



To: Community Safety Committee **Date:** October 25, 2010
From: Phyllis L. Carlyle **File:** 12-8060-01/2010-Vol
 General Manager, Law & Community Safety 01
Re: Community Bylaws - Monthly Activity Report for September 2010

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated October 25, 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 	NO <input type="checkbox"/>
REVIEWED BY CAO	YES 	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 September 2010 was 36.3 – this includes voice messages, directly-answered calls as well as emails; this number constitutes a month/month decrease of approximately 8% .
- The number of parking violations that have either been cancelled and/or changed to a warning for the month of September 2010 was 118 – approximately 5.5% of the violations issued in September 2010 and a month/month decline of 18% from August. Our internal reporting program implemented in September will permit a more detailed breakdown commencing with the October report.

Parking Enforcement Activity

- A total of 2,166 notices were issued for parking / safety & liability violations within the City – a decrease of approximately 4% from August 2010. However, this is a 4% increase when compared to the number of violations issued for the same time period in 2009.

Adjudication Program

- Community Bylaws is continuing to increase the number of bylaw violation disputes heard through the City's very successful adjudication program. In addition to the original parking infractions when the program was launched in 2007, Council has adopted bylaw amendments in the interim to add infractions covering commercial vehicle licensing, newspaper distribution and dog licensing. Pending amendments will also add infractions under the City's grease management program and animal control regulations. With Community Bylaw's lead in this initiative and to support the Provincial Court's streamlining, we would expect that any other enforcement programs considered by Council will use the more cost-effective and convenient bylaw notice / adjudication format rather than the MTI / provincial Court format.
- There were 12 confirmed requests scheduled for the adjudication hearings held on October 27, 2010 (all but one were decided in favour of the City) and 10 confirmed requests for the next scheduled set of hearings on January 25, 2011.

2. Property Use

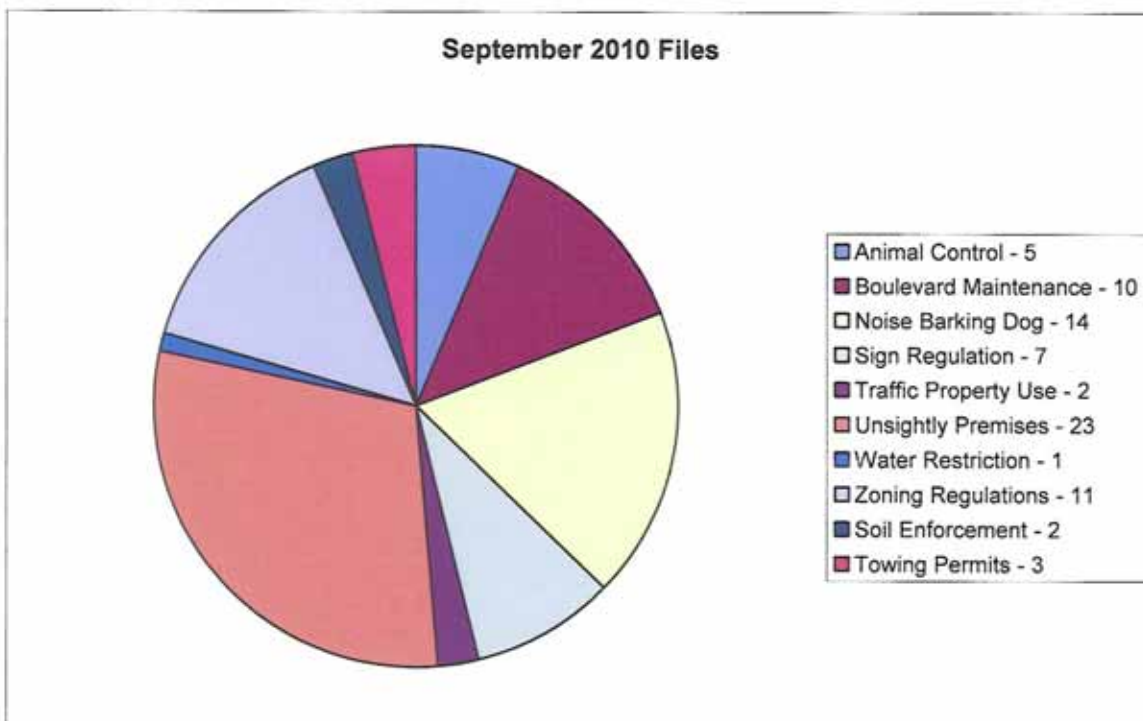
Customer Service Response

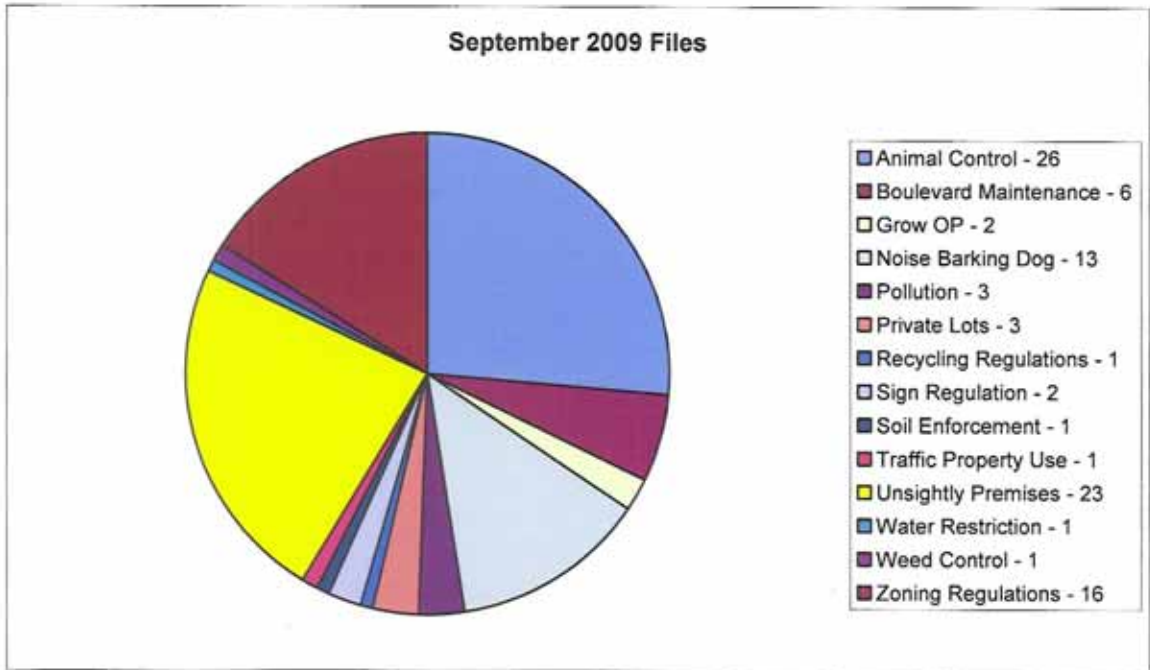
- The average number of phone calls fielded per day by staff on property use issues for September 2010 was 36 – this includes voice messages, directly-answered calls as well as emails, a month/month increase of approximately 62% when compared to the month of August.
- For September 2010, 78 inspection files were created and assigned for investigation and appropriate enforcement – a month/month decrease of approximately 25% when compared to the month of August. In general, the type of files generated in September are comparable to August with the notable absence of weed control files in September 2010 and a decrease in the number of animal control files, 5 in September 2010 versus 11 in August 2010.

Enforcement Activity

- 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.

The following charts delineate comparison service demand by type for September 2010 and 2009 :





3. Animal Control

- For September 2010, there were 4 dog bite incidents reported.
- Staff has issued 30 new dog licences during September 2010 to bring the 2010 total to 5,457.
- RAPS report from the City’s animal shelter for September 2010 outlines the following:
 - reported lost dogs / cats 22 /15
 - dog surrenders / adoptions 9 / 8
 - dogs / cats impounded 10/31

4. Revenue and Expenses - January to August 2010

The following revenue and expense information covers 3rd quarter (July - September) for the years 2010 and 2009.

- Consolidated revenues (meter revenue, monthly permits, and enforcement revenue) are up 4% from the same period last year. Revenues for the 3rd quarter 2010 are \$349,896 compared to \$336,081 in 2009.
- Permit revenue remains steady with a slight increase of 0.08%. Revenue for the 3rd quarter 2010 is \$32,198 compared to \$31,941 in 2009. It is expected that future permit revenue will be affected by a recent private parking lot that has been set up at Minoru Boulevard and Firbridge

Way on the former car dealership site. This private lot provides monthly permit parking at \$30 per month compared to our on street permit parking rate of \$50 for the same area.

- Enforcement revenue is up 17.4% year/year. Revenue for the 3rd quarter 2010 is \$201,901 compared to \$171,968 in 2009. This can be attributed to the increase in the base amount of the fines in early 2010. There has also been an increase in the issuance of tickets for safety & liability infractions and for those who do not purchase time at the meters. The number of tickets issued for the 3rd quarter 2010 is 6,263 tickets compared to 6,334 tickets in 2009, with the breakdown of the type of ticket leaning more towards safety & liability infractions rather than timed infractions.
- Meter revenue is down 14.1% year/year. Revenue for the 3rd quarter 2010 is \$115,797 compared to \$132,172 in 2009. This can be attributed to a rash of meter vandalism, resulting in meters being out of service and the subsequent loss of revenue while the meters were being repaired and reinstated.
- Expenses are on target with the exception of repairs and maintenance of the parking meters due to vandalism.

Conclusion

Community Bylaws staff will continue to explore proactive and innovative programs and internal processes in order to respond in an efficient and cost-effective manner to the many resident complaints and observed neighbourhood concerns regarding safety and quality of life.



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WGM:ml