



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 17, 2012

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

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

Re: Community Bylaws - March 2012 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws Monthly Activity (dated April 17, 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"/>		<i>Phyllis L. Carlyle</i>
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 <i>Reput</i> 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 March 2012 was 40 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 7% when compared to the number of service calls reported for the month of February 2012.

Enforcement Activity

The number of parking violations that were either cancelled and/or changed to a warning for the month of March 2012 was 211; 7.94% of the violations issued in March 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	7.58%
Section 2.1 (b) Exception in Bylaw	1.90%
Section 2.1 (c) Poor likelihood of success at adjudication	12.80%
Section 2.1 (d) Contravention necessary - health related	0.47%
Section 2.1 (e) Multiple violations issued for one incident	3.79%
Section 2.1 (f) Not in the public interest	42.18%
Section 2.1 (g) Proven effort to comply	31.28%

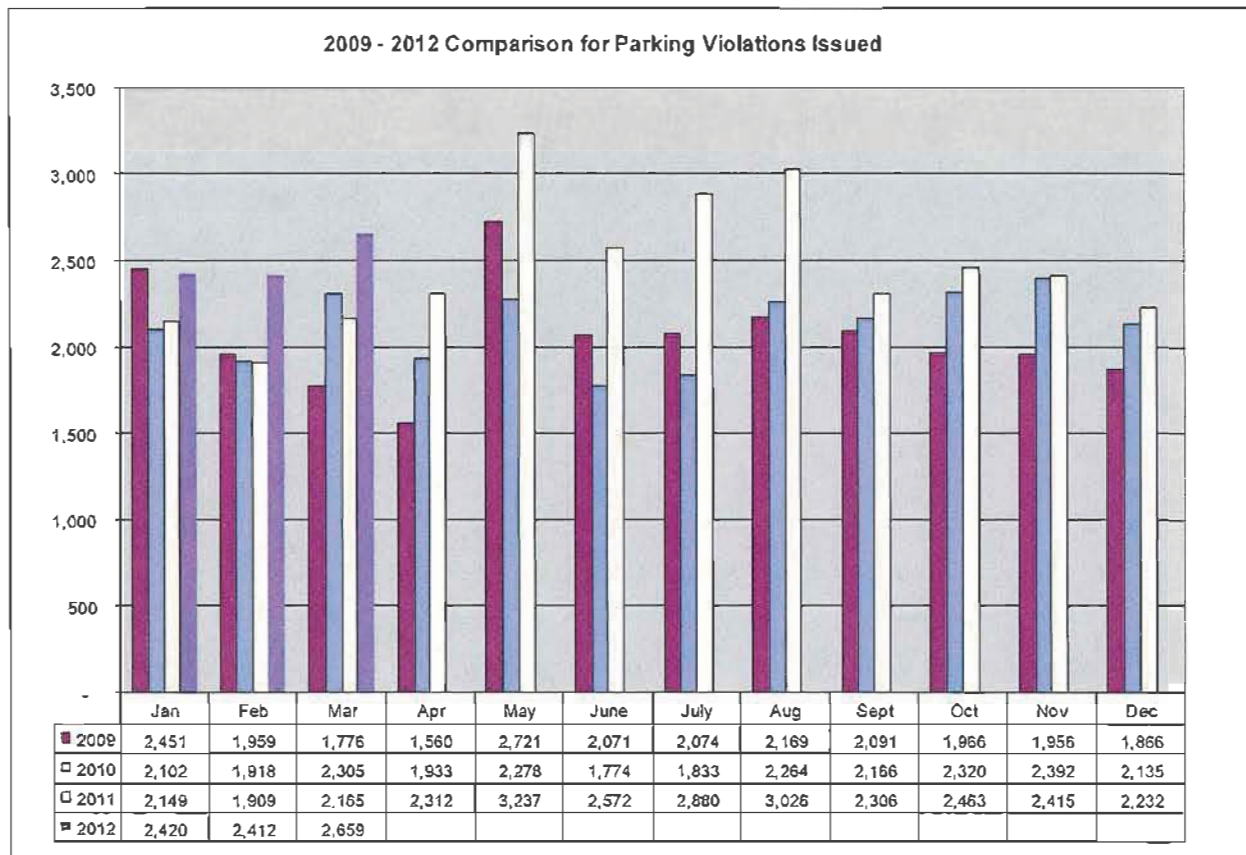
A total of 2,659 notices of bylaw violation were issued for parking and safety and liability violations within the City during the month of March 2012 – an increase of approximately 22.8% when compared to the number of violations issued during the month of March 2011.

Program Highlights

- Staff response to public complaints remains a priority, concerns included: truck staging on Mitchell Road; off-leash dogs at Garry Point and Accessible Parking Permits (APP) privilege abuse.
- New parking meters deployed at Gateway and the Chapel continue to operate trouble free.

- New parking meters successfully deployed at Hazelbridge.
- Staff met with Richmond Center for Disabilities (RCD) to discuss an integrated approach to improving regulations pertaining to Accessible Parking Permits (APP).
- No meter vandalism occurred during the month of March 2012, due to several internal efforts undertaken to mitigate these types of incidences.
- Planning involving parking considerations is currently being undertaken by staff for upcoming events: Tall Ships and Salmon Fest.

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

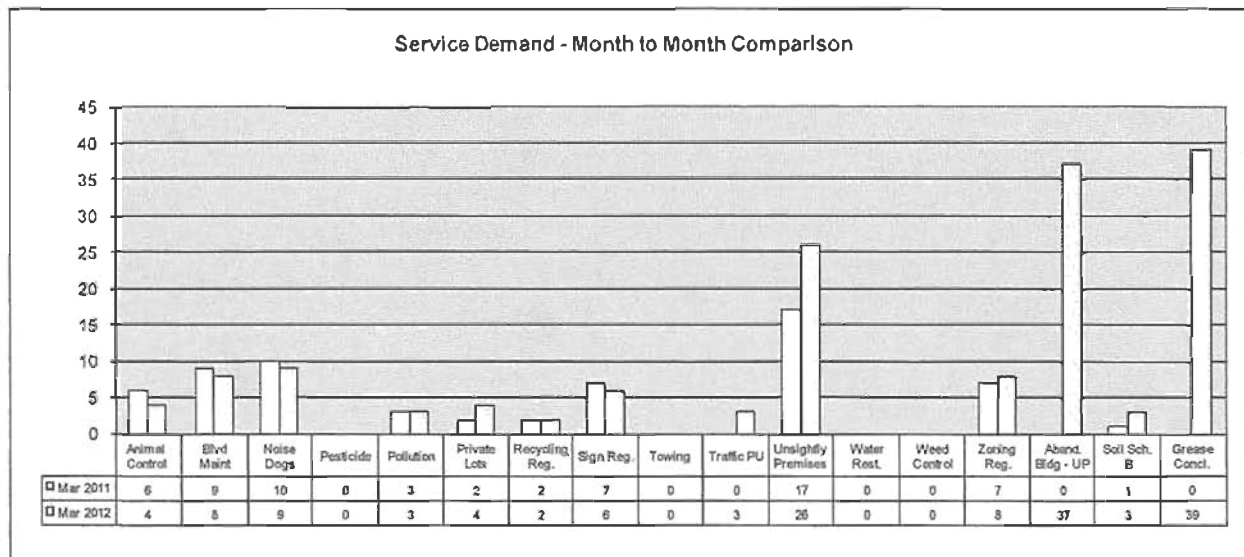
The average number of daily calls for service fielded by administration staff on property use issues for March 2012 was 19 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 19% when compared to the number of daily service calls reported for the month of February 2012.

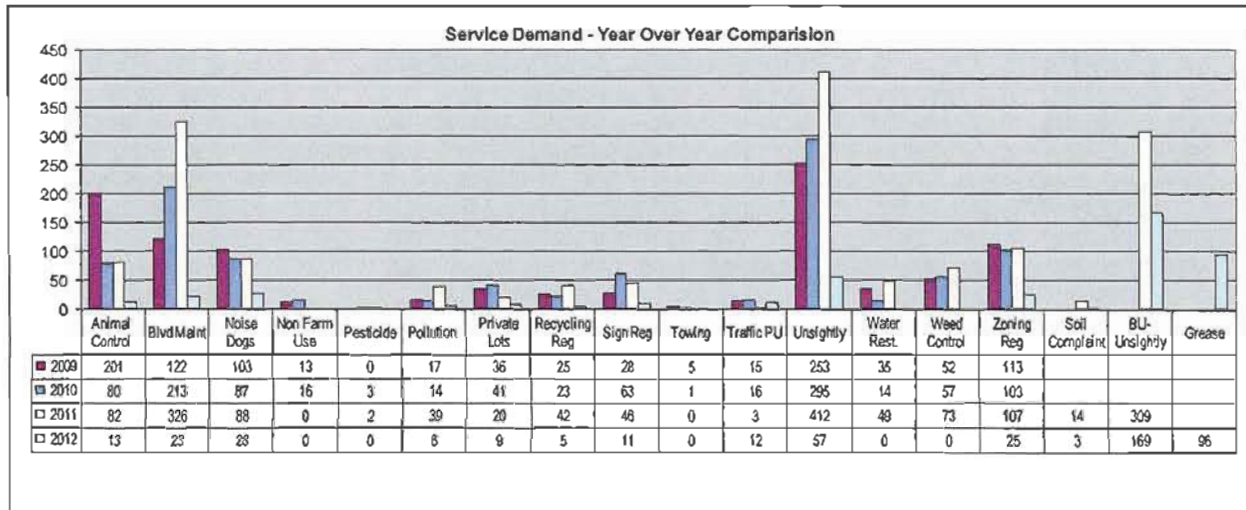
For March 2012, 113 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 77% when compared to March 2011.

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 37 abandoned/vacant home inspections conducted during the month of March 2012.
- On March 10, 2012, staff conducted a ‘sign scoop’ patrol for unauthorized signs. The roadways patrolled included: Moncton, Chatham, Bayview, Ferndale, Katsura, Alberta, Granville Avenue, Blundell Road, No. 1 Road, No. 2 Road, No. 3 Road, Garden City Road, Gilbert Road, Steveston Highway and Westminster Highway. A total of 372 illegal signs were removed from City Property as follows:
 - 19 Sandwich Board Signs – The Steveston area and No 2 Road had the most signs (25%), and then the Alderbridge area (20%).
 - 66 Free Standing Signs – No 2 Road had the highest number (33%), followed by No. 1 Road (21%) and then the Katsura, Ferndale area (13%).
 - 287 Pole Signs – No 1 Road had the highest number (45%), followed by No. 3 Road (25%) and then No 2 Road (16%).

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





3. Grease Management Program

The Grease Management Inspector conducted 39 regulatory visits to food sector establishments during the month of March 2012. There were seven (7) notices of bylaw violation issued during the month of March 2012.

4. Dispute Adjudication Program

There were 11 cases processed at the Adjudication Hearing held on March 20, 2012 – 11 allegations were deemed to have occurred and 1 case was a no show. The next Adjudication Hearing is scheduled for May 15, 2012.

5. Animal Control

- For the month of March 2012, there were 3 dog bite incidents reported.
- Staff issued 68 new dog licences during March 2012 to bring the total number of dogs licensed in Richmond for 2012 to 4,747. The number of dangerous dog licenses issued or renewed in Richmond as of March 2012 was 55.
- Officers within Community Bylaws responded to 3 requests for enforcement patrols during the month of March 2012.

6. Revenue and Expenses

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

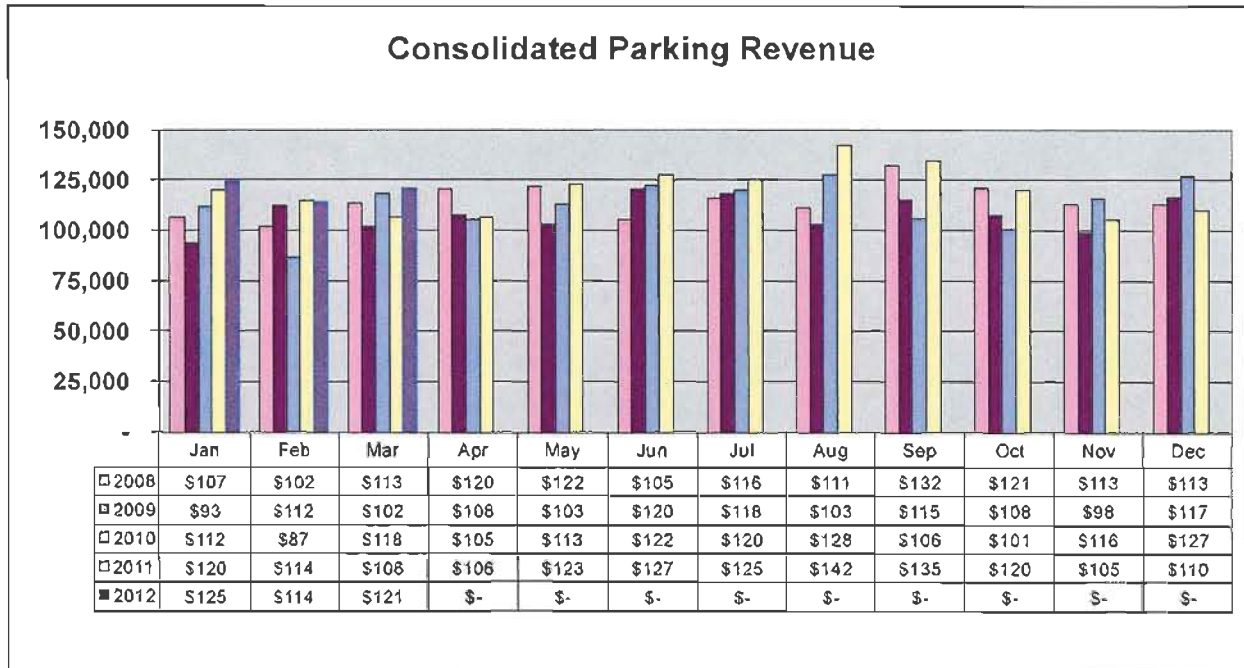
Consolidated Parking Program Revenue: The total of meter, monthly permit and enforcement revenue increased by 13.7% over the same period last year. Specifically, consolidated revenues were \$120,748 for March 2012 compared to \$106,197 for March 2011.

Meter Revenue remained stable over the same period last year. Specifically, meter revenue was \$29,165 for March 2012 compared to \$29,781 for March 2011.

Permit Revenue was down 6.4% over the same period last year. Specifically, permit revenue was \$10,812 for March 2012 compared to \$11,558 for March 2011.

Enforcement Revenue was up 32.5% over the same period last year. Specifically, enforcement revenue was \$80,771 for March 2012 compared to \$60,944 for March 2011. This was a result of the effective use of auxiliary staff to cover staff absences this year.

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.

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