



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** May 9, 2024
From: Mark Corrado **File:** 12-8375-02/2024-Vol
 Director, Community Bylaws & Licencing 01
Re: Community Bylaws Monthly Activity Report – April 2024

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – April 2024”, dated May 9, 2024, from the Director, Community Bylaws & Business Licencing, be received for information.

Mark Corrado
 Director, Community Bylaws & Licencing
 (604-204-8673)

REPORT CONCURRENCE		
ROUTED TO: Finance Department	CONCURRENCE <input checked="" type="checkbox"/>	CONCURRENCE OF GENERAL MANAGER
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

This monthly report highlights activities, information, and statistics related to calls for service from the Property Use, Parking Enforcement, and Animal Protection units of Community Bylaws.

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.

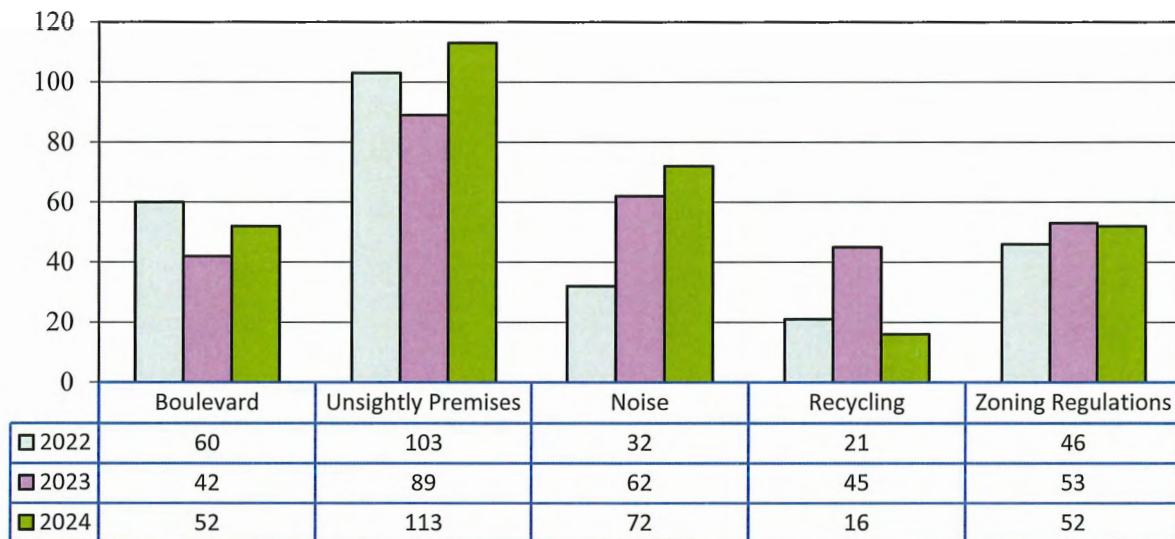
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In April 2024, a total of 128 calls for service files were received for investigation, which represented a nominal decrease (129) from the same period last year. There is no discernable pattern observed to explain this change. Depending on the nature of the investigation, staff must often liaise with multiple departments and other government agencies to conduct a fulsome review of a received complaint. Among 24 potential calls for service categories, Figure 1 highlights the most common calls for service received for Property Use officers to follow up on and investigate.

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



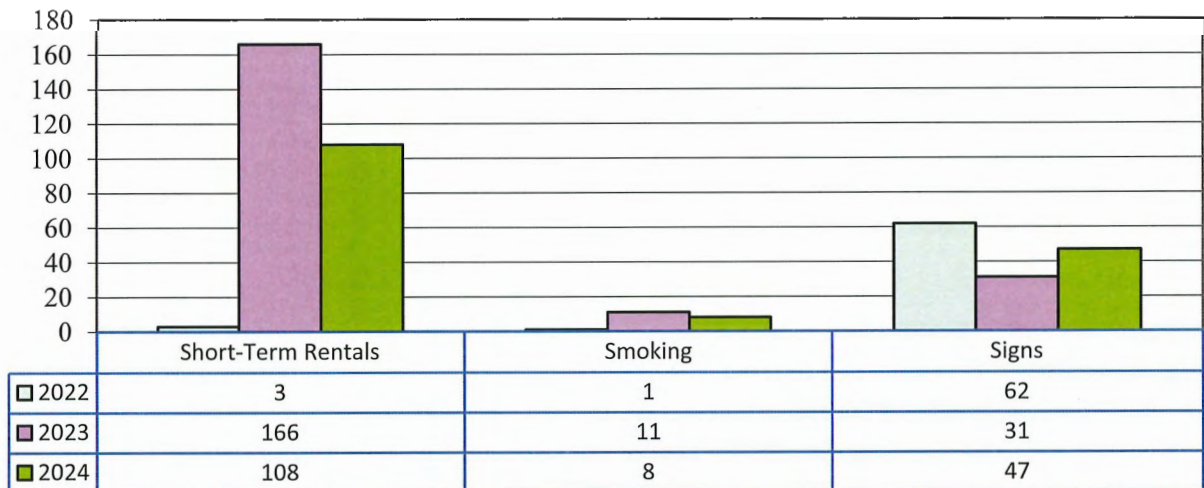
In April, the increase in reports of unsightly premises can be attributed to property garbage related calls. This type of call is made when properties have loose debris, chattel, untidy garbage bins and construction debris strewn across or piled up. In these cases, staff work with the property owner to set a timeline and expectation for cleanup to ensure compliance. In the majority of cases, voluntary compliance is achieved.

There was a slight increase in noise-related calls. No specific trend was observed in the type of noise reported; instead, a variety of calls were received, predominantly concerning mechanical noise and construction activities outside permitted hours.

Other Community Bylaws Calls for Service

Figure 2 shows a three-year breakdown of other calls for service that are closely related to Property Use matters.

Figure 2: Property Use Calls For Service - April Year-To-Date Comparison



For April, there were 26 calls for service related to short-term rental violations. Dedicated temporary full time officers monitor complaints submitted by the community as well as proactively generating files. In many cases, complaints are resolved by: voluntary removal of the short-term rental listing; obtaining a business licence depending on eligibility; and paying outstanding fines. However, in cases where voluntary compliance is not obtained, a variety of violation notices can be issued for non-compliant operation of a short-term rental.

Often times, a rental operator engaging in illegal practice will receive multiple violation notices upon inspection. Staff continue to monitor properties found to be non-compliant and follow up accordingly should unpermitted operation continue. When there is a repeated and/or significant history of violations, staff will seek a resolution via Long-form Prosecution in Provincial Court.

Signage related calls cover a variety of types. In April, the Sign Inspector attended numerous calls regarding advertising signs placed in a non-compliant manner. In these cases, staff work with the advertisers or agencies to ensure the signage is removed.

Soil Activity

Staff are responsible for responding to public complaints and issues of non-compliance related to unauthorized filling; monitoring permitted soil deposits and removal sites; and inspecting properties that are undergoing remediation to come into compliance with applicable City bylaws. Staff conducted 42 site inspections in the month of April.

Stop Work/Removal Orders issued for the following properties:

- 12060 No. 2 Road
- 17480 River Road
- 2200 No. 6 Road
- 11660 No. 2 Road
- 11891 Blundell Road

The following properties came into compliance:

- 10180 Blundell Road
- 5520 Blundell Road
- 13000 Blundell Road

There are 27 soil deposit proposals under various stages of the application process. Staff are monitoring 12 approved sites and are currently addressing 39 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in April.

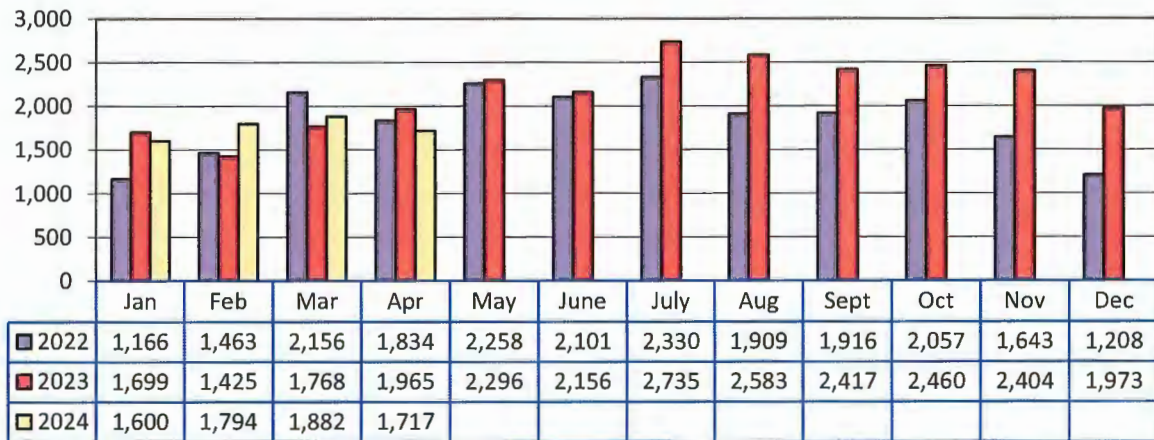
Parking Enforcement

Staff responded to 368 calls for service in April. This is a 33 percent increase (276) from the same period last year. When compared with 2023 data from the same period, parking enforcement revenue has increased by 11 per cent even though parking violation issuance decreased by 13 per cent. The contrast between parking revenue and violation issuance is the result of increased service demand. The rise in revenue can be attributed to increased use of City parking meters, monthly parking permit issuance and increased use of mobile payment applications. Monthly parking enforcement revenue is highlighted in Figure 3. Figure 4 highlights monthly parking violation issuance.

Figure 3: Parking Enforcement Revenue Comparison (000's)



Figure 4: Parking Violation Issuance Comparison



Animal Protection and Dog Licencing

As of April 30, 2024, approximately 6,658 valid dog licences were issued. This figure represents 89 percent of the 7,500 licences on file as of last year. A total of 436 dog licences were issued in April. Staff are now focusing on dog licence canvassing efforts. Outstanding accounts are called and emailed seeking a renewal or other information to update the account. Dog licences are valid for a calendar year and are not based on the purchase date of the licence.

In April, BC SPCA Officers responded to 1,458 calls for service related to animal control and dog licencing violations. The significant increase can be attributed to April marking the start of dog canvassing, during which staff follow up with outstanding dog licences. Officers also conducted park patrols across various parks, dikes and school grounds, including typical locations such as Garry Point, Terra Nova Rural Park, and sections of the West Dyke Trail.

Patrols were also carried out at AR McNeil Secondary, South Arm Community Park and several school grounds. In addition to enforcement actions, these patrols serve an educational purpose, increasing awareness and compliance. In collaboration with the Parks department, staff are reviewing hotspot parks and school grounds to assess options for improving signage.

Fines issued for Animal Regulation or Dog Licence offences cover various subjects including failure to obtain a valid dog licence, failure to leash a dog where not permitted or permitting a dog to run at large.

Ticketing

Table 1 reflects non-parking related Bylaw ticket issuance for the month of April.

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	April	YTD
Short-Term Rental Offences	61	181
Soil Deposit and Removal Offences	4	22
Animal Regulation/Dog Licence Offences	28	83
Watercourse Protection Offences	1	1
Unsightly Premises Offences	3	6
Noise Offences	2	9
Building Regulation Offences	0	2
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	10	26
Watering Offences	0	0
Totals	109	330

Bylaw Adjudication

The next adjudication session will be held on June 26, 2024.

Revenue and Expenses

Revenue in the Property Use section is primarily derived from permits, tickets and court fines related to bylaw prosecutions. Soil permit applications and volume fees follow a seasonal trend and tend to increase in Q2 and Q3. The collection of revenue in other Bylaw fines can be primarily attributed to fines issued for the operation of unpermitted short-term rentals. These results are shown in Table 2.

Parking enforcement generates much of its revenue from meters, permits and fines. Table 3 outlines individual revenue sources within parking enforcement. Table 4 highlights funds collected from dog licencing and fines. The overall increase in licence revenue can be attributed to proactive work done by staff in prior years to ensure accuracy in dog licence accounts and canvassing efforts to ensure compliance.

Table 5 outlines the net revenue and expenses for both property use and parking enforcement and animal protection services.

Table 2: Property Use Revenue by Source

Program Revenue	Budget Apr 2024	Actual Apr 2024	YTD Budget Apr 2024	YTD Actual Apr 2024
False Alarm	4,858	0	19,433	5,940
Towing Permits	876	2,361	6,518	8,145
Newspaper Box Permits	0	0	0	1,024
Soil Permit Application and Volume Fees	6,455	56,489	48,045	69,239
Other Bylaw Fines	13,367	12,425	99,485	49,375
Total Revenue	25,556	71,275	173,481	133,723

Table 3: Parking Revenue by Source

Program Revenue	Budget Apr 2024	Actual Apr 2024	YTD Budget Apr 2024	YTD Actual Apr 2024
Contract Revenue ¹	5,000	5,000	20,000	20,000
Filming Revenue	0	6,558	0	9,770
Parking Revenue ²	174,767	158,447	699,067	634,897
Total Revenue	179,767	170,005	719,067	664,667

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget Apr 2024	Actual Apr 2024	YTD Budget Apr 2024	YTD Actual Apr 2024
Dog Licences	12,549	27,260	213,830	242,972
Fines	460	2,350	1,540	7,025
Total Revenue	13,009	29,610	215,370	249,997

¹ City Towing Contract with Rusty's Towing

² Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

Table 5: Property Use, Parking and Animal Protection Services Revenue and Expenses

		YTD Budget Apr 2024	YTD Actual Apr 2024
Property Use	Revenue	173,481	133,723
	Expenses	640,594	468,623
	Net Revenue (Expense)	(467,113)	(334,900)
Parking	Revenue	719,067	664,667
	Expenses	610,034	505,851
	Net Revenue (Expense)	109,033	158,816
Animal Protection	Revenue	215,370	249,997
	Expenses	499,033	470,549
	Net Revenue (Expense)	(283,663)	(220,552)

Financial Impact

None.

Conclusion

Staff and contracted service providers administer and enforce 41 unique bylaws, covering a diverse range of various regulated community activities and service use, notably land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement, unsightly premises, and animal protection services. This report provides a summary of departmental activity in April.



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