



To: Community Safety Committee

Date: December 14, 2011

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

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

Re: Community Bylaws - November 2011 Activity Report

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated December 14, 2011, from the General Manager, Law & Community Safety, be received for information.

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

FOR ORIGINATING DEPARTMENT USE ONLY			
ROUTED TO:	CONCURRENCE		CONCURRENCE OF GENERAL MANAGER
	Budgets	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>	
	Engineering	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>	
Parks and Recreation	Y <input checked="" type="checkbox"/> N <input type="checkbox"/>		
REVIEWED BY TAG	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>	REVIEWED BY CAO
			YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

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

The average number of daily calls for service fielded by administration staff on parking issues for November 2011 was 42 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 5% when compared to the number of service calls reported for the month of October 2011.

Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of November 2011 was 179; 7.4% of the violations issued in November 2011. The following chart 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	11.73%
Section 2.1 (c) Poor likelihood of success at adjudication	15.08%
Section 2.1 (d) Contravention necessary - health related	1.12%
Section 2.1 (e) Multiple violations issued for one incident	4.47%
Section 2.1 (f) Not in public interest	49.72%
Section 2.1 (g) Proven effort to comply	17.88%

- A total of 2,415 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of November 2011 – an increase of approximately 1 % when compared to the number of violations issued during the month of November 2010.

Program Highlights

- Coordinated and implemented 30 minute complimentary parking arrangements on November 19th in various pay parking zones in support of the City’s Elections Office
- Reviewed potential resolutions to address potential meters reliability problems at Gateway Theatre; pilot program to be implemented using newer meters available due to change in Oval operations

- Oval management confirmed the conversion of their pay parking operations from pay & display (P&D) to pay-on-foot (POF) effective December 19th; this will end our management agreement with the Oval for enforcement and revenue collection services
- Will be renewing our annual support of the Richmond Christmas Fund with short-term complimentary parking at Brighthouse Park for volunteer donation drivers
- One parking meter was vandalized and two were stolen during November; the stolen ones were located by the RCMP in a deserted warehouse

Following is a month-to-month comparison chart on the number of violations that have been issued for the years 2009, 2010 and 2011:



2. Property Use

Customer Service Response

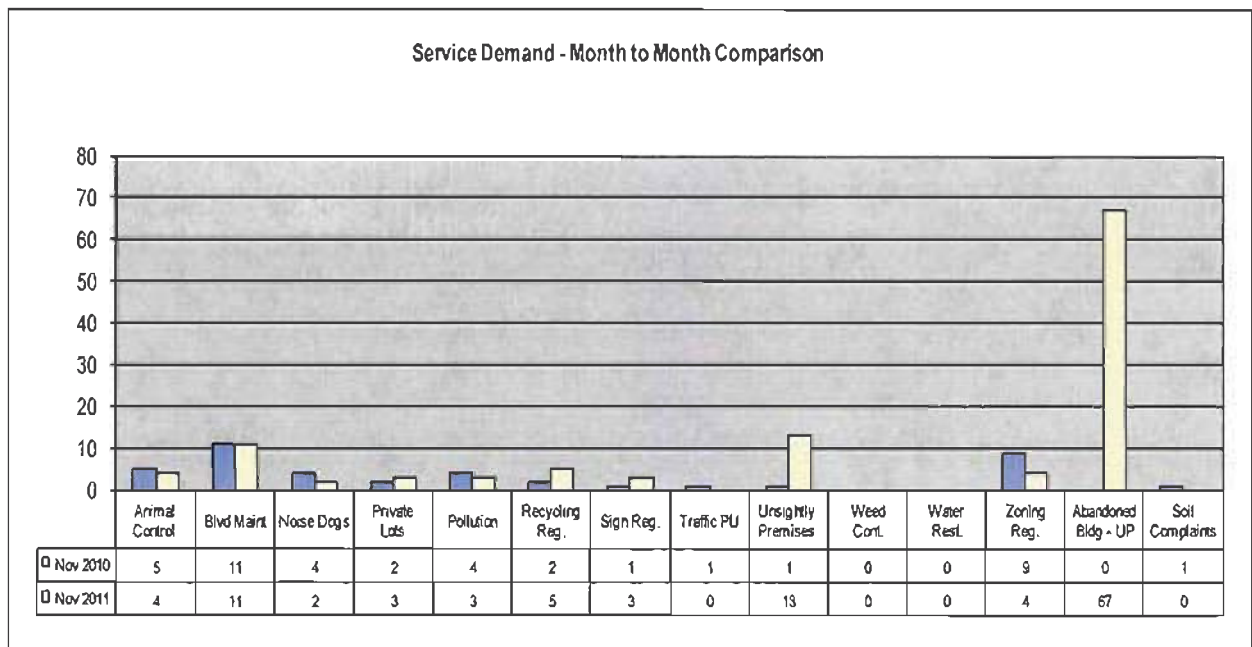
The average number of daily calls for service fielded by administration staff on property use issues for November 2011 was 16 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 46% when compared to the number of daily service calls reported for the month of October 2011.

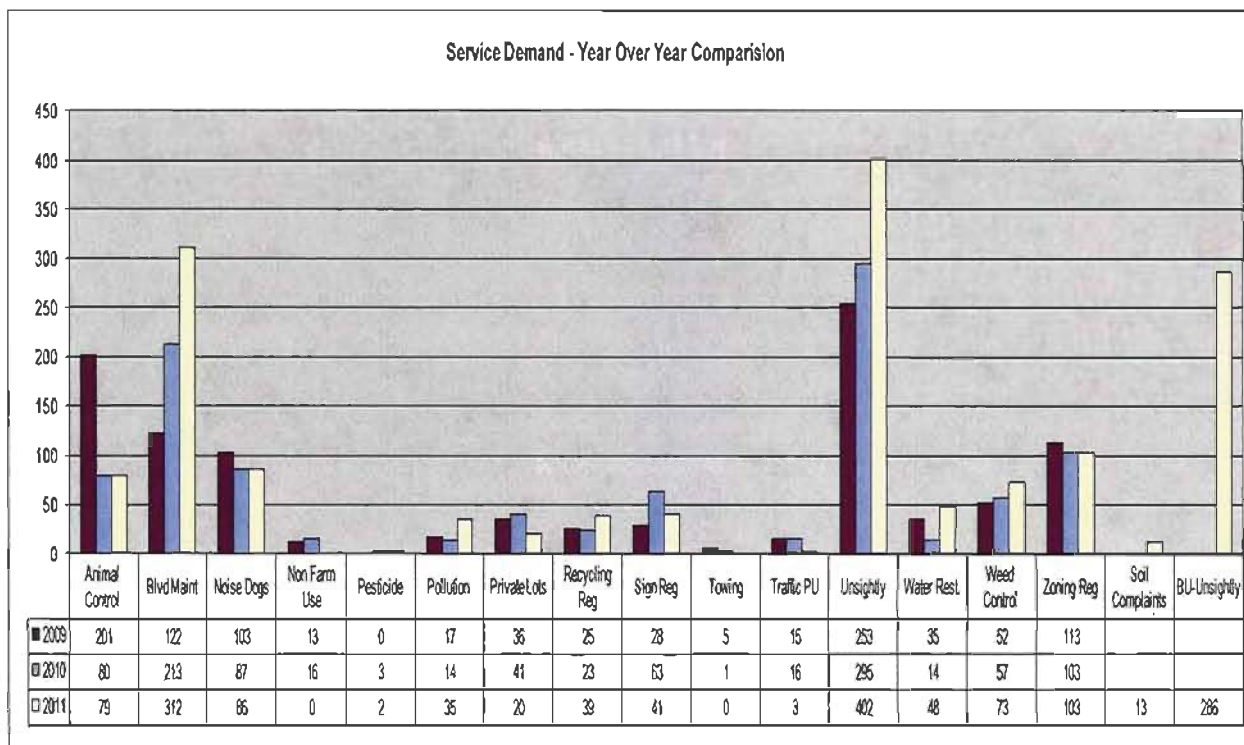
For November 2011, 115 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 64% when compared to November 2010. The increase in files is due largely to the enforcement staff’s continued proactive efforts with regard to the abandoned/vacant home joint operations program. There were 67 abandoned/vacant home inspections conducted during the month of November 2011.

Enforcement Activity

- Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to achieve compliance with the City’s regulatory by-laws through education, mediation and, as necessary, progressive enforcement and prosecution.
- Bylaw Liaison Property Use Officers actively responded to complaints and identified illegally placed election signs during the month of November 2011.

The following charts delineate Property Use service demand, by type, for October 2010 and October 2011 as well as a year-over-year running comparison:





3. Grease Management Program

There were no grease trap inspections carried out during the month of November 2011 due to staff turnover.

4. Dispute Adjudication Program

There were no cases processed during the month of November 2011. The next hearing is scheduled for January 24, 2012.

5. Animal Control

- For the month of November 2011, there was 1 dog bite incident reported.
- Staff issued 63 new dog licences during November 2011 to bring the total number of dogs licensed in Richmond for 2011 to 5,548. The number of dangerous dog licenses issued or renewed in Richmond as of October 2011 is 84.
- City Animal Control Officers responded to 5 requests for enforcement patrols during the month of November 2011.

6. Revenue and Expenses

The following information is an analysis for November 2011 compared to November 2010.

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue is down approximately 9.2% over 2010. Revenues for November 2011 are \$105,274

compared to \$115,937 for the same period last year. This decrease is due largely to several incidences of meter vandalism and a decrease in permit parking areas due to construction.

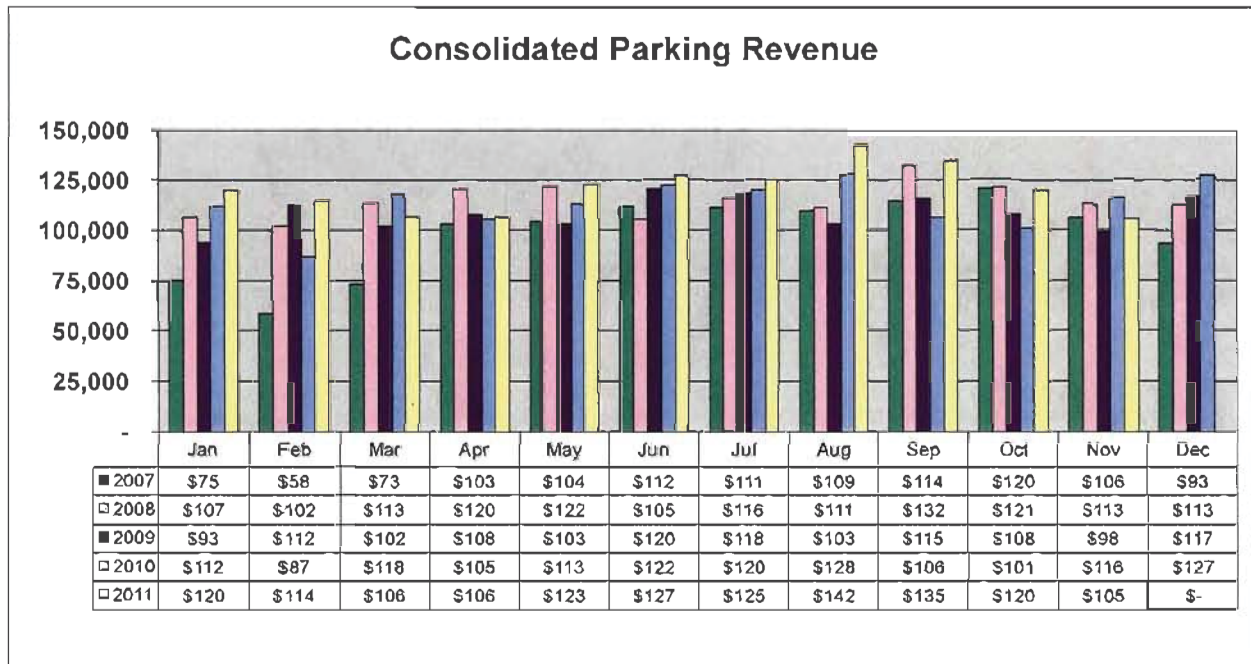
Meter Revenue is down approximately 10.3% for the same period last year. Revenues for November 2011 are \$28,836 compared to \$32,163 for 2010. This is due to several incidences of meter vandalism. The result is stolen revenue as well as missed revenue opportunities while the meters are decommissioned for repairs.

Permit Revenue is down approximately 46.8% over the same period last year. Revenues for November 2011 are \$7,177 compared to \$13,506 for 2010. This decrease is a result of limited permit parking areas due to construction. The remaining decrease can be attributed to timing differences in the receipt of payment.

Enforcement Revenue is down approximately 3.7% over the same period last year. Revenues for November 2011 are \$64,798 compared to \$67,221 for 2010. Enforcement activity has been limited since October due to staff turnover.

Richmond Oval Parkade Management Fee Revenue: The City netted \$4,463 from the proceeds generated from parking at the Richmond Oval compared to \$3,047 for the same period last year. This fee is based on 15% of gross revenue.

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



Conclusion

Community Bylaws staff continues 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.

A handwritten signature in black ink, appearing to read 'Wayne G. Mercer', with a stylized flourish at the end.

Wayne G. Mercer
Manager, Community Bylaws
(604.247.4601)

ML:ml