



City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 14, 2011

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

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

Re: Community Bylaws - February 2011 Activity Report

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated March 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"/>		
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 February 2011 was 30 – this includes voice messages, directly answered calls as well as emails; a decrease of approximately 21% when compared to the number of service calls reported for the month of January 2011.

Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of February 2011 was 130 – approximately 6.8% of the violations issued in February 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:

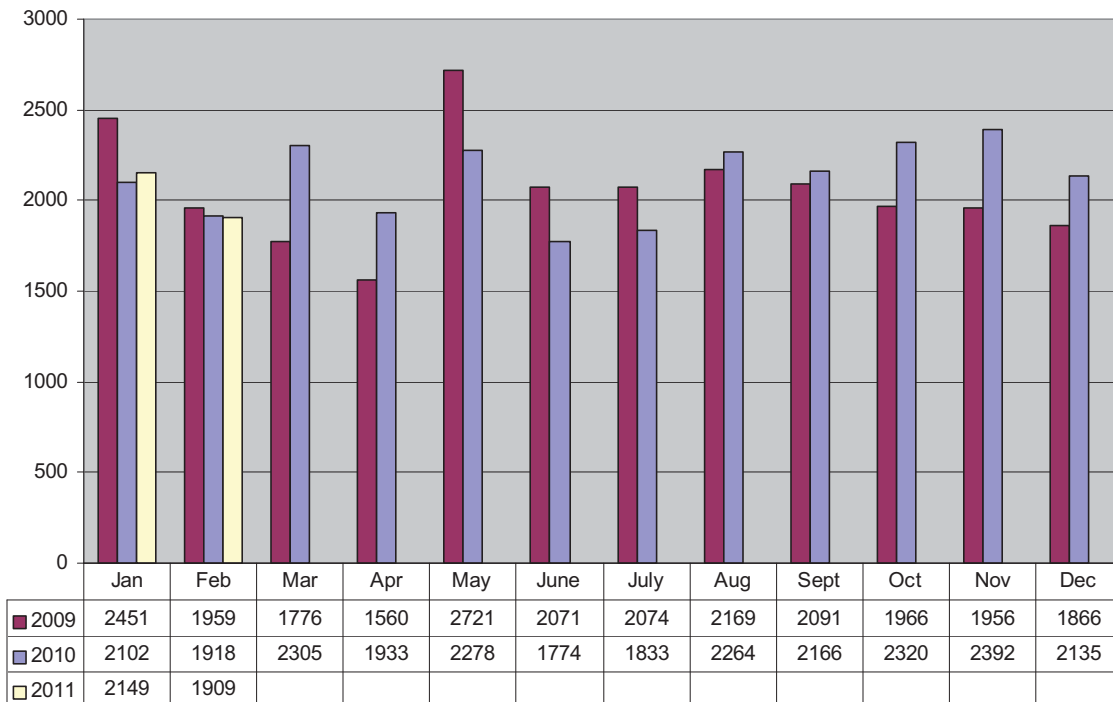
Section 2.1 (a) Identity issues	6.92%
Section 2.1 (c) Poor likelihood of success at adjudication	17.69%
Section 2.1 (e) Multiple violations issued for one incident	3.85%
Section 2.1 (f) Not in public interest	43.85%
Section 2.1 (g) Proven effort to comply	27.69%

- A total of 1,909 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of February 2011 – a decrease of approximately 1% when compared to the number of violations issued during the month of February 2010. We continued to maintain consistent ticket productivity despite staff shortages due to promotions and leaves.

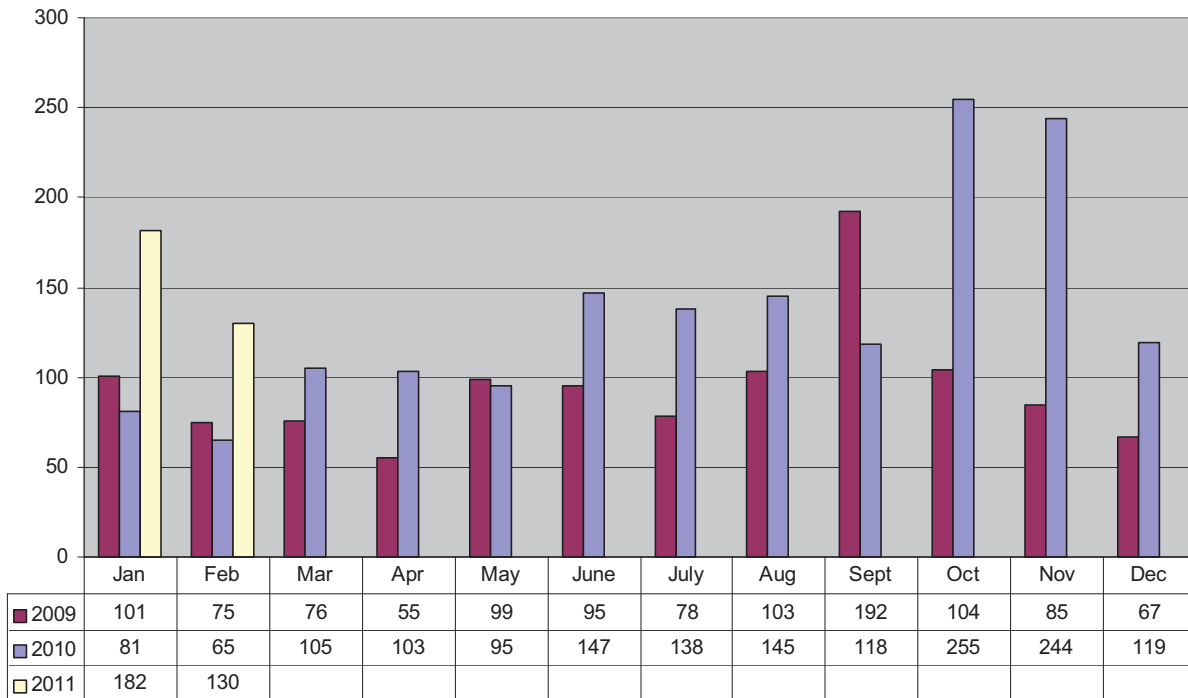
- Downtown construction continues to impact pay-parking operations; the pay parking zone on the south side of the 8100 block of Park Road is temporarily closed due to construction. We are presently exploring reimbursement of lost revenue through the City’s Transportation Department.
- A newly created on-street zone in the 8100 block of Lansdowne Road is being trialed as pay parking.
- Vacant lots awaiting redevelopment on Alexandra Road continue to impact meter revenue.
- The new temporary meters for the Oval have been reported to be running smoothly; Community Bylaws has been assisting Oval management in upgrading their revenue control system for pay parking.

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 February 2011 was 19 – this includes voice messages, directly answered calls as well as emails; this number is at par with the number of service calls reported for the month of January 2011.

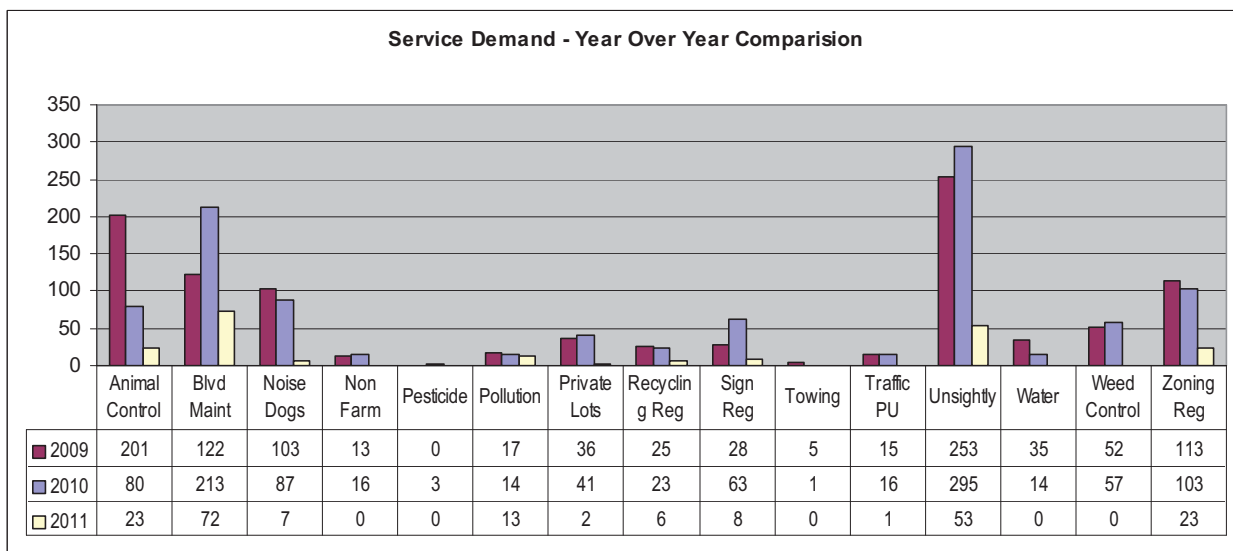
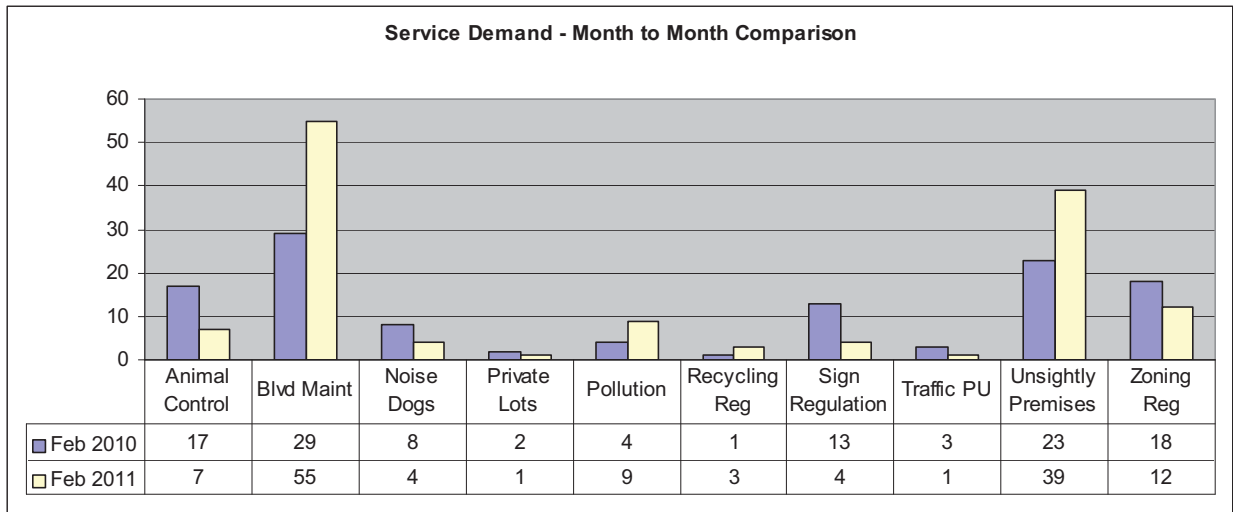
- For February 2011, 135 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 13% when compared to February 2010.

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, through progressive enforcement and prosecution.

- Proactive enforcement during the months of January and February 2011 was focused on a number of safety- related boulevard issues. The Property Use section will be proactively targeting illegal hotels during the month of March 2011 onwards. The quality of life of the permanent residents of Richmond is being affected by the frequently changing customers in these sub-standard and short-term dwellings.

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



3. Grease Management Program

The Grease Management Inspector conducted 33 regulatory inspections during the month of February 2011. The Inspector reports that she has seen minor isolated violations mostly surrounding the keeping of maintenance records. For the most part, the grease traps are being maintained.

Community Bylaws will be taking fair, consistent and progressive enforcement action against food service establishments. Depending on the extent of the violation found, the operator may be allowed up to seven (7) days to correct the non-compliance before escalation of the enforcement process occurs. This seven (7) day period applies only to the initial violation. Any violations occurring thereafter will be subject to fines and if necessary prosecution.

In order to balance the City's economic development, the appropriate enforcement response will relate to the severity of the violation, compliance history, good faith efforts on the part of the food service establishment to comply and immediate harm caused by the violation.

4. Adjudication Program

As of March 14, 2011 – there are 19 requests that have been scheduled for the next hearing to be held on March 23, 2010.

5. Animal Control

- For the month of February 2011, there were 4 dog bite incidents reported; one investigation was concluded as a civil matter between a landlord and tenant. Due diligence investigations are still being conducted on the remaining 3 incidents.
- Staff issued 38 new dog licences during February 2011 to bring the total number of dogs licensed in Richmond for 2011 to 3,938.

6. Revenue and Expenses

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

Consolidated Parking Program Revenue, the total of meter, monthly permit and enforcement revenue for February 2011 is up 33.4% over the same period in 2010. Consolidated revenues for February 2011 are \$115,374 compared to \$86,515 for the same period last year. This positive increase is due largely to the efforts of our parking enforcement staff, and ongoing additional revenue generated by increases in the hourly meter rate as well as the base price of parking fines that came into effect in mid-2010.

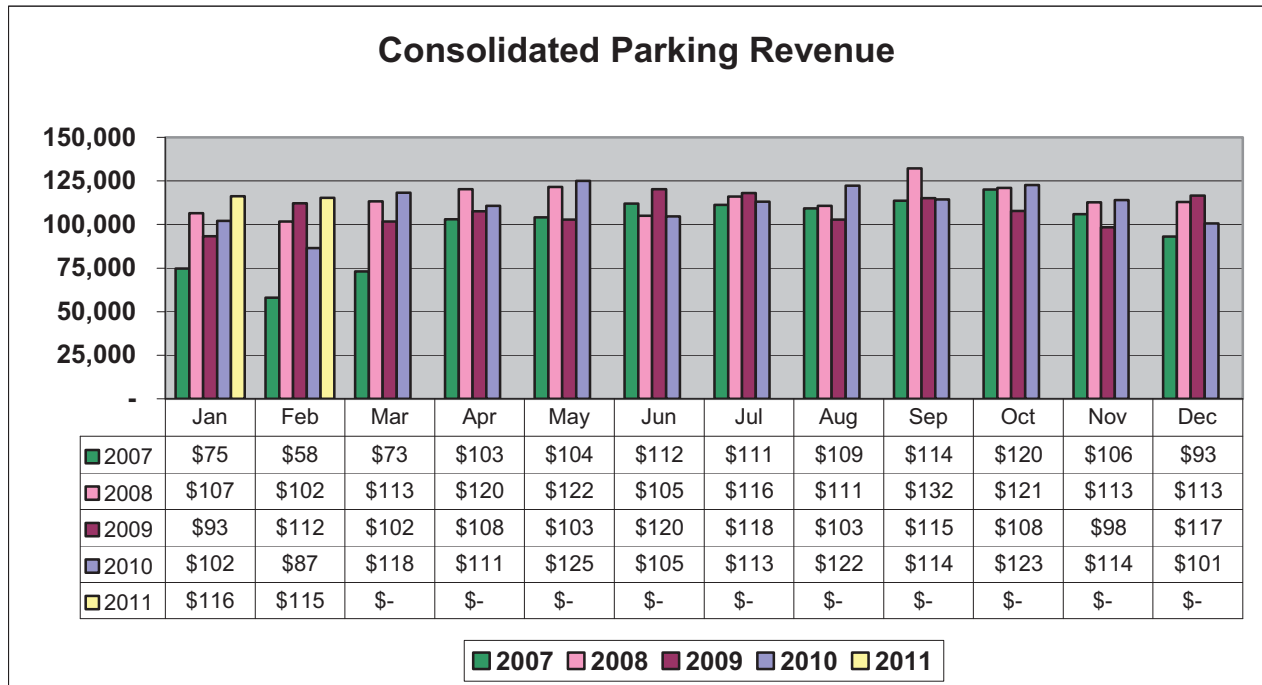
Meter Revenue is up 27.2% for the same period last year. Revenues for February 2011 are \$37,470 compared to \$29,462 for 2010. This is a result of the increase in the hourly rate that came into effect July 2010 to offset the introduction of the HST.

Permit Revenue is down by 5.9% over the same period last year. Revenues for February 2011 are \$10,398 compared to \$11,035 for 2010.

Enforcement Revenue is up 46.7% over the same period last year. Revenues for February 2011 are \$67,506 compared to \$46,018 for 2010. This is a result of increased enforcement activity by staff as well as the fine amount increase that came into effect March 2010.

Expenses are on target.

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



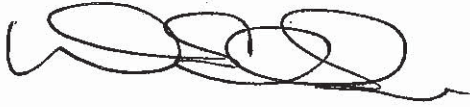
(all figures in the numeric table are on 000's)

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.

March 14, 2011

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A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke at the bottom.

Wayne G. Mercer
Manager, Community Bylaws
(604.247.4601)

ML:ml