



To: Community Safety Committee

Date: April 22, 2015

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

File:

Re: **Community Bylaws Monthly Activity Report – March 2015**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – March”, dated April 22, 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 & 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 15 daily calls for service was fielded by administrative staff in March 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 15.4% compared to the 13 calls that were fielded in February 2015 and an increase of 25.0% when compared to the 12 calls reported in March 2014.

Enforcement Activity

Property use officers managed 209 new investigational files during the month of March 2015, which represents an increase of approximately 34.0% when compared to March 2014. This change is attributed to an increase in grease files investigations and towing permits applications, which were undertaken by auxiliary officers.

Community Bylaws continues to monitor the number of abandoned and vacant homes in the City of Richmond. The City currently has 25 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 March 2015 and the same period in previous years.

Figure 1a: Service Demand Comparison

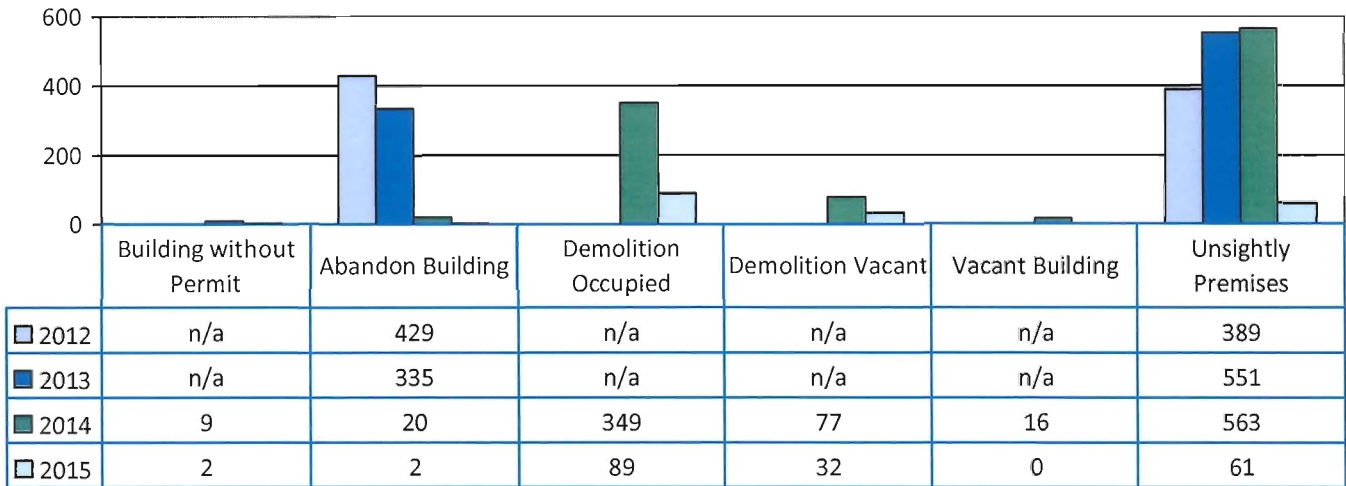


Figure 1b: Service Demand Comparison

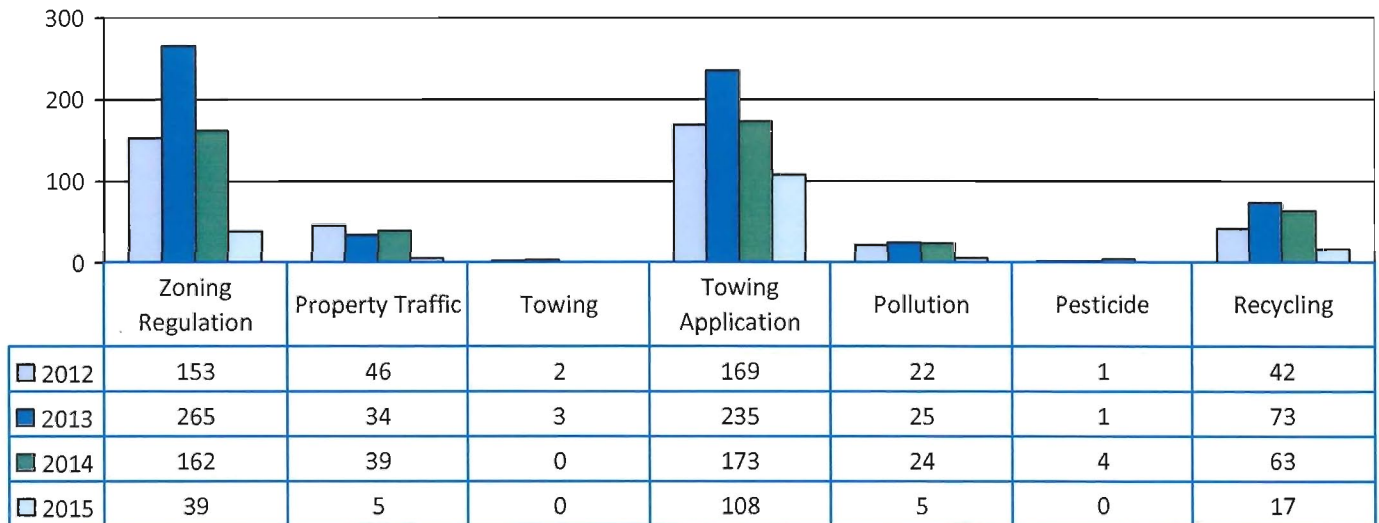
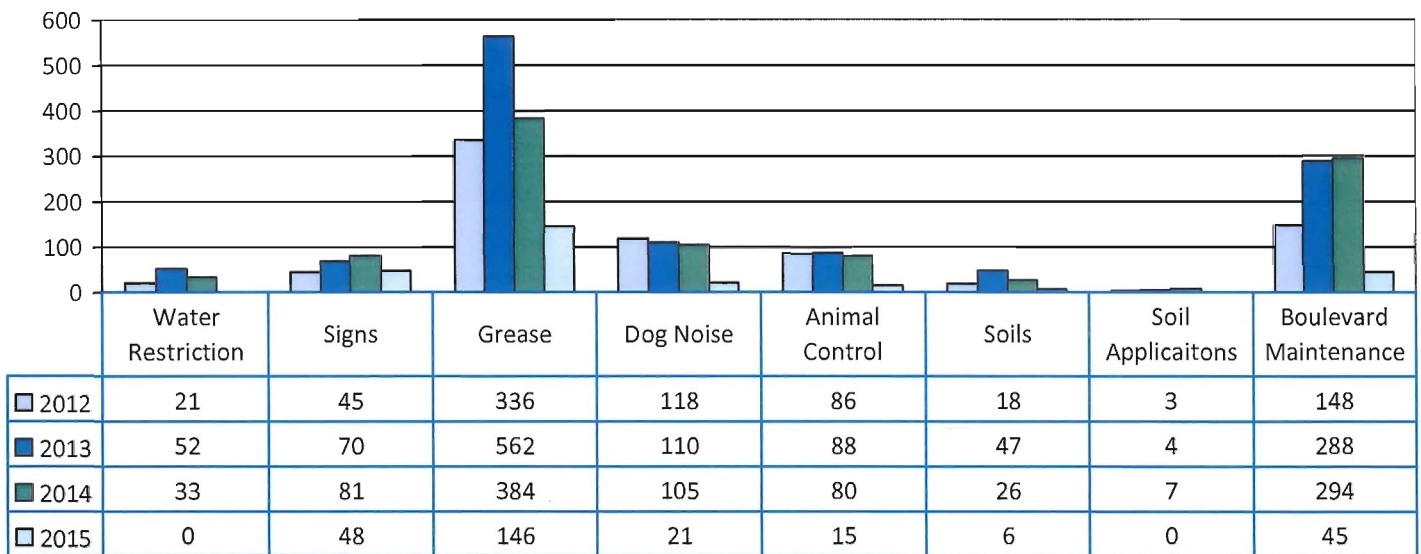


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Officer(s) conducted 39 regulatory visits to 39 food sector establishments, 30 of these inspections were concluded during the month of March 2015. These inspections resulted in the issuance of 12 bylaw violations, with 3 infractions being amended to a warning

3. Parking Program

Customer Service Response

An average of 25 daily calls for service was fielded by administration staff in March 2015. This represents an increase of 4.2% compared to February 2015, and an increase of 31.5% when compared to calls reported in March 2014.

Enforcement Activity

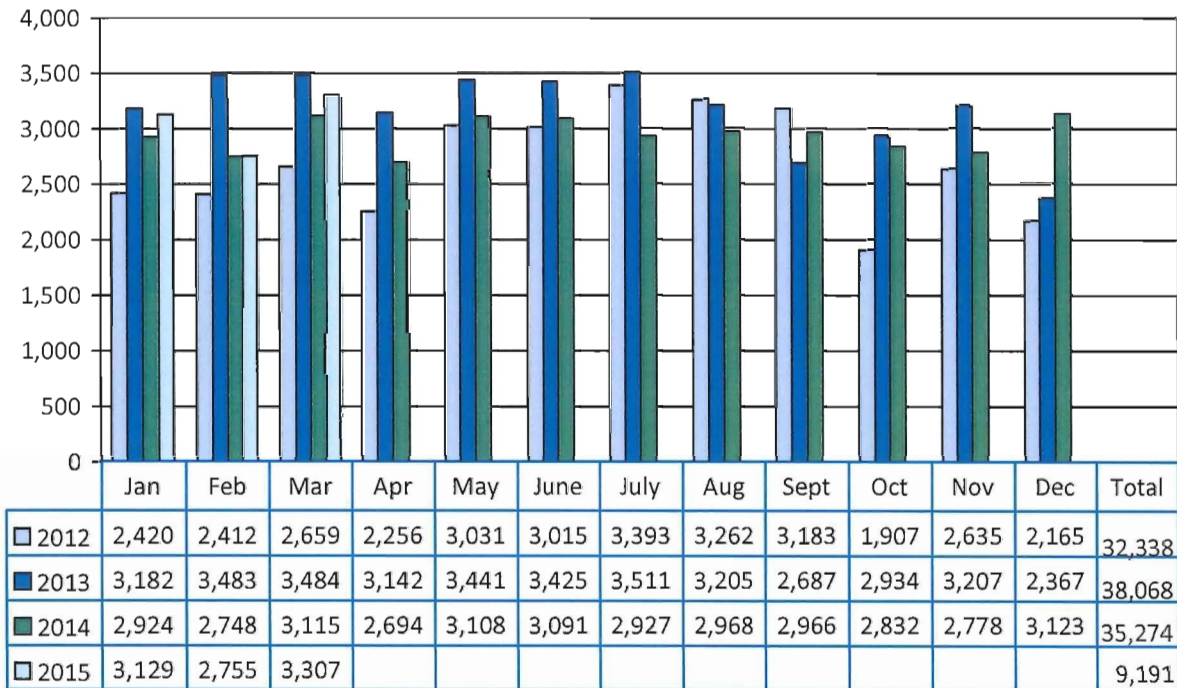
A total of 3,307 Notices of Bylaw Violations were issued for parking, safety and liability infractions within the City during the month of March 2015. This represents an increase of approximately 20.0% when compared to the number of violations issued in February 2015 and an increase of 6.3% when compared to the activity reported in March 2014.

Program Highlights

Ticketing activity and overall consolidated revenue increased for March 2015 when compared to March 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: 2012 - 2015 Comparison for Parking Violations Issued



During the month of March 2015, 214 violations were changed to a warning, representing approximately 6.4% of the tickets issued during the month. Pursuant to Council Grounds under Policy No. 1100, the following list provides a breakdown of the common reasons Bylaw Notice Cancellation:

Section 2.1 (a)	Identity issues	20
Section 2.1 (b)	Exception specified in the Bylaw or other bylaw	9
Section 2.1 (c)	Poor likelihood of success at adjudication for the city	7
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	70
—	Administrative Entries	88
—	Issued as Warning	3

4. Adjudication Program

A total of 19 adjudication cases were scheduled for March 17, 2014, resulting in 18 violations upheld and 1 violation dismissed. The next Adjudication Hearing is scheduled for June 23, 2015.

5. Animal Control

Community Bylaws issued 111 new dog licences during March 2015, representing a decrease of 22.0% as compared to the number of new dog licences issued in March 2014. As of March 31, 2015, there are 5589 dogs licensed within the City of Richmond, which includes 82 dangerous dogs. This is an overall increase of 11.4 % additional dog licenses over the same period last year. Animal Control officers responded to 4 dog bite incidents during March 2015, resulting in 4 dangerous dog investigations.

Financial Impact

6. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 6.1% over the same period last year to \$179,265 in March 2015 from \$168,960 in March 2014.

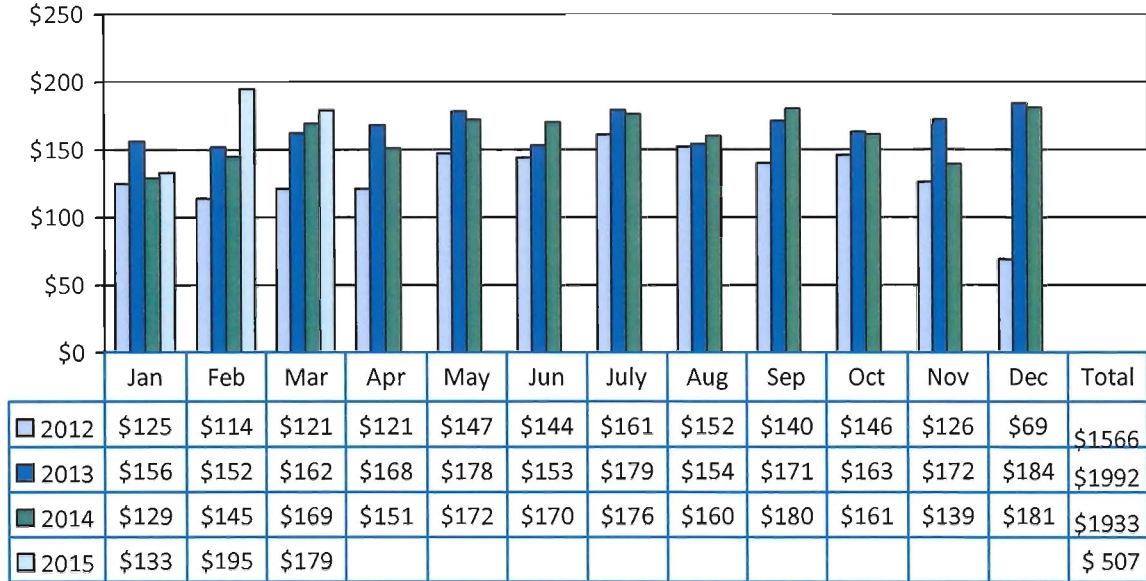
Meter Revenue decreased by 23.2% over the same period last year to \$32,207 in March 2015 from \$41,982 in March 2014. This decrease is attributed to the transition and replacement of old meters with new meters.

Permit Revenue increased by 20.5% over the same period last year to \$19,239 in March 2015 from \$15,955 in March 2014.

Enforcement Revenue increased by 15.1% over the same period last year to \$127,819 in March 2015 from \$111,023 in March 2014.

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)
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