



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** August 14, 2014
From: Phyllis L. Carlyle **File:**
 General Manager, Law and Community Safety
Re: **Community Bylaws Monthly Activity Report – June 2014**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – June 2014”, dated August 14, 2014, from the General Manager, Law & Community Safety, be received for information.

Phyllis L. Carlyle
 General Manger, Law & Community Safety
 (604-276-4104)

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance Division	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:
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

This report supports Council's Term Goal 1:

To ensure Richmond remains a safe and desirable community to live, work and play, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.

Analysis

1. Property Use

Customer Service Response

An average of 17 daily calls for service was fielded by administrative staff in June 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 22.7% compared to the number of calls that were fielded in May 2014 and a decrease of 26.1% when compared to the number of calls reported in June 2013.

Enforcement Activity

Property use officers managed 210 new investigational files during the month of June 2014, which represents a decrease of approximately 18.3% when compared to June 2013. This decrease is primarily attributed to a reduction in the number of abandoned building, unsightly premise, and zoning contraventions reported in June 2014. In total 85 incidents of this nature were reported during the month, as compared to 153 such incidents in June 2013.

Community Bylaws continues to monitor and reduce the number of abandoned and vacant homes in the City of Richmond. The City currently has 26 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a and 1b provide a comparison of Property Use service demand by type during April 2014 and the same period in previous years.

Figure 1a: Service Demand Comparison

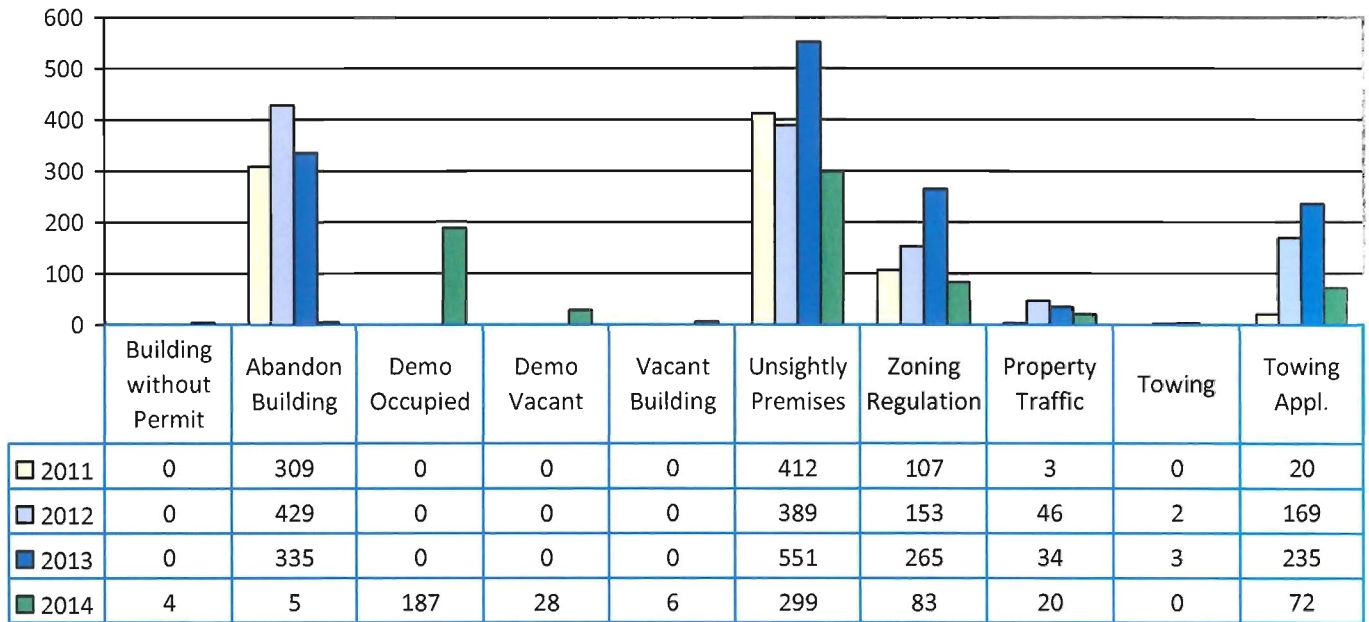
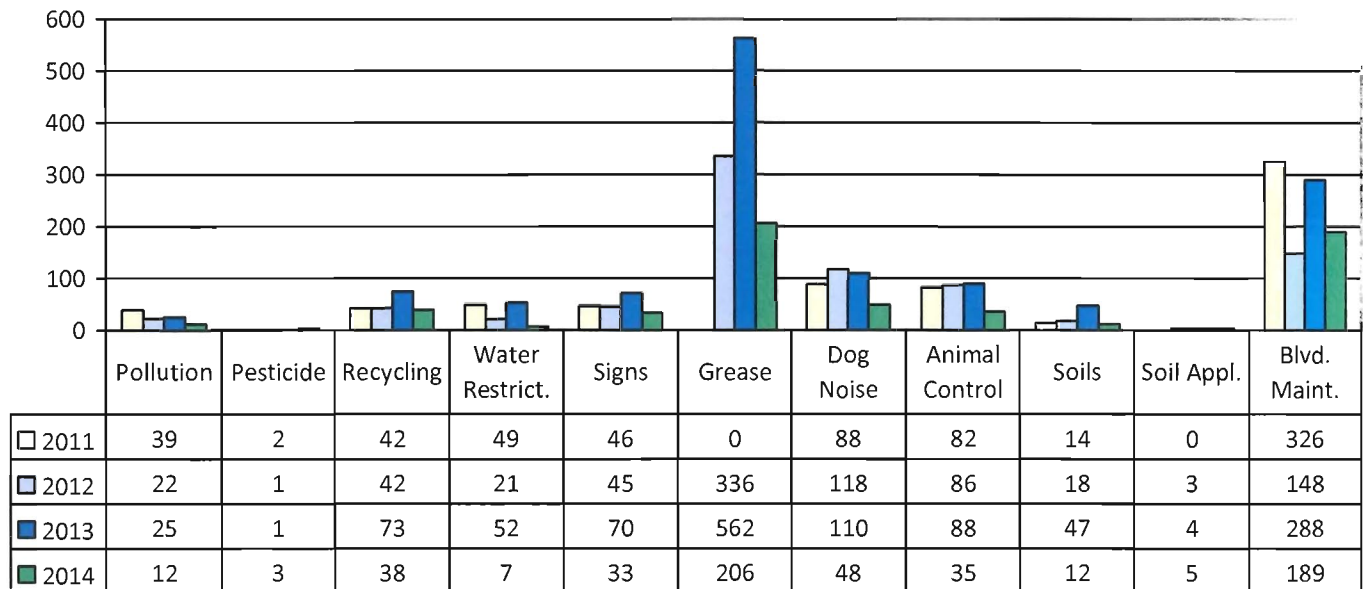


Figure 1b: Service Demand Comparison



2. Grease Management Program

The Grease Management inspector conducted 46 regulatory visits to 18 food sector establishments during June 2014, resulting in 2 bylaw violations of which 2 were amended to warnings.

3. Parking Program

Customer Service Response

An average of 31 daily calls for service was fielded by administration staff in June 2014. This represents a decrease of 11.4% compared to May 2014, and a decrease of 26.2% when compared to calls reported in June 2013.

Enforcement Activity

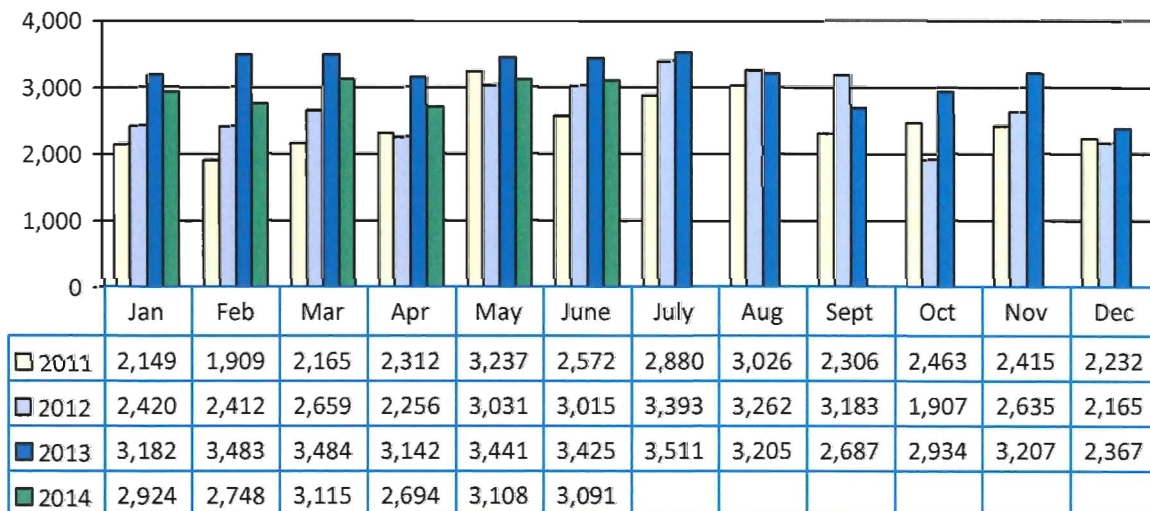
A total of 3,091 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of June 2014. This is a decrease of approximately 9.7% compared to the number of violations issued in June 2013.

Program Highlights

Ticketing activity for June 2014 decreased compared to June 2013, but exceeded all prior years. Changes to officer procedure and deployment last year, resulted in a significant increase in violation issuance during 2013. As a result, public compliance rose significantly in 2014 and this has resulted in a decrease in ticketing activity YTD.

Figure 2 is a month-to-month comparison of the number of violations issued for the years 2011, 2012, 2013 and 2014:

Figure 2: 2011 - 2014 Comparison for Parking Violations Issued



During the month of June 2014, 303 violations were changed to a warning, which represents approximately 9.8% of the tickets issued during June 2014. 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	31	10.2 %
Section 2.1 (e)	Multiple violations issued for one incident	14	4.6%
Section 2.1 (f)	Not in the public interest	27	8.9%
Section 2.1 (g)	Proven effort to comply	188	62.1%
—	Administrative Entries	34	11.2%
—	Warnings	9	3.0%

4. Adjudication Program

A total of 11 adjudication cases were scheduled for April 29, 2014, resulting in 8 violations upheld and 3 violations dismissed. The next Adjudication Hearing scheduled was for July 29, 2014.

5. Animal Control

Community Bylaws issued 257 new dog licences during June 2014, representing an increase of 152% as compared to the number of new dog licences issued in June 2013. This increase can be attributed to focused public communications and a dog license canvassing program that was launched in May using auxiliary workers.

As of the end of June 2014, there were 5,611 dogs licensed in Richmond. This total includes 83 dangerous dog license registrations.

Animal Control officers responded to 2 dog bite incidents during June 2014, all resulting in dangerous dog investigations.

Financial Impact

6. Revenue and Expenses

The following information is a month by month analysis of June 2014 compared to June 2013.

Consolidated Parking Program Revenue: The total of meter, monthly permit and enforcement revenue increased by 10.6% over the same period last year to \$169,517 in June 2014 from \$153,248 in June 2013.

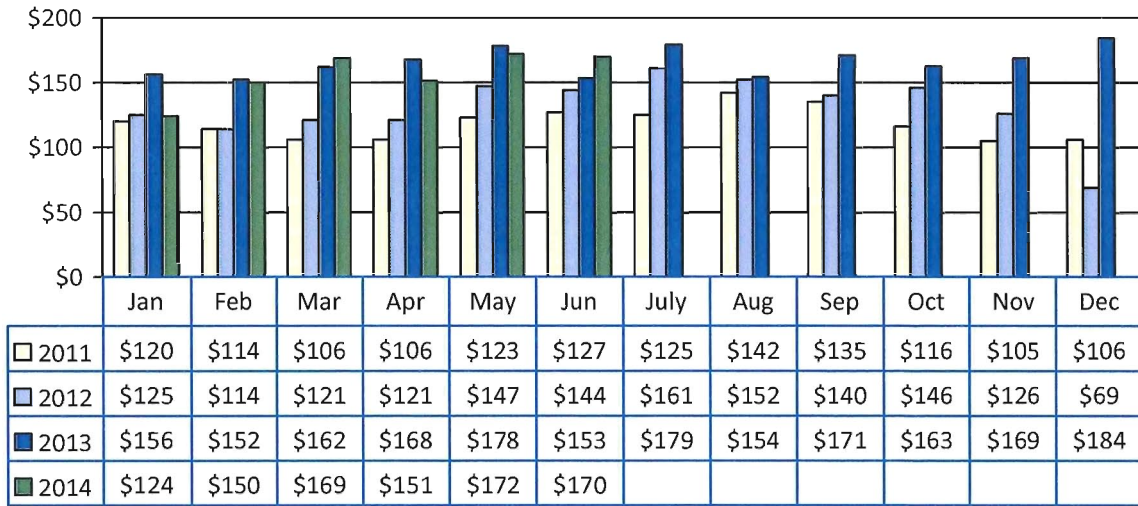
Meter Revenue increased by 6.4% over the same period last year to \$51,918 in June 2014 from \$48,789 in June 2013.

Permit Revenue increased by 52.9% over the same period last year to \$16,635 in June 2014 from \$10,878 in June 2013.

Enforcement Revenue increased by 7.9% over the same period last year to \$100,965 in June 2014 from \$93,580 in June 2013.

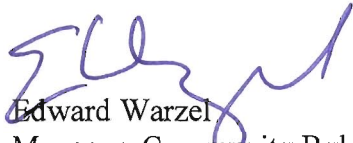
Figure 3 provides a consolidated revenue comparison with prior years:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaw Staff continue to strive to maintain the quality of life and safety of residents through a team approach and the coordination of City services and our many community partners. Collectively these resources promote a culture of accountability and compliance.



Edward Warzel
Manager, Community Bylaws (604-247-4601)
EW:ct