



# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** November 14, 2012

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

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

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

### Staff Recommendation

That the staff report titled Community Bylaws – October 2012 Activity Report (dated November 14, 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			
<b>ROUTED TO:</b>  Budgets Engineering Parks	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>	
	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
<b>REVIEWED BY SMT SUBCOMMITTEE</b>	<b>INITIALS:</b> 	<b>REVIEWED BY CAO</b>	<b>INITIALS:</b> 

## 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 October 2012 was 32, a decrease of approximately 34% when compared to the number of service calls reported for the month of September 2012 (i.e. return to historical norm following summer season).

##### Enforcement Activity

The number of parking violations that were either cancelled and/or changed to a warning for the month of October 2012 was 216, reflecting 11.33% of the violations issued in October 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	17	7.90%
Section 2.1 (b) Exception specified in the Bylaw	1	0.40%
Section 2.1 (c) Poor likelihood of success at adjudication	22	10.20%
Section 2.1 (d) Contravention necessary - health related	1	0.40%
Section 2.1 (e) Multiple violations issued for one incident	8	3.70%
Section 2.1 (f) Not in the public interest	110	51.00%
Section 2.1 (g) Proven effort to comply	57	26.40%

A total of 1907 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of October 2012, a decrease of approximately 29% when compared to the number of violations issued during the month of October 2011.

##### Program Highlights

Focused enforcement within the Steveston core concluded at the end of September with laneway permit restrictions being removed on October 1, 2012. However, a post-program review concluded that permit controls within the lanes were successful, but lack of signage was a public

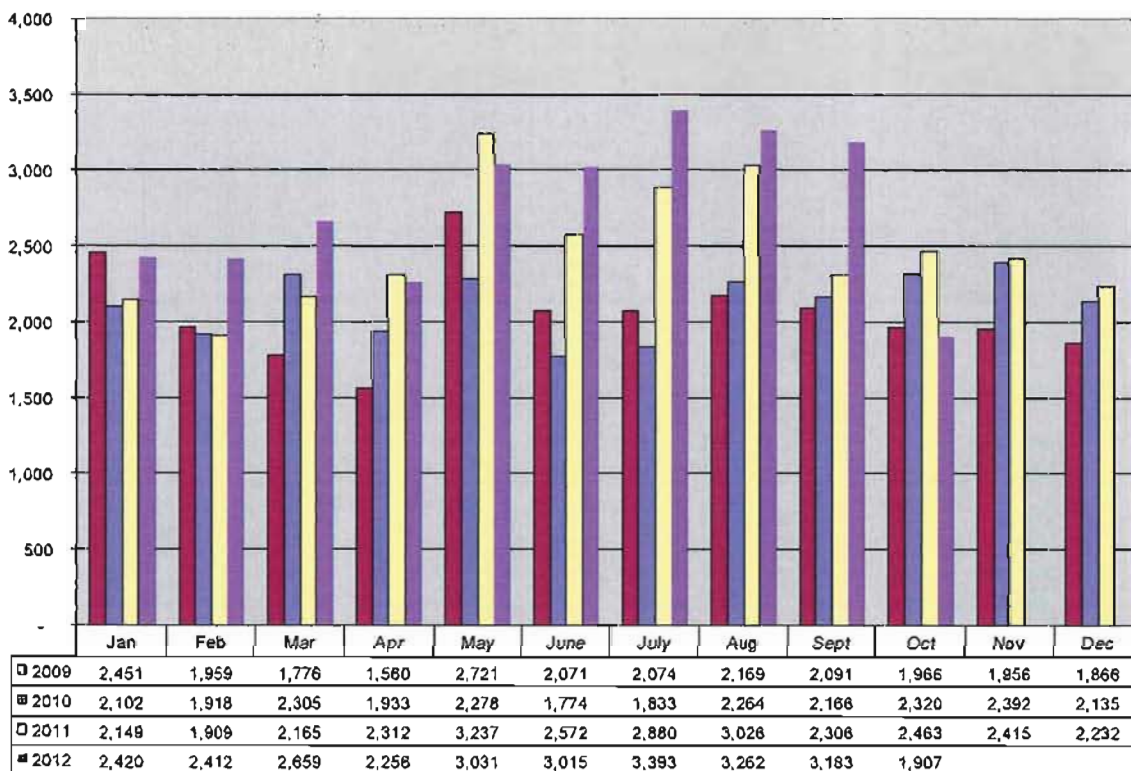
concern. As reflected during the entire trial period, the majority of violations issued in Steveston encompassed safety and liability infractions related to hydrants, crosswalks, bus zones and no stopping zones. Note; the City's Transportation Department is currently completing an analysis and report of the trial program (i.e. Steveston Parking Strategy).

Parking meter vandalism continues to be a recurring concern, which negatively impacts meter revenue because of downtime and repairs. In October 2012, four incidents of vandalism were reported.

Significant restrictions were recently instituted in relation to communication protocols impacting all municipalities utilizing E-Comm dispatch within B.C. ICBC implemented a *no-call* restriction with the majority of its' municipal partners because of overwhelming demands on this service. As a consequence, bylaw officers are no longer able to acquire timely registered owner information, vehicle insurance status and residence data, which negatively impacts enforcement efficiencies within Richmond. This has impeded the ability of the bylaw team to provide optimum customer relations within the field, as well as to make a proper assessment on certain infractions (e.g. officer's are unable to locate residents for customer service follow-up or to effectively assess the merit for escalated enforcement, such as towing a vehicle for no insurance). None the less, radio communications remain a pivotal tool for officer safety.

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 October 2012 was sixteen, an increase of approximately 128% when compared to the number of daily service calls reported for the month of September 2012.

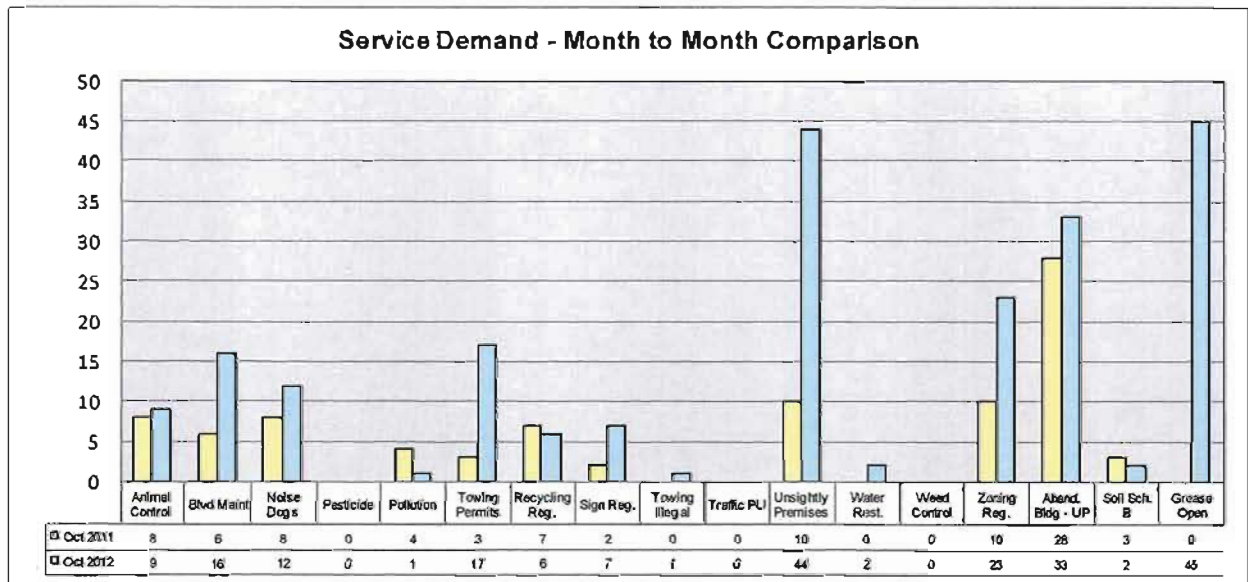
### Enforcement Activity

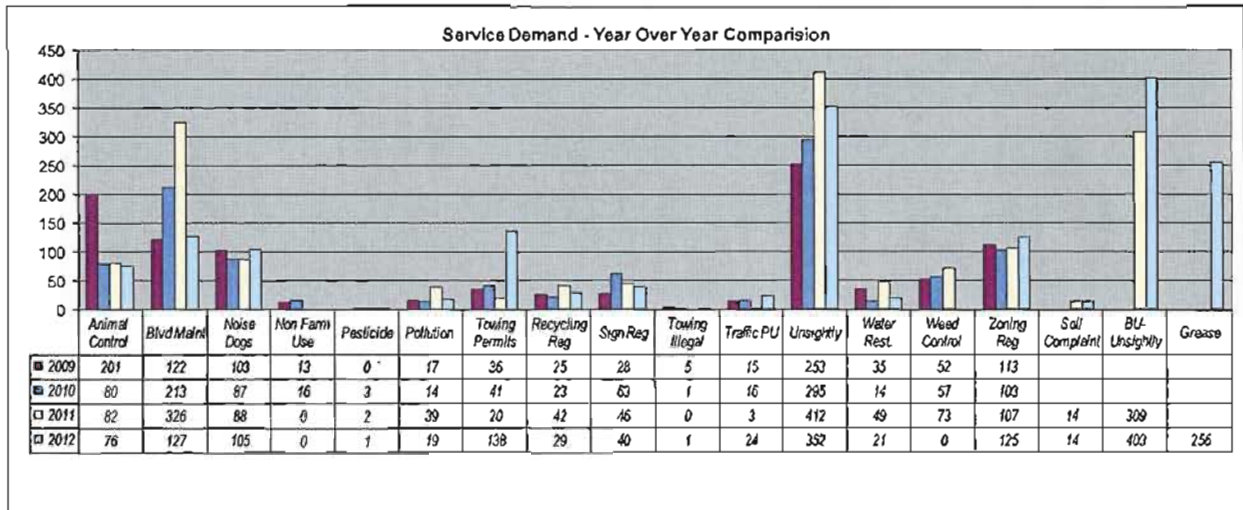
Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to achieve compliance with the City's regulatory by-laws through education, mediation and, as necessary, progressive enforcement and prosecution. For October 2012, 173 investigation files were created and assigned for inspection and appropriate enforcement, an increase of approximately 51% when compared to October 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 33 abandoned/vacant home investigation files created during the month of October 2012.

As in the past our Bylaw Officers conducted patrols to ensure public safety on Halloween night. This initiative was part of an integrated team effort with the RCMP, Richmond Fire and Rescue, and Emergency Programs. This year Community Bylaws had two vehicles with four officers on patrol from 7:00 pm to 12:00 am. The Officers reported minimal safety concerns, a large amount of illegal fireworks were surrendered and three MTIs were issued for contravention of the City's Fireworks Regulation Bylaw 7917.

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





### 3. Grease Management Program

The Grease Management Inspector conducted sixty seven (67) regulatory visits to fifty (50) food sector establishments during the month of October 2012. There were three bylaw violation notices issued, however all three notices were switched to ‘Warning Tickets’ due to expedient compliance. The Grease Management Inspector also conducted three site visits to investigate a complaint regarding an oil drum abandoned along Saba Road and all problems were resolved shortly after investigation.

The Grease Management Inspector conducted two meetings with the Management of Aberdeen Centre (ie) Hazelbridge Way) to discuss their grease management and compliance with the Drainage, Dyke & Sanitary Sewer System Bylaw No. 7551. The meetings resulted in cooperation by the Management of Aberdeen Centre who agreed to increase the cleaning frequency for five of their centralised grease interceptors. In addition, leaflets and best-practice stickers were delivered to all food providers in the mall.

Finally, two cases were referred to Metro Vancouver for decisions on the installation of grease interceptors and/or traps. Of particular note, first inspections are garnering a high degree of voluntary compliance through education, issuance of warnings and the dissemination of grease management protocols.

### 4. Dispute Adjudication Program

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

- Seventeen violations upheld (one disputant did not attend and the allegation was deemed to have occurred)
- One violation suspended

Note; the next hearing was scheduled for November 27, 2012

## 5. Animal Control

- For the month of October 2012, there were six dog bite incidents reported resulting in an equal number of dangerous dog investigations.
- Staff issued twenty-five new dog licences during October 2012, to bring the total number of dogs licensed in Richmond for 2012 to 5,512. The number of dangerous dog licenses issued or renewed in Richmond as of October 2012 was eighty-five.
- Officers within Community Bylaws responded to sixteen requests for enforcement patrols during the month of October 2012.

## 6. Revenue and Expenses

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

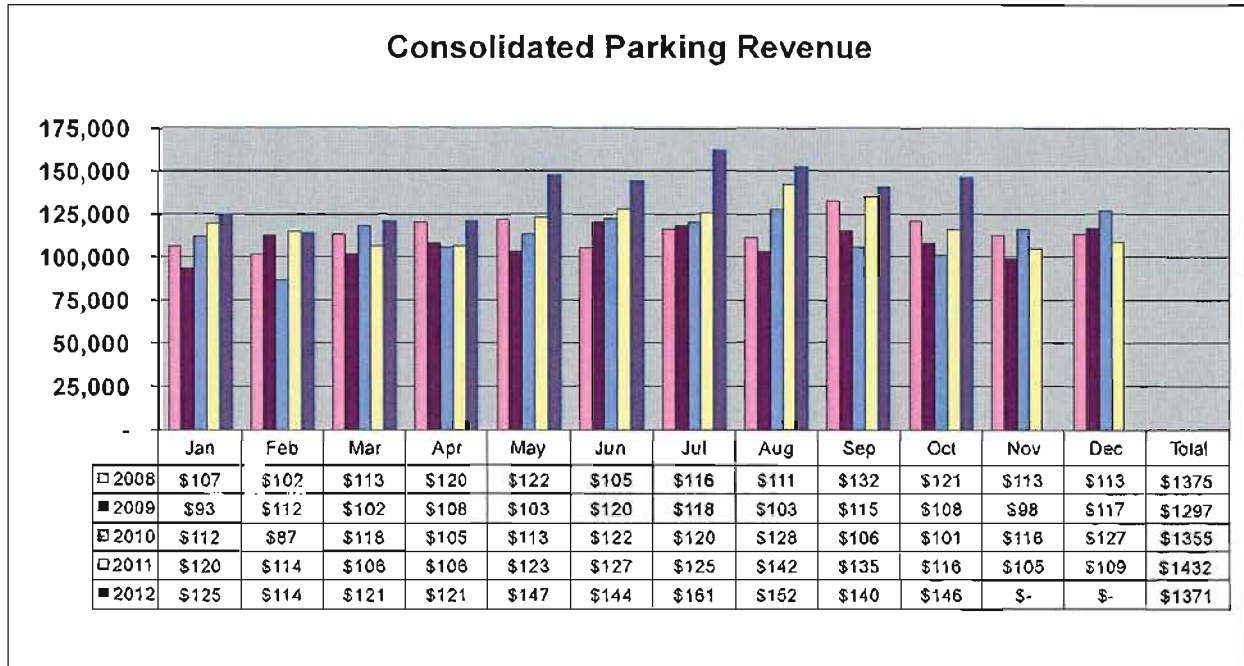
**Consolidated Parking Program Revenue** from parking meter, monthly permit, and enforcement revenues increased by 25.7% over the same period last year. Specifically, consolidated revenues were \$145,665 for October 2012 compared to \$115,891 for October 2011. Overall revenue figures for 2011 are consistent with the anticipated final revenue figures for 2012.

**Meter Revenue** increased by 12.9% over the same period last year. Specifically, meter revenue was \$44,024 for October 2012 compared to \$38,998 for October 2011.

**Permit Revenue** increased by 2.9.% over the same period last year. Specifically, permit revenue was \$13,083 for October 2012 compared to \$12,717 for October 2011.

**Enforcement Revenue** increased by 38.0% over the same period last year. Specifically, enforcement revenue was \$88,558 for October 2012 compared to \$64,176 for October 2011.

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  
 (604.247.4601)

ML:ml