



City of Richmond

Report to Committee

To: Community Safety Committee

Date: October 15, 2012

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

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

Re: Community Bylaws - September 2012 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws – September 2012 Activity Report (dated October 15, 2012 from the General Manager, Law & Community Safety), be received for information.

Phyllis
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 September 2012 was 43 – a decrease of approximately 25% when compared to the number of service calls reported for the month of August 2012. This is a return to historical norm following summer season and the Steveston enforcement pilot program.

Enforcement Activity

The number of parking violations that were either cancelled and/or changed to a warning for the month of September 2012 was 249; 7.82% of the violations issued in September 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	3.62%
Section 2.1 (b) Exception specified in the Bylaw	1	0.40%
Section 2.1 (c) Poor likelihood of success at adjudication	31	12.45%
Section 2.1 (d) Contravention necessary - health related	1	0.40%
Section 2.1 (e) Multiple violations issued for one incident	10	4.02%
Section 2.1 (f) Not in the public interest	130	52.20%
Section 2.1 (g) Proven effort to comply	67	26.91%

A total of 3,183 notices of bylaw violation were issued for parking and safety and liability infractions within the City during the month of September 2012 – an increase of approximately 38% when compared to the number of violations issued during the month of September 2011.

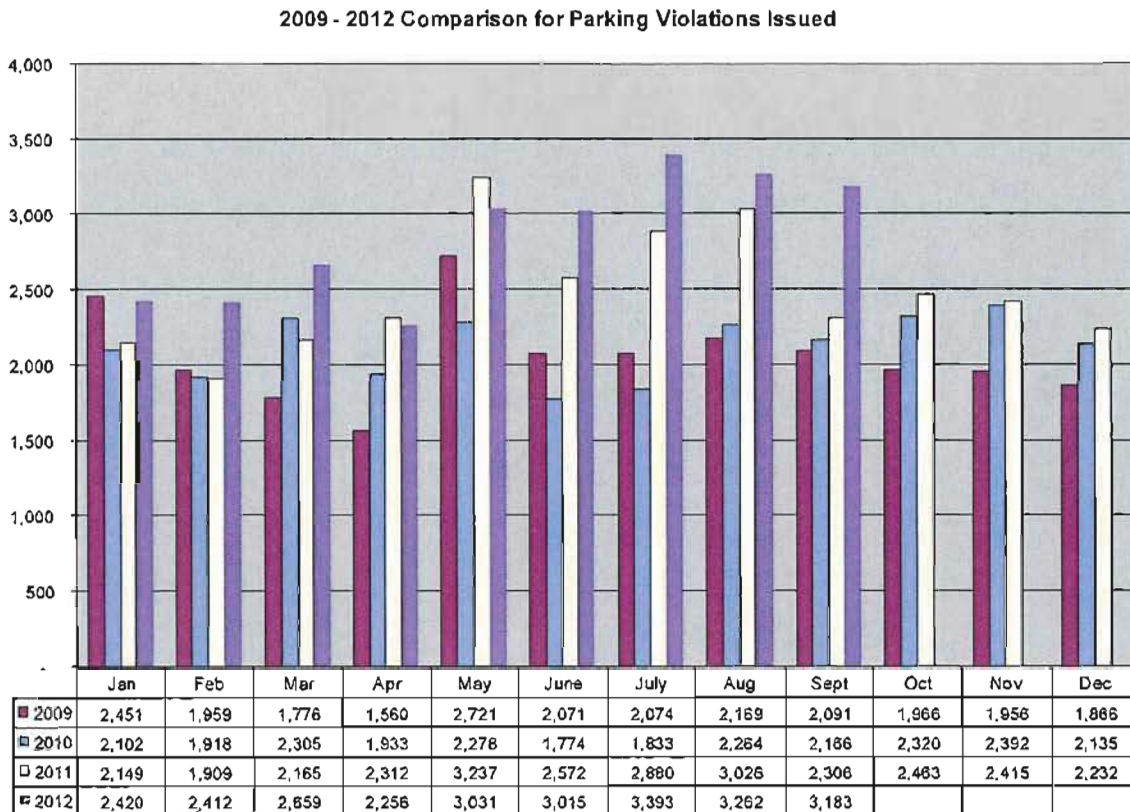
Program Highlights

Focused enforcement in the Steveston neighbourhood continued for September, with the majority of violations issued to date encompassing safety and liability issues around hydrants, crosswalks, bus zones and no stopping zones. The pilot program ended on September 30, 2012

for which the City’s Transportation and Community Bylaws Divisions will be completing a thorough analysis and report for Council’s consideration.

Parking meter vandalism continues to be a recurring concern directly impacting meter revenue, while the units are being repaired. In September 2012 five incidents of vandalism were reported.

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 September 2012 was 7 – a decrease of approximately 36% when compared to the number of daily service calls reported for the month of August 2012.

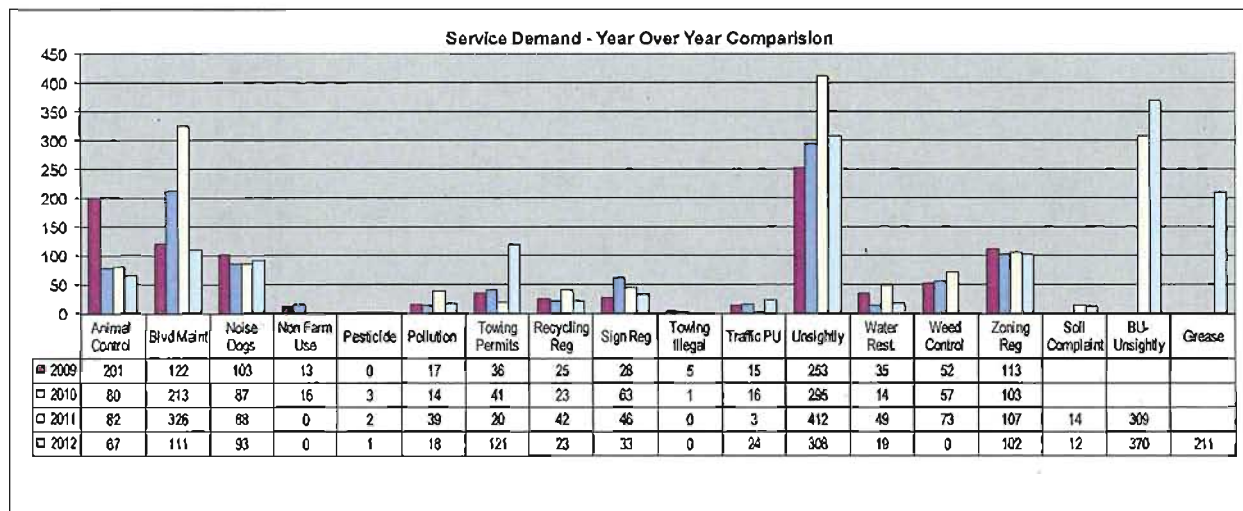
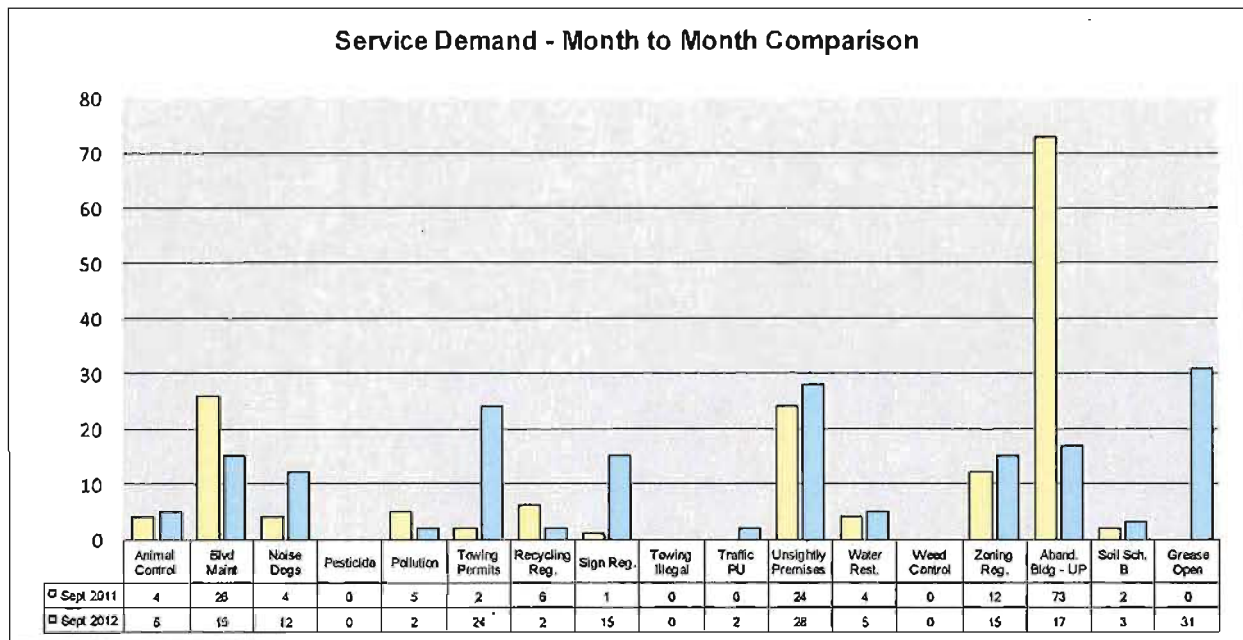
Enforcement Activity

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 September 2012, 145 investigation files were created and

assigned for inspection and appropriate enforcement – a decrease of approximately 12% when compared to September 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 17 abandoned/vacant home investigation files created during the month of September 2012.

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



3. Grease Management Program

The Grease Management Inspector conducted 59 regulatory visits to 48 food sector establishments during three scheduled weeks in September. There were 8 bylaw violation notices issued during the month of September 2012. Of these, 2 notices were upheld and 6 were switched to warnings due to immediate compliance.

Three cases were referred to Metro Vancouver for decisions on the installation of under-sized grease traps. It is very encouraging to see a high percentage of voluntary compliance following grease management information provided to the operators/owners of food sector establishments during the initial educational inspections in 2011.

4. Dispute Adjudication Program

Adjudication Hearings were scheduled for September 25, 2012, resulting in the following outcome:

- 17 violations upheld
- 1 violation suspended

The next hearings are scheduled for November 27, 2012

5. Animal Control

- For the month of September 2012, there were 3 dog bite incidents reported resulting in an equal number of dangerous dog investigations.
- Staff issued 59 new dog licences during September 2012 to bring the total number of dogs licensed in Richmond for 2012 to 5,464. The number of dangerous dog licenses issued or renewed in Richmond as of September 2012 was 83.
- Officers within Community Bylaws responded to 7 requests for enforcement patrols during the month of September 2012.

6. Revenue and Expenses

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

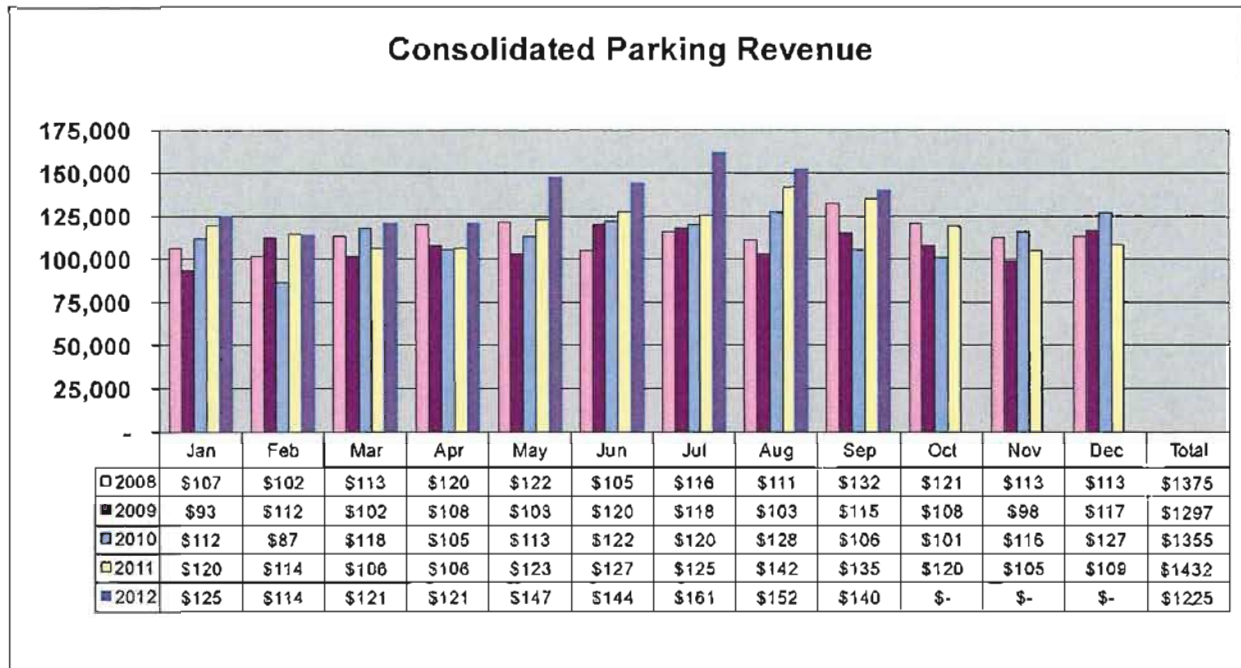
Consolidated Parking Program Revenue: The total of meter, monthly permit and enforcement revenue increased by 6.2% over the same period last year. Specifically, consolidated revenues were \$140,394 for September 2012 compared to \$132,107 for September 2011.

Meter Revenue decreased by 4.1% over the same period last year. Specifically, meter revenue was \$42,156 for September 2012 compared to \$43,957 for September 2011.

Permit Revenue increased by 14.4% over the same period last year. Specifically, permit revenue was \$11,266 for September 2012 compared to \$9,845 for September 2011.

Enforcement Revenue increased by 11.1% over the same period last year. Specifically, enforcement revenue was \$86,972 for September 2012 compared to \$78,305 for September 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
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CT:ct