

Branch — Community Standards

Introduction

Community Standards enhances a livable city by supporting safe properties and a civil urban society that meets the standards and expectations of communities. This is accomplished by the identification of standards, together with the education, compliance and, where necessary, enforcement initiatives required to uphold them.

Community Standards supports The Way We Live plan through the work that it conducts each day throughout the city. The efforts of Animal Care and Control Centre staff were a significant factor in an increase of 19% for cat return-to-owner rates. As well, pet euthanasia rates were reduced by 38% in large part through building stronger partnerships with the Edmonton Humane Society and local rescue groups. New to the Community Standards Branch, Capital City Clean Up (CCCU) engages volunteers, businesses and community groups for a common cause - making Edmonton a safe, clean, livable city. Dedicated education programs and clean up efforts have resulted in a 43% reduction in graffiti vandalism in 20 neighbourhoods with highest reported incidences of graffiti vandalism.



The work of the Branch is delivered by two program areas:

Animal and Pest Management operates the Animal Care and Control Centre, which provides safekeeping services for dogs, cats and other domestic animals found at-large in Edmonton. Owned stray pets are cared for until they can be safely returned home or, if no owner can be found, are transferred to the Edmonton Humane Society or another partner agency for adoption. It also delivers the City's proactive mosquito control program. As well, it monitors and addresses tree and ground pest issues in public areas and provides insect examination and identification services.

Enforcement and Program Services ensures safe use and enjoyment of Edmonton's parkland, public spaces, and private property. Peace officers make use of Bylaws and Provincial Acts to maintain community standards and regulate public behaviour. Officers from Animal Control support responsible pet ownership by upholding licensing of cats and dogs, and resolving concerns like barking, roaming and biting. Community Standards Peace Officers focus on maintaining road safety and a clean and safe city by enforcing littering, unsecured loads, signage on roadways, smoking regulations, and supporting Capital City Clean Up (CCCU). Park Rangers sustain and preserve the river valley park and trail systems making sure that they are a safe and enjoyable recreational space.

Bylaw Complaints and Investigations provide education and enforcement services to uphold and promote higher community standards, acceptable public activities, business licence compliance, and conformity with parking regulations. Concerns such as untidy properties, weed control, graffiti abatement, licensing, sidewalk snow removal and parking control are resolved through municipal enforcement action.

Community Relations educates citizens about Edmonton's standard conventions for community living. Community compliance programs and campaigns teach about maintaining private property to a minimum standard, being a responsible pet owner and appropriate behaviour in public spaces. Well-informed citizens are more likely to make positive choices.



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Approved 2013 Budget – Branch Summary (\$000)

	2011 Actual	2012 Budget	2013 Budget	\$ Change '12-'13	% Change '12-'13
Revenue & Transfers					
Licensing, etc.	\$ 3,796	\$ 3,537	\$ 4,852	\$ 1,315	37.2
Grants	8	-	-	-	
Total Revenue & Transfers	<u>3,804</u>	<u>3,537</u>	<u>4,852</u>	<u>1,315</u>	37.2
Expenditure & Transfers					
Personnel	10,580	11,361	12,098	737	6.5
Materials, Goods & Supplies	495	1,202	1,330	128	10.6
External Services	4,786	4,315	4,765	450	10.4
Fleet Services	827	855	1,029	174	20.4
Intra-municipal Services	2,573	2,458	2,639	181	7.4
Utilities & Other Charges	804	845	845	-	-
Transfer to Reserves	141	-	-	-	-
Subtotal	<u>20,206</u>	<u>21,036</u>	<u>22,706</u>	<u>1,670</u>	7.9
Intra-municipal Recoveries	-	(8)	(8)	-	
Total Expenditure & Transfers	<u>20,206</u>	<u>21,028</u>	<u>22,698</u>	<u>1,670</u>	7.9
Net Operating Requirement	\$ 16,402	\$ 17,491	\$ 17,846	\$ 355	2.0
Full-time Equivalents	138.9	141.1	143.1	2.0	

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Budget Changes for 2013 (\$000)

Revenue & Transfers - Changes

Licensing, etc. \$ 1,315

\$1,315 increase from the renewal of parking services contract to meet with increasing service demand, such as new parking restriction, population growth support, and increased school and community program requirements.

Expenditures & Transfers - Changes

Personnel \$737

Salary settlement, movement within salary ranges and changes in benefits accounts for an increase of \$572 and \$165 for 2 new FTEs for the Parking Services Package requirement.

Material, Goods & Supplies \$128

A cost increase of \$100 is required for drugs, health treatments and food supplies for Animal and Pest Management. \$28 equipment expense for the Parking Services Package.

External Services \$450

Renewal of existing parking enforcement contract. This cost increase results from higher cost of the Parking Services Contract, additional service hours needed, and population growth support.

Fleet Services \$174

\$150 for the Parking Services Package vehicles' purchase. An increase of \$50 is required for general maintenance/accessory/vehicle costs and a reduction of \$26 for fuel consumption.

Intra-municipal Services \$181

An increase of \$135 is required for space rental for a parking contract service provider. An additional \$24 is related to higher demand for Intra-municipal charges such as Capital City Clean up advertising and waste collection, and other support programs to Neighbourhoods, Parks and Community Recreation Branch to promote 'The Ways: Livability - Safe and Clean City'. Also included is \$22 in parking costs for Parking Services Package.

Full-time Equivalent - Changes

2 FTEs for the Parking Services Package.

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Approved 2013 Budget – Program Summary

Program Name - Animal and Pest Management

Results to be Achieved

The Animal Care and Pest Management Program helps regulate care and control of Edmonton's cat, dog and urban wildlife. In addition, the program supports the City's pest management, operations and support services.

Service Standards	Resources (\$000)	2011 Actual	2011 Budget	2012 Budget	2013 Budget
Provides safekeeping services for around 8000 dogs, cats and other domestic animals found at-large in Edmonton. Provides medical care, animal reuniting, education and awareness services. Provides mandatory animal sheltering services and works with service partners to ensure all adoptable animals find new homes. Provides Pest Control Services including the delivery of a proactive mosquito control program and ongoing insect and disease examination and identification services.	Revenue & Transfers	\$ 3,051	\$ 3,131	\$ 3,220	\$ 3,219
	Expenditure & Transfers	4,771	4,645	5,405	5,661
	Net Operating Requirement	\$ 1,720	\$ 1,514	\$ 2,186	\$ 2,442
	Management		2.0	2.0	2.0
	Exempt		-	-	-
	Union		21.3	21.3	21.3
	Temporary		13.7	13.7	13.7
	Full - Time Equivalents		37.0	37.0	37.0

2012 Services

- Total cat and dog intake numbers continue to trend down (6.5%) with return to owner rates continue to rise
- A 19% increase for cat return to owner and 38% reduction in euthanasia rates
- 105,000 pets licensed in Edmonton
- 10,000 hectares of public and private property sprayed as part of the mosquito control program

Changes in Services for 2013

- Expand Animal Care and Control Sections Initiatives
- Develop dog and cat support and partner programs

Program Name - Enforcement and Program Services

Results to be Achieved

This program helps ensure a safe, clean and livable City for enhanced enjoyment of Edmonton's neighbourhoods, the River Valley, public and private property and recreational space. The program provides Bylaw and Peace Officer investigation and response services and provides integrated education and awareness programs for citizens.

Service Standards	Resources (\$000)	2011 Actual	2011 Budget	2012 Budget	2013 Budget
Enforcement Services ensures understanding and compliance with Council bylaws including: Bylaw 14614 - Public Places Bylaw, Bylaw 14600 - Community Standards Bylaw, Bylaw 13777 - Waste Management Bylaw, Bylaw 13145 - Animal Licensing and Control Bylaw, Bylaw 13138 - Business License Bylaw, Bylaw 12800 - Zoning Bylaw, Bylaw 2202 - Parkland Bylaw, Bylaw 5590 - Traffic Bylaw, et cetera, and Provincial Acts including: MGA, AEPEA, TSA, GLA	Revenue & Transfers	\$ 753	\$ 267	\$ 317	\$ 1,633
	Expenditure & Transfers	15,435	15,214	15,622	17,037
	Net Operating Requirement	\$ 14,682	\$ 14,947	\$ 15,305	\$ 15,404
	Management		2.0	2.0	2.0
	Exempt		5.0	5.0	5.0
	Union		89.1	89.6	91.6
	Temporary		5.8	7.5	7.5
	Full - Time Equivalents		101.9	104.1	106.1

2012 Services

- Enforcement Services conducted over 110,000 investigations and inspections
- Capital City Clean Up programs utilize over 14,000 Edmonton volunteers
- Dedicated enforcement and education programs have resulted in a 43% reduction in graffiti vandalism in 20 neighbourhoods
- Education, volunteer and enforcement efforts supported a 9.4 % reduction in large litter on city streets

Changes in Services for 2013

- Parking Enforcement Service will expand to cover program deficit of 5,000 hours and provide an additional 10,000 service hours to meet new parking restrictions and service demand increases

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Program - Enforcement and Program Services Parking Services

FUNDED

Description

This package is required for renewal of the current city-wide parking enforcement services contract. Increasing service demand, such as new parking restrictions, population growth support, and increased school and community program requirements, cannot be met under the old contract. Funding is required for contract inflationary cost increases, added service hours, new traffic restrictions, and operational and staff costs. With additional service hours response times will improve; education, awareness and warning programs can be further implemented. In addition, special events, festivals and community-parking programs and problems can be better coordinated and addressed. Wait times will drop by around 30% for abandoned autos, private access blockage and general infractions. Focused enforcement efforts for disabled and school program will increase in number by at least 10% and allow problem area focus for up to six weeks. 72-hour vehicle follow-up complaint service will improve by 20%. This package requires two (2) permanent FTEs to support on-street coordination and staff deployment with dispatch services and better managed events, seasonal parking restrictions and enforcement responses. (\$450K- contract cost, \$200K- fleet/equipment expenses, \$165K- (2) FTEs). This service need will increase the overall budget by \$1.315 million in corporate revenue projections. The combination of additional city staff and service hours will generate an additional \$500K in revenue beyond expense levels.

Justification

Reasonable enforcement response rates are expected from citizens when safety or blocked access is identified. Private property parking concerns, abandoned vehicles, oversized commercial vehicle and new permanent or seasonal parking requirements complaints can be addressed faster and more effectively with this package. The additional service hours and ground-level staff support allows appropriate enforcement actions with a balance of discretion and suitable warnings where deemed appropriate and community supported. Improved dispatch of peace officers, rangers and parking enforcement staff will see better-managed and coordinated events and services. This package will cover anticipated contract and facility costs. This enforcement contract and operational support is positioned to align with the Transportation Services, Comprehensive Parking Strategy Project currently underway. Currently, this area manages 150,000 violations a year, provides 26,000 warnings to citizens thru various awareness programs, has an average response time of 46 minutes and provides 75,000 service hours. This service need will be offset through a corresponding increase in revenue. Not funding this package will reduce contract service hours by virtue of contract cost increases and significantly impact revenue levels beyond any expenditure savings.

Service Level Impact

Parking Services will be able to provide full foot patrol services to twenty-one (21) commercial areas, allow seven-day week vehicle patrol services for city-wide parking concerns, festival and special event parking enforcement services will be resourced appropriately, provide support to 25 community programs to ensure safety and compliance and be improved and allow other communities to join. Operationally, response times will improve by up to 30% and program numbers and duration will increase. This package will meet the current program deficit of 5,000 hours and provide an additional 10,000 service hour to meet new parking restrictions and service demand increases. Not funding this package will mean future contract cost increases will be absorbed and reduce service hours, response times, and program delivery.

Impact on Other Departments

Fleet Services will be impacted with a minor increase in vehicle requirements.

Incremental (\$000)	2013				2014				2015			
	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs
New Budget	\$ 815	1,315	(500)	2.0	\$ -	-	-	-	\$ -	-	-	-
Annualization	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$ 815	1,315	(500)	2.0	\$ -	-	-	-	\$ -	-	-	-