

NEW WESTMINSTER

ANNUAL REPORT 2022

CONTENTS

3
MESSAGE FROM THE MAYOR

4
MESSAGE FROM THE CAO

5
MAYOR & COUNCIL

6
ACCOMPLISHMENTS BY STRATEGIC PRIORITY

19
SEVEN BOLD STEPS

27
CITY BY THE NUMBERS

31
2022 COMMUNITY GRANTS

33
2022 DEMOGRAPHICS

MAYOR PATRICK JOHNSTONE



On behalf of New Westminster City Council, I am excited to present the 2022 Annual Report.

2022 was a year of transition, with the municipal election introducing a new mayor and four new councillors, and our community returning to more familiar operations following the disruptions of the pandemic.

We continued to address the concurrent crises that challenged our ability to provide the services and quality of life our residents expect. New Westminster is not immune to the overlapping, but separate, crises related to homelessness, addiction, and mental health exacerbated by the COVID-19 pandemic. At the same time, climate change is impacting our community through increased heat alerts, expanded flood and fire seasons, and supply chain and economic disruption. This is also an era of increased economic and social inequity with additional awareness and pressure to address these issues at every level of society.

I am proud of the City's commitment to compassionate and evidence-based approaches to these issues and appreciate the community's support for the work we are doing. In this report, you will read about the successes the City has seen over the last year and the leadership we have demonstrated in many priority areas.

Our Homelessness Action Strategy outlines precedent-setting protections for affordable rental options. The approval of new affordable housing developments, and working partnerships with Indigenous and Swahili communities, are advancing housing for the people who are most at risk. At the same time, we are approving permits for "missing middle" housing across New Westminster, and are leading the region in new purpose-built rental units.

Our active transportation file has also never been more active. We have a new network plan approved by Council and will soon cut the ribbon on both the Agnes Greenway and a long-awaited greenway connection to the New Westminster Secondary School campus. We are making significant investments in pedestrian safety and universal accessibility so more people can feel confident choosing active transportation in our community.

Active transportation is only part of the major infrastructure program the City of New Westminster is undertaking. In 2022, we made progress on major projects like a new electrical substation and pump stations to assure resiliency in the Queensborough neighbourhood. And we moved forward with our biggest ever capital investment, təməsewtxʷ Aquatic and Community Centre. This 10,644 square metre aquatic and recreation centre will offer twice the recreation space as the two buildings it is replacing, while being the first aquatic centre in Canada to achieve the Canadian Green Building Council Zero Carbon Building standard.

These are challenging times for many, but New Westminster is a city with vision and a focus on delivering the services and facilities our residents and businesses expect, and doing so within a prudent fiscal framework that assures sustainability into the future. It is an honour to be the Mayor of this city!



Patrick Johnstone, MAYOR

CAO
LISA SPITALE



In 2022 we were finally able to shift our focus away from the pandemic and back to our community and its future.

Staff worked hard to bring the community back together and increase engagement and inclusion. We launched 25 engagement projects on Be Heard New West, with thousands of community members providing feedback through online and in-person opportunities. Further, we actively engaged people with lived or living experience of homelessness or poverty on planning and policy projects. We encouraged community connectedness and participation through initiatives such as the Hey Neighbour Collective, Senior Services Society's Connect and Prepare, and the Sanctuary City Policy.

The hiring of an Indigenous Relations Advisor was an important step forward in our reconciliation work, leading to the advancement of the City's Reconciliation Framework and the establishment of a Reconciliation Working Group to address systemic barriers within the City. We're also continuing to build meaningful relationships with local First Nations and improve engagement with the Indigenous population.

Public art provides us with a wonderful opportunity to share the city's history, diversity, and reconciliation journey, while supporting artists. To this end, we began work on a 10-year Public Art Plan. We also partnered with the Arts Council of New Westminster on a new pilot project that will see them leading the development and curation of the Community Art Gallery exhibitions for the next three years.

2022 saw staff continuing work on the Downtown Livability Strategy, including increased homeless outreach capacity and support for programs that address drug use and mental health. We made progress on the provision of toilets with the installation of a 24/7 staffed portable toilet on Front Street, an interim measure until the permanent toilet is constructed. We activated commercial areas with programming such as Outside/In and Shine Bright New West, which won its third award in 2022. Work also continued on the comprehensive City-Wide Retail Strategy, which is nearing completion after months of research, planning, and engagement. This Strategy will provide a framework to ensure sustainability of local retailers and ensure we are equipped for a changing economy.

Extensive work was done to streamline and digitize processes in several City departments to increase efficiency and staff capacity, as well as further the City's efforts towards sustainability. Additional sustainability achievements were made in the area of Parks and Recreation through efficiency upgrades to arena ice-making plants, chlorine stabilizers in the pools, more rain gardens, and native plants in City parks.

Finally, we also reached an important milestone with the completion of the Diversity, Equity, Inclusion, and Anti-Racism (DEIAR) Framework. By applying this Framework to City employment practices, we will be better able to recognize and celebrate diversity within our workforce, and ensure a work environment that is inclusive and equitable for a more resilient and engaged workforce in the years to come.

Thank you to our City staff for all the hard work, and to the volunteers, residents, and partner organizations that worked with us to advance our projects and strategic priorities.



Lisa Spitale, CAO



2022-2026

MAYOR & COUNCIL

FROM LEFT TO RIGHT

Councillor	**Daniel Fontaine**
Councillor	**Tasha Henderson**
Councillor	**Paul Minhas**
Mayor	**Patrick Johnstone**
Councillor	**Ruby Campbell**
Councillor	**Jaimie McEvoy**
Councillor	**Nadine Nakagawa**



ACCOMPLISHMENTS BY STRATEGIC PRIORITY

New Westminster City Council's Strategic Plan 2019–2022 outlines the priority areas and directions on which Council's leadership role will be focused during the designated 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

Affordable Housing and Child Care 7
Culture and Economic Development 8
Environment and Climate 10
Facilities, Infrastructure, and Public Realm 11
Reconciliation, Inclusion, and Engagement 12
Sustainable Transportation 15
Organizational Effectiveness 16

AFFORDABLE HOUSING AND CHILD CARE

Affordable housing and child care 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 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 work on the Homelessness Action Strategy, which includes a five-year vision and 46 actions to address homelessness and its associated impacts.
- Received a federal government Strengthening Communities Program Grant in the amount of $532,575 to address the needs of those experiencing homelessness and to mitigate some of the associated impacts.
- Completed permit issuance for 96 affordable units at 831 Sixth Street, which will serve Indigenous and Swahili residents; this housing is under construction.
- Approved 55 missing middle housing units, including new townhouses, rowhouses, and laneway houses, filling a gap in the housing market and helping meet an important need in the community.
- Reduced Single-Family permit backlog to pre-pandemic levels.
- Implemented Tenant Improvement Permit Expediting program.

Child Care:

- Substantially advanced child care in Queensborough: constructed a facility at 490 Furness Street that accommodates 37 non-profit care spaces for 0-5 years, and received a provincial grant to retrofit Queensborough Community Centre to accommodate 25 non-profit school-age care spaces.
- Advanced construction of the 37-space, non-profit, pre-school age child care facility at təməsewtxʷ Aquatic and Community Centre, with an anticipated opening in January 2024.



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 and Culture:

- Established a three-year program partnership with the Arts Council of New Westminster to curate exhibitions in the Community Art Gallery at Anvil Centre.
- Recruited a consulting team to support the development of a new 10-year Public Art Plan for the City.
- Established an Artist Roster to match pre-qualified artists with Public Art opportunities, resulting in the development of four projects in 2022.
- New Media Gallery developed *Indivisible* exhibition, which was part of the Swiss Innovation Fest.
- Hired a permanent Program Coordinator for New Media Gallery to support increased programming.
- Presented *Reconciling*, an exhibition highlighting acts of reconciliation and truth-telling connected to New Westminster. Museum staff worked with community members and Indigenous voices to draw attention to challenging histories and ongoing injustice.
- Installed an interpretive plaque in Queensborough in collaboration with the Sikh community to relay New Westminster's connections to the Komogata Maru incident.
- Audited and reported on New Westminster's historical actions relative to First Nations and Indigenous peoples as they relate to the articles of UNDRIP.

Economic Development:

- Aligned Business Licensing within the Economic Development Office to further our commitment to providing a supportive environment for local business.
- Completed substantive work on the city-wide Retail Strategy, which will identify recommendations to support a healthy retail sector, vital to the well-being of the city and local neighbourhoods.
- Continued delivery of the non-profit bursary program, which seeks to support capacity development for the sector within the local economy.
- Developed the Business Association Launch Program to help strengthen our existing commercial areas by supporting business operators in under-represented areas to form a business group for collaboration and advocacy purposes.
- Continued outreach and support for the Downtown Livability Strategy.
- Anvil Centre leveraged integrated marketing tactics to promote the venue as a more local alternative to downtown Vancouver; nearly 50% of all non-City events in 2022 were organized by New Westminster-based organizations.





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:

- Adopted the Biodiversity and Natural Areas Strategy.
- Adopted the Community Energy and Emissions Plan 2050 (CEEP).
- Adopted the eMobility Strategy.
- Produced 420MWh of clean energy through the Urban Solar Gardens.
- Achieved 20% better energy performance for new homes in New Westminster built to Step 3 requirements compared to homes previously built to Step 1.
- Promoted energy-saving technology for residential homes through rebates offered by Energy Save New West.



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:

- Continued construction for təməsewtxʷ Aquatic and Community Centre with scheduled completion in 2024.
- Completed several parks improvement projects:
  - Redeveloped Riverside Adventure Park
  - Installed new LED lights at Queen's Park Tennis Courts.
  - Adopted the Hume Park Masterplan, which will guide improvements to recreational facilities and ecological assets within the park over the next 20 years.
- Installed public misting stations to provide relief during extreme heat.
- Replaced Sapperton area sanitary sewer, sewer separation and water main.
- Installed City Hall sewer separation and storm water drainage feature.
- Completed the Facility Condition Assessment, implemented capital planning software, and began procurement for the Facility Asset Management Plan.
- Completed new utility service connections for Massey Theatre.
- Advanced construction on the new Queensborough Substation, which is expected to be in service in spring 2023.
- Continued work on the Advanced Meter Infrastructure (AMI) project; a contract was signed in September and detailed project planning began in the fall.
- Completed the first 5 Gig dark fibre business connection for a local tech firm.





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.





Reconciliation:

- Hired a new Indigenous Relations Advisor to advance the City's Reconciliation Framework.
- Established a Reconciliation Working Group to implement the *Truth Before Reconciliation Strategy (TBRS)*, which was developed to address systemic barriers within the City that are preventing meaningful engagement with Indigenous communities and curtailing reconciliation efforts.
- Updated the City website with information about past Indigenous relations activities and the City's current Indigenous engagement efforts and actions to answer the Truth and Reconciliation Commission of Canada's Calls to Action.
- Hosted a monthly Medicine Wheel workshop for City staff; over 250 staff from across the organization voluntarily attended, including the New Westminster Police Department and City Council.
- Launched the Elder-in-Residence program; the City's Indigenous Relations Advisor along with Elder William, a residential school survivor and urban Indigenous man from Nisga'a and Gitxsan families, host weekly soup and bannock lunches with City staff and guests.
- Museum staff supported City engagement with First Nations around the Biodiversity Strategy and Flood Management Plan.

Inclusion:

- Completed the second intake of the Community Action Network, engaging people with lived and living experience of poverty and homelessness in municipal planning and policy development processes.
- Participated in the Hey Neighbour Collective, which enhances social connectedness and resiliency in multi-family residential buildings.
- Partnered with Senior Services Society on Connect and Prepare, which enables elderly tenants to prepare for emergency situations.
- Advanced implementation of phase two of the Sanctuary City Policy, supporting community members with precarious, uncertain, or no immigration status to access City facilities, programs, and services.
- Collaborated with New West Pride Society to host the first All Body Swims at Moody Park Outdoor Pool during the summer.
- Expanded Summer Day Camp offering extended to also include programs based at Fraser River Middle School to better serve Downtown and Brow of the Hill neighbourhoods.
- New Westminster Fire and Rescue Services hosted BC's Camp Ignite Program, a week-long program focused on encouraging and preparing young women who are considering a career in firefighting.
- New Media Gallery supported cultural diversity across the arts through partnerships with organizations such as Powell Street Festival.
- Shine Bright New West 2022 recognized by the BC Recreation and Parks Association for Excellence in Festivals and Events, and by the Creative City Network of Canada through the Cultural Events Award.





Engagement:

- Be Heard New West prioritized connecting with the community in public spaces; more than 1,100 community members participated in pop-ups and engagement sessions held across the city.
- The Be Heard online community grew by over 700 new members.
- Launched 25 new engagement projects.
- Gathered feedback from over 2,000 community members in 10 online surveys.



BE HEARD NEW WEST

beheardnewwest.ca

Be Heard, the City's official online community space, continues to grow. In 2022 more community members joined to provide input on a variety of projects and initiatives, learn about current City plans and projects, and contribute to the discussion.

A few of the engagements held in 2022:

- HOMELESSNESS ACTION STRATEGY
- TRAFFIC CALMING AROUND SCHOOLS
- REIMAGINING THE QUEEN'S PARK FARM (PHASE 2 ENGAGEMENT)
- LOCAL ELECTION FEEDBACK
- OUTDOOR POOLS SEASON FEEDBACK
- INFILL HOUSING PHASE 1 REVIEW
- QUEENSBOROUGH TRANSPORTATION PLAN
- COMMUNITY ENERGY AND EMISSIONS PLAN 2050
- INDOOR AND OUTDOOR SPORTS COURTS USAGE

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 that is inclusive, shared, connected, electric, and autonomous.



Accomplishments:

- Completed the Active Transportation Network Plan, a five-year plan to expand and improve the City's walking, cycling, and wheeling network for people of all ages and abilities.
- Began construction on the permanent Agnes Greenway, New Westminster Secondary School cycling connector, and Brunette-Fraser Regional Greenway extension to Braid Street.
- Widened the sidewalk and bus stop on Sixth Avenue near the Library.
- Began construction on a new sidewalk and street lighting along Ninth Avenue and 21st Street.
- Completed sidewalk improvements and traffic calming on Tenth Avenue near Surrey Street.



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.



Emergency Management Office:

- Developed an Emergency Monitoring Center to increase front line service capacity during region-wide climate events that exhaust supporting emergency services like ambulance and emergency departments.
- Completed onboarding training for Emergency Operations Center staff City-wide to increase the resources available during an EOC activation.
- Collaborated with Fraser Health Authority (FHA) to identify buildings with a large numbers of people at high risk for heat exhaustion so that FHA can provide air conditioners in common areas during an extreme heat event.

Human Resources:

- Piloted the employee Professional Development Plan.
- Completed the Diversity, Equity, Inclusion, Anti-Racism (DEIAR) Framework.
- Negotiated a renewal for the New Westminster Police Officer's Association's collective agreement.
- Continued work to implement a time entry self-service system to reduce paper use and errors from manual time tracking, and increase accountability.
- Implemented the use of electronic Personnel Action Forms.
- Increased efficiencies in the interview process by phone screening, combining interviews, and continuing with virtual interviews.





Climate Action, Planning & Building:

- Continued to streamline and expand the digital Building Permit process.
- Initiated a Development Application Process Review to streamline the overall development process and better utilize digital tools.
- Implemented proactive, relationship-based approach to working with unsheltered or street entrenched community members, including morning and afternoon patrols five days per week to provide assistance to the overall community.
- Streamlined enforcement approach with "handshake agreements" to quickly seek compliance and using longer ticketing processes only as required.
- Initiated cross training to support smoother building site enforcement.

Fire and Rescue Services:

- Developed and implemented an Acting Policy to increase resiliency and capacity for the management team while supporting staff development and succession planning.
- Advanced implementation of a data collection and management system to make better informed operational decisions, and a wellness screening program aimed at reducing WorkSafeBC claims and premiums.
- Restructured the Training Division to increase training engagement, and the Platoon Captain Deployment model to increase the availability of the senior incident commander.



Information Technology:

- Developed a live elections results website for local government elections.
- Increased the use of mobile applications for several departments in order to go paperless.
- Expanded the use of GIS Business Intelligence tools to gain valuable insights for existing assets and operations.
- Implemented a single sign-on process across all GIS systems reducing login to one set of credentials, which improves security and the overall user experience.



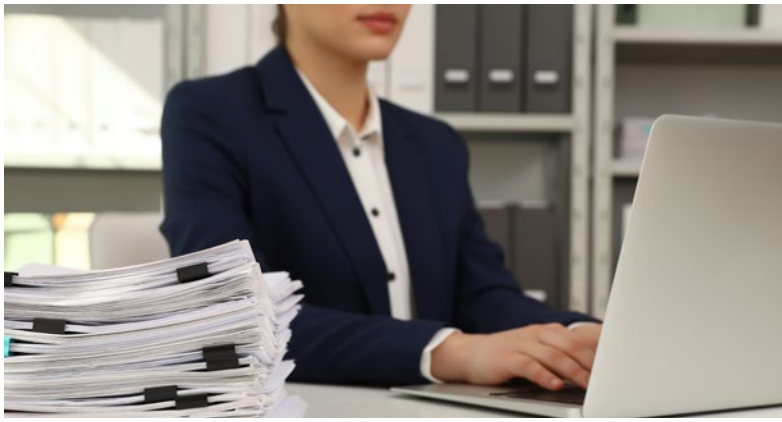


Parks and Recreation:

- Converted the arenas' ice making plants to high efficiency condensers, compressors, and fluid coolers, thus reducing water consumption by 98%, reducing electrical consumption, reducing the stored ammonia (which increased safety), and reducing long term capital replacement costs due to longer service life of newer equipment.
- Introduced chlorine stabilizers to outdoor pool systems to reduce evaporation caused by sunlight, lowering annual chlorine consumption for a cost savings of approximately 40%.
- Introduced more native plants and recreated more rain gardens in City parks and planters, increasing sustainable practices and reducing labour intensity.

Engineering:

- Completed Phase 1 testing for e-Government calls for service platform and for Engineering Invoices platform with automated workflow.
- Improved records management by converting hardcopy documents to electronic and migrating all electronic documents from various shared drives to the centralized Electronic Records Management Platform (EDMS).



SEVEN BOLD STEPS

In response to the climate emergency, New Westminster City Council has endorsed Seven Bold Steps for Climate Action to guide the community 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

- Converted all appliances at the Fire Halls from gas to electric.
- Converted emergency response auto-extrication equipment and power tools to electric power.
- Upgraded five light- and medium-duty fleet vehicles to hybrid, resulting in 30% GHG reduction during operation.
- Added one new fully electric light-duty vehicle to the fleet portfolio, for zero-added GHG emissions.

Initiated and Ongoing

- Implementing the Corporate Energy and Emissions Reduction Strategy (CEERS 2020).
- Participating in a pilot study of a new technology to reduce energy and emissions in two existing civic facility boilers.



2

CAR-LIGHT COMMUNITY

Short-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

- Completed the eMobility Strategy, which includes actions to support adoption of eMicro Mobility.
- Encouraged walking/biking to voting stations or voting by mail during the 2022 local elections.
- Updated the Master Transportation Plan to include "New Mobility" and curbside management prioritization framework.
- Completed city-wide Active Transportation Network Plan.
- Implemented interim changes to all school zones in the city to improve safety and encourage students and parents to walk, wheel, or cycle to school.

Initiated and Ongoing

- Initiated Zoning Bylaw review to update bicycle and vehicle parking requirements.
- Began construction on new sidewalk and improved street lighting on Ninth Avenue and 21st Street in Connaught Heights.
- Began construction on New Westminster Secondary School cycling connector and continued planning for Rotary Crosstown Greenway upgrades.



3

CARBON-FREE HOMES AND BUILDINGS

Short-Term Target

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

Accomplishments

- Completed Community Energy and Emissions Plan 2050.
- Achieved 20% better energy performance for new homes built in New Westminster compared to code-built homes.
- Hosted 10 multi-language Empower Me workshops to support energy conservation in residential homes.

Initiated and Ongoing

- Engaging in enhanced energy and technical code-related training.
- Supporting the completion of six new high-performance homes through the Energy Save New West program.
- Continuing to support capacity building for energy-efficient new construction by working with local builders, designers and companies.
- Continuing to deliver energy and emissions reductions programs for residents through Energy Save New West.



4

POLLUTION-FREE VEHICLES

Short-Term Target

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

Accomplishments

- Completed the eMobility Strategy.
- Fire and Rescue Services introduced a car fire blanket in order to limit water usage and reduce toxic run-off from extinguishing a car fire.

Initiated and Ongoing

- Continuing operation and maintenance of publicly-accessible EV chargers throughout the city.
- Providing support for residential EV Charger rebate programs.



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

- Produced 420MWh of clean energy through the Urban Solar Gardens.

Initiated and Ongoing

- Continuing to repair and replace aging infrastructure and expand where needed.
- Continuing Advanced Metering Infrastructure (AMI) implementation.
- Continuing construction of new Queensborough substation.



6

ROBUST URBAN FOREST

Short-Term Target

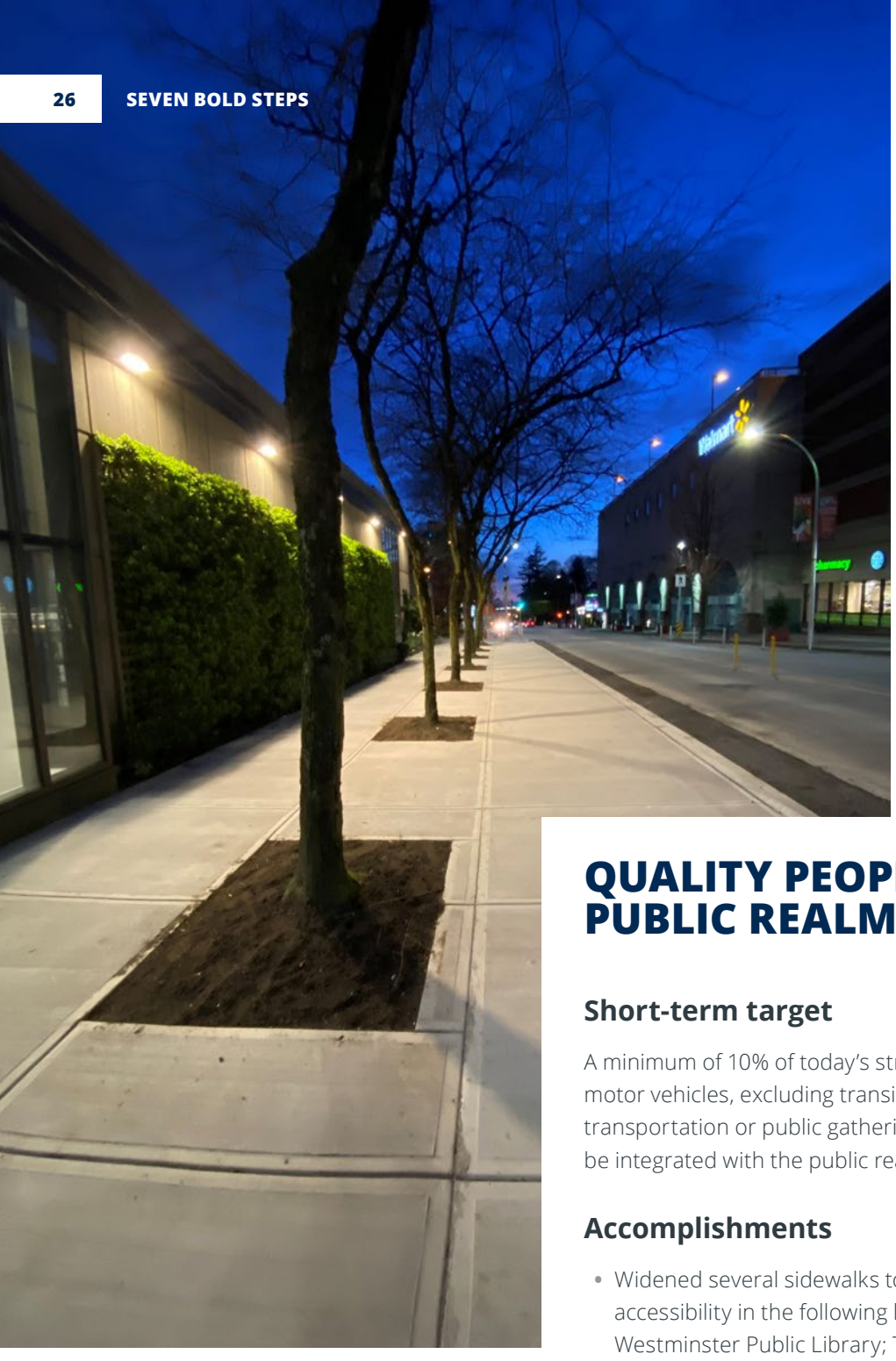
New Westminster's Urban Forest Canopy cover will be increased to 27% by 2030 to support the removal of 4,050 tonnes of carbon pollution every year and increase our forest's carbon storage capacity by 50%.

Accomplishments

- Planted 22,500 native tree/plant seedlings in four of the city's natural areas.
- Sold 300 trees at the City's annual tree sale events for planting on private land.
- Implemented watering bag program for replacement trees, ensuring new trees are sufficiently watered for their first couple growing seasons.
- Enhanced "right tree in the right place" plan review to reduce future maintenance requirements for residents and owners.

Initiated and Ongoing

- Continuing implementation of the Urban Forest Management Strategy by planting hundreds of new trees annually.
- Involving the community in caring for the City's new trees through the Adopt-A-Street Tree program.
- Strengthening relationships with senior government stakeholders to support tree protection and preservation during critical infrastructure upgrades.
- Continuing interdepartmental collaboration to improve the resiliency and health of the urban forest.



7

QUALITY PEOPLE-CENTRED PUBLIC REALM

Short-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

- Widened several sidewalks to improve pedestrian safety and accessibility in the following locations: Sixth Avenue near the New Westminster Public Library; Tenth Avenue between Chestnut and Surrey Streets; Eighth Street between Sixth and Seventh Avenues (using interim materials).

Initiated and Ongoing

- Began construction on permanent Agnes Greenway, including several seating areas, a dog parklet, and a misting station.
- Continued planning and design work for Sixth Street streetscape improvements and Belmont Plaza.

2022 CITY BY THE NUMBERS





Electrical

Electrical Operations:

22
PLANNED POWER OUTAGES

103
UNPLANNED POWER OUTAGES

168
NEW ELECTRICAL SERVICES

13 KM
OF UNDERGROUND CABLE INSTALLED

Electrical Services:

1,053
NEW ELECTRIC METERS

406
STREETLIGHT REPAIRS

25
SIGNALIZED PEDESTRIAN CROSSINGS

86
SIGNALIZED TRAFFIC SIGNALS

BridgeNet:

63.3 KM
OF FIBRE IN SYSTEM TO DATE

13
NEW MULTI-UNIT DEVELOPMENT CUSTOMERS ADDED

5.8 KM
OF NEW FIBRE INSTALLED

Engineering

1.7 KM
SEWER SEPARATION COMPLETED

1.3 KM
WATER MAINS REPLACED

6.5 KM
OF PAVEMENT INSTALLED

605 M
SIDEWALKS REPAIRED/ REHABILITATED

406
STREET LIGHTS REPAIRED

735
STREET OCCUPANCY PERMITS GRANTED

2,942
PARKING PERMITS ISSUED

49,851
Q TO Q FERRY TRIPS

409
GRADE 6 AND 7 STUDENTS TRAINED IN CYCLING SKILLS AND SAFETY

306
ACTION REQUESTS RESPONDED TO OR COMPLETED

300
ANIMALS RECEIVED CARE

97
PETS ADOPTED

14,466
DECALS AND SIGNS FABRICATED

78,235
SQUARE METRES OF FACILITY CONDITION ASSESSMENTS COMPLETED

1,792
METRIC TONNES OF RECYCLING DIVERTED FROM THE LANDFILL

5,315
METRIC TONNES OF ORGANICS DIVERTED FROM THE LANDFILL

626
GRAFFITI TAGS REMOVED

2,261
SEECLICKFIX REQUESTS RECEIVED

50
CATCH BASINS ADOPTED



Climate Action, Planning and Development

431
BUILDING PERMITS ISSUED

$497,945,592.23
IN BUILDING PERMIT VALUES

10,692
BUILDING AND PLUMBING INSPECTIONS

249
HOUSING UNITS GRANTED OCCUPANCY

18
LANEWAY HOUSE PERMITS ISSUED

110
AFFORDABLE AND SUPPORTIVE HOUSING UNITS APPROVED

179
NET INCREASE IN CHILD CARE SPACES

148
TREE PERMITS ISSUED

3,944
BUSINESS LICENCES ISSUED

Energy Save New West:

170
PARTICIPANTS IN THE ENERGY SAVE NEW WEST EXISTING HOMES PROGRAM

28
HEAT PUMP REBATES ISSUED

240
SMART THERMOSTATS SOLD

10
MULTI-LANGUAGE EMPOWER ME WORKSHOPS HOSTED

6
HIGH PERFORMANCE HOMES BUILT



Police

19,510
TOTAL COMPLETED CALLS FOR SERVICE

5
CIVILIAN STAFF HIRED

11
SWORN POLICE OFFICERS HIRED

105
COLLISIONS ATTENDED

Fire and Rescue Services

6,632
TOTAL CALLS

221
FIRES

273
MOTOR VEHICLE ACCIDENTS

21
HAZARDOUS MATERIALS INCIDENTS

3,403
MEDICAL CALLS UP









Human Resources

207
JOB POSTINGS

357
STAFF HIRED INCLUDING 124 ELECTIONS STAFF

46
INTERNAL PROMOTIONS

15
MENTAL HEALTH TRAINING SESSIONS

12
MANAGEMENT SKILLS TRAINING SESSIONS

Parks and Recreation

Parks:

300
TREES SOLD AT THE ANNUAL TREE SALE EVENT

109
TOTAL TREES ADOPTED THROUGH THE ADOPT-A-STREET TREE PROGRAM

700+
TREES PLANTED ON CITY-OWNED LAND

700
HANGING BASKET DISPLAYS AND WORKSHOPS

150,200
UNITS OF PLANT PRODUCTION

22,500
NATIVE TREES AND PLANT SEEDLINGS PLANTED IN NATURAL AREAS

2,000 KG
OF VEGETABLES GROWN AND DONATED TO THE LOCAL FOOD HAMPER PROGRAM

Filming:

58
FILMING PERMITS WERE ISSUES REPRESENTING 86 DAYS OF FILMING

131
TOTAL FILMING INQUIRIES

$1,048,000
IN GROSS REVENUE

Recreation:

18,554
HOURS OF REGISTERED PROGRAMS ENJOYED BY 15,059 PARTICIPANTS

51,851
REGISTERED PARTICIPANTS FOR THE EXTENDED OUTDOOR POOL SEASON

38,530
GYMNASTICS AND TRAMPOLINE REGISTERED PARTICIPANT VISITS

3,741
REGISTERED SKATING PARTICIPANTS

14,560
GROUP FITNESS PARTICIPANTS

15,065
YOUTH CENTRE VISITS

394
ACTIVE VOLUNTEERS

Civic Events and Activations:

20
CIVIC OBSERVANCES AND CELEBRATIONS PRODUCED RESULTING IN 126 UNIQUE ACTIVATIONS

26
COMMUNITY-HOSTED EVENTS SUPPORTED THROUGH THE CITY'S GRANT PROGRAM



Library

213,298
VISITORS TO BOTH LOCATIONS, AVERAGING 44 VISITORS PER HOUR

519,659
PHYSICAL ITEMS AND 191,117 eCOLLECTION ITEMS BORROWED, AVERAGING 148 ITEMS PER HOUR

4,865
NEW LIBRARY CARDS ISSUED

26,724
SESSIONS ON THE PUBLIC INTERNET COMPUTERS

10,780
ADULTS, TEENS, AND CHILDREN ATTENDED LIBRARY PROGRAMS

51
MEETINGS WITH COMMUNITY ORGANIZATIONS AND MEMBERS

YOUR CITY YOUR VOTE

2022 Municipal Election

15,923
BALLOTS CAST

29.17%
ELIGIBLE ELECTOR TURNOUT

386
MAIL-IN BALLOTS



Arts & Culture

106
REGISTERED ART PROGRAMS

1,036
REGISTERED ART PROGRAM PARTICIPANTS

33
LOCAL ARTISTS EXHIBITED

6
COMMUNITY ART GALLERY EXHIBITIONS

12,810
ANVIL THEATRE ATTENDEES

95
ART AND TECHNOLOGY PROGRAMS OFFERED TO 1,825 PARTICIPANTS

Anvil Centre

50,100
CONFERENCE ATTENDEES

178
EVENTS



2022 COMMUNITY GRANTS

Community organizations are vital to the livability and vitality of our community. They provide essential support and help facilitate creative and innovative programs and events that reflect the values, vision, and needs of the community.

99
TOTAL GRANTS

$837,477.64
TOTAL GRANT CASH

$146,992.49
TOTAL CITY GRANT SERVICES AWARDED

COMMUNITY LIVABILITY & SOCIAL EQUITY

1. Canadian Mental Health Assoc. Vancouver-Fraser
2. Canadian Society Promoting Environmental Conservation (SPEC)
3. Century House Association - Peer Support
4. Century House Association - COVID in the House of Old
5. CNIB Foundation
6. Communities Embracing Restorative Action (CERA) Society
7. Coquitlam Search and Rescue
8. Douglas College Early Childhood Education Centre Society
9. Family Recovery Society of Canada
10. Family Services of Greater Vancouver
11. Family Services of Greater Vancouver - Free Tax Filing Clinics
12. Family Services of Greater Vancouver - Senior Counselling
13. Family Services of Greater Vancouver - Youth Counselling
14. Glenbrooke Daycare Society
15. Glenbrooke Daycare Society (Afterschool)
16. Holy Trinity Cathedral Parish of New Westminster
17. Invasive Species Council of Metro Vancouver
18. Kolumbia Inn Daycare Society
19. Lumara Grief & Bereavement Care Society (formerly Camp Kerry Society)
20. New West Hospice Society
21. New Westminster Environmental Partners (NWEP)
22. New Westminster Family Place
23. New Westminster Homelessness Coalition
24. New Westminster Victim Assistance Association
25. Pacific Immigrant Resources Society
26. Queen's Park Healthcare Foundation
27. Queen's Park Preschool Society
28. Queensborough Special Programs Committee
29. Seniors Services Society of BC
30. St Barnabas Daycare Society
31. TFL Technology for Living
32. The Growcery Food Network Society
33. The Lower Mainland Purpose Society for Youth and Families
34. Umbrella Multicultural Health
35. W.I.N.G.S. Fellowship Ministries
36. Westminster Children After School Society

TOTAL AWARDED:
$347,618.94

SOCIAL & CULTURAL VIBRANCY

1. APTPOP Collaborative Gallery
2. Arts Council of New Westminster
3. Big Brothers of Great Vancouver
4. Canadian Lacrosse Hall of Fame
5. Century House Association - Senior Womens Dragon Boat Team
6. Douglas College Foundation
7. Downtown New West BIA - Columbia St Car Free Day
8. Downtown New West BIA - Fridays on Front
9. Downtown New West BIA - Shine Bright
10. Foolish Operations - Outdoor Interactive Performance
11. Fraser River Discovery Centre Society
12. Holy Eucharist Ukrainian Catholic Cathedral
13. Hyack Swim Club
14. Kids New West
15. Levi Tuura
16. Massey Theatre Society
17. My Artist's Corner Society
18. New West Dream Team
19. New West Eagles
20. New West Film Society
21. New West Hospice Society
22. New West Pride Society
23. New Westminster Heritage Foundation
24. New Westminster Hyack festival Association - Parade
25. New Westminster Hyack Festival Fireworks
26. New Westminster May Day Community Association
27. New West Pride Society
28. New West Secondary School
29. New Westminster Swing Collective
30. New Westminster Symphony Society (NWSS)
31. Odihi
32. PosAbilities
33. Queensborough Special Programs Committee
34. Queensborough Special Programs Committee - Mazine Lodge Mural
35. Recovery Day Vancouver Society
36. Refood Food Rescue Foundation
37. RiverFest 2022 - Fraser River Discovery Centre Society
38. Royal City Curling Club/Curl BC
39. Royal City Literary Arts Society
40. Royal City Musical Theatre
41. Royal City Track and Field Society
42. Royal City Youth Soccer Club
43. Sapperton Association of Woodworkers
44. Scouts Canada - 12th New Westminster - Cub Car Rally
45. Shasta Trampoline Booster Society
46. The Royal Canadian Theatre Company
47. The Royal Westminster Regiment Volunteer Band
48. United Creative Artists Studio Society
49. Unity of New Westminster Church
50. Uptown Business Association of New Westminster
51. Uptown Swing Collective
52. Vancouver Chamber Music Society
53. West End Business Association - Community Festival.
54. Westminster House Society
55. Zornitza Arts & Culture Society

TOTAL AWARDED:
$384,018.71

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:
$105,840.00

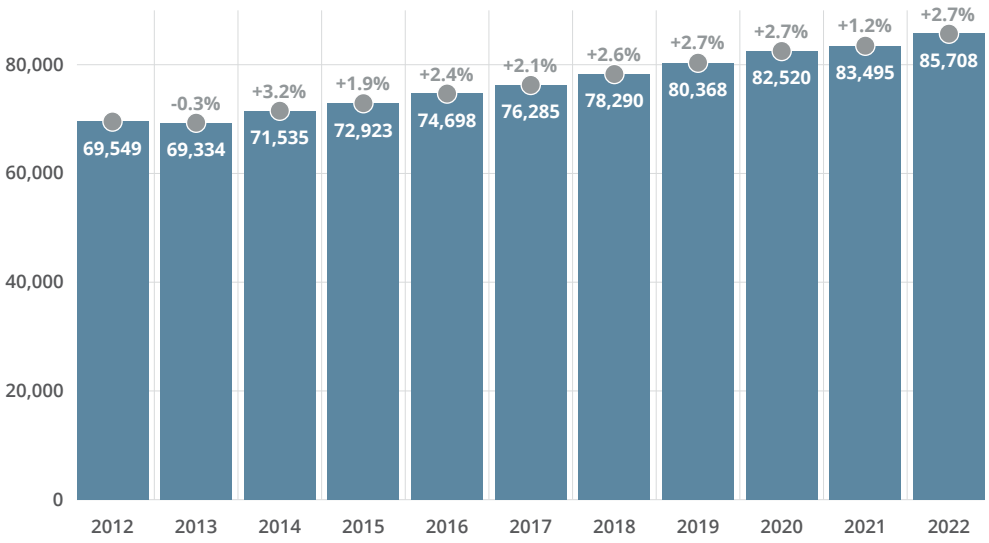
CITY SERVICES

1. Arts Council of New Westminster
2. Cystic Fibrosis Canada
3. Downtown New West BIA - Car Free Day/Fridays on Front
4. New West Farmers Market Society
5. Khalsa Diwan Society, New Westminster (Sukh Sagar Gurdwara)
6. Kids New West
7. My Artist's Corner Society
8. New West Dream Team
9. New West Hospice Society
10. New Westminster Hyack Festival Fireworks
11. New Westminster May Day Community Association
12. New West Pride Society
13. Odihi
14. Queensborough Special Program Committee
15. Refood Food Rescue Foundation
16. RiverFest 2022 - Fraser River Discovery Centre Society
17. Royal City Literary Arts Society
18. Scouts Canada - 12th New Westminster - Hyack camp
19. The Rotary Club
20. United Creative Artists Studio Society
21. Uptown Business Association of New Westminster
22. West End Business Association - Community Festival

TOTAL AWARDED:
$146,992.49

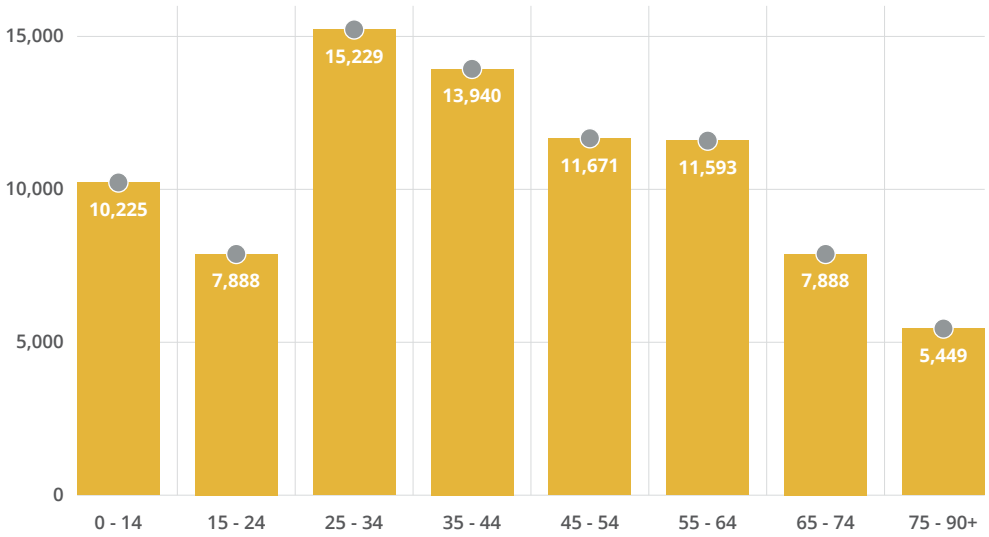
2022 DEMOGRAPHICS

New Westminster Population: 2012-2022



Source: BC Stats. Population Estimates

2022 New Westminster Population by Age Group



Source: BC Stats. Population Estimates

Visible Minority

47%
ETHNIC MINORITY

3%
INDIGENOUS

Immigrant status

38%
IMMIGRANT

57%
NON-IMMIGRANT

5%
TEMPORARY RESIDENTS

Tenure

55%
OWN

45%
RENT

Housing type

76%
MULTIFAMILY

24%
SINGLE FAMILY

NEW WESTMINSTER

newwestcity.ca