



City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 1, 2011

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

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

Re: Community Bylaws - January 2011 Activity Report

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated March 1, 2011, 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			
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER	
Budgets	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

This 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

1. Parking Program

Customer Service Response

The average number of calls for service fielded per day by administration staff on parking issues for January 2011 was 38 – this includes voice messages, directly answered calls as well as emails.

Enforcement Activity

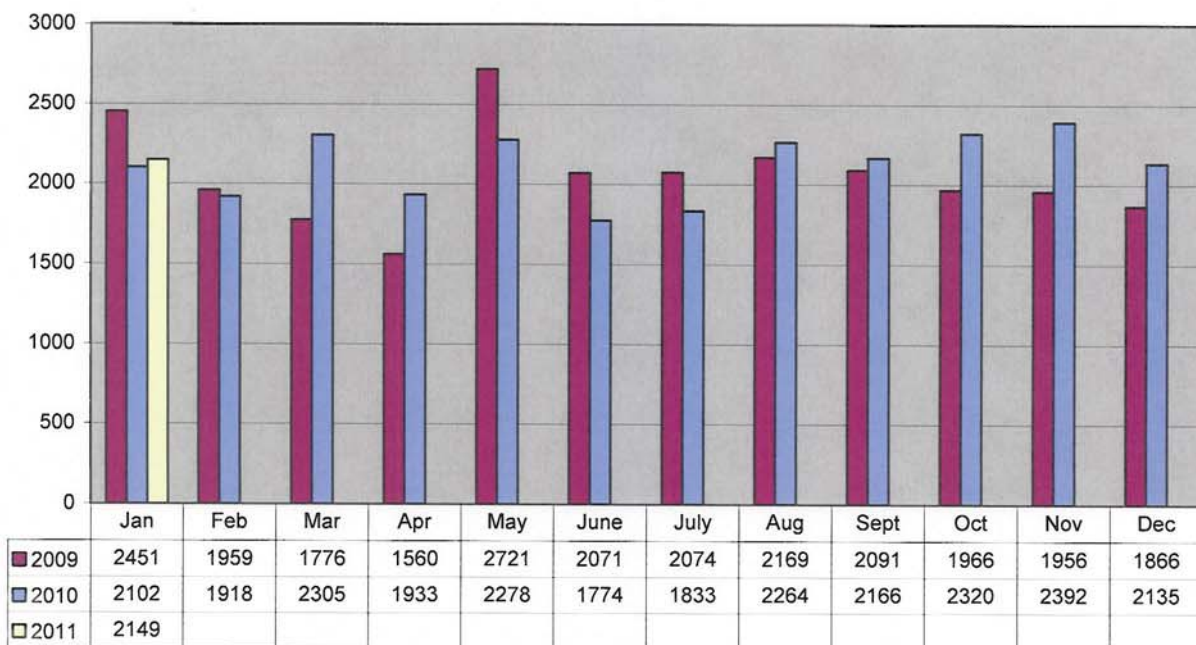
- The number of parking violations that were either cancelled and/or changed to a warning for the month of January 2011 was 178. The following chart provides a breakdown of the most common reasons for the cancellation of bylaw violation notices pursuant to Council's Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a) Identity issues	8.43%
Section 2.1 (c) Poor likelihood of success at adjudication	17.42%
Section 2.1 (e) Multiple violations issued for one incident	44.38%
Section 2.1 (f) Not in public interest	6.74%
Section 2.1 (g) Proven effort to comply	23.03%
- A total of 2,149 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of January 2011 – an increase of approximately 2% when compared to the number of violations issued during the month of January 2010. We have been able to maintain positive ticketing productivity despite having lost two full time officers during the month of January 2011, one to military service and another to the position of Bylaw Officer – Grease Management program.

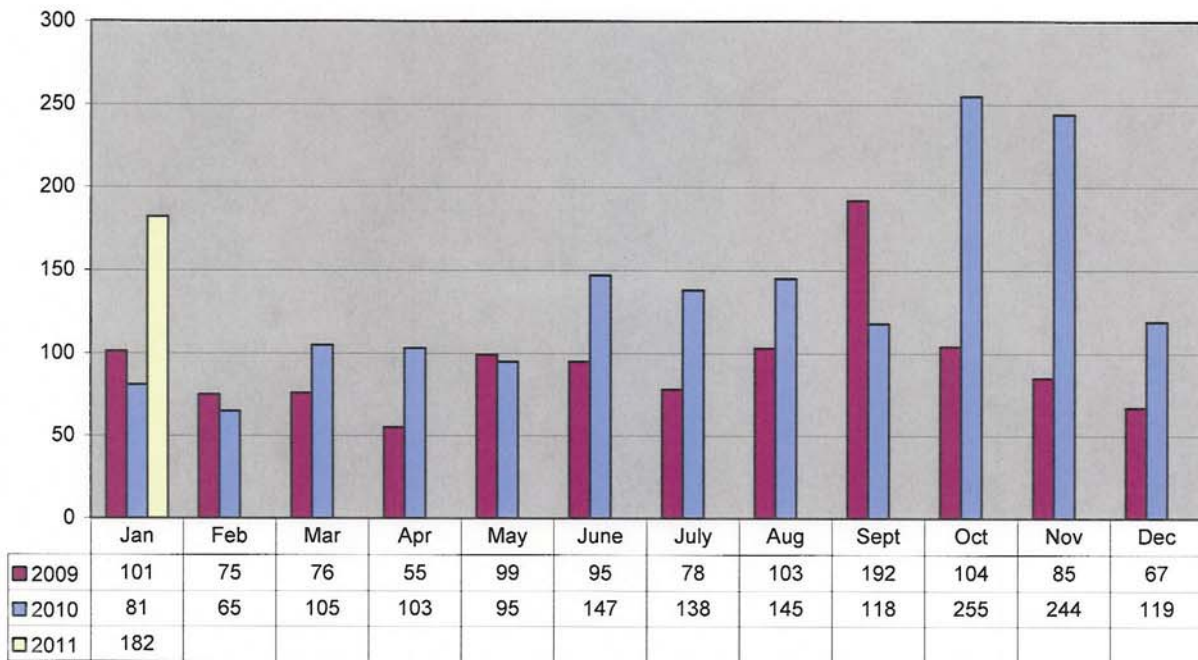
- Downtown construction continues to impact pay-parking operations due to the loss of pay parking zones on Park and Buswell, as well as the institution of a "5 minute" zone on Saba.
- Community Bylaws continues to assist the Oval with their pay-parking efforts, most recently acquiring new temporary meters for the Oval at no capital cost. Staff is working closely with Oval management to assist with the finalization of their planned Pay-on-Foot equipment.

Following are month-to-month comparison charts on the number of violations that have been issued and cancelled for the years 2009, 2010 and 2011:

2009 / 2010 / 2011 Comparison for Parking Violations Issued



2009 / 2010 / 2011 Comparison for Parking Violations Changed to Warning



2. Property Use

Customer Service Response

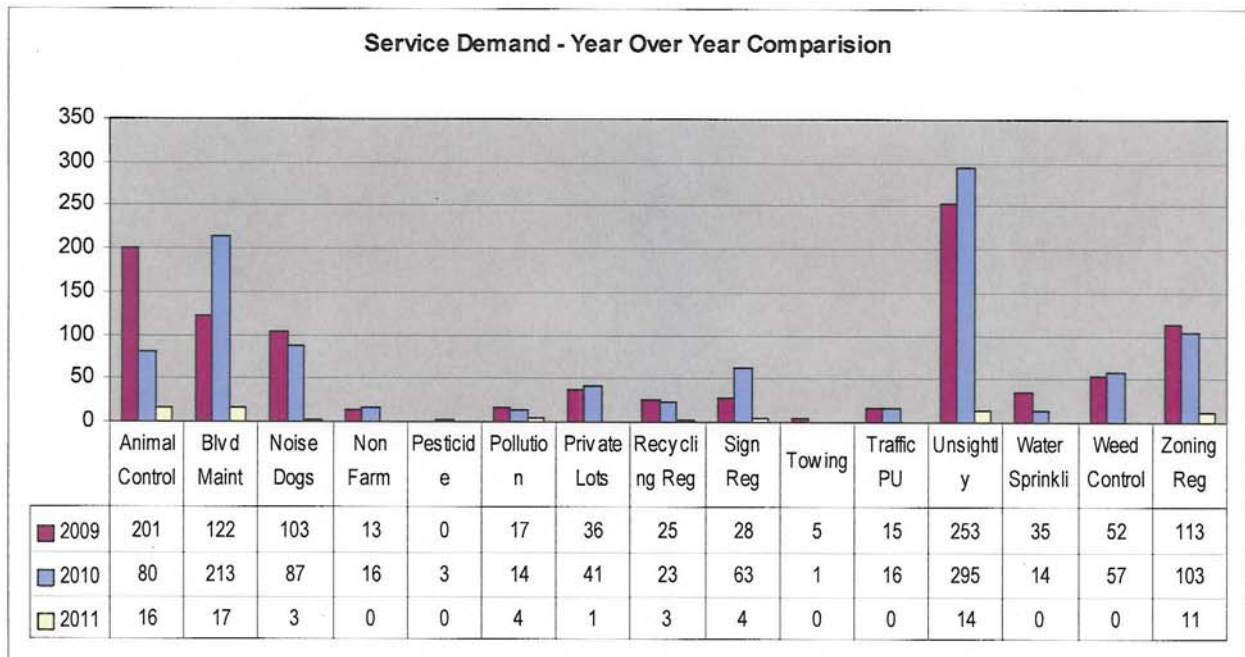
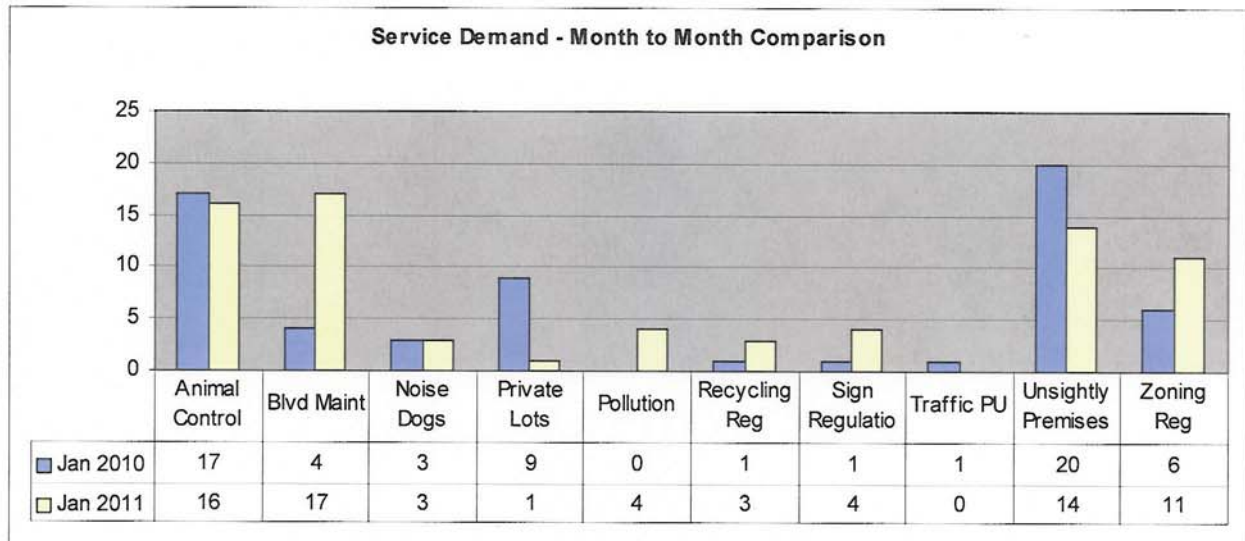
- The average number of calls for service fielded per day by administration staff on property use issues for January 2011 was 20 – this includes voice messages, directly answered calls as well as emails.
- For January 2011, 73 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 16% when compared to January 2010.

Enforcement Activity

- Bylaw Liaison Property Use Officers continue to actively conduct inspections and pursue compliance on a number of bylaws related to both private and City property. Our Bylaw Officers are encouraged to open as many proactive files as they come across with a special focus on unsightly properties and safety related contraventions. Proactive enforcement was conducted during the month of January 2011 on a number of safety-related boulevard issues.

- Staff continues to monitor service demands and have established work procedures and an automated investigational file management system ensuring the delivery of professional bylaw enforcement in a timely and effective manner.

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



3. Grease Management Program

On January 18 2011, Community Bylaws commenced, as Phase 2 of the City's Grease Management program, active inspection and enforcement of food sector establishments in Richmond. Phase 1 in 2010 was centred around education and building a database foundation of over 660 food establishments. As part of the grease reduction strategy, enforcement is focused on high impact areas 'hot spots' where there is reported evidence of the most grease accumulation in the sewer system.

The Grease Management Inspector conducted 14 regulatory inspections during the month of January 2011 during the first 2 weeks on duty. We expect to provide a more detailed outline of the compliance and specific enforcement efforts over the next couple of months.

4. Adjudication Program

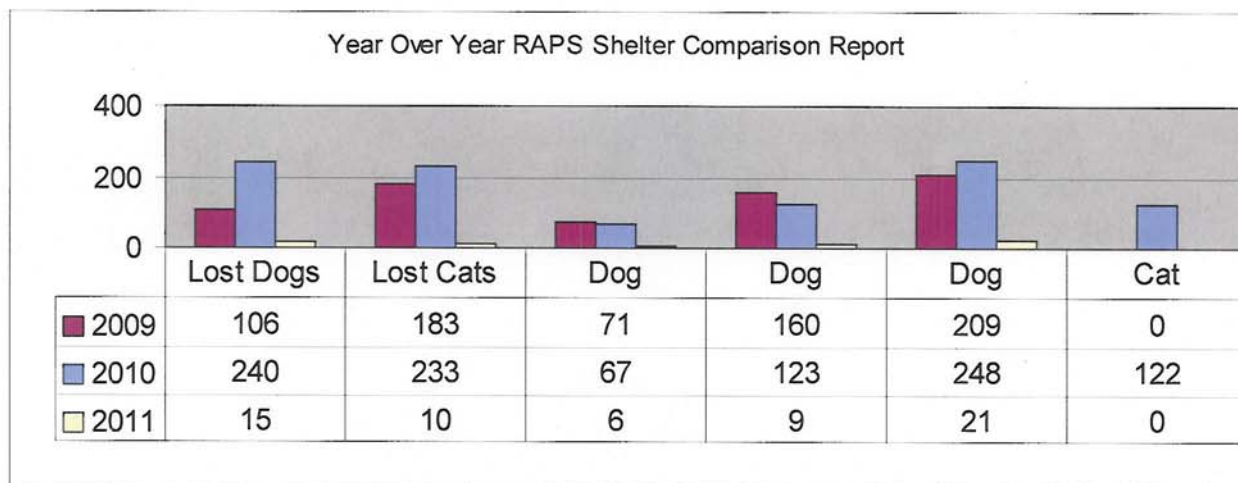
At the Adjudication Hearing held on January 25 2011, 15 cases were processed – 3 disputants did not appear, 9 allegations were deemed to have occurred and 3 cases were deemed not to have occurred. The reasons for the 3 unsuccessful cases were based on insufficient evidence meeting the burden of proof based on balance of probabilities and technical error on the part of the issuing Officer. The next Adjudication Hearing is scheduled for March 23, 2011.

5. Animal Control

- For the month of January 2011, there were 5 dog bite incidents reported; 1 dog has been classified as Dangerous through investigation. One investigation was concluded as no fault as both dogs involved in the incident were on leash. Due diligence investigations are still being conducted on the remaining 3 incidents.
- During January, staff issued 87 new dog licences; this number includes 28 dangerous dog licences. Including the payments during the latter part of 2010 as a result of our first mailing of invoices, we presently have over 3,900 dogs licensed in Richmond for 2011. The deadline for early payment at a discount is March 1st.
- The City's animal shelter management contractor reporting for the month of January 2011 outlines the following:

▪ reported lost dogs / cats	15 /10
▪ dog surrenders / adoptions	6/9
▪ dogs / cats impounded	21/0

The following chart provides a year-to-year running comparison of the reported dogs and cats that were lost, surrendered, adopted and impounded in 2009, 2010 and 2011:



These lost, surrendered and adopted figures for cats and dogs will not be reported to Community Bylaws in the future due to the transition of the shelter contract administration to the Parks & Recreation Department.

6. Revenue and Expenses

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

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue is up 13.8% over 2010. Revenues as at January 31, 2011 are \$116,220 compared to \$102,155 for the same period last year. This positive increase is due largely to the efforts of our parking enforcement staff and additional revenue generated by our rate increases in the hourly meter rate as well as the base price of parking fines that came into effect in mid 2010.

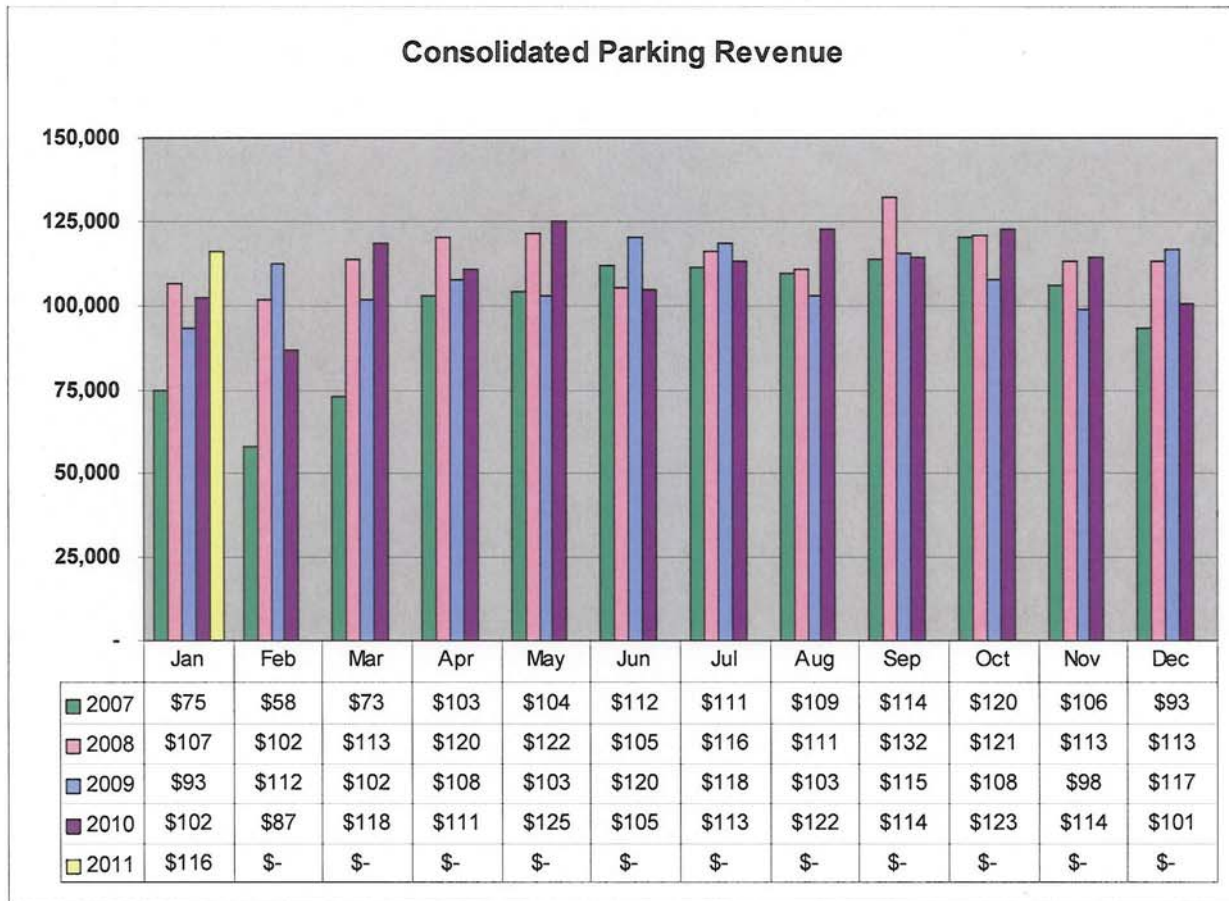
Meter Revenue is up 15.2% for the same period last year. Revenues for January 2011 are \$33,483 compared to \$29,070 for 2010. This is a result of the increase in the hourly rate that came into effect July 1, 2010.

Permit Revenue is down by 9.3% over the same period last year. Revenues for January 2011 are \$16,085 compared to \$17,594 for 2010. This is largely due to a timing difference in the early receipt of "CLUB" parking permit revenue that was invoiced in 2010 for the 2011 calendar year.

Enforcement Revenue is up 14.0% over the same period last year. Revenues for January 2011 are \$63,299 compared to \$55,490 for 2010.

Expenses are on target.

The following chart provides a January 2011 consolidated revenue comparison with prior years:



(all figures in the numeric table are on 000's)

Conclusion

Community Bylaws staff continues 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.

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