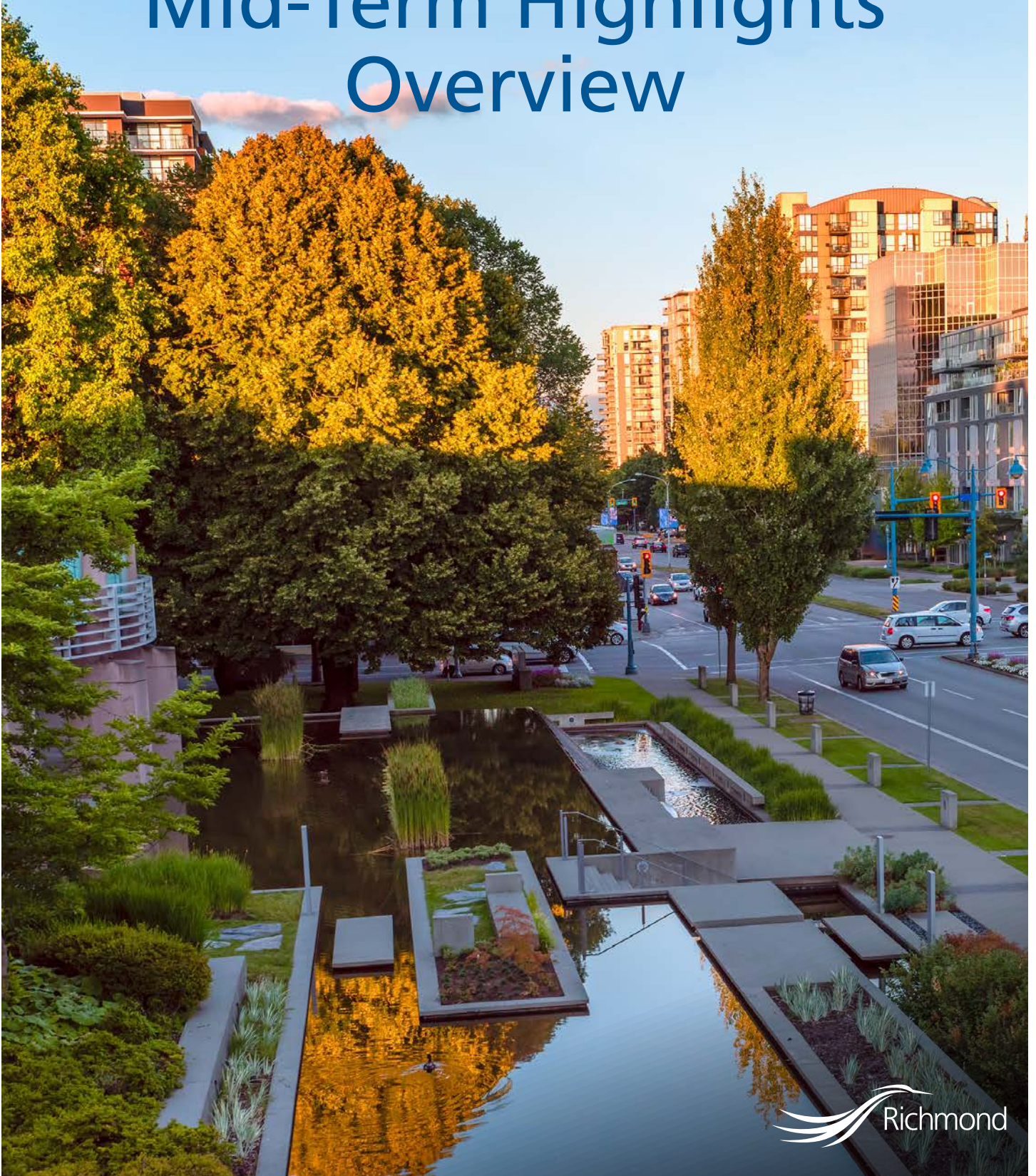


# Council Strategic Plan 2022–2026

## Mid-Term Highlights Overview







## Richmond City Council

### Front Row (left to right)

Councillor Alexa Loo, Councillor Bill McNulty, Mayor Malcolm Brodie, Councillor Chak Au, Councillor Carol Day

### Back Row (left to right)

Lieutenant Jim Dickson (Richmond Fire-Rescue), Councillor Andy Hobbs, Councillor Kash Heed, Councillor Laura Gillanders, Councillor Michael Wolfe, Constable Jordan Hitchon (Richmond RCMP)

# City of Richmond Council Strategic Plan 2022–2026

The Council Strategic Plan 2022–2026 identifies the collective priorities and focus areas for Richmond City Council’s current term of office.

Council adopted six strategic focus areas, each with specific priorities for the current term. This plan serves as a guide for the City, ensuring effective management and delivery of services that are responsive and adaptable to the evolving needs of everyone who lives, works, and plays in Richmond.

This mid-term report highlights the achievements made in advancing the Council Strategic Plan 2022–2026 from November 2022 to June 2024.



## **Proactive in Stakeholder and Civic Engagement**

Proactive stakeholder and civic engagement to foster understanding and involvement and advance Richmond’s interests.



## **Strategic and Sustainable Growth**

Strategic and sustainable growth that supports long-term community needs and a well-planned and prosperous city.



## **A Safe and Prepared Community**

Community safety and preparedness through effective planning, strategic partnerships and proactive programs.



## **Responsible Financial Management and Governance**

Responsible financial management and efficient use of public resources to meet the needs of the community.



## **A Leader in Environmental Sustainability**

Leadership in environmental sustainability through innovative, sustainable and proactive solutions that mitigate climate change and other environmental impacts.



## **A Vibrant, Resilient and Active Community**

Vibrant, resilient and active communities supported by a wide variety of opportunities to get involved, build relationships and access resources.





Minoru Lakes



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# Proactive in Stakeholder and Civic Engagement

2022–2026 Highlights



To support the City's application for a fish Habitat Bank, preliminary meetings were held with the Department of Fisheries and Oceans Canada to develop an engagement plan, including considerations for Indigenous engagement. A Habitat Bank would advance the City's Flood Protection Management Strategy and Dike Master Plans by streamlining environmental permitting processes for dike upgrade projects.



*Visit from Prime Minister Justin Trudeau*

The City championed enhanced active transportation and transit facilities as part of the provincial government's Steveston Interchange Project and Fraser River Tunnel Project. Throughout the infrastructure design, construction and environmental assessment processes, the City provided input on Richmond's interests and requirements to support enhancements beneficial to the community. Construction of the new five-lane Steveston Interchange is underway and will provide mobility improvements and congestion relief in 2025 once complete, including protected cycling and pedestrian facilities and enhanced bus stops to promote sustainable travel options.

The City hosted approximately 15 Ministerial visits and delegations to showcase Richmond priorities and advocate for the needs of the community.

The City actively advocated for Richmond's interests while working collaboratively with various external agencies. Some examples include:

- Vancouver Airport Authority;
- TransLink;
- Metro Vancouver;

## 1. Proactive in Stakeholder and Civic Engagement

- Vancouver Coastal Health;
- Port of Vancouver;
- Agricultural Land Commission;
- Richmond School District No. 38 (School District); and
- Lower Mainland municipalities.

The City unveiled a refreshed and redesigned City website ([richmond.ca](http://richmond.ca)). The new site provides easier access to a range of online services as well as information and Council-related materials. New features include a multi-lingual translation tool, enhanced accessibility features and streamlined navigation. The City website receives over 4.3 million views annually.

Launched in 2023, the Energize Richmond Toolkit pilot empowered community members to engage their social networks on climate and energy issues. Through peer-to-peer dialogues and action planning sessions, Energize Richmond Leaders inspired their community to take steps to reduce energy use and carbon emissions. Throughout 2024, the leaders were further supported in their work to motivate and enable residents to take their own actions to reduce greenhouse gas (GHG) emissions.

In November 2022, the City launched the Newcomers Video Series highlighting newcomer programs and services in Richmond. The five-part video series was created to help new residents learn more about the city and the services available to help them settle into the community and to complement the City's Newcomer's Guide to Richmond. The Newcomers Bus Tour program was re-introduced in January 2024 to increase newcomers' civic knowledge and reduce barriers to participating in programs and services at City facilities.

The second annual Richmond RCMP Youth Academy took place in February 2023. The program was jointly coordinated with the School District for students in grades 10 to 12 interested in policing. Thirty-two participants engaged in practical police-related scenarios and had the opportunity to speak with police officers from various specialized sections, including the Integrated Police Dog Services and Emergency Response Team.

In 2023, the Engineering & Public Works Open House returned in-person on May 13 in celebration of National Public Works Week. Project WET also returned in-person in 2023, providing a hands-on education experience for local elementary school students about water utilities and conservation.



*Engineering and Public Works Open House*

In January 2024, Council approved the creation of a Richmond Youth Advisory Committee. The committee is comprised of youth and young adults as well as representatives from youth-serving organizations.

On November 28, 2022, Council approved the creation of the Richmond Accessibility Advisory Committee (RAAC) in response to one of the municipal requirements of the new *Accessible British Columbia Act*. The RAAC acts as a resource and provides advice to City Council to support the advancement of accessibility in the city, so people with disabilities are able to participate fully in all aspects of community life.

Building on the success of past Capital Projects Open Houses, 2023 was the first year that both in-person and online participation options were offered. The event showcases a number of the City's capital projects taking place throughout the year and invites participants to ask questions and engage with representatives of the various projects directly.

The 2023 Community Services Needs Assessment gathered input from Richmond residents regarding their perceptions and experiences of community programs and services. The findings will help shape and plan future programs and services, improve accessibility and inclusiveness, increase resident awareness and relevance of programs, and foster community connection.

In 2023, Richmond's online Let's Talk Richmond platform hosted almost 30 surveys to gather public input. Topics ranged from flood protection and affordable housing, to dog parks and pickleball. Overall engagement on the platform increased 22.2 percent, with a rise in registered participants of almost 45 percent.





# Strategic and Sustainable Community Growth

2022–2026 Highlights



*Hummingbird Child Care Centre*

In November 2023, the BC Legislature passed several pieces of legislation that change the local government land use planning framework with the aim of supporting housing development (Bills 16, 44, 46, and 47). As a result, the City has a defined timeline to conform to various aspects of these Bills. The changes impact the Official Community Plan (OCP) and zoning, Council procedures, and municipal infrastructure and amenity financing. A number of bylaw amendments will be required in order to be consistent with the new legislation. Following this, the bylaw amendments will be incorporated into the current OCP review. Stakeholder and public consultation on the OCP review will be conducted in the fall of 2024.

Following rezoning and issuance of a Development Permit, the City issued a Building Permit for City-owned lands on Steveston Highway in February 2024 to allow for the construction of a new affordable housing building that will provide 25 family-friendly units. The project is largely funded through the Canada Mortgage and Housing Corporation's (CMHC) Rapid Housing Initiative with additional capital and operating funding provided by BC Housing.



*Alderbridge Supportive Housing*

The City continued work with BC Housing and Pathways Clubhouse on the development of a six-storey, 80-unit affordable housing building on City-owned land with construction initiated in 2024. The development's low rental rates will help provide housing stability for low-income residents who cannot afford market rental housing. The building will provide one, two and three-bedroom units for seniors, families and singles. In addition to the land, the City provided funding from the Affordable Housing Reserve to help cover the City-related permit fees and servicing costs.



## 2. Strategic and Sustainable Community Growth

In total, Council issued Development Permits to facilitate the development of 619 dwelling units and suites, of which approximately 400 units were for rental tenure (including 175 LEMR units and 105 below market units) in 2023. In 2024, Council has issued Development Permits to facilitate the development of 1,578 dwelling units and suites, of which 109 units were for rental tenure (including 77 LEMR units) as of June 30.

The City was successful in securing \$35.9 million in funding through the federal government's Housing Accelerator Fund (HAF) that will support eight initiatives intended to increase housing supply in Richmond. The funding can also be used for other programs that will remove systemic barriers to new housing.



*Housing Accelerator Fund Announcement*

Through the City's Servicing Agreement Process, approximately \$38.2 million worth of improvements to City infrastructure and off-site works were secured through new development from January 2023 to the end of June 2024. All new development is reviewed to determine requirements for City infrastructure improvements and off-site works, which are designed and constructed in accordance with current City standards.

Construction of the new, three-storey, 60,350 sq. ft. Steveston Community Centre and Library is underway. Anticipated to open in 2026, the new facility will feature two gymnasiums, more multi-purpose space, and a large library and fitness centre in a central hub that will foster social connectedness, health, and wellness. Public engagement will continue as the construction project progresses.

Council adopted the new Zero Carbon Step Code into Richmond's Building Regulation Bylaw 7230 on October 31, 2023. The new requirements offer builders and

developers at least two compliance options to reach the highest level of energy and carbon performance by 2027.

Through a rezoning application for a mixed-use development in the Hamilton area, the City secured a new Community Police Office (CPO) in the neighbourhood. The developer agreed to provide a City-owned community amenity facility in the form of a turn-key 1,400 sq. ft. CPO built to RCMP security requirements.

Construction on the new Canada Line Capstan Station is currently underway and is anticipated to be in service in late-2024. The station is being built to support the growing development in the Capstan Village area, which projects up to 16,000 residents once nearby developments are completed. The project will deliver a safe, efficient, and environmentally sustainable transportation option and provide users with convenient access to the SkyTrain network.



*Capstan Station Construction*

In January 2023, Council endorsed Traffic Bylaw No. 5870 amendments to remove all 60 km/h speed zones. All roads within City jurisdiction now have a maximum posted speed limit of 50 km/h consistent with the default speed limit in the *BC Motor Vehicle Act*. Reduced speed limits of 30 km/h have also been implemented along local roads in the Hamilton neighbourhood and on Barnes Drive and Flury Drive in response to local feedback and in alignment with Vision Zero and Transport 2050.

Construction is underway on the Steveston Multi-Use Pathway (MUP) with expected completion in 2024. A shared cycling and pedestrian path on the south side of



Steveston Highway, the MUP is physically separated and protected from traffic, providing an active transportation connection between the major activity centres of Steveston Village and the Ironwood neighborhood. The section from Shell Road to No. 4 Road is complete and open to the public. Other active transportation infrastructure projects include the Westminster Highway Multi-Use Pathway, the Muir Drive Walkway and the River Road Walkway.

Uptake of the MyBusiness self-serve portal continued to grow, demonstrating the City's commitment to multi-channel service delivery. The online portal streamlines the business licencing process by providing existing and new business owners a convenient option to apply for, update and renew their licences. The service has been well-received by the business community, with the number of business licences on MyBusiness increasing from 5,127 in 2022 to 9,154 in 2023. MyBusiness now accounts for 63 percent of business licences issued by the City.

The annual Mobile Outdoor Food Service Unit (MOFSU) Inspection Event hosted by the City in collaboration with the Greater Vancouver Fire Chiefs Association continued to grow in 2023. Approximately 280 inspections were conducted in 2023 compared to 77 in 2022. The initiative provides complimentary fire and life safety inspections for food truck vendors and supports business vendors through a streamlined process that reduces the need for multiple inspections across the Lower Mainland.

Richmond continues to be a popular location for filming. From January 2023 to March 2024, the City managed a total of 445 days of filming activity, issued 70 Film Permits, and received inquiries from over 155 individual productions including feature films, television series, television pilots, and commercials. Comparing first quarters, the City saw an increase in filming days from 113 in Q1 2023 to 200 in Q1 2024.

The free, seasonal Discovery Shuttle expanded to two routes in 2023. Connecting Richmond's city centre, attractions, hotels and Steveston Village, the shuttle is offered through a partnership between the City, Tourism Richmond and the Richmond Hotel Association. It is a convenient option for visitors and residents, who are also welcome to use the service.

The City and Richmond Sport Hosting (RSH) Office worked closely with event organizers to host sporting events across the city. For example, the RSH office supported 86 events in 2023, totalling 21,974 actualized room nights in designated host hotels. Event organizers are supported through bid development, coordination of site visits, stakeholder engagement, and connections between organizers and local resources. Financial assistance is also available through a grant program.



CARHA Hockey World Cup





Halloween Event





# A Safe and Prepared Community

2022–2026 Highlights



*South Dike Flood Protection*

In 2023, the City successfully implemented the first year of the Accelerated Flood Protection Program. In support of flood protection efforts, the City has continued to seek partnerships with senior levels of government for the delivery of projects. Examples of projects that have been implemented with the support of grant funding include the No. 9 Road South Dike Upgrades, No. 3 to No. 4 Road South Dike Upgrades, Gilbert Road and Steveston Highway Drainage Pump Station Upgrades.

Phase 4 of the City's Dike Master Plan was finalized in 2023, meaning that all phases of the Dike Master Plan are now complete and endorsed by Council. The recommended dike upgrade options identified in Phase 4 will ensure that the City's flood protection infrastructure supports growth and aligns with future development plans.

Building on the success of the Fox 80 Mental Health Car that launched in 2019, a new Yankee 30 Car was introduced in 2023 in collaboration with Youth Probation and the Ministry of Children and Family Development. Yankee 30 pairs a police officer and probation officer or social worker to provide a collaborative response to the

challenges vulnerable youth face in the community. In addition, in 2023 all frontline officers received updated training on the Fox 80 program and mental health-related calls for service.

In 2023, the City was awarded a four-year \$2.68 million grant from the federal Building Safer Communities Fund to support community-based prevention and intervention initiatives that aim to prevent youth gun and gang violence. Key initiatives implemented to date include partnering with Touchstone Family Association to create youth focused programming, enhancing spaces frequented by youth at community centres, and hosting workshops to equip counsellors, teachers and frontline workers with skills to work with vulnerable youth.

The City's multi-stakeholder Mitchell Island Task Force continued its work to increase prevention activities, mitigate fire emergencies, reduce public safety concerns and enhance environmental protections in the industrial area. As a result, a number of properties on Mitchell Island became more compliant with City standards and fire and best practices.



### 3. A Safe and Prepared Community

The “You Etch It. We Catch It.” initiative was launched in February 2024 to combat catalytic converter thefts. In partnership with participating Richmond automotive shops, the initiative invites vehicle owners to have part of their vehicle identification number etched onto their catalytic converters during routine maintenance at no extra cost. This etching assists police in tracking stolen property and deterring potential thefts.



*You Etch It. We Catch It. Program*

In 2023, the Richmond RCMP had 131 active volunteers who contributed over 5,300 hours to community safety initiatives. Volunteers participated in 701 community events and outreach activities, including Bike, Van and Foot Patrols, Lock Out Auto Crime, Speed Watch, Distracted Driving and Pedestrian Safety events.

Using Fire Risk Prediction Modeling, the City’s fire inspection approach was adjusted in 2023 based on risk probability scores, targeting buildings with high risk scores of eight, nine, and 10. This focused strategy covered 86 percent of inspectable buildings most likely to have a fire and concentrated resources on mitigating risks in the highest-risk properties.

Through UBCM’s Community Emergency Preparedness grant program, the City was awarded approximately \$30,000 to produce Extreme Temperature Risk Mapping, Assessment and Planning. The information from this analysis will inform the development of future initiatives to target identified at-risk populations and areas.

The City worked with the Canadian Red Cross to develop a community preparedness education program for seniors and newcomers. The resulting five events reached approximately 180 people and provided education in individual preparedness, hazard awareness, and provided tools for community building.

The City launched a Getting Ready for Rain campaign to help residents and businesses be better prepared for heavy rain events. Information includes how to prepare for severe weather, how to protect property, what the City is doing, and how to contact the 24-hour Public Works Dispatch line.

The City participated in multi-stakeholder exercises hosted by Fortis BC, VAFFC, YVR, and Vancouver Emergency Management Agency, as well as a multi-stakeholder wildfire training exercise in North Vancouver.



*Fire Risk Prevention*

Phase 5 of the multi-year upgrades to Burkeville utility systems was completed in 2023. The improvement will increase capacities within the neighborhood and improve the movement of storm drainage water to reduce any risk of localized flooding.

The multi-phased implementation of the Works Yard Replacement project is underway and will continue in 2024 with the construction of a new administration building and structured parking lot. Replacement buildings and structures will be designed to function in the event of a major seismic or flood event. The design for the electrical feed to the site will also be upgraded to triple the capacity to accommodate EV fleet vehicles.



Renewal of the Steveston Playground was initiated with the goal of uniting the space into one cohesive environment and ensuring that the equipment and surfacing meet current standards for safety and inclusion. Throughout various stages of the multi-year design process, the City engaged with the larger community as well as stakeholders such as the Steveston Community Society, Rick Hansen Foundation, and Richmond Centre for Disability.

A Sport Facility Needs Assessment was conducted in collaboration with Richmond Sports Council, local sport organizations and user groups, and the community associations and societies that provide recreation services at City community centres. A prioritized list of sports facility and infrastructure projects was developed, and subsequently endorsed by Council for consideration in future corporate facility and park plans in the next one to 10 years.

Various condition assessments were completed for City assets and facilities. For example:

- Condition assessments for 103 sanitary pump stations were completed to finalize the condition inventory of all 153 City sanitary pump stations. The updated condition inventory will help inform long-term pump station replacement strategies to support sanitary servicing to City residents and businesses.
- A condition assessment of all City-owned bridges was conducted in 2024 to develop a long-term bridge replacement and upgrade strategy.
- Building condition assessments were completed for South Arm Community Hall, Thompson Community Hall and Thompson Community Centre.

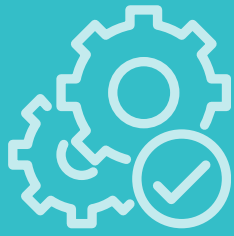


*Bridge Condition Assessment*





Garry Point Park



# Responsible Financial Management and Governance

## 2022–2026 Highlights



Richmond City Centre

The City maintained a solid financial position with cash and investment balances of \$1.7 billion and an accumulated surplus that reached \$3.8 billion in 2023. The City's investment portfolio is diversified in a safe manner while earning a reasonable return.

In 2023, a significant update to the Development Cost Charges (DCCs) was completed and approved by Council. This update involved engagement with industry stakeholders and the business community. The updated DCC program now accounts for increased costs and additional infrastructure necessary to support growth, including a portion of the accelerated flood protection costs that are borne by growth. Between January 2023 and June 2024, the City received DCC contributions totalling \$12.6 million through the Building Permit and Subdivision process.

The MyPermit online portal was launched on November 20, 2023, marking a significant milestone in the multi-phased Permitting Optimization Project (POP). The first phase of implementation optimized and streamlined permitting processes for gas, plumbing, and sprinkler permit applications to be accepted online. Throughout the

project, the City actively engaged with the local builder and development community to gather feedback and test the system, allowing for a smooth transition.

In 2023, a review of the *Building Regulation Bylaw No. 7230* was conducted. In 2024, significant changes were adopted by Council, including:

- Implementation of an Occupancy Certificate;
- Clarification of provisions to charge fees for the review of modifications made to instream Building Permit applications;
- Expansion of provisions to extend or expire permits after the start of construction;
- Addition of new provisions to incentivize the completion of permit applications in a timely manner;
- Clarification of conditions for Temporary Structures; and
- Enablement of Provisional Occupancy for Single Family Dwellings.

In 2024, the City completed an updated Pre-Qualified Shortlist, which is valid for three years and provides a



## 4. Responsible Financial Management and Governance

list of consultants that have been selected as technically competent, trusted and reliable options for City utility infrastructure projects. As part of the process, the City met with industry stakeholders to ensure that the pre-qualification and procurement process was optimized for all parties in order to maximize value to the City. This process improves efficiencies for the City while ensuring effective financial planning and project delivery.



*Licence Plate Recognition*

First launched in September 2022, the Licence Plate Recognition (LPR) system and vehicle-mounted camera has resulted in significant efficiencies that increased parking enforcement coverage and allowed for resource re-allocation to other needs in the community, such as school patrols. Instead of foot patrols, the LPR vehicle can automatically scan license plates to determine parking infractions. In 2023, over 60,000 license plates were scanned and 25,627 parking violation tickets were issued. This is a 17 percent increase in total violations issued compared to 2022.

In 2023, the City conducted a review of emergency support services and introduced a new standard operating procedure in order to achieve a reduced target timeline for service delivery. Since implementation, the City has been successful in achieving the two-hour benchmark that was set as a result of the review.

The City's Utility Budgets and Rates were reviewed and updated in 2023. The update allowed the City to establish rates for full cost recovery, thereby supporting the City's strong financial position. In addition, the rates ensure that residents and businesses pay competitive fees for utility services. The City's operating expenditures continue to be carefully managed and operational efficiencies pursued to minimize impacts on ratepayers.

Through various levels of government and key stakeholders, Richmond was awarded approximately \$108.5 million in grants and funding contributions since November 1, 2022.

The Government of BC approved the City's application to renew the three percent tax on the purchase of accommodation under the Municipal and Regional District Tax (MRDT) Program for a five-year period (2022–2027). The revenues earned through this program will be used for destination marketing and destination enhancement initiatives in Richmond, such as the Community Wayfinding Strategy, the annual Discovery Shuttle and Bike Valet, and programming enhancements at Steveston heritage sites.



*CMHC Funding Announcement*

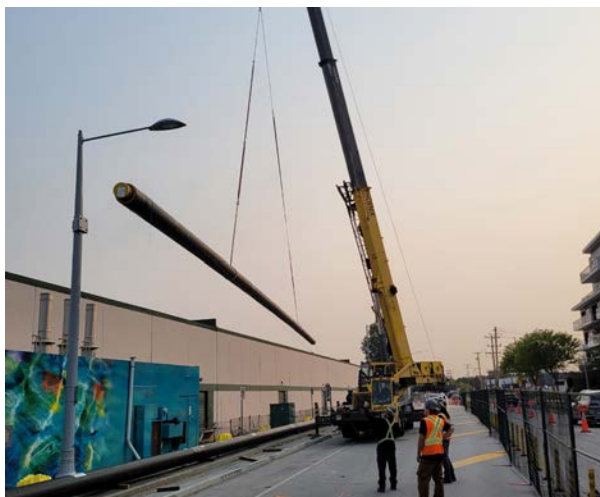


# A Leader in Environmental Sustainability

2022–2026 Highlights



In 2023, three new residential developments totaling 1.2 million sq. ft. of floor area were connected to the Lulu Island Energy Company (LIEC) utility to provide low carbon heating, cooling and domestic hot water. LIEC is now servicing 30 buildings totaling 6,456 residential units or 7.3 million sq. ft. of floor space, and has reduced 17,930 tonnes of GHG emissions to date.



*Lulu Island Energy Company*

In 2023, the City continued to expand its EV fleet by acquiring seven passenger EVs, one cargo van EV, five pick-up truck EVs and one fully remote mower. Through the federal government's Incentives for Zero-Emission Vehicles program (iZEV), the City received \$50,000 for 10 of the eligible vehicles acquired in 2023. In 2024, the City plans to acquire 12 additional passenger EVs and one fully electric forklift and intends to apply for the iZEV funding.

The City's water conservation program, which consists of water metering, water pressure management, toilet rebates, and rain barrels, is on-going. In particular, the Universal Multi-Family Water Meter Program was launched in 2022, with 30 multi-family complexes metered between November 2022 and June 2024. Continued implementation of the water conservation program and multi-family water metering promotes water conservation, improves equity, and allows the City to be more efficient with water usage.

The City's inaugural Tree Sale took place in November 2022 with the second annual tree sale taking place in September 2023. Approximately 1,040 trees were sold to Richmond residents to plant on private property, encouraging residents to beautify their homes and increase the City's urban forest tree canopy.



## 5. A Leader in Environmental Sustainability

As part of the Enhanced Pesticide Management Program, the first Chafer Beetle Treatment Rebate was implemented in 2023 to support residents applying biocontrol to manage chafer beetle infestations. Over 2.5 ha of land was also treated for Japanese knotweed to help protect City transportation and utility infrastructure.

In 2024, the City implemented the requirement for property owners to obtain a rodent assessment prior to demolition permit issuance to ensure that rodent issues are identified and addressed prior to construction activity. The goal is to minimize potential impacts from rodents on neighborhoods experiencing increased development pressures.

As part of the City's Nest Box Program, 20 Purple Martin boxes were installed in 2023 with seven boxes reported as being used in the first year. The program supports bird species which benefit from enhanced nesting opportunities and engages volunteers to monitor and maintain nest boxes for barn owls, tree swallows and purple martins.

The City worked with local stakeholders and residents to offer nine tree-planting events and 10 invasive species removal events from November 2022 to March 2024, totaling 860 volunteers engaged. Locations of tree plants and invasive species removals include Terra Nova Rural Park, Garden City Lands, Richmond Nature Park, and Garden City Park.



*Invasive Species Pull Event*

In March 2023, Council adopted the Richmond Circular City Strategy as an action roadmap to achieve 100 percent circularity by 2050. The City also initiated work on a Material Flow Analysis Study identifying how resources, activities, economic development and environmental impacts are connected. The Material Flow Analysis is focused on local buildings, textiles and food systems, and is being supported by grant funding from the FCM.

The City hosted a variety of community engagement events and initiatives to encourage behaviour change within the community focusing on the basics of reducing, reusing and recycling. These include three Rethink Waste Think Tanks, two Shred-a-Thons, 15 Repair Fairs, 29 community workshops, 41 Recycling Depot Tours and various City community events with support from the youth Green Ambassadors.

The City received funding from the Government of BC toward the development of a commercially-focused food hub in Richmond, with the goal of moving the city toward a strong, connected, and innovative food system that provides opportunities for growers, fishers, processors, and creators in the local community. The first phase will be a gap analysis and needs assessment to examine Richmond's current strengths and identify how a Food Hub could respond to those gaps, support agriculture and local food systems, and benefit the economy of the local community.

In response to increased demand for the Community Gardens Program, the City increased the number of plots from 346 to 719 plots across 20,803.6 sq. m. of City and School District land, effectively doubling the size of the community gardens program. New plots were constructed at Cook Neighbourhood Park, Garden City Lands, Hamilton Community Park and along the Railway Greenway.

Enforcement of the *Soil Deposit and Removal Bylaw No. 10200* continued to play an important role in maintaining the integrity of farmland. The number of tickets issued increased from 47 in 2022 to 134 in 2023 and the number of properties brought into compliance increased from 27 in 2022 to 52 in 2023. Compared to 2022, the City also issued more stop work orders and removal orders.



# A Vibrant, Resilient and Active Community

## 2022–2026 Highlights



South Arm Community Park

In 2023 and 2024, Council approved the allocation of approximately \$2.2 million through various community grants.

In 2023, the City collaborated with the Richmond Olympic Oval to convert an under-utilized space into a multi-use outdoor sport facilities with funding support from senior levels of government. The Fields is an outdoor sports, entertainment and tourism space located on the Oval's south side. It features over 4,200 sq. m. of multi-sport turf, three hard-surface basketball courts, an outdoor training area and field-side high performance training space.



The Fields Open House Event

The City's signature events continued throughout the term including the popular Children's Arts Festival, Cherry Blossom Festival, Doors Open Richmond, the Steveston Salmon Festival, the Richmond Maritime Festival and Culture Days. Highlights in 2023 included the return of the Salmon Festival Parade for the first time since 2019 and the recognition of Richmond as the #1 top Culture Days participating community in BC, placing third nationally among Mid-Size Cities and fourth overall, with 93 activities.

With the return of community programming and event hosting throughout the city, volunteerism grew in 2023 compared to 2022 reflecting an increase in the number of volunteer opportunities. In 2023 there were approximately 3,087 volunteers that contributed a total of 64,951 volunteer hours reported.

For the second time in three years, Richmond earned the title of British Columbia's Most Active Community in 2024 in the ParticipACTION Community Challenge, which recognizes communities across Canada for promoting healthy living and physical fitness, and motivating residents to get active.



## 6. A Vibrant, Resilient and Active Community

The Minoru Lakes Renewal Project was completed and the park re-opened to the public in 2023. The improved space includes new site furniture, a boardwalk, and enhanced viewing areas around the fully reconstructed and redesigned lakes. An important feature added in the park is the new waterfall, which enhances the overall park experience and serves as an important ecological bio-filter for stormwater runoff collected from the surrounding area. Native plantings throughout the lakes provide rich habitats for waterfowl, birds and insects.

The South Arm Community Park playground was revitalized in 2023, resulting in a unique and updated play experience, including multiple play elements and universally inclusive features. From concept design through to implementation, the City worked collaboratively with the South Arm Community Association and the organization contributed \$200,000 for additional play equipment and play value.

Between November 2022 and June 2024, the City planted over 2,000 trees. This includes replacement tree plantings, new trees in parks and three community mini-forest plantings. The City has been implementing the Miyawaki Mini Forest planting method which supports biodiversity and natural succession while outcompeting invasive plants such as Himalayan blackberry.



*Tree Planting*

In April 2023, the inaugural Human Library® initiative facilitated conversations that challenged prejudices and stereotypes while fostering greater cohesion across social, ethnic, and religious divisions. In the two years that the Human Library® has been offered, the library welcomed a total of 21 volunteer “Books” who connected with 60 participant readers at 105 reading sessions to share their personal stories and experiences.

To commemorate the National Day for Truth and Reconciliation on September 30, the Survivors’ Flag was displayed at City Hall for the first time in 2023 to honour residential school Survivors and the communities impacted by the residential school system. A variety of programs and initiatives were hosted throughout Richmond for community members to come together to commemorate the day.

In 2023, the Pride Flag was displayed at City Hall for the first time during Pride Week, signaling support and allyship with Richmond’s 2SLGBTQI+ communities. The City, in partnership with Community Associations and Societies and Richmond Public Library, continues to recognize Pride Week in Richmond with various programs and events to celebrate and honour 2SLGBTQI+ inclusion.

*Hey Viola!* was presented at Gateway Theatre in English with traditional and simplified Chinese subtitles. The performance was a musical exploration of Canadian civil rights trailblazer, Viola Desmond, the fearless woman featured on Canada’s \$10 bill.

On April 8, 2024, Council adopted the Richmond Accessibility Plan 2023–2033 to guide the City’s approach to advancing accessibility in Richmond, over the next 10 years. The plan was developed through a multi-stage process that involved extensive consultation and collaboration with people with disabilities, their families and caregivers, disability-serving organizations, key partners and the public.

A trial subsidy program was launched in May 2023 to support Richmond residents who face financial barriers to completing the training required to become an aquatics instructor or lifeguard. The program aligns with the criteria used by the City’s Recreation Fee Subsidy Program to assess financial need, and provides candidates with a 90 percent subsidy for each required course.



*Instructor and Lifeguard Subsidy Program*



In March 2024, the City completed implementation of several initiatives that supported individuals experiencing homelessness in Richmond, funded through a \$3.35 million provincial UBCM Strengthening Communities' Services program grant awarded in 2021. Initiatives funded through this program included a Drop-in Centre and Shower Program, winter warming centres, clinical support programs, food outreach initiatives, staff training programs, public dialogue sessions, discharge and transition planning from health care, cost recovery initiatives and program coordination.

Building on the success of the Community Services Pop Ups, the Community Services Connectors Pilot Program was developed in partnership by the City and Richmond Public Library with a \$50,000 grant from UBCM. This peer-to-peer resource navigation program trained Richmond community members with lived experience to help residents with lower incomes find and access community resources.

Renovation of the Richmond Cultural Centre Annex facility was completed in 2024, repurposing it into a community art space to meet the needs of the growing community. The facility operates as an extension of the arts and culture programs at the Richmond Cultural Centre and includes an expanded Media Lab, studios for visual and performing arts, a lobby with exhibition space for Richmond artists, and the "History Lab" for Richmond Museum school programs.



*Richmond Cultural Centre Annex*

In 2023, a revitalization at London Farm enhanced the three-acre heritage park along Dyke Road. Working closely with the London Heritage Farm Society, the City developed a master plan and completed significant improvements with grant funding support from Pacific Economic Development Canada.



*London Farm*

*Typha* by Charlotte Wall and Puya Khalili was unveiled at the Middle Arm Waterfront Greenway on Hollybridge Way. The three stainless steel forms embody the interplay of elements, such as water, vegetation and wildlife that interact with human inhabitants and have shaped this landscape over time.



*Typha by Charlotte Wall and Puya Khalili*





Steveston



# Awards and Recognition

2023–2026 Highlights



*Minoru Centre for Active Living*

## 2023

### **BC Recreation and Parks Association (BCRPA) Facility Excellence Award**

The City was awarded the BCRPA Facility Excellence Award for projects over \$3 million for Minoru Centre for Active Living. The award recognizes outstanding facility design that reflects community culture and facility spaces that demonstrate innovation in addressing community needs and are accessible to all patrons. Additionally, the facility must serve as a gathering hub, incorporate green design elements to reduce or eliminate negative impacts on the environment and ultimately improve the well-being of the community.



*BCRPA Facility Excellence Award for Minoru Centre for Active Living*

### **British Columbia Economic Development Association (BCEDA) Economic Recovery and Resiliency Award**

The Supply Chain Resiliency Program was recognized with the BCEDA's Economic Recovery and Resiliency Award for communities over 20,000 in population. The program was a joint initiative of three municipalities and involved three key deliverables to help manufacturing businesses succeed in a rapidly changing market: an industrial capabilities inventory; a toolkit for de-risking emerging market opportunities; and a seminar series educating manufacturers about technology adoption opportunities.

### **Canadian Association of Sport Heritage Award of Excellence**

The Richmond Olympic Experience won the 2023 Canadian Association of Sport Heritage Award of Excellence for its "Canada's Game" exhibit, praised for interactive features and forward-thinking partnership with the Hockey Hall of Fame. The exhibit showcases hockey's role in Canadian identity and lifestyle.





*Richmond Olympic Experience (ROX)*

### **Creative Cities Network of Canada (CCNC) Awards of Excellence**

The City was awarded the CCNC Public Art Legacy Award for *Sea to Sky*, the five-storey integrated glass artwork by Musqueam artist Thomas Cannell located on No. 3 Road as part of the Keltic Development. The artwork was made possible by the City's Private Public Art Program and offers impressive views for pedestrian and vehicular passersby as well as facility users.

### **Energy Globe Foundation National Energy Globe Award**

Lulu Island Energy Company was named winner of the National Energy Globe Award 2023 for the City Centre District Energy Utility expansion project. This award is presented to projects focusing on energy efficiency, renewable energies and the conservation of resources. The foundation also nominated the project for the World Energy Globe Award.

### **Government Finance Officers Association of the US and Canada (GFOA) Canadian Award for Financial Reporting and Outstanding Achievement in Popular Financial Reporting**

The GFOA presented Richmond with the Canadian Award for Financial Reporting and the Outstanding Achievement in Popular Financial Reporting for its 2022 Annual Reports. This marked the 21<sup>st</sup> and 14<sup>th</sup> consecutive years, respectively, that Richmond has received these recognitions.

### **HUB Cycling 2023 Cycling Education Champion Award**

The City received HUB Cycling's 2023 Cycling Education Champion award in recognition of the City's bike courses at public elementary schools and in the community. Students learn fundamental cycling skills as well as rules and responsibilities for riding on city streets and bike paths. In 2022, 1,627 students participated in the program. The program's popularity continued to grow in 2023, with 1,801 students taking part.

### **International Association of Business Communicators (IABC) National Silver Leaf Awards of Merit**

The City received two national Silver Leaf Awards of Merit from IABC. The first award was for the Rethink Waste: Think Tank & Ideas Hub campaign supporting the City's goals to reduce waste and support a circular economy. The second award was for the Richmond Single-Use Plastic Ban campaign, which supported businesses through the transition and increased awareness about the new bylaw, further promoting reusable options in the community with the goal of reducing unnecessary waste and pollution.

### **Planning Institute of British Columbia (PIBC) Award for Enduring Planning Performance**

The City Centre Area Plan was recognized with PIBC's Silver Award for Enduring Planning Performance. This award recognizes and celebrates exemplary long-term planning work and outcomes that remain successful over time.

### **The C.D. Howe Institute Grade "A" Annual Report Card**

The City received a grade of "A" in C.D. Howe's annual report card on municipal budgeting, financial reporting and fiscal transparency. Richmond received the highest grade amongst 32 other major Canadian cities in the report.

## Awards and Recognition

### 2024

#### **Commercial Real Estate Development Association (NAIOP) Awards for Municipal Excellence**

Richmond won the NAIOP's Most Business Friendly Municipal Excellence Award. Informed by the organization's annual Cost of Business Survey, the award recognizes municipalities that create positive business environments due to fees and approval timelines that encourage the creation of industrial space, which supports local businesses and the economy.

#### **Canadian Federation of Independent Business (CFIB) One to Watch – Golden Scissors Award**

The CFIB named Richmond "One to Watch" in its 2024 Golden Scissors Awards for the MyBusiness and MyPermit online service portals that reduce administrative burden and streamline how businesses interact with the City.

#### **International Association of Business Communicators (IABC) Gold Quill Awards**

The City received two international Gold Quill of Excellence awards from the International Association of Business Communicators (IABC) for the Rethink Waste: Think Tank & Ideas Hub and Richmond Single-Use Plastic Ban campaigns. This accomplishment places the City on the global stage in the field of business communication standards.

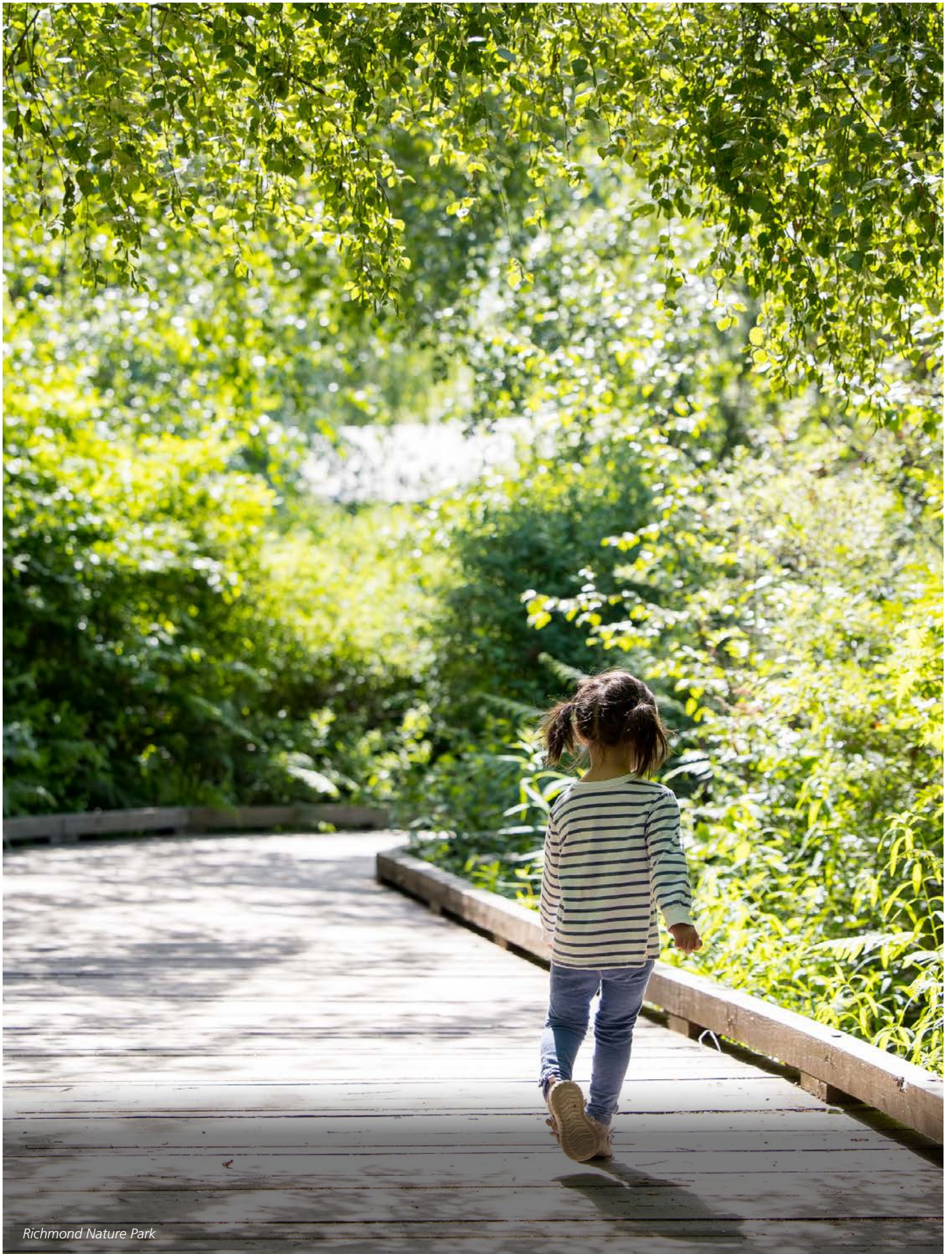
#### **Planning Institute of British Columbia (PIBC) Award for Excellence in Policy Planning**

The City won the Silver Award for Excellence in Policy Planning for City & Urban Areas for the Richmond Circular City Strategy. Adopted by Council in 2023, the strategy outlines a comprehensive plan to transform Richmond into a zero-emission circular city by 2050 and emphasizes community engagement, stakeholder collaboration, and innovation.

#### **The C.D. Howe Institute Grade "A" Annual Report Card**

The City received a grade of 'A' in C.D. Howe's annual report card on municipal budgeting, financial reporting and fiscal transparency. Showcasing fiscal excellence, for the second consecutive year Richmond was awarded the highest ranking among 32 major Canadian cities, tied only with Quebec City.









## City of Richmond

6911 No. 3 Road, Richmond, BC V6Y 2C1  
Telephone: 604-276-4000  
[richmond.ca](http://richmond.ca)