



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 19, 2018
From: Cecilia Achiam, MCIP, BCSLA **File:** 12-8275-01/2018-Vol 01
General Manager, Community Safety
Re: **Business Licences Quarterly Report – First Quarter 2018**

Staff Recommendation

That the staff report titled “Business Licences Quarterly Report – First Quarter 2018”, dated April 19, 2018, from the General Manager Community Safety be received for information.

Cecilia Achiam, MCIP, BCSLA
General Manager, Community Safety
(604-276-4122)

REPORT CONCURRENCE	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: CJ
APPROVED BY GAO _____	

Staff Report

Origin

This report provides a quarterly summary of activities in support of the regulation of business licences in the City of Richmond and supports Council’s 2014-2018 Term Goal #8 Supportive Economic Development Environment:

8.1. Richmond’s policies, programs, and processes are business-friendly.

Analysis

Business Licence Revenue

Revenue from all businesses licences is on track to grow by two to four per cent as it has in previous years. The number of new businesses, those businesses not previously licenced, is also on track to exceed previous years. These statistics are illustrated in Table 1 below.

Table 1: Business Licence Revenue for 2015-2017

	2018 Q1	2017	2016	2015
New Businesses	504	1801	1704	1651
Revenue (from Licences)	\$ 1,823,470	\$ 3,884,271	\$ 3,716,597	\$ 3,647,645

Application Processing

The licencing process ensures that businesses have received all required approvals from those organizations that regulate health and safety as well as any other municipal, provincial or federal requirements. This process should be both timely and thorough. Table 2 shows the measures that staff use to assess the current process and ensure that inspections and permits are issued without delay so that businesses can open as soon as possible.

Table 2: Status and Number of Business Licences

	2017 Q1	2017 Q2	2017 Q3	2017 Q4	2018 Q1
Valid Licences	13,242	13,912	14,062	13,870	13,940
Expired Licences	2,192	1,496	941	944	887
Suspended and Pending Applications	450	420	371	329	282
Total	15,884	15,828	15,374	15,143	15,109

The number of expired licences and suspended or pending applications have both decreased substantially from a combined high of over 2,600 at the beginning of 2017 to 1,169 at the present time (887 expired licenses plus 282 suspended or pending licenses). This is due to staffing changes and changes to the applications process. Staff will continue to reduce the number of outstanding applications and expired licence inspections throughout 2018.

Business Licence Enforcement

The revenue collected from bylaw fines and tickets related to licencing has continued to increase after a low in 2016 (shown below in Table 3). This increase is due to:

- Increasing the fine for operating a business without a licence from \$100 to \$1,000;
- Increasing number of staff available for inspections and enforcement; and
- Enforcement of illegal taxis and other targeted campaigns.

This revenue is projected to increase in 2018 as staff are planning targeted enforcement with other agencies such as the RCMP, BC Liquor Control and the Passenger Transportation Board.

Table 3: Revenue from Tickets

	2018 Q1	2017	2016	2015
Revenue from Tickets	\$ 8,100	\$ 16,350	\$ 1,700	\$ 8,951

Illegal Ride Hailing

Staff from Business Licences, the RCMP and the Passenger Transportation Board carried out three enforcement campaigns targeting illegal taxis. Nineteen drivers were stopped as a result of these actions, resulting in the issuance of 57 tickets issued for violations of municipal bylaws (three to each driver). Of those issued tickets, 10 drivers have registered to dispute their tickets in Provincial Court.

Bed and Breakfast Businesses

As of the end of first quarter of 2018, there were 53 licenced Bed and Breakfast businesses (“B&B’s”). Staff are planning routine inspections of the licenced businesses to coincide with the start of the tourism season, which may result in some enforcement activity. In the event that bylaw violations are observed, businesses will be issued tickets and any repeat offenders will be forwarded to Council for consideration of a licence suspension or cancellation.

Upcoming Business Licence Hearing

Business Licencing staff were notified by the RCMP about a business that had been issued two warnings and a ticket for violations of the Public Health Protection Bylaw for smoking. Staff met with the business, Zodiac Karaoke, and are bringing forward a report later this month recommending the suspension of their business licence.

Financial Impact

None.

Conclusion

This report provides an update on first quarter statistics to the Community Safety Committee from the Business Licences department. The statistics and commentary provided in this report will inform discussions related to policy, staffing and resources for licences and permits related to businesses.

A handwritten signature in black ink, appearing to read 'Carli Edwards', with a long horizontal flourish extending to the right.

Carli Edwards, P.Eng.
Manager, Community Bylaws and Licencing
(604-276-4136)