



City of Richmond

Report to Committee

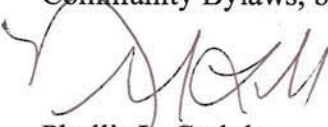
To: Community Safety Committee
From: Phyllis L. Carlyle
General Manager, Law & Community Safety
Re: Community Bylaws - Monthly Activity Report for June 2010

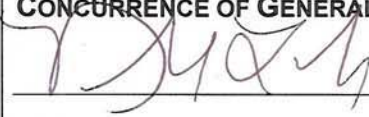

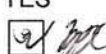
Date: July 2, 2010

File:

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated July 2, 2010 from the Manager Community Bylaws, be received for information.


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

FOR ORIGINATING DEPARTMENT USE ONLY		
CONCURRENCE OF GENERAL MANAGER 		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/> 	NO <input type="checkbox"/>
REVIEWED BY CAO DEPUTY	YES <input checked="" type="checkbox"/> 	NO <input type="checkbox"/>

Staff Report

This monthly activity report for the Community Bylaws Division provides information on each of the following three areas:

1. Parking Program
2. Property Use
3. Animal Control

1. Parking Program

Customer Service Response

- The average number of phone calls fielded per day by staff on parking issues for the month of June was 25; this includes voice messages as well as directly-answered calls.
- Staff also responded to 74 public inquiries and complaints by way of email.
- The number of parking violations that have either been cancelled and/or changed to a warning was 63 – approximately 2.7% of the violations issued in May. Justification for each cancellation and/or change to a warning notification is documented and is in keeping with established Council policy.
- On May 16th, Community Bylaws' revised website for payment of parking violations was implemented.
- On June 10th, a revised interactive voice response system began facilitating more efficient payment of parking violations by phone.

Enforcement Activity

- On June 3rd, the enforcement staff began to use new wireless handheld units and applications, as previously approved by Council. These units provide more efficient issuing of violations, use of built-in cameras for evidence and more effective follow-up for inquiries received by customer service staff.
- Three auxiliary staff have been hired (to augment enforcement activity during the summer season, and due to staff absences and vacation) and are funded within the existing budget.
- Summer Night Market enforcement is proceeding smoothly, hours of coverage have been reduced slightly at request of operator, ticketing is down over previous years due to improved street signage and "coning" by operator (e.g. fire hydrants).

- Burkeville resident parking changes are in process, and enforcement will begin once signage has been put in place.

Adjudication Program

- At the Adjudication Hearing on May 18, 2010 16 cases were processed - 10 were found guilty, 3 not guilty, 1 stayed and 2 cases rescheduled.
- To date, 12 Notices of Adjudication have been scheduled for July 20, 2010 hearings.

Revenue

- Parking Revenue should be expected to meet the 2010 Budget's estimate at December 31, 2010, if the current trend continues of slightly increased revenues each month. The hourly meter rate increased from \$2.00 to \$2.50 effective July 01, 2010.
- Monthly permit parking revenue remains consistent. Approximately 170 permits are renewed and administered on a monthly basis. Permit parking revenue was up slightly for May as Vancouver Coastal Health is purchasing parking for their staff at the Gateway/Minoru Chapel parking lot and prepaid until the end of the year.
- Enforcement Revenue remains steady, and is expected to increase due to seasonal norms; ticket base price and the early payment fee increased by \$10.00.
- Expenses are on target with the exception of maintenance and repairs to parking meters due to continuing vandalism. Staff are working closely with the RCMP to identify and apprehend the individuals responsible.
- As in previous years, Summer Night Market overtime charges for the parking enforcement officers are currently being accounted for and billed back out to the operator so that there is no extra cost to provide enforcement. Revenue generated from tickets issued at Summer Night Market remain with the City.

Property Use

Customer Service Response

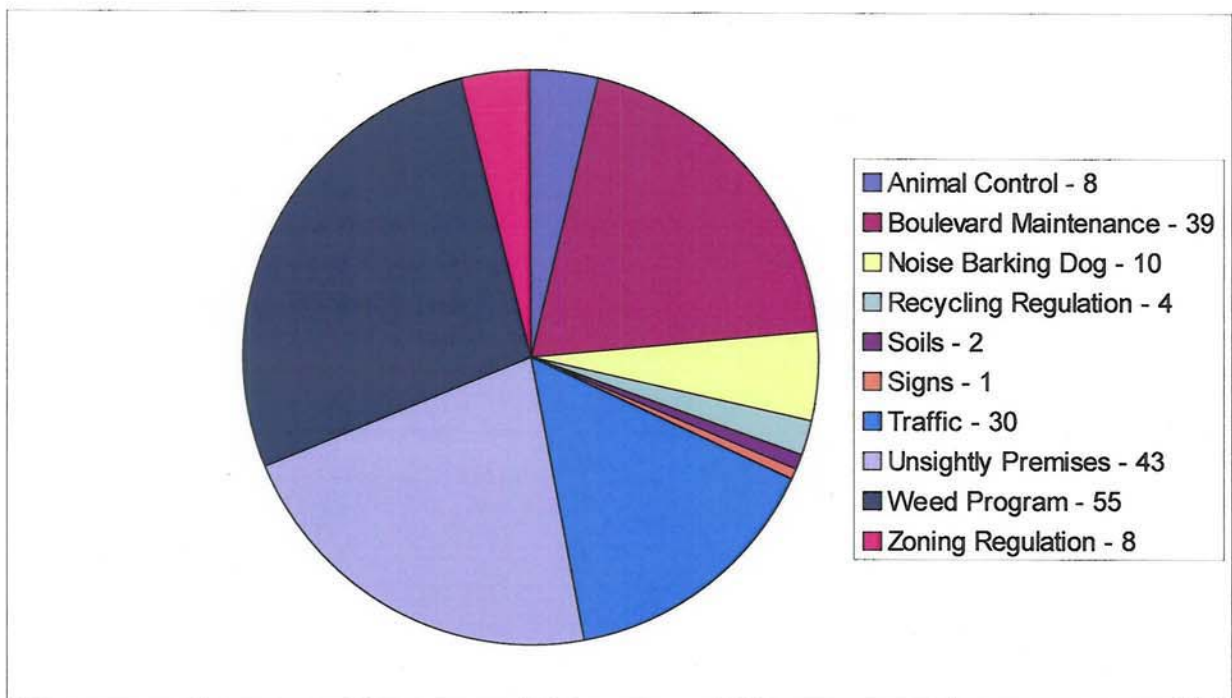
- The average number of phone calls fielded per day by staff on property use issues for the month of June was 66; this includes voice messages as well as directly-answered calls.
- For June, 201 inspection files were created and assigned for investigation and appropriate enforcement.
- This month staff provided training to Richmond Fire and Prevention Officers on the issuance of municipal ticket information (MTI) tickets. The 2 hour power point training

session was informative and well received by the 10 fire prevention officers who attended.

- Staff are currently working on the administration of the new Newspaper Distribution Regulation Bylaw 7954. As of June 30, 2010 the City had received submissions from 8 publishers and distributors outlining their preferred locations.

Enforcement Activity

- Bylaw Liaison Property Use Officers actively conduct inspections on both a complaint and proactive basis. There were 201 inspection files opened during the month of June. The following chart delineates service demand by type:



- Community Bylaws continues to support the Province's overall invasive plant management initiative on preventing the spread of noxious weeds. As of June 23, 2010 55 weed inspection files have been dispatched to the responsible Officer for compliance and enforcement action which includes education and awareness on noxious weeds and other invasive plants.
- On June 12th, 19th and 26th, Property Use Officers patrolled the City with the intent of promoting public awareness on the City's Pesticide Use Control Bylaw No. 8514. The reported activity found only 1-2% of properties patrolled were in contravention of the City's Pesticide Use Control Bylaw 8514. For the most part, the enforcement activity provided visibility and an effective future deterrent.

- The City's Grease Management Program is administered and enforced by Community Bylaws. The Grease Management Inspector continues to conduct regulatory inspections of City food establishments. Community Bylaws staff is finalizing a report to Council for presentation in September on the success of the program to date, as well as recommended measures to make it more effective.

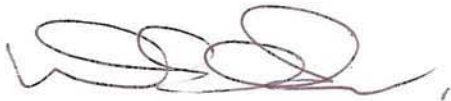
Animal Control

- For June 2010, 2 minor dog bite incidents were reported. Both bites were to humans; one occurred at the public park in the area of Ferndale and Garden City and the other occurred on the property situated in the 1800 block of River Road.
- Staff has issued 30 new dog licences during the month of June to bring the 2010 total to 5,234.
- RAPS report for May 2010 reports the following:

▪ reported lost dogs / cats	27 / 25
▪ dog surrenders / adoptions	12 / 11
▪ other animals surrenders / adoptions	10 / 5

Conclusion

Community Bylaws staff continue to respond to resident complaints and observed neighbourhood concerns to ensure compliance with over 23 separate regulatory bylaws of the City.



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Manager, Community Bylaws
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