



# City of Richmond

## Report to Committee

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

### Staff Recommendation

That the staff report titled Community Bylaws – October 2013 Activity Report dated November 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	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Budgets	<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> DW
<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 15 daily calls for service was fielded by administration staff in October 2013. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a seasonal decrease of 21% compared to the number of calls fielded in September 2013 and a decrease of 6% when compared to the number of calls reported in October 2012.

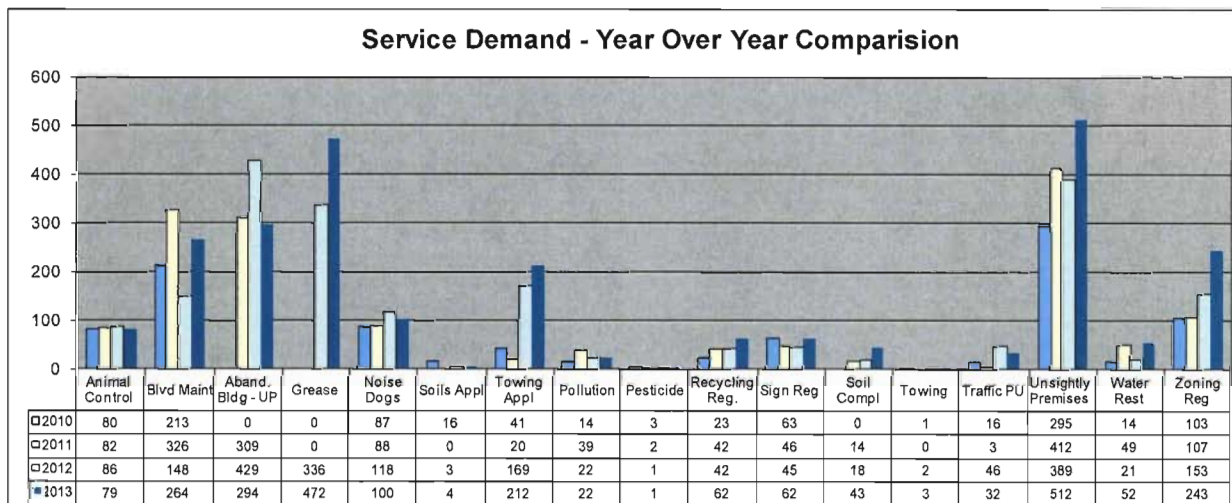
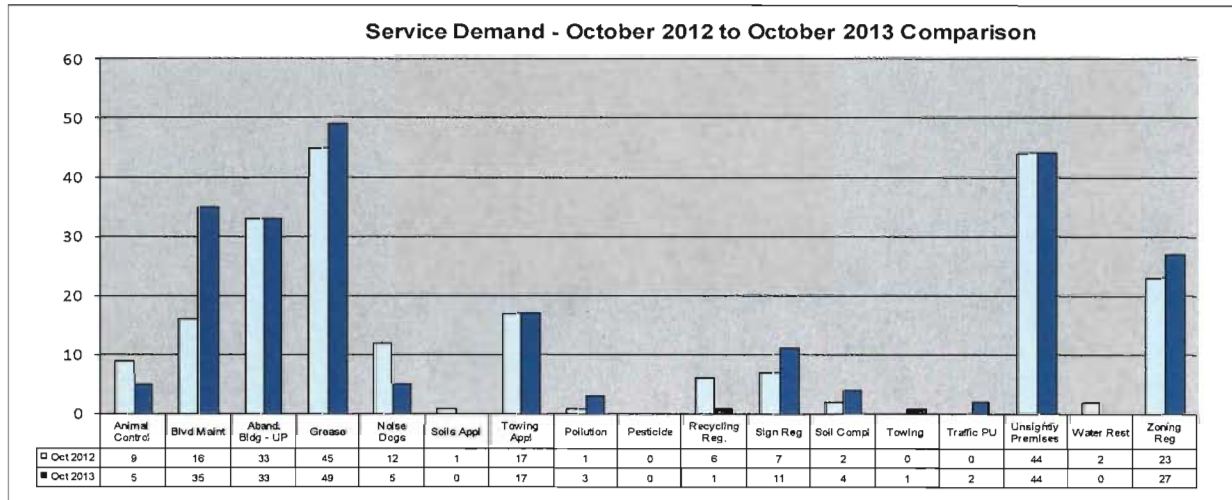
##### Enforcement Activity

Property use officers managed 188 new investigational files during the month of October 2013, an increase of approximately 9% when compared to October 2012. This increase is largely attributed to more calls for service related to boulevard maintenance contraventions: 35 in October 2013 compared to 16 in October 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 68 residences remaining on the "Abandoned/Vacant Home Joint Operations" list which appears to be at a historically low level.

The "Soil Watch" program has resulted in four calls for service for the month of October 2013.

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



## 2. Grease Management Program

The Grease Management inspector conducted 64 regulatory visits to 52 food sector establishments during October 2013, resulting in 6 bylaw violations with 1 infraction amended to a warning.

## 3. Parking Program

### Customer Service Response

An average of 37 daily calls for service was fielded by administration staff in October 2013. This activity represents an increase of approximately 37% compared to September 2013, and an increase of 19% when compared to the number of calls reported in October 2012. These variations stem from lower ticket activity in the previous month.

Enforcement Activity

A total of 2934 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of October 2013. This is an increase of approximately 54% compared to the number of violations issued in October 2012.

During the month 294 violations were changed to a warning, which represents approximately 10% of the tickets issued during October 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	21	7%
Section 2.1 (b)	Exception in Bylaw	4	1%
Section 2.1 (c)	Poor likelihood of success at adjudication	93	32%
Section 2.1(d)	Contravention necessary / health related	2	1%
Section 2.1 (e)	Multiple violations issued for one incident	11	4%
Section 2.1 (f)	Not in the public interest	22	8%
Section 2.1 (g)	Proven effort to comply	80	27%
Administrative	Entries	61	21%

Program Highlights

Meter vandalism continued through October with 5 additional meters being damaged. The total number of meter incidents has now risen to 11 over the past 2 months. Meter repair costs and coin theft is estimated at approximately \$7500 for October 2013. 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. Vandalism and theft incidents continue to be reported to the RCMP for investigation. Some target hardening measures have been implemented, including regular and frequent coin collections, with the intent of minimizing the impact of these crimes.

“Newspaper Box Permit” enforcement which was initiated in September continued into October. Enforcement activity resulted in 113 permit verifications. Several company boxes found without permits were extended a two-week grace period to acquire additional permits. To date the majority of newspaper distributors have complied with the City’s requirements resulting in only two tickets being issued for non-compliance of the Bylaw.

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



**4. Dispute Adjudication Program**

Sixteen adjudication hearings were scheduled for October 22, 2013, resulting in the following outcome:

- Ten violations upheld (three disputants did not attend and the remaining allegations were deemed to have occurred)
- Five violations were dismissed

The next Adjudication Hearing is scheduled for November 26, 2013.

**5. Animal Control**

Community Bylaws issued 39 new dog licences during October 2013, representing a decrease of 18% when compared to the number of new dog licences issued in October 2012. As of October 31, 2013 there were 5516 dogs licensed in Richmond. This total includes 83 dangerous dog license registrations. Animal Control officers responded to 2 dog bite incidents resulting in one dangerous dog investigation.

**6. Revenue and Expenses**

Following is a month to month financial analysis of October 2013 compared to October 2012.

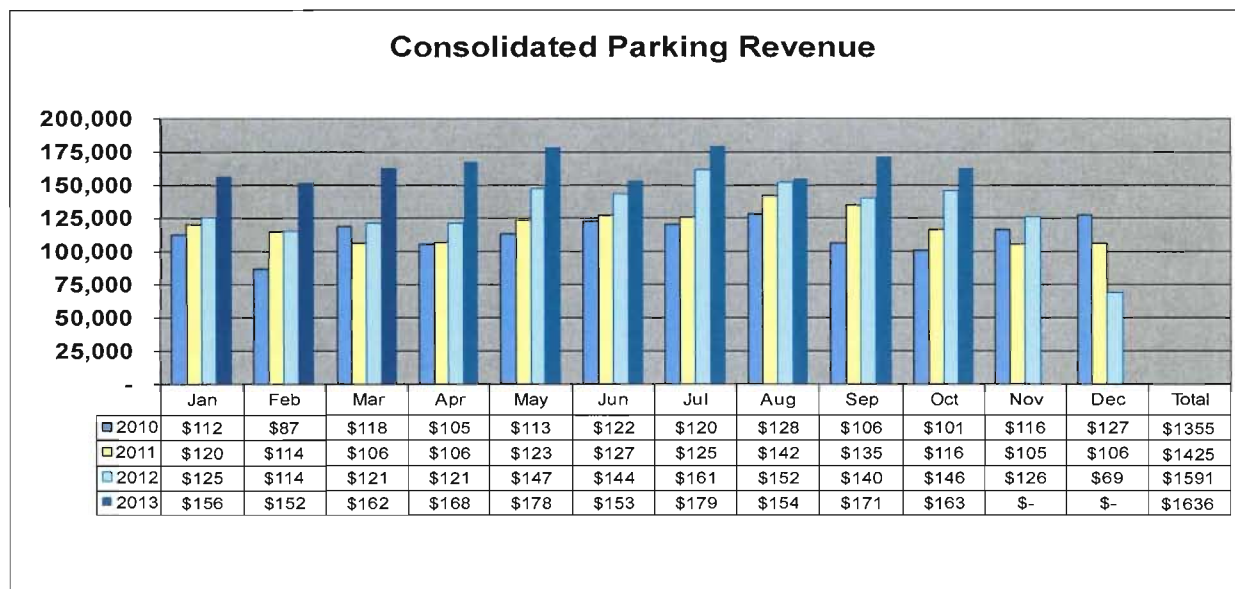
**Consolidated Parking Program Revenue** the total of meter, monthly permit and enforcement revenue increased by 11.7% over the same period last year, to \$162,678 in October 2013 from \$145,665 in October 2012.

**Meter Revenue** decreased by 1.7% over the same period last year to \$43,259 in October 2013 from \$44,024 in October 2012.

**Permit Revenue** decreased by 23.4% over the same period last year, to \$10,023 in October 2013 from \$13,083 in October 2012.

**Enforcement Revenue** increased by 23.5% over the same period last year to \$109,396 in October 2013 from \$88,558 in October 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*  
 Edward Warzel  
 Manager, Community Bylaws  
 (604)247-4601