



NEW WESTMINSTER

# ANNUAL REPORT 2022

ON TABLE

City Council Meeting

June 26, 2023

re: Item 3.1





# ACCOMPLISHMENTS BY STRATEGIC PRIORITY





# AFFORDABLE HOUSING AND CHILD CARE



## Housing

- Completed the Homelessness Action Strategy
- Completed permit issuance for 96 affordable units
- Approved 55 missing middle housing units
- Reduced Single-Family permit backlog to pre-pandemic levels
- Implemented Tenant Improvement Permit Expediting program.

## Child Care

- Constructed daycare facility in Queensborough, which will open up to 37 new spaces
- Advanced construction on 37-space childcare facility at tømøsewtx<sup>w</sup> Aquatic and Community Centre





# CULTURE AND ECONOMIC DEVELOPMENT



## Arts

- Partnered with the Arts Council of New Westminster to curate exhibitions in the Community Art Gallery
- Began work on the 10-year Public Art Plan
- Hired a permanent Program Coordinator for New Media Gallery to support increased programming
- Installed an interpretive plaque in Queensborough to relay New Westminster's connections to the Komogata Maru incident
- Reported on New Westminster's historical actions relative to UNDRIP.



## Economic Development

- Aligned Business Licensing within the Economic Development Office to better support local businesses
- Advanced work on the city-wide Retail Strategy
- Continued support for the Downtown Livability Strategy
- Developed the Business Association Launch Program

# ENVIRONMENT AND CLIMATE



## Accomplishments

- Adopted the Biodiversity and Natural Areas Strategy
- Adopted the Community Energy and Emissions Plan 2050 (CEEP)
- Adopted the eMobility Strategy
- Produced 420MWh of clean energy through the Urban Solar Gardens
- Achieved 20% better energy performance for new homes in New Westminster built to Step 3 requirements



# FACILITIES, INFRASTRUCTURE AND PUBLIC REALM



## Accomplishments

- Continued construction on tēmōsew'tx<sup>w</sup> Aquatic and Community Centre
- Completed several parks improvement projects
- Adopted the Hume Park Masterplan
- Replaced Sapperton area sanitary sewer, sewer separation and water main.
- Advanced construction on the new Queensborough Substation
- Continued work on the Advanced Meter Infrastructure (AMI) project

# RECONCILIATION, INCLUSION, AND ENGAGEMENT



## Accomplishments

- Hired an Indigenous Relations Advisor
- Established a Reconciliation Working Group
- Completed the second intake of the Community Action Network
- Participated in the Hey Neighbour Collective
- Partnered with Senior Services Society on Connect and Prepare
- Advanced implementation of the Sanctuary City Policy
- Be Heard New West prioritized connecting with the community in public spaces
- Launched 25 new engagement projects
- Gathered feedback from over 2,000 community members in 10 online surveys.



# SUSTAINABLE TRANSPORTATION



## Accomplishments

- Completed the Active Transportation Network Plan
- Began construction on the permanent Agnes Greenway, New Westminster Secondary School cycling connector, and Brunette-Fraser Regional Greenway extension to Braid Street
- Widened the sidewalk and bus stop on Sixth Avenue near the Library
- Began construction on a new sidewalk and street lighting along Ninth Avenue and 21st Street
- Completed sidewalk improvements and traffic calming on Tenth Avenue near Surrey Street.



# ORGANIZATIONAL EFFECTIVENESS



## Accomplishments

- Completed onboarding training for Emergency Operations Center staff City-wide
- Completed the Diversity, Equity, Inclusion, AntiRacism (DEIAR) Framework
- Initiated a Development Application Process Review to streamline the overall development process and better utilize digital tools
- Increased the use of mobile applications for several departments in order to go paperless
- Converted the arenas' ice making plants to high efficiency condensers, compressors, and fluid coolers
- Introduced chlorine stabilizers to outdoor pool systems
- Completed Phase 1 testing for e-Government calls for service platform



# SEVEN BOLD STEPS





# 1

## CARBON-FREE CORPORATION

### Short-Term Target

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

### Accomplishments

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

### Initiated and Ongoing

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

# 2

## CAR-LIGHT COMMUNITY

### Short-term target

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

### Accomplishments

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

### Initiated and Ongoing

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



# 3

## CARBON-FREE HOMES AND BUILDINGS

### Short-Term Target

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

### Accomplishments

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

### Initiated and Ongoing

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

# 4

## POLLUTION-FREE VEHICLES

### Short-Term Target

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

### Accomplishments

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

### Initiated and Ongoing

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



# 5

## CARBON-FREE ENERGY

### Short-Term Target

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

### Accomplishments

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

### Initiated and Ongoing

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

## ROBUST URBAN FOREST

### Short-Term Target

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

### Accomplishments

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

### Initiated and Ongoing

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

# 6



# 7

## QUALITY PEOPLE-CENTRED PUBLIC REALM

### Short-term target

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

### Accomplishments

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

### Initiated and Ongoing

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





# 2022 CITY BY THE NUMBERS

## Library

**213,298**

VISITORS TO BOTH  
LOCATIONS, AVERAGING  
44 VISITORS PER HOUR

**519,659**

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

**4,865**

NEW LIBRARY CARDS ISSUED

**26,724**

SESSIONS ON THE PUBLIC  
INTERNET COMPUTERS

**10,780**

ADULTS, TEENS, AND  
CHILDREN ATTENDED  
LIBRARY PROGRAMS

**51**

MEETINGS WITH COMMUNITY  
ORGANIZATIONS  
AND MEMBERS

## 2022 Municipal Election

**15,923**

BALLOTS CAST

**29.17%**

ELIGIBLE ELECTOR TURNOUT

**386**

MAIL-IN BALLOTS

## Electrical

Electrical Operations:

**22**

PLANNED POWER OUTAGES

**103**

UNPLANNED  
POWER OUTAGES

**168**

NEW ELECTRICAL SERVICES

**13** KM

OF UNDERGROUND  
CABLE INSTALLED

BridgeNet:

**63.3** KM

OF FIBRE IN SYSTEM TO DATE

**13**

NEW MULTI-UNIT  
DEVELOPMENT  
CUSTOMERS ADDED

Electrical Services:

**1,053**

NEW ELECTRIC METERS

**406**

STREETLIGHT REPAIRS

**25**

SIGNALIZED PEDESTRIAN  
CROSSINGS

**86**

SIGNALIZED TRAFFIC SIGNALS

**5.8** KM

OF NEW FIBRE INSTALLED

## Human Resources

**207**

JOB POSTINGS

**357**

STAFF HIRED INCLUDING  
124 ELECTIONS STAFF

**46**

INTERNAL PROMOTIONS

**15**

MENTAL HEALTH  
TRAINING SESSIONS

**12**

MANAGEMENT SKILLS  
TRAINING SESSIONS

## Engineering

**1.7** KM

SEWER SEPARATION  
COMPLETED

**1.3** KM

WATER MAINS REPLACED

**6.5** KM

OF PAVEMENT INSTALLED

**605** M

SIDEWALKS REPAIRED/  
REHABILITATED

**406**

STREET LIGHTS REPAIRED

**735**

STREET OCCUPANCY  
PERMITS GRANTED

**2,942**

PARKING PERMITS ISSUED

**49,851**

Q TO Q FERRY TRIPS

**409**

GRADE 6 AND 7 STUDENTS  
TRAINED IN CYCLING  
SKILLS AND SAFETY

**306**

ACTION REQUESTS  
RESPONDED TO OR  
COMPLETED

**300**

ANIMALS RECEIVED CARE

**97**

PETS ADOPTED

**14,466**

DECALS AND SIGNS  
FABRICATED

**78,235**

SQUARE METRES OF  
FACILITY CONDITION  
ASSESSMENTS COMPLETED

**1,792**

METRIC TONNES OF  
RECYCLING DIVERTED  
FROM THE LANDFILL

**5,315**

METRIC TONNES OF  
ORGANICS DIVERTED  
FROM THE LANDFILL

**626**

GRAFFITI TAGS REMOVED

**2,261**

SEECCLICKFIX REQUESTS  
RECEIVED

**50**

CATCH BASINS ADOPTED



# Climate Action, Planning and Development

**431**  
BUILDING PERMITS ISSUED

**\$497,945,592.23**  
IN BUILDING PERMIT VALUES

**10,692**  
BUILDING AND PLUMBING INSPECTIONS

**249**  
HOUSING UNITS GRANTED OCCUPANCY

**18**  
LANEWAY HOUSE PERMITS ISSUED

## Energy Save New West:

**170**  
PARTICIPANTS IN THE ENERGY SAVE NEW WEST EXISTING HOMES PROGRAM

**28**  
HEAT PUMP REBATES ISSUED

**110**  
AFFORDABLE AND SUPPORTIVE HOUSING UNITS APPROVED

**179**  
NET INCREASE IN CHILD CARE SPACES

**148**  
TREE PERMITS ISSUED

**3,944**  
BUSINESS LICENCES ISSUED

**240**  
SMART THERMOSTATS SOLD

**10**  
MULTI-LANGUAGE EMPOWER ME WORKSHOPS HOSTED

**6**  
HIGH PERFORMANCE HOMES BUILT

# Parks and Recreation

## Parks:

**300**  
TREES SOLD AT THE ANNUAL TREE SALE EVENT

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

**700+**  
TREES PLANTED ON CITY-OWNED LAND

**700**  
HANGING BASKET DISPLAYS AND WORKSHOPS

**150,200**  
UNITS OF PLANT PRODUCTION

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

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

## Recreation:

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

**51,851**  
REGISTERED PARTICIPANTS FOR THE EXTENDED OUTDOOR POOL SEASON

**38,530**  
GYMNASTICS AND TRAMPOLINE REGISTERED PARTICIPANT VISITS

**3,741**  
REGISTERED SKATING PARTICIPANTS

**14,560**  
GROUP FITNESS PARTICIPANTS

**15,065**  
YOUTH CENTRE VISITS

**394**  
ACTIVE VOLUNTEERS

## Filming:

**58**  
FILMING PERMITS WERE ISSUED REPRESENTING 86 DAYS OF FILMING

**131**  
TOTAL FILMING INQUIRIES

**\$1,048,000**  
IN GROSS REVENUE

## Police

**19,510**  
TOTAL COMPLETED CALLS FOR SERVICE

**5**  
CIVILIAN STAFF HIRED

## Civic Events and Activations:

**20**  
CIVIC OBSERVANCES AND CELEBRATIONS PRODUCED RESULTING IN 126 UNIQUE ACTIVATIONS

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

**11**  
SWORN POLICE OFFICERS HIRED

**105**  
COLLISIONS ATTENDED

## Fire and Rescue Services

**6,632**  
TOTAL CALLS

**221**  
FIRES

**273**  
MOTOR VEHICLE ACCIDENTS

**21**  
HAZARDOUS MATERIALS INCIDENTS

**3,403**  
MEDICAL CALLS UP





READ THE FULL REPORT AT  
[NEWWESTCITY.CA/ANNUALREPORT](http://NEWWESTCITY.CA/ANNUALREPORT)