



# City of Richmond



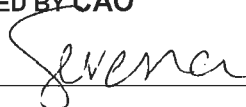
## Report to Committee

**To:** Community Safety Committee **Date:** February 12, 2024  
**From:** Mark Corrado **File:** 12-8375-02/2024-Vol  
 Director, Community Bylaws & Licencing 01  
**Re:** **Property Use and Parking Enforcement Monthly Activity Report – January 2024**

### Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – January 2024”, dated February 12, 2024, from the Director, Community Bylaws & Licencing, be received for information.

Mark Corrado  
 Director, Community Bylaws & Licencing  
 (604-204-8673)

REPORT CONCURRENCE		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Finance Department	<input checked="" type="checkbox"/>	
<b>SENIOR STAFF REPORT REVIEW</b>	<b>INITIALS:</b>	<b>APPROVED BY CAO</b>
		

**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.*

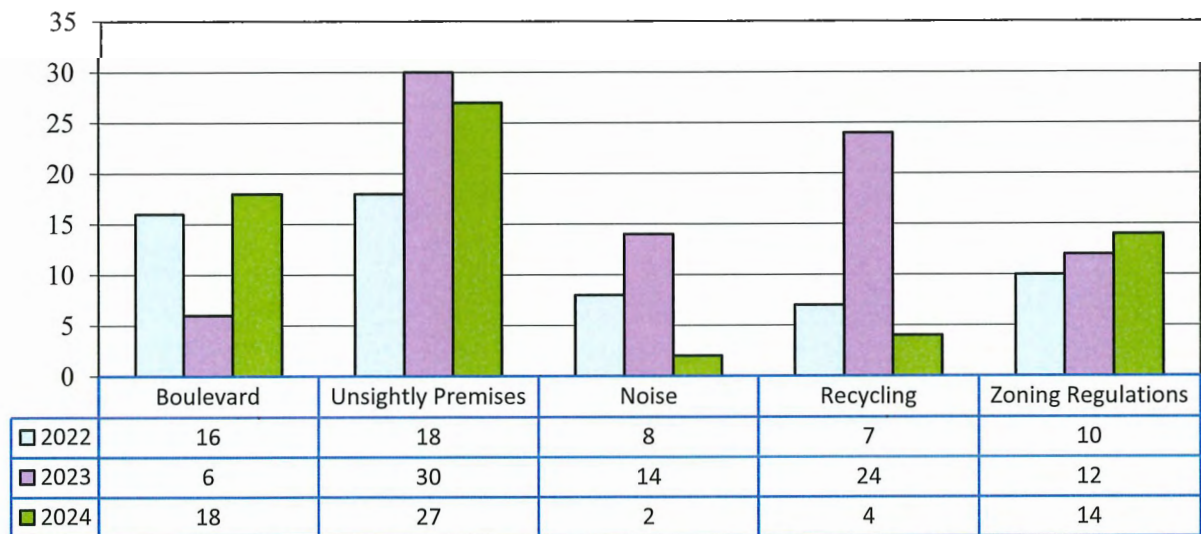
*3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.*

**Analysis**

Property Use Calls for Service

In January 2024, a total of 136 calls for service files were received for investigation, which is a five per cent increase (130) 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 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 - January Year-To-Date Comparison

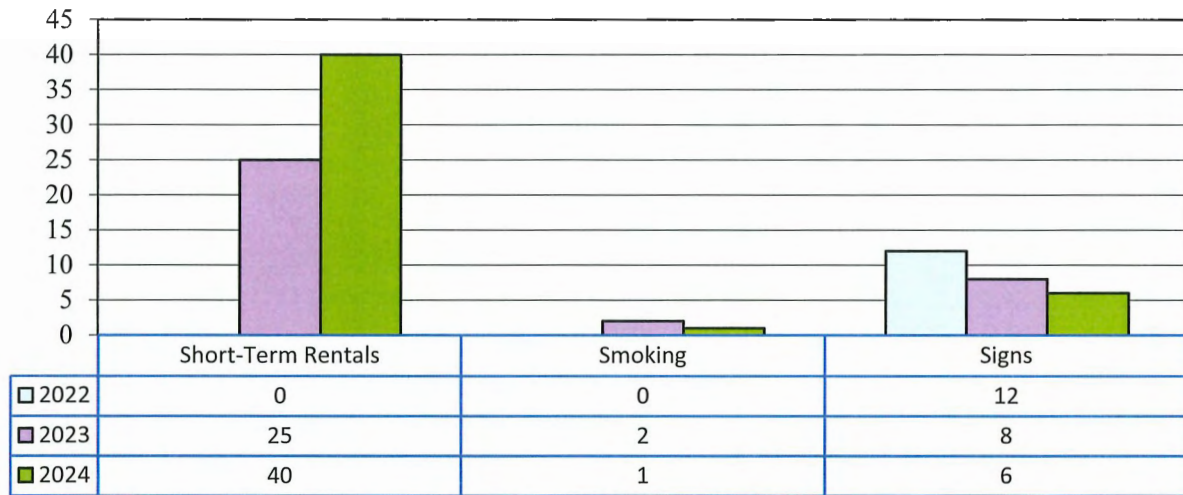


In January, boulevard maintenance and unsightly premises calls remained within a three-year average, with no discernable geographic or thematic trends in this call category. The increase in recycling related calls in 2023 can be attributed to one habitual complainant last year. Zoning related calls for services were up slightly and this can be attributed to a variety of call types, such as business operating contrary to zoning or illegal suites.

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.

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



In January, 40 calls for service related to short-term rental violations were received. Dedicated temporary full time staffing resources monitor 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 or bed and breakfast licence depending on eligibility.

Signage-related calls can be attributed to real estate signs that have been erected beyond their permissible time allowance post-sale. In these cases, staff work with the respective agent and signage is removed.

Tow Permit Applications

Beginning in 2024 tow permit information will be highlighted in the Quarterly Business Licences Activity Report.

### Administration Activity

In January, staff received 764 calls from the public for a variety of subject areas. Property use and parking related calls for service accounted for 513 of these calls with the remaining 251 calls related to parking permit issuance, ticket disputes and general inquiries.

### 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 31 site inspections in the month of January.

Stop Work/Removal Orders issued for the following properties:

- 11400 Block of Granville Avenue
- 13340 Blundell Road
- 6300 No. 4 Road

The following properties are now in compliance:

- 18700 River Road

There are 28 soil deposit proposals under various stages of the application process. Staff are monitoring 10 approved sites and currently addressing 29 properties that are considered non-compliant.

### Bylaw Prosecutions

No new bylaw charges were sworn in January.

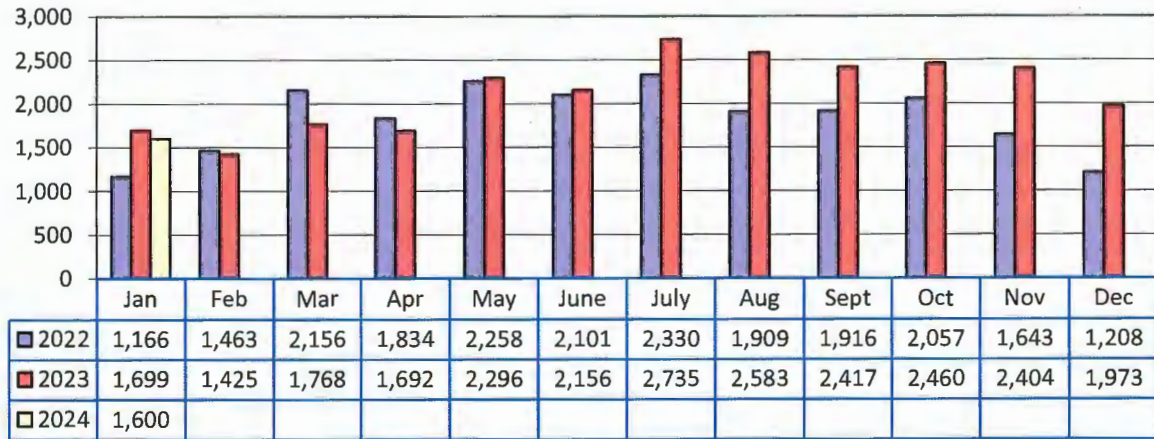
### Parking Enforcement

Staff responded to 377 calls for service in January. This is a 32 per cent increase (286) from the same month last year. When contrasted with 2023 data from the same period, parking enforcement revenue has increased by 28 per cent with parking violation issuance down 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 an increase in the use of mobile payment applications. Monthly parking enforcement revenue is highlighted in Figure 3, and Figure 4 highlights monthly parking violation issuance.

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



Figure 4: Parking Violation Issuance Comparison



Ticketing

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

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	January
Short-Term Rental Offences	43
Soil Deposit and Removal Offences	7
Watercourse Protection Offences	0
Unightly Premises Offences	1
Noise Offences	1
Building Regulation Offences	2
Solid Waste and Recycling Offences	0
Parks Offences	0
Sign Offences	1
Watering Offences	0
<b>Totals</b>	<b>55</b>

A variety of violation notices can be issued for non-compliant operation of a short-term rental. Often, an illegal rental operator will receive multiple violation notices upon inspection. Staff continue to monitor properties that have been found non-compliant and follow up accordingly should unpermitted operation continue.

Three bylaw violation notices were issued to 6100 No. 5 Road. Two of the notices were for violations of Building Regulation Bylaw No.7230 and the other for a violation of the Business Licence Bylaw No. 7360.

Bylaw Adjudication

The next adjudication session will be held on March 6, 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 pick up in the spring and summer months. 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. 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 does vary. Table 3 outlines individual revenue sources within parking enforcement. Table 4 outlines the net revenue and expenses for both property use and parking enforcement. Of note, January parking enforcement revenue exceeded budget for the month.

Table 2: Property Use Revenue by Source

Program Revenue	Budget Jan 2024	Actual Jan 2024
False Alarm	4,858	5,940
Towing Permits	1,392	2,104
Soil Permit Application and Volume Fees	10,258	2,810
Other Bylaw Fines	18,870	14,425
<b>Total Revenue</b>	<b>35,378</b>	<b>25,279</b>

Table 3: Parking Revenue by Source

Program Revenue	Budget Jan 2024	Actual Jan 2024
Contract Revenue <sup>1</sup>	5,000	5,000
Parking Income <sup>2</sup>	174,767	173,052
<b>Total Revenue</b>	<b>179,767</b>	<b>178,052</b>

Table 4: Property Use and Parking Revenue and Expenses

		Budget Jan 2024	Actual Jan 2024
<b>Property Use</b>	Revenue	35,378	25,279
	Expenses	163,666	104,143
	<b>Net Revenue (Expense)</b>	<b>(128,288)</b>	<b>(78,864)</b>
<b>Parking</b>	Revenue	179,767	178,052
	Expenses	152,516	124,297
	<b>Net Revenue (Expense)</b>	<b>27,251</b>	<b>53,755</b>

**Financial Impact**

None.

<sup>1</sup> City Towing Contract with Rusty's towing

<sup>2</sup> Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

February 12, 2024

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### **Conclusion**

Staff administer and enforce 39 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 January.



Mark Corrado  
Director, Community Bylaws and Licencing  
(604-204-8673)