

Annual Report

For the year ending December 31, 2018

2018 HIGHLIGHTS





On the cover: TD Community Plaza is home to many large community events, such as Coquitlam Celebrates Canada Day and the Kaleidoscope Arts Festival, as well as a variety of community festivals and events throughout the year.

In 2018, the TD Bank Group and the City entered into a five-year sponsorship agreement to support capital improvements and amenities needed for the Plaza, as well as to enhance events and programming held at the venue.

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.

150,000 people call Coquitlam home

6,900+ licensed businesses operate in our community

98% of residents rate the quality of life as "good" or "very good"

39.9 average age of Coquitlam residents (younger than the B.C. average)

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

94.6: percentage of Coquitlam School District students who complete high school

57,558: total number of dwelling units in Coquitlam

72% of residents own their home

\$1,071,500: average assessed value of residential property

\$920,700: average MLS selling price for a Coquitlam home (including apartments) at Dec. 31, 2018

\$93,837: average household income

WHERE WE ARE



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



In 2018, the City held...

30

Regular
Council
Meetings

30

In-Committee
Meetings

12

Public
Hearings

49

Meetings for
Ten 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 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 the Mayor

As you may surmise from our **2018 Annual Report**, growth, livability and planning for our community's future played a significant role in our work in 2018. And underlying this work was a focus on providing excellent service and value to the people of Coquitlam.

We are proud to share the results of our work with you and we also take pride in the results reflected back to us by our citizens. Our latest Citizen Satisfaction Survey, conducted by Ipsos Reid, shows that 98 per cent of residents rate Coquitlam's quality of life as good or very good. And in the fall, voters demonstrated their support by re-electing all seven incumbent Council members along with two new Councillors.

We hope our citizens also take pride in the provincial and national recognition their city has earned, including a national win in the Communities in Bloom competition, an award for excellence in asset management from the Union of BC Municipalities, and being named one of B.C.'s Top Employers.

Looking back at what we accomplished in 2018, there is no denying it was a banner year for parks and recreation services. Residents throughout Coquitlam enjoyed a range of new or revitalized parks amenities, including a playground, picnic shelter and other improvements at Mountain View Park; a playground, spray park and more at Rochester Park; the new Panorama Spray Park; the new sports field and diamond at Mackin Park; and the new Burke Mountain Pioneer Park, just to name a few.

We also completed the extensive interior and exterior renovations at Poirier Community Centre, began construction on the new Riley Park

in northeast Coquitlam and the expansion of Cottonwood Park in the Burquitlam-Lougheed area, and started the planning process for a variety of future projects.

Our capital investments didn't stop there. We repaved roads, added new sidewalks and pathways, expanded the Austin Service Centre, and made important upgrades to our water and sewer facilities – services that are hidden but no less crucial to the wellbeing of our citizens.

We also made strides on other critical issues for our community. We held our first Housing Forum, and saw tangible results from our focus on housing affordability. We engaged residents, businesses and stakeholders on the City Centre Area Plan, the Cemetery Plan, the Youth Strategy, the Housing Choices Review and other matters. We also supported economic development by opening the Business LinQ office at City Hall, a one-stop resource for people looking to start or grow a business in Coquitlam.

Overall 2018 was a great year, as we enhanced services to meet the needs of our growing community and set the stage for a vibrant future. On behalf of City Council and the City of Coquitlam, I am pleased to present our 2018 Annual Report.

Richard Stewart
Mayor

To view the complete Annual Report, visit coquitlam.ca/annualreport



Performance by Strategic Goal

How did we do in 2018?

The list below sets out our five strategic goals and some of our 2018 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.
- › Completed new Streetscape Guidelines for Maillardville.

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

- › Completed multiple park construction projects including twinning the Coquitlam Crunch stairs, revitalization of four parks in the City's southwest, Smiling Creek Park and Fridge Field artificial turf replacement.
- › Began implementing Phase One of the Town Centre Park Master Plan.

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.

Support the continued operations and refinement of the fire/safety, crime prevention and emergency response preparedness programs.

- › Coquitlam Fire Rescue conducted over 5,000 fire inspections and responded to over 6,000 incidents.
- › Implemented Phase Two of the After the Fire Program.
- › Signal property crimes decreased for the fourth straight year, increasing public safety.

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

- › Won national Communities in Bloom competition awards: first place Class of Champions and National Pollinator Friendly Community of the Year.

Strategic Goal 2: Expand Local Jobs, Local Prosperity

What We Set Out to Achieve/What We Achieved

Foster local employment opportunities by working with other agencies and groups in promoting a business-friendly climate.

- › Worked with the Tri-Cities Chamber of Commerce on a variety of initiatives like the 2018 Economic Summit and Small Business Week Business Showcase.

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

- › Held 237 business retention and expansion meetings with local businesses and completed 403 requests for assistance.
- › Held 140 business attraction meetings with various businesses, government agencies and consulates and received 105 business attraction inquiries.
- › Issued 138 film permits, generating \$178,000 in revenue.

Support a vital economy by moving people and goods efficiently and capitalize on major transportation infrastructure.

- › Worked with the Ministry of Transportation and Infrastructure and the City of New Westminster on options to improve the Brunette Interchange.
- › Made significant progress on moving forward in principle on the City's municipal boundary roads.

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 an agreement with TD Bank to sponsor the TD Community Plaza in Town Centre Park, generating \$250,000 in revenue over five years.



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 13% in the City's Get Connected, Get Active financial assistance program for recreation participation.
- Completed the development of a Seniors Services Strategy, creating a framework for the future participation of older adults and seniors in recreation, parks and culture.

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

- Hosted 70 events through Coquitlam's events office, with nearly 150,000 participants.
- Facilitated 96 block parties, and distributed over \$13,000 in block party grants.

Develop a sustainable system of parks and open spaces that contribute to the ecological, social and economic well-being of our community.

- Completed the Master Plan for Town Centre Park, enhancing a community amenity in Coquitlam's City Centre.
- Continued tree planting initiatives with approximately 3,600 native shrubs and trees planted in City parks.
- Restored approximately 5,800 square metres of natural areas in 2018.
- Completed upgrades to four parks as part of the Southwest Park Revitalization (Park Blitz) program: Poirier Tot Lot, Cape Horn, Meadowbrook and Mariner parks.
- Began construction on Riley Park.

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.

- Continued work on the planning of the Burquitlam YMCA.
- Completed the Place Maillardville cultural services agreement.
- Continued work to renew the tri-partite Pinetree Agreement.

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.

Minimize the impact of City processes and infrastructure on the environment by reducing the City's air emissions, material consumption, energy and water usage.

- Corporate Green House Gas (GHG) emissions continued to decrease, reaching an approximately 25% reduction compared to the base year (2007).

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

- Provided over \$390,000 in total grants to the community to support events and experiences.



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.

- Implemented Phase 1 of the Community Amenity Enhancement Program, improving City infrastructure using development-related revenues.
- Received WorkSafe BC Certificate of Recognition Rebate for \$222,273 and maintained an experience rating under industry standards, saving a further \$408,800 in insurance costs.

Develop strategic partnerships and positive working relationships with the businesses, community groups and many government organizations who work with, for and in Coquitlam.

- Continued to develop media partnerships throughout the region to promote Coquitlam events and the Tourism office.
- Diversified on-site programming by expanding partnerships with third party providers, enhancing the range of program experiences for all age groups.
- Introduced Whoosh!, a mobile parking app connected to the City's parking lots.

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.

Foster awareness of diverse cultural groups and encourage increased understanding of different cultures to further enrich the community.

- Supported 11 different community-led cultural events with a combined attendance of 17,725.
- Featured 10 multicultural performances during the two largest City-run festivals and reached a combined audience of 75,000 people.

Financial Overview

The Consolidated Financial Statements include the 2018 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 is a wholly owned municipal corporation of the City of Coquitlam.

The year 2018 resulted in a surplus on a consolidated basis and reflects the City's continued high level of growth and development. The successful delivery of public services and capital infrastructure projects continues to be expressed 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 the financial assets resulting from additions to capital and statutory reserves including the land sales reserve, affordable housing reserve and development-related revenues. This is 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 2018 was \$17.2 million or approximately \$115 per capita, which is a decrease of \$10 from 2017. 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.


FINANCIAL SUSTAINABILITY

The City has a number of financial policies adopted by City Council aimed at safeguarding the City's long-term financial sustainability. These policies are a significant step toward ensuring that municipal services and infrastructure will be provided for future generations. The following key policies have contributed to the positive results in 2018 and the City's strong financial position:

- Surplus Policy
- Debt Policy
- Land Sale Reserve Policy
- Casino Revenue Policy
- Operating-Tied-to-Capital Policy
- Asset Management Policy

In conclusion, the City's economic 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.

Respectfully submitted,

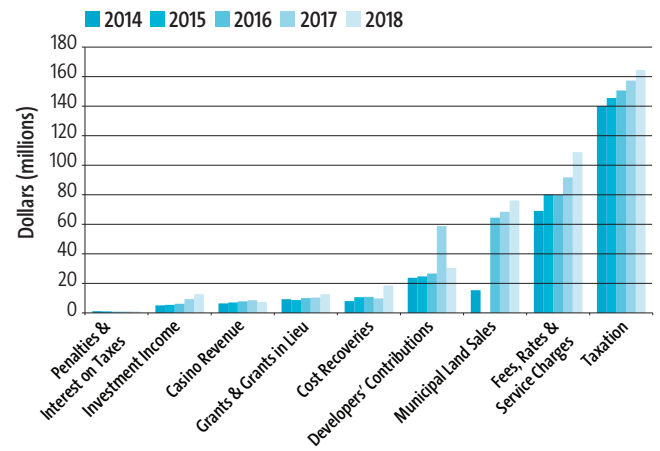


Michelle Hunt, CPA, CMA
General Manager, Finance and Technology

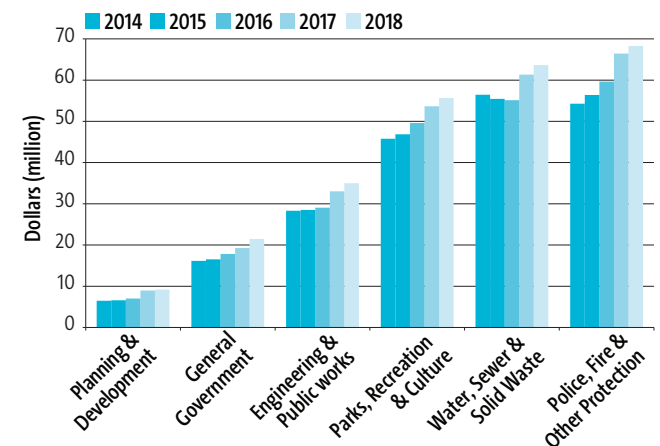
The above is an excerpt. To read the full Letter of Transmittal, view page 31 of the 2018 Annual Report at coquitlam.ca/annualreport.

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 2018 Annual Report, including the Audited Financial Statements, go to coquitlam.ca/annualreport or contact the City of Coquitlam Finance & Technology Department at 604-927-3030.

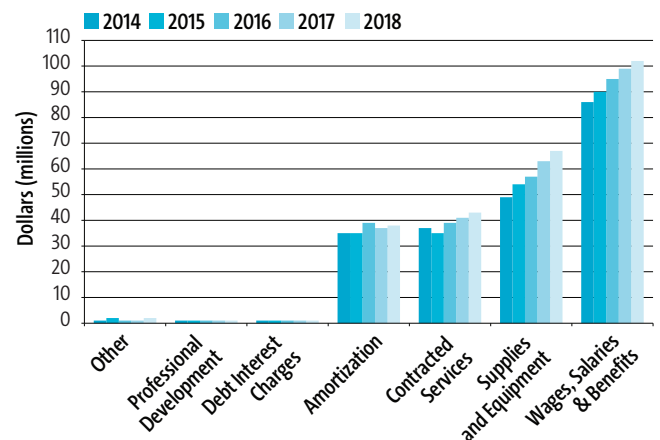
Revenue by Source (\$) 2014–2018*



Expenses by Function (\$) 2014–2018*

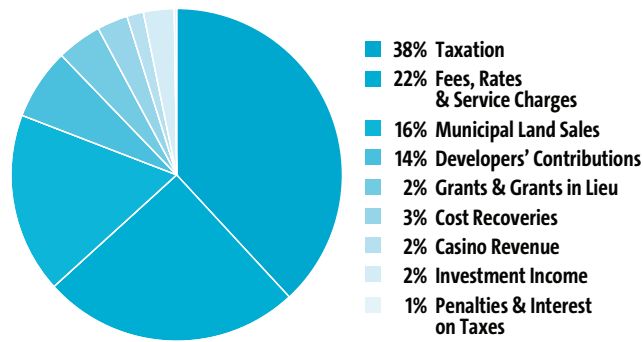


Expenses by Account (\$) 2014–2018*

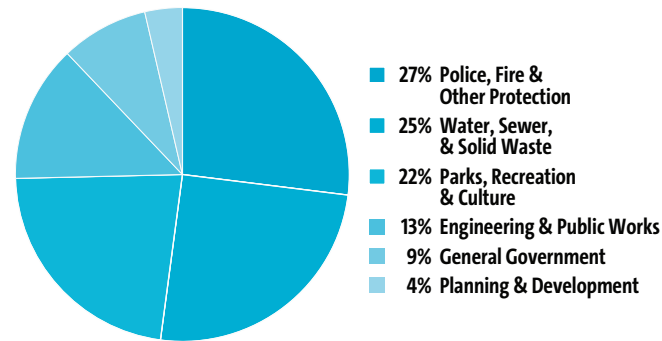


* Source: City of Coquitlam Finance & Technology Department

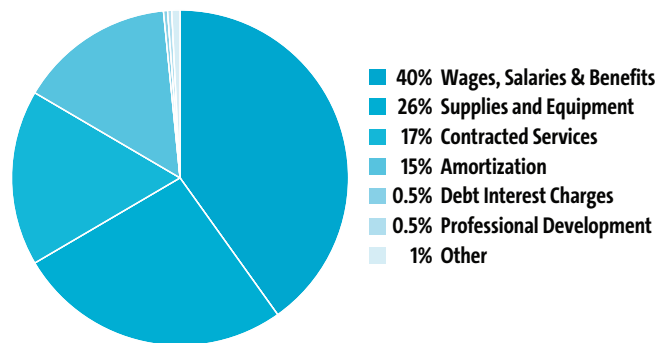
Revenue by Source (%) 2018*



Expenses by Function (%) 2018*



Expenses by Account (%) 2018*

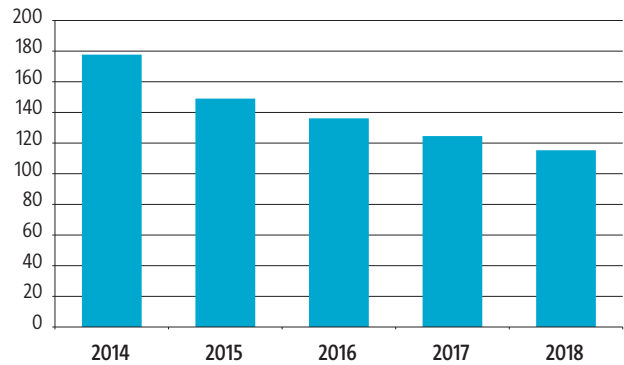


15 Major Employers in Coquitlam with 150 or More Employees*

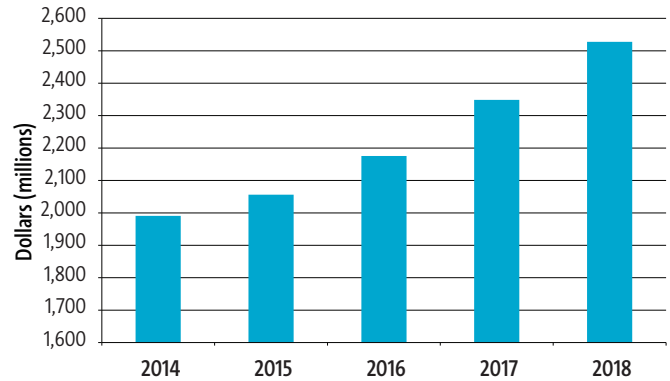
Business Type	Name
Education	School District #43
Education	Douglas College
Local Government	City of Coquitlam
Retail Sales	The Real Canadian Superstore (2 stores)
Retail Sales	Ikea
Casino	Hard Rock Casino
Manufacturer	Factors Group of Nutritional Companies Inc
Restaurant Sales	McDonald's Restaurants (6 restaurants)
Warehouse	WN Pharmaceuticals Ltd.
Manufacturer	Superior Poultry Processors Ltd
Retail Sales	Canada Safeway
Retail & Wholesale	Sales/Warehouse ... Leavitt Machinery
Manufacturer	Jack Cewe Ltd.
Restaurant Sales	Tim Hortons (4 restaurants)
Retail Sales	Shoppers Drug Mart (6 stores)

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

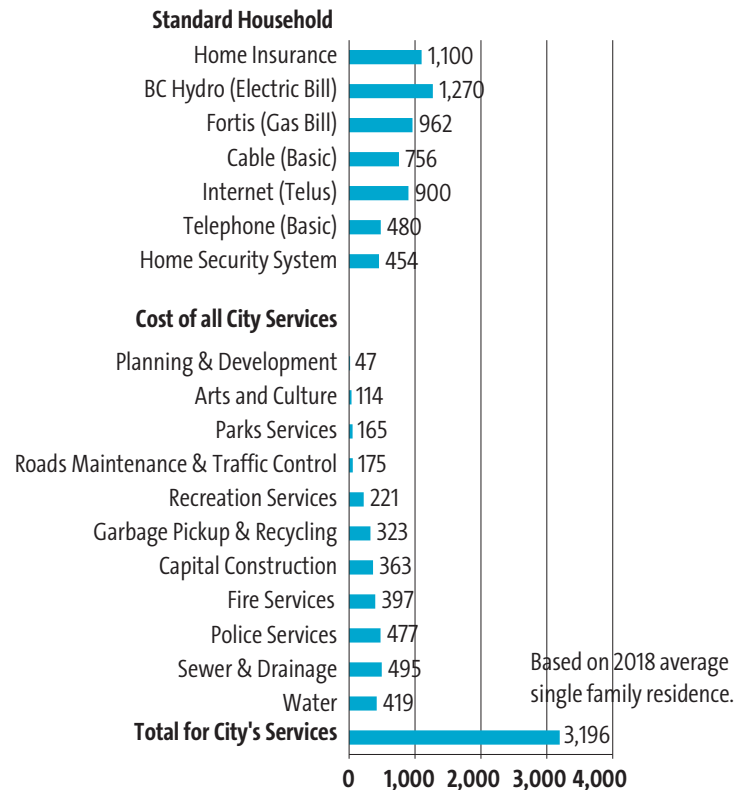
Coquitlam Debt per Capita (\$) 2014–2018*



Accumulated Consolidated Surplus (\$) 2014–2018*



Comparison of the Average 2018 Annual Tax Bill for all City Services to Other Standard Household Costs*



* Source: City of Coquitlam Finance & Technology Department



2018 Snow Response



City Centre Area Plan Public Consultation



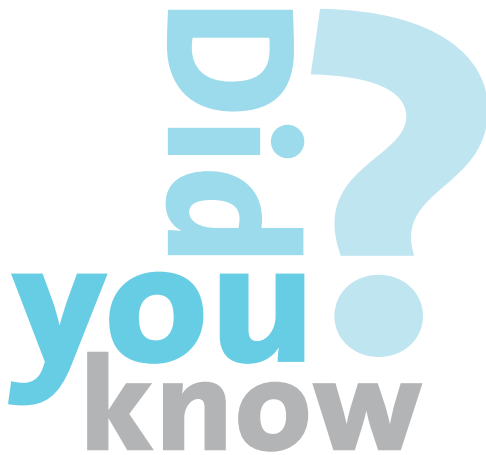
Panorama Park Re-Opening



Burke Mountain Pioneer Park Opening



Housing Choices Review



1,261 new residential units added to Coquitlam's housing stock

6,431 fire incident responses

5,000+ fire inspections performed

98% of residents say they have a good or very good quality of life, according to the Citizen Satisfaction Survey

26,370 square metres of new industrial or commercial space added

1,382 new business licences issued

149,112 people attended 70 City-sponsored festivals and events

138 film permits issued, generating over \$178,000 in revenues

3,600 native trees and shrubs planted in City parks

3,000,000+ visitors to the City Centre Aquatic Complex and Poirier Sport & Leisure Complex

1,600+ residents participated in HEROS emergency preparedness training

86,500 visitors to the Evergreen Cultural Centre

\$392,000 provided in Spirit of Coquitlam Grants in support of community-led projects

70% of household waste diverted from the landfill

88% of residents say they get good to fairly good value for tax dollars, according to the Citizen Satisfaction Survey

25% Corporate Greenhouse Gas (GHG) emissions reduction compared to 2007

24,352 volunteer hours for recreation and culture activities in Coquitlam

79 business improvement initiatives completed

812,560 visits to coquitlam.ca

94% of residents satisfied with City services

Coquitlam



City of Coquitlam
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Technology

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