



# City of Richmond

## Report to Committee

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**To:** General Purposes Committee **Date:** June 14, 2021  
**From:** Jason Kita **File:** 01-0005-01/2021-Vol 01 ✓  
Director, Corporate Programs Management Group  
**Re:** **Council Strategic Plan 2018-2022: 2019/2020 Update**

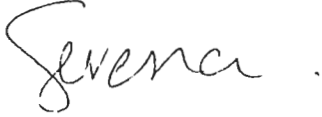

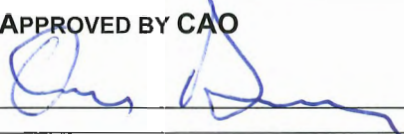
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### Staff Recommendation

1. That the report titled, "Council Strategic Plan 2018-2022: 2019/2020 Update" dated June 14, 2021, from the Director, Corporate Programs Management Group, be received for information; and
2. That the attached report titled, "Council Strategic Plan 2018-2022: Achievement Highlights for 2019/2020" (Attachment 2) be made available for download on the City of Richmond website.

Jason Kita  
Director, Corporate Programs Management Group  
(604-276-4091)

Att. 2

| REPORT CONCURRENCE                          |   |  |
|---|---|--|
| ROUTED TO:                                  | CONCURRENCE   | CONCURRENCE OF GENERAL MANAGER   |
| Arts, Culture & Heritage                    | <input checked="" type="checkbox"/>   |                             |
| Building Approvals                          | <input checked="" type="checkbox"/>   |  |
| Business Licences                           | <input checked="" type="checkbox"/>   |  |
| City Clerk                                  | <input checked="" type="checkbox"/>   |  |
| Communications                              | <input checked="" type="checkbox"/>   |  |
| Community Bylaws                            | <input checked="" type="checkbox"/>   |  |
| Community Safety Administration             | <input checked="" type="checkbox"/>   |  |
| Community Social Development                | <input checked="" type="checkbox"/>   |  |
| Customer Service                            | <input checked="" type="checkbox"/>   |  |
| Development Applications                    | <input checked="" type="checkbox"/>   |  |
| Economic Development                        | <input checked="" type="checkbox"/>   |  |
| Emergency Programs                          | <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 & Protocol Unit | <input checked="" type="checkbox"/>   |  |
| Parks Services                              | <input checked="" type="checkbox"/>   |  |
| Policy Planning                             | <input checked="" type="checkbox"/>   |  |
| Public Works                                | <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>REVIEWED BY SMT</b>                      | <b>INITIALS:</b><br> | <b>APPROVED BY CAO</b><br> |

## 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 set by Council while also being flexible and responsive to new opportunities, issues, and circumstances that may emerge during the term.

Once established, City work plans align with the outcomes identified in the strategic plan in order to achieve a productive and successful term of office. The strategic plan is reviewed on a regular basis for progress and to ensure it continues to remain current and relevant to community needs.

### 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.*

To-date during this term of office, many achievements were made to advance these eight strategic focus areas and related priorities. Notably, the City was recognized with a number of awards in 2019 and 2020, as listed in Attachment 1. These awards reflect the City's forward-thinking leadership in municipal government, as guided by Council's strategic vision for Richmond.

Substantial work was completed under the direction of Council thus far this term, including a number of new initiatives resulting from the COVID-19 pandemic. This included the presentation of 913 staff reports collectively in 2019 and 2020 that address matters related to a strategic focus area, as well as a high volume of memos drafted as a result of the COVID-19 pandemic. The Council Strategic Plan 2018-2022: Achievement Highlights for 2019/2020 report (Attachment 2) provides an overview of the progress made in the two-year period.

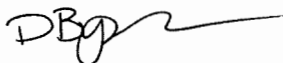
Staff recommend that the Council Strategic Plan 2018-2022: Achievement Highlights for 2019/2020 report be made available for download on the City of Richmond website.

**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 report provides Council with an update on the work that was completed in 2019 and 2020 to advance the eight key focus areas identified in the plan. Staff recommend that the attached report be made available for download on the City of Richmond website.



Daisy Byrne  
Program Manager, Corporate Programs Management Group  
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Att. 1: City of Richmond 2019/2020 Awards and Recognition

Att. 2: Council Strategic Plan 2018-2022: Achievement Highlights for 2019/2020

## City of Richmond 2019/2020 Awards and Recognition

The City of Richmond was recognized with a number of awards in 2019 and 2020, including the following:

- Canadian Association of Municipal Administrators (CAMA) Environment Award for the City's District Energy Implementation Program in 2019.
- Canadian Association of Municipal Administrators (CAMA) Professional Development Award for the City's Engineer-in-Training Program in 2020.
- Government Finance Officers Association (GFOA) of the United States and Canada Canadian Award for Financial Reporting and Outstanding Achievement in Popular Annual Financial Reporting Award for the City's 2017 and 2018 annual reports in 2019 and 2020.
- Association of Energy Engineers (AEE) Canada Region Energy Project of the Year Award for the Alexandra District Energy Utility (ADEU) project in 2019.
- The Energy Globe Foundation Canadian Energy Globe National Award for the Lulu Island Energy Company's ADEU Smart Centres Expansion in 2020.
- International District Energy Association 2020 IDEA Innovation Award for the Lulu Island Energy Company's ADEU Smart Centres Expansion in 2020.
- Union of BC Municipalities (UBCM) Community Excellence Award – Excellence in Governance for the 2017–2022 Richmond Child Care Needs Assessment and Strategy in 2019.
- BC Environmental Managers Association Technological Innovation Award for the implementation of a simplified non-storm water discharge management program in 2019.
- Public Works Association of BC Public Works Week Community Celebration Award for a population over 100,000 for the Public Works Open House in 2019.
- Community Energy Association Climate & Energy Action Award for the City's first-of-its-kind Electric Vehicle (EV) infrastructure requirement in 2019.
- Homebuilders Association of Vancouver Ovation Award for Best Multi-Family High-Rise Development for the Storeys affordable housing project in 2019.
- BC Recreation and Parks Association (BCRPA) Facility Excellence Award for projects with a capital cost less than \$1 million for the Edwardian Cottage at Terra Nova Rural Park in 2020.

## Attachment 1

- Institute of Transportation Engineers – Greater Vancouver Section Mavis Johnson Award for Road Safety Project of the Year in the Greater Vancouver area for the City’s Network Screening Study in 2020.
- Association of Consulting Engineering Companies BC Award of Merit for the Britannia Shipyards National Historic Site Flood Protection Improvements Project in 2019.
- Firehouse Magazine Station Design Award notable design mention for Brighthouse Fire Hall No. 1 and Cambie Fire Hall No. 3 and Ambulance Station No. 250 in 2019.
- Canadian Alliance of Chinese Associations Public Safety Contribution Award for Richmond Fire-Rescue’s contributions to public safety in 2019.
- Government Fleet Magazine Notable Fleets Certificate of Achievement for the City’s fleet innovation and leadership in 2020.



Council Strategic Plan 2018–2022:  
**Achievement  
Highlights for 2019/2020**



## Richmond City Council

### Front Row (Left to Right):

Councillor Michael Wolfe, Councillor Bill McNulty, Mayor Malcolm Brodie, Councillor Linda McPhail, Councillor Kelly Greene (resigned November 2020)

### Back Row (Left to Right):

Deputy Fire Chief Kevin Gray (Richmond Fire-Rescue), Councillor Harold Steves, Councillor Carol Day, Councillor Chak Au, Councillor Alexa Loo, Constable Leah Riske (Richmond RCMP)



# City of Richmond Council Strategic Plan 2018–2022

The Council Strategic Plan 2018–2022 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.

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 mid-term report provides highlights of achievements made towards the advancement of the Council Strategic Plan 2018–2022 strategic focus areas in 2019 and 2020.





# Table of Contents

|   |    |
|---|----|
| 1. A Safe and Resilient City .....                        | 1  |
| 2. A Sustainable and Environmentally Conscious City ..... | 8  |
| 3. One Community Together .....                           | 16 |
| 4. An Active and Thriving Richmond .....                  | 23 |
| 5. Sound Financial Management .....                       | 29 |
| 6. Strategic and Well-Planned Growth.....                 | 34 |
| 7. A Supported Economic Sector.....                       | 40 |
| 8. An Engaged and Informed Community .....                | 45 |
| Awards and Recognition .....                              | 49 |



Together by David Jacob Harder at Minoru Centre for Active Living CNCL – 93

# 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 approved the addition of fire and police safety personnel and improved training and equipment replacement programs as well as updates to policies and bylaws.

Council continues to implement their Safe Community Strategy which will include a total of 107 new positions when it is fully executed. Richmond Fire-Rescue hired 24 additional firefighters through the 2019/2020 Recruitment Cycle as a part of the Council-adopted strategy to hire 36 additional firefighters over three years.

An additional 19 police officers and 10 municipal employees were added to Richmond's RCMP Detachment as a part of the Council-adopted Safe Community Strategy to increase the RCMP complement by 51 additional police officers and 20 municipal employees. The added resources will help the Richmond RCMP to continue to effectively manage caseloads, further crime reduction initiatives, continue community outreach and support current and future policing priorities identified by Council.

Community outreach initiatives included:

- The Community Safety App (the App) was launched in May 2020 and allows users to stay connected, informed and engaged with the Richmond RCMP from the convenience of a mobile device. The App includes information such as crime prevention program resources, criminal activity maps, news releases and emergency alerts. The App also provides Richmond residents and businesses the ability to report a crime, commend an officer or file a complaint.
- The Richmond RCMP Economic Crime Unit conducted fraud awareness outreach to business operators and provided posters and stickers for businesses to place near Bitcoin machines, gift card carousels or tills as a warning to potential victims of fraud.
- The Richmond RCMP continued to deliver the Drug Abuse Resistance Education (D.A.R.E.) program to all grade 5 students in Richmond as part of its comprehensive youth education and outreach initiatives. Over 1,500 students a year participate in DARE, which have continued through virtual lessons during the COVID-19 pandemic.
- Proactive programs continued to enhance the Richmond RCMP's ability to build on positive community relationships and foster further public trust in local policing.
- In support of cultural harmony and diversity, the RCMP launched a Diversity and Inclusion initiative in 2020, which has provided diversity training and support resources

for staff. In addition, the RCMP conducted a variety of community awareness initiatives, including the Safe Place Program, Project Rainbow and Hate Has No Place posters campaign. The Richmond RCMP also initiated outreach to local religious communities and introduced regular police patrols for places of worship in 2019. These regular contacts built trust while offering assurance and safety to members of the faith communities.

- Richmond Fire-Rescue continued to action the Council approved "Community Outreach and Public Education Plan" (COPEP) through the implementation of a new interactive website. The new website ([firerescue.richmond.ca](http://firerescue.richmond.ca)) links the public to all of the services fire has to offer in one place for easy access.
- Richmond Fire-Rescue moved the public education program into the virtual realm through the use of Facebook, Instagram and blogs to reach the community in an efficient and effective manner.

*Residential break-and-enter crimes decreased by 28% in 2019 and 21% in 2020. Theft from vehicles decreased by 8% in 2019 and 18% in 2020.*

Richmond made amendments to the Unsightly Premises Bylaw No. 7162 which allows the City to strengthen its bylaw and enforcement provisions. The defined terms for unsightliness related to noxious weeds, derelict vehicles, discarded materials, and garbage were expanded. 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. 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.

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.

In an effort to continually improve the response time to emergency calls for Richmond Fire-Rescue, a turnout time study and analysis was conducted in 2019 at one of the fire halls. The study resulted in an updated working methodology that can be applied to all fire halls.

In British Columbia, the Office of the Fire Commissioner sets the competency standards for the fire service through the BC Structure Firefighter Competency and Training Playbook (Playbook). Within the Playbook, Richmond Fire-Rescue is a "Full Service" fire department which requires suppression staff to operate at a very high competency level. To ensure the department was prepared to receive and train 36 additional firefighters (along with the replacement of retiring firefighters) the department went through a comprehensive process of: reviewing and upgrading all fire suppression training material; training and testing all current staff in the most advanced emergency response skills and finally training the newly hired staff in order to meet 100% compliance with the standards of firefighting competencies established by the Office of the Fire Commissioner and to ensure that the City remains safe.

The City's procedures for identifying contaminated sites at the time of various development permit related applications was updated and improved, resulting in greater adherence to senior regulatory requirements and less potential exposure to contaminants by Richmond residents.

*The City pre-treated and/or de-iced 44,700 lane km during the 2019/20 winter season.*



*Winter Road Maintenance Program*

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

The Flood Protection Management Strategy, updated in 2019, identifies the importance of proactive prevention and emphasizes the need to research, plan, design, and implement a world-class Flood Protection Management Strategy to safeguard Richmond's infrastructure and enhance community safety. In 2019, the City completed grant-funded work worth a total of \$11.2 million. As a result of proactive flood protection planning efforts, the City was also successful in securing approximately \$13.8 million in senior government grant funding through Infrastructure Canada's Disaster Mitigation and Adaptation Fund, which will go towards implementing dike and pump station improvements. In addition, the City secured \$750,000 from the Union of BC Municipalities (UBCM) Community Emergency Preparedness Fund (CEPF).



*South dike upgrade from Gilbert Road to No. 3 Road Trail*

Significant work was completed as part of the City's ongoing efforts to protect Richmond from potential flooding. Initiatives include:

- Dike Master Plan Phases 3 and 5 were completed as a part of area-specific plans to upgrade the City's perimeter dike to stay ahead of climate change induced sea level rise, including:
  - ♦ Construction for the upgrade of the South Dike between Gilbert Road and No. 3 Road was completed. The dike was raised approximately 1.6 m vertically to 4.9 m and widened to protect against climate change induced sea level rise. The existing drainage canal was also relocated further inland to improve stability of the dike. Upgrades included an improved multi-use path to enhance the safety and accessibility of pedestrians and cyclists.
  - ♦ Design for dike upgrades along the South Dike between No. 3 Road and Finn Slough and between No. 9 Road and west of McMillan Way was completed.
  - ♦ The rearmouring of 1.7 km of dikes with 11,500 tonnes of rip-rap was completed.

## 1. A Safe and Resilient City

- 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.
- The Drainage Pump Station Condition Assessment report was finalized. This report updates the 2003 version and strengthens the City's preventative and responsive flood management approach.
- Significant progress was made in upgrading the City's drainage pump stations to accommodate growth and climate change, including:
  - Re-construction of the Shell Road North Pump Station and No. 7 Road South Pump Station began and the Horseshoe Slough Pump Station was completed.
  - Design for the Steveston Highway at No. 3 Road Pump Station and the Steveston Highway at Gilbert Road Pump Station began and the No. 2 Road South Pump Station was completed.
- Phase 1 of the Burkeville Area Drainage, Watermain and Sanitary Sewer Upgrades project was completed. This project upgrades the City's storm sewer capacity and ageing watermain and sanitary sewers. The project will be completed in phases over 5 to 10 years, with Phase II underway.

*New infrastructure constructed in 2020 included: 5.6 km of watermains, 2.2 km of sanitary sewers, 4.4 km of storm sewers and 650 m of dike raising.*

The enhanced City Centre Community Police Office (CPO) renovation was completed in February 2020. Located at 6931 Granville Avenue, the re-purposed facility was designed with dual security zones, the first of its kind in British Columbia, allowing for 24-hour police operations and civilian crime prevention programs. This enhancement improves response time, police presence in the downtown core, and deployment of police services in Richmond.



Richmond City Centre Community Police Office

The City increased the testing frequency of the ammonia detectors in City facilities to improve public worker and occupant safety. Minoru Arenas and the Richmond Ice Centre were upgraded to include low charge ammonia systems that serve as an early warning for any issues that may arise and uninterrupted power supply (UPS) for the ammonia detectors in the case of a power failure. Staff from Community Services, Richmond Fire-Rescue, and the Richmond Olympic Oval participated in an extensive safety training workshop on implementing emergency response plans and to prepare for the unlikely event of a "live-fire."



Richmond Ice Centre

Asbestos, lead and mold assessments were conducted throughout City facilities, resulting in the completion of abatement initiatives to ensure user safety and to meet best practices for City infrastructure. Security measures in City facilities were also reviewed, with subsequent upgrades completed to ensure City infrastructure is kept safe.

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, a classroom for depot tours and recycling workshops, expansion of the hazardous waste materials area inclusive of tent covering, a new steel awning spanning the centralized large recycling bins and new heavy equipment.

Dock safety improvements were made to the Imperial Landing Pier and Floating Dock in 2019. Life rings, dock safety ladders, and fire extinguishers were installed to improve user safety on the dock for both pedestrian foot traffic as well as recreational boat users. In 2020, a kayak launch was installed to allow for safer and easier entry and exit into the water.



In 2019, the sanitary sewer infrastructure monitoring of grease accumulations was updated as part of a base-lining program. This initiative provides a “heat map” of accumulations to assist in the prevention of infrastructure breaks or other impacts in the future.

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

The City facilitated 10 inter-departmental and inter-agency emergency training exercises in 2019. These exercises brought together up to 30 response partners to foster and maintain regional joint readiness and helped to ensure the City remains prepared to effectively respond to and recover from significant emergencies.

The City hosted a training program for over 250 staff in order to be responsive to any unforeseen safety threats in public facilities. Training involved assessing levels of threat, making safe and effective choices in response to potential dynamic and real life situations, and helping to keep community members and staff in public facilities safe.

The City provided Emergency Support Services to 218 individuals displaced from their homes during fires and other sudden emergencies in 2019/2020. The City partnered with the Canadian Red Cross for Emergency Support Service response, which allows the City to access and leverage a wider network of resources.

In 2020, the City implemented an Emergency Support Services digital evacuee registration and referral tool as part of Emergency Management BC’s Emergency Support Services Modernization project. The tool provides the capability for the City to provide services remotely, creating further efficiencies such as reducing wait times for services and allowed for virtual coordination for resources.

Following the extensive damage caused by wildfires in 2018, Richmond Fire-Rescue, in collaboration with WASP Manufacturing, designed a Structure Protection Unit Type II Trailer (SPU) in alignment with requirements set by BC Wildfire Service to protect Richmond against wildfire threat. The SPU enhances Richmond Fire-Rescue’s capacity to transport equipment in areas that would be inaccessible by traditional fire vehicles. The trailer passed inspection in April 2020 for use in preparation for the wildfire fire season. A two-phase wildfire training program was also provided to fire suppression staff focused on deployment in a wild fire emergency situation and on safe use of the SPU vehicle.

Richmond supported the Greater Vancouver Integrated Response Plan’s expanded coverage, which now includes the City of Richmond. This process 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 City participated in the Metro Vancouver regional exercise for Disaster Debris Management as part of a continuous review of regional emergency management response and coordination in the event of an emergency. The exercise resulted in a number of learnings and best practices that would be invaluable in a real disaster.

The City’s Hazard, Risk, and Vulnerability Assessment (HRVA) was reviewed and updated. The HRVA is a foundational emergency planning tool for improving emergency preparedness and will be foundational in the upcoming review and updates to the City’s Emergency Management Plan and all related sub-plans, further improving the City’s resilience to disasters of all shapes and sizes.

The City developed a robust, three-pronged Hazardous Materials and Dangerous Goods Management program, encompassing compliance monitoring, training and procedural development and documentation. 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. This program sets a standard that complies with and exceeds regulatory requirements and best management practices.

The City launched a new cloud-based “RichmondBCAlert” emergency notification system with increased capabilities in notification reach and resilience. The new system was tested for internal use and was used as part of BCShakeOut earthquake preparedness initiative. The next phase of the project will make the alert system available to the public.

The City installed cellular backup communications to fire and security systems throughout City buildings to ensure safety systems can communicate in the event of an emergency. The cellular backup systems can communicate with monitoring stations if landlines or internet connections become unavailable.

*In 2019 there was a 28% decline in cigarette fires from the previous year, and a 54% decline in 2020.*

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

*During the 2019/2020 snow season, 21 volunteers shoveled snow from sidewalks and driveways of at-risk residents through the Snow Angels Program.*

In 2020, the City was awarded \$75,000 from the Federation of Canadian Municipalities' Green Municipal Fund to support its ongoing work on the Mitchell Island Environmental Stewardship Initiative. The initiative, which began in the spring of 2019, identifies ways to protect and maintain the environment on the island which is located on the ecologically sensitive Fraser River Estuary and is one of Metro Vancouver's major industrial hubs. The City hosted environmental stewardship information sessions for businesses and regular meetings with partner Federal, Provincial, and regional regulators for the Mitchell Island Stewardship Program to encourage compliance with environmental best practices. Environmental storm water monitoring results showed measurable improvements in water quality parameters since the program initiation.

The Richmond RCMP, in collaboration with Vancouver Coastal Health, 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. This program serves to enhance current services in the community and ensure the efficient and effective use of police resources.

The safety and security of all community members is a top priority for Council, and working with other organizations allows for a wider reach on 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.
- Richmond Fire-Rescue partnered with local faith groups to provide on-site fire safety education materials at religious events including the annual Burning of the Chometz at Brighthouse Fire Hall No.1 as part of the Jewish Passover celebrations 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 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.

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".

The City and Richmond RCMP updated the Positive Ticket program for youth, providing more opportunities for youth to get involved in recreational activities. The original initiative, launched in 2001, encourages positive behaviours in the community by "getting caught doing something right." Recent updates to the program include a new ticket design, the addition of free access to fitness drop-ins and youth open gyms at community centres and to the Richmond Olympic Experience at the Richmond Oval, in addition to the original offerings of swimming, skating and entry to the West Richmond Pitch 'n' Putt.

On June 22, 2020, Council passed the Amended Traffic Bylaw No. 5870 prohibiting the use of engine brakes on municipal roads in Richmond to reduce noise pollution.

The City developed and implemented an advertising ban on vaping and vaping-related products on City property and City-maintained infrastructure. Richmond was among the first municipalities to do so in Canada.

# 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:

- 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 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
  - ♦ In preparation for re-opening, facilities adjusted their floor plans to ensure participants are able to maintain physical distancing.
- 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.

In the community, a number of initiatives were implemented to prevent the spread of the virus in public spaces:

- The City proactively took an "education first" approach to supporting the public health messaging and orders during the early days of the COVID-19 pandemic. From April to October 2020, the Community Ambassador program was launched to provide community outreach regarding the provincially and federally mandated Public Health Orders and guidelines to prevent the spread of the COVID-19 virus in the community. Over 150 City staff were redeployed from all departments in the City to patrol parks, outdoor facilities and businesses to provide information on Public Health Orders and to educate the public on proper physical distancing guidelines.

- Temporary road changes were implemented in Steveston Village to provide increased space for physical distancing, with the addition of supplementary signage, electronic display boards, wayfinding kiosks, and planters.
- Coin payments for pay parking were disabled and pay-by-plate and pay-by-phone options were enabled on all City parking meters.
- Over 2,500 physical distancing and COVID-19 messaging signs were installed throughout various park amenities.
- Pedestrian pushbuttons were automated at 25 high-use intersections.

In partnership with Vancouver Coastal Health, the City opened a drive-thru COVID-19 Assessment Centre with the goal of increasing community assessment and testing to the general public. Located on City property at the Minoru Park Gilbert Road South parking lot, it provided a central location to ensure all Richmond residents could more easily access free, drive-thru testing and to support early identification and prevention of community spread. With the assistance of the City, Vancouver Coastal Health relocated the Assessment Centre to a site near YVR Airport in November, offering a larger space and enhanced access for testing.

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.
- An online procurement platform was launched to connect buyers and suppliers and facilitate online bidding by enabling vendors to submit responses to opportunities directly through an online portal.
- 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.
- To facilitate remote service delivery, online collaboration and web-conferencing tools were launched and systems were implemented to enable staff to securely connect and operate fully from remote locations in accordance with recommendations from public health officials.
- 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.

The Richmond RCMP re-imagined the delivery of public outreach programs in alignment with health and safety protocols. The Victim Services and Youth Intervention Program moved quickly to provide virtual services but maintained in-person meetings for exceptional circumstances.

Richmond Public Library utilized 3D printing technology to print over 1,200 face shields and ear savers for local healthcare providers.

## 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 Single-Use Plastic and Other Items Bylaw No. 10000, marking a critical milestone in the City's sustainability goal to promote more sustainable waste management and protect the environment. Extensive business engagement was held in 2019 in preparation of the Bylaw which included workshops, information sessions and resources 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. Final adoption and implementation of the Bylaw has been postponed due to the COVID-19 pandemic, but once suitable, will include a number of steps to re-engage the community and establish the foundation to support future success.

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 the Fall 2018 that drastic action is needed immediately to offset the risks of accelerating global warming.

In 2019, the City approved an extensive public engagement program to revise the Community Energy & Emissions Plan (Advancing Richmond's Climate Leadership) with more aggressive ambitions to reduce city-wide greenhouse gas (GHG) emissions 50% below 2007 levels by 2030, and achieve net zero emissions by 2050.

In January 2020, City Council endorsed eight strategic climate action directions and associated sectoral targets that would put Richmond on a path to achieve accelerated carbon reduction targets in line with the IPCC 1.5° Celsius global warming limit. Initial community engagement was completed in 2019 which was followed by modeling of dozens of actions that inform the emission reduction targets, with the aim of bringing forward an updated Community Energy and Emissions Plan (2020–2050) in 2021, along with a Climate Action Strategy that summarizes the City's climate adaptation and mitigation actions, plans and accomplishments.

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 conducted engagement with the construction industry 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.

*The City received and recycled over 37,700 tonnes of used asphalt and concrete construction materials in 2019/2020 for reuse as crushed aggregate in construction projects.*

In 2019, Council adopted the Public Tree Management Strategy 2045, A Plan for Managing Richmond's Public Urban Forest. This strategy outlines the goals and objectives for the sustainable stewardship of City-owned trees, and demonstrates the City's continued commitment to maintaining a healthy urban forest and the prudent management of this valuable natural asset. 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.

Council endorsed a deep greenhouse gas reduction retrofit project of the heating and cooling equipment at the Richmond Cultural Centre and Library. The project received a \$750,000 grant from the Federation of Canadian Municipalities and will reduce GHGs by 60% compared to the current system.

The City is investigating microbial-induced desaturation and precipitation (MIDP), an innovative technology that has the potential to improve flood and seismic resiliency in for the City and across the region. A successful lab test was completed and a field trial will be performed next.



*Microbial Induced Desaturation and Precipitation Test*

## 2. A Sustainable and Environmentally Conscious City

The Richmond Wetlandkeepers Workshop and the Virtual Wetlands Q & A Panel were co-created with the BC Wildlife Federation (BCWF) to provide staff and the public with comprehensive education on Richmond's ecological network so that they may apply this knowledge in a professional capacity. This was an excellent opportunity to engage with the community and have meaningful conversations around wetland conservation.

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

The City planted hundreds of new trees in City parks through the Urban Forest initiative, using funding from developers at a "two for one" replacement for authorized tree removals necessary for building. Two large-scale planting programs in 2019 resulted in 280 trees planted in London-Steveston Neighbourhood Park, and 500 trees planted in McCallan Park and along the Railway Greenway from Westminster Highway to Granville Avenue.



*Tree Planting at McCallan Park*

The City installed 136 solar panels on the roof of Brighthouse Fire Hall No.1, providing continuous power to the fire hall. The panels are projected to generate around 60,000 kilowatt-hours of electricity per year, which is equivalent to the energy consumption of five homes. Funds for the project were provided by the federal government through gas and carbon taxes.

*The City installed 2,627 new LED roadway lights in 2019/2020 achieving an average of 400 MWh of power savings annually.*

Community recycling programs and services were expanded:

- The City's Recycling Depot operating hours were expanded to six days a week, instead of five in 2019. The expanded operating schedule increased user traffic by 24%, or by more than 40,000 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 and tires. This initiative resulted in an additional 482 tonnes of materials being diverted for recycling or proper disposal in 2019, and 679 tonnes in 2020.
- Curbside collection for the Large Item Pick Up Program increased from four to six items in 2019. These additions has resulted in an additional 200 tonnes of materials being collected each year, while increasing convenience for residents to dispose of unwanted large or awkward items. Through this program, more than 17,000 items are collected annually.

By increasing accessibility to recycling services, the City is making recycling easier and more convenient for residents, reducing illegal dumping and supporting a more circular economy. In 2019/2020, the City's Recycling Depot hosted an average of 210,000 customers per year, or one visitor for every 48 seconds that the facility was open. The Recycling Depot represents approximately 10% diversion of the City's overall 79% single-family residential recycling rate. Over 4,500 tonnes of materials are received for recycling at the Recycling Depot each year.

The City implemented a new garbage and recycling services contract in 2019 and worked actively with the company to identify opportunities and efficiencies. The contractor implemented propane conversions in collection trucks at the City's request, which is expected to result in a 30% fuel emissions offset. The contractor supported the City in initiatives such as curbside recycling audits and research into other pilot concepts. The City is also a partner with Recycle BC in the provision of Blue Box and Blue Cart recycling services. This partnership results in an offset of 70% of City costs to provide recycling services to residents.

City fleet vehicles and related services were upgraded to more environmentally friendly options. For example:

- Various pilot projects were launched to assess the feasibility and effectiveness of alternative options:
  - Vehicles were converted to use propane from gasoline, including the contracted waste management fleet of

and 14 City fleet vehicle units. This initiative is expected to produce a 30% offset in greenhouse gas related fuel emissions.

- Solar panels were installed on five work trucks to charge auxiliary batteries used for equipment and lighting to reduce vehicle idle time that would otherwise be required to recharge auxiliary power while out in the field.
- A modular hydrogen system was incorporated into three heavy duty vehicles to establish if hydrogen assist helps reduce fuel consumption and emissions by burning the diesel fuel more efficiently. The City received matching funding under the Clean BC Heavy-Duty Vehicle Efficiency Program for the conversion cost.
- Richmond Fire-Rescue incorporated green indicators and principles into fire vehicle replacement purchases and building standards. In 2020, Richmond Fire-Rescue purchased three hybrid vehicles.
- 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.



Solar Panel Work Truck

*In 2019, the Richmond Firefighters Charitable Society Drive-Thru Tree Chipping event produced approximately 50 yards of recycled tree material for City projects.*

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.
- 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.

The fixed-base water meter reading network was expanded to add additional data acquisition points at strategic locations for sanitary pump stations. The expansion allows the City to view meter readings live, check leak status, and view hourly and daily consumption. This provides timely information and reduces emissions resulting from travelling to read water meter sites. By the end of 2019, the fixed-based network read a total of 32,829 water meters. In 2020, the City transitioned to a new water meter reading software to pair with smartphones that enhances mobility and provides additional features.

In 2019, the City adopted a stewardship model for single family development reviews of properties with a Riparian Management Area (RMA) designation to improve customer service through a collaborative and hands-on approach to RMA management. The City supported applicants and owners throughout each phase of development and made it easier for residents to gather information on enhancement opportunities for RMAs. A Municipal Update for the Real Estate Board of Greater Vancouver was provided to help realtors locate RMA designated properties, understand the requirements for single-family residential development, and understand opportunities to enhance the RMA setback.

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

In 2019, Council endorsed the consultation plan and work plan for the Farming First Strategy, which will include policies and strategies to ensure that local agriculture can be responsive to climate change, such as: drainage works, fuel switching,

## 2. A Sustainable and Environmentally Conscious City

and new crops tolerant of changing climate. The strategy supports the use of agricultural land for local food production and encourages a local food network to increase local food supply and consumption. Engagement on the Strategy began in November 2019 and continued through 2020.

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.



Terra Nova Pollinator Meadow

*In 2019, the City, Vancouver Coastal Health and School District No. 38 hosted a bookmark design contest for kindergarten to grade seven students around the theme "growing food, growing me."*



The City's community garden program was expanded to include two new sites that will be operated by the Richmond Food Security Society: Cook Community Gardens, and Riverport Community Gardens. Cook Community Gardens includes 40 individual plots, a garden shed, and a gathering area. Riverport Community Gardens includes 18 individual plots, and a garden shed. The new locations serve key areas in the city and provide food security and access to outdoor activities to Richmond residents.

The City received an Edible Trees Grant of \$3,500 through Tree Canada to plant fruit bearing species in Paulik Park that will benefit the neighbouring community. The grant will support the planting of 93 trees, 235 shrubs and 110 ground covering plants. The vision is to establish an extension of the existing forest canopy and include native, edible berry-producing species to create the understory. The native berries will be available to anyone in the community.

The City partnered with Border Free Bees to install the Terra Nova Pollinator Meadow in 2019 to grow a vast array of wildflowers that support native pollinator populations. Apiaries which provide pollinator nesting habitat were installed, along with educational material to provide community members information on the importance of pollinators and pollinator habitat. In 2020, the City and Border Free Bees piloted the



Richmond Nectar Trail Project which aims to increase and connect habitats with a series of ‘stepping stone’ garden plots in the community for insects to rest and forage between isolated habitat hubs. Properties volunteering to participate along the trail plant and maintain a garden with drought-tolerant species that bloom from spring to fall and avoid the use of pesticides.

The City installed four ‘demonstration plots’ in Terra Nova Rural Park for the Alternative Lawn Demonstration Garden, showcasing alternative ground covers residents can use to seed lawns. The alternative mixes are: resistant to the invasive European Chafer Beetle, reducing the need to repair lawns year to year; less moisture dependent, reducing the need to water lawns as frequently during the dry season, and; many of the lawn alternatives support native pollinator species as the mixes contain diverse pollinator food species.

Richmond offered a variety of community programs and services for all ages to encourage sustainable food systems, celebrate local agriculture and raise awareness about urban farming opportunities, such as:

- The City and Richmond Food Security Society hosted a cooking workshop for 200 participants demonstrating ways to prepare local seafood. Other free educational programs included seed saving, small space and vertical gardening, and organic garden planning.
- Through partnerships with the Richmond Garden Club, the Richmond Food Security Society, and the Sharing Farm Society, the City’s community garden programs grow fresh produce for charitable food distribution organizations, offer educational community programs related to agriculture, environmental sustainability, food security and wellness, and provide opportunities to share knowledge and build community.
- Richmond’s Food Asset Map developed with Vancouver Coastal Health highlights local places where people can grow, prepare, share, buy, receive or learn about food in the community.
- The City delivered 21 community workshops under the Enhanced Pesticide Management Program that engaged 331 residents. Topics covered included: urban gardening, composting, organic practices, bees/pollinators, and sustainable pest solutions.

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

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

- The City partnered with Parks Canada and Mountain Equipment Co-Op to run a Learn to Camp Program for families with little or no camping experience. The overnight program was run at Woodward’s Landing Girl Guide Camp in July 2019. One hundred and thirty participants registered for the program where they learned basic skills that enable them to enjoy camping safely and confidently.
- *The Interpreter Project* was a year-long artist residency by Wen Wen (Cherry) Lu, which took place in 2019 at Richmond Nature Park. The project included a series of public events and workshops exploring the process of park interpretation through stories, nature and culture using all the senses.
- The “Out and About” preschool program at West Richmond Community Centre utilized the adjacent Pitch ‘n’ Putt golf course to connect preschoolers with nature. During the fall and winter shutdown of the course children from the community centre venture into the natural areas of the course to explore and work on a variety of projects outdoors.
- The City of Richmond GeoTour encouraged all ages to explore Richmond on foot or by bike to look for 50 hidden geocaches (treasure boxes). Over 2019/2020, an average of 660 geocachers found one or more geocaches and geocachers from 20 different countries took part in the program per year.

The City undertook a number of educational and promotional initiatives in 2019/2020 to encourage cycling in the community, for example:

- In 2019, the 19th annual Island City, by Bike tour event had over 100 participants. The free, family-oriented event provides a guided cycling tour of some of Richmond’s on-street and off-street bike routes.
- The public bike-share pilot program was expanded with an increased number of stations located on City property to offer a low-cost and active transportation option. The pilot program was completed in April 2020.
- The free Wheel Watch secured bicycle parking service was offered at 10 community events in 2019, serving over 2,000 people.

## 2. A Sustainable and Environmentally Conscious City

- A free updated cycling and recreational trails map was produced and distributed in early 2019 in partnership with Tourism Richmond to promote active transportation.
- In 2019/2020 free cycling skills training was provided to 33 newcomers to Richmond and to 671 students in grades five to seven at eight elementary schools. In addition, bike maintenance courses were offered in 2019 to promote cycling as a mode of active transportation.
- The City provided funding support for HUB Cycling's Go by Bike events held in Richmond. The initiative celebrated cycling and encouraged riders both new and returning to consider cycling as one of their transport modes of choice.

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.

A total of 43 tree swallow and two barn owl nest boxes were installed in Garden City Park, Terra Nova Natural Area, Terra Nova Rural Park and Garden City Lands in 2020. Volunteers monitor and maintain the nest boxes. In addition, a new webpage was launched to highlight the bird box program, bird habitat enhancement projects, and birding resources, such as the Richmond Birding Map and how to reserve a Budding Birder Backpack, available from the Tourism Richmond Visitor Centre.

The Victory Gardens for Diversity Project was hosted at Terra Nova Rural Park through the Engaging Artists in Community Program. Created by artist-in-residence Lori Weidenhammer and supported by Lois Klassen, Crystal Lee, Jenn Pearson, Catherine Shapiro and Lori Snyder, the project was inspired by the historical WWII Victory Gardens movement and popular slogans such as: 'grow your own, can your own', 'grow vitamins at your kitchen door', 'make-do and mend', and 'use it up, wear it out, make it do'. The artist collective presented a variety of public engagement events throughout 2020 including nature walks, citizen science activities, and artist-led workshops including hands-on planting, seed-saving, salve-making, tincture-making and cooking activities.



Great Blue Heron by Bryn Finer and Donald Gunn

**CNCL – 108**

# 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 City of Richmond Cultural Harmony Plan 2019–2029. The plan guides the City's approach in enhancing cultural harmony among Richmond's diverse population by identifying innovative and collaborative approaches to 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.

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.

Council approved the installation of the first rainbow crosswalk on Minoru Boulevard between the Richmond City Hall Annex and the Richmond Cultural Centre. Not only did the installation launch the City's Pride Week celebrations in 2019, it also serves as an ongoing reminder of the City's

commitment to recognizing diversity and inclusiveness across the community. Additional Pride Week activities held city-wide brought together members of Richmond's Lesbian, Gay, Bisexual, Transgender, Queer and Two-Spirit plus (LGBTQ2S+) community and their allies to celebrate Pride and demonstrated that Richmond is a welcoming and inclusive city.

The 6th annual Diversity Symposium was re-imagined into a virtual format featuring nine online sessions. The goal of the 2020 conference was to learn about best and emerging practices in building diverse, inclusive and equitable communities. In 2019, the Diversity Symposium, held at Richmond City Hall, centered on Working with Diversity: The Value of Difference and emphasized effective skills and tools for exploring other's unique perspectives, creating an environment in which differences are respected and utilized, and working collaboratively with people of diverse backgrounds.

For the 2020 ERASE Bullying campaign, the City, Richmond School District No. 38, and Richmond Public Library celebrated five years of connection and belonging with a compilation of winning posters that have been designed by Richmond youth and promote anti-bullying and a respectful city. In recognition of ERASE Bullying Day, many City facilities were decorated in pink and activities were hosted in libraries, schools and community centres.



Councillor Harold Steves, Councillor Linda McPhail, Councillor Bill McNulty, Mayor Malcolm Brodie, Councillor Carol Day, Councillor Chak Au, Councillor Alexa Loo and Councillor Michael Wolfe (February 2019)

### 3. One Community Together

In May 2019, the City launched a new program and service delivery model for Youth Services, which focuses on four key areas to strengthen connections with all Richmond youth: Engagement, Partnerships, Programs and Events, and Training and Education. Programs and services for youth will include new opportunities for volunteering, employment, and civic engagement with the intention of fostering resilience and increasing developmental assets.

Over 2019/2020, Council approved the allocation of almost \$1.8 million through various community grants:

- Arts and Culture: A total of \$231,339 was allocated for operating and project grants for cultural non-profit organizations.
- Child Care: A total of \$133,907 was allocated to non-profit organizations that support or deliver licensed child care in Richmond through two intakes.
- Health, Social and Safety: Just over \$1.2 million was allocated to non-profit community service organizations.
- Parks, Recreation and Community Events: A total of \$218,444 was allocated to non-profit organizations that support community operations, programs and events that benefit Richmond residents.

The *Labour's trace* exhibition was presented at the Richmond Art Gallery, celebrating Black and Indigenous cultural identities and histories with works by artists Karin Jones and Amy Malbeuf. In spite of the temporary closure due to COVID-19, 2,000 visitors viewed the exhibit.

In recognition of Black History Month, an exhibition featuring artist Chrystal Johnson was presented at the Richmond Cultural Centre. Johnson's work explores of the concepts of identity and vulnerability through sculpture.

For the first time, Gateway Theatre's production of *China Doll* in English included subtitles for both Cantonese and Mandarin speakers at every performance, making the production more accessible to a wider audience.

One Book, Three Cities launched in 2019 in partnership with the Sister City Advisory Committee as the foundation of Richmond Public Library's adult summer reading program. Unique online and in-person programs and activities, including a movie night with discussion, a walking book club and online discussion forums, connected Richmond residents with readers in Xiamen and Qingdao China. Centred on the book *Life of Pi*, the program also included an author meet-and-greet with Man Booker Prize winner Yann Martel. In 2020, for its second year,



Councillor Bill McNulty, Richard Tetrault, Mayor Malcom Brodie, Keely O'Brien, and Jerry Whitehead (September 2019)

One Book Three Cities provided an online, international adult book club centred around the book *Dear Life* by Alice Munro. While there was no in-person programming offered due to COVID-19, 44 participants conversed in the online forum.

### 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. The launch event held at Lipont Gallery in Richmond's city centre was designed specifically for Richmond artists and arts and culture organizations. Guests received copies of the strategy and participated in both structured and unstructured conversations to encourage collaboration and networking.

A new major artwork was installed in front of Minoru Centre for Active Living. The work, *Together*, by David Jacob Harder, is composed of more than 300 steel silhouettes of local people and elements combined to form the shape of an adult and child. Harder met with dozens of individuals at Minoru Place Activity Centre, Minoru Aquatic Centre, and Minoru Park as they were involved in a wide variety of activities. Through his photographs, Richmond residents are represented in the artwork.

Additional public art initiatives and installations were launched across Richmond in 2019/2020:

- At the Richmond Cultural Centre, artist Keely O'Brien animated the main corridor of the Richmond Arts Centre with a digital mural inspired by theatrical set designs, organic shapes and Richmond's natural landscapes. The exterior of the building was transformed by *Continuum*, a 1,000-linear foot mural by artists Richmond Tetrault and Jerry Whitehead, whose design was informed by the diverse community members that regularly use the facility.
- The *Great Blue Heron* sculpture was unveiled in the Hamilton neighbourhood at McLean Park. The piece reflects the rich, natural heritage of the Fraser River delta and was created by artists Bryn Finer and Donald Gunn involving school children and multigenerational members of the community.
- *Wind Flowers*, a large-scale public artwork inspired by Richmond's natural heritage and landscapes and created by Atelier Anonymous and artist Michael Seymour, was installed along the Gilbert Road Greenway to mark the visual gateway to the city.
- Artists Popo and Lola (April delà Noche Milne and Dawn Lo) engaged community members to inform a large-scale mural that was installed near the north entrance of Thompson Community Centre.
- Traffic utility boxes were wrapped with designs by artist Andrew Briggs who reproduced archival Richmond Fire-Rescue photos, celebrating the past and present.



Mrs. Yuju Hatori, Mr. Takashi Hatori, Consul General of Japan in Vancouver, Mayor Malcolm Brodie, Councillor Bill McNulty, Councillor Harold Steves, Councillor Chak Au, Councillor Carol Day, and Councillor Kelly Greene (April 2019)

#### City-led and community events were well-attended in 2019:

- Over 85,000 participants attended various events hosted by community centres.
- Steveston Salmon Festival welcomed over 80,000 people.
- Over 60,000 people experienced the two-day Richmond World Festival.
- The Richmond Maritime Festival saw over 40,000 participants over the two-day event.
- The *Winter in the Village* event had an estimated 29,785 participants.
- The 12th annual *Doors Open Richmond* event welcomed over 16,000 visitors.
- The *Cherry Blossom Festival* attracted over 10,000 attendees.
- Over 9,000 participants took part in the popular annual *Children's Arts Festival*.
- Artist registration for the *Steveston Grand Prix of Art* sold out and the exhibition of work attracted over 1,300 visitors.
- A new *Spooktacular Hallowe'en* event and dance party held at Gateway Theatre was attended by over 800 people.
- Over 700 people participated in *Ramadan* at Richmond Public Library.

### 3. One Community Together

*The City hosted Branscombe House Artists-in-Residence Paige Gratland and Lou Sheppard, while the annual Writers-in-Residence were Cynthia Sharp and Lindsay Wong. All provided free community programs, activities and workshops.*

In 2019, the 11th annual Richmond Arts Awards recognized the achievements and contributions to the arts by Richmond residents, artists, educators, organizers and business leaders at a special evening ceremony in Council Chambers. More than 100 people attended the gala event, which featured performances and presentations by local artists. In 2020, award recipients were selected via an online selection panel meeting and, in lieu of an in-person ceremony, announced online with a series of social media profiles featuring photos of the recipients holding their awards.

Work on the repurposing of Minoru Place Activity Centre as a community arts and education space kicked off in 2019. The facility will allow for the expansion of the Richmond Cultural Centre's arts programs and services for the community and is anticipated to reopen with expanded arts and cultural programming in 2022.

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

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 Vancouver Coastal Health 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.

Through a grant provided by Trans Care BC, the City developed a project that engages transgender, gender diverse, and queer youth through media arts training to express their stories. Through this project, youth created a magazine that reflects the experiences of living as a LGBTQ2S+ youth in Richmond, entitled *Just Like You*.

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 play was presented by the Richmond Poverty Response Committee.

With a focus on mental wellness as part of the Community Wellness Strategy, the City of Richmond and Vancouver Coastal Health hosted the Dalai Lama Centre to provide five Heart-Mind Well-being Workshops for staff and community partners. These workshops provided evidence-based tools and strategies to promote mental well-being in children and youth.

In collaboration with community centres, Richmond School District No. 38 and Vancouver Coastal Health, the Art Truck visited six Richmond elementary schools during the 2019/2020 school year, allowing more students facing barriers to access high quality after-school arts education opportunities. At 60 sessions, students participated in a variety of classes including cartooning, musical theatre and media arts.

A new program based out of the Richmond Art Gallery was launched in partnership with Emily Carr University in 2019 to provide youth with opportunities for hands-on and interactive sessions with local and international artists, art gallery professionals and Emily Carr University instructors. Over 40 students learned about topics such as creating professional portfolios and exploring post-secondary options in the fine arts.

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.

*Visits to exhibits and heritage sites were high in 2019:*

- *The Richmond Museum engaged more than 1,800 students through field trips and education kits.*
- *Richmond's heritage sites were visited by over 2,500 students.*
- *The Richmond Art Gallery engaged with more than 3,000 students through the School Art Program, as well as professional development workshops for 33 teachers.*
- *The ArtRich exhibition featured work by more than 60 artists and attracted 1,500 visitors.*
- *The Richmond Olympic Experience welcomed a total of 35,572 visitors over the course of 2019.*



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

The Nikkei Memorial public art project was unveiled in Steveston Community Park. 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.

The Living History Program offered visitors to Steveston an opportunity to step back into the past to view and participate in historical demonstrations led by costumed interpreters across Steveston's historic sites. The visitor experience is part of the Authentic Steveston initiative, created to draw in new local visitors and attract tourists. The program was supported by 39 volunteers who contributed over 700 volunteer hours in 2019.

The Richmond Indigenous Collaborative Table was developed to support the call for Truth and Reconciliation. This collaborative group of community service providers seeks to build relationships with Indigenous communities and integrate Indigenous arts, artists, cultural and heritage practices into Richmond-based community amenities and programs.

Through the Engaging Artists in Community program, artists Richard Campbell, Sandra Guerin, Gary Point and Martin Sparrow led a series of demonstrations and hands-on workshops at the Richmond Public Library, which culminated with the Celebration of Musqueam Expression event that included a display of the work completed and a performance by Tsatsu Stalqayu (the Coastal Wolf Pack).

The Indigenous Perspectives collections at Richmond Public Library was expanded in 2020 to responsibly represent Indigenous cultures, history and issues.

In 2019, the Lulu Series hosted a talk by Indigenous knowledge keeper and weaver Debra Sparrow. Over 100 people attended the event held in Council Chambers in which Sparrow shared stories about the history of Richmond. She also discussed the links between Musqueam ancestors, her creative practice, and our modern city.

The City at Work exhibit at the Richmond Museum revealed the inner workings of the City of Richmond. The exhibit served to highlight those services that enhance the daily lives of Richmond's citizens that are often managed behind-the-scenes, such as water, energy, drainage, recycling and more. Hands-on activities provided a unique perspective of the City, including a "shake table" to demonstrate how earthquakes

work, planning models, LEGO® reconstructions of historic buildings, and a trivia game featuring questions about how Richmond works.

Representing the City of Richmond and Britannia Shipyards National Historic Site, the historic Silver Ann wooden boat traveled to the Port Townsend Wooden Boat Festival for the first time to share the rich history of Steveston Village. The Silver Ann was one of the last wooden gillnetters built in the Richmond Boat Builders Building on the Britannia site in 1969.

The MV Burnaby boat was restored in partnership with the Britannia Shipyards National Historic Site Society, and is now displayed in the Richmond Boat Builder Building at the site. The Burnaby was built in 1925 as a small coastal tug boat to tow fishing boats to and from fishing areas, to tow barge fish tenders and to assist deep sea sailing ship docking at the canneries on the Fraser River.

In February 2020, the Richmond Olympic Oval celebrated the 10-year anniversary of the 2010 Vancouver Winter Olympic Games with a multi-activity event for the community. The celebrations included International Olympic Day, where over 1,500 students from Richmond schools had the opportunity to try out a variety of Olympic and Paralympic sports. Public festivities included Para Ice Hockey Canada vs. USA matches, speed skating demonstrations, public skates, admission to the Olympic Experience, autographs with Olympians, photos with the 2010 podium and replica medals, and more.

*In 2019, the City of Richmond Archives added over 6,300 photographs to the archives database with the help of volunteers.*



*Silver Ann Wooden Boat*

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

The Richmond Has Heart campaign was launched to bring residents, businesses and stakeholders together to show their support for those working to fight the COVID-19 pandemic. Initiatives under the campaign included the creation of the #RichmondHasHeart hashtag to highlight stories of hope in the community through social media, the illumination of City Hall with string light hearts and a public art call for on-going community engagement, resulting in a series of artist-initiated projects that explored new and meaningful ways to find community connection while maintaining physical distancing protocols. Four art projects by Richmond-based artists were presented from June to September 2020.

In partnership with BC Housing, Vancouver Coastal Health and Turning Point Recovery Society, the City opened the Emergency Response Centre (ERC) at Minoru Place Activity Centre in May 2020. The ERC provides up to 41 safe spaces for vulnerable people during the COVID-19 pandemic, allowing individuals experiencing homelessness to physically distance during the COVID-19 pandemic. Richmond Public Library provided two computer terminals, eight iPads and eServices cards to residents. To support the use of this technology, learning materials and access to essential digital learning resources such as Niche Academy were also provided for extended learning.

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.

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

- Maritime Festival: With the support of a \$65,000 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 an online event featuring pre-recorded performances, hands-on workshops, storytelling and more, delivered by a diverse mix of local artists.
  - Pride Week: Across Richmond, a series of online activities were offered in addition to Pride window challenges and other public displays, such as an online film screening representing six LGBTQ2S+ artists, a virtual artist talk with Brendan Fernandes, a drag queen story time through the public libraries, online dance parties, and informative workshops
  - Youth Week: Virtual activities ranged from an online dance party, photo and video challenges, youth podcasts, and the Careers in Media Arts workshop featuring professionals in animation, music and graphic design. The new @CityofRichmondYouth Instagram account encouraged youth to socialize, learn new things, and connect with peers while remaining physically distant.
- Doors Open Richmond: The Richmond Museum and 37 partner sites produced 135 virtual experiences that over 22,000 people viewed during the week-long virtual event.
  - National Indigenous Peoples Day: Celebrations across Richmond featured 15 virtual presentations, talks and films hosted in partnership with Connections Community Services and Pathways Aboriginal Centre.
  - Additional virtual events included the Grand Plie event, Ramadan celebrations, Easter celebrations, and Canada Day 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:

- The Art Truck program worked with community centres and Richmond School District No. 38 to bring engaging art workshops to Richmond summer day camps and children of front-line workers attending school in person, including visual and performing arts activities.
- The Richmond Art Gallery and Richmond Museum collaborated with Richmond School District No. 38 teachers to ensure that services continued to be provided to schools while City facilities were temporarily closed to the public, including a survey for teachers, a joint newsletter featuring online educational programming, the continuation of education kits with new health and safety protocols and new virtual in-class art 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.
- Gateway Theatre developed online discussion salons for emerging theatre artists so they can connect with and learn from established artists as they launch their career in unusual times.
- In support of Richmond's graduating class of 2020, eight commemorative signs were installed at picturesque locations throughout the community to serve as backdrops for fun and safe grad photo opportunities.
- 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.

# 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 completed the first two years of service under the new model in August of 2020. In 2017, Council adopted the expansion of the existing program to help people of all ages experiencing financial hardship access Richmond's Parks, Recreation and Cultural programs. The first year saw participation by 1,367 individuals, 883 of whom were adults and seniors who would not have been eligible for support under the previous program criteria. Program participation continued to grow with 1,880 participants in the second year.

*Following completion of the City's public bike-share pilot program in 2020, the City donated approximately 100 surplus U-bicycles to Richmond Cares, Richmond Gives for distribution to low income families.*

In 2019, Seniors Week kicked off with the 55+ Activate! Fair hosted at the newly-opened 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 1-on-1 services. Information packages were also distributed to seniors in the community in the weeks leading up to Seniors Week that included COVID-19-related supports and resources for seniors.

*The new library book dispenser at the Seniors Centre at Minoru Centre for Active Living can hold 125 to 175 items.*



The City launched a large Child Care Symposium, Supporting Richmond's Children, for early childhood educators, child care providers and parents. The symposium presentations included topics relating to children's emotional development, social inequities and outdoor and risky play. The event was timed to celebrate the start of May as child care month. In 2020, the event was offered online, providing high quality, free and accessible professional development for participants.

In 2019, the City offered a variety of new and expanded programs and services for people of all ages and abilities, such as:

- FAME, a new evidence-based fitness and mobility exercise program for people living with stroke was launched. The City worked alongside Vancouver Coastal Health and UBC researchers to develop a referral pathway and train fitness instructors.
- The \$19 Summer Pass was expanded to include access to the Pitch 'n' Putt. The pass also provides access to swimming and skating at City facilities for children and youth aged five to 16 years old for only \$19 all summer long. Over 2,000 passes were sold and were redeemed for over 16,000 visits.
- Richmond participated in the inaugural nation-wide Community Better Challenge hosted by ParticipACTION to promote physical activity and overall wellness. Individuals, groups and City facilities worked together to log minutes of physical activity and placed 11th in BC, with participants across Richmond tracking over 6.5 million minutes of physical activity.
- Throughout the summer, a number of free programs are held throughout the community, such as concerts, movie nights, neighbourhood celebrations, and drop-in programs at local parks. For example, in 2019 the Neighbourhood Free Play program hosted over 130 sessions at 10 sites including subsidized housing complexes and neighbourhood parks, with an estimated reach of approximately 800 participants.

*In 2019, the Physical Literacy Street Team attended 28 community events and promoted physical literacy to approximately 7,300 people.*

The Richmond Olympic Oval continued to offer programs and services aligned with the Canadian Sport For Life – Long Term Development in Sport and Physical Activity Model. For example:

- In 2019, Oval Kid Sport Camps saw over 3,000 registrations. In 2020, camps saw 525 attendees with camps occurring outside, in smaller groups and with modified instructor to

camper ratios to ensure a safe and positive camp experience during the pandemic.

- Enhanced fitness offerings were launched in June 2019, called OVALfit ATHLETIC. The launch of the new program contributed to record group fitness class attendance
- A Performance, Health and Wellness initiative was piloted for new Richmond Fire-Rescue recruits to prepare them for the physical and mental demands of their careers. The Richmond Olympic Oval is also home to the Law Enforcement Applicant Prep (LEAP) program for individuals currently serving or considering a career in law enforcement

Richmond Public Library's Strategic Plan 2019–2021 was developed. It contains a new vision: "To inspire curiosity, transform lives and empower everyone." and a new mission statement: "To create opportunities to learn, connect and belong."

*The Inspire Curiosity Program reached almost 7,500 school-aged students in 2019/2020 to provide free library cards.*

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

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 age-friendly, sustainable and accessible Seniors Centre includes a lounge, full-service cafeteria and a range of activity rooms including an arts studio, woodworking shop, billiards room, multipurpose rooms and a dedicated entrance and lobby.
- The Aquatic Centre features a 7,000 sq. ft. leisure pool with a Mega Drop Bucket, a rapid flowing River Channel, a slide and an Errant Rain Cloud shower public art piece. Two 25 m pools with 14 lanes provide a variety of opportunities for recreational and lane swimming, as well as aqua fit classes, while an over water climbing wall, drop slide and diving board also provide a myriad of options for water lovers of all ages.
- The spacious 8,500 sq. ft. Fitness Centre features a full complement of cardio, strength and stretching equipment with an added focus on functional training that promote active aging, performance and fun. The centre also has a large 1,900 sq. ft. fitness studio overlooking the track area for group fitness classes.

- The Event Centre includes a meeting room, team change rooms, referee and first aid rooms, and concession space.

The City acquired Richmond Ice Centre, which was previously leased. The approximately 155,000 sq. ft. facility is situated on just under eight strategically-located acres.

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.
- Minoru Clement Track was resurfaced utilizing an all new rubber surfacing layer and with a vibrant blue colour. The only outdoor running track in Richmond, Minoru Track is also one of just few running tracks in the lower mainland that meets International Association of Athletics Federations (IAAF) specifications for competition level track meets.
- A fence was added around the perimeter of Minoru Clement Track featuring a custom-designed motif by Janet Wang, a Richmond-based artist, highlighting historical moments as well as everyday activities that happen at Minoru Park.
- The Minoru Oval Artificial Turf was replaced with a new sports surfacing system complete with a new shock absorbency base layer to improve long term performance, play experience and durability. The new infill system made from Thermal Plastic Elastomers (TPE) replaced the old rubber infill material.



Resurfaced Minoru Track

## 4. An Active and Thriving Richmond

- Tennis Courts were repaired and resurfaced at Minoru Park and King George Park utilizing specialized acrylic coloured sport surfacing to meet the needs of novice to professional level players. These tennis courts were prioritized to address safety concerns. 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 Minoru Park Lawn Bowling Green synthetic surfaces were replaced with new synthetic turf carpet products as the previous product had already exceeded useful life expectancy. The upgrade features a new underlayment system to enhance play experience and to ensure the updated facilities would meet international standards.
- The McNair sand field was replaced to address deteriorating natural lawn surfacing and the encroachment of weeds. The construction ensured that the completed surface would be level, properly draining, and provide adequate cushioning for athletes.
- The London-Steveston sand field was retrofitted to address the deteriorating natural lawn surfacing and the build-up of organics. The construction ensures the new completed surface is levelled provides adequate drainage.

- Twenty-five spectator bleachers will be replaced with new all aluminum, low maintenance, light weight units at various park sites including King George, Blundell, McNair, Gibbons, and Dixon.

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

- Lawn Bowling Clubhouse Replacement: With the approval of the program in place the project continued through the concept design phase which included development of the building layout and the form and character.
- Richmond Animal Shelter Replacement: Detailed design on the shelter was completed and preparation of the site for construction initiated.
- Steveston Community Centre and Branch Library Replacement: Following approval of the program, work continued to determine the best site and building format for the facility. Next steps include community consultation and confirmation of site and capital budget.

Construction of the Richmond Olympic Oval's new climbing wall was completed. The new climbing wall is suitable for climbers both new and seasoned, and features the three disciplines of



*Richmond Olympic Oval's New Climbing Wall*

climbing: lead, speed and bouldering, making it suitable for international competition. The Oval is working in partnership with Climbing Escalade Canada and Bids are underway to host provincial, national and international competitions.

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 system is modern, user-friendly, adaptive and is integrated with the City's existing single sign-on service, MyRichmond.

With the contribution of \$241,000 from the City, the Richmond Tennis Club was able to replace their three court Tennis Bubble, which is now open to the public.

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

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.

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 acres 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.

The playground at the Richmond Nature Park was expanded and the boardwalk was renewed. The expanded play area includes a climbing bird nest, duck sculptures, log tunnel,

wobbly bridge and additional tree planting. The new boardwalk, which is approximately 310 m in length, was widened and features enhanced non-slip surfacing. It also includes additional staging areas with benches and services for event hosting.

Work continued on the London-Steveston Neighbourhood Park, which includes site regrading for a hill and storm water detention basin, the addition of a 640 m walking loop and the addition of 285 planted trees. Construction of new amenities also includes an expanded playground, a half-court basketball court and a picnic shelter.

*Over 200 volunteers contributed 4,000 volunteer hours through the Partners for Beautification Program in 2020.*

The Cycling Art Tour 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. All the artworks are accessible to the public regardless of facility closures.

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 response to the COVID-19 pandemic, a series of outdoor storytimes were offered to provide families a safe way to experience in-person storytimes while building early literacy skills and the opportunity to reduce social isolation.



London-Steveston Playground

## 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 2020 in a variety of formats in order to ensure that the Richmond community remained 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 Richmond Olympic Oval launched “OvalFit at Home” in an effort to keep Richmond Residents and Oval Members active and healthy during the pandemic. 296 live streamed group fitness and yoga classes were delivered in 2020. Classes were accessible at no cost through the Oval’s various social media accounts.
- Through the City’s volunteer program and I Can Help system, volunteers were paired with new volunteer opportunities that arose out of the COVID-19 pandemic. These included a shopping program for isolated seniors, assistants for the Emergency Operations Centre program, a search for Spanish speaking volunteers to assist with the temporary foreign workers program.
- The Meals to Go program at the Seniors Centre at Minoru Centre for Active Living provided healthy and affordable meal options, including entrees, soup and limited baked goods at a safe and familiar location.
- 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.
- To prevent social isolation, library home services customers continued to be supported with deliveries of reading materials during the temporary facility closure. From March to December, the library circulated over 2,100 items to 64 home services customers. A dedicated telephone line was established to support CHIMO and Richmond Addiction Services Society (RASS) clients.
- The Richmond Public Library introduced a Curbside Holds Pickup service for customers to safely pick up

their holds and be offered a Quick Picks bags of books to enjoy. Over 35,000 holds requests were fulfilled from May to August.

- Various recreation, wellness and social programs moved online, such as fitness classes, Earth Day activities and the library’s Summer Reading Program.

Following the temporary closure of City facilities and amenities in response to the COVID-19 pandemic, the restoration of park amenities and recreation and sport services across the City was implemented in a carefully phased approach with strict adherence to health and safety guidelines as outlined in the Restoring Richmond Plan. Parks, outdoor facilities and programs were reinstated first including sports fields, the pitch and putt, outdoor fitness, sports, summer camps, waterparks and swimming. These were followed by indoor fitness, ice arenas, indoor swimming and indoor programs across the City. New program protocols and safety guidelines were developed for each area in alignment with WorkSafeBC, the British Columbia Parks and Recreation Association (BCRPA), ViaSport and other relevant authorities.



*Sports Field Re-opening Signage*



# 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 over \$1.2 billion and an accumulated surplus that reached \$3.2 billion in 2020, which contributed to the City's financial resiliency during the COVID-19 pandemic.

In 2019/2020, 66 real estate transactions were completed involving approximately \$79 million in property acquisition and dispositions, and 335,000 sq. ft. of commercial and industrial space.

Development Cost Charges (DCC) are collected on new developments in ensuring that infrastructure required to fund new growth is fairly paid for by that growth. During 2019 and 2020, the City collected \$86 million in DCC.

Utility Rates were reviewed and updated in 2020 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.

Starting in 2019, the City expanded its credit card payment program by enabling in-person credit card payment acceptance for a broader range of municipal payments. The cost-neutral program uses a user-pay model to ensure that the City does not incur costly credit card fees.

*In 2020, Richmond provided the fourth lowest average residential property taxes in Metro Vancouver and a business to residential tax ratio of 2.37.*

### 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 (2020–2024) Bylaw No. 10119 which outlines how spending will align with the needs of the community and plan to maintain civic service levels for the coming five years, as well as the Revised Consolidated 5 Year Financial Plan (2020–2024) Bylaw No. 10183 which reduced the 2020 tax increase by 2.01% in response to impacts of the COVID-19 pandemic.

To improve public awareness and understanding of the City's budgeting practices, the City produced Consolidated Financial Statements and Financial Statement Discussion and Analysis reports that explain key financial information to non-financial

readers. In addition, a video that explains the City's budget process was created and posted online, Budget 101.

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. This aligns with the federal government's large cash transaction standards as a method to address money laundering. In 2020, cash transactions were temporarily suspended to reduce touch-points in response to the COVID-19 pandemic.

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

Council approved a plan to integrate circular economic practices into the City's procurement process. The City has focused on increasing the use of environmentally-sound products and services throughout the organization. The City hosted a workshop to raise awareness of the City's circular economic initiatives and intentions, and provided vital feedback as part of developing proposed enhancements to the City's procurement process. The workshop was attended by 89 people, representing 45 companies, a number of external stakeholders, and presenters. A series of internal, cross-departmental engagement activities were held, further improving the methodology for integrating circular economic principles into procurement decisions.

The City introduced 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. The pilot project is on a road where heavy traffic is experienced, followed by a five year maintenance and monitoring period. If the project proves to be successful, it will help to increase confidence in higher levels of recycled materials and follow circular economy principles as more asphalt is recycled.



High Recycled Asphalt Pavement Project

To maximize the value of resources, the design of the South Dike Upgrade Project from Gilbert Road to No. 3 Road dike upgrade project allowed for stripping and stockpiling of existing materials to be reused onsite such as topsoil, excavated bulk fill, road base, sub-base, and asphalt, reducing the volume of virgin material required. This decision minimized waste and reduced carbon emissions by reducing the number of trucks needed to dispose the materials offsite and deliver materials on site. Circular economy principles were demonstrated through sourcing a large amount of bulk dike fill through two excavation sites in Vancouver and Burnaby. This took careful coordination between the timing of the excavations and the placement of fill on the dike project. Material that would have otherwise been trucked away and disposed of was utilized in the dike upgrade.

The Steveston Area Sanitary Sewer Upgrade and Rehabilitation Project used trenchless technology which is more sustainable than traditional open trench methodology as smaller excavation pits are required, thereby reducing the material disposed and fill material required to backfill the excavated trenches. Trenchless rehabilitation methods such as pipe re-lining are minimally invasive and at small diameters do not require any excavation, prolonging the life of the sewer with minimal new material.

*The Water Pressure Management Program saved the City approximately \$1.8 million in avoided water losses and reduced water losses by an estimated 7% annually.*

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

Extensive collaboration with TransLink regarding the new Capstan Canada Line Station culminated in the City's transfer of developer-supported funds to TransLink to initiate construction, totaling approximately \$29.1 million. The funding transfer in December 2019 triggered a contractual 30-month design and construction timeline with completion anticipated in June 2022.

Additional work with TransLink included:

- The City provided input on development of Transport 2050 (the new 30-year regional transportation strategy).
- Services for Richmond residents, including improvements in bus flow in key locations, initiation of the RapidBus implementation project, and revised routing for regional

buses travelling from Highway 99 to the Bridgeport Canada Line Station.

Richmond was the recipient of funding for a variety of infrastructure upgrades, including:

- \$10.7 million in external agency cost-share funding to support road, cycling, walking, and transit improvements, which offsets City funding, including:
  - TransLink: \$1,025,150 for projects to improve bus speed and reliability, including the most awarded across all municipalities in 2020 (\$950,150).
  - TransLink: \$5,699,090 for active transportation projects.
- \$439,458 for upgrades to the Steveston Highway and No. 3 Road Pump Station from the Government of BC through Emergency Management BC.
- \$100,000 in funding for the upgrade of the technology in the Emergency Operations Centre (EOC) and for Emergency Support Services response from Union of BC Municipalities (UBCM).
- \$5,000 Community Infrastructure Grant from Western Communities Foundation (WCF) for the construction of Brighthouse Fire Hall No.1. Western Communities Foundation is a non-profit charitable organization that offers financial grants and bursaries to community projects in Western Canada.

Additional funding included:

- The Richmond Art Gallery received over \$175,000 in grants and funding support from the Province of BC, British Columbia Arts Council, and Canada Council for the Arts.
- The Richmond Museum Society received \$110,964 from British Columbia Arts Council and the Department of Canadian Heritage to support Richmond Museum programs and artifact collections management.
- The City received a COVID-19 Emergency Support Fund for Heritage Organizations grant from the Department of Canadian Heritage. This \$100,000 grant was used to support ongoing operational needs for the Richmond Museum, the City's artifact collection, and the Steveston heritage sites.

The City worked with the Ministry of Transportation & Infrastructure and other authorities to move forward a variety of initiatives. These include:

- Review of the George Massey Crossing Improvement project including interim improvements at Steveston Highway interchange, and input on the development and introduction of legislation for ride-hailing services.

## 5. Sound Financial Management

- 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, which received \$39.4 million in grant funding from the Government of Canada;
  - The development of a short sea shipping concept, which received \$1.6 million in grant funding from the Government of Canada;
  - A supply chain visibility program, which received \$6.0 million in grant funding from the Federal Government; and
  - Habitat enhancements projects.



*Brazilian Elodea Management Program*

The City called on the provincial government to act quickly and take responsibility for licensing and regulating Money Services Businesses (MSBs) across British Columbia in an effort to stamp out illegal money laundering. Council raised concern that not enough is being done to limit illegal practices through MSBs and that swifter action is needed.

At the 2019 Union of BC Municipalities (UBCM) Convention, five Richmond 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.

*The City participated in Recycle BC's Collection Cost Review Study, which is anticipated to offset the cost of recycling services in Richmond by 70%–80%.*

The City actively advocated for Richmond's interests in six senior government Environmental Assessment Reviews, including the Vancouver Airport Fuel Delivery and Wespac Jetty Projects, and continued to collaborate with Metro Vancouver's Air Quality Regulatory Program to advocate for cannabis odour management regulations.

Richmond continued to work with various organizations, stakeholders and committees on on-going issues that impact the community, which includes:

- Metro Vancouver's Inter-Ministry Invasive Species Working Group and the Soils and Invasive Species Working Group to influence and promote regional programs and policy within Richmond.
- Metro Vancouver Regional Planning Advisory Committee to address issues such as growth strategies, agriculture, economic and industrial development, and housing.
- YVR Noise Management Committee, the YVR Environment Committee and the Modernization of the YVR Airspace workshop at YVR.
- Port Metro Vancouver, including feedback regarding the five year update to their Land Use Plan.
- Urban Development Institute, Richmond Centre for Disability and Richmond Small Builders.

*In 2019, Richmond hosted two foreign delegations seeking to learn about older adult facilities and programming and multiculturalism.*



## 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.
- Deferred large remittances to other agencies.
- Continued the capital program where advantageous in order to leverage pricing incentives.

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 and tenants on a case-by-case basis.
- 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, \$51 million of improvements to City infrastructure and off-site works were secured through new development in 2019/2020. All new development is reviewed to ensure required City infrastructure improvements are constructed to meet current standards. For example, in 2019/2020, 3.2 km of watermains, 1.7 km of sanitary sewers and 3.9 km of storm sewers were constructed or upgraded through new developments.

The City prepared the Five-Year Major Capital Works Program (2021–2025) for transportation, which outlines the scope and schedule of future road infrastructure improvements in Richmond. Transportation improvements are primarily driven by factors such as public input, new developments, area plans, traffic management strategies, safety concerns, and regional transportation improvements.

*In 2019/2020, the City reviewed 671 development applications to identify transportation requirements and undertook 2,548 iterative reviews of development applications.*

Seventeen new Artist Residency Tenancy Units were completed and rented out to low-income professional artists in the Pinnacle development in Capstan Village. The OCP's City Centre Area Plan identified affordable housing options for professional artists as a step in realizing the vision of the Capstan neighbourhood becoming Richmond's Arts District. In addition, four affordable purpose-built work-only artist studios were completed in the Concord Gardens development in Capstan Village. They are to be leased to qualifying professional artists that meet the household income requirements.

In consultation with Richmond School District No. 38, the OCP Bylaw Preparation Consultation Policy (Council Policy 5043) was amended to revise the criteria for making referrals to the Richmond Board of Education regarding amendments to the OCP involving residential development, which serves to provide information that informs projected student enrolment. The new policy also addressed independent school proposals requiring a development application.

The City continued the process to establish the underlying zoning for the remaining Land Use Contracts (LUCs), which will continue until all LUCs have been addressed. All LUCs will expire on June 30, 2024 and municipalities are required to establish underlying zoning for LUC properties by June 30, 2022.

*In 2019/2020, 304 Development Applications were received, including 51 rezoning, 34 subdivision, 56 development permits and 58 Servicing Agreements.*

Building in Richmond reached a construction value of \$717 million in 2020. 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 utility in the area began. This project will support population densities projected by the Hamilton Official Community Plan Update.

The City updated and enhanced the fence regulations for agriculturally zoned properties to ensure community expectations are met and to preserve an agricultural character in those areas.

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

The Lulu Island Energy Company (LIEC) continued to further district energy initiatives within Richmond. In 2019, it executed a Memorandum of Understanding with Canada Infrastructure Bank (CIB) broadening financing options for the City Centre District Energy Utility (CCDEU). Due diligence and feasibility analysis have been completed on the project, which could reduce 45,000 tonnes of greenhouse gas emissions annually by using a low carbon energy source(s) while providing competitive rates to customers. In addition, LIEC completed the Alexandra District Energy Utility (ADEU) Phase 5 Project, which included the pre-piping for the future geo-exchange field expansion in the West Cambie Park. This work ensures that future installation of the additional low carbon geo-exchange fields does not impact newly built community space.

The City, on behalf of LIEC, was awarded a \$6.2 million grant through the Canada Infrastructure Program – CleanBC Communities Fund, which will expedite the implementation timeline for design and construction of a permanent, sewer heat recovery energy centre to provide renewable energy to customers of the Oval Village DEU (OVDEU).

## 6. Strategic and Well-Planned Growth



Oval Village District Energy Utility

District energy systems were expanded through Lulu Island Energy Company:

- ADEU: two new development connections were added for 375,000 sq. ft., bringing the total to 14 connected developments and 2.3 million sq. ft.
- OVDEU: one new development connection was added for 370,000 sq. ft., bringing the total to 10 connected developments and 2.6 million sq. ft. Energy provision capacity was expanded by 4 MW, to a total 16 MW for the system.
- CCDEU: four new development sites were secured to contribute on-site low carbon energy plants, bringing the total to 13 buildings and 6.7 million sq. ft. of floor to be serviced through this GHG emission reducing program.

The City hosted instructional seminars on construction best practices to achieve energy efficient buildings. For example, a series of Virtual “Builders Breakfasts” engaged the local design and construction community on high performance buildings and proposed new BC Energy Step Code requirements ahead of a fall 2020 update to the City’s Building Regulation Bylaw. The three-webinar series engaged a total 279 homebuilders, contractors, building officials and energy advisors.

The City implemented a House Moving and Salvage Program, which encourages home owners to list their properties for house moving and materials salvaging companies to purchase the reusable materials and reduce demolition waste.

*The City and Richmond School District No. 38’s flexible plastics recycling awareness campaign involved 20 schools and resulted in over 61 kg of recycled material.*

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

A new, ten-bay, off-street bus exchange opened in November 2020 south of the Richmond-Brighthouse Canada Line Station that provides a smoother transition from bus to rail, reduces the impact of transit vehicles on neighbours and road users in the area, and allows for future bus service in Richmond. The on-street bus exchange served nearly 12,000 customers on an average weekday last year and is an important transfer point for bus customers connecting with Canada Line. 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. PTIF is funded by the Government of Canada (50%), the Government of British Columbia (33%), and TransLink (17%)

*The City upgraded 39 bus stops to be accessible. Of 719 active stops, 82.8% are now accessible, which is above the regional average of 80.2%.*

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

- Creation 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.
- Completion of multi-use pathways on: No. 2 Road, River Drive, No. 6 Road, Cambie Road, Odlin Road, and Sexsmith Road. The first phase of construction for the multi-use pathway on Alderbridge Way was also completed.
- Completion of the northern extension of the Parkside Bikeway from Granville Avenue at Ash Street to Westminster Highway at Birch Street and the first phase for the Midtown Bikeway at Maple Lane School and McCutcheon Place and the Saunders-Woodwards Bikeway at Saunders Road and No. 3 Road.



- Installation of Speed Reader Boards, in-street school zone markers, speed humps, and new crosswalks to enhance safety for students near school zones, playgrounds and neighbourhood parks.
- Improvements to the Traffic Intersection Camera Program, including a city-wide inventory of camera systems and new traffic camera installations to provide real-time information and improve responsiveness in an emergency.
- Improvements to lighting and visibility through upgrades such as LED street name signs, reflective pavement markers, elephant's feet (square markings at crosswalks for cyclists), intermittent squares and installation of thermoplastic reflective paint and stencils on the municipal road network.
- 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.

*The City's automated secure bicycle storage system at the Minoru Centre for Active Living has capacity for 34 bicycles.*

- Installation of left-turn signals, special crosswalks, traffic signals and pedestrian signals at a total of 32 intersections to improve traffic flow.
- Expansion of the number of intersections with uninterrupted power supply (UPS), which provide continuous power in the event of an outage.
- Completion of a Network Screening Study to identify the top 20 collision prone signalized intersections, substantial completion of recommended short-term improvements, and initiation of medium- and long-term improvement designs to mitigate the issues.
- Installation of pedestrian and cyclist counters on three multi-use pathways to track usage over time in order to plan more effectively for the future.
- Addition of new and enhanced signage and wayfinding along several trails including directional markers and regulatory information for the safe and responsible usage of the Shell Road Trail, which is also an off-leash dog area

Council endorsed a major expansion of the public electric vehicle charging network, combining the City's annual Gas Tax Provision with funding from Natural Resources Canada's Zero Emission Vehicle Infrastructure Program.

*Seven new electric vehicle charge stations were installed across Richmond for fleet and public use.*

The City secured two new Mobility Hubs through the approval of the Richmond Centre Development. Mobility hubs are key transportation network nodes designed to seamlessly integrate multiple travel modes, supportive infrastructure, and placemaking strategies with the aim of creating pedestrian-oriented centres that help to maximize first-to-last kilometre connectivity.

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

Following a review and costing exercise to determine potential future uses of Phoenix Net Loft, Council approved the deconstruction & salvage of heritage and historical components of the building at Britannia Shipyards National Historic Site for use in the future reconstruction.

The City awarded the first Steveston Village Heritage Conservation Grant and processed three additional applications which were endorsed by Council. 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 resources.

The City began updating 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.

*The City issued 26 Heritage Alteration Permits in 2019/2020, which serve to ensure preservation of heritage character in new development and signage in Steveston and other areas in Richmond.*

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

The City continued to deliver the Low End Market Rental program, which has secured more than 800 new affordable housing units since 2007. In 2019/2020, this program secured 237 additional affordable housing units for Richmond residents.

Through new development, the City has secured over \$3 million towards affordable housing and 26 secondary suites in 2019/2020, consistent with the City's Official Community Plan and the City's Affordable Housing Strategy. As well, the City secured 401 new market rental units through redevelopment in the same timeframe, including 68 units targeted at modest income households.

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. Social support services are offered on-site to residents, filling a housing gap in Richmond for individuals seeking to exit the shelter system or streets, and moving towards housing independence and improved quality of life.

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 2020, the City issued 1,228 Building Permits with an overall construction value greater than the 10 year average.*

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

Council approved the new Richmond Homelessness Strategy 2019–2029, which guides community actions regarding homelessness over the next 10 years. The recommended actions are informed by the principles of collaboration, partnership-building, and shared funding responsibility.

Richmond's new emergency shelter located on Horseshoe Way opened its doors, offering 36 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.

Council adopted the Dementia-Friendly Community Action Plan for Richmond. The Action Plan includes 25 actions to guide the City, Community Associations/Societies, and key stakeholders 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 received an additional \$25,000 from the Union of BC Municipalities (UBCM) 2019 Age-Friendly Community Grant to engage seniors in the creation of age-friendly neighbourhoods. The project brought together a diverse group of seniors living in the Seafair neighbourhood to identify barriers and facilitating factors to inform planning for successful ageing in place. The neighbourhood group provided a unique perspective as City staff and planners learned from the seniors' daily lived experiences and challenges.

The City of Richmond received a \$25,000 Child Care Planning Grant from the Union of BC Municipalities (UBCM). The grant will be used to update the inventory of child care spaces in Richmond and to develop a Community Child Care Action Plan and space creation targets for the next 10 years. The project involves key stakeholders including the Richmond School District No. 38, Vancouver Coastal Health and community partners.

The City of Richmond received a \$25,000 grant to develop a Poverty Reduction Action Plan from the Union of BC Municipalities (UBCM). The Action Plan will work to improve access to services and increase social inclusion on four Richmond neighbourhoods.

Richmond City Council resolved to request of the provincial government that the forthcoming BC Poverty Reduction Plan be "accountable, bold and comprehensive." In addition, Richmond City Council resolved to request that Translink work with the provincial government to provide free transit for children and youth and a sliding fee scale for low-income individuals.

*The new River Green Early Care and Learning Centre in the Bridgeport neighbourhood will provide 81 child care spaces.*



# 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.

In partnership with Tourism Richmond and the Richmond Hotel Association, the City launched the Richmond Discovery Shuttle in 2019 to connect visitors to Richmond's key tourist attractions. The shuttle attracted over 2,000 riders in its inaugural summer season.

Dredging of the Steveston Harbour Channel, Imperial Landing, and the Britannia Shipyards National Historic Site waterfront was completed. The project supports commercial and recreational maritime use and the City's major events such as the Maritime Festival, and various programming at the Britannia Shipyards National Historic Site.

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.

*Through the Tourism Challenge passport stamp program, the City's participating sites welcomed almost 26,000 visitors in April and May 2019.*

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

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



Richmond Discovery Shuttle

## 7. A Supported Economic Sector

Government Act with regards to house size and regulations within the Agricultural Land Reserve.

The City advanced the Industrial Land Intensification Initiative (ILI) by completing a review of existing industrial land use regulations, and identifying and assessing potential changes. These proposed changes were developed through extensive research, analysis, and stakeholder input and focus on permitted uses, parking requirements, and building massing elements such as building height and site coverage. The benefits of industrial land intensification include:

- Accommodating increased economic and employment activity on a limited land base.
- More efficient use of lands and resources, as well as transportation and site service infrastructure.
- Reducing the pressure to convert agricultural lands to industrial use.

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 regularly participates in the Metro Vancouver Regional Industrial Land Committee, and through regular meetings of the Regional Planning Advisory Committee, works to maintain a healthy industrial land base in Richmond and the region.

### 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. In 2019/2020, the City processed approximately 164 film permits with roughly \$1 million in service and location charges. In early 2020, a large-scale production took place in Garry Point Park. This production was one of the first of its scale to return to work in BC after the temporary halts to productions in response to the COVID-19 pandemic.

*A total of 238 “shoot days” took place in Richmond in 2019.*

The City worked with Warner Bros. Television on a project to convert two properties into temporary film studios in early 2020. With the completion of this project, Richmond is

now home to a total of six film studios; three purpose-built film studios and three temporary film studios. Despite the COVID-19 pandemic, the demand for designated studio spaces for the film industry continued to increase.



*Filming in Richmond*

The City offered an Innovation & Entrepreneurship Workshop Series for local small businesses and entrepreneurs. Three free workshops provided information and resources on topics that covered raising start-up capital, commercializing a product or service, and protecting intellectual property. This series engaged business development stakeholders in identifying future opportunities for the City and its partners to further strengthen the local ‘start-up ecosystem’.

Richmond participated in the creation of the Metro Vancouver Regional Prosperity Service, which was launched in 2019 to create a cohesive brand and attract international investment and high quality jobs to the region. This collaborative initiative brings together businesses, local governments, academia, professional associations and civic organizations to improve and expand the prosperity of the Metro Vancouver region.

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.

The City offered the Airtightness Training Program to assist local homebuilders in gaining skills to successfully achieve BC Energy Step Code requirements and enhance energy performance levels when building in Richmond. Performance tests conducted on new homes suggest that the program has resulted in improved performance in airtightness, which is a key determinant of building energy efficiency.

The City undertook consultation with the public and industry stakeholders on an office stratification policy. The policy will accommodate the needs of growing office tenants looking to locate in Richmond address issues related to office stratification.

*Traffic Bylaw No. 5870 was amended to support the on-going operation of quadricycle services in the Steveston Village area.*

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

In 2019, Council endorsed the Terms of Reference for the update to the 2003 Agricultural Viability Strategy. The new strategy—to be called Farming First—will establish policies to encourage new investment in agriculture, and identify opportunities to attract new farmers. In addition, the Food Security and Agricultural Advisory Committee (FSAAC) which includes a diverse range of members, including local farmers, Kwantlen Polytechnic University, and local food security advocates, will be key in identifying opportunities to attract new farmers to Richmond. Extensive public consultation on this project was conducted with residents, Agricultural Land Reserve (ALR) property owners, stakeholders and the farming community.

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).

In support of agriculture education, the City entered into agreements with the Kwantlen Polytechnic University that enable components of the Richmond Farm School and the Department of Sustainable Agriculture and Food Systems' degree program on City-owned land. These programs provide agricultural training and initiatives include an organic orchard for the purpose of research, on-site demonstration and class work, and an organic incubator farm to provide opportunities for new farmers to actively farm in an applied, cooperative and supportive manner. The City also continued to support the Kwantlen St. Farmers Market by providing use of the Cultural Centre plaza and Brighthouse Pavilion, and through cross-promotion.

City council approved a funding contribution of \$50,000 for the Steveston Harbour Authority (SHA) archway sign, located at 6th Avenue near Chatham Street from the community initiatives fund. The archway sign aims to commemorate the importance of fishing and the fishing industry in the community's history.

In 2019, Richmond's Farm Fest provided approximately 5,000 participants the opportunity to meet local farmers, learn about farming equipment and shop an artisanal farmers market featuring produce and goods from across the Lower Mainland. In 2019, the cooking stage was expanded to feature live canning and preserving demonstrations by a professional chef throughout the day. Other events throughout Richmond, such as Garlic Festival, and various farmers markets celebrate and highlight the farming industries in Richmond.



*Farm Fest at City Garden Lands*



## 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. Users have access to tools and resources from experts, bi-weekly live webinars, an online community of local business owners, as well as one-on-one support from the City's Economic Development Office.
- 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. This helped businesses maximize space in order to adhere to physical distancing requirements.
- The City partnered with Tourism Richmond and the Richmond Chamber of Commerce to create the online hub [www.wearerichmondbc.ca](http://www.wearerichmondbc.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.



# 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 Let's Talk Richmond online engagement platform provided community members a convenient opportunity to share their input on discussions that shape Richmond. For example:

- In 2019 the platform was utilized for 25 engagement projects which saw over 9,000 visits, resulting in 5,700 actions taken on the project webpages and almost 2,300 completed surveys and questions submitted.
- In 2020, the City offered 17 engagement projects on Let's Talk Richmond despite disruptions caused by the COVID-19 pandemic. These projects saw over 10,000 visits resulting in over 5,000 actions taken on the engagement projects webpages and 1,800 completed survey or questions submitted. The tool was also newly used for two virtual open houses—Capital Projects Highlights and City Snapshots—each attracting hundreds more people and dozens more completed feedback tools than would be expected for an in-person open house.

A number of other City initiatives included a variety of public engagement opportunities, including:

- Community Energy and Emissions Plan
- Cultural Harmony Plan 2019–2029
- Richmond Homelessness Strategy 2019–2029
- Steveston Community Centre and Branch Library Replacement Concept Design
- 2019–2023 5 Year Financial Plan
- Farming First Strategy
- South Arm Park Playground Renewal
- Residential Rental Tenure Zoning
- Development Notification Signage Review
- Age-Friendly Project 2019
- Richmond Resilient Communities
- Brazilian Elodea Management Program
- Richmond RCMP Policing Priorities

The City hosted over 10 public and key stakeholder engagement events in 2019 to present and promote the Flood Protection Management Strategy as well as the Dike Master Plan. These events were immensely successful as the projects were collectively supported by the public and stakeholders. In 2020, the City created a new flood protection feature video and participated in over four public presentations promoting flood protection in Richmond. The engagements informed the community of the various City initiatives to advance flood protection and reinforced the City's financial plans through a variety of easily accessible communication methods including video conferencing and social media.

The Community Energy & Emissions Plan (Advancing Richmond's Climate Leadership, 50% by 2030) community and stakeholder engagement campaign raised public awareness of the issue, with over 1,000 people participating in-person at several workshops and two Community Directions Fairs, 2,000 visitors to the project page on LetsTalkRichmond.ca, and 500 completed surveys.

In 2019/2020, a wide variety of workshops and events were undertaken to engage the community in more sustainable and circular economic practices including:

- Almost 2,353 people attended 37 recycling and waste reduction workshops.
- Thirteen outreach events were hosted on the topic of electric vehicles.
- Three repair events were offered where volunteers fixed household items and taught participants about basic repairs.
- Informational displays were featured at 11 community events, and garbage and recycling stations were provided for 92 events.
- Virtual workshops and events included Let's Recycle Correctly and Zero Heroes: Home Edition, offered in partnership with Dreamrider Productions.
- Approximately 295 people attended 13 tours of the Recycling Depot.

The City initiated an education campaign with multi-residential strata agents regarding bylaws. The program provided bylaw canvassers access to common property for the purpose of distributing pamphlets and to follow up on outstanding dog licences. Some strata agents have also incorporated some of the City's bylaw requirements into their own strata bylaws. As an added benefit, strata agents have become more inclined to report illegal short term rentals and animal control related offences such as unlicensed or aggressive dogs.

*In 2019, 8,000 residents attended the Public Works Open House to learn about City services and over 300 students from elementary schools attended Project WET.*



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

An online Council Decisions Database was launched on the City's website ([www.richmond.ca](http://www.richmond.ca)), which includes voting records from open Council meetings and Public Hearings. The new search feature is a tool for the public to access information and conduct research on open Regular and Special Council meetings and Public Hearings dating back to 1998.

The City's first corporate Instagram account, @RichmondBC was launched. The Instagram account reached over 2,000 followers in the first few months and provides another channel for public inquiries and information related to City programs and services.

Richmond residents were invited to learn about upcoming and ongoing capital construction works within the city at the annual Capital Construction Project Open House. The event showcased over 40 projects for 2019 and provided a forum for the public with opportunities to comment and provide feedback on construction prior to commencement. In 2020, staff built an interactive webpage, 2020 Capital Project Highlights, where residents can access the information and learn about the upcoming capital projects online.

### *Volunteers contributed to a vibrant and engaged community in 2019:*

- 1,819 volunteers contributed over 82,000 hours with the City and partner organizations.
- 239 RCMP volunteers contributed 21,327 volunteer hours.
- 250 Green Ambassadors volunteered at 20 special events to help keep recyclables out of the garbage, resulting in 81-92% diversion rates.

In 2019, the City held a series of Community Information Sessions across Richmond related to planning and development, transportation, affordable housing and sustainability. The sessions provided access to a wide range of information on City plans, policies and initiatives that guide development and how they are being implemented to address growth and change in the community. In 2020, the in-person sessions were transformed into an online open house hosted on the Let's Talk Richmond platform due to the COVID-19 pandemic. Community members were able to access updated policy topics and projects online and share comments or questions to which staff responded on the platform.

Council adopted new development information signage standards for advising the community about land development applications. This helps to clarify information for community members and opportunities to provide feedback. In addition, the City hosted two community information sessions on development-related items in 2019/2020 to help inform citizens about City objectives related to planning growth.

Significant improvements and additions were made to various geographic map applications, including the Richmond Interactive Map, Invasive Species Map, Invasive Species Map, Sanitary Storm and Sewer Assets Map, Valve and Hydrants Map, Richmond Utilities Map, Child Care Locator Map, and Parking Map applications.

To enhance customer service and provide information to the public:

- Improvements were made to the call centre system for inquiries related to community bylaws.
- An updated business licence manual was produced to provide an up-to-date resource to the public on over 200 business license types.

### *The City's social media accounts saw an increase in activity from previous years.*

#### *On Facebook:*

- On average, the City's page received 407 interactions and reached 4,875 users per day.

#### *On Twitter:*

- Followers increased by 22% from 2019 and tweets were seen over 2 million times.

#### *On Instagram:*

- Followers reached 2,193 by October 31, 2020 on the new account and received 10,513 engagements.

#### *On YouTube:*

- Videos received 29% more views than 2019.
- Followers increased by 140% from 2019.

## 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:
  - ♦ COVID-19 Safety Plans.
  - ♦ 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, Vancouver Coastal Health – 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 Richmond Cares, Richmond Gives (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 Vancouver Coastal Health 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



*Councillor Alexa Loo, Mayor Malcolm Brodie, Councillor Linda McPhail, Councillor Michael Wolfe, and Maya Tait, President of UBCM (September 2019)*

## Awards and Recognition

### **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.

### **Canadian Association of Municipal Administrators (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.

### **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 and 2018 Annual Reports were honoured with the Canadian Award for Financial Reporting for the 16th and 17th consecutive years, and the Award for Outstanding Achievement in Popular Annual Financial Reporting for the ninth and 10th consecutive years in 2019 and 2020.

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

The Association of Energy Engineers (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 Alexandra District Energy Utility (ADEU) project. AEE recognized the City for its innovative renewable energy project that is making a significant impact on climate change.

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

The City's Lulu Island Energy Company was the winner of the national 2020 Energy Globe Award for the Alexandra District Energy Utility (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's Lulu Island Energy Company was the winner of the International District Energy Association 2020 IDEA Innovation Award for the Alexandra District Energy Utility (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 greenhouse gas emissions through the deployment of district energy systems.

### **Union of BC Municipalities (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.

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

The City of Richmond's first-of-its-kind Electric Vehicle (EV) infrastructure requirement 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.



*Storeys Affordable Housing Development*

**BC Recreation and Parks Association (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.



*Edwardian Cottage*

**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.

**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.

**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 2020. The award recognizes operations that are performing at a high level in fleet innovation and leadership.









## City of Richmond

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