



# City of Richmond

## Report to Committee

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

### Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – August 2024”, dated September 12, 2024, 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 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.*

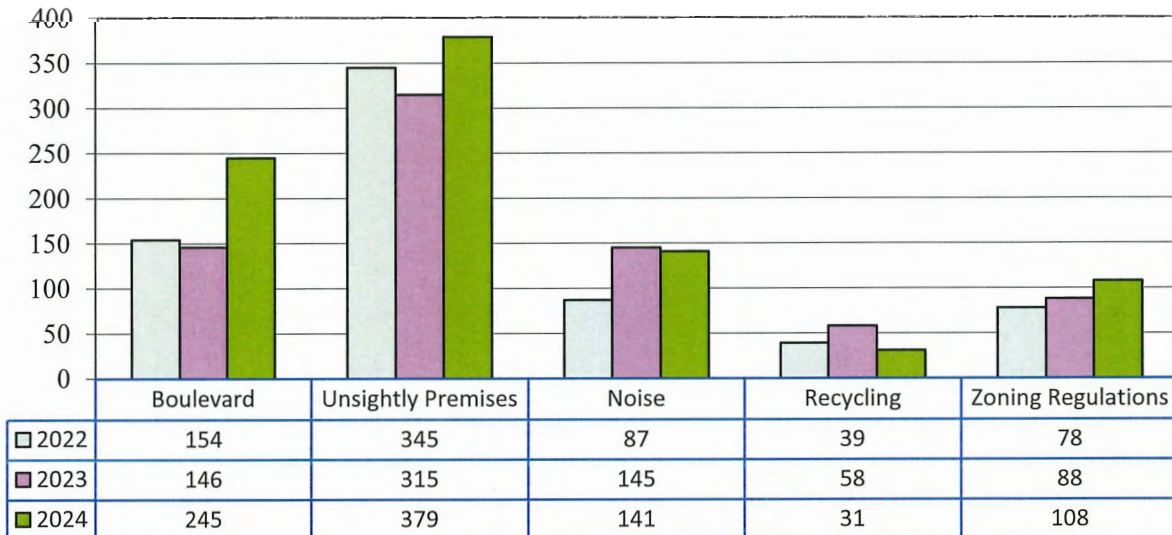
*3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.*

**Analysis**

Property Use Calls for Service

In August 2024, a total of 161 calls for service were opened for investigation, which represented a 49 percent decrease (315) from the same period last year. This reduction can be attributed to the significant reduction in water use restriction complaints. Depending on the nature of the investigation, staff often liaise with multiple departments and other government agencies to conduct a through 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 - August Year-To-Date Comparison

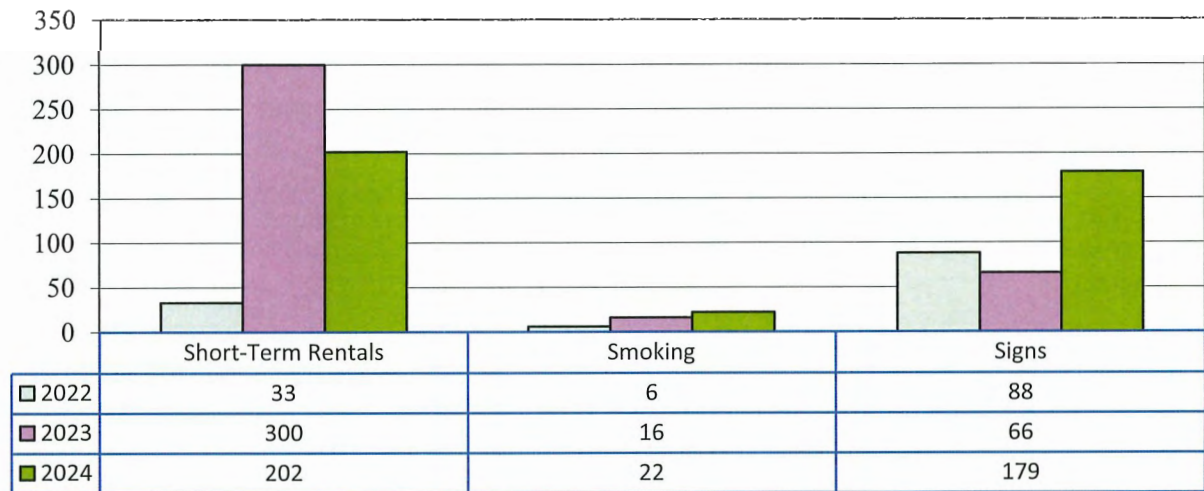


In August, there were 64 service calls on unsightly premises, mainly due to long grass and 28 service calls for sidewalk obstruction related to overgrowth of trees and hedges. Staff collaborate with property owners to establish a timeline and expectations for cleanup to ensure compliance. In most cases, voluntary compliance is achieved. When this is not the case, bylaw staff coordinate with public works to take remedial action and bill the costs to the property owner.

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 - August Year-To-Date Comparison



For August, 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.

### 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 55 site inspections in the month of August.

Stop Work and/or Removal Orders issued for the following properties:

- 2200 No. 6 Road
- 6320 No. 4 Road
- 6440 No. 5 Road
- 14260 Westminster Highway
- 14540 Burrows Road
- 160-12820 Clarke Place

The following properties are now in compliance:

- 7351 No. 5 Road
- 8451 No. 5 Road
- 6300 No. 4 Road

There are approximately 19 soil deposit proposals under various stages of the application process and staff continue to monitor 20 approved sites. Staff are currently addressing approximately 34 properties that are considered to be in non-compliance.

### Bylaw Prosecutions

No new bylaw charges were sworn in the month of August.

### Parking Enforcement

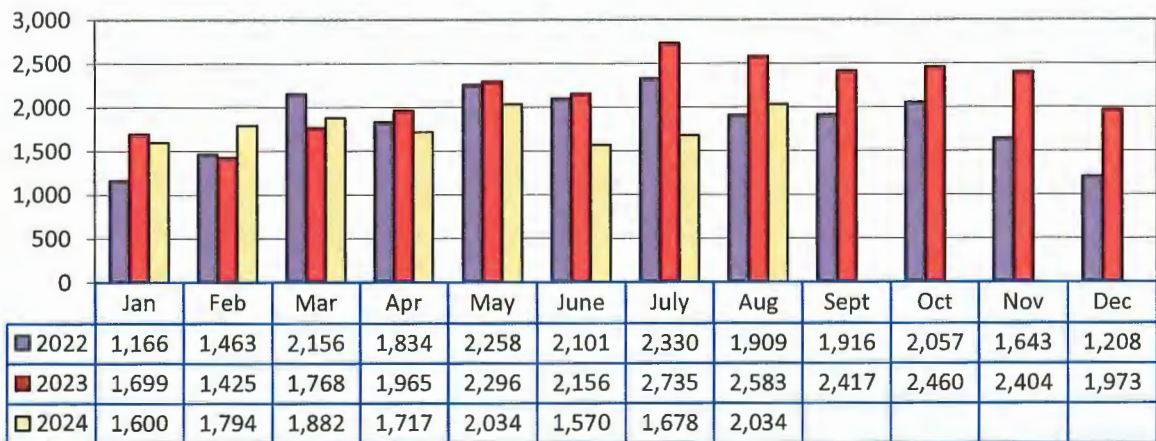
In August, staff responded to 431 service calls, representing a 36 percent increase from the same period last year (317 calls). Parking enforcement revenue decreased by 9 percent, alongside a 21.2 percent drop in parking violations. This reduction is primarily attributed to the increased public demand for parking enforcement, which has limited the capacity for proactive patrols. The additional officers hired in July have helped narrow this gap and maintain service levels. These hires are crucial for effectively managing the growing workload while continuing to serve the community.

Monthly parking enforcement revenue is highlighted in Figure 3. Figure 4 highlights the 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 August 31, 2024, approximately 6,932 valid dog licences were issued, representing 92 percent of the 7,500 licences on file as of last year. A total of 66 dog licences were issued this month. BC SPCA Officers responded to 237 calls for service related to animal control and dog licencing violations in August, bringing the total number of year-to-date calls to 1,329. Officers conducted 45 park patrols across various parks, dikes, and school grounds. The top patrolled parks in August were Garry Point Park, Terra Nova Neighborhood Park and Imperial Landing Waterfront.

In addition to enforcement actions, these patrols serve an educational purpose by increasing awareness and compliance. In collaboration with the Parks Department, staff are reviewing hotspot parks and school grounds to assess options for improving signage.

Ticketing

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

Table 1: Community Bylaw Offences

<b>Ticket Issuance (BVN's &amp; MTI's)</b>	<b>August</b>	<b>YTD</b>
Short-Term Rental Offences	55	345
Soil Deposit and Removal Offences	6	47
Watercourse Protection Offences	11	18
Unightly Premises Offences	3	35
Noise Offences	2	15
Building Regulation Offences	11	36
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	2	68
Watering Offences	0	1
<b>Totals</b>	<b>90</b>	<b>565</b>

Bylaw Adjudication

The next adjudication hearing is scheduled for September 18, 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 property use, parking enforcement and animal protection services.

Table 2: Property Use Revenue by Source

Program Revenue	Budget August 2024	Actual August 2024	YTD Budget August 2024	YTD Actual August 2024
Towing Permits	1,293	2,216	12,051	15,272
Newspaper Box Permits	0	0	0	1,024
Soil Permit Application and Volume Fees	9,532	12,662	88,834	89,932
Other Bylaw Fines	24,596	17,275	222,812	112,732
<b>Total Revenue</b>	<b>35,421</b>	<b>32,153</b>	<b>323,697</b>	<b>218,960</b>

Table 3: Parking Revenue by Source

Program Revenue	Budget August 2024	Actual August 2024	YTD Budget August 2024	YTD Actual August 2024
Contract Revenue <sup>1</sup>	5,000	(250)	40,000	40,000
Filming Revenue	0	0	0	16,857
Parking Revenue <sup>2</sup>	174,767	171,196	1,398,133	1,313,879
Receivable Income <sup>3</sup>	16,666	(7,753)	66,667	32,380
<b>Total Revenue</b>	<b>196,433</b>	<b>163,193</b>	<b>1,504,800</b>	<b>1,403,116</b>

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget August 2024	Actual August 2024	YTD Budget August 2024	YTD Actual August 2024
Dog Licences	8,789	4,923	250,553	263,305
Fines	1,810	325	6,440	10,875
<b>Total Revenue</b>	<b>10,599</b>	<b>5,248</b>	<b>256,993</b>	<b>274,180</b>

<sup>1</sup> City Towing Contract with Rusty's Towing

<sup>2</sup> Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

<sup>3</sup> Receivable Income consists of Night Market Recoveries

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

		YTD Budget August 2024	YTD Actual August 2024
<b>Property Use</b>	Revenue	323,697	218,960
	Expenses	1,307,266	927,097
	<b>Net Revenue (Expense)</b>	<b>(983,569)</b>	<b>(708,137)</b>
<b>Parking</b>	Revenue	1,504,800	1,403,116
	Expenses	1,286,733	1,133,394
	<b>Net Revenue (Expense)</b>	<b>218,067</b>	<b>269,722</b>
<b>Animal Protection</b>	Revenue	256,993	274,180
	Expenses	998,067	876,878
	<b>Net Revenue (Expense)</b>	<b>(741,074)</b>	<b>(602,698)</b>

**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 August.



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