



City of Richmond

Report to Committee

To: Community Safety Committee

Date: November 29, 2010

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

File: 08-4000-01/2010-Vol 01

Re: Community Bylaws - Monthly Activity Report for October 2010

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated November 26, 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 checked="" type="checkbox"/>	NO <input type="checkbox"/>
REVIEWED BY CAO DEPUTY	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 October 2010 was 36 – this includes voice messages, directly-answered calls as well as emails; this number is at par with the number of service calls reported for the month of September 2010.
- The number of parking violations that have either been cancelled and/or changed to a warning for the month of October 2010 was 255 – approximately 11% of the violations issued in October 2010. The following chart provides a breakdown of the number of bylaw violation notices cancelled pursuant to Council’s Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a) Identity issues	9.0%
Section 2.1 (b) Exception in Bylaw	1.2%
Section 2.1 (c) Poor likelihood of success at adjudication	18.8%
Section 2.1 (d) Health & safety	0.4%
Section 2.1 (e) Multiple violations issued for one incident	2.0%
Section 2.1 (f) Not in public interest	59.2%
Section 2.1 (g) Proven effort to comply	8.2%
Others Bankruptcy	0.8%
Clerical error	0.4%

Parking Enforcement Activity

- A total of 2,320 notices were issued for parking / safety & liability violations within the City during October 2010 – an increase of approximately 7% from September 2010. This is an 18% increase when compared to the number of violations issued for the same time period in 2009.

- Analysis of new on-street parking meters for Hollybridge is also at the final assessment stage.
- A re-alignment of pay/permit zone on Cedarbridge Road is currently being undertaken to meet changing demand.
- The auxiliary program has proven to be a successful and effective initiative providing relief enforcement continuity during vacations and short-term sick leave.

Adjudication Program

- At the adjudication hearings held on October 27 2010, 11 cases were processed. Through the findings of the independent adjudicator, 6 allegations were deemed to have occurred, 4 disputants did not appear and 1 case was dismissed due to insufficient evidence. The next hearings are scheduled for January 25, 2011.

2. Property Use

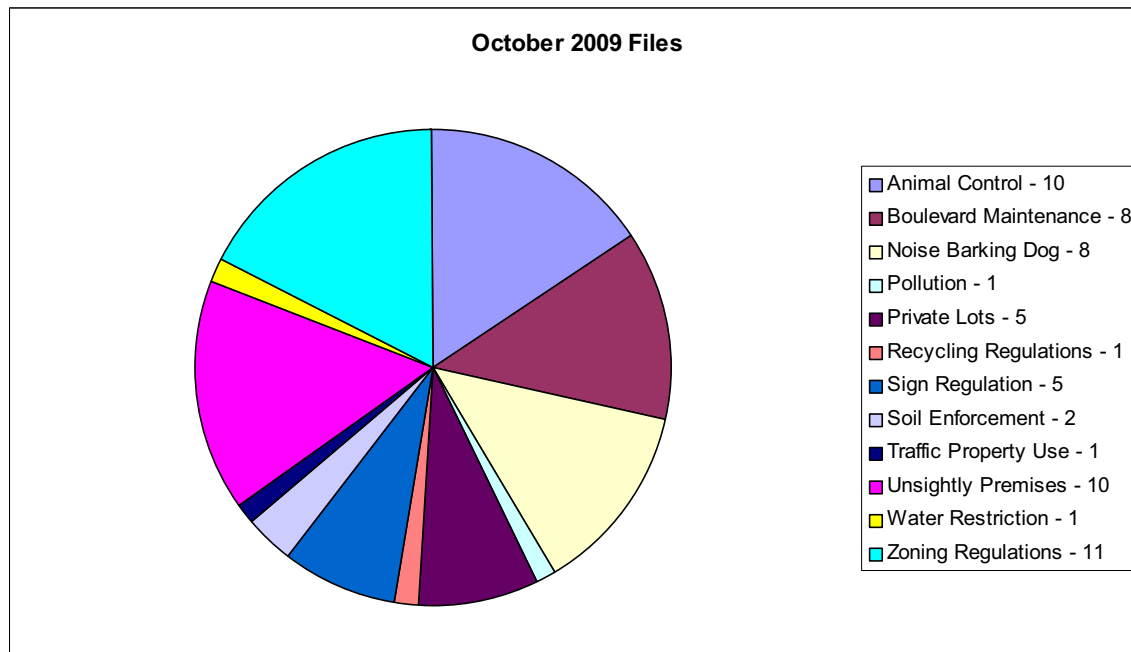
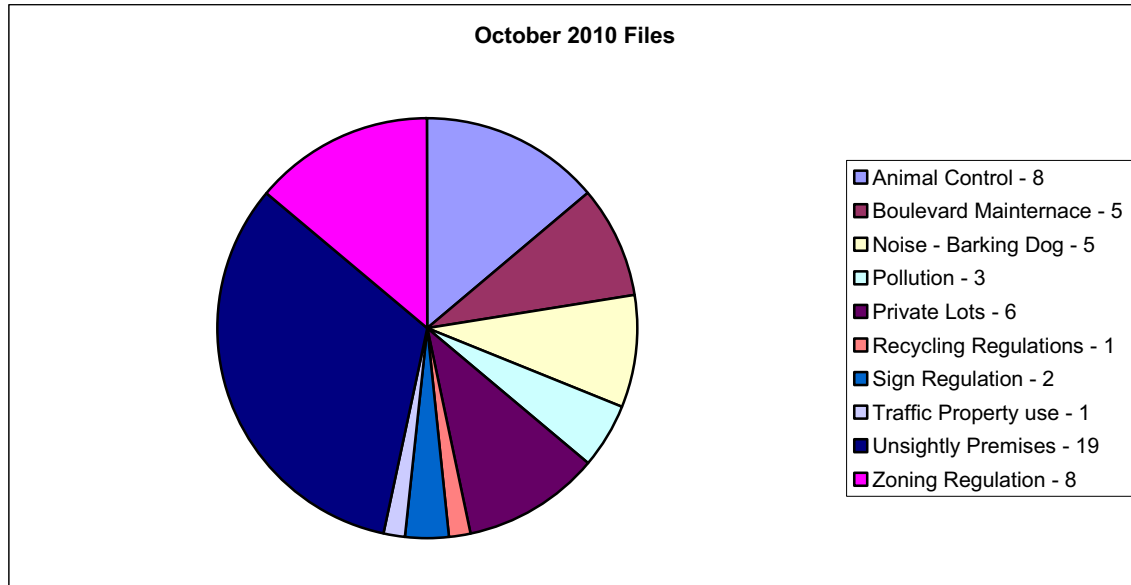
Customer Service Response

- The average number of phone calls fielded per day by staff on property use issues for October 2010 was 20 – this includes voice messages, directly-answered calls as well as emails, a month/month decrease of approximately 55% when compared to the month of September 2010.
- For October 2010, 58 inspection files were created and assigned for investigation and appropriate enforcement – a month/month decrease of approximately 25% when compared to the month of September 2010. There was a notable decrease in barking dog noise complaints, 5 during the month of October 2010 versus 14 during the month of September 2010.

Enforcement Activity

- Bylaw Liaison Property Use Officers actively conduct inspections on both a complaint and proactive basis. Every year our Bylaw Officers conduct patrols on Halloween night, these patrols assist in ensuring public safety and is part of an integrated team effort with the RCMP, Richmond Fire and Rescue, Enterprise Services and Emergency Programs. This year our Officers conducted patrols on October 30 and October 31, reporting minimal safety concerns on both nights.

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



3. Animal Control

- For October 2010, there were 4 dog bite incidents reported.

- Staff has issued 22 new dog licences during October 2010 to bring the 2010 total to 5,479.
- Contractor report from the City's animal shelter for October 2010 outlines the following:

▪ reported lost dogs / cats	24 / 23
▪ dog surrenders / adoptions	5 / 17
▪ dogs / cats impounded	25 / 25

4. Revenue and Expenses

The following information is a monthly comparison for the month of October for the years 2010 and 2009 respectively.

Consolidated Parking Program Revenue (meter revenue, monthly permits, and enforcement revenue) is up 16.5% from the same period last year. Revenues for October 2010 are \$125,714.00 compared to \$107,718.00 for 2009. Each of the revenue streams shows growth with the exception of meter revenue.

Meter Revenue is down approximately 7% for the same period last year. Revenues for October 2010 are \$37,355.00 compared to \$40,062.00 in 2009. In addition to the operation of recent private lots, this decrease is causally linked to the fact that there were a number of meters that were out of commission during the month of October as they were being repaired.

Permit Revenue is up 15% for the same period last year. Revenues for October 2010 are \$11,993.00 compared to \$10,369.00 for 2009. The increase can be attributed to construction development in the area of Buswell Road and Park Road; twenty-five new on-street parking passes were purchased for construction staff parking.

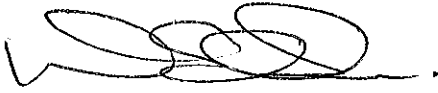
Enforcement Revenue is up approximately 24.5% for the same period last year. Revenues for October 2010 are \$74,370.00 compared to \$59,765.00 for 2009.

Conclusion

Community Bylaws staff continues to promote and 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. One of the key objectives of the Community Bylaws Division is to promote voluntary compliance.

November 29, 2010

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A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the end.

Wayne G. Mercer
Manager, Community Bylaws
(604.247.4601)

ML:ml