



To: Community Safety Committee

Date: March 20, 2012

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

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

Re: Community Bylaws - February 2012 Activity Report

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated March 20, 2012, from the General Manager, Law & Community Safety, be received for information.

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

FOR ORIGINATING DEPARTMENT USE ONLY			
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER	
Budgets	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
Engineering	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
Parks	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	REVIEWED BY CAO
			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

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 February 2012 was 43 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 4.65% when compared to the number of service calls reported for the month of January 2012.

Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of February 2012 was 201; 8.33% of the violations issued in February 2012. The following chart 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	8.46%
Section 2.1 (c) Poor likelihood of success at adjudication	11.94 %
Section 2.1 (d) Contravention necessary - health related	1.49%
Section 2.1 (e) Multiple violations issued for one incident	2.99%
Section 2.1 (f) Not in public interest	53.23%
Section 2.1 (g) Proven effort to comply	21.89%

- A total of 2,412 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of February 2012 – an increase of approximately 26% when compared to the number of violations issued during the month of February 2011.

Program Highlights

- Very positive response from patrons and theatre management in February related to the new meters deployed at Gateway Theatre and the Chapel.
- No meter vandalism occurred during the month of February, due primarily to the “hardening” of meter housings.
- Four auxiliary Bylaw officers were hired and commenced their training in February.

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 February 2012 was 16 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 32% when compared to the number of daily service calls reported for the month of January 2012.

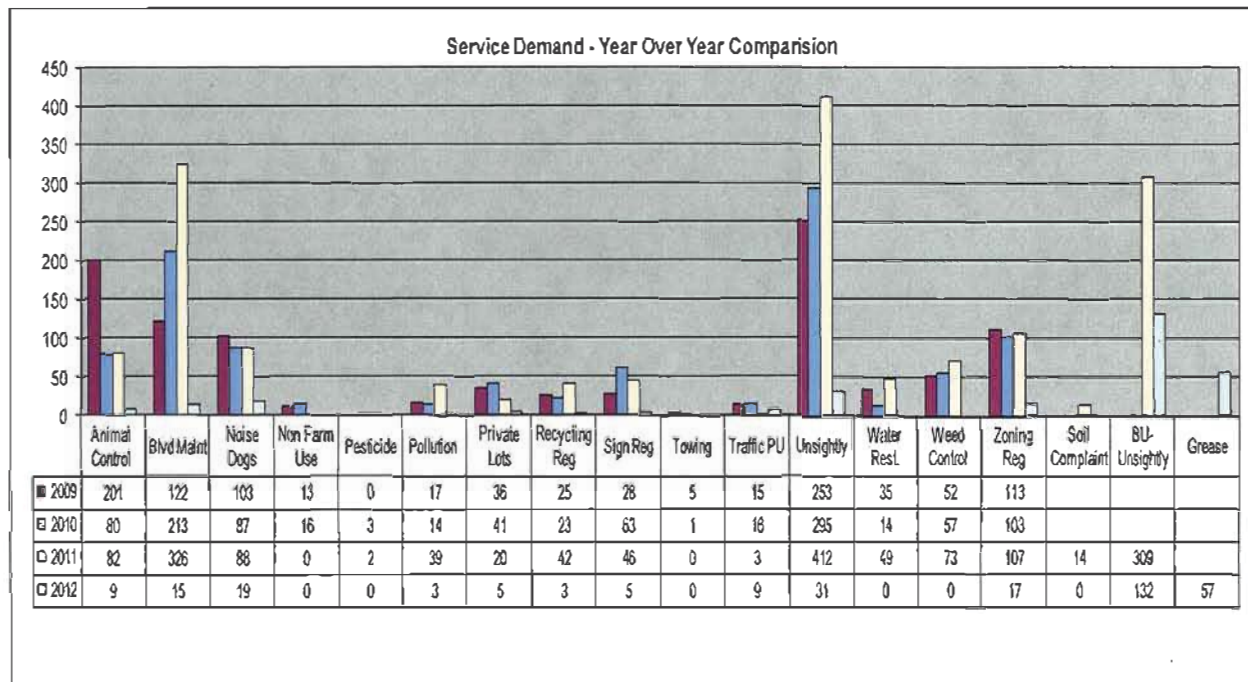
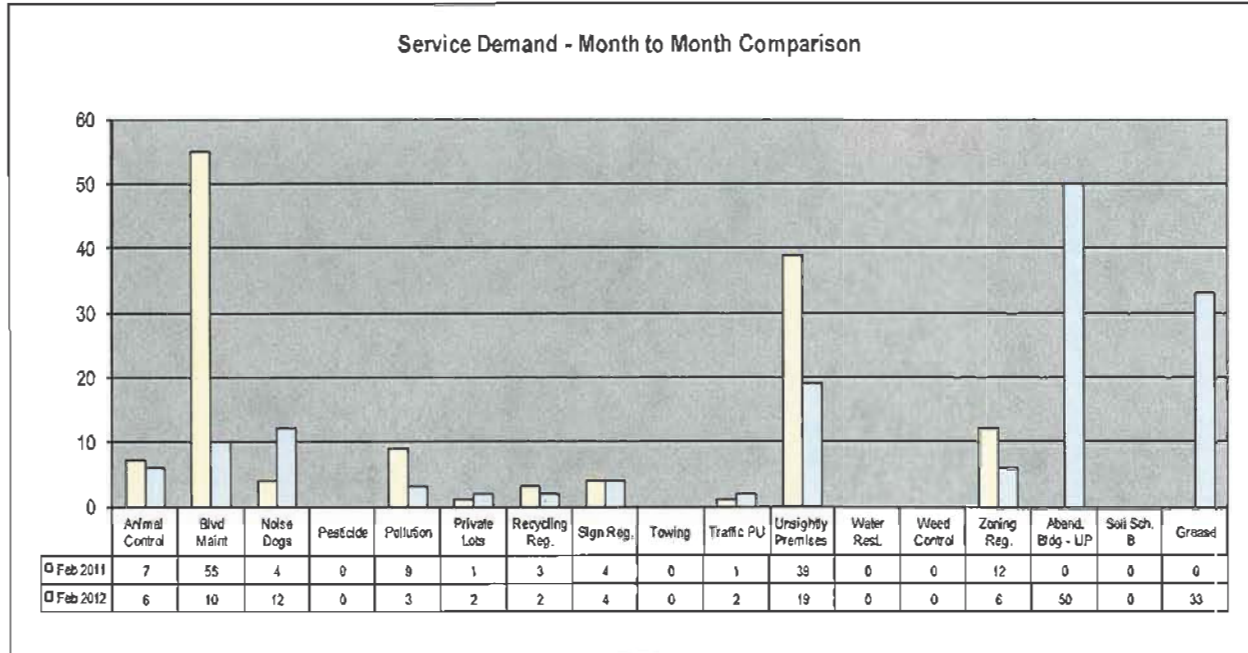
For February 2012, 116 inspection files were created and assigned for investigation and appropriate enforcement – a decrease of approximately 14.07% when compared to February 2011.

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.
- Proactive enforcement efforts continue with regard to the abandoned/vacant home joint operations program with RCMP and Richmond Fire-Rescue that began in June 2011 and

there were 50 abandoned/vacant home inspections conducted during the month of February 2012.

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



3. Grease Management Program

The Grease Management Inspector conducted 34 regulatory visits to food sector establishments during the month of February 2012. The enforcement efforts were focused on food

establishments in the Alexandra Road and No 3 Road areas. There were eight (8) notices of bylaw violation issued during the month of February for failure to provide access to various grease traps.

4. Dispute Adjudication Program

There were no cases processed during the month of February 2012. The next hearing is scheduled for March 20, 2012.

5. Animal Control

- For the month of February 2012, there were 4 dog bite incidents reported.
- Staff issued 115 new dog licences during February 2012 to bring the total number of dogs licensed in Richmond for 2012 to 4,111. The number of dangerous dog licenses issued or renewed in Richmond as of February 2012 was 41. The deadline for reduced payment amounts is March 1, 2012.
- Officers within Community Bylaws responded to 3 requests for enforcement patrols during the month of February 2012.

6. Revenue and Expenses

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

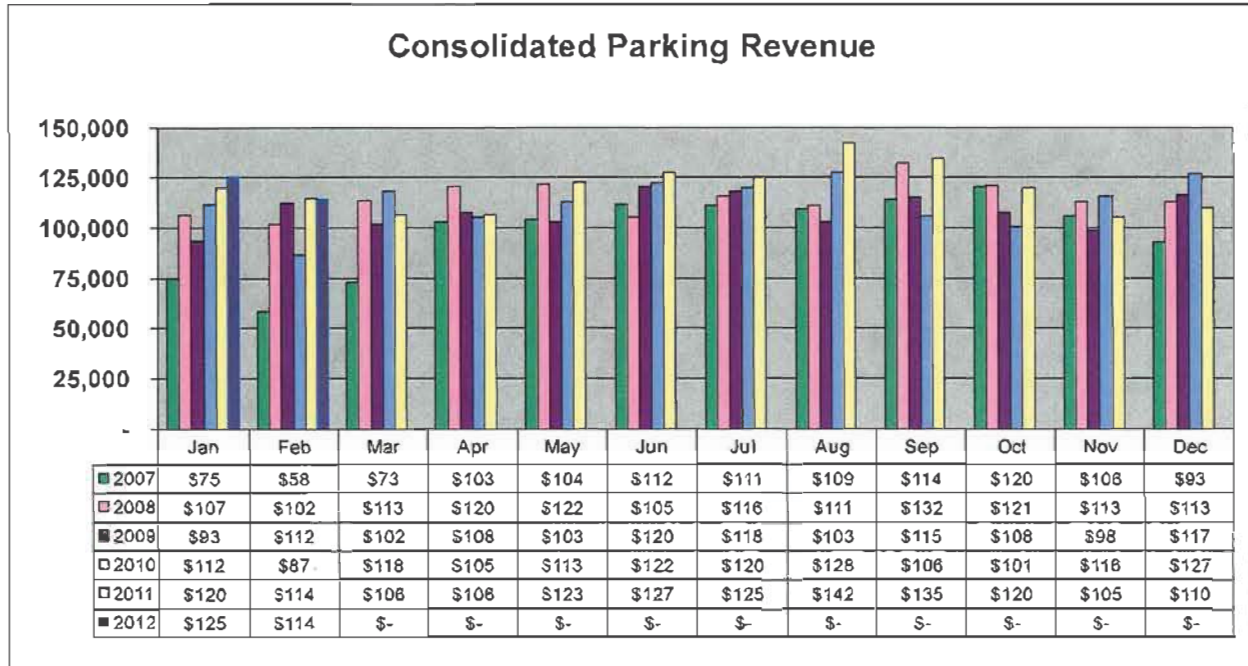
Consolidated Parking Program Revenue: The total of meter, monthly permit and enforcement revenue is approximately the same when compared to 2011. Revenues for February 2012 are \$114,086 compared to \$114,447 for the same period last year. Although enforcement revenue increased during this period, a combination of decreased monthly permit parking and the end of the City's involvement in the management of the Richmond Oval parkade attributed to the decrease from 2011. Note; in February 2011, the City netted \$3,458 in management fees for the operation of the Richmond Oval parkade.

Meter Revenue is down approximately 2.5% over the same period last year. Revenue for February 2012 is \$33,287 compared to \$34,136 for 2011. Meter revenue is fairly consistent given that there has not been any rate adjustments nor meter vandalism.

Permit Revenue is down approximately 16.0% over the same period last year. Revenue for February 2012 is \$8,702 compared to \$10,397 for 2011. This decrease is a result of many individual permit holders prepaying for several months in advance in January 2012.

Enforcement Revenue is up approximately 8.5% over the same period last year. Revenue for February 2012 is \$72,097 compared to \$66,456 for 2011. This is a result of increased enforcement efforts by our staff and use of auxiliary staff to address staff shortages.

The following chart provides a consolidated revenue comparison with prior years:



Conclusion

Community Bylaw staff continue 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