



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** July 12, 2019
From: Cecilia Achiam **File:** 12-8060-01/20-Vol01
 General Manager, Community Safety
Re: **Community Bylaws Monthly Activity Report – June 2019**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – June 2019”, dated July 12, 2019, from the General Manager, Community Safety, be received for information.

Cecilia Achiam
 General Manager, Community Safety
 (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: CA
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 Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance safety services and strategies to meet community needs.

At the Community safety Committee meeting on July 9, 2019 direction was given to staff to provide a detailed breakdown of revenue and revenue allocation.

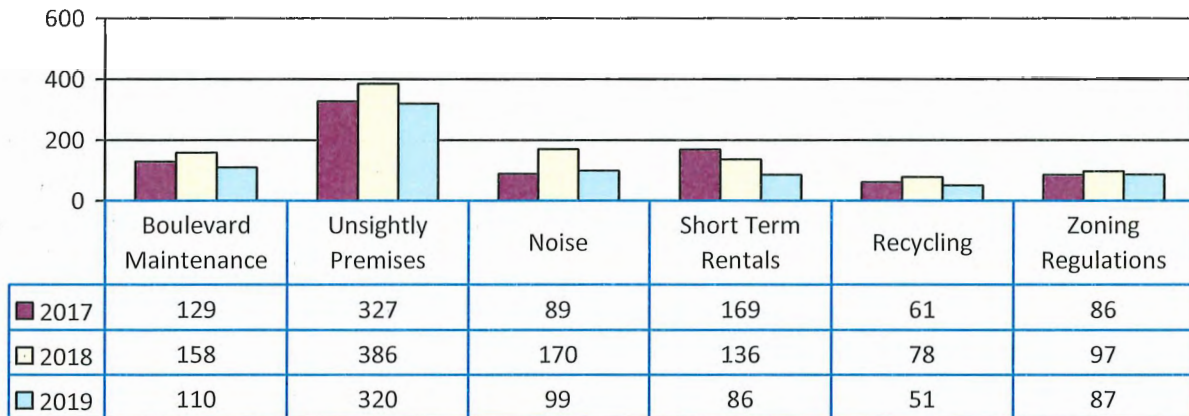
Analysis

Property Use

Property Use enforcement matters are divided among several groups in Community Bylaws, Engineering, Business Licencing and Vancouver Coastal Health. Figure 1 shows the calls for service (files opened) by Property Use Inspectors in the Community Bylaws department. Figure 2 shows all other property related enforcement.

Property Use Officers investigate property matters based on public complaints as well as conduct proactive enforcement for self-evident infractions such as boulevard obstructions, unsightly properties and short-term rentals. This group also responds to complaints and investigates concerns relating to vacant homes and homeless camps and has taken over responsibility for Provincial Court prosecutions of the Building Regulation Bylaw No. 7230.

Figure 1: Property Use Calls For Service - June Year-To-Date Comparison

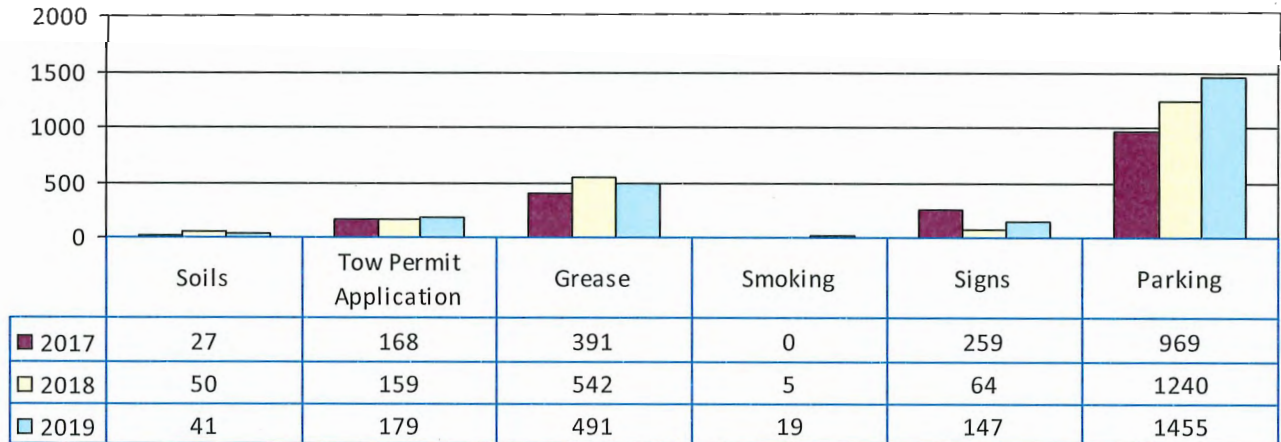


In addition to calls for service, the number of open files underway is also used as a measure of the workload of staff in this area. More complex files, like short-term rentals, illegal suites, homeless camps and Provincial Court files can take months to reach compliance, whereas simpler files like boulevard maintenance and unsightly premises are resolved and closed within days or up to two weeks. Using this as a measure, the Property Use area continues to see an increase in ongoing, open files beyond historical levels. The cases in June 2019 are 66% higher than June 2018. The number of cases in June also exceeds the busiest month of 2018 and is continuing to increase. This is affecting service levels related to bylaw enforcement and especially investigating new cases. Staff are prioritizing the cases they receive, including short-term rentals where there were eight tickets issued this month.

Grease

The Grease Officer remains focused on education and communication. During the month of June, the Grease Officer undertook 97 grease-trap inspections which are reflected in the cumulative total shown in Figure 2. There were no violation notices issued for contraventions of the Drainage, Dike and Sanitary Sewer System Bylaw No. 7551.

Figure 2: Other Calls For Service - June Year-To-Date Comparison



Soils

The Soil Bylaw Officer continues to respond to complaints and issues of non-compliance with Soil Removal & Fill Deposit Regulation Bylaw No. 8094 (Soil Bylaw). The Officer continues to address issues of non-compliance on 34 properties in addition to monitoring 15 approved sites. There are 11 soil deposit proposals under various stages of review by City staff. During the month of June, the Soil Bylaw Officer conducted 102 site inspections and one violation notice was issued for non-compliance of the Soil Bylaw.

Dog Licencing and Patrols

During the month of June, 264 dogs were licenced. The total amount of dogs licenced to date is 6,801.

As part of the annual dog licencing campaign, Community Bylaws began a new initiative of reaching out to residential strata management companies through a mail campaign, to licence new dogs residing within their buildings. Part of the initiative was to gain access to the common areas within the strata for the purpose of leaving dog licencing pamphlets which outline the regulations in both the Dog Licencing Bylaw No. 7138 (Dog Licencing Bylaw) and the Animal Control Regulation Bylaw No. 7932 (Animal Control Bylaw). To date, the initiative has resulted in 80 new licences for dogs residing within a strata complex.

Regional Animal Protection Society (RAPS) Officers conduct monthly rotational patrols of the dikes, parks and school grounds within the City. The following were patrolled during the month of June, with an emphasis on Garry Point due to numerous dog off-leash complaints. The visual presence of bylaw enforcement officers can often lead to dog owners/walkers, being more mindful with compliance and keeping their dogs on leash. As a result, the patrols, including Garry Point, resulted in no contraventions of the Animal Control Bylaw or the Dog Licencing Bylaw.

- Blair Elementary
- No. 3 Road Waterfront Park
- James Gilmore Elementary
- McDonald Beach
- Garden City Community Park
- Iona Beach Park
- Cambie Community Park
- Cambie Secondary
- Maple Lane Elementary
- South Arm Park
- Steveston Village
- Quilchena Elementary
- MacNeill Secondary School
- Garry Point
- Cambie Community Centre
- Dyke Road
- Richmond Nature Park
- McCallan Park
- Kingswood Elementary
- Thomas Kidd Elementary
- Minoru Park
- Terra Nova Park
- Walter Lee Elementary
- Talmey Neighbourhood Park

Parking

Parking Officers continue to focus on safety and gain compliance through education and ticketing while proactively conducting their daily patrols. For the month of June, Parking Officers issued 2,636 violations associated with various parking and stopping offences.

Figure 3: Parking Violations Issuance Comparison

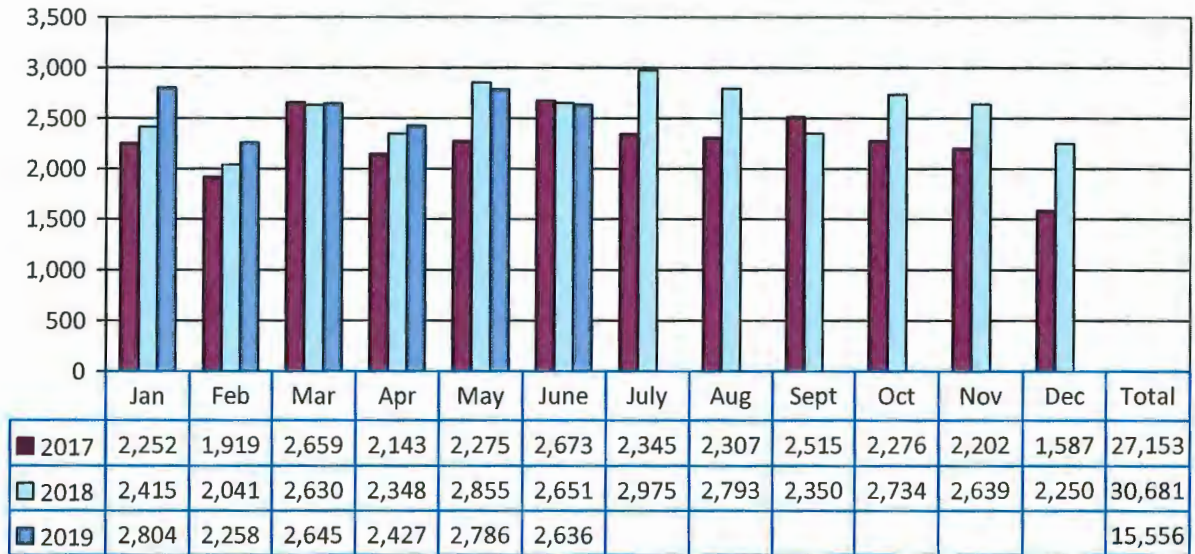
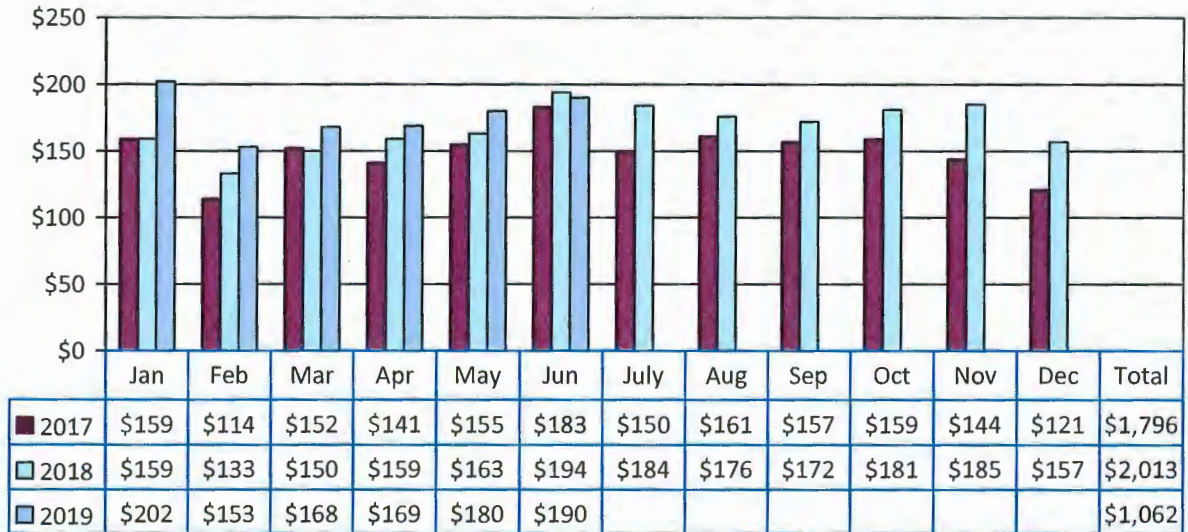


Figure 3 reflects monthly and year-to-date parking enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 4.

Figure 4: Consolidated Parking Program Revenue Comparison (000's)



All Enforcement Activity

While parking violations make up the majority of tickets issued by City of Richmond bylaw enforcement staff, there are a number of other categories which are of interest to the public. Table 1 shows the number of violations in parking plus those in other categories. The number of tickets issued, in areas other than parking, is not necessarily an indication of staff effort as staff are instructed to pursue compliance as the main goal which sometimes is better served with a warning instead of a ticket.

Table 1: Community Bylaw Violations

Ticket Issuance (BVN's & MTI's)	June	YTD
Short-Term Rental Offences	8	21
Soil Removal & Fill Deposit Offences	1	4
Grease Trap Offences	0	7
Parking & Stopping Offences	2,636	15,556
Animal Control Offences	46	98
Totals	2,691	15,686

Adjudication

The adjudication session was held on June 11, 2019, and consisted of 13 parking violations in contravention of the Traffic Bylaw No. 5870 and one violation in contravention of the Dog Licencing Bylaw No. 7138. All tickets were upheld in favour of the City. The next adjudication session is scheduled for September 17, 2019.

Revenue and Expenses

The Community Bylaws Department derives most of its revenue from parking meters, parking permits and parking violations with the remainder of revenue generated from dog licences, false alarm incidents, tow permits and other permits and bylaw fines. Figures for individual revenue types are shown in Table 2. Revenue and expenses for the three main programs within Community Bylaws is shown in Table 3 as was directed by the Community Safety Committee at the previous meeting on July 9th. Staff note that the revenue and expense of a program is only one of the measurements used to evaluate the efficiency and effectiveness of a program. Service levels for all City services are set by Council.

Table 2: Department Revenue by Source

Program Revenue	Budget June 2019	Actual June 2019	YTD Budget June 2019	YTD Actual June 2019
Contract Revenue ¹	0	5,000	0	30,000
Filming Revenue	0	462	0	13,733
False Alarm	4,442	0	26,650	12,399
Dog Licences	10,549	14,131	159,083	170,787
Towing Permits	725	1,514	9,263	11,944
Other Permits ²	1,722	0	22,007	37,607
Other Bylaw Fines ³	2,136	2,455	28,330	84,330
Parking Revenue ⁴	191,279	189,990	982,431	1,062,216
Receivable Income ⁵	9,364	5,435	48,092	12,746
Total Revenue	220,217	218,987	1,275,856	1,435,762

Table 3: Revenue and Expenses by Program in Community Bylaws

Community Bylaws by Program		YTD Budget June 2019	YTD Actual June 2019
Parking	Revenue	1,030,523	1,118,695
	Expenses	764,048	615,339
	Net Revenue	266,475	503,356
Animal Control	Revenue	165,878	178,717
	Expenses	136,150	111,584
	Net Revenue	29,728	67,133
Property Use	Revenue	79,454	138,349
	Expenses	581,714	474,340
	Net Expense	502,260	335,991
Total Net Revenue (Expense)		(206,057)	234,498

¹ City Towing Contract with Rusty's

² Newspaper box and soil permit applications

³ Property Use and Animal control violations

⁴ Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

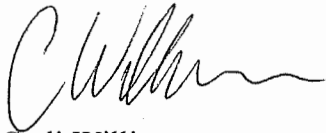
⁵ Receivable Income consists of Night Market cost recoveries

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



Susan Lloyd
Manager, Parking Enforcement, Animal Control
and Administration, Community Bylaws