



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** April 28, 2014  
**From:** Phyllis L. Carlyle **File:**  
 General Manager, Law and Community Safety  
**Re:** **Community Bylaws Monthly Activity Report - March 2014**

### Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – March 2014”, dated April 28, 2014, from the General Manager, Law & Community Safety, be received for information.

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

REPORT CONCURRENCE	
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>
Finance Division	<input checked="" type="checkbox"/>
Parks Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> 
<b>APPROVED BY CAO</b> 	

## 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:

*To ensure Richmond remains a safe and desirable community to live, work and play in, through the delivery of effective public safety services that are targeted to the City's specific needs and priorities.*

### Analysis

#### 1. Property Use

##### Customer Service Response

An average of 12 daily calls for service was fielded by administration staff in March 2014. These calls for service include voice messages, directly-answered calls, as well as emails. This activity represents an increase of 8% compared to the number of calls fielded in February 2014 and is a decrease of 29% when compared to the number of calls reported in March 2013.

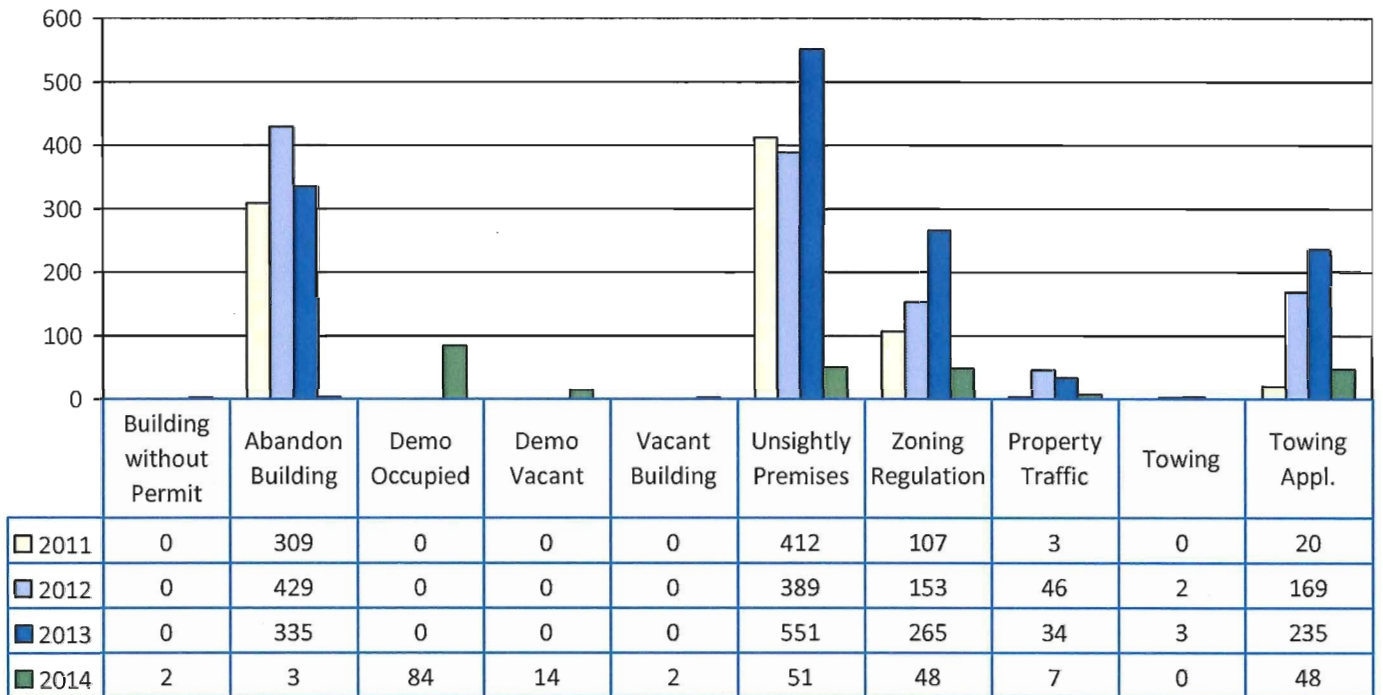
##### Enforcement Activity

Property use officers managed 156 new investigational files during the month of March 2014 which is a decrease of approximately 11.86% when compared to March 2013. This decrease is primarily attributed to a reduction in the number of abandoned building, unsightly premise and sign regulation contraventions, as reported in March 2014. In aggregate, there were 22 incidents of this nature reported during the month, as compared to 62 incidents reported in March 2013.

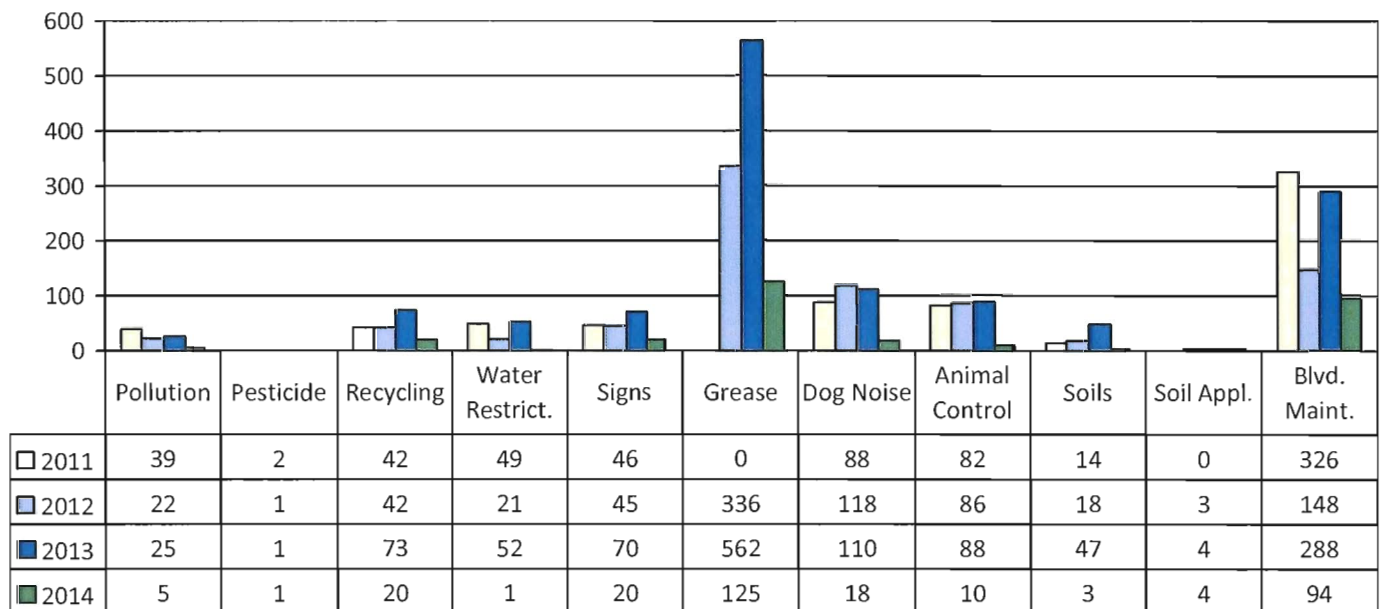
Community Bylaws continues to monitor and reduce the number of abandoned and/or vacant homes in the City of Richmond. The City currently has 31 residences remaining on the "Abandoned/Vacant Home Joint Operations" list.

Figures 1a and 1b provide a comparison of Property Use service demand by type during March 2014 and the same period during previous years.

**Figure 1a: Service Demand Comparison**



**Figure 1b: Service Demand Comparison**



## 2. Grease Management Program

The Grease Management inspector conducted 67 regulatory visits to 31 food sector establishments during March 2014, resulting in 11 bylaw violations of which 3 were amended to warnings.

## 3. Parking Program

### Customer Service Response

An average of 19 daily calls for service was fielded by administration staff in March 2014. This activity represents a decrease of 5% compared to February 2014, and a decrease of 59% when compared to the number of calls reported in March 2013.

### Enforcement Activity

A total of 3,115 notices of bylaw violation were issued for parking, safety and liability infractions within the City during the month of March 2014. This is a decrease of approximately 10% compared to the number of violations issued in March 2013.

During the month of March 2014, 251 violations were changed to a warning, which represents approximately 8% of the tickets issued during March 2014. The following list provides a breakdown of the common reasons for the cancellation of bylaw violation notices pursuant to Council's Grounds for Cancellation Policy No. 1100 under specific sections:

Section 2.1 (a)	Identity issues	22	8.76 %
Section 2.1 (b)	Exception in Bylaw	0	0.00%
Section 2.1 (c)	Poor likelihood of success at adjudication	0	0.00%
Section 2.1(d)	Contravention necessary / health related	0	0.00%
Section 2.1 (e)	Multiple violations issued for one incident	14	5.58%
Section 2.1 (f)	Not in the public interest	20	7.97%
Section 2.1 (g)	Proven effort to comply	154	61.35%
—	Administrative Entries	41	16.34%
—	Warnings	0	0.00%

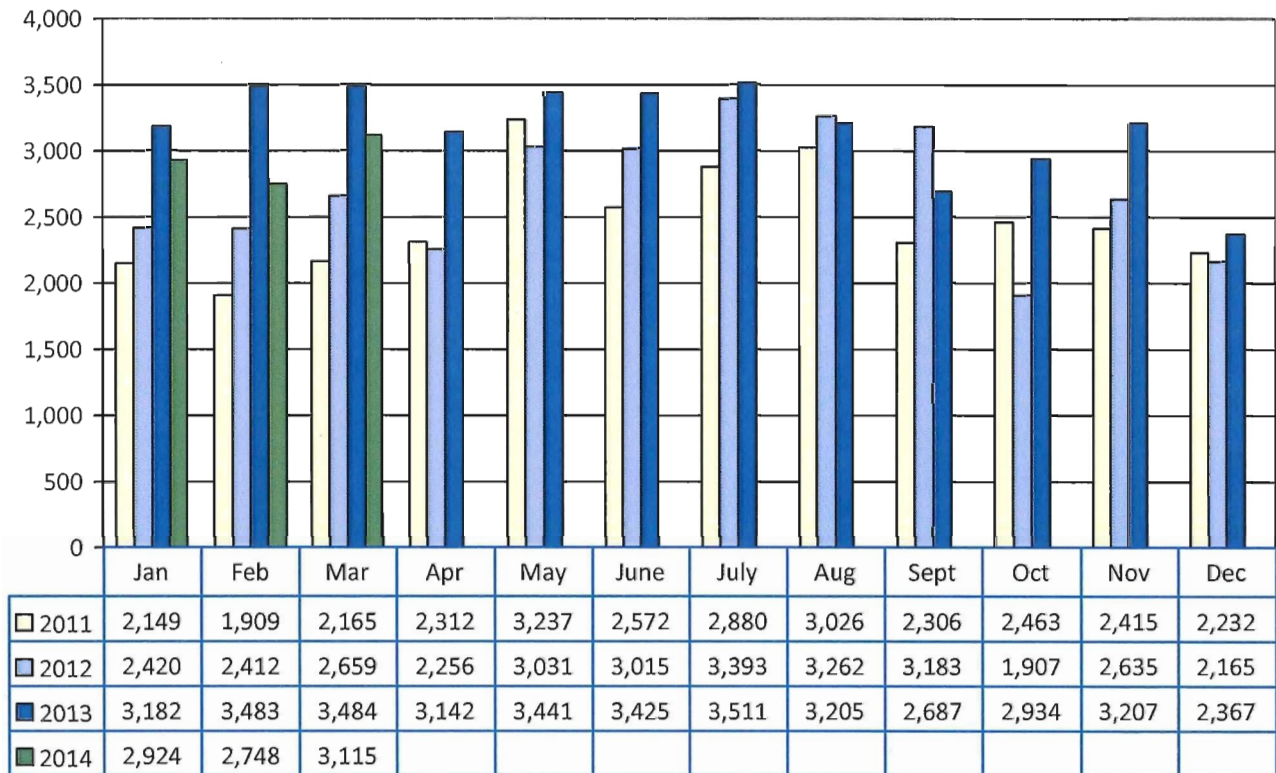
### Program Highlights

Ticketing activity for March 2014 was down in comparison to March 2013 however ticketing activity and enforcement revenue continue to exceed that of all years prior to 2013. Further, enforcement revenue continues to trend above budget Year-to-Date. Officer procedure and deployment changes implemented during January 2013 were largely responsible for a significant increase in violation issuance over the course of last year. Consequently, public compliance has risen significantly in 2014 and this has resulted in a drop and subsequent plateau of illegal traffic

activity. In conjunction, vehicle congestion, space availability and public sentiment have improved markedly in 2014 to the benefit of all residents.

Figure 2 is a month-to-month comparison reflecting the number of violations issued for the years 2011, 2012, 2013 and 2014:

**Figure 2: 2011 - 2014 Comparison for Parking Violations Issued**



**4. Adjudication Program**

A total of eight adjudication cases were scheduled for January 28, 2014, resulting in four violations upheld and four violations dismissed. The next Adjudication Hearing is scheduled for April 29, 2014.

**5. Animal Control**

Community Bylaws issued 91 new dog licences during March 2014, representing an increase of 15% when compared to the number of new dog licences issued in March 2013. As of the end of March 2014, there were 5,018 dogs licensed in Richmond. This total includes 67 dangerous dog license registrations.

Animal Control officers responded to five dog bite incidents during March 2014, all resulting in dangerous dog investigations with three violation tickets being issued.

**Financial Impact**

**6. Revenue and Expenses**

The following information is a month by month analysis of March 2014 compared to March 2013.

Consolidated Parking Program Revenue

The total of meter, monthly permit and enforcement revenue increased by 4% over the same period last year to \$169,005 in March 2014 from \$162,380 in March 2013.

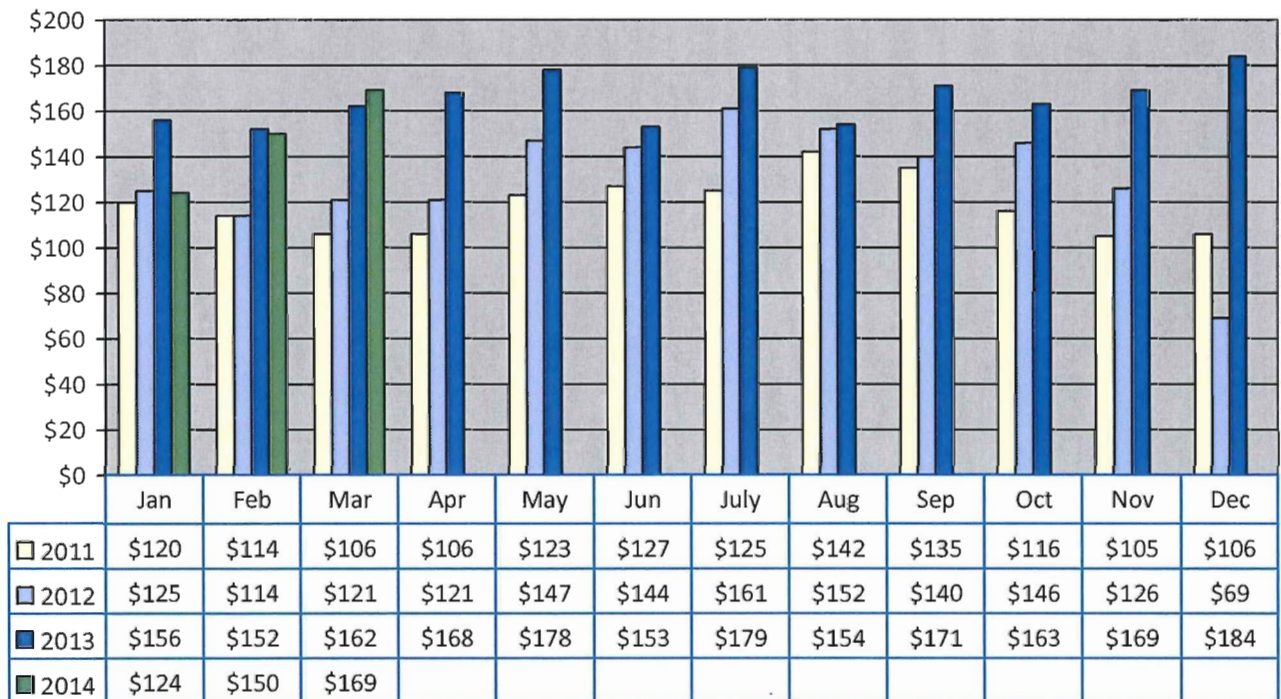
Meter revenue increased by 7% over the same period last year to \$41,982 in March 2014 from \$39,149 in March 2013.

Permit revenue increased by 44% over the same period last year to \$15,955 in March 2014 from \$11,016 in March 2013.

Enforcement Revenue decreased by 1% over the same period last year to \$111,068 in March 2014 from \$112,216 in March 2013.

Figure 3 provides a consolidated revenue comparison with prior years:

**Figure 3: Consolidated Parking Revenue (000's)**

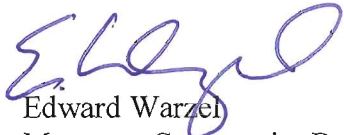


April 28, 2014

- 7 -

## **Conclusion**

Community Bylaw staff strive to maintain the quality of life and safety of residents, through a team approach and the coordination of City services and our many community partners, collectively these resources effectively promote a culture of compliance.



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

EW:ct