



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 14, 2023
From: Mark Corrado **File:** 12-8375-02/2023-Vol
 Director, Community Bylaws & Licencing 01
Re: Property Use and Parking Enforcement Monthly Activity Report – March 2023

Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – March 2023”, dated April 14, 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
Finance Department Engineering	<input checked="" type="checkbox"/> <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 safe

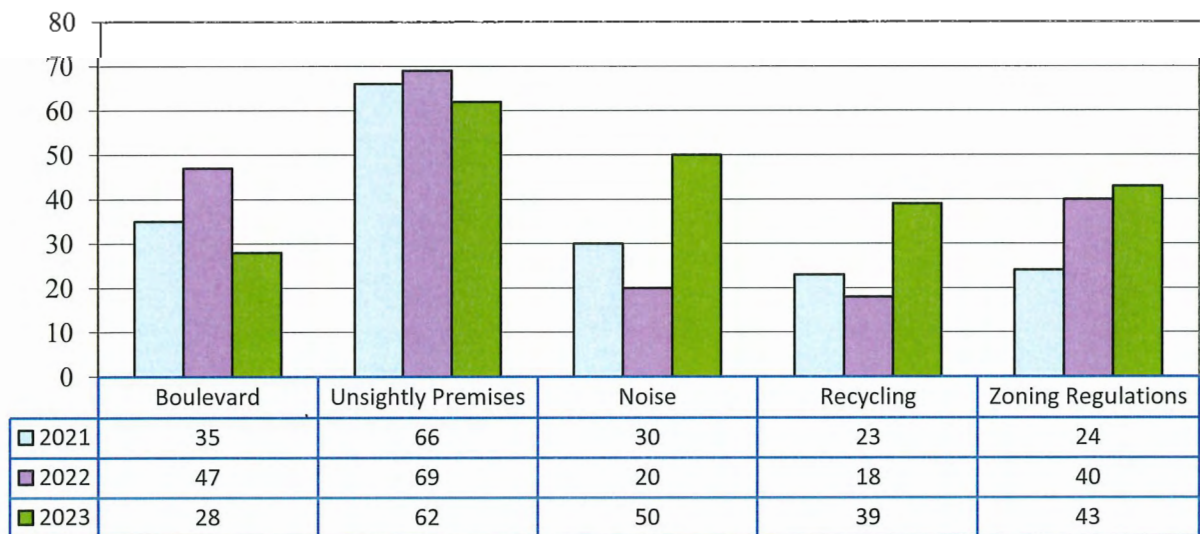
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In March 2023, 140 calls for service files were opened for investigation, which is a 52 per cent increase (92) 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 - March Year-To-Date Comparison



Staff seek to obtain compliance through proactive education, voluntary adherence, or, when necessary, formal legal proceedings. The number of recycling-related calls for service increased by eight cases from February to March. The total number of calls received remains elevated due to a single habitual complainant from January.

Noise complaints increased by 23 calls compared to February. The types of noise complaints received varied and consisted of calls regarding patio speakers, mechanical/HVAC and weekend construction noise.

Other Community Bylaws Calls for Service

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

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

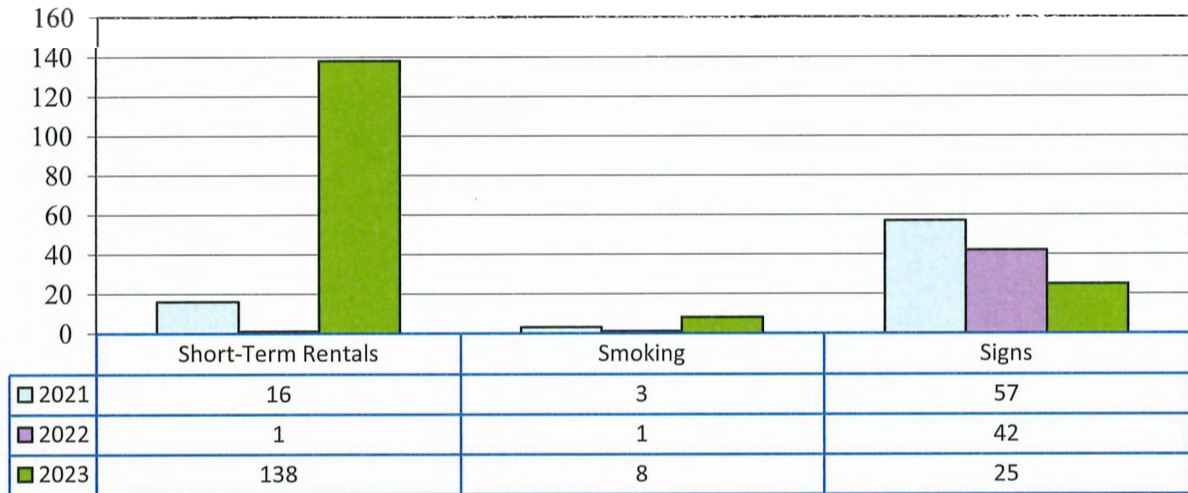


Table 1: Pre-pandemic Short-Term Rental Calls for Service*

Year	Calls for Service
2018	75
2019	31
2020	22

*Figures represent the total calls received in the given year up till the end of March.

Calls for service for potential short-term rental violations are increasing due to a return to normal travel behaviours as well as proactive investigation by staff. Where possible, staff advise property owners on the process to obtain a boarding and lodging license. Complaints are resolved by either removing the short-term rental listing or by obtaining a boarding and lodging license, where permissible.

Smoking related calls have increased but are not indicative of a trend. Recently, a common trend with the received calls are regarding purported smoking on private property.

Tow Permit Applications

A year-to-date total of 95 tow permit applications have been reviewed and issued.

Grease Inspections

In March, staff conducted 22 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 110 inspections have taken place year-to-date.

Administration Activity

In March, staff received 599 calls from the public for a variety of subject areas. Property use and parking related calls for service accounted for 323 of these calls with the remaining 276 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 43 site inspections in the month of March.

Stop Work/Removal Orders issued for the following properties:

- 5480 No. 6 Road
- 14551 Westminster Highway

The following properties are now in compliance:

- 10251 Blundell Road
- 9651 No. 6 Road

There are 22 soil deposit proposals under various stages of the application process. Staff are monitoring 11 approved sites and are currently addressing 26 properties that are considered non-compliant.

An additional Soil Bylaw Officer was hired in late March to further support the soil profile.

Bylaw Prosecutions

No new bylaws charges were sworn in March.

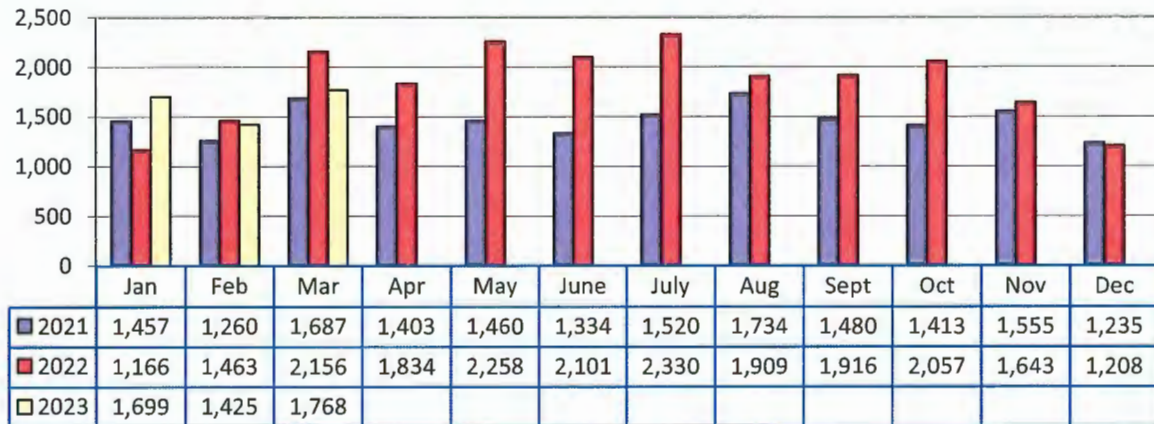
Parking Enforcement

Staff responded to 270 calls for service in March. This is a 22 per cent increase (221) from the same month last year. When contrasted with 2022 data from the same period, parking enforcement revenue has increased by seven per cent, with parking violation issuance down 18 per cent, however not indicative of a trend. This contrast between parking revenue and violation issuance can be attributed to positive growth from 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 March and year-to-date.

Table 2: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	March	YTD
Short-Term Rental Offences	64	173
Soil Deposit and Removal Offences	3	10
Watercourse Protection Offences	0	1
Unightly Premises Offences	0	2
Noise Offences	4	4
Solid Waste and Recycling Offences	0	0
Sign Offences	4	13
Watering Offences	0	0
Totals	75	203

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. Noise related ticket issuance relates to making a prohibited noise, which disturbs the peace/quiet of an area.

Bylaw Adjudication

The next adjudication session is scheduled for May 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. The collection of revenue in Bylaw Fines can be primarily attributed to fines issued for the operation of illegal short-term rental units. The actual amount collected each month can vary depending on the timing of court rulings and ticket payments. These results are shown in Table 3.

Table 3: Property Use Revenue by Source

Program Revenue	Budget March 2023	Actual March 2023	YTD Budget March 2023	YTD Actual March 2023
False Alarm	4,750	4,488	14,250	15,747
Towing Permits	4,455	2,157	7,501	6,364
Newspaper Box Permits	4,173	750	7,026	5,616
Soil Permit Application and Volume Fees	23,650	2,100	39,821	12,905
Bylaw Fines	20,407	14,300	34,361	30,877
Total Revenue	57,435	23,795	102,959	71,509

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. 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. Table 5 outlines the net revenue and expenses for both property use and parking.

Table 4: Parking Revenue by Source

Program Revenue	Budget March 2023	Actual March 2023	YTD Budget March 2023	YTD Actual March 2023
Contract Revenue ¹	5,000	5,000	15,000	15,000
Filming Revenue	0	4,039	0	7,868
Parking Revenue ²	170,675	139,092	512,025	397,108
Receivable Income ³	8,333	0	25,000	0
Other Bylaw Fines	0	201	0	201
Total Revenue	184,008	148,332	552,025	420,177

Table 5: Property Use and Parking Revenue and Expenses

		YTD Budget March 2023	YTD Actual March 2023
Property Use	Revenue	102,959	71,509
	Expenses	374,604	317,396
	Net Revenue (Expense)	(271,645)	(245,887)
Parking	Revenue	552,025	420,177
	Expenses	405,500	382,154
	Net Revenue (Expense)	146,525	38,023

Financial Impact

None.

¹ City Towing Contract with Rusty's towing

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

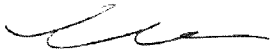
³ Receivable Income consists of Night Market Recoveries

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Conclusion

Staff administer and enforce a wide range of bylaws related to unsightly premises, land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement. This report provides a summary of this month's activity, including revenue and expenses.



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