



To: General Purposes Committee **Date:** June 10, 2024
From: Jason Kita **File:** 01-0130-01/2024-Vol
 Director, Intergovernmental Relations and 01
 Corporate and Strategic Planning
Re: 2024 UBCM Community Excellence Awards Program

Staff Recommendation

That the City of Richmond’s submissions to the Union of BC Municipalities (UBCM) Community Excellence Awards program be endorsed, including:

1. Excellence in Governance: Steveston Island Dike Preliminary Design;
2. Excellence in Service Delivery: Community Services Pop-Ups;
3. Excellence in Asset Management: Ageing Infrastructure Analysis; and
4. Excellence in Sustainability: Water Conservation Program.

Jason Kita
Director, Intergovernmental Relations and Corporate and Strategic Planning
(604-276-4091)

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	APPROVED BY CAO
Community Social Development	<input checked="" type="checkbox"/>	
Engineering	<input checked="" type="checkbox"/>	
Public Works	<input checked="" type="checkbox"/>	
Richmond Public Library	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS: 	

Staff Report

Origin

The 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 intention of the awards are to profile promising practices and to encourage local governments to learn from the success of others in order to implement changes in their own communities.

Staff have submitted four award applications to UBCM on behalf of the City by the submission deadline of May 17, 2024. As part of the application process, entries for this year's awards submissions must also include a resolution by Richmond City Council indicating support for the project/program in order to be considered for a 2024 UBCM Community Excellence Award. UBCM accepts applications without a resolution, providing a resolution is submitted by August 16, 2024. Should City Council choose not to endorse an application, staff can withdraw the application(s).

This report supports Council's Strategic Plan 2022-2026 Focus Area #1 Proactive in Stakeholder and Civic Engagement:

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

1.1 Continue fostering effective and strategic relationships with other levels of government and Indigenous communities.

Analysis

The City's vision is "to be the most appealing, liveable, and well-managed community in Canada" and is committed to continuous improvement and striving for excellence in matters of local government. One way that this is demonstrated is through awards and recognition to the City from peers in local government and others. City awards can be located on the City's website at <https://www.richmond.ca/culture/discover-richmond/profile/awards.htm>.

Annually, the City applies for various awards and in particular, the UBCM Community Excellence Awards program to showcase Richmond projects and programs in governance, service delivery, asset management, and sustainability. Staff have reviewed the eligibility criteria and are recommending submissions in the following award categories.

1. Excellence in Governance

Governance is the process of decision-making and the means by which decisions are implemented (or not implemented).

This category recognizes UBCM members that utilize governance processes and 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.

The City's 2024 submission to the Excellence in Governance award category is Steveston Island Dike Preliminary Design.

The Steveston area in Richmond is of great cultural, historical, and economic significance and is home to a harbour with numerous fishing vessels. The City has developed the Steveston Island Dike Preliminary Design to improve flood protection in the area. The project includes a new dike along Steveston Island, with a navigable gate at the Steveston Harbour entrance that would close during high water conditions. The Steveston island dike is proposed to span from London Landing to Garry Point Park and will work in tangent with the existing perimeter dike, ensuring enhanced flood protection for the area and future development opportunities along the foreshore. The proposed dike alignment will significantly reduce disruptions to Steveston residents and businesses that would have occurred if the perimeter dike was raised in its current alignment. The preliminary design for the project was completed after significant internal and external stakeholder engagement and was endorsed by City Council.

2. 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 and demonstrate benefit to the community.

The City's 2024 submission to the Excellence in Service Delivery award category is Community Services Pop-Ups.

The Community Services Pop-Ups (Pop-Ups) are free, monthly drop-in sessions that bring together community-based service providers at a centrally located library branch to enable residents with lower incomes to access resources and supports, including navigating housing, health, and benefit systems. Since December 2022, over 1,400 community members and 38 organizations have participated in the Pop-Ups. Significant support has been received from local community organizations, businesses, and provincial and federal government programs. A Community Team of individuals with lived and living experience are actively involved to ensure the program is meaningful and relevant. The Pop-Ups Program Model is a promising practice to address poverty reduction and is transferable to other municipalities, easily adaptable to meet local needs, and requires minimal investment (<\$5,000/year). The City of Richmond and Richmond

Public Library developed this program model, with provincial funding through the UBCM Poverty Reduction Planning and Action Program.

3. 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 and implemented 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.

The City's 2024 submission to the Excellence in Asset Management award category is Ageing Infrastructure Analysis.

The City of Richmond maintains consistent water, sanitary sewer, road network, and flood protection services which are critical toward the health and well-being of a community. To effectively manage existing and new infrastructure, the City maintains a robust utility infrastructure asset management program that helps ensure the City can develop and grow in a sustainable manner. The program outlines current and long-term financial requirements for maintaining and replacing the City's ageing infrastructure based on standard and observed service life of specific types of infrastructure. This helps ensure the City has the capacity to meet the financial challenges of the present, as well as the future, while maintaining current service levels.

4. 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.

The City's 2024 submission to the Excellence in Sustainability award category is the City of Richmond's Water Conservation Program.

The City of Richmond has developed and advanced its Water Conservation Program to strategically reduce water consumption in the City. This program includes water metering, water pressure management, water use restrictions, leak reduction and detection, toilet rebates, and rain barrels. Supported by City Council's Strategic Plan, the program helps inform, educate, and encourage residents and businesses to conserve water. In addition, the City has participated in a summer support program since 2022 to support Metro Vancouver's water use restrictions. Through this program, staff have

prepared communications material to inform residents and businesses about the importance of water conservation during dry periods. Staff also maintain proactive communication with Metro Vancouver during the summer support program, and provide residents and businesses with advance notice as water restriction stage changes come into effect.

Financial Impact

None.

Conclusion

The Union of BC Municipalities (UBCM) Community Excellence Awards program recognizes implemented projects or programs that demonstrate excellence in local government in BC. This annual opportunity provides the City of Richmond to be recognized for its commitment to continuous improvement and excellence in municipal governance and service delivery.



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Att. 1: UBCM Community Excellence Awards – 2024 Program and Application Guide

Community Excellence Awards 2024 Program and Application Guide

Application Deadline: May 17, 2024

1. Introduction

The 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.

UBCM has offered the Community Excellence Awards since 2004.

2. Eligible Applicants and Projects

The Community Excellence Awards program is open to UBCM members only, including local government and First Nation members. UBCM members may submit one application per category.

To be eligible for consideration, projects:

- Must have been initiated after January 1, 2019 and be substantially completed.
- Cannot be the subject of an application that was previously awarded a Community Excellence Award.
- May have been funded by grant programs administered by UBCM.

3. Categories

The purposes of local governments in BC are set out in both the *Community Charter* and the *Local Government Act* and generally focus on good governance, providing services for community benefit, providing stewardship of public assets, and fostering sustainability.

Based on this, the categories are:

Excellence in Governance

Governance is the process of decision-making and the means by which decisions are implemented (or not implemented).

This category recognizes UBCM members that utilize governance processes and 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



**Municipal Finance
Authority of BC**



**URBAN
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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.

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 and demonstrate benefit to the community.

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 and implemented 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: A BC Framework.

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.

4. Program Criteria

All applications will be scored against the following overall program criteria:

- Leadership: the extent to which the applicant acted as a local or regional leader in the development or implementation of the project.
- Financial management and planning: the degree to which the project and/or organization has implemented financial best practices that support long-term financial planning, value for money, financial sustainability and/or economic development.
- Partnerships and collaboration: the breadth and depth of community and/or regional partnerships that supported the project and the extent to which internal (e.g. inter-departmental and/or staff and elected officials) and/or external collaboration was evident.
- Innovation and promising practices: the degree to which the project demonstrated creativity and innovation, and contributed to increased efficiency or effectiveness.
- Engagement and communications: the extent to which internal and/or external engagement was foundational to the success of the project, including the use of communication tools such as social media.
- Transferability: the degree to which the process or outcomes of the project, or other learnings, could be conveyed to other UBCM members.

- Performance measurement: the extent to which the project has identified and/or utilized performance measures, benchmarks and/or standards to demonstrate benefit to the community.

5. UBCM Presidents Committee Choice Award

The Presidents Committee Choice Award is an opportunity for an outstanding, unique and/or special project, that would otherwise not be recognized through the adjudication process, to be recognized in the Community Excellence Award's program.

The award is not an additional category that applicants can apply under; instead candidates for the award are identified during the regular adjudication process.

The criteria for considering a candidate for the Presidents Committee Choice Award include:

- Exemplary demonstration of excellence in meeting objectives of local government (for example, as demonstrated by highest application review score in a given intake);
- Outstanding achievement in relation to a current issue faced by local governments.

6. Application Process

Application Deadline

The application deadline is May 17, 2024 (Friday of Local Government Awareness Week).

Application Contents

All applicants are required to submit an electronic copy of the complete application package, including:

- Signed application form. Applications should be submitted as Word or PDF files.
- Council, Board or Band Council resolution indicating support for the project to be considered for a 2024 Community Excellence Award. Note: UBCM will accept applications without a resolution, providing they are received by August 16, 2024. Please contact UBCM if the resolution cannot be submitted by the application deadline.
- Five representative photos of the project. Photos should be submitted as JPEG files at a resolution suitable for display.
- Links to any publicly available videos related to the project.

Review of Applications

UBCM staff will perform a preliminary review of all applications to ensure the required application elements have been submitted and to ensure that basic eligibility criteria have been met. Only complete application packages will be reviewed.

Should UBCM staff determine that a submission is more suitable to a different category than the one submitted to, they may transfer the application to that category.

Subject matter experts will assess and score all eligible applications. UBCM's Presidents Committee will then review recommendations and scores from the subject matter experts and select category winners and, if recommended, honourable mentions.

The committee may also consider if applicants have received past awards and the location and type of each project.

7. Awards Ceremony

Awards will be presented during UBCM's 2024 Convention. All delegates are invited to attend the awards event.

Please note that in the case that an application for a project with multiple partners is selected for an award or honourable mention, only the local government that submitted the application will be identified as the recipient.

8. Additional Information

Please visit the Community Excellence Awards section of the UBCM website or contact awards@ubcm.ca.