



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** April 2, 2015
From: Amarjeet S. Rattan **File:** 12-8060-20-009068/Vol 01
 Director, Intergovernmental Relations & Protocol Unit
Re: **Visiting Delegation, Study Tour and City Hall Tour Policy - One Year Review**

Staff Recommendation

That the staff report titled, "Visiting Delegation, Study Tour and City Hall Tour Policy - One Year Review", dated April 2, 2015, from the Director, Intergovernmental Relations and Protocol Unit be received for information.

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

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Customer Service	<input checked="" type="checkbox"/>	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

On January 27, 2014, the City Council adopted a *Visiting Delegation, Study Tour and City Hall Tour Requests Policy*. At that time, Council directed that this policy and related bylaws be reviewed in one year.

This staff report is in response to this referral.

Analysis

The *Visiting Delegation, Study Tour and City Hall Tour Requests Policy* (Attachment 1) was 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 consolidated fees Bylaw No. 8636, Amendment and Bylaw No. 9067 was 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/or 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" and/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 include a presentation, in Council Chambers, on local government operations and services as well as a walking tour of the public areas of City Hall.

One Year Review

The purpose of the *Visiting Delegation, Study Tour and City Hall Tour Requests Policy* was not 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.

The policy required that requests for the City to host Visiting Delegations and conduct Study Tours or City Hall tours, submitted by 'for profit' organizations, 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 public school groups, government bodies and Sister or Friendship City organizations, or where the City initiates the Visiting Delegation, Study Tour or City Hall Tour.

An information page was also created on the City website to assist organizations and individuals wanting to submit requests for these services. (Attachment 2)

An overview of the number and types of requests received in 2014, and the two previous years, is provided in Attachment 3. While there was a small increase in the overall number of requests since the policy was implemented, the policy facilitated the review and management of these requests in a more efficient manner.

Financial Impact

None.

Conclusion

The *Visiting Delegation, Study Tour and City Hall Tour Requests Policy* was implemented by the City in 2014. A review of this policy, one year after its implementation, indicates that there is no reduction in the number of requests and that the policy is helping to manage various requests.



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

- Att. 1: *Visiting Delegation, Study Tour and City Hall Tour Requests Policy*
- 2: Online Request page
- 3: Requests information



Page 1 of 2	Adopted by Council: January 13, 2014	Policy 1402
File Ref: 0450-00	Visiting Delegation, Study Tours and City Hall Tour Requests	

Policy 1402:

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



Page 2 of 2	Adopted by Council: January 13, 2014	Policy 1402
File Ref: 0450-00	Visiting Delegation, Study Tours and City Hall Tour Requests	

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.

City of Richmond, British Columbia, Canada

> [Home](#) > [City Hall](#) > [City Buildings](#) > [City Hall](#) > Tours & Delegations

CITY HALL

Tours & Delegations

Visitors are Welcome at City Hall and most City Facilities

Submit requests for any of the following:

- Delegation Visits
- Study Tours
- City Hall Tours

Letters of request for a Delegation Visit/Study Tour or City Hall Tour must include the following details:

- Name of individual or organization making the request
- Proposed date of visit /tour
- Where the delegation is from
- Delegates' names
- Delegates' titles
- Purpose of visit
- Specific key areas of interest with respect to City of Richmond facilities, operations, departments or programs
- Confirmation that, if required, the delegation will provide its own language interpreter

Please note that if the request is being submitted by a 'for profit' organization, the following fees will be charged for accommodating these visits/tours:

- Up to 2 hours - \$250 (plus the set room rental fee and GST)
- Half day (2-4 hours) - \$500 (plus the set room rental fee and GST)
- One day (over 4 hours) - \$1,000 (plus the set room rental fee and GST)

We require that all of the information listed above is received at least four weeks prior to the proposed visit date in order to process the request. Once your request has been submitted, we will check on the availability of speakers to present on your group's topics of interest, and advise if the City is able to accommodate your request.

<http://www.richmond.ca/cityhall/buildings/cityhall/cityhall-tours.htm>

2015-04-09

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

The City of Richmond reserves the right to decline requests and waive fees where applicable.

Delegations seeking a national perspective may first wish to approach the Government of Canada, Foreign Affairs & International Trade Canada (www.international.gc.ca (<http://www.international.gc.ca>)).

Delegations seeking a provincial perspective may wish to approach the Province of British Columbia, Intergovernmental Affairs Division's Office of International Relations and Protocol (www.protocol.gov.bc.ca (<http://www.protocol.gov.bc.ca>)).

For Visiting Delegation and Study Tour requests, please submit the above information by email to protocol@richmond.ca.

For City Hall Tour requests, please submit the above information by email to cityhalltours@richmond.ca

[Sign up for updates](#) [Browse Aloud](#)

Richmond City Hall: [6911 No. 3 Road, Richmond, British Columbia, V6Y 2C1](#)

Hours: 8:15 am to 5:00 pm, Monday to Friday. Tel: 604-276-4000

[© 2014 City of Richmond](#)

City Hall Tours/ Study Tours and Delegation Visits Requests

	2012	2013	2014
<i>Type</i>	<i>Number of Requests</i>	<i>Number of Requests</i>	<i>Number of Requests</i>
City Hall Tours	20	14	28
Study Tours and Delegation Visits	19	9	21

Background Information

City Hall Tours 2014

- 18 tours for Diversity Services all approximately 15 people
- 1 Tour for International students from Wakayama (through the Richmond School Board) 30 students
- 4 Richmond School Board school tours for approx 30 children each
- 1 Scout group of 10 children
- 1 Potts Education School for 15 people
- 2 tours scheduled and then cancelled by the School Board due to the teachers strike
- 1 tour turned down from a ESL group due to too short notice

Study Tours/ Delegation Visits 2014

Approved

- Kasetsart University, Thailand
- Pyeonchang Olympic Committee Delegation, South Korea
- Councillor, Salmo, BC
- Fantasia Holdings Group, China
- Consulate General, South Korea
- Guangzhou Social Work Party Committee, China
- Korean Culture and Tourism Division, South Korea
- Teocheu Delegation, China

Not Approved

- Hohhot Municipal Government, China – required staff not available
- Top Western Cultural Exchange Inc. – required staff not available
- Weifang City, China – request was to establish a Sister City relationship
- West Africa Sustainable Development Group – not followed through by delegation group
- Shanghai Municipal Cultural Market Department, China - required staff not available
- Bangkok Metropolitan Administration, Thailand – referred to Vancouver Coastal Health
- Consulate General of Vietnam – referred to Richmond Chamber of Commerce
- Tour Click YYC Travel Canada Ltd. - short notice

- Fenghua Municipal Government, China – request was for Visa letter
- Guangxi Province, China – referred to Heritage Canada
- SmartSoho Business General Association of Canada - required staff not available
- Tour Click YYC Travel Canada Ltd. - short notice
- Nanjing City, China - request was for Visa letter