



To: Community Safety Committee
From: Phyllis L. Carlyle, General Manager, Law & Community Safety
Re: Community Bylaws - May 2011 Activity Report

Date: June 17, 2011
File: 12-8060-01/2011-Vol 01

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated June 17, 2011, from the General Manager, Law & Community Safety, be received for information.

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Phyllis L. Carlyle
General Manager, Law & Community Safety
(604.276.4104)

FOR ORIGINATING DEPARTMENT USE ONLY
ROUTED TO: Budgets
CONCURRENCE: Y [checked] N []
CONCURRENCE OF GENERAL MANAGER: [Signature]
REVIEWED BY TAG: YES [checked] NO []
REVIEWED BY CAO: YES [checked] NO []

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. Water Restrictions
5. Animal Control
6. Adjudication Program
7. Revenue & Expenses

1. Parking Program

Customer Service Response

The average number of daily calls for service fielded by administration staff on parking issues for May 2011 was 49 – this includes voice messages, directly answered calls as well as emails; an increase of 40% when compared to the number of service calls reported for the month of April 2011.

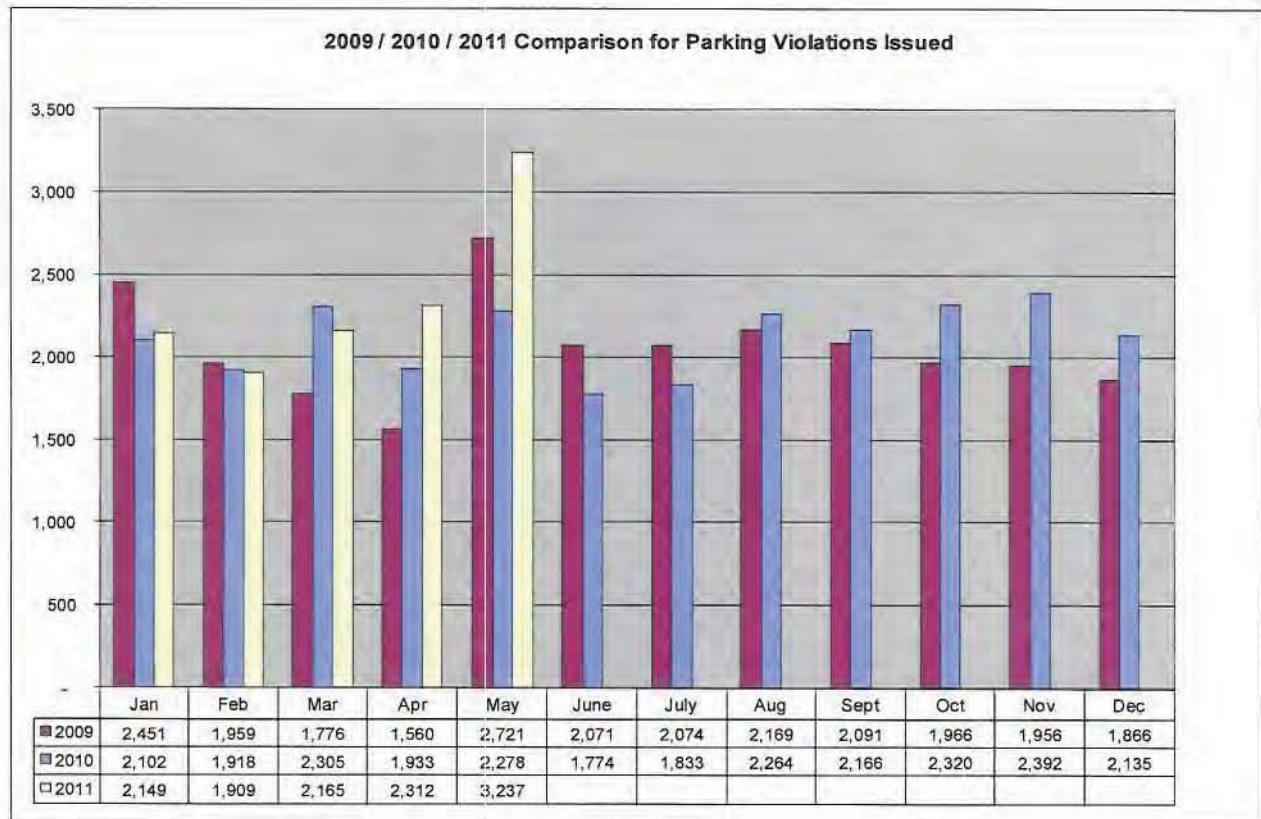
Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of May 2011 was 252 – approximately 7.8% of the violations issued in May 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 | 4.4% |
| Section 2.1 (b) Exception in Bylaw | 0.4% |
| Section 2.1 (c) Poor likelihood of success at adjudication | 48.8% |
| Section 2.1 (e) Multiple violations issued for one incident | 4.1% |
| Section 2.1 (f) Not in public interest | 28% |
| Section 2.1 (g) Proven effort to comply | 14.3% |

- A total of 3,237 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of May 2011 – an increase of approximately 42% when compared to the number of violations issued during the month of May 2010.

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



- The Buswell pay parking zone was converted to a temporary bus zone for two weeks which resulted in a \$1,000 loss in revenue.
- Meter vandalism continues to be an issue, this month we have had 9 meters drilled resulting not only in lost revenue but also an approximate repair cost of \$14,000. Staff is working closely with the RCMP who will be monitoring the area.

2. Property Use

Customer Service Response

The average number of daily calls for service fielded by administration staff on property use issues for May 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 April 2011.

For May 2011, 224 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 63% when compared to May 2010. This increase is due largely to the City’s annual weed control program and proactive enforcement efforts of staff.

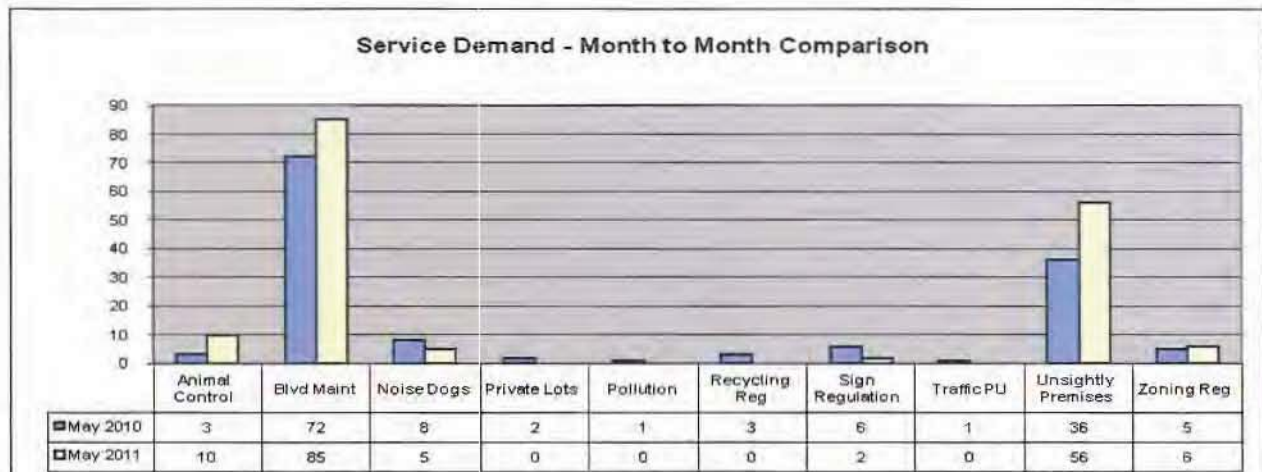
Enforcement Activity

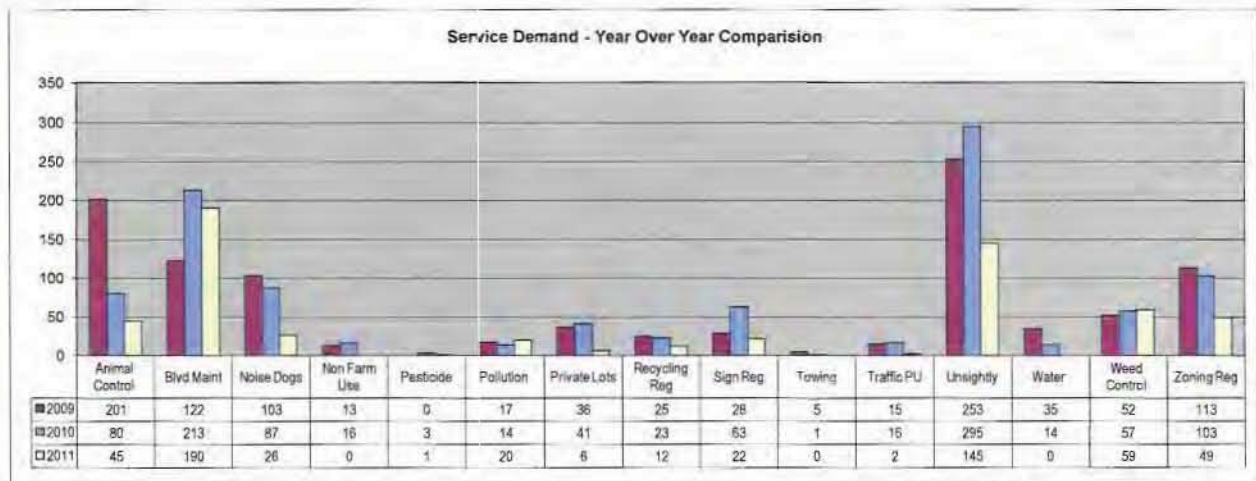
- Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to

achieve compliance with the City’s regulatory by-laws through education, mediation and, as necessary, progressive enforcement and prosecution.

- Bylaw Liaison Property Use Officers have commenced noxious weed inspections on both a complaint and proactive basis. The City’s weed control program, in effect since 1980 and supported by Provincial funding, focuses primarily on preventing the spread of Canada thistle and runs annually May through to September. Early detection is a critical element to manage the spread of thistle. Fifty-nine weed control files have been assigned for proactive enforcement.
- 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 14, 21 and 28. A total of 200 residents and 19 landscaping business operators were provided with compliance instructions pursuant to Bylaw 8514. 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 2010 and May 2011 as well as a year-over-year running comparison:





3. Grease Management Program

The Grease Management Inspector conducted 48 regulatory visits to food sector establishments during the month of May 2011 - 41 food sector establishments were inspected, 7 were closed with inspections still pending. 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. Most of the establishments inspected in May were found to be in compliance. The Inspector issued two tickets for the following contravention under section 3.2.3 of Bylaw 7551:

- Failure to have person available who can provide access to grease trap or grease interceptor.

On May 25, 2011 the Grease Management Inspector conducted a joint inspection with the City’s Environmental Sustainability staff and Metro Vancouver at 12751 Vulcan Way to address concerns arising from the management of waste water by a number of food processing businesses in the area. The businesses were educated on the requirements to monitor water usage and waste water management into the sanitary system. All businesses were required to take out permits from Metro Vancouver for discharge into the sanitary system. All establishments were found to be in compliance with the Grease Management provisions under the City’s Bylaw 7551.

4. Water Restrictions

Community Bylaws staff has worked very closely with Engineering & Public works to amend the City’s Water Use Restriction Bylaw to comply with the new guidelines adopted by Metro Vancouver effective June 1st and add the infractions and fine structure to the City’s Bylaw Dispute Adjudication Program which now includes nine bylaws.

5. Dispute Adjudication Program

There were 15 cases processed at the Adjudication Hearing held on May 17, 2011 – 10 allegations were deemed to have occurred and 2 cases were deemed not to have occurred; 2 of these cases were rescheduled and 1 case was withdrawn by the Officer in attendance.

The next scheduled Adjudication Hearing is to be held on July 26, 2011.

6. Animal Control

- For the month of May 2011, there were 8 dog bite incidents reported. Five investigations resulted in the related dogs being deemed as dangerous; and three incidents are currently still under investigation.
- Staff issued 267 new dog licences during May 2011 to bring the total number of dogs licensed in Richmond for 2011 to 5,036. The number of dangerous dog licences issued or renewed in Richmond as of May 2011 is 66.

7. Revenue and Expenses

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

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue is up 8.8% over 2010. Revenues as at May 2011 are \$122,927 compared to \$112,956 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 July 1st last year and a 15% management fee on Richmond Oval parkade operation proceeds.

Meter Revenue is down 5.7% for the same period last year. Revenues for the month of May 2011 are \$35,795 compared to \$37,971 for 2010. This is a result of loss revenue due to the theft and vandalism of several parking meters this month.

Permit Revenue is up 4.5% over the same period last year. Revenues for the month of May 2011 are \$13,365 compared to \$12,792 for 2010.

Enforcement Revenue is up 9.4% over the same period last year. Revenues for the month of May 2011 are \$68,027 compared to \$62,193 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 month of May 2011, the City netted \$5,740 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.

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 Manager, Community Bylaws
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