



To: Community Safety Committee

Date: June 11, 2015

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

File:

Re: Community Bylaws Monthly Activity Report – May 2015

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report –May, 2015”, dated June 11, 2015, 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 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 2014-2018 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 19 daily calls for service were fielded by administrative staff in May 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 11.8% compared to the number of calls that were fielded in April 2015 and a decrease of 13.6% compared to the number of calls fielded in May 2014.

Enforcement Activity

Property use officers handled 257 new investigational files during the month of May 2015. This activity represents an increase of 22.4 % compared to the number of files that were handled in April 2015 and decrease of 7.9% compared to the number of files that were handled in May 2014.

The year over year change can be attributed to a decrease in the number of unsightly premises, demolition permits and towing files. In total 158 files of this nature were handled during May 2015, compared to 182 such files handled during May 2014.

Community Bylaws continues to monitor the number of abandoned and vacant homes within the municipality and the City currently has 25 residences remaining 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

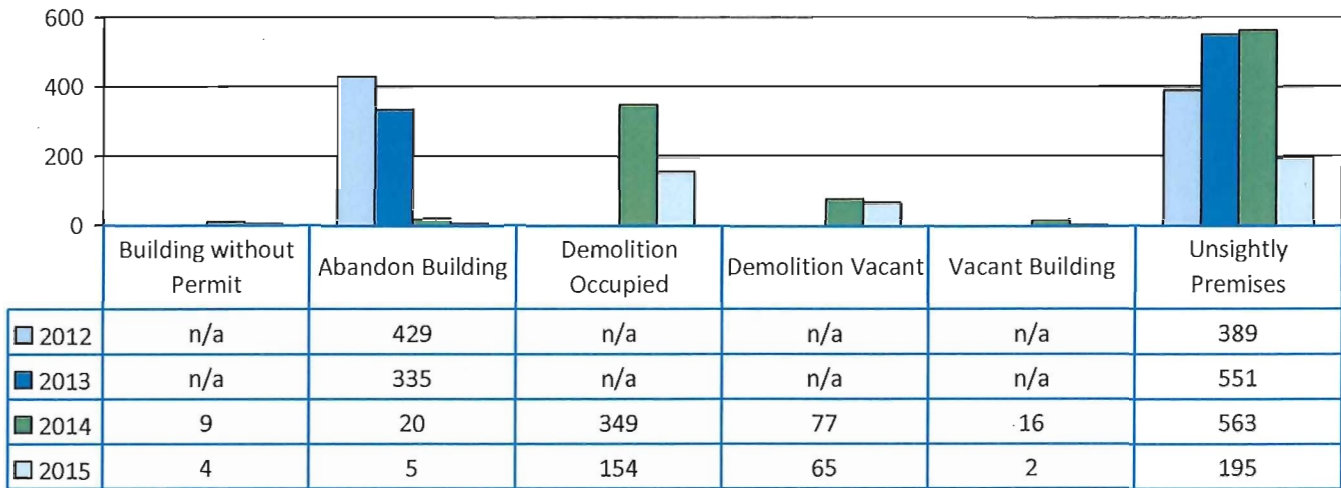


Figure 1b: Service Demand Comparison

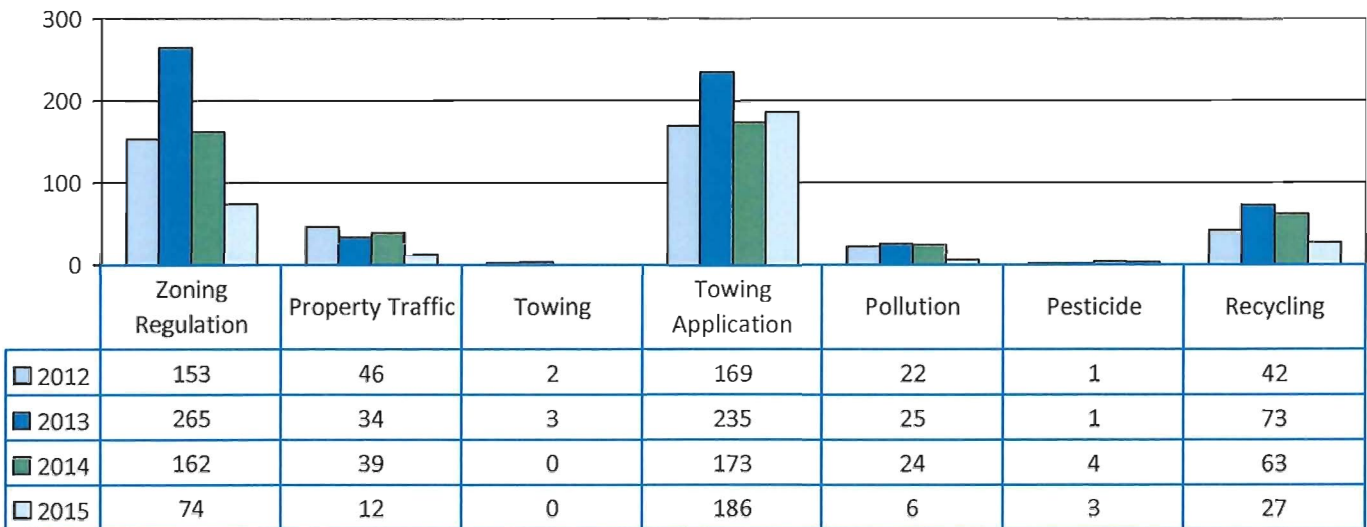
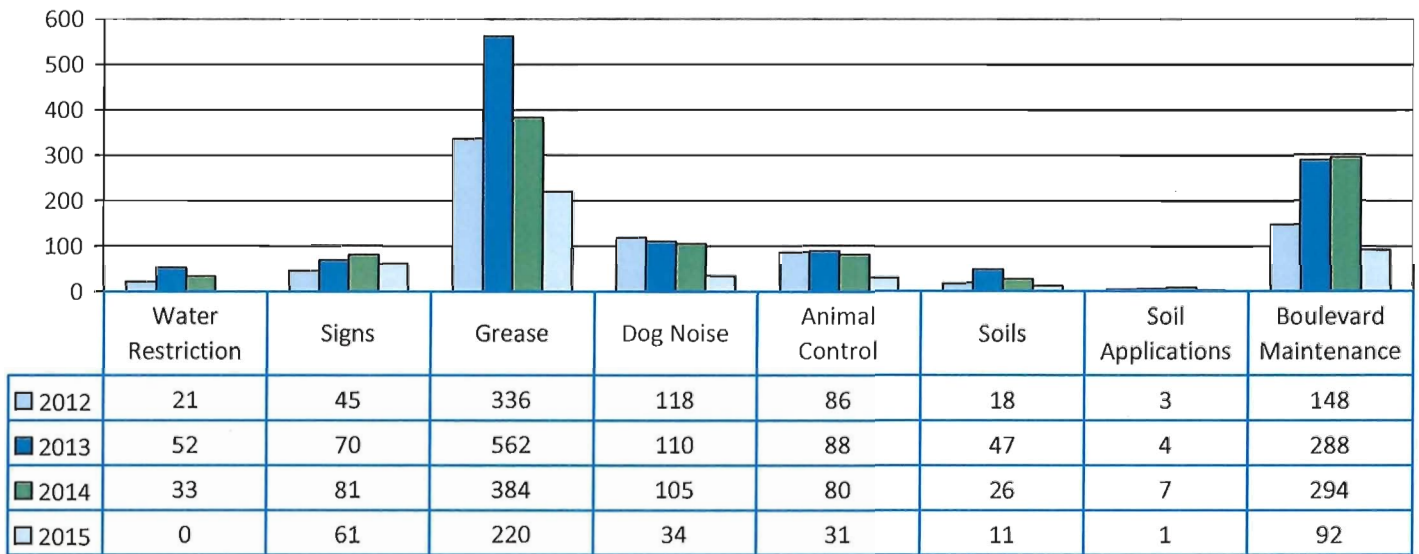


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Officer(s) conducted 44 regulatory visits at 42 food sector establishments, 28 of these inspections were concluded during the month of May 2015. These inspections resulted in the issuance of 1 bylaw violation, which was later amended to a warning.

3. Parking Program

Customer Service Response

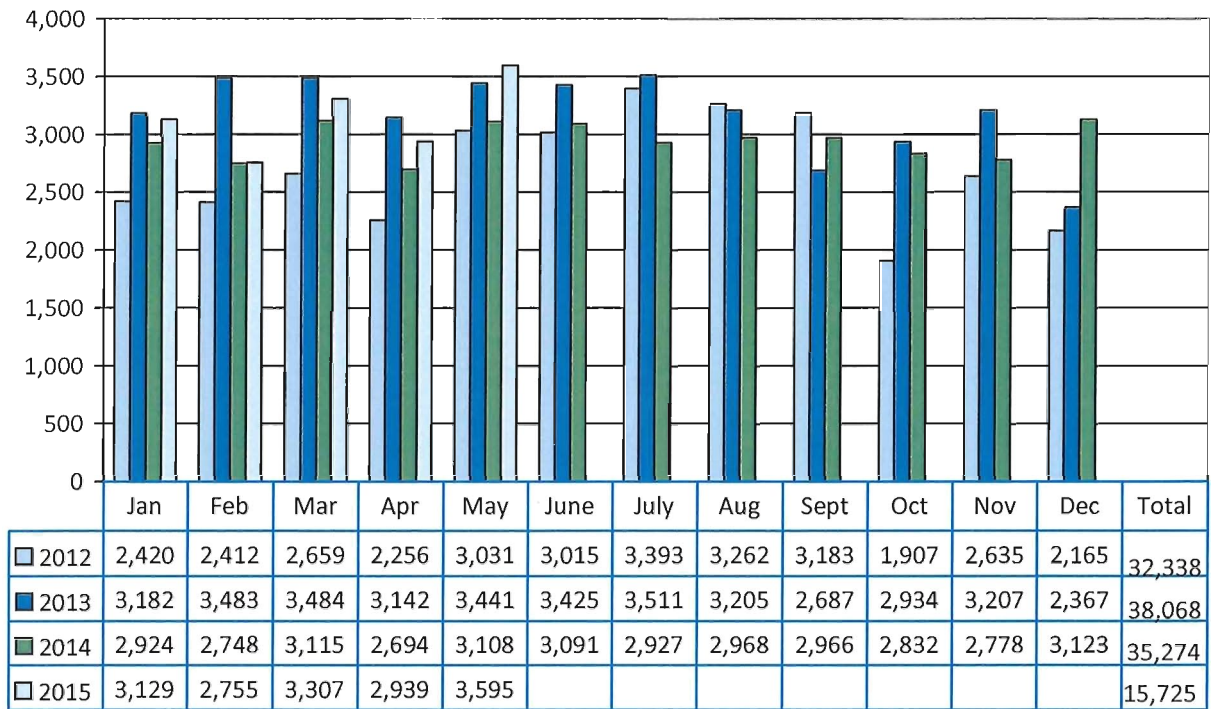
An average of 38 daily calls for service were fielded by administration staff in May 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 5.6% compared to the number of calls that were fielded in April 2015 and an increase of 8.6% compared to the number of calls that were fielded in May 2014.

Enforcement Activity

A total of 3,595 violations were issued for parking, safety and liability infractions during the month of May 2015. This activity represents an increase of 22.3% compared to the number of violations that were issued in April 2015 and an increase of 15.7% compared to the number of violations that were issued in May 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 May 2015, 216 violations were issued as “warnings” while 145 violations were subsequently changed to ‘warnings” after issuance. Together these “warnings” represent 6.0% of all violations 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	9
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	15
Section 2.1 (e)	Multiple violations issued for one incident	3
Section 2.1 (f)	Not in the public interest	5
Section 2.1 (g)	Proven effort to comply	57
—	Administrative Entries	51

4. Adjudication Program

The next adjudication hearing is scheduled for June 23, 2015.

5. Animal Control

The Community Bylaw Division issued 187 new dog licences during the month May 2015. This activity represents an increase of 46.1% compared to the number of licenses issued in April 2015 and an increase of 92.8% compared to the number of licenses issued in May 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 May the officer issued 64 tickets and 13 warnings related to various dog violations. It is estimated that approximately 47 new dog license purchases were generated in May as a result of this enforcement program.

At the end of May 2015 there were 6146 dogs licensed within the City including 91 "dangerous dogs" and Animal Control officers responded to a total of 6 dog bite incidents during this month with all initiating dangerous dog investigations.

Financial Impact

5. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue decreased by 6.8% over the same period last year to \$160,487 in May 2015 from \$172,195 in May 2014.

Meter Revenue decreased by 17.3% over the same period last year to \$43,201 in May 2015 from \$52,213 in May 2014.

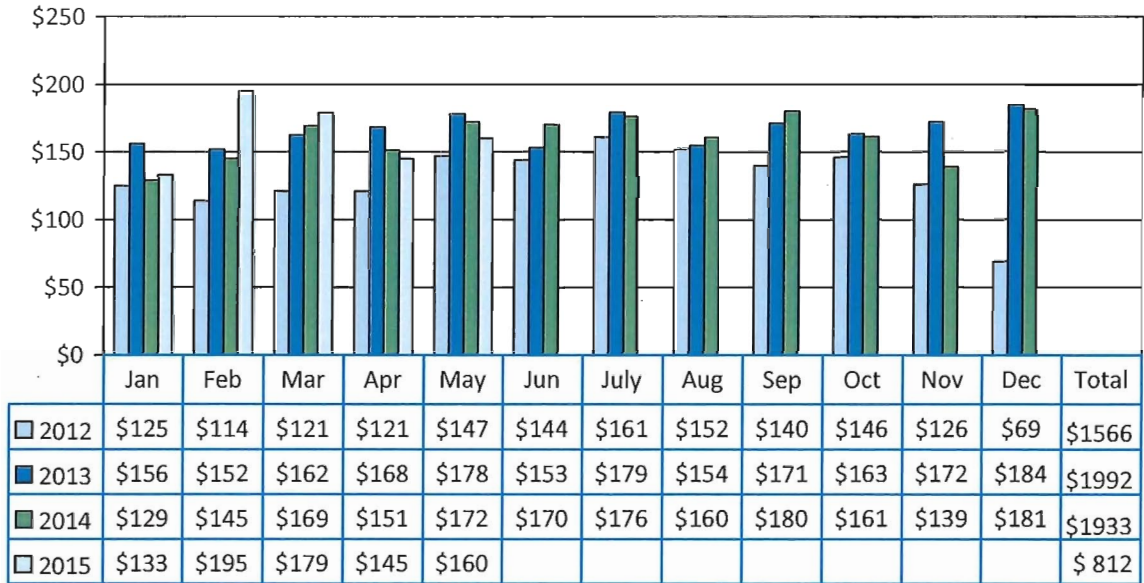
Permit Revenue decreased by 26.5% over the same period last year to \$10,513 in May 2015 from \$14,299 in May 2014.

Enforcement Revenue increased by 1.1% over the same period last year to \$106,773 in May 2015 from \$105,683 in May 2014.

A change in the financial company coordinating parking revenues is reflected in this month's revenue statistics. This transition has created some anomalies when comparing revenue trends for May 2014 to May 2015. It is anticipated that June 2015's revenues should stabilize any current decreases identified in this report.

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
 Manager, Community Bylaws (604-247-4601)
 EW:rg