



City of Richmond

Report to Committee

To: General Purposes Committee
From: Jason Kita
Director, Intergovernmental Relations and
Corporate and Strategic Planning
Date: June 16, 2025
File: 01-0130-01/2025-Vol
01
Re: 2025 UBCM Community Excellence Awards Program

Staff Recommendation

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

1. Excellence in Governance: Community Driven Neighbourhood Road Safety Program;
2. Excellence in Service Delivery: Dike Operation and Maintenance Manual;
3. Excellence in Asset Management: Dike Geographic Information System (GIS) Upgrade Project; and
4. Excellence in Sustainability: Richmond Circular City Strategy.

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

Att. 1

REPORT CONCURRENCE		
ROUTED TO:	CONCURRENCE	APPROVED BY CAO
Climate and Environment	<input checked="" type="checkbox"/>	
Engineering	<input checked="" type="checkbox"/>	
Transportation	<input checked="" type="checkbox"/>	
SENIOR STAFF REPORT REVIEW	INITIALS:	

Staff Report

Origin

The Union of BC Municipalities (UBCM) Community Excellence Awards program celebrates UBCM members that have implemented projects or programs that demonstrate excellence in meeting the purposes of local government in BC.

Staff have submitted four award applications to UBCM on behalf of the City by the submission deadline of May 30, 2025. As part of the application process, entries for this year's awards submissions must also include a Council Resolution indicating support for the project/program in order to be considered for a 2025 UBCM Community Excellence Award. UBCM accepts applications without a resolution, providing a resolution is submitted by August 15, 2025. 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 highlight Richmond projects and programs in governance, service delivery, asset management, and sustainability. Staff have reviewed the eligibility criteria and are recommending submissions in the four 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 2025 submission to the Excellence in Governance award category is the Community Driven Neighbourhood Road Safety Program.

Project Description:

In 2022, the City developed a toolkit of speed mitigation measures as part of its traffic calming process for local streets and around schools. Establishing a toolkit, including reducing the posted speed limit to 30 km/h speed limits, provides options when collaborating with the community on a common goal of improved road safety. The community driven process has the following steps:

- Residents request speed management measures on their local street.
- Staff conduct traffic studies and collaborate with residents to develop tailored traffic calming measures and work towards achieving consensus.
- Residents are surveyed to determine the level of support. Should a minimum of 51% of residents agree to its implementation, the preferred road alteration is implemented.
- If majority support is not achieved or the neighborhood prefers lowering the speed to a 30km/h speed limit, City Council direction is sought. Establishing an enforceable 30km/h speed limit requires Council approval to amend Traffic Bylaw No. 5870.

Similarly, any road safety works around schools are developed in consultation with school principals and supported by school administration prior to implementation.

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 2025 submission to the Excellence in Service Delivery award category is the Dike Operation and Maintenance Manual.

Project Description:

Richmond has 49 kilometers of dike, requiring ongoing effort to ensure high-quality operation and maintenance to protect the City and comply with regulations and standards. In 2024, the City of Richmond updated the Dike Operation & Maintenance (O&M) Manual. This document supports the long-term management of the dike network by clearly outlining procedures for regular inspections, maintenance activities, and operational standards. It consolidates key information like design standards, critical inspection points, monitoring program, and maintenance requirements into a centralized resource, helping staff to work consistently, efficiently, and effectively. By standardizing how the City manages and maintains its dikes, the manual helps ensure the City meets current provincial and federal requirements while improving coordination across departments. It reflects a more proactive, organized approach to infrastructure delivering reliable, high-quality service and

complements the City's overall diking program guided by the Dike Master Plans and Flood Protection Management Strategy.

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 2025 submission to the Excellence in Asset Management award category is the Dike Geographic Information System (GIS) Upgrade Project.

Project Description:

In 2024, the City of Richmond introduced five (5) GIS dike layers to enhance flood protection and infrastructure management. These layers support the City's asset management strategy and help maintain 49 kilometers of dikes that protect against sea level rise and climate-related flood risks. The five GIS layers include:

- The Dike Inspection Layer – Defines 50 inspection sections using updated Provincial dike crest information, replacing 2005 data.
- The Dike Survey Points Layer – Utilizes GPS data to delineate inspection sections, facilitating easier identification and review.
- The Dike Master Plan Layer – Indicates the master plan phase for each dike segment.
- The Dike Ownership Layer – Displays dike segments by parcel, clarifying ownership and maintenance responsibilities.
- The Dike Upgrade Layer – Visualizes planned and completed dike upgrades across the network.

These layers improve coordination, decision-making, and alignment with Richmond's Flood Protection Management Strategy and Dike Master Plans.

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 2025 submission to the Excellence in Sustainability award category is the Richmond Circular City Strategy.

Project Description:

Natural resources are essential to our economy, health, and well-being, yet the prevailing linear model—take, make, use, dispose—leads to overconsumption, waste, and environmental degradation. In response, the Richmond Circular City Strategy, adopted in 2023, presents a bold vision to transform Richmond into a zero-emission, circular city by 2050. The Strategy integrates circular economy principles into six strategic directions and 84 actions focused on preserving natural capital, optimizing material flows, and fostering regenerative systems in areas such as consumer products, food, mobility, and the built environment. As the first strategy of its kind in Canada, the Strategy sets a precedent through its holistic framework, which prioritizes innovation, community engagement, and cross sector collaboration. Building on two decades of climate leadership, the Strategy positions Richmond at the forefront of sustainable urban transformation—shifting away from wasteful practices toward an inclusive, low-carbon, and resource-efficient future with long-term environmental, social, and economic benefits.

Financial Impact

None.

Conclusion

The Union of BC Municipalities Community Excellence Awards program celebrates implemented projects or programs that demonstrate excellence in BC local governments. This annual awards program creates an opportunity for the City to be recognized for its commitment to excellence in municipal governance and service delivery.



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Att. 1: UBCM Community Excellence Awards – 2025 Application Guide

Community Excellence Awards

2025 Application Guide

Application Deadline: May 30, 2025

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, 2020 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 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 30, 2025

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 2025 Community Excellence Award. Note: UBCM will accept applications without a resolution, providing the resolution is received by August 15, 2025. 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 high 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 2025 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.