



City of Richmond

Report to Committee

To: Community Safety Committee
From: Phyllis L. Carlyle
 General Manager, Law & Community Safety
Re: **Community Bylaws**
Property Use Service Demands 2009

Date: April 29, 2010
File:

Staff Recommendation

That the Community Bylaws Property Use Service Demands 2009 report (dated April 21, 2010 from the Manager, Community Bylaws) be received for information.

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

Att. 6

FOR ORIGINATING DEPARTMENT USE ONLY		
CONCURRENCE OF GENERAL MANAGER		
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

Origin

The purpose of the report is to highlight the nature and scope of Bylaw investigation and enforcement issues addressed by the Property Use Inspectors in the Community Bylaws Division during 2009.

Analysis

The active life of an investigation and enforcement file goes through a number steps to reach a satisfactory resolution:

In the vast majority of cases, a resident of Richmond files a complaint regarding a perceived problem in their neighbourhood by telephone – either directly or through the City’s switchboard. The City also receives a relatively small number of complaints through the City’s web site and in writing.

An initial assessment is performed of the issue raised to ensure that Community Bylaws can assist directly. In practical terms, Community Bylaws acts as a virtual ‘clearing house’ for any number of concerns or complaints by residents. If Community Bylaws staff are not able to assist, the caller is directed to the proper department within the City where prompt assistance will be provided.

An investigation file is assigned to the responsible Inspector. For 2009, the responsibility for files was based on a geographical sectioning of the City to provide the best possible service and equality of assigned workload. In the case of animal control or noise regulations, this may involve assignment to the City’s contractors – Richmond Animal Protection Society (RAPS) or Richmond Health, respectively.

The Inspector then conducts a thorough on-site investigation of the issue which may include ownership issues, property line determinations and a crucial assessment as to whether a contravention has taken place under any one of approximately 22 active Bylaws. The Inspector has to ensure that all aspects of evidence gathering are observed, including photos and detailed notes to ensure a fully-documented file no matter what the extent of the final enforcement efforts.

In the vast majority of cases, and utilizing the experience gathered over years of service, the Inspectors are able to bring the issue to the attention of the offending tenant or owner and gain voluntary compliance with the applicable Bylaw. In other cases, staff may have to resort to written requests, written Compliance Orders, request Council-directed remedial action or prosecution.

Community Bylaws, through the Supervisor, also acts as an internal resource in assisting other City departments with enforcement or prosecution challenges.

Community Bylaws staff conduct pro-active investigations and enforcement under established City or Provincial programs covering grease management, unauthorized signs, noxious weeds, watering restrictions, etc.

There are five full-time Inspectors, one part-time Inspector and a Supervisor.

The attached maps and charts give a general representation by scope and location of the five major types of files that are addressed, as well as a general mapping for the City. The five major areas of Unsightly Premises, Animal Regulations, Boulevard Maintenance, Zoning Regulations and Barking Dogs account for over 81% of the file volume.

During 2009, Community Bylaws also had a relatively active prosecution calendar concerning the highly-publicized storage of commercial vehicles on properties zoned as residential or agricultural, unauthorized building activity, unauthorized business activity on residential property and, unfortunately, a number of dangerous dog files.

Looking ahead, staff is actively reviewing the efficiency of our service delivery model, implementing a professional uniform for personal safety and recognition, pursuing a more pro-active approach to observed infractions and assessing improvements in our file dispatch and retention process to reduce our use of paper and other consumables.

Financial Impact

There is no financial impact to this informational report.

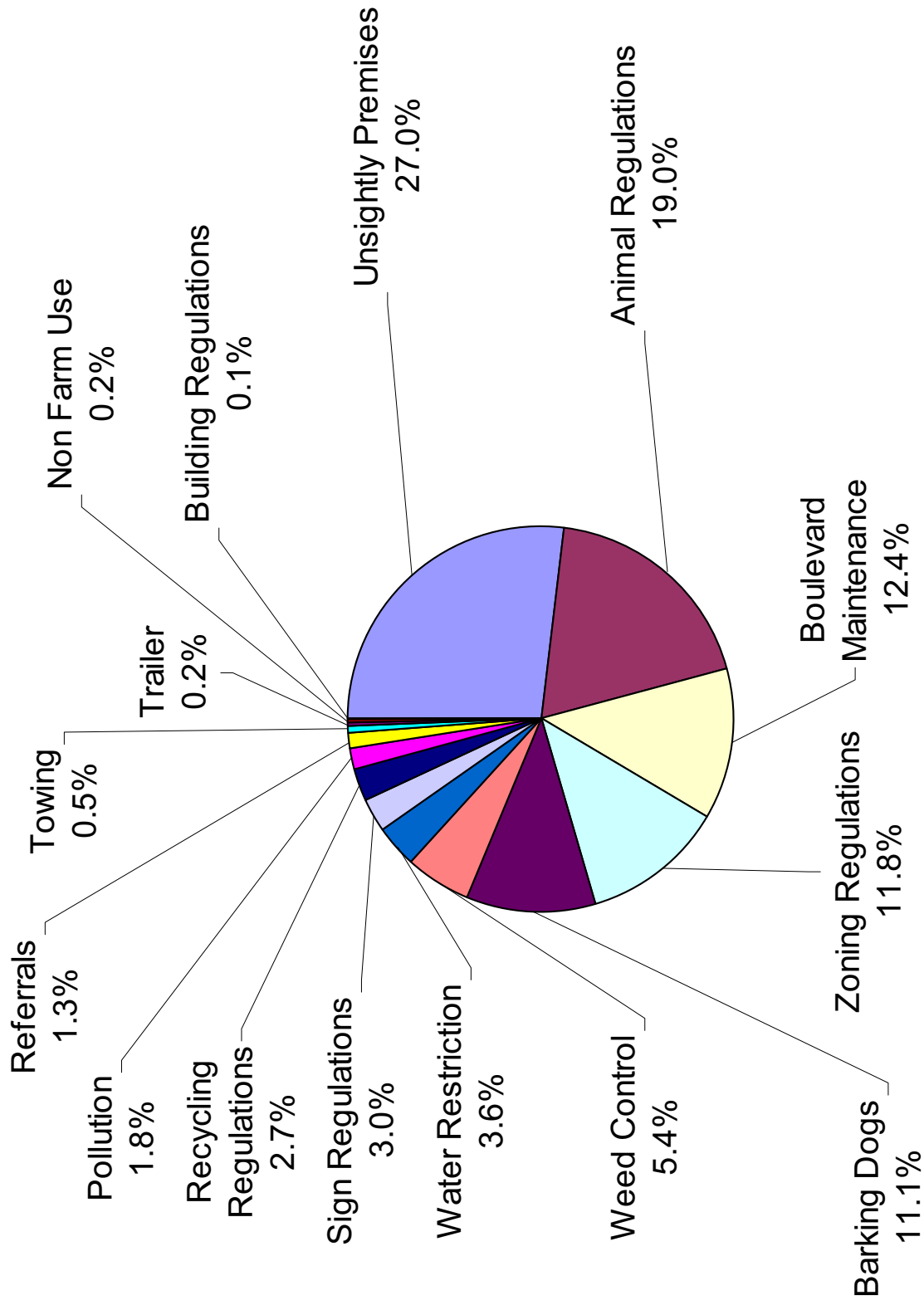
Conclusion

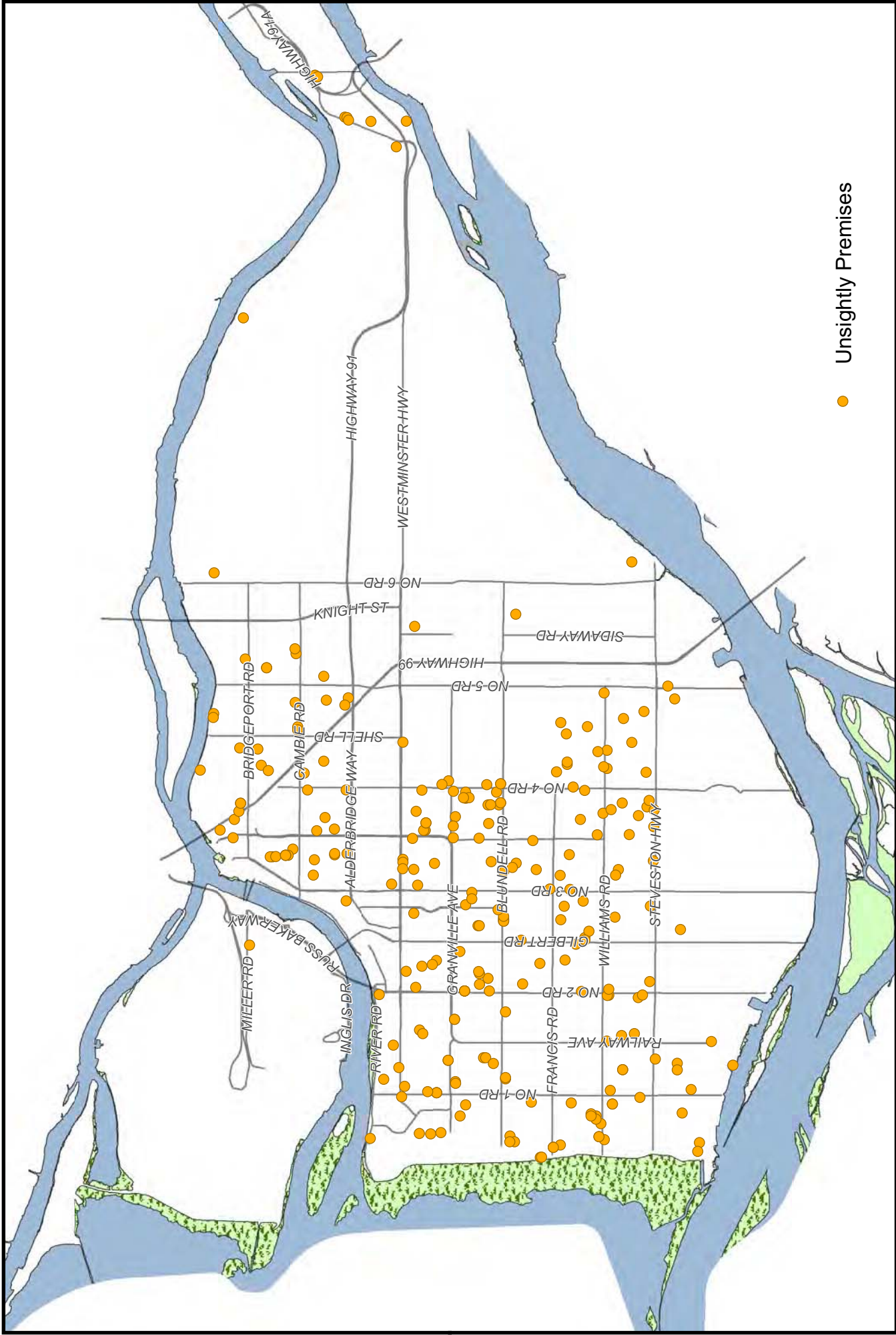
While working in a diverse and sometimes unpredictable area, Community Bylaws staff strives for service improvement on a continuing basis and looks forward to more challenges in the future.

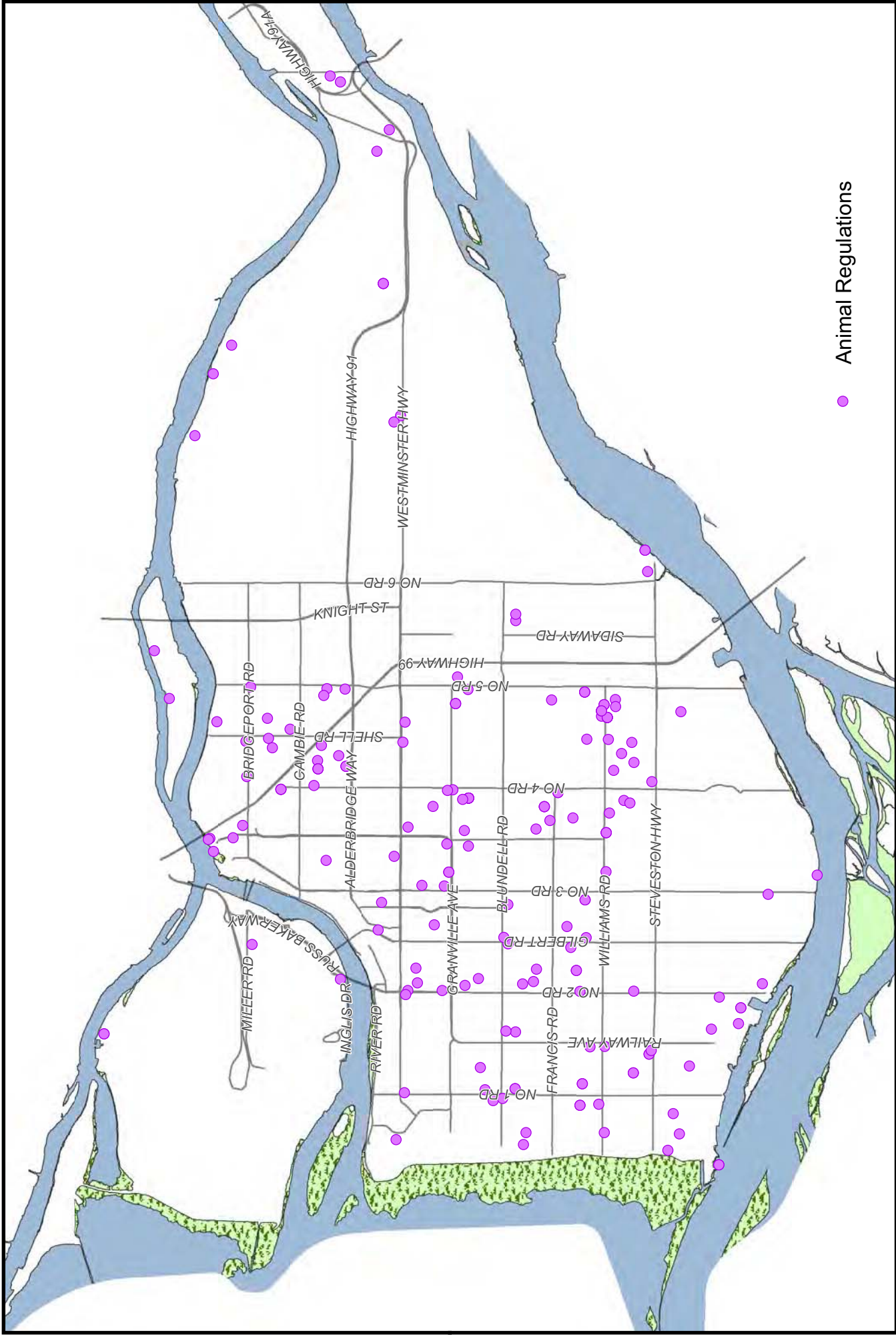


Wayne G. Mercer
Manager, Community Bylaws
(604.247.4601)

WGM:wgm

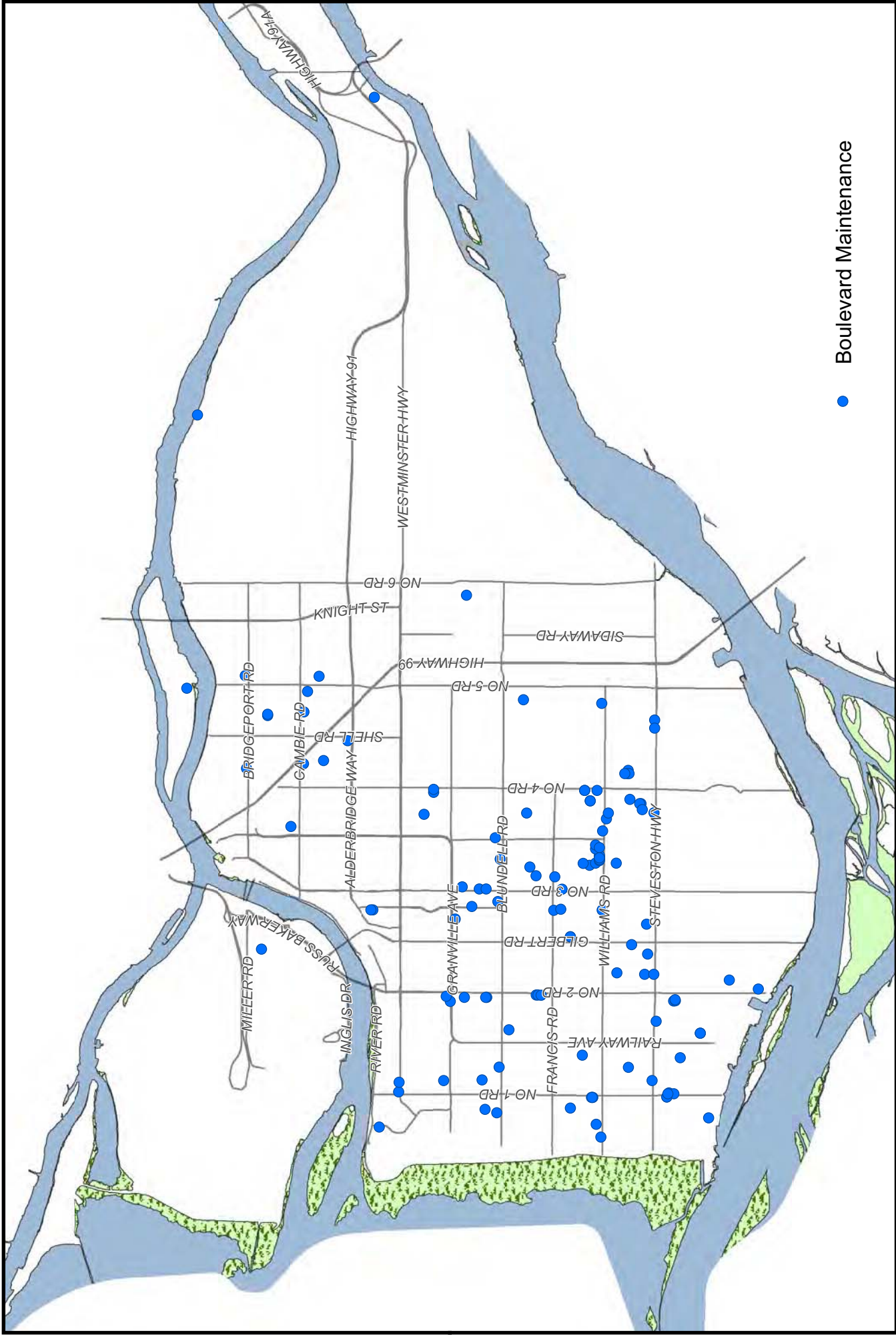






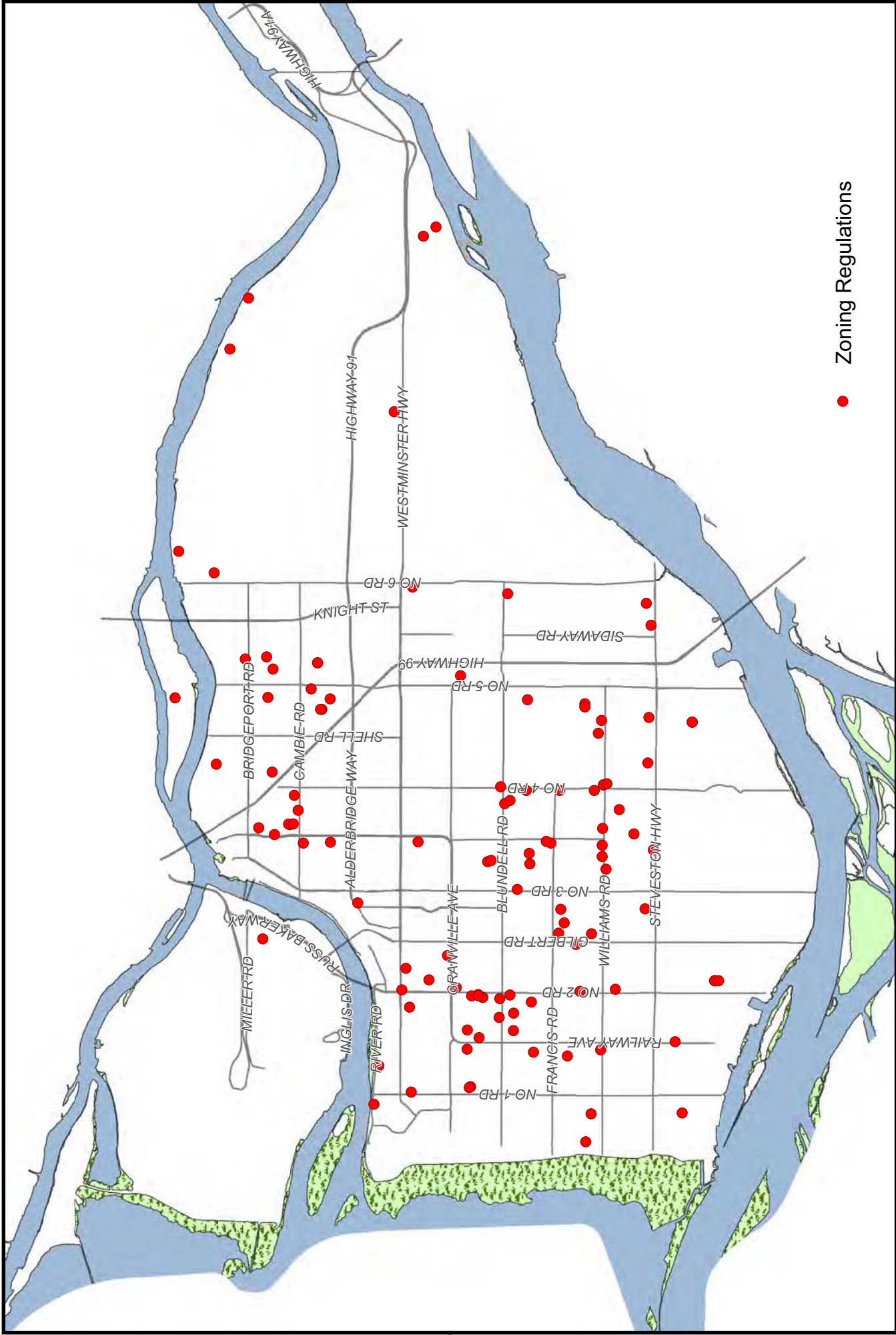
● Animal Regulations

2009 Animal Regulations Service Requests - 19.0% of Total



● Boulevard Maintenance

2009 Boulevard Maintenance Service Requests - 12.4% of Total



2009 Zoning Regulations Service Requests - 11.8% of Total

