

City of Coquitlam, BRITISH COLUMBIA



# 2020 Annual Report *Highlights*

*For the year ending December 31, 2020*

Coquitlam

# Contents

- Coquitlam at a Glance..... 2
- Message from the Mayor..... 3
- Financial Overview..... 4
- Strategic Goals  
and Performance..... 6
- Key Achievements..... 8

## Where We Are



## 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.

#### On the cover:

Lafarge Lake in Town Centre Park has long been a popular destination for Coquitlam residents looking to take a nature break and enjoy the beauty that our city has to offer. Fitness walkers, families, and friends loop the lake, spotting turtles, ducks, and even our resident beavers and otter if they’re lucky. In 2020, additional safety measures were put in place to keep residents safe, including directional signage and multilingual information on physical distancing. In a year where getting outside was the safest way of seeing our loved ones, park improvements that included new outdoor seating and accessible washrooms were welcome additions to the site.

<b>150,000</b>	people call Coquitlam home	<b>94%</b>	percentage of Coquitlam School District students who complete high school
<b>7,000</b>	licensed businesses operate in our community	<b>60,930</b>	total number of dwelling units in Coquitlam
<b>98%</b>	of residents rate the quality of life as “good” or “very good”	<b>72%</b>	of residents own their home
<b>40.2</b>	average age of Coquitlam residents	<b>\$1,291,800</b>	average assessed value of residential property
<b>44%</b>	of Coquitlam residents were born outside of Canada (top three countries: China, South Korea, Iran)	<b>\$957,100</b>	average MLS selling price for a Coquitlam home (including apartments) at Dec. 31, 2020
<b>70%</b>	of residents age 25–65 hold a post-secondary degree, diploma or certificate	<b>\$93,837</b>	average household income

# Coquitlam City Council



*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**  
Council-in-Committee and  
Regular Council Meetings

**13**  
Public Hearings

**38**  
Meetings for Six  
Advisory Committees

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 that 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.



## Message From Mayor Richard Stewart

There is little doubt that 2020 will stand out as a year of challenge and change, in Coquitlam and around the world. The pandemic brought unforeseen costs and impacts to our City services and operations—while also prompting new ways of working and providing services, and highlighting the resilience of our City and community.

Our 2020 Annual Report, presented to you on behalf of City Council and the City of Coquitlam, details the accomplishments of the past year, along with the obstacles we faced and solutions we applied.

Like other local governments, in March we closed facilities and cancelled programs and events to keep people safe. Our Five-Year Technology Roadmap proved its worth immediately, as the shutdowns created an urgent demand for technology to support City operations, essential service delivery and community well-being.

We quickly shifted the roadmap's priorities to roll out a number of solutions, including setting up a virtual Emergency Operations Centre, supporting 600 of our staff to work remotely, developing an online business information portal, and creating first-ever uses of video conferencing software including Council meetings, recreation programs and building inspections. Our efforts were recognized as a tech and innovation success story by the BC Ideas Exchange, and were highlighted in Municipal World magazine.

We were able to maintain all essential services as we facilitated construction projects to support the local economy and jobs, and create needed housing in our community. Facilities and recreation programs were gradually reopened as soon as we could safely do so, in line with provincial health orders. The City's Recreation and Cultural Services teams continuously adjusted and adapted programs in order to offer fitness services, cultural events and recreation programs throughout the pandemic, recognizing the incredible value that these services bring to our community.

In spring 2020 we introduced a Community Support and Response Plan (CSRP) to assist all sectors of the community with short- and long-term relief. Financed by reserve accounts—including a \$5 million allocation by Council—initiatives included extensions for tax and utility payments, a variety of economic development activities, reduced recreation drop-in fees, a meal program for isolated seniors, and grants for charities and community groups. CSRP supports continue in 2021. In addition to our pandemic response, we made progress on many other priorities. We launched a new City website, adopted our new City Centre Area Plan after two years of planning and public consultation, broke ground on the new YMCA community centre, and made a number of infrastructure and parks improvements that have supported the public's increased use of outdoor spaces.

We also reviewed and improved our development application processes, and continued planning for new recreation facilities—including the Northeast Community Centre and Place Maillardville—along with housing, heritage, the environment, sports fields and other important matters.

Along the way, we were named one of B.C.'s top employers for the third year and received awards for our 2020 budget and financial plan, an Organizational Safety Excellence Award from the BC Municipal Safety Association, and special achievement awards in the national Communities in Bloom competition.

One of the key highlights for 2020, however, was watching how the City and the community pulled together to meet the challenges of the pandemic. We saw people step up to help neighbours in need, and staff quickly adapting and pivoting to continue to do their jobs and serve the community.

I encourage you to read through this report to learn more about how Coquitlam continued to serve you during these unprecedented times.

  
Richard Stewart  
Mayor

# Financial Overview

The Consolidated Financial Statements include the 2020 results for the City's General Fund, Utility Funds and Reserve Funds, as well as the Coquitlam Public Library.

The year 2020 resulted in a surplus on a consolidated basis and reflects the City's continued high level of community growth and development. Despite the global COVID-19 pandemic that challenged the City during 2020, the successful delivery of public services and capital infrastructure projects is expressed both through the presented financial results as well as through the variety of key indicators that measure the City's performance and are highlighted in this annual report.

The City's financial position remains strong with an increase in financial assets resulting from additions to capital and statutory reserves that include the land sales reserve, affordable housing reserve and development-related revenues that are used to fund city infrastructure and amenities related to growth. 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. In addition, the remittance of the Provincial School Tax deadline was extended by the Province to January 2021 and resulted in a liability of \$47 million at year end. 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 2020 was \$14.6 million or approximately \$95 per capita, which is a decrease of \$11 per capita from 2019. 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 tax payers.

Despite the uncertainty and turbulence brought on by the COVID-19 pandemic for the majority of the fiscal year, the City's financial statements highlight a positive financial outcome that is both the result of swiftly adapting City services and operations to the pandemic environment as well as constant fiscal management. As the recovery process continues, it is anticipated that there will be ongoing interruptions to the operating environment and the City has incorporated a variety of financial impacts, and steps to mitigate losses, into the 2021 Financial Plan that was adopted in December 2020.

While much uncertainty continues, overall the financial results show that Council and staff have been successful in effectively managing our growing community and have positioned the City well to manage future budgetary and financial challenges.

Respectfully submitted,

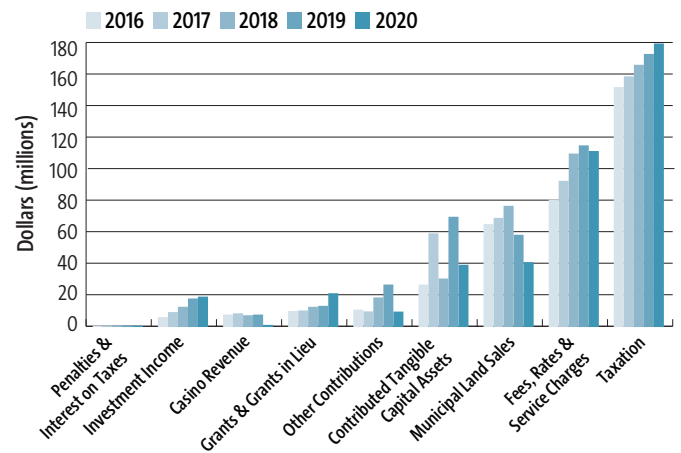


Michelle Hunt, CPA, CMA  
General Manager Finance, Lands and Police

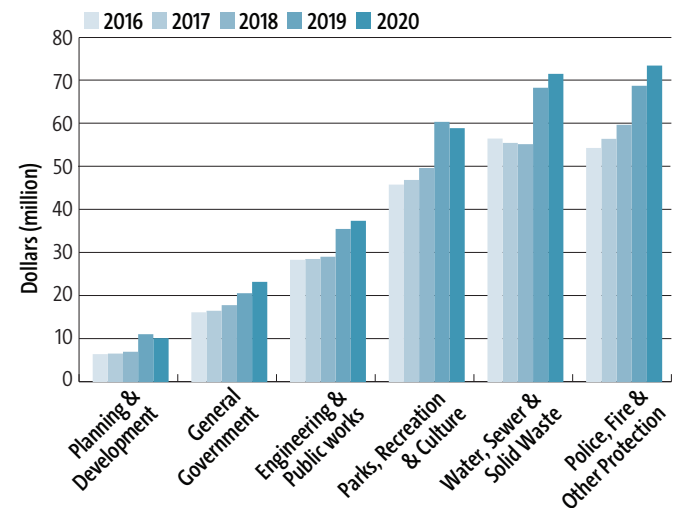
The above is an excerpt. To read the full Letter of Transmittal, view page 36 of the 2020 Annual Report at [coquitlam.ca/annualreport](http://coquitlam.ca/annualreport).

Financial data used to prepare this information is taken directly from the Consolidated Financial statements for highlight purposes only. This information is presented in accordance with generally accepted accounting practices (GAAP). For a copy of the full 2020 Annual Report, including the Audited Financial Statements, go to [coquitlam.ca/annualreport](http://coquitlam.ca/annualreport) or contact the City of Coquitlam Finance, Lands and Police Department at 604-927-3030.

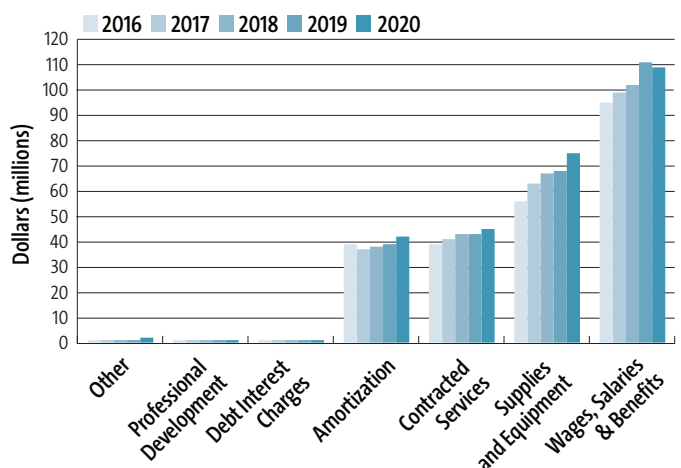
## Revenue by Source (\$) 2016–2020



## Expenses by Function (\$) 2016–2020

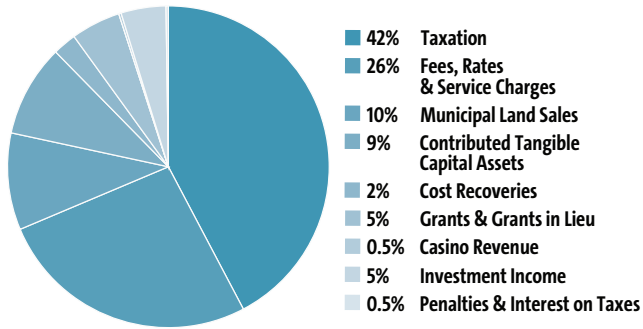


## Expenses by Account (\$) 2016–2020

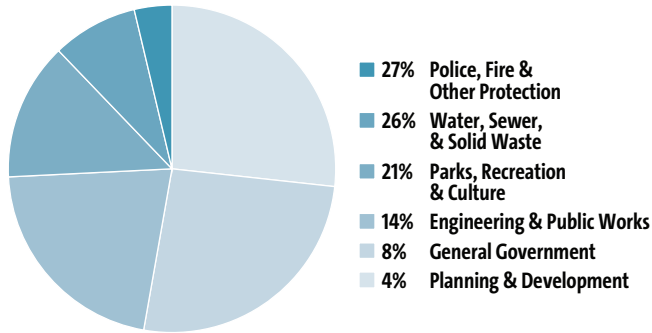


\* Source: City of Coquitlam Finance, Lands and Police Department

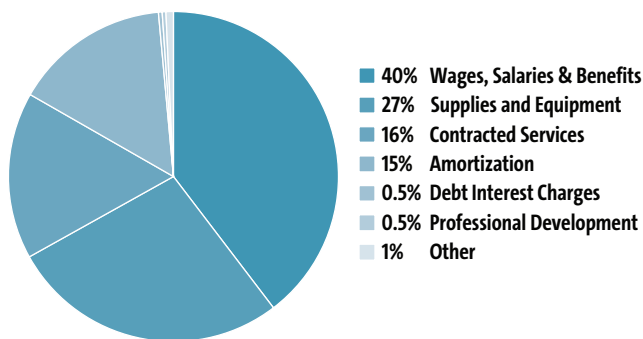
### Revenue by Source (%) 2020



### Expenses by Function (%) 2020



### Expenses by Account (%) 2020



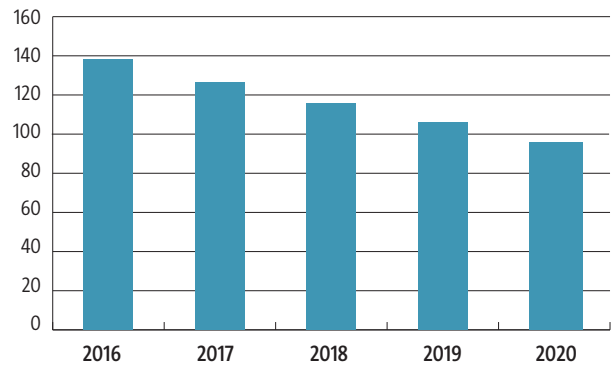
## Major Employers in Coquitlam with 150 or more Employees\*

Name	Employers
SD43	Education
Douglas College	Education
City of Coquitlam	Local Government
The Real Canadian Superstore	Retail Sales
Ikea	Retail Sales
Hard Rock Casino Vancouver	Casino
Factors Group of Nutritional Companies Inc	Manufacturer
McDonald's Restaurant	Restaurants
Save On Foods	Retail Sales
Tim Hortons	Restaurants
Superior Poultry Processors Ltd.	Industrial
WN Pharmaceuticals Ltd.	Warehouse
SilverCity Coquitlam (VIP Lounge)	Entertainment
GFL Environmental Inc.	Services
Shoppers Drug Mart	Retail Sales

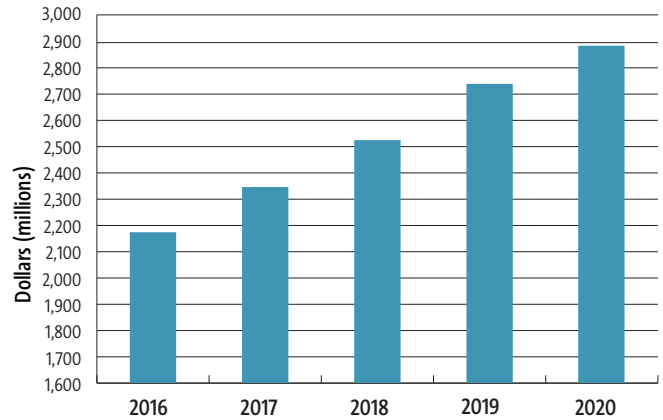
\*Note: Information on employment numbers (over 150) is provided by the business licence applicant and may or may not be the most current.

Please visit [coquitlam.openbook.questica.com](http://coquitlam.openbook.questica.com) to explore the City's Annual Report expenses & revenues and more using our new financial information visualization tool.

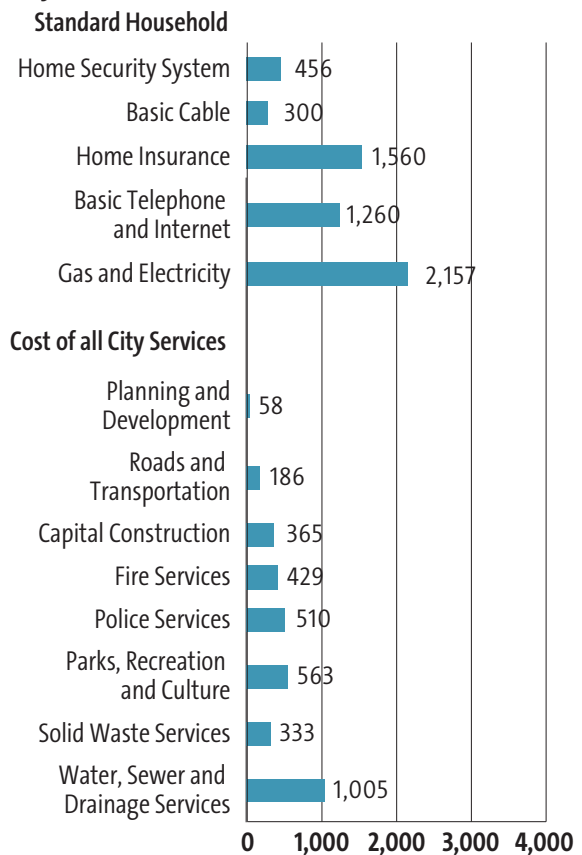
### Coquitlam Debt per Capita (\$) 2016–2020



### Accumulated Consolidated Surplus (\$) 2016–2020



### Comparison of the Average 2020 Annual Tax Bill for all City Services to Other Standard Household Costs\*



\*Source: City of Coquitlam Finance, Lands and Police Department

# Performance by Strategic Goal

How did we do in 2020? The list below sets out our five strategic goals and some of our 2020 achievements.



## Safe and Complete Neighbourhoods

**Develop complete, well-connected neighbourhoods.**

- > Completed the City Centre Area Plan, finalizing the plan for the economic, civic and cultural hub of Coquitlam and the northeast sector of Metro Vancouver.

**Support a multi-disciplinary approach to public safety.**

- > Supported the provincial government by providing education and enforcement of COVID-19 related health orders.
- > Continued work with the Fraser Health Authority and Port Moody Police on advancing community mental health response initiatives.

**Encourage a mix of housing in our neighbourhoods to improve housing affordability.**

- > Completed the scope and process and first round of public engagement on the Southwest Housing Review, supporting more affordable housing options in Southwest Coquitlam.
- > Continued to be a municipal leader by implementing the Housing Affordability Strategy; over 6,500 rental units are currently in development or under construction in Coquitlam, the second highest in Metro Vancouver.

**Enhance travel in and between neighbourhoods by building multi-modal transportation options and improving the quality of streets as a place for people.**

- > As part of the Community Response and Recovery Plan, began work to introduce 'Pop-Up Green Streets' throughout the city.



## Local Economy and Local Jobs

**Focus on neighbourhood commercial development and revitalization.**

- > Approved City Centre Area Plan, with a focus on commercial opportunities and employment-generating floor space and an entertainment district in Coquitlam's downtown.

**Support the retention, expansion and attraction of business to strengthen Coquitlam's economic base.**

- > Completed an update of the City's Commercial Zones, consolidating the City's 13 commercial zones to seven, and removing nearly fifty pages from the zoning bylaw.
- > Through the CSRP, used a variety of outreach tools for Coquitlam businesses to gain marketing exposure.

**Facilitate vibrancy in sport, culture and recreation to enhance economic growth through partnerships, events, festivals, and business development.**

- > Leveraged media partnerships to maximize the value and extend the frequency of economic development campaigns such as 75 Days of Summer and Give Local.

**Create trade and investment opportunities by building our international relationships and promoting our cultural diversity.**

- > Held the six-part virtual summer concert series featuring artists that highlight Coquitlam's cultural diversity. 88,000 people engaged with the series, which also offered partnerships with local restaurants.

**Advance the region's transportation network by supporting local infrastructure projects that allow people and goods to move more efficiently.**

- > Adopted the inter-municipal business licence for ride-hailing, improving transportation options for Coquitlam residents.



## Healthy Community and Active Citizens

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

- > Introduced virtual recreation programs through the *Fitness at Home* series, allowing residents to participate in City programs despite pandemic-related facility and class closures. These videos have seen nearly 30,000 views since being introduced.

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

- > Developed comprehensive recreation and facility COVID-19 safety plans allowing the City to offer a wide-range of recreation services during the pandemic.

Develop a system of parks, recreation and open space that contributes to the ecological, social and economic well-being of Coquitlam residents.

- > Restored over 3,800 square metres of parkland and planted over 2,400 native plants and shrubs in City parks.
- > Updated the Coquitlam Crunch Expansion Plan, prioritizing a 1.3-kilometre trail extension and making short-term improvements to parking, street crossings, trail realignment, signage and public safety education.

Support community learning through partnerships that provide formal and informal opportunities for life-long learning.

- > As part of the *CoquitlamSPIRIT* initiative, provided multiple virtual activities and guides to facilitate at-home learning opportunities for all ages.

Develop plans and capital assets to ensure the capacity of parks, recreation and culture services throughout the city, now and in the future.

- > Made significant progress on the Major Recreation and Cultural Facilities Roadmap, outlining a forward-looking strategy for integrating completed facilities with future planning initiatives.
- > Completed construction on the festival lawn expansion and washroom in Town Centre Park.



## Sustainable Services, Environment and Infrastructure

Demonstrate responsible public stewardship through environmental sustainability practices.

- > Reduced the City's corporate greenhouse gas emissions by 28% compared to the base year (2007).

Explore service improvements and partnerships with community organizations.

- > Worked with Metro Vancouver to finalize the design and route for upgraded water main capacity through Coquitlam.
- > Through a grant from the Federation of Canadian Municipalities, finalized the City's Climate Adaptation Strategy.

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

- > Through the CSRP, developed a series of community grants for not-for-profit groups that address pandemic-related service delivery challenges and revenue loss.
- > Contributed \$25,000 to SHARE Community Services Food Bank.

Manage the City's assets and infrastructure in a manner that promotes financial and environmental sustainability.

- > Expanded the City's park spaces through partnerships, such as Durant Linear Park.
- > As part of the City's Capital Program, planned for the investment of approximately \$140 million in parks and facilities upgrades.



## Excellence in City Governance

Explore service improvements through investment in technology, people and process improvement.

- > Continued to increase the City's online service offerings, including new payment methods and information-sharing protocols. These initiatives helped increase the amount of online transactions with the City to an all-time high of 65%.
- > Developed and launched a new corporate website.

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

- > Recognized as a 2020 BC Top Employer, the third year in a row.
- > Developed a sector-leading phased re-opening plan for City services and worked with colleagues across the region on coordination and information sharing.

Maintain prudent financial and human resource policies and practices with a focus on long-range planning budgeting.

- > Continued to build the City's employment brand and implemented a new applicant tracking system.
- > Developed flexible and region-leading human resource policies to respond to the workforce challenges of COVID-19.

Encourage citizen and neighbourhood engagement that allows all residents to contribute to the affairs of the community.

- > Launched the *CoquitlamSPIRIT* initiative, providing free activities and resources to help residents stay active, healthy and connected during the COVID-19 pandemic.

# Key Achievements



2019 **3,665**  
SQUARE METRES

2020 **3,825**  
SQUARE METRES

Natural areas restored



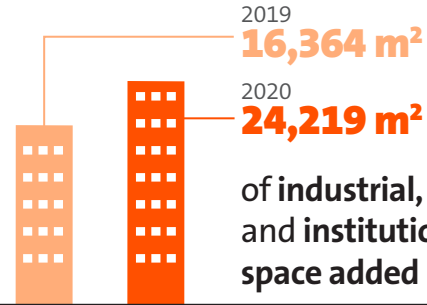
2019: **52%**

2020: **65%**

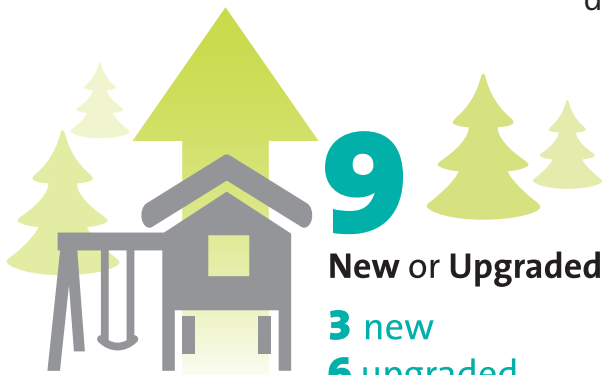
of all **transactions** done **online**



**10 km** of new multi-modal pathways for a total of **655 km** across the City of Coquitlam



of industrial, commercial and institutional floor space added



**9**

New or Upgraded Parks

**3** new

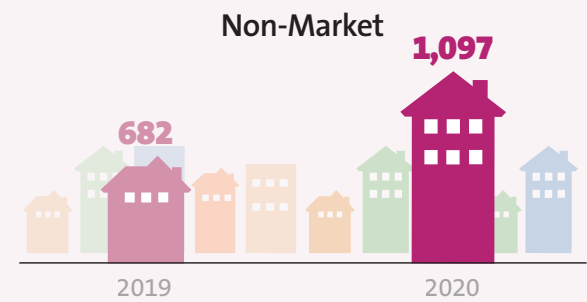
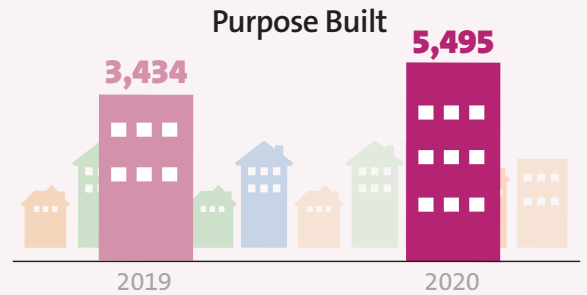
**6** upgraded

**15** total electric vehicle charging ports

**4,443** charging sessions for **426,763** minutes



## Rental Units In Development or Under Construction



2019: **60** | 2020: **72**

Business Improvement and Stop-Doing List Initiatives Completed

City of Coquitlam  
Finance, Lands and Police Department

3000 Guildford Way  
Coquitlam, B.C. V3B 7N2

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Coquitlam