



City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 13, 2015

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

File:

Re: **Community Bylaws Monthly Activity Report - February 2015**

Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report – February 2015", dated March 13, 2015, from the General Manager, Law and Community Safety, be received for information.

Phyllis L. Carlyle
General Manger, Law & Community Safety
(604-276-4104)

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance	<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. Animal Control
5. Revenue & Expenses

This report supports Council's Term Goal #1 Community Safety:

To ensure Richmond remains a safe and desirable community to live, work and play, 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 13 daily calls for service was fielded by administrative staff in February 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 7.1% compared to the 14 calls that were fielded in January 2015 and an increase of 18.2% when compared to 11 calls that were reported in February 2014.

Enforcement Activity

Property use officers managed 140 new investigational files during the month of February 2015, which represents an increase of approximately 28.4% when compared to February 2014. This change is attributed to an increase in grease file investigations and towing permit applications, which were undertaken by auxiliary officers.

Community Bylaws continues to monitor the number of abandoned and vacant homes in the City of Richmond and the City currently has 26 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a, 1b and 1c provide a comparison of Property-Use Service Demand for previous year totals with the 2015 year to date totals ending in February:

Figure 1a: Service Demand Comparison

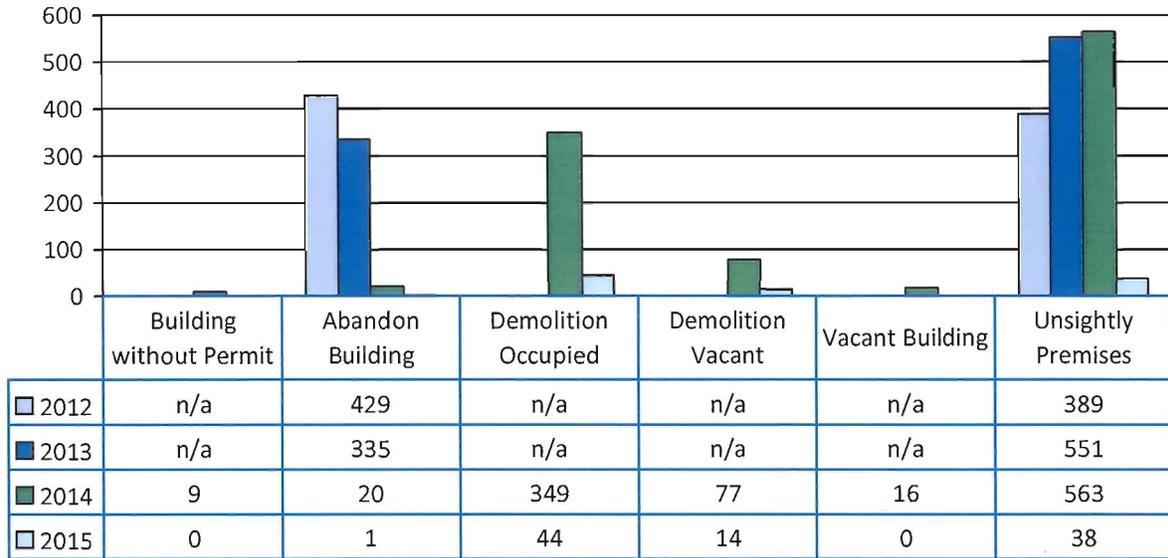


Figure 1b: Service Demand Comparison

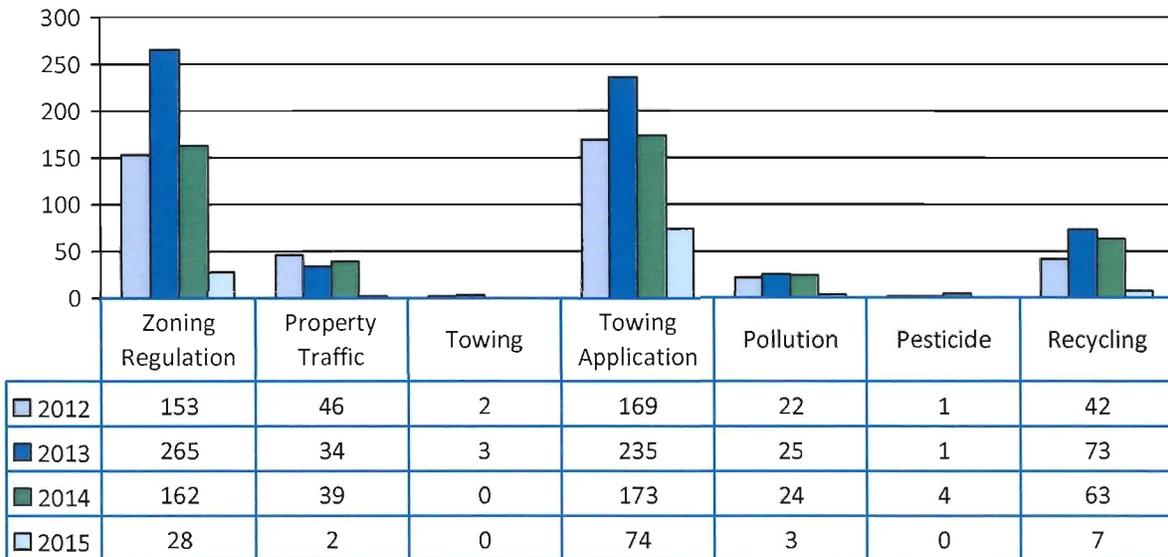
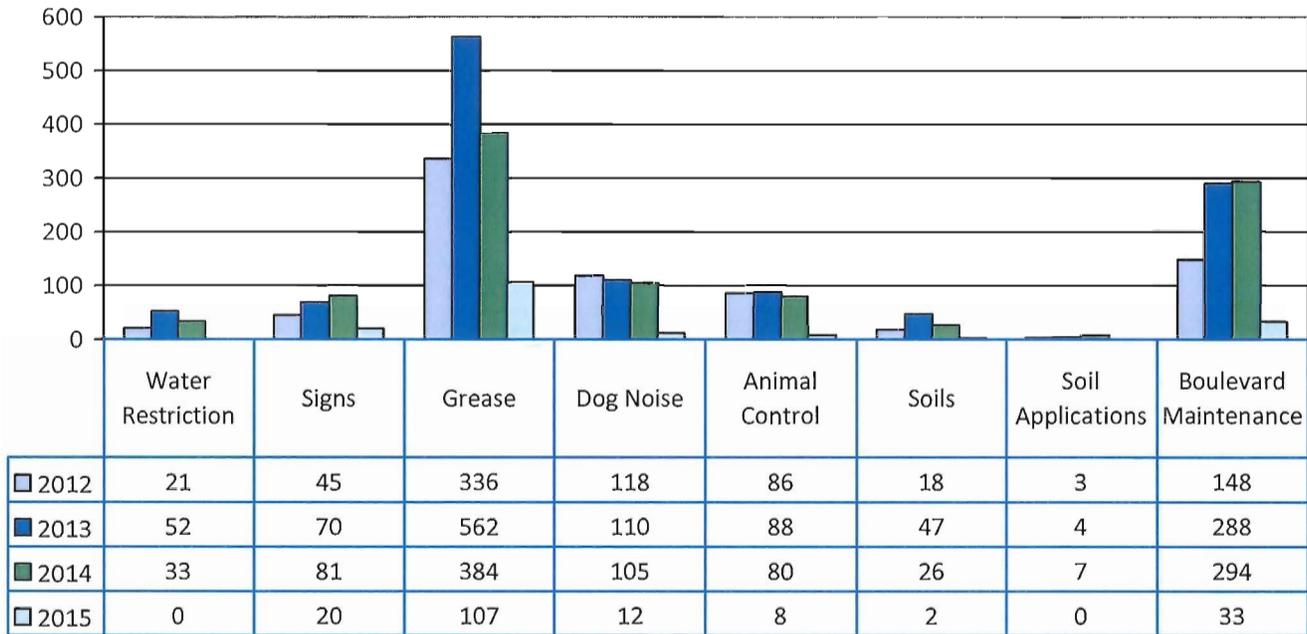


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Officer(s) conducted 53 regulatory visits to 53 food sector establishments and of these inspections 29 were concluded during the month of February 2015. These inspections resulted in the issuance of 2 bylaw violations, with 1 infraction being amended to a warning.

3. Parking Program

Customer Service Response

An average of 24 daily calls for service was fielded by administration staff in February 2015. This represents a decrease of 11.1% compared to January 2015, but an increase of 20.0% when compared to the calls reported in February 2014.

Enforcement Activity

A total of 2,594 Notices of Bylaw Violation were issued for parking, safety and liability infractions within the City during the month of February 2015. This represents a decrease of approximately 10.6% when compared to the number of violations issued in January 2015 and a decrease of 5.6% when compared to the activity reported in February 2014. Significant parking meter vandalism and meter equipment failure hampered enforcement program efforts during

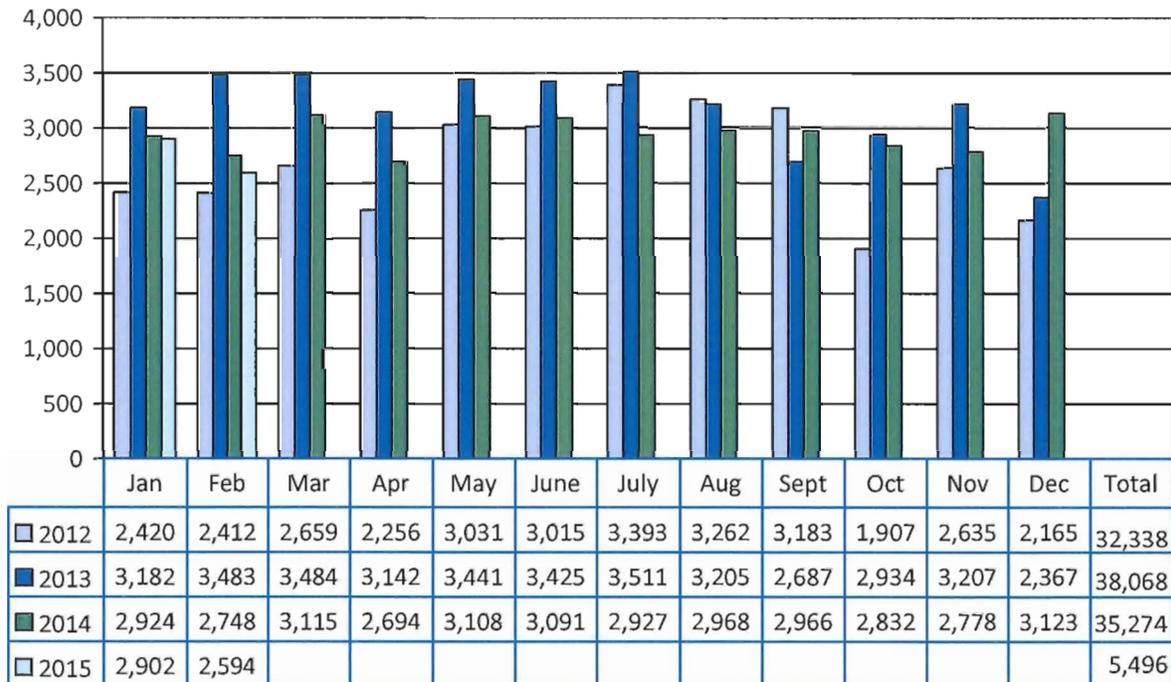
February. A phased deployment of new parking meters is expected in early March and should address many of the problems that occurred in February.

Program Highlights

Although ticketing activity for February 2015 decreased compared to February 2014 overall consolidated revenue has increased. This can be attributed to the increase in the public's attentiveness to parking regulations which has resulted in less violation issuance but higher meter and permit compliance.

Figure 2 is a month-to-month comparison of the number of violations issued for the years 2012, 2013, 2014 and 2015:

Figure 2: 2012 - 2015 Comparison for Parking Violations Issued



Bylaw Notice Cancellations

During the month of February 2015, 129 violations were changed to warnings representing approximately 5.0% of the tickets issued during the month. Pursuant to Council Grounds under Policy No. 1100, the following list provides a breakdown of the common reasons for Bylaw Notice Cancellation:

Section 2.1 (a)	Identity issues	12
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	3
Section 2.1 (d)	Contravention necessary for preservation of safety	0
Section 2.1 (e)	Multiple violations issued for one incident	4
Section 2.1 (f)	Not in the public interest	8
Section 2.1 (g)	Proven effort to comply	44
—	Administrative Entries	58

4. Animal Control

Community Bylaws issued 163 new dog licences during February 2015, representing an increase of 59.8% compared to the number of new dog licences issued in February 2014. As of the end of December 2014 (i.e. start of the licensing year), there were 3252 dogs licensed within the City of Richmond, which includes 72 dangerous-dog registrations. Animal Control officers responded to 4 dog bite incidents during February 2015, resulting in a 4 dangerous dog investigations.

Financial Impact

5. Revenue and Expenses

Following is an analysis of financial activity for Community Bylaws during February 2015, both month over month and year over year;

Consolidated Parking Program Revenue: The total of meter, monthly permit and enforcement revenue increased by 34.7% over the same period last year to \$195,004 in February 2015 from \$144,851 in February 2014.

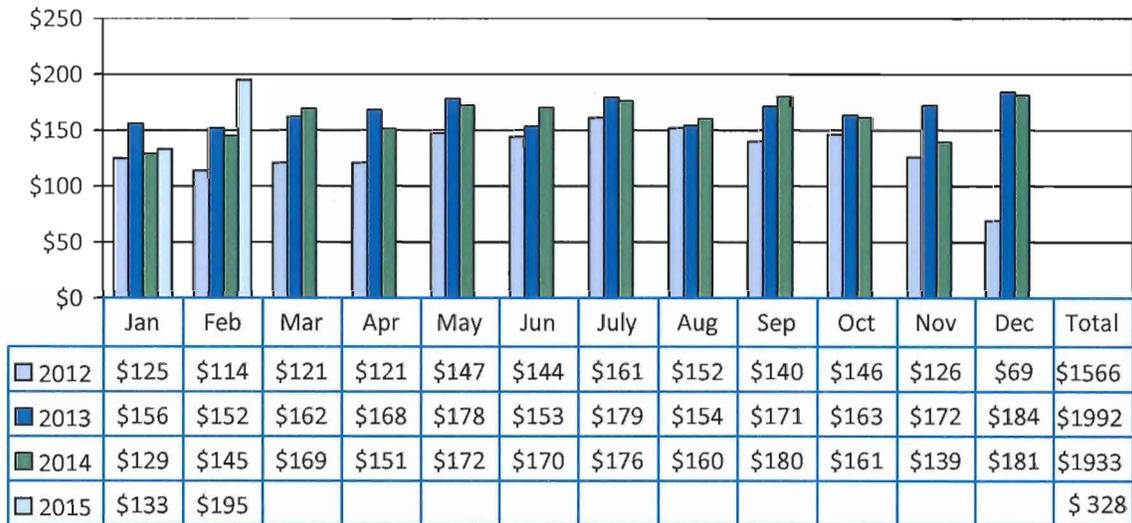
Meter Revenue increased by 13.1% over the same period last year to \$42,373 in February 2015 from \$37,461 in February 2014.

Permit Revenue increased by 71.4% over the same period last year to \$13,501 in February 2015 from \$7,876 in February 2014. The City also generated \$31,800 in parking permit and shared vehicle stall revenue as part of the launch of the City’s car-share initiative pilot program with Car2Go.

Enforcement Revenue increased by 7.8% over the same period last year to \$107,330 in February 2015 from \$99,514 in February 2014.

Figure 3 provides a consolidated revenue comparison with prior years:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaw staff continue to strive to maintain the quality of life and safety of 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: