



City of Richmond

Report to Committee

To: Community Safety Committee

Date: August 15, 2016

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

File:

Re: Community Bylaws Monthly Activity Report – July 2016

Staff Recommendation

That the staff report titled "Community Bylaws Monthly Activity Report – July 2016", dated August 15, 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 focused on unsightly premises and vacant property complaints that traditionally increase during the summer months. In addition, noise, sign and pollution complaints have also risen, as residents spend more time outdoors.

Officers remain very active despite the reported decrease of 77% in property use enforcement (Attachment 1, Property Use), which is a direct result of an exceptional decrease in water restriction files. During July 2015 Community Bylaws handled 697 Water Restriction Enforcement files, as compared to eight such files handled during July 2016. This is a result of Metro Vancouver only reaching a "Stage 2" water restriction level in 2016, as opposed to the "Stage 3" water restriction level that was in place for most of the 2015 season.

The property use section has also had to reallocate resources to address illegal hotels and Bed and Breakfasts (B&Bs) as a result of the significant increase in complaints received regarding illegal hotels and B&Bs. There were 22 related complaints received in 2015 and 82 year to date in 2016.

Parking and Animal Control

Community Bylaws created and distributed a "dog in hot car" pamphlet that speaks to the dangers of leaving your dog in a vehicle on a warm day. In conjunction with this initiative, standard operating procedures were developed for the handling of distressed dogs in locked cars, which outlines step-by-step procedures for all Bylaw Officers.

Animal Control Officers continue to canvas for unlicensed dogs which resulted in 151 new dog licenses being issued during the month. In addition, officers continue to patrol City dykes, trails and parks, which resulted in the issuance of 61 violations in July for various dog infractions.

Permit revenue decreased by 8.6% year over year, however, this is indicative of traditional buying patterns as permit holders tend to make most of their purchases during June and January of the year (based on a 6 month purchase), which is the reason for subsequent drops during July and February of each year.

Meter revenue continues to increase significantly year over year, which reflects growing public compliance, which is the reason for the corresponding decrease in enforcement revenue of 7.3% year over year.

Financial Impact

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

Consolidated Parking Program Revenue:

Consolidated meter, permit and enforcement revenue decreased by 2.3% over the same period last year to \$187,941 in July 2016 from \$192,273 in July 2015. The year to date budget for parking revenue is \$1,020,703 actual parking program revenue is \$1,294,117.

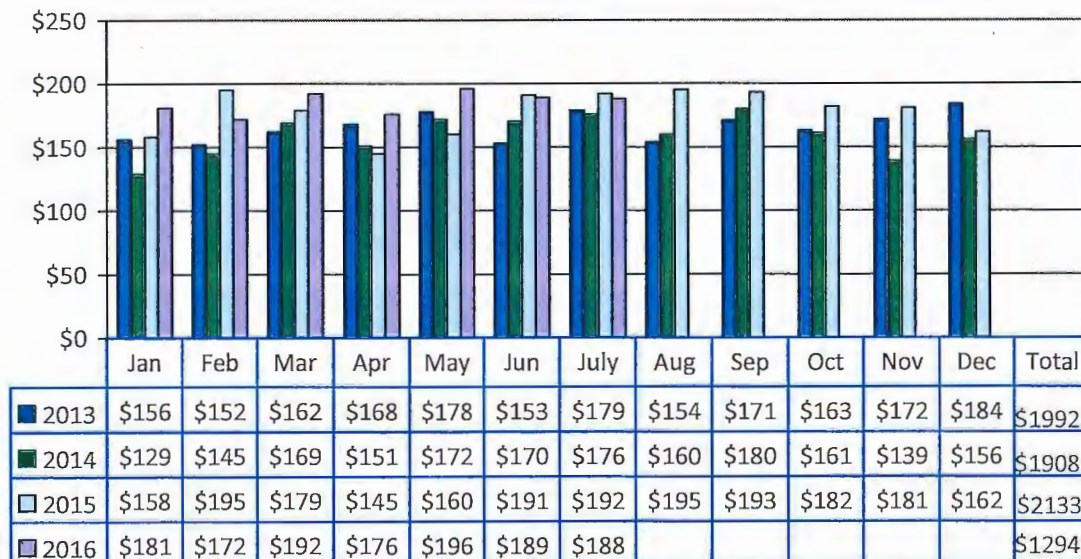
Meter Revenue increased by 9.4% over the same period last year to \$65,420 in July 2016 from \$59,810 in July 2015. The year to date budget for meter revenue is \$317,543 actual meter revenue is \$450,388.

Permit Revenue decreased by 8.6% over the same period last year to \$16,760 in July 2016 from \$18,341 in July 2015. The year to date budget for permit revenue is \$71,943 actual permit revenue is \$124,156.

Enforcement Revenue decreased 7.3% over the same period last year to \$105,762 in July 2016 from \$114,121 in July 2015. The year to date budget for enforcement revenue is \$631,217 actual enforcement revenue is \$719,573.

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 efforts and resources on unsightly properties, traffic, pollution and other visual disturbances that are top of mind with residents during the summer. Staff resources are also being reallocated as needed to address the significant increase in complaints regarding illegal hotels and B&Bs.

The pay-parking program remains strong showing gains in meter revenue with a levelling of permit revenue month over month and year over year, while the parking enforcement section remains active with stable revenues year over year and consistently exceeding revenue targets.

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 July, 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:ct
Att. 1: Property Use and Parking – Enforcement Activity

1. Property Use

Customer Service Response

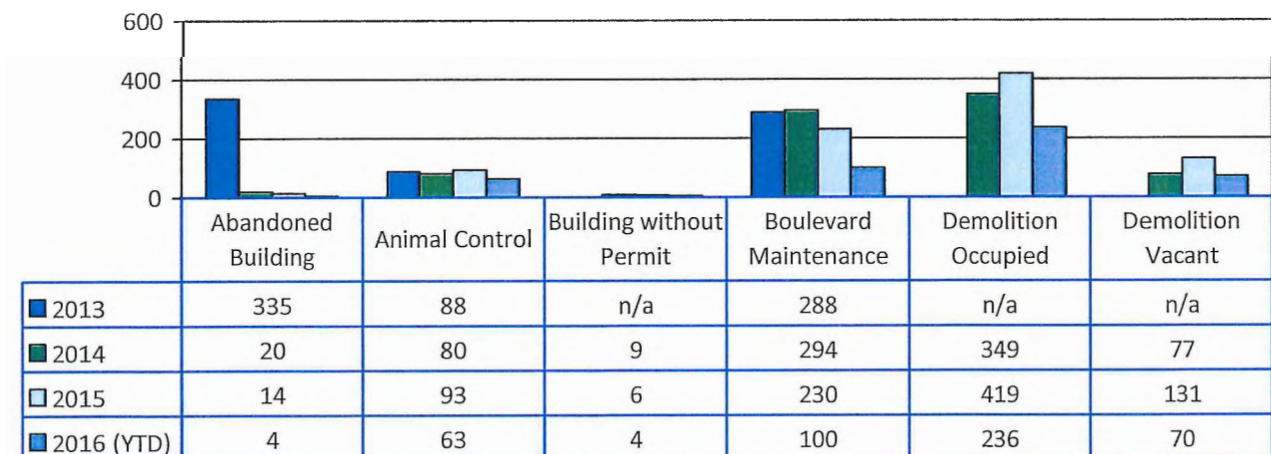
Administration staff fielded an average of 13 daily calls for service in July 2016. These calls for service include voice messages, directly-answered calls and emails. This represents a month over month same call volume compared to June 2016 and a year over year decrease in call volume compared to July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

Enforcement Activity

Community Bylaw Property Use Officers handled 218 new investigational files during the month of July 2016. This activity represents a decrease of 9.5% compared to the number of files handled in June 2016 and decrease of 77.0% compared to the number of files handled in July 2015.

Currently there are 24 residences on “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

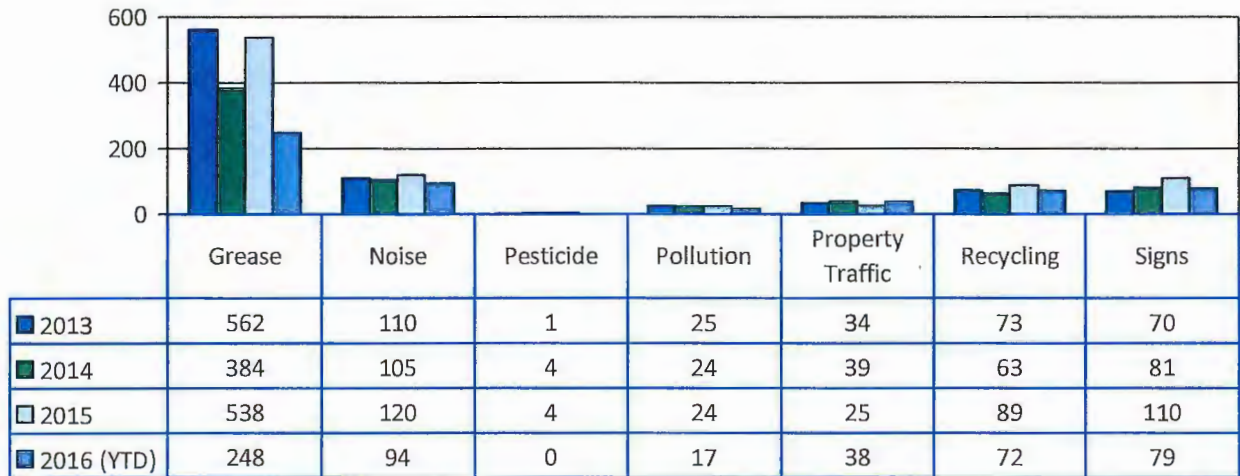
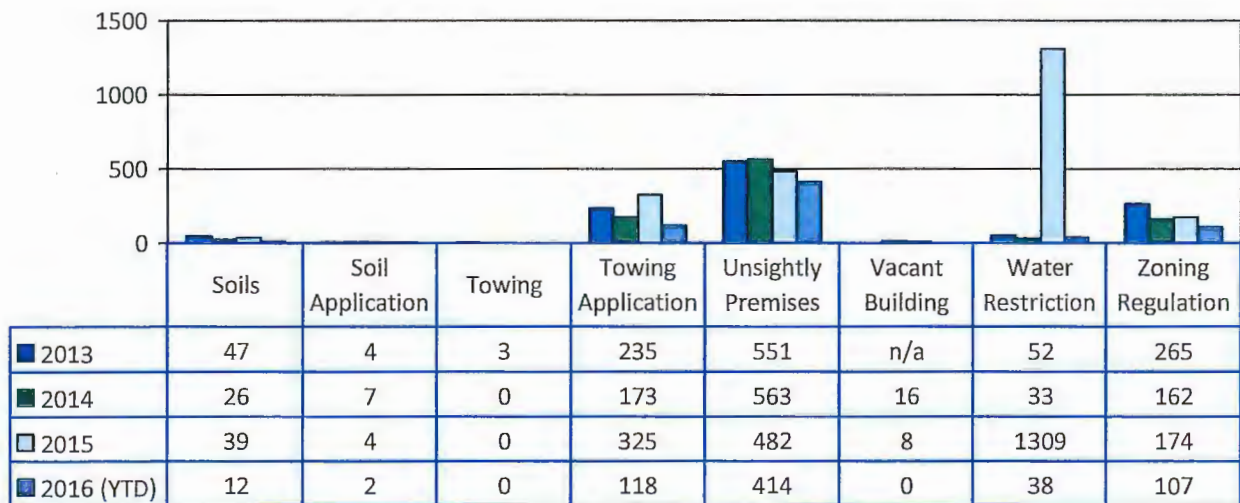


Figure 1c: Service Demand Comparison



2. Grease Management Program

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

3. Parking Program

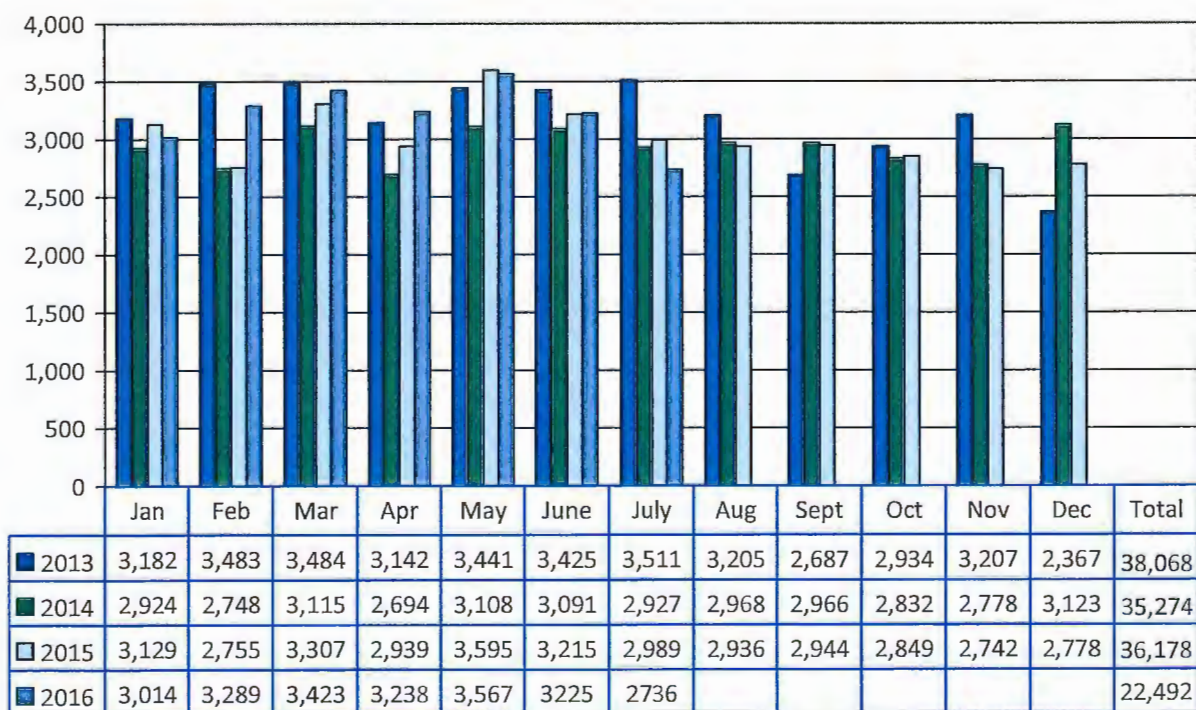
Customer Service Response

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

Enforcement Activity

A total of 2,736 violations were issued for parking, safety and liability infractions during the month of July 2016. This activity represents a decrease of 15.2% compared to the number of violations that were issued in June 2016 and a decrease of 8.5% compared to the number of violations that were issued in July 2015.

Figure 2: 2013 - 2016 Comparison for Parking Violations Issued



In July 2016, 172 violations or 6.3% 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 July 2016

Section 2.1 (a)	Identity issues	20
Section 2.1 (b)	Exception specified under this bylaw or other bylaw	6
Section 2.1 (c)	Poor likelihood of success at adjudication for the City	13
Section 2.1 (d)	Contravention was necessary for the preservation for health and safety	0
Section 2.1 (e)	Multiple violations issued for one incident	4
Section 2.1 (f)	Not in the public interest	8
Section 2.1 (g)	Proven effort to comply	54
—	Administrative Entries	65
—	Issued as Warnings	1
—	Allegation did not Occur	1
—	Total	172

4. Adjudication Program

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

5. Animal Control

Community Bylaws issued 151 new dog licences during the month of July 2016. This activity represents an increase of 18.0% compared to the number of licences issued in June 2016 and a decrease of 24.1% compared to the number of licences issued in July 2015.

In July 2016, 60 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 July 2016 there were 7237 dogs licensed within the City including 108 dangerous dog licenses. During this same period public reports of dog bites resulted in 12 dangerous dog investigations.