

Community Excellence Awards 2025 Application Form

Please complete and return the application form to awards@ubcm.ca by May 30, 2025.

All questions must be answered by typing directly in this form. **All questions are reviewed and scored as part of the adjudication process; please do not leave any questions blank.**

SECTION 1: Applicant Information	_____ (for administrative use only)
Local Government or First Nation applicant: City of Delta	Date of Application: 2025-05-26
Primary Contact Person*: Tyson Schofield Phone: 604-787-3454	Position: Manager of Policy and Intergovernmental Affairs E-mail: tschofield@delta.ca
<input checked="" type="checkbox"/> I give permission for UBCM to share my contact information for peer learning between UBCM members.	
Secondary Contact Person*: Mike Brotherston Phone: 604-813-5576	Position: Director of Corporate Services E-mail: mbrotherston@delta.ca
<input checked="" type="checkbox"/> I give permission for UBCM to share my contact information for peer learning between UBCM members.	

* Contact persons must be authorized representatives of the applicant (i.e. staff member or elected official).

SECTION 2: Category. Please select only one:

- ☒ **Excellence in Governance.** *Governance processes or policies that are outcomes-based and consensus oriented; that 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 and demonstrate benefit to the community.*
- ☐ **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:	
	Housing Our Future PLAN-A-THON
2. Summary. Please provide a summary of your project/program in <u>150 words or less</u> .	
	<p>The Housing Our Future PLAN-A-THON was a first-of-its-kind initiative designed to support homeowners interested in building coach houses, secondary suites, or other small-scale multi-unit housing (SSMUH). The event offered a one-stop shop for personalized, in-person support—bringing together planners, engineers, and inspectors to answer development questions and clarify City regulations.</p> <p>Ten workstations were set up where residents could review their properties online and explore SSMUH options with City planners. Between sessions, participants also spoke with development engineers and building inspectors about project-specific requirements and considerations.</p> <p>In addition to providing accessible support, the PLAN-A-THON served as a valuable engagement opportunity to see Delta’s new SSMUH regulations in action. With over 300 participants in just four hours, the City gathered meaningful feedback that would have otherwise taken years to collect. Delta has since revised its regulations based on this input and is planning the next event.</p>
3. Purpose. What problem or issue does this project/program address? In other words, why was it started?	
	<p>As part of the 2024 update to Delta’s Official Community Plan (OCP), the City mailed a map to every household, outlining the proposed future land use designation for each property and inviting residents to participate in the engagement process. This sparked significant public interest, with over 1,200 residents attending four open houses to learn how the proposed changes might affect their properties and to share feedback on the City’s approach to managing growth.</p> <p>With the OCP update completed, the City turned its focus to updating its small-scale multi-unit housing (SSMUH) regulations. To ensure the new regulations would be practical and well-received, the City sought further community input. Given the high level of public interest in the OCP update, the idea for the Housing Our Future PLAN-A-THON was born—offering a hands-on opportunity for residents to explore what the new housing options could mean for their individual properties while contributing valuable feedback to guide policy development.</p>
4. Outcomes. What outcomes have you seen, or expect to see, as a result of the project/program?	
	The information gathered through the PLAN-A-THON led to the following updates to Delta's SSMUH regulations:

- **Houseplexes:** For clarity of implementation, the City developed a definition of houseplexes for the Zoning Bylaw. Specifically, there is a need for differentiation from duplex, townhouse, and other ground-oriented forms of development.
 - **Height and Density:** The limits on height and density, which were not changed during the introduction of SSMUH regulations in 2024, may have inadvertently prevented the development of SSMUH in some situations. The City revisited how height and density are calculated in low density development, which may also necessitate evaluating other zoning parameters such as lot coverage, site permeability, and setbacks.
 - **Single Detached and Duplex Zones:** Delta had 13 single-detached and duplex zones (RS and RD Zones) and numerous comprehensive development zones (CD Zones) that permit SSMUH development, many of which are legacy zones that are artifacts of past patterns of development in the City. The City is currently re-evaluating these zones in light of the new regulatory context, with the intention of consolidating and simplifying into a small number of new zones and reviewing the minimum size for small lot subdivision.
- Since the PLAN-A-THON event, the City has seen an increase in inquiries and applications to develop SSMUH.

5. Demonstrating Excellence. Describe how your project/program demonstrates excellence in meeting the purposes of local government in BC, including how it provides promising practices for others to follow.

Designed as both a service and engagement event, the PLAN-A-THON supported outcomes-based and consensus-oriented decision-making by providing over 300 residents with personalized guidance on new small-scale multi-unit housing (SSMUH) regulations while collecting feedback that directly informed policy refinement. This integration of real-time input into regulatory updates ensured that decisions reflected community needs and priorities.

The event was open and transparent, giving residents direct access to City staff across multiple departments and demystifying complex processes through one-on-one conversations. It was also efficient, equitable, and inclusive, removing barriers to participation by offering drop-in support, family-friendly activities, and plain-language resources for a wide range of residents.

By combining service delivery with civic participation, the PLAN-A-THON demonstrates a best practice model for local governments seeking to build trust, improve accountability, and promote long-term, community-driven policy outcomes.

6. Timeline:

When was the project/program initiated? The PLAN-A-THON event was held on Nov. 23, 2024 and the updates to the SSMUH regulations were adopted on January 23, 2025.

Is it now substantially complete? Yes

7. Category Criteria. How does your project/program meet the objectives of the category you have applied under. (Refer to Section 3 of the CEA Application Guide.)

The Housing Our Future PLAN-A-THON demonstrated how meaningful civic participation can directly shape and strengthen local government policy. Rather than treating public input as a procedural requirement, the PLAN-A-THON embedded community voices into the decision-making process itself—ensuring that the resulting policies were not only technically sound but grounded in the lived realities of residents. This approach strengthened transparency, encouraged civic participation, and demonstrated long-term thinking by aligning new regulations with the City's broader housing goals and the needs of current and future homeowners.

Internally, the event brought together staff from multiple departments, showcasing collaborative leadership and a shared commitment to service excellence. Externally, it built public trust by demystifying City processes and demonstrating accountability through real-time policy responsiveness. In doing so, the PLAN-A-THON became a model for efficient, equitable, and outcomes-driven governance in action.

8. Secondary Categories. Does it meet the criteria of more than one category? If so, please identify one or more category and describe how the project/program meets the criteria.

SECTION 4: Award Criteria

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

The PLAN-A-THON demonstrated leadership by proactively responding to emerging provincial housing policy with an innovative, service-oriented approach that empowered residents, bridged the gap between policy and practice, and positioned Delta as a model for transparent and collaborative governance.

10. Innovation. How does the project/program demonstrate creativity and innovation? Does it contribute to increased efficiency or effectiveness?

The PLAN-A-THON was an innovative response to the challenge of implementing new provincial housing legislation at the local level. Rather than relying solely on traditional outreach methods, Delta created a hands-on, interactive event that allowed residents to receive real-time, property-specific advice from planners, engineers, and building inspectors—all in one place. This creative format demystified complex regulations, reduced barriers to participation, and provided an efficient way to collect actionable feedback. By combining service delivery with engagement, the event not only improved the effectiveness of public communication but also accelerated policy refinement. The model represents a promising practice for other municipalities seeking to bridge the gap between policy and implementation while building community trust and understanding.

<p>11. Partnerships and collaboration. What partnerships supported the project/program? To what extent was collaboration (internal and/or external) evident?</p>
<p>The PLAN-A-THON was a collaborative effort that brought together multiple City departments—planning, engineering, building, and communications and engagement — to deliver coordinated, in-person support to residents in a single, accessible format. The event also fostered a unique partnership with the community itself—positioning residents not just as stakeholders, but as active participants in shaping how provincial housing policy would be applied locally. This breadth and depth of collaboration contributed to a more practical, inclusive, and community-responsive approach to housing policy implementation.</p>
<p>12. Financial management and planning. What is the financial impact of the program/project? Describe any financial practices that support long-term financial planning, value for money and/or economic development.</p>
<p>The PLAN-A-THON streamlined public engagement and technical support into a single, efficient event—reducing the need for multiple costly consultations, staff hours, and application revisions down the line. By helping residents understand development requirements early in the process, the City supported better-prepared applications, saving time and resources for both applicants and staff. The event also gathered feedback that led to practical updates to Delta's small-scale multi-unit housing (SSMUH) regulations, ensuring they are easier to implement and more likely to result in successful projects.</p>
<p>13. Engagement and communications. How has the program/project been communicated, and what engagement has been foundational to its success? (Internally and/or externally)</p>
<p>The Housing Our Future PLAN-A-THON built on the City's commitment to proactive communication and engagement established during the OCP Update. Promotion for the event included a coordinated social media campaign and newspaper advertising. Although a fourth city-wide mailout was prepared, it was not delivered due to a postal strike. Despite this, attendance surpassed expectations—and the event reached full capacity and a second event is now planned.</p>
<p>14. Transferability. In what way could other local governments in BC learn from or duplicate the process or outcomes of the program/project?</p>
<p>The PLAN-A-THON offers a highly transferable model for other UBCM members seeking to implement complex policy changes in a way that is accessible, efficient, and community-informed. Its format—a one-day, in-person event combining service delivery, technical support, and public engagement—can be adapted by municipalities of any size to support policy rollouts, regulatory updates, or development education. The approach is especially relevant for local governments responding to provincial housing legislation, as it helps bridge the gap between policy intent and practical application. The success of the event demonstrates how internal collaboration, clear communication, and resident-focused engagement can result in more effective policy outcomes. Tools, materials, and</p>

lessons learned from the PLAN-A-THON can be easily shared with other municipalities looking to replicate the model.

15. Performance measurement: What performance measures, benchmarks and/or standards have been used to demonstrate benefit to the community?

The PLAN-A-THON incorporated performance measurement by tracking both participation and qualitative outcomes to assess its impact and new applications for SSMUH. The City set clear benchmarks for attendance, service delivery, and engagement quality—ultimately exceeding expectations with over 300 participants in just four hours. Staff recorded the number of resident interactions at each workstation and collected direct feedback on the clarity and usefulness of the information provided. The event also served as a real-time test of Delta’s new SSMUH regulations, offering a unique opportunity to assess how well the policies translated into practical application. Insights gathered from these interactions informed specific regulatory updates, demonstrating a direct line between resident input and policy refinement.

SECTION 5: Additional Information

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


SECTION 6: Required Attachments

- ☒ 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 resolution suitable for display.
- ☒ Links to any publicly available videos related to the project.

Applications should be submitted as Word or PDF files. Submit applications to:
awards@ubcm.ca

SECTION 7: Signature

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

Name: Tyson Schofield	Title: Manager of Policy and Intergovernmental Affairs
Signature: 	Date: 2025-05-10

Plan-A-Thon Photos

Photo 1:



Photo 2:



Plan-A-Thon Photos

Photo 3:



Photo 4:



Plan-A-Thon Photos

Photo 5:

