



To: Community Safety Committee

Date: October 10, 2013

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

File:

Re: **Community Bylaws – September 2013 Activity Report**

**Staff Recommendation**

That the staff report titled Community Bylaws – September 2013 Activity Report dated October 10, 2013, from the General Manager, Law & Community Safety be received for information.

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

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Budgets	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
<b>REVIEWED BY DIRECTORS</b>	<b>INITIALS:</b> DW
<b>APPROVED BY CAO</b> 	

## Staff Report

### Origin

This monthly activity report for the Community Bylaws Division provides information on each of the following areas:

1. Property Use
2. Grease Management Program
3. Parking Program
4. Adjudication Program
5. Animal Control
6. Revenue & Expenses

### Analysis

#### 1. Property Use

##### Customer Service Response

An average of 19 daily calls for service was fielded by administration staff in September 2013. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 5% compared to the number of calls fielded in August 2013 and a 35% increase when compared to the number of calls reported in September 2012.

##### Enforcement Activity

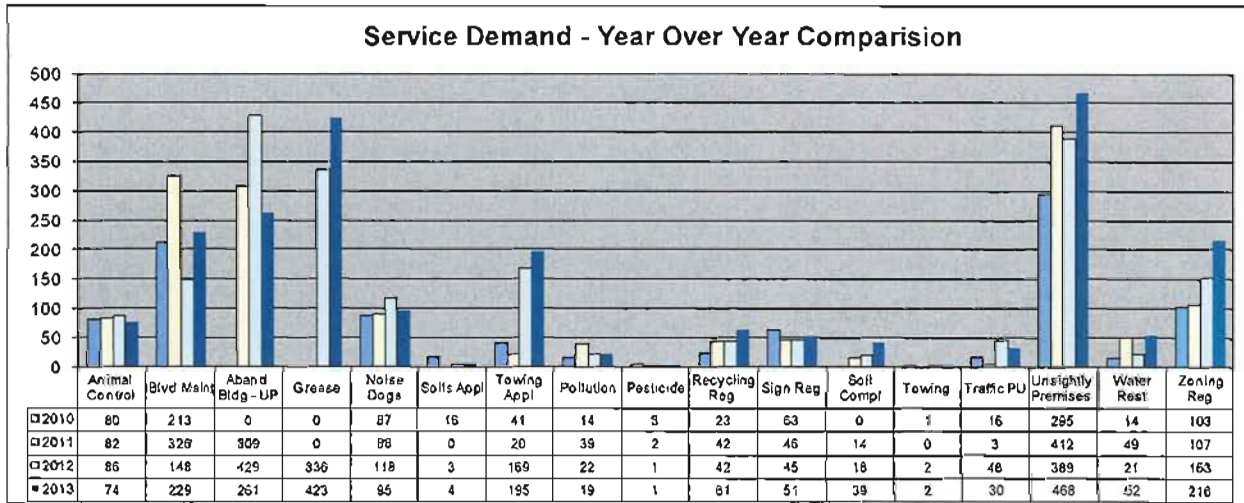
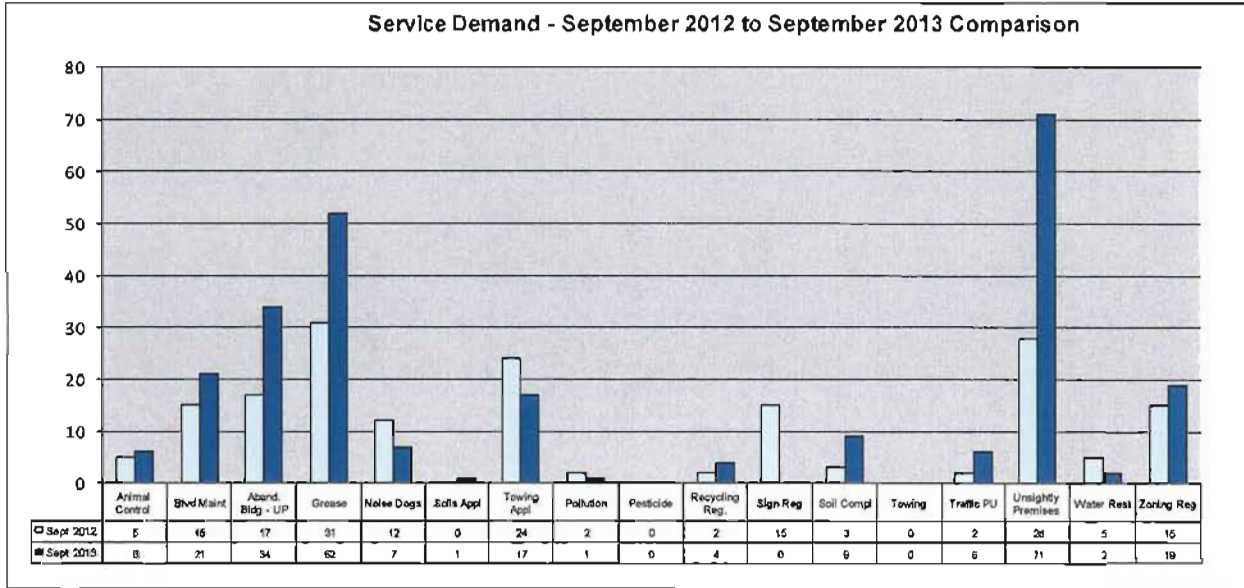
Property use officers managed 198 investigational files during the month of September 2013, an increase of approximately 36% when compared to September 2012. This increase is largely attributed to an increase in calls for service for unsightly premise contraventions: 71 in September 2013 compared to 28 in September 2012.

Community Bylaws continues to monitor 82 residences in relation to the "Abandoned/Vacant Home Joint Operations" program.

The "Soil Watch" program has resulted in 7 calls for service for the month of September 2013. Four of the calls were for illegal fill activity, one call was unfounded and two of the calls were related to permitted farm use confirmed by the Agricultural Land Commission enforcement staff.

Two violation tickets were issued for incidents related to unsightly premises.

The following charts compare Property Use service demand by type for September 2013 vs. September 2012, as well as a comparative for the years 2010, 2011, 2012 and 2013:



**2. Grease Management Program**

The Grease Management Inspector conducted 78 regulatory visits to 52 food sector establishments during the month of September 2013 resulting in 7 bylaw violations.

**3. Parking Program**

Customer Service Response

An average of 27 daily calls for service was fielded by administration staff in September 2013. This activity represents a decrease of approximately 18% compared to August 2013, and a decrease of approximately 59% when compared to the number of calls reported in September

2012. This variation is an aberration due to the Steveston parking enforcement trial that was in place during the summer of 2012.

Enforcement Activity

A total of 2687 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of September 2013. This is a decrease of approximately 18% compared to the number of violations issued in September 2012.

In September 2013, 304 (11%)\* of the total violations issued were either cancelled or changed to a warning. The following list provides a breakdown of the 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	23	8%
Section 2.1 (b) Exception in Bylaw	0	0%
Section 2.1 (c) Poor likelihood of success at adjudication	7	2%
Section 2.1(d) Contravention necessary-health related	0	0%
Section 2.1 (e) Multiple violations issued for one incident	14	5%
Section 2.1 (f) Not in the public interest	130	43%
Section 2.1 (g) Proven effort to comply	99	32%
Administrative Entries	31	10%
Warnings	0	0%

\*Slight variations from previous months are caused by the implementation of a change in computer software. “AutoProcess” was replaced by a module provided by “Tempest”.

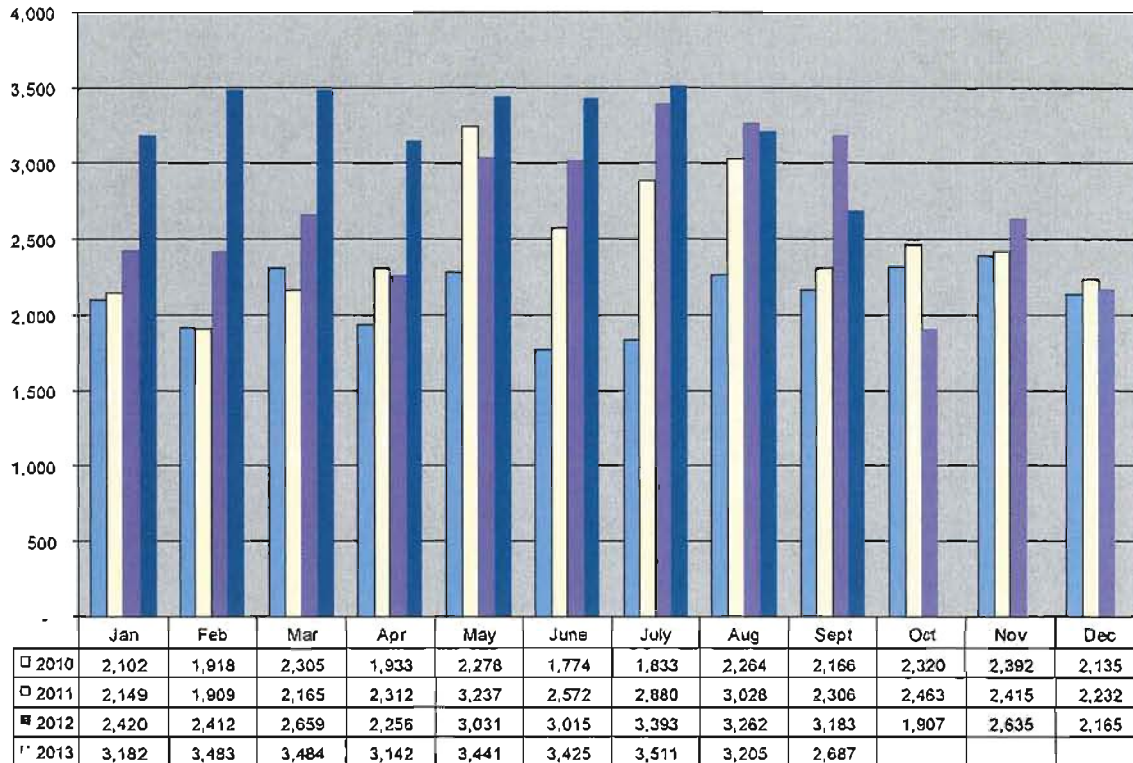
Program Highlights

Meter vandalism resurfaced during September with 6 meters being damaged. This accounted for a loss of approximately \$10,000 due to meter repairs and coin theft. To combat this issue we have advised various departments within the City to be alert to any suspicious activity occurring in and around City parking meters. The vandalism/theft has been reported to the RCMP for further investigation.

Project based enforcement was initiated this past month in relation to “newspaper boxes” and “newspaper distribution agents”. Traffic officers checked for valid permitting of several hundred newspaper boxes in the City. Similarly newspaper agents at transit stations were checked for permits. The enforcement program has had some preliminary success in that permits on newspaper boxes have been authenticated and approximately a dozen unauthorized boxes were removed. On the agent side one newspaper agency was ticketed for the distribution of newspapers without a permit.

The following is a month-to-month comparison reflecting the number of violations issued for the years 2010, 2011, 2012 and 2013:

**2010 - 2013 Comparison for Parking Violations Issued**



**4. Dispute Adjudication Program**

Fifteen adjudication hearings were scheduled for September 24, 2013, resulting in the following outcome:

- Ten violations upheld (six disputants did not attend and the allegations was deemed to have occurred)
- Five violations were dismissed.

The next Adjudication Hearing is scheduled for October 22, 2013.

**5. Animal Control**

Community Bylaws issued 63 new dog licences, representing a decrease of 8% when compared to the number of new dog licences issued in September 2012. As of September 30, 2013, there were 5485 dogs licensed in Richmond. This total includes 81 dangerous dog license registrations. Animal Control officers responded to 2 dog bite incidents each resulting in a dangerous dog investigation.

One violation ticket was issued as a result of a dog bite incident.

### 6. Revenue and Expenses

The following information is a month to month analysis of September 2013 compared to September 2012.

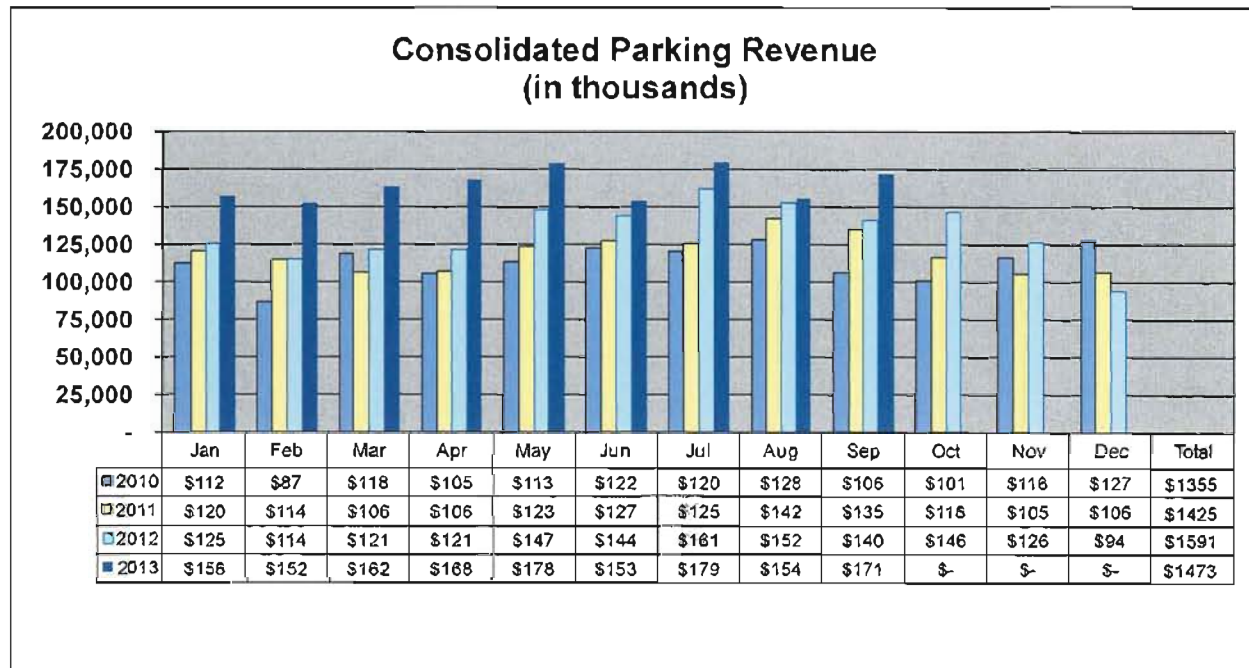
**Consolidated Parking Program Revenue** the total of meter, monthly permit and enforcement revenue increased by 22.1% over the same period last year to \$171,391 in September 2013 from \$140,394 in September 2012.

**Meter Revenue** increased by 19.4% over the same period last year to \$50,337 in September 2013 from \$42,156 in August 2012.

**Permit Revenue** increased by 19.0% over the same period last year to \$13,410 in September 2013 from \$11,266 in September 2012.

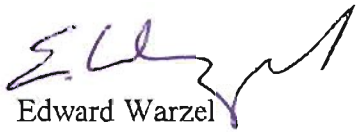
**Enforcement Revenue** increased by 23.8% over the same period last year to \$107,644 in September 2013 from \$86,972 in September 2012.

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



**Conclusion**

Community Bylaw staff continue 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.



Edward Warzel  
Manager, Community Bylaws  
(604)247-4601