



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** October 11, 2024
From: Mark Corrado **File:** 12-8375-02/2024-Vol
 Director, Community Bylaws & Licencing 01
Re: **Community Bylaws Monthly Activity Report – September 2024**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – September 2024”, dated October 11, 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.

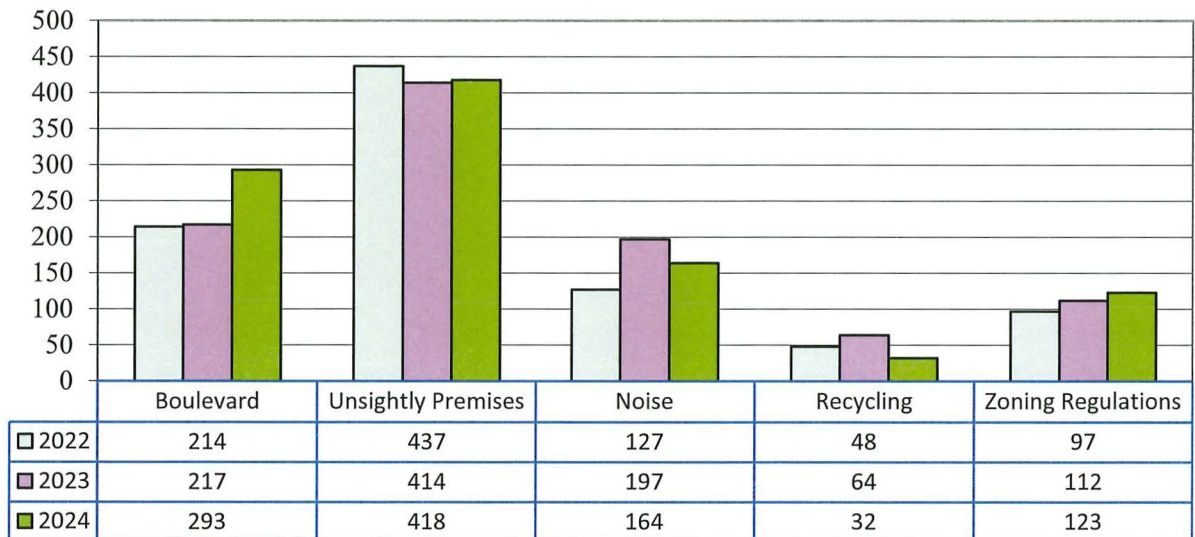
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In September 2024, a total of 149 calls for service were opened for investigation, which represented a 15.3 percent decrease (176) from the same period last year. This decline is primarily due to a significant reduction in complaints related to water use restrictions compared to the previous year. Year-to-date water restriction complaints from January to September are 96, compared to 296 during the same period last year. Depending on the nature of the investigation, staff often liaise with multiple departments and other government agencies to conduct a thorough review of a received 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 - September Year-To-Date Comparison

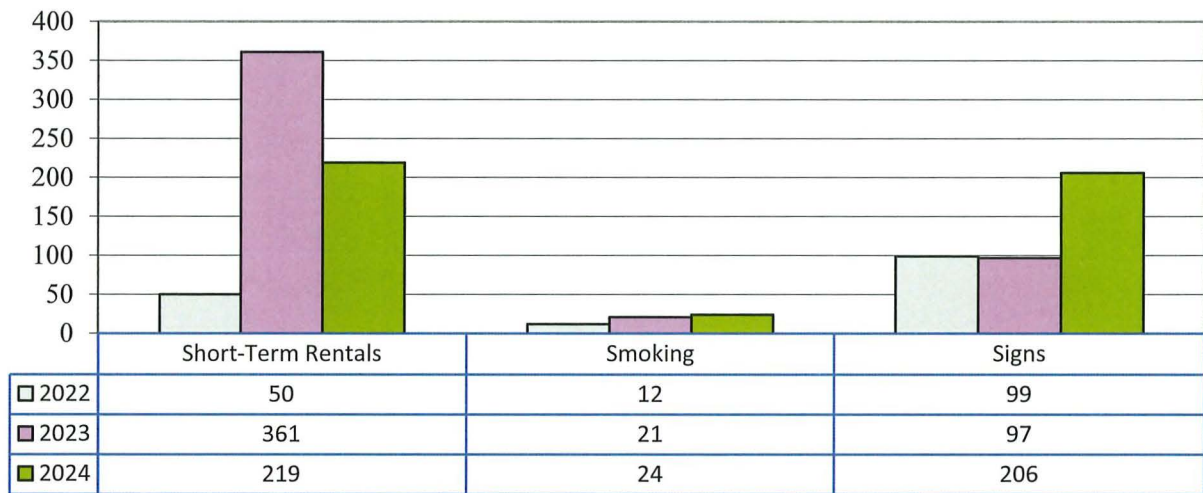


In September, there were 40 calls for service on unsightly premises, mainly due to long grass, and 36 calls for service on sidewalk obstruction related to overgrowth of trees and hedges. Staff collaborate with property owners to establish a timeline and expectations for cleanup to ensure compliance. 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 - September Year-To-Date Comparison



For September, there were 17 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 September, the Sign Inspector responded to 27 calls. Of these, 10 were related to improper election signage, while the remaining calls involved signage without permits and portable signage on City property. The large increase in year-to-date totals can be attributed to the rise in calls during June and July concerning prohibited signage on City lampposts. Staff collaborate

with advertisers or agencies to ensure the removal of the signage. If no responsible party is identified, City staff are dispatched for removal.

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 45 site inspections in the month of September.

The following properties are now in compliance:

- 14260 Westminster Highway
- 14540 Burrows Road
- 8251 No. 5 Road

There are approximately 21 soil deposit proposals under various stages of the application process and staff continue to monitor 19 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 September.

Parking Enforcement

In September, staff responded to 422 calls for service, representing a 31.8 percent increase from the same period last year (320 calls). Parking enforcement revenue marginally increased by 0.5 percent, while the number of parking violations increased by 9.2 percent. This discrepancy can be attributed to the 28-day grace period for a fine reduction offered to bylaw tickets.

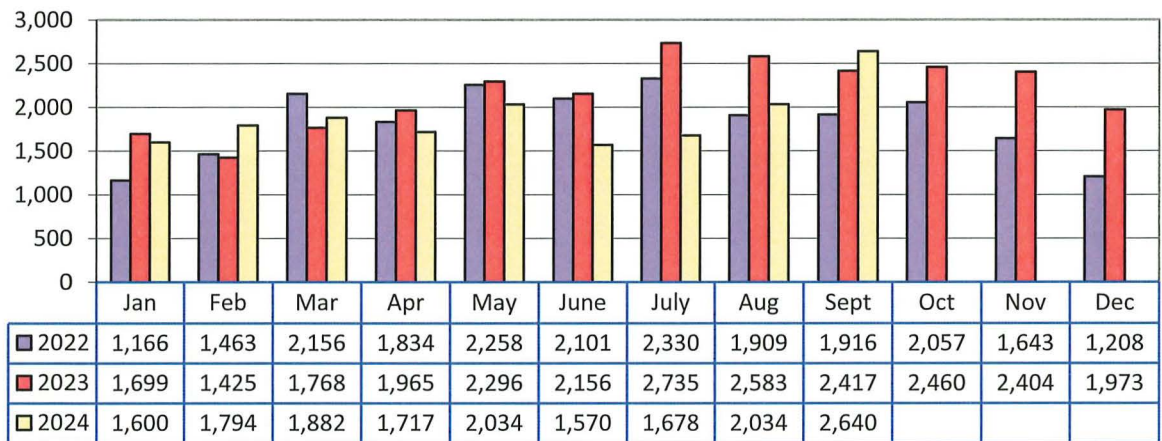
September marks the start of the school year and parking officers make every effort to visit each school within the district to establish a presence and focus on education. This approach serves as an early reminder for drivers to adjust their habits accordingly. Patrols are pre-scheduled a month in advance on a rotational basis, prioritizing locations based on historical activity and service requests. In September, 27 patrols were conducted, and will increase gradually throughout the school year.

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 September 30, 2024, approximately 6,977 valid dog licences were issued, representing 93 percent of the 7,500 licences on file as of last year. A total of 82 dog licences were issued this month. BC SPCA Officers responded to 187 calls for service related to animal control and dog licencing violations in September, bringing the year-to-date total to 1,516. Officers conducted 36 park patrols across various parks, dikes, and school grounds. The most frequently patrolled parks in September were Garry Point Park, Garden City Park, and Terra Nova Neighborhood Park. 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 September.

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	September	YTD
Short-Term Rental Offences	20	365
Soil Deposit and Removal Offences	0	47
Watercourse Protection Offences	0	18
Unsightly Premises Offences	3	38
Noise Offences	0	15
Building Regulation Offences	0	36
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	1	69
Watering Offences	0	1
Totals	24	589

Bylaw Adjudication

An adjudication hearing was held on September 18, 2024 with 13 disputed violations. All cases were upheld. 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 Sept 2024	Actual Sept 2024	YTD Budget Sept 2024	YTD Actual Sept 2024
Towing Permits	1,137	1,673	13,188	16,945
Newspaper Box Permits	0	0	0	1,024
Soil Permit Application and Volume Fees	8,380	19,989	97,214	109,921
Other Bylaw Fines	22,211	7,786	245,024	120,517
Total Revenue	31,728	29,448	355,426	248,407

Table 3: Parking Revenue by Source

Program Revenue	Budget Sept 2024	Actual Sept 2024	YTD Budget Sept 2024	YTD Actual Sept 2024
Contract Revenue ¹	5,000	5,000	45,000	45,000
Filming Revenue	0	0	0	16,857
Parking Revenue ²	174,767	186,242	1,572,900	1,500,121
Receivable Income ³	16,667	7,202	83,333	39,582
Total Revenue	196,434	198,444	1,701,233	1,601,560

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget Sept 2024	Actual Sept 2024	YTD Budget Sept 2024	YTD Actual Sept 2024
Dog Licences	6,260	2,722	256,814	266,027
Fines	1,250	1,875	7,690	12,750
Total Revenue	7,510	4,597	264,504	278,777

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 Sept 2024	YTD Actual Sept 2024
Property Use	Revenue	355,426	248,407
	Expenses	1,470,614	1,024,975
	Net Revenue (Expense)	(1,115,188)	(776,568)
Parking	Revenue	1,701,233	1,601,560
	Expenses	1,455,908	1,362,656
	Net Revenue (Expense)	245,325	238,904
Animal Protection	Revenue	264,504	278,777
	Expenses	1,122,825	977,715
	Net Revenue (Expense)	(858,321)	(698,938)

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 September.



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