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**To:** ["Direct to Mayor and Council - DL"](#)  
**Date:** 12/18/2023 12:48:51 PM  
**Subject:** Memo - Patio Program Review Engagement What We Heard - RTS 14718  
**Attachments:** Memo - Patio Program Review Engagement What We Heard - RTS 14718.pdf

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Dear Mayor and Council,

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

- This fall, staff conducted stakeholder engagement with patio permit holders and hospitality industry representatives to discuss patio design guidelines, accessibility, and fees and costs.
- The key themes that emerged were:
  - A strong demand for standardized/pre-approved designs, with options for customization;
  - Allow additional design features to help businesses adapt patios to seasonable changes;
  - Ways to reduce the financial burden of seasonal removal;
  - Decking improves patio accessibility.
- Staff will continue stakeholder engagement throughout 2024 and will present recommendations for revisions to the Patio Program in Fall 2024.
- 60 curbside patios will remain in place this winter for the ongoing Year-Round Curbside Patio Trial.

If you have any questions, please feel free to contact Lon LaClaire at 604-873-7336 or [lon.laclaire@vancouver.ca](mailto: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<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), S<sup>k</sup>wxwú7mesh (Squamish), and səlilwətał (Tsleil-Waututh) Nations.

## MEMORANDUM

December 15, 2023

TO: Mayor and Council

CC: Paul Mochrie, City Manager  
Armin Amrolia, Deputy City Manager  
Karen Levitt, Deputy City Manager  
Sandra Singh, Deputy City Manager  
Katrina Leckovic, City Clerk  
Maria Pontikis, Chief Communications Officer, CEC  
Teresa Jong, Administration Services Manager, City Manager's Office  
Mellisa Morphy, Director of Policy, Mayor's Office  
Trevor Ford, Chief of Staff, Mayor's Office

FROM: Lon LaClaire  
General Manager, Engineering Services

SUBJECT: Patio Program Review Update

RTS #: 14718

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This memo provides an update on stakeholder engagement for the Patio Program Review as well as the Year-Round Curbside Patio Trial.

In September 2021, Council approved a permanent summer patio program, building on the success of TEPP (temporary expedited patio process) patios, and further directed staff to conduct a review of the overall Patio Program, including permit fees, design guidelines, and accessibility policy. Progress to date on the Patio Program Review (the 'Review') has included: an internal review to improve the permit application process and permit issuance times; best practices and jurisdictional research; and an accessibility audit supported by an accessibility consultant. The next phase of the Review will include continued stakeholder engagement and the development of recommendations for program design guidelines and permit fee revisions.

### Engagement

This fall, staff conducted stakeholder engagement with patio permit holders and hospitality industry representatives. The purpose of the engagement was to identify industry's needs from the Patio Program and gather their views on how the program might better support businesses, while contributing to an accessible, safe and vibrant public realm.

An online questionnaire was issued in September 2023 to 650 patio permit holders, including all businesses with a permit for a patio on public property and those holding a permit for a summer patio on private property. 101 responses were received. In October and November, staff held four 'listening session' workshops (one in-person and three virtual), facilitated by engagement specialists Ideaspace, for BIAs and hospitality industry representatives, current patio permit holders, and former TEPP permit holders. 51 stakeholders participated in total. Key topics were design guidelines, accessibility, and fees and costs. The following themes emerged:

Provide more flexible design guidelines to accommodate diverse business needs:

- Many businesses are seeking standardized or pre-approved designs for a basic patio, with the optional add-on design elements.
- A smaller subset of businesses would like the opportunity to create more complex structures and custom designs.
- There is a strong demand for lightweight, modular structures that are easier to remove, store and reinstall.
- There is a strong demand for currently restricted design features like overhead canopies, sidewalls or screens, lighting and planters, to enhance patio experience and help businesses adapt for summer, shoulder seasons and winter (for year-round patios).

Consider ways to reduce the financial burden to businesses:

- It is very costly to remove, store and reinstall summer patios, creating an incentive to retain patios year-round even if not used during winter.
- Suggested tools included: shared storage; reduced engineering requirements; pre-approved designs; reduced engineering requirements; grants; and reduced permit fees.

Accessibility

- Decking (which is currently restricted) substantially improves patio accessibility by creating level surface between sidewalk and patio.
- For curbside patios, size limits and ramp requirements create accessibility challenges.

**Next Steps**

In Winter and Summer 2024, there will be two further rounds of stakeholder engagement to present potential approaches for revised design guidelines and permit fees, and then to present draft proposed revisions to the program. In Fall 2024, staff will report back to Council with recommendations for revisions to the Patio Program and next steps for implementation.

**Year-Round Curbside Patio Trial**

This winter, 60 curbside patios will remain in place through the continued Year-Round Curbside Patio Trial (compared to 67 last winter). Staff will continue to monitor the patios for use and potential impacts on street operations and the public realm. The trial will help to inform a long-term approach to curbside patios, which is being developed through the Patio Program Review.

If you have any questions please do not hesitate to contact me directly.



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

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