



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.



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 tēmōsewtx^w 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.



Fire & Rescue Services

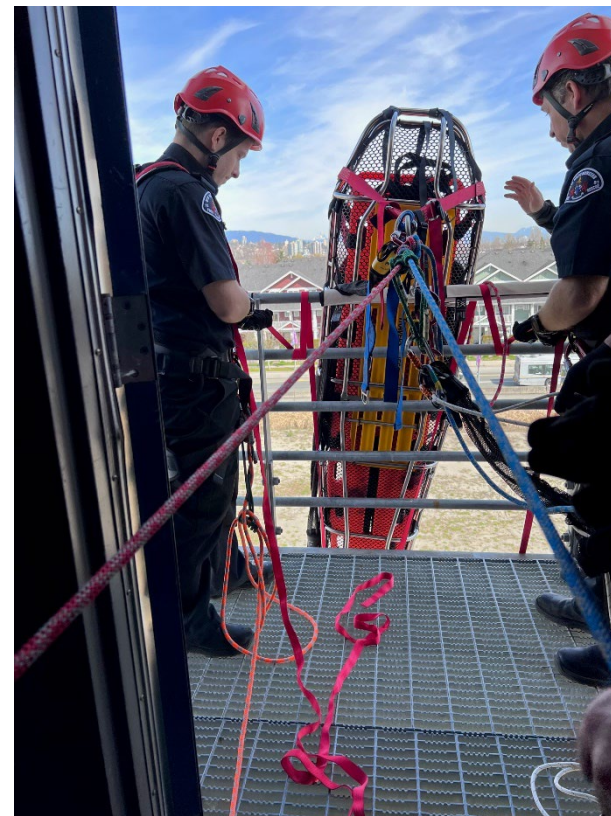
Fire Operations

- 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.

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.



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.



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.



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.

SEVEN BOLD STEPS



STEP 01

Carbon-free Corporation

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

Accomplishments

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

STEP 02

Car-Light Community

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

Accomplishments

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

STEP 03

Carbon-Free Homes and Buildings

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

Accomplishments

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

STEP 04

Pollution-Free Vehicles

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

Accomplishments

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





STEP 05

Carbon-Free Energy

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

Accomplishments

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

STEP 06

Robust Urban Forest

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

Accomplishments

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

STEP 07

Quality People-Centered Public Realm

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

Accomplishments

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



2023 CITY BY THE NUMBERS

Climate Action, Planning and Development

14 Laneway house permits issued

22 High performance homes in design or construction stage

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

14 Laneway house permits issued

202 Tree permits issued

176 Replacement trees planted and inventoried

ENERGY SAVE NEW WEST

50+ Participants registered in the Existing Homes Program

50+ Heat pump incentives issued

50 Unplanned power outages

382 MWh Clean energy produced through the Urban Solar Gardens

588 New housing units granted occupancy

642 Smart thermostat incentives issued

206 New electrical services

257 Net increase in child care spaces

10 Multi-language Empower Me workshops hosted

12 km Underground cable installed for Queensborough Substation

5 High Voltage Vista Switches installed for Queensborough Substation

64.26 km Fibre in system to date

608 Street Occupancy Permits granted

530 Streetlight repairs

Engineering

2.5 km Sewer separation completed

3,120 Parking permits issued

120 Traffic signal repairs

2.2 km Water mains replaced

146 Land Development applications reviewed and processed

BRIDGENET

4 New City facility connections, including tamasew'ix Aquatic and Community Centre

6 km Pavement installed

63,800 QtoQ ferry trips

3 New small business customers added

1,580 m Sidewalks repaired/rehabilitated

1,150 Students trained in cycling skills and safety

8 New multi-dwelling unit customers added

152 km Sidewalk inspected

4,011 Action requests responded to or completed

530 Streetlights repaired

249 Animals received care

2.6 km New fibre installed

615 Streetlights replaced

107 Pets adopted



3,186 Animal licenses issued

3 km Sewer main CCTV installed

257 Staff hired

15,580 Decals and signs fabricated

Fire and Rescue Services

61 Internal promotions

7,446 Total calls

8 Mental health training sessions

2,549 Metric tonnes of recycling diverted from the landfill

301 Fires

Library

271,531 Visitors to both locations

6,083 Metric tonnes of organics diverted from the landfill

39 Hazardous materials incidents

761,568 Items borrowed (physical and electronic)

426 Graffiti tags removed

4,147 Medical calls

32,840 Sessions on the public internet computers

3,236 SeeClickFix requests received

291 Motor vehicle accidents

Human Resources

3,572 New library cards issued

234 Total catch basins adopted

248 Job postings

17,560 People attended library programs

37 Pump stations assessed for condition



462 Meetings with community organizations and members

326 City hanging baskets displayed

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

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

91 Commercial hanging baskets displayed

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

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

RECREATION

53,464 Hours of registered recreation programs

Parks and Recreation

PARKS

300 Trees sold at the annual tree sale events

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

155,965 Participants in registered recreation programs

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

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

7,255 Gymnastics and trampoline registered participants

594 Trees planted on City-owned land

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

7,177 Registered skating participants

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



31,341 Group fitness participants

53 Filming days

40 Activations for Shine Bright New West

19,285 Youth Centre drop-in visits

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

5,000+ Participants in the Remembrance Day ceremony

1,316 Active Century House members

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

5,000+ People attended Canada Day weekend celebrations

409 Lifetime Century House members

SPECIAL EVENTS

12 Civic events produced

4 Weeks of Westminster Pier Park activations

24+ Educational workshops for seniors regarding social resources and skills

20+ Community-hosted one-day events supported

28 Community events supported by City volunteers

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

5 Cultural observances coordinated

VOLUNTEERS

537 Volunteers supported City services

41,774 Volunteer hours

300 Volunteers for Senior Services

6 Civilian staff hired

30 Local artists exhibited in the community art gallery

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

Office of the CAO

ANVIL CENTRE CONFERENCE SERVICES

240 Events

22,927 Anvil Theatre attendees

HERITAGE SERVICES

36 Languages spoken

50,000 Conference attendees

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

383 Income tax forms processed for low-income individuals

\$2.53M In revenue generated

ARTS SERVICES

223 Registered art programs

90 Public programs delivered

13 - 96 Years is the age range of volunteers

POLICE

18,240 Calls for service

1,586 Registered art program participants

6,682 Participants in public programs

15 Sworn police officers hired

6 Community art gallery exhibitions

52 School programs bookings



3,200 Participants in school programs

5 Public Hearings

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

11,802 Archives online research requests

3 Joint meetings with New West Schools

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

ECONOMIC DEVELOPMENT

3,890 Business licences approved

1 Residents' Association forum

71 Freedom of Information requests received and processed

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

771 Home-based businesses approved

ART AND TECHNOLOGY

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

90 Registered art and technology programs

LEGISLATIVE SERVICES

45 Council Advisory Committee meetings

80 - 90 Visitors per day during exhibitions

700+ New members registered on Be Heard

90 City Council meetings

3 New Media Gallery exhibitions



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NEWWESTCITY.CA/ANNUALREPORT

