



City of Richmond

Report to Committee

To: Community Safety Committee

Date: August 26, 2013

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

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

Re: Community Bylaws – July 2013 Activity Report

Staff Recommendation

That the report titled Community Bylaws – July 2013 Activity Report dated August 26, 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: DW
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. Property Use
2. Grease Management Program
3. Parking Program
4. Adjudication Program
5. Animal Control
6. Revenue & Expenses

Analysis

1. Property Use

Customer Service Response

An average of 20 daily calls for service was fielded by administration staff in July 2013. These calls for service include voice messages, directly-answered calls as well as emails. This activity represents a decrease of 15% compared to the number of calls fielded in June 2013 and is at par with the number of calls reported in July 2012.

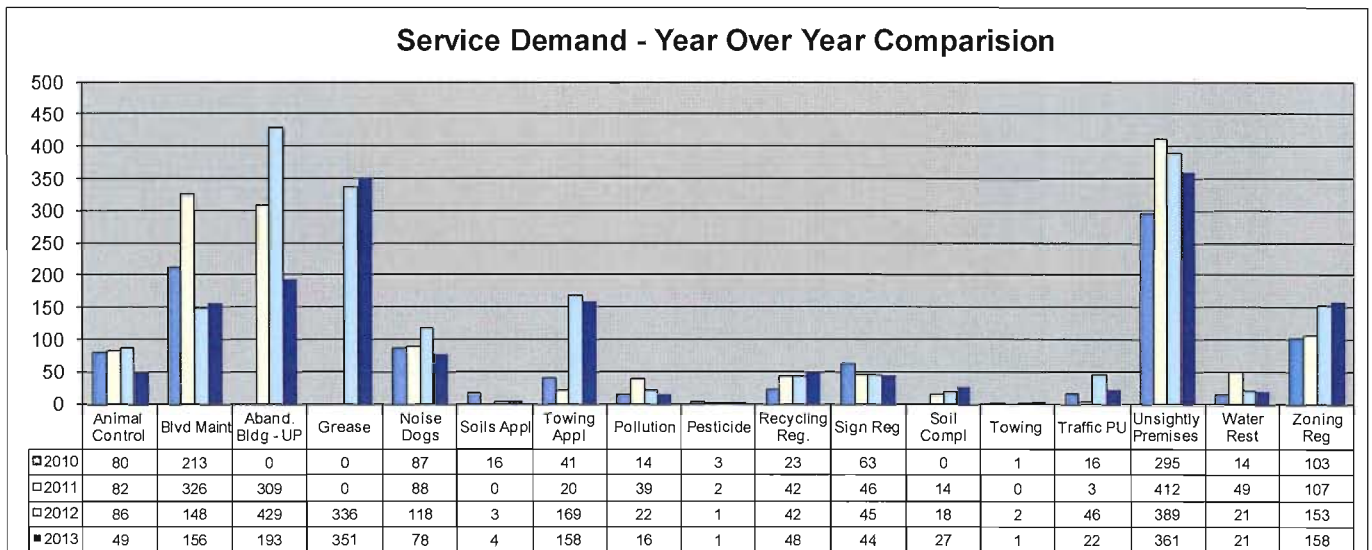
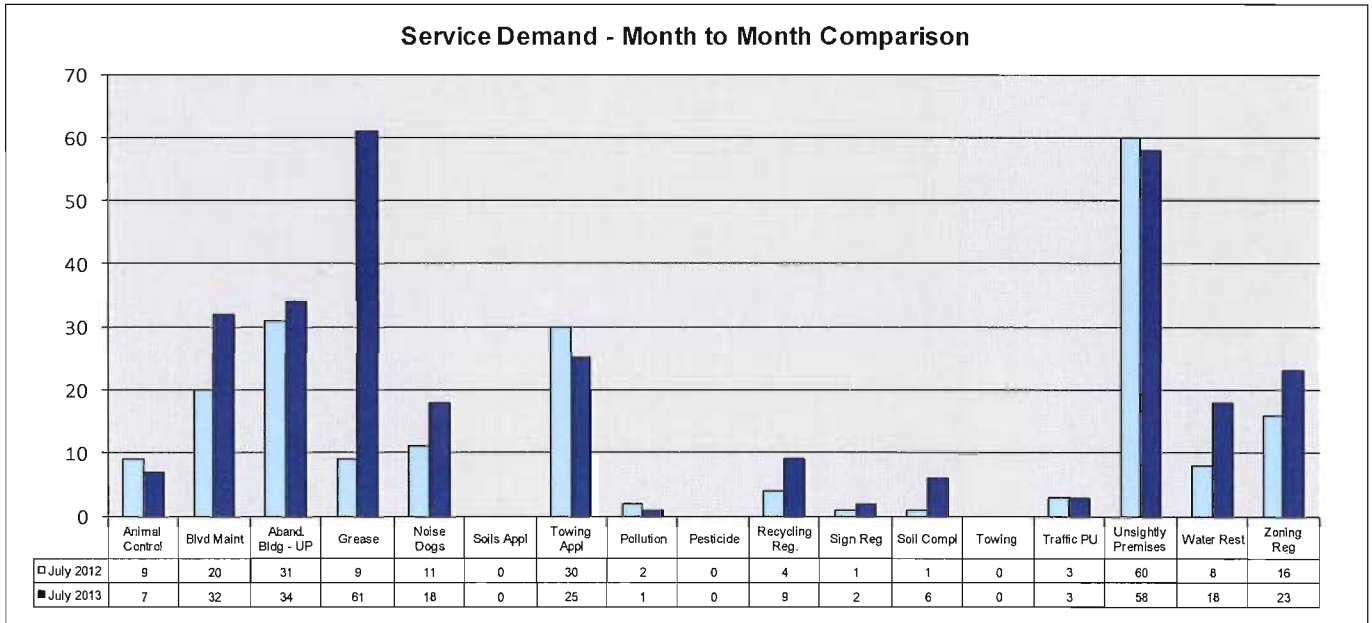
Enforcement Activity

Property use officers managed 236 investigational files during the month of July. File load statistics indicate this to be an increase of approximately 20% when compared to July 2012. This increase is attributed in part to an increase in calls for service for zoning contraventions; 23 in July 2013 compared to 16 in July 2012. The file load increase is also attributed to an increase in calls regarding boulevard maintenance, which rose from 20 in July 2012 to 32 in July 2013. Water restriction calls for service rose from 8 in July 2012, to 18 in July 2013.

Community Bylaws continues to monitor 107 residences in relation to the “Abandoned/Vacant Home Joint Operations” program.

The “Soil Watch” program implemented on January 29, 2013 has resulted in six calls for service for the month of July 2013. Two of the locations are currently under enforcement action; the remaining four calls were concluded as permitted uses. Permitted uses in these cases were identified as activity related to farm road access to soil movement within a property on active farmland. One charge was laid against a property owner and truck contractor for allowing soil or other material to be deposited on land situated within the Agricultural Land Reserve.

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



2. Grease Management Program

The Grease Management Inspector conducted 77 regulatory visits to 61 food sector establishments during July 2013 resulting in 4 by law violations.

3. Parking Program

Customer Service Response

An average of 36 daily calls for service was fielded by administration staff in July 2013. This activity represents a decrease of approximately 15.0% compared to June 2013, and a decrease of approximately 66.0% when compared to the number of calls reported in July 2012.

Enforcement Activity

A total of 3511 notices of bylaw violation were issued for parking, safety and liability infractions within the City during this month. This is an increase of approximately 3.4% compared to the number of violations issued in July 2012. This increase continues as a result of process improvements, effective officer deployment and a continued focus on service delivery.

In July 2013, 366 (10.4%) of the total violations issued were either cancelled or changed to a warning. A significant increase in number of warnings, 105 (28.7%), were generated as a result of changes to the Richmond Centre for Disability parking decal program. 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	15	4.1%
Section 2.1 (b) Exception in Bylaw	19	5.2%
Section 2.1 (c) Poor likelihood of success at adjudication	16	4.4%
Section 2.1 (d) Contravention necessary - health related	4	1.1%
Section 2.1 (e) Multiple violations issued for one incident	15	4.1%
Section 2.1 (f) Not in the public interest	19	5.2%
Section 2.1 (g) Proven effort to comply	126	34.4%
Administrative Entries	47	12.8%
Warnings	105	28.7%

Program Highlights

Following is a month-to-month comparison reflecting the number of violations issued for the years 2010, 2011, 2012 and 2013:



4. Dispute Adjudication Program

The July 23, 2013 Adjudication Hearings resulted in all eleven violations being upheld. Nine appeals were heard and two failed to attend the hearing. The next Adjudication Hearing is scheduled for October 22, 2013.

5. Animal Control

Community Bylaws issued 104 new dog licences, representing an increase of 18 % when compared to the number of new dog licences issued in July 2012. As of July 31, 2013 there were 5342 dogs licensed in Richmond. This total includes 79 dangerous dog license registrations. Animal Control officers responded to three dog bite incidents each of which resulted in a dangerous dog investigation.

7 violation tickets were issued as a result of dog bite incidents.

Two violation tickets were issued for incidents related to noise infractions.

6. Revenue and Expenses

Consolidated Parking Program Revenue the total of meter, monthly permit and enforcement revenue increased by 11.1% over the same period last year to \$179,266 in July 2013 from \$161,355 in July 2012.

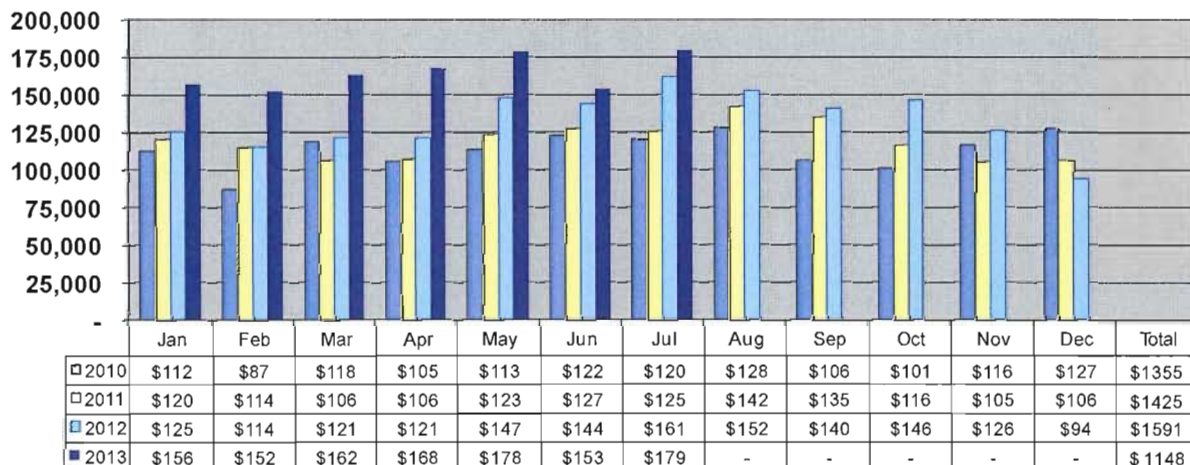
Meter Revenue increased by 15.0% over the same period last year, to \$48,538 in July 2013 from \$42,234 in July 2012.

Permit Revenue decreased by 4.8% over the same period last year, to \$13,183 for July 2013 from \$13,850 for July 2012.

Enforcement Revenue increased by 11.7% over the same period last year, to \$117,545 in July 2013 from \$105,271 in July 2012.

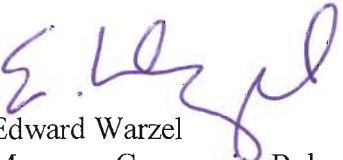
The following chart provides a consolidated revenue comparison with prior years:

**Consolidated Parking Revenue
(in thousands)**



Conclusion

Community Bylaw staff continue 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.



Edward Warzel
Manager, Community Bylaws
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