



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** December 12, 2024
From: Mark Corrado **File:** 12-8375-02/2024-Vol
 Director, Community Bylaws & Licencing 01
Re: **Community Bylaws Monthly Activity Report – November 2024**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – November 2024”, dated December 12, 2024, 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	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

This monthly report highlights activities, information, and statistics related to calls for service from the Property Use, Parking Enforcement, and Animal Protection units of Community Bylaws.

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 November 2024, a total of 111 calls for service were opened for investigation, representing a 2.8 percent increase from the same period last year, when there were 108 calls. This month saw fluctuations, within the historical norm, for unsightly premises and noise complaints.

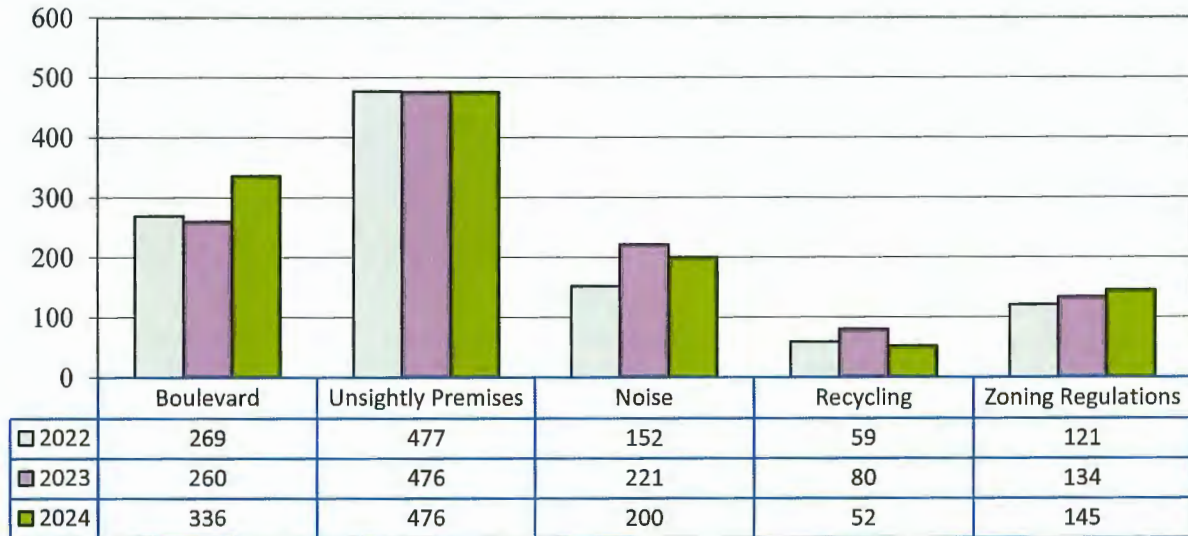
The City received 11 calls regarding unsightly premises related to unhoused encampments, a decrease from 20 in November 2023. However, year-to-date calls concerning encampments decreased to 100 from 123 last year. Of the 100 calls received this year so far, the three most frequently attended locations were Minoru Park (32), Garden City Park (10) and properties owned by the Province of BC (10).

The Joint Operations Team (JOT)—which includes Bylaws, Community Social Development, Parks, Environmental Programs, Richmond Fire Prevention, RCMP Vulnerable Persons Unit, and external partners such as Vancouver Coastal Health (VCH) and the Ministry of Social Development and Poverty Reduction (MSDPR) — collaborate to conduct weekly outreach to ensure that unhoused individuals are safe and have access to support resources.

In November, noise complaints increased, rising to 12 from 4 in the same period last year. The majority of these calls were related to construction activity occurring outside the permitted hours, primarily on weekends, at residential and commercial development properties.

Among 24 potential calls for service categories, Figure 1 highlights the most common calls for service received by Property Use officers for follow up on and investigation.

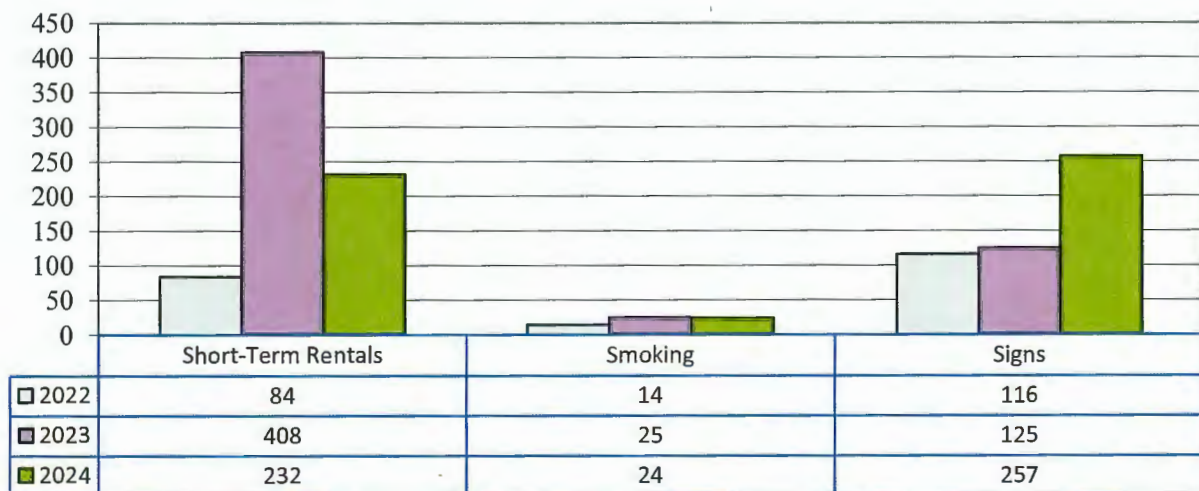
Figure 1: Property Use Calls For Service - November Year-To-Date Comparison



Other Community Bylaws Calls for Service

Figure 2 shows a three-year breakdown of other calls for service that are closely related to Property Use matters.

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



For November, there were 6 calls for service related to short-term rental violations. Dedicated full time business licence inspectors monitor complaints submitted by the community as well as proactively generating files. In many cases, complaints are resolved by: voluntary removal of the

short-term rental listing; obtaining a business licence depending on eligibility; and paying outstanding fines. However, in cases where voluntary compliance is not obtained, a variety of violation notices can be issued for non-compliant operation of a short-term rental.

Often times, a rental operator engaging in illegal practice will receive multiple violation notices upon inspection. Staff continue to monitor properties found to be non-compliant and follow up accordingly if unpermitted operation persists. When there is a repeated and/or significant history of violations, staff will seek a resolution via Long-form Prosecution in Provincial Court.

In November, the Sign Inspector responded to four calls related to non-permitted signage and improper realtor signage. Staff worked collaboratively with advertisers and agencies to ensure the removal of non-compliant signage. The large increase in the year-to-date totals can be attributed to the rise in calls during June and July concerning prohibited signage on City lampposts. Staff collaborate with advertisers or agencies to ensure the removal of the signage. If no responsible party is identified, City staff are dispatched for removal.

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 34 site inspections in the month of November. When ongoing unpermitted soil deposition is found, staff frequently issue a Stop Work and/or Removal Order, which is frequently accompanied by ticket issuance and escalating enforcement action.

Stop Work and/or Removal Orders were issued to the following properties:

- 11571 Mitchell Road
- 11400 No. 2 Road

There are approximately 22 soil deposit proposals under various stages of the application process and staff continue to monitor 16 approved sites. Staff are currently addressing approximately 34 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in the month of November.

Parking Enforcement

In November, overall parking enforcement revenue increased by 3.9 percent, despite a 12.3 percent increase in the number of parking violations. This discrepancy can be attributed to the Canada Post strike which restricted violation tickets and outstanding notices being mailed out. Any deadlines affected by the labour action will be extended accordingly to ensure fairness and compliance. Staff responded to 356 calls for service, representing a 9.2 percent increase compared to the same period last year (326 calls). Complaints regarding 72-hour violations saw the largest increase, rising by 37.5 percent with 77 calls compared to 56 during the same period last year. The majority of service calls were from concerned residents reporting unfamiliar

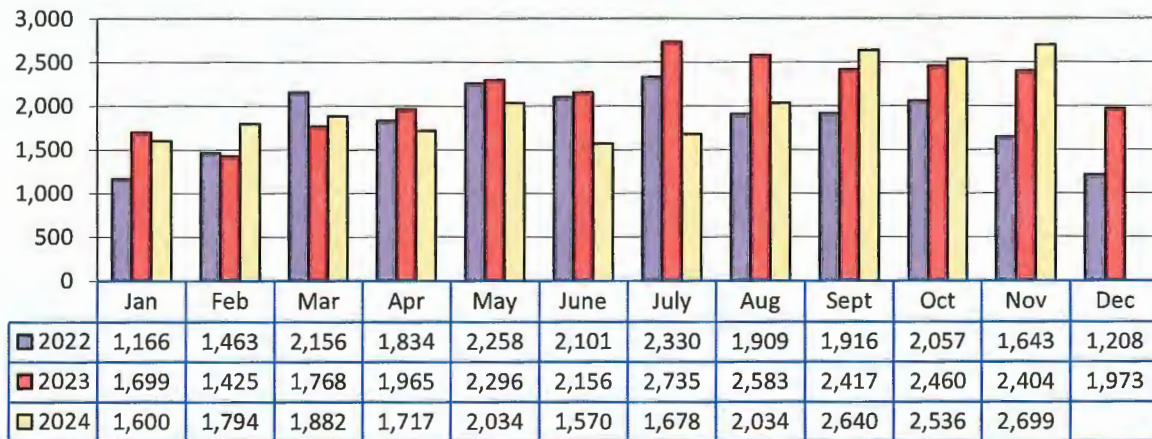
vehicles in their neighborhoods. Officers follow up to ensure there are no immediate safety concerns and to verify bylaw compliance.

Monthly parking enforcement revenue is highlighted in Figure 3. Figure 4 highlights the monthly parking violation issuance.

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



Figure 4: Parking Violation Issuance Comparison



Animal Protection and Dog Licencing

November typically marks the start of the annual dog licensing program. Dog licenses are valid for the calendar year, regardless of the purchase date. Due to the ongoing Canada Post strike, renewal notices are delayed until the labor action is resolved. However, dog owners can still renew their licenses or purchase new ones online and collect their 2025 tag or decal at City Hall. In November, 103 dog licenses have been issued so far.

BC SPCA Officers responded to 146 calls for service related to animal control and dog licencing violations in November, bringing the year-to-date total to 1,856. Officers conducted 71 park patrols across various 32 different parks, dikes, and school grounds. Frequently patrolled parks in November were Garry Point Park, Terra Nova, AR MacNeill, sections of the west dyke trail and Garden City Park. In addition to enforcement, these patrols play a key educational role, promoting awareness and compliance. Staff, in collaboration with the Parks Department, are reviewing signage needs, will prioritize educational outreach, and increased patrols in selected areas.

Ticketing

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

Table 1: Community Bylaw Offences

Ticket Issuance (BVN's & MTL's)	November	YTD
Short-Term Rental Offences	6	395
Animal/Dog Licencing Offences	23	212
Soil Deposit and Removal Offences	14	62
Watercourse Protection Offences	5	23
Unightly Premises Offences	4	49
Noise Offences	2	20
Building Regulation Offences	17	55
Solid Waste and Recycling Offences	0	0
Parks Offences	0	0
Sign Offences	14	84
Watering Offences	0	1
Totals	85	901

Bylaw Adjudication

An adjudication hearing was held on November 27, 2024 with 10 disputed violations. There were nine cases upheld and one case dismissed. The next adjudication hearing will be held on March 19, 2025.

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 increase in Q2 and Q3. 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 a significant portion of its revenue from meters, permits and fines. Table 3 outlines the individual revenue sources within parking enforcement. Table 4 highlights the funds collected from dog licencing and fines. The overall increase in licencing revenue can be attributed to proactive work done by staff in previous years to ensure accuracy in dog licencing accounts and to conduct canvassing efforts for compliance.

Table 5 outlines the net revenue and expenses for property use, parking enforcement and animal protection services.

Table 2: Property Use Revenue by Source

Program Revenue	Budget Nov 2024	Actual Nov 2024	YTD Budget Nov 2024	YTD Actual Nov 2024
Towing Permits	1,379	1,224	15,852	19,996
Newspaper Box Permits	0	0	0	1,024
Soil Permit Application and Volume Fees	10,164	5,680	116,849	115,917
Other Bylaw Fines	25,906	7,800	295,398	137,543
Total Revenue	37,449	14,704	428,099	274,480

Table 3: Parking Revenue by Source

Program Revenue	Budget Nov 2024	Actual Nov 2024	YTD Budget Nov 2024	YTD Actual Nov 2024
Contract Revenue ¹	5,000	5,000	55,000	55,000
Filming Revenue	0	506	0	18,422
Parking Revenue ²	189,433	183,916	1,937,100	1,872,834
Receivable Income ³	0	0	100,000	45,812
Total Revenue	194,433	189,422	2,092,100	1,992,068

Table 4: Animal Protection Services Revenue by Source

Program Revenue	Budget Nov 2024	Actual Nov 2024	YTD Budget Nov 2024	YTD Actual Nov 2024
Dog Licences	0	0	261,200	269,060
Fines	910	2,350	9,790	17,050
Total Revenue	910	2,350	270,990	286,110

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

Table 5: Property Use, Parking and Animal Protection Services Revenue and Expenses

		YTD Budget Nov 2024	YTD Actual Nov 2024
Property Use	Revenue	428,099	274,480
	Expenses	1,862,036	1,225,303
	Net Revenue (Expense)	(1,433,937)	(950,823)
Parking	Revenue	2,092,100	1,992,068
	Expenses	1,925,315	1,692,021
	Net Revenue (Expense)	166,785	300,047
Animal Protection	Revenue	270,990	286,110
	Expenses	1,399,065	1,196,680
	Net Revenue (Expense)	(1,128,075)	(910,570)

Financial Impact

None.

Conclusion

Staff and contracted service providers administer and enforce 41 unique bylaws, covering a diverse range of various regulated community activities and service use, notably land use, noise, soil deposit/removal, short-term rentals, parking permits and enforcement, unsightly premises and animal protection services. This report provides a summary of departmental activity in November.



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