



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 – June 2013 Activity Report**

Staff Recommendation

That the report titled Community Bylaws – June 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. Animal Control
5. Revenue & Expenses

Analysis

1. Property Use

Customer Service Response

An average of 23 daily calls for service was fielded by administration staff in June 2013. This includes voice messages, directly-answered calls as well as emails. This activity represents an increase of 15% compared to the number of calls fielded in May 2013 and a 30% increase when compared to the calls reported in June 2012.

Enforcement Activity

In June 2013, 257 investigational files were opened and assigned for inspection and/or investigation. This file load indicates an increase of approximately 40% when compared to June of 2012. The increase is attributed to additional call volumes from residents and for services involving unsightly premises; 84 in June 2013 compared to 59 in June 2012. The file load increase can also be attributed to additional calls regarding boulevard maintenance which rose from 19 in June 2012 to 39 in June 2013.

Community Bylaws continues to currently monitor 98 residences in relation to the "Abandoned/Vacant Home Joint Operations" program.

The "Soil Watch" program implemented on January 29, 2013 has resulted in five calls for service during the month of June. One of the five calls was for overgrown weeds. The remaining four calls were concluded as permitted uses ranging from issues such as problems with farm road access to soil movement within a property on active farmland. No charges were laid against a property owner. One non-farm use soil application was received this month.

As in previous years, the department is supporting and promoting public awareness of the City's Enhanced Pesticide Management Program with compliance efforts under Pesticide Use Control Bylaw No. 8514. Bylaw Liaison Property Use Officers attended 556 addresses during the month of June. There were no violations issued however residents were provided with information on the City's capacity to issue incremental fines in the case of related initial and/or continuing offences. In addition residents were provided with information regarding the cosmetic use of pesticides. The scope of this program was expanded by incorporating the division's

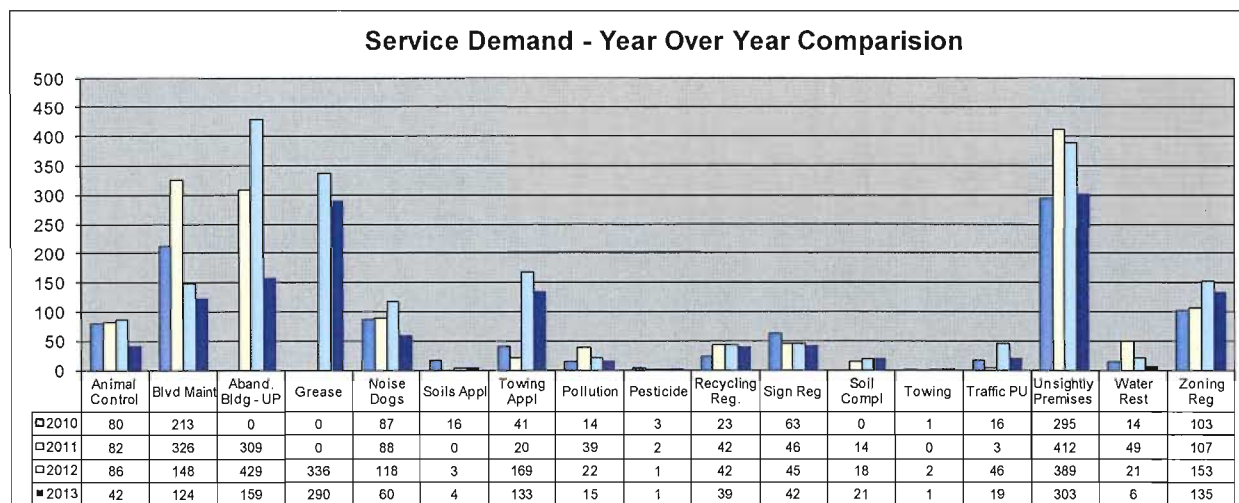
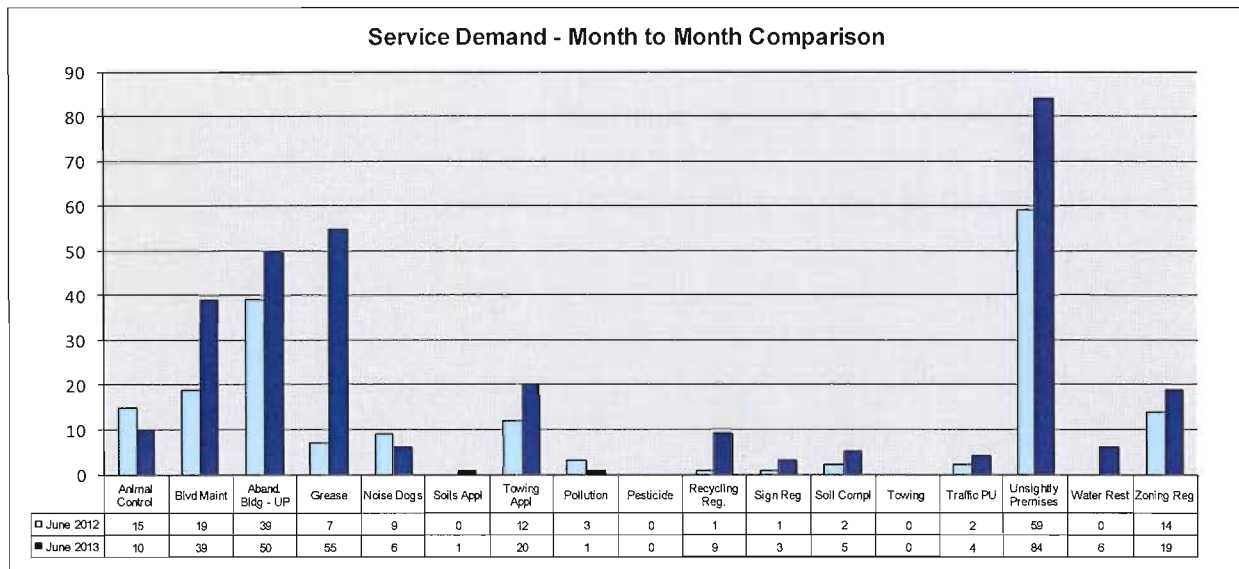
dog licensing strategy by simultaneously conducting unlicensed dog canvassing. This effort resulted in the issuance of 17 new dog licences and the registration of one renewal license.

The following is a summary of court appearances, charges laid and tickets issued by the Property Use Division during the month of June 2013:

The Honourable Judge Fratkin imposed a fine of \$10,000 to an owner of a property for unlawfully using land zoned single family detached as a multi-household business. The fine of \$4000 was ordered payable immediately. The balance of \$6000 is payable on August 31, 2013.

In addition to the fine, the Court imposed a section 263.1 Compliance Order pursuant to the Community Charter for the owner to comply with the Zoning Bylaw.

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



2. Grease Management Program

The Grease Management Inspector conducted 63 regulatory visits to 55 food sector establishments during the month of June 2013, resulting in 18 bylaw violations.

3. Parking Program

Customer Service Response

An average of 42 daily calls for service was fielded by administration staff in June 2013. This activity represents a decrease of approximately 1.0% compared to May 2013, and a decrease of approximately 1.0% when compared to the number of calls reported in June 2012.

Enforcement Activity

A total of 3425 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of June 2013. This is an increase of approximately 13.6% compared to the number of violations issued in June 2012. This increase continues as a result of process improvements, effective officer deployment and a continued focus on service delivery.

In June 2013, 307 (9.0%) of the total violations issued were either cancelled or changed to a warning.

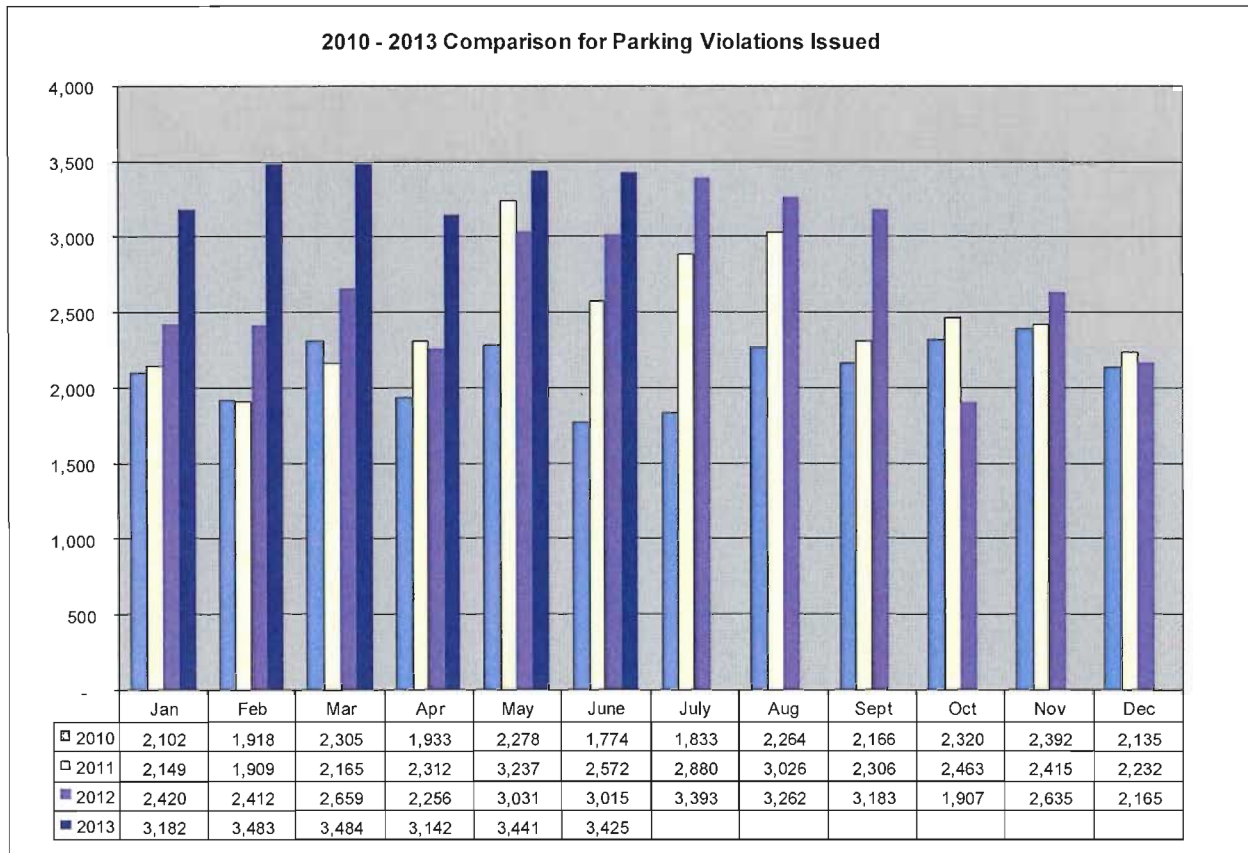
The following list provides a breakdown of the common reasons for the cancellation of bylaw violation notices pursuant to Council's Grounds for Cancellation Policy No. 1100 under specific sections:

| | | |
|---|-----|-------|
| Section 2.1 (a) Identity issues | 17 | 5.5 % |
| Section 2.1 (b) Exception in Bylaw | 11 | 3.6% |
| Section 2.1 (c) Poor likelihood of success at adjudication | 11 | 3.6% |
| Section 2.1 (d) Contravention necessary - health related | 4 | 1.3% |
| Section 2.1 (e) Multiple violations issued for one incident | 13 | 4.2% |
| Section 2.1 (f) Not in the public interest | 25 | 8.1% |
| Section 2.1 (g) Proven effort to comply | 147 | 47.9% |
| Administrative Entries | 39 | 12.7% |
| Warnings | 40 | 13.1% |

Program Highlights

The Richmond Centre for Disability parking decal initiative was launched on June 12 starting with a public information advertisement posted in the Richmond Review. This announcement was followed by several weeks of educational leaflet distribution where courtesy notices were placed on vehicles displaying disability permits. In response to the City's educational "blitz" the Bylaw Department received three general inquiries.

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



4. Animal Control

In June 2013 Community Bylaws issued 102 new dog licences, representing an increase of 32.5%, when compared to the number of new dog licences issued in June 2012. As of June 30, 2013 there were 5218 dogs licensed in Richmond. This total includes 76 dangerous dog license registrations. Animal Control officers conducted eight dangerous dog investigations as a result of dog bites during the month of June.

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

In addition 16 violation tickets were issued for dogs without licenses. 14 violations were eventually switched to ‘Warning Tickets’ due to expedient compliance.

Four violation tickets were issue for incidents related to noise infractions.

5. Revenue and Expenses

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

Consolidated Parking Program Revenue the total of meter, monthly permit and enforcement revenue increased by 6.7% over the same period last year, to \$153,248 in June 2013 from \$143,724 in June 2012.

Meter Revenue increased by 3.1% over the same period last year, to \$48,790 in June 2013 from \$47,345 in June 2012.

Permit Revenue decreased by 3.6% over the same period last year, to \$10,878 in June 2013 from \$11,282 in June 2012.

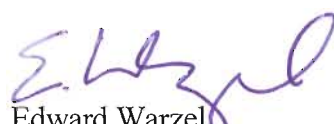
Enforcement Revenue increased by 10.0% over the same period last year, to \$93,580 in June 2013 from \$85,097 in June 2012.

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



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
 (604) 247-4601