

BURNABY COMMUNITY SAFETY PLAN



2023 PROGRESS REPORT
AND 2024 UPDATE



Burnaby.ca

ACKNOWLEDGMENT

Burnaby is located on the ancestral and unceded homelands of the hə́ńqəmíəh̓ and S̓kwx̓wú7mesh Sníchim speaking peoples. We are grateful for the opportunity to plan for community safety on this territory.

We also want to thank over 1,400 individuals and organizations that participated in the community engagement process and contributed to the development of the Community Safety Plan. This includes Mayor and Council, residents, businesses, institutions, non-profit organizations and City staff among others.



TABLE OF CONTENTS

- 4 **Message from the Mayor**
- 5 **Our purpose, values and goals**
- 6 **Plan at a glance**
- 7 **Key accomplishments**
- 8 **Moving forward**
- 9 **Priorities and initiatives**
- 10 **Community Amenity Safety**
- 16 **Crime Prevention and Reduction**
- 24 **Transportation Safety**
- 26 **Emergency Services**
- 31 **Emergency Management**
- 37 **Conclusion**



MESSAGE FROM THE MAYOR



I'm pleased to share the 2023 Progress Report and 2024 Update to Burnaby's Community Safety Plan (CSP). Community safety is an issue that is constantly evolving and changing as our community grows. That's why we're committed to providing regular updates to the Community Safety Plan to ensure our programs and policies are delivering on the priorities we outlined when we first published the CSP in 2020.

Climate change poses new challenges for our community. Extreme weather events, in both the summer and the winter, are becoming increasingly common. These weather patterns increase the risk of major events, such as wildfires and floods, and it is essential that we have a plan in place to keep our community safe. New infrastructure will help ensure that we have the capacity to respond. Two new fire halls will open in 2024 in northeast Burnaby—significantly enhancing our response capacity in these growing neighbourhoods. Additionally, we have approved the construction of a new purpose built RCMP detachment which will deliver enhanced community safety for our residents.

We are also developing and delivering a new Guns and Gang strategy which includes a comprehensive suite of programs and research initiatives to enhance community safety and help prevent the proliferation of gangs and guns in our community. Your input is crucial, and we are planning a robust public engagement campaign in the summer of 2024 to gather your insights and perspectives. In recognition of the Community Safety Plan's upcoming 5-year anniversary, we are working on a comprehensive update to ensure our safety measures are responsive to the evolving needs of our community.

As always, your support is invaluable. I am grateful to the residents of Burnaby for your ongoing collaboration. Let's continue working together to build a safer, more resilient community.

Thank you.

A handwritten signature in black ink that reads "M Hurley".

Mayor Mike Hurley



Clockwise from top left: Councillor Sav Dhaliwal, Councillor Richard T. Lee, Councillor Joe Keithley, Councillor James Wang, Councillor Daniel Tetrault, Councillor Alison Gu, Mayor Mike Hurley, Councillor Pietro Calendino, Councillor Maita Santiago

OUR PURPOSE, VALUES AND GOALS

The City's purpose is to "create the city that we all want to live in and be in."



The City's long term goals are:

PEOPLE

Empower happy, engaged and committed staff

We hire, develop and support staff to connect to our purpose and values. Our people have the tools and skills to do high-quality work, and the confidence and trust to work together, take risks, and dream big.

CUSTOMERS

Provide industry-leading and innovative customer experience

We find new ways to make it easier for residents and businesses to get things done. We remove barriers, listen to internal and external customers and make each interaction a positive experience.

COMMUNITY

Create vibrant communities

We build communities that inspire people to live their best lives. We build a city that is sustainable, inclusive and livable.

PLAN AT A GLANCE

WHERE WE WERE

In 2020, the City of Burnaby took a significant step in enhancing community safety by creating its first-ever Community Safety Plan. This plan, developed through collaboration with multiple parties including the Burnaby RCMP, Public Safety Committee, Mayor and Council, community partners, and engaged citizens, addresses local challenges. Through a series of town hall meetings, workshops, and surveys, the community actively contributed its insights, concerns and aspirations, ensuring that the final plan reflected the diverse needs of Burnaby's residents. The plan focuses on five key priorities: Community Amenity Safety, Crime Prevention/Reduction, Transportation Safety, Emergency Services and Emergency Management. The plan not only serves as a blueprint for immediate actions but also sets the groundwork for ongoing improvements and adaptations, with the goal of making Burnaby a safer and more resilient place.

WHERE WE ARE TODAY

Since its inception, the Community Safety Plan has helped to enhance safety and well-being in Burnaby. Implemented strategies and initiatives have yielded tangible outcomes, with measurable improvements in key areas identified during the planning phase. Collaboration between the Burnaby RCMP, community organizations, staff, and residents remains a cornerstone, fostering a sense of shared responsibility for safety. As a living document, it is continually updated to take into consideration the community's changing dynamics, helping us strive for a safer and more secure living environment for all.

WHERE WE ARE GOING

Looking ahead, as part of the City of Burnaby's commitment to continuous improvement, the 2025 Community Safety Plan will undergo a significant update. Building on the existing foundation, we'll be incorporating new insights through a robust public engagement process and adapting to the evolving needs of the community. The future plan will include the introduction of an innovative Guns and Gang Strategy, reflecting a proactive response to emerging concerns in our community. Collaboration with multiple parties will remain pivotal to creating a shared vision for a vibrant, secure, and thriving community in the years to come. The 2025 Community Safety Plan will help the City of Burnaby stay ahead of safety challenges and use modern strategies to create a secure and thriving environment for all its residents.



KEY ACCOMPLISHMENTS

The Community Safety Plan was first developed in 2020 as a comprehensive strategy for promoting community safety and well-being. Created through a collaboration between the City of Burnaby, Burnaby RCMP and partners, the plan addresses the diverse safety concerns and priorities of the community. Through continued collaboration and a commitment to our goals, the plan's initiatives will continue making Burnaby a safer, and more vibrant community to live, work and play.

2020

- » First Community Safety Plan published
- » Pandemic response: reduced risk of COVID-19 transmission and established safe recovery of City operations
- » Substance use response: Naloxone kits distributed to Burnaby RCMP, Burnaby Fire, recreation centres and libraries
- » Evergreening surveillance program: surveillance cameras were upgraded and replaced throughout the City
- » Access improvements completed at Swangard Stadium, Kensington, Arena, Burnaby Lake Clubhouse and Cameron Recreation Complex

2021

- » Emergency Response Centre opens
- » Completed Burnaby Transportation Plan
- » Ongoing pandemic response
- » Burnaby Home Strategy: the City's plan on housing for the next 10 years
- » Burnaby Gang Enforcement Team (BGET) and Gang Conflict Coordination Team (GCCT) created to support anti-gang strategy
- » Fire services review assisting in the development of the Burnaby Fire Department Strategic Plan

2022

- » Extreme Weather Response: City opened 4 cooling centres and 2 warming centres during periods of extreme weather to support anyone at risk.
- » UBCM grant received to support homeless outreach services
- » Improvements to traffic infrastructure around the City: added many crosswalks, sidewalks, urban and forest trails, and trail lighting
- » Pandemic Response: all City operations safely re-opened and many pandemic restrictions removed

2023

- » Secured consulting services for a complete update of the 2025 Community Safety Plan
- » Transitioned non-emergency call service to City from E-Comm
- » Created an Intervention Support Team (2 staff) to support homelessness
- » Re-organized Crime Reduction and Intervention team from the RCMP to the City
- » Set up a Winter Shelter to support our vulnerable population
- » Building Safer Communities Fund approves guns and gangs prevention funding application

MOVING FORWARD

To build on the progress we have made in recent years, we will be taking on the following new initiatives in 2024:

1. 2025 updated Community Safety Plan

Community Safety staff will be collaborating closely with our consultants to update the Community Safety Plan for 2025. This includes a robust engagement process with key parties and our residents in 2024.

2. Guns and gang strategy

Crime Reduction and Intervention staff will be collaborating closely with consultants in 2024 to engage our community partners and residents to develop a Guns and Gang strategy with approved funding from Public Safety Canada.

3. Gang and gun prevention video series

Community Safety staff are working with a production company to create educational videos for our youth and their families.

4. Non-Emergency Call Centre

With a successful transition of non-emergency call service to the City in the fall of 2023, staff will be looking to increase capacity in 2024 to take on all non-emergency calls 24/7.

5. Homelessness

Community Safety Department is recruiting to completely build out our Intervention Support Team (3 additional staff) to support our most vulnerable population.

6. New RCMP detachment

Construction of a new purpose built RCMP detachment which will deliver enhanced community safety for our residents has been approved.



PRIORITIES AND INITIATIVES

To achieve the vision of a safer Burnaby community for all, the Plan identifies five priority areas that address the objectives in this Plan. Each priority includes enhanced, existing and new strategic initiatives.

PRIORITIES	INITIATIVES
<p>1</p> <p>COMMUNITY AMENITY SAFETY</p> <p>Maintain a high level of safety in City buildings and facilities for the public and staff</p>	<ul style="list-style-type: none"> » Housing » Lighting the way » Civic Building Asset Safety Inspection Program » Integrated Resources for Investigations and Safety » Homelessness response » Parks and natural areas enhancement » In-house animal enforcement ■
<p>2</p> <p>CRIME PREVENTION AND REDUCTION</p> <p>Ensure citizens and businesses feel safe in our community</p>	<ul style="list-style-type: none"> » Crime Reduction and Intervention Division ■ » Non-emergency call centre ■ » Child and youth safety » Evergreening Surveillance Program » Cyber security outreach » Prolific offender » Community watch » Gang enforcement and education » Guns and gangs: prevention intervention » Good Neighbour Program
<p>3</p> <p>TRANSPORTATION SAFETY</p> <p>Make city streets, pathways, trails and sidewalks safer</p>	<ul style="list-style-type: none"> » Street safety improvements » Safety campaigns: commercial » Vehicle enforcement
<p>4</p> <p>EMERGENCY SERVICES</p> <p>Provide responsive emergency services</p>	<ul style="list-style-type: none"> » RCMP mental health response ■ » First responder resiliency ● » Burnaby Mobilization and Resilience Table » Enhance emergency response services » Enhanced fire service coverage » Enhance community engagement » New technical programs
<p>5</p> <p>EMERGENCY MANAGEMENT</p> <p>Enhance plans, procedures, and services to improve response to emergencies and the ability to maintain City services</p>	<ul style="list-style-type: none"> » Earthquake strategy » Emergency strategies » Emergency Operations Centre » Extreme weather strategy » Emergency support services » Age friendly extreme weather planning



COMMUNITY AMENITY SAFETY

This priority recognizes that a safe community has public spaces and amenities planned, designed, built and managed to prevent or reduce harm or injury. The main element of this priority is the planning, design and maintenance of safe community amenities.

Housing

Housing initiatives in 2023 that impacted community amenity safety include:

- » implementation of HOME: Burnaby's Housing and Homelessness Strategy (December 2021)
- » working with partners to develop several City-owned sites for affordable (non-market) housing
- » implementation of Rental Use Zoning Policy to secure new non-market and market rental housing.
- » ongoing City participation in the Burnaby Rent Bank

OUTCOMES

Safe, secure and affordable housing is fundamental to people feeling safe and secure in their community. Staff have been implementing the HOME Strategy, a 10-year action plan on housing and homelessness, since it was adopted by Council on December 6, 2021.

In 2023, the City approved the creation of a **Burnaby Housing Authority** to help create more secure, purpose-built housing that will include non-market rental, non-market ownership and market rental housing.



Lighting the way

This citywide prioritization assessment focuses on lighting upgrades for all the multi-use pathways (MUPs) and high-use pedestrian areas throughout the City. The evaluation of priority locations was based on the following criteria:

- » existing MUP lighting fixtures
- » available infrastructure
- » trail/facility length
- » pedestrian volume
- » roadway proximity
- » adjacent roadway classification
- » transit proximity
- » school proximity
- » town centre proximity

OUTCOMES

In 2023, the BCIT MUP lighting improvements were completed.

Lighting upgrades are still planned for:

- » Drummond's Walk Urban Trail
- » Rumble Street
- » Burnaby Mountain Urban Trail

This work is included in the Engineering Capital Plan (2024-2028) and is ongoing. Once locations are completed, additional locations will be added.



Civic Building Asset Safety Inspection Program

The City of Burnaby owns and operates a collection of civic buildings including City Hall, works yards, libraries, fire halls, police stations, recreation centres, daycares, resource centres and other support facilities. Safe and sustainable buildings are critical for community safety and resilience.

The City has implemented the Civic Building Asset Safety Inspection Program to proactively maintain and inspect building systems for safe occupation and to reduce risks by optimizing building asset management. The inspection program includes the review of various building systems including structural, roofing, interior finish, mechanical, plumbing, electrical, fire protection and elevator systems.

The City is committed to delivering high levels of service while managing the costs of ownership of building assets. The City also regularly identifies civic facilities for renewal through capital planning, asset management and the Facilities Maintenance Renewal Program.

OUTCOMES

In 2023, this program carried out and completed over 2,500 preventative maintenance tasks and inspections for more than 950 building systems throughout the City. This program extended the life of various systems, identified systems requiring repair and helped to ensure the safe and continuous operations of facilities that Burnaby staff and residents depend on.



Integrated Resources for Investigations and Safety

Surveillance technologies such as closed-circuit television (CCTV) cameras have proven instrumental in aiding police with investigations. These systems are also a tool in preventing crime and increasing safety. In recent years, the City completed the design, installation and upgrades to new and existing video monitoring systems at various City facilities including Willingdon Community Centre, Confederation Spray Park, Swangard Stadium and Bob Prittie Metrotown Library.

The City can explore opportunities to adopt the Integrated Resources for Investigations and Safety (IRIS) initiative, which would create a camera registry identifying specific locations of City facility, resident and business cameras. The initiative would collect the location of CCTV cameras on City-owned land, as well as those of residents and businesses who've voluntarily registered, and store the cameras' locations in a City database.

In the event of a crime investigation, the RCMP can request camera owners to share their footage. The cameras could also be used for situational assessment and intelligence during disaster response.

OUTCOMES

The City has completed a security platform evaluation, and is currently developing recommendations on its future state. Once the direction is established, we will begin to move forward with this initiative. Work is anticipated to begin early 2024.



Homelessness response

Homelessness is the result of a myriad of systemic and individual factors and can change significantly from year-to-year based on the availability of housing in the community, economic trends, pressures in other communities and the availability of government programs.

OUTCOMES

In June 2023, the City launched the **Mayor's Task Force on Unsheltered Community Members**. The Task Force brings together key partners to develop a coordinated, integrated, systems-based response to homelessness that prevents pathways into becoming homeless and supports pathways out of homelessness.

In October 2023, the City opened a new 43-unit supportive housing development at 4100 Ledger Avenue. The development is a partnership between the City, BC Housing, and Progressive Housing Society, and will provide housing and support services (meals, life-skills training, employment programs, and referrals to other health and community-based services and supports) for previously unsheltered individuals.

2023 also saw the creation of the Intervention Support Program to provide a trauma-informed approach to addressing homelessness. Intervention Support Workers (ISWs) assist unsheltered individuals to access shelter, housing, income, and health services while also building trusting relationships. The Intervention Support team currently consists of the Manager, Intervention Support and one ISW who will soon be joined by three additional Intervention Support staff.



Parks and natural areas enhancement

In 2022, Parks initiated the installation of bear-proof garbage containers in select parks, placed Public Access Liferings (PAL) at unsupervised public beaches and waterways to prevent drownings and installed emergency call boxes as a pilot program in Central Park which instantly connect people with first responders (direct contact to 911 ECOMM dispatch).

In total, there are now:

- » 145 bear-proof garbage containers located throughout Burnaby parks known for a high number of bear sightings. The location of all bear-proof garbage containers can be found on the **Burnaby Map Open Data** portal, by navigating to the **Burnaby Map 'Layer List'**, then drilling down to Engineering Operations / Solid Waste / Bear Garbage Cans.
- » Seven PAL at Barnet Beach, Burnaby Lake and Deer Lake
- » Five emergency call boxes at Central Park pool, Patterson Tennis Court washroom, Central Park Pitch n' Putt, Patterson Skytrain Station, and Variety Park

Annually, we also replace playground equipment at four locations that are at end of life to maintain CSA standards, avoid possible hazards, and maintain a safe play area.

OUTCOMES

- » This year, as a result of previous bear sightings, two additional bear-proof garbage cans were placed at Central Park.
- » A new lifering was installed at the newly installed Burnaby Lake Pavilion east floating dock area. Additional sites are being identified for 2024.
- » The two emergency call boxes at Patterson Skytrain Station and Variety Park are now connected and fully operational.
- » The following four playgrounds were rebuilt to meet CSA standards:
 - Sumas Park playground
 - Eastburn Park playground
 - BLSC East playground
 - Harbourview Park (under construction)



In-house animal enforcement **NEW**

In 2024, the City will bring animal control enforcement responsibility in-house. Historically the City has contracted this service to the BC SPCA. Assigning this responsibility to City staff will improve service levels and enable the City to better focus enforcement efforts in parks and other public spaces. Potential savings from the renegotiated contract terms with the SPCA will partially offset the in-house staffing costs. Facilities and Lands staff are also undergoing the preliminary stages of replacing the current animal shelter on Norland Avenue.



2

CRIME PREVENTION AND REDUCTION

This priority is about protecting people and property in Burnaby. The main elements of this priority are crime prevention, and reduction and apprehension of offenders.

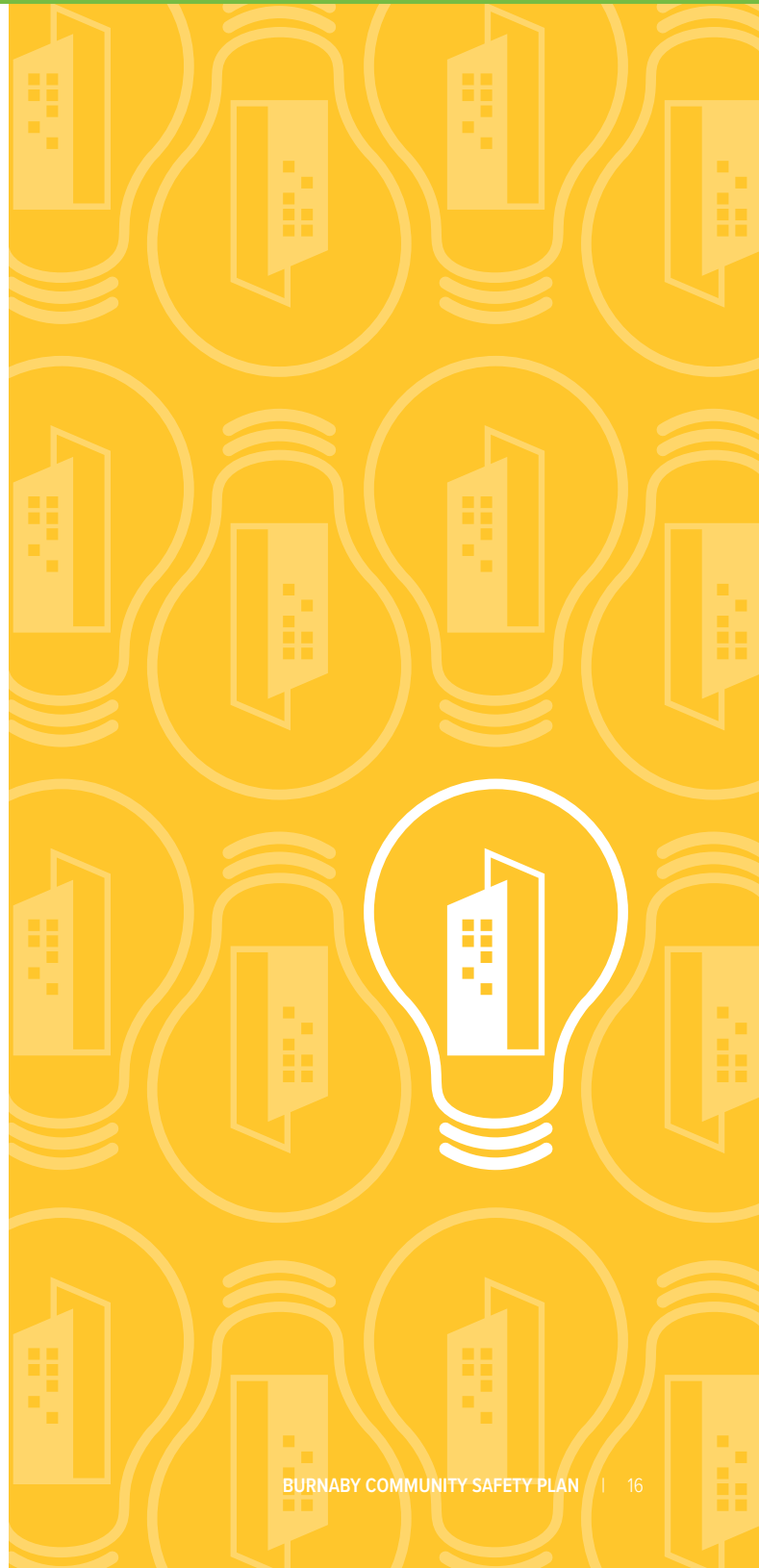
Crime Reduction and Intervention Division **NEW**

The new City Crime Reduction and Intervention Division was created in 2023 to improve and enhance safety in our community. This division brings together multiple crime reduction and intervention programs and services by encouraging internal collaboration and external relationships with our community partners.

This division leverages the federal Building Safer Communities Fund grant opportunities to develop programming to support youth and families. These programs are based on evidence and focus on reducing factors that can lead to crime.

This new division will work closely with the Burnaby Civic Innovation Lab and Simon Fraser Criminology on four research projects to learn more about gangs and gun violence in our community. This will form part of the City's first ever Guns and Gang Strategy and assist us in our future work plans to keep our community safe.

The Crime Reduction and Intervention Division engages the community and responds to safety concerns. Building a safe community is an important part of making Burnaby great place to live, work, and play.



Non-emergency call centre **NEW**

In recent years, the non-emergency call service level has been on a steady decline. With ongoing issues at E-Comm, Burnaby's businesses and residents experienced long wait times that led to many abandoned calls. In Spring 2023, Council approved the recommendation to transition non-emergency call service back to the City and renegotiate the contract with E-Comm. At the same time, this decision will provide options moving forward to further explore having the City Call Centre in the new RCMP Detachment.

OUTCOMES

With clear direction from Council, staff worked tirelessly throughout 2023 to build infrastructure, secure technology, build workflows, recruit, and train new call takers. On October 16, 2023, the City of Burnaby took action to improve response times and service to residents by activating a new Non-Emergency Call Centre based out of the Burnaby RCMP detachment. Expanded hours of service will be phased as follows:

- Phase 1** | October 16, 2023 Monday-Friday, 8 am-4 pm
- Phase 2** | December 1, 2023 7 days a week, 9 am-9 pm
- Phase 3** | Summer 2024 7 days a week, 24 hours



Child and youth safety

In partnership with the Youth Section, Burnaby RCMP Traffic Services plays an important role in child and youth safety through regular proactive speed and traffic enforcement near schools and public education programs. In addition, City of Burnaby Crime Prevention staff also coordinate family safety workshops for parents and caregivers.

OUTCOMES

- » 205 traffic enforcement initiatives were undertaken in school zones by Burnaby RCMP's Traffic Unit and Youth Section. The Youth Section conducted 36 proactive school zone awareness programs to raise driver awareness about speed limits during summer school and back-to-school season.
- » In partnership with ICBC, the Burnaby RCMP participated in 24 Positive Ticketing safety events for the back-to-school season. During the campaign, 500 positive tickets were distributed to students of all ages who exhibited safe behaviours such as crossing in designated areas, walking in groups and wearing bright/reflective clothing. These positive tickets, which were coupons generously donated by a local McDonald's restaurant franchisee, received a positive response from students and families.
- » 25 educational school discussions were held throughout the year on topics such as grad safety, the dangers of impaired driving, traffic safety and bike safety.
- » Burnaby RCMP expanded its efforts to keep the youngest road users in Burnaby safe, holding 4 car seat safety initiatives in 2023, doubling the number from 2022. During these sessions, Certified Child Safety Educators, including Burnaby RCMP officers, work one on one with parents and caregivers to educate and assist with car and booster seat set up and adjustments.
- » The City of Burnaby Crime Prevention team hosted two virtual Safe Community Series presentations for parents and caregivers on gang awareness and online sexual exploitation. The team also participated in Choose Your Ride event in partnership with the RCMP.



Evergreening Surveillance Program

Surveillance technologies such as closed-circuit television (CCTV) cameras have proven instrumental in aiding police with investigations. These systems are also a tool in preventing crime and increasing safety.

In recent years, the City upgraded existing and designed and installed new CCTV monitoring systems at various City facilities.

OUTCOME

2023 saw five net new projects either completed or underway and 11 upgrade projects continuing. All 16 projects are anticipated to be completed in 2023.

Locations include:

- » Forestry Nursery
- » Kensington Complex
- » MacPherson Outdoor Pool
- » Robert Burnaby Outdoor Pool
- » Central Park

The City will continue to review opportunities to upgrade existing systems, and add new installations.



Cyber security outreach

Scammers are always changing tactics as they look to defraud their victims. The City of Burnaby's Crime Prevention Unit and Burnaby RCMP's Economic Crime Unit provide public education presentations to prevent and deter cybercrimes. Burnaby RCMP's Communications Unit also works closely with sections across the detachment such as Economic Crime, General Duty, Serious Crimes and the Crime Prevention Unit to stay on top of current fraud trends that may affect Burnaby residents. Burnaby RCMP also shares timely scam-related messaging to educate, engage and create public awareness on emerging fraud trends.

OUTCOMES

- » Burnaby RCMP's Economic Crime Unit took part in five cyber security related public outreach events to educate the public, including seniors and youth, on what they can do to improve cyber security and protect themselves from cybercrime.
- » Online outreach by the Burnaby RCMP included four media releases related to cyber-related fraud, including a story about a long-term cryptocurrency scam which had defrauded a Burnaby woman of more than \$7.5 million dollars. This media release was issued in English, French, and Chinese to reach a wider audience with safety and prevention information. The media releases resulted in news coverage to help increase awareness around the current cybercrime issues, precautions the public can take and how they can stay safe from cybercrime.
- » Cybercrime tactics are always changing, which means it's important for investigators with the Economic Crime Unit to keep their skills sharp. The unit took part in four educational events in 2023 which focused on cryptocurrency fraud and cybercrime.
- » To complement existing outreach efforts, the City's Crime Prevention Unit also conducted four in-person presentations at assisted living facilities, participated in a seminar on World Elder Abuse Awareness Day focused on senior safety and scams and held two virtual presentations on cyber security as part of its Safe Community Series.

In 2024, Burnaby RCMP's Economic Crime Unit and the City's Crime Prevention Unit will continue work with partners and explore new strategies to educate and inform the public of cyber scams.



Prolific offender

Research indicates that a small number of offenders commit a disproportionate amount of crime. Burnaby RCMP's Prolific Offender Suppression Team (POST) works to reduce criminal activity through targeted enforcement of prolific and priority offenders active in Burnaby. POST takes a multi-faceted approach to prolific offenders through initiatives such as curfew checks and ongoing investigational work.

OUTCOMES

In 2023, POST investigations resulted in 70 criminal charges being laid. Investigations focused on priority offenders committing high value property offences. Notable cases included:

- » recovery of more than \$300,000 worth of stolen and fraudulently obtained items as part of an investigation into an alleged large-scale fraud operation. A handgun, ammunition, fraudulent identification cards and commercial printing equipment were seized along with heavy equipment believed to have been fraudulently obtained. Additional information on this story can be found in the media release **"Four men arrested, possible fraud factory dismantled after Burnaby RCMP investigation"**
- » a large-scale investigation into catalytic converter thefts in the Lower Mainland, resulting in one arrest and the recovery of a substantial quantity of cash and catalytic converters
- » recovery of thousands of dollars worth of stolen items after investigating three package delivery drivers who were allegedly stealing items and selling them on Facebook Marketplace. Full details can be found in the media release **"Three package delivery drivers facing potential theft charges in three separate Burnaby RCMP investigations"**

In addition to investigative work, POST members took part in public education and outreach at Burnaby RCMP's 2023 Open House, highlighting their work in the community.

In 2024 POST will continue to focus on priority and prolific offenders and emerging crime trends relating to property crime, including catalytic converter theft.

Community watch

City Watch is a program designed to educate and prepare City staff to report criminal and nuisance activity observed while at work. Several hundred staff have received this training and they're now able to effectively report such activities to police.

Block Watch is a public engagement program that encourages Burnaby residents to look out for their neighbours and work with police to report criminal and suspicious behaviour.

OUTCOMES

In 2023, Crime Prevention staff maintained ongoing support of existing Block Watch groups throughout Burnaby, including assistance with accessing police and City resources. Staff engaged with Block Watch participants by distributing a monthly Crime Reduction Bulletin in partnership with the Burnaby RCMP Crime Analyst Unit. The bulletins highlight crime hotspots in Burnaby and provide crime prevention tips on various topics of concern. Staff also held eight Safe Community Series educational sessions which were also offered to the public. Sessions included Dangers of Cyber Crime, Wildlife and Bear Safety, and Preparing Yourself for Emergencies. The Block Watch application package has also been updated, and staff began taking new applications towards the end of 2023. A Captain and Co-Captain Corner for program contacts will be launched in 2024. Crime Prevention staff maintained their board member position on the Block Watch Society of BC throughout 2023.



Gang enforcement and education

Gangs and organized crime are a concern for all jurisdictions in Metro Vancouver. The Burnaby Gang Enforcement Team (BGET) was created in January 2021 to strategically deter and disrupt gang activity in the City. Working closely with other units in the detachment, the team operates seven days a week to combat gang violence and provide education in the community.

Some general tasks for BGET officers include curfew checks for known gang associates, traffic stops for suspicious vehicles and ongoing organized crime investigations.

BGET also works closely with Burnaby RCMP's Gang Conflict Coordination Team (GCCT) to identify priority tasks and enhance communication between units for complicated investigations.

OUTCOMES

In 2023, BGET seized 15 weapons, three firearms, 13 cellphones, five vehicles and over \$15,000 in cash as part of its ongoing investigations. In addition, BGET also completed two End Gang Life referrals and one public outreach event. Educational presentations were created recently and will be launched in 2024 to further enhance and expand education and outreach efforts in the community.



Guns and gangs: prevention/intervention

The federal Building Safer Communities Fund (BSCF) supports municipalities and Indigenous (First Nations, Inuit or Metis) governments in their efforts to combat gun and gang violence and their impacts by providing funding for community led projects.

The new Crime Reduction and Intervention Division has created a comprehensive workplan of research and community partner programs and initiatives to support gang and gun violence prevention. Funded through BSCF until March 2026, the workplan allows the City to develop a local response to these complex issues.

Collaboration with Civic Innovation Lab provided the opportunity to use partial grant funding to develop four research projects. This research is positioned to provide valuable insight into the local gang and gun landscape. Research outcomes will be used to guide future gang and gun prevention work beyond the BSCF funding.

The City, through our Community Safety department will continue to work on these initiatives in collaboration with Civic Innovation Lab, Simon Fraser University Criminology, and various other community partners over the next four years.

OUTCOMES

Coordination with community partners to provide intervention programs.

- » Evaluation program and a supporting data collection strategy to measure and track program outcomes has been completed.
- » Four academic research projects to understand some of the risk factors associated with engagement with the gang and gun lifestyle, as well as best practices in intervention programming.

Good Neighbour Program

Well-connected neighbourhoods are the building blocks of a vibrant and safe community. Often the most effective approaches to addressing issues such as crime and disorder are right at our doorstep—in our own neighbourhoods. Burnaby's Good Neighbours program offers ideas and information about programs available to promote neighbourhood engagement.

OUTCOMES

The Crime Reduction Division launched the first phase of the Burnaby Good Neighbour Program in late 2023. The webpage [Burnaby.ca/GoodNeighbour](https://burnaby.ca/GoodNeighbour) is now live and provides information, programs and activities to help Burnaby residents participate in creating more resilient, connected neighbourhoods. Resident level engagement and spaces are key to a vibrant and safe community.

In 2024, a communication plan and collateral will be developed to share the program with Burnaby residents. Additional content and program activities will also be developed.



3

TRANSPORTATION SAFETY

This priority is about planning and delivering safe travel options that reduce traffic injuries and fatalities. The main elements of this priority are planning for safe mobility and promoting safe modes of travel.

Street safety improvements

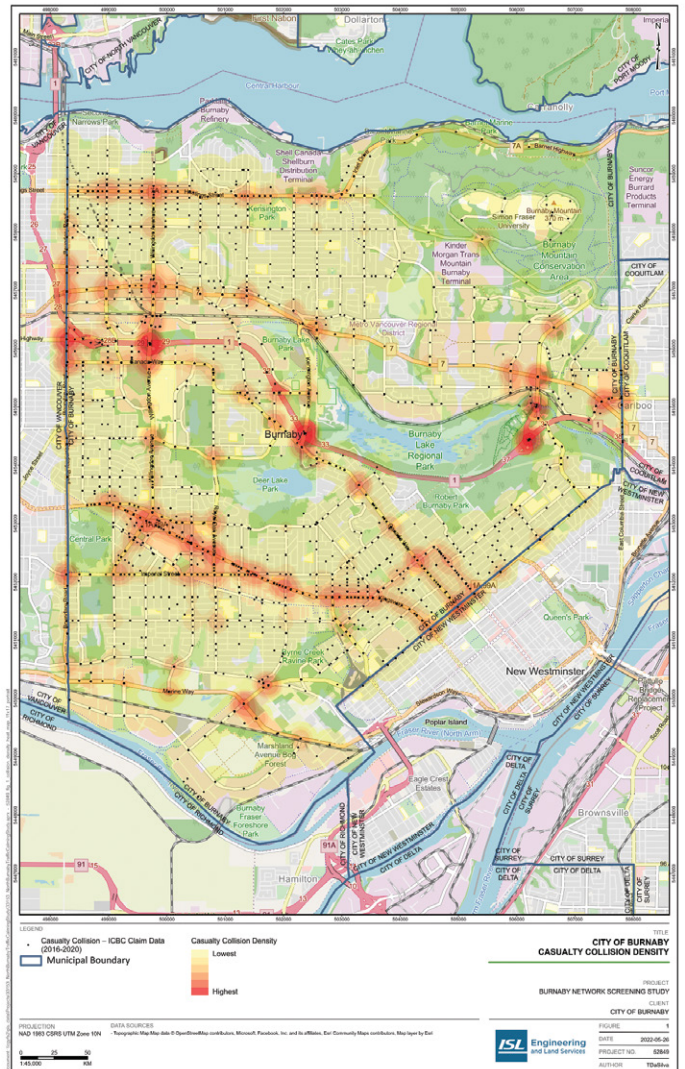
The Burnaby Road Safety Network Screening Study is a citywide review identifying and prioritizing the highest collision-prone locations for safety improvements. ICBC collision data, site conditions, operation issues and other factors were analyzed at each selected location, resulting in potential mitigation measures being identified. The proposed traffic safety improvements could include signal operation upgrades, pavement markings, lighting and geometric improvements.

The study won the 2022 Road Safety Project of the Year Mavis Johnson Award from the Canadian Institute of Transportation Engineers Greater Vancouver Section. The award celebrates technical excellence in the field of road safety.

Check out Burnaby's Transportation Plan at: [Burnaby.ca/Transportation](https://burnaby.ca/Transportation)

OUTCOMES

The study results are based on a data-driven analysis that enables the City to make strategic and defensible decisions in the type of improvements in priority locations. The heat map to the right is one of the outcomes from this review and provides a visualization of all intersection collisions documented by ICBC in the past 5 years. As a result, the intersection and corridor improvements have been included in the Engineering Capital Plan (2024-2028), and currently in the design process. Implementation of improvements is an ongoing program.



Safety campaigns: commercial vehicle enforcement

Burnaby RCMP works with an integrated unit made up of partner agencies from across the region to conduct regular Lower Mainland Commercial Vehicle Enforcement (LMDCVE). These collaborative and proactive enforcement initiatives aim to make the region safer by focusing on safety issues related to commercial vehicles, including mechanical inspections and unsafe driving behaviours. Due to the multi-jurisdictional nature of truck traffic, it's believed this ongoing enforcement has a positive effect in all cities across the region. To enhance these efforts, Burnaby RCMP's Communications Unit uses **social media** and **news releases** to improve transportation safety awareness.

OUTCOMES

As part of the overall safety campaign in 2023, Burnaby RCMP's Traffic Unit, in collaboration with partners, took part in 66 commercial vehicle enforcement operations across the Lower Mainland.

In Burnaby, the following was conducted:

- » 35 commercial vehicle enforcement initiatives, including 12 with integrated team
- » 2 commercial vehicle safety educational sessions
- » 10 speed zone enforcement initiatives in construction zones

As a result of these activities:

- » 578 commercial motor vehicle were inspected
- » 385 commercial motor vehicles were placed out of service (67% of the total number of vehicles inspected)
- » 1,886 vehicle violations were identified
- » 798 tickets were issued

Burnaby RCMP's Traffic Services Unit balances Commercial Vehicle Enforcement (CVE) within its traffic enforcement duties. In October 2023, a one year pilot project dedicating a police officer to focus solely on leading the detachment's commercial vehicle safety efforts was initiated to enhance education, enforcement and compliance.

In 2024, Burnaby RCMP looks forward to leveraging its new CVE pilot program and expanding education efforts as part of its overall strategy to improve road safety. The Traffic Services Unit also plans to launch a new safety campaign featuring a life-sized metal cutout named "Constable Scarecrow" to help deter speeding.



4

EMERGENCY SERVICES

This priority recognizes the critical role emergency services such as police, fire and paramedics play in protecting people and responding to emergencies. The main elements are responsive emergency services and increasing integrated services.

RCMP Mental Health Response NEW

The Burnaby RCMP is proud to take a progressive approach to mental health issues in the community, working closely with partners to provide appropriate response, proactive outreach and support.

In November 2023, in partnership with Fraser Health and the Ministry of Mental Health and Addictions, the Burnaby RCMP expanded its response to mental health by launching the Mobile Integrated Crisis Response (MICR) Team. The program pairs Burnaby RCMP officers with Fraser Health mental health nurses, enhancing the ability to respond to calls involving individuals in need of mental health, substance use crisis intervention or assistance, providing a supportive wraparound model of care with a focus on healthcare. This program is made possible by funding from the Province of BC.

In 2024, the Burnaby RCMP has submitted a proposal for a new initiative called Mental Health Response (MHR). This new initiative would provide a more comprehensive picture of the overall response to mental health in our community. If approved, MHR would include reporting on the new Mobile Integrated Crisis Response (MICR) Mental Health Car Program, BMART, and the work of Burnaby RCMP’s Police Mental Health and Homelessness Outreach Team (PMHOT).



First responder resiliency •

The Burnaby Fire Department has made mental health a priority for its members. Through collective efforts with People and Culture and Burnaby Firefighters Local 323, the Fire Department provides mental health training and education and access to modified duty options, while also facilitating mental health champions and advocates.

OUTCOMES

In late 2023, the BFD added a net new Management Chief Officer position to directly support occupational health, safety, and wellness. The initial focus is to enhance programs and provide support to ensure a strong and healthy workforce.

Burnaby Mobilization and Resiliency Table

The Burnaby Mobilization and Resiliency Table (BMART) is a situation and service provider table with a hub approach that unites agencies to assist people and families who are acutely at risk of various elevated types of harm due to a number of factors.

The goal is to address the complex, multi-disciplinary needs of individuals to reduce harm risk by aligning service providers.

Some of the service providers involved with BMART include Fraser Health, Burnaby RCMP, Victim Services, Burnaby Fire Department, Provincial ministries, Burnaby School District, City of Burnaby Citizen Support Services, St. Leonard's Youth and Family Services, Progressive Housing Society and Lookout Society. In 2023, additional partners joining BMART include: Elizabeth Fry Society, Cameray Child & Family Services, MOSAIC, and Dixon Transition Society.

For 2024, the Burnaby RCMP has submitted a proposal for a new initiative called Mental Health Response (MHR). This new initiative would provide a more comprehensive picture of the overall response to mental health in our community. If approved, MHR would include reporting on BMART, the new Mobile Integrated Crisis Response (MICR) Mental Health Car Program, and the work of Burnaby RCMP's Police Mental Health and Homelessness Outreach Team (PMHOT).

OUTCOMES

- » BMART continued to meet on a weekly basis throughout 2023, addressing 26 situations and helping 60 people/families. On average each situation had 11 risk factors, the most common being housing, poverty, and mental health.
- » Top agencies for referrals in 2023 include the Burnaby RCMP and Ministry of Social Development and Poverty Reduction.



Enhance Fire Emergency Response Services

Improving emergency response times is a priority for the Burnaby Fire Department (BFD). Two new fire stations are currently in development to meet the needs of our City's growing neighbourhoods. Fire Station 8, began construction in early 2023, will be located on Burnaby Mountain and serve the fast-growing Simon Fraser University community. Fire Station 4, currently located on Duthie, will be replaced in a new location on Greystone Drive. Additionally, the department is stepping up firefighter recruitment activities and reviewing and revamping work processes to help decrease response times.

OUTCOMES

Currently, the BFD is operating Engine 8 from a temporary station inside a leased commercial space on the top of Burnaby Mountain. In 2024, the City will complete the construction of Fire Station #8 and move Engine 8 to its forever home next to UniverCity and the SFU campus. This new station will be outfitted with special operations equipment, including a 2,500-gallon tanker to service areas without access to fire hydrants, and a truck and trailer set for two ATV firefighting vehicles for wildland fire in difficult areas. The replacement of Fire Station #4 on Greystone Drive will be completed in 2024. Recruitment activities were successful in 2023 and many work processes have been reviewed and adjusted to decrease response time.

Enhanced Fire Service Coverage

Maintaining fire services in times of increased demand and concurrent major emergency incidents requires a holistic approach. This initiative aims to enhance the Burnaby Fire Department's (BFD) ability to meet the needs of each event during regular daily operations and periods of increased demand due to localized or regional crises. Gains can be achieved by:

- » ensuring sufficient staffing is in place for second and third alarms
- » a modernization of emergency communication technologies
- » an enhancement of the Heavy Rescue Program
- » an increased mobile water supply to maintain firefighting operations in locations without fire hydrants.
- » Improving first responder resiliency to ensure the mental and physical well-being of firefighters and other first responders.

OUTCOMES

1. The addition of Engine 8 at Burnaby Mountain enables the BFD to build in redundancy to address second alarm events.
2. Future gain will be achieved by extending City fire coverage into the Southern Flats with the addition of Fire Station #9.
3. The BFD is currently undertaking a Fire Radio System study by a third party evaluator to set an appropriate course for the future. This project is expected to be completed in 2024. The BFD is also undertaking an upgrade of its Computer Aided Dispatch system to include Next Generation 911 call-center technology. This project will be activated in 2025.
4. In the second quarter of 2024 the Department will replace its heavy rescue resource with new vehicles and equipment and will expand its capabilities with a third heavy rescue vehicle.
5. In the fourth quarter of 2024, the BFD will establish a net new water tender unit to provide mobile water for wildland operations and purified drinking water during seismic event response.

Enhance Community Engagement

Improving the Burnaby Fire Department's connection with the community allows the cultivation of mutually beneficial relationships based on shared values of trust and respect. This in turn enables the BFD to respond to the emerging needs of the community.

There is an opportunity to enhance community safety through:

- » strengthening BFD support for Burnaby firefighter's charities
- » elevating Fire Prevention Division activities focused on public education and information on community fire safety
- » enhancing the fire department's leadership in managing care for vulnerable communities



OUTCOMES

BFD continues to support Burnaby Firefighters Local 323 with their many charitable works, including:

- » The Boot Drive to raise money for Muscular Dystrophy
- » Burnaby Hospital Foundation
- » Nutritious Snack Program
- » Burnaby Urban Search and Rescue Team
- » Burnaby Food Bank
- » Christmas Toy Drive
- » Harmony for All
- » Kids Sport

The Department's Fire Prevention Division has initiated and strengthen several programs related to public education and community safety, including:

- » primary/secondary school programs
- » Burnaby Fire Department Youth Academy
- » partnering with the City's Emergency Management
- » diversity, inclusion and community group outreach
- » recruitment candidate support

The Fire Department has increased its commitment and impact to care for vulnerable communities through the following leadership positions:

- » BMART Committee
- » Smoke Alarm Program
- » City Trans Inclusion Group
- » interface and education with Burnaby's unsheltered communities

New technical programs •

To improve safety and address the changing needs of the community, including vulnerable populations, The Burnaby Fire Department is enhancing base and special operations with new technical programs and initiatives. They include the following:

- » Wildland Firefighting Program that protects forested and natural spaces as well as adjacent buildings and properties
- » Air Quality Indexing Program to identify the impacts of airborne outfall products from structure fire and industrial emergencies
- » Tactical Evacuation Program to protect impacted citizens from health and safety risks in an emergency
- » safe and effective management of electric and hydrogen fuel cell vehicle emergencies
- » investigating a change to emergency medical responder service level
- » investigating options to provide emergency transportation to the hospital for City employees who've experience a serious injury on the job

OUTCOMES

- » Significant advances made in acquiring Large Area Sprinkler Protection Units and investments in annual wildland training.
- » The Air Quality Indexing Program has achieved full operational status in Phase 1, with monitors and training to identify the impacts of air quality threats at active emergency events. In 2024, Phase 2 focuses on data logging and predictive modeling to provide accurate intelligence to support and guide tactical evacuation operations.
- » Command Staff and Chief Officers have undertaken a significant program enhancement based on internal system development and the support of emergency management planning for evacuation operations. The program enhancement and current capabilities are exercised via Table-Top and field drills on an annual basis to maintain skills and engage new staff members.
- » The BFD is developing education and training programs to keep pace with the rapidly changing requirements of technology-based fuel systems, including electric and hydrogen power vehicles and charging stations.

● Status: completed



5

EMERGENCY MANAGEMENT

This priority is about the steps needed to prepare for, respond to, and recover from emergencies and disasters through coordinated and responsive programs.

Earthquake strategy

Earthquakes are high consequence events with the potential to broadly affect the built and natural environments, our society and the economy like no other natural hazard event. To help reduce vulnerabilities, strengthen resilience and shorten response and recovery time-frames, strategic planning efforts to assess and reduce the consequences of earthquakes is required.

As a part of its multi all-hazard approach to emergency management and informed by the findings of the enhanced risk assessment, as required by the new Emergency and Disaster Management Act (EDMA) and regulations, the City can consider developing an Earthquake Strategy to further assess and address seismic risks to private and public buildings and infrastructure and identify actions to respond to an earthquake.

OUTCOMES

- » Funding request for consultant to assist with the enhanced risk assessment and earthquake strategy will be submitted in 2024.
- » Work on this initiative will begin in 2025 if funding secured.



Emergency strategies

Burnaby's Emergency Program continues its work toward an emergency resilient community, one that's as prepared as possible in the event of a disaster. The program involves creating strategies and initiatives that follow the 4 phases of emergency management: mitigation, preparedness, response, and recovery. There are many elements to Burnaby's Emergency Program, including sharing emergency preparedness awareness information, conducting hazard risk assessments, preparing comprehensive emergency plans and guidelines and engaging in regional emergency planning. The goal of emergency strategies is disaster risk reduction.

OUTCOMES

Evacuation Plan

Work on the evacuation route planning continues. Two quadrants are now completed (Brentwood and Lougheed). The next quadrant to be worked on is Metrotown (which is the largest).

- » Estimated completion 2025

Public Education

- » The Emergency Planning team attended 8 large events in 2023, with thousands of attendees. We estimate that 3,000 to 4,000 people visited our tent each day, having fun learning how to prepare for emergencies, and receiving practical emergency kit items.
- » As part of promoting ShakeOut BC, and "*drop, cover and hold on! for earthquakes*", a free screening of the movie San Andreas was held at the Shadbolt Centre. Featuring live scientific commentary from Alison Bird, Earthquake Seismologist at Natural Resources Canada, the audience had fun learning about how what actually happens during an earthquake and how that differs from the movie.

Alertable

- » The City continues to promote signup to **Alertable**, our Public Alerting system through City communications and at events.
- » The app now has over 6000 subscribers, and we'll continue to promote sign up in 2024.

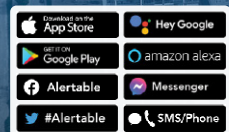


DON'T MISS EMERGENCY ALERTS from the City of Burnaby

Stay aware and plan ahead.



ALERTABLE
PUBLIC ALERTING SYSTEM
DOWNLOAD TODAY



Emergency Operations Centre

In normal conditions, day-to-day emergency operations are conducted by municipal departments, such as Public Works or the fire department, and/or agencies including the RCMP, BC Ambulance Service, power and gas utility owners and others. For a large-scale emergency or disaster, the City will activate an Emergency Operations Centre (EOC).

The EOC is where representatives from City departments come together to centralize the coordination of response activities and develop community recovery strategies and programs. As appropriate, EOC include representatives from First Nations or Indigenous Governing Bodies, other government agencies, the private sector, volunteer agencies and community partners to guide and harmonize activities. The EOC enables flexible, effective and efficient support to the responders and resources in the field and the affected community. This may include policy guidance and direction, intelligence and resource synchronization, harmonizing community supports and information sharing with the community.

The City included allocation for the EOC space in the Laurel Street Works Yard redevelopment to meet the City and community safety response requirements.

OUTCOMES

Construction of the EOC at Laurel Street Works Yard is now complete and the EOC is now operational, when needed. The building is a state-of-the-art, seismically resilient facility and features uninterrupted power supply and backup generators. It also includes dedicated two-way radio and satellite communications systems, as well as IT infrastructure and will include a cutting-edge audio/visual information display system in 2024.

Moving forward, a proposed EOC project will include evaluation of existing EOC management software applications available in the market, and to procure and acquire the best application for the City. This software is intended to digitize existing emergency response and recovery paper-based processes, improve personnel and asset management and tracking, provide real-time situational awareness, foster cross collaboration on tasks and assignments by incident site and EOC personnel, support Incident Command System (ICS) and EOC electronic documentation, enable easy access to situation awareness, expand incident site status, data-collection and analytics, and allow more efficient and effective EOC reporting. The application will be expected to be able to seamlessly integrate with existing City systems, such as ArcGIS, Alertable, Prism, Hansen, EnerGov, Microsoft 365, and others.

System training and applied learning simulations will be utilized to reinforce personnel familiarization and proficiency with the chosen application.



Extreme weather strategy

Extreme weather events are becoming more frequent, with temperatures reaching dangerous levels, both in summer and winter. It's expected that health impacts from such events will continue to rise in the next decade.

OUTCOMES

Extreme heat

In 2023, we continue ongoing engagement with community partners to educate the public on what they can do to mitigate extreme heat situations. A detailed report can be found in the **November 7 report** to the Public Safety Committee.

The City of Burnaby activated its heat response plan twice in 2023. Various cooling resources were available during these times which included City cooling centres and the Society to End Homelessness Cooling Sites. Additional seasonal cooling resources included misting stations, wading pools and spray parks. City staff, RCMP Mental Health Outreach Team, and community organizations worked in concert reaching out to those who were the most vulnerable to the heat by conducting wellness checks, sharing City cooling centre location information and conveying Fraser Health's heat-health information.

Additional details can be found in the **2023 Heat Events Summary**.

Extreme cold

In 2023/24, the City is supporting a winter shelter at the Buller Warehouse that will be operated by Progressive Housing. The winter shelter will operate 24 hours a day, 7 days a week until April 30, 2024.

The City is also prepared to open its own extreme weather warming centre in a separate area at the same location during periods of extreme cold.



Emergency support services

Emergency Support Services (ESS) is a provincial emergency response program for local authorities and Indigenous governments to deliver services to the public.

ESS provides for the short-term needs of displaced individuals and families. The City of Burnaby ESS Team provides referrals to and support for the physical and emotional well-being of those displaced by an emergency event for the first 72 hours. To enhance the City's ability to quickly support those displaced, the Emergency Management Division has equipment and supplies for a 75-bed barrack-style temporary lodging facility. These Group Lodging items are stored in a trailer, allowing them to be easily and rapidly deployed where they are needed. The City continues to supplement the ESS equipment and supplies and strategically place ESS pods across the city.

OUTCOMES

- » The City is ready to implement the 2023 ESS Modernization Evacuee Registration and Assistance (ERA) tool. We're currently working with interested participants on the implementation plan.
- » In 2023, ESS duty officers attended 12 callouts and supported 54 people and 5 pets for a combined total of 45 days.



Age friendly extreme weather planning

As a result of climate change, extreme weather events are becoming increasingly more common in Canada and globally. In 2021, the western North American heat dome caused daily temperatures to rise to record-breaking levels for one week, which resulted in 619 deaths, of which 73 occurred in Burnaby. The BC Coroners Service received a report on June 7, 2022 from a specially convened panel which had been tasked with reviewing the deaths of individuals who died during the summer 2021 heat events. The panel determined the majority of those who perished were older adults with compromised health and lived alone.

In 2022, the City received a BC Healthy Communities grant of \$25,000 for an age-friendly project.

OUTCOMES

With grant funding from BC Healthy Communities, the City worked with community partners to develop an outreach plan to help isolated seniors prepare for extreme heat events in summer 2023. Outreach included heat health awareness information and the opportunity to receive wellness calls during heat events.



CONCLUSION

In 2023, our combined efforts greatly improved the safety and well-being of our community. Significant achievements include:

- » successfully transitioning non-emergency call service to the City (9 am-9 pm) from E-Comm, drastically reducing wait time and abandoned calls
- » creating an Intervention Support Team (2 staff) to support homelessness, and will grow the team to a full complement of five staff in 2024
- » setting up a winter shelter to support our vulnerable population at the Buller Street warehouse.
- » approving the creation of a **Burnaby Housing Authority** to help create more secure, purpose-built housing that will include non-market rental, non-market ownership and market rental housing.
- » launching the **Mayor's Task Force on Unsheltered Community Members**. The Task Force brings together key partners to develop a coordinated, integrated, systems-based response to homelessness that prevents pathways into becoming homeless and supports pathways out of homelessness.

While we celebrate these achievements, we acknowledge that the journey towards a safer community is an ongoing one. Challenges persist, and there is always room for improvement. The feedback received from community members during this progress report period will serve as a roadmap for refining and expanding our initiatives in the coming year. By staying responsive to the evolving needs of our residents, we continue to build a safer, more resilient community for everyone.



