

NEW WESTMINSTER

Annual Report

2023 / City of New Westminster

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NEW WESTMINSTER



MESSAGE FROM THE MAYOR

On behalf of New Westminster City Council, I am proud to present the 2023 Annual Report.

2023 was a year of getting work done in the community. While we still face global economic uncertainty and challenges both regional and local, the City of New Westminster continued to show leadership and foresight on the issues that matter the most to our residents and businesses: housing, safety, resilience, and community belonging.

There is also increased awareness that none of these issues stand alone. As you read this report and see the work being done in different departments of the City, recognize the thread of connections that runs through them: resilience, safety, belonging. At a time of economic and climate disruption, these are not the responsibility of one department in the City, or even one order of government, but issues that require all of us to do our part and work in collaboration.

There can be no doubt, however, that housing is at the centre of these issues. Without a secure home, few can feel safe or connected to their community. I am especially proud of New Westminster's continued leadership on housing, not only in meeting and exceeding our Regional Growth Strategy goals for new housing, but in extending renter protections so that the 45% of households in New Westminster that rent can also experience housing security. We continue to approve new Secured Market Rental, such as the 300+ new rental units being built at 810 Agnes Street, and supporting the first-ever investment in student housing at Douglas College. Overall, over 800 new residential units – new homes – were approved in 2023.

The homes we approve today will be the housing stock that takes us through the next few decades of energy transition. This is why we have developed a plan to move all new construction towards the highest levels of the Energy Step Code and Zero Carbon Step Code by 2027, the first step in achieving emission reduction targets set out in the Community Energy and Emissions Plan 2050. This is also why the public engagement for the 22nd Street Station Area Bold Vision is asking the community and subject matter experts what it looks like to transform that area into a low-traffic and climate-friendly neighbhourhood where everyone can thrive.

The City is working across departments to address public safety. We hosted and supported 26 community outreach events to provide improved public safety information, including a Fire Hall Open House, Sky's No Limit, and the Youth Firefighter Program. We also made significant investments in firefighter training and updated the high-rise emergency response strategy. In response to climate change we launched the Accelerated Heat Plan to address the impacts of extreme heat on vulnerable residents, which included identifying high-risk buildings housing vulnerable populations and introducing the One Cool Program in 126 buildings to provide a common room air conditioner to help those in need during a heat event.

City departments also worked together to design a coordinated and compassionate response to the overlapping three crises of homelessness, substance use, and mental health challenges. The value of the groundwork laid, and the regional collaboration fostered, will show results as this pilot program is rolled out in 2024, with a plan to measure that success through a third-party academic review.

From protecting trees and enhancing our urban forest to connecting neighbours though the Connect and Prepare Program and the Hey Neighbours Collective, there is a lot to be proud of in how New Westminster has worked together to build connection, to build resiliency, and to improve the safety and security of our community.

It is an honour to serve this engaged and progressive city, and I want to thank the many members of this community who do the multitude of things, small and large, every day, to protect what you love about New Westminster.



PATRICK JOHNSTONE
Mayor

NEW WESTMINSTER



MESSAGE FROM THE CAO

In 2023, we made incredible strides to foster a sense of community and promote a people-centered economy.

These achievements, driven by our unwavering commitment to building relationships and connecting with all members of our community, are a testament to our collective efforts and dedication.

One of our significant accomplishments last year was engaging more residents from under-represented groups, including renters, racialized groups, newcomers, and youth. By analyzing demographic data, we tailored our outreach to ensure feedback was more representative of our community. To this end, we also developed a new model for community engagement with the formation of the Community Advisory Assembly, a larger committee that aims to mirror our city's diverse demographic makeup. The hundreds of membership applications received underscores the community's eagerness to participate in shaping our future.

To cater to diverse demographics, we developed new arena-based programs and introduced a monthly all-body swim at Moody Park Outdoor Pool. Our library services extended support to newcomers and vulnerable residents through community librarian visits and home deliveries, making library resources accessible to all. We expanded Youth Services to include programs like Voices of India and Intergenerational BBQ, promoting inclusivity. Our heritage programs and exhibitions brought people together to share cultural meals and hear untold stories, enhancing our collective sense of belonging. The newly developed Aging in Place program provides seniors with resources to maintain autonomy, while the creation of the Scholarship Training Employment Program (S.T.E.P) offered free lifeguard training in exchange for an employment commitment, reflecting our people-centered approach.

Our commitment to Truth and Reconciliation continued through collaboration with local First Nations and partnerships with Indigenous organizations. As part of our declared Year of Truth, we launched a website and journal that reflects on the City's Indigenous relations to date, both positive and harmful. Staff continue to learn about Indigenous culture, values, and history in order to improve our reconciliation and engagement efforts, and we strive to help our community learn and understand by supporting Indigenous-centered events, such as National Indigenous Peoples Day and Red Dress Day.

Supporting local businesses remained a priority as we helped them launch sidewalk and on-street patios, and partnered with the various business associations to activate our commercial districts with large community events. Shine Bright took advantage of the newly revitalized Uptown Plaza, and the Waterfront Fun series in Westminster Pier Park was designed to enhance downtown livability and community engagement. Staff completed the City-Wide Retail Strategy, which offers vital recommendations to support a thriving retail sector, essential for our city's well-being. Our New Media Gallery partnered with eight local businesses to install environmental sensors, connecting them to the international environmental community.

These accomplishments exemplify our dedication to creating a community where residents and businesses alike can thrive. Thank you to our staff for their hard work, and our many community partners who helped make these achievements possible. We look forward to another year of growth and connection.



LISA SPITALE
Chief Administrative Officer



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

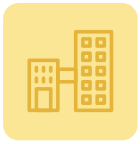
2023-2026 Strategic Priorities Plan

Council's Strategic Priorities Plan serves as a guiding document identifying areas of focus that will be addressed during the 2023-2026 term. The five areas include:



Community Belonging and Connecting

The social and cultural make-up of New Westminster has fundamentally changed and is more diverse now than ever before; the City aims to foster a community in which everyone feels they belong and has the opportunity to connect and contribute.



Homes and Housing Options

The City is a recognized leader in housing, advancing housing options across all spectrums, from emergency shelters to market units. The City will intensify its focus on housing by making a bold commitment to be even more ambitious in how it tackles the ongoing housing crisis.



People-Centered Economy

New Westminster's economy needs to serve its local community. To that end, the City works to create conditions that provide business opportunities and sustainable employment, and to build relationships that ensure quality jobs and enhanced livability for our community.



Safe Movement of People

To make New Westminster safer, more equitable, and more accessible for all people, the City will continue to improve the transportation network with a focus on active transportation and public transit.



Asset Management and Infrastructure

New Westminster needs resilient infrastructure to deliver core services that support the community's health, safety, and wellness needs today and into the future. The City is working to improve its asset management practices and decision-making through inter-departmental collaboration.

The Strategic Priorities Plan acts as the road map for steering the City's activities on behalf of the community and is grounded in contexts through which all work should be measured. These include reconciliation, public engagement, climate action and environment, and diversity, equity, inclusion, and anti-racism (DEIAR).

The proceeding pages highlight departmental achievements in 2023. Where applicable, those achievements that align with the strategic priorities have been identified with the following icons listed above.

2023-2026

Strategic Priorities



Awarded the **2023 Gold Award for Excellence in Planning Practice** from the Planning Institute of British Columbia for the Community Action Network (CAN) Program, which increases the engagement of people with lived and living experience of homelessness, poverty, and other social challenges as subject matter experts that inform community outreach, planning and policy development.

Climate Action, Planning and Development

The Climate Action, Planning and Development Department is responsible for advising Council on the orderly, efficient and aesthetic use of land in New Westminster as well as the physical, social and economic development of the City, which includes urban and regional planning, urban design, processing of rezoning applications, social planning, overseeing the heritage program, building and development, assigned strategic social and community issues, permits and licenses, and bylaw enforcement.

Planning & Development

Approved three mixed-use development projects of note:

808 Royal Ave: a combined student housing and academic space development

810 Agnes Street: a multi-family high rise with over 300 secured market rental units, a commemorative community park, and indoor community space

388 Duncan Street: infill housing development that includes 14 retail units

Conducted public engagement for the 22nd Street Station Area Bold Vision, garnering valuable feedback that will help guide the City in transforming the area into a climate-friendly neighbhourhood where everyone can thrive.

Made substantial progress on implementing the Homelessness Action Strategy through: the establishment of an Implementation Working Group; the development of an Annual Action Plan; raising awareness of and addressing the stigma associated with homelessness; advancing prevention initiatives, such as funding a rent bank and hosting tenant workshops; and the establishment of an award that recognizes businesses that have had a positive impact on this issue.

Launched a two-year pilot project to address the three interrelated crises of homelessness, mental health, and substance use, focusing on addressing community concerns, providing immediate support to those experiencing homelessness and living with mental health or substance use issues, and transitioning responsibility to senior levels of government.

Increased social wellbeing, community resilience, and emergency preparedness by facilitating improved social connections between neighbours in multi-residential buildings through the Connect and Prepare program, and through co-designed practice guides with the Hey Neighbours Collective.

Planning & Development



Issued hundreds of building and plumbing permits to support a variety of new and renovated buildings, and approved over 800 new residential units.

Continued to streamline and improve the permit application processes; 95% of building permits are submitted electronically.

Tenant improvement permit processing times were increased; 25% processed in under three weeks, 35% in under eight weeks, and 30% in under fifteen weeks.

Continued working with property owners, developers, and other government agencies to successfully retain existing mature trees and plant new trees.

Increased child care spaces for all ages in Queensborough with the addition of a new City-owned facility at 490 Furness Street.

Climate Action



Supported the installation of air conditioner units through the BC Hydro Energy Conservation Assistance Program and assisted residents with completing the application in their preferred language.

Delivered 10 multi-language workshops on how to read energy bills, reduce energy consumption, and lower GHG emissions.

Developed an implementation schedule for new construction to reach the highest levels of the Energy Step Code and Zero Carbon Step Code by 2027, the first step in achieving emission reduction targets set out in the Community Energy and Emissions Plan 2050.

Developed a two-option framework to support builders with constructing energy efficient and low-carbon emission homes.

Provided smart thermostat and heat pump top-up incentives, as well as post-upgrade energy evaluations for residents through Energy Save New West.

Provided subsidy for New Westminster-based building professionals to attend high-performance building courses at the British Columbia Institute of Technology.

Integrated Services



Resolved or improved the situation for 872 community issues reported by residents and businesses.

Conducted wellness checks at 368 locations where activity by unhoused individuals was reported and offered support and services.



Electric Utility

New Westminster Electric Utility, in partnership with the community, strives to enhance quality of life, support sustainable development, and protect the environment. Supporting the City's vision of being an innovative leader in the provision of service and a trusted partner with its customers, the utility maintains its commitment to being B.C.'s best electric utility.

Completed construction and energization of the new Queensborough Substation.

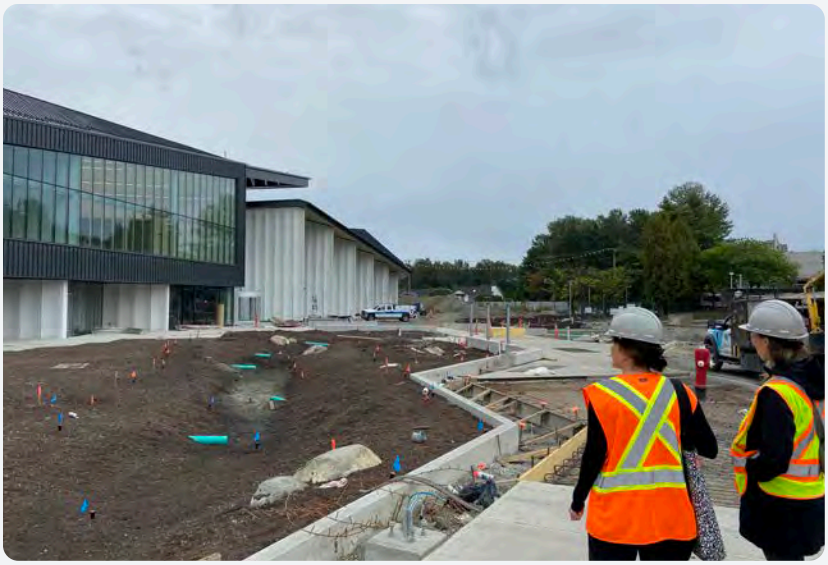
Installed the electrical distribution network to service the Queensborough community from the new Queensborough Substation.

Completed major duct bank installations on Boyd and Carnarvon Streets, which provides essential long-term protection for utility cables.

Continued work on the Advance Metering Infrastructure project in preparation for installation in 2024.

Expanded BridgeNet service to more civic facilities, businesses, and multi-family buildings.







Awarded the **2023 HUB Cycling Infrastructure Improvement Award** for the NWSS Cycling Connector project, in recognition of outstanding infrastructure that prioritizes the safety and comfort of cyclists of all ages and abilities while addressing crucial gaps in the regional cycling network.

Engineering

Well-designed and engineered facilities, public spaces, and civil infrastructure are essential for a livable, thriving, and sustainable community. As such, investment 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.

Made significant advancement on the construction of təməsewtxʷ Aquatic and Community Centre.

Completed the Sewer Asset Management Plan, Flood Management Strategy, an updated Intersection Safety Study, and Facility Asset Management Plan, and updated the City's Freshet Response Plan and conducted training with staff to ensure preparedness.

Advanced work on the West End Sewer Separation, Watermain Replacement, and Green Infrastructure Initiation, and replaced the fuel tanks at the Engineering Operations Works Yard.

Completed the Agnes Greenway, a fully separated cycling connection to NWSS along Sixth Street, and made significant improvements to the Central Valley Greenway at Lower Hume Park.

Completed safety improvements at 10th Avenue and Surrey Street, and new sidewalk and street lighting at Ninth Avenue and 21st Street.

Competed a significant dredging program and installed new mooring piles along the shoreline to improve the Quayside dock and Samson V mooring, and ensure continued operations of the Q to Q Ferry and the museum.

Updated zoning bylaw to support Active Transportation and Transportation Demand Management, and the Subdivision and Development Control Bylaw.





Fire and 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 services and emergency medical services, other roles include working with our community emergency services partners, developing the youth firefighter program and providing community outreach.

Fire Operations

Launched the 2023-2026 New Westminster Fire and Rescue Services Strategic Plan outlining the vision, mission, values, and strategic objectives.

Hosted and supported 26 community outreach events to provide public safety information and inspire diverse populations to consider a firefighting career. Events included the Fire Hall Open House, Sky's No Limit, and the Youth Firefighter Program.

Updated the high-rise emergency response strategy and operational guidelines in response to the increasing number and size of high-rises in New Westminster.

Increased firefighter preparedness, confidence, and safety through several new training programs, as well as direct on-the-ground experience attending wildfires in Kelowna.

Emergency Management

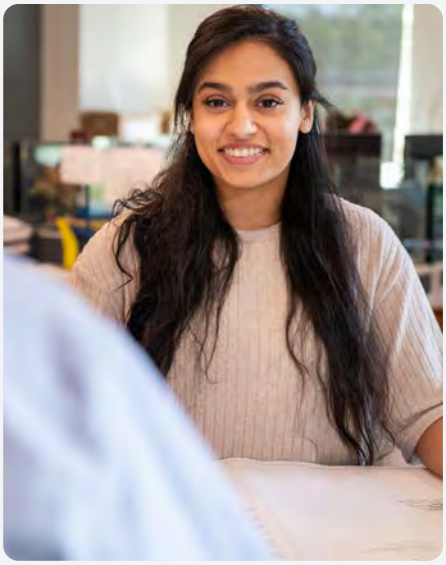
Supported the implementation of the Connect and Prepare Program in three multi-family buildings to increase social connectedness and improve emergency and disaster preparedness.

Launched the Accelerated Heat Plan to address the impacts of extreme heat on vulnerable residents. Identified high-risk buildings housing vulnerable populations and introduced the One Cool Program in 126 buildings, which provides a common room air conditioner to help those in need during a heat event.

Improved Emergency Support Services with technological enhancements to support evacuees during an emergency response and implement the new online Evacuee Registration and Assistance Program.

Increased staff's preparedness for large-scale extreme emergencies by assisting at the West Kelowna Reception Centre as operational leaders and mentors, supporting over 10,000 wildfire evacuees.





Human Resources & Information Technology

The mission of the Human Resources Department is to support and enhance the activities and employees of the City and to maintain the integrity, quality of service, and the value of labour. Information Technology Services supports the operations of the City of New Westminster through the strategic guidance and management of all City computer systems and IT assets.

Human Resources

Negotiated renewals for collective agreements for the Canadian Union of Public Employees Local 387, International Association of Fire Fighters Local 256, and International Brotherhood of Electrical Workers Local 213.

Launched a new applicant tracking system to streamline part of the recruitment process including new hire documentation.

Continued implementation of a time entry self-service system to reduce paper use and increase accountability.

Information Technology

Implemented multiple business intelligence dashboards for Fire and Rescue Services, Engineering, and Climate Action, Planning and Development departments to improve operational efficiency.

Launched a new intranet site, continuing the City's adoption of a hybrid cloud environment, which will greatly facilitate secure flexible work options, and commenced installation of the City's replacement Storage Area Network to ensure the continuation of seamless system and application availability.

Conducted a comprehensive external network vulnerability assessment to ensure security of the City's network.

Continued work on the Advance Metering Infrastructure project in preparation for installation in 2024





Library

The New Westminster Public Library supports lifelong learning and literacy through print and digital collections, information assistance, and a wide range of programs for adults, teens and children. The library is committed to ensuring that New Westminster residents are connected to technology and digital information through free public internet stations, Wi-Fi, and an extensive collection of digital resources. In both our Uptown and Queensborough branches, the library provides a safe and welcoming space to read, study, plug-in, learn, and be part of the community.

Partnered with Family Place to improve management and access to their toy set collection by adding the collection into the public library's catalogue.

Introduced Exploration Kits, which are sensory story kits designed to allow those with learning disabilities to connect and engage with stories and reading.

Connected newcomers and vulnerable residents with a range of library services through community librarian visits to transition homes and non-profit organizations, and through home deliveries to those unable to visit the library.

Partnered with Immigrant Services Society of BC to offer English Conversation Circles, providing opportunities for over 1,200 newcomers to practice English and learn about Canadian culture.

Provided opportunities for those with a shared interest in the environment to connect via programming on topics such as sustainable gardening and climate action.





Awarded the **2023 Parks Excellence Award** from the British Columbia Recreation and Parks Association (BCRPA) for the Sixth Street Play Area at Westminster Pier Park, in recognition of its innovative design to support improved connectivity to the riverfront, an expanded play program, and opportunities for social connections.

Parks and Recreation

Our mission is to create parks and recreational opportunities that nurture healthy individuals and families, strong and unique neighbourhoods, a vibrant city, and thriving economy. Through our services, we strive to create quality of life for all in New Westminster.

Parks

Improved playgrounds at Westminster Pier Park, added a new play feature in the Victoria Hill neighbourhood, installed an outdoor fitness station at Moody Park, and rebuilt Moody Park outdoor multi-sport courts to support both tennis and pickleball.

Conducted dog park improvements per the People, Parks and Pups Strategy, which included improved lighting at the Moody Park off-leash area, improved drainage in Westburnco off-leash area, the addition of small/shy dog separation gates in both Moody Park and Queen's Park off-leash areas, and installed a dog parklet on the Agnes Street Greenway.

Improved efficiency of greenhouses #6 and #7 through the replacement of polyethylene side walls, roll up motors, and environmental controls and sensors to reduce the heating requirements and improve plant yields and health.

Improved ball control fencing at Queen's Park ball diamond #2 to enhance user experience and protect spectators and trees.

Launched the New Westminster Sports Field Status Update Program, which automatically notifies parents, coaches, and sport organizations on the status of the outdoor sport fields in order to reduce unnecessary travel when fields are closed due to unplayable conditions and/or weather.

Supported industry training and certifications for those staff who weren't able to complete profession requirements due to pandemic-related cancellations of training/certification programs.





Recreation

Hosted the 2023 Canadian National Lacrosse Championship, a five game series for the Mann Cup.

Successfully relocated all Centennial Community Centre programs and services in anticipation of the facility closure, and hosted a farewell event for community to reminisce on their experiences at the facility.

Introduced the "Pathway to Success" into the Learn to Skate program's infrastructure. This is a built-in ice track that enhances safe and effective practice.

Developed new arena-based dry-floor and ice programs for early years, girls only, home learners, and alternative schooling demographics.

Introduced a monthly swim for trans, gender diverse, and Two-Spirit individuals, friends, and family at Moody Park Outdoor Pool.

Celebrated different cultures through the Cultural Cuisine Series at City Hall's Five-Eleven Bistro, a lunch event that offers employees and visitors the opportunity to eat cultural foods, often in alignment with important cultural or religious holidays.

Improved accessibility to programs through plain language naming conventions and descriptions, and created an age-based program and fee structure for recreation programs and services.

Expanded Youth Services to be more inclusive, with programs such as Voices of India, Cultural Collab, Braids and Barbers, Roots and Relationships, and Intergenerational BBQ.

Developed the Aging in Place program, which provides information and resources to enable seniors to have autonomy over their life choices.

Replaced the 2005 boiler at Queen's Park Arena with a high efficiency hot water on demand system.

Coordinated the centralization of facility maintenance across all recreation facilities to achieve efficiencies and standardization of procurement and procedures with staff, supplies, tasks, etc.

Created the Scholarship Training Employment Program (S.T.E.P), a program to screen, hire and train lifeguard/instructor applicants at no cost to the candidate in exchange for a commitment to an employment term.





Filming

Issued permits for 48 days of filming for independent films, short films, and commercials during the writer's and actor's strike (May to November 2023), supporting both the film industry and the local economy.

Special Events

Hosted the Waterfront Fun series of events at Westminster Pier Park in August, in order to bring community to a park that has experienced downtown livability issues. This activation was supported by over eight community partners.

Partnered with Uptown Business Association on two summer activations at the new Uptown Plaza on Belmont Street.

Provided American Sign Language interpretation at the Remembrance Day ceremony to ensure inclusivity and accessibility.

Volunteer Services

Developed a corporate volunteer services framework to support the delivery of volunteer services throughout the city.





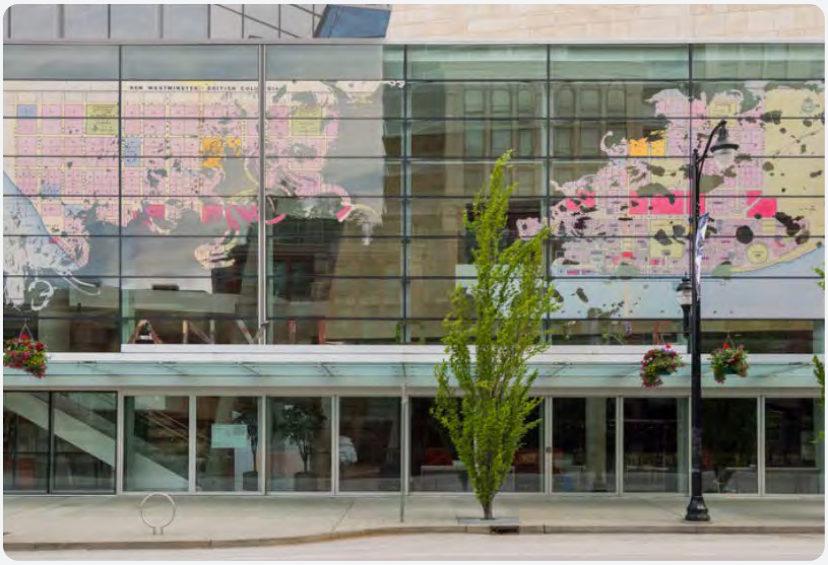
Police

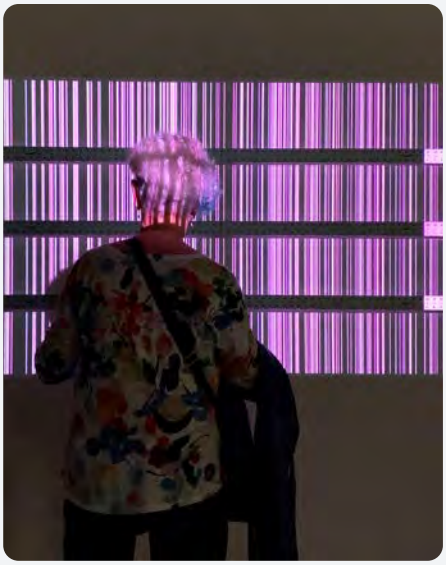
The New Westminster Police Department provides a range of services including first-response, traffic enforcement, domestic violence response, forensic crime analysis, intelligence services, crime prevention, and victim services. Through the committed efforts of uniformed and civilian staff, along with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

Answered questions from the public at 50 community events attended by the New Westminster Police Department Community Engagement Unit.

Partnered with community members and staff from across City departments on the Accessibility Committee.

Launched the Communications Operation Centre, a specially trained team of civilian staff that help residents with their non-emergency inquiries during day time hours. The Centre has resulted in a significant reduction in wait time for non-emergency assistance.





Office of the CAO

The Chief Administrative Officer oversees all City departments, except Library and Police, and the City's corporate priorities. The Office of the CAO consists of the following divisions: Anvil Centre Conference Services, Art and Technology, Arts Services, Corporate Communications, Economic Development, Heritage Services, Indigenous Relations, Interdepartmental Relations, Legislative Services, and Public Engagement.

Anvil Centre Conference Services

Booked a record number of event days–over 240 events total.

Provided quality service and amenities, ensuring satisfied clients who want to return; nearly three-quarters of event clients are repeats.

Arts Services

Completed 10 new public art works, showcased the work of 30 local artists in the Community Art Gallery (curated by Arts New West through an ongoing programming partnership), and, commissioned artist Rebecca Blair to create a temporary installation for the glass façade of Anvil Centre (in partnership with the regional Capture Photography Festival).

Presented Outside/In, a series of free performances in Anvil Theatre accompanied by outside activities at Hyack Square. The series featuring six professional national touring artists.

Launched a Mural Pilot Project for New Westminster; in collaboration with the Vancouver Mural Festival and The Purpose Society, Indigenous artist Randall Bear Barnetson was commissioned for a mural in the Downtown neighbhourhood.

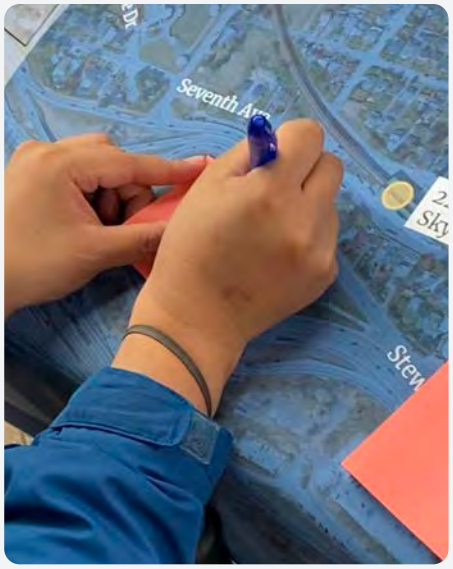
Offered a range of performing arts experiences featuring music, dance, comedy and theatre, through direct programming, co-presentations, and rentals.

Offered over 200 registered art programs in the Anvil Centre studios and facilitated a range of low barrier, drop-in arts programs for the community throughout the year, including Family Day, Summer Family Fundays, Culture Crawl, and Sky Lantern Workshops.

Initiated the Irving House Artist in Residency Project; artists Janet Wang and Holly Schmidt worked on site and engaged with the community to develop multiple public art interventions in and around Irving House.

Initiated a major restoration project for the Centennial Totem Pole. Artist Lloyd Wadhams Jr., son of the original carver, was hired to repair and restore the pole, working in Queen's Park throughout the summer where he could interact with the community.





Heritage Services

Focused on collecting, sharing and commemorating those elements of past and present that should be valued and carried through to the next generation; accepted a large donated collection of historic portraits from the 1940s to 1990s that filled a gap in the City's archival collections.

Offered heritage programs and exhibitions that brought people together to share cultural meals and learn about the experiences of people whose stories hadn't been shared yet.

Presented the Housing Values exhibition, which focused on how cultural values, economics, and history influence where and how people live. The exhibition and complementary programming challenged visitors to broaden their thinking about housing both historically and in the present, and helped them be more engaged in finding solutions to housing problems.

Partnered with the New Westminster Homelessness Coalition Society to lead a city walk to help people understand homelessness in our community from a historical perspective. Important sites and stories were profiled, including the voices of those with lived experience.

Art and Technology

Conducted over 90 registered art and technology workshops for all ages; conducted creative technology workshops and/or educational exhibition tours for almost 80 schools and universities; and continued offering Tech Outreach programs at community centres.

Introduced several areas of special programming to connect with new communities: OpenLAB on Thursday nights, Intergenerational Programming at Century House, and a special Newcomers Program for Afghan Refugees.

Partnered with eight local businesses to install environmental sensors on their premises and connected these local businesses to the international environmental community through New Media Gallery exhibitions.





Economic Development

Participated in regional working groups to ensure New Westminster representation for matters that have a local impact.

Continued delivery of the non-profit bursary program, which seeks to support capacity development for the sector within the local economy.

Completed the city-wide Retail Strategy, which identifies recommendations to support a healthy retail sector, vital to the well-being of the city and local neighbourhoods.

Completed substantive work on the Business License Bylaw, which will modernize the City's business licensing approach to better reflect the current and evolving business environment.

Continued to support businesses in launching sidewalk and on-street patios.

Hosted a business education series of workshops, which provided free topical resources for local businesses and non-profits.

Indigenous Relations

Declared March 2023 to March 2024 as A Year of Truth, demonstrating the City's commitment to truth-seeking and truth-telling about its colonial history. In conjunction, a Year of Truth website was launched (yearoftruth.ca), banners were installed across the city, and a journal titled *Truth Before Reconciliation: Our Journey* was released, providing a comprehensive look at the City's Indigenous relations activities up to 2023 and an acknowledgement of the harms caused by the City in both the near and distant past.

Installed the Every Child Matters crosswalk at the intersection of Columbia Street at Eighth Avenue, in partnership with the Spirit of the Children Society.

Continued engagement and relationship-building with local First Nations including, but not limited to, Kwantlen, Kwikwetlem, Musqueam, Qayqayt, Squamish, and Tsleil-Waututh.

Partnered with Indigenous organizations and committed to ongoing participation and contribution to Indigenous-centered events such as National Indigenous Peoples Day, National Day for Truth and Reconciliation, Aboriginal Veterans Day, and Red Dress Day.

Hosted regular Medicine Wheel Workshops, weekly soup and bannock lunchtime gatherings (now called "tawâw"), and regular Reconciliation Working Group meetings to enable City staff and leadership to continue learning about Indigenous culture, values, and history, so as to improve reconciliation and Indigenous engagement efforts.

Public Engagement

Built relationships and engaged with more residents from the most under-represented groups based on demographic analysis of Be Heard New West registered users, such as renters, racialized residents, newcomers, and youth.

Developed a new model for committee-style engagement: the Community Advisory Assembly is a larger committee focused on deliberation and building consensus with a membership that mirrors the overall demographic makeup of New Westminster. Recruitment was conducted in the fall in preparation for January 2024 launch; over 200 residents applied to join.

Increased registered users on the Be Heard New West online engagement platform by over 700 and renewed focus on in-person public engagement opportunities, hosting over 20 in-person workshops, drop-in engagement events, and pop-ups for various projects throughout 2023.

Hosted four tours of City Hall for newcomers, youth, and other diverse community groups and residents.



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.

NEW WESTMINSTER



STEP 01

Carbon-free Corporation

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

Accomplishments

- Achieved a 24% reduction in corporate GHG emissions below the 2010 levels.
- Continued work on the pilot study on energy/emissions for facility boilers.
- Increased percentage of City-operated small equipment (blowers, trimmers, etc.) running on electrical power instead of gas to 60%.

STEP 02

Car-Light Community

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

Accomplishments

- Completed the Agnes Greenway and NWSS Cycling Connector.
- Upgraded the Rotary Crosstown Greenway.
- Made significant safety improvements to the Central Valley Greenway at Lower Hume Park.
- Updated the zoning bylaw for bicycle and vehicle parking.
- Completed construction of a new sidewalk and installation of new street lighting on Ninth Ave and 21st Street in Connaught Heights.

STEP 03

Carbon-Free Homes and Buildings

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-emission.

Accomplishments

- Supported residents with multilingual services to complete energy retrofit incentive program applications.
- Delivered energy and emissions reductions programs for residents through Energy Save New West.
- Delivered homeowner webinars on energy conservation and emission reduction incentive programs available through the Province, utilities, and the City.
- Enhanced energy and technical code-related training for local builders.
- Supported energy-efficient construction by working with local builders, designers, and companies.
- Supported local builders to construct high-performance homes via Energy Save New West.

STEP 04

Pollution-Free Vehicles

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

Accomplishments

- Operated and maintained publicly accessible EV chargers.
- Provided support for residential EV Charger rebate programs.



STEP 05

Carbon-Free Energy

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

- Completed construction of the new Queensborough substation.
- Progressed work on Advanced Metering Infrastructure (AMI); implementation is scheduled for 2024.
- Continued repairs and replacement of aging infrastructure.
- Expanded electrical infrastructure in the Queensborough neighbourhood to connect with the new substation.

STEP 06

Robust Urban Forest

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

- Continued implementation of the Urban Forest Management Strategy by planting almost 600 new trees.
- Involved the community in caring for the City's trees through the Adopt-A-Street Tree program.
- Collaborated with Metro Vancouver to support tree protection and preservation of newly planted and established trees.
- Continued interdepartmental collaboration to improve the resiliency and health of the urban forest by enforcing tree permit requirements for all City projects.

STEP 07

Quality People-Centered Public Realm

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

- Completed construction of the permanent Agnes Greenway, including seating areas, a dog parklet, and a misting station.
- Completed the full closure of Belmont Street and the temporary plaza design in preparation for constructing the permanent Uptown Plaza; the new plaza hosted nine activations in 2023.
- Installed 13 misting stations for public cooling during extreme heat. Locations include streets, plazas, and near bus stops.
- Advanced the planning and design for the westward expansion of Westminster Pier Park, and future commemorative park at 824 Agnes Street.

City by the numbers for 2023

Climate Action, Planning and Development

382
Building permits issued

454
Plumbing permits issued

$627.6M
In building permit value

5,598
Building and plumbing inspections

588
New housing units granted occupancy

257
Net increase in child care spaces

14
Laneway house applications

14
Laneway house permits issued

202
Tree permits issued

176
Replacement trees planted and inventoried

ENERGY SAVE NEW WEST

50+
Participants registered in the Existing Homes Program

50+
Heat pump incentives issued

642
Smart thermostat incentives issued

10
Multi-language Empower Me workshops hosted

22
High performance homes in design or construction stage

15
Multilingual supported applications completed for air conditioner units installed through BC Hydro ECAP

Electrical

382 MWh
Clean energy produced through the Urban Solar Gardens

50
Unplanned power outages

206
New electrical services

12 km
Underground cable installed for Queensborough Substation

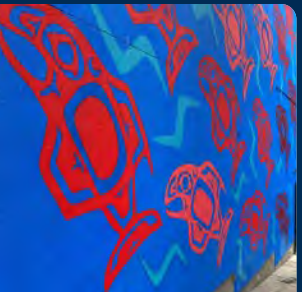












5
High Voltage Vista Switches installed for Queensborough Substation

530
Streetlight repairs

120
Traffic signal repairs

BRIDGENET

4
New City facility connections, including təməsewtxʷ Aquatic and Community Centre

3
New small business customers added

8
New multi-dwelling unit customers added

2.6 km
New fibre installed

64.26 km
Fibre in system to date

Engineering

2.5 km
Sewer separation completed

2.2 km
Water mains replaced

6 km
Pavement installed

1,580 m
Sidewalks repaired/ rehabilitated

152 km
Sidewalk inspected

530
Streetlights repaired

615
Streetlights replaced

608
Street Occupancy Permits granted

3,120
Parking permits issued

146
Land Development applications reviewed and processed

63,800
QtoQ ferry trips

1,150
Students trained in cycling skills and safety

4,011
Action requests responded to or completed

249
Animals received care

107
Pets adopted

3,186
Animal licenses issued

15,580
Decals and signs fabricated

2,549
Metric tonnes of recycling diverted from the landfill

6,083
Metric tonnes of organics diverted from the landfill

426
Graffiti tags removed

3,236
SeeClickFix requests received

234
Total catch basins adopted

37
Pump stations assessed for condition

3 km
Sewer main CCTV installed

Fire and Rescue Services

7,446
Total calls

301
Fires

39
Hazardous materials incidents

4,147
Medical calls

291
Motor vehicle accidents

Human Resources

248
Job postings

257
Staff hired

61
Internal promotions

8
Mental health training sessions

Library

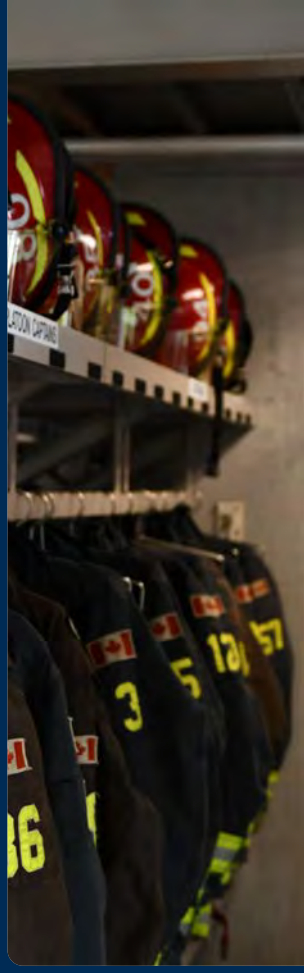
271,531
Visitors to both locations

761,568
Items borrowed (physical and electronic)

32,840
Sessions on the public internet computers

3,572
New library cards issued

17,560
People attended library programs









462
Meetings with community organizations and members

9,000
Seed packets 'borrowed' from the Seed Library

Parks and Recreation

PARKS

300
Trees sold at the annual tree sale events



50
Total trees adopted through the Adopt-A-Street Tree program

594
Trees planted on City-owned land

4,052
Native trees and plant seedlings planted in natural areas



326
City hanging baskets displayed

91
Commercial hanging baskets displayed

130
Baskets prepared for home use as part of hanging basket instructional course

257
"Grab'n'go" kits prepared for at-home hanging basket preparation

93,000
Annual plants grown in Queen's Park greenhouse and planted on City property

10,000
Succulent plants grown in Queen's Park greenhouse and planted on City property

52,000
Square metres of planted displays and gardens throughout the city

1,400 kg
Vegetables grown and donated to the Don't Go Hungry food program

RECREATION

53,464
Hours of registered recreation programs

155,965
Participants in registered recreation programs

7,255
Gymnastics and trampoline registered participants

7,177
Registered skating participants

31,341
Group fitness participants

19,285
Youth Centre drop-in visits

1,316
Active Century House members

409
Lifetime Century House members

24+
Educational workshops for seniors regarding social resources and skills

14
Bus trips supporting seniors' exploration of the Lower Mainland and Gulf Islands

FILMING

40
Permits issue

53
Filming days

$73,430
In direct local spend/ donation as reported by 20/40 productions

$7,500
Donated by the film industry to support community initiatives

SPECIAL EVENTS

12
Civic events produced

20+
Community-hosted one-day events supported

5
Cultural observances coordinated

25+
Partnerships with community organizations on civic events

40
Activations for Shine Bright New West

5,000+
Participants in the Remembrance Day ceremony

5,000+
People attended Canada Day weekend celebrations

4
Weeks of Westminster Pier Park activations

28
Community events supported by City volunteers

VOLUNTEERS

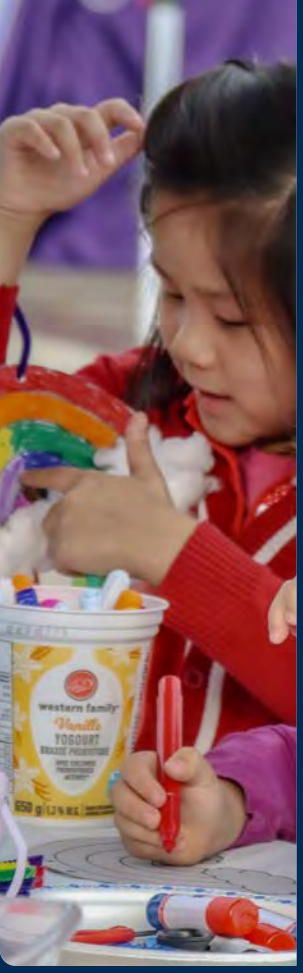
537
Volunteers supported City services

41,774
Volunteer hours













300
Volunteers for Senior Services

38,340
Hours of volunteer service for Parks and Recreation services

36
Languages spoken

383
Income tax forms processed for low-income individuals

13 – 96
Years is the age range of volunteers

POLICE

18,240
Calls for service

15
Sworn police officers hired

6
Civilian staff hired

Office of the CAO

ANVIL CENTRE CONFERENCE SERVICES

240
Events

50,000
Conference attendees

$2.53M
In revenue generated

ARTS SERVICES

223
Registered art programs

1,586
Registered art program participants

6
Community art gallery exhibitions

30
Local artists exhibited in the community art gallery

22,927
Anvil Theatre attendees

HERITAGE SERVICES

58
Archival and museum acquisitions

180,000
Photo negatives of local residents, properties, and businesses

90
Public programs delivered

6,682
Participants in public programs

52
School programs bookings

3,200
Participants in school programs

11,802
Archives online research requests

ECONOMIC DEVELOPMENT

3,890
Business licences approved

771
Home-based businesses approved

$8,000
In capacity-building grants to non-profits

LEGISLATIVE SERVICES

45
Council Advisory Committee meetings

90
City Council meetings

5
Public Hearings

3
Joint meetings with New West Schools

1
Residents' Association forum

71
Freedom of Information requests received and processed

ART AND TECHNOLOGY

90
Registered art and technology programs

80 – 90
Visitors per day during exhibitions

3
New Media Gallery exhibitions

PUBLIC ENGAGEMENT

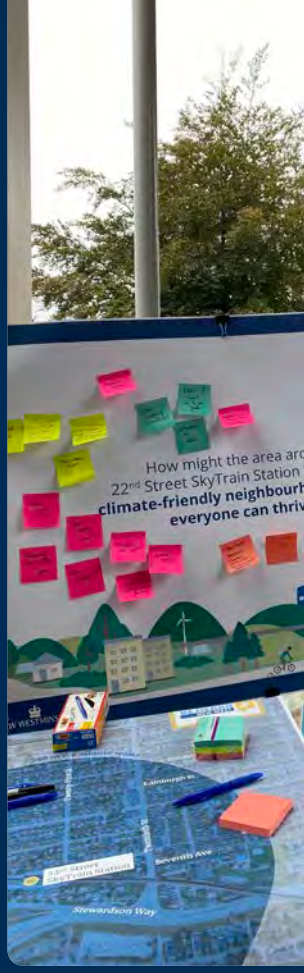
201+
Applications from residents to join the Community Advisory Assembly (36 members selected)

20+
In-person workshops, drop-in engagement sessions, and pop-ups held (plus more held online!)

4
Tours of City Hall for newcomers, youth, and other under-represented groups

40,000+
Visits to Be Heard New West online engagement platform

700+
New members registered on Be Heard













2023

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

85

Total grants

$837,477.64

Total grant funds

$146,992.49

Total grant funds awarded

Community Livability & Social Equity

1. Big Brothers of Greater Vancouver
2. Don't Go Hungry - St. Aidan's Food Program
3. Family Recovery Society of Canada
4. Holy Eucharist Cathedral in New Westminster
5. Kolumbia Inn Daycare Society: Queensborough Childcare Center Furness Street Location
6. Lumara Grief & Bereavement Care Society
7. New West Hospice Society
8. New Westminster Amateur Radio Club Society
9. New Westminster Environmental Partners (NWEP)
10. Pacific Immigrant Resources Society
11. Pioneer Community Living Association
12. Queens Park Preschool Society
13. Queensborough Special Programs Committee
14. St Barnabas Daycare
15. Umbrella
16. W.I.N.G.S. Fellowship Ministries
17. Walkers' Caucus
18. Family Services of Greater Vancouver
19. New Westminster Homelessness Coalition Society
20. Volunteer Cancer Drivers Society
21. Seniors Services Society of BC
22. New Westminster Victim Assistance Association
23. The Lower Mainland Purpose Society for Youth and Families
24. New West Hospice Society

TOTAL AWARDED

$344,853.00

Social & Cultural Vibrancy

1. BC Touring Council
2. Century House Seniors Citizens Activity Association
3. Culture Chats BC Association
4. Dancers of Damelahamid
5. Downtown New West BIA
6. Fraser River Discovery Centre Society
7. Free Little Art Gallery of New Westminster Collective
8. Greater Vancouver Bangladesh Cultural Association (GVBCA)
9. Khalsa Diwan Society
10. Low Entropy Foundation
11. My Artist's Corner Society, BC
12. New Westminster Film Society
13. New Westminster Firefighters Charitable Society
14. New Westminster Hyack Festival Association
15. New Westminster Lawn Bowling
16. New Westminster May Day Community Assocation
17. New Westminster Minor Softball Association (NWMSA)
18. New Westminster Secondary School
19. New Westminster Symphony Society (NWSS)
20. Odihi
21. Queensborough Special Program Committee
22. Royal City Literary Arts Society
23. Royal City Track and Field Club
24. Scouts Canada - 12th New Westminster
25. Shasta Trampoline
26. Shasta Trampoline Booster Society / Shasta Trampoline
27. Sher Vancouver LGBTQ Friends Society
28. Sikh Heritage Society BC
29. The Rotary Club of New Westminster
30. The Royal Canadian Theatre company
31. The Royal Westminster Regiment Volunteer Band
32. Uptown Swing Collective
33. Vancouver Chamber Music Society
34. West End Business Association (WEBA)
35. Westminster House Society
36. Royal City Musical Theatre Society
37. New Westminster Symphony Society (NWSS)
38. Recovery Day Vancouver Society
39. Arts Council of New Westminster
40. Massey Theatre Society
41. Fraser River Discovery Centre Society
42. New West Pride Society
43. New Westminster Heritage Foundation
44. New Westminster Hyack Festival Association
45. Uptown Business Association of New Westminster

TOTAL AWARDED

$364,429.99

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

$60,500.00

One Time Small Grants

1. New Westminster Rotaract Club
2. Queensborough Community Garden Society
3. Solar Server Club
4. Thrive Expressive Therapies Society
5. Royal Canadian Legion #2
6. Kolumbia Inn Daycare Society (K.I.D.S.)
7. Kids New West Committee C/O Westminster Children's After School Society
8. New Westminster Philippine Festival Society
9. Friendship Club Games
10. New West Volleyball Association

TOTAL AWARDED

$11,501.00

Permissive Property Tax Exemptions

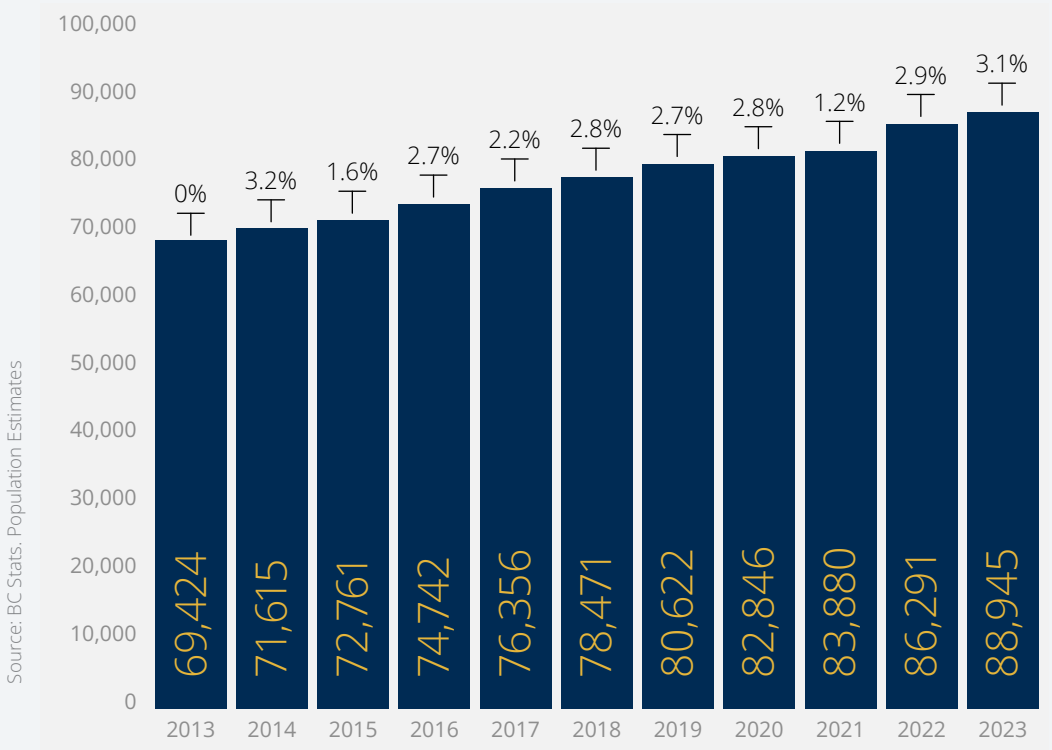
Permissive tax exemption is granted to not-for-profit institutions including religious institutions, some recreational facilities, service organizations and cultural institutions that form a valuable part of our community. List of 2023 permissive exemptions granted for the year and the amount of tax revenue foregone below:

00111100	Fraser River Discovery Centre Society	$22,376.63
00419001	Emmanuel Pentecostal Church of New Westminster	$7,418.87
00424000	Word Christian Community Church	$7,546.39
00444000	Holy Trinity Romanian Orthodox Parish Society	$4,820.64
00648001	Emmanuel Pentecostal Church of New Westminster	$8,529.08
00734000	Roman Catholic Archbishop of Vancouver	$11,444.61
00853100	New Westminster Tennis Club	$8,237.77
01051000	Kinsight Community Society	$77,397.26
01124000	Trustees of the Queen's Park Congregation of Jehovah's Witnesses	$3,518.90
01125000	Trustees of the Queen's Park Congregation of Jehovah's Witnesses	$4,413.32
01288000	Holy Trinity Parish of New Westminster BC	$19,495.95
01411000	BC Conference Property Development Council	$36,736.78
01441001	Honour House Society	$12,094.73
01612001	Queens Park Hospital Society	$67,394.95
01612002	Fraser Health Authority	$40,855.97
01613501	Good Samaritan Canada	$29,416.96
03178000	Vancouver Chin Baptist Church	$4,413.32
03307000	Parish of St Mary the Virgin	$7,433.87
03466000	Sapperton Old Age Pensioners Association	$8,314.04
03472001	New West Community Baptist Church	$7,942.47
03575000	Knox Congregation of Presbyterian Church	$9,416.74
03680000	Roman Catholic Archbishop of Vancouver	$11,045.29
03724000	Gospel Church in Christ	$6,125.38
04317000	Royal City Curling Club	$22,763.42
05090000	Greater Vancouver Water District	$163,643.15
05476000	Olivet Baptist Church	$13,224.94
05873100	513 Hornet Royal Canadian Air Cadet Squadron	$6,051.09
05873102	Queen's Park Preschool Society	$5,847.09
05873103	Arts Council of New Westminster	$3,719.70
05873150	Vegabond Players	$3,416.13
06128000	Trustees of the Congregation of the First Presbyterian Church	$7,811.44
06154000	Seventh-Day Adventist Church BC Conference	$7,802.19
06156000	Governing Council of the Salvation Army in Canada	$17,117.16
06191000	Burnaby Apostolic Christian Church	$2,957.30
06207000	Hohite Semay St Mary Ethiopian Orthodox Tewahido Church	$2,290.42
06208000	Sts Peter & Paul Ukrainian Orthodox Autocephalous	$3,010.56
06417000	Free Methodist Church Senior Citizen's Home Society	$36,291.70
06420000	New Westminster Congregation Free Methodist Church in Canada	$9,064.92
06755000	Ukrainian Catholic Eparachy of New Westminster	$11,377.10
06866000	Vancouver Japanese Gospel Church	$3,982.49
06879000	Parish of Barnabas	$5,493.01
06881000	St Barnabas Parish	$4,898.40
07811000	St Gheorghe Romanian Othodox Church	$3,620.67
09204000	St Aidans Congregation of the Presbyterian Church of Canada	$7,179.08
09206100	New Westminster Lawn Bowling Club	$16,639.48
09206101	New Westminster Amateur Radio Club	$1,325.98
09778000	Unity of New Westminster Church	$4,230.28
10145000	Image of God Church	$4,050.25
10884000	Mt Calvary Evengelical Lutheran Church of New Westminster BC	$8,273.53
10886000	Mt Calvary Evengelical Lutheran Church of New Westminster BC	$3,754.69
11003000	First Church of Christ Scientist of New Westminster BC	$8,713.36
11111000	New West Rotary Senior Citizen Housing Society	$54,205.01
11174000	Mount Zion Lutheran Church of New Westminster BC	$17,066.65
11831000	Royal City Christian Centre	$15,265.32
12884000	Roman Catholic Archbishop of Vancouver	$3,789.20
13278000	Khalsa Diwan Society - New Westminster	$2,698.00
13279000	Khalsa Diwan Society - New Westminster	$2,698.00
13280000	Khalsa Diwan Society - New Westminster	$2,698.00
13294000	Khalsa Diwan Society - New Westminster	$12,031.97
13299000	Khalsa Diwan Society - New Westminster	$2,698.00
13300000	Khalsa Diwan Society - New Westminster	$2,698.00
13300001	Khalsa Diwan Society - New Westminster	$1,942.86
13314001	Khalsa Diwan Society - New Westminster	$1,755.32
15474000	Connaught Heights Pentecostal Villa Society	$20,601.30
15475002	Congregation of the Connaught Heights Pentecostal Assembly	$10,636.96
15570001	Congregation of the Connaught Heights Pentecostal Assembly	$9,071.68

$964,795.71

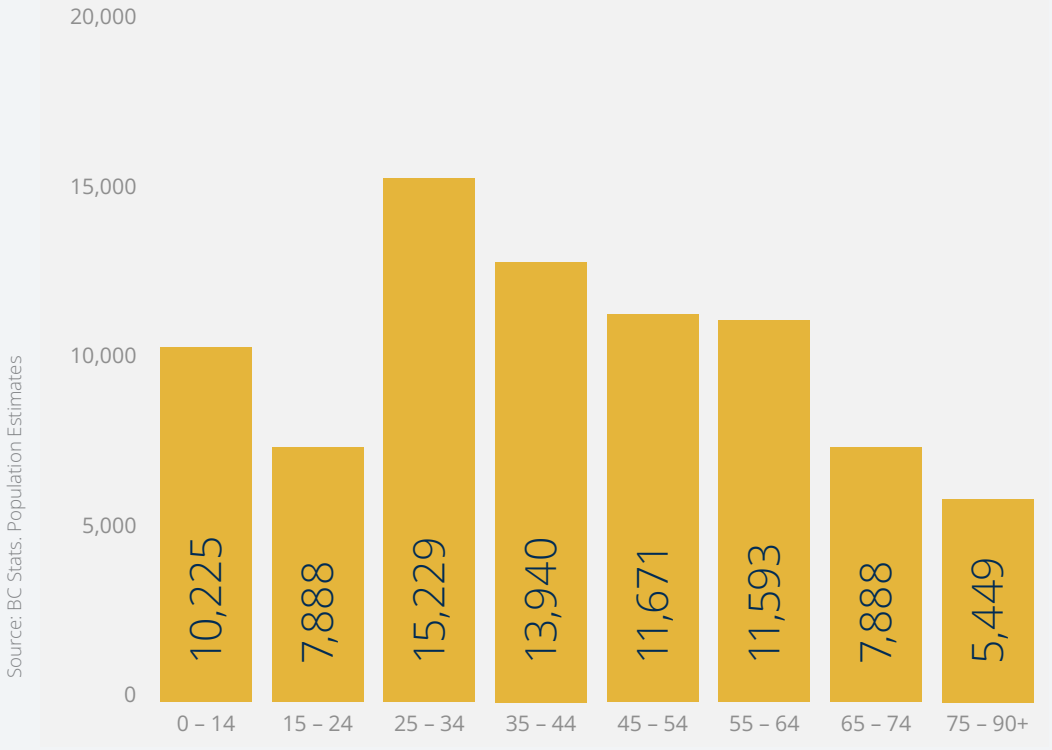
City Demographics

New Westminster Population: 2013-2023



Source: BC Stats. Population Estimates

2023 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%
Multi-family

24%
Single family