



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** December 11, 2017  
**From:** Cecilia Achiam, MCIP, BCSLA **File:** 12-8060-01/20-Vol01  
 General Manager, Community Safety  
**Re:** **Community Bylaws Monthly Activity Report - November 2017**

### Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report - November 2017", dated December 11, 2017, from the General Manager, Community Safety, be received for information.

Cecilia Achiam, MCIP, BCSLA  
 General Manager, Community Safety  
 (604-276-4122)

Att. 1

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Finance Division	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b>  CA
<b>APPROVED BY CAO</b>  	

## **Staff Report**

### **Origin**

This monthly report for the Community Bylaw Department provides information on Property Use, Short Term Rentals, Grease, Soils, Pay Parking, Parking Enforcement, Animal Control, Dog Licencing and Public Awareness Initiatives.

This report supports Council's 2014-2018 Term Goal #1 A Safe Community:

*Maintain emphasis on community safety to ensure Richmond continues to be a safe community.*

### **Analysis**

#### Property Use

Property Use Officers continue to investigate property matters based on public complaints. During the month, bylaw officers administered 170 files that were largely associated with excessive noise, boulevard obstructions, unsightly premises and tow permit applications.

The Short-Term Rental Officer continues to investigate occupancy matters based on website listings and public complaints. During the month, the bylaw officer undertook 53 inspections and issued two bylaw violations in accordance with Zoning Bylaw No. 8500.

#### Soils

The Soil Officer continues to coordinate with various agencies and monitor properties engaged in the removal/deposit of soil and other fill material. A total of 79 files remain under active investigation, which includes one approved fill permit, 31 stop-work-orders and two fill removal orders.

#### Grease

The Grease Officer remains focused on education and voluntary compliance. During the month, the bylaw officer undertook 83 grease-trap inspections and issued one violation and two warnings for offences associated with contravention of Sanitary Sewer Bylaw No. 7551.

#### Parking and Animal Control

Parking and Animal Control Officers remain focused on safety and liability issues (school zones, fire hydrants, dogs off leash) in conjunction with enforcement of pay parking zones (meters and permits). During the month, bylaw officers issued 1782 fines and 420 warning tickets for various types of parking and stopping offences.

November 2017 represented the end of the dog licencing season with 15 licences processed during the first week of the month. This activity culminated with 7,207 dogs being licenced over the course of the entire 2016/2017 dog licencing season.

An additional 802 licences were processed after November 8<sup>th</sup>, 2017 which represents the beginning of the 2017/2018 dog licencing season.

### Education and Awareness

As a result of significant efficiency improvements that occurred over the past six months, Property Use Bylaw Officers initiated proactive enforcement for boulevard maintenance and unsightly premises' matters. The goal of this initiative is to mitigate public complaints, as well as to enhance neighbourhood aesthetics and liveability.

Community Bylaws, in conjunction with the Roads & Construction Department continue to coordinate resources in relation to street sweeping enforcement. During the month, bylaw officers issued 105 violations around City Centre, which were associated with quarterly parking prohibitions (posted no-parking for street sweeping).

### Adjudication

The next adjudication hearing is scheduled for January 30, 2018.

### Revenue

The Community Bylaw Department derives most of its revenue from parking meters, parking permits and parking violations with the remainder of revenue generated through the following sources: Dog Licences, False Alarm Incidents, Animal Control Violations, Newspaper Box Permits (annual renewal), Towing Permits (biennial renewal) and Film Crew Occupancy.

A negative variance of approximately 70 per cent was incurred under "Other Bylaw Fines" due to a budgetary adjustment associated with the City's *Short-Term Rental Enforcement Program* (Bylaw Officer Wages). These costs were foreseen and subsequently offset by staff vacancies and supplemental revenue; nonetheless their impact is expected to diminish overall department revenue. As a consequence, surplus revenue from operations by the end of the year has been adjusted to nine thousand dollars.

The following table lists all department revenue by source for the current month and year to date.

Figure 1: Budgeted vs. Actual Revenue by Source

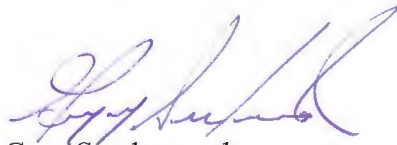
Revenues	Nov. Budget	Nov. Actual	YTD Budget	YTD Actual	YTD Variance (\$)	YTD Variance (%)
Receivable Income *	0	0	100,000	171,522	71,522	71.5%
Filming Revenue	0	3,952	0	24,003	24,003	0.0%
False Alarms	4,258	8,584	46,842	73,961	27,119	57.9%
Dog Licences	7,010	18,883	149,538	207,205	57,667	38.6%
Towing Permits	942	1,568	14,470	19,218	4,748	32.8%
Other Permits	2,242	275	34,439	40,670	6,231	18.1%
Other Bylaw Fines	225,405	8,250	265,611	80,800	(184,811)	(69.6)%
Parking Revenue	141,896	144,304	1,658,263	1,674,832	16,569	1.0%
<b>Total Revenue</b>	<b>381,753</b>	<b>185,816</b>	<b>2,269,163</b>	<b>2,292,211</b>	<b>23,048</b>	<b>1.01%</b>

### Financial Impact

None.

### Conclusion

Community Bylaw staff strive to maintain the quality of life and the safety of residents through coordinated efforts with other City departments and community partners. Further, staff remain committed to educating the public and promoting a culture of voluntary compliance.



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 Manager, Property Use, Policies & Programs  
 Community Bylaws  
 (604-247-4601)



Susan Lloyd  
 Manager, Parking Enforcement,  
 Animal Control & Administration  
 Community Bylaws  
 (604-247-4467)

GS/STL:ct

Att.1: Department Activity - Property Use, Short Term Rentals, Grease, Soils, Parking Enforcement, Animal Control and Dog Licencing

Customer Service Activity

The table below reflects all department *calls-for-service* categorized by subject that were processed during the current month and year to date:

Figure 2: Community Bylaws Calls-for-Service

Enquiries & Complaints (phone calls & emails)	November	YTD
Property Use (Bylaws #7162, #7174, #9700, etc.)	170	3061
Soils ALR (Bylaw #8094)	8	66
Parking Enforcement (Bylaws #5870 & #7403)	187	2080
Dog Licencing & Animal Control (Bylaws #7138 & #7932)	154	324
<b>Totals</b>	<b>519</b>	<b>5531</b>

Enforcement Activity

The table below reflects all department *violations* categorized by subject that were issued during the current month and year to date:

Figure 3: Community Bylaws Violations

Ticket Issuance (BVN's & MTI's)	November	YTD
Short-Term Rental Offences (Bylaws #7360, #7538 & #8500)	2	87
Grease Trap Offences (Bylaw #7551)	3	30
Parking & Stopping Offences (Bylaws #5870 & #7403)	1783	22057
Dog Licence & Animal Control Offences (Bylaws #7138 & #7932)	18	252
<b>Totals</b>	<b>1806</b>	<b>22426</b>