



Colwood

MUNICIPAL BYLAW ENFORCEMENT

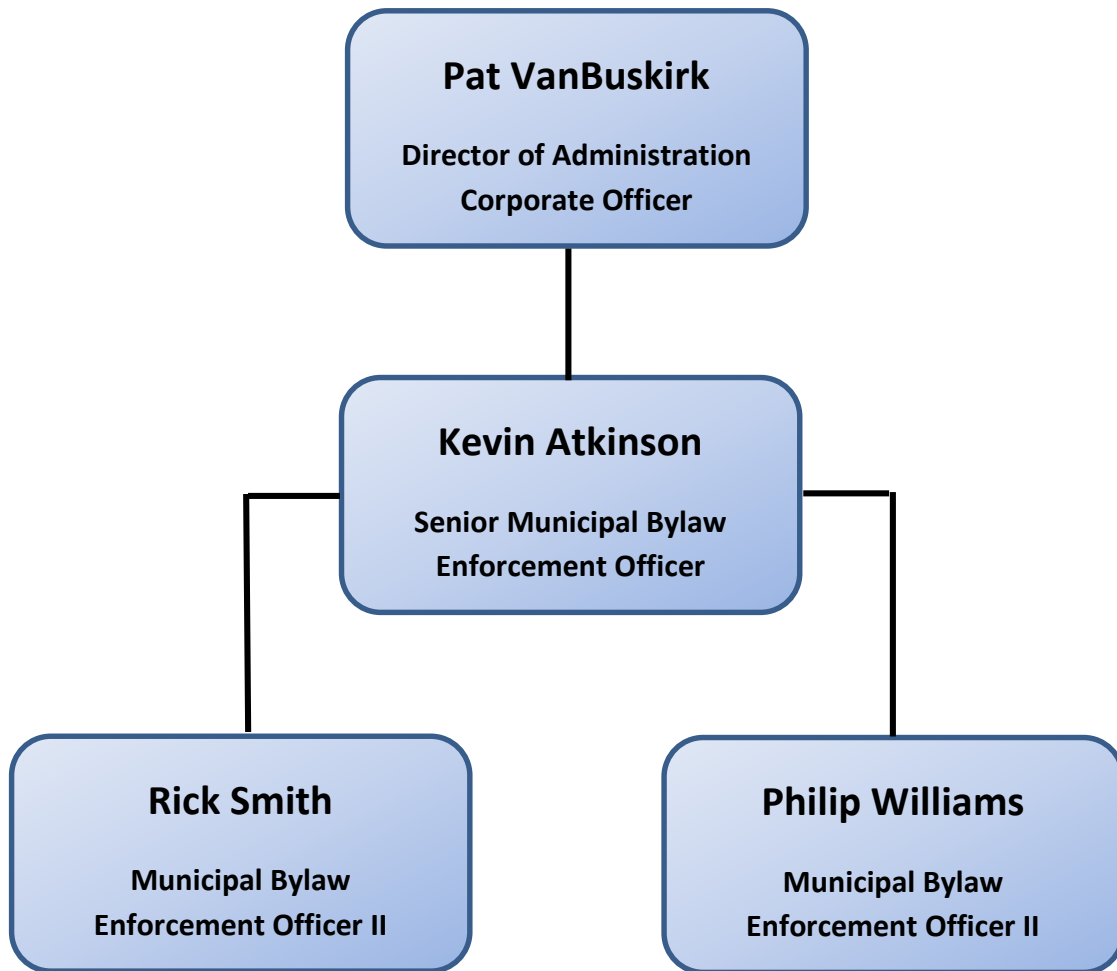
2015 ANNUAL REPORT



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CITY OF COLWOOD BYLAW ENFORCEMENT PERSONNEL



EXECUTIVE SUMMARY – YEAR IN REVIEW

2015 was a watershed year for the Bylaw Enforcement Department. The three incumbent full-time officers adopted a modified work week to provide services to the public seven days a week and later into the evening.

The new schedule enabled the department to complete an unprecedented volume of assignments. This included a significant increase in the amount of enforcement files, emergency response assists and care and concern calls whereby officers make themselves available to help the public with non-regulatory matters.

Graffiti vandalism is now at a five year low due the ongoing efforts of the Graffiti Outreach Program and the City Watch Program also continues to be a great success.

In addition to these achievements, the Bylaw Enforcement Department implemented a sound financial plan and by year end it remained 9% under budget.

December 2015 also marked the introduction of a new patrol vehicle to replace an older unit which was due for decommission. This robust addition to the City fleet is better suited to the rigors of patrol and emergency response duties, no matter what the weather. It can also house more apparatus than its predecessor and is equipped with improved safety features and lighting options. The second patrol unit is scheduled for replacement in 2017.

OVERVIEW

Bylaw Enforcement Officers investigate complaints and monitor concerns related to 15 different municipal bylaws that have been adopted by Mayor and Council. These bylaws encompass 259 regulations that if need be can be upheld by the use of Municipal Ticket Information.

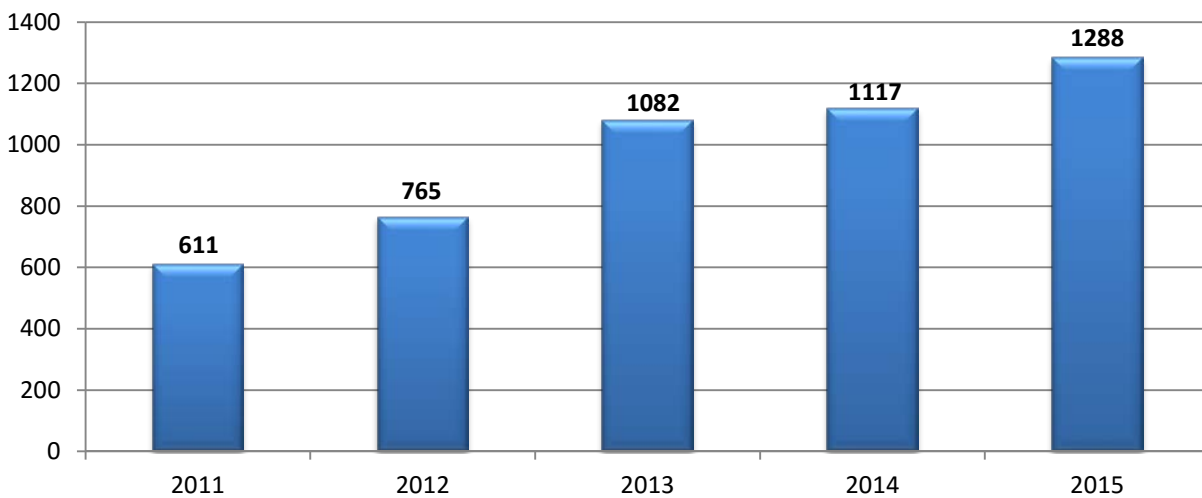
Some offences may also be subject to a summary conviction in provincial court whereas others can incur fees for service. Be that as it may, Bylaw Enforcement prefers to encourage voluntary compliance with regulation through education and mediation.

Bylaw Enforcement Officers are also equipped and trained to provide an important preventative enforcement presence in our community and work in close partnership with the Colwood Fire Department and the West Shore RCMP to promote public safety.

FILE VOLUME AND POSITIVE OUTCOMES

Files represent a complaint, a call for service, or a diarized occurrence of significance that required staff involvement. In 2015, 1288 files were opened as compared to 1117 in 2014, 1082 in 2013, 765 in 2012 and 611 in 2011. These figures represent a 13% increase in file volume since 2014 and increase of 93% since 2011; however, they do not account for the 989 recorded file follow-ups also conducted throughout the year.

***Bylaw Enforcement File Volume
Five Year Trend***

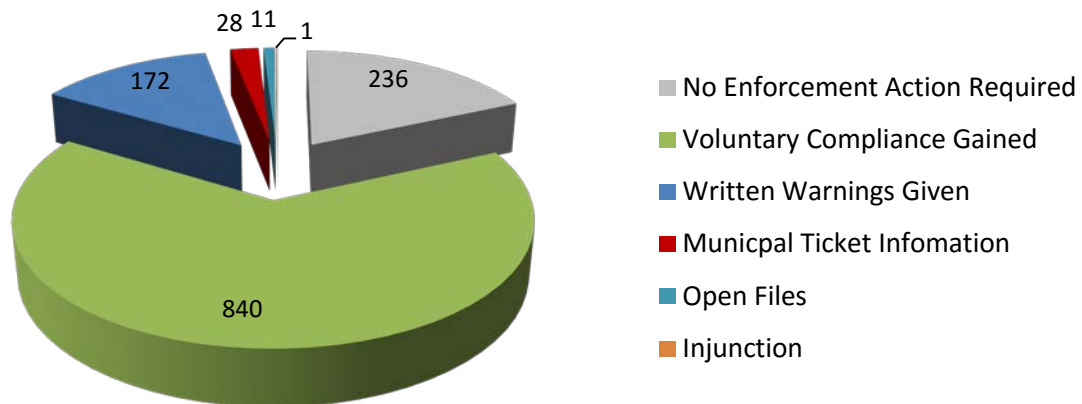


In 2015, an estimated 1,052 out of 1,288 files required corrective action. Resolve by way of injunctive relief was sought by the Planning Department on one significant land use issue, but for the remaining concerns it was only necessary to issue 28 municipal tickets. 172 written warnings were given and compliance with the remaining 840 concerns was gained voluntarily.

The greatest share of files were generated in support of the Engineering Department enforcing Traffic and Highway Bylaw, 1134, 2010.

At the time of this report, 11 files initiated in 2014 remain open. All of the tickets issued in 2015 have now been paid in full or are subject to a payment plan. Fine revenue received in 2015 amounted to \$2,330.00.

2015 Bylaw Enforcement File Outcomes



2015 Bylaw Enforcement Activity Table

ADMINISTRATION		ENGINEERING		PLANNING		FIRE		RCMP	
Building	9	Blasting	5	Illegal Suites	3	Prohibited Burning	18	Calls for Service	106
Noise	63	Roads & Boulevards	570	Zoning	3	Beach Fires	4		
Unightly Premises	52	Truck Route	16	Land Use	10	Calls for Service	87		
Graffiti	90	Calls for Service	15	Calls for Service	25				
Business License	36								
Parks	66								
Assist Public	51								
Calls for Service	59								
Sub Total	426	Sub Total	606	Sub Total	41	Sub Total	109	Sub Total	106
Total Files									1,288

PUBLIC SAFETY - ASSISTING COLWOOD FIRE RESCUE

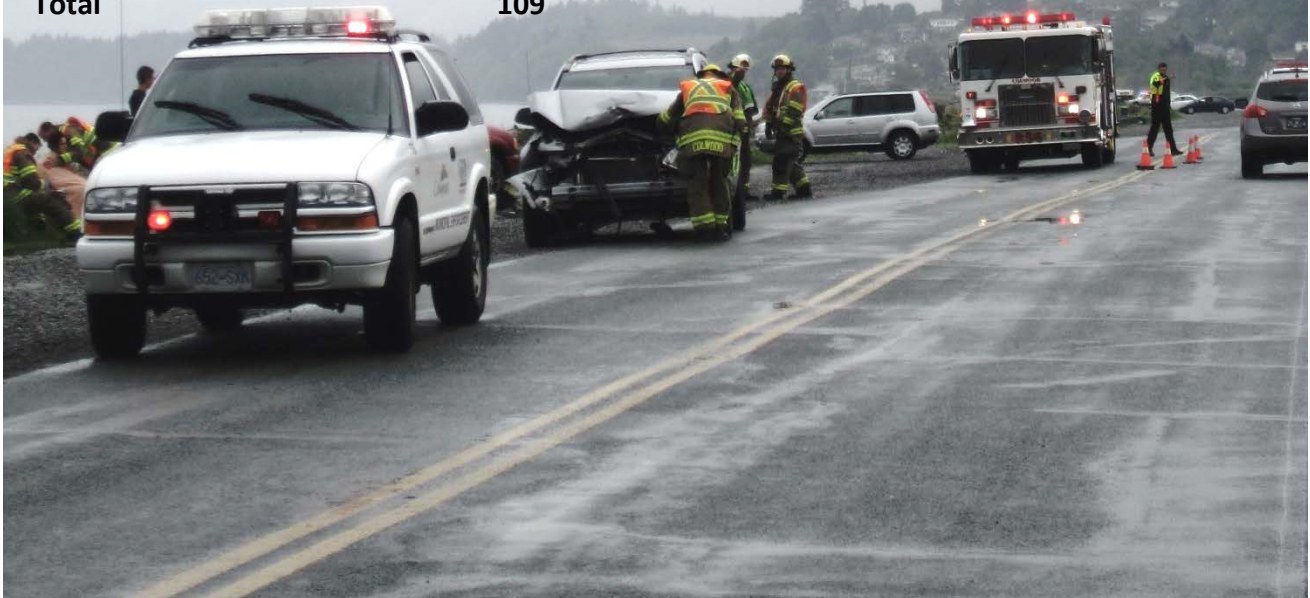
Bylaw Enforcement Officers investigate violations of *Outdoor Burning Restriction and Regulation Bylaw No. 931, 2007* and *Fireworks Regulation Bylaw No. 891, 2006*. They frequently respond to open air burning complaints and are sometimes called upon to extinguish unattended camp fires.

Bylaw Enforcement Officers are also equipped with Fire OCC Pagers so that they can be alerted to certain types of emergencies and render assistance to first responders. If they arrive first on scene, they may be called upon to assume command of the incident until a police officer or fire rescue can attend. At that time, they will usually perform crowd and traffic control duties or another task specified by the ranking officer.

In 2015 Bylaw Enforcement conducted 109 fire related calls compared to 86 in 2014.

Fire Related Calls in 2015

Burning Regulation Investigations	31
Beach Fires	5
Fireworks	2
Motor Vehicle Incident Response	17
Alarm Bell Response	19
Structure Fire Response	5
Brush Fire Response	2
Vehicle Fire Response	2
Down Power Lines Response	5
Gas Leak Response	5
Insecure Premises	4
Other	12
Total	109



PUBLIC SAFETY - ASSISTING POLICE

An important proactive element of Bylaw Enforcement is patrol work. In 2015, 666 recorded patrols of city parks and public spaces were conducted as compared to 556 in 2014.

Although the full scope of the work conducted by Bylaw Enforcement differs substantially from that of the Police, both organisations operate under some similar authorities and strive to increase public safety and foster compliance with the law.

As a result, the City of Colwood has developed a strong working relationship with the West Shore RCMP Detachment and the Bylaw Enforcement Department frequently cooperates with police members on concerns of mutual interest. While on duty, Bylaw Enforcement Officers stay in communication with the RCMP dispatch via the CREST Radio System which allows them to support the police in much the same way as they do the fire department. What's more, this arrangement allows bylaw complaints received by the police to be dispatched directly to Bylaw Enforcement Officers in the field.

Bylaw Enforcement Officers assisted police with 106 concerns in 2015 as compared to 63 in 2014.

Police Related Calls in 2015

Animal / Wildlife	5
Check Welfare	3
Cover	4
Fighting in Public / Assault	3
Firearms Bylaw	3
Fireworks Bylaw	3
Liquor	14
Mischief	2
Missing Persons	7
Motor Vehicle Incidents	10
Noise	10
Squatter/Trespass	2
Stolen Property	2
Traffic + Parking	11
Unsanitary/Insecure Premises	4
Wanted Persons	4
Other	19
Total	106



CITY WATCH



CITY WATCH

City Watch is a CUPE sponsored initiative administered by the Bylaw Enforcement Department. It is designed to encourage city employees to take an active role in reducing crime and increasing public safety within the community.

This is achieved by training staff how to recognize, record, report and respond to suspicious activity, public safety concerns, and emergencies in a safe and effective manner.

As a result, the RCMP and the community as a whole, benefit by having additional trained eyes and ears on City Streets and in City Parks.

1st Quarter (January to March)

- Bylaw Enforcement Officers were able to identify two suspects wanted by the RCMP for threatening a local business owner. Arrests by the police ensued. They were also able to identify and stop a theft in progress by a trespasser on DND lands for the Military Police.
- Assistance was given to the RCMP in the search for a lost little girl as well as for a suspect fleeing from an armed robbery.
- Public Works employees witnessed a citizen fall off her bicycle and fracture her arm. They called for help and provided a blanket and support for the victim until the ambulance arrived.

2nd Quarter (April to June)

- Watchful public works employees recovered a stolen purse and identification as well equipment stolen from the UVIC Athletic Department.
- Bylaw Officers assisted Oceans & Fisheries by identifying and redirecting a person illegally harvesting clams and mussels in the Esquimalt Lagoon Bird Sanctuary. The clams are very poisonous.
- During this quarter, Colwood employees also assisted the police on three occasions in the search for lost children.
- Bylaw Enforcement Officers identified and assisted police with a severely intoxicated person causing a disturbance in a public place as well as with a mentally ill man found catatonic at the roadside.
- Several public works employees were honoured by the City Watch Program for responding to put out the leading edge of a brush fire on the inner shoreline of Esquimalt Lagoon. Had it not been for their initiative, considerable property damage would likely have been sustained.

3rd Quarter (July to September)

- Bylaw Enforcement Officers assisted police with an aggressive male causing a disturbance.
- Public Works employees were quick to summon assistance and make the area safe for the public when a 60 foot tree came down over power lines, blocking traffic on Sooke Rd.

4th Quarter (October to December)

- A Bylaw Enforcement Officer helped police in the search for a suspect and later assisted with his arrest.
- A Bylaw Enforcement Officer was able to locate a lost elderly lady with dementia being sought by police and kept her calm until they could attend his location. On another occasion, an Officer was able to find and care for a near hypothermic lost child being sought by police.
- Watchful City staff were able to identify a stolen trailer and secure the scene until police could attend.



GRAFFITI

In 2015, the Westshore Graffiti Outreach Program administered by Bylaw Enforcement continued to perform extremely well. Graffiti vandalism reached a five year low and 100% of all newly recorded damage had been removed or covered over by year end.

This achievement continues to maintain the delicate aesthetic of the community and has helped communicate the message to visitors that the City of Colwood is a clean, safe and desirable place to live, work, play and invest.

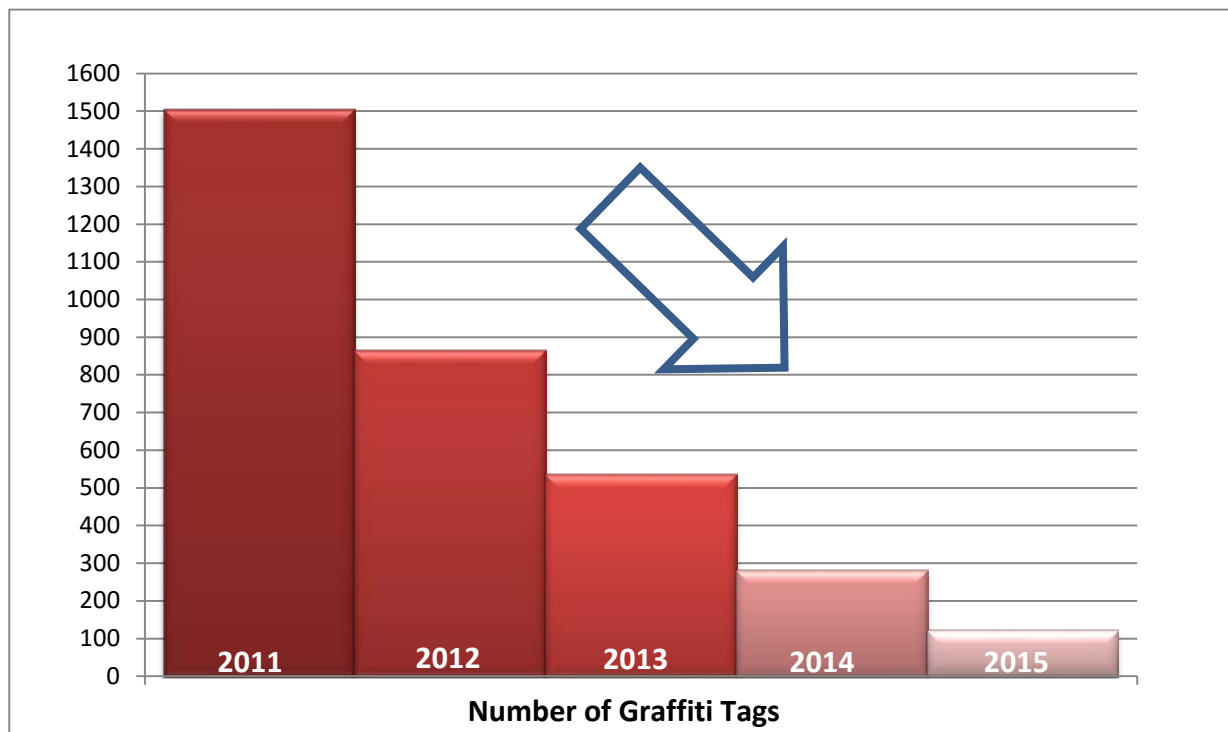
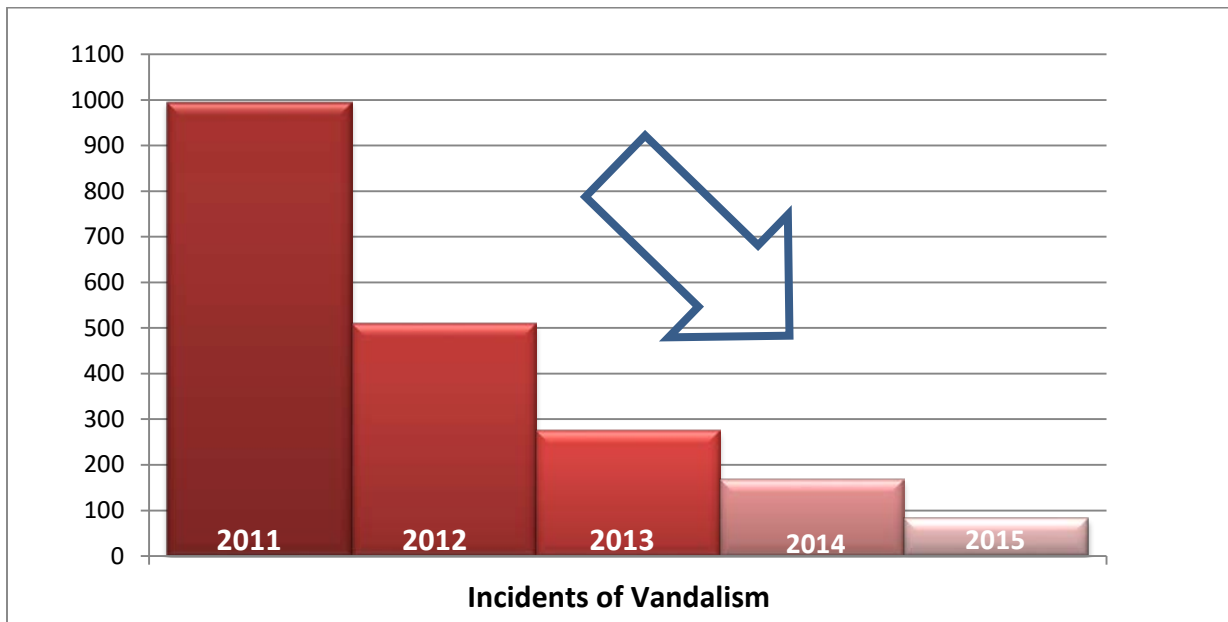
The Westshore Graffiti Outreach Program implements a four point strategy in cooperation with other stakeholders in order to reduce graffiti vandalism. The strategy consists of an improved regimen of Monitoring and Reporting, Abatement, Education and Enforcement.

Monitoring and Reporting

Details about each newly reported graffiti tag continues to be entered into a database and the damage is photographed for future reference. In the past 12 months, the **Westshore Graffiti Outreach Program** has recorded an additional 121 tags in 83 separate acts of vandalism in Colwood which generated 69 files.

These figures represent a 51% reduction in the amount of tags and a 57% reduction in the number of incidents of vandalism within the City of Colwood throughout 2015 as compared to 2014. Moreover, since the inception of the program in 2011 the annual number of graffiti related incidents and damage that is being applied to public and private property has now been reduced by 92%.

**Colwood Annual Reduction in Graffiti Vandalism
Five Year Trend**

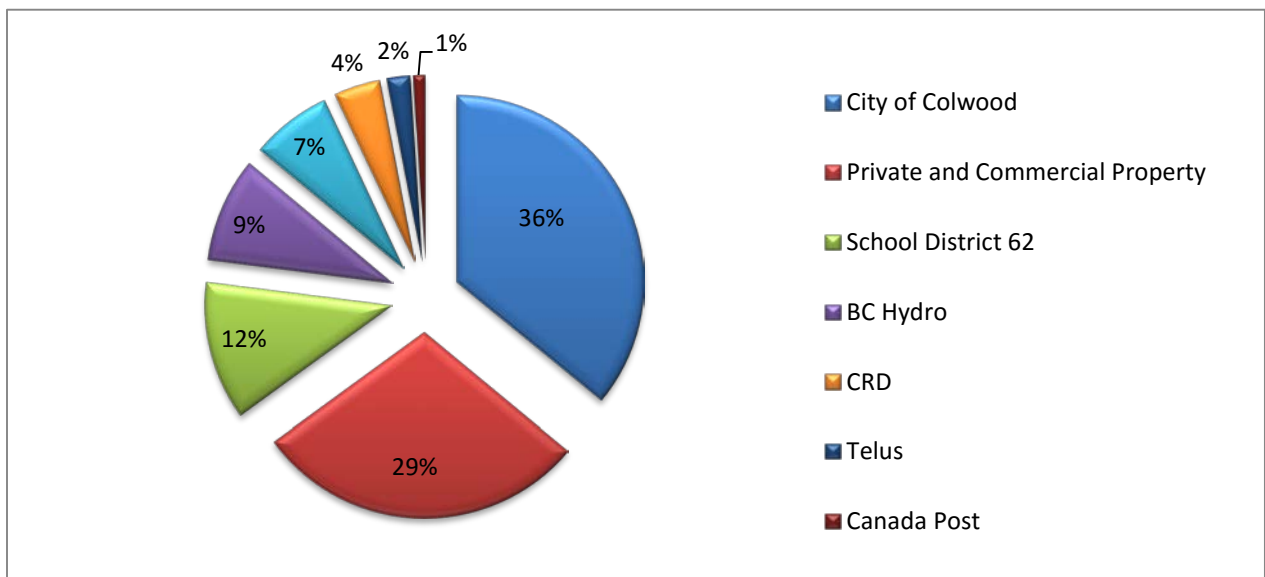


The nature of the graffiti damage applied throughout Colwood in 2015 remains consistent with 2014. The markings are generally small and unsophisticated.

This is attributed to the fact that successful enforcement, education and timely abatement has provided an effective deterrent to established and prolific vandals who frequently concentrate their efforts on applying large elaborate pieces to public spaces. Furthermore, new up and coming vandals do not gain the affirmation they seek from their peers by saturating an area with multiple markings because the damage is removed as soon as practicable.

Although damage is down overall, City of Colwood property remains the most attractive target for vandals compared to private and commercial property which historically has suffered the most vandalism.

Properties Subject to Vandalism in 2015



Colwood Municipal Bylaw Enforcement continues to maintain a database of graffiti vandals that operate in the region and has now catalogued 262 offenders.

This has been made possible by continued participation in the information sharing network established by the Regional Graffiti Task Force which in 2015 included members from enforcement agencies as far north as Campbell River as well as the Lower Mainland and as far east as Saskatoon and Calgary.

This cooperative approach generated **21 graffiti related calls for service.**

Abatement

100% of all newly recorded graffiti damage applied in the City of Colwood during 2015 has been removed or covered. About 88 % of this work was conducted by Bylaw Enforcement. The cost of the damage recorded and removed by Bylaw Enforcement in 2015 is estimated at about \$5,435 as compared to \$7,500 in 2014, \$18,000 in 2013 and \$35,000 in 2012.

An agreement with BC Hydro provides the City of Colwood paint and remuneration in the amount of \$1,000 annually toward supplies for the removal of graffiti from Hydro distribution equipment. These funds are issued in July of each year and are intended to be used until exhausted.

The City also still benefits from the generosity of RONA Home and Garden Centre which donates rollers, trays and paint brushes to the Westshore Graffiti Outreach Program on request. This practice allows expenditures for more chemical cleaning solutions and other items to be purchased from the funding provided by BC Hydro.

Education

During 2015, CPTED (*Crime Prevention Through Environmental Design*) target hardening advice was provided to several businesses. Information about graffiti crime has been made available to the general public at special events and through the City Web Page. Information was also circulated among the parent community and faculty of School District 62.

In February, a Bylaw Enforcement Officer participated in a Regional Graffiti Task Force Workshop hosted by Nanaimo RCMP. Likewise, in December, the City of Colwood hosted a successful presentation to members of various local law enforcement agencies entitled *The Gateway Crime of Graffiti* which discussed vandal sub-culture and the risk to youth.

Bylaw Enforcement also coached three other municipalities on how to initiate an effective graffiti reduction program using the City of Colwood as a template to success.

Enforcement

Working in cooperation with members of the Regional Graffiti Task Force, in 2015 Colwood Bylaw Enforcement were able to identify three known graffiti vandals now operating in other areas. For the first time since 2010, no enforcement tickets, warnings or alternate dispositions were issued for graffiti in the City of Colwood.

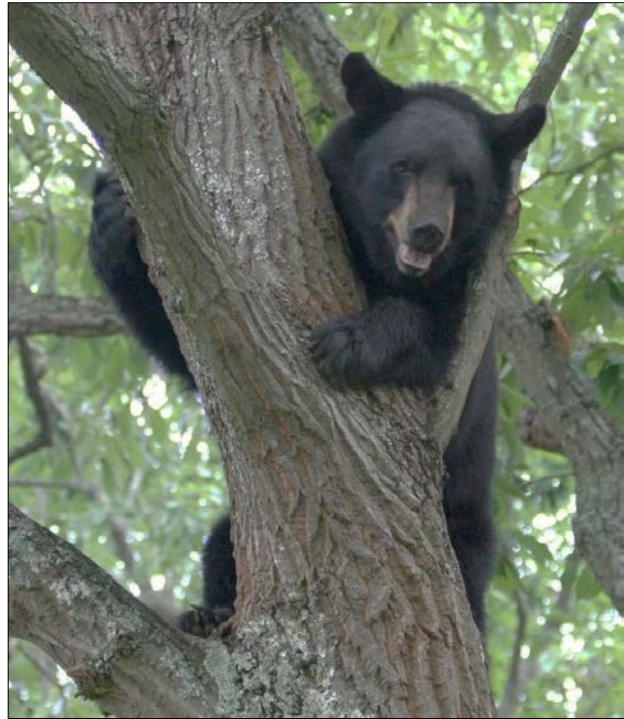
EMERGENCY MANAGEMENT

In 2015, Bylaw Enforcement Officers participated in several emergency management workshops and courses. They also participated in the Annual Regional Emergency Preparedness Fair and assisted with the planning and execution of the City Shake-Out and Emergency Operations Centre Exercise during Earthquake Preparedness Week.

ANIMAL CONTROL

Animal Control issues in the municipality are generally investigated and administered by the Capital Regional District. Nevertheless, during their 2015 patrols Colwood Bylaw Enforcement Officers addressed 43 animal concerns.

The greater majority of these issues concerned dogs off-leash in the Esquimalt Lagoon Bird Sanctuary; however, this year officers also assisted police and BC Conservation track and contain two bears in Royal Bay.



IN THE COMMUNITY

As a uniformed entity, Bylaw Enforcement Officers maintain a high profile in the community and represent the first point of contact with the City of Colwood for many people. In this impromptu role as civic ambassadors, friendly customer service is given a high priority.

During 2015, 51 Assist General Public Files were generated. These are frequently care and concern calls and activities that include everything from assisting the disabled, elderly, and stranded motorists to first-aid or help with a food drive.

This year Colwood Enforcement Officers were invited back to Camosun College to evaluate students in the JIBC Basic Security Training Program and also prepared a special report and presentation on safety for the Licence Inspectors and Bylaw Officers Association (LIBOA) Annual Conference. Other volunteer work included activities with the Community Policing Advisory Committee, Esquimalt Lagoon Stewardship Initiative and Canadian Blood Services.

PHOTOS

