



Attachment #2

Report Back to Assembly, January 2025



NEW WESTMINSTER

Reporting Back to the Community Advisory Assembly

Re: Recommendations to Council on Community Belonging
and Connecting

January 2025

Assembly Theme A: Animating the Public Realm: For many residents, the streets, parks and other outdoor spaces are places where belonging and connection happens. The public realm provides no-cost opportunities for the full diversity of residents to share space together, to bump into each other, and to have various forms of interaction. The Assembly recommends that the City:

Assembly Recommendation 1:

Increase opportunities for interactive music and visual arts to make the public realm inviting, interesting and engaging.

Examples could include: creation of a community mural program, installation of public pianos available for anyone to play, creation of an instrument library, expansion of accessible arts education, expansion of spaces on the streets, parklets or parks where performances can be staged, and low-barrier opportunities for everyone - not just professional artists and performers - to participate.

The Art Services and Community Partnerships divisions have been assigned as the lead City teams to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

ART SERVICES Division

Art Services programs align with the City's strategic directions related to community belonging and connecting. Programs and services are guided by the overarching goals of the City's Arts Strategy, which are to: increase public awareness of the arts; cultivate support for artists and develop audiences; increase inclusion and accessibility in the arts; create economic opportunities and increase contribution to the arts; and embrace and encourage innovative ideas.

Below are some key initiatives that respond to both the goals of the Arts Strategy and align with some of the recommendations put forward by the Community Assembly:

Mural Pilot Program

In 2023, the Public Art Program launched a new mural pilot program to explore how best to support artists and community organizations in implementing large-scale murals and to create more mural opportunities.

Under this program, the City has facilitated the completion two new large-scale murals:

- Salmon Run, by Randall Bear Barnetson (Alexander Street), 2023
- River's Legacy - *sxʷəlməxʷɑʔt stəltələw'* (Our people's river), by Elinor Atkins (Front Street), 2024

Funded through the Public Art Program, both murals were completed in partnership with a local business or community organization and the Vancouver Mural Festival. Staff are formalizing a process to review and respond to community-initiated murals. Our goal is to facilitate 1-2 new murals on an annual basis.

Artist in Residence Pilot Program

In 2023, the Public Art Program launched the Irving House Artist in Residence Pilot, which ran from June to October, 2023. Two artists, Holly Schmidt and Janet Wang, were invited to explore and experiment in response to the site and surroundings of Irving House. The residency included artist-led workshops and activities in response to the House as ways to facilitate dialogue between the artists and visitors. At the end of their residency, the artists created temporary public art interventions.

The program aims to support artists with time, space and resources to further their research, interests and overall artistic practice. It also seeks to immerse artists into a civic context to develop responses through a public art lens or to create site-responsive public artworks. A new residency is being planned for 2025.

Public Art Plan

A 10-year Public Art Plan is under development and will be completed in 2025. The Plan will align with the City's Diversity, Equity, Inclusion and Anti-Racism (DEIAR) Framework, be rooted in principles of the United Nations Declaration of the Rights of Indigenous Peoples (UNDRIP) and support a diversity of artists and visual art practices. The plan will be developed with a de-colonial lens, ensuring that systemic barriers are addressed in our processes and opportunities.

The Public Art Program will continue to provide supportive processes and low-barrier opportunities that build capacity such as banners and design-only projects and will also look for new ways to ensure accessibility.

COMMUNITY PARTNERSHIPS Division

Busking Pilot Project

Many years ago, the City of New Westminster offered business licenses to buskers who would then play in whatever public location they wished. In 2016, the City paused offering permits for buskers due to complaints about panhandling and noise, and no established process for the City to decide what buskers were able to busk where.

In 2024, the Economic Development division, which oversees the Business Licensing function at the City, conducted a busking pilot project to consider ways to bring back City-endorsed busking. The pilot was generally quite successful, with positive feedback received by buskers, members of the public, and businesses. Recommendations are currently being reviewed by staff but include the suggestion to partner with community arts organizations to provide this service as a fee-for-service delivery model.

In the interim, staff will work with community arts organizations and private property owners to find ways to offer busking outside of municipal business licensing, as well as incorporate live music at pop up events, and allow buskers or organizations to book plazas for the purpose of playing simple live music. This also connects to the City's Retail Strategy, which supports vibrant and active commercial areas.

Assembly Theme A: Animating the Public Realm

Assembly Recommendation 2:

Transform physical infrastructure through thoughtful, people-oriented, inclusive design.

Examples include: reviewing and updating loitering bylaws to facilitate access to public spaces, converting street furniture to be welcoming including for those sleeping outside, creating covered areas for refuge from the rain, increasing lighting by benches and walkways, building public washrooms, reconsidering parking minimum bylaws to allow for more effectively used public spaces where people can connect and transit friendly infrastructure.

Parks and Recreation and Transportation have been assigned as the lead City teams to respond to this recommendation, with the Crises Response Team identified to support.

Connections to existing City work plans, policies, strategies, etc.:

The City is taking a multi-faceted approach to enhance its public spaces. The [People, Parks and Play](#) plan, currently under development, will guide the creation of diverse parks and open spaces, including a new "urban spaces" classification within City rights-of-way. This means we can expect to see more innovative uses of our streets, such as park-like streets, parklets, and plazas. These public realm spaces are defined in the [Downtown Building and Public Realm Guidelines](#).

Furthermore, the City is actively working to improve the public realm through several initiatives. These include developing a [city-wide strategy for public washrooms](#) and implementing Bold Step #7 for Climate Action, which prioritizes reallocating road space from private vehicles to sustainable transportation and public spaces. Successful examples of this approach can be seen in projects like the Agnes Street Greenway, Front Street Mews, and various parklets throughout the city.

New Westminster recognizes that public spaces belong to everyone. Like many Metro Vancouver municipalities, the City is actively addressing the interconnected challenges of homelessness, mental health, and substance use with compassion and innovation. [Three dedicated interdepartmental teams](#) collaborate to support

vulnerable individuals, guided by principles of harm reduction, safety, well-being, and proactive responsiveness.

With this approach, an interdepartmental team is currently working to transform Belmont Street into a vibrant public space. The permanent Uptown Plaza will host a variety of events and encourage daily social interaction with feature amenities such as seating, distinctive paving, enhanced lighting, and a welcoming landscape of trees and plants.

High-level feasibility:

While the Assembly's recommendations are achievable over time, enhancing the public realm will be a gradual process. Initiatives underway include a Public Washroom Strategy, People Parks and Play, as well as site-specific projects to improve public realm within parks, natural areas, greenways and streetscapes. Policy changes, such as revising the Public Nuisance Bylaw (which includes loitering), can be reviewed with the Crises Response Pilot Project Steering Committee. However, data from the past five years shows that the majority of related tickets issued were for offences like public urination and littering, not loitering itself.

We will need to consider how some recommendations – such as adjusted parking requirements – fit with changes that have been imposed on the City by the provincial government to meet housing targets and affordability. Creating more people-centered public spaces requires a shift in our thinking. We encourage all residents to consider sustainable transportation options and reimagine the potential of our streets.

Assembly Theme A: Animating the Public Realm

Assembly Recommendation 3:

Revitalize year-round festivals incorporating layers of culture and history.

This could be achieved by: retaining or bringing back annual traditions important to the community and adapting them to include elements of Indigenous and newcomer cultures, and creating new festivals (e.g. Buskers Festival, Jazz Festival, Mural Festival) through increase in grant funding and adjustments to how grant applications are assessed.

Heritage Services and Community Partnerships have been assigned as the lead City teams to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

Commemoration Framework

City Heritage Services staff are drafting a Commemoration Framework that will support the deeper cultural and historic values of the City. This framework will acknowledge the diversity of people, places, events and ideas present in our public spaces, historic records and community narratives. The aim of this work is to include the community in conversations around their histories and values, and empower them in publically articulating these narratives through a variety of means and media. While the Commemoration Framework will not directly see to the presentation of City events and festivals, its intent is to inform the City on where to support activities that uplift the heritage of New West. New staffing resources have been added to the 2025 budget to help make progress on this work.

Ongoing Heritage Exhibition and Programming Development and Delivery

Heritage Services oversees the City museums and archives. The mandate of which is to enhance knowledge and deepen understanding of New Westminster and its diverse peoples by illuminating past events, exploring current issues and facilitating conversations around future possibilities. Consequently, the annual work plans and ongoing operations of Heritage Services and the New Westminster Museum and Archives focus on collecting, sharing and commemorating those elements of our past and present that should be valued and carried through to the next generation.

The Events Office within the Community Partnership division, as well as the City's Communications Office, provides some of the work related to City-led events as a part of their core function. However, programming in Parks and Recreation, Museum and Heritage Services, Art Services, and Art and Technology can all be impacted by cultural observances. The recommendations from the Assembly on Cultural Observances may impact this work further.

High-level feasibility:

The majority of festivals and events in New Westminster are organized by outside agencies, and the City has little control over their growth and development. However, for City-led events, the Special Events Office is able to incorporate some of the Assembly's suggestions into their work planning, and capitalizing on opportunities as they come up. A request for additional grant budget can also be made to Council for the 2026 year. Overall, however, the more detailed recommendations provided by the Assembly on Cultural Observances require more staff investigation to determine what departments and divisions are responsible, how to pay for anything with a budget implication, and how best to adapt the ideas into the City's structure and processes.

Staff are working together across several departments to continue to investigate how to achieve this, and further reporting back is planned on Cultural Observances.

Assembly Theme A: Animating the Public Realm

Assembly Recommendation 4:

Expand sports and recreation amenities in Queensborough.

Examples could include an all-weather sports field, hockey rink or swimming pool.

Parks and Recreation has been assigned as the lead City team to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

The Parks & Recreation Department is currently updating the People, Parks and Play Plan. This plan will guide future investments in our parks, recreation facilities, services, and programs for the next decade and beyond.

Building on community input and data analysis, we're excited to share the draft plan and gather further feedback during Phase 2 engagement this February and March (2025). Key topics include ensuring more equitable access to sports and recreation for all residents- both in Queensborough and the mainland of New West.

Parallel to this process, the Parks & Recreation Department is also working on finding a location for a new artificial turf field, with construction planned for 2026/2027. Staff are currently gathering input from a Sports Leadership Group to discuss location options (including sites in Queensborough and on the mainland) and identify the top two potential sites. Once the top sites are selected, City staff will meet with residents in the surrounding neighborhoods to gather feedback.

High-level feasibility:

A draft of People, Parks and Play, including a 10-Year Implementation Plan, is anticipated for summer 2025 and will be presented to Council for consideration in fall 2025. The plan will focus on expanding, renewing, and optimizing park amenities and recreation facilities, prioritizing accessible and inclusive design in all parks and recreation facilities with a focus on under-served areas. Additionally, it will aim to improve and expand park amenities and facilities that are currently in low supply.

In addition to this overarching plan, the process to develop a new artificial turf field is underway. A feasibility study for two shortlisted locations, including options in Queensborough and on the mainland, will be conducted in 2025. Following site selection, a technical design will be developed in 2025/2026, with field construction planned in 2026/2027.

Assembly Theme B: Expanding Facilities and Civic Spaces: Municipally-owned and operated spaces are key to community belonging and connection. They provide a destination, a place to go to participate in activities and be with others. The Assembly recommends that the City:

Assembly Recommendation 5A:

Focus on offering and facilitating more access to free or low-cost indoor spaces and activities:

- a) offering more and actively promoting grants to support organizations that are delivering events and programming that support belonging and connecting

Community Partnerships, which oversees the City's Grants Program, has been assigned as the lead City team to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

Council has approved, in principle, a new Grants Coordinator staff position, whose role will include actively promoting grants, and overseeing the entire Civic Grants Program. Their role will also include making recommendations to Council about potential increases to the total amount of money available for grants for community groups to apply for.

High-level feasibility:

In 2025, the City will recruit and hire a grants coordinator whose core function will be to continue to improve the Community Grants program. Budget increase requests for the 2026 budget can also be made to Council to increase the available grants.

Assembly Theme B: Expanding Facilities and Civic Spaces

Recommendation 5B:

Focus on offering and facilitating more access to free or low-cost indoor spaces and activities:

- b) offering free/low-cost space use in City facilities for these activities, and improving the booking policies and processes to prioritize access for New Westminster community groups to access City-owned spaces

Parks and Recreation and Anvil Centre have been assigned as the lead City teams to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

Parks and Recreation

The Parks and Recreation department will be conducting a comprehensive comparative analysis of the Financial Assistance program and the Fees and Charges Bylaw in 2025. In the meantime, our existing programs and Fees and Charges Bylaw offers several free or low-cost programs, such as:

- **Minor Sport & Youth Group Meetings:** New Westminster Minor Sport groups and youth groups recognized by the City are entitled to free meeting room space in a Parks and Recreation facility for organizational business administrative purposes. (Up to 1 meeting per month per group)
- **Children under 4:** Free access to drop-in programs
- **Family Rates:** The family rate is \$3.75, which is half of the regular adult rate, for Families wishing to participate in a drop-in program at the same time
- **Try-It Programs:** Affordable opportunities to try various recreation classes for all ages.
- **Get Active Grade 5:** All grade 5 students living in New Westminster can enjoy unlimited visits to drop-in programs during the school year.
- **Stay Active Grade 6:** All grade 6 students living in New Westminster can enjoy 10 free visits to drop-in programs during the school year.

The Parks and Recreation Department also has a **Facility Allocation Policy** that prioritizes City facility rentals in the following order of priority:

- Parks and Recreation department programs, events, and services

- Other City-led programs, events, and services
- Community events hosted in partnership with a user group
- New Westminster youth activity groups, non-profit organizations, and School District #40
- Returning users
- New Westminster user groups
- Commercial groups

Anvil Centre

Cultural Services currently provides discounted rents for some rooms at Anvil and opportunities for complimentary space. Community space user fees, approved by Council, are designed to promote publically accessible cultural service opportunities. Cultural Studio rates are priced as cost recovery to ensure accessibility to cultural and community organizations.

New Westminster-based community groups receive booking priority over non-New Westminster based groups. Complimentary space is provided to community groups and associations that have partnered with a City department or are working in collaboration on a City initiative.

Conference spaces at Anvil Centre (i.e. ballroom on the ground floor) operate on a pay-for-service model. Currently, community-based clients often depend on the City's Grants Program to help cover the cost of booking conference spaces. Discounts are available for non-profits and community groups, with New Westminster-based registered non-profits receiving the highest discount.

This recommendation connects to the [Anvil Centre 10-year Review](#) where it has been identified in the work plan to review booking policies and protocols for community events and determine if and how complimentary space booking is feasible. This work is planned in 2025, and will include a communications strategy for informing the community about any changes to booking policies.

High-level feasibility:

Parks and Recreation

In 2025, the Parks and Recreation department is planning to recruit a Diversity, Equity, Inclusion, and Anti-Racism Supervisor. As part of its responsibilities, this position will help advance work related to this recommendation.

Anvil Centre

As part of the Anvil Centre 10-year Review, in 2025 staff will be reviewing additional opportunities for discounts and complimentary space in Anvil Centre. Parameters around eligibility, available dates, type of use, and goods and services required will be considered.

Assembly Theme B: Expanding Facilities and Civic Spaces

Recommendation 6:

Encourage developers to prioritize spaces for community gathering in amenity contributions for new developments, either in the immediate neighbourhood or in other neighbourhoods of New Westminster where there is greater need.

Planning and Development has been assigned as the lead City team to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

Financing Growth: In response to Provincial housing legislation, the City is undertaking a comprehensive review of how development contributes to amenities throughout the City. The new legislation is comprehensive and has a number of components. The most relevant of these for the recommendation are:

- **Amenity Cost Charge Bylaw:** One of the new tools created through the recent Provincial legislation is the ability for cities to charge developers set contribution towards achieving identified amenities, such as community centres and libraries. The City is in the process of developing a new bylaw to collect Amenity Cost Charges
- **Development Cost Charge Update:** Development Cost Charges (DCCs) are a longstanding tool that is utilized to fund infrastructure. DCCs fund the City's park acquisition program. Through the Financing Growth Review, the City is identifying DCC rates to fund that could be utilized to purchase further lands for new parks to serve as gathering spaces. This is connected to the People, Parks and Play Plan referenced in response to other recommendations.

Rezoning Process: Through the rezoning process, the City is sometimes able to negotiate for further publically accessible spaces that could be used as key gathering spaces. One recent example is the Columbia Square development application, which proposes a future significant public square that would serve as a new gathering space for the downtown. However, the new Provincial legislation appears to limit the City's ability to negotiate on a case-by-case basis in the future.

Social Connectedness Guidelines: To supplement the above, the City is working with a group called the Hey Neighbour Collective to encourage better social connectedness between neighbours within new developments.

High-level feasibility:

In an effort to address the housing crisis in BC, the Province has made a number of significant changes to the legislation which directly relate to how local governments obtain amenities through development. The legislation is intended to reduce negotiation through the rezoning process for fixed charges for local government to use to fund identified amenities. The City has a number of pressing needs and the amount of contribution that development can afford to pay means the City will have to make some tough choices on what amenities to prioritize. By mid-2025, staff will seek direction from Council about which amenities to prioritize, keeping in mind the guardrails that have been put in place by the Provincial legislation and as informed by Council's Strategic Priorities Plan.

Assembly Theme C: Protecting Renter Communities: Renters are an important part of the community, but their sense of belonging and connection can be fragile because they can be forced to move. Large redevelopment projects tend to displace many renters. Displacements impact tenants' sense of belonging and their connections to the broader community, such as schools, daycares, businesses, places of worship, community spaces, and cultural clusters. While some other protections that can increase housing security for tenants, such as rent protection, lie outside of municipal jurisdiction, the City can play a role. The Assembly recommends that the City:

Recommendation 7:

Prioritize the update to the City's tenant protection policies to provide greater support for tenants who may be displaced from their homes, including through redevelopment.

Consider others' tenant protection policies, with the City of Burnaby's Tenant Assistance Policy as a starting point. Potential policies updated could include: expanding the scope of applicable projects; covering the costs for moving, ensuring relocation within New Westminister, providing rent top-ups and lump-sum payments to bridge the gap between previous and new rent, and ensuring access to comparable units in the redeveloped building, at equivalent rents to their previous rent.

Planning and Development has been assigned as the lead City team to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

The City has shown leadership in its commitment to preserving more affordable market rental housing stock, and protecting the tenants who live within these rental units. In 2015, the City developed its Tenant Relocation Policy. While this policy was considered a best practice at the time, other municipalities have since developed policies that offer greater assistance and compensation, and in some cases, replacement housing. A strengthened Tenant Relocation Policy would be consistent with the City's leadership in this area.

This work is connected to the City's ongoing efforts to respond to Province's updated housing legislation requirements that enable local governments to

increase development densities and address parts of the housing crisis in BC. An update to the City's Tenant Relocation Policy was already a work program item, but was not scheduled to commence until the second or third quarter of 2025. However, staff is prioritizing this work, which was launched during the last quarter of 2024.

High-level feasibility:

Staff is currently exploring opportunities to update the City's Tenant Relocation Policy, and has concluded its initial engagement with the City of Burnaby staff to better understand their Tenant Assistance Policy. Staff is now preparing an analysis based on this engagement, and will be going to Council in the spring to present findings back for consideration and seek endorsement of a work plan to update the City's policy based on the key components of Burnaby's approach.

Staff will continue to prioritize this work in order to bring back an updated policy for Council's consideration and possible endorsement in 2025.

Assembly Theme C: Protecting Renter Communities

Recommendation 8:

Prioritize diverse housing types in zoning, including co-op housing, independent living facilities and other alternative housing forms

Planning and Development has been assigned as the lead City team to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

- **Infill Housing Acceleration Program:** Work has been launched on a program that exploring pre-zoning to permit up to six residential units in single detached dwelling zones. Community consultation is planned for the spring. The work aligns with the direction set by the Province through new housing legislation.
- **Townhouse Acceleration Program:** Work has been launched on a program that is exploring pre-zoning lands to make it easier to construct new townhouse units. Community consultation is planned for the spring.
- **Affordable Housing Acceleration Program:** This January, Council will consider an amendment to the Zoning Bylaw to allow affordable housing projects of up to six storeys, without a rezoning, when the property is owned by a non-profit housing provider, and the Official Community Plan already envisions this land use. Non-profit co-cooperatives also qualify for this program. As a next step, changes to the Official Community Plan will be considered in order to better enable affordable housing.
- **Inclusionary Housing:** To better reflect current market and development conditions, work is underway to update the City's Inclusionary Housing Policy, which requires private developers to provide a percentage of affordable housing units in market-rate housing developments.
- **Family Friendly Housing Acceleration Program:** Work was recently completed to amplify the existing Family Friendly Housing Policy by mandating a larger number of family friendly units be provided in new projects to create more housing choices for families.
- **Housing Needs Report:** The report recently endorsed by Council, identifies the housing need by housing type as well as by population, which can be used by staff and developers to inform decision making.

- **Official Community Plan Update:** Work is underway to align the City's Official Community Plan with new Provincial housing legislation, which aims to increasing housing supply and expanding housing choice.

High-level feasibility:

In an effort to address the housing crisis in BC, the Province has made a number of significant changes to the legislation in which local governments operate, which the City has been implementing in alignment with deadlines set by the Province. The City is also undertaking work to increase housing supply and expanding housing choice, which is funded by the Canada Mortgage Housing Corporation (CMHC) through the Housing Accelerator Fund (HAF) program. In the fall, once grant and legislation deadlines are met, staff will seek further direction from Council about which housing initiatives to prioritize, with guidance from the Homes and Housing Options objectives in Council's Strategic Priorities Plan.

Assembly Theme D: Strengthening Outreach and Communications: A sense of belonging and connection is increased when residents know what is going on in the city. It is important that the information shared by the City reaches everyone, particularly residents who are already somewhat isolated. The Assembly recommends that the City:

Recommendation 9:

Develop a community ambassador program, recruiting residents

This could involve: identifying diverse members of the community with strong social links, running workshops and training sessions to build their skill, knowledge and capacity, and developing the ambassadors as informed touchpoints of the City in the community - to let residents know what is going on, and to let the City know what residents feel or need

Public Engagement has been assigned as the lead City team to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

The idea of hiring community members with diverse backgrounds to help the City reach under-represented groups in its public engagement processes has been on the Public Engagement division's radar for a few years. However, we are not aware of any existing City policies or strategies that specifically identify this type of initiative.

High-level feasibility:

To establish a community ambassador program, staff would need to request additional budget from Council to pay ambassadors for this work. Existing staff would also need the time to hire, train and supervise these ambassadors. Staff may need to seek input from Council to delay other projects in order to prioritize establishing this program.

Assembly Theme D: Strengthening Outreach and Communications

Recommendation 10:

Send welcome letters/packages to new residents to introduce City events, opportunities and available resources and where to find further information.

Communications has been assigned as the lead City team to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

Corporate communications works with all departments to promote the City's services, programs, and opportunities for new residents. Information is shared through various channels including the public website, social media, e-newsletters, digital monitors in City facilities, etc.

The City's social planners also work quite closely with partner organizations to support programs and initiatives for newcomers. Staff have developed various materials such as the Newcomer's Guide to New Westminster. This is an extensive online document covering information about living, working, learning, and participating in activities in New Westminster. The City's website also includes resources and contact information for various organizations in the community to support new residents. Information can be found at www.newwestcity.ca/services/community-and-social-services

High-level feasibility:

One challenge with sending information directly to new residents is that the City doesn't have a complete and accurate list of individuals who are new to New West. For example, new electrical service accounts could include both new residents and individuals moving within the city, as well many new renters wouldn't always be captured. Anti-spam legislation also restricts the type of information the City can send to residents directly without their permission.

The City will continue to develop and update documents and resources for newcomers and can expand distribution options with increased funding. The City will also be redeveloping its public website in the coming year and can look to improve and expand the information that is available and ensure that it is easily accessible.

Assembly Theme D: Strengthening Outreach and Communications

Recommendation 11:

Maintain a mix of print and online City information, recognizing that not everyone depends on or prefers digital media and online resources for information

This may involve: installation of bulletin boards across facilities and civic spaces, as well as in less formal gathering places, and making use of electricity bills (which go to every household) to include essential information.

Communications has been assigned as the lead City team to respond to this recommendation.

Connections to existing City work plans, policies, strategies, etc.:

Corporate communications currently utilizes, and is committed to maintaining, a variety of mediums to share information with the public. The discontinuation of the printed version of the local newspaper has been a significant loss for the community and eliminated a valuable tool for the City to share information with residents.

In addition to digital and online platforms, the City also produces posters, flyers, postcards, mail-outs, printed notices, and displays information on digital monitors located at City facilities and digital billboards located throughout New West. Our Parks and Recreation Department is currently in the process of developing a series of printed program brochures which will be available on new display racks that will be installed at all community centres in the coming months.

High-level feasibility:

With additional staff and budget resources, the Communications division can work to expand the amount of printed materials produced.

With respect to utilizing utility bills to share information, anti-spam legislation restricts the type of information the City can send to residents directly without their permission. Individuals must opt-in to receive specific types of information from the City both digitally or in print.