



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** March 21, 2014  
**From:** Phyllis L. Carlyle **File:**  
General Manager, Law and Community Safety  
**Re:** **Community Bylaws Monthly Activity Report - February 2014**

### Staff Recommendation

That the staff report titled Community Bylaws Monthly Activity Report – February 2014, dated March 21, 2014, from the General Manager, Law & Community Safety, be received for information.

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

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

## 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 11 daily calls for service was fielded by administration staff in February 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 21.43% compared to the number of calls fielded in January 2014 and is a decrease of 26.67% when compared to the number of calls reported in February 2013.

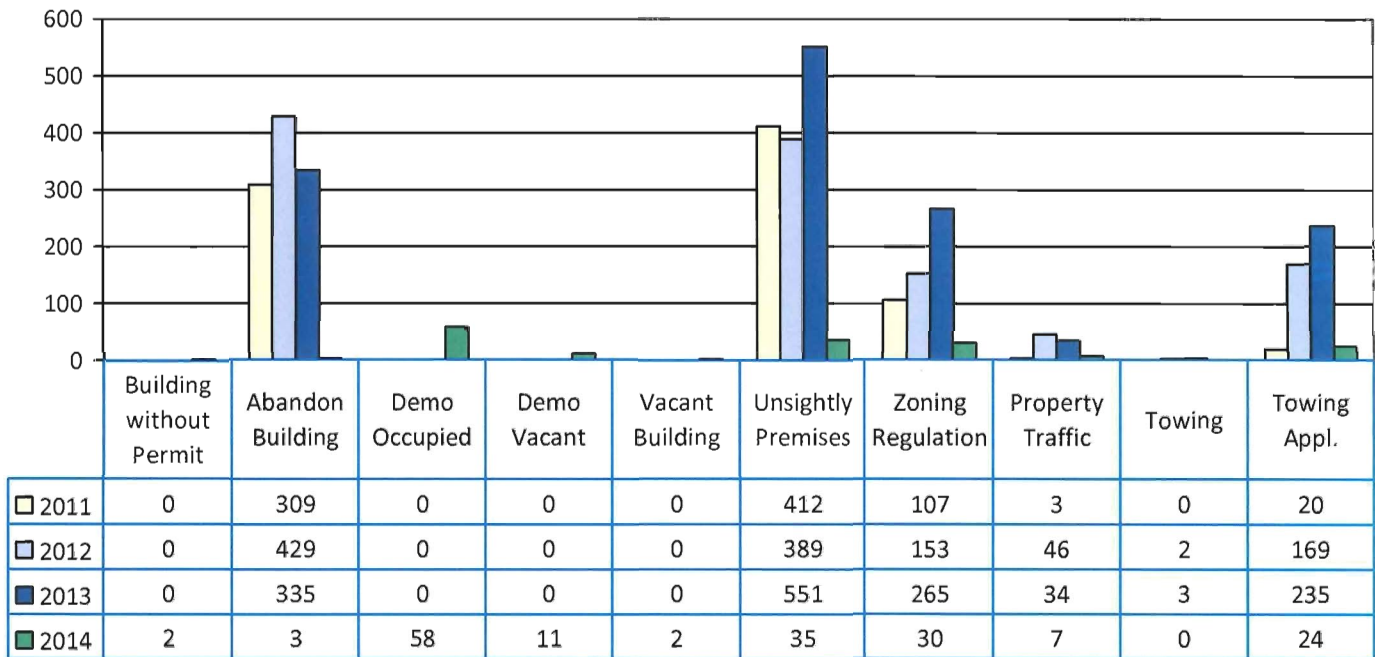
##### Enforcement Activity

Property use officers managed 109 new investigational files during the month of February 2014 which is a decrease of approximately 15.50% when compared to February 2013. This decrease is primarily attributed to a reduction in the number of boulevard maintenance, unsightly premise and towing application files reported in February 2014. In aggregate, there were 37 incidents of this nature reported during the month, as compared to 80 incidents reported in February 2013.

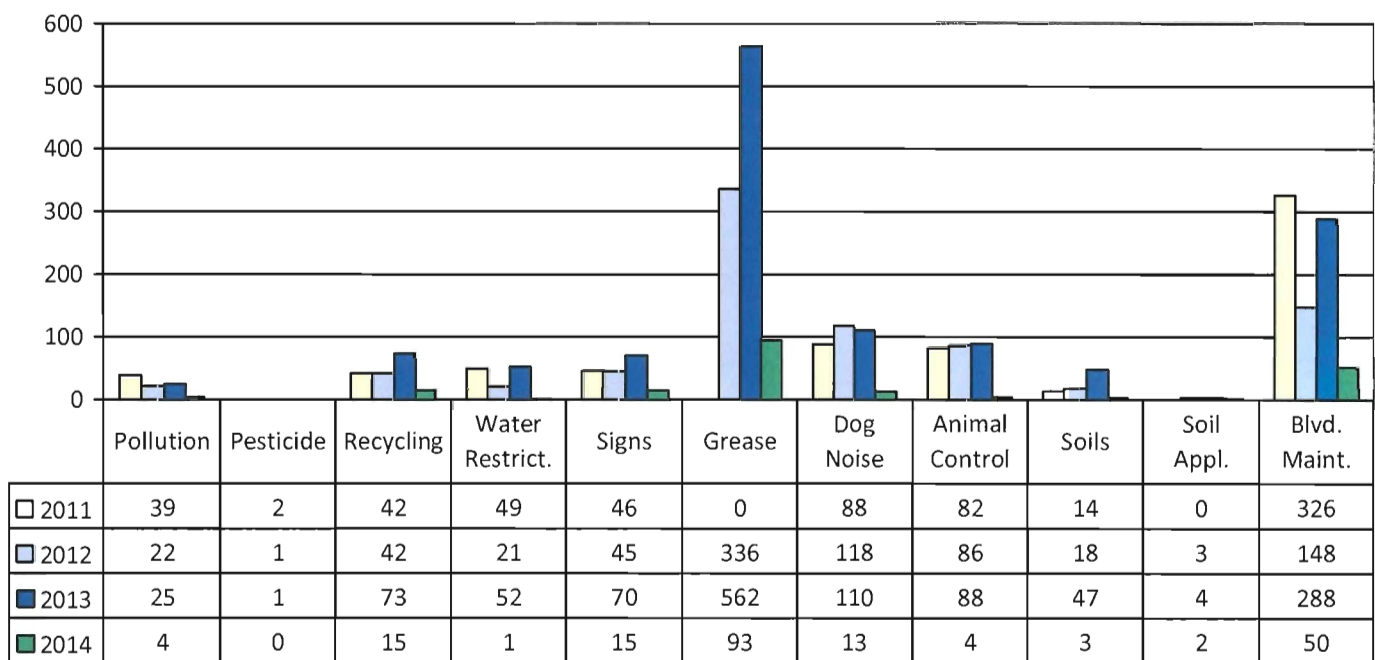
Community Bylaws continues to monitor and reduce the number of abandoned and/or vacant homes in the City of Richmond. The City currently has 32 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a and 1b provide a comparison of Property Use service demand by type during February 2014 and the same period last year.

**Figure 1a: Service Demand Comparison**



**Figure 1b: Service Demand Comparison**



## 2. Grease Management Program

The Grease Management inspector conducted 49 regulatory visits to 31 food sector establishments during February 2014, resulting in 1 bylaw violation.

## 3. Parking Program

### Customer Service Response

An average of 20 daily calls for service was fielded by administration staff in February 2014. This activity represents a decrease of 23.08% compared to January 2014, and a decrease of 69.70% when compared to the number of calls reported in February 2013.

### Enforcement Activity

A total of 2,748 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of February 2014. This is a decrease of approximately 21.10% compared to the number of violations issued in February 2013.

During the month of February 2014, 248 violations were changed to a warning, which represents approximately 9.02% of the tickets issued during February 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:

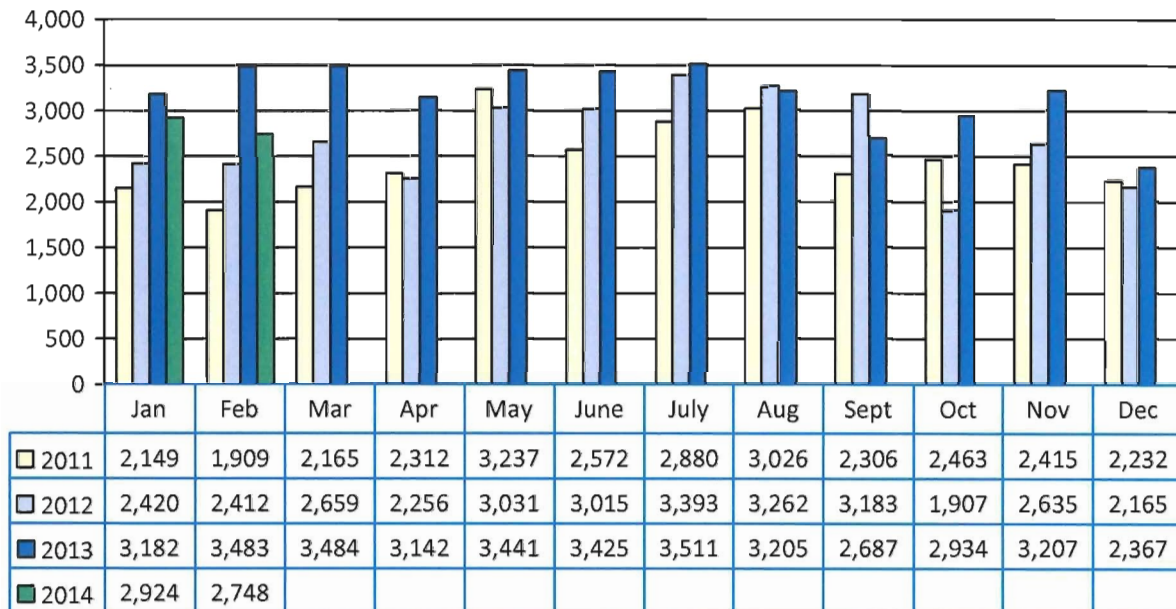
Section 2.1 (a)	Identity issues	25	10.08 %
Section 2.1 (b)	Exception in Bylaw	0	0.00%
Section 2.1 (c)	Poor likelihood of success at adjudication	9	3.63%
Section 2.1(d)	Contravention necessary / health related	0	0.00%
Section 2.1 (e)	Multiple violations issued for one incident	14	5.64%
Section 2.1 (f)	Not in the public interest	28	11.29%
Section 2.1 (g)	Proven effort to comply	136	54.84%
—	Administrative Entries	30	12.10%
—	Warnings	6	2.42%

### Program Highlights

Ticketing activity for February 2014 was down in comparison to February 2013 however enforcement revenue continues to exceed that of all years prior to 2013. Further, enforcement revenue is presently trending 36.36% above budget Year-to-Date. Note; officer procedure and deployment changes implemented during January 2013 were largely responsible for a significant increase in violation issuance over the course of last year. Consequently, public compliance has risen significantly in 2014 and this has resulted in a drop and subsequent plateau of illegal traffic activity. In conjunction, vehicle congestion, space availability and public sentiment have improved markedly in 2014 to the benefit of all residents.

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

**Figure 2: 2011 - 2014 Comparison for Parking Violations Issued**



**4. Adjudication Program**

A total of eight adjudication cases were scheduled for January 28, 2014, resulting in four violations upheld and four violations dismissed. The next Adjudication Hearing is scheduled for April 29, 2014.

**5. Animal Control**

Community Bylaws issued 102 new dog licences during February 2014, representing a decrease of 2.86% when compared to the number of new dog licences issued in February 2013. As of February 28, 2014, there were 4,517 dogs licensed in Richmond. This total includes 56 dangerous dog license registrations.

Animal Control officers responded to one dog bite incident resulting in a dangerous dog investigation and two violation tickets being issued.

**Financial Impact**

**6. Revenue and Expenses**

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

Consolidated Parking Program Revenue

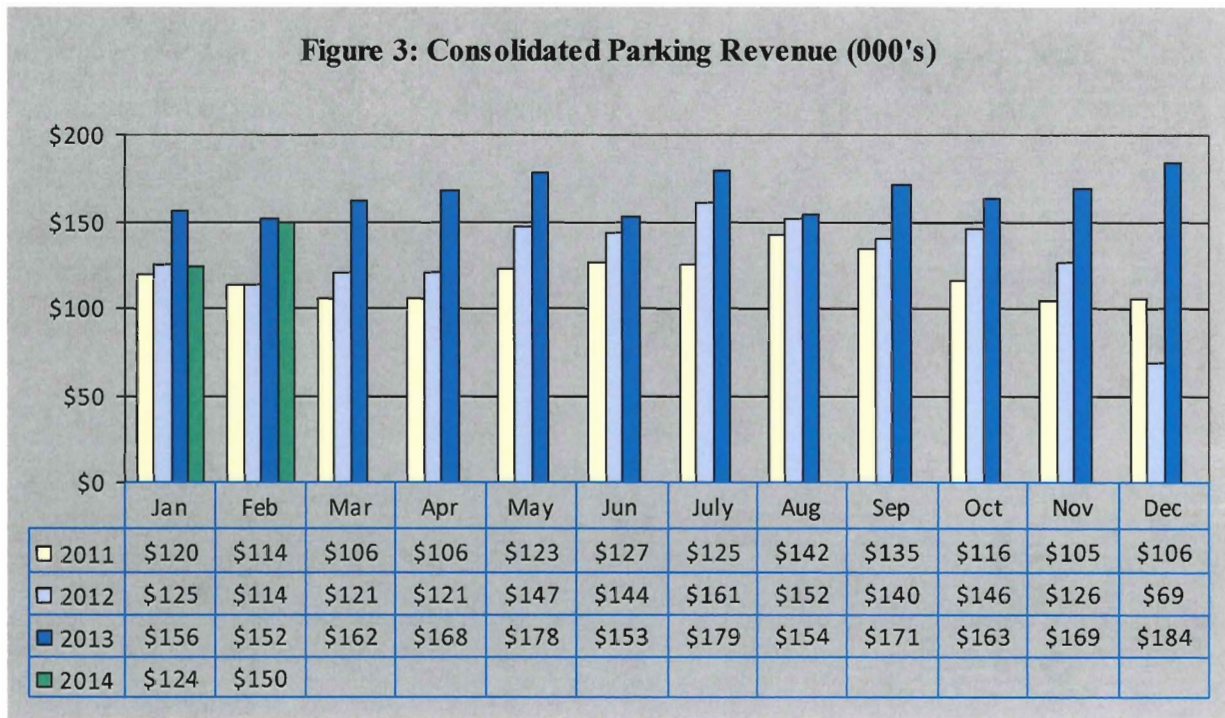
The total of meter, monthly permit and enforcement revenue decreased by 1.2% over the same period last year to \$149,777 in February 2014 from \$151,671 in February 2013.

Meter Revenue increased by 0.5% over the same period last year to \$37,461 in February 2014 from \$37,256 in February 2013.

Permit Revenue increased by 11.4% over the same period last year to \$10,507 in February 2014 from \$9,435 in February 2013.


Enforcement Revenue decreased by 3.0% over the same period last year to \$101,809 in February 2014 from \$104,980 in February 2013.

Figure 3 provides a consolidated revenue comparison with prior years:



**Conclusion**

Community Bylaw staff strive to maintain the quality of life and safety of its residents through a team approach and the coordination of City services and our many community partners, collectively these resources effectively promote a culture of compliance.

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

EW:ct