



City of Richmond

Report to Committee

To: Community Safety Committee

Date: April 11th, 2016

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

File:

Re: Community Bylaws Monthly Activity Report – March 2016

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – March 2016”, dated April 11, 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: DW
APPROVED BY CAO 	

Staff Report

Origin

This monthly activity report for the Community Bylaws Department 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 14 daily calls for service were fielded by administrative staff in March 2016. These calls for service include voice messages, directly-answered calls and emails. There was no change to the volume of calls compared to the number of calls that were fielded in February 2016. There was a minimal increase when compared to the number of calls fielded in March 2015.

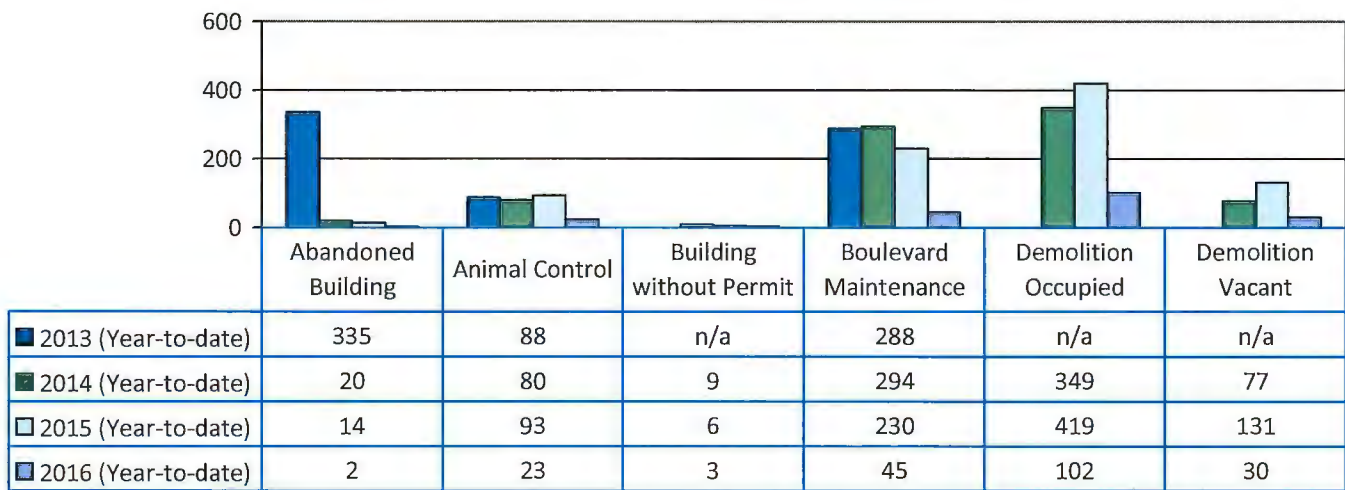
Enforcement Activity

Property Use Officers handled 181 new investigational files during the month of March 2016. This activity represents a decrease of 6.7% compared to February 2016 and a decrease of 13.4% compared to the number of files that were handled in March 2015.

Staff continue to monitor the number of abandoned and vacant homes within the municipality and the City currently has 23 residences on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a, 1b and 1c compare property use service demand for March 2016 by issue and by year.

Figure 1a: Service Demand Comparison



1. In 2013 all vacant properties were categorized as abandoned buildings. As of 2014 three categories were created - "Demolition Occupied", "Demolition Vacant" and "Vacant Building" (commercial).

Figure 1b: Service Demand Comparison

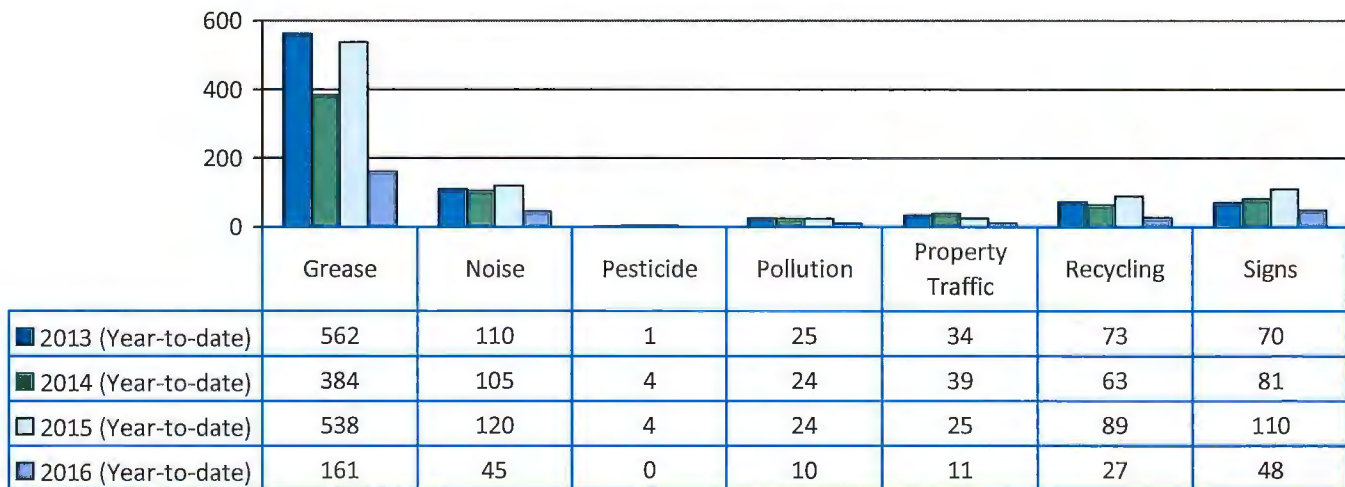
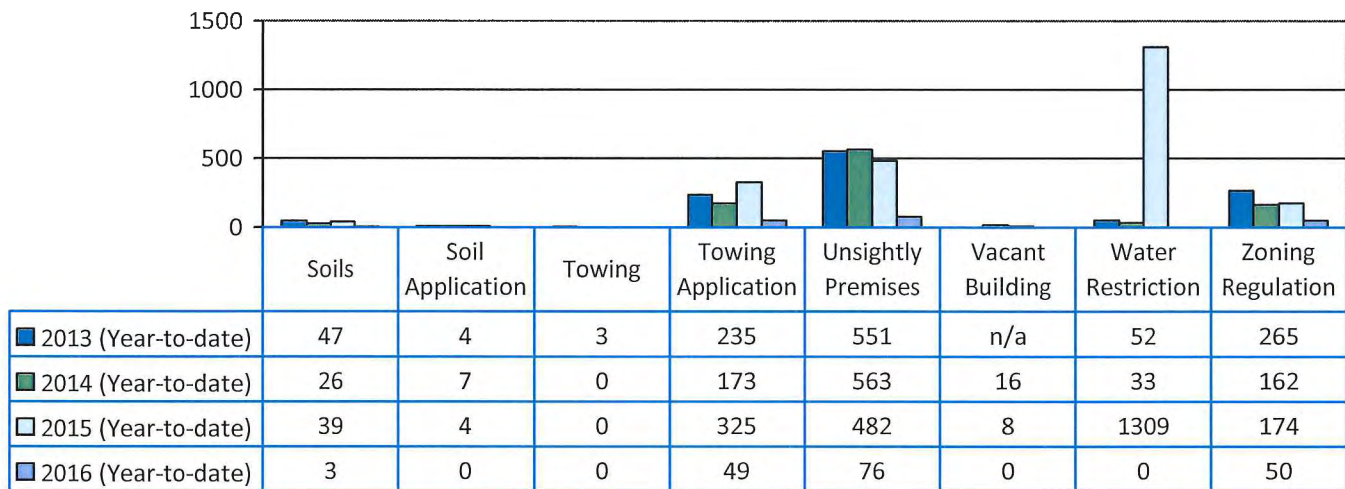


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Inspector conducted 89 regulatory visits at 79 food sector establishments, 77 of these inspections were concluded during March 2016. These inspections resulted in the issuance of 6 bylaw violations, with 6 infractions being amended to a warning. These tickets were changed to warnings at the discretion of the Inspector as all were new business owners who quickly complied once they were educated on the bylaws.

3. Parking Program

Customer Service Response

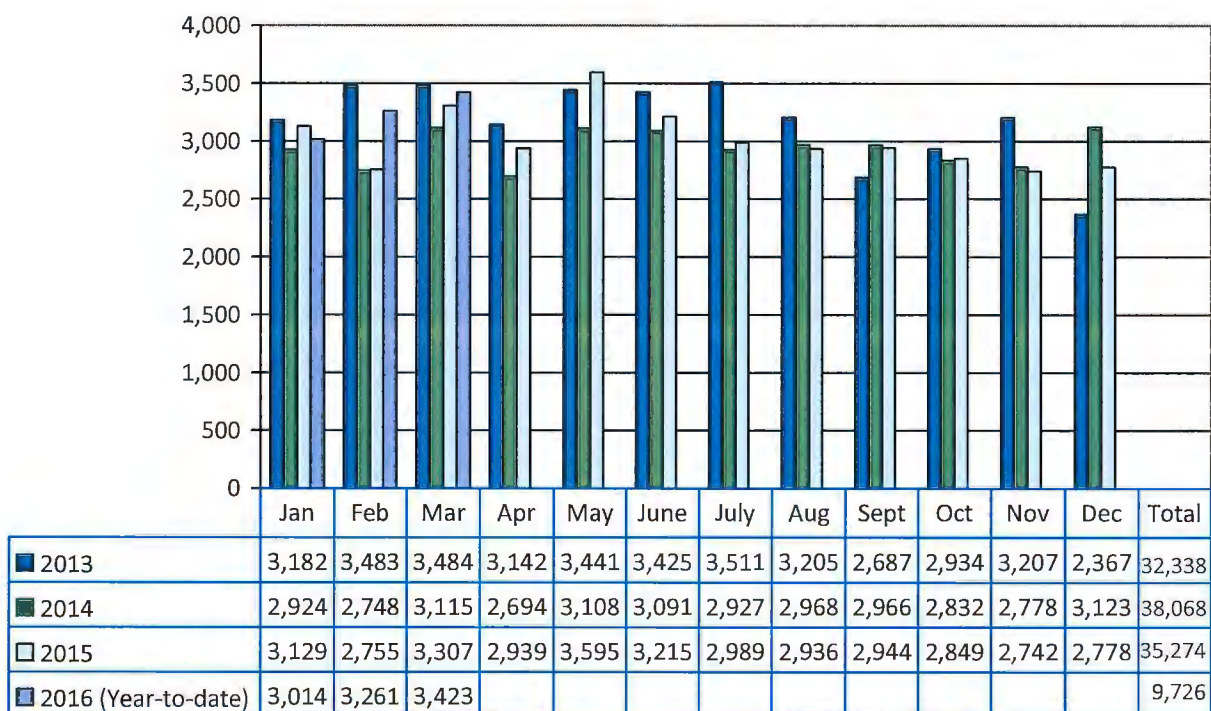
An average of 30 daily calls for service were fielded by administration staff in March 2016. These calls for service include voice messages, directly-answered calls and emails. This activity represents a decrease of 16.7% compared to the number of calls that were fielded in February 2016 and an increase of 20.0% compared to the number of calls that were fielded in March 2015. There was also an average of 2.5 daily E-comm calls for service which were responded by Parking and Animal Control Officers.

Enforcement Activity

A total of 3,423 violations were issued for parking, safety and liability infractions during the month of March 2016. This activity represents an increase of 5.0% compared to the number of violations that were issued in February 2016 and an increase of 3.5% compared to March 2015.

Figure 2 compares the number of violations issued by month from 2013 through to 2016.

Figure 2: 2013 - 2016 Comparison for Parking Violations Issued



In March 2016, 241 violations were changed to warnings, which represent approximately 7% of the tickets issued during the month. The following table provides a breakdown of the common reasons for the cancellation of bylaws violation notices pursuant to Council's Grounds for Cancellation Policy No. 1100 under specific sections.

Section 2.1 (a)	Identity issues	21
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	7
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	33
Section 2.1 (d)	Contravention was necessary for the preservation for health and safety	0
Section 2.1 (e)	Multiple violations issued for one incident	5
Section 2.1 (f)	Not in the public interest	12
Section 2.1 (g)	Proven effort to comply	80
—	Administrative Entries	93
TOTAL:		241

4. Adjudication Program

A total of 8 adjudication cases were scheduled for March 29, 2016, resulting in 6 violations upheld and 2 violations dismissed. The next adjudication hearing is scheduled for June 28, 2016.

5. Animal Control

The Community Bylaw Division issued 105 new dog licences during March 2016. This activity represents a decrease of 41.3% compared to the number of licenses issued in February 2016 and a decrease of 5.4% compared to the number of licenses issued in March 2015.

In March 2016 the Animal Control Officer issued 35 tickets related to various dog violations. The Officer conducted patrols of the following locations:

- Manoah Steeves Neighbourhood School Park
- Garry Point Park
- South Arm Park
- Westwind Neighbourhood School Park
- Shell Road Trail
- Terra Nova
- MacDonald Beach
- Steveston Community Park
- Imperial Landing Park
- Britannia Heritage Shipyard Park
- Great West Cannery Park
- T. Homma Neighbourhood Park
- Mariner's Village Park

At the end of March 2016 there were 6359 dogs licensed within the City which includes 92 "dangerous dog" licenses. Animal Control Officers responded to a total of 3 dog bite incidents during this month, all of which resulted in "dangerous dog" investigations. The Animal Control Officer has maintained consistent follow up and enforcement to ensure all dogs registered with the City have valid dog licences.

Financial Impact

6. Revenue and Expenses

The following information is a month by month analysis of March 2016 compared to March 2015.

Consolidated Parking Program Revenue: The total of meter, monthly permit and enforcement revenue increased by 7.1% over the same period last year to \$192,043 in March 2016 from \$179,265 in March 2015.

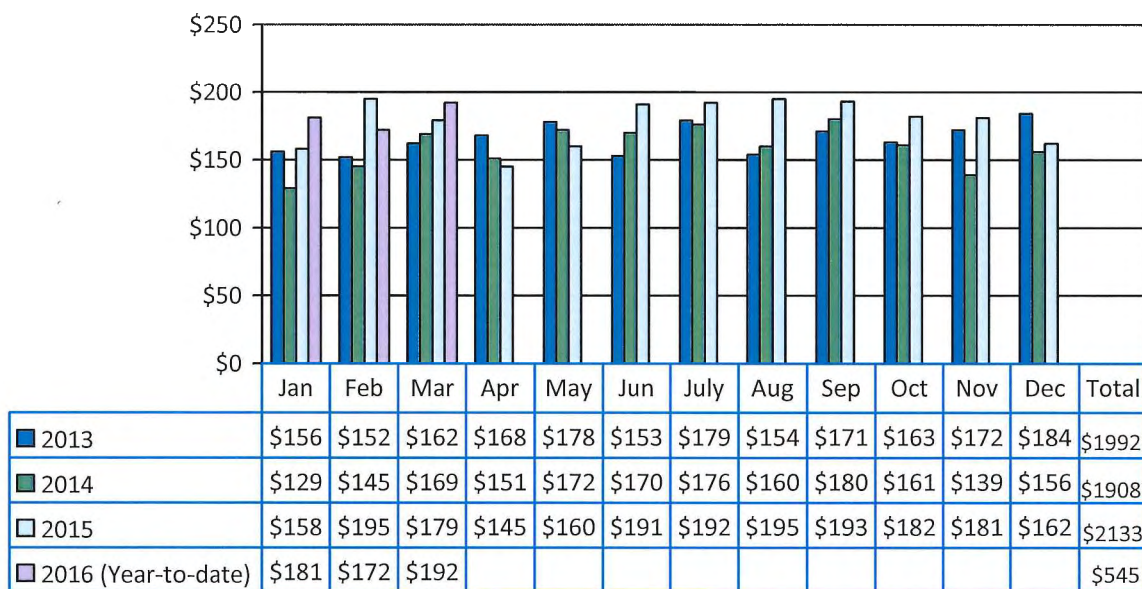
Meter Revenue increased by 134.7% over the same period last year to \$75,576 in March 2016 from \$32,207 in March 2015. At this time last year, the old meters were being replaced with the new meter program. A number of old meters had experienced vandalism and theft and were not repaired until the new meters were installed. This revenue should be more consistent year to year over the next couple of months. The meter revenue budgeted for March 2016 was \$53,400.

Permit Revenue decreased by 27.6% over the same period last year to \$13,938 in March 2016 from \$19,239 in March 2015. The permit revenue budgeted for March 2016 was \$12,000.

Enforcement Revenue decreased by 19.8% over the same period last year to \$102,529 in March 2016 from \$127,819 in March 2015. The enforcement revenue budgeted for March 2016 was \$85,600.

Figure 3 compares consolidated revenue by month from 2013 to 2016:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

The property use service demand is consistent with previous years. For March: illegal real estate directional signs on City property and construction noise sign complaints were trending higher. As both the real estate and construction industries are educated on City bylaws, these types of complaints should decrease. Vacant and abandoned properties and non-farm use (soil) applications are trending lower.

Overall, the consolidated parking program revenue is higher compared to the previous three years in the same period. Even though enforcement revenue is trending lower than previous years, parking meter revenue is trending significantly higher. Higher parking meter revenue is a result of better efficiencies with the new City meters; an increase in demand for parking spaces due to a higher population density; and solid education and enforcement efforts by Bylaw Officers.

The number of dog licences purchased or renewed in March is trending lower from the previous month as most dog owners renew their licences at the beginning of the year. Of all the dogs licensed in the City, approximately 1.4% have been classified as “dangerous dogs” either by breed or by circumstance. The summer dog canvassing program will focus on park and dyke patrols and door to door licensing of dogs where owners have failed to do so voluntarily.

Community Bylaw staff will continue to monitor the above trends and performance indicators.



Michelle Orsetti
Acting Manager, Community Bylaws (604-204-8551)
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