



City of Richmond

Report to Committee

To: Community Safety Committee

Date: February 22, 2013

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

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

Re: Community Bylaws – January 2013 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws – January 2013 Activity Report (dated February 22, 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	CONCURRENCE OF GENERAL MANAGER	
	Budgets Engineering Parks	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
REVIEWED BY DIRECTORS	INITIALS: 	REVIEWED BY CAO	INITIALS:

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

An average of 54 daily calls for service was fielded by administration staff in January 2013. This activity represents an increase of approximately 33% compared to December 2012, and a 24% increase compared to calls reported in January 2012.

Enforcement Activity

A total of 3182 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of January 2013. This indicates an increase of approximately 31.5% when compared to the number of violations issued in January 2012. This significant increase was initiated through a review of parking operations that took place during the month of December 2012. Improvements are directly attributable to an adjustment in resource deployment and staff's extraordinary effort and resilient commitment to succeed. In January 2013, 9% of the violations (a total of 287) issued during that month were either cancelled and/or changed to a warning.

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	18	6.27%
Section 2.1 (c) Poor likelihood of success at adjudication	12	4.18%
Section 2.1 (d) Contravention necessary - health related	1	0.35%
Section 2.1 (e) Multiple violations issued for one incident	6	2.09%
Section 2.1 (f) Not in the public interest	124	43.21%
Section 2.1 (g) Proven effort to comply	83	28.92%
Administrative Entries	43	14.98%

Program Highlights

In January there were no incidents of vandalism to parking meters encountered, however routine repairs of the City's aging meter inventory resulted in three service calls and one shop repair. As mentioned in previous reports, Community Bylaws is involved in a "Request for Proposal" (RFP) for the replacement of all existing and out-dated parking equipment. Primary vendor

evaluation is now complete, and a short-list of proponents has been qualified for final assessment. Eventual implementation of new meters is expected to increase revenue and decrease maintenance costs due to the durability, functionality and security features of the new equipment.

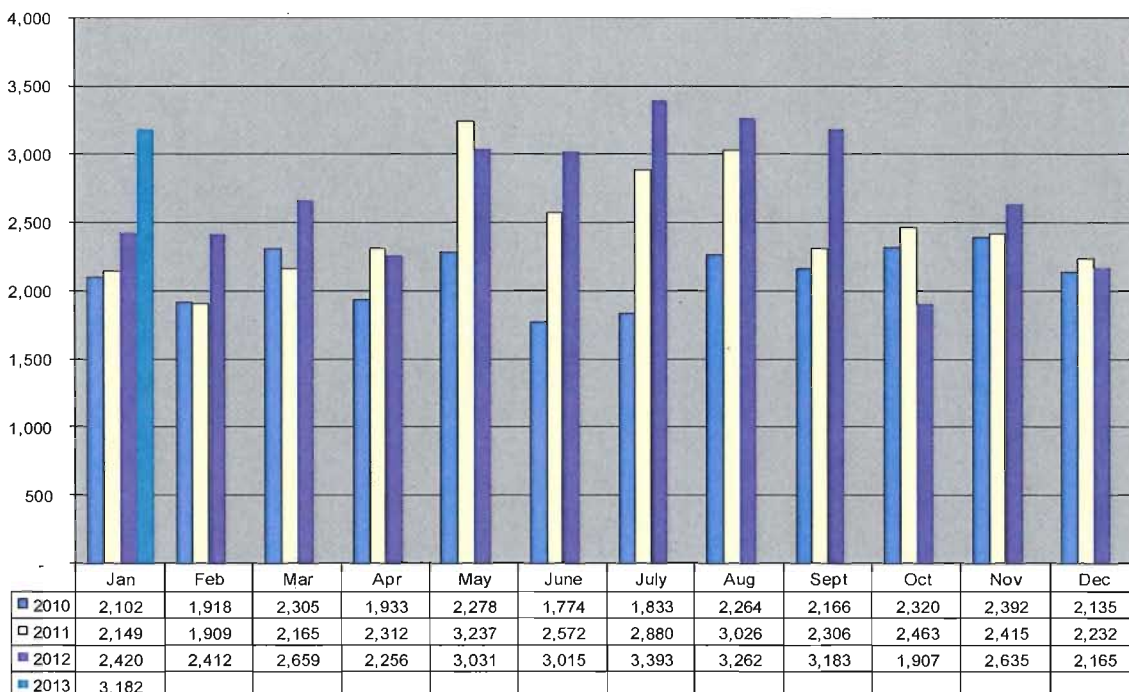
The Parking section continues to work with the Richmond Centre for Disability (RCD) on a plan to implement Council's approved changes to the City's accessible parking permit privileges. Preparations remain on schedule for a program launch during the first quarter of 2013. Current efforts entail authorizing the final design of new RCD parking decals and information pamphlets. In addition, a new working agreement between RCD and the City is being drafted to reflect changes being implemented through the new program.

The Parking Section has successfully transitioned to the "Tempest" file tracking system and is now actively tracking officer activity including: internal files, external files, RCMP files, animal control files, patrol recurrence, patrol volume and other services to the public. As mentioned in the *December 2012 Activity Report*, this system should allow for the detailed tracking and reporting of all parking and animal control activities.

Further, an internal review of Parking Section activity was completed with a focus on operational priorities and efficiencies. The result has been a marked and immediate improvement in patrol volume; reduced response times; quicker file turn-around; and more strategic enforcement coverage. In conjunction, the parking enforcement team has endeavoured to enhance customer relations, which is evidenced by the receipt of zero conduct or integrity complaints during the month, as well as the receipt of appreciative public recognition from several school representatives. The department will be embarking on a further review regarding the Community Bylaws Administrative Section in order to ensure that the department is in line administratively with the changes that have occurred in the operational area.

Following is a month-to-month comparison chart 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

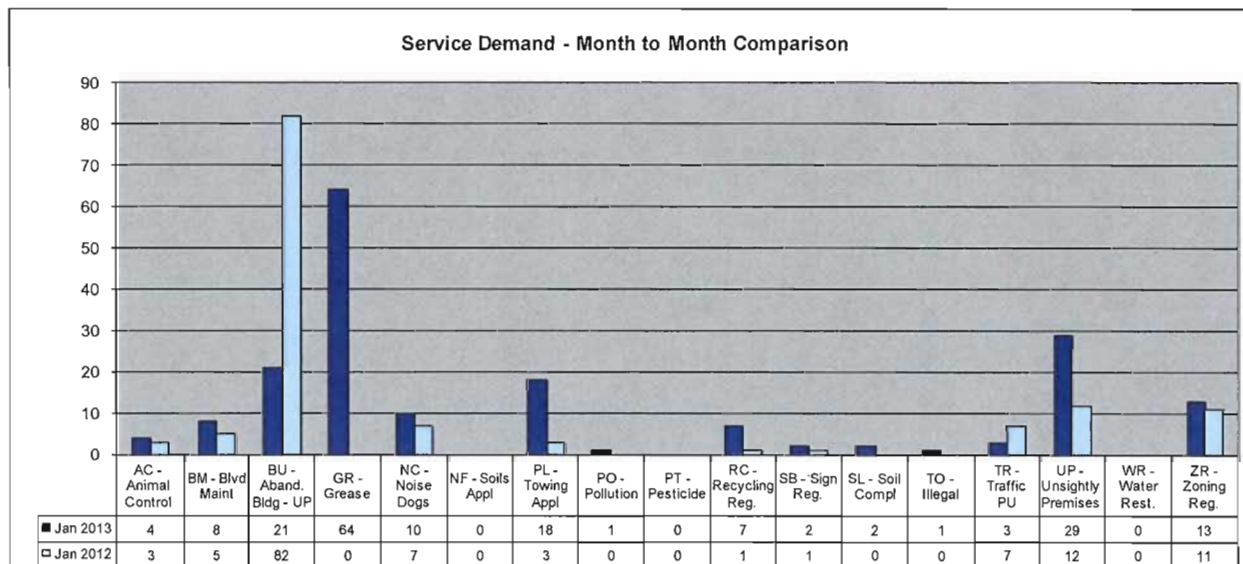
An average of 23 daily calls for service was fielded by administration staff in January 2013. This represents an increase of approximately 39% compared to December 2012, and a 48% increase compared to calls reported in January 2012.

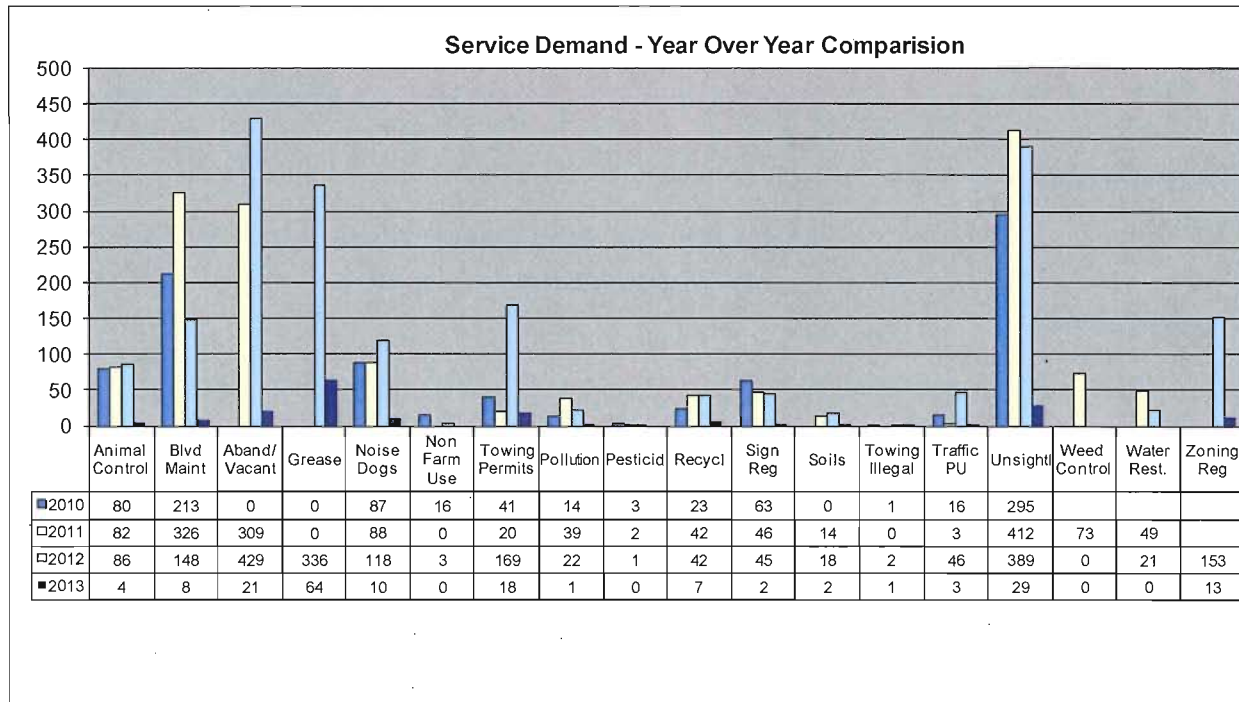
Enforcement Activity

For January 2013, 119 investigation files were created and assigned for inspection and/or appropriate enforcement. This file load indicates a decrease of approximately 10% when compared to January 2012. This decrease is largely the result of a decrease in the number of abandoned/vacant home files compared to those created in January 2012. January 2012's data indicated 82 abandoned/vacant home inspection files, compared to 21 in January 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, resulted in six calls for service. Five of the six calls were related to the fill activity at Finn Road. Bylaw officers continue to monitor the activities at the Finn Road property site to ensure compliance with all City regulatory bylaws.

The following charts compare Property Use service demand by type for January 2013 and January 2012, as well as year over year:





3. Grease Management Program

The Grease Management Inspector conducted 54 regulatory visits to 47 food sector establishments during the month of January 2013 and issued 14 by-law violations. Three violations were switched to 'Warning Tickets' as the contraventions were remediated immediately. Two files were referred to Metro Vancouver for decisions on the installation and design of grease interceptors or traps.

4. Dispute Adjudication Program

The January 29, 2013 Adjudication Hearings resulted in the following outcomes:

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

The next Adjudication Hearing is scheduled for March 26, 2013.

5. Animal Control

In January 2013, Community Bylaws issued 120 new dog licences, representing an increase of 22.5% when compared to the number of licences issued in January 2012. This number includes 23 dangerous dog licences. Including payments made during the latter part of 2012 there are currently 3000 dogs licensed in Richmond for 2013. The deadline for early payment at a discounted rate is February 28, 2013.

Staff responded to 22 requests for enforcement patrols. Two dog bite incidents were reported, each resulting in a dangerous dog investigation.

6. Revenue and Expenses

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

Consolidated Parking Program Revenue:

Consolidated parking program revenue; which includes meter, monthly permit and enforcement revenues; increased by 9.7% over last year. Specifically, consolidated revenues were \$136,959 for January 2013 compared to \$124,805 for January 2012.

Meter Revenue:

Meter revenue was approximately the same over the same period last year. Specifically, meter revenue was \$31,057 for January 2013 compared to \$31,257 for January 2012.

Permit Revenue:

Permit revenue increased by 26.7% over the same period last year. Specifically, permit revenue was \$25,906 for January 2013 compared to \$20,440 for January 2012.

Enforcement Revenue:


There was an increase of 9.4% in enforcement revenue over the same period last year. Specifically, enforcement revenue was \$79,996 for January 2013 compared to \$73,108 for January 2012.

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



Conclusion

Community Bylaw staff continue to strive to maintain life-quality and safety for the residents of the City of Richmond. The department encourages a culture of compliance through a coordinated team effort with City employees and community partners.



Edward Warzel
Manager, Community Bylaws
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