



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** January 21, 2019
From: Cecilia Achiam,
General Manager, Community Safety **File:** 12-8275-01/2019-Vol 01
Re: **Business Licences Quarterly Report – Fourth Quarter 2018**

Staff Recommendation

That the staff report titled “Business Licences Quarterly Report – Fourth Quarter 2018”, dated January 21, 2019, from the General Manager Community Safety be received for information.

Cecilia Achiam
General Manager, Community Safety
(604-276-4122)

REPORT CONCURRENCE	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

This report provides a quarterly 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

Business licence revenue year-end figures show a five percent increase over 2017 revenue. This rate exceeds growth seen in previous years as well as the annual increase in business licence fees. This is consistent with the growth in number of valid licences that has been observed throughout 2018 and could be a result of the targeted enforcement campaigns related to expired licences and unlicensed construction businesses. A summary of this information is provided in Table 1.

Table 1: Business Licence Revenue for 2015-2018

	2018	2017	2016	2015
New Businesses	1745	1801	1704	1651
Revenue (from Licences)	\$ 4,082,745	\$ 3,884,271	\$ 3,716,597	\$ 3,647,645

Application Processing

The licencing process ensures that businesses have received all required approvals from those organizations that regulate health and safety as well as any other municipal, provincial or federal requirements. This process should be both timely and thorough. Table 2 shows the measures that staff use to assess the current process and compare progress against three measures of performance. These statistics are measured quarterly as the numbers fluctuate throughout the year (new applications arrive daily and businesses close down) and are not annual totals.

Table 2: Status and Number of Business Licences

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1	2018 Q2	2018 Q3	2018 Q4
Valid Licences	13,242	13,912	14,062	13,870	13,940	14,368	14,285	14,267
Expired Licences	2,192	1,496	941	944	887	646	688	723
Suspended and Pending Applications	450	420	371	329	282	279	286	274
Total	15,884	15,828	15,374	15,143	15,109	15,293	15,259	15,264

Overall, the statistics measured throughout 2018 indicate that there are more businesses with valid licences and fewer business waiting for their applications to be processed. These are both positive indicators that are also reflected in the increase to revenue.

Business Licence Enforcement

The revenue collected from bylaw fines and tickets related to licencing is continuing to increase. This is due to the targeted campaigns underway related to illegal taxis, expired business licences, and unlicensed construction businesses (trades). In order to complete these campaigns and maintain service levels processing applications, the staff team have utilized temporary staff to supplement the regular full time staff (within the allocated budget). Moving forward, there will be an analysis on the overall compliment of staff so that the levels of service for both application processing and licence enforcement can be maintained.

Table 3: Revenue from Tickets

	2018	2017	2016	2015
Revenue from Tickets	\$ 37,250	\$ 16,350	\$ 1,700	\$ 8,951

Election Sign Enforcement

There were 321 complaints received related to signs in 2018 and 127 (53%) of those complaints were related specifically to municipal election signs. There are no stats from the previous municipal election related to sign complaints but anecdotally, staff are confident that 127 complaints is significantly higher than anything from previous elections.

The Election and Political Signs Bylaw has ticketing provisions related to signs installed prior to the election period but not relating to signs that otherwise violate provisions in the bylaw (size, location, etc). There were no tickets issued for signs installed prior to the election period. In order to resolve other complaints and bylaw concerns, staff notified each candidate to remove any offending signs. Where voluntary compliance was not gained, arrangements were made to have the sign removed.

Unregulated Massage Businesses

Staff are currently reviewing the regulations related to businesses offering unregulated massage services. In the meantime, all of the “Body Rub” businesses have received a recent inspection. Staff found violations and issued tickets to two of these businesses and will undertake follow up inspections. Staff are also undertaking unscheduled inspections of the “Therapeutic Touch” businesses. Any businesses not in compliance after a warning will be brought to Council to consider a licence cancellation or suspension.

Financial Impact

None.

Conclusion

This report provides an update on fourth quarter statistics 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 businesses.



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