



**To:** Planning Committee **Date:** April 3, 2023  
**From:** James Cooper, Architect AIBC **File:** 08-4375-00/Vol 01  
 Director, Building Approvals  
**Re:** **Referral Response Construction Signage**

**Staff Recommendation**

That staff be directed to bring forward amendments to Noise Regulation Bylaw No. 8856, in order to affect the proposed changes to the construction signage, as outlined in the report titled “Referral Response Construction Signage”, dated April 3, 2023 from the Director, Building Approvals.

James Cooper, Architect AIBC  
 Director, Building Approvals  
 (604-247-4606)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Community Bylaws Transportation	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
<b>SENIOR STAFF REPORT REVIEW</b>	INITIALS: 	<b>APPROVED BY CAO</b> 

## Staff Report

### Origin

This report responds to the Planning Committee referral from February 28, 2023:

*That staff review development signage requirements in active construction sites to prominently post the City phone number contact for the public to report concerns, and report back.*

This report supports Council's Strategic Plan 2022-2026 Focus Area #2 Strategic and Sustainable Community Growth:

*Strategic and Sustainable growth that supports long-term community needs and a well-planned and prosperous city.*

And Focus Area #3 A Safe and Prepared Community:

*Community safety and preparedness through effective planning, strategic partnerships and proactive programs.*

### Findings of Fact

Requirements for development signage in active construction sites are presently detailed in Noise Regulation Bylaw 8856. The Bylaw specifies the need to post signs on the premises where construction projects valued in excess of \$150,000 are taking place. Examples of such projects include demolition works, renovations and new constructions.

The Bylaw further prescribes the color, minimum dimensions, letter fonts and sizes, and the required content of the signage. This specifically includes the permitted hours for construction noise, the name and phone number for the contractor undertaking the work, and the email and phone number of the City's Community Bylaws Enforcement Office (Attachment 1), where area residents can report a noise violation.

Since March 2016, the Building Approvals Department has been informing Building Permit applicants of the aforementioned requirements by way of Information Bulletin (INFO-29). The bulletin is publicly available on the City's website and is provided to all permit holders as part of the permit application process. The bulletin, which includes a sample sign template, is attached to this report as a reference (Attachment 2).

As Bylaw 8856 is prescriptive to the appearance and content of the signage, a referral for Bylaw amendment is required by Council in order to implement any desired changes.

### Analysis

The requirements for construction signage have been specifically established to enable community awareness of the permitted hours of construction noise. Staff understand that discussions at Planning Committee suggest a desire to enhance the signs' prominence and broaden its intent to capture more general community concerns, which may arise by the

construction related activities. Such concerns may include construction site safety, street parking, tree protection, cleanliness or noise.

In response to this referral, staff propose that the following amendments be considered to the current sign configuration and content:

1. Change the sign’s title block, removing the specific reference to “noise” in order to allow for a broader context of reportable concerns.
2. Increase the size of the displayed contact phone numbers for added prominence.
3. Increase the minimum sign dimensions to enable the insertion of a QR Code that directs persons to the “Report a Problem” page of the City website, thereby offering the possibility of reporting a wider range of problems conveniently from a mobile device.
4. Ensure the constructor’s contact has 24-hour operability.

A sample of a reconfigured sign is illustrated in Figure 1 below.



**Figure 1. Proposed reconfiguration of Construction Signage**

As there are a significant number of signs currently displayed on construction sites throughout the City, staff is recommending that the existing signage inventory not be discarded and replaced, but rather that this updated standard be applicable only to Building Permits issued after the effective date of a Bylaw Amendment.

Upon Councils’ direction, staff will incorporate the desired changes to a proposed Bylaw Amendment and return to Council for approval at a future date.

**Financial Impact**

None.

**Conclusion**

Requirements for development signage in active construction sites are detailed in Noise Regulation Bylaw 8856. Signage is specific to communicating the permitted hours for construction noise and providing contact information to report problems or noise violations. Staff recommend that the options proposed to more prominently display contact information and City phone numbers for area residents be approved. In order to enable such changes, an Amendment Bylaw to Bylaw 8856 would be required by Council.



Fred Tewfik  
Manager, Inspections  
(604-276-4184)

JC: ft

Att. 1: Community Bylaws, Call Center Operations.  
Att. 2: Bulletin INFO-29, Noise Regulation Bylaw No 8856 Amendments.

**Community Bylaws – Call Center Operations:**

The Community Bylaws call centre is open Monday to Friday 8:15am to 5:00pm and can be reached by calling 604-276-4345 or by emailing [bylawrequest@richmond.ca](mailto:bylawrequest@richmond.ca). During this time Bylaw administrative staff dispatch calls for service related to property use and parking concerns. Outside of these hours, a voice message recording is played when the public calls 604-276-4345 and they are directed to email [bylawrequest@richmond.ca](mailto:bylawrequest@richmond.ca) for Bylaw related concerns.

This [bylawrequest@richmond.ca](mailto:bylawrequest@richmond.ca) email goes directly to the inbox of Parking Officer staff working after hours and Property Use officers who are scheduled to work on the weekends. Please note, Parking Officer staff work 7:00am to 9:00pm daily/weekends and Property Use Officers work daily/weekends 8:15am to 5:00pm. Property Use Officers deal with noise complaints. As a note, Parking Officers and Property Use Officers have their priorities and assigned files to work on. They periodically monitor the bylaw request email and answer those calls if they are not on their assigned calls.

Any complaints not responded to by staff after hours are dispatched or responded to the next day when the administrative team is back in the office.



**Noise Regulation Bylaw No. 8856  
Amendments**

**No.: INFO-29  
Date: 2016-03-11  
Revised: 2018-05-13**

**Purpose:**

To inform builders and owners of amendments to Noise Regulation Bylaw No. 8856, the "Bylaw". The amendments include restrictions to demolition and construction activities on Sundays and Statutory holidays and the introduction of signage requirements.

**Background:**

The City made amendments to the Bylaw on September 14 and November 09, 2015 to address demolition and construction noise concerns raised by members of the general public.

**Implementation:**

The Noise Regulation Bylaw No. 8856 was amended to include the following:

**Noise Restrictions**

The primary change to the Bylaw will limit construction activities on Sundays and Statutory holidays to work performed by homeowners or occupants, provided that construction noise levels do not exceed the limits stipulated in the Bylaw. Under this amendment, contractors are prohibited from creating noise due to construction activities during Sundays and Statutory holidays.

Construction noise is permitted under the Bylaw provided it does not have a rating exceeding 85 dBA when measured at a distance of 15.2 m (50 feet) from the source of the noise and only occurs:

- between 7:00 a.m. and 8:00 p.m. Monday through Friday that is not a Statutory holiday for any type of construction;
- between 10:00 a.m. and 8:00 p.m. Saturday that is not a Statutory holiday for any type of construction; and
- between 10:00 a.m. and 6:00 p.m. on a Sunday or Statutory holiday, provided the construction is in connection with a residential building or structure and undertaken personally by the homeowner or occupier of the premises.

**Requirements for Posted Signage**

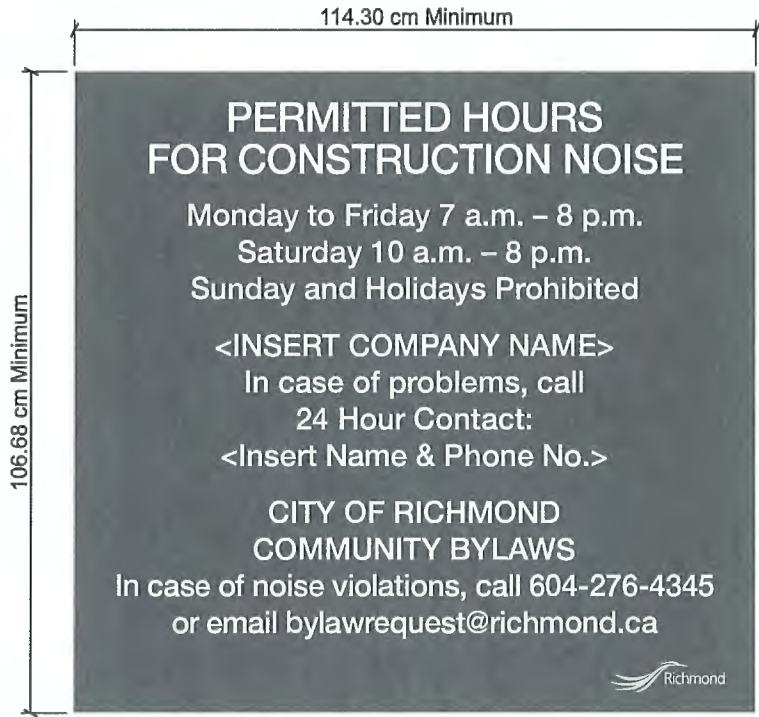
Where the construction value exceeds \$150,000.00, signage shall be installed and maintained on the premises in accordance with the following:

- The sign shall be at least 1.48 m<sup>2</sup> for construction that is in respect to a single or two-family dwelling or 2.97 m<sup>2</sup> for all other types of construction.
- The posted signage shall be a minimum of 114.30 cm (45 in.) wide by 106.68 cm (42 in.) high.
- The sign shall include the following information:
  - permitted hours for construction noise, as indicated in Noise Regulation Bylaw No. 8856;
  - name of the company undertaking the construction, if applicable;
  - name and phone number of the general contractor, owner or other person available to address complaints about the construction on a 24 hour per day basis; and
  - phone number and email address of the City's Community Bylaws Department (call 604-276-4345 or email [bylawrequest@richmond.ca](mailto:bylawrequest@richmond.ca)).
- The sign is to be secured to the building or supported by posts or poles and be capable of withstanding all weather conditions.

See over →

- The background colour of the sign shall be grey and the words shall be white Helvetica medium block lettering with a minimum letter height of 2.54 cm (1 in.).
- The owner, occupier, builder or developer shall maintain the sign required on the premises from the commencement date of any construction to the date that final occupancy is permitted.

**Construction Sign Sample**

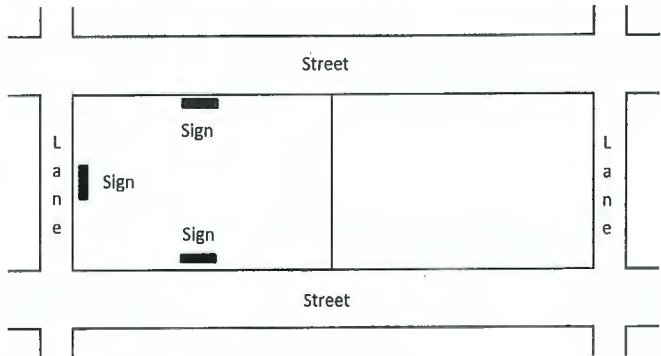


Sign Placement

Height From Ground - maximum 3.65 m

Height From Ground - minimum 1.52 m

Sign Quantity - 1 sign for EACH street and/or lane fronting the property



Note: Drawing not to scale.

The above-noted signage requirements will apply to all Demolition and Building Permits issued as of September 15, 2015, for all combined construction valued over \$150,000.00.

Should you have any questions, comments, or suggestions concerning this bulletin, please reference the Bulletin Number and email [building@richmond.ca](mailto:building@richmond.ca) or call the Building Approvals General Inquiries line at 604-276-4118.

Should you have any questions or comments concerning Noise Regulation Bylaw No. 8856, please contact the Community Bylaws Department at 604-276-4345 or email [bylawrequest@richmond.ca](mailto:bylawrequest@richmond.ca).