



General Purposes Committee

Anderson Room, City Hall
6911 No. 3 Road

Monday, September 16, 2024
4:00 p.m.

Pg. # ITEM

MINUTES

GP-4 *Motion to adopt the **minutes** of the meeting of the General Purposes Committee held on September 3, 2024.*



DELEGATION

1. Diana Stephenson and Ajay Kumar, BC Hydro Staff to present on Power Pathway: Building BC's Energy Future

LAW AND COMMUNITY SAFETY DIVISION

2. **APPLICATION TO AMEND FOOD PRIMARY LIQUOR LICENCE # 308160 HAI DI LAO CANADA RESTAURANTS GROUP LTD., DBA H Aidilao Hot Pot at 5890 No 3 Road Unit 200**
(File Ref. No. 7775284) (REDMS No. 12-8275-30-001)

GP-10

See Page GP-10 for full report

Designated Speaker: Mark Corrado and Victor Duarte

STAFF RECOMMENDATION

- (1) *That the application from Hai Di Lao Canada Restaurants Group Ltd., doing business as Haidilao Hot Pot, for an amendment to Food Primary Licence #308160, requesting an increase to their hours of liquor service from Sunday to Saturday, 10:00AM to Midnight, to Sunday to Saturday, 9:00AM to 2:00AM, be supported; and*
- (2) *That a letter be sent to the Liquor and Cannabis Regulation Branch, which includes the information as set out in Attachment 1 to this report, advising that Council recommends the approval of the liquor licence amendment.*



ENGINEERING AND PUBLIC WORKS DIVISION

- 3. **AMENDMENT TO UNDERPINNING WORKS AND CONSTRUCTION FENCE ENCROACHMENT BYLAW NO. 9833 - ADDITION OF CRANE SWING PROVISIONS**
(File Ref. No. 10-6050-01) (REDMS No. 7738805)

GP-20

[See Page GP-20 for full report](#)

Designated Speaker: Eric Sparolin

STAFF RECOMMENDATION

- (1) *That Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, Amendment Bylaw No. 10599, be introduced and given first, second and third readings;*
- (2) *That Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10601, be introduced and given first, second and third readings; and*
- (3) *That Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10600 be introduced and given first, second, and third readings.*



Pg. # ITEM

RICHMOND PUBLIC LIBRARY

4. **YOUR LIBRARY, OUR FUTURE: RICHMOND PUBLIC LIBRARY STRATEGIC PLAN 2024-2028**

(File Ref. No. 97-RPLGENERAL) (REDMS No. 7785785)

GP-37

See Page GP-37 for full report

Designated Speaker: Susan Walters

STAFF RECOMMENDATION

That the staff report titled, “Your Library, Our Future: Richmond Public Library Strategic Plan 2024-2028”, dated August 29, 2024, from the Chief Librarian of Richmond Public Library, be received for information.

ADJOURNMENT



General Purposes Committee

Date: Tuesday, September 3, 2024

Place: Anderson Room
Richmond City Hall

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

Call to Order: The Chair called the meeting to order at 4:24 p.m.

MINUTES

It was moved and seconded

That the minutes of the meeting of the General Purposes Committee held on July 15, 2024, be adopted as circulated.

CARRIED

General Purposes Committee
Tuesday, September 3, 2024

FINANCE AND CORPORATE SERVICES DIVISION

1. AWARD OF CONTRACT 8334P – SUPPLY AND DELIVERY OF APPLE PRODUCTS

(File Ref. No. 04-1300-01) (REDMS No. 7763977)

It was moved and seconded

- (1) *That Contract 8334P – Supply and Delivery of Apple Products be awarded to Island Key Computer Ltd. for a three-year term for an estimated value of \$594,714.00, excluding taxes, as described in the report titled “Award of Contract 8334P – Supply and Delivery of Apple Products”, dated August 1, 2024, from the Director, Information Technology;*
- (2) *That the Chief Administrative Officer and the General Manager, Finance and Corporate Services, be authorized to extend the initial three-year term up to the maximum total term of six years for an estimated total value of \$1,189,428.00, excluding taxes; and*
- (3) *That the Chief Administrative Officer and the General Manager, Finance and Corporate Services, be authorized to execute the contracts and all related documentation with Island Key Computer Ltd.*

CARRIED

LAW & COMMUNITY SAFETY DIVISION

2. APPLICATION TO AMEND FOOD PRIMARY LIQUOR LICENCE #304698 CHINA PRO ENTERPRISES LTD., DBA KUNG FU NOODLE AT 4380 NO 3 ROAD UNIT 1150

(File Ref. No. 12-8275-05) (REDMS No. 7723624)

It was moved and seconded

- (1) *That the application from China Pro Enterprises Ltd., doing business as Kung Fu Noodle, for an amendment to Food Primary Licence #304698, requesting an increase to their hours of liquor service from Sunday to Saturday, 11:00AM to Midnight, to Sunday to Saturday, 11:00AM to 2:00AM, be supported; and*
- (2) *That a letter be sent to the Liquor and Cannabis Regulation Branch, which includes the information set out in Attachment 1 to this report, advising that Council recommends the approval of the liquor licence amendment.*

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The question on the motion was not called as a brief discussion ensued with respect to the proposed increased hours of liquor service.

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

3. **BUSINESS LICENCE APPLICATION ELIGIBILITY**

(File Ref. No. 12-8060-20-010597) (REDMS No. 7755518)

In response to queries from Committee, staff noted (i) the proposed bylaw amendment attempts to close loopholes for cancelled or suspended business licenses, to prevent businesses from being able to apply under a different business name or by using shareholder, officer, director or a relative applying for a new business license, (ii) the amendment is limited to a business of the same nature at the same location, and do not extend to other locations, (iii) the existing loopholes are a problem also experienced throughout the Lower Mainland, and (iv) there is no general database that shows which businesses are suspended or cancelled in each municipality, however the Province's *Business Corporation Act* has a registry that provides the capability for staff or law enforcement to access that database as well as a series of other transparency measures that will be coming into affect in the future.

It was moved and seconded

(1) *That Business Licence Bylaw No. 7360, Amendment Bylaw No. 10597, be introduced and given first, second and third readings; and*

(2) *That Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10598, be introduced and given first, second and third readings.*

CARRIED

PLANNING AND DEVELOPMENT DIVISION

4. **PROVINCIAL ORDER – TRANSIT-ORIENTED AREA FOR ABERDEEN STATION (BURKEVILLE)**

(File Ref. No. 08-4045-30-02) (REDMS No. 7772802)

Tamás Revoczi, President, Sea Island Community Association, expressed support, in principal, of the recommendations, acknowledging the City and YVR's awareness and consideration of the Burkeville community and, further to the recommendations, offered to send a letter of support from the Association, to strengthen the position the City is taking. In the interest of Burkeville residents and community affairs, Mr. Revoczi further noted the importance of having Burkeville representation at the table to take part/make suggestions during the consultation process, when possible.

General Purposes Committee
Tuesday, September 3, 2024

Discussion ensued with respect to the impact to the Burkeville community if there was a requirement for the (impractical) increased density noted in the Provincial Order, given the lack of resources within walking distance.

It was further noted that the stations on the Sea Island portion of the Canada Line are exempt from this procedure as they are on federal property and federal jurisdiction.

It was moved and seconded

- (1) *That a letter be prepared for the Mayor's signature addressed to the Minister of Transportation and Infrastructure and the Minister of Housing, advising that the area in Burkeville to be included in the Aberdeen Station Transit-Oriented Area is not suitable for inclusion for reasons identified in this report and requesting that the TOA area for Aberdeen Station be adjusted accordingly, with copies of this letter sent to the Premier of BC, Members of the Legislative Assembly and Members of Parliament for Richmond, the YVR Board Chair, in addition to the Federal Minister of Transport and the Sea Island Community Association;*
- (2) *That Council seek discussions with the Minister of Housing and the Minister of Transportation and Infrastructure at UBCM or as otherwise possible to discuss the outstanding issues relating to Burkeville.*
- (3) *That Richmond Official Community Plan Bylaw 9000, Amendment Bylaw 10603, to add policy indicating Burkeville is not suitable for denser forms of residential development, be introduced and given first reading;*
- (4) *That Richmond Official Community Plan Bylaw 9000, Amendment Bylaw 10603, 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 programs and plans, in accordance with Section 477(3)(a) of the Local Government Act; and*
- (5) *That Richmond Official Community Plan Bylaw 9000, Amendment Bylaw 10603, having been considered in accordance with Section 475 of the Local Government Act and the City's Official Community Plan Bylaw Preparation Consultation Policy 5043, is hereby found not to require further consultation.*

CARRIED

General Purposes Committee
Tuesday, September 3, 2024

CAO'S OFFICE

5. RICHMOND CELEBRATES FIFA WORLD CUP 26 – PROPOSED COMMUNITY EVENT CAMPAIGN

(File Ref. No. 01-0005-01) (REDMS No. 7696082)

In response to queries from Committee, staff advised that (i) Tourism Richmond and other local partners have been engaged and additional sponsorship opportunities can be examined, (ii) the recommended option will take place across all sectors of Richmond for the entire 6 weeks, (iii) Burkeville and Hamilton can be examined as potential event venues, (iv) there is strong support from local soccer groups and community associations for this event, (v) the number of people anticipated at each event will depend on the scale and location of the event, (vi) Nations Cup organizers have not finalized their plans for 2026 but have shown interest in collaborating with the City, (vii) any of the options outlined are scalable, (ix) the recommended option has extended days as it incorporates a culture and diversity component, (x) the purpose of this campaign is to allow everyone access to the events at no cost, and (xi) engagement with other stakeholders hosting private events, and working with local community groups will be part of the planning process.

It was moved and seconded

That the recommended Option 3, as outlined in the report titled “Richmond Celebrates FIFA World Cup 26 – Proposed Community Event Campaign”, dated August 20, 2024, from the Director, Intergovernmental Relations and Corporate and Strategic Planning, be referred back to staff to obtain more detail on the possibilities focussing on Options 2 and 3.

CARRIED

General Purposes Committee
Tuesday, September 3, 2024

ADJOURNMENT

It was moved and seconded

That the meeting adjourn (5:36 p.m.).

CARRIED

Certified a true and correct copy of the Minutes of the meeting of the General Purposes Committee of the Council of the City of Richmond held on Tuesday, September 3, 2024.

Mayor Malcolm D. Brodie
Chair

Lorraine Anderson
Legislative Services Associate



To: General Purposes Committee **Date:** August 29, 2024
From: Mark Corrado **File:** 12-8275-30-001/2024-
 Director, Community Bylaws and Licencing Vol 01
Re: **Application to Amend Food Primary Liquor Licence # 308160**
Hai Di Lao Canada Restaurants Group Ltd., dba Haidilao Hot Pot at 5890 No 3
Road Unit 200

Staff Recommendations

1. That the application from Hai Di Lao Canada Restaurants Group Ltd., doing business as Haidilao Hot Pot, for an amendment to Food Primary Licence #308160, requesting an increase to their hours of liquor service from Sunday to Saturday, 10:00AM to Midnight, to Sunday to Saturday, 9:00AM to 2:00AM, be supported; and
2. That a letter be sent to the Liquor and Cannabis Regulation Branch, which includes the information as set out in Attachment 1 to this report, advising that Council recommends the approval of the liquor licence amendment.

Mark Corrado
 Director, Community Bylaws and Licencing
 (604-204-8673)
 Att. 4

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Fire Rescue	<input checked="" type="checkbox"/>	
RCMP	<input checked="" type="checkbox"/>	
Building Approvals	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

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

This report pertains to an application to the LCRB and the City of Richmond by Hai Di Lao Canada Restaurants Group Ltd., doing business as and hereinafter referred to as Haidilao Hot Pot, for an amendment to the Food Primary Liquor Licence #308160, proposing an increase to liquor service hours from 10:00AM to Midnight, Sunday to Saturday, to the proposed hours of 9:00AM to 2:00AM Sunday to Saturday.

The City of Richmond is given the opportunity to provide written comments by way of a resolution to the LCRB with respect to the liquor licence amendment application for an amendment to the Food Primary Liquor Licence. The process requires the local government to provide comments with respect to the following criteria:

- The potential for noise;
- The impact on the community; and
- Whether the amendment may result in the establishment being operated in a manner that is contrary to its primary purpose.

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

Work collaboratively and proactively to attract and retain businesses to support a diversified economic base.

Analysis

Haidilao Hot Pot is situated at 5890 No 3 Road Unit 200, the location map is appended as Attachment 2. The property is zoned Downtown Commercial (CDT1). This zone provides for a broad range of commercial, service, business, entertainment and residential needs typical of a City Centre. There are a number of permitted uses in this property such as service, personal; office; health service, minor; retail, general; and restaurant. The operator took over the premises in 2018 which had a similar business in operation prior to 2018. Haidilao Hot Pot currently operates six locations in British Columbia, Ontario and Quebec. There have been no noted issues with the operation of this business since it commenced in the City.

The applicant's request for an increase in later service hours is to better serve their clients and the community. Haidilao Hot Pot currently operates until 5AM each day. The increase in liquor service hours to 2AM would add greater flexibility to their clients and yield higher customer flow and revenue and provide a more equitable opportunity to better serve the public in competing with other food venues in the area who have already received the later service hours. Appended as Attachment 3 is the applicant's Letter of Intent.

Impact of Noise on the Community

The location of this establishment is such that there should be no anticipated increase in the noise impact on the community. The extended hours of liquor service under the Food Primary Liquor Licence should not change the nature of the establishment as a food primary establishment.

Impact on the Community

The community consultation process for reviewing applications for liquor-related licences is prescribed by the Development Application Fees Bylaw No. 8951 which under Section 1.8.1 calls for:

- 1.8.1 Every applicant seeking approval from the City in connection with:
 - (a) a licence to serve liquor under the *Liquor Control and Licensing Act and Regulations*;
must proceed in accordance with subsection 1.8.2.
- 1.8.2 Pursuant to an application under subsection 1.8.1, every applicant must:
 - (b) post and maintain on the subject property a clearly visible sign which indicates:
 - (i) type of licence or amendment application;
 - (ii) proposed person capacity;
 - (iii) type of entertainment (if application is for patron participation entertainment); and
 - (iv) proposed hours of liquor service; and
 - (c) publish a notice in at least three consecutive editions of a newspaper that is distributed at least weekly in the area affected by the application, providing the same information required in subsection 1.8.2(b) above.

The required signage was posted on June 18, 2024 and three advertisements were published in the Vancouver Sun newspaper on June 18, 2024, June 19, 2024 and June 20, 2024.

In addition to the advertised signage and public notice requirements, staff sent letters to businesses, residents and property owners within a 50 meter radius of the establishment. On June 20, 2024, 838 letters were sent to residents, businesses and property owners. The letter provided information on the proposed liquor licence amendment application and contained instructions to comment on the application. The period for commenting for all public notifications ended July 20, 2024.

As a result of the community consultation process described, the City has received one response opposed to this liquor application and one anonymous response, which did not provide a name or telephone number as required by the consultation process criteria. As this individual cannot be identified to confirm submission in opposition, this was not included in the count. The public input letters are appended as Attachment 4.

Other Department and Agency Comments

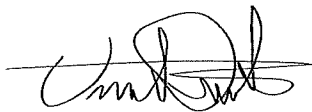
As part of the review process, staff requested comments from other departments and agencies such as Business Licence Department, Building Approvals Department, Richmond Fire-Rescue (RFR), Richmond RCMP, and Vancouver Coastal Health (VCH). These agencies and departments generally provide due diligence regarding the applicant's operations and premises. None of the departments and agencies contacted have identified issues of concern as part of their due diligence process.

Financial Impact

None.

Conclusion

The results of the community consultation process for Haidilao Hot Pot's application for extended service hours was reviewed based on the LCRB criteria. The analysis concluded there should be no noticeable potential impact from noise, no significant impact to the community and no comments or ongoing concerns were raised from the regulatory agencies. Based on the culmination of these factors, staff recommend that the application to amend the Food Primary Liquor Licence with no change to person capacity be supported.



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

VMD:vmd

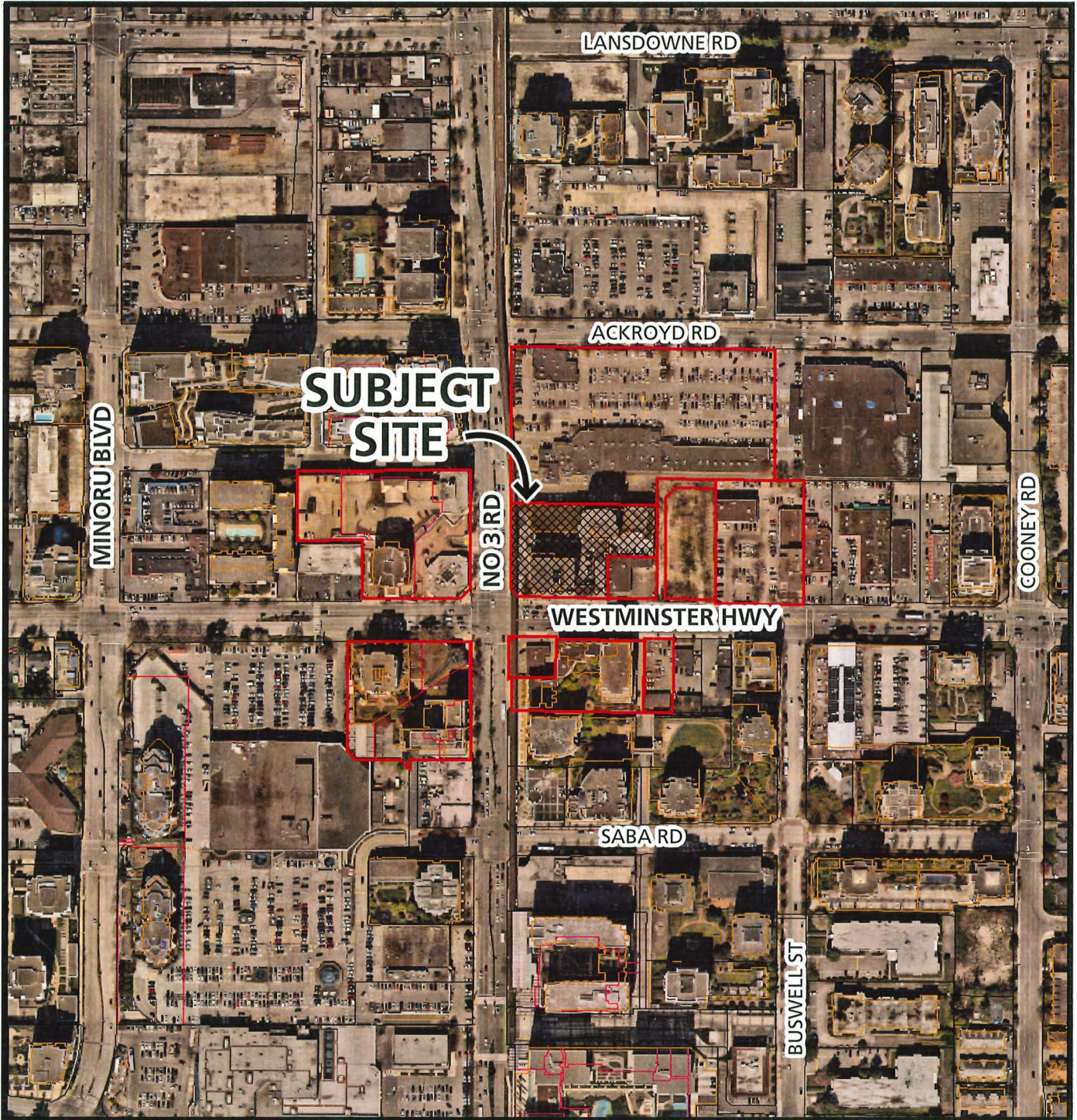
- Att. 1: Particulars of Application and City Comments
- 2: Aerial Map with 50 Metre Buffer Area
- 3: Letter of Intent
- 4: Opposed Responses

Re: Application to Amend Food Primary Liquor Licence # 308160 - Extended Service Hours – Hai Di Lao Canada Restaurants Group Ltd. – 200 – 5890 No. 3 Rd., Richmond B.C.

1. That the application from Hai Di Lao Canada Restaurants Group Ltd., doing business as: Haidilao Hot Pot, operating at, 200 – 5890 No. 3 Rd., requesting an increase to hours of liquor service to the Food Primary Liquor Licence # 308160, be supported for:
 - a) A permanent change to hours of liquor service;
 - i) **From**, Monday to Saturday, 10:00 AM to Midnight;
 - ii) **To**, Monday to Sunday, 9:00 AM to 2:00 AM;
 - b) Total person capacity will remain the same at 260 persons;
2. That a letter be sent to Liquor and Cannabis Regulation Branch advising that Council supports the amendment for a permanent change to hours of liquor service to the Food Primary Liquor Licence # 308160, with the hours as listed above, and;
3. Council's comments on the prescribed criteria (Section 71 of the Liquor Control and Licencing Regulations) are as follows:
 - a) The impact of additional noise and traffic in the area of the establishment was considered;
 - b) The potential impact on the community was assessed through a community consultation process; and
 - c) Given that there has been no noted issues with this operation since its inception in 2018, the amendment to change hours of liquor service to the Food Primary Liquor Licence should not change the establishment such that it is operated contrary to its primary purpose;
 - d) As the operation of a licenced establishment may affect nearby residents, businesses and property owners, the City gathered the views of the community through a community consultation process as follows:
 - i) Residents, businesses and property owners within a 50 meter radius of the establishment were notified by letter. The letter provided information on the application with instructions on how to submit comments or concerns; and
 - ii) Signage was posted at the subject property and three public notices were published in a local newspaper. The signage and public notice provided

information on the application with instructions on how to submit comments and concerns.

- e) Council's comments on the general impact of the views of residents, businesses and property owners are as follows:
 - i) The community consultation process was completed within 90 days of the application process; and
 - ii) The community consultation process generated only one comment opposed to this application and one anonymous complaint which was not considered.
- f) Council recommends the approval of the amendment to the Food Primary Liquor Licence with extended hours of liquor service to 9:00 AM to 2 AM, Monday to Sunday, for reasons that the addition of the extended hours proposed is acceptable to the majority of the residents, businesses and property owners in the area and the community.



	<p>#200 - 5890 No 3 Rd 50 Metre Map</p>	<p>Original date: 07/25/24 Revision Date: Note: Dimensions are in METRES</p>
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Haidilao Hot Pot
海底捞火锅

April 29th, 2024

Hai Di Lao Canada Restaurants Group Ltd.
5890 No. 3 Road #200
Richmond, BC V6X 3P6

To Whom It May Concern,

Founded in 1994, Haidilao is a direct-sale catering chain enterprise focusing on Sichuan-style hot pot, which has grown to an international brand and a listed company with over 1400 locations and 100,000 employees worldwide today. Haidilao Canada's first location in Richmond, BC had opened since December 2018. In total, Haidilao Canada currently operates six locations in British Columbia, Ontario and Quebec.

Our founding location in the City of Richmond is looking to extend our liquor service hours to 2am. We currently have food service until 5am every day of the week. Extending our liquor service hours has been a high demand from our customers and will yield higher customer flow and revenue. As one of the most recognized restaurant brands in the world, we attract many consumers to the City of Richmond, which in turns benefits other businesses in the city and tourism.

On behalf of Haidilao, we hope that the much-needed application for extending our liquor service hours will be granted. Haidilao sincerely appreciates your time and consideration. If you require any additional information, please do not hesitate to contact us at jack@haidilaocanada.com or 778-288-8806.

Regards,

Jack Jane, CPHR, SHRM-SCP
Director, Human Resources & Legal



I do NOT agree.

It will lead to worse overnight
traffic and ^{more} worse noise.

Shuming Liu

1511-8068 Westminste Hwy

Richmond BC.

778 999 2959

CITY OF RICHMOND

JUNE 24, 2024

JUN 21 2024

CITY OF RICHMOND
BUSINESS LICENCES
LIQUOR LICENCE APPLICATIONS
6911 - NO 3 ROAD
RICHMOND, BC. V6Y 2C1

RECEIVED

LADIES & GENTLEMEN:-

RE: NOTICE FOR AN AMENDMENT TO EXISTING LIQUOR LICENCE
(HOURS OF SERVICE) HAIDILAO HOT POT - 5890 NO. 3 ROAD,
UNIT 200

I AM STRONGLY OPPOSED THE EXTENSION OF THEIR BUSINESS
UNTIL 2AM

- 1) THE AREA WHERE HAIDILAO HOT POT IS SURROUNDING
RESIDENTIAL BUILDING, WE NEED TO HAVE QUIET
ENVIRONMENT FOR CHILDREN, SENIOR, ADULT TO SLEEP
WELL TO MAINTAIN HEALTHY BODY AS THEIR CUSTOMERS
NEED TO GO OUT TO THE STREET BEFORE GO HOME
- 2) IT WILL BE WASTING ALL TAXPAYERS MONEY IF IT IS
TOO LOUD AFTER 11PM TO CALL POLICE TO SOLVE THE
PROBLEM
- 3) ~~HAIDILAO~~ HAIDILAO HOT POT CUSTOMERS CAN GET DRUNK AND
MAY LOSING MIND AND CONTROL AND AFFECT SAFETY ESPECIALLY
IN THE MIDDLE OF NIGHT.

FROM: RESIDENT OWNER OF 304 **GP-19** WESTMINSTER ~~HWY~~ HWY, RICHMOND,
BC. CANADA V6X 3A5



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** August 22, 2024
From: Milton Chan, P.Eng **File:** 10-6050-01/2024-Vol
 Director, Engineering 01
Re: **Amendment to Underpinning Works and Construction Fence Encroachment Bylaw No. 9833 - Addition of Crane Swing Provisions**

Staff Recommendations

1. That Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, Amendment Bylaw No. 10599, be introduced and given first, second and third readings;
2. That Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10601, be introduced and given first, second and third readings; and
3. That Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10600 be introduced and given first, second, and third readings.

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

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Building Approvals	<input checked="" type="checkbox"/>	
Community Bylaws	<input checked="" type="checkbox"/>	
Fire Rescue	<input checked="" type="checkbox"/>	
Law	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	APPROVED BY CAO

Staff Report

Origin

Development in the City has led to a significant amount of construction activity requiring cranes. During their operation, these cranes regularly swing over City roadways. Currently, the City's bylaws do not require a permit for such activities, which potentially exposes the City to liabilities. The Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, Amendment Bylaw No. 10599 introduces a crane swing permit, which must be obtained prior to the construction or use of any fixed crane that will swing over City roadways.

Staff have also conducted a review of the Underpinning Works and Construction Fence Encroachment Bylaw No. 9833 and are proposing some housekeeping amendments to bring further clarity and make the bylaw consistent with current City bylaw best practices.

With this amendment, staff also recommend that the Underpinning Works and Construction Fence Encroachment Bylaw No. 9833 be renamed to Construction Encroachment Bylaw No. 9833 to better reflect the consolidation of various construction-related encroachments.

This report outlines the proposed amendments to the Underpinning Works and Construction Fence Encroachment Bylaw No. 9833 (the "Bylaw"), the Consolidated Fees Bylaw No. 8636 (the "Fees Bylaw"), and the Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122 (the "BVN Bylaw").

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

Ensure civic infrastructure, assets and resources are effectively maintained and continue to meet the needs of the community as it grows.

Analysis

Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, Amendment Bylaw No. 10599

Construction activities involving crane operation often require cranes to swing over City roadways. Additionally, when not in operation, cranes are free to rotate with the wind to reduce sideways forces, also leading them to swing over City roadways.

The City is neither responsible for, nor involved in the permitting and approvals from other regulatory agencies. These responsibilities lie with the crane operators and employers, property owners and developers for approvals such as:

- Certification of crane operators and crane operations through WorkSafe BC; and
- Aeronautical related applications and approvals from NAV Canada and Transport Canada.

Additionally, when a tower crane is being erected, through the WorkSafeBC requirement of the operator and the B.C. Construction Safety Alliance, Richmond Fire-Rescue attend the site and conduct a site inspection to ensure access for emergency response in order to support the management of a medical or emergency event and attendance to crane operators and construction staff and to ensure proper access for any other emergent needs on-site during the construction phase.

Currently, if a fixed crane will swing over City owned fee simple property, the City will require developers or property owners to enter into a crane swing easement agreement. For crane swing over private property, parties using construction cranes should negotiate and enter into private crane swing agreements with the affected neighbouring properties.

If a tower crane is erected as a stand-alone structure, and not on any part of the future building's structure, it is not captured in the building permit process. As tower cranes are temporary equipment to facilitate construction, they are not regulated under the building permit process and therefore crane operators are not required to obtain a building permit.

To address the risks posed by cranes, other municipalities have implemented permitting processes for cranes that swing over their roadways. To allow the City to similarly address these concerns, it is proposed that an amendment be made to the Bylaw.

The Underpinning Works and Construction Fence Encroachment Bylaw was approved by Council in 2018 and requires developers to obtain permits for certain construction activities that encroach on City property. These permits require the submission of insurance, description of encroaching activities, and require the applicant to indemnify the City from and against all claims and damages. To avoid the complexity and potential confusion of introducing a separate bylaw, it is recommended that the new crane-swing requirements be integrated with the existing bylaw through this amendment. The proposed bylaw amendment will address the risk of cranes operating over City roads by requiring that insurance be provided and by indemnifying the City from liability with respect to their operation.

The following is a summary of the proposed key terms and regulations of the Bylaw amendment with regards to crane swing.

- No person shall erect, construct, install, maintain, use, or permit the use of a crane expected to swing over City roadway without first making an application for and obtaining a crane swing permit.
- The applicant must carry the necessary general liability insurance and indemnify the City from and against all claims and damages.
- Every permit issued under the Bylaw will expire 12 months following the date of issuance or upon such earlier date as may be specified in the permit.
- The City may suspend any permit where there is a contravention of, or non-compliance with, the terms and conditions of the permit or any City bylaw.
- If the applicant or property owner fails to comply with the Bylaw, the City may instruct the applicant or owner to correct the contravention. If they fail to do so, the City may carry out the necessary actions at the property owner's cost.

Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10601

To facilitate this new permitting process, staff also recommend an amendment to the Fees Bylaw that introduces fees to cover the staff time required to review, process, and administer the proposed Crane Swing Permit application.

Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10600

To enforce compliance with the newly amended bylaw, staff also recommend an amendment to the BVN Bylaw that would allow for new fines and late payment amounts to be established to enforce compliance with the newly amended bylaw. The proposed fines could be issued if underpinning works, a construction fence, or a crane swing occur without a permit, or in contravention of the term of a permit or the terms of the Bylaw.

Housekeeping Amendments

While preparing these bylaw amendments, staff reviewed the current bylaws and identified housekeeping amendments that will bring further clarity to the bylaws.

Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, Amendment Bylaw No. 10599

The following is a summary of the proposed housekeeping amendments to the bylaw.

- Currently, the bylaw requires a permit for any encroachment upon City Property. Staff are proposing extending of the requirements for obtaining an underpinning works permit or construction fence permit to encroachments on City statutory rights of way, in addition to City Property.
- Staff have added language regarding the Inspection Fee to the Underpinning Works and Construction Fence Encroachment Bylaw to match the Consolidated Fees Bylaw and further define the fee.
- Staff have added clearer language related to the various fees required. This language clarifies the timing of the payment of the application fee, encroachment fee, and inspection fee.

Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10601

Staff are proposing the addition of a defined “Permit Renewal Fee”. The existing Underpinning and Construction Fence Encroachment Bylaw requires the Permittee pay a renewal fee, however, such a fee is not clearly defined in the Fees Bylaw.

Staff will update the development community on the new crane swing requirements at an upcoming meeting with the Urban Development Institute and the City of Richmond.

Financial Impact

None. Revenues that will be generated from the proposed Crane Swing Permit fees will offset the associated cost required to review and process the applications.

Conclusion

When cranes are used in construction activities, there is the potential for their operation to encroach on City roadways. To address the potential liabilities presented by this, staff recommend that the Bylaw be amended to include the requirement for a permit prior to any crane operation. Staff also recommend that the Bylaw cited as Underpinning Works and Construction Fence Encroachment Bylaw No. 9833 be renamed to Construction Encroachment Bylaw No. 9833.

To facilitate the administrative time to review and process the application for a Crane Swing Permit, staff also recommend an amendment to the Fees Bylaw that introduces a permit fee.

To enforce compliance with the newly amended bylaw, staff also recommend an amendment to the BVN Bylaw that establishes fines and late payment amounts.



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ES:zj



**Underpinning Works and Construction Fence Encroachment Bylaw No.
9833,
Amendment Bylaw No. 10599**

The Council of the City of Richmond enacts as follows:

1. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended by renaming the bylaw the “Construction Encroachment Bylaw No. 9833”.
2. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at Part One: Underpinning Works and Construction Fence by:

- a) replacing the title of Part One with the following:

“PART ONE: UNDERPINNING WORKS, CONSTRUCTION FENCE AND CRANE SWINGS”

- b) inserting the words “or a City Statutory Right of Way” after the words “City Property” in section 1.1.1;
- c) inserting the words “or a City Statutory Right of Way” after the words “City Property” in section 1.2.1; and
- d) inserting the following after section 1.2.1:

“1.3 Crane Swing Permit

1.3.1 No person shall erect, construct, install, maintain, use, or permit the use of, a Crane in any manner that results in, or would reasonably be expected to result in, a Crane Swing without first making application for and obtaining a Crane Swing Permit and every such construction, use or maintenance shall be undertaken in all respects to the requirements and regulations of this Bylaw and the terms and conditions of the Crane Swing Permit.

1.3.2 Notwithstanding any other provision of this bylaw, no person shall erect, construct, install, maintain, use, or permit the use of, a Crane in any manner that would result in the boom or other parts of the Crane swinging over air space of City Property that is not City Highway, without first entering into an agreement with the City.”

3. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at Part Two: Underpinning Works Permit and Construction Fence Permit Application Process by replacing the title of Part Two with the following:

“PART TWO: UNDERPINNING WORKS, CONSTRUCTION FENCE AND CRANE SWING PERMIT APPLICATION PROCESS”
4. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 2.1 Application Requirements by:
 - (a) inserting the words “or using, allowing or maintaining a Crane Swing,” after the words “Construction Fence,” in section 2.1.1(a);
 - (b) deleting the words “Underpinning Works or Construction Fence” in section 2.1.1(c) and replacing them with the words “Underpinning Works, Construction Fence or Crane Swing”;
 - (c) deleting the words “Underpinning Works or Construction Fence” in section 2.1.1(e) and replacing them with the words “Underpinning Works, Construction Fence or Crane Swing”;
 - (d) deleting the words “applicable fees” in section 2.1.1(d) and replacing them with the words “applicable application fee”;
 - (e) deleting the words “Underpinning Works or a Construction Fence” in section 2.1.2 and replacing them with the words “Underpinning Works, a Construction Fence or a Crane Swing”; and
 - (f) deleting the words “constructed or a Construction Fence has been installed” in section 2.1.3 and replacing them with the words “constructed, a Construction Fence has been installed, or a Crane Swing has occurred”.
5. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 2.2 Security Deposit by deleting the words “issuance of a Permit” in section 2.2.1 and replacing them with the words “issuance of a Permit, or the renewal of a Permit.”
6. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 2.3 Permit Issuance by:
 - (a) deleting the words “applicable fees” in section 2.3.1(d) and replacing them with the words “applicable encroachment fee and inspection fee”;
 - (b) inserting the words “or the City’s Risk Manager or their delegates” after the words “General Manager” in section 2.3.1(e); and
 - (c) inserting the following after section 2.3.2(f):

“2.3.3 Subject to section 2.3.4, the General Manager may issue a Crane Swing Permit upon being satisfied that:

- (a) the proposed Crane Swing complies with this Bylaw and all Applicable Laws;
- (b) the Crane Swing operation, as applicable, can be carried out safely, without undue nuisance or interference to the public, or damage or injury to persons or Property;
- (c) the Applicant has complied with the applicable requirements of section 2.1 [*Permit Application Requirements*]; and
- (d) the Applicant has provided proof of general liability insurance coverage in an amount and on terms satisfactory to the General Manager or the City’s Risk Manager or their delegates.

2.3.4 The General Manager may refuse to issue Crane Swing Permit if the requirements of section 2.3.3 have not been met or the General Manager is of the opinion that the proposed Crane Swing will or is reasonably likely to:

- (a) endanger, damage, or otherwise adversely affect any structure, Highway, easement, utility works and services or right-of-way, whether privately or publicly owned;
- (b) contravene any Applicable Laws;
- (c) threaten the health, safety, or welfare of the public or be otherwise contrary to the public interest; or
- (d) result in the use of the Subject Property in a manner inconsistent with the current zoning for the Subject Property.”

7. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 3.1.1 by:

- (a) deleting the words “Underpinning Works or install a Construction Fence” in the first paragraph, and replacing them with the words “Underpinning Works, install a Construction Fence, or allow a Crane Swing”;
- (b) inserting the word “partners,” before the words “directors, officers” in section 3.1.1(b);
- (c) deleting sections 3.1.1(c) and (d) and replacing them with the following:

“(c) the design, construction and installation of the Underpinning Works or the Construction Fence, or the use of the Crane Swing, as applicable, occurs at all times in accordance with sound engineering and construction practices and is

carried out in accordance with the terms of this Bylaw, the applicable Permit and all Applicable Laws;

- (d) the installation of the Underpinning Works or the Construction Fence, as applicable, will not interfere with or cause damage to any existing underground utilities or services, whether such utilities or services are owned by the City, by the Greater Vancouver Regional District or by any private or public utility. The use of the Crane Swing will not interfere with or cause damage to any existing utilities or services, whether such utilities or services are owned by the City, by the Greater Vancouver Regional District or by any private or public utility. The Owner shall be solely responsible for all costs of determining the location of any and all such relevant utilities and services;”
 - (d) deleting the words “Underpinning Works or the installation of a Construction Fence” in section 3.1.1(g) and replacing them with the words “Underpinning Works, or the installation of a Construction Fence, or the installation, use, maintenance and operation of a Crane that is the subject of the Crane Swing”;
 - (e) deleting the words “Underpinning Works or Construction Fence” in section 3.1.1(h) and replacing them with the words “Underpinning Works, the Construction Fence or the Crane Swing”;
 - (f) deleting section 3.1.1(i) and replacing it with the following:
 - “(i) the Owner will be solely responsible throughout the construction of the Underpinning Works, the installation of the Construction Fence or the use of the Crane Swing to protect persons and property in the vicinity of the Underpinning Works, Construction Fence or Crane Swing from injury, loss or damage;”
 - (g) deleting section 3.1.1(j) and replacing it with the following:
 - “(j) the Owner will be responsible for the prompt payment of all fees, permits and construction expenses of the Underpinning Works, Construction Fence or Crane Swing of any kind whatsoever including, without limitation, reasonable legal fees and disbursements incurred by the City in connection with or arising out of the preparation and interpretation of this Bylaw or a Permit and any dispute or enforcement in connection therewith;
 - (k) the Owner will call for such inspections by the City as are required pursuant to the terms of the Permit, and will pay the additional inspection fee as set out in the *Consolidated Fees Bylaw No. 8636* if an additional inspection is required as a result of there being deficiencies identified during a required inspection.”
8. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended by deleting section 3.3.1 and replacing it with the following:
- “3.3.1 Every Permit issued under this Bylaw shall expire and cease to authorize any Underpinning Works, Construction Fence or Crane Swing 12 months following the

date of issue or upon such earlier date as may be specified in the Permit unless an expiry date for a different term is specified in the Permit or a renewal for the Permit has been issued in accordance with section 3.4.”

9. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended by deleting section 3.4.1 and replacing it with the following:

“3.4.1 If the Underpinning Works operations are not completed before the Underpinning Works Permit expires, or if a Construction Fence is still required at the time the Construction Fence Permit expires, or if a Crane Swing is still required at the time the Crane Swing Permit expires, then the General Manager may renew, extend, or modify the Permit upon written request of the Permittee, subject to the following:

- (a) there is no obligation on the City to renew any Permit;
- (b) the Permittee shall pay the appropriate non-refundable Permit renewal fee as specified in the *Consolidated Fees Bylaw No. 8636*;
- (c) if the renewal is for an Underpinning Works Permit or a Construction Fence Permit, and the encroachment fee specified in the *Consolidated Fees Bylaw No. 8636* has increased since such Permit was issued, the Permittee shall pay an amount equal to the difference between the current encroachment fee and the encroachment fee paid for the original Permit;
- (d) the application for a renewal, extension, or modification is received no later than 30 days before the expiry date of the existing Permit;
- (e) the General Manager may require that the Permittee provide additional information authorized by this Bylaw as a pre-condition to considering an application for a Permit renewal, extension or modification.”

10. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended by deleting section 4.1 and replacing it with the following:

“4.1 **Suspension of a Permit.**

4.1.1 The General Manager may suspend any Permit where, in the opinion of the General Manager there is a contravention of or non-compliance with the terms and conditions of the Permit, this Bylaw, or any other City bylaw relevant to Underpinning Works, Construction Fence or Crane Swing that is the subject of the Permit. The Permit shall remain suspended and will cease to authorize the Underpinning Works, Construction Fence or Crane Swing that is the subject of the Permit until, in the opinion of the General Manager, compliance is obtained. During a Permit suspension, the General Manager may require an Owner to remove the Construction Fence which the Owner will do within five days of notice.

4.1.2 Where a Permit is suspended, the General Manager will cause written notice of suspension to be delivered to the Owner of the Subject Property by registered mail and to be posted on the Subject Property where possible.

4.1.3 Sections 4.1.1 and 4.1.2 are without prejudice to any other remedies available to the City under this Bylaw, any other law, or in equity.”

11. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 4.2.1 by deleting the words “Underpinning Works or Construction Fence” and replacing them with the words “Underpinning Works, Construction Fence or Crane Swing”.
12. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 4.2.5 by deleting the words “Underpinning Works or Construction Fence” in sections 4.2.5(a) and (b) and replacing them with the words “Underpinning Works, Construction Fence or Crane Swing”.
13. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 4.2.6 by deleting the words “Underpinning Works or Construction Fence” and replacing them with the words “Underpinning Works, Construction Fence or Crane Swing”.
14. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 4.2.7 by deleting the words “Underpinning Works or Construction Fence” and replacing them with the words “Underpinning Works, Construction Fence or Crane Swing”.
15. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 5.1.1 by deleting the words “\$10,000” and replacing them with the words “\$50,000”.
16. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 6.1 by adding the following definitions in alphabetical order:

“CITY STATUTORY RIGHT OF WAY means any statutory right of way, as defined in the *Land Title Act*, [RSBC 1996] Ch. 250, granted in favour of the City.

CRANE means a fixed construction crane, including tower cranes, used to move materials vertically and/or horizontally, but does not include a wheel-mounted crane or crawler crane.

CRANE SWING means the swing of the boom or other parts of a Crane over air space of City Highway.

CRANE SWING PERMIT means an authorization by the City to allow a Crane Swing issued under this bylaw.”

17. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended at section 6.1 by deleting the definitions of “Owner”, “Permit” and “Subject Property” and replacing them with the following:

“OWNER means a person registered in the records of the Land Title Office as the fee simple owner of the Property to which the Underpinning Works, Construction Fence or Crane Swing, as applicable, relate.

PERMIT means, as applicable, any or all of an Underpinning Works Permit, a Construction Fence Permit or a Crane Swing Permit issued under this Bylaw.

SUBJECT PROPERTY means “Property” to which an Underpinning Works Permit, a Construction Fence Permit or a Crane Swing Permit relates.”

18. Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, as amended, is further amended by deleting section 7.2 and replacing it with the following:

“7.2 This Bylaw is cited as “**Construction Encroachment Bylaw No. 9833**”.”

19. This Bylaw is cited as “**Underpinning Works and Construction Fence Encroachment Bylaw No. 9833, Amendment Bylaw No. 10599**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

_____	CITY OF RICHMOND
_____	APPROVED for content by originating Division
_____	<i>ES</i>
_____	APPROVED for legality by Solicitor
	<i>BRB</i>

MAYOR

CORPORATE OFFICER



Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10601

The Council of the City of Richmond enacts as follows:

- 1. Consolidated Fees Bylaw No. 8636, as amended, is further amended by:
(a) deleting SCHEDULE – UNDERPINNING WORKS AND CONSTRUCTION FENCE ENCROACHMENT; and
(b) adding Schedule A attached to and forming part of this bylaw as a new "SCHEDULE – CONSTRUCTION ENCROACHMENT" to the Consolidated Fees Bylaw NO. 8636 in alphabetical order.
2. This Bylaw is cited as "Consolidated Fees Bylaw No. 8636, Amendment Bylaw No. 10601".

FIRST READING

SECOND READING

THIRD READING

ADOPTED

Four horizontal lines for signatures

CITY OF RICHMOND
APPROVED for content by originating Division
APPROVED for legality by Solicitor

MAYOR

CORPORATE OFFICER

SCHEDULE A to BYLAW NO. 10601

**SCHEDULE – CONSTRUCTION ENCROACHMENT
to BYLAW NO. 8636**

SCHEDULE – CONSTRUCTION ENCROACHMENT

Construction Encroachment Bylaw No. 9833

Sections 2.1, 2.2 and 3.4

Description	Fee
Underpinning Works	
Application Fee	\$562.00 per Underpinning Works Permit application
Encroachment Fee	\$59.25 per square meter of excavation face that will be supported by the Underpinning Works
Inspection Fee	\$268.00
Additional Inspection Fees	\$101.00 per additional inspection if additional inspection(s) are required as a result of initial inspection showing deficiencies
Security Deposit	\$5,593.00 plus such additional amounts set forth in section 2.2 of Bylaw No. 9833
Renewal Application Fee	\$562.00 per Underpinning Works Permit renewal application
Construction Fence	
Fee	
Application Fee	\$115.00 per Construction Fence Permit application
Encroachment Fee	\$11.75 per year per square meter of encroachment
Inspection Fee	\$268.00
Additional Inspection Fees	\$101.00 per additional inspection if additional inspection(s) are required as a result of initial inspection showing deficiencies
Security Deposit	\$5,593.00
Renewal Application Fee	\$115.00 per Construction Fence Permit renewal application
Crane Swing	
Fee	
Application Fee	\$562.00 per Crane Swing Permit application

Renewal Application Fee	\$562.00 per Crane Swing Permit renewal application
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**Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122,
Amendment Bylaw No. 10600**

The Council of the City of Richmond enacts as follows:

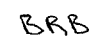
1. Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, as amended, is further amended by:
 - (a) adding the following to the list in section 1.1 in alphabetical order:
 “Construction Encroachment Bylaw No. 9833, as amended;”
 - (b) adding the content of the table in Schedule A attached to and forming part of this bylaw to Schedule A of Bylaw No. 8122 as a new “Schedule – Construction Encroachment Bylaw No. 9833”.
2. This Bylaw is cited as “**Notice of Bylaw Violation Dispute Adjudication Bylaw No. 8122, Amendment Bylaw No. 10600**”.

FIRST READING

SECOND READING

THIRD READING

ADOPTED

CITY OF RICHMOND
APPROVED for content by originating Division 
APPROVED for legality by Solicitor 

MAYOR

CORPORATE OFFICER

SCHEDULE A to BYLAW NO. 10600

Schedule – Construction Encroachment Bylaw No. 9833 Designated Bylaw Contraventions and Corresponding Penalties							
A1 Bylaw	A2 Description of Contravention	A3 Section	A4 Compliance Agreement Available	A5 Penalty	A6 Early Payment Option	A7 Late Payment Amount	A8 Compliance Agreement Discount
Construction Encroachment Bylaw No. 9833	Period of Time from Receipt (inclusive)		n/a	29 to 60 days	1 to 28 days	61 days or more	n/a
	Underpinning works without a permit or in contravention of the terms of a permit or Bylaw No. 9833	1.1.1	No	\$ 450.00	\$ 400.00	\$ 500.00	n/a
	Construction fence without a permit or in contravention of the terms of a permit or Bylaw No. 9833	1.2.1	No	\$ 450.00	\$ 400.00	\$ 500.00	n/a
	Crane swing without a permit or in contravention of the terms of a permit or Bylaw No. 9833	1.3.1	No	\$ 450.00	\$ 400.00	\$ 500.00	n/a
	Crane swing over City Property that is not highway without agreement with the City	1.3.2	No	\$ 450.00	\$ 400.00	\$ 500.00	n/a



City of Richmond

Report to Committee

To: General Purposes Committee **Date:** August 29, 2024
From: Susan Walters **File:** 97-RPL
 Chief Librarian, Richmond Public Library GENERAL/2024-Vol
01
Re: **Your Library, Our Future: Richmond Public Library Strategic Plan 2024-2028**

Staff Recommendation

That the staff report titled, “Your Library, Our Future: Richmond Public Library Strategic Plan 2024-2028”, dated August 29, 2024, from the Chief Librarian of Richmond Public Library, be received for information.

S. Walters

Susan Walters
 Chief Librarian, Richmond Public Library
 (604-231-6466)

Att. 2

REPORT CONCURRENCE	
CONCURRENCE OF GENERAL MANAGER	
<i>[Signature]</i>	
SENIOR STAFF REPORT REVIEW	INITIALS:
	<i>[Initials]</i>
APPROVED BY CAO	
<i>[Signature]</i>	

Staff Report

Origin

This report provides an overview of the Richmond Public Library's comprehensive strategic planning process that was undertaken to develop a new 2024–2028 Strategic Plan.

The project initiated in September 2023 and completed in June 2024 with the Library Board's approval of the completed strategic plan. The Library is excited to share *Your Library, Our Future* (Attachment 1), which will guide the library's strategic initiatives and resulting services to the community for the next four years.

One of the Library Board's intentions with this strategic planning process was to ensure that the library's strategic planning and operations integrate smoothly and efficiently with Richmond City Council's goals and objectives. This report supports Council's Strategic Plan 2022-2026, Strategy #1 Proactive in Stakeholder and Civic Engagement:

1.1 Continue fostering effective and strategic relationships with other levels of government and Indigenous communities.

This report also supports Strategy #6 A Vibrant, Resilient and Active Community:

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

6.3 Foster intercultural harmony, community belonging, and social connections.

6.4 Support vulnerable populations through collaborative and sustainable programs and services.

Analysis

Project Objectives

Underpinning this project was an awareness that the prevalence of digital services, emerging digital and artificial intelligence technologies and social media are dramatically reshaping how users look for, use and share information. Library services need to rapidly adapt to this changing environment, and identify new ways to promote library services.

The library has also been observing changes in customer expectations with an increased focus on customer convenience in accessing collections, programs and spaces. It was imperative that consideration be given to leveraging advanced technologies that can be integrated into the library experience and assist with library data collection that will enable the library to collect new information to assist in curating personalized library experiences.

Engaging and building relationships with our Indigenous communities was a key goal of the Library Board in this strategic planning process. Libraries have been called upon to implement

and support the Truth and Reconciliation Commission of Canada 94 Calls to Action, several of which are specific to libraries. The library also recognizes that it has opportunities to support the implementation of the UN Declaration on the Rights of Indigenous Peoples (UNDRIP). The library remains committed to broadening our partnerships, building relationships and collaborating with Indigenous communities. Fostering an environment of respect, tolerance and understanding and advancing equity, diversity and social inclusion are core to the Library's role in the community we serve.

In addition to the above, the Library Board had several objectives in developing a comprehensive strategic plan which included:

- Reviewing the Library's current vision, mission and values;
- Assessing public engagement in accessing library programs, services and collections;
- Expanding use of library services by reaching out to current and non-users in new ways;
- Working with community partners to identify innovative options for library service; and
- Understanding community preferences for localized library services.

The process to develop the plan took into consideration the changing demographics of Richmond and shifting trends in library services, through a data-driven and community-focused approach.

Engagement Strategy

A thorough engagement process sought feedback from Library stakeholders both internal and external. The engagement process for *Your Library, Our Future* was carefully designed to capture diverse voices and perspectives in Richmond. The main goals of this engagement process were to:

- Reflect the diverse needs, aspirations, and values of all community members, including those often underrepresented;
- Identify current and future trends in library services to ensure they meet community expectations and incorporate technological advancements;
- Foster a sense of collective ownership and commitment to the library, reinforcing its role as a central community hub; and
- Use the insights collected to inform the Library's strategic priorities, making sure they are responsive to community input and aligned with the Library's mission to inspire curiosity, transform lives, and empower all individuals.

Via an internal survey in Q4 2023, feedback from 80 library staff was compiled and informed the public engagement survey hosted on Let's Talk Richmond in early 2024. With 3,291 completed responses, this engagement met the goal of reaching a wide and diverse audience from the Richmond community. Broad promotion of the survey also engaged people from various equity-deserving groups such as racialized communities, the 2SLGBTQIA+ community, individuals with disabilities, newcomers to Richmond, and recent immigrants to Canada.

The age range of participants in the survey varied, with strong representation from seniors and adults in their mid-thirties to mid-fifties, and the smallest representation from youth. Most feedback came from Richmond residents, showing a deep engagement with the local community's needs and interests. A wide range of Richmond neighbourhoods were represented overall, though the majority of participants identified as living in City Centre or Steveston.

Five workshops for families, youth, newcomers, seniors, and equity-focused organizations were also held and provided another opportunity for participants to share their thoughts. This combined approach provided the Library with a rich base of feedback to inform the strategic planning process. This engagement was crucial for developing a strategic plan that meets community needs and reinforces the library's place in Richmond's social life.

Findings

Feedback from engagement activities highlighted several priorities for strategic planning. There was a strong interest in transforming the library into a vibrant space that encourages innovation, creativity, and learning. Participants called for more interactive and educational programs and versatile spaces suitable for both individual study and group activities.

Emphasizing community resilience and diversity, the need for inclusive spaces where issues like intellectual freedom and freedom of expression, climate change and social equity can be addressed was also a recurring theme.

Additionally, feedback pointed out the importance of making library services and collections more accessible and adaptable, including enhancing digital access and creating more inclusive programs. Overall, the community clearly desires a library that keeps pace with both technological and societal shifts while continuing to address the diverse needs of its members.

Your Library, Our Future

A comprehensive visioning exercise took place as part of the previous strategic planning process and the Richmond Public Library's new 2024-2028 Strategic Plan *Your Library, Our Future* affirms our vision and mission:

Vision: Inspire Curiosity, Transform Lives, Empower Everyone

Mission: Creating opportunities to learn, connect and belong

The Strategic Plan also identifies five updated values (Attachment 2) that recognize the library's role in providing a welcoming environment and safe space for discourse, promoting intellectual freedom, being responsive to and anticipating community needs, and being a place of wonder and delight:

Diversity, Equity and Inclusion: The library is a safe space where all are welcome

Relationships: We are a human-centered hub for our community

Service: We strive to deliver an excellent customer experience

Innovation: We are fearlessly forward-looking

Fun: We are always having fun at the library!

Originally presented as having four strategic goals, the Library Board recognized the importance of having a standalone goal to address the increasing challenges to intellectual freedom and freedom of expression that is being encountered at a local, national and global level as libraries have a critical role in supporting this basic right. Consequently, the strategic plan has five clearly

defined goals with a total of 32 related priorities. A sampling of key priorities are outlined with each strategic goal below:

1. Reduce and remove barriers to improve accessibility
 - Improve awareness and benefits of low- or no-barrier membership
 - Implement and enhance delivery and mobile service options to our community
2. Champion intellectual freedom and freedom of expression
 - Define approaches that support inclusive and equitable civic engagement in our library spaces
 - Research and evaluate emergent best practices for intellectual freedom and inclusion
3. Provide excellent customer experiences
 - Improve wayfinding with a consistent and accessible approach to signage across all library locations
 - Optimize how we gather and use data to guide decisions
 - Embrace employees' diverse strengths to support positive and impactful experiences for customers
4. Strengthen our social and economic sustainability
 - Continue outreach to and engagement with Musqueam First Nation, moving at the pace of trust
 - Implement policies and procedures that minimize environmental impacts of library operations and promote environmental sustainability
5. Improve brand recognition and engagement
 - Pilot new partnerships and data-driven tactics to promote programs, collections and experiences
 - Explore ways to situate RPL as a high-value destination

For a complete listing of all strategic priorities please refer to Attachment 1.

Next Steps

Your Library, Our Future is for everyone who interacts with the Richmond Public Library and the intent is to share it broadly. The communications plan includes library staff and board, City Council and leadership, and community partners, volunteers, customers and residents.

All staff information and planning sessions were held in August to share key learnings and engage library staff from all levels across the organization to identify initiatives that will populate operational action plans, demonstrating how goals and priorities will be met and reported on over the next four years. The Library Board will review the operational plan at their September meeting.

Your Library, Our Future will be shared with the community and library partners in September and will be promoted on the library's website and across the library's social media channels. Library staff will also be considering innovative ways to share key milestones and updates with the community as the plan progresses through 2024 to 2028.

Conclusion

Your Library, Our Future Richmond Public Library's 2024-2028 Strategic Plan affirms our mission and vision, introduces updated values and outlines our intention for the next four years:

All will feel welcome, find what they need, and leave inspired. We will make life-changing connections, every day.

The plan also outlines our goals and priorities, which will inform resourcing, operations and activities at Richmond Public Library. Developed through a data-driven and community-focussed approach that included a thorough engagement process, consideration was also given to the changing demographics of Richmond and shifting trends in library services.

The Richmond Public Library Board and staff are excited to share this strategic plan with the community and for the aspirational direction it sets for the next four years.



Susan Walters
Chief Librarian, Richmond Public Library
(604-231-6466)

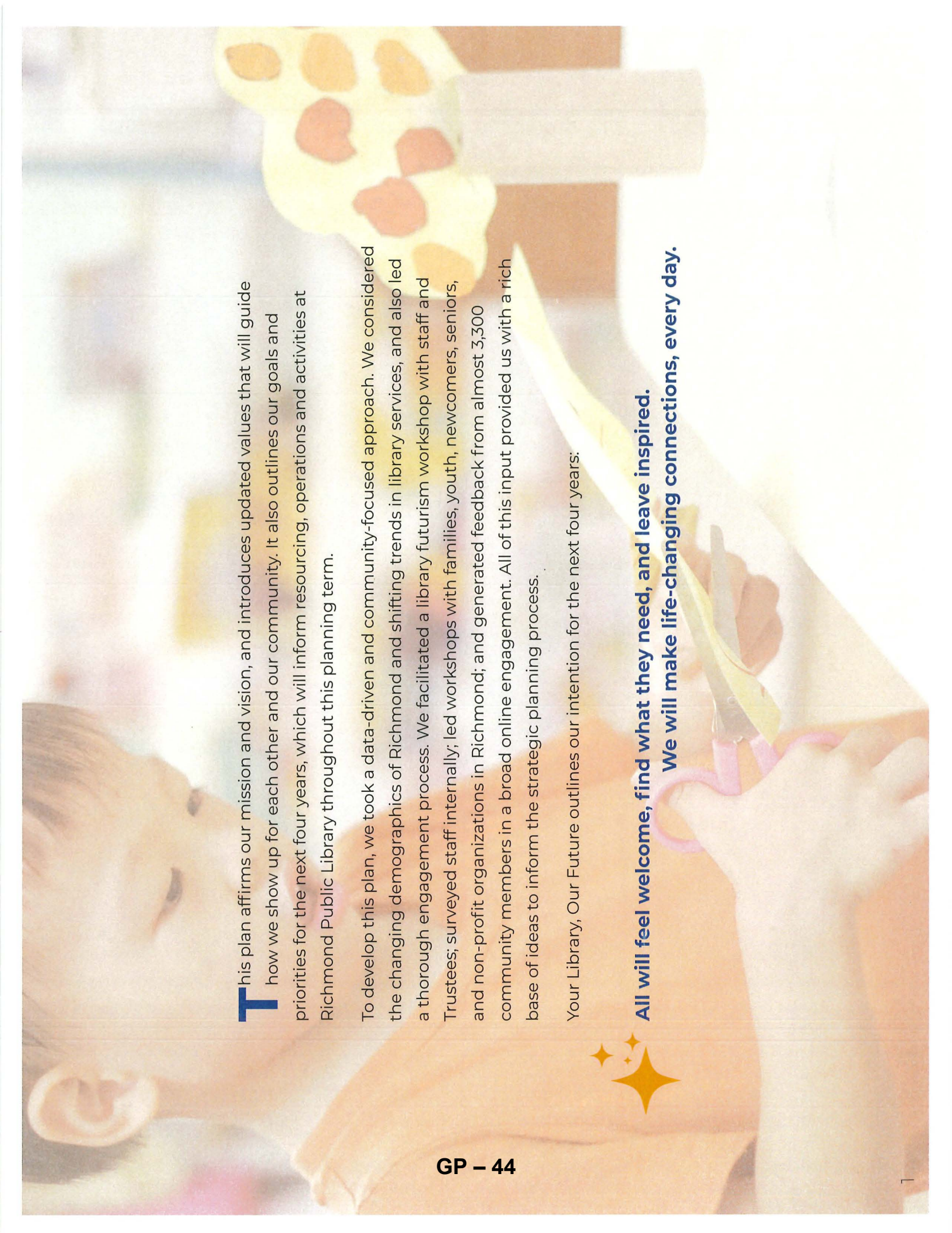
- Att. 1 *Your Library, Our Future* Richmond Public Library's 2024 – 2028 Strategic Plan
- Att. 2 2024 -2028 Strategic Plan: Values Definitions



Your Library, Our Future

Richmond Public Library
2024-2028 Strategic Plan





This plan affirms our mission and vision, and introduces updated values that will guide how we show up for each other and our community. It also outlines our goals and priorities for the next four years, which will inform resourcing, operations and activities at Richmond Public Library throughout this planning term.

To develop this plan, we took a data-driven and community-focused approach. We considered the changing demographics of Richmond and shifting trends in library services, and also led a thorough engagement process. We facilitated a library futurism workshop with staff and Trustees; surveyed staff internally; led workshops with families, youth, newcomers, seniors, and non-profit organizations in Richmond; and generated feedback from almost 3,300 community members in a broad online engagement. All of this input provided us with a rich base of ideas to inform the strategic planning process.

Your Library, Our Future outlines our intention for the next four years:

All will feel welcome, find what they need, and leave inspired.

We will make life-changing connections, every day.



Diversity, Equity and Inclusion
Relationships
Service
Innovation
Fun

Values

Creating opportunities
to learn, connect and
belong

Mission

Inspire Curiosity
Transform Lives
Empower Everyone

Vision



Goals and Priorities

Reduce and remove barriers to improve accessibility

Reduce and remove barriers to our libraries' collections, programs and services

- Improve awareness and benefits of low- or no-barrier membership
- Reduce or remove barriers to using accessible materials
- Advance accessible services offered by sector partners
- Improve physical accessibility to library locations and within library spaces

Make experiences, programs and materials more accessible across our community

- Implement and enhance delivery and mobile service options to our community
- Expand express and self-serve infrastructure to access materials and cards in community spaces

Champion intellectual freedom and freedom of expression

Define our approaches to facilitating safe spaces for community dialogue

- Research and evaluate emergent best practices for intellectual freedom and inclusion
- Define approaches that support inclusive and equitable civic engagement in our library spaces

Improve brand recognition and engagement

Market our programs, spaces and collections in innovative and impactful ways

- Develop the library's brand to reflect Richmond's growing and diverse community
- Pilot new partnerships and data-driven tactics to promote programs, collections and experiences
- Explore ways to situate RPL as a high-value destination



Provide excellent customer experiences

Improve customer service and experience within our library spaces

- Explore enhanced amenities that facilitate enriching and inviting library experiences
- Improve wayfinding with a consistent and accessible approach to signage across all library locations
- Improve access to RPL's technology across library locations

Improve the customer experience of our digital platforms and communication systems

- Review and reimagine the RPL website, prioritizing the needs and objectives of our customers
- Strengthen customer-driven feedback channels for expanding and diversifying our collections
- Refine communication approaches to better align with customer interests and preferences

Equip and empower staff to deliver excellent customer experiences

- Prioritize customer service skills in staff recruitment, onboarding, training and assessment
- Strengthen customer service professional development opportunities for all staff
- Embrace employees' diverse strengths to support positive and impactful experiences for customers
- Develop and implement enhanced greeting and orientation roles at libraries

Enhance evaluation measures for programs and collections to increase value and improve engagement

- Refine evaluation frameworks, prioritizing impacts for equity-deserving communities
- Optimize how we gather and use data to guide decisions

Goals and Priorities

Strengthen our social and economic sustainability

Leverage new and existing cross-sector partnerships to meet diverse and changing community needs

- Create a plan to collaborate, promote and share specialized collections with partner libraries
- Deepen relationships with government agencies, non-profits, businesses and other partners
- Strengthen referral frameworks to ensure customers can access the support they need

Commit to environmental sustainability principles and practices

- Implement policies and procedures that minimize environmental impacts of library operations and promote environmental sustainability
- Enhance tracking and reporting of our carbon footprint

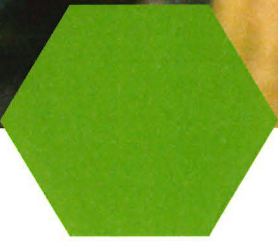
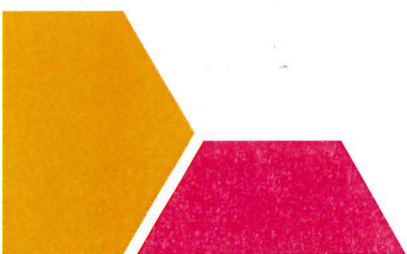
Ensure organizational readiness for decolonizing approaches

- Continue outreach to and engagement with Musqueam First Nation, moving at the pace of trust
- Strengthen collaboration with the City's Manager of Indigenous Relations
- Ensure staff have shared, foundational awareness of decolonizing approaches within the library sector
- Continue to offer programming, collections and experiences that advance truth and reconciliation



Thank you to each and every community member who contributed to our public consultation process, which will help to shape the future of your library.

We also wish to acknowledge the contributions of time, experience and ideas by library staff, community partners, our Library Board of Trustees, and our supporters at the City of Richmond.





Richmond Public Library Locations

Brighouse (Main)

7700 Minoru Gate, Unit 100
Richmond, B.C. V6Y 1R8
604.231.6404

Steveston

4111 Moncton Street
Richmond, B.C. V7E 3A8
604.231.6424

Cambie

11590 Cambie Road, Unit 150
Richmond, B.C. V6X 3Z5
604.231.6462

Hamilton Library Service

(Saturdays)
Hamilton Community Centre
5140 Smith Drive
Richmond, B.C. V6V 2W5
604.231.6462

Ironwood

11688 Steveston Hwy, Unit 8200
Richmond, B.C. V7A 1N6
604.231.6468

Diversity, Equity and Inclusion

The library is a safe space where all are welcome.

We provide a welcoming and accessible environment so everyone can feel they belong in our library. We celebrate the diverse lived and living experiences of our staff, volunteers and customers. We continuously update our collections to reflect diverse perspectives, stories, ways of thinking and learning, and aim for our staff and spaces to reflect the diversity of the community we serve. We are committed to offering access to collections, events and technology free of charge, so the library remains a barrier-free gathering place. Finally, we recognize the role libraries play in advancing equity. We create environments where people can safely challenge systems that privilege some and harm others, and where we can advance Truth and Reconciliation, and justice.

Relationships

We are a human-centered hub for our community.

People are the heart of our library, from our customers, volunteers and staff, to the creators who populate our collections. We create environments and experiences where people can engage respectfully and in the spirit of curiosity. We promote intellectual freedom and constructive dialogue, which are integral to a healthy community. We encourage everyone at the library to engage with us and one another, strengthening our community as a whole. We ensure our customers get the support they are seeking when they come to the library.

Service

We strive to deliver an excellent customer experience.

Our staff are friendly and helpful. We are responsive to what our customers say they want and need from their library, and do our best to meet these expectations, as resources allow. We adapt to trends in technology, collections and library services as a whole, keeping our finger on the pulse of best practices in our field. We aim to be reliable to our customers and each other, taking ownership of opportunities to meet or exceed expectations, and following up to ensure people get the information or support they are seeking from us.

Innovation

We are fearlessly forward-looking.

Learning, exploration and imagination drive us. We aim to see opportunities and challenges on the horizon, fearlessly anticipating and preparing for relevant trends. We aim to create environments where people can experience new technology, foster unlikely connections, explore ideas, create new things and find collaborative solutions.

Fun

We are always having fun at the library!

We want the library to be a place of wonder and delight. That's why fun is welcomed and encouraged at RPL! Our collections include games, emergent technology, and kits to explore new hobbies and develop new skills. Our events span diverse passions and interests in our community. And our programs invite people to have low-barrier, fun experiences, whether they are young or young at heart.