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To: ["Direct to Mayor and Council - DL"](#)
Date: 2/22/2023 2:39:23 PM
Subject: Council Memo - Summer 2023 Patio Program – Upcoming Engagement with Businesses
- RTS 14718

Dear Mayor and Council,

Please see the attached memo from Lon LaClaire. A short summary of the memo is as follows:

- Businesses that wish to re-install the same patio as summer 2022 can renew their summer patio permit starting March 1st, simply and quickly by paying fees and submitting required documents online.
- All patios were audited in summer 2022 to assess overall compliance, address any urgent safety and accessibility issues, and gather data for the Patio Program review.
- For businesses whose 2022 patios had significant safety issues, staff will contact prior to March 1 to inform them of:
 - The safety infraction(s);
 - Their responsibility to comply with permit terms; and,
 - The need to resolve the safety issue(s) when their summer patio is re-installed.
- The Patio Program review is ongoing, and key topics include: fees, accessibility, design guidelines and emerging issues such as impacts of patios on special events. Stakeholder engagement will begin in summer 2023. Engagement findings and recommendations will be presented to Council in late 2023.

If you have any questions, please feel free to contact Lon LaClaire at 604-873-7336 or lon.laclaire@vancouver.ca.

Best,
Paul

Paul Mochrie (he/him)
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The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the x^wməθk^wəyəm (Musqueam), Sḵwəxwú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Nations.

MEMORANDUM

February 17, 2023

TO: Mayor and Council

CC: Paul Mochrie, City Manager
Armin Amrolia, Deputy City Manager
Karen Levitt, Deputy City Manager
Maria Pontikis, Chief Communications Officer, CEC
Rosemary Hagiwara, Acting City Clerk
Teresa Jong, Administration Services Manager, City Manager's Office
Mellisa Morphy, Acting Chief of Staff, Mayor's Office
Trevor Ford, Director of Operations, Mayor's Office
Andrea Law, General Manager, Development, Buildings, and Licensing

FROM: Lon LaClaire
General Manager, Engineering Services

SUBJECT: Summer 2023 Patio Program – Upcoming Engagement with Businesses

RTS #: 14718

This memo outlines upcoming communications with businesses regarding compliance for the 2023 Summer Patio Program and stakeholder engagement for the Patio Program Review.

Audit of 2022 Summer Patios

When Council approved the ongoing summer patio program in September 2021, they further directed staff to ensure a balance of the multiple demands on public space, to develop a more robust approach to accessibility, and to undertake a review of the Patio Program.

In summer 2022, staff conducted an audit of all summer and year-round patios (total 880). The goals of the audit were to: identify and address urgent safety issues; document compliance with program guidelines and permit terms; and gather data for the Patio Program Review. While all patios had some degree of non-compliance, 12 had urgent safety issues. In these cases, staff contacted business owners immediately and worked with them to resolve the issue(s). All urgent issues were addressed – typically within 24-48 hours.

There were approximately another 70 patios with more significant non-compliance issues that should be addressed. Some examples of these include:

- Obstruction of traffic sightlines or vehicular movement;
- Impeding access to fire hydrants or fire connections;

- Projections into sidewalk space that could impede pedestrian flow; and,
- Accessibility issues.

Working with Businesses for a Safe, Accessible 2023 Summer Patio Season

For businesses whose 2022 patios were observed in the audit to have significant non-compliance issues, staff are sending emails in advance of the start of the summer patio season to identify the issue, advise the business to resolve the issue when they re-install their patio for this summer, and remind them of their responsibility to comply with permit terms and conditions.

The focus of this communication is education, as the City's first effort is to collaborate with businesses to ensure that patios and the surrounding public realm are installed in 2023 in accordance with their permit and are safe, accessible and welcoming.

Permit Renewals Starting March 1 for Summer Patio Season (April 1-October 31)

All 2022 patio permit holders will receive an automatic renewal reminder by email on March 1. For businesses that wish to re-install the same patio as last year, they may follow the link in the reminder email, pay fees and submit required documents (such as updated insurance) to renew their permit. For businesses that wish to apply for a *new* patio, they may submit an application via the City's Patio Program website at any time.

Businesses that are participating in the year-round curbside patio trial, and whose curbside patios have remained in place over the winter, may simply renew their permits for the summer term starting March 1.

Patio Program Review

The first phase of the Patio Program Review has focused on streamlining internal review permitting processes. These changes are currently being implemented to ensure a smooth roll-out of the 2023 summer patio season. Stakeholder engagement will begin this summer for the second phase of the Program Review, which will focus on program development. Key engagement topics will include:

- Permit fees, accessibility and impacts of patios on the public realm;
- Updated design guidelines; and,
- Emerging issues such as the impact of patios in special event areas.

Staff will report to Council in late 2023 with findings from the stakeholder engagement and recommended revisions to the Patio Program.

If you have any questions, please feel free to contact me directly.



Lon LaClaire, M.Eng., P.Eng.
General Manager, Engineering Services

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