



# City of Richmond

## Report to Committee

**To:** Community Safety Committee  
**From:** Phyllis L. Carlyle  
General Manager, Law and Community Safety  
**Date:** December 16, 2015  
**File:** 12-8060-01/2015-Vol 01  
**Re:** Community Bylaws Monthly Activity Report - November 2015

### Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report –November 2015", dated December 16, 2015, from the General Manager, Law & Community Safety, be received for information.

*Desk Log, for*  
Phyllis L. Carlyle  
General Manager, Law & Community Safety  
(604-276-4104)

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Finance Division	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> <i>md</i>
<b>APPROVED BY CAO</b> <i>[Signature]</i>	

## 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 10 daily calls for service was fielded by administrative staff in November 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 16.7% compared to the number of calls that were fielded in October 2015 and no change compared to the number of calls that were fielded in November 2014.

##### *Enforcement Activity*

Property use officers handled 107 new investigational files during the month of November 2015. This activity represents a decrease of 27.2% compared to the number of files that were handled in October 2015 and a decrease of 14.4% compared to the number of files that were handled in November 2014.

The year over year change can be attributed to a reduction in "Boulevard Maintenance" and "Unsightly Premise" complaints.

Community Bylaws continues to monitor the number of abandoned and vacant homes within the municipality and the City currently has 26 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a, 1b and 1c compare *Property Use Service Demand* for November, 2015 by issue and by year.

Figure 1a: Service Demand Comparison

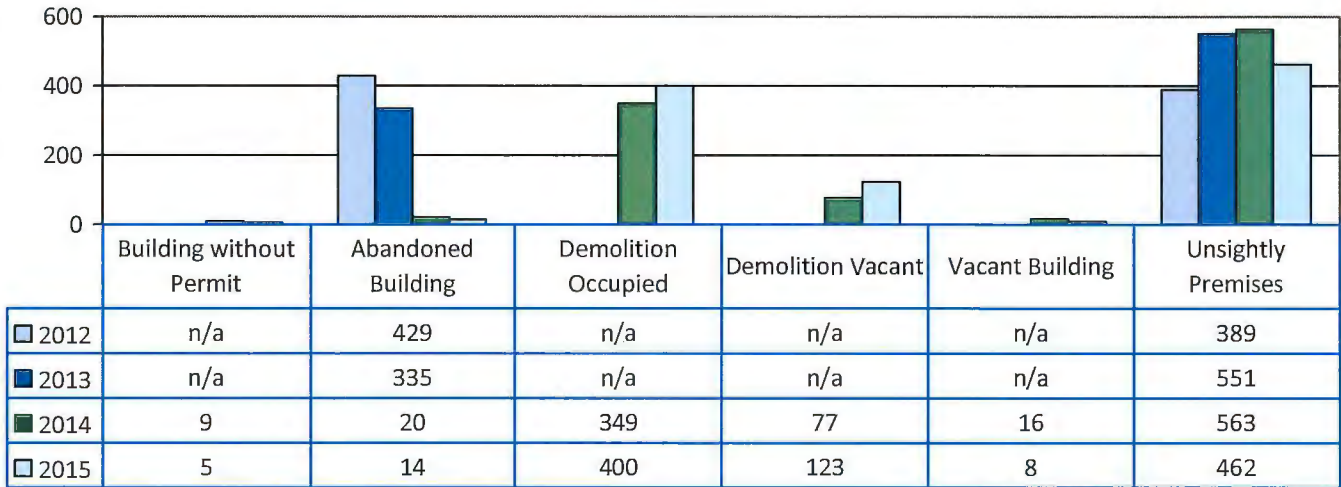


Figure 1b: Service Demand Comparison

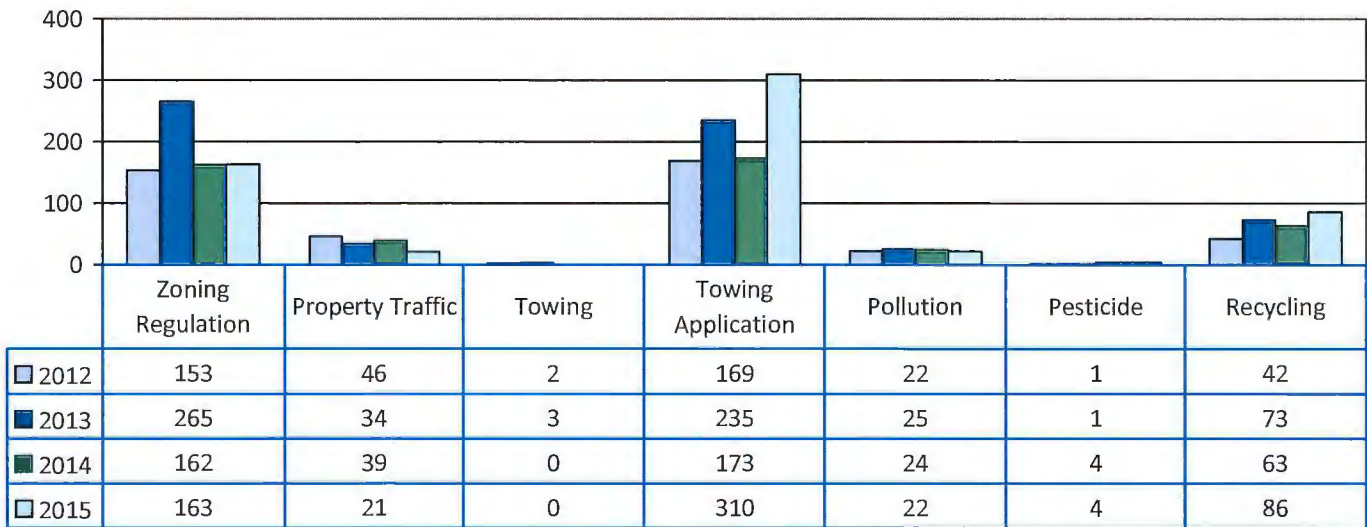
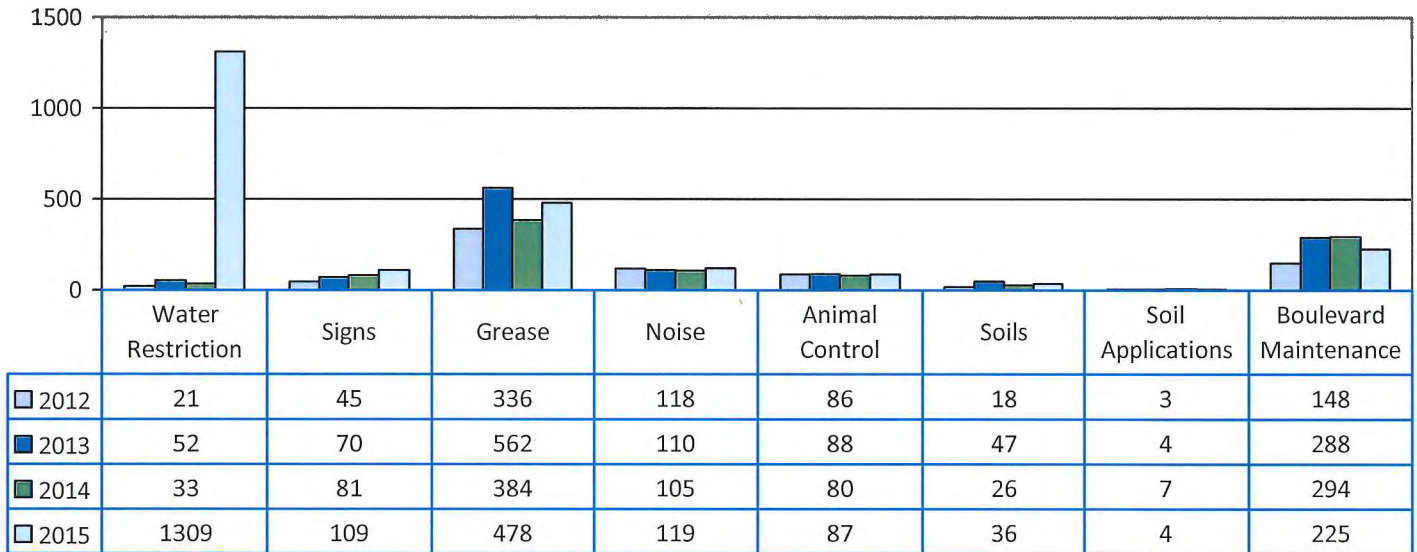


Figure 1c: Service Demand Comparison



**2. Grease Management Program**

The Grease Management Officer conducted 54 regulatory visits at 49 food sector establishments, 40 of these inspections were concluded during the month of November 2015. These inspections resulted in no violations issued, and 1 “warning” issued as a result of voluntary compliance.

**3. Parking Program**

*Customer Service Response*

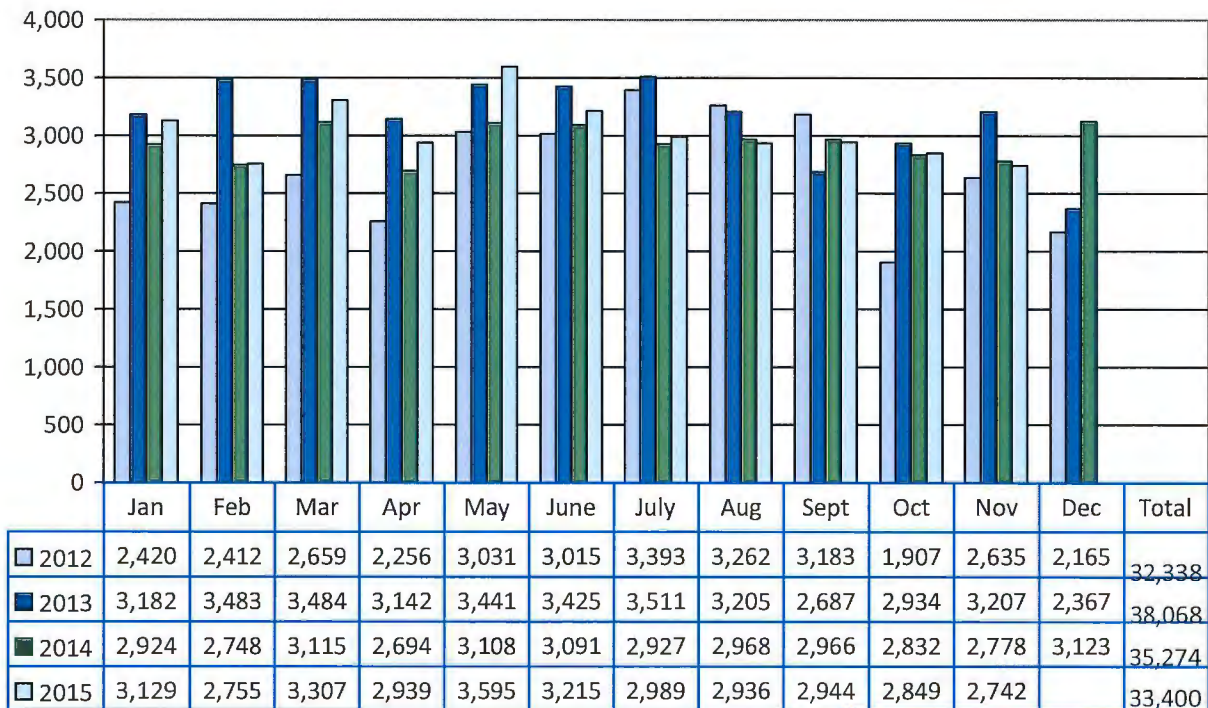
An average of 34 daily calls for service was fielded by administration staff in November 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 5.5% compared to the number of calls that were fielded in October 2015 and an increase of 61.9% compared to the number of calls that were fielded in November 2014. It is believed that the increase in parking service calls is the result of increased construction activity in the city.

*Enforcement Activity*

A total of 2,742 violations were issued for parking, safety and liability infractions during the month of November 2015. This activity represents a decrease of 3.8% compared to the number of violations that were issued in October 2015 and a nominal decrease compared to the number of violations that were issued in November 2014

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

Figure 2: 2012 - 2015 Comparison for Parking Violations Issued



In November, 199 violations were changed to warnings, which represent approximately 7.3% of the tickets issued during the month. The following list 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	9
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	6
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	6
Section 2.1 (d)	Contravention was necessary for the preservation for health and safety	3
Section 2.1 (e)	Multiple violations issued for one incident	5
Section 2.1 (f)	Not in the public interest	6
Section 2.1 (g)	Proven effort to comply	50
—	Administrative Entries	114
	TOTAL:	199



#### 4. Adjudication Program

The adjudicator ruled on 12 cases during a hearing held on November 23, 2015. These rulings resulted in 8 violations being upheld and 4 violations being dismissed. The next adjudication hearing is scheduled for January 26, 2016.

#### 5. Animal Control

The Community Bylaw Division issued 39 new dog licences during the month November 2015. This activity represents a decrease of 58.5% compared to the number of licenses issued in October 2015 and an increase of 30.0% compared to the number of licenses issued in November 2014.

In November the animal patrol officer issued 48 tickets related to various dog violations. The officer conducted patrols of the following locations:

Brighthouse Neighbourhood School Park	Minoru Park
Blundell Neighbourhood Park	North Dyke Trail
Diefenbaker Neighbourhood School Park	Odlin Neighbourhood Park
Dixon Neighbourhood School Park	Odlinwood Neighbourhood Park
Garden City Community Park	Quilchena Neighbourhood School Park
Garry Point Park	Palmer/Garden City School Park
Gilmore Neighbourhood School Park	Railway Shared Pathway
General Currie Neighbourhood School Park	Richmond High Neighbourhood School Park
Hamilton Community Park	South Arm Community Park
Heather Dolphin Neighbourhood Park	Talmey Neighbourhood Park
Hugh Boyd Community Park	Thompson/Burnett Community Park
Imperial Landing Park	Westwind Neighbourhood School Park
Manoah Steves Neighbourhood School Park	West Dyke Trail
McDonald Beach Park	Woodward Neighbourhood School Park
McLean Neighbourhood Park	

At the end of November 2015 there were 7207 dogs licensed within the City including 108 “dangerous dogs” and Animal Control officers responded to a total of 2 dog bite incidents during this month with all resulting in “dangerous dog” investigations.

### **Financial Impact**

#### 6. Revenue and Expenses

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

**Consolidated Parking Program Revenue:**

The total of meter, monthly permit and enforcement revenue increased by 29.8% over the same period last year to \$180,706 in November 2015 from \$139,254 in November 2014.

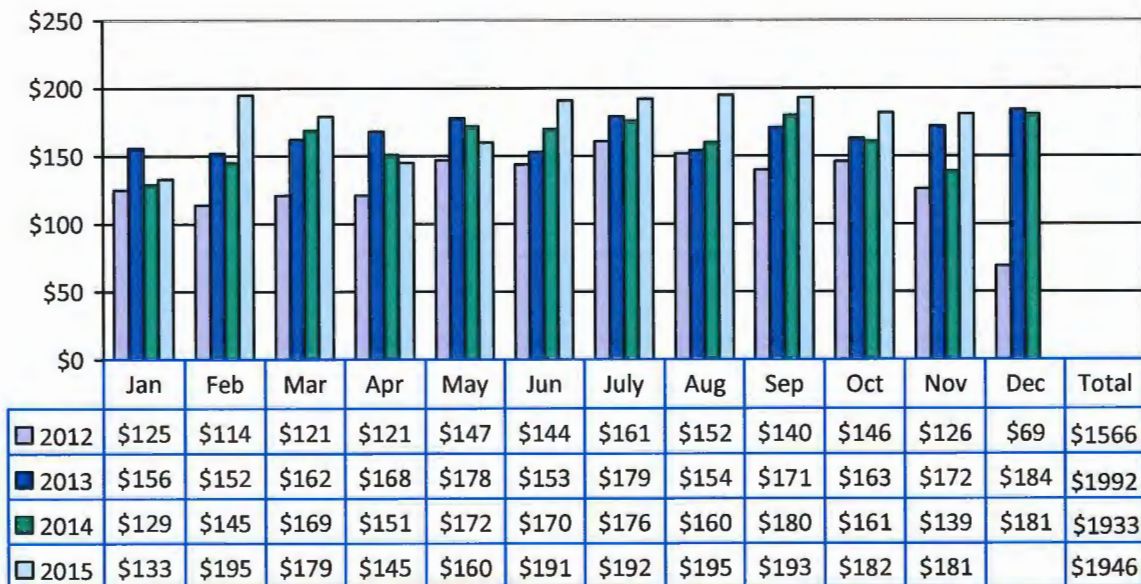
**Meter Revenue** increased by 60.3% over the same period last year to \$70,465 in November 2015 from \$43,956 in November 2014.

**Permit Revenue** increased by 2.2% over the same period last year to \$10,695 in November 2015 from \$10,469 in November 2014.

**Enforcement Revenue** increased by 17.3% over the same period last year to \$99,547 in November 2015 from \$84,830 in November 2014.

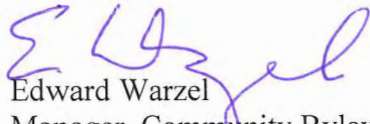
Figure 3 compares consolidated revenue by month from 2012 to 2015:

Figure 3: Consolidated Parking Revenue (000's)



**Conclusion**

Community Bylaws 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)  
EW:rg