



## General Purposes Committee

Anderson Room, City Hall  
6911 No. 3 Road

Monday, April 4, 2016  
4:00 p.m.

Pg. #      ITEM

### MINUTES

**GP-4**      *Motion to adopt the **minutes** of the meeting of the General Purposes Committee held on March 21, 2016.*



### FINANCE AND CORPORATE SERVICES DIVISION

1.      **CREDIT CARD PAYMENT SERVICE FEE BYLAW NO. 9536**  
(File Ref. No. 03-0900-01; 12-8060-20-009536) (REDMS No. 4840527 v. 3)

**GP-8**

**See Page GP-8 for full report**

*Designated Speakers: Ivy Wong and Venus Ngan*

### STAFF RECOMMENDATION

- (1)      *That the City accept credit card payments for online property tax and online utility payments as a pilot project effective August 1, 2016;*
- (2)      *That the City charge a service fee of 1.75% for online property tax and online utility payments to recover the credit card fees, and that the rate setting be revisited at the completion of the pilot project;*
- (3)      *That the Credit Card Payment Service Fee Bylaw No. 9536 be introduced and given first, second and third readings; and*

- (4) *That The City's 2016 Capital Budget be amended to include the Tempest Application Project in the amount of \$100,000 and that the 5-Year Financial Plan (2016-2020) be amended accordingly.*



## ENGINEERING AND PUBLIC WORKS DIVISION

2. **IMPROVED ENERGY EFFICIENCY IN DISTRICT ENERGY CONNECTED BUILDINGS**

(File Ref. No. 10-6125-07-01; 12-8060-20-009531) (REDMS No. 4905885 v. 11)

GP-16

See Page GP-16 for full report

*Designated Speaker: Alen Postolka*

### STAFF RECOMMENDATION

*That Richmond Zoning Bylaw 8500, Amendment Bylaw 9531 be introduced and given first reading.*



## PLANNING AND DEVELOPMENT DIVISION

3. **FEDERAL FUNDING FOR MAYORS' COUNCIL 10-YEAR PLAN FOR TRANSPORTATION AND TRANSIT "SHOVEL READY" PROJECTS**

(File Ref. No. 01-0154-03) (REDMS No. 4966813)

GP-23

See Page GP-23 for full report

*Designated Speaker: Victor Wei*

### STAFF RECOMMENDATION

*That the staff report titled "Federal Funding for Mayors' Council 10-Year Plan for Transportation and Transit 'Shovel Ready' Projects," dated March 30, 2016 from the Director of Transportation, be received for information.*



COMMUNITY SERVICES DIVISION

4.      **FEDERAL MINISTER FOR SENIORS AND AGING**

(File Ref. No. 07-3400-01) (REDMS No. 4965973 v. 2)

**GP-28**

**See Page GP-28 for full report**

*Designated Speaker: Lesley Sherlock*

STAFF RECOMMENDATION

- (1)    *That a letter be written to the Federal Government respectfully requesting that consideration be given to appointing a Minister for Seniors and Aging; and*
- (2)    *That copies of the letter be forwarded to Richmond's Members of Parliament.*

☐

ADJOURNMENT

☐



## General Purposes Committee

Date: Monday, March 21, 2016

Place: Anderson Room  
Richmond City Hall

Present: Mayor Malcolm D. Brodie, Chair  
Councillor Chak Au  
Councillor Derek Dang  
Councillor Carol Day  
Councillor Ken Johnston  
Councillor Alexa Loo  
Councillor Bill McNulty  
Councillor Linda McPhail  
Councillor Harold Steves

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

### MINUTES

It was moved and seconded

*That the minutes of the meeting of the General Purposes Committee held on March 7, 2016, be adopted as circulated.*

**CARRIED**

*Councillor Day entered the meeting (4:03 p.m.)*

### CHIEF ADMINISTRATOR'S OFFICE

1. **COUNCIL TERM GOALS 2014-2018: ACHIEVEMENT HIGHLIGHTS FOR 2015**

(File Ref. No.) (REDMS No. 4911569 v. 4)

Lani Schultz, Corporate Programs Consultant, referred Committee to the report and attached booklet, "Council Term Goals 2014-2018: Achievement Highlights for 2015".

1.



**General Purposes Committee**  
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Discussion ensued in regards to public availability of the booklet and a potential press release. Committee commended staff for the booklet and suggested that the inside back cover reflect that it was printed in-house.

It was moved and seconded

- (1) *That the report titled "Council Term Goals 2014-2018: Achievement Highlights for 2015" from the Corporate Programs Consultant outlining the current status, progress and achievements towards Council Term Goals 2014-2018, be received for information; and*
- (2) *That staff be directed to continue using the Council Term Goals 2014-2018 as established in May 2015 to guide work programs for this term of office.*

**CARRIED**

**FINANCE AND CORPORATE SERVICES DIVISION**

**2. FUGGLES & WARLOCK CRAFTWORKS LTD., 11220 HORSESHOE WAY – UNIT # 103**

(File Ref. No. 12-8275-05) (REDMS No. 4902299)

It was moved and seconded

- (1) *That the application from Fuggles & Warlock Craftworks Ltd., for a brewery lounge endorsement, under Brewery Licence No. 306677, to allow the sale of beer by the glass or bottle, restricted to brewery products registered to the brewery under their Provincial Brewery Licence, be supported; and*
- (2) *That a letter be sent to the Liquor Control and Licensing Branch advising that:*
  - (a) *Council supports the amendment of an endorsement for a brewery lounge as the issuance will not pose a significant impact on the community;*
  - (b) *Council comments on the prescribed criteria (set out in Section 53 of the Liquor Control and Licensing Regulations) are as follows:*
    - (i) *The potential for additional noise and traffic in the area was considered;*
    - (ii) *The impact on the community was assessed through a community consultation process; and*
    - (iii) *Given that there has been no history of non-compliance with the operation, the endorsement to permit a brewery lounge under the Brewery Licence should not change the*

## General Purposes Committee

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*establishment so that it is operated in a manner that is contrary to its primary purpose as a Brewery;*

(c) *As the operation of a brewery lounge may affect nearby residents, the City gathered the view of residents as follows:*

(i) *Property owners and businesses within a 50 metre radius of the subject property were contacted by letter detailing the application and provided instructions on how community comments or concerns could be submitted; and*

(ii) *Signage was posted at the subject property and three public notices were published in a local newspaper. The signage and notice provided information on the application and instructions on how community comments or concerns could be submitted; and*

(d) *Council's comments and recommendations respecting the views of the residents are as follows:*

(i) *That based on the number of letters sent and the lack of response received from all public notifications, Council considers that the amendment is acceptable to the majority of the residents in the area and the community.*

**CARRIED**

### 3. **REQUEST FOR APPROVAL OF 5 YEAR SOFTWARE UPDATE LICENSE & SUPPORT SERVICES CONTRACT WITH ORACLE CANADA ULC**

(File Ref. No. 04-1300-01) (REDMS No. 4945394 v. 5)

In response to questions from Committee, Grant Fengstad, Director, Information Technology confirmed that payment for services would be made annually.

It was moved and seconded

(1) *That the City enter into a five year software licensing and support services contract with Oracle Canada for the Peoplesoft Financial System and the Peoplesoft Human Capital Management System for a total of \$1,600,200; and*

(2) *That the Chief Administrative Officer and the General Manager, Finance and Corporate Services be authorized to negotiate and execute the software licensing and support services contract with Oracle Canada.*

**CARRIED**

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**ADJOURNMENT**

It was moved and seconded

*That the meeting adjourn (4:05 p.m.)*

**CARRIED**

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 Monday, March 21, 2016.

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Mayor Malcolm D. Brodie  
Chair

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Carrie Peacock  
Recording Secretary



# City of Richmond

## Report to Committee

**To:** General Purposes Committee

**Date:** March 30, 2016

**From:** Jerry Chong  
Director, Finance

**File:** 03-0900-01/2015-Vol  
01

**Re:** Credit Card Payment Service Fee Bylaw No. 9536

### Staff Recommendation

That:

1. The City accept credit card payments for online property tax and online utility payments as a pilot project effective August 1, 2016.
2. The City charge a service fee of 1.75% for online property tax and online utility payments to recover the credit card fees, and that the rate setting be revisited at the completion of the pilot project.
3. The Credit Card Payment Service Fee Bylaw No. 9536 be introduced and be given first, second and third readings.
4. The City's 2016 Capital Budget be amended to include the Tempest Application Project in the amount of \$100,000 and the 5-Year Financial Plan (2016-2020) be amended accordingly.

Jerry Chong  
Director, Finance  
(604-276-4064)

REPORT CONCURRENCE		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Finance Department	<input checked="" type="checkbox"/>	
Law	<input checked="" type="checkbox"/>	
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> DW	<b>APPROVED BY CAO</b> 

## **Staff Report**

### **Origin**

The City has been utilizing ePost, an online bill delivery service offered by Canada Post, since 2002 to deliver property tax and utility bills to customers who registered to receive their property tax and utility bills online. As an incentive to switching to paperless transactions, the City's ePost customers were offered the option of paying by credit card through ePost.

There are currently 3,799 and 2,773 customer accounts subscribed for the City's property tax and utility ePost service respectively.

Due to the end of support of ePost by the City's property tax and utility software application (Tempest) in its upcoming system upgrade, the City's current arrangement with ePost will be terminated before the end of 2016.

The purpose of this report is to explain the implications of the termination of ePost services and to propose alternatives for the services currently offered by ePost.

### **Findings of Fact**

- Paperless billing is becoming a widely acceptable means of bill delivery. Most major players in the utility and telecommunication industries are going paperless due to its efficiency (saves time and provides 24/7 accessibility), sustainability (saves trees and energy) and security (traditional paper mail is more prone to be intercepted or comprised).
- The electronic billing option is preferred by those customers that do not wish to receive their bills in the mail.
- An increasing number of city services are transacted electronically due to its convenience. Some of the services currently offered under the City's E-Services include applying for electronic home owner grant, paying for parking tickets and dog license renewals, renewing of business licence, registering for recreational programs and booking for facilities.
- Currently, customers also have an option to receive property tax and utility bills electronically by registering on "My Property Accounts" on the City's website.
- Continuing to offer property tax and utility customers with the electronic billing and electronic payment options are in line with the City's Digital Strategy, where a secured and integrated customer experience is provided to our constituents in an e-Commerce environment.
- The City is subject to credit card fees that vary between 1.30% and 2.60% for accepting online credit card property tax and utility payments.
- The City currently incurs \$175,000 annually in credit card fees for accepting online credit card payments through ePost for property tax and utility payments. (approximately \$10 million in property tax and utility payments are paid through credit card via ePost annually)
- For certain services, such as property tax payments the City collects on behalf of other agencies (about 50% of the property tax bill), when such payment is made by credit cards, any credit card charges associated with these third party payments are borne by the City and are non-recoverable from these outside agencies.



- Credit card fees are funded from the tax base, meaning credit card users are subsidized by non-credit card users.
- The City does not accept credit card payment in person.

### **Analysis**

The termination of ePost services has the following two implications, which will be further discussed in the sections below.

- i) Subscribers to ePost will no longer be receiving their property tax and/or utility bills electronically.
- ii) The option to pay by credit card online through ePost will no longer be available.

### E-Billing

An alternative e-billing option is currently available through “My Property Accounts” on the City’s website. Customers who were signed up with ePost and would like to continue to receive their bills electronically could do so by registering their property tax and/or utility accounts online.

The availability of e-billings through “My Property Accounts” will ensure that there will be no change in the level of available e-billing service offered to our property tax and utility customers.

### Pay by Credit Card

Despite the popularity of using credit cards as a payment method, it has always been a challenge for non-profit agencies, governments and regulated entities to accept credit card payments due to the high credit card fees associated with accepting them in a not-for-profit operating environment.

As a general best practice, municipalities do not accept credit card for property tax and utility payments due to the potential credit card fees associated with accepting these high dollar value payment items. To promote online payments, municipalities encourage their customers to pay their property tax and utility bills using online banking or bill payment option (i.e. pay directly from the customer’s bank account) offered by the financial institutions that the customers bank with.

A few municipalities (as well as certain rate regulated entities such as BC Hydro) accept credit card bill payments through third party providers. This is an arrangement where customers are routed to the third party’s website in making their payments by credit cards, where they will be charged the original bill amount plus a service fee of between 2.0% to 3.0% as determined by the third party providers. Credit card payments will be processed and received by the third party provider, after which funds will be remitted back to the municipality from the third party provider. This outsourcing model, though available, is not typically endorsed by municipalities as the reliability of these providers are unknown and doing such will cause the municipalities to lose direct control over the security of payments received from the customers.

Considering the above factors such as general practices, customers' preferences, and payment security, the following are the alternatives that the City can consider with regards to accepting credit cards as a payment option for property tax and utility payments.

***Alternative #1: Do not accept credit card payments***

This option is consistent with the general practice of other cities in the Lower Mainland. Customers will be able pay at the bank/credit union, through online banking, over the phone, by drop boxes at City Hall, or pay in person by cash, cheque or debit card.

By not accepting credit cards for property tax and utility payments, the City will realize savings of at least \$175,000 annually (based on current program with ePost).

***Alternative #2: Accept credit card for online property tax and utility payments, with a 1.75% service fee (Recommended)***

Effective May 25, 2015, Visa Card released a new Visa Core Rule (rule 5.6.3.1) that allows Canadian merchants in permitted categories to impose a surcharge/convenience fee ("service fee") of up to 1.75% on credit card sales that are paid online. Some of these permitted categories that are relevant to the City include property tax payments and utilities. MasterCard also has a rule that allows for a convenience fee in an online environment.

Staff are proposing that a credit card service fee of 1.75% (as proposed in the attached Credit Card Payment Service Fee Bylaw No. 9536) be charged to customers who choose to pay their property tax and utility payments online. (e.g. to pay a \$2,000 property tax bill with a credit card online, the customer will be charged a service fee of \$35, for a total of \$2,035)

A credit card service fee of 1.75% is proposed because:

- Based on the City's credit card transaction history through ePost, the City is subject to credit card fees that vary between 1.30% and 2.60% for property tax and utility payments.
- There is a wide range of credit card fees (i.e. 1.30% to 2.60%) because transactions are assessed based on card types. Credit cards with minimal or standard rewards features ("standard cards") will be assessed at a lower credit card fee rate while credit cards with premium rewards and benefits ("premium cards") will be assessed at a higher rate.
- Various levels of sensitivity analysis were performed by staff to ensure that the 1.75% proposed credit card service fee is justifiable.
- Based on the projected credit card mix (50% standard cards and 50% premium cards), it is estimated that the City will be able to accept online payments for property tax and utility on a break-even basis with a service fee of 1.75%.
- In the worst case scenario where 100% of the online payments are paid by premium cards and the credit card fees average 2.25%, the City would have to incur a net cost of \$5,000 ( $2.25\% - 1.75\% = 0.50\%$ ) for every \$1,000,000 in payments received. This net cost would be justifiable as the acceptance of credit card payments would continue to provide flexibility to property tax and utility customers and would result in cost savings in the areas such as staff time serving the customers in person, cash handling time, insufficient funds, risk of error, etc.



***Alternative #3: Accept credit card payments for property tax and utility payments, without a service fee***

Every \$10,000,000 in property tax and utility payments that the City receives through credit cards will cost the City approximately \$175,000 in credit card fees.

By more widely accepting credit card payments (which is often a preferred option for customers due to the rewards associated with using credit cards), it will be very costly for the City and will result in tax impact as such fees will need to be funded from property taxes.

In addition, the City collects approximately \$190 million per year on behalf of other agencies and the credit card fees associated with these payments would be borne by the City as they are not recoverable from these agencies.

Based on the following evaluation criteria and analysis, staff are recommending Alternative #2 in accepting credit card for online property tax and utility payments with a service fee.

<b>Evaluation Criteria</b>	<b><u>Alternative #1</u> Do Not Accept Credit Card</b>	<b><u>Alternative #2</u> Accept Credit Card with Service Fee (Recommended)</b>	<b><u>Alternative #3</u> Accept Credit Card without Service Fee</b>
Enhances customer service (at a minimum, current level of service should be maintained)	x	✓	✓
Aligns with City's Digital Strategy in providing an integrated customer experience in an e-Commerce environment	x	✓	✓
Results in cost savings to the City	✓	✓	x
Aligns with Council Term Goal in ensuring that strategic financial opportunities are optimized	x	✓	x

By shifting the credit card fees back to the credit card users, the recommended Alternative #2 is deemed to be beneficial to both the customers and the City due to the fairness, convenience and flexibility it can bring to both parties.

**Benefits for the customers**

- Property tax and utility customers will be able to pay their bills conveniently in the comfort of their own home or business, thus avoiding wait times at City Hall or at the banks.
- Credit card users enjoy the benefit of interest-free payment from the time of purchase to the end of the credit card's billing period.



- Credit card users receive rewards and benefits through the credit card program offered by their banks.
- Those customers that do not pay by credit card will not need to subsidize the credit card users through property taxes, thus user-pay principle is applied.

#### Benefits for the City

- Cost savings on credit card fees (fees paid by credit card users).
- No risks of poor creditworthiness of customers or insufficient funds.
- Reduced cash on hand, thus reducing risks associated with handling large sums of cash.
- Reduced cash handling time and costs (such as costs associated with counting cash at the end of the day and armoured transport etc.)
- By abiding to the card brand rules (i.e. Visa and MasterCard rules), the City would be able to continue to conduct in accordance with our merchant operating agreement on a cost neutral basis for accepting credit card online payments for property tax and utility, while offering our property tax and utility payers the convenience of the online credit card payment option.
- If this recommendation is accepted by Council, Richmond will be the first municipality in the Lower Mainland that accepts and administers credit card payments for online property tax and utility payments through its municipal website.

The amended credit card regulations provide this special exemption for the City to charge a service fee only for online property tax and utility payments. Under the operating rules of the credit card brands, the City will not be able to impose such service fee for in-person credit card payments. Therefore, this recommended credit card acceptance with a service fee is only applicable to online property tax and utility payments through the City's website. The City will continue not to accept credit card property tax and utility payments in person.

This recommended approach allows the City to be in full control of online property tax and utility payments received while operating within the card brand rules. Staff is therefore recommending that the proposed user-pay model of online payments (for property tax and utility payments only) be considered by Council.

It is recommended that the proposed model be rolled out as a pilot program, with an effective date of August 1, 2016. Advanced communication (on City's website and on property tax/utility notices) will be made to the public to inform them of the availability of this proposed user-pay online credit card payment option. The communication will ensure that customers will be able to make an informed choice in whether or not to select this as their payment method once it becomes available.

The City's online payment system will be designed to alert customers of the service fees during their online checkout process. Customers will be prompted with the option to cancel their transactions (with service fee separately shown in their shopping cart) before the final charges (with service fees) will be processed onto their credit cards.

Staff will provide an update by mid-2017 to assess the success of the program and determine if the mandated rate of 1.75% is achieving the break-even objective as intended.

If the above recommendation is accepted by Council, the attached Credit Card Payment Service Fee Bylaw No. 9536 will require adoption in order for the City to assess a service fee for online property tax and utility payments.

### **Financial Impact**

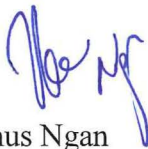
The potential annual savings of accepting credit card online payments under the user-pay model through the City's website is \$175,000 per year.

A one-time initial setup cost of approximately \$100,000 is required in configuring Tempest (City's property tax and utility system) in a manner that is acceptable to the credit card brands.

The proposed funding of \$100,000 will be accommodated by using available funding within the Finance Division's operating budget. The City's 2016 Capital Budget and the 5-Year Financial Plan (2016-2020) will be amended accordingly.

### **Conclusion**

Staff is recommending that credit card acceptance (with a service fee of 1.75%) for the City's property tax and utility online payments be approved as a pilot program effective August 1, 2016. Credit Card Payment Service Fee Bylaw No. 9536 is attached for Council's consideration.



Venus Ngan  
Manager, Treasury & Financial Services  
(604-276-4217)



City of  
Richmond

## Bylaw 9536

### Credit Card Payment Service Fee Bylaw No. 9536

The Council of the City of Richmond enacts as follows:

1. Where a credit card is used to pay for property taxes and utilities through any of the City of Richmond's online payment platforms, a service charge of 1.75% of the final transaction amount, net of all discounts and rebates, shall be assessed and charged to the payor in addition to the final transaction amount.
2. This Bylaw is cited as "Credit Card Payment Service Fee Bylaw No. 9536", and is effective August 1, 2016.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED for content by originating dept.
<i>IN</i>
APPROVED for legality by Solicitor
<i>JS</i>

\_\_\_\_\_  
MAYOR

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



# City of Richmond

## Report to Committee

**To:** General Purposes Committee

**Date:** March 30, 2016

**From:** John Irving, P.Eng. MPA  
Director, Engineering

**File:** 10-6125-07-01/2016-Vol  
01

**Re:** Improved Energy Efficiency In District Energy Connected Buildings

### Staff Recommendation

That Richmond Zoning Bylaw 8500, Amendment Bylaw 9531 be introduced and given first reading.

John Irving, P.Eng. MPA  
Director, Engineering  
(604-276-4140)

Att. 2

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



March 30, 2016

## Staff Report

### Origin

This report supports Council's 2014-2018 Term Goal #4 Leadership in Sustainability:

*Continue advancement of the City's sustainability framework and initiatives to improve the short and long term livability of our City, and that maintain Richmond's position as a leader in sustainable programs, practices and innovations.*

- 4.1. *Continued implementation of the sustainability framework.*
- 4.2. *Innovative projects and initiatives to advance sustainability.*

### Background

In consultation with the City's consultants and local developers, staff have identified an opportunity to improve energy efficiency in district energy (DE) connected buildings within the City Centre Area. Improvements in energy efficiency can be achieved based on the type of mechanical heating and cooling system installed in the building. Developers have been installing water source heat pumps (WSHPs) to extract and transfer heat into buildings through the district energy system. Although water source heat pumps are cheaper to install, they operate vapour compressors in heating mode, which requires greater electricity use than other technologies and are therefore less energy efficient.

The proposed zoning bylaw amendment would provide a floor area ratio (FAR) exemption to allow developers to install more energy efficient equipment without adversely affecting their sellable area. This report summarizes the analysis and industry consultation and presents the proposed zoning amendment bylaw for Council's consideration.

### Analysis

#### Energy Savings and Occupant Comfort

WSHPs use vapour compressors during heating mode, which require increased electricity usage compared to other technologies. Based on analysis completed by staff, installation of alternative technologies such as hybrid heat pumps, four-pipe fan coil and radiant heaters, could reduce electricity costs for the occupant of an average sized unit by approximately \$138 annually. In a development with 300 units, total savings for all occupants could reach a combined \$41,400 annually. Since other technologies do not use vapour compressors in heating mode, they are also quieter than WSHPs, increasing occupant comfort.

The major factor preventing developers from installing alternative technologies and realizing the above benefits is the higher installation cost. While operating costs are reduced, there is an initial capital cost premium to install these alternative technologies, estimated at approximately 18% over the cost of WSHPs.

March 30, 2016

### Proposed Floor Area Ratio Exemption

The proposed zoning bylaw amendment would provide a FAR exemption of 1 m<sup>2</sup> (11 ft<sup>2</sup>) per dwelling unit that contains alternative (more energy efficient) district energy compatible heating equipment in-building. Based on a typical development connected to the district energy system in Richmond (approximately 323,000 ft<sup>2</sup> of floor area with 300 units), this would result in approximately 3,300 ft<sup>2</sup> of exempted sellable floor area for the developer.

### Stakeholder Consultation

City staff consulted local developers throughout the technical analysis process. Staff met with UDI representatives in April 2015 and again in March 2016. In addition, a memorandum (Attachment 1) clarifying the proposed amendment to the Zoning Bylaw has been distributed to the stakeholder group for review and comment. The stakeholder group was supportive of the proposed FAR exemption and the only question posed was whether this exemption would apply to developments within the City owned district energy systems only. Staff indicated that there are currently no privately owned district energy systems within City regulated DE service areas.

### **Recommended Zoning Bylaw Amendment (Bylaw 9531)**

The proposed amendment to Zoning Bylaw 8500 will insert a FAR exemption into the General Development Regulations of 1 m<sup>2</sup> per dwelling unit for units that contain heating equipment, where vapour compressors are not being used to deliver heating in buildings committed to connect to a district energy system. The proposed bylaw amendment encourages the installation of more energy efficient technologies without affecting sealable floor area for the developer. It is also expected to reduce energy cost and increase comfort for the occupant.

### **Financial Impact**

None.

### **Conclusion**

The proposed bylaw amendment would provide a floor area exemption to developments that are committed to connecting to district energy in City Centre, and install more efficient in-building mechanical equipment. It is recommended that Richmond Zoning Bylaw No. 8500 Amendment Bylaw 9531 be introduced and given first, second and third reading.

  
Alen Postolka  
Manager, District Energy  
(604-276-4283)

- Att. 1: Richmond Zoning Bylaw 8500, Amendment Bylaw 9531  
2: Memo to Urban Development Institute (UDI)



# City of Richmond

## Bylaw 9531

### Richmond Zoning Bylaw 8500, Amendment Bylaw 9531

The Council of the City of Richmond, in open meeting assembled, enacts as follows:

1. Richmond Zoning Bylaw 8500, as amended, is further amended, as follows:
2. (a) by adding the following as section 4.19:
 

“4.19 District Energy

4.19.1 Notwithstanding a provision for **floor area ratio** established in a **zone**:

  - a) if a **dwelling unit** contains mechanical, heating, ventilation and air conditioning equipment where a **vapour compressor** is not being used to provide heating; and
  - b) if for which **dwelling unit** the owner has entered into a written agreement with the **City** to connect to the **district energy utility**;

then 1 m<sup>2</sup> is exempted from the **floor area ratio** calculation for that **dwelling unit**.”
3. (b) by adding, in the proper alphabetical order, the following definitions to section 3.4:
 

“**District Energy Utility** means the **City** owned district energy utility system for the generation, storage, transmission, and distribution of energy for heating and cooling of space and water at any designated property within the service area;

**Vapour Compressor** means equipment using liquid refrigerant as the medium which draws heat from a source and subsequently rejects that heat into the conditioned space.”
4. This Bylaw may be cited as “Richmond Zoning Bylaw 8500, Amendment Bylaw 9531”



FIRST READING

PUBLIC HEARING

SECOND READING

THIRD READING

ADOPTED

\_\_\_\_\_  
MAYOR

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CORPORATE OFFICER

CITY OF RICHMOND
APPROVED by 
APPROVED by Director or Solicitor 





# City of Richmond

6911 No. 3 Road,  
Richmond, BC V6Y 2C1  
www.richmond.ca

March 22, 2016  
File: 10-6125-07-01/2016-Vol 01

Engineering  
Telephone: 604-276-4289  
Fax: 604-276-4197

Mr. Jeff Fisher  
Urban Development Institute  
Suite 200 - 602 West Hastings Street  
Vancouver, BC V6B 1P2

Dear Mr. Fisher:

**Re: District Energy Equipment Floor Area Ratio Exemption**

In April 2015, City staff met with Urban Development Institute (UDI) members where a representative from Trane Canada provided a presentation comparing a range of different in-building mechanical systems that can use energy from the district energy system. The representative compared the installation cost, energy consumption, impacts on occupant comfort, noise impacts and other aspects of different technologies. During discussion between UDI members and City staff following the presentation, UDI members suggested that the City should consider a possibility to provide a FAR exemption for developments that utilize technology that does not use vapour compressors to deliver heating, in order to offset initial higher installation cost to developers.


Water source heat pumps (WSHPs) are frequently used by developers in the Richmond City Centre area due to their relatively lower cost compared to other technologies. However, WSHPs can use only approximately 80% of the District Energy Utility (DEU) energy for space heating and for the remaining energy they have to use electricity (to run the vapour compressors). Other technologies, such as hybrid heat pump, hydronic perimeter heater and 4-pipe fan coil system, do not need to use electricity to provide space heating, which reduces overall heating energy cost to the user.


City staff are bringing forward a zoning bylaw amendment to Council for consideration that will provide a FAR exemption of up to 1 m<sup>2</sup> of floor space for buildings which are not using vapour compressors in heating mode and commit to connect to the district energy system. Based on a typical development in Richmond with two towers (29,700 m<sup>2</sup> of gross floor area and 293 units) this would result in approximately 225 m<sup>2</sup> of additional sellable space for the developer. At the same time, the owner of a 100 m<sup>2</sup> unit in this building would save approximately \$138 in electricity costs annually. Other benefits of the proposed bylaw amendment include:

- Marketability as a more efficient building
- Increased occupant comfort (no compressor noise)
- Compliance with the Oval Village District Energy Utility Bylaw requirement to use 100% of the annual space heating energy from the DEU

Staff are planning to bring forward the bylaw amendment to Council for consideration at General Purposes Committee on April 18, 2016. We are seeking feedback from UDI members prior to April 4, 2016.

For further information please contact Alen Postolka at [apostolka@richmond.ca](mailto:apostolka@richmond.ca) or 604-276-4283 or Steven De Sousa at [sdesousa@richmond.ca](mailto:sdesousa@richmond.ca) or 604 204 8529.

  
Alen Postolka, P. Eng., CP, CEM  
Manager, District Energy

  
Steven De Sousa  
Corporate Support

AP:kdl



# City of Richmond

## Report to Committee

**To:** General Purposes Committee

**Date:** March 30, 2016


**From:** Victor Wei, P. Eng.  
Director, Transportation

**File:** 01-0154-03/2016-Vol  
01

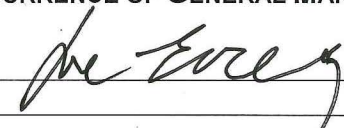
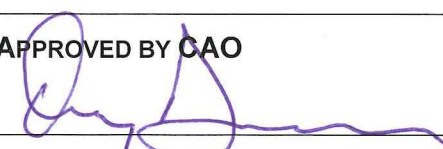
**Re:** Federal Funding for Mayors' Council's 10-Year Plan for Regional  
Transportation Investments Shovel-Ready Projects

### Staff Recommendation

That the staff report titled "Federal Funding for Mayors' Council's 10-Year Plan for Regional Transportation Investments Shovel-Ready Projects" dated March 30, 2016 from the Director of Transportation be received for information.

  
Victor Wei, P. Eng.  
Director, Transportation  
(604-276-4131)

Att. 1

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER 	
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: DW
APPROVED BY CAO 	

## Staff Report

### Origin

On March 22, 2016 the Federal Minister of Finance Bill Morneau tabled the Federal Government's 2016 budget, *Growing The Middle Class* (the Budget) which is described by the Federal Government as a plan intended to take important steps to revitalize the Canadian economy and lay the groundwork for economic growth as well as deliver changes to the middle class.

As part of this Budget, \$370 million is committed to fund "shovel-ready" projects from the Mayors Council 10-Year Plan for Regional Transportation Investments in Metro Vancouver region.

This report presents an overview of the Budget's New Infrastructure Plan and funding allocated for these "shovel-ready" projects and the expected upcoming process to secure further federal funding towards the remaining components of the Mayors' 10-Year Plan.

### Analysis

The 2016 Budget has assigned \$11.9 billion to overall infrastructure investment over the next five years, divided between public transit, social housing and green initiatives. To improve and expand public transit systems across Canada, the Budget proposes to invest \$3.4 billion nationwide in public transit over three years.

#### Canada's New Public Transit Infrastructure Fund

The Government's infrastructure plan proposes to upgrade and improve public transit systems across Canada, starting in 2016-17. Funding is to be provided through a new Public Transit Infrastructure Fund.

The Budget will allocate transit funding under the program to the provinces based on ridership level. BC's proportionate share (13.63%) of the allocated \$3.4 billion dollars over three years is \$460.5 million. This includes \$370 million for public transit projects in Metro Vancouver region.

Budget 2016 does not provide details on the specific projects, but rather lists the following as potential candidate projects:

- Upgrades to subway tracks, bridges, signals and switches for the Montreal Metro;
- Fleet replacement, including the purchase of new subway cars, low-floor buses, and street cars by the Toronto Transit Commission; and
- Accelerated design, implementation and construction work for new large-scale projects, such as new light rail transit lines in Greater Vancouver and Ottawa.



Mayors' Council 10-Year Regional Transportation Investment Plan

On June 12, 2014, the Mayors' Council on Regional Transportation (Mayor's Council) approved *Regional Transportation Investments: A Vision for Metro Vancouver*, which outlined a plan for transportation improvements for the region as well as an investment and implementation plan for the next 10 years (the Plan). The overall summary of projects for the region identified for the next ten years of investments are illustrated in Attachment 1 which is an excerpt from the above 2014 Plan. The costs of the projects are now being updated to reflect inflation and new information resulted from more detailed technical assessment of project scope.

The major transit components of the 10-Year Plan for the region are:

- A new rapid transit line along Vancouver's Broadway corridor from VCC-Clark to Arbutus Street.
- Three new light rapid transit lines in Surrey and the Langleys that will be phased in along 104<sup>th</sup> Avenue, King George Boulevard and Fraser Highway
- Upgrades to existing rapid transit lines including Canada Line
- New and upgraded transit exchange facilities
- 11 new B-Line rapid bus service
- Region-wide transit service improvements, including frequent bus and SeaBus services, new bus coverage areas and additional NightBus and HandyDART service hours.

The Federal Budget indicates the initial \$370 million for upgrades and improved public transit in Metro Vancouver as a down payment. With this initial funding, it is anticipated that the work on implementing the Mayors' Council "shovel ready" projects identified in the Plan can begin immediately. While the details of the "shovel ready" projects will still need to be determined and approved by the Mayors' Council, potential Richmond related projects may include:

- Canada Line capacity improvements
- Initial planning for new rapid bus service to Metrotown
- Bus service expansion
- Road, cycling and pedestrian improvements

In addition to the new funding announced in Budget 2016, the Government has committed to contribute up to 50% of funding of transit project construction costs, replacing the current one-third model. Additional Federal spending commitments will be required to fund the remaining 10-Year Plan Improvements. This will necessitate further discussions with the Federal Government and future submissions to the Federal funding programs by TransLink/Mayors' Council.

Staff will continue to liaise with Translink staff regarding transit service in Richmond and more specifically the allocation of the \$370 million Federal funding towards the short term items identified above.

### **Financial Impact**

None.

### **Conclusion**

The initial \$370 million funding is a significantly positive step towards securing the necessary senior government funding to implement the Mayors' Council 10-Year Transit and Transportation Plan. Staff will continue to work with staff of Mayors' Council and TransLink to determine the details of the "Shovel Ready" projects, especially for Richmond, and help pursue further senior government funding to achieve full implementation of the 10-Year Plan. The outcome of this work will be reported further to Council.



Sonali Hingorani, P.Eng.  
Transportation Engineer  
(604-276-4049)

SH:sh

Att. 1: Mayors' Council Regional Transportation Investments (2014) - Summary of Investments

## Attachment 1

## REGIONAL TRANSPORTATION INVESTMENTS

## DERIVING THE VISION: TIMING AND COST

Table 2: SUMMARY OF INVESTMENTS AND ANNUALIZED NET COST

INVESTMENT AREA	DESCRIPTION	ESTIMATED ANNUALIZED NET COST TO THE REGION (2015 \$)
<b>TRANSIT</b>		
B-Line or Better Investment	11 B-Lines	\$28 million
Other Bus Transit Service	Approx. 25% service hour increase over today, including more frequent bus and SeaBus service, new coverage areas, and additional HandyDART and NightBus service; new depot to serve bus fleet growth (including B-Lines)	\$59 million
Transit Facilities	13 new facilities to support expanded transit service	\$4 million
Upgrades to Existing Rapid Transit	Fleet, station, and system upgrades for Expo, Millennium, and Canada Lines and West Coast Express	\$75 million
Surrey Rapid Transit	LRT: 104 Avenue and King George Boulevard	\$83 million
	LRT: Fraser Highway	
Broadway Rapid Transit	Rapid transit along Vancouver's Broadway corridor to Arbutus	\$43 million
<b>ROAD INVESTMENT</b>		
Pattullo Bridge	Replacement of Pattullo Bridge	Cost of Pattullo replacement is offset by user fees and provincial contribution to debt service cost
Major Road Network (MRN)	Capital for minor MRN upgrades, allowance for MRN additions, increased funding for operations, maintenance and rehabilitation	\$36 million
<b>CYCLING</b>	Program funding for cycling routes and bicycle parking	\$13 million
<b>WALKING ACCESS TO TRANSIT</b>	Funding to support pedestrian access to transit	\$3 million
<b>SYSTEM MANAGEMENT</b>	Expanded demand management programs (e.g. information, incentives, and integrated payments)	\$11 million
	Investment in transit priority (e.g. B-Line or Better)	\$7 million

Note: New regional funding would respond to the net costs of operating and financing new investments — after accounting for partner government contributions and user revenues (fares, tolls). Estimated annualized net cost to the region is the approximate amount of additional annual revenue ultimately required to deliver, operate, and maintain each project or category of investment. The figure reflects annual costs following full implementation of each project/program. Total revenue requirements include other costs associated with an expanding and aging system, for example additional costs associated with maintaining the system in a state of good repair.





# City of Richmond

## Report to Committee

**To:** General Purposes Committee  
**From:** Cathryn Volkering Carlile  
General Manager, Community Services  
**Re:** Federal Minister for Seniors and Aging

**Date:** March 30, 2016  
**File:** 07-3400-01/2016-Vol  
01

### Staff Recommendation

1. That a letter be written to the Federal Government respectfully requesting that consideration be given to appointing a Minister for Seniors and Aging; and
2. That copies of the letter be forwarded to Richmond's Members of Parliament.

*Cathryn Volkering Carlile*

Cathryn Volkering Carlile  
General Manager, Community Services

Att. 1

REPORT CONCURRENCE		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Intergovernmental Relations & Protocol Unit	<input checked="" type="checkbox"/>	<i>Cathryn Volkering Carlile</i>
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b> <i>DW</i>	<b>APPROVED BY CAO</b> <i>[Signature]</i>



## Staff Report

### Origin

At the Richmond Seniors Advisory Committee (RSAC) January 13, 2016 meeting, the topic of the need for a Minister of Seniors was discussed and it was resolved:

*That the Richmond Seniors Advisory Committee submit a letter to City Council proposing that the Federal Government appoint a Minister for Seniors.*

The RSAC subsequently sent a letter to Council (Attachment 1) with this request. The purpose of this report is to present the letter and attached information to Council for consideration.

This report supports Council's 2014-2018 Term Goal #5 Partnerships and Collaboration:

*5.1. Advancement of City priorities through strong intergovernmental relationships.*

This report also supports the Social Development Strategy Action 41:

*Develop and maintain strong networks and communication channels with senior government partners to seek their policy and financial assistance in addressing Richmond social issues.*

### Analysis

In announcing the Federal Ministry appointments in November 2015, Prime Minister Justin Trudeau, unlike his predecessor, did not appoint a single Minister responsible for Seniors. In announcing Ministers and their mandates, Prime Minister Trudeau indicated that all Ministers were to be of equal rank, hence no Ministers of State were appointed.

While no ministries were given oversight of seniors concerns, the Ministerial Mandate letters, made public for the first time, indicated that many include directives to address such matters. While advocacy organizations have acknowledged that many of these directives will benefit senior citizens, the lack of an oversight Ministry has caused concern. For example, the Council of Senior Citizens' Organizations of BC (COSCO) is working with the National Pensioners Federation to prepare a Seniors Ministry proposal. The COSCO position was discussed at the RSAC January meeting, and a sub-committee was established to research how the Federal Government was planning to address seniors concerns. Relevant excerpts from Ministry Mandate letters are included in Attachment 1.

Staff support the RSAC request. Given that 12 Ministries are involved in delivering mandates related to seniors issues, the range and complexity of these issues, and the significant growth in the seniors population anticipated in coming years, a devoted Ministry would provide needed focus to this substantive body of work. A Minister responsible for Seniors and Aging would provide oversight, coordination and profile to these undertakings. A dedicated Ministry would also provide seniors with a single point of contact in a complex, wide-ranging bureaucracy, thus improving communication channels between legislators and the public they are seeking to serve.

### **Financial Impact**

There is no financial impact.

### **Conclusion**

The RSAC is requesting advocacy to the Federal Government for a Minister Responsible for Seniors and Aging. Given the range and significance of seniors issues to be addressed by the Federal Government through a number of Ministries, as outlined in Attachment 1, staff support the RSAC request. A coordinated, concerted approach to supporting and monitoring the progress of these substantive undertakings through parliament, as well as a single point of contact for seniors, is required to ensure the best possible outcomes for Canadians at all stages of the aging process.

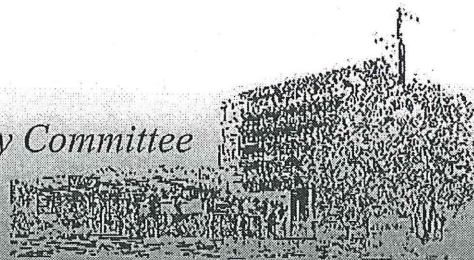


Lesley Sherlock  
Planner 2  
(604-276-4220)

Att. 1: Richmond Seniors Advisory Committee Letter, "Federal Minister for Seniors and Aging", March 9, 2016.



*Richmond Seniors Advisory Committee*  
Serving Richmond since 1991



March 9, 2016

Richmond City Council  
6911 No. 3 Road  
Richmond, BC V6Y 2C1

Dear Mayor and Councillors:

**Re: Federal Minister for Seniors and Aging**

At the January 13, 2016 meeting of the Richmond Seniors Advisory Committee (RSAC), it was moved:

*"That the Richmond Seniors Advisory Committee submits a letter to City Council proposing that the Federal Government appoint a Minister for Seniors".*

Following the change in government in October 2015, Prime Minister Justin Trudeau selected a Cabinet and issued mandate letters to the thirty-one Cabinet Ministers. The Prime Minister also decided that there would be no Ministers of State and that all his Ministers would be of equal rank.

Many of these mandate letters include responsibilities that directly affect seniors. Extracts from the relevant letters are attached and parts relating to seniors and aging issues have been highlighted.

Projections over the last many years continue to clearly show that seniors are rapidly becoming a significant and growing proportion of the Canadian population. Seniors and organizations representing seniors need one point of contact with government, and this is vitally important at the Federal level.

There is an urgent need for a separate Ministry for Seniors to advocate for seniors within the Cabinet, be directly accountable to seniors and organizations representing seniors, conduct policy research, and design and coordinate policies and programs for seniors.

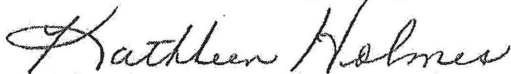
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Richmond City Hall 6911 No. 3 Road, Richmond, BC V6Y 2C1  
Telephone 604 276-4220, Fax 604 276-4052, Email [lshterlock@richmond.ca](mailto:lshterlock@richmond.ca)



The Richmond Seniors Advisory Committee is requesting that Mayor and Council write to the Prime Minister, with copies to all the Premiers and leaders of other Federal and Provincial parties, urging the Prime Minister to appoint a Minister with responsibility for all issues related to seniors and aging.

Thank you for considering this request.

A handwritten signature in cursive script, reading "Kathleen Holmes".

Kathleen Holmes  
*Chair, Richmond Seniors Advisory Committee*

KH:hm  
Att. 1

Federal Government Mandate Letters highlighting items specifically or somewhat related to seniors issues (excerpted by Leslie Gaudette, November 2015)

- Mihychuk: Minister of Employment, Workforce Development and Labour Mandate:
  - Work with the Minister of Finance to improve the income security of lower income seniors living alone by:
    - increasing the Guaranteed Income Supplement (GIS) by ten percent;
    - indexing Old Age Security (OAS) and GIS payments to a new Senior's Price Index;
    - cancelling the increase in age of eligibility for OAS (65 to 67), and
    - working with provinces and territories to ensure adequate and coordinated support programs to address seniors' poverty. - See more at: <http://pm.gc.ca/eng/minister-families-children-and-social-development-mandate-letter#sthash.VHRIOKcs.dpuf>
- Duclos: Minister of Families, Children and Social Development:
  - In your role as Minister responsible for the Canada Mortgage and Housing Corporation, work with the Minister of Infrastructure and Communities to develop a strategy to re-establish the federal government's role in supporting affordable housing, including:
    - prioritizing infrastructure investments in affordable housing and seniors' housing, including finding ways to support the municipal construction of new housing units and refurbishment of existing ones;
    - providing support to municipalities to maintain rent-geared-to-income subsidies in co-ops;
    - providing communities the money they need for Housing First initiatives that help homeless Canadians find stable housing;
    - working with the Minister of Finance to encourage the construction of new affordable rental housing by removing all GST on new capital investments in affordable rental housing;
    - working with the Minister of Finance to modernize the existing Home Buyers' Plan to allow Canadians impacted by sudden and significant life changes to buy a house without tax penalty;
    - working with the Minister of Finance to ensure that the new Canada Infrastructure Bank provides financing to support the construction of new, affordable rental housing; - See more at: <http://pm.gc.ca/eng/minister-families-children-and-social-development-mandate-letter#sthash.VHRIOKcs.dpuf>
- Philpott: Minister of Health No specific mention of a seniors health care plan; nor pharmacare
  - Engage provinces and territories in the development of a new multi-year Health Accord. This accord should include a long term funding agreement. It should also:
    - support the delivery of more and better home care services. This includes more access to high quality in-home caregivers, financial supports for family care, and, when necessary, palliative care;
    - advance pan-Canadian collaboration on health innovation to encourage the adoption of new digital health technology to improve access, increase efficiency and improve outcomes for patients;
    - improve access to necessary prescription medications. This will include joining with provincial and territorial governments to buy drugs in bulk, reducing the cost Canadian governments pay for these drugs, making them more affordable for Canadians, and exploring the need for a national formulary;
    - and make high quality mental health services more available to Canadians who need them. - See more at: <http://pm.gc.ca/eng/minister-health-mandate-letter#sthash.QurEhFqp.dpuf> **note: this could include dementia**
- Momeau, Finance:
  - Meet with your provincial and territorial colleagues at your earliest opportunity to begin a process to enhance the Canada Pension Plan to provide more income security to Canadians when they retire. - See more at: <http://pm.gc.ca/eng/minister-finance-mandate-letter#sthash.JbZzSCx5.dpuf>
- Garneau, Transport:
  - Work with the Minister of Infrastructure and Communities, who will have the lead, and in consultation with provincial and territorial governments as well as municipalities, to develop and implement an Infrastructure Strategy which will see significant investments made to improve public transit infrastructure and green infrastructure. The Strategy should also improve access to, and governance of, existing infrastructure programs, increase data collection capacity, promote better asset management of infrastructure in Canada and provide better supports for local communities. - See more at: <http://pm.gc.ca/eng/minister-transport-mandate-letter#sthash.MSovf8FH.dpuf>
- Wilson-Raybould: Justice:
  - Lead a process, supported by the Minister of Health, to work with provinces and territories to respond to the Supreme Court of Canada decision regarding physician-assisted death.
  - Develop, in collaboration with the Minister of Indigenous and Northern Affairs, and supported by the Minister of Status of Women, an approach to, and a mandate for, an inquiry into murdered and missing Indigenous women and girls in Canada, including the identification of a lead Minister. - See more at: <http://pm.gc.ca/eng/minister-justice-and-attorney-general-canada-mandate-letter#sthash.CukeNWn5.dpuf>

- Sajjan, National Defence:
  - Work with the Minister of Veterans Affairs and Associate Minister of National Defence to reduce complexity, overhaul service delivery, and strengthen partnerships between National Defence and Veterans Affairs.
  - Work with the Minister of Veterans Affairs and Associate Minister of National Defence to develop a suicide prevention strategy for Canadian Armed Forces personnel and veterans.
  - Support the Minister of Public Safety and Emergency Preparedness in a review of existing measures to protect Canadians and our critical infrastructure from cyber-threats. - See more at: <http://pm.gc.ca/eng/minister-national-defence-mandate-letter#sthash.bCYzKz8K.dpuf>
- Lebouthillier, National Revenue
  - Ensure that CRA is a client-focused agency that will: proactively contact Canadians who are entitled to, but are not receiving, tax benefits; offer to complete returns for some clients, particularly lower-income Canadians and those on fixed incomes, whose financial situation is unchanged year-to-year; - See more at: <http://pm.gc.ca/eng/minister-national-revenue-mandate-letter#sthash.rvmd7IGI.dpuf>
- Goodale, Public Safety and Emergency Preparedness
  - Enhance compensation benefits for public safety officers who are permanently disabled or killed in the line of duty, including the creation of a compensation benefit for firefighters, police officers, and paramedics.
- Foote, Public Services and Procurement
  - Work with the Minister of Infrastructure and Communities to conduct an inventory of all available federal lands and buildings that could be repurposed for affordable housing in communities. - See more at: <http://pm.gc.ca/eng/minister-public-services-and-procurement-mandate-letter#sthash.GHv58Ihv.dpuf>
- Qualtrough, Sport and Persons with Disabilities
  - Lead an engagement process with provinces, territories, municipalities, and stakeholders that will lead to the passage of a Canadians with Disabilities Act. In this work, you will be supported by the Minister of Families, Children and Social Development. - See more at: <http://pm.gc.ca/eng/minister-sport-and-persons-disabilities-mandate-letter#sthash.GbKDL5I9.dpuf>
- Hehr, Veteran Affairs
  - Re-establish lifelong pensions as an option for our injured veterans, and increase the value of the disability award, while ensuring that every injured veteran has access to financial advice and support so that they can determine the form of compensation that works best for them and their families
  - Expand access to the Permanent Impairment Allowance to better support veterans who have had their career options limited by a service-related illness or injury.
  - Re-open the nine Veterans Affairs service offices recently closed, hire more service delivery staff, and fully implement all of the Auditor General's recommendations on enhancing mental health service delivery to veterans.
  - End the time limit for surviving spouses to apply for vocational rehabilitation and assistance services.
  - Increase the veteran survivor's pension amount from 50 percent to 70 percent.
  - Eliminate the "marriage after 60" clawback clause, so that surviving spouses of veterans receive appropriate pension and health benefits.
  - Double funding to the Last Post Fund to ensure that all veterans receive a dignified burial.
  - Work with the Minister of National Defence to develop a suicide prevention strategy for Canadian Armed Forces personnel and veterans. - See more at: <http://pm.gc.ca/eng/minister-veterans-affairs-and-associate-minister-national-defence-mandate-letter#sthash.QnnCKG2n.dpuf>