



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** April 24, 2018  
**From:** Cecilia Achiam, MCIP, BCSLA **File:** 12-8060-01/20-Vol01  
 General Manager, Community Safety  
**Re:** **Community Bylaws Monthly Activity Report - March 2018**

### Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report - March 2018”, dated April 24, 2018, from the General Manager, Community Safety, be received for information.

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

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Finance	<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> CS
<b>APPROVED BY CAO</b> 	

## Staff Report

### Origin

This monthly report for the Community Bylaw 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 March, the bylaw officer undertook 55 grease-trap inspections, which resulted in the issuance of one warning for contravention of Drainage, Dyke and Sanitary Sewer System Bylaw No. 7551.

#### Soils

The Soil Officer continues to liaise with various department and agencies for the purpose of monitoring properties that are engaged in the removal or deposit of soils and other fill material. Currently 86 files remain under active investigation, which includes 22 stop-work-orders, 20 fill removal orders and two active fill sites. The City has received 25 complaints associated with soil matters to date.

During the month of March, the bylaw officer undertook 45 site inspections, which resulted in the issuance of seven tickets (\$3,500 in fines) for contravention of Soil Removal & Fill Deposit Regulation Bylaw No. 8094.

#### Property Use

Property Use Officers continue to investigate property matters based on public complaints, as well as conduct proactive enforcement for self-evident infractions like boulevard obstructions and unsightly properties. Excluding grease, soils and short-term rentals, during the month of March the bylaw officers administered 190 files, which were largely associated with noise, signs, unsightly premises, recycling and zoning matters.

The Short-Term Rental Officer continues to investigate occupancy issues based on website listings and public complaints. During the month of March, the bylaw officer undertook 66 site visits, with no resulting violations for contravention of Zoning Bylaw No. 8500.

The following tables reflect year-to-date *investigative activity* categorized by property use file type.

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

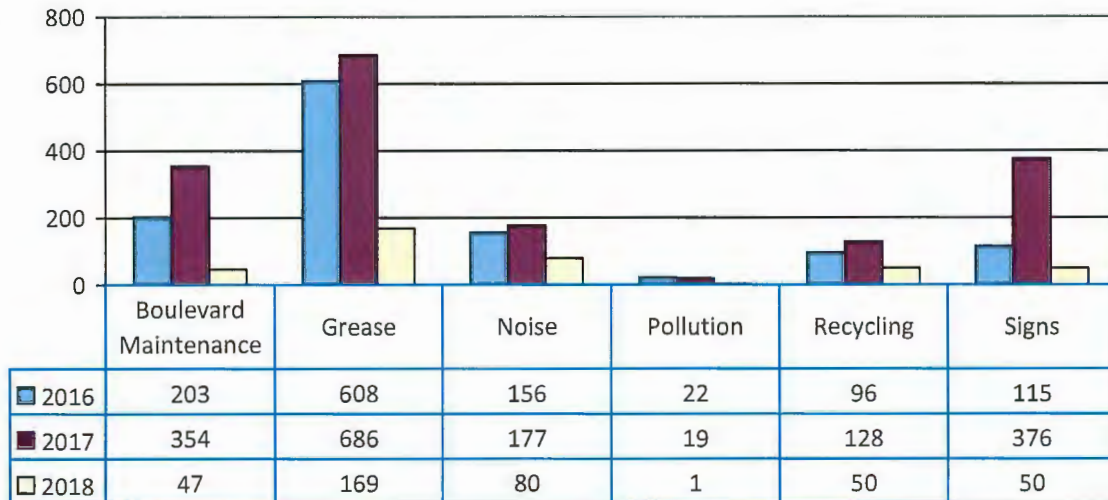
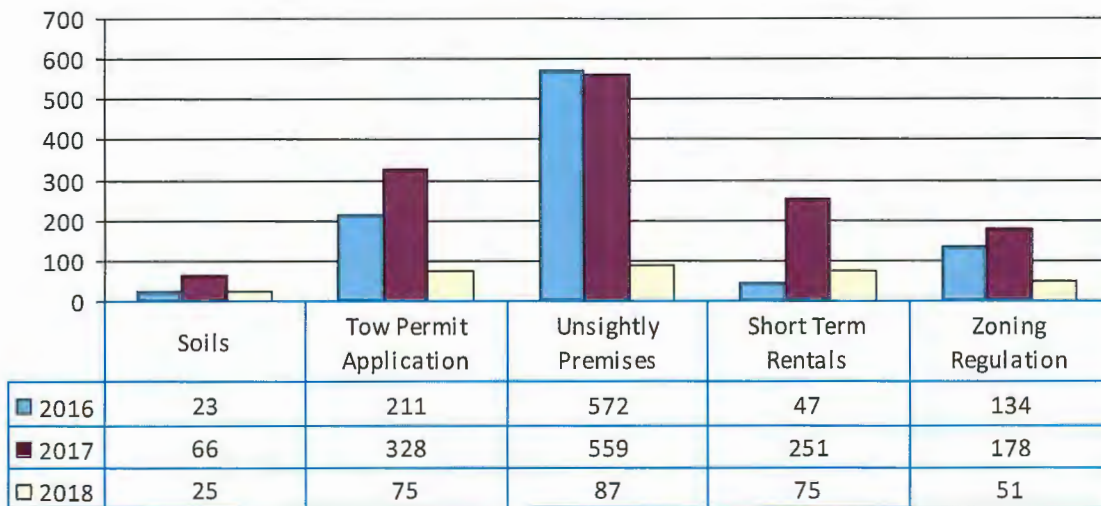


Figure 1b: Grease, Soils, Short-Term Rentals & Property-Use Service Demand

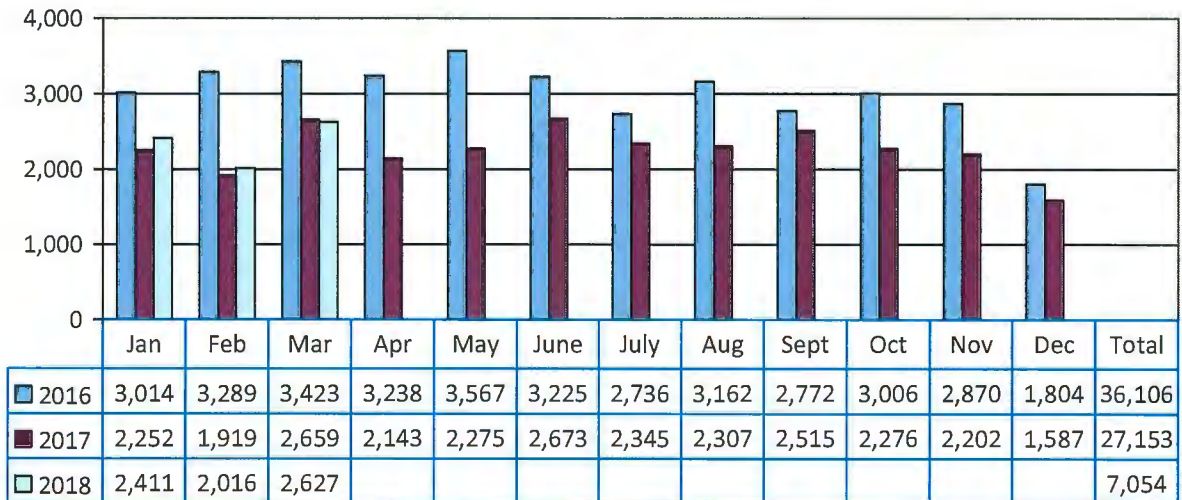


Parking and Animal Control

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 March, bylaw officers issued 2,620 violations associated with various parking and stopping offences.

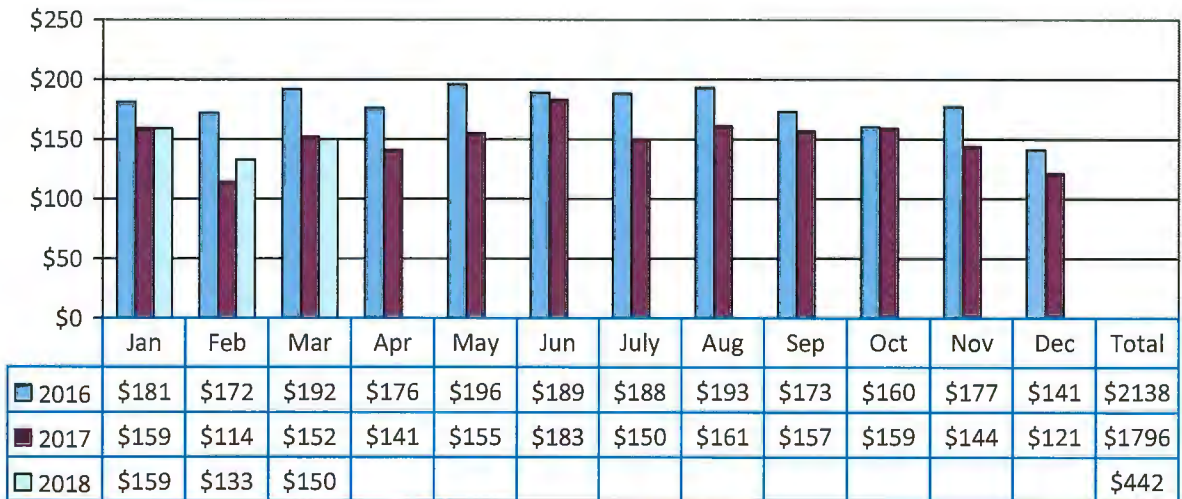
The following table reflects *parking enforcement activity* measured by violation issuance for the calendar month and year-to-date.

Figure 2a: Parking Violation Issuance



The following table reflects *pay parking activity* measured by consolidated revenue (meters, permits & violations) for the calendar month and year-to-date.

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



Dog Licencing

The 2018 dog licencing season began on November 9, 2017. As a result, 2,424 dog licences were processed during the remainder of 2017 while another 3,818 dogs were processed during March 2018. A total of 6,242 dogs have been licenced to date.

### Education and Awareness

RCMP and City Bylaw Officers coordinated resources to focus on commercial vehicle enforcement. This joint operation resulted in 21 violations being issued to non-permitted and overweight commercial vehicles.

### Customer Service Activity

The following table reflects department *calls-for-service* listed by file type for the month of March.

Figure 3a: Community Bylaw Calls-for-Service

<b>Calls for Service (Tempest &amp; Amanda)</b>	<b>March</b>	<b>YTD</b>
Property Use Files	190	457
Short Term Rental Files	17	75
Soil Removal & Fill Deposit Files	11	25
Grease Trap Files	29	169
Towing Permit Applications	19	75
Parking & Stopping Files	160	554
Animal Control Files **	167	414
<b>Totals</b>	<b>593</b>	<b>1,769</b>

### Enforcement Activity

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

Figure 3b: Community Bylaw Violations

<b>Ticket Issuance (BVN's &amp; MTI's)</b>	<b>March</b>	<b>YTD</b>
Short-Term Rental Offences	0	6
Soil Removal & Fill Deposit Offences	7	35
Grease Trap Offences	1	4
Parking & Stopping Offences	2,627	7,054
Animal Control Offences	11	46
<b>Totals</b>	<b>2,646</b>	<b>7,145</b>

### Adjudication

Eight cases were heard during the last adjudication session which was held on April 24, 2018. Outcomes from this session were as follows;

- Six bylaw violations upheld;
- One bylaw violation dismissed due to lack of evidence; and
- One bylaw violation adjourned till next adjudication.

The next adjudication session is scheduled for July 24, 2018.

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” is inordinately high because of a billing transfer to property taxes and the variance for “Other Permits” can be attributed to straight-line financial projections.

The following table reflects monthly and year-to-date *department revenue* based on source.

Figure 4: Budget vs. Actual Revenue by Source

Program Revenue	March Budget	March Actual	YTD Budget	YTD Actual	YTD (\$) Variance	YTD (%) Variance
Filming Revenue	0	425	0	714	714	0.0%
False Alarms	4,350	44,065	13,050	45,225	32,175	246.6%
Dog Licences	22,032	28,621	115,130	128,176	13,046	11.3%
Towing Permits	1,487	2,476	5,753	4,712	(1,041)	(18.1)%
Other Permits	3,547	0	13,725	36,085	22,360	162.9%
Other Fines	4,441	4,000	18,489	19,475	986	5.3%
Parking Revenue	156,134	150,224	475,625	442,106	(33,519)	(7.0)%
<b>Total Revenue</b>	<b>191,991</b>	<b>229,811</b>	<b>641,772</b>	<b>676,493</b>	<b>34,721</b>	<b>5.4%</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, all department personnel remain committed to educating the public and promoting a culture of voluntary compliance.



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