



# City of Richmond

## Report to Committee

**To:** General Purposes Committee **Date:** May 11, 2021  
**From:** Jason Kita **File:** 01-0083-01/2021-Vol  
 Director, Corporate Programs Management 01  
 Group  
**Re:** 2021 UBCM Community Excellence Awards

### Staff Recommendation

That the City's entries for the Union of BC Municipalities (UBCM) Community Excellence Awards be endorsed, including:

1. Excellence in Governance: City of Richmond Affordable Housing Strategy 2017-2027;
2. Excellence in Service Delivery: Works Yard – Recycling Depot Upgrades;
3. Excellence in Asset Management: Water Demand Management Program; and
4. Excellence in Sustainability: High Reclaimed Asphalt Paving (RAP) Pilot Program.

Jason Kita  
Director, Corporate Programs Management Group  
(604-276-4091)

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	CONCURRENCE OF GENERAL MANAGER
Community Social Development	<input checked="" type="checkbox"/>	<i>Sevencia</i>
Facility Services & Project Development	<input checked="" type="checkbox"/>	
Public Works	<input checked="" type="checkbox"/>	
Engineering	<input checked="" type="checkbox"/>	
<b>SENIOR STAFF REPORT REVIEW</b>	INITIALS: <i>JK</i>	APPROVED BY CAO <i>[Signature]</i>

## Staff Report

### Origin

The Union of BC Municipalities (UBCM) Community Excellence Awards recognize and celebrate UBCM members that have implemented projects or programs that demonstrate excellence in meeting the purposes of local government in BC. The awards are designed to profile promising practices and to encourage local governments to learn from the success of other members in order to implement changes in their own communities.

Entries for this year's awards submissions must include a resolution by Council indicating support for the entries to be considered for a 2021 award by August 13, 2021.

### Analysis

The City of Richmond is committed to a culture of continuous improvement and our vision “to be the most appealing, livable, and well-managed community in Canada.” One of the ways in which we measure our success in achieving our objectives is through the awards and recognition the City receives from its peers in local government and from others. The City of Richmond has a lengthy list of awards and other accolades received in recent years, which are recorded on the City’s website at: [www.richmond.ca/discover/about/awards](http://www.richmond.ca/discover/about/awards).

In particular, Richmond has received a number of awards from the UBCM through its Community Excellence Awards program. The UBCM is now accepting entries for its 2021 Community Excellence Awards in four categories. Staff have reviewed the award criteria and are recommending entries in the following categories:

#### **Excellence in Governance**

*Governance is the process of decision-making and the means by which decisions are implemented (or not implemented). This category includes projects/programs that utilize governance processes or policies that are outcomes-based and consensus oriented, support and encourage citizen participation in civic decision-making, are efficient, equitable and inclusive, open and transparent; and exemplify best practices in accountability, effectiveness, and long-term thinking. This may include projects focused on staff, elected officials and/or the community at large.*

#### **City of Richmond entry: City of Richmond Affordable Housing Strategy 2017-2027**

The City of Richmond Affordable Housing Strategy (2017-2027) confirms the City’s strong commitment to meeting the affordable housing needs of Richmond residents. As directed by the Strategy, the City plays a strong leadership role in affordable housing by stewarding action among local stakeholders, operating several housing programs, and leveraging City land and funding to achieve significant investments from the provincial and federal governments. Highlights from the implementation of the Affordable Housing Strategy include the opening of the 40-unit Alderbridge supportive housing building for people experiencing homelessness and the new Bridgeport Supportive Housing, which will provide an additional 40-units; the opening

of the new Richmond House Emergency Shelter, which provides 30 spaces for both men and women experiencing homelessness; the Pathways Affordable Housing development, which will provide 80 units of affordable housing for low and moderate income residents; the operation of the Richmond Emergency Response Centre, which provides shelter during the COVID-19 pandemic for Richmond residents experiencing homelessness; and the continued success of the City's Low End Market Rental program, which secured 385 new affordable housing units between 2018 and 2020.

### **Excellence in Service Delivery**

*Service delivery involves the actual production and provision of goods and services to the community, and should be integrated with community plans and aligned with financial plans. This category recognizes UBCM members that provide effective services in a proactive manner, demonstrate benefit to the community, and utilize performance measures, benchmarks and standards to ensure sustainable service delivery.*

#### **City of Richmond entry: Works Yard – Recycling Depot Upgrades**

The Works Yard Recycling Depot has been upgraded to improve usability and broaden the scope of its services. These upgrades promote greater recycling and support the City's established waste diversion targets and Council's commitment to the environment. It also provides the residents of the City of Richmond the opportunity to recycle items such as electronics, appliances, paint, fire extinguishers, paper, metal food and beverage containers, and much more. Configuration changes and site improvements of the Recycling Depot involved the updating of ageing infrastructure and improvement of operations by providing the following: an expanded site; a classroom for environmental programs; expansion of the hazardous waste materials area inclusive of tent covering; new steel awning spanning the centralized large recycling bins; new heavy equipment; and solar panels on the roof of the Recycling Depot structure for future power deployment of emergency power supply.

### **Excellence in Asset Management**

*Asset management is an integrated business approach that involves planning, finance, engineering and operations to effectively manage existing and new infrastructure in order to maximize benefits, reduce risk and provide satisfactory levels of service to community users in a sustainable manner. This category recognizes UBCM members that have developed a comprehensive system of asset management policies and practices, meeting and/or exceeding accepted best practices such as the International Infrastructure Management Manual, ISO 55000 or Asset Management for Sustainable Service Delivery: ABC Framework.*

#### **City of Richmond entry: Water Demand Management Program**

In light of climate change, risk of drought, and population increase, drinking water will continue to become an even more valuable resource. The City of Richmond completed the Universal Single-Family Water Meter Program in 2018 and the City continues to pursue and implement water demand management initiatives to reduce water consumption and costs. Since the water metering program started, population has increased by 26%; however, total water consumption

has decreased by 12%. Implementation of the City's fixed base meter reading system was completed in 2020, allowing the City to access information from water meters remotely and conduct real-time monitoring and analysis, including leak detection and notification. In addition to water metering, the City has a number of initiatives that manage water use and promote environmental sustainability such as water system pressure management, the Toilet and Clothes Washer Rebate Program, and Rain Barrel programs.

### **Excellence in Sustainability**

*Sustainability means meeting current needs without compromising the ability of future generations to meet their own needs. This category recognizes UBCM members that incorporate a long-term sustainability lens by considering the four pillars - cultural, social, economic and environmental issues - in planning, policy and practice.*

#### **City of Richmond entry: High Reclaimed Asphalt Paving (RAP) Pilot Project**

In 2020, the City of Richmond implemented a pilot project in collaboration with Lafarge Canada to use 40% Reclaimed Asphalt Pavement (RAP) on a four lane wide, 800 meters long stretch of No. 5 Road. This road is classified as a major arterial road and is frequented by commercial truck traffic. The RAP Pilot Project supports the Richmond City Council Strategic Plan 2018-2022 to create a sustainable and environmentally conscious City. It prioritizes leadership in sustainability and circular economy to reduce greenhouse gas emissions and waste. The City adopted an innovative and unique approach for this project by conducting robust regional stakeholder engagement, reducing the use of virgin aggregates, displacing fossil fuels, reducing waste, and applying 40% RAP percentage in a public road, instead of the typical 10% RAP. This approach places the City in a leadership role across Canada. Additionally, the City developed a draft accreditation system to identify best practices for producing high quality reclaimed asphalt products. Through effective collaboration, extensive research, and thorough planning, the pilot project was successfully implemented. The City is currently monitoring the performance of the 40% RAP and is planning to extend the pilot project to various road classifications into future years. The results will help staff standardize the implementation of RAP in future road paving projects and other asphalt applications (multi-use pathways, driveways, etc.) around the City.

#### **Financial Impact**

No financial impact.

#### **Conclusion**

One of the ways in which the City of Richmond measures our success in achieving our objectives is through the awards and recognition the City receives from its peers in local government and from others. The Union of BC Municipalities (UBCM) Community Excellence Awards recognize implemented projects or programs that demonstrate excellence in local government in BC. This provides a further opportunity for the City of Richmond to be

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recognized for its commitment to continuous improvement and excellence in municipal governance and service delivery.



Jason Kita  
Director, Corporate Programs Management Group  
(604-276-4091)

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