



City of Richmond

Report to Committee

To: Community Safety Committee

Date: January 24, 2013

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

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

Re: Community Bylaws - December 2012 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws – December 2012 Activity Report (dated January 24, 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	CONCURRENCE OF GENERAL MANAGER	
Budgets	<input checked="" type="checkbox"/>		
Engineering	<input checked="" type="checkbox"/>		
Parks	<input checked="" type="checkbox"/>		
REVIEWED BY SMT SUBCOMMITTEE	INITIALS: 	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. 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 36 daily calls for service was fielded by administration staff in December 2012. This represents a decrease of approximately 10% compared to November 2012, and a 24% increase compared to calls reported in December 2011.

Enforcement Activity

166 parking violations were either cancelled and/or changed to a warning for the month of December 2012, reflecting 7.1% of the violations issued during that month.

The following list 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	26	15.70%
Section 2.1 (c) Poor likelihood of success at adjudication	28	16.90%
Section 2.1 (d) Contravention necessary - health related	2	1.10%
Section 2.1 (e) Multiple violations issued for one incident	4	2.40%
Section 2.1 (f) Not in the public interest	63	38.00%
Section 2.1 (g) Proven effort to comply	43	25.90%

A total of 2165 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of December 2012. This indicates a decrease of approximately 3% when compared to the number of violations issued in December 2011.

A recent review of the department's enforcement statistics found that some administrative entries were being captured within the above noted categories. Administrative entries are defined primarily as tickets that have been entered erroneously by bylaw officers through their hand held ticketing units. In order to provide Council with a more accurate picture of parking enforcement activities, staff have been asked to introduce this category in future reports, effective January 1st, 2013.

Program Highlights

A total of three incidents of meter vandalism were identified this month. Resultant meter inactivity due to service requirements negatively impacted meter revenue for December 2012.

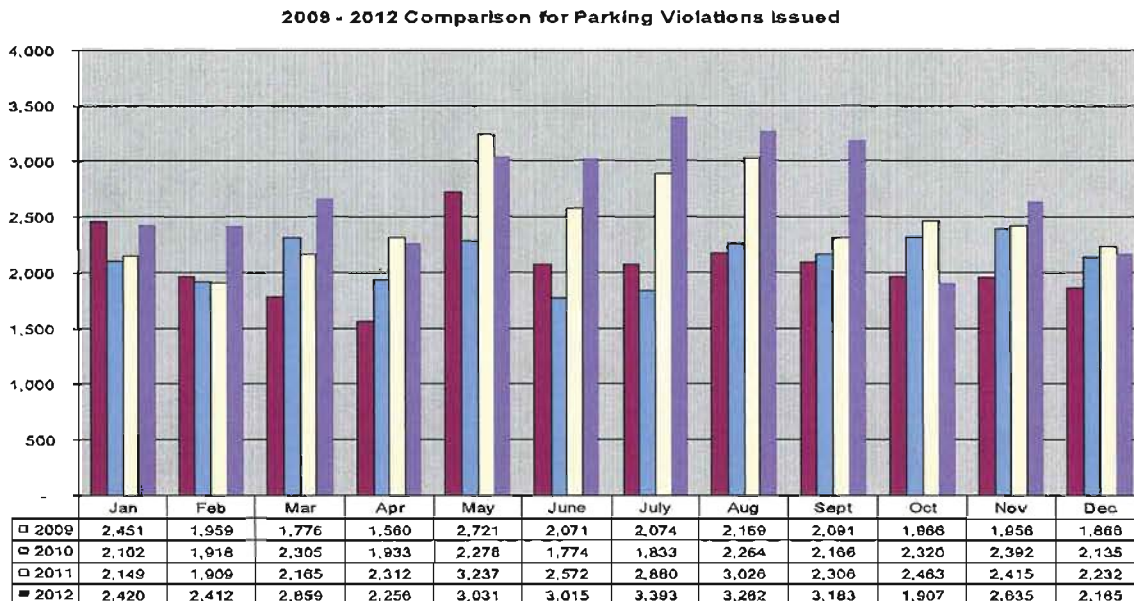
As mentioned in previous reports, Community Bylaws is currently involved in a “Request For Proposal” (RFP) for the replacement of all existing and out-dated parking equipment. The durability and security features of new meters are expected to minimize damage and theft, resulting in increased revenue and decreased maintenance costs.

The parking section continues to work with the Richmond Centre for Disabilities (RCD) to implement Council approved changes to the City’s accessible parking permit privileges. Preparations are on schedule for a program launch during the first quarter of 2013. The department is currently working on amendments to the RCD application form, design of a new RCD parking decal, development of educational pamphlets, a media strategy, and a schedule for progressive enforcement.

The parking section is transitioning to the “Tempest” case tracking system which was recently implemented in the property section. This system, once complete, will provide comprehensive tracking of all parking section activities, including the monitoring of service file requests generated by the public and by our internal clients, such as Richmond Fire-Rescue and the RCMP. The system will allow for the coordinated tracking of files such as those related to animal control, dog licensing, property complaints, and extra patrols. Further, the “Tempest” system will capture detailed outcomes for all aforementioned activities and provide potential for extensive reporting capabilities.

The parking section has embarked upon an internal review of all of its operations for a comprehensive assessment of parking and animal control activities. The intention of the review is to provide a clear analysis of all departmental activities and their effectiveness on service delivery to the public and our clients. The department hopes to identify service enhancements and cost efficiencies that will ultimately benefit all Richmond taxpayers.

Following is a month-to-month comparison chart reflecting the number of violations issued for the years 2009, 2010, 2011 and 2012:

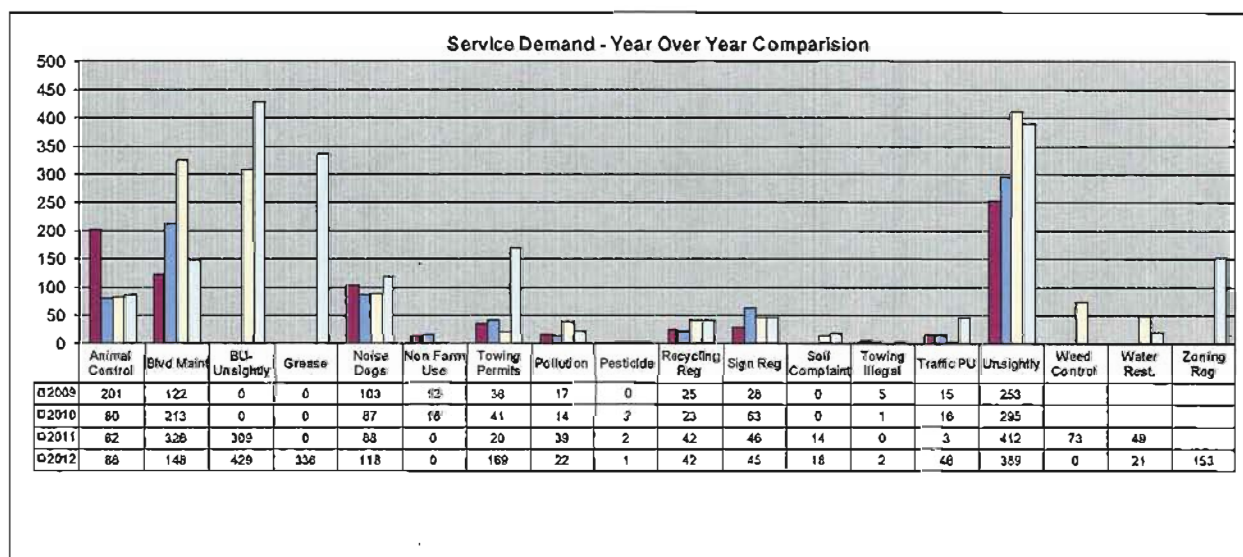
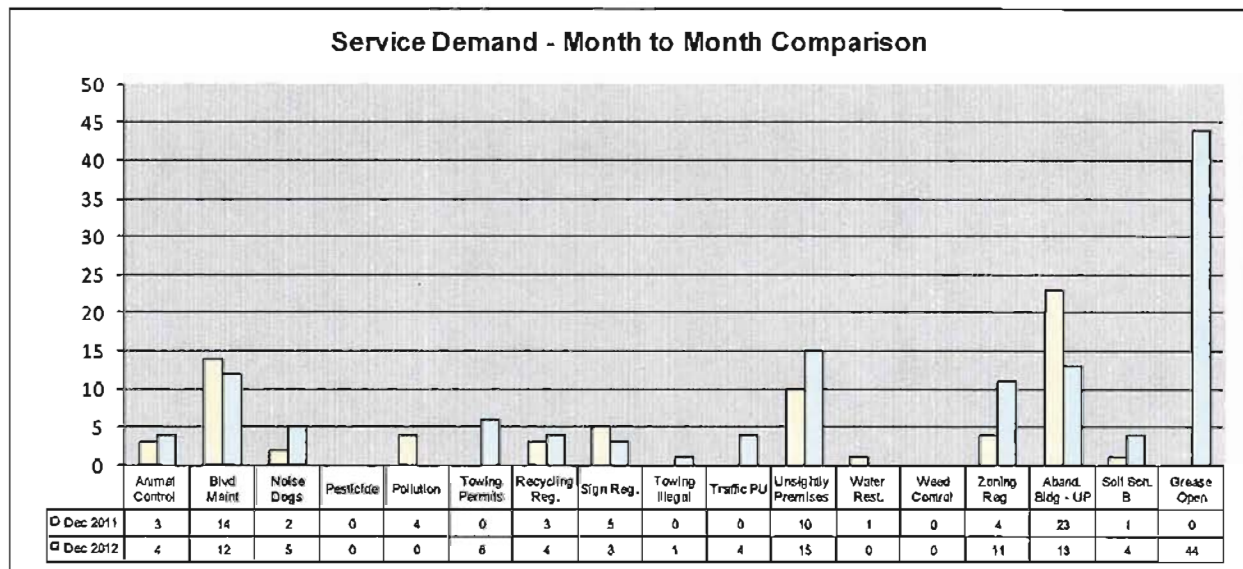


2. Property Use

Enforcement Activity

Bylaw Property-Use officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate remains to achieve compliance with the City’s regulatory by-laws through education, mediation and, as necessary progressive enforcement and prosecution. For December 2012, 82 investigation files were created and assigned for inspection and/or appropriate enforcement. This file load indicates an increase of approximately 15% when compared to December 2011.

Proactive enforcement efforts continue with regard to the “Abandoned/Vacant Home Joint Operations” program. This program, which started in June 2011, involves the Community Bylaw department partnering and working in concert with RCMP and Richmond Fire-Rescue. Thirteen abandoned/vacant home investigation files were created during the month of December 2012. The following charts compare Property Use service demand by type for December 2012 and December 2011, as well as by year:



3. Grease Management Program

The Grease Management inspector conducted sixty-four regulatory visits to forty-four food sector establishments during December 2012, which resulted in the issuance of nine by-law violations. Two cases were referred to Metro Vancouver for decisions regarding the installation and design of grease interceptors or traps.

Staff met with technical consultants from Lansdowne Centre as a follow up to November's meeting. City staff is conducting regular meetings to emphasize concerns regarding the importance of regular preventative maintenance to manage operational issues at the Alderbridge pump station. A further follow up meeting with Lansdowne management will be scheduled in January 2013, and will include staff from both Community Bylaws and City Engineering.

Community Bylaws also met with sanitary operations and engineering staff to discuss priority business areas for a more strategic deployment of grease inspections. Future inspections will target areas which Engineering has identified as having elevated levels of grease accumulation.

4. Dispute Adjudication Program

There was no adjudication hearing scheduled during the month of December 2012. The next Adjudication Hearing is scheduled for January 29, 2013.

5. Animal Control

The Community Bylaws department issued thirty-seven new dog licences, and issued or renewed eighteen dangerous dog licenses during the month of December 2012.

Staff responded to seventeen requests for enforcement patrols during the month of December 2012. There were also three dog bite incidents reported during this time, each resulting in a dangerous dog investigation.

There were a total of 5523 dogs licensed at the end of the 2012 licensing season (November 1, 2011 through October 31, 2012). As of December 31, 2012 there are 1745 dogs licensed for the 2013 season.

6. Revenue and Expenses

Consolidated Parking Program Revenue:

Monthly parking meter, permit and enforcement revenue decreased by 11.2% compared to the same period last year. Specifically, consolidated revenues were \$93,667 for December 2012 compared to \$105,550 for December 2011.

Meter Revenue

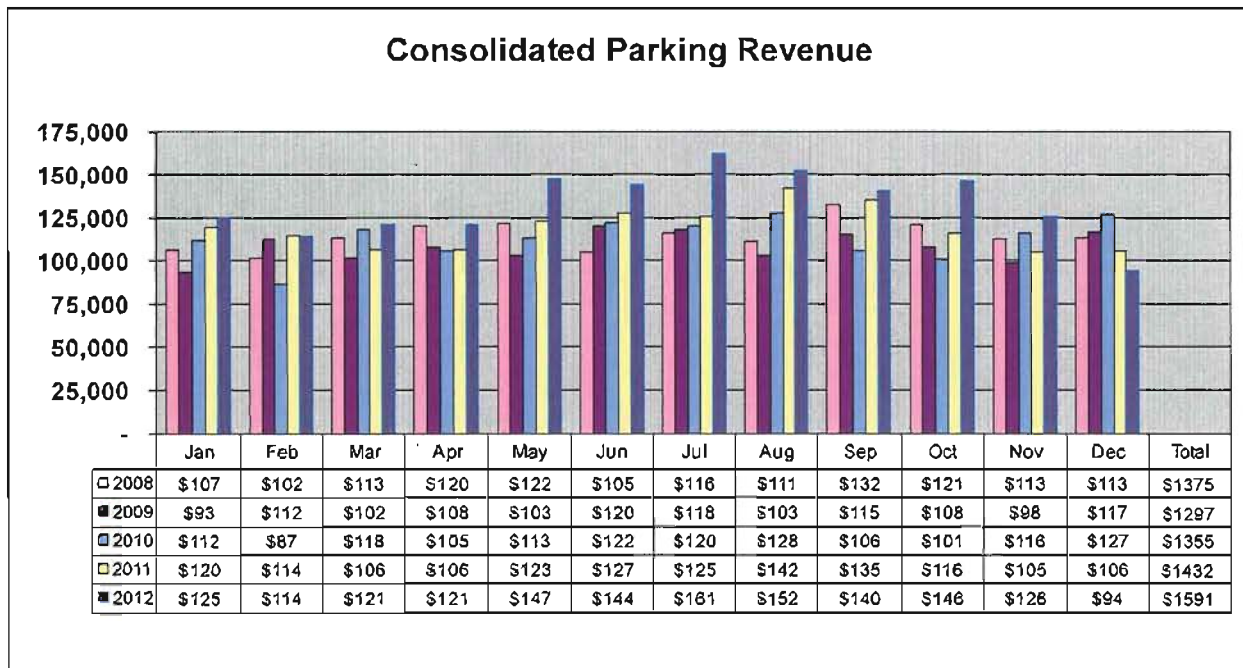
Meter revenue decreased by 5.6% compared to the same period last year. This decrease in revenue during the holiday season is consistent with an increase of 36.5% in November and can be attributed to retail promotions such as "Black Friday" and "Cyber Monday", which attracted early shoppers. Specifically, meter revenue was \$31,988 for December 2012 compared to \$33,878 for December 2011.

Permit Revenue

Permit revenue decreased by 35.0% compared to the same period last year. This revenue decrease was caused by a fluctuation in annual permit payments, which commonly occurs between December and January every year. Specifically, permit revenue was \$10,413 for December 2012 compared to \$16,061 for December 2011.


Enforcement Revenue

Enforcement revenue decreased by 7.8% compared to the same period last year. This decrease in revenue during the holiday season is consistent with an increase of 36.5% in November and can be attributed retail promotions such as “Black Friday” and “Cyber Monday”, which attracted early shoppers. Specifically, enforcement revenue was \$51,265 for December 2012 compared to \$55,612 for December 2011. The following chart provides a consolidated revenue comparison for current and prior years:



Conclusion

Community Bylaw staff continue to strive to maintain life-quality and safety for the residents of the City of Richmond. The department encourages a culture of compliance through a coordinated team effort with City employees and community partners.


 Edward Warzel
 Manager, Community Bylaws (604.247.4601)