



# City of Richmond




## Report to Committee

**To:** Community Safety Committee  
**From:** Mark Corrado  
Director, Community Bylaws & Licencing  
**Date:** May 29, 2023  
**File:** 12-8375-01/2023-Vol  
01  
**Re:** **Property Use and Parking Enforcement Monthly Activity Report – April 2023**

### Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – April 2023”, dated May 29, 2023, from the Director, Community Bylaws & Licencing, be received for information.

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

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

## Staff Report

### Origin

This monthly report for the Property Use and Parking Enforcement sections of Community Bylaws provides information and statistics on the calls for service and bylaw enforcement actions related to unsightly premises, land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement.

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.*

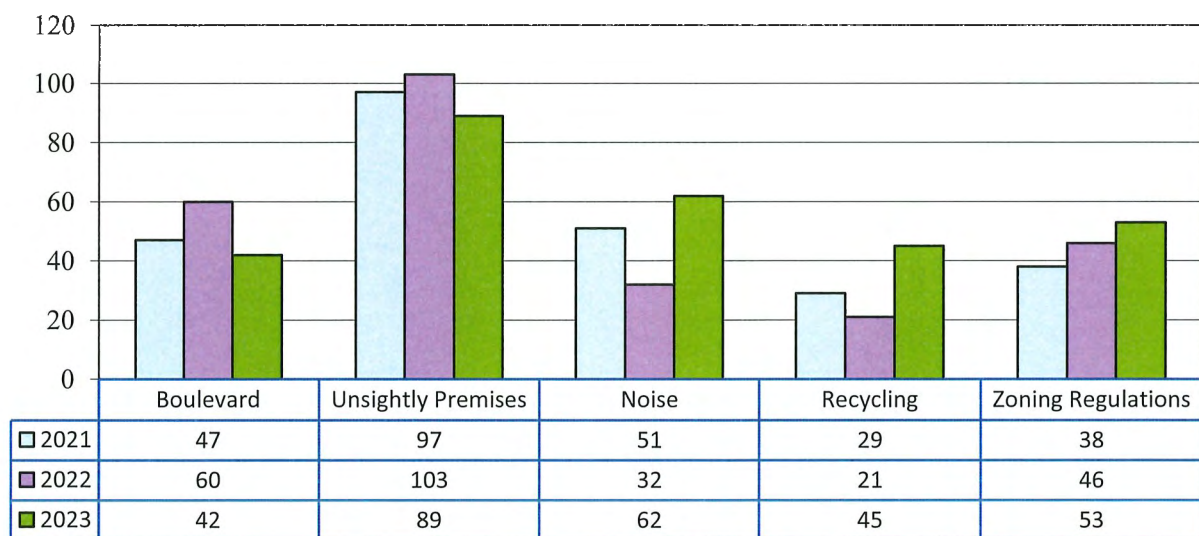
*3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.*

### Analysis

#### Property Use Calls for Service

In April 2023, 113 calls for service files were opened for investigation, which is a 45 per cent increase (78) from the same time 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 given complaint. Among 21 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 - April Year-To-Date Comparison



Staff seek to obtain compliance through proactive education, voluntary adherence, or, when necessary, formal legal proceedings. Unsightly Premises and Zoning related calls for services have begun to trend upwards reflecting the seasonal trend in calls relating to overgrown vegetation. The variety of calls are not indicative of an overall trend.

Noise related calls for service have increased significantly driven by a combination of calls related to general noise (28) and construction related (29) calls for service. General noise complaints consist of activities such as power washing early on weekends and tonal mechanical/HAVC noise. Construction related calls for service are not specific to one classification and related to work beginning earlier or running later than permitted.

#### Other Community Bylaws Calls for Service

Figure 2 shows a three-year break down of other calls for service, which are closely related to Property Use matters. Table 1 highlights the calls for service related to short-term rentals, pre-pandemic.

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

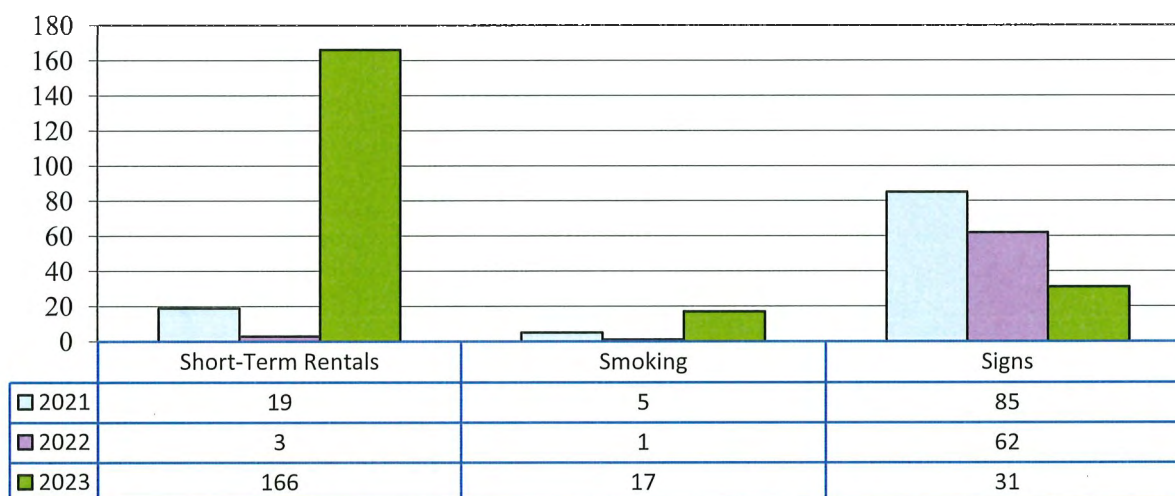


Table 1: Pre-pandemic Short-Term Rental Calls for Service\*

Year	Calls for Service
2018	90
2019	48
2020	26

\*Figures represent the total calls received up to the end of April in the given year.

Calls for service for potential short-term rental violations are increasingly driven by dedicated staffing resources monitoring complaints submitted by the community as well as perusing proactive files. Complaints are resolved by either removing the short-term rental listing or by obtaining a boarding and lodging license, if permissible.

Smoking related calls have increased but are not indicative of a trend. The majority of calls were regarding purported smoking on private residential properties.

#### Tow Permit Applications

A year-to-date total of 111 tow permit applications have been reviewed and issued.

#### Grease Inspections

In April, staff conducted 31 grease trap inspections. These inspections are primarily proactive and serve to ensure the safe handling of grease products and that no product is being deposited in an unsafe manner. A total of 141 inspections have taken place year-to-date.

#### Administration Activity

In April, staff received 590 calls from the public for a variety of subject areas. Property use and parking related calls for service accounted for 388 of these calls with the remaining 202 calls related to parking permit issuance, ticket disputes and general inquiries.

#### 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 46 site inspections in the month of April.

Stop Work/Removal Orders issued for the following properties:

- 8451 No. 5 Road
- 12561 Blundell Road
- 12531 Blundell Road
- 10040 No. 6 Road

The following properties are now in compliance:

- 14511 Westminster Highway

There are 21 soil deposit proposals under various stages of the application process. Staff are monitoring 11 approved sites and are currently addressing 29 properties that are considered non-compliant.

#### Bylaw Prosecutions

No new bylaws charges were sworn in April.

### Parking Enforcement

Staff responded to 275 calls for service in April. This is a 24 per cent increase (222) from the same month last year. When contrasted with 2022 data from the same period, parking enforcement revenue has increased by nine per cent, with parking violation issuance down 8 per cent, however this is not indicative of a trend. This contrast between parking revenue and violation issuance can be attributed to positive growth from parking meters and monthly parking permit issuance.

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

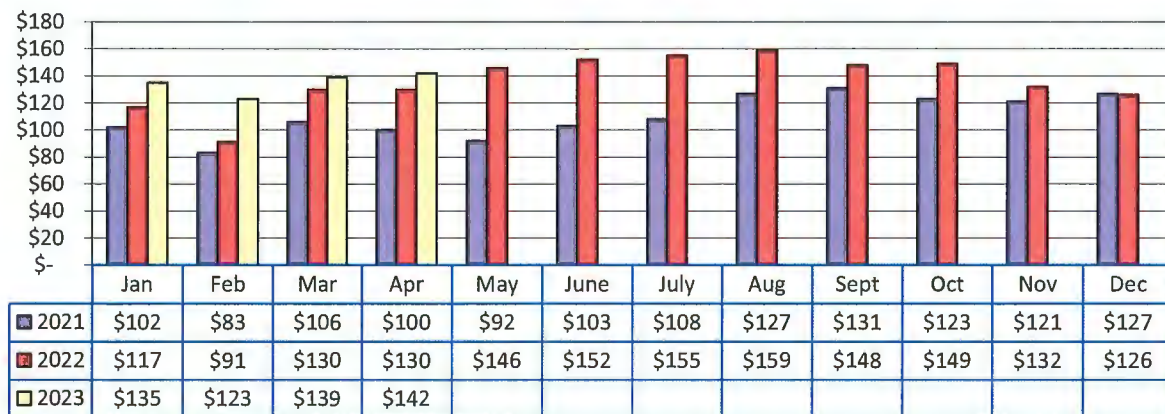
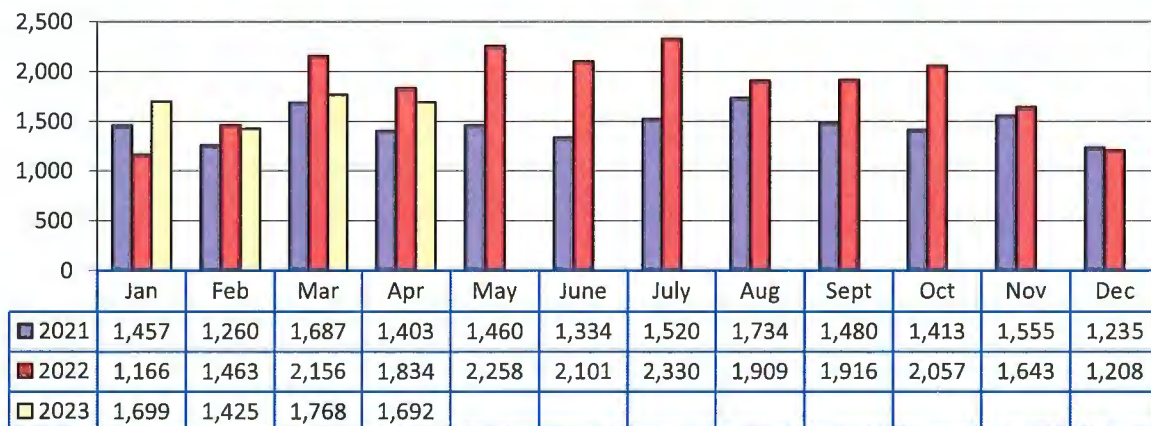


Figure 4: Parking Violation Issuance Comparison





Ticketing

Table 2 reflects non-parking related Bylaw ticket issuance for the month of April and year-to-date.

Table 2: Community Bylaw Offences

<b>Ticket Issuance (BVN's &amp; MTL's)</b>	<b>April</b>	<b>YTD</b>
Short-Term Rental Offences	30	203
Soil Deposit and Removal Offences	4	14
Watercourse Protection Offences	0	1
Unsightly Premises Offences	1	3
Noise Offences	1	5
Solid Waste and Recycling Offences	0	0
Parks Offences	1	1
Sign Offences	5	18
Watering Offences	0	0
<b>Totals</b>	<b>42</b>	<b>245</b>

Short-term rental offences are up due to dedicated staffing resources and the development of new technologies for identifying and monitoring advertised short-term rental properties. Noise related ticket issuance relates to making a prohibited noise, which disturbs the peace/quiet of an area.

Bylaw Adjudication

An adjudication session occurred on May 24, 2023. The May activity report will highlight the session's outcomes. The next session is scheduled for August.

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 pick up after the winter season. The collection of revenue in Bylaw Fines can be primarily attributed to fines issued for the operation of illegal short-term rental units. These results are shown in Table 3.

Table 3: Property Use Revenue by Source

<b>Program Revenue</b>	<b>Budget April 2023</b>	<b>Actual April 2023</b>	<b>YTD Budget April 2023</b>	<b>YTD Actual April 2023</b>
False Alarm	4,750	1,320	19,000	17,068
Towing Permits	359	2,563	7,860	8,927
Newspaper Box Permits	336	0	7,362	5,616
Soil Permit Application and Volume Fees	1,908	1,000	41,729	13,905
Other Bylaw Fines	1,646	13,425	36,006	44,301
<b>Total Revenue</b>	<b>8,999</b>	<b>18,308</b>	<b>111,957</b>	<b>89,817</b>

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 opened in late April. As this event is seasonal, the revenue in this budget line comes in later in the year. Table 4 outlines individual revenue sources within parking enforcement. Table 5 outlines the net revenue and expenses for both property use and parking.

Table 4: Parking Revenue by Source

Program Revenue	Budget April 2023	Actual April 2023	YTD Budget April 2023	YTD Actual April 2023
Contract Revenue <sup>1</sup>	5,000	5,000	20,000	20,000
Filming Revenue	0	3,116	0	10,984
Parking Revenue <sup>2</sup>	170,675	142,070	682,701	539,178
Receivable Income <sup>3</sup>	0	0	25,000	0
Other Bylaw Fines	0	0	0	201
<b>Total Revenue</b>	<b>175,675</b>	<b>150,186</b>	<b>727,701</b>	<b>570,363</b>

Table 5: Property Use and Parking Revenue and Expenses

		YTD Budget April 2023	YTD Actual April 2023
<b>Property Use</b>	Revenue	111,957	89,817
	Expenses	498,219	409,677
	<b>Net Revenue (Expense)</b>	<b>(386,262)</b>	<b>(319,860)</b>
<b>Parking</b>	Revenue	727,701	570,363
	Expenses	532,333	514,048
	<b>Net Revenue (Expense)</b>	<b>195,368</b>	<b>56,315</b>

### Financial Impact

None.

<sup>1</sup> City Towing Contract with Rusty's towing

<sup>2</sup> Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

<sup>3</sup> Receivable Income consists of Night Market Recoveries

May 29, 2023

- 8 -

### **Conclusion**

Staff administer and enforce a wide range of bylaws related to unsightly premises, land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement. This report provides a summary of this month's activity, including revenue and expenses.



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Director, Community Bylaws and Licencing  
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