



City of Richmond

Report to Committee

To: Community Safety Committee

Date: May 24, 2016

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

File:

Re: Community Bylaws Monthly Activity Report – April 2016

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report –April 2016”, dated May 24, 2016, 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: DW
APPROVED BY CAO 	

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

Community Bylaws Property Use Officers have successfully reduced the number of real estate sign complaints by working with Public Works for removal of signage and proactively educating and then enforcing. This course of action has lessened the safety concerns.

With the summer months approaching, there has been an increase in long grass and unsightly premises complaints. Property Use Officers are endeavouring to address community concerns in a timely manner by attending the property no later than three days after receiving the initial call.

In addition, Stage 1 of the Metro Vancouver Water Restrictions starts mid May. The yearly water restrictions have been amended to start two weeks earlier and end two weeks later than previous years (May 15 to October 15). Community Bylaws will be sending notices to property owners who water outside these restrictions, ticketing when appropriate and liaising with Engineering on significant complaints.

The property use service demand is consistent with previous years. In April 2016 noise complaints, illegal real estate directional signs and unsightly properties, consisting of mainly long weeds and grass were trending higher.

Parking and Animal Control

Throughout the year, Community Bylaw Parking and Animal Control Officers have been conducting school patrols and educating parents on traffic regulations as they relate to school enforcement through uniformed presence, issuing verbal warnings and tickets when necessary.

Officers have been well received by both parents and staff at the schools and will continue patrols until school is dismissed at the end of June.

During one school visit a parking issue was brought to the City's attention by the principal of Errington Elementary School. The Parking section worked jointly with Transportation and the Principal to make positive changes in the area. These modifications benefited not only the school by enhancing safety for the children but alleviated a traffic concern which affected parents dropping off children.

With the onset of spring and summer weather, the Animal Control Officers have increased their presence in both the parks, dykes and beaches within the City. Animal Control Officers are providing education on dog responsibility and ownership, including leashing, muzzling and licensing rules together with issuing tickets for various infractions when verbal compliance is not achieved. Officers are also educating owners on the dangers of leaving animals inside hot vehicles without ventilation or the basic necessities of life.

The number of dog licenses purchased in April 2016 trended lower from the previous month as most dog owners have renewed or have been reminded to renew earlier in the year. Of all the dogs licensed in the City, approximately 1.5% have been classified as “dangerous dogs” either by breed or by circumstance.

In May 2016 Community Bylaws will commence the Dog Canvassing Program which will include door to door canvassing for dog licenses and increased park and dyke patrols for educational purposes in relation to dogs and other animals. With the implementation of this program the above trend regarding dog licenses should be reversed.

Financial Impact

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

Consolidated Parking Program Revenue:

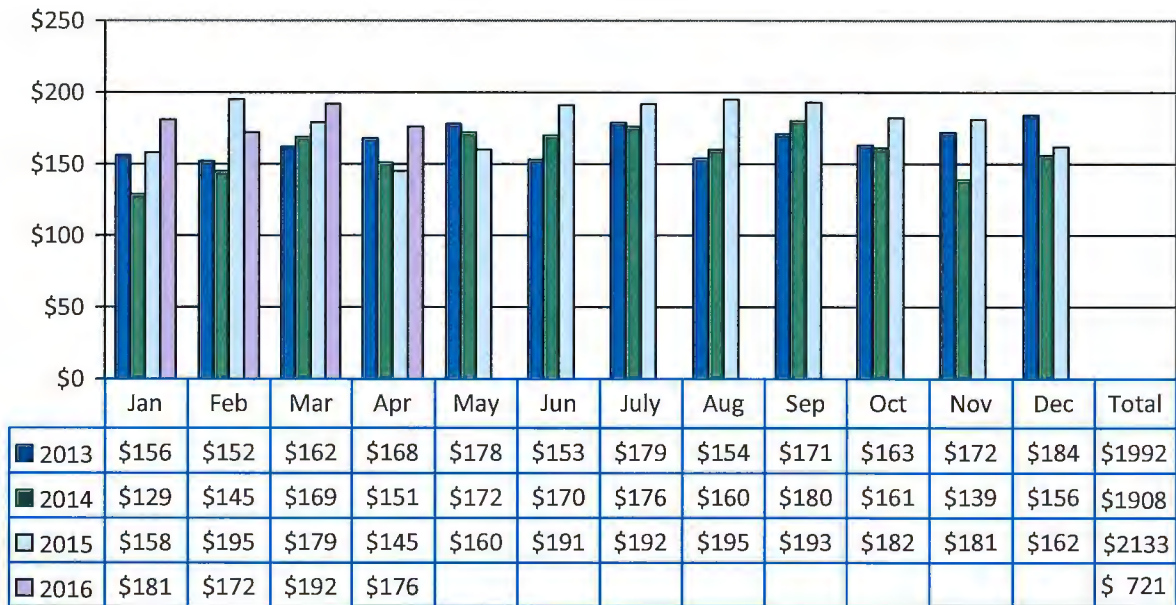
The total of meter, monthly permit and enforcement revenue increased by 21.2% over the same period last year to \$175,660 in April 2016 from \$144,881 in April 2015.

Meter Revenue increased by 106.5% over the same period last year to \$65,259 in April 2016 from \$31,604 in April 2015. The meter revenue budgeted for April 2016 was \$53,400.

Permit Revenue increased by 15.0% over the same period last year to \$16,465 in April 2016 from \$14,311 in April 2015. The permit revenue budgeted for April 2016 was \$12,000.

Enforcement Revenue decreased by 5.1% over the same period last year to \$93,936 in April 2016 from \$98,966 in April 2015. The enforcement revenue budgeted for April 2016 was \$85,600.

Figure 4: Consolidated Parking Revenue (000's)



Conclusion

The consolidated parking program revenue is higher compared to the previous three years in the same period. Enforcement revenue may be trending lower as a result of education and the issuance of more warning tickets when dealing with the public. Parking meter revenue is trending significantly higher, which is most likely a result of the better efficiencies with the new meters and less vandalism in the area.

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

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

BD:rg

1. Property Use

Customer Service Response

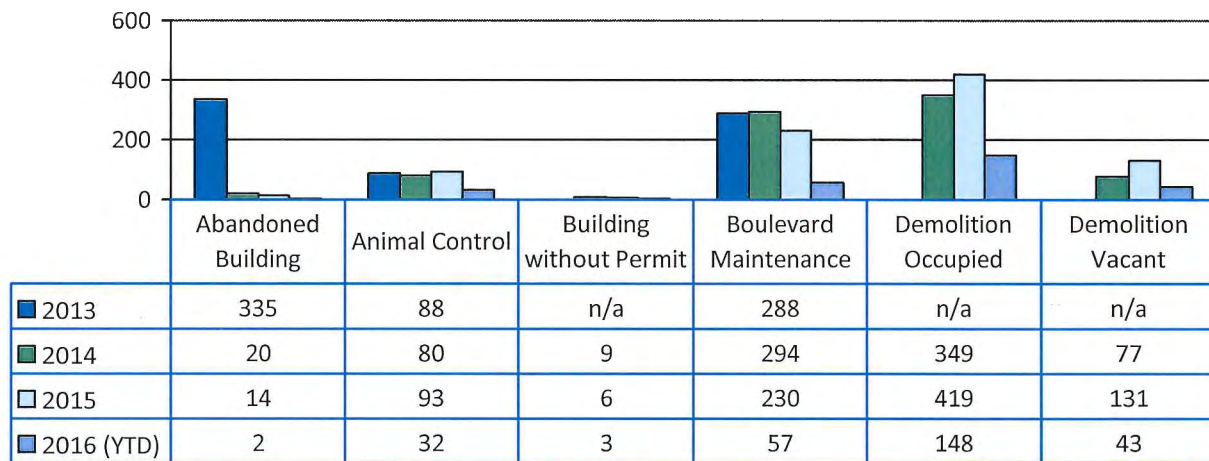
An average of 14 daily calls for service were fielded by administrative staff in April 2016. These calls for service include voice messages, directly-answered calls and emails. There was no change to the volume of calls compared to the number of calls that were fielded in March 2016. There was a minimal increase when compared to the number of calls fielded in April 2015.

Enforcement Activity

Property Use Officers handled 205 new investigational files during the month of April 2016. This activity represents an increase of 13.3% compared to March 2016 and decrease of 2.4% compared to the number of files that were handled in April 2015. Property Use Officers this month dealt with numerous unsightly properties, illegal signs and abandoned building complaints.

Staff continues to monitor the number of abandoned and vacant homes within the municipality and the City currently has 22 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 are in reference to dangerous dog investigations.*

Figure 1b: Service Demand Comparison

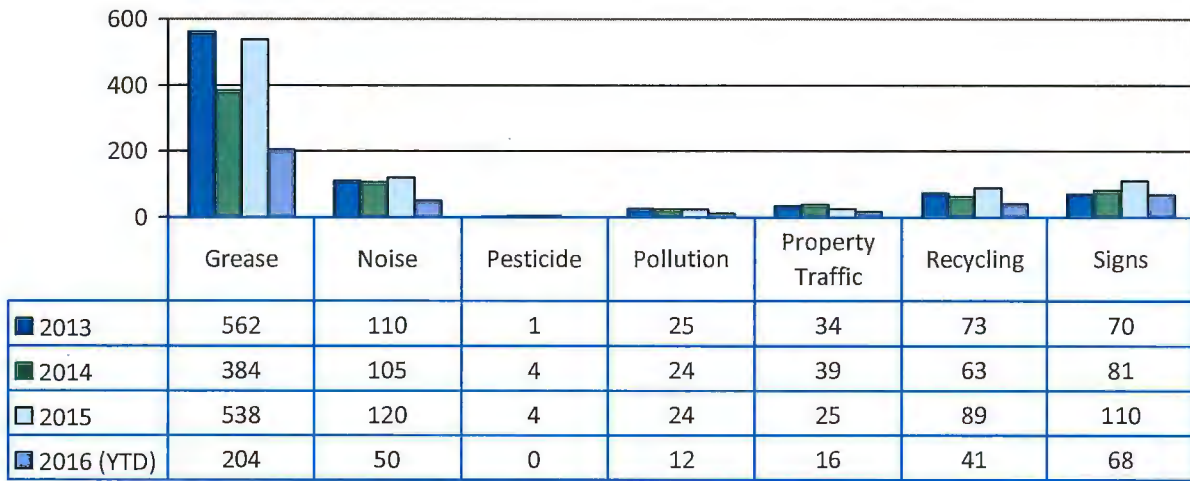
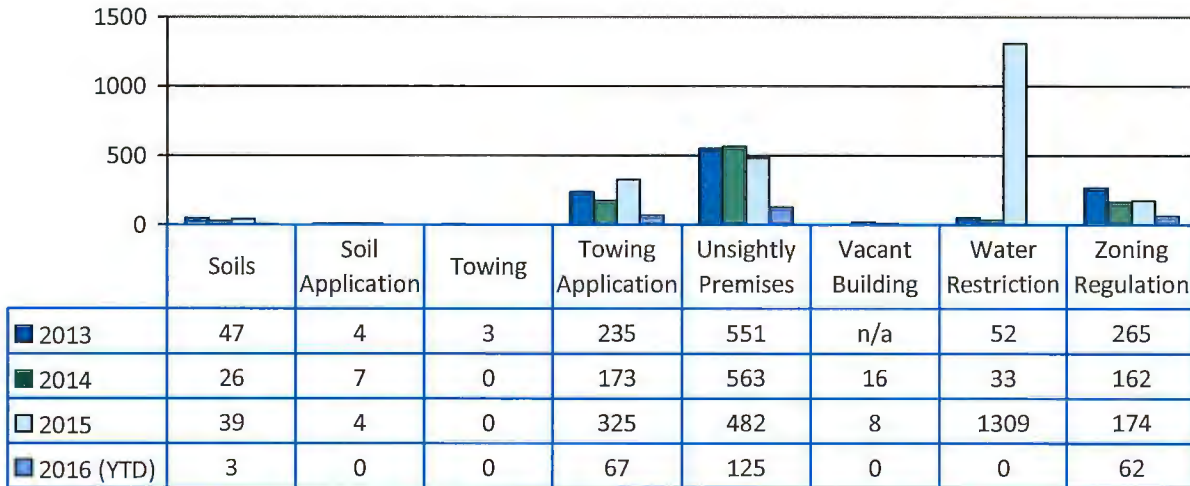


Figure 1c: Service Demand Comparison



3. *Towing applications are on par for 2016. There was an increase in 2015 because of a back log in 2014. An Auxiliary Property Use Officer was designated to process the applications in arrears.*

2. Grease Management Program

The Grease Management Inspector conducted 101 regulatory visits at 84 food sector establishments, 63 of these files were concluded during April 2016. These inspections resulted in the issuance of two bylaw violations, one written warning and three verbal warnings. The Grease Inspector continues to work closely with Engineering and Metro Vancouver on critical issues.

3. Parking Program

Customer Service Response

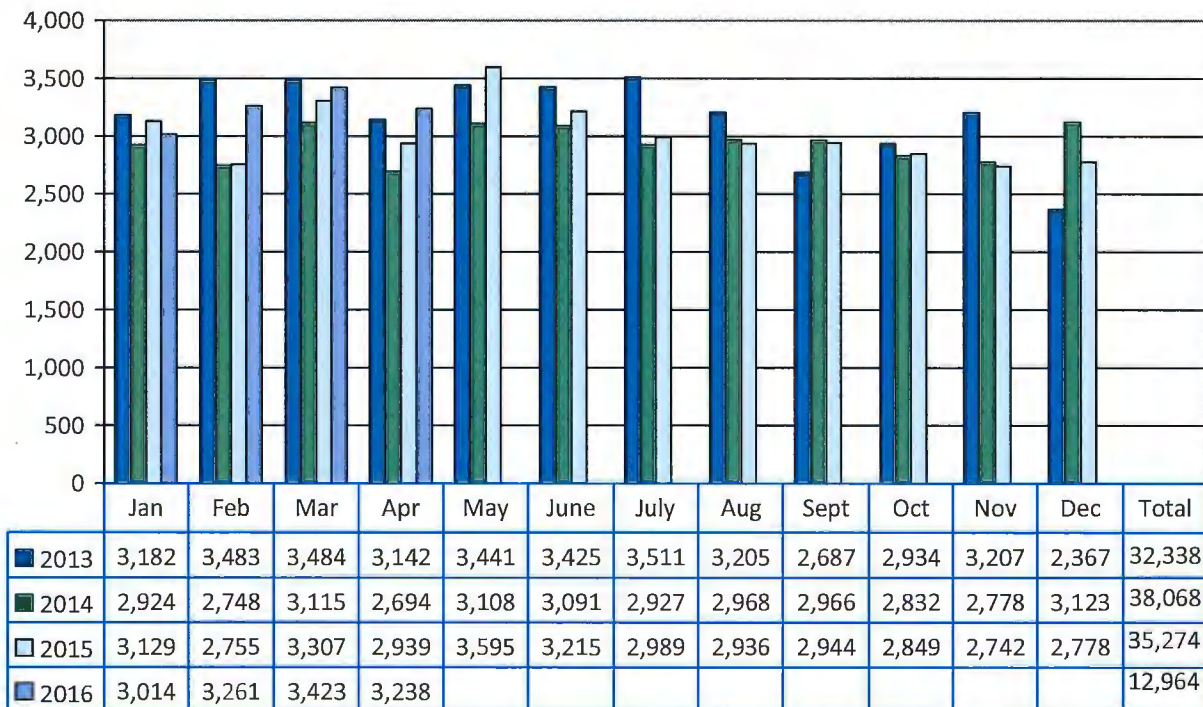
An average of 30 daily calls for service were fielded by administration staff in April 2016. These calls for service include voice messages, directly-answered calls and emails. There was no change in this activity compared to the number of calls that were fielded in March 2016. However, there was a decrease of 16.7% compared to the number of calls that were fielded in April 2015. There was also an average of 2.8 daily E-comm calls for service which were responded by Parking and Animal Control Officers.

Enforcement Activity

A total of 3,238 violations were issued for parking, safety and liability infractions during the month of April 2016. This activity represents a decrease of 5.4% compared to the number of violations that were issued in March 2016 and an increase of 10.2 % compared to April 2015.

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

Figure 2: 2013 - 2016 Comparison for Parking Violations Issued



In April 2016, 213 violations were changed to warnings, which represent approximately 6.6% 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 April 2016

Section 2.1 (a)	Identity issues	9
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	2
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	19
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	13
Section 2.1 (f)	Not in the public interest	7
Section 2.1 (g)	Proven effort to comply	73
—	Administrative Entries	89
	TOTAL:	213

4. Adjudication Program

There were no adjudication cases scheduled for April 2016. The next adjudication hearing is scheduled for June 28, 2016.

5. Animal Control

The Community Bylaw Division issued 97 new dog licences during April 2016. This activity represents a decrease of 7.6 % compared to the number of licenses issued in March 2016 and a decrease of 24.2% compared to the number of licenses issued in April 2015. The Animal Control Officer follows up diligently on all outstanding licenses. When the Dog Canvassing Program starts in May 2016 the amount of licenses issued should increase as more dogs are identified.

In April 2016 the Animal Control Officer issued 23 tickets related to various dog violations, including failure to leash and failure to pick up dog excrement. The Officer conducted patrols of the following locations:

- Garry Point Park
- Railway Shared Pathway
- West Dyke Trail
- North Dyke Trail
- Steveston Community Park
- Imperial Landing Park
- Britannia Heritage Shipyard Park
- Great West Cannery Park (South Cove)
- T. Homma Neighbourhood School Park
- Mariner's Village Neighbourhood Park
- McDonald Beach
- South Arm Community Park
- McNair Neighbourhood School Park
- Terra Nova Natural Area
- Garnet Tot Lot
- Thompson/Burnett Community Park
- Alderbridge Way Off Leash Park
- Odlin Neighbourhood Park
- Britannia Heritage Shipyard Park
- Shell Road Trail
- Westwind Neighbourhood School Park
- McMath Neighbourhood School Park
- Richmond Nature Park
- Richmond Nature Park East
- King George/Cambie Community Park
- Odlinwood Neighbourhood Park
- Katsura Neighbourhood Park
- Garden City Community Park

ATTACHMENT 1

- Terra Nova Rural Park
- Anderson Neighbourhood School Park
- Dover Neighbourhood Park
- MacNeill Neighbourhood School Park

At the end of April 2016 there were 6589 dogs licensed within the City which included 97 “dangerous dog” licenses. Animal Control Officers responded to a total of nine dog bite incidents during this month, all of which resulted in “dangerous dog” investigations. The amount of dog bites increased from last month as more dogs are being walked with the warmer weather.