



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** December 14, 2018
From: Cecilia Achiam **File:** 12-8060-01/20-Vol01
 General Manager, Community Safety
Re: **Community Bylaws Monthly Activity Report - November 2018**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report - November 2018”, dated December 14, 2018, 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 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 November, the Grease Officer undertook 93 grease-trap inspections which are reflected in the cumulative total shown in Figure 1a. One warning violation notice for contravention of the Drainage, Dyke and Sanitary Sewer System Bylaw No. 7551 was 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 96 files that remain open which consist of 35 stop-work-orders and/or removal orders, four active fill sites and 10 fill proposals. Other files being reviewed relate to general inquiries or complaints from the public and files coordinated with the ALC.

During the month of November, the Soil Bylaw Officer conducted 44 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. This group also responds to complaints and investigates concerns relating to vacant homes. Staff are currently preparing an update for Council specific to this issue with recommendations to strengthen existing bylaws and the City's response.

Short-Term Rentals

Property Use Officers continue to investigate occupancy issues based on website listings and public complaints. During the month of November, Property Use Officers undertook ten calls for service. No contraventions of both the Zoning Bylaw No. 8500 and the Business Regulation Bylaw No. 7538 were found.

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 November 2018.

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

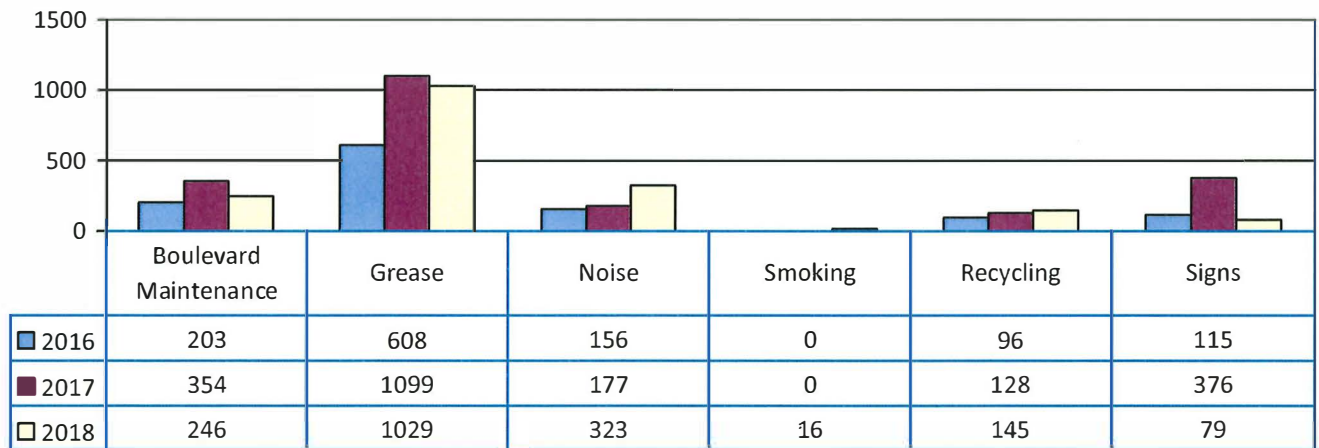
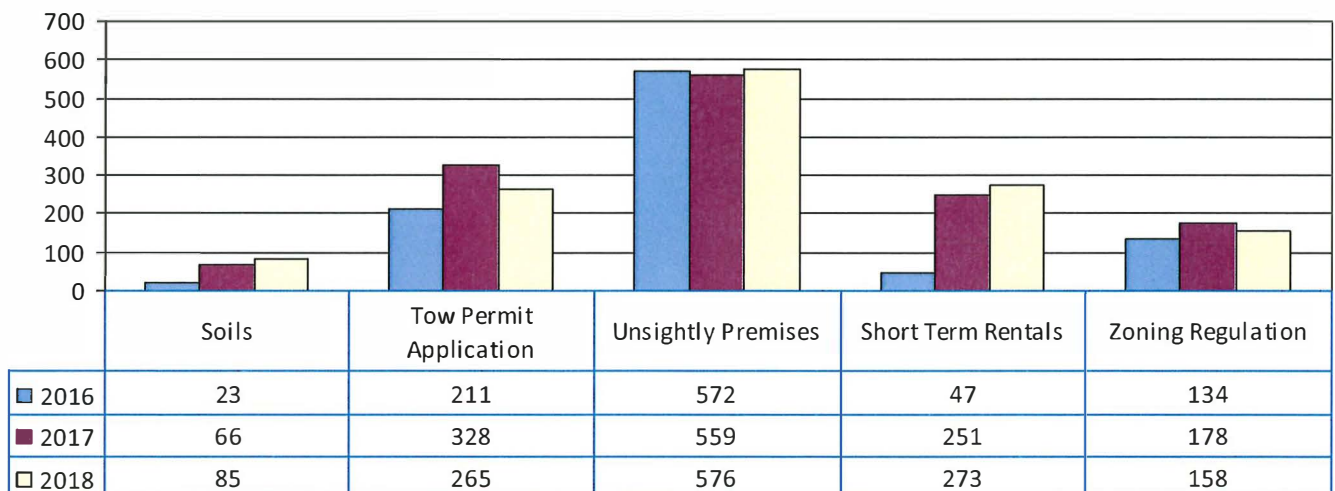


Figure 1b: Grease, Soils, Short-Term Rentals & Property-Use Calls For Service

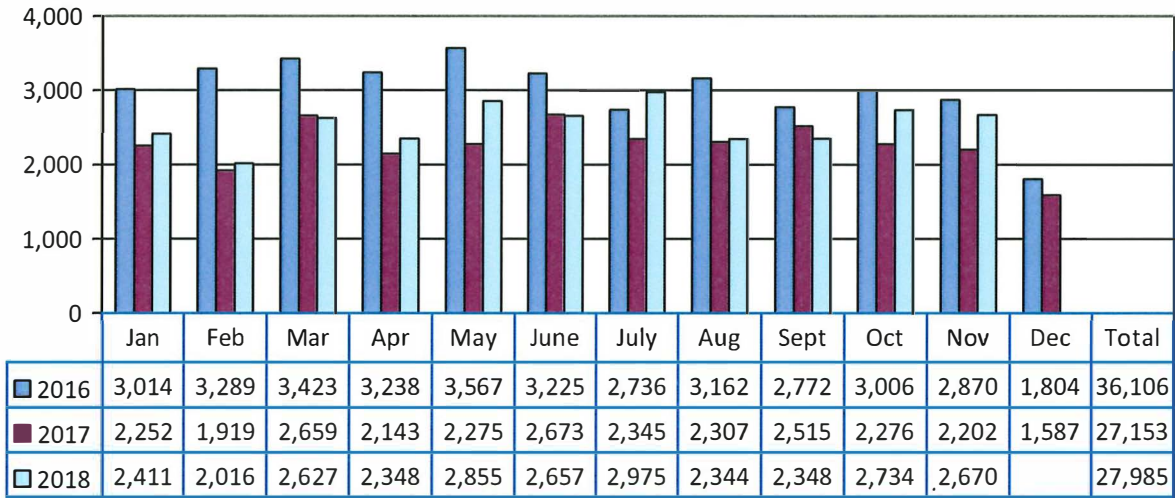


Parking

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 November, Parking and Animal Control Officers issued 2,670 violations associated with various parking and stopping offences.

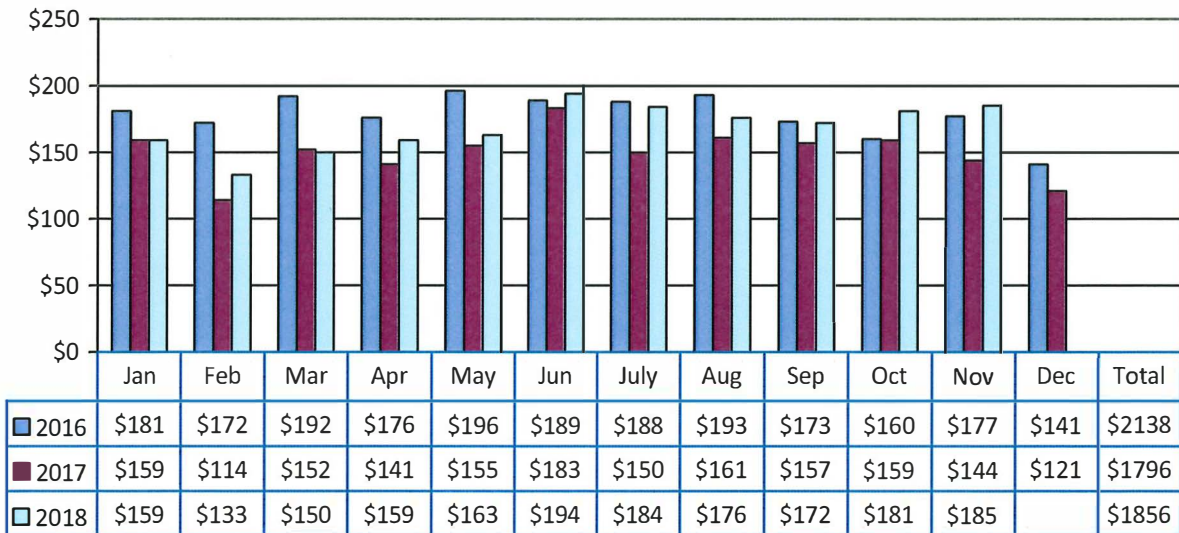
The following table reflects monthly and year-to-date *parking enforcement activity* measured by violation issuance.

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 November, 27 dogs were licenced. The total amount of dogs licenced to date is 7,268.

Education and Awareness

Parking and Animal Control Officers together with RAPS (Regional Animal Protection Society), conduct scheduled monthly rotational patrols of the dykes, parks and school grounds within the City. The following were patrolled during the month of November:

- Garry Point
- King George Park
- Cambie Community Park
- McLean Park
- Spul'u'Kwuks School
- Ferndale Park
- Dover Park
- Iona Beach
- Hugh Boyd Community Park
- Steveston Village
- Terra Nova Rural Park
- No. 3 road Off-Leash Park
- Garden City Park
- West Dyke
- Terra Nova Dyke
- Grauer

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)	November	YTD
Parking & Stopping Files	210	2489
Animal Control Files	153	1837
Totals	363	4326

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)	November	YTD
Short-Term Rental Offences	0	78
Soil Removal & Fill Deposit Offences	1	42
Grease Trap Offences	1	28
Parking & Stopping Offences	2670	28462
Animal Control Offences	14	413
Totals	2686	29023

Adjudication

The next adjudication hearing is scheduled for February 12, 2019.

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	Nov Budget	Nov Actual	YTD Budget	YTD Actual	YTD (\$) Variance	YTD (%) Variance
Recovery - Expenses	0	0	0	75,668	75,668	0.0%
Filming Revenue	0	271	0	12,493	12,493	0.0%
False Alarms	4,350	119	47,850	79,615	31,765	66.4%
Dog Licences	14,166	2,990	199,511	186,740	(12,771)	(6.4)%
Towing Permits	1,147	1,250	14,443	18,900	4,457	30.9%
Other Permits	2,738	600	34,456	44,547	10,091	29.3%
Other Bylaw Fines	3,304	10,375	42,507	97,464	54,957	129.3%
Parking Revenue	147,101	185,274	1,833,289	1,856,678	23,389	1.3%
Total Revenue	172,806	200,879	2,172,056	2,372,105	200,049	9.2%

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.



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