




NEW WESTMINSTER

2023 Annual Report

newwestcity.ca/annualreport

ACCOMPLISHMENTS BY DEPARTMENT



CLIMATE ACTION, PLANNING & DEVELOPMENT

Climate Action

- Developed an implementation schedule for new construction to reach the highest levels of the Energy Step Code and Zero Carbon Step Code by 2027; and developed a two-option framework to support buildings with constructing energy efficient and low-carbon emission homes.
- Delivered multi-language workshops on reading energy bills, reduce energy consumption, and lower GHG emissions.
- Provided subsidy for local building professionals to attend high-performance building courses at BCIT.

Planning & Development

- Conducted public engagement for 22nd Street Station Area Bold Vision
- Approved over 800 new residential units and 3 mixed-use developments that, combined, also support renters, students, retail, and the broader community.
- Streamlined permit application process, and increased tenant improvement processing times.
- Progressed implementation of the Homelessness Action Strategy and launched the Three Crises Response Pilot Project.



Much of the work conducted by CAPD in 2023 supported the strategic priorities of Homes and Housing, and Community Belonging and Connecting. Climate Action worked to advance energy-efficient and low-emission homes for everyone. Staff are working towards the first milestone of the Community Energy and Emissions Plan 2050, and working to support local building professionals in achieving our climate action goals for new homes. In support of current homeowners, Energy Save New West offered workshops in multiple languages to help educate homeowners on energy efficiency.

Planning & Development staff worked hard to approve new homes that are also inclusive of community needs, both in targeting the types of homes needed most and in approving mixed-use developments that can serve broader community. They also did a lot of work on the issue of homelessness in New Westminster, as well as launching the Three Crises Response Pilot Project to tackle the interrelated issues of mental health and substance use.



Electric Utility

Electrical

- Completed the construction and energization of the Queensborough substation and installed the electrical distribution network to service the Queensborough community from the new substation.
- Continued work on the Advanced Metering Infrastructure project.

Engineering

Engineering

- Advanced construction of tāmāsewtx™ Aquatic and Community Centre.
- Completed the Sewer Asset Management Plan, Flood Management Strategy, and Facility Asset Management Plan, and updated the Intersection Safety Study and the Freshet Response Plan.
- Advanced work on the West End Sewer Separation, Watermain Replacement, and Green Infrastructure Initiation.
- Completed the Agnes Greenway, the NWSS Cycling Connector and made improvements to the Central Valley Greenway at Lower Hume Park.



Asset Management and Infrastructure is a key focus for both our Electrical Utility and Engineering Department.

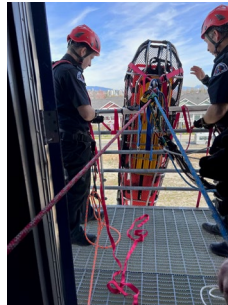
Last year the Electric Utility had the huge accomplishment of completing the new Queensborough Substation and connecting it to the Queensborough community. They also made strides on the Advanced Metering Infrastructure project in preparation for implementation this year.

A big project for Engineering last year was, of course, the construction of tāmāsewtx™ Aquatic and Community Centre, and they worked hard to ensure it was ready for opening this spring. They also completed several plans and strategies to ensure we're maintaining our infrastructure to support our growing community into the future. Safe Movement of People was another focus for Engineering in 2023, with the completion of the Agnes Greenway and NWSS Connector, as well as upgrades to the Central Valley Greenway, and additional street safety improvements around the city.

Fire & Rescue Services

Fire Operations

- Hosted 26 community outreach events to provide public safety information and inspire diverse populations to consider a firefighting career.
- Updated the high-rise emergency response strategy and operational guidelines in response to the increasing number and size of high-rises.



Emergency Management

- Supported the implementation of the Connect and Prepare Program to increase social connectedness and improve emergency and disaster preparedness.
- Launched the Accelerated Heat Plan to address the impacts of extreme heat on vulnerable residents and introduced the One Cool Program in 126 buildings.



- Firefighters and Emergency Management staff increased their preparedness and confidence for large scale emergencies through on-the-ground experience gained assisting with the West Kelowna wildfires.

Fire & Rescue Services worked to increase Community Belonging and Connecting through outreach events and programs, increasing public safety through education, connecting neighbours, and providing support for vulnerable residents. Fire Operations also updated their high-rise emergency response strategy in response to increasing density in our community, in order to ensure Safe Movement of People in an emergency.

Notably, staff of both Fire Operations and Emergency Management attended the wildfires in West Kelowna in 2023, gaining valuable on-the-ground experience in tackling large scale emergencies.

LIBRARY

Accomplishments

- Introduced Exploration Kits, which are sensory story kits designed to allow those with learning disabilities to connect and engage with stories and reading.
- Connected newcomers and vulnerable residents with a range of library services through community librarian visits to transition homes and non-profit organizations, and through home deliveries to those unable to visit the library.
- Partnered with Immigrant Services Society of BC to offer English Conversation Circles, providing opportunities for over 1,200 newcomers to practice English and learn about Canadian culture.



The Library worked hard to increase Community Belonging and Connecting opportunities in 2023. They introduced exploration kits to help those with learning disabilities engage with stories; they connected newcomers and vulnerable residents to library services through community librarian visits and home deliveries; and they delivered English language workshops to help newcomers practice English and learn about local culture.

PARKS & RECREATION

Parks

- Improved park amenities to support a variety of sports and outdoor fitness.
- Launched the New Westminster Sports Field Status Update Program, which automatically notifies field users of the status of the outdoor sport fields in order to reduce unnecessary travel when fields are closed.
- Made upgrades to off-leash areas, including the installation of separation gates to allow the creation of separate space for small/shy dogs.



Recreation

- Increased inclusivity in recreation offerings through cultural programs and programming for specific demographics.
- Created the Scholarship Training Employment Program (S.T.E.P), a program to screen, hire and train lifeguard/instructor applicants at no cost to the candidate in exchange for a commitment to an employment term.
- Partnered with the Downtown Business Association and Uptown Business Association to activate public spaces with community events.



Parks & Recreation had many achievements for Community Belonging and Connecting in 2023. Through direct programming and through infrastructure improvements, Parks & Rec staff worked to increase the inclusivity of our amenity and programming offerings to better support our diverse community. They made park improvements to increase usability for a variety of sports, made improvements at dog parks to better support the unique needs of different dogs, they increased the variety of cultural programming and designed programming to better support specific demographics that may not be able to or be comfortable accessing general programs.

The STEP program provides more job opportunities for residents as well as helping the City increase staff resources for aquatics programs. Our partnerships with local business associations help bring community together and increase the vibrancy and livability of our community while also supporting the local economy.

OFFICE OF THE CAO

Arts Services / Heritage Services / Art and Technology

- Showcased the work of 30 local artists in the Community Art Gallery, and presented the Housing Values exhibition, which encouraged visitors to be more engaged in finding solutions to housing problems.
- Presented Outside/In, a series of free performances in Anvil Theatre with outside activities at Hyack Square.
- Offered hundreds of registered and drop-in art, art and technology, and heritage programs, including many that supported new communities and diverse cultures.

Economic Development

- Completed the city-wide Retail Strategy and substantive work on the Business License Bylaw to better support our retail sector and business environment.
- Continued to support businesses in launching sidewalk and on-street patios.
- Hosted a business education series of workshops, which provided free topical resources.



Within the Office of the CAO, Arts Services, Heritage Services and Arts and Technology staff worked to offer a array of diverse programming, including low-barrier, cultural, and all ages. Outside/In drew residents and visitors to the downtown neighbourhood to enjoy free activities and performances, benefiting both our local economy and our community.

The completed City-Wide Retail Strategy identifies recommendations to support a healthy retail sector, and staff are working on improving the business licensing process. We continue to support local businesses creating patio spaces. Staff are also providing free education on relevant business topics.

Indigenous Relations

- Declared March 2023 to March 2024 as A Year of Truth, demonstrating the City's commitment to truth-seeking and truth-telling about its colonial history.
- Continued engagement and relationship-building with local First Nations and partnered with Indigenous organizations and committed to ongoing participation and contribution to Indigenous-centered events.



Public Engagement

- Built relationships and engaged with more residents from the most under-represented groups, such as renters, racialized residents, newcomers, and youth.
- Developed the Community Advisory Assembly, a larger committee focused on deliberation and building consensus with a membership that mirrors the overall demographic makeup of New Westminster.

Truth and Reconciliation continues to be a focus for the City, both as a strategic priority by striving for a community that is welcoming of Indigenous Peoples, and as one of the contexts through which our work is done. The Year of Truth helped us understand the history of our Indigenous relations, both our progress and our mistakes. We continue to engage with our local First Nations, and support Indigenous-centered events, such as Red Dress Day and National Day for Truth and Reconciliation.

Public engagement provides community members a voice in the projects and initiatives that impact their lives. By encouraging participation from more diverse voices, we can help create a community where everyone feels they belong. In 2023, our Public Engagement staff worked to increase participation of under-represented groups. Notably, the membership of the new Community Advisory Assembly mirrors the demographic makeup of our city.

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

STEP 01

Carbon-free Corporation

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

Accomplishments

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

STEP 02

Car-Light Community

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

Accomplishments

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

STEP 03

Carbon-Free Homes and Buildings

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

Accomplishments

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

STEP 04

Pollution-Free Vehicles

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

Accomplishments

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



The climate emergency continues to be a top-of-mind concern, and the City is actively working to make our community more climate friendly.

In 2023 we continued to promote active modes of transportation through several upgrades to the active transportation network. We also promoted energy efficient and low carbon emission homes and buildings, but providing support and education both to homeowners and to local building professionals.



STEP 05

Carbon-Free Energy

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

Accomplishments

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

STEP 06

Robust Urban Forest

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

Accomplishments

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

STEP 07

Quality People-Centered Public Realm

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

Accomplishments

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



Increasing and updating our electrical infrastructure is crucial to our goals for a carbon-free community, and we made significant strides towards this goal in 2023.

As we continue to experience climate change through extreme weather events, we're looking for more ways to help our residents build resilience by increasing our urban forest to lower the heat dome effect and adding misting stations around the city to increase access to cooling features. We're also increasing the available spaces for outdoor gathering and sustainable modes of transportation, and working to integrate the natural environment into these spaces.

2023 CITY BY THE NUMBERS

<p>Climate Action, Planning and Development</p> <p>14 Laneway house permits issued</p> <p>382 Building permits issued</p> <p>454 Plumbing permits issued</p> <p>\$627.6M In building permit value</p> <p>5,598 Building and plumbing inspections</p> <p>588 New housing units granted occupancy</p> <p>257 Not increase in child care spaces</p> <p>14 Laneway house applications</p>	<p>22 High performance homes in design or construction stage</p> <p>15 Multilingual supported applications completed for air conditioner units installed through BC Hydro ECAP</p> <p>ENERGY SAVE NEW WEST</p> <p>50+ Participants registered in the Existing Homes Program</p> <p>50+ Heat pump incentives issued</p> <p>642 Smart thermostat incentives issued</p> <p>10 Multi-language Empower Me workshops hosted</p>	<p>5 High Voltage Vista Switches installed for Queensborough Substation</p> <p>530 Streetlight repairs</p> <p>120 Traffic signal repairs</p> <p>BRIDGENET</p> <p>4 New City facility connections, including Tomasevic Aquatic and Community Centre</p> <p>3 New small business customers added</p> <p>8 New multi-dwelling unit customers added</p> <p>2.6 km New fibre installed</p>	<p>64.26 km Fibre in system to date</p> <p>Engineering</p> <p>2.5 km Sewer separation completed</p> <p>2.2 km Water mains replaced</p> <p>6 km Pavement installed</p> <p>1,580 m Sidewalks repaired/rehabilitated</p> <p>152 km Sidewalk inspected</p> <p>530 Streetlights repaired</p> <p>615 Streetlights replaced</p>	<p>608 Street Occupancy Permits granted</p> <p>3,120 Parking permits issued</p> <p>146 Land Development applications reviewed and processed</p> <p>63,800 QtoQ ferry trips</p> <p>1,150 Students trained in cycling skills and safety</p> <p>4,011 Action requests responded to or completed</p> <p>249 Animals received care</p> <p>107 Pets adopted</p>	<p>3,186 Animal licenses issued</p> <p>15,580 Decks and signs fabricated</p> <p>2,549 Metric tonnes of recycling diverted from the landfill</p> <p>6,083 Metric tonnes of organics diverted from the landfill</p> <p>426 Graffiti tags removed</p> <p>3,236 SeeClickFix requests received</p> <p>234 Total catch basins adopted</p> <p>37 Pump stations assessed for condition</p>	<p>3 km Sewer main CCTV installed</p> <p>Fire and Rescue Services</p> <p>7,446 Total calls</p> <p>301 Fires</p> <p>39 Hazardous materials incidents</p> <p>4,147 Medical calls</p> <p>291 Motor vehicle accidents</p> <p>Human Resources</p> <p>248 Job postings</p>	<p>257 Staff hired</p> <p>61 Internal promotions</p> <p>8 Mental health training sessions</p> <p>Library</p> <p>271,531 Visitors to both locations</p> <p>761,568 Items borrowed (physical and electronic)</p> <p>32,840 Sessions on the public internet computers</p> <p>3,572 New library cards issued</p> <p>17,560 People attended library programs</p>
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Here are a few interesting numbers of the work we completed in 2023.

462
Meetings with community organizations and members

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

Parks and Recreation

PARKS

300
Trees sold at the annual tree sale events

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

594
Trees planted on City-owned land

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

326
City hanging baskets displayed

91
Commercial hanging baskets displayed

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

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

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

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

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

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

RECREATION

53,464
Hours of registered recreation programs

155,965
Participants in registered recreation programs

7,255
Gymnastics and trampoline registered participants

7,177
Registered skating participants



31,341
Group fitness participants

19,285
Youth Centre drop-in visits

1,316
Active Century House members

409
Lifetime Century House members

24+
Educational workshops for seniors regarding social resources and skills

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

5
Cultural observations coordinated

40
Permits issued

53
Filming days

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

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

12
Civic events produced

20+
Community-hosted one-day events supported

5
Cultural observations coordinated

25+
Partnerships with community organizations on civic events

41,774
Volunteer hours

40
Activations for Shine Bright New West

5,000+
Participants in the Remembrance Day ceremony

5,000+
People attended Canada Day weekend celebrations

4
Weeks of Westminster Pier Park activations

28
Community events supported by City volunteers

537
Volunteers supported City services

41,774
Volunteer hours

300
Volunteers for Senior Services

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

36
Languages spoken

383
Income tax forms processed for low-income individuals

13 - 96
Years is the age range of volunteers

18,240
Calls for service

15
Sworn police officers hired

28
Community events supported by City volunteers

537
Volunteers supported City services

41,774
Volunteer hours

6
Civilian staff hired

Office of the CAO

ANVIL CENTRE CONFERENCE SERVICES

240
Events

50,000
Conference attendees

\$2.53M
In revenue generated

223
Registered art programs

1,586
Registered art program participants

6
Community art gallery exhibitions



30
Local artists exhibited in the community art gallery

22,927
Anvil Theatre attendees

58
Archival and museum acquisitions

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

90
Public programs delivered

6,682
Participants in public programs

52
School programs bookings



3,200
Participants in school programs

11,802
Archives online research requests

3,890
Business licences approved

771
Home-based businesses approved

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

45
Council Advisory Committee meetings

90
City Council meetings

5
Public Hearings

3
Joint meetings with New West Schools

1
Residents' Association forum

71
Freedom of information requests received and processed

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

90
Registered art and technology programs

80 - 90
Visitors per day during exhibitions

3
New Media Gallery exhibitions

PUBLIC ENGAGEMENT

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

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

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

700+
New members registered on Be Heard

READ THE FULL REPORT AT
[NEWWESTCITY.CA/ANNUALREPORT](https://newwestcity.ca/annualreport)



To read the full 2023 Annual Report, please visit our website at newwestcity.ca/annualreport

Thank you.