



To: Community Safety Committee **Date:** June 10, 2014
From: Phyllis L. Carlyle **File:**
 General Manager, Law and Community Safety
Re: **Community Bylaws Monthly Activity Report - May 2014**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – May 2014”, dated June 10, 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
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:
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 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 22 daily calls for service was fielded by administrative staff in May 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 46.67% compared to the number of calls fielded in April 2014 and a decrease of 10 % when compared to the number of calls reported in May 2013.

Enforcement Activity

Property use officers managed 279 new investigational files during the month of May 2014, which represents an increase of approximately 48.76 % when compared to May 2013. This change is primarily attributed to an increase in the number of unsightly premises, building demolition and boulevard maintenance contraventions reported in May 2014. In total, there were 209 incidents of this nature were reported during the month, compared to 110 incidents in May 2013.

Community Bylaws continues to monitor and reduce the number of abandoned and vacant homes in the City of Richmond. The City currently has 27 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a and 1b provide a comparison of Property Use service demand by type during May 2014 and the same period in previous years.

Figure 1a: Service Demand Comparison

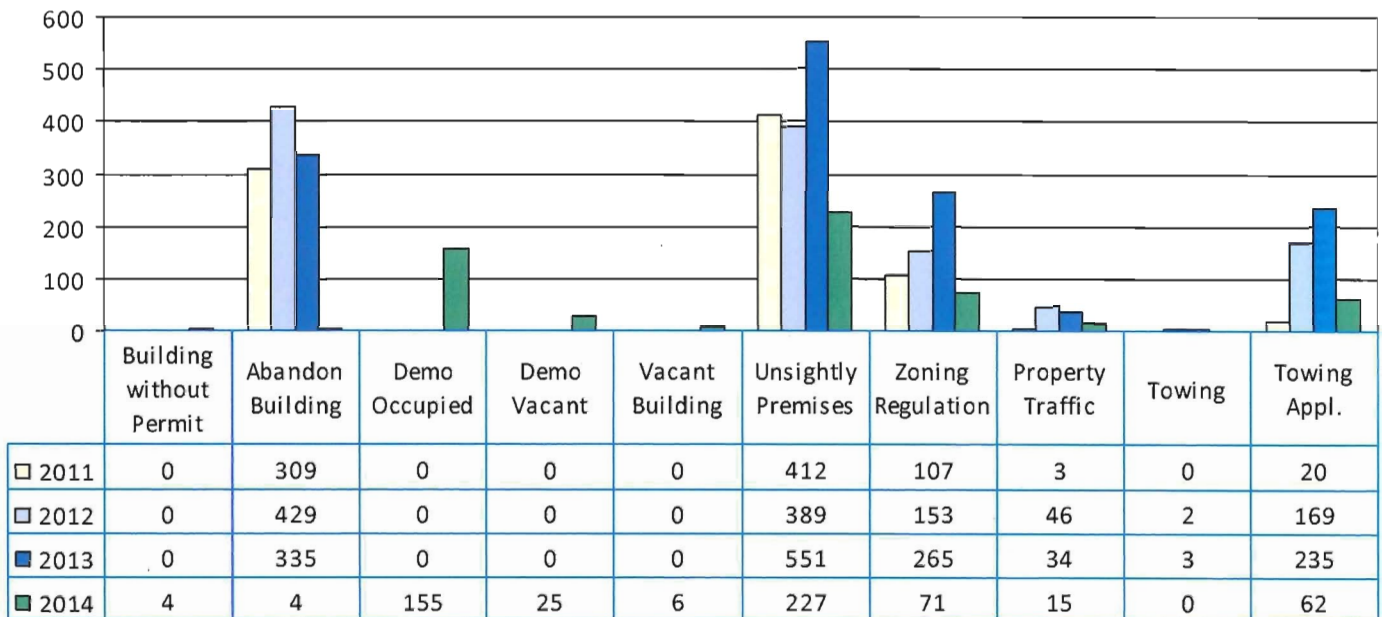
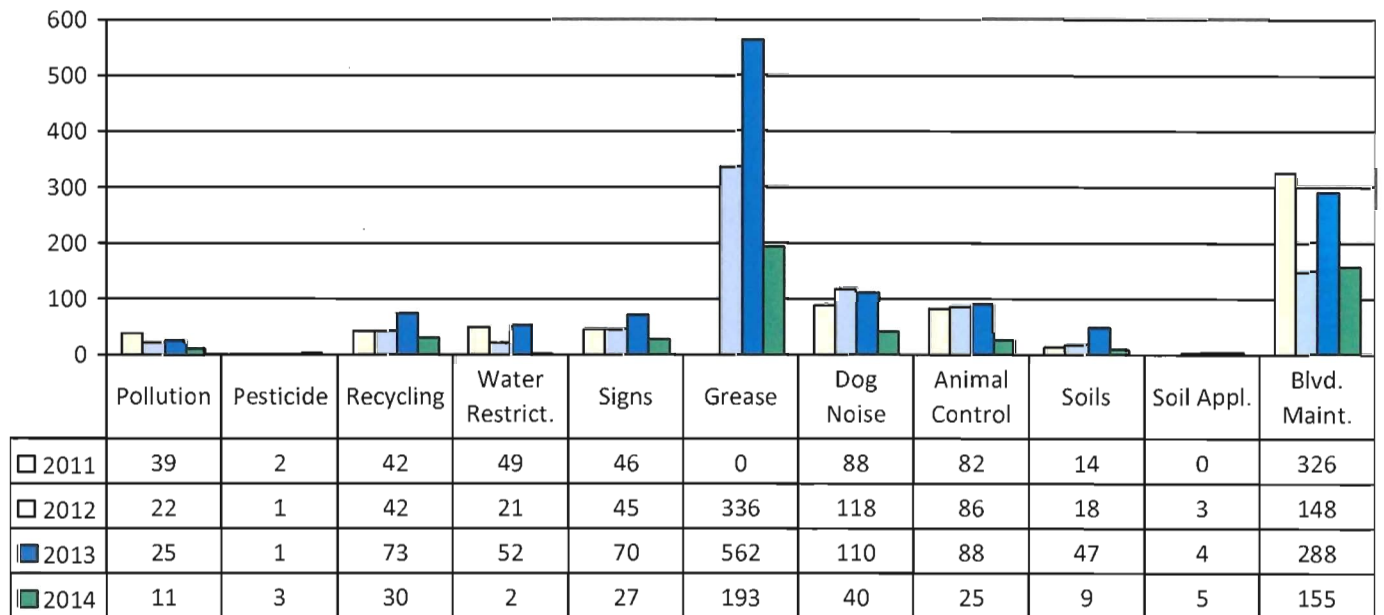


Figure 1b: Service Demand Comparison



2. Grease Management Program

The Grease Management inspector conducted 64 regulatory visits to 37 food sector establishments during May 2014, resulting in 2 bylaw violations of which only 1 was amended to warning.

3. Parking Program

Customer Service Response

An average of 35 daily calls for service was fielded by administration staff in May 2014. This represents an increase of 12.90 % compared to April 2014, and a decrease of 20.45% when compared to calls reported in May 2013.

Enforcement Activity

A total of 3,108 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of May 2014. This is a decrease of approximately 9.68 % compared to the number of violations issued in May 2013.

During the month of May 2014, 313 violations were changed to a warning, which represents approximately 10.07% of the tickets issued during May 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:

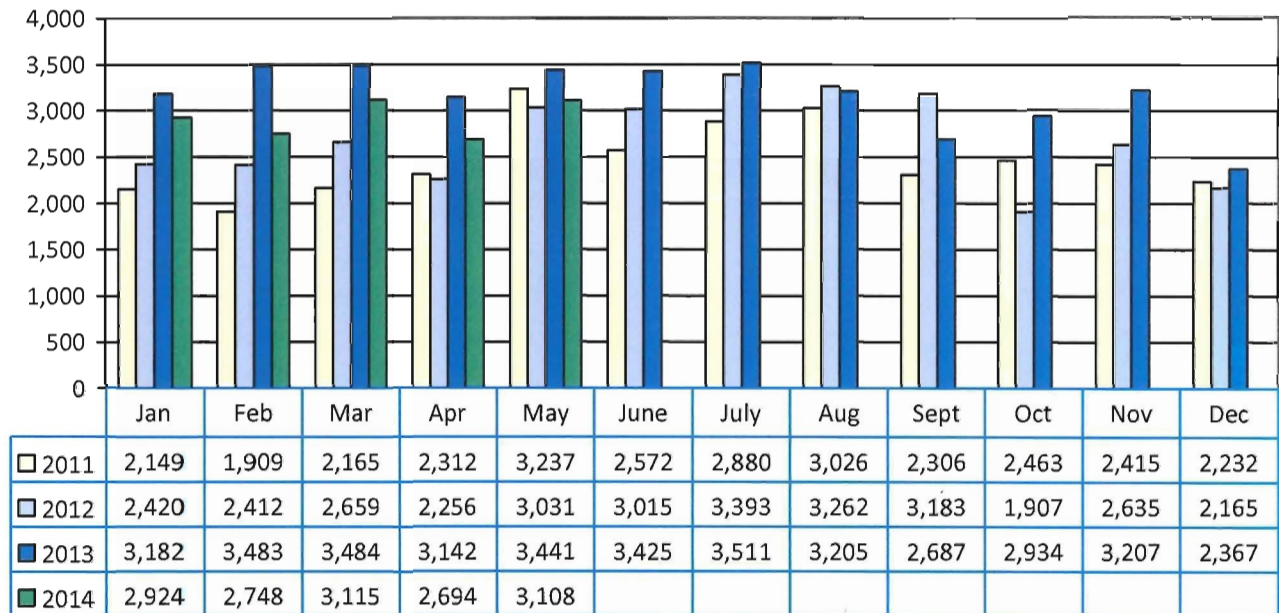
Section 2.1 (a)	Identity issues	30	9.58 %
Section 2.1 (e)	Multiple violations issued for one incident	12	3.83%
Section 2.1 (f)	Not in the public interest	10	3.19 %
Section 2.1 (g)	Proven effort to comply	196	62.63%
—	Administrative Entries	59	18.85%
—	Warnings	6	1.92

Program Highlights

Ticketing activity for May 2014 decreased marginally compared to May 2013 primarily due to as the training of new auxiliary parking officers. In addition officer procedure and deployment changes implemented during January 2013 were largely responsible for a significant increase in violation issuance over the course of last year. Consequently, public compliance has risen significantly in 2014 and this has resulted in a decrease of ticketing activity.

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

Figure 2: 2011 - 2014 Comparison for Parking Violations Issued



4. Adjudication Program

A total of 11 adjudication cases were scheduled for April 29, 2014, resulting in 8 violations upheld and 3 dismissed. The next Adjudication Hearing is scheduled for July 29, 2014.

5. Animal Control

Community Bylaws issued 97 new dog licences during May 2014, representing an increase of 42.65% when compared to the number of new dog licences issued in May 2013. As of the end of May 2014, there were 5,314 dogs licensed in Richmond. This total includes 76 dangerous dog license registrations.

Animal Control officers responded to 8 dog bite incidents during May 2014, all resulting in dangerous dog investigations.

Financial Impact

6. Revenue and Expenses

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

Consolidated Parking Program Revenue

The total of meter, monthly permit and enforcement revenue decreased by 3.2% over the same period last year to \$172,195 in May 2014 from \$177,887 in May 2013.

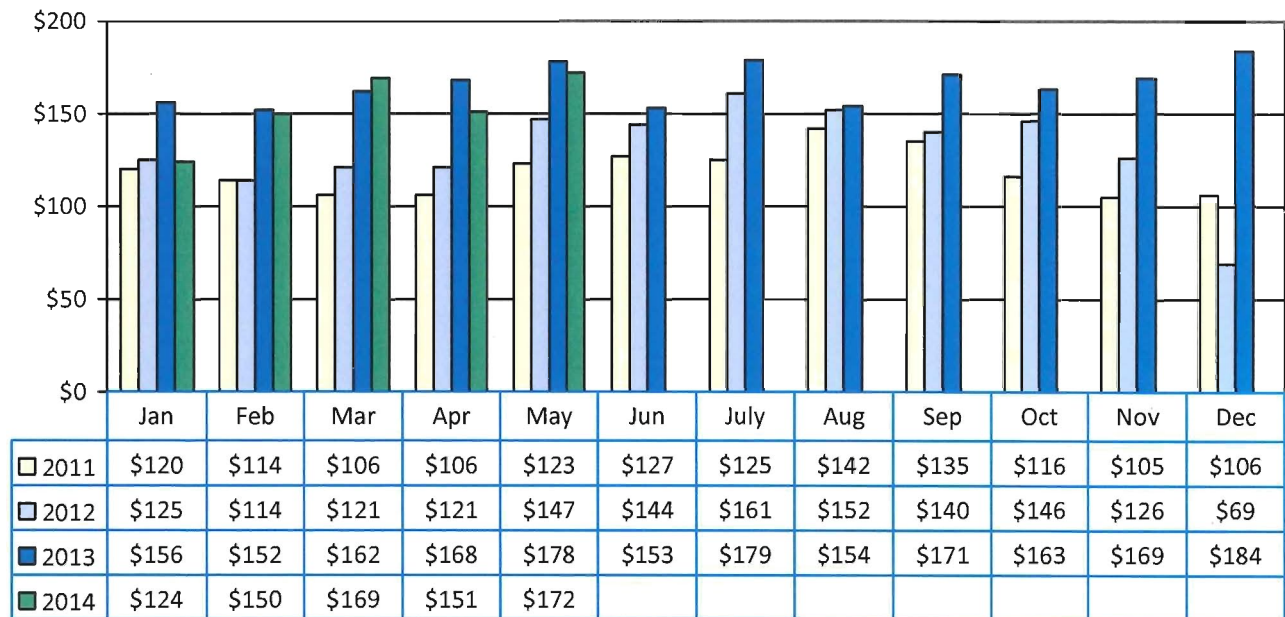
Meter Revenue decreased by 0.1% over the same period last year to \$52,213 in May 2014 from \$52,275 in May 2013.

Permit Revenue increased by 25.9% over the same period last year to \$15,299 in May 2014 from \$12,150 in May 2013.

Enforcement Revenue decreased by 7.7% over the same period last year to \$104,683 in May 2014 from \$113,462 in May 2013.


Figure 3 provides a consolidated revenue comparison with prior years:

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.


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