



City of Richmond

Report to Committee

To: Community Safety Committee

Date: May 9, 2013

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

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

Re: Community Bylaws – April 2013 Activity Report

Staff Recommendation

That the report titled Community Bylaws – April 2013 Activity Report dated May 9th, 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: JL

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 48 daily calls for service was fielded by administration staff in April 2013. This activity represents an increase of approximately 2.13% compared to March 2013, and is on par with the number of calls reported in April 2012.

Enforcement Activity

A total of 3142 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of April 2013. This is an increase of approximately 39.28% compared to the number of violations issued in April 2012. This significant increase continues as a result of process improvements, effective officer deployment and a continued focus on service delivery.

In April 2013, 339 (10.79%) 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	6	1.76%
Section 2.1 (b) Exception in Bylaw	8	2.35%
Section 2.1 (c) Poor likelihood of success at adjudication	26	7.66%
Section 2.1 (d) Contravention necessary - health related	5	1.48%
Section 2.1 (e) Multiple violations issued for one incident	13	3.84%
Section 2.1 (f) Not in the public interest	17	5.02%
Section 2.1 (g) Proven effort to comply	132	38.94%
Administrative Entries	75	22.13%
Warnings	57	16.82%

Program Highlights

In April there were no incidents of vandalism to parking meters, however, routine repairs of the City’s aging inventory accounted for three in-field service calls.

In 2013, 1006 of 14,292 violations have been sent to collections. The current contract with the City’s collection agency expired on March 31st, 2013. As a result a Request for Proposal (RFP) has been drafted for the collection of City accounts receivable, which includes the recovery of parking ticket debt, false alarm charges and property demolition costs.

A new call centre initiative recently focusing on the immediate pick-up of all incoming calls has resulted in a dramatic reduction of in call response time. Our objective remains 24 hour response to all calls and at present 90% of all calls are responded to within eight hours.

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



2. Property Use

Customer Service Response

An average of 17 daily calls for service was fielded by administration staff in April 2013. This is equivalent to the number of calls fielded in March 2013 and reflects a 70% increase compared to calls reported in April 2012.

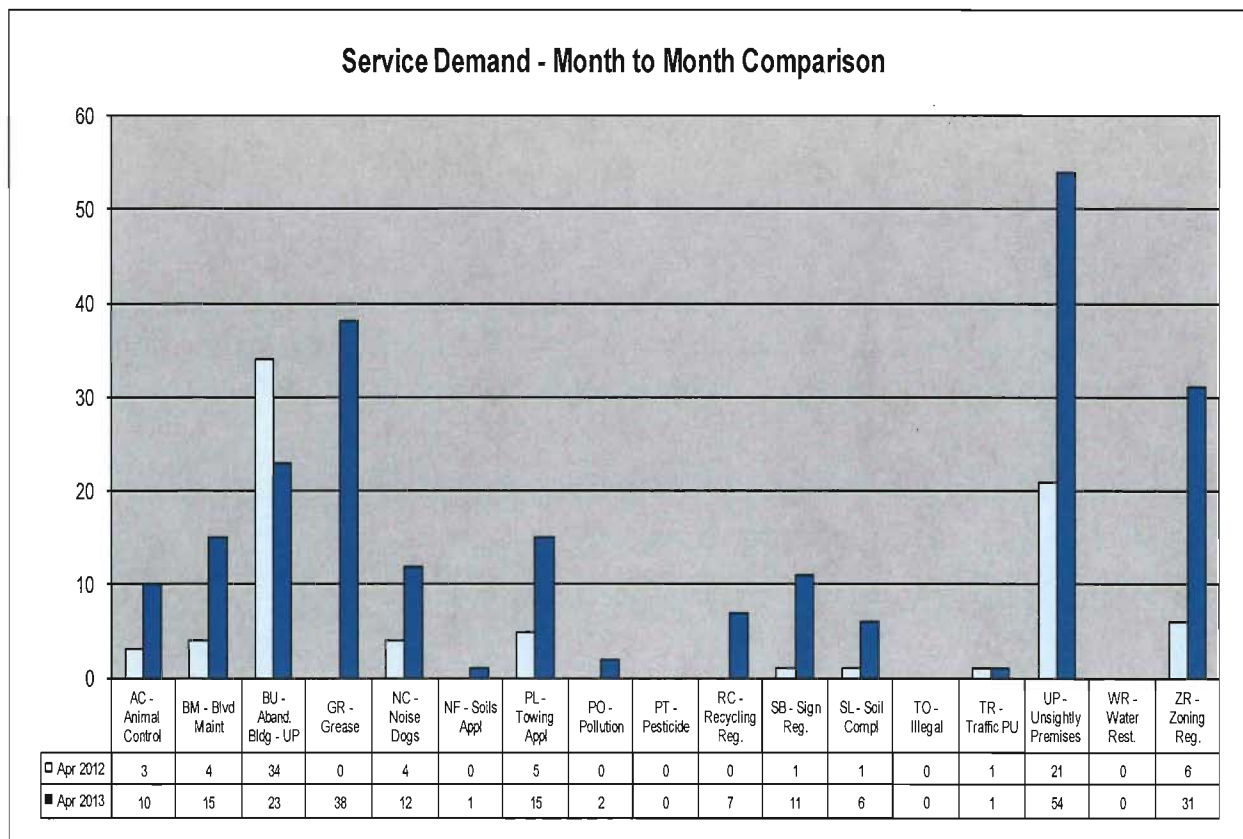
Enforcement Activity

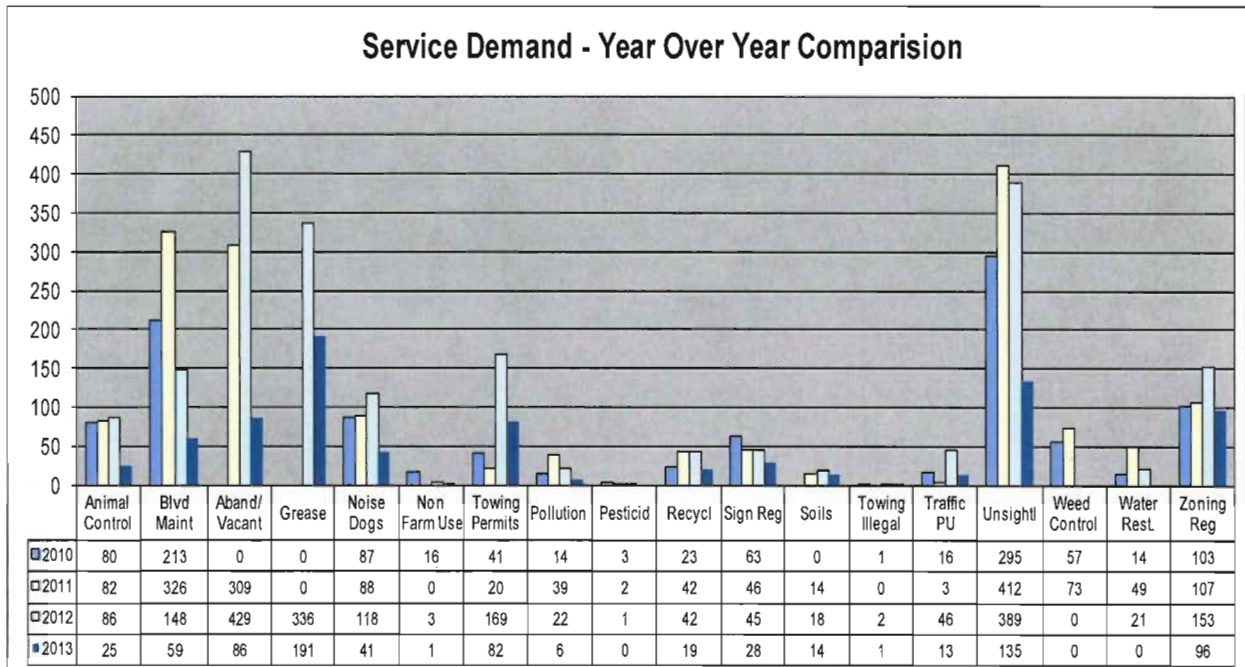
In April 2013, 188 investigation files were created and assigned for inspection and/or investigation. This file load indicates an increase of approximately 57% when compared to April 2012. This increase is attributed in part to an increase in calls for service from resident concerns regarding unsightly premises; 54 in April 2013 compared to 21 in April 2012. The file load increase is also attributed to an increase in calls for service regarding zoning contraventions in relation to illegal suites. Data from April 2012 indicated six zoning contraventions compared to 31 for April 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 has resulted in six calls for service. One of the calls was related to fill activity at Finn Road. Staff continue to monitor this property as well as others in the Agricultural Land Reserve.

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





3. Grease Management Program

The Grease Management Inspector conducted 63 regulatory visits to 38 food sector establishments during April 2013, which resulted in nine by-law violations. One violation was switched to a ‘Warning Ticket’ due to expedient compliance.

4. Dispute Adjudication Program

The March 26, 2013 Adjudication Hearings resulted in the following outcomes:

- Thirteen violations were upheld (three disputants did not attend and the allegations were deemed to have occurred)
- One violation was suspended

The next Adjudication Hearing is scheduled for May 28, 2013.

5. Animal Control

In April 2013 Community Bylaws issued 92 new dog licences, representing an increase of 27.78%, as compared to the number of new dog licences issued in April 2012. This number includes 74 dangerous dog licences. As of April 30, 2013 there are 5119 dogs licensed in Richmond. Door-to-door dog license canvassing will be undertaken this spring beginning in June 2013. Also of note, Animal Control officers responded 5 dog bite incidents each of which resulted in a dangerous dog investigation; and 8 requests for enforcement patrols.

6. Revenue and Expenses

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

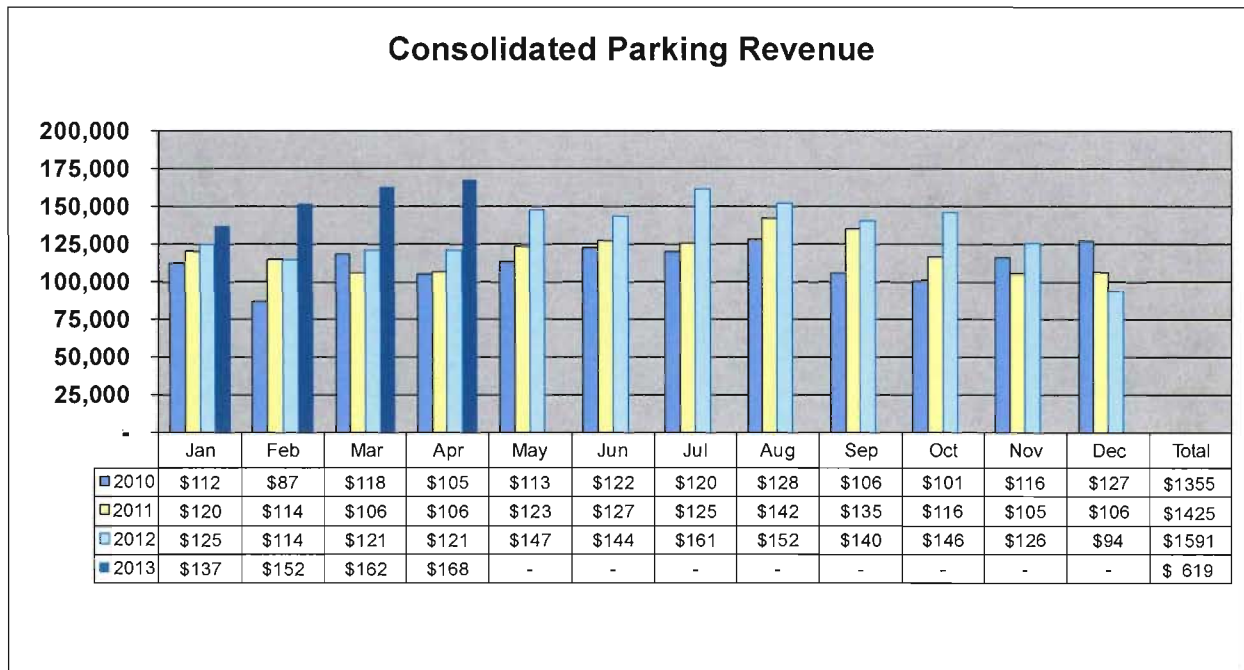
Consolidated Parking Program Revenue: The total of meter, monthly permit and enforcement revenue increased by 38.6% over the same period last year. Specifically, consolidated revenues were \$167,559 for April 2013 compared to \$120,880 for April 2012.

Meter Revenue increased by 10.7% over the same period last year. Specifically, meter revenue was \$42,542 for April 2013 compared to \$38,431 for April 2012.

Permit Revenue increased by 28.4% over the same period last year. Specifically, permit revenue was \$13,759 for April 2013 compared to \$10,709 for April 2012.

Enforcement Revenue increased by 55.1% over the same period last year. Specifically, enforcement revenue was \$111,258 for April 2013 compared to \$71,740 for April 2012.

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



Conclusion

The Community Bylaws Division remains committed to maintaining the quality of life and safety of City of Richmond residents. Community Bylaws also continues to focus on coordinated efforts with many City departments and community partners while promoting a culture of compliance.

Edward Warzel
 Manager, Community Bylaws
 (604) 247-4601