Annual Report 2024



NEW WESTMINSTER

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LAND ACKNOWLEDGEMENT

"We recognise and respect that New Westminster is on the unceded and unsurrendered land of the Halkomelem speaking peoples. We acknowledge that colonialism has made invisible their histories and connections to the land. As a City, we are learning and building relationships with the people whose lands we are on."

Message from the Mayor



On behalf of New Westminster City Council, I am proud to present the 2024 Annual Report.

This past year, the City of New Westminster worked hard to address the priorities that matter most to our community: creating more affordable housing, keeping people safe, engaging residents in meaningful ways, and taking action on climate change. These priorities reflect our shared values and vision for a more inclusive, resilient, and sustainable New Westminster.

Housing and homelessness remain among the most urgent challenges we face—not just here, but across the region. We continue to be a leader in addressing these challenges by planning for growth through transit-oriented development, promoting family-friendly and socially connected housing, and expanding the variety of housing options. This includes advancing new affordable housing projects and creating more opportunities for people experiencing homelessness to access stable housing. We also improved access to shelter and essential services by advocating for extended shelter operating hours, supporting increased shelter capacity, and introducing hygiene facilities like showers and washrooms to help meet immediate needs.

A key initiative connecting our work in both housing and public safety is the new Crises Response Pilot Project. Launched in 2024, this project is designed to provide coordinated outreach and support for individuals experiencing homelessness, mental health challenges, and substance use. Through ongoing referrals, personalized assistance, and help accessing shelter, health care, and identification, the Crises Response Team is building trust and delivering compassionate, front-line care to some of our most vulnerable community members. Through our Community Liaison Officer program, and continued partnership with resident and business groups, we're working to address the concerns of the wider community.

Keeping people safe is a core function of any city. This year, we expanded our fire and emergency medical response capabilities and launched innovative new programs, such as drone-supported fire response and technical rescue services. We also introduced public education initiatives to help residents prepare for extreme weather and continued to support emergency shelter and access to cooling during heat events. These investments are about protecting people, strengthening our ability to respond to climate-related challenges, and ensuring we're ready to act—together—when it matters most.

Our environmental efforts reflect that same commitment to preparedness, while also advancing long-term goals around sustainability and climate action. In 2024, we made meaningful progress—from expanding electric vehicle infrastructure and promoting energy efficiency to planting thousands of trees and restoring local ecosystems. Programs like Energy Save New West and our Urban Reforestation and Biodiversity Enhancement Initiative are helping residents make greener choices while supporting a healthier, more livable, and climate-ready city.

Community engagement is at the heart of how we make decisions. This year, we introduced new and innovative ways for residents to get involved, including the Mayor's Youth Climate Leadership Team, which empowers young people to develop and lead local climate solutions, and the Community Advisory Assembly, which brought together a diverse group of residents that reflects our community's demographics to discuss and provide input on key City initiatives. We're listening, learning, and co-creating with you—and we're committed to continuing that work in ways that are meaningful and inclusive.

None of this would be possible without the support of the community. Thank you for continuing to engage, share your voice, and help shape the future of New Westminster. I'm excited about the direction we're headed—and grateful for the opportunity to serve you.

PATRICK JOHNSTONE
Mayor

Message from the CAO



In 2024, we strengthened our foundation—improving how we work, serve, and grow as an organization.

We have worked hard to achieve meaningful progress this year on initiatives that not only enhance public services but also improve the way we operate behind the scenes. We're modernizing, streamlining, and updating systems, policies, and processes to better support a workplace that is inclusive, respectful and equipped to meet the evolving needs of our community.

In support of building a community where everyone belongs and has the opportunity to connect and contribute, staff across departments advanced new programs and partnerships that reflect the diversity of New Westminster. We celebrated the opening of təməsewtxʷ Aquatic and Community Centre, a new facility designed to foster social connection and well-being through accessibility, flexibility, sustainability, and connection to nature. We also launched inclusive recreation programs for equity-deserving groups, created multilingual collections and digital literacy supports at the Library, and hosted cultural events celebrating the richness of our community. These initiatives not only reduced barriers to participation—they helped foster deeper connections between residents, services and staff.

Cultural events and programming also played an important role in strengthening community connectedness and fostering a sense of belonging. Staff collaborated with artists, curators, and community partners to deliver exhibitions, public art installations, and heritage programs that created space for dialogue, learning, and celebration. From Indigenous-led public art unveilings and school-based heritage workshops to new gallery spaces and artist talks, these initiatives enriched our public spaces and helped share a wider range of experiences and histories with the community.

Across the organization, we modernized the systems and processes that support daily operations and long-term planning. From upgraded cybersecurity infrastructure to a new data backup platform and business continuity planning, these foundational improvements strengthened our capacity to deliver critical services. These efforts align with our commitment to Asset Management and Infrastructure, ensuring our digital and physical systems remain secure, resilient, and responsive.

Improving how residents access services—whether online, in person, or through community spaces—was a key focus in 2024. We launched new digital tools that simplify how people interact with City programs and facilities, including a centralized rental application system for recreation spaces and expanded library tech supports. Staff across departments streamlined booking processes and improved coordination between teams to enhance efficiency and response times. Our updated business continuity plans, asset management strategies, and expanded use of digital tools, help ensure that the systems behind the scenes can keep pace with the needs of a growing and changing community.

We also made important progress in strengthening internal systems that support transparency, accountability, and good governance. Staff continued to modernize bylaws and procedures, improve privacy training, and align internal practices with evolving legislation and best practices. Tools like the self-service time entry system helped streamline administrative processes and reduce paper use, while updated protocols supported more consistent and efficient service delivery. These behind-the-scenes improvements may not be immediately visible to the public, but they are critical to maintaining a responsive, high-performing organization.

I am immensely proud of our City staff, and of the care, creativity and professionalism that made these achievements possible. As we move forward, we remain committed to continuous improvement, innovation, and building a city that is responsive, inclusive, and ready for the future.

L Spitale

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

Strategic Priorities







Council's Strategic Priorities Plan guides the City's work throughout the 2023–2026 term, focusing efforts on areas that matter most to the community. The plan provides direction for how we deliver services, invest in infrastructure, and respond to emerging needs—framed by key commitments to reconciliation, public engagement, climate action, environmental responsibility, and diversity, equity, inclusion, and anti-racism (DEIAR). The following sections highlight each priority and share some of the accomplishments from the past year that demonstrate how this plan is being put into action.



Community Belonging and Connecting

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

In 2024, the City expanded opportunities for residents to connect and participate in community life through arts, engagement, and inclusive programming. Free public workshops were held alongside Community Art Gallery exhibitions, and staff co-developed a series of ceremonial events and tours as part of Honouring Our Grandmothers' Healing Journey, fostering reflection and intergenerational dialogue. The City launched its first Community Advisory Assembly, bringing together 36 diverse residents to provide input on City initiatives, while Public Engagement staff worked to increase youth involvement in civic processes. Youth also took a more active role in local climate action by leading sustainability-focused projects. Students were given the opportunity to decorate solid waste vehicles to help promote proper recycling, the volunteer opportunities were expanded, and the City introduced new ActivePass rates to improve recreation access for families, students, and seniors.

Additional efforts focused on accessibility, cultural inclusion, and intergenerational connection. The Library launched Tech Café digital literacy workshops and a Tigrinya-language collection, while Parks and Recreation introduced intergenerational and culturally-relevant programming for seniors and youth. The City completed Phase 1 of the Queen's Park Farm Transition Masterplan, including plantings with Indigenous youth and an accessible boardwalk. This past spring, the təməsew̓txʷ Aquatic and Community Centre officially opened, designed for inclusive gathering and certified Gold by the Rick Hansen Foundation. The Police Department partnered with the Accessibility Advisory Committee to improve services, including weather-proof communication cards for interactions with the deaf and hard of hearing community.





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.

In 2024, the City advanced its housing efforts by filling new roles in Planning and on the Crises Response Team, expanding shelter and hygiene services, and strengthening support for vulnerable residents. Housing supply was increased through the implementation of new provincial legislation, including Transit Oriented Development Areas, along with the launch of Infill Housing and Townhouse programs and the completion of the vision for the high-density 22nd Street transit village. The Family-Friendly Housing Policy was updated to encourage larger, more socially connected multi-unit developments. The City also facilitated the addition of new supportive and affordable housing, including Indigenous-led projects.

At the same time, outreach and crisis response efforts were enhanced through the Crises Response Pilot Project, with staff providing coordinated support to individuals experiencing homelessness, mental health challenges, or substance use. Residents received personalized help accessing shelter, healthcare, and stable housing. Tenant protections were also strengthened through public education and enforcement actions that led to improved safety in vulnerable housing situations.





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.

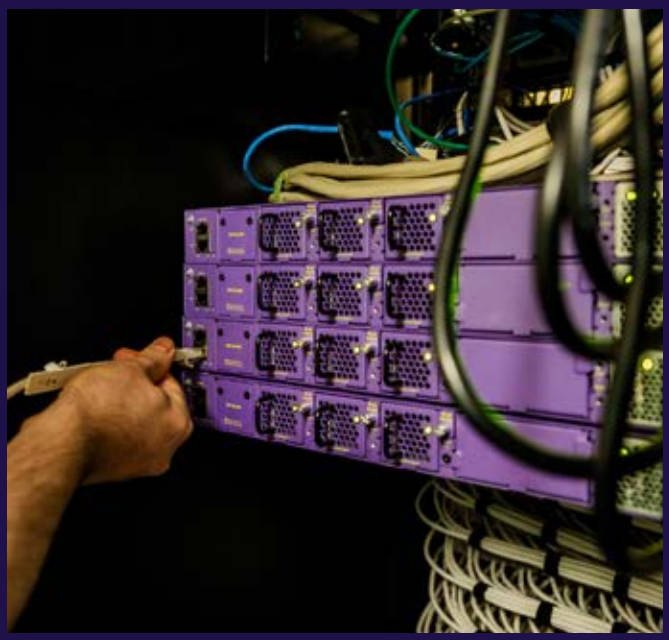
In 2024, the City supported a people-centered economy by strengthening partnerships with local businesses and organizations, modernizing business regulations, and promoting safe, vibrant commercial areas. Anvil Centre conference services staff worked with entrepreneurs and non-profits to increase local opportunities, including hosting professional events and expanding community services like blood drives. The Business Licence Bylaw was updated to better reflect today's business environment, streamline processes, and reduce fees for some applicants. Progress continued on implementing the Citywide Retail Strategy, including reviewing bylaw changes to encourage more active street-level uses. Civic events also created new opportunities for local vendors through partnerships with Parks and Recreation. To address retail crime, Police deepened collaboration with business improvement associations and expanded efforts by the Crime Reduction Unit to deter shoplifting and improve safety in commercial districts.



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.

In 2024, the City took key steps to improve transportation safety, accessibility, and sustainability. Pedestrian safety was enhanced at two busy intersections with new crossing upgrades, while the launch of a citywide e-bike share program introduced a new active transportation option, supported by 60 designated parking areas. The City also began implementing the Queensborough Transportation Plan to address long-term mobility needs and improve connections within the neighbourhood and across the city.





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 works to improve its asset management practices and decision-making through inter-departmental collaboration.

In 2024, the City advanced a range of infrastructure and asset management initiatives to support resilient, reliable service delivery. Key utility projects included the mass deployment of Advanced Metering Infrastructure and the completion of the SA28 Pump Station upgrade. The West End Sewer Separation and Watermain Replacement project also progressed, and a curbside management inventory was completed to streamline permitting and planning processes by digitizing parking regulation data. The City developed its first Facilities Asset Management Plan to guide long-term investment and decision-making. BridgeNet was further expanded, connecting civic facilities—including public WiFi stations—small businesses, and a low-income housing complex.

Digital systems were also strengthened through upgrades to the City's main data storage and backup platforms, alongside the introduction of enhanced cybersecurity monitoring. Internally, communication between Engineering front-line staff and the responsible departments was streamlined to support faster response times when issues arise. The City also completed a strategic property acquisition to enable future expansion of an electrical substation.

Department Achievements

The following pages highlight the achievements of each department in 2024, showcasing the wide range of work City staff undertook to deliver services, improve operations, and support the community. From frontline programs and major capital projects to behind-the-scenes improvements in policy, planning, and infrastructure, these accomplishments reflect the dedication, innovation, and collaboration that drive the organization forward.



Community Services

The Community Services Department plays a vital role in shaping how people experience and participate in city life by supporting New Westminster's social, cultural, and economic well-being. Through a wide range of outward-facing programs and services, the department helps connect residents and visitors to local businesses, public information, arts and heritage, community events, and volunteer opportunities. Together, these efforts help create a more connected, creative, and dynamic city.







In 2024, Anvil Centre celebrated 10 years of bringing together creativity and community. For the past decade, Anvil Centre has been a cornerstone for arts, culture, and heritage events and programming in New Westminster.

Anvil Conference Services

- Worked with local businesses and non-profits to increase opportunities for New Westminster entrepreneurs and residents, such as hosting professional events for businesses and increasing the number of blood drive clinics.
- Expanded client base through referrals from existing clients.

Arts Services

- Installed a second Community Art Gallery at City Hall, in partnership with Arts New West, to advance the arts in New Westminster and support unique collaborations.
- Hosted 17 public workshops in conjuntion with Community Art Gallery exhibitions or local artist facilitators to provide opportunities for free hands-on arts learning.

Art and Technology

- Curated three new media exhibitions featuring artists from nine different countries, addressing thought provoking themes of technology and culture. Complimentary artist talks enabled community members to gain a deeper understanding of the artworks.
- Offered three special programs with social-impact, partnering with BC4Afghans, Purpose Secondary School, and New West Pride.

Heritage Services

- Co-curated the exhibition *Downstream Where the Waters Mix* with curator Nadine Spence, featuring 13 Indigenous artists exploring kinship, colonial history, and the Thompson and Fraser River watersheds. Staff also co-developed six public programs — including walks, talks, school tours, and ceremonial events — to support community healing and connection.
- Co-facilitated workshops with SD40 Teacher-Librarian for grades 4–8 students across the Lower Mainland, exploring New Westminster's history through themes of social justice, discrimination, and equity.
- Acquired full sets of New Westminster directories (1860–2001), local newspapers (1861–1983), and historic photo collections, establishing the New Westminster Archives as the city's most comprehensive research resource.

Public Art

- Completed three permanent public artworks, including *Miyíwts – Water's Edge* (James Harry), *Guardians of the Pump* (Hanna Benihoud), and *Our Community, Our Way* (Rain Pierre), highlighting Indigenous presence, community collaboration, and local storytelling.
- Delivered three temporary public art installations: Ensemble by Karen Zalamea, addressing Filipino representation, River's Legacy by Elinor Atkins, which expresses the connection between the Kwantlen First Nation and the Fraser River, and Irving House interventions by Holly Schmidt and Janet Wang exploring colonial history and Chinese Canadian narratives.







Economic Development

- Completed update and modernization of the Business Licence Bylaw to reflect current and evolving business environment, maintain appropriate regulations where necessary, and achieve efficiencies for business applicants and staff.
- Continued work to implement recommendations of the Citywide Retail Strategy, including review of bylaw changes to encourage active uses at grade.

Community Partnerships

- Enhanced community grants program, including revised application and reporting processes, to improve access for applicants.
- Increased number of volunteers and volunteer opportunities in order to provide residents with a way to connect in their community.





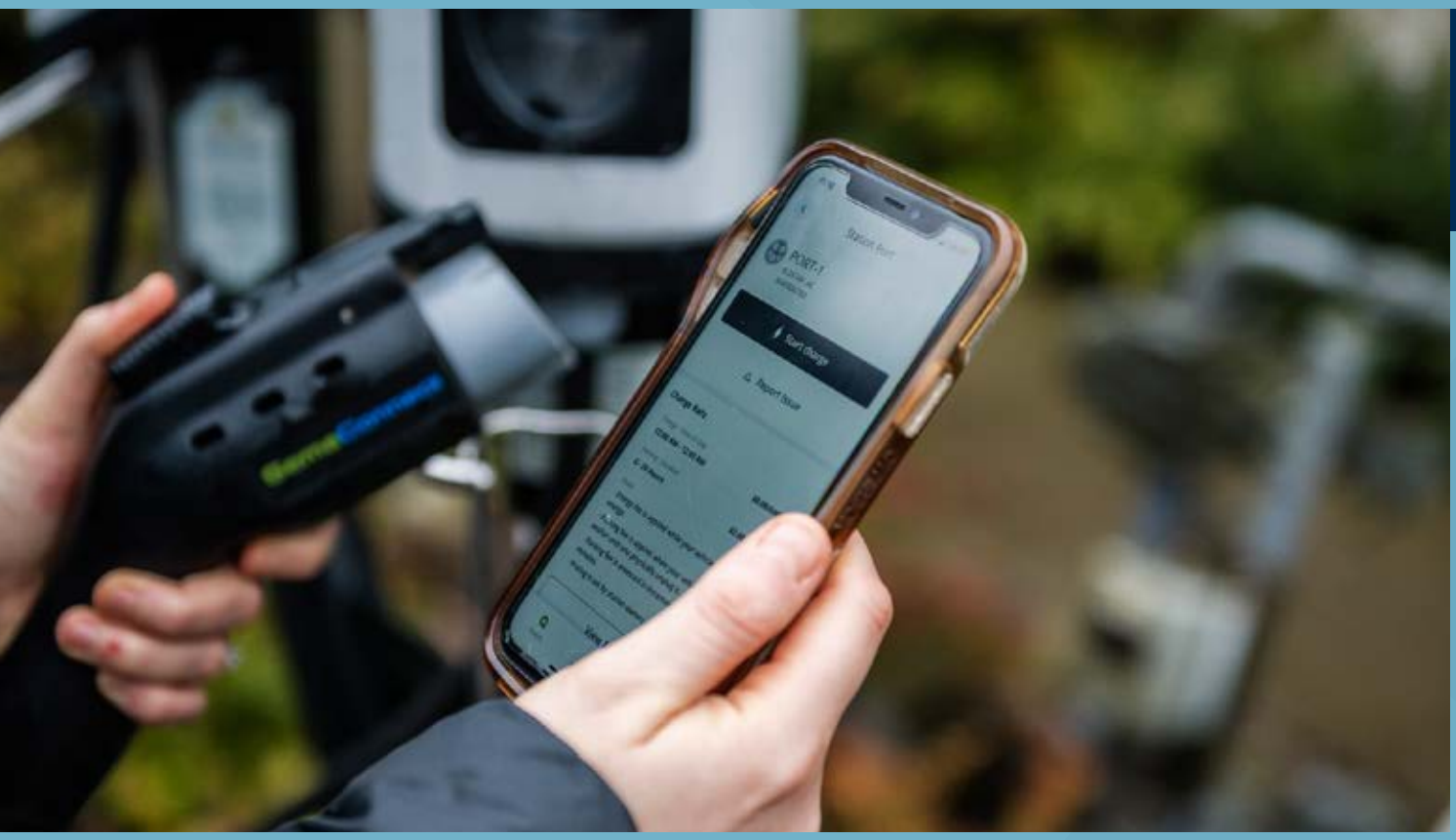


Public Engagement

- Increased youth participation in public engagement initiatives, with young residents actively contributing to the People, Parks & Play engagement, Our City, Our Voice: Themes for a New City Logo project, and attending tours of City Hall.
- Conducted extensive public engagement for the City's rebrand project, and established and guided a working group of diverse residents through the logo development and selection process.
- Launched and completed the one-year pilot term of the Community Advisory Assembly, a new engagement model that brought together 36 diverse residents to provide recommendations on policies and projects impacting residents. The Assembly met regularly for dialogue-based discussions, supported by professional facilitators. This pilot expanded participation beyond traditional committees, removing barriers and fostering community connections.

Community Advisory Assembly

The Community Advisory Assembly's membership was designed to be reflective of the community profile of New Westminster based on 2021 Census data. Through a blind-selection process, members were chosen based on demographic characteristics such as the neighbourhood where they live, their age, gender identity, housing tenure (renter or owner), ethnic identity, and lived experiences. The group discussed a wide range of topics over the year, including: community belonging and connecting; road reallocation; climate action and intersectionality; and cultural observances.



Energy & Climate Action

The Energy and Climate Action Department brings together the City's electric utility and climate response efforts to support a more sustainable and resilient future for New Westminster. In addition to providing reliable and innovative electrical service, the department leads the City's climate action work—helping reduce emissions, increase energy efficiency, and build climate-ready infrastructure. Through collaboration with the community, Energy and Climate Action plays a key role in advancing environmental stewardship, supporting sustainable development, and enhancing quality of life.





Climate Action

- Developed and implemented EV-ready requirements in the Zoning Bylaw to ensure new non-residential developments support electric vehicle charging.
- Began implementing the Energy and Zero Carbon Step Code to meet 2027 targets in the Community Energy and Emissions Plan, and initiated work on a Climate Change Adaptation and Resilience Strategy.
- Supported home energy efficiency through Energy Save New West with the launch of the BC Home Energy Planner and Stride tools, the delivery of multilingual workshops, and with the promotion of rebates for upgrading thermostats, heat pumps, and electrical systems.
- Supported the installation of air conditioning units for vulnerable residents through the BC Hydro Energy Conservation Assistance Program, with in-language application assistance.
- Provided subsidies for local building professionals to attend high-performance building courses.

Electric Utility

- Completed the pilot phase of the Advanced Metering Infrastructure project and commenced mass deployment.
- Completed distribution upgrades for 808 Royal Avenue development project and to fully connect the Queensborough Substation.

BridgeNet

- Expanded BridgeNet by connecting three small businesses, two substations, təməsew̓txʷ Aquatic and Community Centre, and a low-income housing complex.
- Continued work on designing and building public WiFi stations.





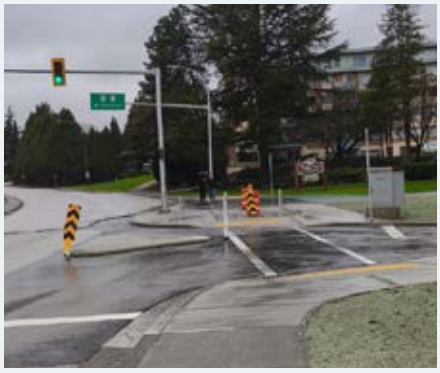


Engineering

Well-designed and engineered facilities, public spaces, and civil infrastructure are essential for a livable, thriving, and sustainable community. The Engineering Department is committed to maintaining existing assets, support sustainable lifecycle costing, and uphold levels of service the community expects and deserves. The work on this front is guided by the strong belief that public spaces are for everyone and their design should reflect the community's diversity and commitment to reconciliation.









Engineering Services

- Developed the City's first Facilities Asset Management Plan, which will guide decision-making to achieve safety and service delivery goals, maximize the use of existing assets across the asset lifecycle, and when to pursue replacement and disposal.
- Advanced the the West End Sewer Separation and Watermain Replacement project with the competition of the 16th Street segment.
- Completed the SA28 Pump Station upgrade to meet growing demand and improve infrastructure. Work included electrical and mechanical upgrades, a new bypass chamber, additional pump, and refurbished control systems.
- Improved pedestrian safety at two intersection crossings: McBride Blvd. at Sangster Pl. and East Columbia St. at Simpson St.
- Launched a citywide e-bike share, operated by Lime Technology Inc., with 60 designated parking areas.
- Began implementation of the Queensborough Transportation Plan following Council endorsement.
- Completed a curbside management inventory that improves efficiency and accuracy by removing the need for in-person checks of parking regulations.







Engineering Operations

- Advanced recycling contamination reduction goals by focusing on public education and outreach. Summer Environmental Ambassadors conducted in-field audits of residential recycling carts and provided direct feedback to encourage proper sorting. Public awareness campaigns and staff presence at local events further supported behaviour change by clarifying what belongs in each waste stream. These efforts laid the groundwork for longer-term improvements in waste diversion and supported the City's commitment to responsible waste management.
- Strengthened community engagement around water conservation through a range of education and outreach events. Summer Environmental Ambassadors played a key role in monitoring and promoting water restriction compliance through community outreach and attendance at local events.
- Introduced a permanent dog licence tag with QR code to help reduce the number of dogs coming to the shelter.
- Assisted over 80 pet parents with financial assistance for spaying/neutering and other veterinary care, as well as for pet food and supplies.
- Continued work to streamline internal communication between front-line staff and the responsible department in order to increase response times when issues are identified.
- Expanded the electric tools inventory with weed whackers for park maintenance and an electric mower for the cemetery.
- Built the outdoor deck at City Hall using in-house staff, reducing costs while providing skill-building opportunities for apprentices.
- Celebrated Public Works Week with a public awareness campaign, including a student contest for recycling-themed art that was displayed on collection vehicles.
- Continued to advance climate initiatives by replacing fossil fuel vehicles with electric or hybrid options when feasible.
- Successfully repaired a significant watermain break on Colborne Street, the largest repair in the past decade. Engineering crews worked tirelessly alongside other emergency management staff to resolve the break quickly and restore water to affected properties within 12 hours, while minimizing the impact to residents and traffic in the surrounding area.





Finance & Information Technology

The Finance and Information Technology Department is responsible for managing the City's financial systems and digital infrastructure. The department oversees key financial functions such as property tax billing and collection, utility payments, accounts payable and receivable, payroll, and purchasing. It also provides financial planning and reporting support to Council and City departments. On the technology side, the department manages all City computer systems and IT assets, ensuring secure, reliable, and efficient digital services that support day-to-day operations and long-term strategic goals.







Information Technology

- Rolled out Multi-Factor Authentication to better protect City email and network accounts from unauthorized access and fraud.
- Launched 24/7 monitoring of City IT systems through a leading cybersecurity firm and added advanced anti-malware tools to guard against threats.
- Replaced the City's main data storage system—essential for all software and services—without any service interruptions.
- Upgraded all public computers at both library branches to improve reliability and user experience for patrons.
- Replaced the aging data backup system with a more secure, modern platform to better protect important data.
- Updated the Business Continuity Plan in partnership with the Emergency Management Office.
- Provided technical support for the Advanced Metering Infrastructure project, including system integration, data analysis, and testing.



Fire & Rescue Services

New Westminster Fire and Rescue Services protects life, property, and the environment through effective emergency management, fire and life safety education, fire code enforcement inspections, and by responding to emergencies. In addition to fire suppression, rescue services, and emergency medical services, other roles include working with our community emergency services partners, developing the youth firefighter program, and providing community outreach.



Received $10,200 in grant funding from BC Construction Safety Alliance to offset program development costs.



Fire Operations

- Expanded and strengthened the team by welcoming seven new recruit firefighters and certifying 10 staff as Fire Officer Level 2 supervisors to enhance leadership capacity and emergency response.
- Began operating under Emergency Medical Responder licensing in May, enabling firefighters to provide higher-level pre-hospital care and strengthen local medical response.
- Launched the Second Responders Program to address drug overdose recovery, identifying 242 cases, contacting 35 individuals, and connecting eight participants to harm reduction support.
- Developed a Technical Rope Rescue Program to support high-rise construction safety, enabling complex rescue operations.
- Launched a drone program to support large-scale fire response, hazardous material identification, and collaboration with emergency partners.
- Introduced the Qualified Boat Operator Program with New Westminster Police to expand river response capabilities and support joint operations.
- Established a partnership with Warming the Homeless to reduce open burning risks, distribute warming kits, and promote fire safety through targeted communications.



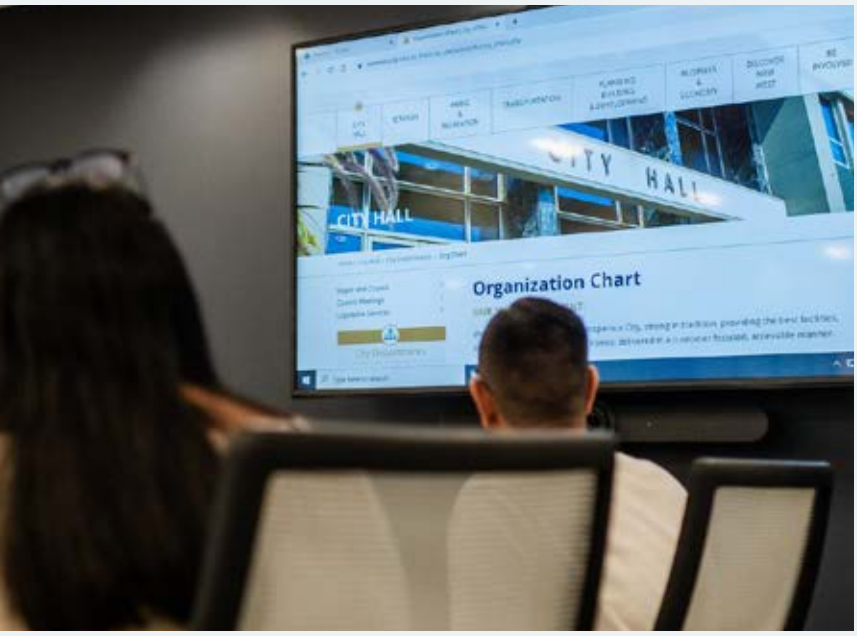
Emergency Management

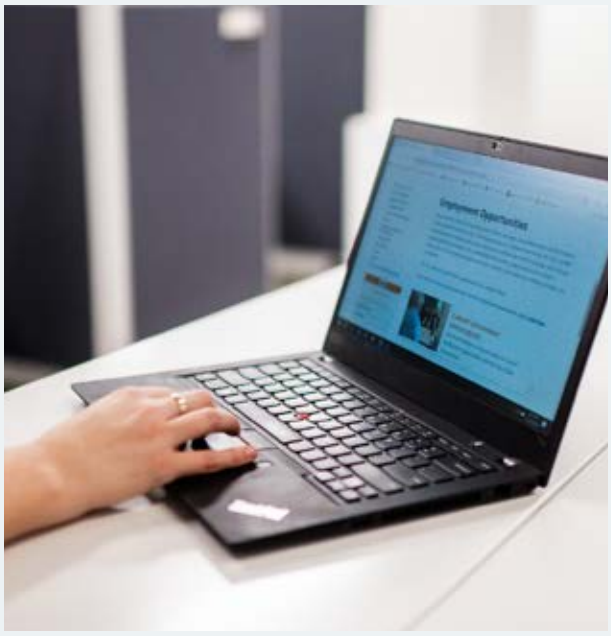
- Delivered four DIY Air Cleaner sessions in partnership with SFU and the Lung Association, teaching residents to improve indoor air quality during wildfire smoke and extreme heat.
- Advanced the Accelerated Heat Plan by distributing 50 portable air conditioners to common areas in high-risk buildings through the One Cool Room initiative.
- Responded to five emergency events through Emergency Support Services, assisting approximately 30 residents. The ESS team doubled in size in 2024 and continues to grow.
- Continued developing the Emergency Monitoring Centre Program to enhance extreme weather response capabilities.



Human Resources

The Human Resources Department supports a respectful, inclusive, and high-performing workplace by providing services that help attract, develop, and retain the City's most valuable resource—its people. The department delivers core functions such as recruitment, labour relations, health and safety, training and development, and compensation and benefits administration. It also plays a strategic role in fostering positive employee relations and supporting organizational growth through collaboration, guidance, and city-wide initiatives.







- Successfully recruited new positions to support the Strategic Priorities Plan, including all Crises Response Team and Housing Division roles.
- Streamlined hiring procedures and improved the onboarding experience for new employees.
- Delivered a standardized training suite to staff involved in the Crises Response Pilot Project.
- Piloted Diversity, Equity, Inclusion, and Anti-Racism (DEIAR) training for staff.
- Updated employee policies and guidelines to reflect current needs, including interim extreme weather guidance, public first aid response, and reporting serious misconduct.
- Continued implementation of the self-service time entry system to reduce paper use and improve accountability.



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.









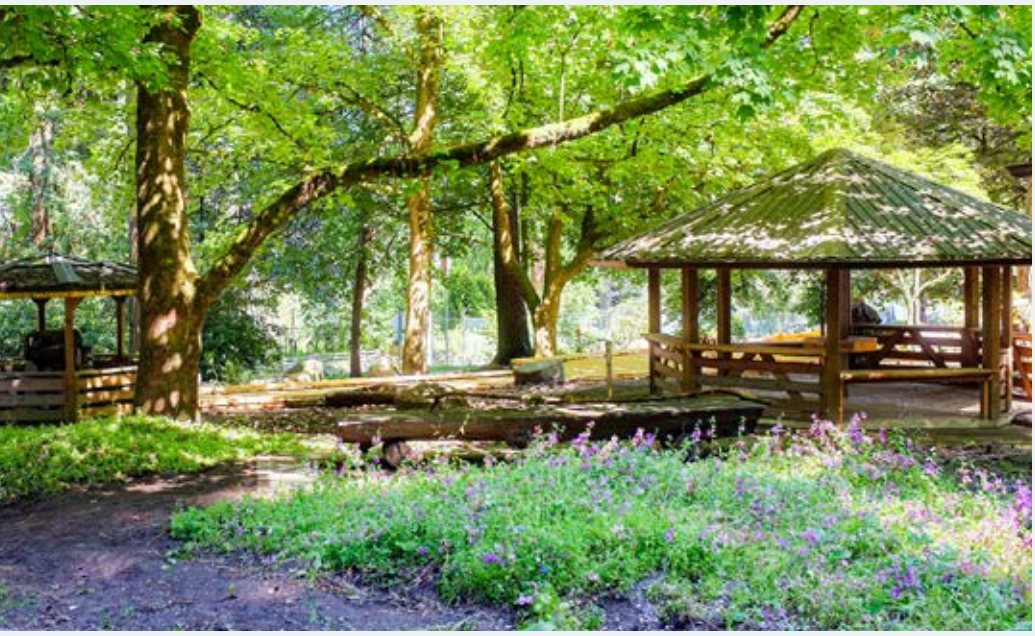
- Created a Tigrinya-language materials collection in partnership with New West Family Place.
- Developed an outreach drop-in program in collaboration with the Crisis Response Team.
- Launched Tech Café workshops to bridge the digital divide between generations and and support digital literacy.
- Provided ongoing space for English classes through a partnership with the SD40 Adult Learning Centre.
- Began hosting ongoing Climate Film Nights in partnership with the New Westminster Climate Action Hub.
- Launched a Library presence at Anvil Centre with the Summer Reading Club Wrap Party.
- Began work on the redesign of the Main Branch's second floor to optimize study and meeting space in response to increasing demand.
- Introduced an electric vehicle for Home Service deliveries, outreach efforts, and community development programming.



Photo by: Nic Lehoux

Parks and Recreation

The Parks and Recreation Department aims to enhance the quality of life for all in New Westminster by facilitating parks and recreational opportunities that nurture healthy individuals and families, strong and unique neighbourhoods, a vibrant city, and thriving economy.



Awarded $1.005M for street/boulevard planting (532 trees) from the Province of BC's Community Emergency Preparedness Fund.

Received a donation of $40,000 from the Rotary Club of New Westminster to support boardwalk construction.

Administrative Services

- Introduced new ActivePass rates, adding options for seniors 75+, families, and students to enhance accessibility and flexibility.
- Launched a centralized, digital Parks and Recreation indoor facility rental application with biannual intake process for user groups seeking dedicated, ongoing facility space. This streamlined application covers allocations for pools, ice rinks, arena dry surfaces, gymnasiums, meeting rooms, and multi-purpose spaces across multiple facilities.



Parks

- Achieved substantial progress on phase one of the Urban Reforestation and Biodiversity Enhancement Initiative (URBEI), advancing the Urban Forest Management Strategy (UFMS) objective of planting 2,200 trees in our parks and open spaces.
- Increased tree planting on City-owned land, including streets and boulevards, by 70% over 2023, and enhanced natural areas with a 59% increase in native trees and seedlings over 2023.
- Completed ecological restoration along the Stanley Street Greenway and in Ryall Park South.
- Piloted the City's first shared off-leash dog area at Albert Crescent Park, with designated hours and no fenced enclosure.
- Supported outdoor recreation with the renewal of two tennis courts at Hume Park, including the addition of lines to support 10 pickleball courts, and the installation of new energy-efficient sports field lighting at Sapperton Park.
- Completed Phase one of the Queen's Park Farm Transition Masterplan, including plantings with Indigenous youth and an Indigenous Knowledge Keeper, and construction of an accessible boardwalk.
- Completed construction of the Massey Theatre Gathering Space.







Recreation

- Expanded programming across the city, including after-school drop-ins, over 30 new adult recreation options, long-weekend drop-ins, adult skating lessons, seniors' skate and social events, and new gymnastics/trampoline programs for the hearing impaired.
- Expanded citywide fitness services, including the launch of personal training, resulting in a 54% increase in participation from 2023 to 2024.
- Partnered with Canucks Autism Network to improve accessibility in fitness programs, providing staff and participant orientations for inclusive participation.
- Introduced intergenerational programs to foster connections between seniors and youth, and expanded DEIAR programming for youth and seniors, highlighting truth and reconciliation, honouring a variety of cultures, and celebrating Women's Day and Pride.
- Assisted 55 vulnerable seniors through the new Community Connector position, funded by United Way, helping them access essential services and resources.
- Added additional seating to the Queen's Park Arena lobby, creating a popular gathering space. The pilot exceeded expectations, with plans to expand in 2025.
- Launched the Summer Showcase, transforming underused public spaces into vibrant program areas.
- Hosted the first-ever Play Day at Queen's Park Arena, offering families a one-stop event to explore sports and physical literacy programs.



Photo by: Nic Lehoux



Received a $40,000 grant from BC Alliance for Healthy Living Society through their Active Communities Initiative to support programming for equity-deserving groups.

- Completed construction and officially opened təməsew̓txʷ Aquatic and Community Centre in spring 2024.
- Departments collaborated extensively to finalize facility setup, policies, and staff training—including onboarding 70 new aquatics staff.
- Preparations also included submitting a 160-page Pool Safety Plan to Fraser Health and implementing North America's first InBlue filtration system to support a safe and seamless launch.
- Food Services catered the opening events, partnering for the first time with local businesses Steel & Oak Brewing Co., Spirit Bear Coffee, and Bannock Queen Bakery.
- Developed three new biweekly swim programs for launch in 2025 to support equity-deserving groups: All Bodies Swim for the 2SLGBTQI+ community, Women Only Swim for those seeking privacy, and Sensory Friendly Swim for individuals with sensory sensitivities.



təməsew̓txʷ Aquatic and Community Centre received several prestigious awards:

Canada Green Building Council – Zero Carbon Building Design Standard

Canadian Chapter of the American Institute of Architects – Award of Excellence for Architecture

Rick Hansen Foundation – Gold Rating for Accessibility

International Prix Versailles 2024 – World Title for Interior in the Sports Category



Planning & Development

The Planning and Development Department advises Council on the orderly, efficient, and aesthetic use of land in New Westminster, and guides the city's physical, social, and community development. Its responsibilities include urban and regional planning, urban design, development approvals, social planning, heritage conservation, building services, permits and licenses, bylaw enforcement, and oversight of strategic social and community issues. The department works to ensure growth is balanced, inclusive, and aligned with the city's long-term vision.

Received $535,385 from the Province of BC to support implementation of new housing legislation.

Awarded $11,428,628 from the Canadian Mortgage and Housing Corporation's Housing Accelerator Fund to advance initiatives that will increase the variety and availability of New Westminster's housing supply.

Awarded $150,000 grant from Union of BC Municipalities to support ongoing improvements.

Received $15,000 from BC Health Communities for the Food Security Action Plan.



Planning

- Advanced housing supply through multiple initiatives: implemented new provincial legislation including five Transit Oriented Development Areas; finalized the high-density reGENERATE Vision for the 22nd Street neighbourhood; and launched Infill Housing and Townhouse programs to expand housing choice and streamline approvals.
- Completed a development application process review to guide improvements to the housing approval process.
- Updated the Family-Friendly Housing Policy with design guidelines, larger unit requirements, and best practices for socially connected multi-unit developments.
- Began development of both an Age-Friendly Community Strategy and a Food Security Action Plan.
- Partnered with Hey Neighbour Collective to develop a Building Social Connections Policy and Design Toolkit.
- Expanded shelter and hygiene services by delivering 10 extreme weather mats, 25 year-round shelter beds, and a washroom and shower trailer averaging 1,300 visits per month. Also successfully advocated to extend Purpose Society's shelter hours up to 20 hours daily.
- Advanced the Columbia Square Master Plan, which includes up to 3,800 homes, a central plaza, non-profit daycare spaces, and $60M in density bonus contributions, of which 80% is earmarked for affordable housing.





Building

- Issued a building permit for 52 units of permanent supportive housing at 602 Agnes Street, to be operated by Lookout Housing and Health Society and prioritized for unhoused New Westminster residents.
- Granted occupancy to 96 fully occupied units of affordable Indigenous housing developed by Aboriginal Land Trust Society.
- Advanced the Cross-Connection Control Program to protect the City's water supply, with 205 new devices installed and a total of 2,997 registered devices reaching 83% compliance.
- Applied enhanced Energy Step Code and Zero Carbon Step Code requirements to all 2024 building permit applications, helping reduce energy use and carbon emissions.

Integrated Services

- Strengthened tenant protections by delivering public information sessions on minimum maintenance standards at the library and leading enforcement efforts at a 14-unit rooming house, resulting in improved safety for residents.
- Supported the rollout of a new Business Licence Bylaw, improving clarity and transparency while reducing some fees to benefit the local business community.
- Introduced a Graphic Images Bylaw to protect young children and grieving families from exposure to potentially distressing flyers.
- Advanced environmental protection by supporting bylaw changes that better safeguard local waterways and natural areas.
- Improved neighbourhood health and safety by partnering with Transport Canada to remove a large derelict vessel from Queensborough.

Crises Response

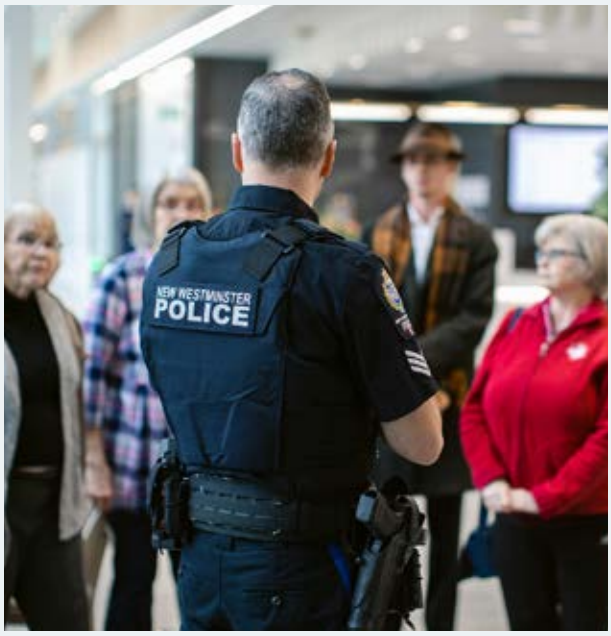
- Launched the Crises Response Pilot Project to strengthen coordinated outreach and crises response for individuals experiencing homelessness, mental health, and substance use.
- Provided ongoing outreach, referrals, and essential items to individuals experiencing homelessness, helping connect them with shelter, healthcare, and housing supports.
- Delivered personalized assistance to vulnerable residents, including support with identification, emergency shelter, health care, and access to stable housing.



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.







- Collaborated with the Accessibility Advisory Committee to improve accessibility, including launching weather-proof communication cards for interactions between police and the deaf and hard of hearing community, and publishing accessibility information on the NWPD website.
- Strengthened community trust through the Community Engagement Unit, which met with numerous neighbourhood and religious groups in 2024 as part of the department's community-oriented policing strategy.
- Partnered with local businesses and business improvement associations to address violent shoplifting. The Crime Reduction Unit expanded collaboration with both Downtown and Uptown BIAs to promote safety and deter crime in retail areas.
- Conducted a large-scale commercial vehicle safety initiative in partnership with regional police forces. During the two-day operation, 86 vehicles were inspected, with 56 requiring immediate repairs and 6 requiring follow-up repairs to improve road safety.
- Continued to engage the public through Instagram Live ride-alongs, giving residents a behind-the-scenes look at patrol duties and encouraging open dialogue through social media.



Office of the CAO

The Office of the Chief Administrative Officer (CAO) provides leadership and coordination across City departments to ensure the effective delivery of services and the advancement of Council's priorities. This department supports good governance and informed decision-making through legislative and legal services, builds and maintains relationships with other levels of government, and leads the City's work on reconciliation and Indigenous relations. By providing strategic oversight and corporate leadership, the Office of the CAO helps align day-to-day operations with the City's long-term vision.



Received $50,000 USD from Bloomberg Philanthropies to support youth-led climate action.





Intergovernmental Relations

- Supported City departments in securing external funding by preparing grant applications and managing reporting requirements.
- Facilitated meetings with senior government ministries to advance the City's short- and long-term priorities.
- Engaged the community's youth in climate action through participation in the global Bloomberg Philanthropies Youth Climate Action Fund, empowering young people to lead local sustainability projects and contribute to urgent climate solutions. Participating youth completed 10 projects.
- Helped launch the Mayor's Youth Climate Leadership Team, which aims to activate the leadership skills of young people in New Westminster to develop climate action projects and initiatives.
- Represented the City at key conferences, including the Union of BC Municipalities Housing Summit and the Federation of Canadian Municipalities National Convention, to share local leadership and learn best practices.
- Launched and facilitated the Youth At-Risk Situation Table, a weekly multi-agency initiative that brings together service providers to support youth facing elevated risks. The table also helps identify service gaps and strengthen coordinated responses.

Legislative Services

- Updated the Council Procedures Bylaw to align with best practices and legislative requirements.
- Streamlined operational procedures to enhance response times and improve public service delivery.
- Updated the staff training program on Freedom of Information and Privacy to support efficient request handling and ensure compliance with privacy legislation.

Legal Services

- Achieved successful outcomes in three major litigation cases and an Ombudsperson investigation, protecting the City's interests and reinforcing public accountability.
- Provided legal support to the Ethics Commissioner in the administration of Council Code of Conduct investigations, supporting transparency and good governance.
- Delivered a presentation on tenant protection and relocation policies at a legal conference, contributing to the broader municipal legal discourse.
- Completed a key property acquisition to support expansion of an electrical substation, enabling future infrastructure development.
- Supported the Planning and Development Department with drafting the Graphic Images Bylaw to enhance public safety and protect vulnerable community members.

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.



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.

The City expanded the use of electric equipment by adding electric weed whackers for park maintenance and an electric mower at the cemetery, and it continued to replace fossil fuel vehicles with electric or hybrid models where feasible. To improve energy efficiency, the City installed new LED sports field lighting at Sapperton Park. It also advanced digital transformation efforts by rolling out an employee self-service time entry system to reduce paper use. A major milestone was the opening of təməsewtxʷ Aquatic and Community Centre—the first completed all-electric facility in Canada to meet the Canada Green Building Council's Zero Carbon Building-Design Standard and achieve LEED Gold certification.

The first completed all-electric facility in Canada to meet the Canada Green Building Council's Zero Carbon Building-Design Standard and achieve LEED Gold certification.



Car Light Community

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.

The City improved pedestrian safety at two key intersections—McBride Boulevard at Sangster Place and East Columbia Street at Simpson Street—by upgrading crossing infrastructure. A new citywide e-bike share program, operated by Lime Technology Inc., was launched with 60 designated parking areas to support low-carbon travel options. The City also finalized reGENERATE: A Long-Range Vision for the Neighbourhood Around the 22nd Street SkyTrain Station, which sets the foundation for a climate-friendly, transit-oriented community with a high-density, mixed-use core that will enable residents to meet their daily needs close to home.

The City improved pedestrian safety at two key intersections—McBride Boulevard at Sangster Place and East Columbia Street at Simpson Street—by upgrading crossing infrastructure.



Carbon Free Homes and Buildings

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.

The City began implementing the Energy and Zero Carbon Step Code to help meet the 2027 targets outlined in the Community Energy and Emissions Plan, applying these enhanced requirements to all 2024 building permit applications. Through Energy Save New West, the City supported homeowners by launching the BC Home Energy Planner and Stride tools, hosting 17 multilingual workshops, and promoting rebates for energy-efficient upgrades such as heat pumps, thermostats, and electrical systems. To further build industry capacity, the City also provided subsidies for local building professionals to attend high-performance building courses. As a result of these collective efforts, 21 high-performance homes are currently in the design or construction stage, and 56 have been completed to date.

The City supported homeowners by launching the BC Home Energy Planner and Stride tools, hosting 17 multilingual workshops, and promoting rebates for energy-efficient upgrades such as heat pumps, thermostats, and electrical systems.

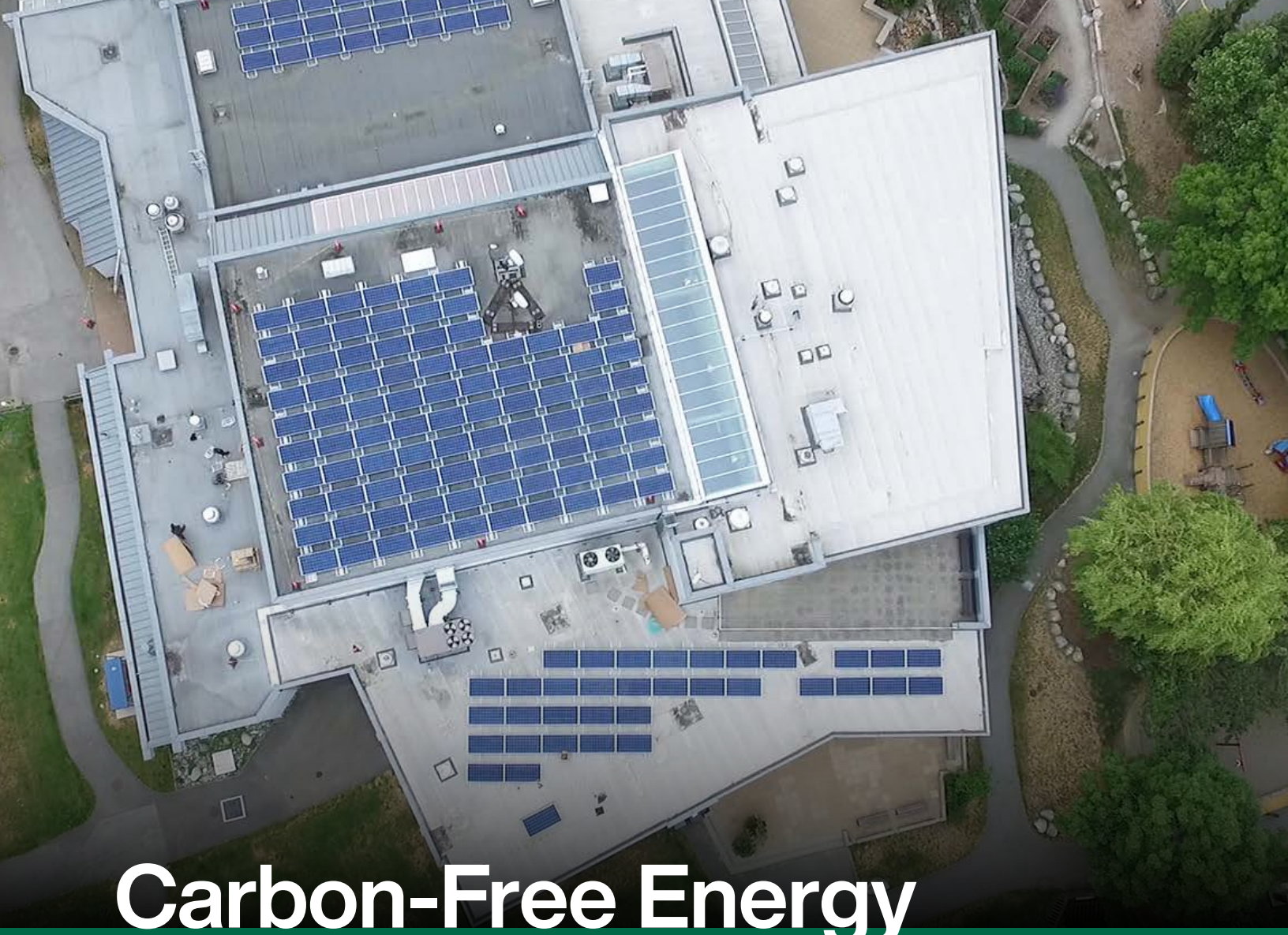


Pollution-Free Vehicles

BY 2030, 50% OF KILOMETERS DRIVE BY NEW WESTMINSTER REGISTERED VEHICLE OWNERS WILL BE BY ZERO EMISSIONS VEHICLES.

The City developed and implemented new EV-ready requirements in the Zoning Bylaw to ensure that all new non-residential developments include infrastructure to support electric vehicle charging. The Library also introduced an electric vehicle to support its home service deliveries, outreach activities, and community development programs, further demonstrating the City's commitment to low-carbon transportation solutions.

The City developed and implemented new EV-ready requirements in the Zoning Bylaw to ensure that all new non-residential developments include infrastructure to support electric vehicle charging.



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.

The City completed the pilot phase of the Advanced Metering Infrastructure project and started mass deployment, with 8,542 AMI meters installed in 2024. Major distribution upgrades were completed to support the 808 Royal Avenue development and to fully connect the Queensborough Substation. To further enhance grid reliability and capacity, 45 sections of new high-voltage cable, 9 high-voltage switches, and 12 high-voltage transformers were installed. To date, the City's Urban Solar Garden has produced 610 MWh of locally generated renewable energy for participating residents, businesses, and non-profits.

Major distribution upgrades were completed to support the 808 Royal Avenue development and to fully connect the Queensborough Substation.



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%.

The City made significant progress toward completing phase one of the Urban Reforestation and Biodiversity Enhancement Initiative (URBEI). Tree planting on City-owned land, including streets and boulevards, increased by 70% over the previous year, with a total of 1,008 trees planted. Natural areas were also enriched with 6,458 native trees and seedlings—a 59% increase over 2023. In addition, 273 trees were planted on private property through the City's annual tree sales program.

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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.

The City commenced work on a Climate Change Adaptation and Resilience Strategy to guide future planning and infrastructure design. Implementation of the Queensborough Transportation Plan also began, supporting more sustainable and inclusive street use in that neighbourhood. At City Hall, several vehicle parking spaces were repurposed to create a secure bike storage facility for staff and a new public parklet with tables and chairs, integrating natural elements and creating space for gathering and active transportation.

Implementation of the Queensborough Transportation Plan also began, supporting more sustainable and inclusive street use in that neighbourhood.

City by Numbers 2024

Community Services



ANVIL CONFERENCE SERVICES

227
events

31,278
conference and event attendees

$2.4M
in revenue generated

ARTS SERVICES AND PUBLIC ART

235
registered art programs

1,459
registered art program participants

7
community art gallery exhibition (2 locations)

67
local artists exhibited in the community art gallery (2 locations)

209
attendees at Community Art Gallery openings

17
visual art studio workshops

473
participants in studio workshops

10,341
Anvil Theatre attendees

7
completed public art installations

ART AND TECHNOLOGY

3
New Media Gallery exhibitions

6
artist talk/panel events

70
visitors on average per day during exhibitions

96
registered art and technology programs

HERITAGE SERVICES

56
public programs delivered

4,616
participants in public programs

51
school programs bookings

1,778
participants in school programs

24,646
archives online research requests

149
archival reproductions

522
new items added to City heritage collections

ECONOMIC DEVELOPMENT

4,250
business licences approved

874
home-based businesses approved

$10,000
in capacity building grants to non-profits

COMMUNITY PARTNERSHIPS

56
filming permits issued

78
filming days

$886,897
in filming permit value

11
civic events produced

64
community hosted event-days supported

8
partnerships with community organizations on civic events

721
registered volunteers

45,025
hours of volunteer service provided

41
languages spoken by volunteers

70
community grants awarded

$1,011,097
in grants awarded

PUBLIC ENGAGEMENT

216
applications from residents to join the Community Advisory Assembly

25
in-person engagement opportunities

3
tours of City Hall for newcomers, youth, and other under-represented groups

55,000+
visits to Be Heard New West website

604
new members registered on Be Heard

Energy & Climate Action





CLIMATE ACTION (ENERGY SAVE NEW WEST)

1,256
participants registered in the Existing Homes Program to date

78
participants in the High Performance New Homes program to date

1,690
e-Newsletter subscribers

28
municipal heat pump and electrical service top-up incentives issued

72
smart thermostat incentives issued

56
high performance new homes completed to date

17
multi-language workshops hosted by Empower Me

150
attendees to the Builder and Designer Breakfasts

21
high performance homes in design or construction stage

25
one-on-one multi-language support for accessing cooling and electrification programs

46
pre-retrofit home evaluations completed

ELECTRIC UTILITY

489.4
GWh of electricity delivered to customers

60
unplanned power outages restored

69
new electrical services connected

8,542
AMI meters installed

45
sections of new high voltage cable installed

9
new high voltage switches installed

12
new high voltage transformers installed

44
poles replaced

33%
of tree trimming program completed

279
streetlight repairs

88
LED streetlight upgrades

141
traffic signal repairs

610
MWh of clean energy produced since solar garden installation

BRIDGENET

3700
meters of new fibre installed

57,972
meters of fibre in system to date

3
new City facility connections

25
City facilities connected to date

3
new small business customers added

21
city small business customers to date

21
new multi-dwelling unit customers added

112
multi-dwelling unit buildings connected to date

4
institutional connections to date

Engineering

2.5 km
sewer separation completed

1.6 km
water mains replaced

2.5 km
of sewer main rehabilitation

4.5 km
of pavement installed

415 m
sidewalks repaired/ rehabilitated

95 km
of sidewalk inspected

662
Street Occupancy Permits granted

2,731
parking permits issued

71,500+
Q to Q ferry trips

4,391
action requests responded to or completed

210
animals received care

101
pets adopted

3,406
dog licenses issued

33,752
decals and signs fabricated

2,507
metric tonnes of recycling diverted from the landfill

6,379
metric tonnes of organics diverted from the landfill

1,139
graffiti tags removed on public property

3,583
SeeClickFix requests received

163
catch basins adopted

5
pump stations assessed for condition

30.5 km
km of sewer main CCTV inspected

Planning & Development

317
building permits issued

51
demolition permits issued

444
plumbing permits issued

$362M
in building permit value

9,756
building and plumbing inspections

622
of new housing units granted occupancy

186
net increase in child care spaces

20
laneway house development permits issued

15
laneway house building permit applications issued

150
tree permits issued

366
replacement trees planted and inventoried

218
rental units inspected for minimum maintenance standards

712
files resolved regarding property use health and safety

777
outreach interactions completed with individuals experiencing homelessness

1,439
referrals, connecting individuals with a wide range of supports and services

1,847
essential items distributed, including food, clothing and warming kits

Fire and Rescue Services

7,696
total service calls

174
fires calls

28
hazardous materials incidents

3,902
medical calls

331
motor vehicle accidents

1,869
life safety and property inspections

27
food truck inspections

44
fire education and public outreach events

Human Resources

313
job postings

470
staff hired

107
internal promotions

6
mental health training sessions

Library

295,129
visitors to both locations

34,019
sessions on the public internet computers

21,056
people attended library programs

14,084
seed packets 'borrowed' from the Seed Library

811,332
items borrowed (physical and electronic)

2916
new library cards issued

165
meetings with community organizations and members

Parks and Recreation



PARKS

273
trees sold at the annual tree sale events.

7
volunteer events to remove invasive species/ plant native species.

1,008
trees planted on City-owned land

6,458
native trees and plant seedlings planted in natural areas

3,000
square meters mowed turf converted to pollinator pasture

9,725
square meters transformed to naturalized areas in parks and open spaces

6
bat boxes installed in parks and open spaces

2
owl boxes installed in parks and open spaces

1
raptor perch installed in parks and open spaces

250
City hanging baskets displayed

33
commercial hanging baskets displayed

48
baskets prepared for home use as part of hanging basket instructional course

322
"grab'n'go" kits prepared for at-home hanging basket preparation

88,000
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

53,300
square metres of planted displays and gardens throughout the city

1,210 kg
vegetables grown and donated to the Don't Go Hungry food program



RECREATION

5,112
registered recreation programs

25,679
participants in all registered recreation programs

518,076
drop-in participants in all recreation programs

1,272
active Century House members

25,638
ActivePass holders

60+
weekly drop-in offerings for seniors 50yrs+

444
tax packages completed for low-income seniors

1,791
meals served at free food security events

Police

14
police officers hired

13
civilian staff hired

6
new reserve constables trained

5%
increase in monitored persons offenses citywide

11%
decrease in monitored property offences citywide

27
reports of break-and-enters to downtown businesses (58% reduction)

3
aggravated assaults in the downtown neighbourhood (57% reduction)

18
robberies in the downtown neighbourhood (57% reduction)

100
investigations into impaired driving (52% reduction)

530
domestic violence reports (16% reduction)

397
reports of theft from vehicle

567
online police reports made by members of the public (30% increase)

Office of the CAO

INTERGOVERNMENTAL RELATIONS

50
external staff meetings with Senior Government Ministries

10
youth-led climate action projects

150
youth engaged in youth-led climate action projects

30
grants awarded to the City

$7.8M
in funding received from grants

16
Building Safer Communities Fund workshops/events

5,388
youth attended Building Safer Communities Fund Youth Hub

45
At-Risk Youth Situation Tables facilitated

810
attendees at At-Risk Youth Situation Tables

LEGAL SERVICES

6
reports to Council

95
hours at Council meetings

136
legal review memos

LEGISLATIVE SERVICES

85
City Council meetings

169
hours of Council meetings

302
staff reports presented to City Council

12,317
pages of agenda materials

46
Council Advisory Committee meetings

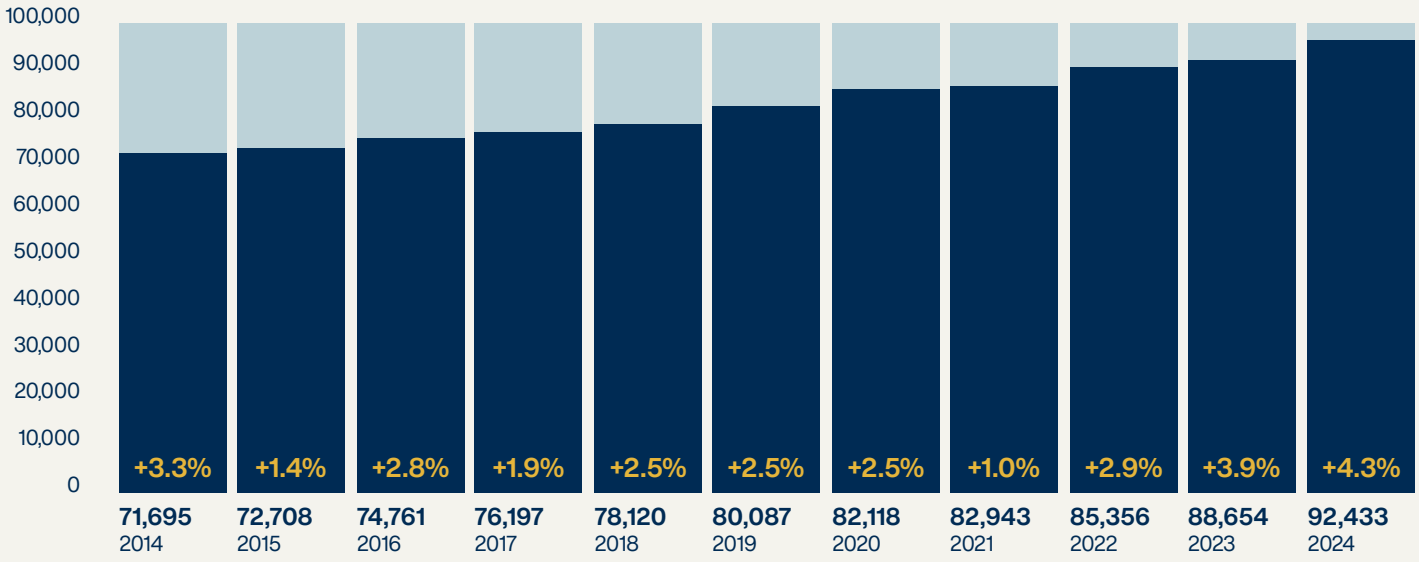
66
Freedom of Information requests received and processed

49
Privacy Impact Assessments completed

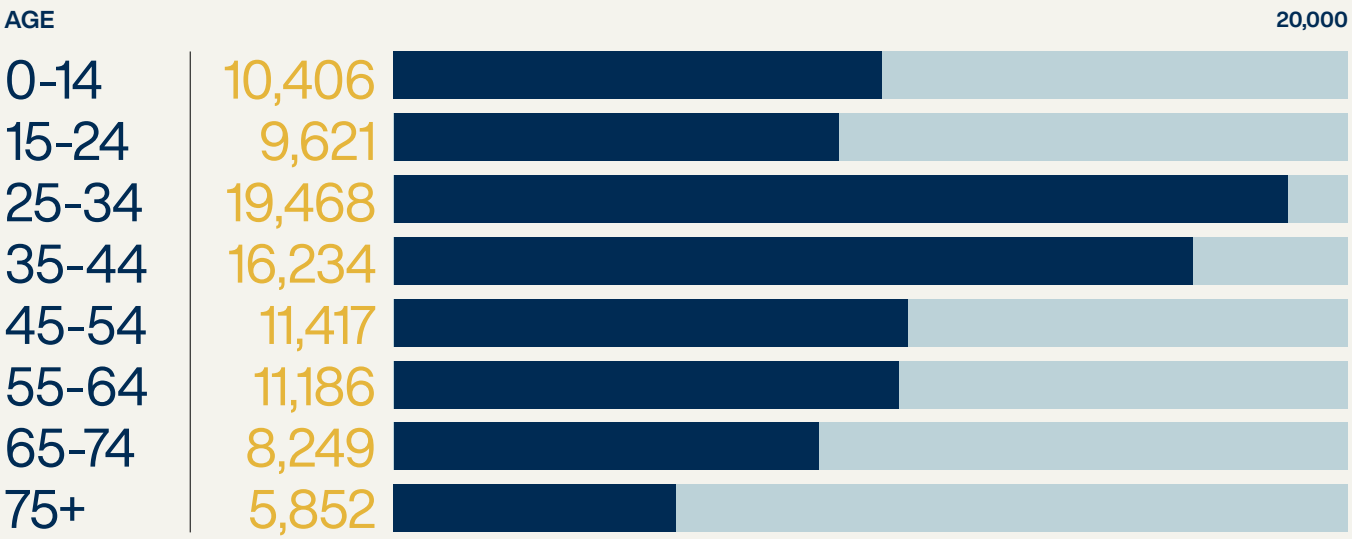
14
FOI and Privacy Training Sessions



2014-2024 – New Westminster Population



2024 New Westminster Population by Age Group



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

Source: BC Stats. Population Estimates

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.

70

Total Grants

$ 1,011,097.08

Total grant funds awarded

Community Grants

Community Livability and Social Equity: Grants for Living

TOTAL AWARDED

$327,666.52

1. Canadian Mental Health Assoc. Vancouver-Fraser
2. CERA
3. Don't Go Hungry
4. Family Services of Greater Vancouver
5. Glenbrooke Daycare Society
6. Lumara Grief & Bereavement Care Society
7. New West Hospice Society
8. New Westminster Environmental Partners
9. New Westminster Family Place
10. New Westminster Homelessness Coalition Society
11. Pacific Immigrant Resources Society
12. Queens Park Preschool
13. Queensborough KIDS Child Care
14. Queensborough Special Programs Committee
15. Red Fox Healthy Living Society
16. Royal Columbian Hospital Foundation
17. Sapperton Residents' Association
18. Seniors Services Society of BC
19. SHARE Family and Community Services
20. St. Barnabas Daycare Society
21. The Lower Mainland Purpose Society for Youth and Families
22. Umbrella Multicultural Health Coop
23. Volunteer Cancer Drivers Society
24. W.I.N.G.S. Fellowship Ministries

Community Economic Activators: Grants for Growth

TOTAL AWARDED

$87,605.20

1. West End Business Association
2. New West Farmers Market
3. New Westminster Chamber of Commerce
4. New Westminster Tourism and Convention Development Association

Social and Cultural Vibrancy: Grants for Involvement

TOTAL AWARDED

$595,825.36

1. Westminster House Society
2. Arts New West (Previously Arts Council of New Westminster)
3. Aunt Leah's Society
4. Battlezone Canada Dance Association
5. Big Brothers of Greater Vancouver
6. Coquitlam Search and Rescue
7. Culture Chats BC Association
8. Dancers of Damelahamid
9. Diamondsides Baseball
10. Downtown New Westminster Business Improvement Society
11. Filipino-Canadian Society for International Arts & Events
12. Fraser River Discovery Centre Society
13. Fraser River Discovery Centre Society
14. Khalsa Diwan Society, New Westminster (Sukh Sagar Gurdwara)
15. Massey Theatre Society
16. My Artist's Corner Society, BC
17. Naad Arts Centre Society
18. New West Film Society
19. New West Pride Society
20. New Westminster Baseball Association
21. New Westminster Heritage Foundation
22. New Westminster Hyack Festival Association
23. New Westminster Hyack Festival Association
24. New Westminster May Day Community Association
25. New Westminster Minor Softball Association
26. New Westminster Secondary School
27. New Westminster Symphony Society
28. Olivia Robinson (Sport Travel Grant)
29. Queensborough Special Programs Committee
30. Royal City Literary Arts Society
31. Royal City Musical Theatre
32. Royal City Track and Field Club
33. Scouts Canada - 12th New Westminster
34. Shasta Trampoline Club Booster Society
35. The Barbados Cultural Association of BC
36. The Royal Canadian Theatre Company
37. The Royal Westminster Regiment Volunteer Band
38. Uptown Business Association of New Westminster
39. Uptown Swing Collective
40. Vancouver Chamber Music Society
41. Westminster House Society
42. Zornitza Arts & Culture Society

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.

TOTAL EXEMPTIONS

$1,022,964

List of 2024 permissive exemptions granted for the year and the amount of tax revenue foregone below:

CIVIC ADDRESS	ORGANIZATION	2024 EXEMPT GENERAL MUNICIPAL TAX
513 Queens Ave	BC Conference Property Development Council	38,711
316 Seventh St	Burnaby Apostolic Christian Church	3,208
2201 Eighth Ave	Congregation of the Connaught Heights Pentecostal Assembly	11,538
2201 Edinburgh St	Congregation of the Connaught Heights Pentecostal Assembly	9,136
2222 Edinburgh St	Connaught Heights Pentecostal Villa Society	20,927
315 McBride Blvd	Crown Provincial/Queens Park Hospital Society	73,969
335 Carnarvon St	Emmanuel Pentecostal Church of New Westminster	8,180
321 Carnarvon St	Emmanuel Pentecostal Church of New Westminster	9,376
633 Eighth St	First Church of Christ Scientist of New Westminster BC	9,167
33 Blackberry Dr	Fraser Health Authority	45,223
230 Ross Dr	Fraser Health Authority/Good Samaritan Canada	30,662
815 Kennedy St	Free Methodist Church Senior Citizen's Home Society	39,045
520 McDonald St	Gospel Church in Christ	6,556
325 Sixth St	Governing Council of the Salvation Army in Canada	18,032
302 Eighth St	Hohite Semay St Mary Ethiopian Orthodox Tewahido Church	2,714
304 Eighth St	Hohite Semay St Mary Ethiopian Orthodox Tewahido Church/ Sts. Peter & Paul Ukrainian Orthodox Autocephalous	3,454
514 Carnarvon St	Holy Trinity Parish of New Westminster BC	21,399
220 Carnarvon St	Holy Trinity Romanian Orthodox Parish Society	5,101
509 St George St	Honour House Society	13,004
925 Tenth St	Image of God Church	4,288
334 Boyne St	Khalsa Diwan Society - New Westminster	2,985
336 Boyne St	Khalsa Diwan Society - New Westminster	2,985
338 Boyne St	Khalsa Diwan Society - New Westminster	2,985
347 Wood St	Khalsa Diwan Society - New Westminster	13,493
335 Wood St	Khalsa Diwan Society - New Westminster	2,985
333 Wood St	Khalsa Diwan Society - New Westminster	2,985
331 Wood St	Khalsa Diwan Society - New Westminster	2,149
348 Wood St	Khalsa Diwan Society - New Westminster	2,047
811 Royal Ave	Kinsight Community Society	77,013
403 E Columbia St	Knox Congregation of Presbyterian Church	9,554

CIVIC ADDRESS	ORGANIZATION	2024 EXEMPT GENERAL MUNICIPAL TAX
930 Cumberland St	Mount Zion Lutheran Church of New Westminster BC	18,445
701 Sixth St	Mt Calvary Evengelical Lutheran Church of New Westminster BC	8,380
511 Seventh Ave	Mt Calvary Evengelical Lutheran Church of New Westminster BC	3,933
322 Hospital St	New West Community Baptist Church	8,731
25 Clute St	New West Rotary Senior Citizen Housing Society	58,765
51 Third Ave, 400	New Westminster (CITY)/513 Hornet Royal Canadian Air Cadet Squadron	5,995
51 Third Ave, 520	New Westminster (CITY)/Arts Council of New Westminster	3,685
788 Quayside Dr	New Westminster (CITY)/Fraser River Discovery Centre Society	23,515
200 E Tenth Ave	New Westminster (CITY)/Greater Vancouver Water District	175,413
620 Eighth St	New Westminster (CITY)/New Westminster Amateur Radio Club	1,316
630 Eighth St	New Westminster (CITY)/New Westminster Lawn Bowling Club	16,928
305 Royal Aven	New Westminster (CITY)/New Westminster Tennis Club	8,656
51 Third Ave, 510	New Westminster (CITY)/Queen's Park Preschool Society	1,903
75 E Sixth Ave	New Westminster (CITY)/Royal City Curling Club	23,244
51 Third Ave, 300	New Westminster (CITY)/Vegabond Players	3,385
320 Eighth St	New Westminster Congregation Free Methodist Church in Canada	9,858
613 Queens Ave	Olivet Baptist Church	14,352
1002 Fifth Ave	Parish of Barnabas	6,162
121 E Columbia St	Parish of St Mary the Virgin	7,544
330 Royal Ave	Roman Catholic Archbishop of Vancouver	12,101
472 E Eighth Ave	Roman Catholic Archbishop of Vancouver	11,764
244 Lawrence St	Roman Catholic Archbishop of Vancouver	4,319
318 Keary St	Sapperton Old Age Pensioners Association	8,761
1932 Eighth Ave	"Serban, FanicaSerban, Gheorghe/St Gheorghe Romanian Othodox Church"	3,836
333 Sixth St	Seventh-Day Adventist Church BC Conference	8,203
1316 Seventh Ave	St Aidans Congregation of the Presbyterian Church of Canada	7,583
1010 Fifth Ave	St Barnabas Parish	5,161
601 Eighth Ave	Thornebridge Gardens Holdings Ltd./Royal City Christian Centre	16,791
616 Fourth Ave	Trustees of the Congregation of the First Presbyterian Church	8,582
126 Tenth St	Trustees of the Queen's Park Congregation of Jehovah's Witnesses	3,812
120 Tenth St	Trustees of the Queen's Park Congregation of Jehovah's Witnesses	4,748
501 Fourth Ave	Ukrainian Catholic Eparachy of New Westminster	12,713
1636 Edinburgh St	Unity of New Westminster Church	4,485
76 Jamieson Crt	Vancouver Chin Baptist Church	4,640
425 Eleventh St	Vancouver Japanese Gospel Church	4,430
336 Agnes St	Word Christian Community Church	7,951

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