



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** November 17, 2014  
**From:** Phyllis L. Carlyle **File:**  
 General Manager, Law and Community Safety  
**Re:** **Community Bylaws Monthly Activity Report - October 2014**

### Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – October 2014”, dated November 17, 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 - Community Safety:

*To ensure Richmond remains a safe and desirable community to live, work and play, 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 administrative staff in October 2014. These calls for service included voice messages, directly-answered calls, as well as emails. This activity represents a decrease of 20.0% when compared to the number of calls that were reported in September 2014 and a decrease of 20.0. % when compared to the number of calls that were reported in October 2013. The change is attributable to an Operational Manager that was added to the department in early August. A review and revision of the service delivery methods in property use has provided gains in efficiencies by reducing delays in customer wait times. This reduction has reduced the number of repeat customer service requests.

##### *Enforcement Activity*

Property use officers handled 175 new investigation files during the month of October 2014. This activity represents a decrease of approximately 6.9% when compared to the number of files handled in October 2013. This decrease is attributed primarily to a reduction in the number of files associated with abandoned building, boulevard maintenance, unsightly premise, and zoning contraventions. In total, 82 incidents of this nature were reported in October 2014 when compared to 139 incidents in October 2013.

Community Bylaws continues to monitor the number of abandoned and vacant homes within the City of Richmond. The City currently has 36 residences on the “Abandoned/Vacant Home Joint Operations” list.

Figures 1a, 1b and 1c provide a comparison of Property Use Service Demand for October 2014:

Figure 1a: Service Demand Comparison

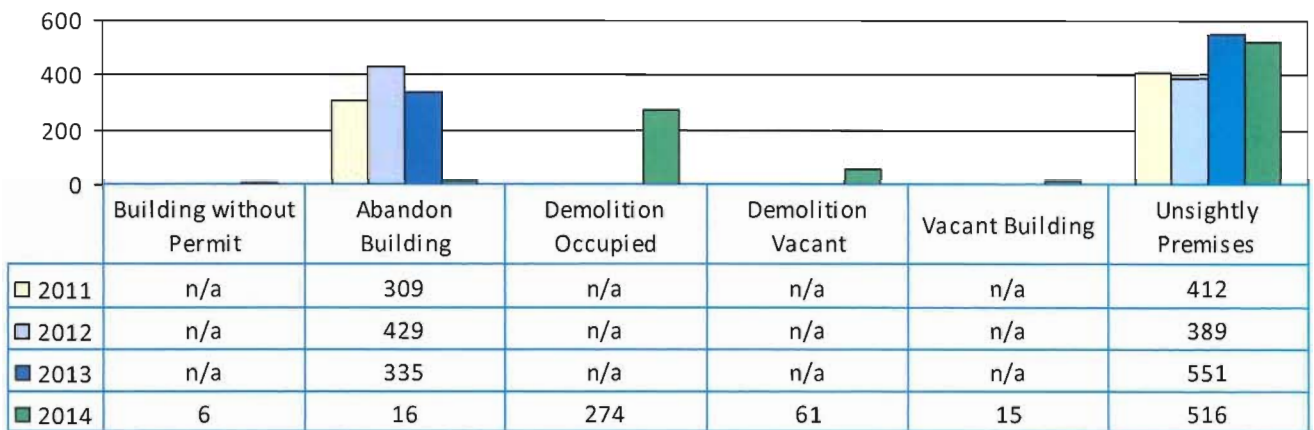


Figure 1b: Service Demand Comparison

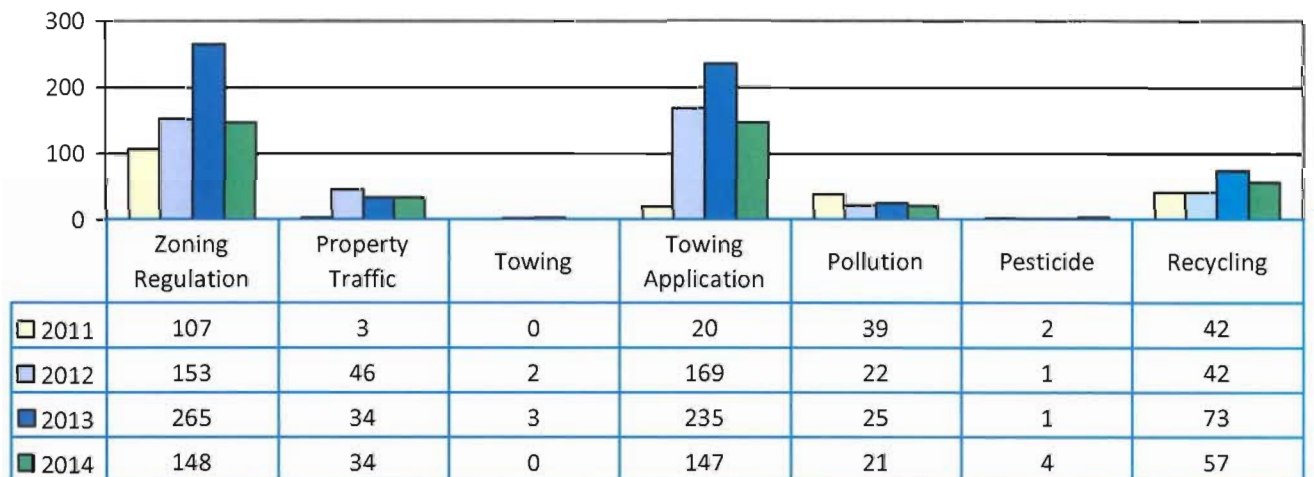
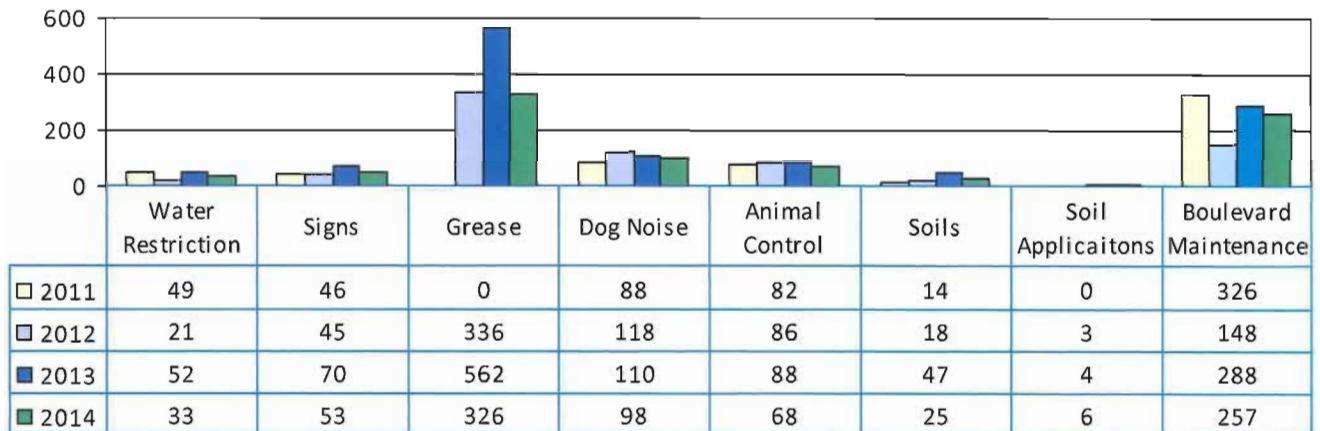


Figure 1c: Service Demand Comparison



2. Grease Management Program

The Grease Management inspector conducted 24 regulatory visits to 22 food sector establishments in October 2014. These investigations resulted in the issuance 5 bylaw tickets, 4 of which were amended to warnings as a result of voluntary compliance.

3. Parking Program

*Customer Service Response*

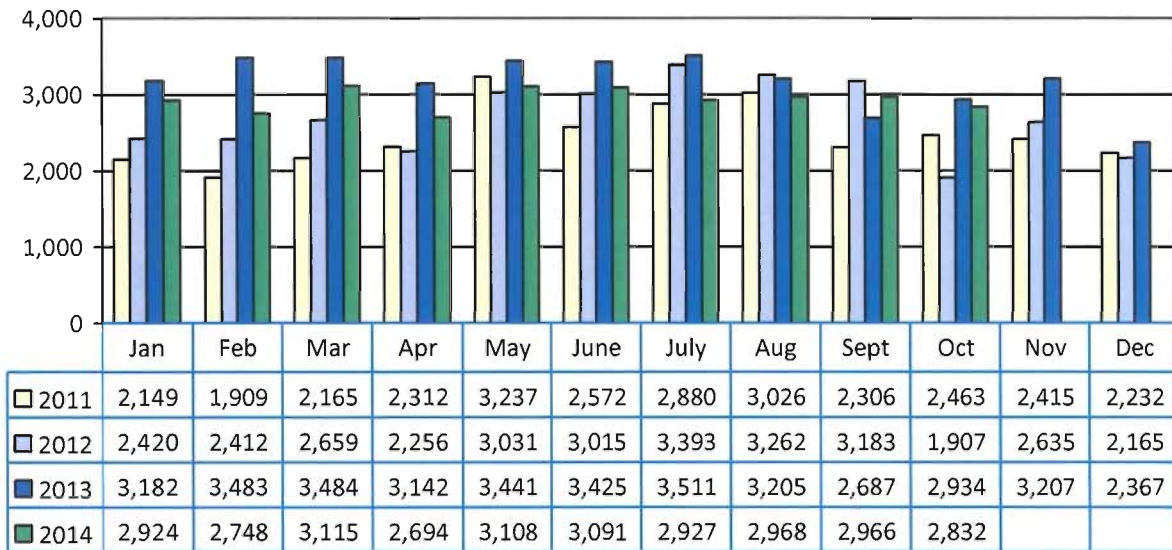
An average of 24 daily calls for service was fielded by administration staff in October 2014. This activity represents an increase of 4.4 % when compared to the number of calls reported in September 2014, but a decrease of 35.1% when compared to the number of calls reported in October 2013. Similarly, as stated earlier in this report, this decrease is attributable to a recent review and revision of service delivery methods in the traffic area that has resulted in further efficiency gains through a reduction in the number of service requests.

*Enforcement Activity*

A total of 2,832 tickets were issued for parking, safety and liability infractions during the month of October 2014. This represents a decrease of approximately 3.5% when compared to the number of tickets issued in October 2013 but is an increase in activity for all years prior to 2013. The anomaly is due to changes in officer procedure and deployment that resulted in an increase in ticket issuance during 2013. Correspondingly, public compliance increased considerably in 2014, resulting in decreased ticketing activity year-to-date.

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

Figure 2: 2011 - 2014 Comparison for Parking Violations Issued



During the month of October 2014, 249 tickets were changed to a warning, which represents approximately 8.8% of the tickets issued during October 2014. Pursuant to Council Policy No. 1100, the most common reasons for ticket cancellation are listed below;

Section 2.1 (a)	Identity issues	21
Section 2.1 (c)	Poor likelihood of success at Adjudication for the City	6
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	5
Section 2.1 (f)	Not in the public interest	4
Section 2.1 (g)	Proven effort to comply	106
—	Administrative Entries	99
—	Warnings	6

4. Adjudication Program

A total of 20 adjudication cases were scheduled for October 28, 2014, resulting in 18 violations upheld and 2 violations dismissed. The next Adjudication Hearing is scheduled for March 17, 2015.

## 5. Animal Control

Community Bylaws issued 50 new dog licences in October 2014, representing an increase of 28.2% when compared to the number of dog licences issued in October 2013. This increase was the result of this summer's public communications campaign and door-to-door canvassing activity.

As of the end of October 6, 257 dogs were licensed within the City of Richmond, 96 of which were dangerous dogs.

Animal Control Officers responded to 4 dog bite incidents during October 2014, all of which resulted in dangerous dog investigations.

## **Financial Impact**

### 6. Revenue and Expenses

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

Consolidated Parking Program Revenue:

The total of meter, monthly permit and enforcement revenue decreased by 0.9% over the same period last year to \$161,133 in October 2014 from \$162,678 in October 2013.

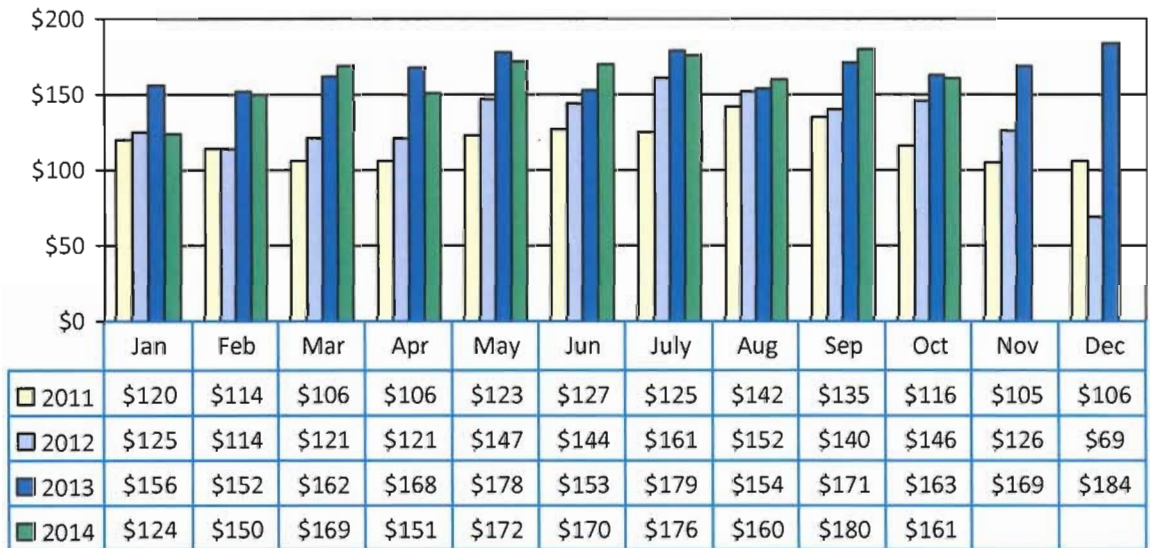
Meter Revenue decreased by 9.4% over the same period last year to \$39,210 in October 2014 from \$43,260 in October 2013.

Permit Revenue increased by 42.7% over the same period last year to \$14,302 in October 2014 from \$10,023 in October 2013. The increase in permit revenue is consistent with population growth and increased demand for parking spaces.

Enforcement Revenue decreased by 1.6% over the same period last year to \$107,621 in October 2014 from \$109,396 in October 2013.

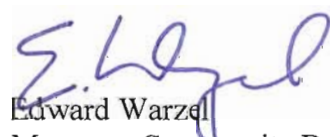
Figure 3 provides a consolidated revenue comparison with prior years:

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



**Conclusion**

Community Bylaw staff continue to strive to maintain the quality of life and safety of residents of the City of Richmond through coordinated team efforts with many City departments and community partners, while promoting a culture of compliance.

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

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