

Burnaby

STRATEGIC PLAN

OUR PURPOSE To create the city that we all want to live in and be in.

OUR VALUES Community | Integrity | Respect | Innovation | Passion

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 easy for residents and businesses to get things done. We remove barriers, listen to internal and external customers and make each interaction a positive experience.

Our long term GOALS

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.