



City of Richmond

Report to Committee

To: Community Safety Committee

Date: March 14, 2016

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

File:

Re: Community Bylaws Monthly Activity Report – February 2016

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – February 2016”, dated March 14, 2016 from the General Manager, Law & Community Safety, be received for information.

Phyllis L. Carlyle
General Manger, 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 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's Term Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

Analysis

1. Property Use

Customer Service Response

An average of 14 daily calls for service were fielded by administrative staff in February 2016. These calls for service include voice messages, directly-answered calls and emails. This activity represents an increase of 16.7% compared to the number of calls that were fielded in January 2016 and a minimal increase when compared to the number of calls fielded in February 2015.

Enforcement Activity

Property Use Officers handled 194 new investigational files during the month of February 2016. This activity represents an increase of 30.2% compared to January 2016 and an increase of 38.6% compared to the number of files that were handled in February 2015.

Staff continue to monitor the number of abandoned and vacant homes within the municipality and the City currently has 25 residences on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a, 1b and 1c compare *Property Use Service Demand* for February 2016 by issue and by year.

Figure 1a: Service Demand Comparison

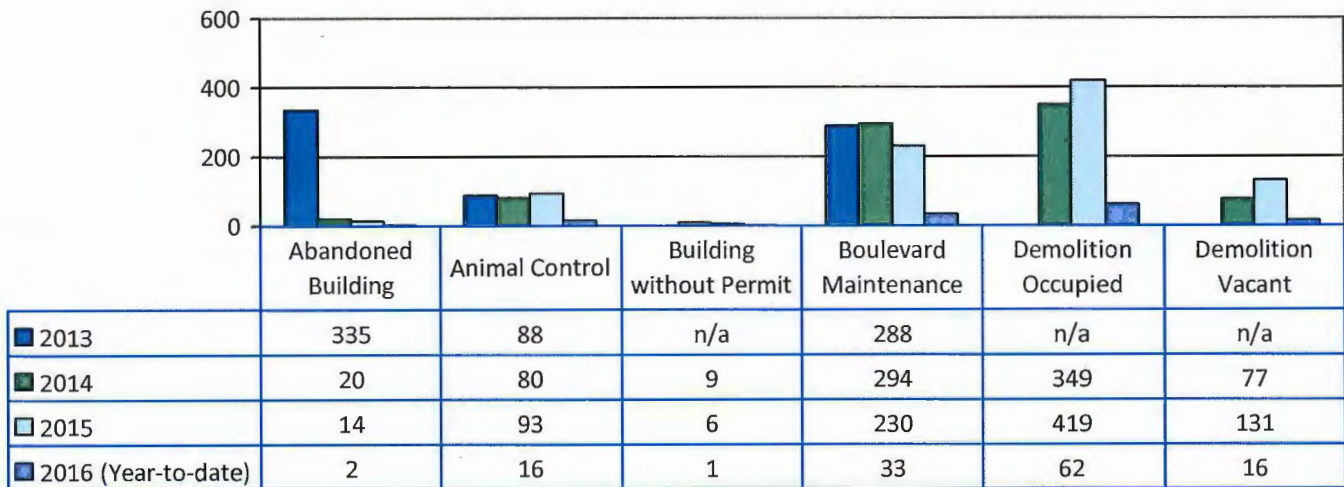


Figure 1b: Service Demand Comparison

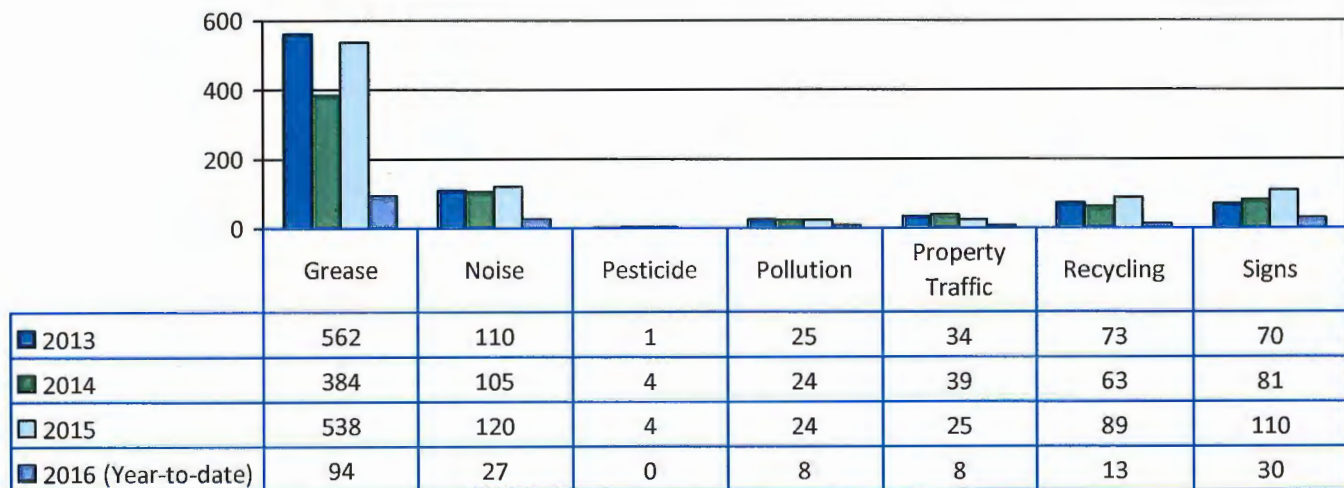
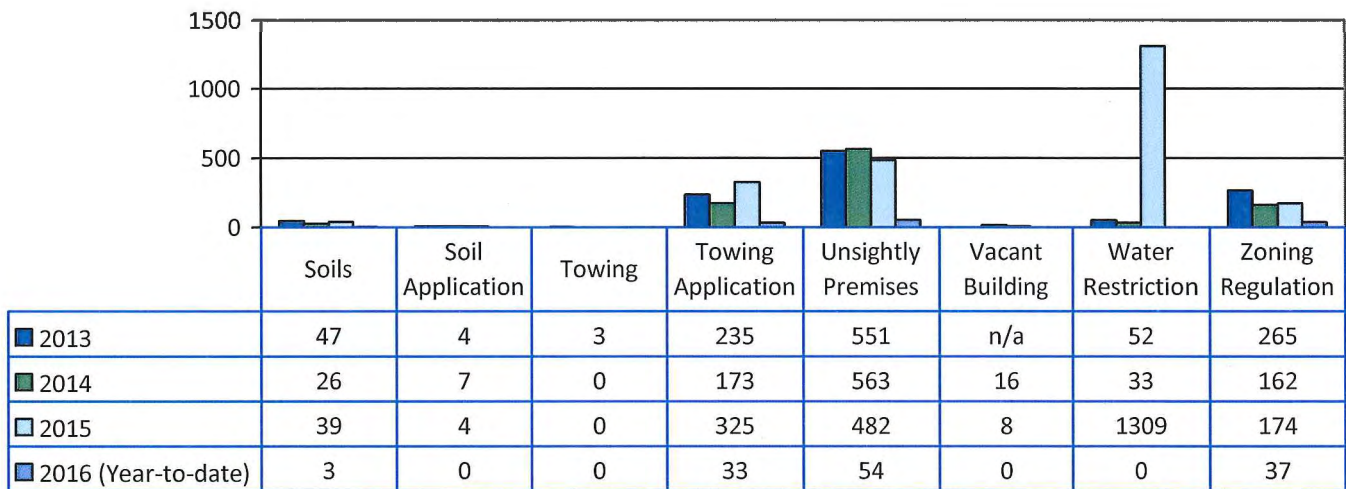


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management Inspector conducted 61 regulatory visits at 31 food sector establishments, 27 of these inspections were concluded during February 2016. These inspections resulted in the issuance of 4 bylaw violations, with 1 infraction being amended to a warning.

3. Parking Program

Customer Service Response

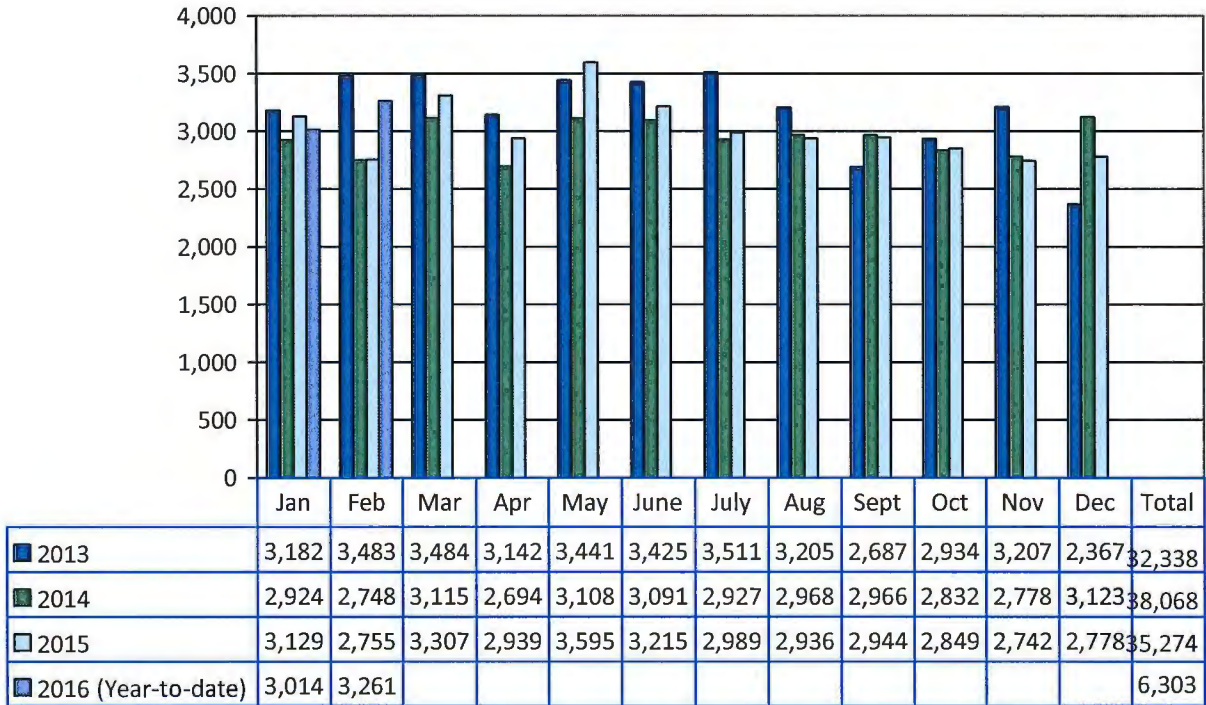
An average of 36 daily calls for service was fielded by administration staff in February 2016. These calls for service include voice messages, directly-answered calls, and emails. This activity represents an increase of 9.1% compared to the number of calls that were fielded in January 2016 and an increase of 50% compared to the number of calls that were fielded in February 2015. There was also an average of 2.4 daily E-comm calls for service fielded by the Parking and Animal Control Officers.

Enforcement Activity

A total of 3,289 violations were issued for parking, safety and liability infractions during the month of February 2016. This activity represents an increase of 9.1% compared to the number of violations that were issued in January 2016 and an increase of 26.8% compared to February 2015.

Figure 2 compares the number of Violations Issued by month from 2013 through to 2016.

Figure 2: 2013 - 2016 Comparison for Parking Violations Issued



In February 2016, 238 violations were changed to warnings, which represent approximately 7.3% 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.

Section 2.1 (a)	Identity issues	17
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	8
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	25
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	10
Section 2.1 (f)	Not in the public interest	15
Section 2.1 (g)	Proven effort to comply	74
—	Administrative Entries	87
	TOTAL:	238

4. Adjudication Program

The next adjudication hearing is scheduled for March 29, 2016.

5. Animal Control

The Community Bylaw Division issued 179 new dog licences during February 2016. This activity represents a decrease of 15.1% compared to the number of licenses issued in January 2016 and an increase of 9.8% compared to the number of licenses issued in February 2015.

In February 2016 the Animal Control Officer issued 30 tickets related to various dog violations. The Officer conducted patrols of the following locations:

- West Dyke Trail
- Garry Point Park
- South Arm Park
- Railway Shared Pathway
- Dover Neighbourhood Park
- Terra Nova Park
- Kingswood School Park
- No. 3 Road Dog Park
- East Dyke Trail
- London Heritage Farm
- Woodward's Slough
- Garden City Park

At the end of February 2016 there were 5918 dogs licensed within the City which includes 75 "dangerous dog" licenses. Animal Control Officers responded to a total of 6 dog bite incidents during this month, all of which resulted in "dangerous dog" investigations.

Financial Impact

Revenue and Expenses

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

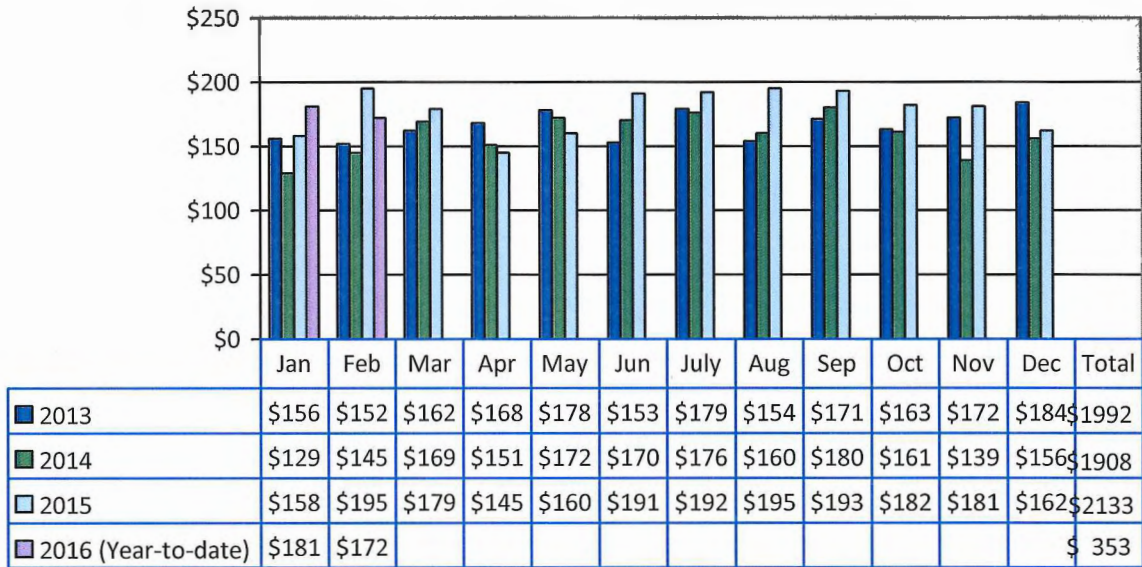
Consolidated Parking Program Revenue:

Meter Revenue increased by 30.3% over the same period last year to \$55,205 in February 2016 from \$42,373 in February 2015. The meter revenue budgeted for February 2016 was \$53,400.

Permit Revenue decreased by 0.84% over the same period last year to \$13,387 in February 2016 from \$13,501 in February 2015. The permit revenue budgeted for February 2016 was \$12,000.

Enforcement Revenue decreased by 3.4% over the same period last year to \$103,784 in February 2016 from \$107,330 in February 2015. The enforcement revenue budgeted for February 2016 was \$85,600.

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

The overall property use service demand is consistent with the previous year. For February: noise, pollution, signs, and zoning regulation are trending higher than last year, while soil and unsightly premises are trending lower.

Parking revenue is on-track with meter revenue trending higher compared to historical average. Staff continues to monitor parking revenue as part of the City’s financial management and planning.

The number of dog licenses was up slightly from last year. Of all the dog licenses in the City, approximately 1.2% pertains to “dangerous dog”.

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


 MO
 Michelle Orsetti
 Acting Manager, Community Bylaws (604-204-8551)
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