



City of Richmond

Report to Committee

To: Community Safety Committee

Date: January 15, 2016

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

File: 12-8060-01/2015-Vol 01

Re: **Community Bylaws Monthly Activity Report – December 2015**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – December 2015”, dated January 15, 2016 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
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 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

Analysis

1. Property Use

Customer Service Response

An average of 11 daily calls for service were fielded by administrative staff in December 2015. These calls for service included voice messages, directly-answered calls, and emails. This activity represents an increase of 10.0% compared to the number of calls that were fielded in November 2015, and a minimal decrease when compared to the number of calls that were fielded in December 2014.

Enforcement Activity

Property use officers handled 99 new investigational files during the month of December 2015. This activity represents a decrease of 7.5% compared to the number of files that were handled in November 2015 and decrease of 38.5% compared to the number of files that were handled in December 2014.

The year over year change can be attributed to a reduction in "Boulevard Maintenance" and "Unsightly Premise" complaints.

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

Figures 1a, 1b and 1c compare *Property Use Service Demand* for December 2015 by issue and by year.

Figure 1a: Service Demand Comparison

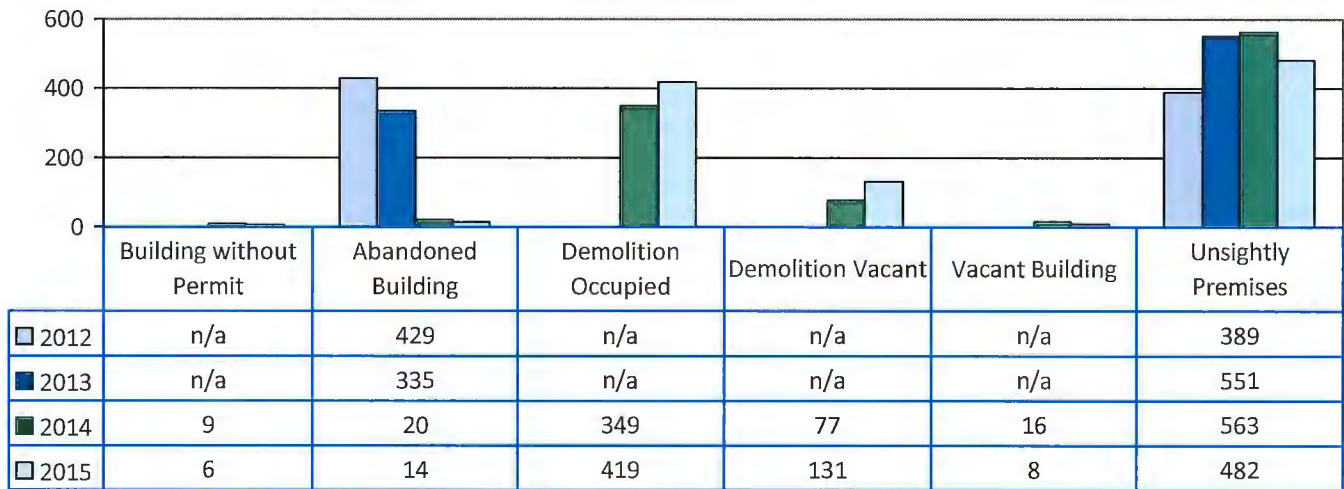


Figure 1b: Service Demand Comparison

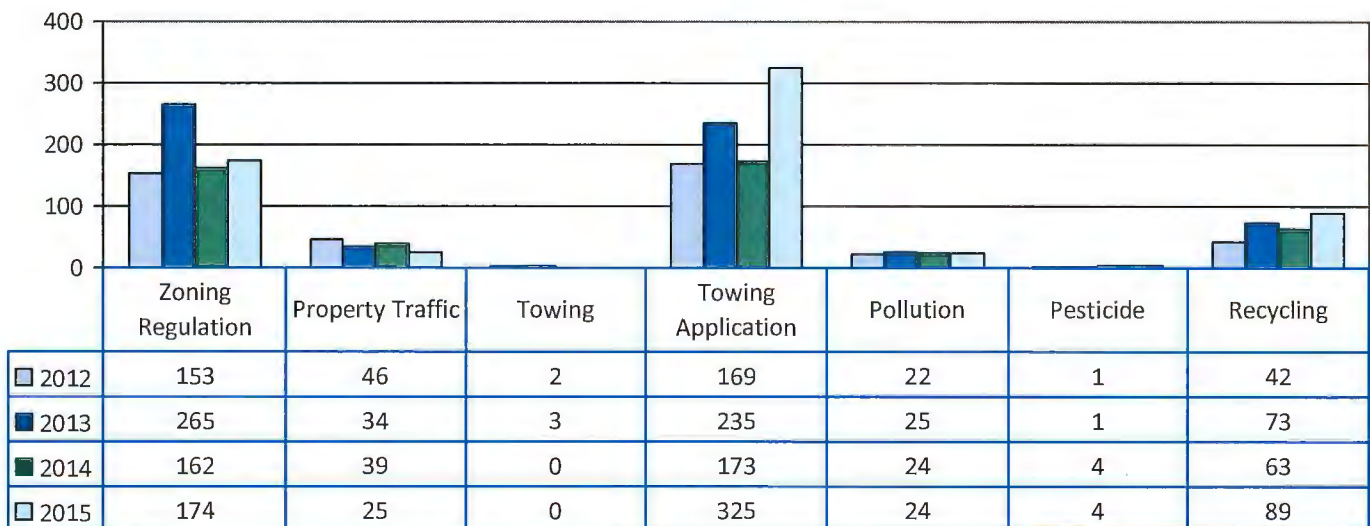
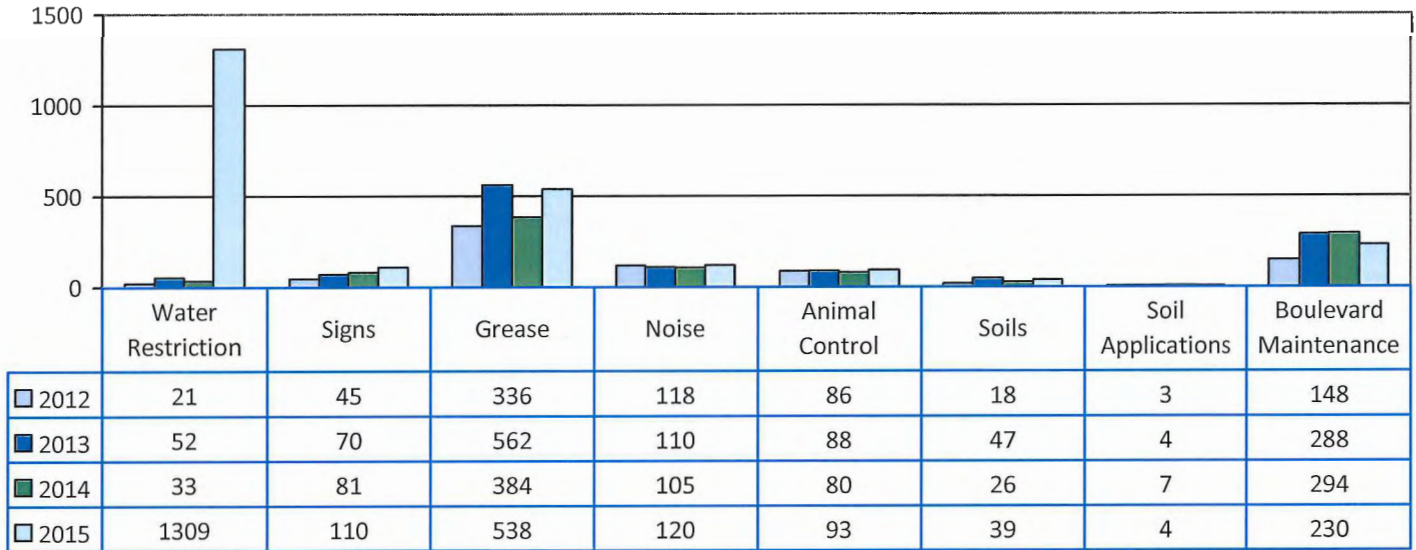


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Officer conducted 73 regulatory visits at 61 food sector establishments, 57 of these inspections were concluded during the month of December, 2015. These inspections resulted in 2 violations and 2 “warnings” issued as a result of voluntary compliance.

3. Parking Program

Customer Service Response

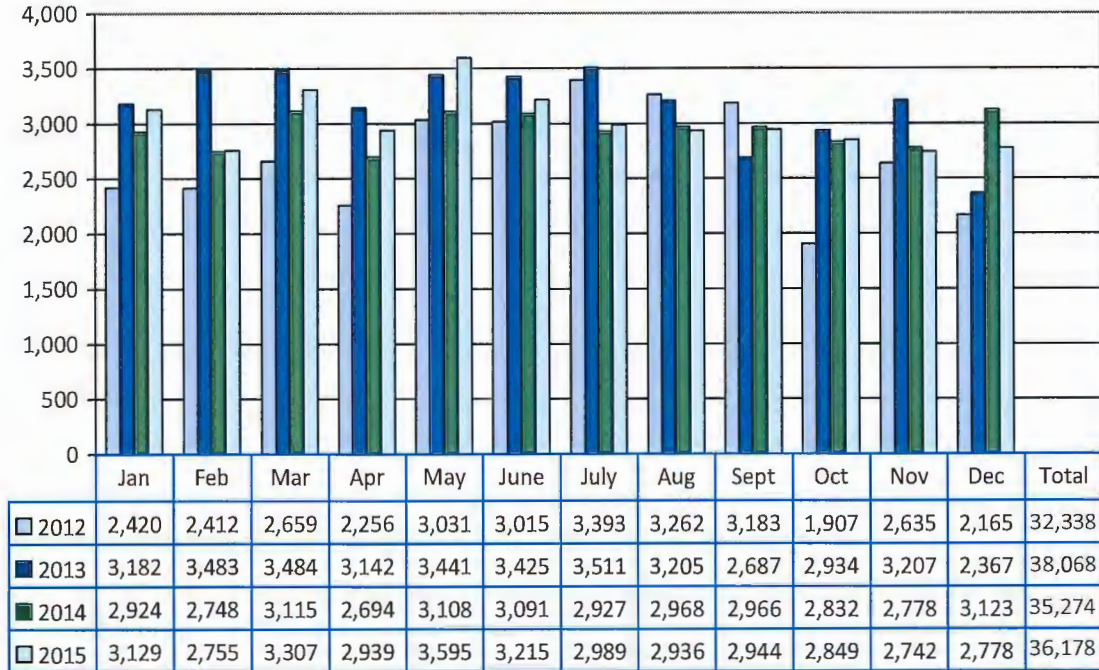
An average of 27 daily calls for service was fielded by administration staff in December 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 20.6% compared to the number of calls that were fielded in November 2015 and an increase of 50.0% compared to the number of calls that were fielded in December 2014.

Enforcement Activity

A total of 2778 violations were issued for parking, safety and liability infractions during the month of December 2015. This activity represents an increase of 1.3% compared to the number of violations that were issued in November 2015 and a decrease of 11% compared to the number of violations that were issued in December 2014.

Figure 2 compares the number of *Violations Issued* by month from 2012 through to 2015.

Figure 2: 2012 - 2015 Comparison for Parking Violations Issued



In the month of December 2015, 177 violations were changed to warnings, which represent approximately 6.4% of the tickets issued during the month. The following table 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	8
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	6
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	9
Section 2.1 (d)	Contravention was necessary for the preservation for health and safety	2
Section 2.1 (e)	Multiple violations issued for one incident	14
Section 2.1 (f)	Not in the public interest	10
Section 2.1 (g)	Proven effort to comply	54
—	Administrative Entries	74
	TOTAL:	177

4. Adjudication Program

There was no adjudication during the month of December 2015. The next adjudication hearing is scheduled for January 26, 2016.

5. Animal Control

The Community Bylaw Division issued 118 new dog licences during the month of December 2015. This activity represents an increase of 202.6 % compared to the number of licenses issued in November 2015 and an increase of 93.4% compared to the number of licenses issued in December 2014. The increases in licenses are due to the continued efforts of the dedicated animal control officer and the recent addition of the “new dog license module” that was added to the City’s web page.

In December 2015 the animal patrol officer issued 36 tickets related to various dog violations. The officer conducted patrols of the following locations:

- Brighthouse Park
- Garry Point Park
- Minoru Park
- Odlin Neighbourhood Park
- Odlinwood Neighbourhood Park
- Palmer/Garden City Neighbourhood School Park
- Railway Shared Pathway
- South Arm Community Park
- Steveston Community Park
- Westwind Neighbourhood School Park

At the end of December 2015 (December is the start of the dog licensing year) there were 2335 dogs licensed within the City which includes 17 “dangerous dogs”. Animal Control officers responded to one dog bite incident during this month resulting in a “dangerous dog” investigation.

Financial Impact

6. Revenue and Expenses

The following information is a month by month analysis of December 2015 compared to December 2014.

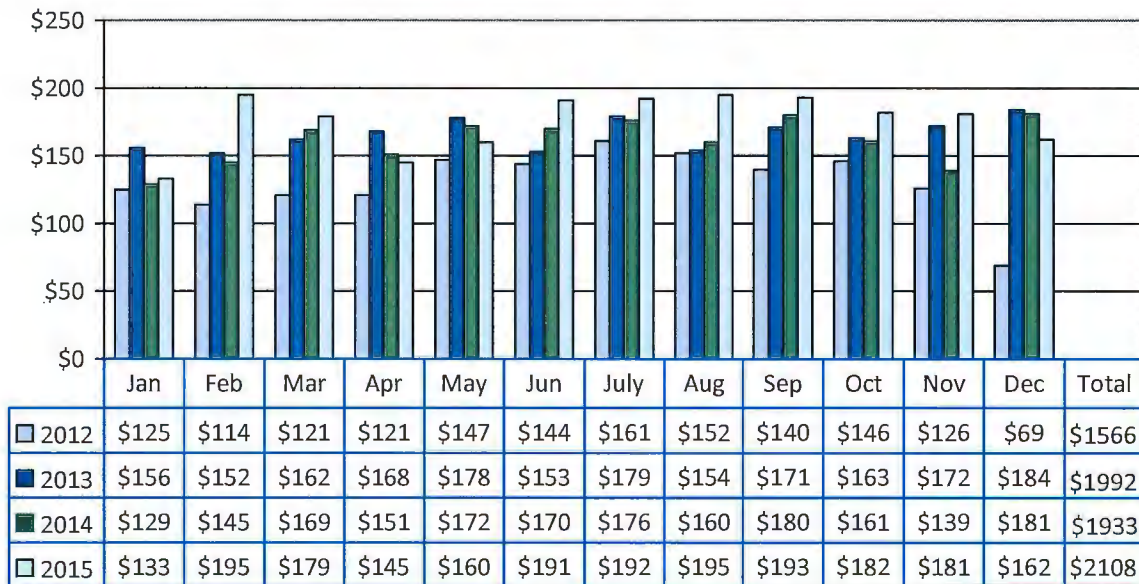
Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue decreased by 10.0% over the same period last year to \$162,317 in December 2015 from \$180,430 in December 2014.

- **Meter Revenue** decreased by 11.4% over the same period last year to \$58,816 in December 2015 from \$66,390 in December 2014.
- **Permit Revenue** decreased by 10.8% over the same period last year to \$15,988 in December 2015 from \$17,927 in December 2014.
- **Enforcement Revenue** decreased by 8.9% over the same period last year to \$87,513 in December 2015 from \$96,113 in December 2014.


Figure 3 compares *consolidated revenue* by month from 2012 to 2015:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaw staff strive to maintain the quality of life and the safety of residents through coordinated efforts with other City departments and community partners and working as a team to promote a culture of compliance.

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