



City of Richmond

Report to Committee

To: Community Safety Committee

Date: July 27, 2012

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

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

Re: Community Bylaws - June 2012 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws – June 2012 Activity Report (dated July 27, 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 SMT 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 June 2012 was 43 – this includes voice messages, directly answered calls as well as emails; an decrease of approximately 4.5% when compared to the number of service calls reported for the month of May 2012.

Enforcement Activity

The number of parking violations that were either cancelled and/or changed to a warning for the month of June 2012 was 286; 9.48% of the violations issued in June 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	7.69%
Section 2.1 (c) Poor likelihood of success at adjudication	14.69%
Section 2.1 (d) Contravention necessary - health related	1.75%
Section 2.1 (e) Multiple violations issued for one incident	4.89%
Section 2.1 (f) Not in the public interest	43.71%
Section 2.1 (g) Proven effort to comply	27.27%

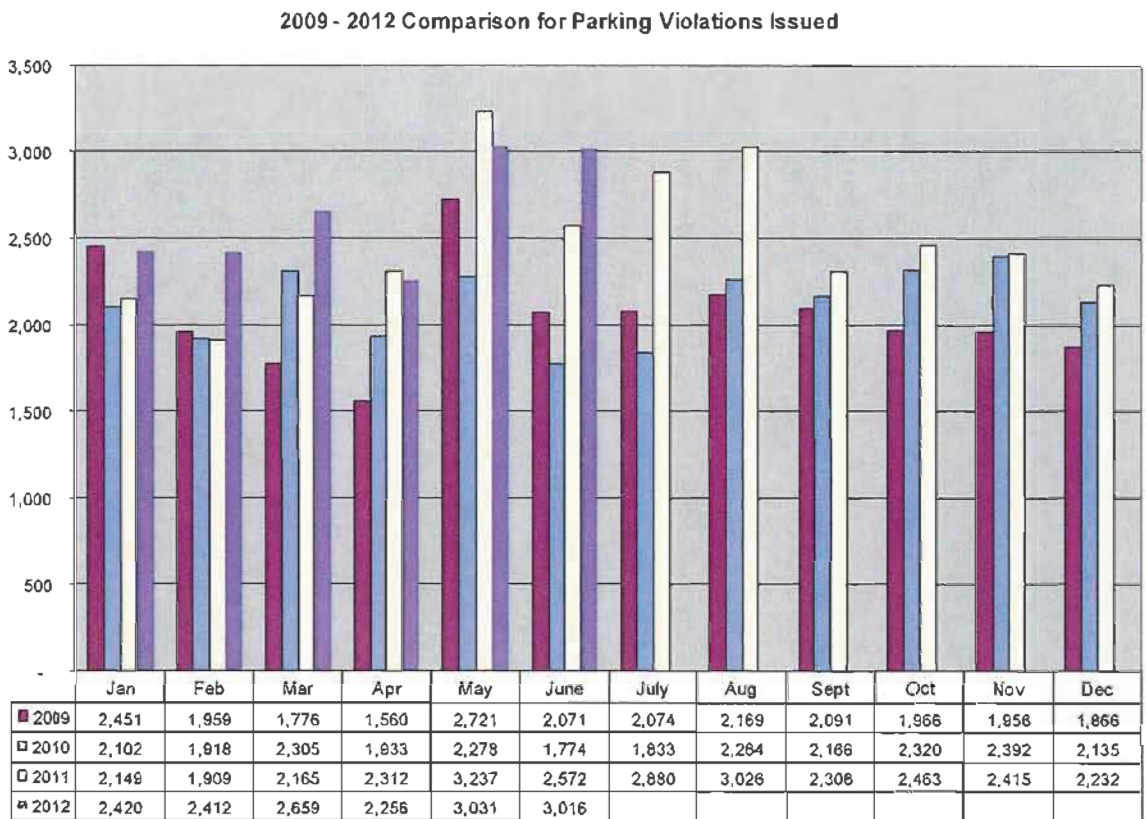
A total of 3,016 notices of bylaw violation were issued for parking and safety and liability infractions within the City during the month of June 2012 – a increase of approximately 17.26% when compared to the number of violations issued during the month of June 2011.

Program Highlights

- Planning and preparation of the Request for Proposals process for the first phase replacement of all City parking meters is currently in process.
- Community Bylaws is actively enforcing on-street timed parking zones, as well as permit-only parking within lanes, for core area of Steveston Village, as per the four-month Council-approved trial, which ends in September 2012.

- Night Market enforcement for both Duck Island and Vulcan Way during the month of June was nominal, due to limited attendance caused by very poor weather conditions.
- Community Bylaws has increased patrols in relation to Animal Control enforcement, including scheduled patrols at various parks and schools; Gary Point, McDonald Beach, Garden City, south end of No. 3 Road, Ferndale Road green-space and the Kingswood Elementary School.

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 June 2012 was 19 – this includes voice messages, directly answered calls as well as emails; an decrease of approximately 16% when compared to the number of daily service calls reported for the month of May 2012.

Enforcement Activity

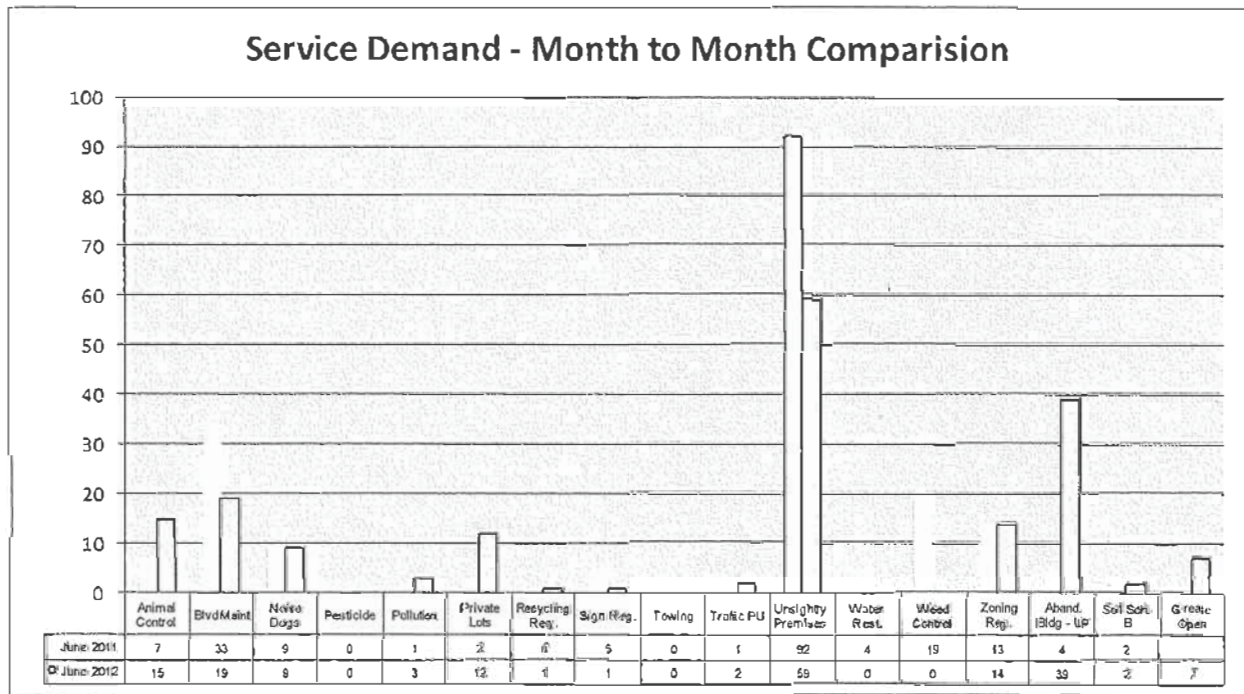
Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to achieve compliance with the City’s regulatory by-laws through education, mediation and, as necessary, progressive

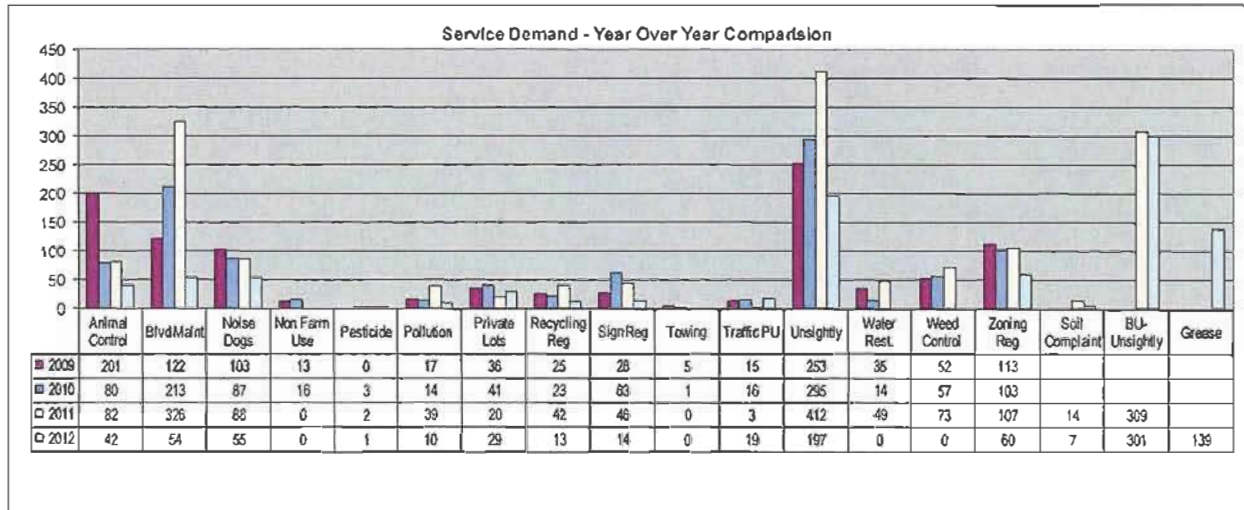
enforcement and prosecution. For June 2012, 176 inspection files were created and assigned for investigation and appropriate enforcement – a decrease of approximately 9% when compared to June 2011.

Proactive enforcement efforts continue with regard to abandoned or vacant home Joint Operations program in concert with RCMP and Richmond Fire-Rescue that began in June 2011. There were 39 abandoned/vacant home inspections conducted during the month of June 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 June 2nd, 9th and 23rd, 2012. A total of 84 residents and 12 landscaping business operators were provided with compliance instructions pursuant to Bylaw 8514. Where weather permits, weekend bylaw patrols will continue during the months of July and August.

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





3. Grease Management Program

The Grease Management Inspector conducted 25 regulatory visits to food sector establishments during the month of June 2012 – staffing changes during June resulted in fewer inspections than May 2012. There was 1 warning and 8 Notices of Bylaw Violation issued. Of the total notices issued, 7 were upheld and 1 cancelled due to compliance met expediently.

A total of 8 cases were referred to Metro Vancouver for assessment of the food establishment’s installation of a grease trap.

On June 19, 2012, at the request of the management at Lansdowne Centre, staff conducted a joint presentation with Metro Vancouver to all food establishment operators at Lansdowne Centre on the best practices for grease management and bylaw compliance.

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 was scheduled for July 24, 2012 with 17 cases scheduled for consideration by the independent adjudicator.

5. Animal Control

- For the month of June 2012, there were 8 dog bite incidents reported; resulting in an equal number of dangerous dog investigations.
- Staff issued 67 new dog licences during June 2012 to bring the total number of dogs licensed in Richmond for 2012 to 5,194. The number of dangerous dog licenses issued or renewed in Richmond as of June 2012 was 72.
- Officers within Community Bylaws responded to 8 requests for enforcement patrols during the month of June 2012.

6. Revenue and Expenses

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

Consolidated Parking Program Revenue which includes all meter, monthly permit and enforcement revenue increased by 15.1% over the same period last year. Specifically, consolidated revenues were \$143,724 for June 2012 compared to \$124,783 for June 2011.

Meter Revenue increased by 2.8% over the same period last year. Specifically, meter revenue was \$47,345 for June 2012 compared to \$46,020 for June 2011.

Permit Revenue increased 19.0% over the same period last year. Specifically, permit revenue was \$11,282 for June 2012 compared to \$9,478 for June 2011.

Enforcement Revenue increased 22.8% over the same period last year. Specifically, enforcement revenue was \$85,097 for June 2012 compared to \$69,285 for June 2011.

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



Conclusion

Community Bylaw 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.

July 27, 2012

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A handwritten signature in blue ink, appearing to read 'W. Mercer', with a stylized, cursive script.

Wayne G. Mercer
Manager, Community Bylaws
(604.247.4601)

CT:ct



To: Community Safety Committee
From: Phyllis L. Carlyle, General Manager, Law & Community Safety
Re: Community Bylaws - July 2012 Activity Report

Date: August 13, 2012
File: 12-8060-01/2011-Vol 01

Staff Recommendation

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

REPORT CONCURRENCE table with columns for Routed To, Concurrence, Concurrence of General Manager, Reviewed by SMT Subcommittee, and Reviewed by CAO.

Staff Report

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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 July 2012 was 60 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 38% when compared to the number of service calls reported for the month of June 2012.

Enforcement Activity

The number of parking violations that were either cancelled and/or changed to a warning for the month of July 2012 was 303; 8.93% of the violations issued in July 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	9.24%
Section 2.1 (c) Poor likelihood of success at adjudication	16.50%
Section 2.1 (d) Contravention necessary - health related	0.64%
Section 2.1 (e) Multiple violations issued for one incident	4.65%
Section 2.1 (f) Not in the public interest	42.90%
Section 2.1 (g) Proven effort to comply	26.07%

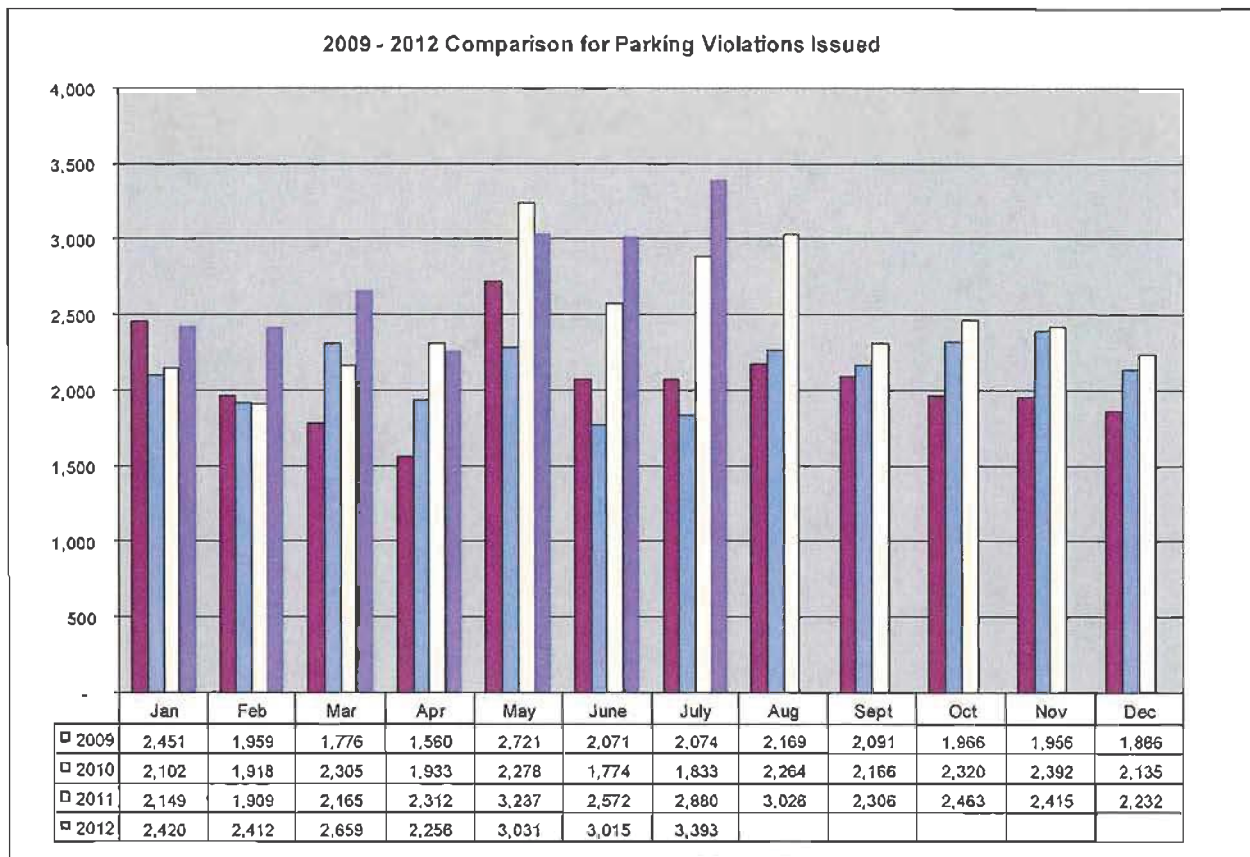
A total of 3,393 notices of bylaw violation were issued for parking and safety and liability infractions within the City during the month of July 2012 – an increase of approximately 15% when compared to the number of violations issued during the month of July 2011.

Program Highlights

- Final amendments are being undertaken for the August release of a Request for Proposal, which will encompass Phase I of the replacement of the City’s aging parking meter inventory based on Council’s 2012 Capital approval.

- Community Bylaws is actively enforcing on-street timed parking zones, as well as permit-only parking within lanes, within the core area of Steveston Village. For the most part “safety & liability” infractions represent the major proportion of violations issued related to fire hydrants as well as driveway, lane and road obstructions.
- Night Market enforcement activity for the Duck Island and Vulcan Way sites picked up significantly in July due to a dramatic improvement in the weather compared to June.

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 July 2012 was 20 – this includes voice messages, directly answered calls as well as emails; this number is consistent when compared to the number of daily service calls reported for the month of June 2012.

Enforcement Activity

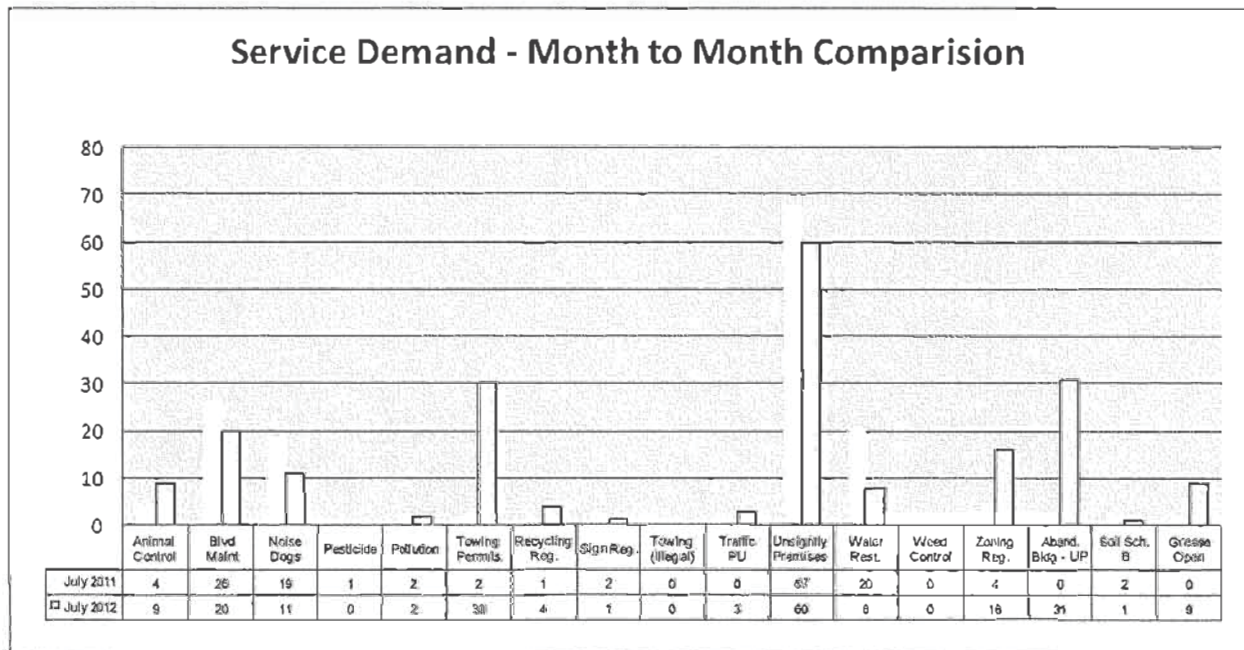
Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to achieve compliance

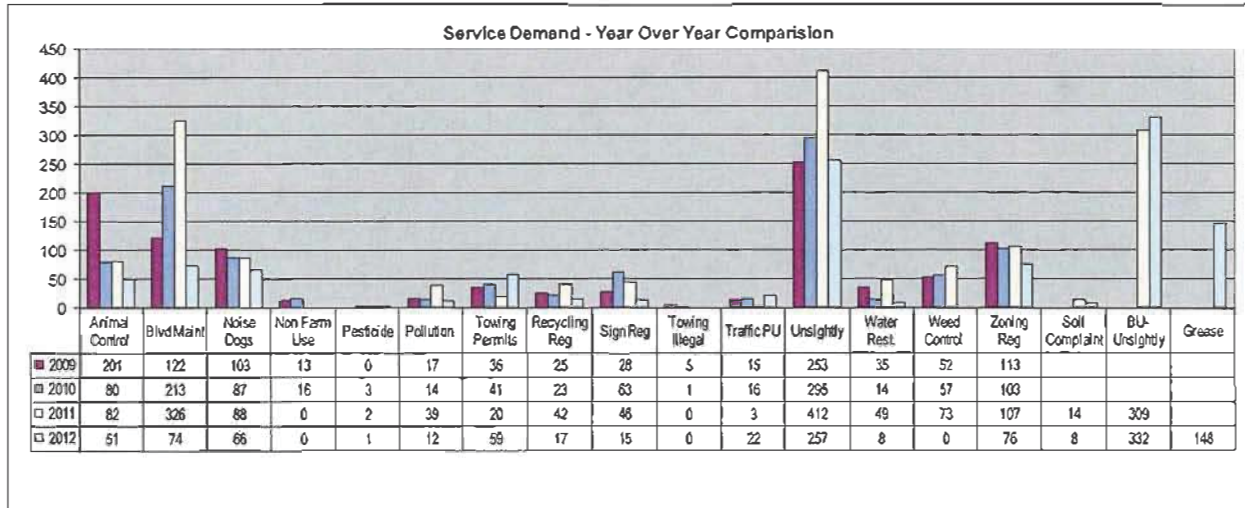
with the City’s regulatory by-laws through education, mediation and, as necessary, progressive enforcement and prosecution. For July 2012, 196 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 23% when compared to July 2011.

Proactive enforcement efforts continue with regard to abandoned or vacant home Joint Operations program in concert with RCMP and Richmond Fire-Rescue that began in June 2011. There were 31 abandoned/vacant home inspections conducted during the month of July 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. Property Use Officers conducted inspections on July 7th, 14th, 21st, and 28th. A total of 93 residents and 4 landscaping business operators were provided with compliance instructions pursuant to Bylaw 8514. There were 2 municipal tickets issued to landscapers who were conducting landscaping business in the City of Richmond without a valid business licence. Weather permitting, weekend bylaw patrols will continue during the month of August 2012.

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





3. Grease Management Program

Due to staff absences, the Grease Management Inspector conducted only 15 regulatory visits to 14 food sector establishments and visited 7 secondary schools operated by Richmond School District No. 38 during the month of July 2012. There were 3 warning tickets and 2 notices of bylaw violation issued during the month.

Staff referred 2 cases to Metro Vancouver for decisions regarding their installation of grease traps.

A joint inspection of 7 secondary schools was conducted with Metro Vancouver and Richmond School District No. 38 on July 10, 2012. Detailed information with regard to method and frequency of cleaning was gathered during on-site grease trap inspections. Richmond School District No. 38 will be working together with the City and Metro Vancouver to achieve efficient grease management within the applicable Richmond school cafeterias.

4. Dispute Adjudication Program

There were 12 cases processed at the Adjudication Hearings held on July 24, 2012 – 8 allegations were deemed to have occurred and 4 cases were a no show. The next Adjudication Hearings are scheduled for September 25, 2012.

5. Animal Control

- For the month of July 2012, there were 9 dog bite incidents reported; resulting in an equal number of dangerous dog investigations.
- Staff issued 73 new dog licences during July 2012 to bring the total number of dogs licensed in Richmond for 2012 to 5,298. The number of dangerous dog licenses issued or renewed in Richmond as of July 2012 was 75.
- Officers within Community Bylaws responded to 6 requests for enforcement patrols during the month of July 2012.

6. Revenue and Expenses

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

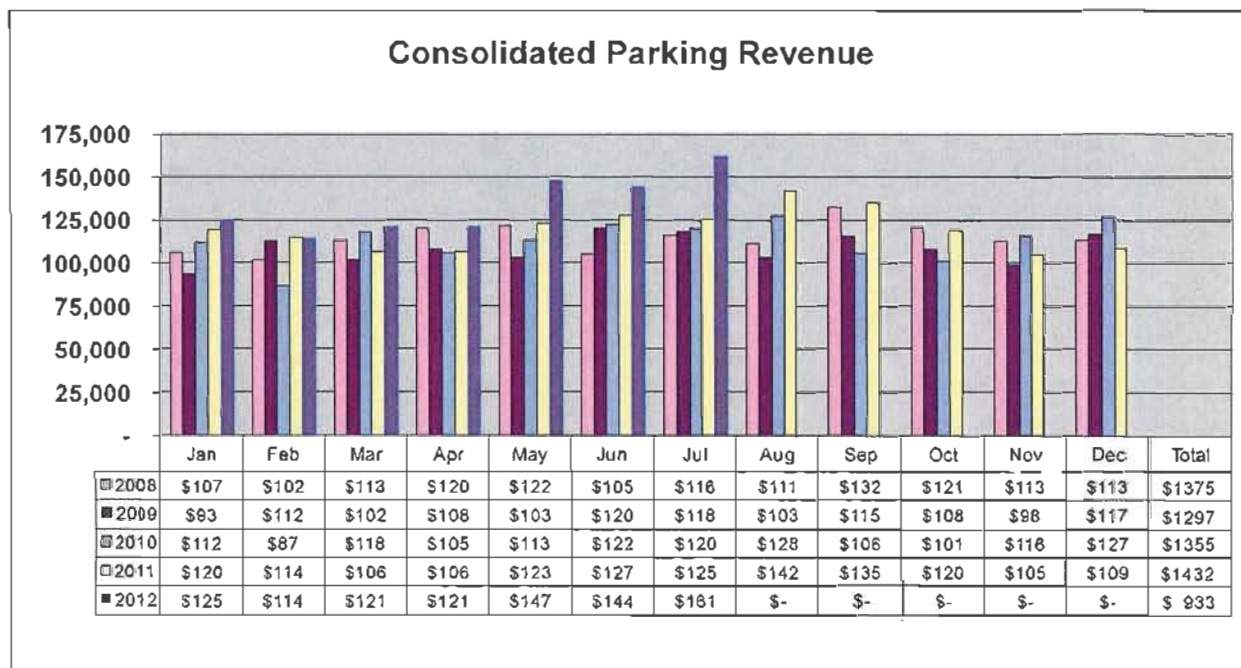
Consolidated Parking Program Revenue the total of meter, monthly permit and enforcement revenue increased by 30.9% over the same period last year. Specifically, consolidated revenues were \$161,354 for July 2012 compared to \$123,279 for July 2011.

Meter Revenue increased by 14.8% over the same period last year. Specifically, meter revenue was \$42,233 for July 2012 compared to \$36,802 for July 2011.

Permit Revenue increased 27.8% over the same period last year. Specifically, permit revenue was \$13,850 for July 2012 compared to \$10,832 for July 2011.

Enforcement Revenue increased 39.1% over the same period last year. Specifically, enforcement revenue was \$105,271 for July 2012 compared to \$75,645 for July 2011.

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

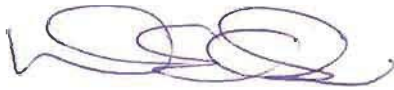


August 13, 2012

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Conclusion

Community Bylaw 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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Wayne G. Mercer
Manager, Community Bylaws
(604.247.4601)

ML:ml