



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** April 14, 2023  
**From:** Mark Corrado **File:** 12-8375-01/2023-Vol  
 Director, Community Bylaws & Licencing 01  
**Re:** **Business Licence Activity Report – First Quarter 2023**

### Staff Recommendation

That the staff report titled “Business Licence Activity Report – First Quarter 2023”, dated April 14, 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>
Economic Development	<input checked="" type="checkbox"/>	
Finance Department	<input checked="" type="checkbox"/>	
<b>SENIOR STAFF REPORT REVIEW</b>	<b>INITIALS:</b> 	<b>APPROVED BY CAO</b> 

**Staff Report**

**Origin**

This report provides an update of business licence activity for the first 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 first quarter of 2023 was \$1,956,915, which represents an eight per cent increase when compared with the same quarter in 2022. Business Licence revenue is one of multiple indicators of overall economic health in Richmond. Table 1 shows the Business Licence for Revenue for the first quarters of 2020 to 2023.

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

	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Revenue	\$1,520,096	\$1,785,852	\$1,809,955	\$1,956,915

Application Processing

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

- **“Valid Licences”** is the number of businesses with valid licences.
- **“Expired Licences”** is 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 fee and confirm whether they are permanently closed.
- **“Pending/Change Applications”** are businesses that have applied for a new licence or for making changes to 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”** is 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 and the first 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 the first quarter of 2023

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

In the first quarter of 2023, total licences show a positive growth trend. Although there was a slight decrease in the total number of valid licences compared to the fourth quarter of 2022, the increase in pending/change applications can be attributed to various factors such as changes in business footprint and staffing size, or incomplete contact information. Staff continue to diligently work to address the pending/change applications on an on-going basis when they are received by the City in-person or via the MyBusiness portal.

Expired licences are a key focus area for staff. In the second quarter of 2023 resources will be specifically allocated for staff to follow-up with businesses regarding their expired licences and to determine appropriate status for these licences. Table 3 shows the number of new business licences issued in the first quarters of 2020 to 2023.

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

	2020	2021	2022	2023
Total Issued	417	352	335	423

The number of new business licences issued in the first quarter of 2023 has increased significantly by 26 per cent (88 new licences) when compared to the same quarter in 2022. This is a positive indicator of economic health, given inflationary pressures and other economic challenges faced by new business operators.

### Business Licence Enforcement

In the first quarter of 2023, a total of 67 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. The increase in fine revenue is the result of staff following up with businesses that continue to operate while being non-compliant. Table 4 shows the first quarter revenue collected from bylaw violation notices.

Table 4: Business Licence Enforcement Revenue for the first quarter of 2023

	<b>2023</b>
Revenue from Tickets	\$ 15,250

Illegal Ride-Hailing Enforcement

In the first quarter of 2023, at the request of the Passenger Transportation Branch, the City and the RCMP, conducted two joint operations targeting illegal ride-hailing services. The outcome of these joint operations are highlighted in Table 5 and Table 6.

Table 5: Total Fines Issued in the First Quarter of 2023

<b>Agency</b>	<b>Fines</b>
Passenger Transportation Branch	\$ 9,180
City of Richmond*	\$ 1,000
<b>Total</b>	<b>\$ 10,180</b>

\*Pending adjudication determination

Table 6: Tickets Issued in the First Quarter in 2023

<b>Agency</b>	<b>Tickets</b>
Passenger Transportation Branch	17
City of Richmond	2
<b>Total</b>	<b>19</b>


Staff will continue to work with the Passenger Transportation Branch on a joint-operational basis and advocate for the Province to release comprehensive ride-hailing enforcement statistics.

**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 first quarter of 2023. Revenues in this quarter have increased, when 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 first 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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