



# City of Richmond

## Report to Committee

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**To:** General Purposes Committee **Date:** June 7, 2022  
**From:** Jason Kita **File:** 01-0005-01/2022-Vol  
Director, Intergovernmental Relations and  
Corporate and Strategic Planning  
**Re:** **Council Strategic Plan 2018-2022 Term Highlights**



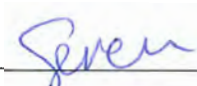
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### Staff Recommendation

1. That the report titled, "Council Strategic Plan 2018-2022 Term Highlights" dated June 7, 2022, from the Director, Intergovernmental Relations and Corporate and Strategic Planning, be received for information; and
2. That the attached reports titled, "Council Strategic Plan 2018-2022: Achievement Highlights" (Attachment 1) and "Council Strategic Plan 2018-2022: Achievement Highlights Overview" (Attachment 2) be made available for download on the City of Richmond website.

Jason Kita  
Director, Intergovernmental Relations and Corporate and Strategic Planning  
(604-276-4091)

Att. 2

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Animal Protection & Contract Administration	<input checked="" type="checkbox"/>	
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	
Building Approvals	<input checked="" type="checkbox"/>	
City Clerk	<input checked="" type="checkbox"/>	
Communications	<input checked="" type="checkbox"/>	
Community Bylaws & Licencing	<input checked="" type="checkbox"/>	
Community Safety Policy & Programs	<input checked="" type="checkbox"/>	
Community Social Development	<input checked="" type="checkbox"/>	
Corporate & Strategic Planning	<input checked="" type="checkbox"/>	
Corporate Business Service Solutions	<input checked="" type="checkbox"/>	
Development Applications	<input checked="" type="checkbox"/>	
Engineering	<input checked="" type="checkbox"/>	
Facility Services & Project Development	<input checked="" type="checkbox"/>	
Finance Department	<input checked="" type="checkbox"/>	
Fire Rescue	<input checked="" type="checkbox"/>	
Human Resources	<input checked="" type="checkbox"/>	
Information Technology	<input checked="" type="checkbox"/>	
Intergovernmental Relations	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
Policy Planning	<input checked="" type="checkbox"/>	
Public Works Operations	<input checked="" type="checkbox"/>	
RCMP	<input checked="" type="checkbox"/>	
Real Estate Services	<input checked="" type="checkbox"/>	
Recreation & Sport Services	<input checked="" type="checkbox"/>	
Sustainability & District Energy	<input checked="" type="checkbox"/>	
Transportation	<input checked="" type="checkbox"/>	
<b>SENIOR STAFF REPORT REVIEW</b>	<b>INITIALS:</b> 	<b>APPROVED BY CAO</b> 

## Staff Report

### Origin

On June 24, 2019, Council adopted the Council Strategic Plan 2018-2022, which identifies the collective strategic focus and priorities for Richmond City Council for this term of office. The plan reflects Council's desire for proactive and forward-thinking leadership that remains rooted in Richmond's distinct history and identity.

The setting of a strategic plan is an integral process to establish the strategic vision for Council and allows the City to accomplish a visionary agenda while also being flexible and responsive to new opportunities, issues, and circumstances that may emerge during the term. Once established, staff work plans align with the outcomes identified in the strategic plan in order to achieve a productive and successful term of office.

### Analysis

Council adopted eight strategic focus areas in the Council Strategic Plan 2018-2022 with additional priorities identified for each focus area.

The eight strategic focus areas include:

1. A Safe and Resilient City - *Enhance and protect the safety and well-being of Richmond.*
2. A Sustainable and Environmentally Conscious City - *Environmentally conscious decision-making that demonstrates leadership in implementing innovative, sustainable practices and supports the City's unique biodiversity and island ecology.*
3. One Community Together - *Vibrant and diverse arts and cultural activities and opportunities for community engagement and connection.*
4. An Active and Thriving Richmond - *An active and thriving community characterized by diverse social and wellness programs, services, and spaces that foster health and well-being for all. .*
5. Sound Financial Management - *Accountable, transparent, and responsible financial management that supports the needs of the community into the future.*
6. Strategic and Well-Planned Growth - *Leadership in effective and sustainable growth that supports Richmond's physical and social needs.*
7. A Supported Economic Sector - *Facilitate diversified economic growth through innovative and sustainable policies, practices and partnerships.*
8. An Engaged and Informed Community - *Ensure that the citizenry of Richmond is well-informed and engaged about City business and decision-making.*

During this term of office, many achievements were made to advance these eight strategic focus areas and related priorities, including a number of new initiatives resulting from the COVID-19 pandemic. The Council Strategic Plan 2018-2022: Achievement Highlights report (**Attachment 1**) provides key highlights demonstrating the progress made in Council's term. A brief overview report is also included in **Attachment 2**.

Staff recommend that the Council Strategic Plan 2018-2022: Achievement Highlights and Council Strategic Plan 2018-2022: Achievement Highlights Overview reports be made available for download on the City of Richmond website.

### **Financial Impact**

None.

### **Conclusion**

The Council Strategic Plan 2018-2022 forms the basis of a focused and productive work program for the City's operations and services. The attached reports provide Council with information on some of the key work that was completed in this term to advance the eight focus areas identified in the plan. Staff recommend that the attached reports be made available for download on the City of Richmond website.



Daisy Byrne  
Manager, Corporate Strategic Initiatives  
(604-204-8683)

DB:db

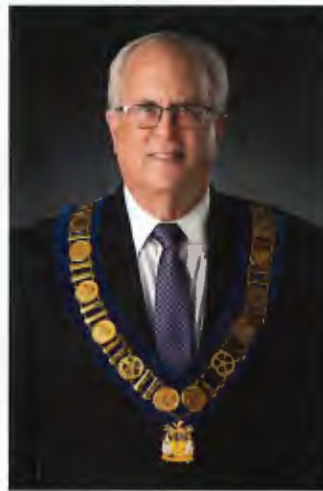
Att. 1: Council Strategic Plan 2018-2022: Achievement Highlights

Att. 2: Council Strategic Plan 2018-2022: Achievement Highlights Overview



# Council Strategic Plan 2018–2022: **Achievement Highlights**





## Richmond City Council

### Top Row (Left to Right):

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

### Middle Row:

Mayor Malcolm Brodie

### Bottom Row (Left to Right):

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

## City of Richmond Council Strategic Plan 2018–2022

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

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

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









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Sea to Sky by Thomas Cannell



# 1. A Safe and Resilient City



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

Richmond is a safe community, and ensuring that it remains safe is a top priority for Council. This term, a focus is placed on enhancing safety services and partnerships to ensure the City can continue to respond quickly and effectively to community needs. Council is committed to future-proofing Richmond's infrastructure and maintaining effective networks that are essential to a safe community. These measures will support preparation and ensure Richmond is ready in the event of a disaster or emergency of any kind. Coming together as a community to plan for emergencies is a priority and will help to ensure Richmond remains resilient.

Priorities include:

- 1.1 Enhance safety services and strategies to meet community needs.
- 1.2 Future-proof and maintain city infrastructure to keep the community safe.
- 1.3 Ensure Richmond is prepared for emergencies, both human-made and natural disasters.
- 1.4 Foster a safe, caring and resilient environment.



# 1. A Safe and Resilient City

## 1.1 Enhance safety services and strategies to meet community needs.

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

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

In 2021, the City procured a rescue truck and an additional fire engine to enhance response capacity. Council also endorsed the procurement of a land-based high-flow industrial fire engine using funds from the Vancouver Airport Fuel Facilities Corporation (VAFFC). The added resources will support current and future community safety priorities identified by Council.



New Richmond Fire-Rescue Recruits

Community outreach initiatives included:

- In support of cultural harmony and diversity, the Richmond RCMP launched a variety of community awareness initiatives, including the Safe Place Program, Project Rainbow and the Hate Has No Place campaign. In addition, outreach to local religious communities and regular police patrols at places of worship built trust while offering assurance and safety to members of the faith communities.
- The Richmond RCMP promoted crime prevention education through volunteer deployments, the Block Watch Program and "Pop-Up Detachment" events throughout the community. Tips and information were also shared through enhanced public communications including social media and the Community Safety mobile app.
- The Richmond RCMP worked with local students on an expanded road safety awareness campaign to promote safe driving behaviors. As a reminder to drivers not to drink and

drive, students decorated paper bags with artwork and messages for the "Think of Me" campaign.

- "The World Is Not Your Ashtray" campaign continues to raise awareness about preventable fires caused by improperly discarded cigarette buds. Multilingual signs are used to mark the location of preventable cigarette fires, and local businesses place signs as deterrents in known problem areas. Over the years, the campaign has seen increased engagement on social media and cigarette fires have followed a downward trend throughout the term.
- The City continues to support the Camp Ignite Youth Firefighter Mentorship Program, which focuses on giving female youth the chance to explore firefighting as a career. In 2021, the City sponsored two students to participate in the program. In addition, two of Richmond's firefighters volunteered as camp mentors.
- Through a collaboration between the City, Minoru Seniors Society, Richmond RCMP, Richmond Fitness and Wellness Association, ICBC, Richmond Cares, Richmond Gives (RCRG), and TransLink, a Road Safety Series for seniors was offered, with the support of a grant awarded to the Minoru Seniors Society by the ICBC Provincial Community Grants Program.
- In 2021, Richmond RCMP resumed outreach with money service businesses, which had previously been suspended due to COVID-19. Through this initiative, officers conduct money laundering outreach and education. In addition, officers conduct gang suppression patrols which include commercial business checks. These patrols serve as both an enforcement initiative and deterrent to criminal activity.

Richmond made amendments to the *Unightly Premises Bylaw No. 7162* which expanded the defined terms for unsightliness related to noxious weeds, derelict vehicles, discarded materials, and garbage. The minimum timeline for compliance was also reduced from 14 days to 10 days and the minimum fine for court prosecutions was set to \$1,000. It is anticipated that these changes will provide enforcement staff additional means to gain compliance within a timely matter.

The City implemented a drone inspection program for a variety of applications including asset inspections, public engagement, project tracking and emergency response. Aerial inspections allow staff to access locations that would previously be difficult to access and mitigate potential hazards by eliminating the need to physically climb on to areas that could have potential fall risks. For example, in 2021 the City conducted its first drone inspection of the dike around the island at low tide. Data gathered from drone flights is stored for future use, allowing for data comparison and analysis to identify potential deficiencies in City assets, as well as use in future public outreach.



Richmond Fire-Rescue undertook a variety of reviews and updates to ensure continued service excellence to the community, such as:

- A turnout time study and analysis to improve the response time for emergency calls resulting in an updated working methodology that can be applied to all fire halls;
- A review and upgrade of all fire suppression training material in alignment with the Office of the Fire Commissioner's competency standards for "Full Service" fire departments in preparation for anticipated new hires;
- Training and testing for all existing staff in the most advanced emergency response skills; and
- Thorough and comprehensive training for new hires to ensure all staff can operate at a very high competency level.

*Each winter, the City pre-treats and/or de-ices an average of 32,400 lane kilometres and plows an average of 6,500 lane kilometres of first, second and third priority routes.*

In order to operate a Food Truck or other Mobile Outdoor Food Service Unit (MOFSU) in Richmond, operators must obtain a valid Richmond Fire-Rescue proof of fire and safety inspection decal that is issued annually. In April 2022, Richmond Fire-Rescue partnered with the Greater Vancouver Fire Chief's Association to host a single-day Mobile Outdoor Food Service Unit (MOFSU) Inspection Event, providing free MOFSU Fire and Life Safety Inspections for the day. Working with other lower mainland fire departments, there were a total of 77 inspections carried out in the single day, which was an increase over the previous two years.

The City's updated and improved procedures for identifying contaminated sites at the time of development permit-related applications resulted in greater adherence to senior regulatory requirements and improved mitigation of potential contaminant exposure.

As of February 2022, the City installed approximately 476 closed-circuit television (CCTV) cameras to provide low-resolution video with recording capabilities at 119 intersections. Traffic cameras help improve road safety and manage traffic congestion. Traffic camera footage is available for the public to purchase online through the MyRichmond portal to assist with insurance claims. The total number of requests from the public and ICBC between the project launch in May 2021 and December 2021 was 116 requests. Phase 3 of

the project is ongoing, and will be completed gradually with the expansion of the fibre optic cable network.

*Richmond was among the first municipalities in Canada to implement an advertising ban on vaping and vaping-related products on City property.*

In April 2022, Council endorsed the Richmond RCMP Detachment's Annual Performance Plan, which outlines local priorities. This plan ensures policing initiatives are aligned with the City and RCMP strategic priorities. The following five areas of focus were identified:

- Property Crime
- Organized Crime
- Vulnerable Persons
- Road Safety
- Fighting Racism

Throughout the term, property crimes followed a downward trend. For example, in 2021 compared to the previous year:

- Overall property crimes were down 7%
- Residential break and enters were down 27%
- Commercial break and enters were down 13%
- Auto thefts were down 9%

To provide an increased police presence in the Hamilton neighbourhood, Richmond Fire-Rescue and Richmond RCMP established a cooperative relationship based out of Fire Hall No. 5. This has allowed for more patrols, visibility and faster response time within the area.

In 2021, Richmond's Animal Services provider changed to the BC SPCA. Under the new contract, the BC SPCA provides the full-range of animal services including operating Richmond's animal shelter, enforcing Richmond's animal control bylaws, and proactively patrolling the City's parks and school grounds. Under this new model, the BC SPCA provides enforcement between the hours of 7:00am–9:00pm, seven days a week.

The City became a member of the British Columbia Crime Prevention Association (BCCPA) to participate in the Stolen Auto Recovery (SAR) program. The partnership program involves the BCCPA, RCMP, ICBC, and Canadian Police Information Centre (CPIC) and assists to identify stolen vehicles. Information is updated daily and shared to officers in the field.



## 1. A Safe and Resilient City

### 1.2 Future-proof and maintain city infrastructure to keep the community safe.

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



Richmond's South Dyke

The City's flood protection program was accelerated to a 50 year implementation period in order to provide additional flood resilience for the City. Throughout the term, significant work was completed as part of the City's ongoing efforts to protect Richmond from potential flooding. Initiatives include:

- The Steveston Island Flood Risk Assessment and Sea Gates Concept Study was completed to assess the alternative dike alignment proposed in Dike Master Plan Phase 1. Following this assessment, a preliminary design for the Steveston Island Dike was also completed to support the Council endorsed work plan for Steveston Island.
- Dike Master Plan Phase 3, targeting the south dike between No. 2 Road and Boundary Road, and Phase 5, targeting Sea Island dike from the Sea Island Connector Bridge to the south end of 3800 Cessna Drive, Mitchell Island and Richmond Island, were completed.
- Dike Master Plan Phase 4, which focuses on Richmond's north dike between No. 6 Road and Boundary Road, was endorsed by Council in 2021 for public and stakeholder engagement which took place in 2022.
- The Drainage Pump Station Condition Assessment report was finalized and significant progress was made in upgrading the City's drainage pump stations, including work on the Shell Road North Pump Station, No. 7 Road South Pump Station, Horseshoe Slough Pump Station, Steveston Highway at No. 3 Road Pump Station and Steveston Highway at Gilbert Road Pump Station.
- The south dike between Gilbert Road and No. 3 Road was upgraded, widened and raised by 1.4 meters and the south dike between No. 3 Road to near No. 4 Road was upgraded, widened and raised by 1.6 meters. Both of these projects are located in the Dike Master Plan Phase 3 area.
- Phases 1 and 2 of the Burkeville Area Drainage, Watermain and Sanitary Sewer Upgrades project were completed to upgrade storm sewer capacity and ageing watermain and sanitary sewers.
- The City's drainage, water and sanitary models were updated with current infrastructure, population and rainfall data. The models are a mathematical representation of the City's drainage, water and sanitary systems that are used to analyze the performance and guide long-term infrastructure planning.
- The City's flood protection community engagement initiatives were advanced with new informational videos, an update to the City's flood protection webpage, and participation in numerous public presentations promoting flood protection throughout the term.

***Six road and weather information stations were installed providing full remote communications and analytic capabilities to support winter operations response.***

Configuration changes and site improvements were made at the Richmond Recycling Depot to update ageing infrastructure and improve operations. The improvements include a new site layout, expansion of the hazardous waste materials area



inclusive of tent covering, a new steel awning spanning the centralized large recycling bins, new heavy equipment, and a classroom for depot tours and recycling workshops. Throughout the pandemic, safety protocols were in place to protect the health and safety of all users.

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



*Councillor Carol Day, Councillor Chak Au, Councillor Bill McNulty, Superintendent Will Ng, Mayor Malcolm Brodie, Assistant Commissioner Maureen Levy, Councillor Linda McPhail, Councillor Alexa Loo, and Councillor Andy Hobbs at the City Centre Community Police Office Opening.*

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

The City improved ammonia detection systems and processes at Minoru Arenas, Richmond Ice Centre, and the Richmond Curling Club. Staff from Community Services, Richmond Fire-Rescue, and the Richmond Olympic Oval also participated in an extensive safety training workshop on emergency response plans and the unlikely event of a “live-fire.”

Condition assessments for the City’s pressure reducing valve (PRV) stations, which deliver water throughout Richmond, and 51 of the City’s sanitary pump stations were completed to identify required rehabilitation and plan for replacement work.

### 1.3 Ensure Richmond is prepared for emergencies, both human-made and natural disasters.

In partnership with OPTA Information Intelligence Corp, the City began work on the implementation of a Fire Risk Prediction Modelling system. The system uses fire incident, inspection and property data to develop predictive models of structure fire and inspection risks in the City. The solution will result in an intelligence-led, data-driven predictive model to prioritize property inspections to protect properties at the greatest risk of fire and more efficient use of inspection resources.

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

In order to more effectively provide Emergency Support Services in the field, the City implemented a digital evacuee registration and referral tool through Emergency Management BC’s Emergency Support Services Modernization project in 2020. In 2021, the City received a \$15,200 grant from Union of British Columbia Municipalities (UBCM) for the purchase of portable equipment and power supply to enhance the provision of these services through mobile computer registration access, allowing staff to support evacuees remotely when they need shelter and assistance.

***In 2019, the City facilitated 10 inter-departmental and inter-agency emergency training exercises with 30 response partners.***

Following the extensive damage caused by wildfires in 2018, Richmond Fire-Rescue, in collaboration with WASP Manufacturing, designed a Structure Protection Unit (SPU) Type II Trailer that meets requirements set by BC Wildfire Service to protect Richmond against wildfire threat. The SPU trailer unit provides wildfire protection for up to 30 homes, carrying over 16,000 feet of fire hose, 130 sprinklers, multiple pumps, water tanks and supporting firefighting equipment. During the summer of 2021, the SPU and firefighters were deployed upon request to the BC interior to help with the wild fires in that region. In addition, the City provided Emergency Support Services to the Emergency Support Services Regional Wildfire Operations and Emergency Management B.C. (EMBC) – Provincial Regional Emergency Operations Centre (PREOC) to



## 1. A Safe and Resilient City

assist with evacuee management from several wildfire events in the interior of the Province and developed a support plan for the Mass Care and Evacuee Support in collaboration with Richmond School District No. 38 and BC Housing in the event that more evacuees were displaced into the lower mainland.

The City participated in regional emergency response planning, including:

- The Greater Vancouver Integrated Response Plan's expanded coverage, which involved working with the Marine Emergency Response Coordination Committee (MERCC) to accurately communicate the City's role, capabilities and equipment in order to align a regional response in the event of a water-based incident.
- The Metro Vancouver regional exercise for Disaster Debris Management, which resulted in a number of learnings and best practices that would be invaluable in a real disaster.

The City developed a robust, three-pronged Hazardous Materials and Dangerous Goods Management program, encompassing compliance monitoring, training and procedural development and documentation. A Corporate Hazardous Materials Management Training program was established to centralize all hazardous materials information management through customized staff training and data management. This initiative not only ensures the City meets its compliance obligations, but also reduces the use of hazardous waste in the workplace while mitigating the potential for safety-related incidences.

In 2021, the City publicly launched a new Emergency Notification System (ENS), "RichmondBCAlert." Within two weeks of the launch, new subscriptions reached 2,344 for Emergency Notifications and 1,174 for the Crime Prevention Newsletter. The system is also fully integrated with the MyRichmond public portal, providing easy access to update subscription and emergency contact information. Residents may choose between email, SMS, and automated phone calls for emergency notification.

Every year, the City participates in the Great BC Shake-Out event. In 2021, the City successfully tested the ENS, opened the Department Operations Centre (DOC), and implemented a Multi-Agency Emergency Response exercise that included various departments, Vancouver Airport Authority and E-Comm 9-1-1. Learnings from this exercise will help the City and other agencies be better prepared in case of a large earthquake.

*In 2019, over 250 community facility staff received training to respond to potential safety threats and keep community members and staff safe.*

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

In November 2021, Richmond experienced a record-setting rainfall event receiving upwards of 138 mm of rain. The City quickly organized to address drainage system challenges and support residents, responding to over 600 calls from residents and distributing over 20,000 sandbags to those with low-lying properties. In addition, City staff were deployed to support the City of Abbotsford's Emergency Operations Centre (EOC) at the request of the Province in response to the floods and mudslides following the Atmospheric River Events that impacted the Lower Mainland. The Richmond team provided support to their Logistics, Agricultural Operations, Building Assessments, and Planning sections while also building a planning framework to develop a recovery plan for the flood-ravaged Sumas Valley and providing some respite to the emergency response personnel from Abbotsford.

*Water quality is monitored by testing samples from 40 sites around Richmond and analyzing real-time PRV data, allowing for a quick response if needed – 24 hours a day, seven days a week.*

In 2021, the City worked with GHL Consulting to host a demonstration of a Mass Timber Building under Fire Conditions at the Richmond Fire-Rescue Lafarge training site. The demonstration was part of a project funded by National Resources Canada, the National Research Council, Ontario's Ministry of Natural Resources and Forestry and British Columbia's Forestry Innovation Investment to complete a series of demonstration fire tests to support and expand the use of mass timber in tall buildings in Canada. The project culminated with two demonstrations; one in Richmond and one in Ottawa.



### 1.4 Foster a safe, caring and resilient environment.

The Richmond RCMP, in collaboration with Vancouver Coastal Health (VCH), launched the Fox 80 Mental Health Car (Fox 80) to provide a joint-response to mental health-related calls for service in Richmond. Fox 80 provides assistance to frontline policing units by conducting wellness checks and police apprehensions under the Mental Health Act. In 2021, the program launched an online platform for referrals through the Richmond Detachment's internal website which made the referral process for frontline police officers easier and more accessible in the field. In addition, the Richmond RCMP's Vulnerable Persons Unit (VPU) collaborated with the Ministry of Social Development and Poverty Reduction to conduct outreach for individuals who are experiencing homelessness. This includes assisting vulnerable persons experiencing homelessness during Extreme Weather Alerts.

*Over 1,500 students a year participate in the Richmond RCMP's Drug Abuse Resistance Education (D.A.R.E.) for grade 5 students.*

The City worked closely with other organizations in order to have a wider public reach on important safety issues. For example:

- The City worked with community organizations such as S.U.C.C.E.S.S. and Chinese Christian Mission to ensure that emergency preparedness information is translated and preparedness presentations are updated with cultural considerations. In 2020, an online course for the Resilient Richmond Community Program was developed to provide the Richmond community with multi-linguistic emergency preparedness information and tools.
- On-site fire safety education materials were provided to local faith groups at religious events including the annual Burning of the Chametz at Brighthouse Fire Hall No.1 and the Lingyen Mountain Temple 20th anniversary event for a 500-year-old ceremonial burn.
- Richmond Fire-Rescue collaborated with local health groups to carry out home inspections for vulnerable seniors to address safety risks. Seniors and their support person were provided a checklist to address any safety concerns that would be reviewed by a representative of the local health group on a subsequent visit.

*The annual Richmond Fire-Rescue community toy drive received 1,000 donated toys for Richmond Cares Richmond Gives in 2021.*

- The RCMP Vulnerable Persons Unit, Community Bylaws, Richmond Fire-Rescue and the Ministry of Social Development Outreach Program work collaboratively to respond to calls-for-service related to homeless camps on public property and individuals living in vehicles. As part of this effort, in 2019/2020 the City conducted outreach and distributed resource guides to support the health and safety of vulnerable persons in the community.

In-person volunteer policing programs were resumed in 2021 with enhanced health and safety protocols to support various crime prevention and road safety public education efforts. These included: Pedestrian Safety, Speed Watch, Lock Out Auto Crime, Distracted Driving, Fail to Stop, Crime Watch and Pop Up Detachments. Volunteers distributed:

- 954 Speed Watch information letters
- 2,897 Lock Out Auto Crime information letters
- 632 Fail to Stop information letters
- 7,107 Pedestrian Safety reflectors



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




The background of the page is a photograph of a park. In the foreground, there is a grassy area. In the middle ground, several vertical wooden poles of varying heights are planted in the ground. In the background, a river flows, and there are trees and a clear blue sky.

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

When the COVID-19 pandemic reached Richmond, a number of safety programs and strategies were put in place that guided the City's response. Throughout 2020, the following measures enhanced Richmond's ability to meet community needs and remain safe and resilient:

- The City participated in the Richmond COVID-19 Community Task Force (RCCTF), which provided a forum for Richmond community stakeholders, including all levels of government, to regularly connect during the COVID-19 pandemic, share relevant information, and explore collaboration opportunities. The task force was co-chaired by Mayor Malcolm Brodie and the Richmond Chamber of Commerce's Board Chair, Fan Chun.
- Council declared an emergency, which provided Council the authority to quickly and effectively address emerging issues as a result of the COVID-19 pandemic and make decisions in the best interest of Richmond.
- Community facilities and amenities were temporarily closed, including City Hall, the Public Works Yard, community centres, pools and arenas, arts, culture and heritage sites, and park and sport amenities where it would be difficult to maintain physical distancing. Many programs and services were transitioned online to continue to meet the needs of the community.
- Council endorsed the City of Richmond Plan for the Restoration of Programs and Service Affected by the COVID-19 Pandemic (the Restoring Richmond Plan). This plan guided the restoration of programs and services along a continuum of five steps from lower risk, lower potential for exposure, to higher risk, higher impact services from the perspective of health outcomes, financial realities, and public expectations.
- In coordination with the Restoring Richmond Plan, several upgrades and modifications were completed in civic facilities. For example:
  - Touchless automatic door openers and a touchless elevator control panel were installed in select facilities to decrease the need for high-touch surfaces.
  - HVAC systems were switched to 100% outside air where possible for improved air ventilation and filters were upgraded at select facilities, and HVAC upgrades at Thompson Community Centre were supported by a \$900,000 grant from Investing in Canada Infrastructure Program – COVID-19 Resilience Infrastructure Stream (CVRIS) from the Government of Canada and the Province of British Columbia.
  - In preparation for re-opening, facilities adjusted their floor plans to ensure participants could maintain physical distancing and barriers, such as plexiglass, were installed.
- A number of plans and protocols were established to reduce the risk of spread of COVID-19 and to prioritize the health and safety of City facility users. This included the Pandemic Exposure Control Plan, COVID-19 Safety Plans for all civic facilities, and updated plans and guidelines to provide continuity of services while remaining adaptable to the pandemic.
- The City stopped accepting cash payments at City Hall starting March 2020 to minimize touch points. Numerous electronic payment options were provided to taxpayers to encourage safe and efficient bill payments.
- Council adopted a COVID-19 Vaccination Policy in late 2021 to complement other workplace health and safety measures in a commitment to taking every reasonable precaution to protect the health and safety of its workforce and the community from the transmission of the COVID-19 virus. Following Council's adoption, third-party service contractors regularly engaged by the City also confirmed that their staff and subcontractors would be fully vaccinated when entering City facilities and worksites.
- The City procured and distributed critical personal protective equipment (PPE) supplies (such as cleaning supplies, face masks and hand sanitizer) throughout City facilities, including community centres, fire halls, libraries, ice arenas and aquatic facilities.





In the community, a number of initiatives were implemented to prevent the spread of the virus and support vulnerable populations:

- In partnership with BC Housing and Turning Point Recovery Society, the City opened the Emergency Response Centre (ERC) at Minoru Place Activity Centre in May 2020 to provide up to 45 safe spaces for vulnerable people during the COVID-19 pandemic.
- The City received a total of \$3.35 million in funding from UBCM through the Strengthening Communities' Services program to address the needs of Richmond residents experiencing homelessness during the COVID-19 pandemic. Projects under this initiative include:
  - ♦ The creation of a drop-in centre and shower program at the Brighthouse Pavilion at Brighthouse Park for people experiencing homelessness in partnership with Turning Point Recovery Society.
  - ♦ The establishment of a warming centre at South Arm Pool that provided basic accommodation for residents in need during the cold winter months (December-April) during the 2021/22 Winter Season in partnership with The Salvation Army.
  - ♦ A series of community homelessness dialogue sessions to increase understanding and awareness of homelessness and discuss opportunities to foster inclusive communities.
  - ♦ A new homelessness training program for City staff to enhance service provision to individuals experiencing homelessness.
- The City provided space at Minoru Park for VCH to open a drive-thru COVID-19 Assessment Centre with the goal of increasing community assessment and testing to the general public at a central location. With the assistance of the City, VCH later relocated the Assessment Centre to a site near YVR Airport.
- To support VCH's COVID-19 vaccination campaign, the City provided clinic space at East Richmond Community Hall and Minoru Centre for Active Living. City staff also assisted by helping the public navigate the clinics and provide input to VCH on community engagement strategies to better reach target populations.

- The City launched a Community Ambassador program from May–October 2020 to provide public education regarding the provincially and federally mandated Public Health Orders and guidelines. Over 150 City staff were redeployed from all departments in the City to patrol parks, outdoor facilities and businesses.
- Temporary road changes were implemented in Steveston Village in the summer of 2020 to provide increased space for physical distancing, with the addition of supplementary signage, electronic display boards, wayfinding kiosks and planters.

In May 2020, Council endorsed a statement against racism and violence related to the COVID-19 pandemic. In August 2020, the City and Richmond RCMP distributed anti-hate posters throughout Richmond, urging individuals to reach out to police if they experience or witness any hateful behaviour. The poster campaign addressed racially- and hate-motivated incidents.

In alignment with the City's Digital Strategy, online service options were launched or enhanced to ensure business continuity while protecting the health and safety of the public and staff. Some examples include:

- The City enhanced and expanded the electronic building permit submission system to accept applications, process, and issue permits electronically, and introduced measures to conduct inspections in a safe manner.
- In the MyRichmond portal, the MyHome section was enhanced to provide the public with additional transaction details and history related to payments for taxes and utilities.
- Online collaboration and web-conferencing tools were launched and systems were implemented to enable staff to provide remote and virtual service delivery. In addition, mobile and tablet-based applications were enhanced allowing for work to be completed in the field.
- A number of internal business processes were digitized to enable streamlined efficiencies within the City in the pursuit of providing the best service to the community and customers, and safety protocols were adopted for areas that conduct off-site work, such as inspections.



## 2. A Sustainable and Environmentally Conscious City



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

Council views continued leadership in sustainability as a high priority. To be effective in this goal, Council intends to apply new, forward-thinking, and innovative approaches to the way the City conducts business. This includes prioritizing "green" initiatives and circular economic principles where appropriate, and prioritizing sustainability in a holistic sense, including but not limited to environmental concerns. Council's priorities for a sustainable and environmentally conscious city also extend to the community, with a focus on ensuring citizens have access to nature and to resources necessary to make sustainable choices.

Priorities include:

- 2.1 Continued leadership in addressing climate change and promoting circular economic principles.
- 2.2 Policies and practices support Richmond's sustainability goals.
- 2.3 Increase emphasis on local food systems, urban agriculture and organic farming.
- 2.4 Increase opportunities that encourage daily access to nature and open spaces and that allow the community to make more sustainable choices.



## 2. A Sustainable and Environmentally Conscious City

### 2.1 Continued leadership in addressing climate change and promoting circular economic principles.

In 2020, the Ministry of Environment and Climate Change Strategy announced approval of the City's Single-Use Plastic and Other Items Bylaw No. 10000, marking a critical milestone in Richmond's goal to promote more sustainable waste management to protect the environment. Extensive engagement was held in preparation of the Bylaw to support businesses as they work towards replacing single-use plastics and other items with products that are compostable or can be used multiple times before being recycled. Council adopted the Single-Use Plastic and Other Items Bylaw No. 10000 in September 2021 and it came into effect in March 2022.

In March 2019, Council declared a climate emergency. Richmond joined hundreds of cities across the globe, representing more than 20 million citizens, who have declared a climate emergency. The movement was in response to a warning from the Intergovernmental Panel in Climate Change (IPCC) in fall 2018 that drastic action is needed immediately to offset the risks of accelerating global warming. At this time, Council directed staff to update the 2014 Community Energy & Emissions Plan.

Following extensive community engagement between July 2019 and September 2021, the City's new Community Energy and Emissions Plan 2050 was adopted by Council in February 2022. The plan will see the City furthering its commitment and investments to realize a net-zero carbon city by 2050. With 200 actions within eight strategic direction areas and an implementation roadmap, these initiatives will chart the path for Richmond to achieve the ambitious targets of 50% reduction in community greenhouse gas (GHG) emissions by 2030, setting the stage for a net-zero carbon city by 2050.

*Tree material from the annual Richmond Firefighters Charitable Society Drive-Thru Tree Chipping event is recycled and used for City operations.*

In alignment with the OCP amendments made in 2018, work continued on the implementation of the BC Energy Step Code (ESC) to achieve more energy-efficient buildings in Richmond. In 2020, staff engaged over 200 industry stakeholders on extending the requirements that already applied to new residential buildings and most larger commercial buildings to new hotels and motels, and increasing ESC requirements for new detached residential homes and duplexes, matching the current requirement for townhomes. The Building Regulation

Bylaw amendment also introduced a 'two-option' approach for ESC compliance, where applicants can receive a one-step relaxation in Bylaw requirements by incorporating a low-carbon energy system into their project.

In 2019, Council adopted the Public Tree Management Strategy 2045 (A Plan for Managing Richmond's Public Urban Forest), which outlines the goals and objectives for the sustainable stewardship of City-owned trees. In support of this, almost 3,600 trees were planted from 2019-May, 2022. The City also administers regulations to manage the privately-owned portion of the urban tree canopy, upholding the principle that primarily trees are to be retained and those lost to development are replaced at a greater rate than removed. The Tree Protection Bylaw No. 8057 was updated to enable better enforcement along with additional public education for residents and the building industry on tree preservation.

*The City's LED light replacement program upgraded 2,870 street lights to LED, reducing energy consumption by 50%.*

A Council-endorsed mechanical upgrade was completed at the Richmond Cultural Centre and Library which will reduce the building's greenhouse gas (GHG) emissions by 60% (or 160 tonnes of GHG's) annually. The City received \$139,000 in funding from BC Hydro and was awarded \$750,000 from Federation of Canadian Municipalities (FCM) to complete this project and support Council's target to reduce GHG emissions from civic buildings.



*Richmond Cultural Centre and Library*

In an effort to complete canal stabilization works in more eco-friendly and efficient ways, the City has undertaken pilot programs where canal stabilization is done with Bio-Engineered solutions rather than traditional rock-based riprap. The solution allows for construction of a protected slope while enabling vegetation to grow on the wall face. The City continues to monitor the pilot program and the results have been positive. These Bio-Engineering solutions have been incorporated into several other recent canal stabilization projects.



## 2. A Sustainable and Environmentally Conscious City

*The City received and recycled over 74,600 tonnes of used asphalt and concrete construction materials to be reused in City construction projects.*

### 2.2 Policies and practices support Richmond's sustainability goals.

The City launched the Mitchell Island Environmental Stewardship Initiative in the spring of 2019 to protect the local environment on the island, which is on the ecologically-sensitive Fraser River Estuary and is one of Metro Vancouver's major industrial hubs. Throughout the term, the City hosted information sessions for businesses; had regular meetings with Federal, Provincial, and regional regulators; and encouraged compliance with environmental best practices. For example, in 2021, *Metamorphosis*, a new mural by artists Karen Yurkovich and Tristesse Seeliger, was painted along Mitchell Road to bring awareness to some of the island's native plant species. Ongoing storm water monitoring has demonstrated improvements in water quality since the program's initiation. In 2020, the City was awarded \$75,000 from the Federation of Canadian Municipalities' (FCM) Green Municipal Fund to support this ongoing work.



*Metamorphosis Mural by Karen Yurkovich and Tristesse Seeliger*

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

In 2021, Council endorsed a one-year trial ban of rodent poison products on City property in response to concerns about the harmful effects they may have on local ecosystems and wildlife. During this period, the City also conducted

outreach with residents, provided a 24-hour hotline, and offered preliminary site assessments to residents. In addition, practices shifted to pesticide-free, prevention-first rodent control for City facilities.

Community recycling programs and services were expanded:

- The City's Recycling Depot operating hours expanded to seven days a week in 2021, increasing from five days a week in 2018. The expanded operating schedule increased user traffic by 44%, or by more than 75,000 users per year.
- The scope of materials accepted at the depot was expanded to include lead-acid batteries, fire extinguishers, smoke and carbon monoxide alarms, motor oil and antifreeze, propane tanks, butane canisters, electronics, upholstered furniture, tires, thermostats, and baby car seats as a pilot. This initiative resulted in an additional 2,600 tonnes of materials being diverted for recycling or proper disposal in from 2019–2022.
- Curbside collection for the Large Item Pick Up Program increased from four to six items in 2019. These additions have resulted in an average of 250 tonnes of additional materials being collected each year, while increasing convenience for residents to dispose of unwanted large or awkward items. Through this program, more than 18,500 items are collected on average annually.

By increasing accessibility to recycling services, the City is making recycling easier and more convenient for residents, while supporting a more circular economy. From 2019–2022, the City's Recycling Depot hosted an average of 220,000 customers per year, or one visitor for every 48 seconds that the facility was open. The Recycling Depot represents approximately 12% diversion of the City's overall 79% single-family residential recycling rate. On average, over 6,000 tonnes of materials are received for recycling at the Recycling Depot each year.

***136 solar panels were installed on the roof of Brighthouse Fire Hall No.1, which are projected to generate around 60,000 kilowatt-hours of electricity per year.***

Through the 2020 Green Fleet Action Plan, the City has applied multiple solutions to realize emission reductions and achieve more sustainable fleet operations. The City exceeded its goal to reduce GHG emissions from the corporate fleet by 20% by 2020, achieving a 28% reduction. Additional achievements include:



- In support of more electric vehicles (EVs) in the City's fleet, the corporate charging infrastructure has grown to include 24 level-two charging ports. In 2021, the City was also awarded a \$420,000 grant from Natural Resources Canada which will contribute to the City's future plans to add 54 level-two and three level-three corporate charging ports.



*Electric City Fleet Vehicle*

- City Council endorsed the West Coast Electric Fleets Diamond Lane pledge which commits the City to replace above 10% zero emission vehicles for all new corporate passenger fleet vehicle procurements annually.
- Various pilot projects were launched to assess the feasibility and effectiveness of alternative options:
  - 15 City fleet vehicles were converted to use propane from gasoline. This initiative is expected to produce a 30% offset in GHG related fuel emissions. In total, there are 77 lower emissions vehicles in the City's fleet: 34 hybrid, 18 electric, one hydrogen, nine plug-in hybrid electric, and 15 propane.
  - Solar panels were installed on five work trucks to charge auxiliary batteries used for equipment and lighting which would otherwise require vehicles to idle to recharge the power while in the field.
  - A modular hydrogen system was incorporated into three heavy duty vehicles to determine if the modification reduces fuel consumption and emissions by burning diesel more efficiently. The City received matching funding under the Clean BC Heavy-Duty Vehicle Efficiency Program for the conversion cost.
  - Three fully electric power pack generators with solar trickle chargers were added to the fleet to allow for power on work sites and events with no emissions.

As part of the transition away from gas-powered equipment, the City began implementing a replacement program for parks operations equipment that includes the use of electric chain saws, line trimmers and other small equipment.

Through digitization of services and the adoption of new technologies, the City has also reduced the use of materials, increased efficiency and services, and reduced costs. For example:

- Adoption of electronic processes included an Electronic Plan Review system for building permit applications, the Bylaw Violation Dispute adjudication system, and the Monthly Parking Permit and Richmond Resident Veteran Parking Permit application and renewal processes. In addition, the MyRichmond online portal was enhanced to allow for a permitting application, review and approval process for business licensing permits.
- Predictive and remote technologies allowed for more efficient deployment of parking enforcement officers to geographically modelled "hot-spot" locations, remote dispatching of contracted hydro-excavation equipment for field-based reporting and responses, and administration of the Facility Energy Management Program through direct digital controls (DDC) at City Facilities for the monitoring and optimization of energy consumption.

Richmond continues to demonstrate its leadership in water conservation by providing a number of initiatives. For example, during the term:

- The fixed-base water meter reading network was expanded to add additional data acquisition points. In addition, the City implemented remote collection of approximately 94% of the water metering data, reducing the need for vehicle-based mobile readings by 75%.
- The water pressure management program save the City an average of \$1.8 million in avoided water losses annually by reducing the system's pressure during low demand periods to reduce potential leakage.

## 2. A Sustainable and Environmentally Conscious City

### 2.3 Increase emphasis on local food systems, urban agriculture and organic farming.

Richmond partnered with FoodMesh, a Vancouver-based company that facilitates food redistribution, in 2019 to launch the Richmond Food Recovery Network and engage local food businesses to divert their unsold surplus food from waste streams to higher value uses. In 2020, FoodMesh expanded their platform nationwide and named Richmond as one of the founding partners. Fifty-nine organizations participated in the Richmond Food Recovery Network, and the original program targets were exceeded:

- 414,555 kg food diverted from waste streams;
- 644,800 meals created;
- \$2.2 million dollars in savings to local food brands and charities; and
- 17,532 kg of food provided to local hobby farmers for animal feed.

For this initiative, the City won the 2021 Community Project Award from the British Columbia Economic Development Association.

*The City received \$3,500 from Tree Canada to plant 93 fruit bearing trees, 235 shrubs and 110 ground covering plants at Paulik Park.*



*Paulik Park*

Through a partnership between the City and Urban Bounty (Richmond Food Security Society) and funding by the United Way, a Match Maker/Food Hub project was launched in May 2020. Chefs prepared meals at the East Richmond Hall and the Terra Nova Red Barn and food vouchers were provided to community organizations who managed delivery to families. About 500 meals per week were delivered through a range of community organizations and public-sector sites such as

Cambie Secondary School, Healthiest Babies Possible, McNeely Elementary School. In addition to this, they also supported the Richmond School District with 300-bagged lunches per week. The Richmond Food Security Society was awarded the 2021 British Columbia Recreational and Parks Association (BCRPA) Provincial Award for Community Leadership for the innovative meal program and partnership with the City of Richmond.

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

The City was awarded a \$175,000 grant from the Federation of Canadian Municipalities' Green Municipal Fund to support its ongoing studies on the Garden City Lands. The purpose of the studies is to fully identify, characterize and locate contaminants on the project site and secure a Certificate of Compliance from the provincial government. The certificate will certify that the site's contaminants have been safely managed to allow for use as an organic farm.

In support of the native pollinator populations, a number of initiatives were launched or expanded. For example:

- Pollinator Meadows and apiaries were installed in Terra Nova in partnership with Border Free Bees, along with educational material to provide community members information on the importance of pollinators and pollinator habitat.
- The Richmond Nectar Trail Project was launched and piloted in partnership with Border Free Bees in 2020. In response to the positive acceptance from the community, the program continued into 2021. The Nectar Trail promotes community awareness and increase and connect habitats with a series of 'stepping stone' garden plots for insects to rest and forage while en-route between isolated habitat hubs.
- In January 2022, Council endorsed an application for Richmond to be designated a "Canadian Bee City" by Pollinator Partnership Canada, a registered charity that is dedicated to the protection and promotion of pollinators and their ecosystems through conservation, education, and research. Certification as a Canadian Bee City acknowledges Richmond's continued dedication to protect pollinators and pollinator habitat in the community.





*Apiaries at the Terra Nova Rural Park*

A number of initiatives were launched in the term to support Riparian Management Areas (RMAs), which are important ecosystems where terrestrial and aquatic environments meet. For example:

- The City adopted a stewardship model for single family development reviews of properties with a RMA designation and supported applicants throughout each phase of development to make the process easier for residents.
- The City provided a Municipal Update for the Real Estate Board of Greater Vancouver to help realtors locate RMA designated properties, understand the requirements for single- family residential development, and understand opportunities to enhance the RMA setback.
- The City began developing an engagement and community activation plan to support landowners in implementing practices that enhance biodiversity, reduce GHGs, restore soil resiliency, and increase the sustainability of farms.

Recognizing the importance of access to local fresh food, between 2020 to 2022, Council allocated over \$61,000 to support and enhance farmers' markets. This funding supported an extension of the Kwantlen St. Farmers Market into the fall season, enabled the Sharing Farm to plant a fall crop to supply the extended market dates, and in 2021, helped to re-launch the Steveston Farmers and Artisans Market. The 2022 funding will also support a pilot pocket farmers market in Hamilton coordinated by Urban Bounty, and community events related to food security and/or promotion of local food and food producers, such as the return of The Sharing Farm's Garlic Festival.

### 2.4 Increase opportunities that encourage daily access to nature and open spaces and that allow the community to make more sustainable choices.

In July 2021, Council endorsed the new Community Environmental Enhancement Grants Program, in recognition that access to nature and healthy, local ecosystems can improve the quality of life for residents. The program grants registered non-profit organizations access to up to \$2,500 annually in funding for materials needed to enhance Richmond's natural environment, including improving boulevards, watercourses and natural parks areas. In March 2022, Council approved the disbursement of \$30,100 to 13 different non-profit societies.

Richmond became the first city in the Lower Mainland to receive a Bat Friendly certification. Related initiatives include the installation of a large bat house in Terra Nova Rural Park, participation in the Bat Matters 2020 Conference which brought together bat citizen scientists, educators, and enthusiasts to discuss issues related to bat education and habitat management, bat education programs for elementary school students, and the addition of information about the protection and preservation of bat species in outreach material for development.

The City's Nest Box Program engages volunteers to monitor and maintain nest boxes for barn owls, chickadees and tree swallows. Nesting boxes have been installed at Garden City Lands, Garden City Park, Paulik Park, Terra Nova Rural Park and Terra Nova Natural Area, with a total of:

- 43 tree swallow boxes
- 30 chickadee boxes
- 15 barn owl nesting box

Creative and innovative programs and services connect members of the community with nature and enhance Richmond's natural environment. For example:

- The City of Richmond GeoTour encourages all ages to explore Richmond on foot or by bike to look for 50 hidden geocaches (treasure boxes). In 2021, 588 geocachers from 14 different countries logged 2,829 geocache finds. New in 2022, the Geocaching Adventure Lab app offers adventure seekers virtual caches at Terra Nova Park and the Richmond Nature Park.
- Richmond Public Library's Storywalks® program expanded in 2019 to offer events for both children and adults. This outdoor literacy program offers a unique active outdoor reading experience. In May 2022, in partnership with the



## 2. A Sustainable and Environmentally Conscious City

Rotary Club of Richmond Sunrise and the City of Richmond, the Richmond Public Library will launch the permanent McLean Neighbourhood Park Storywalk.

- A series of ExplorePACKS were launched at Richmond Public Library, including 25 birdwatching kits, six fishing kits, and 14 hiking kits. The packs provide opportunities for residents of all ages to explore the community and natural environment and were made possible by community partner donations.
- The City collaborated with Richmond School District No. 38 to participate in the annual iNaturalist City Nature Challenge, which encourages people from all over the world to observe their natural environment by documenting and sharing information about their local ecosystems. In 2020 and 2021, Richmond collected an average of 1,394 observations and 408 different species of organisms were identified per year.
- The 2021 Richmond Earth Day Youth (REaDY) Summit was adapted due to COVID-19. The City collaborated with Richmond School District No. 38 to create an Earth Day Design and Colouring Initiative for Kindergarten to Grade 12 students. Students participated by showcasing their ideas about Richmond's biodiversity in colourful and creative ways. Students in the City's Green Ambassador Program helped create the poster designs by participating in a Richmond Biodiversity and Graphic Design Workshop, led by local artist Laara Cerman.
- In 2022, Richmond Earth Week took place from April 16 to 24. The City hosted over 25 free programs ranging from beekeeping and tree planting to birdwatching and harnessing wind power. Over 550 participants attended Earth Week Programs across the City. The Signature Tree

Plant at Garden City Park saw approximately 90 trees and 1000 shrubs planted by 60 volunteers. Eight community groups supported the City in hosting these programs.

*In 2019, the free Wheel Watch bicycle parking program was offered at 11 community events, serving almost 2,100 people.*

The City undertook educational and promotional initiatives throughout the term to encourage cycling in the community. For example:

- Free cycling skills training was provided to Richmond students and newcomers. Approximately 1,600 students from 18 elementary schools received the training. In addition, bike maintenance courses were offered in 2019 to promote cycling as a mode of active transportation.
- A Cycling Art Tour self-guided map was developed to encourage residents of all ages to get outdoors and discover community and public art. The artworks highlighted in the tour celebrate the power and resilience of community, connection, togetherness, home and place.
- The free Richmond Recreational Trails & Cycling Map was updated and distributed in 2019 in partnership with Tourism Richmond to promote active transportation.

*In 2019, the free, family-oriented Island City, by Bike Tour event had over 100 participants.*



Railway Greenway





Flood Protection Dike Works



# 3. One Community Together



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

Council recognizes that as a community we are stronger when we come together. A range of opportunities for the community to meet and connect, particularly through arts, cultural and heritage programs and activities helps to sustain Richmond's vibrancy. Forming a unified Richmond also involves working with community partners and taking an intercultural and interagency approach where possible to best meet the wide-ranging needs and interests of the community.

Priorities include:

- 3.1 Foster community resiliency, neighbourhood identity, sense of belonging, and intercultural harmony.
- 3.2 Enhance arts and cultural programs and activities.
- 3.3 Utilize an interagency and intercultural approach to service provision.
- 3.4 Celebrate Richmond's unique and diverse history and heritage.



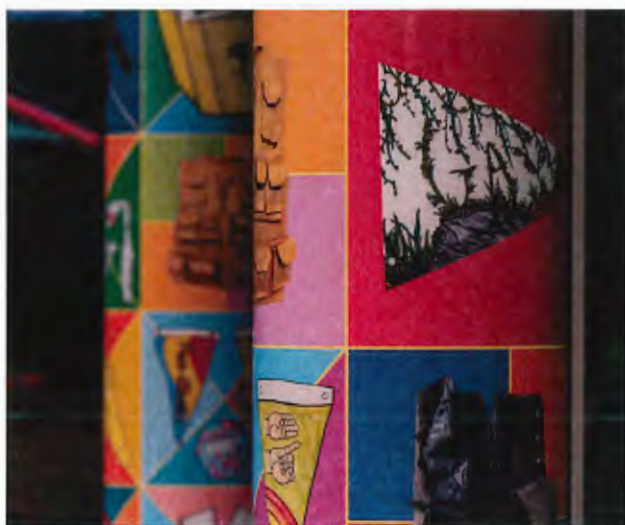
## 3. One Community Together

### 3.1 Foster community resiliency, neighbourhood identity, sense of belonging, and intercultural harmony.

Council adopted the first Cultural Harmony Plan (2019–2029) for the City. The plan guides the City's approach to enhancing cultural harmony amongst Richmond's diverse population by identifying innovative and collaborative approaches for intercultural connections. Over 370 individuals, including representatives from 35 organizations, actively participated in the development of the plan through public open houses, focus groups and LetsTalkRichmond.ca.

Pride Week continued to be actively celebrated across Richmond throughout the term to bring together members of Richmond's Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit plus (LGBTQ2S+) community and their allies. For example:

- In 2019, Council approved the installation of the first rainbow crosswalk on Minoru Boulevard between the Richmond City Hall Annex and the Richmond Cultural Centre as an ongoing reminder of the City's commitment to recognizing diversity and inclusiveness across the community.
- Throughout the COVID-19 pandemic, various online activities were offered during Pride Week. Some examples include online film screenings, poetry and art workshops, drag queen story times, online dance parties, and informative workshops.
- *Signs of Pride*, a community art project by artists Sam McWilliams, Paige Gratland, Phranc and local youth artists was unveiled at West Richmond Community Centre. In addition, Pride window challenges and other public displays shared supportive and vibrant messages throughout the community.



*Signs of Pride by Sam McWilliams, Paige Gratland, Phranc and local youth artists*

*In 2020, the annual ERASE Bullying campaign celebrated five years of promoting connection, belonging and a respectful city.*



*Mayor Malcolm Brodie, Councillor Chak Au, Councillor Carol Day, Councillor Alexa Loo, Councillor Bill McNulty, Councillor Michael Wolfe, Councillor Linda McPhail, Councillor Harold Steves and Councillor Andy Hobbs for Pink Shirt Day.*

The annual Diversity Symposium was re-imagined into a virtual format spanning a week starting in 2020. In addition, new accessibility measures were implemented for participants with visual or hearing disabilities including providing voiceover welcome information for sessions, live closed captioning during each session and screen-reader compatible instructions during the registration process. The annual event discusses topics to support building diverse, inclusive and equitable communities. Since 2019, 841 individuals from throughout BC, Canada and internationally have registered in 26 engaging sessions.

The City launched the updated Newcomer's Guide to Richmond in 2020 to provide a resource for newcomers seeking information on how to settle into life in Richmond. The guide was first launched in 2009 and revised in 2012 and 2015. This latest iteration was updated in consultation with the Richmond Intercultural Advisory Committee, the Richmond School District and immigrant-serving agencies. The guide is available online in English as well as Traditional and Simplified Chinese.

The One Book, Four Cities program launched in 2019 in partnership with the Sister City Advisory Committee and continued to grow throughout the term. Unique online and in-person programs and activities were offered each year to keep the community connected to reading through learning and community conversations. In 2021, participants had the opportunity to connect with residents in Qingdao and Xiamen, China and Wakayama, Japan which joined in 2021. Over 100 people participated in an online event to hear internationally recognized Canadian author Michael Ondaatje speak live.



### 3. One Community Together

*In 2022, the Neighbourhood Celebration Grant Program was re-launched to support grassroots community efforts with funding up to \$2,500.*

Throughout 2021, community programs and initiatives provided opportunities for age-friendly community building. For example:

- The *Artful Aging Enrichment Project* provided art-based and wellness literacy programs in which participants could move beyond the labels of 'youth' and 'seniors' to interact as peers in learning. This program offered at the City Centre Community Centre was funded by an \$11,500 New Horizons Grant from the federal government.
- The City Centre Community Centre Intergen Youth Group leveraged opportunities during Youth Week and Seniors Week to offer two *Aging and the Community* seminars to combat ageism and promote positive intergenerational relationships. These discussion-based sessions fostered interactive dialogue where youth and older adults listened to each other about what ageing means to them.
- The annual *Positive Aging Campaign*, as part of National Seniors Day on October 1, showcased positive images of Richmond seniors to help reduce ageism and stereotypes. In 2021, the theme, *How Aging Positively Spreads*, highlighted the impact and rippling effect one person can have in creating positivity across a community.

In January 2021, the City launched the Youth Civic Engagement Program, a free eight-week education to action program that creates opportunities for youth to engage with one another, develop new skills, and learn about local government. The final session provides participants with the opportunity to present project ideas to the Mayor and Council Members in teams at a virtual mock City Council Meeting. In 2021 and 2022, three cohorts completed the program with a total of 33 participants between the ages of 15 and 23.

On March 23, 2020, the City demonstrated its commitment to promoting inclusion and supporting refugees by signing the United Nations High Commissioner for Refugees (UNHCR) Cities #WithRefugees pledge. This global initiative seeks to amplify the efforts of cities who are creating inclusive communities where everyone can live in safety and contribute to and participate in their local community.

*170 participants took part in two expert panel discussions about the film *The World is Bright*, which explores the prevalence and challenges of mental illness experienced by new immigrants.*

Through a provincial government multiculturalism grant, Richmond Public Library partnered with Connections Community Services to purchase podcasting kits and develop a podcasting program to reduce barriers for Black, Indigenous, and People of Colour (BIPOC) teens and young adults looking to enter the dynamic world of podcasting. The kits and training provided gives participants access to the technology and skills needed to start their own podcast.

In 2019, Gateway Theatre's production of *China Doll* in English included subtitles for both Cantonese and Mandarin speakers at every performance for the first time. Subtitles in simplified and traditional Chinese were also added for 2022's *In Wonderland*.

*The new Inter-Faith Prayer and Meditation Space at the Richmond Public Library's Brighouse Branch has been designed for customers to have a quiet area for prayer and reflection.*

#### 3.2 Enhance arts and cultural programs and activities.

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

The annual Richmond Arts Awards recognized the achievements and contributions to the arts by Richmond residents, artists, educators, organizers and business leaders. In 2022, the awards returned to an in-person format at the Gateway Theatre where award recipients for 2020, 2021 and 2022 were celebrated.

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

- *Sea to Sky* by Thomas Cannell at the corner of No. 3 Road and Cook Road.
- *Together* by David Jacob Harder in front of Minoru Centre for Active Living.
- *Wind Flowers* by Alyssa Schwann and Michael Seymour along the Gilbert Road Greenway.





Wind Flowers by Alyssa Schwann and Michael Seymour

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

In 2021, Richmond Culture Days returned to in-person programming at the Richmond Cultural Centre with the support of 40 volunteers and many of Richmond's local arts organizations. Overall, 63 unique activations were offered in Richmond both in-person and virtually. As a result, Richmond was once again recognized as one of the top 10 most engaged cities in Canada overall, and top five for mid-size cities across the nation.

In January 2022 the Council-endorsed Blue Cabin Floating Artist Residency arrived at Imperial Landing. The historic cabin will host artist residencies and public programs that connect to the complex histories of the area. Musqueam artist Debra Sparrow and Richmond-based artist Keely O'Brien will be the Blue Cabin's first artists-in-residence in Steveston in 2022.

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

- Richard Campbell, Sandra Guerin, Gary Point, Martin Sparrow and Tsatsu Salqayu (the Coastal Wolf Pack) for *Celebration of Musqueam Expression*;

- Wen Wen (Cherry) Lu for *The Interpreter Project*;
- Julie Hammond for *Minoru Manifesto*;
- Popo and Lola (April dela Noche Milne and Dawn Lo) for *Thompson Community Centre Mural Project*;
- Lori Weidenhammer, supported by Lois Klassen, Crystal Lee, Jenn Pearson, Catherine Shapiro and Lori Snyder for the *Victory Gardens for Diversity Project*;
- Rachel Rozanski for *Exploring Ecology Through Place*;
- J Peachy, along with Pat Calihou, Melissa West Morrison, Yolanda Weeks and Tiffany Yang for *Whimsical Garden*;
- Jean Bradbury for *Stories of Home – Past and Present*;
- Sam McWilliams, Paige Gratland and Phranc for *Signs of Pride* at West Richmond Community Centre;
- Edward Fu-Chen Juan for *Art Cultivation from Nature*;
- Sebnem Ozpeta for *WALK*; and
- Mickey L.D. Morgan for *Wayfinding Art Studio*.

The Writer-in-Residence program continued to foster community connection to reading, through learning and community conversations. The annual series delivers hands-on programming for local emerging and aspiring writers. A number of free programs and workshops were offered by writers:

- Cynthia Sharp (2019)
- Lindsay Wong (2020)
- Sonya Lalli (2021)

The annual residency position runs from September through November each year.

The Richmond Art Gallery (RAG) launched a free digital public portal of the Art Gallery's permanent collection of over 300 works of art representing the history of artistic practice in Richmond and BC. The portal allows residents of Richmond and beyond to learn about and enjoy artworks created by some of the most renowned artists from Richmond and BC, including Susan Point, Bill Reid, and Greg Girard.

The Linda Perron Ukulele Lending Library was created in memory of a Richmond resident who was well-known for her passion for music-making, commitment to family and friends, and connection to volunteerism. This community-led donor campaign was initiated by a team of ukulele-loving older adults who wanted to share the many benefits of music. The 35 ukulele kits are available to borrow from Richmond Public Library.

### 3. One Community Together

In 2022, an immersive Lunar New Year lantern installation, *Into the Light*, was created at Gateway Theatre by artists Marina Szijarto and Stephanie Wong. The all ages, immersive, walk-through experience brought a unique approach to Lunar New Year, a holiday celebrated by many in the community.



*Into the Light by Marina Szijarto and Stephanie Wong*

#### 3.3 Utilize an interagency and intercultural approach to service provision.

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

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

In 2019, the Belonging Matters Symposium was held at the Richmond Public Library in partnership with the Community Action Team (CAT) Overdose Response Committee for service providers across Richmond to learn from community members with lived experiences. In 2020, the City and VCH received a Community Action Initiative Harm Reduction Grant to support Health Champion Conversations between health service providers and people with lived experience of substance use to further reduce stigma and increase understanding.

A variety of programs engaged youth through the arts:

- Transgender, gender diverse, and queer youth participated in a media arts training program that empowered them to express their stories. The participants created a magazine

that reflects the experiences of living as a LGBTQ2S+ youth in Richmond, entitled *Just Like You*. This program was hosted by City Centre Community Centre and the Richmond Youth Media Program through grant funding from Trans Care BC.

- Participants of the Richmond Youth Media Program joined professional filmmaker Glen Andersen to film and edit a 20-minute video of *Hope Beyond Homelessness*, a play created and performed by Richmond community members with lived experience of poverty and unstable housing.
- The Richmond Art Gallery partnered with Emily Carr University to provide youth with opportunities for hands-on and interactive sessions with artists, art professionals and instructors. Over 40 students learned about topics such as creating professional portfolios and exploring post-secondary options in the arts.

In 2021, the fourth biennial ArtRich juried exhibition for local artists was hosted at the Richmond Art Gallery in collaboration with the Richmond Arts Coalition. Over 320 artwork submissions from 178 local artists were received. The final exhibition presented 53 artworks by Richmond and Lower Mainland artists, and three artists were selected to be featured in a public art exhibition for the No. 3 Road Art Columns in 2022.

The Richmond Art Gallery School Art Program created new Classroom Art Kits which bring hands-on art education from professional artists to the classroom. Each kit consists of comprehensive video instruction by contemporary Canadian artists, high-quality art supplies and tools, and lesson plans for students to create a curriculum-based art project. The first two kits, focused on the topic of Indigenous art, were created in partnership with artist Michelle Sound, who is Swan River First Nation Cree and Red River Métis born, and raised in Coast Salish territory. The program has been very successful with schools across the lower mainland with over 900 student participants.

*During the 2019/2020 school year, the Art Truck visited six Richmond elementary schools to deliver 60 sessions of arts education.*

The annual Winter in the Village event invites the public to experience a number of holiday-themed activities in Steveston Village throughout the month of December in partnership with Tourism Richmond. Over 40 organizations and businesses animate the village with holiday cheer, even when in-person events and activities were limited.



The City of Richmond and the Britannia Shipyards National Historic Site Society entered into a partnership with the *Providence*, naming it the official flagship for Britannia Shipyards National Historic Site. This agreement secures the participation of the active working vessel at City events and other programming opportunities, which generates interest from the classic wooden boat community.

#### 3.4 Celebrate Richmond's unique and diverse history and heritage.

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

In 2021, the *Voyage of the Gikumi* river boat tour was launched to introduce passengers to the Fraser River's history of rum running, rescued whales, salmon cannons, and the namesake of Lulu Island. The three-hour boat tour begins at the Britannia Shipyards National Historic Site, aboard the *MV Gikumi*, a 67-year old restored work boat, and travels the Fraser River.



*Voyage of the Gikumi* river boat tour

A number of programs and initiatives were developed to share the history and culture of Indigenous communities locally and across Canada. For example:

- The Indigenous Perspectives collections at Richmond Public Library was expanded in 2020 to responsibly represent

Indigenous cultures, history and issues. The library also partnered with Connections Community Services to offer a 10-installment podcast series that featured Indigenous Storytellers and offer two library programs connecting local Indigenous artists with children and families.

- The City introduced a training program for staff to learn about the history and culture of Indigenous communities in Canada, the history of residential schools, and treaties around the country.
- A number of virtual events and learning opportunities were shared in honour of National Indigenous Peoples Day which encouraged participants to listen, reflect and learn about the history, heritage and contributions of vibrant and diverse First Nations, Inuit, and Métis communities.
- In 2019, the Lulu Series hosted a talk by Indigenous knowledge keeper and weaver Debra Sparrow. Over 100 people attended the event to hear the stories shared about the history of Richmond, the links between Musqueam ancestors, her creative practice, and our modern city.

The Nikkei Memorial public art project was unveiled in Steveston Community Park in 2019. This public memorial acknowledges the departure of Japanese Canadians from Steveston and their subsequent return after the period of internment. Commissioned by the City, in partnership with the Steveston Japanese Canadian Cultural Centre Advisory Committee, the project was designed by Hapa Collaborative with input from stakeholder groups and individuals who shared their experiences from before, during, and after the internment period.

*Launched in 2019, the Living History Program at Steveston's historic sites is supported by local volunteers, with a peak of over 700 volunteer hours in 2019.*

In celebration of Black History Month, various events, programs, and exhibits were featured throughout the term. For example:

- In 2019, eight free events and activities offered for all ages, including an opening ceremony, an art exhibition featuring artists Akem and Odera Igboke, storytelling for children, dance performances, a film screening, presentations on notable historical figures, and book displays.

### 3. One Community Together

- In 2020, the “Are We” exhibition by Chrystal Johnson explored concepts of identity and vulnerability through sculptures made of three-dimensional soapstone carvings.
- In 2021, a series of programs and panels discussion was offered to create awareness about the history and contributions of black community members. Panelists shared how their cultural history has informed their lives and their lived experiences. *Afrofuturism*, an exhibition by artist Eric Mazimpaka, explored the rich history of East African art and classical Renaissance painters within a contemporary African frame.
- In 2022, the exhibition *Black Artists and Creators in our Community*, by artists Sade Alexis and Joella Daniela, portrayed depictions of the Black community that highlight the individuality, multidimensionality and diversity of Black people.

The Richmond Museum developed three new feature exhibitions to inspire curiosity about the community’s history while exploring our place in the world:

- In 2018, *Obsessions: Every Collector Has A Story* provided a peek into the world of collecting;
- In 2019, *City at Work* allowed visitors to explore the invisible inner workings of the City; and
- In 2021, *Reinventing Richmond* explored how the city’s identity has been created—and recreated—over time.

*In February 2020, the Richmond Olympic Oval celebrated the 10-year anniversary of the 2010 Vancouver Winter Olympic Games and welcomed over 1,500 students from Richmond schools at the festivities.*

The City continued to support the annual Steveston Salmon Festival, which transitioned online during the COVID-19 pandemic. In 2021, the City and Steveston Community Society presented “Canada Day at Home presented by the Steveston Salmon Festival” to celebrate the decades-long tradition. The primarily online program shared and celebrated the traditions and cultural richness of Steveston and Richmond through performances, demonstrations, storytelling and interactive activities that showcased local talent and highlighted the community’s history, diversity and resilience.

With the support of a \$48,900 grant from the Department of Canadian Heritage, the City, Britannia Shipyards National Historic Site Society and the Richmond Arts Coalition re-imagined the annual Richmond Maritime Festival as a hybrid event in 2021 featuring a blend of online and on-site programming. In-person attendance at the festival was estimated at 9,000 visitors over the two-day event.



*Net Mending Demonstration at the Richmond Maritime Festival*

In 2021, Britannia Shipyards National Historic Site introduced a new activity booklet aimed at children 6–10 years of age to enhance the visitor experience. The guide will be an on-going part of the experience at the historic site for the coming years to foster curiosity and learning about Richmond’s maritime heritage.



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

The #RichmondHasHeart campaign continued to bring residents, businesses and stakeholders together during the COVID-19 pandemic. A variety of virtual and neighbourhood-scale activities were provided through the initiative aimed at connecting residents in a manner consistent with provincial health directions, while supporting local artists, businesses and community organizations. Some examples include: Eating in the Time of COVID, an exhibit for the No. 3 Road Art Columns, and the *Reconnecting* video produced using LEGO mini-figures created by Culture Days participants.

The City, Minoru Seniors Society with support from six community centre Community Associations and Societies, and Richmond Public Library collaborated with RCRG to expand existing virtual programming available for seniors 55+ years to include phone-in programming options. Supported by a \$10,000 COVID-19 Response Grant from the United Way's Safe Seniors, Strong Communities (SSSC) initiative, over 30 phone-in programs were delivered to 150 participants who may not have been able to participate in online virtual programs.

*Eight commemorative signs were installed at picturesque locations throughout the community to serve as backdrops for fun and safe grad photo opportunities.*

A number of events, programs and services were transitioned online in response to the COVID-19 pandemic. For example:

- Youth Week: Virtual activities ranged from virtual U-ROC (Richmond Outstanding Community) Youth Awards, online dance parties, photo and video challenges, youth podcasts, and a Careers in Media Arts workshop featuring professionals in animation, music and graphic design. The @CityofRichmondYouth Instagram account encouraged youth to socialize, learn new things and connect with peers while remaining physically distant.
- Doors Open Richmond: Each June, the Doors Open Richmond event gives individuals the opportunity to explore the community through a variety of tours and activities at unique cultural and civic sites. While normally offered in person, during 2020 and 2021, the event was hosted online due to the COVID-19 pandemic. The virtual version of the event was a great success with hundreds of experiences and over 100 minutes of video content shared through social media platforms using #DoorsOpenRichmond. In 2021, public

participation reached over 160,000 views of social media posts and over 13,000 video views making it one of the most engaging events in Doors Open Richmond history.

- Additional virtual events included the Grand Plié event, Ramadan celebrations, and Easter celebrations. Community programs also transitioned online, such as exhibitions, arts classes and workshops, and library programs and services.

New initiatives were launched to continue to provide community services during the temporary closure of facilities and amenities:

- A Self-Guided Historical Walking Tour map series was developed as a means to engage the community in learning about Richmond's history while being physically active outdoors during the COVID-19 pandemic. The Richmond Museum Society received the 2020 Richmond Heritage Award for the tours in the Terra Nova and Brighthouse neighbourhoods. A map featuring Sea Island's aviation history was introduced in 2021.
- The Art Truck program, Richmond Art Gallery, and Richmond Museum worked with Richmond School District No. 38 provide a variety of new programming options to teach students arts, culture and heritage lessons.
- An online eServices library card was created for community members who did not already have a library card but wished to utilize the library's digital resources, which were also expanded.
- For the first time, two outdoor concerts were held on the lawn in front of Gateway Theatre in 2021 as part of the *Songs of Summer* series, featuring performers Amanda Sum, Tiana Jung and Jason Sakaki.
- Various arts, culture and heritage programs, exhibits and classes moved online, such as Art at Work, theatre academy programs, music classes and virtual art gallery displays.
- Free online mental health Zoom meet-ups were hosted by writer-performer and mental health advocate JD Derbyshire. The program provided participants an opportunity to take a break from their day-to-day to hang out and participate at their own comfort level.

Throughout the term, partner organizations received grants and funding from a variety of sources to support operations and the provision of programs and services. Some examples include the Province of BC, British Columbia Arts Council, Canada Council for the Arts, and Department of Canadian Heritage.



# 4. An Active and Thriving Richmond



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

Richmond provides opportunities and access to programs and services that support overall health and well-being. This includes support for active living, sport and recreation participation, access to parks spaces and to social services and support networks for individuals and families. Council is committed to planning for community facilities and infrastructure that represents best practices and meet the needs of citizens today and into the future. Equitable access to programs and services is a high priority and Council seeks to work with partners and other agencies to reduce barriers and increase access for those in need.

Priorities include:

- 4.1 Robust, affordable, and accessible sport, recreation, wellness and social programs for people of all ages and abilities.
- 4.2 Ensure infrastructure meets changing community needs, current trends and best practices.
- 4.3 Encourage wellness and connection to nature through a network of open space.



## 4. An Active and Thriving Richmond

### 4.1 Robust, affordable, and accessible sport, recreation, wellness and social programs for people of all ages and abilities.

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

Richmond celebrated World Leisure Day for the first time in April 2022 with more than 30 free and low-cost structured and unstructured activities across the city for all ages and interests. For example, Richmond residents danced, jumped and sang at World Leisure Day Storytime hosted by the Richmond Public Library; learned how to attract pollinators to their gardens at Terra Nova Rural Park; and joined in family play using free equipment available year-round in Live 5-2-1-0 Playboxes located in six City parks. This global initiative of the World Leisure Organization (WLO) promotes the importance of participation in leisure for health, well-being and community development. Benefits of participation in leisure activities include stress reduction, mood improvement, and ways to connect with family and friends. In 2017, Richmond became a designated World Leisure Community of Excellence, in recognition of its rich arts and cultural communities, outdoor green spaces, unique heritage and waterfront roots, and breadth of recreation and sport opportunities.

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

*In 2021, a multitude of parks, recreation and cultural opportunities were offered across City facilities which saw over 1.3 million visits throughout the year.*

Seniors Week was celebrated across the community in a variety of ways throughout the term:

- In 2019, Seniors Week kicked off with the 55+ Activate! Fair hosted at the Seniors Centre at Minoru Centre for Active Living. Featuring 40 booths, 21 workshops, presentations and "Try-It" activities focusing on transportation, mobility, health and safety, the event drew in 1,000 participants. An additional 500 participants also attended the 20 events held across the City throughout the week.
- In 2020, events were held virtually, including a greeting from Mayor Malcolm Brodie, an over 90's fancy hat challenge, a Keeping Your Brain Active with Music workshop, virtual tea, and technology one-on-one services.
- In June 2021, seven days of free outdoor, virtual and phone-in activities were offered to celebrate and recognize the contributions seniors bring to the community. More than 285 seniors participated in over 20 programs themed *Reconnect, Restore and Reactivate*.



*Intergenerational Wood Carving Program at Minoru Centre for Active Living*

*Thirty-two Olympic and Paralympic athletes who trained at the Oval competed in the 2020 Tokyo Summer Olympic Games.*

The annual Child Care Symposium for early childhood educators, child care providers, and parents continued to be offered virtually to celebrate Child Care Month in May. The annual symposium offers low-cost and accessible professional development opportunities for participants, including presentations on various topics relating to children's development.

## 4. An Active and Thriving Richmond

*The Forever Young 8K event returned in-person in 2021 for runners and walkers aged 55 and over. Nearly 200 seniors took part in the 7th annual race, with the eldest finisher, Delia Visscher, aged 90 years old.*

In April, 2021, Council adopted the Outdoor Sport Facilities and Amenities Policy and an accompanying administrative procedure. The policy includes clear expectations for users to make sure outdoor sports facilities and amenities are managed with the goal of maintaining a fair and sustainable allocation of facilities and ensuring that the City's existing sport fields and amenities are used effectively and efficiently.

Richmond's delivery of virtual fitness classes prioritized quality, safety and excellence despite remote participation by instructors and participants. Interactive live-streamed sessions enhanced participant safety as fitness instructors could see all participants on-screen and provide specific feedback to participants on form or posture, respond to questions about the exercises, and offer alternate movements to tailor the experience for varying skill levels or health situations. In June 2021, the City was invited by the BC Recreation and Parks Association to present to colleagues across the province on the best practices developed in delivering safe and engaging virtual fitness programming.



*Fitness Program Taught Virtually*

To minimize social isolation, various letter and card-writing programs were implemented, such as:

- A digital Pen Pal Project to create intergenerational community connections between youth from the Richmond Public Library and seniors from the Seniors Centre at Minoru Centre for Active Living. Over 200 letters were exchanged through this program between June 2021 and February 2022.
- The Supporting Seniors During the Holidays program that encouraged the community, including preschool participants, youth council, senior volunteers, schools, community groups and individuals, to create handmade cards. Over 250 cards were submitted and delivered to seniors living in Richmond in 2021.
- The delivery of handmade cards from the Interact Club at Hugh Boyd Secondary School to the Seniors Centre at Minoru Centre for Active Living to include in the Meals to Go in the week leading up to Valentines Day in 2021.

*Since the Inspire Curiosity Library Card campaign began in 2018, 1,730 cards have been issued to Richmond students.*

In 2021, the Walk Richmond program engaged 815 participants through 41 guided walking opportunities led by 153 volunteer walk leaders, with participation on the rise. In the first four months of 2022 alone, over 400 walkers have joined 92 volunteers on 17 walks.

Richmond actively promoted ParticipACTION's Community Better Challenge, a nation-wide initiative throughout June. To encourage Richmond residents to participate in the challenge, the City coordinated over 100 free online and in-person workshops, events, and activations city-wide, including:

- A Virtual Family Fitness Challenge featuring playful and inclusive workouts led by a certified fitness instructor with a background in Early Childhood Education to raise awareness about the importance of being active as a family.
- Outdoor 'Get Active' Stations featuring posters with physical activity prompts throughout Steveston Park. The posters provided photos demonstrating specific body weight exercises, providing the public with immediate strategies on how to take a spontaneous activity break as they walk through the area.



Participants living in Richmond logged over 9,000,000 minutes of physical activity through the month of June 2021.

The Neighbourhood Free Play program is a free, outdoor, recreation outreach initiative to connect with residents in smaller neighbourhood parks and spaces across the City. In 2019, the program hosted over 130 sessions at 10 sites with an estimated reach of approximately 800 participants. In 2021, the program was offered on a smaller scale due to COVID-19 restrictions. Outdoor play opportunities were enjoyed by approximately 150 participants across 7 sites.

*In 2021, the Richmond Olympic Oval offered 50 different summer sports camps; the most camps offered in the Oval's history with a record 2,351 registrants.*

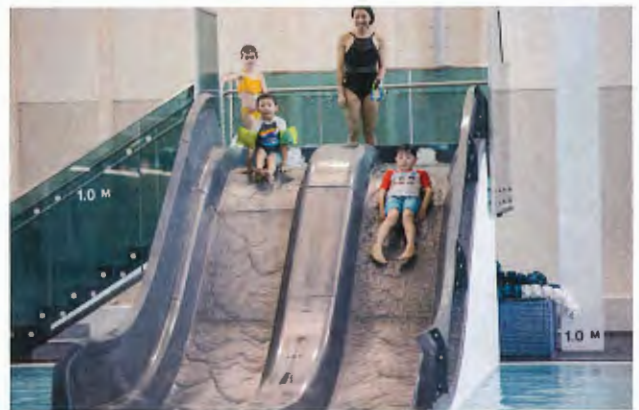
The Richmond Olympic Oval launched a new enhanced fitness program in June 2019, called OVALfit ATHLETIC. This contributed to record group fitness class attendance prior to the COVID-19 pandemic. In 2020, OVALfit at Home was launched to provide on-going programs and services during the COVID-19 pandemic, and by 2021 the program had a library of over 110 professional quality workouts with enhanced video and audio quality. Additionally, a virtual membership was created for individuals that were not ready to return to fitness activities in an indoor setting.

The Richmond Olympic Oval continued to be a training and event hub for adaptive sports. For example in 2021, the Oval was used regularly by groups including Wheelchair Rugby Canada, Wheelchair Basketball Canada, BC Wheelchair Basketball Society and BC Wheelchair Sports Association. School groups were also provided the opportunity to try wheelchair sports with the support of athletes and coaches from the provincial organizations.

To provide support for people experiencing homelessness, a variety of activities were offered at The Salvation Army Richmond House Emergency Shelter throughout 2021, including movie nights and computer classes. This innovative, customized programming was made possible by a Provincial Technology Grant and which funded the purchasing of dedicated technology for use by residents.

*The 2021 Summer Reading Club welcomed 3,892 children and teens, and 247 adult participants.*

### 4.2 Ensure infrastructure meets changing community needs, current trends and best practices.



*Aquatic Centre at Minoru Centre for Active Living*

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

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

The City acquired Richmond Ice Centre in 2019 and the Richmond Curling Club facility in 2021. Replacement of the ammonia ice plant at the Curling Club, which will improve energy efficiency and public safety, was completed in February 2022. The facility is scheduled to reopen for the 2022/23 curling season. The City will continue to work with the Richmond Winter Club to deliver curling programs and services to the public. This new relationship will ensure the long-term sustainability of the sport in Richmond.

## 4. An Active and Thriving Richmond

Two of the first Early Childhood Development (ECD) Hubs, secured through community amenity contributions, were transferred to the City in 2021. These ECD Hubs are the City's 11th and 12th City-owned, purpose built child care facilities and will provide Richmond families with support services, community programming, and access to 199 new licensed child care spaces. The facilities are:

- Sprouts, located in Capstan Village, leased to the YMCA of Greater Vancouver.
- Seedlings, located in Brighthouse Village, leased to Aspire Richmond, formerly known as the Richmond Society for Community Living.

In addition, the Hummingbird Child Care Facility located in the Oval Village is under construction and is anticipated to be complete and transferred to the City in the fall of 2022. The facility will be leased to the YMCA of Greater Vancouver and will provide 37 spaces of licensed child care for infants, toddlers and preschool aged children.

*In 2019, the City launched a new Parks, Recreation and Culture registration system for program registration, drop-in admissions, facility bookings, memberships and point of sale transactions.*

The new Railway Bike Park opened in June 2021, providing opportunities for beginner and intermediate riders to develop their skills on varied terrain, complementing the more advanced Garden City Bike Terrain Park. The bike park features terrain and obstacles built for all ages and rider abilities, such as a pump track, ramps, teeter-totters and other features that teach and enhance essential skills. Connected to existing trail networks and located near the Thompson Community Centre, the Railway Bike Park provides a new outdoor physical activity space for all ages.

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

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

phase. Construction of the 60,350 square foot facility is anticipated to be complete in 2026. This facility will meet the health and wellness needs of the community for generations to come.



*Railway Bike Park*

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

A number of sports facilities and amenities were improved, for example:

- The Hugh Boyd Park Artificial Turf was replaced with an all new surfacing system, including a shock absorbency base layer to improve long term performance, play experience and durability.
- In Minoru, the Clement Track was resurfaced, a fence was added around the perimeter and the Oval Artificial Turf was replaced.
- Tennis Courts were repaired and resurfaced at Minoru Park and King George Park. In addition, the Hugh Boyd tennis courts were upgraded with sports surfacing and fencing with three of the tennis courts converted into six new dedicated Pickleball Courts.



- The McNair and London-Steveston sand fields were upgraded to address deteriorating natural lawn surfacing.
- Construction of the Richmond Olympic Oval's climbing wall was completed. The climbing wall is suitable for climbers both new and seasoned, and features the three disciplines of climbing: lead, speed and bouldering, making it suitable for international competition. In 2020, the Richmond Olympic Oval partnered with Climbing Escalade Canada (CEC) to become the National Training Centre for Canadian sport climbers.

The City received \$1 million from the provincial government's Community Economic Recovery Infrastructure Program (CERIP) – Destination Development Stream for the Sport and Event Plaza at the Richmond Olympic Oval project.

### 4.3 Encourage wellness and connection to nature through a network of open spaces.

Construction on Phase 2 of the Aberdeen Neighbourhood Park is underway with completion anticipated in summer 2022. The second phase of the park features the Chinese Exchange Garden, an all ages playground, a stage canopy, and public washrooms.

Construction was completed on the new Alexandra Neighbourhood Park, which has an ecological focus while accommodating the expansion of the geothermal Alexandra District Energy Utility; retaining existing trees; improving accessibility; and introducing a variety of recreational features and spaces. The project was supported by \$1 million in funding from the Community Economic Recovery Infrastructure Program (CERIP) – Community Economic Resilience Stream grant from the provincial government. Along the adjacent Alexandra Greenway, the public art project *From Water to Earth* by Bagua Artists Association brings together local ecology and natural heritage to raise awareness and celebrate a sustainable and connected Richmond.



*From Water to Earth by Bagua Artists Association*

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

In 2019, the London-Steveston Neighbourhood Park site was regraded to include a hill and storm water detention basins, a 640 m walking loop was added, and 285 trees were planted. In 2020, park enhancements continued with a new playground, half-court basketball court, and picnic shelter. The park is being enhanced in phases in order to meet the needs of the growing and densifying local community.


Phase 1 of Capstan Neighbourhood Park was completed in 2019. The park includes a children's playground, water features, seating, an urban plaza, extensive tree and shrub plantings, and open lawn areas. The 2.1 acre park will be fully realized when the future Capstan Canada Line station along No. 3 Road is completed, and will become the central open space of this new neighbourhood in the Capstan Village area of city centre.



*Capstan Neighbourhood Park*

The Gardens Agricultural Park opened in early 2019. The ponds, walkways, and garden-like landscape are reminiscent of the original "Fantasy Gardens," with the addition of native plant species to provide more pollinator and bird habitat.





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

In response to the COVID-19 pandemic, a number of new programs, services and initiatives were launched in a variety of formats to help the Richmond community remain active, connected and thriving:

- The Richmond Connects online hub ([www.richmond.ca/connect](http://www.richmond.ca/connect)) was created to help community members stay connected and active during the temporary facility and amenity closures. Virtual activities included wellness, fitness, arts, and stay-at-home challenges for citizen of every age.
- The Meals to Go program at the Seniors Centre at Minoru Centre for Active Living provided healthy and affordable meal options. Through a partnership between Minoru Seniors Society and Steveston Rotary Club, 20 isolated seniors who had limited access to fresh, healthy food benefited from a bi-weekly lunch delivery program. Additionally, a Christmas meal program provided 203 holiday meals to vulnerable seniors.
- Support services were launched to reach vulnerable seniors, including a Seniors Resource Guide; online information and resources; virtual engagement opportunities; wellness and support calls; and one-on-one technology support. For example, throughout 2021, 3,500 birthday and wellness phone calls to seniors were made, with 500 wellness check calls specifically reaching isolated seniors.
- To prevent social isolation, homebound library customers continued to be supported with the Home Services Delivery program. From March to December 2020, over 2,100 items were circulated to 64 customers, and in 2021 over 3,200 items were circulated to over 50 customers.
- While the Richmond Public Library was closed to the public from May to August 2020, a Curbside Holds Pickup service was introduced for customers to safely pick up their holds. Over 35,000 requests were fulfilled during that time.
- A three-part Pandemic Parenting series was developed for parents and caregivers to learn ways to help their children and teens respond to depression, anxiety

and other mental health issues during the pandemic and other times of crisis. Almost 150 people attended these programs, which were made possible by a Democracy Spark Grant.

Following the temporary closure of City facilities and amenities in response to the COVID-19 pandemic, the restoration of services across the City was implemented in a carefully phased approach with strict adherence to health and safety guidelines. Protocols and safety guidelines were developed and updated throughout the pandemic for each area in alignment with WorkSafeBC, the British Columbia Parks and Recreation Association (BCRPA), ViaSport and other relevant authorities.

With the rollout of Step 3 of BC's Restart Plan, sporting events and tournaments resumed in 2021 with robust safety plans in place, providing athletes and spectators the opportunity to compete and enjoy the benefits of sports.

- At the Richmond Olympic Oval, major tournaments included the North American Cup climbing competition, Wheelchair Rugby National Training Camps, City Shred, Western Canadian Powerlifting Championships, Wheelchair Basketball Canada U23 Training Camp, the North American Cup Climbing Series, Taekwondo Provincials, Karate BC Provincials, Pinnacle Cheer Pink, and BC Senior Boys Highschool Volleyball Provincials.
- Watermania hosted 18 events since the restart, including the BC School Sports Aquatics Provincials, Lower Mainland Regional FAST Swim Classic, Waterpolo National Championship League Games, and other regional meets for swim clubs associated with Swim BC and swim clubs associated with BC School Sports.
- Richmond Arenas hosted 15 events since October 2021, beginning with the Richmond Jets U11 & U13 Ice Breaker. Other tournaments to note include the U18 Female Hockey Provincials hosted by BC Hockey and the Richmond Ravens, and the new opportunity to use the dry floor at Minoru Arenas as a venue for the 17U & 18U Volleyball Provincial Championships.



# 5. Sound Financial Management



**Accountable, transparent, and responsible financial management that supports the needs of the community into the future.**

Council is committed to the effective management of tax-payers' dollars and ongoing diligence and transparency in decision-making. Rigorous planning and processes will continue to be applied to balance current needs with those of the future. Council intends to take a proactive approach to advocating for Richmond's interests by applying for grants, working with other levels of government, and optimizing strategic opportunities as they arise.

Priorities include:

- 5.1 Maintain a strong and robust financial position.
- 5.2 Clear accountability through transparent budgeting practices and effective public communication.
- 5.3 Decision-making focuses on sustainability and considers circular economic principles.
- 5.4 Work cooperatively and respectfully with all levels of government and stakeholders while advocating for the best interests of Richmond.

# 5. Sound Financial Management

## 5.1 Maintain a strong and robust financial position.

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

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

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

Utility Rates were reviewed and updated in 2021 to allow for full cost recovery. This supports the City's strong financial position and ensures that tax payers pay lower utility rates compared to other municipalities in the Lower Mainland.

Council endorsed a \$96 million Loan Authorization Bylaw to fund the Steveston Community Centre and Branch Library construction project. The use of external funding allows the City to maintain a healthy level of reserve balances without any additional tax impact to taxpayers.



*Steveston Community Centre and Branch Library*

In 2021, Richmond provided the fifth lowest average residential property taxes in Metro Vancouver and a business to residential tax ratio of 2.46.

## 5.2 Clear accountability through transparent budgeting practices and effective public communication.

The public was invited to provide feedback on the Consolidated 5 Year Financial Plan (2022–2026) Bylaw No. 10327 which outlines how spending will align with the needs of the community and plan to maintain civic service levels for the coming five years.

The City was awarded an "A" in a report card compiled by the C.D. Howe Institute for the financial presentation of the budget and financial statements. The report grades the most recent budgets and financial statements of major Canadian municipalities on financial reporting standards based on transparency, usefulness and timeliness.

To improve public awareness and understanding of the City's budgeting practices, the City produced Financial Statement Discussion and Analysis (FSD&A) reports to be read in conjunction with Consolidated Financial Statements. The FSD&A reports explain key financial information to non-financial readers and explains the significant differences in the financial statements between the reported year and the previous year, as well as between budgeted and actual results.

The City launched a new online eProcurement platform to advertise bid opportunities and establish a user-friendly online portal for the receipt of submissions from suppliers. When fully implemented, the platform is expected to provide improvements to the City's procurement workflow, enable more effective contract administration and provide data analytics on procurement activities.

In cooperation with the Financial Transactions and Reports Analysis Centre of Canada, the maximum cash amount accepted at City Hall was limited to less than \$10,000 per transaction starting in 2019. This aligned with the federal government's large cash transaction standards as a method to address money laundering. In 2020, cash transactions were suspended in response to the COVID-19 pandemic.

## 5.3 Decision-making focuses on sustainability and considers circular economic principles.

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

The City continued the pilot High Recycled Asphalt Pavement Project to increase the recycled asphalt used for paving from the current 10% to 40%. Launched in partnership with



Lafarge Canada and the National Zero Waste Council, the program includes a controlled and well-documented process for sourcing materials, stock piling and keeping inventory. Over 20 pathways throughout the City were paved with this product. The pilot project results will help inform staff on the continuation of the project and the implementation of high reclaimed asphalt pavement in future road paving projects and other asphalt applications around the City.



*Recycled Asphalt Paving on No. 5 Road*

The City used excess material from excavation sites as bulk fill for dike upgrade projects. This excavated material is ideal for building up the diking infrastructure while also limiting the amount of fill material that needs to be mined or otherwise transported from longer distances. Road and pathway upgrades adjacent to the dike are completed by reusing material from stripped asphalt and road base. This has provided both cost savings and significantly limited the amount of waste generated.

The City identified opportunities to use low impact trenchless pipe installation techniques for the Steveston Sanitary Sewer Replacement project. This technology can reduce carbon emissions for each project compared to the open cut alternative. Besides reducing emissions, the trenchless method minimizes disruption on the surface resulting in fewer road closures, less noise, and reduced impact to existing structures and vegetation.

#### **5.4 Work cooperatively and respectfully with all levels of government and stakeholders while advocating for the best interests of Richmond.**

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



*Councillor Andy Hobbs, Councillor Carol Day, Mayor Malcolm Brodie, the Honourable Rob Fleming, Minister of Transportation and Infrastructure, Councillor Bill McNulty, City of Delta Mayor George Harvie, and MLA Kelly Greene*

Represented by Mayor Malcolm Brodie, the City was appointed to serve on the Local Government Policing Modernization Roundtable, which serves as an advisory body on provincially-identified policing priorities for the identified focus areas:

- Efficiency and effectiveness;
- Public trust;
- Roles and responsibilities; and,
- Systemic racism and reconciliation.

The City was awarded approximately \$15.7 million in funding from various levels of senior government grant programs throughout the term to support flood protection improvements. This includes:

- \$13.8 million in senior government grant funding through Infrastructure Canada's Disaster Mitigation and Adaptation Fund.
- \$1 million from the National Disaster Mitigation Program.
- \$750,000 from the UBCM Community Emergency Preparedness Fund (CEPF) for Structural Flood Mitigation.
- \$150,000 from the UBCM CEPF for Flood Risk Assessment, Flood Mapping and Flood Mitigation Planning.

Richmond has established one of the most advanced flood protection programs in the region and continues to provide valuable input while advocating for the best interests of Richmond.

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

- TransLink: \$19 million for projects to improve bus speed and reliability and active transportation projects, with the most awarded across all municipalities in 2020.

## 5. Sound Financial Management

- ICBC: \$695,000 for projects to improve road safety.
- Transport Canada: \$547,200 towards a new road-rail warning system at Williams Road and Shell Road.

Richmond City Council has been a strong advocate for a new Acute Care Tower at Richmond Hospital. In July 2021, the provincial government announced that it will move ahead with an approved business plan for the expansion. The four-phase project will add 113 new beds to the hospital, bringing the total to 353, and will include a new nine-floor patient care tower, an intensive care unit, a fully equipped medical imaging department, a pharmacy, short-stay pediatrics, new inpatient psychiatry and psychiatric emergency units, maternity ward and neonatal intensive care unit, a new cancer care clinic, outpatient clinics, and the UBC school of medicine. Construction will begin in 2022 and is anticipated to be completed by 2029 with a cost of approximately \$860.8 million shared by the provincial government and the Richmond Hospital Foundation.

The City continued to work with Port Metro Vancouver and Gateway Transportation Collaboration Forum on projects to enhance goods movement in Richmond and the region, including:

- The Portside Road–Blundell Road overpass and upgrade project, which received \$39.4 million in grant funding from the federal government;
- The development of a short sea shipping concept, which received \$1.6 million in grant funding from the federal government; and
- A supply chain visibility program, which received \$6.0 million in grant funding from the federal government.

The City actively advocated for Richmond's interests on issues regarding the environment. Some examples include:

- The Vancouver Airport Fuel Delivery and Wespac Jetty Projects;
- Metro Vancouver's Air Quality Regulatory Program, Inter-Ministry Invasive Species Working Group, and Soils and Invasive Species Working Group; and
- YVR's Aeronautical Noise Management Committee and YVR Environment Committee.

The City continued to work with various external agencies on topics relating to growth, development, and planning. Some examples include:

- Ministry of Transportation and Infrastructure;
- Metro Vancouver's Regional Planning Advisory Committee, and participation in the update to the Metro Vancouver Regional Growth Strategy;
- Port Metro Vancouver;

- Urban Development Institute;
- Richmond Centre for Disability; and
- Richmond Small Builders.

*The City called on the provincial government to take responsibility for licensing and regulating Money Services Businesses (MSBs) to address illegal money laundering.*

Richmond works closely with various organizations, stakeholders and committees on social issues that impact the community. Some examples include:

- Ministry of Social Development and Poverty Reduction;
- BC Housing;
- Vancouver Coastal Health;
- Richmond School District No. 38; and
- Local health, social and safety non-profit organizations.

Sister City Initiatives strengthened Richmond's relationship with other cities around the world. For example:

- In November 2021, Mayor Malcolm Brodie and Mayor Masahiro Obana of Wakayama, Japan met virtually to sign a new Memorandum of Understanding, which commits to actively promote educational, cultural, artistic, tourism and economic exchange between both cities over the next five years. Richmond and Wakayama have been Sister City partners since 1973.
- In 2022, Richmond and Pierrefonds, Quebec celebrated 55 years as Sister City partners. The relationship first began on July 29, 1967, when the two cities pledged to promote cultural, tourist, social and economic exchanges between their residents.

During this term, the following UBCM resolutions were carried:

- B42 regarding Comprehensive Provincial Single-Use Item Reduction Strategy;
- B74 regarding Lobbyist Registration;
- B83 regarding Conflict of Interest Complaint Mechanism;
- B129 regarding Transparency and Legislative Reform of Beneficial Ownership of Land and Corporations; and
- B149 regarding Compostable Single-Use Items and C2 Provincial Climate Action Funding After CARIP.





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

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

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

management despite the significant reduction in gaming revenue.

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

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

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



# 6. Strategic and Well-Planned Growth



## Leadership in effective and sustainable growth that supports Richmond's physical and social needs.

As Richmond continues to grow, a significant priority for Council is to ensure that growth-related decisions are made holistically and sustainably with the needs and best interests of the community in mind. Planning for growth and development will take into account "green" and environmental practices, maximizing opportunities to connect nature to the urban environment. The continued development of mobility networks and active transportation options is a priority. The preservation and celebration of the city's history and heritage remains an essential part of Richmond's evolution. Ensuring the people that live and work in Richmond have access to affordable and diverse housing options is also at the forefront of Council's attention and opportunities that involve collaboration and partnership to best meet the community's needs will be explored.

Priorities include:

- 6.1 Ensure an effective OCP and ensure development aligns with it.
- 6.2 "Green" and circular economic growth and practices are emphasized.
- 6.3 Build on transportation and active mobility networks.
- 6.4 Recognize Richmond's history and heritage through preservation, protection and interpretation.
- 6.5 Ensure diverse housing options are available and accessible across the housing continuum.
- 6.6 Growth includes supports and/or services for Richmond's vulnerable populations, including youth, seniors, individuals with health concerns, and residents experiencing homelessness.



## 6. Strategic and Well-Planned Growth

### 6.1 Ensure an effective OCP (Official Community Plan) and ensure development aligns with it.

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

Council endorsed the Master Land Use Plan for Lansdowne Centre, which will introduce 10 acres of City-owned park, more than 2 acres of additional secured public open space and greenlinks, improved cycling infrastructure, on-site mobility hubs, engineering servicing improvements and new infrastructure, new roads, an on-site low carbon district energy system, and an obligation to construct more than 53,000 sq. ft. of City-owned community amenity space, or provide an equivalent cash contribution. Redevelopment will require incremental rezoning and development permit applications and would be subject to Council approval and required to comply with all City amenity contributions and infrastructure requirements that are in place at the time of future redevelopment.

*17 Artist Residency Tenancy Units and 4 artist studios were completed and rented out to low-income professional artists in the Capstan Village in alignment with the OCP's City Centre Area Plan.*

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

Construction of the Hamilton Sanitary Pump Station and installation of new sanitary force main in the area neared completion. This project will support population densities projected by the Hamilton Area Plan.

The OCP Bylaw Preparation Consultation Policy No. 5043 was amended to revise Richmond Board of Education referral criteria to improve decision-making based on projected student enrolment. The City also consulted with the Richmond School District No. 38 for the development of a new policy for referring independent schools to the Richmond Board of Education.

*Between 2019 and May 2022, 492 Development Applications were received, including 108 Rezoning, 92 Development Permits, 67 Subdivisions and 92 Servicing Agreements.*

In March 2022, the City completed the process of establishing the underlying zoning for the remaining Land Use Contracts (LUCs), consistent with the Local Government Act. All LUCs will expire on June 30, 2024 and municipalities are required to establish underlying zoning for LUC properties by June 30, 2022. Council reviewed and approved underlying zoning bylaws for properties developed under 15 LUCs in the Blundell, Seafair, and Steveston areas, as well as in the north portion of City Centre.

### 6.2 "Green" and circular economic growth and practices are emphasized.

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

LIEC obtained ownership of the first onsite low carbon energy plant in the City Centre District Energy Utility (CCDEU) service area. The onsite energy plant is designed to decrease GHG emissions by over 70% compared to conventional natural gas boiler-based systems. Negotiations for the development of the overall CCDEU service area continued to advance at an accelerated pace. Once fully developed, the CCDEU could reduce 45,000 tonnes of GHG emissions annually.



Alexandra District Energy Utility



## 6. Strategic and Well-Planned Growth

District energy systems expanded by the Lulu Island Energy Company:

- ADEU: One new residential development was connected to the ADEU, bringing the total to 14 developments and 2.4 million sq. ft. of connected floor area.
- OVDEU: One new development connected to the OVDEU, increasing the connected floor area by over 275,000 sq. ft., and bringing the total to 11 developments and 2.9 million sq. ft. of connected floor area.
- CCDEU: One new development was secured to contribute an on-site low carbon energy plant, bringing the total to 11 buildings with expected 5.1 million sq. ft. of serviced floor area at build out.

The City continues to administer the BC Energy Step Code which requires new construction to achieve enhanced levels of energy efficiency. In 2021, Council adopted a suite of incentives including associated zoning bylaw amendments that provide incentives to encourage the construction of new single-family and duplex dwellings that meet Passive House Certification and the top levels of the Step Code. The City is in continuous contact with applicants, the building industry, and residents to provide technical support, and administration of this program to promote high performance construction.

*The House Moving and Salvage Program encourages the salvaging of reusable materials and reduction of demolition waste.*

The City saw enthusiastic attendance at the 'Builder Breakfast' series for the local design and development community, updates are provided on the BC Energy Step Code and the latest Provincial and City policies and incentives. For example, in 2021, the City offered three free 90-minute virtual Builder Breakfast events, attended by over 500 builders, trades and designers. The events also feature keynote speakers who deliver technical information on building envelope performance and low-carbon mechanical systems.

Council endorsed the City's participation in the Circular Cities and Regions Initiative (CCRI) to identify focused solutions and specifications to advance towards Richmond's circular economy by building capacity, sharing knowledge and best practices, facilitating collaborative activities and learning how to overcome common barriers. Through this participation, a Richmond Circular Roadmap will be developed with the intent of accelerating the transition to a circular economy in

Richmond, including information, guidelines, implementation toolkits, and indicators.

A change order agreement was finalized with Recycle BC for increased incentives starting January 1, 2022 for light-weight material such as Styrofoam, flexible plastic packaging and plastic bags and overwrap that is collected at the City's Recycling Depot. It is estimated that this will result in an increase in material revenue of over \$100,000 for 2022.

*The City and Richmond School District No. 38's flexible plastics recycling awareness campaign in 2019 resulted in over 61 kg of recycled material.*

### 6.3 Build on transportation and active mobility networks.

Through extensive collaboration between the City and TransLink, the new Capstan Canada Line Station project moved forward into construction, which was initiated by ground-breaking ceremony with Council in September 2021. Approximately \$31.1 million of developer contributions was forwarded to TransLink for the project. The station is an important component in planning transit-oriented development for residents and businesses in the City Centre surrounding the Canada Line. Completion is anticipated for Fall 2023.

*The new Beckwith Parking Lot opened in summer 2021 to alleviate parking strain near the SkyTrain line.*

A new, 10-bay, off-street bus exchange opened in November 2020 south of the Richmond-Brighouse Canada Line Station. An important transfer point for bus customers connecting with Canada Line, the exchange provides a smoother transition from bus to rail, reduces the impact of transit vehicles on road users in the area, and allows for future bus service in Richmond. The \$8.5 million investment for the project was paid for through the Public Transit Infrastructure Fund (PTIF), with an additional \$2 million contribution by the City.

*87.8% of 722 active bus stops have been upgraded to be accessible, which is above the regional average of 81.4%.*





*Brighouse Off-Street Bus Exchange*

Several improvements were made to active transportation networks and road safety systems. Examples include:

- Opening of the new River Parkway, improving the movement of traffic through the north-end of the City Centre, including protected on-street bike lanes and asphalt walkways. The unveiling was supported by an informative and engaging video showcasing the benefits to traffic movement, as well as pedestrian cyclist safety.
- Installation of Multi-Use Pathway (MUP) in primarily industrial, commercial and mixed use areas increase, such as the Garden City Road MUP, Westminster Highway MUP, Charles Street MUP, and Alderbridge Way MUP. These projects provide a new, safer and more comfortable connection between the City's cycling, pedestrian networks and regional SkyTrain rapid-transit network, while also reducing travel times.
- Development of new bike routes, using local streets and off-street pathways, such as the Crosstown Neighbourhood Bike Route and Woodward-Saunders Neighbourhood Bike Route.
- Completion of a multi-year program to upgrade all City-owned traffic signals and special crosswalks to include accessible pedestrian signal (APS) features to improve safety for all pedestrians, particularly those who are living with disabilities.
- Completion of a Network Screening Study to identify the top 20 collision prone signalized intersections, and substantial completion of short-term improvements, including new pavement markings and signage, green paint in crosswalks for cyclists, and traffic signal modifications to enhance intersection safety. Long-term improvements include project scope confirmed and currently in detailed design for three locations.

- Launch of the Shell Road and Williams Road signalized intersection project to interconnect and upgrade the railway warning system.

*During the term, Richmond's active transportation network was expanded by 13.8 km to a total of 88.3 km.*

Council endorsed a major expansion of the public EV charging network, combining the City's annual Gas Tax Provision with \$440,000 in funding from Natural Resources Canada's Zero Emission Vehicle Infrastructure Program. Richmond has 46 existing public EV charging ports, with an additional 10 ports planned for future expansion. 24 charging ports meet wheelchair accessible standards, making Richmond the first municipality in Canada to incorporate accessibility into its EV charging network. EV charging capacity within the Oval's parkade was also doubled in 2021.

*Richmond secured two new Mobility Hubs through the approval of the Richmond Centre Development.*

Phase 2 of public and stakeholder engagement for the Cycling Network Plan Update was completed in November 2021 to seek input to validate findings from the route-level evaluation, and refine feedback from Phase 1 on the existing network and recommendations for future improvements. The final plan will include a prioritized implementation strategy and recommended policy updates.

*In 2021, Council endorsed increasing sidewalk widths on arterial roads from 1.5 m wide to 2.0 m wide to improve walkability.*

Council endorsed Richmond's participation in and adoption of amended bylaws to support the provincial government's Electric Kick Scooter Pilot Project. The e-scooter pilot project supports a new low-carbon mobility option for Richmond residents, employees and visitors. Richmond is one of eight municipalities in BC participating and will be only municipality in Metro Vancouver to have a shared e-scooter system.



## 6. Strategic and Well-Planned Growth

*90 intersections in Richmond have uninterrupted power supply (UPS), which provides continuous power in the event of an outage.*

### 6.4 Recognize Richmond's history and heritage through preservation, protection and interpretation.

A number of heritage planning initiatives were completed or reached key milestones during the term. These initiatives ensure sustainability of Richmond's heritage resources and promote public access through interpretative initiatives. For example:

- A new master plan for London Farm was approved by Council in February 2021. Created in partnership with the London Heritage Farm Society, this plan will guide future work in the park in the coming years. Site improvements, new heritage elements and signage will increase the ability of the site to share the stories of Richmond's farming history.
- The Steveston Heritage Interpretive Framework was endorsed in principle by Council in September 2021. Through consultation with key stakeholder groups in Steveston, the Framework identifies key themes and stories that shape the telling of Steveston's story and will guide future heritage initiatives across Steveston and at the City-owned heritage sites. Further engagement will take place in 2022 to inform the final Framework for Council endorsement.
- In 2021, the City's artefact collections team worked with the London Heritage Farm Society to review the over 5,000 artefacts that had been collected over the last 30 years. This collaborative effort will see many items transferred into the City's collection, and the City provided guidance on the future care and use for artefacts remaining with the society.



London Heritage Farm

Additional improvements to heritage sites were supported by funding from different levels of government. For example:

- A \$310,000 grant from the provincial government to the Britannia Shipyards National Historic Site Society

will support the conservation of the operational marine slipways at Britannia Shipyards. Restoration of the slipways will preserve the rich cultural heritage of the site and allow future demonstration programs to interpret key activities that took place in the shipyard. The conservation project is expected to be completed in 2023.

- The City received three grants totaling approximately \$270,000 from the federal Department of Canadian Heritage to support the operations of the Richmond Museum and Steveston heritage sites. In 2021, this funding was used to develop two new teacher education kits and complete a review of the London Farm artefact collection. Remaining funding will support the creation of a new website for the Richmond Museum, the refit of the Steveston Museum, and the implementation of interpretive projects identified in the Steveston Heritage Sites Interpretive Framework aimed at destination development in 2022.



Steveston Museum and Post Office

The City awarded the first Steveston Village Heritage Conservation Grant this term and processed five additional applications which were endorsed by Council from 2019–2021. The grant program is available to provide financial assistance to property owners for conserving the exterior of identified heritage buildings in the Steveston Village Heritage Conservation Area. Public information meetings were held with residents and business owners in Steveston to raise awareness of the grant opportunity available for the 17 identified heritage buildings.

*The Phoenix Net Loft building at Britannia Shipyards National Historic Site was deconstructed and heritage materials that remained in good condition were salvaged and stored for future use.*



The City issued 30 Heritage Alteration Permits in from 2019–2021, which serve to ensure preservation of heritage character in new development and signage in Steveston and other areas in Richmond.

In June 2021, Council adopted changes to the Richmond Heritage Commission to strengthen the review of proposed development projects city-wide and within the Steveston Village. The terms of reference was amended to include new members with heritage design experience to facilitate the review of development applications.

Work continued on the update to the Heritage Inventory; a list of resources that contribute to a community's heritage character. Richmond currently has 93 sites in the inventory, which is a useful planning document to identify and understand local heritage resources and help increase awareness about Richmond's history.

### 6.5 Ensure diverse housing options are available and accessible across the housing continuum.

In November 2021, Council approved an increase to the Low End Market Rental (LEMR) contribution rate from 10% to 15% for developments with more than 60 units located within the City Centre Area Plan. This increased from 10% of overall residential floor area to 15% of overall residential floor area. This change ensures that the City maximizes the number of affordable housing units built in new developments. Council also approved an update to the LEMR cash in lieu rates to reflect current construction costs.

The City continued to deliver the LEMR program, which has secured more than 900 units since 2007. From 2019–2021, the LEMR program secured an additional 328 units for Richmond residents. In addition, the City secured over \$3.9 million towards affordable housing in cash-in-lieu contributions through new development from 2019–2021, which will be used to support affordable housing developments in the future.

The City's market rental housing policy provides incentives such as density bonusing, parking reductions, and amenity fee reductions in exchange for market rental housing on a voluntary basis. In June 2022, Council adopted an update to the policy to introduce a mandatory 15% market rental construction requirement in apartment developments with more than 60 units and associated cash-in-lieu for apartment developments less than 60 units and for all townhouse developments. Since the policy was first implemented, approximately 740 purpose-built market rental units have been approved by Council through development applications.

In 2019, Richmond's first modular supportive housing opened its doors on Alderbridge Way and was quickly fully occupied. This building provides 40 units of much-needed affordable housing for Richmond residents who were experiencing homelessness, and is managed by RainCity Housing. In 2021, construction began on the Bridgeport Supportive Housing development which, in partnership with BC Housing, will provide 40 temporary supportive units for people experiencing homelessness in Richmond.

*In 2021, the City issued 1,391 Building Permits with an overall construction value greater than the 10 year average.*

In November 2021, Council endorsed a Housing Needs Report in keeping with new legislative requirements which will provide key insights into Richmond's housing needs and reflect on affordability trends common in the region as well as conditions unique to Richmond.

The City conducted consultation with the Urban Development Institute, local developers, residents and interested stakeholders regarding potential approaches to implementing residential rental tenure zoning, a means of preserving the stock of existing market rental housing in Richmond. The new rental tenure zoning power can also be used to increase the supply of rental housing in the City. In February 2022, Council adopted bylaws to apply rental tenure zoning to 60 existing rental properties which includes over 4,500 rental units to preserve rental housing.

In 2021, Council adopted a policy measure to restrict all future residential strata units from the ability to impose restrictions on age of occupants or rental restrictions. This would be implemented through a condition of rezoning.

### 6.6 Growth includes supports and/or services for Richmond's vulnerable populations, including youth, seniors, individuals with health concerns, and residents experiencing homelessness.

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

## 6. Strategic and Well-Planned Growth

Richmond's new emergency shelter located on Horseshoe Way opened its doors, offering 30 beds for men and women experiencing homelessness. The shelter was the result of a partnership between the City of Richmond, The Salvation Army, and BC Housing. The facility also meets an immediate need for drop-in shelter spaces for women, and was built to replace the former Salvation Army men's shelter on Shell Road, which offered 10 beds for men only.

In March 2022, Council approved the draft Seniors Strategy 2022–2032, which builds on previous plans and strategies supporting seniors in Richmond. Public engagement on the draft strategy took place in April 2022 and the final strategy, along with a summary of public input, will be presented to Council in the fall.

In 2019, Council adopted the Dementia-Friendly Community Action Plan for Richmond which identifies actions to support people living with dementia, their families and caregivers. This project was funded by a \$25,000 UBCM 2018 Age-Friendly Community Grant. Richmond also received an additional \$25,000 from the UBCM 2019 Age-Friendly Community Grant to engage seniors in the creation of age-friendly neighbourhoods that support successful ageing in place.

In April 2021, City Council adopted the 2021–2031 Richmond Child Care Action Plan, which was developed utilizing a \$25,000 Child Care Planning Grant from the UBCM the City of Richmond received in 2020. The Plan updates the inventory of child care spaces in Richmond and outlines space creation targets for the next 10 years. In addition, work will begin on a new child care needs assessment and strategy before the end of 2022.

In December 2021, City Council adopted the 2021–2031 Collaborative Action Plan to Reduce and Prevent Poverty in Richmond (Collaborative Action Plan). Developed with a grant from the UBCM, the Collaborative Action Plan builds on the City's ongoing commitment to increase social equity and will guide the City's approach, in collaboration with the community, to reducing and preventing poverty in Richmond over the next 10 years.

Council endorsed a stakeholder engagement and community activation program designed to combat "energy poverty." The program's purpose is to create a toolkit in collaboration with participating non-profits to assist low-income households in reducing their energy expenses and reduce community GHGs.



*Accessible Pedestrian Crosswalk Signal*



# 7. A Supported Economic Sector



Facilitate diversified economic growth through innovative and sustainable policies, practices and partnerships.

Economic development plays an important role in the well-being and financial sustainability of a city. Council's focus for the economic sector this term is on encouraging a diversified economic base with emphasis on clean sectors and strategic collaborations. Richmond is committed to being a business-friendly city, ensuring goals around growth align with economic goals and that workers' needs for transportation, housing, and training are all supported.

Priorities include:

- 7.1 Demonstrate leadership through strategic partnerships, collaborations and exploring innovative and emerging economic practices and technical advancements.
- 7.2 Encourage a strong, diversified economic base while preserving agricultural land and maximizing the use of industrial land.
- 7.3 Attract businesses to locate in Richmond and support employment and training opportunities in Richmond as we grow.
- 7.4 Inspire the farming and fishing cultures of tomorrow.



# 7. A Supported Economic Sector

## 7.1 Demonstrate leadership through strategic partnerships, collaborations and exploring innovative and emerging economic practices and technical advancements.

The City partnered with the City of Surrey, Township of Langley and the BC Tech Association to deliver a provincially funded \$400,000 Supply Chain Resiliency Program to track and enhance the capabilities of the region's manufacturing businesses. As part of this program, a De-risking Emerging Market Opportunities (DEMO) toolkit was created to support future business pivots. This program also encourages technology adoption by manufacturing businesses to help them remain competitive despite challenges such as the shortage of space and workers, and supply chain disruptions.

*The Richmond RCMP's Economic Crime Unit conducted outreach to local businesses to raise awareness about fraud.*

In 2021, the City renewed its Tourism Partnership Model and agreements with the Richmond Hotel Association and Tourism Richmond, including the development of a 5-Year Strategic Business Plan. The 2022–2027 hotel tax renewal (Municipal Regional District Tax) application to the Province was submitted with 90% support of accommodation providers, and subsequently approved. The MRDT is expected to generate an estimated \$25 million over the next five-year period to continue supporting tourism marketing and development.

The MyBusiness online business licence system will be launched in Q3 2022, streamlining the process for customers with a self-service option that enables existing and new business owners with the convenience of submitting, updating, and renewing their licences online without having to visit City Hall. Council also endorsed a Permitting Optimization Project, which will optimize the development and building permitting process.

*The Richmond Discovery Shuttle attracted over 2,000 riders in 2019.*

The City is partnering with Kwantlen Polytechnic University (KPU) to map an innovation ecosystem and strengthen the network of services and supports offered for entrepreneurs at all stages of the start-up to scale-up continuum. The project involves stakeholder engagement with post-secondary institutions, business associations, funders, government agencies, co-working spaces, anchor institutions and others to map out the supports that are currently available, identify gaps in service delivery, and develop an ongoing implementation plan including a collection of potential projects for execution. An Innovation and Entrepreneurship symposium is anticipated to take place in late 2022 or early 2023. Sectors of focus include Agrifoods, Social Innovation, and Circular Economy.

*Dredging of the Steveston Harbour Channel, Imperial Landing, and the Britannia Shipyards National Historic Site waterfront was completed in 2019.*

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

Traffic Bylaw No. 5870 was amended to harmonize vehicle weight and dimension limits and cargo securement requirements across Metro Vancouver in support of a future centralized regional permit system for goods movement.

## 7.2 Encourage a strong, diversified economic base while preserving agricultural land and maximizing the use of industrial land.

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

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



The City is sharing these changes and the resulting opportunities for industrial with a range of stakeholders. A data model to track industrial utilization in Richmond over time is also being developed.

The City participated in the development of the Regional Industrial Lands Strategy, which is intended to establish a vision for the future of industrial lands across Metro Vancouver to the year 2050, and to provide a set of recommendations to guide a broad range of stakeholder actions to achieve that vision. The strategy was approved by the Metro Vancouver Board in July 2020.

The City worked closely with the Agricultural Land Commission and the Ministry of Agriculture on the review of the No. 5 Road Backlands policy, in addition to legislative changes to agriculture. This initiative included consultation with property owners and representatives of community institutions located along the No. 5 Road Backlands policy area, and on Assembly (ASY) zoned lands in the Agricultural Land Reserve (ALR).



*Farm Equipment at Garden City Lands*

The City worked with various branches of the provincial government, including the Agricultural Land Commission and the Ministry of Agriculture on legislative changes including updates to cannabis regulation, and changes to the Local Government Act with regards to house size and regulations within the ALR.

### 7.3 Attract businesses to locate in Richmond and support employment and training opportunities in Richmond as we grow.

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

*Richmond participated in Metro Vancouver's Regional Prosperity Service to attract international investment and high quality jobs to the region.*

Richmond has seen extensive growth in the film industry in recent years, with productions actively seeking warehouse spaces and converting them into film studio facilities. The first purpose-built film studio facility opened its doors in Richmond in early 2018. Since then throughout the term, the City has worked with several companies including William F. White Studios, MBS Equipment Company Canada, and Warner Bros. Television on a number of studio development projects. As of 2022, Richmond is home to six film studio facilities.

Council adopted an OCP amendment bylaw to include a new incentive-based policy to ensure that a portion of new office space constructed in the City includes large floorplate office space which would be capable of supporting large employers.

*An Airtightness Training Program was provided in 2020 to help local homebuilders achieve BC Energy Step Code requirements and enhance energy performance levels.*

The City prepared a Business Tenant Relocation bulletin to provide property owners and the development community with a clear and transparent framework to follow regarding notifying and assisting existing business tenants prior to the submission of a development application. The bulletin includes a reasonable notice to businesses regarding the need to relocate, financial assistance with the relocation, and where feasible, a right of first refusal if there is an opportunity for the business to return to the site.

## 7. A Supported Economic Sector

*In 2020, the City offered three free Innovation and Entrepreneurship Workshops for local small businesses and entrepreneurs to further strengthen the local 'start-up ecosystem'.*

### 7.4 Inspire the farming and fishing cultures of tomorrow.

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

- Protect agricultural land for farming;
- Strengthen the economic viability of food production;
- Improve irrigation and drainage infrastructure;
- Mitigate the impacts of climate change; and
- Work collaboratively with upper levels of government.

Extensive public consultation on this strategy update was conducted with residents, ALR property owners, stakeholders and the farming community.

*Council contributed \$50,000 for the Steveston Harbour Authority (SHA) archway sign located in Steveston to commemorate the importance of fishing in the community's history.*

The City continues to work with KPU to support agriculture education. In 2020, the City entered into agreements with the KPU that enable components of the Richmond Farm School and the Department of Sustainable Agriculture and Food Systems' degree program on City-owned land. For example:

- The KPU Research and Teaching Farm located on the Garden City Lands is a certified organic farm where students learn and apply knowledge to become future farmers. With the future addition of 200 community garden plots at the Garden City Lands, the potential reach of the KPU program will be amplified as recreational community gardeners are exposed to the Research and Teaching Farm.

- The Gilbert Agricultural Lands located at the Gilbert Road and Dike Road provide KPU's Richmond Farm School a space to train future farmers. Graduates of the KPU Sustainable Agriculture Program can lease land for up to two years at this site to further develop their farming knowledge and apply skills learned in the classroom.



Kwantlen Polytechnic University Research and Teaching Farm at Garden City Lands

*The 2019 Richmond Farm Fest had 5,000 participants meeting local farmers, learning about farming equipment and shopping an artisanal farmers market.*

Fishing ExplorePACKS were made available at Richmond Public Library, containing the basics for residents of all ages to explore the community and experience Richmond's fishing heritage, including fishing rods, a tackle box, lures, educational material and more. The six fishing ExplorePACKS in the library's collection were made possible by a donation from gofishbc's Rod Loan Program.



Steveston Harbour Authority Archway

*In 2021, the City provided 902 cubic yards of soil amender to the Sharing Farm, KPU Farm and community gardens.*



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

In response to the COVID-19 pandemic, the City implemented a number of initiatives to support Richmond's local businesses and economic sector. For example:

- The City launched a Business Support Centre to provide a centralized, virtual source of accurate and timely information and resources for local businesses. The support centre provided information for businesses about programs and resources from all levels of government and other agencies as well as information on how to access City services for businesses. Key initiatives that were part of the Business Support Centre include:
  - ♦ Job opportunities for displaced workers.
  - ♦ Directory for Richmond-made PPE and COVID-19 safety supplies.
  - ♦ Alternate distribution channels for local goods.
- The City launched the Richmond Business Resilience Program in 2020 offering free training to help local entrepreneurs adapt their businesses so they can emerge from the crisis thriving and able to withstand future economic shocks. The program ended in December 2021 with a total of 111 users who accessed:
  - ♦ An online learning platform providing self-serve support for business owners including tools and resources from experts;
  - ♦ 53 online and recorded Q&A webinars, boot camps and masterclasses;
  - ♦ Three challenges providing businesses the opportunity to win a \$10,000 grant prize;
  - ♦ One-on-one support from the City's Economic Development Office
- In 2020, the City launched an Expedited Temporary Outdoor Patio program and online application process to allow restaurants, cafes and pubs to expand outdoor seating to private property, parking lots or approved space on City sidewalks with respect to

patio layout guidelines. In 2021, nearly 70 businesses participated in the program which was extended until June 1, 2023. An ongoing patio program is now in development to build on the success of the temporary program. This was informed by a public survey that concluded in December 2021 and consultation with business groups and industry associations. The new program is expected to be opened to new applications in Spring 2022.

- The City partnered with Tourism Richmond and the Richmond Chamber of Commerce to create the online hub [www.wearerichmond.ca](http://www.wearerichmond.ca) to support local businesses and help bring the community together. The website includes an 'Open for Business' marketplace, a compilation of resources for businesses and residents, and a collection of virtual experiences that people can enjoy from the comfort of their home.
- The Richmond Film Office worked closely with both internal and external stakeholders, including Creative BC's Municipal Film Advisory Committee, to develop plans, implement processes, and provide feedback on the film industry's return to work plan.

Throughout 2021, the City supported the return of events as important economic generators in accordance with evolving Provincial Health Orders. For example:

- The City's REACT (Richmond Event Approval Coordination Team) process facilitated 30 in-person, outdoor community events in 2021.
- Richmond Sport Hosting supported 20 events in 2021, garnering 2,700 hotel room nights at local hotels.

Two Job Fairs were offered at the Richmond Public Library in 2021, one virtual, presented in partnership with WorkBC Employment Services, and one in-person, presented in partnership with WorkBC Richmond and the British Columbia Hotel Association (BCHA). The events were attended by over 450 people.



# 8. An Engaged and Informed Community



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

Council views communication and engagement as a high priority that extends across all areas. With a multitude of communication tools available through advancements in technology, access to accurate, timely and complete information is important for dialogue and participation.

Priorities include:

- 8.1 Increased opportunities for public engagement.
- 8.2 Ensure citizens are well-informed with timely, accurate and easily accessible communication using a variety of methods and tools.



## 8. An Engaged and Informed Community

### 8.1 Increased opportunities for public engagement.

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

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

In 2021, the top five LetsTalkRichmond engagement projects for participation were:

- Food Trucks in Steveston
- Cycling Network Plan Update (Phases 1 and 2)
- Patios on Public Space
- Community Gardens
- Community Energy and Emissions Plan 2050

*Engagement took place with residents of three neighbourhoods to discuss potential traffic calming measures and address concerns raised by residents.*

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

- Youth Strategy 2022–2032
- Seniors Strategy 2022–2032
- Richmond RCMP Policing Priorities
- Brazilian Elodea Management Program
- Cultural Harmony Plan 2019–2029
- Richmond Homelessness Strategy 2019–2029

The City hosted numerous public and key stakeholder engagement events throughout the term presenting and promoting the City's Flood Protection Program including the Flood Protection Management Strategy and Dike Master Plan. These events were immensely successful and well

supported by the public and key stakeholders. In addition, new informational videos about flood protection and dike raising were created and made available on the City's website and social media accounts.



*Flood Protection Virtual Engagement Presentation*

The City hosted a virtual three-day design charrette in February 2021 to inform the concept design of the Steveston Community Centre and Branch Library. Each day involved focused discussions with key stakeholders on various factors related to the site and building layout, refinement of concept designs by the architects, and presentation to the public for consideration and feedback. The draft floor plans and renderings were then presented to the public on Let's Talk Richmond and at a virtual open house held in March 2021. This interactive process enabled stakeholders and the public to be intricately involved in the design process, resulting in a facility that will reflect the community's input and needs.

The City of Richmond partnered with Richmond Electric Vehicle Ambassadors, Plug-in Richmond, Plug-In BC, Richmond School District No. 38 and Emotive to create a comprehensive digital teaching package designed for Kindergarten to Grade 12 students. This program was conceived after the City received a grant from the Emotive Community Outreach Incentive Program to promote EV awareness and spark creativity and innovation among youth.

From 2019–2022, a wide variety of workshops and events were undertaken to engage the community in more sustainable and circular economic practices including:

- Almost 2,800 people attended 76 recycling and waste reduction workshops.
- Thirteen outreach events were hosted on the topic of EVs.
- Four repair events were offered where volunteers fixed household items and taught participants about basic repairs.

## 8. An Engaged and Informed Community

- Informational displays were featured at 17 community events, and garbage and recycling stations were provided for 129 events.
- Virtual workshops and events included Let's Recycle Correctly, Repair Fairs and Zero Heroes: Home Edition, offered in partnership with Dreamrider Productions.
- Approximately 295 people attended 13 tours of the Recycling Depot.
- The Rethink Waste campaign was implemented to promote waste reduction and circular economy principles, including a Think Tank where residents shared 160 ideas that created the new Community Ideas Hub.
- The City collaborated with professors from KPU to focus curriculum on the issues surrounding single-use items to inspire real-world designs that minimize waste and build circular solutions.
- An interactive Recycling Depot map and virtual Take it to the Depot video was provided on the City's website.
- The City participated in the Richmond Youth Foundation 2020 Case Competition on single-use items.

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

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



*Green Ambassadors at the Richmond Maritime Festival*

The City coordinated with local elementary schools adjacent to construction sites to invite students to learn about the construction and utility upgrades. For example, five classes from Manoah Steves Elementary attended the job site for the Springfield watermain construction to learn about the work underway and water conservation.

### 8.2 Ensure citizens are well-informed with timely, accurate and easily accessible communication using a variety of methods and tools.

Following an in-person Capital Construction Project Open House in 2019, the event shifted online as the Capital Project Highlights. Through a user-friendly webpage, interactive story maps, and Q&A, residents can conveniently review the information and learn about the upcoming capital projects online. The annual highlights feature Engineering and Public Works, Parks, Transportation, Buildings and Public Art projects.

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

On Facebook:

- The City's page reached over 12,200 followers, an increase of 23% from the previous year.

On Instagram:

- The City's account reached 3,400 followers, a 47% increase from November 2020.

On Twitter:

- The City's account reached over 8,800 followers, an 8% increase from the previous year, and resulted in over 4,500 clicks through to the City website.



On YouTube:

- The City's channel reached 928 subscribers, a 50% increase from the previous year, and received over 69,000 views.
- The platform was also used to broadcast Council meetings and live stream events such as the Richmond Maritime Festival, Cherry Blossom Festival and Remembrance Day virtual programming.

In addition, the City issued almost 140 news releases and Info Bulletins in 2021, a 5% increase from the previous year.

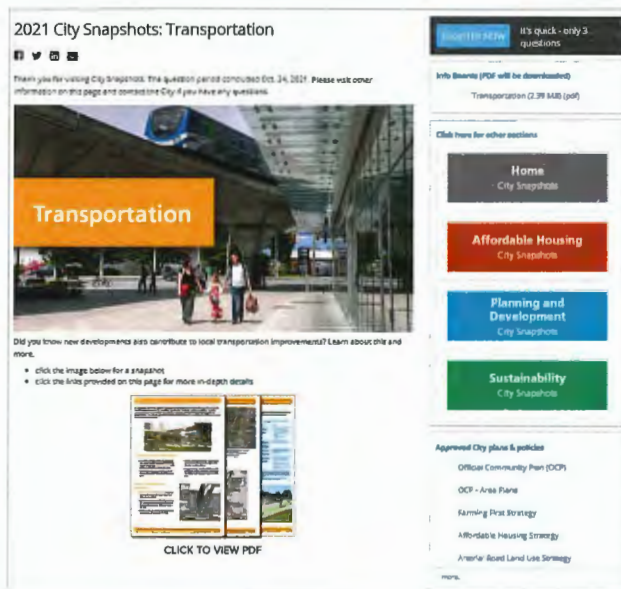
*The Richmond Interactive Map (RIM) was updated to include snow and ice response tracking.*

Following a series of in-person Community Information Sessions in 2019, the public information initiative shifted online as City Snapshots: Planning for Growth & Development. The online engagement program is used to provide an opportunity for sharing information and engaging the public on four key topic areas: planning and development, transportation, affordable housing and sustainability. Community members were able to access updated policy topics and projects online and share comments or questions to which staff responded on the platform.

A number of new communication and engagement tools were launched to support community safety during the term, including the Community Safety App, Richmond Fire-Rescue's new interactive website and new Instagram account.

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

The City website (richmond.ca) redesign and revitalization project kicked off in 2021. The update will provide more efficient, customer-focused experience.



*City Snapshots Virtual Public Engagement*

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

In response to the COVID-19 pandemic and guidelines on public gatherings and physical distancing, the City transitioned Committee, Council and Public Hearing Meetings to a virtual format, enabling Council members and staff to participate remotely in all meetings. To further encourage public involvement and engagement, all Open Committee, Council and Public Hearing meetings were also live-streamed using the City's YouTube channel, enabling the public to watch all meetings live from the comfort of their homes. This service was further enhanced through the provision of phone participation by members of the public, providing direct access to delegate at Council meetings through a remote participation opportunity.

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

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

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

The City worked closely with the Richmond School District No. 38, VCH – Child Care Licensing, the Child Care Resource and Referral Centre to gather and disseminate critical information regarding child care for essential service workers.

Information was regularly provided to the Richmond Emergency Operations Centre, Richmond RCMP, Richmond Fire Rescue, the Richmond Division of Family Practice and the Armed Forces to ensure that employees working in essential services had up-to-date and accurate information to support their access to emergency child care in response to the COVID-19 pandemic.

The City worked closely with RCRG, one of 24 designated COVID-19 response hubs in BC, to inform seniors of support services available to them, including: virtual friendly visits, grocery shopping and delivery, frozen meal delivery, prescription pick-up and delivery, peer counselling, and caregiver support. Information was shared through the City's website, print material delivered to seniors housing, the Minoru Centre for Active Living Meals to Go program, newspaper advertisements and one-on-one wellness calls.

In the early stages of the COVID-19 pandemic, the City compiled and shared funding opportunities from other levels of government through various advisory committees, community associations and societies. These included access to income supports, tax relief and direct funding for Richmond non-profits affected by the pandemic. The compilation of funding opportunities provided consistent and up-to-date information eliminating the need for the organizations to find and interpret what funding opportunities were available.

Throughout the COVID-19 pandemic the City worked closely with VCH to ensure information, resources and guidelines produced by the City were in alignment with directions from health authorities and provided accurate and reliable information to the community.



# Awards and Recognition



*Minoru Centre for Active Living*

## Awards and Recognition

2019

### **Canadian Association of Municipal Administrators (CAMA)'s Environment Award**

Richmond received the prestigious CAMA Environment Award in 2019 for its innovative District Energy Implementation program. The award recognizes the commitment of a municipality to environmentally sustainable governance, to protecting the environment, and to combating climate change.

### **Association of Energy Engineers (AEE)'s Canada Region Energy Project of the Year Award**

The AEE, an international organization that recognizes excellence in energy management, awarded the City the 2019 Canada Region Energy Project of the Year Award for the delivery of the ADEU project. AEE recognized the City for its innovative renewable energy project that is making a significant impact on climate change.

### **Government Finance Officers Association (GFOA) of the United States and Canada's Canadian Award for Financial Reporting and Outstanding Achievement in Popular Annual Financial Reporting Award**

The City's 2017 Annual Report was honoured with the Canadian Award for Financial Reporting for the 16th year, and the Award for Outstanding Achievement in Popular Annual Financial Reporting for the ninth year in 2019.

### **UBCM's Community Excellence Award – Excellence in Governance**

The City was awarded the UBCM Award for Excellence in Governance for the 2017–2022 Richmond Child Care Needs Assessment and Strategy in 2019. The vision for the current five year strategy is for Richmond to build upon three decades of work to continue to be a municipal leader in fostering the conditions for a comprehensive child care system.

### **BC Environmental Managers Association's Technological Innovation Award**

Richmond received the BC Environmental Managers Association 2019 Technological Innovation Award for the implementation of a simplified non-storm water discharge management program that safeguards the City's sewers and strengthens environmental protection.

### **Public Works Association of BC's Public Works Week Community Celebration Award**

The Public Works Open House received the Public Works Association of BC's Public Works Week Community Celebration award for a population over 100,000 in 2019. The interactive event showcases the work that is done on a daily basis to ensure the safety and health of the community.



*Public Works Open House, 2019*

### **Community Energy Association's Climate & Energy Action Award**

The City of Richmond's first-of-its-kind EV charging infrastructure requirement for all new residential buildings was recognized with a Climate & Energy Action Award from the Community Energy Association in 2019. The Climate & Energy Action Award recognizes climate leadership of BC local governments.

### **Homebuilders Association of Vancouver's Ovation Award**

The Storeys affordable housing project received an Ovation Award from the Homebuilders Association of Vancouver in 2019 for Best Multi-Family High-Rise Development.

### **Association of Consulting Engineering Companies BC's Award of Merit**

In 2019, the City was recognized for the Britannia Shipyards National Historic Site Flood Protection Improvements Project, which upgraded flood prevention infrastructure for a national historic site which is located outside of Richmond's diking network.

### **Firehouse Magazine's Station Design Awards**

In 2019, Brighthouse Fire Hall No. 1 received notable design mention from Firehouse Magazine, as well as Cambie Fire Hall No. 3 and Ambulance Station No. 250 for being the first combined urban fire and ambulance station and mixed-use facility in British Columbia.





*Brighthouse Fire Hall No. 1*

#### **Canadian Alliance of Chinese Associations' Public Safety Contribution Award**

Richmond Fire-Rescue was awarded the Public Safety Contribution Award from the Canadian Alliance of Chinese Associations at the Richmond 140th Anniversary Awarding Ceremony held in December 2019.

#### **Government Fleet Magazine's Notable Fleets Certificate of Achievement**

The City's fleet was awarded a certificate of achievement through the Government Fleet Magazine and American Public Works Association Leading Fleets award in 2019. The award recognizes operations that are performing at a high level in fleet innovation and leadership.

2020

#### **CAMA's Professional Development Award**

Richmond received CAMA's Professional Development Award for the City's Engineer-in-Training program in 2020. This award recognizes a community that has developed a unique and innovative program for their staff and can be replicated in other communities.

#### **GFOA of the United States and Canada's Canadian Award for Financial Reporting and Outstanding Achievement in Popular Annual Financial Reporting Award**

The City's 2018 Annual Report was honoured with the Canadian Award for Financial Reporting for the 17th year, and the Award for Outstanding Achievement in Popular Annual Financial Reporting for the 10th consecutive year in 2020.

#### **The Energy Globe Foundation's Canadian Energy Globe National Award**

The City and LIEC won the national 2020 Energy Globe Award for the ADEU Smart Centres Expansion. The SmartREIT plant is connected with the main ADEU central plant, allowing for energy sharing throughout the entire ADEU distribution system by sharing excess thermal energy capacity into the ADEU network. This prominent award is presented annually to projects focusing on energy efficiency, renewable energies and the conservation of resources.

#### **International District Energy Association's 2020 IDEA Innovation Award**

The City and LIEC won the International District Energy Association 2020 IDEA Innovation Award for the ADEU Smart Centres Expansion. The project took an innovative approach to the expansion of the ADEU with construction of a satellite energy plant to both meet the energy demands of large format commercial customers and share energy across the entire district network, all while diversifying the low carbon energy sources available for use in the Utility. This international recognition from peers in the District Energy industry is a result of the City and LIEC's dedication to excellence, innovation and the commitment to reducing GHG emissions through the deployment of district energy systems.



*District Energy Utility*

#### **BCRPA's Facility Excellence Award**

In 2020, the Edwardian Cottage at Terra Nova Rural Park was named by the BCRPA for its provincial Facility Excellence Award for projects with a capital cost less than \$1 million. The annual award recognizes outstanding facility design that reflects community culture and spaces that are accessible, engage community members in design consultation, and ultimately improve the well-being of the community.

### **Institute of Transportation Engineers – Greater Vancouver Section’s Mavis Johnson Award**

Richmond received the 2020 award for Road Safety Project of the Year in the Greater Vancouver area for its Network Screening Study that identified the top 20 collision prone intersections and recommended mitigation measures. This annual award celebrates technical excellence in the field of road safety.

### **Government Fleet Magazine’s Notable Fleets Certificate of Achievement**

The City’s fleet was awarded a certificate of achievement through the Government Fleet Magazine and American Public Works Association Leading Fleets award in 2020. The award recognizes operations that are performing at a high level in fleet innovation and leadership.

## **2021**

### **Environmental Managers’ Association (EMA) of BC’s Regulatory Challenge Award**

The City was a recipient of the 2021 EMA of BC award for the City’s Corporate Hazardous Materials Management Training. The City’s Corporate Hazardous Materials Management Training program was established in 2019 to centralize all hazardous materials information management through customized staff training and data management. The award recognizes the City’s efforts to train over 250 staff since 2019 and improve hazardous materials data management systems on a web-based collaborative platform, fully customized by staff to centralize the management of all hazardous materials information. As a competency-based training program, Richmond’s Corporate Hazardous Materials Management Training complies with all the specific requirements applicable to the City’s operations and incorporates best practices.

### **EMA of BC’s Discharge Control Award**

The City received the EMA of BC award for the Mitchell Island Environmental Stewardship Initiative. The initiative, endorsed by Council in April 2019, aims to improve local stormwater quality and improve compliance through business outreach and senior regulatory engagement. The award recognizes the City’s outstanding work to investigate discharges to the environment, partner with senior government regulators and engage and educate business operators.

### **International Olympic Committee, International Paralympic Committee, and International Association for Sports and Leisure Facilities’ Architecture Prize for Accessibility**

Minoru Centre for Active Living received the 2021 Architecture Prize for Accessibility from the International Olympic Committee, International Paralympic Committee, and International Association for Sports and Leisure Facilities. The annual Distinction for Accessibility Award aims to increase the accessibility of all sports and leisure facilities and architectural structures worldwide so that everyone has an opportunity to practice and view sport freely and without barriers.



*Leisure Pool Accessibility Ramp at Minoru Centre for Active Living*

### **Community Energy Association’s Climate & Energy Action Award**

The Community Energy Association, a member-based, non-profit organization aiming to reduce emissions, conserve energy and progressively transition to a low carbon, resilient economy, named the City of Richmond recipient of its Climate & Energy Action Award for its successful District Energy Utility Program. The program now provides 22 buildings and over five million square feet of floor space with energy that is reducing GHG emissions by over 7,800 tonnes—the equivalent of removing 2,000 cars from our roads each year.

### **Global District Energy Climate Awards’ Award of Excellence, Emerging DHC Markets**

In cooperation with the International Energy Agency, the UN environment cities initiative and the representative organizations of the district energy sector awarded the City of Richmond and LIEC the 7th Global District Energy Climate Award of Excellence for Emerging DHC Market for the Alexandra District Energy Utility project. ADEU project has been selected from cities and communities across the globe which demonstrate district energy leadership in providing clean and sustainable energy solutions.



### **UBCM Community Excellence Awards – Excellence in Service Delivery**

The Richmond Recycling Depot upgrade project received honourable mention from UBCM for service delivery. The upgrades, supported by a Western Financial Group Communities Foundation – Infrastructure Grant, aimed to promote greater recycling as well as support the City's established waste diversion targets and Council's commitment to the environment.



*Councillor Linda McPhail, Mayor Malcolm Brodie, Councillor Alexa Loo and Councillor Bill McNulty at the Recycling Depot Opening*

### **British Columbia Economic Development Association's Community Project Award**

The City won the 2021 Community Project Award from the British Columbia Economic Development Association for the Richmond Food Recovery Network. The award recognizes individuals and groups for outstanding work in supporting their local economies, and making a meaningful difference in their communities.

### **Government Fleet Magazine's Notable Fleets Certificate of Achievement**

The City's fleet was awarded a certificate of achievement through the Government Fleet Magazine and American Public Works Association Leading Fleets award in 2021. The award recognizes operations that are performing at a high level in fleet innovation and leadership.

## **2022**

### **GFOA of the United States and Canada's Canadian Award for Financial Reporting and Outstanding Achievement in Popular Annual Financial Reporting Award**

The City's 2020 Annual Report was honoured with the Canadian Award for Financial Reporting for the 18th consecutive year, and the Award for Outstanding Achievement in Popular Annual Financial Reporting for the 11th consecutive year in 2022.

### **Recreation Facility Association of BC's Bill Woycik Outstanding Facility Award**

Minoru Centre for Active Living received the Recreation Facility Association of BC's Bill Woycik Outstanding Facility Award. This award recognizes an outstanding facility that meets the community's needs and exemplifies innovations in design, energy management, and operations and demonstrates community need.

### **CAMA's Environmental Leadership & Sustainability Award**

The City-wide Pollinator Program was awarded the Environmental Leadership & Sustainability Award, in the over 100,000 population category. The award recognizes the City's proactive approach to conserve pollinators and develop and protect their habitat through community programming and engagement.



## City of Richmond

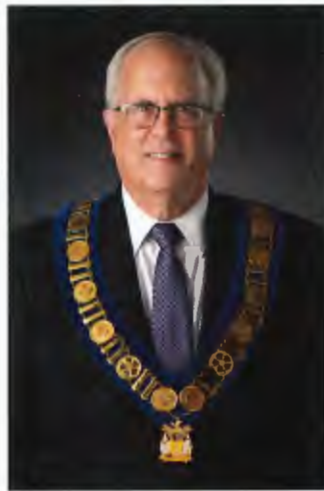
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[www.richmond.ca](http://www.richmond.ca)



# Council Strategic Plan 2018–2022: Achievement Highlights Overview







## Richmond City Council

Top Row (Left to Right):

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

Middle Row:

Mayor Malcolm Brodie

Bottom Row (Left to Right):

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



## City of Richmond Council Strategic Plan 2018–2022

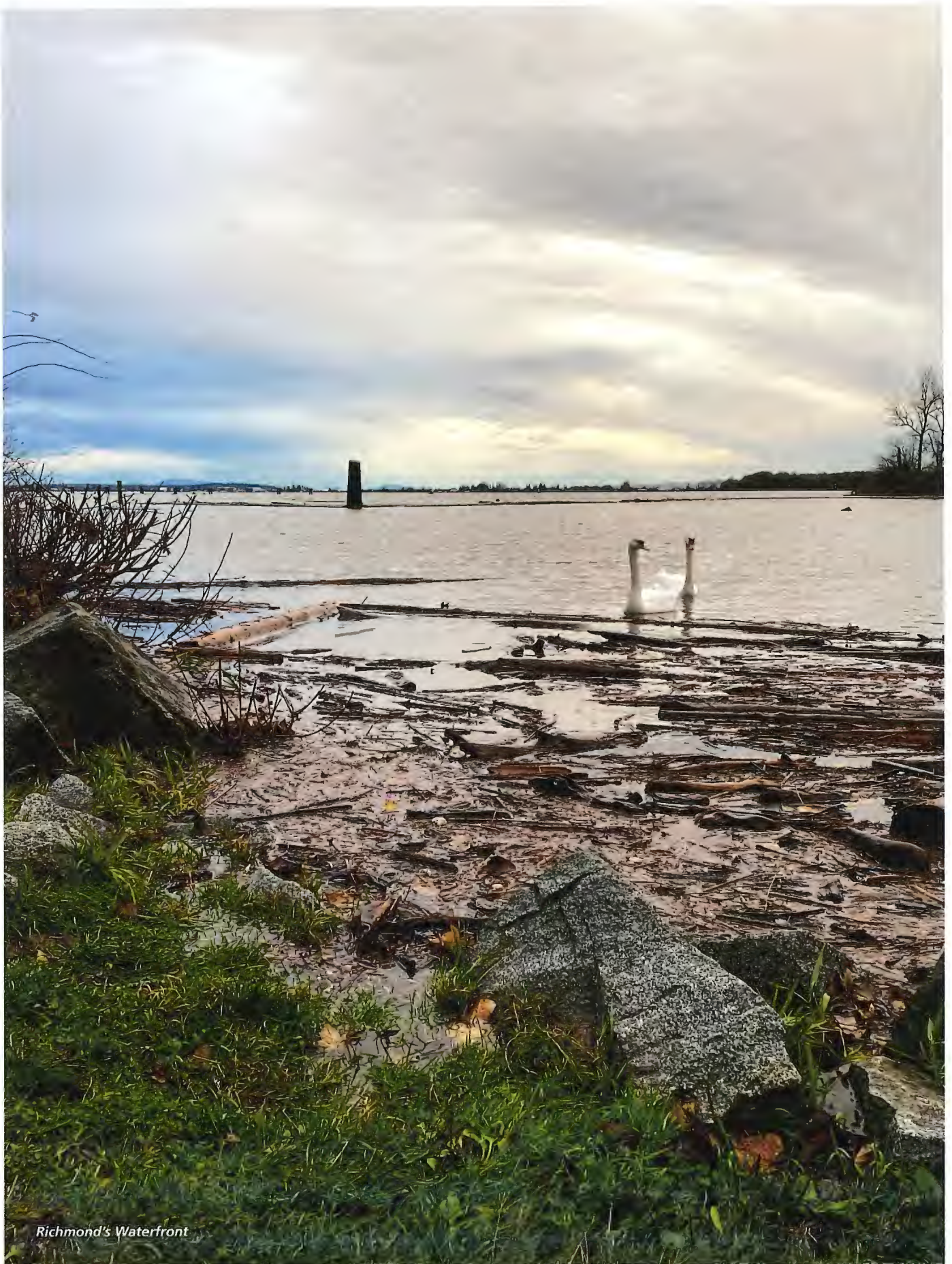
The Council Strategic Plan identifies the collective strategic focus and priorities for Richmond City Council for the 2018–2022 term of office. The plan reflects Council's desire for proactive and forward-thinking leadership that remains rooted in Richmond's distinct history and identity.

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

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







*Richmond's Waterfront*



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# 1. A Safe and Resilient City

2018–2022 Highlights



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

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

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

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

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

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

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



## 1. A Safe and Resilient City

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

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

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

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

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

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

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

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

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

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

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

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

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

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



## 2. A Sustainable and Environmentally Conscious City

2018–2022 Highlights



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

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

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

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

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

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

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



## 2. A Sustainable and Environmentally Conscious City

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

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

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

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

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

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



*Apiaries at Terra Nova Rural Park*



# 3. One Community Together

## 2018–2022 Highlights



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

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

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

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

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

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

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



### 3. One Community Together

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

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

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

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

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

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

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

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

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

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

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

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

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

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



# 4. An Active and Thriving Richmond

2018–2022 Highlights



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

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

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

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

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

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



## 4. An Active and Thriving Richmond

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

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

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

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

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

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

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

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

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

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

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

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

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

# 5. Sound Financial Management

2018–2022 Highlights



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

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

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

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

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

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



## 5. Sound Financial Management

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

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

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

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

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

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

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

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

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

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

# 6. Strategic and Well-Planned Growth

2018–2022 Highlights



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

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

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

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

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

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

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

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



## 6. Strategic and Well-Planned Growth

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

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

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

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

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

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

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



*London Farm*

# 7. A Supported Economic Sector

2018–2022 Highlights



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

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

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

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

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

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

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

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



## 7. A Supported Economic Sector

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

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

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

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

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

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

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

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



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

# 8. An Engaged and Informed Community

2018–2022 Highlights



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

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

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

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

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

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

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

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



## 8. An Engaged and Informed Community

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

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

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

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

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

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

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

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

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

facilities and services impacted by the pandemic. Information included:

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

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

# Awards and Recognition

2018–2022 Highlights



## 2019

**Canadian Association of Municipal Administrators:** Environment Award for the District Energy Implementation Program

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

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

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

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

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

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

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

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

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

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

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



## 2020

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

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

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

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

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

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

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

## 2021

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

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

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

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

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

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

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

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

## 2022

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

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

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



## City of Richmond

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