



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** November 20, 2017
From: Cecilia Achiam, MCIP, BCSLA **File:** 12-8060-01/20-Vol01
 General Manager, Community Safety
Re: **Community Bylaws Monthly Activity Report - October 2017**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report - October 2017”, dated November 20, 2017, from the General Manager, Community Safety, be received for information.

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

Att. 1

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

Staff Report

Origin

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

Property Use

Property Use Officers continue to investigate property matters based on public complaint. During the month, bylaw officers handled 202 files, largely associated with illegal signs, excessive noise, boulevard obstructions and unsightly premises.

The Short-Term Rental Officer continues to investigate occupancy matters based on website listings and public complaints. During the month, the bylaw officer undertook 55 site visits/inspections and issued five bylaw violations in accordance with Zoning Bylaw No. 8500. In addition, the City was successful in prosecuting two court cases that resulted in \$4,100 in fines.

Soils

The Soil Officer continues to liaise with various departments/agencies and monitor properties engaged in the removal or deposit of soil and other fill material. A total of 79 files remain under active investigation and include 10 approved fill permits, 20 stop-work-orders and two fill removal orders.

A total of 245 soil files were opened since 2011, of which 166 files were successfully concluded. Of these 245 files, 50 consisted of "general inquiries", while 195 were associated with "unauthorized fill" activity. Beginning with this report soil file activity for the current year will be reported as per "Figure 6" in "Attachment 1". However, for this month only file activity from previous years has been included, in order to provide a historical perspective.

Grease

The Grease Officer remains focused on education and voluntary compliance. During the month the bylaw officer undertook 106 grease-trap inspections and found all food establishments to be in compliance with Sanitary Sewer Bylaw No. 7551.

Parking and Animal Control

Parking and Animal Control Officers remain focused on safety and liability issues (school zones, fire hydrants, dogs off leash), as well as the enforcement of pay parking zones (meters and permits). During the month, bylaw officers issued 1963 fines and 313 warning tickets for various types of parking and stopping offences.

A total of 72 new dog licences and licence renewals were processed during October. Year to date 7,192 dogs have been licenced within the municipality resulting in a projection of 7,250 dogs licenced by the end of the year.

Education and Awareness

The Supervisor of Parking & Animal Control conducted four bylaw enforcement training sessions at the Richmond RCMP Detachment which covered topics associated with parking regulations and ticket issuance.

Community Bylaws in conjunction with the Roads & Construction Department continue to coordinate resources in relation to street sweeping enforcement. During the month, bylaw officers issued 102 violations within the subdivisions of Talmey and Katsura which were associated with temporary parking prohibitions (posted no-parking for street sweeping).

The City of Edmonton conducted a refresher training program for City of Richmond bylaw officers in the fundamentals of animal control. The two day Animal Control Officer program covered topics such as; officer safety practices, understanding animal behaviour, employing effective tools and techniques for animal capture.

During the evening of October 31, 2017 several officer shifts were extended to 10:00 pm to provide an increased presence during Halloween. These bylaw officers assisted RAPS with increased call activity (dogs startled by fireworks).

Adjudication

The next adjudication hearing is scheduled for January 30, 2018.

Revenue

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

At present Community Bylaws remains on target to meet or exceed all budgetary obligations and the table on the following page lists all department revenue by source for the current month and year to date.

Figure 1: Budgeted vs. Actual Revenue by Source

| Revenues | Oct Budget | Oct Actual | YTD Budget | YTD Actual | YTD Variance (\$) | YTD Variance (%) |
|----------------------|----------------|----------------|------------------|------------------|-------------------|------------------|
| Receivable Income * | 0 | 4,803 | 100,000 | 171,522 | 71,522 | 71.5% |
| Filming Revenue | 0 | 1,950 | 0 | 20,051 | 20,051 | 0.0% |
| False Alarms | 4,258 | 4,048 | 42,583 | 65,377 | 22,794 | 53.5% |
| Dog Licences | 5,493 | 4,324 | 142,528 | 188,322 | 45,794 | 32.1% |
| Towing Permits | 738 | 2,317 | 13,528 | 17,650 | 4,122 | 30.5% |
| Other Permits | 1,756 | 577 | 32,197 | 40,395 | 8,198 | 25.5% |
| Other Bylaw Fines | 2,066 | 8,675 | 40,205 | 75,550 | 32,345 | 80.4% |
| Parking Revenue | 141,446 | 159,054 | 1,516,367 | 1,530,527 | 14,160 | 0.93% |
| Total Revenue | 155,757 | 185,748 | 1,887,408 | 2,106,394 | 218,986 | 11.6% |

* Receivable Income represents cost recovery for *Night Market* parking enforcement

Financial Impact

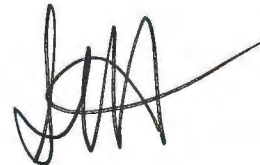
None.

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, staff remain committed to educating the public and promoting a culture of voluntary compliance.



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 Manager, Property Use, Policies & Programs
 Community Bylaws
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Susan Lloyd
 Manager, Parking Enforcement,
 Animal Control & Administration
 Community Bylaws
 (604-247-4467)

GS/STL:ct

Att.1: Activity - Property Use, Short Term Rentals, Grease, Soils, Parking Enforcement, Animal Control and Dog Licencing

Property Use Activity

The table below lists all *property use* calls-for-service for the current month & year to date:

Figure 2: Property Use Calls for Service

| Unsightly Bylaw 7162 / Blvd. Bylaw 7174 / Sign Bylaw 9700 & Other Bylaws | October | YTD |
|---|---------|-------|
| Property Enquiries & Complaints | 202 | *2891 |
| * includes one-time adjustment for snow-removal counts absent from the previous detail tables (+349 seasonal calls for service) | | |

Short Term Rental Activity

The table below lists all *short term rental* violations for the current month & year to date:

Figure 3: Short Term Rental Violations

| Zoning Bylaw 8500 / Licencing Bylaw 7360 / Business Bylaw 7538 | October | YTD |
|--|---------|-----|
| Dwelling, Operating & Licencing Offences | 5 | 85 |

Grease Activity

The table below lists all *grease trap* violations for the current month & year to date:

Figure 4: Grease Trap Violations

| Drainage & Sanitary Sewer Bylaw 7551 | October | YTD |
|--------------------------------------|---------|-----|
| Grease Trap Offences | 0 | 27 |

Soils Activity

The table below lists all *soils* calls-for-service for the current month & year to date:

Figure 5: Soils Calls for Service

| Soil Removal & Fill Deposit Bylaw 8094 | October | YTD |
|--|---------|-----|
| Soils Enquiries & Complaints | 2 | 58 |

The table below lists annual *soil* file counts by primary activity from 2011 through 2017:

Figure 6: Soils File Activity History

| Year | General Inquiry Files | Unauthorized Fill Files | Open Files | Closed Files | Total Files |
|----------------|-----------------------|-------------------------|------------|--------------|-------------|
| 2017 | 31 | 32 | 52 | 11 | 63 |
| 2016 | 3 | 20 | 8 | 15 | 23 |
| 2015 | 9 | 30 | 16 | 23 | 39 |
| 2014 | 1 | 27 | 1 | 27 | 28 |
| 2013 | 5 | 42 | 2 | 45 | 47 |
| 2012 | 1 | 27 | 0 | 28 | 28 |
| 2011 | 0 | 17 | 0 | 17 | 17 |
| Total | 50 | 195 | 79 | 166 | 245 |
| Average | 7 | 28 | n/a | n/a | 35 |

Parking Activity

The table below lists all *parking* calls-for-service/violations for the current month & year to date:

Figure 7: Parking Calls for Service & Violations

| Traffic Bylaw 5870 / Parking Regulation 7403 | October | YTD |
|---|----------------|------------|
| Parking Enquiries & Complaints | 239 | 1820 |
| Parking & Stopping Offences | 2276 | 19909 |

Animal Control & Dog Licencing Activity

The table below lists all *animal control & dog licencing* calls-for-service/violations for the current month & year to date:

Figure 8: Animal Control Calls for Service & Violations

| Animal Control Bylaw No. 7932 / Dog Licencing Bylaw 7138 | October | YTD |
|---|----------------|------------|
| Animal Control / Dog Licencing Enquiries & Complaints | 37 | 170 |
| Animal Control / Dog Licencing Offences | 22 | 234 |