



To: Community Safety Committee **Date:** April 19, 2024
From: Mark Corrado **File:** 12-8375-02/2024-Vol
 Director, Community Bylaws & Licencing 01
Re: **Community Bylaws Monthly Activity Report – March 2024**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – March 2024”, dated April 19, 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.

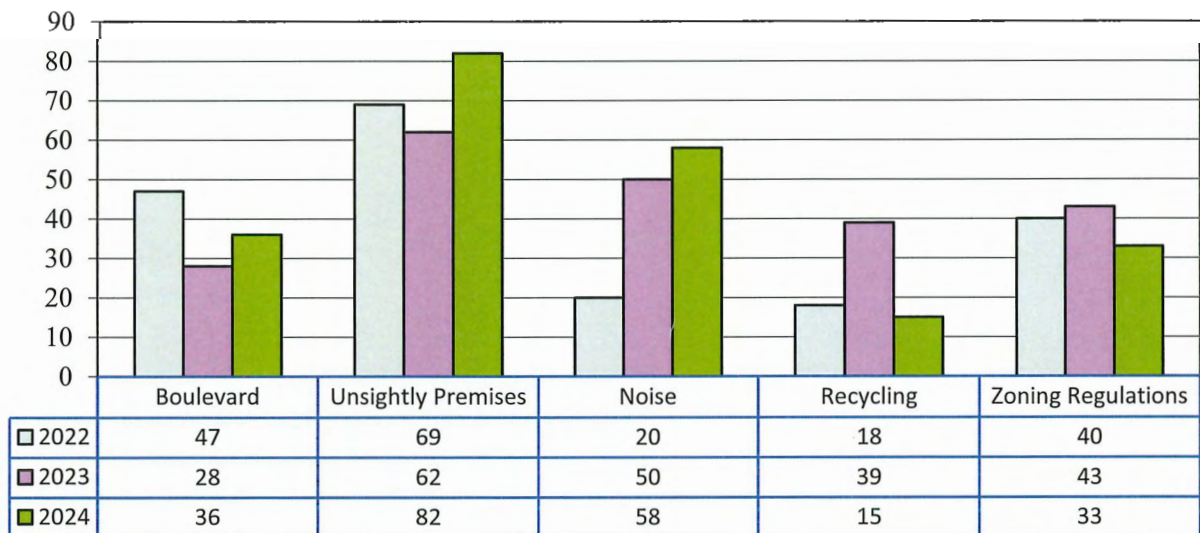
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In March 2024, a total of 107 calls for service files were received for investigation, which represented a 19 per cent decrease (132) 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 - March Year-To-Date Comparison



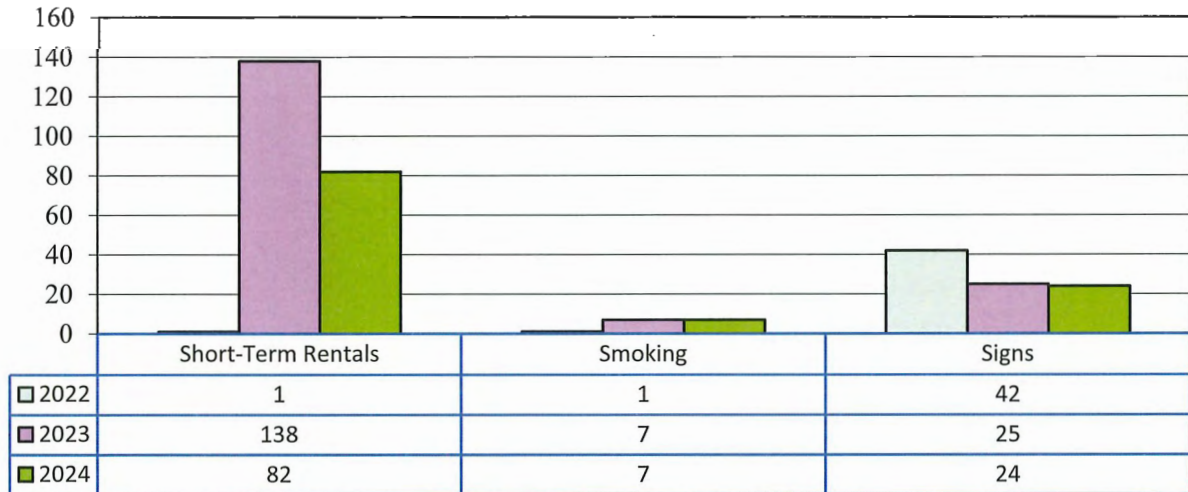
In March, the increase in reports of unsightly premises can be attributed to property garbage related calls. This type of call is made when properties have loose debris, chattel, untidy garbage bins and construction debris strewn across or piled up. In these cases, staff work with the property owner 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 - March Year-To-Date Comparison



For March, there were 19 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: voluntarily removing the short-term rental listing; by 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.

Oftentimes, 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 March, 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 39 site inspections in the month of March.

Stop Work/Removal Orders issued for the following properties:

- 14400 Burrows Road
- 13000 Blundell Road
- 6780 No. 5 Road

The following properties came into compliance:

- 12760 Blundell Road
- 6991 No. 6 Road

There are 29 soil deposit proposals under various stages of the application process. Staff are monitoring 11 approved sites and are currently addressing 36 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in March.

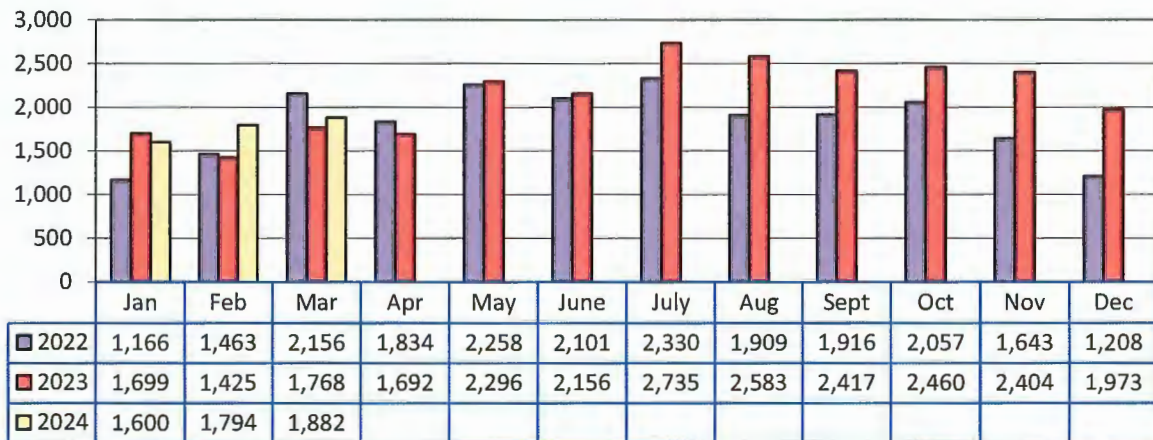
Parking Enforcement

Staff responded to 285 calls for service in March. This is a five per cent increase (270) from the same period last year. When contrasted with 2023 data from the same period, parking enforcement revenue has increased by 20 per cent with parking violation issuance up by six per cent. This contrast between parking revenue and violation issuance is the result of proactive enforcement efforts leading 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 March 31, 2024, approximately 6,222 valid dog licences were issued. This figure represents 83 percent of the 7,500 licences on file as of last year. A total of 255 dog licences were issued in March. 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 March, BC SPCA Officers responded to 131 calls for service related to animal control and dog licencing violations. They also conducted 38 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. Besides 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 March.

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	March	YTD
Short-Term Rental Offences	27	120
Soil Deposit and Removal Offences	3	18
Animal Regulation/Dog Licence Offences	13	55
Watercourse Protection Offences	0	0
Unightly Premises Offences	1	3
Noise Offences	3	7
Building Regulation Offences	0	2
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	8	16
Watering Offences	0	0
Totals	55	221

Bylaw Adjudication

An adjudication session was held on March 6. A total of 12 violations were reviewed by the adjudicator with all of them being upheld.

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 Mar 2024	Actual Mar 2024	YTD Budget Mar 2024	YTD Actual Mar 2024
False Alarm	4,858	0	14,575	5,940
Towing Permits	3,165	1,959	5,642	5,784
Newspaper Box Permits	0	0	0	1,024
Soil Permit Application and Volume Fees	23,327	6,793	41,590	12,750
Other Bylaw Fines	48,303	11,575	86,119	36,950
Total Revenue	79,653	20,327	147,926	62,448

Table 3: Parking Revenue by Source

Program Revenue	Budget Mar 2024	Actual Mar 2024	YTD Budget Mar 2024	YTD Actual Mar 2024
Contract Revenue ¹	5,000	5,000	15,000	15,000
Filming Revenue	0	1,647	0	3,212
Parking Revenue ²	174,767	167,437	524,300	476,450
Total Revenue	179,767	174,084	539,300	494,662

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget Mar 2024	Actual Mar 2024	YTD Budget Mar 2024	YTD Actual Mar 2024
Dog Licences	31,789	16,339	201,281	215,712
Fines	300	1,625	1,080	4,675
Total Revenue	32,089	17,964	202,361	220,387

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 Mar 2024	YTD Actual Mar 2024
Property Use	Revenue	147,926	62,448
	Expenses	489,619	344,697
	Net Revenue (Expense)	(341,693)	(282,249)
Parking	Revenue	539,300	494,662
	Expenses	457,525	377,012
	Net Revenue (Expense)	81,775	117,650
Animal Protection	Revenue	202,361	220,387
	Expenses	374,275	365,090
	Net Revenue (Expense)	(171,914)	(144,703)

Financial Impact

None.

Conclusion

Staff and contracted service providers administer and enforce 39 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 March.



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