



City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 11, 2013

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

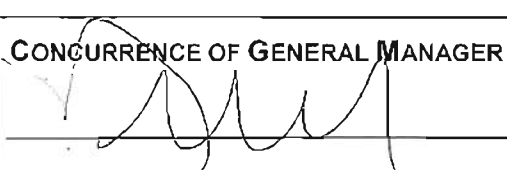

File: 12-8060-01/2011-Vol 01

Re: Community Bylaws – February 2013 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws – February 2013 Activity Report (dated March 11, 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: Budgets Engineering Parks	CONCURRENCE <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	CONCURRENCE OF GENERAL MANAGER 	
	REVIEWED BY DIRECTORS	INITIALS: 	REVIEWED BY CAO

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 66 daily calls for service was fielded by administration staff in February 2013. This activity represents an increase of approximately 22% compared to January 2013 and a 54% increase compared to calls reported in February 2012.

Enforcement Activity

A total of 3,483 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of February 2013. This indicates an increase of approximately 44.5% when compared to the number of violations issued in February 2012. This significant increase continues as a result of the internal review that was undertaken of parking operations in December 2012, an adjustment in resource deployment, and staff's focus on continuous improvement initiatives.

In February 2013, 8% of the violations (277) issued during that month were either cancelled and/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	24	8.60%
Section 2.1 (c) Poor likelihood of success at adjudication	39	14.10%
Section 2.1 (d) Contravention necessary - health related	4	1.45%
Section 2.1 (e) Multiple violations issued for one incident	13	4.70%
Section 2.1 (f) Not in the public interest	80	28.90%
Section 2.1 (g) Proven effort to comply	68	24.55%
Administrative Entries	49	17.70%

Program Highlights

In February there were no incidents of vandalism to parking meters however routine repairs of the City's aging meter inventory resulted in six service calls and one in-field 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. Short-listed vendor evaluations are currently underway with final vendor selection to be determined in April. The 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 Disabilities (RCD) on a plan to implement Council's approved changes to the City's accessible parking permit privileges. The program launch has been deferred to the second quarter of 2013 pending finalization of the working agreement between RCD and the City. The agreement is being amended to reflect changes being adopted by the new program.

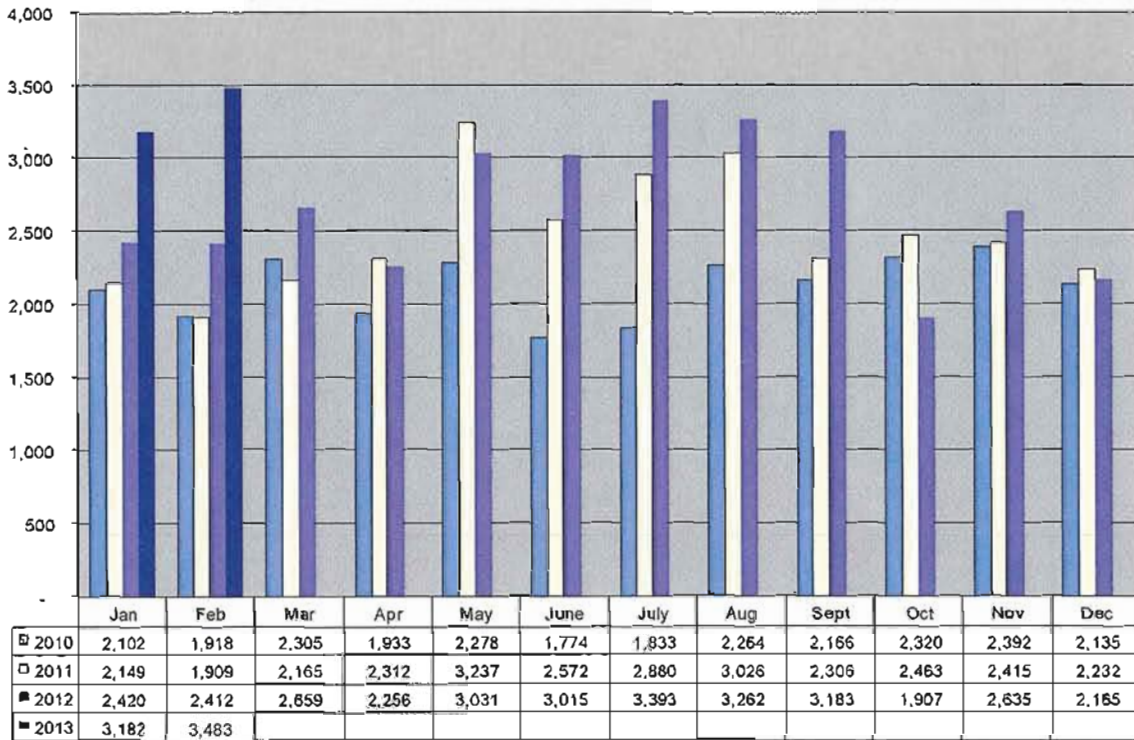
The Parking Section continues to employ the "Tempest" database system as a sole resource for tracking officer activity including: internal files, external files, RCMP files, animal control files, patrol recurrence, patrol volume and other services to the public.

A comprehensive analysis of parking enforcement operations was undertaken in late 2012 and resulted in dramatic efficiency increases due to more effective deployment of resources and a renewed focus on objectives. In relation to these changes staff maintained a high-level of customer service which for the second month in a row resulted in no integrity or conduct complaints.

A second phase of review is currently underway focused on the Community Bylaws Administrative section. The intent of this phase is to address service levels by ensuring a balanced deployment of duties such as back-up support, application of more efficient processes and leveraging improvements such as more efficient use of the City's website and voicemail technologies. Recent gains in productivity by the operational side of the parking section have resulted in significant demands on administrative staff. Phase two will also include further improvements to customer service and in particular those items that are related to timely call response and dispute resolution.

Following is a month-to-month comparison 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

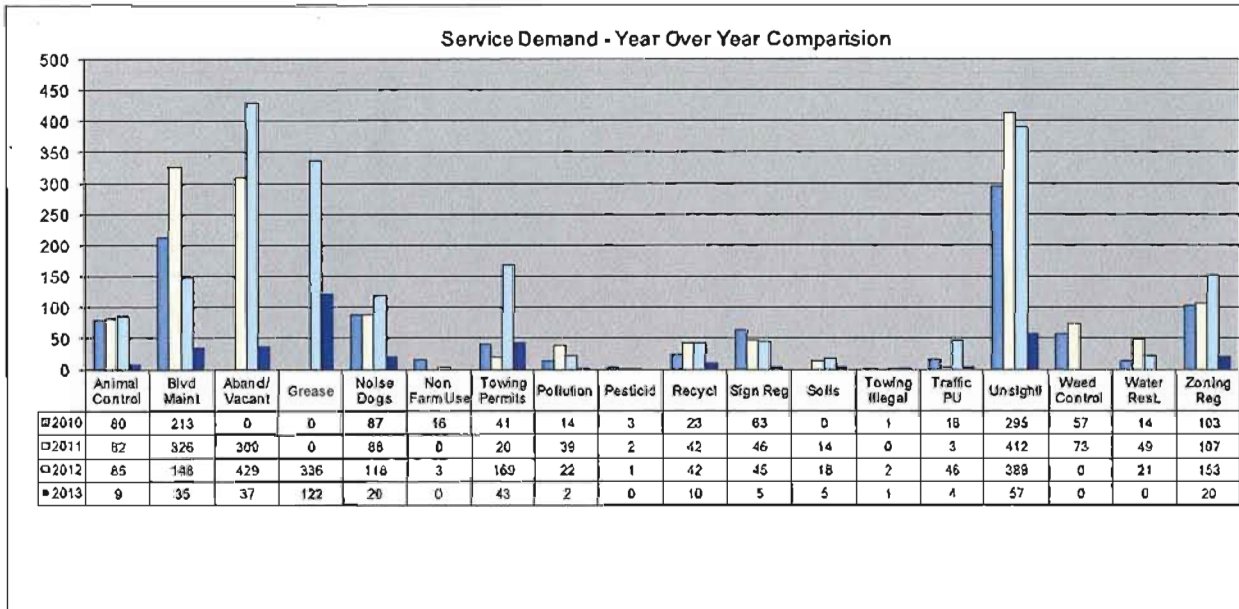
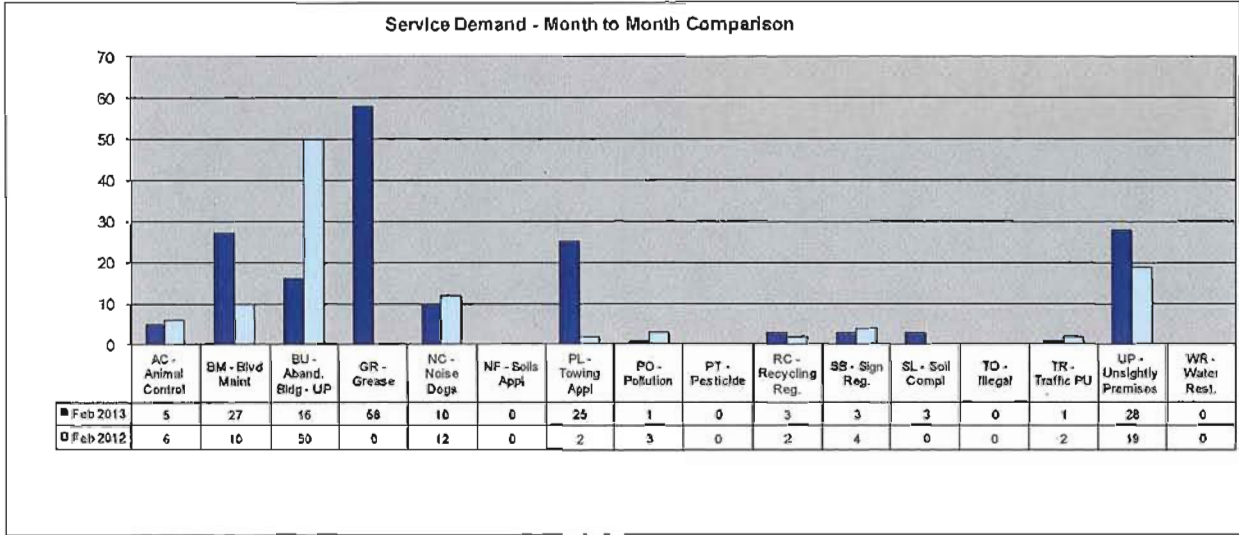
An average of 18 daily calls for service was fielded by administration staff in February 2013. This represents a decrease of approximately 22% compared to January 2013, and a 12.5% increase compared to calls reported in February 2012.

Enforcement Activity

In February 2013, 129 investigation files were created and assigned for inspection and/or appropriate enforcement. This file load indicates an increase of approximately 10% when compared to February 2012. This increase is primarily due to the increased number of tow permit applications files compared to those created in February 2012. January 2012's data indicated two tow permit files compared to twenty-five 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 three calls for service. Two of the three calls were related to fill activity at Finn Road. Staff 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 February 2013 vs. February 2012, as well as a comparative for the years 2010, 2011, 2012 and 2013:



3. Grease Management Program

The Grease Management Inspector conducted sixty-one regulatory visits to fifty-eight food sector establishments during the month of February 2013 resulting in eleven by-law violations. One of the violations was switched to a 'Warning Ticket' due to expedient compliance.

Two cases were referred to Metro Vancouver for decisions on the installation and design of grease interceptors or traps.

In addition staff held meetings with the management teams of Lansdowne Centre and Richmond Public Market to discuss best practices for the management of fats, oils and grease and compliance with the relevant sections of the City's Drainage, Dyke & Sanitary Sewer System Bylaw No. 7551.

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 February 2013, Community Bylaws issued 105 new dog licences which is a decrease of 22% when compared to the number of new dog licences issued in February 2012. This number includes 59 dangerous dog licences, as well as payments processed during the latter part of 2012. The departments' first mailing of dog related invoices resulted in a total of 4438 dogs being licensed in Richmond for 2013. The deadline for the early payment discount was February 28, 2013. The Community Bylaws department intends to develop a more comprehensive dog licensing strategy during the second quarter of this year.

Animal Control officers responded to nine requests for enforcement patrols and four dog bite incidents were reported with each resulting in a dangerous dog investigation.

6. Revenue and Expenses

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

Consolidated Parking Program Revenue

Consolidated parking program revenue, which includes meter, monthly permit and enforcement revenues; increased by 32.9% over last year. Specifically, consolidated revenues were \$151,671 for February 2013 compared to \$114,086 for February 2012.

Meter Revenue

Meter Revenue increased by 11.9% over the same period last year. Specifically, meter revenue was \$37,256 for February 2013 compared to \$33,287 for February 2012.

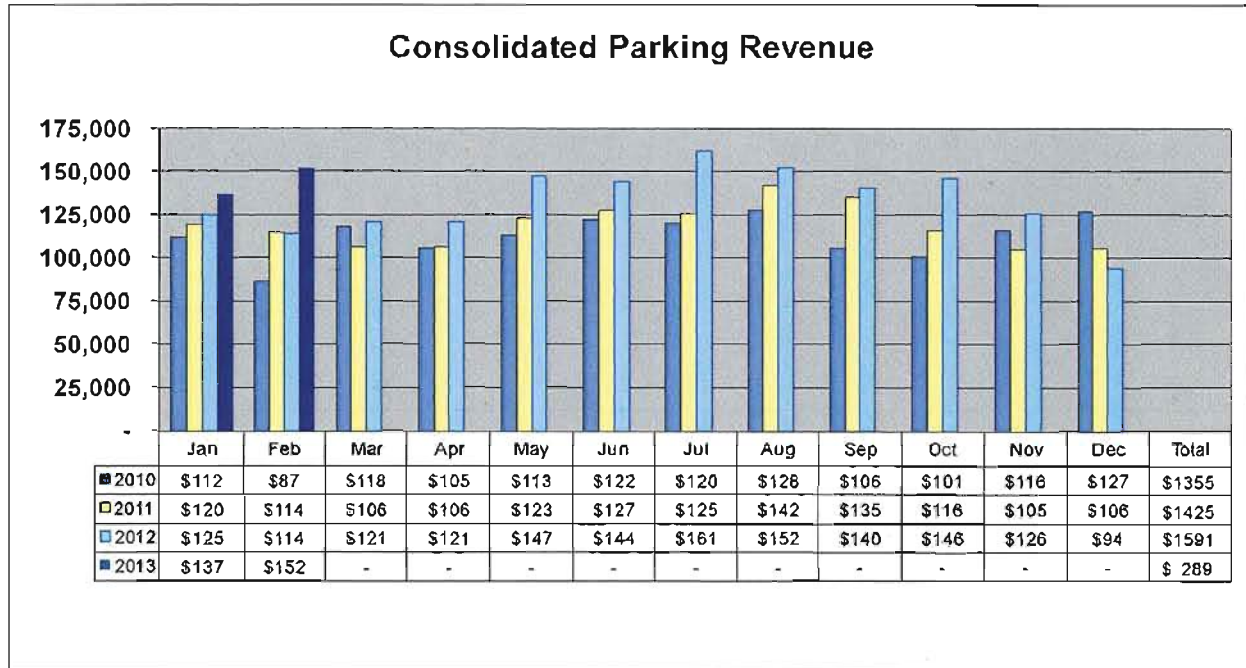
Permit Revenue

Permit Revenue increased by 8.4% over the same period last year. Specifically, permit revenue was \$9,435 for February 2013 compared to \$8,702 for February 2012.

Enforcement Revenue

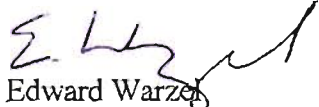
Enforcement Revenue increased by 45.6% over the same period last year. Specifically, enforcement revenue was \$104,980 for February 2013 compared to \$72,097 for February 2012.

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



Conclusion

Changes made within the Parking and Animal control section have lead to an aggregate increase in revenue of 22.5% YTD. In conjunction, all staff within Community Bylaws remains committed to maintaining the quality of life and safety of City of Richmond residents. Further, Community Bylaws continues to focus on coordinated efforts with many City departments and community partners while promoting a culture of compliance.


 Edward Warzel
 Manager, Community Bylaws
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