



City of Richmond




Report to Committee

To: Community Safety Committee **Date:** June 18, 2024
From: Mark Corrado **File:** 12-8375-02/2024-Vol
 Director, Community Bylaws & Licencing 01
Re: Community Bylaws Monthly Activity Report – May 2024

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – May 2024”, dated June 18, 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:	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.

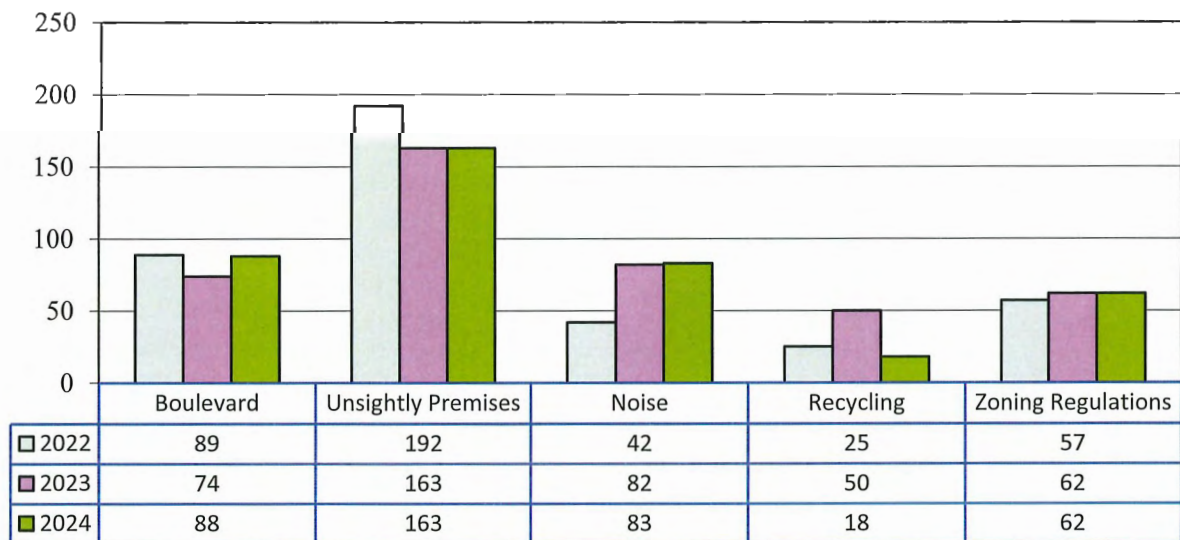
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In May 2024, a total of 130 calls for service files were received for investigation, which represented a decrease (177) from the same period last year. 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 - May Year-To-Date Comparison

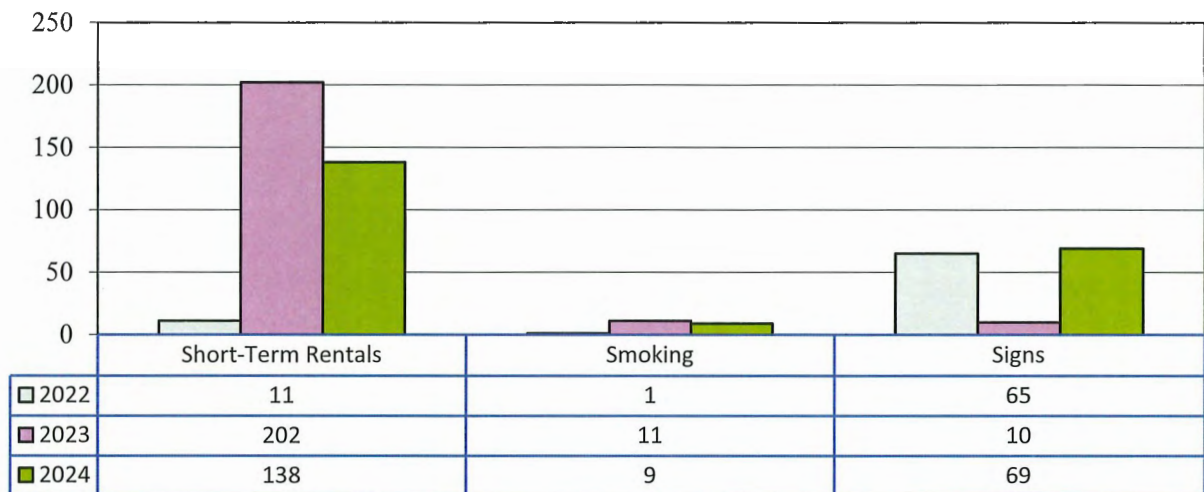


In May, there were 38 service calls regarding unsightly premises, mainly due to overgrown vegetation and long grass, which is typical for the season. Staff collaborate with property owners to establish a timeline and expectations for cleanup to ensure compliance. In most cases, voluntary compliance is achieved. When this is not the case, bylaw staff coordinate with public works for remedial action and bill 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 - May Year-To-Date Comparison



For May, there were 30 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 May, the Sign Inspector attended 22 calls with the majority related to portable sandwich board signs. 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 22 site inspections in the month of May.

Stop Work/Removal Orders issued for the following properties:

- 14420 Cambie Road
- 9211 No. 6 Road

There are 29 soil deposit proposals under various stages of the application process. Staff are monitoring 12 approved sites and are currently addressing 31 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in May.

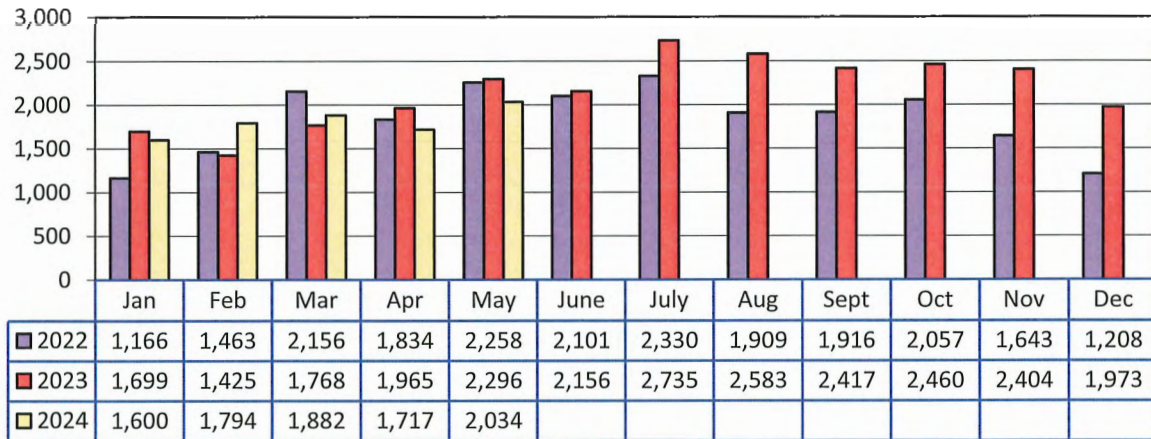
Parking Enforcement

In May, staff responded to 455 service calls, a 24 percent increase from the same period last year (368 calls). Parking enforcement revenue only saw a three percent decrease compared to last year despite a 12 percent reduction in parking violations. This contrast can be attributed to higher useage of City parking meters, more monthly parking permits and increased use of mobile payment apps. Activity within the City centre remains a key driver of success, with new developed areas around the Richmond Curling Club and Pearson Way contributing positively to pay parking revenue. 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 May 31, 2024, approximately 6,741 valid dog licences were issued. This figure represents 90 percent of the 7,500 licences on file as of last year. A total of 83 dog licences were issued for this month. BC SPCA Officers responded to 181 calls for service related to animal control and dog licencing violations in May bring the total number of year to date calls to 743. Officers conducted 48 park patrols across various parks, dikes and school grounds, with Garry Point, Grauer Neighborhood Park and South Arm Park as the top three patrolled parks for May. 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.

In late May, the BC SPCA issued a public advisory for two dogs at large in Garden City Park. Despite various humane rescue attempts, the dogs remain at large at this time. The dogs appear to have been domesticated and have not displayed any aggressive behaviour towards humans. While the playground remained open, the public was advised to avoid contact with the dogs and keep pets on leashes. The BC SPCA continues to use its extensive network of resources around the region which included veterinarians, trained officers and community volunteers to continue this labour-intensive operation to capture these dogs at large.

Staff will provide updates in the June monthly report.

Ticketing

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

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	May	YTD
Short-Term Rental Offences	45	226
Soil Deposit and Removal Offences	0	22
Watercourse Protection Offences	0	1
Unightly Premises Offences	7	13
Noise Offences	1	10
Building Regulation Offences	9	11
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	9	35
Watering Offences	1	1
Totals	72	319

Bylaw Adjudication

The next adjudication session will be held on July 17, 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 May 2024	Actual May 2024	YTD Budget May 2024	YTD Actual May 2024
Towing Permits	1,240	2,012	7,758	10,157
Newspaper Box Permits	0	0	0	1,024
Soil Permit Application and Volume Fees	9,138	6,965	57,183	76,204
Other Bylaw Fines	23,780	17,049	142,698	72,364
Total Revenue	34,158	26,026	207,639	159,749

Table 3: Parking Revenue by Source

Program Revenue	Budget May 2024	Actual May 2024	YTD Budget May 2024	YTD Actual May 2024
Contract Revenue ¹	5,000	5,000	25,000	25,000
Filming Revenue	0	366	0	10,136
Parking Revenue ²	174,767	165,530	873,834	800,426
Receivable Income ³	16,666	4,738	16,666	4,738
Total Revenue	196,433	175,634	915,500	840,300

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget May 2024	Actual May 2024	YTD Budget May 2024	YTD Actual May 2024
Dog Licences	8,662	6,646	222,492	249,618
Fines	790	2,150	2,330	9,175
Total Revenue	9,452	8,796	224,822	258,793

¹ City Towing Contract with Rusty's Towing

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

³ Receivable Income consists of Night Market Recoveries

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

		YTD Budget May 2024	YTD Actual May 2024
Property Use	Revenue	207,639	159,749
	Expenses	801,991	606,045
	Net Revenue (Expense)	(594,352)	(446,296)
Parking	Revenue	915,500	840,300
	Expenses	779,209	691,752
	Net Revenue (Expense)	136,291	148,548
Animal Protection	Revenue	224,822	258,793
	Expenses	623,791	573,593
	Net Revenue (Expense)	(398,969)	(314,800)

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 May.



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