



# City of Richmond

## Report to Committee

**To:** General Purposes Committee **Date:** November 21, 2013  
**From:** Amarjeet S. Rattan **File:** 01-0010-00/Vol 01  
 Director, Intergovernmental Relations & Protocol Unit  
**Re:** **Visiting Delegation, Study Tour and City Hall Tour Requests**

### Staff Recommendation

1. That the Visiting Delegation, Study Tour and City Hall Tour Bylaw No. 9068 be given first, second and third readings;
2. That the Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 9067 be given first, second and third readings; and
3. That the Visiting Delegation, Study Tour and City Hall Tour Requests Policy, as outlined in the November 21, 2013 report from the Director of Intergovernmental Relations & Protocol Unit, be adopted.
4. That Visiting Delegation, Study Tour and City Hall Tour Bylaw No. 9068, Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 9067, and Visiting Delegation, Study Tour and City Hall Tour Requests Policy be reviewed in one year.

Amarjeet S. Rattan  
 Director, Intergovernmental Relations & Protocol Unit  
 (604-247-4686)  
 Att. 4

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Economic Development	<input checked="" type="checkbox"/>	
Customer Service	<input checked="" type="checkbox"/>	
Finance Division	<input checked="" type="checkbox"/>	
Law	<input checked="" type="checkbox"/>	
Reviewed by Policy & Procedures Subcommittee	<input checked="" type="checkbox"/>	

## Staff Report

### Origin

The City is often approached by external groups and organizations to host visiting delegations, and to provide information on “best practices” and City services. Requests may vary from a tour of City Hall to a multi-faceted study tour program, ranging from a few hours to one full day. These requests come through a variety of different channels, including department staff and elected officials.

In 2012/2013, the City conducted 34 City Hall Tours, and hosted 20 Study Tours and 8 Delegation Visits. More details of these are provided in **Attachment 1**.

The purpose of the proposed *Visiting Delegation, Study Tour and City Hall Tour Requests Policy (Attachment 2)*, is to establish processes and parameters, including roles and responsibilities, for the review and approval of requests for the City to host Visiting Delegations or conduct Study Tours and City Hall Tours,.

The proposed *Visiting Delegation, Study Tour and City Hall Tour Bylaw No.9068 (Attachment 3)*, together with *Consolidated Fees Bylaw No.8636, Amendment Bylaw No. 9067 (Attachment 4)* will establish a fee schedule for these requests.

### Analysis

The *Visiting Delegation, Study Tour and City Hall Tour Requests Policy (Attachment 2)* has been developed to facilitate the review and approval of external requests for the City to host visiting delegations, organize study tours and conduct City Hall tours. As organizing and conducting these activities require City resources, the policy and fee bylaw are also designed to allow for cost recovery for activities which are arranged for tour operators and other ‘for-profit’ organizations.

### *Visiting Delegations*

Visiting delegations may be comprised of elected and non-elected government officials, clients of ‘for-profit’ organizations, members of ‘not-for-profit’ organizations and Sister/Friendship City delegations.

### *Study Tours*

A study tour takes place when an external organization visits employees or facilities at the City of Richmond to obtain information, learn about “best practices” or learn about delivering specific municipal services. Study tours can range from a one hour meeting to a full one day program.

### *City Hall Tours*

City Hall tours provide a presentation, in Council Chambers, on local government operations and services and also include a walking tour of the public areas of City Hall.

### **Request Routing**

The *Visiting Delegation, Study Tour and City Hall Tour Requests Policy* establishes that all external requests for the City to host visiting delegations and facilitate study tours will be routed through the Intergovernmental Relations and Protocol Unit (IGR) and requests for City Hall tours will be routed to the Customer Services Division. A process for submitting online requests, through the City website, will also be implemented.

### **Bylaw for Cost Recovery**

In order to recover costs associated with providing the service, Bylaw No. 9068 is proposed (**Attachment 3**). An amendment to the Consolidated Fees Bylaw No. 8636 is required in order to implement the amount of the fees (**Attachment 4**).

### **Fees**

Currently, the Customer Service Division conducts City Hall Tours at the request of 'non-profit' and 'for-profit' groups. 'For-profit' groups are charged the posted room rental fee plus \$50/hour for each staff presenter.

The new policy will require that requests for the City to host Visiting Delegations and conduct Study Tours or City Hall tours, submitted by 'for profit' organizations, will be charged a fee of:

City Hall Tours - \$250, plus room rental fee

Visiting Delegation and Study Tours

- a) Up to 2 hours - \$250, plus room rental fee
- b) 2 to 4 hours - \$500, plus room rental fee
- c) Over 4 hours - \$1,000, plus room rental fee

There is no fee for requests made directly by non-profit organizations, such as school groups, government bodies and Sister or Friendship City organizations, or where the City initiates the Visiting Delegation, Study Tour or City Hall Tour.

The *Visiting Delegation, Study Tour and City Hall Tour Requests Policy* is not seeking to expand this program but rather to manage these requests more efficiently and to allow for some cost recovery of staff and facility expenses associated with providing these services.

### **Financial Impact**

Based on the 2012/2013 Study Tour and Delegation Visit statistics (**Attachment 1**), the fees proposed in the *Visiting Delegation, Study Tour and City Hall Tour Requests Policy*, may result in future staff and facility resources related annual cost recovery, of approximately \$2,500, from requests made by for profit organizations.

## Conclusion

The *Visiting Delegation, Study Tour and City Hall Tour Requests Policy* will establish a process, parameters and fees for the approval of requests for the City to host visiting delegations, provide study tours and conduct City Hall tours. The proposed Bylaws 9067 and 9068 will implement fees for 'for-profit' organizations that request these services. The proposed policy and bylaws also make provision for charging no fee, for requests made directly by non-profit organizations such as school groups, government bodies and Sister or Friendship City organizations, or where the City initiates the visiting delegation, study tour or City Hall tour. The policy also provides for the City to reserve the right to decline requests for visiting delegations, study tours and City Hall tours.



Amarjeet S. Rattan  
Director, Intergovernmental Relations & Protocol Unit  
(604)-247-4686

**2012 & 2013 City Hall Tour/ Study Tour/Delegation Visit Requests:**

		2012	2013
Type		# of Requests	# of Requests
City Hall Tours		20	14
Study Tours		13	7
Delegation Visits		6	2

**Background Information:****City Hall Tours 2012**

- 11 Richmond School Groups
- 2 International School Groups:
  - 83 Grades 7 & 8 -Exchange students Shenzhen, Nanshan, China [Host: School District No. 38 Richmond]. Accompanied by 12 teachers and 1 translator.
  - 22 students and 5 adults – Wakayama Sister City School [Fukko & Joto Secondary Schools] – accompanied by principals, teachers, Sister City Committee members and Richmond School Board officials
- 7 other Non – profit organizations (ie. Immigrant Services Society & SUCCESS)

**Study Tours/ Delegation Visits 2012**

- 9 Non – profit organizations
- 9 For profit organizations

**City Hall Tours 2013**

- 9 Richmond School Groups
- 1 International School Group:
  - School Officials from Kyowa Academy & Mizusawa High School, from Kyowa Gakuin Mizusawa Dai-Ichi Kotogakko, North Eastern Japan. Host: School District No. 38 (Richmond).
- 4 other Non – profit organizations

**Study Tours/ Delegation Visits 2013**

- 7 Non – profit organizations
- 2 For profit organizations



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**Policy <policy no.> :**

The purpose of this policy is to establish parameters for the approval of a request for the City to host a Visiting Delegation, a Study Tour or a City Hall Tour.

**It is Council Policy that:**

One or more of the following criteria must be met before a Visiting Delegation or Study Tour request can be considered:

1. The request must provide value to the City, including an opportunity to enhance its profile and unique position on a municipal, regional, provincial, national or international basis.
2. The request will facilitate the exchange of information in recognition of Richmond's role as a best practice Olympic Venue City. Richmond will reciprocate for the learning from past Olympic cities in preparing for the 2010 Winter Olympic Games.
3. The request is in relation to a Council approved Sister City or Friendship City program event or activity.

All of the following conditions must be met before a Visiting Delegation or Study Tour request is approved:

1. The request must be received by the City, in writing, at least two weeks in advance of the event.
2. Individuals required to participate in the program (i.e. staff from the responsive department, elected representatives, external partners) are available for the time required.
3. Meeting space is available at the requested time.
4. Funding or resources must be accommodated through existing budgets or fees collected pursuant to Visiting Delegation, Study Tour and City Hall Tour Bylaw No. 9068 and the Consolidated Fees Bylaw No. 8636.

All Visiting Delegation and Study Tour requests shall be directed to the Intergovernmental Relations and Protocol Unit (IGR). This includes requests made directly to Council members and other City departments.

All City Hall Tour requests shall be directed to the Customer Service Division and will be accommodated based on availability of City staff and resources.

Fees for Delegation Visits, Study Tours and City Hall Tours shall apply in accordance with Visiting Delegation, Study Tour and City Hall Tour Bylaw No. 9068 and the Consolidated Fees



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Bylaw No. 8636. There is no fee for requests made directly by non-profit organizations, such as schools, government bodies, and Sister City or Friendship City organizations, or where the City, at its discretion, initiates the Visiting Delegation, Study Tour or City Hall Tour.

The City will not issue visa letters or letters of invitation for Visiting Delegation, Study Tour, or City Hall Tour requests.

The City reserves the right to decline Visiting Delegation, Study Tour and City Hall Tour requests.

Exceptions to this policy may be made by the Mayor or Chief Administrative Officer.

**Definitions**

***For Profit Organization***

A For-Profit Organization means a business or other for-profit organization.

***Non-Profit Organization***

A Non-Profit Organization means a school or educational institution, government body, not-for-profit organization, or an organization representing a Sister City or Friendship City of the City.

***Government Body***

A Government Body means a local, regional, state/provincial, federal or other level of government.

***Visiting Delegation***

A Visiting Delegation is a group of elected and/or non-elected government officials, members of For-Profit Organizations, or members of Non-Profit Organizations visiting or meeting with City officials and/or staff for general purposes.

***Study Tour***

A Study Tour is defined as a group of elected and/or non-elected government officials, members of For-Profit Organizations, or members of Non-Profit Organizations meeting with City officials and/or staff or touring City facilities for the purposes of obtaining information and/or learning about "best practices" or delivery of specific City services.

***City Hall Tour***

A City Hall Tour is defined as a walking tour of public areas of Richmond City Hall and a short overview, provided by City staff, of local government operations and services.



VISTING DELEGATION, STUDY TOUR AND CITY HALL TOUR BYLAW NO. 9068

The Council of the City of Richmond enacts as follows:

PART ONE: DEFINITIONS

1.1 In this bylaw, unless the context otherwise requires:

- CITY** means the City of Richmond
- CITY HALL TOUR** means a walking tour of public areas of Richmond City Hall and a short overview, provided by City staff, of local government operations and services
- FOR-PROFIT ORGANIZATION** means a business or other for-profit organization
- GOVERNMENT BODY** means a local, regional, state/provincial, federal or other level of government
- NON-PROFIT ORGANIZATION** means a school or educational institution, **government body**, not-for-profit organization, or an organization representing a Sister City or Friendship City of the City
- STUDY TOUR** means a group of elected and/or non-elected government officials, members of **for-profit organizations**, or members of **non-profit organizations** meeting with City officials and/or staff or touring City facilities for the purposes of obtaining information and/or learning about “best practices” or delivery of specific City services.
- VISITING DELEGATION** means a group of elected and/or non-elected government officials, members of **for-profit organizations**, or members of **non-profit organizations** visiting or meeting with City officials and/or staff for general purposes



**PART TWO: CHARGING OF FEES**

- 2.1 Every **for-profit organization** that requests a **City Hall Tour, Study Tour or Visiting Delegation**, whether on its own behalf or on behalf of another **for-profit organization** or a **non-profit organization**, must pay to the City the applicable fee specified in Consolidated Fees Bylaw No. 8636.
- 2.2 No fee is payable for a **City Hall Tour, Study Tour or Visiting Delegation** that:
  - (a) is for a **non-profit organization**, provided the request to the **City** is made directly by the **non-profit organization**; or
  - (b) is initiated by the **City**, at its discretion.

**PART THREE: SEVERABILITY AND CITATION**

- 3.1 If any part, section, sub-section, clause, or sub-clause of this bylaw is, for any reason, held to be invalid by the decision of a Court of competent jurisdiction, such decision does not affect the validity of the remaining portions of this bylaw.
- 3.2 This bylaw is cited as "**Visiting Delegation, Study Tour and City Hall Tour Bylaw No. 9068**".

FIRST READING

SECOND READING

THIRD READING

ADOPTED

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CITY OF RICHMOND
APPROVED for content by originating dept.
APPROVED for legality by Solicitor

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CORPORATE OFFICER



City of Richmond

Bylaw 9067

CONSOLIDATED FEES BYLAW NO. 8636, AMENDMENT BYLAW NO. 9067

The Council of the City of Richmond enacts as follows:

- 1. The Consolidated Fees Bylaw No. 8636, as amended, is further amended by adding Schedule A attached to and forming part of this bylaw as a schedule to Consolidated Fees Bylaw No. 8636, in alphabetical order.
2. This Bylaw is cited as "Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 9067".

FIRST READING

SECOND READING

THIRD READING

ADOPTED

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CITY OF RICHMOND
APPROVED for content by originating dept.
APPROVED for legality by Solicitor

MAYOR

CORPORATE OFFICER

**SCHEDULE – VISITING DELEGATION, STUDY TOUR AND CITY HALL TOUR**

**Visiting Delegation, Study Tour and City Hall Tour Bylaw No. 9068**  
Section 2.1

<b>Description</b>		<b>Fee</b>
City Hall Tour		\$250, plus room rental fee
Visiting Delegation or Study Tour	Up to 2 hours	\$250, plus room rental fee
	2 to 4 hours	\$500, plus room rental fee
	More than 4 hours	\$1,000, plus room rental fee