

Service	Department	Contact Number
A		
Abandoned Vehicles, Public Property (i.e., City Streets)	Engineering Operations - Parking Office	604-519-2010
Abandoned Vehicles, Private Property	Bylaw Enforcement Officer	604-527-4622 (Locations from 8th St Eastward towards Sapperton) 604-515-3774 (Locations from 8th St Westward) 604-527-4603 (Queensborough)
Accounts Payable – Supplier Invoice/Payment Inquiries	Finance - Accounts Payable Clerk	604-527-4515
Administration, City	City Hall, 511 Royal Ave, V3L 1H9	604-527-4552
Adult Drop-in Sports	Queen’s Park Arenex	604-777-5121
Agendas, Council, Special Committees	Legislative Services	604-527-4523
Agreements / Leases /Contracts, Copies of	Legislative Services	604-527-4523
Animal Control Shelter	231 Ewen Ave, V3M 5B3	604-519-2008
Animals, Removal of	Engineering Operations - Animal Control	604-519-2008
Archives - New Westminster Museum and Archives	302 Royal Ave, V3L 1H7	604-527-4640
Arenas - Moody Park Arena	701 8th Ave, V3M 2R2	604-525-5301
Arenas - Queen's Park Arena	1st Street & 3rd Avenue	604-777-5111
Arenex - Queen's Park Arenex	1st Street & 3rd Avenue	604-777-5121
Arts Council of New Westminster	Centennial Lodge - Queen's Park @ 1St St & 3rd Ave	604-525-3244
Assessment Information	Finance - Tax Clerk	604-527-4550
B		
Bandshell in Queen's Park	Queen’s Park Arena	604-777-5111
Bandshell in Queen's Park - Hotline	Queen’s Park Arena	604-527-4634
Banners, approvals	Engineering	604-527-4592
Banners, Hanging & Repairs	Electrical	604-527-4528
Barking Dogs	Engineering Operations - Animal Control	604-519-2008
Beer Gardens (Liquor License Special Occasion Permits) –	Parks and Recreation	604-527-4567

applications for events in Recreation Facilities		
Bees	Development Services - Bylaw Enforcement Officer	604-527-4622 (Locations from 8th St Eastward towards Sapperton) 604-515-3774 (Locations from 8th St Westward) 604-527-4603 (Queensborough)
Relocation of honeybees: Arne Axen 604-526-7464		
Bench Donations	Parks and Recreation	604-527-4567
Bicycle rack locations	Engineering	604-527-4592
Birthday Greetings from the Mayor	Mayor's Office	604-527-4522
Block Watch	Police Service	604-529-2446
Board of Variance	Development Services - Planning	604-527-4532
Booking, Sports Facilities & Fields	Parks and Recreation	604-527-4567
Booking, Rose Garden	Parks and Recreation	604-777-5111
Boulevard Repairs, Concerns	Engineering Operations - Streets and Sidewalks Division	604-526-4691
Boulevard Trees	Parks and Recreation	604-527-4567
Budgets	Finance - Director of Finance & IT	604-527-4514
Building Inspections	Development Services - Building & Plumbing	Book a building inspection: 604-527-4620 Book a plumbing inspection: 604-527-4610 For General Enquiries: 604-527-4580
Building Permits	Development Services - Building & Plumbing	604-527-4580
Building, Abandoned , Vacant or Unsecured - Reporting	Development Services - Bylaw Enforcement Officer	604-527-4622 (Locations from 8th St Eastward towards Sapperton) 604-515-3774 (Locations from 8th St Westward) 604-527-4603 (Queensborough)
Burial Permits	Finance - Tax Clerk	604-527-4550
Burning	Fire Prevention	604-519-1004
Bus Service, Schedules and Routes	Translink	604-953-3333
Business Licences	Development Services - Licencing	604-527-4565

Buskers / Street Entertainers	Development Services - Planning	604-527-4503
Bylaw Enforcement	Development Services - Bylaw Enforcement Officer	604-527-4622 (Locations from 8th St Eastward towards Sapperton) 604-515-3774 (Locations from 8th St Westward) 604-527-4603 (Queensborough)
Bylaws, Copies of	Legislative Services	604-527-4523
C		
Canada Games Pool	65 E 6th Ave, V3L 4G6	604-526-4281
Canadian Lacrosse Hall of Fame	65 E 6th Ave, V3L 4G6	Email: allan@lacrosse.ca
Cardboard, Disposal of	Recycling Depot - Sixth Ave and McBride Blvd	604-968-4208
Cars, Blocking Driveway	Engineering Operations - Parking	604-519-2010
Catch basins - plugged	Engineering Operations	604-526-4691
Cemetery - Records	Public Library - Reference Department	604-527-4665
Cemetery - Maintenance	Caretaker, 100 Richmond Street	604-522-1323
Cemetery – Plot and Interment Inquiries	Caretaker, 100 Richmond Street	604-522-1323
Centennial Community Centre & Fitness	65 E 6th Ave, V3L 4G6	604-777-5100
Centennial Lodge, Booking & Information	Queen's Park Arena	604-777-5111
Century House	620 - 8th Street, V3M 3S2	604-519-1066
Chauffeurs' Permits	Police Service	604-525-5411
Child Identification Program	Police Service - Crime Prevention Office	604-529-2446
Child Care Facility Inquiries	Development Services - Planning	604-515-3777
City Administrator - Paul Daminato		604-527-4551
City Crest/Coat of Arms	Communications	604-527-4559
City Hall	511 Royal Avenue, V3L 1H9	604-521- 3711
City's Website:	Communications	604-527-4559
Clean Green Collection	May - October	604-526-4691
Comfort Letters	Development Services	604-527-4532
Commercial Garbage Pick-up	Engineering Operations - Sanitation Division	604-526-4691

Commercial Vehicle Decals	Development Services- Licencing	604-527-4565
Committee Meetings, Information	Legislative Services	604-527-4616
Communications	Legislative Services	604-527-4688
Community Profile	Development Services - Planning	604-527-4562
Composters	Subsidized composter program Call for availability	604-526-4691
Concessions/Catering, Park	Queen's Park Arena	604-777-5111
Construction Noise	Development Services - Bylaw Enforcement Officer	604-515-3774
Controlled Substance Complaints	Police Service - Drug Section	604-525-5411
Council Information, Meetings	Legislative Services	604-527-4523
Court Dispositions	Police Service - Operational Records – Criminal History	604-529-2442
Crime Prevention	Police Service - Crime Prevention Office	604-529-2446
Criminal Record Checks	Police Service - Operational Records – Criminal Record Checks	604-525-5411
Cycling	Engineering	604-527-4592
D		
Dangerous Goods - Transportation	Human Resources - Safety Office	604-527-4631
Dangerous Goods - Clean-up (spills)		1-800-663-3456
Dead Animals on Road, Removal	Engineering Operations - Animal Control	604-519-2008
Demographic Information	Development Services - Planning	604-527-4562
Demolition Permits	Development Services - Building & Plumbing	604-527-4580
Development Permits - Non-Downtown	Development Services - Planning	604-527-4588
Development Variance Permits - Downtown	Development Services - Planner	604-527-4513
Development Variance Permits - Non-Downtown	Development Services - Planning	604-527-4588
Development Variance Permits - Single Detached	Development Services - Planning	604-527-4503

Disabled Parking Meter Use	\$25.00 Fee Also need SPARC permit	
Disabled Parking Decals	Engineering Department	604-527-4592
Dispute a Parking Ticket		604-519-2010
Ditches, Untidy	Engineering Operations - Sewers Division	604-526-4691
Dogs, Barking	Engineering Operations - Animal Control	604-519-2008
Dogs, Complaints of Running Loose/ Vicious/ Cleaning up after	Engineering Operations - Animal Control	604-519-2008
Dogs, Licenses	Engineering Operations - Animal Control	604-519-2008
Donations, Tree and Bench	Parks and Recreation	604-527-4567
Drainage, Storm Water and Drainage problems	Engineering Operations - Sewers Division	604-526-4691
Drug Education	Police Service - Drug Section	604-525-5411
Drug Section – investigation and enforcement of controlled substances	Police Service - Drug Section	604-525-5411
Dumpsters, Dumping of/cleaning/ordering	Engineering Operations - Sanitation Division	604-526-4691
E		
Economic Development	Economic Development - Manager	604-527-4536
Economic Development Policy	Economic Development - Manager	604-527-4536
Election Information (Municipal)	Legislative Services	604-527-4523
Electrical Customer Service – Billing and Collections, General Inquiries, Applications and Discontinuance Order, Payment Options, Meter Reading	Finance - Utilities Department	604-527-4555
Electrical Inspection & Permits (Provincial Agency)	BC Electrical Safety Branch 200 - 505 Sixth Street New Westminster, BC V3L 0E1	604-660-6286 / 778-396-2000
E-Mail	postmaster@newwestcity.ca	
Emergency (Ambulance, Police, Fire)		9-1-1
Emergency Program and Preparedness	Administration - Emergency Planning	604-515-3797
Employment Opportunities	Human Resources	604-527-4605

Engineering Department	City Hall, 511 Royal Ave, V3L 1H9	604-527-4592
Engineering Operations	Operations Yard, 901 - 1st St, V3L 2J1 24 hour Emergency Line	604-526-4691
Environment/Environmentally Sensitive Areas	Development Services - Planner	604-527-4532
European Chafer Information	Parks and Recreation	
F		
Facility Rentals and Bookings (City-owned), Parks	Parks and Recreation	604-527-4567
Farm and Zoo Information	Queen's Park Arenex	604-777-5121
False Alarms	Police	604-529-2420
Fee Schedule - Building Permits, etc.	Development Services - Building & Plumbing	604-527-4580
Fee Schedule - Dog License	Engineering Operations - Engineering Engineering Operations - Animal Control	604-519-2008
Fee Schedule - Filming	Cultural Services Coordinator	604-527-4567
Fee Schedule - Subdivision Application	Engineering	604-527-4592
Fee Schedule - Water, Sewer, & Garbage Utilities	Finance - Tax/Utilities Clerk	604-527-4550
Field Bookings	Parks and Recreation	604-527-4567
Field Condition Hotline	Parks and Recreation	604-527-4634
Fill Permits	Engineering	604-527-4592
Film Locations	Film Coordinator	604-527-4613
Filming in a Park	Film Coordinator	604-527-4613
Filming in the City	Film Coordinator	604-527-4613
Finance & Information Technology	City Hall, 511 Royal Avenue, V3L 1H9	604-527-4606
Fingerprinting for Visas, Immigration, Security Checks and Pardon Applications	Police Service - Operational Records – Criminal Record Checks	604-525-5411
Fire & Rescue Services - Administration	#1 East 6th Ave., V3L 4G6	604-519-1006
Fire & Rescue Services - Emergency Calls Only	9-1-1	
Fire & Rescue Services -	604-519-1000	

General Inquiries		
Fire Inspections, Investigations, & Public Education	Fire Prevention	604-519-1004
Fireworks	Fire Prevention	604-519-1004
Fitness Centre, Canada Games Pool	65 E 6th Ave, V3L 4G6	604-526-4281
Fitness Centre, Queensborough Community Centre	920 Ewen Ave, V3M 5C8	604-525-7388
Freedom of Information & Protection of Privacy, City - Inquiries and Requests	Legislative Services	604-527-4616
Freedom of Information, Police Service - Inquiries and Requests	Police Service - Information and Privacy Coordinator	604-529-2468
G		
Garbage (Solid Waste), Water and Sewer Rates	Finance - Tax/Utilities Clerk	604-527-4550
Garbage and Debris on Street	Engineering Operations - Street and Sidewalks Division	604-526-4691
Garbage Collection & Schedules/ Calendar	Engineering Operations - Sanitation Division	604-526-4691
Garbage Tags - Inquiries	Engineering Operations	604-526-4691
Garbage Tags - Purchase	Tags are available for purchase from Finance Dept at City Hall, Centennial Community Ctr, Century House or Queensborough Community Center.	
Garbage, Illegal Dumping of	Engineering Operations - Sanitation Division	604-526-4691
Garbage, Special Pick Ups (min. charge \$25.00 estimate required)	Engineering Operations - Sanitation Division	604-526-4691
Gas Leak	Fire Department	911 then call Terasen Gas 604-298-1400
General Inquiries	City Hall	604-521- 3711
GIS, Mapping & Surveying	Finance & IT - GIS Technologist	604-527-4586
Graffiti Complaints	Development Services - Bylaw Enforcement Officer	604-527-4622 (Locations from 8th St Eastward towards Sapperton) 604-515-3774 (Locations from 8th St

		Westward) 604-527-4603 (Queensborough)
Graffiti Removal Program	Police Service - Crime Prevention Unit	604-529-2446
Grants, City	Finance Department	604-527-4514
Gymnastic Lessons	Queen's Park Arenex	604-777-5121
Gypsum Disposal	New West Gypsum, 38 Vulcan Street	604-520-6647
H		
Hall and Facility Rentals (City-owned)	Parks and Recreation	604-527-4567
Hanging Baskets	Queens Park Arena	604-777-5111
Hazardous Materials – Disposing of Solvents, Flammable liquids	Hazardous Waste Line, Ministry of the Environment, Lands & Parks	604-582-5200
Heritage Inquiries	Development Services - Planning	604-527-4532
Historical Resources – funeral records, cemetery records, old newspapers, city directories, books, maps and more	Public Library - Reference Department New Westminster Archives	604-527-4665 604-527-4640
Home Owner Grants (Provincial)	Finance - Tax Clerk	604-527-4550
Human Resources	City Hall, 511 Royal Ave, V3L 1H9	604-527-4605
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Ice Rentals, Moody Park Arena	701 - 8th Ave	604-525-5301
Ice Rentals, Queen's Park Arena	Queen's Park at 1st St and 3rd Ave	604-777-5111
Illegal Suites	Development Services - Planning	604-527-4503
Impound Yard	Engineering Operations - Tow Office	604-519-1026
Income Assistance Subsidy – Recreation Programs	Parks and Recreation	604-527-4567
Integrated Services	Development Services	604-527-4657
Internet Site, City	www.newwestcity.ca or comments to the Postmaster	604-527-4559
Internet - Public Access	Public Library at 716 6th Ave	604-527-4665
Irving House Historic Centre and Museum (See also New Westminster Museum and Archives)	302 Royal Ave, V3L 1H7	604-527-4640

J,K,L		
Job Opportunities	Human Resources	604-527-4605
Labour Relations	Human Resources	604-527-4605
Lacrosse Hall of Fame	65 E 6th Ave, V3L 4G6	Email: allan@lacrosse.ca
Land Inquiries (re: Purchase, Sale, Rights of Way or Lease of City Property)	Development Services - Planner	604-527-4503
Leaf it to the City	1 week in November 1 week in December	604-526-4691
Legislative Services		604-527-4523
Librarian - "Ask a Librarian" – call or via e-mail to: listener@nwpl.ca	Public Library - Reference Department	604-527-4665
Library - General Inquiries	716 6th Ave, V3M 2B3	604-527-4660
Library - Service at Home (for those physically unable to get to the library)	Public Library	604-527-4660
Library – Children’s Dept	Public Library - Children’s Dept	604-527-4677
Library - Hours & Programs (24 hrs)	Public Library	604-527-4659
Library - Meeting rooms (available to local organizations, community groups - not for commercial purposes)	Public Library - Administration	604-527-4676
Library Memberships	Public Library - Circulation Department	604-527-4660
Library, Website: www.nwpl.ca	Public Library	604-527-4660
Licences, Business	License Inspector	604-527-4566
Licenses, Dog	Engineering Operations - Animal Control	604-519-2008
Special Occasion Permits, Beer Gardens – applications for events in Recreation Facilities	Parks and Recreation	604-527-4567
Litter, Garbage and Debris on Street	Engineering Operations - Street and Sidewalks Division	604-526-4691
Littering - Unsightly Premises	Development Services - Bylaw Enforcement Officer	604-527-4622 (Locations from 8th St Eastward towards Sapperton) 604-515-3774 (Locations from 8th St Westward) 604-527-4603

		(Queensborough)
Local Improvements for Storm Sewer, Curbs, Sidewalks, Street Lights, Road and Lane Paving	Engineering Department	604-527-4592
Lost & Found Property	Police Service - Constable	604-529-2432
M		
Mapping and Surveying	Engineering Department - GIS Technologist	604-527-4586
Maritime Museum, Samson V	Fraser River at the Quay	604-522-6894
Mayor's Office	511 Royal Ave, V3L 1H9	604-527-4522
Memorial Plaza at City Hall - Booking	Parks and Recreation	604-527-4567
Memorial Tree and Bench Donations	Parks and Recreation	604-527-4567
Minutes, Council and Special Committees, Copies of	City Clerk's Office	604-527-4523
Moody Park Arena	701 - 8th Ave, V3M 2R2	604-525-5301
Municipal Election Inquiries	City Clerk's Office	604-527-4523
Museum and Archives	302 Royal Ave, V3L 1H7	604-527-4640
N		
New Westminster Museum and Archives (including Irving House)	302 Royal Ave, V3L 1H7 Museum Hours Wed - Sunday, 12:00PM - 5:00PM	604-527-4640
Noise Bylaws	Development Services - Integrated Services	604-527-4657
Noise Bylaws/Construction Noise – Complaints/Inquiries	Police (evenings and weekends)	604-525-5411
Noise Bylaw/Construction Noise Bylaw Exemptions	Development Services - Manager, Licencing and Integrated Services	604-527-4645
Noise (Construction)	Development Services - Bylaw Enforcement Officer	604-515-3774
Noise - Frequently Asked Questions	Development Services - Bylaw Enforcement Officer	604-527-4622 (Locations from 8th St Eastward towards Sapperton) 604-515-3774 (Locations from 8th St Westward) 604-527-4603 (Queensborough)
Noise General Information	Development Services -Integrated Services	604-527-4657
Nuisance, Complaints and Inquiries	Police Service	604-525-5411

O		
Occupancy Permits	Development Services - Building & Plumbing	604-527-4580
Off-leash Dog Parks	Parks and Recreation	604-527-4567
Official Community Plan (OCP)	Development Services - Planner	604-527-4698
Outdoor Burning	Fire Prevention	604-519-1004
Outdoor Pools	Canada Games Pool	604-526-4281
P		
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Parks Information Hotline - Field Conditions / Playgrounds / Concessions / Bandshell	Parks and Recreation	604-527-4634
Paint and Paint Cans, Disposal	Recycling Depot at Sixth Ave and McBride Blvd	604-968-4208
Panhandling, Complaints and Inquiries	Police Service	604-525-5411
Parades	Engineering	604-527-4592
Park Benches (info on dedication)	Parks and Recreation	604-527-4567
Parking Permits	Engineering	604-527-4592
Parking Tickets, Inquiries (tickets can be paid at City Hall Cashier counter)	Engineering Operations - Parking Office	604-519-2010
Parking, Complaints	Engineering Operations - Parking Office	604-519-2010
Parking, Enforcement	Engineering Operations - Parking Office Police (evenings and weekends)	604-519-2010 604-525-5411
Parking, General Inquiries	Engineering	604-527-4592
Parking, Large Commercial Vehicles on Private Property (Zoning)	Development Services - Planning	604-527-4503
Parking, Signs (maintenance)	Engineering Operations - Signage	604-526-4691
Parks and Recreation - Administration Office and General Information	600 - 8th Street, V3M 3S2	604-527-4567
Personal Disaster Assistance	Police Service - Coordinator Victim's Assistance	604-529-2433
Personnel Department	Human Resources	604-527-4605
Petting Zoo/Children's Farm	Queen's Park Arenex	604-777-5121

Information		
Picnic Shelter, Ryall Park	Queensborough Community Centre	604-525-7388
Picnic Shelters, Queen's Park and Hume Park	Queen's Park Arena	604-777-5111
Planning	City Hall, 511 Royal Ave, V3L 1H9	604-527-4532
Plans, Building	Development Services - Building & Plumbing	604-527-4580
Plans, Lots and Subdivision	Engineering	604-527-4592
Plans, Community Plans	Development Services - Planning	604-527-4647
Plaza at City Hall - Booking	Parks and Recreation	604-527-4567
Plumbing Inspections	Development Services - Building & Plumbing	Book an inspection: 604-527-4610 For General Enquiries: 604-527-4580
Police Files (Information from Operational Police Files including Court Orders)	Police Service - Information and Privacy Coordinator	604-529-2468
Police Board, Information	Police Board - leave message	604-529-2413
Police Service - Emergency Only Calls		9-1-1
Police Service - Recruiting	Police Service - Recruiting Officer	604-529-2440
Police Service, Administration Offices	555 Columbia Street, V3L 1B2 (8:00 am - 4:00 pm Mon-Fri)	604-525-5411
Police Service, Complaints Against	Police Service - Professional Standards Office	604-529-2479
Pool, Canada Games	65 E 6th Ave, V3L 4G6	604-526-4281
Pools, Outdoor	Canada Games Pool	604-526-4281
Potholes	Engineering Operations - Streets and Sidewalks Division	604-526-4691
Pound, Animal	Engineering Operations - Animal Control	604-519-2008
Power Outage	Electrical Operations	604-527-4528
Evenings and weekends	604-526-8875	
Privacy Protection of Personal Information, City	City Clerk's Office	604-527-4644
Privacy Protection of Personal Information, Police Service	Police Service - Information and Privacy Coordinator	604-529-2468
Proclamations	Mayor's Office	604-527-4522
Property Taxes and	Finance - Tax Clerk	604-527-4550

Assessments – General Inquiries/Payment Options/Home Owner Grant/Deferment Program		
Public Health Services	Fraser Health Region	604-777-6740
Public Works Yard	Engineering Operations, 901 - 1st St	604-526-4691
Purchasing, Policies and Procedures	Finance - Purchasing Manager	604-527-4525
Q		
Queen's Park Arena	57 3rd Ave, V3L 1L7	604-777-5111
Queen's Park Arenex	Queen's Park @ 1st St & 3rd Ave	604-777-5121
Queensborough Community Centre, Information and Facility Rentals	920 Ewen Ave, V3M 5C8	604-525-7388
R		
Rain barrels	Subsidized rain barrel program - call for availability	604-526-4691
Reception – City Hall	Human Resources	604-527-4581
Recovered Property, Lost & Found	Police Service - Constable	604-529-2432
Recreation Programs, General Information	Parks and Recreation	604-527-4567
Recycling Depot	Sixth Ave and McBride Blvd (Wed –Sun 10:00a.m. – 6:00p.m.)	604-968-4208
Recycling Information – Curbside Collection, Blue Box / Blue & Yellow Bags	Engineering Operations	604-526-4691
Resident Parking Permits	Engineering	604-527-4592
Residents Association	Communications	604-527-4559
Residential Construction Guide	Development Services - Building & Plumbing	604-527-4580
Rezoning Inquiries - Non Downtown	Development Services - Planning	604-527-4588
Rezoning Inquiries - Downtown	Development Services - Planning	604-527-4513
Road Conditions – Ice and Snow	Engineering Operations - Streets and Sidewalks Division	604-526-4691
Road Maintenance	Engineering Operations - Streets and Sidewalks Division	604-526-4691

Road Safety (available to speak to groups on)	Police Service - Police Community Resource Center	604-529-2446
Rollerblading on Street, Complaints	Police Service	604-525-5411
Rose Garden in Queen's Park	Queen's Park Arena	604-777-5111
S		
Safety, Personal (available to speak to groups on)	Police Service - Police Community Resource Center	604-529-2446
Samson V Maritime Museum	Fraser River at the Quay	604-522-6894
School Gymnasium Bookings	Parks and Recreation	604-527-4567
Secondary Suites	Development Services - Secondary Suites Coordinator	604-527-4503
Security Surveys, Residential	Police Service - Coordinator Victim's Assistance	604-529-2433
Security, Home and Business (available to speak to groups on)	Police Service - Police Community Resource Center	604-529-2446
Seniors Services (50+ years)	Century House	604-519-1066
Sewer, Solid Waste and Water Rates	Finance - Tax/Utilities Clerk	604-527-4550
Sewers, Inquiries, Complaints, Problems and Backups	Engineering Operations - Sewers Division	604-526-4691
Sidewalks, Repairs and Maintenance	Engineering Operations - Streets and Sidewalks Division	604-526-4691
Signs, Commercial, Permits to Erect	Development Services - Planning Analyst	604-515-3767
Signs, Street and Traffic	Engineering Operations - Parking	604-527-4592
Signs, Street and Traffic - Repairs	Engineering Operations - Streets and Sidewalks Division	604-526-4691
Site Profiles	Development Services - Senior Planner	604-527-4513
Skating – Public and Private Parties	Moody Park Arena	604-525-5301
Smoking Bylaw, Enforcement	Simon Fraser Health Region	604-918-7516
Smoking, Inquiries about City Bylaw	Manager, Licensing and Inspections	604-527-4645
Snow Removal	Engineering Operations - Streets and Sidewalks Division	604-526-4691

Social Planning	Development Services - Planning	604-515-3777
Soil Fill and Removal Permits	Engineering	604-527-4592
Solicitation for Charity on City Streets (incl tag days)	Legislative Services	604-527-4523
Solid Waste, Sewer and Water Rates	Finance - Tax/Utilities Clerk	604-527-4550
Special Development Permits	Development Services - Planning	604-527-4513
Special Occasion Permits, Beer Gardens – applications for events in Recreation Facilities	Parks and Recreation	604-527-4567
Special Pick Ups - Garbage (min. charge \$25.00 estimate required)	Engineering Operations - Sanitation Division	604-526-4691
Speeding Tickets	Police Service	604-525-5411
Sport Field Closure Hotline	Parks & Recreation	604-527-4634
Spray Parks and Wading Pools	Queen's Park Arenex	604-777-5121
Spring Cleanup – City of New Westminster does not have one - see Special Pick Ups	Engineering Operations - Sanitation Division	604-526-4691
Sprinkling, Water Restrictions	Engineering or Engineering Operations	604-527-4592 604-526-4691
Street Entertainers	Development Services - Planning	604-527-4503
Street Lights - Requests	Engineering	604-527-4633
Street Lights - Outages	Electrical Services	604-527-4528
Street Vendors	Development Services - Planning	604-527-4647
Streetsweepers	Engineering Operations - Streets and Sidewalks Division	604-526-4691
Subdivisions, Inquiries and Approvals	Engineering	604-527-4592
Swimming Pool, Canada Games	65 E 6th Ave, V3L 4G6	604-526-4281
Swimming Pools, Outdoor	Canada Games Pool	604-526-4281
Switchboard (Main City Hall)	Switchboard Operator	604-521-3711
T		
Tag Days (Solicitations)	Legislative Services	604-527-4523
Tax Assessment Inquiries	Finance - Tax Clerk	604-527-4550
Taxes, Property	Finance - Tax Clerk	604-527-4550

Taxi Host Program	Justice Institute of BC 715 McBride Blvd.	604-525-5422
Taxi Licences	Development Services - Licence Inspector	604-527-4566
Tenders and Quotations	Finance - Purchasing Manager	604-527-4525
Towing and Impound	Engineering Operations - Towing Office 231 Ewen Avenue	604-519-1026
Traffic Concerns and Complaints	Engineering Department	604-527-4592
Traffic Lights/Signals Malfunction	Electrical Operations	604-527-4528
Traffic Watch	Police Service - Crime Prevention Office	604-529-2405
Trails and Greenways	Parks and Recreation	604-527-4567
Train Whistles – Complaints	Engineering	604-527-4540
Tree Donations and Dedication	Parks and Recreation	604-527-4567
Trees on City Property (e.g. boulevard)	Parks and Recreation	604-527-4567
Trees or Shrubs, Overgrown (from private property) onto City Property (i.e., overgrown onto sidewalk)	Engineering Operations - Streets and Sidewalks Division	604-526-4691
Trees or Shrubs, Hanging Over Sidewalk (on private property only)	Engineering Operations - Streets and Sidewalks Division	604-526-4691
Truck Routes	Engineering Department	604-527-4592
U		
Unightly Premises Bylaw	Bylaw Enforcement Officer	604-527-4622 (Locations from 8th St Eastward towards Sapperton) 604-515-3774 (Locations from 8th St Westward) 604-527-4603 (Queensborough)
Utilities - Sewer, Solid Waste and Water - Billing and Collection / Customer Account Inquiries / Payment Options / Prompt Payment Discount / Senior's Waiver Application / Meter Readings	Finance - Tax/Utilities Clerk	604-527-4550
V		
Variance, Development Variance Permit - Downtown	Development Services - Planning	604-527-4513

Variance, Development Variance Permit - Non- Downtown	Development Services - Planning	604-527-4588
Variance, Development Variance Permit - Single Detached	Development Services - Planning	604-527-4503
Vehicles - Abandoned, Public Property (i.e., City Streets)	Engineering Operations - Parking Office	604-519-2010
Vehicles - Abandoned, Derelict, Private Property	Development Services - Bylaw Enforcement Officer	604-527-4622 (Locations from 8th St Eastward towards Sapperton) 604- 515-3774 (Locations from 8th St Westward) 604-527-4603 (Queensborough)
Vehicles - Blocking Driveway	Engineering Operations - Parking Office	604-519-2010
Vicious Dogs	Animal Control	604-519-2008
Victim's Assistance	Police Service - Coordinator Victim's Assistance	604-529-2433
Volunteers in Parks and Recreation Programs	Parks and Recreation	604-527-4567
W		Back to Top
Wading Pool (Grimston Park)	Queen's Park Arenex	604-777-5121
Water, Broken Watermains or Services	Engineering Operations - Water Branch	604-526-4691
Water, Pressure/Quality/Service Connections	Engineering Operations - Water Branch	604-526-4691
Water, Restrictions	Engineering or Engineering Operations	604-527-4592 604-526-4691
Water, Sewer and Garbage Rates	Finance - Tax/Utilities Clerk	604-527-4550
Walking Tours		604-526-6113
Website, City:	Communications	604-527-4559
Website, Library: www.nwpl.ca	Public Library	604-527-4660
Website, Parks, Culture & Recreation: www.nwpr.bc.ca	Parks, Culture & Recreation	604-527-4567
Website, Police Service: www.newwestpolice.org	Police Service, V3L 1B2	604-525-5411
Witness Management	Police Service - Operational Records – Court Services	604-529-2442

Works Yard	Engineering Operations, 901 - 1st St	604-526-4691
X,Y,Z		Back to Top
Yard Waste/Grass Clippings (no curb side pick up)	Recycling Depot	604-968-4208
Youth Services	Youth Services Coordinator	604-515-3775
Zoning Inquiries - Downtown	Development Services - Planning	604-527-4513
Zoning Inquiries - Non-Downtown	Development Services - Planning	604-527-4588
Zoning Inquiries - Single Detached	Development Services - Planning	604-527-4503