



To: Community Safety Committee **Date:** May 12, 2014
From: Phyllis L. Carlyle **File:**
 General Manager, Law and Community Safety
Re: Community Bylaws Monthly Activity Report - April 2014

Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report – April 2014", dated May 12, 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	
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/Deputy 	

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:

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 April 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 25% compared to the number of calls fielded in March 2014, and a decrease of 11.7% when compared to the number of calls reported in April 2013.

Enforcement Activity

Property use officers managed 162 new investigational files during the month of April 2014, which represents a decrease of approximately 13.8% when compared to April 2013. This decrease is primarily attributed to a reduction in the number of abandoned building, unsightly premise, signage and zoning regulation contraventions reported in April 2014. In total, there were 57 incidents of this nature were reported during the month, compared to 119 incidents in April 2013.

Community Bylaws continues to monitor and reduce the number of abandoned and vacant homes in the City of Richmond. The City currently has 28 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

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

Figure 1a: Service Demand Comparison

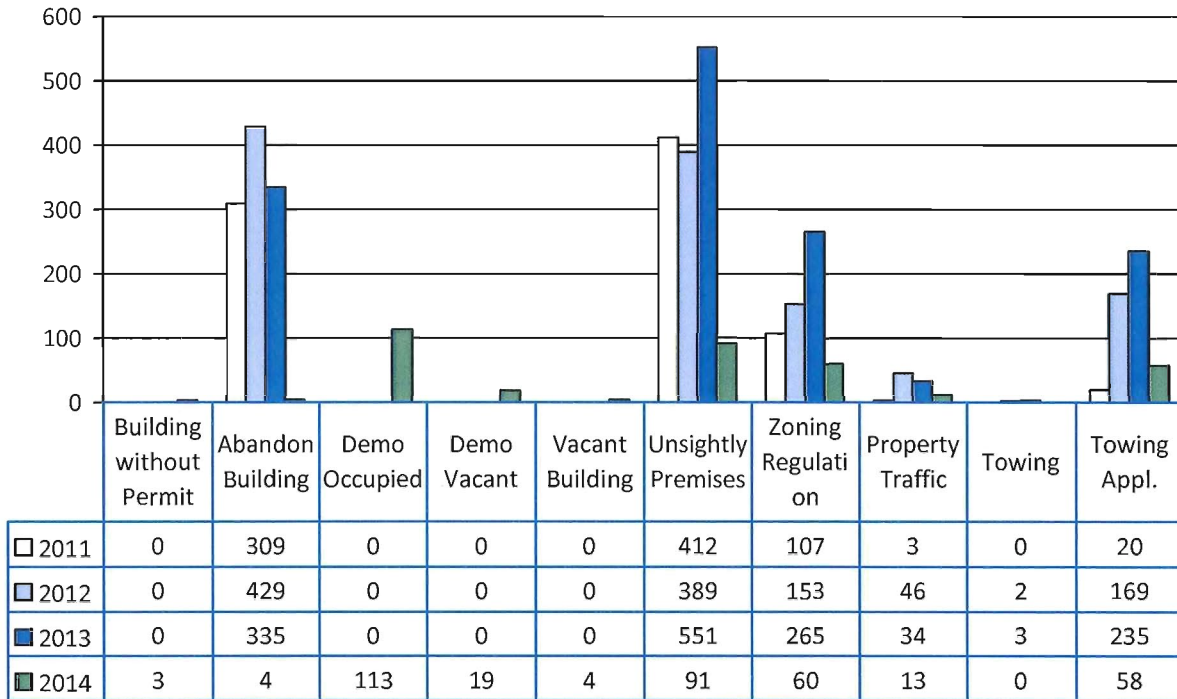
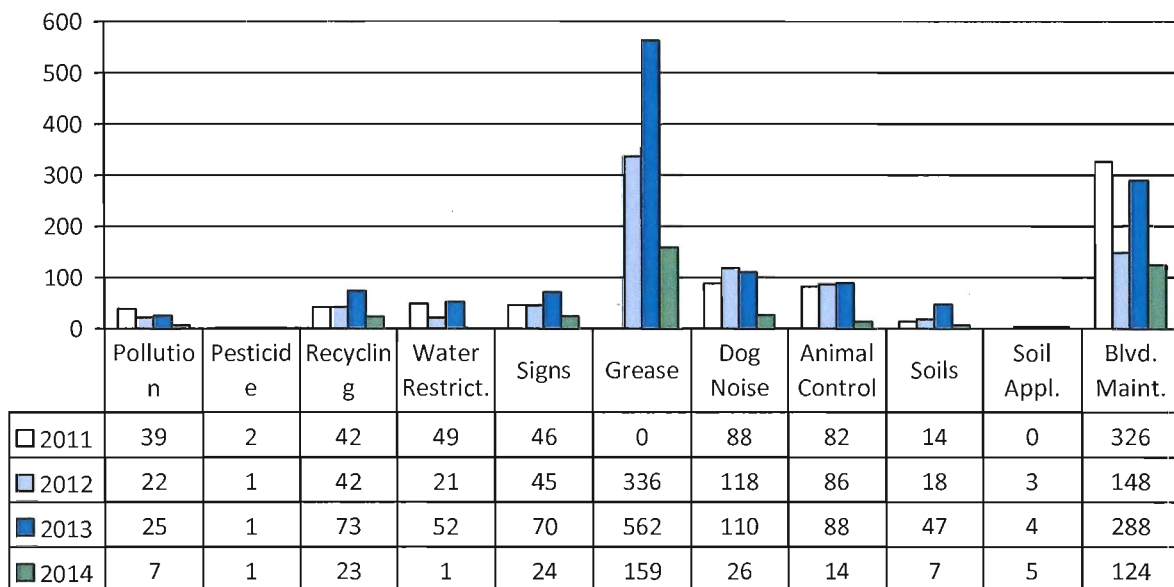


Figure 1b: Service Demand Comparison



2. Grease Management Program

The Grease Management inspector conducted 69 regulatory visits to 41 food sector establishments during April 2014, resulting in 14 bylaw violations of which 8 were amended to warnings.

3. Parking Program

Customer Service Response

An average of 31 daily calls for service was fielded by administration staff in April 2014. This represents an increase of 63.1% compared to March 2014, and a decrease of 35.4% when compared to calls reported in April 2013.

Enforcement Activity

A total of 2,694 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of April 2014. This is a decrease of approximately 14.3% compared to the number of violations issued in April 2013.

During the month of April 2014, 230 violations were changed to a warning, which represents approximately 8.5% of the tickets issued during April 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:

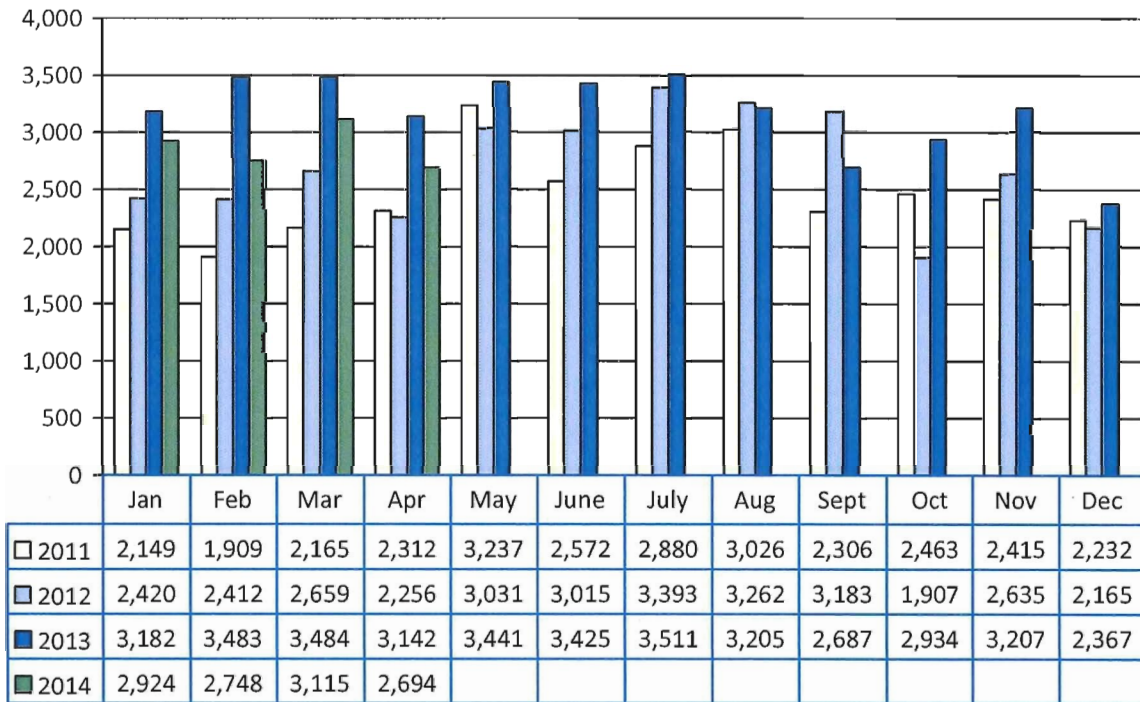
Section 2.1 (a)	Identity issues	16	7 %
Section 2.1 (e)	Multiple violations issued for one incident	9	4%
Section 2.1 (f)	Not in the public interest	40	17%
Section 2.1 (g)	Proven effort to comply	128	56%
—	Administrative Entries	21	9%
---	Warnings	16	7%

Program Highlights

Ticketing activity for April 2014 decreased compared to April 2013, but exceeded all years prior to 2013. Officer procedure and deployment changes implemented during January 2013 were largely responsible for a significant increase in violation issuance over the course of last year. Consequently, public compliance has risen significantly in 2014 and this has resulted in a decrease of ticketing activity.

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



4. Adjudication Program

A total of 11 adjudication cases were scheduled for April 29, 2014, resulting in 8 violations upheld and 3 violations dismissed. The next Adjudication Hearing is scheduled for July 29, 2014.

5. Animal Control

Community Bylaws issued 68 new dog licences during April 2014, representing an increase of 26% when compared to the number of new dog licences issued in April 2013. As of the end of April 2014, there were 5,176 dogs licensed in Richmond. This total includes 71 dangerous dog license registrations.

Animal Control officers responded to 3 dog bite incidents during April 2014, all resulting in dangerous dog investigations.

Financial Impact

6. Revenue and Expenses

Consolidated Parking Program Revenue

The total of meter, monthly permit and enforcement revenue decreased by 10% over the same period last year to \$150,767 in April 2014 from \$167,559 in April 2013.

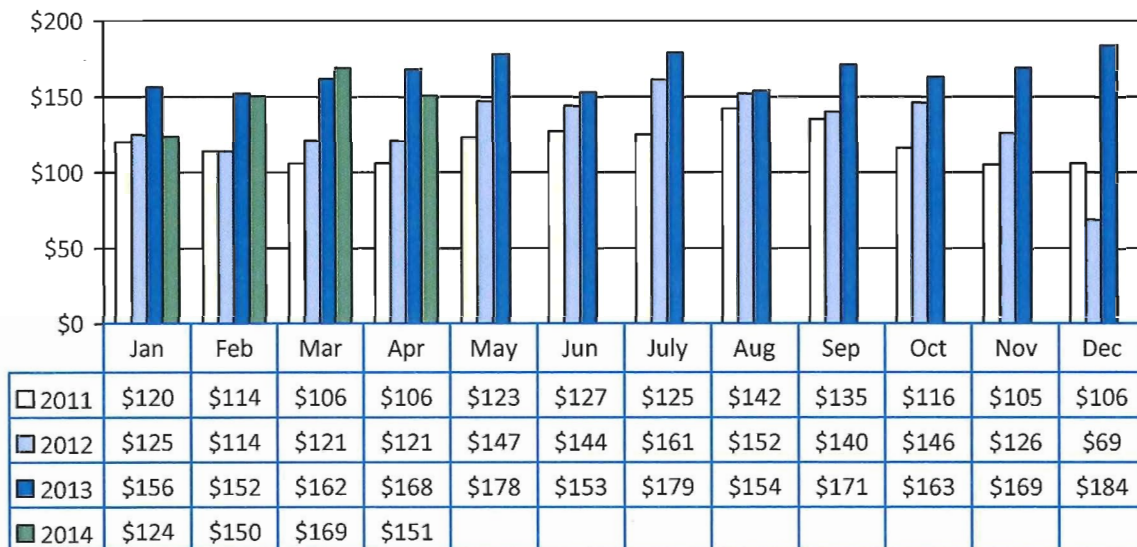
Meter Revenue increased by 5.9% over the same period last year to \$45,032 in April 2014 from \$42,542 in April 2013.

Permit Revenue decreased by 11% over the same period last year to \$12,247 in April 2014 from \$13,759 in April 2013.

Enforcement Revenue decreased by 16% over the same period last year to \$93,488 in April 2014 from \$111,258 in April 2013.

Figure 3 provides a consolidated revenue comparison with prior years:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaw staff strive to maintain the quality of life and safety of residents, through a team approach and the coordination of City services and our many community partners. Collectively these resources promote a culture of compliance.

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