



City of Richmond

Report to Committee

To: Community Safety Committee

Date: October 4, 2011

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

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

Re: Community Bylaws - August 2011 Activity Report

Staff Recommendation

That the Community Bylaws Monthly Activity Report dated October 4, 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"/>	
Fire Rescue	Y	<input checked="" type="checkbox"/> N <input type="checkbox"/>	
Building Approvals	Y	<input checked="" type="checkbox"/> N <input type="checkbox"/>	
Engineering	Y	<input checked="" type="checkbox"/> N <input type="checkbox"/>	
Parks and Recreation	Y	<input checked="" type="checkbox"/> N <input type="checkbox"/>	
REVIEWED BY TAG	YES	NO	REVIEWED BY CAO
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

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

1. Parking Program

Customer Service Response

The average number of daily calls for service fielded by administration staff on parking issues for August 2011 was 49 – this includes voice messages, directly answered calls as well as emails; an increase of approximately 7% when compared to the number of service calls reported for the month of July 2011.

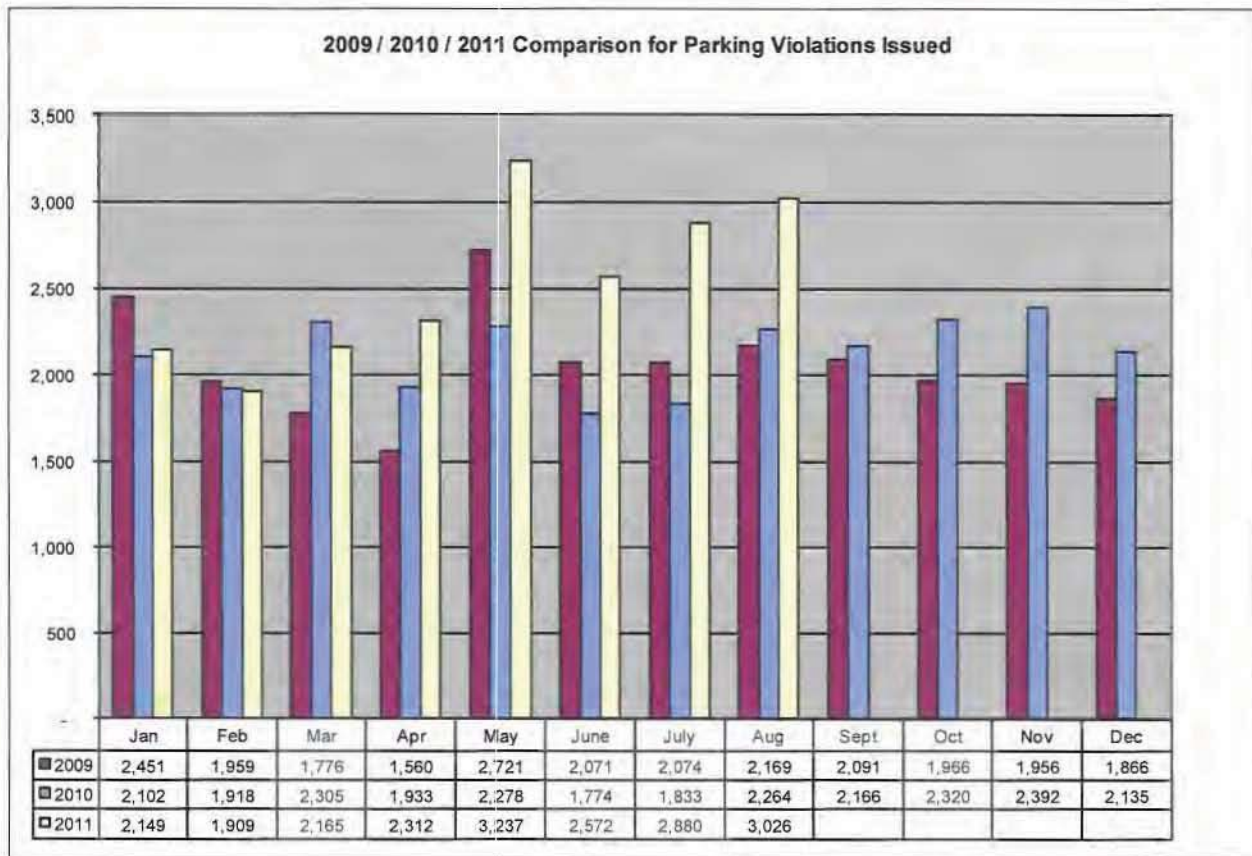
Enforcement Activity

- The number of parking violations that were either cancelled and/or changed to a warning for the month of August 2011 was 240 – approximately 7.9% of the violations issued in August 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	7.9%
Section 2.1 (c) Poor likelihood of success at adjudication	22%
Section 2.1 (d) Contravention necessary - health related	0.1%
Section 2.1 (e) Multiple violations issued for one incident	8 %
Section 2.1 (f) Not in public interest	46%
Section 2.1 (g) Proven effort to comply	16%

- A total of 3026 notices of bylaw violation were issued for parking / safety & liability violations within the City during the month of August 2011 – an increase of approximately 25 % when compared to the number of violations issued during the month of August 2010.

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



- There was less than expected revenue from Night Market ticketing during the summer this year due to improved traffic control and lower attendance.
- Permit revenue for the month of August has been impacted by the planned closures of Firbridge Way by the City's Transportation Department; the closure is expected to continue into the month of September.
- Staff was successful in compelling the owner of 8540 Alexandra Road to erect a fence around their undeveloped lot mitigating illegal parking in the area.
- Film crew parking was up over the summer, in particular at Gateway and along River Road.
- The vacant lot at 4320 Moncton remains unregulated, and is currently being used for staff and public parking. The potential abuse for use as long term storage is an emergent concern.
- Significant road re-paving was undertaken over the summer, resulting in relaxed enforcement at several locations.
- The Steveston Harbour Authority implemented pay-parking on five of their properties this August. Demand for on-street and free City lot parking increased accordingly.
- Staff are currently working with the City Clerk's office with regard to a communications plan, for parking at polling stations during the upcoming November elections.
- Several initiatives were implemented over the summer to counter meter vandalism, including meter hardening, RCMP surveillance and a covert camera installation. There were 15 incidents of meter vandalism during the months of July and August 2011.
- Parking officers received 4 public commendations for outstanding service this summer.

2. Property Use

Customer Service Response

The average number of daily calls for service fielded by administration staff on property use issues for August 2011 was 15 – this includes voice messages, directly answered calls as well as emails. A decrease of approximately 17% when compared to the number of daily service calls reported for the month of July 2011.

For August 2011, 261 inspection files were created and assigned for investigation and appropriate enforcement – an increase of approximately 67% when compared to August 2010. The increase in files is due largely to the enforcement staff's proactive efforts with regard to unsightly premises and the abandoned/vacant home joint operations program.

Enforcement Activity

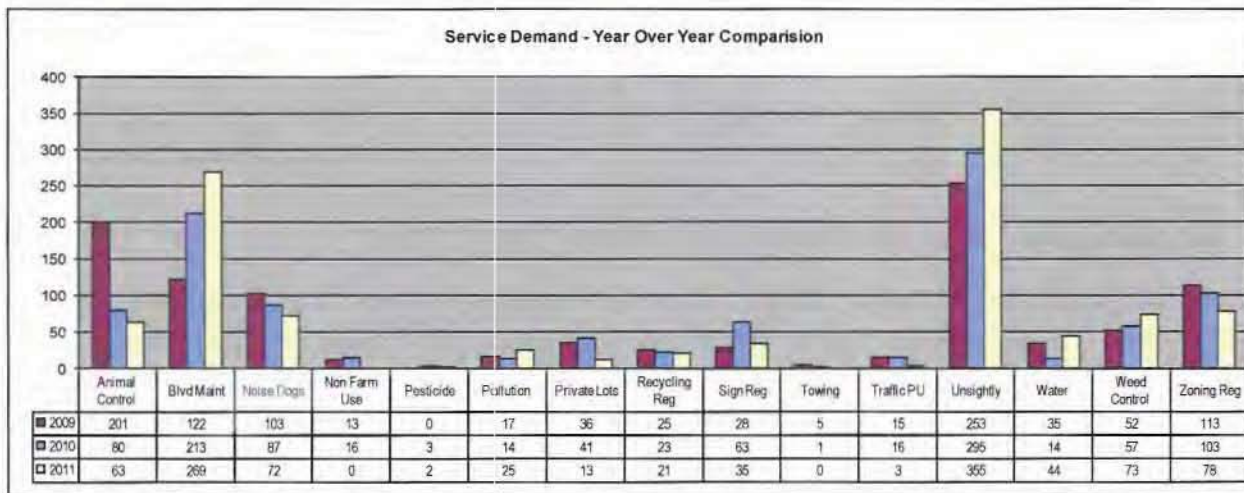
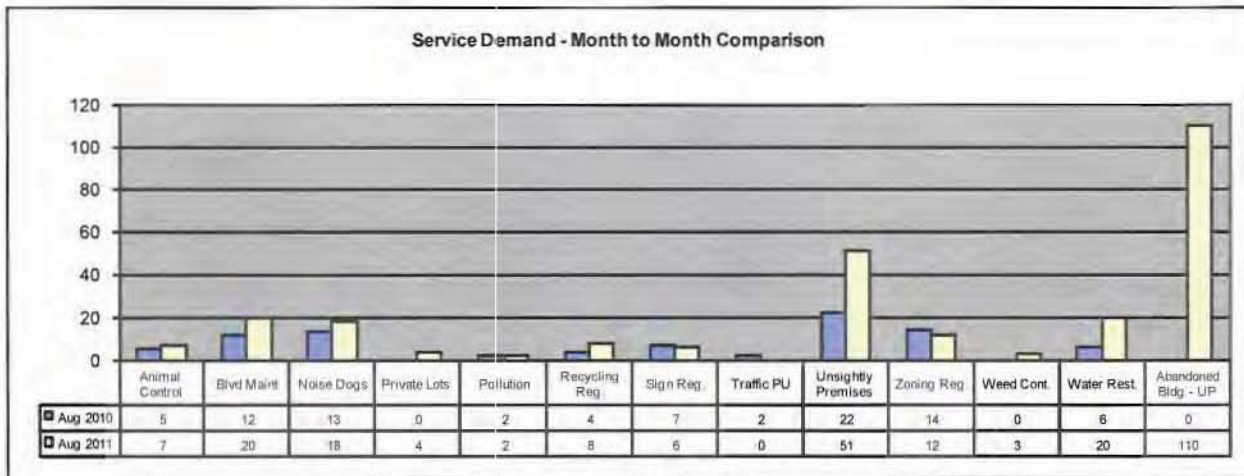
- Bylaw Liaison Property Use Officers continue to be committed to the delivery of professional by-law enforcement in a timely and effective manner. The mandate is to achieve compliance with the City's regulatory by-laws through education, mediation and, as necessary, progressive enforcement and prosecution.
- Community Bylaws continues to promote public awareness of the City's Enhanced Pesticide Management Program through compliance and enforcement activities under the Pesticide Use Control Bylaw No. 8514. Bylaw Liaison Property Use Officers conducted inspections on August 6th, 13th, and 20th. A total of 111 residents and 11 landscaping business operators were provided with compliance instructions pursuant to Bylaw 8514.
- The Property Use Inspectors have been tasked with taking a proactive approach to identifying abandoned/vacant homes in their respective zone area of responsibility. This proactive initiative is in addition to the efforts being undertaken presently by Richmond Fire-Rescue RFR. Each of the officers patrols their respective zones and if an unsecured vacant or abandoned home is found, the property is immediately referred to RFR for appropriate action. In the case where an initial identification finds that the property is unsightly, an inspection file will be created to address the contravention under the City's Unsightly Premises Regulation Bylaw 7162.

This program is a part of a coordinated City response. As part of this initiative, Community Bylaws and Fire-Rescue is notified daily by Permits – Building Approvals of all demolition applications. Community Bylaws role is to identify properties that may already have been identified by RFR but are now once again unsafe and unsecured, identify and address the unsightly properties and identify any new vacant properties that may have been missed.

- There was an increase in water restriction complaints this year due to the new Metro Vancouver lawn sprinkling regulations.

The following charts delineate Property Use service demand, by type, for August 2010 and

August 2011 as well as a year-over-year running comparison:



3. Grease Management Program

The Grease Management Inspector conducted 23 regulatory visits to food sector establishments during the month of August 2011. Most of the establishments inspected in August were found to be in compliance however 15 of the establishments required more than 1 visit due to restaurant operating times, the availability of personnel that have access to the traps and language barriers that require translation. There was one violation ticket issued during the month of August for failure to provide access to grease trap.

4. Dispute Adjudication Program

There were 13 cases processed at the Adjudication Hearing held on July 26, 2011 – 12 allegations were deemed to have occurred (1 case out of the 12 was a disputed ticket issued under the Grease Management Program) and 1 case was deemed not to have occurred.



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.

Wayne G. Mercer
 Manager, Community Bylaws
 (604.247.4601)

ML:ml