

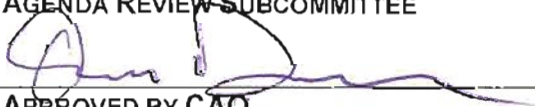



To: Community Safety Committee **Date:** January 31, 2014
From: Phyllis L. Carlyle **File:** 12-8375-02
 General Manager, Law & Community Safety
Re: **Community Bylaws – December 2013 Activity Report**

Staff Recommendation

That the staff report titled “Community Bylaws – December 2013 Activity Report” dated January 31, 2014, 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
Budgets	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
RCMP	<input checked="" type="checkbox"/>
Information Technology	<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:

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 9 daily calls for service was fielded by administration staff in December 2013. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a seasonal decrease of 25% compared to the number of calls fielded in November 2013, and remains consistent when compared to the number of calls reported in December 2012.

Enforcement Activity

Property use officers managed 76 new investigational files during the month of December 2013 which is a decrease of approximately 7% when compared to December 2012. This decrease is primarily attributed to a decrease in the number of contraventions reported with regard to unsightly premises in December, 2013.

Community Bylaws continues to monitor and reduce the number of abandoned and/or vacant homes in the City of Richmond. The City currently has 71 residences remaining on the "Abandoned/Vacant Home Joint Operations" list and although this is an increase of 20% compared to November 2013, the increase was caused primarily from an influx of demolition permits received at year's end. Consequently, the current abandoned homes level remains low when compared to the original 109 homes that were identified during the summer. The enhanced efforts by property use staff has been a significant contributor to the success of this program.

The “Soil Watch” program resulted in two calls for service for the month of December 2013. There are currently three files before the courts related to infractions on land within the Agricultural Land District.

Figure 1 and 2 compare Property Use service demand by type for December 2013 vs. December 2012, as well as a comparative for the years 2010, 2011, 2012 and 2013:

Figure 1

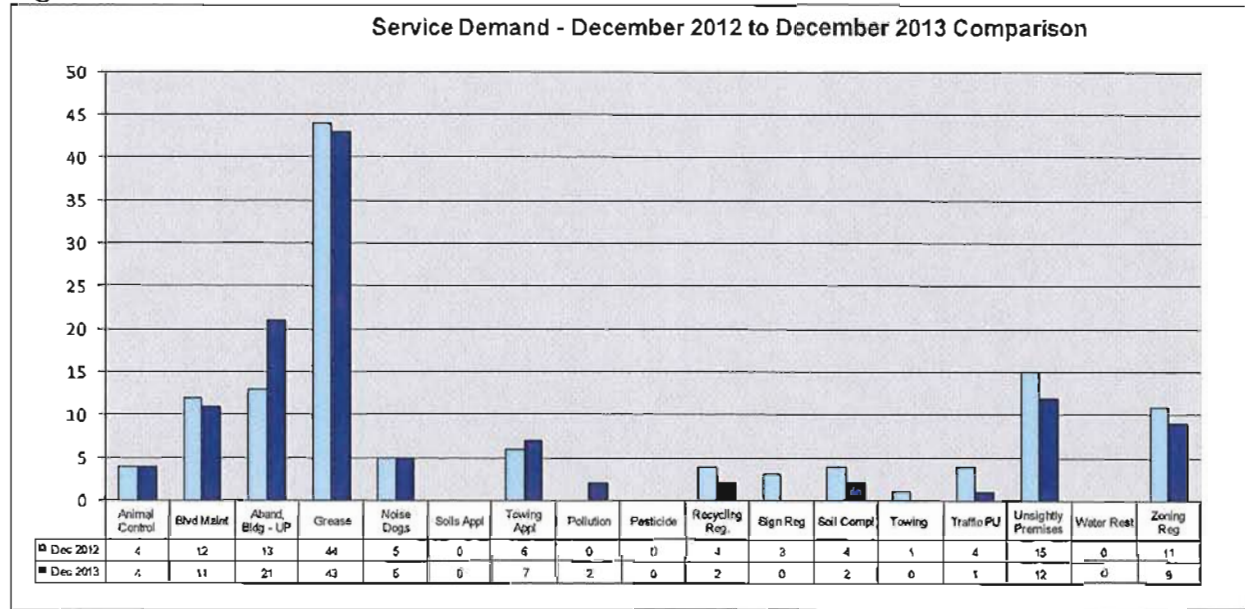
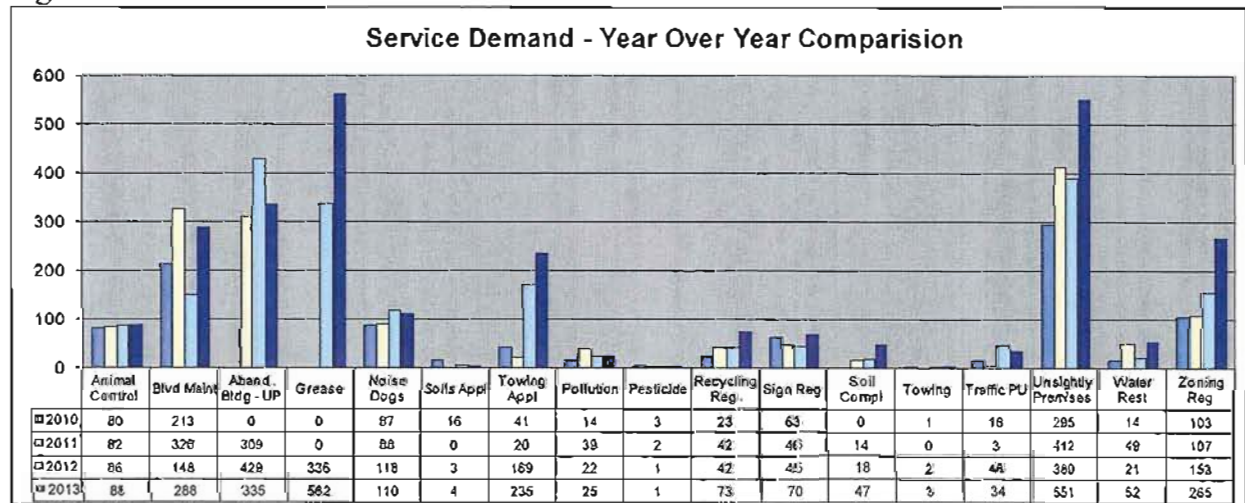


Figure 2



2. Grease Management Program

The Grease Management inspector conducted 37 regulatory visits to 22 food sector establishments during December 2013, resulting in 3 bylaw violations with 1 infraction amended to a warning.

3. Parking Program

Customer Service Response

An average of 19 daily calls for service was fielded by administration staff in December 2013. This activity represents a decrease of approximately 37% compared to November 2013, and a decrease of 47% when compared to the number of calls reported in December 2012.

Enforcement prior to the noon hour on December 25 and 26, and January 1, was limited to safety infractions only to ensure that drivers who were over the legal limit would not be penalized for parking their vehicle on the street overnight.

Enforcement Activity

A total of 2367 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of December 2013. This is an increase of approximately 9% compared to the number of violations issued in December 2012.

During the month of December 2013, 259 violations were changed to a warning, which represents approximately 11% of the tickets issued. 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	16	6%
Section 2.1 (b)	Exception in Bylaw	2	1%
Section 2.1 (c)	Poor likelihood of success at adjudication	2	1%
Section 2.1(d)	Contravention necessary / health related	0	0%
Section 2.1 (e)	Multiple violations issued for one incident	11	4%
Section 2.1 (f)	Not in the public interest	25	10%
Section 2.1 (g)	Proven effort to comply	132	51%
Administrative	Entries	50	19%
Warnings		21	8%

Program Highlights

Meter vandalism continued through to mid December with an additional 3 meters being damaged. The total number of meter incidents over the past 3 months currently stands at 18. In December, meter repair costs and coin theft was estimated at approximately \$4,500. RCMP bike patrol was successful in the apprehension of a suspect in the latter part of December. Consequently meter vandalism, in the latter half of the month, was abated.

To ensure the security of the meter program, the Community Bylaws department continues to combat vandalism and theft by maintaining strong communication links with various departments within the City. These efforts will ensure that City staff remains alert to suspicious activities occurring in and around City parking meters.

Figure 3 is a month-to-month comparison reflecting the number of violations issued for the years 2010, 2011, 2012 and 2013:

Figure 3



4. Dispute Adjudication Program

Six adjudication hearings were scheduled for November 26, 2013, resulting in the following outcome:

- Four violations were upheld
- Two violations were dismissed

The next Adjudication Hearing is scheduled for January 28, 2014.

5. Animal Control

There were a total of 5558 dogs licensed at the end of the 2013 licensing season (November 1, 2012 through to November 30, 2013) which was a slight increase over the 5523 dogs registered in 2012. As of December 1, 2013 there were 1320 dogs licensed for the 2014. There are currently 117 dogs dangerous dogs registered with the bylaws department.

On December 1, 2013, the Community Bylaws in conjunction with the IT department, launched an ecommerce initiative for the on line processing of dog license payments. Preliminary results are very encouraging with 206 invoices paid in this in this manner.

Animal Control officers responded to 1 dog bite incident resulting in 1 dangerous dog investigation.

6. Revenue and Expenses

The following information is a month by month analysis of December 2013 compared to December 2012.

Consolidated Parking Program Revenue the total of meter, monthly permit and enforcement revenue increased by 117% over the same period last year to \$149,251.52 in December 2013 from \$68,666.59 in December 2012.

Meter Revenue increased by 291% over the same period last year to \$27,344.38 in December 2013 from \$6,987.83 in December 2012.

Permit Revenue increased by 113% over the same period last year to \$22,183.70 in December 2013 from \$10,413.35 in December 2012.

Enforcement Revenue increased by 95% over the same period last year to \$99,723.44 in December 2013 from \$51,265.41 in December 2012.

Significant increases will continue from changes implemented in 2013 resulting in process improvements, effective officer deployment and a continued focus on service delivery.

Figure 4 provides a consolidated revenue comparison with prior years:

Figure 4



Conclusion

Community Bylaws staff continues to strive to maintain the quality of life and safety of the residents of the City of Richmond, through coordinated team efforts with many City departments and community partners while promoting a culture of compliance.

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