

ON TABLE City Council Meeting
June 27, 2022 re: Item 3.1

CITY OF NEW WESTMINSTER **ANNUAL REPORT** **2021**



ACCOMPLISHMENTS BY STRATEGIC PRIORITY



AFFORDABLE HOUSING AND CHILD CARE



Housing

- Approved 206 units of affordable and supportive rental housing
- Created extreme weather response beds for the unsheltered
- Started work on the Homelessness Action Strategy
- Successfully defended our Rental Units Bylaw Amendment

Child Care

- Created 101 new child care spaces in Queensborough
- Approved 25 new child care spaces in Sapperton
- Started approvals for 90 new before-and-after-school care spaces throughout the city



CULTURE AND ECONOMIC DEVELOPMENT



Arts

- Revised Public Art Policy to diversify the selection process
- Reactivated foundational arts programming
- Presented programming as part of Shine Bright New West
- Curated critically acclaimed interactive exhibitions featuring artists from eight countries
- Produced free online art and technology education videos

Museum and Archives

- Welcomed students to meet with artist and guest curator, Johnny Banduar on the exhibition, *The 215*
- Presented *Our Living Languages*, an exhibition celebrating the resilience and diversity of BC's Indigenous languages



CULTURE AND ECONOMIC DEVELOPMENT



Economic Development

- Implemented the *Future Forward* Economic Development Plan
- Engaged the business community through educational webinars to aid in pandemic recovery
- Commenced development of the Retail Strategy
- Supported economic recovery in the hospitality sector with the development of patio program

ENVIRONMENT AND CLIMATE



Accomplishments

- Advanced work on the eMobility Strategy and the Biodiversity and Natural Areas Strategy
- Updated the Community Energy and Emissions Plan (CEEP)
- Improved energy performance in houses as a result of the Energy Save New West High Performance New Homes Program
- Completed upgrades to ice plants at our arenas saving 105,000 kwh of electricity annually and reduced the amount of ammonia required by 75%

FACILITIES, INFRASTRUCTURE AND PUBLIC REALM



Accomplishments

- Commenced construction on təməsewtx^w Aquatic and Community Centre
- Acquired Massey Theatre and complex
- Commenced construction on the Queensborough substation
- Completed new park spaces and amenities in Ryall Park, Queen's Park, and Quayside

RECONCILIATION, INCLUSION, AND ENGAGEMENT



Accomplishments

- Commenced recruitment for an Indigenous Relations Advisor
- Completed naming engagement process for t̄am̄əsew̄tx^w Aquatic and Community Centre
- Hosted Community Action Network Training Program
- Prepared Sanctuary City Policy
- Hosted community programs that supported diversity and Indigenous culture

SUSTAINABLE TRANSPORTATION



Accomplishments

- Initiated planning and design for traffic safety improvements around schools
- Engaged on the Agnes Greenway project, the Rotary Crosstown Greenway, and the NWSS cycling connector
- Completed a new multi-use pathway in Moody Park

ORGANIZATIONAL EFFECTIVENESS



Accomplishments

- Created a new one-stop-shop customer service counter
- Launched online business license application system
- Expanded online building permit intake and review process
- Initiated e-government calls-for-service platform
- Completed the engagement phase for the Diversity, Inclusion, Equity, and Anti-Racism (DEIAR) Framework
- Commenced implementation of a new applicant tracking system to improve the recruitment process
- Adapted service delivery to address COVID-19 restrictions

SEVEN BOLD STEPS

ECOLOGICAL RESTORATION IN PROGRESS

The City's Arboriculture Division is restoring this site. We are managing invasive plants, replanting with native species and managing existing trees.

Please stay on designated trails and help us protect our parks. Thank you!

NEW WESTMINSTER





CARBON FREE CORPORATION

Short-Term Target

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

Accomplishments

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

Initiated and Ongoing

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



CAR LIGHT COMMUNITY

Short-term target

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

Accomplishments

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

Initiated and Ongoing

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



CARBON FREE HOMES AND BUILDINGS

Short-Term Target

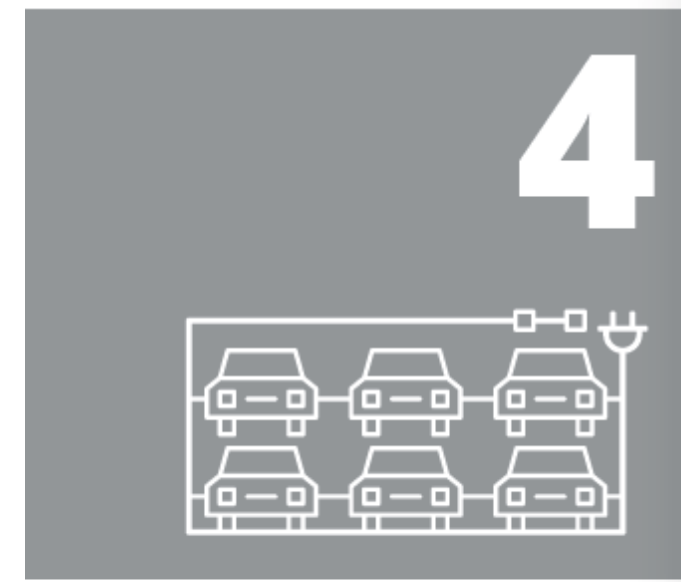
Community carbon emissions for all homes and buildings will be reduced significantly. By 2030, all new and replacement heating and hot water systems will be zero emissions.

Accomplishments

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

Initiated and Ongoing

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



POLLUTION-FREE VEHICLES

Short-Term Target

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

Accomplishments

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

Initiated and Ongoing

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

5



CARBON-FREE ENERGY

Short-Term Target

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

Accomplishments

- Commenced construction of new Queensborough substation

Initiated and Ongoing

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

6



ROBUST URBAN FOREST

Short-Term Target

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

Accomplishments

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

Initiated and Ongoing

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

7



QUALITY PEOPLE-CENTRED PUBLIC REALM

Short-term target

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

Accomplishments

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

Initiated and Ongoing

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



2021

CITY BY THE NUMBERS

Library

171,733

VISITORS TO BOTH LOCATIONS, AVERAGING 46 VISITORS PER HOUR

454,918

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

21,697

SESSIONS ON THE PUBLIC INTERNET COMPUTERS

3,308

NEW LIBRARY CARDS ISSUED

4,700

ADULTS, TEENS, AND CHILDREN ATTENDED LIBRARY PROGRAMS

Fire and Rescue Services

6,052

TOTAL CALLS

3

EXPLOSIONS

262

FIRES

34

HAZ-MAT SITUATIONS

2,941

MEDICAL CALLS

280

MOTOR VEHICLE ACCIDENTS

Parks and Recreation

263

TREES SOLD AT THE ANNUAL TREE SALE EVENT

63

TREES ADOPTED THROUGH THE ADOPT-A-STREET TREE PROGRAM

843

TREES PLANTED ON CITY-OWNED LAND

43,275

HOURS OF DROP-IN SERVICES TO 168,012 PARTICIPANTS

18,554

HOURS OF REGISTERED PROGRAMS TO 15,059 PARTICIPANTS

1,100

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

70,000

SUMMER BEDDING PLANTS GROWN

35,000

WINTER BEDDING PLANTS GROWN

1,500 KG

OF VEGETABLES GROWN AND DONATED TO THE LOCAL FOOD HAMPER PROGRAM

10,000

SUCCULENTS GROWN

900

POINSETTIAS GROWN

Climate Action, Planning and Development

437

BUILDING PERMITS ISSUED

11,405

BUILDING AND PLUMBING INSPECTIONS

206

AFFORDABLE AND SUPPORTIVE HOUSING UNITS APPROVED

190

NEW CHILD CARE SPACES CREATED

185

TREE PERMITS ISSUED

120

PARTICIPANTS IN THE ENERGY SAVE NEW WEST EXISTING HOMES PROGRAM

\$349,852,519.76

IN BUILDING PERMIT VALUES

247

HOUSING UNITS GRANTED OCCUPANCY

50

SHELTER SPACES CREATED

4

BUILDINGS PROTECTED BY HERITAGE DESIGNATION

21

LANEWAY HOUSE PERMITS ISSUED

3,616

BUSINESS LICENCES ISSUED

Engineering

1.7 KM

SEWER SEPARATION COMPLETED

0.6 KM

WATER MAINS REPLACED

2.5 KM

OF PAVEMENT INSTALLED

285 M

SIDEWALKS REPAIRED/REHABILITATED

362

STREET LIGHTS REPAIRED

420

ACTION REQUESTS RESPONDED TO OR COMPLETED

231

ANIMALS RECEIVED CARE

111

PETS ADOPTED

13,260

DECALS AND SIGNS FABRICATED

739

STREET OCCUPANCY PERMITS GRANTED

3,066

PARKING PERMITS ISSUED

26,776

Q TO Q FERRY TRIPS

455

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

97,911

SQUARE FEET OF FACILITY SPACE ADDED

1,695

METRIC TONNES OF RECYCLING DIVERTED FROM THE LANDFILL

5,259

METRIC TONNES OF ORGANICS DIVERTED FROM THE LANDFILL

**READ THE FULL REPORT AT
newwestcity.ca/annualreport**

