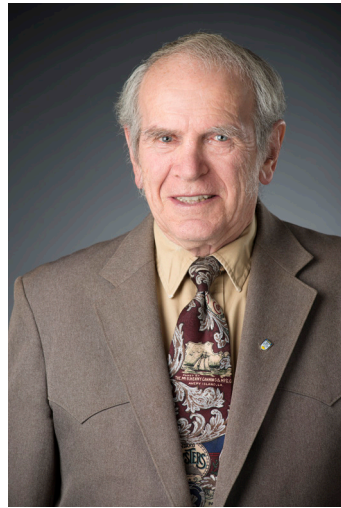




# Council Strategic Plan 2018–2022: Achievement Highlights Overview



## Richmond City Council

Top Row (Left to Right):

Councillor Chak Au, Councillor Carol Day, Councillor Andy Hobbs, Councillor Alexa Loo

Middle Row:

Mayor Malcolm Brodie

Bottom Row (Left to Right):

Councillor Bill McNulty, Councillor Linda McPhail, Councillor Harold Steves, Councillor Michael Wolfe

# City of Richmond Council Strategic Plan 2018–2022

The Council Strategic Plan identifies the collective strategic focus and priorities for Richmond City Council for the 2018–2022 term of office. The plan reflects Council’s desire for proactive and forward-thinking leadership that remains rooted in Richmond’s distinct history and identity.

Council adopted eight strategic focus areas for the 2018–2022 term with additional priorities identified for each focus area. The Council Strategic Plan allows the City to accomplish a visionary agenda set by Council while also being flexible and responsive to new opportunities, issues, and circumstances that may emerge during the term.

This report provides highlights of achievements made towards the advancement of the Council Strategic Plan strategic focus areas throughout 2018–2022.





*Richmond's Waterfront*

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# 1. A Safe and Resilient City

## 2018–2022 Highlights



### Richmond is a safe community, and ensuring that it remains safe is a top priority for Council.

The City's Flood Protection Management Strategy was updated in 2019 and accelerated the flood protection program to a 50 year implementation period. Throughout the term, significant work was completed and Council continues to invest in strengthening and upgrading the City's flood protection infrastructure, including \$12.2 million in 2022 flood protection projects approved by Council as part of the 2022–2026 Capital Program. The City was also awarded \$15.7 million in funding from various levels of senior government grant programs throughout the term to support flood protection improvements.

Council completed implementation of the Safe Community Strategy which included a total of 107 new positions for Richmond Fire-Rescue and Richmond's RCMP Detachment. Over the course of three years, Richmond has added:

- 51 additional police officers;
- 20 municipal employees to support policing services; and
- 36 firefighters.

The enhanced City Centre Community Police Office (CPO) was opened in September 2021 and front counter services for the public launched in April 2022. Located on the corner of Gilbert Road and Granville Avenue, the 10,000 square foot facility will provide the public centralized policing services and improved police response times for Richmond residents.

Configuration changes and site improvements were made at the Richmond Recycling Depot to update ageing infrastructure and improve operations. The improvements include a new site layout, expansion of the hazardous waste materials area inclusive of tent covering, a new steel awning spanning the centralized large recycling bins, new heavy equipment, and a classroom for depot tours and recycling workshops.

As of February 2022, the City installed approximately 476 closed-circuit television (CCTV) cameras to help improve road safety and manage traffic congestion. Traffic cameras provide low-resolution video with recording capabilities at 119 intersections.

The Richmond RCMP, in collaboration with Vancouver Coastal Health (VCH), launched the Fox 80 Mental Health Car (Fox 80) to provide a joint-response to mental health-related calls for service in Richmond. Fox 80 provides assistance to frontline policing units by conducting wellness checks and police apprehensions under the Mental Health Act.

The Richmond Community Animal Shelter will be re-opening in 2022 with the BC SPCA managing the operations of the Shelter. The renovation and expansion project upgraded the previous existing facility and added additional space in order to accommodate more animals and provide a higher quality of care.

The City transitioned Emergency Support Services to the Canadian Red Cross (CRC), which provides the City with access to a wider network of resources. Through the direction of Emergency Programs, CRC's provision of services has met the standard of service excellence and has resulted in the delivery of critical emergency support services to residents in a functional, efficient and supportive way.

In November 2021, Richmond experienced a record-setting rainfall event receiving upwards of 138 mm of

rain. The City quickly organized to address drainage system challenges and support residents, responding to over 600 calls from residents and distributing over 20,000 sandbags to those with low-lying properties. In addition, City staff were deployed to support the City of Abbotsford's Emergency Operations Centre (EOC) at the request of the provincial government.

In response to the unprecedented "heat dome" experienced in June 2021, the City developed a Hot Weather and Poor Air Quality Operations Guide. The plan sets out a coordinated approach across City departments to enable responsive mobilization in situations, including roles and responsibilities, facilities that will be available for the public, and other public amenities such as misting stations. This plan will enable the City to proactively respond to extreme heat and poor air quality events, improving the community's resilience and ability to weather environmental changes.

The City implemented a new licencing and enforcement procedure for boarding and lodging programs to curb illegal short-term rentals in Richmond. The new measures brought Richmond in line with best practices in regulating short-term rental properties, ensuring adequate long-term rental supply and curbing nuisances such as "party houses".

### 1. Maintaining a Safe and Resilient City During the COVID-19 Pandemic

Council declared an emergency, which provided Council the authority to quickly and effectively address emerging issues as a result of the COVID-19 pandemic and make decisions in the best interest of Richmond.

Community facilities and amenities were temporarily closed, and many programs and services were transitioned online to continue to meet the needs of the community. In preparation for re-opening, several upgrades and modifications were completed in civic facilities and plans and protocols were established to reduce the risk of spread of COVID-19 and to prioritize the health and safety of City facility users. Council endorsed the City of Richmond Plan for the Restoration of Programs and Service Affected by the COVID-19 Pandemic (the Restoring Richmond Plan), which guided the restoration of programs and services.

The City participated in the Richmond COVID-19 Community Task Force (RCCTF), which provided a

forum for Richmond community stakeholders, including all levels of government, to regularly connect during the COVID-19 pandemic, share relevant information, and explore collaboration opportunities. The task force was co-chaired by Mayor Malcolm Brodie and the Richmond Chamber of Commerce's Board Chair, Fan Chun.

In partnership with BC Housing and Turning Point Recovery Society, the City opened the Emergency Response Centre (ERC) at Minoru Place Activity Centre in May 2020 to provide up to 45 safe spaces for vulnerable people during the COVID-19 pandemic. The City also provided space at Minoru Park for VCH to open a drive-thru COVID-19 Assessment Centre.

The City received a total of \$3.35 million in funding from UBCM through the Strengthening Communities' Services program to address the needs of Richmond residents experiencing homelessness during the COVID-19 pandemic.

# 2. A Sustainable and Environmentally Conscious City

2018–2022 Highlights



## Environmentally conscious decision-making demonstrates leadership in implementing innovative, sustainable practices and supports the City’s unique biodiversity and island ecology.

Council adopted the Single-Use Plastic and Other Items Bylaw No. 10000 in September 2021 and it came into effect in March 2022. Extensive engagement was held leading up to the implementation of the Bylaw to support businesses as they work towards replacing single-use plastics and other items with products that are compostable or can be used multiple times before being recycled.

Following extensive community engagement between July 2019 and September 2021, the City’s new Community Energy and Emissions Plan 2050 was adopted by Council in February 2022. The plan will see the City furthering its commitment and investments to realize a net-zero carbon city by 2050.

In 2019, Council adopted the Public Tree Management Strategy 2045 (A Plan for Managing Richmond’s Public Urban Forest), which outlines the goals and objectives for the sustainable stewardship of City-owned trees. In support of this, almost 3,600 trees were planted from 2019–May, 2022.

The City launched the Mitchell Island Environmental Stewardship Initiative in the spring of 2019 to protect the local environment on the island, which is on the ecologically-sensitive Fraser River Estuary and is one of Metro Vancouver’s major industrial hubs. Throughout the term, the City hosted information sessions for businesses; had regular meetings with Federal, Provincial, and regional regulators; and encouraged compliance with environmental best practices.

Council adopted Soil Deposit and Removal Bylaws No.10200 in April 2021 to strengthen the pre-existing regulatory framework related to soil movement in the City. The enhanced regulations serve to better safeguard Council-endorsed strategies such as the Environmentally Sensitive Areas Management Strategy, Agricultural Viability Strategy, and the Invasive Species Action Plan, and ensure that the fees collected reflect the cost to the City.

Through the 2020 Green Fleet Action Plan, the City has applied multiple solutions to realize emission reductions and



## 2. A Sustainable and Environmentally Conscious City

achieve more sustainable fleet operations. The City exceeded its goal to reduce GHG emissions from the corporate fleet by 20% by 2020, achieving a 28% reduction.

In December 2021, following a community engagement process to receive input from the public on potential future community garden locations, Council approved three new community garden sites along the Railway Greenway, adding up to over 100 new individual plots planned to be constructed in spring 2022. The City currently boasts 572 individual community garden plots at 12 City-owned sites that are managed by Urban Bounty, including 200 new individual plots recently constructed at the Garden City Lands.

Richmond received Bat Friendly certification in 2020, and was designated a Canadian Bee City by Pollinator Partnership Canada in 2022. These programs recognize the City's commitment to habitat and ecosystem protection, as well as community programming, public engagement, and research. In 2022, the City-wide

Pollinator Program was also awarded Canadian Association of Municipal Administrators (CAMA)'s Environmental Leadership & Sustainability Award in the over 100,000 population category.

Richmond partnered with FoodMesh, a Vancouver-based company that facilitates food redistribution, in 2019 to launch the Richmond Food Recovery Network and engage local food businesses to divert their unsold surplus food from waste streams to higher value uses. For this initiative, the City won the 2021 Community Project Award from the British Columbia Economic Development Association.

Recognizing the importance of access to local fresh food, from 2020 to 2022, Council allocated over \$61,000 to support and enhance farmers' markets. This funding supported an extension of the Kwantlen St. Farmers Market into the fall season, enabled the Sharing Farm to plant a fall crop to supply the extended market dates, and in 2021, helped to re-launch the Steveston Farmers and Artisans Market.



*Apiaries at Terra Nova Rural Park*

# 3. One Community Together

2018–2022 Highlights



## Vibrant and diverse arts and cultural activities and opportunities are provided for community engagement and connection.

This term, Council approved the allocation of approximately \$3.6 million through various community grants:

- Arts and Culture: Approximately \$467,700 was allocated for operating and project grants for cultural non-profit organizations.
- Child Care: Approximately \$238,300 was allocated to non-profit organizations that support or deliver licensed child care in Richmond.
- Health, Social and Safety: Almost \$2.5 million was allocated to non-profit community service organizations.
- Parks, Recreation and Community Events: Approximately \$446,700 was allocated to non-profit organizations that deliver programs and services that support the health, well being, and community connection of Richmond residents.

Council adopted the first Cultural Harmony Plan (2019–2029) for the City. The plan guides the City's approach to enhancing cultural harmony amongst Richmond's diverse population by identifying innovative

and collaborative approaches for intercultural connections. Over 370 individuals, including representatives from 35 organizations, actively participated in the development of the plan through public open houses, focus groups and [LetsTalkRichmond.ca](https://www.lets-talk-richmond.ca).

The annual Diversity Symposium was re-imagined into a virtual format spanning a week starting in 2020. In addition, new accessibility measures were implemented for participants with visual or hearing disabilities including providing voiceover welcome information for sessions, live closed captioning during each session and screen-reader compatible instructions during the registration process. The annual event discusses topics to support building diverse, inclusive and equitable communities.

Pride Week continued to be actively celebrated across Richmond throughout the term to bring together members of Richmond's Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit plus (LGBTQ2S+) community and their allies. Some examples include the installation of the first rainbow crosswalk on

### 3. One Community Together

Minoru Boulevard, online film screenings, poetry and art workshops, drag queen story times, online dance parties, and informative workshops, and Signs of Pride, a community art project by artists Sam McWilliams, Paige Gratland, Phranc and local youth artists at West Richmond Community Centre.

A number of programs and initiatives were developed to share the history and culture of Indigenous communities locally and across Canada, including an expansion of the Indigenous Perspectives collections at Richmond Public Library, a training program for City staff, and a variety of virtual events and learning opportunities in honour of National Indigenous Peoples Day.

In 2019, Council adopted ArtWorks: Richmond Arts Strategy 2019–2024, demonstrating leadership in prioritizing the arts as a contributor to a vibrant, appealing and livable community. Rooted in local context, the strategy positions the arts as a means to achieve community goals in economic development, health and well-being, infrastructure and tourism.

Various public art installations were unveiled across Richmond throughout the term. Major installations include:

- *Sea to Sky* by Thomas Cannell at the corner of No. 3 Road and Cook Road.
- *Together* by David Jacob Harder in front of Minoru Centre for Active Living.

- *Wind Flowers* by Alyssa Schwann and Michael Seymour along the Gilbert Road Greenway.

Throughout the term, the Engaging Artists in the Community (EAC) program fostered cross-cultural exchange, inclusive community building, and education on community issues by collaborating with artists with socially-oriented art practices. Various community programs, workshops and initiatives were offered in collaboration with approximately 12 local artists or artist groups.

The Community Mural Program saw the installation of 10 murals throughout the term. Murals activate public areas by adding beauty and colour, while the images foster community dialogue and help people connect with places. As well, the process of designing community murals fosters social connections as project participants share ideas to co-create a collaborative vision.

The Richmond Boat Builders at Britannia Shipyards National Historic Site reopened in August 2021 allowing visitors to explore the building for the first time since 2018. A temporary exhibit featured stories of the Kishi family experience and history, boat building skills, tools and methods, and showcased the vessels MV Burnaby and Mukai Princess. Restoring access to this facility enables the community to preserve knowledge about and celebrate the people who contributed to Richmond's boat building heritage.

### 3. Demonstrating One Community Together During the COVID-19 Pandemic

The #RichmondHasHeart campaign continued to bring residents, businesses and stakeholders together during the COVID-19 pandemic. A variety of virtual and neighbourhood-scale activities were provided through the initiative. Some examples include: Eating in the Time of COVID, an exhibit for the No. 3 Road Art Columns, and the Reconnecting video produced using LEGO mini-figures created by Culture Days participants.

The City, Minoru Seniors Society with support from six community centre Community Associations and Societies, and Richmond Public Library collaborated with RCRG to expand existing virtual programming available for seniors 55+ years to include phone-in programming options. Supported by a \$10,000

COVID-19 Response Grant from the United Way's Safe Seniors, Strong Communities (SSSC) initiative, over 30 phone-in programs were delivered to 150 participants who may not have been able to participate in online virtual programs.

The Doors Open Richmond event was hosted online in 2020 and 2021 due to the COVID-19 pandemic. The virtual version of the event was a success with hundreds of experiences and over 100 minutes of video content shared through social media platforms using #DoorsOpenRichmond. In 2021, public participation reached over 160,000 views of social media posts and over 13,000 video views making it one of the most engaging events in Doors Open Richmond history.

# 4. An Active and Thriving Richmond

2018–2022 Highlights



## Richmond is an active and thriving community characterized by diverse social and wellness programs, services and spaces that foster health and well-being for all.

The Recreation Fee Subsidy Program (RFSP) with expanded program eligibility continued to provide residents of all ages who are facing financial hardship opportunities to participate in various parks, recreation and cultural programs offered by the City and Community Associations and Societies. Since the expanded program's implementation in the fall of 2018, program participation continued to increase and despite the impacts of the COVID-19 pandemic, the 2020–21 program year saw more than 1,200 RFSP clients participate in 1,100 registered programs and use their Active Passes more than 25,700 times for drop-in activities such as swimming, fitness and skating.

Minoru Centre for Active Living, a state-of-the-art facility conveniently located in Richmond's city centre, opened to the public offering recreation and wellness opportunities for all ages. The spacious and accessible facility includes a Seniors Centre, Aquatic Centre, Fitness Centre, and Event Centre. Throughout 2021 as COVID-19 restrictions were eased and lifted, the centre became a hub for wellness and physical activity in Richmond. For example:

- Over 400,000 participants attended the centre for swimming or fitness;
- Over 18,000 participants engaged in registered programs; and
- Over 1,100 facility pass memberships for the Seniors Centre were active by the end of the year.

The 2016–2026 Major Facilities Priority Projects continued to progress through the design and development process. For example:

- Bowling Green Community Activity Centre: A new, 4,900 sq. ft. multi-purpose facility is envisioned to replace the Lawn Bowling Clubhouse that will support a wide range of programs and activities including community meetings, special events and sport hosting. The detailed design phase was completed in 2021.
- Steveston Community Centre and Branch Library Replacement: Following approval of the site and concept design, the project moved forward to the detailed design phase. Construction of the 60,350

## 4. An Active and Thriving Richmond

square foot facility is anticipated to be complete in 2026. This facility will meet the health and wellness needs of the community for generations to come.

- Capstan Community Centre: Following approval of the program for the two-story, 33,000 square foot community centre, the project is in the detailed design phase. Planned for the second phase of the YuanHeng Development as a developer amenity contribution, the facility will include a large gymnasium, an indoor activity track, studios and spaces for arts and creative pursuits, and a children's exploratorium, enhancing community health and well-being and opportunities to develop social connections.

The City acquired Richmond Ice Centre in 2019 and the Richmond Curling Club facility in 2021. Replacement of the ammonia ice plant at the Curling Club, which will improve energy efficiency and public safety, was completed in February 2022. The facility is scheduled to reopen for the 2022/23 curling season.

Two of the first Early Childhood Development (ECD) Hubs, secured through community amenity contributions, were transferred to the City in 2021. These ECD Hubs are the

City's 11th and 12th City-owned, purpose built child care facilities and will provide Richmond families with support services, community programming, and access to 199 new licensed child care spaces.

A number of sports facilities and amenities were improved, including the Hugh Boyd Park Artificial Turf, Clement Track in Minoru, the Minoru Park and King George Park tennis courts, the McNair and London-Steveston sand fields, and the Richmond Olympic Oval's climbing wall.

The Minoru Lakes Renewal project began construction to improve their function, environmental benefits and reduce maintenance requirements. Part of the Minoru Park Vision Plan, the Minoru Park Lakes District serves as a place for individuals to connect with nature, be close to the water's edge, and seek respite from the surrounding city centre.

In February 2021, library late fines were permanently removed to ensure services and resources remain accessible for everyone in the community, regardless of circumstance. Library fines created a barrier for many and represented only 1% of the library's operating budget.

### 4. Encouraging An Active and Thriving Richmond During the COVID-19 Pandemic

In response to the COVID-19 pandemic, a number of new programs, services and initiatives were launched in a variety of formats to help the Richmond community remain active, connected and thriving. Some examples include the creation of the Richmond Connects online hub ([www.richmond.ca/connect](http://www.richmond.ca/connect)) to help community members stay connected and active during the temporary facility and amenity closures; the Meals to Go program at the Seniors Centre at Minoru Centre for Active Living which provided healthy and affordable meal options; the launch of support services to reach vulnerable seniors; the continuation of the library Home Services Delivery program; and the introduction of library Curbside Holds Pickup service for customers to safely pick up their holds.

Richmond's interactive, live-streamed fitness classes prioritized quality, safety and excellence in the new virtual format. Fitness instructors continued to monitor

all participants on-screen and provide specific feedback on form and posture, respond to questions about the exercises, and offer alternate movements to tailor the experience for varying skill levels or health situations. In 2021, the City was invited by the BC Recreation and Parks Association (BCRPA) to present to colleagues across the province on the best practices developed in delivering safe and engaging virtual fitness programming.

The Richmond Olympic Oval launched a new enhanced fitness program in June 2019, called OVALfit ATHLETIC. This contributed to record group fitness class attendance prior to the COVID-19 pandemic. In 2020, OVALfit at Home was launched to provide on-going programs and services during the COVID-19 pandemic, and by 2021 the program had a library of over 110 professional quality workouts with enhanced video and audio quality.

# 5. Sound Financial Management

2018–2022 Highlights



## The City's accountable, transparent, and responsible financial management supports the needs of the community into the future.

The City maintained a solid financial position with cash and investment balances of \$1.3 billion and an accumulated surplus that reached \$3.5 billion in 2021. The City's investment portfolio is diversified in a safe manner while earning a reasonable return.

From 2019–2021, over 80 transactions involving real estate acquisitions and leasing were completed involving over \$65 million of land and buildings, as well as over 1.4 million square feet of commercial and industrial space. These acquisition and dispositions support the City's strategic planning and positioning for the future in regards to land and real estate.

Development Cost Charges (DCC) are collected on new developments to ensure required infrastructure is funded to support population growth. From 2019–May, 2022, the City collected \$110.6 million in DCC. A Major Development Cost Charges Update is also underway to ensure that infrastructure is constructed on a timely basis and the costs that are attributable to growth are paid by development in a fair and equitable manner.

The City and Metro Vancouver strongly endorsed a new eight lane immersed tube tunnel (ITT) for the George Massey Crossing, with multi-use pathways and two transit lanes as the preferred option. The provincial announcement of the new ITT took place at Richmond's City Hall with Mayor Malcolm Brodie and a number of stakeholders present, including Musqueam First Nation's Chief Wayne Sparrow, Tsawwassen First Nation's Chief Ken Baird, and the City of Delta's Mayor George Harvie. The provincial government also announced Hwy 99 corridor improvements, including the Bridgeport Road bus only southbound on-ramp and the Steveston Interchange Project.

Council has been a strong advocate for a new Acute Care Tower at Richmond Hospital. In July 2021, the provincial government announced that it will move ahead with an approved business plan for the expansion. Construction will begin in 2022 and is anticipated to be completed by 2029 with a cost of approximately \$860.8 million shared by the provincial government and the Richmond Hospital Foundation.

## 5. Sound Financial Management

Richmond was the recipient of almost \$20.3 million in 2019–2022 in external agency cost-share funding, which offsets City funding, including:

- TransLink: \$19 million for projects to improve bus speed and reliability and active transportation projects.
- ICBC: \$695,000 for projects to improve road safety.
- Transport Canada: \$547,200 towards a new road-rail warning system at Williams Road and Shell Road.

Through various levels of government and key stakeholders, Richmond was awarded approximately \$25 million in grants and funding over this term.

Council endorsed changes to the City's Procurement Policy to integrate circular economic practices into the procurement process. This supports best practices as part of a wider organizational commitment that intends to advance circular economy principles while maximizing value for money through procurement activities.

### 5. Continuing Sound Financial Management During the COVID-19 Pandemic

At the onset of the COVID-19 pandemic, the City established a Financial Resiliency Plan to reduce, eliminate, and defer expenses, as well as reduce the tax burden on residents and businesses. Examples of the decisions made to mitigate impacts include:

- Increased the City's line of credit to provide an additional option for cash flow in case needed.
- Halted discretionary spending.
- Implemented a system to track all pandemic-related costs in order to claim back funds wherever possible.
- Digitized services and functions such as invoice approvals and the procurement process.
- Deferred large remittances to other agencies.
- Continued the capital program where advantageous in order to leverage pricing incentives.
- Continued to support the City's grants program through responsible and prudent financial management despite the significant reduction in gaming revenue.

- Savings and efficiencies realized from flexible and remote work arrangements while continuing with service delivery.

In addition, a number of measures were put in place to support the community while remaining in alignment with the City's sound financial practices:

- Reduced the 2020 property tax increase by 2.01%.
- Delayed the property tax penalty date to September 30, 2020.
- Withheld the enforcement and collection of unpaid business licenses.
- Established a rent relief program for City-owned facilities with minimal tenant loss and interruption to the City's rental revenue.
- Deferred flat-rate and quarterly metered utility bill deadlines.

# 6. Strategic and Well-Planned Growth

2018–2022 Highlights



## The City demonstrates leadership in effective and sustainable growth that supports Richmond's physical and social needs.

Through the City's Servicing Agreement process, approximately \$74 million of improvements to City infrastructure and off-site works were secured through new development from 2019– May, 2022. For example, during that period, approximately 8.6 km of watermains, 2.7 km of sanitary sewer main and 5.9 km of storm sewer main were constructed or upgraded through new developments.

Building in Richmond reached a construction value of \$719 million in 2021. By administering the Building Regulation Bylaw and working closely with industry, the City ensures that the resulting spaces are safe and meet all applicable codes, standards, regulations, and planning objectives.

In November 2021, Council approved an increase to the Low End Market Rental (LEMR) contribution rate from 10% to 15% for developments with more than 60 units located within the City Centre Area Plan. From 2019–2021, the LEMR program secured an additional 328 units for Richmond residents. In addition, the City secured over \$3.9 million towards affordable housing in

cash-in-lieu contributions through new development from 2019–2021, which will be used to support affordable housing developments in the future.

In September 2019, Council adopted the Richmond Homelessness Strategy 2019–2029 to guide community actions for homelessness service provision over 10 years. The recommended actions are informed by the principles of collaboration, partnership-building, and shared funding responsibility.

Richmond's first modular supportive housing, located on Alderbridge Way, opened in 2019 and Richmond's new emergency shelter located on Horseshoe Way opened the same year. In 2021, construction began on the Bridgeport Supportive Housing development.

Council endorsed the Master Land Use Plan for Lansdowne Centre, which will introduce 10 acres of City-owned park, more than 2 acres of additional secured public open space and greenlinks, improved cycling infrastructure, on-site mobility hubs, engineering servicing improvements and



## 6. Strategic and Well-Planned Growth

new infrastructure, new roads, an on-site low carbon district energy system, and an obligation to construct more than 53,000 sq. ft. of City-owned community amenity space, or provide an equivalent cash contribution.

The City continues to administer the BC Energy Step Code which requires new construction to achieve enhanced levels of energy efficiency. In 2021, Council adopted a suite of incentives including associated zoning bylaw amendments that provide incentives to encourage the construction of new single-family and duplex dwellings that meet Passive House Certification and the top levels of the Step Code. In addition, the Building Regulation Bylaw amendment introduced a 'two-option' approach for ESC compliance, where applicants can receive a one-step relaxation in Bylaw requirements by incorporating a low-carbon energy system into their project.

Lulu Island Energy Company (LIEC)'s Alexandra District Energy Utility (ADEU) and the Oval Village District Energy Utility (OVDEU) continued to expand and provide affordable, low carbon energy to new customers. A \$6.2 million grant received from the CleanBC Communities Fund helped expedite the design and construction of the OVDEU's permanent energy centre. Once completed, the OVDEU will be able to produce up to 80% of low-carbon energy from the Gilbert Trunk sanitary force main sewer.

Working in close collaboration with TransLink, the City supported the new Capstan Canada Line Station project which moved forward into construction. In addition, a new, 10-bay, off-street bus exchange opened in November 2020 south of the Richmond-Brighouse Canada Line Station.

Several improvements were made to active transportation networks and road safety systems, including the opening of the new River Parkway, installation of Multi-Use Pathways (MUP) in primarily industrial, commercial and mixed use areas increase, and development of new bike routes using local streets and off-street pathways.

Council endorsed a major expansion of the public EV charging network, combining the City's annual Gas Tax Provision with \$440,000 in funding from Natural Resources Canada's Zero Emission Vehicle Infrastructure Program. Richmond has 46 existing public EV charging ports, including 24 that meet wheelchair accessible standards, with an additional 10 charging ports planned for future expansion.

Council endorsed a new master plan for London Farm, as well as the Steveston Heritage Interpretive Framework. In addition, the City received three grants totaling approximately \$270,000 from the federal Department of Canadian Heritage to support the operations of the Richmond Museum and Steveston heritage sites.



London Farm

# 7. A Supported Economic Sector

2018–2022 Highlights



## The City facilitates diversified economic growth through innovative and sustainable policies, practices and partnerships.

A series of bylaw and policy changes were adopted by Council in 2021 to encourage more intensive utilization of existing industrial land. The benefits of the Industrial Lands Intensification Initiative include:

- Allowing increased industrial building and business activity on the existing land base;
- Reducing barriers to future multi-level industrial developments through the consideration of increasing the floor area ratio on sites with adequate transportation and servicing infrastructure; and
- Reducing the pressure to convert agricultural lands to industrial use.

The City partnered with the City of Surrey, Township of Langley and the BC Tech Association to deliver a provincially funded \$400,000 Supply Chain Resiliency Program to track and enhance the capabilities of the region's manufacturing businesses. As part of this program, a De-risking Emerging Market Opportunities (DEMO) toolkit was created to support future business pivots.

The introduction of ride-hailing legislation in 2019 resulted in local governments implementing an inter-municipal licencing program to regulate ride-hailing businesses in Metro Vancouver. Inter-municipal licencing allows businesses to apply for a business licence to operate in all participating municipalities with standardized regulations across the Lower Mainland.

Richmond continued to attract film productions of all sizes and scales. From 2019–2021, the City processed approximately 212 film permits with roughly \$1.6 million in service and location charges.

Council adopted the Farming First Strategy which includes policies and strategies that support the use of agricultural land for local food production, encourages a local food network to increase local food supply and consumption, encourages new investment in agriculture, and identifies opportunities to attract new farmers.

The City continues to work with KPU to support agriculture education. In 2020, the City entered into

## 7. A Supported Economic Sector

agreements with the KPU that enable components of the Richmond Farm School and the Department of Sustainable Agriculture and Food Systems' degree program on City-owned land.

The MyBusiness online business licence system will be launched in Q3 2022, streamlining the process for

customers with a self-service option that enables existing and new business owners with the convenience of submitting, updating, and renewing their licences online without having to visit City Hall. Council also endorsed a Permitting Optimization Project, which will optimize the development and building permitting process.

### 7. Supporting Richmond's Economic Sector During the COVID-19 Pandemic

In 2020, the City developed an Expedited Temporary Outdoor Patio program and online application process to allow restaurants, cafes and pubs to expand outdoor seating to private property, parking lots or approved space on City sidewalks with respect to patio layout guidelines. In 2021, nearly 70 businesses participated in the program which was extended until June 1, 2023. An ongoing patio program is now in development to build on the success of the temporary program. This was informed by a public survey that concluded in December 2021 and consultation with business groups and industry associations. The new program is expected to be opened to new applications in Spring 2022.

A Business Support Centre was activated to provide a centralized, virtual source of accurate and timely

information and resources for local businesses. The support centre provided information for businesses about programs and resources from all levels of government and other agencies as well as information on how to access City services for businesses.

The Richmond Business Resilience Program was launched in 2020, providing free training to help local entrepreneurs adapt their businesses so they can emerge from the crisis thriving and able to withstand future economic shocks. The program ended in December 2021 with a total of 111 users who accessed the services.



*Kwantlen Polytechnic University Research and Teaching Farm at Garden City Lands*

# 8. An Engaged and Informed Community

2018–2022 Highlights



## The City ensures that the citizenry of Richmond is well-informed and engaged about City business and decision-making.

The City successfully planned and executed a legislatively compliant By-Election in 2021, with adherence to strict requirements to enable Richmond electors to safely vote due to the COVID-19 pandemic. Voters had a variety of options to cast their votes, including advanced polling with 10 different options, mail-in ballots, and in-person voting at 10 locations, with results viewable via Richmond Elections app. Approximately 13,000 ballots were cast.

The online Council Decisions Database launched in 2019 continued to provide valuable information for the public on voting records from open Council meetings and Public Hearings. The search feature provides easy access for users to conduct research on open Regular and Special Council meetings and Public Hearings dating back to 1998.

The City's social media accounts saw an increase in activity throughout the term. For example, by the end of 2021:

- The City's Facebook page reached over 12,200 followers, an increase of 23% from the previous year.
- The City's Instagram account reached 3,400 followers, a 47% increase from November 2020.

- The City's Twitter account reached over 8,800 followers, an 8% increase from the previous year, and resulted in over 4,500 clicks through to the City website.
- The City's YouTube channel reached 928 subscribers, a 50% increase from the previous year, and received over 69,000 views.

The Let's Talk Richmond online engagement platform provided community members a convenient opportunity to share their input on discussions that shape Richmond. From 2019–2021, the platform was used for 82 engagement projects. In 2021 there was a 44% increase in engagement projects from the previous year, over 35,630 users connected with the various online opportunities, and almost 15,380 surveys submitted. In 2021, the top five LetsTalkRichmond engagement projects for participation were:

- Food Trucks in Steveston;
- Cycling Network Plan Update (Phases 1 and 2);
- Patios on Public Space;

## 8. An Engaged and Informed Community

- Community Gardens; and
- Community Energy and Emissions Plan 2050.

Throughout the term, a number of other public engagement opportunities were offered. Some examples include:

- Youth Strategy 2022–2032;
- Seniors Strategy 2022–2032;
- Richmond RCMP Policing Priorities;
- Brazilian Elodea Management Program;
- Cultural Harmony Plan 2019–2029;
- Richmond Homelessness Strategy 2019–2029;
- Flood Protection Management Strategy and Dike Master Plan;
- Steveston Community Centre and Branch Library Concept Design and Character Design; and
- City Snapshots: Planning for Growth & Development.

From 2019–2022, a variety of workshops and events were undertaken to engage the community in more sustainable and circular economic practices, including recycling and waste reduction workshops, EV outreach events, repair events, and Recycling Depot tours.

Volunteering looked different this term due to the COVID-19 pandemic, but Richmond residents remained engaged and connected to their community while supporting a wide variety of programs and services. For example:

- In 2019, 1,819 volunteers contributed over 82,000 hours with the City and partner organizations; 239 RCMP volunteers contributed 21,327 volunteer hours; and 250 Green Ambassadors volunteered at 36 special events resulting in 81–94% diversion rates.
- In 2020, 841 volunteers contributed over 19,800 hours with 230 City and partner opportunities. These included a shopping program for isolated seniors, assistants for the Emergency Operations Centre program, and Spanish-speaking volunteers to assist with the temporary foreign workers program.
- In 2021, 593 volunteers contributed over 18,203 hours with 169 City and partner opportunities; 35 RCMP volunteers contributed 1,714 volunteer hours, including 162 hours of volunteer bike patrols; and Green Ambassadors volunteered an estimated 1,730 hours for 26 special events and other programs.
- In 2022, volunteer participation continued to trend upwards. In the first four months alone, 305 volunteers participated in 129 opportunities, contributing over 8,600 volunteer hours.

### 8. Maintaining an Engaged and Informed Community During the COVID-19 Pandemic

In response to the COVID-19 pandemic and guidelines on public gatherings and physical distancing, the City transitioned Committee, Council and Public Hearing Meetings to a virtual format, enabling Council members and staff to participate remotely in all meetings. All Open Committee, Council and Public Hearing meetings were also live-streamed using the City's YouTube channel, enabling the public to watch all meetings live from the comfort of their homes. Members of the public were also able to participate by phone, providing direct access to delegate at Council meetings through a remote option.

The City launched a dedicated section on the City website ([www.richmond.ca/COVID-19](http://www.richmond.ca/COVID-19)) to update the community on news, decisions and status of programs,

facilities and services impacted by the pandemic. Information included:

- Up-to-date information about which facilities, amenities and services were open or closed to the public.
- News releases related to the COVID-19 pandemic, including announcements.
- Mayor Brodie's video statements.
- The Restoring Richmond Plan and related information, such as facility COVID-19 Safety Plans and mask requirements.
- Additional links to internal and external resources.

The web page was well utilized, with over 155,000 visits and 203,000 page views from March to December 2020.

# Awards and Recognition

2018–2022 Highlights



## 2019

**Canadian Association of Municipal Administrators:**

Environment Award for the District Energy Implementation Program

**Association of Energy Engineers:** Canada Region Energy Project of the Year Award for the Alexandra District Energy Utility Project

**Government Finance Officers Association of the United States and Canada:** Canadian Award for Financial Reporting and Outstanding Achievement in Popular Annual Financial Reporting Award for the 2017 Annual Report

**Union of BC Municipalities:** Community Excellence Award – Excellence in Governance for the 2017–2022 Richmond Child Care Needs Assessment and Strategy

**BC Environmental Managers Association:** Technological Innovation Award for the Simplified Non-Storm Water Discharge Management Program

**Public Works Association of BC:** Public Works Week Community Celebration Award for the Public Works Open House

**Community Energy Association:** Climate & Energy Action Award for the Electric Vehicle Infrastructure Zoning Bylaw Requirement

**Homebuilders Association of Vancouver:** Ovation Award for the Storeys Affordable Housing Project

**Association of Consulting Engineering Companies BC:** Award of Merit for the Britannia Shipyards National Historic Site Flood Protection Improvements Project

**Firehouse Magazine:** Station Design Awards Notable Design Mention for Brighthouse Fire Hall No. 1 and Cambie Fire Hall No. 3 and Ambulance Station No. 250

**Canadian Alliance of Chinese Associations:** Public Safety Contribution Award for Richmond Fire-Rescue

**Government Fleet Magazine:** Notable Fleets Certificate of Achievement for the City Fleet

## 2020

**Canadian Association of Municipal Administrators:** Professional Development Award for the Engineer-in-Training program

**Government Finance Officers Association of the United States and Canada:** Canadian Award for Financial Reporting and Outstanding Achievement in Popular Annual Financial Reporting Award for the 2018 Annual Report

**The Energy Globe Foundation:** Canadian Energy Globe National Award for the Alexandra District Energy Utility Smart Centres Expansion

**International District Energy Association:** 2020 IDEA Innovation Award for the Alexandra District Energy Utility Smart Centres Expansion

**BC Recreation and Parks Association:** Facility Excellence Award for the Edwardian Cottage at Terra Nova Rural Park

**Institute of Transportation Engineers – Greater Vancouver Section:** Mavis Johnson Road Safety Project of the Year Award for the Network Screening Study

**Government Fleet Magazine:** Notable Fleets Certificate of Achievement for the City Fleet

## 2021

**Environmental Managers Association of BC:** Regulatory Challenge Award for the Corporate Hazardous Materials Management Training Program

**Environmental Managers Association of BC:** Discharge Control Award for the Mitchell Island Environmental Stewardship Initiative

**International Olympic Committee, International Paralympic Committee, and International Association for Sports and Leisure Facilities:** Architecture Prize for Accessibility for the Minoru Centre for Active Living

**Community Energy Association:** Climate & Energy Action Award for the District Energy Utility Program

**Global District Energy Climate Awards:** Award of Excellence, Emerging DHC Markets for the Alexandra District Energy Utility Project

**Union of British Columbia Municipalities:** Community Excellence Awards – Excellence in Service Delivery for the Richmond Recycling Depot Upgrade Project

**British Columbia Economic Development Association:** Community Project Award for the Richmond Food Recovery Network

**Government Fleet Magazine:** Notable Fleets Certificate of Achievement for the City Fleet

## 2022

**Government Finance Officers Association of the United States and Canada:** Canadian Award for Financial Reporting and Outstanding Achievement in Popular Annual Financial Reporting Award for the 2020 Annual Report

**Recreation Facility Association of BC:** Bill Woycik Outstanding Facility Award for the Minoru Centre for Active Living

**Canadian Association of Municipal Administrators:** Environmental Leadership & Sustainability Award for the City-Wide Pollinator Program



## City of Richmond

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