When I look back on 2019, I’m amazed at the progress we made establishing the groundwork for many important initiatives that will ensure New Westminster is a livable, climate-friendly, and inclusive city where all our residents and businesses can thrive into the future.

In March 2019, the City of New Westminster declared a climate emergency. In response, Council established seven bold steps and a new climate action budgeting framework to guide the City’s 2020 budgeting process, ensuring that the City’s priorities are established through a climate emergency lens with the goal of achieving net zero emissions by 2050. The seven bold steps are: carbon free corporation, car light community, carbon free homes and buildings, pollution free vehicles, carbon free energy, robust urban forest, and people-centred public realm. We spent the latter part of the year and earlier part of 2020 educating and engaging our residents on our budget process and are committed to continuing to involve the community in reaching these targets and creating a more livable New Westminster.

Last year, in response to the housing crisis, Council endorsed the Rental Housing Revitalization Initiative, which includes a number of components to protect and preserve existing purpose built market rental stock in New Westminster. As part of this initiative, Council adopted a bylaw amendment intended to discourage landlords from evicting tenants for building renovations without making arrangements for each tenant to continue their tenancy at the same rent during and after the renovation. Moreover in December 2019, we endorsed the Inclusionary Housing Policy, which requires new strata residential and mixed-use residential development applications to include below or non-market rental housing units. These actions were significant in laying the foundation for housing security in our city, ensuring tenants are protected, and affordable housing continues to be available.

There is much more to be said of the many initiatives and good work by Council and staff in 2019, but I want to turn my attention to the crisis we’re currently facing. I know it’s been a struggle for many residents and businesses financially and emotionally this year as we’ve faced the unprecedented circumstances brought on by the COVID-19 pandemic. At the City, we shifted all of our priorities to maintaining essential services and supporting our community as directed by public health officials. Our top priorities now are to ensure the safety of our community and support residents and businesses by equipping them with information and resources to help them through this very difficult and uncertain time. We have had to pause many of the priorities we established in 2019 in order to focus on taking care of our community through this crisis, but I am confident that we will successfully adjust to the changes COVID-19 will inevitably bring to our way of life and continue to move forward on the strategic priorities that will ensure New Westminster thrives long into the future.

Thank you to our staff, residents, businesses, and volunteers for all your work and support last year and thank you for continuing to stay strong and united this year as we work together to support one another through the COVID-19 pandemic. Stay strong, New West! Know that we’re always working to support you.

Jonathan X. Coté
MAYOR
The City of New Westminster Council Strategic Plan 2019-2022 outlines the priority areas and directions on which Council’s leadership role will be focused during this term. The plan acts as a road map for steering the City’s activities on behalf of the community and is informed by core values that are interwoven into everything we do as we fulfill our vision for New Westminster.

**Priority Areas**

**AFFORDABLE HOUSING**
Affordable housing is critical for health, security, and overall well-being and encompasses choice, supply, security, affordability, and suitability. As the City, we strive to do our part to meet the housing needs of our diverse community, including protecting rental housing stock and tenants’ rights, addressing homelessness, and locating housing close to employment, childcare, and services.

**CULTURE AND ECONOMIC DEVELOPMENT**
A dynamic local economy is resilient, sustainable, and reflects the rich cultural diversity of the community. Through effective collaboration with local business and community partners, we will strengthen the delivery of our cultural and economic development services and ensure ours is a city of choice to live, work, and play.

**ENVIRONMENT AND CLIMATE**
We are committed to taking bold action to address the climate emergency, which includes achieving greenhouse gas reductions required to keep global temperature increases below 1.5°C. To do so, we must engage and involve the entire community, ensuring special consideration is given to those most vulnerable. At the same time, we must continue to protect our ecosystem and urban forest while preparing for the unavoidable impacts that climate change brings.

**FACILITIES, INFRASTRUCTURE AND PUBLIC REALM**
Well-designed civic facilities are essential for a livable, thriving, and sustainable community. As such, reinvestment is needed to maintain existing assets, support sustainable lifecycle costing, and uphold levels of service the community expects and deserves. Our work on this front is guided by the strong belief that public spaces are for everyone and their design should reflect our community’s diversity and commitment to reconciliation.

**ORGANIZATIONAL EFFECTIVENESS**
We aim to be innovative and visionary in everything we do, both within our organization and in how we engage and work with our residents, organizations, and businesses. We place a high value on ensuring City staff have the necessary skills, training, and technology to deliver services to the community effectively and efficiently.

**SUSTAINABLE TRANSPORTATION**
We advocate and plan for inclusive and sustainable transportation that supports everyone. We consider our most vulnerable road users first, both now and as we prepare for a future of mobility which is inclusive, shared, connected, electric, and autonomous.

**RECONCILIATION, INCLUSION AND ENGAGEMENT**
Our community is equitable, inclusive, and welcoming, and we recognize cultural diversity as a source of enrichment and strength. We value, foster, and maintain strong relations with the Indigenous members of our community and embrace reconciliation as a path forward. We also seek to ensure ours is a socially-connected and engaged community where all residents have opportunities to be involved.

**2019 YEAR IN NUMBERS**
## Development Services

### Human Resources

- **496** building permits issued
- **295,667,609** in building permit values
- **745** rental units granted occupancy
- **3** heritage revitalization agreements adopted by council

### Library

- **322,894** visitors borrowed 662,713 items from both locations
- **322,894** average of 56 visitors per hour borrowing 111 items every open hour
- **12,100** adults, teens and children attended library programs
- **58,741** the number of times public internet computers were used
- **17,050** information questions answered
- **5,146** new library cards issued
- **122,725** e-books, magazines and newspapers downloaded

### Parks and Recreation

#### Human Resources

- **164** postings in 2019
- **216** new daycare spaces created
- **563** times public internet computers were used
- **3,881** business licences issued
- **1,491** housing units completed

#### Library

- **1,4016** building and plumbing inspections
- **95** laneway house inquiries
- **231** tree permits issued

#### Parks and Recreation

- **587** hanging baskets (600 staff made, 650 customer made)
- **900** forsythus grown
- **70,000** hanging baskets grown
- **164** postings in 2019
- **7,050** winter plants grown
- **10,000** succulents grown for annual displays

#### Development Services

- **496** building permits issued
- **295,667,609** in building permit values
- **745** rental units granted occupancy
- **3** heritage revitalization agreements adopted by council

#### Art Services

- **148** registered arts programs
- **22** free art programs
- **1,447** participants
- **1,061** participants

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**Note:** The data includes both locations and refers to activities and achievements across various departments.
Engineering Department

1.2 km SEWER REHAB COMPLETED
1.6 km SEWER SEPARATION COMPLETED
1.1 km NEW WATER MAINS INSTALLED
6.3 km PAVEMENT INSTALLED
6.3 km PAVEMENT INSTALLED
3 LARGE RAIN GARDENS IN QUEEN'S PARK INSTALLED
3 STREET LIGHTS INSTALLED
773 STREET USE PERMITS (SOFT GRANTED)
79,632 Q TO Q FERRY TRIPS
7,002 ORGANICS DIVERTED FROM THE LANDFILL
3,451 TONNES OF RECYCLING DIVERTED FROM LANDFILL
898 GRADE 6 AND 7 STUDENTS RECEIVED ON-BIKE CYCLING SKILLS TRAINING
7,002 ORGANICS DIVERTED FROM THE LANDFILL
143 PETS ADOPTED
280 ANIMALS PROVIDED CARE
898 GRADE 6 AND 7 STUDENTS RECEIVED ON-BIKE CYCLING SKILLS TRAINING
21,093 CALLS FOR SERVICE
16% decrease IN THEFT FROM AUTOS FROM 2018 (870 IN 2019 VS 1,036 IN 2018)
7,002 ORGANICS DIVERTED FROM THE LANDFILL
945 FALSE ALARM CALLS

Police

Fire

Alarm activated/no fire 018
Explosion 2
Fire 195
Haz-Mat 58
Medical 2458
MV1 383
Public hazard 47
Public service 854
Response – other 559
Total 5126
### Electrical Operations

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planned Power Outages</td>
<td>71</td>
</tr>
<tr>
<td>Unplanned Power Outages</td>
<td>35</td>
</tr>
<tr>
<td>3,462 km of Overhead Cable Maintained</td>
<td>1,772 km of Underground Cable Maintained</td>
</tr>
<tr>
<td>New Electrical Services</td>
<td>135</td>
</tr>
</tbody>
</table>

### Electrical Services

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>New Electric Metres</td>
<td>1,135</td>
</tr>
<tr>
<td>Streetlight Repairs</td>
<td>362</td>
</tr>
<tr>
<td>Signalized Intersections Maintained</td>
<td>121</td>
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</table>

### Bridgenet Dark Fibre Network

<table>
<thead>
<tr>
<th>Metric</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>Fibre Installed</td>
<td>6.3 km</td>
</tr>
<tr>
<td>Of Fibre in System to Date</td>
<td>53.4 km</td>
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</table>

### City Grants 2019

<table>
<thead>
<tr>
<th>Program</th>
<th>Total Awarded</th>
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</thead>
<tbody>
<tr>
<td>2019 City Partnership Grants</td>
<td>$493,350</td>
</tr>
<tr>
<td>Festival Grants</td>
<td>$204,041</td>
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<tr>
<td>2019 Amateur Sports</td>
<td>$29,325</td>
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<tr>
<td>2019 Arts &amp; Culture Grants</td>
<td>$30,000</td>
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<tr>
<td>Heritage Grants</td>
<td>$15,992</td>
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<tr>
<td>Environmental Grants</td>
<td>$20,000</td>
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<tr>
<td>Community Grants</td>
<td>$63,288</td>
</tr>
<tr>
<td>Child Care Grants</td>
<td>$39,321</td>
</tr>
</tbody>
</table>

### Want to know more?

For more information from the City of New Westminster 2019 Annual Report visit us online at: [www.newwestcity.ca](http://www.newwestcity.ca)