



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** January 25, 2018
From: Cecilia Achiam, MCIP, BCSLA **File:** 12-8060-01/20-Vol01
 General Manager, Community Safety
Re: **Community Bylaws Monthly Activity Report - December 2017**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report - December 2017”, dated January 25, 2018, from the General Manager, Community Safety, be received for information.

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

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: CJ
APPROVED BY CAO 	

Staff Report

Origin

This monthly report for the Community Bylaw Department provides information on Grease, Soils, Property Use, Short Term Rentals (STR), Pay Parking and 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 the bylaw officer undertook 57 grease-trap inspections and issued three warning tickets for contravention of Sanitary Sewer Bylaw No. 7551.

Soils

The Soil Officer continues to liaise with various departments and agencies for the purpose of monitoring properties engaged in the removal/deposit of soil and other fill material. A total of 80 files remain under active investigation, which includes 27 stop-work-orders, three fill removal orders and one active fill site. In addition, the officer issued two tickets for contravention of Soil Removal & Fill deposit Bylaw No. 8094.

Property Use

Property Use Officers continue to investigate property matters based on public complaints and recently initiated proactive enforcement for self-evident offences such as boulevard obstructions and unsightly properties. During the month bylaw officers administered 107 files that were largely associated with illegal signs, unsightly premises and recycling containers that were left on-street.

The Short-Term Rental Officer continues to investigate occupancy matters based on website listings and public complaints. The bylaw officer undertook 14 site visits but did not encounter any contraventions of Zoning Bylaw No. 8500.

The following tables reflect cumulative file activity categorized by type for the calendar year:

Figure 1a: Grease, Soils & Property Use Service Demand Comparison

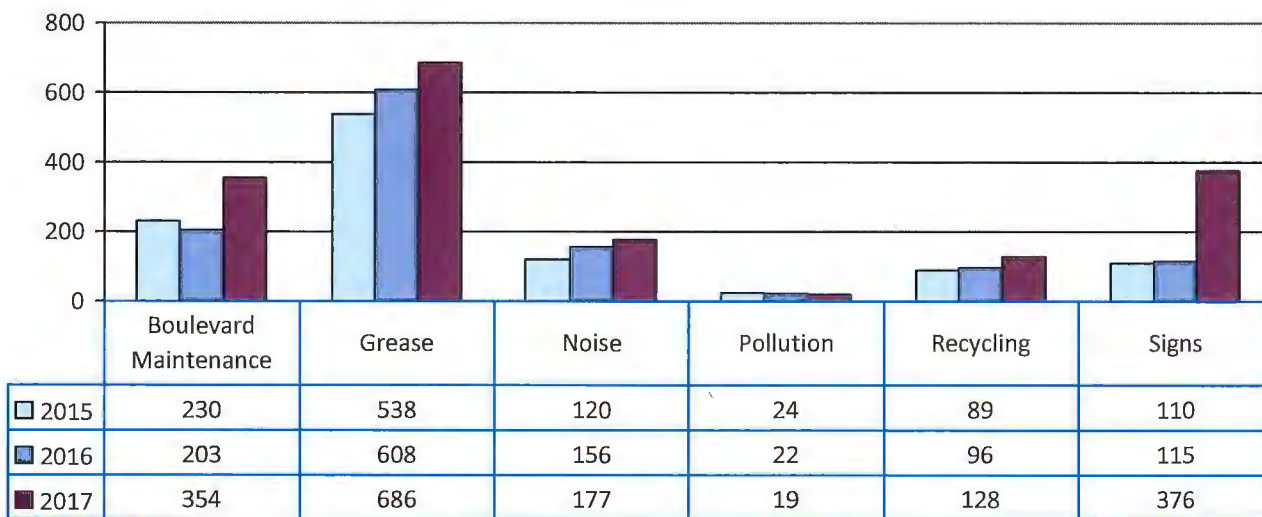
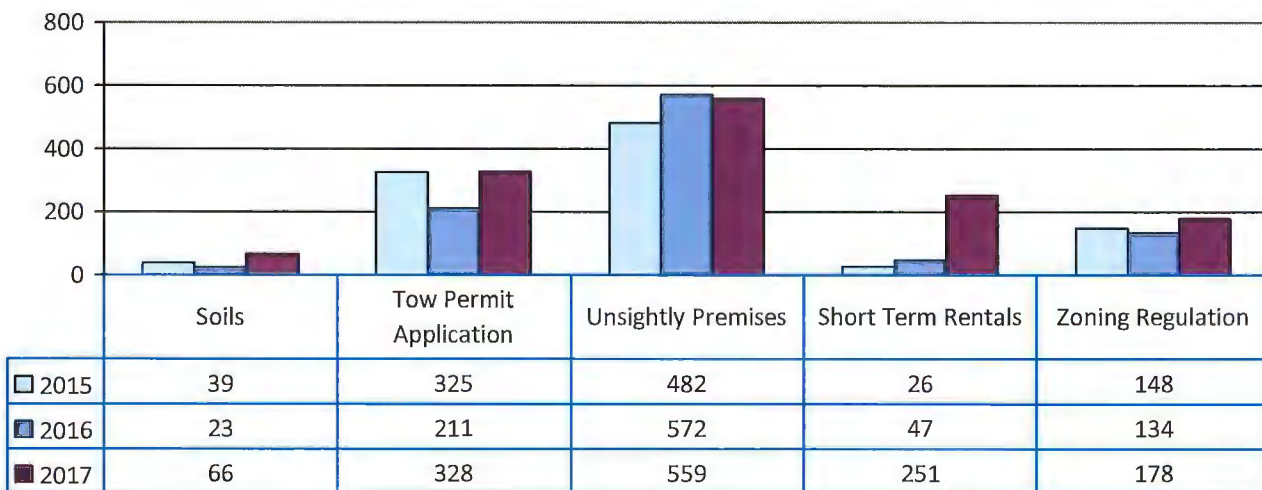


Figure 1b: Grease, Soils & Property Use Service Demand Comparison



Parking and Animal Control

Parking & Animal Control Officers continue to focus on safety and liability issues (fire hydrant, crosswalk and animal control offences), as well as pay parking matters (meter and permit offences). Over the course of the holiday season staff focused on education, which resulted in a temporary decrease in ticket issuance. During the month bylaw officers issued 1213 fines and 374 warning tickets associated with various parking and stopping offences.

Figure 2a: Parking Violation Issuance Comparison

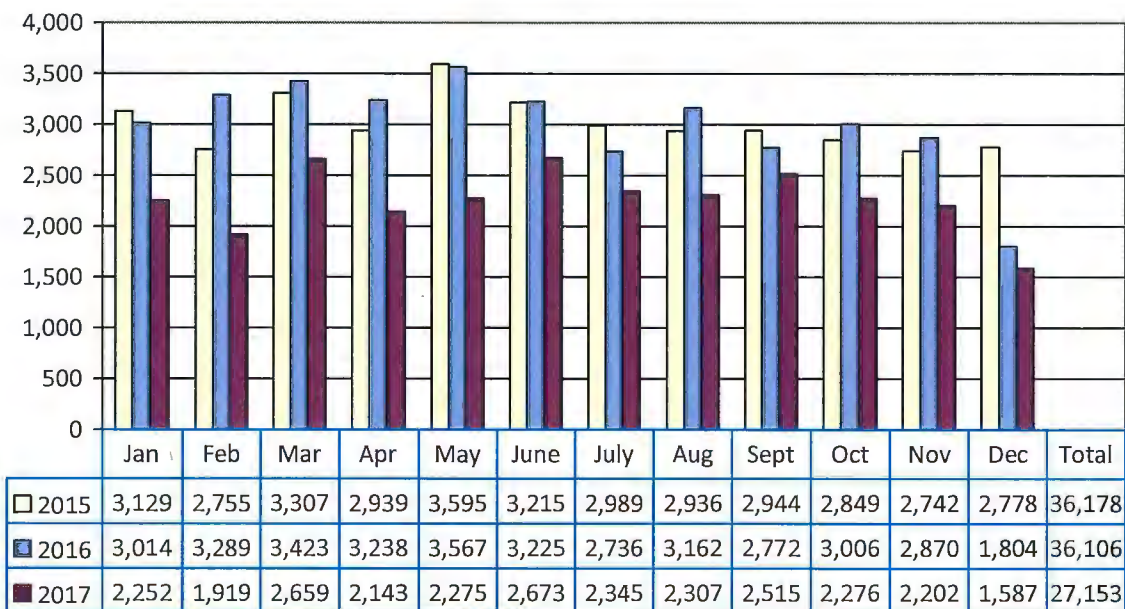


Figure 2b: Consolidated Parking Program Revenue Comparison (000's)



Dog Licencing

The 2018 dog licencing season began on November 9, 2017, with a total of 802 dog licences processed during the remainder of the month. A further 1622 new and/or renewal licences were processed during December, which resulted in a total of 2424 dog licences being processed for the 2018 season.

Education and Awareness

Property Use staff distributed educational leaflets to local libraries, Community Centres and various municipal offices, for the purpose of disseminating information to the public regarding snow removal regulations.

Parking & Animal Control Officers increased enforcement of Steveston's three hour time limit, in response to complaints from local merchants regarding low vehicle turnover. In addition, commercial vehicle patrols were undertaken along the 12000 block of Greenland Drive, in response to complaints from local residents regarding overnight parking.

Customer Service Activity

The table below lists all department calls-for-service categorized by type that were processed during the current month and calendar year:

Figure 3a: Community Bylaws Calls-for-Service

Calls for Service	December	2017
Property Use	107	2,804
Parking Enforcement	121	2,201
Animal Control	17	261
Totals	245	5,266

Enforcement Activity

The table below lists all department *violations* categorized by type that were issued during the current month and calendar year:

Figure 3b: Community Bylaws Violations

Ticket Issuance (BVN's & MTI's)	December	2017
Short-Term Rental Offences	0	87
Grease Trap Offences	3	33
Parking & Stopping Offences	1,587	23,644
Animal Control Offences	11	263
Totals	1,601	24,027

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.

The shortfall in parking revenue is due to the Licence Plate Recognition (LPR) program which was scheduled to be implemented in 2017 and therefore included in the original 2017 budget. It was identified that the LPR program would generate an additional \$195K in revenue. The LPR is anticipated to be implemented in the spring of 2018 and the 2018 revenue projection has been adjusted accordingly.

A negative variance was incurred under "Other Bylaw Fines" due to a budgetary adjustment associated with the City's Short-Term Rental Enforcement Program (Bylaw Officer Wages). These costs were foreseen and subsequently offset by staff vacancies and supplemental revenue; nonetheless their impact is expected to diminish overall department revenue.

The following table lists all department revenue by source for the current month and calendar year.

Figure 4: Budgeted vs. Actual Revenue by Source

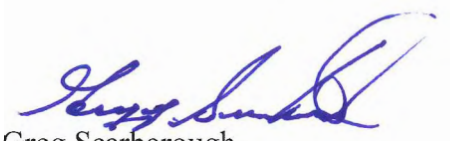
Revenues	Dec. Budget	Dec. Actual	2017 Budget	2017 Actual	2017 Variance (\$)	2017 Variance (%)
Receivable Income *	0	84,282	100,000	255,804	155,804	155.8%
Filming Revenue	0	2,400	0	26,403	26,403	0.0%
False Alarms	4,258	8,004	51,100	81,965	30,865	60.4%
Dog Licences	34,062	39,097	183,600	246,302	62,702	34.2%
Towing Permits	530	1,046	15,000	20,264	5,264	35.1%
Other Permits	1,261	0	35,700	40,670	4,970	13.9%
Other Fines	3,157	3,000	268,768	83,800	(184,968)	(68.8)%
Parking Revenue	332,537	120,967	1,990,800	1,795,799	(195,001)	(9.8)%
Total Revenue	375,805	258,796	2,644,968	2,551,007	(93,961)	(3.5)%

Financial Impact

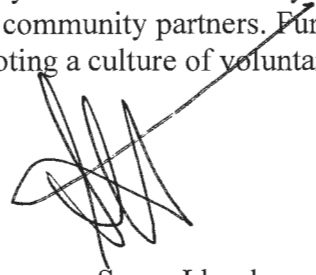
None.

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



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GS/STL:ct