



To: Community Safety Committee

Date: February 16, 2015

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

File:

Re: Community Bylaws Monthly Activity Report - January 2015

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report –January 2015”, dated February 16, 2015, 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 and 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 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 14 daily calls for service was fielded by administrative staff in January 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 16.7% compared to the 12 calls that were fielded in December 2014 and a zero increase when compared to the 14 calls reported in January 2014.

Enforcement Activity

Property use officers managed 146 new investigational files during the month of January 2015, which represents a decrease of approximately 9.3% when compared to January 2014. This decrease is primarily attributed to a reduction in the number of abandoned building, unsightly premise, and zoning contraventions reported in December 2014. In total 54 incidents of this nature were reported during the month, as compared to 74 such incidents in January 2014.

Community Bylaws continues to monitor the number of abandoned and vacant homes in the City of Richmond. The City currently has 28 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 January 2015 and the same period in previous years.

Figure 1a: Service Demand Comparison

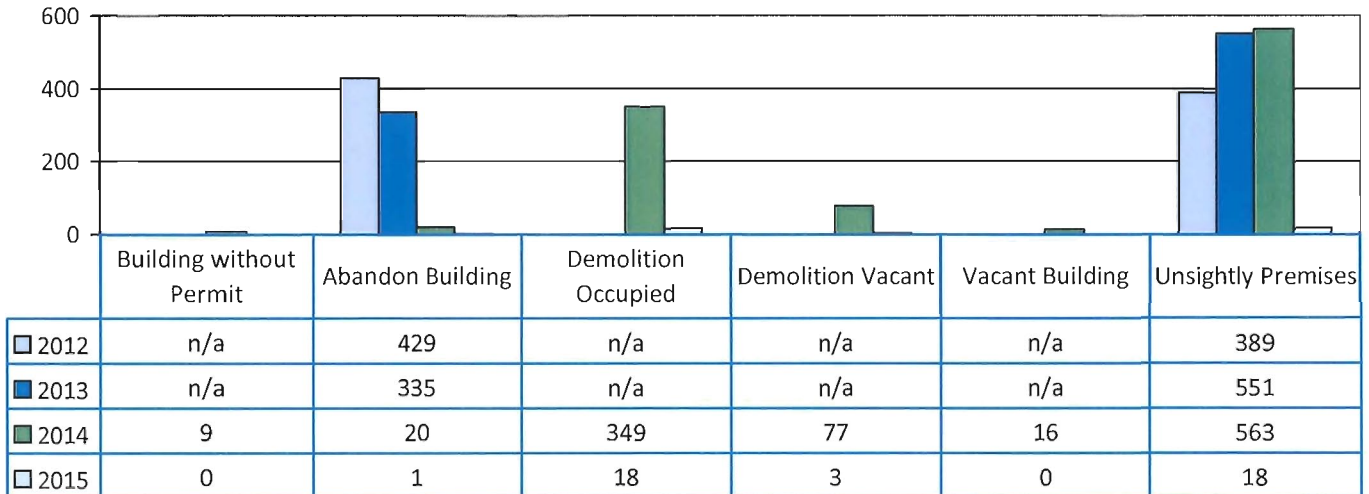


Figure 1b: Service Demand Comparison

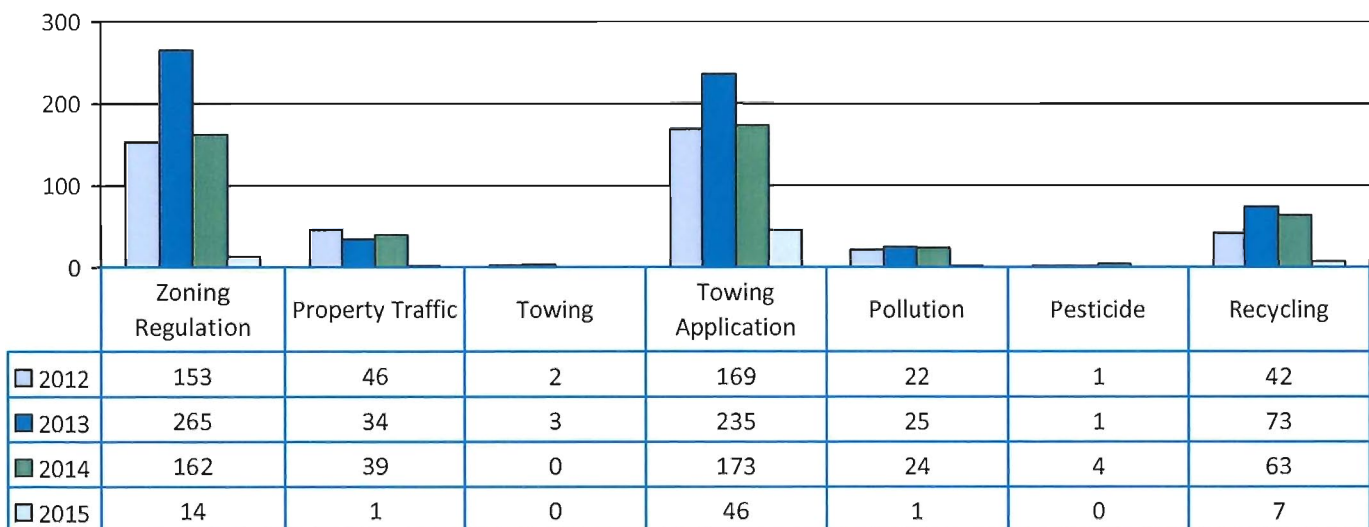
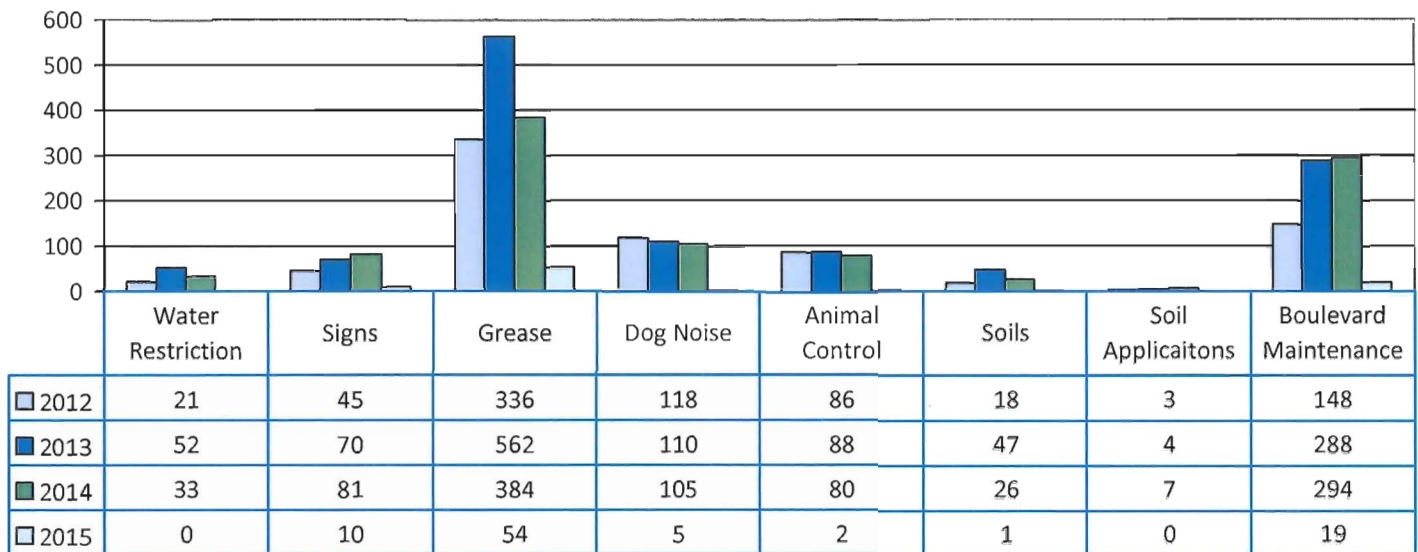


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management inspector conducted 70 regulatory visits to 63 food sector establishments and of these inspections 58 were concluded during the month of January 2015. These inspections resulted in the issuance of 4 bylaw violations with 1 infraction amended to a warning. In total, 54 new files were opened during the month of January 2015.

3. Parking Program

Customer Service Response

An average of 27 daily calls for service was fielded by administration staff in January 2015. This represents a decrease of 50 % compared to December 2014, and a decrease of 3.8% when compared to calls reported in January 2014. Calls-for-Service in the parking program have been reduced due to service delivery improvements implemented in 2013. As a result, officers are now more proactive in their response to parking issues, which has contributed to a reduction in parking complaints in the City.

Enforcement Activity

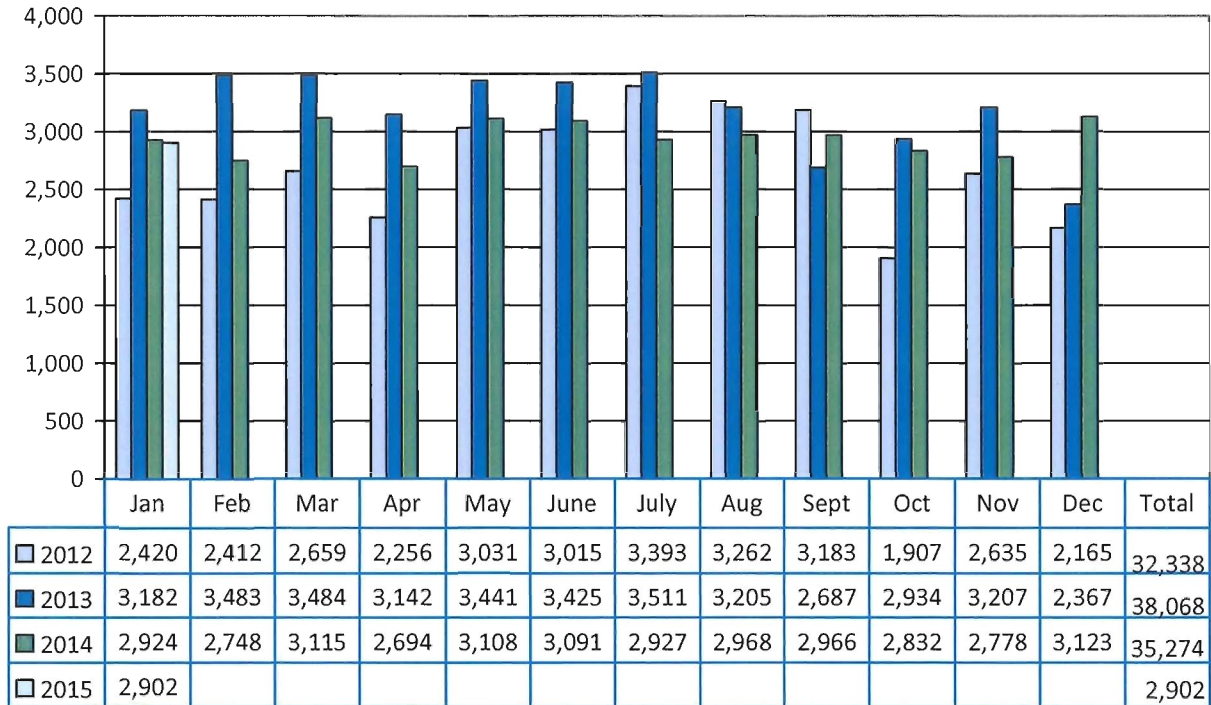
A total of 2,902 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of January 2015. This is a decrease of approximately 0.7% compared to the number of violations issued in January 2014.

Program Highlights

Ticketing activity for January 2015 decreased slightly compared to January 2014.

Figure 2 is a month-to-month comparison of the number of violations issued for the years 2012, 2013, 2014 and 2015:

Figure 2: 2011 - 2014 Comparison for Parking Violations Issued



During the month of January 2015, 237 violations were changed to a warning, which represents approximately 8.1% of the tickets issued during January 2015. 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	17
Section 2.1 (b)	Exemption specified in the bylaw or other relating enacting bylaw	4
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	6
Section 2.1 (e)	Multiple violations issued for one incident	6
Section 2.1 (f)	Not in the public interest	23
Section 2.1 (g)	Proven effort to comply	96
—	Administrative Entries	85

4. Adjudication Program

The next Adjudication Hearing is scheduled for March 17, 2015.

5. Animal Control

Community Bylaws issued 165 new dog licences during January 2015, representing an increase of 47.3% as compared to the number of new dog licences issued in January 2014. This increase can be attributed to the success of the animal control program in 2014 and a greater awareness of dog license responsibility in the City.

As of the end of January 2015, there were 3,252 dogs licensed in Richmond. This total includes 108 dangerous dog license registrations.

Animal Control officers responded to one dog bite incident during January 2015, resulting in dangerous dog investigation.

Financial Impact

6. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 2.7% over the same period last year to \$132,569 in January 2015 from \$129,013 in January 2014.

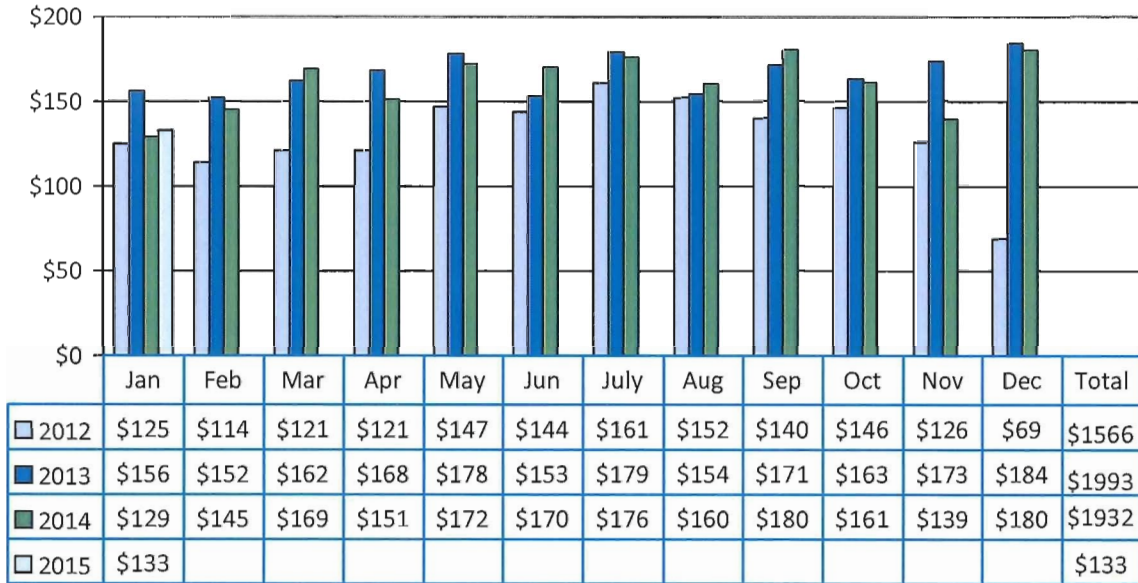
Meter Revenue increased by 11.9% over the same period last year to \$15,239 in January 2015 from \$13,622 in January 2014.

Permit Revenue increased by 18.3% over the same period last year to \$21,395 in January 2015 from \$18,083 in January 2014.

Enforcement Revenue decreased by 1.4% over the same period last year to \$95,935 in January 2015 from \$97,308 in January 2014.

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)
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