

Study Results

This section contains both general and sector-specific information on Richmond industrial activities. While time and resource constraints limited extensive data analysis, some further detail is included in Attachments 3, 4, 5, 6.

Business Needs for Local Government Services (and how the City can help)

In addition to ensuring opportunities for appropriate land and building to house industry, the City also has a role to play in providing key services to industry -- particularly transportation.

Transportation Use

Shipping Goods / Delivering Services

- Q4a: What proportion of goods / service delivery occurs through: truck / car; air transport; water; and rail
- Q4d: How important was proximity to the Airport in choosing Richmond as a business location

Of those who responded, an overwhelming majority (92%) have at least some reliance on truck / car transportation. (Major transportation corridors typically used by Richmond industrial businesses are shown in Figure 8.) The next most frequently cited form of transportation was air (41%). Indeed, nearly half (46%) of all respondents stated that proximity to the airport was somewhat or very important in their decision to locate in Richmond. Air transport was followed by water (22%), and finally rail (8%).

Cars and trucks are still the top mode of transportation for Richmond industries and their employees

Employee Transportation

- Q1b: Specify the proportion of employees who live in Richmond
- Q4b: Tell us how your employees travel to work
- Q4c: If better service and facilities were available (e.g. transit and cycling lanes), would this have much impact on employee choices

Not surprisingly, single-occupant vehicles are the favoured choice of employees travelling to work in Richmond industrial zones (89% of total employees working for all respondents). This was followed by carpool / vanpool (6% of employees); transit (4%); and walking and cycling (less than 1% each).

When asked whether transit and cycling lanes would affect employee travel choices, half of the companies responding felt that better service would have some impact (36% modest, and 14% considerable impact). Comparative data suggests that in areas with better transit and other facilities, industrial employees will use higher proportions of alternative transportation. A 1992 study of Vancouver industrial employees (including non-residents) showed that 25% used transit, bicycling or walking to get to work (City of Vancouver, 1994).

Based on responses to Q1b, only one-third of all staff working for respondents live within Richmond. This highlights the importance of ensuring good transportation and transit access from points within as well as outside the City.

Perceptions of City Service Delivery

- Q7: How can the City improve its services to industrial businesses.

- Of those who responded to this question, the top request for service improvements related to traffic and transit enhancements (almost half of those who answered).
- The next most frequent request was tied between police / security improvements (13%), followed by lowered taxes / fees (12%), and expanded recycling / garbage service coverage (11%).
- Further analysis of comments, combined with comparisons of taxes and fees charged in other Lower Mainland municipalities (see separate [Working Paper #3](#)), suggest that police and safety issues require more immediate attention than the two items that closely follow. For example, one respondent complained of three break-ins in one year.

Figure 7 Requested Service Improvements Summary

City Service	Percentage
Traffic/Transit	37%
More Police	13%
Taxation/Fees Improved	12%
Recycling/Garbage	11%
Ditch Infill or Other City Improvements	5%
Service Improvements (Other Levels of Government)	3%
Improved Recreational Facilities	3%

Issues and Opportunities

Transportation

Transportation is the single most important City service requiring attention, specifically in the areas of Transit and road network enhancement. Many efforts are already underway to address these needs, and others will be launched in response to some of the specific transportation concerns raised by survey respondents (see Attachment 4).

Top requested improvements were traffic and transit enhancements

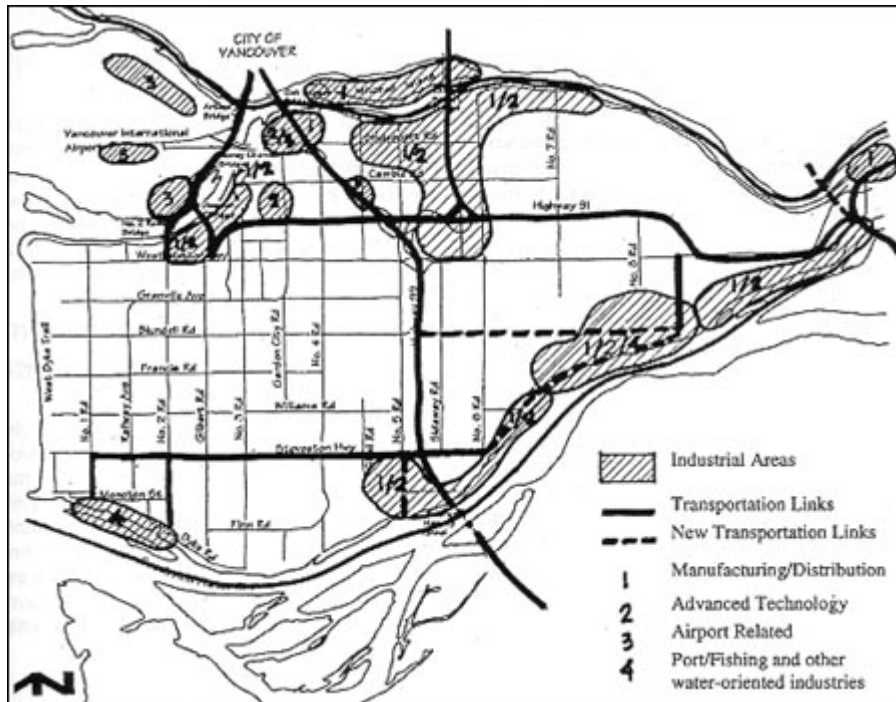


Figure 8 Map of Major Richmond Transportation Corridors

Crime Prevention

Police service delivery improvements and related efforts must be undertaken to enhance security in business parks (which are particularly vulnerable in off-peak hours due to their relative isolation from populated areas). Partnership opportunities with the businesses themselves may exist for improving this item.

Taxes and Fees

While taxes were an area of concern, many of the comments accompanying this issue suggested concern with federal and provincial income taxes (as opposed to property taxes). Nonetheless, the appropriateness of certain types of fees – particularly DCCs for renovating older buildings—could be further analysed.

Other Services

Some of the requests for expanded service delivery coverage for recycling and garbage collection came from tenants unaware that their garbage collection is actually provided by a private company (contracted by the landlord). Further investigation of this issue is required, in concert with the City's ongoing review of utility rates.

Of a less critical nature, but still important in conveying the City's readiness to assist industry were the following:

Ditch in-fill in certain areas (this should be investigated in conjunction with Capital Works Program Updates); and

Efficiency, "reasonableness", and seamlessness of City service delivery. General customer service efforts are now underway, but it would be appropriate to develop new initiatives focussing on staff who deliver services to industrial clients.