



City of  
Richmond

British Columbia, Canada

# 2018 Annual Report Highlights

For the year ended December 31, 2018



# RICHMOND CITY COUNCIL



## AS OF NOVEMBER 5, 2018

### Front row, left to right:

Councillor Michael Wolfe,  
Councillor Bill McNulty,  
Mayor Malcolm Brodie,  
Councillor Linda McPhail,  
Councillor Kelly Greene

### Back row, left to right:

Deputy Fire Chief Kevin Gray,  
Richmond Fire-Rescue,  
Councillor Harold Steves,  
Councillor Carol Day,  
Councillor Chak Au,  
Councillor Alexa Loo,  
Constable Leah Riske,  
Richmond RCMP



## UNTIL NOVEMBER 4, 2018

### Front row, left to right:

Councillor Carol Day,  
Councillor Bill McNulty,  
Mayor Malcolm Brodie,  
Councillor Linda McPhail,  
Councillor Harold Steves

### Back row, left to right:

Constable Adam Carmichael,  
Richmond RCMP,  
Councillor Chak Au,  
Councillor Derek Dang,  
Councillor Ken Johnston,  
Councillor Alexa Loo,  
Captain Jack Beetstra,  
Richmond Fire-Rescue

## CONNECT WITH RICHMOND CITY COUNCIL

To contact Council: [mayorandcouncillors@richmond.ca](mailto:mayorandcouncillors@richmond.ca) or call 604-276-4000.

For Council Meetings agendas and minutes, visit: [www.richmond.ca/cityhall/council/agendas](http://www.richmond.ca/cityhall/council/agendas).

To watch Council meetings on live streaming or view videos of past meetings visit:  
[www.richmond.ca/cityhall/council/watch-video](http://www.richmond.ca/cityhall/council/watch-video).

COVER PHOTOS: RICHMOND CITY HALL (MIDDLE) AND TWO WINNING  
SUBMISSIONS IN THE CITY'S 2018 STREET BANNER CONTEST.



# CITY OF RICHMOND, BRITISH COLUMBIA 2018 ANNUAL REPORT HIGHLIGHTS

FOR THE YEAR ENDED DECEMBER 31, 2018

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For an online copy of this report, please visit [www.richmond.ca](http://www.richmond.ca) (City Hall > Finance, Taxes & Budgets > Budgets & Financial Reporting > Annual Reports).

This report features highlights from Richmond's 2018 Annual Report. For the detailed 2018 Annual Report that meets legislated requirements, please visit [www.richmond.ca](http://www.richmond.ca) (City Hall > Finance, Taxes & Budgets & Financial Reporting > Annual Reports).

This report was prepared by the City of Richmond Finance and Corporate Communications and Marketing Departments. Design, layout and production by the City of Richmond Production Centre. © 2019 City of Richmond.

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**“Our vision is  
to be the most  
appealing, livable  
and well-managed  
community in  
Canada.”**



# MESSAGE FROM THE MAYOR



The City of Richmond's 2018 Annual Report reflects another banner year for our community.

2018 saw the opening of the new Brighthouse No.1 Fire Hall. As our central fire hall serving our busy City Centre, this new state of the art facility is a key public safety building. The opening of No. 1 Fire Hall also marked the conclusion of the ambitious community safety infrastructure program. Since 2007, the City has constructed five new fire halls and completed a major retrofit of a sixth fire hall. We also acquired and completed a retrofit of the Richmond Community Safety Building to serve as home for the Richmond RCMP detachment.

Council continues to make community safety a top priority. In 2018, we approved funding for an expanded City Centre Community Policing Office. This satellite facility will provide enhanced police presence and service within the City Centre. Council also made further investments in increased police staffing to meet the needs of our growing population, which has passed 225,000.

The continued strong growth of our community was reflected in another busy year of construction, with building permit value exceeding \$879 million, the second highest total ever, while the number of licenced businesses surpassed 14,000.



RICHMOND WAS NAMED AS A FINALIST  
IN THE SMART CITIES CHALLENGE.

With added growth, community mobility is another top priority for Council. The City continues to make significant investments in transportation infrastructure across Richmond. Of note, construction began on the new River Parkway. This will provide a major new arterial route bisecting our City Centre.

Improving our enviable quality of life is always top of mind for Council. In 2018, Richmond was among the first cities in the world to be named as a Global Active City. To earn this designation, a city must offer residents the opportunity to enjoy active, healthy lifestyles while improving their well-being. Richmond joins Buenos Aires,

Hamburg, Liverpool and others among the first six cities to receive this prestigious recognition.

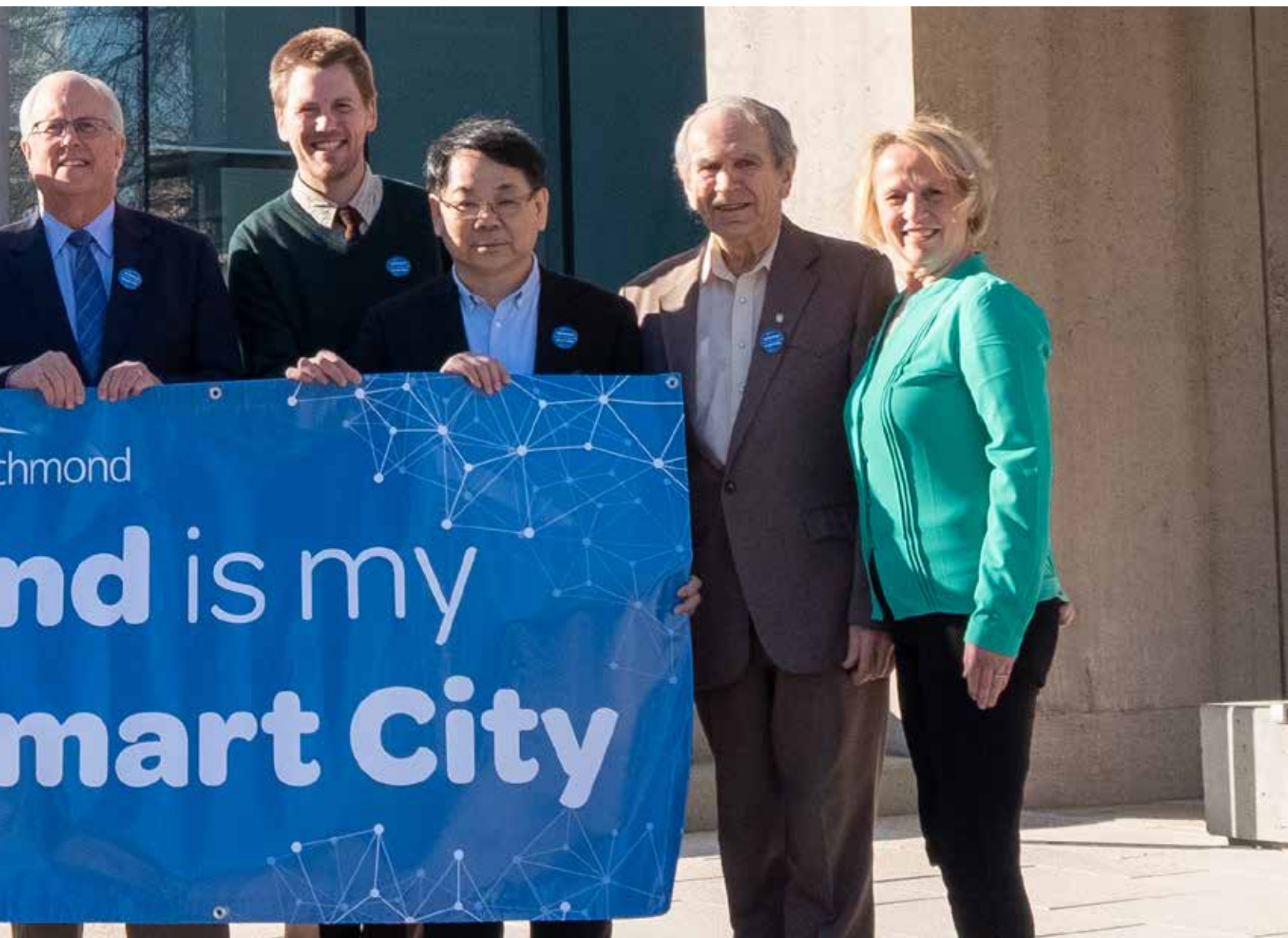
Richmond's long-standing reputation for innovation and excellence was further highlighted as we were named a finalist in the Government of Canada's Smart Cities Challenge. Our innovative concept proposes using technology and data to improve community resiliency to disaster, enhance transportation and combat climate change.

We owe our success to many who contribute to making Richmond a better place, including our staff, volunteers, business, and community and government

partners. The detailed Annual Report contains considerable more information on our goals and achievements and, as always, I invite your comments and questions through my office.



Malcolm Brodie  
Mayor, City of Richmond





# MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER



I am pleased to present the City of Richmond's Annual Report Highlights for the year 2018. This report details our outstanding financial position, while illustrating how we are achieving a key element of our vision, which is for Richmond to be Canada's best managed city.

During the past Council term, which concluded in 2018, our administration made major strides in delivering on Council's nine term goals. Those achievements are highlighted throughout the Annual Report.

Corporate and community sustainability continues to be one of Council's top priority areas. Richmond has long been recognized as a leader in embracing the

three pillars of sustainability. A strong focus on the long-term economic, social and environmental health of our community is always at the forefront of our planning and actions.

Environmentally, we have made significant inroads in offsetting the impact of global climate change. From 2007 to 2015, we were able to reduce overall greenhouse gas emissions in the City by 12 per cent, even as our population grew by 12 per cent during the same period. This has reduced greenhouse gas emissions and energy costs for the City, local residents and businesses. Our award-winning District Energy Utility is on track to become the largest of its kind in North



America. In 2018, we became the first in North America to require that all parking stalls in new developments be energized to support Level 2 Electric Vehicle charging.

Our innovative diking and drainage utility allows us to make substantive annual investments to ensure our island city is protected from any potential flood risk, including extreme weather events and rising sea levels.

On the social side, the City has secured hundreds of affordable housing units and child care spaces, while updating policies to ensure we continue to address these critical needs in our community.

Strong financial stewardship through our Long Term Financial Management

Strategy is also a hallmark of our City administration. This Strategy has allowed Council to limit property tax increases, while still making significant investments in infrastructure and programs. Richmond's property taxes remain among the lowest in the region and we maintain a favourable business-residential tax balance.

Our strong commitment to community sustainability allows us to continue to

provide for the needs of a growing and evolving community, while delivering services that are second to none and providing great value for our taxpayers.



George Duncan  
Chief Administrative Officer


## 2018 Awards

The City's commitment to excellence is reflected in the recognition we receive from peers and others.

In 2018, the City was proud to be one of the first six cities in the world to be designated as a Global Active City for our commitment to promoting community wellness and encouraging active lifestyles.

Richmond was also named as a finalist for a \$10 million prize in the Government of Canada's prestigious Smart Cities Challenge, which encourages use of technology and data to improve quality of life in our community.

For more information on awards and other recognition received by the City of Richmond in 2018, please see pages 14–17.

A photograph showing a large, white, cylindrical pipe running horizontally across the frame. Above the pipe, there is a row of colorful, vertical, rectangular panels in shades of blue, green, and yellow. Below the pipe, there is a concrete wall and a window. The overall scene appears to be an industrial or utility setting.

RICHMOND IS ADDRESSING THE IMPACT OF CLIMATE CHANGE ON OUR ISLAND CITY THROUGH OUR DISTRICT ENERGY PROGRAM AND OTHER INITIATIVES.





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TOTAL CONSTRUCTION VALUE FOR BUILDING PERMITS ISSUED IN 2018 WAS THE SECOND HIGHEST EVER FOR RICHMOND.



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RICHMOND WAS ONE OF THE FIRST IN THE WORLD TO RECEIVE A GLOBAL ACTIVE CITY DESIGNATION.



# 2018 Achievement Highlights





During the past four years, the City's work was driven by Council's Term Goals 2014–2018. This document set out nine focus areas, each with numerous sub-goals and objectives. The following achievements represent highlights of our work to fulfil these goals 2018:

### 1. SAFE COMMUNITY

City Council approved an additional 16 police officers for the Richmond RCMP, meaning a total increase of 40 new officers during the 2014-2018 Council term.

### 2. VIBRANT, ACTIVE AND CONNECTED COMMUNITY

Richmond was selected as one of the first six Global Active Cities in the world, recognizing our ongoing commitment to community wellness and active lifestyles.

### 3. WELL PLANNED COMMUNITY

Council approved development of a new 40-unit temporary modular housing project to serve persons experiencing homelessness.

### 4. SUSTAINABILITY

The Richmond recycling program was expanded with acceptance of flexible plastic packaging at the Recycling Depot.

### 5. PARTNERSHIPS AND COLLABORATION

The City was named a finalist for a \$10 million prize in the national Smart Cities Challenge competition.

### 6. QUALITY INFRASTRUCTURE NETWORKS

A ground breaking ceremony was held for the River Parkway, a major new arterial route that will bisect the City Centre and significantly enhance community mobility.

### 7. FINANCIAL STEWARDSHIP

Council's Long Term Financial Management Strategy has resulted in the City and its subsidiaries accumulating \$540 million in Reserves as at December 31, 2018. This positions the City well for the future.

### 8. ECONOMIC DEVELOPMENT

The construction value of building permits issued in 2018 was \$879 million, the second highest total ever.

### 9. WELL-INFORMED CITIZENRY

The new MyRichmond e-services portal was launched, providing citizens with enhanced access to select online City services.

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THROUGH CONTINUED INNOVATION IN OUR GARBAGE AND RECYCLING PROGRAMS, THE CITY HAS ACHIEVED 78% DIVERSION OF SINGLE FAMILY HOME WASTE FROM LANDFILLS.







COUNCIL APPROVED FUNDING FOR AN  
ADDITIONAL 16 POLICE OFFICERS IN 2018.



# Community Safety Building

The opening of the Brighthouse Fire Hall No. 1 in the fall of 2018 was a momentous occasion for the City of Richmond.

It is the City's central fire hall, serving the rapidly growing City Centre and is headquarters for Richmond Fire-Rescue's administration. It is also home to the City's Emergency Programs department.

The completion of Brighthouse Fire Hall No. 1 also marked the conclusion of an ambitious 10-year building program, in which the City replaced or upgraded virtually all of its public safety buildings. Beginning in 2007, the City completed construction of five new fire halls, completed a major retrofit of a sixth fire hall, and acquired and renovated the Richmond Community Safety Building, which serves as the home of the City's police detachment.



ABOVE: BRIGHTHOUSE FIRE HALL NO. 1 OFFICIALLY OPENED IN 2018 WITH A CELEBRATION THAT INCLUDED FUN ACTIVITIES FOR THE WHOLE FAMILY AND DEDICATION OF A NEW PUBLIC ART STATUE HONOURING FIREFIGHTERS. OPPOSITE PAGE: SINCE 2007, THE CITY HAS ALSO COMPLETED A NEW COMMUNITY SAFETY BUILDING, WHICH HOUSES THE CITY'S POLICE DETACHMENT (TOP) AND FIVE NEW FIRE HALLS, INCLUDING THE CAMBIE (MIDDLE), STEVESTON, SEA ISLAND AND HAMILTON FIRE HALLS (BOTTOM).



# Program



Major milestones of the Community Safety Building Program included the openings of the following buildings:

- 2007** Hamilton Fire Hall
- 2007** Sea Island Fire Hall
- 2011** Richmond Community Safety Building
- 2011** Steveston Fire Hall
- 2017** Cambie Fire Hall
- 2018** Brighouse Fire Hall

All the new buildings were built to post-disaster standard to ensure they would remain operable after a major seismic event. Sustainable building design was also incorporated into all the new facilities, with a number achieving gold certification under the Leadership in Energy and Environmental Design (LEED) ranking program.

The Cambie Fire Hall is also home to a BC Ambulance Service station, the first time these two critical emergency response agencies have been co-housed in an urban centre in BC.





THE NEW NO. 2 ROAD NORTH PUMP STATION  
WAS NAMED PROJECT OF THE YEAR BY  
THE PUBLIC WORKS ASSOCIATION OF BC.





# 2018 Awards

A measurement of the City's success in achieving its goals are the honours and recognition we received from our peers and others. In 2018, Richmond again received numerous international,

national and provincial awards recognizing our commitment to excellence and innovation.

## SMART CITIES CHALLENGE

Richmond was selected as a finalist in the national Smart Cities Challenge. Richmond was chosen as one of 10 finalists in its category, competing for two \$10 million prizes. The Government of Canada competition challenged local governments to envision innovative ways to engage technologies and data that will improve the lives of residents and enhance service delivery.

## GLOBAL ACTIVE CITY

Richmond was among the first six cities in the world to be named as a Global Active City based on work with our partners in developing key initiatives such as our Community Wellness Strategy and the Recreation and Sport Strategy.

## DISTRICT ENERGY PROGRAM

Richmond's District Energy Program has been the subject of more than a dozen awards since 2011, including two awards in 2018 – the Innovative Energy Project of the Year Award from the Association of Energy Engineers and the District Energy Leadership Award from the International District Energy Association.

## FINANCIAL REPORTING

The Government Finance Officers Association of the US and Canada presented Richmond with the Canadian Award for Financial Reporting for the 16th year in a row and the Popular Finance Reporting Award for the 9th year in a row for our 2017 Annual Report.

## STOREYS AFFORDABLE HOUSING PROJECT

Richmond received the Planning Excellence Award in Social Planning from the Canadian Institute of Planners for the new Storeys affordable housing project on Granville Avenue east of No. 3 Road.



Government Finance Officers Association

## Award for Outstanding Achievement in Popular Annual Financial Reporting

Presented to

**City of Richmond  
British Columbia**

For its Annual  
Financial Report  
for the Fiscal Year Ended

**December 31, 2017**

*Christopher P. Morrell*

Executive Director/CEO



## MYRICHMOND

Richmond was named as one of the 50 Top Smart Cities in the World in the Smart 50 competition for the development of our new MyRichmond e-services portal, part of the City's Digital Strategy.

## CITY FLEET PROGRAM

The American Public Works Association and Government Fleet magazine honoured Richmond with their Leading Fleets Award.

## ELECTRIC VEHICLE READINESS POLICY

The City received the Governance Award from the Union of BC Municipalities for our innovative Electric Vehicle Readiness Policy, a North American first.

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THE STOREYS AFFORDABLE HOUSING PROJECT RECEIVED NATIONAL HONOURS FOR PLANNING EXCELLENCE.







## NO. 2 ROAD DRAINAGE PUMP STATION

The Public Works Association of BC awarded Richmond the Project of the Year Award for the design of our new No. 2 Road North Pump Station.

## CITY CENTRE COMMUNITY CENTRE

The BC Recreation and Parks Association presented Richmond with the Building Excellence Award for the City Centre Community Centre.

## POLLINATOR PASTURE

Richmond received the BC Recreation and Parks Association Program Excellence Award, recognizing a creative, successful and innovative program that serves as a model for other recreation and parks agencies to enhance their services. The award was for the Pollinator Pasture, a community-engaged public art project by the City of Richmond in partnership with Border Free Bees.



# REPORT FROM THE GENERAL MANAGER, FINANCE AND CORPORATE SERVICES

I am pleased to submit the highlights of the Consolidated Financial Statements for the City of Richmond for the year ended December 31, 2018.

Management is responsible for the preparation and presentation of the financial statements and related information in the 2018 Annual Report. The consolidated financial statements have been prepared in accordance with Canadian public sector accounting standards as prescribed by the Public Sector Accounting Board (PSAB) of the Chartered Professional Accountants of Canada. The City maintains a system of internal controls designed to provide reasonable assurances for the safeguarding of assets and the reliability of financial information.



KPMG LLP was appointed by City Council to independently audit the City's consolidated financial statements. They have expressed an opinion, that the City's consolidated financial statements present fairly, in all material respects, the consolidated financial position of the City of Richmond as at December 31, 2018 and its consolidated results of operations, its changes in net consolidated financial assets and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

The financial statements combine the accounts of the City of Richmond, Richmond Olympic Oval, and Richmond Public Library (collectively referred to as the "City"), as well as the City's investment in Lulu Island Energy Company which is accounted for as a Government Business Enterprise.

## CONSOLIDATED STATEMENT OF FINANCIAL POSITION (IN \$000s)

	2018 Actual	2017 Actual	Change
Financial Assets	\$1,231,060	\$1,114,486	\$116,574
Liabilities	467,939	416,396	51,543
<b>Net Financial Assets</b>	<b>763,121</b>	<b>698,090</b>	<b>65,031</b>
Tangible Capital Assets	2,371,694	2,251,901	119,793
Inventory	3,602	3,762	(160)
Prepaid Expenses	2,673	2,376	297
Non-Financial Assets	2,377,969	2,258,039	119,930
<b>Accumulated Surplus</b>	<b>\$3,141,090</b>	<b>\$2,956,129</b>	<b>\$184,961</b>

The City's financial position remains strong with an increase in the assets resulting from additions to capital and statutory reserves. This is offset by liabilities that include deferred revenue related to the collection of Development Cost Charges as well as deposits for restricted purposes, including performance on development projects. The City's long-term debt with the Municipal Finance Authority continues to decline with an outstanding balance at the end of 2018 of \$32.8 million or approximately \$147 per capita.

The City has established several reserve funds by Bylaw. These reserve balances increased to \$540.2 million as at December 31, 2018 mainly due to annual transfers and developer contributions. These funds support the City's capital program, including infrastructure construction and renewal.

The City's tangible capital assets increased by \$119.8 million, which includes \$88.0 million of in-kind contributions from development. The majority of these additional assets are related to land received as conditions of re-zoning, along with new infrastructure required to support the growing community.

Overall, the City's accumulated surplus increased to \$3.1 billion as at December 31, 2018. Accumulated surplus represents the net resources that can be used to provide future services.

## CONSOLIDATED STATEMENT OF OPERATIONS (IN \$000s)

	2018 Budget	2018 Actual	2017 Actual
Revenue	\$521,494	\$599,417	\$523,167
Expenses	439,367	414,456	413,284
<b>Annual Surplus</b>	<b>\$82,127</b>	<b>\$184,961</b>	<b>\$109,883</b>

The City's consolidated revenue for the year totaled \$599.4 million and represents an increase of \$76.3 million over 2017. Continuing growth in the community has resulted in the additional development-related revenue and contributions.

Expenses increased by \$1.2 million from prior year. 2017 expenses include an extraordinary contribution towards the Storeys affordable housing initiative.

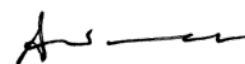
The annual surplus for 2018 was \$185.0 million and represents in the change in investment in tangible capital assets, reserves and other accumulated surplus.

## FINANCIAL SUSTAINABILITY

City Council adopted the Long Term Financial Management Strategy to ensure prudent fiscal practices while maintaining the City's high service standards and balancing current and long term financial needs. The effects of this policy can be seen in the current financial health of the organization.

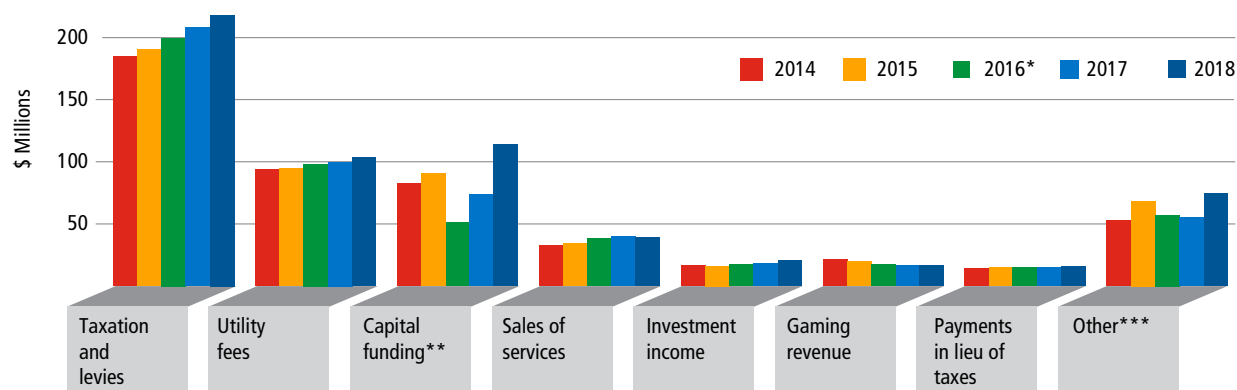
The City's financial management has positioned it well to continue to carry

out and meet Council goals and service commitments to provide a safe and desirable community to live, work and play in, while providing value for taxpayers.



Andrew Nazareth, BEc, CPA, CGA  
General Manager,  
Finance and Corporate Services  
May 13, 2019

## REVENUE BY SOURCE 2014–2018



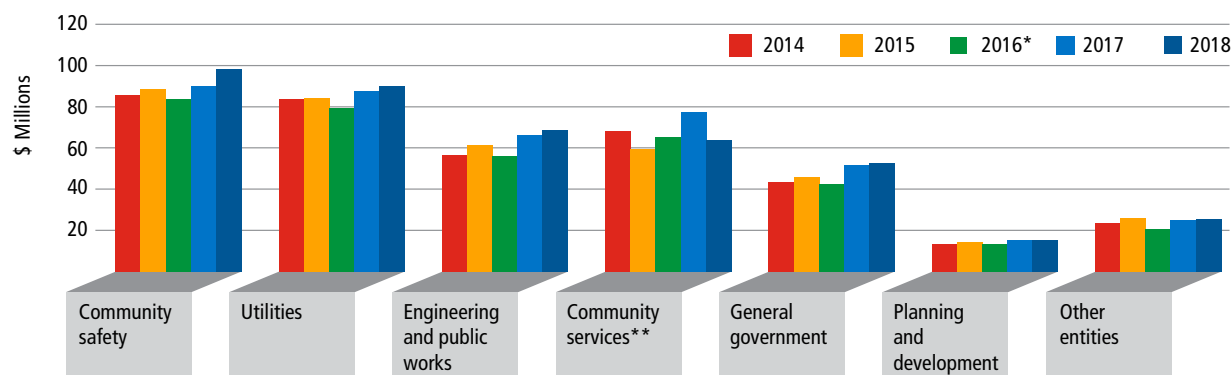
Source: City of Richmond Finance and Corporate Services

\*Amounts have been restated

\*\* Capital funding includes: Development Cost Charges and other capital funding sources

\*\*\* Other includes: provincial and federal grants, licenses and permits and other sources

## EXPENSES BY FUNCTION 2014–2018



Source: City of Richmond Finance and Corporate Services

\* Amounts have been restated

\*\* Expenses for Community Services include one-time contributions towards affordable housing of \$11.8m in 2014, \$12.3m in 2015 and \$17.0m in 2017



# Richmond at a glance

**222,945**

2018 POPULATION

**November 10, 1879**

INCORPORATED AS MUNICIPALITY

**129.27**

SIZE OF CITY IN  
SQUARE KM

**17**

ISLANDS COMPRISING  
THE CITY

**December 3, 1990**

DESIGNATED AS CITY OF RICHMOND

## Fast facts

**\$206.6 million**

2018 HOTEL ROOM REVENUES

**48.71 million**

2018 CANADA LINE  
BOARDINGS

**85.79**

AVERAGE LIFE EXPECTANCY,  
LONGEST IN CANADA

**\$879 million**

CONSTRUCTION VALUE OF  
BUILDING PERMITS ISSUED IN  
2018, 2ND HIGHEST EVER

**25.9 million**

2018 PASSENGERS PASSING  
THROUGH VANCOUVER  
INTERNATIONAL AIRPORT IN  
RICHMOND, A NEW RECORD

**38.6 million**

INVENTORY OF INDUSTRIAL  
SPACE IN SQUARE FEET,  
LARGEST IN THE REGION

**807**

HECTARES OF CRANBERRY  
FIELDS IN PRODUCTION,  
LARGEST IN CANADA

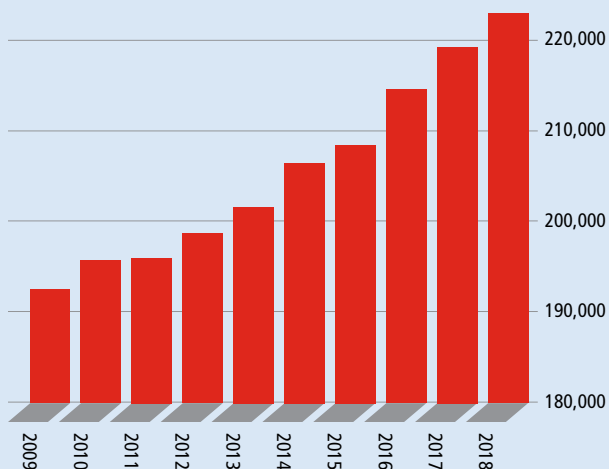
**145,841**

2018 REGISTRATIONS IN CITY  
PARKS, RECREATION AND  
CULTURE PROGRAMS

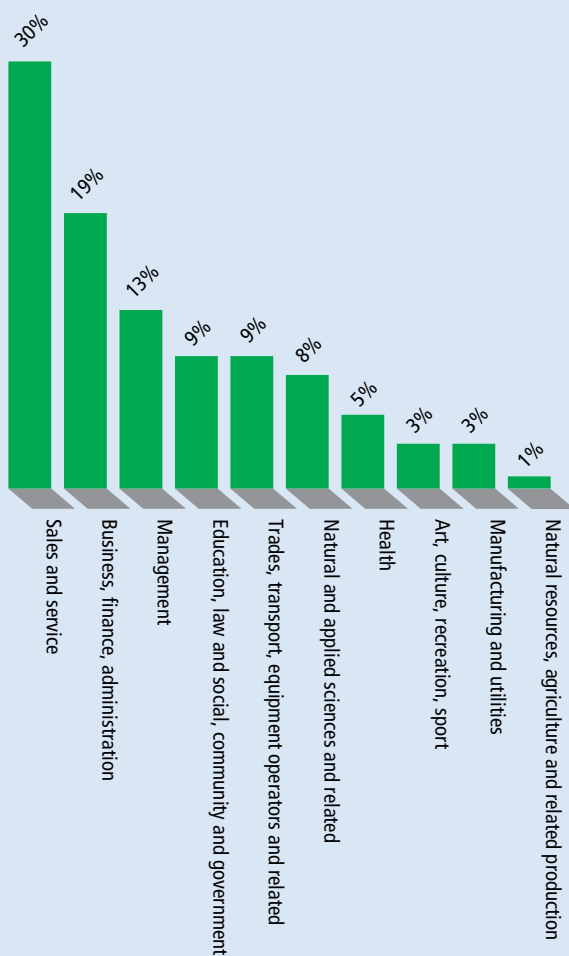
**1.08 million**

2018 SITE VISITS TO  
RICHMOND OLYMPIC OVAL

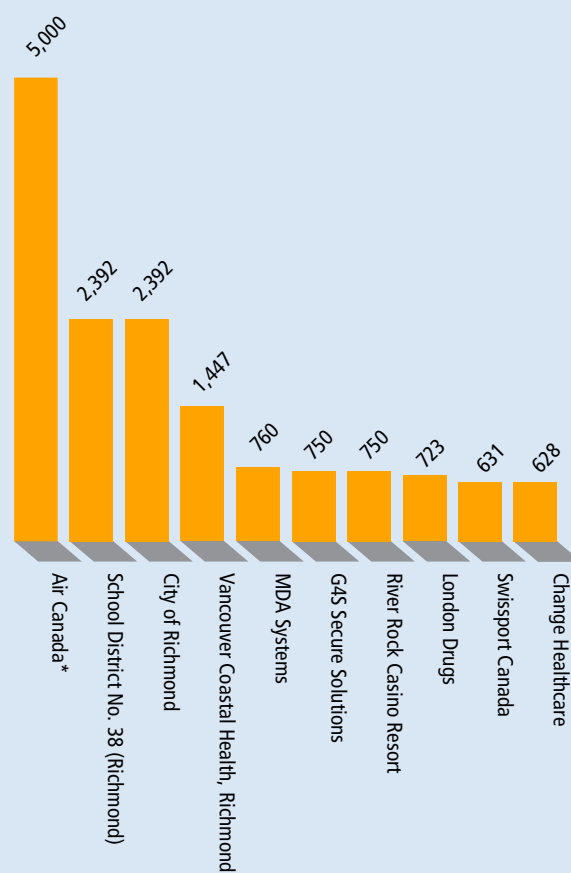
## CITY OF RICHMOND POPULATION 2009–2019



## OCCUPATIONS OF RICHMOND RESIDENTS



## TOP 10 LARGEST EMPLOYERS IN RICHMOND



\*Approximate



Sources: Statistics Canada, City of Richmond, Vancouver International Airport Authority, Steveston Harbour Authority, Metro Vancouver, Richmond School District.



# MAJOR SERVICES PROVIDED BY THE CITY OF RICHMOND

## ADMINISTRATION

Includes the office of the Chief Administrative Officer who oversees the overall administration of the City's operations. Also includes the Deputy Chief Administrative Officer, Human Resources, Intergovernmental Relations and Protocol, Corporate Communications and Marketing and the Corporate Planning and Programs Management Group.

## COMMUNITY SAFETY

Includes the City's public safety providers including police, Richmond's Fire-Rescue, Emergency Programs, Community Bylaws and Business Licences.

## COMMUNITY SERVICES

Coordinates, supports and develops Richmond's community services including Parks, Recreation Services, Arts, Culture and Heritage Services and Community Social Development.

## FINANCE AND CORPORATE SERVICES

Includes Customer Service, Information Technology, Finance, Economic Development, Real Estate Services, Law, City Clerk and Corporate Business Service Solutions.

## ENGINEERING AND PUBLIC WORKS

The Engineering and Public Works Departments deliver public works services and utilities and engineering planning, design, construction and maintenance services for all utility and City building infrastructure.

## PLANNING AND DEVELOPMENT

Includes the Policy Planning, Transportation, Development Applications and Building Approvals Departments. This division provides policy directions that guide growth and change in Richmond with emphasis on land use planning, development regulations, environmental protection, heritage and livability.

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**THE CITY'S MAJOR EVENTS SECTION PRODUCES THE RICHMOND WORLD FESTIVAL AND OTHER COMMUNITY CELEBRATIONS.**





# CITY OF RICHMOND CONTACTS

The City of Richmond offers many civic services to the community. Additional services to the community are provided through the Richmond Olympic Oval, Richmond Public Library and Gateway Theatre. For more information on City services, contact:

## CITY OF RICHMOND

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Richmond, British Columbia  
V6Y 2C1 Canada  
604-276-4000  
infocentre@richmond.ca  
www.richmond.ca  
f @CityofRichmondBC  
t @Richmond\_BC  
v /CityofRichmondBC

## GATEWAY THEATRE

6500 Gilbert Road  
Richmond, BC V7C 3V4  
604-270-6500  
Box Office: 604-270-1812  
www.gatewaytheatre.com  
f @GatewayThtr  
t @GatewayThtr  
i @gatewaythtr

## LULU ISLAND ENERGY COMPANY

6911 No. 3 Road  
Richmond, BC V6Y 2C1  
604-276-4011  
www.luluislandenergy.ca

## RICHMOND PUBLIC LIBRARY

604-231-6404 (Brighthouse Branch)  
www.yourlibrary.ca  
f @YourLibraryRichmond  
t @RPLBC  
v /YourLibraryRichmond  
RPLYourlibrary  
i @rplbc

## RICHMOND OLYMPIC OVAL

6111 River Road  
Richmond, BC V7C 0A2  
Phone: 778-296-1400  
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