



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** April 12, 2019
From: Cecilia Achiam **File:** 12-8275-01/2019-Vol 01
General Manager, Community Safety
Re: **Business Licences Quarterly Report – First Quarter 2019**

Staff Recommendation

That the staff report titled “Business Licences Quarterly Report – First Quarter 2019”, dated April 12, 2019, from the General Manager Community Safety be received for information.

Cecilia Achiam,
General Manager, Community Safety
(604-276-4122)

REPORT CONCURRENCE	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS:
APPROVED BY CAO 	

Staff Report

Origin

This report provides a quarterly summary of activities in support of the regulation of business licences in the City of Richmond.

Analysis

Business Licence Revenue

Revenue from business licences continues its steady growth year over year. Sales of licences in the first quarter of the year are proportionally higher than other quarters due to the high number of licence renewals that occur in January. The first quarter of 2019 has seen a proportionally lower number of new businesses registered in Richmond. This is due to seasonal fluctuations and will be monitored as the year progresses.

Table 1: Business Licence Revenue for 2015-2018

	2016	2017	2018	2019 YTD
New Businesses	1704	1801	1745	458
Revenue (from Licences)	\$ 3,716,597	\$ 3,884,271	\$ 4,082,745	\$ 1,915,497

Application Processing

The licencing process ensures that businesses have received all required approvals from those organizations that regulate health and safety as well as any other municipal, provincial or federal requirements. This process should be both timely and thorough. Table 2 shows the measures that staff use to assess the current process and compare progress against three measures of performance. These statistics are measured quarterly as the numbers fluctuate throughout the year (new applications arrive daily and businesses close down) and are not annual totals.

Table 2: Status and Number of Business Licences

	2018 Q1	2018 Q2	2018 Q3	2018 Q4	2019 Q1
Valid Licences	13,940	14,368	14,285	14,267	14,276
Expired Licences	887	646	688	723	847
Suspended and Pending Applications	282	279	286	274	334
Total	15,109	15,293	15,259	15,264	15,457

There was drop in overall performance in the first quarter of 2019, as shown by an increase in both expired licences and suspended and pending applications. This is due to vacancies in the department for the first quarter in two key positions in the group. However, the vacancies were both filled in April and staff expect to continue the progress made throughout 2018.

Business Licence Enforcement

The revenue collected from bylaw fines and tickets related to licencing is continuing to increase. Tickets issued in the last quarter are mostly related to operating businesses without licences. Businesses operating without valid licences, or contrary to their approvals, are given a warning and time to comply before tickets are issued. Table 3 provides the revenue collected to date in 2019, compared to totals from previous years.

Table 3: Revenue from Tickets

	2016	2017	2018	2019 YTD
Revenue from Tickets	\$ 1,700	\$ 16,350	\$ 37,250	\$ 21,400

Illegal Taxi Enforcement

Many of the operators issued tickets for illegal taxis in 2018 chose to dispute the tickets in Provincial Court. These disputes have been moving through the court process and finally wrapped up in the first quarter of 2019. The City's procedures, bylaws and method of enforcement were tested in court as four of the 17 defendants chose to go through with full trials. In all cases, the defendants were found guilty of all charges. Subsequent to the result from the trials, other defendants pleaded guilty or chose not to attend their court dates (and were deemed convicted). In total, the City secured convictions of all 17 defendants and the court ordered payment of \$19,200 in fines. Staff are proceeding with planning future operations to target illegal taxis in the same manner as has now been proven in court.

Financial Impact

None.

Conclusion

This report provides an update on 2019 first quarter statistics to the Community Safety Committee from the Business Licences department. The statistics and commentary provided in this report will inform discussions related to policy, staffing and resources for licences and permits related to businesses.



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 Manager, Community Bylaws and Licencing
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