



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** March 17, 2023
From: Mark Corrado **File:** 12-8375-02/2023-Vol
 Director, Community Bylaws & Licencing 01
Re: **Property Use and Parking Enforcement Monthly Activity Report – February 2023**

Staff Recommendation

That the staff report titled “Property Use and Parking Enforcement Monthly Activity Report – February 2023”, dated March 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 Strategy, A Safe and Prepared Community:

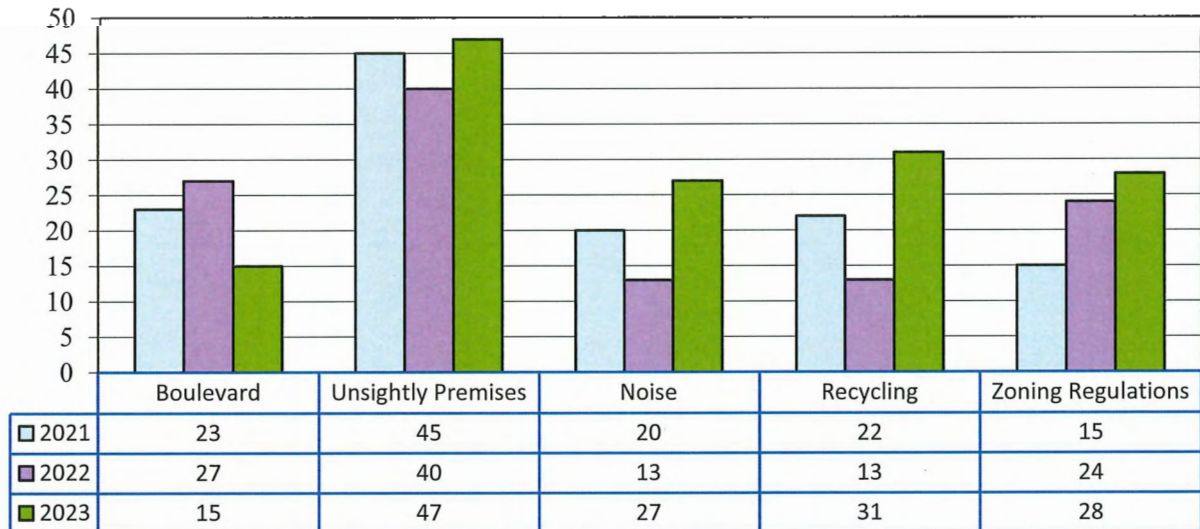
Community safety and preparedness through effective planning, strategic partnerships and proactive programs.

Analysis

Property Use Calls for Service

In February 2023, 143 calls for service files were opened for investigation, which is an 85 per cent increase (77) 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 - February Year-To-Date Comparison



Staff seek to obtain compliance through proactive education, voluntary compliance or, when required, formal legal proceedings. The increase in noise calls is a result of calls related to mechanical noise such as generators or heat pumps. Recycling complaints increased by seven

calls between January and February. This service category remains high due to one habitual complainant from January.

Other Community Bylaws Calls for Service

Figure 2 shows a three year break down of other calls for service, which are closely related to Property Use matters. Table 1 highlights the calls for service related to short-term rentals pre-pandemic.

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

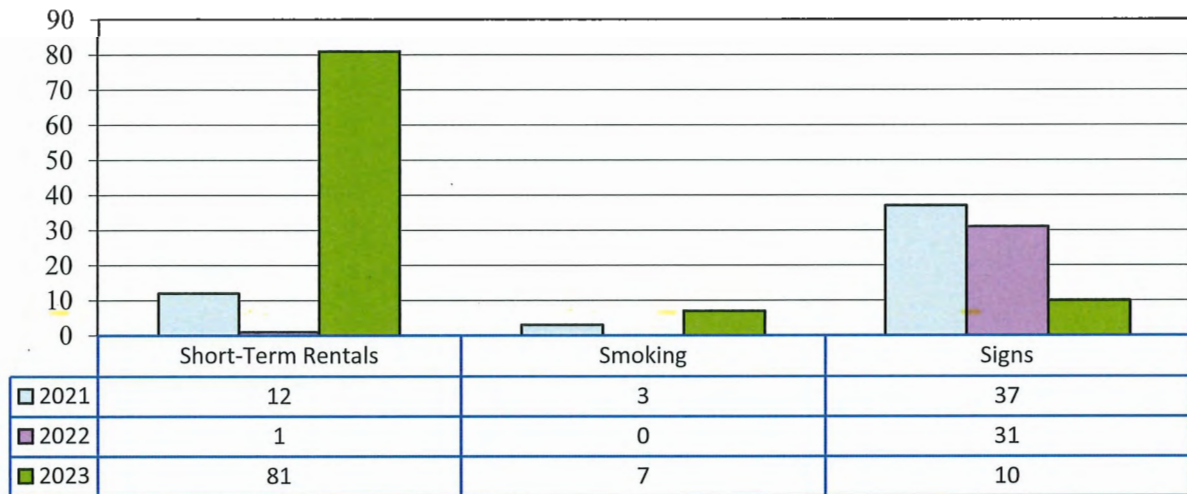


Table 1. Pre-pandemic Short-Term Rental Calls for Service*

Year	Calls for Service
2018	58
2019	18
2020	15

*Figures represent the total calls received in the given year up till the end of February.

Calls for service for short-term rental violations are increasing due to COVID-19 travel restrictions being lifted by the Federal Government in late 2022. Two temporary full time staff positions have been hired to address all short-term rental files on both a proactive and complaint basis. Where possible, staff advise property owners on the process to obtain a boarding and lodging license. Complaints are resolved by either removing the short-term rental listing or by obtaining a boarding and lodging license, where permissible.

Tow Permit Applications

To lawfully tow a vehicle from a private parking lot in Richmond, a valid tow permit is required as per Vehicle for Hire Bylaw No. 6900. Tow permits are valid for two years from the date of issue. A year-to-date total of 50 tow permit applications have been reviewed and issued.

Grease Inspections

In February, staff conducted 41 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 88 inspections have taken place year-to-date.

Administration Activity

In February, staff received 569 calls from the public for a variety of subject areas. Property use and parking related calls for service accounted for 393 of these calls with the remaining 176 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 43 site inspections in the month of February.

Stop Work/Removal Orders issued for the following properties:

- 10080 Westminster Highway
- 8451 No. 5 Road
- 2200 No. 6 Road

The following properties are now in compliance:

- 2280 No. 6 Road
- 11520 Blundell Road

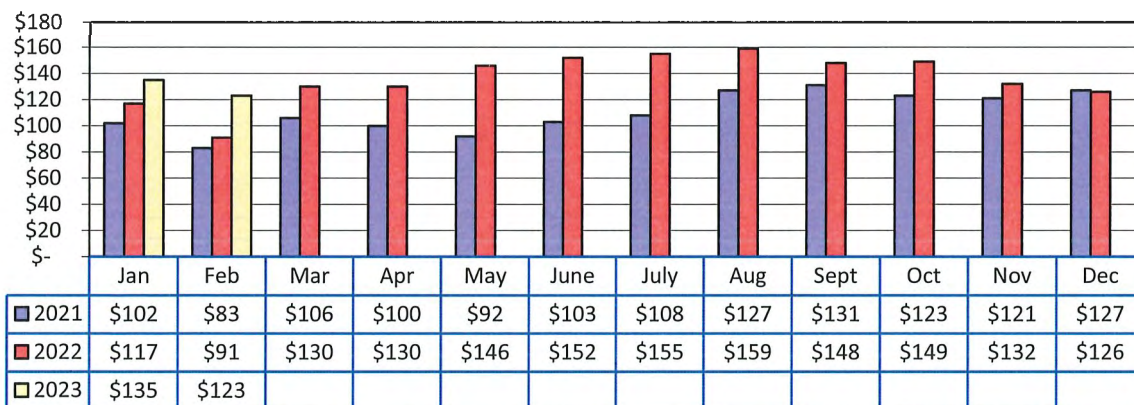
There are 24 soil deposit proposals under various stages of the application process. Staff are monitoring 10 approved sites and are currently addressing 29 properties that are considered non-compliant.

Bylaw Prosecutions

No new bylaws charges were sworn in February.

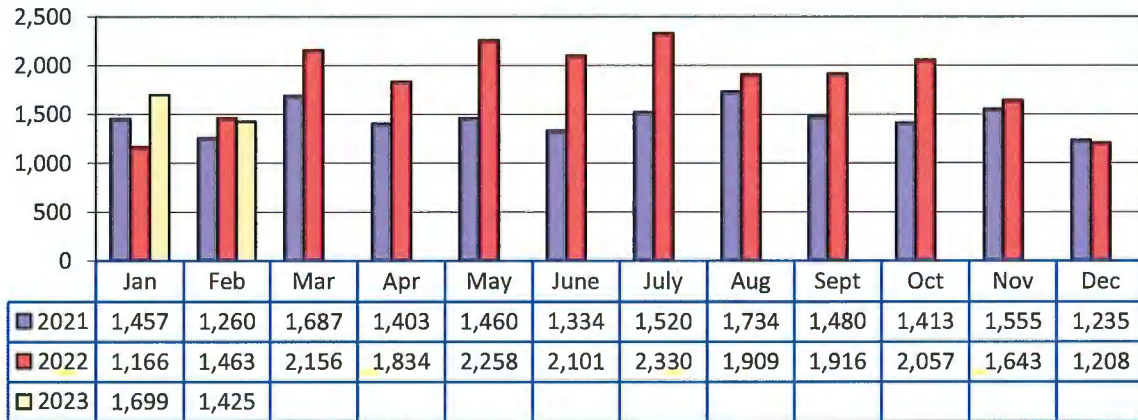
Parking Enforcement

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



When contrasted with 2022 data from the same period, parking enforcement revenue has increased by 35 per cent, with parking violation issuance down slightly by three per cent, but in line with the same figure last year. This contrast between parking revenue and violation issuance can be attributed to positive growth from parking meters and monthly parking permit issuance.

Figure 4: Parking Violation Issuance Comparison



Ticketing

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

Table 2: Community Bylaw Offences

Ticket Issuance (BVN's & MTI's)	February	YTD
Short-Term Rental Offences	61	109
Soil Deposit and Removal Offences	7	7
Watercourse Protection Offences	1	1
Unightly Premises Offences	1	2
Noise Offences	0	0
Solid Waste and Recycling Offences	0	0
Sign Offences	6	9
Watering Offences	0	0
Totals	76	128

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. Staff efforts have also contributed to an increase in the number of valid boarding and lodging licenses, with a total of 21 new licenses issued since January.

Bylaw Adjudication

An adjudication session took place on February 22, 2023. A total of nine violation notices issued by the Parking Enforcement and Business Licenses department were adjudicated.

- Eight violations notices issued under Traffic Control and Regulation Bylaw No. 5870; and
- One violation notice issued under Business Licence Bylaw No. 7360.

The adjudicator ruled in the City’s favour for all nine disputed violation notices.

The next adjudication session is scheduled for May 23, 2023.

Revenue and Expenses

Revenue in the Property Use section is primarily derived from permits, tickets and court fines related to bylaw prosecutions. The actual amount collected each month can vary depending on the timing of court rulings and ticket payments. Soil permit applications and volume fees follow a seasonal trend and tend to pick up after the winter season. The collection of false alarm revenue in February can be attributed to the payment of invoices from 2022. Newspaper box permit revenue exceeds budgeted expectations due to annual renewal fees. These results are shown in Table 3.

Table 3: Property Use Revenue by Source

Program Revenue	Budget Feb 2023	Actual Feb 2023	YTD Budget Feb 2023	YTD Actual Feb 2023
False Alarm	4,750	4,092	9,500	11,260
Towing Permits	1,257	2,236	3,046	4,206
Newspaper Box Permits	1,177	2,247	2,853	4,866
Soil Permit Application and Volume Fees	6,671	(750)	16,172	10,805
Other Bylaw Fines	5,756	11,002	13,953	16,577
Total Revenue	19,611	18,827	45,524	47,714

Parking enforcement generates much of its revenue from meters, permits and fines. The remainder of the revenue is generated from receivable income and filming. Parking typically sees receivable income as a result of the Richmond Night Market. 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 4: Parking Revenue by Source

Program Revenue	Budget Feb 2023	Actual Feb 2023	YTD Budget Feb 2023	YTD Actual Feb 2023
Contract Revenue ¹	5,000	5,000	10,000	10,000
Filming Revenue	0	3,828	0	3,828
Parking Revenue ²	170,675	122,943	341,350	258,017
Receivable Income ³	8,333	0	16,667	0
Total Revenue	184,008	131,771	368,017	271,845

Table 5: Property Use and Parking Revenue and Expenses

		YTD Budget February 2023	YTD Actual February 2023
Property Use	Revenue	45,524	47,714
	Expenses	248,279	204,444
	Net Revenue (Expense)	(202,755)	(156,730)
Parking	Revenue	368,017	271,845
	Expenses	270,333	237,500
	Net Revenue (Expense)	97,684	34,345

Financial Impact

None.

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 this month’s activity, including revenue and expenses.



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