



# 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:** **Business Licence Activity Report – Third Quarter 2023**

### Staff Recommendation

That the staff report titled “Business Licence Activity Report – Third Quarter 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
Economic Development Finance Department	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
<b>SENIOR STAFF REPORT REVIEW</b>	INITIALS: 	<b>APPROVED BY CAO</b> 

## Staff Report

### Origin

This report provides an update of business licence activity for the third quarter of 2023.

This report supports Council’s Strategic Plan 2022-2026 Focus Area #2 Strategic and Sustainable Community Growth:

*2.5 Work collaboratively and proactively to attract and retain businesses to support a diversified economic base.*

This report supports Council’s Strategic Plan 2022-2026 Focus Area #4 Responsible Financial Management and Governance:

*4.2 Seek improvements and efficiencies in all aspects of City business.*

### Analysis

#### Business Licence Revenue

The total revenue collected in the third quarter of 2023 was \$834,103 which represents a nine per cent increase when compared to the same quarter in 2022. Business licence revenue is one of multiple indicators of economic health in Richmond. Table 1 shows business licence revenue for the third quarters of 2020 to 2023.

Table 1: Business Licence Revenue for the Third Quarters of 2020 to 2023

	2020	2021	2022	2023
Revenue	\$787,079	\$787,867	\$767,009	\$834,103

#### Application Processing

The licencing application process is a crucial step since it confirms whether the businesses have the required approvals from agencies that regulate health, safety and other municipal, provincial or federal requirements. Staff oversees this process with thoroughness and efficiency. Staff use the following measures of performance:

- **“Valid Licences”** are the number of businesses with valid licences.
- **“Expired Licences”** are the number of businesses that have not paid to renew their licence from a previous year. Staff follow up with these businesses regarding the outstanding licencing fees and confirm whether they are permanently closed.
- **“Pending/Change Applications”** are businesses that have applied for a new licence or a change request of an existing licence, but are waiting for their applications to be processed. Staff work to keep this number low by prioritizing these applications.
- **“Total Licences”** are the total number of business licences that are valid, expired (and being checked) and under application review.

Table 2 shows the total number of business licences and their status for 2022 as well as the third quarter of 2023. These statistics are measured quarterly, as opposed to annually, as the numbers fluctuate throughout the year due to a variety of factors, including shifting numbers of daily application submissions, premise alteration requisitions and businesses permanently closing.

Table 2: Number and Status of Business Licences in 2022 and 2023

	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3
Valid Licences	13,662	13,848	13,340	13,574	13,164	13,212	13,607
Expired Licences	1,034	1,313	2,281	2,139	2,340	2,687	2,590
Pending/Change Applications	741	685	771	575	1,040	950	882
Total Licences	15,437	15,846	16,392	16,288	16,544	16,849	17,079

In the third quarter of 2023, total licences grew by 687, or four percent, when compared to the same quarter in 2022. The slight decrease in expired licences can be attributed to the efforts of staff to follow up on licences that may be in arrears or businesses that may have closed. The expired licence category remains a key focus area for our staff while balancing the administrative intake of new pending/change applications.

Staff continue to work diligently to address pending/change applications on an on-going basis when they are received by the City in-person or via the MyBusiness portal. Progress has been made in reducing this figure and re-categorizing licences to their appropriate status.

Table 3 shows the number of new business licences issued in the third quarters of 2020 to 2023.

Table 3: New Business Licences Issued in the Third Quarters of 2020 to 2023

	2020	2021	2022	2023
Total Issued	295	372	369	578

The number of new business licences issued in the third quarter of 2023 has increased significantly by 57 per cent (209 new licences) compared to the same quarter in 2022. This is a positive indicator of economic health, especially as businesses continue to face inflationary pressures and other economic challenges.

### Business Licence Enforcement

In the third quarter of 2023, a total of 170 tickets were issued by staff. Businesses operating without a valid licence are initially given a warning and provided with steps to achieve compliance. If a follow-up inspection reveals continued non-compliance, a bylaw violation notice is issued. Offences relating to the Sign Regulation Bylaw 9700 are also included in the ticket figure noted above.

The increase in fine revenue is the result of staff investigating businesses that continue to operate while non-compliant, included in this figure are violations issued for operating contrary to a license. Table 4 shows the third quarter revenue collected from bylaw violation notices.

Table 4: Business Licence Enforcement Revenue for the Third Quarter of 2021 to 2023

	<b>2021</b>	<b>2022</b>	<b>2023</b>
Revenue from Tickets	\$ 12,975	\$ 3,750	\$ 35,275

**Financial Impact**

None.

**Conclusion**

This report provides an update to the Community Safety Committee on the number of business licences and revenue collected by the Business Licencing Department for the third quarter of 2023. Revenues in this quarter have increased compared to the same quarter in 2022 but are not yet indicative of a trend in 2023. The increased number of new licences in the third quarter of 2023 is a positive indicator of overall economic health given the challenging business climate. A primary focus of staff for 2023 is to concentrate on processing applications and overseeing the expired licences to determine their appropriate status.



Mark Corrado  
Director, Community Bylaws & Licencing  
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