

City of Coquitlam
British Columbia

Annual Report

For the year ending December 31, 2019

2019 HIGHLIGHTS



Coquitlam

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On the cover:

The Coquitlam Crunch “Doing the Crunch” is a popular fitness challenge for many local Coquitlam residents. Hikers and fitness walkers enjoy the natural setting and spectacular views of the City on this uphill 2.2 km climb which follows the BC Hydro right-of-way and extends to the top of Westwood Plateau — a 242 metre elevation gain. In 2019, the Crunch saw several improvement projects, including trail maintenance and landscaping improvements, along with the addition of new washroom facilities and outdoor water fountain with faucet for filling water bottles and pet bowls.



Coquitlam at a Glance

A VIBRANT COMMUNITY

Coquitlam is an active, diverse community made up of healthy residents and a prosperous business community. One of the fastest-growing cities in all of Canada, Coquitlam’s average population growth from 2012–2016 was 1.96% per year, making it the tenth fastest-growing Canadian city, and the third fastest-growing in BC, with a population of at least 100,000. Residents continue to be among the highest in the province in terms of overall health and education levels.

WHERE WE ARE



- 150,000** people call Coquitlam home
- 6,950** licensed businesses operate in our community
- 98%** of residents rate the quality of life as “good” or “very good”
- 40.2** average age of Coquitlam residents
- 44%** of Coquitlam residents were born outside of Canada (top three countries: China, South Korea, Iran)
- 70%** of residents age 25–65 hold a post-secondary degree, diploma or certificate
- 95.2%** percentage of Coquitlam School District students who complete high school
- 60,930** total number of dwelling units in Coquitlam
- 72%** of residents own their home
- \$1,121,000** average assessed value of residential property
- \$898,400** average MLS selling price for a Coquitlam home (including apartments) at Dec. 31, 2019
- \$93,837** average household income

Coquitlam City Council



Coquitlam City Council includes the Mayor and eight Councillors who are elected for a four-year term. Members of the current City Council were elected in October 2018 and took office on November 5, 2018.

City Council is responsible for local government leadership and decision-making — responsibilities include establishing and implementing the priorities of the City of Coquitlam and for overseeing the overall administration of civic business.

The Mayor and Councillors also serve on many committees, boards and advisory groups on which they provide strategic input and direction on City initiatives, set budget priorities, and advise on regional issues.

LEFT TO RIGHT:

Councillor Dennis Marsden,
Councillor Steve Kim,
Councillor Teri Towner,
Councillor Craig Hodge,
Mayor Richard Stewart,
Councillor Bonita Zarrillo,
Councillor Trish Mandewo,
Councillor Chris Wilson,
Councillor Brent Asmundson



30

Regular
Council
Meetings

30

In-Committee
Meetings

13

Public
Hearings

38

Meetings
for Seven
Advisory
Committees



Message from the Mayor

As we prepared this report in spring 2020, it seemed much of our work in 2019 continued to lay the strong foundation our City needs to be resilient in the face of challenges. While we may not have imagined the current scenario, we knew it was important to be ready for anything, be it an economic downturn, a natural disaster – or, as it turned out, a global pandemic.

In this context, I present our 2019 Annual Report on behalf of City Council and the City of Coquitlam. The work you'll read about on these pages is structured around five strategic goals designed to create a resilient, robust community that supports a high quality of life and where people choose to live, learn, work and play. Here are some of our accomplishments of the last year, framed around those five goals.

Strengthen neighbourhoods: We worked to strengthen neighbourhoods as we developed our draft City Centre Area Plan and finalized a partnership agreement to bring a YMCA and other amenities to Burquitlam. We also made more progress on our Housing Affordability Strategy – which has led to thousands of new rental units – and saw fewer police and fire calls along with vehicle collision injuries and fatalities.

Expand Local jobs, local prosperity: Housing starts were up almost 50 per cent from 2018, and we added more than 16,000 square metres of commercial, industrial and institutional space. We also launched a tourism website, introduced the TCP Eats food vendor program at Town Centre Park, and increased business access to our QNet fibreoptic network.

Increase active participation and creativity: Our facilities saw more than a million paid admissions last year, and more people enjoying recreation thanks to our financial assistance program. More than 167,000 people attended 82 civic events and festivals throughout the year – up 12 per cent from 2018 – and we engaged the community in numerous enhancement projects that led to an international Communities in Bloom win.

Enhance sustainability of services and infrastructure: One of 2019's success stories was our new CoquitlamConnect app, which provides free access to City news, events, parks and facility information, jobs, Wi-Fi spots, online services and more. We expanded public Wi-Fi, and made progress on an environmental sustainability strategy and adding more City electric vehicle charging stations. We also allocated 2018 surplus funds to transportation infrastructure, safety and multi-modal alternatives.

Achieve excellence in City governance: We continued building Coquitlam's robust financial position with our cautious and methodical approach, and consulted with the community on key projects such as the draft City Centre Area Plan, the new *Strategic Plan*, Child Care Strategy, Commercial Zoning Review, Northeast Community Recreation Centre and Oakdale land-use options. We also used technology to improve staff productivity, and were proud to be named one of B.C.'s top employers for the third year in a row.

At the end of 2019 we adopted a new 2020–2032 *Strategic Plan* to lead our community forward. The year-long renewal process included extensive public input, a review of regional best practices, and other research and long-term planning. The *Strategic Plan* includes an updated vision, strategic goals and organizational values to reflect evolving community attitudes, emerging priorities and changes to the City government, and outlines deliverables and key performance indicators for the City.

This is just a sample of the 2019 accomplishments that will serve our City well, now and in the future. Please read through this report to learn more.

Richard Stewart
Mayor

Performance by Strategic Goal

How did we do in 2019?

The list below sets out our five strategic goals and some of our 2019 achievements.

Strategic Goal 1: Strengthen Neighbourhoods

What We Set Out to Achieve/What We Achieved

Develop complete, well connected neighbourhoods.

- > Completed significant work on the City Centre Area Plan. A draft area plan was presented to Council in 2019 outlining the future of Coquitlam's downtown.

Create a balanced system of facilities, parks and amenities to enhance connectivity and belonging within neighbourhoods.

- > Completed multiple park construction projects including Riley Park, Cottonwood Park Phase 1A, Brookmere Park, revitalization of four parks in the City's southwest, and Mobilio Turf Field replacement.
- > Implemented Phase One of the Town Centre Park Master Plan, including the festival lawn site.

Encourage a suitable mix of housing in our neighbourhoods.

- > Continued to implement the Housing Affordability Strategy; nearly 5,000 dedicated market and non-market rental units are in process.
- > Implemented the Transit-Oriented Development Application Team (TODAT) to approve development along the City's rapid transit corridors.

Facilitate cultural and recreational experiences that foster interaction, connection, and a sense of belonging to neighbourhoods and communities.

- > Won international Communities in Bloom competition awards: first place silver, five bloom awards in the large community category for the innovative use of a utility right-of-way and the Coquitlam Crunch.
- > Facilitated 82 events through the events office, with over 160,000 participants.



Strategic Goal 2: Expand Local Jobs, Local Prosperity

What We Set Out to Achieve/What We Achieved

Focus on neighbourhood commercial development and revitalization.

- > Facilitated the addition of 16,364 square metres of new commercial, industrial and institutional space across the City.
- Foster local employment opportunities by working with other agencies and groups in promoting a business-friendly climate.
- > Launched the City's Tourism website, a central resource for residents and visitors featuring engaging local content, and ideas for great places to eat, stay and play in Coquitlam.

Through a collaborative and holistic approach with citizens and businesses, create an inspiring public realm through public art, and natural and designed spaces, that enhance quality of life and encourages private sector investment.

- > Held the free winter lights display with an estimated attendance of 375,000 who walked the 1.2-kilometre lakeside trail loop.
- > Finalized sponsorship agreement with Coquitlam Centre for the Summer Concert Series.

Leverage community assets to drive investment and job creation.

- > Increased business access to QNET, connecting eight buildings and adding 3,841 metres of fibre.
- > Launched the Community Info Hub in the city centre, promoting local businesses, events and activities and City programs and assets.

Strategic Goal 3: Increase Active Participation & Creativity

What We Set Out to Achieve/What We Achieved

Create a balanced offering of programs and services accessible to all ages, abilities, genders, interests, income levels and cultures.

- > Increased participation by 8% in the City's Get Connected, Get Active financial assistance program for recreation participation.
- > Completed the development of a Youth Strategy, creating a framework for the future participation of youth in recreation, parks and culture.
- > Identified recreation and cultural priorities in the City's southwest and northeast and began planning for new facilities in these neighbourhoods.
- > Completed design work on the new Place Maillardville.

Encourage all citizens to be active through a wide-range of recreational activities in our facilities, parks and trails.

- > Over 3 million people visited City Centre Aquatic Complex, Pinetree Community Centre and Poirier Sport & Leisure Complex.
- > Saw over 1 million paid admissions to City recreational facilities.

Enhance creativity and cultural experiences through programs, performances, multicultural events and festivals.

- > Hosted 82 events through Coquitlam's events office, with over 165,000 participants.
- > Facilitated 87 block parties, and distributed over \$12,000 in block party grants.

Develop transportation infrastructure and services to support a healthy environment.

- > Continued to develop the City's Strategic Transportation Management Plan. Since the plan's inception in 2012, Coquitlam has added 42-kilometres of new sidewalks, 11-kilometres of multi-use paths, 12-kilometres of shared bike facilities and seven kilometres of bike lanes.



Strategic Goal 4: Enhance Sustainability of City Services & Infrastructure

What We Set Out to Achieve/What We Achieved

Explore service improvements through new opportunities for partnership with community organizations.

- > Finalized the tripartite YMCA agreement with the YMCA of Greater Vancouver and Concert Properties.
- > Partnered with the Coastal Painted Turtle Project to create a nesting beach at Lost Lake in Mundy Park.

Create an energy efficient community through conservation of environmental assets, resources and energy by increasing community and organizational awareness and stewardship.

- > Continued to see a diversion rate above 70%, resulting in 0.34 tonnes of solid waste per household.
- > Continued to work with the British Columbia Utility Commission on Fortis BC's abandonment of its gas pipeline along Como Lake Avenue.

Ensure sustainable, equitable and effective funding strategies to enable the City to provide a high quality and appropriate level of infrastructure services.

- > Partnered with Flo to deliver ten public charging stations for electric vehicles in Coquitlam. The charging stations will be installed beginning in early 2020.
- > Completed the biennial update of the City's Development Cost Charge update.
- > Cleaned over 180 km of sewers and water mains.

Support the continued viability and sustainability of community organizations in their implementation of services, events and programs to the community.

- > Provided over \$360,000 in total grants to the community to support events and experiences.
- > Updated the Community Signs Program, establishing fixed-frames at six locations throughout the City where community groups can advertise events and opportunities.



Strategic Goal 5: Achieve Excellence in City Governance

What We Set Out to Achieve/What We Achieved

Maintain prudent financial management policies regarding land management, asset replacement and long-range planning and budgeting so that taxpayers' remain confident that tax dollars are being spent wisely.

- > Completed Phase 1 of the Community Amenity Enhancement Program, improving City infrastructure using development-related revenues.
- > Received WorkSafe BC Certificate of Recognition Rebate for \$215,143 and maintained an experience rating under industry standards, saving a further \$349,600 in insurance costs.
- > Received UBCM Community Excellence Award for Asset Management Funding Framework.

Support, encourage and empower employees by living the City's values, recognizing success and fostering a positive team environment.

- > Conducted a speaker series for staff on a variety of topics to enhance leadership skills and abilities. Total attendance exceeded 200 participants.
- > Recognized as one of British Columbia's Top Employers.
- > Received the BC Municipal Safety Association (BCMSA) Organizational Safety Excellence Award.

Encourage citizen and neighbourhood engagement so that residents contribute to the affairs of the whole community.

- > 92 residents and organization representatives volunteered on the City's nine advisory committees and boards in 2019 providing input and advice on a wide range of City programs and policies.
- > Completed a new Strategic Plan for 2020–2032 following one of the most successful public input processes held in the City of Coquitlam.

Improve customer service and enhance efficiency and effectiveness through innovation, high customer service standards, and a commitment to continuous improvement.

- > Through the Staff Committee on Business Improvements and Customer Service, completed 60 items enhancing the customer experience and reducing red tape.
- > Expanded the number of locations where residents can pay property taxes during tax season and introduced payment options at other City Hall counters.



Financial Overview

The Consolidated Financial Statements include the 2019 results for the City's General Fund, Utility Funds, Trust and Reserve Funds, as well as the Coquitlam Public Library and the Coquitlam Optical Network Corporation (QNet), which was a wholly owned municipal corporation of the City of Coquitlam. As at December 31, 2019 all assets and liabilities were transferred to the City of Coquitlam and QNet was dissolved on January 30, 2020.

The year 2019 resulted in a surplus on a consolidated basis and reflects the City's continued high level of community growth and development. The successful delivery of public services and capital infrastructure projects continues to be expressed both through the presented financial results as well as through residents' feedback as part of the annual Citizen Satisfaction Survey conducted by Ipsos Reid.

The City's financial position remains strong with an increase in financial assets resulting from additions to capital and statutory reserves including the land sales reserve, affordable housing reserve and development-related revenues that are used to fund city infrastructure and amenities. The financial assets are offset by liabilities that include deferred revenues related to the collection of Development Cost Charges as well as monies on deposit for particular purposes, including performance security deposits from development. The City's long-term debt with the Municipal Finance Authority continues to decline through annual payments and the outstanding balance at the end of 2019 was \$15.9 million or approximately \$106 per capita, which is a decrease of \$10 per capita from 2018. This debt is related to capital projects required under the Development Cost Charges Capital Program and Local Area Improvement Program and therefore the repayment is not supported by taxpayers.

LOOKING FORWARD

With the outbreak of COVID-19 in Spring 2020, and subsequent interruption of the City's operations and services, the City is anticipating a variety of financial impacts including decreases in the collection of both taxation and non-taxation revenues, delays in the completion of capital projects, utilization of reserves and reduction to the accumulated operating surpluses. Throughout 2020 the financial impact of COVID-19 will be monitored however, it is anticipated that the 2020 financial results will be greatly affected.

Nevertheless, the City's ongoing growth, low debt burden and careful financial management under the direction of City Council has formed a foundation for long-term financial sustainability and the ability to provide services to its residents now and into the future. This will assist the City in continuing our support of the community through the COVID-19 pandemic response and recovery.

Respectfully submitted,

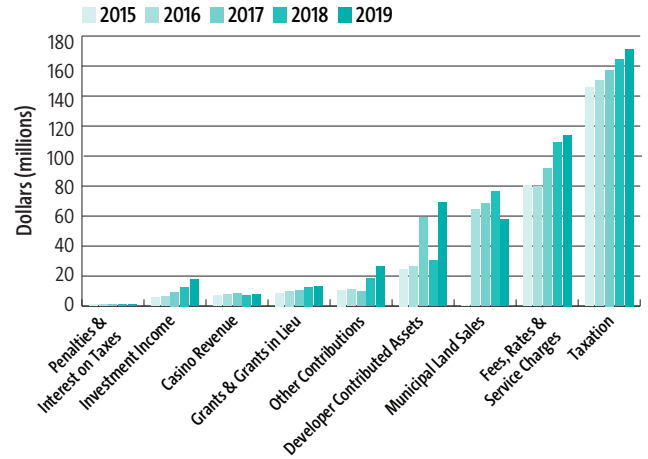


Michelle Hunt, CPA, CMA
General Manager, Finance, Technology & Police Services

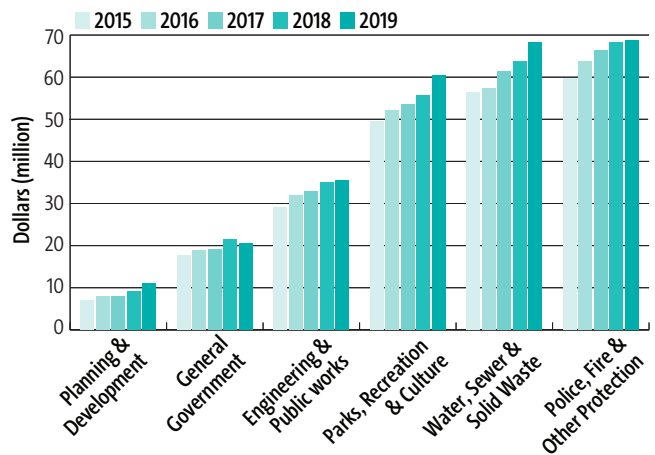
The above is an excerpt. To read the full Letter of Transmittal, view page 35 of the 2019 Annual Report at coquitlam.ca/annualreport.

Financial data used to prepare this information is taken directly from the Consolidated Financial statements for highlight purposes only. This information is presented in conformity with generally accepted accounting practices (GAAP). For a copy of the full 2019 Annual Report, including the Audited Financial Statements, go to coquitlam.ca/annualreport or contact the City of Coquitlam Finance, Technology & Police Services Department at 604-927-3030.

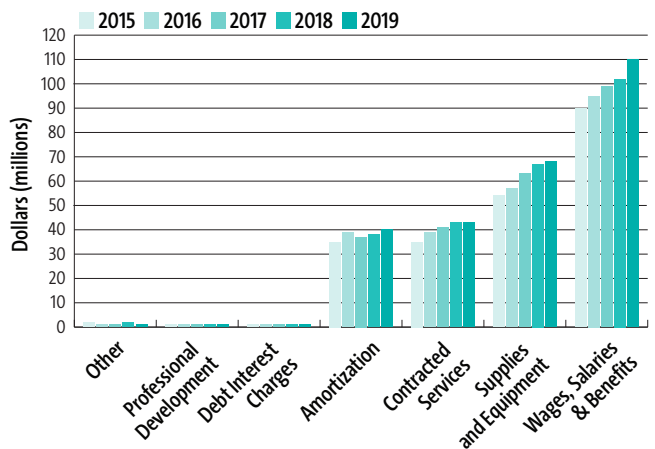
Revenue by Source (\$) 2015–2019*



Expenses by Function (\$) 2015–2019*

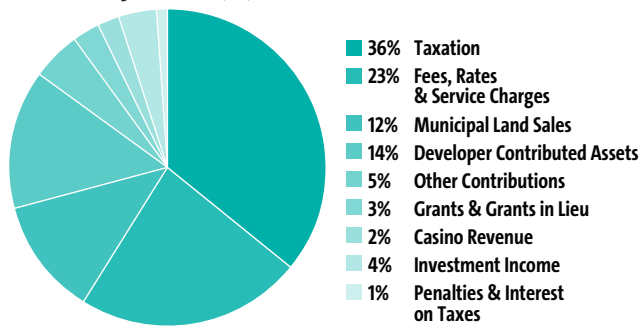


Expenses by Account (\$) 2015–2019*

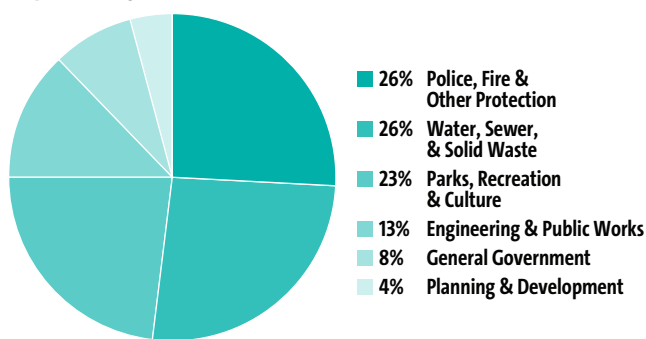


* Source: City of Coquitlam Finance, Technology & Police Services Department

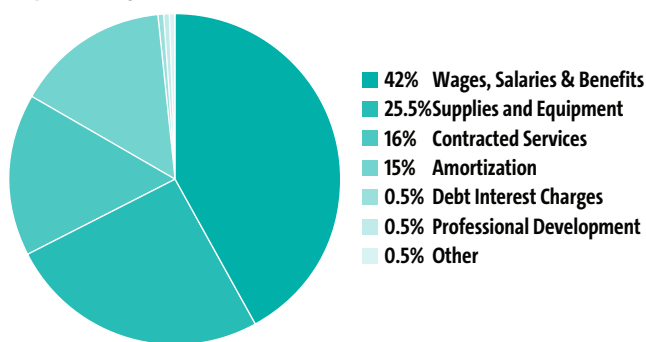
Revenue by Source (%) 2019*



Expenses by Function (%) 2019*



Expenses by Account (%) 2019*



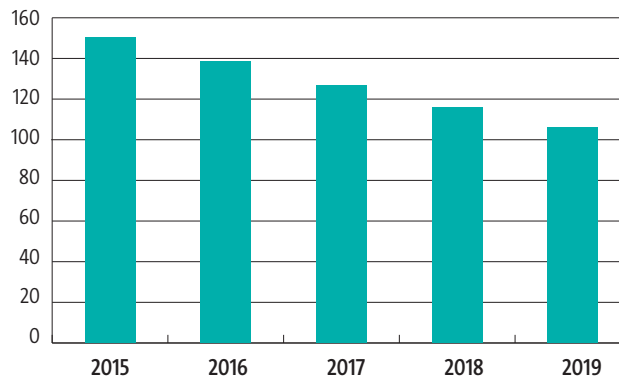
15 Major Employers in Coquitlam with 150 or More Employees*

Business Type	Name
Education	School District #43
Education	Douglas College
Local Government	City of Coquitlam
Retail Sales	The Real Canadian Superstore
Retail Sales	Ikea
Restaurant Sales	McDonald's Restaurants
Manufacturer	Factors Group of Nutritional Companies Inc
Retail Sales	Save on Foods
Restaurant Sales	Tim Hortons
Manufacturer	Superior Poultry Processors Ltd
Warehouse	WN Pharmaceuticals Ltd.
Entertainment	SilverCity Coquitlam (VIP Lounge)
Retail Sales	Shoppers Drug Mart
Services	GFL Environmental Inc
Retail Sales	T & T Supermarket

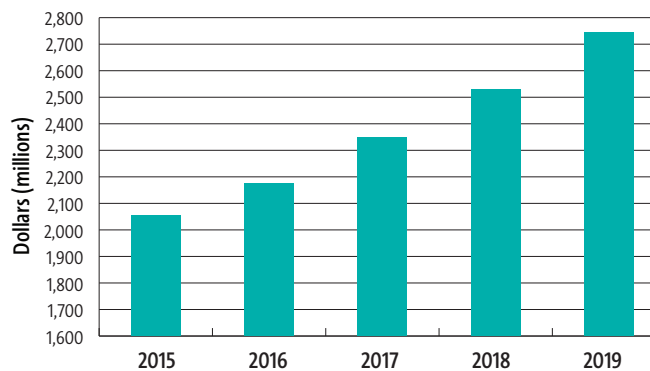
Note: Information on employment numbers (over 150) is provided by the business licence applicant and may or may not be the most current.

Please visit coquitlam.openbook.questica.com to explore the City's Annual Report expenses & revenues and more using our new financial information visualization tool.

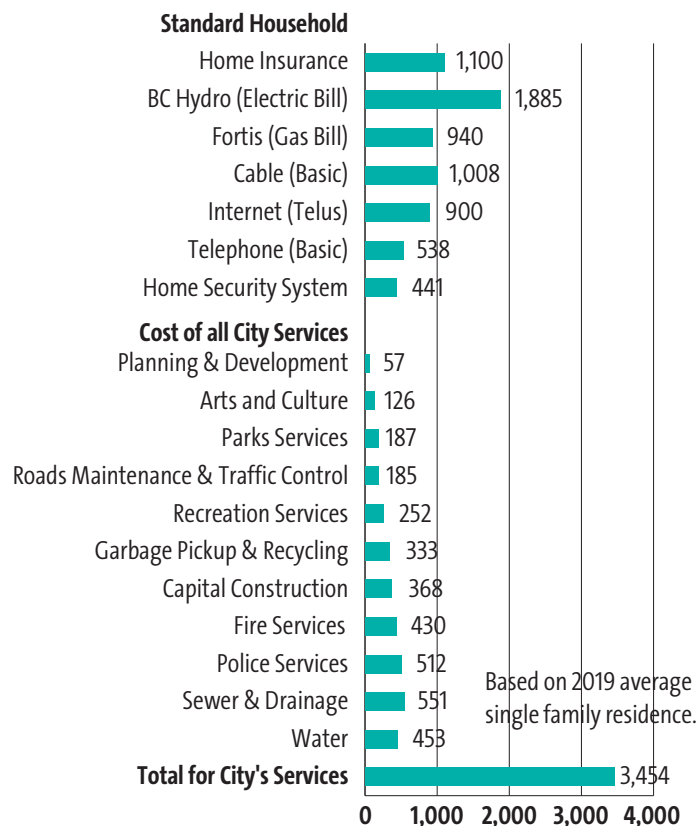
Coquitlam Debt per Capita (\$) 2015–2019*



Accumulated Consolidated Surplus (\$) 2015–2019*



Comparison of the Average 2019 Annual Tax Bill for all City Services to Other Standard Household Costs*



* Source: City of Coquitlam Finance, Technology & Police Services Department



Did you know

new residential units added to Coquitlam's housing stock

fire incident responses

fire inspections performed

of residents say they have a good or very good quality of life, according to the Citizen Satisfaction Survey

square metres of new industrial or commercial space added

new business licences issued

people attended 82 City-sponsored festivals and events

film permits issued, generating over \$172,000 in revenues

native trees and shrubs planted in City parks

visitors to the City Centre Aquatic Complex and Poirier Sport & Leisure Complex

events hosted through Coquitlam's events office with over 165,000 participants

visitors to the Evergreen Cultural Centre

provided in Spirit of Coquitlam Grants in support of community-led projects

of household waste diverted from the landfill

of residents say they get good to fairly good value for tax dollars, according to the Citizen Satisfaction Survey

Corporate Greenhouse Gas (GHG) emissions reduction compared to 2007

volunteer hours for recreation and culture activities in Coquitlam

business improvement initiatives completed

visits to coquitlam.ca

of residents satisfied or very satisfied with City services

Coquitlam



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