Community Excellence Awards
2018 Application Form

Please complete and return the application form by Friday, May 25, 2018. All questions are required to be answered by typing directly in this form. If you have any questions, contact awards@ubcm.ca or (250) 356-5193.

SECTION 1: Applicant Information	
Local Government: City of Richmond	Complete Mailing Address: 5599 Lynas Lane, Richmond, BC V7C 5B2
Contact Person: Suzanne Bycraft	Position: Manager, Fleet and Environmental Programs
Phone: 604-233-3338	E-mail: SBycraft@richmond.ca

SECTION 2: Category

☐ **Excellence in Governance.** *Governance processes or 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.*

☐ **Excellence in Service Delivery.** *Projects/programs 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.** *Projects/programs that demonstrate a comprehensive system of asset management policies and practices, meeting and/or exceeding accepted best practices.*

☐ **Excellence in Sustainability.** *Projects/programs that incorporate a long-term sustainability lens by considering cultural, social, economic and environmental issues in planning, policy and practice.*

SECTION 3: Project/Program Details

1. **Name of the Project/Program:**

   Green Fleet Action Plan

2. **Project/Program Summary**. Please provide a summary of your project/program in 150 words or less.

The Green Fleet Action Plan establishes targets to reduce vehicle related emissions 20% by 2020. It supports broader corporate emissions reduction goals as a component of the Corporate Energy and GHG Reductions Program. The Green Fleet Action Plan identifies strategies to reduce fleet emissions, including best value replacements through vehicle renewals; acquiring alternative fuel (hybrid, electric, etc.) vehicles; installing electric vehicle charging stations; upgrading equipment to meet higher emission standards (i.e. Tier 4); optimizing fleet growth; increasing vehicle utilization, and implementing innovative solutions to reduce idling and fuel consumption which includes driver awareness and training programs. Several robust systems to assist in monitoring and measuring vehicle data emissions baseline information were also implemeted. This data is integral to identifying high vehicle mileage and/or idle times in order to target specific improvement opportunities. Other initiatives include piloting vehicle solar panels, supporting an operations based interactive anti-idling campaign; GPS use and car-sharing services.

3. **Demonstrating Excellence.** Please describe how your project/program demonstrates excellence in meeting the purposes of local government in BC and provides promising practices for others to follow.

The City of Richmond's fleet has been recognized by E3 Fleet, a national program that recognizes excellence in fleet management and environmental performance. Richmond was the first municipal recipient of a Platinum rating. This is the highest possible rating offered by E3 Fleet, which rates fleets at the bronze, silver, gold and platinum levels. Richmond is the first and only city in Canada to have reached this rating level to date. This award is a culmination of many actions being undertaken to optimize the environmental performance of the City's fleet. The City was awarded 94 points out of a possible 100, per the rating scale used by E3 Fleet. The City's Fleet submission was thorough and substantive, equivalent to 130,000 pages of information which documented every policy, procedure, program, achievement, future planning and data system used to manage the City's fleet. All data systems and records were audited for accuracy and compliance by auditors assigned by the Fraser Basin Council. To date, City staff have shared many of our initiatives and resources with other municipalities that were interested in further information. The City's Fleet department was also recognized as one of the top 2018 leading fleets in North America by the American Public Works Association (APWA) and Government Fleet magazine. This awards program recognizes operations that are performing at a high level, particularly in fleet leadership, competitiveness and efficiency, planning for the future and overcoming challenges.

4. **Category Criteria.**

   A. Please describe how your project/program meets the objectives of the <u>category you have applied under</u>. Refer to S. 3 of the Program & Application Guide.

The City utilizes several asset management systems to give detailed information for different City functions. For instance, the Faster fleet vehicle asset management system is used for vehicle asset tracking and holds detailed maintenance, parts, vehicle condition, detailed operating costs and mileage information on each fleet unit. This is integrated with the City's

Coencorp fuel management system, which provides for fuel security and specific fuel consumption information for each vehicle. Fuel data is vital to measuring emissions reduction progress. Financial information is housed in the City's financial system (PeopleSoft); a City asset management system (IPS - Infor Pubic Services) houses all operations-based assets. All of these systems were developed using a comprehensive approach to managing the correlated assets based on the highest industry standards in these areas, and ISO 55000 standards are applied. GPS tracking is used for key vehicle assets. In addition, Microsoft's Sharepoint application is used for electronic equipment ordering and dispatching. The City's IT department and administrative staff have developed and tested integration of these systems and are trained and steadfast in their efforts to ensure the highest level of data integrity.

B. In many cases projects may meet the criteria of more than one category. If applicable, please describe how your project meets the criteria of one or more other categories.

Excellence in Service Delivery: The City's Fleet department strives to provide exceptional service levels to all departments. Fleet is responsible for working with all departments for fleet maintenance, acquisitions, and training, fuelling and hired equipment use. Fleet supports all capital infrastructure projects and the day to day operations and maintenance of all City functions. Staff are constantly researching and developing ways to improve our service levels that directly impact the departments supported to ensure vehicles and equipment are readily available to maintain levels of service to all of Richmond's residents. The City has implemented several systems that track service requests including a hired equipment platform (Sharepoint) that allows for electronic equipment ordering. Orders are also filled electronically and the system is able to track all equipment service requests (type, number, department, etc.). This system monitors and utilizes benchmarks in order to measure service levels and allow modifications to sustain these levels as the demand increases to service the growing population. Fleet also researches and promotes infrastructure projects that are in line with the Official Community Plan and developing technologies, e.g. increasing electric vehicle charging infrastructure for the public and staff.

Excellence in Sustainability: The City's Fleet department is constantly monitoring and researching new environmentally-based technologies to make the fleet more environmentally sustainable, as guided by the established targets and strategies identified in the City's Green Fleet Action plan. The Fleet department strives to manage and maintain the fleet in a manner to ensure optimum environmental performance. Staff at all levels play a role in helping to reduce emissions through their driving habits, practices and efficient operations. The Green Fleet Action Plan represents ground level actions which puts into practise those initiatives which help to advance the City's carbon neutrality commitments as identified in the Corporate Energy and GHG Reduction Program under the City's broader Sustainability Framework.

SECTION 4: Program Criteria

5. **Leadership.** Describe the extent to which your local government acted as a local or regional leader in the development or implementation of the project/program.

The Green Fleet Action Plan was approved by Richmond City Council on October 28, 2013. Progress on the GHG emission reduction target of 20% by 2020 is monitored by Council through regular updates and new strategies for continuous improvement. For example, at their November 28, 2016 meeting, Council adopted a tiered approach for aquiring electric vehicles within the City's fleet as part of advancing vehicle-related emissions reduction and leading by example. Council continues to support and build on leading practices in sustainability and continues to view leadership in this area as a high priority. Sustainability is considered an overall approach to business within the City, not just a Council term goal area. Advancing sustainable initiatives is very important to Richmond City Council, who also has a keen interest in proactively addressing climate change. Continuing to build on the City's sustainability framework, Richmond aims to be a climate prepared City with sustainable resource use, a green-built and natural environment, local agriculture and food, and a leader in sustainable businesses and municipal government. Council's priorities for leadership in sustainabiltity are to continue implementation of the sustainabilty framework and to undertake innovative projects and initiatives to advance sustainability at the corporate and community level.

6. **Partnerships and collaboration.** Describe the breadth and depth of community and/or regional partnerships that supported the project/program and the extent to which internal and/or external collaboration was evident.

Council values the importance of strategic partnerships and intergovernmental relationships in delivering effective City services and achieving goals. Through staff and Council engagement with other regional partners, a variety of initatives and funding by senior levels of government was made available to help implement specific strategies in this project. Some include electric vehicle infrastructure grants, electric vehicle purchasing incentives, bulk fuel contract purchasing with higher bio blends as well as a fusion of interests of other intergovernmental agencies and business partners, and changing legislation in general that impacts all layers of City business. Richmond believes that working with partners and other organizations helps us to better deliver services, improve our City's livability and raise the community's economic viability. Internal collaboration with union officials and City staff was an important component of initiatives such as the GPS automatic vehicle location system. Internal collaboration on vehicle use and maintentance practices, driving techniques, and issues such as right-sizing and down-sizing strategies are also key to this strategy. Internal collaboration to esure alignment with the City's sustainability framework and objectives, particularly as it relates to community-based strategies to ensure alignment with those of the City, are further important aspects of this project.

7. **Innovation and promising practices.** Describe the degree to which the project/program demonstrated creativity and innovation, and contributed to increased efficiency or effectiveness.

The Green Fleet Action Plan sets the tone and target to guide innovation in how the City's fleet is managed and maintained in a way which responsibly demonstrates leadership by example. This led to recognition as a Platinum rated fleet from E3 Fleet and recognition as a leading fleet by the American Public Works Association and

Government Fleet magazine. Combined actions undertaken through this strategy have led to a 9% reduction in fleet related emissions despite tremendous pressures to ensure service levels are maintained for a growing community. Awareness levels among staff have drastically increased due to training and awareness programs which include key topics such as driving and idling behaviours. The Green Fleet Action Plan has also helped guide improved maintenance practices and operator behaviours to reduce emissions and maximize vehicle uptime. All of these actions are designed to reduce GHG emissions as part of the City's leadership in sustainability Council term goal. The Green Fleet Action Plan further drives research into innovative solutions and concepts to help meet our emission targets. The systems now in place provide valuable information and data to help guide management decisions including equipment scheduling, maintenance information, route planning, load optimization, monitoring of driving behaviours, service request tracking and the ability to predict life cycles -- as a few examples -- to help guide operational decisions for future actions and improvements.

8. **Public engagement and communications.** Describe the extent to which public engagement was foundational to the success of the project/program, including the use of communication tools such as social media.

The City uses social media platforms and public engagement to publicize most events that affect the City and its residents. The City used various methods of publicizing the electric vehicle charging infrastructure that is available for use in the City. The increase in usage has more than tripled since the implementation due to the advertising and public engagement undertaken. The City also hosts an annual Public Works Open House each year where staff engage with the public and staff are able to showcase the City's green fleet and related initiatives. At this event, information, demonstrations and educational tours are made available to the public to engage and educate citizens on the variety of areas the City's assists and supports them in their daily lives, all of which require vehicles and equipment to support.

9. **Transferability.** Describe the degree to which the process or outcomes of the project, or other learnings, could be conveyed to other UBCM members.

The E3 Fleet certification process enabled staff to look at all aspect of the City of Richmond's fleet. The documentation process, while intensive and thorough, provided for process documentation which is readily able to be shared with others. These fleet management concepts are readily transferrable to other fleets, and Richmond staff value information sharing. We have and are willing to continue to share this information with other organizations.

SECTION 5: Additional Information

10. Please share any other information you think may help support your submission.

In addition to the unique management strategies and systems discussed in this submission, the City of Richmond also has a sustainable funding policy (2020) for vehicles and equipment. This strategy uses a chargeback system to various user departments to ensure adequate funding sources are available to replace vehicles at the
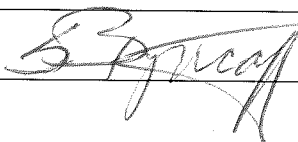
end of their useful life.

SECTION 6: Signature	
Applications are required to be signed by an authorized representative of the applicant.	
Name: Suzanne Bycraft	Title: Manager, Fleet and Environmental Programs
Signature:	Date: 05/15/2018

All applicants are required to submit:

- Signed application form. Applications should be submitted as Word or PDF files.
- Five representatives photos of the project. Photos should be submitted as JPEG files.

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

Submit applications to Local Government Program Services, Union of BC Municipalities
E-mail: awards@ubcm.ca
Mail: 525 Government Street, Victoria, BC, V8V 0A8