



City of Richmond

Report to Committee

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

Date: August 8, 2011
File: 12-8060-01/2011-Vol 01

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated August 8, 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			
ROUTED TO:	CONCURRENCE		CONCURRENCE OF GENERAL MANAGER
Budgets	Y <input checked="" type="checkbox"/>	N <input type="checkbox"/>	
REVIEWED BY TAG	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	REVIEWED BY CAO
			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

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

1. Parking Program

Customer Service Response

The average number of daily calls for service fielded by administration staff on parking issues for June 2011 was 36 – this includes voice messages, directly answered calls as well as emails; a decrease of 36% when compared to the number of service calls reported for the month of May 2011.

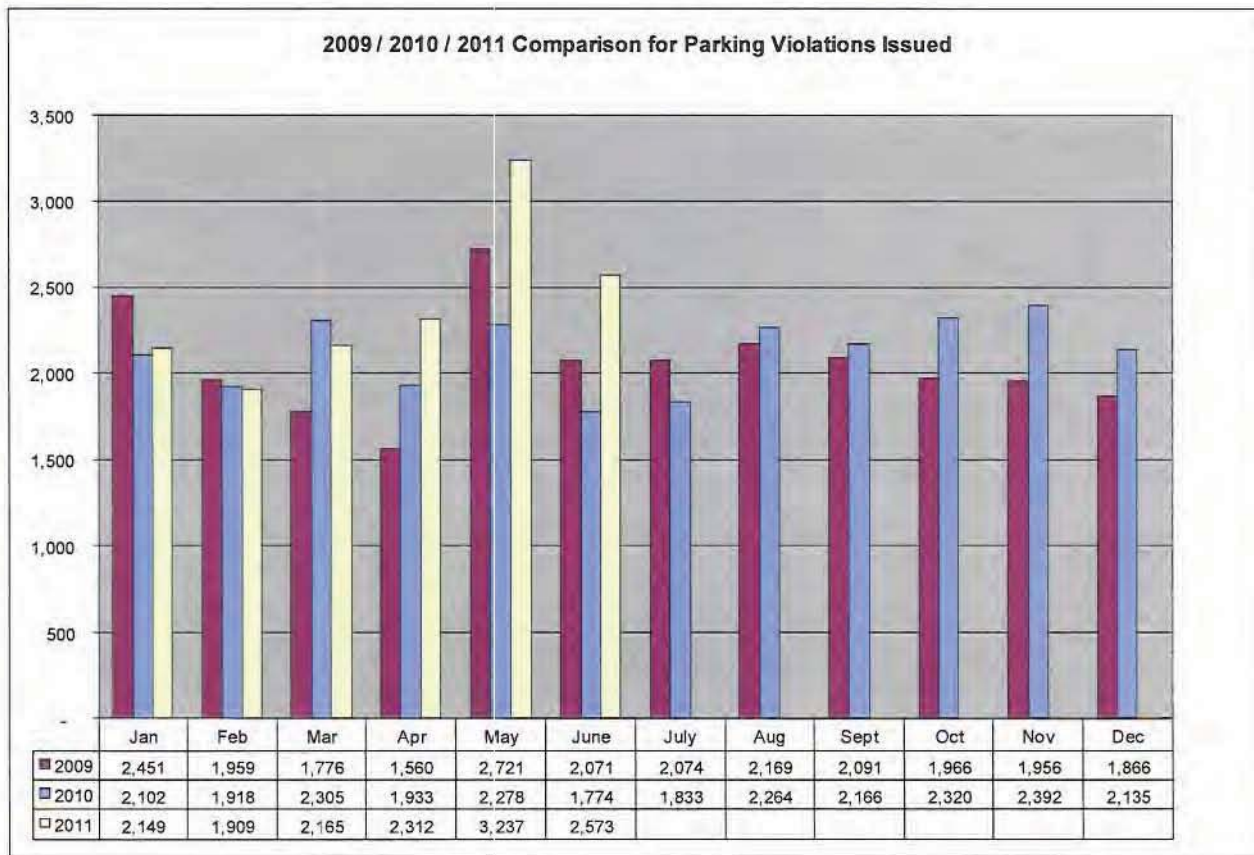
Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of June 2011 was 145 – approximately 5.6% of the violations issued in June 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	2.8%
Section 2.1 (c) Poor likelihood of success at adjudication	14.5%
Section 2.1 (d) Contravention necessary - health related	0.7%
Section 2.1 (e) Multiple violations issued for one incident	3.4%
Section 2.1 (f) Not in public interest	65.5 %
Section 2.1 (g) Proven effort to comply	13.1%

- A total of 2,573 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of June 2011 – an increase of approximately 31% when compared to the number of violations issued during the month of June 2010.

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



- Meter vandalism continues to be a problem; June 2011 saw 7 meters damaged resulting in higher repair costs. Staff is working closely with the RCMP and other municipalities who have been victimized to monitor and identify the culprits.
- The first full month of Summer Night Market showed reduced activity due to poor weather.

2. Property Use

Customer Service Response

The average number of daily calls for service fielded by administration staff on property use issues for June 2011 was 16 – 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 May 2011.

For June 2011, 190 inspection files were created and assigned for investigation and appropriate enforcement – a decrease of approximately 18.5% when compared to June 2010.

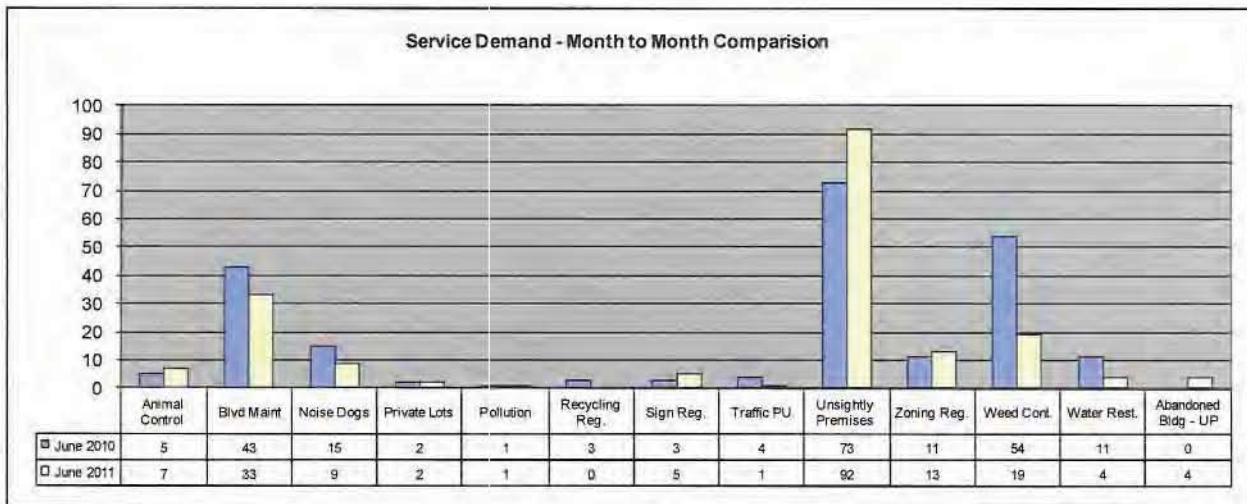
Enforcement Activity

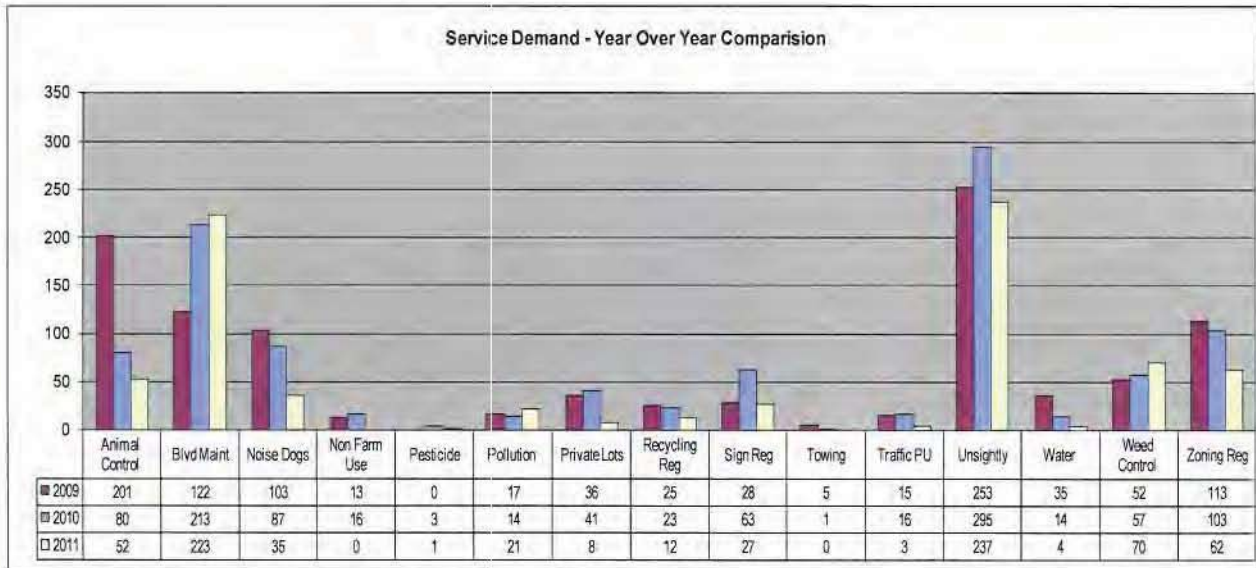
- Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to

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

- Bylaw Liaison Property Use Officers have commenced noxious weed inspections on both a complaint and proactive basis. In addition to Canada thistle, inspections found a few properties with an infestation of giant hogweed. Giant hogweed, by Order-in-Council as of July 21, 2011, has now been classified as a noxious weed in British Columbia due to the phototoxic chemicals present in the plant’s sap and related health and safety concerns for neighbouring properties. Staff is launching a program to compel property owners to remove the hogweed.
- 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 4th, 11th, 18th and 25th. A total of 186 residents and 14 landscaping business operators were provided with compliance instructions pursuant to Bylaw 8514. Weekend bylaw patrols will continue during the months of July and August.

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





3. Grease Management Program

The Grease Management Inspector conducted 31 regulatory visits to food sector establishments during the month of June 2011. Most of the establishments inspected in June were found to be in compliance. The Inspector issued one ticket for the following contravention under section 3.2.3 of Bylaw 7551:

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

4. Dispute Adjudication Program

There were no adjudication hearings scheduled during the month of June 2011.

5. Animal Control

- For the month of June 2011, there were 6 dog bite incidents reported. Two investigations resulted in the related dogs being deemed as dangerous; two incidents involved dogs that were visiting Richmond from different municipalities and the respective municipalities have been informed of the incidents. Two incidents were concluded as civil matters between owners.
- Staff issued 79 new dog licences during June 2011 to bring the total number of dogs licensed in Richmond for 2011 to 5,205. The number of dangerous dog licences issued or renewed in Richmond as of June 2011 is 69.

6. Revenue and Expenses

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

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue is up 4.2% over 2010. Revenues for June 2011 are \$127,167 compared to \$122,008 for the same period last year. This positive increase is due largely to the efforts of our parking enforcement staff, 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 for Richmond Oval parkade operations, which was not part of the City’s program in June 2010.

Meter Revenue is up 5.4% for the same period last year. Revenues for June 2011 are \$46,020 compared to \$43,678 for 2010.

Permit Revenue is down 27% over the same period last year. Revenues for June 2011 are \$9,478 compared to \$12,963 for 2010. Due to the Canada Post postal strike, monthly permit invoices could not be delivered to permit holders and payments which are normally made in advance were not received. Most customers came in person to City Hall at the beginning of July to make payment and renew their permits.

Enforcement Revenue is up 6.0% over the same period last year. Revenues for June 2011 are \$69,285 compared to \$65,367 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 1, 2010.

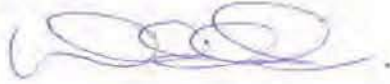
Richmond Oval Parkade Management Fee Revenue: For the month of June 2011, the City netted \$2,384 from the proceeds generated from parking at the Richmond Oval. This fee is based on 15% of gross revenue.

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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