



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** August 19, 2019  
**From:** Cecilia Achiam **File:** 12-8060-01/20-Vol01  
 General Manager, Community Safety  
**Re:** **Community Bylaws Monthly Activity Report – July 2019**

### Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – July 2019”, dated August 19, 2019, from the General Manager, Community Safety, be received for information.

Cecilia Achiam  
 General Manager, Community Safety  
 (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>  CJ
<b>APPROVED BY CAO</b>  	

### 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 and protect the safety and well-being of Richmond.*

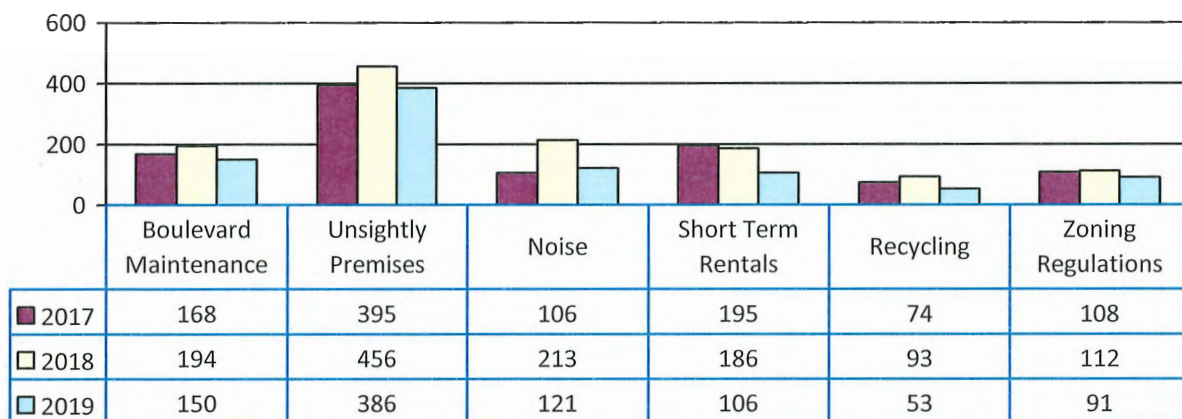
#### Analysis

##### 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 - July Year-To-Date Comparison

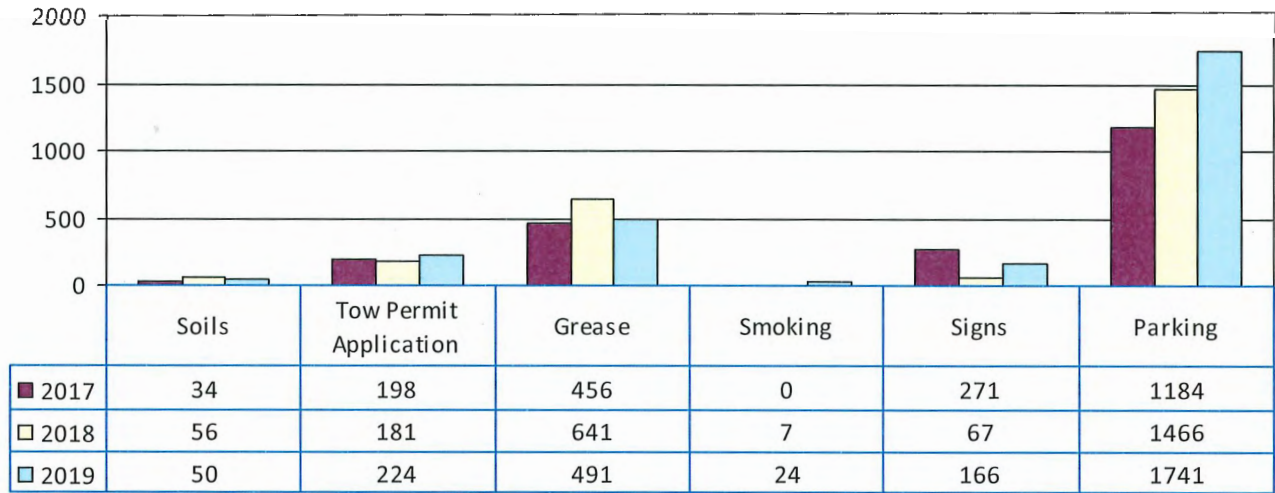


This group also investigates all dog bites that occur in the City and determines the enforcement measures to be taken in each incident. July was an exceptionally busy month with 11 dog bites reported to the City. This resulted in the issuance of nine tickets specifically related to these offences.

Grease

The Grease Officer remains focused on education and communication. During the month of July, the Grease Officer was away from the office and no inspections were conducted.

Figure 2: Other Calls For Service - July 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 31 properties in addition to monitoring 13 approved sites, four of which are active. There are 15 soil deposit proposals under various stages of review by City staff. During the month of July, the Soil Bylaw Officer conducted 123 site inspections and issued 14 violation notices for non-compliance of the Soil Bylaw and one ticket for failure to comply with the Watercourse Protection Bylaw No. 8441.

Dog Licencing and Patrols

During the month of July, 238 dogs were licenced. The total amount of dogs licenced to date is 7,039.

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 112 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 July, 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.

- South Dyke Road Off leash Park
- Hugh Boyd Secondary
- Kingswood Elementary
- McDonald Beach
- Garden City Community Park
- Iona Beach Park
- Cambie Community Park
- Cambie Secondary
- Maple Lane Elementary
- South Arm Park
- Steveston Village
- Ferris Elementary
- Garry Point
- Manoah Steeves Elementary
- Dyke Road
- Richmond Nature Park
- McCallan Park
- 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. Construction activity and summer tourism in Steveston are contributing to the already existing parking challenges within the village. Officers continue to patrol the village on a daily basis and Community Bylaws has seen a slight increase from last year's ticketing in Steveston compared to this year. For the month of July, Parking Officers issued 2,479 violations associated with various parking and stopping offences.



Figure 3: Parking Violations Issuance Comparison

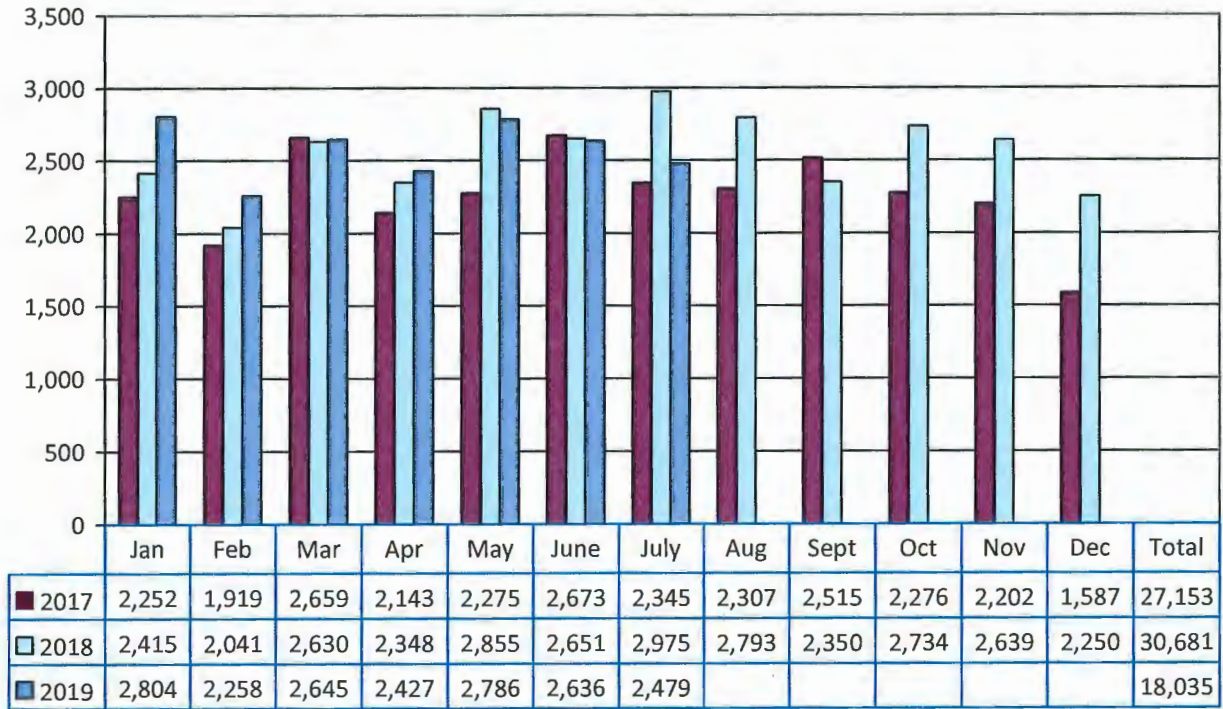
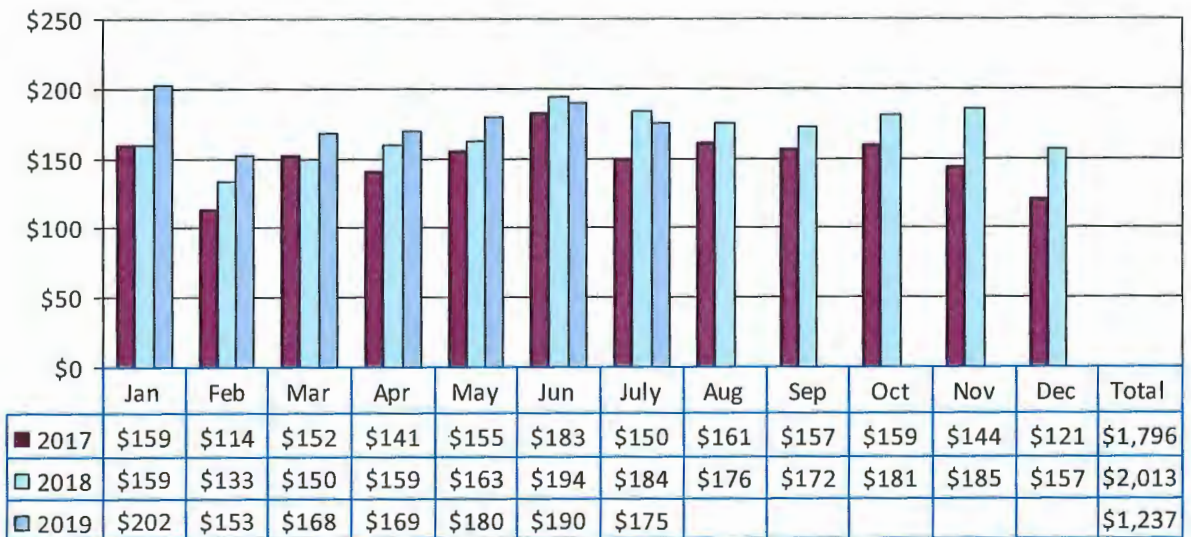


Figure 3 reflects monthly and year-to-date parking enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 4.

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

<b>Ticket Issuance (BVN's &amp; MTI's)</b>	<b>July</b>	<b>YTD</b>
Short-Term Rental Offences	4	25
Soil Removal & Fill Deposit Offences	14	18
Grease Trap Offences	0	7
Parking & Stopping Offences	2,479	18,035
Animal Control Offences	144	242
<b>Totals</b>	<b>2,641</b>	<b>18,327</b>

Adjudication

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 and revenue and expenses for the three main programs within Community Bylaws is shown in Table 3.



Table 2: Department Revenue by Source

Program Revenue	Budget July 2019	Actual July 2019	YTD Budget July 2019	YTD Actual July 2019
Contract Revenue <sup>1</sup>	0	5,000	0	35,000
Filming Revenue	0	371	0	14,103
False Alarm	4,442	610	31,092	13,009
Dog Licences	7,831	14,095	166,914	184,882
Towing Permits	1,588	2,308	10,852	14,251
Other Permits <sup>2</sup>	3,775	1,800	25,781	39,407
Other Bylaw Fines <sup>3</sup>	4,028	27,080	32,358	111,410
Parking Revenue <sup>4</sup>	167,302	175,102	1,149,732	1,237,318
Receivable Income <sup>5</sup>	8,190	7,236	56,282	19,982
<b>Total Revenue</b>	<b>197,156</b>	<b>233,602</b>	<b>1,473,011</b>	<b>1,669,362</b>

Table 3: Revenue and Expenses by Program in Community Bylaws

Community Bylaws by Program		YTD Budget July 2019	YTD Actual July 2019
<b>Parking</b>	Revenue	1,206,014	1,306,403
	Expenses	902,569	760,909
	<b>Net Revenue</b>	<b>303,445</b>	<b>545,494</b>
<b>Animal Control</b>	Revenue	174,043	200,437
	Expenses	159,611	132,286
	<b>Net Revenue</b>	<b>14,432</b>	<b>68,151</b>
<b>Property Use</b>	Revenue	92,953	162,522
	Expenses	670,210	551,989
	<b>Net Expense</b>	<b>577,256</b>	<b>389,467</b>
<b>Total Net Revenue (Expense)</b>		<b>(259,379)</b>	<b>224,178</b>

<sup>1</sup> City Towing Contract with Rusty's Towing

<sup>2</sup> Newspaper box and soil permit applications

<sup>3</sup> Property Use and Animal control violations

<sup>4</sup> Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

<sup>5</sup> Receivable Income consists of Night Market 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.



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