



To: Community Safety Committee
From: Phyllis L. Carlyle, General Manager, Law & Community Safety
Re: Community Bylaws - April 2011 Activity Report

Date: June 1, 2011
File: 12-8060-01/2011-Vol 01

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated June 1, 2011, from the General Manager, Law & Community Safety, be received for information.

[Handwritten signature]

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

Table with 2 columns and 2 rows for department use. Includes fields for 'ROUTED TO: Budgets', 'CONCURRENCE', 'CONCURRENCE OF GENERAL MANAGER', 'REVIEWED BY TAG', and 'REVIEWED BY CAO' with checkboxes and handwritten marks.

Staff Report

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

1. Parking Program

Customer Service Response

The average number of calls for service fielded per day by administration staff on parking issues for April 2011 was 35 – this includes voice messages, directly answered calls as well as emails; This number is at par when compared to the number of service calls reported for the month of March 2011.

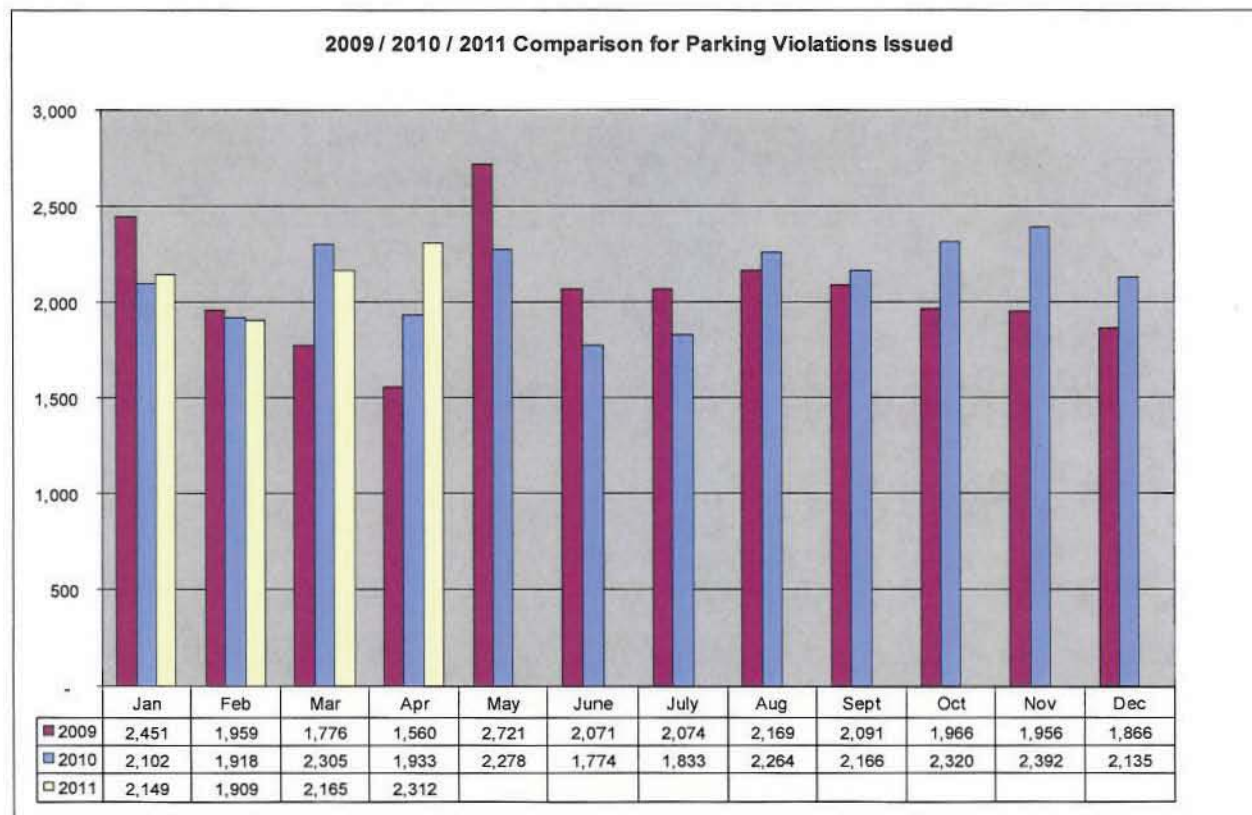
Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of April 2011 was 120 – approximately 5.2% of the violations issued in April 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	3%
Section 2.1 (c) Poor likelihood of success at adjudication	30%
Section 2.1 (d) Contravention necessary for health and safety	1%
Section 2.1 (e) Multiple violations issued for one incident	3%
Section 2.1 (f) Not in public interest	39%
Section 2.1 (g) Proven effort to comply	24%

- A total of 2,312 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of April 2011 – an increase of approximately 7% when compared to the number of violations issued during the month of April 2010. Monthly ticketing volume has increased due to the full contingent of full time officers and two auxiliary officers.

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



- Community Bylaws continues to provide operational guidance to the Oval Corporation with the transition of the pay parking conversion project.
- 8100 block of Saba is now operating as a pay parking zone; it was formerly an underutilized 5 minute zone.
- The perceived abuse of privileges related to disability parking permits issued by the Social Planning and Research Council of BC (SPARC) and the Richmond Centre for Disability (RCD) continues to be a major concern; staff is presently documenting the use of SPARC permits in pay parking zones and working closely with RCD management.
- Signage for the City's 'AutoPAY' cellular-based payment system has recently consolidated under a single zone ID number; this has resulted in improved user-friendliness for customers as well as improved patrol efficiency for officers.
- Privately-owned vacant lots along Alexandra Road continue to negatively impact the City's pay-parking revenue; Community Bylaws staff, in conjunction with other internal City departments, is working towards a plan to help mitigate further negative impact.
- Meter vandalism continues to be an issue, this month we have had 3 meters drilled resulting not only in lost revenue but also an approximate repair cost of \$5,000.

2. Property Use

Customer Service Response

The average number of calls for service fielded per day by administration staff on property use issues for April 2011 was 13 – this includes voice messages, directly answered calls as well as emails; a decrease of approximately 57% when compared to the number of service calls reported for the month of March 2011.

For April 2011, 81 inspection files were created and assigned for investigation and appropriate enforcement – a decrease of approximately 12% when compared to April 2010.

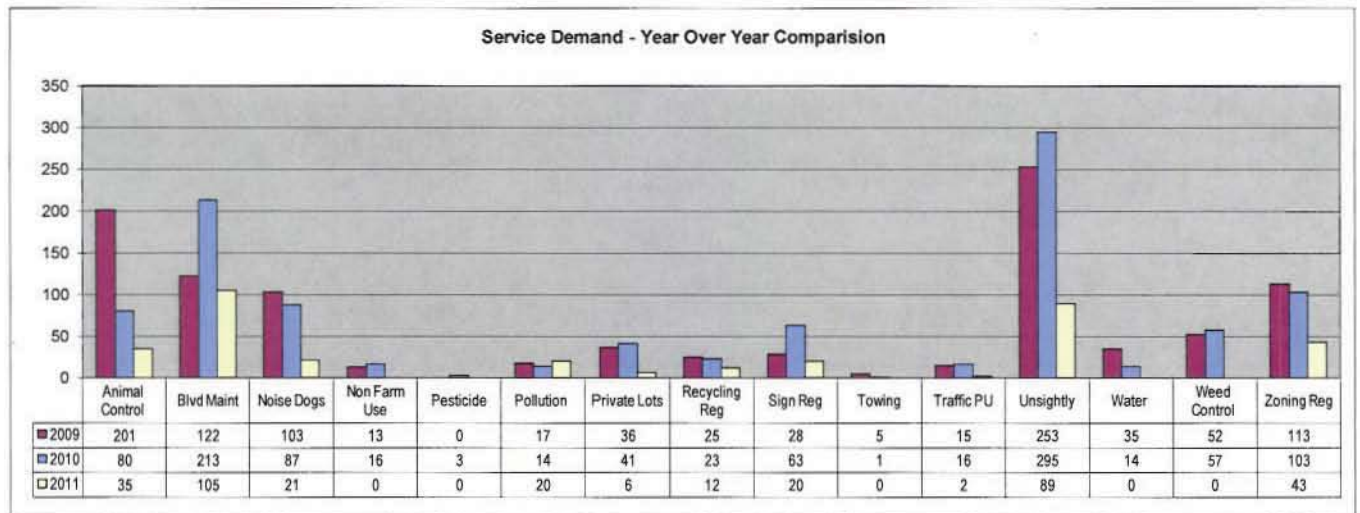
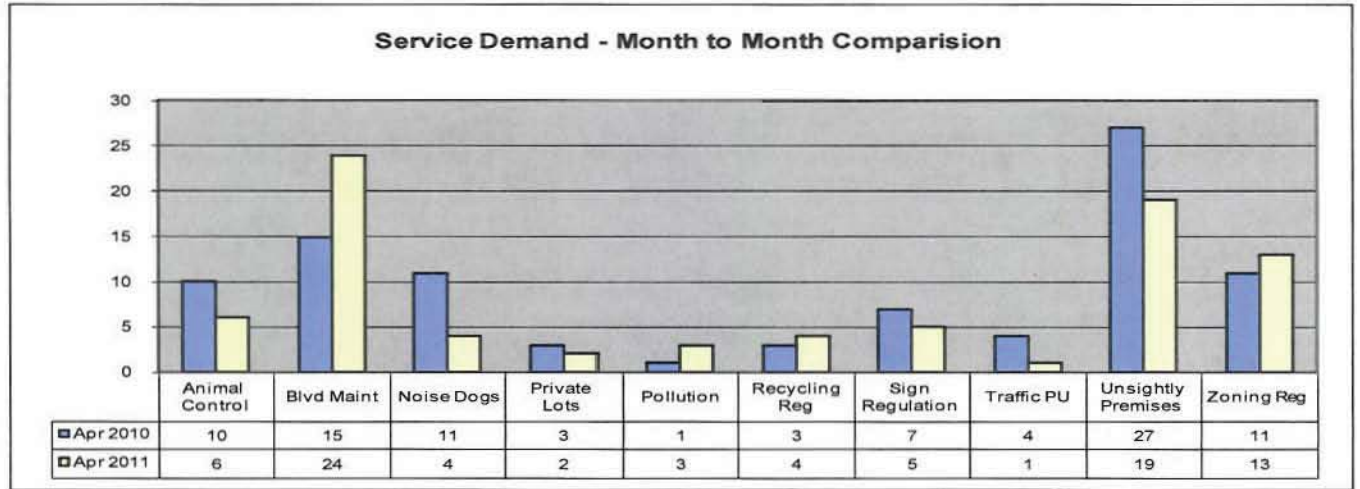
Enforcement Activity

- 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.
- Illegal hotels/rooming houses update: Property Use Officers inspected 6 properties for illegal suites during the month of April 2011. All 6 of the properties inspected were confirmed to contain illegal accommodation; two of the properties had illegally converted garages into bedrooms. Community Bylaws has completed the translation of a 36 page document sent in by a concerned resident, the document delineates advertisements for available short term 'hotel'/ 'family inn' accommodations in the Richmond, Burnaby and Vancouver area. The list only provides telephone contact and description of accommodations but does not divulge address location. The Property Use section will be setting up a targeted program to investigate the location of these properties in order to follow up with due diligence inspections and mitigate this activity. In addition, all of the properties where an illegal suite has been confirmed will be forwarded to Engineering and Public Works to ensure that a water meter is installed.
- On April 2, 2011 staff conducted a 'sign scoop' patrol for unauthorized signs on the west side of Richmond. The roadways patrolled included: Alderbridge Way west of Garden City Road, Lansdowne Road, Hollybridge Way, Gilbert Road, Blundell Road, No. 1 Road, 2nd Avenue, Moncton Road, Moresby Drive, No 2 Road, Steveston Highway, No 5 Road, No 3 Road, Garden City Road, Bridgeport Road, Sweden Way and Hazelbridge Way. No patrols were conducted east of Garden City Road.

A total of 134 signs were removed from City property as follows:

- 31 Sandwich Boards – Alderbridge Way had the highest number of signs at 32% with Bridgeport Road at 23% and 2nd Avenue at 19% following closely.
- 40 Free Standing Signs – over 55% of these signs were Real Estate.
- 63 Pole Signs – Steveston Highway had the highest number at 27% followed by Number 1 Road at 24% and SwedenWay at 24%.

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



3. Grease Management Program

The Grease Management Inspector conducted 20 regulatory inspections during the month of April 2011. The inspections conducted are usually unannounced and routine. During these inspections, grease trap maintenance records are reviewed and the overall condition of the grease trap is assessed. All of the 20 food establishments inspected in April were found to be in compliance.

On April 20, 2011 the Grease Management Inspector conducted a joint inspection with the City’s Environmental Sustainability staff and Environment Canada at 12751 Vulcan Way to address concerns the management of waste water by a number of food processing businesses in the area. The initial inspection found that three food processing businesses in the area all take in more than 300 cubic metres of water a month each, and do not have permits to discharge to sanitary. A future update will be provided based on a joint inspection, including Metro Vancouver Inspectors as well as City staff conducted on May 25, 2011.

4. Adjudication Program

There was no Adjudication Hearing held during the month of April 2011.

5. Animal Control

- For the month of April 2011, there were 4 dog bite incidents reported. One investigation resulted in the related dog being deemed as dangerous; the evidence and statements provided on another case confirmed that the dogs involved were in an off leash park and involved in play; thus, the alleged attack did not constitute aggressive pursuit. One of the dog bite incidents was reported for information with no concrete evidence to follow up with and one incident is currently still under investigation. Community Bylaws continues to work closely with Canada Post on reported attacks on carriers with 3 incidents resulting in fines of \$300 each for unlicensed dogs.
- Staff issued 104 new dog licences during April 2011 to bring the total number of dogs licensed in Richmond for 2011 to 4,836. The number of dangerous dog licences issued or renewed in Richmond as of April 2011 is 62.

6. Revenue and Expenses

The following information is an analysis for the month of April 2011 compared to April 2010.

Consolidated Parking Program Revenue The total of meter, monthly permit and enforcement revenue is up approximately 1% over 2010. Revenues for April 2011 are \$106,426 compared to \$105,421 for the same period last year. This steady flow of revenue is due largely to the efforts of our parking enforcement staff, and ongoing 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 mid last year.

Meter Revenue is down less than 1% for the same period last year. Revenues for April 2011 are \$35,654 compared to \$35,774 for 2010.

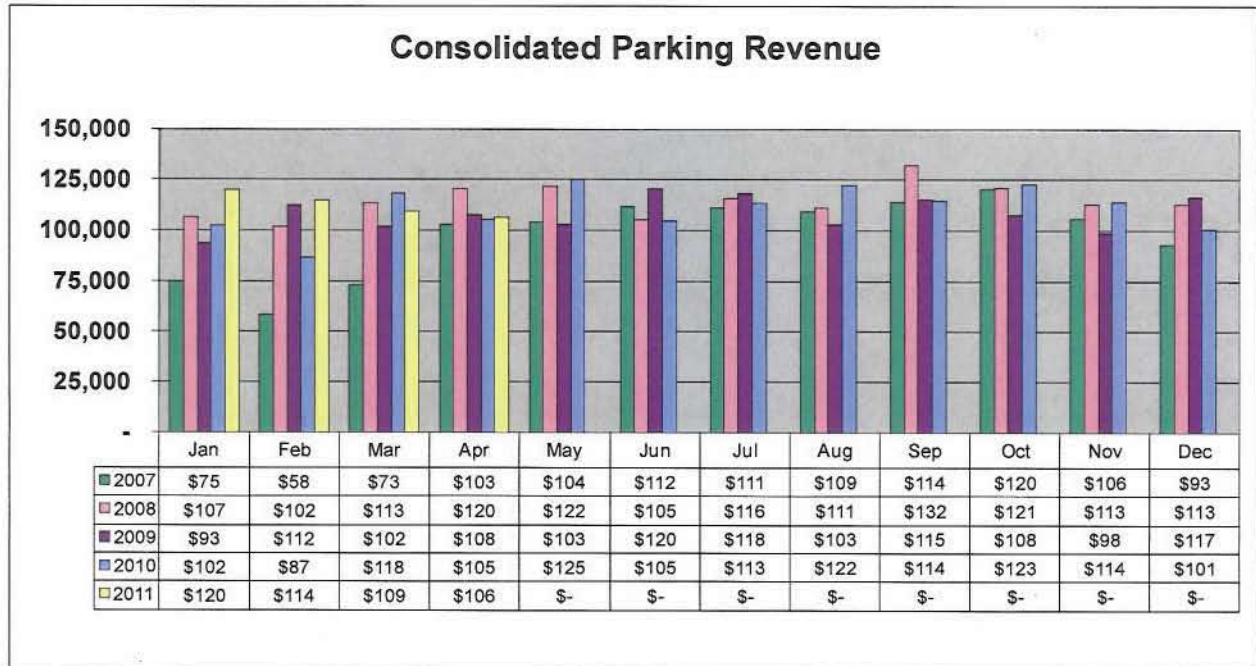
Permit Revenue is up 47% over the same period last year. Revenues for April 2011 are \$15,253 compared to \$10,370 for 2010. This is due to the prepayment of monthly permit fees by some of our existing customers.

Enforcement Revenue is down approximately 12% over the same period last year. Revenues for April 2011 are \$52,098 compared to \$59,277 for 2010. This is likely a result of payment timing, since the number of violations issued in April was up significantly as shown in the graph at the top of page 3.

Richmond Oval Parkade Management Fee Revenue: For the month of April 2011, the City netted \$3,421 from the proceeds generated from pay parking at the Richmond Oval. This fee is based on 15% of gross revenue.

Expenses are on target.

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.

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