



To: Community Safety Committee

Date: April 15, 2013

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

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

Re: Community Bylaws – March 2013 Activity Report

Staff Recommendation

That the report titled Community Bylaws – March 2013 Activity Report dated April 15th, 2013, 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
Budgets	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
REVIEWED BY DIRECTORS	INITIALS:
REVIEWED BY CAO	INITIALS:

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

An average of 47 daily calls for service was fielded by administration staff in March 2013. This activity represents a decrease of approximately 29% compared to February 2013 and is at par with the number of calls reported in March 2012.

Enforcement Activity

A total of 3,484 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of March 2013. This indicates an increase of approximately 31% when compared to the number of violations issued in March 2012. This significant increase continues as a result of the internal review that was undertaken of parking operations in December 2012 which included a realignment of resource deployment and staff's continued focus on service delivery.

In March 2013, 9% or 317 of the total violations issued during that month were either cancelled and/or changed to a warning.

The following list provides a breakdown of the 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	5.36%
Section 2.1 (b) Exception in Bylaw	6	1.89%
Section 2.1 (c) Poor likelihood of success at adjudication	15	4.73%
Section 2.1 (d) Contravention necessary - health related	4	1.26%
Section 2.1 (e) Multiple violations issued for one incident	14	4.42%
Section 2.1 (f) Not in the public interest	29	9.15%
Section 2.1 (g) Proven effort to comply	175	55.21%
Administrative Entries	57	17.98%

The category noted above “Section 2.1 (g) Proven effort to comply” displayed a dramatic increase in cancelled “*bylaw violation notices*” due to a local initiative to improve compliance levels for commercial vehicle decaling. Numerous notices were cancelled by the screening officer when vehicle operators rectified the situation by purchasing the required license.

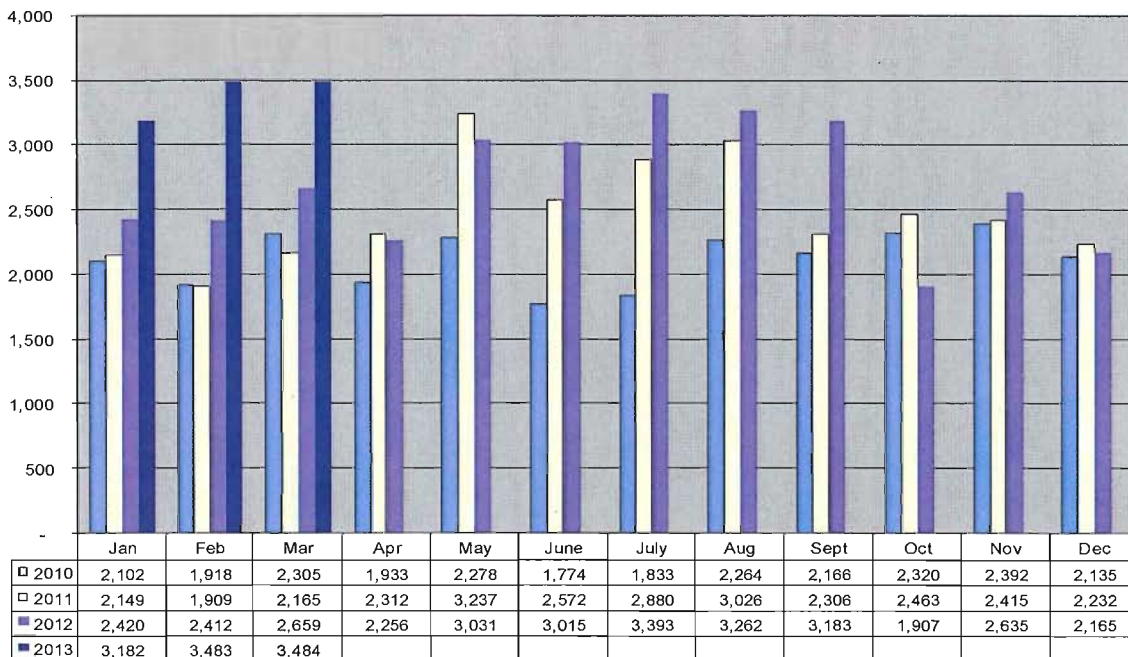
Program Highlights

In March there was one incident of vandalism to parking meters. Routine repairs of the City’s aging meter inventory accounted for two service calls and one in-field repair. As in previous reports Community Bylaws is involved in a “Request for Proposal” (RFP) for the replacement of all existing and out-dated parking equipment. Evaluation of short-listed vendors is now complete and the contract award will be announced in June. The deployment of the new meters is expected to increase revenue and decrease maintenance costs due to the equipment’s inherent durability, functionality and security features.

A Request for Proposal (RFP) has also been drafted for the collection of outstanding City wide accounts receivable such as the recovery of parking ticket debts, ticket violations, false alarm invoices, etc... The RFP is scheduled to be released in May and will include the collection of outstanding parking violations. The City’s current contracted coin collection services are also under review. Pending the outcome of this analysis the present month-to-month contract may be tendered in the second quarter.

In March the Union of BC Municipalities (UBCM) met with the Insurance Corporation of BC (ICBC) and as a result were able to re-instate timely municipal license and insurance inquiries. Specifically, ICBC informed the City of Richmond that all inquires could now be made via land line as opposed to fax submissions. Although not as expedient as the earlier procedures through the RCMP (i.e. CPIC system access rescinded in late 2012) the change has reduced enquiry response times and facilitated a limited degree of accessibility for in-field inquiries. Following is a month-to-month comparison reflecting the number of violations issued for the years 2010, 2011, 2012 and 2013:

2010 - 2013 Comparison for Parking Violations Issued



2. Property Use

Customer Service Response

An average of 20 daily calls for service was fielded by administration staff in March 2013. This represents an increase of approximately 10% compared to February 2013 and a 5% increase compared to calls reported in March 2012.

Enforcement Activity

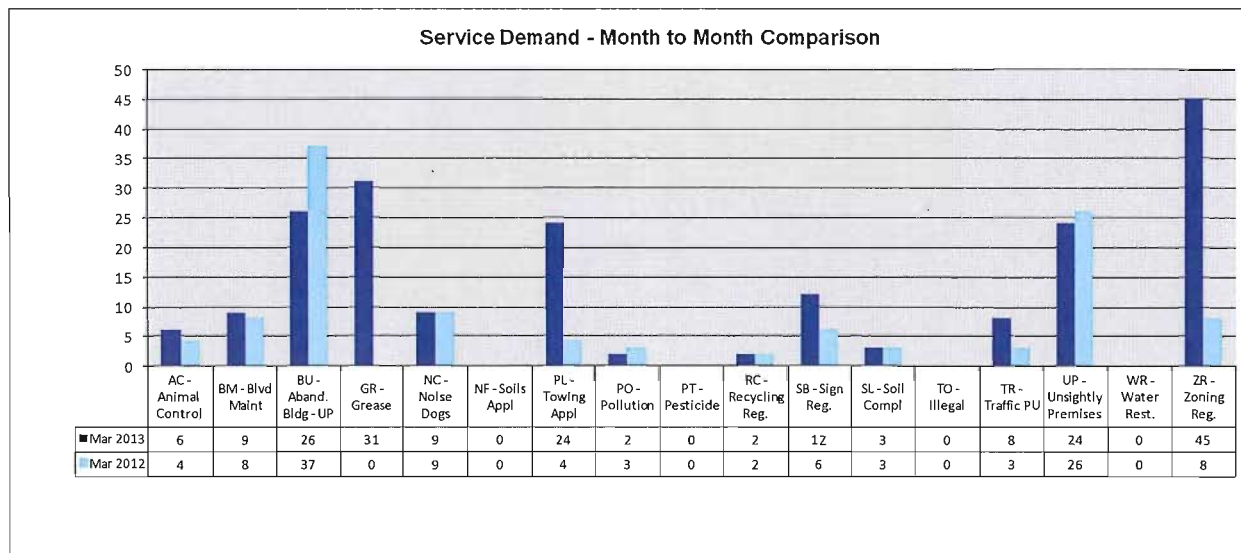
In March 2013 170 investigation files were created and assigned for inspection and/or investigation. This file load indicates an increase of approximately 34% when compared to March 2012. This increase is attributed to, in part, an increase in tow permit applications compared to four in March 2012 to twenty-four in March 2013. The file load increase is also attributed to an increase in calls for service from resident's concerns regarding zoning contraventions in relation to illegal suites in the Spires Road subdivision. Data from March of last year indicated eight zoning contraventions compared to forty-five for March 2013.

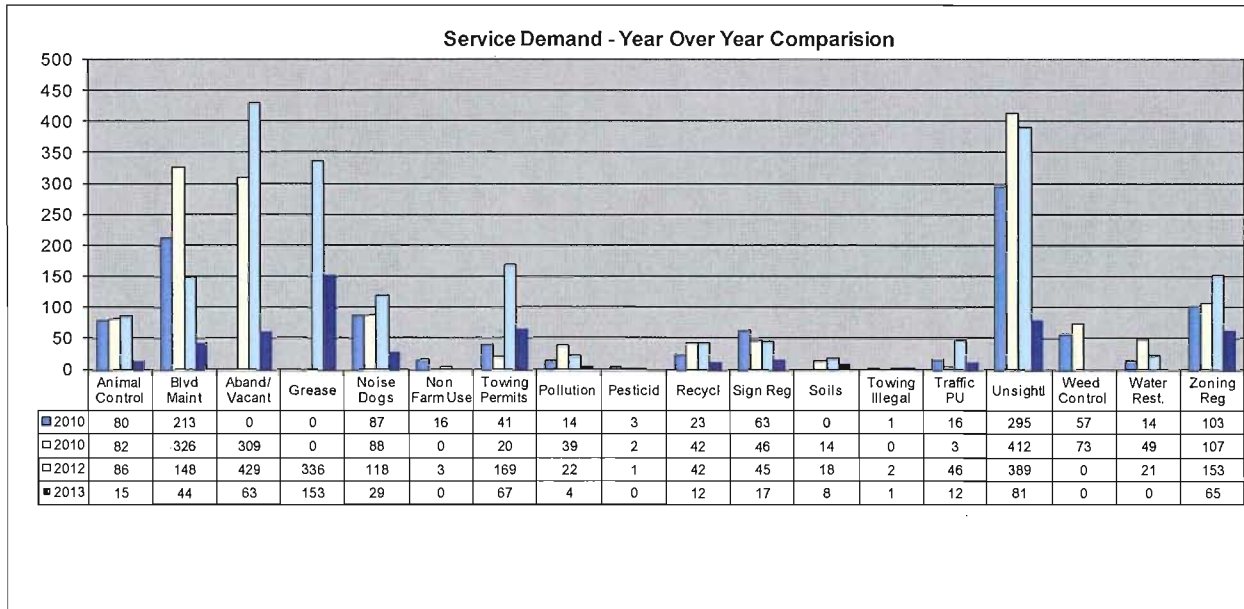
Proactive monitoring and enforcement efforts continue with regard to the "Abandoned/Vacant Home Joint Operations" program.

The "Soil Watch" program implemented on January 29, 2013 has resulted in three calls for service. One of the three calls was related to fill activity at Finn Road. Staff continue to monitor this property as well as others in the Agricultural Land Reserve.

The Property Use section anticipates the proactive targeting of illegal suites and rooming houses in the upcoming months, as these often sub-standard and short term-dwellings can negatively impact neighbourhoods. The transient nature of the residents in these dwellings can frequently cause disruptions to the surrounding area. Normal protocol would include coordinated joint inspections with City building department inspectors and Richmond Fire Rescue.

The following charts compare Property Use service demand by type for March 2013 vs. March 2012 as well as a comparative for the years 2010, 2011, 2012 and 2013:





3. Grease Management Program

The Grease Management Inspector conducted forty-five regulatory visits to thirty-one food sector establishments during March 2013 resulting in thirteen by-law violations. Two violations were switched to ‘Warning Tickets’ due to expedient compliance.

Three files were referred to Metro Vancouver for review and decision on the installation and design of grease interceptors or traps.

4. Dispute Adjudication Program

The March 26, 2013 Adjudication Hearings resulted in the following outcomes:

- Thirteen violations were upheld (three disputants did not attend and the allegations were deemed to have occurred)
- One violation was suspended

The next Adjudication Hearing is scheduled for May 28, 2013.

5. Animal Control

In March 2013 Community Bylaws issued seventy-nine new dog licences which is a decrease of 2.5% when compared to the number of new dog licences issued in March 2012. This number includes sixty-five dangerous dog licences. There are currently 4,711 dogs licensed in Richmond as of March 31, 2013. Plans are underway to provide officer dog licensing training in April to facilitate door to door canvassing.

Animal Control officers responded to thirteen requests for enforcement patrols and three dog bite incidents were reported with each resulting in a dangerous dog investigation.

6. Revenue and Expenses

The following information is a month to month analysis of March 2013 compared to March 2012.

Consolidated Parking Program Revenue:

Consolidated parking program revenue, which includes meter, monthly permit and enforcement revenues; increased by 34.5% over the same period last year. Specifically, consolidated revenues were \$162,380 for March 2013 compared to \$120,748 for March 2012.

Meter Revenue:

Meter Revenue increased by 34.2% over the same period last year. Specifically, meter revenue was \$39,149 for March 2013 compared to \$29,165 for March 2012.

Permit Revenue:

Permit Revenue increased by 1.9% over the same period last year. Specifically, permit revenue was \$11,016 for March 2013 compared to \$10,812 for March 2012.

Enforcement Revenue:

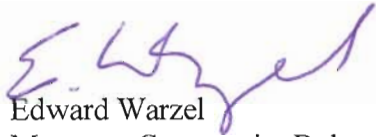
Enforcement Revenue increased by 38.9% over the same period last year. Specifically, enforcement revenue was \$112,215 for March 2013 compared to \$80,771 for March 2012.

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



Conclusion

The Community Bylaws Division remains committed to maintaining the quality of life and safety of City of Richmond residents. Community Bylaws also continues to focus on coordinated efforts with many City departments and community partners while promoting a culture of compliance.



Edward Warzel
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