



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** August 21, 2023
From: Mark Corrado **File:** 12-8375-01/2023-Vol
 Director, Community Bylaws & Licencing 01
Re: **Property Use and Parking Enforcement Monthly Activity Report – June & July 2023**

Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – June & July 2023”, dated August 21, 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	<input checked="" type="checkbox"/>	
Engineering	<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.

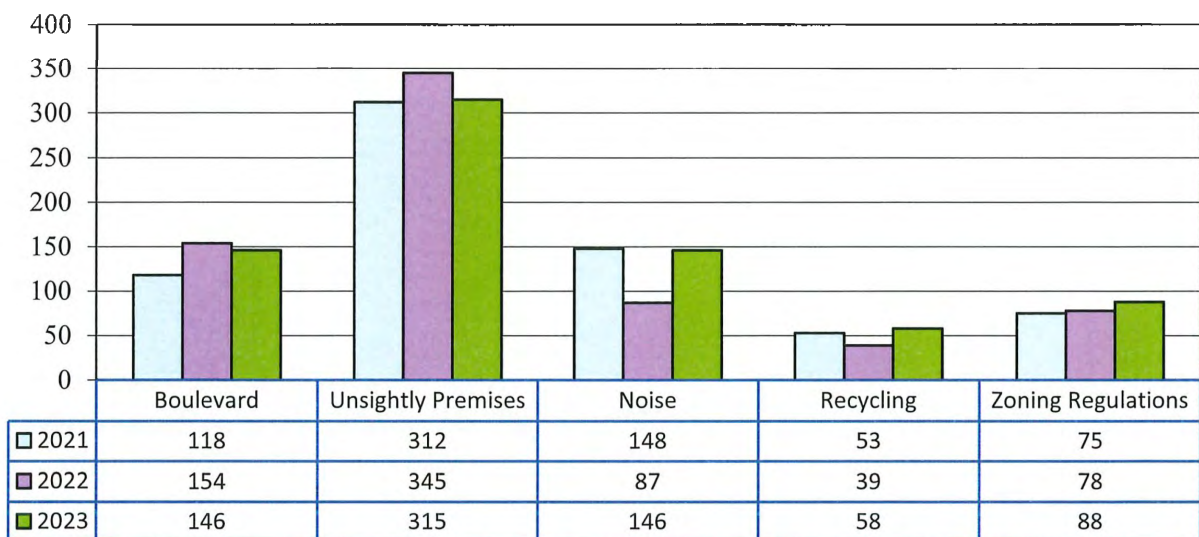
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

For both June and July 2023, a collective 587 calls for service files were opened for investigation, which is a 38 per cent increase (425) 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 - July 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 trended upwards, and are driven by a combination of calls related to seasonal landscaping mechanical and construction related noise. A handful of noise files are currently active and under investigation. The majority of complaints 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.

Zoning related calls for services were up slightly due to calls relating to businesses operating contrary to zoning permissions. Overall, the variety of calls are not indicative of a 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 short-term rentals calls for service for the listed year.

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

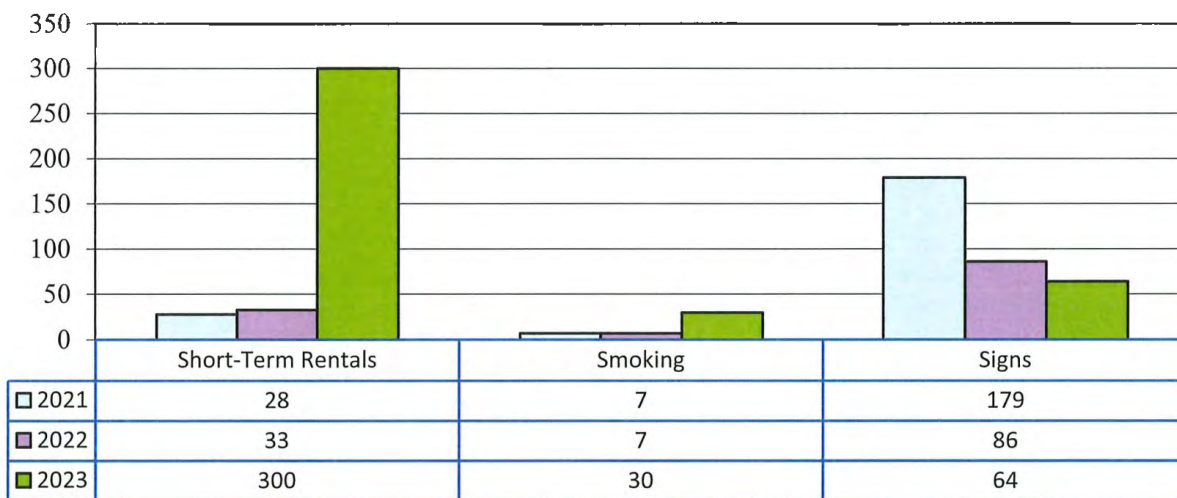


Table 1: Pre-pandemic Short-Term Rental Calls for Service*

Year	Calls for Service
2018	186
2019	104
2020	37

*Figures represent the total calls received up to the end of July 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 or strata lots.

Tow Permit Applications

A year-to-date total of 232 tow permit applications have been reviewed and issued.

Grease Inspections

For both June and July, staff conducted 110 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 303 inspections have taken place year-to-date.

Administration Activity

Collectively in June and July, staff received 2,201 calls from the public for a variety of subject areas. Property use and parking related calls for service accounted for 1,220 of these calls with the remaining 981 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 139 site inspections in the months of June and July.

Stop Work/Removal Orders issued for the following properties:

- 18620 River Road
- 18680 River Road
- 9240 No. 6 Road
- 8191 No. 6 Road
- 6200 No. 5 Road
- 19080 River Road
- 12060 No. 2 Road
- 10211 Sidaway Road
- 18300 River Road
- 14420 Cambie Road
- 6120 No. 4 Road
- 6660 Sidaway Road

The following properties are now in compliance:

- 6100 No. 4 Road
- 11580 Mitchell Road
- 6720 No. 5 Road
- 6080 No. 4 Road
- 12760 Westminster Highway
- 13140 Westminster Highway
- 11991 Mitchell Road
- 11060 Horseshoe Way

There are 18 soil deposit proposals under various stages of the application process. Staff are monitoring 13 approved sites and are currently addressing 35 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaws charges were sworn in June or July.

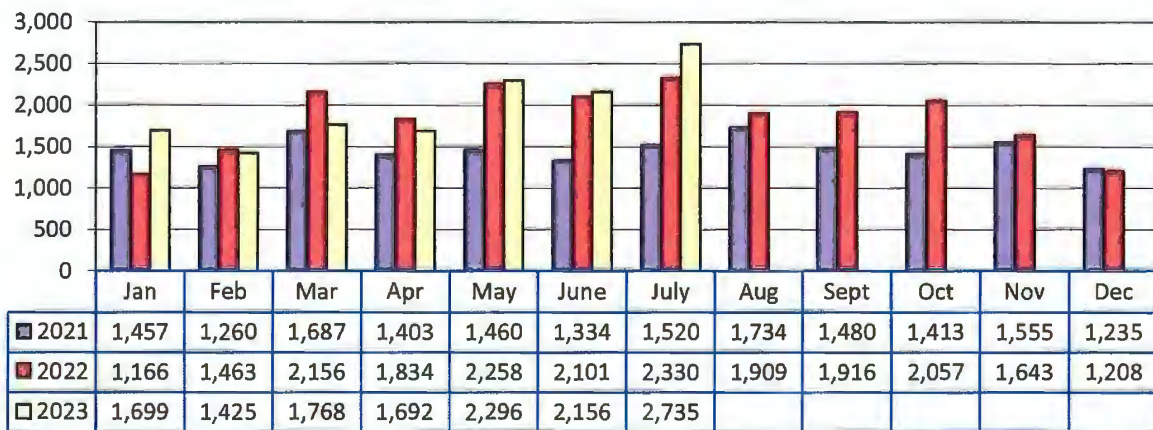
Parking Enforcement

Staff responded to collective 633 calls for service for June and July. This is a 19 per cent increase (534) from the same month last year. When contrasted with 2022 data from the same period, parking enforcement revenue has increased by 15 per cent, with parking violation issuance up by 17 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 July and year-to-date.

Table 2: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	July	YTD
Short-Term Rental Offences	86	402
Soil Deposit and Removal Offences	9	39
Watercourse Protection Offences	0	1
Unightly Premises Offences	0	8
Noise Offences	3	12
Solid Waste and Recycling Offences	0	0
Parks Offences	0	1
Sign Offences	7	36
Watering Offences	0	0
Totals	105	499

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.

Soil related offences increased in part due to the seasonal nature of soil remove/deposition activities, as well as the addition of one temporary soil bylaw officer to support the portfolio. Sign related offences can be attributed to unpermitted signs on City property.

Bylaw Adjudication

An adjudication session will be held on August 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 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 July 2023	Actual July 2023	YTD Budget July 2023	YTD Actual July 2023
False Alarm	4,750	128	33,250	18,120
Towing Permits	2,920	4,225	11,964	15,847
Newspaper Box Permits	0	0	7,362	5,616
Soil Permit Application and Volume Fees	18,235	18,101	67,356	34,606
Other Bylaw Fines	13,374	19,625	54,804	103,302
Total Revenue	39,279	42,079	174,736	177,491

Table 4: Parking Revenue by Source

Program Revenue	Budget July 2023	Actual July 2023	YTD Budget July 2023	YTD Actual July 2023
Contract Revenue ¹	5,000	5,000	35,000	35,000
Filming Revenue	0	763	0	12,335
Parking Revenue ²	170,675	178,063	1,194,725	1,057,251
Receivable Income ³	12,500	7,721	62,500	17,885
Total Revenue	188,175	191,547	1,292,225	1,122,471

Table 5: Property Use and Parking Revenue and Expenses

		YTD Budget July 2023	YTD Actual July 2023
Property Use	Revenue	174,736	177,491
	Expenses	869,791	711,407
	Net Revenue (Expense)	(695,055)	(533,916)
Parking	Revenue	1,292,225	1,122,471
	Expenses	950,333	970,405
	Net Revenue (Expense)	341,892	152,066

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

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 staff's activity in June and July.



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