



City of Campbell River Report/ Recommendation to Council

Date: April 10, 2019

Submitted by: Bylaw Enforcement Department, Community Development Division

Subject: **2018 Bylaw Enforcement Statistics**

Recommended Resolution

THAT the Bylaw Enforcement Department's April 10, 2019 report regarding 2018 bylaw enforcement statistics be received.

Background

Each January bylaw enforcement staff compile enforcement statistics from the previous year for Council's information. The attached 2018 statistics provide a picture of where enforcement has been required and how compliance was achieved.

Discussion

Changes to Bylaw Enforcement Operations

On July 16, 2018, the City opened its new Downtown Safety Office (DSO) at 1302 Shoppers Row. The DSO serves as the new office for the City's Bylaw Enforcement Department which is made up of three bylaw enforcement officers and one bylaw administrative assistant. Council authorized the hiring of the third officer in the summer of 2018 at which time officers began conducting proactive downtown and park patrols to address public disorder and camping. The Department also began establishing relationships with the various service providers in an effort to assist the homeless population access needed services.

In addition to meeting the operational needs of the Bylaw Enforcement Department, the DSO provides an interview room and bike storage for the RCMP and office space for the City's parking and security patrol contractors.

Report/Recommendation to Council

2018 Bylaw Enforcement Statistics

April 10, 2019

Attachments:

1. Figure 1: Number of Bylaw Complaint Files Opened Per Year (2007-2018)
2. Figure 2: Bylaw Offence Statistics (2014 – 2018)
3. Figure 3: Number of Complaints for Each Regulatory Bylaw in 2018
4. Figure 4: Public Nuisance Bylaw Offences by Category
5. Figure 5: Traffic & Highway Bylaw Offences by Category
6. Figure 6: Zoning Bylaw Offences by Category
7. Figure 7: Methods Used to Resolve 2018 Offences
8. Figure 8: Animal Control Enforcement 2014-2018
9. Figure 9: 2018 Downtown Parking Enforcement
10. Figure 10: RCMP & Fire false Alarms Reported



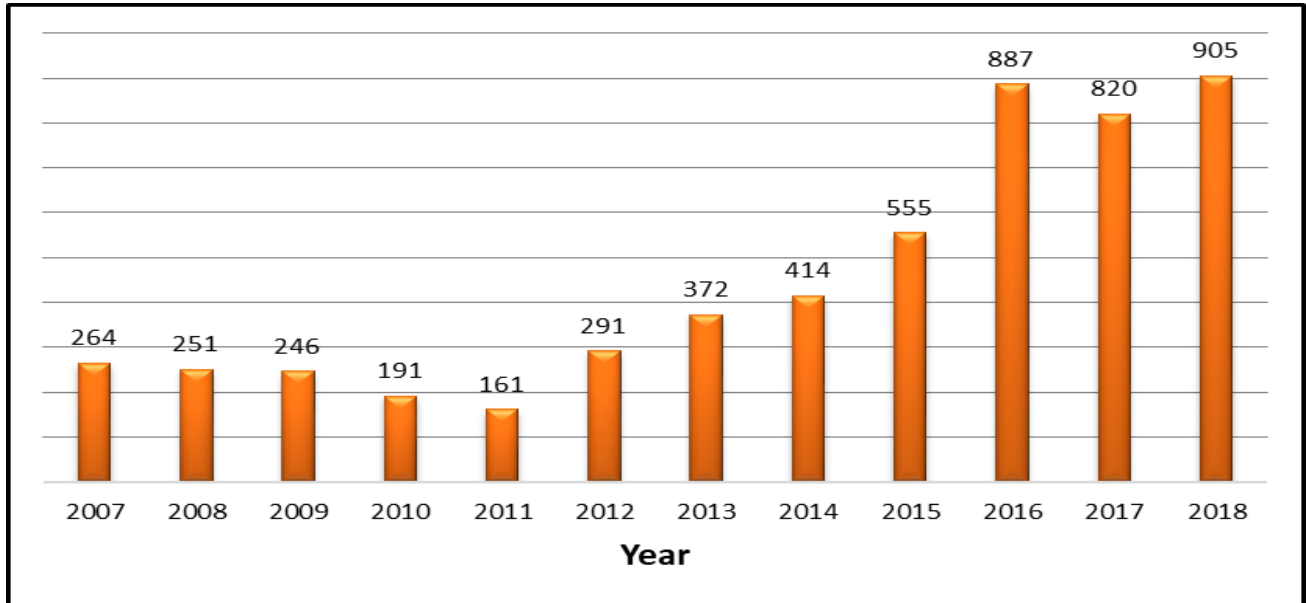
Prepared by:	Reviewed by:
 <hr/> <p>Roni-Anne Hudak Bylaw Administrative Assistant</p>	 <hr/> <p>Peter F. Wipper Director of Planning</p>
Reviewed for Form and Content / Approved for Submission to Council:	
 <hr/> <p>Ron Neufeld, Deputy City Manager</p>	

Figure #1

Number of Bylaw Complaint Files Opened Per Year (2007-2018)

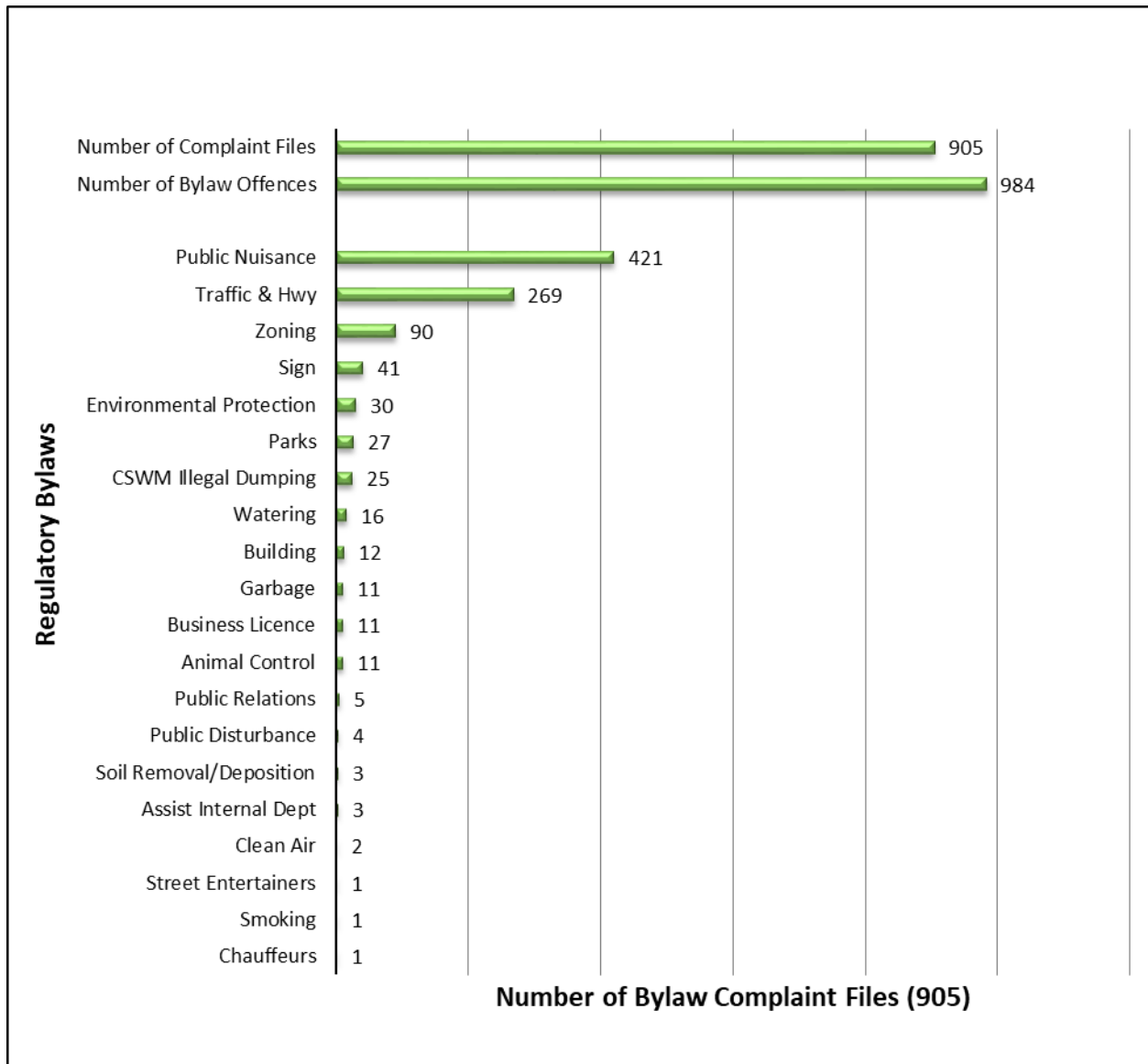


1. 2007 – 2018 comparison indicates that bylaw complaints have generally increased between the years of 2011 and in 2018.
2. Bylaw complaints decreased between 2016 and 2017 primarily due to a lower number of snow removal and graffiti complaints.
3. Statistics relate to complaints made to the City Bylaw Enforcement and do not include complaints made to and responded to by RCMP/Fire Department/Animal Control or other agencies.
4. Due to the amount of time required to achieve compliance, some complaints are not resolved until the following year.
5. All statistics relate to the year in which the complaint was received.

Figure #2
Bylaw Offence Statistics (2014 – 2018)

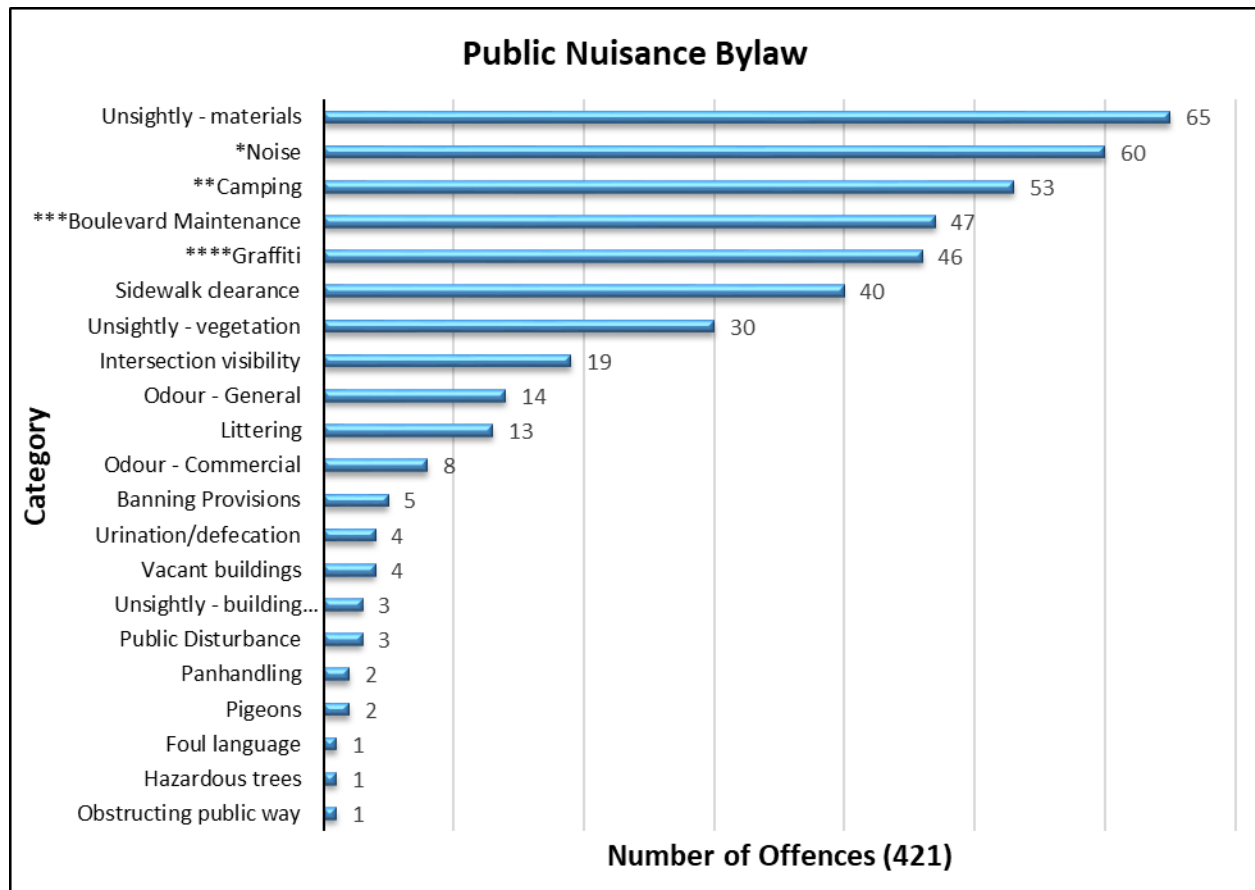
	2014	2015	2016	2017	2018
Public Nuisance Bylaw					
Bldv Maintenance	7	6	28	22	47
Graffiti	24	32	138	103	46
Intersection visibility	12	12	30	36	19
Noise	31	30	51	30	60
Sidewalk clearance	10	26	22	26	40
Unsightly property	94	79	102	101	95
Other	26	31	52	67	114
Public disturbance/public relations					12
Traffic & Hwy Bylaw					
Parked 48hrs Rd/Blvd	47	82	147	110	119
Other Illegal Parking	26	54	64	64	100
Materials/chattels on hwy	6	3	46	16	21
Other Offences	15	34	31	70	29
Zoning Bylaw					
Permitted Use	5	26	49	16	12
Other	37	27	26	52	78
Various Other Bylaws					
Animal Control	0	3	3	5	11
Building	3	4	2	4	12
Business Licence	4	21	6	3	11
CSWM Illegal Dumping (new in 2018)					25
Environmental	1	11	26	15	30
Garbage	11	4	11	13	11
Parks	5	16	12	6	27
Sign	24	35	52	21	41
Watering	3	3	9	25	16
Other	23	16	10	15	8
TOTALS	414	555	887	820	984

Figure #3
Number of Complaints For Each Regulatory Bylaw in 2018



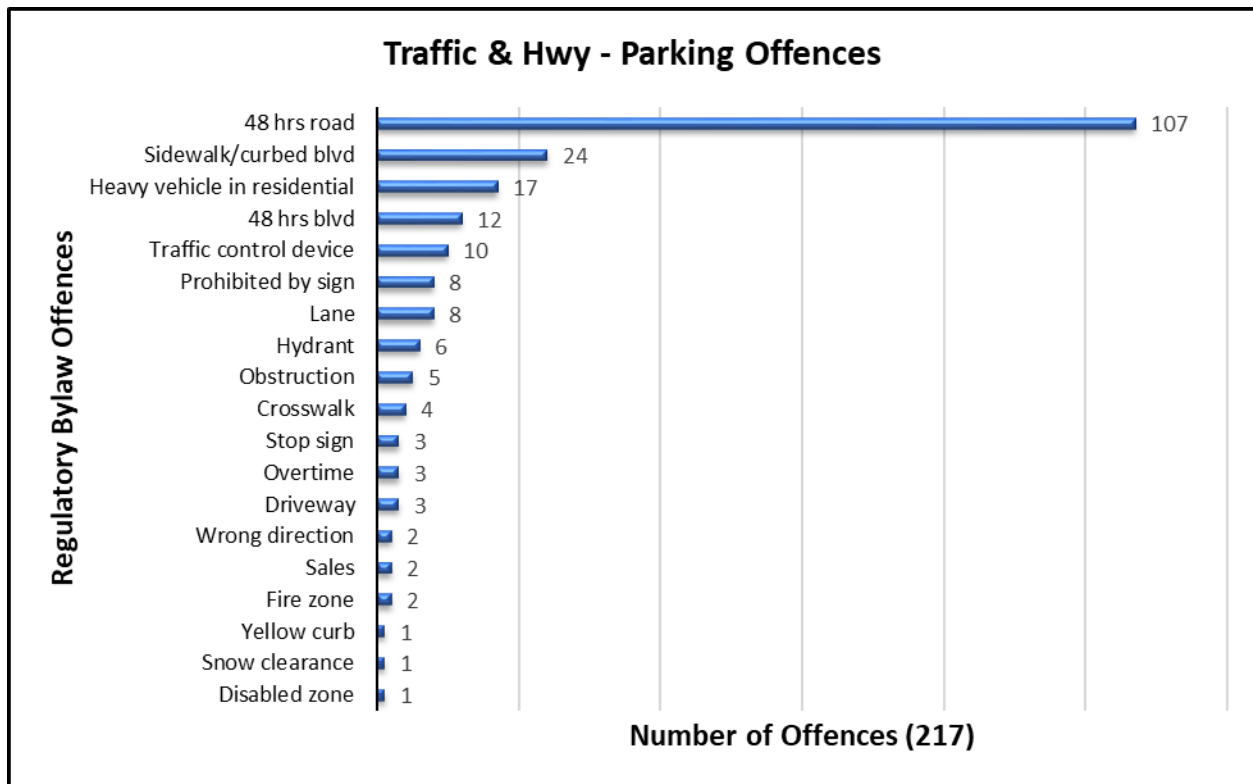
1. Figure shows the number of complaints received for each regulatory bylaw.
2. There were 905 complaint files raised involving a combination of 984 bylaw offences.
3. Regulations contained within the Public Nuisance, Traffic & Highways and Zoning Bylaws generate the majority of complaints. A further breakdown of these three Bylaws are shown in Figures 4, 5 and 6.

Figure #4
Public Nuisance Bylaw Offences by Category



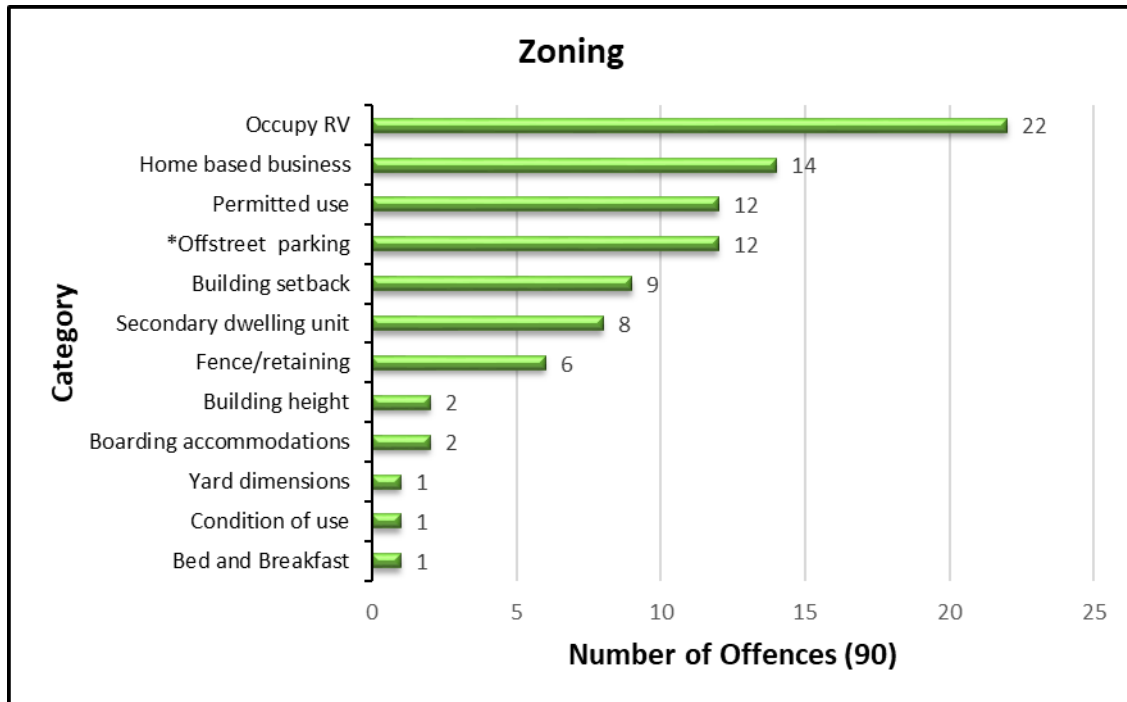
1. The City's number one complaint is Unightly property, followed by noise and camping.
2. * Noise complaints involved: disturbing noise (28), construction (11), motor vehicle (8), amplification (7), power tools (4), commercial operations (1) and animal or bird (1)
3. **Camping complaints involved: City property (23), Private property (12), City park (10) and City facility (8)
4. ***Graffiti complaints involved the following properties: private property (27), Telus (4), City facility (4), City park (4), waste bins (3), Canada Post (3), and city road signs (1)
5. ****Blvd maintenance complaints involved: roadway encroachment (39), overgrown vegetation (7), pesticide/herbicide (1)
6. Various other complaints involved: sidewalk clearance (40), unsightly-vegetation (30), intersection visibility (19), odour – general (14), littering (13), odour – commercial (8), banning provisions (5), urination/defecation (4), vacant buildings (4), unsightly building standards (3), public disturbance (3), panhandling (2), pigeons (2), foul language (1), hazardous trees (1) and obstructing public way (1)

Figure #5
Traffic & Highway Bylaw Offences by Category



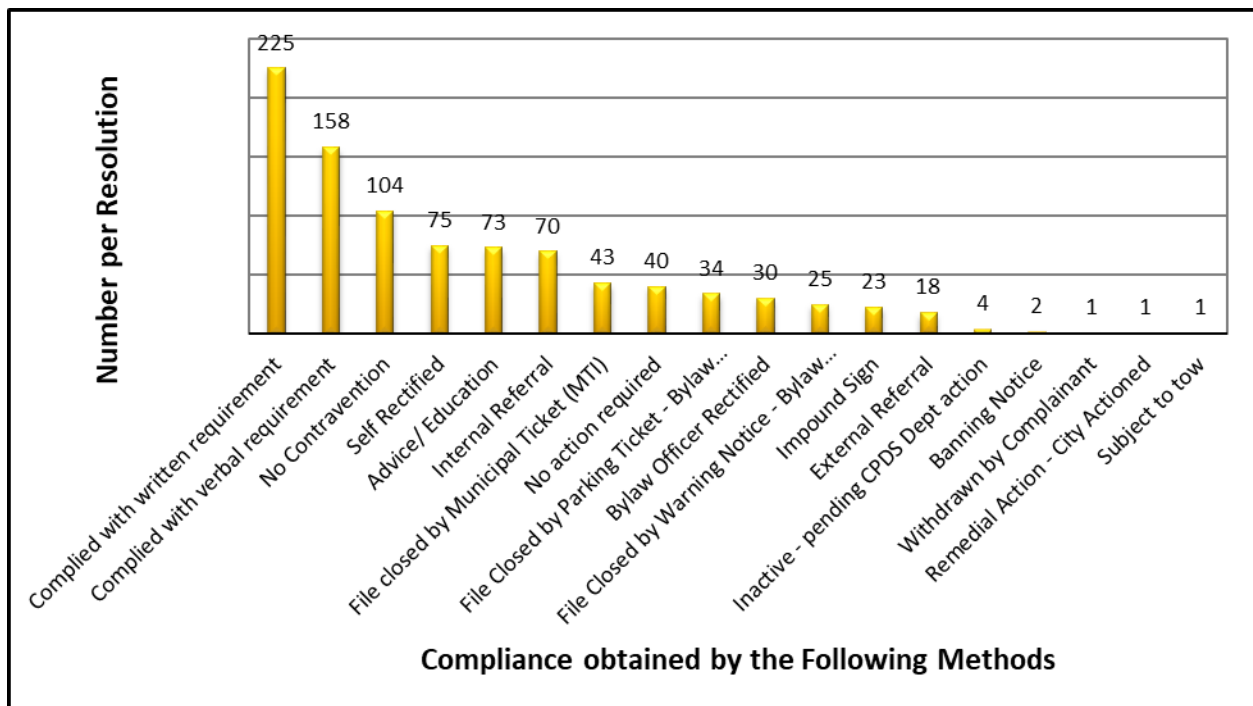
- Figure #5 statistics reflect specific parking-related complaints that have occurred throughout the City.
- Figure #5 does not include proactive downtown parking patrols/ticketing statistics which can be found in Figure #9
- Of the vehicles parked in excess of 48hrs; 107 were parked on the road and 12 on the boulevard.
- Illegal parking has been further broken down into the following sub-categories: sidewalk/curbed blvd (24), heavy vehicle in residential (17), traffic control device (10), prohibited by sign (8), lane (8), hydrant (6), obstruction (5), crosswalk (4), stop sign (3), overtime (3), driveway (3), wrong direction (2), sales (2), fire zone (2), yellow curb (1), snow clearance (1) and disabled zone (1).
- Various other complaints involved: materials on blvd/hwy/lane (11), merchandise on hwy (10), tracking debris (5), debris on hwy (5), damage to blvd (4), excavation (3), intersection (3), overweight on specified road (2), heavy traffic (2), jay walking (1), enter closed hwy (1), effluent from drain (1), curb distance (1) and bus stop (1).

Figure #6
Zoning Bylaw Offences by Category



1. 'Permitted Use' complaints relate to a specific use/activity occurring on a property that is not permitted in that particular zone.
2. *Offstreet Parking Complaints involved: commercial vehicle (7), stockcar/wrecked (3) and residential ownership (2)

Figure #7
Methods Used to Resolve 2018 Offences*



1. There are a number of methods that staff use to gain compliance. Tickets are generally considered a last resort.
2. '*No contravention*' means after inspection/investigation it was determined that the matter did not involve a bylaw contravention.
3. '*Internal referral*' means that the issue is appropriately handled by another City department and was referred to that department for resolution.
4. '*External referral*' means that the issue is appropriately handled by a non-City agency and was referred to that agency for follow-up.
5. '*Remedial Action*' means referred to Council for a declaration that a Remedial Action Notice be issued in 2018.
6. '*No Action Required*' means that while a bylaw contravention may have been determined, it was not deemed appropriate to take enforcement action.
7. There were 43 Files closed by Municipal Ticket Informations (MTI) in 2018.
8. *The 905 complaints involved 984 bylaw offences.

Figure #8
Animal Control Enforcement 2015 - 2018

Enforcement	Number of dogs			
	2015	2016	2017	2018
Calls for Service	*507	*562	*618	*710
Dogs Impounded	111	114	91	69
Dogs Claimed	90	105	85	57
Dogs Adopted	14	3	4	6
Dogs Euthanized	0	1	0	2
Dogs Pending	4	5	4	2
Transferred to SPCA	n/a	n/a	1	2
Written Warnings Issued	206	174	152	171
Violation Tickets Issued	3	0	15	13
Dogs Deemed Dangerous or Vicious	3	9	13	9

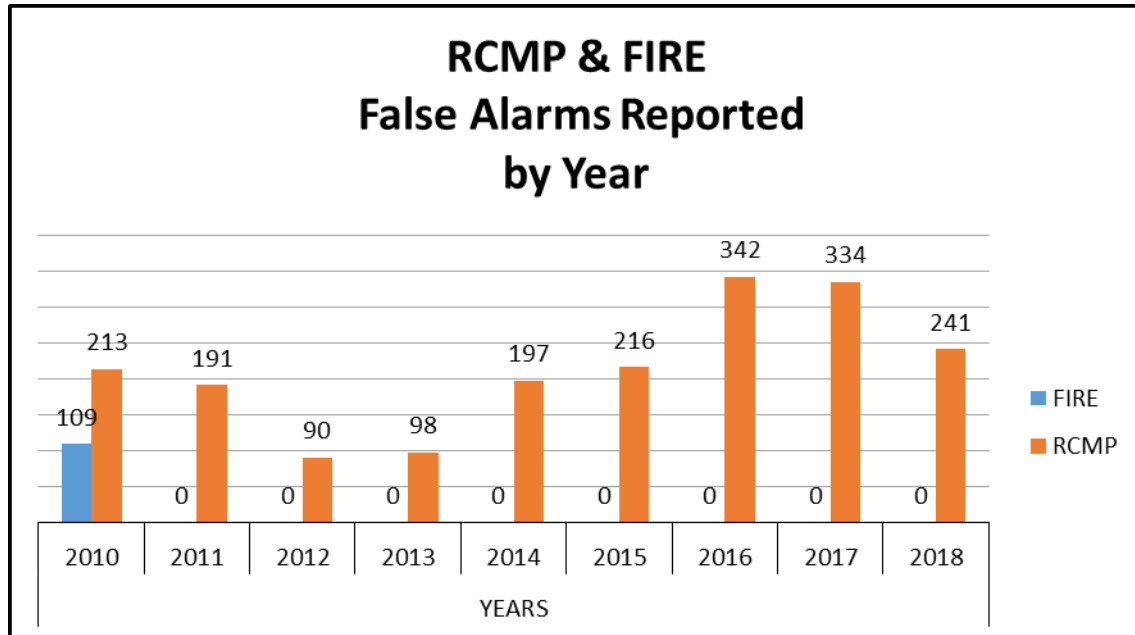
1. Coastal Animal Control of BC is under contract to provide animal control and pound services.
2. Statistics include service the City, Strathcona Regional District and the Campbell River Indian Band
3. *Calls for service includes (but not limited to) aggressive, at large, barking, confined & unlicensed dogs, deceased animal removal and calls requiring police assistance

Figure #9
2018 Downtown Parking Enforcement

Month	Number of tickets issued			
	2015	2016	2017	2018
January	99	49	147	161
February	88	74	80	121
March	65	146	255	130
April	78	171	217	154
May	120	149	224	341
June	159	164	225	303
July	136	116	236	253
August	111	108	249	259
September	110	178	180	249
October	124	135	169	300
November	90	160	188	243
December	<u>71</u>	<u>62</u>	<u>140</u>	<u>182</u>
TOTALS	1,251	1,512	2,310	2,696

1. Robbins Parking Service Ltd is under contract to conduct regular parking enforcement patrols in the downtown area.
2. 17% more tickets were issues in 2018 than 2017.
3. Bylaw Enforcement Officers issued 68 parking tickets generated through complaints.

Figure #10
RCMP & Fire False Alarms Reported



1. 3 or more false alarms result in the property owner requiring to pay a fee.
2. 3rd false alarm = \$100 fee (19); 4th false alarm = \$200 fee (10); 5th and greater = \$250 (18)
3. 18 property owners paid fees in 2018 = \$1800