



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** June 1, 2017
From: Lani Schultz **File:** 01-0105-07-01/2017-
 Corporate Programs Consultant Vol 01
Re: **Council Term Goals Achievement Highlights for 2016**

Staff Recommendation

1. That the report titled "Council Term Goals Achievement Highlights for 2016" dated June 1, 2017 from the Corporate Programs Consultant be received for information;
2. That staff be directed to continue using Council's 2014-2018 Term Goals as established in May 2015 to guide work programs for this term of office.

Lani Schultz
 Corporate Programs Consultant
 (604-276-4129)

Att. 1

REPORT CONCURRENCE			
ROUTED TO:	CONCURRENCE	ROUTED TO:	CONCURRENCE
Administration & Compliance	<input checked="" type="checkbox"/>	Intergovernmental Relations & Protocol	<input checked="" type="checkbox"/>
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	Law & Community Safety	<input checked="" type="checkbox"/>
Building Approvals	<input checked="" type="checkbox"/>	Administration	<input checked="" type="checkbox"/>
Communications	<input checked="" type="checkbox"/>	Parks Services	<input checked="" type="checkbox"/>
Community Social Development	<input checked="" type="checkbox"/>	Policy Planning	<input checked="" type="checkbox"/>
Development Applications	<input checked="" type="checkbox"/>	Public Works	<input checked="" type="checkbox"/>
Economic Development	<input checked="" type="checkbox"/>	Real Estate Services	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>	Recreation Services	<input checked="" type="checkbox"/>
Finance Department	<input checked="" type="checkbox"/>	Sustainability	<input checked="" type="checkbox"/>
Information Technology	<input checked="" type="checkbox"/>	Transportation	<input checked="" type="checkbox"/>
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIA L.S.: 	APPROVED BY CAO 	

Staff Report

Origin

At the start of each new term of office, City Council adopts a set of Term Goals that outline common priorities for the four-year term. These goals are integral to City operations and guide the development and implementation of aligned City work programs, to achieve a productive and successful term of office. Each year, Council reviews these goals to reflect on the progress made towards achieving them, and to ensure they remain current and relevant in meeting community needs.

The attached report summarizes the achievements made towards each of Council's Term Goals in 2016.

Analysis

In May, 2015, Council adopted a set of 9 overarching goals to help guide the development of City work programs during the 2014-2018 term of office. These goals include:

Goal #1 A Safe Community:

Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

Goal #2 A Vibrant, Active and Connected City:

Continue the development and implementation of an excellent and accessible system of programs, services, and public spaces that reflect Richmond's demographics, rich heritage, diverse needs, and unique opportunities, and that facilitate active, caring, and connected communities.

Goal #3 A Well-Planned Community:

Adhere to effective planning and growth management practices to maintain and enhance the livability, sustainability and desirability of our City and its neighbourhoods, and to ensure the results match the intentions of our policies and bylaws.

Goal #4 Leadership in Sustainability:

Continue advancement of the City's sustainability framework and initiatives to improve the short and long term livability of our City, and that maintain Richmond's position as a leader in sustainable programs, practices and innovations.

Goal #5 Partnerships and Collaboration:

Continue development and utilization of collaborative approaches and partnerships with intergovernmental and other agencies to help meet the needs of the Richmond community.

Goal #6 Quality Infrastructure Networks:

Continue diligence towards the development of infrastructure networks that are safe, sustainable, and address the challenges associated with aging systems, population growth, and environmental impact.

Goal #7 Strong Financial Stewardship:

Maintain the City's strong financial position through effective budget processes, the efficient and effective use of financial resources, and the prudent leveraging of economic and financial opportunities to increase current and long-term financial sustainability.

Goal #8 Supportive Economic Development Environment:

Review, develop and implement plans, policies, programs and practices to increase business and visitor appeal and promote local economic growth and resiliency.

Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

Significant progress was made in 2016 towards achieving Council's Term Goals for the 2014-2018 term of office. Highlights of this work have been summarized in the attached "Council Term Goals 2014-2018: Achievement Highlights for 2016" document, for Council's review.

Financial Impact

None.

Conclusion

Council Term Goals form the basis of a focused and productive work program for City's operations and services. The attached report was prepared to provide Council with an update on the work that was done in 2016 to advance their term goals. Moving forward, staff recommend that the nine goals, adopted by Council in May 2015, continue to be used to guide City work programs.



Claire Adamson
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CA:ca

Att. 1: Council Term Goals 2014-2018: Achievement Highlights for 2016



Council Term Goals 2014–2018

Achievement Highlights for 2016

City of Richmond Council Term Goals 2014-2018

At the outset of the 2014-2018 term, Richmond City Council adopted a set of term goals outlining Council’s shared priorities for the next four years. These term goals guide City work programs. Each year, the term goals are reviewed with Council and adjusted as necessary to ensure they remain current and relevant in light of changing community, organizational and political priorities. This report provides a summary of highlights on progress made towards achieving Council’s term goals in 2016.

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Goal 1: A Safe Community



Maintain emphasis on community safety to ensure Richmond continues to be a safe community.

Background

While Richmond continues to be a safe place to live, work, and play, Council recognizes community safety as fundamental to the City's livability, and views this area as a high priority. Council understands the importance of continuing to enhance the community's sense of safety to ensure Richmond is a healthy and livable community. Council is committed to ensuring that the City's community safety models of operation and services relate to Richmond's specific needs and concerns, and that these services are responsive to the safety needs of our residents and businesses as their primary focus.

To help guide success and the focus for City work programs related to the Safe Community goal, Council has identified 4 key priorities for this term of office. Priorities include:

- 1.1 Policy and service models that reflect Richmond-specific needs.
- 1.2 Program and service enhancements that improve community safety services in the City.
- 1.3 Improved perception of Richmond as a safe community.
- 1.4 Effective interagency relationships and partnerships.

Goal 1: A Safe Community – 2016 Highlights

Quick Facts

- Reinforcing Community Safety as one of Council's top priorities, 22 RCMP officers have been added to the City's police force over the past two years.
- Richmond Fire-Rescue (RFR) responded to 10,947 emergencies (fire and other).
- Residential Break & Enters decreased by 10.9%.
- Cracking down on distracted driving, 1,833 tickets were given out in 2016, a 47% increase in distracted driving tickets as compared to 2015.
- The Speed Watch program volunteers sent out 6,605 letters to drivers who were found in violation of speed limits.
- The Lock-out Auto Crime initiative handed out 33,735 notices.
- 3,758 Notice and Orders were issued for vehicle equipment with violations (such as non-functioning tail lights).
- 670 driving suspensions were issued.
- Mail theft decreased by 15.8%.
- RFR conducted 740 safety inspections.



Fire Hall No. 1 rendering

Overview

Significant progress and achievements were made in 2016 regarding Council's Safe Community goal. From comprehensive reviews and adoption of the most effective policing service model for Richmond, to major advancements in community safety infrastructure and continued strong and positive partnerships with other agencies in the delivery of community safety services, 2016 was a very productive year. The following summary highlights the key achievements in community safety for 2016, organized by Council's priorities for this goal.

Priority 1.1: Policy and service models that reflect Richmond-specific needs

The City completed a significant Police Services Review in 2016, as part of its due diligence towards ensuring the most effective police services delivery model for Richmond. The review incorporated extensive public consultation including online surveys, open houses, a telephone research poll, and feedback through stakeholder meetings and drop-in information sessions. Upon completion of the review, it was concluded that while the creation of a local, independent police force to reflect Richmond's unique needs, values and priorities was an attractive option, there were significant added costs to this option, without justifiable cause for change given the level of service currently provided by the RCMP.

Significant enhancements to the City's community safety infrastructure were made in 2016, including:

- Construction of the joint Richmond Fire / BC Ambulance Hall No. 3. This new 26,000 sq. ft. facility being constructed at 9680 Cambie Road will contain BC Ambulance Service staff, Richmond Fire-Rescue's training department, emergency vehicle technicians and fire suppression staff. It is being built to Leadership in Energy and Environmental Design (LEED) Gold and post-disaster construction standards and is expected to be complete by spring 2017.
- Construction commenced for Fire Hall No. 1 located in Minoru Park. The 25,000 sq. ft. LEED standard building will contain Richmond Fire-Rescue's administration team, fire prevention program, and suppression staff, and is expected to open at the end of 2017.



Fire Hall No. 1 Ground Breaking

- The first phase of the Richmond Fire-Rescue Training site was completed. The building incorporates classroom and simulated training exercises such as automobile extraction, forcible entry, and a realistic live fire building. This facility, made possible through a significant partnership with Lafarge, opened Phase 1 of the training site in October 2016.
- A new Emergency Management Information System was approved by Council in 2016. This software system is aimed at enhancing the timeliness, quality, and accessibility of vital information for the Emergency Operations Centre (EOC) and other staff involved in emergency operations.
- In October 2016, the City Centre Community Police Station (CPO) upgrades were completed. The RCMP Bike Unit was deployed to the City Centre CPO, reducing travel times and allowing for quicker deployment to crime scenes in the city core.

With regard to the City’s transportation network, Council approved an updated Traffic Bylaw 5870 to provide enhanced safety on City roads for cyclists, pedestrians, and drivers.

Priority 1.2: Program and service enhancements that improve community safety services in the City

In response to increased medical first responder calls for suspected opioid overdoses, additional training practices were implemented in 2016 to include Naloxone and EpiPen protocols for Richmond-Fire-Rescue personnel. These protocols provide training necessary to safely administer Intramuscular Naloxone to patients who are experiencing respiratory arrest.

Several Joint City/School programs were conducted in 2016 aimed at enhancing community safety. Some highlights include:

- The drug prevention program D.A.R.E., which was delivered to Grade 5 and 6 classes by uniformed police officers in partnership with classroom teachers to help students in developing responses to real life situations.
- RCMP Youth Section members assigned to every secondary school in Richmond to promote internet safety initiatives and deliver crime prevention and public safety education, allowing for early identification and intervention with at-risk youth.
- The “Adopt-a-School” program, through which all Richmond elementary schools are assigned a police officer liaison. Through regular visits, uniformed officers engage in both formal and informal interactions with youth and school staff to build positive relationships that develop awareness of public safety issues and help to increase developmental assets with youth.
- RCMP officers and students “compete” in friendly sporting matches throughout the year while school faculty and fellow students cheer them on in a show of school and community spirit. The matches are accompanied by a motivational presentation by positive role models such as Olympic athletes.
- The Youth Squad initiative gave 38 Richmond Secondary School students the opportunity to participate in a series of sessions at the detachment designed to allow the participants to listen to presentations, ask

Quick Facts

- *Bylaws Officers addressed 5,029 concerns from the public regarding unsightly properties, boulevard obstructions and excessive noise in 2016.*
- *The D.A.R.E. Program engaged 1,661 students in 61 classes from 45 schools.*
- *The Block Watch Program included 9,957 participants, in 433 groups with 575 Captains/Co-Captains.*



2016 new recruits



New recruit training

Quick Facts

- During December, 3,885 lane km of primary and second priority roads were pre-treated with brine to prevent icing, 17,470 lane km of primary and second priority roads were salted and 5,365 lane km of primary and second priority roads were plowed.



Fire and Life Safety trailer



Ensuring all Richmond residents feel safe

questions, and participate in group activities with fellow students that shared similar community safety career aspirations. The speakers, who were members of Richmond Fire-Rescue, BC Ambulance, CBSA, Canadian Military and RCMP, volunteered their time to be a part of the program. In 2016, Youth Squad participation increased 19% over 2015.

- The Fire & Life Safety program and trailer was fully implemented in 2016 and provides local elementary students with available interactive learning tool for students while assisting schools in meeting the Ministry of Education learning outcomes.
- The RCMP, Richmond Fire-Rescue (RFR) and the City held a one day camp for 9-12 year olds to educate them on the respective roles, skills, training and equipment for RCMP and RFR through fun-filled presentations, demonstrations and hands-on activities. This camp provides children with the opportunity to find out what it's like to be a police officer or firefighter.

As part of ensuring Richmond is well prepared in the event of a major earthquake, City staff participated in the "Shakeout BC" initiative on October 20, 2016 to practice, test and improve associated safety measures, programs and plans.

Other new programs and initiatives to enhance community safety in 2016 included:

- The launch of the new Smoke Detector Recycling Program, which commenced alongside the annual Fire Prevention Week campaign in October. The new program increases public awareness about the critical importance of knowing how old smoke alarms are and replacing them when expired. Members of the public are able to drop off their used or expired smoke alarms to any of the seven Fire Halls.
- The Richmond RCMP Detachment launched Project 529, which registers bicycles into a secure database in an effort to recover stolen bikes. To date, 1,500 bicycles have been registered.
- An educational campaign involving going door-to-door to over 2,000 homes and was initiated to increase awareness about regulations related to pets and pesticide use.
- An educational program to discourage people from leaving their pets in hot cars during the warmer months was launched in 2016. Components of this program involved the distribution of over 5,000 educational pamphlets to local businesses and homes, as well as proactive patrols in search of any animals in distress.

Priority 1.3: Improved perception of Richmond as a safe community

Understanding that a general sense of safety is key to the livability of a community, a number of programs and initiatives were offered and/or developed in 2016 aimed at enhancing the public's perception of safety in the Richmond community. Initiatives included:

- The Richmond RCMP Detachment created a specially trained volunteer Community Response Team, to enhance community outreach efforts. Members provided advice to home owners, businesses and individuals

about security, and shared information on crime prevention programs offered by the City of Richmond.

- A new “Pop-up” Detachment program was introduced in 2016, involving the Community Response Team, auxiliary volunteers, the Youth Section, and patrol members. The Pop-up Detachment met with the public in three different areas of the City and distributed crime reduction materials.
- Richmond Fire-Rescue conducted research to gain a better understanding of community needs and perceptions of the fire service. The community consultation and feedback process was informative for improving outreach services and will be considered in the development of the next RFR Outreach Plan.

Priority 1.4: Effective interagency relationships and partnerships

The City is cognizant that community safety relies heavily on a cooperative, effective interagency approach. To this end, the City continues to foster positive relationships with a wide network of agencies and organizations to ensure the ongoing safety of Richmond residents, businesses and visitors. Examples of these important relationships in 2016 include:

- The City continues to foster positive relationships with the RCMP E Division, in the coordination of police services for the City.
- The City partnered with Vancouver Coastal Health to ensure water quality meets the conditions of the City’s operating permits. In 2016, the City continued to achieve 100% compliance with the Canadian Drinking Water Quality guidelines.
- In partnership with Vancouver Coastal Health, School District 38, the Richmond RCMP, Richmond Addiction Services, and BC Emergency Health Services, Richmond Fire-Rescue presented at a public forum in November to promote awareness and provide support regarding Fentanyl contaminated drugs.
- A total of 65 referrals were made to the Touchstone Restorative Justice Program for at-risk youth. The goal of the program is to divert these youth from the judicial system by working with them to reduce reoffending through personal accountability and problem solving strategies.



Annual Toy Drive



Young fire fighter at the Steveston Salmon Festival



Goal 2: A Vibrant, Active, and Connected City



Continue the development and implementation of an excellent and accessible system of programs, service, and public spaces that reflect Richmond's demographics, rich heritage, diverse needs, and unique opportunities, and that facilitate active, caring, and connected communities.

Background

Council is committed to weaving together a strong community fabric of programs, services and infrastructure that result in a healthy, vibrant, and sustainable City. To this end, Council seeks to nurture a thriving and engaged citizenry; neighbourhoods where there is a sense of belonging and connectedness; a culture of inclusiveness, diversity and social cohesion; and programs, facilities and services that are accessible and meet the needs of the demographics of the community for today and in the future. Council seeks a City that is full of opportunities for recreation, boasts a variety of outdoor green space, reflects our rich arts and cultural communities, celebrates Richmond's unique heritage and waterfront roots, and provides meaningful opportunities for volunteerism and engagement. In addition, Council is committed to looking for ways to best address changing social service needs within its limited mandate and resources, while effectively managing the downloading of services and funding from senior levels of government. This goal seeks as an outcome, a balanced system of programs, services and infrastructure that results in an active, caring, connected and engaged community where people belong and thrive.

To help guide success and the focus for City work programs for the Vibrant, Active and Connected City goal, Council has identified 4 key priorities for this term of office. Priorities include:

- 2.1 Strong neighbourhoods.
- 2.2 Effective social service networks.
- 2.3 Outstanding places, programs and services that support active living, wellness, and a sense of belonging.
- 2.4 Vibrant arts, culture and heritage opportunities.

Goal 2: A Vibrant, Active and Connected City – 2016 Highlights

Quick Facts

- Large- and small-scale events in the City attracted over 412,000 visits throughout the year.
- Programs and events rely heavily on our strong community volunteer-base, which in 2016 included:
 - Over 2,283 volunteers contributing over 92,638 hours of volunteer time to community services programs and events.
 - Over 1,616 volunteers participated in community stewardship of parks, trails and streets through the Partners for Beautification Program through 622 clean up events.
 - 225 volunteers contributing over 1,030 hours to the library's community volunteer program.
 - 37 auxiliary RCMP constables contributing over 3,730 hours of volunteer service.



Richmond World Festival

Overview

With a growing population and a rapidly changing community fabric, the successful implementation of programs and services that aim to connect our communities, facilitate active living and celebrate all the things that make Richmond special are more important than ever. In 2016, the City successfully delivered award winning programs and special events, created community conversations to help understand and embrace our diverse population in a caring and inclusive manner, endorsed several important social service projects, and drew over 2.3 million visits to public recreation programs and services. The following summary highlights the key achievements in 2016 for Council's goal of a Vibrant, Active and Connected City, organized by Council's priorities for this goal.

Priority 2.1: Strong Neighbourhoods

Supporting Council's desire to nurture neighborhoods where there is a sense of belonging and connectedness along with a culture of inclusiveness, diversity and social cohesion, approximately 100 community leaders and residents were involved in inclusive community planning at the 2016 Living Together Symposium held to explore and identify strategies to build on intercultural harmony in Richmond. This was a partnership between the City, the Richmond Intercultural Advisory Committee (RIAC), and the Canadian Race Relations Foundation (CRRF).

The City facilitated a coordinated approach with settlement agencies to support approximately 100 Government Assisted Refugees in accessing City recreation and cultural services and to increase awareness of other community support services in Richmond.

The Library completed its first full year of outreach events supported by the PopUp Library, reaching thousands of community members outside of the Library's branches. The Library conducted 58 well attended outreach events at locations such as Watermania, Save-On Foods, the Richmond Nature Park, and at several outdoor community events.

Several important initiatives related to child care services were completed in 2016:

- Construction was initiated on several new child care facilities. These include 37 spaces in a stand-alone building on No. 2 Road (the former Steveston High site) and 37 spaces within a mixed used concrete apartment complex in City Centre. Additionally, the construction agreement for the conversion of Coevorden Castle (No. 5 Road) to a 37-unit child care facility was fully executed in 2016.
- Child Care Design Guidelines were updated and distributed to developers who build child care amenities. These guidelines were also posted on the City website, and help to promote quality, child care services in our City.
- A Richmond Child Care Space booklet was created and distributed to Vancouver Coastal Health, Child Care Resource & Referral Centre, City staff and also posted on the City website.
- Child care objectives for the City Centre were advanced through a developer voluntary amenity contribution commitment to transfer a

0.4 acre fee simple lot in the Oval Village to the City, upon which the developer will construct, at the developer's sole cost, a 5,000 sq. ft. child care facility (targeted for completion in 2018).

- Council also approved the awarding of \$59,888 to non-profit organizations undertaking capital improvements to licensed child care programs and professional development for Richmond child care providers through the 2016 Child Care Grants.

The Official Community Plan (OCP) and updated Land Use Policies continue to support multifamily densification and growth along arterial routes and in the City Centre to provide housing opportunities, and help maintain the character of established single family neighbourhoods.

The City's Youth Services Street Team, comprised of 16 youth aged 15-18 years, attended local events over the summer, spreading the word about Asset Development and positive contributions of youth to the community.

Priority 2.2: Effective Social Service Networks

Council approved an adult day care use at an existing congregate care facility in Steveston. Vancouver Coastal Health had identified the need for adult day care space in Richmond. The use is intended to provide activity programming that meets the needs and interests of adults with illness and/or disability to support their physical and emotional health and to support caregivers.

The City continued working with the Vancouver Coastal Health Authority in 2016 to increase the number of intermediate and extended care beds in the city. This work includes a potential replacement project at the Lion's Manor in Steveston and a proposed expansion of the existing Fraserview Intermediate Care Lodge on Williams Road.

Construction continued on the Storeys project at the corner of Granville Avenue and No. 3 Road. Occupancy for the 129 units of subsidized rental housing is anticipated for late 2017. Public art for the project has been confirmed. Community Services continues to work with a variety of service agencies that will be located inside the building.

The City received a \$10,000 Vancouver Foundation Grant to develop a proposal with Simon Fraser University and Minoru Seniors Society. The project, "Cultivating System Change to Support Seniors Wellness in Richmond" focuses on supporting and addressing the needs of vulnerable, frail and isolated seniors in Richmond.

Included in the 2016 Health, Social and Safety grants was \$12,500 to St. Alban's Church to support the Extreme Weather Shelter, Community Meal, and Shower programs, which saw a significant increase in use in 2016 due to the especially cold winter.

An updated version of the Tagalog Newcomers Guide was completed and printed. With sponsorship, 2,000 copies were produced and these were distributed to a wide network of non-profit organizations and to settlement workers in School District No. 38.

Quick Facts

- The Richmond Events Approval Coordination Team (REACT) approved 111 different community and neighbourhood events in 2016.
- Council approved the awarding of \$566,570 to 33 non-profit societies providing health, social and safety programs and services to Richmond residents through the 2016 Health, Social and Safety Grants.
- The Recreation Fee Subsidy program assisted 855 people in accessing programs this year.
- The City issued 193 Recreation Access Cards (RAC) in 2016, bringing enrollment in the RAC program up to 3,794 participants.



Family Day DJs

Quick Facts

- *This year, over 2.3 million visits were recorded for community sport and recreation programs and facilities (not including parks).*
- *7,226 visitors attended the Richmond Art Gallery exhibitions.*
- *Parks turf fields and baseball diamonds were booked for 22,000 hours by sports organizations.*
- *Oval membership continued to increase resulting in over 300,000 membership visits and over 24,000 YYoga visits (81% Richmond residents).*
- *A total of \$103,700 in Parks, Recreation and Community Events Grants were awarded to 13 non-profit organizations to support community operations and programs that benefit Richmond residents.*



Canadian Wheelchair Rugby Team

The Library conducted targeted visits to seniors' residences, low-income housing complexes and other at-risk groups to ensure that individuals identified as having barriers to access are afforded the opportunity to utilize the programs, services and materials offered by the Library.

The 2nd Annual Charity Brighthouse Volunteerism Fair was hosted at the Library, providing an opportunity to partner with teen community members, a demographic typically under-represented at library programs and events. The fair was attended by 780 teens who explored volunteer opportunities offered by the 22 participating Richmond businesses and community partners.

Priority 2.3: Outstanding places, programs and services that support active living, wellness, and a sense of belonging

Richmond's programs and facilities continue to be well-used by the public. This year, over 2.3 million visits were recorded to the following programs:

- 951,273 visits to Aquatic programs
- 111,085 visits to Arena programs
- 1,173,302 visits to Recreation programs
- 79,952 visits to Minoru Place Activity Centre programs

For the first time, a \$19 summer Swim/Skate Pass was made available to 5-16 year olds that offered unlimited drop-in swimming and skating. Over 2,600 passes were sold from June to September. Both aquatics and arenas saw an increase in participation to their public skates and swims with more than 19,400 visits from June 24 to September 7.

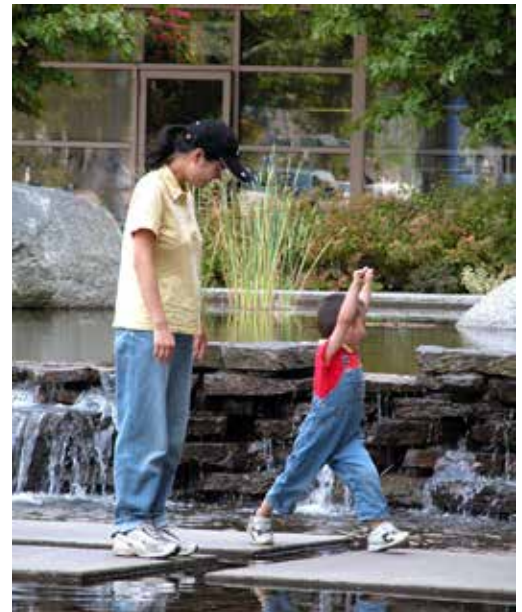
The Recreation Fee Subsidy Program Review was presented to the Parks, Recreation and Cultural Services Committee (PRCS) in May 2016. PRCS adopted the principles for a revised program and at the Committee's direction; staff are consulting with various Community Partners for input. A revised program that will be more inclusive of low-income Richmond residents of all ages is anticipated to go to Council in spring 2017.

Construction of the initial phases of the Garden City Lands Park Development Plan began in September 2016 and will continue through 2017. Work to date includes and is guided by an in-depth study of the Garden City Lands hydrological and ecological conditions and a final design for the water management infrastructure and perimeter trails.

Other 2016 park developments and improvements aimed at Council's goal of creating outstanding places include:

- Greenway path construction and installation of benches and receptacles for the Railway Greenway. A second phase of work, comprised of significant tree (up to 600 trees) and understory planting, began in November and will continue through the winter in order to increase the rate of healthy tree establishment. These plantings will enhance the Greenway's value as an ecological corridor.

- Construction of the west park area at the Parc Riviera Development along River Road has commenced with the installation of pathways, landscaping and a storm drainage system. The park will provide neighbourhood gathering space that includes an informal amphitheatre and access to the waterfront.
- The Lang Park Plaza was re-designed and retrofitted to better meet the needs of the community including the addition of children's play area, added seating and socialization space, as well as a more interactive water feature. Construction is underway and completion is expected in spring 2017.
- The Gardens Agricultural Park–Phase 1 construction was partially completed in 2016, along with servicing agreement works completed by the developer. The City is currently reviewing any impacts to the park as a result of the Massey Tunnel project.
- Public access improvements were made to the West Cambie Neighbourhood Park. Public consultation will begin in spring 2017 to advance the design for the park and the continuation of the greenway to the south.
- Construction of City Centre Cambie/Hazelbridge Park Phase 1 was completed in fall 2016, which included site prep work for the base infrastructure. Phase 2, site work that includes park development is anticipated to complete in fall 2017.
- The Minoru Sports Fields Complex saw a number of improvements, including cricket and throwing facilities upgrades, tennis court sport surfacing and a covered shade structure for the spectators viewing area. The new field complex provides year-round use and increased capacity for training and hosting tournaments.
- The Richmond Secondary School sports surface was replaced with the latest technology in synthetic in-fill sports surfacing system. The field was originally constructed in 2005 as a joint partnership between the School District No. 38 and the City.
- Work to develop a concept for the Steveston Community Park Playground Renewal began. As part of the concept development phase, two open houses were held in March and July 2016 that yielded public feedback that will provide direction for the park design.
- The City continues to address Parks Ageing Infrastructure throughout the City. The lacrosse and tennis courts at Thompson/Burnett Community Park and six tennis courts at South Arm Community Park were resurfaced. The remaining two courts at South Arm are scheduled for completion in summer 2017. Chain-link fencing repairs and replacements are also underway at Hugh Boyd and King George/Cambie Community Parks, as well as around the sports fields at Richmond High Neighbourhood School Park.
- The South Arm Dog Park redesign to transition the park from a pilot project, which was approved by Council in October 2015, to a permanent site. Improvements include permanent fencing, drainage, multi-surface materials, drinking fountain, benches, trees, and natural obstacles. Construction was 80% complete at year-end and is expected to be complete by March, 2017.



Playing at Lang Park



Active seniors

Goal 2: A Vibrant, Active, and Connected City



Dike Middle Arm Trail

Significant amenity contribution commitments from developers were secured in 2016 to advance the ongoing development of a continuous park/trail system along the Middle Arm. These contributions include an expanded waterfront gathering space in the Oval Village (targeted for completion in 2022), a 1.06 acre waterfront park at the foot of Capstan Way (targeted for completion in 2023), and \$2.6 million for pier construction.

Several other new parks in the City are being provided through developer voluntary amenity contribution commitments that were secured in 2016. These included:

- a neighbourhood park on Garden City Road.
- a large community park and event space on Cambie Road.
- enhancements to the City's greenway network.

Richmond's Civic Public Art program saw several projects installed including *Skydam* by artist Nathan Lee at the Brighthouse Canada Line Station terminus, a series of artist-designed manhole covers, and art wraps on five new utility boxes and three pump stations to showcase the work of local artists.

The Community Public Art Program was very active with a number of projects in 2016 including:

- the sculpture on the façade of Mary's Barn at the Sharing Farm: *Black Earth Rusted Stories*, by Blake Williams.
- the colourful construction hoarding on the Minoru Centre for Active Living development site that saw artists bring the "past" and "future" to life with poetry and sculptures by visitors of all ages.
- the Richmond Peace Labyrinth Mural, the City's first large outdoor mural which was created for St. Alban's Parish by artist Joey Mallet.
- new site-responsive works in the Alexandra neighbourhood, London Landing, Steveston, Capstan and City Centre.



Black Earth Rusted Stories Art by Blake Williams at Mary's Barn

With the relocation of Japanese Fishermen's Benevolent Society Building to its current site at 3811 Moncton Street, a Steveston Town Square plan was developed to improve circulation, tie the park area to both the Steveston Museum and Japanese Building for programming and events, and create an opportunity to celebrate the Japanese historic connection to Steveston. The park opened to the public in May 2016 and an opening ceremony with delegates from Wakayama City was held in October 2016.

All records from the Bench Donation Program were digitized into a geographic information system (GIS) for future asset management. This program was reviewed in 2016 to update program fees and eliminate waitlists.

Priority 2.4: Vibrant arts, culture and heritage opportunities

Richmond was awarded the prestigious Prince of Wales Prize in Municipal Heritage Leadership at the annual convention of the National Trust in October. This award celebrates the ongoing commitment of City Council to preserve and protect our community heritage through policies, legislation, conservation and restoration and programs, and honours the many organizations, individuals and volunteers that have made Richmond's heritage conservation successes possible.

Richmond Museum Society (RMS) launched a new website and the City's online artifact collection in March 2016. The upgraded website offers quick and easy access to essential information that supports its vision to make the history of Richmond relevant, engaging and accessible.

As the recipient of the BC History Digitization Program Grant through the UBC Irving K. Barber Learning Centre, artifacts that represent stories of migration and immigration were photographed and catalogued online. The online collection offers searchable access to over 2,000 of the over 20,000 artifacts found in the City of Richmond's collection.

Canadian history and heritage seen through the eyes of Richmond youth was celebrated at the 14th Annual Richmond Regional Heritage Fair. The Richmond Museum partnered with schools, the library and community organizations to showcase 100 history displays created by 125 Richmond students. Three students represented Richmond at the BC Provincial Heritage Fair at the UBC in Vancouver.

Museum highlights for 2016 included:

- Leave Your Mark (LYM), exhibition Phase 1 that celebrated the diverse communications of cultures from around the globe – and how this shaped their cultures, and ours. The Richmond Museum also developed a partnership and contract with Canada Multicultural & Arts Exchange Association (CMAE) to bring priceless artifacts from the Luoyang Museum in China for the LYM exhibition Phase 2.
- The Nikkei Returns School Program at the Steveston Museum, exposing students to the internment and post-war experiences of six Japanese Canadians from Steveston using objects and text to make historical connections with contemporary themes of human rights and resiliency.
- The Oral History Program, which involves the collection and study of historical information using recorded audio interviews with people having personal knowledge of past events.
- The Museum Models Evaluation Study was initiated in 2016 to evaluate different museum models including size, design, location, operational structure and staffing. It will also include a market analysis and community needs for museum services in Richmond considering current and projected demographics.

The Seine Net Loft Exhibits opened at the Britannia Shipyard National Historic Site. Five new permanent exhibit zones within the building's 13,000 sq. ft. exhibit space explore innovation and human ingenuity within the fishing and boat building industries on the waterfront, showcasing new research with interactive exhibit components.

The restoration of the Interurban Tram 1220 continues with work on the truck's undercarriage and electrical system during 2016. Visitor engagement and communication strategies were implemented during the restoration process to further involve the community. The tram building has become a popular Steveston attraction, drawing tens of thousands of visitors annually.

Quick Facts

- 78,202 visits were made to Arts and Culture facility programs.
- There were 116,591 visits to heritage sites and programs.
- Council approved the distribution of \$107,497 for the 2016 Arts and Culture Grant Program. A total of \$76,000 in Operating Assistance was distributed to nine recipients and \$31,497 in Project Assistance went to seven adjudicated programs and projects.



Wang Duo Leave Your Mark Exhibit



Family Day boat building

Goal 2: A Vibrant, Active, and Connected City



Richmond Children's Festival



Children's dance class



Richmond World Festival

With input from the Friends of Richmond Archives, the City implemented a Memorial Street Sign Program. A poppy is depicted on the signs of over 60 streets in the City, where the roadway is named for a Richmond soldier who died in service to Canada in World Wars I and II. The City's website provides more background on these honoured soldiers.

In its first year of operations the Olympic Experience (the ROX) at the Richmond Olympic Oval has attracted both local visitors and visitors from around the world. As the only Olympic museum in Canada it is establishing itself as a tourist destination and is well received for its school programs.

The inaugural Branscombe House Artist Residency, with visual/community artist Rhonda Wepler, began in January 2016 and ran through to December. The artist began the Residency with a public launch event at the Cultural Centre, and offered free programs at Branscombe House including open tours of her live-in studio, painting classes and drop-in interactive activities.

Significant planning work was completed in 2016 on the Richmond Canada 150 program, a major initiative for the City. An ambitious program of festivals and events is scheduled for 2017. A community celebration grant program has awarded 30 grants to date totalling \$150,000 going to various community projects.

The Richmond Maritime Festival was attended by 40,000 people in 2016. The festival received an honourable mention in the "Cultural Events Award" category at the Creative City Network of Canada Awards of Excellence. The Awards recognize and celebrate the outstanding achievements of Canadian municipalities in the development and delivery of cultural policy, planning and practice.

Summer 2016 saw the successful implementation of the Sunset Series program on Sunday evenings at the Olympic Riverside Plaza. Activities included live music, movies, food trucks, drop-in outdoor volleyball, bouncy castles, yoga, fitness and dance classes and more. The Sunset Series created an intimate, fun and relaxing waterfront experience attracting 200 to 400 people per evening.

Objectives for a City Centre arts district were advanced through developer voluntary amenity contributions in Capstan Village. These included the completion of the area's first 20 ARTS units (subsidized housing for professional artists), the start of construction for an additional 17 ARTS units, and a commitment to future construction of the Sexsmith Art Studios (four subsidized work-only art studios).

The Library worked with the City of Richmond on a number of arts and culture events promoting literacy in the community including the Richmond World Festival, the Children's Arts Festival, Heritage Fair, International Day against Homophobia and Transphobia, Doors Open Richmond, Writer-In-Residence and Culture Days.

The Richmond Art Gallery received many grants in 2016 totalling \$124,750 in support of educational programs and equipment, translation and administrative costs, and exhibition related expenses.

Gateway Theatre had a busy year with eight productions and received the Governor General's Literary Award for the Ruby Slippers Theatre production of Jennifer Tremblay's *The List*. Musical Director Caitlin Hayes was also nominated for a Jessie Richardson Theatre Award for the production *Closer Than Ever* directed by Gateway Artistic Director Jovanni Sy.

Over 1,500 visitors viewed "A Steveston Beginning: Remembering My Mother," a temporary sculptural art exhibit showcased Judy Nakagawa's work for the month of October at the Britannia Shipyards National Historic Site.

The Summer Concert Series at Britannia Shipyards National Historic Site was new for 2016. Partnering with the Steveston Folk Guild, waterside concerts were offered in the summer on the Seine Net Loft deck and Chinese Bunkhouse dock.



Erase Bullying Day



Steveston Salmon Festival



Goal 3: A Well-Planned Community



Adhere to effective planning and growth management practices to maintain and enhance the livability, sustainability and desirability of our City and its neighbourhoods, and to ensure that the results match the intentions of our policies and bylaws.

Background

Richmond is changing and growing at a rapid rate, in line with the rest of the lower mainland. A significant priority for Council during this term is preparing for and managing this change by continuing to implement the Official Community Plan (OCP) and make decisions around growth and development with the community in mind. Council is sensitive to the community's perception of the City's growth rate. To this end, Council would like to ensure communication regarding the OCP and its implementation is clear and ongoing with the community, and that developments, when completed do in fact reflect the intent of the City's policies and bylaws. Land Use Contracts (LUCs) are also an area of concern for many and Council has reiterated their desire to remove existing LUCs as a priority. Council would like to enhance the physical design of Richmond to build an attractive physical landscape, with ample visible green space in the urban core. Transportation affects everyone, and increasing livability by dealing with congestion issues through a transportation plan is a priority for Council. Looking at housing options in Richmond, Council would like to increase the variety of options by diversifying housing stock to increase accessibility for all housing needs. Planning our communities takes careful consideration of current and future needs and is a top priority for Council over this term of office.

To help guide success and the focus for City work programs related to A Well-Planned Community, Council has identified 4 key priorities for this term of office. Priorities include:

- 3.1 Growth and development that reflects the OCP, and related policies and bylaws.
- 3.2 A strong emphasis on physical and urban design.
- 3.3 Effective transportation and mobility networks.
- 3.4 Diversity of housing stock.

Goal 3: A Well-Planned Community – 2016 Highlights

Quick Facts

In 2016, development applications and permits received included:

- Rezoning applications: 69
- Subdivision applications: 53
- Development permit applications: 30
- Development variance permits: 8
- Building permits issued: 1,537
- Plumbing permits issued: 1,849
- Gas permits issued: 2,021
- Demolition permits issued: 560

Overview

Managing rapid growth and community changes through thoughtful planning processes remained top of mind in 2016 as the City managed a near record breaking year for building construction activity and processed development permits totalling over \$715 million in construction value. Enhancing communications with the public regarding planning matters, developing and enhancing policies and zoning bylaws to protect single family neighbourhoods, increasing the diversity of housing options, and establishing urban design parameters to ensure an attractive, livable City, are examples of the substantial work accomplished by Council in 2016 for this goal. The following summary highlights the key achievements in 2016 for Council's goal of a Well-Planned Community, organized by Council's priorities.

Priority 3.1: Growth and development that reflects the OCP and related policies and bylaws

In 2016, the Building Approvals Department issued building permits totalling in excess of \$715 million in construction value, which surpassed the average annual construction value. Building construction activities remained strong in 2016 and created a network of housing options, increased the number of single family homes, multi-family dwellings, as well as industrial and commercial buildings.

To replace single family Land Use Contracts (LUCs), single family redevelopment on approximately 4,000 properties governed by LUCs in the City became subject to the City's Zoning Bylaw after November 24, 2016.

To continue to improve integrating redevelopment into established single family neighbourhoods, Council adopted numerous amendments to the City's single family zoning districts. The second phase of the Zoning Bylaw amendments, for regulating single family house design, will proceed to public consultation in 2017.

Council approved a range of Zoning Bylaw Housekeeping Amendments in early 2016. The recent changes were adopted to improve the clarity of the Zoning Bylaw and make it easier to implement. Housekeeping amendments were also made to the 2041 OCP and selected Area Plans to correct several park related land use designations. The purpose of the amendments was to provide clarity on current and potential future uses of those properties affected.

The City continued to work with a number of advisory committees in 2016 to ensure community input, expertise and collaboration were effectively utilized. Committees included: The Advisory Committee on the Environment (ACE), the Agricultural Advisory Committee (AAC), the Richmond Heritage Commission (RHC) and the Advisory Design Panel (ADP).

The third and final portion of a multi-phased land exchange with the Federal Government was completed and registered in the Land Title Office in August 2016. The previous two exchanges were completed in 2005 (Shell Road) and 2012 (Bayview and No. 1 Road).

In February 2016, Council amended the Zoning Bylaw to permit Microbrewery, Winery and Distillery uses in five commercial and mixed-use zones throughout the city. This change supports the regional trend to establish microbreweries and will help foster more dynamic commercial areas in Richmond. While a rezoning will no longer be required to establish a microbrewery in the amended zones, the usual process requirements related to opening a lounge (such as community notification and Council endorsement) still apply.

Priority 3.2: A strong emphasis on physical and urban design

City Council issued 14 Development Permits, which establish the specific urban design parameters for a number of significant new developments in the City. These Development Permits included approximately 1,200 new residential dwelling units, multiple commercial and industrial buildings and developments within Environmentally Sensitive Areas.

The City continued to seek input and recommendations from the Advisory Design Panel (ADP) in 2016 to ensure that new developments respond to the City's urban design goals and objectives, as outlined in the OCP. Throughout 2016, the ADP provided design review comments and recommendations on development applications including numerous new residential and mixed-use developments in addition to providing valuable design input into a variety of commercial, industrial and institutional developments including multiple new City facilities.

Staff worked to implement Council's goal to de-clutter the City's built environment through a review of the Sign Bylaw. Public consultation on proposed Sign Bylaw amendments was completed and the draft bylaws will be presented to Council for consideration in spring 2017.

Priority 3.3: Effective transportation and mobility networks

Since adoption of the City Centre Area Plan's Capstan Station Bonus in 2012, \$27.24 million in voluntary developer amenity contributions have been committed towards the future construction of the Capstan Canada Line Station, of which \$14.6 million has been paid to the City and the remainder will be paid on a project-by-project basis prior to Building Permit issuance, to trigger the start of station construction.

In 2016, substantial progress was made towards the completion of Phase 1 of the Crosstown Neighbourhood Bike Route, the new east-west route aligned between Blundell Road and Francis Road.

The City facilitated a variety of new traffic management initiatives including implementation and enforcement of dedicated car-share stalls, taxi stalls, specialty bus zones (for tour and shuttle buses) and bylaw amendments. Collectively, these initiatives have improved access to public transportation and promoted more environmentally friendly modes of transportation.

A new 20-year contract was signed for the provision of street furniture at transit stops (200 transit shelters, 300 benches with advertising, and 300 benches without advertising) plus other elements (200 litter and recycling bins, and 20 community wayfinding columns). This new contract includes revenue-sharing, use of 10% of advertising panels for City notices, and will provide the community with a more accessible transit experience.

Quick Facts

In 2016, the Advisory Design Panel reviewed development applications that propose to introduce approximately:

- 1,592 residential dwelling units.
- 9,101 sq. m of commercial space.
- 329 units of seniors care.
- 1,110 sq. m of child care space.



Terra Nova



Canada Line on No. 3 Road

Quick Facts

In 2016, the City:

- *upgraded 24 bus stops to become accessible (71.9% are now accessible city-wide).*
- *installed 10 new special crosswalks for a total of 96 special crosswalks city-wide.*
- *upgraded 27 intersections to include accessible pedestrian signal features.*
- *added video cameras at 19 intersections.*
- *expanded the on- and off-street cycling network to 70.9 km (excluding dike trails).*
- *Was identified by an independent consultant as having the best rating for roads in the Metro Vancouver and Fraser Valley regions, with a cracked area of less than one percent.*



Habitat for Humanity affordable housing project rendering

Priority 3.4: Diversity of housing stock

In the spring of 2016, Council received an update for the first phase of the Affordable Housing Strategy, providing key information on housing needs in Richmond. The Policy Review Phase of the Affordable Housing Strategy commenced in fall 2016.

Proposed changes to the Arterial Road Land Use Policy were presented to Council following public consultation. The updated Policy seeks to encourage more townhouses, row houses, duplexes and triplexes along the City's arterial roads. Development Permit Guidelines for each of the housing typologies will ensure that a high quality urban design standard will be achieved.

In 2016, staff undertook research on best practices related to market rental housing and microsuits. This work will help meet a fundamental OCP objective of encouraging additional housing choices for people in Richmond. It is anticipated that these initiatives will be brought forward in 2017.

The development of a purpose-built Market Rental Housing Policy began in 2016, with the project team and policy work plan established in February. The stakeholder consultation and final policy is anticipated to be presented in early 2017.

Richmond has continued to take a proactive role with respect to accessible housing. As of the end of October 2016, Council approved approximately 115 residential units with basic universal housing features, 20 adaptable townhouse units and 800 aging in place units.

The Cressey Cadence development will include 14 affordable two-bedroom units reserved for families in which the mother is the lone-parent and one affordable bachelor suite for an expectant or new mother. Atira Women's Resource Society was selected in 2016 as the housing and child care operator for this development which is expected to be complete in April 2017.

The City provided a grant to Habitat for Humanity to cover the development cost charges for an affordable housing project comprised of six affordable homeownership units and six affordable secondary rental suites for low-income residents, located at 8180 Ash Street.

A development permit for a 135-unit seniors' congregate housing building on Westminster Highway in Hamilton was issued and is expected to open in 2018, providing affordable housing to seniors.

Goal 4: Leadership in Sustainability



Continue advancement of the City's sustainability framework and initiatives to improve the short and long term livability of our City, and that maintain Richmond's position as a leader in sustainable programs, practice and innovations.

Background

Celebrating and building on leading practices in sustainability, Council continues to view leadership in this area as a high priority. Sustainability is considered an overall approach to business within the City, not just a term goal area. Advancing green and sustainable initiatives is very important to Council, who also has a keen interest in combating and preparing for climate change. Continuing to build on the City's sustainability framework, Richmond aims to be a climate prepared City with sustainable resource use, a green-built and natural environment, local agriculture and food, and a leader in sustainable businesses and municipal government.

To help guide success and the focus for City work programs related to Leadership in Sustainability, Council has identified 2 key priorities for this term of office. Priorities include:

- 4.1 Continued implementation of the sustainability framework
- 4.2 Innovative projects and initiatives to advance sustainability.

Goal 4: Leadership in Sustainability – 2016 Highlights

Quick Facts

This year:

- *the City achieved a 48% reduction in greenhouse gas emissions (GHG) for corporate buildings from 2007 levels; and strives to achieve a 65% reduction by 2020.*
- *the City achieved a 7% reduction in City vehicle fleet-related GHG emissions overall, toward a target of 20% reduction by 2020.*
- *community electric vehicle charging stations were used approximately 5,000 times with over 8,500 hours of charging time.*
- *over 140,000 visits were made to the City's Recycling Depot.*



Alexandra District Energy Utility

Overview

In 2016, the City continued to demonstrate award winning leadership in sustainability initiatives and to make substantial progress in the continued implementation of its sustainability framework. Through significant advancements in the City's District Energy initiatives, enhancements to City Energy management programs, endorsement of principles to support local agriculture and strengthen the local food system, and continued vigilance to reduce our greenhouse gas emissions, the City had a very productive year in pursuing its sustainability agenda. The following summary highlights the key achievements in 2016 for Council's goal of Leadership in Sustainability, organized by Council's priorities.

Priority 4.1: Continued implementation of the sustainability framework

The City's district energy implementation initiatives received two awards in 2016, the UBCM Community Excellence Award for Best Practices, Excellence in Action, and the Alexandra District Energy Utility (ADEU) received a System of the Year award from the International District Energy Association.

The City's district energy assets were successfully transferred so that all district energy entities now operate under Lulu Island Energy Company, a wholly owned City corporation that manages district energy initiatives on behalf of the City. Alexandra District Energy Utility Phase 4 Expansion, which included a satellite energy plant with air source heat pump to service Walmart, Marshalls and other tenants at Central at Garden City was delivered on time and budget. The new Fire Hall No. 3 and BC Ambulance building was also connected to the ADEU in order to use low carbon energy for its space heating and cooling needs.

Infrastructure necessary to connect three new buildings to the Oval Village District Energy Utility (OVDEU) was successfully delivered in Partnership with Corix Utility Services. Over 1,100 residential units and 280,000 sq. ft. of non-residential use are now connected to the OVDEU.

A request was launched to expand district energy services in the City Centre North area and connect an additional 9 million sq. ft. of customer space to Lulu Island Energy Company.

Richmond received the E3 Fleet Platinum Level Certification Award from the Fraser Basin Council. Richmond is the first and only municipality in Canada to receive this award, which honours environmentally friendly practices in managing large vehicle fleets

The Sustainable Food Service Quick Guide was endorsed as a tool to promote the use of sustainable food service items in City facilities and on City-owned land. The Guide was developed in consultation with community associations and contractors to help make informed, sustainable choices when delivering services and events. Staff will examine and report back on options for incremental restrictions on the use of plastic and Styrofoam materials in 2017.

The Richmond Food Charter was endorsed as a set of non-binding principles to guide future food system policy and planning in Richmond. The Charter was developed by a working group comprised of the City, the Canadian Federation of University Women–Richmond, Richmond Poverty Response Committee, Richmond Food Security Society and Vancouver Coastal Health. Endorsement of the Charter is a key step towards supporting urban agriculture, strengthening the local food system, increasing access to affordable and healthy food and promoting environmentally sustainable food production, distribution and disposal practices.

In 2016, the City hosted the Richmond Building Energy Challenge for the second year, registering over 7 million sq. ft. of property in the ENERGY STAR Portfolio Manager tool and hosting energy management training sessions.

Recently completed projects through the Energy Management Program are anticipated to save the City approximately 1.7 million kWh in electricity and natural gas use (equal to the power used in 44 homes in Richmond in a year).

Building Equipment, Monitoring, and Integration Requirements were established to help ensure that the City's building and equipment infrastructure developed by the City, or by a third party, is as standard as possible, meets a minimum level of energy efficiency, and mitigates GHG emissions.

The new Minoru Centre for Active Living has been designed to meet LEED Gold standards with an expected reduction in GHG emissions of 80%.

As part of striving to achieve 80% waste reduction by 2020, the City has implemented bi-weekly garbage collection and provided new garbage carts to residents.

The City successfully implemented the Demolition Waste and Recyclable Material Bylaw. The Bylaw requires that contractors recycle 70% of their demolition waste, including the collection of a refundable deposit of \$2 per sq. ft. to ensure compliance. By the end of October, staff had issued 53 refunds, which equates to 96% success rate in achieving the targeted 70% recycling rate.

Richmond staff commenced work on developing electrical vehicle charging infrastructure requirements for private developments. Near universal adoption of zero emissions personal vehicles by the 2040s is critical if Richmond is to meet its emissions reduction targets.

The City supported cycling skills education courses for adults who had recently immigrated to Canada and for several classes of students from grades four to seven.

Priority 4.2: Innovative projects and initiatives to advance sustainability

In keeping with the City's sustainability goals, the COOL 2016 RICHMOND event was held at the Richmond Olympic Oval. This "event solutions expo" featured experts and vendors that shared tips on running successful, sustainable events.



Demolition Waste and Recyclable Materials Bylaw



Recycling workshop

During the fall of 2016 the City hired a dedicated full-time Bylaw Officer qualified in soil matters to address municipal complaints arising from illegal dumping and fill permit requests. This position has been tasked with mitigating contamination, especially in relation to the Agricultural Land Reserve (ALR) and other Environmentally Sensitive Areas (ESA).

Richmond Arenas replaced the 20-year-old incandescent bulb score clocks with seven new LED score clock models (six at Richmond Ice Centre and one at Minoru Arena), resulting in a reduction in energy consumption and providing better visual quality. This project was in partnership with Richmond Arenas Community Association with the Association funding the \$92,000 project.

Richmond received the Canadian Wood Council Award for use of sustainable materials on the Sharing Farm (Mary's Barn) project. Mary's Barn, a 3,500 sq. ft. barn located at Terra Nova opened in 2016 and is named after Mary Gazetas, a founder of The Sharing Farm Society. The barn supports the organization's mission to provide fresh, sustainably grown produce for low-income families in Richmond.

The City implemented a new dedicated Supervisory Control and Data Acquisition (SCADA) system for the building energy use data collection to monitor and improve performance of the buildings connected to the ADEU.

The City launched the Business Energy and Water Savings Program, providing free water fixtures and sustainability assessments to 100 businesses.

The City, the Richmond School Board and the David Suzuki Foundation collaborated to present the REaDY Summit on environmental issues to hundreds of Richmond high school students.

Work began on a carbon assessment of the Northeast Bog Conservation Lands. The assessment will be used to quantify the carbon storage and carbon sink benefits of the conservation area, to demonstrate the added benefits the area provides.

The City is developing a program in consultation with Metro Vancouver to evaluate the use of treated effluent for sewer main flushing.

In the fall of 2016, staff planned and held the first Tree Protection Bylaw Public Information Sessions. The sessions were well attended and provided the community with a brief overview of the City's Tree Protection Bylaw and the criteria used by staff to assess trees. A total of six information sessions are planned into 2017.



Recycling station and volunteers at Richmond World Festival

Goal 5: Partnerships and Collaboration



Continue development and utilization of collaborative approaches and partnerships with intergovernmental and other agencies to help meet the needs of the Richmond community.

Background

Council understands the important role that strategic partnerships and intergovernmental relationships play in delivering effective City services and achieving our goals. City business is increasingly impacted by changes to legislation, downloading of services and from other levels of government and competing interests of other intergovernmental agencies and business partners. Richmond believes that working with partners and other organizations through collaboration and strengthened relationships helps us to better deliver services, improve our City's livability and raise economic value in Richmond most effectively.

To help guide success and the focus for City work programs related to Partnerships and Collaboration, Council has identified 2 key priorities for this term of office. Priorities include:

- 5.1 Advancement of City priorities through strong intergovernmental relationships,
- 5.2 Strengthened strategic partnerships that help advance City priorities.

Goal 5: Partnerships and Collaboration – 2016 Highlights

Overview

2016 proved to be a very busy year with regard to working and engaging with other levels of governments on a variety of important City matters and initiatives. Substantial infrastructure funding related to community safety and sustainability was successfully secured through strong relationships with the Federal and Provincial governments. As well, Council remained active and vigilant in voicing the City's concerns regarding various significant projects and plans of senior and quasi government entities that have potential major impacts for our community. The following summary highlights the key achievements in 2016 for Council's goal of Partnerships and Collaboration, organized by Council's priorities.

Priority 5.1: Advancement of City priorities through strong intergovernmental relationships

The City received over \$18 million in funding from other levels of government in 2016 including the following:

- \$16.63 million from the Province of British Columbia's Emergency Management BC program for dike enhancement and upgrading four pump stations.
- Two grants totalling \$720,000 from the Government of Canada through the Canada 150 Community Infrastructure program for Western Economic Diversification. The grants included:
 - ♦ \$500,000 for a South Arm Community Centre upgrade.
 - ♦ \$220,000 for a Railway Greenway Trail upgrade.
- Three grants from the Federation of Canadian Municipalities Green Municipal Fund totalling \$327,000 for:
 - ♦ River Parkway and Middle Arm Park (\$175,000).
 - ♦ Minoru Complex Solar (PV) feasibility Study (\$69,000).
 - ♦ Micro Sewer Heat Recovery Feasibility Study (\$83,000).



Funding received for a Railway Greenway Trail upgrade

- External grant funding support totalling \$522,050 towards transportation-related projects included:
 - ♦ \$287,000 from ICBC for various improvements related to traffic safety such as left-turn arrows, speed humps, special crosswalks, video detection cameras, uninterruptible power supply (UPS) installations, and traffic and pedestrian signals.
 - ♦ \$63,550 from TransLink for the upgrade of bus stops to become accessible plus minor road improvements at one bus stop to enable accommodation of two articulated buses.
 - ♦ \$171,500 from TransLink towards the construction of a two-way multi-use pathway on River Drive.

The development of the TransLink-led multi-modal (transit, walking, cycling, driving, goods movement, and transportation demand management) Southwest Area Transport Plan for Richmond, South Delta and Tsawwassen First Nation continued in 2016.

Council approved the City's participation in the 11th China Zhengzhou International Garden Expo as part of a park design exchange with the City of Zhengzhou, China, home to the largest air travel hub in China.

A Council delegation from our Sister City of Wakayama visited Richmond and participated in the official opening of Steveston Town Square Park.

Priority 5.2: Strengthened strategic partnerships that help advance City priorities

Work has commenced on the development of the Community Wellness Strategy Update, under the direction of the Project Leadership Team (comprised of the City, Vancouver Coastal Health–Richmond and Richmond School District No. 38). The development of an updated Community Wellness Strategy will ensure that Richmond has a coordinated and systematic approach to improving wellness across the community.

The City continued to express concern regarding the George Massey Tunnel Replacement and Jet Fuel Pipeline projects. In 2016, the City prepared reports and actively lobbied the Liberal Pacific Caucus briefing regarding issues important to Richmond.

In 2016, the City remained adamantly opposed to the Port of Vancouver's (the Port) intention to expand on Agricultural Land Reserve (ALR) farmland. While past City resolutions, requesting the Federal Government to prohibit the Port from purchasing more agricultural land in Richmond and to sell its existing ALR lands, were unanimously endorsed by the Lower Mainland Local Government Association (LMLGA) and the Union of BC Municipalities (UBCM), the Port has not agreed. Council will strongly continue to ask the Port to expand outside of the ALR.



Funding received for South Arm Community Centre upgrades



Government of Canada invests in Steveston Harbour

The City continues to advise YVR regarding how to protect the City's interests as it prepares the YVR 2037 Master Plan. The City's interests include minimizing non airport related traffic to and from Sea Island, minimizing airport noise and any negative effects of a proposed third runway, and promoting airport sustainability. The City will have input into the draft Plan before it is submitted to the Minister of Transport Canada in late 2017.

In 2016, the City continued to build strong ties with numerous corporate partners. By partnering with local, regional and national companies to support the City's major events, festivals and programs in the community, the City raised an additional \$263,850 in cash as well as value-in-kind assets worth \$19,135 to support these activities.

A partnership between Minoru Seniors Society, City of Richmond Seniors Services and Vancouver Coastal Health (VCH) resulted in a six-session Education Series on Healthy Aging with collaboration between several community partner organizations to deliver the workshops.

A partnership with Richmond School District and Richmond Virtual School (RVS) to enable High Performance (HP) athletes in grades 10, 11 and 12 to earn high school Physical Education credits for the training they complete at the Oval has continued. New in 2016, Oval HP Student Athletes are now able to complete Social Studies, English and Planning Courses through the RVS.



The Province of British Columbia announces \$16.6 million in funding for flood mitigation programs

Goal 6: Quality Infrastructure Networks



Continue diligence towards the development of infrastructure networks that are safe, sustainable, and address the challenges associated with aging systems, population growth, and environmental impact.

Background

Municipal infrastructure is essential to the health, safety, mobility, economy, and quality of life of Richmond's residents, businesses, and visitors. As one of the City's core responsibilities, ensuring our physical infrastructure is safe, well-maintained and meeting current and future demand is of the utmost importance to Council. The maintenance of road, drain, sewer, and dike networks is essential, and maintaining these networks is increasingly challenging due to growing and changing capacity issues, climate change, and environmental needs. In addition, community facilities and amenity needs are on Council's mind, as existing community facilities are aging, and a growing and changing community is creating new demands. Balancing the needs of aging infrastructure, with the creation of new needs associated with growth, combined with the infrastructure challenges associated with climate change and new construction standards and practices requires a responsible, prioritized and resourced plan of action to ensure the City's infrastructure is safe, well maintained, resilient and meeting the needs of our growing and changing community.

To help guide success and the focus for City work programs related to Quality Infrastructure Networks, Council has identified 2 key priorities for this term of office. Priorities include:

- 6.1 Safe and sustainable infrastructure.
- 6.2 Infrastructure is reflective of and keeping pace with, community need.

Goal 6: Quality Infrastructure Networks – 2016 Highlights

Quick Facts

- 35,820 linear metres of cracking asphalt pavement was sealed.
- 1,125 linear metres of dike maintenance was completed (100% of dykes were inspected).
- 2,862 street lights were re-lamped.
- 937 catch basins were serviced.
- 16,804 metre of drainage lines were inspected and maintained.
- 21,562 m of ditches cleaned.
- 23,626m of culvert/bridges cleaned.
- 436 manholes inspected.
- 1,624 storm inspection chambers inspected.
- 153 sanitary pump stations cleaned 20 times per year—3,060 total times cleaned.
- 83,440 m of sanitary sewer lines flushed.

Overview

Endorsement of long term plans that align with growth and keep the City safe and functional, significant design and construction works for large scale infrastructure projects, and an unusually cold winter that created challenging snow and ice conditions for City crews to manage, were all hallmarks of a very productive year in 2016 related to developing and maintaining quality infrastructure networks for the City. The following summary highlights the key achievements in 2016 for Council's goal of Quality Infrastructure Networks, organized by Council's priorities.

Priority 6.1: Safe and sustainable infrastructure

In 2016, design and significant construction progress for several large-scale facilities took place, including:

- the \$82 million, 110,000 sq. ft. Minoru Centre for Active Living that will be home to both an enhanced aquatics centre and seniors centre. Occupancy is anticipated for 2018.
- the \$25 million, 25,000 sq. ft. Fire Hall No. 1, with occupancy anticipated for fall 2017.
- the \$25 million, 26,000 sq. ft. Fire Hall No. 3, with occupancy anticipated for spring 2017.

In 2016, Fire Hall No. 2 (Steveston), built in 2011, was awarded Leadership in Energy and Environmental Design (LEED) Gold status.

In 2016, the following construction was completed:

- Bath Slough Drainage Pump Station (with funding from the Province of BC and Government of Canada).
- Steveston East Watermain (3.1km).
- Ledway Road Area Watermain (1.1km).
- Ryan Road Watermain (0.9km).
- Riverdale Area Watermain (1.6km).
- Woodward's Road Watermain (1.6km).
- Cooney Road Sanitary Sewer.
- Bridgeport Overpass Resurfacing Project.
- No.1 Road Box Culvert Rehabilitation Project.
- Lockhart/Beacham/Marrington Road watermain, drainage and roadway improvement project.
- Laneway upgrades at Dennis Crescent and Swinton Crescent.
- No. 4 Road Box Culvert Replacement.
- Replacement of Shell Road walkway from Alderbridge Way to Westminster Highway.

Updates to the 5-year utility infrastructure plans for Sewers, Water, Drainage, Roads and Buildings were completed. Phase 2 of the Dike Master Plan is in draft form and will be presented to Council for endorsement of a public consultation process in 2017.

The City continued to expand its network of cycling routes and infrastructure in 2016, including the completion of the Parkside Neighbourhood Bikeway and substantial completion of Phase 1 of the Crosstown Neighbourhood Bikeway, further upgrades to the Railway Greenway, and a complete rebuild of the Shell Road off-street bike path from Westminster Highway to Alderbridge Way.

Major renovations of an empty warehouse at 7400 River Road were completed in order to convert it for joint use by the Gymnastics and the Rod and Gun Clubs.

The timber and rail portion of the Slipways restoration of Britannia Shipyards Building at Britannia Shipyards National Historic Site has been completed. Staff are currently reviewing restoration and repair options for the winch mechanical system and operations in connection with site operations.

The Steveston Outdoor Pool basin was repaired and restored, resulting in a further 10-year lifespan.

Minoru Chapel restoration work continued, with improvements including updating exterior lighting, improving accessibility in the washroom and to the building with a new exterior ramp, exposing the original wainscoting and repairing the floor.

A GPS pilot program was implemented on various City vehicles to test the feasibility of vehicle locating for the purposes of staff safety and more efficient response to community need. The system also allows tracking of fleet performance (harsh braking, cornering, idling, etc.) as part of helping to advance the City Green Fleet Action Plan initiatives. The pilot is continuing while evaluation is under way.

An access control program to increase safety and security while reducing the need to manage physical keys was developed and implemented for all existing City buildings.

Significant mechanical and safety upgrades were made to the Richmond Arts Centre Lapidary (stone/gem polishing) Studio including a new mechanical, electrical and HVAC systems and studio upgrades to include safety cabinets and protective cupboards to house grinders and saws.

An upgrade to the Richmond Art Gallery Programming Room included restoration of the existing cabinets and upgrade of the studio sink and a mounted projector and screen installed for a more functional program space.

Priority 6.2: Infrastructure is reflective of and keeping pace with community need

A comprehensive Major Facilities 10-year plan was endorsed by Council that identifies the priorities for new and replacement facilities. The priorities identified include a new City Centre Community Centre North, and replacement of the animal shelter, the Steveston Community Centre, the Lawn Bowling Club and Britannia.



Bath Slough drainage pump station

Quick Facts

- *Approximately 2,000 water samples were taken throughout various locations in Richmond as part of monitoring water quality.*
- *252 km of watermains were flushed.*
- *2,743 water meters were installed—this includes new construction/farm/commercial/multifamily.*
- *2,760 fire hydrants were serviced.*
- *5,325 water valves were serviced and exercised.*



Ribbon cutting at the Ackroyd Road Elmbridge Way Connection

In October, Council gave third reading to a mixed use development in the Capstan Village area that includes a new 33,439 sq. ft. community centre in the north City Centre. The proposed community centre is envisioned as a two-storey, “stand-alone” facility located just off No. 3 Road, with easy pedestrian access to the future Canada Line station and proximity to the proposed riverfront park.

To ensure that City infrastructure needs are addressed as part of new developments in the City, approximately \$18 million in new City infrastructure was secured through Servicing Agreements approved in 2016.

The operations asset management system software was upgraded this year to ensure continued and robust collection of data in relation to preventative maintenance of the City’s infrastructure.

Preventive maintenance of the City’s utility and non-utility infrastructure to ensure operational excellence during regular and/or extreme weather events includes:

- Dikes.
- Drainage and irrigation conveyance networks.
- Sewerage conveyance network.
- Water infrastructure for ensuring quality drinking water, water for fire protection, and water conservation strategies.
- Road and sidewalk networks.
- Vehicles and equipment to support all City operations.
- Litter, garbage and recycling collection services.
- Street lighting.
- SCADA system

The Public Wi-Fi project implemented free Wi-Fi at City facilities, providing fast and stable wireless network connections for staff and the public at City Hall, firehalls, community centres, select heritage sites and a number of parks.



Concrete pour for Minoru Centre for Active Living

Goal 7: Strong Financial Stewardship



Maintain the City’s strong financial position through effective budget processes, the efficient and effective use of financial resources, and the prudent leveraging of economic and financial opportunities to increase current and long-term financial sustainability.

Background

The municipal government agenda is dynamic, multifaceted and broad in scope. Balancing the funding requirements associated with this agenda—growth, urbanization, aging infrastructure, increasing service needs and expectations from taxpayers, changing demographics, and rising external costs including senior government downloading—is a complex task. With limited resources, Council is keenly sensitive to the need for effective stewardship of taxpayers’ dollars, and recognizes that ongoing diligence towards the efficient and effective use of these limited resources must be at the core of all City business.

To help guide success and the focus for City work programs related to Strong Financial Stewardship, Council has identified 4 key priorities for this term of office. Priorities include:

- 7.1 Relevant and effective budget processes and policies.
- 7.2 Well-informed and sustainable financial decision making.
- 7.3 Transparent financial decisions that are appropriately communicated to the public.
- 7.4 Strategic financial opportunities are optimized.

Goal 7: Strong Financial Stewardship – 2016 Highlights

Quick Facts

- *The City received its 14th consecutive Canadian Award for Financial Reporting and 7th consecutive Award for Outstanding Achievement in Popular Financial Reporting from the Government Finance Officers Association (GFOA).*
- *As of the end of 2016, 40 departments/sections across the City had undergone a corporate operational service level review.*

Overview

In keeping with Council's continued vigilance towards prudent financial policy and practices that balance today's needs with the longer term needs of the community, the City continued to maintain a favourable and healthy financial position in 2016. Efforts aimed at achieving success in this goal were led by ongoing reviews of services for potential efficiencies and to ensure they are responsive to community needs, minimizing tax increases while balancing future infrastructure needs, and ensuring rigorous budget processes and adherence to sound financial policies to make the most of our limited financial resources. The following summary highlights the key achievements in 2016 for Council's goal of Strong Financial Stewardship, organized by Council's priorities.

Priority 7.1: Relevant and effective budget processes and policies

In keeping with the objectives of the Long Term Financial Management Strategy (LTFMS), Council passed a budget that ensured Richmond property taxes remain among the lowest in Metro Vancouver.

In December of 2016, Council approved the 2017 Operating Budget, which included funding for 11 additional police officers and three additional municipal staff for Richmond RCMP and the 2017 Capital Budget. The Operating Budget provides for a 1.95% tax increase to fund City services, plus an additional 1% tax increase to go towards the City's reserves to pay for future infrastructure needs. Use of funding from the City's Rate Stabilization Account will largely offset the cost of the additional policing staff in the 2017 budget. The increase in policing staff follows on the hiring of an additional 12 RCMP officers in 2016. About 21 cents of each Richmond municipal tax dollar will go towards policing in 2017. The modest tax increase ensures Richmond property taxes will remain among the lowest in Metro Vancouver. The 2017 Capital Budget, includes spending of \$112.8 million on various infrastructure improvements, parks and land acquisition programs. Highlights include \$1.2 million for Phase 2 funding for the Garden City Lands park development, \$5 million in funding for new park development and parkland acquisition and \$3 million for dike upgrades.

Council approved the 2017 budget for the Richmond Public Library which restored branch operating hours to 2015 levels. Operating hours at some branches had been reduced in 2016 to offset additional spending on the library's collection.

In 2016, Richmond had the 5th lowest property taxes out of 21 municipalities in Metro Vancouver at \$1,568 for an average residential property assessed at \$763,269. This is based on the municipal portion that City Council has control over, which is approximately half of the property tax billing. The rest pertains to Translink, Province of BC – Schools, Metro Vancouver and Municipal Finance Authority. Within the comparator group (i.e. top five municipalities based on population), Richmond continues to have the second lowest municipal tax for the average residential assessment.

Council continued to ensure the ratio of business and industrial tax rates are competitive in comparison to residential tax rates through establishing the 2016 Annual Property Tax Rates Bylaw.

Richmond is ranked 7th out of the 21 Metro Vancouver municipalities with regards to the business to residential tax ratio position of 3.24 amongst the Metro Vancouver municipalities. In other words, if a property was assessed at \$1,000, the business property owner paid \$3.24 while the residential owner paid \$1.00. Richmond is the third lowest in business to residential tax ratio when compared to its comparator group.

Corporate Operational Service Level Reviews have been completed for 47% of the departments and sections in the City. This program, which identifies potential efficiencies in departmental processes and operations, is on target to meet the goal of completing the first review cycle by the end of 2017.

As of the end of 2016, the City collected \$20.9 million in Development Cost Charges (DCCs). DCCs are monies collected from new development to help pay the cost of off-site infrastructure services that are needed to accommodate growth. The DCCs collected will be used to construct, alter or expand specific roads, sewer, water and drainage works as well as to acquire or develop parkland in Richmond.

An internal Law and Community Safety Risk Register which tracks financial risks and mitigation strategies was established. Also established, was an Issues Log for internal environmental scan of operational activities.

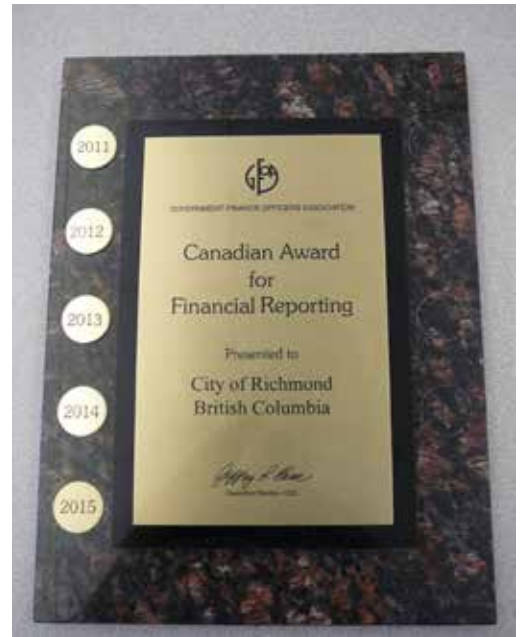
Further to the 20 action points identified in the 2015 budgeting process, the Library implemented new fine and loan policies.

Priority 7.2: Well-informed and sustainable financial decision making

2016 was the first year that the 2015 Annual Procurement report was brought to Council with information concerning the City's procurement and measures to demonstrate the City's efficiency, effectiveness, and adherence to the recommendations as published by the BC Municipal Auditor's Office. Prior to that, procurement activity was presented on a quarterly basis only as part of the Quarterly Financial Information reports.

Council endorsed the updated city-wide DCC program and rates in September 2016. This update required balancing the City's objectives of implementing a fair cost recovery model for growth related infrastructure costs with being mindful of the impact of increases to the development industry. The proposed rate increases responded to increases in land and constructions costs, and adjustments to growth. Significant considerations were given to mitigate the impact of the DCC increase to ensure the City continues to remain competitive.

As part of the Long Term Financial Management Strategy (LTFMS), the successful maintenance of an "uncommitted" reserve balance has allowed the City to complete the implementation of Phase 1 facilities plan and begin work on Phase 2.



Canadian Award for Financial Reporting

The newly implemented Tax and Utilities Credit Card payment module will allow taxpayers to pay their tax and utility bills using their credit cards. This is another step towards enhancing online, self-service capabilities to residents and business operators.

Priority 7.3: Transparent financial decisions that are appropriately communicated to the public

To increase the readability and ease of interpretation of the City's financial statements, the City produced Consolidated Financial Statements and Financial Statement Discussion and Analysis reports to explain key financial information for non-financial readers.

The 2016 Quarterly Financial Information Reports are now available on the Finance section of the City's website for increased accessibility for the public.

Priority 7.4: Strategic opportunities are optimized

Richmond is the first municipality in Canada to implement its own municipal online payment system, accepting tax and utility payments online through credit card payments (a service fee is charged). The user-pay model will ensure customers will be provided with this convenient payment option with cost neutral impact to the City's bottom line.

City's overall investment returns continue to surpass municipal return benchmarks through strategic positioning of the City's investment holdings.

The City completed approximately \$57 million in real estate transactions in 2016 involving approximately 27 acres of land.

The City raised almost \$300,000 in cash and value in kind through corporate partnership contributions for various events and programs throughout the City.

Goal 8: Supportive Economic Development Environment



Review, develop and implement plans, policies, programs and practices to increase business and visitor appeal and promote local economic growth and resiliency.

Background

Council is keenly aware of the important role economic development plays in the well-being and financial sustainability of the City. Businesses in Richmond are pivotal to the success of our community and a variety of methods must be employed to support, protect and enhance our business community. Ensuring our businesses have space to grow, determining appropriate taxation levels, protecting our agricultural viability, exploring innovative business models for the future, and ensuring an effective and productive relationship with our business communities are all on Council's mind. Council is interested in exploring large scale events and creative attractions that bring people to the City and raise the profile of opportunities in the community. Through sport hosting, exploring opportunities in film, large-scale community events, and creative, redefined ways of conducting business, Richmond's economy will continue to grow and thrive.

To help guide success and the focus for City work programs related to a Supportive Economic Development Environment, Council has identified 2 key priorities for this term of office. Priorities include:

- 8.1 Richmond's policies, programs, and processes are business-friendly
- 8.2 Opportunities for economic growth and development are enhanced

Goal 8: Supportive Economic Development Environment – 2016 Highlights

Quick Facts

In 2016:

- 1,272 new Business Licences were issued, bringing the total in the City to 13,402.
- 45% of business opportunities generated in 2016 by the economic development office represent working with new businesses (attracting new companies from outside of Richmond and supporting local start-ups), exceeding the City's 5-10% target for the year.
- the City secured an estimated \$4.2 million annually for a total of \$21 million over the next five years towards tourism development.
- the City enhanced its dedicated business portal (businessinrichmond.ca) resulting in 79% increase in visitors since launch.
- the City once again broke records for film and TV production. A total of 276 filming days took place throughout the City involving both motion pictures and TV series productions.



Another record breaking year for filming in Richmond

Overview

2016 proved to be a very successful year for the City both in terms of economic development initiatives and performance indicators. This success, in part, was a result of efforts aimed at making working with the City easier and more efficient. Richmond experienced a notable increase of new businesses in 2016, and secured approximately \$4.2 million annually towards tourism development for the next five years. Organized by Council's priorities, further information on Council's 2016 highlights towards supporting plans, policies, programs and practices that increase business and visitor appeal and promote local economic growth and resiliency are outlined below.

Priority 8.1: Richmond's policies, programs, and processes are business-friendly

The City of Richmond has implemented ePlan, the first step to enabling paperless development applications using a web-based system to submit, review and approve development-related drawings and documents. The first phase of ePlan accepts Servicing Agreement drawings and documents and will ultimately result in a fully digital workflow.

The City continued to have regular consultation with stakeholders in the building and development community, including the Urban Development Institute (UDI), the Small Builders Group and the Greater Vancouver Home Builders' Association of BC (GVHBC). Working with these groups provided valuable industry comment and input on policy issues such as affordable housing, building massing, public art, and the Development Cost Charge (DCC) Bylaw review.

Priority 8.2: Opportunities for economic growth and development are enhanced

The initiatives undertaken by the City's Economic Development Office facilitated the retention of 2,190 jobs and the creation of 188 local jobs in 2016, bringing the total to 3,443 jobs retained and 3,892 jobs created (including 1,309 through expansion of existing businesses, 2,510 through attraction of new businesses and 73 through start-ups) in the last five years.

2016 saw a notable increase in new business in Richmond. The City's business program increased focus on job creation through business attraction, expansion and start-ups, which represented 45% of the program's projects (as opposed to 20% in previous years).

The Municipal and Regional District Tax (MRDT) on hotel room stays was increased from 2% to 3%, securing an estimated \$4.2 million annually towards community tourism development for the next five years.

In 2016, the City refreshed, enhanced and re-launched the Richmond business portal at businessinrichmond.ca, increasing business engagement, brand reach and access to City services and information for businesses, including through social and mobile channels. The enhancements resulted in a 79% increase in visitors to the website, including 102% increase in new visitors and 40% increase in returning visitors from launch to year-end, compared to the same period last year.

The City engaged businesses in the Riverside Business Park to explore employer-sponsored alternative modes of transportation to alleviate employee access challenges.

Richmond partnered with business and the federal and provincial governments to deliver a focused presentation on Canada's free trade agreements and associated opportunities for business, drawing an audience of 110 local and regional business leaders.

Metro Vancouver completed an update to the regional Industrial Lands Inventory (ILI) with support from City staff. Richmond has 1,765 hectares of land in the ILI, which represents 16% of the regional total. Protecting and intensifying the industrial land base, rather than using farmland to accommodate industrial growth, continue to be issues of significant importance to Richmond Council.

Sport Hosting was a successful driver of economic activity in Richmond in 2016. The Richmond Sport Hosting program assisted a total of 73 sport events, with an estimated economic value to the City of over \$9 million. These events included the largest sport conference hosted in the city to date, the Coaching Association of Canada's Petro Canada Sport Leadership Sportif Conference, with over 700 participants in the conference and supplemental meetings.

The Pacific Junior Hockey League partnered with Richmond Arenas to host its first Showcase at Minoru Arenas, bringing all ten league teams together to play games and allow for player scouting. Indications are that this could be an annual event, resulting in a positive partnership that showcases a valuable Richmond facility and increases tourism through hotel and restaurant usage.

Richmond Arenas hosted approximately 25 additional tournaments and events that brought people into Richmond.

Richmond Olympic Oval was the first venue in Western Canada to host the Canadian National Ball Hockey Championships, with teams from across Canada that included six days of action from men's open, men's masters and women's open divisions.



Steveston



Richmond Night Market



Goal 9: A Well-Informed Citizenry



Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

Background

Council views communication and transparency with the public as a top priority. Though a lot is being done already, Council continues to view the need for an open, responsive, accountable and transparent government as essential. Council understands that growth and change can cause anxiety when the public is not well-informed. Council wants to ensure information about growth, plans, financial decisions, and progress towards Council Term Goals is available through many mediums and is easily accessible, understandable and available to citizens. Equally important is the opportunity for the community to be engaged in various levels of dialogue and decisions with the City. Council would like to see an increase in community engagement for all ages and segments of the community to ensure everyone has a voice and is involved in building a better Richmond together.

To help guide success and the focus for City work programs related to A Well-Informed Citizenry, Council has identified 2 key priorities for this term of office. Priorities include:

- 9.1 Understandable, timely, easily accessible public communication.
- 9.2 Effective engagement strategies and tools.

Goal 9: A Well-Informed Citizenry – 2016 Highlights

Quick Facts

- Council received over 480 reports in 2016 in support of the goals and priorities outlined in Council's Term Goals.
- Furthering Council's priority for timely, easily accessible communication, the City published 223 News Releases in 2016.



Public Works Open House

Overview

Beyond the legislative requirements, Richmond has a longstanding goal of ensuring awareness and meaningful involvement and input from the community around decisions and matters that affect them. 2016 was no exception to this pursuit. Through many community consultation initiatives, open houses and information sessions, a substantial number of press releases, public Committee and Council meetings and reports, and initiatives such as upgrades to the City's richmond.ca website, the City continued to place significant emphasis on achieving Council's goal of a Well-informed Citizenry. Highlights for 2016 for this goal are listed below, organized by Council's priorities.

Priority 9.1: Understandable, timely, easily accessible public communication

The City's richmond.ca website home page was redesigned to be more user-friendly and improve functionality. A number of new e-services including online payment of property taxes, expanded online access to the Richmond Museum and Richmond Archives collections, and improvements to the Geographic Information System (GIS) were added to provide 24/7 access to these services. The City's website continued to see steady growth in 2016, surpassing 2.3 million visits, an increase of more than 15% over 2015.

Launched in the fall of 2016, the new web search on the City's Archives website provides access to an array of archival records and corporate information dating back to Richmond's incorporation in 1879. Descriptions of photographs, maps, minutes, bylaws and other City records are available on the web. Thousands of digitized photographs and maps celebrating Richmond's heritage are accessible through this 24-hour online service benefiting the public, Council and staff.

The Richmond Interactive Map (RIM) public viewer was redesigned using new technology which provides access to more than 100 layers and aerial photography. The new system is more user-friendly, reliable and provides a faster response time, and is accessible from a computer, tablet or phone. The Richmond Child Care Locator was added to the RIM, providing residents with quick and easy access to child care facilities information.

2016 was a busy year for community consultations, information sessions and open houses. This year, the City hosted many sessions and received feedback from the community on projects including:

- The Arterial Road Land Use Policy.
- Proposed Sign Bylaw.
- The Richmond Tree Protection Bylaw (monthly info sessions).
- Budget planning.
- 5 Year Consolidated Financial Plan.
- The Capital Projects Open House.
- Public Works Open House.
- Minoru Centre for Active Living Public Art.

- Steveston Community Playground Renewal.
- Childcare Needs Assessment.
- Affordable Housing Strategy.
- Garden City Lands.
- Specific development applications.

The Library expanded its social media presence through the launch of a WeChat page to reach Chinese-speaking community members. The adoption by the target demographic was swift with hundreds of community members following our WeChat page within the first few months, indicating a strong need by the community for this type of communication channel.

Priority 9.2: Effective engagement strategies and tools

The City continued to expand its online public engagement activities through LetsTalkRichmond.ca. Of note, 14 public consultation projects were supported including the Police Services Review, Affordable Housing and Child Care Strategy Updates, Arterial Roads Policy Update, Garden City Lands design consultations and budget consultations, with more than 16,000 participants overall.

Implementation of the Public Engagement Plan for the Minoru Centre for Active Living is ongoing. A key objective of this plan is to employ innovative engagement strategies to ensure that stakeholders and the public are aware of and excited about the benefits of the new facility. Highlights for 2016 include: a series of Open Houses at Minoru Aquatic Centre and Minoru Place Activity Centre to share the detailed designs of the facility; the installation of display boards on site at these facilities and at Watermania, the project website yourminoru.ca, to provide information at a glance about the project; a celebration of the completion of the construction of the raft slab with Mayor and Council in April; and extensive public engagement in the development and unveiling of the Minoru Centre for Active Living Community Art Project which was revealed along 440 feet of construction fencing surrounding the site during Culture Days 2016.

The reach of the City's social media posts and number of direct interactions with citizens have also increased. A new centralized scheduling platform for corporate posts has been introduced to increase efficiency and tracking of social media activity.

Quick Facts

- Over 16,000 participants used the City's online public engagement tool LetsTalkRichmond.ca in 2016.
- The City's social media following continued to increase in 2016 with an 88% year-over-year increase in Facebook followers.
- The number of followers for the Richmond RCMP Detachment Twitter account has increased from 2,200 in 2015 to 6,497 in 2016.



Awards and Recognition



Awards and Recognition received by the City of Richmond in 2016

Awards and Recognition Received in 2016

1. The City of Richmond was the 2016 winner of the National Trust for Canada Prince of Wales Prize for Municipal Heritage Leadership. This is Canada's most prestigious heritage award and recognized Richmond's long and significant commitment to heritage preservation.
2. The inaugural Richmond World Festival was the winner of the *Most Outstanding Event in Canada* at the Canadian Event Industry Awards and was named as one of three finalists in Special Event Magazine's prestigious international awards competition for *Best Festival/Fair*.
3. Richmond's Ecological Network Management Strategy received the Silver Award for Excellence in Policy Planning from the Planning Institute of BC. This strategy is our guide in preserving and protecting Richmond's natural areas.
4. The City was recognized by the Federation of Canadian Municipalities' Partners for Climate Protection. Richmond has achieved all five Milestones in the program which is aimed at reducing greenhouse gas emissions.
5. Richmond's district energy implementation initiatives received the Union of BC Municipalities' *Community Excellence Award in the Best Practices*, Excellence in Action category.
6. Richmond received the E3 Fleet Certification—Platinum level award from the Fraser Basin Council. Richmond is the first and only municipality in Canada to receive this award, which honours environmentally friendly practises in managing large vehicle fleets.
7. The Alexandra District Energy Utility received the System of the Year award from the International District Energy Association.
8. Richmond received the Canadian Wood Council Award for use of sustainable materials on the Sharing Farm (Mary's Barn) project.
9. Richmond received a Creative BC Award of Recognition for "outstanding contributions to the success and sustainability of British Columbia's film and television production industry".
10. The City received its 14th consecutive Award for Financial Reporting and seventh consecutive Award for Outstanding Achievement in Popular Financial Reporting from the Government Finance Officers Association (GFOA).
11. The City achieved LEED Gold certification for the City Centre Community Centre project. LEED is an international certification program that recognizes excellence in environmental design.
12. The Richmond Maritime Festival received an honourable mention in the *Best Cultural Events Award* category at the Creative City Network of Canada Awards of Excellence.
13. The City was presented with the "Community Living Award" from *Richmond Society for Community Living* for inclusive hiring of people with disabilities.



City of Richmond

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