



# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** December 10, 2012

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

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

**Re:** Community Bylaws - November 2012 Activity Report

### Staff Recommendation

That the staff report titled Community Bylaws – November 2012 Activity Report (dated December 10, 2012 from the General Manager, Law & Community Safety), be received for information.

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

REPORT CONCURRENCE			
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER	
	Budgets Engineering Parks	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <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 November 2012 was forty, an increase of approximately 25% when compared to the number of service calls reported for the month of October 2012, and at par when compared to the numbers reported during the month of November 2011.

##### Enforcement Activity

The number of parking violations that were either cancelled and/or changed to a warning for the month of November 2012 was 223, reflecting 9.43% of the violations issued in November 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	21	9.42%
Section 2.1 (c) Poor likelihood of success at adjudication	42	18.83%
Section 2.1 (d) Contravention necessary - health related	1	0.45%
Section 2.1 (e) Multiple violations issued for one incident	7	3.14%
Section 2.1 (f) Not in the public interest	93	41.70%
Section 2.1 (g) Proven effort to comply	59	26.46%

A total of 2365 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of November 2012, a decrease of approximately 2% when compared to the number of violations issued during the month of November 2011.

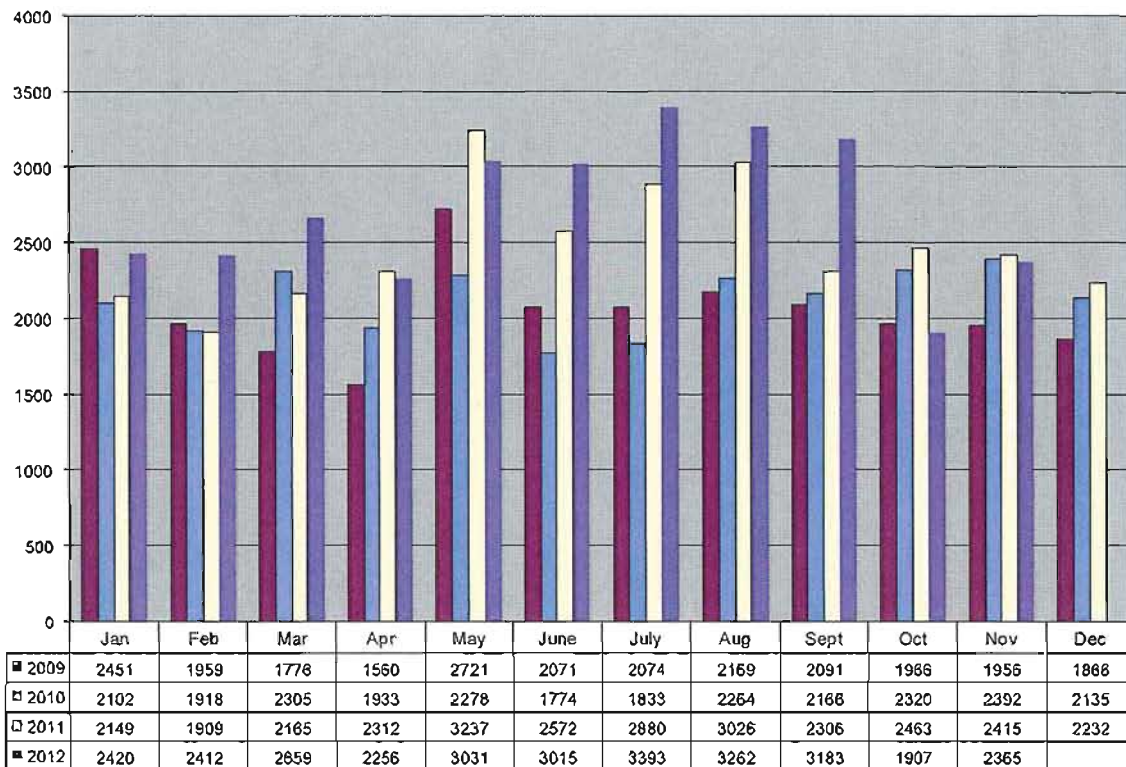
Program Highlights

Parking meter vandalism continues to be a recurring concern that negatively impacts meter revenue due to downtime and repairs. In November 2012, two incidents of vandalism were reported. Recent Council approval of the replacement of all out-dated parking equipment is expected to abate this matter, as well as enhance parking operations and revenues.

The Parking section continues to work with the Richmond Centre for Disabilities (RCD), on a plan to implement the recently approved changes to accessible parking permit privileges. This plan will entail the distribution of special decals through RCD, a public relations and communications strategy and escalating enforcement, all to be implemented during the first quarter of 2013.

The 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:

**2009 - 2012 Comparison for Parking Violations Issued**



**2. Property Use**

Customer Service Response

The average number of daily calls for service fielded by administration staff on property use issues for November 2012 was thirteen, a decrease of approximately 62% when compared to the

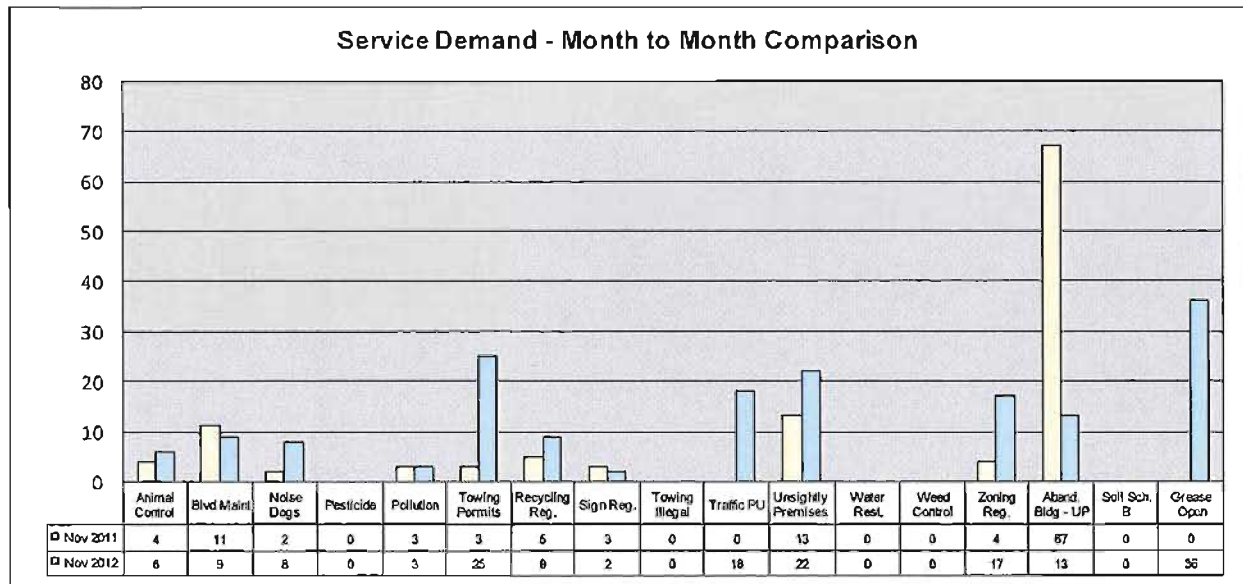
number of daily service calls reported for the month of October 2012, and an increase of 23% when compared to the numbers reported during the month of November 2011.

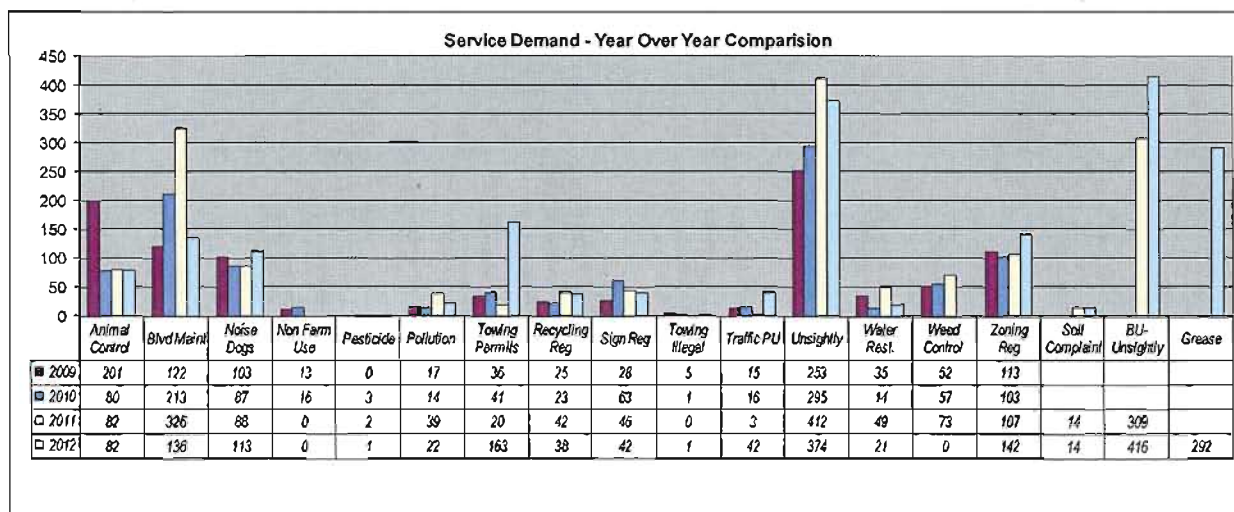
Enforcement Activity

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. For November 2012, 132 investigation files were created and assigned for inspection and appropriate enforcement, an increase of approximately 14.80% when compared to November 2011. This increase is due, in part, to the tow permit renewals and largely to the increase in unsightly premises complaints files addressed when compared to this same time period in 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 thirteen abandoned/vacant home investigation files created during the month of November 2012.

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





### 3. Grease Management Program

The Grease Management inspector conducted eighty regulatory visits to fifty-five food sector establishments during the month of November 2012 resulting in the issuance of six bylaw violations (Twenty-seven of the fifty-five food sectors were located in the Aberdeen Centre Mall). Two of the by law violations were changed to “warnings” due to expedient compliance.

Staff met with the Lansdowne Mall engineering representative, to re-iterate the City’s expectation with regard to grease management and compliance with the relative sections of the Drainage, Dyke & Sanitary Sewer System Bylaw No. 7551.

There were four cases referred to Metro Vancouver during the month of November 2012 for decisions on the installation and design of grease management devices.

### 4. Dispute Adjudication Program

Adjudication Hearings was scheduled for November 27, 2012, resulting in the following outcome;

- Ten violations upheld (one disputant did not attend and the allegation was deemed to have occurred)
- Two violations were suspended.

The next Adjudication Hearing is scheduled for January 29, 2013.

### 5. Animal Control

- For the month of November 2012, there were five dog bite incidents reported resulting in an equal number of dangerous dog investigations.

- The City's dog licensing program year runs November to November with the total number of dogs licensed in the City of Richmond for the 2012 dog licensing program year at 5523.
- Staff issued ninety new dog licences during the month of November 2012. The number of dangerous dog licenses issued or renewed in Richmond as of November 2012 was thirteen. This brings the total number of dogs licensed to date in Richmond for the 2013 dog licensing program year to 996.
- Officers within Community Bylaws responded to twenty-three requests for enforcement patrols during the month of November 2012.

## 6. Revenue and Expenses

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

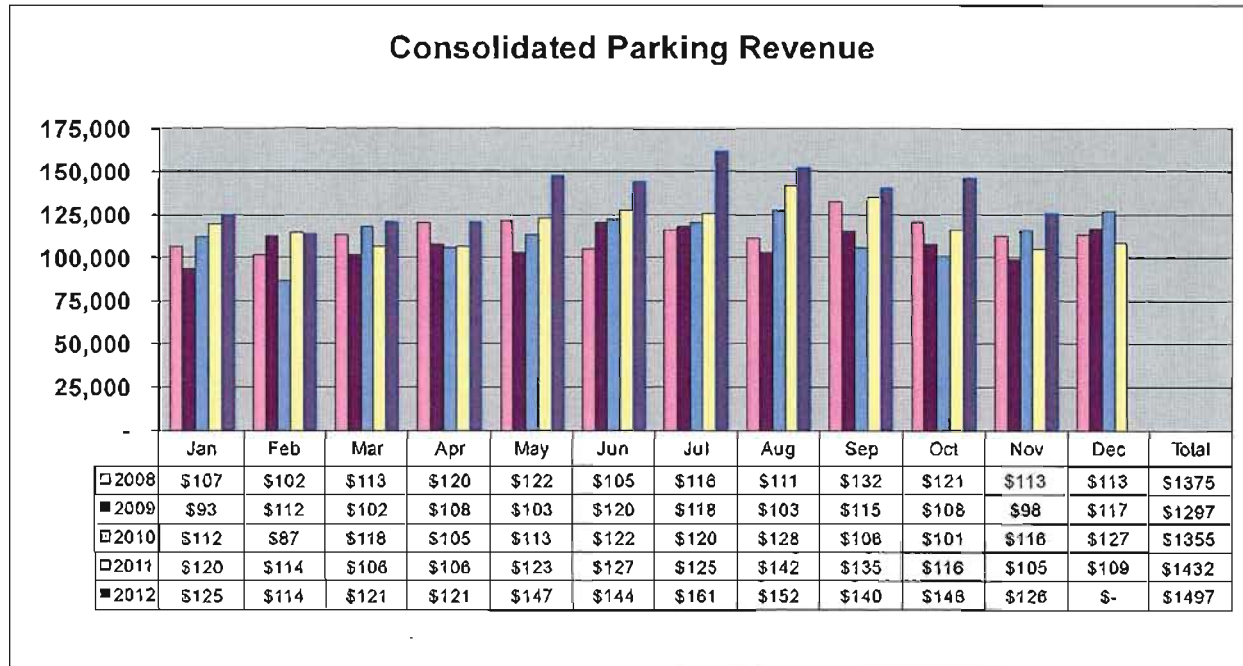
**Consolidated Parking Program Revenue** from parking meters, monthly permit and enforcement revenue has increased by 24.8% over the same period last year. Specifically, consolidated revenues were \$125,722 for November 2012 compared to \$100,811 for November 2011. Overall revenue figures for 2011 are consistent with the anticipated final revenue figures for 2012.

**Meter Revenue** increased by 36.5% over the same period last year. Specifically, meter revenue was \$39,352 for November 2012 compared to \$28,836 for November 2011.

**Permit Revenue** increased by 47.8% over the same period last year. Specifically, permit revenue was \$10,610 for November 2012 compared to \$7,177 for November 2011.

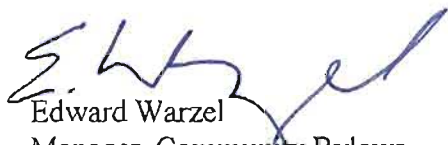
**Enforcement Revenue** increased by 16.9% over the same period last year. Specifically, enforcement revenue was \$75,760 for November 2012 compared to \$64,798 for November 2011.

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.

  
 Edward Warzel  
 Manager, Community Bylaws  
 (604.247.4601)

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