



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** September 15, 2023
From: Mark Corrado **File:** 12-8375-01/2023-Vol
 Director, Community Bylaws & Licencing 01
Re: **Property Use and Parking Enforcement Monthly Activity Report – August 2023**

Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – August 2023”, dated September 15, 2023, 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 (ACTING)
Finance Department	<input checked="" type="checkbox"/>	
Engineering	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	APPROVED BY CAO

Staff Report

Origin

This monthly report for the Property Use and Parking Enforcement sections of Community Bylaws provides information and statistics on the calls for service and bylaw enforcement actions related to unsightly premises, land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement.

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.

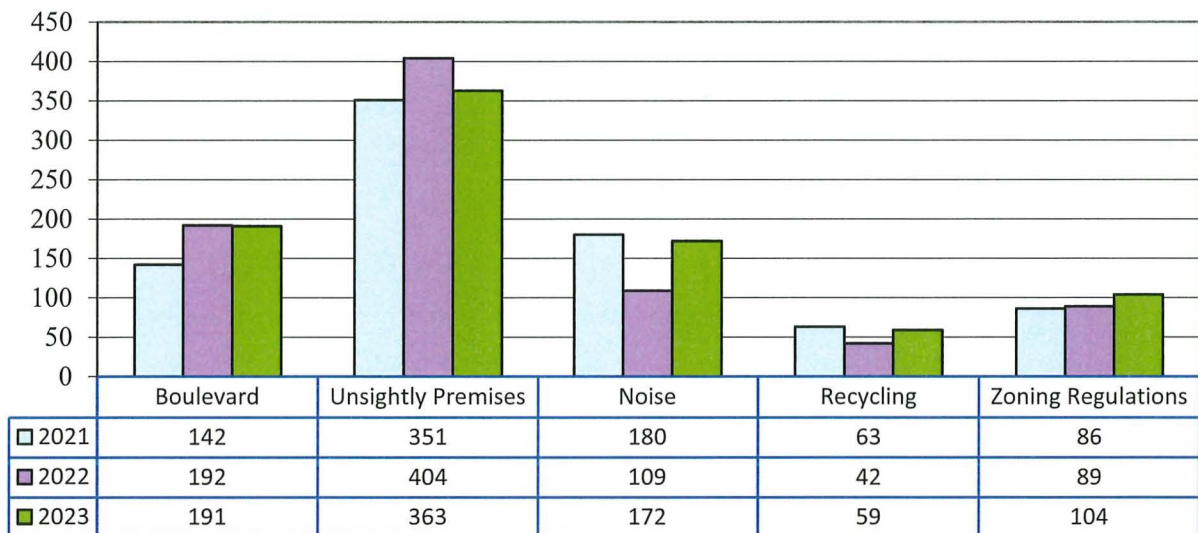
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In August 2023, a total of 337 calls for service files were opened for investigation, which is a 65 per cent increase (204) from the same time 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 given complaint. Among 21 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 - August Year-To-Date Comparison



The rise in calls for service can be attributed to an increase in water restriction-related calls due to the implementation of Stage 2 restrictions by Metro Vancouver on August 4th. This year there were 151 calls received, whereas during the same month last year, only 45 calls were received.

Noise related calls for service have trended upwards and are driven by a combination of calls related to seasonal landscaping mechanical and construction related noise. Four noise files are currently active and under investigation. The majority of complaints have come into compliance as a result of investigative and enforcement action. Construction noise related calls for service are not specific to one classification but often relate to work beginning earlier or running later than permitted.

Zoning related calls for services were up slightly due to calls relating to businesses operating contrary to zoning permissions. Overall, the variety of calls are not indicative of a trend.

Other Community Bylaws Calls for Service

Figure 2 shows a three-year break down of other calls for service that are closely related to Property Use matters. Table 1 highlights the short-term rentals calls for service for the listed year.

Figure 2: Property Use Calls For Service - August Year-To-Date Comparison

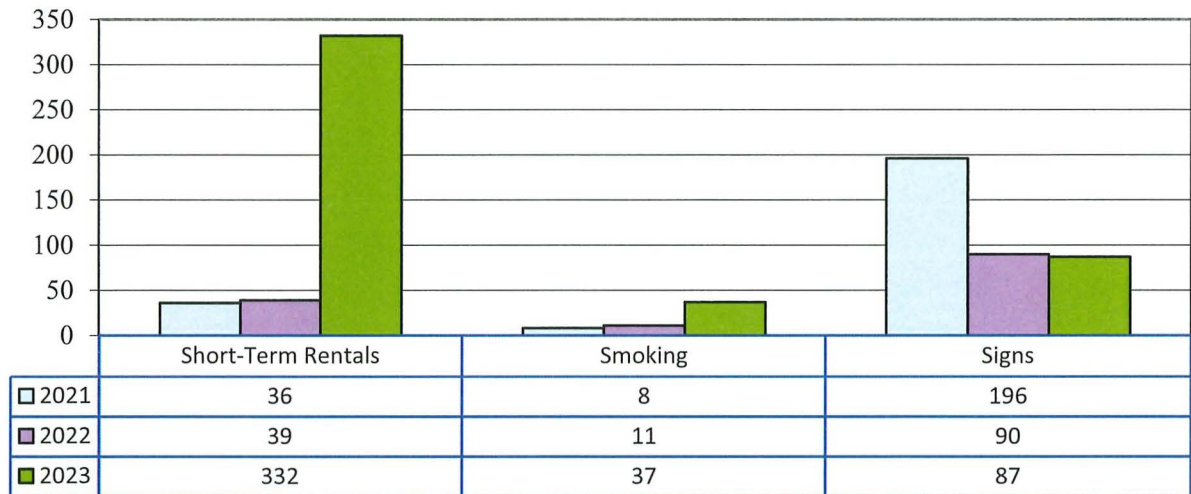


Table 1: Pre-pandemic Short-Term Rental Calls for Service*

Year	Calls for Service
2018	222
2019	151
2020	43

*Figures represent the total calls received up to the end of August in the given year.

Calls for service for potential short-term rental violations are increasingly driven by dedicated staffing resources monitoring complaints submitted by the community as well as proactively generating files. Complaints are resolved by either removing the short-term rental listing or by obtaining a boarding and lodging license, if permissible.

Smoking related calls have trended upwards. The majority of smoking related calls were regarding purported smoking on private residential properties or strata lots. A total of six tickets have been issued for smoking on public property in contravention of the Public Health Bylaw No. 6989.

Tow Permit Applications

A year-to-date total of 270 tow permit applications have been reviewed and issued.

Grease Inspections

In August, staff conducted 32 grease trap inspections. These inspections are primarily proactive and serve to ensure the safe handling of grease products and that no product is being deposited in an unsafe manner. A total of 335 inspections have taken place year-to-date.

Administration Activity

In August, staff received 775 calls from the public for a variety of subject areas. Property use and parking related calls for service accounted for 653 of these calls with the remaining 122 calls related to parking permit issuance, ticket disputes and general inquires.

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 70 site inspections in the month of August.

Stop Work/Removal Orders issued for the following properties:

- 3600 No. 6 Road
- 12500 Gilbert Road
- 14540 Westminster Highway
- 11991 Mitchell Road

The following properties are now in compliance:

- 11551 Blundell Road
- 12060 No. 2 Road
- 11571 Mitchell Road
- 12871 Steveston Highway
- 10620 Sidaway Road
- 8660 Finn Road

There are 19 soil deposit proposals under various stages of the application process. Staff are monitoring 13 approved sites and are currently addressing 29 properties that are considered non-compliant.

Bylaw Prosecutions

A court date is set for September 21, 2023 regarding the swearing of charges pertaining to a soil compliance matter on No. 6 Road.

Parking Enforcement

Staff responded to collective 316 calls for service for August. This is a 6 per cent increase (298) from the same month last year. When contrasted with 2022 data from the same period, parking enforcement revenue has increased by 18 per cent with parking violation issuance up by 35 per cent, however, this is not indicative of a trend. This contrast between parking revenue and violation issuance is the result of enforcement efforts leading to increased use of City parking meters and monthly parking permit issuance.

Figure 3: Parking Enforcement Revenue Comparison (000's)

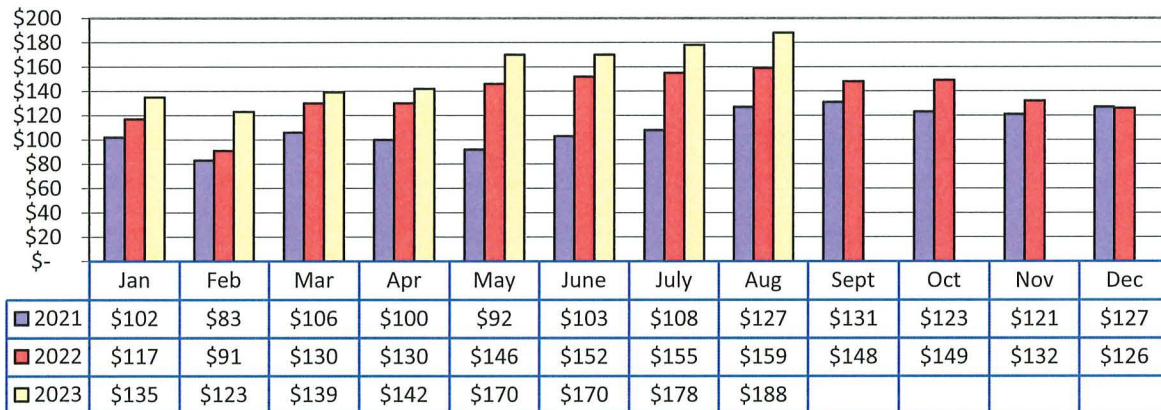
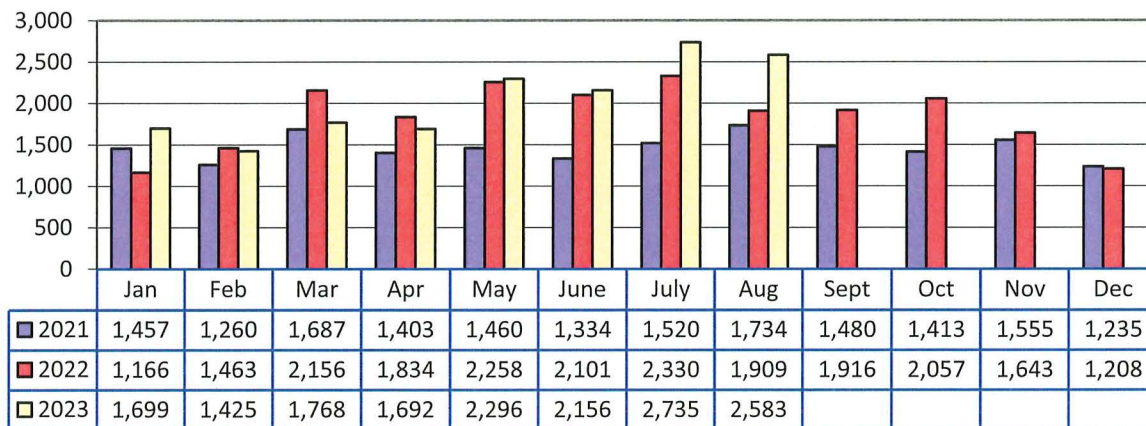


Figure 4: Parking Violation Issuance Comparison



Ticketing

Table 2 reflects non-parking related Bylaw ticket issuance for the month of August and year-to-date.

Table 2: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	August	YTD
Short-Term Rental Offences	54	456
Soil Deposit and Removal Offences	7	46
Watercourse Protection Offences	0	1
Unightly Premises Offences	1	9
Noise Offences	1	13
Solid Waste and Recycling Offences	0	0
Parks Offences	3	4
Sign Offences	12	48
Watering Offences	45	45
Totals	123	622

Short-term rental offences are up due to dedicated staffing resources and the development of new technologies for identifying and monitoring advertised short-term rental properties. The increase in watering offences are due to Metro Vancouver moving the region to Stage 2 restrictions on August 4th, 2023.

Soil related offences increased in part due to the seasonal nature of soil remove/deposition activities, as well as the addition of one temporary soil bylaw officer to support the portfolio. Sign related offences can be attributed to unpermitted signs on City property.

Bylaw Adjudication

On August 23, an adjudication session was held. A total of 10 tickets were disputed and reviewed by the adjudicator, 9 tickets were upheld and 1 was dismissed.

The next session will be held on November 23, 2023.

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 pick up after the winter season. In August, a negative amount is noted due to a complication with an applicant's cheque. The associated soil application is not proceeding until the matter is resolved. 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 3.

Parking enforcement generates much of its revenue from meters, permits and fines. Parking typically sees receivable income as a result of the Richmond Night Market, which opened in late

April. As this event is seasonal, the revenue in this budget line comes in later in the year. Table 4 outlines individual revenue sources within parking enforcement. Of note, August parking enforcement revenue exceeded budget for the month. Table 5 outlines the net revenue and expenses for both property use and parking.

Table 3: Property Use Revenue by Source

Program Revenue	Budget Aug 2023	Actual Aug 2023	YTD Budget Aug 2023	YTD Actual Aug 2023
False Alarm	4,750	0	38,000	18,120
Towing Permits	829	2,319	12,793	18,166
Newspaper Box Permits	0	0	7,362	5,616
Soil Permit Application and Volume Fees	5,176	(1,024)	72,533	33,582
Other Bylaw Fines	3,796	26,450	58,600	129,652
General Expense Recovery	0	0	0	100
Total Revenue	14,551	27,745	189,288	205,236

Table 4: Parking Revenue by Source

Program Revenue	Budget Aug 2023	Actual Aug 2023	YTD Budget Aug 2023	YTD Actual Aug 2023
Contract Revenue ¹	5,000	5,000	40,000	40,000
Filming Revenue	0	0	0	12,335
Parking Revenue ²	170,675	188,019	1,365,400	1,245,270
Receivable Income ³	12,500	5,742	75,000	23,627
Total Revenue	188,175	198,761	1,480,400	1,321,232

Table 5: Property Use and Parking Revenue and Expenses

		YTD Budget Aug 2023	YTD Actual Aug 2023
Property Use	Revenue	189,288	205,236
	Expenses	992,863	808,808
	Net Revenue (Expense)	(803,575)	(603,572)
Parking	Revenue	1,480,400	1,321,232
	Expenses	1,089,667	1,121,188
	Net Revenue (Expense)	390,733	200,044

¹ City Towing Contract with Rusty's towing

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

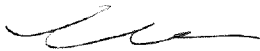
³ Receivable Income consists of Night Market Recoveries

Financial Impact

None.

Conclusion

Staff administer and enforce 38 bylaws. Most notably related to unsightly premises, land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement. This report provides a summary of staff's activity in August.



Mark Corrado
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(604-204-8673)