



City of Richmond

Report to Committee

To: Community Safety Committee **Date:** January 12, 2021
From: Cecilia Achiam **File:** 12-8060-01/20-Vol01
 General Manager, Community Safety
Re: **Community Bylaws Monthly Activity Report – 2020 Year in Review**

Staff Recommendation

That the staff report titled “Community Bylaws Monthly Activity Report – 2020 in Review”, dated January 12, 2021, from the General Manager, Community Safety, be received for information.

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

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Finance	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
SENIOR STAFF REPORT REVIEW	INITIALS: MO
APPROVED BY CAO 	

Staff Report

Origin

This monthly report for the Community Bylaws department provides information and statistics for enforcing bylaws related to Grease, Soils, Property Use, Short-Term Rentals, Pay Parking, Parking Enforcement, Animal Control and Dog Licencing as well as education and public awareness initiatives.

This report supports Council’s Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

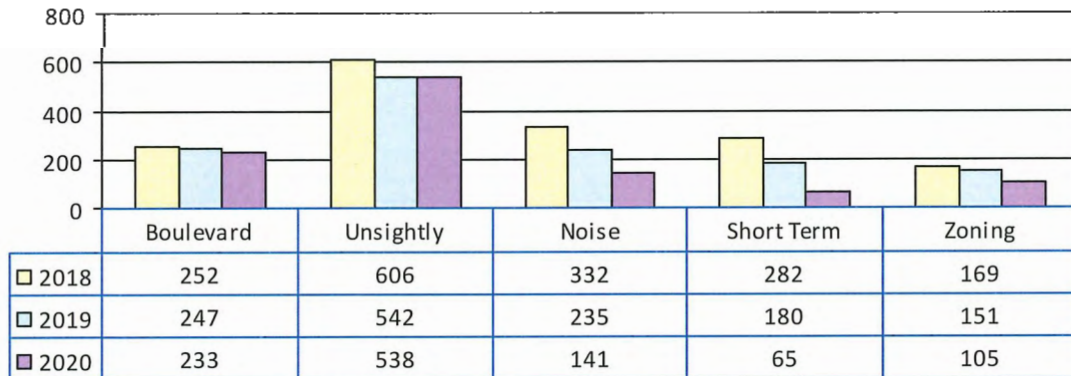
1.1 Enhance safety services and strategies to meet community needs.

Analysis

Property Use

Property use enforcement matters are divided among several groups in Community Bylaws, Engineering, Business Licencing and Vancouver Coastal Health. Figure 1 shows the calls for service (files opened) by Property Use Inspectors in the Community Bylaws department. Figure 2 shows all other property related enforcement.

Figure 1: Property Use Calls For Service - December Year-To-Date Comparison



Property Use enforcement in 2020 included education and enforcement of public health orders in place to prevent the spread of COVID-19. This included support for over 2,500 complaints that came into Community Bylaws. Calls were particularly high, requiring support from all groups, in March, April and May. Once calls for service decreased, which were related to the public health orders,, enforcement staff in Property Use were able to focus back to their core duties.

While call volume was slightly lower than previous years, there was a significant decrease in calls related to illegal short-term rentals. This decrease was anticipated due to the travel

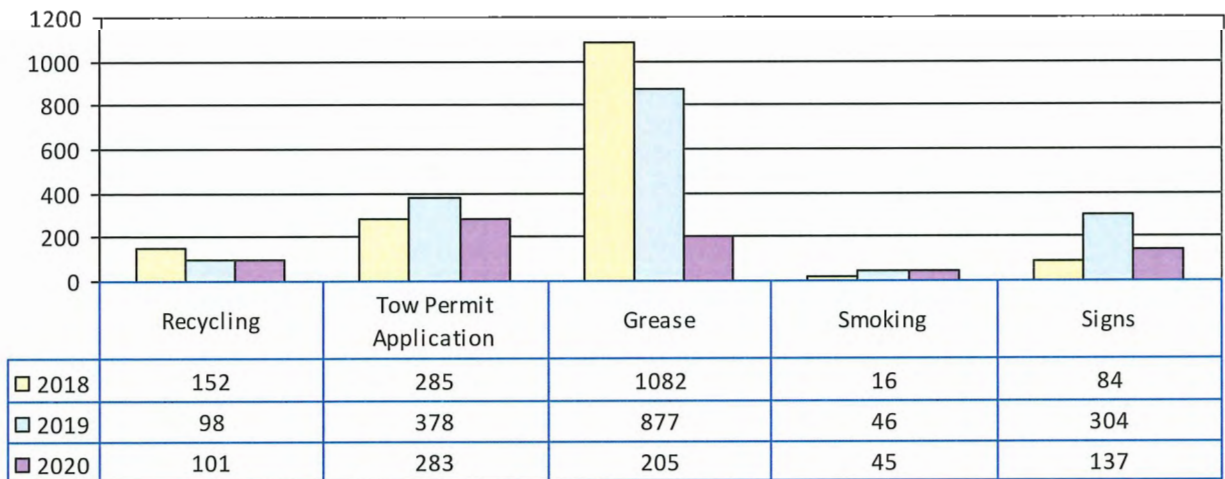
restrictions put in place and recruitment for the two inspectors dedicated to enforce illegal short-term rentals was postponed as a result.

Another impact to Property Use related to the COVID-19 Pandemic was the closure of Provincial Courts for several months. This delayed several bylaw enforcement matters from proceeding to trial in 2020. Of those that did make it through the court process, the City was successful in obtaining findings of guilt on all matters. Fines were collected on a range of matters including those related to construction without permits, illegal suites, boulevard maintenance and demolition without a permit.

Grease

The Grease Officer is currently unavailable and systematic grease inspections have not taken place through the regular inspection program. During this time, sanitary sewer operations and Engineering staff continue to investigate and inspect properties on demand based on observed problematic areas. There were no violation notices issued for contraventions of the Drainage, Dike and Sanitary Sewer System Bylaw No. 7551 in December 2020.

Figure 2: Other Calls For Service - December Year-To-Date Comparison



Soils

2020 was a busy year for the Soils portfolio both in terms of applications received and the number of properties managed for issues of non-compliance. The goal of the program is to regulate the movement of soil within properties in the Agricultural Land Reserve (ALR). The City’s Soil Bylaw Officer is responsible for monitoring projects with a permit to remove or deposit soil as well as providing enforcement against those properties removing or adding soil without or permit or those not in compliance with their permit. Enforcement includes issuing tickets, stop work orders, removal orders or pursuing court charges. The annual statistics for this are shown in the tables below.

Table 1: Regulation of Soil Deposit/Removal – 2020 Permits

Permit Activity	Annual Total
Number of Permit Applications Received	12
Number of Permits Issued	9
Number of Permit Extensions Granted	4
Number of Applications sent to Agricultural Land Commission (ALC) for Review	3

Table 2: Soil Bylaw Enforcement for 2020

Enforcement Activity	Annual Total
Non-Compliant Properties brought into Compliance	31
Number of Tickets issued	8
Number of Stop Work Orders	36
Number of Removal Orders Issued	16
Number of Complaints Received	30

Dog Licencing and Patrols

The start of the annual dog licencing program began in December 2020, with a total of 2,393 dogs being licenced. This figure represents 94 new dog licence applications and 2,299 dog licence renewal applications. The total number of dogs licenced in the 2020 dog licencing season was 7,290 compared to 7,362 which was the total number of dogs licenced in 2019.

Regional Animal Protection Society (RAPS) Officers conduct patrols of the dikes, parks and school grounds within the City. The following locations were patrolled during the month of December 2020, resulting in one bylaw violation notice being issued under the Animal Control Regulation Bylaw No. 7932 for failure to leash a dog. This violation notice was issued at Odlin Neighbourhood Park:

- Aberdeen Park
- Birch Neighbourhood Park
- Burkeville Park
- Woodward's Landing
- Garratt Neighbourhood Park
- Hugh Boyd Secondary
- Burnett Secondary
- Katsura Neighbourhood Park
- McDonald Beach
- McCallan Neighbourhood Park
- Archibald Blair Elementary
- Blundell Elementary
- Diefenbaker Elementary
- Garden City Community Park
- Dolphin Neighbourhood Park
- Odlin Neighbourhood Park
- James Gilmore
- London Park
- McMath Secondary
- McDonald Beach

Parking

For the month of December 2020, Parking Officers proactively patrolled for stopping and parking infractions while continuing to monitor assigned files. Parking Officers received 161 Calls for Service for parking related offences, bringing the year-to-date to 3,846. In comparison, 2019's year-to-date figure lists 3,193; Parking Officer attendance through Calls for Service since 2019, has risen by 653 calls. This marked increase can be attributed to COVID-19 which saw Parking Officers attending calls for service to educate both sports groups and individuals on maintaining social distancing due to COVID-19. Management of files by Parking Officers is priority-based, with all safety and obstruction requests receiving top priority.

Figure 3 reflects the monthly and year-to-date parking enforcement activity measured by violation issuance. The corresponding revenue is reflected in Figure 4.

Figure 3: Parking Violations Issuance Comparison

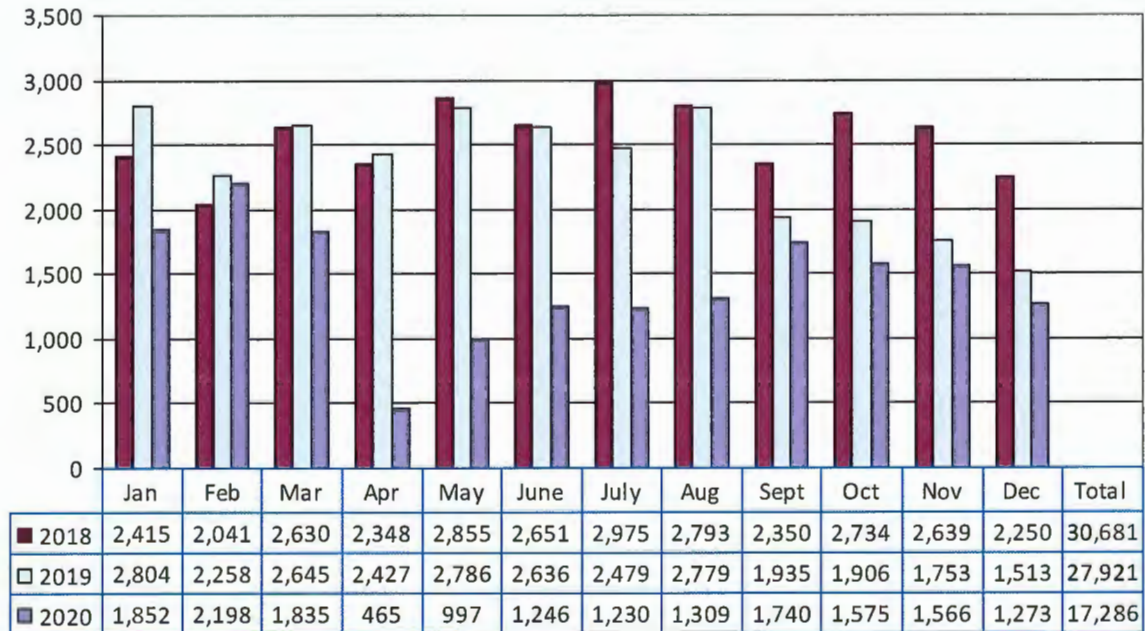
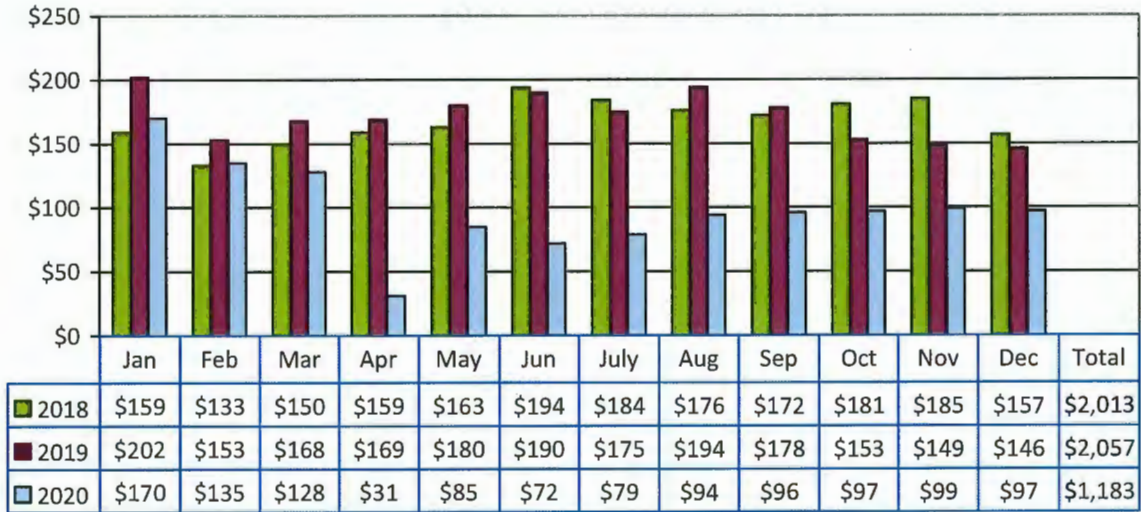


Figure 4: Consolidated Parking Program Revenue Comparison (000's)



All Enforcement Activity

While parking violations make up the majority of tickets issued by Bylaw Enforcement Officers, there are a number of other categories under which Officers issue tickets. Table 2 exhibits the number of parking violations issued along with additional categories of interest to the public.

Table 2: Community Bylaw Violations

Ticket Issuance (BVN's & MTI's)	December	YTD
Short-Term Rental Offences	0	40
Soil Removal & Fill Deposit Offences	0	1
Watercourse Protection Offences	0	9
Grease Trap Offences	0	2
Parking & Stopping Offences	1,273	17,286
Animal Control Offences	16	597
Totals	1,289	17,935

Ticketing in 2020 was lower than projected due to the redeployment of resources throughout the department to support education and enforcement of the public health orders to prevent the spread of COVID-19.

Bylaw Adjudication

The next Adjudication is scheduled for February 25, 2021.

Revenue and Expenses

The Community Bylaws department derives much of its revenue from parking meters, parking permits and parking violations. The remainder of revenue generated is from dog licences, false alarm disturbances, tow permits and other permits and bylaw fines. Table 3 outlines individual revenue types while Table 4 highlights revenue and expenses for the three main programs within Community Bylaws.

Table 3: Department Revenue by Source

Program Revenue	Budget Dec 2020	Actual Dec 2020	YTD Budget Dec 2020	YTD Actual Dec 2020
Contract Revenue ¹	5,725	5,000	60,000	60,000
Filming Revenue	0	204	0	12,112
False Alarm	4,533	0	54,400	1,830
Dog Licences	45,243	65,518	243,500	264,752
Towing Permits	454	1,794	16,000	19,681
Other Permits ²	1,078	100	38,000	20,140
Other Bylaw Fines ³	4,065	4,125	86,700	96,825
Parking Revenue ⁴	194,924	97,288	2,042,800	1,183,331
Receivable Income ⁵	9,543	466	100,000	57,521
Total Revenue	265,565	174,495	2,641,400	1,716,192

Table 4: Revenue and Expenses by Program in Community Bylaws

Community Bylaws by Program		YTD Budget Dec 2020	YTD Actual Dec 2020
Parking	Revenue	2,202,800	1,312,964
	Expenses	1,571,000	1,200,015
	Net Revenue (Expense)	631,800	112,949
Animal Control	Revenue	253,700	312,552
	Expenses	279,500	211,280
	Net Revenue (Expense)	(25,800)	101,272
Property Use	Revenue	184,900	90,676
	Expenses	1,383,500	853,097
	Net Revenue (Expense)	(1,198,600)	(762,421)
Total Net Revenue (Expense)		(592,600)	(548,200)

¹ City Towing Contract with Rusty's Towing

² Newspaper box and soil permit applications

³ Property Use and Animal control violations

⁴ Parking Revenue consists of Parking Meters, Monthly Parking Permits, and Parking Enforcement

⁵ Receivable Income consists of Night Market Recoveries for 2019 (which was reconciled in March 2020).

Revenue in Property Use was lower than projected due to the closure of the Provincial Courts and the corresponding delay of bylaw matters proceeding to trial. However, this decrease in revenue was balanced by a larger decrease in expenses due mostly to the postponement of hiring of enforcement officers dedicated to short-term rentals.

Financial Impact

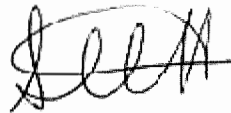
None.

Conclusion

Community Bylaws administers a wide range of bylaws related to property use, parking, animal control, soil and grease. This report provides a summary of annual enforcement activity for 2020, including revenue and expenses. Due primarily to the impact of the COVID-19 Pandemic, calls for service decreased along with ticketing and fine revenue. However, the decrease in revenue was managed and partially offset by a decrease in costs in all areas of the department.



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