



September 21, 2004

Mayor Malcolm Brodie  
City of Richmond  
6911 No. 3 Road  
Richmond, BC  
V6Y 2C1

Dear Mayor Brodie:

VFA, a leading provider of software and services for capital planning and management is pleased to announce that the City of Richmond has been awarded the VFA 2004 Customer Advocate Award.

The Customer Advocate award recognizes the City of Richmond for its outstanding achievement and innovation in capital planning and management. Working with VFA's Capital Planning and Management Solutions (CPMS), Richmond's Facility Management Department has continued to make infrastructure a top priority in contributing to the City's vision of making Richmond the most appealing, livable and well-managed community in Canada.

Through the implementation of leading-edge VFA capital planning software and a proven methodology for assessing building condition, Facility Management has empowered Richmond to develop long-range plans for meeting the ever-growing challenges of maintaining the City.

Since 2000, the City of Richmond has adopted and helped shape leading capital asset planning and management strategies and advance innovation for the facilities management industry as a whole. Municipalities, cities, and educational organizations alike have turned to the City of Richmond for guidance and direction in pursuing their future capital planning initiatives.

I extend my sincere congratulations and thanks to the City for its accomplishments and true leadership in capital planning and management.

Sincerely,

A handwritten signature in cursive script, appearing to read 'S. Anson', is located below the 'Sincerely,' text.

Susan Anson  
General Manager  
VFA Canada Corporation

cc: George Duncan, Chief Administrative Officer  
Jeff Day, General Manager, Engineering & Public Works