



City of Richmond

Report to Committee

To: Community Safety Committee

Date: September 23, 2010

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

File:

Re: Community Bylaws - Monthly Activity Report for August 2010

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated September 23, 2010 from the Manager Community Bylaws, be received for information.

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

FOR ORIGINATING DEPARTMENT USE ONLY		
CONCURRENCE OF GENERAL MANAGER		
REVIEWED BY TAG	YES <input type="checkbox"/>	NO <input type="checkbox"/>
REVIEWED BY CAO	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

Staff Report

This monthly activity report for the Community Bylaws Division provides information on each of the following areas:

1. Parking Program
2. Property Use
3. Animal Control
4. Revenue & Expenses

1. Parking Program

Customer Service Response

- The average number of customer service calls fielded per day by staff on parking issues for August 2010 was 39 – this includes voice messages, directly-answered calls as well as emails; this number constitutes a month/month decrease of approximately 12% .
- The number of parking violations that have either been cancelled and/or changed to a warning for the month of August was 145 – approximately 6.4% of the violations issued in August. As indicated in previous monthly reports, justification for each cancellation and/or change to a warning notification is determined under the guidelines as set out under Policy 1100: Notice of Bylaw Violation – Grounds for Cancellation. The most common reasons for tickets being changed are: inadequate evidence supporting the contravention, technical errors and proof of medical emergency. As requested at the Community Safety Committee meeting held on September 14, 2010, a detailed breakdown of the types of tickets that were cancelled and/or changed to a warning and reasons why, will be provided in future reports.

Parking Enforcement Activity

- Community Bylaws has been successful in recruiting a fully-experienced Bylaw Officer from another municipality to fill a vacant full-time position.
- August 2010 saw a total of 2,264 notices issued for parking / safety & liability violations within the City – an increase of 23% over July – with year-to-date enforcement revenue meeting budget targets.

Adjudication Program

- There was no adjudication hearings held during the month of August. At the adjudication hearings held on September 21, 2010, 11 cases were processed – 1 disputant did not appear, 7 allegations were deemed to have occurred and 3 cases were deemed not to

have occurred. The reasons for the 3 unsuccessful cases were based on insufficient evidence in 2 cases to meet the burden of proof based on balance of probabilities and a technical error on the part of the issuing Officer.

- As of September 22, 2010 – there are 16 requests that have been scheduled for the next adjudication hearings to be held on October 27, 2010.

2. Property Use

Customer Service Response

- The average number of phone calls fielded per day by staff on property use issues for August 2010 was 22 – this includes voice messages, directly-answered calls as well as emails, a notable month/month decrease of approximately 68% when compared to the month of July which is always our busiest month.
- For August 2010, 98 inspection files were created and assigned for investigation and appropriate enforcement – a month/month decrease of 31% when compared to the month of July. This decrease in number of newly created investigation files can be partly attributed to vacations.
- The second phase for the implementation of the new Newspaper Distribution Regulation Bylaw 7954 is underway, staff have completed preliminary invoices for each distribution agent currently on the City's data base and have provided outlines for all distributors.

Enforcement Activity

- As of August 1, 2010 all of the Bylaw Liaison Property Use Officers are required to wear a standard uniform as issued by the City while on duty. The reasons for this new requirement are: to readily identify Officers when dealing with and in response to queries from the public; to enhance recognition of Officers as City employees when entering private property; to increase the personal safety of the Officers while working in the field and to improve the professional image of the Officers. We are pleased to report that we have been getting some very positive comments from residents regarding the professional image of our uniformed staff.
- Bylaw Liaison Property Use Officers actively conduct inspections on both a complaint and proactive basis. Our Bylaw Officers are encouraged to open as many proactive files as they come across with a special focus on unsightly properties and safety related contraventions.

4. Revenue and Expenses - January to August 2010

- Consolidated revenues for the parking program (meter revenue, monthly permits and enforcement revenue) are up 2.82% from the previous year. Revenue reports show actual revenue at \$883,000 compared to \$858,600 for the same time period in 2009.
- Enforcement revenue is up 11%; actual revenue at \$503,750 compared to \$453,500 in 2009. This could be attributed to both the increase in the base price of the fines as well increased number of tickets issued. Our Officers have issued 16,781 tickets to August 31st compared to 16,407 tickets for the same time period in 2009.
- Permit revenue is up 5.7% from the previous year. We are currently at \$98,020 compared to \$92,770 in 2009.
- Meter revenue is down 10%. We are currently reporting an actual of \$281,010 compared to \$312,300 in 2009. This drop in revenue could be attributed, in part, to the fact that we have had several incidents of vandalism this past year rendering many of our meters out of service.
- Expenses are on target with the exception of meter maintenance and repairs where we are reporting a 49% variance due largely to the incidences of vandalism. We continue to work with the RCMP and review our internal procedures to mitigate this cost.

Conclusion

Community Bylaws staff continue to respond in an efficient and cost-effective manner to resident complaints and observed neighbourhood concerns to promote compliance with over 23 separate regulatory bylaws of the City.



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WGM:ml