

Downtown Livability Strategy

November 2021

What's Happening

A number of issues such as fires, vacant properties, the COVID-19 pandemic, and increased homelessness have impacted livability in New Westminster's downtown.

On September 13, 2021, Council passed a motion to support livability, called the *Downtown Recovery Strategy*. You can read the full motion, [here](#).

The City has developed a strategy that includes immediate and short term actions, endorsed by Council on October 18, 2021. Read the report, [here](#).

Longer term actions are undergoing analysis and future updates will provide additional information.

For More Information

Sign up for the **Invest New West newsletter**. This bi-weekly newsletter will provide details as they are available. newwestcity.ca/ecdevsignup.

To address specific items such as graffiti and garbage, you can familiarize yourself with the **Nuisance Activity Reporting and Resource Guide** at newwestcity.ca/nuisanceactivity.

Areas of Focus

There are five areas of focus for the immediate and short term actions. Please see the reverse for more details.

- 1 Cleanliness and 24-hour public toilets
- 2 Homeless outreach and added emergency shelter capacity
- 3 Opioid epidemic and illicit drug response
- 4 Business support and engagement
- 5 Work with Fraser Health to address mental health issues





Immediate and Short Term Action Items for Downtown Livability

The City of New Westminster is taking a **compassionate approach** and has an interdepartmental team working to accomplish these actions. External stakeholders on the **Business and Local Economy Task Force** and the **At-Risk and Vulnerable Populations Task Force** are also being consulted.

Have a question? Email info@newwestcity.ca

General cleanliness and 24-hour public washrooms

Immediate Actions:

- Install additional, large garbage receptacles and increased collection frequency.
- Contract specialized waste management to address human waste.
- Install temporary portable toilets downtown.

Short Term Actions:

- Investigate feasibility of late night garbage collection.
- Continue work to provide 24/7 permanent washrooms and initiate discussion with TransLink and faith-based or non-profit service providers.
- Initiate purchasing process for prefabricated stand-alone public toilet.

Homeless outreach and added emergency shelter capacity

Immediate Actions:

- Multi-departmental team to develop a protocol for checking on well-being of homeless individuals and attend to any safety or environmental hazards on a daily basis.

Short Term Actions:

- Determine plan and resourcing requirements for seven day and evening bylaw coverage.
- Work collaboratively with service providers and BC Housing to establish up to 50 additional emergency shelter beds.
- Prioritize the 50 bed emergency shelter application.

Business support and engagement

Immediate Actions:

- Create a central dashboard for all departments to track issues.
- Develop materials for business outreach
- Work with BIA, WorkSafe and Purpose Society on targeted overdose awareness and education for trades, temporary labour, and construction companies.

Short Term Actions:

- Develop a workplan to reduce timelines for building permit applications and business licence applications requiring building permits.

Opioid epidemic and illicit drug response

Immediate Actions:

- Research and evaluate interdepartmental and inter-agency medical approach, learning from successes in other jurisdictions.

Short Term Actions:

- Work with Fraser Health to expand Health Contact Centre hours of operation, and to increase needles sweeps and outreach.

Work with Fraser Health to address mental health issues

Immediate Actions:

- Work closely with Fraser Health to support sheltered and unsheltered homeless persons with mental health issues.

