



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** December 11, 2023
From: Mark Corrado **File:** 12-8375-01/2023-Vol
 Director, Community Bylaws & Licencing 01
Re: **Property Use and Parking Enforcement Monthly Activity Report – November 2023**

Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – November 2023”, dated December 11, 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.

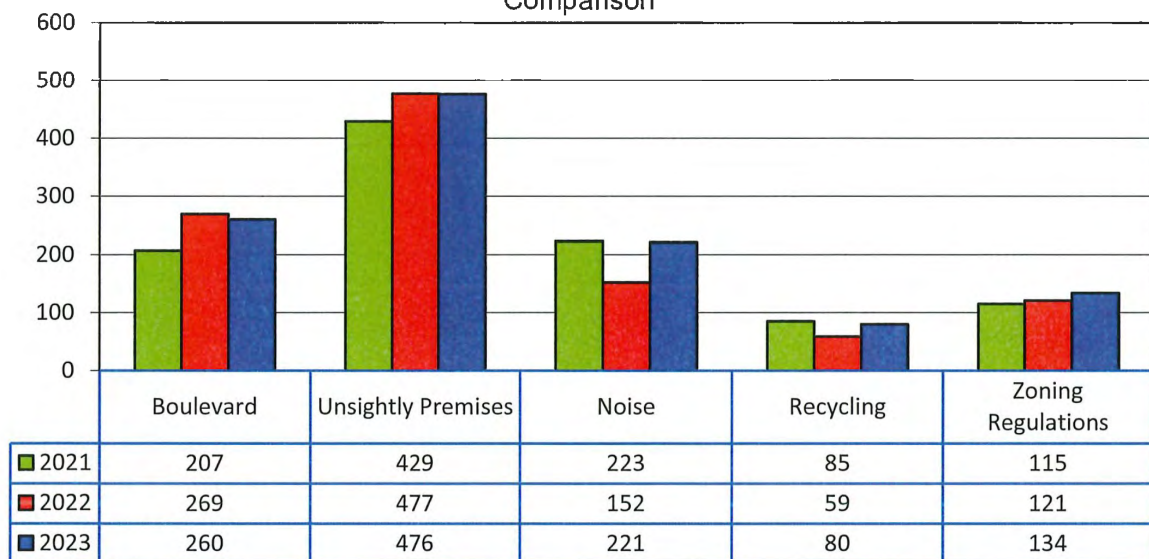
3.4 Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Property Use Calls for Service

In November 2023, a total of 124 calls for service received were opened for investigation, which is a 38 per cent increase (90) 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 - November 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 November 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 is brought back to the originally approved permit plans.

In November, fourteen noise related calls for services were received. These noise calls ranged in type from HVAC/mechanical, delivery and construction related noise. All complaints in November 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: Other Calls For Service - November Year-To-Date Comparison

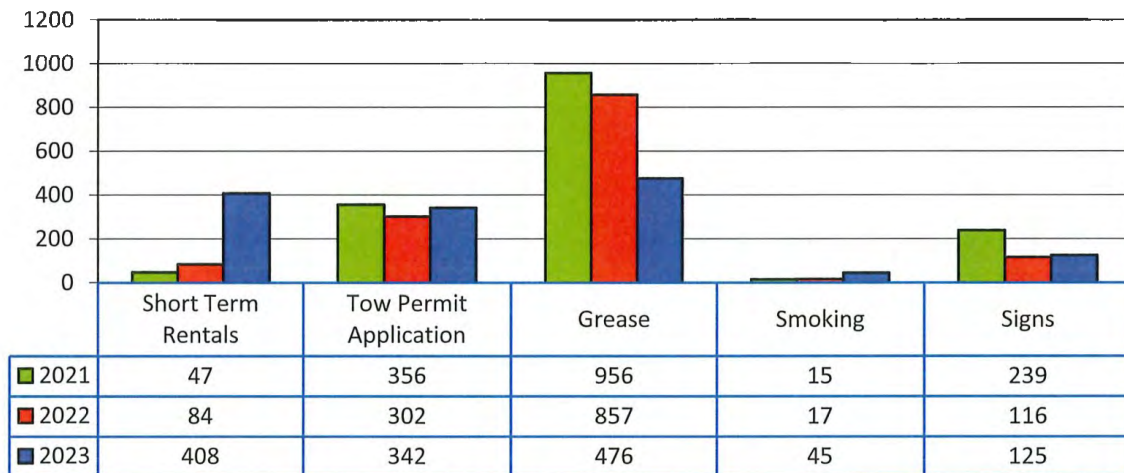


Table 1: Pre-pandemic Short-Term Rental Calls for Service*

Year	Calls for Service
2018	273
2019	174
2020	65

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

In November, 16 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 342 tow permit applications have been reviewed and issued.

Grease Inspections

In November, 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 476 inspections have taken place year-to-date.

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 61 site inspections in the month of November.

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

- 12331 Gilbert Rd
- 6451 No. 7 Rd
- 6191 No. 7 Rd

The following properties are now in compliance:

- 6180 No. 5 Rd
- 20371 Westminster Hwy
- 10031 Blundell Rd
- 16300 BLK River Rd – unopened road allowance cleared of asphalt

There are 19 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 bylaw charges were sworn in November.

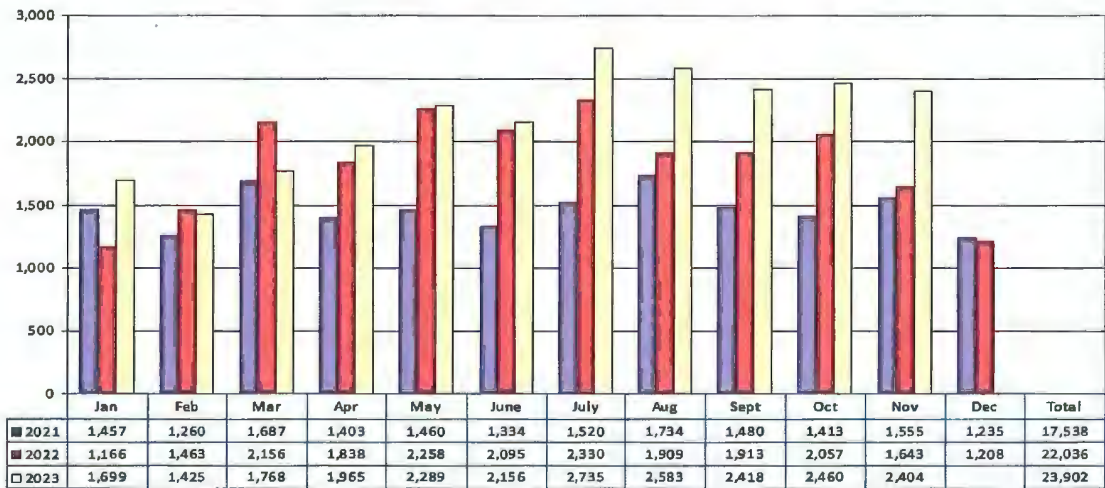
Parking Enforcement

Staff responded to 324 calls for service in November, marking a 23 percent increase in (264) calls received during the same month last year. Parking enforcement revenue has trended upward year-to-date, which can be attributed to increased parking permit and daily meter revenues as well as “hotspot” targeted enforcement and license plate recognition technology.

Figure 3: Parking Revenue Comparison (000's)



Figure 4: Parking Violations Issuance Comparison



Ticketing

Table 2 reflects non-parking related Bylaw ticket issuance for the month of November and year-to-date.

Table 2: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	November	YTD
Short-Term Rental Offences	28	564
Soil Deposit and Removal Offences	22	132
Watercourse Protection Offences	0	1
Unightly Premises Offences	2	12
Noise Offences	2	19
Solid Waste and Recycling Offences	0	0
Parks Offences	0	5
Sign Offences	7	73
Watering Offences	0	65
Totals	61	871

This increase is in large part driven by proactive and complaint based investigations into short term rentals. Staff issued 564 short term rental violations year to date, which represents a 623% 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 to be non-compliant and will re-inspect to ensure compliance.

The increase in soil-related violation instances can be attributed to failures to comply and failure to remove material. Staff proactively monitor the sites with prior non-compliance issues. In instances where properties have extensive prior violations or show no intention of coming into compliance, long form prosecution action will be taken to ensure compliance with Soil Deposit and Removal Bylaw No. 10200.

Bylaw Adjudication

An adjudication session was held on November 23, 2023. There were 13 cases upheld and 4 cases dismissed.

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 increase 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 fluctuates. Table 4 outlines individual revenue sources within parking enforcement. Of note, November 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 Nov 2023	Actual Nov 2023	YTD Budget Nov 2023	YTD Actual Nov 2023
False Alarm	4,750	528	52,250	25,644
Towing Permits	1,489	1,388	16,349	23,930
Newspaper Box Permits	0	0	7,362	5,616
Soil Permit Application and Volume Fees	9,297	2,347	94,744	38,976
Other Bylaw Fines	6,819	7,850	74,891	168,855
Total Revenue	22,355	12,113	245,596	263,021

Table 4: Parking Revenue by Source

Program Revenue	Budget Nov 2023	Actual Nov 2023	YTD Budget Nov 2023	YTD Actual Nov 2023
Contract Revenue ¹	5,000	5,000	55,000	55,000
Filming Revenue	0	168	0	12,503
Parking Revenue ²	170,675	177,306	1,877,425	1,786,018
Receivable Income ³	0	0	100,000	33,291
Other Bylaw Fines	0	0	0	200
Total Revenue	175,675	182,474	2,032,425	1,887,012

Table 5: Property Use and Parking Revenue and Expenses

		YTD Budget Nov 2023	YTD Actual Nov 2023
Property Use	Revenue	245,596	263,021
	Expenses	1,366,567	1,128,751
	Net Revenue (Expense)	(1,120,971)	(865,730)
Parking	Revenue	2,032,425	1,887,012
	Expenses	1,495,167	1,591,101
	Net Revenue (Expense)	537,258	295,911

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 November.



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

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