

2020 CITY OF NEW WEST ANNUAL REPORT



NEW WESTMINSTER

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MAYOR JONATHAN X. COTÉ



Even though 2020 was a year that brought unprecedented hardships and challenges for many of us, I was blown away by how so many in our community stepped up to help their neighbours by supporting local businesses and donating their time and money through local charitable organizations. I was amazed by the way our staff, residents, and businesses worked together, showing generosity and compassion to support our community's most vulnerable as they faced some very tough times.

As a City, we were faced with the challenges of providing service to our residents and businesses while following provincial health orders in order to keep our staff and community safe. To keep up with the constant updates and changes, we established several COVID task forces early on in the pandemic to meet the various needs that were identified, all made up of staff and representatives from local organizations. Our staff worked tirelessly with local organizations to meet the growing needs faced daily by many in our community through up-to-date community resources, meal service programs, homelessness support, and wellness calls, just to name a few. We also adopted new policies, procedures, and protocols in compliance with provincial health orders, safely reopening City facilities and incorporating remote work options for staff to reduce workplace exposure.

Although many of our projects were delayed due to pandemic response, we continued to work on priority projects such as striving to protect rental housing stock; increasing child care spaces; supporting local business and arts programs; maintaining facilities and developing new park spaces and amenities; working on policies that embrace inclusion and reconciliation; and implementing numerous interventions to make sustainable transportation easier and safer. We also continued work on initiatives that supported our Seven Bold Steps for Climate Action, though many of these efforts were put on hold last year. Rest assured our commitment to our climate goals remains stronger than ever and we are currently working on many initiatives that address the climate emergency.

Thank you to our staff, residents, businesses, and volunteers for all your work and support. You are the reason I believe our community will come out of this stronger than ever.



Jonathan X. Coté
MAYOR

CAO LISA SPITALE



2020 was a tough year for everyone and I want to acknowledge all the staff at the City of New Westminster for how you stepped up to support the community and serve our residents and businesses while working to keep everyone safe.

Operationally, 2020 presented us as a City with huge challenges as we made constant changes and adaptations in compliance with public health orders. I'm proud of our COVID-19 response, as I can say with confidence that our staff went above and beyond to maintain service levels in the midst of uncertainty, such as providing bill relief programs and extended tax due dates; safely reopening our facilities and providing services and programming with protocols in place; reallocating street space to allow for physical distancing; and offering appointment-only drop-in counter support. We were even able to offer many virtual events throughout the year, such as virtual art exhibitions and take-home activities through our Parks and Recreation, Museums and Archives, and Arts Services departments.

As our staff worked to support the community, we as an organization also provided additional mental health resources to support staff wellness and mental health and enabled over 300 employees to remote work environments. We came a long way last year in digitizing many of our operations and are continuing work on providing more of our front counter services online.

I'm also proud to say that we commenced work on the development of the Diversity, Inclusion, Equity, and Anti-Racism (DEIAR) Framework that is currently being implemented through staff sessions and workshops with the goal of creating a more inclusive and equitable workplace.

Thank you to all the volunteers, organizations, residents, and City staff who worked together to support each other through 2020. We're almost there!



Lisa Spitale
CHIEF ADMINISTRATIVE OFFICER

MAYOR & COUNCIL



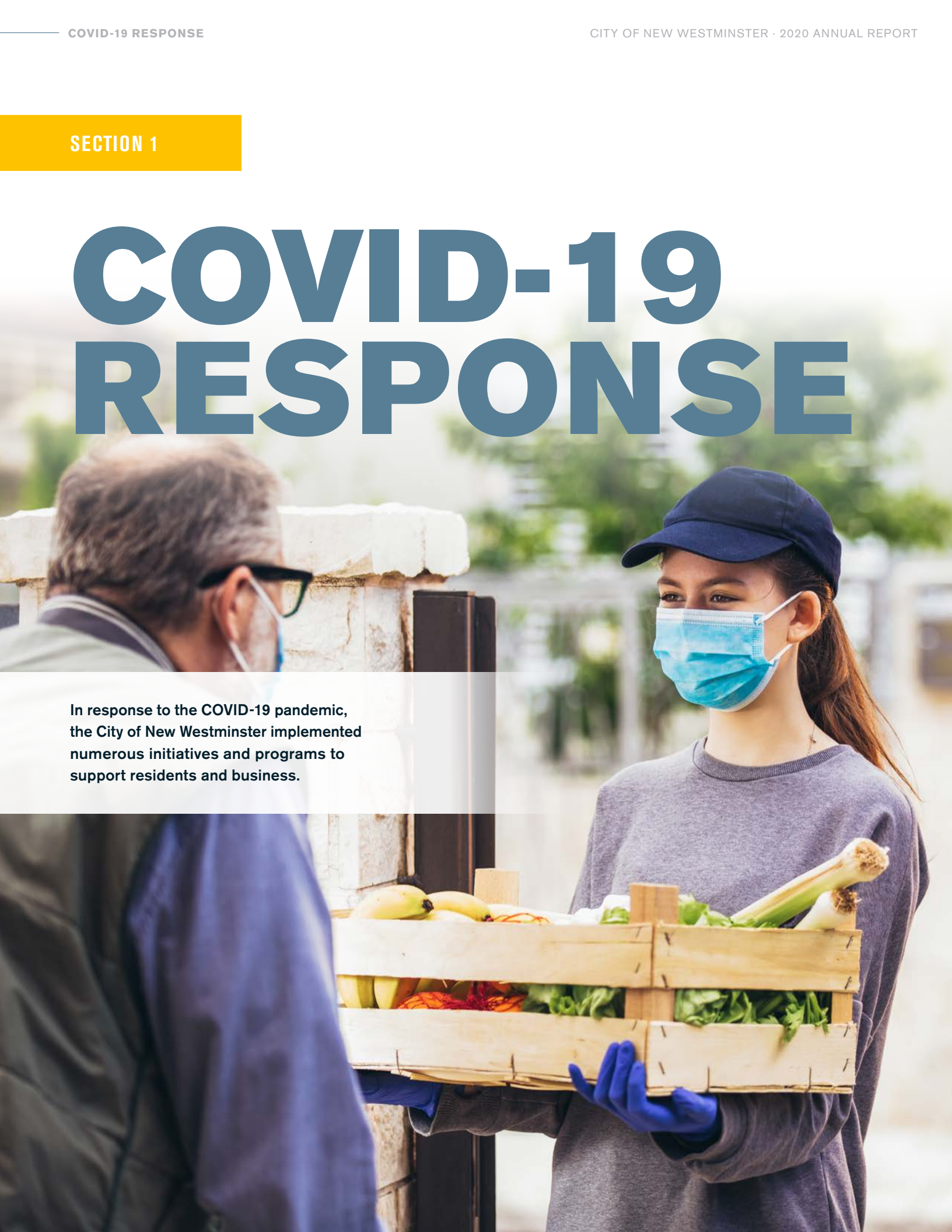
2016–2020

FROM LEFT TO RIGHT

Councillor	**Mary Trentadue**
Councillor	**Nadine Nakagawa**
Councillor	**Chuck Puchmayr**
Mayor	**Jonathan X. Coté**
Councillor	**Chinu Das**
Councillor	**Jaimie McEvoy**
Councillor	**Patrick Johnstone**

SECTION 1

COVID-19 RESPONSE



In response to the COVID-19 pandemic, the City of New Westminster implemented numerous initiatives and programs to support residents and business.



Property Taxes and Utility Relief Programs

To support residents during the pandemic we extended the property tax due date to September 30, 2020. Moreover, a 10% tax penalty was postponed to October 1st and no tax sale was held in 2020. For the electrical utility, a relief program was implemented to help residents and businesses that were having difficulty paying their bills.

Streetscape Reallocation

Streets for People in 2020 accelerated the City's commitment to climate action and sustainable transportation, placing significant emphasis on reallocating road space to support appropriate physical distancing and to make it safer and more comfortable for walking and cycling. Streets for People in 2020 was awarded HUB Cycling's Biggest Leap Award, in recognition of significant improvements for active transportation.

Q to Q Ferry Schedule

Although the Q to Q ferry service was suspended for several months, a safety plan was developed and service resumed on a modified schedule and with safety guidelines in place.

Key Projects and Initiatives

Some important projects and policy work were paused as we focused on the development and implementation of climate action, affordable housing and other key social projects and initiatives deemed most crucial to the community's current needs.



Front Counter Services

Following public health orders, we closed front counter in-person support, moving to phone, online, and appointment-only in-person services. The City then increased service to accommodate drop-in service at City Hall during modified hours.

City Council

City Council met virtually throughout the pandemic period, with City committees initially suspending meetings, but beginning again with the BC restart in September. Council processes and procedures were modified to ensure the essential City business could be concluded. The City held numerous electronic public hearings.



Library Services

The Library started a touch-free library takeout service in May, allowing residents to borrow books and other materials in a safe manner. Following the BC Restart Plan, both branches implemented comprehensive COVID-19 safety plans and undertook a number of measures to ensure staff and customer safety, including plexi-glass barriers, directional signage, reduced levels of furnishings and guest capacity limits. Most services were available, and many that were not allowed due to the public health orders were modified or moved online.

Conferences

Conference Services at Anvil Centre has become the home of the Fraser Health Authority's New Westminster COVID-19 Vaccination Clinic. Anvil Centre continues to provide full virtual event services.

Arts Services

Arts Services pivoted to offer virtual programming and COVID-safe exhibitions and events through Conferences and Cultural Services at Anvil Centre, as well as at home activities through the Learning Lab. Virtual and outreach art programming opportunities were offered for children and families and services were also offered to artists in need.



Parks and Recreation

In response to public health orders, we reopened all recreation facilities and outdoor park amenities with safety signage, integrated additional outdoor seating and social gathering amenities into the public realm, and educated local groups on safe use of outdoor park features, amenities and programs. We also modified our programming to offer virtual programs, events, and drop-in fitness.



City finances

We conducted an emergency review of the City's finances to highlight the risk areas and the impact of all City decisions as we manage through an uncertain time, reallocating funds as required.

Local state of emergency

We declared a local state of emergency in March and activated our Emergency Operations Centre (EOC). New Westminster Fire and Rescue Services led the activation of the EOC during the response phase of the pandemic, relocating the EOC to the Anvil Centre in early March until transitioning to Level 1 out of the Glenbrook Fire Hall. EOC remains operational today providing Emergency Management BC with weekly situation reports. The NWFRS pandemic plan was revised and updated prior to the pandemic being declared; it addresses emergency response procedures for infectious diseases, essential health and safety issues and staffing matrix to ensure NWFRS maintains operational readiness.

New policies, procedures, and protocols

In compliance with provincial health orders and to support the City's workforce and business continuity during the pandemic, COVID-19 related policies, procedures, and protocols were developed and implemented, and safety and risk assessments were completed to ensure the safe reopening of all City facilities. Remote work options were also incorporated as a safety measure to reduce the risk of COVID-19 exposure in the workplace.



Staff wellness

Additional mental health resources and tools were implemented to support overall staff wellness, particularly given the increased mental health implications and stressors associated with COVID-19.





Community and Business support

We formed task forces to support residents most immediately affected by the pandemic, including those who are disabled, elderly, food insecure, and homeless. We accessed over $450,000 in foundation and senior government funding to support five food security and resource hubs that feed approximately 750 residents on a weekly basis; offer laundry and shower programs for the homeless; and provide portable toilets to the community. We also contributed $100,000 to the New West Rent Bank in response to the increasing demand for loans arising from employment and income disruption associated with the pandemic.

We provided up-to-date COVID-19 business resources, developed learning resources and events targeted to the non-profit sector, and took action to support local business (e.g. additional parklets, Support Local campaign, commercial area security program, business licence renewal late fee deferral, and the Streets for People in 2020 walking and cycling improvements).

Public Safety

Our Police Department adjusted their deployment model to allow more staff to work remotely, but the nature of policing required for the majority of members to continue to work in a frontline capacity, ensuring that our essential core services were maintained.

A department operations centre was activated to coordinate the New Westminster Police Department's response to COVID-19. This team disseminated daily updates to all staff, oversaw the procurement of personal protective equipment (PPE), and worked with the Training Unit to ensure that all staff were trained on how to use PPE and incorporate Ministry of Health guidelines into their work.

New Westminster Fire and Rescue Services modified their service delivery model, inspection procedures, training and recruitment programs based on public health orders ensuring operational capabilities were maintained throughout the pandemic. NWFRS continues to support all remaining COVID-19 task force groups and provide after-hour response for the COVID Compliance Hotline. In addition to their support of the City's COVID-19 response plan and pandemic-related emergency operations, the NWFRS continued to experience increases in overdose incidents and structure fires. Overdose incidents rose by 25% and we responded to two major fires in Q3 of 2020.

A LOOK AT TASK FORCES

Based on the direction of City Council, the City prioritized COVID-19 response and recovery through the work of these 5 COVID-19 Task Forces.



At-Risk and Vulnerable Populations Task Force

This task force is comprised of government, faith-based and non-profit representatives and is mandated with advising response efforts related to at-risk and vulnerable populations, including those who are addicted, digitally excluded, food insecure, homeless, precariously housed, or suffering from mental health or substance misuse issues.

Staff have realized over $260,000 in foundation funding and $200,000 in federal government 'Reaching Home' funding in support of five food security and resource hubs and a number of other community-based initiatives. Staff are also working with the senior levels of government on up to 20 emergency shelter beds; up to 50 supportive housing units; and between 100 and 150 affordable and non-market housing units.

Seniors and Persons with Disabilities Task Force

This task force has maintained the Friendly Support Program as well as the Tuesday and Thursday meal distribution service at Century House since March 2020. Volunteers have been engaged in delivering both services to vulnerable seniors and persons with disabilities by matching them with volunteer callers who make regular social and wellness phone calls. To date, the Friendly Support Caller program has connected with 48 clients and 18 volunteers for a total of 838 phone calls. The meal service has given out 1,459 meals to 628 people.

1,459 MEALS TO 628 VULNERABLE PEOPLE



Business and Local Economy Task Force

Led by the City's Economic Development division with representation from several City departments and local business and non-profit stakeholders (e.g. Downtown New West BIA, New West Chamber of Commerce, Uptown Business Association, Sapperton Business Association, West End Business Association, Arts Council of New Westminster, Tourism New West and non-profit representation), the task force has met regularly to develop tactics focused on responding to local business need and supporting our local economy as we collectively work towards economic recovery.

- Made outreach phone calls to more than 3,000 businesses for a friendly check-in at the start of the pandemic, to help point to resources
- Developed a program to support local non-profits, including needs assessment, virtual networking, and education
- Developed assets to support businesses as they navigate the pandemic including a Business Emergency Preparedness Toolkit, Nuisance Activity Resources, and Mask Wearing information

Education and Enforcement Task Force

This task force provides education to community members and local businesses regarding the prevention of the spread of COVID-19 and supports enforcement in situations in which voluntary compliance is not obtained, specifically related to provincial advisories, protocols and public health orders. Areas of focus primarily include public open spaces and parks, construction sites, businesses, and institutional or non-profit operators.

- Launched a COVID-19 Compliance Hotline and email inbox to support monitoring of and response to compliance related issues within the city
- Implemented Physical Distance Champions program to patrol parks, open spaces, and commercial areas and deliver in-person education
- Implemented COVID-19 Compliance Officers program to provide in-person education in response to complaints received to the compliance hotline and email and provide consultation to organizations and businesses on physical distancing and pandemic safety best practices
- Responded to more than 1,000 COVID-19 related calls and emails since March 27, 2020

RESPONDED TO 1,000+ COVID-19 RELATED CALLS AND EMAILS



Child Care Task Force

This task force was established to support child care needs for essential service workers, provide information to City staff who were requiring child care services and to support the needs of child care operators during the pandemic. In response to greater needs, the task force has also become a networking hub for all stakeholders who support child care in New Westminster.

- Held weekly meetings with stakeholders from the City, Fraser Health, Ministry of Child and Family Development, School District, child care resource and referrals, and child care operators in a collaborative practice to come up with solutions for child care
- Provided hand sanitizers in the early onset of COVID-19 to ensure all child care operators had the proper means to support their hygiene protocols
- Established a child care resource page on the City's website that references all current public health orders and child care information that support families in New Westminster

SECTION 2

ACCOMPLISHMENTS BY STRATEGIC PRIORITY



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.



AFFORDABLE HOUSING AND CHILD CARE

Affordable housing and child care are 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 and child care needs of our diverse community, including protecting rental housing stock and tenant's rights, addressing homelessness, and locating housing close to employment, child care, and services.





Housing

- Completed Rapid Response Modular Supportive Housing at 838 Ewen Avenue in Queensborough
- Initiated Phase 2 of the Small Sites Affordable Housing Program and moving forward in exploring Small Sites Affordable Housing Projects on City-owned properties in Connaught Heights and Queensborough
- Continued to work jointly with Metro Vancouver and senior government funders to develop Poplar Landing Affordable Housing, which is an affordable housing project at 1400 Quayside Drive
- Explored opportunities to partner on the federal government's Rapid Housing Initiative, in proposing a supportive housing project

Child Care

- Worked on developing 37 non-profit, pre-school aged child care spaces as part of the redevelopment of Richard McBride Elementary School - in partnership with the school district, with a City grant of $1.2M and provincial funding
- Moved forward on 37 non-profit, pre-school aged child care spaces at 490 Furness Street in Queensborough – with provincial funding
- Moved forward on 45 non-profit, pre-school aged child care spaces at the New Westminster Aquatic and Community Centre – with provincial funding

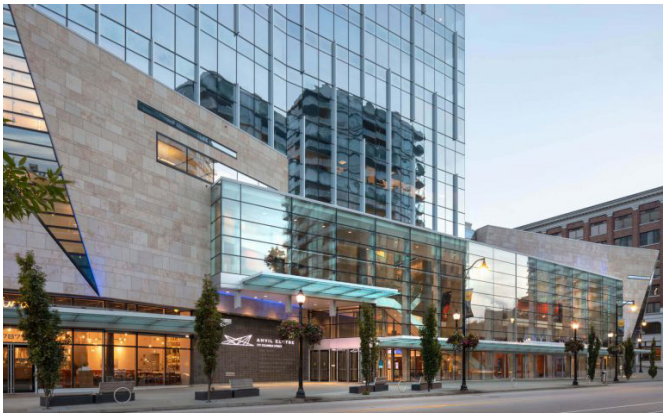




CULTURE AND ECONOMIC DEVELOPMENT

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.





Conference Services

- Installed exterior digital signage along Columbia Street; upgraded lighting in Anvil Centre meeting rooms and studios
- Purchased strategic equipment inventory to reduce the need for ongoing external rentals, expanded service delivery and respond to COVID-19 service adjustments including streaming equipment to support virtual theatre and conference events

Anvil Theatre

- Anvil Theatre developed safety protocols and adapted programming practices in response to the provincial health orders and collaborated with Art Services to support adapted space utilization for displaced dance and movement programs

Arts Services

- Adapted outreach art programs were offered through the summer, including the virtual Summer Art Club, and summer camp artist-led modules offered in collaboration with Recreation Services
- Window exhibitions were installed at Anvil Centre during the facility closure, in partnership with the Arts Council of New Westminster, the Garden Gals Collective and the Purpose Society
- The Community Art Gallery at Anvil relaunched in December with the exhibition New West Portraits







Economic Development

- Continued to implement of the Future Forward Economic Development Plan with early 2020 successes including the How to Establish a Business Guide in multiple languages, and the development of economic development indicators and metrics for measuring progress
- Deferred electrical utilities and fees for eligible businesses as well as deferred business licence renewal late fees
- Launched ReDiscover New West, a still-in-progress "support local and shop small" collaborative campaign that includes a directory, social media contests, and videos
- Launched non-profit networking and education virtual events and an educational bursary support program to help non-profit organizations to recover
- Created temporary sidewalk and on-street patio extension program and maintained a list of COVID-19 resources and assistance for business

Museums and Archives

- New Westminster Museum and Sukh Sagar Gurdwara co-presented exhibition celebrating 100 year anniversary of the gurdwara
- Developed 2021 exhibition Air Hugs; profiling the city's response during the pandemic
- Supported and collaborated with local indigenous cultural organizations in the presentation of a virtual National Indigenous Peoples Day
- Developed new online resources and activities for people to engage with New Westminster history from home
- Reopened museum galleries, archives and Irving House with new COVID-19 safety protocols and booking system
- Launched New Media Gallery Micro-Residency Program in the Learning Lab for artists with space restrictions who may not be able to afford expensive technologies
- Offered virtual camps and programs through Learning Lab



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.







ACCOMPLISHMENTS

- Approximately 500 new trees planted under Urban Forest Management Strategy
- Completed Corporate Energy and Emissions Reduction Strategy 2020
- Installed public electric vehicle fast charger
- Initiated Biodiversity and Natural Areas Strategy
- Initiated High Performance Homes Pilot Energy Step Code 4 and Passive House
- Delivered a smart thermostat rebate program aimed at multi-unit residential buildings
- Initiated civic facility upgrades to arena ice plants, and Canada Games Pool replacement
- Formation of Climate Action Division to respond to Climate Emergency
- Developed single family on-site storm water management standards
- Connected multi-unit residential strata buildings to a NRCan electric vehicle infrastructure grant opportunity, through a joint application with BC Hydro



FACILITIES, INFRASTRUCTURE, AND PUBLIC REALM

Well-designed and engineered facilities, public spaces and civil infrastructure 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.







ACCOMPLISHMENTS

- Completed several high-profile multi-year facility projects including the Sportsplex, Century House air conditioning, the Animal Shelter, and the City Hall renovation (soon to be completed)
- Made significant progress on the asset management strategy while multi-year projects were kept on track, including 2.5 km sewer separation in Kelvin Heights, esplanade boardwalk repair, 2.5 km of roads repaved, 1.6 km watermain replacement, and Sixth Street drainage outfall repairs
- Successfully awarded grant funding to update the City's flood management strategy
- Drainage improvements in the historic Queensborough area to reduce chronic flooding by installing new culverts, storm sewers, ditch regrading and driveway culvert rectifications
- Completed the detailed Water Asset Management Plan under the City Strategic Asset Management Plan
- Adapted outdoor spaces to support COVID-19 safety while continuing the development of new park spaces and amenities like the Tugger Replacement and the Sportsplex Plaza



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.







ACCOMPLISHMENTS

- Implemented the Public Engagement Strategy and launched the online community engagement platform, Be Heard New West, as well as the Community Action Network Training Program delivered by BC Poverty Reduction Coalition, a leadership training program for New Westminster residents with lived and living experience of poverty
- Continued work on the Sanctuary City Policy, which is intended to enhance access to City facilities and services for residents with no, uncertain, or precarious immigration status
- Council approved funding for an administrative position and an access fund for 30 months for the Welcome Centre, which will be located at New Westminster Secondary School and is scheduled to be operational in fall 2021
- Reconciliation efforts largely put on hold due to the pandemic – work to continue in 2021



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.







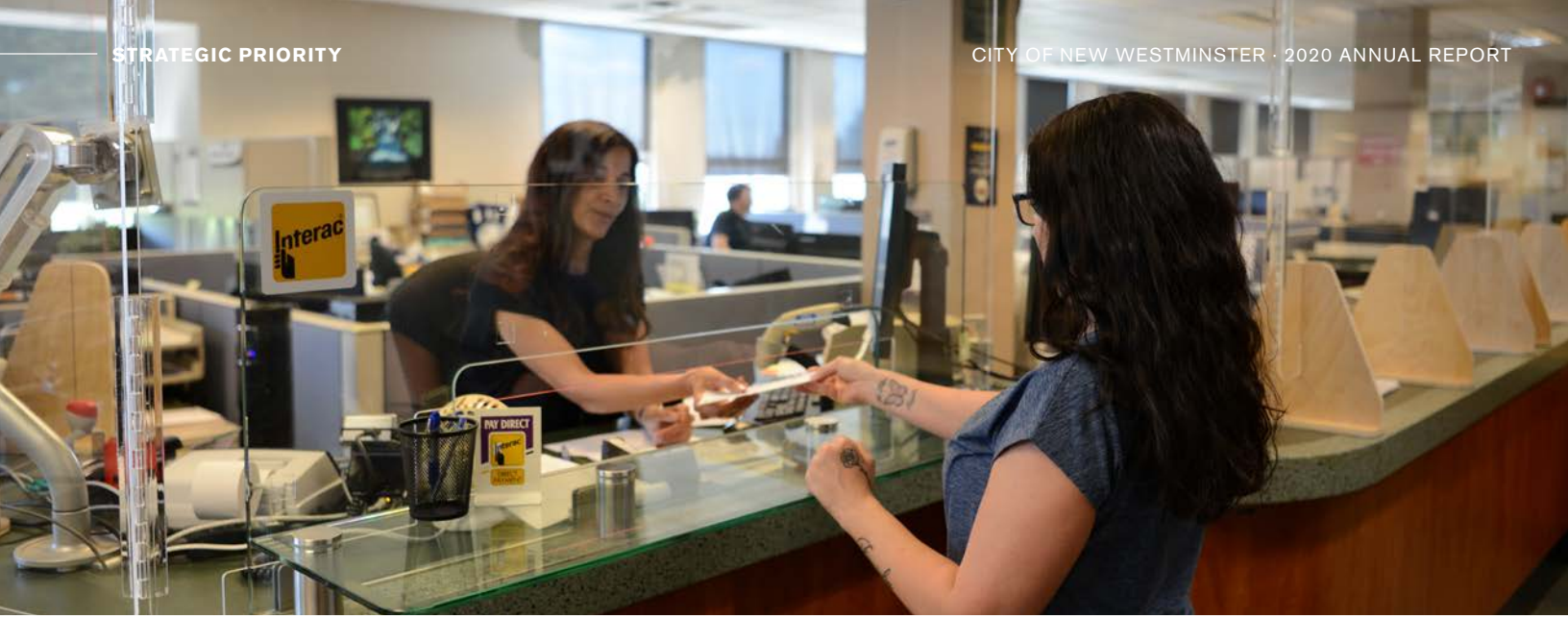
ACCOMPLISHMENTS

- Implemented numerous quick build interventions, short term street closures, engagement and monitoring in response to the Streets for People in 2020 council motion
- Implemented Streets for People in 2020, including dozens of improvements to make it safer and more comfortable to walk, cycle, and access transit
- Launched the Agnes Greenway project, including implementation of an interim treatment to inform the final design
- Adopted the Uptown Streetscape Vision
- Activated Moody Park and Eighth Street/Eighth Avenue cycling connection to New Westminster Secondary School, Moody Park Arena, Massey Theatre, and Mercer Stadium
- Implemented Downtown – Uptown secondary bike route and “sharrows” throughout the city
- Replaced and repaired sidewalk panels throughout the city
- Improved pedestrian crossing safety at four locations
- Adopted the Downtown Transportation Plan



ORGANIZATIONAL EFFECTIVENESS

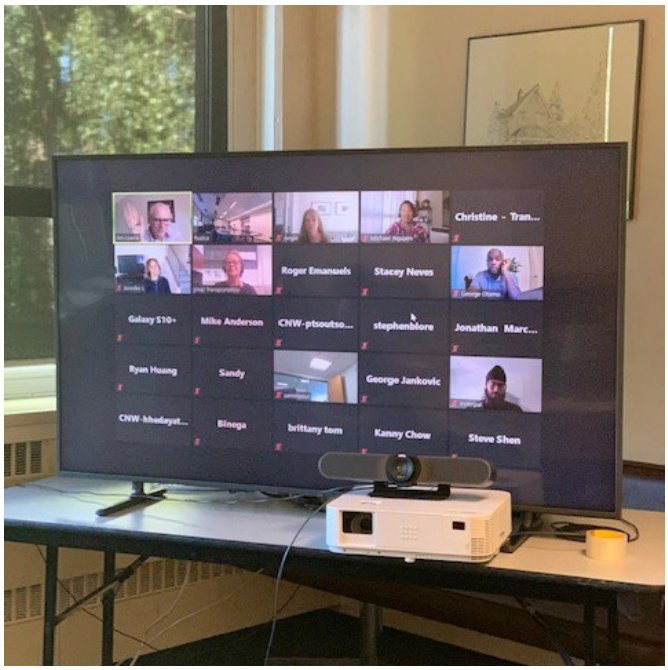
We aim to be innovative and visionary in everything we do, both within our organization and in how we engage and work with our residents, organizations, and businesses. We place a high value on ensuring City staff have the necessary skills, training, and technology to deliver services to the community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



Engineering

- Implemented ticket and enforcement app to improve managing compliance of our street use regulations
- Acquired eight fleet vehicles to ensure business continuity, including the city's first hydro-excavator truck and hybrid police vehicle
- Launched computer maintenance management system software, Cityworks, for water and sewer
- Participated in annual National Benchmarking Initiative for water utility
- Achieved records management efficiencies for transportation and land development files to enable increased efficiencies on retrieving and file searching
- Achieved internal process efficiencies by implementing online forms and document electronic submissions and workflow
- Achieved efficient processing of engineering permits and payments online during COVID-19 pandemic restrictions
- Opened and integrated with 'one stop shop' customer service counter at the City Hall







IT Services

- Successfully transitioned to enable remote work environment for over 300 employees
- Implemented virtual meetings and expanded use of video-conferencing facilities
- Established working groups to implement on-line inter-departmental collaboration and communication tools

Development Services

- Advanced digitization of historic permit records
- Achieved development processing efficiencies
- Implemented digital application process for some permits
- Opened 'one-stop-shop' customer service counter at City Hall

Electrical

- Succession planned for the following areas: Electrical Operations, Electrical Services, Engineering Design and Planning

Human Resources

- Commenced work on Phase 1 (background analysis) and Phase 2 (stakeholder engagement) in the development of the Diversity, Inclusion, Equity, and Anti-Racism (DEIAR) Framework
- Successfully piloted the Professional Development Plan (PDP) program

SECTION 3

SEVEN BOLD STEPS

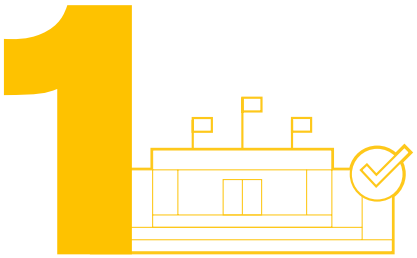
In response to the climate emergency, New Westminster City Council has endorsed a 2020 Climate Action Budgeting Framework for the City's 2020 budget process, as well as seven bold steps to guide the process with the goal of moving New Westminster towards a zero carbon future by 2050.



Over the course of 2020, the COVID-19 pandemic and the City's response efforts have challenged the advancement of climate action initiatives, and in a few cases, created new opportunities to advance them.

Overall, this has resulted in the City slowing down activities on two key initiatives, primarily due to staff resource constraints: 1) developing key performance indicators for the Seven Bold Steps for Climate Action; and 2) embedding carbon pricing into the capital and operational decision-making process.

Despite these setbacks, the City of New Westminster continues to advance capital projects which support each of the Seven Bold Steps for Climate Action by identifying opportunities to accelerate GHG emission reductions and developing the foundational elements required to advance towards the climate targets both in the corporation and in the community at large.



CARBON FREE CORPORATION

Shorter-term target

The City of New Westminster will reduce its overall carbon footprint and will strive to achieve net zero carbon emissions by 2030.

Accomplishments

- Completed CEERS 2020
- Made civic facility upgrades, including electrification

Initiated and Ongoing

- Fleet decarbonization
- EV Charger Implementation Strategy
- Civic facility conservation and electrification upgrades



CAR LIGHT COMMUNITY

Shorter-term target

The City aims to accelerate the Master Transportation Plan targets to achieve 60% of all trips within the City to be made by sustainable modes of transportation (walk, transit, bike, multi-occupant shared) by 2030.

Accomplishments

- Streets for People in 2020 made it safer and more comfortable to walk and cycle
- Made pedestrian crossing safety improvements
- Completed cycling connection improvements
- Expanded e-services at City Hall
- Enabled remote working for City staff

Initiated and Ongoing

- Agnes Street Greenway

3



CARBON FREE HOMES & BUILDINGS

Shorter-term target

Community carbon emissions for all homes and buildings will be reduced significantly. By 2030, all new and replacement heating and hot water systems will be zero emissions.

Accomplishments

- Reviewed and analyzed Energy Save New West participation
- Advanced Step Code Pilot (Step 4 and Passive House)
- Delivered a Smart Thermostat Rebate Program through Energy Save New West targeted primarily at multi-unit residential buildings

Initiated and Ongoing

- Rental Building Revitalization Plan

4



POLLUTION FREE VEHICLES

Shorter-term target

By 2030, 50% of kilometres driven by New Westminster registered vehicle owners will be by zero emissions vehicles.

Accomplishments

- Installed community DC Fast Charger

Initiated and Ongoing

- E-Mobility Strategy

5



CARBON FREE ENERGY

Shorter-term target

The City of New Westminster will invest in a smart electrical grid in order to accommodate the required rapid conversion to building and vehicle electrification.

Accomplishments

- Completed land purchase for new energy centre and a fourth substation that will eventually service both the new upgrades for Royal Columbian Hospital and the new Sapperton Green development

Initiated and Ongoing

- Sapperton District Energy
- Advanced Metering Infrastructure



ROBUST URBAN FOREST

Shorter-term target:

New Westminster's Urban Forest Canopy cover will be increased to 27% by 2030 to support the removal of 4,050 tonnes of carbon pollution every year and increase our forest's carbon storage capacity by 50%.

Accomplishments

- Planted 500 trees

Initiated and Ongoing

- Biodiversity Strategy



QUALITY PEOPLE-CENTRED PUBLIC REALM

Shorter-term target

A minimum of 10% of today's street space that currently only serves motor vehicles, excluding transit, will be reallocated for sustainable transportation or public gathering by 2030. The natural environment will be integrated with the public realm.

Accomplishments

- Reallocated road space through implementation of Streets for People in 2020
- Adapted outdoor spaces to support COVID-19

Initiated and Ongoing

- Uptown Great Street Streetscape Vision
- Agnes Greenway
- Sportsplex public art project
- Storm water management upgrades

EMERGENCY SERVICES STATISTICS



POLICE

The New Westminster Police Department provides a range of services including first-response, traffic enforcement, domestic violence response, forensic crime analysis, intelligence services, crime prevention, and victim services. Through the committed efforts of uniformed and civilian staff, along with volunteers and members of the Police Board, New Westminster remains a vibrant and safe community.

	2018	2019	2020	% change 20-19	2019 (per 1000)	2020 (per 1000)	% change 20-19 (per 1000)
Total Calls for Service	22569	21092	19694	-7%	269.4	0.0	-100%
Criminal Code							
1000-Persons (Violent) Offenses	576	995	975	-2%	12.7	12.2	-4%
2000-Property Crime	3448	3472	3129	-10%	44.3	39.2	-12%
3000-Other Crime	871	993	912	-8%	12.7	11.4	-10%
Total Criminal Code	4895	5460	5016	-8%	69.7	62.8	-10%
1000-Persons (Violent) Offenses							
Homicide	0	1	0	-	0.0	0.0	-100%
Murder-Attempted	0	4	2	-50%	0.1	0.0	-
Sexual Assault	22	61	69	13%	0.8	0.9	11%
Assault-Common/Trespass	222	374	375	0%	4.8	4.7	-2%
Robbery	27	32	31	-3%	0.4	0.4	-5%
2000-Property Crime							
Break & Enter Business	193	226	196	-13%	2.9	2.5	-15%
Break & Enter Residence	110	119	95	-20%	1.5	1.2	-22%
Break & Enter Other	102	88	95	8%	1.1	1.2	6%
Motor Vehicle Theft	225	219	164	-25%	2.8	2.1	-27%
Theft from Motor Vehicle	1036	870	934	7%	11.1	11.7	5%
Theft-Other >$5000	17	23	13	-43%	0.3	0.2	-45%
Theft-Other <$5000	481	503	428	-15%	6.4	5.4	-17%
Mischief $5000 or Under	451	503	484	-4%	6.4	6.1	-6%
Fraud Related	386	455	337	-26%	5.8	4.2	-27%
3000-Other Crime							
Breach/Bail Violation	134	173	212	23%	2.2	2.7	20%
Breach Probation-Adult	118	114	98	-14%	1.5	1.2	-16%
Cause a Disturbance	476	514	439	-15%	6.6	5.5	-16%
Counterfeiting Currency	14	28	11	-61%	0.4	0.1	-61%
Indecent Act/Exposure	23	27	29	7%	0.3	0.4	5%

POLICE (CONT.)

	2018	2019	2020	% change 20-19	2019 (per 1000)	2020 (per 1000)	% change 20-19 (per 1000)
4000-CDSA							
Total Drugs	118	98	105	7%	1.3	1.3	5%
8000-9000 Municipal & Traffic							
Bylaw - Other	132	97	189	95%	1.2	2.4	91%
Bylaw - Noise	312	297	323	9%	3.8	4.0	7%
Domestic Dispute-No Assault	576	498	484	-3%	6.4	6.1	-5%
Assist Public/Unwanted Guest	1789	1943	1802	-7%	24.8	22.6	-9%
Unspecified Assistance	70	28	19	-32%	0.4	0.2	-33%
Suspicious Person/Vehicle/Occurrence	1016	1033	1344	30%	13.2	16.8	28%
False Alarms	1016	277	152	-45%	3.5	1.9	-46%
Impaired Op MV (Drugs)	11	17	9	-47%	0.2	0.1	-48%
Impaired Op MV (Alcohol)	51	93	81	-13%	1.2	1.0	-15%
Dangerous Operation of MV	10	12	12	0%	0.2	0.2	-2%
Collision-Non-Fatal Injury	196	128	129	1%	1.6	1.6	-1%





FIRE & RESCUE SERVICES

New Westminster Fire and Rescue Services protects life, property and the environment through effective emergency management, fire and life safety education, fire code enforcement inspections, and by responding to emergencies.

In addition to fire suppression, rescue service and emergency medical services, other roles include working with our community emergency service partners, developing the youth firefighter program and providing community outreach.

RESPONSES

Alarm Activated/ No Fire	775
Explosion	0
Fire	230
Haz-Mat	42
Medical	1351
MVI	235
Public Hazard	45
Public Service	595
Response – Other	473
Specialized Transportation	2
Tech Rescue	0
Total	3748

COMMUNITY GRANTS

In 2020, the City of New Westminster reorganized all of our grant programs. The new structure has three grants streams and three grant types which provides the same type of granting under the new portfolios. While these are the grants awarded by the City, in 2020 due to COVID-19, many of the projects and events did not occur.

COMMUNITY LIVABILITY AND SOCIAL EQUITY

1. BC Senior Services Society
2. Camp Kerry Society - Program
3. Canadian Mental Health Association
4. Canadian Society Promoting Environmental Conservation - SPEC - Royal City Champions
5. Communities Embracing Restorative Action
6. Elizabeth Fry Society
7. Ewen Ave Modular Home Development
8. Family Services of Greater Vancouver - Income Boosters Clinic
9. Family Services of Greater Vancouver - Seniors Councillor
10. Family Services of Greater Vancouver - Youth Councillor
11. Glenbrooke Daycare (After School)
12. Glenbrooke Daycare (Flooring)
13. Good Vibrations: the Energy of Resilience
14. IMPACT Parkinson's Society - AED
15. IMPACT Parkinson's Society - Community Open House
16. Kolumbia Inn Daycare Society - Blind Replacement
17. Living Systems Counselling - Program Costs
18. New West Hospice Society
19. New Westminster Environmental Partners
20. New Westminster Family Place Society
21. New Westminster Homelessness Society
22. New Westminster Victim Assistance Association
23. Queens Avenue Daycare Society - Safety Capital
24. Queens Park Preschool Society - Equipment
25. Queensborough Residents Association - Summer Garage Sale
26. Queensborough Special Programs Committee - Shoreline Clean Up
27. Royal City Humane Society
28. St Barnabas Daycare Society - Safety First
29. St. John Society (British Columbia and Yukon) - Brigade Program
30. The Lower Mainland Purpose Society - Overdose Action Team
31. Umbrella Multicultural Health Cooperative
32. Volunteer Cancer Drivers
33. Westminster Children's After School Society – New Child Care in the Queensborough Community
34. W.I.N.G.S. Fellowship Ministries - Butterfly Room

TOTAL AWARDED:

$333,681

SOCIAL & CULTURAL VIBRANCY

1. Arts Council of New Westminster
2. Burnaby New Westminster Ringette Association
3. Canada Day FireWorks
4. CarnaWest - Brazilian Festival
5. Century House Association - Senior Womens Dragon Boat Team
6. City Stage New West Sips n Scripts
7. Culture Chats BC Association
8. Douglas College Foundation
9. Downtown BIA
10. Fraser River Discovery Centre
11. Fraser River Discovery Centre Society - Riverfest 2020
12. Hyack Festival Ambassador Leadership Program
13. Hyack International Parade
14. Hyack Swim Club Dryland Training Program
15. Junior Enterprise
16. Massey Theatre Society
17. Multi-Cultural Services - Leadership Conference
18. My Artist's CornerSociety, BC
19. New West Artists Society (NWA) - Free Gigs
20. New West Artists Society (NWA) - Gallery with Manager
21. New West Dream Team
22. New West Film Society
23. New West Hospice Society
24. New West Pride
25. New Westminster Baseball Association - Classic 8" Game Pitching Mound
26. New Westminster Baseball Association - Replacement Netting
27. New Westminster Heritage Foundation
28. New Westminster Minor Hockey Association
29. New Westminster Minor Lacrosse - Coaching Fees
30. New Westminster Minor Softball Association - Clinics
31. New Westminster Multicultural Festival
32. New Westminster Youth Ambassador Society
33. Queensborough Day Street Fest
34. Queensborough Childen's Festival
35. Queensborough Special Programs Committee - Summer Sounds
36. Recovery Day Vancouver Society
37. Royal City Literary Arts Society - In their Words
38. Royal City Literary Arts Society - Poetry in the Park
39. Royal City Musical Theatre
40. Royal City Track and Field Society - Training and Equipment
41. Royal City Youth Soccer Club
42. RSBC Rivershed Society of British Columbia - Enhancement of FraserFEST in New Westminster
43. Savage Production Society
44. Shasta Trampoline - Aaron Johnson Memorial Cup
45. Shasta Trampoline - Equipment Request
46. Sher Vancouver LGBTQ Friends Society
47. Spirit of the Children Society
48. The Ancient & Honourable Hyack Anvil Battery - Victoria Day Salute
49. The Royal Canadian Theatre Company
50. The Royal Westminster Regiment Volunteer Band
51. Uptown Business Association
52. VEATA – Pacific Volunteer Education and Assistance Team for Animals Society
53. West End Business Association - The 12th Street Music Festival

TOTAL AWARDED:

$333,765

COMMUNITY ECONOMIC ACTIVATORS

1. Downtown New Westminster BIA - Public Space Activation
2. Tourism New Westminster

TOTAL AWARDED:

$83,000

CITY SERVICES

1. New Westminster Farmers Market Association

TOTAL AWARDED:

$9,598

BE HEARD NEW WEST

beheardnewwest.ca – is an online platform where New Westminster residents can learn about a variety of City projects and share their feedback and ideas with the City.

The interactive, online space is designed to allow community members to contribute their views in convenient, easy and fun ways.

Be Heard New West offers a variety of ways to participate – from online discussion boards and idea boards, to interactive maps and surveys – in various City initiatives, plans, issues and decisions. Our goals are to build an active online community, provide a respectful space for residents to interact with each other, and increase the depth and breadth of public involvement in City processes.

Establishing an online public engagement platform was a key action identified in the City's Public Engagement Strategy. Be Heard New West was launched in November 2020, and as of April 2021 the platform had more than 1,000 registered users and hosted 30 projects.





FIND US ONLINE

NEWWESTCITY.CA

NEW WESTMINSTER