



City of Richmond

Report to Committee

To: Community Safety Committee

Date: June 12, 2012

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

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

Re: Community Bylaws - May 2012 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws – May 2012 Activity Report (dated June 12, 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: Budgets Engineering Parks	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER	
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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 May 2012 was 45 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 9% when compared to the number of service calls reported for the month of April 2012.

Enforcement Activity

The number of parking violations that were either cancelled and/or changed to a warning for the month of May 2012 was 316; 10.4% of the violations issued in May 2012. The following list 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	16.46%
Section 2.1 (c) Poor likelihood of success at adjudication	13.61%
Section 2.1 (d) Contravention necessary - health related	0.63%
Section 2.1 (e) Multiple violations issued for one incident	3.48%
Section 2.1 (f) Not in the public interest	41.14%
Section 2.1 (g) Proven effort to comply	24.68%

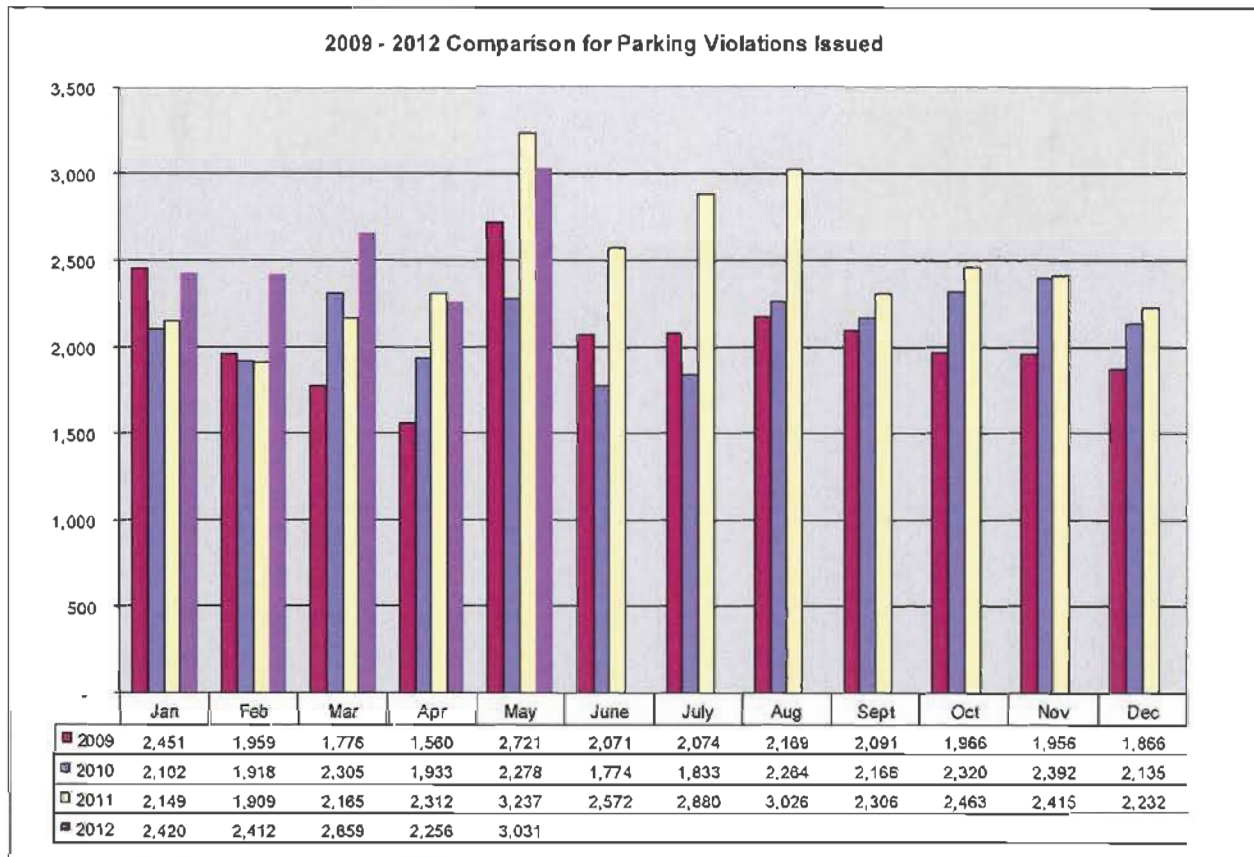
A total of 3,031 notices of bylaw violation were issued for parking and safety and liability violations within the City during the month of May 2012 – a decrease of approximately 6.4% when compared to the number of violations issued during the month of May 2011.

Program Highlights

- Planning and preparation of the Request for Proposal for the first phase replacement of all City parking meters is currently being undertaken by staff.
- Enforcement initiatives have been finalized for two trial programs in the Steveston area: revenue control and patrolling of a boat dock at Imperial Landing and dedicated parking patrols of timed parking within the Steveston village core.

- Revenue from Night Market enforcement during the month of May was less than expected and historical levels due to lack of attendance caused by poor weather conditions.
- Joint coordinated enforcement efforts by City Animal Control (AC) Officers and RAPS AC Officers continue in the McDonald Beach area.
- Staff continues to meet with Richmond Center for Disabilities (RCD) management to develop joint recommendations pertaining to Accessible Parking Permits.

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

Customer Service Response

The average number of daily calls for service fielded by administration staff on property use issues for May 2012 was 16 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 12% when compared to the number of daily service calls reported for the month of April 2012.

Enforcement Activity

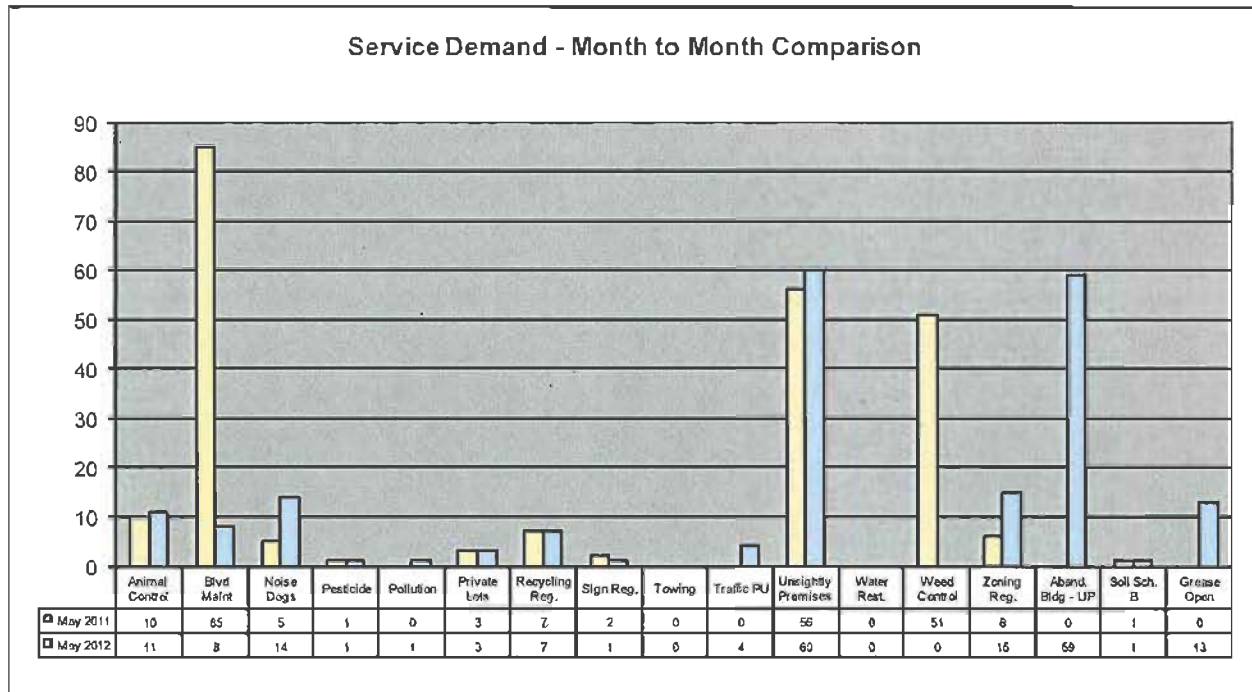
Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to achieve compliance

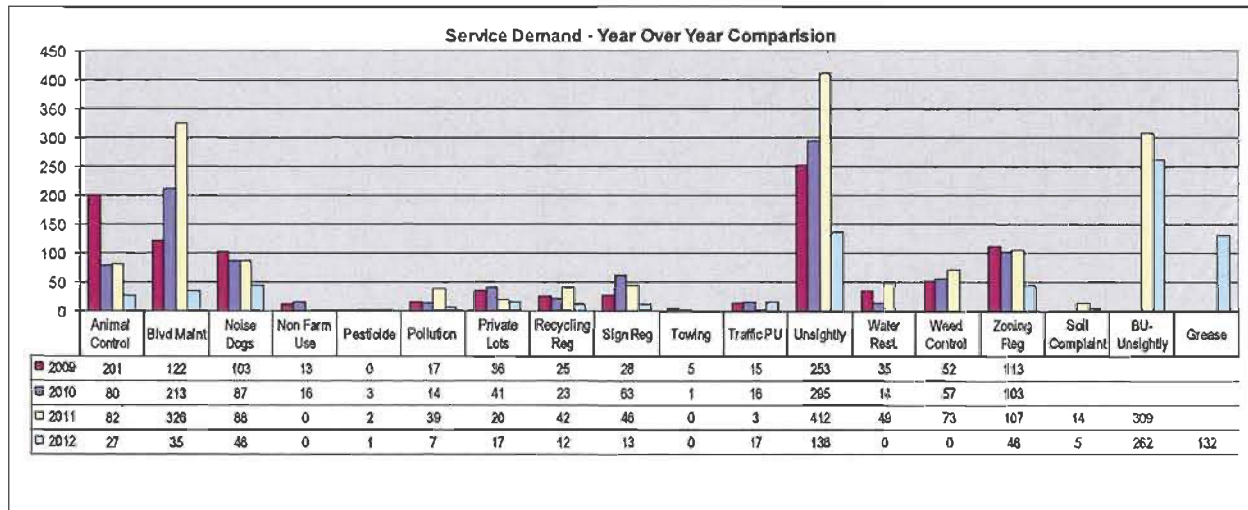
with the City’s regulatory by-laws through education, mediation and, as necessary, progressive enforcement and prosecution. For May 2012, 185 inspection files were created and assigned for investigation and appropriate enforcement – a decrease of approximately 17.5% when compared to May 2011.

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 59 abandoned/vacant home inspections conducted during the month of May 2012.

Community Bylaws continues to promote public awareness of the City’s Enhanced Pesticide Management Program through compliance and enforcement activities under the Pesticide Use Control Bylaw No. 8514. Bylaw Liaison Property Use Officers conducted inspections on May 26, 2012. A total of 27 residents and 6 landscaping business operators were provided with compliance instructions pursuant to Bylaw 8514. There were 4 municipal tickets issued to landscapers who were conducting landscaping business in the City of Richmond without a business licence. Weekend bylaw patrols will continue during the months of June, July and August.

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





3. Grease Management Program

The Grease Management Inspector conducted a total of 89 regulatory visits to 52 food sector establishments during the month of May 2012. There were two 2 warnings and 21 notices of bylaw violation issued during the month of May 2012. Of the total, 12 of the notices were upheld and 9 were changed to a warning when compliance deadlines were met.

Meetings were held with the management of the Lansdowne Centre, and with the maintenance department of the Richmond School District #38, to facilitate grease management at their facilities. The management of Lansdowne Centre will be organizing an educational meeting in mid June for all of their food establishment operators, with Community Bylaws and Metro Vancouver staff presenting at the meeting. A joint assessment of the grease management issues at School District #38 will be carried out with Metro Vancouver in July 2012.

4. Dispute Adjudication Program

There were 10 cases processed at the Adjudication Hearing held on May 15, 2012 – 8 allegations were deemed to have occurred and 2 cases were a no show. The next Adjudication Hearing is scheduled for July 24, 2012 with 17 cases scheduled for consideration by the independent adjudicator.

5. Animal Control

- For the month of May 2012, there were 9 dog bite incidents reported.
- Staff issued 81 new dog licences during May 2012 to bring the total number of dogs licensed in Richmond for 2012 to 5,101. The number of dangerous dog licenses issued or renewed in Richmond as of May 2012 was 64.
- Officers within Community Bylaws responded to 5 requests for enforcement patrols during the month of May 2012.

6. Revenue and Expenses

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

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue increased by 25.7% over the same period last year. Specifically, consolidated revenues were \$147,278 for May 2012 compared to \$117,187 for May 2011.

Meter Revenue increased by 26.1% over the same period last year. Specifically, meter revenue was \$45,124 for May 2012 compared to \$35,795 for May 2011.

Permit Revenue decreased 9.8% over the same period last year. Specifically, permit revenue was \$12,051 for May 2012 compared to \$13,365 for May 2011.

Enforcement Revenue increased 32.4% over the same period last year. Specifically, enforcement revenue was \$90,103 for May 2012 compared to \$68,027 for May 2011.

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



June 12, 2012

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Conclusion

Community Bylaws staff continues to strive to maintain the quality of life and safety for the residents of the City of Richmond through coordinated team efforts with many City departments and community partners while promoting a culture of compliance.

A handwritten signature in black ink, appearing to read 'Wayne G. Mercer', with a horizontal line underneath.

Wayne G. Mercer
Manager, Community Bylaws
(604.247.4601)

ML:ml