



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** August 17, 2017
From: Carli Edwards, P.Eng.
Acting Senior Manager, Community Bylaws,
Policy & Programs and Licencing **File:** 12-8275-01/2017-Vol 01
Re: **Business Licences Monthly Report - July 2017**

Staff Recommendation

That the staff report titled "Business Licences Monthly Report – July 2017" be received for information.

Carli Edwards, P.Eng.
Acting Senior Manager, Community Bylaws, Policy & Programs and Licencing
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REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

This report provides a monthly summary of activities in support of the regulation of business licences in the City of Richmond and supports Council's 2014-2018 Term Goal #8 Supportive Economic Development Environment:

8.1. Richmond's policies, programs, and processes are business-friendly.

Analysis

Business Licence Revenue

Revenue from all business licences has increased by 5.5 per cent year over year while the number of new businesses, those not previously licensed, is up 26 per cent since this time last year. These statistics are illustrated in the chart below:

Table 1: Business Licencing Revenue for 2016-2017

	July 2017	2017 Year To Date	July 2016	2016 Year To Date
New Business Licences	154	1236	133	981
Monthly Revenue (from Licences)	\$ 301,043	\$ 2,993,572	\$ 261,575	\$ 2,836,755

Application Processing

In order to issue a licence, staff must first confirm that the business meets land use regulations and has been inspected by the appropriate regulatory agencies such as Building, Fire and Health. Tracking the number of valid licences in comparison to expired, suspended and pending applications is a measure of staff performance and the demand for new or amended licences.

Staffing changes were made in early 2017 to address the increasing number of expired licences as well as those waiting to be processed. Specific attention was focused on suspended (existing businesses looking to change location) and pending (new businesses) applications to improve the inspections process. This has resulted in a steady decrease in suspended and pending applications.

Table 2: Total Business Licence Renewals and Applications

	2016 Q1	2016 Q2	2016 Q3	2016 Q4	2017 Q1	2017 Q2
Valid Licences	12,981	13,407	13,402	13,253	13,242	13,912
Expired Licences	1,640	1,882	1,870	1,975	2,192	1,496
Suspended and Pending Applications	493	487	576	443	450	420
Total Licences Processed	15,114	15,776	15,848	15,671	15,884	15,828

Business Licence Enforcement

Tickets are issued primarily for operating a business without a licence. However, the recent focus on enforcement of operating procedures prescribed for bed and breakfast businesses has led to an increase in ticketing. These figures also include the 18 tickets issued to the illegal marihuana dispensary that operated in Richmond from November 2016 to June 2017.

Table 3: Business Licencing Enforcement

	July 2017	2017 Year To Date	July 2016	2016 Year To Date
Tickets Issued	20	103	12	52
Revenue from Tickets	\$1,350	\$7,150	\$300	\$1,100

Update on Bed And Breakfast Licences

The number of licenced bed and breakfast (“B&B’s”) businesses has increased to 45 in the City of Richmond. This rise is due to increased enforcement activity and public awareness about the program. The goal of these enforcement activities is to motivate unlicensed operators to comply with City bylaws and obtain a licence.

As updated in monthly memos to Council, there remain three exiting B&B’s, grandfathered under the previous regulations. Operators are still working with staff to gain compliance with all City bylaws. This includes the Seabreeze Guest House, the Stone Hedge Bed & Breakfast and Best Home Inn. All three businesses were given an extension to September 2017 to obtain permits and be fully compliant. So far, permits have been issued to the Seabreeze Guest House and to Best Home Inn but work has not yet been completed. As of July 2017, there are no permit applications from the Stone Hedge Bed & Breakfast. In the event that any of these businesses remain non-complaint, Council will be asked to consider cancellation of their licences.

Sign Bylaw

The new Sign Regulation Bylaw has been adopted by Council and all new permits are being issued in accordance with the new set of regulations and fees. Staff have been working to finalize all permits issued under the previous bylaw and to publish information on the new bylaw on the City’s website and in brochures.

Staff in Community Bylaws are enforcing the Sign Bylaw until approvals are in place to hire a dedicated regular full-time inspector.

Other Matters – Taxis and Liquor

As directed by Council, reports are being prepared to address policy regarding approval of taxi licences and to provide a one year update on the implementation of new policy related to licencing liquor sales. In the meantime, staff have not received applications for new taxi licences but are processing two liquor licence applications to be considered by Council in September.

Financial Impact

None.

Conclusion

This is the first monthly report provided to the Community Safety Committee from the Business Licences department. The statistics and commentary provided in this report will inform discussions related to policy, staffing and resources for licences and permits related to business, signs, taxis and liquor.



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