



City of Richmond

Report to Committee

To: Community Safety Committee

Date: October 14, 2015

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

File:

Re: Community Bylaws Monthly Activity Report – September 2015

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – September 2015”, dated October 14, 2015 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:
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 17 daily calls for service were fielded by administrative staff in September 2015. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 61.4% compared to the number of calls that were fielded in August 2015 and an increase of 13.3% compared to the number of calls fielded in September 2014.

Enforcement Activity

Property Use Officers handled 236 new investigational files during the month of September 2015. This activity represents a decrease of 67.1% when compared to the historically high number of files that were handled in August 2015 and an increase of 29.7% compared to the number of files that were handled in September 2014 which is attributable to an increase in demolition permits and grease inspections.

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

Figures 1a, 1b and 1c compare *Property Use Service Demand* for September 2015 by issue and by year.

Figure 1a: Service Demand Comparison

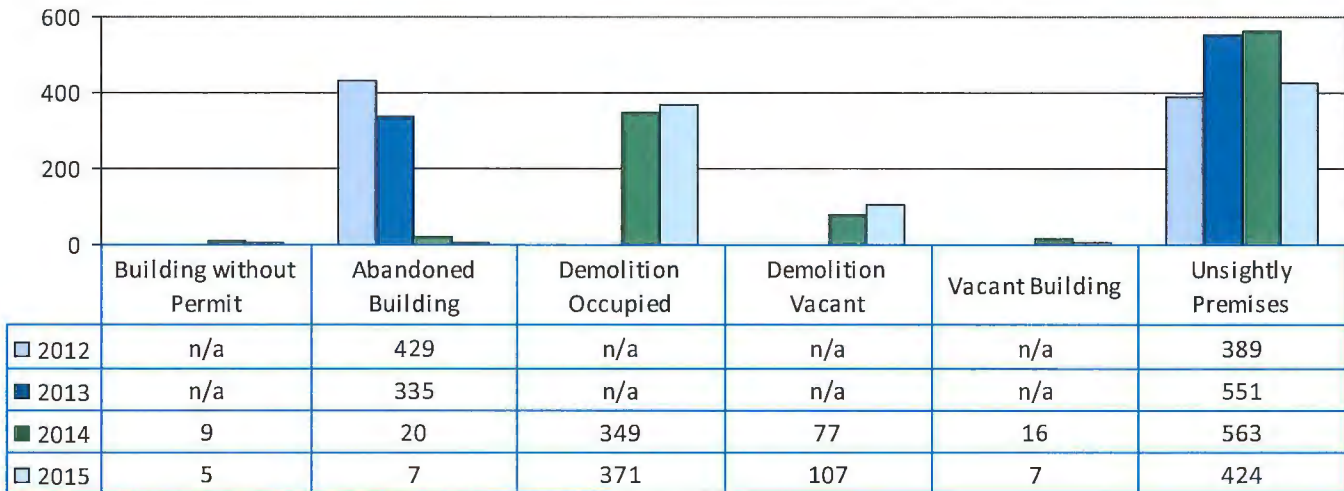


Figure 1b: Service Demand Comparison

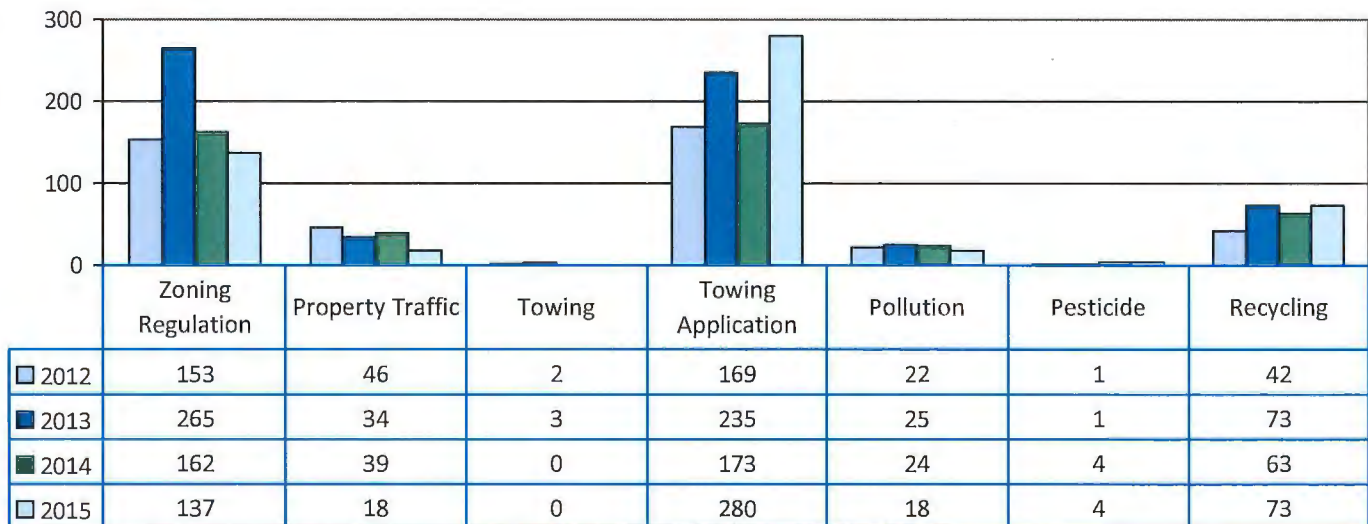
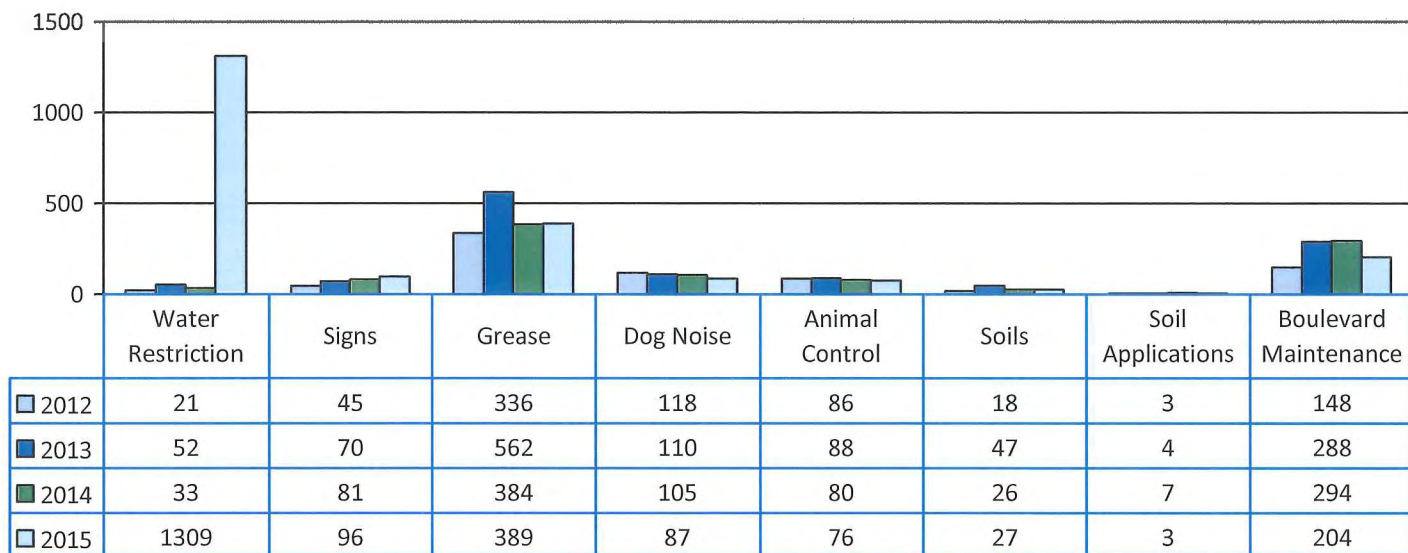


Figure 1c: Service Demand Comparison



Water Restriction

Stage 3 water restrictions remained in effect from September 1st to September 8th. Stage 2 water restrictions were implemented on September 9th and remained in effect to September 30th. Only 1 Stage 2 bylaw violation was issued in September 2015.

2. Grease Management Program

The Grease Management Officer(s) conducted 98 regulatory visits at food sector establishments, 81 of these inspections were concluded during the month of September 2015. These inspections resulted in the issuance of 6 bylaw violations, with 3 infractions being amended to a warning.

3. Parking Program

Customer Service Response

An average of 34 daily calls for service were fielded by administration staff in September 2015. This activity represents an increase of 3% compared to the number of calls that were fielded in August 2015 and an increase of 47.3 % compared to the number of calls that were fielded in September 2014.

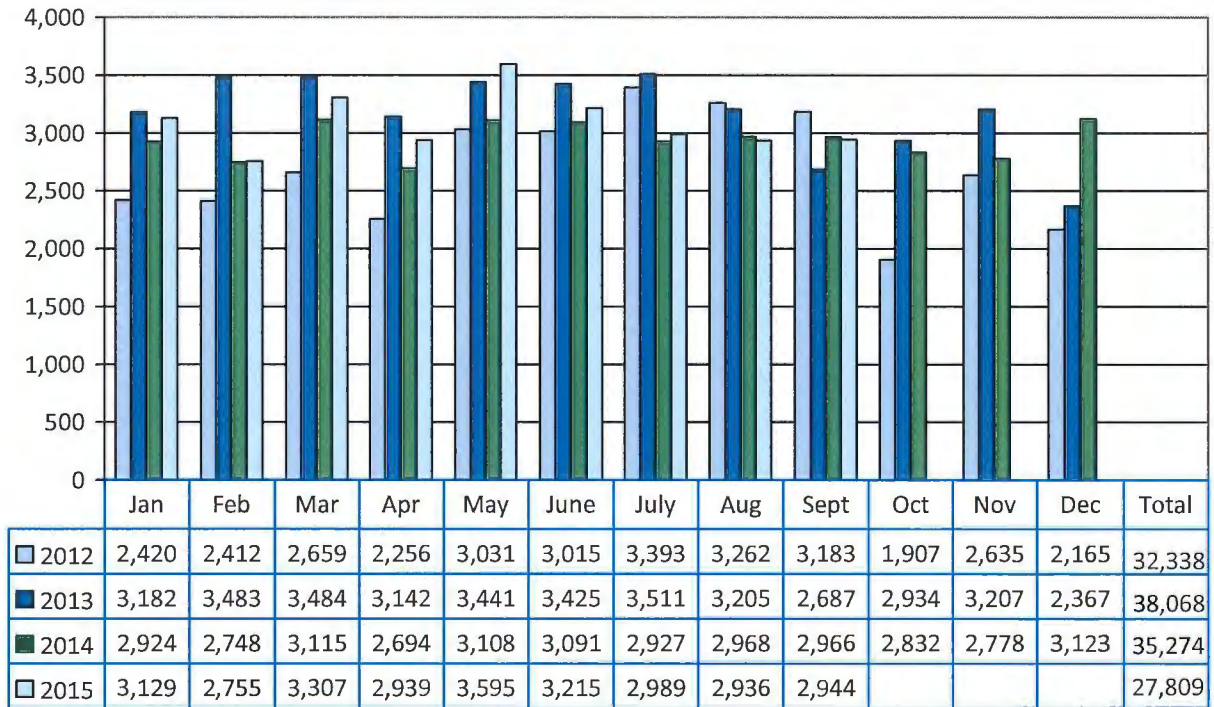
Enforcement Activity

A total of 2,944 violations were issued for parking, safety and liability infractions during the month of September 2015. This activity represents an increase of 0.3% compared to the number

of violations that were issued in August 2015 and a decrease of 0.7% compared to the number of violations that were issued in September 2014.

Figure 2 compares the number of *Violations Issued* by month from 2012 through to 2015.

Figure 2: 2012 - 2015 Comparison for Parking Violations Issued



During the month of 169 violations were changed to warnings, which represent approximately 17.4% of the tickets issued during September. The following list 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	3
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	16
Section 2.1 (e)	Multiple violations issued for one incident	4
Section 2.1 (f)	Not in the public interest	11
Section 2.1 (g)	Proven effort to comply	54
—	Administrative Entries	64

	Total	151
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4. Adjudication Program

The adjudicator ruled on 23 cases during a hearing held on September 22, 2015. These rulings resulted in 21 violations being upheld and 2 violations being dismissed. The next adjudication hearings are scheduled for October 27 and October 29th, 2015 where 37 cases will be heard.

5. Animal Control

The Community Bylaw Division issued 93 new dog licences during the month September 2015. This activity represents a decrease of 41.1% compared to the number of licenses issued in August 2015 and a decrease of 18.4% compared to the number of licenses issued in September 2014. The decrease in dog licensing is attributed to the earlier cancellation of the City’s Summer Dog License Canvassing program.

In September the animal patrol officer issued 69 tickets and 6 warnings related to various dog violations. The officer conducted patrols of the following locations:

- | | |
|---|------------------------------------|
| Anderson Neighbourhood School Park | Mitchell Neighbourhood School Park |
| Bridgeport Trail | North Dyke Trail |
| Diefenbaker Neighbourhood School Park | Odlin Neighbourhood Park |
| Garden City Park | Odlinwood Neighbourhood Park |
| Garry Point Park | Railway Shared Pathway |
| Hamilton Community Park | South Arm Community Park |
| King George/Cambie Community Park | Steveston Community Park |
| Mariner's Village Neighbourhood Park | Tait Water Front |
| Manoah Steves Neighbourhood School Park | Terra Nova Park |
| McCallan Neighbourhood Park | Thompson Community Park |
| McLean Neighbourhood Park | West Dyke Trail |

At the end of September 2015 there were 7024 dogs licensed within the City including 100 “dangerous dogs”. The number of licensed dogs is currently at historically high level. In addition Animal Control officers responded to a total of 9 dog bite incidents during the month, all of which resulted in “dangerous dog” investigations.

Financial Impact

6. Revenue and Expenses

The following information is a month by month analysis of September 2015 compared to September 2014.

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue increased by 7.0% over the same period last year to \$192,722 in September 2015 from \$180,193 in September 2014.

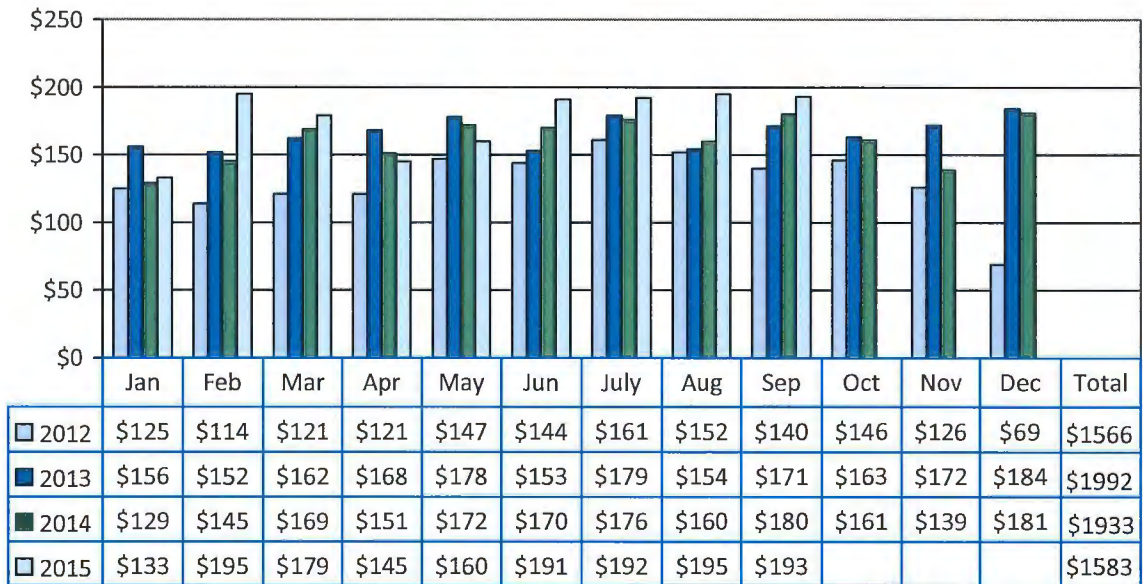
Meter Revenue increased by 43.2% over the same period last year to \$74,826 in September 2015 from \$52,243 in September 2014. This increase is believed to be a direct result of the technological benefits of the City’s new parking meters.

Permit Revenue increased by 3.4% over the same period last year to \$14,142 in September 2015 from \$13,679 in September 2014.

Enforcement Revenue decreased by 9.2% over the same period last year to \$103,754 in September 2015 from \$114,271 in September 2014.

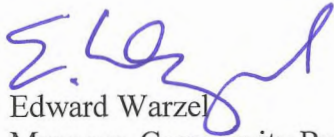
Figure 3 compares *consolidated revenue* by month from 2012 to 2015:

Figure 3: Consolidated Parking Revenue (000's)



Conclusion

Community Bylaw staff strive to maintain the quality of life and the safety of residents through coordinated efforts with other City departments and community partners, working as a team to promote a culture of compliance.



Edward Warzel
Manager, Community Bylaws (604-247-4601)
EW:rg