



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** November 15, 2024
From: Mark Corrado **File:** 12-8375-02/2024-Vol
 Director, Community Bylaws & Licencing 01
Re: **Community Bylaws Monthly Activity Report – October 2024**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – October 2024”, dated November 15, 2024, 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

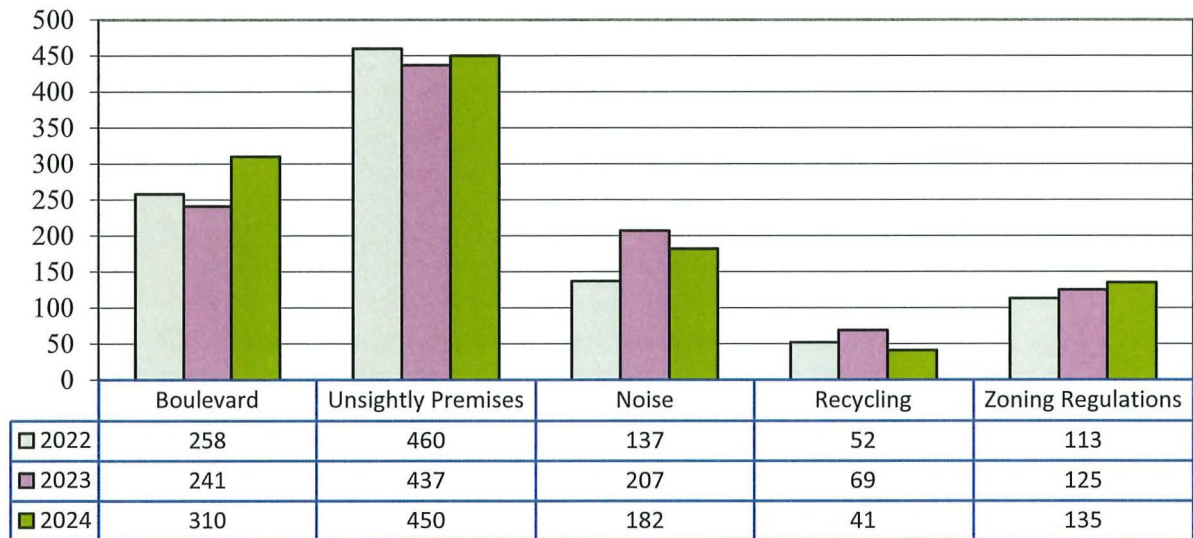
In October 2024, a total of 120 calls for service were opened for investigation, representing a 10.1 percent increase from the same period last year, when there were 109 calls. This month saw increases in categories for unsightly premises and noise complaints.

Bylaws received 15 calls regarding unsightly premises related to unhoused encampments, an increase from 10 in October 2023. However, year-to-date calls concerning encampments decreased to 89 from 103 last year. The Joint Operations Team (JOT)—which includes Bylaws, Community Social Development, Parks, Environmental Programs, Richmond Fire Prevention, RCMP Vulnerable Persons Unit, and external partners such as Vancouver Coastal Health (VCH) and the Ministry of Social Development and Poverty Reduction MSDPR) — collaborate to conduct weekly outreach to ensure that unhoused individuals are safe and have access to support resources.

In October, noise complaints increased slightly, rising to 11 from 5 in the same period last year. The majority of these calls were related to construction activity occurring outside the permitted hours, primarily on weekends, at residential and commercial development properties.

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.

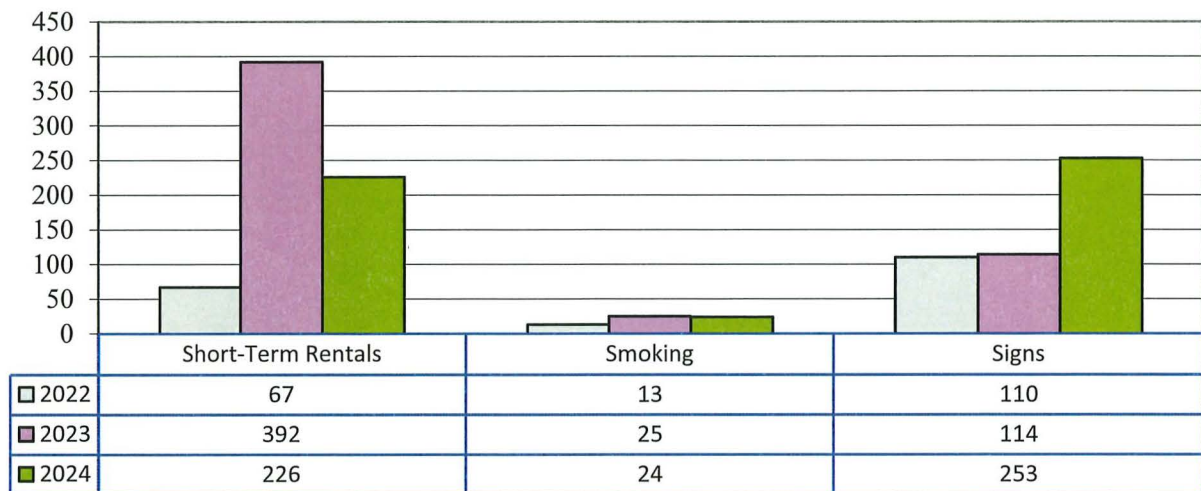
Figure 1: Property Use Calls For Service - October Year-To-Date Comparison



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 - October Year-To-Date Comparison



For October, there were seven 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 if unpermitted operation persists. When there is a repeated and/or significant history of violations, staff will seek a resolution via Long-form Prosecution in Provincial Court.

In October, the Sign Inspector responded to 47 calls, 44 of which were related to improper election signage, while the remaining calls involved improper realtor signage. Staff worked collaboratively with advertisers and agencies 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 43 site inspections in the month of October.

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

- 13591 Blundell Road
- 16440 Westminster Highway
- 12060 No. 2 Road
- 17171 Fedoruk Road

The following properties are now in compliance:

- 10351 No. 4 Road
- 11970 No. 2 Road
- 13400 Blundell Road

There are approximately 16 soil deposit proposals under various stages of the application process and staff continue to monitor 17 approved sites. Staff are currently addressing approximately 31 properties that are considered non-compliant.

Bylaw Prosecutions

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

Parking Enforcement

In October, overall parking enforcement revenue increased by 5.6 percent, while the number of parking violations rose by 3.1 percent. Staff responded to 450 calls for service, representing a 26.4 percent increase compared to the same period last year (356 calls). Complaints regarding 72-hour violations saw the largest increase, rising by 54.7 percent with 99 calls compared to 64 during the same period last year. The majority of service calls were from concerned residents

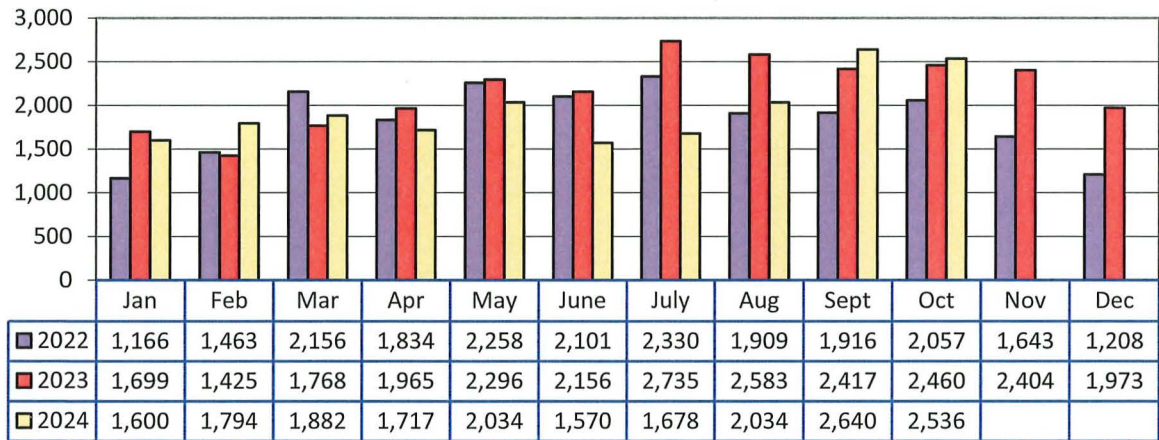
reporting unfamiliar vehicles in their neighborhoods. Officers follow up to ensure there are no immediate safety concerns and to verify bylaw compliance.

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 October 31, 2024, approximately 7,029 valid dog licences were issued, representing 93 percent of the 7,500 licences on file as of last year. A total of 52 dog licences were issued this month. BC SPCA Officers responded to 194 calls for service related to animal control and dog licencing violations in October, bringing the year-to-date total to 1,710. Officers conducted 44 park patrols across various parks, dikes, and school grounds. Frequently patrolled parks in October were MacNeill, Terra Nova, Garden City Park, and the West Dyke. In addition to

enforcement, these patrols play a key educational role, promoting awareness and compliance. Staff, in collaboration with the Parks Department, are reviewing signage needs, will prioritize educational outreach, and increased patrols in selected areas.

Ticketing

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

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTL's)	October	YTD
Short-Term Rental Offences	24	389
Animal/Dog Licencing Offences	24	305
Soil Deposit and Removal Offences	1	48
Watercourse Protection Offences	0	18
Unsightly Premises Offences	7	45
Noise Offences	3	18
Building Regulation Offences	2	38
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	1	70
Watering Offences	0	1
Totals	62	932

Bylaw Adjudication

The next adjudication hearing is scheduled for November 27, 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 a significant portion of its revenue from meters, permits and fines. Table 3 outlines 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 Oct 2024	Actual Oct 2024	YTD Budget Oct 2024	YTD Actual Oct 2024
Towing Permits	1,285	1,827	14,473	18,772
Newspaper Box Permits	0	0	0	1,024
Soil Permit Application and Volume Fees	9,471	316	106,685	110,237
Other Bylaw Fines	24,469	9,225	269,492	129,742
Total Revenue	35,225	11,368	390,650	259,775

Table 3: Parking Revenue by Source

Program Revenue	Budget Oct 2024	Actual Oct 2024	YTD Budget Oct 2024	YTD Actual Oct 2024
Contract Revenue ¹	5,000	5,000	50,000	50,000
Filming Revenue	0	1,060	0	17,916
Parking Revenue ²	174,767	188,797	1,747,667	1,688,918
Receivable Income ³	16,667	6,229	100,000	45,812
Total Revenue	196,434	210,086	1,897,667	1,802,646

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget Oct 2024	Actual Oct 2024	YTD Budget Oct 2024	YTD Actual Oct 2024
Dog Licences	4,386	3,033	261,200	269,060
Fines	1,190	1,960	8,880	14,700
Total Revenue	5,576	4,983	270,080	283,760

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 Oct 2024	YTD Actual Oct 2024
Property Use	Revenue	390,650	259,775
	Expenses	1,632,761	1,118,123
	Net Revenue (Expense)	(1,242,111)	(858,348)
Parking	Revenue	1,897,667	1,802,646
	Expenses	1,624,083	1,536,323
	Net Revenue (Expense)	272,584	266,323
Animal Protection	Revenue	270,080	283,760
	Expenses	1,247,584	1,088,199
	Net Revenue (Expense)	(977,504)	(804,439)

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 October.



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