



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** January 21, 2015
From: Phyllis L. Carlyle **File:**
 General Manager, Law and Community Safety
Re: **Community Bylaws Monthly Activity Report – December 2014**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – December 2014”, dated January 21, 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	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:
	AC
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 12 daily calls for service was fielded by administrative staff in December 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 20.0% compared to the 10 calls that were fielded in November 2014 and an increase of 33.3% when compared to the 9 calls reported in December 2013.

Enforcement Activity

Property use officers managed 161 new investigational files during the month of December 2014, which represents an increase of approximately 89.4% when compared to December 2013. This increase is attributed to an increase in grease file investigations and an end of year "rush" on demolition permits.

Community Bylaws continues to monitor the number of abandoned and vacant homes in the City of Richmond and the City currently has 32 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a, 1b and 1c provide a comparison of Property Use service demand by type during December 2014 and the same period in previous years.

Figure 1a: Service Demand Comparison

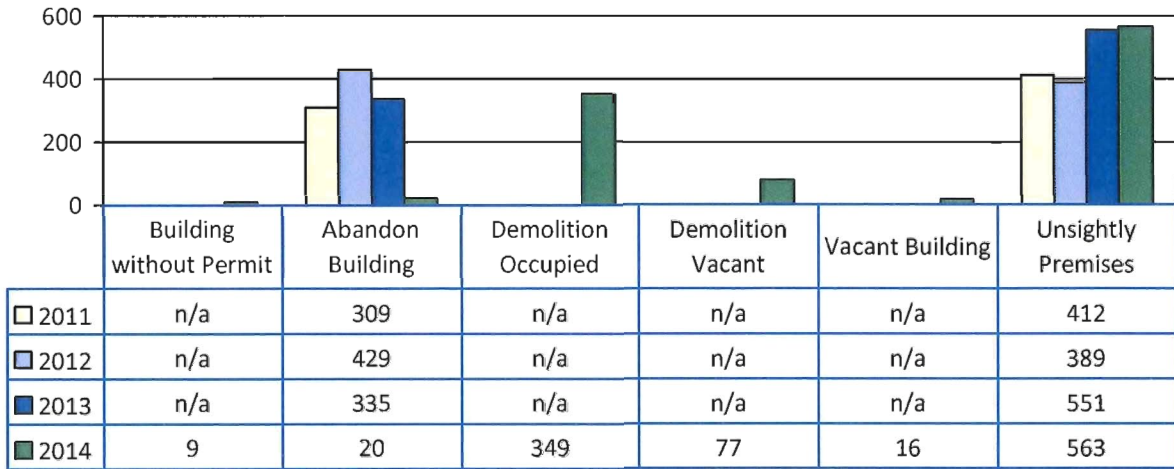


Figure 1b: Service Demand Comparison

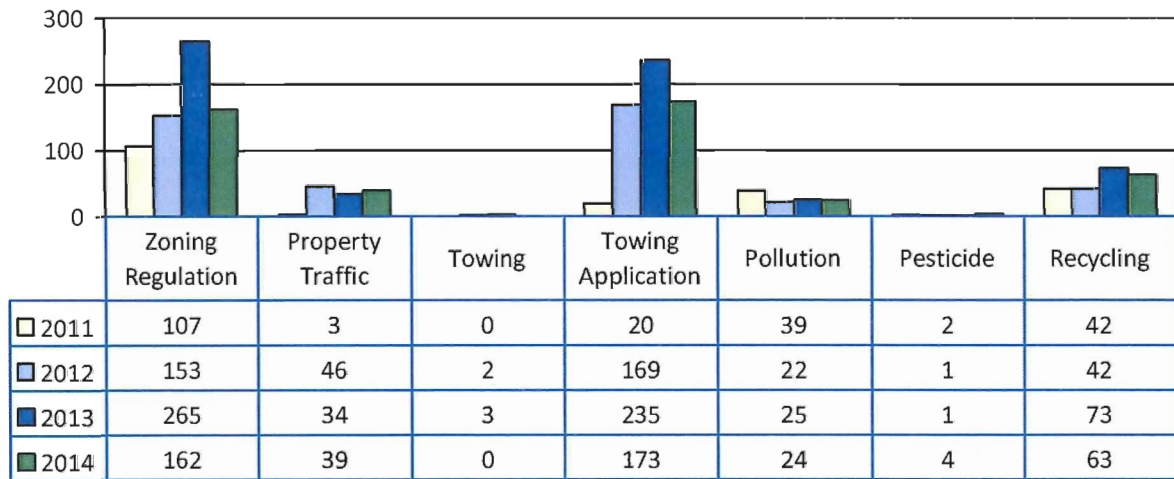
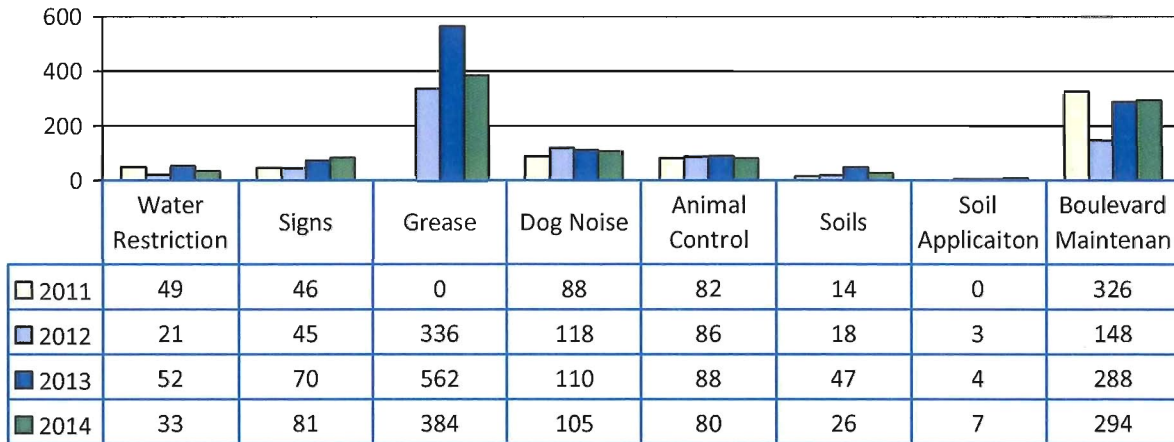


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Inspector conducted 52 regulatory visits to 48 food sector establishments and of these inspections 42 were concluded during the month of December 2014. These inspections resulted in the issuance of 5 bylaw violations with 1 infraction being amended to a warning. In total, 45 new files were opened during the month of December 2014.

3. Parking Program

Customer Service Response

An average of 18 daily calls for service was fielded by administration staff in December 2014. This represents a decrease of 16.7% compared to November 2014, but an increase of 5.6% when compared to calls reported in December 2013. 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 to the City.

Enforcement Activity

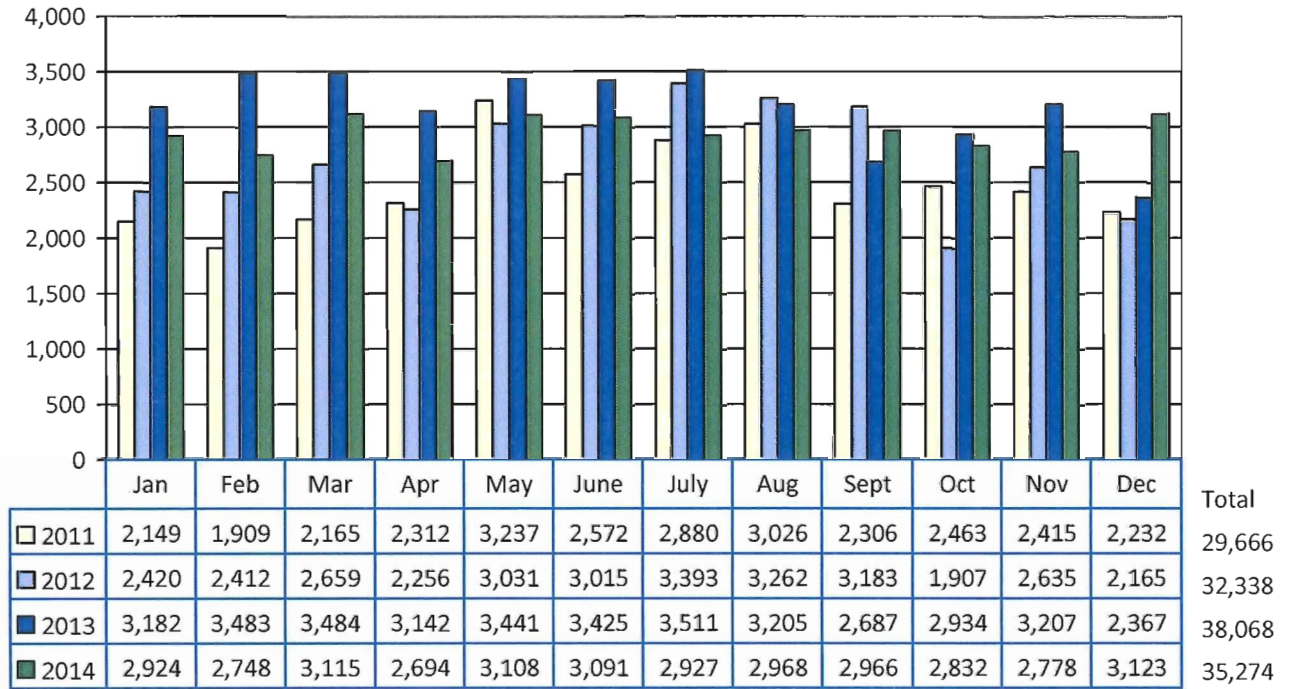
A total of 3,123 Notices of Bylaw Violation were issued for parking, safety and liability infractions within the City during the month of December 2014. This represents an increase of approximately 31.9% compared to the number of violations issued in December 2013, which would be primarily attributed to the resolution of resourcing difficulties encountered during the previous month.

Program Highlights

Ticketing activity for December 2014 increased significantly compared to December 2013 and also exceeded ticketing volume for the same month in all previously reported years. Contributing to this month-over-month increase was the recent addition of auxiliary officers that resulted in

efficiency gains and more effective resource deployment. As reported previously, public compliance remains high, thus moderating growth in violation issuance year-over-year. 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



Bylaw Notice Cancellations

During the month of December 2014, 197 violations were changed to warnings representing approximately 6.3% of the tickets issued during the month. 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	13
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	4
Section 2.1 (d)	Contravention necessary for preservation of safety	3
Section 2.1 (e)	Multiple violations issued for one incident	3
Section 2.1 (f)	Not in the public interest	12
Section 2.1 (g)	Proven effort to comply	92
---	Administrative Entries	70

4. Animal Control

Community Bylaws issued 61 new dog licences during December 2014, representing an increase of 1.7% compared to the number of new dog licences issued in December 2013. As of the end of December 2014 (i.e. start of the licensing year), there were 1483 dogs licensed in Richmond, which is higher than any December totals reported in any previous year. This total includes 97 dangerous dog license registrations.

Animal Control officers responded to one dog bite incident during December 2014, resulting in a dangerous dog investigation.

Financial Impact

5. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue decreased by 2.0% over the same period last year to \$180,100 in December 2014 from \$183,869 in December 2013.

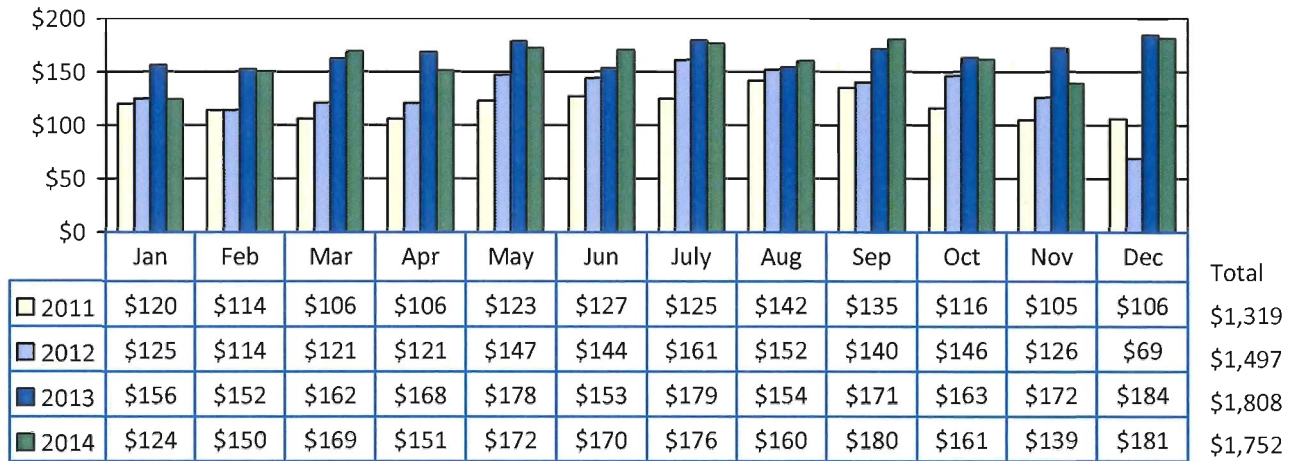
Meter Revenue decreased by 5.9% over the same period last year to \$66,060 in December 2014 from \$70,232 in December 2013.

Permit Revenue decreased by 21.4% over the same period last year to \$17,927 in December 2014 from \$22,804 in December 2013. Overall 2014 permit revenues have increased over totals reported in 2013.

Enforcement Revenue increased by 5.8% over the same period last year to \$96,113 in December 2014 from \$90,833 in December 2013.

Figure 3 provides a consolidated revenue comparison with prior years:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaw staff continue 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: