



City of Richmond

Report to Committee

To: Community Safety Committee

Date: August 3, 2010

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

File: 12-8060-01/2010-Vol
01

Re: Community Bylaws - Monthly Activity Report for July 2010

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated August 3, 2010 from the Manager Community Bylaws, be received for information.

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

FOR ORIGINATING DEPARTMENT USE ONLY		
CONCURRENCE OF GENERAL MANAGER		
REVIEWED BY TAG	YES CVC <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
REVIEWED BY CAO	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

Staff Report

This monthly activity report for the Community Bylaws Division provides information on each of the following areas:

1. Parking Program
2. Property Use
3. Animal Control

1. Parking Program

Customer Service Response

- The average number of phone calls fielded per day by staff on parking issues for the month of July was 31 – a month/month increase of 24%; this includes voice messages, directly-answered calls as well as emails.
- The number of parking violations that have either been cancelled and/or changed to a warning was 138 – approximately 7.8% of the violations issued in July. Justification for each cancellation and/or change to a warning notification is documented and is in keeping with established Council policy.

Enforcement Activity

- Three auxiliary staff hired, with their future scheduling based on departmental needs and funded within budget limits.
- Summer Night Market enforcement is proceeding; no issues to report, with the exception of required improvements in traffic control which were brought to the attention of the operator.
- Burkeville enforcement ongoing; signage was completed in mid-July and increased activity is expected with the new semester in September.

Adjudication Program

- At the Adjudication Hearing held on July 20, 2010, 17 cases were processed - 6 allegations were deemed to have occurred, 1 disputant did not appear and 10 were deemed not to have occurred. Staff continue to work with the service contractor to ensure a consistent and fair application of the adjudication process.
- To date, 10 requests for adjudication have been scheduled for the next hearing to be held on September 21, 2010.

- The Manager, Community Bylaws will be participating in a Provincial Advisory Group to strengthen the *Local Government Bylaw Notice Enforcement Act* which is the enabling legislation for the issuance, service and dispute of Notices of Bylaw Violation.

Revenue

- Parking Revenues for the first and second quarter are slightly higher than for the same period last year due to the increase of the parking fine rates by \$10.00 effective March 1, 2010. Although there is a slight increase, the full effect of this increase will not be evident until closer to the end of the third quarter as revenue realized is on a cash basis and payments are received one to two months after ticket issuance.
- Parking meter rates increased by another \$0.50 per hour effective July 01, 2010 to offset the implementation and revenue impact of the HST.
- Expenses are on target, with the exception of meter maintenance and repairs as several incidences of vandalism have occurred in the past few months. However, changes to the coin collection schedule, resulting in more frequent pick-up, have had a positive effect.

2. Property Use

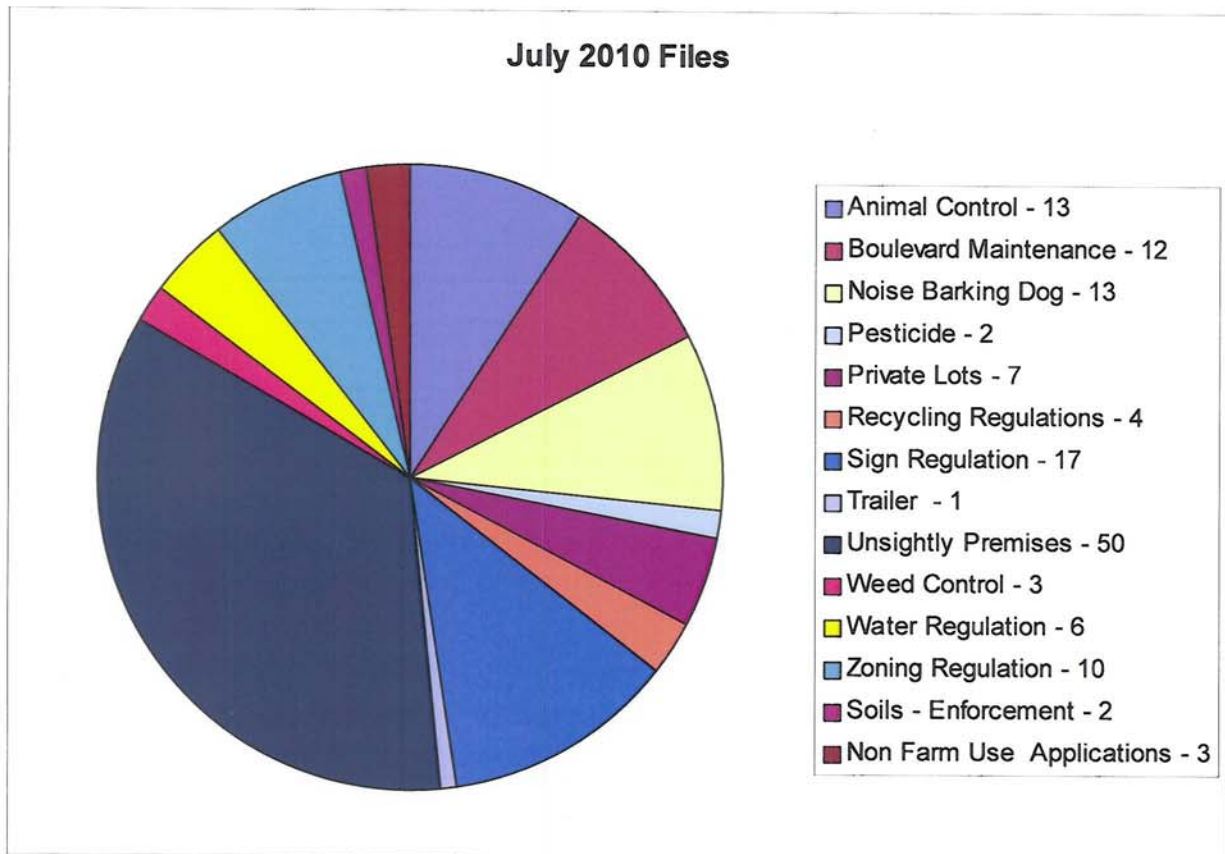
Customer Service Response

- The average number of phone calls fielded per day by staff on property use issues for the month of July was 68 – a nominal increase month/month; this includes voice messages as well as directly-answered calls.
- For July, 143 inspection files were created and assigned for investigation and appropriate enforcement – a month/month decrease of 28% as June included 55 seasonal files for noxious weeds.
- Following the successful MTI training program with Richmond Fire-Rescue in June, Community Bylaws staff is presently scheduled to conduct 8 training sessions in early August, covering 4 watches with the RCMP Richmond Detachment. This will provide the RCMP with additional enforcement tools under the City's bylaws, as well as highlight neighbourhood issues where Community Bylaws can assist.
- Staff is currently working with Transportation Department and Engineering on the second phase for the implementation of the new Newspaper Distribution Regulation Bylaw 7954.

Enforcement Activity

- Bylaw Liaison Property Use Officers actively conduct inspections on both a complaint and proactive basis. There were 143 inspection files opened during the month of July.

The following chart delineates service demand by type:



- On July 3rd, Property Use Officers patrolled the City with the intent of promoting public awareness on the City’s Pesticide Use Control Bylaw No. 8514. The properties patrolled were in an area bounded by Cambie Road on the north, No. 4 Road on the west, No. 5 Road on the east and Williams Road on the south. The reported activity found only one property in contravention of the City’s Pesticide Use Control Bylaw 8514. A verbal warning was given to the operator, together with information on the City’s ability to issue fines in the case of continuing offence.
- The City’s Grease Management Program is administered and enforced by Community Bylaws. The Grease Management Inspector continues to conduct regulatory inspections of City food establishments. Community Bylaws staff is finalizing a report to Council for presentation in October on the success of the program to date, as well as recommended measures to make it more effective.

Animal Control

- For July 2010, 5 dog bite incidents were reported – a month/month increase of 150%. Staff has instituted a more clearly defined protocol to address the reporting,

investigation and effective enforcement of the City's Animal Control Regulation Bylaw No. 7932 including independent assessment of any aggressive dogs.

- Staff has issued 127 new dog licences during the month of July to bring the 2010 total to 5,361.
- RAPS report for July 2010 outlines the following:
 - reported lost dogs / cats 22 / 25
 - dog surrenders / adoptions 7 / 11
 - dogs / cats impounded 37 / 13

Conclusion

Community Bylaws staff continue to respond to resident complaints and observed neighbourhood concerns to promote compliance with over 23 separate regulatory bylaws of the City.



Wayne G. Mercer
Manager, Community Bylaws
(604.247.4601)

WGM:ml