



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** September 19, 2018
From: Cecilia Achiam **File:** 12-8060-01/20-Vol01
 General Manager, Community Safety
Re: **Community Bylaws Monthly Activity Report - August 2018**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report - August 2018”, dated September 19, 2018, from the General Manager, Community Safety, be received for information.

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

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

Staff Report

Origin

This monthly report for the Community Bylaws Department provides information on Grease, Soils, Property Use, Short-Term Rentals, 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

Grease

The Grease Officer remains focused on education and voluntary compliance. During the month of August, the Grease Officer undertook 101 grease-trap inspections which are reflected in the cumulative total shown in Figure 1a. Three warning violation notices for contravention of the Drainage, Dyke and Sanitary Sewer System Bylaw No. 7551 were issued.

Soils

The Soil Bylaw Officer continues to liaise with various departments and agencies for the purpose of monitoring properties in non-compliance with the current Soil Removal & Fill Deposit Regulation Bylaw No. 8094, in addition to reviewing soil deposit proposals. There are currently 89 files that remain open which consist of 25 stop-work-orders and/or removal orders and two active fill sites. There are currently 12 fill proposals within various stages of review.

During the month of August, the Soil Bylaw Officer conducted 54 site inspections.

Property Use

Property Use Officers continue to investigate property matters based on public complaints, as well as, conduct proactive enforcement for self-evident infractions such as boulevard obstructions and unsightly properties. Excluding grease, soils and short-term rentals, during the month of August, Property Use Officers administered 167 files, which were largely associated with unsightly premise, tow permits, as well as noise, sanitation and zoning matters.

Short-Term Rentals

Property Use Officers continue to investigate occupancy issues based on website listings and public complaints. During the month of August, Property Use Officers undertook 36 site visits, which resulted in the issuance of 27 violations (\$27,000 in fines), for contravention of both the Zoning Bylaw No. 8500 and the Business Regulation Bylaw No. 7538.

The following tables below (Figure 1a and 1b) reflect year-to-date *calls for service* categorized by property use file type for years 2016 and 2017. Calls are reflected as a cumulative total for each month ending with the current month of August 2018.

Figure 1a: Grease, Soils, Short-Term Rentals & Property-Use Calls For Service

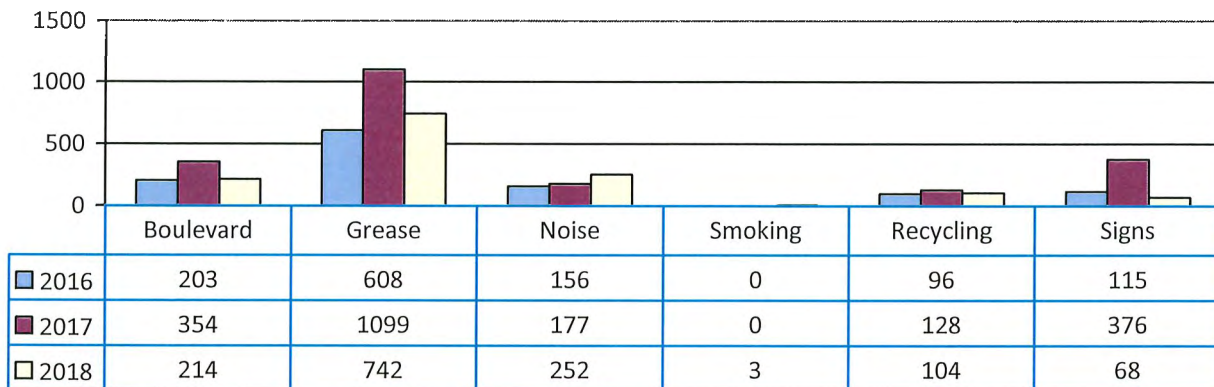
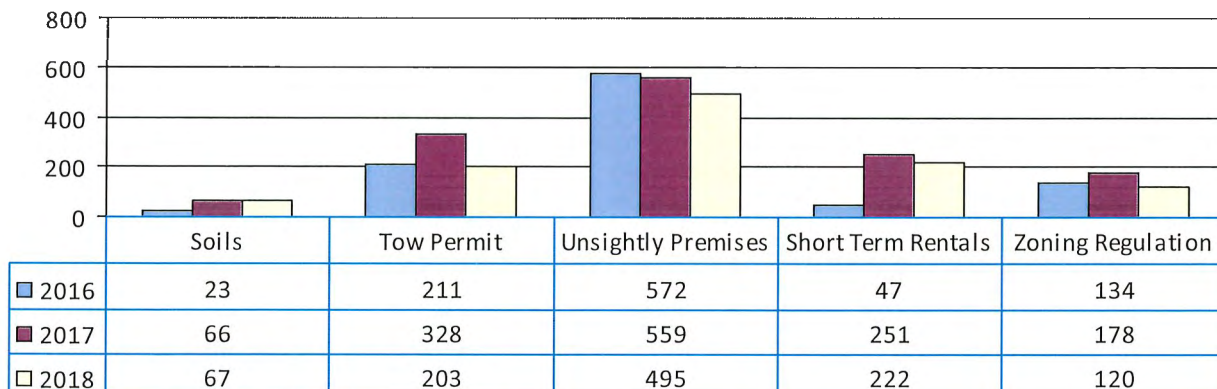


Figure 1b: Grease, Soils, Short-Term Rentals & Property-Use Calls For Service

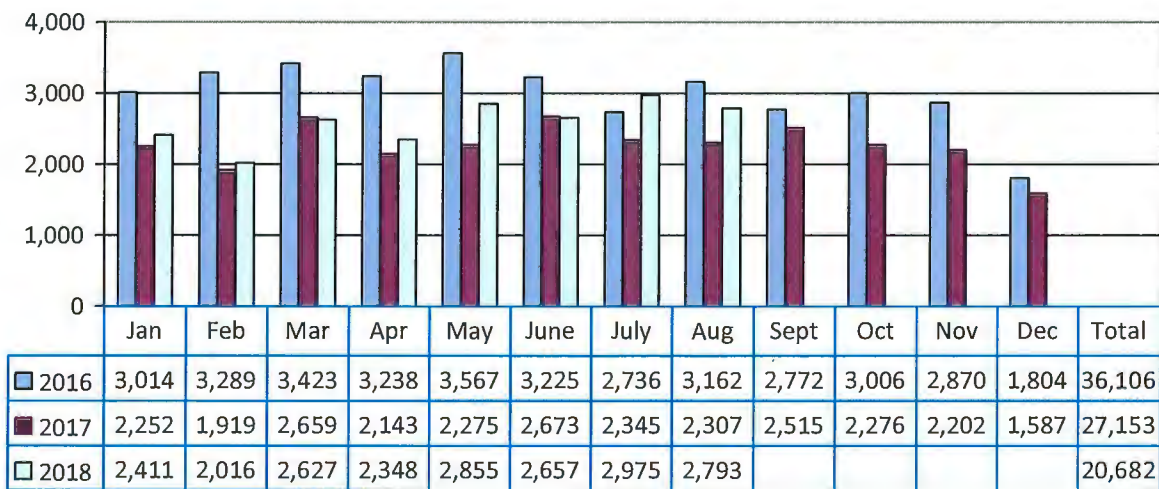


Parking

Parking and Animal Control Officers continue to focus on safety issues (fire hydrants, yellow curbs and animal control offences), as well as pay parking matters (parking meter and permit offences). During the month of August, Parking and Animal Control Officers issued 2,793 violations associated with various parking and stopping offences.

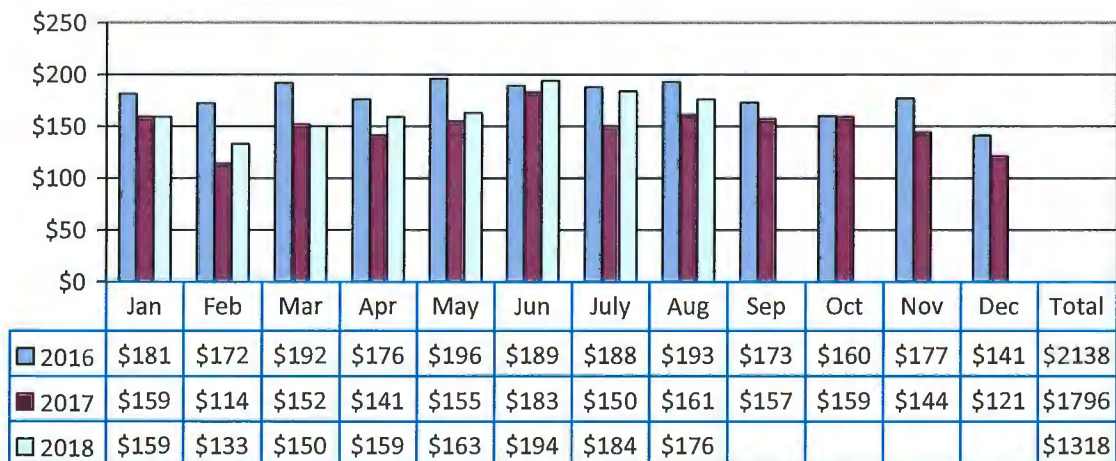
The following table reflects monthly and year-to-date *parking enforcement activity* measured by violation issuance.

Figure 2a: Parking Violations Issuance Comparison



The following table reflects monthly and year-to-date *parking program revenue* encompassing meter, permit & enforcement operations.

Figure 2b: Consolidated Parking Program Revenue Comparison
(000's)



Dog Licencing and Animal Control

During the month of August, 113 dogs were licenced. The total amount of dogs licenced to date is 7,116.

Education and Awareness

The following Parks/Dykes were patrolled during the month of August:

- Garden City Park
- King George Park
- Garry Point Park
- South Arm Park
- McLean Park
- West Dyke
- North West Dyke
- McDonald Beach
- Minoru Park
- Aberdeen Park
- Terra Nova Rural Park
- Steveston Community Park
- Burkeville
- Gilbert Road Beach
- Fraserwood Trail
- East Richmond Trail

Customer Service Activity – Parking and Animal Control

The following table reflects monthly and year-to-date *calls-for-service* for parking and animal control.

Figure 3a: Community Bylaws Calls-for-Service

| Calls for Service (Tempest & Amanda) | August | YTD |
|---|---------------|-------------|
| Parking & Stopping Files | 277 | 1743 |
| Animal Control Files | 189 | 1287 |
| Totals | 466 | 3030 |

Enforcement Activity

The following table reflects monthly and year-to-date *violation issuance* listed by file type.

Figure 3b: Community Bylaws Violations

| Ticket Issuance (BVN's & MTL's) | August | YTD |
|--|---------------|--------------|
| Short-Term Rental Offences | 30 | 68 |
| Soil Removal & Fill Deposit Offences | 0 | 39 |
| Grease Trap Offences | 3 | 23 |
| Parking & Stopping Offences | 2793 | 20708 |
| Animal Control Offences | 110 | 331 |
| Totals | 2936 | 21169 |

Adjudication

The next adjudication session scheduled for October 30, 2018 will consist of 13 violations in contravention of Traffic Bylaw No. 5870 and two violations in contravention of the Dog Licencing Bylaw No. 7138.

Revenue

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

In Figure 4, the variance for “False Alarms” remains inordinately high because of a previous billing transfer to property taxes and the significant variance for “Other Permits” can be attributed to straight-line financial projections. Recovery expenses represent the cost recovery of Bylaw and RCMP charges associated with the Richmond Night Market.

The following table reflects monthly and year-to-date *department revenue* listed by source.

Figure 4: Budget vs. Actual Revenue by Source

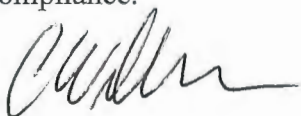
| Program Revenue | August Budget | August Actual | YTD Budget | YTD Actual | YTD (\$) Variance | YTD (%) Variance |
|----------------------|----------------|----------------|------------------|------------------|-------------------|------------------|
| Recovery - Expenses | 0 | 5,952 | 0 | 64,334 | 64,334 | 0.0% |
| Filming Revenue | 0 | 1,163 | 0 | 5,601 | 5,601 | 0.0% |
| False Alarms | 4,350 | 11,772 | 34,800 | 74,739 | 39,939 | 114.8% |
| Dog Licences | 9,923 | 5,710 | 171,121 | 176,403 | 5,282 | 3.1% |
| Towing Permits | 810 | 1,065 | 11,274 | 15,158 | 3,884 | 34.5% |
| Other Permits | 1,933 | 1,200 | 26,894 | 42,147 | 15,253 | 56.7% |
| Other Bylaw Fines | 2,329 | 18,850 | 33,850 | 70,250 | 36,400 | 107.5% |
| Parking Revenue | 170,803 | 175,781 | 1,372,337 | 1,318,995 | (53,342) | (3.9)% |
| Total Revenue | 190,148 | 221,493 | 1,650,276 | 1,767,627 | 117,351 | 7.1% |

Financial Impact

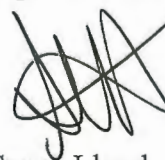
None.

Conclusion

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



Carli Williams
Manager, Community Bylaws
And Licencing
(604-276-4136)



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