



General Purposes Committee

Anderson Room, City Hall
6911 No. 3 Road

Monday, July 17, 2017
4:00 p.m.

Pg. # ITEM

MINUTES

GP-4 *Motion to adopt the **minutes** of the meeting of the General Purposes Committee held on July 4, 2017.*



FINANCE AND CORPORATE SERVICES DIVISION

1. **AWARD OF CONTRACTS THROUGH RFP TO RADICAL I/O TECHNOLOGY INC.**

(File Ref. No. 04-1300-01/2017) (REDMS No. 543291 v. 4)

GP-12

See Page GP-12 for full report

Designated Speaker: Grant Fengstad

STAFF RECOMMENDATION

- (1) *That the contract for Digital Strategy Integration Services RFP 5951P be awarded to Radical I/O Technology Inc. in the amount of \$670,000 based on the public Request for Proposal (RFP) process;*
- (2) *That the contract for Customer Web Portal Implementation RFP 5952P be awarded to Radical I/O Technology Inc. in the amount of \$495,000 based on the public Request for Proposal (RFP) process;*
- (3) *That an amount of \$100,000 be approved as contingency funding as part of the approved capital funding; and*

- (4) *That the Chief Administrative Officer and the General Manager, Finance and Corporate Services be authorized to negotiate and execute the consulting services contract with Radical I/O Technology Inc.*



PLANNING AND DEVELOPMENT DIVISION

2. **APPLICATION BY ONNI DEVELOPMENT (IMPERIAL LANDING) CORP. FOR A ZONING TEXT AMENDMENT AT 4020, 4080, 4100, 4180, 4280 AND 4300 BAYVIEW STREET (FORMERLY 4300 BAYVIEW STREET) TO AMEND THE "STEVESTON MARITIME MIXED USE (ZMU12)" ZONE AND THE "STEVESTON MARITIME (ZC21)" ZONE**

(File Ref. No. RZ 13-633927) (REDMS No. 5421598 v. 3)

GP-43

See Page GP-43 for full report & Attachments AA to DD & Bylaws

See Supplemental GP Package for Attachments EE to HH

Designated Speaker: Wayne Craig

STAFF RECOMMENDATION

- (1) *That Official Community Plan Amendment Bylaw 9062, to amend the land use definition of "Maritime Mixed Use" by adding a range of commercial uses in Appendix 1 (Definitions) to Schedule 2.4 of Official Community Plan Bylaw 7100 (Steveston Area Plan), be introduced and given first reading;*
- (2) *That Bylaw 9062, 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;*
- (3) *That Bylaw 9062, having been considered in accordance with OCP Bylaw Preparation Consultation Policy 5043, is hereby found not to require further consultation;*
- (4) *That Richmond Zoning Bylaw 8500, Amendment Bylaw 9063, to:*
- (a) *amend the "Steveston Maritime Mixed Use (ZMU12)" zone by widening the range of permitted commercial uses at 4020, 4180, 4280 and 4300 Bayview Street; and*

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Pg. #

ITEM

(b) amend the "Steveston Maritime (ZC21)" zone by widening the range of permitted commercial uses at 4080 and 4100 Bayview Street;

be introduced and given first reading.

☐

ADJOURNMENT

☐



General Purposes Committee

Date: Tuesday, July 4, 2017

Place: Anderson Room
Richmond City Hall

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

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

AGENDA

It was moved and seconded

That "George Massey Tunnel Replacement Project" be added to the Agenda as Item No. 4.

CARRIED

MINUTES

It was moved and seconded

That the minutes of the meeting of the General Purposes Committee held on June 19, 2017, be adopted as circulated.

CARRIED

General Purposes Committee
Tuesday, July 4, 2017

FINANCE AND CORPORATE SERVICES DIVISION

1. APPLICATION FOR AMENDMENT TO HOURS OF LIQUOR SERVICE FOR LIQUOR PRIMARY LIQUOR LICENCE NO. 200266 & FOOD PRIMARY LIQUOR LICENCE NO. 200046 – INNVEST HOTELS LP, DOING BUSINESS AS FAIRMONT VANCOUVER AIRPORT HOTEL

(File Ref. No. 12-8275-30-001) (REDMS No. 5407188)

It was moved and seconded

- (1) That the applications from InnVest Hotels Lp., doing business as, Fairmont Vancouver Airport Hotel, for an amendment to increase their hours of liquor service for both the Liquor Primary Liquor Licence No. 200266, and the Food Primary Liquor Licence No. 200046, from: Monday to Saturday, 11:00 AM to 1:00 AM and Sunday, 11:00 AM to Midnight; to, Monday to Sunday, 9:00 AM to 4:00 AM for both, for premises located at 3111 Grant McConachie Way, Richmond, B.C., be supported only for:*

 - (a) Liquor service hours for Monday to Sunday, from 9:00 AM to 2:00 AM for both, Liquor Primary Liquor Licence No. 200266, and Food Primary Liquor Licence No. 200046;*
 - (b) The total person capacity will remain the same at 226 Persons for Liquor Primary Liquor Licence No. 200266, and 926 Persons for Food Primary Liquor Licence No. 200046;*
- (2) That a letter be sent to the Liquor Control and Licensing Branch advising that:*

 - (a) Council supports the amended conditions as listed above, for Liquor Primary Liquor Licence No. 200266 and Food Primary Liquor Licence No. 200046 as the issuance will not pose a significant impact on the community; and*
 - (b) Council's comments on the prescribed criteria (set out in Section 71(9) of the Liquor Control and Licensing Regulations) are as follows:*

 - (i) The location of the establishment is zoned Airport District and since the property is under the Federal jurisdiction, the City does not review or comment on business uses for zoning purposes;*
 - (ii) The proximity of the proposed location to other social, recreational and public buildings was considered. There are no public schools or parks within a 50 meter radius of this establishment;*

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- (iii) The potential for additional noise and traffic in the area was considered;*
- (iv) The impact on the community was assessed through a community consultation process; and*
- (v) The business has operated since 1999 and there is no history of non-compliance with this operation;*
- (c) As the operation of a licenced establishment may affect nearby residents the City gathered the view of the residents as follows:*
 - (i) A letter was sent to Community Services representative of Vancouver Airport Authority, requesting that a letter of notice, of an amendment to existing Liquor Primary Liquor Licence No. 200266 and Food Primary Liquor Licence No. 200046 be circulated to the other business operations at YVR; and*
 - (ii) Signage was posted at the subject property and three public notices were published in a local newspaper. This signage and notice provided information on the applications and instructions on how community comments or concerns could be submitted*
- (d) Council's comments and recommendations respecting the view of the residents are as follows:*
 - (i) There were no responses received from all the public notifications and based on the lack of any responses received from the community, Council considers that the approval of this application is acceptable to the majority of the residents in the area and the community.*

The question on the motion was not called as discussion took place on the potential to permit liquor service to 4:00 a.m. as the premise is at the Vancouver International Airport, which primarily services international travelling clientele and operates 24-hours a day, and the likelihood of locals paying for parking to be served liquor until 4 a.m. is low.

Carli Edwards, Manager, Customer Services and Licencing, remarked that as per Policy 9400, the City does not support liquor service past 2:00 a.m.

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As a result of the discussion, the following **amendment** motion was introduced:

It was moved and seconded

That Liquor service hours for Monday to Sunday, from 9:00 AM to 4:00 AM for both, Liquor Primary Liquor Licence No. 200266, and Food Primary Liquor Licence No. 200046 be supported.

DEFEATED

Opposed: Mayor Brodie

Cllrs. Day

Dang

Johnston

McNulty

McPhail

Steves

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

COMMUNITY SERVICES DIVISION

**2. COUNCIL POLICY HOUSEKEEPING AND POLICY UPDATES –
REPORT NO. 5**

(File Ref. No. 01-0105-01) (REDMS No. 4900752)

It was moved and seconded

- (1) That the Council Policies, as listed in Attachment 1 to the staff report titled “Council Policy Housekeeping”, dated May 5, 2017, from the General Manager, Community Services, be rescinded; and*
- (2) That all policies, procedures and directives with outdated language or organizational name changes for our community partners be updated, as needed, to reflect current references.*

CARRIED

**3. KIWANIS TOWERS – FIFTH AND FINAL DISBURSEMENT FROM
THE AFFORDABLE HOUSING RESERVE FUND TO 7378 GOLLNER
AVENUE**

(File Ref. No. 08-4057-01) (REDMS No. 5409494)

It was moved and seconded

- (1) That the fifth and final disbursement of \$463,309 be paid to Richmond Kiwanis Senior Citizens Housing Society (the “Society”) towards construction costs associated with 296 subsidized senior housing units at 7378 Gollner Avenue (formerly 6251 Minoru Boulevard) to be used by the Society; and*

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- (2) *That the Chief Administrative Officer and the General Manager of Community Services be authorized to disburse the amount as stated in recommendation 1 above.*

CARRIED

4. **GEORGE MASSEY TUNNEL REPLACEMENT PROJECT**
(File Ref. No.)

Councillor Steves distributed information regarding past Freedom of Information requests submitted to the Province regarding the George Massey Tunnel Replacement Project (attached to and forming part of these Minutes as Schedule 1).

Discussion also took place on (i) the future bridge not being able to accommodate any form of light rail transit, (ii) a new study indicating that the Fraser River no longer needs to be dredged, and (iii) the potential to twin the George Massey Tunnel. As a result of the discussion, the following **referral** motion was introduced:

It was moved and seconded

That staff identify and analyse options which are alternatives to a bridge for the George Massey Tunnel Replacement Project including the option to twin the Tunnel and report back.

The question on the referral motion was not called as staff was directed to (i) re-submit the Freedom of Information requests on the George Massey Tunnel Replacement Project for a new response, and (ii) seek further information regarding options for the George Massey Tunnel Replacement Project from any other interested groups including but not limited to the Greater Vancouver Gateway Council.

The question on the referral motion was then called and it was **CARRIED** with Cllr. Loo opposed.

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (4:17 p.m.).

CARRIED

General Purposes Committee
Tuesday, July 4, 2017

Certified a true and correct copy of the Minutes of the meeting of the General Purposes Committee of the Council of the City of Richmond held on Tuesday, July 4, 2017.

Mayor Malcolm D. Brodie
Chair

Hanieh Berg
Legislative Services Coordinator

To: Mayor and Councillors

From: Councillor Harold Steves

Re: George Massey Tunnel FOI Requests

Port Vancouver stated this summer that they have "No plans to dredge the river" However, that's not what the Port said when they asked the BC Government to remove the Massey Tunnel in 2012.

According to e-mails released under FOI, on Dec 12, 2012 the Port's dredging specialist Dave Hart said the tunnel should be "15.5m below Geodetic Datum for 50 year life expectancy and 18.5m below for a 100 year life expectancy." Clearly the desire to dredge the river was a deciding factor in deciding to build a \$3.5 billion bridge instead of adding to the existing 11.5m deep tunnel.

On July 16, 2014, Port of Vancouver CEO Robin Silvester asked his staff "What is the air draft of the largest LNG vessel we could imagine in the river?" "61m air draft would allow the larger part of the world's LNG fleet, under 300m to 320m, to enter into the Fraser River" was the reply.

As a result both Metro Vancouver and Richmond Council asked for a full Federal Environmental Review on the cumulative effects on fish habitat and the environment if the Fraser River is dredged to 15.5 m for 34km from Sandheads to New Westminster and the river is widened for 320m long ships to turn around. How would the incursion of salt water up the river affect irrigation for agriculture? The Federal Government declined to hold a review.

Then the City of Richmond asked the BC Government for information on the cost of the original plan to add a two lane tube and public transit to the tunnel. The NDP announced such a plan back in 1975 and Social Credit Premier Bill Van der Zalm provided details of the plan in 1989 with a \$1 billion commitment to rapid transit. The Transit plan included LRT to Richmond with spurs to Steveston and Ladner. A Super-Bus was to run from Richmond to White Rock with a tube added to the tunnel.

In 2004, Premier Gordon Campbell upgraded the tunnel seismically at a cost of \$22 million. In 2006 Highways Minister Kevin Falcon said the tunnel was good for another 50 years and announced that a two lane tube would be added. The BC Gateway Council, which was advising the Provincial Government, said the cost would be \$500 million. In 2008 Kevin Falcon spent \$4.7 million upgrading the highway from Richmond to White Rock for Rapid-Bus.

The response Richmond received to the first FOI request was somewhat baffling: "As there was no plan to add another tunnel to the George Massey Tunnel, no records were located" The plan developed by Kevin Falcon, the Gateway Council, and previous governments did not exist.

On March 3, 2017 Richmond tried again with three FOI requests:

Request #1 - Drill Tests

Request #2 - Stability of proposed new bridge

Request #3 – Public Transit and GMTR project

On March 27, 2017 Richmond received a reply that the records would be withheld until May 7, 2017 under Section 20 of FOIPPIA which relates to, "Information that will be published or released within 60 days." As May 7 was on a weekend, City staff subsequently received full documentation on May 8, 2017. Now that the May 9th election is over it is appropriate to request that the new government find and investigate proposals previously announced publicly for tunnel expansion rather than a bridge. Further information and action is needed on the recent FOI requests.

Requests # 1 & #2: Most of the documents provided were technical data and engineering studies totalling over 1,300 pages. They confirmed information Richmond already knew, that solid ground or "gravel till" is down over 1,000 ft. Some designs for bridge piles and footings were provided but little other information or any additional cost to the construction of a bridge.

Request #3: One document was provided: "George Massey Tunnel Replacement Project – Potential for Increased Transit" The report compared an elevated Canada Line LRT down No. 3 Rd. to increased bus service through the GMT corridor. It did not consider ground level LRT that could use the existing Shell Road railway corridor. The report concluded, "high frequency/high capacity transit services cannot be provided in a cost effective manner." The report did not answer the question as to whether ground level or elevated LRT can be accommodated on the bridge. It would appear that based on this study the bridge is not designed to accommodate LRT of any kind.

As Port Vancouver now claims a new study indicates they no longer need to dredge the river and \$27 million has already been spent upgrading the tunnel and preparing for Rapid-Bus it is not too late to return to the original plan to add a two lane tube to the existing tunnel and include Rapid-Bus. Also a third lane could be added at the same time for Rapid Bus and future LRT. The original tunnel was built in two years.

Recommendation: Referral to staff to prepare a report to the new BC Government asking for a tunnel addition for the George Massey Tunnel.



City of Richmond

Report to Committee

To: General Purposes Committee
From: Grant Fengstad
Director, Information Technology

Date: June 20, 2017
File: 04-1300-01/2017-Vol
01




Re: Award of Contracts through RFP to Radical I/O Technology Inc.

Staff Recommendation

1. That the contract for Digital Strategy Integration Services RFP 5951P be awarded to Radical I/O Technology Inc. in the amount of \$670,000 based on the public Request for Proposal (RFP) process; and
2. That the contract for Customer Web Portal Implementation RFP 5952P be awarded to Radical I/O Technology Inc. in the amount of \$495,000 based on the public Request for Proposal (RFP) process; and
3. That an amount of \$100,000 be approved as contingency funding as part of the approved capital funding; and
4. That the Chief Administrative Officer and the General Manager, Finance and Corporate Services be authorized to negotiate and execute the consulting services contract with Radical I/O Technology Inc.



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

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

Staff Report

Origin

The purpose of this report is to request City Council approval to award and execute contracts with Radical I/O Technology Inc. of \$670,000 and \$495,000 in compliance with the City's Procurement Policy 3104 and Five Year Financial Plan Bylaw. The contracts will implement the Digital Strategy Integration Services (RFP 5951P) and the Customer Web Portal Implementation (RFP 5952P) publically issued through BCBid. The evaluation committee has recommended Radical I/O Technology as the vendor providing the City with best value in fulfilling the requirements of both contracts. Radical I/O was the only vendor that presented a high level design concept that was clearly aligned with the vision and strategy the City was looking to achieve. There were clear synergies in having the requirements of both contacts fulfilled by the same vendor.

A key objective from the Council approved Digital Strategy (Attachment #1) is to enable a customer-centric approach through the introduction of personalized services and information relevant to each customer.

This report supports Council's 2014-2018 Term Goal #7 Strong Financial Stewardship:

Maintain the City's strong financial position through effective budget processes, the efficient and effective use of financial resources, and the prudent leveraging of economic and financial opportunities to increase current and long-term financial sustainability.

7.3. Transparent financial decisions that are appropriately communicated to the public.

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

9.1. Understandable, timely, easily accessible public communication.

9.2. Effective engagement strategies and tools.

The projects focus on the following Digital Strategy objectives:

- Integrating and Connecting City Infrastructure
- Extending the Reach of City Online Services

The following are the primary goals for Customer Web Portal:

- To present online services in a single integrated view that is relevant to the resident.
- To ensure the residents of Richmond have a unified, integrated customer experience.
- To enable single sign-on through the City's My Profile system.

The following are the primary goals for Digital Strategy Integration Services:

- To increase convenience for customers and staff.

- To enable information and data to be shared easily from one system to another and one department to another.

Analysis

Council approved the City's Digital Strategy vision on September 15, 2015 and staff are currently implementing key initiatives which align with the goals of;

- Extending the reach of online services
- Expanding the connected City architecture
- Extending mobility for staff
- Integration and interconnecting City infrastructure
- Promoting open and transparent government

As part of that strategy, staff indicated funding of \$5.5M over three years to implement key initiatives enabling this vision. To date, staff have executed on \$3.0M of approved digital strategy initiatives and have implemented foundational technologies in 2016 and early 2017. The Digital Nervous Ecosystem and the Customer Single Identity / Profile (MyRichmond) are now fully operational. These systems enable innovation to our customers going forward. The Digital Nervous Ecosystem (DNE) integrates the City's line of business systems and enables information exchange between systems as well as the publication of information for new requirements, such as the RichmondBC mobile app and the new Inspection App. The MyRichmond Customer Profile provides a single identity and profile which enables customers to access City online services using a single login and password. This translates to better customer service, a feeling of "belonging" and ultimately, implements the overall vision of creating the "Day in the Life" concept that was presented as part of the Digital Strategy.

The RICHMOND.CA website provides City-related news, events, services, and other information to the public in a generalized manner. The Customer Web Personalization portal introduces the ability to provide information to City customers (resident, business operator, etc.) in a personalized manner based on their individual profile, preferences and transaction history. A personalized home page showing relevant information, including registered recreation classes, status of requests for services, recent utility and tax payment information among others most relevant to the individual will be easily accessible via the City of Richmond website. Additionally, this work will realize the vision of providing timely and relevant information to our customers based on their areas of interest. Historically, customers had to navigate to different sections and login using different credentials. With the new Customer Personalization portal, a single identity and login is all that is required in order to access all customer facing services.

The proposed agreements with Radical I/O Technology Inc. builds upon the work completed and enables the development and delivery of information and services in a customer friendly manner using the RICHMOND.CA website and RichmondBC Mobile App.

Scope of Work

Radical I/O Technology Inc. will assist in the integration of the Customer Web Personalization portal with existing City applications and the Perfect Mind Recreation program application currently under execution. The integration activities include the design, development, testing,

and deployment of all applications involved in the integration along with the design and implementation of the Customer Web personalization portal.

The major systems included in the integration scope are:

- Customer Personalization Portal
- RichmondBC mobile app
- Customer Feedback system
- Online Grants Application
- Online Events Application
- Taxation and Utility Services
- Dog Licensing and Renewals
- Recreation and Event Management
- Business Licensing
- Permitting and Inspections

Public Request for Proposal evaluation

Request for Proposals Digital Strategy Integration Services 5951P and Customer Web Portal 5952P was issued on March 16, 2017.

The following responses were received on April 20, 2017:

Customer Web Portal:

- Protiviti Inc.
- Conseils Datamage Inc.
- Radical I/O Technology Inc.
- Content Thread

Digital Strategy Integration Services:

- Allianz Development Inc
- TIBCO Software Incorporated
- Radical I/O Technology Inc.
- Conseils Datamage Inc.
- Raysa Enterprises Inc.

An evaluation committee scored the responses based on predetermined criteria including, but not limited to, value for money, proponent qualifications, proposal quality, project methodology, and references. Each section was scored independently using the City's standard evaluation matrix. The consolidated score determined that Radical I/O Technology Inc. was the top respondent for each RFP and was deemed to be the lead proponent.

Financial Impact

The overall value for both contracts is \$1,165,000 plus contingency of \$100,000 for a total of \$1,265,000. This has been approved by City Council as part of the 2017 Capital plan and is also included in the 5-Year Financial Plan.

Conclusion

The Richmond Digital Strategy implementation is well underway with projects aligning to the five focus areas as outlined and approved by City Council.

This request is in compliance with the City's Procurement Policy and Officer and General Manager Bylaw. The Customer Web Portal and Digital Strategy Integration enhance customer service and extend the reach of City services into the Digital space. It is therefore recommended that RFP 5951P and 5952P be awarded to the top bidder Radical I/O Technology Inc. for implementation of the projects.



Harjap Bardin
Solutions Architect
(604-276-4071)

HB:gf

Attachment 1 Richmond Digital Strategy Report



City of Richmond

Report to Committee

To: General Purposes Committee
From: Grant Fengstad
 Director, Information Technology
Re: Richmond Digital Strategy

Date: September 15, 2015
File: 04-1300-01/2015-Vol
 01

Staff Recommendation

That the proposed Richmond Digital Strategy attached to the staff report titled "Richmond Digital Strategy", dated September 15, 2015 from the Director, Information Technology, be adopted as a framework to guide strategic decisions regarding the City's digital services and infrastructure, in order to enhance the City's services and access for residents and strengthen Richmond's competitive advantage.

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

Att. 1

REPORT CONCURRENCE		
ROUTED TO: Communications Economic Development Recreation Services Engineering Fire Rescue Transportation	CONCURRENCE <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	CONCURRENCE OF GENERAL MANAGER
REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

A Digital Strategy is defined as the use of digital tools, such as AutoCAD which enables staff to electronically create and design plans, channels such as the use of email and social media to distribute information and products like Hansen, our work management system to achieve the goal of being more efficient and effective using technology. For the City of Richmond, it means transforming how the City is able to leverage these tools and technology to better serve our citizens and improve the efficiency and effectiveness of our employees. The CAO has directed Information Technology to take Richmond to the forefront in terms of utilizing technology to drive and support the effectiveness of Richmond's operations as a local Government".

The vision of the Digital Strategy at the City of Richmond is:

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

Since 2013, the Digital Strategy at the City of Richmond has been directed by a Steering Committee comprised of stakeholders representing each division within the City. Led by Information Technology, the Committee has proposed a multi-year plan that will see the phased roll out of various technologies over the next few years. Each division stakeholder has brought his or her own insight and vision to the project, and has helped to create a broad-based, extensive strategy that will propel the City's current digital technology approach to one that is at the forefront of North American municipalities.

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.

9.1. Understandable, timely, easily accessible public communication.

9.2. Effective engagement strategies and tools.

Analysis

The Richmond Digital Strategy identifies the opportunities and clarifies the needs, both within a service delivery model and in the customer-engagement platform. A customer-centric approach puts our customers (the citizens, business operators, visitors and partners of the City of Richmond) at the centre of everything we do by developing and improving our technology to provide them with a better customer experience.

Global technology use has shifted to become more mobile focused and self-serve. Many industries have been transformed by embracing new digital technologies to provide the best in customer service. The finance and travel industries, for example, have moved their previously paper-heavy and process-based businesses online.

The predominance of web-based organizations such as Amazon, Yahoo, Google, Facebook and others has shifted peoples' expectations of real time delivery and responsiveness. The unparalleled influx of information that people receive on a daily – often hourly basis has created a need for organizations to more strategically disseminate the information they are providing so it best meets their customers' needs. City of Richmond citizens will demand information from the City that is easy to access, customized and flexible.

As part of the Y2K transition, the City implemented a number of business oriented systems that were selected as providing the best services for each line of business. This resulted in a number of independent systems within the City, each with their own data and information isolated to each system. While we have served the community well in regards to providing specific services, we have somewhat limited our ability to really connect with our customer – the resident/citizen that chooses to live in the City, the business operator that chooses to run their business here or the developer that invests in the City.

Our planning systems have done an admirable job of managing development related applications, defining land uses and documenting the building and zoning assets throughout the City. The work management system has been successful in attending to repairs on infrastructure such as road work, documenting service requests coming from the community and scheduling preventative maintenance tasks on infrastructure such as pump stations.

Each system has a representation of our 'customer'. The information related to our customers is contained within each island. We cannot easily ascertain all services a specific customer utilizes within the City. This limits our ability to have that global perspective in terms of really planning and preparing the City for what services are most important to our customers.

The Internet globally has had a major impact on how customers expect to interact and engage with businesses and government. Customers expect to have information easily accessible to them at any time. Given that customers now have the ability to book travel, conduct their banking, make dinner reservations – all online at their convenience – this is now extending into an expectation in terms of how people wish to interact with their government.

This transformation in local government is inevitable and will be imposed by the progress local government is making. It is just a matter of time in terms of when Richmond will need to react to this change. We can choose to be pro-active which will enable reliable planning in terms of the initiatives and financial impacts versus being reactive which would result in having to catch up with the market and incurring financial impacts within a much lesser time frame.

With the introduction of smartphones and purpose-built applications, citizens now want to have information at their fingertips or be able to take a picture of a road pothole and send that to the City to have it addressed.

We have historically been very dependent on the capabilities of the software vendors and/or systems provided by these vendors. Our ability to innovate and provide new services or capabilities has been defined by the respective development roadmaps our vendors have.

The strategy calls upon the City to implement new technologies that integrates systems and also provides new innovative capabilities for both web and mobile-based applications. We will also

establish a customer-centric platform that will require a shift in our focus to move from being a service-centric to a customer-centric organization. The strategic direction is focused around five key areas:

1. Extending the Reach of City Online Services

Implementing the Digital Strategy at the City of Richmond will extend the reach of all of our online services. The benefits to the community will be as follows:

- **Improved convenience:** Government services, such as bill payments, inquiries, licensing and development related applications will be available on demand, 24 hours a day, 7 days a week.
- **Improved business processes:** The Strategy will focus on simplifying business processes and enhancing the ways we provide services to the community.

2. Expanding the Connected City Architecture

The increase in the desire of organizations and individuals to be connected to the Internet at all times, wherever and whenever they need, has resulted in a dramatic increase in the need for more bandwidth, speed and mobility. To mitigate this challenge and to provide the City of Richmond community with the access they need, the City is expanding the connected City architecture by focusing on the following:

- **Increased reach of fibre optics and broadband infrastructure:** City owned facilities are connected to a City owned municipal fibre network infrastructure that provides high bandwidth services to many of Community Centres and other public facilities.
- **Increased Wi-Fi (wireless Internet) availability:** One primary focus will be the introduction of more public spaces that are Wi-Fi enabled. Currently, the City of Richmond provides free Wi-Fi access for the public at City Hall premises. This is being expanded to all City owned Community Centres, select heritage sites and a number of parks.

3. Extending Mobility for Staff

In 2015, nearly 70% of Canadians own a smartphone. This number has been steadily increasing over the past decade and is projected to continue to rise over the next five years. Additionally, with the high rate of technological innovation and evolution in this area, smartphones are being upgraded on average, every two years.

We have an opportunity to become a leader in how mobile technologies are leveraged to enable business processes and empower employees – specifically those employees that work in the field rather than an office. The City of Richmond Digital Strategy is focusing on extending the mobility of our staff to further help them do their jobs in a more effective and efficient way.

To extend the mobility of City employees, the City is developing a connective layer of technology that we have labeled our Digital Nervous Ecosystem. This technology integrates to many of our independent systems and enables innovative mobile and web services where these systems on their own were unable to do so. This mobile enablement means the work orders would be electronically assigned to work crews and individuals. Employees would access the work orders using a mobile application on their smartphone or tablet and provide real-time updates as the work is being done at the work site.

4. Integrating and Interconnecting City Infrastructure

Interconnectivity among systems is key to running effective organizations in the hyper-connected global world, and municipal governments are no different in their need for integration.

The City of Richmond Digital Strategy will be focused on integrating and interconnecting these systems to enable information and data to be shared easily from one system to another and one department to another.

- **Creation of a Digital Nervous Ecosystem:** The new City of Richmond Digital Nervous Ecosystem is a connecting layer of technology that sits on top of multiple systems.
- **Integration of systems to the Digital Nervous Ecosystem:** Currently there are multiple systems that operate independently with data and information isolated within that system. For example, in the City there are vehicle detectors that exist in roadways, traffic lights, pump stations and water metres. These sensors collect data points of information that are captured independently within their respective systems. Through the integration of systems, we will now be able to pro-actively act on key business events, such as the detection of a major traffic incident at an intersection. This event would have business rules defined that would notify staff, create a service request for work crews to inspect City infrastructure, send a notification to e-Comm and post an update to the City mobile app advising the community of the incident causing extraordinary traffic delays.

5. Promoting Open and Transparent Government

In the past few decades, open and transparent government has become more important than ever for North Americans. For municipalities, transparency around public meetings is especially important as citizens learn about policy decisions that affect their lives and see how their tax dollars are being spent.

Technology has enabled governments to be much more open and transparent. Streaming video of council meetings, social media websites, virtual town halls and mobile apps are making it easier than ever for the public to provide input to government and feel more connected and engaged.

Each of these strategic directions will be addressed, not by a series of individual actions and activities, but by an integrated technology approach that will bring together technology and business areas.

Components of the Digital Nervous Ecosystem include several new technologies that will be seamless to our customers (citizens, businesses, visitors, partners and employees), and will result in an improved mobile and web experience. The Digital Nervous Ecosystem will also provide the City with significantly improved data analysis, as it will include improved data warehousing and Business Intelligence. This will enable the City to obtain more information about usage of City services and customer experiences and preferences. Ultimately, this allows the City to provide improved services and offerings to its citizens, as employees and Council are able to make more informed decisions on how to spend taxpayers' money and resources. In addition, through this integrated approach, citizens will be more engaged as they can use social media and other digital tools to provide direct feedback to the City of Richmond. That feedback will be tracked and managed as part of the customer engagement process providing council and staff a real time view of the community on issues.

The Digital Strategy will be transformative for the City of Richmond and its citizens as the City continues to grow in population at a rapid rate. Over the next decade, the burgeoning population will create an increase in demand on City services. Implementing this strategy now will allow the City to be ahead of this growth curve and well prepared to meet the changing needs of the City.

The Digital Strategy provides a framework to guide strategic decisions regarding the City's digital services and infrastructure that enhance the City's services and access for residents. It identifies five key initiatives and associated projects and actions at various stages of development over the life of the strategy. In 2014, we implemented a pilot / prototype system which enabled both the Richmond BC mobile app and the Elections mobile app. The funding approved for this initiative was \$300,000. As part of the 2015 capital plan, \$1.8M was approved. Staff are presently developing and implementing some of the foundation pieces of the Digital Nervous Ecosystem. The CAO has asked for a complete plan outlining the full scope of the digital strategy to be implemented over the next three years within this council term.

Financial Impact

The remaining funding is estimated to be \$5.5 million over the next three years. Staff will develop project plans and funding strategies for Council consideration and prioritization as part of the regular budget and capital planning processes.

September 15, 2015

- 7 -

Conclusion

This Digital Strategy, with input from the organizational Steering Committee, addresses current opportunities and challenges and will equip Richmond with the tools to transform its current customer service approach from service-centric to customer-centric. The strategy outlines five strategic directions which act as a framework to guide actions and work plans. With leadership and support from the City, this Digital Strategy will move the City of Richmond to the forefront of innovation for municipal government across North America.



Adrienne Ash
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GF:ala

Att. 1: City of Richmond Digital Strategy document

A person's hands are shown holding a smartphone, with the person wearing a dark jacket and a metal watch. The background is a blurred city scene at sunset, with warm orange and yellow light. A yellow trapezoidal shape is overlaid on the left side of the image.

RICHMOND'S DIGITAL STRATEGY

SEPTEMBER 2015

CNCL - 250
GP - 24



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The Internet of everything
changes everything.

– John Chambers, chairman and CEO of Cisco

EXECUTIVE SUMMARY

The City of Richmond is undertaking the development and implementation of a new Digital Strategy that will support the City's vision of being "the most appealing, liveable, and well-managed community in Canada."

A "Digital Strategy" is defined as the use of digital tools, channels and products to achieve a goal or goals. For the City of Richmond, it means transforming how the City is able to leverage digital tools and technology to better serve our citizens and improve the workplace for our employees. The vision of the Digital Strategy at the City of Richmond is:

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

The Digital Strategy at the City of Richmond is directed by a Steering Committee comprised of representatives and stakeholders from each division across the City. Led by Information Technology, the Committee has proposed a multi-year plan that will see the phased roll out of various technologies over the next three to five years. Each division stakeholder has brought his or her own insight and vision to the project, and has helped to create a broad-based, extensive strategy that will propel the City's current digital technology approach to one that is at the forefront of North American municipalities.

Over the past decade, the City of Richmond Information Technology department has set the foundation for the Digital Strategy by establishing a robust technology platform throughout the City that has served the citizens well to date. Various service-specific systems have been successfully utilized for many years to help the City's different departments execute on their mandates. These systems include:

- Work Order Management System
- Property Management System
- Program Registration System
- Finance and Human Resources System
- Tax Collection System
- Traffic Control Management System

While these systems have performed well and met the needs of the City and the community, the time has come to shift from a primarily service-centric approach to customer-centric. A customer-centric approach puts our customers (the citizens, business operators and partners of the City of Richmond) at the centre of everything we do by developing and improving our technology to provide them with a better customer experience.

Global technology use has shifted to become more mobile focused and self-serve. Many industries have been transformed by embracing new digital technologies to provide the best in customer service. The finance and travel industries, for example, have moved their previously paper-heavy and process-based businesses online.

The predominance of web-based organizations such as Amazon, Yahoo, Google, Facebook and others has shifted peoples' expectations of real time delivery and responsiveness. The unparalleled influx of information that people receive on a daily—often hourly—basis has created a need for organizations to more strategically disseminate the information they are providing so it best meets their customers' needs. City of Richmond citizens will demand information from the City that is easy to access, customized and flexible.

The Internet is becoming the town square for the global village of tomorrow.

– Bill Gates, founder, Microsoft

At the core, establishing the City of Richmond as customer-centric will require a shift in our digital strategic direction and the introduction of several new technologies. The strategic direction for the Digital Strategy is focused around five key areas:

1. Extending the reach of City online services
2. Expanding the connected City architecture
3. Extending mobility for staff
4. Integrating and interconnecting City infrastructure
5. Promoting open and transparent government

Each of these strategic directions will be addressed, not by a series of individual actions and activities, but by an integrated technology approach that will bring together technology and departments. The Digital Strategy will be focused around the development of a "Digital Nervous Ecosystem" (DNE), an integration system that will bring together the various business systems at the City of Richmond.

Components of the Digital Nervous Ecosystem include several new technologies that will be seamless to our customers (City citizens, businesses and employees), and will result in an improved mobile and web experience. The Digital Nervous Ecosystem will also provide the City with significantly improved data analysis, as it will include improved data warehousing and Business Intelligence. This will enable the City to obtain more information about usage of City services

and customer experiences and preferences. Ultimately, this allows the City to provide significantly improved services and offerings to its citizens, as employees and Council are able to make more informed decisions on how to spend taxpayers' money and resources.

The Digital Strategy will be transformative for the City of Richmond and its citizens as the City continues to grow in population at a rapid rate. Over the next decade, the burgeoning population will create an increase in demand on City services. Implementing this strategy now will allow the City to be ahead of this growth curve and well prepared to meet the changing needs of the City.



Take Richmond to the forefront
of technology in terms of
Municipal Government.

– George Duncan, CAO, City of Richmond

INTRODUCTION

As the global marketplace evolves to being more digitally enhanced and mobile, so too are North America's municipalities moving towards a more digital approach. The City of Richmond has always been committed to providing its citizens with the most innovative technologies to best serve their needs. As technology evolves, so will the City of Richmond.

This document provides an overview of how the City of Richmond is leveraging today's digital technologies to transform its current customer service approach from being service-centric to customer-centric. It will show how the introduction of a multi-layered technology system called the "Digital Nervous Ecosystem" (DNE) will enable the City to capitalize on new technologies to evolve current business systems into mobile-enhanced and web-based technologies.

It will outline the strategic direction that the Digital Strategy will take, and it will highlight how a "Day in the Life" of different City of Richmond customers will improve through the Digital Strategy.

It will demonstrate how evolving technologies to a digital platform will help the City of Richmond realize its vision of being "the most appealing, liveable, and well-managed community in Canada."



THE PURPOSE

The only wrong move when it comes to Digital Transformation is not to make any move at all

– Dider Bonnet, Senior VP CapGemini

Over the past few years, there has been a visible and dramatic transformation in how organizations (including municipalities) share information with individuals. The evolution of technology to web and mobile along with the introduction of Social Media has increased the amount of information that people receive and process. At the same time, the vehicle used to disseminate and share this information has shifted equally dramatically to predominately web-based and mobile-enhanced technologies that capture and share information on demand in a customizable and flexible way.

For the citizens, businesses and employees of the City of Richmond, this has had many different impacts—both professionally and personally. More and more businesses are available online, and many offer their goods and services over the Web or via mobile application.



WHY HAVE A DIGITAL STRATEGY?

The times are continuously changing for municipal governments. These statistics from the Canadian Internet Registry Association from 2012 set the stage for the drivers behind this new Digital Strategy:

87% of Canadians have Internet broadband access at home.

53% of Canadians have mobile Internet access (estimated at more than 70% in 2015).

Expectations of on-demand information and services—from shopping to finance to travel, etc.—are now 24 hours a day, seven days a week.

For the City to continue to effectively serve its constituents, it needs to align its services towards meeting the needs of this growing segment. Digital Strategy is more than simply 'putting services on the Web'. It is about rethinking how those services are defined and delivered, to ensure that our customers are at the forefront of all our efforts.

The objectives and desired outcomes of the Digital Strategy are:

- To fully integrate and enable all systems at the City to provide Web- and Mobile-enabled services to our citizens.
- To ensure citizens of Richmond have a cohesive, integrated customer experience.
- To delight our customers with an integrated business process approach.
- To provide a single eCommerce engine to simplify and streamline online customer transactions.
- To make better business decisions for the citizens of the City of Richmond by having improved data analysis and Business Intelligence.

While this strategy will deliver a great experience for our customers, our commitment to ensuring the security and the protection of information will continue to be a fundamental obligation. Protection of privacy and personal information is mandated by Provincial legislation.

Extensive privacy impact assessments currently exist and are required for all new systems that contain personal information. The focus of these assessments is to ensure compliance with privacy protection legislation. Evolving best practices for data security will continue to be adopted to ensure protection of all of our systems.

As per the direction provided at the General Purposes Committee meeting of Monday, October 5, 2015, please reference the above updated paragraph on page 5 of Richmond's Digital Strategy.



CURRENT STATE

The City of Richmond exists to serve the citizens and businesses of Richmond. There are dozens of business systems that the City uses to provide services to our customers and to keep the City operating.

Historically, systems at the City of Richmond were purchased and implemented to specifically address the needs of the service area for which they were responsible. These systems are best-in-class products for the service they deliver and are used by many municipalities in North America. At the time, there was no method of integrating the systems or the data stored within them. As a result there is duplication of data and no single representation of fact (no single source of truth for data).

This segregation of systems is typical of many organizations that embraced technology early. It also leads to the challenge of what to do with systems that are unable to support newer technologies such as Web-based access, self-service and mobile. Those systems that do provide online capability often require unique sign-on to each separate system, rather than a single sign-on which is more user friendly. Ultimately, disparate systems make it difficult for the City to have a holistic view of data and understand what the data is telling us.

When faced with aligning 2015 customer expectations and needs with current systems, the City of Richmond decided on a new Digital Strategy that would provide integration between systems and facilitate mobile enablement.

A committee with representation from each division in the City was struck to develop a strategy based on best practices from digital strategies of other municipalities infused with the innovative spirit and business strategy of the City of Richmond.



Mobile: The term 'mobile' in a Digital Strategy refers to anything relating to cellular phones, handheld computers, and similar technology.



Web enabled: Web enabled refers to a product or service that can be used through, or in conjunction with, the Internet or World Wide Web. A Web-enabled product may be accessed through a Web browser or be able to connect to other Web-based applications in order to synchronize data.



Digital Nervous Ecosystem (DNE): A connecting layer of technology that sits on top of multiple different systems and channels data from system to system. Much like the human body has a Central Nervous System whose function is to integrate information it receives from all parts of the body and then coordinate and influence the activity of the body parts, the Digital Nervous Ecosystem's function is to integrate information from multiple different systems.



Fibre optics: Fibre optics are cables that transmit information from computer to computer. Computers use fibre optics to provide broad access to the Internet.



Broadband: A high-capacity transmission technique using a wide range of frequencies, which enables a large number of messages to be communicated simultaneously.



Wi Fi: The term WiFi refers to wireless networks that allow computer systems to network and to speak to each other.

OPPORTUNITIES

The systems currently in place at the City of Richmond provide a solid foundation on which to build the Digital Strategy. By introducing several new layers of technology through the Digital Strategy, the City of Richmond has an opportunity to showcase itself as an innovator and leader in the concept of being a "Smart City".

Innovation has always been at the core of the City of Richmond's approaches to technology and other areas. Staying in line with—or ahead of—global trends in municipal government is key to advancing the City's infrastructures and services delivery for our citizens, business owners, visitors, partners and employees.

The implementation of the Digital Strategy will provide many opportunities for the City to move from a service-centric organization to a customer-centric organization and will leap the City forward to current technology trends in a cost effective and timely way. The following are examples of opportunities that inspire and shape the Digital Strategy:

- The demographic of the City of Richmond is continuing to shift in ethnic diversity with Chinese origin citizens approaching a majority of the average population (49%). As well, there is an increase in resident population in the 20-30 year range. These demographics are digitally savvy and will expect more of the City services to be web and mobile enhanced.
- Significant commercial and residential development in the City provides an opportunity for the City to leverage digital technology in City infrastructure that supports this development.
- Improvements in data analysis and Business Intelligence solutions allow the City to better understand how its citizens, business operators and visitors use the City's infrastructure.
- The trend towards mobile provides an enormous opportunity for the City of Richmond to better connect with more of its citizens and business owners and visitors. Mobile apps such as the City of Richmond app enable both the City and tourism partners to showcase their offerings in an easy to access, visually stimulating and easily navigable way. Feedback on the new app is a positive indicator of how big an opportunity the mobile story is for the City.

We have technology, finally, that for the first time in human history allows people to really maintain rich connections with much larger numbers of people.

— Pierre Omidyar, founder, eBay

TRENDS

The City of Richmond has always prided itself on staying not just aligned with global technology trends, but ahead of them. Over the past several years, the technology industry has clearly shifted to an on-demand, highly connectable, cloud and mobile industry, where customization and localization is integral to successful delivery.

MOBILE

According to the 2015 Internet Report released by Kleiner Perkins Caufield & Byers, a leading technology Venture Capital firm, the mobile story continues to be the single, largest trend that all organizations need to pay attention to. The report cites some interesting statistics:

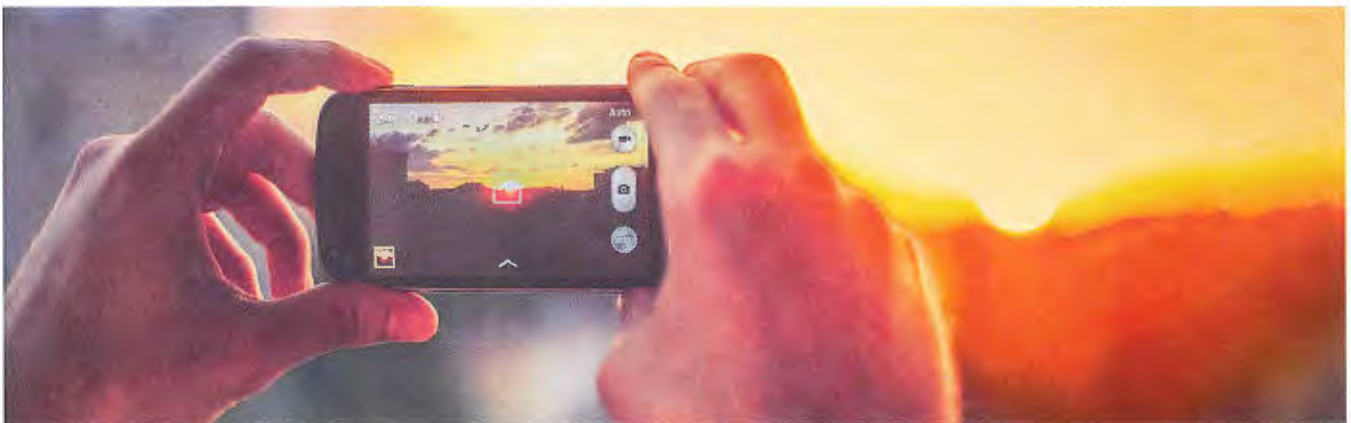
- Mobile Internet use is growing faster than Internet usage in general. There are 2.8 billion Internet users, up 8 percent from 2014, and 2.1 billion mobile Internet users, an increase of 23 percent.
- Mobile data usage rose 69 percent last year, and 55 percent of mobile data traffic is from video.
- In 2008, Americans spent 20 minutes a day on average with the mobile Web. This year, they spend close to three hours, more time than they spend on laptops.

INTERNET OF THINGS (IOT)

In 2015 and beyond, the focus for many technology giants is bringing together the "Internet of Things" or IoT as it is known. The IoT is a proposed development of the Internet in which everyday objects have network connectivity, allowing them to send and receive data. It involves connecting all the various devices that could access the Internet—tablets, mobile, laptops, desktops, home alarm systems, appliances, etc. The IoT is fundamentally what the City of Richmond's Digital Strategy is all about. Connecting all our various disparate systems through a technology layer that allows us to better share and manage information to provide our citizens with better customer service.

CUSTOMIZED USER EXPERIENCE (OR USER-CUSTOMIZED PORTAL)

Thanks to the prevalence of social media and Google, the technology of websites has evolved to be focused not just on usability but rather on customer experience. Users of these sites sign in and customize the portal or front page of the site to tailor to their specific needs. Once the site is 'set up', content is pushed to the front end of the site that is specifically relevant to the user. Our "Day in the Life" examples demonstrate how the City of Richmond will utilize this technology ability as a key part of our Digital Strategy.



STRATEGIC DIRECTION

VISION

The vision of the Digital Strategy for the City of Richmond is:

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

Achieving this vision will require contribution and support from throughout the City—from all divisions and from every level.

GOAL

The goal of the Digital Strategy is:

To facilitate strategic thinking and better coordination around the digital 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.

Achieving the goal of making the City of Richmond a web- and mobile-enabled "Smart City" requires a well thought out strategy direction, focused on specific deliverables and key areas. The following five areas of focus have been identified as key to the success of the Digital Strategy:

1. Extending the reach of City online services
2. Expanding the connected City architecture
3. Extending mobility for staff
4. Integrating and interconnecting City infrastructure
5. Promoting open and transparent government

Mobile is the future and
there's no such thing as
communication overload.

– Eric Schmidt, Google



The City of Richmond currently offers several services via the City of Richmond website for citizens and business owners. Business licenses, pet licenses, parking tickets, and more can all currently be accessed via www.richmond.ca. Generally the website is currently designed by division or function.

In this era of digital government, our citizens need and want to be at the core of our business processes. We know our customers—the citizens and business owners of the City—don't necessarily care about the organizational structure of our municipal government nor should they need to know that to effectively deal with the City via our website. We want to enable them to do their business, to live their lives within the City of Richmond, supported by our organization.

Implementing the Digital Strategy at the City of Richmond will extend the reach of all of our online services. The benefits to the community will be as follows:

- **Improved convenience:** Government services (such as bill payments, inquiries, licenses, etc.) will be available on demand, 24/7.

- **Improved business processes:** The City of Richmond is committed to supporting our business community. The new Digital Strategy has been developed with business in mind—helping them to become more efficient and effective. The Digital Strategy will focus on helping businesses save time by reducing the bureaucracy often associated with working with government. Access to more online business-related services such as procurement opportunities (both new bids and in progress or won opportunities), business licenses registration and re-registration, and paying bills and receiving payments online illustrates how transformative the Strategy will be to the Richmond business community. The City will continue to work with various business associations to identify further business opportunities that can be enhanced via the Digital Strategy. Many of the efficiency gains from the digital strategy and a more web-enabled government will flow directly to the business bottom line.



STRATEGIC DIRECTION:
**2. EXPANDING THE
CONNECTED CITY
ARCHITECTURE**

A positive outcome of the global shift to increased connectivity through digital technology has been the increase of communication not only from business-to-consumer but also business-to-business and within the walls of an organization. Communication within and among organizations is no longer the domain of face-to-face, voice or even written correspondence. Today, internal communications and communications from one organization to another is increasingly shared over digital channels, i.e. the exchange of data and information over the Internet. This increase in digital communication while extremely positive on the one hand, as it creates much more efficient channels of communication, is also challenging on the other hand, for more people are demanding to be connected at all times than ever before.

This increase in the desire of organizations to be connected to the Internet at all times, wherever and whenever the need, has resulted in a dramatic increase in the need for more bandwidth speed and mobility. To mitigate this challenge and to provide the City of Richmond businesses and

citizens with the access they need, the City of Richmond is expanding the connected City architecture by focusing on the following:

- **Increased fibre optics and broadband:** At the City of Richmond, the use of fibre optics and broadband has enabled various City departments and offices at different locations to connect and access more efficiently the City's network, data and systems. This connectivity will increase over the next few years as we roll out the Digital Strategy. More public spaces that are city-owned or managed will have increased fibre optic and broadband capability.
- **Increased Wi Fi availability:** One primary focus will be the introduction of more public spaces that are Wi Fi-enabled. Currently, the City of Richmond provides free Wi Fi access to the public on City Hall premises. This will be expanded to encompass other city-owned and managed facilities, buildings and community centres, allowing citizens and staff to better communicate and share information with one another.



STRATEGIC DIRECTION:
**3. EXTENDING
MOBILITY FOR
STAFF**

In 2015, nearly 70% of Canadians own a smartphone. This number has been steadily increasing over the past decade and is projected to continue to rise over the next five years. Municipal governments by and large are not maximizing mobile technology to further their business objectives and empower their employees—specifically those employees that work in the field rather than an office. The City of Richmond Digital Strategy is focusing on extending the mobility of our staff to further help them do their jobs in a more effective and efficient way.

To extend the mobility of City employees, the City is developing a connective layer of technology known as the Digital Nervous Ecosystem that sits on top of various systems and channels information as needed to mobile devices. This mobile enablement means that work orders would be electronically assigned to work crews and individuals. Employees would access the work orders through a mobile application on their smart phone or tablets, and provide real-time updates as the work is being done and completed right at the work site.

*In my opinion, the future
of mobile is the future of
everything.*

– Matt Galligan, SimpleGeo

**STRATEGIC DIRECTION:****4. INTEGRATE AND INTERCONNECT CITY INFRASTRUCTURE**

Interconnectivity among systems is key to running effective organizations in the hyper-connected global world, and municipal governments are no different in their need for integration.

The City of Richmond Digital Strategy will be focused on integrating and interconnecting these systems to enable information and data to be easily shared from one system to another—and one department to another.

- **Creation of a Digital Nervous Ecosystem:** The new City of Richmond “DNE”, or Digital Nervous Ecosystem, is a connecting layer of technology that sits on top of multiple different systems and channels data from system to system.
- **Integration of various systems to DNE:** Currently there are multiple systems that operate independently to capture and store information points from various City of Richmond departments or functions. For

example, in the City there are sensors that exist in roadways, traffic lights, pump stations, etc. These collect data points of information as they are captured but the information typically sits in one database and is not shared with other areas. With the DNE sitting on top of the different systems, these data points can be shared from system to system. As issues or unexpected events happen, these sensors will provide valuable data to the DNE triggering other systems to automatically respond and start business processes.

Most importantly, this seamless integration of data sharing and business process is not overtly apparent to the citizens of Richmond. The citizens will only know that the faulty light at the intersection was fixed or that the potholes in the highway were repaired—the sharing of information through integrated systems resulting in an improved customer experience for citizens.



STRATEGIC DIRECTION:
**5. PROMOTE OPEN,
TRANSPARENT
GOVERNMENT**

In the past several decades, open and transparent government has become more important than ever for North Americans. For municipalities, transparency around public meetings is especially important as citizens learn about policy decisions that affect their lives and see how their tax dollars are being spent. Proactive citizen participation helps improve policy outcomes. Technology has enabled governments to be much more open and transparent. Tools such as streaming video of council meetings or other meetings, social media websites, virtual town halls and mobile apps are making it easier than ever for the public to provide input to government, and feel more connected and engaged.

Engaging with our citizens and listening to their input and feedback has always been important to the City of Richmond. We have provided many different vehicles for citizens of Richmond to communicate with the City and City Council. The Digital Strategy will support and further this commitment to our citizens and allow them to communicate

in a much more efficient, timely and broader way. Using online engagement tools, it is easy for more people to contribute ideas of community improvement and provide feedback on current initiatives. Tools that will be used to further the City of Richmond's efforts for an open and transparent government include:

- Streaming video (for use at Council meetings or other meetings)
- Social media websites
- Virtual town halls
- Mobile apps

These tools are a convenient way for citizens to stay engaged with the government decision-making about the community and in turn, help the organization collect timely and actionable input from citizens.

A DAY IN THE LIFE OF A RICHMOND CITIZEN

Implementation of the Digital Strategy will transform how the City of Richmond interacts with our customers. The following Day in the Life scenario envisions what that could mean to our citizens and staff.



Meet Jennifer, a Richmond resident. She's married, has 2 children and a dog. She is doing some renovations to her home. In her neighbourhood, the City is considering a rezoning application for a new condo development and she and her husband are keen to learn more about it. She has a profile on the City web portal and has signed up for the City services that are important to her. Here's how Jennifer's day could look after the Digital Strategy.

9pm

Hi Jennifer,
Tomorrow is
garbage
collection day.



7am

Inbox (1)

Hi Jennifer,
There will be road construction
today, please check for an
alternate route to your
destination.



11am

She is notified that her
children's swim class has
opened up. While using
the portal to register
them, she also renews
her dog licence.



There is one payment
system that processes
the payment for all
services.



The registration
system books the swim-
ming class.



The permit system
renews the dog
licence.



She receives
the dog tag in
the mail.



12pm

She notices a pothole in the street,
so she takes a picture using the
RichmondBC mobile app to report
it to the City.



The work order system
creates a case and
schedules staff to
complete the work.



Hi Jennifer,
Work is complete.

3pm

She schedules
a plumbing
inspection for
her new home
renovations.



The property system
books an inspection
and schedules an
inspector's time.



7pm

Hi Jennifer,
City Council Meeting is tonight.
On the Agenda: New Condo Development
WATCH IT LIVE ONLINE



CNCL - 266
GP - 40

NEXT STEPS

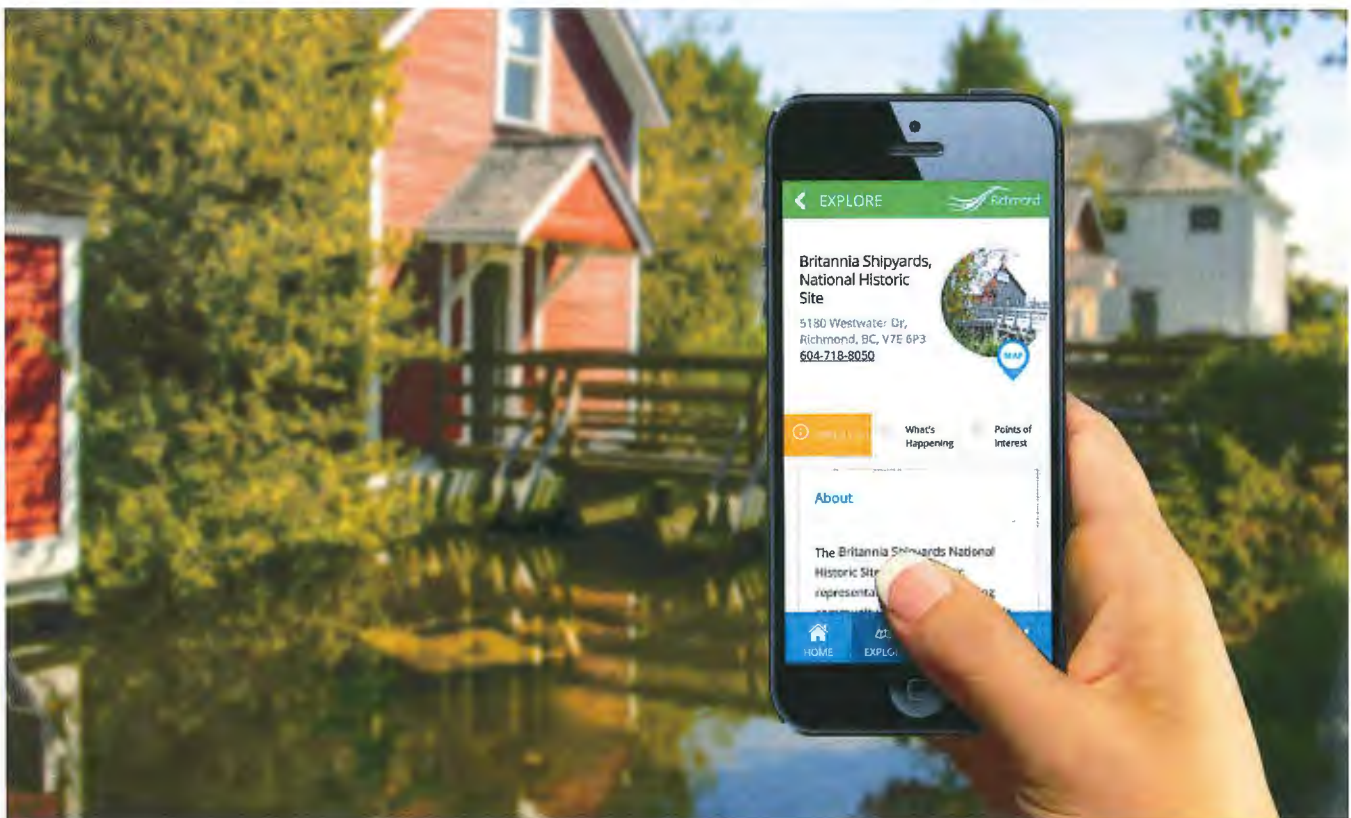
This Digital Strategy document is a current snapshot of a multi-year, multi-phased transformation of how the City of Richmond will connect with its customers. The Digital Strategy Committee has established a timeline for the roll out of the various components of the Digital Strategy, some of which have already been launched.

In 2014, the City launched its new Mobile App, which is available for iPhone and Android devices. This App was developed due to the successful implementation of a layer of technology (a predecessor to the Digital Nervous Ecosystem) that connects the Events database with the Community Services database and the registration system for both the City of Richmond and the Richmond Oval. The App to date has been extensively downloaded and overall feedback has been extremely positive.

2015 AND BEYOND

The next focus of the Digital Strategy will be to create a mobile-enabled version of our Public Works system and the creation of the Digital Nervous Ecosystem technology layer. Once these are established, and the City has an improved ability to understand our customers, we will be relaunching the City of Richmond website. This new website will provide our citizens with a highly customizable, interactive user interface that seamlessly connects user information to provide the citizens of Richmond with a customer-centric experience on the website.

The efforts to successfully deliver the City of Richmond Digital Strategy cannot be done in isolation by Information Technology alone. To date, the cross-functional Steering Committee has helped to ensure the project is a city-wide initiative and this continued engagement across divisions is key to the project's ultimate success.





CONCLUSION

This document has provided an overview of how the City of Richmond is leveraging today's digital technologies to transform its current customer service approach from service-centric to customer-centric. It has demonstrated how by introducing a connecting layer of technology to bring together all the multiple systems already in place at the City, the City can improve its customer service, become a more efficient and effective organization, create more engaged employees and citizens, and instill a customer-centric culture throughout all departments and at all levels.

The Digital Strategy is clearly aligned with the City of Richmond's vision of being "the most appealing, liveable, and well-managed community in Canada."

With the support of City Council, the CAO, the Senior Management Team and the employees of the City of Richmond, this Digital Strategy will move the City of Richmond to the forefront of innovation for municipal government across North America.



City of Richmond

Report to Committee Planning and Development Division

To: General Purposes Committee

Date: July 5, 2017

From: Wayne Craig
Director, Development

File: RZ 13-633927

Re: Application by Onni Development (Imperial Landing) Corp. for a Zoning Text Amendment at 4020, 4080, 4100, 4180, 4280 and 4300 Bayview Street (formerly 4300 Bayview Street) to Amend the "Steveston Maritime Mixed Use (ZMU12)" Zone and the "Steveston Maritime (ZC21)" Zone

Staff Recommendation

1. That Official Community Plan Amendment Bylaw 9062, to amend the land use definition of "Maritime Mixed Use" by adding a range of commercial uses in Appendix 1 (Definitions) to Schedule 2.4 of Official Community Plan Bylaw 7100 (Steveston Area Plan), be introduced and given first reading.
2. That Bylaw 9062, having been considered in conjunction with:
 - the City's Financial Plan and Capital Program; and
 - 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*.
3. That Bylaw 9062, having been considered in accordance with OCP Bylaw Preparation Consultation Policy 5043, is hereby found not to require further consultation.

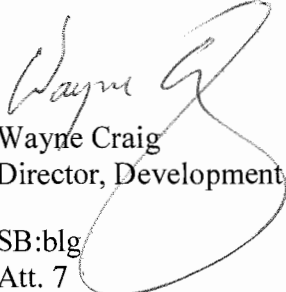
July 5, 2017

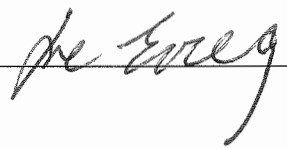
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4. That Richmond Zoning Bylaw 8500, Amendment Bylaw 9063, to

- a) Amend the "Steveston Maritime Mixed Use (ZMU12)" zone by widening the range of permitted commercial uses at 4020, 4180, 4280 and 4300 Bayview Street; and
- b) Amend the "Steveston Maritime (ZC21)" zone by widening the range of permitted commercial uses at 4080 and 4100 Bayview Street;

be introduced and given first reading.


Wayne Craig
Director, Development
SB:blg
Att. 7

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Arts, Culture and Heritage	<input checked="" type="checkbox"/>	
Policy Planning	<input checked="" type="checkbox"/>	
Recreation and Sport Services	<input checked="" type="checkbox"/>	

Staff Report

Origin

Onni Development (Imperial Landing) Corp. has applied to the City of Richmond to amend the “Steveston Maritime Mixed Use (ZMU12)” zone and the “Steveston Maritime (ZC21)” zone to permit additional commercial uses in the non-residential spaces of each of the six existing buildings on the subject site at 4020, 4080, 4100, 4180, 4280 and 4300 Bayview Street (Attachments AA and BB).

The application also includes a proposed amendment to the Schedule 2.4 (Steveston Area Plan) of Official Community Plan Bylaw 7100 (OCP) to revise the land use definition of “Maritime Mixed Use” (MMU) to allow additional commercial uses.

On May 6, 2014, the following two referral motions were carried by Planning Committee:

Firstly, “That the staff report titled, “Application by Onni Development (Imperial Landing) Corp. for a Zoning Text Amendment at 4020, 4080, 4100, 4180, 4280 and 4300 Bayview Street (formerly 4300 Bayview Street) to amend the Steveston Maritime Mixed Use (ZMU12) zone and the Steveston Maritime (ZC21) zone,” dated April 30, 2014, from the Director of Development be referred back to staff to review:

- (1) options to enhance the community amenity contribution;*
- (2) options to determine the preferred type of community amenity contribution; and*
- (3) potential sites for the expansion of the Steveston Library.*

and report back to a forthcoming General Purposes Committee.”

And secondly, “That staff examine options suggested by Steveston residents and merchants for alternative uses of the Imperial Landing site and report back.”

This Staff Report addresses the referrals by providing information for Council’s consideration regarding:

- a revised land use proposal by the applicant that has reduced the overall amount of retail area proposed on the site and added a hotel use. The revised proposal includes:
 - 32 hotel units, including cooking facilities, in buildings 5 & 6
 - Office, Restaurant and General Retail uses in buildings 1 through 4
 - Minor Health Services in buildings 1, 2 & 4
 - Financial Services in buildings 1 & 4
 - Indoor Recreation in buildings 2 & 4
 - Grocery Store in building 2
 - Attachment BB shows the location of each of the proposed uses
- a revised community amenity contribution proposed by the applicant (Attachment CC);
- staff comments on the expansion of the library branch in Steveston; and

- a comparative analysis of the applicant's proposal and the land use options suggested by Steveston residents and merchants.

This Staff Report also includes two bylaws to amend the OCP/Steveston Area Plan and Zoning Bylaw, for introduction and first reading.

Findings of Fact

The subject site has a long history of various development applications. Staff Reports regarding the subject rezoning application were reviewed by Planning Committee at previous meetings on: November 19, 2013; April 8, 2014; and two meetings on May 6, 2014. The subject rezoning application has a history of different land use and community amenity contribution proposals and Planning Committee referrals (Attachment DD).

Please refer to the second referral Staff Report dated April 30, 2014 (Attachment EE) for the three staff reports considered by Planning Committee, including information regarding the existing development, previous proposals, consultant reports and significant public input.

Subsequent to the Planning Committee on May 6, 2014, and separate from the subject rezoning application, the OCP/Steveston Area Plan and the "Steveston Maritime (ZC21)" zone were amended to allow limited child care use on the subject site in response to a referral received from the General Purposes Committee on June 20, 2016.

Related Policies & Studies

Consultation

A rezoning sign has been installed on the subject property. Should the General Purposes Committee endorse this application and Council grant first reading to the OCP and zoning bylaws, the bylaws would be forwarded to a Public Hearing; where any area resident or interested party would have an opportunity to comment.

Public notification for the Public Hearing would be provided as per the *Local Government Act*.

Staff have reviewed the proposed Official Community Plan (OCP) and zoning amendments; with respect to the Local Government Act and the City's OCP Consultation Policy No. 5043 requirements, and recommend that this report does not require referral to external stakeholders.

The following table clarifies this recommendation as it relates to the proposed OCP.

OCP Consultation Summary

Stakeholder	Referral Comment (No Referral necessary)
BC Agricultural Land Reserve Commission	No referral necessary, as the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.
Richmond School Board	No referral necessary, as the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.
The Board of the Greater Vancouver Regional District (GVRD)	No referral necessary, as the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.

Stakeholder	Referral Comment (No Referral necessary)
The Councils of adjacent Municipalities	No referral necessary, as adjacent municipalities are not affected, and the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.
First Nations (e.g., Sto:lo, Tsawwassen, Musqueam)	No referral necessary, as the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.
TransLink	No referral necessary, as no transportation road network changes are proposed, and the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.
Port Authorities (Vancouver Port Authority and Steveston Harbour Authority)	No referral necessary, as the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.
Vancouver International Airport Authority (VIAA) (Federal Government Agency)	No referral necessary, as the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.
Vancouver Coastal Health Authority	No referral necessary, as the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.
Community Groups and Neighbours	No referral necessary, as the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.
All relevant Federal and Provincial Government Agencies	No referral necessary, as the proposed amendment refers to the addition of commercial permitted uses in the Mixed Maritime Area.

Richmond Official Community Plan Bylaw 7100, Amendment Bylaw 9062, having been considered in accordance with OCP Bylaw Preparation Consultation Policy 5043, is hereby found to not require further consultation.

School District

This application was not referred to School District No. 38 (Richmond) because it does not involve residential uses that have the potential to generate 50 or more school aged children. According to OCP Bylaw Preparation Consultation Policy 5043; which was adopted by Council and agreed to by the School District, residential developments which generate less than 50 school aged children do not need to be referred to the School District (e.g., typically around 295 multiple-family housing units). This application does not involve the addition of any new housing units.

Public Input

After the previous staff report was completed on April 30, 2014 to the time of writing this report, 100 pieces of correspondence (Attachment FF) were submitted by members of the public to the City, including 4 items from addresses unknown or located outside of Richmond. The 96 pieces of correspondence received from 120 Richmond residents/business owners indicate 73 writers did not support the proposal, 46 writers supported the proposal, and one writer did not indicate whether they supported the proposal, but advised that a resolution to the situation was needed. Similar land use concerns were raised by the public and discussed in the previous Staff Reports. The new correspondence includes a new concern from three writers regarding the new proposed short term accommodation hotel use.

Public Open House Meetings Held by the Applicant

The applicant hosted a series of public open house meetings at the subject site on February 18, February 20, February 25, and February 27 of 2016, and submitted a summary report to the City (Attachment GG). The proposal presented at that time was different from the current proposal. The applicant has not hosted a public open house regarding the current proposal.

The summary report identifies that 372 stakeholders attended the meetings and includes 265 pieces of public correspondence submitted by members of the public to the applicant, consisting of 80 form letters, 137 feedback forms and 48 emails. The 48 emails are also included in the public correspondence submitted to the City discussed above as they were sent through the applicant's website to the City. The 265 pieces of correspondence include 204 in support of the proposal, 50 not in support, and 11 that did not indicate whether in support or not.

Analysis

OCP Amendment to Accommodate Commercial Uses

The site is designated "Maritime Mixed Use" in the Steveston Area Plan (Schedule 2.4 to OCP Bylaw 7100). The definition of "Maritime Mixed Use" in the Steveston Area Plan was amended in early 2016 to allow for limited child care use. Currently, "Maritime Mixed Use" is defined as an area set aside to support the maritime economy, with an emphasis on uses which support primarily the commercial fishing fleet, including limited retail uses in the area between Phoenix Pond and No. 1 Road, where the subject site is located. Limited residential and child care uses are also accommodated.

The applicant is requesting that the Steveston Area Plan definition of Maritime Mixed Use be revised to allow limited commercial uses in the Maritime Mixed Use Area to serve the needs of Steveston residents and visitors.

Revised OCP Bylaw 7100, Amendment Bylaw 9062 to amend the Steveston Area Plan (Schedule 2.4 to OCP Bylaw 7100) to change the "Maritime Mixed Use" definition to allow limited commercial uses, is provided for Council consideration.

Zoning Text Amendments to Accommodate Commercial Uses

The attached revised land use proposal map (Attachment BB) identifies the permitted and proposed land uses for the six existing buildings on the subject site, which is subject to both the "Steveston Maritime Mixed Use (ZMU12)" zone and the "Steveston Maritime (ZC21)" zone as follows:

- the "Steveston Maritime Mixed Use (ZMU12)" zone applies at the east and west ends of the site to Buildings 1, 4, 5 and 6 (4020, 4180, 4280 and 4300 Bayview Street); and
- the "Steveston Maritime (ZC21)" zone applies at the middle of the site to Buildings 2 and 3 (4080 and 4100 Bayview Street).

The previous proposal considered by Planning Committee on May 6, 2014 included revising the non-residential permitted land use in both zones across the entire subject site by: retaining

Maritime or commercial fishing related uses, adding 15 to 16 new commercial uses and removing the restriction limiting some land uses to Maritime related activities only.

To accommodate the applicant's current proposal of June 2, 2017 (Attachment BB), the "Steveston Maritime Mixed Use (ZMU12)" zone and the "Steveston Maritime (ZC21)" zone are proposed to be amended to:

- Retain all of the Maritime or commercial fishing related uses permitted in the existing "Steveston Maritime Mixed Use (ZMU12)" zone.
- Retain all of the Maritime or commercial fishing related uses and limited child care use permitted in the existing "Steveston Maritime (ZC21)" zone.
- Include 5 to 6 conventional commercial uses in both zones that are intended to provide for the shopping, dining, business, office, recreational, and service uses for area residents and visitors as well as short term accommodation needs of visitors.
- Limit the proposed new uses to specific ground floor areas of the subject site only (e.g., retain existing second floor child care use Building 2 at 4080 Bayview Street and retain existing upper floor dwelling units in Buildings 1, 4, 5 and 6 at 4020, 4180, 4280 and 4300 Bayview Street).
- Limit grocery store use to the ground floor of Building 2 at 4080 Bayview Street only (up to a maximum of 15,921 ft²).
- Limit indoor recreation use to Buildings 2 and 4 at 4080 and 4180 Bayview Street only (up to a maximum of 21,873 ft²).
- Limit hotel use as the only additional use to Buildings 5 and 6 at 4280 and 4300 Bayview Street (23,122 ft²) to a maximum of 32 hotel rooms with cooking facilities and a maximum stay of 90 days.

Staff have advised the applicant that indoor recreation use was included in the original rezoning proposal and concerns regarding the proximity to the Steveston Community Centre were discussed at Planning Committee. In response to the referral motion from Planning Committee on November 19, 2013, indoor recreation use was removed. After consideration, the applicant is again requesting the addition of indoor recreation use to accommodate the type of recreation facility they may be able to secure; which they feel would provide services complementary to those currently provided in the neighbourhood.

The addition of grocery store use continues to be requested by the applicant, which would potentially accommodate a third grocery store in the Village area. There is an existing grocery store located on No. 1 Road and Council recently approved a development proposal for 12088 3rd Avenue (formerly 3471 Moncton Street, 12040 & 12060 3rd Avenue) that includes approximately 20,400 ft² of retail space for a grocery store (RZ 15-710852, DP 16-753377 and HA 17-763809). It should be noted that the existing Steveston Commercial (CS2 & CS3) zoning prevalent in the village would allow development of a future grocery store. The attached previous staff reports include a retail analysis prepared by Hume Consulting Corporation and an economic analysis prepared by Colliers International Consulting, both commissioned by the applicant. The analyses indicated there was sufficient floor area demand for supermarket convenience retail in the Steveston planning area to support the combined floor area of all three grocery stores.

In response to concerns raised at Planning Committee about the large area of proposed retail space and the desire for uses that support the tourism industry in the Village, the applicant has requested the addition of hotel use for 32 hotel rooms. The hotel use reduces the requested floor area of retail by 23,122 ft² of floor area and the maximum stay of 90 days accommodates both overnight and short term stays, bringing new customers for businesses and restaurants in the Village. The proposed hotel use also reduces parking activity and vehicle trips to the site as compared with retail.

Revised Zoning Bylaw 8500, Amendment Bylaw 9063 to amend the “Steveston Maritime Mixed Use (ZMU12)” zone and the “Steveston Maritime (ZC21)” zone to allow a wider range of limited commercial uses, is provided for Council consideration.

Preferred Type of Community Amenity and Richmond Public Library

There was discussion at the Planning Committee on May 6, 2014 regarding an offer from the applicant for the City to lease space on the subject site and whether the preferred type of community amenity would be leased space or a voluntary cash contribution for Council to use at its discretion.

In their referral back to staff on May 6, 2014, Planning Committee directed staff to review the preferred type of community amenity contribution and potential sites for the expansion of the Steveston Library.

Subsequently, at the Council meeting held on December 12, 2016, Council approved a list of City priority facility projects for the ten year period of 2016 – 2026, along with planning and design funding. This included a combined Steveston Community Centre and branch library for which Advanced Planning and Design is now underway in consultation with the Steveston Community Society. Given the ongoing planning and design work related to the Steveston Community Centre, staff are recommending that a voluntary cash contribution be sought instead of pursuing any form of lease arrangement for space in the development.

The other civic facilities identified at the Council meeting held on December 12, 2016 as priority projects to 2026 did not include any which are suitable for the subject site.

Community Amenity Contribution

In their referral back to staff on May 6, 2014, Planning Committee asked for review of options to enhance the community amenity contribution.

The previous proposal considered at the Planning Committee on May 6, 2014 included a community amenity contribution amount of \$2,000,000 to a new Steveston Community Amenity provision account. These funds could be allocated by Council at their discretion.

In an effort to determine an appropriate community amenity contribution amount, two independent consultants were engaged to review the potential increase in value resulting from the revised rezoning proposal to allow for a wider range of commercial uses in the ground floor areas (53,724 ft²) of the six existing buildings. The City engaged Site Economics Ltd. and the

applicant engaged Coriolis Consulting Corp. to determine the increase in value generated by the proposed rezoning.

The existing development includes six non-residential air space parcels, each of which may be owned and/or sold independently of the others. The City's consultant (Site Economics Ltd.) determined the amount of the increase in value resulting from the proposed commercial uses for the six existing smaller independent air space parcels at approximately \$9,000,000 while the applicant's consultant (Coriolis Consulting Corp.) determined the value increase at approximately \$5,100,000. This is considerably higher than what the increase would be if the buildings are considered as a single real estate holding. Small separate spaces selling to small retail investors and end users typically have a higher price value per square foot than larger development complexes as there is increased demand for the smaller spaces which are more affordable to purchase and more flexible to use and lease out. The applicant, however, advises that it is not their business model or intention to sell any of the six non-residential air space parcels and is not prepared to proceed with valuation based on smaller independent spaces. Instead they have agreed to enter into a legal agreement to tie the non-residential area together as a single real estate holding. To ensure that the six non-residential air space parcels remain under a single ownership, the applicant has agreed to enter into a legal agreement on Title as a condition of the rezoning to ensure the six air space parcels remain under a single ownership, could not be sold independently from the others, and could not be further subdivided or strata-titled. As a result, this staff report focusses on the increase in value resulting from the proposed commercial uses based on all of the commercial area being under a single ownership.

The City again engaged Site Economics Ltd. and the applicant engaged Coriolis Consulting Corp. to determine the increase in value generated by the proposed rezoning with the above mentioned legal agreement in place to restrict the existing six air space parcels. Both consultants used a common valuation methodology and both consultants agreed that the proposed hotel use (23,122 ft²) would not increase the value of the development due to the high tenant improvement costs. Therefore the analyses focussed on the proposed general retail commercial areas (30,602 ft²). The consultants did not reach a consensus on a valuation. The applicant's consultant assessed the value increase at approximately \$4,100,000 and the City's consultant assessed the value increase at approximately \$5,500,000 (Attachment HH). The difference is largely due to different commercial rental rate assumptions. The consultants were unable to reconcile the difference in appraised values.

Upon review of the difference, the applicant indicated that they are prepared to use \$4,750,000 as a mid point value increase and provide no more than 50% of the anticipated value increase to the City as a voluntary community amenity contribution (\$2,375,000) for Council to use at its discretion.

There is no City policy to guide the evaluation of this type of situation where additional land uses are proposed in existing buildings, with no density increase. The most similar comparable is where there is an increase in density, the City looks to receive as close to 100% of the land lift value before development. The most recent example of this being the proposed mixed use development in the Capstan Village (YuanHeng RZ 12-603040) where the applicant was provided additional density and the City received an amenity package of equal value including

an approximate 33,500 ft² turn-key community centre, a waterfront park and a cash contribution for a waterfront pier.

The subject rezoning proposal does not include an increase in density, but does include new commercial uses and has been deemed to result in an increase in value. The applicant has stated that they are only prepared to provide a voluntary community amenity contribution in the amount of \$2,375,000 which represents 50% of the mid-point of values arrived at by the two independent economists. This was presented as their best offer and requested it be forwarded to Council for consideration.

In addition to the revised community amenity contribution, the applicant has also agreed to install additional signage to enhance visual cues to cyclists and vehicle drivers as part of the required Servicing Agreement to identify the two existing public parking facilities on site and that Bayview Street is shared by vehicles and bicycles.

All other aspects of the rezoning considerations (Attachment CC) remain the same as previously agreed to, including:

- Commercial truck activity legal agreement to: prohibit large WB-17 truck access and to limit hours to 7:00 am to 5:00 pm, Monday through Friday; 8:00 am to 5:00 pm on Saturday, and 9:00 am to noon on Sunday (for non-residential uses).
- Commercial parking legal agreement and right of way to secure short term free parking with merchant validation, parking fees in line with rates in the village, and limited assignment of parking spaces. This agreement also secures access to parking for customers and hotel guests.
- Additional eight Class 2 bike storage spaces (e.g. exterior bike racks) onsite.
- Voluntarily contribution in the amount of \$136,206 towards Road Works DCC projects.
- Voluntarily contribution in the amount of \$605 towards Storm Drainage DCC projects.
- Letter of Credit security in the amount of \$15,000 to allow for future traffic calming and truck activity mitigation that may be required in the first 18 months of commercial use.
- Entering into a Servicing Agreement for the design and construction of road improvements to address the proposed increased traffic on Bayview Street as a result of the development. Works include, but may not be limited to: upgrading the No. 1 Road and Bayview Street intersection with raising, bollards and decorative crosswalk; upgrading all crosswalks along Bayview Street; 30 kph posted speed limit signage; and adding bicycle "sharrows" pavement marking. This agreement also includes adding signage along Bayview Street for "sharrows," and public parking lot signage.

Steveston Residents and Merchants Land Use Suggestions

In their referral back to staff on May 6, 2014, Planning Committee directed staff to examine options suggested by Steveston residents and merchants for alternative uses of the Imperial Landing site.

The City has received a significant amount of public input with a mix of support and opposition regarding the proposed range of commercial uses as discussed in this and previous staff reports.

At the Planning Committee on May 6, 2014, residents identified the desire for additional amenities in Steveston including an enhanced branch library, and, in general, amenities that support children and seniors. As the program for a new Steveston Community Centre and library evolves, these ideas will be considered.

One resident specifically identified the desire for a maritime museum on the site. The question of a maritime museum was addressed by staff in the previous staff report dated March 17, 2014 (attachment EE) and was not recommended in this location.

A comparison of the Steveston Merchants Association proposal and the current rezoning proposal is provided in the table below. The Steveston Merchants Association proposal was discussed in the previous staff report and at the last Planning Committee and Onni has advised that they are unwilling to proceed under the proposal. The merchants advised that restricting 50% of the MMU area to office use would restrict the amount of retail area, lower parking activity, and add office employees who would be potential customers in the Village. The current rezoning proposal includes restricting 39% of the MMU area to hotel use, which similarly restricts the amount of retail uses, lowers parking activity and adds potential customers in the Village.

	Retail	MMU	Office	Hotel
Steveston Merchants Association proposal	25% (14,872 ft ²)	25% (14,872 ft ²)	50% (29,744 ft ²)	
Current proposal	61% (36,288 ft ²) <ul style="list-style-type: none"> • MMU uses are permitted in all Buildings and the second floor of Building 2 is limited to MMU and resident amenity space only (5,764 ft²) • Grocery Store is limited to the ground floor of Building 2 only (15,921 ft²) • Indoor Recreation is limited to Buildings 2 and 4 only (21,873 ft²) 			39% (23,122 ft ²)

Financial Impact or Economic Impact

None.

Conclusion

Onni Development (Imperial Landing) Corp. is requesting that the City allow a wider range of uses on their Maritime Mixed Use (MMU) site to provide commercial uses to serve resident's needs. While the proposal can be considered under the City's 2041 OCP, an amendment to the Steveston Area Plan is required to address the additional uses requested by the applicant.

In response to Planning Committee's referral, the applicant has submitted a revised land use proposal which would permit:

- 32 hotel units, including cooking facilities, in buildings 5 & 6
- Office, Restaurant and General Retail uses in buildings 1 through 4
- Minor Health Services in buildings 1, 2 & 4
- Financial Services in buildings 1 & 4
- Indoor Recreation in buildings 2 & 4
- Grocery Store in building 2

The proposed rezoning is anticipated to increase the valuation of the site by approximately \$4.1M to \$5.5M with the legal agreement proposed by the applicant to address the existing six air space parcels. The applicant has offered to provide a voluntary cash contribution of \$2,375,000 to a new Steveston Community Amenity provision account that would allow Council to allocate the funds to support Council priorities in the Steveston area.

It should be noted that the site design is not affected by the proposed land use change within the buildings. The proposed roadway improvements to enhance pedestrian and cyclist safety would assist in making Steveston a walking, cycling and rolling community. The proposed parking agreement would secure short term free parking with merchant validation, parking fees in line with rates in the village, and limited assignment of parking spaces to address parking concerns. The proposed restrictions on commercial loading hours of operation would limit potential disruption and clarify the enforcement process.

It is recommended that Richmond Official Community Plan Bylaw 7100, Amendment Bylaw 9062 and Richmond Zoning Bylaw 8500, Amendment Bylaw 9063, be introduced and given first reading.



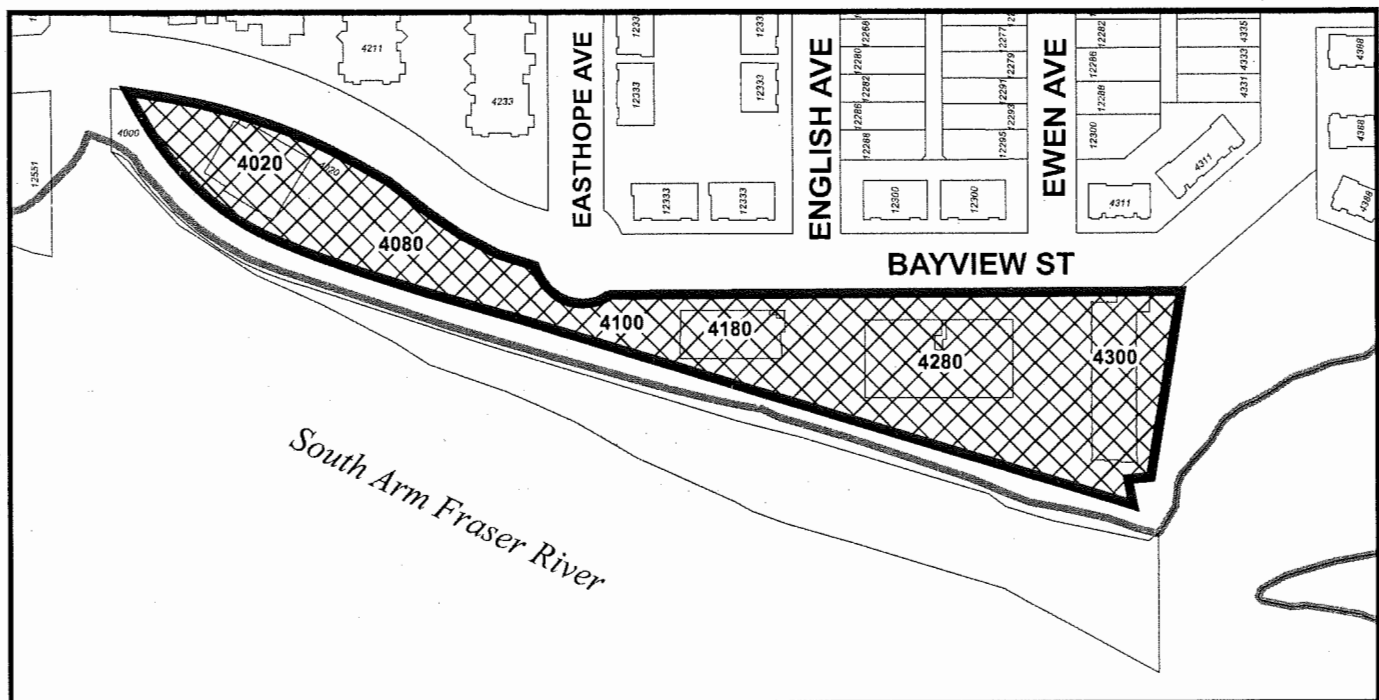
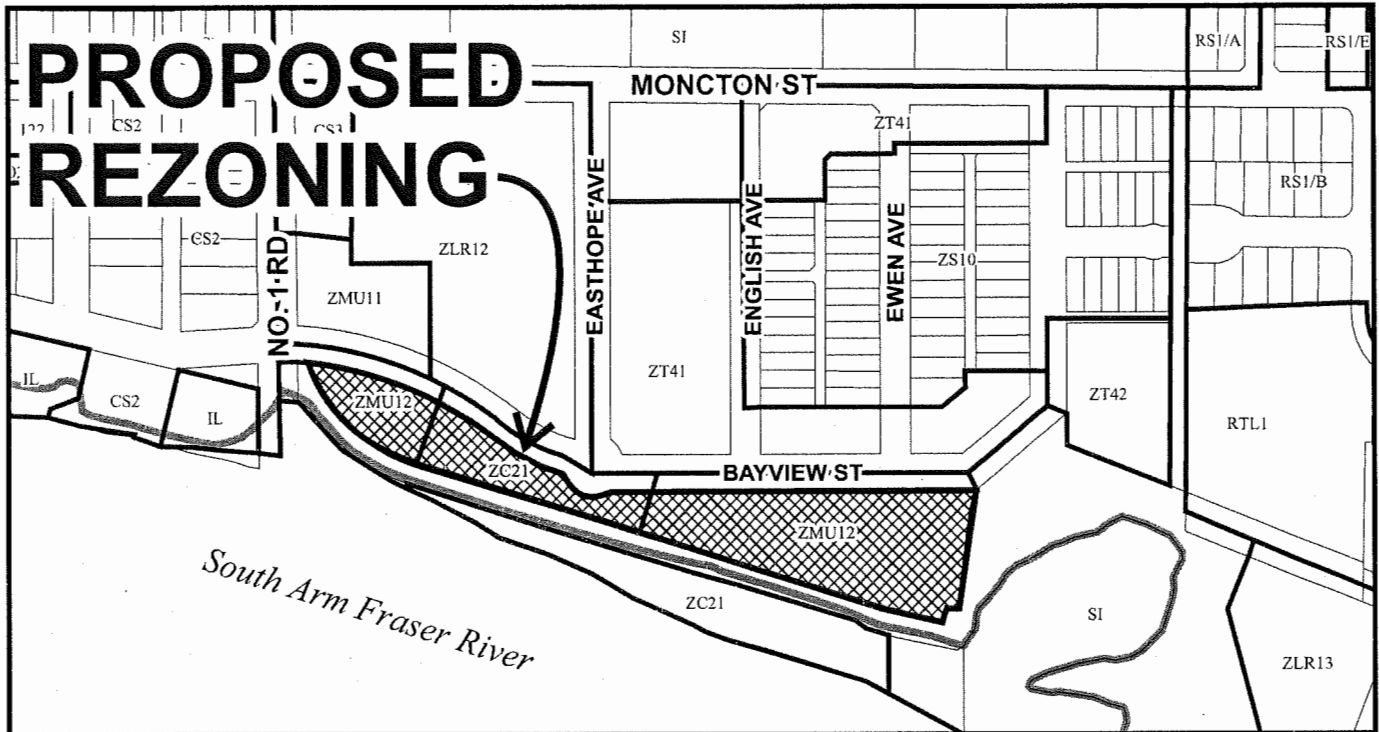
Sara Badyal, M. Arch, MCIP, RPP
Planner 2
(604-276-4282)

SB:blg

Attachment AA:	Location Map and Aerial Photo
Attachment BB:	Revised Land Use Proposal
Attachment CC:	Rezoning Considerations
Attachment DD:	RZ 13-633927 Application History
Attachment EE:	Staff Report to Planning Committee dated April 30, 2014 (including attached staff reports dated March 17, 2014 and April 30, 2014)
Attachment FF:	Public Correspondence (received May 1, 2014 to June 26, 2017)
Attachment GG:	February 2016 public open house meetings summary (including sign-in sheets and public correspondence from February 7, 2016 to March 11, 2016)
Attachment HH:	Economic Analyses Executive Summaries prepared by Site Economics Ltd, dated June 23, 2017 and Coriolis Consulting Corp., dated June 28, 2017.



City of
Richmond



RZ 13-633927

Original Date: 03/18/14

Revision Date: 06/14/17

Note: Dimensions are in METRES



City of
Richmond

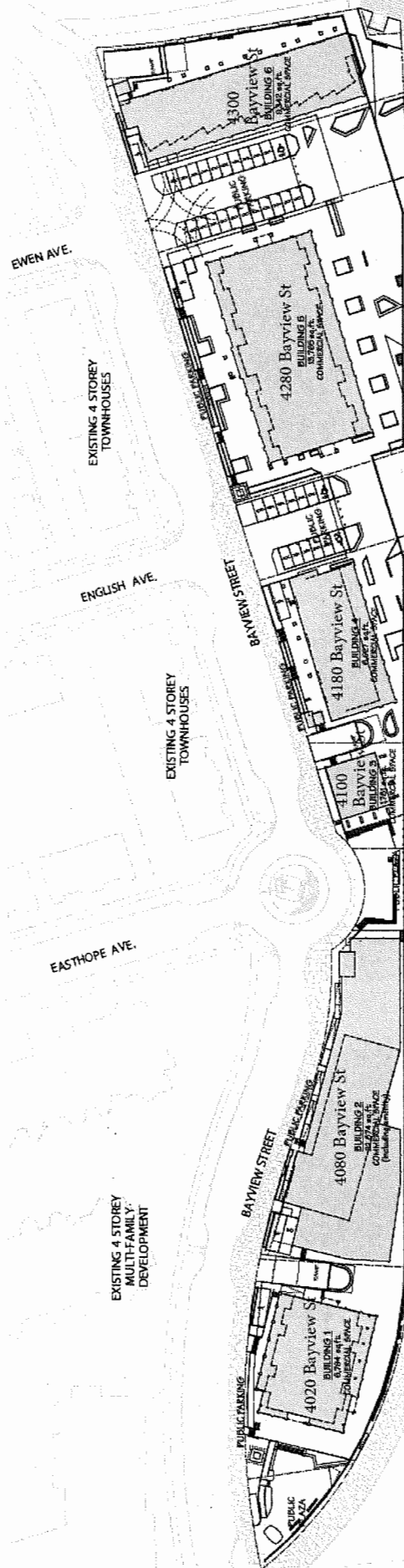


RZ 13-633927

Original Date: 03/18/14

Revision Date: 06/14/17

Note: Dimensions are in METRES



Building	4020 Bayview St (1)	4080 Bayview St (2)	4100 Bayview St (3)	4180 Bayview St (4)	4280 Bayview St (5)	4300 Bayview St (6)
59,488 sf GLA 52 dwellings	6,867 sf 12 apartments	21,685 sf (15,921 + 5,764)	1,862 sf	5,952 sf 7 two-level units	13,780 sf 22 apartments	9,342 sf 11 two-level units
Permitted Uses (existing)	(ZMU12) • Education** • Manufacturing, custom indoor** • Maritime* • Office** • Parking, non-accessory** • Service, Personal (Dry Cleaning & Laundry only)* • (also Housing, apartment limited & upper floors only)	(ZC21) • Child Care (limited & upper floor only) • Education* • Industrial, General** • Manufacturing, custom indoor** • Marina* • Maritime mixed use* • Office** • Parking, non-accessory** (also legally required 2nd floor Resident Amenity Space in Building 2)	(ZC21)	(ZMU12)	(ZMU12)	(ZMU12)
Proposed Uses (June 2, 2017)	• (all existing ZMU12 uses) • Office • Restaurant • Retail, General • Health Services, Minor • Service, Financial	• (all existing ZC21 uses) On the ground floor only: • Office • Restaurant • Retail, General • Grocery Store • Health Services, Minor • Recreation, Indoor	• (all existing ZC21 uses) • Office • Restaurant • Retail, General	• (all existing ZMU12 uses) • Office • Restaurant • Retail, General • Health Services, Minor • Recreation, Indoor • Service, Financial	• (all existing ZMU12 uses) • Hotel (19 rooms, maximum 90 day accommodation)	• (all existing ZMU12 uses) • Hotel (13 rooms, maximum 90 day accommodation)

*These uses are restricted to Mixed Maritime Uses as defined in OCP Steveston Area Plan

**These uses are restricted to maritime or commercial fishing related uses in the ZMU12 and ZC21 zones and to Mixed Maritime Uses as defined in OCP Steveston Area Plan



Address: 4020, 4080, 4100, 4180, 4280 and 4300 Bayview Street

File No.: RZ 13-633927

Prior to final adoption of Richmond Zoning Bylaw 8500, Amendment Bylaw 9063, the developer is required to complete the following:

1. Final Adoption of OCP Amendment Bylaw 9062.
2. Single site, no subdivision and no stratification requirements – Registration of legal agreement(s) on Title ensuring that:
 - a) The six non-residential air space parcels (Air Space Parcels 1 through 6 of plan EPP26790) are all owned by the same legal entity (both beneficial and legal interest in the six parcels) and prohibiting transfer of less than all six parcels.
 - b) No subdivision of any one or more of the six parcels (including no subdivision by way of strata plan) (consolidation of the six parcels is acceptable).
3. Truck activity – Registration of a legal agreement on Title to: prohibit large delivery trucks of size WB-17 or larger from accessing or entering the site at any given time; and to restrict truck delivery hours of operation for non-residential uses by trucks of maximum SU-9 in size to 7:00 am to 5:00 pm, Monday through Friday; 8:00 am to 5:00 pm on Saturday, and 9:00 am to noon on Sunday. Remedies will include, but without limitation, performance wording to establish a fine amount of \$200 adjusted by CPI annually from the year of rezoning approval per of the restrictions in the agreement payable by the owner.
4. Commercial parking – Registration of a legal agreement on Title including:
 - a) The following covenants:
 - i. Parking garage entry gates are to remain open during business hours of any commercial use on the lands other than hotel. Hotel guests are to be provided with a means to open a closed parking garage entry gate and access commercial parking outside of regular business hours.
 - ii. A maximum of 16 of the total 189 commercial spaces may be assigned to specific businesses. Further the assignment can be on weekdays only, between the hours of 8:30 am and 6:00 pm. The balance of the parking spaces must be unassigned and available by the use of any commercial client or visitor to a residential unit on the site.
 - iii. Free parking for the first two hours of a vehicle parked on site must be provided, which may be provided through a merchant validation for the businesses operating on the site.
 - iv. Pay parking rates are not to exceed the market rate for pay parking in Steveston Village. The pay parking rate may be reviewed and adjusted on an annual basis by the City taking into consideration similar pay parking rates in Steveston Village.
 - b) A statutory right-of-way from the curb on Bayview Street, extending into the parking structure, over an area coincident with the full extent of the underground parking area. The statutory right-of-way will permit the City, City officials and contractors to be on and have access to and egress from the parkade for the purposes of assuring/monitoring compliance with the parking covenant described in 3(a) above. Further, the statutory right-of-way will permit the City the right to remove or disable any gate that does not comply with the terms of the parking covenant described in 3(a) above.
5. Install an additional eight Class 2 bike storage spaces (e.g. exterior bike racks) on-site to meet the Zoning bylaw requirements for the additional commercial uses.
6. City acceptance of the developer's offer to voluntarily contribute \$2,375,000 towards the Steveston Community Amenity provision account.
7. City acceptance of the developer's offer to voluntarily contribute \$136,206 to go towards development of Road Works DCC projects.

8. City acceptance of the developer's offer to voluntarily contribute \$605 to go towards development of Storm Drainage DCC projects.
9. City acceptance of a Letter of Credit security in the amount of \$15,000 to allow for future traffic calming and truck activity mitigation that may be required after the commercial area is occupied. The Letter of Credit will be held by the City for a period of 18 months after the commercial area is occupied.
10. Enter into a Servicing Agreement* for the design and construction of road improvements to address the proposed increased traffic on Bayview Street as a result of the development. Works include, but may not be limited to:
 - a) Upgrade the No. 1 Road and Bayview Street intersection by raising this intersection and adding bollards similar to No. 1 Road and Moncton Street. As well, install decorative crosswalk surface treatment on all three legs of the intersection, using Duratherm material or equivalent.
 - b) Upgrade crosswalks along Bayview Street:
 - i. At the two midblock crosswalks between No. 1 Road and Moncton Street, provide raised crosswalks.
 - ii. At the three crosswalks at the Easthope Avenue traffic circle, remove a 1.5 m section of the cobble pavers from each end of the crosswalk (near curbs) and replace with an extension of the existing square concrete panels. This will create a 1.5 m wide smooth path at either end of the crosswalks for cyclists. Add a narrow band of the same decorative pavement surface treatment as a border along both sides of each crosswalk to provide consistency between the crossings on Bayview Street.
 - iii. At the six crosswalks at English Avenue and Ewen Avenue, remove all of the raised granite pavers and replace with decorative crosswalk pavement surface treatment, such as Duratherm material, or equivalent.
 - c) Fabricate and install 30 kph posted speed limit signs on Bayview Street from No. 1 Road to Moncton Street, Easthope Avenue, English Avenue, and Ewen Avenue.
 - d) Add pavement marking "sharrows", and signage for bikes on Bayview Street from No. 1 Road to Moncton Street in both directions.
 - e) Fabricate and install public parking signage on Bayview Street in both directions at the two public parking facilities.

Note:

- * This requires a separate application.
- Where the Director of Development deems appropriate, the preceding agreements are to be drawn not only as personal covenants of the property owner but also as covenants pursuant to Section 219 of the Land Title Act.

All agreements to be registered in the Land Title Office shall have priority over all such liens, charges and encumbrances as is considered advisable by the Director of Development. All agreements to be registered in the Land Title Office shall, unless the Director of Development determines otherwise, be fully registered in the Land Title Office prior to enactment of the appropriate bylaw.

The preceding agreements shall provide security to the City including indemnities, warranties, equitable/rent charges, letters of credit and withholding permits, as deemed necessary or advisable by the Director of Development. All agreements shall be in a form and content satisfactory to the Director of Development.
- Additional legal agreements, as determined via the subject development's Servicing Agreement(s) and/or Development Permit(s), and/or Building Permit(s) to the satisfaction of the Director of Engineering may be required including, but not limited to, site investigation, testing, monitoring, site preparation, de-watering, drilling, underpinning, anchoring, shoring, piling, pre-loading, ground densification or other activities that may result in settlement, displacement, subsidence, damage or nuisance to City and private utility infrastructure.
- Applicants for all City Permits are required to comply at all times with the conditions of the Provincial *Wildlife Act* and Federal *Migratory Birds Convention Act*, which contain prohibitions on the removal or disturbance of both birds and their nests. Issuance of Municipal permits does not give an individual authority to contravene these legislations. The City of Richmond recommends that where significant trees or vegetation exists on site, the services of a Qualified Environmental Professional (QEP) be secured to perform a survey and ensure that development activities are in compliance with all relevant legislation.

[Signed copy on file]

Signed

GB^{ate}59

Date	Proposal for Rezoning	Amenity Proposal	Committee Resolution
Nov 4/13	<p>ZMU12 Zone</p> <ul style="list-style-type: none"> • (existing ZMU12 uses) Unrestricted MMU Uses: • Education • Manufacturing, custom indoor • Office • Parking, non-accessory • Service, personal New Uses: • Animal Grooming • Child Care • Education, commercial • Health Service, minor • Library and exhibit • Recreation, Indoor • Restaurant • Retail, convenience • Retail, general • Retail, secondhand • Service, financial • Service, business support • Service, household repair • Service, massage • Veterinary service 	<p>ZC21 Zone</p> <ul style="list-style-type: none"> • (existing ZC21 uses) Unrestricted MMU Uses: • Industrial, general • Manufacturing, custom indoor • Office • Parking, non-accessory New Uses: • Animal Grooming • Child Care • Education, commercial • Health Service, minor • Library and exhibit • Recreation, Indoor • Restaurant • Retail, convenience • Retail, general • Retail, secondhand • Service, financial • Service, business support • Service, household repair • Service, massage • Service, personal • Veterinary service 	<p>At November 19, 2013 Planning Committee, referred back for staff to:</p> <ol style="list-style-type: none"> 1) attend the scheduled meeting between the applicant and the Steveston Merchants Association as an observer and provide an update to the Committee; 2) conduct a study and analysis regarding (i) the types and number of mixed maritime and commercial uses that are needed in the area through consultation with the residents, business owners, and business and community organizations in Steveston, (ii) potential implications of specific uses on City facilities and existing businesses in the area, (iii) the suitable proportion and location of mixed maritime and commercial uses on the subject site including the suggestion to confine the commercial use area only in spaces between Easthope Avenue and No. 1 Road, (iv) transportation related items including potential parking fees and truck parking restrictions; (v) the future developments and expected increase in commercial use spaces in the area, and (vi) how the \$1,500,000 voluntary community amenity contribution by the applicant would be allocated to different uses in Steveston; 3) study the possibility of the applicant providing a rental space for a City library on the space allotted for commercial use, having the same size and lease rate as the City library at Ironwood, as a requirement for the subject rezoning application; 4) study the possible location of a maritime museum on the subject site on the space allotted for mixed maritime use; and 5) provide updates to Committee on the marina development.
March 17/14	<p>Same as previous proposal, except indoor recreation removed</p>	<p>Same as previous proposal, except:</p> <ul style="list-style-type: none"> • Revised \$1,500,000 to new Steveston Community Amenity Provision Account • Revised legal agreement to prohibit WB-17 truck access, limit commercial loading hours, and include fine mechanism • Revised legal agreement to ensure parking access, 2 hours free parking, reasonable parking pay rates and limit parking space assignment 	<p>At April 8, 2014 Planning Committee, referred back for staff to examine:</p> <ol style="list-style-type: none"> 1) the enhancement of the community amenity contribution, including the possibility of library expansion and marina development; and 2) the legal aspects related to change of use lease provisions suggested by the applicant.
April 30/14	<p>Same as previous proposal</p>	<p>Same as previous proposal, except:</p> <ul style="list-style-type: none"> • Revised \$2,000,000 to new Steveston Community Amenity Provision Account • Additional 3 options for City lease of space on site 	<p>At May 6, 2014 Planning Committees, referred back for staff to review:</p> <ol style="list-style-type: none"> 1) options to enhance the community amenity contribution; 2) options to determine the preferred type of community amenity contribution; and 3) potential sites for the expansion of the Steveston Library. <p>and report back to a forthcoming General Purposes Committee.</p> <p>and to examine options suggested by Steveston residents and merchants for alternative uses of the Imperial Landing site and report back.</p>



City of Richmond

Bylaw 9062

Richmond Official Community Plan Bylaw 7100 Amendment Bylaw 9062 (RZ 13-633927) 4020, 4080, 4100, 4180, 4280 and 4300 Bayview Street

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

1. Richmond Official Community Plan Bylaw 7100, as amended, is further amended by:
2. by deleting clause ii. of the existing "Maritime Mixed Use" land use in Appendix 1 (Definitions) to Schedule 2.4 thereof and substituting the following:
 - "ii) General retail, service and hotel uses are accommodated as additional uses in the Maritime Mixed Use Area, between Phoenix Pond and No. 1 Road."
3. This Bylaw may be cited as "**Richmond Official Community Plan Bylaw 7100, Amendment Bylaw 9062**".

FIRST READING

PUBLIC HEARING

SECOND READING

THIRD READING

OTHER CONDITIONS SATISFIED

ADOPTED

MAYOR

CORPORATE OFFICER





**Richmond Zoning Bylaw 8500
Amendment Bylaw 9063 (RZ 13-633927)
4020, 4080, 4100, 4180, 4280 and 4300 Bayview Street**

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

1. Richmond Zoning Bylaw 8500, as amended, is further amended:
 - (a) by deleting (ZMU12 Permitted Secondary Uses) subsection 20.12.3 and substituting the following:

“20.12.3 A. Secondary Uses

 - **boarding and lodging**
 - **community care facility, minor**
 - **home business**

20.12.3 B. Additional Uses

 - **Health Services, Minor**
 - **Hotel**
 - **Recreation, Indoor**
 - **Restaurant**
 - **Retail, General**
 - **Service, Financial”**
 - (b) by deleting (ZMU12 Other Regulations) clause 20.12.11.4 and substituting the following:

“4. The following permitted uses in this zone shall be restricted to maritime or commercial fishing related uses:

 - a) **industrial, general;**
 - b) **manufacturing, custom indoor; and**
 - c) **parking, non-accessory”**

(c) by inserting the following into (ZMU12 Other Regulations) subsection 20.12.11:

“6. **Minor health service, office, restaurant and financial service uses** are only permitted on the following listed **sites**:

a) P.I.D. 029-108-136

Air Space Parcel 1 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790

b) P.I.D. 029-108-161

Air Space Parcel 4 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790

7. **General retail use**, excluding **grocery store use**, is only permitted on the following listed **sites**:

a) P.I.D. 029-108-136

Air Space Parcel 1 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790

b) P.I.D. 029-108-161

Air Space Parcel 4 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790

8. **Indoor Recreation use** is only permitted on the following listed **sites**:

a) P.I.D. 029-108-161

Air Space Parcel 4 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790

9. **Hotel use** is only permitted on the following listed **sites** and the **hotel use** is restricted to providing the transient public, in return for consideration, lodging in no more than 32 **hotel** rooms and for not more than 90 days in a 12-month period at either or both of the following listed **sites**:

a) P.I.D. 029-108-179

Air Space Parcel 5 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790

b) P.I.D. 029-108-187

Air Space Parcel 6 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790”

(d) by inserting the following into (ZC21 Permitted Additional Uses) subsection 22.21.3.B.:

“• **Grocery Store**

• **Health Services, Minor**

• **Recreation, Indoor**

• **Restaurant**

• **Retail, General”**

- (e) by deleting (ZC21 Other Regulations) clause 22.21.11.1 and substituting the following:

"1. The following permitted **uses** in this **zone** shall be restricted to **maritime** or commercial fishing related **uses**:

- a) **industrial, general**;
- b) **manufacturing, custom indoor**; and
- c) **parking, non-accessory**"

- d) by inserting the following into (ZC21 Other Regulations) subsection 22.21.11:

"5. **Office, restaurant and general retail uses**, excluding **grocery store use**, are only permitted on the following listed **sites** and shall be located on the **first storey** of any **building**:

- a) P.I.D. 029-108-144
Air Space Parcel 2 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790
- b) P.I.D. 029-108-152
Air Space Parcel 3 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790

6. **Minor health service, indoor recreation and grocery store uses** are only permitted on the following listed **site** and shall be located on the **first storey** of any **building**:

- a) P.I.D. 029-108-144
Air Space Parcel 2 Section 11 Block 3 North Range 7 West New Westminster District Air Space Plan EPP26790"

2. This Bylaw may be cited as "**Richmond Zoning Bylaw 8500, Amendment Bylaw 9063**".

FIRST READING

PUBLIC HEARING

SECOND READING

THIRD READING

OTHER CONDITIONS SATISFIED

ADOPTED

CITY OF RICHMOND
APPROVED by <i>SB</i>
APPROVED by Director or Solicitor <i>BK</i>

MAYOR

CORPORATE OFFICER

Item No. 2 – Onni Application

See

Supplemental GP Package
for Attachments EE to HH