

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: 6911 No. 3 Road Richmond, BC V6Y 2C1
Contact Person: Jim Young/Tim Wilkinson	Position: Senior Manager, Capital Buildings Project Development/ Fire Chief, Richmond Fire-Rescue
Phone: 604-247-4610/604-303-2701	E-mail: JYoung@richmond.ca / TWilkinson@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:

City of Richmond Fire Hall No. 3 Replacement.

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

This project involved the replacement of the City of Richmond's Fire-Rescue building with a state of the art 26,000 ft² facility that includes BC Ambulance services, a first in BC at this scale. This project involved extensive consultation with internal/external stakeholders, the community, BC Emergency Health Services (BCEHS) and Richmond Fire-Rescue (RFR), to ensure the building design meets the needs of the users and community.

One of the City of Richmond's goals is to rebuild or renovate all Public Safety buildings to ensure they meet modern building standards as well as existing and future community needs. The completion of Fire Hall No. 3 is the second to last of Richmond's major public safety buildings to have been rebuilt or renovated within the last decade. Fire Hall No. 1 is the last remaining safety facility to be upgraded - construction is currently in progress and anticipated to be complete by mid-2018.

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.

This project demonstrates excellence through the City of Richmond's commitment to public safety, by implementing state of the art design, by providing collaboration practices (in particular with BC Ambulance) and by incorporating sustainable practices.

The new Fire Hall No. 3 replaces a 4,000 ft². building constructed in the 1940's that had reached the end of its useful life. The new 3 story building is approximately 26,000 ft² and is a one of a kind facility that combines RFR and BCEHS through innovative designs. In particular, the way the roof folds inwards signifies the cooperation between RFR and BCEHS and the use of red cladding along part of the building integrates the features that are common in fire station designs.

As the location of the Fire Hall is a part of the City of Richmond's civic life, the Public Art showcased on this site resembles the "Fire Tetrahedron" and has symbolic importance to both the public and the Fire Responders as well. The art piece is located near the sidewalk, which provides easy public access and is an inviting interactive piece. Some of the characteristics the art piece epitomizes are: tradition and honour of Richmond Fire-Rescue, inclusion and diversity, community identity and place, and it illustrates the relationship between Richmond Fire-Rescue and BCEHS.

The new Fire Hall No. 3 represents a first of its kind for an urban City in the Lower Mainland, by integrating First Responder services. The collaboration of having both RFR and BCEHS under the same roof builds on a long and prosperous relationship between the City of Richmond and the Province of British Columbia.

4. Category Criteria.

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

This project meets the objectives for Excellence in Service Delivery by developing proactive short, medium and long term Capital Plans and Policies that benefits community service levels as adopted by Council. The opening of Fire Hall No. 3 which was completed on schedule and on budget, marks a key milestone in the City of Richmond's continuing campaign to upgrade our public safety infrastructure, representing a major investment in ensuring we remain a safe community. On top of building an integrated facility with BCEHS, this modern facility also supports the critical role of providing a training facility and specialized mechanic shop.

As part of the City of Richmond's 5-year Capital Plan, replacement Fire Hall No. 3 was identified due to the age and growing demands of the Community and RFR needs. The City's approach to Capital Planning has led to proactive and effective prioritization of the facility replacement program.

Due to the Capital Planning program, the City of Richmond has been able to replace or renovate all of their Public Safety buildings within the past 10 years.

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.

The Fire Hall No. 3 replacement project also meets the category of Excellence in Sustainability. This Fire Hall was designed to meet LEED Gold certification by incorporating efficient systems that minimizes water use, energy use, maintenance and operational costs and greenhouse gas emissions. Throughout the duration of construction, the City's High Performance Building Policy was implemented. Highlights of the best practices of this policy include: LEED Gold, Net Zero Energy, increased focus on passive design approach, Building Energy Performance monitoring and certification and Energy Target Reduction.

This project meets the objectives for Excellence in Asset Management by developing sound Capital Plans and Policies that govern the Capital Planning and Asset replacement of City of Richmond buildings. The City's asset management system is facilitated through software by VFA which provides the tools for staff to efficiently manage and plan asset replacement.

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 City of Richmond has acted as a local and regional leader in the development and implementation of the construction of Fire Hall No. 3 by being the first to integrate ambulance services with fire rescue in an urban City in British Columbia. This collaboration paves the way for other Municipalities and regions to consider and adopt this operational and cost efficient model.

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.

External collaboration was extensive on the Fire Hall No. 3 project and the partnership between the City of Richmond and the Province of British Columbia with the integration of RFR and BC Ambulance (BCEHS) is a first for a facility of this magnitude. A list of the main internal and external stakeholder groups where collaborative processes were implemented is as follows:

- Richmond Fire Rescue
- Real Estate Services
- Building Approvals
- Finance
- Law
- Public Works

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

Some of the features that contributed to the efficiency and effectiveness of the project, as well as demonstrated creativity and innovation was accomplished by:

- Connecting the facility to the City of Richmond's Alexandra District Energy Utility system (geothermal heating and cooling).
- Reducing energy use by 40% by using a robust building envelope and heat recovery system.
- Following the City of Richmond's High Efficiency Building Policy
- Creating flexibility for future growth by providing the ability to convert the Ambulance bays into Fire-Rescue apparatus bays.
- The use of occupancy controls as per code requirements and day lighting control in specific spaces to reduce the energy use of interior lighting.
- Using high performance glazing.
- Installing low flow plumbing fixtures leading to a 44% reduction in domestic hot water use.
- Installing a full facility power-up emergency generator.

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.

Public Engagement is a cornerstone to any major project completed by the City of Richmond. The engagement process comprised of a full range of activities down to the detail of several face-to-face consultations and meetings with residents/businesses in the immediate vicinity of the project to large scale public open houses. Following is a

list of the main activities related to public consultation. Public Engagement was an integral part of the Public Art for the facility:

- Fire Hall No. 3 integrates the three main stakeholders (RFR, BCEHS and the Community) .
- Open Houses
- Public Grand Opening ceremony
- Design Charrettes
- Stakeholder Engagement (Richmond School District, neighbouring residents, BCEHS, internal department coordination)
- During construction, Fire Safety advertisement communications were implemented in the wrapping of the construction fencing.
- Facebook, Twitter, City Website, Consultants websites, articles in newspaper and magazine publications.

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 partnership between the City and BCEHS is a leading edge model that can be adopted by other municipalities. These new facilities can be used as a guideline to best practice and benchmark for other municipalities to follow.

SECTION 5: Additional Information

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

SECTION 6: Signature

Applications are required to be signed by an authorized representative of the applicant.

Name: Jim Young, P.Eng.

Title: Senior Manager,
Capital Buildings Project Development

Signature:

Date: May 18, 2018

Name: Tim Wilkinson

Title: Fire Chief

Signature:

Date: May 18, 2018

All applicants are required to submit:

- Signed application form. Applications should be submitted as Word or PDF files.
- Five representative 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



CAMBIE FIRE HALL NO. 250

AMBULANCE STATION NO. 250

COMMUNITY



CAMBRIDGE FIRE HALL NO. 3

RICHMOND





