



To: Community Safety Committee

Date: January 23, 2012

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

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

Re: Community Bylaws - December 2011 Activity Report

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated January 23, 2012, from the General Manager, Law & Community Safety, be received for information.

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

FOR ORIGINATING DEPARTMENT USE ONLY			
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER	
Budgets	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
Engineering	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
Parks	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	REVIEWED BY CAO	YES <input type="checkbox"/> NO <input type="checkbox"/>

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 December 2011 was 29 – this includes voice messages, directly answered calls as well as emails; a decrease of approximately 31% when compared to the number of service calls reported for the month of November 2011; however, City Hall was closed from December 24th to month end.

Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of December 2011 was 136; 6.1% of the violations issued in December 2011. The following chart 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	2.94%
Section 2.1 (c) Poor likelihood of success at adjudication	17.65 %
Section 2.1 (d) Contravention necessary - health related	0%
Section 2.1 (e) Multiple violations issued for one incident	4.41%
Section 2.1 (f) Not in public interest	41.91%
Section 2.1 (g) Proven effort to comply	33.09%

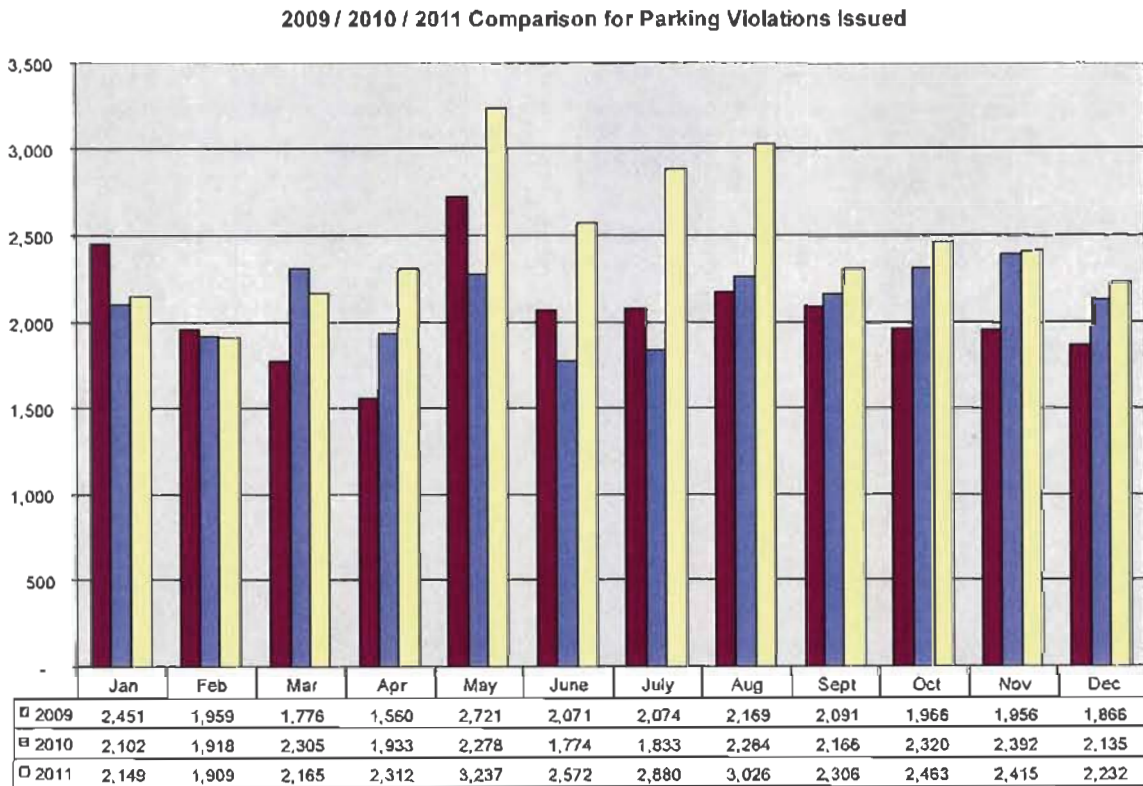
- A total of 2,232 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of December 2011 – an increase of approximately 4.5% when compared to the number of violations issued during the month of December 2010.

Program Highlights

- Community Bylaws staff was working with an RCMP technical crew with a view to installing a camera inside a City parking meter, for surveillance purposes.
- Field preparations were undertaken for the Hollybridge meter installations and several meters were re-deployed, due to closure of temporary construction zones on Buswell Street and Park Road.

- A number of modifications were undertaken to designated parking meters, in order to serve as test locations for physical vault reinforcement.
- For the first time since early 2011, there were no meter vandalism &/or theft incidents during the month.
- Officer Tahir completed and presented a draft, hand-held “bylaw reference guide”, which will aid officers in their field work and assist with training functions.
- The Oval went live with their new Pay-on-Foot parking system on December 19th. As a result, the City relocated the temporary Oval parking meters to Gateway Theatre to provide a more flexible and reliable operation.

Following is a month-to-month comparison chart on the number of violations that have been issued for the years 2009, 2010 and 2011:



2. Property Use

Customer Service Response

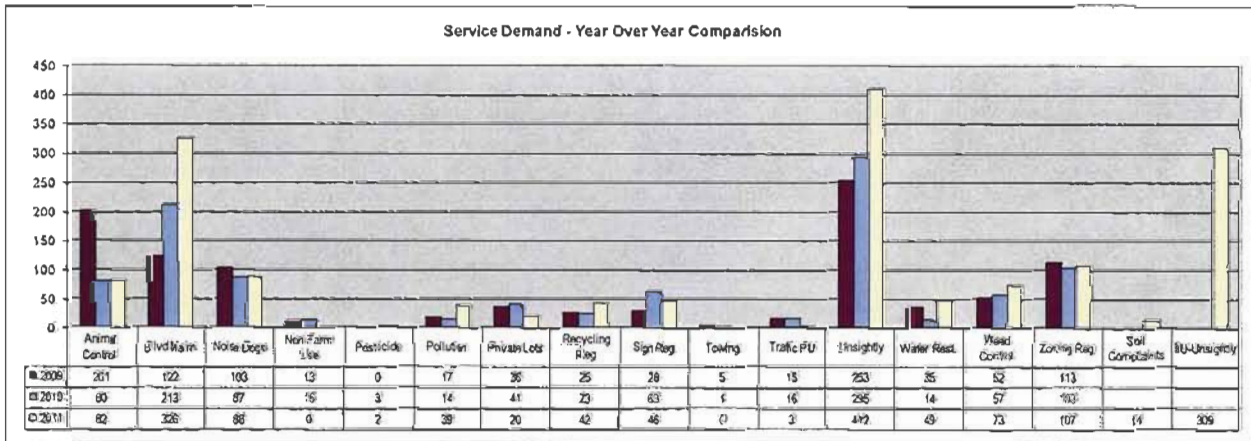
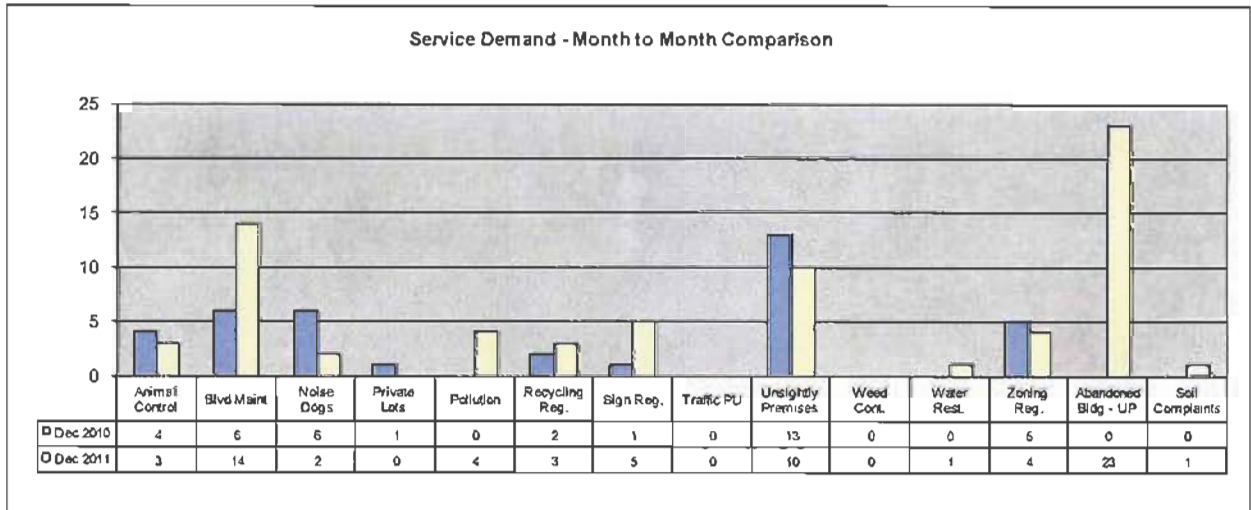
The average number of daily calls for service fielded by administration staff on property use issues for December 2011 was 9 – this includes voice messages, directly answered calls as well as emails; a decrease of approximately 56% when compared to the number of daily service calls reported for the month of November 2011.

For December 2011, 70 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 54% when compared to December 2010.

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.
- Proactive enforcement efforts continue with regard to the abandoned/vacant home joint operations program that begun in June 2011. There were 23 abandoned/vacant home inspections conducted during the month of December 2011 bringing the total of inspections conducted during the time period June through to December 2011 to 309.

The following charts delineate Property Use service demand, by type, for December 2010 and December 2011 as well as a year-over-year running comparison:



3. Grease Management Program

There were no grease trap inspections carried out during the month of December 2011 due to staff turnover.

4. Dispute Adjudication Program

There were no cases processed during the month of December 2011. The next hearing is scheduled for January 24, 2012.

5. Animal Control

- For the month of December 2011, there was one dog bite incident reported.
- Staff issued 56 new dog licences during December 2011 to bring the total number of dogs licensed in Richmond for 2011 to 5,604 an increase of approximately 1.76% when compared to 2010. The number of dangerous dog licenses issued or renewed in Richmond as of December 2011 is 93.
- Officers within Community Bylaws responded to 6 requests for enforcement patrols during the month of December 2011.

6. Revenue and Expenses

The following information is a YTD analysis of December 2011 when compared to December 2010.

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue is up approximately 5.9% over 2010. Revenues as at December 31, 2011 are \$1,433,451 compared to \$1,353,500 for the same period last year. The increase is a result of diligent enforcement by staff as well as the hourly meter rate increase effective July 2010.

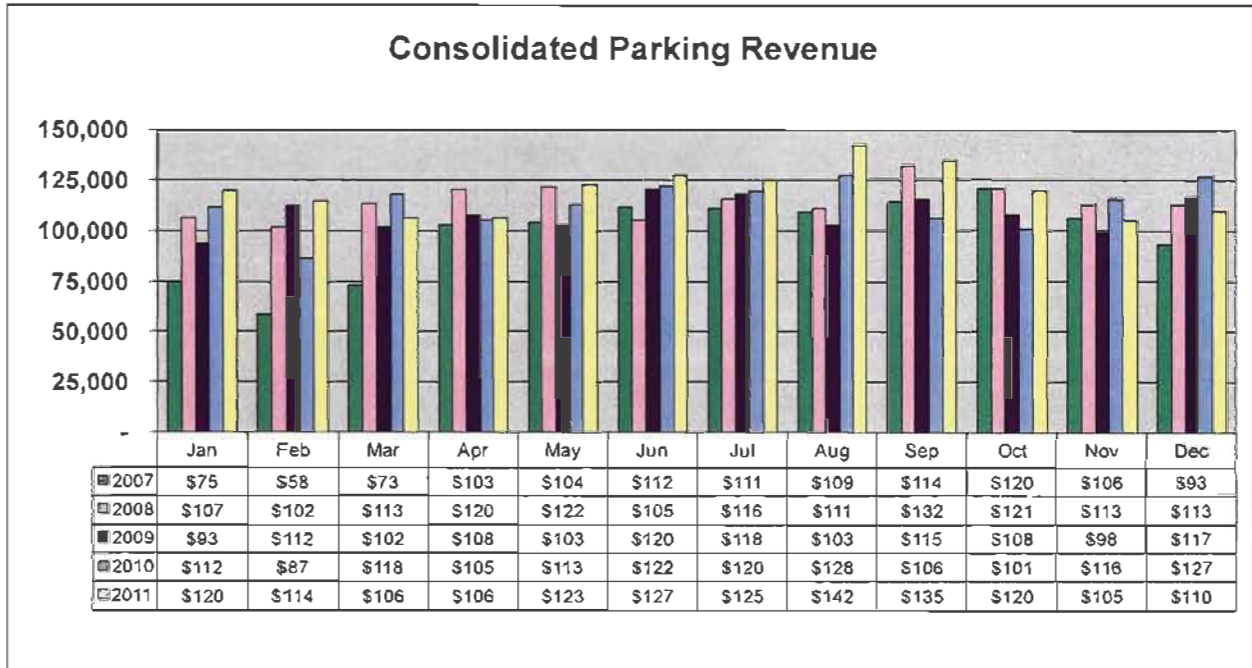
Meter Revenue is up approximately 5.3% over the same period last year. Revenue as at December 31, 2011 is \$439,817 compared to \$417,854 for 2010. This is partly the result of the hourly meter rate increase effective July 2010. Meter revenues for 2011 could have been higher except for incidences of meter vandalism. The result is lost revenue due to decommissioned and damaged meters.

Permit Revenue is down approximately 3.4% over the same period last year. Revenue as at December 31, 2011 is \$143,865 compared to \$149,011 for 2010. This decrease is a result of limited permit parking areas due to the reassignment of parking areas.

Enforcement Revenue is up approximately 5.0% over the same period last year. Revenue as at December 31, 2011 is \$806,496 compared to \$767,664 for 2010.

Richmond Oval Parkade Management Fee Revenue: The City netted \$43,273 from the proceeds generated from parking at the Richmond Oval compared to \$18,971 for the same period last year. This fee is based on 15% of gross revenue. Effective December 19, 2011, Richmond Oval Corporation has assumed full responsibility of the operation and management of the parkade.

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



Conclusion

Community Bylaws 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.

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