



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** June 16, 2023
From: Mark Corrado **File:** 12-8375-01/2023-Vol
 Director, Community Bylaws & Licencing 01
Re: **Property Use and Parking Enforcement Monthly Activity Report – May 2023**

Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – May 2023”, dated June 16, 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 safety services.

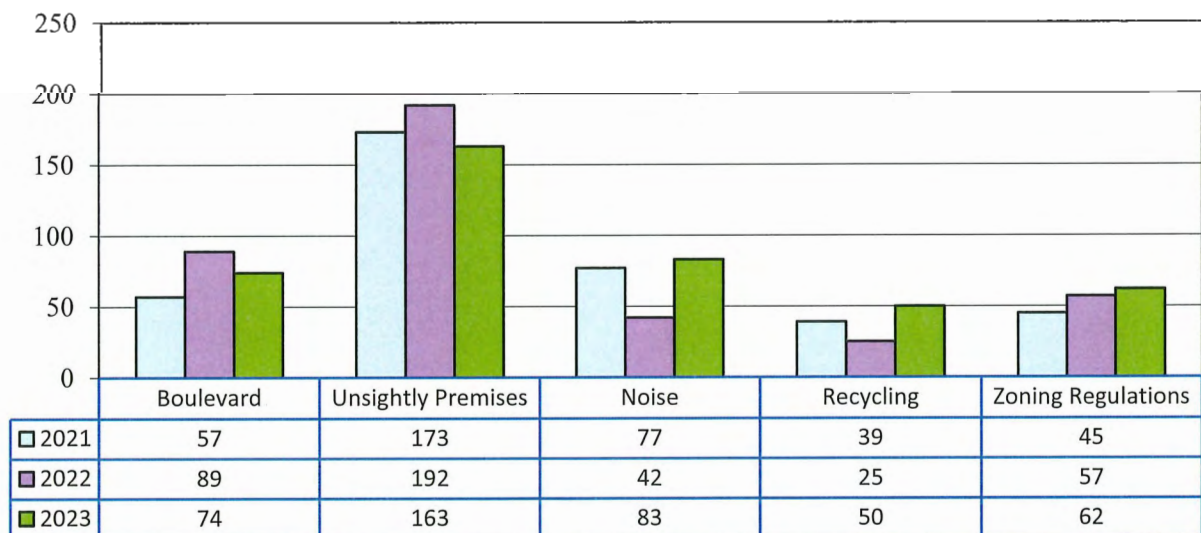
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In May 2023, 199 calls for service files were opened for investigation, which is a 15 per cent increase (173) 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 - May Year-To-Date Comparison



Staff seek to obtain compliance through proactive education, voluntary adherence, or, when necessary, formal legal proceedings. Noise related calls for service have increased significantly and are driven by a combination of calls related to general noise and construction activity. Several noise files remain under active investigation; however, the majority of calls have been investigated and have come into compliance. Construction noise related calls for service are not specific to one classification, but often relate to work beginning earlier or running later than permitted.

Unightly Premises and Zoning related calls for services have begun to trend upwards reflecting the seasonal trend in calls relating to overgrown vegetation. The variety of calls are not indicative of an overall 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 calls for service related to short-term rentals, smoking and signs.

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

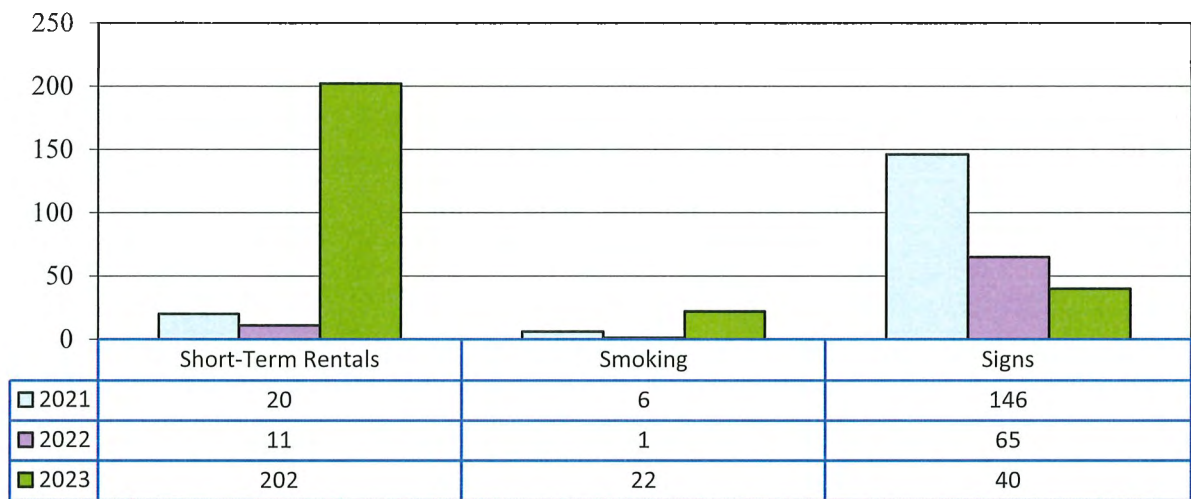


Table 1: Pre-pandemic Short-Term Rental Calls for Service*

Year	Calls for Service
2018	109
2019	61
2020	29

*Figures represent the total calls received up to the end of May 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.

Signage related calls for services remain low and the spike in calls in 2021 is attributed to the City of Richmond By-election. Smoking related calls have increased but are not indicative of a trend. The majority of smoking related calls were regarding purported smoking on private residential properties.

Tow Permit Applications

A year-to-date total of 133 tow permit applications have been reviewed and issued.

Grease Inspections

In May, staff conducted 52 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 193 inspections have taken place year-to-date.

Administration Activity

In May, staff received 759 calls from the public for a variety of subject areas. Property use and parking related calls for service accounted for 567 of these calls with the remaining 192 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 79 site inspections in the month of May.

Stop Work/Removal Orders issued for the following properties:

- 11571 Mitchell Road
- 13000 Blundell Road
- 8671 No. 5 Road
- 13400 Blundell Road
- 10520 Blundell Road

The following properties are now in compliance:

- 13000 Blundell Road
- 2200 No. 6 Road
- 6020 No. 4 Road
- 6420 Steveston Highway

There are 17 soil deposit proposals under various stages of the application process. Staff are monitoring 10 approved sites and are currently addressing 30 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaws charges were sworn in May.

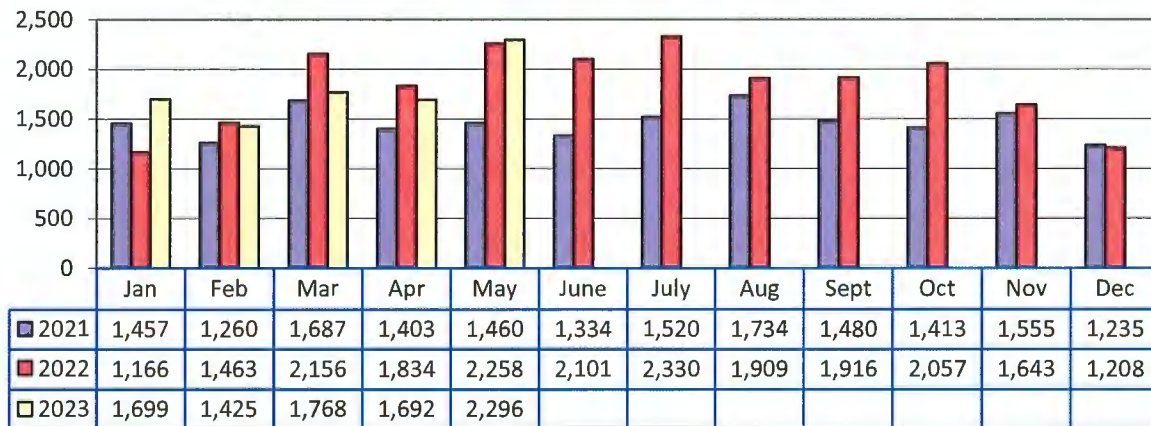
Parking Enforcement

Staff responded to 368 calls for service in May. This is a 48 per cent increase (248) from the same month last year. When contrasted with 2022 data from the same period, parking enforcement revenue has increased by 16 per cent, with parking violation issuance up by two per cent, however this is not indicative of a trend. This contrast between parking revenue and violation issuance can be attributed 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 May and year-to-date.

Table 2: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	May	YTD
Short-Term Rental Offences	50	253
Soil Deposit and Removal Offences	6	20
Watercourse Protection Offences	0	1
Unightly Premises Offences	3	6
Noise Offences	2	7
Solid Waste and Recycling Offences	0	0
Parks Offences	0	1
Sign Offences	7	25
Watering Offences	0	0
Totals	68	313

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 the making of prohibited noise, which disturbs the peace/quiet of an area. Sign related offences relate primarily to relator signs staying up past the permitted time period.

Bylaw Adjudication

An adjudication session occurred on May 24, 2023. Twelve violation tickets were submitted for dispute, seven were for parking offences and the other five related to short term rental offences. The adjudicator upheld eleven of the twelve disputed tickets, the one dismissed violation ticket related to a parking offence.

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

Table 3: Property Use Revenue by Source

Program Revenue	Budget May 2023	Actual May 2023	YTD Budget May 2023	YTD Actual May 2023
False Alarm	4,750	792	23,750	17,860
Towing Permits	361	797	8,221	9,724
Newspaper Box Permits	0	0	7,362	5,616
Soil Permit Application and Volume Fees	2,254	2,000	43,983	15,905
Other Bylaw Fines	1,653	26,700	37,659	71,002
Total Revenue	9,018	30,289	120,975	120,107

Table 4: Parking Revenue by Source

Program Revenue	Budget May 2023	Actual May 2023	YTD Budget May 2023	YTD Actual May 2023
Contract Revenue ¹	5,000	5,000	25,000	25,000
Filming Revenue	0	415	0	11,398
Parking Revenue ²	170,675	170,434	853,375	709,613
Receivable Income ³	12,500	4,270	37,500	4,270
Other Bylaw Fines	0	0	0	201
Total Revenue	188,175	180,119	915,875	750,482

Table 5: Property Use and Parking Revenue and Expenses

		YTD Budget May 2023	YTD Actual May 2023
Property Use	Revenue	120,975	120,107
	Expenses	620,351	523,560
	Net Revenue (Expense)	(499,376)	(403,453)
Parking	Revenue	915,875	750,482
	Expenses	671,667	651,499
	Net Revenue (Expense)	244,208	98,983

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 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.



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



City of Richmond

Report to Committee

To: Community Safety Committee

Date: June 9, 2023

From: Jim Wishlove
Fire Chief

File 09-5140-01/2023-Vol
01



Re: Richmond Fire-Rescue Monthly Activity Report – May 2023

Staff Recommendation

That the staff report titled “Richmond Fire-Rescue Monthly Activity Report – May 2023”, dated June 9, 2023, from the Fire Chief, be received for information.

Jim Wishlove
Fire Chief
(604-303-2715)

Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
SENIOR STAFF REPORT REVIEW	INITIALS: 
APPROVED BY CAO 