



City of Richmond

Report to Committee

To: Community Safety Committee
From: Phyllis L. Carlyle
General Manager, Law and Community Safety
Date: February 15, 2016
File:
Re: Community Bylaws Monthly Activity Report – January 2016

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – January 2016”, dated February 15, 2016 from the General Manager, Law & Community Safety, be received for information.

Phyllis L. Carlyle
General Manager, Law & 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 January 2016. These calls for service include voice messages, directly-answered calls, and emails. This activity represents an increase of 9.1% compared to the number of calls that were fielded in December 2015, and a minimal decrease when compared to the number of calls fielded in January 2015.

Enforcement Activity

Property use officers handled 149 new investigational files during the month of January 2016. This activity represents an increase of 50.5% compared to the number of files that were handled in December 2015 and an increase of 2.1% compared to the number of files that were handled in January 2015.

Community Bylaws continues to monitor the number of abandoned and vacant homes within the municipality and the City currently has 24 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a, 1b and 1c compare *Property Use Service Demand* ending January 2016 by issue and by year.

Figure 1a: Service Demand Comparison

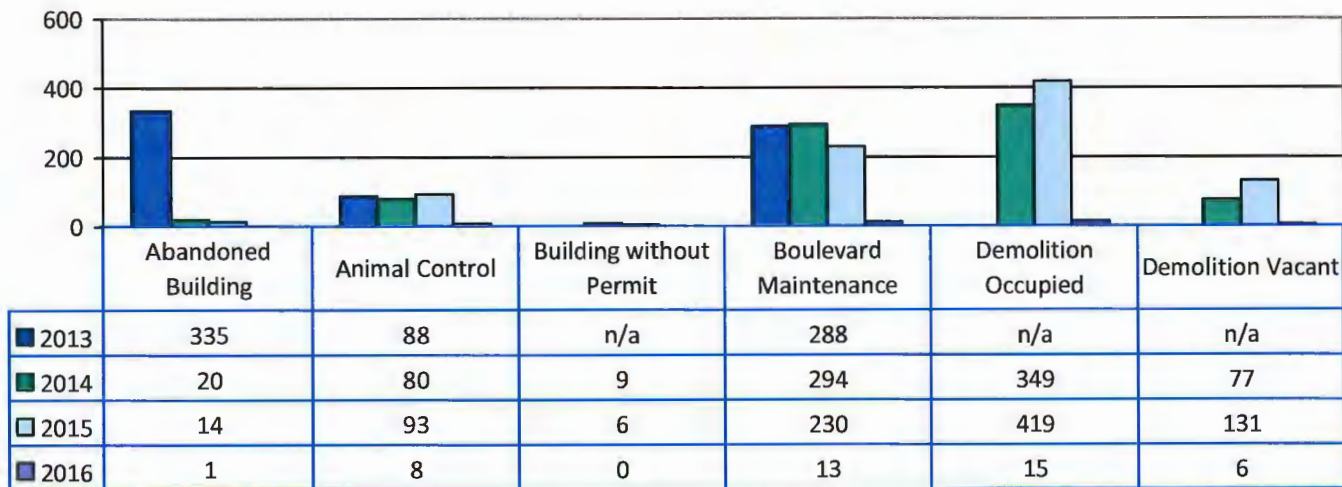


Figure 1b: Service Demand Comparison

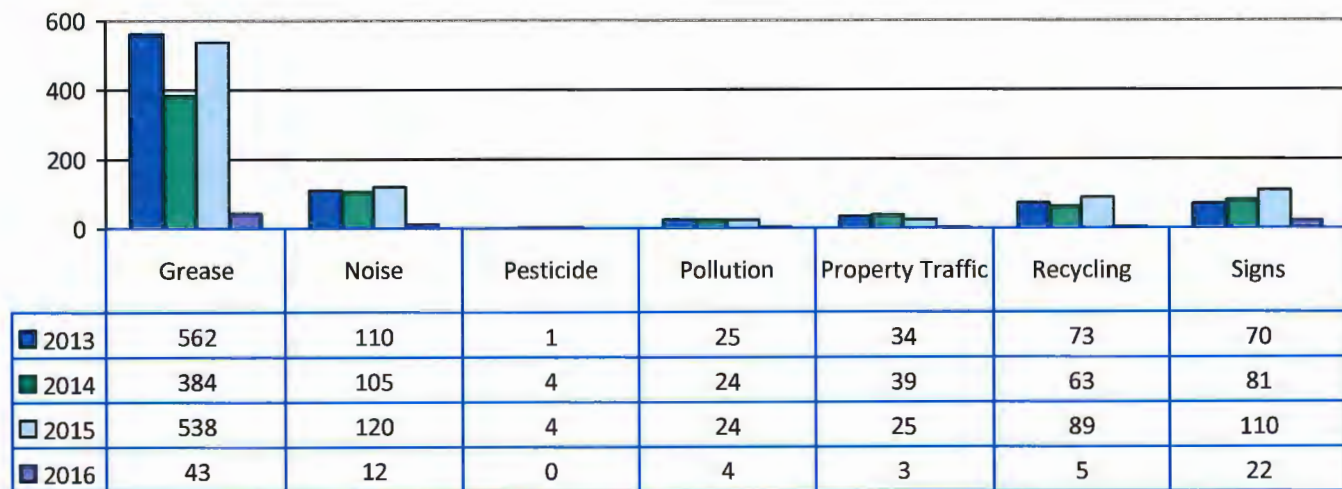
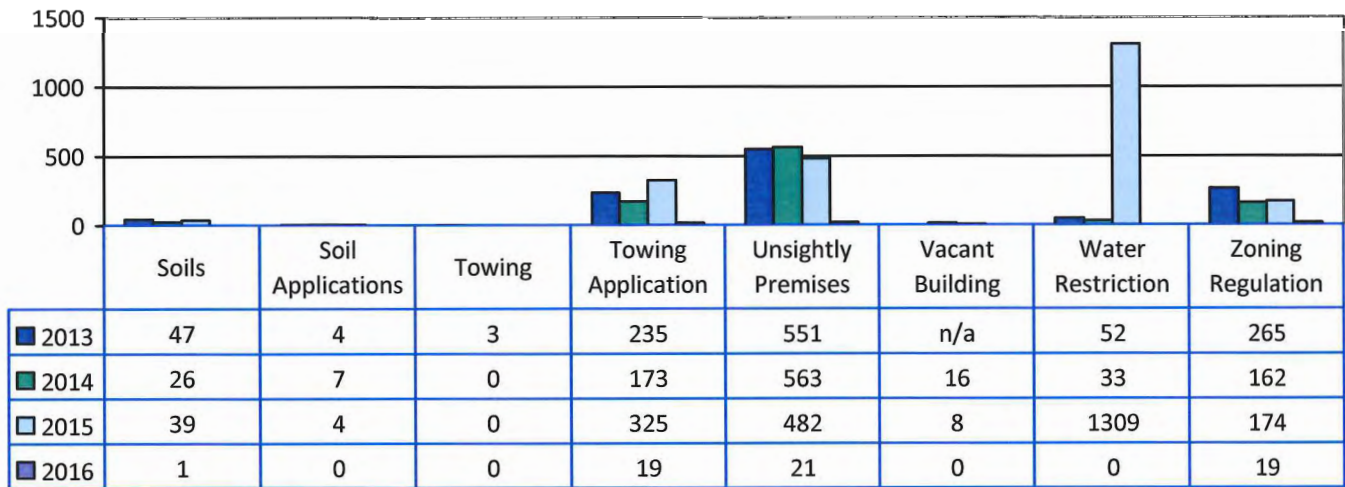


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Officer conducted 78 regulatory visits at 72 food sector establishments, 50 of these inspections were concluded during January 2016. These inspections resulted in no violations and 5 “warnings” issued as a result of voluntary compliance.

3. Parking Program

Customer Service Response

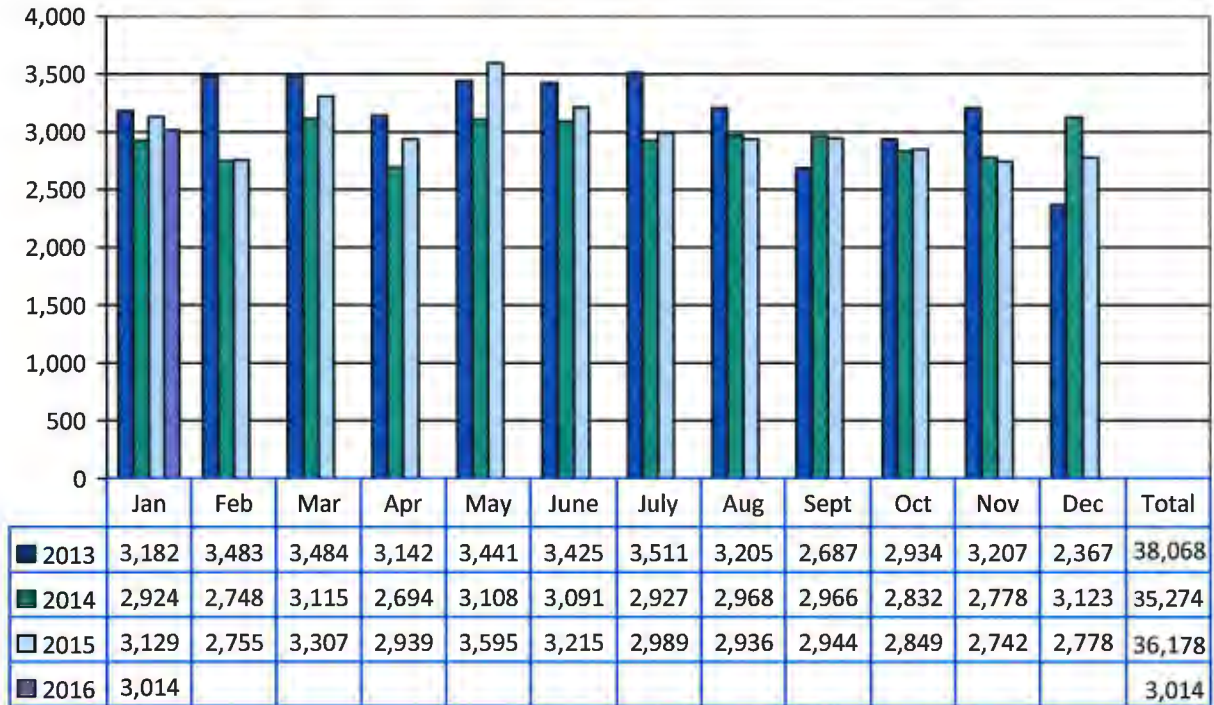
An average of 33 daily calls for service was fielded by administration staff in January 2016. These calls for service include voice messages, directly-answered calls, and emails. This activity represents an increase of 22.2% compared to the number of calls that were fielded in December 2015 and an increase of 22.2% compared to the number of calls that were fielded in January 2015. There was also an average of 2.6 daily Ecomm calls for service fielded by the Parking and Animal Control Officers while on duty.

Enforcement Activity

A total of 3,014 violations were issued for parking, safety and liability infractions during the month of January 2016. This activity represents an increase of 8.5% compared to the number of violations that were issued in December 2015 and an increase of 3.9% compared to the number of violations that were issued in January 2015.

Figure 2 compares the number of *Violations Issued* by month from 2013 through to 2016.

Figure 2: 2013 - 2016 Comparison for Parking Violations Issued



In January 2016, 181 violations were changed to warnings, which represent approximately 6% of the tickets issued during the month. The following table provides a breakdown of the common reasons for the cancellation of bylaws violation notices pursuant to Council’s Grounds for Cancellation Policy No. 1100 under specific sections.

Section 2.1 (a)	Identity issues	1
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	8
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	8
Section 2.1 (e)	Multiple violations issued for one incident	6
Section 2.1 (f)	Not in the public interest	9
Section 2.1 (g)	Proven effort to comply	67
—	Administrative Entries	80
—	Issued as Warning	2
	TOTAL:	181

4. Adjudication Program

The adjudicator ruled on 13 cases during a hearing held on January 26, 2016. These rulings resulted in 10 violations being upheld and 3 violations being dismissed. The next adjudication hearing is scheduled for March 29, 2016.

5. Animal Control

The Community Bylaw Division issued 206 new dog licences during the month January 2016. This activity represents an increase of 74.6% compared to the number of licenses issued in December 2015 and an increase of 24.8% compared to the number of licenses issued in January 2015.

In January 2016 the animal patrol officer issued 15 tickets related to various dog violations. The officer conducted patrols of the following locations:

- Brighthouse Park
- Garry Point Park
- West Dyke Trail
- Railway Shared Pathway

At the end of January 2016 there were 4075 dogs licensed within the City which includes 17 “dangerous dog” licences. Animal Control officers responded to a total of 5 dog bite incidents during this month, all of which resulted in “dangerous dog” investigations.

Financial Impact

Revenue and Expenses

The following information is a month by month analysis of January 2016 compared to January 2015.

Consolidated Parking Program Revenue:

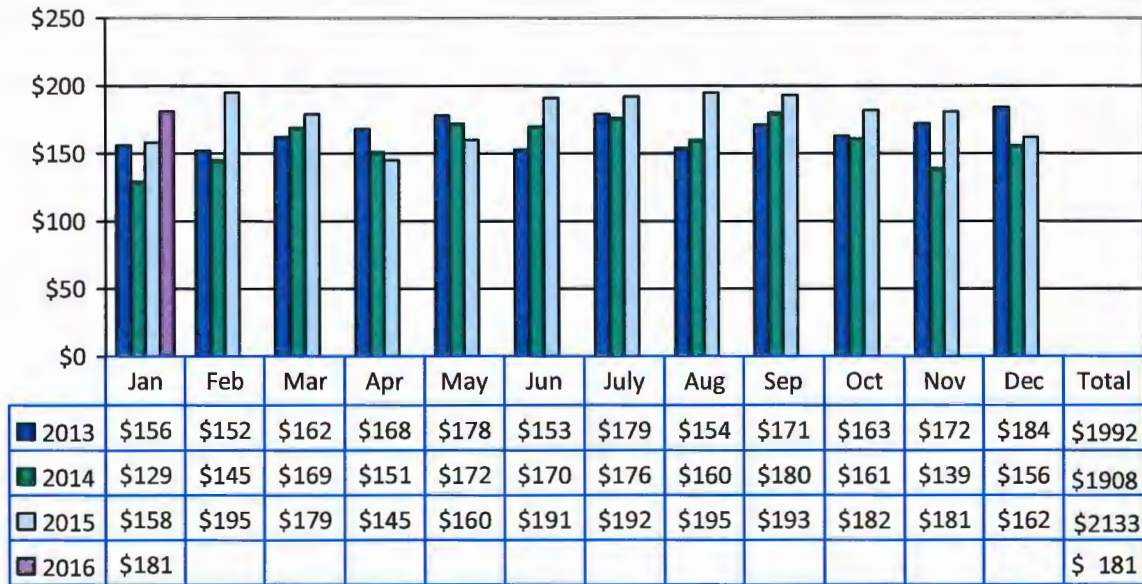
The total of meter, monthly permit and enforcement revenue increased by 14.4% over the same period last year to \$180,645 in January 2016 from \$157,899 in January 2015.

- **Meter Revenue** increased by 28.7% over the same period last year to \$52,206 in January 2016 from \$40,569 in January 2015. The meter revenue budgeted for January 2016 was \$53,400. This figure is slightly below the projected revenue and may be due to a variance in the meter collection company’s close out date for the month.
- **Permit Revenue** increased by 36.5% over the same period last year to \$29,210 in January 2016 from \$21,395 in January 2015. The permit revenue budgeted for January 2016 was \$12,000.

- Enforcement Revenue** increased by 3.4% over the same period last year to \$99,229 in January 2016 from \$95,935 in January 2015. The enforcement revenue budgeted for January 2016 was \$85,600.

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.

Michelle Orsetti
 Acting Manager, Community Bylaws (604-204-8551)
 MO:rg