



To: Community Safety Committee

Date: August 21, 2015

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

File:

Re: Community Bylaws Monthly Activity Report – July 2015

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – July 2015”, dated August 21, 2015, from the General Manager, Law and Community Safety, be received for information.

Phyllis L. Carlyle
General Manger, Law & 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 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 51 daily calls for service was fielded by administrative staff in July 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 104% compared to the number of calls that were fielded in June 2015 and an increase of 183 % compared to the number of calls fielded in July 2014. This increase is attributable primarily to water usage complaints. Additional auxiliary staff were deployed to address this surge in activity.

Enforcement Activity

The Property Use section, augmented by reassigned staff from the Traffic section, handled 947 new investigational files during the month of July 2015. This activity represents an increase of 141.6% compared to the number of files that were handled in June 2015 and an increase of 359.7% compared to the number of files that were handled in July 2014. These increases are primarily attributed to activities related to water restriction enforcement, towing applications and demolition permits. In total 762 files of this nature were handled during July 2015, compared to 50 such files that were handled during July 2014.

Of note, during the month of July, a single resident took advantage of the City's *Customer Feedback Case Management System* filing 38 complaints. Of the 38 complaints, 37 were for "encroaching hedges on sidewalks" and one was for an "unsightly property".

Community Bylaws continues to monitor the number of abandoned and vacant homes within the municipality and the City currently has 22 residences remaining on the “Abandoned/Vacant Home Joint Operations” list, the largest number in recent years.

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

Figure 1a: Service Demand Comparison

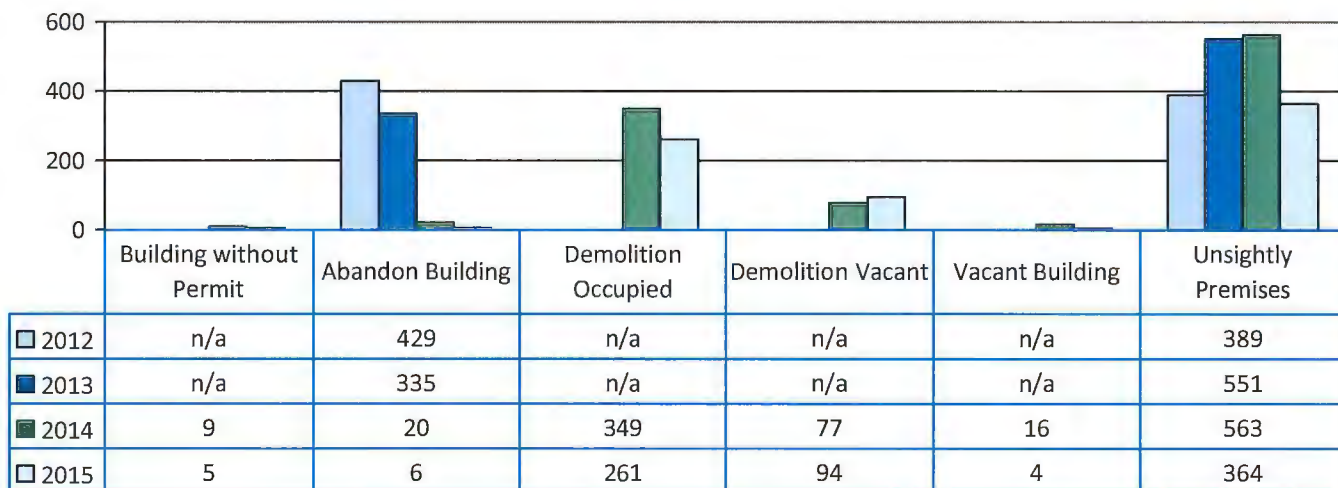


Figure 1b: Service Demand Comparison

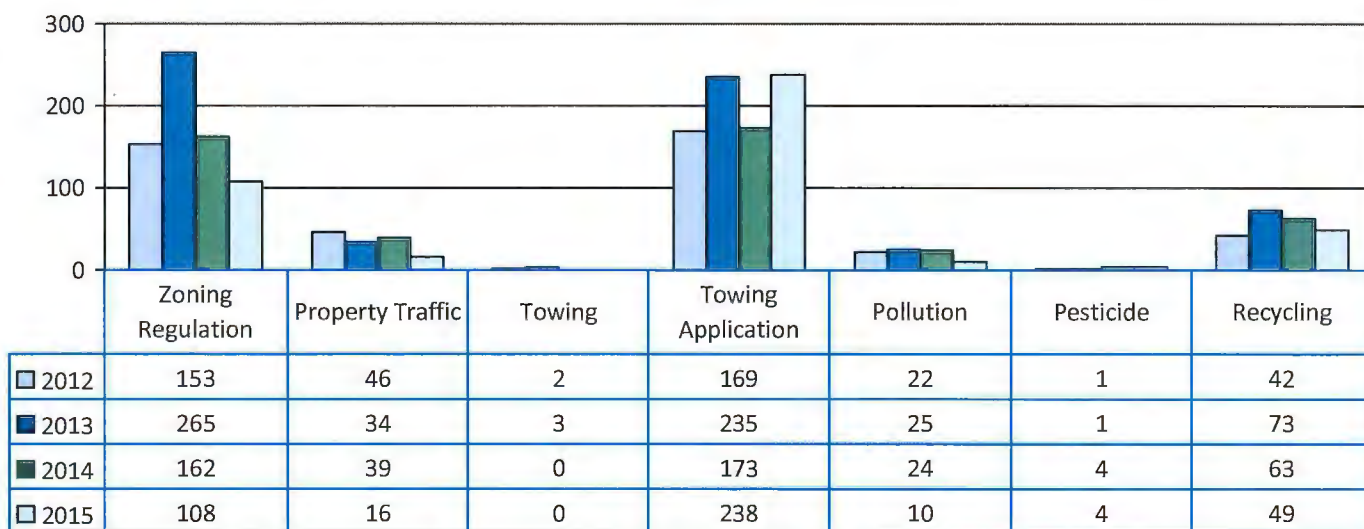
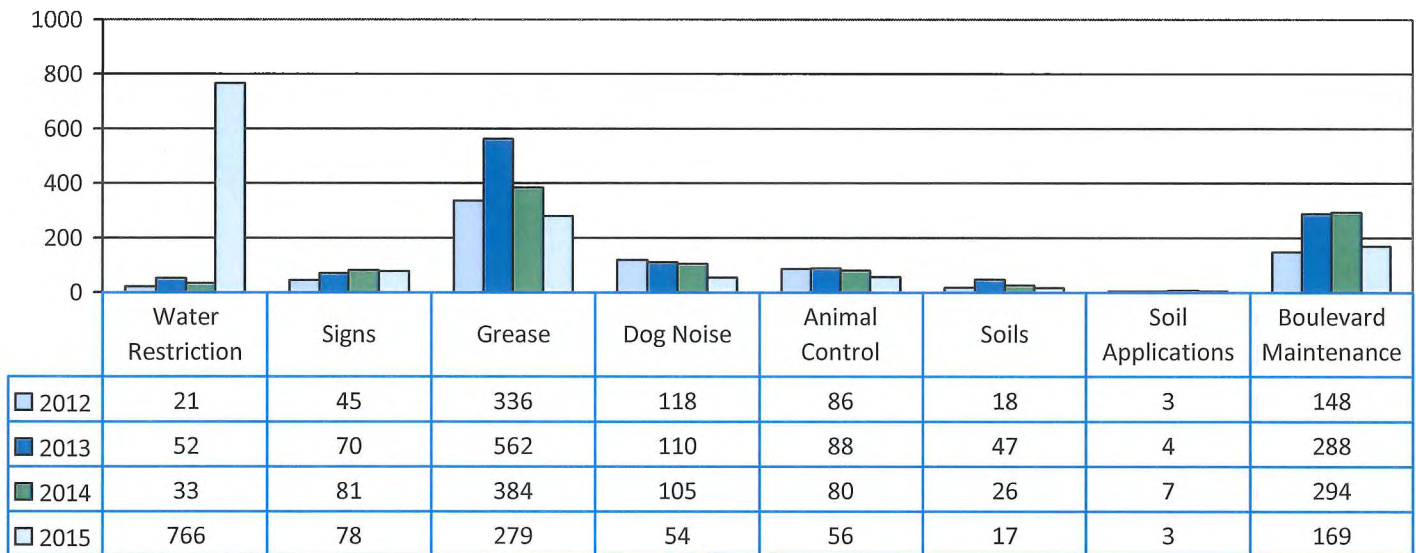


Figure 1c: Service Demand Comparison



Water Restriction

During Stage 2 watering restrictions, from July 3rd to July 19th, 237 water restriction investigations were initiated resulting in the issuance of 13 violations and 7 written warnings. On July 20, 2015 the Greater Vancouver Regional District deployed Stage 3 watering restrictions. During Stage 3 watering restrictions, from July 10th to July 31st, 449 watering investigations were initiated. This resulted in 141 Stage 3 tickets being issued of which 15 were changed to warnings.

2. Grease Management Program

The Grease Management program conducted 39 regulatory visits at 36 food sector establishments and of these inspections 36 were concluded in the month of July 2015. These inspections resulted in the issuance of 4 bylaw violations, with 1 infraction being amended to a warning.

3. Parking Program

Customer Service Response

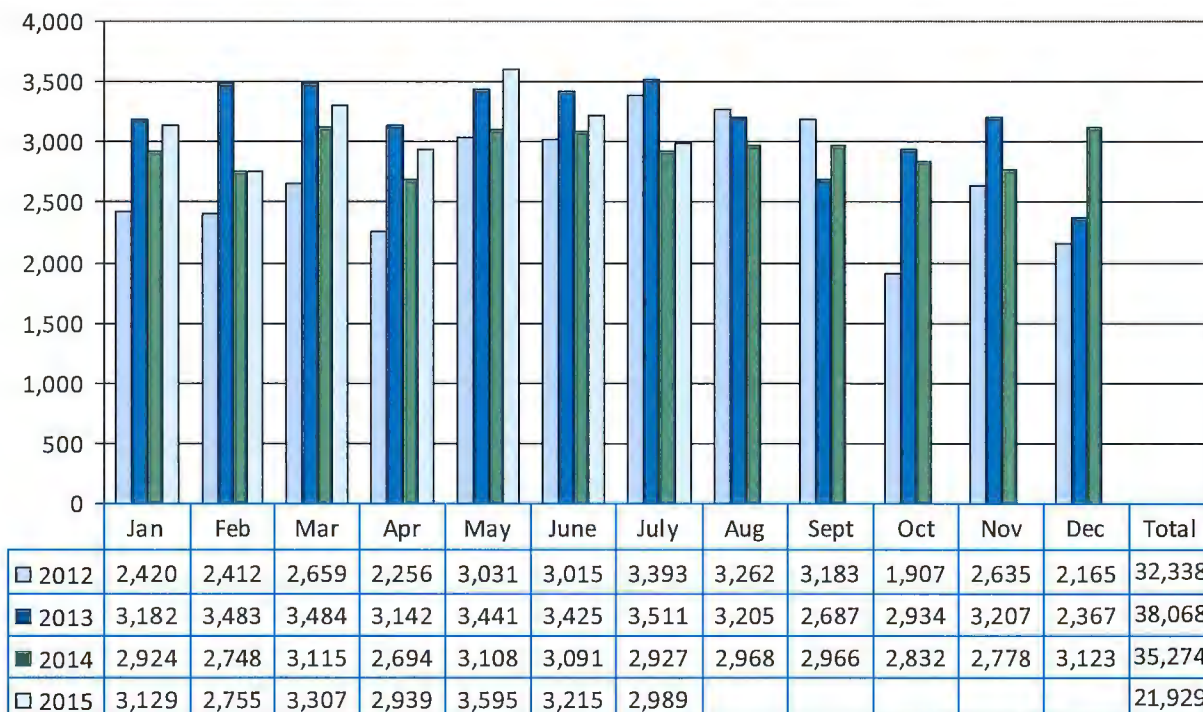
An average of 37 daily calls for service was fielded by administration staff in July 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 14.0% compared to the number of calls that were fielded in June 2015 and an increase of 27.6% compared to the number of calls that were fielded in July 2014.

Enforcement Activity

A total of 2,989 violations were issued for parking, safety and liability infractions during the month of July 2015. This activity represents a decrease of 7.0% compared to the number of violations that were issued in June 2015 and an increase of 2.1% compared to the number of violations that were issued in July 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



During the month of July 2015, 187 violations were subsequently changed to a warning, which represents approximately 11.7% of the tickets issued during July 2015. 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	11
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	7
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	4
Section 2.1 (f)	Not in the public interest	5
Section 2.1 (g)	Proven effort to comply	73
—	Administrative Entries	80

4. Adjudication Program

The next adjudication hearing is scheduled for September 22, 2015.

5. Animal Control

The Community Bylaw Department issued 199 new dog licences during July 2015. This activity represents a decrease of 22.0% compared to the number of licenses issued in June 2015 and an increase of 10.6% compared to the number of licenses issued in July 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 July the animal patrol officer issued 57 tickets and 21 written warnings related to various dog violations. Of the 57 tickets 10 were for offences related to dogs being found off leash. The officer conducted patrols at the following locations:

Burkeville Neighbourhood Park	McDonald Beach Park
Debeck Neighbourhood School Park	McMath Neighbourhood School Park
Dover Neighbourhood Park	Odlin Neighbourhood Park
Garden City Community Park	Park Lane Neighbourhood Park
Garry Point Park	Steveston Community Park
Heather Dolphin Neighbourhood Park	T. Homma Neighbourhood School Park
Katsura Neighbourhood Park	Terra Nova Rural Park
Mariner's Village Neighbourhood Park	West Dyke Trail

It appears that frequent and regular patrols have reduced complaints to the City regarding Animal Control issues.

At the end of July 2015 there were 6,711 dogs licensed within the city including 95 “dangerous dogs”. Animal Control officers responded to a total of 10 “dog bite” incidents during this month with all initiating dangerous dog investigations.

Financial Impact

6. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 9.6% over the same period last year to \$192,273 in July 2015 from \$175,465 in July 2014.

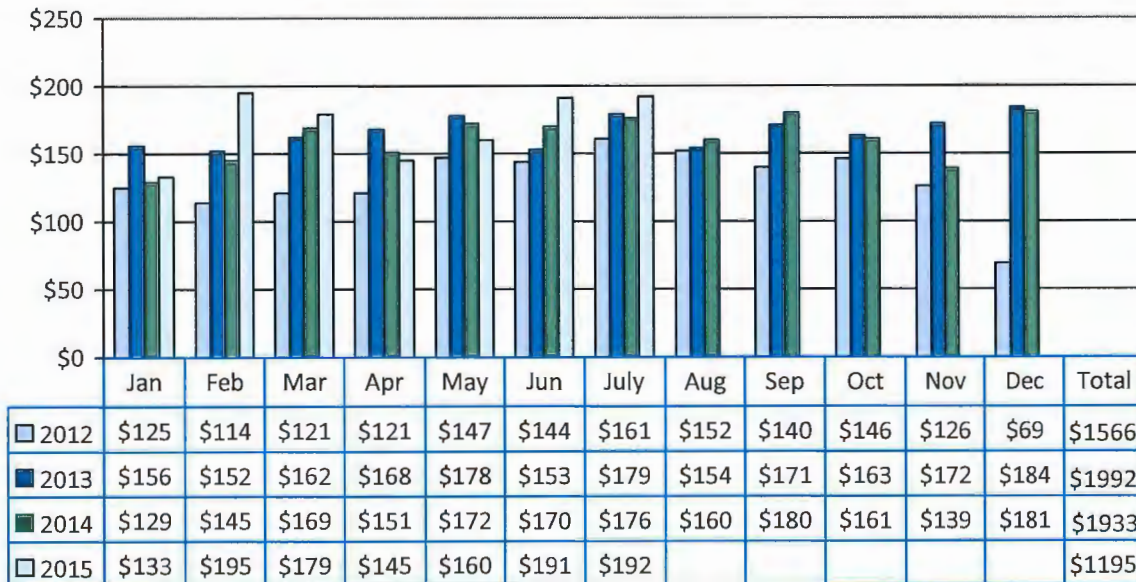
Meter Revenue increased by 24.0% over the same period last year to \$59,810 in July 2015 from \$48,240 in July 2014.

Permit Revenue increased by 39.3% over the same period last year to \$18,342 in July 2015 from \$13,164 in July 2014.

Enforcement Revenue increased slightly by .05 % over the same period last year at \$114,121 in July 2015 and \$114,061 in July 2014.

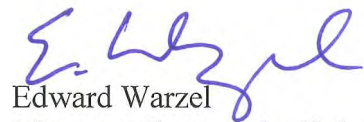
Figure 3 compares *consolidated revenue* by month from 2012 to 2015:

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
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EW:rg