



City of Richmond

Report to Committee

To: Community Safety Committee

Date: June 16, 2016

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

File:

Re: Community Bylaws Monthly Activity Report – May 2016

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report –May 2016”, dated June 16, 2016, from the General Manager, Law & Community Safety, be received for information.

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

Att. 1

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 GAO 	

Staff Report

Origin

This monthly activity report for the Community Bylaws Department provides information on Property Use and Parking and Animal Control.

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.

Property Use

Unsanitary Premises complaints regarding long grass, weeds and the general appearance of properties in Richmond is trending higher due the onset of the summer months. Property Use Officers are actively addressing these issues with property owners to achieve compliance in a timely manner. This is consistent with the City's beautification initiatives.

Stage 1 of the Metro Vancouver Water Restrictions began on May 15, 2016. General compliance at this stage appears to be satisfactory throughout Richmond and is likely the combined result of an effective media campaign as well as information brochures that were given to residents by Community Bylaws staff.

Parking and Animal Control

At the end of May, Animal Control Officers began their yearly door to door canvassing unlicensed dogs, and will continue the initiative until October 1, 2016. The officers continue to incorporate patrolling the city's parks and dykes into their dog canvassing duties and have been a welcome presence by the general public.

For the period of May 8 – 15, "Dog waste awareness week" was promoted throughout lower mainland municipalities. Awareness was promoted through advertisements in the Richmond News and on the City of Richmond's social media pages (Facebook and twitter).

Officers attended Garry Point and McDonald Beach together with various off leash and leashed parks educating the public on the importance of picking up after your dog. Again, the presence of the officers was met with positive reactions from the residents of Richmond and even more so by the dogs who received treats that the officers were handing out.

Community Bylaw Parking and Animal Control Officers have been working jointly with various City departments during the City's infrastructure maintenance programs. Working together and providing onsite service helps to ensure a safe worksite for all staff and the public.

Financial Impact

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

Consolidated Parking Program Revenue:

The total meter, permit, and enforcement revenue has increased by 22.3% over the same period last year to \$196,266 in May 2016 from \$160,487 in May 2015. The year to date budget for parking revenue is \$691,984 while the actual revenue is \$916,989.

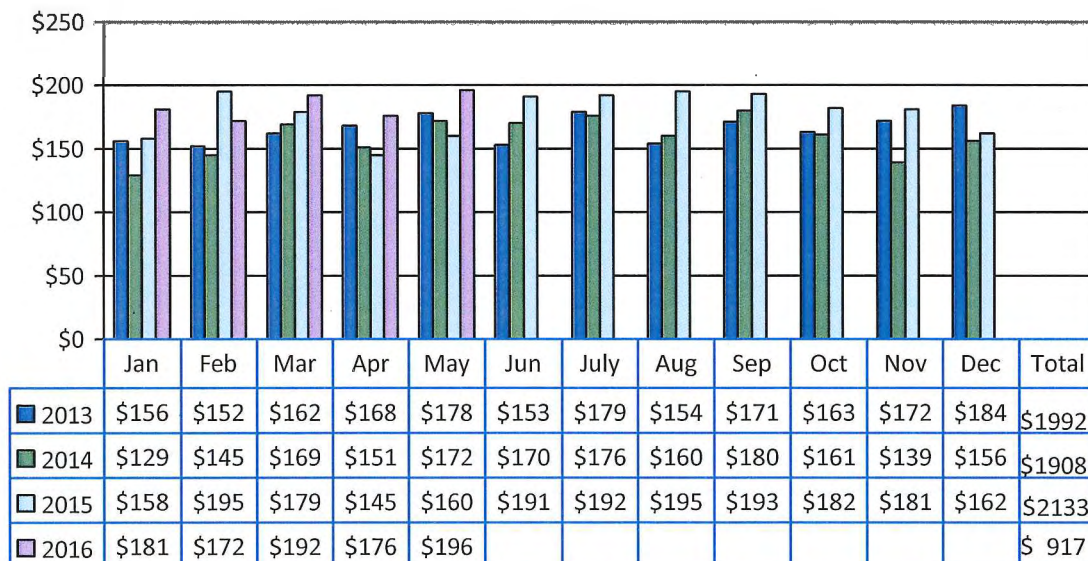
Meter Revenue increased by 49.6% over the same period last year to \$64,621 in May 2016 from \$43,201 in May 2015. The year to date budget for meter revenue is \$215,278 and actual revenue is \$308,379.

Permit Revenue increased by 2.3% over the same period last year to \$10,755 in May 2016 from \$10,513 in May 2015. The year to date budget for permit revenue is \$48,774 and actual revenue is \$88,242.

Enforcement Revenue increased 13.2% over the same period last year to \$120,890 in May 2016 from \$106,774 in May 2015. The year to date budget for enforcement revenue is \$427,932 and actual revenue is \$520,368.

Figure 1 compares *consolidated revenue* by month from 2013 to 2016:

Figure 1: Consolidated Parking Revenue (000's)



Conclusion

The increase in unsightly premises complaints regarding long grass, weeds and the general appearance of properties is a result of the seasonal change and is consistent with the previous three years.

The consolidated parking program revenue is higher compared to the previous three years in the same period. Parking meter revenue continues to trend higher, which is a result of less parking meter vandalism and the associated lost revenues and repair costs.

Community Bylaw staff will continue to monitor the trends and performance indicators.



Ben Dias
Manager, Community Bylaws (604-247-4601)

BD:rg

ATTACHMENT 1

1. Property Use

Customer Service Response

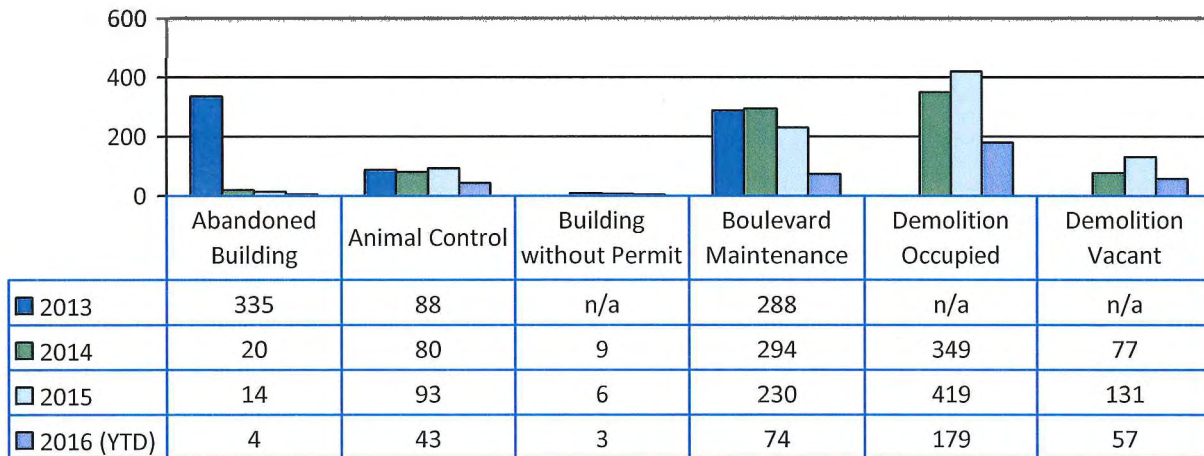
An average of 17 daily calls for service were fielded by administrative staff in May 2016. These calls for service include voice messages, directly-answered calls and emails. There was a slight increase to the volume of calls compared to the number of calls that were fielded in April 2016. There was a minimal decrease when compared to the number of calls fielded in May 2015.

Enforcement Activity

Community Bylaw Property Use Officers handled 280 new investigational files during the month of May 2016. This activity represents an increase of 36.6% compared to April 2016 and increase of 8.9% compared to the number of files that were handled in May 2015.

Staff continues to monitor the number of abandoned and vacant homes within the municipality and the City currently has 24 residences on the “Abandoned /Vacant Home Joint Operations” list.

Figure 1a: Service Demand Comparison



1. In 2013 all vacant properties were categorized as abandoned buildings. As of 2014 three other categories were created – “Demolition Occupied”, “Demolition Vacant” and “Vacant Building”.
2. Animal Control in these charts is in reference to dangerous dog investigations.

Figure 1b: Service Demand Comparison

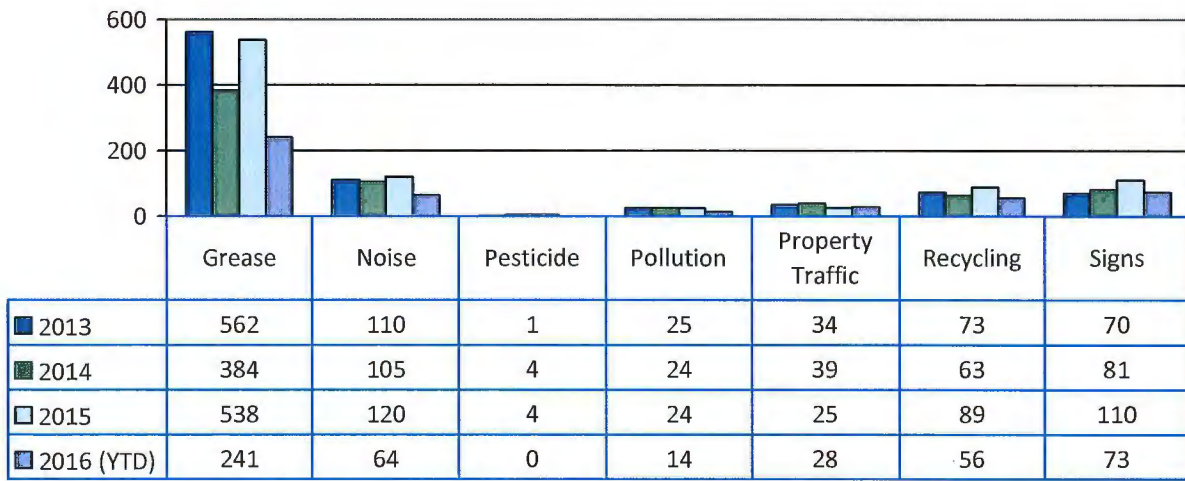
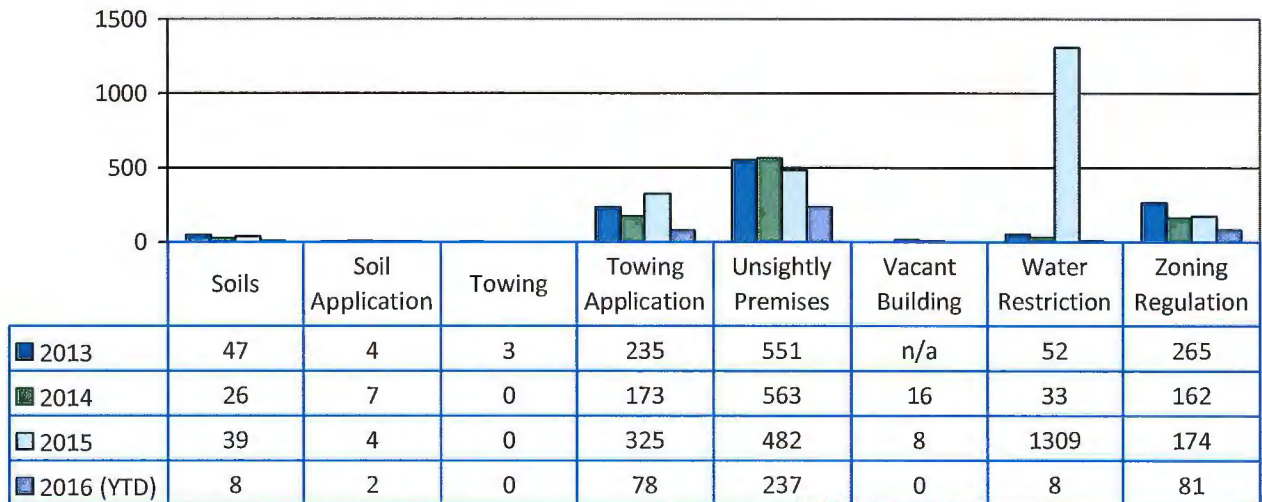


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Inspector conducted 68 regulatory visits at 60 food sector establishments, 40 of these files were concluded during May 2016. These inspections resulted in the issuance of one bylaw violation, one written warning and two verbal warnings. The Grease Inspector continues to work closely with the Engineering department and Metro Vancouver on critical issues.

Engineering and Public Works will be bringing forward recommendations for Council’s consideration in a subsequent report regarding potentially banning new garburator installations and trial installations of grease traps in multi-family residential buildings.

3. Parking Program

Customer Service Response

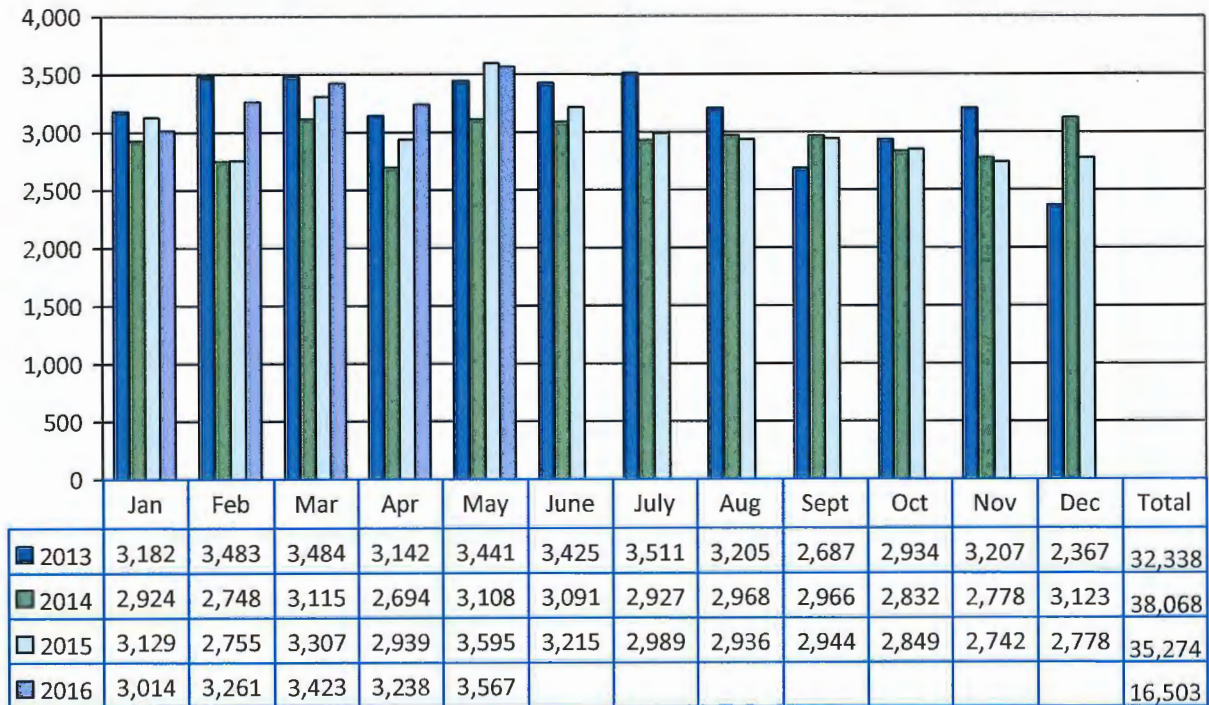
Administration staff fielded an average of 33 daily calls for service in May 2016. These calls for service include voice messages, emails, and phone calls. There was a slight increase in this activity compared to the number of calls that were fielded in April 2016. However, there was a decrease of 13.2% compared to the number of calls that were fielded in May 2015. There was also an average of 3.1 daily E-comm calls for service which were responded to by Parking Officers.

Enforcement Activity

A total of 3,567 violations were issued for parking, safety and liability infractions during the month of May 2016. This activity represents an increase of 10.2% compared to the number of violations that were issued in April 2016 and a decrease of 0.8% compared to May 2015.

The parking violations issued in May 2016 remain consistent with 2015 year to date.

Figure 2: 2013 - 2016 Comparison for Parking Violations Issued



In May 2016, 239 violations were changed to warnings, which represent approximately 6.7% 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.

Figure 3: *Ticket Cancellations* for May 2016

Section 2.1 (a)	Identity issues	15
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	3
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	12
Section 2.1 (d)	Contravention was necessary for the preservation for health and safety	2
Section 2.1 (e)	Multiple violations issued for one incident	5
Section 2.1 (f)	Not in the public interest	18
Section 2.1 (g)	Proven effort to comply	77
—	Administrative Entries	102
—	Issued as Warnings:	5
	Total	239

4. Adjudication Program

No adjudication cases were scheduled for May 2016. The next adjudication hearing is scheduled for June 28, 2016.

5. Animal Control

Community Bylaws issued 98 new dog licences during May 2016. This activity represents an increase of 1% compared to April 2016 and a decrease of 47.6% compared to May 2015.

In May 2016 28 tickets were issued related to various dog violations, including failure to leash and failure to pick up dog excrement. The Officers conducted patrols of the following locations:

- Garry Point Park
- Railway Shared Pathway
- West Dyke Trail
- North Dyke Trail
- Steveston Community Park
- Great West Cannery Park (South Cove)
- T. Homma Neighbourhood School Park
- Diefenbaker Neighbourhood Park
- Talmey Neighbourhood Park
- McDonald Beach
- Terra Nova Natural Area
- Terra Nova Rural Park
- Manoah Steeves Neighbourhood Park
- Imperial Landing Park
- Britannia Heritage Shipyard Park
- Great West Cannery Park (South Cove)
- T. Homma Neighbourhood School Park
- Garden City Community Park
- Shell Road Trail
- West Dyke Trail

At the end of May 2016 there were 6857 dogs licensed within the City which included 98 “dangerous dog” licenses. There were nine dog bite incidents all resulted in “dangerous dog” investigations. The number of dog bites increased from last month as more dogs are being walked with the warmer weather.