



To: Community Safety Committee

Date: December 10, 2014

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

File:

Re: Community Bylaws Monthly Activity Report – November 2014

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – November 2014”, dated December 10, 2014, 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. Animal Control
5. Revenue & 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, 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 10 daily calls for service was fielded by administrative staff in November 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 16.7% compared to twelve calls that were fielded in October 2014 and a decrease of 16.7% when compared to twelve calls reported in November 2013. This change is attributable to a temporary Operational Manager that was added to the department in early August. A review and revision of the service delivery methods in property use has provided gains in efficiencies by reducing delays in customer wait times. This reduction has reduced the number of repeat customer service requests.

Enforcement Activity

Property use officers managed 125 new investigational files during the month of November 2014, which represents an increase of approximately 4.2% when compared to November 2013.

Community Bylaws continues to monitor the number of abandoned and vacant homes in the City of Richmond. The City currently has 33 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 November 2014 and the same period in previous years.

Figure 1a: Service Demand Comparison

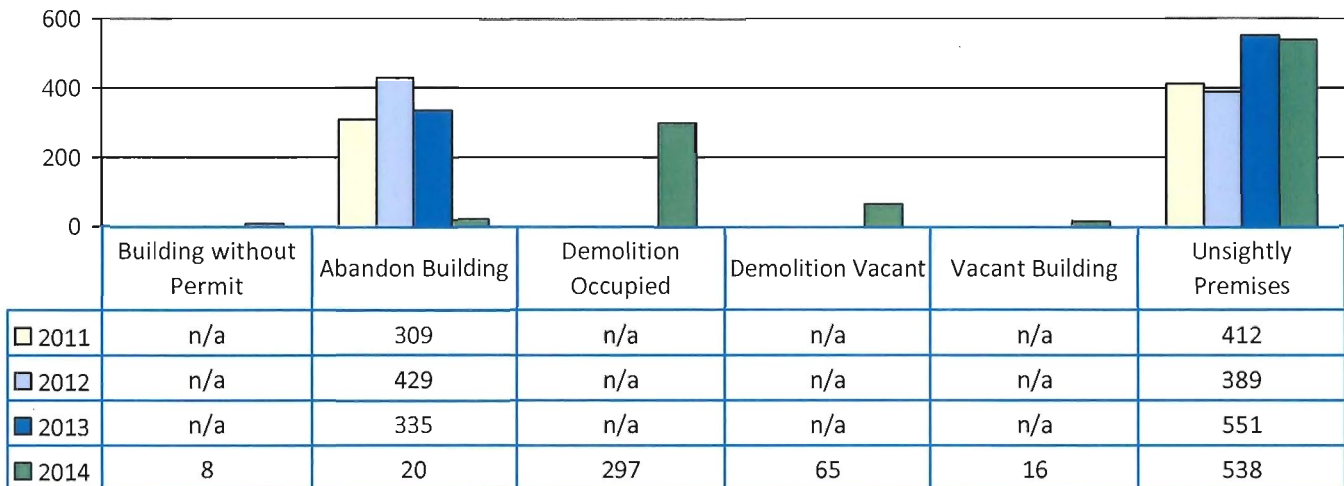


Figure 1b: Service Demand Comparison

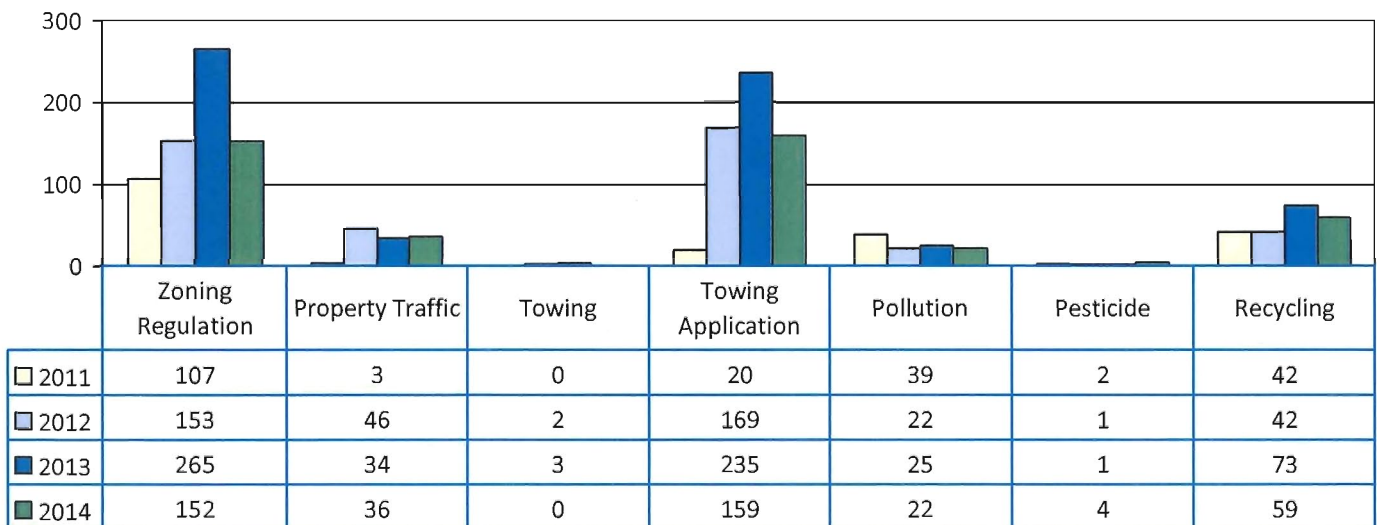
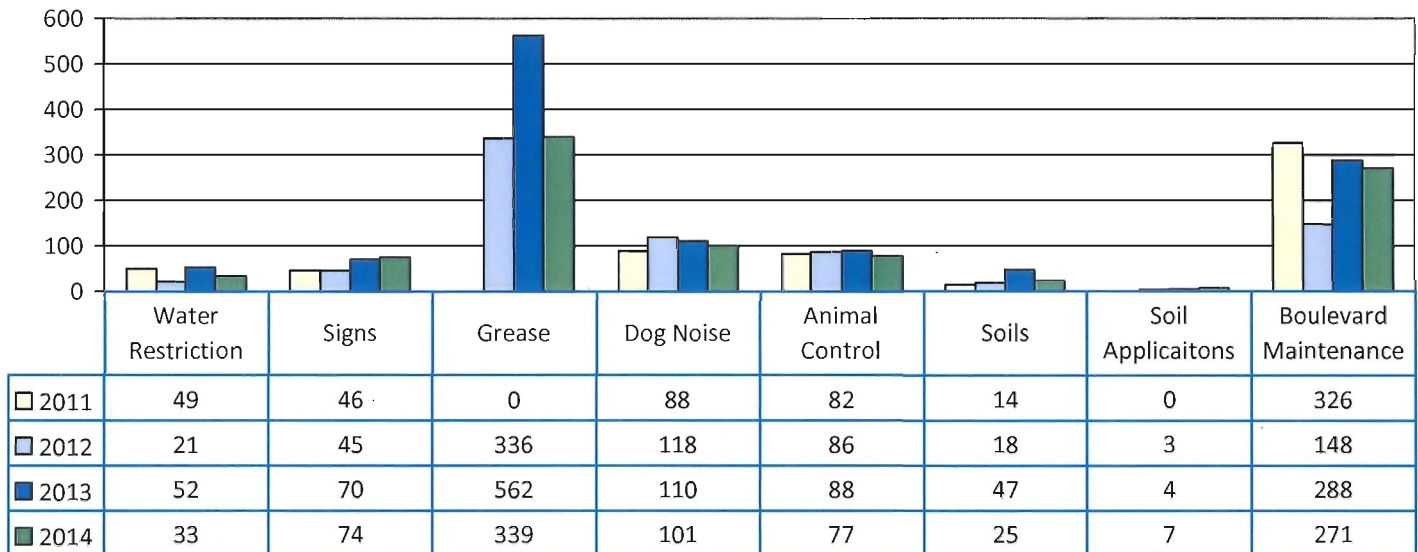


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management inspector conducted 26 regulatory visits to 25 food sector establishments during November 2014, resulting in 3 bylaw violations, 2 of which were amended to warnings.

3. Parking Program

Customer Service Response

An average of 21 daily calls for service was fielded by administration staff in November 2014. This represents a decrease of 12.5% compared to October 2014, and a decrease of 30% when compared to calls reported in November 2013. Calls for service in the parking program have been reduced due to an improved service delivery model that was implemented in 2013. Officers are now more proactive in their response to parking issues which has contributed to a reduction in parking complaints to the City.

Enforcement Activity

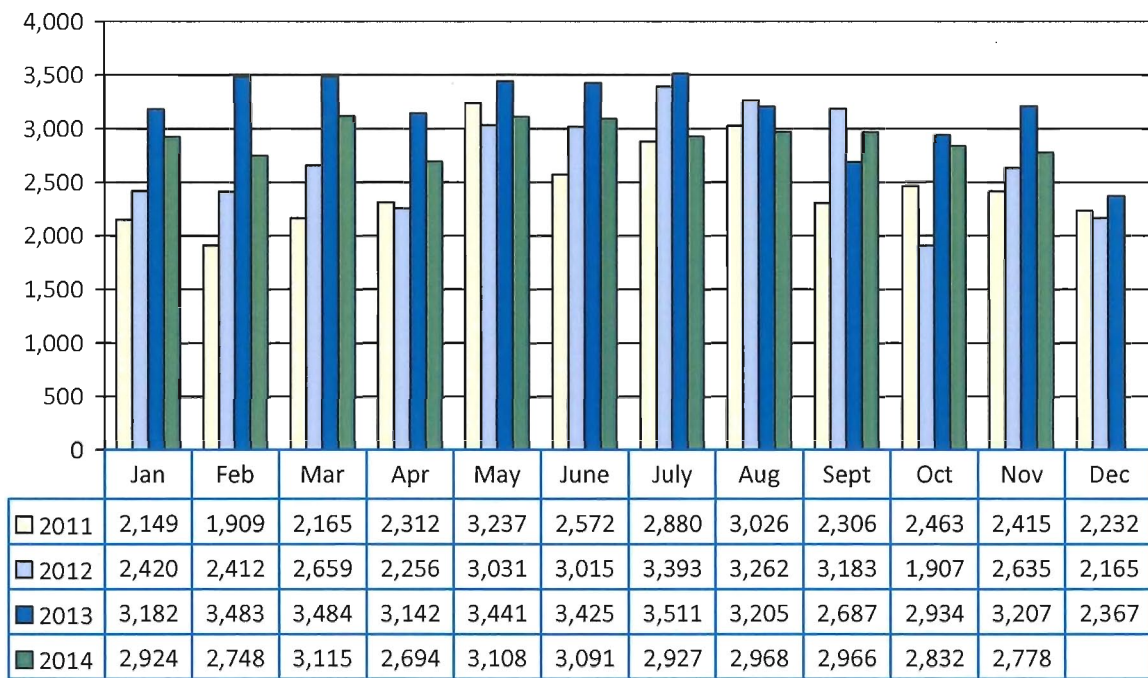
A total of 2,778 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of November 2014. This is a decrease of approximately 13.4% compared to the number of violations issued in November 2013. Resourcing difficulties were primarily responsible for this decrease.

Program Highlights

Ticketing activity for November 2014 decreased compared to November 2013, but exceeded all prior years. Changes to officer procedure and deployment last year, resulted in a significant increase in violation issuance during 2013. As a result, public compliance rose significantly in 2014 and this has resulted in a decrease in year to date ticketing activity.

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

Figure 2: 2011 - 2014 Comparison for Parking Violations Issued



During the month of November 2014, 214 violations were changed to warnings, which represents approximately 7.7% of the tickets issued during November 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	26
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	4
Section 2.1 (e)	Multiple violations issued for one incident	8
Section 2.1 (f)	Not in the public interest	6
Section 2.1 (g)	Proven effort to comply	67
—	Administrative Entries	103

5. Animal Control

Community Bylaws issued 31 new dog licences during November 2014, representing a decrease of 32.6% as compared to the number of new dog licences issued in November 2013. As of the end of November 2014, there were 6292 dogs licensed in Richmond which is higher in total than in any previous year. This total includes 97 dangerous dog license registrations.

Animal Control officers responded to 5 dog bite incidents during November 2014, all resulting in dangerous dog investigations.

6. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue decreased by 19.3% over the same period last year to \$139,254 in November 2014 from \$172,552 in November 2013.

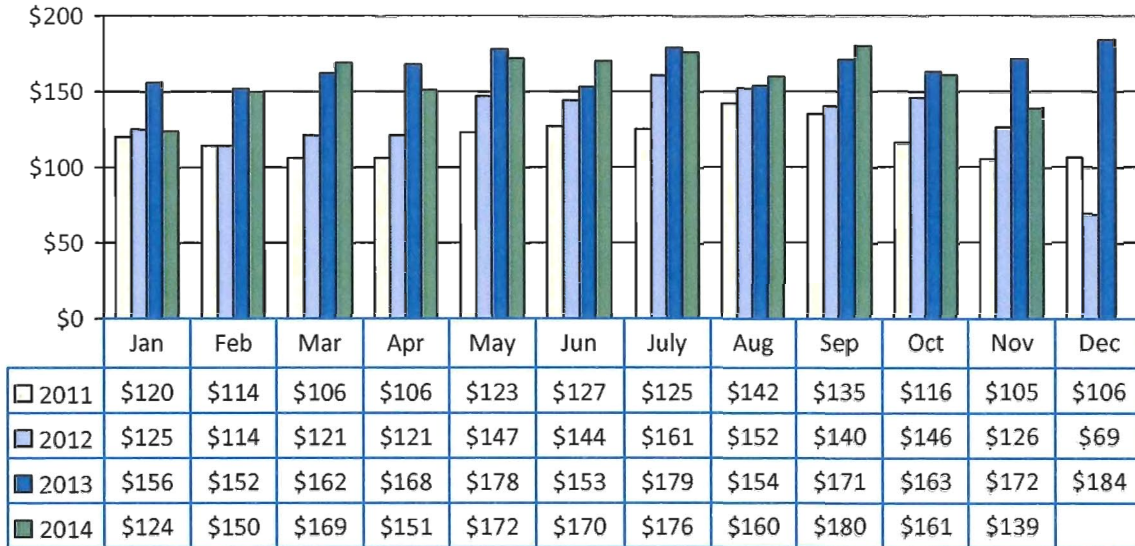
Meter Revenue increased by 6.6% over the same period last year to \$43,956 in November 2014 from \$41,249 in November 2013.

Permit Revenue decreased by 33.4% over the same period last year to \$10,468 in November 2014 from \$15,725 in November 2013. A significant permit level increase in October caused November's permit numbers to be lower.

Enforcement Revenue decreased by 26.6% over the same period last year to \$84,830 in November 2014 from \$115,578 in November 2013. As stated earlier resourcing difficulties primarily contributed to this decrease.

Figure 3 provides a consolidated revenue comparison with prior years:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaws 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)

EW: