



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** March 17, 2025
From: Mark Corrado **File:** 12-8375-02/2025-Vol
Director, Community Bylaws & Licencing 01
Re: Community Bylaws Monthly Activity Report – February 2025

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – February 2025”, dated March 17, 2025, from the Director, Community Bylaws & Licencing, be received for information.

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

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance Department	<input checked="" type="checkbox"/>	
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.

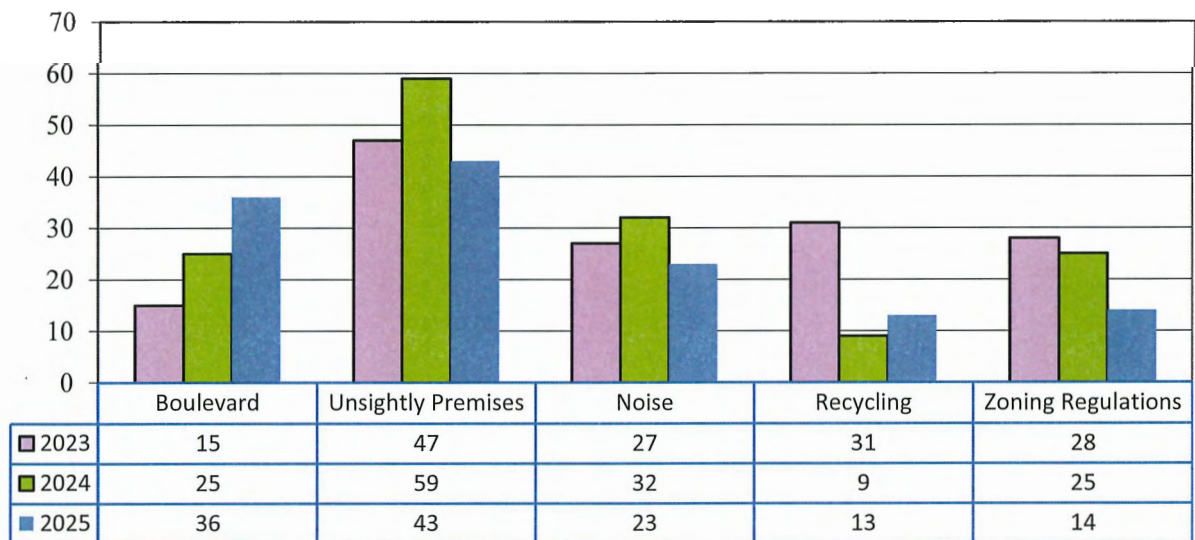
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In February 2025, a total of 64 calls for service were opened for investigation, representing a 33.3 percent decrease from the same period last year when there were 96 calls. Depending on the nature of the investigation, staff often liaise with multiple departments and other government agencies to conduct a review of a given complaint. Among 24 potential calls for service categories, Figure 1 highlights the most common calls for service received by Property Use officers for follow up on and investigation.

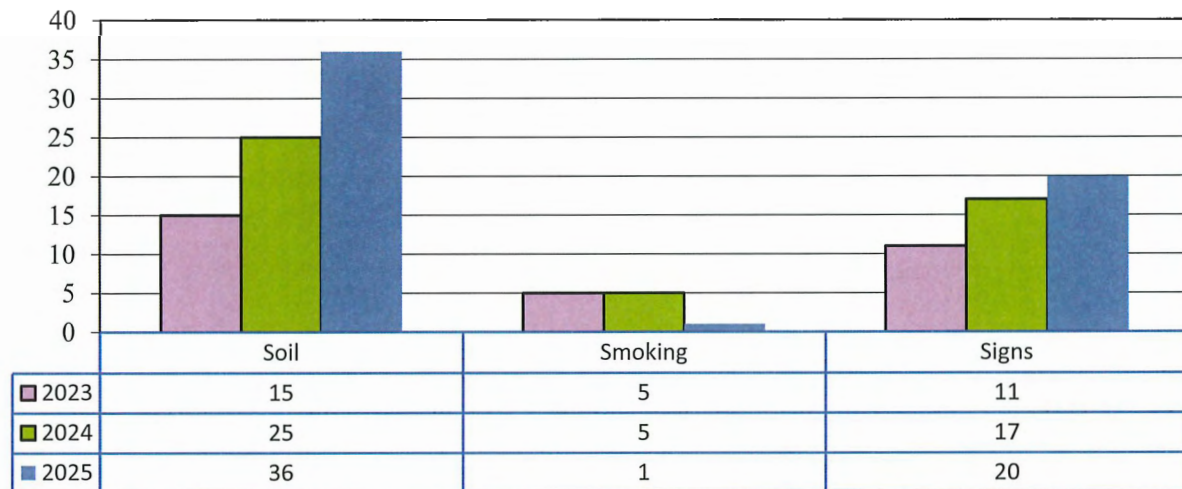
Figure 1: Property Use Calls For Service - February Year-To-Date Comparison



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 - February Year-To-Date Comparison



Snow and Ice Removal

During the February snow events, bylaw officers responded to 98 calls for service regarding properties that failed to clear snow and ice from sidewalks. Enforcement aims to support pedestrian safety by ensuring sidewalks remain accessible. As a result, 71 tickets were issued to non-compliant properties, including 36 warnings for first time offences. Of the total calls, 80 involved residential properties, including single-family homes and multi-residential strata, 16 involved commercial properties, and two were for undeveloped properties. In late 2023, the City's Traffic Bylaw No. 5870 was amended to require owners of undeveloped properties to also clear snow from sidewalks adjacent to their property, which was previously a service gap.

Signs

In February, the Sign Inspector responded to 16 calls related to non-permitted signage and improper realtor signage. Staff worked collaboratively with advertisers and agents to ensure the removal of non-compliant signage.

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 17 site inspections in the month of February. When ongoing unpermitted soil deposition is found, staff frequently issue a Stop Work and/or Removal Order, which is frequently accompanied by ticket issuance and escalating enforcement action.

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

- 7100 No. 4 Road
- 19740 River Road

There are approximately 27 soil deposit proposals under various stages of the application process and staff continue to monitor 19 approved sites. Staff are currently addressing approximately 34 properties that are considered non-compliant.

Bylaw Prosecutions

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

Parking Enforcement

In February, parking enforcement officers issued 2,087 tickets which is a 16.3 percent increase from last year (1,794). Despite snow events, staff balanced complaint based service delivery in relation to snow and ice removal with proactive parking patrols using hot spot and times analysis. Staff responded to 384 calls for service, representing a 21.5 percent increase from the calls received during the same period last year (316). The majority of the calls were for safety and obstruction which primarily involve parking issues that pose safety risks, such as vehicles parked in no-stopping zones, near fire hydrants, or obstructing roadways and driveways.

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)

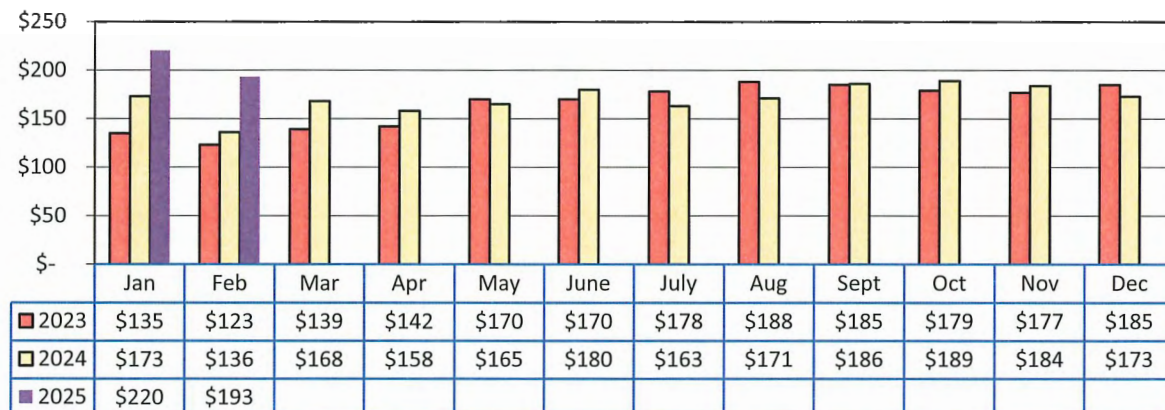
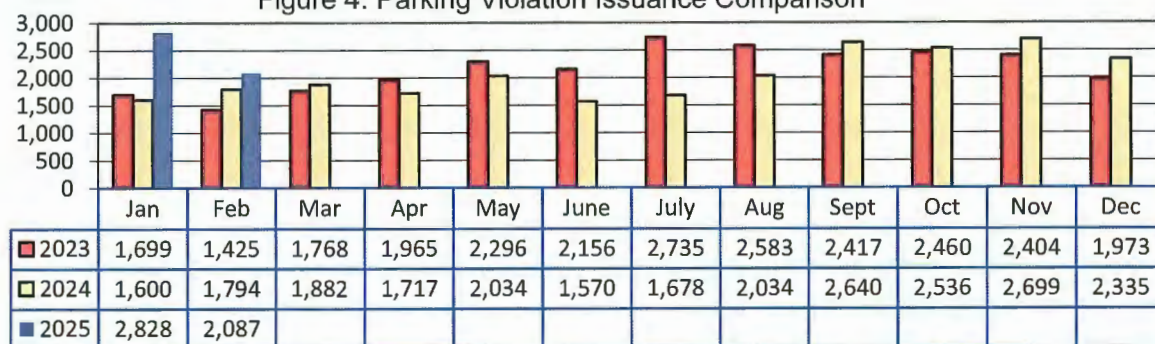


Figure 4: Parking Violation Issuance Comparison



Animal Protection and Dog Licencing

As of March 6, 2025, approximately 5,339 dog licences have been issued. This figure represents 71.2 percent of the 7,500 licences on file from last year. Dog licenses are valid for the calendar year, regardless of the purchase date. Staff will now focus on canvassing efforts to follow up with accounts that have not renewed or provided updates on their account status.

In February, BC SPCA Officers responded to 86 calls for service related to animal control and dog licencing violations. Officers conducted 73 park patrols across various 30 different parks, dikes, and school grounds. Frequently patrolled parks in February were AR McNeill, Garden City Park, Garry Point Park, Steveston Park and Spul'u'Kwuks Elementary. Of the total patrols, 63 were proactive while the remaining were responses to public complaints. In addition to enforcement, these patrols play a key educational role, promoting awareness and compliance. Also, note that the animal shelter will have limited public access from mid March until June during its scheduled flooring replacement. Shelter operations will not be impacted due to the SPCA's ability to use its regional network to accommodate strays and other animals as needed.

Ticketing

Table 1 presents non-parking-related Bylaw ticket issuance for February. Year-to-date, all issued tickets have been Bylaw Violation Notices (BVNs), with no Municipal Ticket Information (MTIs) issued.

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	February	YTD
Animal/Dog Licencing Offences	34	39
Soil Deposit and Removal Offences	2	40
Watercourse Protection Offences	0	0
Unightly Premises Offences	7	8
Noise Offences	0	0
Building Regulation Offences	0	11
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	10	14
Demolition Waste and Recyclable Materials Offences	0	2
Watering Offences	0	0
Totals	53	114

Bylaw Adjudication

The next adjudication hearing will be held on March 19, 2025. The outcome of the adjudication session will be highlighted in next month's report.

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 a significant portion of its revenue from meters, permits and fines. Table 3 identifies the individual revenue sources within parking enforcement. Table 4 highlights the funds collected from dog licencing and fines. The overall increase in licencing revenue can be attributed to proactive work done by staff in previous years to ensure accuracy in dog licencing accounts and to conduct canvassing efforts for 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 Feb 2025	Actual Feb 2025	YTD Budget Feb 2025	YTD Actual Feb 2025
Soil Permit Application and Volume Fees	\$8,198	\$9,558	\$20,686	\$10,674
Other Bylaw Fines	\$23,537	\$8,878	\$52,374	\$28,091
Total Revenue	\$31,735	\$18,436	\$73,060	\$38,765

Table 3: Parking Revenue by Source

Program Revenue	Budget Feb 2025	Actual Feb 2025	YTD Budget Feb 2025	YTD Actual Feb 2025
Contract Revenue ¹	\$5,000	\$5,000	\$10,000	\$10,000
Filming Revenue	\$0	\$0	\$0	\$390
Parking Revenue ²	\$179,600	\$193,358	\$359,200	\$413,428
Total Revenue	\$184,600	\$198,358	\$369,200	\$423,818

¹ City Towing Contract with Rusty's Towing

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

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget Feb 2025	Actual Feb 2025	YTD Budget Feb 2025	YTD Actual Feb 2025
Dog Licences	\$55,000	\$59,720	\$177,000	\$193,166
Fines	\$460	\$1,075	\$840	\$2,425
Total Revenue	\$55,460	\$60,795	\$177,840	\$195,591

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

		YTD Budget Feb 2025	YTD Actual Feb 2025
Property Use	Revenue	\$73,060	\$38,765
	Expenses	\$317,836	\$170,675
	Net Revenue (Expense)	(\$244,776)	(\$131,910)
Parking	Revenue	\$369,200	\$423,818
	Expenses	\$337,933	\$309,346
	Net Revenue (Expense)	\$31,267	\$114,472
Animal Protection	Revenue	\$177,840	\$195,591
	Expenses	\$246,933	\$229,045
	Net Revenue (Expense)	(\$69,093)	(\$33,454)

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 February.



Mark Corrado
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