



To: Community Safety Committee **Date:** September 12, 2013
From: Phyllis L. Carlyle **File:**
 General Manager, Law & Community Safety
Re: Community Bylaws – August 2013 Activity Report

Staff Recommendation

That the report titled Community Bylaws – August 2013 Activity Report dated September 12, 2013, from the General Manager, Law & Community Safety be received for information.

Phyllis L. Carlyle
 General Manager, Law & Community Safety
 (604.276.4104)

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Budgets	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
REVIEWED BY DIRECTORS	INITIALS: DW
APPROVED BY CAO 	

Staff Report

Origin

This monthly activity report for the Community Bylaws Division provides information on each of the following areas:

1. Property Use
2. Grease Management Program
3. Parking Program
4. Adjudication Program
5. Animal Control
6. Revenue & Expenses

Analysis

1. Property Use

Customer Service Response

An average of 18 daily calls for service was fielded by administration staff in August 2013. These calls for service include voice messages, directly-answered calls as well as emails. This activity represents a decrease of 10% compared to the number of calls fielded in July 2013 and is at par with the number of calls reported in August 2012.

Enforcement Activity

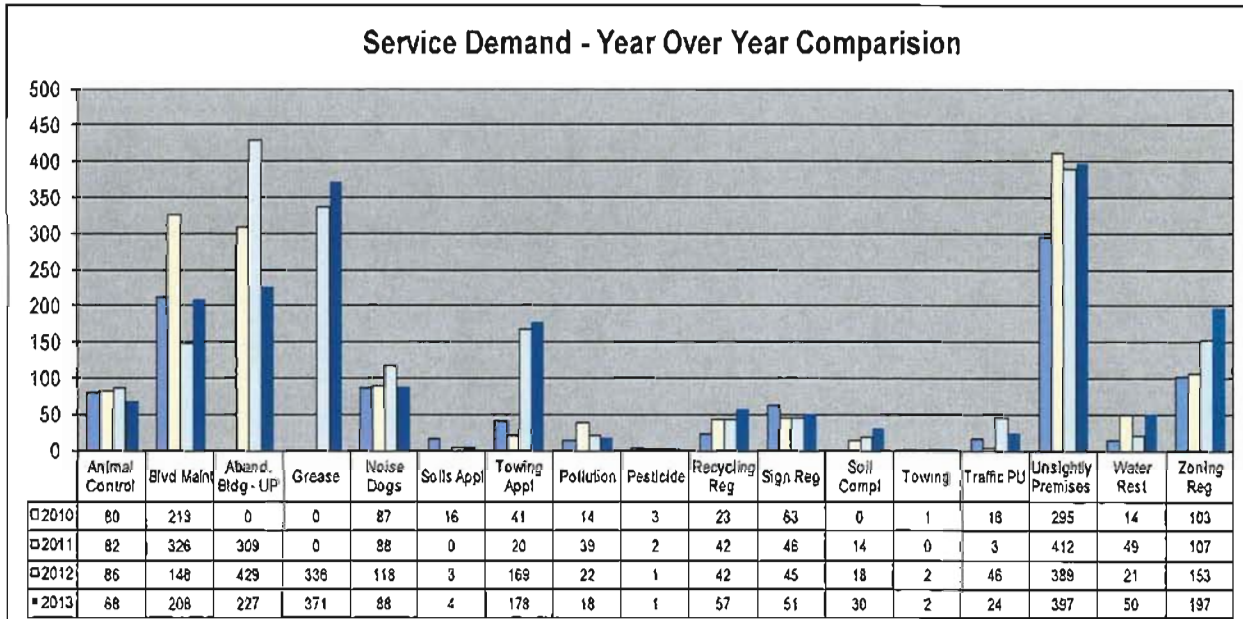
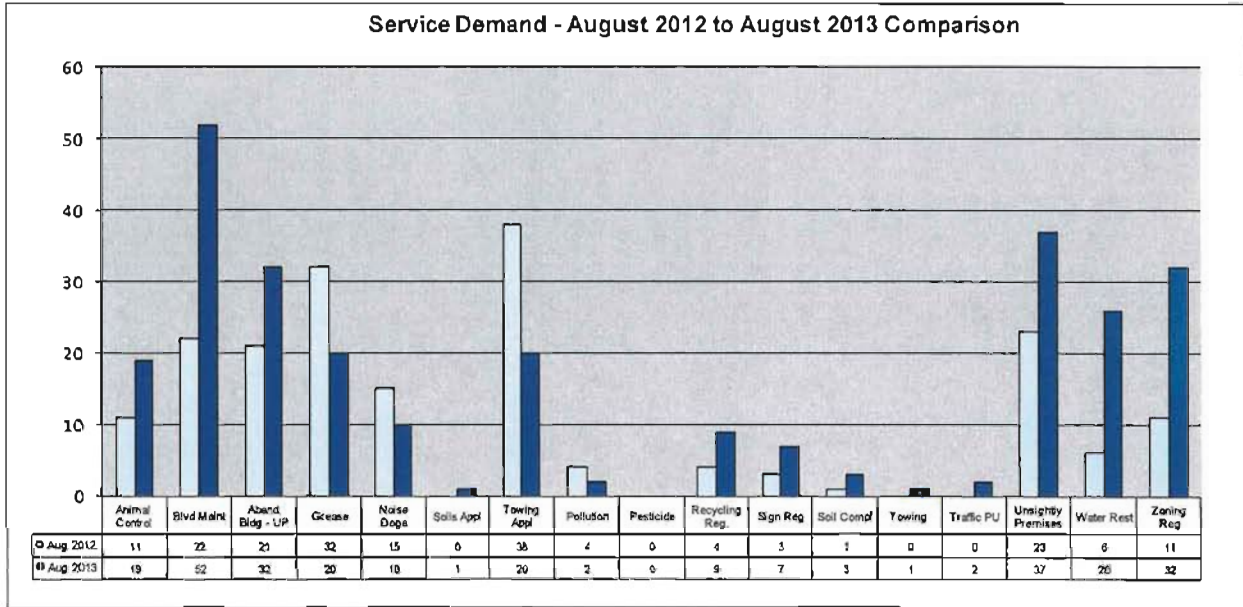
Property use officers managed 253 investigational files during the month of August 2013. File load statistics indicate this to be an increase of approximately 59% when compared to August 2012. This increase is attributed in part to an increase in calls for service for zoning contraventions; 32 in August 2013 compared to 11 in August 2012. The file load increase is also attributed to an increase in calls regarding boulevard maintenance, which rose from 22 in August 2012 to 52 in August 2013. Water restriction calls for service rose from 6 in August 2012, to 26 in August 2013.

Community Bylaws continues to monitor 81 residences in relation to the "Abandoned/Vacant Home Joint Operations" program. This is a decrease of 26 residences which is the result of an improved and recently implemented deployment system used to monitor these buildings.

The "Soil Watch" program has resulted in 3 calls for service for the month of August 2013. Two of the calls were for illegal fill activity and the third is a complaint related to potential building and flooding issues.

Two violation tickets were issued for incidents related to general noise infractions.

The following charts compare Property Use service demand by type for August 2013 vs. August 2012, as well as a comparative for the years 2010, 2011, 2012 and 2013:



2. Grease Management Program

The Grease Management Inspector conducted 38 regulatory visits to 20 food establishments during August 2013 resulting in 1 bylaw violation.

3. Parking Program

Customer Service Response

An average of 32 daily calls for service was fielded by administration staff in August 2013. This activity represents a decrease of approximately 11% compared to July 2013, and a decrease of approximately 45% when compared to the number of calls reported in August 2012. This variation is an aberration due to the Steveston parking enforcement trial that was in place during the summer of 2012.

Enforcement Activity

A total of 3205 notices of bylaw violation were issued for parking, safety and liability infractions within the City during this month. This is a decrease of approximately 1.75% compared to the number of violations issued in August 2012. This volume is consistent with previous months.

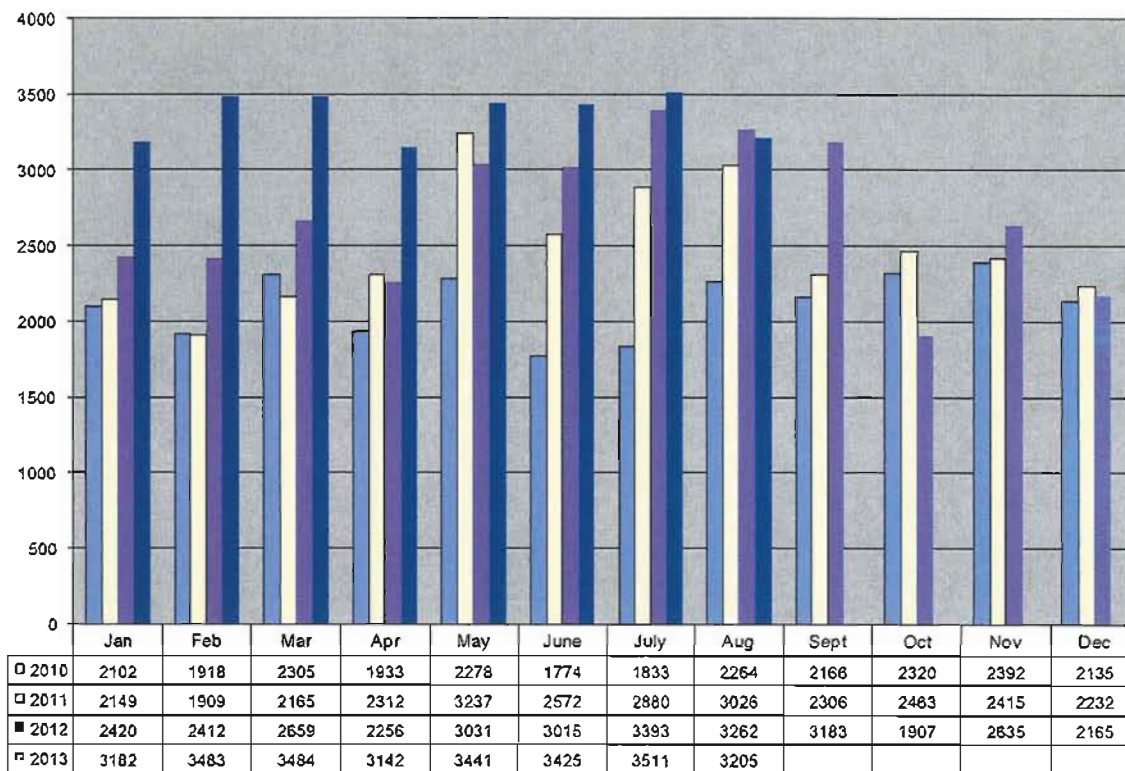
In August 2013, 140 (4.37%) of the total violations issued were either cancelled or changed to a warning. The following list provides a breakdown of the common reasons for the cancellation of bylaw violation notices pursuant to Council’s Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a) Identity issues	6	4.4%
Section 2.1 (b) Exception in Bylaw	2	1.4%
Section 2.1 (c) Poor likelihood of success at adjudication	7	5.0%
Section 2.1 (d) Contravention necessary - health related	4	2.8%
Section 2.1 (e) Multiple violations issued for one incident	7	5.0%
Section 2.1 (f) Not in the public interest	13	9.3%
Section 2.1 (g) Proven effort to comply	43	30.7%
Administrative Entries	20	14.3%
Warnings	38	27.1%

Program Highlights

Following is a month-to-month comparison reflecting the number of violations issued for the years 2010, 2011, 2012 and 2013:

2010 - 2013 Comparison for Parking Violations Issued



4. Dispute Adjudication Program

The July 23, 2013 Adjudication Hearings resulted in all eleven violations being upheld. Nine appeals were heard and two failed to attend their scheduled hearing. The next Adjudication Hearing is scheduled for September 24, 2013.

5. Animal Control

Community Bylaws issued 84 new dog licences, representing a decrease of 1.2% when compared to the number of new dog licences issued in August 2012. As of August 31, 2013, there were 5428 dogs licensed in Richmond. This total includes 81 dangerous dog license registrations. Animal Control officers responded to 13 dog bite incidents each resulting in a dangerous dog investigation.

4 violation tickets were issued as a result of dog bite incidents.

6. Revenue and Expenses

The following information is a month to month analysis of August 2013 compared to August 2012.

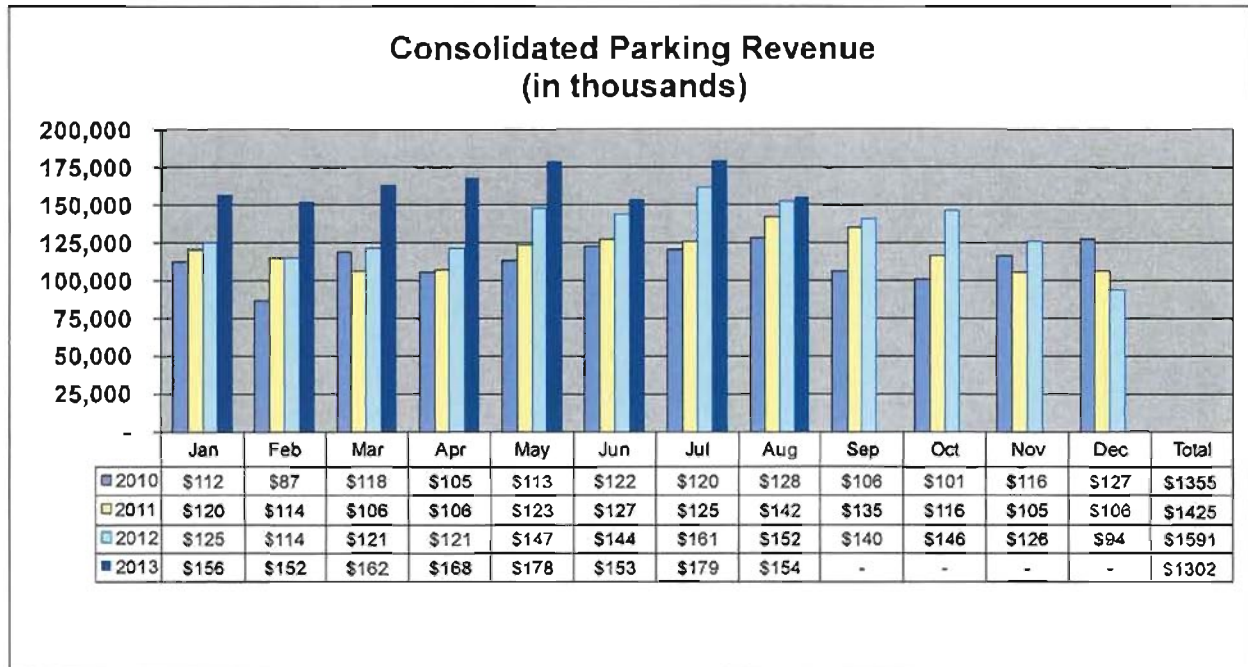
Consolidated Parking Program Revenue: The total of meter, monthly permit and enforcement revenue increased by 1.5% over the same period last year to \$154,364 in August 2013 from \$152,061 in August 2012.

Meter Revenue increased by 23.6% over the same period last year to \$46,613 in August 2013 from \$37,711 in August 2012.

Permit Revenue decreased by 5.5% over the same period last year to \$10,294 in August 2013 from \$10,897 in August 2012.

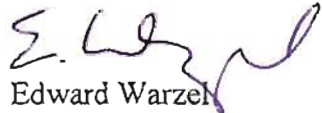
Enforcement Revenue decreased by 5.8% over the same period last year to \$97,457 in August 2013 from \$103,453 in August 2012.

The following chart provides a consolidated revenue comparison with prior years:



Conclusion

Community Bylaw staff continue to strive to maintain the quality of life and safety of the residents of the City of Richmond through coordinated team efforts with many City departments and community partners while promoting a culture of compliance.



Edward Warzel
Manager, Community Bylaws
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