



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** November 17, 2023
From: Mark Corrado **File:** 12-8375-01/2023-Vol
 Director, Community Bylaws & Licencing 01
Re: **Property Use and Parking Enforcement Monthly Activity Report – October 2023**

Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – October 2023”, dated November 17, 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.

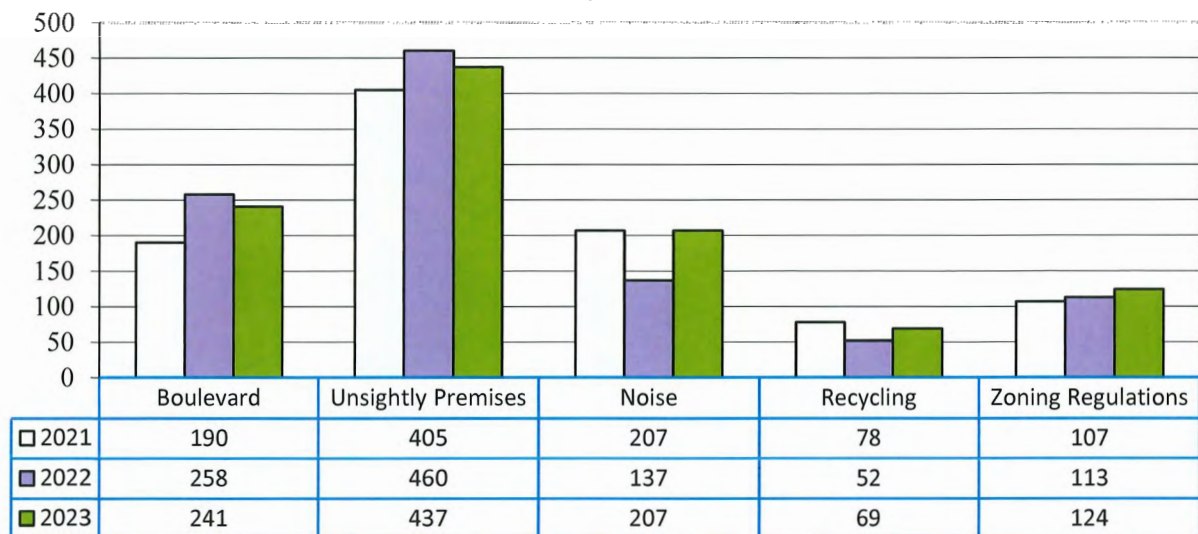
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In October 2023, a total of 128 calls for service received were opened for investigation, which is a 2 per cent decrease (130) from the same period 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 - October Year-To-Date Comparison



Zoning-related calls for services consist of a variety of file types contributing to a slight increase in overall calls received this year. The top two file types opened in October were for businesses operating contrary to zoning allowances and reports of illegal suites. In cases involving alleged illegal suites, staff collaborate with peers in building approvals to conduct a joint inspection to determine the validity of the complaint. Compliance is achieved when a dwelling was brought back to the originally approved permit plans.

In October, eight noise related calls for services were received. The calls received this month range in type from HVAC/mechanical, delivery and construction related noise. All complaints in October came into compliance as a result of investigative and enforcement action.

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 years.

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

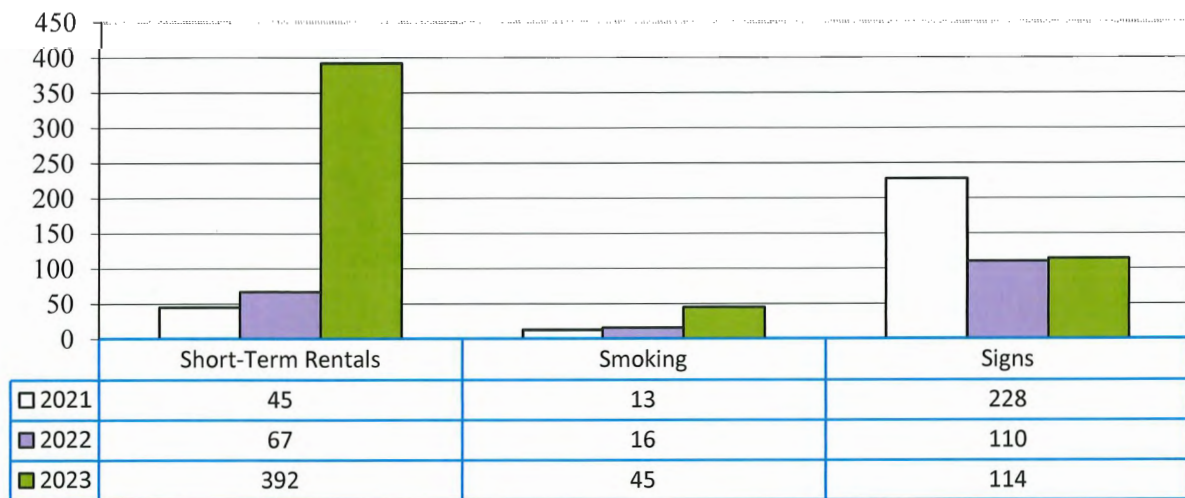


Table 1: Pre-pandemic Short-Term Rental Calls for Service*

Year	Calls for Service
2018	263
2019	170
2020	60

*Figures represent the total calls received up to the end of October in the given year.

Smoking related calls have trended upwards. The majority of smoking related calls were regarding purported smoking on private residential properties or strata lots, while being too close to doorways or air intakes. A total of nine violation notices have been issued for smoking in contravention of the Public Health Bylaw No. 6989.

In October, 31 calls for service related to short-term rental violations were received and this further contributed to the overall rise in short-term rental files for this year. Dedicated temporary full time staffing resources monitor 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 or bed and breakfast licence depending on eligibility.

Tow Permit Applications

A year-to-date total of 318 tow permit applications have been reviewed and issued.

Grease Inspections

In October, staff conducted 48 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 424 inspections have taken place year-to-date.

Administration Activity

In October, staff received 870 calls from the public for a variety of subject areas. Property use and parking related calls for service accounted for 481 of these calls with the remaining 389 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 89 site inspections in the month of October.

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

- 6531 No. 7 Road
- 5440 No. 6 Road
- PID 001-498-568 (Granville Ave)
- 12760 Blundell Road
- 20371 Westminster Highway
- 16300 River Road

The following properties are now in compliance:

- 13571 Blundell Road
- 8191 No. 6 Road
- 18680 River Road
- 18620 River Road
- 10211 Sidaway Road

There are 20 soil deposit proposals under various stages of the application process. Staff are monitoring 12 approved sites and are currently addressing 31 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaw charges were sworn in October.

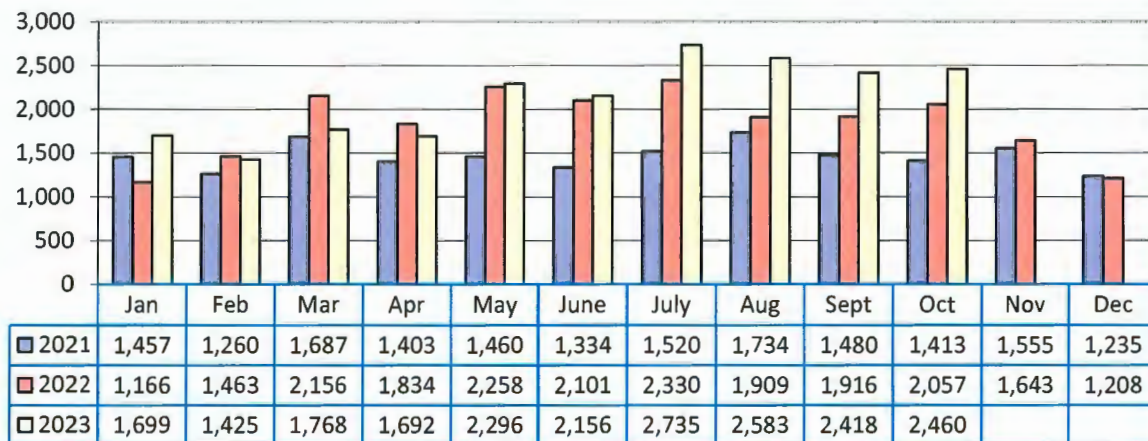
Parking Enforcement

Staff responded to 353 calls for service in October, marking a 24 percent increase of (285) calls received during the same month last year. When compared to the data from October 2022, parking enforcement revenue has increased by 20 percent, coinciding with a 20 percent rise in parking violation issuances. Parking enforcement revenue has trended upward year-to-date, attributed to increased parking permit and daily meter revenues, coupled with the enforcement enabled by license plate recognition.

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 October and year-to-date.

Table 2: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	October	YTD
Short-Term Rental Offences	47	536
Soil Deposit and Removal Offences	57	110
Watercourse Protection Offences	0	1
Unsightly Premises Offences	1	10
Noise Offences	2	17
Solid Waste and Recycling Offences	0	0
Parks Offences	1	5
Sign Offences	10	66
Watering Offences	0	65
Totals	118	810

Year to date, a record number of property use violations were issued, which represents a 780% increase over the previous five year average of 92 violations.

This increase is in large part driven by proactive and complaint based investigations into short term rentals. Staff issued 536 short term rental violations year to date, which represents a 587% increase over the previous highest year in 2018 (78). A variety of violation notices can be issued for non-compliant operation of a short-term rental. Often, an illegal rental operator will receive multiple violation notices upon inspection. Staff continue to monitor properties that have been found non-compliant and follow up accordingly should unpermitted operation continue.

The increase in soil-related violation instances can be attributed to failures to comply and failure to remove material. The number of fines varies considerably from one location to another, with some locations having multiple fines issued, while others have only one or two fines. Staff are monitoring the sites that are repeatedly non-compliances and long form prosecution action may be taken to ensure compliance with Soil Deposit and Removal Bylaw No. 10200.

Between August 4th and October 15th, 65 violations for watering contrary to Stage 2 restrictions were issued; the fine for this violation is \$200. During Stage 1 water restrictions, staff work to educate property owners on the restrictions and watering schedules. Following communication and targeted prevention based efforts, should a property continue watering into Stage 2, a violation notice will be issued.

Bylaw Adjudication

The next adjudication session will be held on November 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 in the spring and summer months. 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 does vary. Table 4 outlines individual revenue sources within parking enforcement. Of note, October parking enforcement revenue exceeded budget for the month. Table 5 outlines the net revenue and expenses for both property use and parking enforcement.

Table 3: Property Use Revenue by Source

Program Revenue	Budget Oct 2023	Actual Oct 2023	YTD Budget Oct 2023	YTD Actual Oct 2023
False Alarm	4,750	3,960	47,500	25,116
Towing Permits	964	1,975	14,860	22,542
Newspaper Box Permits	0	0	7,362	5,616
Soil Permit Application and Volume Fees	6,023	923	85,447	36,629
Other Bylaw Fines	4,418	19,453	68,071	161,005
Total Revenue	16,155	26,311	223,240	250,908

Table 4: Parking Revenue by Source

Program Revenue	Budget Oct 2023	Actual Oct 2023	YTD Budget Oct 2023	YTD Actual Oct 2023
Contract Revenue ¹	5,000	5,000	50,000	50,000
Filming Revenue	0	0	0	12,335
Parking Revenue ²	170,675	178,269	1,706,750	1,608,712
Receivable Income ³	12,500	4,123	100,000	33,492
Total Revenue	188,175	187,392	1,856,750	1,704,539

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 and Parking Revenue and Expenses

		YTD Budget Oct 2023	YTD Actual Oct 2023
Property Use	Revenue	223,240	250,908
	Expenses	1,244,366	1,026,660
	Net Revenue (Expense)	(1,021,126)	(775,752)
Parking	Revenue	1,856,750	1,704,539
	Expenses	1,368,333	1,445,123
	Net Revenue (Expense)	488,417	259,416

Financial Impact

None.

Conclusion

Staff administer and enforce 38 bylaws. Most notably these bylaws are 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 October.



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