

A young girl with blonde hair, wearing a blue halter-neck top and a white skirt with a blue floral pattern, is the central focus. She is holding a long, multi-colored streamer (red, orange, yellow, green, blue, purple) that is flying in the air. The background is a blurred outdoor community event on a grassy area. There are other people, including a woman playing an acoustic guitar, and various decorations like balloons and streamers. A large orange umbrella is visible in the background. The overall atmosphere is festive and community-oriented.

City of Coquitlam, BRITISH COLUMBIA

2021 Annual Report *Highlights*

For the year ending December 31, 2021

Coquitlam

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Where We Are



A Vibrant Community

Coquitlam is a diverse and active community with a prosperous business sector. The sixth most populated city in B.C., Coquitlam’s average population growth from 2016–2021 was 7% per year. In terms of overall health and education levels, Coquitlam residents continue to rank among the highest in the province.

- 150,000** people call Coquitlam home*
- 7,000** licensed businesses operate in our community
- 97%** 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*
- 94%** percentage of Coquitlam School District students who complete high school*
- 58,683** total number of dwelling units in Coquitlam
- 72%** of residents own their home*
- \$1,187,000** average assessed value of residential property
- \$1,162,400** average MLS selling price for a Coquitlam home (including apartments) at Dec. 31, 2021
- \$93,837** average household income*

*Based on 2016 Census data

On the cover:
A young attendee of the 2021 Kaleidoscope Arts Festival dances at the City Centre Pop-Up Park location.

Throughout the COVID-19 pandemic, the City of Coquitlam has adapted a number of programs and events in order to ensure the community can come together in a safe and meaningful way. Pop-Up Parks were one of the many initiatives supported by the City’s award-winning Community Support and Recovery Plan, an initiative that provided direct support to foster community resilience and recovery.



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.

30
Council-in-Committee and Regular Council Meetings

13
Public Hearings

38
Meetings for Six Advisory Committees



Message From Mayor Richard Stewart

As we became more accustomed to the uncertainty of pandemic life in 2021, many of the City's activities centred on community support, recovery and resiliency. It was important to Coquitlam to continue to finesse innovative ways to deliver services and facilitate operations.

You'll see these themes reflected throughout our 2021 Annual Report, presented to the community on behalf of City Council and the City of Coquitlam, which details the challenges, solutions and accomplishments of the past year.

While the pandemic was a continuing focus throughout 2021, the City's response shifted from reactive to proactive. We found creative – and in some cases improved – ways to safely resume services, while also supporting the community in overcoming the challenges brought on by COVID-19. Key to this was our Community Support & Recovery Plan (CSRP), a groundbreaking program recognized in 2021 with a new Community Excellence Award by the Union of BC Municipalities (UBCM).

Through the CRSP, the City invested more than \$3 million in 2021 in targeted relief for all sectors of the community, with examples including expanded recreation financial assistance for residents, marketing support for local businesses, and programs to help local organizations build their capacity.

While providing this much-needed assistance, we maintained a strong financial position through continued sound fiscal management, allowing for the lowest property tax increase in the region despite reductions to some typical revenue sources.

We also continued to plan for the future, with work on the Southwest Housing Review to expand housing options, significant progress on our Development Application Process Review, and the City's first comprehensive Environmental Sustainability Plan.

In terms of recreation, construction began on the new Place Maillardville Community Centre and Coquitlam Family YMCA in Burquitlam. The City also completed renovations at the City Centre Aquatic Complex, made significant progress on planning the new Northeast Community Centre, and made major improvements to Cottonwood Park and Buchanan Square.

The past year was a banner year for awards, as well. Coquitlam received accolades from a variety of organizations, including the UBCM award noted above, our fifth consecutive BC Top Employer Award, financial report and budget awards from the Government Finance Officers' Association, an Organizational Safety Excellence Award from the BC Municipal Safety Association, an asset management award from the Canadian Network of Asset Managers, and both provincial and national Communities in Bloom awards.

With 2021 also came a growing understanding of the need to consider social context and the experiences of those we serve in how we work and provide services as a local government.

We began to shape our work around four themes that are now guiding all City work and activities: sustainability, growth and livability; equity, diversion and inclusion; reconciliation; and pandemic recovery. As we move into 2022 and beyond, we are committed to upholding this commitment not only as an organization, but as individual City staff and Council members.

Richard Stewart
Mayor

Financial Overview

The Consolidated Financial Statements include the 2021 results for the City's General Fund, Utility Funds and Reserve Funds, as well as the Coquitlam Public Library.

The year 2021 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 continued to impact the City in 2021, 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 the 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. The City's long-term debt with the Municipal Finance Authority continues to decline through annual payments. 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 general tax payers.

Council has adopted a variety of financial policies and principles that have built a strong foundation of financial governance, long-term sustainability and financial flexibility. These policies, together with new revenue sources and reserves, sound land and investment management, low debt burden and prudent management of taxes and spending have built a strong foundation of financial resilience that has greatly assisted the City in managing the ongoing financial impacts related to COVID-19. It has also enabled the City to support the recovery of the community in a variety of targeted ways through the Community Support and Recovery Plan.

The financial results of 2021 reinforce this approach and demonstrate 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,

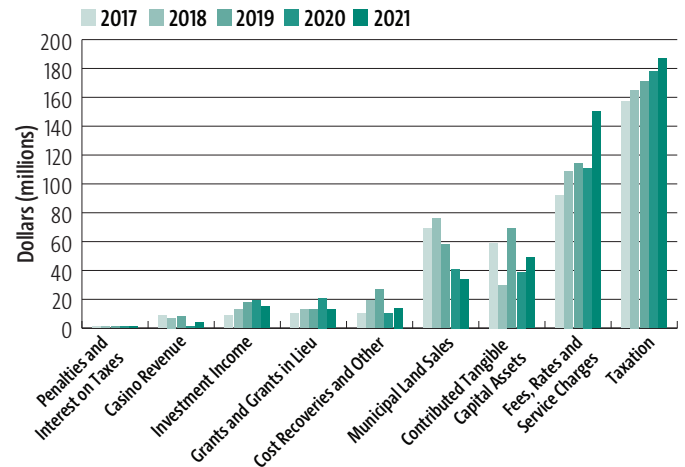


Michelle Hunt, CPA, CMA
General Manager Finance, Lands and Police

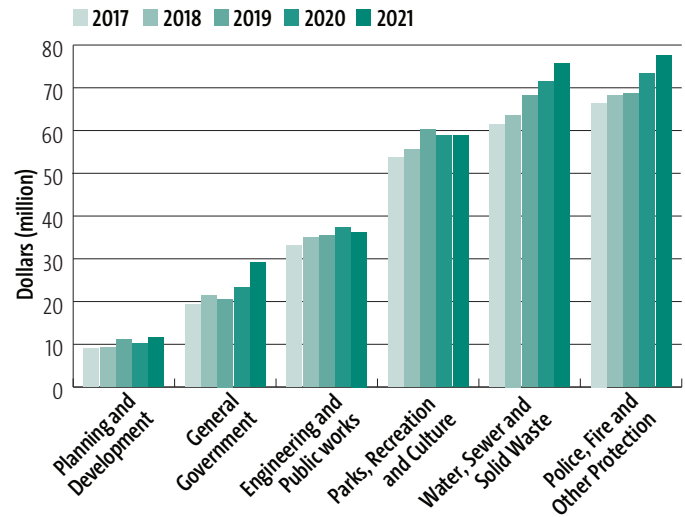
The above is an excerpt. To read the full Letter of Transmittal, view page 34 of the 2021 Annual Report at coquitlam.ca/annualreport.

Financial data used to prepare this information is taken directly from the Consolidated Financial statements for highlight purposes only. This information is presented in accordance with generally accepted accounting practices (GAAP). For a copy of the full 2021 Annual Report, including the Audited Financial Statements, go to coquitlam.ca/annualreport or contact the City of Coquitlam Finance, Lands and Police Department at 604-927-3030.

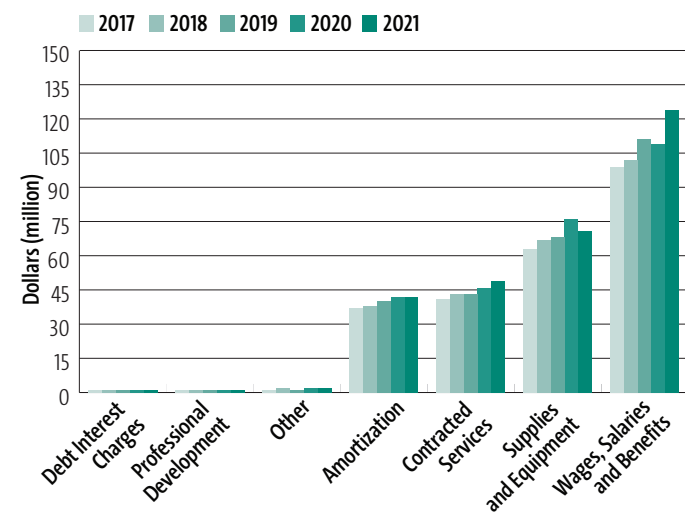
Revenue by Source (\$) 2017–2021



Expenses by Function (\$) 2017–2021

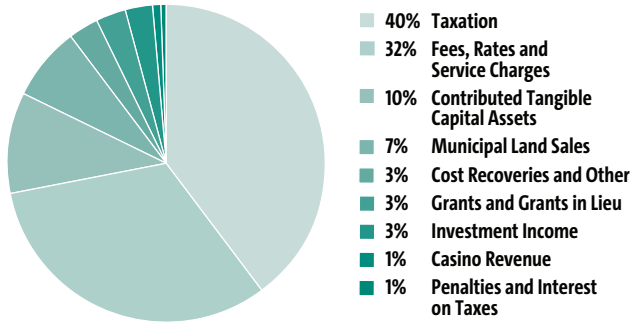


Expenses by Account (\$) 2017–2021

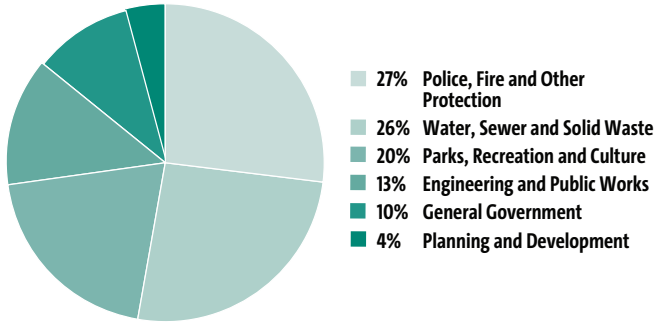


*Source: City of Coquitlam Finance, Lands and Police Department

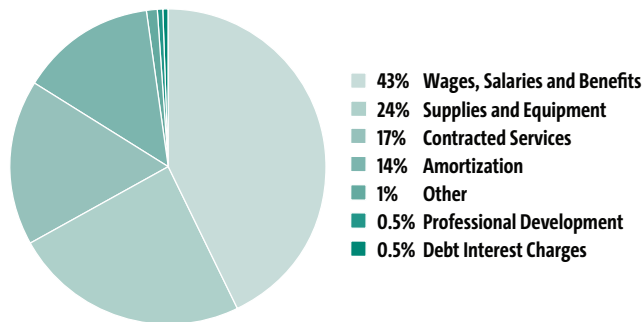
Revenue by Source (%) 2021



Expenses by Function (%) 2021



Expenses by Account (%) 2021



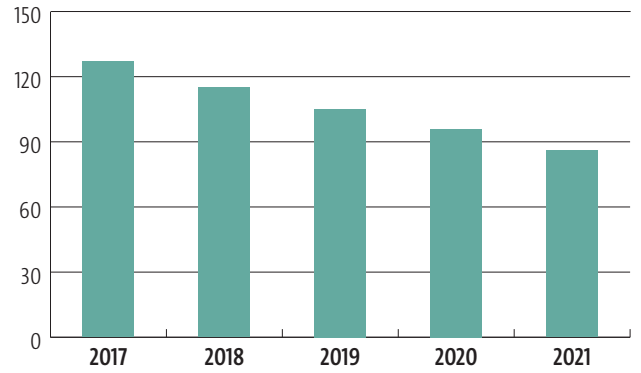
Major Employers in Coquitlam with 150 or more Employees*

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

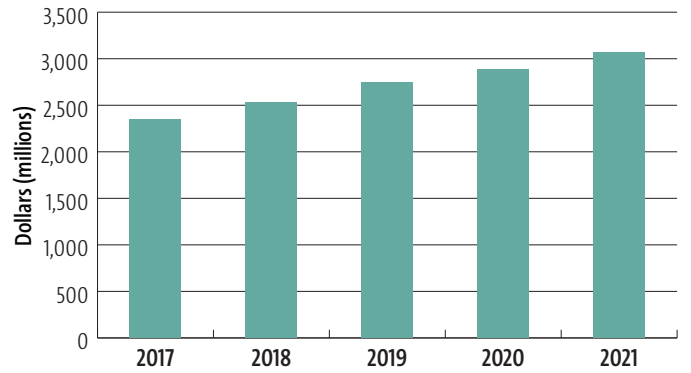
*Note: Information on employment numbers (over 150) is provided by the business licence applicant and may or may not be the most current.

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

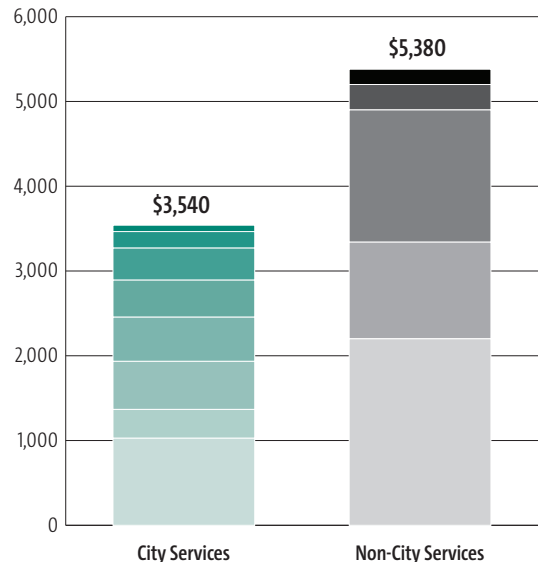
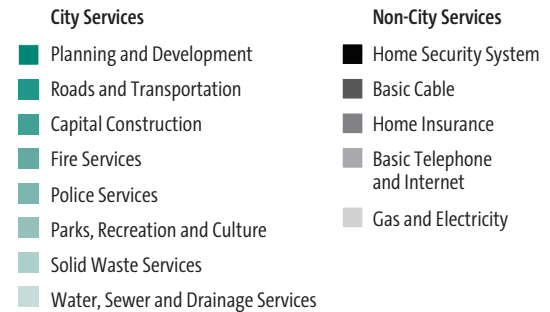
Coquitlam Debt per Capita (\$) 2017–2021



Accumulated Consolidated Surplus (\$) 2017–2021



Comparison of the Average 2021 Annual Tax Bill for all City Services to Other Standard Household Costs



City Services based on 2021 average assessed household.

Performance by Strategic Goal

How did we do in 2021? The list below sets out our five strategic goals and some of our 2021 achievements.



Safe and Complete Neighbourhoods

Develop complete, well-connected neighbourhoods.

- > Signed a Memorandum of Understanding with BC Housing to support the creation of more below-market rental housing in the community.

Support a multi-disciplinary approach to public safety.

- > Completed the Southwest Fire Protection Strategy and the Community Wildfire Resiliency Plan.

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

- > Continued to be a municipal leader by implementing the Housing Affordability Strategy; over 12,000 rental units are currently in development or under construction in Coquitlam.
- > Introduced regulatory improvements in four key areas to provide more clarity, consistency and flexibility in the development application process.

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

- > Launched the bike map module in the Coquitlam Connect app, integrating City and Metro Vancouver data to allow for real-time on-the-go bike map information.



Healthy Community and Active Citizens

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

- > Updated the Financial Assistance for Recreation Program, lowering barriers to participation in the City's recreation programming. In the three months since the program relaunched in September 2021, the program has had over 1,300 participants.
- > Expanded the Fitness Centre at City Centre Aquatic Complex.

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

- > Introduced the temporary shelter in outdoor spaces program to allow for covered spaces in City parks to comply with pandemic-related restrictions. Approximately 7,000 visits and 500 reservations were made as part of the program.

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

- > Restored over 3,900 square metres of parkland and planted over 1,800 native plants and shrubs in City Parks.



Local Economy and Local Jobs

Focus on neighbourhood commercial development and revitalization.

- > Introduced three pop-up green street locations throughout the City, creating integrated social spaces for residents and business.

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

- > Launched the business E-Newsletter, delivering important City information and news of interest to local businesses in a user-friendly format.

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

- > Completed 10 initiatives and campaigns through the Community Support and Recovery Plan, that helped local businesses manage the impacts of the pandemic. Examples include the Taste of the Tri-Cities, Capture Coquitlam, Shop Local and Small Business Week.

Leverage community assets to drive investment and job creation.

- > Completed the Cannabis Regulatory Framework, regulating the production, processing and retail of cannabis.

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

- > Completed preliminary design and project schedule for the Fremont Connector.

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

- > Launched the Community Volunteer Support Hub to support non-profit organizations struggling due to the pandemic. These supports included reaching out to approximately 120 non-profit organizations in the community, providing a series of workshops and webinars, launching an online Community Volunteer Support Hub, and connecting volunteers to organizations.

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.



Sustainable Services, Environment and Infrastructure

Demonstrate responsible public stewardship through environmental sustainability practices.

- > Increased the amount of public electrical vehicle chargers to 25, leading to a 150% increase in charging minutes.
- > Continued the conversion of street lights to LEDs, leading to an energy savings of over \$400,000 per year.
- > To encourage more energy-efficient buildings in the community, adopted a policy that will require most buildings to be Energy Step Code compliant.

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.

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. Approximately \$237,000 was given to local groups in 2021.
- > 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.

- > Received recognition from the Canadian Network of Asset Managers Association for excellence in asset management.



Excellence in City Governance

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

- > Launched the City's Open Data Portal, allowing for streamlined access to the most requested data sets and drawings.
- > 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 82%.
- > Increased customer satisfaction with overall service to an eight-year high of 91%.

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

- > Recognized as a 2021 BC Top Employer, the fourth year in a row.

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

- > Received the President's Award from the Union of BC Municipalities for the City's COVID-19 response, the Community Support and Recovery Plan.
- > Launched Coquitlam OpenBook, a financial information visualization tool, to the public increasing transparency of the City's spending.

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

- > Advanced a renewed Community Engagement Framework to meet present and future needs for City engagement.

Key Achievements

Citizen Satisfaction



97%

Citizen perception of quality of life
(good/very good)



95%

Parks, Trails
and Green Space



94%

Recreational and
Cultural Opportunities



93%

Sports Fields



96%

City Services



89%

Taxpayer confidence
(good/very good
value for taxes)



98%

Public Works



6 km of new multi-modal pathways for a
total of **661 km** across the City of Coquitlam

Reduction in GHGs
since 2007

2020

17%

2021

22%



2020: **\$37,568**

2021: **\$92,622**

Film Permit Revenue



2020: **72**

2021: **76**

Business Improvement and
Stop-Doing List Initiatives Completed

City of Coquitlam
Finance, Lands and Police Department

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Coquitlam