



To: Community Safety Committee

Date: December 16, 2013

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

File:

Re: Community Bylaws – November 2013 Activity Report

Staff Recommendation

That the staff report titled Community Bylaws – November 2013 Activity Report dated December 16, 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"/>
RCMP	<input checked="" type="checkbox"/>
Information Technology	<input checked="" type="checkbox"/>
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 in, 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 12 daily calls for service was fielded by administration staff in November 2013. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a seasonal decrease of 25% compared to the number of calls fielded in October 2013 and is at par when compared to the number of calls reported in November 2012.

Enforcement Activity

Property use officers managed 120 new investigational files during the month of November 2013 which is a decrease of approximately 10% when compared to November 2012. This decrease is primarily attributed to numerous complaints received regarding "general traffic contraventions involving mud/dirt/leaves on the roadway" in November 2012. Only one incident of this nature was reported this month compared to 18 incidents that were reported in November 2012.

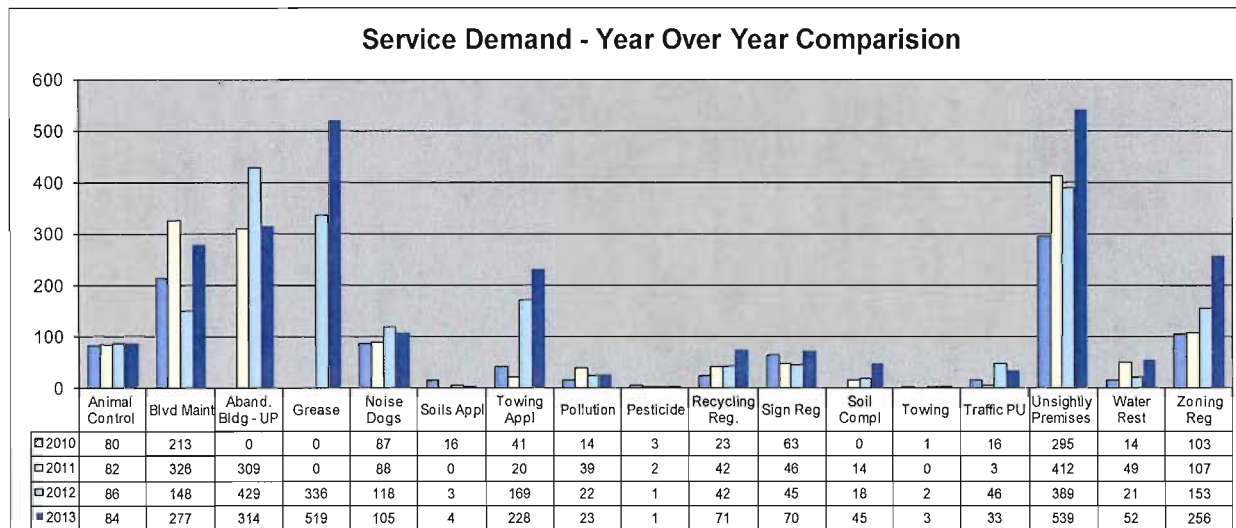
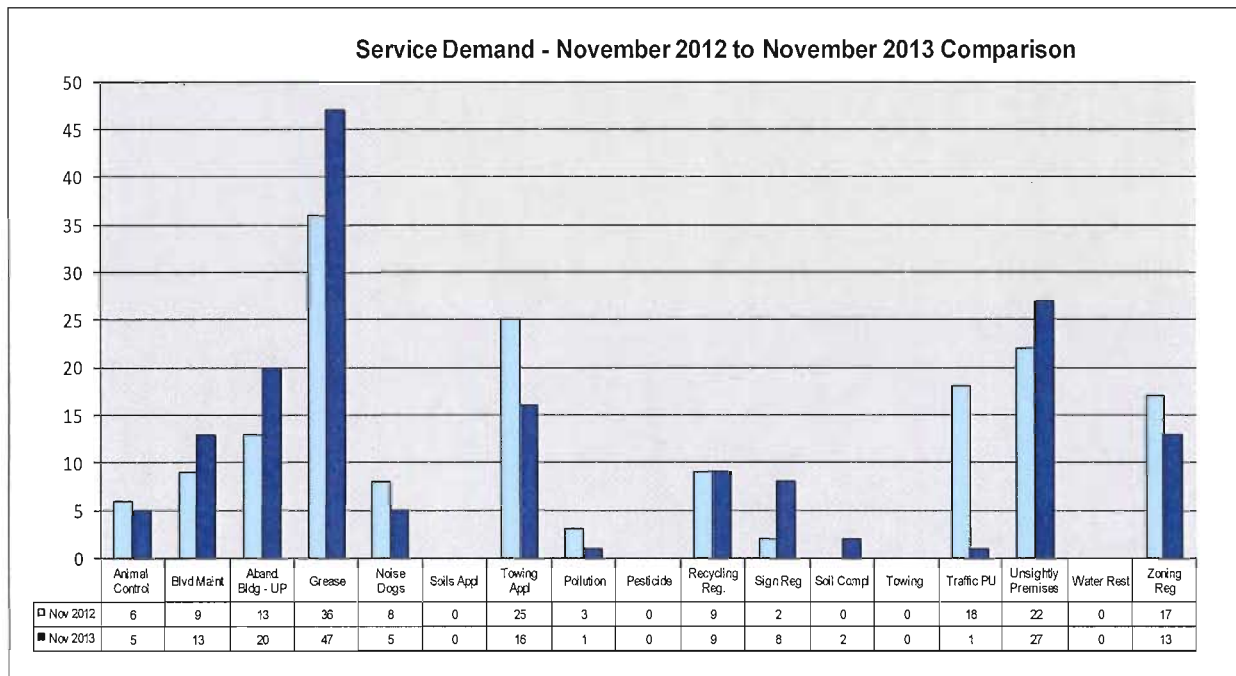
Community Bylaws continues to monitor and reduce the number of abandoned and/or vacant homes in the City of Richmond. The City currently has 59 residences remaining on the "Abandoned/Vacant Home Joint Operations" list which is a significant reduction from the 109 homes that were identified during the summer. The enhanced efforts by property use staff has been a significant driver in the success of this program.

The "Soil Watch" program resulted in two calls for service for the month of November 2013. There are currently three files before the courts related to infractions on land within the Agricultural Land District.

A violation ticket was issued, related to a general noise infraction under the City's Noise Regulation Bylaw 8856, to a recycling collection agency for operating outside approved hours.

In addition, a Richmond resident was issued a violation ticket for possession of fireworks without a permit under the City's Fireworks Regulation Bylaw 7917.

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



2. Grease Management Program

The Grease Management inspector conducted 76 regulatory visits to 47 food sector establishments during November 2013, resulting in 9 bylaw violations with 3 of these infractions amended to a warning.

3. Parking Program

Customer Service Response

An average of 30 daily calls for service was fielded by administration staff in November 2013. This activity represents a decrease of approximately 23% compared to October 2013, and a decrease of 33% when compared to the number of calls reported in November 2012.

Enforcement Activity

A total of 3207 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of November 2013. This is an increase of approximately 21.7% compared to the number of violations issued in November 2012.

During the month 309 violations were changed to a warning, which represents approximately 9.6% of the tickets issued during November 2013. 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	13	4%
Section 2.1 (b)	Exception in Bylaw	0	0%
Section 2.1 (c)	Poor likelihood of success at adjudication	10	3.2%
Section 2.1(d)	Contravention necessary / health related	0	0%
Section 2.1 (e)	Multiple violations issued for one incident	19	6.1%
Section 2.1 (f)	Not in the public interest	21	6.8%
Section 2.1 (g)	Proven effort to comply	183	59%
Administrative	Entries	46	14.9%
Warnings		17	6%

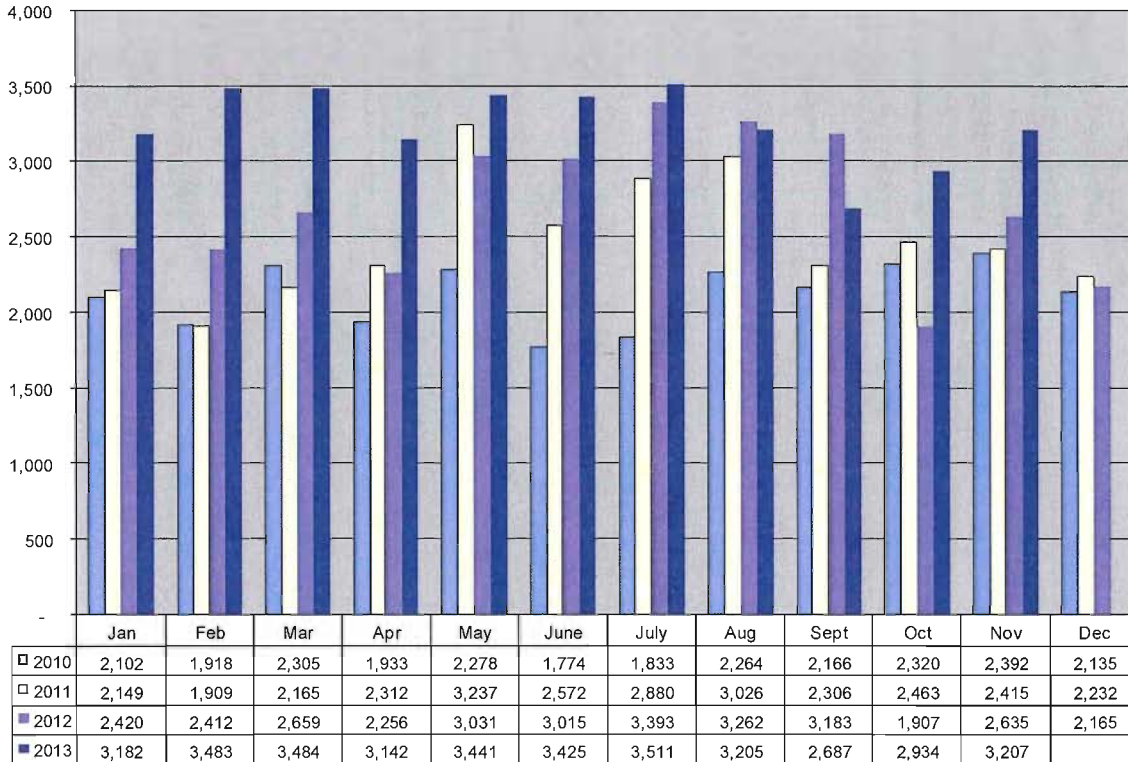
Program Highlights

Meter vandalism continued through November with 4 additional meters being damaged. The total number of meter incidents over the past 3 months has now risen to 15. In November meter repair costs and coin theft is estimated at approximately \$6,000.

To combat the issue Community Bylaws has advised various departments within the City to be alert to suspicious activities occurring in and around City parking meters. Community Bylaws, in an effort to support the RCMP, has also provided specific information related to the thefts. In addition, target hardening measures such as steel plating of the meters and regular and frequent coin collections have been deployed for the purpose of minimizing the impact of these crimes.

The 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

Six adjudication hearings were scheduled for November 26, 2013, resulting in the following outcome:

- Four violations were upheld
- Two violations were dismissed

The next Adjudication Hearing is scheduled for January 28, 2014.

5. Animal Control

Community Bylaws issued 46 new dog licences during November 2013, representing a decrease of 50% when compared to the number of new dog licences issued in November 2012. As of November 30, 2013 there were 5558 dogs licensed in Richmond. This total includes 84 dangerous dog license registrations.

On November 27th the department went “live” with the Tempest module dog license renewal program. This module provides Richmond residents with the convenience of paying dog license renewals on line. This Council approved initiative will provide significant internal efficiencies and convenience to the public. Early renewal statistics indicate that the program is very popular and may quickly become the preferred method of payment for dog licenses.

Animal Control officers responded to 5 dog bite incidents resulting in 5 dangerous dog investigations and 7 violation tickets being issued.

6. Revenue and Expenses

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

Consolidated Parking Program Revenue the total of meter, monthly permit and enforcement revenue increased by 34.1% over the same period last year to \$168,647 in November 2013 from \$125,722 in November 2012.

Meter Revenue increased by 4.8% over the same period last year to \$41,249 in November 2013 from \$39,352 in November 2012.

Permit Revenue increased by 43.2% over the same period last year to \$15,195 in November 2013 from \$10,611 in November 2012.


Enforcement Revenue increased by 48.1% over the same period last year to \$112,203 in November 2013 from \$75,760 in November 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
 (604-247-4601)