



**General Purposes Committee  
Electronic Meeting**

**Council Chambers, City Hall  
6911 No. 3 Road**

**Monday, October 16, 2023  
4:00 p.m.**

Pg. #      ITEM

MINUTES

- GP-5**      *Motion to adopt the **minutes** of the meeting of the General Purposes Committee held on October 3, 2023.*



DELEGATION

- GP-9**      1. Society members, Britannia Shipyards National Historic Site Society, to delegate on "**The Phoenix Gillnet Loft Project**".

COMMUNITY SAFETY DIVISION

2. **SEASONAL PATIO - 0873663 BC LTD DBA: COUNTRY VINES  
WINERY – 12900 STEVESTON HWY**  
(File Ref. No. 12-8125-01) (REDMS No. 7375489)

**GP-18**

**See Page GP-18 for full report**

*Designated Speaker: Mark Corrado*

STAFF RECOMMENDATION

- (1) *That the application from 0873663 BC Ltd doing business as: Country Vines Winery, for an addition of two Seasonal Patios for a Farm Based Winery with a Manufacturers Liquor Licence requesting:*
  - (a) *An addition of a Seasonal Patio area to permit outdoor wine tasting between April 1 and October 31, each year, with 15 seats; and*
  - (b) *A second Seasonal Patio area for private bookings between April 1 and October 31, each year for 4 seats; and*
  - (c) *Total person capacity to remain the same at 65 occupants; be endorsed; and*
- (2) *That the Country Vines Winery's transfer from a Temporary Outdoor Patio (TOP) to a Seasonal Patio Permit be approved.*



PLANNING AND DEVELOPMENT DIVISION

3. **DRAFT RICHMOND ACCESSIBILITY PLAN 2023–2033**  
(File Ref. No. 08-4055-05) (REDMS No. 7286442)

GP-24

See Page GP-24 for full report

*Designated Speaker: Melanie Burner*

STAFF RECOMMENDATION

- (1) *That the draft Richmond Accessibility Plan 2023–2033, as outlined in the staff report titled “Draft Richmond Accessibility Plan 2023–2033” dated September 15, 2023 from the Director, Community Social Development, be approved;*
- (2) *That staff be authorized to seek public feedback on the draft Richmond Accessibility Plan for the purposes of finalizing the plan; and*
- (3) *That staff report back to City Council with the final Richmond Accessibility Plan, including a summary of the public feedback received.*



(File Ref. No. 10-6480-03-01) (REDMS No. 7373357)

See Page **GP-106** for full report

## STAFF RECOMMENDATION

- (a) *The resolution for Bus Rapid Transit commitment by the City as identified in Attachment 2; and*
- (b) *The R7 RapidBus corridor, as identified in Figure 3, in Richmond in principle.*

(File Ref. No. 01-0105-01) (REDMS No. 7373386)

See Page **GP-120** for full report

## STAFF RECOMMENDATION

- (1) That the 2024 Council and Committee meeting schedule, as shown in Attachment 1 of the staff report dated October 3, 2023, from the Director, City Clerk's Office, be approved; and,*
- (2) That the following revisions as detailed in the staff report titled "2024 Council and Committee Meeting Schedule" dated October 3, 2023, from the Director, City Clerk's Office, be approved:*
  - (a) That the Regular Council meetings (open and closed) of August 12 and August 26, 2024 be cancelled; and*
  - (b) That the August 19, 2024 Public Hearing be rescheduled to September 3, 2024 at 7:00 p.m. in the Council Chambers at Richmond City Hall.*

COUNCILLOR KASH HEED

6.    **HOMELESS CRISIS**

(File Ref. No.)

**GP-125**

See Page **GP-125** for background materials

MOTION

- (1)    *That Staff research, analyse, and recommend to the Committee a process to immediately implement action plans to mitigate the homeless crisis;*
- (2)    *That Staff review and recommend a formal position to be considered by this Committee on secure care for the acute drug addicted and/or persons with critical mental illness that are homeless;*
- (3)    *That other levels of Government and the Health Authority are apprised of this examination and to work collaboratively with Staff; and,*
- (4)    *That Staff report back to the Committee with recommendations within 45 days.*

☐

ADJOURNMENT

☐



## General Purposes Committee

Date: Tuesday, October 3, 2023

Place: Council Chambers  
Richmond City Hall

Present: Mayor Malcolm D. Brodie, Chair  
Councillor Chak Au  
Councillor Carol Day  
Councillor Laura Gillanders  
Councillor Kash Heed  
Councillor Andy Hobbs  
Councillor Bill McNulty  
Councillor Michael Wolfe (by teleconference)

Absent: Councillor Alexa Loo

Call to Order: The Chair called the meeting to order at 4:00 p.m.

### NOTICE OF MOTION

Councillor Heed put forward the following Notice of Motion to be considered at the October 16, 2023, General Purposes Committee meeting:

- (1) *That Staff research, analyse, and recommend to the Committee a process to immediately implement action plans to mitigate the homeless crisis;*
- (2) *That Staff review and recommend a formal position to be considered by this Committee on secure care for the acute drug addicted and/or persons with critical mental illness that are homeless;*
- (3) *That other levels of Government and the Health Authority are apprised of this examination and to work collaboratively with Staff; and,*
- (4) *That Staff report back to the Committee with recommendations within 45 days.*

**General Purposes Committee**  
**Tuesday, October 3, 2023**

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**MINUTES**

It was moved and seconded

*That the minutes of the meeting of the General Purposes Committee held on September 18, 2023, be adopted as circulated.*

**CARRIED**

**FINANCE AND CORPORATE SERVICES DIVISION**

**1. RICHMOND FOOD HUB IMPLEMENTATION PLAN**  
(File Ref. No. 08-4150-01) (REDMS No. 7365675)

In reply to queries from Committee, staff advised that (i) there are opportunities to apply for additional grants and funding sources for construction and implementation stages, however, it's important to ensure there is funding for the gap analysis and needs assessment, (ii) the intention of the first phase of the project is to examine the needs of the community, (iii) a wide range of people will be consulted through the engagement process and a stakeholder list will be provided to Council, (iv) this food hub would be the 14<sup>th</sup> in the provincial network, and (v) there are many food hub models and they all meet the needs of the local community they are in.

It was moved and seconded

*That the staff report titled, "Richmond Food Hub Implementation Plan", dated September 1, 2023 from the Director, Business Services, be received for information.*

The question on the motion was not called as in response to further queries from Committee, staff noted that the proposed food hub is a commercially focused initiative and through the gap analysis and needs assessment, distribution and storage will be examined, as well as ensure the needs of Richmond are met.

The question on the motion was then called and it was **CARRIED**.

## General Purposes Committee

### Tuesday, October 3, 2023

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#### 2. **COMMUNITY WAYFINDING STRATEGY GUIDING PRINCIPLES**

(File Ref. No. 08-4150-04-06) (REDMS No. 7292432)

In response to queries from Committee, staff advised that (i) they have engaged with the writers of the letter regarding Highway to Heaven, and part of the strategy will be to examine pilot projects and implementation of the strategy, (ii) the City has a number of signage systems developed over time, and this is the first city-wide project to unify the City, (iii) the integration of physical and digital tools will be explored by the consultants, including the feasibility of QR codes, (iv) the expansion of wayfinding can include signage and other wayfinding elements, (v) entrance signs was brought up by the community and is something that can be explored as part of a pilot project option, and (vi) the guiding principles are high level, and the design elements and pilot projects will be part of the draft strategy.

It was moved and seconded

- (1) *That the Guiding Principles, as detailed in the staff report titled "Community Wayfinding Strategy Guiding Principles", dated September 7, 2023, from the Director, Business Services be endorsed; and*
- (2) *That these Guiding Principles be used to inform the strategic direction and actions of the draft Community Wayfinding Strategy.*

**CARRIED**

## ENGINEERING AND PUBLIC WORKS DIVISION

#### 3. **CITY CENTRE DEU BYLAW NO. 9895 AMENDMENT BYLAW NO. 10473**

(File Ref. No. 01-0060-20-LIEC1) (REDMS No. 7253727)

It was moved and seconded

*That the City Centre District Energy Utility Bylaw No. 9895, Amendment Bylaw No. 10473 be introduced and given first, second, and third readings.*

The question on the motion was not called as in reply to a query from Committee, staff noted that infrastructure planning can be sped up or slowed down based on development within the City.

The question on the motion was then called and it was **CARRIED**.

## ADJOURNMENT

It was moved and seconded

*That the meeting adjourn (4:29 p.m.).*

**CARRIED**

3.

**General Purposes Committee**  
**Tuesday, October 3, 2023**

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Certified a true and correct copy of the Minutes of the meeting of the General Purposes Committee of the Council of the City of Richmond held on Tuesday, October 3, 2023.

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Mayor Malcolm D. Brodie  
Chair

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Sarah Goddard  
Legislative Services Associate





Britannia Shipyards National Historic Site Society  
5180 Westwater Drive  
Richmond, BC.  
V7E-6P3

Director  
City Clerks Office  
6911 No. 3 Rd.  
Richmond, BC.  
V6Y-2C1

September 25, 2023

Regarding: Request to attend General Purposes Committee as a Delegate

Ms. Claudia Jesson,

On behalf of the Britannia Shipyards National Historic Site Society (BSNHSS), I am requesting an opportunity for Society members to stand as a delegate at the General Purposes Committee meeting scheduled for October 16, 2023, at 4:00 pm.

The subject of the presentation is the Phoenix Gillnet Loft Project.

The BSNHSS has drafted a document that incorporates existing City interpretive themes, goals, and objectives with a series of historically significant themes.

The BSNHSS report is titled: Phoenix Gillnet Loft – Living in Harmony.

The presentation will outline four themes and provide the background story of “living in harmony” that illustrates how the people, the settlement and the industries that included the Phoenix Gillnet Loft in what was once known as “cannery row” in Steveston co-existed and thrived.

The presentation will culminate in a call to action to complete the City promise made in the “Richmond Major Facilities Project Report dated November 29, 2016” that included the rebuilding of the Phoenix Gillnet Loft and a promise from the BSNHSS to fully support the Project.

On behalf of the BSNHSS Board of Directors,

Barb Bluschke  
Secretary  
Britannia Shipyards National Historic Site Society  
E: barbbluschke@gmail.com

CC: BSNHSS Chair



## Phoenix Gillnet Loft – Living in Harmony

### BACKGROUND

The City of Richmond adopted a “Steveston Heritage Interpretation Framework” (Framework) including the Britannia Shipyards National Historic Site on September 21, 2021, that was intended to provide a set of guidelines for future site goals.<sup>1</sup>

The Framework defined the Site’s mission, endorsed by Council in April of 2014 as:

*“Britannia Shipyards preserves West Coast maritime heritage with an emphasis on local wooden boatbuilding traditions and the cultural mosaic and living conditions of the people who worked on the Steveston waterfront. This unique heritage park provides engaging interpretation and innovative programs that respond to changing community needs.”*

The Framework outlined a plan of action that involved the integration of “Interpretive Goals, Themes and Visitor Experience Objectives for the Site that were designed and intended to collectively tell the stories associated with *“the daily lives of Steveston’s fishermen, shore workers, and boat builders.”* The report also provided a series of goals based on an overall strategy designed to address the myriad of elements associated to the historical site.

The Site is operated by the City of Richmond in partnership with the Britannia Shipyards National Historic Site Society (BSNHSS). The purpose of the BSNHSS is to preserve maritime history, including a working heritage shipyard, as part of a living museum site in Steveston.

### OVERVIEW

According to Wikipedia, salmon canning began on the river in 1871 with the first major cannery being the Phoenix, established in 1882 by Marshall English and Samuel Martin. The Britannia Cannery, built in 1889, made West Coast history when the sailing ship Titania was the first ship to bring goods from Europe and go back with a return cargo: canned salmon. There is strong anecdotal evidence to support that rum was the primary cargo off-loaded at the Steveston docks from the Titania.

Steveston was established on Lulu Island at the mouth of the south arm of the Fraser River in 1889: the evolution of Steveston into a boom town had begun.

Canneries birthed support industries based on the needs of the industry— almost every cannery had a blacksmith and a dedicated, on-site blacksmithing shop. Fishing vessel design evolved in conjunction with the expansion of the canneries to meet cannery supply and demand. Vessel design quickly advanced with the invention of the Easthope Engine.<sup>2</sup>

As with any booming economy, an ever-increasing workforce was immigrating to Steveston to support of the fishing industry.

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<sup>1</sup> Steveston Heritage Interpretation Framework PRCS File:11-7141-01/2021-Vol 01

<sup>2</sup> Harold Steves’ verbal account of Cannery History



Men and women from diverse cultures arrived on the banks of the river looking for work and a chance to homestead in the area.

Settlers came from Europe, Japan, and China to bolster the Indigenous population already present – the Site reflects this and the fact that racial divisions were clearly a part of life in the Cannery Channel.

The Britannia Shipyards National Historic Site is a living testament to the settlers who overcame every hardship the Fraser River and Salish Sea presented and learned to live in harmony with each other.

### THE STORY – Build it and they will come

The title for the Project: ***Phoenix Gillnet Loft – Living in Harmony*** is not based on any whimsical notion that requires massaging to fit the parameters of the Interpretive Plan: “Hong Wo” translates to “Living in Harmony.”



The history of Steveston and its relationship to the water and the people who settled past, and present has always been a matter of living in harmony. The story simply needs to be told.

There is no better way to make visitors feel like they are part of history than through an innovative museum exhibit that supports immersive, experiential learning.

If the design of an exhibit tells the story in a linear, chronological manner, the result is the creation of a feeling of evolution – a sense of time and place within every part of the exhibit. A clear sense of the purpose of the exhibit’s themes and how these reflect the local identity is paramount to the success of any museum.

The Phoenix Gillnet Loft building is adjacent to but not part of the Britannia Shipyards National Historic Site – this fortuitous fact may allow for some non-heritage design additions that will enhance the interoperability between all the Steveston Heritage Sites.

For example, a small *Performance & Intercultural Disciplinary Stage* (P&I Stage) located in an accessible area at the south end of the *Phoenix building* will provide a venue that is in keeping with current trends as well as add LIVE value to the exhibits. This accessible area would encompass the full height of the two-storey main building to accommodate fishing vessel masts; the second-floor area design would end with a balcony overlooking the showcased vessel area for full effect.

In addition to utilizing the full interior height for vessel design requirements, the main floorspace of the Phoenix building must be designed to support the additional weight of the Easthope engine lathe.

The foundation and main floor will need to be designed and built to support extreme weight – simple shoring up of an area will NOT be sufficient over the lifespan of the building.

This paper provides four themes intended to function as the impetus for the design of the main museum portion of the Phoenix Gillnet Loft Project (Phoenix building).

The outlying, lean-to structures that formed part of the original Phoenix building are NOT taken into consideration in this paper but should be considered in any future designs with the intent to house amenities for the museum such as a restaurant and museum gift shop.

## PHOENIX GILLNET LOFT PROJECT THEMES

These themes are the framework from which to build the project around.

All four themes have significant historical significance to the area and will therefore easily coexist with the myriad of elements that will provide continual content for the new museum for years to come.

The four themes allow for the visitor to be immersed in the history of Steveston as a diverse, innovative, and hardworking maritime society.

## PHOENIX PROJECT THEMES

1. Hong Wo General Store
2. Easthope Engine Builders
3. Steveston's Cannery Row
4. Boat Building – The People

## HISTORICAL BACKGROUND

- 1 **Hong Wo General Store:** In the late 19th Century, a teenage boy arrived in Victoria from China



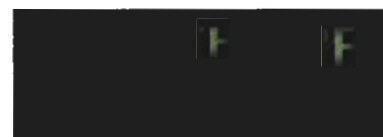
— The entrance to the Hong Wo General Store in 1969. The fishboat and cannery buildings in the background show its proximity to the water. (City of Richmond Archives photograph 2006 13 13.)

and began working in a store owned by members of his family. A year later Ling Lam moved to Vancouver where he studied English at the Chinese Methodist Church and worked in the canneries in Steveston. He started out in business by teaching himself how to bake bread and peddled buns door-to-door around Steveston. In 1895 he bought property and opened a store which became one of those places that embeds itself into a community's collective memory. Ling Lam named his business Hong Wo, meaning "Peace Together" or "Living in Harmony." Located outside the dyke near the foot of Trites Road and near the

Nelson Brothers Cannery, the place was a true General Store. If you could not get what you needed at the Hong Wo Store, you probably couldn't get it anywhere.

The building was located adjacent to a wharf where fishboats could tie up and get supplies before the next fisheries opening. To streamline the process an order form was developed and issued to the fisherman who could check off the items they needed, and the order would be ready for pickup at the specified time. He sold provisions to fishermen, canneries, boatbuilders, farmers and the public.<sup>3</sup>

- 2 **Easthope Engine Builders:** During the late 1800's, compression engines, mostly two cycles, were being developed for a new fuel called gasoline. The technology spread from Europe to the American east coast but was not yet established in frontier British Columbia. The vessel design known as a Columbia River boat was used by many fishermen of the Pacific Northwest. It was about 20 feet long and was originally powered by oar and sail. The Easthopes recognized that a market existed for an engine suited to this class of boat. Easthope Brothers prospered during the 1920 s. Demand for engines declined during the 1930's but did not vanish. Commercial fishing continued. There was a steady demand for engines and parts. Repairs to shafts and propellers were also needed; the marine railway was seldom idle. Following his father's suggestion or at least with his approval George Jr. purchased the lot at 1225 Number One Road in Steveston in 1927. There he established Easthope Sales and Service.<sup>4</sup>



### 3 **Steveston's Canneries**

The waterfront of Steveston was known for many years as Cannery Row. At the height of operation there were as many as fifteen canneries along the shoreline. They provided jobs for thousands of people and made Steveston the "Salmon Capital of the World".

In 1882 the Municipality of Richmond issued its first two trade licenses: one to J.H. Todd and Sons for the Richmond cannery on Sea Island and one to Marshall English for the Phoenix cannery on the South Arm of the Fraser River near Steveston.

Britannia cannery, built in 1890, was purchased in 1891 by the ABC Canning Company. The building was L-shaped with many windows for light, and high lofts for storing empty cans and nets. By 1895 there were 12 canneries operating on the Steveston waterfront: Atlas, Gulf of Georgia, Star, Steveston, Lulu Island, Brunswick, Imperial, Phoenix, Britannia, Pacific Coast, Beaver, and Canadian Pacific. <sup>5</sup>

The canneries were a hive of activity and employed workers from all walks of life. Chinese immigrants, First Nations, men, and women all worked towards the same goal of catching, washing, canning, loading, and dispatching millions of cans of salmon around the world.<sup>6</sup>

<sup>3</sup> [Peace Together – Ling Lam and the Hong Wo Store | Outside the Box – The Richmond Archives Blog](#)

<sup>4</sup> [Easthope History](#)

<sup>5</sup> STEVESTON RECOLLECTIONS, The History of a Village Steveston Museum Richmond, British Columbia THE CANNERIES OF STEVESTON

<sup>6</sup> [www.bcmag.ca/get-caught-up-in-the-story-of-bc-canneries/](http://www.bcmag.ca/get-caught-up-in-the-story-of-bc-canneries/)

British Columbia Packers Limited was created in 1928, following a series of amalgamations in the North American fish packing industry that had begun in the late 19th century. These amalgamations had included, in 1902, the creation of the British Columbia Packers Association of New Jersey by a group of American and Canadian investors, and their subsequent purchase of forty-two canneries and two cold storage plants. Led by Canadian businessmen Aemilius Jarvis of Toronto and Henry Doyle of Vancouver, it was the first



successful attempt to amalgamate the canneries of the Fraser River. In 1910, to avoid the payment of New Jersey corporate tax, the company was registered in British Columbia through an act of the provincial legislature. In 1914, the principals of British Columbia Packers Association incorporated a new company under charter of the Dominion of Canada. Initially a holding company, in 1921 the British Columbia Fishing and Packing Company Limited became the operating company for the assets of British Columbia Packers Association.<sup>7</sup> When it permanently closed its doors in the 1990's, BC Packer's Imperial Cannery was the last remaining cannery on the Steveston waterfront.

#### 4 Boat Building -The People

First Nations have lived in the Fraser River basin for more than 10,000 years, relying on the river for its abundant resources and transportation routes. Salmon was particularly important for the diet and cultural traditions of First Nations along the Fraser. According to the Archeological Heritage Resource Overview of Richmond, by Dr. Leonard Ham in 1987, what is now Richmond belonged to the Musqueam, Tsawwassen and Kwantlen families. However, it is believed that the Musqueam used the land the most, particularly in the preceding 2,000 years.<sup>8</sup>

In the early 1880's Native fishermen were still bringing fish to the canneries in their dugout canoes. When the canneries got their fishing licenses in the late 1880's, they started providing the Native fishermen with flat-bottomed skiffs with pointed bows and sterns. These 20-foot-long Fraser River skiffs were equipped with detachable masts and sails but could also be rowed with oars. During the short summer sockeye salmon runs, each boat was used for two 12-hour shifts daily, with a boat "puller" and a fisherman on board. When the fishing season ended, the skiffs were repaired, repainted, and stored at the cannery for the winter.<sup>9</sup>



<sup>7</sup> [archives.richmond.ca/archives/bcpackers](http://archives.richmond.ca/archives/bcpackers)

<sup>8</sup> [www.richmond-news.com/weekly-feature-archive/the-first-people-of-richmond-3034493](http://www.richmond-news.com/weekly-feature-archive/the-first-people-of-richmond-3034493)

<sup>9</sup> [www.communitystories.ca](http://www.communitystories.ca)



Japanese men came to dominate the salmon fishery, whereas Chinese men and Japanese women worked inside the canneries with Euro-Canadian men as owners and supervisors. Canning was a seasonal industry peaking in late summer and early autumn, with the industrial complex forming a cluster of buildings perched over the river on wooden pilings with adjacent work camps organized along racial/ethnic lines. Independent Chinese labour contractors organized and provisioned seasonal work crews, often under exploitative circumstances, who were housed in large bunkhouses adjacent to the cannery. Japanese fishermen typically lived in bunkhouses and single-family homes near the cannery, organized by a Japanese boss under a similar contract system<sup>10</sup>

The story of British Columbia's Japanese Canadian community cannot be told without talking about fish. Barred from numerous professions, many of Canada's first Japanese immigrants — known as the Issei or the "first generation" — worked as fishermen after landing on B.C.'s shores in the final decades of the 19th century. And many of those fishermen settled in the town of Steveston, at the mouth of the Fraser River. Before the Second World War, the Japanese community in Steveston, numbering around 2,000, made up roughly two-thirds of its population.<sup>11</sup>

In the 1930's, the sons of Risaburo Sakamoto formed the Sakamoto Brothers Boat Building yard.<sup>12</sup> M. Sakamoto Boat Works opened in the spring of 1950 at the foot of No. 2 Rd in Steveston after the Okanagan internment of Canadian Japanese ended. In the post World War II era, many Japanese fishermen were recruited and urged to return to the coast to assist with the post war economic recovery.

Over the next 25 years, M. Sakamoto Boat Works launched sixteen boats ranging in size from the first two 32 footers built in 1950 to the 40-foot packer built in 1964. In 1976, after 26 years at the No. 2 Rd location, M. Sakamoto Boat Works closed its doors for good.



The Crystal S was built in 1963 by Mamoru Sakamoto at his newly opened Boat Works. The vessel was named for Mamoru Sakamoto's daughter. The Crystal S fished the BC coast from the Strait of Juan de Fuca to Rivers Inlet. Its last fishery was the Fraser River Adams run in 2018.

<sup>10</sup> Archaeology of Asian Labour Migration at a Fraser River Salmon Cannery, Douglas E. Ross

<sup>11</sup> [Steveston's Japanese Flourish - British Columbia - An Untold History \(knowledge.ca\)](http://knowledge.ca)

<sup>12</sup> [Vessels Built by the Sakamoto Family \(nauticapedia.ca\)](http://nauticapedia.ca)

## PROGRESS UPDATE

In a Report to Committee titled ***Richmond Major Facilities Project***, dated November 29, 2016, the staff recommended 5 priority projects for the period of 2016-2026.

Britannia Shipyards National Historic Site and Phoenix Gillnet Loft were on that list.



A PRCS 2021 report, titled ***Steveston Heritage Interpretive Framework***, and its associated ***Interpretive Plan***<sup>13</sup> were drafted in support of Council's Strategic Plan 2018-2022 Strategy #3 One Community Together.

Council dogma clearly entrenches the requirement that any future, supported projects include and be driven by the following criteria:

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

- i. *3.1 Foster community resiliency, neighbourhood identity, sense of belonging, and intercultural harmony.*
- ii. *3.2 Enhance arts and cultural programs and activities.*
- iii. *4 Celebrate Richmond's unique and diverse history and heritage.*
- iv. This report supports Council's Strategic Plan 2018-2022 Strategy #6 Strategic and Well-Planned Growth:

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

- a. *4 Recognize Richmond's history and heritage through preservation, protection, and interpretation.*

## CALL TO ACTION

The Britannia Shipyards National Historic Site Society (BSNHSS) is calling on the City of Richmond to make the reconstruction of the Phoenix Gillnet Loft Project a reality.

<sup>13</sup> Britannia Shipyards National Historic Site Working Interpretive Plan 6526237 Version: 1 Sept 2021





There are several irrefutable facts associated with this Project request:

1. The four themes provided are relevant and sustainable – they tell the story.
2. The four themes fit the criteria outlined by previous Council Reports.
3. The four themes are supported by existing artifacts.
4. The four themes provide the basis required to move forward with the decision to fund and complete the Project.

## SUMMARY

- The BSNHSS has provided a concept that involves constructing four themed exhibits within the new Phoenix Gillnet Loft.
- In addition to the Easthope Engine artifacts already on display in the Shipyard, and the BC Packer's artifacts donated at the time of the cannery closing, the BSNHSS, in conjunction with Mr. Harold Steves, can provide myriad exhibit content and artwork for the custom-built theme-displays. All these artifacts directly support the four main themes for the main floor exhibit plan discussed in this paper.
- The artwork of Mr. Bud Sakamoto and the vessel Crystal S could be considered for a permanent exhibit.
- The BSNHSS is prepared to assist in applying for additional project funding; the current allotted 19 Million dollars will not allow for the completion of the Project.
- The BSNHSS is asking the City of Richmond to allow them to consider pursuing Private/Public Funding (PPF) to raise the funds required to complete the Phoenix Gillnet Loft Project.
- PPF monies would augment any Grant-based funding in support of the Project.

Submitted for Council's discussion, understanding and approval.

The 2023 BSNHSS Board Members

Mr. Phil Karlsson, Chair	Ms. Barb Bluschke, Secretary	Mr. Harold Steves
Mr. Terry McPhail, Co-Chair	Mr. Bruce Rosenhart	Mr. Fraser Roberts
Mr. Rob Hayman, Treasurer	Mr. Loren Slye	Mr. Barry Cavanaugh

Cc: BSNHSS Board



# City of Richmond

## Report to Committee

**To:** General Purposes Committee **Date:** September 12, 2023  
**From:** Mark Corrado **File:** 12-8125-01/2023-Vol  
Director, Community Bylaws and Licencing 01  
**Re:** **Seasonal Patio - 0873663 BC Ltd DBA: Country Vines Winery - 12900**  
**Steveston Hwy**

### Staff Recommendations

1. That the application from 0873663 BC Ltd doing business as: Country Vines Winery, for an addition of two Seasonal Patios for a Farm Based Winery with a Manufacturers Liquor Licence requesting:
  - a) An addition of a Seasonal Patio area to permit outdoor wine tasting between April 1 and October 31, each year, with 15 seats; and
  - b) A second Seasonal Patio area for private bookings between April 1 and October 31, each year for 4 seats; and
  - c) Total person capacity to remain the same at 65 occupants;be endorsed; and
2. That the Country Vines Winery's transfer from a Temporary Outdoor Patio (TOP) to a Seasonal Patio Permit be approved.

Mark Corrado  
Director, Community Bylaws and Licencing  
(604-204-8673)

Att. 3

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
SENIOR STAFF REPORT REVIEW	INITIALS: 
APPROVED BY CAO 	

## **Staff Report**

### **Origin**

The Provincial Liquor and Cannabis Regulation Branch (LCRB) issues licenses in accordance with the Liquor Control and Licensing Act (Act) and the Regulations made pursuant to the Act.

This report considers an application to the City of Richmond by 0873663 BC Ltd., doing business as: Country Vines Winery, for an addition of a Seasonal Patio Permit for the Manufacturers Liquor Licence No. 306407 and request:

- A Seasonal Patio between April 1 and October 31 each year with a shift in occupancy of 15 person from indoors to outdoor capacity; and
- A Seasonal Patio between April 1 and October 31 each year with a shift in occupancy of 4 person from indoors to outdoor capacity for private bookings; and
- No change to total occupancy of 65 persons

This report supports Council's Strategic Plan 2022-2026 Focus Area #3 A Safe and Prepared Community:

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

### **Analysis**

Country Vines Winery is requesting the serving of alcohol on an outdoor patio under the new Seasonal Patio program and a Council endorsement is required. Country Vines Winery was able to operate an outdoor patio under the Provincial Temporary Expanded Service Area (TESA) and the City's previous Temporary Outdoor Patio (TOP) program. However, the TOP program has expired and an application is required under the City's new Seasonal Patio program. A full public consultation process is not required given that Country Vines has operated a temporary patio for over three years without a public complaint or concern.

Country Vines Winery is operating a Farm Based Winery with a Manufacturers Liquor Licence currently covering indoor occupancy only for the establishment with a temporary recognition from LCRB for the structural change TESA to December of 2024. The Seasonal Patio Permit application will permit Country Vines Winery to shift 19 of the current 65 indoor occupants to outside occupancy to 10:00 PM, between April 1, and October 31, each year for the two patios.

### **Other Agency Comments**

As part of the review process for Seasonal Patios or Public Space Patios, staff require comments from other agencies and departments such as Vancouver Coastal Health, Richmond Fire-Rescue, Building Approvals Department, Engineering Department, Transportation Department and the Business Licence Department. These agencies and departments generally provide comments on the compliance history of the applicant's operations and premises. There are no concerns from Vancouver Coastal Health and no concerns provided by the noted City Departments.

### **Financial Impact**


None

September 12, 2023

- 3 -

### **Conclusion**

Country Vines Winery has operated with a TOP and a TESA for three years without public complaints. It is recommended that the proposed application by Country Vines Winery for a new Seasonal Patio be endorsed by Council.

A handwritten signature in black ink, appearing to read 'Victor M. Duarte', with a horizontal line drawn through the middle of the signature.

Victor M. Duarte  
Supervisor, Business Licences  
(604-276-4389)

VMD:vmd

- Att. 1. Aerial Map  
2. Site Plan with Proposed Patio Areas  
3. Photo of main patio



8/21/2023, 6:48:38 AM

City Hall

Street Names

Property (black line)

Strata

Air Parcels

Property Address

Safety Hazard Areas

Red: Band\_1

Green: Band\_2

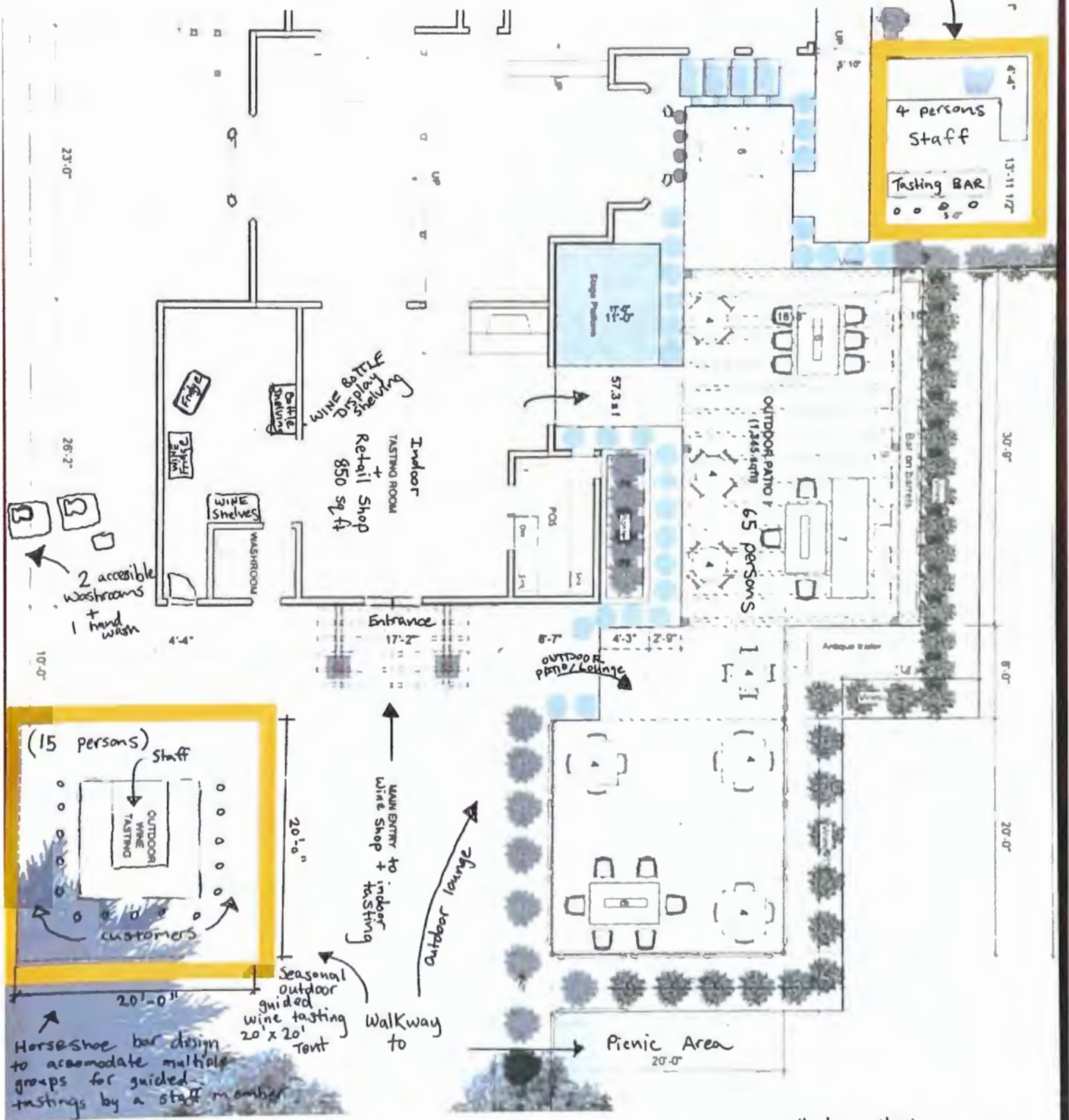
Blue: Band\_3

1:1,036

0 0.01 0.02 0.04 mi  
0 0.0175 0.035 0.07 km



Small tasting bar  
used for wine club member  
tastings twice a year



Note: Highlighted yellow areas  
were the approved Tesa areas

- No seats
- No service area
- Standing only bar top to conduct tastings







# City of Richmond

## Report to Committee

---

**To:** General Purposes Committee

**Date:** September 15, 2023

**From:** Kim Somerville  
Director, Community Social Development

**File:** 08-4055-05/2023-Vol 01

**Re:** **Draft Richmond Accessibility Plan 2023–2033**

---

### Staff Recommendations

1. That the draft Richmond Accessibility Plan 2023–2033, as outlined in the staff report titled “Draft Richmond Accessibility Plan 2023–2033” dated September 15, 2023 from the Director, Community Social Development, be approved;
2. That staff be authorized to seek public feedback on the draft Richmond Accessibility Plan for the purposes of finalizing the plan; and
3. That staff report back to City Council with the final Richmond Accessibility Plan, including a summary of the public feedback received.

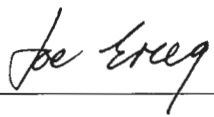

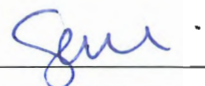


*On behalf of*

Kim Somerville  
Director, Community Social Development  
(604-247-4671)

Att. 1



REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Arts, Culture & Heritage	<input checked="" type="checkbox"/>	
Building Approvals	<input checked="" type="checkbox"/>	
Business Services	<input checked="" type="checkbox"/>	
City Clerk's Office	<input checked="" type="checkbox"/>	
Community Bylaws	<input checked="" type="checkbox"/>	
Corporate Communications & Marketing	<input checked="" type="checkbox"/>	
Development Applications	<input checked="" type="checkbox"/>	
Engineering	<input checked="" type="checkbox"/>	
Facilities & Project Development	<input checked="" type="checkbox"/>	
Finance	<input checked="" type="checkbox"/>	
Fire Rescue & Emergency Programs	<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 Operations	<input checked="" type="checkbox"/>	
Recreation & Sport Services	<input checked="" type="checkbox"/>	
Richmond Olympic Oval	<input checked="" type="checkbox"/>	
Richmond Public Library	<input checked="" type="checkbox"/>	
Sustainability & District Energy	<input checked="" type="checkbox"/>	
Transportation	<input checked="" type="checkbox"/>	
<b>SENIOR STAFF REPORT REVIEW</b>	<b>INITIALS:</b> 	<b>APPROVED BY CAO</b> 

## Staff Report

### Origin

On April 14, 2022, the provincial government approved the new Accessible British Columbia Regulation, which identifies municipalities as prescribed organizations that must comply with Part 3 of the Accessible British Columbia Act. As one of over 750 public-sector organizations legislated by the Act, the City of Richmond (the City) is required to meet the following initial requirements:

1. Establish an accessibility committee;
2. Implement a mechanism for feedback on the accessibility of the organization; and
3. Develop a multi-year accessibility plan.

The City has already completed two of the three initial requirements of the Act. On November 28, 2022, City Council approved the establishment of the Richmond Accessibility Advisory Committee, which had its first meeting on April 12, 2023. On September 1, 2023, the Accessibility Feedback Tool was launched on the City's website to receive ongoing feedback on the accessibility of the organization, including its built environment; programs and services; and communications, information and technology.

The new, draft Richmond Accessibility Plan 2023–2033 (the draft Plan) (Attachment 1) responds to the third, initial requirement of the Act that requires the City to develop a multi-year accessibility plan. The draft Plan outlines a comprehensive approach to advancing accessibility in Richmond and will guide the City's efforts to increase access in the community over the next ten years.

The development of the draft Plan is divided into five phases:

- Phase One: Initial consultation with people with disabilities (complete);
- Phase Two: A series of staff working sessions to develop potential actions for inclusion in the draft Plan based on findings from Phase one consultation (complete);
- Phase Three: Development of the draft Plan (complete);
- Phase Four: Public engagement on the draft Plan; and
- Phase Five: Finalize the Plan.

The purpose of this report is to present the draft Richmond Accessibility Plan 2023–2033 to City Council and to propose a public engagement process to seek community input on the strategic pillars and actions outlined in the draft Plan.

This report supports Council's Strategic Plan 2022–2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

*1.3 Increase the reach of communication and engagement efforts to connect with Richmond's diverse community.*

*1.4 Leverage a variety of approaches to make civic engagement and participation easy and accessible.*

This report supports Council's Strategic Plan 2022–2026 Focus Area #6 A Vibrant, Resilient and Active Community:

*6.1 Advance a variety of program, services, and community amenities to support diverse needs and interests and activate the community.*

This report also supports Richmond's 2041 Official Community Plan (OCP) Focus Area #11.1 Social Equity and Inclusion:

*Objective 1 – Facilitate the establishment of an equitable, inclusive community, whereby City plans, policies, services and practices respect the diverse needs of all segments of the population.*

## **Analysis**

The introduction of the Accessible British Columbia Act (the Act) marks a momentous step towards building an inclusive province for all British Columbians that is reflective of a broader societal shift in awareness and understanding of disability. Disability is recognized today as being caused by barriers within society that prevent participation, rather than being the result of a person's individual circumstance. In this context, disability is defined as when the features of a person's body and/or mind meet a barrier created by the design of the society in which they live, preventing their full and equal participation. Individual features can be permanent, temporary or episodic; visible or invisible; range in severity; and include physical, sensory, mental health-related, developmental, cognitive and/or have multiple features.

The Act establishes the legal framework to develop, implement and enforce accessibility standards that aim to address these barriers. Barriers are defined in the Act as anything that impedes the full and equal participation of people with disabilities in society. The resulting standards will set out binding regulations that will work to remove barriers within specific areas, such as the built environment, program and service delivery, employment, procurement, communications and technology.

As part of the initial requirements of the Act, each municipality is required to develop a multi-year accessibility plan that outlines how it will identify, remove and prevent barriers experienced by people with disabilities when interacting with (i.e., members of the public) and within (i.e., staff) the organization. Each municipality must also consult with its accessibility committee and consider the principles of inclusion, adaptability, diversity, collaboration, self-determination and universal design in the development of its accessibility plan. Plans are required to be updated at minimum every three years and updates must incorporate feedback received through the municipality's accessibility feedback mechanism and be developed in consultation with its accessibility committee.

Draft Richmond Accessibility Plan 2023-2033

The development and content of the draft Plan reflect the initial requirements of the Act and outline an action-oriented framework to identify, remove and prevent barriers experienced by people with disabilities throughout City planning and service delivery as well as across its physical and social infrastructure. The Richmond Accessibility Advisory Committee (RAAC), which is composed of both citizen representatives and representatives from local organizations that support people with disabilities, was actively involved in the draft Plan's development. The City's Interdepartmental Accessibility Committee also played a vital role. As the Richmond Public Library (the Library) is also legislated through the Act, both organizations collaborated on the development of the Plan to facilitate an aligned approach, with the intention being the Library will use the Plan to further its efforts to advance accessibility.

While the draft Plan provides the foundation to further accessibility in Richmond over the next ten years, to ensure implementation of the Plan complies with the Act, recommended actions will be revised every three years based on feedback received through the City's accessibility feedback mechanism and in consultation with the RAAC. Additionally, Department Annual Work Plans will incorporate accessibility-related initiatives to support the continuous advancement of accessibility across all areas of City planning and service delivery in accordance with the legislation.

As required by the Act, the principles of inclusion, adaptability, diversity, collaboration, self-determination and universal design were used to guide the development of the draft Plan. They have been adapted for the City from the British Columbia Framework for Accessibility Legislation as follows:

1. **Inclusion:** All community members, including persons with disabilities, are able to participate fully and equally in Richmond.
2. **Adaptability:** Disability and accessibility are evolving concepts and the needs of people with disabilities will continue to evolve as services, technology and attitudes change.
3. **Diversity:** Every person is unique. People with disabilities are individuals with varied backgrounds. Individual characteristics including race, gender, sexual orientation, religion and lived experience greatly inform the experiences of individuals. The Plan acknowledges the principle of intersectionality and the diversity within the disability community.
4. **Collaboration:** Promoting accessible communities is a shared responsibility and everyone has a role to play. Opportunities are created for organizations and community members to work together to further access and inclusion.
5. **Self-determination:** People with disabilities make their own choices and pursue the lives they wish to live in Richmond.
6. **Universal Design:** Defined by the Centre for Excellence in Universal Design as the design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people regardless of their age, size, ability or

disability. The built environment in Richmond is designed to meet the needs of the broadest range of people who wish to use city places and spaces.

These principles were utilized throughout the development of the draft Plan, including during its initial phase of consultation with people with disabilities. They will continue to guide this work throughout finalization of the Plan as well as for future updates and revisions required through the legislation.

### Consultative Process

The draft Plan was developed through a multi-stage process that involved consultation with a wide range of groups, including people with disabilities, their families and caregivers, community organizations that support people with disabilities, the Richmond Accessibility Advisory Committee, and staff representatives from various departments across the City and Library. The process consisted of:

- A review of existing City strategies and plans to identify work currently being undertaken by the City to support people with disabilities;
- Consultation with people with disabilities, their families and caregivers, and community organizations in Richmond that support people with disabilities, including meetings, focus groups and interviews with representatives of key organizations;
- Ongoing discussion with the Richmond Accessibility Advisory Committee; and
- A series of workshops with City and Library staff.

Consultation focused on identifying the City's current strengths in advancing accessibility, barriers in the community, as well as priorities and potential solutions to remove and prevent these barriers. Consultation also explored the resources and partnerships necessary for the successful implementation, evaluation and revisions of the final Plan.

### Themes

Eight themes emerged through the consultative process regarding the barriers experienced by people with disabilities in the community. Findings indicated that the City of Richmond is considered to be a leader in advancing accessibility within the physical and social environment and that a strong and growing network of community partners continue to collaborate closely together and with the City to meet the needs of people with disabilities. These themes included:

- Engaging People with Disabilities
- The Importance of Accessibility throughout Planning
- Strengthening Capacity
- Furthering Universal Access in the Built Environment
- Enhancing Access to Programs and Services
- Increasing Access to Information
- Inclusive Employment Practices

- Accessibility Benefits Everyone

Each of the themes are discussed in the draft Plan in relation to identified strengths, barriers and opportunities to enhance universal access in the community. These themes informed the development of the strategic pillars and corresponding actions outlined in the draft Plan that will advance work to create a more inclusive and accessible Richmond.

### Strategic Pillars and Actions

The draft Plan consists of six strategic pillars and 34 recommended actions. The actions outlined in the draft Plan were developed in response to the priorities of people with disabilities in the community and include both organization-wide initiatives and targeted approaches that will be completed over the next ten years. The six pillars are:

1. An Accessible Community
2. An Inclusive Organization
3. Accessibility in the Built Environment
4. Accessible Programs and Services
5. Accessible Communications and Technology
6. Research and Monitoring

As progress is made on the Plan's actions, it is anticipated that there will be a number of positive outcomes that will benefit all members of the community, including people with disabilities. Highlights of these desired outcomes include accessibility being considered during all phases of City planning and development of any new project or initiative; increased organizational capacity and understanding of diverse barriers experienced by people with disabilities; and that barriers are addressed through the collective efforts of the City and community.

Achieving the desired outcomes of the Plan is a corporate responsibility that will require ongoing leadership across all City departments. As well, continuing to work closely with the strong network of community organizations that support people with disabilities in Richmond as well as with public-sector agencies, the private sector, senior levels of government and most importantly, people with disabilities will be essential to the successful development and implementation of the final Plan. The next phase in the project is to gather feedback from the public on the strategic pillars and recommended actions in order to finalize the Plan.

### Public Engagement Process

Staff propose conducting various public engagement activities in the weeks following Council's approval of the draft Plan. Activities will include a survey on LetsTalkRichmond.ca and pop up events in the community. Engagement activities will be designed using accessibility best practices, such as providing American Sign Language (ASL) interpretation, to ensure the opportunities are inclusive for all community members. City-facilitated support will also be offered to support individuals who may face language or digital barriers to completing the online survey. As well, the design of the Plan considers accessibility best practices and ensures enhanced readability and legibility through overall design elements, including screen reader compatibility, sans serif fonts, larger font sizes and strong colour contrast.

Public engagement will provide valuable input to ensure the draft Accessibility Plan captures the needs and priorities of people with disabilities in the community. The feedback received through these activities will be used to inform the final Accessibility Plan.

**Table 1: Proposed Public Engagement Activities**

Activity	Format	Location
<b>Online Survey</b>	Individual online survey completion available through the City's Let's Talk Richmond platform.  This platform meets or, wherever possible, exceeds standards for website accessibility.	Online at <a href="http://www.letstalkrichmond.ca">www.letstalkrichmond.ca</a> .
<b>Pop Up Events</b>	Drop-in sessions with informational materials, including the draft Plan and printed surveys. Staff will be present to answer any questions.	Hosted by City staff at community and City facilities; locations, dates and times to be finalized.
<b>Facilitated Survey Support</b>	One-on-one and small group survey support will be available virtually, by phone and/or in-person. These will be scheduled as needed to remove barriers to survey participation by people with disabilities.	Facilitated virtually, by phone and/or in-person by City staff.

Additionally, an engagement session will be held with representatives from key partners including the Community Association and Society Boards, Richmond Public Library Board, and Richmond Olympic Oval Board of Directors to receive feedback on the draft Plan. This session will include an overview of the draft Plan, including the proposed strategic pillars and corresponding actions, as well as intended outcomes and next steps in the development process. Staff will also engage with City Council Advisory Committees, such as the Community Services Advisory Committee and Seniors Advisory Committee, and community groups whose members may face barriers to participation in the proposed public engagement activities.

A communications and public engagement plan will be developed, including actions to reach isolated and hard-to-reach residents. Activities will be promoted via LetsTalkRichmond.ca; the City's website and social media channels; non-profit organizations that support people with disabilities in Richmond; the Richmond Accessibility Advisory Committee; and other communication channels as appropriate.

Following public engagement, staff will compile the community feedback received and refine the draft Plan. A summary of the community's feedback will be presented to City Council along with the final Accessibility Plan for Council's consideration.

#### Commitment to Accessibility

The City remains committed to strengthening its accessibility practices, in collaboration with community organizations and people with disabilities, and to creating a more accessible and inclusive Richmond. The City's ongoing work to advance accessibility, includes the following highlights:

- In 2018, City Council adopted the Enhanced Accessibility Design Guidelines to promote accessibility in City facilities that goes beyond the BC Building Code. These guidelines are utilized in the development of all City major capital projects. It also guides the accessibility updates and retrofits of current facilities including the recent installation of grab bars in washrooms and change rooms at Brighthouse Park Pavilion; touchless plumbing fixtures at the Richmond Animal Shelter; and installation of accessible seating in the second floor mezzanine at Minoru Arenas.
- The City received the prestigious 2021 Architecture Prize for Accessibility from the International Olympic Committee, International Paralympic Committee, and International Association for Sports and Leisure Facilities for the Minoru Centre for Active Living.
- The City's recent website redesign, which incorporates current standards for web accessibility and includes more accessibility features and tools to better support the user experience.
- The implementation of the Accessibility Resource on the City of Richmond Intranet (CORI) to provide staff with information, tools, resources and training opportunities that assist them in identifying, preventing and removing barriers to accessibility through their work and in their workplace.
- The pilot of a designated Sensory Free Space at the 2023 Steveston Salmon Festival to provide a calm and safe area for individuals who have autism spectrum disorder, anxiety or other sensory processing needs who were attending the festival.

As actions outlined in the draft Plan build on these achievements and learnings, the City will need to continue to ensure its efforts to advance accessibility remain responsive to the evolving legislation.

#### Anticipated Future Impacts of the Act

The work necessary to implement the initial requirements of the Act, including the accessibility plan, will involve significant contributions from all City departments, with impacts to both resources and budgets anticipated. While departments that interface with the public domain, including service delivery, communications, technology and the built environment, will be most affected initially, staff anticipate an increased focus on furthering accessibility across all areas of City planning and service delivery will be required. As the three initial requirements of the Act are just the first stage of this new legislation, staff anticipate further impacts to the City as



accessibility standards are introduced through the Act. Staff will continue to monitor the ongoing development of the legislation and update City Council as appropriate.

### **Financial Impact**

None. Development and finalization of the draft Plan, including public engagement activities, will utilize funds available through existing operating budgets.

### **Conclusion**

The City is committed to being a leader in the advancement of accessibility. The draft Plan is an action-oriented framework that builds on the City's past achievements, learnings and ongoing collaboration with people with disabilities, non-profit organizations and community groups to advance accessibility in Richmond over the next ten years. The draft Plan outlines six strategic pillars and corresponding actions that will guide the City's work in identifying, removing and preventing barriers experienced by people with disabilities in the community. Seeking public feedback on the draft Plan will help ensure it reflects community needs and priorities now and in the coming years to ensure that everyone who lives, works, plays and visits Richmond has the same opportunity to fully and equally participate in all aspects of community life.

A handwritten signature in black ink, appearing to read 'MB', followed by a long horizontal line extending to the right.

Melanie Burner  
Program Manager, Social Development  
(604-276-4390)

Att. 1: Draft Richmond Accessibility Plan 2023–2033



# Richmond Accessibility Plan 2023–2033







# Richmond Accessibility Plan

## Acknowledgements

The *Richmond Accessibility Plan 2023–2033* (the Plan) is the result of a collaborative effort made by community members, including people with disabilities, their family members and caregivers, community organizations that support people with disabilities in Richmond, City Council Advisory Committees, community groups, and City of Richmond and Richmond Public Library staff. Thank you to everyone who participated in the development of this Plan by sharing their valuable stories, insight and expertise.

The following committees played a key role in the creation of the Plan, helping to guide and inform its development.

### **Richmond Accessibility Advisory Committee**

- Rob Sleath, Chair, Citizen Member
- Shaan Lail, Vice-Chair, Citizen Member
- Anne Bechard, Richmond Public Library Representative
- Cindy Larden, Vancouver Coastal Health Representative
- Damian Gorman, Citizen Member
- Dave MacDonald, Pathways Clubhouse Representative
- Ella Huang, Richmond Centre for Disability Representative
- Melanie Arnis, Citizen Member
- Pam Andrews, Citizen Member
- Sue Jones, Aspire Richmond Representative
- Tommy Leung, Citizen Member

# **The Interdepartmental Accessibility Committee**

The Interdepartmental Accessibility Committee is composed of staff representatives from the following City of Richmond departments:

- Arts, Culture and Heritage
- Building Approvals
- Business Services
- City Clerk's Office
- Community Bylaws and Business Licences
- Community Social Development
- Corporate Communications and Marketing
- Development Applications
- Engineering
- Facility Services and Project Development
- Finance
- Fire Rescue and Emergency Programs
- Human Resources
- Information Technology
- Parks Services
- Policy Planning
- Recreation and Sport Services
- Roads and Construction Services
- Transportation

As the Richmond Public Library will align its efforts to advance accessibility with the strategic pillars and actions outlined in the Plan, Library staff from the Community Engagement, Human Resources, Finance, Facilities and Information Technology departments also contributed to the development of the Plan.



## Project Team

- Melanie Burner, City of Richmond, Program Manager, Social Development
- Trevor Penrose, City of Richmond, Corporate Project Leader
- Olivia Boguslaw, City of Richmond, Planner 1
- Anne Bechard, Richmond Public Library, Manager of Community Engagement

## Consultants

- Happy Cities
- Meaningful Access Consulting





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# Glossary of Terms

**Ableism:** Prejudice and discrimination against people with a disability.<sup>1</sup>

**Accessibility:** A barrier-free experience that offers the same opportunity for everyone to participate in their community.

**Accessible Pedestrian Signage (APS):** Provides auditory, visual and tactile information so that a person with sight and/or hearing loss will know when it's safe to cross at a set of traffic signals. An APS may provide information to help a person with sight loss travel in a straight line across a street.<sup>2</sup> APS was previously referred to as audible pedestrian signals.

**Accommodation:** An alteration of environment, program format or equipment that allows an individual with a disability to gain access or participate in a space, place, event or program in a way that meets their needs.<sup>3</sup>

**American Sign Language (ASL):** A visual language predominantly used by the Deaf community. ASL is expressed by movements of the hands, face and body.<sup>4</sup>

**Barrier:** Anything that hinders the full and equal participation in society of a person with a disability. Barriers can be caused by environments, assumptions, practices, policies, communication methods or technologies, and affected by intersecting forms of discrimination.

The six main types of barriers include:

- Physical barriers;
- Attitudinal barriers;
- Sensory barriers;
- Systemic barriers;
- Information and communication barriers; and
- Technological barriers.

For more details about each type of barrier, go to the section titled Understanding Accessibility on page 14.

**Bias:** A way of thinking or behaving that is influenced by prejudice, preferences or opinions of individuals or groups. People can be aware or unaware of their biases, the latter of which is known as unconscious bias.<sup>5 6</sup>

**Braille:** A form of written language for people with sight loss, in which letters and numbers are represented by patterns of raised dots that are felt with the fingertips.<sup>7</sup>

**Built Environment:** The constructed aspects of physical surroundings. For the purposes of the Plan, the built environment applies to all public spaces, including buildings, sidewalks, road systems, parks, playgrounds and other public infrastructure encountered by people in their everyday life.

**Communication Access Real Time (CART):** The live, word-for-word transcription of speech to text so that individuals can read what is being said in group settings and at personal appointments on a laptop or a larger screen. CART services can be provided on-site or remotely, in both English and French, via a secure website.<sup>8</sup>

**Cross-Disability:** An umbrella term that describes the inclusivity of all forms of disability.

**Disability:** When the features of a person's body and/or mind meet a barrier created by the design of the society in which they live, preventing their full and equal participation. Individual features can be permanent, temporary or episodic; visible or invisible; range in severity; and include physical, sensory, mental health-related, developmental, cognitive and/or have multiple features.<sup>9</sup>

**Disability Supports:** A wide range of goods and services that help a person with a disability in overcoming barriers to carrying out everyday activities. These include adaptive office equipment and work environments;

information technology; assistive technologies; sign language interpretation, captioning or other assistive communication; flexible work arrangements; attendant care support; and formalized help from a colleague, friend and/or family member.<sup>10</sup>

**Discrimination:** The unequal or prejudiced treatment of individuals or groups that limits their access to opportunities available to other members of the community. Discrimination can be intentional or unintentional and can occur based on various factors, including disability.<sup>11 12</sup>

**Dual Disability:** Having two disabilities, such as a person with a physical disability who also has a learning disability.

**Equitable:** To consider people's unique experiences and differing situations, and ensure they have access to the resources and opportunities that are necessary for them to attain just outcomes.<sup>13</sup>

**Inclusive:** To create a culture that embraces, respects, accepts and values diversity, where everyone feels respected, experiences a sense of belonging and is able to achieve their fullest potential.<sup>14</sup>

**Intersectionality:** A term coined in 1989 by Dr. Kimberlé Crenshaw, and built on by other Black feminist scholars, which acknowledges the ways in which people's experiences are shaped by their multiple and overlapping identities and social locations, as well as intersecting processes of discrimination, oppression, power, and privilege. Together, these interlocking identities and processes can produce a unique and distinct experience for an individual or group, such as the creation of additional barriers or opportunities.<sup>15</sup>

**Medical Model of Disability:** A historical, deficit-based approach to understanding disability that views disability as a medical problem that needs to be cured and focuses on labelling and treating people's symptoms.<sup>16</sup>

**Multi-use pathways:** Off-street pathways that are physically separated from motor vehicle traffic and can be used by any non-motorized user, also known as shared-use pathways. This may include people walking, rolling, cycling, skateboarding, kick scootering, in-line skating, and using other active modes.<sup>17</sup>

**Neurodivergent:** A variation in the way people's brains work that is considered to be different from societal expectations or the "neurotypical." The term is often used synonymously with autism spectrum disorder, however neurodivergent is also associated with other disabilities such as attention-deficit/hyperactivity disorder (ADHD), dyslexia and some mental health-related disabilities such as bipolar disorder.

**Neurodiversity:** Describes the differences in how people's brains work, recognizing the variety of ways that people perceive and respond to the world, and how these differences are to be embraced and encouraged.<sup>18</sup>

**Nothing About Us Without Us:** A principle of the international disability rights movement that promotes the meaningful participation of people with disabilities in shaping policy, programs and practices to create more inclusive communities.<sup>19</sup>

**Prejudice:** Pre-judgement or negative assumptions made about individuals or groups based on stereotypes rather than experiences. Prejudicial attitudes can prevent equal treatment and lead to discrimination.<sup>20</sup>

**Social Exclusion:** The denial of access or leaving someone out either consciously or unconsciously.<sup>21</sup> Excluded individuals or groups may experience feelings of isolation, loneliness and/or a lack of belonging. People with disabilities are at increased risk of experiencing exclusion.<sup>22</sup>

**Social Model of Disability:** A contemporary approach to understanding disability that views disability as a consequence of societal barriers that prevent full participation. This model places the source of the problem on

society and focuses not only on physical barriers but also other barriers of a social nature such as prejudice and stereotyping.<sup>23</sup>

**Stereotype:** An assumption about a certain group and the notion that the assumption applies to all members of the group. Stereotypes can be positive but are generally negative and ignore the diversity that exists within a group.<sup>24</sup>

**Stigma:** The negative social attitude attached to a characteristic of an individual. Stigma implies social disapproval and can lead unfairly to discrimination against and exclusion of the individual.<sup>25</sup>

**Tactile:** Tactile information, signals and wayfinding provide the means for individuals to access information through touch, either by input through their hands, when using raised print for example, or information received by tapping a white cane.

**Universal Design:** The design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability. Universal design is linked to enhanced accessibility and barrier-free design.<sup>26</sup>

**Wayfinding:** The process of using clues within the physical environment to understand the space and reach a destination. Available clues can include signage, surface textures, colours, illumination, acoustics and other architectural features.<sup>27</sup>

**Web Content Accessibility Guidelines (WCAG):** International standards published as part of the Web Accessibility Initiative (WAI) by the World Wide Web Consortium (W3C), the main international standards organization for the Internet. These standards explain how to make web content more accessible to people with disabilities.<sup>28</sup>

# Executive Summary

On June 17, 2021, the Government of British Columbia passed the Accessible British Columbia Act (the Act) into law, the first provincial accessibility legislation of its kind in British Columbia. As one of over 750 public-sector organizations legislated by the Act, the City of Richmond (the City) is required to establish an accessibility advisory committee, develop a multi-year accessibility plan and implement a mechanism to receive feedback about the accessibility of its organization and its accessibility plan.

The City is committed to advancing accessibility in Richmond and has a long-standing history of working closely with local non-profit organizations that support people with disabilities and community members to identify, remove and prevent barriers to participation in Richmond. The *Richmond Accessibility Plan 2023–2033* (the Plan) builds on this work and past achievements and will guide the advancement of accessibility in Richmond, in collaboration with the community, over the next ten years. As the Richmond Public Library is also legislated through the Act, both organizations have collaborated on the development of the Plan to facilitate an aligned approach, with the intention being the Library will use the Plan to further their efforts to advance accessibility.

The purpose of the Plan is to:

- Identify, remove and prevent barriers experienced by people with disabilities when interacting with the City and the Library;
- Ensure that Richmond is a place where people of all abilities, backgrounds and ages are able to fully participate in and contribute to all aspects of community life in the manner of their choosing; and
- Foster a community that recognizes and values the contributions of people with disabilities and collaboratively works to promote accessibility across sectors.

The Plan is the result of a multi-stage process, including consultation with people with disabilities, their families and caregivers, and local organizations



that support people with disabilities. The six pillars and 34 actions outlined in the Plan were developed in response to the valuable insights and community needs identified during consultation. Together, they form a comprehensive framework to guide the development of a more accessible, equitable and inclusive Richmond. The six pillars are:

1. An Accessible Community
2. An Inclusive Organization
3. Accessibility in the Built Environment
4. Accessible Programs and Services
5. Accessible Communications and Technology
6. Research and Monitoring

Advancing accessibility in Richmond is a corporate responsibility that will require a concerted effort across City departments and its key partners, including the Library, Community Associations and Societies, and community organizations. Ongoing collaboration with people with disabilities, public-sector agencies, the private sector and senior levels of government will be essential to ensuring barriers experienced by people with disabilities are addressed through a holistic approach. Taking collective action to advance accessibility in Richmond will promote a community where people with disabilities are recognized and valued for their contributions and able to fully and equally participate in all aspects of community life.



# Introduction

On June 17, 2021, the Government of British Columbia passed the Accessible British Columbia Act (the Act) into law, the first provincial accessibility legislation of its kind in British Columbia. The purpose of the Act is to make government and organizations more accessible in British Columbia, with a focus on removing barriers and promoting inclusion of people with disabilities in communities across the province. The Act creates the legal framework to develop, implement and enforce accessibility standards as binding regulations that will work to remove barriers within specific areas of the community, such as the built environment, program and service delivery, employment, procurement, communications and technology. As one of over 750 public-sector organizations legislated by the Act, the City of Richmond (the City) is required to establish an accessibility advisory committee, to develop a multi-year accessibility plan and to implement a feedback mechanism to receive input about the accessibility of its organization and its accessibility plan.

The City is committed to advancing accessibility in Richmond and works closely with community organizations and people with disabilities to continuously improve its accessibility practices. As a result of this ongoing work, a number of initiatives that promote best practices in the advancement of accessibility have been introduced, including:

- The City Council-adopted Enhanced Accessibility Design Guidelines and Technical Specifications, which guides the design of City facilities to exceed the requirements of the BC Building Code;
- The City's recent website redesign, which incorporates current standards for web accessibility and includes more accessibility features and tools to better support the user experience; and
- The creation of a universal design category in the City's Lulu Awards for Urban Design to promote and celebrate accessibility in the design of the built environment.

Building on past achievements and learnings to date, the Plan will guide the City's approach to advancing accessibility in Richmond, in collaboration with the community, over the next ten years. The City has worked closely with the Library on the Plan's development as the Library is also legislated through the Act, with the intent being the Library will use the Plan to further its efforts to advance accessibility. The Plan outlines six pillars and 34 actions, which include targeted approaches that respond to identified community needs.

The purpose of the Plan is to:

- Identify, remove and prevent barriers experienced by people with disabilities when interacting with the City and Library;
- Ensure that Richmond is a place where people of all abilities, backgrounds and ages are able to fully participate in and contribute to all aspects of community life in the manner of their choosing; and
- Foster a community that recognizes and values the contributions of people with disabilities and collaboratively works to promote accessibility across sectors.

Serving as a strong foundation going forward, the Plan represents Richmond's dedication to building and strengthening meaningful access for all members of the community, including empowering people with disabilities through increased agency and choice. Ongoing and collaborative efforts by the City and the Library, Community Associations and Societies, community organizations, public-sector agencies, the private sector, senior levels of government and most importantly, people with disabilities, will be essential to the successful implementation of the Plan.



# Commitment to Accessibility

The City of Richmond is committed to advancing accessibility and inclusion in Richmond, so people with disabilities can fully and equally participate in all aspects of community life. By applying an accessibility and cross-disability lens throughout City planning and service delivery as well as across physical and social infrastructure, the City will continue to identify, remove and prevent barriers experienced by people with disabilities in the community. The City is equally committed to fostering a diverse, equitable and inclusive workplace that supports the participation of people with disabilities.

The City recognizes that people with disabilities are, first and foremost, unique individuals, each of whom has their own perspective, skills, knowledge, interests, abilities, goals and lived or living experience. To better meet everyone's diverse needs, the City will actively involve people with disabilities in the planning and development of initiatives to advance accessibility in Richmond. This demonstrates the City's dedication to "Nothing About Us Without Us," a principle of the international disability rights movement that promotes the meaningful participation of people with disabilities in shaping policy, programs and practices to create more inclusive communities.<sup>29</sup>

The City remains dedicated to being a municipal leader in accessibility and will continue to collaborate with people with disabilities, the Library, Community Associations and Societies, community organizations, public-sector agencies, the private sector and senior levels of government to raise awareness of the critical need for accessibility and inclusion in Richmond. This includes promoting Richmond as a community that recognizes and values the important and ongoing contributions of people with disabilities.



# Understanding Accessibility

Today, there is recognition that everyone has varying levels of abilities, limitations and strengths, and that disability is caused by barriers within society rather than being the result of a person's individual circumstance. Disability can be defined as follows:

When the features of a person's body and/or mind meet a barrier created by the design of the society in which they live, preventing their full and equal participation. These individual features can be permanent, temporary or episodic; visible or invisible; range in severity; and include physical, sensory, mental health-related, developmental, cognitive and/or multiple features.<sup>30</sup>

In 2017, Statistics Canada reported that one in five Canadians, 15 years and over, have a disability, with Canadians aged 65 and older representing over 38% of individuals living with a disability.<sup>31</sup> The prevalence and complexity of disability was also found to increase as people aged.<sup>32</sup> This means that for many Canadians, disability has or will impact their lives at some point in time, either directly or indirectly. For many people, experiences of disability can be part of a healthy and natural aging process and with Canada's aging population, advancing accessibility is crucial to creating an appealing, livable community where everyone can fully participate in the daily activities of community life.

The understanding of disability has changed over time. Emphasis has shifted away from a medical model of disability, which emphasized disability as an individual medical problem or deficit that prevented participation, towards a social model of disability.<sup>33</sup> The social model of disability identifies disability as being caused by social, attitudinal and physical barriers within society that prevent full and equal participation of people with disabilities. The social model of disability recognizes that social change is necessary to address the often unintended consequences of unconscious bias, prejudice, stigma and

social exclusion of people with disabilities that lead to the creation of these barriers.

Accessibility is about creating barrier-free experiences so that everyone has the same opportunity to participate in their community. Barriers in the social and physical environment, although largely unintended, are considered to be anything that hinders the full and equal participation of a person with a disability, and can be categorized into six main types of barriers:

- **Physical Barriers:** When obstacles make access difficult, such as a washroom with an accessible stall but no automatic door opener or a meeting that is hosted in a space with no wheelchair access.<sup>34</sup>
- **Attitudinal Barriers:** When people think and act based on assumptions and misconceptions that limit how a person with a disability can participate, such as making decisions about people with disabilities without including them or not believing that a person with a disability can contribute to the workforce.<sup>35</sup>
- **Sensory Barriers:** When lights, sounds or smells prevent participation in an environment, such as co-workers wearing perfume in the workplace or use of fluorescent lighting in the workplace.<sup>36</sup>
- **Systemic Barriers:** When policies or procedures are not inclusive, such as a process that only permits individuals to submit or access information through an online system without alternatives being provided or a driver's licence being required for a job when another form of transportation could be used.<sup>37</sup>
- **Information and Communication Barriers:** When communication methods are not accessible by people with disabilities, such as information that is communicated using complex language or jargon or materials that are only available in small print without large print options.<sup>38</sup>
- **Technological Barriers:** When technology cannot be accessed by people with disabilities, such as self-service kiosks without accessibility features or touch screens without screen reader software or tactile keyboards.<sup>39</sup>

People with disabilities are a dynamic and growing group of individuals who have varying experiences, interests and needs. Maintaining ongoing dialogue and conscious efforts in advancing accessibility throughout City planning and service delivery as well as across physical and social infrastructure are necessary to foster a community that is inclusive for all. Integral to this is ensuring people with disabilities are empowered to actively contribute to the development of the community and have increased agency and choice in how and when they would like to participate.





# Advancing Accessibility

Advancing accessibility throughout all aspects of community life requires intentional engagement and ongoing collaboration with people with disabilities and across sectors. The City has a long-standing history of working closely with people with disabilities, community organizations, public-sector agencies, the private sector and senior levels of government to develop and implement accessibility initiatives in Richmond. Sustaining these strong partnerships will be important to further an aligned and holistic approach to advancing accessibility throughout the community and across the various areas of responsibility and jurisdictions.

## **The Government of Canada and the Province of British Columbia**

Senior levels of government are responsible for the laws that govern accessibility and the rights of people with disabilities in Canada, including the Canadian Charter of Rights and Freedoms, The Canadian Human Rights Act, the British Columbia Human Rights Code and the BC Building Code. In recent years, both the federal and the provincial governments have introduced accessibility legislation, the Accessible Canada Act and the Accessible British Columbia Act, to strengthen this legal framework and to promote more inclusive communities for people with disabilities across British Columbia and Canada.

The Federal government is responsible for many of the broader macro-economic policies and social programs that affect the well-being and overall prosperity of people with disabilities, including the Canada Disability Benefit, Child Disability Benefit, education funding for people with disabilities and the Registered Disability Savings Plan. The provincial government is responsible for health, education, transportation, social services and disability assistance programs that greatly contribute to the everyday standard of living and wellness of people with disabilities. As well, both levels of government provide grant-funding to municipalities and non-profit community

organizations to advance accessibility initiatives that support people with disabilities, their families and caregivers in their communities.

## **The City of Richmond**

Municipalities are uniquely positioned to understand the needs of community members and to provide leadership in advancing accessibility in the social and physical environment. The City works closely with people with disabilities and local non-profit organizations to advance initiatives that promote inclusion and participation of people with disabilities in Richmond. The City also collaborates across sectors, working to strengthen networks and build capacity to further access in the community. The Act requires the City to identify, remove and prevent barriers experienced by people with disabilities when interacting with the City, including its built environment, programs and services, and information, communications and technology. As well, the Act requires the City to identify, remove and prevent barriers within the organization that are experienced by staff with disabilities. The City is committed to meeting the requirements of the Act by addressing barriers and improving accessibility throughout City planning and service delivery. The specific areas in which the City has the authority to advance actions are legislated through the Community Charter. These include:

- The City's public realm, including City-owned buildings, parks, playgrounds, sidewalks, roads and pathways;
- City programs and services, including those offered at community facilities as well as other services offered by the City, such as business licensing, environmental programs, building inspections, community engagement opportunities and civic processes, such as voting; and
- City systems and processes, including employment, financial, procurement, planning, technology, communication and governance.

The City's role also involves advocating to other levels of government for resources to support community members with disabilities, acting as a convener to support increased collaboration to advance accessibility across sectors and encouraging accessibility improvements in the private sector, where appropriate, through zoning and bylaw amendments. Through this

work, the City supports the advancement of accessibility in areas outside of City jurisdiction. These include:

- Privately-owned buildings and residences;
- Public spaces that are regulated by other levels of government, such as hospitals or public schools;
- Public transportation, including transit, HandyDART and taxicabs;
- Programs and services offered by non-profit organizations or private businesses; and
- Systems and processes under the jurisdiction of other levels of government, such as Disability Assistance, education and healthcare.

## **People with Disabilities**

People with disabilities are a diverse and vibrant group of individuals with unique experiences, interests and backgrounds. The valuable knowledge, perspectives and expertise gained through lived experience is essential to developing initiatives that meaningfully work to remove and prevent barriers for people with disabilities. Advancing accessibility in a way that embraces the principle, “Nothing About Us Without Us” through intentional engagement with people with disabilities is vital to creating a more inclusive community. The City recognizes and values the important contributions that people with disabilities make in Richmond and will continue to engage with people with disabilities to develop and implement new accessibility initiatives.

## **Community Organizations**

Richmond has a strong network of community organizations that provide essential services and supports to people with disabilities, their families and/or caregivers in the community. Participating in shared initiatives and advocating on behalf of people with disabilities in Richmond, these non-profit organizations have a strong understanding of the needs of people with disabilities in the community. This includes identified gaps in services and barriers to participation.

## **Community Associations and Societies**

The City works closely with Community Associations and Societies to provide parks, recreation, sport, heritage and cultural programs to community members. The City provides the facilities and core staffing, and most of the Community Associations and Societies are responsible for the provision of programs, services and events that meet the diverse physical, social and cultural needs and interests of those who live, work and play in Richmond. The City and Community Associations and Societies strive to provide programs and services that are inclusive and remove barriers to participation so that all residents can participate. This includes offering adapted recreation, sport and social programs, and working with community organizations that support people with disabilities in Richmond, such as Aspire Richmond and Canucks Autism Network, to offer specialized programs. The Community Associations and Societies also provide a multitude of inclusive volunteer opportunities which contribute to building community capacity.

## **Public-sector Agencies**

The City regularly collaborates with public-sector agencies to further accessibility in the community and support people with disabilities through joint initiatives, advocacy and inter-agency networks. These agencies include Richmond Public Library, Richmond School District (SD38) and Vancouver Coastal Health, all of which operate essential services that directly contribute to the well-being of people with disabilities in the community. The City will continue to foster opportunities for ongoing dialogue, information-sharing and collaboration with public-sector agencies to address participation barriers across public systems and services in Richmond.

## **Richmond Public Library**

The Richmond Public Library (the Library) has a wide range of programs and services that offer opportunities for all community members, including people with disabilities, to learn, connect and experience a sense of belonging in Richmond. Through its work with the City and community partners, the Library continues to advance barrier-free access and

accessibility of both its digital and physical collections, customer experience and services and employment practices. The Library is committed to fostering welcoming and supportive spaces that are equitable and inclusive for people of all ages and abilities to enjoy.

## **The Private Sector**

The private sector has and will continue to play an important role in advancing accessibility. This sector provides goods and services; builds housing and infrastructure; develops technology and communication systems; creates employment opportunities; and influences many other important aspects of community life that have a direct impact on the ability of people with disabilities to fully participate in community life.





# Alignment with Other City Plans and Strategies

The advancement of accessibility is an ongoing priority for the City. The *Richmond Accessibility Plan 2023–2033* aligns with and is supported by many City Council-adopted plans and strategies that include actions to further accessibility and inclusion in the community. Current City strategies and plans that align with the Plan are listed below and summarized in the Appendix.

- Richmond 2041 Official Community Plan (OCP)
- Council Strategic Plan 2022–2026
- Building Our Social Future: A Social Development Strategy for Richmond 2013–2022 (update in progress)
- Richmond Community Wellness Strategy 2018–2023
- 2017–2022 Richmond Child Care Needs Assessment and Strategy (update in progress)
- 2021–2031 Richmond Child Care Action Plan
- 2021–2031 Collaborative Action Plan to Reduce and Prevent Poverty in Richmond
- 2022 Parks and Open Space Strategy (POSS)
- ArtWorks: Richmond Arts Strategy 2019–2024
- City of Richmond Affordable Housing Strategy 2017–2027
- City of Richmond Seniors Strategy 2022–2032
- Community Energy and Emissions Plan (CEEP) 2050
- Cultural Harmony Plan 2019–2029
- Dementia-Friendly Community Action Plan 2019
- Recreation and Sport Strategy 2019–2024
- Richmond Homelessness Strategy 2019–2029

- Richmond Youth Strategy 2022–2032

The City is also working to further accessibility and inclusion within the organization by incorporating diversity, equity and inclusion best practices and strategies into its corporate culture. Through its ongoing efforts, the City will continue to promote a workplace that values every staff member's unique identities and contributions.

Additionally, the City and Library continue to work closely together to coordinate approaches to advancing accessibility. In 2019, the Library Board adopted the Library's Diversity and Inclusion Statement, demonstrating its commitment to delivering inclusive services and fostering an environment of respect, tolerance and understanding. Further to this, the values, goals and priorities outlined in the Richmond Public Library Strategic Plan 2019–2021 (update in progress) work in alignment with the recommended actions in the Plan to collaboratively support Richmond's diverse and growing community.



# Developing the Plan

The Act established a set of guiding principles that organizations, including municipalities, are required to apply when developing their multi-year accessibility plans. These principles were integrated throughout all phases of development for the *Richmond Accessibility Plan 2023–2033*, which included meaningful consultation with people with disabilities as well as the individuals and organizations that support them.

## Guiding Principles

The following principles (detailed in the British Columbia Framework for Accessibility Legislation)<sup>40</sup> were used to guide the Plan’s development. Ongoing updates and revisions made to the Plan will continue to reflect these principles. Each principle has been adapted for the City as follows:

- **Inclusion:** All community members, including persons with disabilities, are able to participate fully and equally in Richmond.
- **Adaptability:** Disability and accessibility are evolving concepts and the needs of people with disabilities will continue to evolve as services, technology, and attitudes change.
- **Diversity:** Every person is unique. People with disabilities are individuals with varied backgrounds. Individual characteristics including race, gender, sexual orientation, religion, and lived experience greatly inform the experiences of individuals. The Plan acknowledges the principle of intersectionality and the diversity within the disability community.
- **Collaboration:** Promoting accessible communities is a shared responsibility and everyone has a role to play. Opportunities are created for organizations and community members to work together to further access and inclusion.
- **Self-determination:** People with disabilities make their own choices and pursue the lives they wish to live in Richmond.



- **Universal Design:** Defined by the Centre for Excellence in Universal Design as the design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people regardless of their age, size, ability or disability.<sup>41</sup> The built environment in Richmond is designed to meet the needs of the broadest range of people who wish to use city places and spaces.



## **Community Consultation**

Consultation involved a diverse group of community members, including people with disabilities, their family members and caregivers, community organizations that support people with disabilities, community groups and City Council-appointed Advisory Committees.

### **Participating Organizations:**

- ALS Society of British Columbia
- Alzheimer Society of British Columbia
- Aspire Richmond
- Autism Speaks
- BC Centre for Ability
- Canadian National Institute for the Blind
- Developmental Disabilities Association
- inGIRLS CLUB
- Kwantlen Polytechnic University – Employment and Community Studies Program
- Pacific Autism Family Network
- Pathways Clubhouse Society of Richmond
- Richmond Centre for Disability
- Richmond Poverty Reduction Coalition
- Richmond Therapeutic Riding Association
- Rick Hansen Foundation
- Special Olympics British Columbia – Richmond
- Wavefront Centre for Communication Accessibility



**Consultation Details:**

To gain insight into the lived experience, goals and priorities of people with disabilities in Richmond, a number of different consultation methods were used, including:

- Four focus groups with members of the disability community, including people with disabilities, their family members and caregivers and representatives from community organizations. The focus groups were designed using best practices for accessibility, including the provision of ASL interpretation and captioning;
- Nine interviews with representatives from community organizations that support people with disabilities in Richmond;
- Meetings with the Include Me and Self Advocacy groups from Aspire Richmond;
- Presentations to the Richmond Seniors Advisory Committee and the Richmond Centre for Disability Board of Directors; and
- Ongoing discussion with the Richmond Accessibility Advisory Committee.

**Key Questions:**

To better understand the experiences of people with disabilities in the community, the following key questions were used to guide consultation:

- Barriers and suggested solutions to improve accessibility in the community with a focus on the built environment, programs and services, information and communication, employment and procurement;
- Current City strengths and local best practices to learn and build from; and
- Key priorities and potential actions to include in the Plan.

In addition, findings from accessibility-related studies and other City consultation helped inform the development of the Plan. This included neighbourhood accessibility assessments conducted by Richmond residents,

as part of the Stakeholders' Walkability/Wheelability Audit in Neighbourhoods (SWAN), and consultation results from the City's Seniors Strategy 2022–2032.

Following consultation, a series of workshops were held with City and Library staff from the Interdepartmental Accessibility Committee to discuss learnings and outline potential actions for inclusion in the Plan that addressed key findings and themes identified throughout the consultative process.



## Key Findings



What does accessibility mean to you?

"Creating spaces where people with disabilities feel confident and empowered to live the lives of their choosing."

- Focus Group Participant

Based on the feedback received during consultation a number of key findings and themes emerged about the different types of barriers people with disabilities experience in the community. The following section provides an overview of the findings including opportunities for improvement, all of which informed the development of actions in the Plan.



## Engaging People with Disabilities

Throughout consultation, people with disabilities and community organizations focused on the need for people with disabilities to have equitable opportunities to contribute to and inform the processes, programs and initiatives that directly impact their lives. Promoting their active participation is in keeping with the principle, “Nothing About Us Without Us,” which emphasizes that people with disabilities are experts in their own lives and know what they require to best meet their needs and achieve their goals. Furthering opportunities to foster dialogue with people with disabilities was identified during consultation as important to increasing understanding of barriers to participation and the complexity of disability as well as implementing effective solutions for meaningful change in the community.



**What does accessibility mean to you?**

**“Elimination of stigma through education and awareness as well as a more inclusive environment.”**

**- Focus Group Participant**

## **The Importance of Accessibility throughout Planning**

The importance of considering accessibility during all phases of planning and development of any new project or initiative was frequently raised during consultation by both people with disabilities and community organizations as they felt this would reduce the need for accommodations and retrofits. The initial stages of planning were noted as being particularly crucial given that accessibility can be most effectively integrated into an initiative's overall design during this stage, leading to more accessible outcomes. As a component of planning, the City's purchase of goods and services or procurement was also identified as a key process for incorporating accessibility considerations, so that selected goods and services meet the needs of a broader range of people in the community.

## **Strengthening Capacity**

Richmond is home to many accessibility and disability organizations that work closely together to support people with disabilities in the community. The City frequently engages with these organizations through City-led focus groups, discussions and committees to facilitate the development of initiatives and gain insight into the needs of people with disabilities in Richmond. During consultation, participating organizations identified the opportunity to further build and strengthen this approach by expanding collaborative opportunities among these organizations and the City as well as other key partners, such as the Library and Community Association and Societies. Enhancing the capacity of the community to collectively respond to the needs identified by people with disabilities was viewed by community organizations as beneficial to supporting the City's ongoing efforts to advance accessibility in Richmond.

Additionally, increasing capacity to advance accessibility within and at all levels of the organization is a priority for people with disabilities and community organizations. Specific recommendations during consultation included sustaining and expanding current training to support awareness of



accessibility barriers from the perspectives of the entire spectrum of disability, including individuals with mental health-related disabilities and multiple disabilities; offering specialized training related to specific areas of planning and service delivery; and promoting the continuity of knowledge for public-facing roles that often have more frequent staff turnover. It was also identified that the development of supplemental tools and organizational resources is important as this will consolidate learning and support the City's dedication to providing consistent, high quality customer experiences for every member of the community.



**What does accessibility mean to you?**

**"Creating networks and promoting awareness of community-based services to support people with disabilities within the community."**

**- Focus Group Participant**

## **Furthering Universal Access in the Built Environment**

Consultation highlighted that the City continues to advance accessibility in the built environment and remains responsive to addressing barriers experienced by people with disabilities. The high level of accessible design in new City facilities and the City's ongoing efforts to improve access in the built environment were recognized as key strengths by both people with disabilities and community organizations.

To build on these achievements, emphasis was placed on the importance of incorporating accessibility into the initial stages of planning for new buildings and infrastructure. During consultation, people with disabilities and community organizations spoke of how this would increase opportunities to implement universal features and increase people's holistic experience in these facilities and spaces. Other recommendations included maintaining consistency across infrastructure, such as design, placement and availability of sidewalks, curb cuts and crosswalks and ongoing accessibility updates to older City facilities, playgrounds and parks. In particular, increasing the number of accessible washrooms and change rooms, including those with lifts and adult change tables, available in Richmond was emphasized. To promote more inclusive mobility in the community, recommendations were made to continuously expand active transportation networks. This included networks connecting to and through City parks and public spaces. Using a consistent and standardized approach to wayfinding in the community was also identified.

Temporary changes in the built environment caused by construction, events, weather-related incidents, such as snow or flooding, or scheduled services, like garbage collection days, were identified as being particularly challenging by people with disabilities as these create obstacles that impact people's ability to move safely through the built environment. A priority for people with disabilities during consultation was the provision of accessible information about temporary changes in the built environment. This will support them to confidently plan trips around the community and safely

navigate changes in the built environment. The importance of ongoing efforts to prevent these types of barriers was also identified.



What does accessibility mean to you?

“Providing opportunities for people of all walks of life to participate in the community and supporting the entire spectrum of disability, including mental health and dual disability.”

- Focus Group Participant

## **Enhancing Access to Programs and Services**

People with disabilities are a diverse group of individuals with a vast array of interests, goals, skills and needs. Programs and services that reflect these varied interests will be increasingly in demand over the next ten years as the number of individuals with disabilities continues to grow in Richmond.

Advancing a community-wide approach through continued collaboration with organizations that support people with disabilities will ensure programs and services are tailored to meet evolving needs. By continuously working to identify, remove and prevent barriers, the multitude of programs and services offered by the City—from tax payments to recycling services, programs at community facilities including age-friendly and dementia-friendly activities, major events and other offerings available in the community—will become increasingly inclusive for everyone.

A priority for people with disabilities identified during consultation is to expand the number of programs and services that promote access across the spectrum of disability, including the availability of accessibility supports. Recommendations included developing more options for people who are neurodivergent, have sight or hearing loss, are Deaf or have multiple disabilities. Another important consideration identified during consultation was ensuring that program information is consistently easy-to-find and available in accessible formats. This included streamlining access to information regarding the accessibility of programs and services. Both people with disabilities and community organizations also encouraged more alternatives to online registration processes. Online registration can pose challenges for some people with disabilities, including those who are neurodivergent, or use accessible communication platforms and devices, to access programs and services.

## **Increasing Access to Information**

In recent years, there has been a rapid shift to digital technologies, which was further accelerated during the pandemic. This has created challenges for those with lower levels of digital literacy and/or limited access to technology,

including some people with disabilities. During consultation, people with disabilities shared how the transition to predominantly online forms of communication has benefitted some people with disabilities and also created significant challenges to accessing information for others.

Offering digital communications in a variety of accessible formats and designs is important to people with disabilities. In addition, providing access to information in a variety of non-digital formats, including print and phone options, was raised as a priority for people with disabilities during consultation. The importance of making considerations for other barriers, such as language barriers, was also identified. Consultation highlighted that this is essential when providing emergency information so people with all types of disabilities receive clear updates, understand what services are available and if any contingencies are in place.

## **Inclusive Employment Practices**

During consultation, people with disabilities spoke broadly of the different barriers they face to accessing and maintaining meaningful employment within the community, including stigma and prejudice. Recommendations focused on the importance of evaluating the accessibility of recruitment and hiring processes, and exploring customizable opportunities, such as job sharing and reduced work schedules, as opportunities to increase access to employment for people with disabilities. The City's Employment Program for People with Disabilities was highlighted as an important program that works to remove barriers to employment with the City for people with disabilities. People with disabilities also identified that ongoing accessibility improvements to work spaces, and the provision of necessary supports and accommodations for people with disabilities to succeed in their roles are essential to promoting meaningful participation in the workforce. As healthy and supportive work environments are key to promoting the well-being of the entire organization, it was communicated that increasing inclusion through employment practices would benefit all staff.



## Accessibility Benefits Everyone

An overarching theme of the consultation was that accessibility benefits everyone. When a community is accessible, each person has access to what they need to learn, grow and take charge of their own lives, regardless of ability or disability. As a result, the responsibility to advance accessibility was regarded throughout consultation as something that should be a priority for all City departments and the Richmond Public Library. This included addressing barriers within the City's scope of responsibilities and advocating for solutions in areas outside of its scope to senior levels of government, such as increasing accessible taxicabs and ride-hail vehicles. With its numerous benefits—from improving public safety to reducing stigma of visible and invisible disabilities, addressing labour shortages, diversifying perspectives from civic engagements, and increasing community participation and connectedness—accessibility matters to the City of Richmond, its residents and visitors.





## Strategic Pillars and Actions

The Plan provides a framework to advance accessibility in Richmond over the next ten years and consists of six pillars and 34 recommended actions. Encompassing organization-wide initiatives and targeted approaches, the recommended actions build on ongoing work that has been accomplished to date and respond to identified community needs. The six pillars are:

1. An Accessible Community
2. An Inclusive Organization
3. Accessibility in the Built Environment
4. Accessible Programs and Services
5. Accessible Communications and Technology
6. Research and Monitoring

As the needs and experiences of people with disabilities overlap with initiatives outlined in many Council-approved strategies (Appendix), the Plan focuses on actions to advance accessibility in the city that are not currently addressed through other City strategies. Information collected during the development of the Plan that relates to particular actions within other strategies will be shared with relevant departments to further their work.

The Act requires the City to identify, remove and prevent barriers experienced by people with disabilities when interacting with the City, including its built environment, programs and services, and information, communications and technology. As well, the Act requires the City to identify, remove and prevent barriers within the organization that are experienced by staff with disabilities. As a result, making Richmond more accessible is a corporate responsibility. The actions outlined in the Plan create a ten-year framework to effectively advance accessibility throughout the City's planning and service delivery as well as across physical and social infrastructure. Successful implementation of these actions will require the shared commitment and collaboration of departments across the organization. The City and Library will continue to collaborate closely to ensure an aligned approach throughout the Plan's implementation, with the intent being the Library will use the Plan to guide its work in creating more accessible resources, programs and spaces. To comply with the Act, the Plan will continue to be revised and updated every three years, with guidance provided by the Richmond Accessibility Advisory Committee and feedback received through the accessibility feedback mechanism.

With accessibility best practices continuing to evolve, many of these actions are ongoing in nature in order to continuously improve accessibility and adapt to emerging community needs. Actions outlined in the Plan have been identified as short-term (0–3 years), medium-term (4–6 years), long-term (7–10 years) or ongoing, with the understanding that the actions will be updated and revised every three years to reflect changing community needs and priorities.

## **Strategic Pillar 1: An Accessible Community**

When accessibility is integrated into the foundation of a community, everyone benefits. An accessible community fosters inclusivity, increased connections and barrier-free participation so that everyone can access the physical, economic, social and cultural aspects of a community. Taking a holistic approach through ongoing collaboration between community organizations, public-sector agencies, the private sector and senior levels of government is essential to effectively remove and prevent barriers across all aspects of community life. Accessible opportunities to participate in civic engagement processes support the increased choice and self-determination of people with disabilities as they are able to engage in matters that are important to them and that affect their lives. When all community members have the ability to contribute to civic life, it enhances the overall sense of belonging and inclusion in the community.

### **Recommended Actions**

- 1.1 Enable equitable engagement of people with disabilities by identifying, removing and preventing barriers to participation in civic engagement processes and initiatives. Examples include Richmond's municipal elections, City Council meetings, community consultation opportunities, City Advisory Committees and the Richmond Public Library Board. ~ Short-term
- 1.2 Implement new initiatives related to stigma reduction and awareness campaigns that demonstrate that the community values the contributions and participation of people with disabilities. ~ Short-term
- 1.3 Collaborate with people with disabilities, non-profit organizations, public-sector agencies, the private sector and senior levels of government to explore opportunities to align approaches and create greater impact in furthering accessibility and inclusion throughout the community. ~ Ongoing



- 1.4 Identify new opportunities to participate in and share accessibility-related information among networks that advance Richmond as an accessible community. ~ Medium-term
- 1.5 Advocate to senior levels of government regarding the need for increasing resources to respond to the needs of Richmond residents with disabilities. ~ Ongoing





## **Strategic Pillar 2: An Inclusive Organization**

Applying an accessibility lens to the policies, practices and processes that determine how an organization operates and makes decisions is important for addressing barriers at a systemic level. Integrating accessibility into the organizational structure supports an inclusive, diverse and equitable workplace and corporate culture. Sustaining and expanding accessibility-related training and development opportunities strengthens organizational capacity to advance accessibility within all areas of planning and service delivery and respond to the requirements of the Accessible British Columbia Act.

### **Recommended Actions**

- 2.1 Review policies, procedures, processes and bylaws with an accessibility lens to identify opportunities to support barrier-free access and update as required. Examples include customer service procedures, permit and licence application processes, needs assessments and procurement requirements. ~ Ongoing
- 2.2 Develop and implement a comprehensive corporate training program to increase organizational awareness and capacity regarding identifying, preventing and removing accessibility barriers. ~ Short-term
- 2.3 Further the organization's commitment to advancing diversity, equity and inclusion by incorporating an accessibility focus into corporate culture. ~ Short-term
- 2.4 Develop and implement an inclusive employment strategy to continue fostering a workplace that reflects the diverse community, including the evaluation of recruitment and hiring practices. ~ Medium-term
- 2.5 Promote awareness of the BC Human Rights Code, including awareness of the employer's duty to accommodate, and provide resources to facilitate access to supports and accommodations when required. ~ Ongoing

## **Strategic Pillar 3: Accessibility in the Built Environment**

Applying universal design principles to planning, developing and upgrading the built environment increases opportunities for participation, social connection and active living for all community members. Staying up-to-date on technological developments and innovative, accessible practices promotes solutions that continuously evolve to reflect changing needs. Continuing to incorporate these best practices into the City's Enhanced Accessibility Design Guidelines and Technical Specifications optimizes accessibility planning in the built environment for both public and staff and promotes aligned approaches among City departments.

### **Recommended Actions**

- 3.1 Incorporate accessibility improvements in the built environment when planning annual City facility upgrades, capital projects and maintenance schedules. ~ Ongoing
- 3.2 Review City standards, plans and guidelines related to the built environment to identify opportunities to align and promote efforts to advance accessibility. Examples include Engineering Drafting and Design Standards, Parks and Open Space Strategy, and Enhanced Accessibility Design Guidelines and Technical Specifications. ~ Medium-term
- 3.3 Update the City's Enhanced Accessibility Design Guidelines, including identifying opportunities to expand the guidelines to other areas of the built environment in the city, such as plazas, community gardens and sensory-friendly spaces. ~ Medium-term
- 3.4 Enhance inclusive mobility throughout Richmond by integrating best practices in accessible design and innovative technologies into wayfinding systems. ~ Ongoing

- 3.5 Expand active transportation networks that promote accessible connections throughout the community, including routes to and from City facilities, parks and open spaces. ~ Ongoing
- 3.6 Develop and implement procedures to maintain access during temporary changes to the built environment, including planning for and communicating safe alternatives and temporary accessible paths of travel. ~ Long-term
- 3.7 Explore ways to address challenges in the built environment faced by people with disabilities during extreme weather incidents, such as flooding, extreme heat and snow. ~ Short-term



## **Strategic Pillar 4: Accessible Programs and Services**

Accessible programs and services increase participation of people with disabilities and reduce the need for retroactive solutions and accommodations. Remaining informed of new and emerging practices in accessible program and service delivery supports an approach that continuously evolves to meet the diverse needs of the growing number of people with disabilities in Richmond. Continuing to collaborate with people with disabilities and community organizations that support people with disabilities in the development of new programs and services ensures that the organization is responsive to the varied interests and goals of people with disabilities.

### **Recommended Actions**

- 4.1 Evaluate current programs and services from an accessibility perspective to identify opportunities to enhance participation and access for people with disabilities, including opportunities for collaboration with community organizations. ~ Short-term
- 4.2 Research and monitor community-based data and best practices and further engage people with disabilities to identify and develop new programs and services that respond to the diverse and changing needs of people with disabilities in Richmond. ~ Ongoing
- 4.3 Explore new opportunities to increase supports for people with disabilities to participate in programs and services, including ways to streamline access to and increase awareness of available supports. ~ Medium-term
- 4.4 Enhance inclusive volunteer opportunities for people with disabilities and strengthen volunteer capacity to support all program participants, including people with disabilities. ~ Medium-term

## **Strategic Pillar 5: Accessible Communications and Technology**

Advancements in technology continue to transform how people with disabilities access information and engage in community dialogue. Information and communication methods in accessible formats, including non-digital formats, that provide variety and choice are fundamental to enhance access to information. When people with disabilities are able to access information, they are better able to determine which opportunities, programs and services meet their needs and interests, and better communicate what their needs are to more fully participate.

### **Recommended Actions**

- 5.1 Review the City's Corporate Communications and Marketing standards, such as the Editorial Style Guide and Graphic Standards Manual, through the lens of accessible communications best practices to identify opportunities to increase access to information for people with disabilities. ~ Short-term
- 5.2 Develop standards to ensure emergency and time-sensitive information communicated by the City is accessible and considers the needs of people with disabilities. ~ Short-term
- 5.3 Continue to remove barriers to accessing information on the City and Library websites by incorporating current accessibility standards. ~ Ongoing
- 5.4 Conduct an audit of technology platforms, such as LetsTalkRichmond.ca and the MyRichmond app, to identify accessibility barriers and explore potential improvements to align with accessibility standards and best practices. ~ Long-term
- 5.5 Develop tools, resources and guidelines to increase capacity of staff to advance accessible communication practices in a variety of formats that enable all community members to readily access information and increase awareness of community opportunities and initiatives. ~ Ongoing



## **Strategic Pillar 6: Research and Monitoring**

Maximizing the independence and choice of people with disabilities requires a commitment to staying apprised of the issues that impact them. As new regulations are introduced through the Accessible British Columbia Act and the community continues to grow and change, ongoing research and review of the Plan will be required. Monitoring the Plan's implementation will be conducted on an ongoing basis as will the refinement of the Plan's actions by incorporating public and staff feedback, as required by the Act. This will ensure implementation of the Plan is responsive to the current community context and the evolving needs of people with disabilities in Richmond. Maintaining awareness of the latest accessibility standards, trends and best practices will also be essential for informing the Plan's implementation and overall advancement of accessibility in Richmond.

### **Recommended Actions**

- 6.1 Develop a community data profile to support all City departments in monitoring and analyzing trends in accessibility to respond to emerging and changing community needs. ~ Short-term
- 6.2 Monitor and evaluate the implementation of the Plan and report out on a biennial basis. ~ Ongoing
- 6.3 Revise and update the Plan every three years based on guidance provided by the Richmond Accessibility Advisory Committee and feedback received through the accessibility feedback mechanism. ~ Ongoing
- 6.4 Provide dedicated resources, including staff positions as required, to support the implementation of the Plan and respond to new standards introduced through the Accessible British Columbia Act. ~ Ongoing
- 6.5 Incorporate actions into City Department Annual Work Plans to advance action in the Plan and respond to information received through the City's accessibility feedback mechanisms. ~ Ongoing

- 6.6 Research and evaluate accessibility best practices, standards and emerging technologies relevant to each City department, to identify opportunities for implementation in Richmond. ~ Ongoing
- 6.7 Explore and apply for grants relevant to implement new initiatives that advance accessibility and respond to the Accessible British Columbia Act. ~ Ongoing



## Implementation of the Plan

Implementation of the Plan is a corporate responsibility and will require intentional efforts and resources from all City departments as well as ongoing collaboration with key partners, including the Richmond Public Library, Community Association and Societies and community organizations that support people with disabilities. As part of the City's ongoing implementation efforts, accessibility-related actions will be included in Department Annual Work Plans to form an organizational approach to advancing accessibility in Richmond. To ensure implementation of the Plan remains responsive to emerging community needs and to feedback received through the new accessibility feedback mechanism, in accordance with the Act, the actions will be revised every three years. As new standards are introduced through the Act, the Plan will also be revised as needed to reflect any additional requirements.

Increasing organizational capacity to address barriers experienced by people with disabilities will be critical to the successful implementation of the Plan. Initial work to advance actions in the Plan will focus on strengthening the ability of staff to identify, prevent and remove barriers experienced by people with disabilities in the community through the development of an accessibility training program and the implementation of accessibility-related resources and tools. Continuing to work closely with the strong network of community organizations that support people with disabilities in Richmond as well as with public-sector agencies, the private sector and senior levels of government will be essential to promoting the advancement of accessibility across the community. Enhancing these networks and creating ongoing opportunities for people with disabilities to inform the development of accessibility-related initiatives in Richmond will be crucial to advancing accessibility in a way that benefits all community members who work, play, live and visit Richmond.

# Key Outcomes

The following key outcomes will be used as guideposts to measure the overall impact and effectiveness of the Plan in advancing accessibility and inclusion in Richmond.

- Accessibility is regarded as a corporate responsibility and focus area within the City's thriving corporate culture.
- Capacity to advance accessibility within the organization has increased through the implementation of ongoing training opportunities, increased access to tools and resources and strengthened community networks.
- Understanding of the diverse range of barriers experienced by people with disabilities, as well as ways to remove and prevent them, is demonstrated consistently across the organization.
- Accessibility considerations are incorporated into the early planning phases of all new policies, projects and initiatives and people with disabilities actively contribute to their development.
- Richmond's community networks are strong, well-developed and diverse. They include community members and community organizations supporting people with disabilities, and take collective action to advance accessibility and inclusion.





## Conclusion

With new provincial accessibility legislation, British Columbia is in the midst of a culture change that is bringing the importance of advancing accessibility and inclusion to the forefront. The Accessible British Columbia Act establishes the role and responsibility of public-sector agencies, including municipalities, to remove barriers and make spaces more accessible and inclusive for all community members.

The *Richmond Accessibility Plan 2023–2033* is a ten-year framework that represents the City's commitment to furthering accessibility and inclusion in Richmond. The Plan will guide the organization in identifying, removing and preventing barriers throughout the community, as well as fostering ongoing dialogue with people with disabilities and those who support them.



Ongoing collaboration by the City, Richmond Public Library, Richmond Accessibility Advisory Committee, Community Associations and Societies, community organizations, public-sector agencies, the private sector, senior levels of government and most importantly, people with disabilities, their families and caregivers will be essential moving forward. Working together will promote the advancement of meaningful access to meet the current and emerging needs of people with disabilities in Richmond.

Advancing accessibility benefits everyone. When people with disabilities are empowered to be active contributors in the community through increased independence, choice and participation, their diverse perspectives, knowledge and experiences are able to help shape a city that is livable and appealing for everyone.



## Appendix: Aligned Strategies

The City has developed a range of plans and strategies that contribute towards making Richmond more accessible for all members of the community. The following section outlines supporting actions, objectives and strategic directions across departments that have been adopted by City Council and align with the *Richmond Accessibility Plan 2023–2033*.

### **Richmond 2041 Official Community Plan (OCP)**

Richmond's 2041 Official Community Plan (OCP) establishes the City's commitment to social equity and inclusion and its goals for an accessible, diverse and connected community through the following objectives:

- Facilitate the establishment of an equitable, inclusive community, whereby City plans, policies, services and practices respect the diverse needs of all segments of the population.
- Meet the existing need and future demand for accessible housing for the increasing population that has difficulties with or a reduction in their daily activities, such as individuals with mobility challenges.
- Provide a full range of appealing, welcoming places for residents and visitors of all ages and backgrounds to walk, roll, exercise, play, socialize and engage in healthy, active lifestyles.
- Strengthen pedestrian, rolling (wheelchairs, scooters, etc.) and cycling linkages among every element of the city (neighbourhoods, schools, civic spaces, neighbourhood shopping centres, parks, natural areas, streets, commercial areas and industrial parks).
- Encourage sustainable travel by enhancing the safety, comfort and accessibility of the transportation system for vulnerable road users, such as pedestrians, the mobility challenged and cyclists.

## **Council Strategic Plan 2022–2026**

The Council Strategic Plan identifies the collective priorities and focus areas for City Council and allows the City to provide effective management and delivery of services that address the current and future needs of Richmond's growing and evolving community. The strategic plan works to support the Richmond Accessibility Plan through the following focus areas:

- Focus Area 1 – Proactive in Stakeholder and Civic Engagement
- Focus Area 3 – A Safe and Prepared Community
- Focus Area 6 – A Vibrant, Resilient and Active Community

## **Building Our Social Future: A Social Development Strategy for Richmond 2013–2022 (update in progress)**

Richmond's Social Development Strategy guides the City in building Richmond's social future and cites the City's commitment to furthering community accessibility. The City is currently in the process of updating the Social Development Strategy. The actions most related to the Richmond Accessibility Plan include:

- Establish cost-effective accessibility design specifications for affordable housing developments.
- Review and refine universal accessibility guidelines for multiple family residential dwellings, and promote the incorporation of adaptable design features in new single family developments.
- Establish formal targeted approaches to increase employment opportunities with the City for people living with disabilities.
- Ensure that, to the extent possible, City facilities and the public realm, such as parks and sidewalks, are accessible.
- Strive to ensure that City land use plans, policies and developments support aging in place; examples include diverse housing forms, accessible outdoor public spaces and built environments, and public realm features which encourage physical activity and social connections.

- Strives to ensure that key written information is presented in plain English and in additional languages, as appropriate.

## **Richmond Community Wellness Strategy 2018–2023**

Richmond's Community Wellness Strategy guides the City's approach, in partnership with Vancouver Coastal Health – Richmond and Richmond School District No. 38, to promote healthy lifestyles and wellness outcomes for Richmond residents. The focus areas listed below most relate to advancing accessibility and inclusion within Richmond's physical and social environment:

- Focus Area 3 – Enhance equitable access to amenities, services and programs within and among neighbourhoods.
- Focus Area 4 – Facilitate supportive, safe and healthy natural and built environments.

## **2017–2022 Richmond Child Care Needs Assessment and Strategy (update in progress)**

The Richmond Child Care Needs Assessment and Strategy promotes the planning and delivery of affordable, accessible and quality child care services in Richmond. The City is currently in the process of updating the Richmond Child Care Needs Assessment and Strategy. The collective efforts of the City, child care operators and community partners in addressing accessibility barriers are exemplified through the following actions:

- Work with the City departments and sections, like Accessibility and Inclusion, Planning, and Project Development, as well as external organizations who focus on accessibility issues to:
  - Incorporate barrier-free design into new City-owned early childhood development hubs and child care facilities; and
  - Explore innovations in child care facility design for both indoor and outdoor areas that would enhance the inclusion of children who require extra supports.

- Continue to monitor funding and grant opportunities along with future actions planned by senior levels of government regarding child care initiatives to maximize opportunities to enhance affordable, accessible and quality care in Richmond.

## **2021–2031 Richmond Child Care Action Plan**

The Richmond Child Care Action Plan builds on the Child Care Needs Assessment and Strategy. The plan demonstrates the City’s ongoing commitment to expand and enhance quality child care choices in Richmond, including choices that are more accessible for children and families. The actions most related to the Richmond Accessibility Plan include:

- Collaborate with the Richmond School District to meet the space creation targets identified in this plan for school age care on-site or within walking distance of schools.
- Facilitate the development of a community Quality and Inclusion Strategy to support child care facilities in Richmond.
- Promote and assist the improvement of consistent and quality Child Care in Richmond through targeted City support and/or grant opportunities.

## **2021–2031 Collaborative Action Plan to Reduce and Prevent Poverty in Richmond**

The Collaborative Action Plan to Reduce and Prevent Poverty in Richmond (Poverty Reduction Plan) acts as a guide for the City, Community Associations and Societies, community organizations, public-sector agencies and the business community to improve access to services and supports and increase inclusion and belonging for individuals and families at risk of or living in poverty in Richmond. As people with disabilities are at increased risk of living in poverty, the following actions from the Poverty Reduction Plan work in support of the Richmond Accessibility Plan:

- Provide accessible community wellness opportunities for residents at risk of or living in poverty. Examples include dental clinics and mental wellness-based programming.



- Develop programs and services that respond to the specific needs of demographics at risk of or living in poverty. Examples include energy poverty reduction programs, financial literacy training for young adults, and family-based outreach programming.
- Implement targeted outreach that facilitates connections to community programs and services for residents at risk of or living in poverty, such as community navigator programs.

## **2022 Parks and Open Space Strategy (POSS)**

The POSS is a comprehensive parks and open space strategic plan that guides the City's approach to the delivery of services in parks and the development of the open space system. It aims to provide a complete understanding of the evolution of the system, from its history to the state of the current system in Richmond as well as identifying how the current system is changing and will continue to change. The strategy also defines desired outcomes so that the community will be able to continue to enjoy the benefits of healthy, vibrant parks, trails, greenways, natural areas, waterfronts and the urban realm. The actions most related to the Richmond Accessibility Plan include:

- Provide more opportunities for people to feel connected to their community and to be physically active.
- Incorporate a greater diversity of activities and functions to both accommodate changing and diversifying community needs.

## **ArtWorks: Richmond Arts Strategy 2019–2024**

The Richmond Arts Strategy leads the City's approach for arts and cultural development to ensure affordable and accessible arts for all in addition to the promotion of inclusivity and diversity in the arts. The strategy focuses on enhancing accessibility and social connectedness through the following actions:

- Incorporate creative wayfinding elements to improve navigability and visibility to cultural events and venues.

- Identify ways to ensure cultural venues and other spaces providing arts experiences are appealing and welcoming to newcomers, people living with disabilities, LGBTQ2S residents and other typically under-represented groups.
- Invite diverse groups, including those typically underrepresented, to participate in the telling of their story in the Richmond context, through creative consultation and art.
- Work with the City's Accessibility Coordinator to identify and address physical accessibility challenges to attending festivals, visiting cultural venues and exploring public art.

## **City of Richmond Affordable Housing Strategy 2017–2027**

The Affordable Housing Strategy steers the City's response in developing and sustaining safe, suitable and affordable housing options for residents living in Richmond. Priority groups identified in the strategy include people with disabilities who are supported through the following actions:

- Set a target of securing 85% of all Low-end Market Rental (LEMR) and non-market units as Basic Universal Housing.
- Continue to encourage market developments to be built with Basic Universal Housing features.
- Facilitate potential partnerships with non-profit housing providers and developers in the pre-application/rezoning stage of development to ensure that some LEMR units are designed with adaptable features to support the priority groups in need (i.e., persons with disabilities).
- Continue to build relationships with non-profit organizations to obtain input into housing needs and design for program clients that require accessibility features.
- Facilitate potential partnerships with non-profit housing providers and developers in the pre-application/rezoning stage of development to ensure that some LEMR units are designed with adaptable features to accommodate.

## **City of Richmond Seniors Strategy 2022–2032**

The Seniors Strategy demonstrates the City’s commitment to supporting seniors in aging well and remaining healthy and active in Richmond. The strategy’s vision is that “seniors living in Richmond are safe, respected, healthy and engaged in their communities.” The strategy works to support the Richmond Accessibility Plan through five strategic directions:

- Strategic Direction 1 – Age-friendly neighbourhoods that support seniors to age in place
- Strategic Direction 2 – Diverse, accessible and inclusive programs and services for seniors at all stages
- Strategic Direction 3 – Communication and awareness of programs and services available for seniors
- Strategic Direction 4 – Education and understanding about healthy aging
- Strategic Direction 5 – Planning for a growing population of seniors

## **Community Energy and Emissions Plan (CEEP) 2050**

The CEEP 2050 supports the City’s goals for equity, affordability and sustainability in Richmond and includes a focus on centering equity into the design and implementation of climate action initiatives. While guiding the City’s approach to achieving deeper greenhouse gas emission reduction targets, the plan also works to improve inclusive mobility in Richmond through the following actions:

- Implement OCP and Local Area Plan objectives for compact, complete neighbourhoods throughout Richmond, with a range of services, amenities and housing choices, and sustainable mobility options within a five-minute walk of homes.
- Prioritize active transportation with investments in walking, rolling and cycling infrastructure that is safe, connected, easy to navigate, and accessible.
- Work with TransLink to increase transit service frequency and foster wider use of transit by implementing and upgrading transit stops that

are well-integrated with active transportation (walking/rolling, cycling) and with car-sharing networks.

## **Cultural Harmony Plan 2019–2029**

The Cultural Harmony Plan represents the City's commitment to strengthening intercultural connections, removing barriers to participation and responding to the evolving needs of Richmond's increasingly diverse population. The actions most related to the Richmond Accessibility Plan include:

- Explore participation in networks that work towards building inclusive societies.
- Develop and implement a diversity and inclusion training program for City and Community Associations and Societies staff and volunteers to better serve Richmond's diverse population.
- Undertake a comprehensive review of City and Community Associations and Societies programs and services from a diversity and inclusion perspective, identifying gaps and improvements, and implementing any actions that have been identified.

## **Dementia-Friendly Community Action Plan 2019**

The Dementia-Friendly Community Action Plan guides the City's approach in supporting people living with dementia and their families and caregivers in Richmond. As dementia can impact an individual's ability to perform activities of daily living independently, the plan works to address barriers through four strategic directions so people living with dementia can sustain both activities and relationships:

- Strategic Direction 1 – Awareness, Education and Stigma Reduction
- Strategic Direction 2 – Built Environment
- Strategic Direction 3 – Programs and Services
- Strategic Direction 4 – Support for People Living with Dementia and their Caregivers

## **Recreation and Sport Strategy 2019–2024 Focus Areas**

The Recreation and Sport Strategy guides the City's planning and delivery of recreation and sport opportunities in Richmond by building on its strong and successful foundation. The strategy focuses on encouraging residents of all ages to enjoy the benefits of an active and involved lifestyle. The focus areas most related to the Richmond Accessibility Plan include:

- Focus Area 2 – Engaged Community
  - Recreation and sport opportunities are accessible, inclusive and support the needs of a growing and diverse population in Richmond.
- Focus Area 4 – Active People and Vibrant Places
  - Natural and built environments within neighbourhoods in Richmond encourage connectedness and participation in recreation and sport.

## **Richmond Homelessness Strategy 2019–2029**

The Homelessness Strategy provides a collaborative, action-oriented strategy for the homeless-serving system in Richmond that focuses on advancing an inclusive community where homelessness is rare, brief and non-recurring by 2029. With various factors having the potential to lead a person to experience housing insecurity and homelessness, including health concerns and disabilities, the strategy works to support the Richmond Accessibility Plan through the following actions:

- Work with Vancouver Coastal Health and other community partners to explore opportunities to enhance wrap-around supports to increase housing stability.
- Secure funding and a permanent site for supportive housing in Richmond.
- Raise awareness and educate the community of the factors contributing to homelessness and the benefits of affordable housing and supportive services.



## **Richmond Youth Strategy 2022–2032**

The Youth Strategy guides the City's initiatives to support youth's well-being in the community. The strategy's vision is that "all youth in Richmond are safe, valued, respected and have the supports, opportunities, and resources to live rich and fulfilling lives." The actions most related to the Richmond Accessibility Plan include:

- Increase opportunities for youth to connect with peers and develop supportive positive relationships and a sense of belonging including youth from equity-deserving groups.
- Ensure the provision of safe, welcoming and inclusive programming and services for youth in the community.
- Identify and implement strategies to eliminate gaps and address the needs of youth across the developmental continuum and during transitions.
- Continue to provide a range of programs and services that prioritize accessible and inclusive recreation and social connection for youth.
- Continue to provide youth with safe, welcoming and accessible places to gather, socialize and engage within new and existing indoor and outdoor spaces in the community.
- Expand initiatives that provide leadership and mentorship for youth including refugees, new immigrants and youth who are at risk of or experiencing vulnerability.

# Endnotes

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**GP - 105**





# City of Richmond

## Report to Committee

**To:** General Purposes Committee

**Date:** October 5, 2023

**From:** Lloyd Bie, P.Eng.  
Director, Transportation

**File:** 10-6480-03-01/2023-  
Vol 01

**Re:** TransLink Bus Rapid Transit Program – Update on Proposed Richmond Corridor

### Staff Recommendation

1. That, as presented in the staff report titled “TransLink Bus Rapid Transit Program – Update on Proposed Richmond Corridor” dated October 5, 2023 from the Director, Transportation, the following be endorsed:
  - i. The resolution for Bus Rapid Transit commitment by the City as identified in Attachment 2; and
  - ii. The R7 RapidBus corridor, as identified in Figure 3, in Richmond in principle.

Lloyd Bie, P.Eng.  
Director, Transportation  
(604-276-4131)

Att. 2

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

## Staff Report

### Origin

In June 2022, the TransLink Board and the Mayors' Council on Regional Transportation adopted Transport 2050: 10-Year Priorities (10YP). The 10YP (2025 to 2035) has identified up to nine potential corridors for RapidBus or Bus Rapid Transit investment throughout the region that will be implemented in phases.

Staff have been working with TransLink on developing alignment options for the planned RapidBus in Richmond (referred to as the R7 corridor) connecting City Centre to the Expo Line at Burnaby - Metrotown. The R7 RapidBus project is part of the next phase of RapidBus improvements in the region. TransLink is currently exploring a priority-setting process to identify the first phase of Bus Rapid Transit (BRT) lines to build. Bus Rapid Transit is new to the region. The project is considering upgrading the planned R7 RapidBus corridor to a BRT with fully traffic separated and dedicated bus lanes.

TransLink notes that municipal support for building a Bus Rapid Transit project in a host municipality will be an important criteria used to prioritize which Bus Rapid Transit projects advance. The City received TransLink's recommended resolution on September 7, 2023 seeking Council endorsement by October 16, 2023 to demonstrate support of Bus Rapid Transit on the R7 corridor (Attachment 1). The key component of the requested Bus Rapid Transit endorsement is the commitment for reallocation of existing traffic lanes for dedicated bus-only lanes.

TransLink is also seeking endorsement from the City for a preferred alignment for the Richmond segment of the R7 RapidBus corridor.

This report addresses TransLink's requests.

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

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

*2.4 Enhance Richmond's robust transportation network by balancing commercial, public, private and active transportation needs.*

## Background

Table 1 provides definitions of the transit-related terminology used in this report.

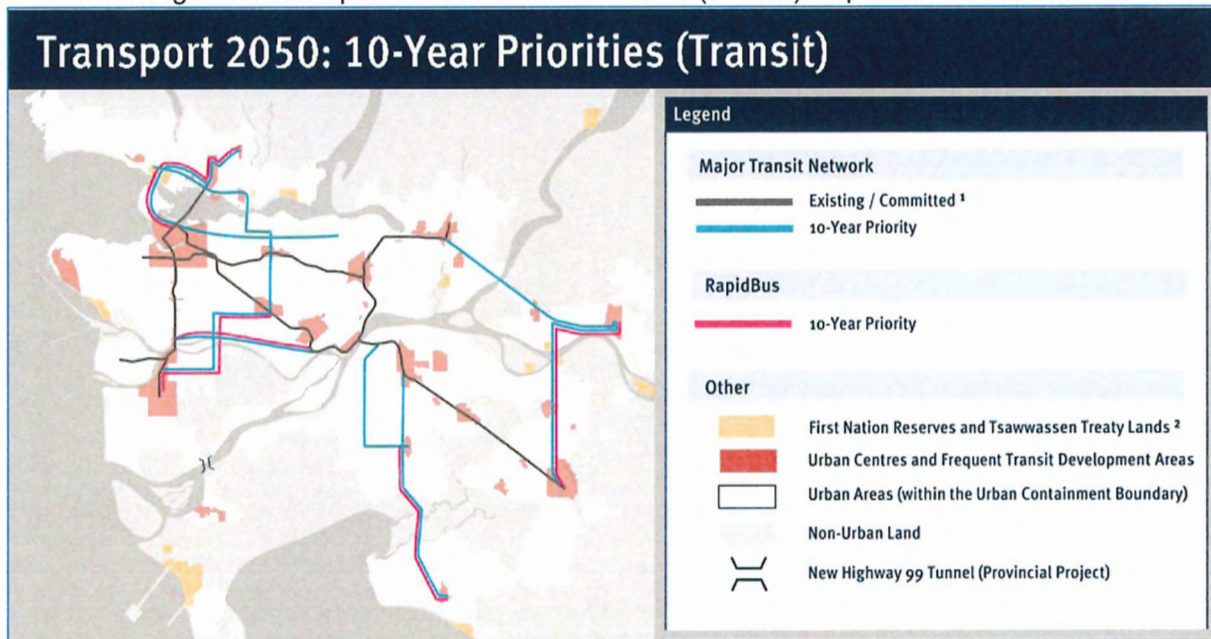
Table 1: Transit Related Terminology

Types of Transit Services		
<b>RapidBus</b>		RapidBus is a TransLink brand for an express bus designed to be at least 20 per cent faster than local bus service. Time savings are achieved by introducing higher frequency service and fewer bus stops. RapidBus has transit priority in approximately 30 per cent of the length of the corridor through provision of measures including dedicated bus lanes, queue jump lanes, signal priority, fewer stops, and all door boarding and street redesigns. The RapidBus project for Richmond is referred to as the R7.
<b>Rapid Transit</b>	<b>Rail Rapid Transit (RRT)</b>	Metro Vancouver's rapid transit system currently includes the Rail Rapid Transit (RRT) Expo, Millennium, and Canada Lines. The benefit of these transit lines is the capacity and reliability gained through grade separation from traffic compared to surface level transit.
	<b>Bus Rapid Transit (BRT)</b>	Bus Rapid Transit (BRT) is bus service that has fully traffic separated and dedicated bus lanes on nearly the entire corridor and passenger stations at the bus stops. BRT is not grade-separated from traffic like Rail Rapid Transit.
Bus Priority Measures		
<b>Queue Jump Lanes</b>		Dedicated transit lanes (similar to approach lanes) or shared turn pockets paired with transit signal priority that allow transit vehicles to bypass traffic at an intersection to avoid traffic queues.
<b>Bus Signal Priority</b>		Traffic signal operation that allows approaching buses to override normal operation of the traffic light in favor of the approach with the arriving bus.
<b>Turn Restrictions</b>		Vehicles waiting to turn left or right at intersections can hold up traffic and delay buses if there is no turning lane. Banning turns at specific intersections can speed up travel times for buses and traffic.
<b>All Door Boarding</b>		Buses where passengers are allowed to enter through any door to speed up boarding and alighting times.
<b>Bus Priority Lanes</b>		Lanes reserved for buses marked by signage or paint markings. May operate during certain parts of the day (such as the rush hour) or all day.
<b>HOV Lanes</b>		A traffic lane reserved for buses or vehicles with several occupants.
<b>General Purpose Lane</b>		Traffic lanes available for use by the general public without any restrictions.

## Analysis

TransLink's Transport 2050: 10 Year Priorities (2025 to 2035) has identified up to nine potential corridors for RapidBus in the region (Figure 1).

Figure 1: Transport 2050: 10-Year Priorities (Transit) RapidBus Corridors



The corridor identified for RapidBus service implementation in Richmond is between Richmond-City Centre and the Expo Line in Burnaby via Knight Street Bridge. This route is referred to as the R7. Staff have been working with TransLink on route alignment planning which is the first step in a RapidBus process.

Since Transport 2050, TransLink is looking to advance two to four RapidBus corridors to Bus Rapid Transit and is exploring development of Bus Rapid Transit service on the R7 corridor. A Bus Rapid Transit project would upgrade the planned R7 RapidBus. The key difference is that a Bus Rapid Transit service requires a fully dedicated bus lane across the length of the corridor with transit stations replacing conventional bus stops.

### TransLink Request for Bus Rapid Transit Municipal Commitment

TransLink has requested the City's endorsement of a recommended resolution to demonstrate support for Bus Rapid Transit implementation by October 16, 2023 (Attachment 1). This commitment will help the Mayors' Council direct Bus Rapid Transit infrastructure investments to where they will be most successful and fastest to implement. A future investment plan for the first phase (2 to 4 projects) of Bus Rapid Transit projects is scheduled in 2025.

The R7 corridor includes segments in Vancouver and Burnaby as well as Richmond. At this time, staff have not seen either City endorse TransLink's recommend resolution in support of Bus Rapid Transit.

Table 2 summarizes the key areas of municipal commitment for Bus Rapid Transit requested by TransLink:

Table 2: TransLink Bus Rapid Transit Requirements

BRT Implementation Component	Municipal support sought by TransLink and the Mayors' Council
Corridor right of way	<p>Commitment to a near continuous exclusive transit lane for the length of the BRT corridor, achieved primarily through reallocation of existing road space, with the possibility to expand road right of way where required and feasible.</p> <p>Road space reallocation required to deliver near continuous transit lane could include reallocation from general purpose traffic lanes, parking lanes, roadway shoulders, or other depending on the specific corridor context.</p>
Other transit priority actions	Support for other transit priority measures including turn restrictions, driveway, access changes, and signal priority to ensure buses operate without delay from other vehicles.
Municipal staff and elected official support	Enthusiastic BRT council champion identified. Dedicated senior staff and support team at municipality to facilitate implementation.
Procedural and engagement activities	Commitment to prioritize political processes, partner with TransLink to co-lead and champion public engagement activities, and expedite reviews and approvals.
Supportive policies and plans	<p>Commitment to proactively update municipal plans and policies and advance the principles of Transit Oriented Communities Design Guidelines to support the outcomes of the project.</p> <p>Commitment to focus population and job growth in the corridor while preserving and expanding affordable housing across the affordability spectrum through policies, zoning, expedited approvals and both in-kind and financial incentives.</p>
Supportive infrastructure	Commitment to enhance supportive infrastructure including proactive completion of sidewalks, cycling network, station areas, and public realm.

#### Staff's Recommended Bus Rapid Transit Resolution

Staff have reviewed TransLink's recommended resolution and support the required components for a Bus Rapid Transit service in Richmond, with one recommended revision and one clarification. TransLink's requirement for an exclusive transit lane for the length of the corridor achieved through reallocation of existing road space presents concerns for degradation of service for other road users along the R7 corridor. Staff recommend the City's commitment for a dedicated transit lane be replaced with a High Occupancy Vehicle (HOV) lane.

The clarification is that the City's support does not include financial support for Bus Rapid Transit infrastructure upgrades.

Staff's recommended resolution is included in Attachment 2 and is discussed below.



### *Corridor Right of Way - Reallocation of Traffic Lanes*

TransLink's Bus Speed and Reliability Study provides strategies to improve travel time and reliability of transit service through implementation of various transit priority measures. The study provides the travel time savings through implemented bus speed and reliability projects from 2019 to 2022.

Results of the study indicate that a combination of several of the bus priority measures will yield significant travel time savings without having to take away a traffic lane (Table 3).

**Table 3: Bus Priority Measure Travel Time Benefits**

<b>Transit Priority Measure</b>	<b>Travel time savings (Weekdays)</b>
RapidBus Route	24 - 35%
Bus Stop Reduction	5 - 10%
Queue Jump/ Approach Lanes at Intersection	15% to 35%
In-lane Bus Stops (no bus stop pullout)	Up to 15%
Traffic Signal Upgrade	Up to 20%
Vehicle Turn Restrictions	~10%
Bus/ (BAT)* Lanes in between Bus Stops	Up to 15%

\*Bus-only lanes, or shared with "business access" traffic that turns across bus lanes (BAT lanes)

The largest gains in bus travel time savings are achieved by RapidBus routes with fewer bus stops, queue jump lanes and bus signal priority. Staff believe a transit system for Richmond's Arterial roads that packages a suite of transit enhancements will achieve significant travel time savings for buses while balancing the needs of other traffic on the R7 corridor. The incremental bus travel time savings (15 per cent reduction) achieved by a dedicated bus lane in between bus stops will disproportionately penalize other traffic (passenger cars, freight) on the R7 route.

Dedicated bus lanes are more easily implemented on roads that have a six-lane cross section, wide road shoulder, or where a parking lane along the curb can be reallocated for transit. For the four-lane Arterial road context in Richmond, a reallocation of one traffic lane in each direction for transit will result in a fifty per cent reduction in road capacity for other road users.

Staff have confirmed the current peak traffic volumes on the R7 corridor warrant two travel lanes in each direction. As the timeframe provided by TransLink for City comments on the Bus Rapid Transit requirements is limited, staff are still in the process of undertaking traffic analyses to quantify the impacts of bus only lanes. Preliminary analysis indicates a reduction in road capacity to a single travel lane in each direction for all vehicles, except buses, will increase traffic delay by at least 50 per cent.

On this basis, staff do not believe public perception will view the conversion of a traffic lane to a bus only lane as an efficient use of limited road capacity on City streets.

### *Other Transit Priority Actions*

Staff support the other transit priority measures required for Bus Rapid Transit including turn restrictions, queue jump lanes, and traffic signal priority.

Staff also support High Occupancy Vehicle (HOV) lanes to increase lane utilization while reducing delay for buses compared to a General Purpose lane. TransLink’s recommended resolution does not consider HOV lanes. Staff have recommended HOV lanes to TransLink as a strategy to improve bus speed and reliability.

One of the benefits of a HOV lane as part of an initial Bus Rapid Transit implementation phase is that it can be monitored over time to assess traffic pattern changes and determine if travel demand along the corridor warrants a dedicated bus lane in the future.

*Long Term Rapid Transit Objectives*

The Canada Line has proven effective at encouraging transit trips and the development of high-density, mixed-use, and walkable environments. As Bus Rapid Transit is a new service being explored for the region, similar benefits have not been proven locally.

Bus Rapid Transit is an improved service that can be implemented in the short to medium term to provide better access to faster and more reliable buses in the region. As population in the region continues to grow, a Bus Rapid Transit system will provide bus speed and reliability benefits to increase transit ridership. Ultimately, a bus-based transit line will not have the ability to reach the high frequency and people moving capacity as a rail system that will be required in the future.

On this basis, staff are recommending the City’s support of Bus Rapid Transit based on the understanding this service is a transitional product in preparation for Rail Rapid Transit on the R7 route.

R7 Route (Richmond-City Centre to Expo Line – Burnaby)

Alignment planning is the first step in the RapidBus and Bus Rapid Transit process and will serve as input for bus priority and infrastructure design. Timing for the next project phase will be determined through the region-wide Bus Rapid Transit Action Plan in consideration of other priorities.

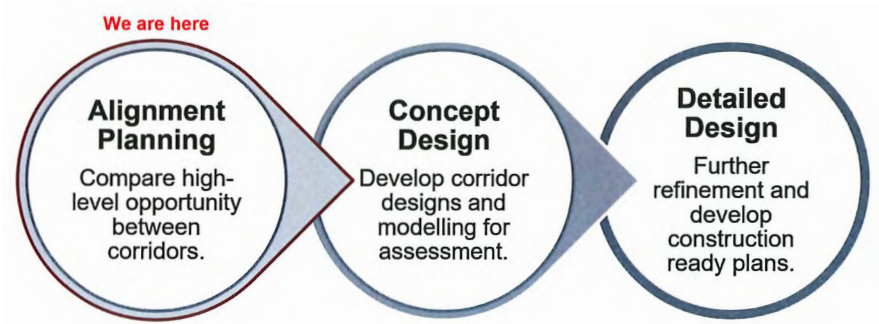


Figure 2: RapidBus Development Process

### *High Level Route Alignment Options*

Based on initial screening and technical assessment of the existing and anticipated ridership and bus priority potential, three short-listed corridors have been examined for consideration in Richmond. The three potential corridors to connect City Centre via Garden City Road to Knight Street Bridge are Bridgeport Road, Cambie Road and Alderbridge Way.

TransLink conducted a network analysis of the various RapidBus corridors. Key inputs included ridership potential, trip length, number of connections, bus travel time, stop locations, with land use considerations including population and job density. Alderbridge Way and Bridgeport Road corridors were eliminated as east-west segments based on their relatively lower population density, ridership, fewer destinations and lower potential trip generation.

The results of the analysis found that the Cambie Road corridor provides the greatest benefits to ridership and bus operations for the Richmond segment of the corridor (Attachment 2).

The alignment also supports the City's Official Community Plan land uses, as it will serve City Centre (including the future Richmond Centre and Lansdowne redevelopment sites), West Cambie neighbourhood and the East Cambie Neighbourhood Centre.

Combined with the potential alignments in Vancouver and Burnaby, the full R7 alignment could resemble Figure 3 below.

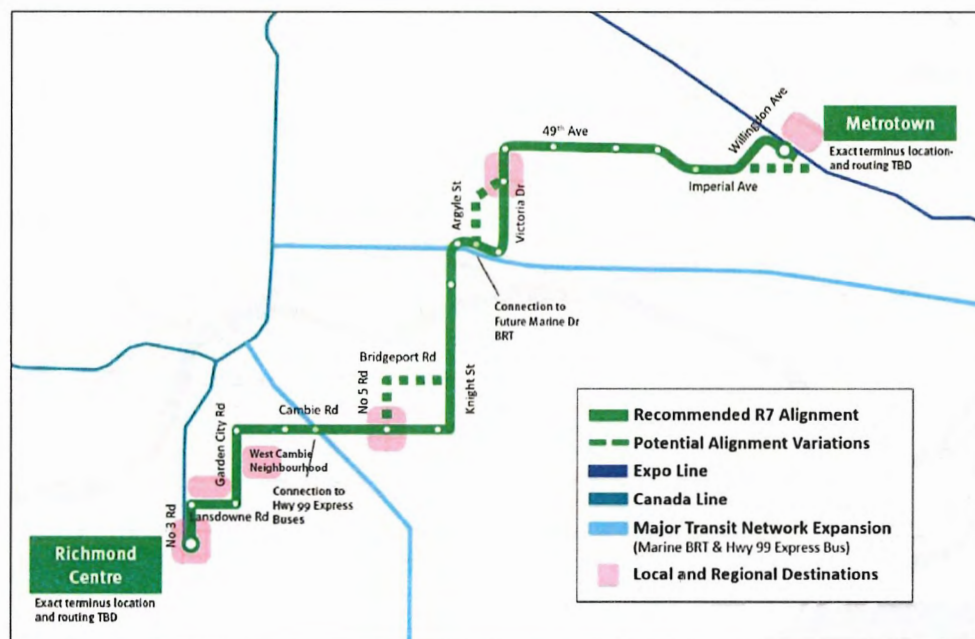


Figure 3: Potential Rapid Transit Route

### *Preferred Alignment Bus Priority Opportunities*

Opportunity for road widening along the preferred alignment to facilitate the addition of bus lanes is limited. To achieve space for Bus Rapid Transit service, the typical midblock road right-of-way requirement is 30 metres and 37 metres at stations. Roads along the potential route with the necessary road right-of-way are sections of Lansdowne Road and Garden City Road.

Although additional space is offered by the wide centre medians on sections of these streets, consideration of the trees within these medians could limit the amount of road widening.

Even without road widening between bus stops, staff believe the other bus priority interventions can provide considerable travel time saving through prioritizing buses at the signalized intersections. Unlike long stretches of uninterrupted highway where an additional bus lane is beneficial to bypass congestion, it is staff's opinion of TransLink's Bus Speed and Reliability study that the majority of delay for buses is at traffic signals.

Staff have reviewed the preferred R7 corridor for potential intersection bus priority measures and the following will be the most feasible along the corridor:

- **Traffic Signal Priority:** Bus priority or transit signal priority includes various techniques to improve service and reduce delay for buses at signalized intersections. There is potential along the preferred R7 corridor for traffic signal operational changes even without dedicated bus lanes. This system would grant an early green or extend a green phase until the bus passes through the intersection.
- **Intersection Turn Restrictions:** This priority measure restricts right-turn movements at intersections along the RapidBus corridor during peak times. Buses will not have to wait behind turning vehicles, especially, in the downtown core where turning vehicles typically have to yield to pedestrians in the crosswalk.

The degree of changes required to support the R7 RapidBus or Bus Rapid Transit in Richmond will require detailed analysis to fully explore the benefits of alternate strategies (HOV lanes, queue jump lanes, signal priority, etc.) as part of the next phase (concept design) of the RapidBus process

#### *Preferred Alignment Further Study*

During the concept design stage, corridor design and transportation modelling will determine opportunities and trade-offs for bus priority for each segment of the alignment.

The following project elements for the preferred alignment will also need to be further developed and assessed during the concept and detailed design planning stages.

- Specific RapidBus / BRT stop locations.
- Layover & terminus location & configuration at Richmond – City Centre.
- Configuration of transit service connection points, particularly to higher order transit at Hwy 99 and a direct on-off ramp to Knight Street Bridge via Cambie Road.

Staff recommend support of the R7 route in principle given that ongoing work may result in changes to the corridor as identified above. A RapidBus will significantly benefit transit passengers along this corridor even if Bus Rapid Transit designation cannot be achieved. TransLink's findings from existing RapidBus service are that they are more than 25 per cent faster than the previous local service.

#### **Financial Impact**

None.

## Conclusion

The R7 RapidBus connecting the regional town centres of Richmond City Centre and Metrotown is identified in TransLink's Transport 2050: 10 Year Priorities. Staff have reviewed corridor options for the Richmond segment of the R7 route and the Cambie Road option emerged as the recommended R7 alignment.

The R7 is also being considered for Bus Rapid Transit by TransLink. TransLink is seeking support from the City to confirm commitment for the implementation of Bus Rapid Transit along the R7 corridor by October 16, 2023.

TransLink's proposed Bus Rapid Transit resolution includes converting one general purpose lane in each direction for buses only. As a dedicated bus lane will result in a fifty percent loss in road capacity for other traffic on the corridor, staff are recommending HOV lanes in each direction instead. This approach supports the objective of the Bus Rapid Transit project of shifting trips to transit while also balancing the limited road space for other vehicles on the R7 corridor.

The City's Bus Rapid Transit resolution will inform the Mayors' Council prioritization process for two to four Bus Rapid Transit projects to be implemented as part of the next investment plan scheduled in 2025.

*Sonali Hingorani*

Sonali Hingorani, P. Eng.  
Manager Transportation Planning and New Mobility  
(604-276-4049)

SH:ck

Att. 1: TransLink's Recommended Council Resolution  
2: Staff's Recommended Council Resolution



## **TransLink's Recommended Council Resolution**

### **CITY OF RICHMOND RESOLUTION ON BUS RAPID TRANSIT ACTION PLAN**

- A. **WHEREAS** TransLink and the Mayors' Council on Regional Transportation unanimously endorsed the *Access for Everyone Plan* (also called *Transport 2050: 10-Year Priorities*) in 2022 to urgently expand and improve transit throughout Metro Vancouver to support record-setting population growth, housing affordability, GHG emission reduction targets and reconciliation;
- B. **WHEREAS** the *Access for Everyone Plan* places a strong emphasis on quick and cost-effective, delivery of new at-grade rapid transit through nine new Bus Rapid Transit (BRT) corridors throughout the region;
- C. **WHEREAS** the *Access for Everyone Plan* identified a new BRT line along the Richmond City Centre to Metrotown-Burnaby Expo Line to enhance livability and transportation in the City of Richmond and describe other local and regional benefits;
- D. **WHEREAS** BRT requires the allocation of road space and reconfiguring of roads for successful implementation;
- E. **WHEREAS** Municipalities are the primary administrators of local and regional roads in the region and will be crucial partners in the successful implementation of future BRT corridors;
- F. **WHEREAS** TransLink and the Mayors' Council are currently undertaking a prioritization exercise to determine the order in which BRT corridors will be implemented that emphasizes a 'work with the willing' approach so that first phase of BRT projects can be built quickly and to a high quality, with maximum support from municipal and other local government partners, to serve as a showcase for this type of rapid transit to the rest of the region;

#### **Be it resolved,**

**THAT** the City of Richmond supports a BRT line featuring dedicated bus lanes, transit signal priority, enhanced customer amenities at stations and specialized vehicles to support fast, reliable, high-quality rapid transit to along the Richmond City Centre to Metrotown-Burnaby Expo Line;

**THAT** City of Richmond support for this project will include:

- Working with TransLink to finalize and sign a *Bus Rapid Transit Action Plan Commitment Framework* to partner with TransLink to expeditiously achieve a high quality BRT corridor;
- A commitment to deliver a BRT with near continuous exclusive transit lane along the length of the corridor, achieved primarily through reallocation of existing road space;
- Support for prioritizing transit, including willingness to reallocate space from parking, changes to property access, turn restrictions, and transit signal priority;
- Willingness to allocate, resources, and in-kind support;

- Appointing a BRT “Council champion,” a BRT internal staff lead, and dedicated staff team to support the project through all phases;
- Willingness to expedite processes, permits and approvals, and to co-lead and support public engagement;
- Aligning local plans and policies to support Transit Oriented Communities and implement supportive infrastructure including walking and cycling networks.

**THAT** City of Richmond direct staff to work expediently with TransLink and coordinate with adjacent municipalities towards the planning, design and implementation of BRT within the municipality;

**THAT** City of Richmond ask the Mayors’ Council to prioritize the corridor as a priority BRT project, based on the municipality’s readiness to support the project.

## Staff's Recommended Council Resolution

### CITY OF RICHMOND RESOLUTION ON BUS RAPID TRANSIT ACTION PLAN

- G. **WHEREAS** TransLink and the Mayors' Council on Regional Transportation unanimously endorsed the *Access for Everyone Plan* (also called *Transport 2050: 10-Year Priorities*) in 2022 to urgently expand and improve transit throughout Metro Vancouver to support record-setting population growth, housing affordability, GHG emission reduction targets and reconciliation;
- H. **WHEREAS** the *Access for Everyone Plan* places a strong emphasis on quick and cost-effective, delivery of new at-grade rapid transit through nine new Bus Rapid Transit (BRT) corridors throughout the region;
- I. **WHEREAS** the *Access for Everyone Plan* identified a new BRT line along the Richmond City Centre to Metrotown-Burnaby Expo Line to enhance livability and transportation in the City of Richmond;
- J. **WHEREAS** BRT requires the allocation of road space and reconfiguring of roads for successful implementation;
- K. **WHEREAS** Municipalities are the primary administrators of local and regional roads in the region and will be crucial partners in the successful implementation of future BRT corridors;
- L. **WHEREAS** TransLink and the Mayors' Council are currently undertaking a prioritization exercise to determine the order in which BRT corridors will be implemented that emphasizes a 'work with the willing' approach so that first phase of BRT projects can be built quickly and to a high quality, with maximum support from municipal and other local government partners, to serve as a showcase for this type of rapid transit to the rest of the region;

#### Be it resolved,

**THAT** the City of Richmond supports a BRT line featuring High Occupancy Vehicle (HOV) lanes, transit signal priority, enhanced customer amenities at stations and specialized vehicles to support fast, reliable, high-quality rapid transit to along the Richmond City Centre to Metrotown-Burnaby Expo Line;

**THAT** City of Richmond support for this project will include:

- Working with TransLink to finalize and sign a *Bus Rapid Transit Action Plan Commitment Framework* to partner with TransLink to expeditiously achieve a high quality BRT corridor;
- A commitment to deliver a BRT with near continuous High Occupancy Vehicle (HOV) lanes along the length of the corridor;

- Support for prioritizing transit, including willingness to reallocate space from parking, changes to property access, turn restrictions, and transit signal priority;
- Willingness to allocate, resources, and in-kind support, but does not include financial support for infrastructure upgrades;
- Appointing a BRT “Council champion,” a BRT internal staff lead, and dedicated staff team to support the project through all phases;
- Willingness to expedite processes, permits and approvals, and to co-lead and support public engagement;
- Aligning local plans and policies to support Transit Oriented Communities and implement supportive infrastructure including walking and cycling networks.

**THAT** City of Richmond direct staff to work expeditiously with TransLink and coordinate with adjacent municipalities towards the planning, design and implementation of BRT within the municipality;

**THAT** City of Richmond ask the Mayors’ Council to prioritize the Richmond City Centre to Metrotown-Burnaby Expo Line as a priority BRT project, based on the municipality’s readiness to support the project.



# City of Richmond

## Report to Committee

**To:** General Purposes Committee  
**From:** Claudia Jesson  
Director, City Clerk's Office  
**Date:** October 3, 2023  
**File:** 01-0105-01/2023-Vol  
01  
**Re:** **2024 Council and Committee Meeting Schedule**

### Staff Recommendation

1. That the 2024 Council and Committee meeting schedule, as shown in Attachment 1 of the staff report dated October 3, 2023, from the Director, City Clerk's Office, be approved; and,
2. That the following revisions as detailed in the staff report titled "2024 Council and Committee Meeting Schedule" dated October 3, 2023, from the Director, City Clerk's Office, be approved:
  - a) That the Regular Council meetings (open and closed) of August 12 and August 26, 2024 be cancelled; and
  - b) That the August 19, 2024 Public Hearing be rescheduled to September 3, 2024 at 7:00 p.m. in the Council Chambers at Richmond City Hall.

Claudia Jesson  
Director, City Clerk's Office  
(604-276-4006)  
Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
SENIOR STAFF REPORT REVIEW	INITIALS: 
APPROVED BY CAO 	



## Staff Report

### Origin

Under the *Community Charter* and the *Council Procedure Bylaw No. 7560*, Council must provide for advance public notice of Council and Committee meetings and, at least once per year, advertise the availability of the Council meeting schedule. Accordingly, the 2024 Council meeting schedule is being presented at this time to provide advance notice of Council's regular meeting schedule. It should be noted that a Special Council meeting can be called with 24 hours' notice should any unusual or urgent circumstances arise outside of the usual schedule. Likewise, Council and Committee may make adjustments to the meeting schedule through the year as circumstances may necessitate.

This report supports Council's Strategic Plan 2022-2026 Strategy #1 Proactive in Stakeholder and Civic Engagement:

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

### Analysis

#### August Meeting Break and December Holiday Season

It has been the City's usual practice to observe a meeting break in August. In accordance with the *Council Procedure Bylaw No. 7560*, Council resolutions are required for any changes to the prescribed Council meeting schedule. Therefore, in order to accommodate an August meeting break it is recommended that the Regular Council meetings (open and closed) of August 12 and 26, 2024 be cancelled.

For the December 2024 holiday season, City Hall will be closed from Wednesday, December 25, 2024 and will re-open on Thursday, January 2, 2025. Following the 2023 December City Hall closure, City Hall will re-open on Tuesday, January 2, 2024 and the General Purposes and Finance Committees will commence on Monday, January 8, 2024. Changes to the Committee meeting dates may also be altered at the discretion of the Chair as circumstances arise closer to the dates of the meetings and do not require a Council resolution.

A further change that staff propose to the Committee schedule is a change to the Parks, Recreation and Cultural Services Committee (PRCS) meeting that would normally fall on July 25, 2024, the day after the last Council meeting before the August meeting break. In order for Council to consider any recommendations from this meeting at the Regular Council meeting of July 23, 2024, it is proposed that the PRCS meeting be moved to the previous week, following the Public Works and Transportation Committee (PWT) on Wednesday, July 17, 2024.

In instances where there is a shortened week due to a holiday Monday, staff propose that the PWT meeting, which would otherwise fall on the Thursday, be scheduled on the Wednesday in tandem with the Planning Committee. For 2024, these double meetings would occur on February 21<sup>st</sup>, May 22<sup>nd</sup>, and October 16<sup>th</sup>. Keeping the PWT Committee meetings on

Wednesdays would allow for the timely publishing and distribution of the following week's agenda package.

With regard to the August Public Hearing, in keeping with past practice, staff propose that it be rescheduled from August 19, 2024 to September 3, 2024. This change to the Public Hearing schedule minimizes the delay, due to the August meeting break, for consideration of land use applications that have been given first reading. There would be no need for a second scheduled Public Hearing during the third week of September.

In addition to the above noted adjustments, the proposed Council meeting schedule includes changes to accommodate Council members wishing to attend the UBCM Conference. The 2024 UBCM convention is scheduled for September 16 to 20, 2024 in Vancouver. Accordingly, the Planning Committee (PC) that would normally be scheduled for September 17, 2024 and the PWT Committee that would be scheduled on September 18, 2024, are both rescheduled to take place on Wednesday, September 11, 2024. It should be noted that no schedule adjustments are required for the FCM Convention that has proposed dates of June 6 to 9, 2024.

Accordingly, adjustments to the meeting schedule are proposed to:

- reschedule the July PRCS meeting for July 17<sup>th</sup>, following the PWT meeting so that Council may consider any recommendations from the PRCS meeting at the last Regular Council meeting before the August break on July 22<sup>nd</sup>;
- cancel the open and closed Regular Council meetings of August 12<sup>th</sup> and 26<sup>th</sup> and the Committee meetings associated to those Council meeting cycles;
- reschedule the August 19<sup>th</sup> Public Hearing to September 3<sup>rd</sup>;
- reschedule the September 17<sup>th</sup> PC and September 18<sup>th</sup> PWT committees to September 11<sup>th</sup> to accommodate Council members wishing to attend the UBCM Conference;
- schedule PWT meetings to be in tandem with PC on February 21<sup>st</sup>, May 22<sup>nd</sup>, and October 16<sup>th</sup>; and
- schedule the December PRCS and the PWT meetings in tandem for December 18<sup>th</sup>.

Council is requested to approve the proposed meeting schedule as presented in Attachment 1.

### **Financial Impact**

None.

**Conclusion**

It is recommended that the 2024 Council and Committee meeting schedule be approved as shown in Attachment 1. The approval of the meeting schedule at this time provides Council and the public with advance notice of the meeting schedule.



Claudia Jesson  
Director, City Clerk's Office

Att. 1: Proposed 2024 Council and Committee Meeting Schedule

# 2024 MEETING SCHEDULE

SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
<b>JANUARY</b>							<b>FEBRUARY</b>							<b>MARCH</b>						
	STAT 1	2	3	4	5	6					1	2	3						1	2
7	GP 8	FC 9	PC 10	11	12	13	4	GP 5	FC 6	7	8	9	10	3	GP 4	FC 5	6	7	8	9
14	CO 15	CS 16	DP 17	18	19	20	11	CO 12	CS 13	DP 14	15	16	17	10	CO 11	CS 12	DP 13	14	15	16
21	GP 22	PH 23	PC 24	PWT 25	26	27	18	STAT 19	GP 20	PH 21	PC 22	23	24	17	GP 18	PH 19	PC 20	PWT 21	22	23
28	CO 29	PRC 30	DP 31				25	CO 26	PRC 27	DP 28	29			24	CO 25	PRC 26	DP 27	28	STAT 29	30
														31						
<b>APRIL</b>							<b>MAY</b>							<b>JUNE</b>						
	STAT 1	GP 2	FC 3	4	5	6				1	2	3	4							1
7	CO 8	CS 9	DP 10	11	12	13	5	GP 6	FC 7	8	9	10	11	2	GP 3	FC 4	5	FCM 6	FCM 7	FCM 8
14	GP 15	PH 16	PWT 17	18	19	20	12	CO 13	CS 14	DP 15	16	17	18	FCM 9	CO 10	CS 11	DP 12	13	14	15
21	CO 22	PRC 23	DP 24	25	26	27	19	STAT 20	GP 21	PH 22	PC 23	24	25	16	GP 17	PH 18	PWT 19	20	21	22
28	29	30					26	CO 27	PRC 28	DP 29	30	31		23	CO 24	PRC 25	DP 26	27	28	29
														30						
<b>JULY</b>							<b>AUGUST</b>							<b>SEPTEMBER</b>						
	STAT 1	GP 2	FC 3	4	5	6				1	2	3		1	STAT 2	GP 3	FC 4	5	6	7
7	CO 8	CS 9	DP 10	11	12	13	4	STAT 5	6	DP 7	8	9	10	8	CO 9	CS 10	PC 11	DP 12	13	14
14	GP 15	PH 16	PWT 17	18	19	20	11	12	13	14	15	16	17	15	GP 16	UBCM 17	UBCM 18	UBCM 19	UBCM 20	21
21	CO 22	23	DP 24	25	26	27	18	19	20	DP 21	22	23	24	22	CO 23	PRC 24	DP 25	26	27	28
28	29	30	31				25	26	27	28	29	30	31	29	STAT 30					
<b>OCTOBER</b>							<b>NOVEMBER</b>							<b>DECEMBER</b>						
		GP 1	FC 2	3	4	5					1	2		1	GP 2	FC 3	4	5	6	7
6	CO 7	CS 8	DP 9	10	11	12	3	GP 4	FC 5	6	7	8	9	8	CO 9	CS 10	DP 11	12	13	14
13	STAT 14	GP 15	PH 16	17	18	19	10	STAT 11	CO 12	CS 13	DP 14	15	16	15	GP 16	PH 17	PWT 18	19	20	21
20	CO 21	PRC 22	DP 23	24	25	26	17	GP 18	PH 19	PWT 20	21	22	23	22	23	24	STAT 25	STAT 26	27	28
27	28	29	30	31			24	CO 25	PRC 26	DP 27	28	29	30	29	30	31	STAT 1 JAN	2 JAN	3 JAN	4 JAN
																	* Special Council Meeting			

**CO** Regular Council Mtg., 7:00pm  
Regular (Closed) Council Mtg., 4:00pm

**CS** Community Safety, 4:00pm

**DP** Development Permit Panel, 3:30pm

**FC** Finance, following 1st General Purposes Meeting of each month

**GP** General Purposes, 4:00pm

**PC** Planning, 4:00pm

**PH** Public Hearing, 7:00pm

**PRC** Parks, Recreation & Cultural Services, 4:00pm

**PWT** Public Works & Transportation, 4:00pm

**FCM** FCM

**UBCM** UBCM

Note: All meeting dates are subject to change.

**Subject:** Referral Motion for Staff to research and examine immediate actions to mitigate the homeless problems attributed to the dichotomy or poly of poverty, drug addiction, and mental illness.

**Member of Council:** Kash Heed

**Meeting:** General Purposes Committee

**Notice Provided on:** September 30, 2023

**For Consideration:** By way of a resolution to add an additional item to the agenda on October 3, 2023, in accordance with Procedure By-law No 7560

## **Background**

Experiences with homelessness can be considered across two dimensions: the phase of homelessness and the circumstances that led to homelessness. Studies show that the progression into homelessness starts with people being at-risk often due to sociological factors. The next phase is being nonchronically homeless: namely, less than one year without housing. This is followed by being chronically homeless where one has been homeless for more than a year or has had multiple occurrences over several years.

At-risk individuals, the nonchronically homeless, and the chronically homeless need different interventions. For example, the nonchronically homeless may need financial support and attainable housing, while people experiencing chronic homeless may first need help with drug addiction or mental health issues. Similarly, the path that led to homelessness suggests different interventions.

Richmond's homeless population is far from homogeneous and, while disproportionately composed of vulnerable populations, is largely comprised of individuals from the region. This population spans factors including gender, age, and race, although the background of individuals varies. This is not necessarily caused by a single factor, nor is it sequential, with contributing factors often interwoven with peoples' broader historical and societal context.

As a City, we cannot give up on those unlikely to transition out of homeless due to drug addiction, mental illness, or other problems. We need to find ways to steadily ensure that the chronically homeless get the care that they need. Without support, individuals will continue cycling in and out of homelessness for years, leaving a sizable segment of society struggling to build and lead valued lives. We have several well-regarded initiatives in place to deal with a longer-term approach including our Homelessness Strategy 2019-2029 and our diverse models of shelters for many vulnerable people; however, the immediate need is for our unsheltered population that frequents our public spaces while creating the manifestation, whether factual, of urban decay. After all they are people too!

## **Motion**

1. That Staff research, analyse, and recommend to the Committee a process to immediately implement action plans to mitigate the homeless crisis;
2. That Staff review and recommend a formal position to be considered by this Committee on secure care for the acute drug addicted and/or persons with critical mental illness that are homeless;
3. That other levels of Government and the Health Authority are apprised of this examination and to work collaboratively with Staff; and,
4. That Staff report back to the Committee with recommendations within 45 days.