



**General Purposes Committee
Electronic Meeting**

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

**Monday, April 4, 2022
4:00 p.m.**

Pg. # ITEM

MINUTES

- GP-5** *Motion to adopt the **minutes** of the meeting of the General Purposes Committee held on March 21, 2022.*



FINANCE AND CORPORATE SERVICES DIVISION

1. **DIGITAL STRATEGY UPDATE - 2022**
(File Ref. No. 04-1300-01) (REDMS No. 6855784)

GP-8

See Page GP-8 for full report

Designated Speaker: Grant Fengstad

STAFF RECOMMENDATION

That the report titled, “Digital Strategy Update - 2022” from the Director of Information Technology be received for information.



2. **PROPOSED ONGOING CITY OF RICHMOND PATIO PROGRAM**
(File Ref. No. 08-4150-01) (REDMS No. 6784481)

GP-41

See Page **GP-41** for full report

Designated Speaker: Katie Ferland

STAFF RECOMMENDATION

- (1) *That the City of Richmond Patio Program, as described in the staff report titled “Proposed Ongoing City of Richmond Patio Program”, dated March 14, 2022, from the General Manager, Community Safety, be approved for implementation;*
- (2) *That Council introduce a new process for issuing patio permits as described in the staff report titled “Proposed Ongoing City of Richmond Patio Program”, from the General Manager, Community Safety, dated March 14, 2022, by giving first, second and third readings to:*
 - (a) *Public Space Patio Regulation Bylaw 10350;*
 - (b) *Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273, Amendment Bylaw No. 10366;*
 - (a) *Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10367; and*
 - (b) *Heritage Procedures Bylaw No. 8400, Amendment Bylaw No. 10363;*
- (3) *That Richmond Official Community Plan Bylaw 7100, Amendment Bylaw No. 10362 be introduced and given first reading;*
- (4) *That Richmond Official Community Plan Bylaw 7100, Amendment Bylaw No. 10362, having been considered in conjunction with:*
 - (a) *the City’s Financial Plan and Capital Program; and*
 - (b) *the Greater Vancouver Regional District Solid Waste and Liquid Waste Management Plans;*

is hereby found to be consistent with said program and plans, in accordance with Section 477(3)(a) of the Local Government Act;

- (5) *That Richmond Official Community Plan Bylaw No. 7100, Amendment Bylaw No. 10362, having been considered in accordance with Section 475 of the Local Government Act and the City's Official Community Plan Bylaw Preparation Consultation Policy 5043, is found not to require further consultation;*
- (6) *That the expiry date for valid Expedited Temporary Outdoor Patio (TOP) Permits be extended to June 1, 2023;*
- (7) *That a letter be sent to the BC Liquor and Cannabis Regulation Branch (LCRB) requesting an extension to existing Temporary Expanded Service Area authorizations in Richmond until June 1, 2023; and*
- (8) *That staff be directed to provide an update in the fall of 2023 to Council regarding implementation of the City of Richmond Patio Program.*



ENGINEERING AND PUBLIC WORKS DIVISION

3. **ACCELERATED FLOOD PROTECTION PROGRAM UPDATE**
(File Ref. No. 10-6060-01) (REDMS No. 6834711)

GP-111

See Page GP-111 for full report

Designated Speaker: Jason Ho

STAFF RECOMMENDATION

That the staff report titled, "Accelerated Flood Protection Program Update", dated March 4, 2022, from the Director, Engineering, be received for information.



LAW AND LEGISLATIVE SERVICES DIVISION

4. **AMENDMENTS TO THE COUNCIL PROCEDURE BYLAW – REMOTE PUBLIC PARTICIPATION**
(File Ref. No. 12-8125-80-14-05) (REDMS No. 6860935)

GP-118

See Page GP-118 for full report

Designated Speaker: Claudia Jesson

STAFF RECOMMENDATION

That Council Procedure Bylaw No. 7560, Amendment Bylaw No. 10373, which introduces amendments relating to the requirement for pre-registration for participation by means of electronic or other communication facilities, be introduced and given first, second and third readings.



COUNCILLOR MICHAEL WOLFE

5. **FOSSIL FUEL NON-PROLIFERATION TREATY**

(File Ref. No.)

RECOMMENDATION

That Council endorse the following resolution to support the call for a global fossil fuel non-proliferation treaty:

- (1) That the City of Richmond support the global call for protecting public health and safety from the risks of fossil fuels, and formally endorse the call for a Fossil Fuel Non-Proliferation Treaty; and*
- (2) That the City of Richmond further our impact and write to the BC Minister for the Environmental and Climate Change Strategy, MLAs for Richmond and the Federal Minister for Environment and Climate Change, MPs for Richmond; and*
- (3) That the City of Richmond communicate our endorsement with the Lower Mainland Local Government Association (LMLGA) and the Union of BC Municipalities (UBCM), in anticipation of their own endorsements, respectively.*



ADJOURNMENT





General Purposes Committee

Date: Monday, March 21, 2022

Place: Council Chambers
Richmond City Hall

Present: Mayor Malcolm D. Brodie, Chair
Councillor Chak Au
Councillor Carol Day (by teleconference)
Councillor Andy Hobbs
Councillor Alexa Loo (by teleconference)
Councillor Bill McNulty
Councillor Linda McPhail (by teleconference)
Councillor Harold Steves (by teleconference)
Councillor Michael Wolfe (by teleconference)

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, 2022, be adopted as circulated.

CARRIED

LAW AND LEGISLATION SERVICES DIVISION

1. **2022 LOCAL GENERAL AND SCHOOL ELECTION
- APPOINTMENT OF CHIEF ELECTION OFFICER AND DEPUTY
CHIEF ELECTION OFFICER**
(File Ref. No. 12-8125-85-18) (REDMS No. 6852969)

It was moved and seconded

(1) That Claudia Jesson be appointed as Chief Election Officer for the 2022 Local General and School Election; and,

General Purposes Committee
Monday, March 21, 2022

- (2) *That Matthew O'Halloran be appointed as Deputy Chief Election Officer for the 2022 Local General and School Election.*

CARRIED

ENGINEERING AND PUBLIC WORKS DIVISION

2. BANNING RODENTICIDE ON CITY-OWNED PROPERTY IN RICHMOND UPDATE

(File Ref. No. 10-6160-06) (REDMS No. 6796110)

It was moved and seconded

That, as described in the staff report titled "Banning Rodenticide on City-owned Property in Richmond Update", dated February 22, 2022, from the Director, Sustainability and District Energy, the City continue the ban of rodenticides on City-owned property in Richmond until January 31, 2024.

The question on the motion was not called as discussion ensued regarding the timeline of the rodenticide ban.

In reply to queries, staff noted that educational information on the matter will be available on the City's website and through various social media outlets.

As a result of the discussion the following motion was introduced:

It was moved and seconded

That the City ban rodenticides on City-owned property in Richmond and that the matter be reviewed in two years.

CARRIED

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (4:10 p.m.).

CARRIED

General Purposes Committee
Monday, March 21, 2022

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, 2022.

Mayor Malcolm D. Brodie
Chair

Lorraine Anderson
Legislative Services Associate



City of Richmond

Report to Committee

To: General Purposes Committee
From: Grant Fengstad
Director, Information Technology
Re: Digital Strategy Update - 2022

Date: March 10, 2022
File: 04-1300-01/2022-Vol
011.

Staff Recommendation

That the report titled, "Digital Strategy Update - 2022" from the Director of Information Technology be received for information.

Grant Fengstad
Director, Information Technology
(604-276-4096)

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Economic Development	<input checked="" type="checkbox"/>	 Acting GM, F&CS
Finance Department	<input checked="" type="checkbox"/>	
Development Applications	<input checked="" type="checkbox"/>	
Business Licensing	<input checked="" type="checkbox"/>	
Building Approvals	<input checked="" type="checkbox"/>	
Recreation Services	<input checked="" type="checkbox"/>	
Roads & Construction	<input checked="" type="checkbox"/>	
Sewerage & Drainage	<input checked="" type="checkbox"/>	
Water Services	<input checked="" type="checkbox"/>	
Emergency Programs	<input checked="" type="checkbox"/>	
Transportation	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

The Digital Strategy originated from the Chief Administrative Officer as a means to ensure that the City of Richmond would be a leader in how technology was leveraged in providing services and capabilities to staff and customers. The strategy was approved by Council on October 13, 2015 and is a framework, which guides the focus on providing products and channels to improve the efficiency and effectiveness of our employees and better serve our residents and the business community. Annually, the City has made significant efforts and achievements in propelling Richmond to be at the forefront of technology, in how we serve our community and support our employees.

The vision of the Digital Strategy is:

- To optimize and integrate business processes which leverage technology innovation to deliver exceptional services.

The goal of the Digital Strategy is:

- To facilitate strategic thinking and better coordination around the innovation and enabling concepts of “Smart City”, with the ultimate goal of embedding digital technology into the City’s operations, information dissemination and communication with the residents and business community.

This report supports Council’s Strategic Plan 2018-2022 Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

1.1 Enhance safety services and strategies to meet community needs.

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

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

1.4 Foster a safe, caring and resilient environment.

This report supports Council’s Strategic Plan 2018-2022 Strategy #3 One Community Together:

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

3.2 Enhance arts and cultural programs and activities.

This report supports Council's Strategic Plan 2018-2022 Strategy #4 An Active and Thriving Richmond:

An active and thriving community characterized by diverse social and wellness programs, services and spaces that foster health and well-being for all.

4.1 Robust, affordable, and accessible sport, recreation, wellness and social programs for people of all ages and abilities.

This report supports Council's Strategic Plan 2018-2022 Strategy #5 Sound Financial Management:

Accountable, transparent, and responsible financial management that supports the needs of the community into the future.

This report supports Council's Strategic Plan 2018-2022 Strategy #7 A Supported Economic Sector:

Facilitate diversified economic growth through innovative and sustainable policies, practices and partnerships.

7.3 Attract businesses to locate in Richmond and support employment and training opportunities in Richmond as we grow.

This report supports Council's Strategic Plan 2018-2022 Strategy #8 An Engaged and Informed Community:

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

8.1 Increased opportunities for public engagement.

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

Analysis

The Digital Strategy identified opportunities with the greatest potential to enhance the City's service delivery and engage meaningfully with Richmond's residents and business community, while creating a framework of principles and objectives to guide technology decisions going forward. Major milestones such as the single profile for customers, digital nervous ecosystem (middleware) and the MyRichmond customer portal, have transformed how the City provides services that not only leverage digital technologies but also promote efficiencies and transparency to our customer.

We provide a theme-based approach that is intuitive and easily identifiable by customers based on:

- My Home (a combined view of home-related information including property tax accounts, utility accounts, garbage and recycling schedules, dog licensing and renewals)
- My Community (access to the program registration and facility booking system for browsing and registering for community services courses as well as searchable access to special events)
- My Business (NEW — this soon to be released function will transform the whole process, creating an easy way for business owners to apply for or renew a business licence and submit materials as part of the application process. Business operators can easily obtain their business licenses by downloading a PDF version that can be easily printed)
- My Permits (in development – digital permitting services to facilitate all gas and plumbing to full building and development applications integrated through MyRichmond and made available through redesigned processes. Staff are currently working on streamlining the application, review and approval processes in an user friendly, optimized digital format to be delivered starting in late 2022)
- My Voice (a tracking system for requesting a service, reporting a problem or submitting feedback online)

While, significant focus has been placed on enhancing the customer experience, we have also enabled the ability for staff who support various business processes to be much more efficient and resilient. Through key foundational technologies implemented through the digital strategy, employees have secure access to systems regardless of their workplace or location. Further enhancement to supporting mobility for employees was implemented using new capabilities such as the Building Inspector Mobile App, the IPS Mobile App for Public Works and of course, remote access services for all employees and applications. Despite the impact of COVID-19, the City found itself to be in an admirable position, as staff were able to easily pivot and continue providing services while in the safety of their home. This seamless transition allowed the delivery of programs and services without interruption, while also realizing cost savings. Enabling remote and hybrid work will also allow the City to maintain its advantageous position in a highly competitive labour market.

Ultimately, all projects within the Digital Strategy focus on the five key strategic directions:

- 1 Extending the Reach of City Online Services
- 2 Expanding the City Connected Architecture
- 3 Extending Mobility for Staff
- 4 Integrating and Connecting City Infrastructure
- 5 Promoting Open and Transparent Government

The “2022 Digital Strategy Status Update” (Attachment 1) contains full detail on the progress of the Richmond Digital Strategy.

Financial Impact

None

Conclusion

The City of Richmond's Digital Strategy continues with excellent progress toward achieving its goals. The focus in 2022 will be on leveraging the foundational work completed through the integration of data from various systems into our data analytics platform. This platform will enable staff to enhance their operational capability while enhancing efficiencies.

A handwritten signature in black ink, appearing to read 'Grant Fengstad', with a long horizontal stroke extending to the right.

Grant Fengstad
Director, Information Technology
(604-276-4096)

GF:gf

Att. 1: Digital Strategy Report - 2022



CITY OF RICHMOND

Digital Strategy

2022 UPDATE



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Executive Summary

Since its inception in 2015, Richmond's Digital Strategy has unfolded and evolved, positively transforming service delivery to the public and staff while providing a host of options for people to access City services that could only be dreamed about when the strategy was originally unveiled.

Richmond's Digital Strategy originated from George Duncan, the Chief Administrative Officer. He envisioned that Richmond would be a national leader and be at the forefront of technology to benefit the City's citizens, businesses and staff. With the support of Council, the focus of the strategy has brought about a host of changes that have been welcomed by residents and businesses eager for flexible, convenient methods of interacting with the City.

The strategy developed as a result of considerable research and exploration and produced a roadmap that has guided the City's technology development for the last six years. Since Council endorsed the strategy and roadmap, the City has built a technologically resilient organization. This has proven especially invaluable over the past two years as the City was able to pivot relatively easily and continued delivering services to taxpayers during the COVID-19 pandemic due to the foresight of implementing key capabilities through the strategy and the focused direction it offered.

This resilience shown during a particularly challenging time has helped Richmond staff carry out their responsibilities seamlessly, enabling them to maintain service levels expected by the community, wherever they happened to be doing their work from at the time.

Similar to the planting of a tree to provide shade for future generations, it's only through the foundational work of projects like the Digital Nervous System, Single Customer Profile, and MyRichmond that the City is able to take advantage of today's opportunities, such as the promise of Data Analytics. The many milestones and achievements described in this report have directly supported the City's vision of being "the most appealing, livable and well-managed community in Canada."

MyRichmond

The backbone of Richmond's public digital presence is MyRichmond, an online portal that was launched in 2018. It provides a single point of access for the community to access programs and services offered by the City. With a 66% increase in the number of user profiles since the pandemic began, there are now more than 101,000 user accounts registered on the portal as of the end of February 2022. The platform provides a range of options from registering for recreation programs or renewing a dog licence to accessing tax accounts.



PILLAR 1: Extending the reach of City online services

Much of the City's focus on extending the reach of its services has centred on making it easier and more convenient for users to access what they need. With members of the community becoming more familiar with relying on MyRichmond to access City services, the City has continued to ensure the safety and security of the digital infrastructure, protecting the privacy and confidentiality of all users. In addition, City staff continue to develop new options for accessing city services, including the implementation of a customer relationship management system that helps staff better support residents and enables business owners to apply and pay for a business license online through a new MyBusiness function.

PILLAR 2: Expanding the Connected City Architecture

The pandemic reinforced the advantages offered from the digital strategy as Richmond residents had the ability to stay digitally connected and this was further enhanced with offerings like free Wi-Fi at 33 public city facilities connected through a private fibre optic network. Over the past two years, all facility networks have been upgraded to continue to meet the accessibility and security needs of our customers. Additional systems have been integrated to enhance Richmond's ability to support staff, including a new recruitment system that supports the City's efforts to attract and recruit the best and brightest.

PILLAR 3: Extending mobility for staff and Council

The early implementation of secure online platforms for staff and Council to remotely access their payroll and other systems, allowed for the seamless transitioning to remote work for some Richmond staff when the pandemic occurred. Webex and then Zoom were integrated into the City's digital infrastructure to support remote access for staff and continues to offer many advantages in comparison to face to face meetings. Real-time communication and access to information for staff working in the field has become essential for providing timely services to residents and businesses. This has been enhanced through system upgrades to existing mobile access points and by expanding the reach of mobile access so these staff essentially have a mobile office with them at all times. The ability to provide flexible work for some staff has resulted in operational savings to the City and could result in future savings through reduction in securing additional real estate for office space, reduction in building maintenance costs through lower occupation rates and greenhouse gas reductions as consumption is reduced for both heating and vehicle trips. Enabling remote and flexible work will also allow the City to maintain its advantageous position in a highly competitive labour market.

PILLAR 4: Integrating and interconnecting City infrastructure

As the City has successfully utilized advanced integration of all of its digital systems, further work has been done to ensure real time information flow between systems. This enhances information continuity and staff's ability to access data like account code validation and up-to-date work order costing information efficiently. As work related to data analytics and business intelligence moves forward, staff will have vital information readily available and will be able to make data-driven decisions to better support the city and residents.

PILLAR 5: Promoting open and transparent government

Prior to the pandemic, Richmond had already implemented the Richmond Elections mobile app to provide voters with important information. Expanding on this digital effort, the LetsTalkRichmond public engagement service was integrated into MyRichmond and Council meetings began being streamed online. Council meetings are also available on the City of Richmond's YouTube channel, so throughout the pandemic residents and businesses still had access and visibility to Council business and decisions in real time. In addition, access to Council is enhanced through an online search engine for Minutes.



PILLAR 1

Extending the reach of City online services

Overview

With an ever-increasing expectation among Richmond residents and businesses to access City online services at any time and from any location, the strategy has provided a wide range of benefits to users including increased availability and access to streamlined processes.

Integrated Payment Approval (IPA) delivers a clear window into the payment process

Juggling the thousands of invoices that come into the City on a monthly basis while ensuring they get paid on time can be a challenging feat for the Finance team. Prior to implementing the Digital Strategy, processes were paper-based and took significant time and effort to ensure all transactions were properly captured, coded and ultimately, paid.

One of the ways this team chose to help orchestrate the regular flow of funds was by partnering with IT on a two-phase Integrated Payment Approval (IPA) system, using the system to help increase the tracking, monitoring and payment of invoices, and providing increased transparency into the process for all leaders who manage a City budget.

The first phase introduced digital approvals for procuring services and issuing purchase orders. This was introduced to staff prior to the impacts of COVID-19 and started the change management process of introducing the new system. During the early stages of the pandemic, the second phase was introduced which focused on invoice approvals which enabled payments to be scheduled.

The new system integrates with the HR system to ensure authorization requests for payment are directed to the appropriate signing authority, and that the proper financial controls are in place prior to a payment being made.

From more timely payments to improved ability to monitor budget progress to improved communication with vendors, the benefits of adopting the IPA system have been clear to all involved.



“Registration is now open”

Parents across the Lower Mainland know well the pressure of snaring registration for the exact program their child wants to attend. In Richmond, one of THE hottest spots in town is in “Mr. Tony’s” (Tony Bowden) art class for kids, and moms and dads have been known to line up for hours to land a coveted spot.

Fortunately, the City’s new PerfectMind booking system ensures fair access to this, and other programs, including ensuring the right progression for young swimmers interested in moving on to their next level in always-popular swimming lessons.

With the introduction of MyRichmond and the introduction of a single sign-on, it was essential that PerfectMind be fully aligned with that vision. The fact that customers only have to keep track of one login which provides them access to so many City services ensures a positive customer experience.

PerfectMind offers a variety of features not previously available that staff have implemented to improve customer service. With the requirement to pre-register for all activities through the pandemic, customers were able to use their memberships to register for visits online. Continuous memberships have been introduced, allowing customers to automatically pay monthly. Importantly, our Recreation Fee Subsidy clients are now able to self-register for programs. These developments assure convenience, accessibility and equitable access to our community.

Attracting quality bids for City service requirements

Operating an open, transparent and fair competitive procurement process is important for providing the best value for taxpayer dollars, while minimizing risk to the City and its citizens.

Supporting the Procurement team in their work has taken a phased approach over the last few years, with online bidding coming into effect in 2020. This step has dramatically increased the ability of the team to centralize and evaluate all of its bidding opportunities, speed up the process of awarding contracts and increase the number of completed, and compliant bids received.

From a staff perspective, the Contract Lifecycle Management system is fully integrated with the City’s single sign-on service that has been implemented for many internal business systems. This ensures that staff are easily and securely authenticated and provided access to the bid opportunities that facilitate the review process.

Coming phases for the Contract Lifecycle Management project include developing a standardized system for documenting supplier performance as well as documenting contract-related communications with each vendor. This improved process will also increase transparency of the bidding and contract process, helping vendors as well as City staff ensure that contracted services are delivered as agreed to. Integrating the contract lifecycle management system with the PeopleSoft financial system also holds promise.

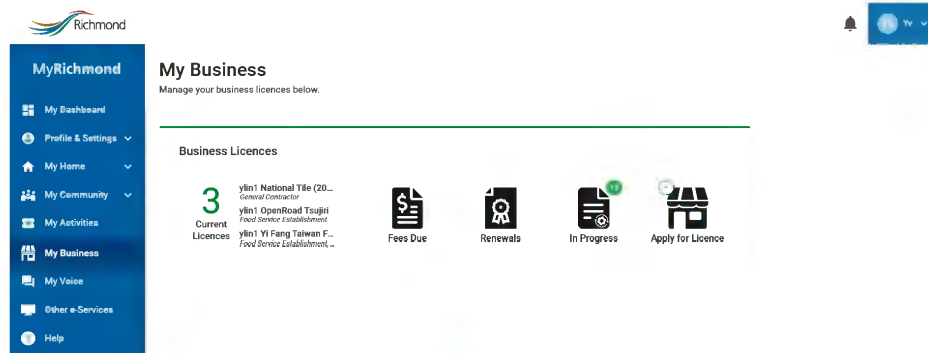
MyBusiness offers new flexibility and convenience

The MyBusiness platform that will soon be launched, offers business owners a comprehensive dashboard of information and available services at a glance.

One key aspect of the new MyBusiness platform will be the ability of business owners to not only apply for a business license but also to follow that application through the revamped process to receive approval for, and pay, for that license. Business operators will then be able to print it directly from the system, all without having to leave the comfort of their home or business office.

This streamlined workflow is a step forward from the current paper-based system that offers customers limited visibility into the processing of licenses and relies heavily on Canada Post delivery. The new process has been designed based on testing and development, with users being offered a multimedia training approach to learning the new system.

The updated workflow is clearer than the current one, with the whole process being articulated and driven by the system to allow customers greater insight into the status of their licenses, abilities that businesses have requested in the past. The new system also offers improved control over issuing business licenses, and an expectation of reduced processing times, something that will benefit both businesses and City staff.



Streamlining the permitting process for timeliness and ease of use

The activities involved in reviewing, processing and approving the thousands of permits submitted to the City each year can be a time-consuming and, at times, cumbersome process, with a significant amount of paper making its way through the system along the way.

In a bid to modernize the processes and use technology to reduce the administrative burden, a cross-functional team of City staff have begun an end-to-end assessment of the process, looking for ways to streamline the steps required for someone wanting to get one of the numerous types of permits offered: from building, electrical or plumbing to a number of other items such as business or event licenses.

Their intended final state? A streamlined system where the whole permitting transaction can occur in real time and after hours if that meet the needs of the requestor. The phased approach will eventually cover all permits the City offers, consolidate all communications around the process inside the system and speed up the authorization process.

By the numbers

14,626 Average number of business licenses purchased annually over the last four years.

89,721 Registrations for Parks & Recreation activities and events in 2021

93 projects issued for Bids and Tenders by the Procurement team in 2021



PILLAR 2

Expanding the Connected City architecture

Overview

Expectations around connectivity in public spaces continues to grow, as both younger and older generations increase their reliance on web-based applications and services for day-to-day transactions. The City is working hard to meet those expectations through its ongoing expansion of Wi-Fi-enabled facilities and enhanced City architecture.

MyRichmond—Transforming the City's relationship with residents and businesses

Less than four years after the introduction of MyRichmond in May 2018, the popularity and usage of this portal continues to grow, with the number of user profiles increasing by 66 per cent in the two years of the COVID-19 pandemic. With the large growth in usage during this time, MyRichmond has become a reliable, established pathway that a large number of users find central to how they interact with the City.

Ensuring the privacy and safety of the resident and business data on MyRichmond is a vital principle of the platform. The data is stored within the City's own secure data centres, giving peace of mind to users with strong multi-layered access controls in place such as two-factor authentication.

By the end of February 2022, more than 101,000 residents were taking advantage of the secure, real-time access to all of the City's online services and personalized information including:

- **MyHome**—a combined view of home-related information including property tax accounts, utility accounts, garbage and recycling schedules and dog licensing and renewals.
- **MyVoice**—a tracking system for requesting a service, reporting a problem or submitting feedback online.
- **MyCommunity**—access to the program registration and facility booking system for browsing and registering for community services courses as well as searchable access to special events.
- **MyBusiness**—NEW—this soon to be released function will transform the whole process, creating an easy way for business owners to apply for or renew a business licence, submit materials, pay for and submit the application, before getting a PDF copy of the licence. The opportunity in the near future for businesses to apply for a business license and/or renew their business license online offers a huge step forward in convenience and customer service for commercial users.
- **MyPermits**—In Building Permits and Development Applications—permitting services from gas and plumbing to full building and development applications will be integrated through MyRichmond and made available through a redesigned process. Staff are currently working on streamlining the application, review and approval processes and will be delivering these new, optimized processes starting in late 2022.





Supporting businesses through informed policy development

At less than 1% vacancy, demand for industrial space continues to outpace supply and available land in Metro Vancouver is anticipated to be absorbed between 2035 and 2047.

Protecting and encouraging more intense and optimized utilization of existing industrial land is imperative to help ensure the medium and long term economic development, diversification and resilience in Richmond and the region. In 2021 following two years of research and stakeholder engagement the City adopted a series of policy and bylaw amendments to do just that. The changes include increasing the maximum building height and site coverage, reducing parking requirements for industrial uses, and removing barriers to future multi-level industrial developments.

Through the use of data analytics software and measurement of a number of key economic activities and land utilization characteristics of the City's industrial sites, the City is developing a model that will help Economic Development and Policy Planning departments gauge the effects of these policy changes over time.

This project is one of five test projects being conducted to evaluate the effectiveness and potential for improvements through in-house analytics capabilities.

Promoting safety and emergency preparedness across the region

Richmond is committed to ensuring residents and businesses have access to critical information as quickly and transparently as possible during an emergency. The City implemented the Richmond BC Alert emergency notification system in May 2021 to support this goal, replacing the previous system that was more limited in scope.

The new emergency notification system works in concert with other regional public alert systems to ensure people across the City are aware of potential danger from any imminent emergencies or disasters that may impact them in Richmond such as an earthquake, dyke breach or tsunami.

Registering for the system is easy for residents to do through their MyRichmond online account. Subscribers are encouraged to enroll everyone in their household on Richmond BC Alert so they can be notified as quickly as possible through their preferred combination of phone numbers, email addresses, SMS (text) numbers or Text Telephone (TTY) number on their account.



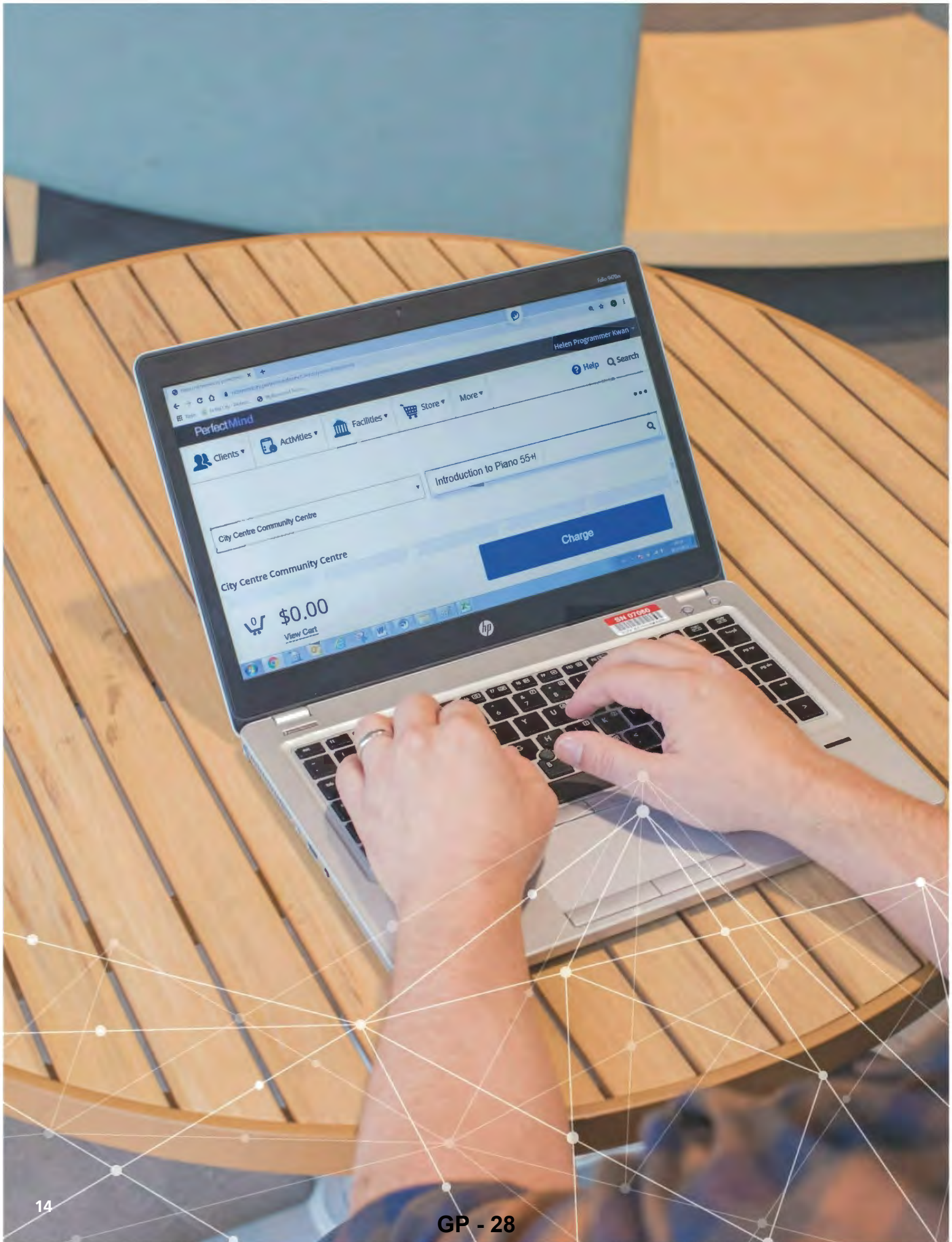
By the numbers

3,491 Households/
Residents registered for
Richmond BC Alert

101,245
MyRichmond profiles as
of Feb. 25, 2022.

**At least once
per year** City staff
conduct emergency
communications
simulations to ensure
they are able to deliver
critical information to
allow residents to ready
for any emergency or
disaster.

44,000 jobs located
on industrial lands in the
City of Richmond.



PILLAR 3

Extending mobility for staff

Overview

Enabling front-line City staff to deliver improved customer service to Richmond's residents and businesses is one of the primary aims of the Digital Strategy. Having effective tools at their disposal was essential to minimizing disruption amid the COVID-19 pandemic, with previous projects such as the Digital Nervous Ecosystem (DNE) and past middleware serving as the essential foundation for a wide range of interconnected applications.

Building a bridge to a mobile desktop saves time

As one of the City's foundational technologies, the Infor Public Sector System (IPS) has long been a productivity-boosting tool for staff with access to the asset management system in the office.

By reconfiguring a simple iPad tablet, staff from various departments including Public Works and Parks & Recreation are now able to access the IPS system while outside of the office, streamlining several business processes that have historically been very manual and producing a number of improvements in customer service to both internal and external customers for the City.

Enabling staff to access or update documents instantly while out in the field has allowed others to use the information more rapidly, resulting in quicker turnaround time for customer inquiries as well as reduced reliance on paper maps and work orders.

The ability to operate out in the field—including access to mapping and other services—has been well received by both staff and the residents and businesses who make service requests. It has also reduced the amount of time and emissions generated from having to commute to and from an office to get paperwork. In one case, a Parks supervisor was able to almost double the number of work site visits made in a typical week.

Leveraging new capabilities to enhance productivity

The implementation of a new digital identity system enabled capabilities that enhanced the user experience and provided new opportunities. The system integrated to other services enabling easy access to new tools such as Webex video meetings and DocuSign digital signatures. The ability to use a digital signing platform brought significant improvements to internal processes as documents were electronically routed to signing authorities and completed in record time. Staff had an easy way to clearly see where the document was currently at in the approval process with overall improvements in productivity.

Internet-based phone system worth its weight in gold

A new Cisco phone system installed in 2018 turned out to be a gift of smart planning and good timing when the COVID-19 pandemic hit in 2020.

When recreation centres were once again allowed to open after the initial lockdown, pent-up demand from the community was managed with far less stress than might have previously been the case.

During July of 2020, a typical Monday morning brought in 800 calls to a call centre that was originally staffed with two employees (and is now up to 12 at peak call times). Despite the fact staff were working from home, they were able to help manage the skyrocketing volumes using a computer-based, real-time screen showing the queue status and call tree to help direct callers more quickly.

In another unanticipated pandemic benefit, the City was obliged to outline the COVID-related risks for all who signed up for a program. Discovering they could include this as part of a recorded “hold” message saved at least a minute per call, reducing stress on everyone.



Increasing productivity through remote access

We all dream of being able to increase the number of things we're able to cross off our to-do lists in a day. For hundreds of staff in Public Works, Engineering, Building Inspections, Parks & Recreation, Corporate Communications and Bylaw Enforcement, the IT team has been able to make that dream a reality. By equipping this group of mobile workers with a customized combination of portable tools such as laptops, mobile printers and tablets to enable them to do their job effectively from just about anywhere.

By using a Virtual Private Network (VPN) to ensure secure access and switching to web-based versions of several key systems, staff are now able to use these systems—such as Tempest, a tax and billing system, and Amanda, a property management solution—anywhere in the region, just as if they were sitting at their desk.

The result is less travel time, less down time and increased timeliness of information in these systems for any other staff who are working on related items. This shift began in 2019, and was instrumental in helping City staff minimize disruption when the pandemic was declared the following year.

Enabling remote and flexible work also, means the City can embrace 'future of work' trends and remain competitive in a rapidly changing economy where talent is scarce and highly skilled employees have ample choices.



By the numbers

197 mobile devices deployed to divisional staff dedicated to working in the field across the City to enable them to serve customers regardless of where they're physically located.

2,321,512 calls completed using the City VOIP phone system in 2021.

123 iPads configured to enable remote access to IPS for City staff.



PILLAR 4

Integrating & Interconnecting City Infrastructure

Overview

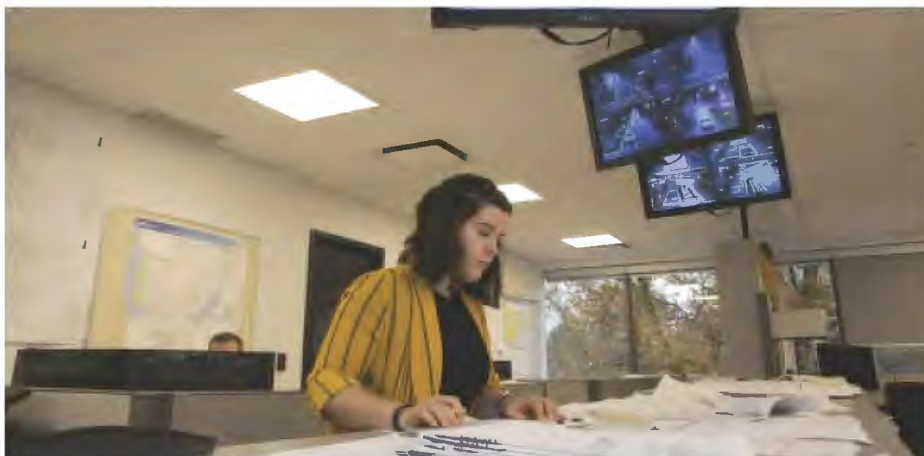
A key area for improving the power and connectedness of the City's stable of independent systems is by integrating and connecting these stand-alone applications into a network of systems that work together whenever possible. By joining these disparate systems into a network of interconnected and shared data, City staff are also extending the life of some of these systems.

Safety improvements at the heart of available video footage

To help manage traffic congestion and improve public safety, traffic cameras have been installed at key intersections throughout the city over the last few years. There are several benefits to having these in place including: encouraging safe driving habits, providing vital evidence for traffic crash investigations and providing 24/7 monitoring that enables police to focus on other duties.

As well, cameras at 119 of the intersections have low-resolution video recording capabilities that enable residents to view real-time images by going to www.richmond.ca/services/ttp/trafficcameremap and choosing the desired intersection from the list.

Since May 2021, members of the public—as well as safety-related organizations such as police and ICBC—can purchase traffic camera footage for accident investigations and insurance purposes. To obtain footage, residents can log in to their MyRichmond account to put in a request and pay a fee to cover the cost of staff time and resources to find and process the requested video clip.





Serving a legion of Wi-Fi users at a growing number of facilities

Usage of the free public Wi-Fi in more than two dozen City facilities has grown steadily since the City introduced this option for residents in 2014. The secure, high-speed fibre optic network has been upgraded since its original introduction and has bolstered the ability of residents and business owners to seamlessly conduct social and business-related online activities while they're doing everything from waiting for their tennis lesson to dropping off their child at a birthday party. The service—that uses anonymous user profiles—is a shining example of a valued community service that offers high-quality, equitable access to all users.



Resilience built on the back of the Data Network Centre

While a Data Network Centre is not something many of us might consider glitzy, the City's ongoing investment in this important facility is at the core of its ability to provide all of the services currently offered as well as develop new ones.

Without initial capital at the beginning of the Digital Strategy, functions like remote access through a Virtual Private Network—crucial to City staff being so resilient and functioning so admirably in the early days of the COVID-19 pandemic—wouldn't have been in place.

A refresh of the secure data servers, switches and network infrastructure continues to enhance the City's ability to provide our secure network services and allow the IT team to roll out upgrades at all facilities quickly and easily as new systems or software are deployed.

Approaching security with a progressive philosophy

Ever since the City offered remote Virtual Private Network (VPN) access to its staff, the IT team has tracked and focused on ensuring security standards were upheld without compromise. This focus was one of the keys to moving to a single sign-on system that uses two-factor authentication, an approach that insurance underwriters now require as a condition for ongoing protection.

IT staff have continued to evolve this approach, as they deliver the two-factor approach to residents and businesses signing in to MyRichmond, to give them the confidence their personal data is adequately protected.

The IT team is also exploring using a system known as federated identity that will enable Richmond residents and businesses to piggyback off of their BC Services Mobile Card to access MyRichmond, an approach similar to what Canada Revenue Agency has taken in conjunction with Canadian financial institutions.

The success of the single sign-on approach for staff—where they can access the City's Human Resource, Payroll system and Finance systems without having to log-in to each individual system—saves users valuable time and frustration while still maintaining a secure operating environment.

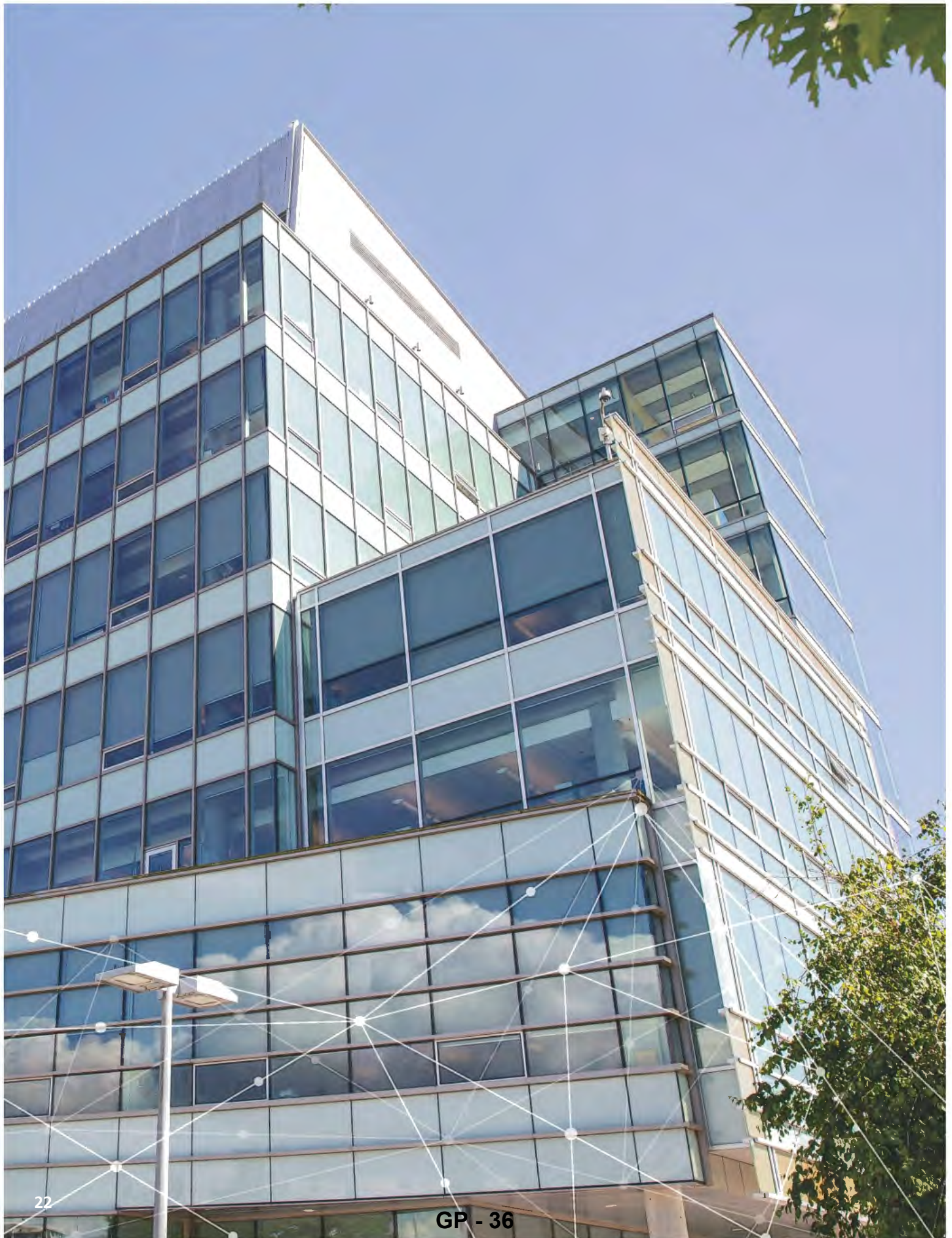
By the numbers

145 Number of requests for camera footage from May (date of project launch) to December 2021

20 Number of days back that camera footage is available

Approximately **4,000** daily average number of Wi-Fi users at City facilities in 2021.





PILLAR 5

Promoting Open & Transparent Government

Overview

Global events over the past year have only served to underscore the importance of open and transparent government, highlighting the work done by both Council and City staff to continue expanding the information available on City activities. In Richmond's case, much of this work has focused on ease of access and efforts to engage residents and local businesses in ways that weren't available before.

Playing a role in ensuring fair and equal election access

With a Fall 2022 municipal election on the horizon, City staff will be doing their best to ensure it's an election that offers fair and equal access to voters for all candidates. One way they'll be doing this is by rolling out the Richmond Election App; a platform that will provide residents with important information such as:

- Their voter registration status
- Where local voting locations can be found and which ones are closest to them (searchable via map or postal code)
- A full listing of all municipal candidates, complete with photos and other background information supplied by the candidate
- Advance voting locations and times

On Election Day, the app will also provide real-time updates to users about running vote tallies, voter turnout numbers and final results. If a critical change were to occur leading up to (or on) Election Day, City staff will be able to advise app users of this change through a push notification messaging system.



By the numbers

189 Council and Committee Meetings whose proceedings are available on YouTube Live.

3,800 downloads of the Richmond Election App since its first released in 2015.

13,690 entries published on the open Council Decisions Database for public to search online.

Bringing governance of the people under scrutiny of the people

Transparency and accountability are two key tenets of municipal governance that all taxpayers appreciate and expect. The ability of residents and business owners to see and hear their elected politicians in action is something that became much more difficult when the COVID-19 pandemic hit the Lower Mainland in early 2020.

Without Council meetings occurring in chamber from March 2020 onwards, offering visibility into the City's workings could have been extremely challenging. As a result of the foresight of Council recognizing the need to be an early leader in digitization, and with much of the required infrastructure in place as a result of implementing the Digital Strategy over the last six years, City staff were able to begin broadcasting livestream feeds of Council meetings via Zoom and then YouTube fairly quickly.

Not only has this continued throughout the past two years, residents are now able to view all committee proceedings as well. While it's hard to know what the future holds, being able to offer hybrid access—both online and in person—to proceedings can be supported through the technology already in place.







City of Richmond

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To:	General Purposes Committee	Date:	March 14, 2022
From:	Cecilia Achiam General Manager, Community Safety	File:	08-4150-01/2022-Vol 01
Re:	Proposed Ongoing City of Richmond Patio Program		

Staff Recommendation

1. That the City of Richmond Patio Program, as described in the staff report titled “Proposed Ongoing City of Richmond Patio Program”, dated March 14, 2022, from the General Manager, Community Safety, be approved for implementation;
2. That Council introduce a new process for issuing patio permits as described in the staff report titled “Proposed Ongoing City of Richmond Patio Program”, from the General Manager, Community Safety, dated March 14, 2022, by giving first, second and third readings to:
 - a. Public Space Patio Regulation Bylaw No. 10350;
 - b. Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273, Amendment Bylaw No. 10366;
 - c. Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10367; and,
 - d. Heritage Procedures Bylaw No. 8400, Amendment Bylaw No. 10363;
3. That Richmond Official Community Plan Bylaw 7100, Amendment Bylaw No. 10362 be introduced and given first reading;
4. That Richmond Official Community Plan Bylaw 7100, Amendment Bylaw No. 10362, having been considered in conjunction with:
 - a. the City’s Financial Plan and Capital Program; and
 - b. the Greater Vancouver Regional District Solid Waste and Liquid Waste Management Plans;


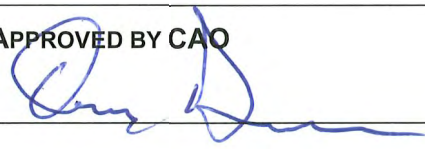
is hereby found to be consistent with said program and plans, in accordance with Section 477(3)(a) of the *Local Government Act*;
5. That Richmond Official Community Plan Bylaw 7100, Amendment Bylaw No. 10362, having been considered in accordance with Section 475 of the *Local Government Act* and the City’s Official Community Plan Bylaw Preparation Consultation Policy 5043, is found not to require further consultation;

6. That the expiry date for valid Expedited Temporary Outdoor Patio (TOP) Permits be extended to June 1, 2023;
7. That a letter be sent to the BC Liquor and Cannabis Regulation Branch (LCRB) requesting an extension to existing Temporary Expanded Service Area authorizations in Richmond until June 1, 2023; and,
8. That staff be directed to provide an update in the fall of 2023 to Council regarding implementation of the City of Richmond Patio Program.



Cecilia Achiam
General Manager, Community Safety
(604-276-4122)

Att. 4

REPORT CONCURRENCE	
ROUTED TO:	CONCURRENCE
Building Approvals	<input checked="" type="checkbox"/>
Development Applications	<input checked="" type="checkbox"/>
Engineering	<input checked="" type="checkbox"/>
Law	<input checked="" type="checkbox"/>
Parks	<input checked="" type="checkbox"/>
Policy Planning	<input checked="" type="checkbox"/>
Richmond Fire-Rescue	<input checked="" type="checkbox"/>
Real Estate Services	<input checked="" type="checkbox"/>
Transportation	<input checked="" type="checkbox"/>
SENIOR STAFF REPORT REVIEW	INITIALS: 
APPROVED BY CAO 	

Staff Report

Origin

In May 2020, the City of Richmond introduced the Expedited Temporary Outdoor Patio (TOP) Program as a COVID-19 pandemic response measure to enable food and beverage service establishments to quickly expand their outdoor seating areas as public health orders restricted their indoor seating capacity and impacted their viability. It was not intended to increase the total number of patrons permitted in an establishment or to accommodate permanent structures.

TOP Program Guidelines were developed to outline health and safety requirements for temporary patios on public and private property adjacent established businesses. All municipal application and permit fees were waived, with the exception of a nominal fee for licence agreements to use public property. The review and approval process for TOP Permits was expedited.

Due to the ongoing pandemic, Council subsequently extended the program on two occasions. The most recent Council resolution dated October 12, 2021, authorized an extension of the program to June 1, 2022, and directed staff to explore the development of an ongoing patio program:

1. *That the Expedited Temporary Outdoor Patio (TOP) Program as detailed in the staff report titled “Temporary Patio Program Update and Options for Permanent Expansions”, dated September 20, 2021, from the Acting Director, Corporate Business Service Solutions be extended until June 1, 2022; and*
2. *That staff be directed to explore the development of an ongoing program to allow patios on public property, and to report back.*

This June 1, 2022 program expiry date was selected in order to coincide with the end of the BC Liquor and Cannabis Regulation Branch (LCRB) Temporary Expanded Service Area (TESA) Program, as the majority of TOP permit holders serve alcohol on their patios. Following this resolution, a letter was sent to existing TOP Permit holders notifying them of this extension and advising them of the process to implement permanent, year-round patios on private property.

This report proposes to replace the TOP Program with a proposed ongoing City of Richmond Patio Program. The proposed Patio Program would provide flexibility for businesses considering their future options by enabling additional patio types, including those on public property and those on private property, where patio operation is seasonal and does not result in an increase to occupancy limits. Applicants seeking to increase their total occupancy limit or build a permanent patio structure can continue to apply through existing processes to ensure adherence to the Building Code and City of Richmond Building Regulation Bylaw No. 7230.

Analysis

Demand for Public Space and Seasonal Patios

As a result of Richmond’s TOP Program, demand has emerged from local businesses and the broader community to allow additional patio scenarios that cannot be accommodated within the

City's existing municipal processes and regulations. The proposed ongoing City of Richmond Patio Program (Patio Program) is intended to address this demand by providing an ongoing mechanism to consider patios on public property and seasonal patios on private property.

During the development of this program, technical analysis was undertaken by an interdepartmental working group including Business Licenses, Transportation, Engineering, Building Approvals, Development Applications, Parks, Economic Development, and others. In addition, staff conducted stakeholder engagement and a public survey, which concluded on December 5, 2021. An overview of the TOP Program and community engagement can be found in Attachment 1, with detailed survey results in Attachment 2.

Proposed City of Richmond Patio Program ("Patio Program")

The proposed Patio Program would enable additional patio types that cannot be accommodated within the City's existing municipal processes and regulations. A new patio permit process would allow food and beverage establishments to apply to utilize adjacent public property, such as sidewalks or curbside parking, for outdoor dining. It would also enable establishments to create seasonal patios on private property from April 1st to October 31st of each year (i.e. some or all of permitted indoor seating is relocated to an outdoor patio).

The proposed Patio Program would not allow increases to overall permitted restaurant seating capacity. Proposals for increased seating capacity will continue to be considered through existing municipal processes as there are various health, safety and other associated considerations such as the need for additional washrooms or improved kitchen capacity.

Applications for patio permits would be reviewed on a case-by-case basis. Guidelines have been developed to help businesses assess the feasibility of a patio expansion related to their location and circumstances. The main aspects of the program are outlined below.

Program Goals

The proposed Patio Program seeks to achieve the following high-level goals:

1. Support local businesses by expanding their outdoor seating options and simplifying the patio application process.
2. Ensure patios are safe, accessible and do not cause undue disturbance to communities, neighbours or passersby.
3. Support the creation of vibrant streetscapes, build a sense of community and create unique street experiences in Richmond.

Guiding Principals

In order to achieve these goals and to consider the needs of businesses and the community, the following Guiding Principals have been drafted.

- **Sense of Community:** patios should enhance the vibrancy of local streets, animate the streetscape, and strengthen community connections by facilitating social interaction among local businesses, patrons, neighbours and visitors.
- **Neighbourhood Character:** patios should enhance, respect and celebrate the unique character of the surrounding buildings and neighbourhood, while complementing the look of the business holding the license.
- **Ease of Movement:** locations and designs of patios should ensure that the mobility of people walking and rolling along sidewalks and surrounding pathways is not negatively impacted.
- **Safety & Accessibility:** patio designs should ensure that people of all ages and abilities can safely access and enjoy each patio space.
- **Welcomeness & Inclusion:** patio designs should support an open and welcoming environment that encourages a diversity of people to use and share the space together.

Program Guidelines

Patio Program Guidelines have been developed based on the above noted goals and guiding principles, as well as technical analysis and review of best practices. These would be used to streamline the application process for businesses and the review process for staff. The guidelines focus on technical aspects such as health, safety and accessibility requirements, together with other key elements outlined below. The complete Patio Program Guidelines would be made available to applicants through the City's website should approval be granted to proceed with implementation. A draft simplified Applicant Guide (Attachment 3) outlines key aspects of the program including related fees. This document would be used to communicate the program to the public and help businesses understand their options.

Patio Types

This program is intended to provide flexibility for businesses by allowing additional patio types beyond year-round patios on private property that involve permanent structures or increases to occupancy limits. New patio types that would be enabled through this program, which include curbside patios, sidewalk patios and seasonal patios on private property. All patio types are explained in the draft Applicant Guide.

Program Fees

Whereas the TOP Program was delivered by the City at no cost to participants as a COVID-19 response measure, the proposed Patio Program would involve application and renewal fees to recover City costs associated with administering the program. The application fee would be \$300 and renewable every two years. Applications for a small sidewalk patio would be \$100 and

renewable every two years. Fees would also be charged for the use of public property, which aligns with public feedback and the *Community Charter* general prohibition against providing assistance to business.

Use of Parking

The proposed Patio Program would allow food and beverage establishments to utilize adjacent curbside and off-street parking spaces to operate patios with some restrictions as outlined below that address concerns regarding loss of parking and safety.

1. Seasonal Patios on Private Property (Off-Street Parking)

To minimize potential displacement of customer parking, the Patio Program would permit seasonal patios within off-street surface parking areas where a private property includes a minimum of 20 commercial parking spaces and the proposed seasonal patio occupies no more than 10% of that commercial parking. All other proposals for seasonal patios within off-street parking spaces would be considered on a case-by-case basis subject to a parking study satisfactory to staff. Safe setbacks and protection from drive aisles will be a requirement of all patio designs proposed on private property.

2. Curbside Patios (On-Street Parking)

To minimize potential impacts on public parking and street operations, curbside patios would only be considered for on-street parking spaces that are not subject to parking restrictions such as loading zones, passenger drop-off, accessible parking spaces or taxi zones. Furthermore, for safety reasons, curbside patios will typically be limited to non-arterial classified streets with posted speed limits of 30km/hr or less. Streets with a maximum posted speed of 50km/hr may be considered on a case-by-case basis based on a detailed review, additional design requirements (which may limit patio seating capacity) and enhanced traffic protection to the satisfaction of the City. Adequate clearance and protection from adjacent traffic will be required together with accessibility measures and access to utilities, City infrastructure and Fire response.

Patios using established parking areas either on- or off-street, will require the applicant to acknowledge that any resulting identifiable safety, operational or off-site parking concerns can result in amendments to the permit.

Use of Public Property

The proposed Patio Program includes additional guidelines, requirements and regulations for the use of public property. For example, a fee would be charged for the private use of public property, based on the size of the patio, and an applicant would be required to maintain comprehensive general liability insurance. Additionally, the City would retain access to the property for the purpose of installing, maintaining or repairing works or services, or in the event of an emergency. Specific terms and conditions would be included in the permit issued to the applicant.

Neighbourhood Notification Requirements

The application process would include notification to neighbouring property owners and tenants. This is to allow for the adjustment of the application to address possible concerns raised by the local community. For applications involving a patio that includes a liquor service area, a report would be brought forward to Council for consideration that would provide a summation of the notification process and feedback from neighbouring property owners and tenants.

Area Specific Considerations

1. Steveston Village

Overall, 14 of the 67 TOP Permits issued were for temporary patios in Steveston, eight of which involved the use of City property. Patio configurations in this area are varied and include tables and chairs placed on a sidewalk, curbside patios, as well as temporary patios contained on private property.

Design guidelines have been developed for patios through the proposed new Patio Program in order to ensure the heritage character of the village is maintained. The guidelines specify the types of permitted fencing material (i.e., wood, metal or composite materials that resemble wood), the colours that must reflect a heritage palette and the types of exterior lighting. For patios within the Steveston Heritage Village Conservation Area (SHVCA) where a Heritage Alteration Permit (HAP) is required for building and landscape alterations, the new Patio Program would streamline the HAP process for public and private properties as follows:

- for patios comprising of tables and chairs only (i.e. no fencing, decks, use of parking spaces, or similar features), only a Patio Program Permit shall be required (i.e. no HAP); and
- for patios involving a structure, a HAP shall be required in addition to the patio permit. Authority to issue HAPs would be delegated to the Director of Development for patios on public property (i.e. sidewalk patios, curbside patios) and seasonal patios located on private property that is not a protected heritage property, provided that a construction value of the patio is less than \$10,000. The HAP application fee would be combined with the Patio Program Permit application fee if the HAP can be issued by delegated authority. Any patio with a construction value exceeding \$10,000 or located on a protected heritage property (regardless of construction value) would require a HAP issued by Council, and a separate HAP application fee would be required.

2. City Center

The majority of TOP Permits issued in the City Center were for temporary patios contained on private property. It is anticipated that as new developments are constructed in accordance with the City Center Area Plan (CCAP), there may be additional demand for patios on public property such as on sidewalks, curbside parking spaces or Parks property. The CCAP contains policies intended to enhance enjoyment of the public realm including providing “better places to stay & linger” and pedestrian-oriented retail precincts. The proposed Patio Program can create a mechanism for future business tenants to expand their seating areas into the public realm in alignment with this vision.

The Patio Program Guidelines include considerations for patio encroachments onto public space in the City Center.

At this time, Design Guidelines have been developed for Steveston Village only. The general Program Guidelines focus on technical aspects such as health, safety and accessibility requirements. Additional area-specific Design Guidelines may be developed in the future as new outdoor dining districts in the City Center and elsewhere are identified.

Grace Period for Existing TOP Permit Holders

In order to ensure minimal disruptions for businesses wishing to transition from the TOP Program to the proposed Patio Program, staff recommend extending valid TOP Permits until June 1, 2023. For patios on public property, this would be subject to the renewal of licence agreements with the City. This would allow businesses sufficient time to work with staff to pursue ongoing patio expansions through the proposed Patio Program or an existing municipal process such as a Building Permit depending on a business' individual circumstances.

This grace period would only apply to City bylaws and regulations and would not include third party requirements. For example, temporary outdoor patios with alcohol service are not permitted beyond June 1, 2022, which is the current expiry date of the BC Liquor Cannabis Regulation Branch (LCRB) Temporary Expanded Service Area (TESA) program.

City Staff raised this matter through the Union of British Columbia Municipals (UBCM) Local Government Working Group on Liquor Policy. Correspondence was submitted on February 25, 2022, from the UBCM executive to the Minister of Public Safety and Solicitor General and the LCRB requesting an extension to the June 1, 2022 expiry date for TESA authorizations to allow a smooth transition to permanent expanded service areas for businesses. To date no policy changes have been announced by the Province.

Complementary Initiatives

A number of initiatives are planned or underway that would complement the proposed Patio Program by encouraging alternate modes of transportation and providing outdoor dining spaces for the broader public. These are summarized in Attachment 4.

Summary of Bylaw Changes

The following bylaw changes would be required in order to implement this program:

1. Public Space Patio Regulation Bylaw No. 10350
 - To authorize and regulate the use of public property for patios and to delegate the authority to issue and renew Public Space Patio Permits to staff.
2. Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273, Amendment Bylaw No. 10366

- To introduce a Temporary Commercial Use Permit process for seasonal outdoor patios on private property. This would include waiving the formal Public Hearing process and the requirement to erect a sign on site. The application fee would be reduced from \$2,464 to \$300 for applications and from \$1,236 to \$300 for renewals. The decision on permit issuance, renewal and rejection will be delegated to the General Manager of Community Safety.
- 3. Official Community Plan Bylaw No. 7100, Amendment Bylaw No. 10362
 - To introduce design guidelines for patios in the Steveston Area Plan.
- 4. Heritage Procedures Bylaw No. 8400, Amendment Bylaw No. 10363
 - To delegate the issuance of Heritage Alteration Permits within the Steveston Village Heritage Conservation Area for patios on public property and seasonal outdoor patios on private property that is not a protected heritage property to the Director of Development provided that the construction value of the patio is less than \$10,000, and subject to the applicant obtaining a Public Space Patio Permit or Temporary Commercial Use Permit for a Seasonal Outdoor Patio.
- 5. Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10367
 - To introduce an application and renewal fee for Public Space Patio Permits and Temporary Commercial Use Permits for Seasonal Outdoor Patios, and to waive the Heritage Alteration Permit Fee for patios that can be approved by the Director of Development (i.e. patios on public property and seasonal patios on private property that is not a protected heritage property, provided that a construction value of the patio is less than \$10,000).

Consultation

In accordance with Section 475 of the *Local Government Act* and the City's OCP Consultation Policy No. 5043, staff have reviewed the OCP amendments and recommend that the bylaw does not require a referral to other external stakeholders as consultation has already occurred with stakeholders such as businesses and regulators, along with the general public. There will also be further public consultation opportunities regarding the proposed amendments to the OCP that relate to the design guidelines in the Steveston Area Plan as part of the bylaw adoption process, which includes a public hearing for the proposed Official Community Plan Bylaw No. 7100, Amendment Bylaw No. 10362. Public notification for the public hearing will be provided in accordance with the *Local Government Act*.

This measured approach will provide interested stakeholders with a number of opportunities to share their views with Council as part of the statutory bylaw amendment process without creating further delay or uncertainty for the businesses who want to continue operating their seasonal patios approved under the TOP Program.

Financial Impact

None.

Conclusion

The City implemented an Expedited Temporary Outdoor Patio (TOP) Program as a COVID-19 response measure to help local food and beverage establishments quickly expand their outdoor seating areas. As this program is nearing its end, staff recommend implementing a new, ongoing Patio Program to provide flexibility for businesses considering their future options by enabling additional patio types beyond permanent, year-round patios on private property. The introduction of a new bylaw and a series of bylaw changes, as described in this report, are necessary to facilitate its implementation.

The proposed Patio Program was developed through inter-departmental staff analysis, business engagement and broader community consultation. A grace period is recommended for existing valid TOP Permit holders in order to ensure minimal disruption for businesses pursuing ongoing patio expansions through the proposed Patio Program or existing municipal processes.

Staff would monitor program implementation and continue to make any necessary adjustments based on business and community feedback. A report would be provided to Council in the fall of 2023.



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(604-247-4923)



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

- Att:
1. Overview of TOP Program and Community Engagement
 2. Detailed Survey Results re: Public Space Patio Program
 3. Draft City of Richmond Patio Program Applicant Guide
 4. Patio Program - Complementary Initiatives

Overview of TOP Program and Community Engagement

Overview of Expedited Temporary Outdoor Patio (TOP) Program

Overall, 67 TOP Permits were issued. Ten of these involved the use of public property, mostly in Steveston with the exception of two in the City Center. The remaining 57 were for patios on private property.

Table 1: TOP Program Statistics

TOP Location	Public Property	Private Property	Total
Steveston	8	6	14
City Centre	2	28	30
Elsewhere in Richmond	Nil	23	23
Total	10	57	67

66% of TOP Permits included a liquor service component, which was facilitated through the complementary Temporary Expanded Service Area (TESA) program administered by the LCRB. Council provided, by resolution, a one-time pre-approval to the BC LCRB for all individual requests for expanded liquor service areas related to temporary patios to further expedite the process for local businesses.

The City received overwhelmingly positive feedback about the TOP Program from participants who indicated that the program helped them to endure the hardships the pandemic imposed on their businesses and that the process was easy to navigate. Minimal concerns about the program were raised by the public. Since 2021, a total of ten complaints were received and were only related to a small number of program participants. These complaints related to violations of the Noise Regulation Bylaw No. 8856 and Solid Waste and Recycling Regulation Bylaw No. 6808.

Participants were polled regarding their plans to apply for permanent patio expansions beyond the TOP Program. 44 businesses responded, with 64% indicating that they were interested in pursuing an ongoing patio expansion beyond the TOP Program.

Existing municipal processes, such as the Building Permit process, can facilitate some patio expansion scenarios such as those involving permanent structures or increases to allowable occupancy limits. Any patio application involving a liquor service area will require an amendment to the existing liquor licence and a resolution from Council. In parallel, an application to the LCRB will be required for a permanent structural change to the liquor licence. Outreach has been conducted to existing TOP Permit holders providing them a point of contact at the City to help them understand their options and make applications.

The proposed new Patio Program would create an ongoing mechanism for existing TOP permit holders and other businesses to consider additional patio options.

Stakeholder and Public Engagement

In addition to outreach to existing temporary patio permit holders, broader community feedback was sought in order to inform the development of a new patio program. A survey was administered through Let's Talk Richmond. 458 responses were received between November 15 and December 5, 2021. While this survey focused on patios on public property, much of the feedback can also be applied to seasonal patios on private property.

Detailed survey results can be found in Attachment 2, with highlights included below.

- Respondents self-identified their affiliation(s) to a Richmond-based food or beverage establishment. This included Customer (420), Neighbour (109), Business Owner/Manager/Operator/Employee (27), and Other (14).
- 78% of respondents were in support of utilizing public property for outdoor patios for food and beverage establishments. 13% were not in support and 9% were unsure.
- A similar percentage of respondents indicated that they visit outdoor patios in Richmond by sustainable modes of travel including cycling, walking and transit (44%) as by car (43%).
- Steveston was the location where most respondents (322) wished to see future patios on public space, followed by the City Center (283), Neighbourhood Service Centres (278) and Ironwood (239).

Respondents were also asked to provide feedback regarding elements about patios that they enjoy or that are concerning to them. Outdoor dining options, support for small businesses, neighbourhood vibrancy and opportunities to socialize were among the top aspects respondents enjoyed. With respect to areas of concern for respondents, health and safety, loss of parking, impact to pedestrian flow, privatization of public space, and noise from the patio were among the most frequently cited concerns.

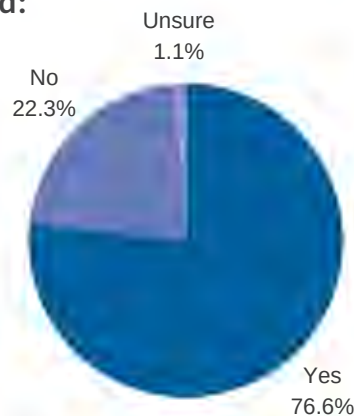
In addition to receiving business and public feedback, staff also engaged with and incorporated feedback from the LCRB and Vancouver Coastal Health.

PUBLIC SPACE PATIO PROGRAM

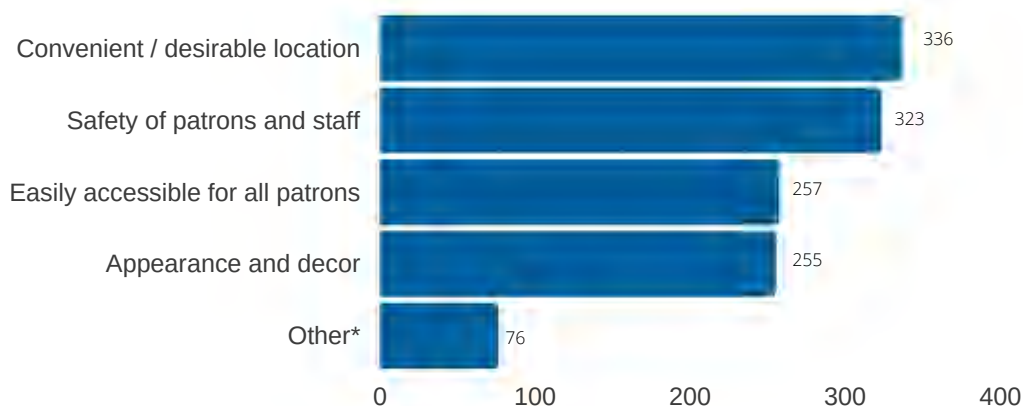
Let's Talk Richmond - Survey Data

The City sought feedback from the public and local businesses to inform the development of a program to allow food and beverage establishments to apply for an outdoor patio on an adjacent public space such as a sidewalk, on-street parking area, or other public space. A Let's Talk Richmond survey was open from November 15 to December 5, 2021. Upon conclusion of the consultation period, 458 survey responses had been received by the City. The data is as follows:

Q1. Since January 1, 2021, I have visited an outdoor patio of a food or beverage establishment in Richmond:



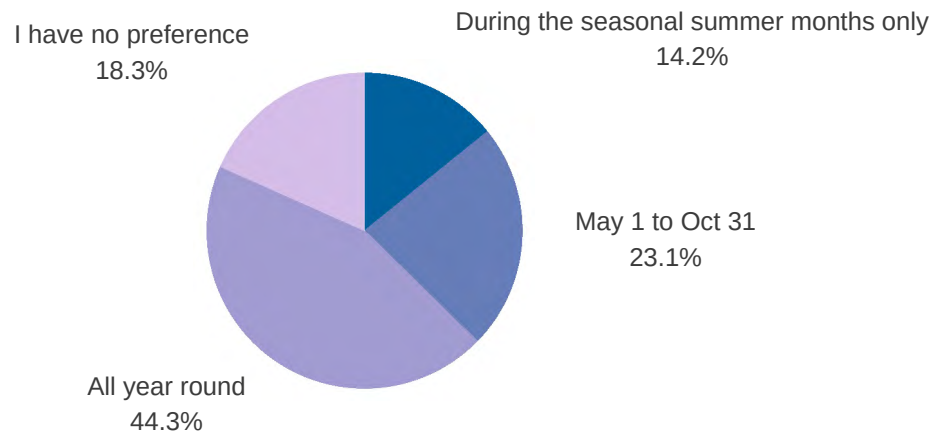
Q2. The aspects of an outdoor patio that are most important to me are (select all that apply):



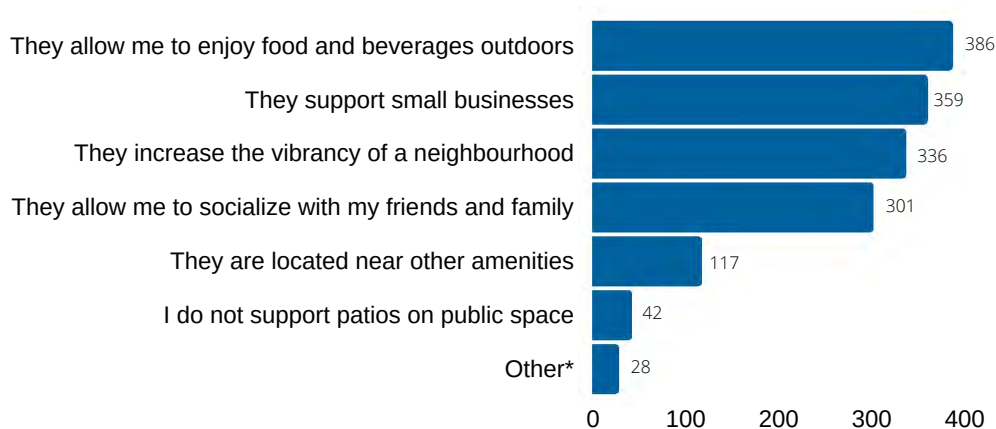
* Key themes from 'Other' include:

- Community vibrancy and wellbeing
- Accessibility:
 - Avoid interference with intended use of space i.e. sidewalks, parking
 - Accessible entrances and exits for patios themselves
- Weather protection from the elements

Q3. I would prefer that patios on public property be open:



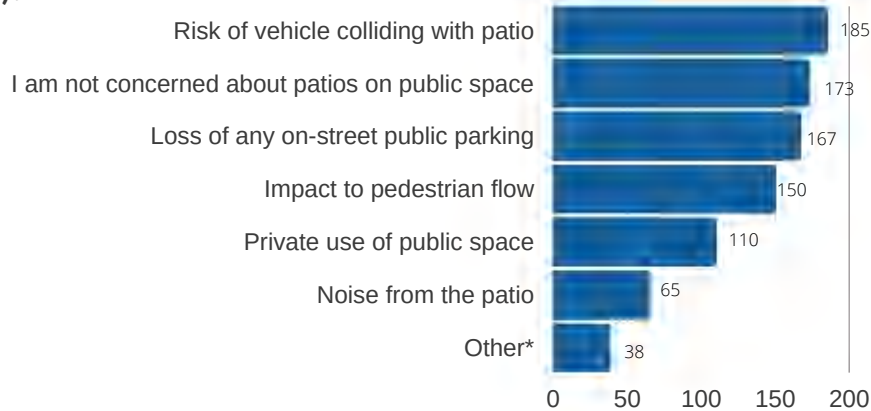
Q4. The aspects I enjoy, or would enjoy, most about patios on public space are (select all that apply):



* Key themes from 'Other' include:

- They provide a safe, enjoyable outdoor eating option during the COVID-19 pandemic and beyond
- They can re-prioritize the use of public space from being vehicle-centric
- They are more accessible for some patrons
- They can enhance the public realm and create opportunities for artistic expression

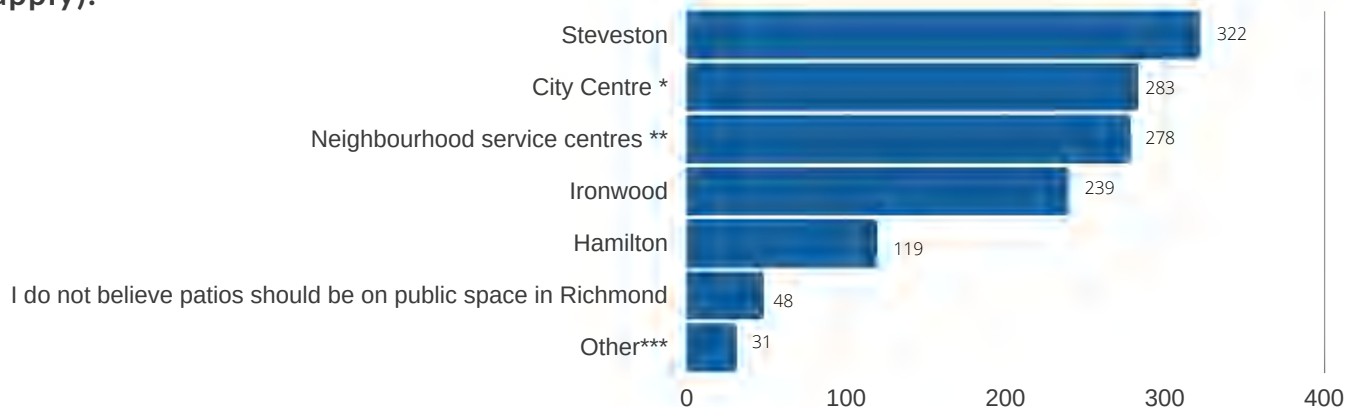
Q5. The aspects that concern me most about patios on public space are (select all that apply):



* Key themes from 'Other' include:

- Cleanliness, appearance and upkeep of patio
- Nuisances from crowds or alcohol consumption
- Impact to traffic flow
- Conflict between vehicles, pedestrians and patrons i.e. exhaust fumes from surrounding traffic

Q6. Many of the current temporary patios on public space are located in Steveston. I would like to see future patios on public spaces in the following neighbourhoods (select all that apply):



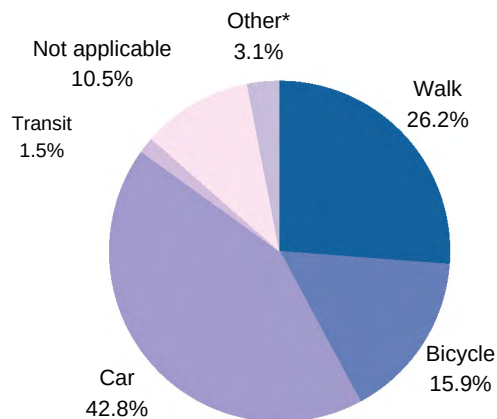
* Oval Village, Brighthouse, Aberdeen, Capstan Village, Lansdowne, Bridgeport

** Seafair, Terra Nova, Broadmoor

*** Key themes from 'Other' include:

- Consider the Richmond Oval area or anywhere there is demand from businesses
- Anywhere in Richmond that is safe from vehicular traffic
- Anywhere so long as there is enough room to ensure accessibility

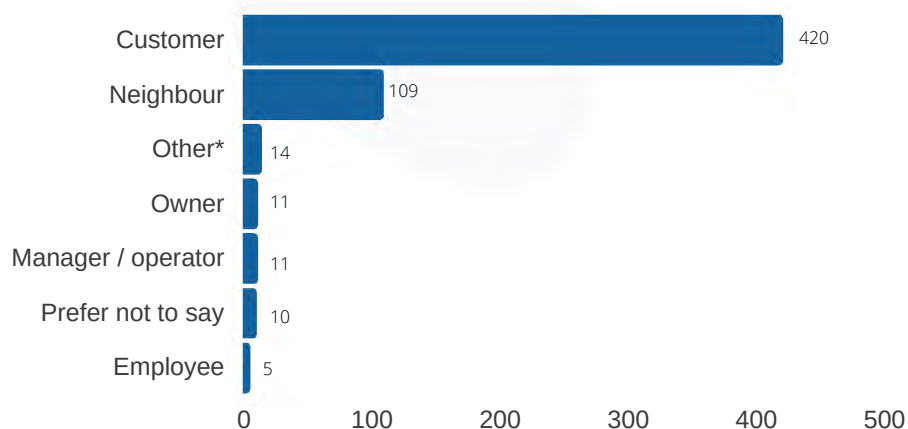
Q7. When I visit an outdoor patio in Richmond, the most common mode of travel has been:



*Key themes from 'Other' include:

- Additional transportation options:
 - Wheelchair
 - Disability scooter
- Active transportation options to and from patio destinations could help reduce reliance on car traffic

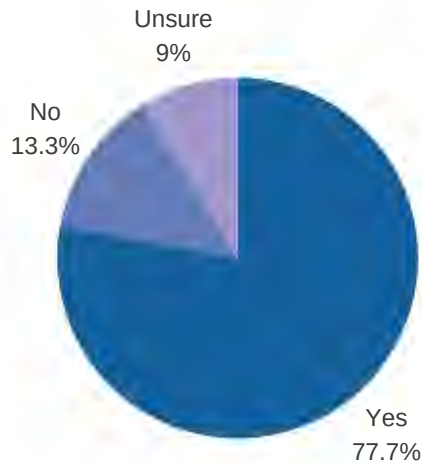
Q8. My affiliation to a food or beverage establishment in Richmond is (select all that apply):



* Key themes from 'Other' include:

- Citizen
- Regulatory Agency (Environmental Health)
- No affiliation

Q9. I am in support of utilizing public space (such as sidewalks, on-street parking areas or other public space) for outdoor patios for food or beverage establishments.



The following table displays results filtered by specific categories of respondents. Please note responses with no opinions were omitted from chart percentages.

	Owner / Manager / Operator / Employee (27)	Customer (420)	Neighbour (109)
TRUE: I am in support of utilizing public space for outdoor patios for food or beverage establishments.	94.1%	79.8%	89.0%
FALSE: I am in support of utilizing public space for outdoor patios for food or beverage establishments.	0.0%	11.7%	7.3%

PUBLIC SPACE PATIO PROGRAM

Let's Talk Richmond - Feedback Highlights

Respondents were also invited to provide additional feedback through the survey or by email. Highlights of this feedback are included below and categorized under three main themes.

Support for a Public Space Patio Program

- Outdoor patios are positive as long as they and their surroundings are safe and accessible for patrons, pedestrians and the general public.
- Outdoor dining spaces create friendlier neighbourhoods, in turn promoting healthy communities and an improved ambiance.
- Allowing patios on public space supports small family owned businesses and provides more safe and enjoyable dining experiences for customers.
- Outdoor patios were a response to COVID-19 that should continue to help support businesses while enhancing neighbourhoods.

Opposition to a Public Space Patio Program

- Public spaces must be preserved for public use only to provide safe and accessible spaces for all people to enjoy - not just for economic gain by businesses.
- The loss of parking spaces will impact surrounding small businesses and cause additional traffic congestion.
- The safety and convenience of pedestrians and accessibility for people with disabilities is more important than patios.
- Outdoor patios can cause disturbances and nuisances for neighbours.

Suggestions for the Regulation of a Public Space Patio Program

- Private businesses benefiting from the use of public space should be charged a fee and responsible for safe and respectful operation of the patio.
- A public notification process should be included to consider neighbourhood feedback.
- Regulations should consider noise, operating hours, and means of mitigating nuisances to ensure harmony with neighbourhood and adjacent residential dwellings.
- Permissions should be granted for a minimum of 2 years to provide stability and allow time for cost recovery by businesses investing in patios.
- Accessibility for patrons and public should be prioritized.
- Weather protection and heating elements should be allowed recognizing the mild weather and year-round outdoor dining opportunities in Richmond. Seasonal patios should be encouraged so parking is returned during months of inclement weather.
- Patio size and duration should be considered to mitigate loss of parking or impacts to pedestrian traffic.
- Outdoor dining spaces should be made available to the general public and not only restaurants and their paying customers.
- Access to, and use of, public walkways in Richmond should be protected and expanded where possible. Curblanes should be used for patios rather than sidewalks.

City of Richmond Patio Program



About this guide

Overview

This guide provides an overview of the City of Richmond Patio Program (“Patio Program” or “Program”). The guide also explains the steps required to apply for a Patio Permit, and details the design requirements for building an outdoor patio adjacent to a food and beverage establishment.

Building on the success of the City’s Expedited Temporary Outdoor Patio Program, which was launched in 2020 as a pandemic response measure, this Patio Program provides flexibility for businesses considering their future options by enabling additional patio types.

This guide is designed to help you through the application process for a Patio Permit. It outlines the detailed design and operational requirements your business will need to follow, based on what type of patio you plan to install. This guide adheres to the City of Richmond Patio Program Guidelines. The full set of Guidelines can be found at: <http://www.richmond.ca/patiopermits>

Who is this guide for?

The Applicant Guide is for businesses that want to establish either:

- A patio on **public property** adjacent to their business; or
- A **seasonal** patio on **private property** adjacent to their business.

To build one of the patio types above, businesses require a Patio Permit. This program allows businesses to expand their seating areas and animate outdoor space, by shifting some of their seating capacity to an outdoor patio.

This Program does not apply to permanent, year-round patios on private property. Businesses that want to pursue year-round patios on private property or increases to their existing permitted occupancy limits must follow the standard building permit application process, which can be found at: <http://www.richmond.ca/patiopermits>





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1

► Program overview

Program overview

In 2020, the City of Richmond introduced an Expedited Temporary Outdoor Patio (TOP) Program as a pandemic response measure. The purpose of this program was to allow food and beverage establishments to quickly expand their seating areas to accommodate COVID-19-related public health orders.

To support local businesses in a timely manner, the review process was expedited, and all municipal application, licence and permit fees (with the exception of a nominal fee for the use of public property) were waived.

The new City of Richmond Patio Program provides a comprehensive, long-term solution to the original temporary program, allowing food and beverage establishments to apply for ongoing patios on public property, or seasonal patios on

private spaces, adjacent to their business. Existing valid TOP Permits will be extended until June 1, 2023 to allow businesses sufficient time to pursue ongoing patio expansions. Patios on public property would be subject to the renewal of license agreements with the City.

The Patio Program Guidelines were developed based on a comprehensive review of existing bylaws, regulations and technical requirements. The process involved input and review from multiple City departments, including Economic Development, Transportation, Planning, Engineering & Public Works, Building Approvals, Law, Customer Service, Business Licensing, Development Applications, as well as Richmond Fire Rescue. Feedback from a public consultation process, including a public survey and outreach to businesses, was also incorporated.



1.1. Goals

This Patio Program seeks to achieve the following high-level goals:

1. Support local businesses by expanding their outdoor capacity and simplifying the patio application process.

2. Ensure that patios are safe, accessible and do not cause undue disturbance to communities, neighbours or passersby.

3. Support the creation of vibrant streetscapes, build a sense of community and create unique street experiences in Richmond.



1.2. Guiding principles

In order to achieve the goals above, and to consider the needs of businesses and the community, public property or seasonal patios should reflect and apply the following guiding principles:



Sense of Community

Patios should enhance the vibrancy of local streets, animate the streetscape, and strengthen community connections by facilitating social interaction among local businesses, patrons, neighbours and visitors.



Ease of Movement

Locations and designs of patios should ensure that the mobility of people walking and rolling along sidewalks and surrounding pathways is not negatively impacted.



Neighbourhood Character

Patios should enhance, respect and celebrate the unique character of the surrounding buildings and neighbourhood, while complementing the look of the business holding the licence.



Safety & Accessibility

Patio designs should ensure that people of all ages and abilities can safely access and enjoy each patio space.



Welcomeness & Inclusion

Patio designs should support an open and welcoming environment that encourages a diversity of people to use and share the space together.

1.3. Types of patios

Before deciding which type of patio to apply for, please read the definitions below to understand which type of patio is possible for your business location.



Curbside Patio

A Curbside Patio is fully detached from buildings and located on public property. It occupies on-street parking spaces that are dedicated for parking at all times without any parking restrictions. Curbside patios cannot be located in any other areas, including loading zones, accessible parking stalls, passenger drop-off, taxi only, construction, etc. Liquor-primary establishments are excluded from curbside patios.

See pages 16-21 for more details on this type of patio.



Sidewalk Patio

A Sidewalk Patio may occupy public property on the sidewalk, provided it is adjacent to the business making the patio application.

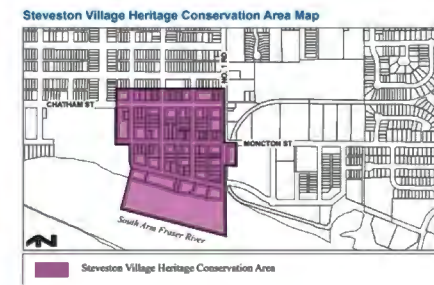
See pages 16-21 for more details on this type of patio.



Seasonal Patio

Seasonal patios involve a patio located on private property adjacent to a food service or neighbourhood public house establishment. It can only operate seasonally between April 1 and October 31. Seasonal Patios are located either on private land or private, off-street parking spaces. Each location has slightly different requirements. In Section 3.1 (Patio Requirements Checklists), these patio types are referred to as "Seasonal (Private Land)" and "Seasonal (Off-street Parking)".

See pages 16-21 for more details on this type of patio.



Steveston Village Patio

Patios located within Steveston Village must be built in a way that maintains Steveston's heritage character. These patios must meet the relevant general patio requirements detailed on pages 16-21, as well as specific guidelines for patios on both public or private property in Steveston Village.

A Heritage Alteration Permit (HAP) is required for all patios located in the Steveston Village Heritage Conservation Area, regardless of its construction value and location. The application fees is included in the Patio Permit application fee if the HAP can be issued by the Director of Development. If a patio requires a HAP issued by council, there will be a separate HAP application fee in addition to the Patio Permit application fee.

See pages 22-24 for more details on this type of patio.

Note: Patios on private property that are operated year-round or result in increased occupancy are permitted. This applicant guide does not apply to those patios. Learn more about year-round patios on private property at www.richmond.ca/patiopermits.

2

► How to apply

How to apply for a patio permit

2.1. Before you get started

Before you begin planning your patio, please review the requirements in this guide. In addition to the patio's location, design, and appearance, businesses need to consider their patio's accessibility and safety for patrons, as well as more detailed requirements like clearance, access, fencing, and weather protection. Detailed location-based requirements are detailed on page 17, followed by the design, safety, accessibility, fencing and weather protection requirements for each patio type.

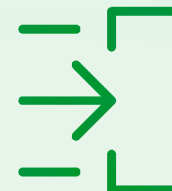
Location

Before beginning an application, businesses should determine the type of patio they intend to build. Patio requirements differ depending on whether the patio is located on public space (for example, a sidewalk or curbside parking spot), or on private space, including parking lot spaces. Patios in Steveston have additional requirements.



Clearance & access

It's essential that patios do not block access points for utilities and emergency services. Patios must also keep clear of existing infrastructure, including bike racks, doorways, and parking spaces.



Accessibility

Patios should be inclusive and welcoming to people of all ages and abilities, even if they are not using the patios. Patios must be designed in a way that is accessible to people using wheelchairs and strollers, and cannot block public pathways around the patio area.



Design & appearance

The look and feel of your patio should complement your business, without impacting the street's existing character. Patios in Steveston have more detailed design requirements to maintain the neighbourhood's historic character. Generally, no signage or branding is allowed.



Safety

Patios that are on the street or in parking spots must prioritize the safety of their customers and vehicles on the street, by following specific hazard marking and barrier requirements.



Perimeter fencing

There are specific fencing requirements for patios that are located on the street or serve alcohol.



Weather protection

While it's important to keep customers comfortable year-round, weather protection features must be contained within the patio area and follow specific safety requirements. Patios cannot be fully enclosed.



2.2. What's not allowed



Enclosed patios

Any partial enclosures or weather protection must have adequate ventilation. Full enclosures are not permitted.



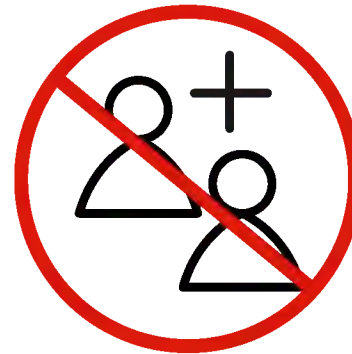
Use of speakers, amplified sound systems or live music

The use of speakers, amplified sound systems or live music in patios is prohibited.



Cooking

All food preparation, processing, and cooking devices and/ or activities are prohibited on patios.



Increased capacity

Patios approved and built under this program cannot increase a business' existing permitted occupancy load. Businesses that would like to receive approval to increase their occupant load must submit an application through the Buildings Approvals department. To learn more about how to increase your capacity, visit www.richmond.ca/patiopermits



Open fires or ground heaters

The use of open-air fires (bonfires) and ground heaters are prohibited on patios.

2.3. Application requirements

To apply for a Patio Permit, you will need to provide:

1. A completed Patio Program Application Form (see www.richmond.ca/patiopermits)
2. Location and design checklist
3. Drawings that include all requirements laid out in this guide. Clear drawing requirements are outlined in the Application Form.
4. A copy of your business license
5. Heritage Alteration Permit Application (for patios in Steveston only. This requires a separate application process ([see here](#) for more information). This process will be streamlined with your Patio Permit application.
6. Application Fee Payment as listed in the fee schedule below on page 14

Note: Applicants are not required to secure approval from a structural engineer for their designs.

The Patio Program Application Form will also ask for the following information:

- General business-related and property-ownership information
- Patio location and design details (to ensure you have met the requirements in this guide)
- Additional patio-specific information like dates, and whether you will be serving liquor
- Summary checklist (to ensure you've included all the required documents)
- Declarations (signatures) that you understand and acknowledge the terms and conditions for operation of a patio, as well as the associated bylaws and regulations

After you've submitted your application

For patios on public property, proof of insurance will need to be provided prior to issuing a Patio Permit. Approved applications will need to provide a Certificate of Insurance (minimum \$5,000,000) that names the City of Richmond as an additional insured.

2.4. Cost

Annual patio permit fees:

The Patio Permit application fee for a seasonal patio on private property is \$300 and is subject to renewal every two years. Additional fees are required for the private use of public property. The cost varies based on the number of tables and chairs it includes and whether it includes a liquor licence. All public property Patio Permit fees are outlined below

Small Sidewalk Patios

A Small Sidewalk Patio may have up to three tables and six chairs. One extra table and two chairs can be added for an additional fee.

This option is only available for a Sidewalk Patio application (patio types detailed on page 8).

General permit fees		
Application fee	\$100 + GST	Valid for two years
Renewal fee	\$100 + GST	Required every two years
Annual public property use fees		
Small Sidewalk Patio	\$300 + GST	Flat fee for up to three tables and six chairs.
Small Sidewalk Patio addition	\$100 + GST	Fee for one additional table with two chairs.

**Individual requests for patios exceeding 37.16 square metres will be subject to further review and pricing will be established on a case-by-case basis.*

***For Large Public Space Patios operating on a seasonal basis only, fees will be prorated based on the number of months the space is occupied. A minimum of six months is required.*

Large Public Space Patio

A Large Public Space Patio includes any Sidewalk Patio with five or more tables and 10 or more chairs, any patio with a liquor licence, and any Curbside Patio. A Large Public Space Patio must have a perimeter fence, as defined in the general design guidelines. Large Public Space Patios are charged per square metre.

This option is available for either a Sidewalk Patio or a Curbside Patio (patio types detailed on page 8).

General permit fees		
Application fee	\$300 + GST	Valid for two years
Renewal fee	\$300 + GST	Required every two years
Annual public property use fees		
Large Patio - Steveston & City Centre	\$107.64 / m ² + GST	Up to a maximum of 37.16 square metres.
Large Patio - all other areas in Richmond	\$86.11 / m ² + GST	Up to a maximum of 37.16 square metres.

3

► Patio requirements

Patio requirements

3.1. Patio requirements checklists

This section details the requirements for each type of patio. Each line detailed in the checklist is a distinct element that the City will be looking for in your patio application.

How to use the checklists

The tables on the following pages provide a reference tool for all applicants to the City of Richmond Patio Program to ensure that their patio application meets all of the City's requirements. The left-most column outlines the guidelines. Applicants should then follow the appropriate column for the type of patio they wish to install, and ensure that they check off all of the empty boxes under that column. Greyed out squares indicate that that guideline does not apply for that type of patio. Unique requirements apply to any patio type located in Steveston (pages 22-24).

EXAMPLE

Your patio...	CURBSIDE	SIDEWALK	SEASONAL (PRIVATE PROPERTY)	SEASONAL (OFF-STREET PARKING & PRIVATE PROPERTY)
Is located in the City of Richmond	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.1. Patio requirements checklists

Prior to submitting your application, select the type of patio you are applying for and confirm that it aligns with all of the criteria below:

LOCATION

Your patio...	CURBSIDE	SIDEWALK	SEASONAL (PRIVATE PROPERTY)	SEASONAL (OFF-STREET PARKING & PRIVATE PROPERTY)
Occupies on-street parking spaces that are dedicated to parking at all times, with no parking restrictions.	<input type="checkbox"/>			
Is not in a loading zone, accessible parking space, passenger drop-off, taxi only or construction zone.	<input type="checkbox"/>			
Is not on an arterial street.	<input type="checkbox"/>			
Does not block or reroute pedestrians.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not block fire routes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is located in a parking lot where your business has at least 20 parking spaces.				<input type="checkbox"/>
Is in a parking lot, and does not reduce your business' available parking spaces by more than 10%.				<input type="checkbox"/>

CLEARANCE & ACCESS

Your patio...	CURBSIDE	SIDEWALK	SEASONAL (PRIVATE PROPERTY)	SEASONAL (OFF-STREET PARKING & PRIVATE PROPERTY)
Does not block access to City-owned infrastructure, BC Gas valves, or underground kiosks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not block exits or doors to adjacent buildings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is at least 1m away from all fire department connections.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is at least 5m away from fire hydrants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not block access to bike racks, garbage cans, or other existing structures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is at least 2m away from all City-owned utilities other than fire hydrants.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is at least 1m away from other patios.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is at least 1m away from vehicle lanes or adjacent parking spots.	<input type="checkbox"/>			
Is at least 6m away from street corners, stop signs, and traffic control.	<input type="checkbox"/>			
Is at least 2m away from the nearest sidewalk obstruction (bike rack, parking meter post, sign post, utility pole, bench, bus shelter, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is at least 1m away from accessible parking spaces.	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Is at least 6m away from residential zones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ACCESSIBILITY

Your patio...	CURBSIDE	SIDEWALK	SEASONAL (PRIVATE PROPERTY)	SEASONAL (OFF-STREET PARKING & PRIVATE PROPERTY)
Provides enough width for wheelchairs and strollers at every entry/exit point.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Includes furniture placed in a way that allows people using wheelchairs to pull up to each table or sit next to other seats.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses materials and surface treatments that are safe and accessible for all users.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps or provides clear and safe vehicle, pedestrian, wheelchair and bicycle routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leaves a path of at least 2m on the public sidewalk.	<input type="checkbox"/>	<input type="checkbox"/>		

DESIGN & APPEARANCE

Your patio...	CURBSIDE	SIDEWALK	SEASONAL (PRIVATE PROPERTY)	SEASONAL (OFF-STREET PARKING & PRIVATE PROPERTY)
Can be removed within a 24 hour period.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not display a business name, logo, banners, signs or ads.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is not wider than 1.8m.	<input type="checkbox"/>			

SAFETY

Your patio...	CURBSIDE	SIDEWALK	SEASONAL (PRIVATE PROPERTY)	SEASONAL (OFF-STREET PARKING & PRIVATE PROPERTY)
Includes reflective posts at least 1.2m high at each corner of the patio that is next to moving traffic or parking spots.	<input type="checkbox"/>			<input type="checkbox"/>
Has reflective hazard object marker signs on traffic posts and on its perimeter.	<input type="checkbox"/>			<input type="checkbox"/>
May require an extended concrete barrier taper at the start of the patio in the direction of traffic for streets with posted speed limits greater than 30 km/hr.	<input type="checkbox"/>			
Provides easy access to a working fire extinguisher inside your business' building.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PERIMETER FENCING

Your patio...	CURBSIDE	SIDEWALK	SEASONAL (PRIVATE PROPERTY)	SEASONAL (OFF-STREET PARKING & PRIVATE PROPERTY)
Has fencing that is 0.75m to 1.0m tall (if serving alcohol, adjacent to a road/parking space).	<input type="checkbox"/>	Only if serving alcohol	Only if serving alcohol	Only if serving alcohol
Has not damaged or drilled into the sidewalk, roadway or curb.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses fencing materials that complements the character of the business and the neighbourhood.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WEATHER PROTECTION

Your patio...	CURBSIDE	SIDEWALK	SEASONAL (PRIVATE PROPERTY)	SEASONAL (OFF-STREET PARKING & PRIVATE PROPERTY)
Does not have structural components that connect to existing buildings (canopies, roof coverings, extensions or attachments).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not have umbrellas or other items (fences, planters, etc.) that extend over the edge of the patio area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cannot be not fully enclosed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses only approved propane heating devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses coverings and/or walls made of registered NFPA 701 flame retardant materials with visible labels, when a heating device is included.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.2. Additional Steveston Village patio requirements

Steveston Village is known for its history and heritage. Patios in this neighbourhood must be built in a way that maintains Steveston's traditional character and charm.

In addition to meeting all the relevant patio requirements in the checklists above (pages 17-21), patios located within the Steveston Village Heritage Conservation Area must follow these additional requirements:

GENERAL STEVESTON VILLAGE REQUIREMENTS

Your patio...	PATIOS ON PUBLIC PROPERTY IN STEVESTON	PATIOS ON PRIVATE PROPERTY IN STEVESTON
Has applied for a Heritage Alteration Permit.	<input type="checkbox"/>	<input type="checkbox"/>
Meets the general requirements for patios on public property (Curbside or Sidewalk, respectively) (pages 17-21).	<input type="checkbox"/>	
Meets the general requirements for patios on private property (pages 17-21).		<input type="checkbox"/>

DESIGN & APPEARANCE

Your patio...	PATIOS ON PUBLIC PROPERTY IN STEVESTON	PATIOS ON PRIVATE PROPERTY IN STEVESTON
Respects the character of adjacent buildings in terms of scale, material and character.	<input type="checkbox"/>	<input type="checkbox"/>
Does not visually dominate the heritage buildings or streetscape.	<input type="checkbox"/>	<input type="checkbox"/>
Is either unpainted, or uses strong but muted heritage colours that are compatible with Steveston's character.	<input type="checkbox"/>	<input type="checkbox"/>
Has minimal landscaping, or small planters that do not block the view of the buildings if on Moncton Street between No. 1 Road and 3 rd Avenue.	<input type="checkbox"/>	<input type="checkbox"/>
Planters should not be used to provide a continuous solid barrier to mark off the patio area.	<input type="checkbox"/>	<input type="checkbox"/>
Does not use light fixtures that are directly attached to the patio structure.	<input type="checkbox"/>	<input type="checkbox"/>
Uses light fixtures that have warm and soft lighting that does not cause glare for neighbours.	<input type="checkbox"/>	<input type="checkbox"/>
Does not have any advertisement or signage, except for signage required due to safety reasons.	<input type="checkbox"/>	<input type="checkbox"/>

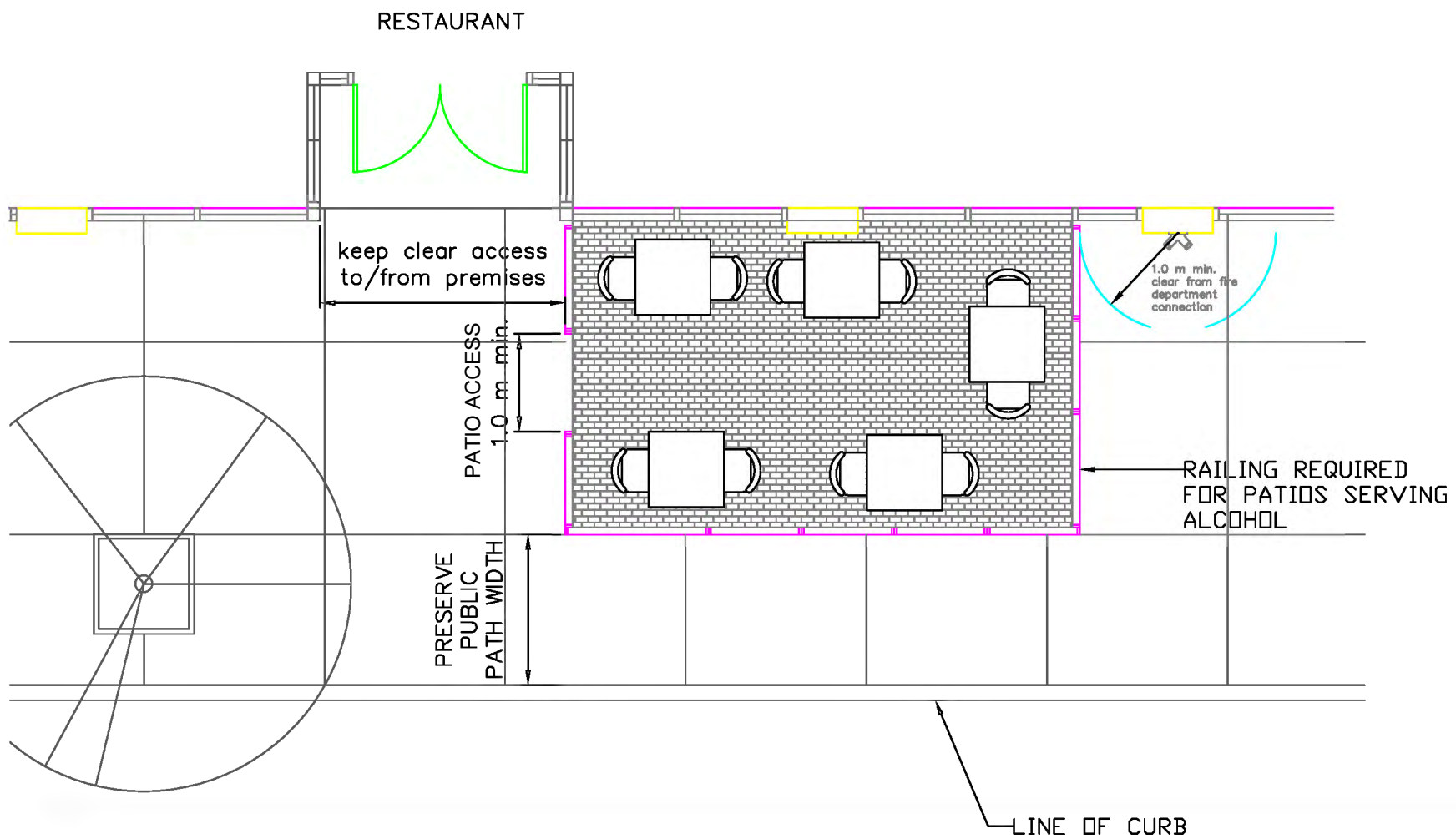
PERIMETER FENCING & BARRIERS

Your patio...	PATIOS ON PUBLIC PROPERTY IN STEVESTON	PATIOS ON PRIVATE PROPERTY IN STEVESTON
Does not have a solid, continuous barrier, and has an "open" appearance.	<input type="checkbox"/>	
Visually obstructs less than 50 of the total area of the barrier (length x height).	<input type="checkbox"/>	
Uses high-quality materials to mark off the area, and does not use plastic barriers or chain fencing.	<input type="checkbox"/>	<input type="checkbox"/>
Uses either wood, metal, or composite material designed to resemble wood for railings and fencing.		<input type="checkbox"/>
Uses material that aligns with the architectural finish of nearby buildings.	<input type="checkbox"/>	<input type="checkbox"/>
Does not have any barriers above 0.9m tall.		<input type="checkbox"/>
Does not have any elements that exceed 0.9m for patios on sidewalks and 1.1m for curbside patios.	<input type="checkbox"/>	

3.3. Patio layout example diagrams

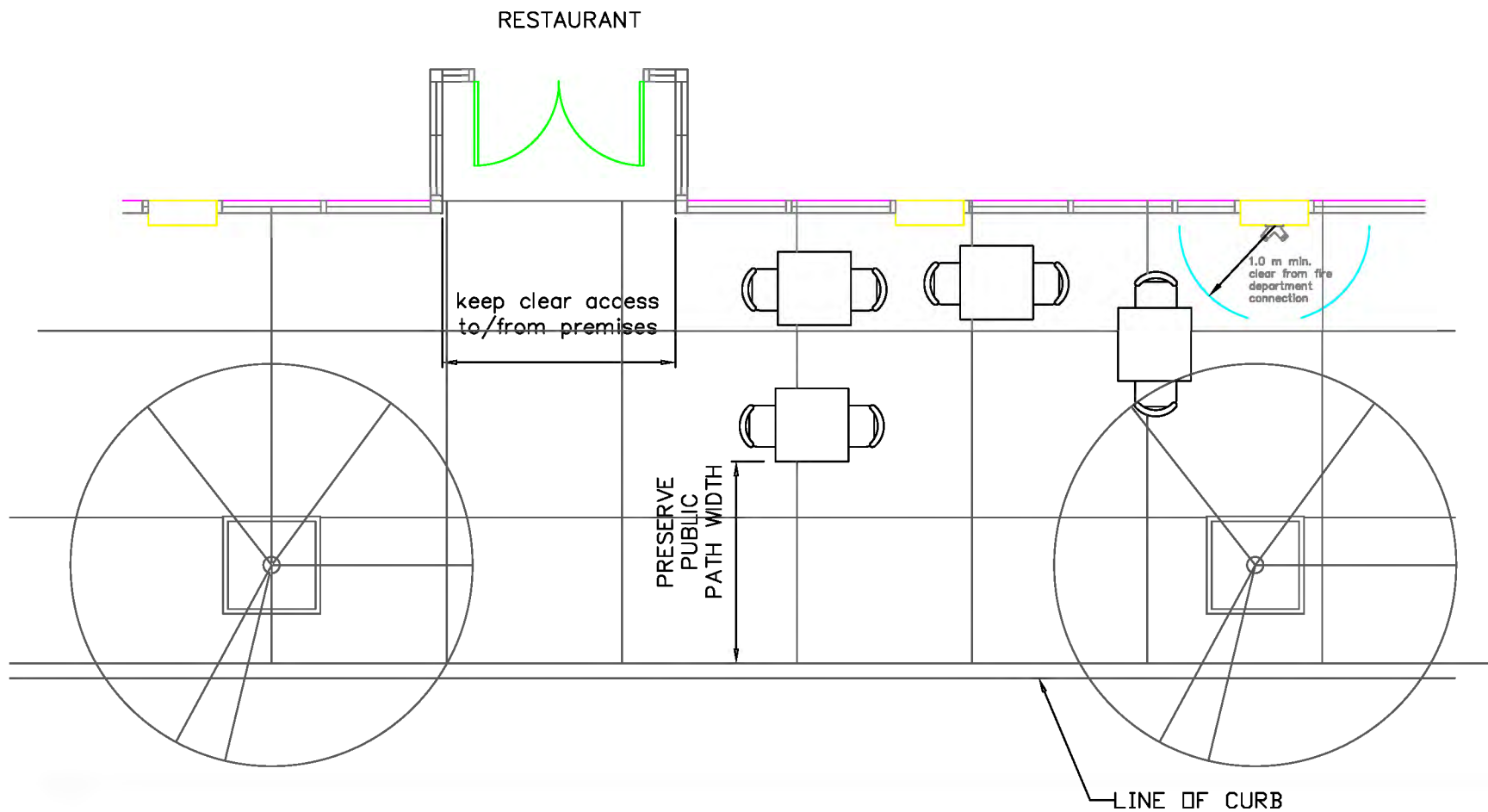
The following three pages provide examples of site sketches for different patio types. They highlight some of the key requirements detailed in the checklist above.

EXAMPLE: SIDEWALK PATIO - LARGE PUBLIC PROPERTY PATIO - SERVING ALCOHOL



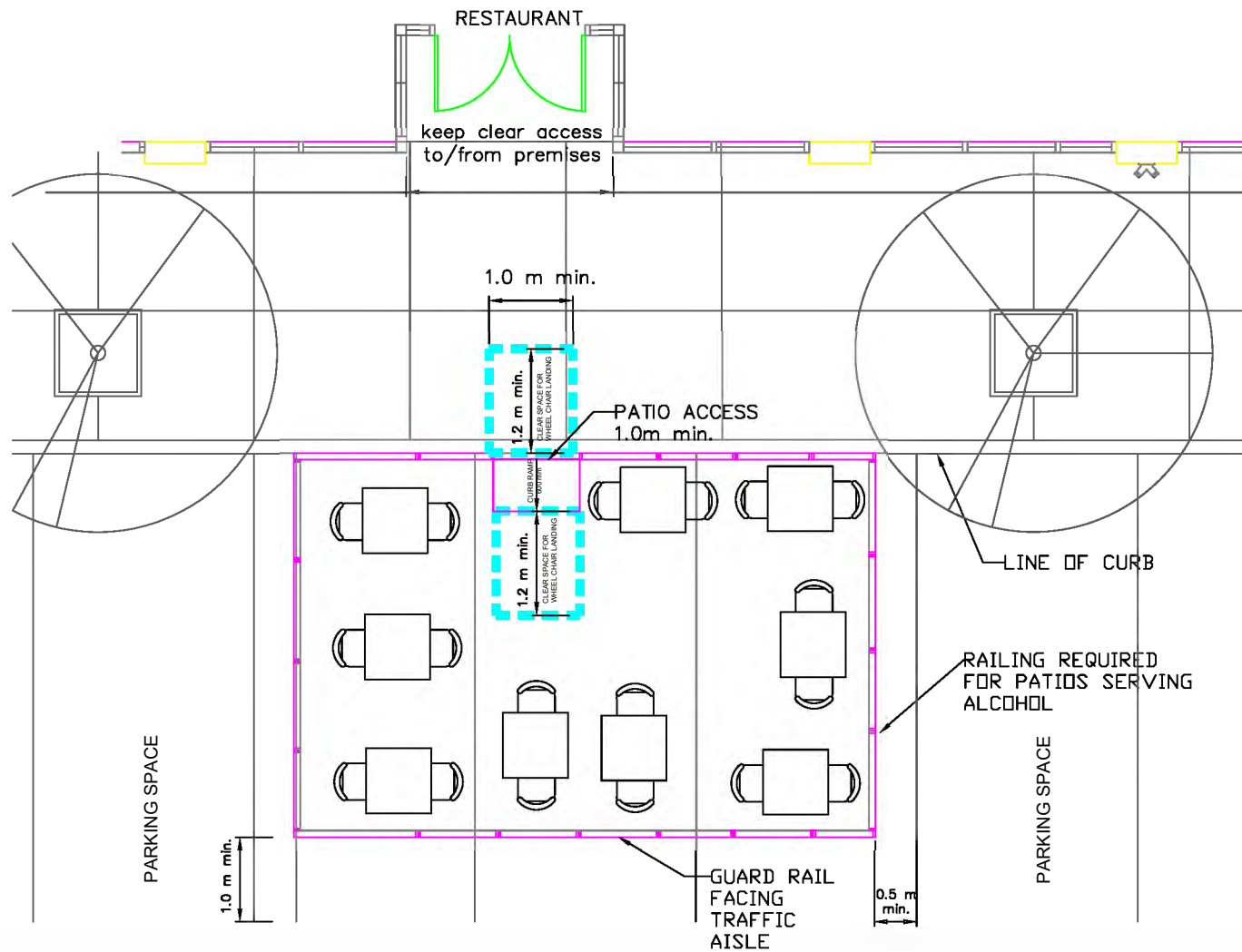
3.3. Patio layout example diagrams

EXAMPLE: SIDEWALK PATIO - SMALL SIDEWALK PATIO WITH ADDITIONAL TABLE AND CHAIRS - NO RAILING OR FENCING REQUIRED, NO ALCOHOL SERVED



3.3. Patio layout example diagrams

EXAMPLE: CURBSIDE PATIO - LARGE PUBLIC PROPERTY PATIO



3.4. Legal requirements

In addition to the location and design requirements detailed in this guide, businesses must ensure their patios meet and maintain the following six legal requirements:

- You must hold a valid City of Richmond business licence.
- If you intend to serve liquor on the patio, you will need to obtain a liquor licence endorsement from the British Columbia Liquor and Cannabis Regulation Branch.
- Patio liquor service must comply with Provincial liquor licensing requirements and policy directives.
- If your patio is on public property, you will need to maintain a \$5,000,000 general liability insurance policy that names the City as an additional insured.
- Approval for a patio permit does not automatically result in an increase to permitted occupant load, such increases would require additional levels of processing to ensure adherence to health and safety regulations such as the BC Building Code.
- Your business must adhere to all municipal and other governing bylaws and regulations.
- Patio service ends at 10:00 p.m.

3.5. Operational requirements

Once your patio has been approved and built, your business is responsible for successfully operating it. This responsibility includes:

- Shifting a portion of your permitted seating or capacity outside between April 1 and October 31.
 - Note: A patio permit does not automatically result in increased seating or capacity. For an increase, apply to udbuilding@richmond.ca.
- You must remove any patio structures, furniture or fixtures within 30 days of your permit expiration date.
- You are responsible and liable for all maintenance repairs of your patio.
- If your patio stays in place through the winter, you are responsible for clearing all snow and ice from the patio and from its entry and exit points.

This program will be reviewed, with consideration for policy and design adjustments. Input from applicants is welcome at economicdev@richmond.ca.



City of Richmond

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www.richmond.ca

Patio Program – Complementary Initiatives

Complementary Initiatives

The following initiatives would complement the Patio Program while helping to achieve its objectives.

1. Pacific.Authentic. Pop-up Picnic Areas

Not all businesses have access to adjacent outdoor space on which to operate a patio. In 2021 Tourism Richmond launched the Pacific. Authentic. Pop-up Picnic Program to provide inviting outdoor dining spaces close to restaurants. This provided new outdoor dining areas for the broader public while supporting take-out programs for restaurants without access to patio space, such as those located in shopping malls. In 2022, Tourism Richmond is planning to bring back the pop-up picnic areas and work with more local artists to paint additional Richmond themed picnic tables.

2. Alternative Transportation Initiatives

Outdoor patios increase the vibrancy of neighbourhoods, making them a destination for residents and visitors and providing an incentive for a bike ride, walk or other types of non-vehicle trips.

In a Let's Talk Richmond survey undertaken from November 15 to December 5, 2021, 44% of respondents indicated they visited outdoor patios by sustainable modes of travel such as cycling, walking and rolling.

There are initiatives underway that support active transportation and low carbon travel that will reduce demand for parking and free up space for other uses such as patios.

- **Richmond Discovery Shuttle:** This service, a joint project between the City, the Richmond Hotel Association and Tourism Richmond, provides a seamless connection for visitors between the City Center and Steveston. It was first piloted in 2019 and is in the planning stages for implementation again over the 2022 summer period.
- **Steveston Bike Valet:** In partnership with Tourism Richmond, the new bike valet is being planned for summer 2022 that will provide a free to end user service where visitors to Steveston can securely store their bikes, strollers, skateboards or other mobility devices. This allows them to enjoy the village and support local restaurants, shops and attractions.
- **E-Scooter Pilot Project:** Part of a Provincial initiative, this came into effective in July 2021 and a public e-scooter share pilot program will launch in spring, 2022.

- The City's Active Transportation Network: This continues to expand and improve with additional routes, signage and facilities. Future improvements are prioritized in the 2021 update of the Cycling Network Plan.

Increased use of sustainable transportation modes will aid Richmond in reducing its carbon footprint and complement the patio program and other enhancements to the vibrancy of the community.



CITY OF RICHMOND

PUBLIC SPACE PATIO REGULATION BYLAW

BYLAW NO. 10350

WHEREAS section 8 of the *Community Charter* allows Council to set regulations on the use of public places;

WHEREAS section 194 of the *Community Charter* allows Council to impose fees payable in respect of the use of municipal property; and

AND WHEREAS the Council of the City of Richmond deems it advisable to set fees, and regulate the operation of public space patios within the City of Richmond.

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

PART 1: CITATION

- 1.1 This Bylaw may be cited for all purposes as “Public Space Patio Regulation Bylaw No. 10350”.

PART 2: INTERPRETATION

- 2.1 In this Bylaw, the following terms have the following meanings:

- (a) **“Applicant”** means an applicant for a **Public Space Patio Permit**, and for the purposes of this Bylaw, also means the holder of a **Public Space Patio Permit**, once issued;
- (b) **“Applicant’s Personnel”** means the **Applicant’s** officers, directors, employees, agents, contractors, subcontractors, permittees, invitees and sublicensees;
- (c) **“Application”** means an application for a **Public Space Patio Permit**;
- (d) **“Business”** means a Business as defined in the City’s Business Regulation Bylaw No. 7538;
- (e) **“City”** means the City of Richmond;

- (f) **“City Personnel”** means the City’s officials, officers, employees, agents, contractors, subcontractors, permittees and invitees;
- (g) **“Consolidated Fees Bylaw”** means Consolidated Fees Bylaw No. 8636;
- (h) **“Council”** means the duly elected Council for the City;
- (i) **“General Manager”** means the City’s General Manager, Community Safety, or designate;
- (j) **“Losses”** means losses, judgments, builder’s liens, damages, costs (including legal costs), expenses, actions, proceedings, suits, debts, accounts, claims and demands, including any and all claims of third parties;
- (k) **“Public Space Patio”** means an outdoor patio, sidewalk patio, street patio or deck located on a sidewalk or other portion of a street, including parking stalls, or publically owned property, permitted by a **Public Space Patio Permit** for the purpose of serving food and beverages in an outdoor setting to seated patrons in conjunction with an existing **Business**. For certainty, a **Public Space Patio** includes a **Small Sidewalk Patio**;
- (l) **“Public Space Patio Permit”** means a permit for a **Public Space Patio** issued under this Bylaw; and
- (m) **“Public Space Patio Permit Area”** means the area designated in a Public Space Patio Permit for a Public Space Patio.
- (n) **“Small Sidewalk Patio”** means a **Public Space Patio** located on a publically owned sidewalk adjacent the Applicant’s Business that has four or fewer tables and a combined maximum total of 8 or fewer chairs.

PART 2 – APPLICATION AND PUBLIC SPACE PATIO PERMIT REQUIREMENTS

Public Space Patio Permit Required

- 2.1 Unless otherwise exempted by this Bylaw, a **Public Space Patio** is only allowable with a valid **Public Space Patio Permit** and no person shall construct, erect, modify, convert, expand, reconstruct, relocate or replace any such **Public Space Patio** without first having obtained a valid **Public Space Patio Permit**.

Application Requirements

- 2.2 No **Public Space Patio Permit** for erection of a **Public Space Patio** shall be issued until:
 - a) A full and complete **Application** has been submitted. The Application will include, without limitation, plans and details of the proposed **Public Space Patio** showing:

- i. the area of the sidewalk, street or other publically-owned space to be occupied;
 - ii. the location and type of all fixtures or other objects which shall be placed within any area of the sidewalk, street or other publically-owned space to be occupied; and
 - iii. any other materials, documents and information as determined by the General Manager;
- b) The proposed work set out in the **Application** conforms to this Bylaw and all other applicable bylaws and **City** guidelines applicable to **Public Space Patios**;
 - c) The **Applicant** for the **Public Space Patio Permit** has paid the prescribed application fee as specified in **Consolidated Fees Bylaw**;
 - d) The **Applicant** for the **Public Space Patio Permit** has paid the prescribed fee for the use of public space as determined by the City's Director, Real Estate Services, or designate;
 - e) Evidence of the **Applicant's** comprehensive general liability insurance in accordance with the amounts and other requirements set out in this Bylaw, has been received; and
 - f) Until the Application has been approved by the General Manager.

PART 3 – PUBLIC SPACE PATIO CONDITIONS OF PUBLIC SPACE PATIO PERMIT

- 3.1 Every **Public Space Patio Permit** is subject to the conditions of use set out in Part 3 of this Bylaw.

Validity Period

- 3.2 A **Public Space Patio Permit** may be valid for a maximum of 24 months, subject to the terms of this Bylaw. Upon expiry or early termination.
- 3.3 No **Public Space Patio** shall be permitted to operate later than 10:00 p.m.
- 3.4 Subject to Section 4.1, upon expiry of a **Public Space Patio Permit**, all fixtures and structures placed within or surrounding a **Public Space Patio** must be completely removed within 30 days and must replace and restore the sidewalk, street or other publically-owned space to a safe and proper condition to the satisfaction of the **General Manager**.
- 3.5 Where an **Applicant** neglects, refuses or fails to cease occupation of the **Public Space Patio** as required pursuant to this Bylaw, or fails to do so within the time specified, the **General Manager** may cause any fixtures, furnishings or personal property located on the **Public Space Patio** to be removed and may cause the sidewalk, street or other publically-owned place to be restored to a safe and proper condition and may charge the

costs of such removal and restoration to the **Applicant**. Where the **City** has incurred costs pursuant to this Section, a certificate of the **General Manager** setting out those costs shall be final and the **City** may recover such costs from the **Applicant** in any Court of competent jurisdiction as a debt owing by the **Applicant** to the **City**.

- 3.6 Where an **Applicant** is required to remove any fixtures, furnishings and personal property pursuant to this Bylaw, the **Applicant** must not make any claim against the **City** on account of such removal.

Compliance with Applicable Laws

- 3.7 An **Applicant** will:

- (a) comply with all applicable laws including, without limitation, City bylaws, policies and guidelines pertaining to the use of the **Public Space Patio Permit Area**;
- (b) not release, dump, spill or place, or allow to be released, dumped, spilled or released on the **Public Space Patio Permit** any waste or special waste (as defined in the Environmental Management Act, S.B.C. 2003, c. 53, as it may be amended or substituted from time to time), or any toxic substance (as defined in the Canadian Environmental Protection Act, S.C. 1999, c. 33, as it may be amended or substituted from time to time), or any matter which the British Columbia Ministry of Environment considers a risk to the environment or to human health;
- (b) exercise its rights under the **Public Space Patio Permit** so as to cause as little inconvenience to the **City** and the public users of the **Public Space Patio Permit Area** and surrounding area as is reasonably practicable in the City's sole discretion; and
- (c) comply promptly with the legal requirements of all authorities, including any association of fire insurance underwriters or agents, and all notices issued by them that are served upon the **City** or the **Applicant**.

Location and Use of Public Space Patio

- 3.8 The location of a **Public Space Patio** may not extend beyond the location indicated on the **Public Space Patio Permit**.
- 3.9 The **Public Space Patio Permit Area** must not be used for any purpose other than seating and serving customers.

Design and Maintenance of Public Space Patio

- 3.10 All Public Space Patios will comply with the City's design guidelines.
- 3.11 The **Applicant** must keep and maintain the **Public Space Patio** in a clean, sanitary, attractive condition and must keep the sidewalk surrounding or adjacent to the **Public Space Patio** free from papers, rubbish and debris of any kind.

- 3.12 The **Applicant** must repair and/or replace, to the **City's** satisfaction, any damage to the **Public Space Patio Permit Area**, any other lands, structures, buildings, improvements, the sidewalks, lanes, utilities or streets adjacent or in proximity to the **Public Space Patio Permit Area** that is caused by, either directly or indirectly, or is contributed to by, either directly or indirectly, the existence of the **Public Space Patio**.
- 3.13 For the purpose of constructing, installing, repairing or maintaining any street, municipal work, service, utility or other improvement owned by the **City** or a permitted third party utility company, the **Applicant** must:
- (a) allow employees or agents of the City and any permitted third party utility company to enter the portion of the **Public Space Patio Permit Area**; and
 - (b) when requested by the **General Manager**, remove at the cost of the **Applicant** part of the **Public Space Patio** within 48 hours, or immediately in the event of an emergency, for regularly scheduled utility or service installation, maintenance or repair.

Insurance, Indemnity and Release

- 3.14 The **Applicant** shall obtain and maintain comprehensive general liability insurance with a limit of not less than \$5,000,000.00 for loss, damage, injury or death arising out of any one occurrence. The policy shall name the City as an additional insured thereunder and shall indemnify and protect the City against all claims for any **Losses**, damage, injury or death to any person or persons and for damage to any public or private property occurring within or about the **Public Space Patio Permit Area** or arising by virtue of the **Applicant's** occupation and/or use of the **Public Space Patio Permit Area**. The policy shall contain such other terms and conditions satisfactory to the City's Risk Manager. The Applicant shall provide the **City** with satisfactory proof of such coverage prior to the construction or installation of the **Public Space Patio**.
- 3.15 In consideration for the issuance of a **Public Space Patio Permit**, each **Applicant** indemnify and save harmless the **City** and **City Personnel** in respect of any and all **Losses** which the **City** or any City Personnel may suffer, incur or be put to, arising out of or in connection, directly or indirectly, with the **Public Space Patio Permit** or the **Public Space Patio** or that would not or could not have occurred "but for" the **Public Space Patio Permit** or the **Public Space Patio**, including without limitation:
- (a) the occupation and/or use of the **Public Space Patio Permit Area** by the **Applicant** and the **Applicant's Personnel**, supplies, machinery and equipment;
 - (b) injury or death to any person occurring in or about the **Public Space Patio Permit Area** and damage to or loss of property owned by any person occurring in or about the **Public Space Patio Permit Area**, or relating to or arising from the occupation and/or use of the **Public Space Patio Permit Area** (including claims under the *Occupier's Liability Act*) by the **Applicant**, the **Applicant's Personnel**, any of their machinery, tools, and equipment, and/or the use of the **Public Space Patio Permit Area**; and

- (c) any breach by the **Applicant** of any condition or covenant contained in this Bylaw.
- 3.16 The Applicant does hereby waive, remise and release the **City** and **City Personnel** from absolutely any and all **Losses** which the **Applicant** or any **Applicant's Personnel** may suffer, incur or be put to, arising out of or in connection, directly or indirectly, with the **Public Space Patio Permit** or the **Public Space Patio** or that would not or could not have occurred "but for" the **Public Space Patio Permit** or the **Public Space Patio**, including without limitation:
- (a) the occupation and/or use of the **Public Space Patio Permit Area** by the **Applicant** and the **Applicant's Personnel**, supplies, machinery and equipment;
 - (b) injury or death to any person occurring in or about the **Public Space Patio Permit Area** and damage to or loss of property owned by any person occurring in or about the **Public Space Patio Permit Area**, or relating to or arising from the occupation and/or use of the **Public Space Patio Permit Area** (including claims under the *Occupier's Liability Act*) by the **Applicant**, the **Applicant's Personnel**, any of their machinery, tools, and equipment, and/or the use of the **Public Space Patio Permit Area**; and
 - (c) any breach by the **Applicant** of any condition or covenant contained in this Bylaw.

The release and indemnification provisions contained in this Bylaw shall survive the termination or expiration of a **Public Space Patio Permit**.

PART 4 - AUTHORITY OF THE GENERAL MANAGER

4.1 The **General Manager** is authorized to:

- a) determine the form of an **Application** for a **Public Space Patio Permit**;
- b) to determine and prescribe the terms and conditions to be included in the **Public Space Patio Permit**;
- c) issue a **Public Space Patio Permit** for the operation of a **Public Space Patio** in accordance with terms and specifications set out in this Bylaw, and impose additional terms, conditions, restrictions and requirements;
- d) issue design guidelines for **Public Space Patios**;
- e) refuse to issue a **Public Space Patio Permit**, if
 - i. the information submitted is insufficient to determine compliance with the provisions of this bylaw or another enactment;
 - ii. the incorrect information is submitted;

- iii. it would be prohibited by any other bylaw or regulation; or
 - iv. the **General Manager** considers that the activities proposed or contemplated under the **Public Space Patio Permit** cannot be carried out safely and with a minimum risk of injury to persons, damage or loss to property, inconvenience to others using the street, residents or businesses in the vicinity, or to the public generally.
- f) suspend, amend, vary, revoke, or cancel any **Public Space Patio Permit**, without compensation to the permit holder, if
- i. there is a contravention of any specification or condition of the **Public Space Patio Permit**;
 - ii. the **Public Space Patio Permit** was issued in error;
 - iii. the **Public Space Patio Permit** was issued on the basis of incorrect information;
 - iv. in the opinion of the **General Manager**, a portion of the **Public Space Patio** area is required for the maintenance, repair or installation of municipal utilities or other municipal purposes; or
 - v. the **General Manager** considers that the activities under the **Public Patio Permit** are not being carried out safely and with a minimum risk of injury to persons, damage or loss to property, inconvenience to others using the street, residents or businesses in the vicinity, or to the public generally.
- g) Upon suspension, amendment, variation, revocation, or cancelation of a **Public Space Patio Permit**, the **General Manager** may order the **Applicant** to immediately remove all fixtures and structures placed within or surrounding a **Public Space Patio** and the replacement and restoration of the sidewalk, street or other publically-owned space to a safe and proper condition to the satisfaction of the **General Manager**.

PART 5 – SEVERABILITY

- 5.1 If any part, sub-section or phrase of this Bylaw is held to be invalid by a court of competent jurisdiction, the invalid portion shall be severed, and the remainder of the Bylaw shall be deemed to have been enacted without the invalid portion.

PART 6 – EFFECTIVE DATE

- 6.1 This Bylaw comes into force and effect upon its adoption.

- iv. in the opinion of the **General Manager**, a portion of the **Public Space Patio** area is required for the maintenance, repair or installation of municipal utilities or other municipal purposes; or
- v. the **General Manager** considers that the activities under the **Public Patio Permit** are not being carried out safely and with a minimum risk of injury to persons, damage or loss to property, inconvenience to others using the street, residents or businesses in the vicinity, or to the public generally.
- g) Upon suspension, amendment, variation, revocation, or cancelation of a **Public Space Patio Permit**, the **General Manager** may order the **Applicant** to immediately remove all fixtures and structures placed within or surrounding a **Public Space Patio** and the replacement and restoration of the sidewalk, street or other publically-owned space to a safe and proper condition to the satisfaction of the **General Manager**.

PART 5 – SEVERABILITY

- 5.1 If any part, sub-section or phrase of this Bylaw is held to be invalid by a court of competent jurisdiction, the invalid portion shall be severed, and the remainder of the Bylaw shall be deemed to have been enacted without the invalid portion.

PART 6 – EFFECTIVE DATE

- 6.1 This Bylaw comes into force and effect upon its adoption.
- 6.2 Notwithstanding Section 8.1 of this Bylaw, this Bylaw shall not apply to persons who hold a valid temporary patio permit issued by the City.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

MAYOR

_____ _____ _____ _____	<p>CITY OF RICHMOND</p> <p>APPROVED for content by originating dept. <i>KF</i></p> <p>APPROVED for legality by Solicitor <i>LB</i></p>
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CORPORATE OFFICER



**Development Permit, Development Variance Permit and Temporary
Commercial and Industrial Use Permit Procedure Bylaw No. 7273
Amendment Bylaw No. 10366**

The Council of the City of Richmond enacts as follows:

1. **Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273**, as amended, is further amended by adding the following as Section 1.2.4:

“1.2.4 Notwithstanding subsection 1.2.1 above, an **applicant** for a **temporary use permit** for a **seasonal outdoor patio** is not required to provide signage as set out in subsections 1.2.1 and 1.2.2.”

2. **Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273**, as amended, is further amended by adding the following as Section 2.4.4:

“2.4.4 Notwithstanding subsections 2.1.1, 2.4.1 and 2.4.2 above:

- (a) the **General Manager, Community Safety** is responsible for processing and reviewing applications for **temporary use permits** for **seasonal outdoor patios**;
- (b) where a request for a renewal of a **temporary use permit** for a **seasonal outdoor patio** has been made, the **General Manager, Community Safety** must process and review such application generally in the same manner as an application for a new permit under subsection 2.4.4(a).

3. **Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273**, as amended, is further amended by adding the following as Section 5.4:

“5.4 Delegation of Temporary Use Permits for Seasonal Outdoor Patios

- 5.4.1 Notwithstanding Section 5.2 above, **Council** delegates to the **General Manager, Community Safety** the authority to:

- (a) approve, issue, and renew **temporary use permits** for **seasonal outdoor patios**;
- (b) reject applications for **seasonal outdoor patios**;
- (c) vary and supplement **seasonal outdoor patios** and impose conditions and requirements on said permits; and

- (d) cancel **temporary use permits** for **seasonal outdoor patios** if a permit holder fails to comply with a term or condition of the permit.
- 5.4.2 The **General Manager, Community Safety** must send a notice of their decision in writing to the **applicant**, which notice shall be deemed to have been received by the **applicant** 10 days after the notice is mailed by the **City**.
- 5.4.3 An **applicant** for a **temporary use permit** for a **seasonal outdoor patio** is entitled to have **Council** reconsider the decision of the **General Manager, Community Safety** in accordance with the following process:
- (a) the **applicant** must apply for the reconsideration by delivering to the **City Clerk**, and providing a copy to the **General Manager, Community Safety**, within 30 days after the decision of the **General Manager, Community Safety** is deemed to be received by the **applicant**, a reconsideration application in writing setting out the following:
 - (i) the date of the decision of the **General Manager, Community Safety** and the nature of the decision;
 - (ii) reasons why the **applicant** wishes the decision to be reconsidered by **Council**;
 - (iii) a request from the **applicant** that the decision be made by **Council**, with brief reasons in support of the request; and
 - (iv) a copy of any materials the **applicant** considers to be relevant to the reconsideration by **Council**.
 - (b) the **General Manager, Community Safety** must present to **Council**, a report on the application and decision to be reconsidered, consisting of a recommendation, and any other information the **General Manager, Community Safety** considers to be relevant;
 - (c) reconsiderations must occur at a regular meeting of **Council** held at least two weeks after the date on which the reconsideration application is delivered to the **City Clerk** and notice shall be provided in accordance with Section 3.2 of this Bylaw;
 - (d) the **applicant** may delegate to **Council** in accordance with Council Procedure Bylaw No. 7560 at the regular meeting of **Council** at which the **General Manager, Community Safety**'s report is on the agenda;
 - (e) upon receipt of the recommendation from the **General Manager, Community Safety** and the delegation from the **applicant**, and **Council**'s reconsideration of the **General Manager, Community Safety**'s decision, **Council** must:
 - (i) confirm the decision of the **General Manager, Community Safety**; or

- (ii) vary, or set aside the decision of the **General Manager, Community Safety** and substitute the decision of **Council**, and either:
 - (A) issue the **temporary use permit** for a **seasonal outdoor patio**, or approve the renewal of the **temporary use permit**; or
 - (B) reject the application for a **temporary use permit** for a **seasonal outdoor patio**, or the renewal of a **temporary use permit**.”
- 4. **Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273**, as amended, is further amended by adding the following as Section 8.1.3:

“8.1.3 Where the **General Manager, Community Safety** issues a **temporary use permit** for a **seasonal outdoor patio** the **City Clerk** must ensure that such permit is properly executed and must mail or otherwise deliver such permit to the **applicant**, and cause the appropriate “Notice of Permit” to be filed in the Provincial Land Title Office.”
- 5. **Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273**, as amended, is further amended by adding the following as Section 10.1.2(d):

“(d) prior to issuance by the **General Manger, Community Safety** of a **temporary use permit** for a **seasonal outdoor patio**.”
- 6. **Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273**, as amended, is further amended at Section 12.1 by adding, the following defined terms in their proper alphabetical order:

SEASONAL OUTDOOR PATIO means a patio constructed on private property adjacent to a **food service establishment, liquor primary establishment, marine public house, or neighbourhood public house** establishment which is subject to a temporary use permit, which can operate only from April 1 to October 31.

FOOD SERVICE ESTABLISHMENT means a business which, in return for consideration, serves prepared food to the public for consumption on or off the premises, and includes coffee shop, restaurant or drive-in restaurant, cafeteria, dining lounge, ice cream parlour, and refreshment or food vending stand, but specifically excludes neighbourhood public house.

LIQUOR PRIMARY ESTABLISHMENT means a premise, licensed under the Liquor Control and Licensing Act, where liquor is served for consumption on-site.

NEIGHBOURHOOD PUBLIC HOUSE means a premise, licensed under the Liquor Control and Licensing Act, where liquor is served for consumption on-site, with a maximum occupant load of 125 persons.

7. This Bylaw is cited as “**Development Permit, Development Variance Permit and Temporary Commercial and Industrial Use Permit Procedure Bylaw No. 7273, Amendment Bylaw No. 10366**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

MAYOR

CORPORATE OFFICER

CITY OF RICHMOND
APPROVED for content by originating dept. KF
APPROVED for legality by Solicitor LB



**CONSOLIDATED FEES BYLAW NO. 8636,
AMENDMENT BYLAW NO. 10367**

The Council of the City of Richmond enacts as follows:

1. The **Consolidated Fees Bylaw No. 8636**, as amended, is further amended by adding Schedule A attached to and forming part of this bylaw as a schedule to Consolidated Fees Bylaw No. 8636, in alphabetical order.
2. The **Consolidated Fees Bylaw No. 8636**, as amended, is further amended by adding Schedule B attached to and forming part of this bylaw as a schedule to Consolidated Fees Bylaw No. 8636, in alphabetical order.
3. That **Consolidated Fees Bylaw No 8636**, as amended, is further amended at SCHEDULE – DEVELOPMENT APPLICATION FEES by deleting the Heritage Application No. 8951 table and replacing it with Schedule C attached to and forming part of this bylaw.
4. This Bylaw is cited as “**Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10367.**”

FIRST READING

SECOND READING

THIRD READING

ADOPTED

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

MAYOR

CORPORATE OFFICER

SCHEDULE A – Public Space Patio Fees**Public Space Patio Regulation Bylaw No. 10350**

Sections 2.3(c)

Public Space Patio Permit Application Fee	2022 Fee
Permit	\$300
Renewal	\$300
Small Sidewalk Patio Permit Application Fee	2022 Fee
Permit	\$100
Renewal	\$100

SCHEDULE B**DEVELOPMENT APPLICATION FEES****Temporary Use Permits No. 8951**

Section	Description	Base Fee	Incremental Fee
Section 1.6.1	Temporary Use Permits for Seasonal Outdoor Patio	\$300	Not Applicable
Section 1.6.1	Temporary Use Permit Renewal for Seasonal Outdoor Patio	\$300	Not Applicable

DEVELOPMENT APPLICATION FEES

Heritage Applications No. 8951

Section	Description	Base Fee	Incremental Fee
Section 1.15.1 (a)	<u>Heritage Alteration Permit</u> No Development Permit or Rezoning Application With Development Permit or Rezoning Application	\$272 (20% of the total applicable development permit or rezoning fee, whichever is greater)	Not Applicable Not Applicable
Section 1.15.1 (b)	<u>Heritage Alteration Permit</u> For patios to be considered by the Director of Development with the City of Richmond Patio Permit Application	No Fee	Not Applicable
Section 1.15.1 (c)	<u>Heritage Revitalization Agreement</u> No Development Permit or Rezoning Application With Development Permit or Rezoning Application	\$272 (20% of the total applicable development permit or rezoning fee, whichever is greater)	Not Applicable Not Applicable



**Heritage Procedures Bylaw 8400
Amendment Bylaw 10363**

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

1. Heritage Procedures Bylaw 8400 is amended by adding the following new subsection 5.1.7 immediately after subsection 5.1.6:

“5.1.7 issuance of a Heritage Alteration Permit in respect of patios on public property and seasonal patios on private property that is not a protected heritage property, provided that its construction value does not exceed \$10,000.00 and the applicant obtains a Patio Permit through the City of Richmond Patio Program.” ;
2. This Bylaw may be cited as **“Heritage Procedures Bylaw 8400, Amendment Bylaw 10363”**.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED by <i>JH</i>
APPROVED by Manager or Solicitor <i>LB</i>

MAYOR

CORPORATE OFFICER



**Richmond Official Community Plan Bylaw 7100
Amendment Bylaw 10362 (Revisions to the Steveston Area Plan)**

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

1. Richmond Official Community Plan Bylaw 7100 (OCP Bylaw) is amended by adding the following in Section 9.3.2.1 Steveston Village General Guidelines of the Steveston Area Plan (Schedule 2.4) after “Landscape Elements”:

“Patios

Patios animate the streetscape and enhance the relationship between buildings and adjacent streets and public areas. The patio design must be well-integrated into the existing historic streetscape of Steveston Village and must be compatible with the form, massing and materials of the adjacent buildings. Particularly, Moncton Street between No. 1 Road and 3rd Avenue retains the historic elements of scale, and maintains a continuous commercial storefront street wall with one or two storey buildings. The design of patio structures must respect the character of the existing humble, small-scaled buildings on Moncton Street.

A Heritage Alteration Permit (HAP) is required for all patios located within the Steveston Village Heritage Conservation Area if the patio includes structure or is to be surrounded by a railing or other boundary that causes alterations to the existing landscape. For a patio located on City property such as a sidewalk patio or a curbside patio (i.e., occupying on-street parking spaces), a permit to allow the patio to occupy public space such as a Patio Permit obtained through the City of Richmond Patio Program is also required in addition to the HAP. In addition, other technical requirements from Engineering, Transportation, Building and Fire must be met and appropriate permits must be obtained.

To respect the heritage character of Steveston Village, new developments should ensure that:

For All Patios

- a) The scale, material and character of a patio structure respect the adjacent buildings and streets, and do not visually dominate the heritage buildings or streetscape.
- b) Colours of patio structures are compatible with Steveston’s traditional character. Either unpainted, or strong, but muted, colours produced as a “heritage series” by a number of commercial paint manufacturers are preferred.
- c) Landscaping is compatible with the existing heritage landscape of Steveston Village. On Moncton Street between No. 1 Road and 3rd Avenue, landscaping should be kept minimal and simple; smaller planters, which do not block the view of the buildings, may be permitted within the patio areas. In other areas in the Steveston Village Core

- area and the Steveston Village Riverfront area, planters, window boxes or other types of container gardens to provide an abundance of year-round seasonal colour are permitted. Planters should not be used to provide a continuous solid barrier to mark off the patio area.
- d) No umbrella is attached to or overhangs the patio railings.
 - e) The patios are wheelchair accessible. Any entry/exit point should be wide enough for a comfortable experience and to accommodate wheelchairs and strollers. The design and placement of site furniture should allow a person in a wheelchair to sit alongside fixed seating or where tables are provided, to allow a person in a wheelchair to pull up to each table. The material and surface treatments should be designed to be safe and accessible for all users.
 - f) Light fixtures are not directly attached to the patio structure, and are appropriate to the historic character of Steveston Village. Fully shielded metal cast fixtures are encouraged. Warmer and softer glow should be provided for ambience and aesthetic similar to traditional light sources. Excessive lighting levels, glare or overspill to neighbours should be avoided.

For Patios on Private Property

- a) Materials for barriers (e.g., railing, fences) to mark off the patio area are of high quality, natural and durable. The material should integrate with architectural finish and materials of the adjacent buildings. The preferred material is wood, metal or contemporary materials that offer a compatible look (e.g., composite decking boards that resemble wood). Plastic barriers or chain fencing are not permitted. The design of the barrier must be simple to complement the overall character of Steveston Village.
- b) The barrier is no higher than 0.9 m (3 ft.). For patios on private property, a trellis or similar structure may be permitted overhead, supported on posts.
- c) No advertisement or signage is allowed on patio structures.

For Patios on Public Property

- a) The material (e.g., fence) to demarcate the patio area does not form a solid continuous barrier, and has an “open” appearance. The visual obstruction must be less than 50% of the total area of the barrier (length x height).
- b) Materials for barriers (e.g., railing, fences) to mark off the patio area are of high quality, natural and durable. The preferred material is wood, metal or contemporary materials that offer a compatible look (e.g., composite decking boards that resemble wood). Plastic barriers or chain fencing are not permitted.
- c) No elements of the patio structure exceed 0.9 m (3 ft.) for patios on sidewalk. For curbside patios (i.e., occupying on-street parking spaces) directly adjacent to vehicle travel lanes, the height of the barrier must be appropriate to provide safety, but no elements of the patio structure should exceed 1.1 m (3.6 ft.).
- d) No advertisement or signage is allowed on patio structures, except for signage required due to safety reasons.”

2. This Bylaw may be cited as **“Richmond Official Community Plan Bylaw 7100, Amendment Bylaw 10362”**.

FIRST READING

PUBLIC HEARING

SECOND READING

THIRD READING

ADOPTED

MAYOR

CORPORATE OFFICER

CITY OF RICHMOND
APPROVED by <i>JH</i>
APPROVED by Manager or Solicitor <i>LB</i>



City of Richmond

Report to Committee

To: General Purposes Committee

Date: March 4, 2022

From: Milton Chan, P.Eng.
Director, Engineering

File: 10-6060-01/2022-Vol
01

Re: Accelerated Flood Protection Program Update

Staff Recommendation

That the staff report titled, "Accelerated Flood Protection Program Update", dated March 4, 2022, from the Director, Engineering be received for information.

Milton Chan, P.Eng
Director, Engineering
(604-276-4377)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Finance	<input checked="" type="checkbox"/>	
Law	<input checked="" type="checkbox"/>	
Real Estate Services	<input checked="" type="checkbox"/>	
Roads & Construction	<input checked="" type="checkbox"/>	
Sustainability & District Energy	<input checked="" type="checkbox"/>	
Parks Services	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

At the April 12, 2021 Regular Council meeting, the following motion was adopted:

- (1) That a target annual revenue level of \$30 million by 2031, for the Drainage and Diking Utility, be endorsed for use in future utility budget planning in order to support Option 1 – 50 Year Implementation Period for an accelerated flood protection program;*
- (2) That new rate classes be introduced for the Drainage and Diking Utility as presented in Table 2 of the report titled “Accelerated Flood Protection Program Concept and Flood Protection Rate Structure Review” dated February 26, 2021 from the Director, Engineering and be incorporated in the preparation of the 2022 utility budget and rates;*
- (3) That a public consultation and communication plan be developed; and*
- (4) That implementation of the new utility rates commence in 2023.*

Subsequently, at the November 29, 2021 General Purposes Committee meeting, the following referral motion was made:

That staff comment and advise on options to improve and expedite the City’s Dike Improvement Program, and report back.

This report responds to the above referral. Related to this initiative, at the June 28, 2021 Regular Council meeting, Council endorsed pursuing a Fish Habitat Bank arrangement under the federal Fisheries Act as a means to accrue habitat credits on future City-led habitat projects in order to offset the impacts from diking.

This report supports the following strategies within Council’s Strategic Plan 2018-2022:

Strategy #1 A Safe and Resilient City:

Enhance and protect the safety and well-being of Richmond.

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

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

Strategy #5 Sound Financial Management:

Accountable, transparent, and responsible financial management that supports the needs of the community into the future.

5.1 Maintain a strong and robust financial position.

Analysis

Richmond is a recognized leader in flood protection planning and mitigation, having established one of the most advanced flood protection programs in the region. Key components of the City's success include the Flood Protection Management Strategy and Dike Master Plan, which are the City's guiding framework for continual upgrades and improvements to address climate change induced sea level rise as well as anticipated increase in duration and intensity of storm events.

The Flood Protection Management Strategy identifies strengthening and raising the City's dike to 4.7 metres geodetic as a priority response to sea level rise and an increased variability in freshet flows due to climate change. Staff are continuously monitoring regional and global climate change science to inform the City's flood protection program.

Accelerated Flood Protection Program Update

The Drainage and Diking Utility was established by Council in 2000 and budgets \$14.6 million in revenue, through fees (Figure 1) annually to maintain and upgrade Richmond's flood protection infrastructure. Through the Drainage and Diking Utility and senior government grant funding, the City has dedicated over \$120 million to completing flood protection projects, including pump station and dike upgrade projects, over the past 10 years.

At the April 12, 2021 Regular Council meeting, three options were presented in the staff report titled "Accelerated Flood Protection Program Concept and Flood Protection Rate Structure Review", dated February 26, 2021 from the Director, Engineering, comparing the high-level costs associated with accelerating the City's flood protection program. Acceleration of the City's dike upgrade program increases flood resilience for the City, should the rate of sea level rise increase from current projections.

The three options presented at the April 12, 2021 Regular Council meeting included a 50 year implementation period program (recommended by staff), and two options to further accelerate to a 40 year implementation period program and a 30 year implementation period program, as shown in Table 1. Council ultimately endorsed a target annual revenue level of \$30 million by 2031 for the Drainage and Diking Utility in order to support a 50 year implementation period, best positioning the City financially, while improving the City's diking infrastructure well in advance of the current anticipated climate change impacts.

In response to the referral from the November 29, 2021 General Purposes Committee meeting, staff have considered an additional option that looks at increasing the rates at the same pace as currently endorsed beyond the year 2032. This option generates a target annual revenue of \$37 million by 2035 in order to support a program that is further accelerated to a 43 year implementation period (Table 1).

Table 1: Accelerated Flood Protection Program Options*

Implementation Period	50 Years (Current Program)	43 Years	40 Years	30 Years
2032 Target Annual Revenue Required	\$30 million	\$30 million	\$37 million	\$49 million
2035 Target Annual Revenue Required		\$37 million		

*exclusive of costs for habitat compensation

Staff recommend continued endorsement of the 50 year implementation period to best position the City financially, while improving the City's diking infrastructure well in advance of the current anticipated climate change impacts. Current sea level rise projections, including the latest report from the Intergovernmental Panel on Climate Change, indicate 1 metre of sea level rise by 2100, and the 50 year implementation program places the City approximately 30 years ahead of these projections. In addition, the 50 year implementation program ensures the City has the capacity and flexibility to further accelerate should the rate of sea level rise increase from current projections.

In addition, by not accelerating more than what is required at this time, the City maximizes the opportunity to acquire senior government funding over a longer term and allows the City to continue to monitor the rate of sea level rise and report back to Council with any recommended adjustments to further accelerate the flood protection program as required.

In order to execute the Council endorsed 50 year implementation period, the total annual revenue for the Drainage and Diking Utility will need to increase from \$14.6 million in 2022 to a minimum of \$30 million (Figure 1) by 2032. This would be achieved by increasing the Flood Protection System fee through the annual utility budget and rates process beginning in 2023 as endorsed by Council at the April 12, 2021 Regular Council meeting, until the target annual revenue is met in 2032 including adjustments for inflation and cost escalation.

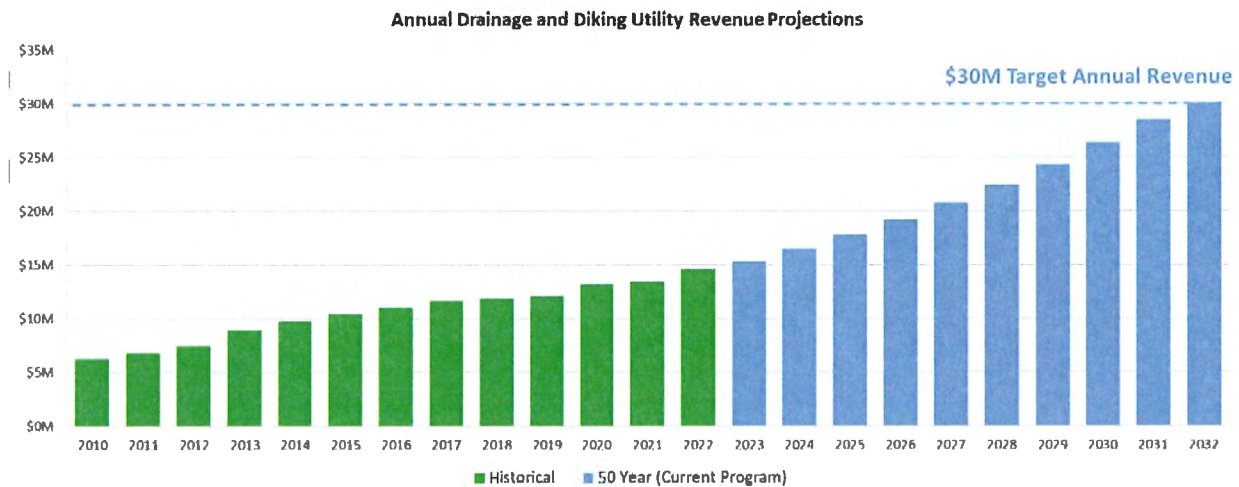


Figure 1: Annual Drainage and Diking Utility Revenue Projections

The total cost to complete the dike upgrades is currently estimated at \$1 billion, which includes costs associated with land acquisition, design and construction, and restoration along the perimeter dike. This estimated value should be used as an order of magnitude reference, considering highly variable factors such as construction and real estate costs, superdikes and regulatory requirements. Staff will be able to further refine these cost estimates as the program develops and more projects are completed.

In addition, funding beyond the target annual revenue will be required for habitat enhancement. This has not been included in the estimated costs at this point due to on-going staff investigation and site-specific requirements. As the scope of habitat enhancement, including requirements set by the Department of Fisheries and Oceans to establish a Fish Habitat Bank, becomes better defined, the target funding will be adjusted accordingly and brought forward for Council's consideration as part of a future report.

Next Steps

Public Engagement

At the April 12, 2021 Regular Council Meeting, Council endorsed that a public consultation and communication plan be developed to support the implementation of the accelerated flood protection program. Staff have engaged a consultant to support engagement on this topic, as well as Dike Master Plan Phase 4 and the City's habitat enhancement initiatives, including formalizing a fish habitat bank. Feedback will be utilized and incorporated into the annual utility budget and rates process, finalizing of Dike Master Plan Phase 4 and formalizing a fish habitat bank agreement with the Department of Fisheries and Oceans Canada. These reports will be presented to Council separately for consideration.

2023 Utility Budget and Rates Planning

As identified in the staff report titled “Accelerated Flood Protection Program Concept and Flood Protection Rate Structure Review”, dated February 26, 2021 from the Director, Engineering, an additional five regular full-time staff from various departments and five temporary full-time construction staff were estimated to be required to support the 50 year implementation period accelerated program. These positions will be fully funded from the Drainage and Diking Utility and are captured within the \$30 million target annual revenue for the 50 year implementation period.

As endorsed by Council at the April 12, 2021 Regular Council meeting, staff will prepare the 2023 utility budget and rates accordingly, including the budgeted expenditures for additional staffing, maintenance of the flood protection works, and operational resources for Council’s consideration as part of the annual budget process.

Continuing Implementation of the City’s Flood Protection Program

Staff will continue dike upgrades in priority areas according to the City’s Dike Master Plan and bring forward accelerated projects as a part of the annual Capital Program for Council consideration. Provincial and international studies on climate change will continue to be monitored and reviewed, and any significant changes will be assessed and incorporated into future iterations of the City’s Flood Protection Management Strategy and Dike Master Plan.

Completion of the perimeter dike upgrades will require substantial amounts of material for dike fill. Staff will continue to explore strategies to source materials within Richmond to the greatest extent possible in support of the City’s circular economy and sustainability objectives, as this would be efficient and effective for managing costs.

Senior Government Funding

The City’s Flood Protection Management Strategy aims to acquire senior government funding for a wide range of flood prevention and protection research, monitoring, studies, planning and improvements. The City has been successful in obtaining grant funding from the Provincial and Federal governments in the past and will continue to seek opportunities to secure additional grant funding. However, the City would be in a better position to accelerate the flood protection program with a dedicated funding source from senior governments. Dedicated funding would decrease the burden on Richmond’s utility ratepayers, and allow for more certainty in budgeting and planning for future flood protection upgrades.

Staff will continue to communicate with other Diking Authorities, regional bodies, provincial and federal agencies to seek dedicated senior government funding for all diking authorities.

Environmental Considerations

In many locations throughout the City, the dikes are adjacent to or overlap with significant environmental assets including the City’s Riparian Management Areas (RMA). The City’s RMA Network is a system of channelized watercourses that function, in part, as habitat corridors within Richmond’s Ecological Network to facilitate the movement of nutrients to the Fraser

River. Staff acknowledge that the proposed diking improvements often requires the removal of existing environmental assets. A key objective of all work is to design new, enhanced habitat that compliment the City's flood management and environmental objectives.

Raising the City's dikes requires an expanded footprint. The proposed dike footprint identified in the City's Dike Master Plan has been conceptually designed to avoid high-value fish habitat along the Fraser River. Where it cannot be avoided, a loss of existing riparian and freshwater aquatic habitat in the City's RMA is anticipated through the infill of channelized watercourses adjacent to the City's dikes. In addition, provincial guidelines discourage significant watercourses near the inland dike toe, as such watercourses can be problematic for static and seismic stability, seepage and piping, and can limit access for operation and maintenance. In certain areas of the City, these requirements will have significant impacts to the City's RMA Network. This presents an opportunity to explore potential habitat enhancement projects that would create higher value habitat on the river side of the dike when possible. Where this is not feasible due to site specific scour velocities and maintenance requirements, habitat compensation will be developed and appropriately designed in other areas of the City in accordance with the City's Ecological Network, Public Tree Management Strategy 2045, and the Community Energy and Emissions Plan 2050.


At the June 28, 2021 Regular Council meeting, Council endorsed pursuing a Fish Habitat Bank arrangement under the federal Fisheries Act. A future arrangement will allow the City to accrue habitat credits from future, City-led habitat projects to offset the impacts from diking and enhance the Ecological Network. Although a final Habitat Bank arrangement will take years to establish, staff anticipate that the City's habitat banking program will be functioning and there will be habitat credits available by the time it is needed to support Richmond's future permitting requirements.

Financial Impact

None at this time. Staff will incorporate recommendations endorsed at the April 12, 2021 Regular Council meeting into the public engagement process, as well as subsequent future utility budgets and capital plans for Council's consideration.

Conclusion

Staff are continuously monitoring regional and global climate change science to inform the City's flood protection program. Acceleration of the City's dike upgrade program provides additional flood resilience for the City over the 50 year implementation period. Should the rate of sea level rise increase from current projections, staff will report back to Council with any recommended adjustments to further accelerate the flood protection program as required.



Jason Ho, P.Eng.
Manager, Engineering Planning
(604-244-1281)

JH:ch



Corrine Haer, P.Eng.
Project Manager, Engineering Planning
(604-276-4026)



City of Richmond

Report to Committee

To: General Purposes Committee

Date: March 16, 2022

From: Claudia Jesson
Director, City Clerk's Office

File: 12-8125-80-14-05/Vol 01

Re: Amendments to the Council Procedure Bylaw – Remote Public Participation

Staff Recommendation

That Council Procedure Bylaw No. 7560, Amendment Bylaw No. 10373, which introduces amendments relating to the requirement for pre-registration for participation by means of electronic or other communication facilities, be introduced and given first, second and third readings.

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

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

Staff Report

Origin

Since April 2020, the public has had the opportunity to participate remotely in Regular Council, Regular Council for Public Hearing or a Standing Committee meeting. To enable remote public participation, a pre-registration requirement was implemented requiring prospective remote public participants to pre-register in advance. The requirement for pre-registration is not referenced in the Council Procedure Bylaw No. 7560.

This report recommends an amendment to the Council Procedure Bylaw No. 7560 that will stipulate that a person or organization wishing to address council by electronic means or other communication facilities will be required to pre-register with the City Clerk by 1:00 p.m. of the day of the meeting.

This report supports Council's Strategic Plan 2018-2022 Strategy #8 An Engaged and Informed Community:

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

Analysis

Due to the pandemic, there have been a number of changes and adjustments made to ensure that the public is informed and has the opportunity to engage in the Council meeting process. Since April 2020, the public has had the ability to participate remotely and delegate on agenda items via electronic means. To enable a person or organization to participate remotely in order to delegate on an agenda item, a pre-registration process was implemented by the City Clerk's Office.

Members of the public wishing to delegate remotely have been required to register in advance with the City Clerk's Office by 1:00 p.m. of the day of the meeting. Once registered, the registrants would receive email communication from the City Clerk's Office containing detailed instructions pertaining to joining the respective meeting. While this process has worked well to date, the current Council Procedure Bylaw is silent on this requirement and as such the public may not be aware of this specific requirement. In order to ensure there is clarity regarding the rules of delegating remotely, staff propose that the requirement for pre-registration be specified in the Council Procedure Bylaw. In addition, the section of the bylaw outlining the general rules for delegations has a proposed language addition to clarify that section 13.8.3 does not refer to remote participation.

When the Provincial State of Emergency expired on September 28, 2021, Regular Council, Standing Committee, Special Council and Regular Council for Public Hearing meetings have been open for the public to attend in person. With the recent opening of City Hall to the public and the relaxation of covid related protocols, it should be noted that no pre-registration requirement will be applied for a person or organization wishing to delegate in person on an agenda item. The pre-pandemic process for public delegations will resume where members of the public in attendance will be able to delegate without pre-registering, if they wish to do so.


It should be noted that pre-registered speakers for any meeting will be afforded the opportunity to speak first, followed by members of the public who wish to delegate in person and have not pre-registered.

Financial Impact

None.

Conclusion

Staff recommends that Council Procedure Bylaw No. 7560, Amendment Bylaw No. 10373, that introduces amendments relating to the requirement for pre-registration for participation by means of electronic or other communication facilities, be introduced and given first, second and third readings.

A handwritten signature in cursive script, appearing to read 'Claudia Jesson', written in black ink.

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



Council Procedure Bylaw No. 7560, Amendment Bylaw No. 10373

The Council of the City of Richmond enacts as follows:

1. "Council Procedure Bylaw No. 7560", as amended, is further amended as follows:

- a) Insert new Section 1.4.3 as follows:

"1.4.3 Subject to Section 1.4.2, a person or organization wishing to address a Special Council Meeting, a Regular Council Meeting, a Regular Council Meeting for Public Hearings or a Standing Committee, as a delegation by means of electronic or other communication facilities must pre-register in advance with the City Clerk by 1:00 p.m. on the day of the meeting."

- b) Delete Section 13.8.3 and insert new Section 13.8.3 as follows:

"13.8.3 A delegation intending to use audio and audio-visual equipment or both in Council Chambers, for the purposes of making a submission to council, must advise the City Clerk prior to the council meeting of the intent to use such equipment, on the understanding that the City will assist with, but not be responsible for, the provision of the necessary equipment."

2. This Bylaw is cited as "**Council Procedure Bylaw No. 7560, Amendment Bylaw No. 10373**"

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED for content by originating dept CS
APPROVED for legality by solicitor [Signature]

MAYOR

CORPORATE OFFICER