



To: Community Safety Committee

Date: July 13, 2015

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

File:

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

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – June 2015”, dated July 13, 2015, from the General Manager, Law and Community Safety, be received for information.

Phyllis L. Carlyle
General Manger, Law and Community Safety
(604-276-4104)

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance Department	<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 Bylaw 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 and 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 25 daily calls for service was fielded by administrative staff in June 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 31.6% compared to the number of calls that were fielded in May 2015 and an increase of 47.1% compared to the number of calls that were fielded in June 2014.

Enforcement Activity

Property use officers handled 392 new investigational files during the month of June 2015. This activity represents an increase of 52.5% compared to the number of files that were handled in May 2015 and an increase of 86.7% compared to the number of files that were handled in June 2014.

The year over year change can be attributed to an increase in the number of case files related to water restrictions, towing applications and demolition permits. In total 171 files of this nature were handled during June 2015, compared to 47 such files that were handled during June 2014.

Community Bylaw Department continues to monitor the number of abandoned and vacant homes within the municipality and the City currently has 25 residences on the "Abandoned/Vacant Home Joint Operations" list.

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

Figure 1a: Service Demand Comparison

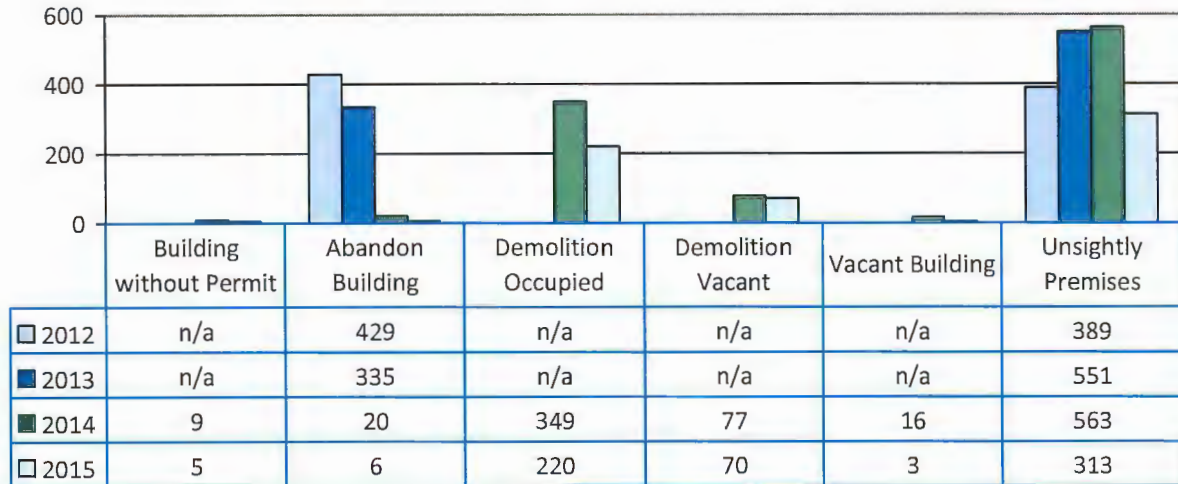


Figure 1b: Service Demand Comparison

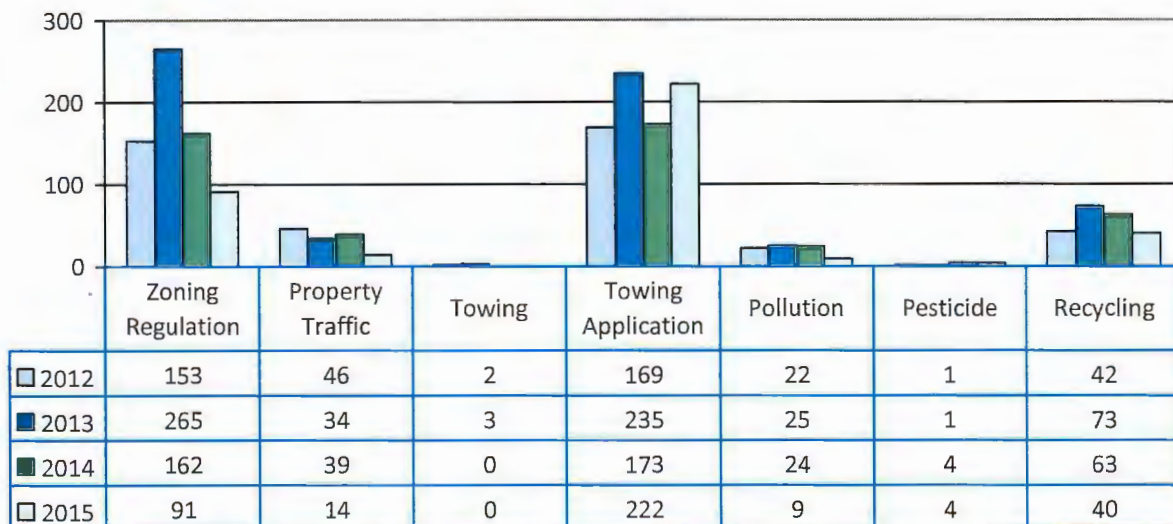
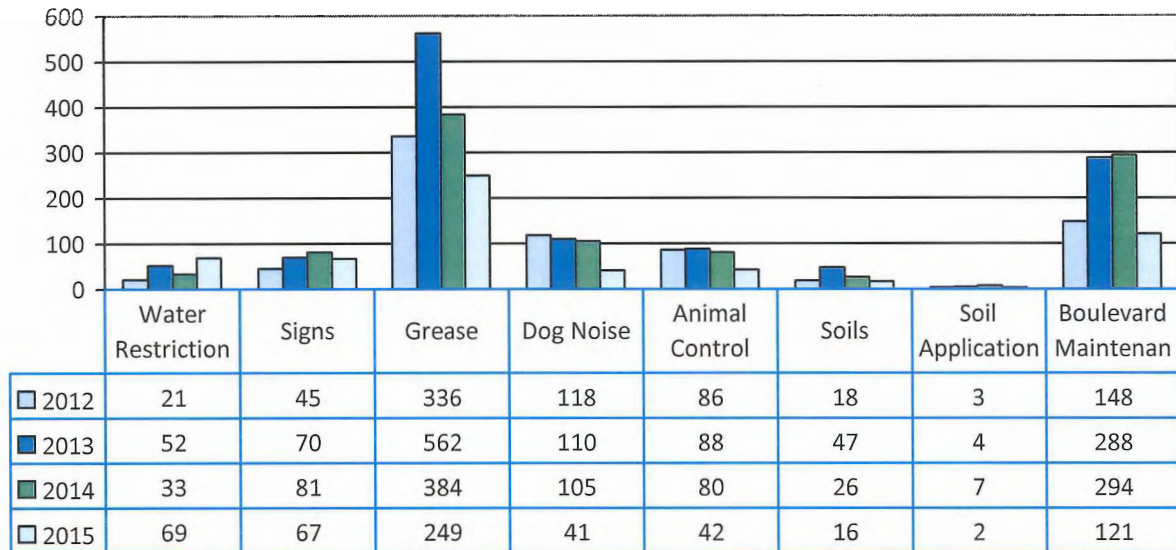


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management program conducted 35 regulatory visits at 31 food sector establishments and of these inspections 26 were concluded in the month of June 2015. These inspections resulted in the issuance of 1 bylaw violation, with 1 infraction being amended to a warning.

3. Parking Program

Customer Service Response

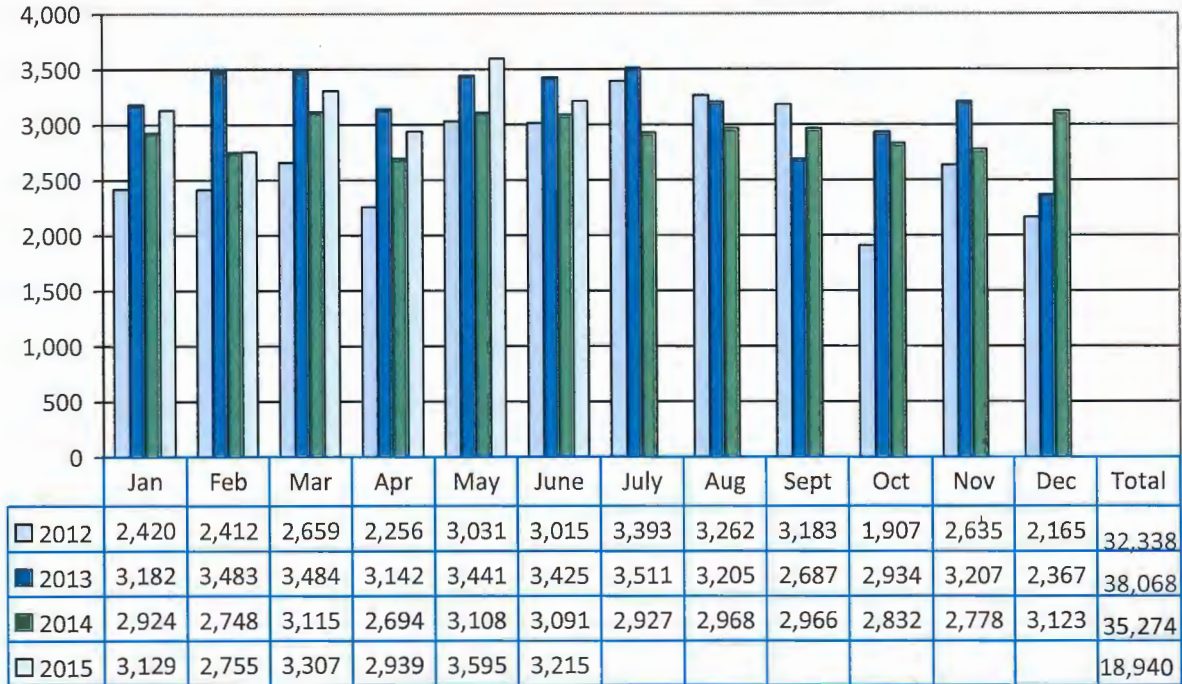
An average of 43 daily calls for service was fielded by administration staff in June 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 13.2% compared to the number of calls that were fielded in May 2015 and an increase of 38.7% compared to the number of calls that were fielded in June 2014.

Enforcement Activity

A total of 3,215 violations were issued for parking, safety and liability infractions during the month of June 2015. This activity represents a decrease of 10.6% compared to the number of violations that were issued in May 2015 and an increase of 4.0% compared to the number of violations that were issued in June 2014.

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

Figure 2: 2012 - 2015 Comparison for Parking Violations Issued



In June 2015, 237 violations were issued as “warnings”, while 157 violations were subsequently changed to ‘warnings’ after issuance. Together these “warnings” represent 12.3% of all violations issued during June 2015.

Pursuant to City Policy No. 1100 the following breakdown reflects Council grounds for violation cancellation;

Section 2.1 (a)	Identity issues	7
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	4
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	6
Section 2.1 (e)	Multiple violations issued for one incident	6
Section 2.1 (f)	Not in the public interest	7
Section 2.1 (g)	Proven effort to comply	72
—	Administrative Entries	55

4. Adjudication Program

The adjudicator ruled on 20 cases during a hearing held on June 23, 2015. These rulings resulted in 19 violations being upheld and 1 violation being dismissed. The next adjudication hearing is scheduled for September 22, 2015.

5. Animal Control

The Community Bylaw Department issued 255 new dog licences during June 2015. This activity represents an increase of 36.4% compared to the number of licenses issued in May 2015 and a decrease of less than 1.0% compared to the number of licenses issued in June 2014.

The increase in dog licensing continues to be attributed to the City's Animal Patrol pilot project and the Dog License Canvassing program. In June the Animal patrol officer issued 47 tickets and 10 warnings related to various dog violations. The officer conducted patrols at the following locations:

Garden City Park	Rice Mill Road Park
Garry Point Park	South Arm Community Park
No. 3 Road Park	Steveston Community Park
Odlin Park	Terra Nova Park
Railway Shared Pathway	Thomas Kidd Elementary School

It appears that frequent and regular patrols have been instrumental in reducing complaints to the City regarding Animal Control issues.

At the end of June 2015 there were 6410 dogs licensed within the City including 92 "dangerous dogs" and Animal Control officers responded to a total of 5 "dog bite" incidents during this month with all initiating dangerous dog investigations.

6. Revenue and Expenses

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 12.6% over the same period last year to \$191,293 in June 2015 from \$169,891 in June 2014.

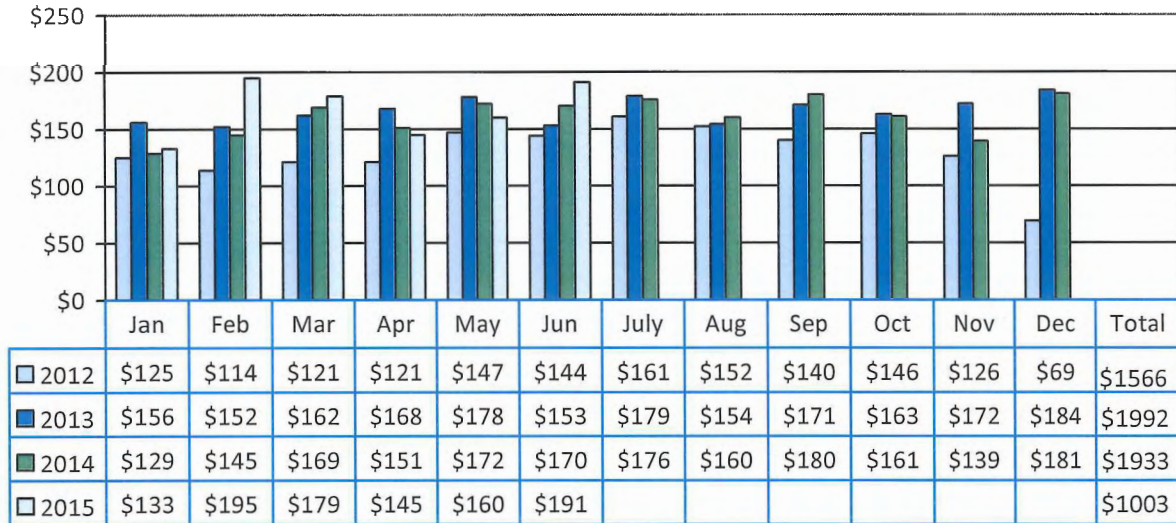
Meter Revenue increased by 17.0% over the same period last year to \$60,724 in June 2015 from \$51,918 in June 2014.

Permit Revenue decreased by 12.7% over the same period last year to \$14,837 in June 2015 from \$17,008 in June 2014.

Enforcement Revenue increased by 14.7% over the same period last year to \$115,732 in June 2015 from \$100,965 in June 2014.

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

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaw 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:ct