



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** March 15, 2024
From: Mark Corrado **File:** 12-8375-02/2024-Vol
 Director, Community Bylaws & Licencing 01
Re: Community Bylaws Monthly Activity Report – February 2024

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – February 2024”, dated March 15, 2024, from the Director, Community Bylaws & Licencing, be received for information.

Mark Corrado
 Director, Community Bylaws & Licencing
 (604-204-8673)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance Department	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

The CAO has implemented reorganization changes within the Community Safety Division which includes the responsibility of animal protection services returning to the direct supervision of the Director, Community Bylaws & Licencing. Consequently, the activities and initiatives of animal protection services will be included in this monthly report moving forward. This monthly report highlights activities, information, and statistics related to calls for service from the Property Use, Parking Enforcement, and Animal Protection units of Community Bylaws.

This report supports Council’s Strategic Plan 2022-2026 Focus Area # 3 A Safe and Prepared Community:

3.2 Leverage strategic partnerships and community-based approaches for comprehensive safety services.

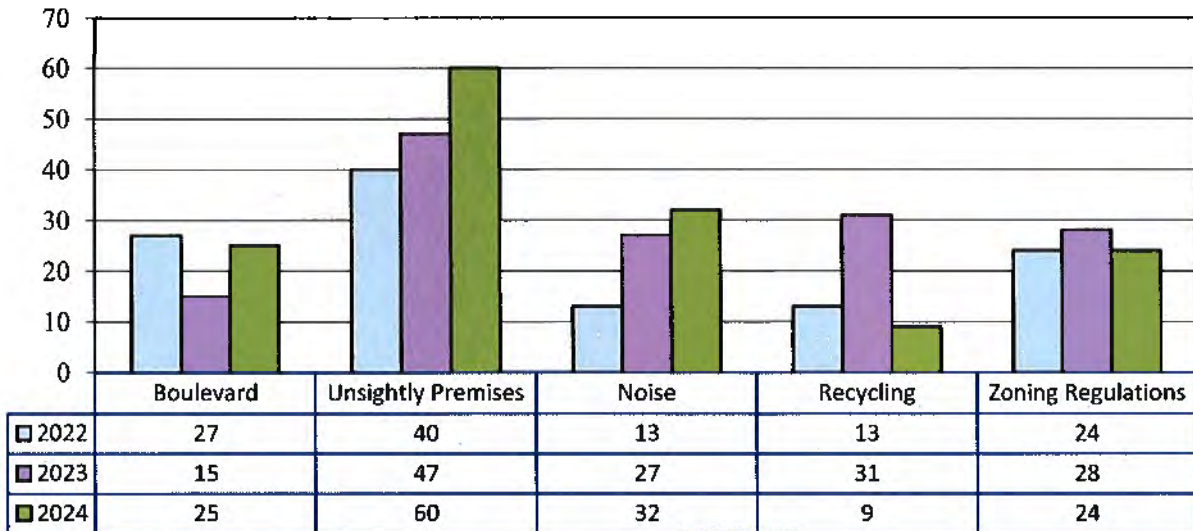
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In February, a total of 107 calls for service files were received for investigation, which is a 19 per cent decrease (132) from the same period last year. Depending on the nature of the investigation, staff must often liaise with multiple departments and other government agencies to conduct a fulsome review of a received complaint. Among 24 potential calls for service categories, Figure 1 highlights the most common calls for service received for Property Use officers to follow up on and investigate.

Figure 1: Property Use Calls For Service - February Year-To-Date Comparison



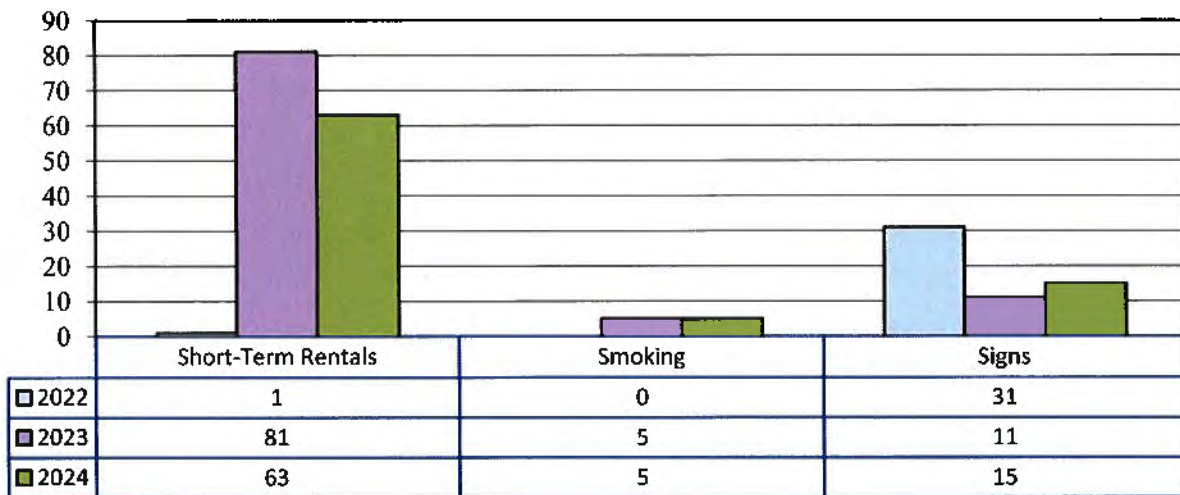
In February, there was a slight increase in reports of unsightly premises, which can be attributed to property garbage calls. This type of call is made when properties have loose debris and chattel strewn across them or piled up. In these cases, staff work with the property owner to set a timeline and expectation for cleanup to come into compliance. In the majority of the cases, voluntary compliance is achieved.

Noise-related calls also increased slightly. There is no trend in the type of noise call; rather, a variety of calls were received, spanning the range of mechanical noise, delivery vehicles and congestion.

Other Community Bylaws Calls for Service

Figure 2 shows a three-year break down of other calls for service that are closely related to Property Use matters.

Figure 2: Property Use Calls For Service - February Year-To-Date Comparison



In January and February, 23 calls for service related to short-term rental violations were received. Dedicated temporary full time staffing resources monitor complaints submitted by the community as well as proactively generating files. Ten out of the 23 calls for service involved properties that were previously the subject of investigation. In many cases, complaints are resolved by: voluntarily removing the short-term rental listing; by obtaining a business licence depending on eligibility; and by paying outstanding fines. However, in cases where voluntary compliance is not obtained a variety of violation notices can be issued for non-compliant operation of a short-term rental.

Often, an illegal rental operator will receive multiple violation notices upon inspection. Staff continue to monitor properties that have been found non-compliant and follow up accordingly should unpermitted operation continue. When there is a repeated and/or significant history of violations, staff will seek a resolution via Long-form Prosecution in Provincial Court.

Signage related calls cover a variety of types. In February, the Sign Inspector attended numerous calls regarding advertising signs that were placed in a manner that is non-compliant. In these cases, staff work with the advertiser or agency to ensure the signage is removed.

Administration Activity

In February, staff received a total of 1,059 calls from the public covering various subject areas. Property use and parking-related calls accounted for 437 of these, with the remaining 622 calls split between parking permit issuances, ticket disputes and general inquiries (257 calls). A total of 365 calls relating to animal control-related issues were also received. These calls frequently concern dog licenses, account updates, ticket disputes, reports of dogs at large and other concerns.

Soil Activity

Staff are responsible for responding to public complaints and issues of non-compliance related to unauthorized filling; monitoring permitted soil deposits and removal sites; and inspecting properties that are undergoing remediation to come into compliance with applicable City bylaws. Staff conducted 53 site inspections in the month of February.

Stop Work/Removal Orders issued for the following properties:

- 6471 No. 5 Road
- 6300 No. 4 Road
- 6991 No. 6 Road
- 10220 Blundell Road
- 10951 Granville Avenue

There are 28 soil deposit proposals under various stages of the application process. Staff are monitoring 10 approved sites and currently addressing 34 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in February.

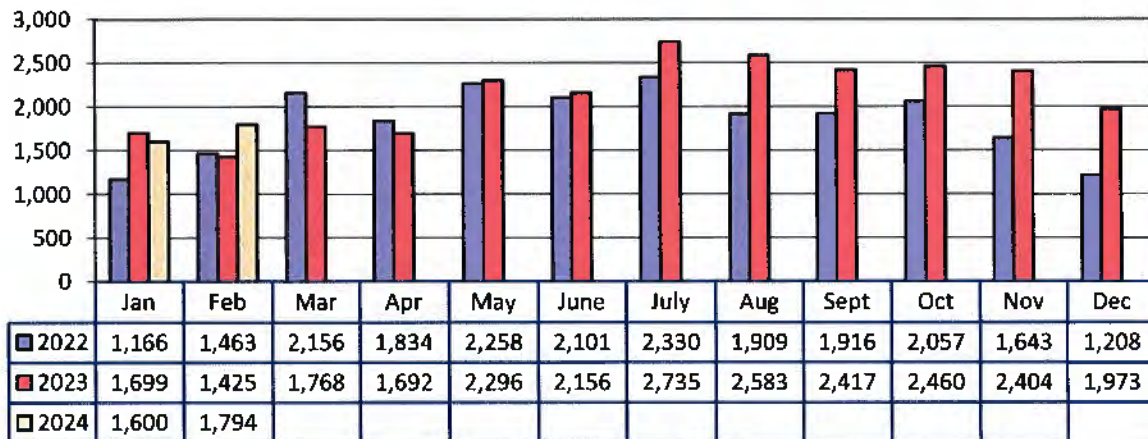
Parking Enforcement

Staff responded to 330 calls for service in February. This is a 32 per cent increase (250) from the same month last year. When contrasted with 2023 data from the same period, parking enforcement revenue has increased by 11 per cent with parking violation issuance up by 26 per cent. This contrast between parking revenue and violation issuance is the result of proactive enforcement efforts leading to increased use of City parking meters, monthly parking permit issuance and an increase in the use of mobile payment applications. Monthly parking enforcement revenue is highlighted in Figure 3. Figure 4 highlights monthly parking violation issuance.

Figure 3: Parking Enforcement Revenue Comparison (000's)



Figure 4: Parking Violation Issuance Comparison



Animal Protection and Dog Licencing

As of March 1, 2024, approximately 6,000 dog licences were issued. This figure represents 80 percent of the 7,500 licences on file as of last year. The discounted fee window ended on February 29, 2024 and staff efforts are now focused on following up on any outstanding accounts to ensure accuracy in owner information and dog status. Dog licences are valid for a calendar year and are not based on the purchase date of the license.

In February, BCSPCA Officers responded to 157 calls for service related to a range of animal control and dog licencing violations. They also conducted 56 park patrols across various parks, dikes and school grounds. The officers attended typical locations such as Garry Point, Terra Nova Rural Park and sections of the West Dyke Trail. Patrols were also carried out at the No. 3 Road Bark Park, South Arm Community Park and several school grounds. In addition to

enforcement actions, these patrols also serve an educational purpose by contributing to increased awareness and compliance.

Ticketing

Table 1 reflects non-parking related Bylaw ticket issuance for the month of February.

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	February	YTD
Short-Term Rental Offences	50	93
Soil Deposit and Removal Offences	8	15
Animal Regulation/Dog Licence Offences	11	37
Watercourse Protection Offences	0	0
Unightly Premises Offences	1	2
Noise Offences	3	4
Building Regulation Offences	0	2
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	7	8
Watering Offences	0	0
Totals	80	161

Bylaw Adjudication

The next adjudication session will be held on March 6, 2024. The outcome of the adjudication session will be highlighted in next month's report.

Revenue and Expenses

Revenue in the Property Use section is primarily derived from permits, tickets and court fines related to bylaw prosecutions. Soil permit applications and volume fees follow a seasonal trend and tend to increase in the Q2 and Q3. The collection of revenue in other Bylaw fines can be primarily attributed to fines issued for the operation of unpermitted short-term rentals. These results are shown in Table 2.

Parking enforcement generates much of its revenue from meters, permits and fines. Parking typically sees receivable income as a result of the Richmond Night Market, which will open in late April. As this event is seasonal, the revenue in this budget line does vary. Table 3 outlines individual revenue sources within parking enforcement. Table 4 highlights funds collected from dog licencing and fines. The overall increase in licence revenue can be attributed to proactive work done by staff in prior years to ensure accuracy in dog licence accounts and canvassing efforts to ensure compliance.

Table 5 outlines the net revenue and expenses for both property use and parking enforcement and animal protection services.

Table 2: Property Use Revenue by Source

Program Revenue	Budget Feb 2024	Actual Feb 2024	YTD Budget Feb 2024	YTD Actual Feb 2024
False Alarm	4,858	0	9,718	5,940
Towing Permits	1,263	1,655	2,477	3,825
Newspaper Box Permits	0	1,024	0	1,024
Soil Permit Application and Volume Fees	9,311	3,147	18,262	5,957
Other Bylaw Fines	19,280	10,950	37,815	25,375
Total Revenue	34,712	16,776	68,272	42,121

Table 3: Parking Revenue by Source

Program Revenue	Budget Feb 2024	Actual Feb 2024	YTD Budget Feb 2024	YTD Actual Feb 2024
Contract Revenue ¹	5,000	5,000	10,000	10,000
Filming Revenue	0	1,564	0	1,564
Parking Revenue ²	174,767	135,961	349,533	309,013
Total Revenue	179,767	142,525	359,533	320,577

Table 4: Animal Protection and Dog Licencing Revenue by Source

Program Revenue	Budget Feb 2024	Actual Feb 2024	YTD Budget Feb 2024	YTD Actual Feb 2024
Dog Licences	53,502	57,456	169,493	199,374
Fines	410	2,175	780	3,050
Total Revenue	53,912	59,631	170,273	202,424

¹ City Towing Contract with Rusty's towing

² Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

Table 5: Property Use, Parking and Animal Protection Services Revenue and Expenses

		Budget Feb 2024	Actual Feb 2024
Property Use	Revenue	35,378	25,279
	Expenses	163,666	104,143
	Net Revenue (Expense)	(128,288)	(78,864)
Parking	Revenue	179,767	178,052
	Expenses	152,516	124,297
	Net Revenue (Expense)	27,251	53,755
Animal Protection	Revenue	170,273	202,424
	Expenses	249,517	252,019
	Net Revenue (Expense)	(79,244)	(49,595)

Financial Impact

None.

Conclusion

Staff and contracted service providers administer and enforce 39 unique bylaws, covering a diverse range of various regulated community activities and service use, notably land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement, unsightly premises, and animal protection services. This report provides a summary of departmental activity in February.



Mark Corrado
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