



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** October 20, 2023
From: Mark Corrado **File:** 12-8375-01/2023-Vol
 Director, Community Bylaws & Licencing 01
Re: **Property Use and Parking Enforcement Monthly Activity Report – September 2023**

Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – September 2023”, dated October 20, 2023, 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 Engineering	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

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.

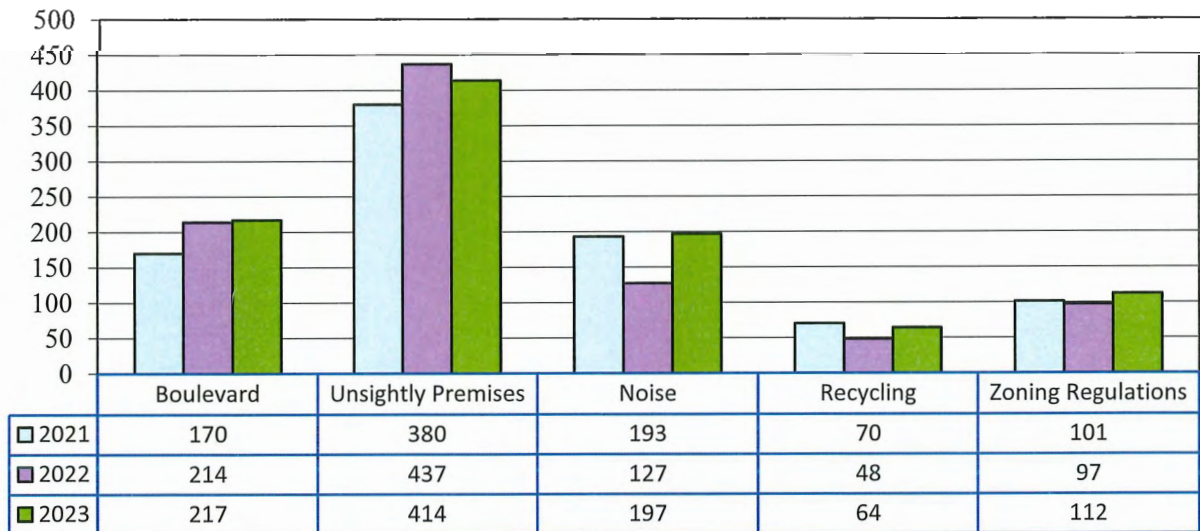
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In September 2023, a total of 159 calls for service files were opened for investigation, which is a 26 per cent increase (126) 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 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 - September Year-To-Date Comparison



In September, 19 noise related calls for services were received. There is no discernible geographic trend for these complaints, rather the calls received this month range in type from HVAC/mechanical, delivery and construction related noise. The majority of complaint locations have come into compliance as a result of investigative and enforcement action. Construction noise related calls for service often pertain to work beginning earlier or running later than permitted.

Zoning related calls for services were up slightly and this can be attributed to a variety of call types, such as unpermitted fence installation and parking of commercial vehicles off-street. Overall, the variety of calls are not indicative of a trend.

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. Table 1 highlights the short-term rentals calls for service for the listed years.

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

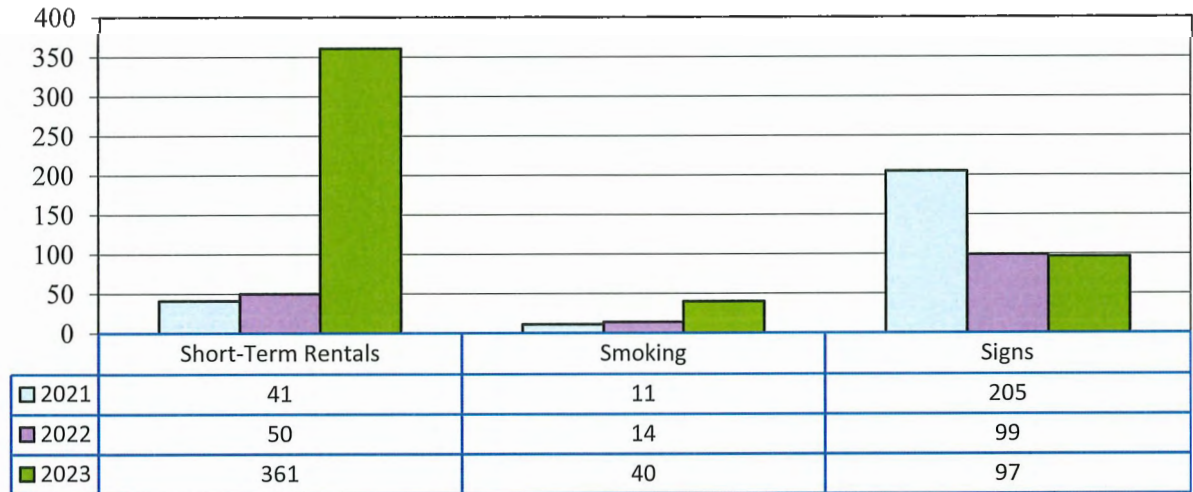


Table 1: Pre-pandemic Short-Term Rental Calls for Service*

Year	Calls for Service
2018	257
2019	161
2020	55

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

In September, 19 calls for service related to short-term rental violations were received and this further contributed to the overall rise in short-term rental files for this year. Dedicated temporary full time staffing resources monitor complaints submitted by the community as well as proactively generating files. Complaints are resolved by either removing the short-term rental

listing or by obtaining a boarding and lodging or bed and breakfast licence depending on eligibility.

Smoking related calls have trended upwards. The majority of smoking related calls were regarding purported smoking on private residential properties or strata lots. A total of seven tickets have been issued for smoking in contravention of the Public Health Bylaw No. 6989.

Tow Permit Applications

A year-to-date total of 297 tow permit applications have been reviewed and issued.

Grease Inspections

In September, staff conducted 41 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 376 inspections have taken place year-to-date.

Administration Activity

In September, staff received 775 calls from the public for a variety of subject areas. Property use and parking related calls for service accounted for 534 of these calls with the remaining 241 calls related to parking permit issuance, ticket disputes and general inquires.

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 63 site inspections in the month of September.

Stop Work/Removal Orders issued for the following properties:

- 6240 No. 5 Rd
- 21700 River Road
- 14160 Westminster Highway

The following properties are now in compliance:

- 10040 No. 6 Road
- 6120 No. 4 Road
- 18300 River Road
- 12561 Blundell Road
- 10080 Westminster Highway
- 12531 Blundell Road

There are 17 soil deposit proposals under various stages of the application process. Staff are monitoring 12 approved sites and are currently addressing 27 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in September.

Parking Enforcement

Staff responded to 375 calls for service for September. This is a 17 per cent increase (321) from the same month last year. When contrasted with 2022 data from the same period, parking enforcement revenue has increased by 25 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 and monthly parking permit issuance.

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



Ticketing

Figure 4: Parking Violation Issuance Comparison

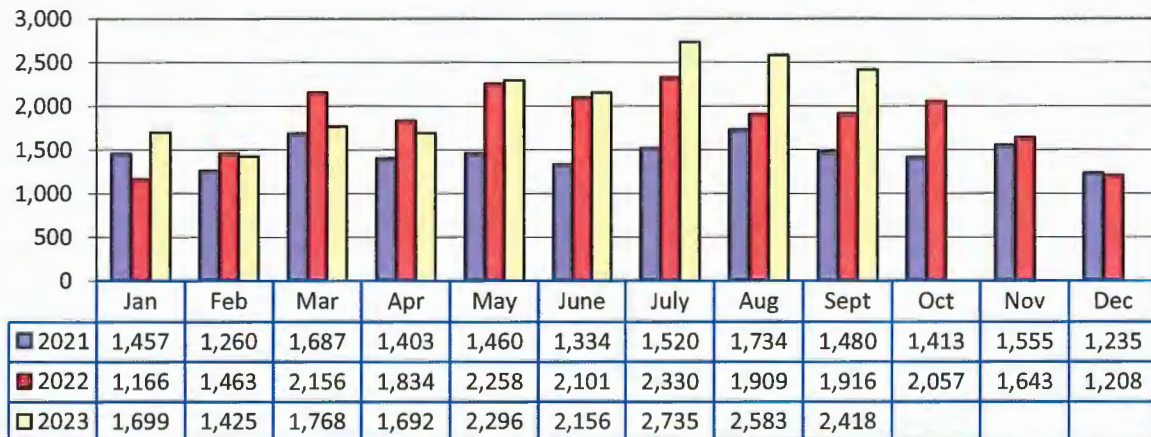


Table 2 reflects non-parking related Bylaw ticket issuance for the month of September and year-to-date.

Table 2: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	September	YTD
Short-Term Rental Offences	33	489
Soil Deposit and Removal Offences	7	53
Watercourse Protection Offences	0	1
Unightly Premises Offences	0	9
Noise Offences	2	15
Solid Waste and Recycling Offences	0	0
Parks Offences	0	4
Sign Offences	8	56
Watering Offences	20	65
Totals	70	692

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.

The increase in watering offences are due to Metro Vancouver moving the region to Stage 2 restrictions on August 4, 2023 and ending on October 15, 2023.

Bylaw Adjudication

The next adjudication session will be held on November 23, 2023.

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 in the spring and summer months. 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 3.

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 does vary, Table 4 outlines individual revenue sources within parking enforcement. Of note, September parking enforcement revenue exceeded budget for the month. Table 5 outlines the net revenue and expenses for both property use and parking enforcement.

Table 3: Property Use Revenue by Source

Program Revenue	Budget Sep 2023	Actual Sep 2023	YTD Budget Sep 2023	YTD Actual Sep 2023
False Alarm	4,750	3,036	42,750	21,156
Towing Permits	1,103	2,401	13,896	20,567
Newspaper Box Permits	0	0	7,362	5,616
Soil Permit Application and Volume Fees	6,890	2,124	79,423	35,706
Other Bylaw Fines	5,054	11,800	63,654	141,552
Total Revenue	17,797	19,361	207,085	224,597

Table 4: Parking Revenue by Source

Program Revenue	Budget Sep 2023	Actual Sep 2023	YTD Budget Sep 2023	YTD Actual Sep 2023
Contract Revenue ¹	5,000	5,000	45,000	45,000
Filming Revenue	0	0	0	12,335
Parking Revenue ²	170,675	185,173	1,536,075	1,430,443
Receivable Income ³	12,500	5,740	87,500	29,368
Total Revenue	188,175	195,913	1,668,575	1,517,146

Table 5: Property Use and Parking Revenue and Expenses

		YTD Budget Sep 2023	YTD Actual Sep 2023
Property Use	Revenue	207,085	224,597
	Expenses	1,117,564	899,873
	Net Revenue (Expense)	(910,479)	(675,276)
Parking	Revenue	1,668,575	1,517,146
	Expenses	1,229,000	1,254,740
	Net Revenue (Expense)	439,575	262,406

Financial Impact

None.

¹ City Towing Contract with Rusty's towing

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

³ Receivable Income consists of Night Market Recoveries

Conclusion

Staff administer and enforce 39 bylaws. Most notably related to unsightly premises, land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement. This report provides a summary of staff's activity in September.



Mark Corrado
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