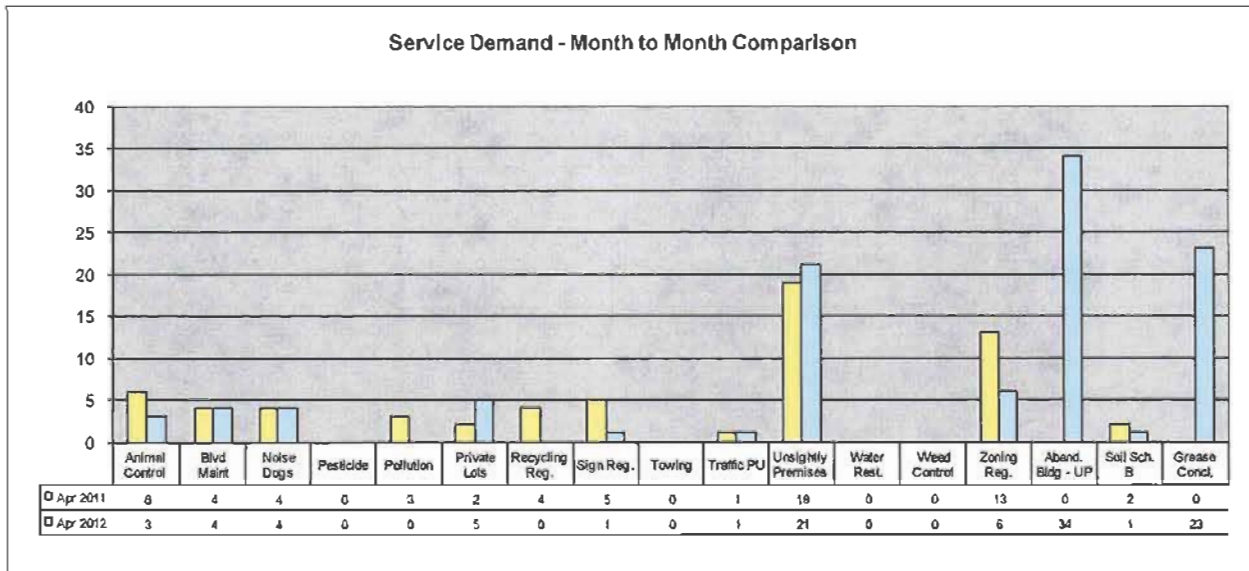
Enforcement Activity

- Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional bylaw enforcement in a timely and effective manner. The mandate is to achieve compliance with the City’s regulatory bylaws 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 and

there were 34 abandoned/vacant home inspections conducted by Community Bylaws during the month of April 2012.

- Staff responded to 21 unsightly premises calls for service during the month of April 2012 an increase of approximately 10% when compared to the number of unsightly premises service calls reported for the month of April 2011.

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



3. Grease Management Program

The present Grease Management Inspector conducted 65 regulatory visits to 48 food sector establishments during the month of April 2012 based on a 3-day work week. There were 5 warnings and 10 notices of bylaw violation issued during the month of April 2012; 8 of the

notices were upheld and 2 were changed to warnings due to full compliance within the same day.

Five of the food establishments were referred to Metro Vancouver for decisions on installation of grease traps and/or design/size consideration. Discussion is ongoing with Metro Vancouver on the most effective ways to deal with the large number of establishments that require Metro Vancouver review and input.

Staff has also discussed the requirements for grease trap maintenance with 3 pumping service providers, and will be following up with similar discussion with all other identified pumping service providers who are active in the City Richmond.

Staff met with the management of the Richmond Public Market to request their assistance with advising food establishments about the City's requirements of fats, oils and grease management as stipulated under Bylaw 7551. This meeting resulted in a relatively high percentage of compliance noted during subsequent inspections of food establishments in the Richmond Public Market.

4. Dispute Adjudication Program

There were 11 cases processed at the Adjudication Hearing held on March 20, 2012 – 11 allegations were deemed to have occurred including 1 case as a no show. The next Adjudication Hearing is scheduled for May 15, 2012, with 11 cases to be heard by the independent adjudicator.

5. Animal Control

- For the month of April 2012, there were 2 dog bite incidents reported.
- Staff issued 58 new dog licences during April 2012 to bring the total number of dogs licensed in Richmond for 2012 to 4,971. The number of dangerous dog licenses issued or renewed in Richmond as of April 2012 was 58.
- Officers within Community Bylaws responded to 6 requests for enforcement patrols during the month of April 2012.

6. Revenue and Expenses

The following information is a month to month analysis of April 2012 compared to April 2011.

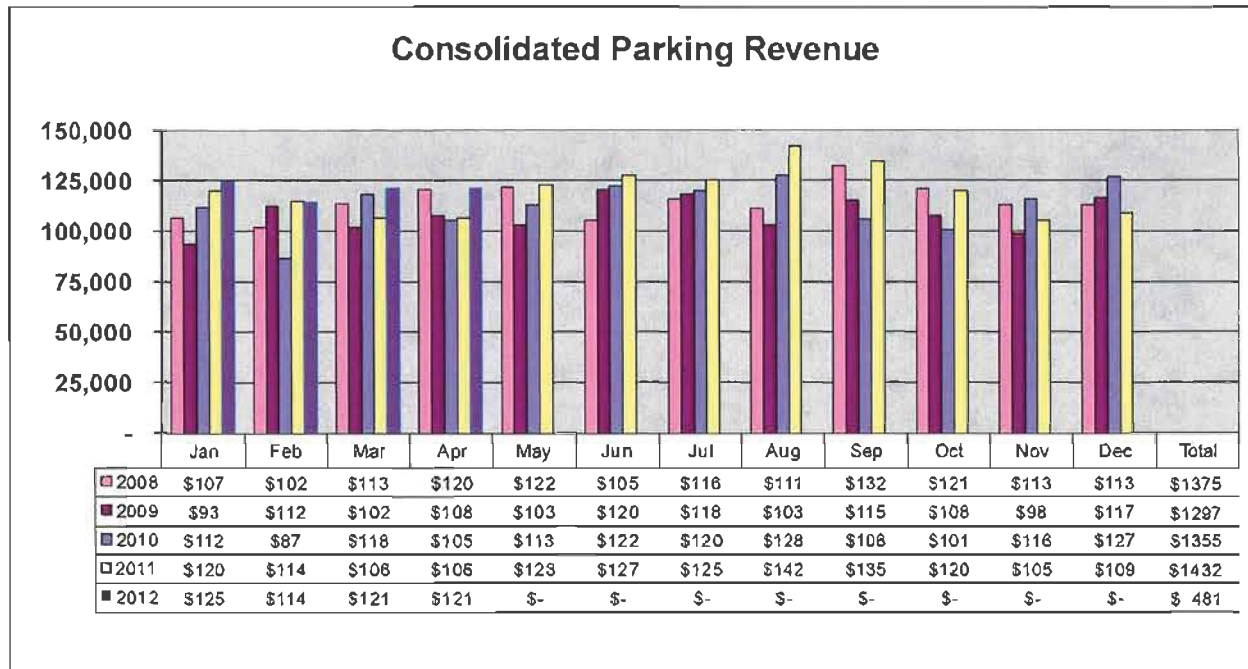
Consolidated Parking Program Revenue: The total of meter, monthly permit and enforcement revenue increased by 13.6% over the same period last year. Specifically, consolidated revenues were \$120,880 for April 2012 compared to \$106,426 for April 2011.

Meter Revenue increased by 7.8% over the same period last year. Specifically, meter revenue was \$38,431 for April 2012 compared to \$35,654 for April 2011.

Permit Revenue decreased 29.9% over the same period last year. Specifically, permit revenue was \$10,709 for April 2012 compared to \$15,253 for April 2011.

Enforcement Revenue increased 37.7% over the same period last year. Specifically, enforcement revenue was \$71,740 for April 2012 compared to \$52,099 for April 2011.

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.

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 Manager, Community Bylaws
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