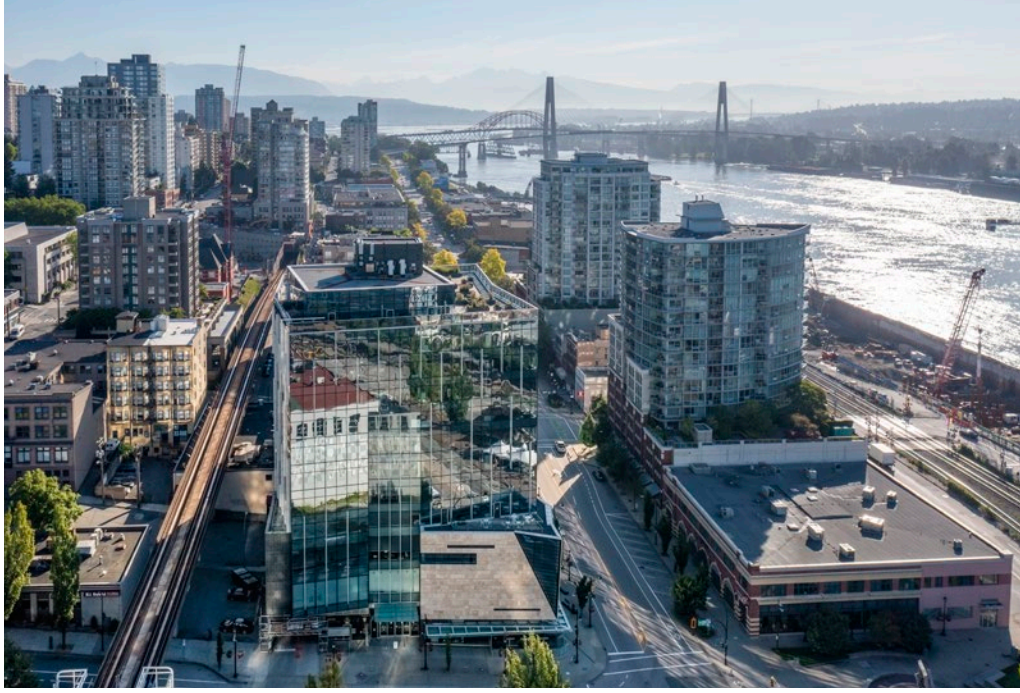
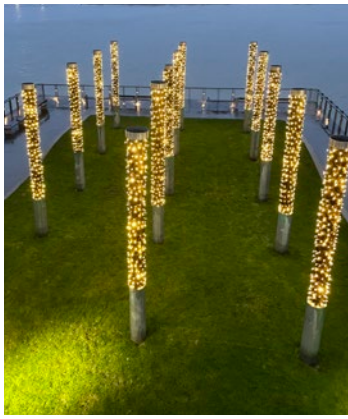
NEW WESTMINSTER











CITY OF NEW WESTMINSTER
ANNUAL REPORT
2021

CONTENTS

3 MESSAGE FROM THE MAYOR

4 MESSAGE FROM THE CAO

5 MAYOR & COUNCIL

6 ACCOMPLISHMENTS BY STRATEGIC PRIORITY

22 SEVEN BOLD STEPS

27 CITY BY THE NUMBERS

31 BE HEARD NEW WEST

32 2021 COMMUNITY GRANTS

34 DEMOGRAPHICS

MAYOR JONATHAN X. COTÉ



On behalf of New Westminster City Council, I am pleased to present the 2021 Annual Report.

This past year, the pandemic created unique challenges for our community. While we may have grown accustomed to living with COVID-19, the City of New Westminster continued to navigate the ever-changing restrictions and guidelines in order to safely operate and deliver services to our residents and businesses. Through hard work and responsive planning, we were able to implement innovative ways to deliver important services and support to the community through a period of recovery.

The 2021 Annual Report highlights the progress and accomplishments the City of New Westminster has made towards our Strategic Priorities and Seven Bold Steps for Climate Action. I am proud of the work our organization has done and the resiliency the community has shown in the face of uncertainty.

Significant action was undertaken this year to address the many complexities of housing in our community. Work began on a new Homelessness Action Strategy, which provides a five-year vision and plan for addressing homelessness in our city. Council approved 206 units of affordable and supportive rental housing across the city, including units for Indigenous and Swahili-speaking residents. Additionally, the City approved 50 extreme weather centres for the unsheltered.

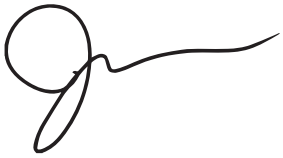
New Westminster boldy charted new territory in renter rights by successfully defending our legal challenge to the Supreme Court of Canada for our Rental Units Bylaw Amendment. This victory ensures that tenants in New Westminster are protected from the practice of renovictions and helps preserve much-need affordable rental housing in our city.

The climate emergency remained a top priority and directed much of our work in 2021. Several projects under the Seven Bold Steps for Climate Action were initiated or completed this past year. Public engagement began on the City's Corporate Energy and Emissions Reduction Strategy, which will help New Westminster achieve its ambitious 2050 emission reduction targets. Progress was also made on the eMobility Strategy, which will serve as a guide to support the move towards sustainable and electric transportation systems in the community. Throughout the city, hundreds of new trees were planted as part of our long-term Urban Reforestation Strategy, including the re-greening of the Brow of the Hill neighbourhood.

This past year brought the long-awaited start of construction on the new təməsewtxʷ Aquatic and Community Centre. Despite pandemic-caused delays, construction is on track with the facility set to open in 2023. It is exciting to see our new community centre being realized and taking shape!

As we welcomed the start of a new community facility, we also had to say goodbye to another. The decision to decommission Canada Games Pool was certainly one of the hardest decisions Council had to make last year, not only because it meant prematurely closing a beloved facility, but also because of the significant impact on community services. Staff worked diligently to adapt to this unexpected challenge and find ways to continue offering aquatic and fitness services to our community.

As I reflect back on our accomplishments in 2021 and look ahead to the work planned for 2022, I want to acknowledge the significant contributions of City staff and local businesses, organizations, and residents. When we work together we're able to accomplish incredible things for our community and really make this a city we can be all be proud of.



Jonathan X. Coté
MAYOR

CAO
LISA SPITALE



The City of New Westminster's Annual Report provides an opportunity to share with the community accomplishments and progress made throughout the year. 2021 was another challenging one, as the organization strove to maintain delivery of important services and address community needs during the pandemic. Throughout, I was constantly awed by the incredible spirit and resiliency of our community and the hard work and dedication of City staff. With effective collaboration and effort across all City departments, a number of initiatives to improve service delivery were launched and key priorities and policy indicatives were advanced.

The staff engagement phase of our Diversity, Inclusion, Equity, and Anti-Racism (DEIAR) Framework was completed, resulting in valuable feedback that will inform work going forward. A Sanctuary City Policy was implemented to provide barrier-free access to City of New Westminster facilities, programs, and services for community members with precarious or no immigration status. We funded a new position at New Westminster Secondary School's Welcome Centre to assist newcomers in accessing community supports.

Revisions were made to the Public Art Policy to focus on diversifying and decolonizing the public art process. Despite the pandemic restrictions, the City found ways to support community participation in dance, music, storytelling, drag performance, and Indigenous culture, through in-person and virtual performances, residencies, and school outreach activities. The City also acquired the Massey Theatre building and established a long-term lease and working agreement to further expand our available space for cultural and arts programming.

Last year we started the recruitment process for a new Indigenous Relations Advisor to advance the City's reconciliation work. We also wrapped up the engagement process for naming our new recreation complex, təməsew̓txʷ Aquatic and Community Centre. This facility will be an important social and recreation gathering place for our community and through the early involvement of our Indigenous neighbours in the planning stages we will ensure the new facility reflects their culture and history.

With a focus on strengthening New Westminster's economy, work continued on the *Future Forward* Economic Development Plan, with updated resources in multiple languages and continued outreach to local businesses. We commenced work on a retail strategy that will lay the foundation for the future of the retail sector in New Westminster through land use and economic development activities. Through the development of a sidewalk and on-street patio program, the City formalized key learnings gained during the pandemic to support the ongoing economic recovery of the hospitality sector.

2021 saw enhancements made on several processes to increase efficiency and improve service levels for the community. We launched an online business license application portal and revamped interdepartmental coordination for business license inspections. We also expanded remote building permit intake, review, and inspection capabilities, and improved the digital review process.

Moving forward, the City of New Westminster will continue to focus on service delivery as we recover from the pandemic. As we do, I want to thank City staff for their tremendous efforts, and the patience and understanding of the entire community as we navigated one of the most challenging times in our organization's history.



Lisa Spitale
CHIEF ADMINISTRATIVE OFFICER



MAYOR & COUNCIL
2018-2022

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**



ACCOMPLISHMENTS BY STRATEGIC PRIORITY

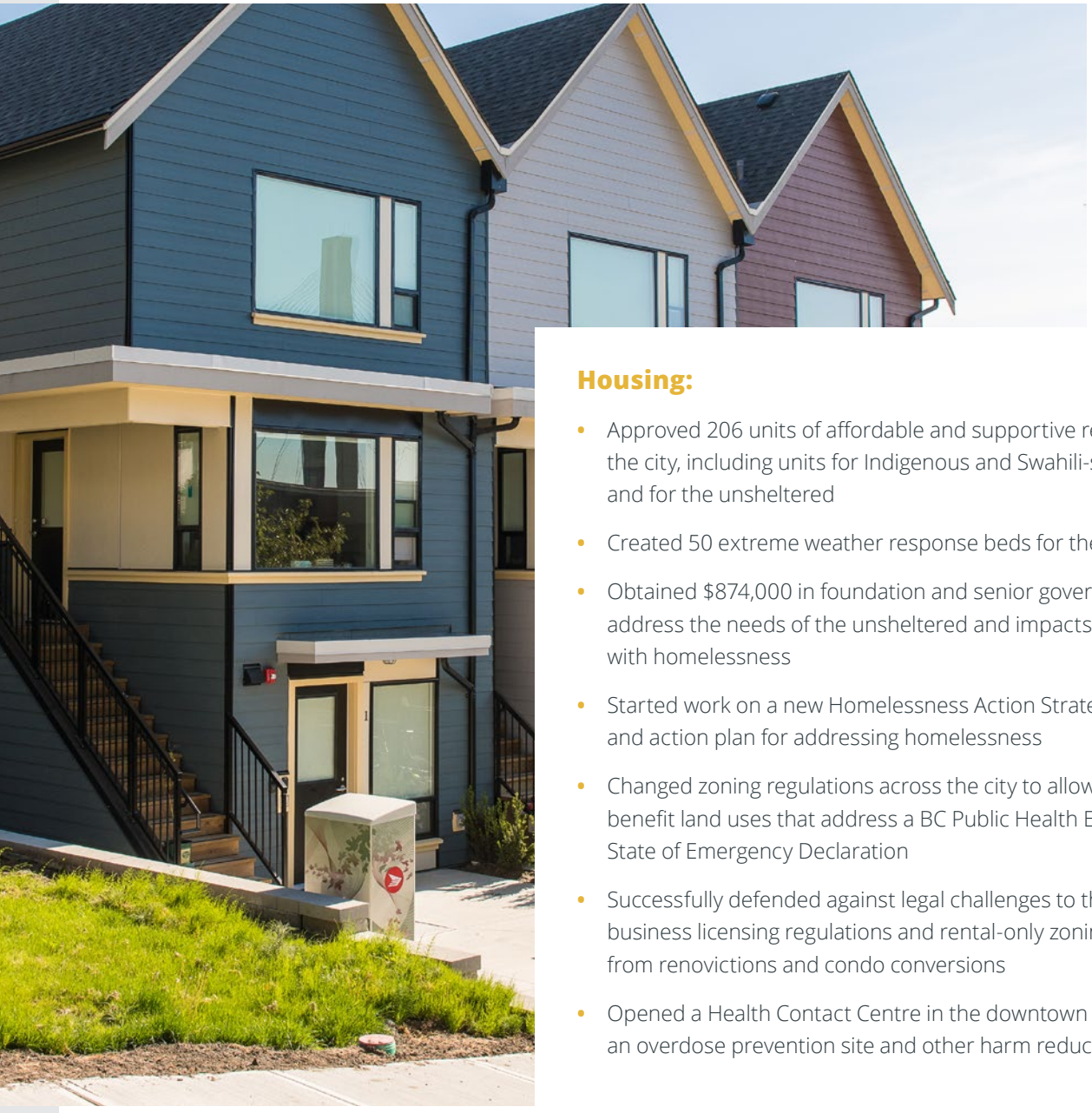
The City of New Westminster Council Strategic Plan 2019–2022 outlines the priority areas and directions on which Council's leadership role will be focused during this term. The plan acts as a road map for steering the City's activities on behalf of the community and is informed by core values that are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

IN THIS SECTION

7 Affordable Housing and Child Care
9 Culture and Economic Development
13 Environment and Climate
14 Facilities, Infrastructure, and Public Realm
16 Reconciliation, Inclusion, and Engagement
18 Sustainable Transportation
19 Organizational Effectiveness

AFFORDABLE HOUSING AND CHILD CARE

Affordable housing and child care encompasses choice, supply, security, affordability, and suitability, and is critical for our health, security, and overall well-being. 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 rights, addressing homelessness, and locating housing close to employment, child care, and services.



Housing:

- Approved 206 units of affordable and supportive rental housing across the city, including units for Indigenous and Swahili-speaking residents, and for the unsheltered
- Created 50 extreme weather response beds for the unsheltered
- Obtained $874,000 in foundation and senior government funding to address the needs of the unsheltered and impacts associated with homelessness
- Started work on a new Homelessness Action Strategy, a five-year vision and action plan for addressing homelessness
- Changed zoning regulations across the city to allow temporary social benefit land uses that address a BC Public Health Emergency or BC State of Emergency Declaration
- Successfully defended against legal challenges to the City's use of business licensing regulations and rental-only zoning to protect tenants from renovictions and condo conversions
- Opened a Health Contact Centre in the downtown neighbourhood with an overdose prevention site and other harm reduction services



Child Care:

- Created 101 new child care spaces in the Queensborough neighbourhood
- 25 school-aged care spaces created at Queensborough Community Centre with potential start in 2022
- Launched exploration of a City program for flexible, recreation-based school-age care with potential start in 2022
- Approved 25 new child care spaces in the Sapperton neighbourhood
- Transferred City funding for 37 School District-owned non-profit preschool care spaces at Skwo:wech Elementary School, with targeted completion in 2022
- Started approvals for 90 new before-and-after-school care spaces throughout the city with Westminster Children's After School Society

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.



Arts Planning:

- Developed the Terms of Reference for the new streamlined Arts Advisory Committee, replacing the Public Art Advisory Committee and the Arts Commission



Community and Studio Arts:

- Appointed a new Poet Laureate for the City of New Westminster and launched a series of pop-up community engagement opportunities
- Supported local artists at Anvil Centre through the Community Art Gallery and New Westminster Culture Crawl
- Reactivated core foundational arts programming at Anvil Centre, and added new offerings and school programming for children and youth
- Developed a Studio Arts Framework in collaboration with Parks and Recreation to guide and coordinate city-wide arts program offerings



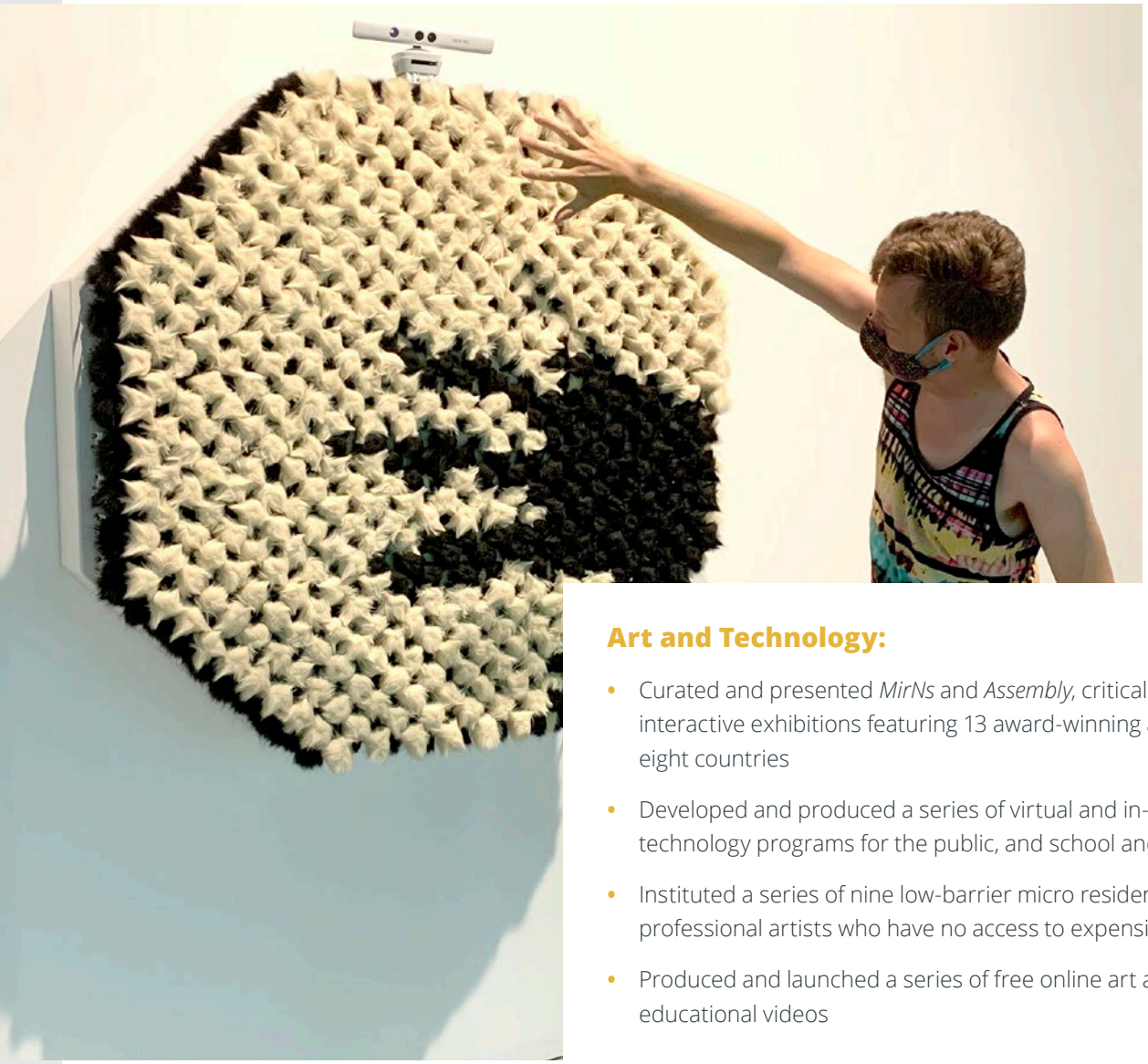
Anvil Theatre:

- Developed performing arts activations to support artists and engage the community, including a residency for community-based professional artists and a virtual performing arts festival
- Presented community and family programming as part of the Shine Bright initiative



Public Art:

- Revised the Public Art Policy to diversify the selection process for public art submissions, and to incorporate key strategies that increase equity, improve responsiveness, and decolonize the public art process
- Installed a major public art work, *Welcome to the Zoo* in Queen's Park and installed new community banners throughout the city



Art and Technology:

- Curated and presented *MirNs* and *Assembly*, critically acclaimed interactive exhibitions featuring 13 award-winning artists from eight countries
- Developed and produced a series of virtual and in-person art and technology programs for the public, and school and university groups
- Instituted a series of nine low-barrier micro residencies to support professional artists who have no access to expensive technologies
- Produced and launched a series of free online art and technology educational videos



Museums and Archives:

- Welcomed over 400 students and teachers from School District 40 over a period of two weeks to meet with Qayqayt artist and guest curator, Johnny Bandura, of the feature exhibition, *The 215*
- Supported Spirit of the Children Society in welcoming over 500 community members at the inaugural National Day for Truth and Reconciliation on September 30 at Westminster Pier Park
- Curated and presented *Air Hugs*, an exhibition highlighting how the City and its residents came together during the COVID-19 pandemic
- Presented *Our Living Languages*, an exhibition celebrating the resilience and diversity of BC's Indigenous languages



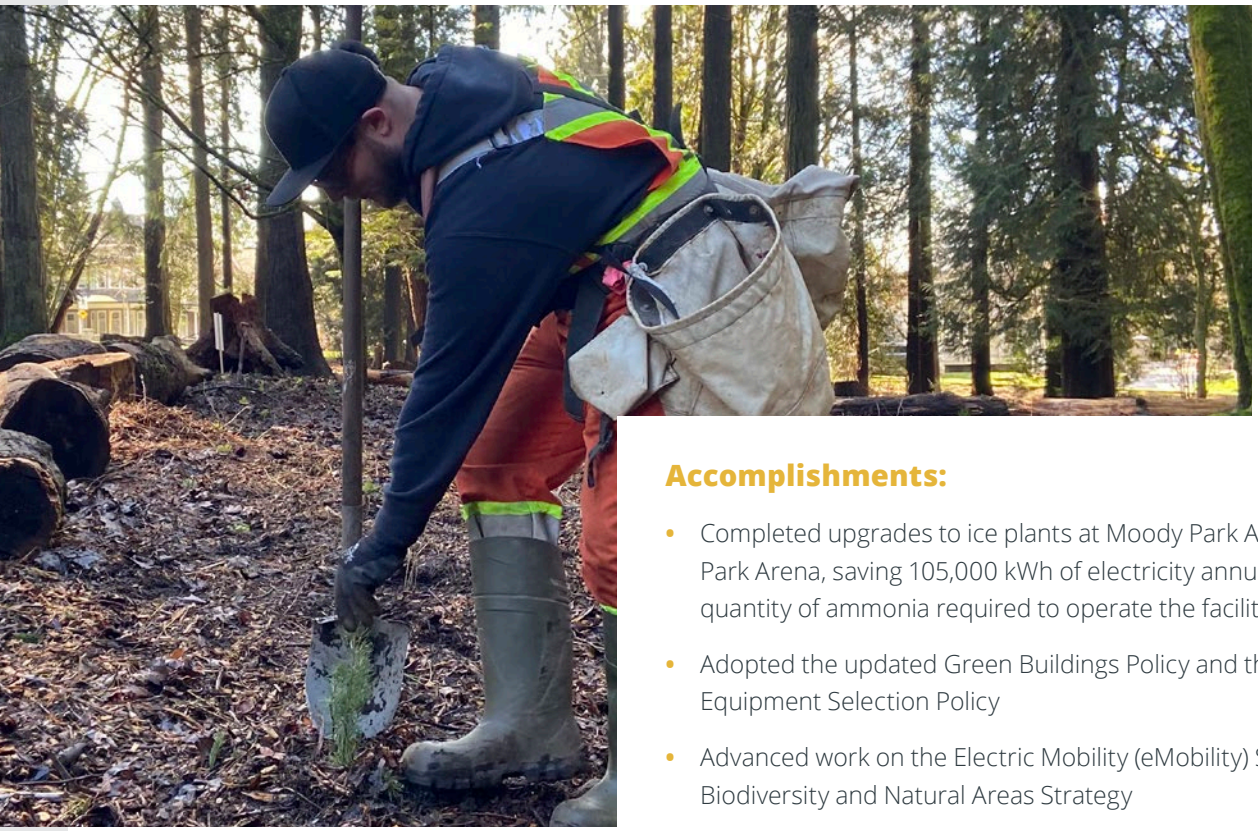
Economic Development:

- Continued to implement the *Future Forward* Economic Development Plan, with the development of updated resources in multiple languages and informational bulletins relevant to businesses
- Engaged with the non-profit and business community through educational webinars on topics such as marketing, operations, safety, funding, and customer service, in order to aid in pandemic recovery
- Continued the collaborative shop local campaign, ReDiscover New West, to spotlight New Westminster destinations, shops, and food services through promotional videos, social media, print and digital advertising, a website with directory, contests, and influencer marketing
- Commenced development of the Retail Strategy that will lay the foundation for the future of retail in New Westminster through land use and economic development activities
- Supported economic recovery in the hospitality sector with the development of a sidewalk and on-street patio program



ENVIRONMENT AND CLIMATE

We are committed to taking bold action to address the climate emergency, which includes achieving the 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:

- Completed upgrades to ice plants at Moody Park Arena and Queen's Park Arena, saving 105,000 kWh of electricity annually and reducing the quantity of ammonia required to operate the facilities by 75%
- Adopted the updated Green Buildings Policy and the Energy Efficient Equipment Selection Policy
- Advanced work on the Electric Mobility (eMobility) Strategy and the Biodiversity and Natural Areas Strategy
- Started the Community Energy and Emissions Plan (CEEP) update
- Saw 15% better energy performance for houses in the High Performance New Homes program from Energy Save New West
- Launched Vehicle Needs Assessment Form to align new vehicle requests with the City's Low Carbon Fleet Policy
- Began to replace New Westminster Police Department duel fuel patrol vehicles with hybrid vehicles to further cut greenhouse gas emissions and create an approximate fuel saving of 30%

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 the 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:

- Commenced construction on the təməsewtxʷ Aquatic and Community Centre
- Acquired the Massey Theatre building and established a long-term lease and working agreement to further expand the City's available space for cultural and arts programming
- Adapted outdoor spaces to support the safe use of parks related to COVID-19 concerns and implemented a pilot program for alcohol consumption in designated parks
- Completed new park spaces and amenities, including the Ryall Park Learning Garden, Queen's Park play tower replacement, Quayside Tugger replacement, the Sportsplex plaza, and the Queen's Park bike skills park





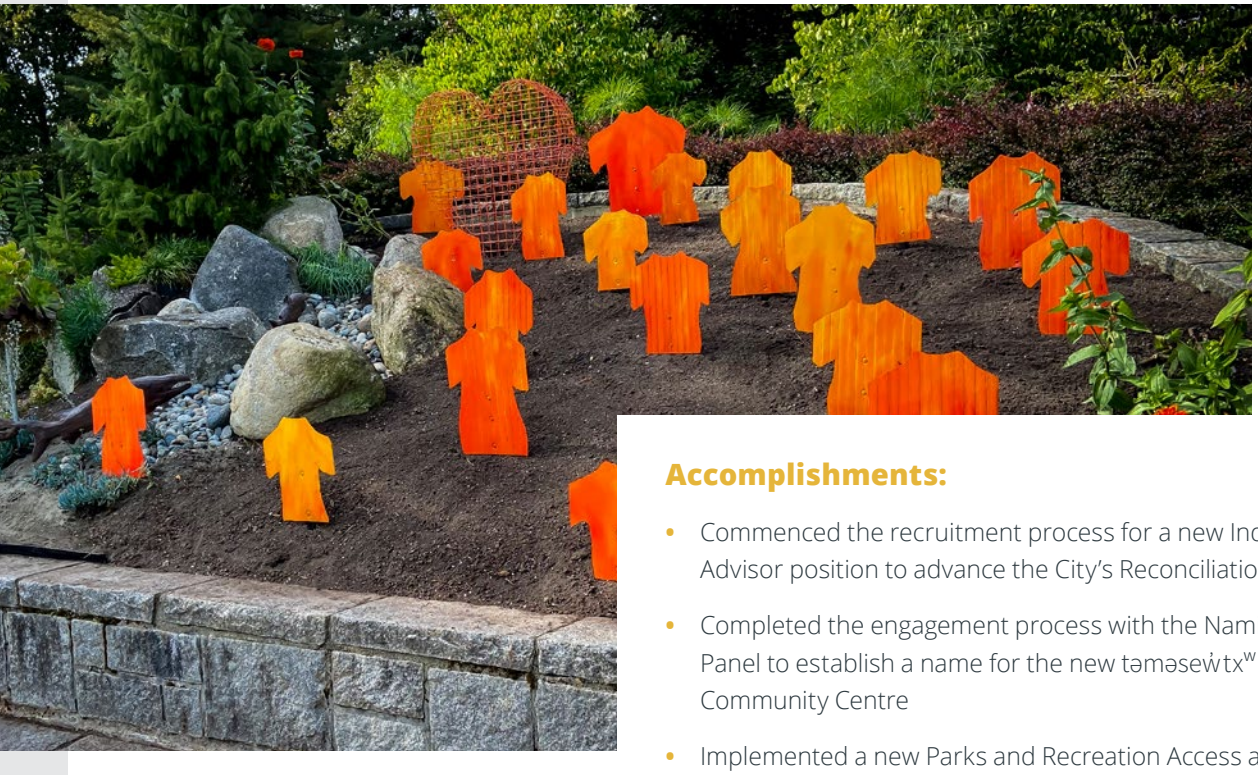
Accomplishments (continued):

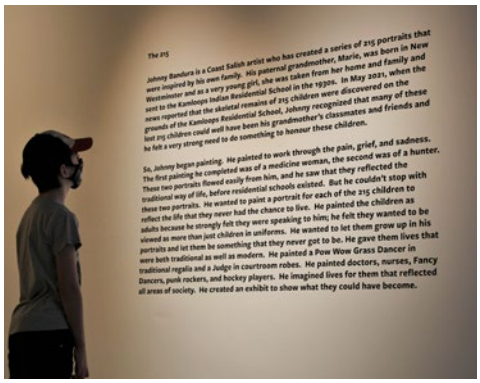
- Completed construction and commenced operations of the Queen's Park Sportsplex, and resumed community recreation programming in the areas of gymnastics, trampoline, and other indoor sports
- Conducted a comprehensive Facility Condition Assessment inventory, which will inform the development of an Asset Management Plan for City facilities
- Completed an assessment and upgrades to federally regulated rail crossings in the city to be compliant with grade crossing regulations
- Coordinated ongoing work to facilitate the construction of the Pattullo Bridge Replacement Project
- Commenced construction on the Queensborough substation, which will support the electrical needs of this growing neighbourhood and provide more reliable service
- Completed conservation and maintenance on several public art assets



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:

- Commenced the recruitment process for a new Indigenous Relations Advisor position to advance the City's Reconciliation Framework
- Completed the engagement process with the Naming Advisory Panel to establish a name for the new təməsewtxʷ Aquatic and Community Centre
- Implemented a new Parks and Recreation Access and Inclusion Policy aimed at reducing financial and other barriers to participation in recreation services
- Hosted the Community Action Network Training Program to assist people with lived and living experience of homelessness and poverty to become better self-advocates, and to inform City work
- Partnered with Douglas College and the Lower Mainland Purpose Society on a Digital Inclusion Initiative for seniors and unsheltered community members



Accomplishments (continued):

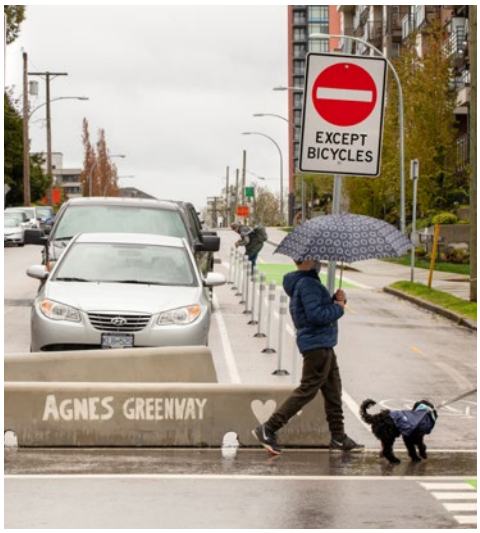
- Funded a new position at the Welcome Centre at New Westminster Secondary School to assist newcomers in accessing services and supports
- Prepared a Sanctuary City Policy to provide barrier-free access to City facilities, programs and services for community members with precarious or no immigration status
- Supported community engagement in dance, music, storytelling, drag performance, and Indigenous culture through in-person and virtual performances, residencies, and school outreach
- Launched a Public Art Policy review with the goal of realigning it with City's priorities for reconciliation, social justice, and equity, and to create a more responsive and inclusive program
- New Westminster Public Library and New Westminster Museum and Archives partnered to deliver the Indigenous film and discussion series
- New Westminster Police Department added accessibility information to their website, which includes information on nearby accessible parking, building entrances, service counters, and waiting areas
- Revised the New Westminster Fire and Rescue Services public education and community outreach projects, such as Camp Ignite and the Youth Firefighter Program, to increase diversity and inclusivity in the applicant pool



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.



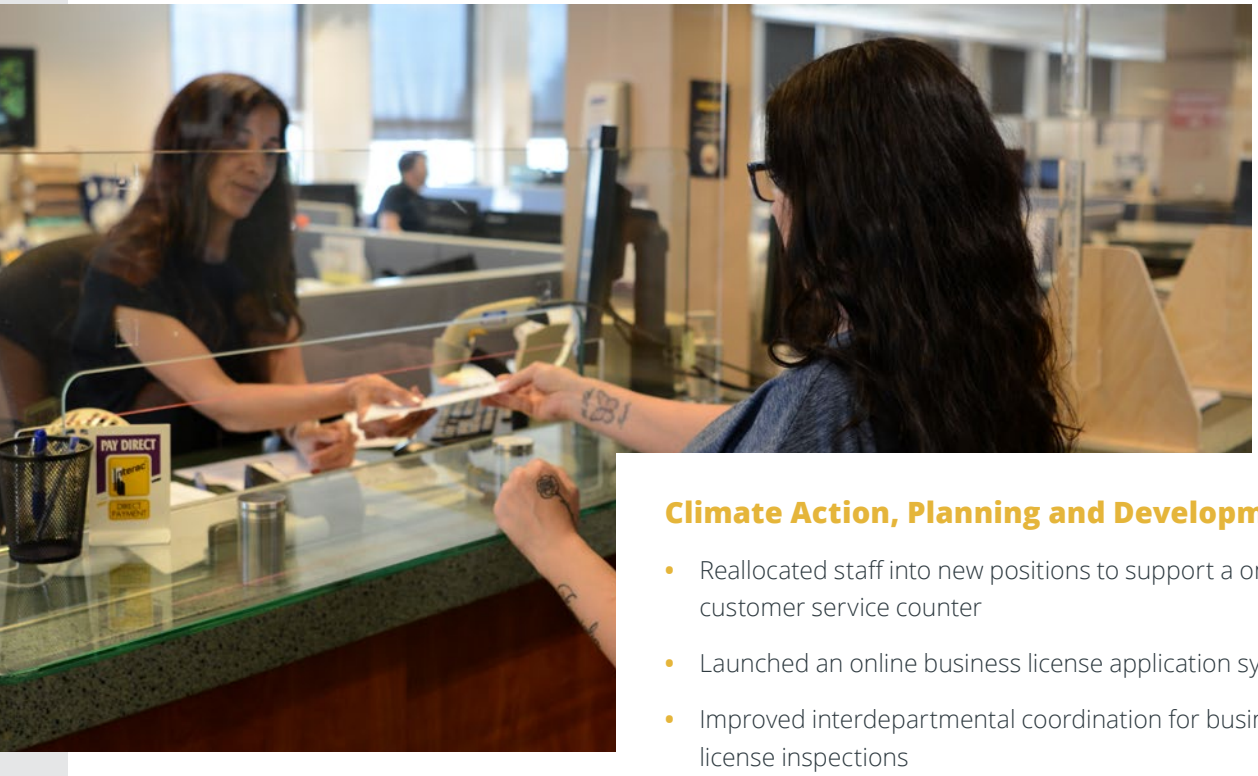


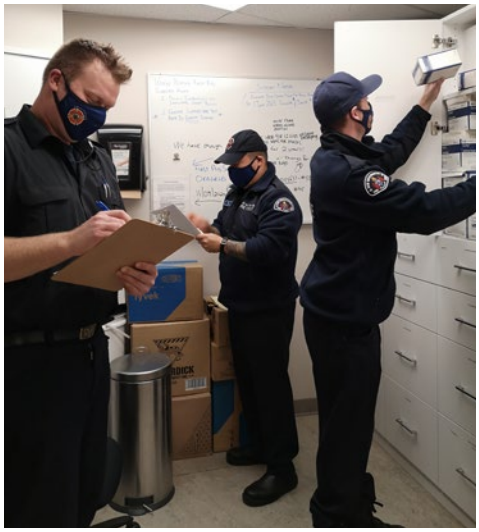
Accomplishments:

- Initiated planning and design for traffic safety and walking improvements around schools
- Completed the interim Agnes Greenway and engaged public and stakeholders on the final design
- Initiated planning and engagement on upgrades to the Rotary Crosstown Greenway and New Westminster Secondary School Cycling Connector in the Uptown neighbourhood
- Completed a new multi-use pathway in Moody Park
- Worked with TransLink on planned upgrades to the BC Parkway
- Supported the delivery of middle school training on cycling skills and safety

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.





Climate Action, Planning and Development:

- Reallocated staff into new positions to support a one-stop-shop customer service counter
- Launched an online business license application system
- Improved interdepartmental coordination for business license inspections
- Expanded remote building permit review and inspection capability
- Expanded online building permit intake and improved digital review processes
- Advanced digitization of historic permit records

Fire and Rescue Services:

- Supported the New Westminster Overdose Community Action Team with educational opportunities and support for vulnerable populations
- Collaborated on a number of high-profile construction projects to establish protocols and guidelines for safe site operations



Engineering:

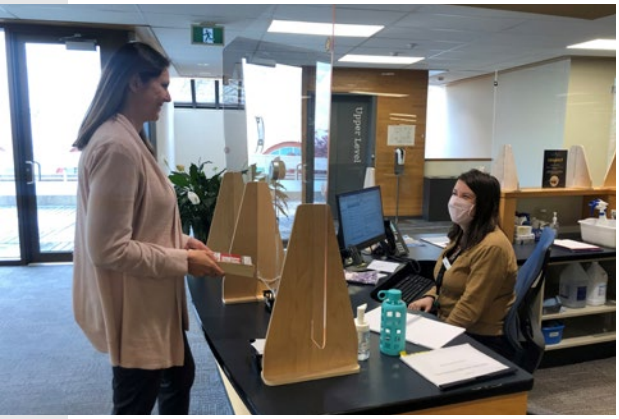
- Initiated an e-government calls-for-service platform
- Implemented a new platform for improved receipt and submission of engineering drawings
- Built internal capacity for maintenance, operation, and capital planning of facilities by filling key vacancies and developing internal documents for maintenance practices and project controls



Human Resources:

- Completed the development of the employee Professional Development Plan (PDP)
- Commenced the pilot of a new online mental health and wellness support tool for City staff
- Completed the engagement phase for the Diversity, Inclusion, Equity, and Anti-Racism (DEIAR) Framework
- Negotiated renewal collective agreements with CUPE, IBEW, and New Westminster Police Officers' Association
- Commenced implementation of an applicant tracking system to achieve efficiencies in the recruitment process







Parks and Recreation:

- Parks and Recreation adapted its policies, service delivery approaches, operations, and software systems to address COVID-19 restrictions and guidelines in order to deliver programs and services
- Improved and consolidated parks and recreation communications to the public as related to department services and COVID-19 impacts through subscription-based email updates, enhanced social media presence, and expanded digital marketing and advertising

Library:

- Established a new Strategic Plan to guide the library to 2025

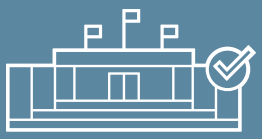
IT Services:

- Expanded the City's GIS mobile mapping services to include the City tree inventory, Cityworks, and the parks and open spaces inventory and maintenance information
- Upgraded the City's open data site to share data, maps, applications, and other items easily with teams, internal departments, and the public
- Deployed a new and enhanced cloud-based email security system

SEVEN BOLD STEPS

IN RESPONSE TO THE CLIMATE EMERGENCY, NEW WESTMINSTER CITY COUNCIL HAS ENDORSED SEVEN BOLD STEPS FOR CLIMATE ACTION TO GUIDE THE COMUNITY TOWARDS A ZERO CARBON FUTURE BY 2050.

1 CARBON FREE CORPORATION



2 CAR LIGHT COMMUNITY



3 CARBON FREE HOMES AND BUILDINGS



4 POLLUTION-FREE VEHICLES



5 CARBON-FREE ENERGY



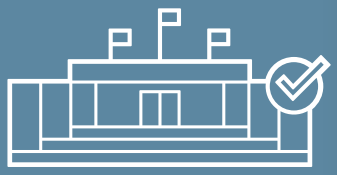
6 ROBUST URBAN FOREST



7 QUALITY PEOPLE-CENTRED PUBLIC REALM



1



CARBON FREE CORPORATION

Short-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

- Undertook deep energy retrofits and energy efficient upgrades for civic buildings, resulting in reduced GHG emissions ahead of targeted rate
- Completed construction on the Queen's Park Sportsplex, the first net-zero carbon emissions building constructed by the City

Initiated and Ongoing

- Implementing the Corporate Energy and Emissions Reduction Strategy (CEERS 2020)
- Advancing fleet decarbonization

2



CAR LIGHT COMMUNITY

Short-term target

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

Accomplishments

- Adopted an ongoing remote working program
- Updated bicycle parking requirements for new development in the zoning bylaw
- Established an e-bike program, including e-bike training for fire inspectors, to begin in summer 2022

Initiated and Ongoing

- Continuing to update the zoning bylaw with a focus on revised vehicle parking requirements
- Improving traffic safety in school zones

3



CARBON FREE HOMES AND BUILDINGS

Short-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.

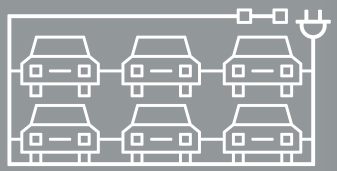
Accomplishments

- Increased community participation in Energy Save New West programs
- Launched the Empower Me energy savings initiative

Initiated and Ongoing

- Continuing work and engagement on the Community Energy and Emissions Plan (CEEP)
- Initiated Heat Pump Pilot Program (Pumping Up Savings in Heat (PUSH))
- Collaborating with Metro Vancouver to create a new Strata Energy Advisor program for multi-unit residential buildings

4



POLLUTION-FREE VEHICLES

Short-Term Target

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

Accomplishments

- Replaced three BCIT electrical vehicle chargers with Level 2 flow chargers
- Implemented user fees for EV chargers, which supports increased charger availability by encouraging proper turn over
- Increased municipal electric fleet by four vehicles

Initiated and Ongoing

- Continuing maintenance of EV chargers throughout the city
- Advancing development of the e-Mobility Strategy
- Continuing to replace end-of-life vehicles with low-emission vehicles

5



CARBON-FREE ENERGY

Short-Term Target

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

Accomplishments

- Commenced construction of new Queensborough substation

Initiated and Ongoing

- Continuing to repair and replace aging infrastructure and expand where needed
- Continuing Advanced Metering Infrastructure (AMI) implementation

6



ROBUST URBAN FOREST

Short-Term Target

New Westminster's urban forest canopy cover will be increased to 27 percent 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 percent.

Accomplishments

- Re-greened Brow of the Hill neighbourhood with 50 new street trees and installed raised pollinator planters
- Developed a Master Plan for Hume Park
- Planted 843 trees that increased the city's tree inventory

Initiated and Ongoing

- Continuing to plant up to 25,000 trees in the city's natural areas
- Began work on the Urban Reforestation and Biodiversity Enhancement Initiative

7



QUALITY PEOPLE-CENTRED PUBLIC REALM

Short-term target

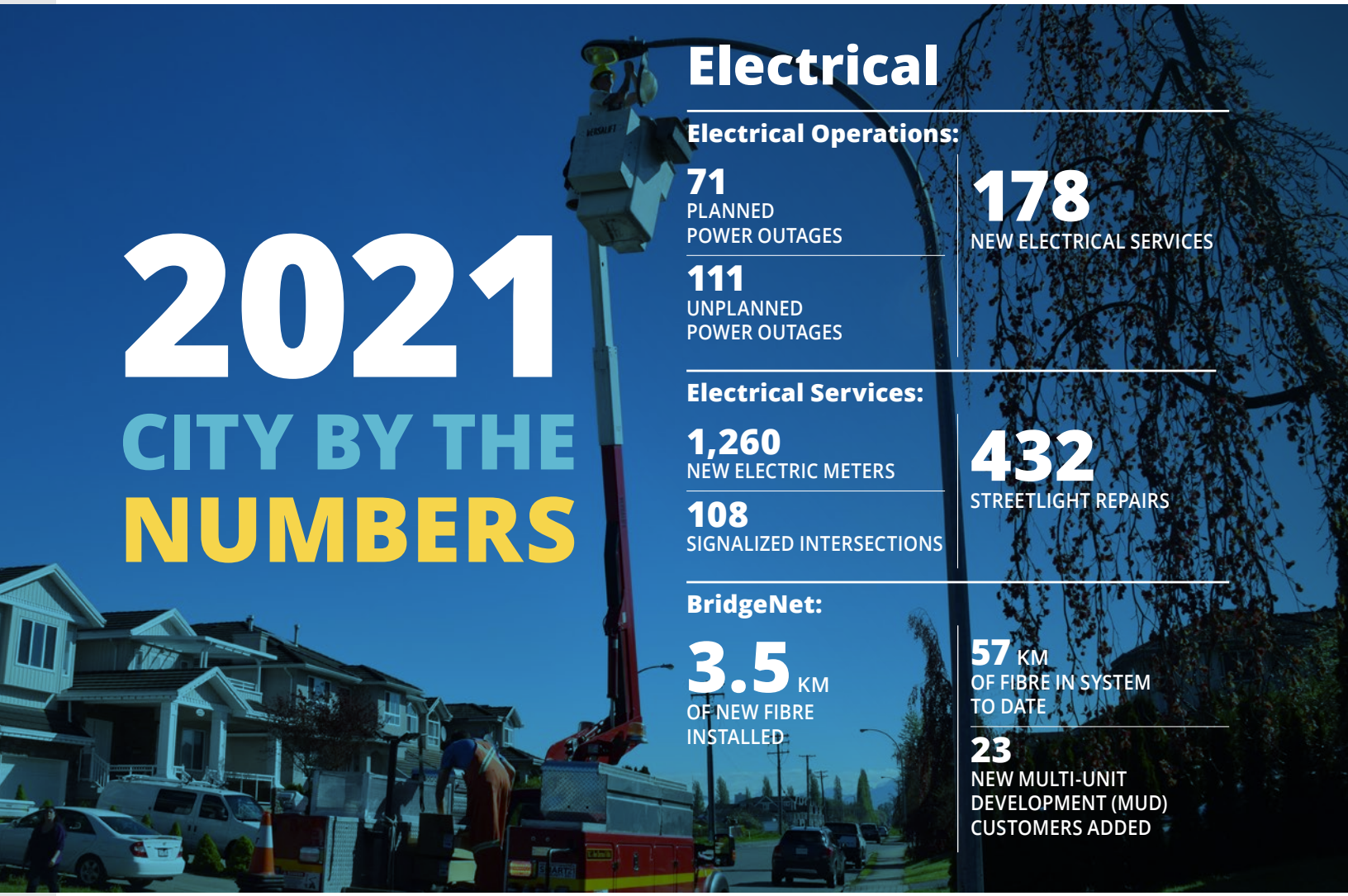
The City will reallocate a minimum of 10 percent of today's street space that currently only serves motor vehicles, excluding transit, for sustainable transportation or public gathering by 2030. The natural environment will be integrated with the public realm.

Accomplishments

- Completed new park spaces and amenities, including the Ryall Park Learning Garden; Queen's Park play tower replacement, Quayside Tugger replacement, Sportsplex plaza, and Queen's Park bike skills park
- Reallocated street space on East Columbia Street through the pavement management program
- Facilitated the establishment of new street patios

Initiated and Ongoing

- Continuing planning and engagement for the Uptown Active Transportation Improvements project
- Continuing to make improvements to the Sixth Street streetscape
- Continuing work on the Agnes Street Greenway project
- Preparing for the reallocation of street space on Eighth Street adjacent to Moody Park
- Initiated plans to increase width of sidewalk on Sixth Avenue in Uptown



2021 CITY BY THE NUMBERS

Electrical

Electrical Operations:

71 PLANNED POWER OUTAGES

111 UNPLANNED POWER OUTAGES

178 NEW ELECTRICAL SERVICES

Electrical Services:

1,260 NEW ELECTRIC METERS

108 SIGNALIZED INTERSECTIONS

432 STREETLIGHT REPAIRS

BridgeNet:

3.5 KM OF NEW FIBRE INSTALLED

57 KM OF FIBRE IN SYSTEM TO DATE

23 NEW MULTI-UNIT DEVELOPMENT (MUD) CUSTOMERS ADDED

Engineering

1.7 KM SEWER SEPARATION COMPLETED

0.6 KM WATER MAINS REPLACED

2.5 KM OF PAVEMENT INSTALLED

285 M SIDEWALKS REPAIRED/ REHABILITATED

362 STREET LIGHTS REPAIRED

739 STREET OCCUPANCY PERMITS GRANTED

3,066 PARKING PERMITS ISSUED

26,776 Q TO Q FERRY TRIPS

455 GRADE 6 AND 7 STUDENTS TRAINED IN CYCLING SKILLS AND SAFETY (FUNDED BY THE CITY OF NEW WESTMINSTER)

420 ACTION REQUESTS RESPONDED TO OR COMPLETED

231 ANIMALS RECEIVED CARE

111 PETS ADOPTED

13,260 DECALS AND SIGNS FABRICATED

97,911 SQUARE FEET OF FACILITY SPACE ADDED

1,695 METRIC TONNES OF RECYCLING DIVERTED FROM THE LANDFILL

5,259 METRIC TONNES OF ORGANICS DIVERTED FROM THE LANDFILL

Climate Action, Planning and Development

437
BUILDING PERMITS ISSUED

11,405
BUILDING AND PLUMBING INSPECTIONS

206
AFFORDABLE AND SUPPORTIVE HOUSING UNITS APPROVED

190
NEW CHILD CARE SPACES CREATED

185
TREE PERMITS ISSUED

120
PARTICIPANTS IN THE ENERGY SAVE NEW WEST EXISTING HOMES PROGRAM

$349,852,519.76
IN BUILDING PERMIT VALUES

247
HOUSING UNITS GRANTED OCCUPANCY

50
SHELTER SPACES CREATED

4
BUILDINGS PROTECTED BY HERITAGE DESIGNATION

21
LANEWAY HOUSE PERMITS ISSUED

3,616
BUSINESS LICENCES ISSUED

Library

171,733
VISITORS TO BOTH LOCATIONS, AVERAGING 46 VISITORS PER HOUR

454,918
PHYSICAL ITEMS AND 170,855 eCOLLECTION ITEMS BORROWED, AVERAGING 121 ITEMS PER HOUR

21,697
SESSIONS ON THE PUBLIC INTERNET COMPUTERS

3,308
NEW LIBRARY CARDS ISSUED

4,700
ADULTS, TEENS, AND CHILDREN ATTENDED LIBRARY PROGRAMS





Parks and Recreation

263
TREES SOLD AT THE ANNUAL TREE SALE EVENT

63
TREES ADOPTED THROUGH THE ADOPT-A-STREET TREE PROGRAM

843
TREES PLANTED ON CITY-OWNED LAND

43,275
HOURS OF DROP-IN SERVICES TO 168,012 PARTICIPANTS

18,554
HOURS OF REGISTERED PROGRAMS TO 15,059 PARTICIPANTS

1,100
HANGING BASKETS (500 MADE BY STAFF, 600 MADE BY COURSE PARTICIPANTS)

70,000
SUMMER BEDDING PLANTS GROWN

35,000
WINTER BEDDING PLANTS GROWN

1,500 KG
OF VEGETABLES GROWN AND DONATED TO THE LOCAL FOOD HAMPER PROGRAM

10,000
SUCCULENTS GROWN

900
POINSETTIAS GROWN



Arts & Culture

54
REGISTERED ART PROGRAMS

38
COMMUNITY ARTISTS EXHIBITED IN THE COMMUNITY ART GALLERY AT ANVIL CENTRE

6
PERFORMING ARTS RESIDENCIES

1,200+
NEW MEDIA GALLERY EXHIBITION TOURS

82
UNIQUE VIRTUAL AND IN-PERSON CULTURAL PROGRAMS



Anvil Centre

104,000
CONFERENCE ATTENDEES

132
DAYS OF HOSTING VACCINATION CLINICS

99,763
VACCINATION CLINIC GUESTS

Legislative Services

77
FREEDOM OF INFORMATION (FOI) REQUESTS

62
OPEN DELEGATION SPEAKERS



Police

20,704
POLICE FILES OPENED

31
POLICE OFFICERS HIRED

18
CIVILIANS HIRED

11
RESERVE CONSTABLES VOLUNTEERS

3
NWPD POLICE DOGS AS PART OF THE INTEGRATED POLICE DOG SERVICE

97%
INCREASE TO IMPAIRED DRIVING INVESTIGATIONS

9%
DECREASE TO MONITORED PROPERTY OFFENCES



Fire and Rescue Services

6,052
TOTAL CALLS

3
EXPLOSIONS

262
FIRES

34
HAZ-MAT SITUATIONS

2,941
MEDICAL CALLS

280
MOTOR VEHICLE ACCIDENTS

BE HEARD NEW WEST

beheardnewwest.ca

Be Heard is the City's official online space where community members can provide input on a variety of projects and initiatives. Learn about current City plans and projects, and join the discussion! Participate online wherever and whenever it's convenient for you.

Be Heard in 2021:

35
NEW PROJECTS WERE LAUNCHED

2,868
NEW MEMBERS JOINED OUR ONLINE COMMUNITY

4,477
RESPONSES WERE COLLECTED FROM 45 SURVEYS

1,497
COMMENTS WERE SHARED ON DISCUSSION FORUMS

211
QUESTIONS WERE ANSWERED

20,000+
UNIQUE VIEWERS VISITED THE SITE

A few of the voices we heard in 2021:

"For the bus stop at Agnes and Elliot, the bus needs to be able to pull OUT OF TRAFFIC. Whenever the bus stops, impatient drivers are driving into oncoming traffic. It is even worse when the postal trucks, other delivery vehicles, food deliveries, are double parking on the north side to make their deliveries forcing cars to snake around the bus while also avoiding the delivery vehicle. I walk the dog there every day and have witnessed too many close encounters."

Post on the Discussion Forum for the Agnes Greenway engagement.

"I'd love to see more late night /adults only leisure swim options, maybe on select weekends in the summer? Especially on hot days it would be great to swim after dark when it's cooler."

Response to a question asked in the Outdoor Pools Season survey

"There are several large areas of green space here that's sitting empty. Would be great if one of them could be converted to a fenced off-leash area since it's right in the middle of the Connaught Heights neighborhood. This would create a sense of community and enable the many dog owners to allow their dogs to socialize."

Comment made by an engagement participant placing a pin on the interactive map to suggest a location for a new dog park, as part of the People Parks and Pups engagement

We want your opinion | نريد أن نسمع رأيك | Nais naming makuha ang inyong opinyon | ما را از نظرات خود آگاه کنید | 我们想要您的意见 | Queremos saber su opinión | ਅਸੀਂ ਤੁਹਾਡੇ ਵਿਚਾਰ ਜਾਣਨਾ ਚਾਹੁੰਦੇ ਹਾਂ | Tunataka maoni yako | 여러분의 의견을 구합니다

2021 COMMUNITY GRANTS

Community organizations are vital to the livability and vitality of our community. They deliver essential, creative, and innovative programs, services, supports, facilities, and engagement opportunities to and for the people of New Westminster.

73
GRANTS

$799,919.83
TOTAL

COMMUNITY LIVABILITY & SOCIAL EQUITY

1. Camp Kerry Society/Lumara
2. Canadian Mental Health Association
3. Communities Embracing Restorative Action
4. Coquitlam Search and Rescue
5. Culture Chats BC Association
6. Douglas College Early Childhood Education Center Society
7. Family Services of Greater Vancouver
8. Gardens4Kids
9. Glenbrooke Daycare
10. IMPACT Parkinson's Society
11. Living Systems Counselling
12. Mediate BC Society
13. New West Hospice Society
14. New Westminster Amateur Radio Club
15. New Westminster Beekeepers Association
16. New Westminster Environmental Partners (NWEP)
17. New Westminster Family Place Society
18. New Westminster Homelessness Coalition
19. New Westminster Victim Assistance Association
20. Queens Avenue Daycare Society
21. Queensborough KIDS Child Care
22. Queensborough Special Program Committee
23. Royal City Humane Society
24. Royal Columbian Hospital Foundation
25. Seniors Services Society of BC
26. St Barnabas Daycare Society
27. The Lower Mainland Purpose Society for Youth and Families
28. Umbrella Multicultural Health
29. W.I.N.G.S. Fellowship Ministries

TOTAL AWARDED: **$328,293.18**

SOCIAL & CULTURAL VIBRANCY

1. Alzahra Cultural & Sport Association(ACSA)
2. Arts Council
3. Canadian Lacrosse Hall of Fame and Museum
4. Culture Chats BC Association
5. Douglas College Foundation
6. Downtown New Westminster Business Improvement Society
7. Fraser River Discovery Centre Society
8. Hyack Festival Ambassador Leadership Program
9. Lower Mainland Purpose Society
10. Massey Theatre Society
11. New West Artists Society
12. New West Farmers Market Society
13. New West Film Society
14. New West Hospice Society
15. New West Pride Society
16. New Westminster Family Place
17. New Westminster Heritage Foundation
18. New Westminster Hyack Festival Association
19. New Westminster May Day Community Association
20. New Westminster Minor Softball Association
21. NWSS Memorialization Committee
22. New Westminster Symphony Society (NWSS)
23. New Westminster Youth Ambassador Society
24. Queensborough Special Programs Committee
25. Recovery Day Vancouver Society
26. Royal City Literary Arts Society (RCLAS)
27. Royal City Musical Theatre
28. Royal City Youth Soccer Club/New Westminster Soccer Club
29. Savage Production Society
30. Shasta Trampoline
31. Sher Vancouver LGBTQ Friends Society
32. TEDxSFU
33. The Royal Canadian Theatre Company
34. The Royal Westminster Regiment Historical Society
35. The Royal Westminster Regiment Volunteer Band
36. UCASS (United Creative Artists Studio Society)
37. Uptown Business Association
38. Vancouver Chamber Music Society
39. West End Business Association

TOTAL AWARDED: **$365,565.00**

COMMUNITY ECONOMIC ACTIVATORS

1. Downtown New Westminster Business Improvement Society
2. New West Chamber
3. New West Farmers Market Society
4. Tourism New Westminster

TOTAL AWARDED: **$105,500.00**

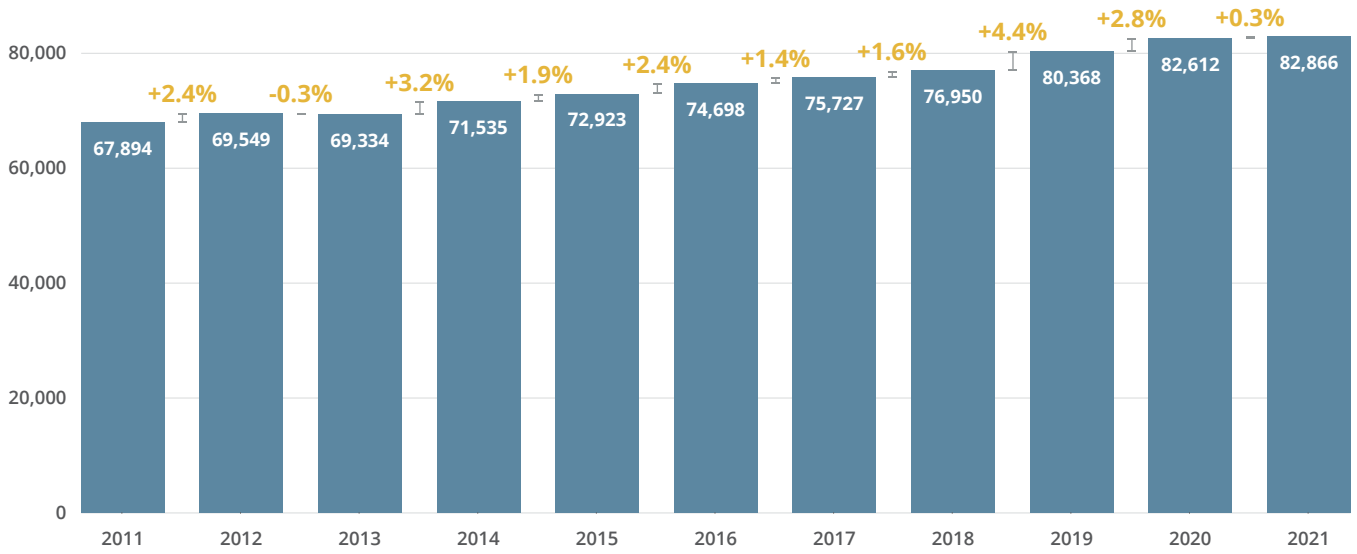
CITY SERVICES

1. Queensborough Residents Association (in partnership with QSPC)

TOTAL AWARDED: **$561.65**

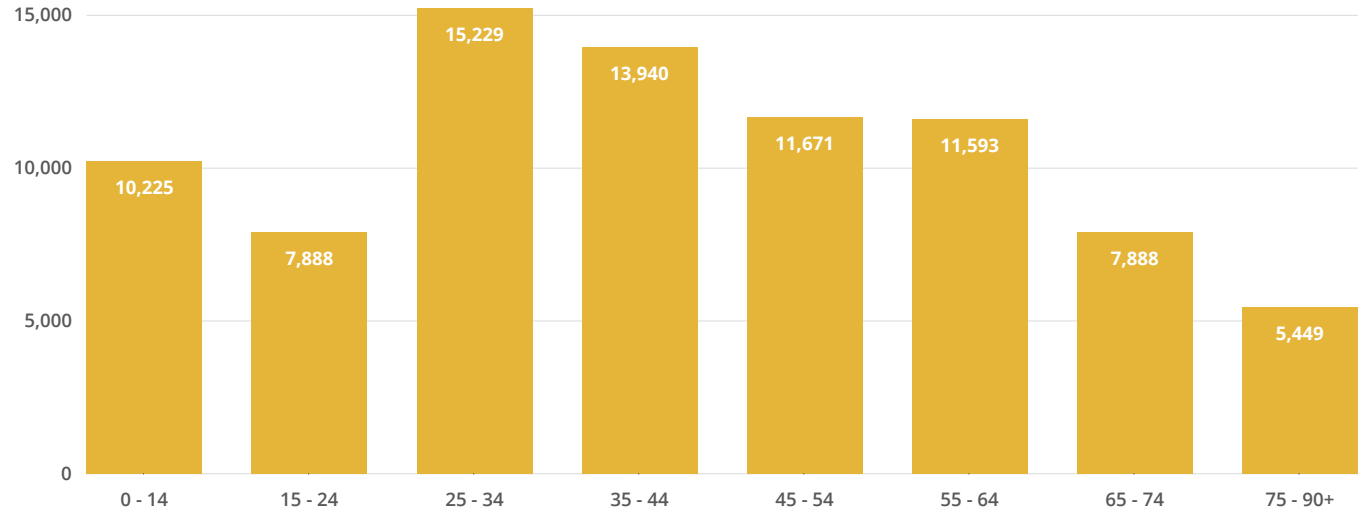
2021 DEMOGRAPHICS

New Westminster Population: 2011-2021



Source: BC Stats. Population Estimates

2021 New Westminster Population by Age Group



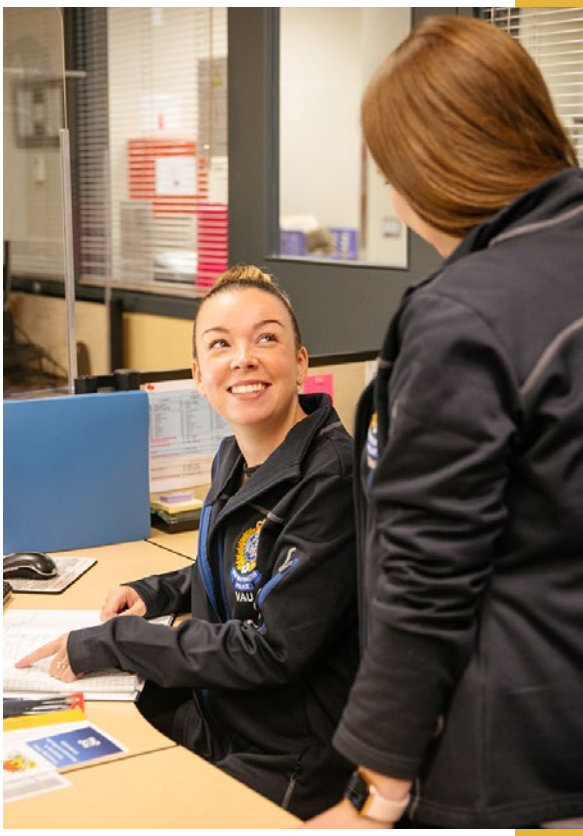
Source: BC Stats. Population Estimates

















NEW WESTMINSTER
newwestcity.ca