



# City of Richmond

## Report to Committee

To (8-Oct 10) 2012

**To:** Community Safety Committee

**Date:** September 14, 2012

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

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

**Re:** Community Bylaws - August 2012 Activity Report

### Staff Recommendation

That the staff report titled Community Bylaws – August 2012 Activity Report (dated September 14, 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			
<b>ROUTED TO:</b>  Budgets Engineering Parks	<b>CONCURRENCE</b>  <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	<b>CONCURRENCE OF GENERAL MANAGER</b>  	
		<b>REVIEWED BY SMT SUBCOMMITTEE</b>	<b>INITIALS:</b> 

### 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 August 2012 was 57 – this includes voice messages, directly answered calls as well as emails; a decrease of approximately 5% when compared to the number of service calls reported for the month of July 2012.

###### Enforcement Activity

The number of parking violations that were either cancelled and/or changed to a warning for the month of August 2012 was 322; 9.88% of the violations issued in August 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	28	8.70%
Section 2.1 (b) Exception specified in the Bylaw	3	0.93%
Section 2.1 (c) Poor likelihood of success at adjudication	62	19.25%
Section 2.1 (d) Contravention necessary - health related	1	0.31%
Section 2.1 (e) Multiple violations issued for one incident	18	5.60%
Section 2.1 (f) Not in the public interest	130	40.37%
Section 2.1 (g) Proven effort to comply	80	24.84%

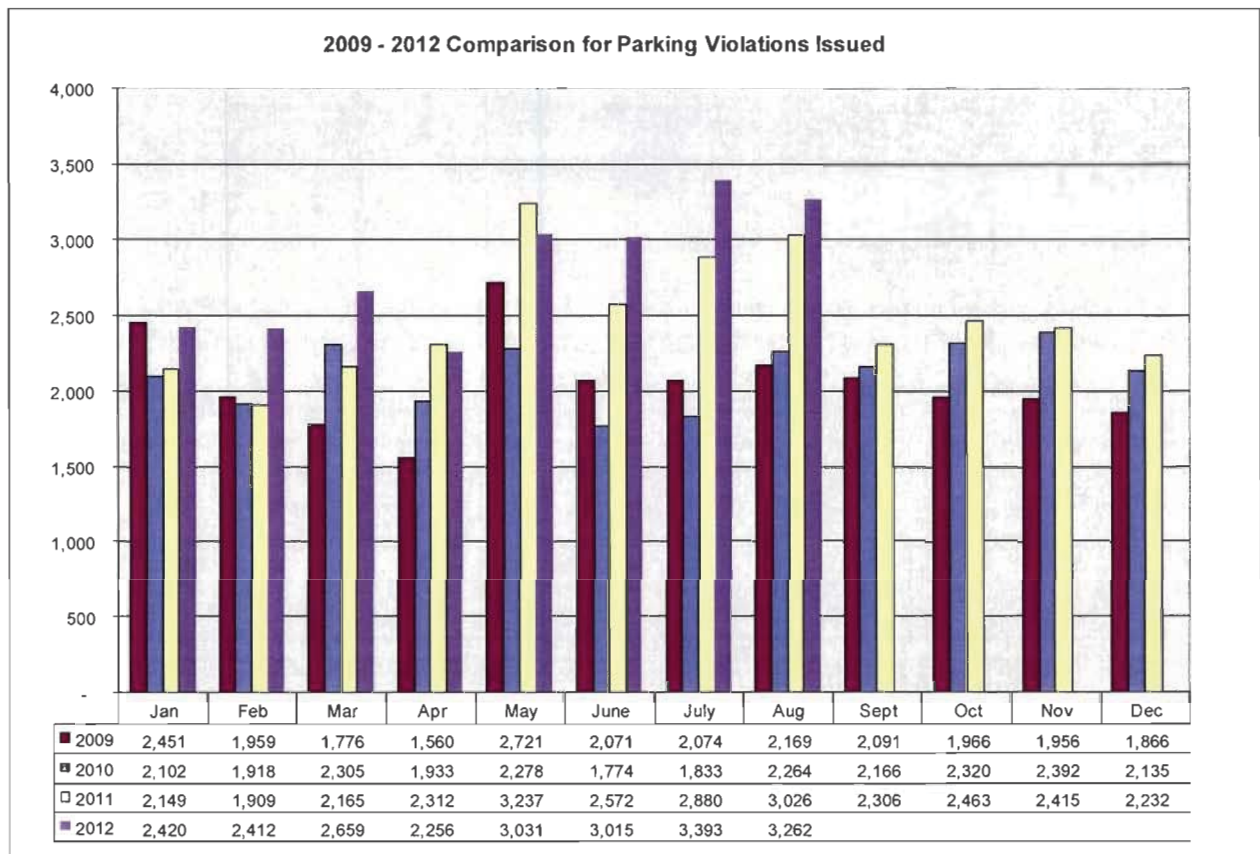
A total of 3,262 notices of bylaw violation were issued for parking and safety and liability infractions within the City during the month of August 2012 – an increase of approximately 8% when compared to the number of violations issued during the month of August 2011.

###### Program Highlights

Focused enforcement in the Steveston neighbourhood continued for August, with the majority of the 2,200 violations issued to date involving safety and liability issues around hydrants, crosswalks, bus zones and no stopping zones. The pilot program is scheduled to end on September 30, 2012.

Parking meter vandalism has increased once again with a comparable impact on meter revenue while the units are being repaired. In August 2012, there was an 11.2% decrease compared to August 2011.

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 August 2012 was 8 – this includes voice messages, directly answered calls as well as emails; a decrease of approximately 40% when compared to the number of daily service calls reported for the month of July 2012.

### Enforcement Activity

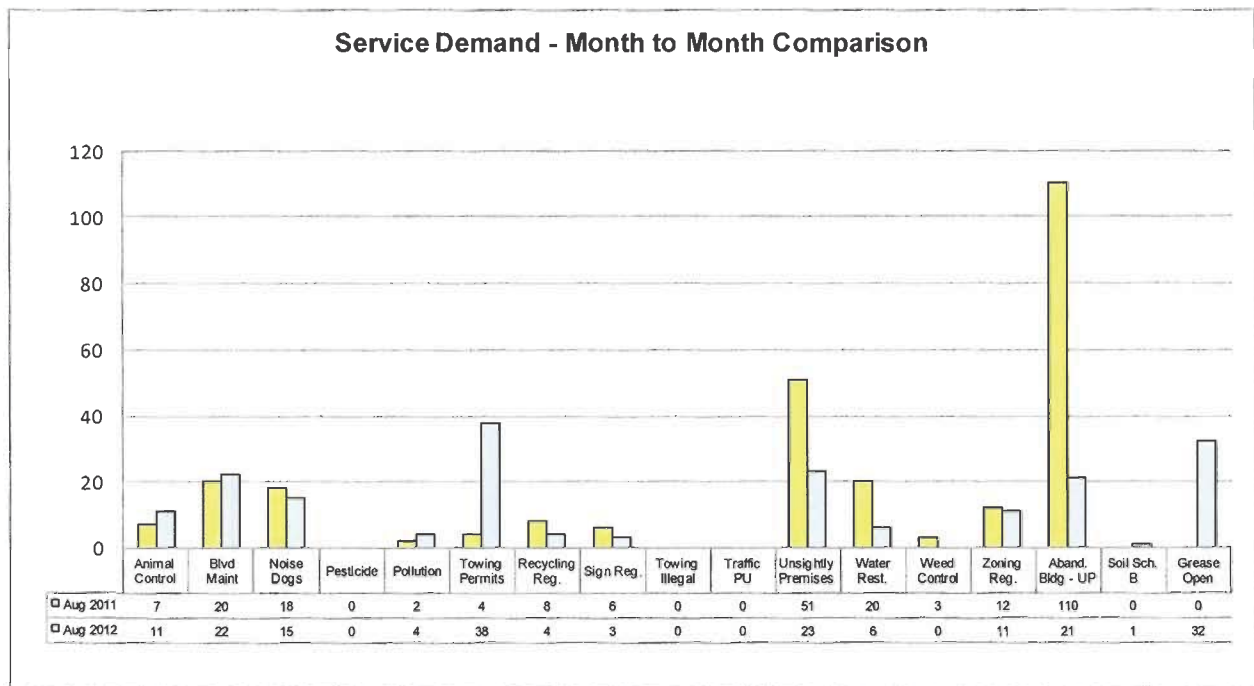
Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to achieve compliance with the City’s regulatory by-laws through education, mediation and, as necessary, progressive

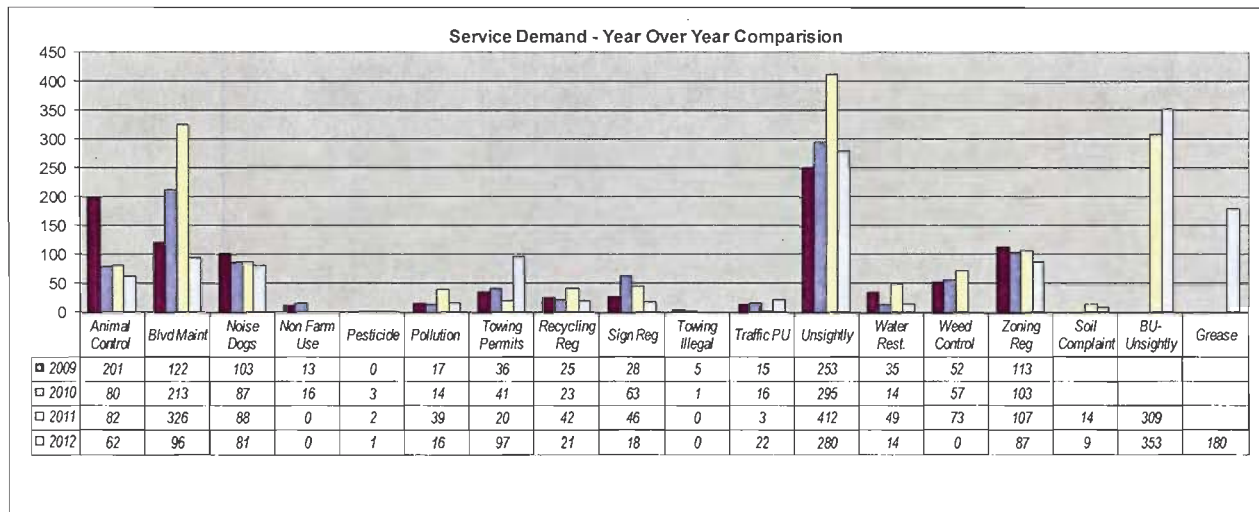
enforcement and prosecution. For August 2012, 159 inspection files were created and assigned for investigation and appropriate enforcement – a decrease of approximately 61% when compared to August 2011. This decrease is due largely to the drop in unsightly premises complaints as well as the number of abandoned vacant home files addressed when compared to this same time period in 2011.

Proactive enforcement efforts continue with regard to the abandoned or vacant home Joint Operations program in concert with RCMP and Richmond Fire-Rescue that began in June 2011. There were 21 abandoned/vacant home inspections conducted during the month of August 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 August 4<sup>th</sup>, 11<sup>th</sup>, 18<sup>th</sup> and 25<sup>th</sup>. A total of 58 residents and 3 landscaping business operators were provided with compliance instructions pursuant to Bylaw 8514.

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





### 3. Grease Management Program

The Grease Management Inspector conducted forty eight (48) regulatory visits to thirty five (35) food sector establishments only during the last two weeks of August. One (1) case was referred to Metro Vancouver for decisions on their installation of grease traps. There were five (5) warning notices of bylaw violation issued during the month of August 2012.

It is encouraging to see a high percentage of voluntary compliance by owner/operators of food establishments upon follow-up inspections and site visits.

### 4. Dispute Adjudication Program

The next Adjudication Hearings are scheduled for September 25, 2012 with 21 cases scheduled to be heard.

### 5. Animal Control

- For the month of August 2012, there were 5 dog bite incidents reported; resulting in an equal number of dangerous dog investigations.
- Staff issued 65 new dog licences during August 2012 to bring the total number of dogs licensed in Richmond for 2012 to 5,382. The number of dangerous dog licenses issued or renewed in Richmond as of August 2012 was 80.
- Officers within Community Bylaws responded to 9 requests for enforcement patrols during the month of August 2012.

### 6. Revenue and Expenses

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

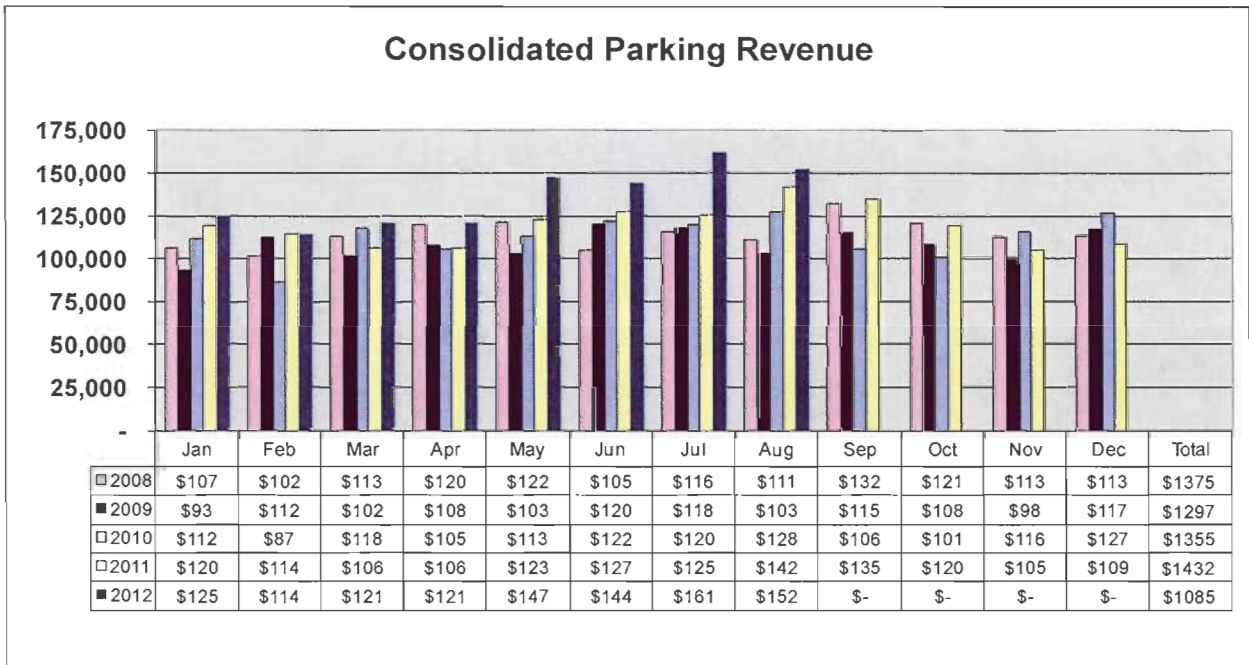
**Consolidated Parking Program Revenue:** The total of meter, monthly permit and enforcement revenue has increased by 8.6% over the same period last year. Specifically, consolidated revenues were \$152,061 for August 2012 compared to \$140,022 for August 2011.

**Meter Revenue** decreased by 11.2% over the same period last year. Specifically, meter revenue was \$37,711 for August 2012 compared to \$42,479 for August 2011.

**Permit Revenue** decreased by 1.8% over the same period last year. Specifically, permit revenue was \$10,897 for August 2012 compared to \$11,097 for August 2011.

**Enforcement Revenue** increased by 19.7% over the same period last year. Specifically, enforcement revenue was \$103,453 for August 2012 compared to \$86,446 for August 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.

Wayne G. Mercer  
 Manager, Community Bylaws  
 (604.247.4601)

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