



City of Richmond

Report to Committee

To: Community Safety Committee

Date: November 16, 2015

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

File:

Re: Community Bylaws Monthly Activity Report – October 2015

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – October 2015”, dated November 16, 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 Division | <input checked="" type="checkbox"/> |
| Parks Services | <input checked="" type="checkbox"/> |
| Engineering | <input checked="" type="checkbox"/> |
| REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE | INITIALS: DW |
| 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 12 daily calls for service was fielded by administrative staff in October, 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 29.4% compared to the number of calls that were fielded in September 2015 and no change compared to the number of calls that were fielded in October 2014.

Enforcement Activity

Property use officers handled 147 new investigational files during the month of October 2015. This activity represents a decrease of 37.7% compared to the number of files that were addressed in September 2015 and a decrease of 16.0% compared to the number of files that were handled in October 2014. The month over month change is attributed to a significant drop in "Demolition Permits" during October 2015. 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 30 residences remaining on the "Abandoned/Vacant Home Joint Operations" list. Of the 30 homes 4 were diverted to assist low income families with housing.

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

Figure 1a: Service Demand Comparison

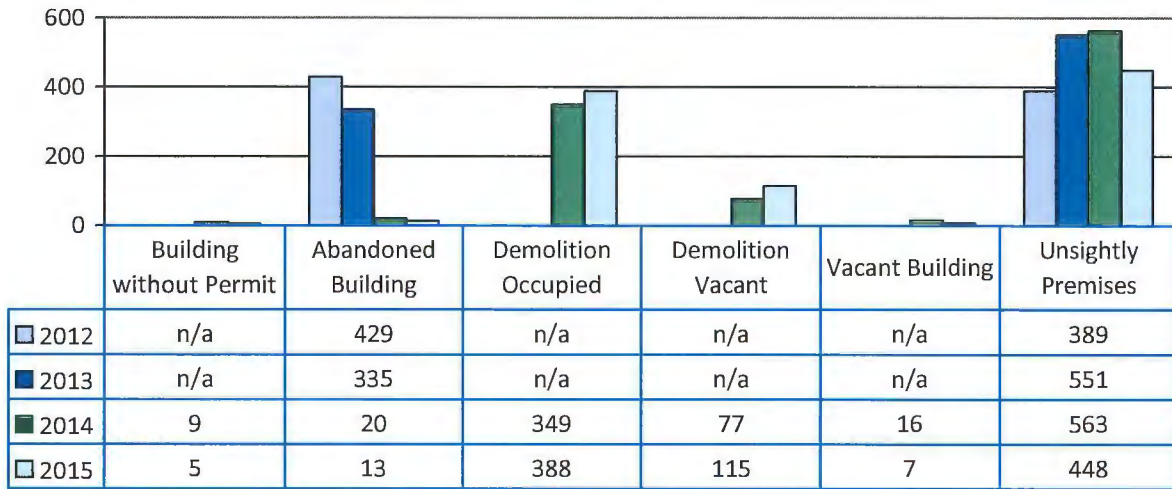


Figure 1b: Service Demand Comparison

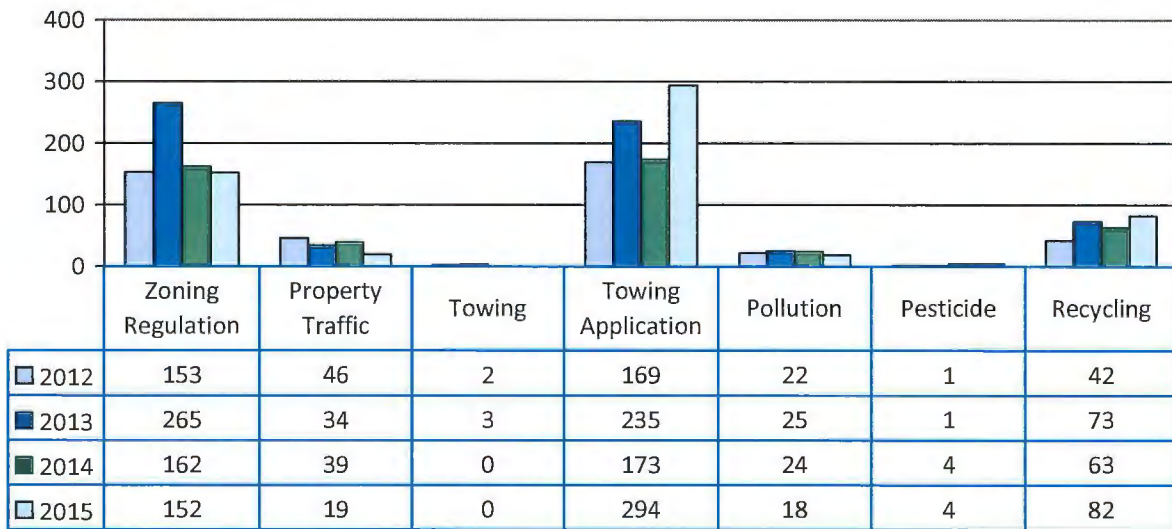
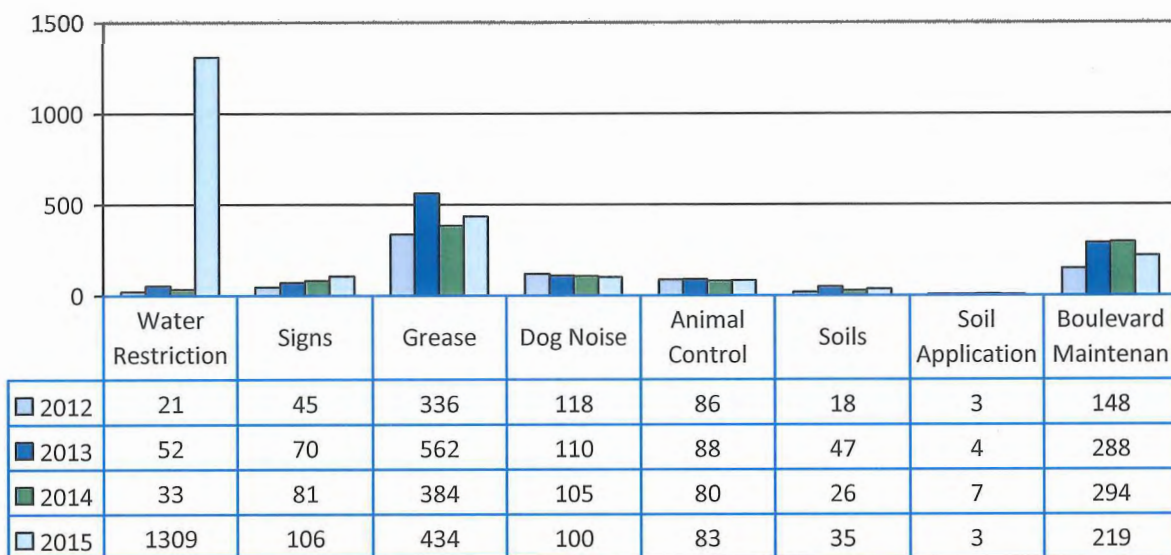


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Officer conducted 56 regulatory visits to 51 food sector establishments of which 38 inspections were concluded during the month of October 2015. These inspections resulted in the issuance of 2 bylaw violations with both being amended to “warnings” as the result of voluntary compliance.

3. Parking Program

Customer Service Response

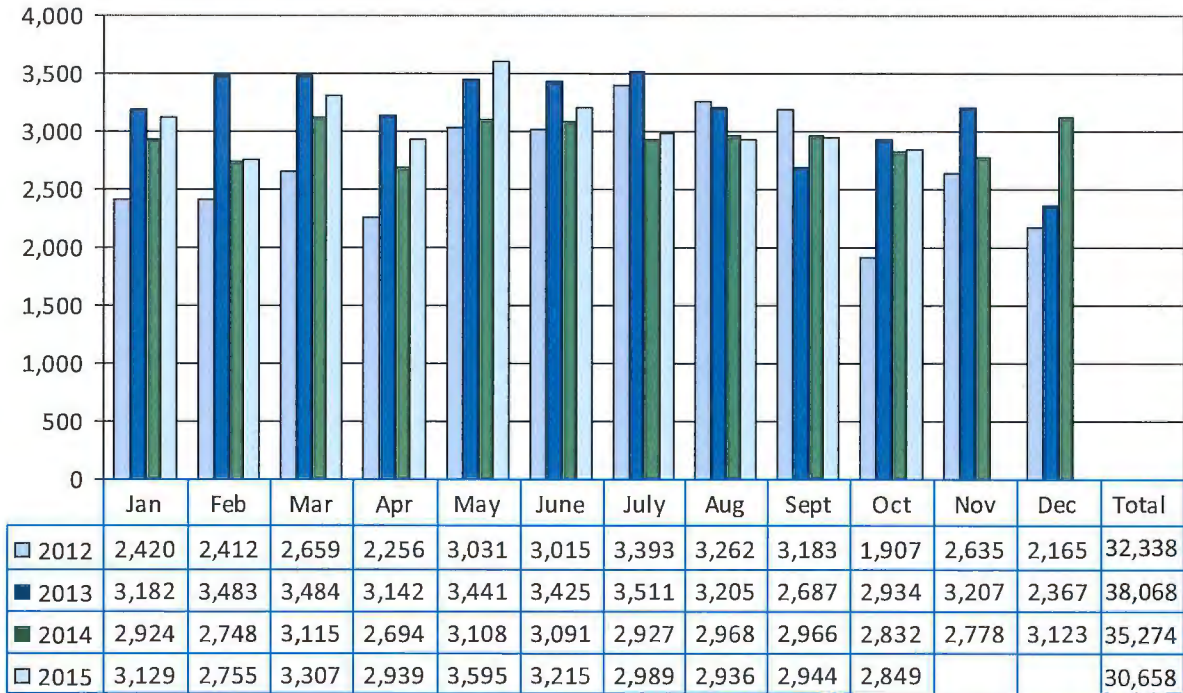
An average of 36 daily calls for service was fielded by administration staff in October 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 5.5% compared to the number of calls that were fielded in September 2015 and an increase of 33.0% compared to the number of calls that were fielded in October 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 2849 violations were issued for parking, safety and liability infractions during the month of October 2015. This activity represents a decrease of 3.2% compared to the number of violations that were issued in September 2015 and a nominal increase compared to the number of violations that were issued in October 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 October 136 violations were changed to warnings representing approximately 4.8% of the tickets issued during the month. 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 | 7 |
| Section 2.1 (b) | Exception specified under this bylaw or other bylaw | 1 |
| Section 2.1 (c) | Poor likelihood of success at adjudication for the City | 15 |
| Section 2.1 (d) | Contravention was necessary for the preservation for health & safety | 2 |
| Section 2.1 (e) | Multiple violations issued for one incident | 5 |
| Section 2.1 (f) | Not in the public interest | 2 |
| Section 2.1 (g) | Proven effort to comply | 47 |
| — | Administrative Entries | 57 |
| | TOTAL: | 136 |

4. Adjudication Program

The adjudicator ruled on 33 cases during hearings held on October 27th and 29th, 2015. These rulings resulted in 30 violations being upheld with 3 violations being dismissed. The next adjudication hearing is scheduled for November 23, 2015.

5. Animal Control

The Community Bylaw Division issued 94 new dog licences during the month October 2015. This activity represents an increase of 1.0% compared to the number of licenses issued during September 2015 and an increase of 186.0% compared to the number of licenses issued in October 2014. This increase in licenses is due to the continued efforts of the dedicated animal control officer.

In October the animal patrol officer issued 59 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 October 2015 there were 7140 dogs licensed within the City including 104 “dangerous dogs”. Animal Control officers responded to a total of 4 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 October 2015 compared to October 2014.

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 12.8% over the same period last year to \$181,712 in October 2015 from \$161,133 in October 2014.

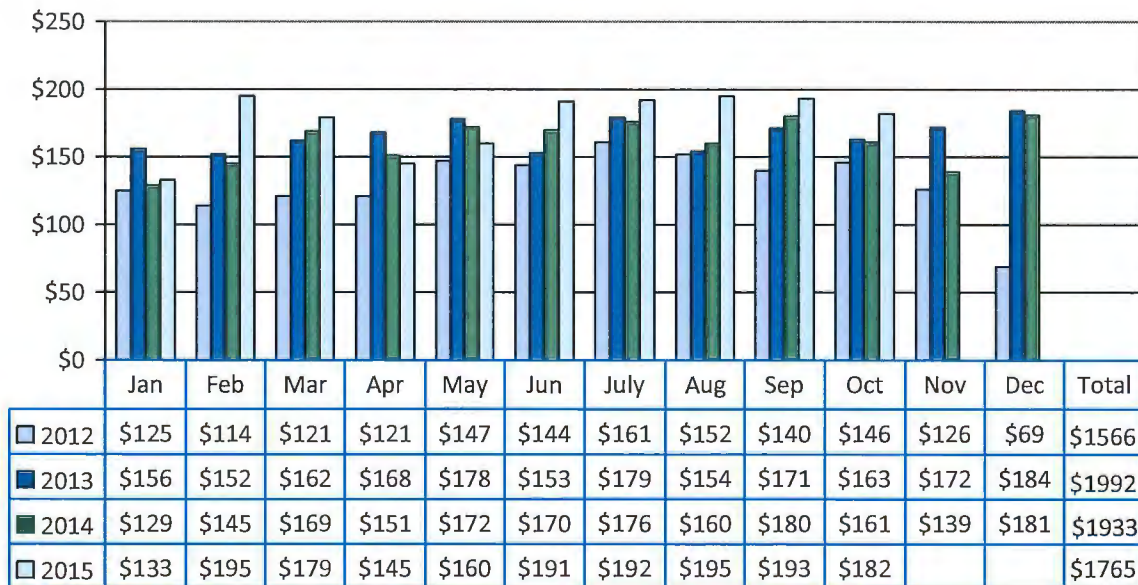
Meter Revenue increased by 66% over the same period last year to \$65,091 in October 2015 from \$39,210 in October 2014. This increase is believed to be a direct result of the technological benefits of the City’s new parking meters, a decrease in meter breakdowns and the continued deployment of an efficient enforcement program.

Permit Revenue remained the same for the same period last year at \$14,243 in October 2015 and \$14,302 in October 2014.

Enforcement Revenue decreased by 4.9% over the same period last year to \$102,378 in October 2015 from \$107,621 in October 2014.

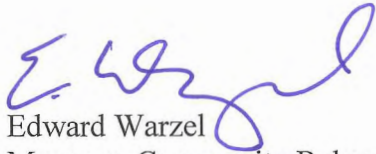
Figure 3 compares *consolidated revenue* by month from 2012 to 2015:

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.



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EW:ct