

Annual | 2020 Municipal Report Highlights

for the fiscal year ended December 31, 2020

City of Burnaby, British Columbia, Canada





Government Finance Officers Association

**Award for
Outstanding
Achievement in
Popular Annual
Financial Reporting**

Presented to

City of Burnaby

British Columbia

For its Annual Financial Report
for the Fiscal Year Ended

December 31, 2019

Christopher P. Morill

Executive Director/CEO

Government Finance Officers Association of the United States and Canada (GFOA) has given an Award for Outstanding Achievement in Popular Annual Financial Reporting to the City of Burnaby for its Popular Annual Financial Report for the fiscal year ended December 31, 2019. The Award for Outstanding Achievement in Popular Annual Financial Reporting is a prestigious national award recognizing conformance with the highest standards for preparation of state and local government popular reports.

In order to receive an Award for Outstanding Achievement in Popular Annual Financial Reporting, a government unit must publish a Popular Annual Financial Report, whose contents conform to program standards of creativity, presentation, understandability, and reader appeal.

An Award for Outstanding Achievement in Popular Annual Financial Reporting is valid for a period of one year only. The City of Burnaby has received a Popular Award for the last three consecutive years (fiscal years ended 2017-2019). We believe our current report continues to conform to the Popular Annual Financial Reporting requirements, and we are submitting it to GFOA to determine its eligibility for another Award.

Burnaby's Vision:

A world-class city committed to creating and sustaining the best quality of life for our entire community.

Burnaby is located on the ancestral and unceded homelands of the hən̓q̓əmiñəm and Skwxwú7mesh speaking peoples.

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Produced by the Finance Department at the City of Burnaby in cooperation with all civic departments.

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Introduction

The 2020 Annual Municipal Report Highlights provides an executive summary of the City of Burnaby's 2020 Annual Municipal Report, which is located on the City's website at burnaby.ca/financialplan. The highlights document contains an overview of statistics, achievements for 2020 in relation to the Corporate Strategic Plan goals, financial charts and graphs, as well as the Consolidated Statement of Operations and Accumulated Surplus and Consolidated Statement of Financial Position which forms part of the City's consolidated financial statements. The consolidated financial statements were prepared in accordance with Canadian public sector standards and audited in accordance with Canadian generally accepted auditing standards.

City Council



Mayor Mike Hurley



Councillor
Pietro Calendino



Councillor
Sav Dhaliwal



Councillor
Dan Johnston



Councillor
Colleen Jordan



Councillor
Joe Keithley



The late Councillor
Paul McDonell



The late Councillor
Nick Volkow



Councillor
James Wang

Message from the Mayor

Message from the Mayor



I am honoured to present the 2020 Annual Municipal Report Highlights on behalf of Burnaby Council.

The onset of the COVID-19 pandemic in 2020 presented unexpected challenges for our community and our world. Burnaby residents responded by demonstrating compassion and resilience, as they made personal sacrifices to keep their neighbours safe and healthy.

As a City, we moved quickly to adapt our programs and services to safeguard the health of our community. We activated our Emergency Operations Centre to coordinate the City's response and guide our actions as we continued to learn more about the nature of the pandemic.

Despite the unprecedented challenges we faced in 2020, the City's history of prudent financial planning has allowed us to continue to advance long-term plans and projects that will shape Burnaby's future.

As we continue to build on what was accomplished in 2020, we will finalize a new Transportation Plan that will guide the creation of a transportation system that is safer, more active and sustainable. The Transportation Plan and a comprehensive housing strategy – also being finalized in 2021 – will be key supporting pillars of “This is Climate Action”, a framework developed to guide how the City will deliver on its commitment to be “carbon neutral” (no longer contributing to the carbon emissions that accelerate climate change) by 2050. It's been just over a year since we declared a climate emergency, and we are moving quickly on this important issue.

Our residents have shared with us that we need more recreational facilities in our City. In addition to building new facilities, at the end of 2020, we have acquired the former Fortius Sport and Health facility at 3713 Kensington Avenue, located in a prime location near the City's existing sports fields, ice arenas and swimming pool at Burnaby Lake. I look forward to watching this new facility develop into a welcoming neighbourhood hub where residents can connect and live full, active lives.

As we look forward to the brighter days ahead, I'm reminded how lucky we are to serve this remarkable community. On behalf of Burnaby Council, I wish everyone a healthy and safe 2021.

Mayor Mike Hurley



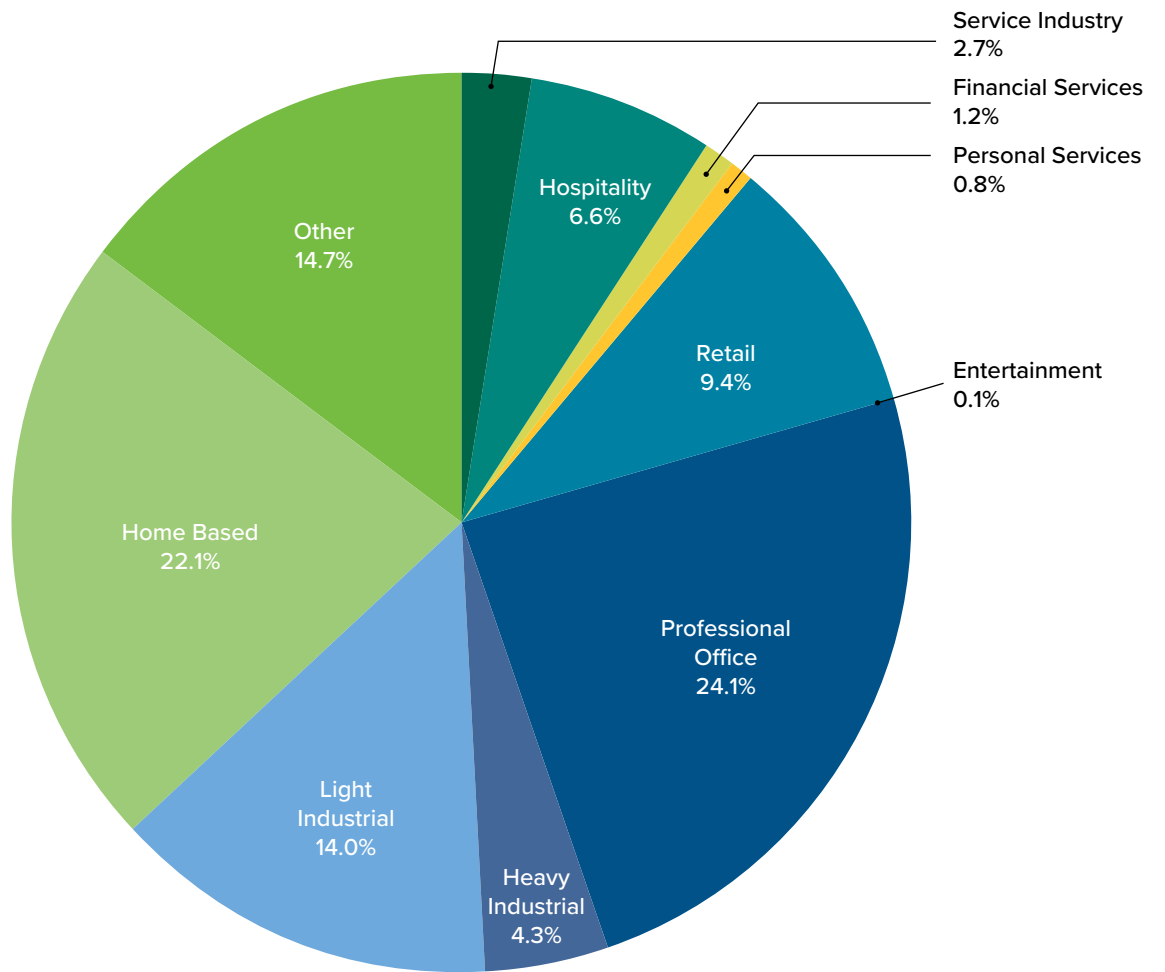
Burnaby at a Glance



The City of Burnaby was incorporated in 1892 and grew quickly due to its central location adjoining the cities of Vancouver and New Westminster. Although initially founded as an agricultural area, it quickly grew as a favoured suburban district of homes with diverse and beautiful neighbourhoods. After the Second World War, Burnaby boomed with many new residential subdivisions and diverse commercial and industrial developments. From the 1970s to the 1980s, Burnaby was further transformed by the introduction of a new vision and Official Community Plan that defined a sophisticated urban centre.

Today, Burnaby is the third-largest city in British Columbia, with four vibrant town centres and large districts for technology, business and education. Burnaby's citizens live in a broad range of neighbourhoods served by an outstanding park system and innovative civic facilities. Together, these amenities help Burnaby continue to chart a path forward as an economic, social and environmentally sustainable city.

2020 Burnaby Business Distribution by Sector



Source: City of Burnaby - Public Safety & Community Services Department



Burnaby Lake

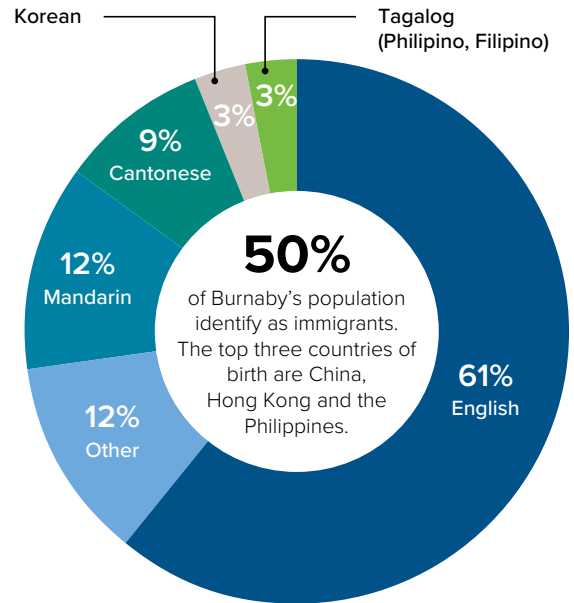
POPULATION (2016)



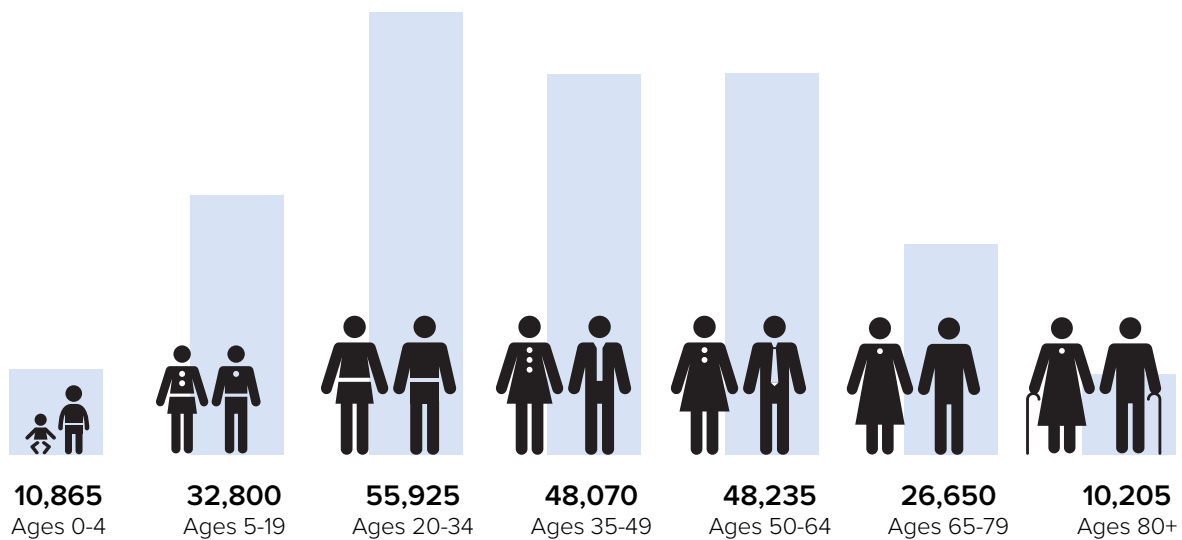
232,755

While Burnaby occupies just over 3% of the land area of Metro Vancouver, it accounts for approximately 10% of the region's population. It is the third most populated urban centre in British Columbia with a total population of 232,755 in 2016.

LANGUAGES SPOKEN AT HOME



POPULATION BY AGE (2016)

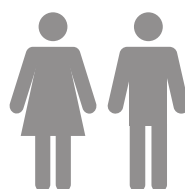


LABOUR FORCE



125,815

people over 15 years of age in the labour force



6.4%

Unemployment

1/3

of Burnaby residents walk, cycle, or take transit to work.

HOUSEHOLD STATISTICS (2016)



2.9

Average persons per household



40.3 years

The population is getting older. In 1996, the average age was 37.8, compared to 40.3 in 2016



59%

of the population aged 15 years and older has a post-secondary certificate, diploma, or degree.



\$82,751

Median family income (2015)



62%

Owner Households

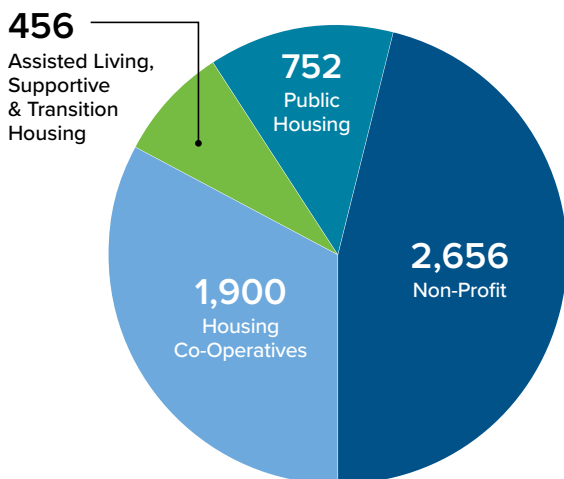


38%

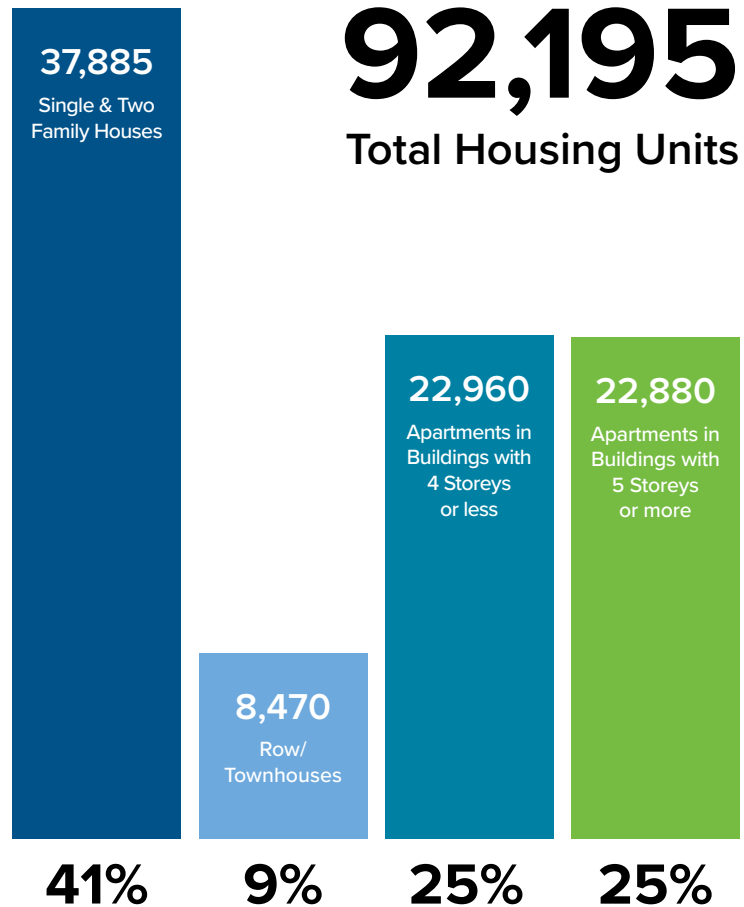
Tenant Households

NON-MARKET HOUSING

Total Units: 5,764



92,195
Total Housing Units



TOP 5 OCCUPATIONS



26%

Sales & Service Occupations



10%

Management Occupations



19%

Business, Finance & Administration Occupations



10%

Education, Law & Social, Community & Government Services



11%

Trades, Transport & Equipment Operators & Related Occupations



24%

All Other Occupations

Corporate Strategic Plan Highlights

The City of Burnaby's Vision is to be **A World-Class City Committed to Creating and Sustaining the Best Quality of Life for Our Entire Community**. The Corporate Strategic Plan is founded upon and guided by the goals that the City has established through a series of forward-thinking, long-term plans, including the Council adopted trilogy of sustainability strategies (social, environmental and economic), the Official Community Plan and other City policies which establish the planning and resource context of our work. In Burnaby, the path to achieving our vision rests on our **Core Values** of **Community, Integrity, Respect, Innovation** and **Passion**, which describe how we do our work, and are the principles that guide our actions and decisions. Following, you will find the City's six strategic goals, related sub goals and highlights of some of our 2020 achievements. A complete list of 2020 achievements and future initiatives can be found in the City's 2021-2025 Financial Plan, located on the City of Burnaby website.

A SAFE
COMMUNITY

A CONNECTED
COMMUNITY

AN INCLUSIVE
COMMUNITY

A HEALTHY
COMMUNITY

A DYNAMIC
COMMUNITY

A THRIVING
ORGANIZATION

Legend - Lead Department Responsible for Initiatives

Though all departments work collaboratively to maximize efficient delivery of all City programs and initiatives, specific departments take a lead role. The following legend identifies lead departments for the 2020 accomplishments highlighted on pages 14 through 19.

BPL	Burnaby Public Library
C	City Clerk
CCM	Corporate Communications & Marketing
CS	Corporate Services
CSS	Citizen Support Services
E	Engineering Department
F	Finance Department
IT	Information Technology Department
PB	Planning & Building Department
PRCS	Parks, Recreation & Cultural Services Department
PSCS	Public Safety & Community Services Administration
RCMP	RCMP Burnaby Detachment



Strategic Goal ①

A Safe Community

Crime Prevention and Reduction



Bylaw and Parks Patrol Enforcement

Bylaw officers and Parks Patrol staff provided round-the-clock coverage, using an education-first approach to enforcement of bylaws and parking issues during the pandemic. Additional nightly patrols and public education were required to ensure no large gatherings were taking place in parks. Staff also provided enforcement of public health orders by responding to after-hours complaints and tips, and forwarding them to the RCMP. **(PSCS, PRCS)**

Emergency Preparedness



Fraser Foreshore Reach 8 Dike Project

This project improved flood protection at the Reach 8 Dike section along the Fraser River foreshore, and improved public access by providing an extensive paved path along the top of the foreshore dikes. This project is located between Patterson Avenue (or Glenlyon Creek) and Byrne Road. **(E)**

Emergency Services



Warming Centres

Extended the Warming Centre Program until June 30, 2020 as part of an agreement between the City and BC Housing, to offer overnight temporary beds that allowed for social distancing during the COVID-19 pandemic. In 2020, the warming centre team received a Community Leadership Award from BC Recreation and Parks Association. **(PRCS)**

Transportation Safety



Commercial Vehicle Enforcement (CVE)

Burnaby RCMP conducted numerous Commercial Vehicle Enforcement operations, on some occasions jointly with other agencies and other times solely as a Burnaby Traffic Section initiative. In the first nine months of 2020, 659 commercial vehicles were inspected with 356 being deemed unsafe and removed from the roadways and 1,266 violations were identified. **(RCMP)**

Community Amenity Safety



COVID-19 Signage

More than 1,200 signs were installed in Burnaby parks in 2020. Messaging included reminders about physical distancing, directional information, and information about the open/closed status of park equipment and facilities. Signs were installed throughout all parks and trails systems. Tracking the number of signs and their locations was done with GIS technology, making it easier to update and replace signage as public health orders were updated. **(PRCS)**

Strategic Goal ②

A Connected Community

Digital Connection



Digital Record Preservation

Processed all City records that were originally tallied at the launch of the digital preservation program in 2017. Using Archivemata, more than 8,900 files totalling 640GB have been converted to preservation formats and are now stored in secure remote and local network storage. This program will provide meaningful access to and preserve the digital records over time. (C)

Social Connection



Increased Outreach to Isolated Seniors

Expanded the Phone Buddy program, increasing outreach to isolated Burnaby seniors. In addition, staff also performed weekly 'Wellness Check-in Calls' with both clients and volunteers. As a result of these calls, clients were connected with additional services and/or resources when needed. (CSS)

Partnership



Partnership with BC Housing to Develop Non-Market Housing

Developed a Memorandum of Understanding with BC Housing to collaborate in the development of non-market housing on six City-owned sites. Funding contributions have also been secured through the federal government to facilitate these partnership projects. (PB)

Geographic Connection



Accessibility Upgrades

Added 98 new wheelchair ramps and 21 bus stop landing pads to improve accessibility in Burnaby for people with disabilities. (E)



Red Bus Queue Jump Lanes Installation

Strategic Goal ③

An Inclusive Community

Celebrate Diversity



You Won't Stand Alone Video

Produced a video of Mayor Mike Hurley and Councillor Joe Keithley performing Keithley's song "You Won't Stand Alone," featuring City of Burnaby locations and staff, and celebrating the strength and solidarity that comes from Burnaby's diversity. **(CCM)**

Serve a Diverse Community



Rental Use Zoning Policy

Finalized the Rental Use Zoning Policy to help protect and increase the stock of purpose-built rental housing in Burnaby. In addition to incentivizing new market rental housing, the Rental Use Zoning Policy requires a minimum of 20% of new units to be rented at below-market rates, as well as the replacement of existing rental units lost through development. **(PB)**

Temporary Burnaby Rent Bank

Assisted Burnaby renters during the COVID-19 pandemic by creating a temporary Burnaby Rent Bank. The Rent Bank provided support to renters, particularly vulnerable renters with lower incomes, in maintaining their current housing and preventing homelessness. **(PB)**

Tenant Assistance Policy

Finalized the Tenant Assistance Policy to require greater benefits to tenants impacted by redevelopment. The City also created a Renters Office to support tenants. **(PB)**

Enhance City Workforce Diversity



Gender Diversity Training

More than 170 Burnaby Public Library staff participated in gender diversity training. Staff learned about gender identity and pronouns, barriers faced by transgender people, and about concrete steps that staff can take to support transgender colleagues and patrons. **(BPL)**

Create a Sense of Community



Mobilization of Pandemic Response Community Working Groups

Collaborated with nine community-based working groups to support vulnerable populations and address specific issues related to the COVID-19 pandemic. Through the efforts of these working groups, food bank operations in Burnaby have been able to expand to meet acute community needs by serving approximately 3,200 Burnaby residents weekly. **(PB)**

Strategic Goal ④

A Healthy Community

Healthy Life



Recreation Restart

Redesigned recreation programs and instituted COVID-19 safety plans to ensure residents could participate in activities at Burnaby's recreation facilities. All outdoor pools operated at capacity for the majority of time slots during the summer. **(PRCS)**

Healthy Environment



Big Moves for Climate Action

To address the aggressive climate change reduction target, staff developed a framework and corresponding work plans. These work plans identify key Big Moves and their quick start items which outline the City's path toward achieving its carbon reduction targets. Working groups have been created and meet regularly to work on and discuss the progress of the items identified in our work plans. **(CS)**

Lifelong Learning



eBooks & eResources

Redirected \$400,000 of spending on library materials from print and other physical materials to eBooks and other materials to support changing needs during the pandemic. Demand for electronic resources continued to be high even as in-person library service resumed. **(BPL)**

Community Involvement



Community Outreach

Provided public engagement for priority projects through the Your Voice portal on the City's website, including the Burnaby Transportation Plan, Urban Villages, new civic facilities and HOME: Burnaby Housing and Homelessness Strategy. Engagement involved use of a new enterprise-wide online survey tool and was enhanced through the use of a variety of other tools including social media, the City's eNews program as well as online and traditional media advertising. **(CCM)**



Strategic Goal ⑤

A Dynamic Community

Economic Opportunity



Active Sidewalks, Open Businesses

In response to COVID-19, the Burnaby Board of Trade formed a Business Recovery Task Force, which included representation by the Mayor and City staff. An important action identified by the City was to make permitting and licensing changes to allow businesses to use adjacent City space or extend into their own private property for restaurant seating, merchant displays or other uses to generate revenue. The result was the Active Sidewalks, Open Businesses Program, which has now been extended to October 2021. **(PB)**

Community Development



Bainbridge & Lochdale Urban Village Community Plans

Launched Phase One of public consultation to receive input on the new Bainbridge and Lochdale Urban Village community plans. The feedback received from Phase 1 will help establish the plan area boundaries, community plan vision, preliminary goals and land use framework that will guide the development of both community plans throughout Phases 2 and 3. **(PB)**

City Facilities & Infrastructure



South Burnaby Arena

Continued construction on the \$50 million twin-rinks facility at 10th Avenue and 18th Street. The majority of the offsite works, site servicing works, formwork, reinforcing steel and concrete work were completed in 2020. Completion of the arena project is scheduled for spring 2022. **(PB)**



Active Sidewalks, Open Businesses Program

Strategic Goal ⑥

A Thriving Organization

Organizational Culture



Opening of Government-to-Government Relationships with First Nations

Officially opened government-to-government relationships with local First Nations whose traditional unceded territory includes Burnaby. The City's relationship with the Tsleil-Waututh Nation is the most advanced, with the inaugural joint Council meeting occurring in November 2020. **(PB)**

Financial Viability



Direct Delivery

Commenced direct delivery of recyclable materials to a central receiving facility in Richmond. This avoids the time and expense required to consolidate these materials at the Eco-Centre and transport to the receiving facility. **(E)**

Distinguished Budget Presentation Award

Awarded to the City of Burnaby by the GFOA for its 2020-2024 Annual Financial Plan. **(F)**

Human Resources



Shop by Phone

Developed and implemented new procedures for the Shop by Phone program and Meal Delivery Program. Implemented new financial processes for the Shop by Phone program, and trained staff to take on new roles including reconciliation. **(CSS)**

Communication



COVID-19 Communications

Informed the public about the impacts of the COVID-19 on City operations and services through a dedicated website, signage, media relations, facility restart map and internal communications to staff. A COVID-19 Call Centre and dedicated email line was established to support residents with information and resources, and to support the work of the City's COVID-19 Action Team (CAT) in responding to public inquiries. **(CCM)**

Reliable Services, Technology & Information



IT Security

Implemented the following initiatives to keep the City's systems and data safe and secure:

- Developed a Cyber Security Awareness Training Program to prevent an information breach or incident. **(IT)**
- Added Multifactor Authentication (MFA) when staff access the City's network (including email) from outside the City's network, to curtail the impacts of a potential password or data breach. **(IT)**
- Conducted analysis and gap remediation with respect to credit card processing and IT Security to keep the City compliant with the Payment Card Industry-Data Security Standards (PCI-DSS). **(IT)**
- Developed an automated process of applying security patches to increase the security of the IT infrastructure environment, greatly reducing the risk of the security breaches. **(IT)**

Technology & Innovation



Drone Work

Continued providing drone education, and are working towards being able to complete projects without any assistance from a third party. Having staff with their individual advanced pilot license will provide more flexibility and accessibility in regards to being allowed to be closer to pedestrians while doing the imagery. **(E)**

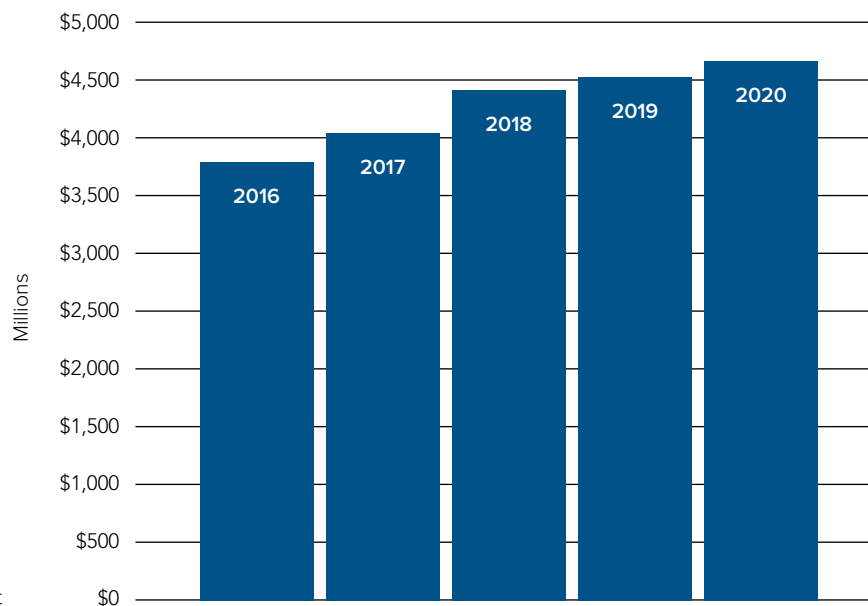
Financial Highlights

Financial Highlights

Consolidated Accumulated Surplus

The City’s financial position continued to be healthy throughout 2020 with an annual surplus of \$139.0 million (2019 - \$112.9 million), bringing Accumulated Surplus to \$4,666.5 million. The Accumulated Surplus on the Consolidated Statement of Financial Position is a key measure of the City of Burnaby’s financial strength and long-term sustainability. Accumulated surplus is the amount by which Financial Assets exceed all Financial Liabilities and it is represented by Net Financial Assets, which are the City’s reserve funds and reserves of \$1,652.4 million (2019 - \$1,610.7 million), and Non-Financial Assets of \$3,014.1 million (2019 - \$2,916.8 million), the majority of which are capital assets, such as civic buildings, recreation centres, parks, roads, water and sewer infrastructure and land. Non-Financial Assets also include inventory of supplies and prepaid expenses.

CONSOLIDATED ACCUMULATED SURPLUS (\$) 2016-2020



Source: Finance Department

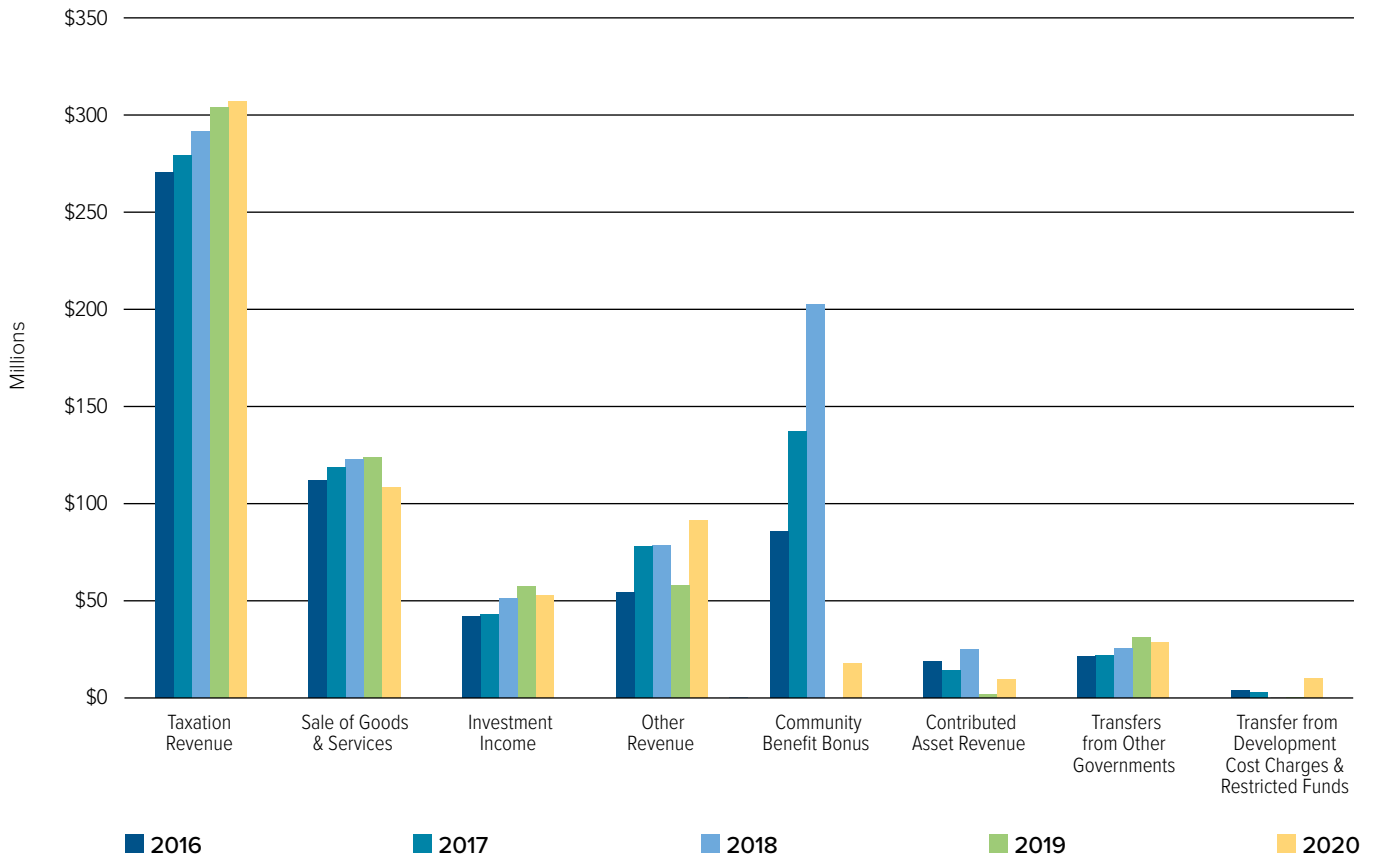


Consolidated Revenue by Source

The City has a stable revenue base. In 2020, consolidated revenues increased to \$619.3 million compared to \$585.9 million in 2019. The increase from the prior year is primarily due to the City receiving higher receiving higher community benefit bonus contributions, recognition of development cost charges (DCC) and other revenues.

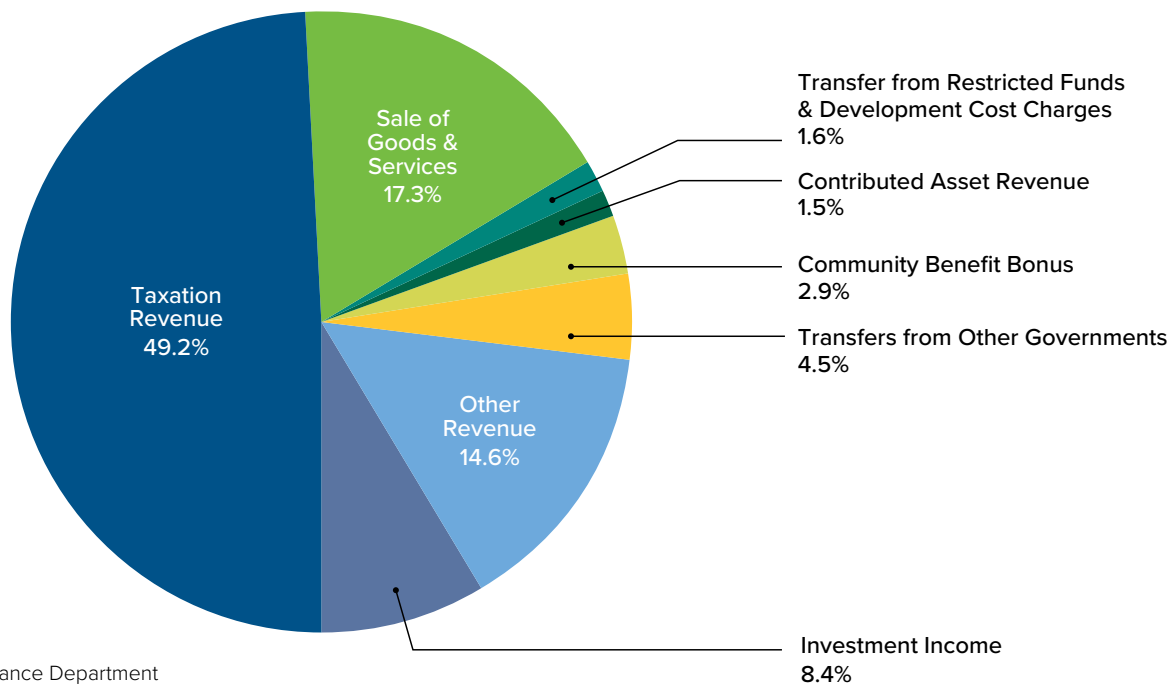
The majority of the City’s revenue is primarily acquired through taxation revenue generated by property taxes and sewer parcel taxes. In 2020, total taxation revenue was \$304.6 million representing 49.2% of the City’s overall revenue. Two other stable streams of revenue for the City comes through sales of goods and services and investment income, representing 17.3% and 8.4% respectively for 2020. Sales of goods and services primarily comprises of various user fees charged to the public for use of City programs and services such as metered water and sewer use, and recreational and cultural program fees. Investment income consists of the interest earned through investing the City’s reserve funds and reserves and has been very steady the past five years representing an average yield of 3.2%.

CONSOLIDATED REVENUE BY SOURCE (\$) 2016-2020



Source: Finance Department

CONSOLIDATED REVENUE BY SOURCE (%) 2016-2020



Source: Finance Department

The remaining 25.1% of the City's revenues in 2020 consists of other revenue, community benefit bonus revenue, contributed asset revenue and various transfers from other governments and restricted funds.

The increase to consolidated revenue from 2019 is primarily due to other revenue, community benefit bonus revenue and recognition of DCC revenue. The majority of the increase in other revenue is attributable to the sale of land transactions that were completed during 2020. In addition, community benefit bonus revenue increased from prior year (nil in 2019); which is mainly due to the progression of third party development projects. Lastly, higher DCC revenue was recognized in 2020 resulting from the utilization of the funds for parkland and land acquisitions for parkland assembly. DCCs are restricted revenue that cannot be recognized and utilized until specific expenditures have been incurred by the City.

Although overall revenues increased in the City, revenue from the sale of goods and services experienced a significant decrease from prior years. This is primarily due to lower user fee revenue caused by the temporary closure of recreational and cultural facilities to help reduce the transmission of COVID-19. Furthermore, contributed asset revenue was lower than the prior year due to the timing of projects constructed by third party developers. This revenue stream is variable and is based on the timing of when these projects are completed and ownership is transferred to the City; which is often difficult to determine.

Lastly, taxation revenues have increased from the prior year and is mainly driven by the increases to the 2020 property tax rate and sewer utility tax rate. The slight increase is for the City to keep up with standard inflationary costs to continue to provide the required level of services to the community.

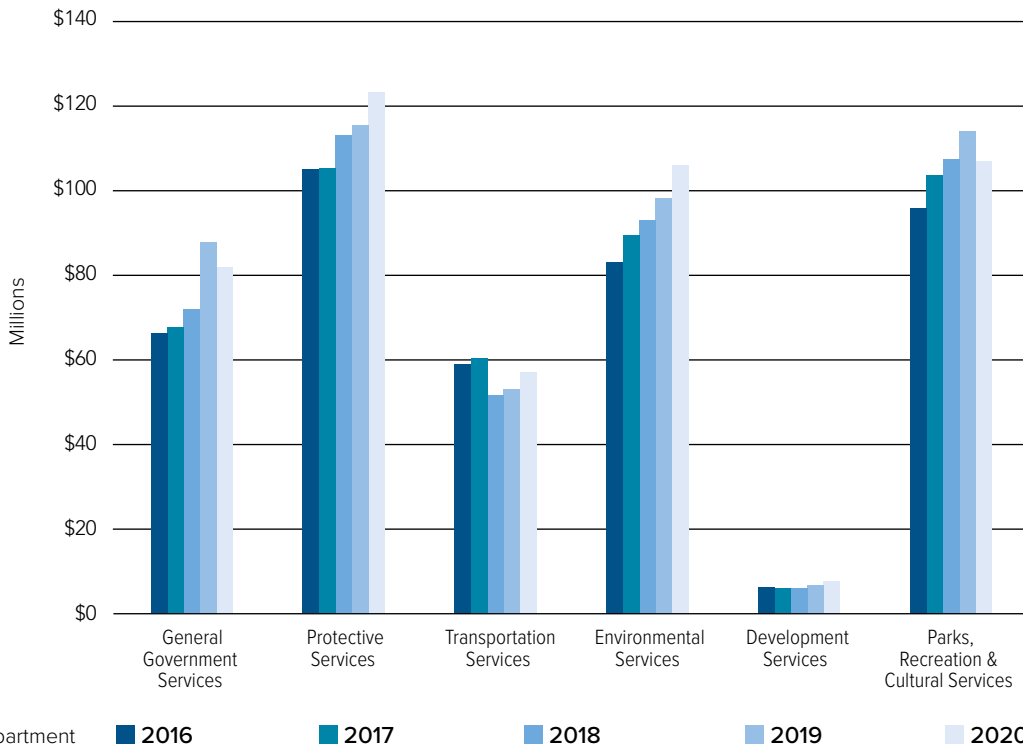
Consolidated Expenses by Function

The City of Burnaby’s expenditure profile is relatively constant from year to year, comprising of six main functions: general government services; protective services; transportation services; environmental services; development services; and parks, recreation and cultural services.

General government services accounts for 17.0% of the City’s overall expenditures in 2020 and includes the administrative and strategic functions that support the City in their local government operations and capital acquisitions. Protective services accounts for 25.5% and is comprised of activities that provide public safety, including fire services, policing services and bylaw enforcement services. Transportation services accounts for 11.8% and includes the coordination and maintenance of various areas such as roads, sidewalks, traffic/pedestrian signals that enable the citizens to efficiently and safely travel throughout the City. Environmental services accounts for 22.0% which consists of activities related to collection services for refuse and recycling, provision of clean water and sewer utilities. Development services account for 1.6% consisting of the City’s current and long range planning functions. Lastly, parks, recreation and cultural services accounts for the remaining 22.1%, which includes functions related to maintaining the City’s 5,400 acres of parks and its golf courses, providing recreational and cultural programs at the City’s community centres, and offering library services at the City’s four library branches.

Overall increases to the consolidated expenditures over the past five years are primarily attributable to annual collective agreement, contract and inflationary increases. In 2020, additional expenditures were incurred across all areas for personal protective equipment and implementation of other safety measures in response to the COVID-19 pandemic. Although the City’s overall expenditures increased from the aforementioned reasons, expenditures in general government services and parks, recreation and cultural services were still lower than the prior year. General government services was lower primarily due to fewer grants issued which is based on the volume of grant applications and the activity from external organizations. Parks, recreation and cultural services experienced lower expenditures mainly due to lower operating costs from the temporary closure of recreational and cultural facilities in response to the COVID-19 pandemic.

CONSOLIDATED EXPENSES BY FUNCTION (\$) 2016-2020

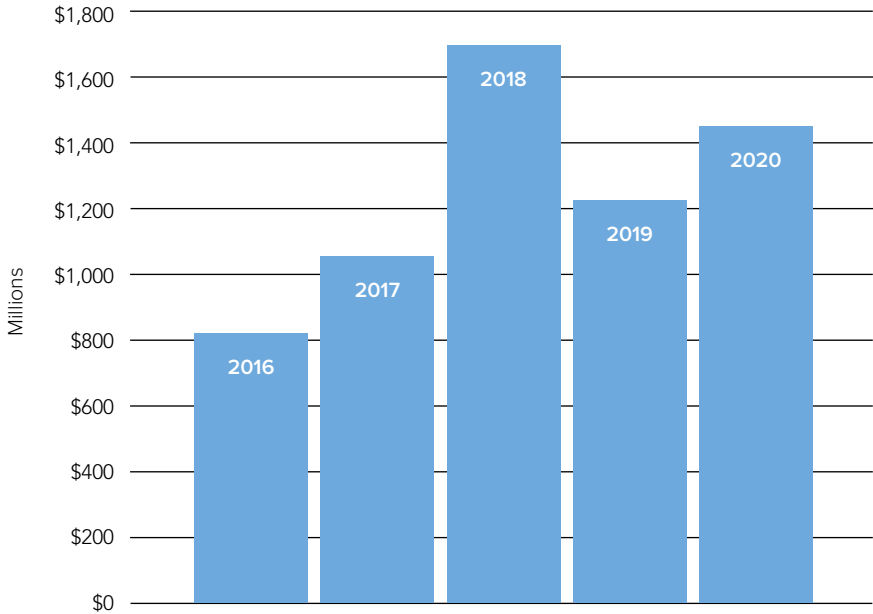


Source: Finance Department

Value of Building Permits Issued

The value of the building permits issued by the City in the last five years has been steadily increasing as the development activity continues to increase throughout the lower mainland. In 2020, the City experienced an increase of 18.3% in total construction value of permits issued with 1007 permits issued with a total construction value of \$1.4 billion. The 2020 results indicate that overall development activity is still strong; however, future market conditions remain uncertain and potentially volatile.

VALUE OF BUILDING PERMITS ISSUED (\$) 2016-2020



Source: Finance Department



Consolidated Statement of Financial Position

As at December 31, 2020, with comparative figures for 2019

	2020 Actual (\$)	2019 Actual (\$)
Financial Assets		
Cash and cash equivalents	304,262,693	81,364,170
Investments	1,580,734,271	1,696,328,413
Accounts receivables:		
Accrued interest	183,152,845	179,996,219
Taxes	11,427,826	6,767,631
Local improvement frontage tax	2,142,225	2,426,253
Other receivables	32,300,578	19,382,200
	229,023,474	208,572,303
Total Financial Assets	2,114,020,438	1,986,264,886
Financial Liabilities		
Accounts payables and accrued liabilities:		
Due to other governments	145,824,981	48,717,021
Accounts payable	40,813,099	32,406,386
Accrued liabilities	20,843,410	19,076,830
	207,481,490	100,200,237
Deposits - damages, servicing and other	51,155,532	51,742,389
Deferred revenue	76,157,269	94,389,071
Development cost charges and restricted funds	126,766,686	129,232,081
Total Financial Liabilities	461,560,977	375,563,778
Net Financial Assets	1,652,459,461	1,610,701,108
Non-Financial Assets		
Tangible capital assets	3,008,301,119	2,911,454,589
Inventory of supplies	2,829,098	2,049,977
Prepaid expenses	2,986,589	3,329,380
Total Non-Financial Assets	3,014,116,806	2,916,833,946
Accumulated Surplus	4,666,576,267	4,527,535,054

Consolidated Statement of Operations and Accumulated Surplus

For the year ended December 31, 2020, with comparative figures for 2019

	2020 Budget (\$)	2020 Actual (\$)	2019 Actual (\$)
Revenues	(Note 1 (B), 15)		
Taxation revenue	310,048,100	304,640,143	301,884,363
Sale of goods and services	122,667,500	107,363,048	122,498,768
Investment income	50,650,800	51,984,393	56,666,253
Other revenue	87,163,400	90,552,865	57,475,268
Community benefit bonus	55,000,000	17,619,102	-
Contributed asset revenue	5,000,000	9,446,255	16,591,761
Transfers from other governments	24,621,700	28,051,301	30,765,664
Transfer from restricted funds and development cost charges	9,033,200	9,698,429	40,000
Total Revenues	664,184,700	619,355,536	585,922,077
Expenses			
General government services	102,354,500	81,446,223	87,466,153
Protective services	126,615,400	122,665,009	114,995,701
Transportation services	55,217,700	56,840,414	52,750,034
Environmental services	107,399,300	105,430,981	97,664,797
Development services	8,528,600	7,561,160	6,619,803
Parks, recreation and cultural services	118,744,000	106,370,536	113,491,276
Total Expenses	518,859,500	480,314,323	472,987,764
Annual Surplus	145,325,200	139,041,213	112,934,313
Accumulated Surplus, Beginning of Year	4,527,535,054	4,527,535,054	4,414,600,741
Accumulated Surplus, End of Year	4,672,860,254	4,666,576,267	4,527,535,054

To see the full set of financial statements and notes, please refer to the 2020 Annual Municipal Report at burnaby.ca/financialplan.

Contact Information

City Hall

4949 Canada Way, Burnaby, BC, Canada V5G 1M2
604-294-7944

Hours of Operation

Monday-Wednesday | 8am-4:45pm
Thursday | 8am-8pm
Friday | 8am-4:45pm

Contact Information

OFFICE OF THE CITY MANAGER

604-294-7101

HUMAN RESOURCES DEPARTMENT

careers@burnaby.ca | 604-294-7303

BURNABY PUBLIC LIBRARY ADMINISTRATION

604-436-5427

INFORMATION TECHNOLOGY DEPARTMENT

helpdesk@burnaby.ca | 604-294-7939

CITY CLERK

clerks@burnaby.ca | 604-294-7290

CITIZEN SUPPORT SERVICES

volunteers@burnaby.ca | 604-294-7980

FIRE STATION #1

fire@burnaby.ca | 604-294-7195 (non-emergency)

BURNABY RCMP DETACHMENT

604-646-9999 (non-emergency) | 604-646-9704 (fax)

ENGINEERING DEPARTMENT

engineering@burnaby.ca | 604-294-7460

FINANCE DEPARTMENT

finance@burnaby.ca | 604-294-7362

PARKS, RECREATION & CULTURAL SERVICES DEPARTMENT

parks@burnaby.ca | 604-294-7400

PLANNING & BUILDING DEPARTMENT

PLANNING DIVISION

planning@burnaby.ca | 604-294-7400

BUILDING DIVISION

building@burnaby.ca | 604-294-7130



Royal Oak Avenue

