



COUNCIL REPORT  
Finance, Administrative and Protective Services  
May 14, 2019 Council Meeting

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DATE: May 7, 2019  
TO: Jim Zaffino, CAO  
FROM: Kirsten Jones, Communications Supervisor  
RE: UBCM Community Excellence Award Application

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**RECOMMENDED MOTION:**

**THAT** the City of West Kelowna supports an application to the Union of British Columbia Municipalities' Community Excellence Awards in the category of Excellence in Governance for the City of West Kelowna's Annual Citizens' Survey.

**RATIONALE:**

The City has conducted an annual statistically-accurate Citizens' Survey for 11 years and counting, polling randomly-selected residents on how they rate City services and initiatives. The survey is conducted each year using internal resources with only printing and mailing costs involved and provides Council with statistically-accurate input directly from West Kelowna residents and also provides yearly trending information on issues the community faces.

**BACKGROUND:**

The Community Excellence Awards recognize and celebrate members of the UBCM each year. The awards are designed to profile promising practices and to encourage local governments to learn from the success of their members in order to implement changes in their own communities.

The Excellence in Governance Award recognizes 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."

Applications are scored with the following criteria:

- Leadership
- Financial management and planning
- Partnerships and collaboration
- Innovation and promising practices
- Public engagement and communications
- Transferability

The application must include a Council resolution indicating support for the project to be considered for the 2019 Community Excellence Award. The application deadline is May 10, 2019, however, UBCM has indicated it will accept a resolution after the deadline.

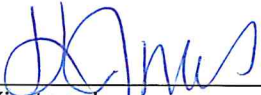
FINANCIAL IMPLICATIONS:

N/A

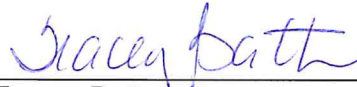
ALTERNATE MOTION:

**THAT** Council does not support an application to the UBCM Community Excellence Awards.

Respectfully submitted,

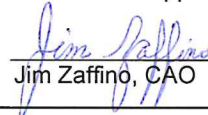


Kirsten Jones  
Communications Supervisor



Tracey Batten  
Deputy Chief Administrative Officer

Approved for Agenda

  
Jim Zaffino, CAO

May 7, 2019  
Date

# Community Excellence Awards

## 2019 Program & Application Guide

### 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 & Projects

The Community Excellence Awards program is open to UBCM members only. UBCM members may submit one application per category.

To be eligible for consideration, projects:

- Must have been initiated after January 1, 2014 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, demonstrate benefit to the community, and utilize performance measures, benchmarks and standards to ensure sustainable service delivery.

### **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 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 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.
- Public engagement and communications: the extent to which public 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.

## **5. Application Process**

### **Application Deadline**

The application deadline is Friday, May 10, 2019.

### **Application Contents**

All applicants are required to submit:

- Signed application form. Applications should be submitted as Word or PDF files.
- Council or Board resolution indicating support for the project to be considered for a 2019 Community Excellence Award.
- Five representative photos of the project. Photos should be submitted as JPEG files at a resolution suitable for display.

If you choose to submit your application by e-mail, hard copies do not need to follow.

### **Review of Applications**

UBCM staff will perform a preliminary review of all applications to ensure the required application elements (identified above) 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 honourable mentions.

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

## **6. Awards Ceremony**

Awards will be presented during UBCM's 2019 Convention. All delegates are invited to attend the awards ceremony.

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.

## **7. Additional Information**

Please visit the Community Excellence Awards section of the UBCM website or contact [awards@ubcm.ca](mailto:awards@ubcm.ca) or 250 356-5193.