



# City of Richmond

## Report to Committee

**To:** General Purposes Committee **Date:** June 8, 2023  
**From:** Jason Kita **File:** 01-0005-01/2023-Vol  
 Director, Intergovernmental Relations and 01  
 Corporate and Strategic Planning  
**Re:** **2023 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: Flood Protection Public Engagement Campaign;
2. Excellence in Service Delivery: MyBusiness Online Business Licence System; and
3. Excellence in Asset Management: Ageing Infrastructure Analysis.

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

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	APPROVED BY CAO
Business Services	<input checked="" type="checkbox"/>	
Community Bylaws and Licensing	<input checked="" type="checkbox"/>	
Engineering	<input checked="" type="checkbox"/>	
Information Technology	<input checked="" type="checkbox"/>	
<b>SENIOR STAFF REPORT REVIEW</b>	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 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 Richmond City Council indicating support for the entries to be considered for a 2023 award by August 18, 2023.

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 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 <https://www.richmond.ca/culture/discover-richmond/profile/awards.htm>.

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 2023 Community Excellence Awards. 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 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 2023 submission to the Excellence in Governance award category is the Flood Protection Public Engagement Campaign.

Richmond's unique geographical location makes it susceptible to various flood risks making flood protection integral to the City's viability. In 2022, the City led a Flood Protection Public Engagement Campaign to support the implementation of the accelerated flood protection program, Dike Master Plan Phase 4 and the City's habitat enhancement initiatives. A series of online and in-person engagement activities were coordinated to educate the community and collect public feedback. Staff conducted over 16 events including community pop-up events, bus tours, and elementary school presentations. Online public engagement included a virtual community conversation series and the launch of the flood protection StoryMaps. These engagement activities were promoted on various platforms including the local news and social media. Feedback from the campaign will be utilized to support the City's flood protection initiatives and progress of the Flood Protection Management Strategy.

#### 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 2023 submission to the Excellence in Service Delivery award category is the MyBusiness Online License System.

In July 2022, the City of Richmond launched MyBusiness, an innovative online business licence service. MyBusiness streamlines the business licencing process through an online self-service option that provides existing and new business owners with the convenience of applying for, updating, and renewing their licences online without having to visit City Hall in-person. Businesses can also check their application status and make online payments through this new system.

MyBusiness is integrated with the City's MyRichmond platform, the portal for accessing City services in one place, with one password. This approach is enabling the City to shift from a services-centric focus to a customer-centred focus to better serve Richmond's residents, businesses, employees, and visitors. The reimagined business process empowers customers to control their experience, while leveraging technology that allows City staff to focus on higher value, more complex tasks – resulting in more efficient and effective service to City businesses.

#### 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 2023 submission to the Excellence in Asset Management award category is the Ageing Infrastructure Analysis.

The City of Richmond carries out an ageing infrastructure analysis approximately every two years, with the most recent one completed in 2022, to estimate the long-term capital requirements for age-related infrastructure renewal. This analysis is based on standard and observed service lives of specific types of infrastructure, and helps the City secure adequate resources to meet the financial challenges of the present, as well as the future, while maintaining current service levels.

The analysis assesses the current and long-term financial requirements to renew five types of infrastructure throughout the City: water, sanitary, drainage, diking, and roads. Supported by City's Council Strategic Plan – Strategic and Sustainable Growth, the ageing infrastructure analysis helps future-proof and maintain City infrastructure to keep the community safe; ensures that infrastructure meets changing community needs, current trends, and best practices; and adopts accountable, transparent, and responsible financial management that supports the needs of the community into the future.

### **Financial Impact**

None.

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



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