



# City of Richmond

## Report to Committee

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**To:** Community Safety Committee **Date:** February 28, 2014  
**From:** Phyllis L. Carlyle **File:** 12-8060-01/2014-Vol  
 General Manager, Law & Community Safety 01  
**Re:** **Community Bylaws – January 2014 Activity Report**

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### Staff Recommendation

That the staff report titled Community Bylaws – January 2014 Activity Report dated February 28, 2014, from the General Manager, Law & Community Safety be received for information.

Phyllis L. Carlyle  
General Manager  
(604-276-4104)

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Finance Division	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</b> 	

## 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 14 daily calls for service was fielded by administration staff in January 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 55% compared to the number of calls fielded in December 2013 and is a decrease of 28.6% when compared to the number of calls reported in January 2013.

##### Enforcement Activity

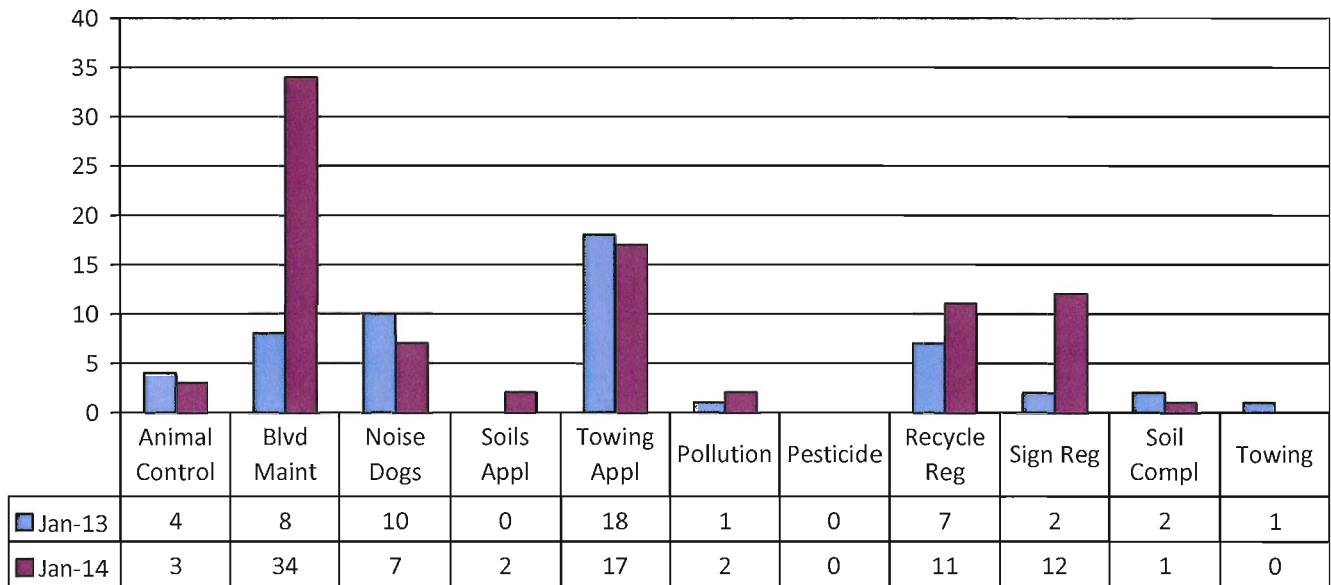
Property use officers managed 170 new investigational files during the month of January 2014 which is an increase of approximately 42% when compared to January 2013. This increase is primarily attributed to the number of boulevard maintenance contraventions reported in January 2014. There were 34 incidents of this nature reported this month compared to 8 incidents that were reported in January 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 32 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

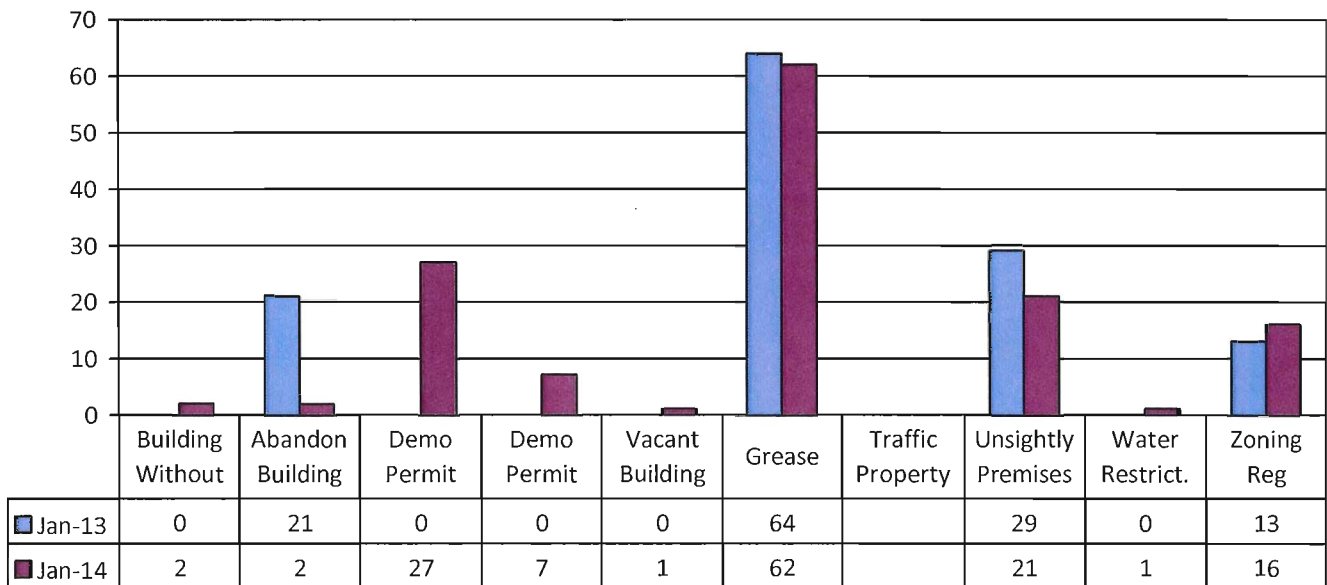
There was no soil complaints reported during the month of January 2014.

Figures 1a and 1b provide a comparison of Property Use service demand by type during January 2014 and the same period last year.

**Figure 1a: Service Demand Comparison (Public)**



**Figure 1b: Service Demand Comparison (Private)**



## 2. Grease Management Program

The Grease Management inspector conducted 63 regulatory visits to 62 food sector establishments during January 2014, resulting in six by-law violations with three of these infractions amended to a warning.

## 3. Parking Program

### Customer Service Response

An average of 26 daily calls for service was fielded by administration staff in January 2014. This activity represents an increase of approximately 36% compared to December 2013, and a decrease of 52% when compared to the number of calls reported in January 2013.

### Enforcement Activity

A total of 2,924 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of January 2014. This is a decrease of approximately 8.8% compared to the number of violations issued in January 2013.

During the month of January 2014, 324 violations were changed to a warning, which represents approximately 11.08% of the tickets issued during January 2014. 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	18	5.56 %
Section 2.1 (b)	Exception in Bylaw	3	0.93%
Section 2.1 (c)	Poor likelihood of success at adjudication	1	0.30%
Section 2.1(d)	Contravention necessary / health related	0	0%
Section 2.1 (e)	Multiple violations issued for one incident	21	6.48%
Section 2.1 (f)	Not in the public interest	50	15.43%
Section 2.1 (g)	Proven effort to comply	177	54.63%
—	Administrative Entries	47	14.51%
—	Warnings	7	2.16%

### Program Highlights

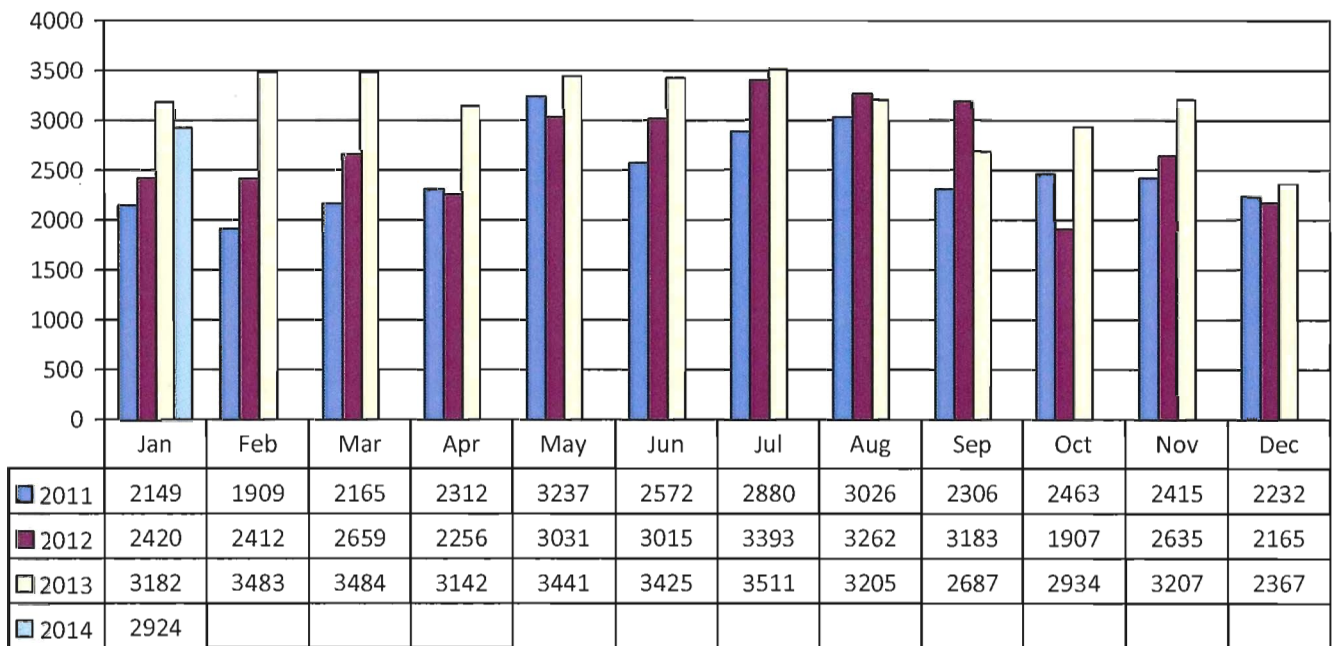
Meter vandalism decreased during January 2014 and was down to a single occurrence as a result of an RCMP arrest in December 2013. Meter malfunctions continue to be a challenge due to the age of our equipment resulting in nine service calls for the month. Total cost of repairs to meters for January 2014 was approximately \$4,700.

Ticketing activity for January 2014 was down slightly in comparison to January 2013. Previous monthly reports indicated that procedural officer deployment changes, implemented in January 2013, were responsible for significant increases to the number of parking violations that were

issued. Enforcement activity in the past year has coincided with the development of a more diligent motoring public that clearly remains cognizant of City parking regulations. This development was expected and may result in lower ticket violation levels in the future. A decrease in illegally parked vehicles should benefit residents via a decrease in traffic congestion, especially in some of our busier businesses communities.

Figure 2 is a month-to-month comparison reflecting the number of violations issued for the years 2011, 2012, 2013 and 2014:

**Figure 2: Parking Violations Issued**



**4. Adjudication Program**

A total of eight adjudication cases were scheduled for January 28, 2014, resulting in four violations upheld and four violations were dismissed. The next Adjudication Hearing is scheduled for April 29, 2014.

**5. Animal Control**

Community Bylaws issued 112 new dog licences during January 2014, representing a decrease of 7% when compared to the number of new dog licences issued in January 2013. As of January 31, 2014, there were 2,878 dogs licensed in Richmond. This total includes 31 dangerous dog license registrations.

Animal Control officers responded to two dog bite incidents resulting in two dangerous dog investigations and six violation tickets being issued.

**6. Revenue & Expenses**

The following information is a month-by-month analysis of January 2014 compared to January 2013.

Consolidated Parking Program

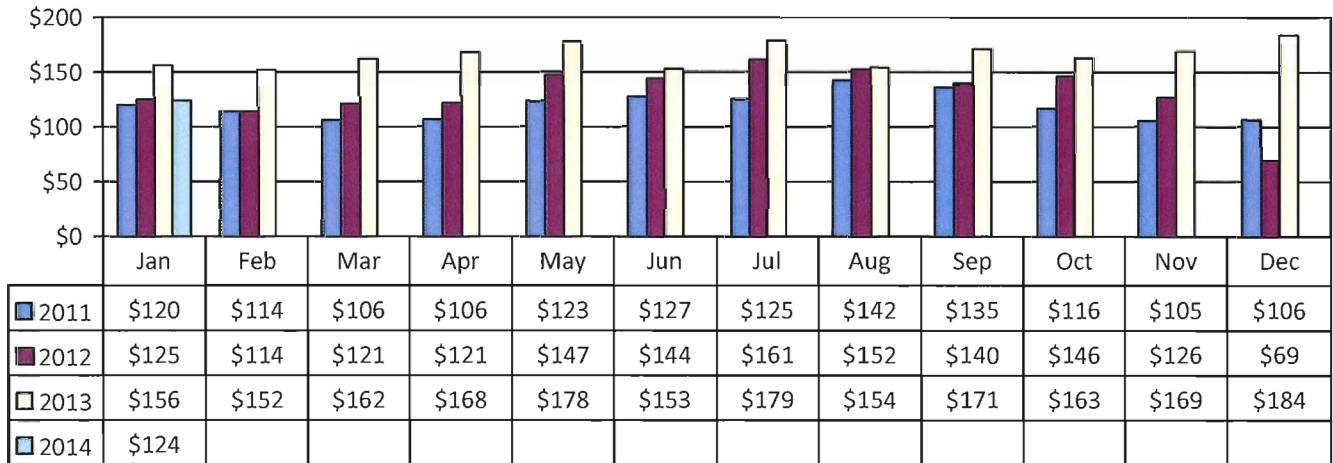
The total of meter, monthly permit and enforcement revenue decreased by 20.6% over the same period last year to \$124,043 in January 2014 from \$156,245 in January 2013. Figure 3 provides a consolidated revenue comparison with previous years:

Meter revenue decreased by 65.7% over the same period last year to \$13,622 in January 2014 from \$39,718 in January 2013.

Permit revenue decreased by 40.4% over the same period last year to \$15,452 in January 2014 from \$25,906 in January 2013.

Enforcement Revenue increased by 4.8% over the same period last year to \$94,968 in January 2014 from \$90,620 in January 2013.

**Figure 3: Consolidated Parking Revenue (000's)**



**Conclusion**

Community Bylaws staff continue 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.

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