

2021 ANNUAL MUNICIPAL REPORT

FOR THE FISCAL YEAR ENDED DECEMBER 31, 2021

CITY OF BURNABY

BRITISH COLUMBIA, CANADA



Government Finance Officers Association

Canadian Award for Financial Reporting

Presented to

**City of Burnaby
British Columbia**

For its Annual
Financial Report
for the Year Ended

December 31, 2020

Christopher P. Morrill

Executive Director/CEO

Government Finance Officers Association of the United States and Canada (GFOA) awarded a Canadian Award for Financial Reporting to the City of Burnaby for its annual financial report for the fiscal year ended December 31, 2020. The Canadian Award for Financial Reporting program was established to encourage municipal governments throughout Canada to publish high-quality financial reports and provide peer recognition and technical guidance for officials preparing these reports.

To be awarded a Canadian Award for Financial Reporting, a government unit must publish an easily readable and efficiently organized annual financial report, whose contents conform to program standards. Such reports should go beyond the minimum requirements of generally accepted accounting principles and demonstrate an effort to clearly communicate the municipal government's financial picture, enhance an understanding of financial reporting by municipal governments, and address user needs.

A Canadian Award for Financial Reporting is valid for one year only. We believe our current report conforms to the Canadian Award for Financial Reporting program requirements. We will be 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 hən̓q̓əmi̓n̓əḥ and Sḵwx̱w̱ú7mesh 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

City Council

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CITY COUNCIL



Mayor Mike Hurley



Councillor
Pietro Calendino



Councillor
Sav Dhaliwal



Councillor
Alison Gu



Councillor
Mike Hillman



Councillor
Dan Johnston



Councillor
Colleen Jordan



Councillor
Joe Keithley



Councillor
James Wang



MESSAGE FROM THE MAYOR

I am honoured to present the 2021 Annual Municipal Report on behalf of Burnaby Council.

The future is bright for Burnaby.

As our community emerges from the two-year disruption caused by the COVID-19 pandemic, I am filled with a sense of optimism and hope.

We are about to embark on a transformative period in our city. Over the last few years, we've spent a great deal of time and effort conducting in-depth consultations with residents and stakeholders to create long-range plans for housing, infrastructure, transportation and climate action. And now, we are beginning to see those plans come to fruition.

For the first time in Burnaby's history, there are more non-market rental housing units being built in our community than market rentals. This is a big win for affordability, and is a direct result of the actions and policies implemented at the recommendation of the Mayor's Task Force on Community Housing in 2019 and the subsequent HOME strategy, which was endorsed by council in 2021.

We are also preparing big changes to the way we move. In 2021, we replaced a 25-year-old Transportation Plan with Connecting Burnaby, an ambitious vision for the future of travel in our City.

At the heart of all these plans is our urgent commitment to reduce carbon emissions in our community. In 2019, we set a goal to achieve carbon neutrality in Burnaby by 2050. But as we continue to experience the effects of a warming climate first-hand, it is imperative that we redouble our efforts to achieve that goal even earlier.

To address the needs of our growing City, this year we passed the most ambitious capital plan to date, with plans to build five new community facilities in five years.

It's important to think big, but we can't lose sight of the essential services that the City provides for its residents. Every day, Burnaby residents drive our roads, walk our trails and depend on our essential infrastructure, such as sewer and water.

We will continue to work towards our dream of building an even better Burnaby with our staff committed to delivering the highest standards of service to our residents.

There will always be challenges to face and obstacles to overcome, but I have never been more certain that the best days for our community are ahead of us.

A handwritten signature in black ink that reads "M Hurley". The signature is fluid and cursive, with the first letter "M" being large and prominent.

Mayor Mike Hurley



MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER

Burnaby's Annual Municipal Report provides us the opportunity to share some of the incredible accomplishments our City has made in the past year, as well as plans for the future.

This is an exciting time for Burnaby. In 2021, the City of Burnaby moved forward with ambitious, high-profile plans and policies which will shape our community for generations to come. Equally as important, our staff continued to deliver world-class services to residents, including snow clearing, garbage and recycling collection, road maintenance and more.

Recognizing the importance of maintaining and upgrading the City's key infrastructure, in 2021 we approved the most ambitious capital plan in our City's history. It includes plans to build five major new facilities. Thanks to years of prudent financial management, funding for these projects will come through the City's reserves without incurring any debt.

The aging C.G. Brown Pool and Burnaby Lake Arena will be replaced with a new Burnaby Lake Sports Complex, which will include multiple pools, multi-purpose rooms and an NHL-sized arena. This new facility, along with the recent acquisition of the Christine Sinclair Community Centre, will establish Burnaby Lake as the premiere area for hosting tournaments in Metro Vancouver.

In northeast Burnaby, we are building a new Cameron Recreation Centre and Library, which will feature a new leisure pool, gym and weight room, as well as an outdoor public plaza.

On the northwest side of the City, a new Confederation Park Community Centre will offer extensive space for community activities and groups, and create a new connection between Eileen Dailly Pool and the McGill Library.

In 2022, we will complete the Rosemary Brown Arena in Edmonds, which will include two NHL-sized rinks, a skate shop, a concession and public meeting spaces. It will also incorporate sustainable design features and water conservation strategies.

And in the Brentwood Town Centre, we plan to deliver a new community centre to serve the residents of one of the fastest-growing neighbourhoods in the City.

Climate action continues to be a top priority. Building on our long history of successful partnerships with Simon Fraser University, we have again partnered with SFU and also Vancity to launch the Urban Resilient Futures Initiative, which will bring together Burnaby residents to find local, neighbourhood-level solutions to climate change.

Even as we engage residents to take action on climate change, the City is leading by example when it comes to sustainability, by continuing to expand Burnaby's EV charging network and electrifying our City fleet. In 2021, the City broke ground on an EV charging lot at City Hall, which will be equipped with a solar canopy to recoup energy without generating new emissions.

Encouraging the transition to zero emission vehicles supports one of the key targets outlined in Connecting Burnaby, the new Transportation Plan which was adopted by council in 2021. This is an ambitious plan that will transform the way we move throughout the city.

Connecting Burnaby will contribute to a vibrant and prosperous community by connecting people, places and goods. The plan sets a clear goal to reduce our reliance on passenger vehicles by giving people convenient and safe options to walk, cycle and use transit.

Burnaby is one of the fastest-growing major municipalities in Canada and we are working hard to ensure that we grow in a way that improves affordability. Building on the success of the Mayor's Task Force on Community Housing in 2019, the City approved the HOME Strategy in 2021, which outlines the specific initiatives and actions we will take over the next 10 years to improve housing opportunities for everyone.

It's important that the City always seek better ways to provide services. One way we are doing this is through an in-depth review of our development approval processes currently underway. We will make things easier and faster for anyone applying for development approvals by modernizing and streamlining our processes to reduce approval times, and remove uncertainties for property owners, renters, home buyers and developers.

In 2022, we also begin a new partnership with SFU to create a Civic Innovation Lab, which will provide the City with the opportunity to take advantage of leading-edge academic research to develop sustainable, innovative solutions to civic issues and challenges as they arise.

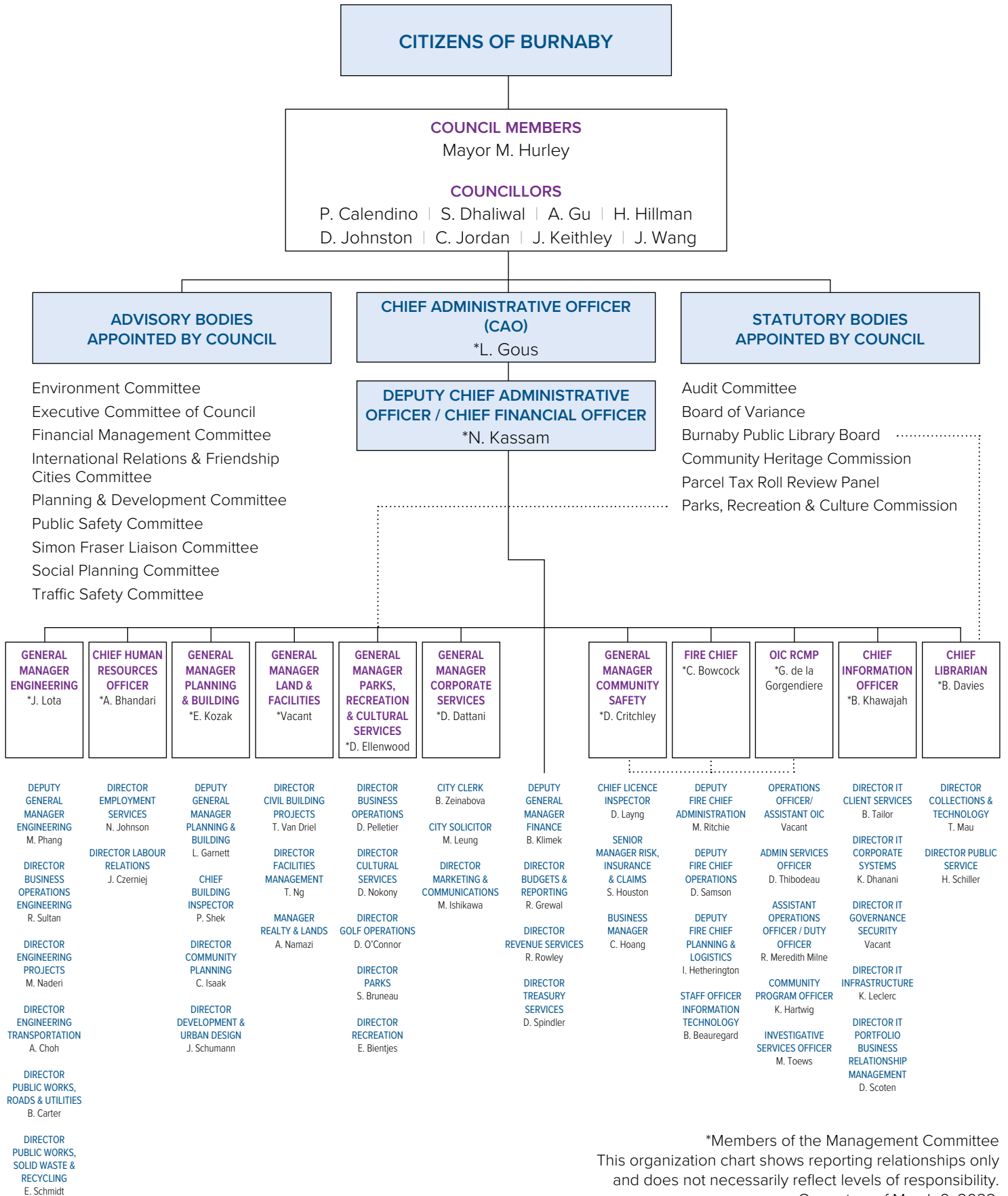
As a City we are committed to delivering the programs and services that make Burnaby one of the best cities to live in the world. We look forward to continuing this important work.

Sincerely,

A handwritten signature in black ink, appearing to be 'L. Gous', written over a horizontal line.

Leon Gous

CITIZENS OF BURNABY ORGANIZATIONAL CHART



*Members of the Management Committee

This organization chart shows reporting relationships only and does not necessarily reflect levels of responsibility. Current as of March 9, 2022.

MANAGEMENT COMMITTEE

The Chief Administrative Officer (CAO) makes recommendations to Council on a broad range of policy and administrative issues. The CAO's Office directs the operations of the City and is responsible for implementing City policies.

Chief Administrative Officer

L. Gous

**Deputy Chief Administrative Officer
& Chief Financial Officer**

N. Kassam

**General Manager,
Community Safety**

D. Critchley

**General Manager,
Corporate Services**

D. Dattani

**General Manager,
Engineering**

J. Lota

**General Manager,
Lands & Facilities**

J. Radford (Acting)

**General Manager,
Parks, Recreation & Cultural
Services**

D. Ellenwood

**General Manager,
Planning & Development**

E. Kozak

Chief Human Resources Officer

A. Bhandari

Chief Librarian

B. Davies

Chief Information Officer

B. Khawajah

Fire Chief

C. Bowcock

OIC RCMP

G. de la Gorgendiere



Burnaby Mountain

BOARDS, COMMITTEES & COMMISSIONS

Audit Committee

Mayor M. Hurley (Chair)
 Councillor S. Dhaliwal (Vice Chair)
 Councillor P. Calendino
 Councillor A. Gu
 Councillor C. Jordan
 Councillor J. Keithley

Board of Variance

B. Felker (Chair)
 J. Chan
 A. Luongo
 M. Martell
 V. Minhas

Burnaby Public Library Board

S. Bartnik (Co-Chair)
 M. Yang (Co-Chair)
 Councillor D. Johnston
 S. Bains
 H. Bhaloo
 G. Blishen
 C. Dong
 E. Kashima
 C. White

Community Heritage Commission

Councillor C. Jordan (Chair)
 Councillor J. Wang (Vice Chair)
 Councillor P. Calendino
 Commissioner R. Kent
 Commissioner M. Sasakamoose
 (Alternate)
 M. Austin
 R. Johnson*
 (Honorary Member Emeritus)
 P. Kwon
 R. Liu
 L. Loftus
 P. Murphy
 R. Whitehouse

Environment Committee

Councillor J. Keithley (Chair)
 Councillor C. Jordan (Vice Chair)
 Councillor A. Gu
 Trustee P. Cech
 M. Melchoir
 T. Shushtarian
 C. van Ginkel
 A. Zawadzki
 P. Holden
 S. Locicero*
 W. Hyde*

Executive Committee of Council

Mayor M. Hurley (Chair)
 Councillor M. Hillman (Vice Chair)
 Councillor P. Calendino
 Councillor S. Dhaliwal
 Councillor J. Keithley
 Councillor J. Wang

Financial Management Committee

Councillor S. Dhaliwal (Chair)
 Councillor A. Gu (Vice-Chair)
 Councillor P. Calendino
 Councillor J. Keithley
 Councillor J. Wang

International Relations & Friendship Cities Committee

Councillor J. Wang (Chair)
 Councillor P. Calendino (Vice Chair)
 Councillor A. Gu
 Councillor D. Johnston

Parcel Tax Roll Review Panel

Mayor M. Hurley (Chair)
 Councillor S. Dhaliwal (Vice Chair)
 Councillor P. Calendino
 Councillor M. Hillman
 Councillor C. Jordan
 Councillor J. Keithley

Parks, Recreation & Culture Commission

Councillor S. Dhaliwal (Chair)
 Commissioner R. Kent (Deputy Chair)
 Councillor J. Wang
 Trustee B. Brassington
 Commissioner G. Cheng
 Commissioner S. Dayment
 Commissioner R. Dhir
 Commissioner C. Preston
 Commissioner M. Sasakamoose
 Commissioner D. Staschuk

Planning & Development Committee

Councillor P. Calendino (Chair)
 Councillor S. Dhaliwal (Vice Chair)
 Councillor A. Gu
 Councillor J. Keithley
 Councillor J. Wang

The Mayor is an Ex-Officio member of all Committees for which he has not been specifically named.

Public Safety Committee

Councillor J. Wang (Chair)
 Councillor D. Johnston (Vice Chair)
 Councillor M. Hillman
 Trustee L. Hayes
 T. N. Ali
 M. Gates
 A. Harvey
 P. Holden
 L. Liu
 C. McKee
 C. Oraziotti
 C. Perron
 C. Redekop (Alternate)
 H. Yip

Simon Fraser Liaison Committee

Mayor M. Hurley
 Councillor P. Calendino
 Councillor S. Dhaliwal
 Councillor A. Gu
 Councillor M. Hillman
 Councillor D. Johnston
 Councillor C. Jordan
 Councillor J. Keithley
 Councillor J. Wang

Social Planning Committee

Councillor C. Jordan (Chair)
 Councillor J. Keithley (Vice Chair)
 Councillor J. Wang
 Trustee R. Stewart
 L. Appleton*
 A. Beck*
 S. Chan*
 R. Fasciana
 E. Lubendo
 D. Mah
 M. Nelson

Traffic Safety Committee

Councillor D. Johnston (Chair)
 Councillor J. Wang (Vice Chair)
 Councillor A. Gu
 Trustee G. Wong
 L. Alifu
 P. Holden
 G. Lai
 L. McQueen
 S. M. Nasiryan Sr.
 C. Redekop (Alternate)
 A. Sandquist*
 S. Tench
 T. Webster*
 M. Zannotto*

FINANCIAL SECTION

Audit Committee

Treasurer's Report

Auditors' Report

Consolidated Financial Statements

Consolidated Statement of Financial Position

Consolidated Statement of Operations & Accumulated Surplus

Consolidated Statement of Changes in Net Financial Assets

Consolidated Statement of Cash Flows

Notes to the Consolidated Financial Statements

AUDIT COMMITTEE

The Audit Committee was appointed to assist the City Council in fulfilling its oversight responsibilities and as representatives of Burnaby residents, to enhance the accountability of the City staff. One of the key roles of the Committee is to review the audited financial statements and present them to City Council.



Mayor
Mike Hurley (Chair)



Councillor
Sav Dhaliwal (Vice Chair)



Councillor
Pietro Calendino



Councillor
Alison Gu



Councillor
Colleen Jordan



Councillor
Joe Kiethley

TREASURER'S REPORT



2022 May 9

Mayor Mike Hurley and Members of Council,

I am pleased to present the 2021 Annual Municipal Report for the City of Burnaby. The purpose of this report is to publish the City of Burnaby's audited Consolidated Financial Statements and provide an update on municipal services and operations for the fiscal year ended December 31, 2021 in accordance with Sections 98 and 167 of the Community Charter. Included in this Treasurer's report is a financial overview, a summary on the City's reserve funds and reserves, and highlights of the City's investments.

Preparation of the consolidated financial statements is the responsibility of City Council and Management of the City of Burnaby. The consolidated financial statements have been prepared in accordance with Canadian Public Sector Accounting Standards. Management is also responsible for ensuring the City remains fiscally prudent and financially sustainable through the ongoing monitoring of all financial affairs of the City. As a result, the City maintains a system of internal accounting controls designed to provide reasonable assurances for the safeguarding of assets and the reliability of financial records.

KPMG LLP has been appointed by City Council to independently audit the City's consolidated financial statements. They have expressed an opinion that the City's consolidated financial statements present fairly, in all material respects, the consolidated financial position of the City of Burnaby as at December 31, 2021, and its consolidated results of operations, its consolidated changes in net financial assets and its consolidated cash flows for the year then ended in accordance with Canadian Public Sector Accounting Standards. KPMG LLP reports their audit results to City Council through the City's Audit Committee.

The COVID-19 global pandemic continued to impact operations in 2021. City services and programs were adjusted in accordance with Provincial Health Officer's (PHO) COVID-19 guidelines. PHO restrictions resulted in significant revenue shortfalls in 2021, specifically in reduced programming for the Parks, Recreation & Cultural Services Department. In order to mitigate financial impacts, the City prioritized expenditures and utilized City reserves to cover any shortfalls due to the pandemic.

Despite the pandemic, development activity was strong in 2021 with community benefit contributions from developers exceeding \$300 million. The developers contributions to the Community Benefit Bonus Program allows the City to address affordable housing needs and capital investment in key amenities as the City's population continues to grow. Capital investment to fund timely renewal and enhancement of all key infrastructure, without incurring debt, remains a Council priority and is achieved through strategic financial planning over the years.

In addition, there was an increase in the number of building permit applications processed as compared to 2020, with a total construction value of over \$1 billion. The most recent census data indicates that Burnaby is among the fastest-growing major municipalities in Canada. City Council's housing policies and processes have put Burnaby above the regional average in housing growth. These results highlight Burnaby as a City where people want to make their home.

To address community needs, the City continues to concentrate its efforts on initiatives that impact the community as a whole. In 2021, the City has issued grants to fund childcare facilities which address the needs of childcare support within the community. Also, the City continues to pursue partnerships with government agencies, not-for-profit societies and private developers to help increase the supply of affordable housing within the community through numerous non-market housing initiatives.

Furthermore, in 2021, the City continued to build on its Climate Action Framework and City Energy Strategy that was approved in July 2020. The new Carbon Price Policy was adopted in March 2021; the inclusion of the carbon price in the decision making process for projects and initiatives that involve carbon emissions will help the City reach its' carbon reduction targets. The City has entered into a three-year Urban Resilient Futures Initiative partnership with Vancity and SFU Morris J. Wosk Centre for Dialogue and aims to overcome barriers to climate action at the neighbourhood level, engaging the community on the City's Building Retrofit Strategy and integrating into the City's Official Community Plan renewal process. In order to reduce greenhouse gas emissions, building infrastructure for the electrification of fleet vehicles and equipment has begun at specific locations and remains a key requirement for future civic operational sites.

Financial Overview

CONSOLIDATED STATEMENT OF FINANCIAL POSITION (\$ millions)

	2021 Actual	2020 Actual	Year Over Year Change
Net Financial Assets	1,917.1	1,652.4	264.7
Non-Financial Assets	3,181.8	3,014.1	167.7
Accumulated Surplus	5,098.9	4,666.5	432.4

The City's financial position continues to be strong as at December 31, 2021. The Annual Surplus is \$432.4 million (2020 - \$139.0 million), bringing Accumulated Surplus to \$5,098.9 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 consists of Net Financial Assets and Non-Financial Assets.

Net Financial Assets is the amount by which all assets exceed all liabilities and represents the City's reserve funds and reserves of \$1,917.1 million (2020 - \$1,652.4 million). Net Financial Assets denotes the City's ability to meet its future obligations. The increase in Net Financial Assets of \$264.7 million over the prior year is primarily due to community benefit contributions which in turn allows for further growth in the investment portfolio.

Non-Financial Assets of \$3,181.8 million (2020 - \$3,014.1 million), are comprised of the net book value of the City's capital assets, which include civic buildings, recreation centres, parks, roads, water and sewer infrastructure and land. Non-Financial Assets also include inventory of supplies and prepaid expenses. Non-Financial Assets increased by \$167.7 million over the prior year due to an increase in capital assets such as the new Christine Sinclair Community Centre and key engineering infrastructure.

CONSOLIDATED STATEMENT OF OPERATIONS (\$ millions)

	2021 Budget	2021 Actual	2020 Actual	2021 Budget Variance	Year Over Year Change
Revenues	655.8	954.5	619.3	298.7	335.2
Expenses	551.1	522.1	480.3	29.0	(41.8)
Annual Surplus	104.7	432.4	139.0	327.7	293.4

BUDGET VARIANCE

The Annual Surplus of \$432.4 million, which is the excess of revenues less expenditures, was more than the budget of \$104.7 million by \$327.7 million.

Consolidated revenue of \$954.5 million was higher than the budgeted revenue by \$298.7 million, mainly due to higher than expected community benefit contributions received from developers in 2021. Furthermore, the City also generated higher than budgeted gain on land sales, contributed revenue from project completion with asset ownership transferred to the City, and higher permit revenue due to strong development activity throughout the City. This is partially offset by lower than expected sales of goods & services revenue primarily due to lower recreational program revenues as a result of the PHO restrictions of City facilities and subsequent reduced programming caused by the pandemic.

Consolidated expenses of \$522.1 million across all City functions and services was lower than budgeted by \$29.0 million, predominantly due to compensation and other operational programming expenditure savings due to reduced programming and deferral of projects and initiatives as a result of the pandemic. In addition, there are savings from less community housing grants issued. This savings is partially offset by the significantly higher than budgeted rate increase for RCMP Members resulting from the ratification of the RCMP collective agreement, increases in RCMP overtime and additional RCMP vehicle replacements.

YEAR OVER YEAR CHANGE

Annual Surplus of \$432.4 million (2020 - \$139.0 million) is higher in 2021 compared to 2020 by \$293.4 million.

Consolidated revenue of \$954.5 million (2020 - \$619.3 million) increased from the prior year by \$335.2 million mainly due to increases from community benefit contributions from the increase in development activities, increase in property taxes, new growth and contributed revenue from the project completion with asset ownership transferred to the City. This increase is partially offset by lower gain on land sales for the City's various land sale transactions completed in the year and decreased investment income due to lower interest rates.

Consolidated expenses of \$522.1 million (2020 - \$480.3 million) increased in 2021 from the prior year by \$41.8 million primarily due to increases in the collective agreement costs, costs associated with the reopening of facilities and increase in programs and services, increase in grants issued to the School Board for Childcare facilities and Executive Committee of Council grants, RCMP contract costs due to the significant increase from the ratification of the outstanding RCMP collective agreement, increase in amortization from new facilities and infrastructures, Greater Vancouver Sewer & Drainage District and Greater Vancouver Water District charges, and other general contract and inflationary escalations.

Reserve Funds and Reserves

The City's reserve funds and reserves are comprised of capital and operating reserve funds and reserves. The total of all reserve funds and reserves at the end of 2021 is \$1,917.1 million (2020 - \$1,652.5 million).

Capital reserve funds and reserves account for the largest portion of the City's financial portfolio at 91.4%. Interest earned on capital reserve funds and reserves are contributed back to the respective reserve funds or reserves. Capital reserve funds and reserves are used for new assets and to replace existing assets and infrastructure that are no longer able to provide service.

The City's Community Benefit Bonus Reserves are funded by developer contributions through Burnaby's Community Benefit Bonus Program. The program is essential to enable the City to attain new community amenities, including recreational and cultural facilities, space for non-profit service organizations and affordable and/or special needs housing. This program allows the City to continue serving our growing population within Burnaby, without otherwise having to raise property taxes or incur external debt. In 2021, as development activities increased, the City received a significant amount of contributions from developers through the Community Benefit Bonus Program. As development continues, a number of amenities will be funded from this program and will include Childcare facilities, Fire Stations, Burnaby Lake Aquatic & Arena Facility, Brentwood Community Space, Willingdon Community Centre, Confederation Park Recreation Centre, Cameron Community Centre and Library, and Rosemary Brown Arena.

Accounting for 8.6% of the City's financial portfolio, operating reserves are comprised of the General Operating Reserves including stabilization, insurance and snow removal, the Waterworks Utility and the Sanitary Sewer Fund Operating Reserves. Operating reserves provide City Council with the ability to maintain property taxation stability and are dedicated to supporting operating needs for unforeseen events. Interest earned (2021 - \$6.58 million) on these reserves is contributed to general operations to reduce the impact of increases in property taxation.

Investments

The City's reserve funds and reserves are invested in short and long-term investments based on the City's projected cash flow needs. During 2021, the investment portfolio earned an average annual yield of 2.22% (2020 - 2.82%) and generated a notable return of \$45.5 million (2020 - \$55.8 million). A portion of this return, \$3.2 million (2020 - \$3.8 million) of investment earnings, was allocated to the Development Cost Charges Reserve Funds which is reflected as deferred revenue and included in the consolidated financial statements as a liability.

In closing, under the direction and guidance of City Council, the City of Burnaby remains fiscally prudent while navigating through the challenges and pressures of a global pandemic. Furthermore, the City continues to generate strong financial growth while executing on its fiscal strategy to maintain stabilized property tax rates and remain debt-free.

Respectfully submitted,



Noreen Kassam, CPA, CGA
Deputy Chief Administrative Officer & Chief Financial Officer



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 Vancouver BC V7Y 1K3
 Canada
 Telephone (604) 691-3000
 Fax (604) 691-3031

INDEPENDENT AUDITORS' REPORT

To the Mayor and Council of the City of Burnaby

Opinion

We have audited the consolidated financial statements of the City of Burnaby (the "City"), which comprise:

- the consolidated statement of financial position as at December 31, 2021;
- the consolidated statement of operations and accumulated surplus for the year then ended;
- the consolidated statement of changes in net financial assets for the year then ended;
- the consolidated statement of cash flows for the year then ended;
- and notes and schedule to the consolidated financial statements, including a summary of significant accounting policies

(hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the consolidated financial position of the City as at December 31, 2021, and its consolidated results of operations, its consolidated changes in net financial assets and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "**Auditors' Responsibilities for the Audit of the Financial Statements**" section of our auditors' report.

We are independent of the City in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Management is responsible for the other information. Other information comprises the information, other than the financial statements and the auditors' report thereon, included in the 2021 Annual Municipal Report.

KPMG LLP, an Ontario limited liability partnership and member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. KPMG Canada provides services to KPMG LLP.



Our opinion on the financial statements does not cover the other information and we do not and will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit and remain alert for indications that the other information appears to be materially misstated.

We obtained the information, other than the financial statements and the auditors' report thereon, included in the 2021 Annual Municipal Report as at the date of this auditors' report.

If, based on the work we have performed on this other information, we conclude that there is a material misstatement of this other information, we are required to report that fact in the auditors' report.

We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the City's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the City or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the City's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.



We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the City's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on City's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause City to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group entity to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

Chartered Professional Accountants

Vancouver, Canada
May 9, 2022

Consolidated Statement of Financial Position

As at December 31, 2021 with comparative figures for 2020

	2021 Actual (\$)	2020 Actual (\$)
Financial Assets		
Cash and cash equivalents	339,136,328	304,262,693
Investments (Note 2)	1,682,428,878	1,580,734,271
Accounts receivables:		
Accrued interest	191,830,949	183,152,845
Taxes	6,430,898	11,427,826
Local improvement frontage tax	1,767,377	2,142,225
Other receivables (Note 3)	126,916,121	32,300,578
	326,945,345	229,023,474
Total Financial Assets	2,348,510,551	2,114,020,438
Financial Liabilities		
Accounts payables and accrued liabilities (Note 4):		
Due to other governments	61,456,778	145,824,981
Accounts payable	46,522,896	40,813,099
Accrued liabilities	24,104,888	20,843,410
	132,084,562	207,481,490
Deposits - damages, servicing and other	51,674,267	51,155,532
Deferred revenue (Note 5)	101,316,041	76,157,269
Development cost charges and restricted funds (Note 6)	146,346,376	126,766,686
Total Financial Liabilities	431,421,246	461,560,977
Net Financial Assets	1,917,089,305	1,652,459,461
Non-Financial Assets		
Tangible capital assets (Note 7 and Schedule 1)	3,176,034,592	3,008,301,119
Inventory of supplies	2,217,865	2,829,098
Prepaid expenses	3,592,613	2,986,589
Total Non-Financial Assets	3,181,845,070	3,014,116,806
Accumulated Surplus (Note 8)	5,098,934,375	4,666,576,267

Contingencies and Commitments (Note 11).
To be read in conjunction with the Notes to
the Consolidated Financial Statements.

Approved by: 
Noreen Kassam, Deputy Chief Administrative Officer
& Chief Financial Officer, City of Burnaby

Consolidated Statement of Operations and Accumulated Surplus

For the year ended December 31, 2021 with comparative figures for 2020

	2021 Budget (\$)	2021 Actual (\$)	2020 Actual (\$)
Revenues	(Note 1 (B), 15)		
Taxation revenue (Note 10)	318,713,900	319,636,883	304,640,143
Sales of goods and services	118,677,700	116,849,717	107,363,048
Investment income	41,447,800	42,263,976	51,984,393
Other revenue	53,314,300	86,346,264	90,552,865
Community benefit bonus	95,000,000	341,660,886	17,619,102
Contributed asset revenue	5,000,000	21,695,904	9,446,255
Transfers from other governments (Note 9)	17,599,400	21,644,029	28,051,301
Transfer from restricted funds and development cost charges (Note 6)	6,080,000	4,417,735	9,698,429
Total Revenues	655,833,100	954,515,394	619,355,536
Expenses			
General government services	119,046,300	95,996,995	81,446,223
Protective services	131,030,000	133,774,985	122,665,009
Transportation services	56,899,900	59,563,093	56,840,414
Environmental services	111,500,800	108,638,347	105,430,981
Development services	9,622,200	9,238,279	7,561,160
Parks, recreation and cultural services	123,045,200	114,945,587	106,370,536
Total Expenses	551,144,400	522,157,286	480,314,323
Annual Surplus	104,688,700	432,358,108	139,041,213
Accumulated Surplus, Beginning of Year	4,666,576,267	4,666,576,267	4,527,535,054
Accumulated Surplus, End of Year	4,771,264,967	5,098,934,375	4,666,576,267

To be read in conjunction with the Notes to the Consolidated Financial Statements.

Consolidated Statement of Changes in Net Financial Assets

For the year ended December 31, 2021 with comparative figures for 2020

	2021 Budget (\$) (Note 1 (B), 15)	2021 Actual (\$)	2020 Actual (\$)
Annual surplus	104,688,700	432,358,108	139,041,213
Tangible capital assets			
Acquisition of tangible capital assets	(293,590,600)	(218,018,657)	(159,632,623)
Contributed tangible capital assets	(5,000,000)	(21,695,904)	(9,446,255)
Acquisition from land exchange	-	(2,485,886)	(919,849)
Amortization of tangible capital assets	68,570,700	73,634,140	68,623,357
Gain on sale of tangible capital assets	(5,000,000)	(22,798,079)	(31,529,580)
Proceeds on sale and exchange of tangible capital assets	-	23,630,913	36,058,420
	(235,019,900)	(167,733,473)	(96,846,530)
Changes in inventory of supplies	-	611,233	(779,121)
Changes in prepaid expenses	-	(606,024)	342,791
	-	5,209	(436,330)
Increase in net financial assets	(130,331,200)	264,629,844	41,758,353
Net Financial Assets, Beginning of Year	1,652,459,461	1,652,459,461	1,610,701,108
Net Financial Assets, End of Year	1,522,128,261	1,917,089,305	1,652,459,461

To be read in conjunction with the Notes to the Consolidated Financial Statements.

Consolidated Statement of Cash Flows

For the year ended December 31, 2021 with comparative figures for 2020

	2021 Actual (\$)	2020 Actual (\$)
Operating Transactions		
Annual surplus	432,358,108	139,041,213
Non-cash items:		
Amortization of tangible capital assets	73,634,140	68,623,357
Contributed tangible capital assets	(21,695,904)	(9,446,255)
Gain on sale of tangible capital assets	(22,798,079)	(31,529,580)
	461,498,265	166,688,735
Changes in non-cash working capital:		
Accounts receivables	(97,921,871)	(20,451,171)
Accounts payable and accrued liabilities	(75,396,928)	107,281,253
Deposits - damage, servicing and other	518,735	(586,857)
Deferred revenue	25,158,772	(18,231,802)
Development cost charges and restricted funds	19,579,690	(2,465,395)
Inventory	611,233	(779,121)
Prepaid expenses	(606,024)	342,791
	333,441,872	231,798,433
Capital Transactions		
Tangible capital assets acquisitions	(218,018,657)	(159,632,623)
Proceeds on sale of tangible capital assets	21,145,027	35,138,571
	(196,873,630)	(124,494,052)
Investing Transactions		
Net change in investments	(101,694,607)	115,594,142
	(101,694,607)	115,594,142
Increase in cash and cash equivalents	34,873,635	222,898,523
Cash and Cash Equivalents, Beginning of Year	304,262,693	81,364,170
Cash and Cash Equivalents, End of Year	339,136,328	304,262,693
Cash and Cash Equivalents, End of Year		
Represented by:		
Cash	26,139,286	10,262,693
Cash equivalents	312,997,042	294,000,000
	339,136,328	304,262,693
Non-Cash Transaction		
Acquisition from land exchange	2,485,886	919,849

To be read in conjunction with the Notes to the Consolidated Financial Statements.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

Burnaby was incorporated in 1892 as a district municipality and one hundred years after incorporation, became the City of Burnaby (the “City”). The City is legislated under the Local Government Act of British Columbia and its principal activities include the provision of local government services to residents of the incorporated area. These include administrative, protective, infrastructure, environmental, planning, building, recreational, waterworks, and sanitary sewer services.

1. Significant Accounting Policies

The consolidated financial statements of the City have been prepared by management in accordance with Canadian generally accepted accounting principles as prescribed by the Public Sector Accounting Board (PSAB) of the Chartered Professional Accountants of Canada.

A. BASIS OF CONSOLIDATION

The consolidated financial statements are comprised of the City’s Operating, Capital and Reserve Funds as well as the Burnaby Public Library (the “Library”). The Library is consolidated as it is considered to be controlled by the City, by virtue of their Board being appointed by the City. Interfund balances and transactions have been eliminated on consolidation.

I. Operating Funds

These funds include the General, Waterworks Utility and Sanitary Sewer Operating Funds as well as the Burnaby Public Library. They are used to record the operating costs of services provided by the City.

II. Capital Funds

These funds include the General, Waterworks Utility and Sanitary Sewer Capital Funds and Burnaby Public Library Capital. They are used to record the acquisition costs of tangible capital assets. All the Capital Funds are combined on the financial statements.

III. Reserve Funds

Under the Community Charter of British Columbia, City Council may, by bylaw, establish reserve funds for specified purposes. Money in a reserve fund and interest earned thereon must be expended only for the purpose for which the fund was established. If the amount in a reserve fund is greater than required for the purposes for which it was established, City Council may transfer all or part of the amount to another reserve fund, provided that the nature of the reserve is used for the same purpose.

B. BUDGET

Budget information reported in the consolidated financial statements represents the 2021 Consolidated Revenues & Expenditures component of the City of Burnaby 2021-2025 Financial Plan received by City Council on April 26, 2021, and adopted through Bylaw No. 14333 on May 10, 2021.

C. REVENUE RECOGNITION

Revenues are recognized in the period in which the transactions or events occurred that gave rise to the revenues. All revenues are recorded on an accrual basis, except when the accruals cannot be determined with a reasonable degree of certainty or when their estimation is impractical.

Revenue recognition on the sale of properties occurs when the City has transferred the significant risks and rewards of ownership. Property lease revenue includes all amounts earned from tenants, including property tax and operating cost recoveries. Lease revenues are recognized on a straightline basis over the term of the lease.

Restricted transfers from governments are deferred and recognized as revenue in the year the related expenditures are incurred. Unrestricted transfers are recognized as revenue when received.

D. COLLECTION ON BEHALF OF OTHER AUTHORITIES

The City is required to collect and remit taxes on behalf of other tax authorities. Collections for other authorities are excluded from City revenues.

E. PROPERTY TAXES

British Columbia Assessment Authority (BCA) produces independent property assessments based on market value for all property owners in the Province as of July 01 each year. The City of Burnaby establishes property tax rates based on the assessed values provided by BCA to collect the revenue needed to fund City services and programs. Taxation revenue is recorded at the time property tax bills are issued. The City is entitled to collect interest and penalties on overdue taxes.

For 2021, the value for taxable land and buildings, (excluding valuations for exempt properties) across all property classes was \$111.1 billion (2020 - \$108.2 billion).

F. COMMUNITY BENEFIT BONUS REVENUE

Community Benefit Bonus revenue is a cash contribution received by the City through the land development process and recognized as revenue in the year received. These reserves are allocated by Council policy and held in capital reserves.

Council's Community Benefit Bonus Policy provides a framework through which developments provide benefits for future amenities. The program is based on a voluntary density bonus approach provided for through provincial legislation, the Burnaby Zoning Bylaw, and Council's direction.

Council policy directs 80% of undesignated cash contributions towards community amenities, and 20% to the City-wide Affordable Housing Reserve for affordable and/or special needs housing. Interest income earned on the Community Benefit Bonus Reserves is retained within the reserves.

As these funds are restricted for capital purposes, they are not available to be used to meet current operating expenditures or obligations. See Note 8 Reserves - Non-Statutory Capital Reserves for the balance of the Community Benefit Bonus Reserves held for future City amenities.

G. CONTRIBUTED ASSET REVENUE

Tangible capital assets from developers are a condition of the development approval process. Public Sector Accounting Board rules require municipalities to recognize as revenue the fair market value of the tangible capital assets when they are made available for use and received by the City.

The delivery of the contributed tangible capital assets is dependent upon the developer. The revenue is recognized on the Consolidated Statement of Operations and Accumulated Surplus with an increase in tangible capital assets on the Consolidated Statement of Financial Position of the same amount. Contributed asset revenue represents the fair market value of assets received. It is not a source of funding available to meet current operating expenditures or obligations.

H. DEFERRED REVENUES

Deferred revenues represent the receipt of funds for which the provision of services occurs in the future, including development cost levies which have been collected in accordance to Council-approved bylaws to finance growth-related projects, other government transfers and amounts received from third parties pursuant to legislation, regulation or agreement. These revenues may only be used in the conduct of certain services, in the completion of specific work, or for the purchase of tangible capital assets. These amounts will be recognized as revenues in the year in which the expenditures are incurred.

I. EXPENSES

Expenses are recognized as they are incurred and measurable as a result of receipt of goods or services and/or the creation of a legal obligation to pay. Interest expense is accrued as the obligation is incurred.

J. CASH AND CASH EQUIVALENTS

Cash and cash equivalents include cash and short-term investments with maturities of three months or less at the date of acquisition, are readily convertible to known amounts of cash and are subject to an insignificant risk of change in value.

K. INVESTMENTS

Investments are recorded at cost, adjusted for amortization of premiums or discounts over the term of the investments on a straight-line basis. Provisions for losses are recorded when they are considered to be other than temporary. Short-term investments are those that mature between three months and one year. Long-term investments are those that mature in more than one year.

L. EMPLOYEE FUTURE BENEFITS

The City and its employees make contributions to the Municipal Pension Plan (the “Plan”). The Plan is a multi-employer contributory defined benefit pension plan. These contributions are expensed as incurred.

Sick leave and post-employment benefits accrue to the City’s employees. The liability relating to these benefits is actuarially determined based on length of service, best estimates of retirement ages and expected future salary and wage increases. The liabilities under these benefit plans are accrued based on projected benefits pro-rated as employees render services necessary to earn the future benefits.

Actuarial gains or losses are amortized over the expected average remaining service life of the related employee group.

The liability for event-driven benefits, such as disability benefits, is calculated after the event occurs. The expense is recognized in the year the event occurs.

M. GOVERNMENT TRANSFERS

Restricted transfers from governments are deferred and recognized as revenue as the related expenditures are incurred or the stipulations in the related agreements are met. Unrestricted transfers are recognized as revenue when received or if the amount to be received can be reasonably estimated and collection is reasonably assured.

N. NON-FINANCIAL ASSETS

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

I. Tangible Capital Assets

Tangible capital assets are recorded at cost, which include all amounts that are directly attributable to the acquisition, construction, development, or betterment of the asset. Assets under construction are not depreciated until the asset is available for productive use. The City does not capitalize interest associated with the acquisition or construction of a tangible capital asset. Contributions of tangible capital assets are reported at fair market value at the time of receipt and are also recorded as revenue. The cost, less residual value, of tangible capital assets, excluding land, are amortized on a straight-line basis over their estimated useful lives, commencing the month and year the asset is put into service. Estimated useful lives are as follows:

Asset	Useful Life (Years)
Land (Under Roads/Civic Use)	Is not amortized
Land Improvements	10 to 75
Buildings	10 to 50
Infrastructure Water	15 to 60
Infrastructure Sewer	15 to 70
Infrastructure Drainage	15 to 100
Infrastructure Roads	10 to 80
Vehicles & Mobile Equipment	5 to 40
Technology and Telephony	3 to 20
Furniture, Fixtures & General	2 to 25
Leasehold Improvements	Term of Lease

Land is recorded at cost. Works of art, artifacts, cultural, and historical assets are not recorded as assets in the financial statements. The City controls various works of art and historical treasures, including artifacts, paintings and sculptures located at City sites and public display areas.

II. Inventory

Inventory held for consumption is recorded at the lower of cost and net realizable value.

O. USE OF ESTIMATES

The preparation of the consolidated financial statements requires management to make estimates and assumptions that affect the reported amount of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period.

Actual results could differ from these estimates.

P. SEGMENT DISCLOSURE

The City provides a wide range of services to its citizens. For management reporting and budget control purposes, the government's operations and activities are organized and reported by City departments. These departments are grouped together for the segment report to give an operational view of the way the City works on a day-to-day basis. This additional reporting is intended to enable users to better understand the government reporting entity and the major activities of the City.

Q. CONTAMINATED SITES

A liability for contaminated sites is recognized when a site is not in productive use and the following criteria are met:

- i. An environmental standard exists;
- ii. Contamination exceeds the environmental standard;
- iii. The City is directly responsible or accepts responsibility;
- iv. It is expected that future economic benefits will be given up; and
- v. A reasonable estimate of the amount can be made.

The liability is recognized as management's estimate of the cost of post-remediation including operation, maintenance and monitoring that are an integral part of the remediation strategy for a contaminated site. As at December 31, 2021, no liability for contaminated sites was recognized.

2. Investments

	2021		2020	
	Cost (\$)	Market Value (\$)	Cost (\$)	Market Value (\$)
Short-term investments	975,951,104	998,367,707	689,720,947	695,613,136
Long-term investments	706,477,774	927,713,636	891,013,324	1,153,541,335
Total	1,682,428,878	1,926,081,343	1,580,734,271	1,849,154,471

3. Other Accounts Receivables

	2021 (\$)	2020 (\$)
Community benefit bonus receivables	105,298,307	17,619,102
Federal and provincial governments receivables	6,458,758	2,400,249
Other receivables	8,435,235	8,778,373
Third party receivables	1,665,404	1,389,685
Property management receivables	1,846,922	1,488,666
Development cost charge levy receivable	3,211,495	624,503
Total	126,916,121	32,300,578

4. Accounts Payables and Accrued Liabilities

	2021 (\$)	2020 (\$)
Trade and other liabilities	120,932,562	196,589,490
Employee future benefits (Note 13)	11,152,000	10,892,000
Total	132,084,562	207,481,490

5. Deferred Revenue

	2020 (\$)	Externally Restricted Inflows (\$)	Revenue Earned (\$)	2021 (\$)
Taxes and utilities	21,668,295	23,925,386	(21,668,295)	23,925,386
Parks and recreation fees	1,299,197	5,301,765	(4,516,931)	2,084,031
Future capital works	20,368,747	10,733,308	(2,766,061)	28,335,994
Other deferred revenue	32,821,030	51,544,272	(37,394,672)	46,970,630
Total	76,157,269	91,504,731	(66,345,959)	101,316,041

6. Development Cost Charges and Restricted Funds

	2021 (\$)	2020 (\$)
Balance at beginning of year	126,766,686	129,232,081
Contribution	20,774,450	3,429,031
Interest	3,222,975	3,804,003
Revenue recognized	(4,417,735)	(9,698,429)
Balance at end of year	146,346,376	126,766,686

7. Tangible Capital Assets

ASSETS

See Schedule 1 for details.

CONTRIBUTED ASSETS

Infrastructure contributed to the City totaled \$17,360,805 in 2021 (2020 - \$8,487,929) and was capitalized at fair value at the time of receipt; and Land contributed to the City totaled \$4,335,099 in 2021 (2020 - \$958,326).

ASSETS UNDER CONSTRUCTION

Assets under construction having a value of approximately \$157,180,000 in 2021 (2020 - \$103,329,000) have not been amortized. Amortization of these assets will commence when the asset are put into service.

WORKS OF ART AND HISTORICAL TREASURES

The City manages and controls various works of art and non-operational historical cultural assets including buildings, artifacts, paintings, and sculptures located at City sites and public display areas. The assets are not recorded as tangible capital assets and are not amortized.

WRITE-DOWNS OF TANGIBLE CAPITAL ASSETS

There was no write down of tangible capital assets during the year (2020 - \$nil).

8. Accumulated Surplus

	2021 (\$)	2020 (\$)
Accumulated Surplus Non-Financial Assets:		
Tangible Capital Assets	3,176,034,592	3,008,301,119
Inventory of Supplies	2,217,865	2,829,098
Prepaid Expenses	3,592,613	2,986,589
Total Accumulated Surplus Non-Financial Assets	3,181,845,070	3,014,116,806
Accumulated Surplus Net-Financial Assets:		
Statutory Capital Reserve Funds		
Corporate and Tax Sale Land Reserve Fund	309,925,699	285,964,105
Capital Asset Works Financing Reserve Fund	144,807,175	172,608,307
Equipment and Vehicle Replacement Reserve Fund	69,960,934	68,424,694
Housing Capital Reserve Fund	32,231,675	31,490,930
Other Statutory Capital Reserve Fund	18,139,383	17,719,309
Local Improvement Reserve Fund	17,527,808	16,566,965
Development Cost Charge Reserve Funds	9,957,851	9,836,607
Statutory Capital Reserve Funds Total	602,550,525	602,610,917
Non-Statutory Capital Reserves		
Community Benefit Bonus Reserves	931,128,195	653,311,224
Gaming Reserve	49,276,960	82,396,196
Sanitary Sewer Fund Capital Reserve	78,383,679	82,570,217
Waterworks Utility Capital Reserve	63,582,434	61,594,219
Other Capital Reserves	27,277,827	20,190,700
Non-Statutory Capital Reserves Total	1,149,649,095	900,062,556
Non-Statutory Operating Reserves		
Other Operating Reserves	33,429,416	29,331,401
Operating Housing Reserve	18,160,147	16,172,882
Stabilization Reserve	8,559,153	9,412,316
Snow Removal Reserve	6,838,547	7,455,726
Non-Statutory Operating Reserves Total	66,987,263	62,372,325
Unappropriated Operating Surplus		
Sanitary Sewer Fund Reserve	45,083,934	34,993,087
Waterworks Utility Reserve	39,347,641	31,981,613
General Revenue Reserve	13,470,847	20,438,963
Unappropriated Operating Surplus Total	97,902,422	87,413,663
Total Accumulated Surplus Net Financial Assets	1,917,089,305	1,652,459,461
Total Accumulated Surplus	5,098,934,375	4,666,576,267

9. Transfers From Other Governments

	2021 (\$)	2020 (\$)
Transfers from Federal Government	1,586,000	1,189,889
Transfers from Provincial Government	11,802,639	16,827,341
Transfers from Regional and Local Governments	8,255,390	10,034,071
Total	21,644,029	28,051,301

10. Taxation Revenue

In addition to levying and collecting property taxes for municipal purposes, the City also collects taxes from its citizens on behalf of other governments. The following table illustrates the amounts collected and the amounts transferred to other governments. These amounts collected on behalf of other governments are not reflected on the City's financial statements.

	2021 (\$)	2020 (\$)
Taxes Collected		
General Purposes	301,009,015	286,012,006
Collections for Other Governments	261,204,206	188,059,832
Sanitary Sewer Parcel Tax	18,627,868	18,628,137
	580,841,089	492,699,975
Less Transfers to Other Governments		
Province of British Columbia - School Taxes	201,666,665	131,388,293
Greater Vancouver Regional District	8,111,249	7,254,991
Greater Vancouver Transportation Authority	44,352,872	42,480,277
BC Assessment Authority	6,556,719	6,432,766
Municipal Finance Authority	30,099	29,356
Hastings Street Business Improvement Area	281,432	275,914
North Road Business Improvement Area	205,170	198,235
	261,204,206	188,059,832
Taxation Revenue	319,636,883	304,640,143

11. Contingencies and Commitments

A. At December 31, 2021, the balance of the outstanding contracts for capital and other expenditures is estimated at \$130.6 million (2020 - \$163.9 million).

These amounts are not accrued in the financial statements:

Year	Millions
2022	111.7
2023	11.6
2024	4.1
2025	2.1
2026	1.1
	130.6

B. In the ordinary course of business, claims are asserted or made against the City, and the City is currently involved in various legal actions. The outcome of these actions cannot be determined at this time. A provision has been made in the accounts for any possible unfavourable outcome of these actions. The amount of any loss in excess of the provision and insurance coverage will be recorded when determinable.

C. Development cost charges are monies collected from developers for designated purposes, such as future parkland acquisitions. These are comprised of cash and investments of \$143,134,881 (2020 - \$126,142,183) and restricted accounts receivable of \$3,211,495 (2020 - \$624,503).

D. The City holds irrevocable letters of credit in the aggregate amount of \$246.0 million (2020 - \$186.3 million) received from depositors to ensure their performance of works to be undertaken within the City. These amounts are not reflected in the consolidated financial statements.

E. The City, as a member of Metro Vancouver, is directly, jointly and severally liable with the other member municipalities for the net capital liabilities of those authorities.

F. The City is a shareholder and member of E-Comm Emergency Communications for British Columbia Incorporated (E-Comm), whose services include: regional 911 call centre, Area Wide Radio emergency communications network, dispatch operations, and records management. The City holds 1 Class A share. As a Class A shareholder, the City is committed to paying levies for services received under a cost-sharing formula to fund operating and capital costs of the E-Comm operations. In addition, the City is contingently liable to cover its proportionate share of such costs should any member be unable to fulfill its funding obligations. Annual levy amounts fluctuate based on various factors under the cost-sharing formula, and amounted to \$3.4 million during the year (2020 - \$3.3 million).

12. Municipal Pension Plan

The City and its employees contribute to the Municipal Pension Plan (a jointly trustee pension plan). The board of trustees, representing plan members and employers, is responsible for administering the plan, including investment of assets and administration of benefits. The plan is a multi-employer defined benefit pension plan. Basic pension benefits are based on a formula. As at December 31, 2020, the plan has about 220,000 active members and approximately 112,000 retired members. Active members include approximately 2,508 contributors from the City (2020 - 2,503 contributors).

Every three years, an actuarial valuation is performed to assess the financial position of the plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent actuarial valuation for the Municipal Pension Plan as at December 31, 2018, indicated a \$2,866 million funding surplus for basic pension benefits on a going concern basis.

The City paid \$18,320,144 (2020 - \$17,232,906) for employer contributions while employees contributed \$15,167,493 (2020 - \$14,368,680) to the plan in fiscal 2021.

The next valuation will be as at December 31, 2021, with results available in 2022.

Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the plan records accrued liabilities and accrued assets for the plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to individual employers participating in the plan.

13. Employee Future Benefits

The City provides certain post-employment benefits to its employees. These benefits include accumulated vacation deferral, supplementary vacation and retirement gratuity benefits. The liability associated with these benefits is calculated based on the present value of expected future payments pro-rated for services, and is included in accrued liabilities.

	2021 (\$)	2020 (\$)
Accrued benefit obligation, beginning of year	14,730,000	11,061,000
Current service cost	1,046,000	817,000
Interest cost	257,000	286,000
Benefits paid	(1,340,000)	(1,149,000)
Actuarial (gain) / loss	(1,649,000)	3,715,000
Accrued benefit obligation, end of year	13,044,000	14,730,000

An actuarial valuation for these benefits was performed to determine the City’s accrued benefit obligation as at December 31, 2021. The difference between the actuarially determined accrued benefit liability estimate of \$11,152,000 and the accrued benefit obligation of \$13,044,000 as at December 31, 2021, is an unamortized net actuarial loss of \$1,892,000. The actuarial loss is being amortized over a period equal to the employees’ average remaining service lifetime of 11 (2020 - 11) years.

	2021 (\$)	2020 (\$)
Accrued benefit obligation, end of year	13,044,000	14,730,000
Unamortized net actuarial (loss)	(1,892,000)	(3,838,000)
Accrued benefit liability, end of year	11,152,000	10,892,000

Actuarial assumptions used to estimate the City’s accrued benefit obligation are as follows:

	2021	2020
Discount rate	2.40%	1.75%
Expected future inflation rate	1.80%	1.80%
Estimated average remaining service life of employees (years)	11.00	11.00

14. Segmented Information (\$ Thousands)

The following pages summarize the City's segments by functional expenses and revenue categories.

2021	General Government & Administrative Services	Protective Services	Public Works & Others	Solid Waste	Water Works	Sanitary Sewer	Planning & Building Services	Parks, Recreation & Cultural Services	Library Services	Other Funds	Total
Revenues											
Taxation revenue	301,009	-	-	-	-	18,628	-	-	-	-	319,637
Sales of goods & services	676	540	2,861	6,058	58,026	28,239	119	20,330	-	-	116,849
Investment income	6,583	-	-	-	-	-	-	-	47	35,634	42,264
Other revenue	20,021	1,173	4,492	3,424	1,352	1,158	23,428	760	1,088	29,450	86,346
Community benefit bonus	-	-	-	-	-	-	-	-	-	341,661	341,661
Contributed asset revenue	-	-	-	-	-	-	-	-	-	21,696	21,696
Transfers from other governments	517	2,755	8,221	-	-	-	753	701	-	8,697	21,644
Transfer from restricted funds & development cost charges	-	-	-	-	-	-	-	-	-	4,418	4,418
	328,806	4,468	15,574	9,482	59,378	48,025	24,300	21,791	1,135	441,556	954,515
Expenses											
Compensation	46,403	58,936	22,783	9,729	4,401	3,941	15,304	64,852	11,059	-	237,408
Policing contract	-	60,641	-	-	-	-	-	-	-	-	60,641
General services	19,265	3,219	7,381	4,599	3,318	4,697	1,330	7,464	389	-	51,662
Materials & supplies	1,591	763	3,795	341	762	582	59	5,866	1,020	-	14,779
Equipment & related operating costs	6,777	1,606	(3,254)	5,030	849	934	213	2,040	202	-	14,397
Gas & electricity	79	276	1,616	32	203	80	-	2,460	178	-	4,924
Greater Vancouver refuse disposal	1	-	-	3,425	-	-	-	32	-	-	3,458
Greater Vancouver sewage & drainage district levy	-	-	953	-	-	27,791	-	-	-	-	28,744
Greater Vancouver water district - cost of water	-	-	-	-	31,858	-	-	-	-	-	31,858
Amortization / loss on disposals	11,024	2,652	34,314	185	6,233	3,140	486	14,601	1,651	-	74,286
	85,140	128,093	67,588	23,341	47,624	41,165	17,392	97,315	14,499	-	522,157
	243,666	(123,625)	(52,014)	(13,859)	11,754	6,860	6,908	(75,524)	(13,364)	441,556	432,358

14. Segmented Information (\$ Thousands) Continued

2020	General Government & Administrative Services	Protective Services	Public Works & Others	Solid Waste	Water Works	Sanitary Sewer	Planning & Building Services	Parks, Recreation & Cultural Services	Library Services	Other Funds	Total
Revenues											
Taxation revenue	286,012	-	-	-	-	18,628	-	-	-	-	304,640
Sales of goods & services	478	474	2,341	5,287	55,909	27,297	106	15,471	-	-	107,363
Investment income	8,068	-	-	-	-	-	-	-	53	43,863	51,984
Other revenue	63,340	1,071	1,845	2,884	-	-	23,996	278	830	(3,691)	90,553
Community benefit bonus	-	-	-	-	-	-	-	-	-	17,619	17,619
Contributed asset revenue	-	-	-	-	-	-	-	-	-	9,446	9,446
Transfers from other governments	5,319	2,845	10,118	-	-	-	37	5,497	-	4,237	28,053
Transfer from restricted funds & development cost charges	-	-	-	-	-	-	-	-	-	9,698	9,698
	363,217	4,390	14,304	8,171	55,909	45,925	24,139	21,246	883	81,172	619,356
Expenses											
Compensation	44,044	53,663	22,693	8,888	3,787	3,114	13,706	58,751	10,585	-	219,231
Policing contract	-	54,335	-	-	-	-	-	-	-	-	54,335
General services	11,261	3,775	6,989	5,080	2,976	4,055	5	6,537	446	-	41,124
Materials & supplies	1,624	1,341	3,516	352	522	381	60	4,986	1,290	-	14,072
Equipment & related operating costs	6,779	1,693	(3,160)	5,332	743	762	258	2,052	172	-	14,631
Gas & electricity	85	279	1,510	46	154	104	-	2,048	182	-	4,408
Greater Vancouver refuse disposal	-	-	-	3,267	-	-	-	29	-	-	3,296
Greater Vancouver sewage & drainage district levy	-	-	905	-	-	26,630	-	-	-	-	27,535
Greater Vancouver water district - cost of water	-	-	-	-	29,941	-	-	-	-	-	29,941
Amortization / loss on disposals	11,484	2,510	30,755	171	7,062	3,189	238	14,626	1,706	-	71,741
	75,277	117,596	63,208	23,136	45,185	38,235	14,267	89,029	14,381	-	480,314
	287,940	(113,206)	(48,904)	(14,965)	10,724	7,690	9,872	(67,783)	(13,498)	81,172	139,042

The City's segments are defined as follows:

A. GENERAL GOVERNMENT AND ADMINISTRATIVE SERVICES

This represents activities that provide for the overall administrative and strategic support of local government operations and capital acquisitions relating to general government functions. This includes general administration for the Office of the Chief Administrative Officer and Finance operations (Business Advisory Services, Budgets & Reporting, Financial Services, Purchasing, Revenue Services, and Treasury Services), Information Technology, Human Resource Management, Corporate Services and management of City rental properties, and the legislative operations of the Council, Clerk's and Legal departments.

B. PROTECTIVE SERVICES

Protective Services is comprised of the City's Police and Fire Services. The mandate of the Police Department is to provide for the safety of the lives and property of Burnaby citizens, preserving the peace through law enforcement and working with citizens to prevent crime and maintain order. Support is provided through integrated regional units for homicide and forensic identification. Fire Services provide fire suppression services, fire prevention programs, training and education related to prevention, detection or extinguishment of fires, pre-hospital emergency paramedical care, and the handling of hazardous materials incidents. Both Police and Fire Services supply emergency coordination and response operations and support the mitigation of calamitous incidents including the evacuation of people when necessary.

ENGINEERING SERVICES

The City's Engineering Department is a diverse and complex organization that provides many services to the citizens of Burnaby. These include:

C. PUBLIC WORKS AND OTHERS

Maintenance and management of the transportation infrastructure and related services which encompass administration, the maintenance of roads, sidewalks, street drainage, street lighting and signage, snow removal, and municipal parking facilities. Other services include the Environmental Services program that protects and educates Burnaby citizens about their environment. This program monitors community drinking water quality and surface water for bacteriological and chemical quality; provides response and expertise when chemical related spills occur; performs inspection and audits to support permit applications when fill or sediment control measures are required. Maintenance services for civic buildings and vehicles & equipment are provided to all City departments.

D. SOLID WASTE

The waste collection program is comprised of garbage collection, recycling, composting, street sweeping, and litter pickup.

E. WATERWORKS

The City receives treated water from three of Metro Vancouver's reservoirs: Capilano, Seymour, and Coquitlam and distributes it through a network of pipes to its consumers. The provision of potable water and the maintenance and repair of infrastructure related to its delivery and disposal are provided by the City's Engineering Department. Crews respond to emergency calls for broken water mains or leaky services and undertake regular maintenance of the valves, hydrants, pump stations, and reservoirs that make up our water system components. The department is also responsible for the capital replacement of aging water infrastructure.

F. SANITARY SEWER

The Engineering Department is responsible for operating and maintaining the City's sanitary and combined sewer mains and 20 pump stations. Typical maintenance activities involve cleaning sewers by using sewer flush trucks, inspecting and repairing manholes, and excavating and repairing broken sewer mains and services. The department manages the capital improvement program for the design and construction of the sewer system. This program has made significant improvements toward the elimination of combined sewers that are located within some of the older neighbourhoods of Burnaby.

G. PLANNING AND BUILDING SERVICES

The Planning Department develops the Official Community Plan for Burnaby which provides the future vision and lays the foundation for land use in the City including housing, the environment, transportation, economic development, and social policy. Current projects are considered in light of this long-term direction as the department manages development plan areas, rezonings, subdivisions, preliminary plan approvals, urban design, urban trails, and bicycle routes. The City's Building Department supports the development process by ensuring compliance with the established BC Building Code and enforcement of the City's construction-related bylaws. In addition, the Building Department provides Project Management services for civic development projects.

H. PARKS, RECREATION AND CULTURAL SERVICES

This segment includes programs that provide citizens an opportunity to participate in cultural, athletic, and other events. Programs also include the operations, maintenance and provision of parks and recreation, and museum facilities that enable the delivery of services. Working with schools, community and business to form partnerships for neighborhood development supportive of a healthy and active environment, programs contribute to the well-being of Burnaby's citizens. The Parks, Recreation and Cultural Services Department manages 5,400 acres of protected beauty. Some parks have manicured lawns and formal gardens, others have lakes, and many are forested, with deep ravines with streams. Community recreation facilities, arenas and outdoor playgrounds, tennis courts, swimming pools, golf courses, and other venues provide the citizens of Burnaby with many choices to enjoy their leisure time. Cultural centres deliver arts programs, festivals and entertainment for all ages.

I. LIBRARY SERVICES

This segment includes programs that provide citizens an opportunity to participate in library and other events. Programs also include the operations, maintenance and provision of library facilities that enable the delivery of services. Working with schools, community and business to form partnerships for neighborhood development supportive of a literate environment, programs contribute to the well-being of Burnaby's citizens. The Burnaby Public Library provides books, newspapers, CDs, DVDs, graphic novels, online databases, and downloadable books offering programs for children and adults alike that encourage learning and information sharing in a community setting.

J. OTHER FUNDS

This segment represents the City's reserve funds and reserves.

15. Budget Data

The Community Charter requires Council to adopt an annual financial plan bylaw by May 15 of each fiscal year prior to the adoption of the annual property tax bylaw. The City of Burnaby prepares the annual financial plan on a revenue and expenditure basis to meet this requirement of a balanced budget and on a consolidated basis to report the City's financial activities in accordance with Public Sector Accounting Board requirements.

The chart below reconciles the annual financial plan approved by Council and adopted on May 10, 2021 (Bylaw #14333) to the budget figures reported in these consolidated financial statements:

Operating budget:	Budget Amount (\$)*
Revenues	655,833,100
Expenses	551,144,400
Annual surplus per statement of operations	104,688,700
Less: capital expenditures	(293,590,600)
Add: depreciation expense	68,570,700
Add: proposed internal transfers	120,331,200
Approved budget	-

*Budget figures rounded to nearest hundreds.

16. Contractual Rights

The City of Burnaby has entered into contracts or agreements in the normal course of operations that it expects will result in the realization of assets and revenues in future fiscal years. The primary source of contracts and agreements are received from cost-sharing agreements, rental and leases, advertising and other agreements.

The following table summarizes the expected revenue from the City's contractual rights:

Category (\$ million)	2022	2023	2024	2025	2026	Thereafter	Total
Rental / Land Lease Revenue	4.9	3.9	3.5	2.4	2.0	8.3	25.0
Advertising Revenue	0.7	0.7	0.8	0.7	0.7	1.2	4.8
Other Revenue	3.8	0.4	0.1	0.0	0.0	0.0	4.3
Total	9.4	5.0	4.4	3.1	2.7	9.5	34.1

The City is also entitled to receive revenue from other agreements. The revenue from those agreements has not been included in the amounts noted above as the amounts are difficult to quantify due to the complexity of the agreements. The amounts do not materially impact the City's financial position.

17. Comparative Figures

Certain comparative information has been reclassified to conform to the financial statement presentation adopted for the current year.

SCHEDULE 1

Consolidated Schedule of Tangible Capital Assets

As at December 31, 2021 (\$ thousands)

Class	Cost Beginning of Year	Additions	Disposals	Cost End of Year	Accumulated Amortization Beginning of Year	Disposals	Amortization	Accumulated Amortization End of Year	Net Book Value End of Year
Land Available for Resale	155,011	5,118	(28)	160,101	-	-	-	-	160,101
Land Under Roads	1,133,280	3,953	(60)	1,137,173	-	-	-	-	1,137,173
Land Civic Use	474,647	32,150	(5)	506,792	-	-	-	-	506,792
Land Improvements	188,794	9,421	(604)	197,611	(83,876)	604	(6,139)	(89,411)	108,200
Buildings	332,634	33,328	-	365,962	(153,989)	-	(9,638)	(163,627)	202,335
Infrastructure - Drainage	260,598	21,781	(155)	282,224	(99,777)	95	(7,408)	(107,090)	175,134
Infrastructure - Roads	858,274	48,922	(697)	906,499	(563,079)	584	(19,030)	(581,525)	324,974
Infrastructure - Sewers	172,884	7,746	(202)	180,428	(73,921)	160	(2,857)	(76,618)	103,810
Infrastructure - Water	293,202	7,582	(1,010)	299,774	(90,660)	574	(5,824)	(95,910)	203,864
Vehicles & Mobile Equipment	79,172	7,232	(4,242)	82,162	(48,444)	4,154	(7,085)	(51,375)	30,787
Technology & Telephony	112,242	5,264	(8,514)	108,992	(64,740)	8,514	(10,352)	(66,578)	42,414
Furniture, Fixtures & Equipment	32,914	5,788	(3,351)	35,351	(13,452)	3,351	(4,851)	(14,952)	20,399
Leasehold Improvements	5,345	64	-	5,409	(2,087)	-	(450)	(2,537)	2,872
	4,098,997	188,349	(18,868)	4,268,478	(1,194,025)	18,036	(73,634)	(1,249,623)	3,018,855
Asset Under Construction	103,329	53,851	-	157,180	-	-	-	-	157,180
Total	4,202,326	242,200	(18,868)	4,425,658	(1,194,025)	18,036	(73,634)	(1,249,623)	3,176,035

SCHEDULE 1 Continued**Consolidated Schedule of Tangible Capital Assets**

As at December 31, 2020 (\$ thousands)

Class	Cost Beginning of Year	Additions	Disposals	Cost End of Year	Accumulated Amortization Beginning of Year	Disposals	Amortization	Accumulated Amortization End of Year	Net Book Value End of Year
Land Available for Resale	130,457	25,505	(951)	155,011	-	-	-	-	155,011
Land Under Roads	1,132,291	1,025	(36)	1,133,280	-	-	-	-	1,133,280
Land Civic Use	469,148	5,834	(335)	474,647	-	-	-	-	474,647
Land Improvements	178,865	11,499	(1,570)	188,794	(79,419)	1,570	(6,027)	(83,876)	104,918
Buildings	321,415	14,221	(3,002)	332,634	(146,829)	1,827	(8,987)	(153,989)	178,645
Infrastructure - Drainage	247,903	12,913	(218)	260,598	(95,925)	119	(3,971)	(99,777)	160,821
Infrastructure - Roads	843,027	15,760	(513)	858,274	(544,528)	306	(18,857)	(563,079)	295,195
Infrastructure - Sewers	169,475	4,108	(699)	172,884	(71,695)	458	(2,684)	(73,921)	98,963
Infrastructure - Water	290,815	5,204	(2,817)	293,202	(86,430)	1,472	(5,702)	(90,660)	202,542
Vehicles & Mobile Equipment	74,455	8,239	(3,522)	79,172	(45,198)	3,382	(6,628)	(48,444)	30,728
Technology & Telephony	106,907	8,510	(3,175)	112,242	(57,032)	3,175	(10,883)	(64,740)	47,502
Furniture, Fixtures & Equipment	30,642	5,737	(3,465)	32,914	(12,430)	3,465	(4,487)	(13,452)	19,462
Leasehold Improvements	5,241	104	-	5,345	(1,689)	-	(398)	(2,087)	3,258
	4,000,641	118,659	(20,303)	4,098,997	(1,141,175)	15,774	(68,624)	(1,194,025)	2,904,972
Asset Under Construction	51,989	51,340	-	103,329	-	-	-	-	103,329
Total	4,052,630	169,999	(20,303)	4,202,326	(1,141,175)	15,774	(68,624)	(1,194,025)	3,008,301

SCHEDULE 2

BC Safe Restart Grant Received (\$) - (Unaudited)

Due to the COVID-19 pandemic in 2020, the City received the BC Safe Restart Grant of \$9.8 million from the Province to help the City for COVID-19 financial impacts to the City’s operations. The schedule below details how the City utilized the grant funds in 2020 and 2021.

BC Safe Restart Grant Received November 2020	9,827,000
Eligible Costs Incurred:	
Revenue Shortfalls (Recreation Services) in 2020	(4,913,500)
Revenue Shortfalls (Recreation Services) in 2021	(4,913,500)
Year End Balance as at December 31, 2021	-

STATISTICAL SECTION

Miscellaneous Statistics

- Population
- Business Distribution by Sector
- Building Permits
- Employment

Taxation

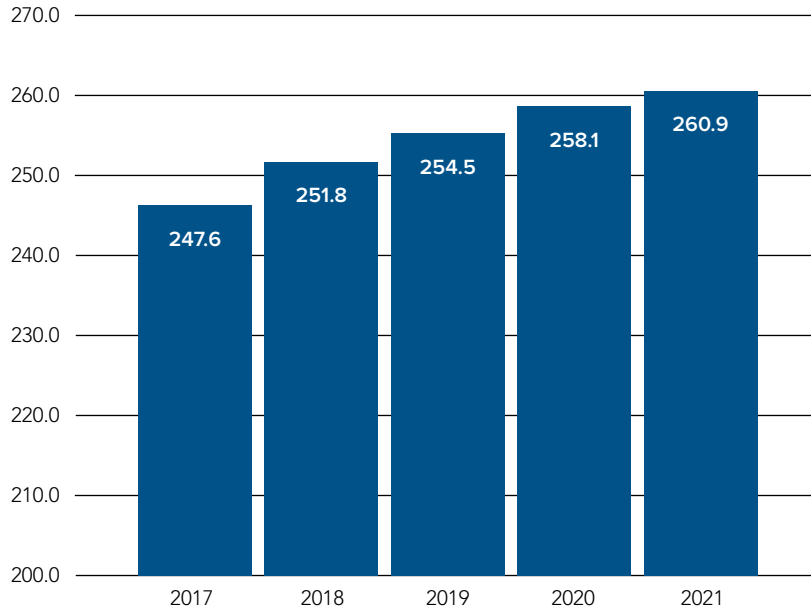
- Average Residential Property Taxes/ Tax Bill
- Top 10 Commercial Property Taxpayers
- Tax Levy and Outstanding Balances
- Assessed Values of Land & Total Improvements
- Property Tax Collections & Grants in Lieu of Taxes
- Taxes from New Growth
- Taxes Paid to Other Authorities
- Average Residential Assessment
- Flat Rates - Water, Sewer Parcel, & Sewer Usage

Financial Statistics

- Expenses by Function
- Expenses by Object
- Revenue by Source
- Financial Highlights
- City of Burnaby Annual Returns

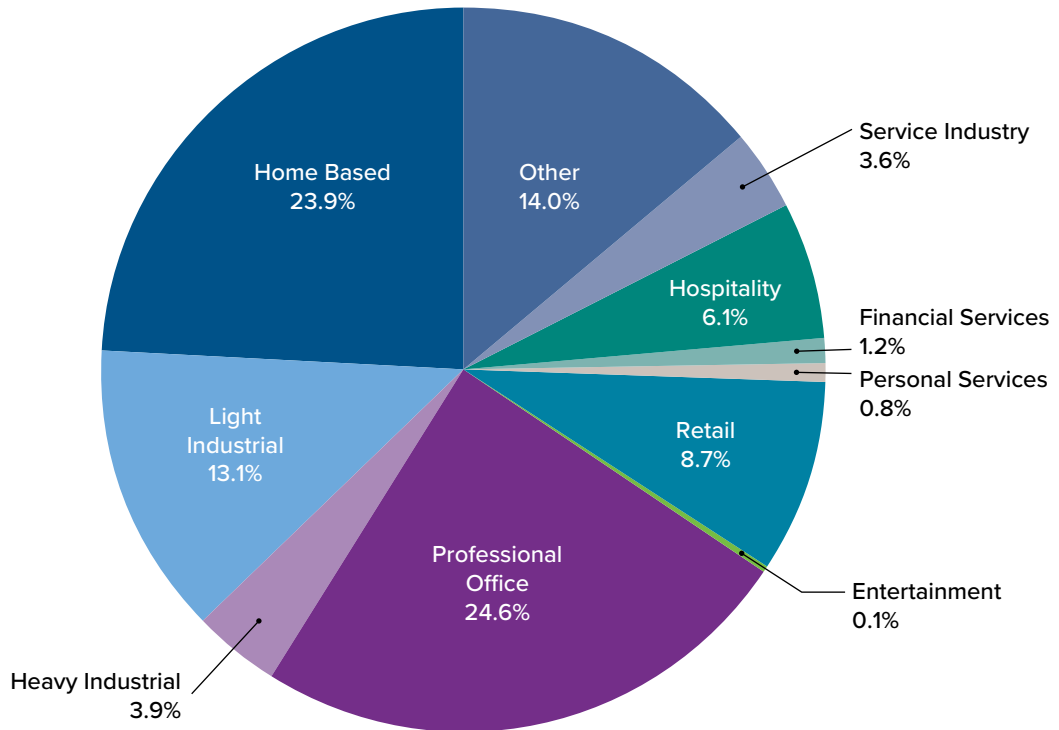
MISCELLANEOUS STATISTICS

Population (thousands)



Source: British Columbia Municipal Population Estimates 2011-2021

Business Distribution by Sector*

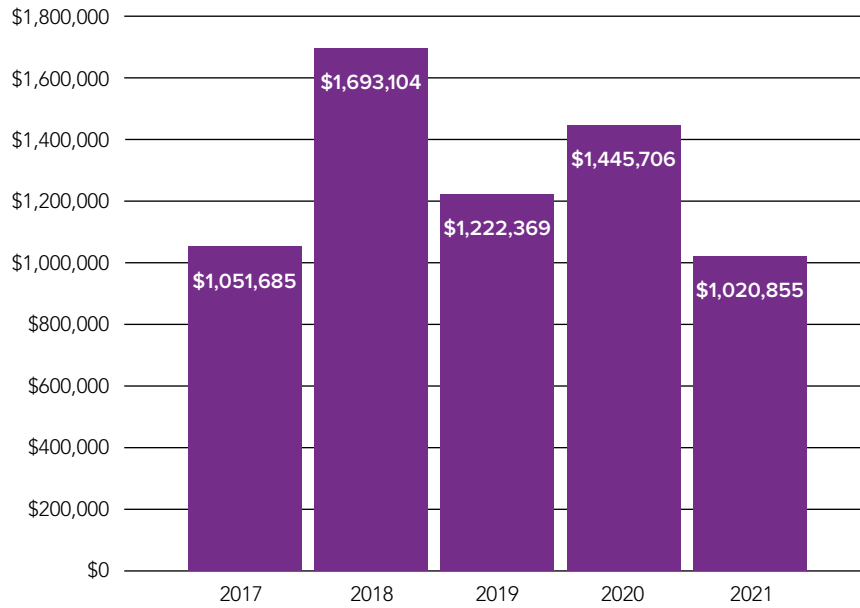


*Based on the 2021 Business Licence Listing

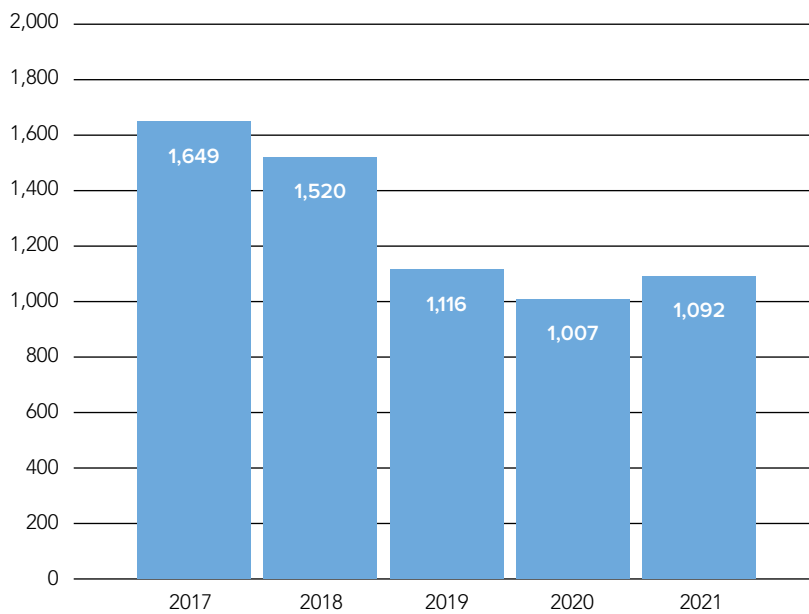
Source: City of Burnaby - Public Safety & Community Services Department

Building Permits

VALUE OF BUILDING PERMITS ISSUED (\$ thousands)



NUMBER OF BUILDING PERMITS ISSUED



Source: City of Burnaby - Planning & Building Department

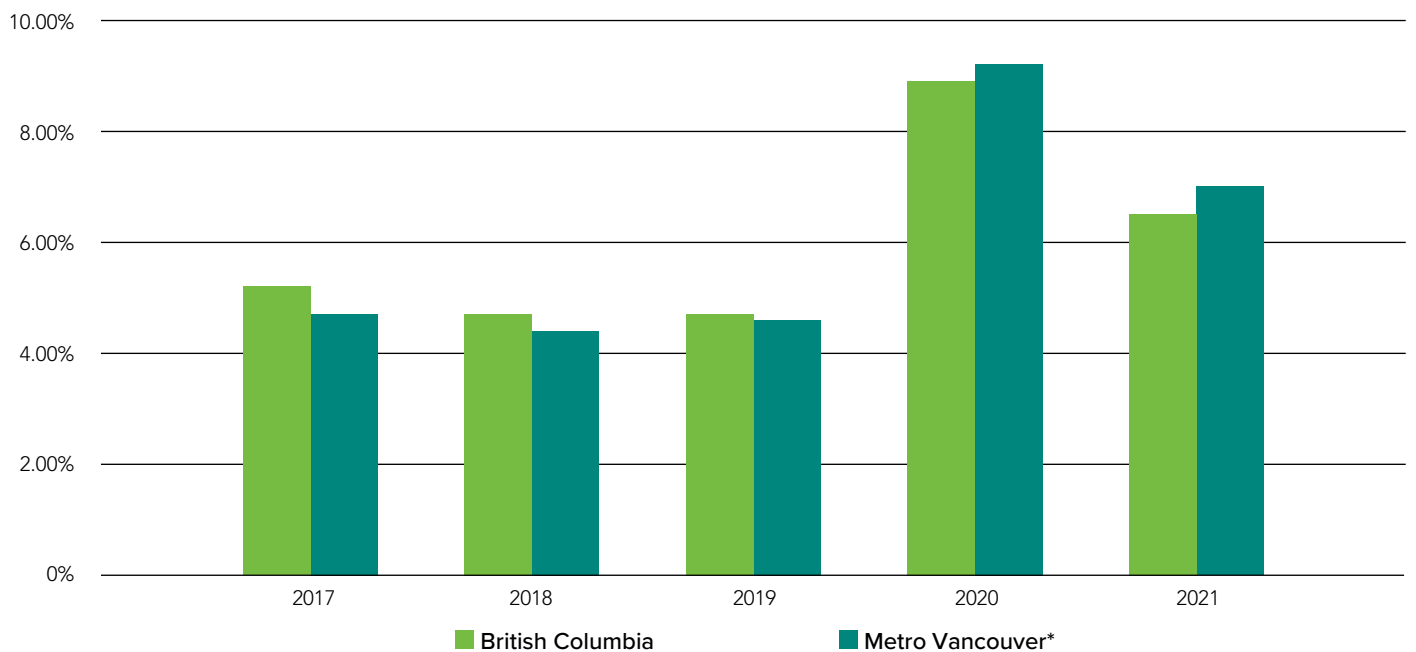
Employment

BURNABY'S TOP EMPLOYERS 2021

Company	# of Employees
BC Housing Management Commission	821
Beedie	321
Best Buy Canada Ltd	5,431
British Columbia Automobile Association (BCAA)	1,199
British Columbia Institute of Technology (BCIT)	1,978
British Columbia Liquor Distribution Branch	2,797
Canadian Union for Public Employees British Columbia (CUPE BC)	9
Clio	444
Engineers and Geoscientists BC	87
Greater Vancouver Food Bank	49
Hemmera Envirochem Inc	201
Houle Electric Limited	995
R.F. Binnie & Associates Ltd	245
Simon Fraser University	3,265

Source: 2021 BC's Top Employers

UNEMPLOYMENT RATES (AS OF DECEMBER 2021)

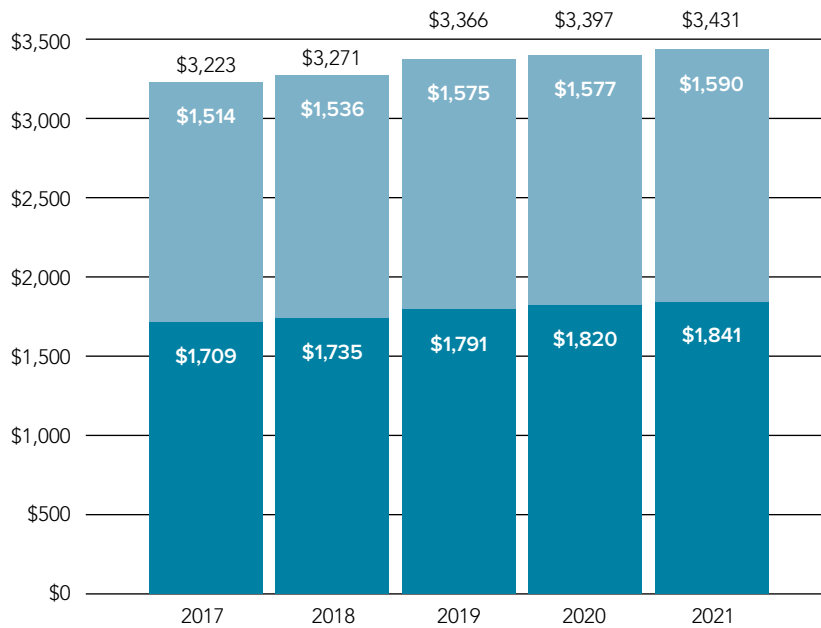


*Metro Vancouver includes Anmore, Belcarra, Bowen Island, Burnaby, Coquitlam, Delta, Langley (City and District), Lions Bay, Maple Ridge, New Westminister, North Vancouver (City and District), Pitt Meadows, Port Coquitlam, Port Moody, Richmond, Surrey, Vancouver, West Vancouver, White Rock, and Electoral Area A

Source: BC Stats

TAXATION

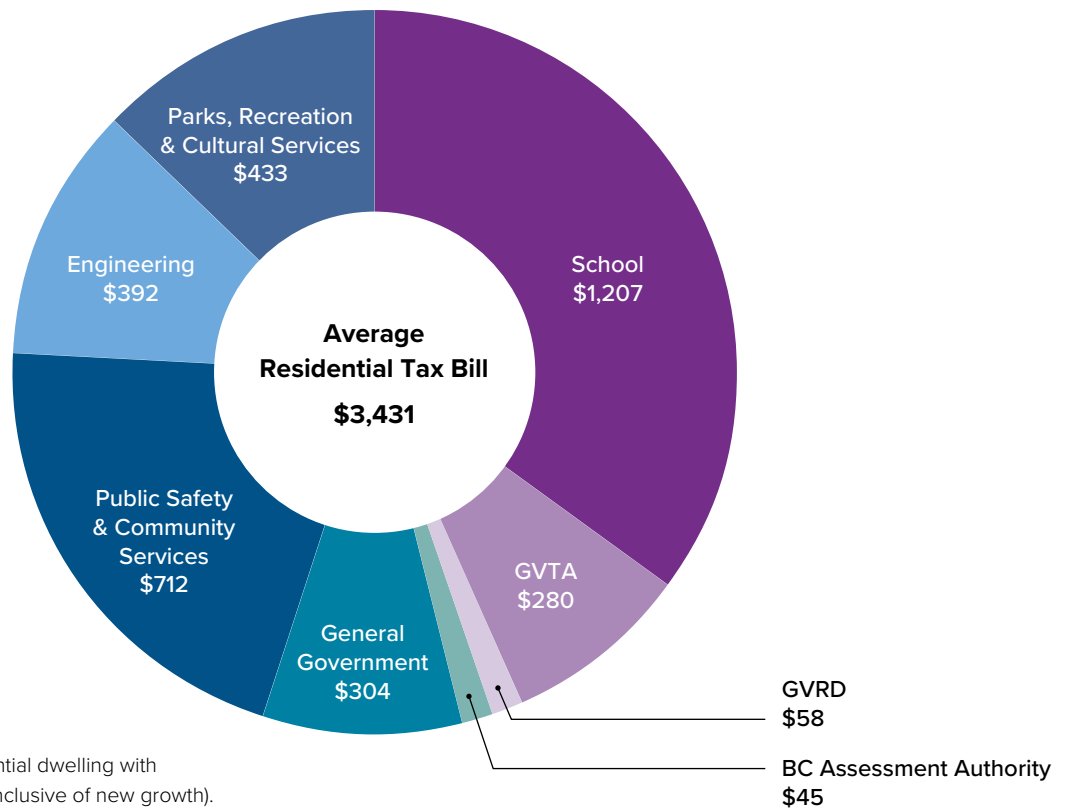
Average Residential Property Taxes*



■ Average Residential Municipal Taxes
 ■ Average Residential Other Taxing Authorities Taxes

*Figures based on gross residential assessments, including new growth

2021 Average Residential Tax Bill**



**Based on a gross average residential dwelling with an assessed value of \$1,082,682 (Inclusive of new growth).

Top 10 Commercial Property Taxpayers

Civic Address	Property Type	Levy (\$)
7815 Shellmont Street	Utilities, Business/Other	4,529,659
4700 Kingsway	Business/Other	4,064,618
4800 Kingsway	Business/Other	3,423,136
5201 Penzance Drive	Utilities, Major Industry	2,440,112
4403 Eton Street	Major Industry	1,732,400
6511 Hastings Street	Utilities, Major Industry, Light Industry, Business/Other	1,501,269
3777 Kingsway	Business/Other	1,079,472
6800 Louheeed Highway	Business/Other	1,017,649
4720 Kingsway	Business/Other	1,001,282
4501 Louheeed Highway	Business/Other	911,404

Source: City of Burnaby - Finance Department



Tax Levy and Outstanding Balances (\$ thousands)	2017	2018	2019	2020	2021
Municipal Tax Levy (including parcel taxes)	268,561	280,517	293,498	300,460	311,519
Tax Levy per Capita*	1,085	1,114	1,153	1,164	1,506
Current Taxes Collected	265,312	276,998	291,096	295,924	309,110
Percentage of Current Taxes Collected to Tax Levy	98.79%	98.75%	99.18%	98.49%	99.23%
Current Taxes Outstanding as at December 31	3,249	3,519	2,402	4,536	2,409
Total Taxes Outstanding per Capita*	13.12	13.98	9.44	17.57	11.64

*Prior years have been restated based on revised provincial population figures. Source: British Columbia Municipal Population Estimates.

Assessed Values of Land and Improvements (\$ thousands)	2017	2018	2019	2020	2021
Land	72,269	83,224	91,195	83,696	94,901
Improvement	21,603	21,941	22,880	24,464	26,317
Total Assessed Value of Land and Improvements	93,872	105,165	114,075	108,160	121,218

Property Tax Collection - All Government Bodies (\$ thousands)	2017	2018	2019	2020	2021
	461,337	487,166	520,635	469,634	552,433

Grants in Lieu of Taxes - All Bodies (\$ thousands)	2017	2018	2019	2020	2021
	6,324	6,751	6,869	6,643	7,245

Taxes from New Growth (\$ thousands)	2017	2018	2019	2020	2021
	2,991	7,019	4,527	4,190	1,492

Taxes Paid to Other Authorities** (\$ thousands)	2017	2018	2019	2020	2021
Province of BC - School Taxes	166,110	177,049	193,742	131,387	201,667
Greater Vancouver Transit Authority	34,864	37,545	41,518	42,462	44,353
Greater Vancouver Regional District	4,857	5,721	6,184	7,253	8,111
British Columbia Assessment Authority	5,694	6,060	6,363	6,430	6,557
Municipal Finance Authority	24	27	31	29	30
Total Taxes Paid to Other Authorities	211,549	226,402	247,838	187,561	260,718

**includes Grants in Lieu of Taxes

Average Residential Assessment - net of new growth (\$ thousands)	2017	2018	2019	2020	2021
All Residential	1,064	1,152	1,176	1,070	1,102
Single Family Dwelling	1,643	1,640	1,585	1,434	1,518
Strata	497	585	652	597	613

Source: City of Burnaby - Finance Department

Flat Rates (\$)

Flat Water Rates - paid by the due date	2017	2018	2019	2020	2021
Detached Single Family Dwelling	578	578	590	596	596
Two Family Dwelling Per Unit	434	434	442	447	447
Multiple Family Dwelling Per Unit	332	332	339	342	342

Flat Sewer Parcel Rates - paid by the due date	2017	2018	2019	2020	2021
Municipal Installed	541	541	552	563	563
Sub-Divider Installed	271	271	276	282	282

Flat Sewer Use Rates - paid by the due date	2017	2018	2019	2020	2021
Strata Lot (not part of a duplex)	293	293	299	305	305
Multiple family dwelling per unit, including strata (not part of a duplex)	293	293	299	305	305
Two Family dwelling per unit, including strata (forming part of a duplex)	135	135	138	141	141

Source: City of Burnaby - Finance Department

FINANCIAL STATISTICS

Expenses by Function

Expenses (\$ thousands)	2017	2018	2019	2020	2021
General Government Services	67,301	71,602	87,466	81,446	95,997
Protective Services	104,873	112,502	114,996	122,665	133,775
Transportation Services	60,069	51,287	52,750	56,840	59,563
Environmental Services	89,124	92,597	97,665	105,431	108,638
Development Services	6,003	6,046	6,620	7,561	9,238
Parks, Recreation and Cultural Services	103,176	106,985	113,491	106,371	114,946
Total Expenses by Function	430,546	441,019	472,988	480,314	522,157

Expenses by Object

Expenses (\$ thousands)	2017	2018	2019	2020	2021
Compensation	195,664	201,963	216,723	219,231	237,408
Policing Contract	43,704	48,664	48,931	54,335	60,641
General Services	36,513	39,026	50,015	41,124	51,662
Materials & Supplies	14,585	15,306	15,422	14,072	14,779
Equipment & Related Operating Costs	12,590	13,968	14,705	14,631	14,397
Gas & Electricity	5,469	5,247	4,900	4,408	4,924
Greater Vancouver Refuse Disposal Fees	2,816	2,783	2,969	3,296	3,458
Greater Vancouver Sewerage and Drainage Fees	22,505	23,997	24,789	27,535	28,744
Greater Vancouver Cost of Water	26,983	27,843	28,680	29,941	31,858
Depreciation	69,717	62,222	65,854	71,741	74,286
Total Expense by Object	430,546	441,019	472,988	480,314	522,157

Source: City of Burnaby - Finance Department

Revenue by Source

Revenue (\$ thousands)	2017	2018	2019	2020	2021
Taxation Revenue	277,180	289,222	301,884	304,640	319,637
Sales of Goods and Services	117,588	121,356	122,499	107,363	116,849
Investment Income	42,135	50,344	56,666	51,984	42,264
Other Revenue	77,297	77,467	57,475	90,553	86,346
Community Benefit Bonus	135,804	220,839	-	17,619	341,661
Contributed Asset Revenue	13,841	24,160	16,592	9,446	21,696
Transfer from Other Governments	21,567	24,824	30,766	28,053	21,644
Transfer from Restricted Funds and Development Cost Charges	2,536	-	40	9,698	4,418
Total Revenue by Source	687,948	808,212	585,922	619,356	954,515

Financial Highlights

(\$ thousands)	2017	2018	2019	2020	2021
Annual Surplus	257,402	367,193	112,934	139,042	432,358
Accumulated Surplus	4,047,407	4,414,601	4,527,535	4,666,577	5,098,935
Acquisition of Tangible Capital Assets	112,102	103,559	115,941	159,633	218,019
Net Book Value of Tangible Capital Assets	2,777,216	2,844,926	2,911,455	3,008,301	3,176,035
Net Financial Assets	1,265,732	1,564,608	1,610,701	1,652,459	1,917,089

City of Burnaby Annual Returns

City of Burnaby Annual Returns (%)	2017	2018	2019	2020	2021
30-Year Canada's Bond Average	2.28%	2.36%	1.80%	1.21%	1.85%
10-Year Canada's Bond Average	1.78%	2.28%	1.59%	0.75%	1.36%
Prime Rate Average	2.90%	3.60%	3.95%	2.77%	2.25%
City of Burnaby Annual Return	3.22%	3.16%	3.16%	2.82%	2.22%

Source: City of Burnaby - Finance Department



Permissive Exemptions

Every year, per Section 227 of the Community Charter, a public notice must be issued for two consecutive weeks before adopting the City of Burnaby Annual Taxation Exemption Bylaws. These bylaws grant property tax exemptions for one year to the following properties with land and improvements. The annual public notice is available on the City website and in local newspapers. The 2021 permissive exemption list is provided for information purposes.

Civic Address	Organization	Actual Tax Exemption for 2021		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
4600 Parker St	Alpha Secondary School Site	208,360	182,266	390,626
6990 Aubrey St	Lochdale Elementary School Site	32,353	28,301	60,655
7355 Canada Way	Edmonds Community Resource Centre			
	St. Matthews Day Care Society	2,852	2,462	5,314
	Deaf Children's Society of BC	4,331	3,788	8,119
	Burnaby School Board - Adult Learning Centre	2,836	2,480	5,316
	Canadian Mental Health Association	2,848	2,491	5,339
	Canadian Red Cross Fraser Region Burnaby Branch	2,836	2,480	5,316
	Immigrant Services Society of BC	2,204	1,928	4,133
	Afghan Women's Support Society	1,631	1,427	3,058
	Burnaby Family Life	1,698	1,466	3,164
9048 Stormont Ave	Pacific Assistance Dogs Society	4,761	4,165	8,926
6650 Southoaks Cres	Community Centered College for the Retired	20,061	17,549	37,610
7858 Hilda St	Twelfth Avenue Elementary School Fields	1,526	1,317	2,843
7866 Hilda St	Twelfth Avenue Elementary School Fields	1,526	1,317	2,843
7872 Hilda St	Twelfth Avenue Elementary School Fields	1,527	1,319	2,846
7615 Hedge Ave	Twelfth Avenue Elementary School Fields	600	2,339	2,939
7625 Hedge Ave	Twelfth Avenue Elementary School Fields	600	2,339	2,939
7635 Hedge Ave	Twelfth Avenue Elementary School Fields	599	2,337	2,936
7645 Hedge Ave	Twelfth Avenue Elementary School Fields	600	2,339	2,939
7655 Hedge Ave	Twelfth Avenue Elementary School Fields	600	2,339	2,939
7665 Hedge Ave	Twelfth Avenue Elementary School Fields	600	2,339	2,939
7675 Hedge Ave	Twelfth Avenue Elementary School Fields	702	2,739	3,442
6140 McKercher Ave	Burnaby Family Life Institute	3,282	2,834	6,116
2101 Holdom Ave	Holdom Community Resource Centre			
	Burnaby Family Life Institute	826	723	1,549
	Burnaby Family Life Institute	957	837	1,793
	Burnaby Family Life Institute	859	751	1,610
	Burnaby Family Life Institute	325	285	610
	Community Living Society	424	371	794
	Community Living Society	680	595	1,275
	Community Living Society	278	243	520

PERMISSIVE EXEMPTIONS

Civic Address	Organization	Actual Tax Exemption for 2021		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
	Community Living Society	1,027	898	1,926
	Community Living Society	576	504	1,080
	Burnaby Volunteer Centre Society	1,028	899	1,928
	Burnaby Volunteer Centre Society	1,165	1,019	2,185
	Dixon Transition Society	1,165	1,019	2,185
	Dixon Transition Society	1,037	907	1,945
	Dixon Transition Society	1,021	893	1,914
2055 Rosser Ave	Brentwood Community Resource Centre			
	Burnaby Community Services Society	3,816	3,338	7,154
	Meals on Wheels	1,439	1,259	2,697
	MOSAIC Immigrant Services	3,901	3,413	7,314
	Burnaby Seniors Outreach Services Society	1,374	1,202	2,576
4460 Beresford St	Metrotown Community Resource Centre			
	South Burnaby Neighbourhood House	28,839	25,227	54,066
	BC Centre for Ability	4,032	3,527	7,559
	YMCA Childcare Resource & Referral Program	2,434	2,129	4,563
	National Congress of Black Women Foundation	1,591	1,392	2,983
4535 Kingsway	Pioneer Community Resource Centre			
	Burnaby Hospice Society	6,216	5,437	11,653
	Burnaby Family Life	11,545	10,099	21,643
8059 Texaco Dr	The Lotus Sailing Club	4,977	4,353	9,330
7564 Barnet Rd	BC Volleyball Association	102,772	89,901	192,673
4990 Canada Way	Burnaby Winter Club	30,215	26,431	56,646
9080 Avalon Ave	Burnaby Horsemen's Association	8,392	30,136	38,528
3890 Kensington Ave	Burnaby Tennis Club	576	1,430	2,006
3883 Triumph St	Burnaby Pacific Grace Church	2,640	10,298	12,939
3885 Albert St	Grace New Covenant Pentecostal Church	512	1,997	2,509
4304 Parker St	Willingdon Heights United Church	1,770	6,903	8,672
4550 Kitchener St	Parish of Saint Timothy Anglican	4,049	15,793	19,842
3905 Norland Ave	Vancouver Korean Full Gospel Church	11,670	45,519	57,189
7837 Canada Way	Serbian Orthodox Church & Cultural Centre	1,208	4,713	5,921
9887 Cameron St	St. Stephen the Martyr Anglican Church	803	3,130	3,933
5975 Sunset St	Capitol Hill Congregation of Jehovah's Witnesses	3,620	14,119	17,739
9387 Holmes St	St. Michael's Catholic Church & School	5,475	21,355	26,829
6907 Elwell St	South Burnaby Gospel Hall Society	2,552	9,955	12,507
5060 Marine Dr	Iglesia Ni Cristo Church of Christ	2,102	8,198	10,300
5420 Marine Dr	Hindu Cultural Society & Community Centre of BC	4,180	16,304	20,484

Civic Address	Organization	Actual Tax Exemption for 2021		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
7455 10th Ave	Our Lady of Mercy Catholic Church	1,553	6,059	7,612
7551 Gray Ave	Jubilee United Church	1,350	5,264	6,614
7591 Gray Ave	Jubilee United Church	524	2,044	2,568
7283 Nelson Ave	Grace Lutheran Church of South Burnaby	1,235	4,818	6,054
1640 Delta Ave	Trustees of Brentwood Park Presbyterian Church	1,704	6,648	8,352
380 Hythe Ave	Pacific Grace Mandarin Mennonite Church	1,358	5,298	6,656
5135 Sperling Ave	Deer Lake United Church	1,595	6,220	7,814
1600 Cliff Ave	Cliff Avenue United Church	1,864	7,271	9,135
7135 Walker Ave	Southside Community Church	1,231	4,803	6,034
6641 Halifax St	Parkcrest Gospel Chapel	1,385	5,404	6,790
5146 Laurel St	St. Theresa's Catholic Church	2,766	10,789	13,555
5600 Dorset St	Sanatan Dharm Cultural Society	763	2,976	3,738
6597 Balmoral St	St. Francis de Sales Catholic Church	2,887	11,263	14,150
6656 Balmoral St	St. Francis de Sales Catholic Church	1,079	4,210	5,290
6627 Arcola St	St. Francis de Sales Catholic Church	812	3,168	3,980
6681 Arcola St	St. Francis de Sales Preschool	4,597	3,969	8,566
8094 11th Ave	Church of the Nazarene	408	1,593	2,002
1450 Delta Ave	Holy Cross Catholic Church & School	2,838	11,072	13,910
7271 Gilley Ave	Shri Guru Ravidass Sabha	3,155	12,307	15,462
7716 Cumberland St	Church on the Hill	201	783	984
3871 Pandora St	St. Helen's Catholic Church	2,705	10,552	13,257
3981 Albert St	Burnaby North Baptist Church	296	1,156	1,453
5050 Hastings St	Church of Christian Community in Canada, Vancouver Centre	1,616	6,302	7,918
5209 Hastings St	Burnaby Christian Pentecostal Church	545	2,125	2,670
6900 Halifax St	Arbab Rustam Guiv Darbe Mehr-Zoroastrian House of BC	846	3,298	4,144
8760 Lougheed Hwy	New Life Community Church	3,757	14,653	18,409
5170 Norfolk St	The Church in Burnaby	1,710	6,669	8,379
5060 Canada Way	BC Muslim Association	1,435	5,599	7,034
7895 Canada Way	New Westminster Evangelical Free Church	1,649	6,432	8,081
5136 Laurel St	St. Theresa's Catholic Church	2,887	11,260	14,147
8765 Government St	New Life Community Church	5,479	16,391	21,870
6556 Sprott St	Aga Khan Foundation Canada	21,845	85,210	107,055
4040 Canada Way	Aga Khan Foundation Canada	11,095	43,276	54,370
3466 Curle Ave	Aga Khan Foundation Canada	6,161	24,032	30,193
5280 Kincaid St	Church of Jesus Christ of Latter-day Saints	6,984	27,244	34,228
5584 Kincaid St	First United Spiritualist Church of Vancouver	1,539	6,001	7,540
6010 Kincaid St	The Danish Evangelical Lutheran Church	2,542	9,914	12,456

PERMISSIVE EXEMPTIONS

Civic Address	Organization	Actual Tax Exemption for 2021		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
6580 Thomas St	Christ Church of China	1,983	7,734	9,716
3821 Lister St	Korean United Church of Vancouver	1,946	7,591	9,537
4484 Smith Ave	Korean United Church of Vancouver	876	3,419	4,295
4045 Kingsway	Foursquare Gospel Church of Canada	22,555	87,977	110,531
5855 Imperial St	Trustee of the Congregation of the Central Christian Assembly of the Central Tabernacle	788	3,075	3,864
5535 Short St	Burnaby Unit of New Westminster Jehovah's Witnesses	1,734	6,763	8,497
6112 Rumble St	Burnaby Chinese Evangelical Free Church	555	2,165	2,720
6138 Rumble St	Burnaby Chinese Evangelical Free Church	2,652	2,290	4,942
5110 Marine Dr	Evangelical Chinese Bible Church	2,245	8,756	11,000
5122 Marine Dr	Evangelical Chinese Bible Church	157	612	768
5462 Marine Dr	International Society for Krishna Consciousness	1,818	7,091	8,909
7457 Edmonds St	Trustees of Gordon Congregation of Presbyterian Church	1,993	7,773	9,766
7717 19th Ave	St. Alban the Martyr Anglican Church	1,424	5,553	6,976
8255 13th Ave	First Christian Reformed Church of New Westminster	1,309	5,105	6,413
8585 Armstrong Ave	Burnaby Alliance Church	1,047	4,083	5,129
8611 Armstrong Ave	Burnaby Alliance Church	295	1,149	1,444
7103 10th Ave	Tenth Avenue Bible Chapel	3,259	12,714	15,973
7925 10th Ave	BC Association of Seventh-day Adventist Church	903	3,523	4,427
7926 11th Ave	BC Association of Seventh-day Adventist Church	1,559	6,079	7,638
3410 Boundary Rd	CityLights Church	778	3,034	3,812
4830 Boundary Rd	Iglesia Evangelica Pentecostal Emanuel	3,468	13,527	16,995
140 Esmond Ave	Maktab Tarighat Oveyssi Shahmaghsoudi	506	1,972	2,477
3426 Smith Ave	Chinese Taoism Kuan-Kung Association In Canada	1,708	6,662	8,369
271 Ingleton Ave	Grace Christian Chapel	1,069	4,172	5,241
4950 Barker Cres	Garden Village Apostolic Church	1,205	4,702	5,907
4812 Willingdon Ave	Willingdon Church	6,237	24,327	30,563
5825 Nelson Ave	Nelson Avenue Community Church	4,083	15,926	20,009
6125 Nelson Ave	Governing Council of the Salvation Army In Canada	6,615	25,801	32,415
1410 Delta Ave	Brentwood Park Alliance Church	1,420	5,540	6,961
7175 Royal Oak Ave	Royal Oak Ministry Centre	2,815	10,981	13,797
7405 Royal Oak Ave	Parish of All Saints South Burnaby	1,479	5,769	7,248
6344 Sperling Ave	Emmaus Lutheran Church	1,131	4,413	5,545
7485 Salisbury Ave	South Burnaby Church of Christ	1,361	5,309	6,671
7540 6th St	Westminster Bible Chapel	633	2,471	3,104
7195 Cariboo Rd	Salvation Army Cariboo Hill Temple	4,646	18,124	22,771
7200 Cariboo Rd	Cariboo Road Christian Fellowship Society	6,251	22,670	28,921
3891 Kingsway	International Full Gospel Fellowship	6,467	25,227	31,695

Civic Address	Organization	Actual Tax Exemption for 2021		
		General Tax (\$)	School & Others (\$)	Total Tax (\$)
4502 CPR R/W	Confederation Park (portion)- leased from Chevron Canada	3,951	15,411	19,362
3877 Eton St	Burnaby Heights Park - leased from GVWD	3,525	13,751	17,277
104-4191 Hastings St	CPO - Brentwood (City of Burnaby)	4,715	4,124	8,839
178-9855 Austin Rd	CPO - Lougheed (City of Burnaby)	1,877	1,642	3,518
8301 Forest Grove Dr	Forest Grove Park - leased from GVWD	14,070	54,882	68,952
7085 Burford St	Used for Landscaping Beautification - leased from BC Hydro	623	2,428	3,051
7086 Burford St	Used for Landscaping Beautification - leased from BC Hydro	278	1,085	1,363
7051 Halligan St	Used for Landscaping Beautification - leased from BC Hydro	166	646	811
7061 Halligan St	Used for Landscaping Beautification - leased from BC Hydro	213	831	1,044
6617 Salisbury Ave	Used for Landscaping Beautification - leased from BC Hydro	178	693	870
6637 Salisbury Ave	Used for Landscaping Beautification - leased from BC Hydro	239	931	1,169
6647 Salisbury Ave	Used for Landscaping Beautification - leased from BC Hydro	267	1,040	1,307
6667 Salisbury Ave	Used for Landscaping Beautification - leased from BC Hydro	336	1,312	1,649
6687 Salisbury Ave	Used for Landscaping Beautification - leased from BC Hydro	336	1,312	1,649
2294 Douglas Rd	Progressive Housing Society	10,720	9,255	19,976
9181 University Cres	Richard Bolton Park - leased from SFU	12,403	48,379	60,782
Highland Park	British Columbia Hydro & Power Authority	18,814	73,388	92,202
204-3993 Henning Dr	St. Leonard's Youth & Family Services Society	8,639	7,557	16,195
2702 Norland Ave	Burnaby Association for Community Inclusion	36,380	31,824	68,203
4543 Canada Way	United Way of the Lower Mainland	50,756	44,400	95,156
5289 Grimmer St	South Burnaby (BC/Yukon Command No. 83) - The Royal Canadian Legion	17,004	14,875	31,879
7181 Arcola Way	St. Leonard's Youth & Family Services Society	9,793	8,567	18,360
6688 Southoaks Cres	National Nikkei Heritage Centre Society	4,482	7,400	11,883
5024 Rumble St	Burnaby Neighbourhood House Society	6,265	5,480	11,745
518 S. Howard Ave	Boys' & Girls' Clubs of Greater Vancouver	18,534	16,213	34,747
1409 Sperling Ave	D S R F Down Syndrome Research Foundation	13,403	12,841	26,244
3400 Lake City Way	The Canadian Red Cross Society	34,435	30,122	64,557
7557 Sussex Ave	The Fairhaven United Church Homes	4,473	3,862	8,334
7451 Sussex Ave	St. Michaels Centre Hospital Society	4,509	3,892	8,401
Total		1,051,748	1,850,159	2,901,907

Appendix A

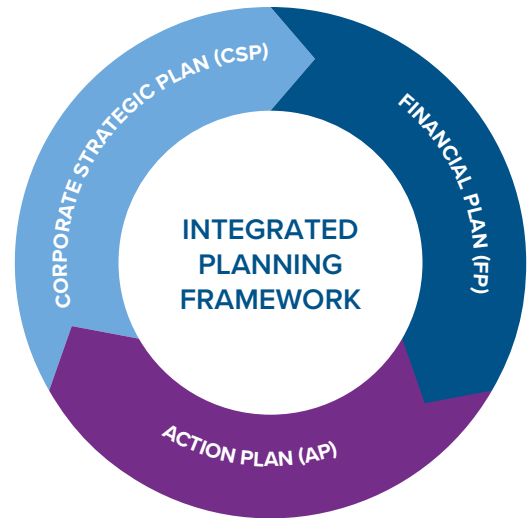
Integrated Planning Framework & Service Highlights



INTEGRATED PLANNING FRAMEWORK

The City of Burnaby utilizes an integrated planning framework as the foundation for coordinating and advancing activities in support of its overall vision.

Comprised of three separate but complementary planning processes, the framework results in integrated plans that guide the City's actions and decisions. The Corporate Strategic Plan (CSP), the Financial Plan (FP) and the Action Plan (AP) establish the principles that drive the delivery of services, building on optimal strategies and activities to advance implementation of the City's overall vision and goals.



Corporate Strategic Plan

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**. In Burnaby, the path to achieving our vision rests on our core values as outlined in the Corporate Strategic Plan (CSP). The CSP is founded upon and guided by the City's goals through a series of forward-thinking, long-term plans. These include the council-adopted trilogy of sustainability strategies (social, environmental and economic), the Official Community Plan and other policies that establish the planning and resource context for our work.

Through the CSP, the City has articulated its core **values** of **Community, Integrity, Respect, Innovation** and **Passion**. These values describe how we do our work and are the principles that guide our actions and decisions.

Corporate Strategic Plan Key Results – 2021

The CSP outlines six key results areas or goals that describe the focus areas of our work and help us prioritize our efforts and resources. For the 2021 Annual Municipal Report, departments have outlined their goals and achievements in the following section.



Legend - Lead Departments 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 2021 accomplishments highlighted in this section.

BFD: Burnaby Fire Department

BPL: Burnaby Public Library

C: City Clerk

CAE: Climate Action & Energy

CCM: Corporate Communications & Marketing

CSS: Citizen Support Services

E: Engineering Department

F: Finance Department

IT: Information Technology Department

PB: Planning & Building Department

PC: People & Culture Department

PRCS: Parks, Recreation & Culutral Services Department

PSCS: Public Safety & Community Services Administration

RCMP: RCMP Burnaby Detachment

Strategic Goal 1

A SAFE COMMUNITY

Our goal of a safe community is grounded in five key focus areas:

CRIME PREVENTION AND REDUCTION



Ensure citizens and businesses feel safe in our community.

EMERGENCY PREPAREDNESS



Enhance plans, procedures and services so that we are better prepared to respond to emergencies and are able to maintain City services.

EMERGENCY SERVICES



Provide responsive emergency services.

TRANSPORTATION SAFETY



Make city streets, pathways, trails and sidewalks safer.

COMMUNITY AMENITY SAFETY



Maintain a high level of safety in City buildings and facilities for the public and City staff.



Bike Patrol

Crime Prevention & Reduction

Ensure citizens and businesses feel safe in our community.

2021 ACHIEVEMENTS

Burnaby Gang Enforcement Team

Launched Burnaby Gang Enforcement Team (BGET), a team dedicated to targeting gang members and their activity in Burnaby. **(RCMP)**

Block Watch Website

Launched a new Block Watch site, which provides residents access to many forms, information and services online. This increased efficiency lets staff focus on communication with the almost 9,000 residents participating in the program. **(RCMP)**

Boost & Bust

Focused on reducing thefts at local Burnaby malls through a targeted “Boost & Bust ” program. The project resulted in over 40 arrests and nearly \$5,000 in property recovered. **(RCMP)**

RCMP Youth Section

Burnaby RCMP Youth Section continued with its Youth-At-Risk initiative in 2021. The Youth Section officers, in collaboration with schools and other partner agencies, identify vulnerable youth and formulate the best course of action to provide support to these youth. Meetings were held with several youth who were vulnerable to being recruited into gangs, known for drug dealing, youth sexual exploitation and other criminal activities. **(RCMP)**

Emergency Preparedness

Enhance plans, procedures and services so that we are better prepared to respond to emergencies and are able to maintain City services.

2021 ACHIEVEMENTS

COVID-19 Safety Plans

COVID-19 safety plans have been developed, reviewed and implemented across the entire City of Burnaby organization, including all facilities. These safety plans adhere to the standards established by the Provincial Health Orders and WorkSafeBC guidelines. **(PC)**

COVID-19 Staff Exposure Tracking

Developed a COVID-19 tracking system, which supported all staff with the process of responding to staff exposures and follow ups to ensure staff and patron safety. **(PC)**

Wildland Firefighting Capabilities

Increased operational capability and executed field drills on Burnaby Mountain to address the heightened risk of wildfire on Burnaby Mountain due to industrial activity, the general drying of the forest due to regional weather change, and increased human use and interactions. **(BFD)**

Extreme Heat Initial Response Guideline

The City activated the Extreme Heat Initial Response Guideline to assist with managing the extreme heat events in an effort to contribute to the overall safety of the community. **(PSCS)**

Firefighting Support in BC Interior

Burnaby Fire Department crews deployed on an ongoing basis to the B.C. Interior during the summer 2021 wildfire season. Crews drove up to the Interior to work for seven days before returning back home to Burnaby. Careful management of resources and personnel meant these deployments were made without any impact on the delivery of services to Burnaby residents. Providing support in wildfire situations offers Burnaby firefighters valuable wildland firefighting experience on the road, which will benefit Burnaby residents in the event that the city has to deal with its own wildfire scenario. There was no additional cost to Burnaby taxpayers, as the province covers the full cost for the firefighters’ time and equipment. **(BFD)**

Emergency Services

Provide responsive emergency services.

2021 ACHIEVEMENTS

Information Officers

Formed a new section of rotating City of Burnaby Information Officers to support frontline RCMP officers. These positions remove administrative work away from officers so they can spend more time on the road supporting Burnaby citizens. **(RCMP)**

Fire Hall 1 & RCMP Site Selection Analysis

The Engineering GIS Division developed a site selection application to help determine the optimal locations for the new Fire Hall 1 and RCMP sites. This mapping tool considers various factors such as drive time, a heat map of historical fire incidents, floodplains, proximity to other facilities, and access to major road corridors in order to prioritize site locations for these facilities. **(E)**

Winter Operations

Added eight new freightliner tandem axle dump trucks to the City fleet, with full winterized packages (salter, plows with controls). These trucks will reduce down time and will be on the front lines as soon as snow hits the ground to provide anti-icing brining operations, snow clearing and salting. **(E)**

Pop-up Cooling Location

Supported the Society to End Homelessness in Burnaby to provide a pop-up outdoor cooling station on City land (Civic Square) for residents experiencing homelessness and other vulnerable individuals during the extreme heat event of summer 2021. **(PB)**



Winter Road Maintenance

Transportation Safety

Make City streets, pathways, trails and sidewalks safer.

2021 ACHIEVEMENTS

Burnaby Transportation Plan

Completed the draft Burnaby Transportation Plan, which provides policy direction, Big Moves and actions to enhance safety, access and comfort for all road users. **(PB)**



Duthie/Montecito Traffic Calming

Traffic Safety Initiatives

Many traffic safety initiatives were implemented throughout the city in 2021 to make Burnaby streets and pathways safer. **(E)**

These initiatives included:

- » Rapid Rectangular Flashing Beacon (RRFB) installation at pedestrian crosswalks
- » Special pedestrian crosswalk on Arden Avenue at Shellmont Street and at Woodhurst Drive
- » BC Parkway street crossing upgrades at Nelson Avenue, Macpherson Avenue and Rumble Street
- » Dual eastbound left turn bays at Marine Way and Byrne Road
- » New traffic signal at Byrne Road and Market Crossing
- » New pedestrian signal at Moscrop Street and Barker Avenue
- » Left turn bays on Imperial at Nelson Avenue and at Royal Oak Avenue
- » Gagliardi Way and Broadway red bus lane
- » Lougheed Highway green paint bike lane and speed reader boards
- » Duthie Avenue and Montecito Drive raised crosswalk and speed reader boards
- » Transit priority signals at Central Boulevard (Metrotown)

Community Amenity Safety

Maintain a high level of safety in City buildings and facilities for the public and City staff.

2021 ACHIEVEMENTS

Be Park Smart

The Be Park Smart campaign encouraged residents and visitors to make responsible decisions when visiting Burnaby’s parks and comply with the latest orders from the Provincial Health Officer. A dedicated web page was created to support residents with information and tips on being safe while outdoors. **(CCM)**

Replacement & Upgrade of Fire Alarm Systems

Through the City’s ongoing facilities asset management planning, the fire alarm systems and building safety devices are replaced prior to the end of its service life to maintain safe building operations for its occupants. In 2021, capital infrastructure replacement funds were used to replace fire alarm panels in four of the City’s significant buildings. **(E)**

Expanded Security Officer Program

The City expanded the Security Officer Program to include additional sites. Hired 22 auxiliary staff to meet security needs at Burnaby Lake Sports Complex, Still Creek Works Yard, Bob Prittie Metrotown Library and Bonsor Recreation Centre. **(PRCS)**

Byrne Creek Box Culverts

Roads operations crew completed a challenging in-stream works maintenance operation, clearing accumulated sediment and debris from over 20 years of collection in the Byrne Creek drainage channel that takes the majority of drainage from south Burnaby and channels it into the Fraser River. **(E)**

Fraser Foreshore Dike Reach 8

The dike is located between Patterson Avenue (or Glenlyon Creek) and Byrne Road. This project is intended to improve flood protection and public access along the unpaved sections of previously constructed Fraser River foreshore dykes. **(E)**



Fraser Foreshore Dike Reach 8

Strategic Goal ②

A CONNECTED COMMUNITY

Our goal of a connected community is grounded in four key focus areas:

DIGITAL CONNECTION



Provide online access to core City services and information.

SOCIAL CONNECTION



Enhance social connections throughout Burnaby.

PARTNERSHIP



Work collaboratively with businesses, educational institutions, associations, other communities and governments.

GEOGRAPHIC CONNECTION



Ensure that people can move easily through all areas of Burnaby, using any form of transportation.



Digital Connection

Provide online access to core City services and information.

2021 ACHIEVEMENTS

Launched New Burnaby.ca Website

Launched the redesigned Burnaby.ca website on August 9 to better meet the needs of our community by providing a citizen-centric, service-oriented web experience with easier access and navigation to the City's online services. **(IT)**

Business Licence: Migration from Annual to Anniversary Billing

Moved to a new and improved solution for processing business licences, making it easier and more convenient for business owners to apply, renew, modify, make payments and print copies of their business licence online. Deploying the new solution provided an opportunity to transition from the current annual calendar billing to anniversary billing, enabling new businesses in Burnaby to receive a 12-month licence regardless of when they apply. **(IT, F, PSCS)**

Burnaby Art Gallery Online Learning

Burnaby Art Gallery pivoted school workshops to accommodate online learning for the 2020/2021 school year. Four popular in-person workshops were presented via Zoom and kits were created and sent to participating schools. More than 1,400 students participated in over 60 classes throughout the school year. **(PRCS)**

Live at the Bolt Concert Series

Shadbolt Centre for the Arts presented Livestreaming at the 'Bolt every Thursday from January to December 2021. With 40+ performances from world class artists, the series employed 3,000 artists and engaged with over 7,000 online audience members from across the globe, as well as over 1,000 in-person patrons. **(PRCS)**



Social Connection

Enhance social connections throughout Burnaby.

2021 ACHIEVEMENTS

Home Library & Accessible Service Department

Home Delivery Service brings the library to Burnaby residents unable to visit the library on their own. Staff personalize the delivery with books, movies and other items according to what residents like. The department also provides access to thousands of accessible audiobooks for library members with a perceptual disability. **(BPL)**

Increased Outreach to Isolated Seniors

Performed weekly wellness check-in calls with senior clients and volunteers. Clients were connected with additional services and/or resources as needed. The Phone Buddy match-up service, where volunteers call seniors, was increased. As part of the Sunshine Notes project, students connected with isolated seniors by writing letters which were included in the seniors grocery deliveries. The seniors would have the opportunity to write back to the students and City staff would deliver the messages to the schools. **(CSS)**

Horizons Events & Meeting Venue

Construction of the Horizons concession has been completed. Flooring for the restaurant has been leveled, with concrete poured and repairs to damaged pillars completed. Renovations and upgrades of front entrance, bar and kitchen areas have begun. **(PRCS)**

Burnaby Mountain Golf Course Clubhouse Patio Upgrades

Upgrade and expansion of the restaurant patio at Burnaby Mountain Golf Course is complete. Work included replacing the uneven, concrete flooring with red brick and extending the patio to create more outdoor dining space for patrons. The finished space provides more distance between tables and improves the ability to serve patrons. **(PRCS)**

Expanded Summer Stages Program

With stages in Edmonds Park, Confederation Park and Civic Square, the Summer Stages program brought together families throughout Burnaby to attend art workshops, movie screenings, music performances, Indigenous storytelling and dance performances. Over 6,500 people enjoyed these free summer events. **(PRCS)**



Burnaby Mountain Golf Course Clubhouse Patio Upgrades

Partnership

Work collaboratively with businesses, educational institutions, associations, other communities and governments.

2021 ACHIEVEMENTS

Manager, Indigenous Relations

Hired a Manager for Indigenous Relations, to help steer Burnaby’s relations with local First Nations and Indigenous people, as well as assist City staff in meeting their Truth and Reconciliation goals and obligations. **(PB)**

Urban Resilient Futures Initiative

In 2021, the City committed to a three-year partnership with the Simon Fraser University’s Morris J. Vosk Centre for Dialogue and Vancity to engage with the community to tackle barriers to climate action. In late 2021, the initiative was launched with co-design workshops and participatory mapping. **(CAE)**

Vaccine Rollout Working Group

Over 700 calls were made to isolated seniors in Burnaby to identify those unaware of how to get their vaccination and share the necessary information. Seniors without transportation were identified and City staff worked with Fraser Health to arrange rides. For seniors who could not be transported, City staff worked with Fraser Health to arrange a home visit from a healthcare professional. **(CSS)**

City-School District Partnership for Child Care

Through a partnership with the Burnaby School District, new child care centres opened on four sites this year, creating a total of 136 new child care spaces for children aged five and under. **(PB)**

SFU-City of Burnaby Research Study on Resiliency

Undertook a study with SFU Resource and Environmental Management faculty and students to define resiliency for Burnaby and provide a resiliency policy framework for consideration for future land use and community planning. **(PB)**

Published a History of Burnaby Schools

Launched the historical book *Inkwells to Internet: A History of Burnaby Schools* in collaboration with the Burnaby Board of Education and BC Retired Teachers’ Association. Five local authors volunteered their time to research and write the book, with graphic design and printing provided by the City of Burnaby. **(PB)**

Geographic Connection

Ensure that people can move easily through all areas of Burnaby, using any form of transportation.

2021 ACHIEVEMENTS

Funds for Public Parking & Active Transportation Infrastructure

Enacted a Zoning Bylaw amendment that allows payment in-lieu of off-street parking spaces, where they are not feasible, with funds going towards public parking facilities and active transportation infrastructure. **(PB)**

Marine Drive – Boundary to Greenall Project

This project aims to bring Marine Drive to the urban street standard including curb and gutter, sidewalk on both sides of the road, bus route pavement, new bus stops, intersection upgrades, new streetlights, boulevard, and street trees as required. **(E)**



Strategic Goal ③

AN INCLUSIVE COMMUNITY

Our goal of an inclusive community is grounded in four key focus areas:

CELEBRATE DIVERSITY



Create more opportunities for the community to celebrate diversity.

SERVE A DIVERSE COMMUNITY



Ensure City services fully meet the needs of our dynamic community.

ENHANCE CITY WORKFORCE DIVERSITY



Support a diversified City workforce by identifying barriers and implementing proactive strategies.

CREATE A SENSE OF COMMUNITY



Provide opportunities that encourage and welcome all community members and create a sense of belonging.



Celebrate Diversity

Create more opportunities for the community to celebrate diversity.

2021 ACHIEVEMENTS

Building Bridges Through Understanding the Village

Offered two workshops for employees called Building Bridges Through Understanding the Village, in alignment with the National Day for Truth and Reconciliation and the City's goal of furthering education and awareness about Indigenous peoples. This experiential workshop focused on understanding our individual role in supporting the revival of the values integral to Indigenous peoples as well as exploring the effects of residential schools and Canada's policy of assimilation on Indigenous communities. **(PC)**



Serve a Diverse Community

Ensure City services fully meet the needs of our dynamic community.

2021 ACHIEVEMENTS

Expanded Languages

In 2021, BPL expanded the number of languages in the collections, adding Tagalog, Vietnamese, Bosnian/Serbian/Croatian and Arabic. BPL now provides materials in 14 different languages. **(BPL)**

Anti-Racism Community Research Project

Provided a funding contribution towards a collaborative community research project on the experiences of racialized newcomers and Black community members. This research is being led by the Burnaby Intercultural Planning Table (of which the City is a member) with SFU professor Dr. June Francis. **(PB)**

HOME: Burnaby's Housing & Homelessness Strategy

Completed public consultation and finalized Burnaby's Housing and Homelessness Strategy, which outlines the City's policies and actions on housing and homelessness for the next 10 years. **(PB)**

Burnaby Together: Coalition Against Racism & Hate

Provided financial support to the Burnaby Together: Coalition Against Racism and Hate to conduct a community environmental scanning and conversation process in order to better inform and ground local anti-racism resilience initiatives, including the work of Burnaby Together. The City was a founding member of Burnaby Together and staff currently serve in a co-chair capacity. **(PB)**

Recycling Outreach & Education

Developed a recycling education program for outreach to new Canadians and collaborated with immigration service agencies (LINC and SUCCESS) on delivery. **(E)**

Enhance City Workforce Diversity

Support a diversified City workforce by identifying barriers and implementing proactive strategies.

2021 ACHIEVEMENTS

Volunteer Management Hybrid Conference

Co-hosted the Volunteer Management Hybrid Conference, with international participation, which provided our staff and volunteer managers everywhere with the opportunity to learn about Diversity, Equity and Inclusion. **(CSS)**

Shadbolt Centre Indigenous Arts Learning

The newly created Indigenous Arts Programmer position coordinates public and educational programs to offer free contemporary arts workshops led by indigenous teachers in all artistic disciplines. The goal of this program is to share traditions and lineage to further reconcile through cultural understanding in our community. **(PRCS)**

Anti-Racism Climate Audit

In 2021, BPL conducted an anti-racism climate audit. The library hired consultants to survey and talk with staff about their experiences with racism, and to recommend changes in hiring, training, customer service and the culture of BPL to move the library towards being an anti-racist organization. **(BPL)**

Diversity Committee

Burnaby RCMP created an internal Diversity Committee to celebrate diversity, develop better practices and increase awareness within the detachment about diverse cultures. **(RCMP)**

Create a Sense of Community

Provide opportunities that encourage and welcome all community members and create a sense of belonging.

2021 ACHIEVEMENTS

Celebrated the History of Burnaby Heights

Introduced updated “Heritage on the Heights” signs in North Burnaby to share the unique history of one of Burnaby’s historic neighbourhoods. **(PB)**

Accessibility Upgrades at Capitol Hill Community Hall

Initiated work to upgrade the interior of the Capitol Hill Community Hall to improve accessibility. Plans were developed to upgrade the washrooms, kitchens and entrances to improve accessibility. **(PB)**

Burnaby Village Museum – 50th Anniversary Commemorative Book

Burnaby Village Museum has consulted with past and present staff to create a professional commemorative book to celebrate Burnaby Village Museum’s 50th Anniversary. The book will be for sale during the anniversary celebrations in 2022. **(PRCS)**



Burnaby Village Museum

Strategic Goal 4

A HEALTHY COMMUNITY

Our goal of a healthy community is grounded in four key focus areas:

HEALTHY LIFE



Encourage opportunities for healthy living and well-being.

HEALTHY ENVIRONMENT



Enhance our environmental health, resilience and sustainability.

LIFELONG LEARNING



Improve upon and develop programs and services that enable ongoing learning.

COMMUNITY INVOLVEMENT



Encourage residents and businesses to give back to and invest in the community.



City staff tending the flower beds

Healthy Life

Encourage opportunities for healthy living and well-being.

2021 ACHIEVEMENTS

Not Myself Today Program

Introduced the Not Myself Today program to create a supportive culture where mental health is acknowledged in the workplace and staff are provided information about the importance of mental health and wellness. **(PC)**

Development of Food Systems Strategy

Initiated a food systems strategy to address food security gaps in Burnaby and find long-term solutions. This strategy is anticipated to be completed by Q2 2022. **(PB)**

Community Gardens Project

Proposed a community gardens pilot project to expand opportunities on City-owned lands. **(PB)**

Christine Sinclair Community Centre

On March 15, Christine Sinclair Community Centre opened its doors for registered weight room and fitness class sessions. Plans are in place to maximize the new recreation centre's functionality, including the replacement of the gym floor, renovation of the fitness and training studios, storage rooms and public lobby area to allow facility users to take advantage of the amenities to the fullest. **(PRCS)**



Electric Vehicles

Healthy Environment

Enhance our environmental health, resilience and sustainability.

2021 ACHIEVEMENTS

Climate Action Framework Implementation

In 2021, the City completed the first year of implementation of the City's Climate Action Framework, encapsulated in the City's first progress report. Achievements summarized in this framework show progress on Quick Starts in all of the framework's seven Big Moves. **(CAE)**

Landscape Restoration & Invasive Species Treatment

In 2021, the City administered its annual European Chafer Beetle City and public land treatment program, and delivered an emergency Japanese beetle treatment program. The European Chafer Beetle treatment program and implementation of best practices in boulevard maintenance has led to declining need for treatment in the city. **(CAE)**

Public Charging Stations in All Quadrants of the City

Eighteen new Level 2 public charging stations were installed and activated in all quadrants of the city. Approved funding from BC Hydro and Natural Resources Canada (NRCAN) was received to support Level 2 public charging stations. **(CAE)**

Fleet Charging Stations – Civic Properties

Completed 28 Level 2 charging stations at the Still Creek Works Yard. NRCAN funding was approved for 100 charging stations at City Hall. Construction is underway with project completion in spring 2022. **(CAE)**

Electric Vehicles

Procured 11 zero-emission electric vehicles to support the City's Climate Action goals. The Public Safety & Community Services Department has already transitioned into electric vehicles for their Bylaw operations. The Sanitation Division will be adding 3 LNG vehicles to their fleet as a pilot program to support future emission goals in a cost effective manner. **(E)**

Lifelong Learning

Improve upon and develop programs and services that enable ongoing learning.

2021 ACHIEVEMENTS

Volunteer Management Hybrid Conference

Co-hosted the Volunteer Management Hybrid Conference, with international participation. Provided our staff and volunteer managers everywhere with the opportunity to learn about diversity, equity and inclusion. **(CSS)**

Julia's Studio

Named in honour of Julia Nelson, a teen librarian at BPL, Burnaby Public Library has been running Julia's Studio creative workshops for teens since 2015. The workshops were expanded in 2021 thanks to a generous donation. **(BPL)**

Clerk's Department Legacy & Succession Planning

In 2019, the Clerk's Department initiated the development of a four-year strategic plan that supports the goals and values outlined in the City's Corporate Strategic Plan. Part of the plan focuses on legacy and succession planning and includes a commitment to: professional development and cross-training, enhancing acting opportunities and a review of the divisional organizational structure of the department. **(C)**



Community Involvement

Encourage residents and businesses to give back to and invest in the community.

2021 ACHIEVEMENTS

Your Voice Portal

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 the 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)**

Environmental Stewardship with Volunteers

Through invasive species management and tree planting, five group volunteer opportunities have been created. Twelve sessions of community invasive plant removal events and tree planting were held at Deer Lake, Central Park and Jim Lorimer Park. Local streamkeeper groups were supported through guidance and training, green waste removal and disposal, and providing material for their restoration activities. **(PRCS)**

World Rivers Day

Supported the celebration of World Rivers Day with public events at Ron McLean Park. Teaming up with the Lower Mainland Green Team and Byrne Creek Streamkeepers Society, 56 members of the public helped remove nearly 20 cubic metres of invasive plants from streamside areas. **(PB)**

Cram the Cruiser

Community Response Team held a Cram the Cruiser event where the weight of the food bank donations collected was four times that of the previous year. **(RCMP)**

Strategic Goal ⑤

A DYNAMIC COMMUNITY

Our goal of a dynamic community is grounded in three key focus areas:

ECONOMIC OPPORTUNITY



Foster an environment that attracts new and supports existing jobs, businesses and industries.

COMMUNITY DEVELOPMENT



Manage change by balancing economic development with environmental protection and maintaining a sense of belonging.

CITY FACILITIES & INFRASTRUCTURE



Build and maintain infrastructure that meets the needs of our growing community.



Economic Opportunity

Foster an environment that attracts new and supports existing jobs, businesses and industries.

2021 ACHIEVEMENTS

COVID-19 Reopening Measures

Adopted Zoning Bylaw amendments to support local businesses in addressing public health requirements. **(PB)**

Development Process Review

The Engineering Development Division reviewed the process of residential development applications with other departments to determine where efficiencies can be achieved and remove any variables that could result in increased delays, errors, or fees. By initiating this review, staff have already identified process inefficiencies and started to address these items which has resulted in faster response times to customers. **(E)**

Community Development

Manage change by balancing economic development with environmental protection and maintaining a sense of belonging.

2021 ACHIEVEMENTS

Preserving Heritage Features

Completed a review of cenotaphs and historic masonry features located in City of Burnaby parks and initiated a five-year work plan to repair and restore these heritage resources. **(PB)**

Temporary Use Permits

Adopted a framework and Zoning Bylaw regulations for the issuance of Temporary Use Permits, which allow flexible reuse of vacant or underutilized properties. **(PB)**



Indigenous Learning House at Burnaby Village Museum

City Facilities & Infrastructure

Build and maintain infrastructure that meets the needs of our growing community.

2021 ACHIEVEMENTS

New Christine Sinclair Community Centre

The City acquired the Christine Sinclair Recreation Community Centre in 2021 which provides the citizens of Burnaby with a new state-of-the-art fitness facility in the Central Valley Burnaby Lake Sports Complex area. The facility offers a double gymnasium, 2 level weight room and cardio facility, café, along with multi-purpose rooms. **(E)**

Child Care Action Plan

Completed the Burnaby Child Care Action Plan. The plan provides a road map to address child care needs over the next 10 years. **(PB)**

Norland Transfer Site

Phase one of the Norland Transfer Site upgrades have begun and are nearing completion. New utilities, a new scale house and new scale are all assets installed during phase 1. Once complete, the yard will include a new decant facility and vehicle wash station, a new truck scale, lock block material storage bins, bulk materials stockpile and designated equipment storage areas, paved parking and vehicle access areas, and a new small onsite building to support operation of the truck scale and provide office space. **(E)**



Gold Medal Unveiling at Christine Sinclair Community Centre

Strategic Goal ⑥

A THRIVING ORGANIZATION

Our goal of a thriving organization is grounded in six key focus areas:

ORGANIZATIONAL CULTURE



Ensure that our core values are reflected in our policies, programs and service delivery.

FINANCIAL VIABILITY



Maintain a financially sustainable City for the provision, renewal and enhancement of City services, facilities and assets.

HUMAN RESOURCES



Foster an environment for teamwork, efficiency and excellence to deliver customer service in alignment with our core values.

COMMUNICATION



Practice open and transparent communication among staff, council and the community.

RELIABLE SERVICES, TECHNOLOGY & INFORMATION



Protect the integrity and security of City information, services and assets.

TECHNOLOGY & INNOVATION



Support technology development and innovation to empower staff and advance community objectives.



Shadbolt - Orange Shirt Day 2021

Organizational Culture

Ensure that our core values are reflected in our policies, programs and service delivery.

2021 ACHIEVEMENTS

Wildland Firefighter Personal Protective Equipment

The Burnaby Fire Department expanded its wildland firefighting program by acquiring personal protective equipment, safety wear and personal tools for each firefighter to work safely, effectively and efficiently during rapid deployment and extended departmental wildland firefighting responses within the city. This initiative is a key supporting action for Emergency Services as outlined in Burnaby's Community Safety Plan. **(BFD)**

Replacement of (2) Fire Engines and (1) Ladder Truck

Replaced three fire trucks, which will reduce maintenance costs and provide greater emergency response reliability. **(BFD)**



Firefighter Training

Financial Viability

Maintain a financially sustainable City for the provision, renewal and enhancement of City services, facilities and assets.

2021 ACHIEVEMENTS

Distinguished Budget Presentation Award

Awarded to the City of Burnaby by the Government Finance Officers Association of US & Canada (GFOA) for its Annual Financial Report for the fiscal period beginning January 1, 2021. **(F)**

Corporate Inventory Project

A project team and working group were created to develop a City-wide Corporate Inventory Policy to support the optimal utilization of City resources and minimize waste. The Inventory Group has begun the review and documentation of the cycle count processes and procedures that will be used City-wide to improve inventory accuracies and the delivery of services to the operational teams. **(F)**

Sewer Asset Management Plan Update

The Engineering Infrastructure Planning Division completed an update to the City's Sewer Asset Management Plan to reflect how the City has been tracking in terms of constructing new sewer infrastructure as it compares to long-range forecasting of sewer renewals. **(PB)**

Vehicle/Equipment Purchases

The Procurement team has been navigating unprecedented global supply chain disruptions, including semi-conductor chip shortages, directly impacting vehicle and equipment availability. The purchase of fleet vehicles and equipment has been prioritized to meet the City's growing needs and climate action plans. Purchases included the City's first electric vehicles, a Kia Soul and Chevy Bolt. **(F)**

Canadian Award for Financial Reporting

Awarded to the City of Burnaby by the GFOA for its Annual Financial Report for the year ended December 31, 2020. **(F)**

Popular Annual Financial Reporting Award

Awarded to the City of Burnaby by the GFOA for its Annual Financial Report Highlights for the year ended December 31, 2020. **(F)**

Human Resources

Foster an environment for teamwork, efficiency and excellence to deliver customer service in alignment with our core values.

2021 ACHIEVEMENTS

Streamlined Payments

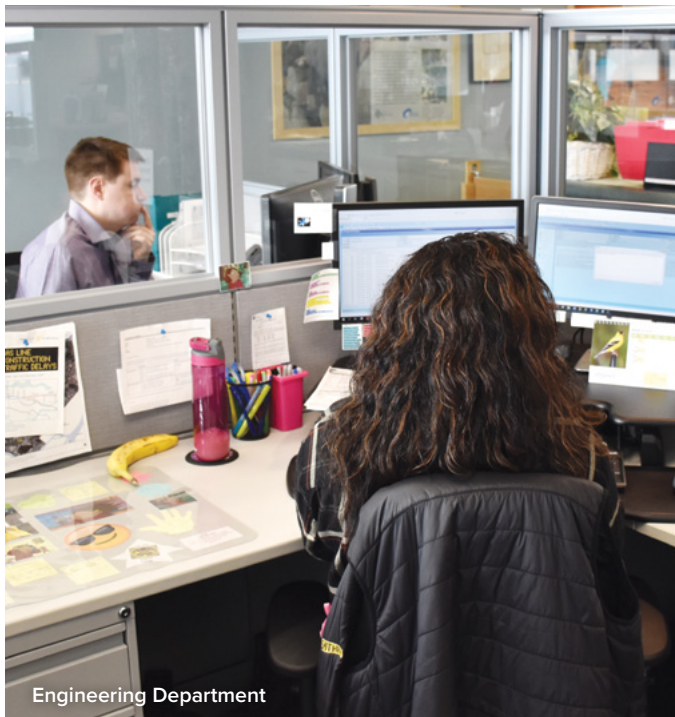
Adopted a new payment method for Grocery Shop by Phone. It is more efficient for staff, saving approximately 25 staff hours per week, as compared to the former method. The new payment method is more streamlined and user friendly for senior clients and saves them having to remember to call in every week with their credit card number. **(CSS)**

Customer Service Training

Engineering staff have completed customer service training sessions as part of the City’s approach to a kinder and gentler City. Since Engineering is one of the front-facing departments, staff are more prepared to handle public needs, complaints and emergencies on a daily basis. The goal is to provide high-quality communication and interaction with the public. **(E)**

Online Recruitment

Pivoted to offering online recruitment courses over Zoom. Also developed e-learning modules to help staff prepare for interviews and assist hiring managers preparing for competitions. **(PC)**



Communication

Practice open and transparent communication among staff, council and the community.

2021 ACHIEVEMENTS

COVID-19 Communications

Informed the public about the impacts of COVID-19 on City operations and services through a dedicated page on the website, signage, media relations, facility restart map and internal communications to staff. Supported the public through a COVID-19 call centre and dedicated email line that linked with the City’s COVID-19 Action Team in responding to public inquiries. **(CCM)**

Internal ConnectBurnaby Portal Update

Worked with IT to update ConnectBurnaby portal home page with a new, clean design to better meet the needs of our staff and foster engagement and awareness of City initiatives. The new site offers an employee-centric, service-oriented web experience with easier access and navigation. **(CCM)**

Extreme Heat Communication

Ensured widespread awareness in the community about the City’s cooling centre locations and purpose, and what people needed to do in advance and during an extreme heat event to keep themselves and their neighbours safe. The plan involved using all available communication channels including website, social, signage, posters, postcards, videos, staff outreach and other media to push out key messages and re-share partner messages as appropriate. **(CCM)**

Burnaby Neighbourhood Incident Response Program

Burnaby RCMP Community Programs started the Burnaby Neighborhood Incident Response Program (BNIRP) following the discovery of a homicide victim in Greentree Village Park in March 2021. This program facilitated meetings between detachment employees and members of the community living in the neighborhood, in person or virtually, where residents received information regarding the incident and participated in a Q&A session. Over 60 participants joined in the two sessions. **(RCMP)**

Reliable Services, Technology & Information

Protect the integrity and security of City information, services and assets.

2021 ACHIEVEMENTS

Migration of the City's Mobility Contract to a New Vendor

Replaced more than 900 old mobile phones and over 100 iPad and virtual connections used by the fire trucks and bylaw officers to connect to the City network securely while on the road. The new mobility contract provides the City with cost savings and better coverage. **(IT)**

Information Security Awareness Program

Introduced an Information Security Awareness Program to help staff understand their role in keeping the City's data, network and infrastructure safe and secure. This online learning, completed by all staff that access the City network, empowers them to correctly identify, respond to and report information security incidents to protect the City's infrastructure, networks and systems from data breaches, network attacks and ransomware threats. **(IT)**

Council Chambers Multimedia Updates

The Council Chamber multimedia technology was upgraded to integrate with Zoom; this enables the public, consultants, school trustees and parks commissioners to virtually meet with Burnaby City Council, the Mayor and City staff. The upgraded system provides improved sound quality and microphone control. A separate phone line is also available during public hearings to enable the public to call in. **(IT)**

Christine Sinclair Centre Upgrades of Technical Infrastructure

With the building purchase in the first quarter of 2021, to ensure the continuity of service and a seamless ownership transition, public and wireless networks, a new conduit system and fibre cabling were provisioned within a short period of time. **(IT)**

Technology & Innovation

Support technology development and innovation to empower staff and to advance community objectives.

2021 ACHIEVEMENTS

SMS Communications

Built and rolled out an SMS (text message) system to reach RCMP officers and staff in a more efficient way compared with using an email system. As a result, members can respond more quickly to public safety matters. **(RCMP)**

Drone Work

Continuing with drone education and working towards being able to complete projects without assistance from a third party. City staff have done a number of flyovers on different construction projects, including the new Laurel Street Works Yard, Rosemary Brown Arena, Norland Transfer Station, and the Central Park COVID-19 Testing Facility. **(E)**

Mobile Asset Management

The City's Engineering Systems Division is deploying Infor Field Inspector, an iOS application that will allow field crews to communicate directly with our back office Hansen/IPS asset management application. The first business process, being implemented currently, is the sidewalk inspection program. Moving from a paper-based to a digital process to report sidewalk tripping hazards will increase data quality, decrease data latency, decrease driving time using optimized GIS routing, and provide overall efficiencies of up to 70%. **(E)**



