



# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** February 5, 2019

**From:** Cecilia Achiam  
General Manager, Community Safety

**File:** 12-8060-01/20-Vol01

**Re:** Community Bylaws Monthly Activity Report – December 2018

### Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – December 2018”, dated February 5, 2019, from the General Manager, Community Safety, be received for information.

Cecilia Achiam  
General Manager, Community Safety  
(4122)

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Finance	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</b> 	

## Staff Report

### Origin

This monthly report for the Community Bylaws department provides information on Grease, Soils, Property Use, Short-Term Rentals, Pay Parking, Parking Enforcement, Animal Control, Dog Licencing and Public Awareness Initiatives.

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

*Maintain emphasis on community safety to ensure Richmond continues to be a safe community.*

### Analysis

Property Use enforcement matters are divided among several groups in Community Bylaws, Engineering, Licencing, and Vancouver Coastal Health. Figure 1 shows the calls for service (files opened) by Property Use Inspectors in the Community Bylaws department. Figure 2 shows all other property related enforcement.

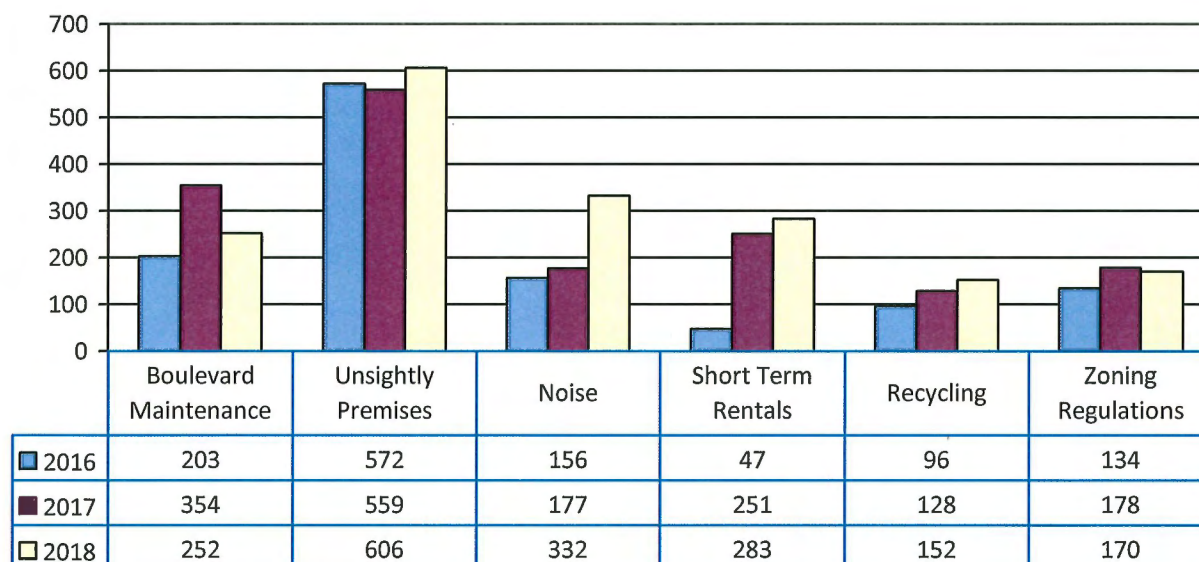
### Property Use

Property Use Officers continue to investigate property matters based on public complaints as well as conduct proactive enforcement for self-evident infractions such as boulevard obstructions and unsightly properties. This group also responds to complaints and investigates concerns relating to vacant homes. Staff are currently preparing an update for Council specific to this issue with recommendations to strengthen existing bylaws and the City's response.

Property Use staff also investigate illegal short term rentals based on website listings and public complaints. During the month of December, Property Use Officers undertook 10 calls related to short term rentals, which resulted in the issuance of two violations (\$2,000 in fines), for contravention of both the Zoning Bylaw No. 8500 and the Business Regulation Bylaw No. 7538. The winter is typically a slow month for short term rental complaints which often peak in the summer months.

Figure 1 below reflects year-to-date calls for service categorized by property use file type for years 2016, 2017 and 2018. Calls are reflected as a cumulative total for each month ending with the current month of December 2018. Overall, there was a nine percent increase in the number of files investigated in 2018 related to property use matters. In response to this increase, and to provide better coverage throughout the week, inspectors have been added on weekends. This allows for timely follow up especially on noise complaints and illegal short term rentals which often occur on weekends.

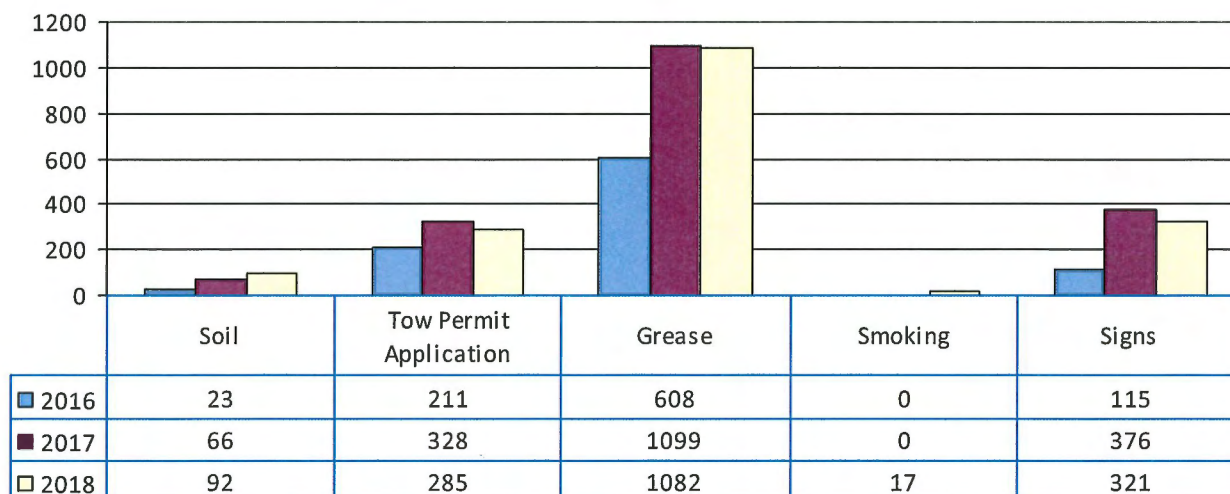
Figure 1: Property Use Calls For Service



### Grease

The Grease Officer remains focused on education and voluntary compliance. During the month of December, the Grease Officer undertook 53 grease-trap inspections which are reflected in the cumulative total shown in Figure 2. No violation notices were issued for contravention of the Drainage, Dyke and Sanitary Sewer System Bylaw No. 7551. The reported figure for December was lower due to the City Hall Holiday closure and the Grease Inspector working on closing outstanding files for year end.

Figure 2: Other Property Matters Calls for Service



### Soils

The Soil Bylaw Officer continues to respond to complaints and issues of non-compliance with Soil Removal & Fill Deposit Regulation Bylaw No. 8094. Seven soil files were opened in December. The Officer continues to address issues of non-compliance on 37 properties in addition to monitoring 15 permitted sites. There are 12 soil deposit proposals under various stages of review by City staff and/or the ALC.

During the month of December, the Soil Bylaw Officer conducted 34 site inspections. Overall, there was a 40% increase to the number of files, or properties, being managed by the Soil Bylaw Officer, comparing 2017 to 2018. The number of files more than doubled in 2017, after the first full year of having a dedicated Soil Bylaw Officer. This increase is due to having dedicated staff to manage the portfolio and provide proactive enforcement and monitoring of all approved or unapproved soil removal/deposit operations.

### Dog Licencing and Patrols

The 2019 dog licencing season began on November 22, 2018, with a total of 91 dog licences issued during the remainder of November. A further 1679 new and/or renewal licences were processed during the month of December, which resulted in a total of 1770 dog licences for the start of the 2019 season.

Regional Animal Protection Society (RAPS) Officers, conduct monthly rotational patrols of the dykes, parks and school grounds within the City. The following were patrolled during the month of December which resulted in the issuance of four violations (\$600.00 in fines) for contravention of the Animal Control Regulation Bylaw No. 7932.

- Thompson Park
- Garry Point
- Thomas Kidd School
- McDonald Beach
- Terra Nova Dyke
- Garden City Park
- Grauer Park
- West Dyke
- Steveston Village
- Steveston Community Park
- McLean Park
- No. 3 Road Off-Leash Park
- Aberdeen Park
- King George Park
- Ferndale Park
- Brighthouse Park

### Parking

Parking Officers continue to focus on safety issues (fire hydrants, yellow curbs), as well as pay parking matters (parking meter and permit offences). During the month of December, Parking Officers issued 2,250 violations associated with various parking and stopping offences. Community Bylaws continues to liaise with the RCMP with coordinated enforcement of commercial vehicles who exceed the weight restriction on River Road. Parking enforcement activity and revenue fluctuate throughout the year due to seasonal peaks and weather conditions.

Figure 3 reflects monthly and year-to-date parking enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 4.

Figure 3: Parking Violations Issuance Comparison

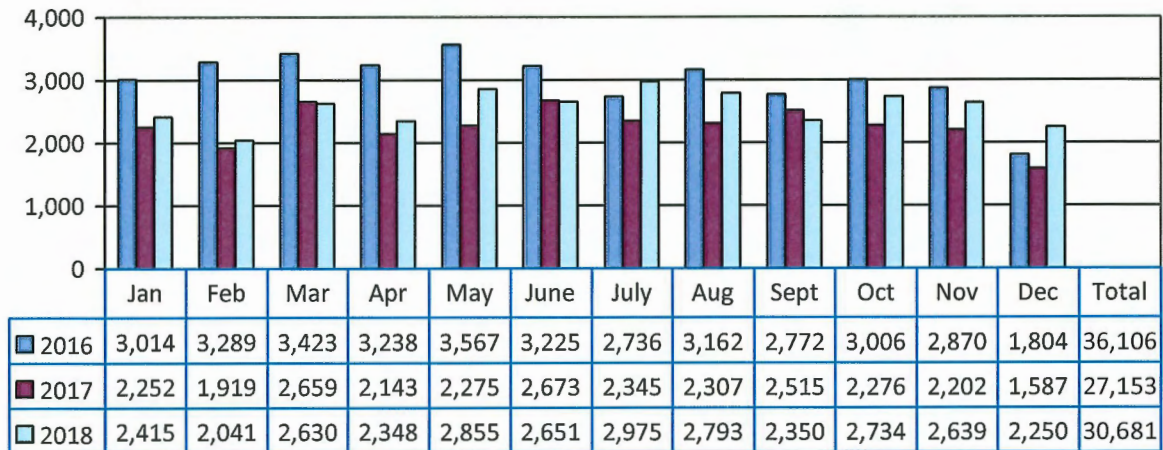
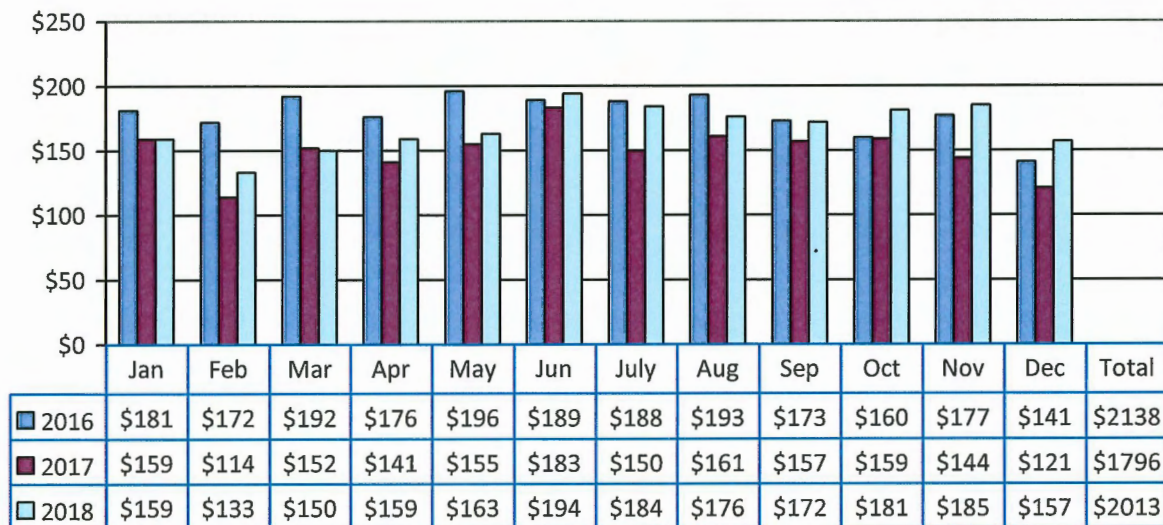


Figure 4: Consolidated Parking Program Revenue Comparison (000's)



### All Enforcement Activity

While parking violations make up the majority of tickets issued by City of Richmond bylaw enforcement staff, there are a number of other categories which are of interest to the public. Figure 5 shows the number of violations in parking plus those in other categories. The number of tickets issued, in areas other than parking, is not necessarily an indication of staff effort as staff are instructed to pursue compliance as the main goal which sometimes is better served with a warning instead of a ticket.



Figure 5: Community Bylaw Violations

Ticket Issuance (BVN's & MTI's)	Dec 2017	2017	Dec 2018	2018
Short-Term Rental Offences	0	87	3	81
Soil Removal & Fill Deposit Offence	4	66	1	43
Grease Trap Offences	3	33	0	28
Parking & Stopping Offences	1,587	23,644	2250	30,681
Animal Control Offences* <sup>1</sup>	11	264	7	423
<b>Totals</b>	<b>1605</b>	<b>24094</b>	<b>2261</b>	<b>31256</b>

### Adjudication

The next adjudication session, scheduled for February 12, 2019, will consist of 12 violations in contravention of the Traffic Bylaw No. 5870 and six violations in contravention of the Animal Regulation Bylaw No. 7932.

### Revenue

The Community Bylaws Department derives most of its revenue from parking meters and parking violations, with the remainder of revenue generated from dog licences, false alarm incidents, tow permits and other permits and fines. Other Permits include newspaper boxes and monthly parking permits whereas Other Bylaw Fines includes tickets for short term rentals, soil infractions, noise and animal control. These figures are shown in Figure 6.

Figure 6: Department Revenue by Source

Program Revenue	2017	Dec 2018	2018
False Alarms (reported annually)	\$ 81,965	N/A	\$ 79,972
Filming Revenue	\$ 26,403	\$ 140	\$ 12,633
Dog Licences	\$ 246,302	\$ 45,219	\$ 231,959
Towing Permits	\$ 20,264	\$ 1,273	\$ 20,174
Other Permits <sup>2</sup>	\$ 40,670	\$ 1,800	\$ 46,347
Other Bylaw Fines <sup>3</sup>	\$ 83,800	\$ 3,625	\$ 101,089
Parking Revenue <sup>4</sup>	\$1,795,799	\$157,000	\$2,013,277
<b>Total Revenue</b>	<b>\$2,295,203</b>	<b>\$209,057</b>	<b>\$2,505,451</b>

<sup>1</sup> Tickets written by COR staff and RAPS

<sup>2</sup> Newspaper box and soil permit applications.

<sup>3</sup> Property Use and Animal control violations.

<sup>4</sup> Meter Operations, Monthly Permit and Parking Violations.

### **Financial Impact**

None.

### **Conclusion**

Community Bylaws staff strive to maintain the quality of life and the safety of residents through coordinated efforts with other City departments and community partners. Further, all department personnel remain committed to educating the public and promoting a culture of voluntary compliance.



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