



# City of Richmond

## Report to Committee

**To:** Community Safety Committee

**Date:** October 20, 2014

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

**File:**

**Re: Community Bylaws Monthly Activity Report – September 2014**

### Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report –September 2014”, dated October 20, 2014, from the General Manager, Law & Community Safety, be received for information.

Phyllis L. Carlyle  
General Manger, 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> 
<b>APPROVED BY CAO</b> 	

## 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 15 daily calls for service were fielded by administrative staff in September 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents no increase compared to the number of calls that were fielded in August 2014 and a decrease of 21.1. % when compared to the number of calls reported in September 2013.

##### *Enforcement Activity*

Property use officers managed 183 new investigational files during the month of September 2014, which represents a decrease of approximately 7.6% when compared to September 2013. This decrease is primarily attributed to a reduction in the number of abandoned building, unsightly premise, and zoning contraventions reported in September 2014. In total 70 incidents of this nature were reported during the month, as compared to 124 such incidents in September 2013.

Community Bylaws continues to monitor the number of abandoned and vacant homes in the City of Richmond. The City currently has 35 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 September 2014 and the same period in previous years.

Figure 1a: Service Demand Comparison

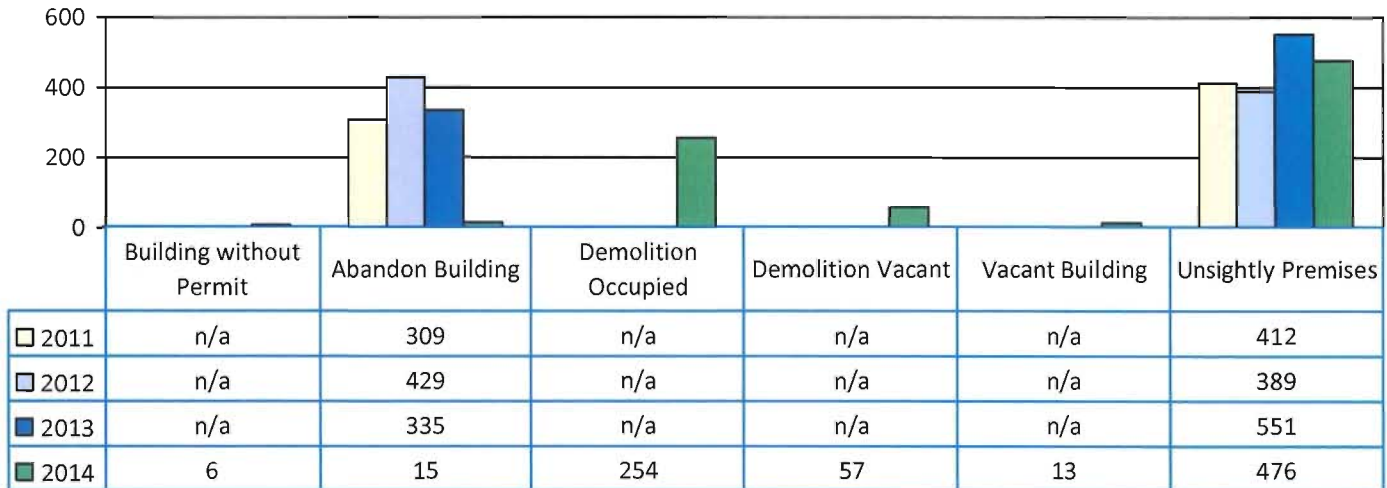


Figure 1b: Service Demand Comparison

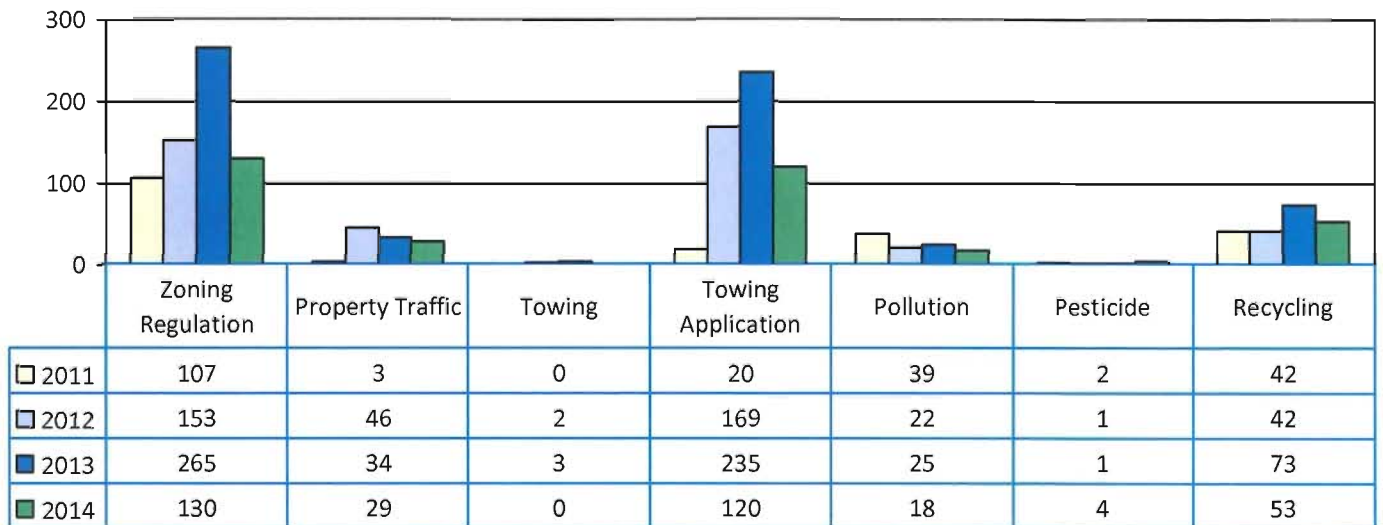
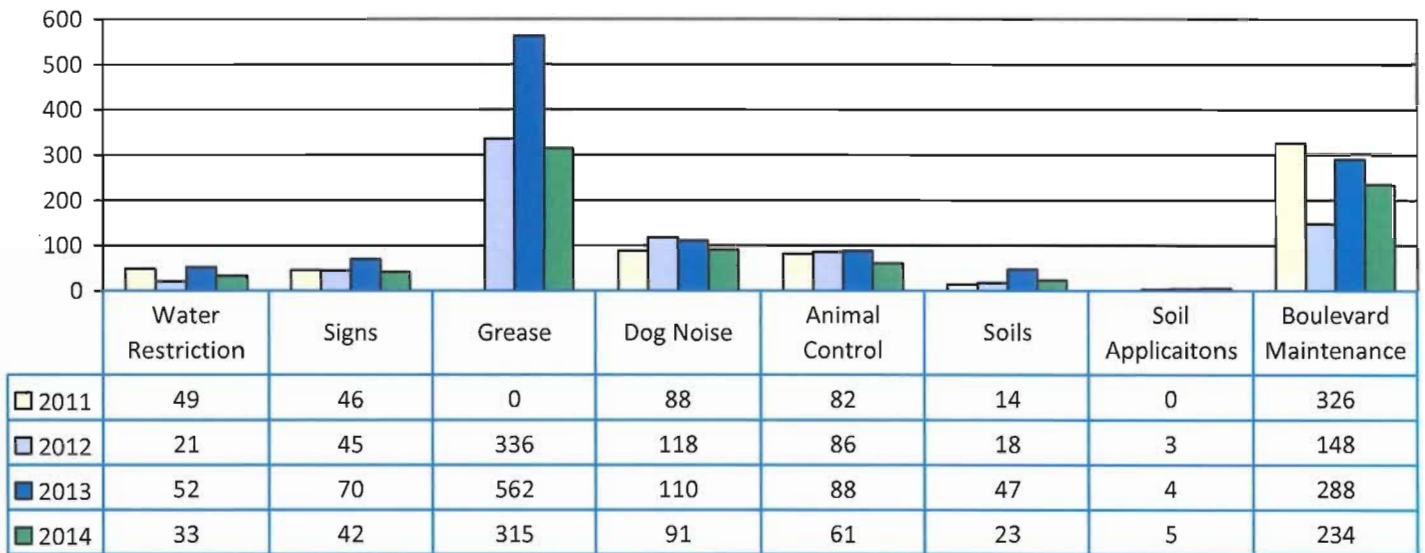


Figure 1c: Service Demand Comparison



**2. Grease Management Program**

The Grease Management inspector conducted 43 regulatory visits to 38 food sector establishments during September 2014, resulting in 7 bylaw violations, of which 2 were amended to warnings.

**3. Parking Program**

*Customer Service Response*

An average of 23 daily calls for service were fielded by administration staff in September 2014. This represents a decrease of 8 % compared to August 2014, and a decrease of 14.8% when compared to calls reported in September 2013. Calls for service in the parking program have been reduced due to an improved service delivery model that was implemented in 2013. Officers are now more proactive in their response to parking issues which has contributed to a reduction of parking complaints to the City.

*Enforcement Activity*

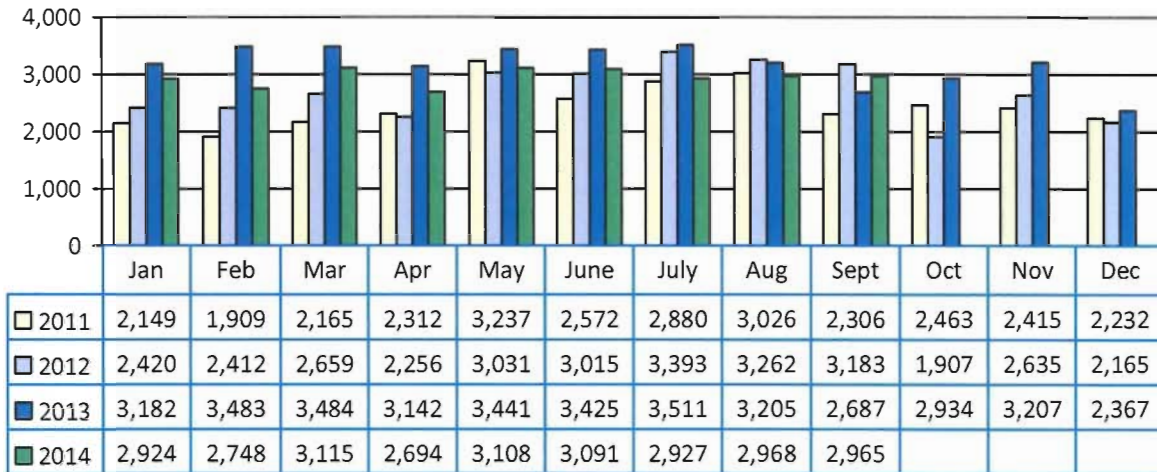
A total of 2,965 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of September 2014. This is an increase of approximately 10.3% compared to the number of violations issued in September 2013.

*Program Highlights*

Ticketing activity for September 2014 increased compared to September 2013, but did not exceed all prior years. Improved resource levels may have potentially contributed to this result.

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



During the month of September 2014, 212 violations were changed to a warning, which represents approximately 7.0% of the tickets issued during September 2014. 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	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	1
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	76
—	Administrative Entries	112
—	Warnings	0

**4. Animal Control**

Community Bylaws issued 114 new dog licences during September 2014, representing an increase of 81% as compared to the number of new dog licences issued in September 2013. This increase can be attributed to focused public communications and dog license canvassing program that was launched in June.

As of the end of September 2014, there were 6, 212 dogs licensed in Richmond compared to 5,485 in 2013. This total includes 94 dangerous dog license registrations.

Animal Control officers responded to 5 dog bite incidents during September 2014, all resulting in dangerous dog investigations.

**Financial Impact**

**5. Revenue and Expenses**

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 5.1% over the same period last year to \$180,193 in September 2014 from \$171,391 in September 2013.

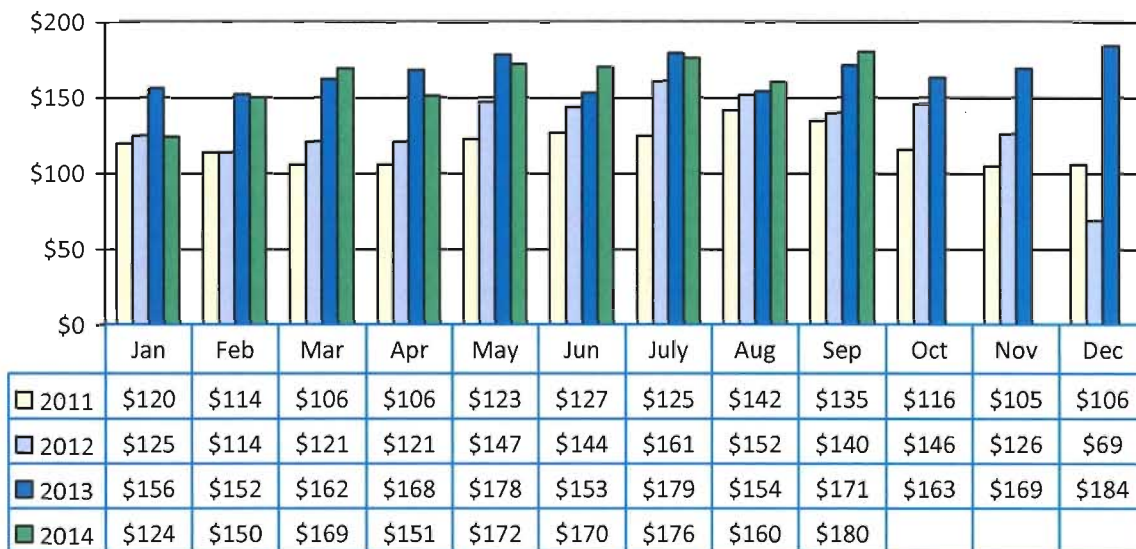
Meter Revenue increased by 3.8% over the same period last year to \$52,243 in September 2014 from \$50,337 in September 2013.

Permit Revenue increased by 2.0% over the same period last year to \$13,679 in September 2014 from \$13,410 in September 2013.

Enforcement Revenue increased by 6.2% over the same period last year to \$114,271 in September 2014 from \$107,644 in September 2013.

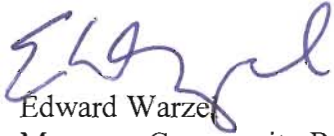
Figure 3 provides a consolidated revenue comparison with prior years:

**Figure 3: Consolidated Parking Revenue (000's)**



**Conclusion**

Community Bylaw staff continues 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.

A handwritten signature in blue ink, appearing to read 'Edward Warzel', is positioned above the printed name.

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