



# City of Richmond

## Report to Committee

**To:** Community Safety Committee **Date:** January 15, 2026  
**From:** Mark Corrado **File:** 12-8375-02/2025-Vol  
 Director, Community Bylaws & Licencing 01  
**Re:** **Community Bylaws Activity Report – December 2025 and Year in Review**

### Staff Recommendation

That the report titled “Community Bylaws Activity Report – December 2025 and Year in Review”, dated January 15, 2026, 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>  Finance Department	<b>CONCURRENCE</b>  <input checked="" type="checkbox"/>	<b>CONCURRENCE OF GENERAL MANAGER</b>  
<b>SENIOR STAFF REPORT REVIEW</b>	<b>INITIALS:</b>  	<b>APPROVED BY CAO</b>  

**Staff Report**

**Origin**

This annual review report for the Property Use, Parking Enforcement, and Animal Services units of Community Bylaws provides information and statistics on calls for service and bylaw enforcement actions related to unsightly premises, land use, noise, authorized and unauthorized soil and other material deposition and removal, parking enforcement, and animal control operations, including the activities of the Richmond Animal Shelter.

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.*

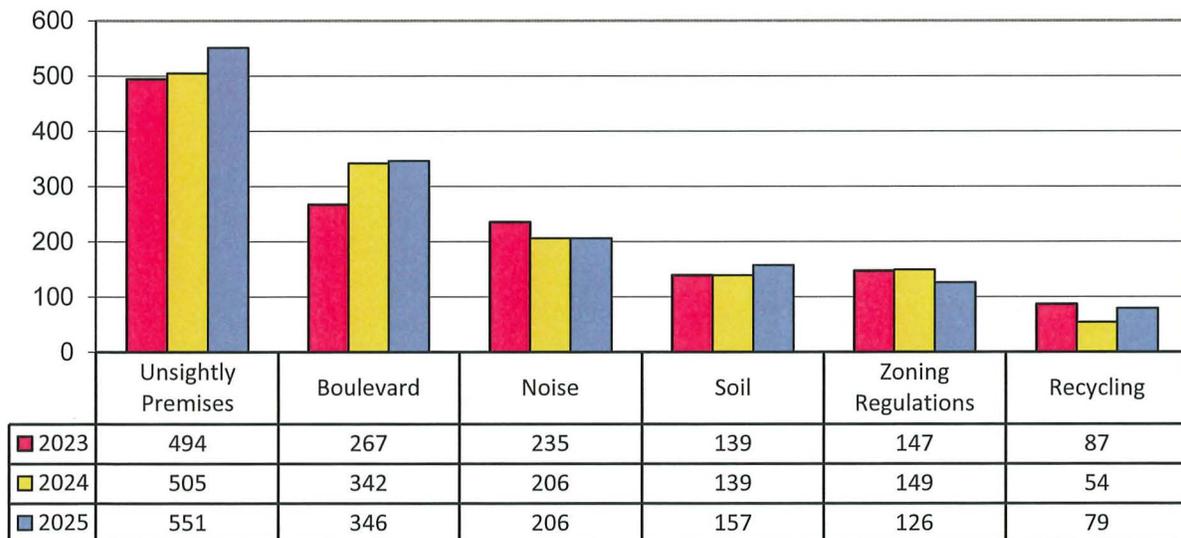
*3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.*

**Analysis**

Property Use Calls for Service

Figure 1 highlights the top five most common calls for service received by staff. These five categories represent over 85 percent of property use calls for service received in 2025. In 2025, there were 1,629 property use calls for service, which represented a four percent increase from 2024 (1,566).

Figure 1: Property Use Calls For Service - December Year-To-Date Comparison



In 2025, the largest increase was related to unsightly premises, which rose 9.1 percent from 505 last year to 551. This is primarily attributed to overgrown vegetation causing sidewalk encroachments, obstructions and sightline issues. There was no change in noise complaints this year, majority of the complaints were related to construction outside permitted hours. In all cases, staff investigated and sought to obtain compliance through education and/or bylaw enforcement action.

Calls for Service related to Homelessness and Outreach

In 2025, the City received a total of 142 calls related to homelessness and outreach, representing a 29 percent increase from the 110 calls received the previous year. Proactive enforcement and outreach efforts have played a crucial role in managing encampments effectively. The addition of a dedicated bylaw outreach team increased enforcement capacity and contributed to the higher number of calls for service, as staff were more active in identifying and responding to issues in the community.

Table 1: Calls for Service - Homelessness

<b>Calls for Service Type</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Homelessness	129	110	142

To address these calls, the City’s Joint Operations Team (JOT)—which includes Bylaws, Community Social Development, Parks, Environmental Programs, Richmond Fire Prevention, the RCMP Vulnerable Persons Unit, and external partners such as Vancouver Coastal Health (VCH) and the Ministry of Social Development and Poverty Reduction (MSDPR)—collaborates on a weekly basis. The team conducts coordinated outreach to support the safety and well-being of unhoused individuals while connecting them with appropriate housing, shelter, and support services.

Throughout 2025, Bylaws Officers, the RCMP Vulnerable Persons Unit, and Outreach Workers from the Community Social Development team conducted 47 weekly inspections. Other JOT partners also contributed significantly to these efforts, which have proven effective in reducing complaints and assisting individuals with transitioning to shelters, housing, or accessing services.

Of the 142 calls received, the majority were related to sites located within the City Centre and on properties owned and managed by the Province, particularly those under the Ministry of Transportation and Infrastructure and the Ministry of Forests. Where the City has jurisdiction, Bylaws staff initiate joint cleanups with support from the Environmental Programs team to remove discarded or abandoned materials and maintain public safety and cleanliness. Due to safety considerations, multiple staff members are often required to respond to encampment-related calls. Calls involving Crown lands present additional challenges and frequently require significantly more time and resources to resolve.

Authorized and Unauthorized Soil Deposition and Removal Activity

Soil Bylaw officers are responsible for administering the soil deposit and removal application and permitting process, responding to public complaints, and addressing non-compliance related to unauthorized filling. This includes monitoring permitted soil deposit and removal projects and properties undergoing soil removal and remediation to ensure compliance with applicable City bylaws. In December, staff conducted 53 site inspections. Overall, the officers conducted approximately 800 site inspections in 2025.



Figure 2: Aerial view of Richmond

In July 2025, the City strengthened its Soil Deposit and Removal program by filling a second Full-Time Soil Bylaw Enforcement Officer position, increasing oversight and compliance capacity across Richmond. This expanded enforcement capability enhanced the City’s ability to review soil deposit and removal applications in a timely manner and to detect and resolve non-compliance, and supported significant outcomes, including \$141,050 in Provincial Court-imposed fines for soil bylaw violations, reinforcing the City’s commitment to protecting farmland, the environment, and responsible soil management, while supporting local farmers, agriculture, and regional food security.

In 2025, Soil Bylaw Enforcement Officers issued 182 tickets, totaling \$91,000 in fines. Fine tickets are recorded as revenue only upon payment. As of the end of December 2025, there were 22 soil deposit proposals at various stages of the application process. Staff were monitoring 16 approved sites and addressing 55 properties currently deemed non-compliant. Permits issued in 2025 include approvals for applications received in the previous year, as the review and approval process can extend beyond a single reporting period.

Table 2: Regulation of Soil Deposit/Removal Comparison

<b>Applications and Permit Activity</b>	<b>2024 Total</b>	<b>2025 Total</b>
Soil Deposit and/or Removal Applications Received	18	14
Soil Deposit Permits Issued	10	23

Table 3: Soil Bylaw Enforcement Comparison for 2024 and 2025

<b>Enforcement Activity</b>	<b>2024 Total</b>	<b>2025 Total</b>
Non-Compliant Properties brought into Compliance	27	52
Number of Tickets Issued	60	182
Number of Stop Work Orders Issued	15	9
Number of Removal & Remediation Orders Issued	33	61

Other Community Bylaws Calls for Service

Since January 2024, the City has actively addressed issues related to live-aboard vessels, unpermitted structures along the dyke, and unsafe vehicle parking near dyke access points. Enforcement actions included the removal of unauthorized construction on City property.

On April 24, 2025, the Bylaw Department coordinated the removal of a sunken vessel from City waters to address navigational safety, environmental protection, and public access concerns, demonstrating the City’s ability to respond effectively to marine safety issues.

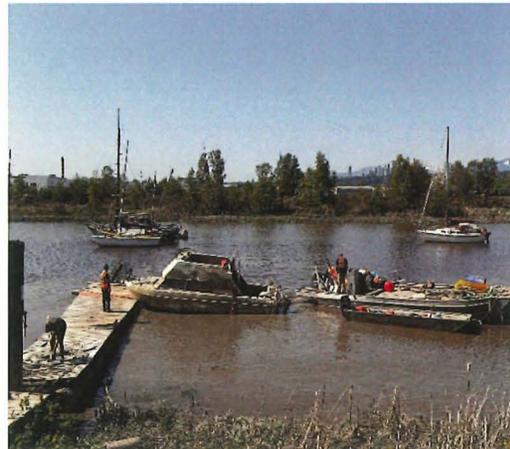


Figure 3: Tree Island – Sunken vessel

In coordination with Natural Resource Officers and the Ministry of Forests, the City facilitated the seizure and removal of an unpermitted dock constructed on the foreshore. A specialized marine salvage contractor was engaged to remove the structure from the waterway. As part of the same cleanup effort, an additional sunken vessel was removed.

In addition, in October 2025, the City strengthened its Property Use enforcement program by hiring two Property Use Officers specializing in building enforcement and illegal suites. These positions were added to improve compliance with building code and safety regulations. The officers work in coordination with the Building Department to support joint inspections and enforcement, enhance information sharing, and ensure a consistent and effective approach to addressing unsafe or unauthorized construction and illegal suites.

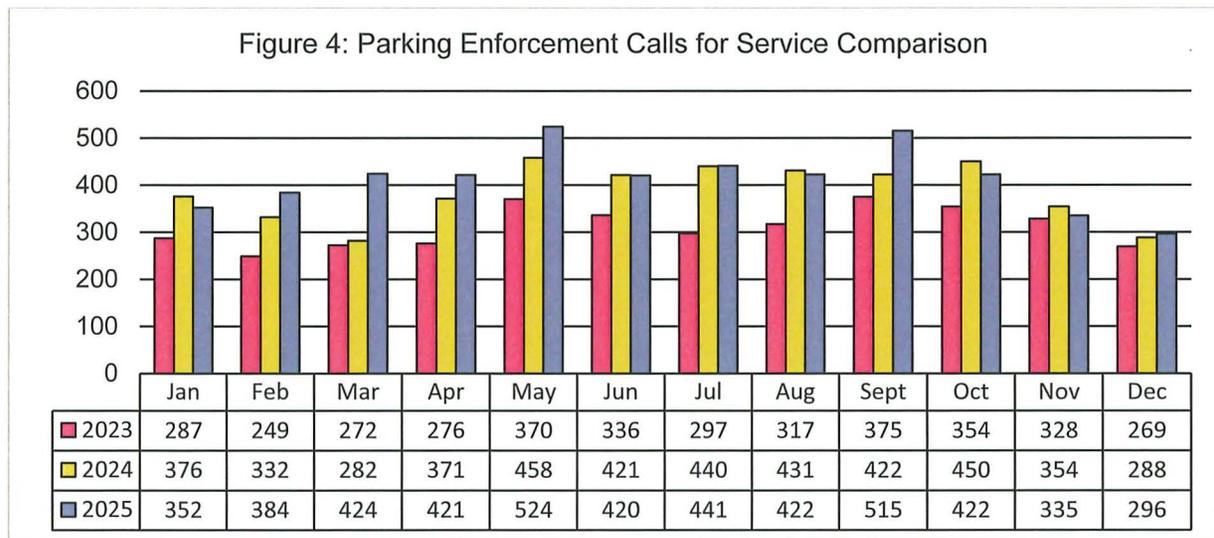
Parking Enforcement

For the month of December, staff received 296 calls for service for parking and traffic related concerns, a 2.7 percent increase (288) from the same period last year. For 2025, parking enforcement experienced an overall 7.2 percent annual increase compared to the previous year. Table 4 notes total annual calls for service over the last three years.

Table 4: Annual Parking and Traffic Related Calls for Service

<b>Calls for Service Type</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Parking and Traffic	3,730	4,625	4,956

Figure 4 highlights parking enforcement monthly calls for service comparison.



The majority of parking calls are complaint driven. The increase in calls is not limited to any specific geographic area and can be attributed to the City’s ongoing growth and densification. With more officers in the field, staff have improved visibility, response times, and service reliability. Calls related to safety and obstruction primarily involve parking issues that pose risks, such as vehicles parked in no-stopping zones, near fire hydrants, or obstructing roadways and driveways. Calls regarding 72-hour and three-hour time restrictions are typically generated by residents reporting lack of parking turnover or unfamiliar vehicles in their neighbourhoods. Annual figures also include calls for service related to the Wharves Regulation Bylaw No. 10182, as well as other traffic-related matters such as derelict/abandoned vehicles or vehicles being used as shelter by potentially unhoused individuals.

Table 5 below summarizes the top five parking enforcement calls for service for 2025.

Table 5: Parking Enforcement Calls for Service Type

<b>Parking Enforcement Calls for Service Type</b>	<b>2024</b>	<b>2025</b>
Safety and Obstruction	2,496	2,890
Time Restrictions – 72 Hour	972	998
Time Restrictions – 3 Hour	356	412
School Patrol	278	277
Time Restriction - Unhoused	120	124

School patrols is a key part of our proactive enforcement efforts. In consultation with Richmond School District staff and direct requests from parents or residents, school patrols are pre-scheduled a month in advance on a rotational basis, prioritizing locations based on historical activity. Parking officers make every effort to visit each school early in the school year within the district to establish a presence and focus on education. This approach serves as a reminder for drivers to adjust their habits accordingly. In 2025, officers were able to conduct 277 patrols

encompassing 40 schools and issue 1,251 violations. Out of the total school patrols, 84.8 percent (235) were visits to elementary schools.

Meanwhile, calls related to unhoused individuals typically involve reports of recreational vehicles or trailers, parking on City streets for extended periods of time. Proactive patrols by staff, with support from other agencies, aim to connect vulnerable individuals with support services and ensure vehicles or trailers comply with parking rules and regulations.

The annual figures from the past three years are highlighted in Table 6.

Table 6: Parking Enforcement Activity – Annual Figures

Year	Parking Violations	Parking Enforcement Revenue *
2023	22,041	\$ 1,971,454
2024	25,881	\$ 2,045,844
2025	24,519	*\$ 2,713,295

\* Preliminary financial information. Information may change subject to year-end adjustments and audit.

Overall, parking enforcement revenue increased by 32.6 percent. This increase can be attributed to the growing use of parking meters and higher demand for monthly permits within the City Centre, particularly in areas experiencing increased densification. Examples include locations near the Richmond Olympic Oval and Capstan Station, which have transitioned from construction sites to active destinations for restaurants, retail, and community activity.

Another key contributing factor was the regular deployment of a license plate recognition (LPR) vehicle. Parking Enforcement also acquired a second LPR vehicle with artificial intelligence capabilities, enabling more efficient automated enforcement and expanded enforcement coverage.



Figure 5: Parking Enforcement Licence Plate Recognition Vehicle

Parking activity is expected to continue increasing as the City advances the modernization of its parking infrastructure, with planned investments in new parking meters and a mobile payment solution scheduled for implementation in 2026.

Bylaws Community Engagement

In 2025, Bylaw officers included community engagement activities to promote City services. Through proactive outreach, compliance education, and increased neighbourhood presence,

officers work with residents, local businesses, and partner agencies to enhance bylaw awareness and community safety.

Key highlights included:

- March 3, May 8 and September 10 – ICBC Think of Me Campaign: In partnership with ICBC, the Richmond RCMP, and community policing volunteers, Bylaw Officers participated in outreach efforts to raise awareness of the dangers of distracted driving. Using postcards featuring artwork and safety messages created by local elementary school students, the campaign reminded drivers to stay focused and keep their phones out of sight. Outreach activities took place at Blundell, Cook, Debeck, Grauer, Hamilton, and Tomsett Elementary schools.



Figure 6: September 11 – Think of Me

- May 8 – McHappy Day, McDonalds, No. 3 Road: McHappy Day is an annual fundraiser with a portion of food and beverage sales supporting Ronald McDonald House Charities and other local children's charities. Bylaw Officers participated in the event by assisting with the sale of donation hearts and socks, helping to raise awareness and support for the cause.
- May 28 – My Community School Presentation, Tomsett Elementary: Bylaw Officers visited Tomsett Elementary School to promote City services and highlight the role of bylaws in supporting community cleanliness, traffic safety, and responsible pet ownership.
- November 27 – ICBC Pedestrian Safety Outreach: During the fall and winter months, when reduced daylight and weather conditions increase pedestrian safety risks, the City participated in Richmond RCMP led pedestrian safety outreach initiatives. Working alongside the Richmond RCMP, ICBC, City Councillors, Richmond Fire-Rescue, Transit Police, and community volunteers, staff distributed pedestrian reflectors at Brighthouse Station and promoted driver awareness to improve visibility and safety near intersections and transit stops.

### Animal Services Highlights

Throughout 2025, key focus areas for staff included the publication of educational materials and awareness campaigns, addressing complaints and inquiries, and verifying the status of dog license accounts in arrears. Additionally, staff managed the BC SPCA contract for sheltering and enforcement services, ensuring accountability for contracted services and working collaboratively to address common complaints as well as unique calls for service. This collaboration has further streamlined and enhanced the delivery of animal welfare and enforcement services within Richmond.

The BC SPCA participated in various community events, outreach initiatives, and collaborations to promote animal welfare, educate the public, and strengthen partnerships.



Figure 7: Richmond BC SPCA

Some of the highlights this year include:

#### Community Events

- March 22 – Pet Registration Outreach: In collaboration with Petsville Animal Hospital, staff hosted a well-attended pet registration event to promote responsible pet ownership and improve reunification outcomes for lost animals. At the event, 19 pets (seven dogs, 10 cats, and two rabbits) were microchipped and registered, and 25 pets were scanned for existing microchips. With pets entering the Richmond Animal Shelter without identification, this initiative highlighted the importance of permanent pet identification and keeping registration information accurate and up to date.

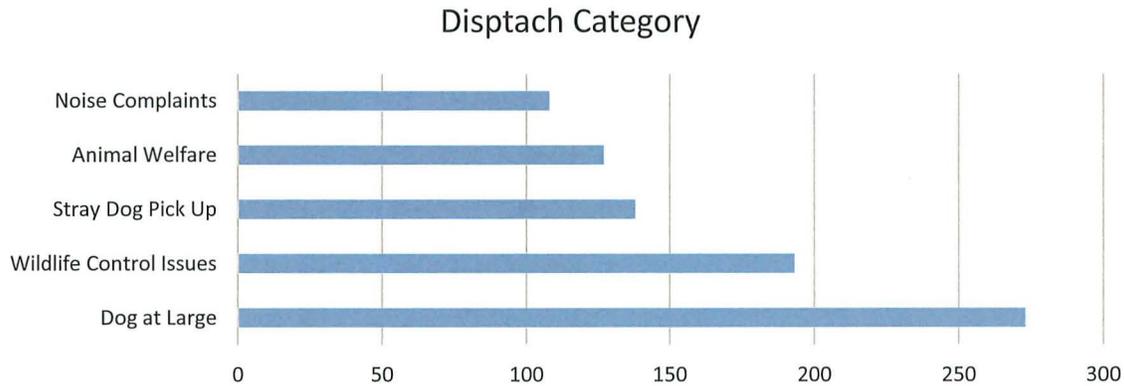
#### Enforcement Collaboration and Training

- Collaborated with RCMP and Bylaw enforcement to actively engage with pet owners experiencing homelessness, providing support, education on responsible pet care, and resources for their pets. This partnership also addressed crossover cases, tackling both bylaw and animal welfare concerns effectively.

In 2025, BC SPCA Officers responded to 1,612 calls for service related to animal control and dog licensing matters. Officers also conducted 963 patrols across Richmond's parks, dikes, trails, off-leash areas, and school grounds. The majority of patrols occurred in parks, trails, dikes, and off-leash areas, with the remainder taking place at schools and school-adjacent sites. This distribution reflects increased recreational use of public spaces during warmer months, balanced with ongoing patrol activity at school locations throughout the academic year. Patrol activity was concentrated at several high-use locations, with Garry Point Park, South Arm Community Park, McNair School, A.R. MacNeill Secondary School, and Thomas Kidd School among the most frequently patrolled sites.

Figure 8 below highlights the top five calls for services received for BC SPCA investigation in 2025.

Figure 8: BC SPCA - 2025 Top Five Calls for Service



In 2025, the total number of licensed dogs was 6,648 which is a 15.1 percent decrease from last year of 7,833. As of January 15, 2026, approximately 1,846 dog licences have been renewed which is lower than last year’s number of 3,700. The slower renewal rate can be attributed to the delayed notices being sent out in the mail due to the recent postal strike.

Efforts made in 2025 to address dog licenses that had not been renewed contributed to a decrease in violation incidents during the canvassing seasons from April through October. It is important to note that not all violations result in revenue, as those issued a violation notice for not possessing a valid license will have the notice changed to a warning if a license is purchased within seven days of receiving the violation. This compliance approach contributes to greater overall compliance when enforcement staff encounter unlicensed dogs in Richmond.

Richmond Animal Shelter Activity

The Richmond Animal Shelter facilitated 395 adoptions and 149 animal redemptions, supporting both animal welfare and family reunification. Cats and dogs remained the primary drivers of shelter outcomes in 2025, representing nearly 70 percent of all animals served. Adoption outcomes were led by cats and kittens, while return-to-owner success was driven predominantly by dogs, which accounted for more than 70 percent of all redemptions and all off-site field returns.

Officers also responded to and retrieved 349 deceased domestic and wildlife animals within the community. In addition, the shelter operator provided free emergency boarding for animals affected by local emergencies and distributed pet food and supplies to residents in need of support. Building upgrades, including the addition of an HVAC system which was previously absent and replacement of end-of-life kennel flooring, affected overall intake levels; however, the shelter remained operational throughout the construction period.

Community Bylaws Administrative Staff Activity

Staff received a total of 11,128 calls from the public in 2025. These calls consisted of a variety of subject matters related to service requests and inquiries, including but not limited to property use, zoning violations, noise concerns, homelessness, parking and traffic concerns. Overall, the call volume reflects both increased public reliance on Bylaw Services as a first point of contact and the expanding scope and complexity of issues managed by the department.

Ticketing

Bylaw ticket issuance by offence type for the month of December and year-to-date are highlighted in Table 7 below.

Table 7: Community Bylaw Violations

<b>Ticket Issuance (BVN's &amp; MTI's)</b>	<b>December</b>	<b>YTD</b>
Building Regulation Offences	19	122
Animal/Dog Licencing Offences	6	131
Soil Deposit and Removal Offences	5	182
Unightly Premises Offences	3	106
Zoning Offences	2	97
Regulation of Material on Highways Offences	1	6
Demolition Waste and Recyclable Materials Offences	0	26
Noise Offences	0	19
Parks Offences	0	5
Sign Offences	0	2
Solid Waste and Recycling Offences	0	2
Watering Offences	0	0
Watercourse Protection Offences	0	0
<b>Totals</b>	<b>36</b>	<b>698</b>

Bylaw Adjudication

In 2025, six adjudication sessions were held. A total of 79 violation notices were reviewed by a provincial adjudicator. The disputed violation notices span a range of violation types with the majority related to parking offences. Of the 79 violations notices disputed, 66 were upheld and 13 were dismissed.

Revenue and Expenses

Revenues across Property Use, Parking Enforcement, and Animal Services continue to reflect seasonal activity patterns and targeted enforcement efforts. In Property Use, soil permit applications and volume fees tend to peak during Q2 and Q3, contributing to higher revenue during the summer construction season. In addition, Parking Enforcement revenue remains driven by the City's pay parking program, supported by steady ticketing activity and monthly permits. Animal Services revenue is supported by the dog licensing program, with increased compliance resulting from prior years' proactive account audits and canvassing initiatives.

On the expense side, costs are primarily related to staffing, enforcement activities, and program administration. Seasonal enforcement demands, public education campaigns, and operational requirements for animal care also contribute to fluctuations in expenses throughout the year. Table 8 outlines the net revenue and expenses for property use, parking enforcement and animal protection services.

Table 8: Property Use, Parking, Animal Services Revenue and Expenses

		YTD Budget December 2025	YTD Actual December 2025*
<b>Property Use</b>	Revenue <sup>1</sup>	\$473,800	\$441,089
	Expenses	\$1,911,900	\$1,375,623
	<b>Net Revenue (Expense)</b>	<b>(\$1,438,100)</b>	<b>(\$934,534)</b>
<b>Parking</b>	Revenue <sup>2</sup>	\$2,245,200	\$2,829,005
	Expenses	\$2,057,600	\$2,251,873
	<b>Net Revenue (Expense)</b>	<b>\$187,600</b>	<b>\$577,132</b>
<b>Animal Services</b>	Revenue <sup>3</sup>	\$276,700	\$287,039
	Expenses	\$1,481,600	\$1,411,550
	<b>Net Revenue (Expense)</b>	<b>(\$1,204,900)</b>	<b>(\$1,124,511)</b>

\* Preliminary financial information. Information may change subject to year-end adjustments and audit.

**Financial Impact**

None.

**Conclusion**

In 2025, staff experienced an increase in calls for service across multiple units while continuing to manage core investigations and enforcement activities. The addition of new staff across various units expanded capacity for proactive patrols and is expected to further enhance the City’s ability to respond to community needs.



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 Director, Community Bylaws and Licencing  
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<sup>1</sup> Property Use Revenue is primarily generated from soil permit applications and volume fees, property related bylaw tickets and court fines from bylaw prosecutions.

<sup>2</sup> Parking Enforcement revenue is largely derived from parking meters, monthly parking permits, and ticketing activity.

<sup>3</sup> Animal Services revenue comes from the dog licencing fees and animal control-related tickets.