



To: Community Safety Committee

Date: September 25, 2014

From: Phyllis L. Carlyle
General Manager, Law and Community Safety

File:

Re: Community Bylaws Monthly Activity Report – August, 2014

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report –August 2014”, dated September 25, 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 Community Safety:

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 15 daily calls for service were fielded by administrative staff in August 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents decrease of 16.7% compared to the number of calls that were fielded in July 2014 and a decrease of 5.9% when compared to the number of calls reported in August 2013.

Enforcement Activity

Property use officers managed 190 new investigational files during the month of August 2014, which represents a decrease of approximately 24.9% when compared to August 2013. This decrease is primarily attributed to a reduction in the number of abandoned building, unsightly premise, and zoning contraventions reported in August 2014. In total 67 incidents of this nature were reported during the month, as compared to 101 such incidents in August 2013.

Community Bylaws continues to monitor the number of abandoned and vacant homes in the City of Richmond. The City currently has 33 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 August 2014 and the same period in previous years.

Figure 1a: Service Demand Comparison

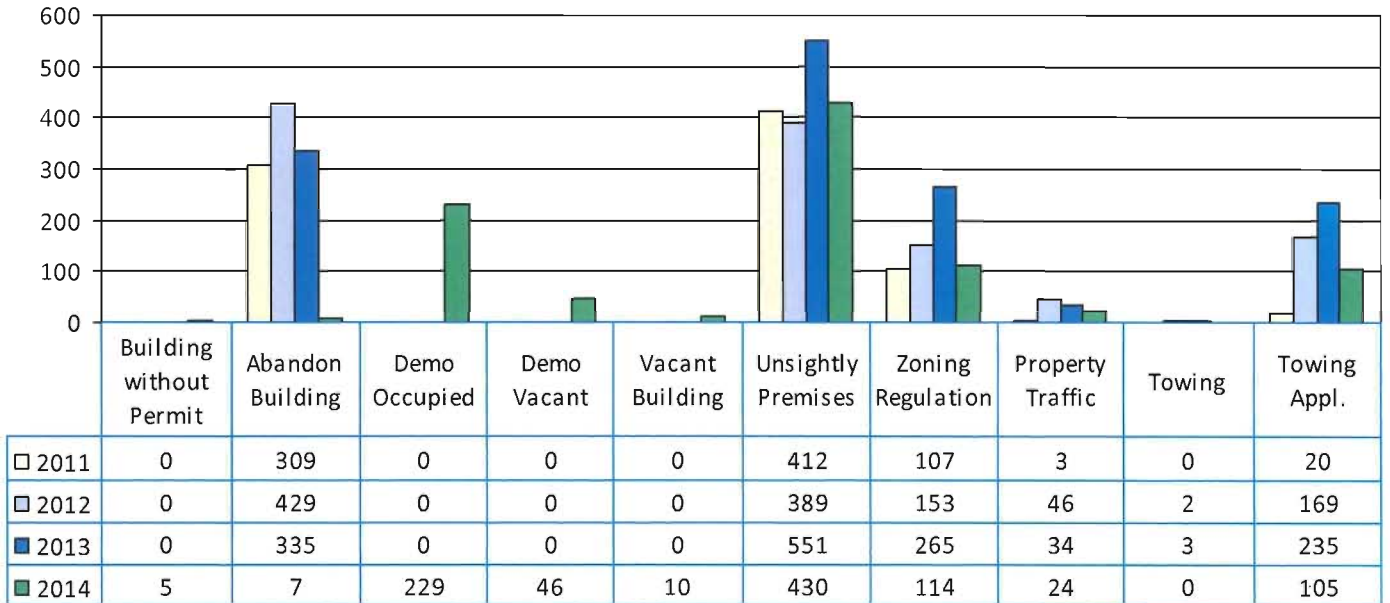
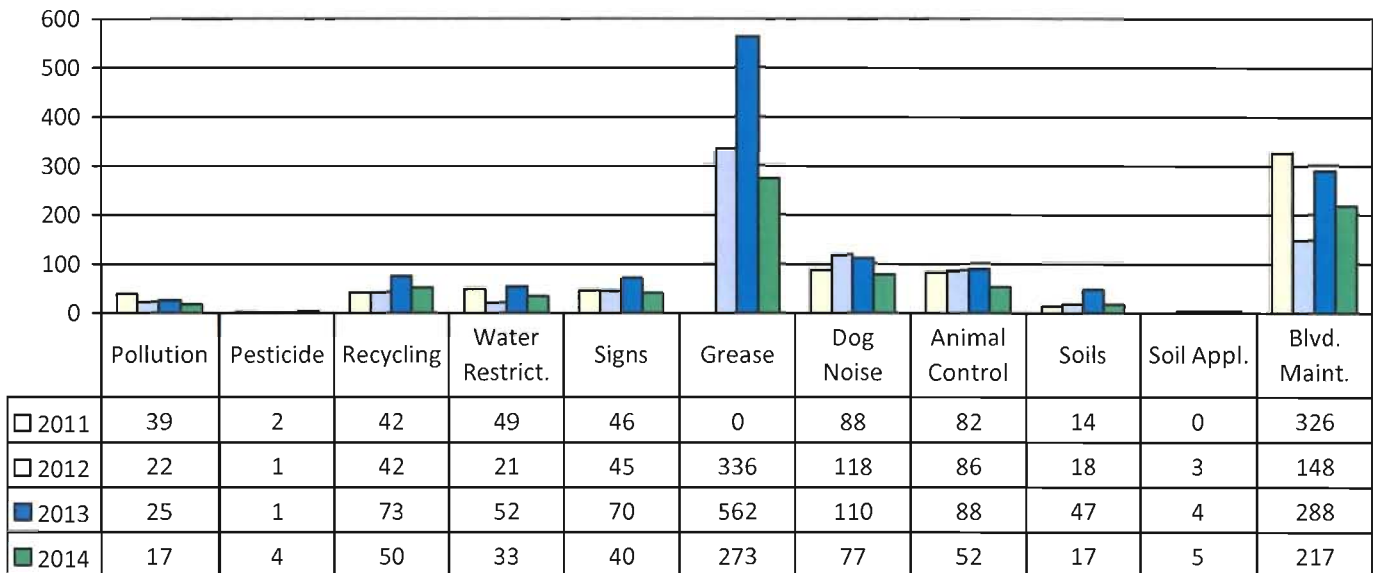


Figure 1b: Service Demand Comparison



2. Grease Management Program

The Grease Management inspector conducted 69 regulatory visits to 57 food sector establishments during August 2014, resulting in 5 bylaw violations, of which 1 infraction was amended to a warning.

3. Parking Program

Customer Service Response

An average of 25 daily calls for service were fielded by administration staff in August 2014. This represents a decrease of 13.8% compared to July 2014, and increase of 38.9% when compared to calls reported in August 2013.

Enforcement Activity

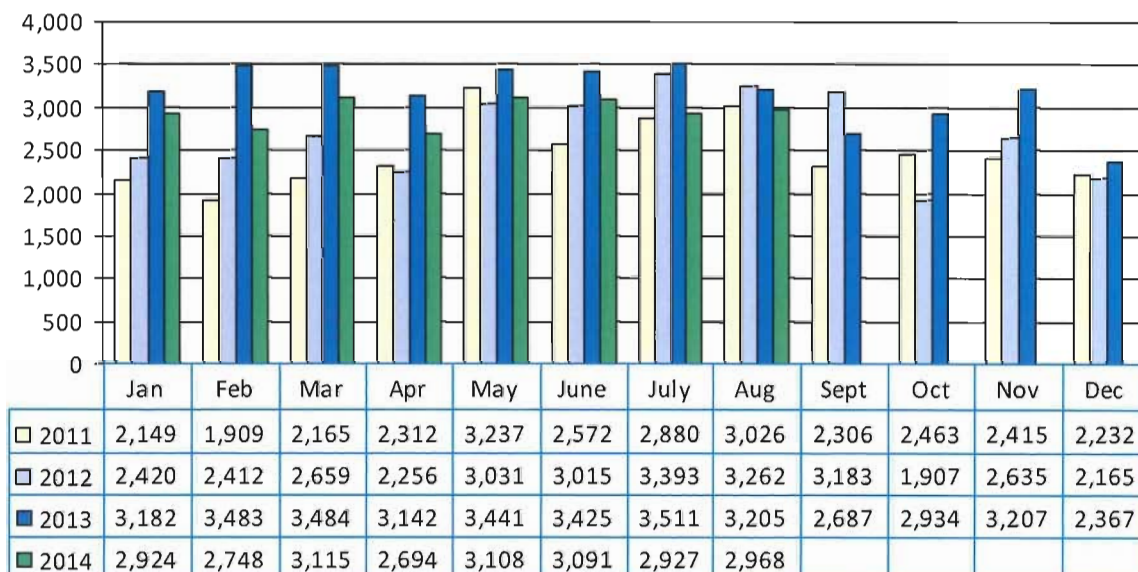
A total of 2,968 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of August 2014. This is a decrease of approximately 7.4 % compared to the number of violations issued in August 2013.

Program Highlights

Ticketing activity for August 2014 decreased compared to August 2013. 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 August 2014, 300 violations were changed to a warning, which represents approximately 9.3% of the tickets issued during August 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	46
Section 2.1 (e)	Multiple violations issued for one incident	21
Section 2.1 (f)	Not in the public interest	33
Section 2.1 (g)	Proven effort to comply	160
—	Administrative Entries	28
—	Warnings	12

4. Adjudication Program

A total of 8 adjudication cases were scheduled for July 29, 2014, resulting in 1 fail to show, 6 violations upheld, and 1 violation dismissed. The next Adjudication Hearing is scheduled for October 28, 2014.

5. Animal Control

Community Bylaws issued 135 new dog licences during August 2014, representing an increase of 60.0% as compared to the number of new dog licences issued in August 2013. This increase can be attributed to focused public communications and dog license canvassing program that was launched in June. In the past three months canvassers have contributed to the registration of 771 additional dogs to the City's dog licensing registry.

As of the end of August 2014, there were 6,085 dogs licensed in Richmond. This total includes 91 dangerous dog license registrations.

Animal Control officers responded to 3 dog bite incidents during August 2014, all resulting in dangerous dog investigations.

Financial Impact

6. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 3.4% over the same period last year to \$159,645 in August 2014 from \$154,364 in August 2013.

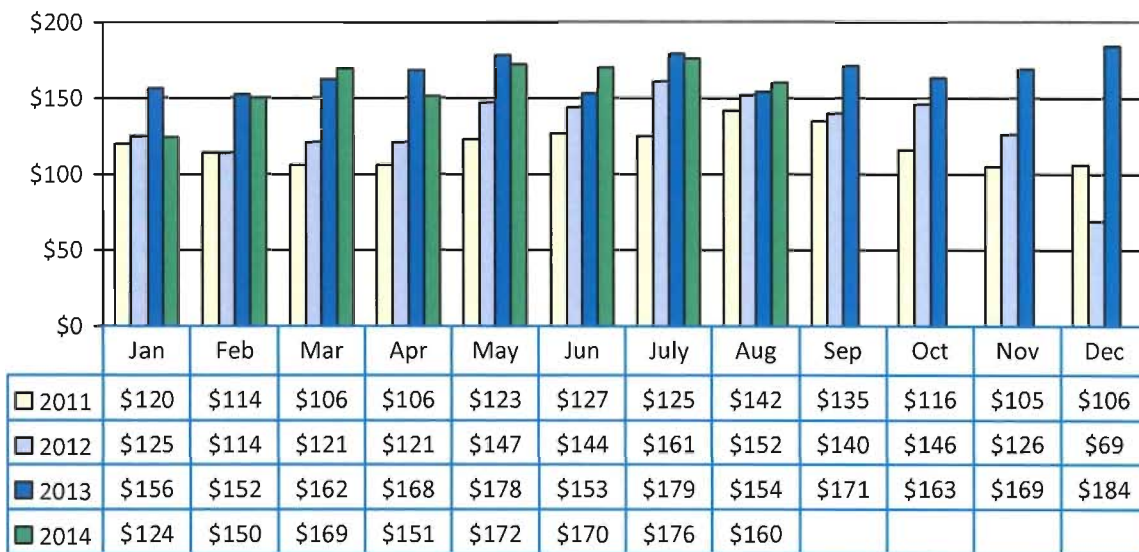
Meter Revenue increased by 11.0% over the same period last year to \$51,730 in August 2014 from \$46,612 in August 2013.

Permit Revenue increased by 34.3% over the same period last year to \$13,819 in August 2014 from \$10,294 in August 2013.

Enforcement Revenue decreased by 3.5% over the same period last year to \$94,095 in August 2014 from \$97,457 in August 2013.

Figure 3 provides a consolidated revenue comparison with prior years:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaw staff continues to strive to maintain the quality of life and safety of 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 (604-247-4601)
 EW:rg