



# City of Richmond

## Report to Council

**To:** Richmond City Council

**From:** Ted Townsend  
Director, Corporate Communications and Marketing

**Re:** UBCM Community Excellence Awards

**Date:** April 29, 2019

**File:** 01-0185-01/2019-Vol 01

### Staff Recommendation

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

1. **Excellence in Governance:** 2017–2022 Richmond Child Care Needs Assessment and Strategy;
2. **Excellence in Service Delivery:** MyRichmond; and
3. **Excellence in Sustainability:** Richmond development and implementation of BC Energy Step Code.

Ted Townsend  
Director, Corporate Communications and Marketing  
(604-276-4399)

REPORT CONCURRENCE		
<b>ROUTED TO:</b>	<b>CONCURRENCE</b>	<b>CONCURRENCE OF GENERAL MANAGER</b>
Information Technology Community Social Development Sustainability	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	
<b>REVIEWED BY STAFF REPORT / AGENDA REVIEW SUBCOMMITTEE</b>	<b>INITIALS:</b>	<b>APPROVED BY CAO</b>

## 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 completion are due Friday, May 10, 2019. This year, all submissions must include a resolution by Council indicating support for the entries to be considered for a 2019 award.

### 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 2019 Community Excellence Awards in four categories. Staff have reviewed the award criteria and are recommending entries in the following categories:

#### **Excellence in Governance**

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.

**City of Richmond entry:** 2017–2022 Richmond Child Care Needs Assessment and Strategy.

The 2017–2022 Richmond Child Care Needs Assessment and Strategy demonstrates the City's and its stakeholder's commitment to work towards a comprehensive child care system. Many innovative programs and opportunities were initiated in 2017 and 2018 which provided families with increased opportunities to access child care and parenting resources. Some of these highlights included: the creation of three new City-owned child care centres providing 111 additional child care spaces; the creation and publication of the updated Child Care Design Guidelines; securing a second Early Childhood Development Hub in the city; professional development opportunities; a vulnerability review of existing child care spaces; and an update to Richmond's child care space needs.

#### **Excellence in Service Delivery**

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:** MyRichmond.

The City's MyRichmond web portal provides residents with enhanced access to a number of e-services provided by the City, as well as single sign on to various City accounts. The City's launch of MyRichmond has already received an international award for innovation and a number of other local governments have used it as a model for similar initiatives.

**Excellence in Sustainability**

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:** Richmond development and implementation of BC Energy Step Code. From 2016 through to the present, the City has played a key role in both developing and implementing the Province's new Energy Step Code (ESC), a new set of "better-than-code" energy efficiency standards available for voluntary adoption by local governments in British Columbia. Richmond became the first municipality in BC to announce its intent to begin stakeholder consultations on local adoption of the ESC. Richmond's approach to ESC targets sets out differentiated Step Code targets that incent the use of "low-carbon energy systems" including District Energy.

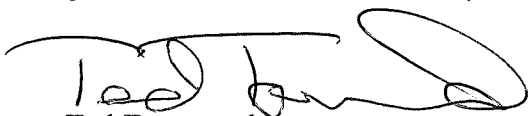
Richmond has demonstrated excellence, leadership and innovation in all three areas being recommended for entry in this year's UBCM awards competition. With Council's endorsement of these entries, Staff will complete the award submission process prior to the May 10, 2019, deadline.

**Financial Impact**

None.

**Conclusion**

One of the ways in which the City of Richmond's 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 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 recognized for its commitment to continuous improvement and excellence in municipal governance and service delivery.



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