



City of Richmond

Report to Committee

To: Community Safety Committee

Date: July 28, 2016

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

File:

Re: Community Bylaws Monthly Activity Report – June 2016

Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report –June 2016", dated July 28, 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:
APPROVED BY CAO 	

Staff Report

Origin

This monthly activity report for the Community Bylaws Department provides information on Property Use, 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

Property Use Officers remain committed to educating and promoting compliance of the City's property and boulevard bylaws and they continue to receive cooperation from Richmond residents regarding general property appearance and the City's beautification initiatives (Attachment 1).

During June, officer focus shifted towards an increase in unsightly premises and property traffic complaints. Considerable resources were also expended on bringing several properties on Spires Road into compliance and to address the increase in complaints regarding illegal hotels and Bed & Breakfasts (B&Bs).

There was a 38.5% decrease reported for property use enforcement during June (Attachment 1 - Property Use – Enforcement Activity), this decrease is directly attributed to the exceptionally high file count associated with "Stage 3" water restrictions that occurred over the same period last year.

Parking and Animal Control

Animal Control Officers canvassed door to door for unlicensed dogs and as a result 128 new dog licenses were issued during the month of June. Simultaneously with the dog canvassing officers issued animal control related tickets, which resulted in an increase from an approximate \$7000/month to over \$13000/month, in comparison to the same period in 2015.

Parking Officers remained focused on school patrols towards the end the season and the issuance of warning tickets was a significant component of this initiative, in order to garner public support and voluntary compliance. In conjunction with the increase in warning tickets both meter and permit revenue rose significantly during June. This reflects a significant increase in public compliance, which is partially responsible for the offsetting decrease of 19.3% in monthly enforcement revenue.

Financial Impact

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

Consolidated Parking Program Revenue:

Consolidated meter, permit and enforcement revenue decreased by 1.1% over the same period last year to \$189,186 in June 2016 from \$191,293 in June 2015. The year to date budget for parking revenue is \$856,814 actual parking program revenue is \$1,106,175.

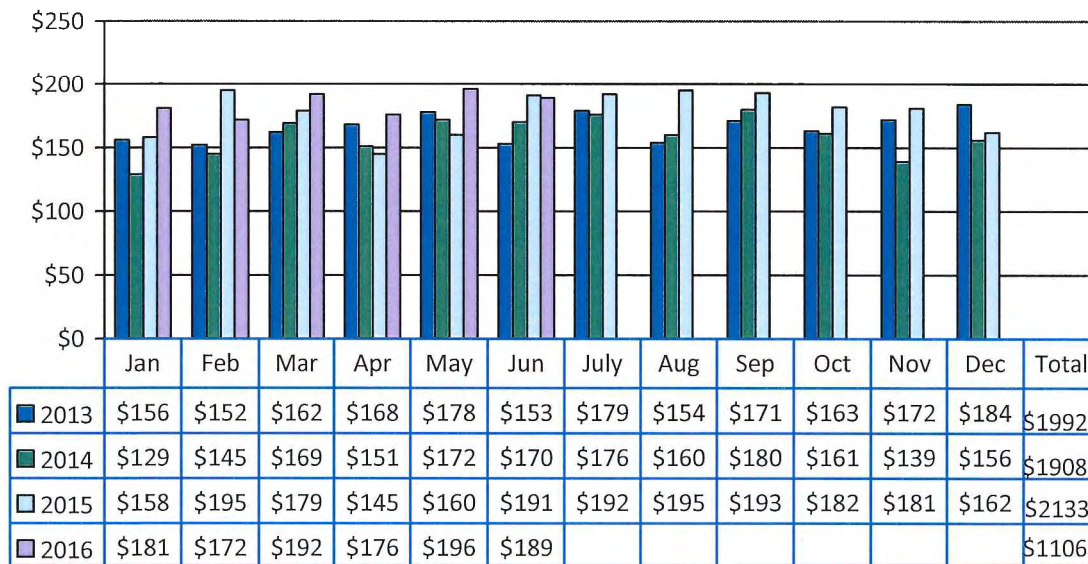
Meter Revenue increased by 18.7% over the same period last year to \$72,101 in June 2016 from \$60,723 in June 2015. The year to date budget for meter revenue is \$266,557 actual meter revenue is \$384,968.

Permit Revenue increased by 59.3% over the same period last year to \$23,642 in June 2016 from \$14,837 in June 2015. The year to date budget for permit revenue is \$60,392 actual permit revenue is \$107,396.

Enforcement Revenue decreased 19.3% over the same period last year to \$93,443 in June 2016 from \$115,732 in June 2015. The year to date budget for enforcement revenue is \$529,865 actual enforcement revenue is \$613,811.

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

Figure 1: Consolidated Parking Revenue (000's)



Conclusion

The property section continues to focus on boulevard maintenance and unsightly properties, while also allocating significant resources towards managing issues related to “insecure premises”.

The overall parking program remains stable and on budget. The animal control section continues to focus efforts on an annual dog-licensing drive, as well as by deploying patrol resources throughout parks and other public areas, in an effort to ensure public safety and enjoyment.

No grease inspections were performed during June, this is a result of unforeseen staffing issues. It is expected that these issues will be resolved by August 2016 and that inspections will resume as normal at that time.



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

BD:rg
Att. 1: Property Use and Parking – Enforcement Activity

1. Property Use

Customer Service Response

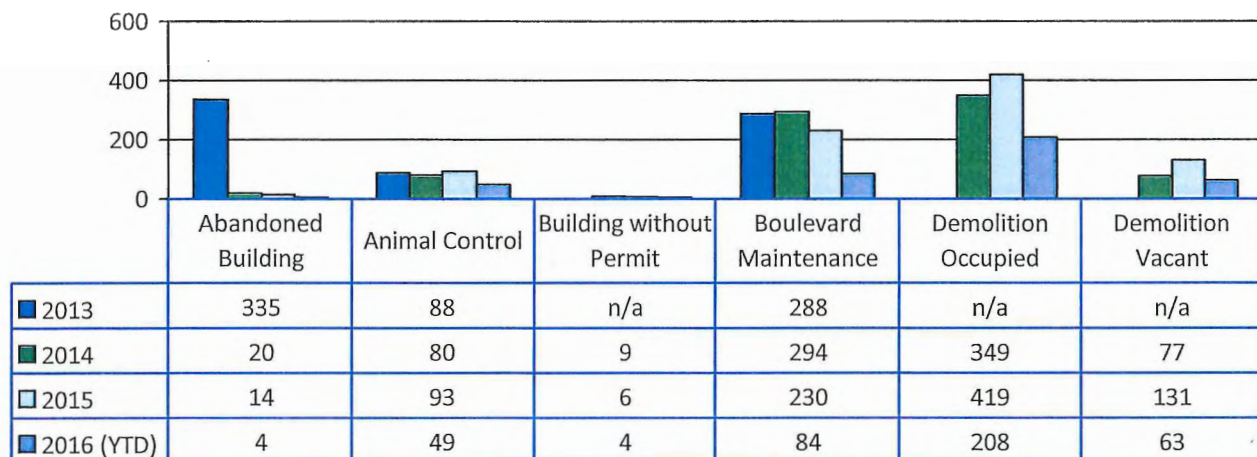
Administration staff fielded an average of 13 daily calls for service in June 2016. These calls for service include voice messages, directly-answered calls and emails. This represents a month over month decrease in call volume compared to May 2016 and a year over year decrease in call volume compared to June 2015.

Enforcement Activity

Community Bylaw Property Use Officers handled 241 new investigational files during the month of June 2016. This activity represents a decrease of 13.9% compared to the number of files handled in May 2016 and decrease of 38.5% compared to the number of files handled in June 2015.

Currently there are 24 residences on the “Abandoned /Vacant Home Joint Operations” list, which staff continues to actively monitor.

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

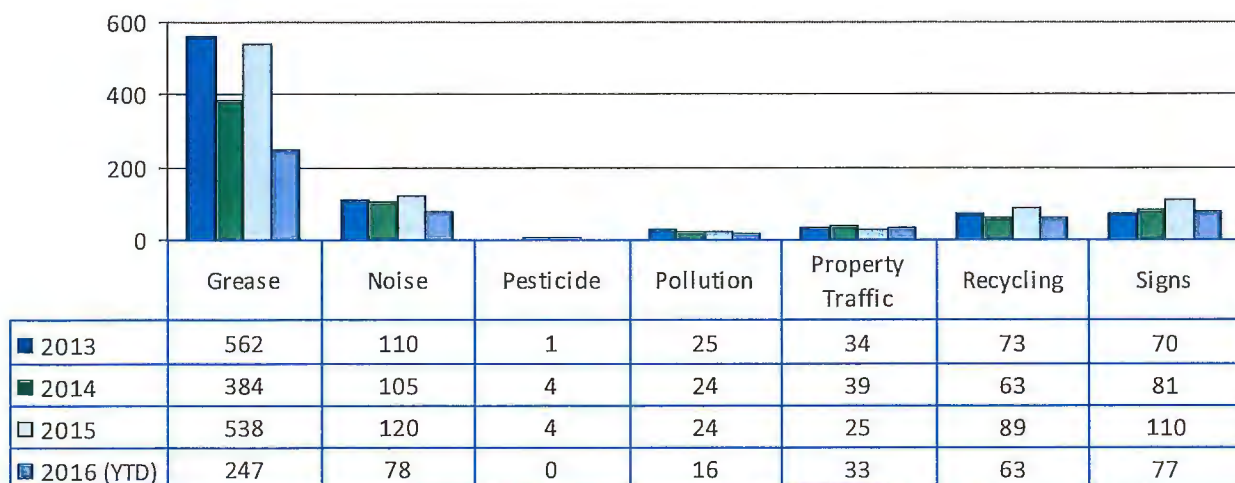
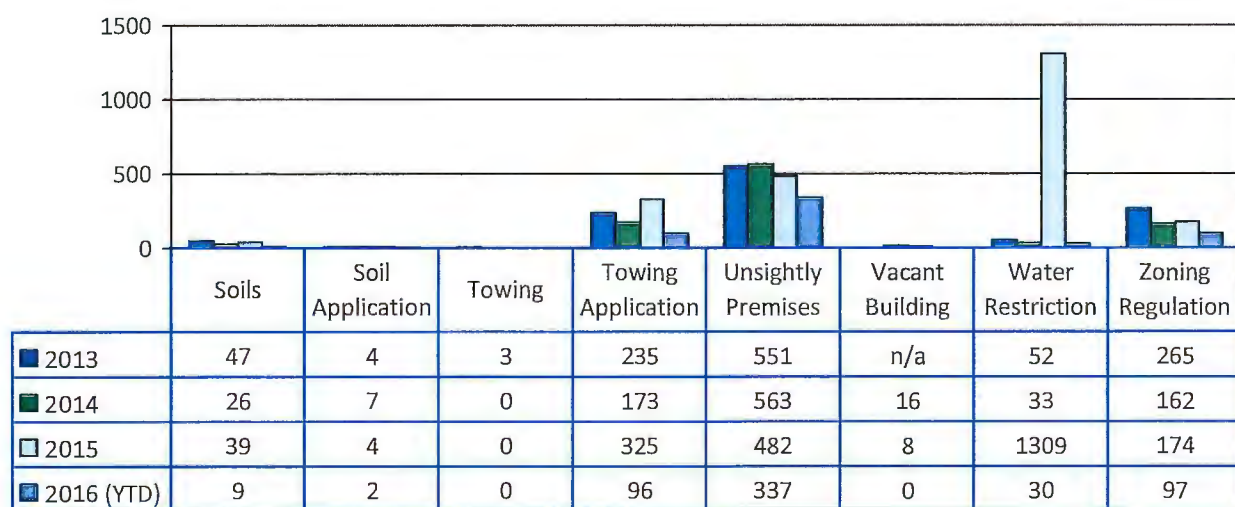


Figure 1c: Service Demand Comparison



2. Grease Management Program

There was no enforcement activity on this program during the month of June, 2016.

3. Parking Program

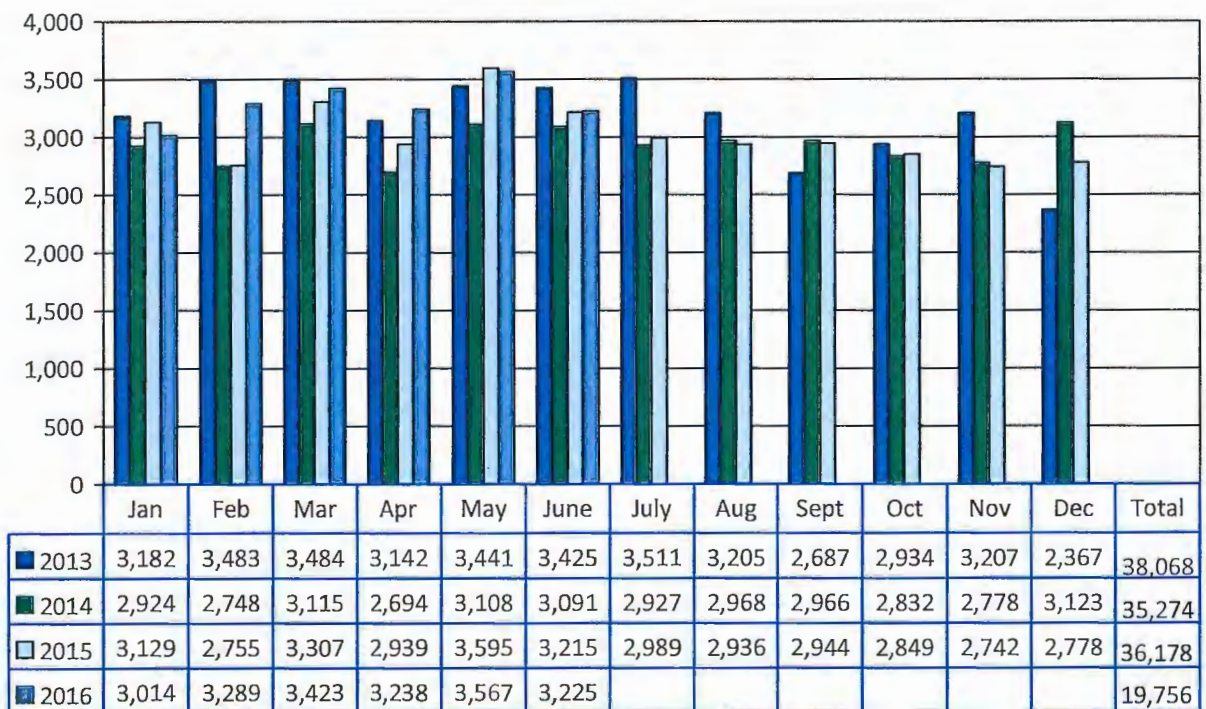
Customer Service Response

Administration staff fielded an average of 31 daily calls for service in June 2016. These calls for service include voice messages, emails, and phone calls. This represents a month over month decrease in call volume compared to May 2016 and a year over year decrease in call volume compared to June 2015. In addition, an average of three E-comm calls were handled by Parking Officers on a daily basis.

Enforcement Activity

A total of 3,225 violations were issued for parking, safety and liability infractions during the month of June 2016. This activity represents a decrease of 9.6% compared to the number of violations that were issued in May 2016 and an increase of 0.3% compared to the number of violations that were issued in June 2015.

Figure 2: 2013 - 2016 Comparison for Parking Violations Issued



In June 2016, 113 violations or 3.5% of all infractions issued were subsequently changed to warnings. 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 June 2016

Section 2.1 (a)	Identity issues	18
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	4
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	17
Section 2.1 (d)	Contravention was necessary for the preservation for health and safety	1
Section 2.1 (e)	Multiple violations issued for one incident	5
Section 2.1 (f)	Not in the public interest	10
Section 2.1 (g)	Proven effort to comply	50
—	Administrative Entries	8
	Total	113

4. Adjudication Program

On June 28, 2016, the results of 16 adjudication hearings were as follows:

- Parking: 14 cases heard
13 cases – Allegation occurred
1 case – Allegation did not occur
- Bylaws: 2 cases heard
2 cases – Allegation occurred

The next adjudication hearing is scheduled for September 27, 2016.

5. Animal Control

Community Bylaws issued 128 new dog licences. This activity represents an increase of 30.6% compared to the number of licences issued in May 2016 and a decrease of 49.8% compared to the number of licences issued in June 2015. 64 animal control tickets were issued related to various dog violations, including failure to produce a dog license, failure to leash a dog 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

As of the end of June 2016 there were 6953 dogs licensed within the City including 99 dangerous dog licenses. During this same period public reports of dog bites resulted in six dangerous dog investigations.