



To: Community Safety Committee

Date: May 14, 2015

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

File:

Re: Community Bylaws Monthly Activity Report – April 2015

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – April 2015,” dated May 14, 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 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 Community Safety:

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 17 daily calls for service was fielded by administrative staff in April 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 13.3% compared to the number of calls that were fielded in March 2015 and an increase of 13.3% compared to the number of calls that were fielded in April 2014.

Enforcement Activity

Property use officers managed 210 new investigational files during the month of April 2015. This activity represents an increase of 0.5 % compared to the number of files that were handled in March 2015 and an increase of 29.6% compared to the number of files that were handled in April 2014.

The year over year change can be attributed to a moderate increase in the number of demolition permits, unsightly premise and zoning files, as well as a significant increase in the number of towing permits issued by auxiliary officers. In total 155 files of this nature were handled during April 2015, compared to 96 such files handled during April 2014.

Community Bylaws continues to monitor the number of abandoned and vacant homes within the City of Richmond. The City currently has 26 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figure 1a, 1b & 1c compares *Property Use Service Demand* for April 2015 by issue and by year;

Figure 1a: Service Demand Comparison

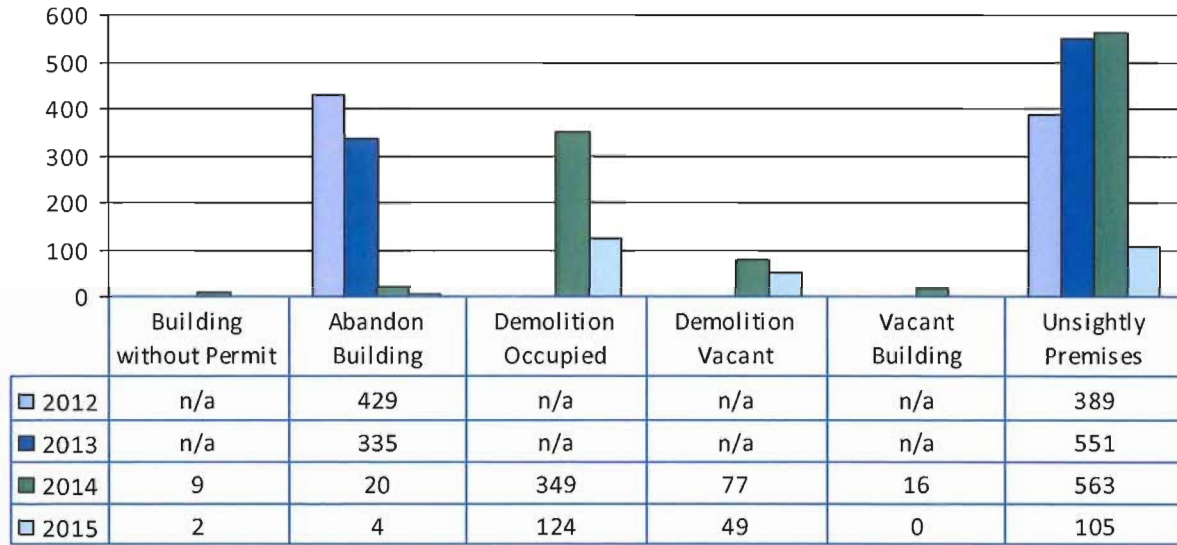


Figure 1b: Service Demand Comparison

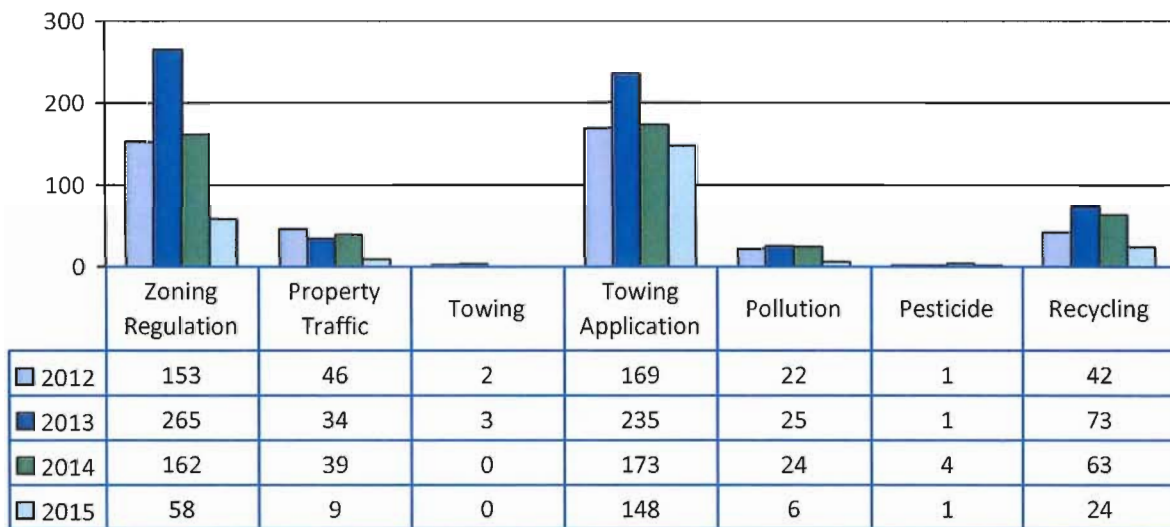
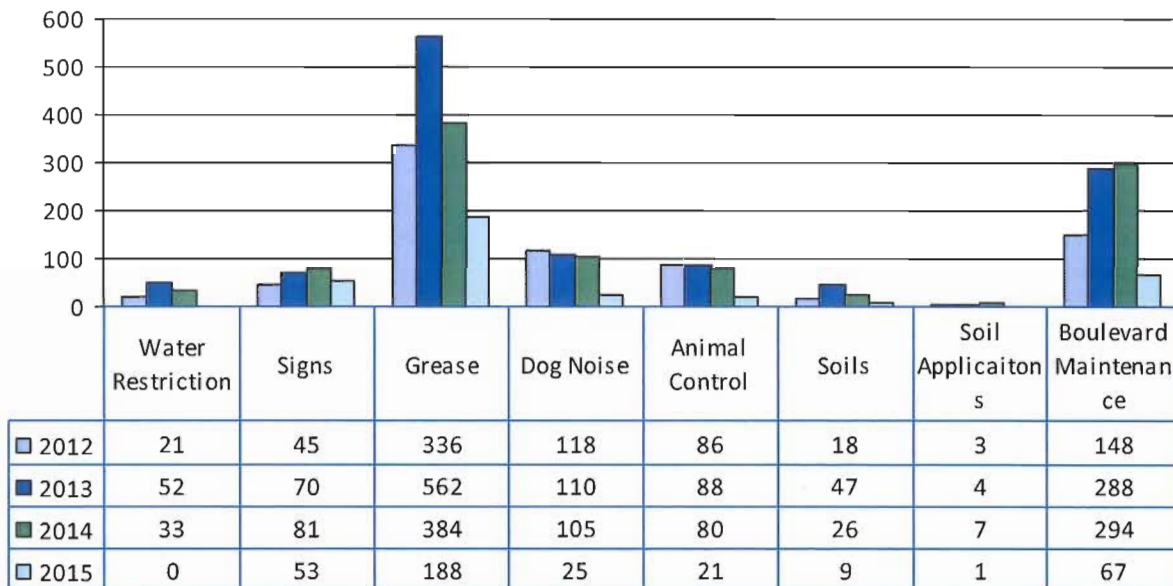


Figure 1a, 1b & 1c compares *Property Use Service Demand* for April 2015 by issue and by year;

Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management officer(s) conducted 38 regulatory visits to 38 food sector establishments, 21 of these inspections were concluded during the month of April 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

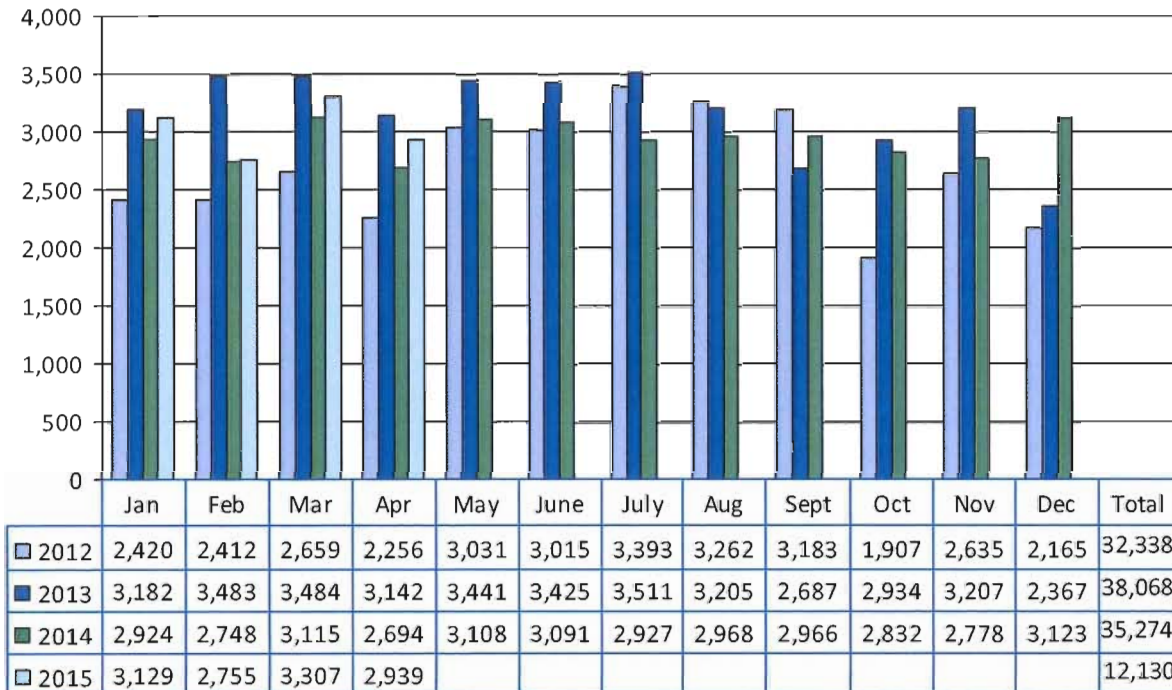
An average of 36 daily calls for service was fielded by administration staff in April 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 44.0% compared to the number of calls that were fielded in March 2015 and an increase of 16.1% compared to the number of calls that were fielded in April 2014.

Enforcement Activity

A total of 2,939 violations were issued for parking, safety and liability infractions during the month of April 2015. This activity represents a decrease of 11.1% compared to the number of violations that were issued in March 2015 and an increase of 9.1% compared to the number of violations that were issued in April 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 April 2015, 212 tickets were issued as “warnings” while 178 violations were subsequently changed to ‘warnings’. Together these “warnings” represent 13.3% of all tickets issued during the month.

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

Section 2.1 (a)	Identity issues	14
Section 2,1 (b)	Exception specified under this bylaw or other bylaw	5
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	16
Section 2.1 (e)	Multiple violations issued for one incident	5
Section 2.1 (f)	Not in the public interest	9
Section 2.1 (g)	Proven effort to comply	56
—	Administrative entries	73

4. Adjudication Program

The adjudicator ruled on 19 cases during a hearing held on March 17, 2015. These rulings resulted in 18 violations being upheld and 1 violation being dismissed. The next adjudication hearing is scheduled for June 23, 2015.

5. Animal Control

The Community Bylaw Division issued 128 new dog licences during the month April 2015. This activity represents an increase of 15.3% compared to the number of licenses issued in March 2015 and an increase of 88.2% compared to the number of licenses issued in April 2014.

The increases in dog licensing can be attributed to the City's Animal Patrol pilot project. In mid March 2015 a dedicated full-time Animal Patrol officer was deployed to enforce activities in the parks and on the dykes. In April the officer issued 65 tickets and 26 warnings related to various dog violations. It is estimated that approximately 55 new dog license purchases were generated in April as a result of this enforcement program.

The month of April ended with 5805 dogs licensed within the City including 86 "dangerous dogs". Animal Control officers responded to a total of 4 dog bite incidents during this month with all initiating dangerous dog investigations.

Financial Impact

6. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue decreased by 3.9% over the same period last year to \$144,881 in April 2015 from \$150,767 in April 2014.

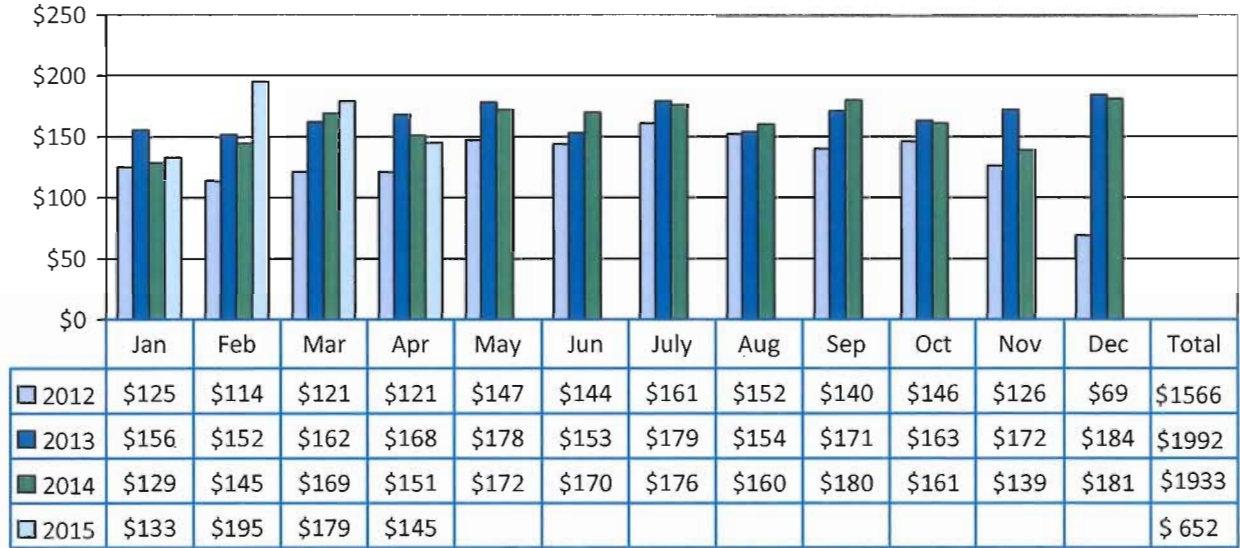
Meter Revenue decreased by 29.8% over the same period last year to \$31,604 in April 2015 from \$45,032 in April 2014. This decrease is primarily attributed to the final stages of the transition and replacement of old parking meters with the new meters.

Permit Revenue increased by 16.8% over the same period last year to \$14,311 in April 2015 from \$12,247 in April 2014.

Enforcement Revenue increased by 5.9% over the same period last year to \$98,966 in April 2015 from \$93,488 in April 2014.

Figure 3 compares *consolidated revenue* by month from 2012 through 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, as well as working as a team to promote a culture of compliance.

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