



To: Community Safety Committee

Date: September 18, 2015

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

File:

Re: Community Bylaws Monthly Activity Report – August 2015

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – August 2015”, dated September 18, 2015, from the General Manager Law and Community Safety, be received for information.

Phyllis L. Carlyle
General Manger, Law and Community Safety
(604-276-4104)

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance	<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 44 daily calls for service was fielded by administrative staff in August 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 14% compared to the number of calls that were fielded in July 2015 and an increase of 193% compared to the number of calls fielded in August 2014. This significant increase is attributable primarily to 533 water usage complaints. Additional auxiliary staff were deployed to address this surge in activity.

Enforcement Activity

The Property Use section, augmented by reassigned staff from the Parking section, handled 718 new investigational files during the month of August 2015. This activity represents a decrease of 24% compared to the number of files that were handled in July 2015 and an increase of 278% compared to the number of files that were handled in August 2014. This increase is primarily attributed to activities related to water restriction enforcement and accounted for 74% of all property-use files handled during the month.

Community Bylaws continues to monitor the number of abandoned and vacant homes within the municipality and the City currently has 22 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a, 1b and 1c compare *Property Use Service Demand* for August 2015 by issue & year:

Figure 1a: Service Demand Comparison

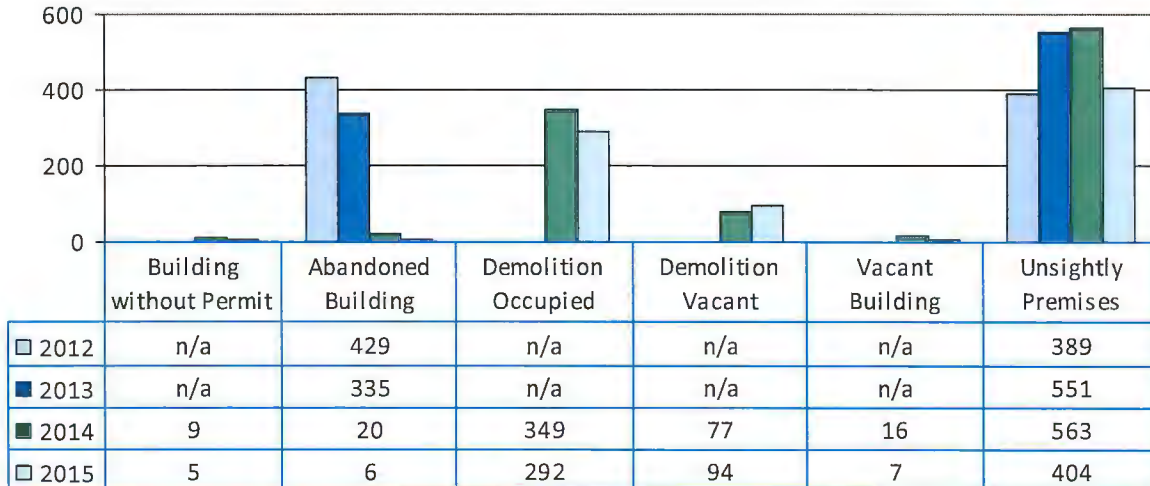


Figure 1b: Service Demand Comparison

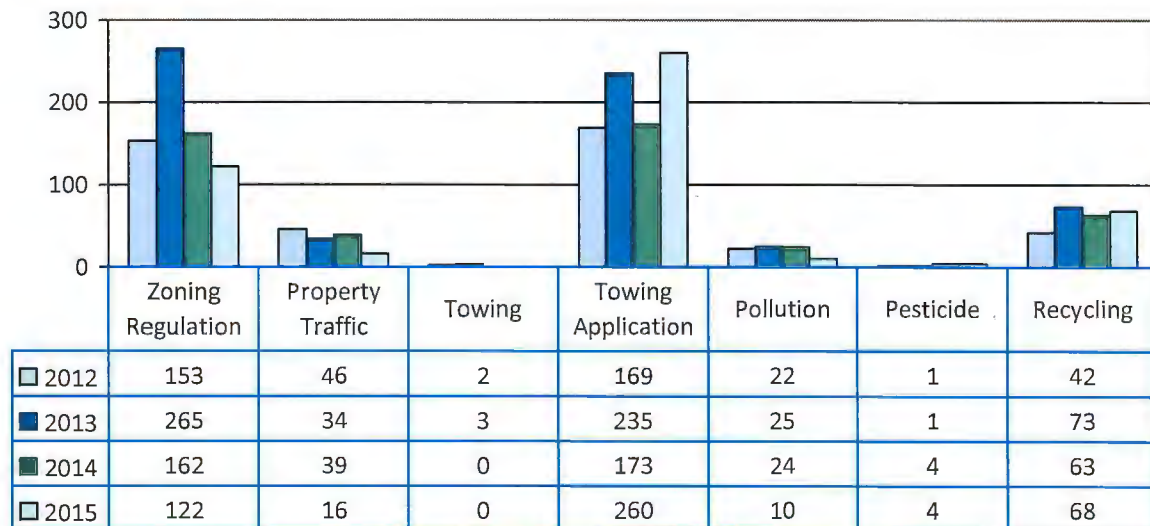
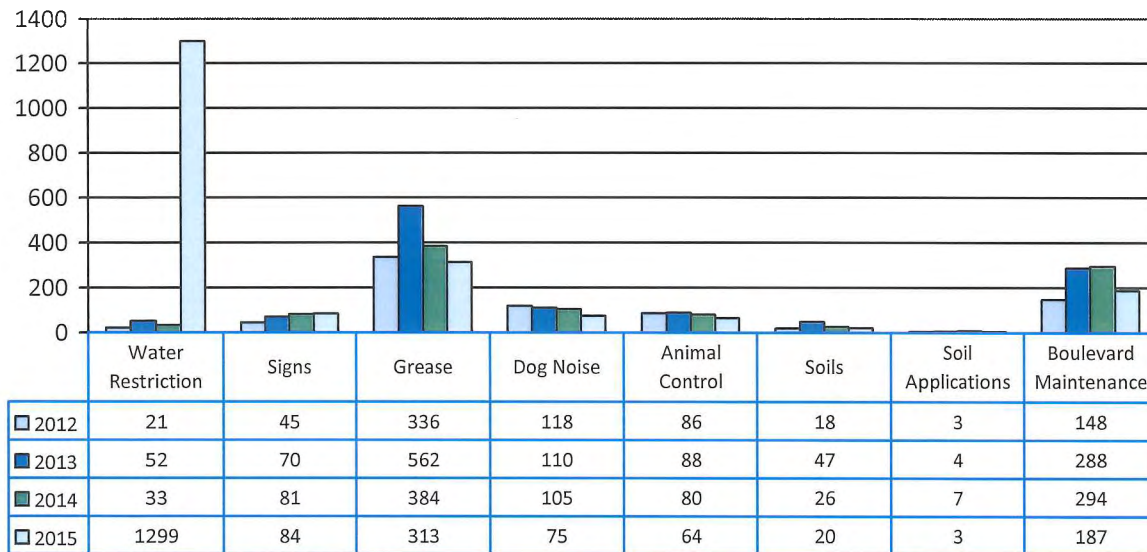


Figure 1c: Service Demand Comparison



Water Restriction

Stage 3 water restrictions remained in effect from August 1st through August 31st. Traffic officers attended 533 water-use complaints and these investigations lead to the issuance of 263 “Stage 3” fines, of which 26 were resolved as warnings.

2. Grease Management Program

The Grease Management program conducted 38 regulatory visits at 36 food sector establishments and 27 of these inspections were concluded during the month of August 2015. These inspections did not result in the issuance of any bylaw violations.

3. Parking Program

Customer Service Response

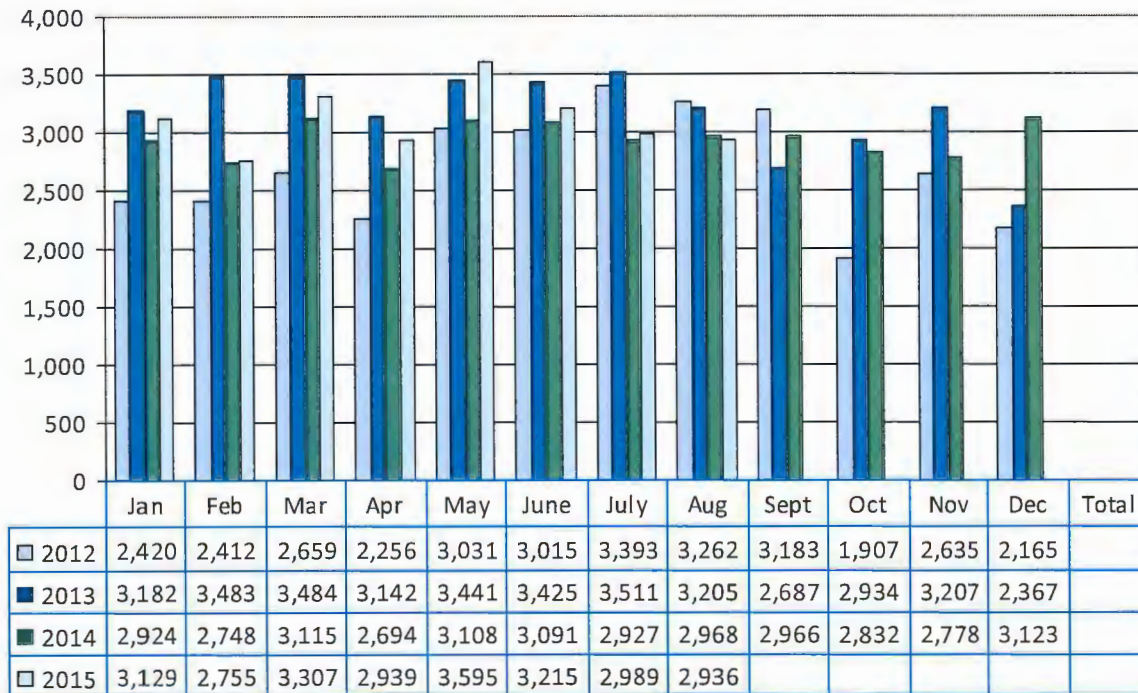
An average of 33 daily calls for service was fielded by administration staff in August 2015. This activity represents a decrease of 11% compared to the number of calls that were fielded in July 2015 and an increase of 32% compared to the number of calls that were fielded in August 2014. Increases in service demand occurred primarily as the result of heavier than normal road construction which increased traffic and subsequent parking difficulties. In addition, the redeployment of parking officers to address water restriction complaints, reduced staff’s ability to respond to increased service level demands, which in turn increased overall call service numbers.

Enforcement Activity

A total of 2936 violations were issued for parking, safety and liability infractions during the month of August 2015. This activity represents a decrease of 2% compared to the number of violations that were issued in July 2015 and a decrease of 1% compared to the number of violations that were issued in August 2014.

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

Figure 2: 2012 - 2015 Comparison for Parking Violations Issued



During the month of August 151 violations were changed to warnings, which represents approximately 5% of the total tickets issued during the month. Pursuant to Council Grounds for Cancellation (Policy No. 1100), the following list provides a breakdown of the reasons for bylaw notice cancellation;

Section 2.1 (a)	Identity issues	9
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	5
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	13
Section 2.1 (d)	Contravention necessary for the preservation for health and safety	1
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	38
—	Administrative Entries	71
—	Total	151

4. Adjudication Program

There were no adjudication hearings held during August 2015 and the next session of adjudication hearings are scheduled for September 22, 2015.

5. Animal Control

The Community Bylaw Division issued 158 new dog licences during August 2015. This activity represents a decrease of 21% compared to the number of licenses issued in July 2015 and an increase of 17% compared to the number of licenses issued in August 2014. The increase in dog licensing continues to be attributed to the City's Animal Patrol pilot project and the Dog License Canvassing program.

In August the animal patrol officer issued 19 tickets and 2 warnings related to various dog violations. The officer conducted patrols of the following locations:

Diefenbaker Neighbourhood School Park
 Garry Point Park
 McCallan Neighbourhood School Park
 North Dyke Trail
 Steveston Community Park
 West Dyke Trail

At the end of August 2015 there were 6888 dogs licensed within the City including 98 "dangerous dogs" and Animal Control officers responded to a total of 8 dog bite incidents during the month, all of which resulted in "dangerous dog" investigations.

Financial Impact

6. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 22.1% over the same period last year to \$194,741 in August 2015 from \$159,549 in August 2014.

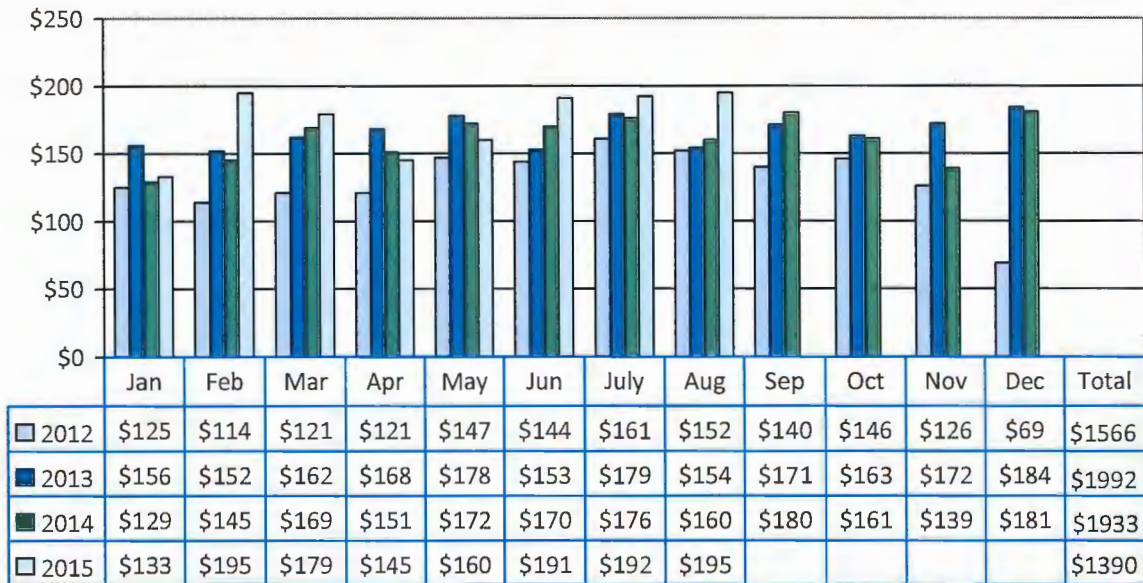
Meter Revenue increased by 31.4% over the same period last year to \$67,791 in August 2015 from \$51,587 in August 2014.

Permit Revenue decreased by 17.2% over the same period last year to \$11,501 in August 2015 from \$13,902 in August 2014.

Enforcement Revenue increased by 22.7% over the same period last year at \$115,449 in August 2015 and \$94,060 in August 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, working as a team to promote a culture of compliance.

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