

# CITY OF BURNABY, BC

## 2017 Annual Municipal Report Highlights

For the fiscal year ended December 31, 2017







# INTRODUCTION

The 2017 Annual Municipal Report Highlights provides an executive summary of the City of Burnaby's 2017 Annual Municipal Report, which is located on the City's website at [www.burnaby.ca/financialplan](http://www.burnaby.ca/financialplan). The highlights document contains an overview of statistics, achievements for 2017 in relation to the Corporate Strategic Plan goals, financial charts and graphs as well as the Consolidated Statement of Operations and Accumulated Surplus and Consolidated Statement of Financial Position which forms part of the City's consolidated financial statements. The consolidated financial statements were prepared in accordance with Canadian public sector standards and audited in accordance with Canadian generally accepted auditing standards.

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# CITY COUNCIL



Mayor Derek Corrigan



Councillor  
Pietro Calendino



Councillor  
Sav Dhaliwal



Councillor  
Dan Johnston



Councillor  
Colleen Jordan



Councillor  
Paul McDonell



Councillor  
Nick Volkow



Councillor  
James Wang



# MAYOR'S MESSAGE

On behalf of Burnaby City Council, I am proud to present the City's 2017 Annual Municipal Report.

Twenty-seventeen was a year that saw our 125th Birthday celebrations – along with Canada's 150th – and a year in which the City realized significant achievements, including the development of a new Corporate Strategic Plan that articulates a vision, goals and objectives that will help to ensure the views and aspirations of our citizens, non-profits and businesses continue to shape our City.

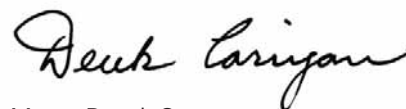
This report recognizes Burnaby's major achievements and the City's perpetual focus on efficient delivery of services.

Our town centres – Metrotown, Edmonds, Brentwood and Lougheed – continued to take shape in 2017, according to longstanding, community-driven plans designed to help protect parkland and green space while accommodating the thousands of new citizens choosing to call Burnaby home. At \$1.05 billion, building permit values for 2017 were the highest ever, with the next highest in 2015 at \$879 million.

We welcome this development because it accommodates thousands of new residents, adds

valuable community amenities, protects parkland and single-family neighbourhoods, supports rapid transit, and creates the sustainable communities we planned more than 20 years ago. Our focus on efficiency, partnerships and innovation continues to ensure that the City's fiscal position remains strong. The investment portfolio totaled \$1.3 billion for the year and will provide investment income of more than \$45.1 million to City revenues; an annualized return of just over 3.22%. For 2018, \$44.5 million in investment income is expected. This income helps to reduce city taxes and provides funding for the city's capital investment in infrastructure replacement.

As we reflect on our many achievements of 2017 – and those of our first 125 years – it is clear that our success is the result of our strong history of planning and partnerships. Thank you to all of our citizens, business leaders and non-profit organizations for the exceptional contributions you make to the development of Burnaby every day. Thank you to City staff for your unfailing commitment to excellence on behalf of the City and our citizens. Together with all of you, Burnaby Council looks forward to ensuring that Burnaby exceeds our high expectations for the City's future.



Mayor Derek Corrigan

# BURNABY AT A GLANCE

Burnaby was incorporated in 1892. Shortly thereafter, a new interurban railway connected the neighbouring cities of Vancouver and New Westminster. Although Burnaby was developed as an agricultural area, it quickly grew as a place favoured for its beautiful suburban homes and neighbourhoods. After World War II, Burnaby boomed with many new residential subdivisions and diverse commercial and industrial developments. From the 1960s to the 1980s Burnaby was transformed by the introduction of a new vision and planning for the City that defined major urban

centres and a greater range of facilities in the commercial, industrial and institutional sectors.

Today, Burnaby is a dynamic urban community with four vibrant town centres, technology and business centres, and a range of neighbourhoods that are served by outstanding parks and recreational facilities and civic amenities. In 2017, as the City celebrated its 125th Birthday, it continued to chart a path to being an economic, social, and environmentally sustainable city.





## POPULATION



**235,000**

People (2016)

While Burnaby occupies just over 3% of the land area of Metro Vancouver, it accounts for approximately 10% of the Region's population. It is the third most populated urban centre in British Columbia with a total population of 235,000 in 2016.

## HOUSEHOLD STATISTICS 2016



**2.9**

Average Persons Per Family



**40.3** years old

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



**59%**

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



**\$82,751**

Median Family Income (2015)



**62%**

Owner Households



**38%**

Tenant Households

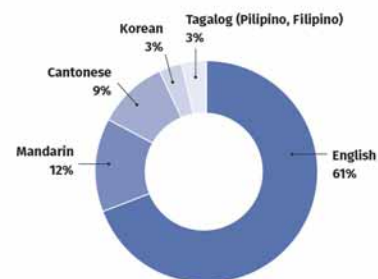
**50%**

of Burnaby's population identify as immigrants. The top three countries of birth were China, Hong Kong and the Philippines.

## POPULATION BY AGE IN 2016



## TOP FIVE LANGUAGES MOST SPOKEN AT HOME



## LABOUR FORCE



**125,815**

People over 15 years of age in the labour force



**6.4%**

Unemployment Rate

## OCCUPATION

**26%**



Sales & Service Occupations

**19%**



Business, Finance & Administration Occupations

**11%**



Trades, Transport and Equipment Operators and Related Occupations

**10%**



Management Occupations

**10%**



Education, Law & Social, Community & Government Services

**24%**



All Other Occupations

**1/3**

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





# 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.**

The Corporate Strategic Plan is founded upon and guided by the goals that the City has established through a series of forward-thinking, long term plans including the Council adopted trilogy of sustainability strategies (social, environmental and economic), the Official Community Plan and other City policies which establish the planning and

resource context of our work. In Burnaby, the path to achieving our vision rests on our Core Values of **Community, Integrity, Respect, Innovation and Passion**, which describe how we do our work, and are the principles that guide our actions and decisions. Following, you will find the City's six strategic goals, related sub goals and highlights of some of our 2017 achievements. A complete list of achievements and future initiatives can be found in the City's 2017 Annual Municipal Report, located on the City of Burnaby website.





## A Safe Community

1. Crime prevention and reduction
2. Emergency preparedness
3. Emergency services
4. Transportation safety
5. Community amenity safety

## A Connected Community

1. Digital connection
2. Social connection
3. Partnership
4. Geographic connection

## An Inclusive Community

1. Celebrate diversity
2. Serve a diverse community
3. Enhance City workforce diversity
4. Create a sense of community

## A Healthy Community

1. Healthy life
2. Healthy environment
3. Lifelong learning
4. Community involvement

## A Dynamic Community

1. Economic opportunity
2. Community development
3. City facilities and infrastructure

## A Thriving Organization

1. Organizational culture
2. Financial viability
3. Human resources
4. Communication
5. Reliable services, technology and information
6. Technology and innovation





## Strategic Goal 1: A Safe Community

### CRIME PREVENTION & REDUCTION

#### Opioid Crisis Response

Distribution of Naloxone kits to all Burnaby RCMP members ensuring the safety of members and the public during the current opioid crisis.

Responsible Department: Public Safety & Community Services Department

### EMERGENCY PREPAREDNESS

#### Hazard, Risk, Impact, Vulnerability Assessment (HRIVA)

Completion of HRIVA which identifies the potential hazards in Burnaby, assesses the risk exposure, and evaluates potential impacts and vulnerabilities.

Responsible Department: Public Safety & Community Services Department

### EMERGENCY SERVICES

#### Group Lodging Supplies Trailer

A trailer was purchased to enhance the capacity of the City's Emergency Support Services Team and included a 50-bed barrack-style temporary lodging facility.

Responsible Department: Public Safety & Community Services Department

### TRANSPORTATION SAFETY

#### Safety Improvements at Canada Way and Rayside Street

In response to the high incidence of speed related crashes near this intersection, traffic safety improvements were installed.

Responsible Department: Engineering Department

### COMMUNITY AMENITY SAFETY

#### Certificate of Recognition

This achievement was received for going above and beyond compliance with Occupational Health & Safety regulations and Return to Work programs.

Responsible Departments:

Office of the City Manager, Human Resources Department and Burnaby Public Library









## Strategic Goal 2: A Connected Community

### DIGITAL CONNECTION

#### **BurnabyMap LITE**

New web application for the public that provides spatial information across the entire City (properties, infrastructure, parks, zoning, etc.).

Responsible Department: Office of the City Manager,  
Information Technology Department

### SOCIAL CONNECTION

#### **Burnaby Art Gallery 50th Anniversary**

An exhibition *The Ornament of a House: Celebrating 50 Years of Collecting* brought together 50 individuals who have played a part in building the gallery's character – collectors, curators and artists. A commemorative art book featuring all 50 of the selected art works from the exhibition, 50 essays by artists, art historians, collectors, critics and past and present curatorial staff was developed.

Responsible Department: Parks, Recreation & Cultural Services Department

### PARTNERSHIP

#### **Child Care Facilities on School Lands**

In partnership with the Burnaby School District, the City advanced the development of child care facilities on school lands throughout the City.

Responsible Department: Planning & Building Department

### GEOGRAPHIC CONNECTIONS

#### **Willingdon Linear Park**

Construction started on the Willingdon Linear Park linking Burnaby Heights and Brentwood neighbourhoods.

Responsible Department:  
Parks, Recreation & Cultural Services Department







## Strategic Goal 3: An Inclusive Community

### CELEBRATE DIVERSITY

#### Second Annual National Aboriginal Day Celebration

The City worked with the Burnaby School District and other community partners to create a vibrant, varied event that included student workshops, an author reading, traditional dancers, indigenous hip hop music and an Aboriginal storyteller at Civic Square on June 21.

**Responsible Departments:** Burnaby Public Library and Parks, Recreation & Cultural Services Department

### SERVE A DIVERSE COMMUNITY

#### Accessibility Improvements

In concert with the Burnaby Access Advisory Committee, the City developed proposals/actions/initiatives directed towards the improvement of public services and facilities to better accommodate persons with disabilities.

**Responsible Department:** Office of the City Manager, Citizen Support Services Department



### ENHANCE CITY WORKFORCE DIVERSITY

#### Workforce Diversity Educational Seminars

Human Resources representatives attended educational seminars on workforce diversity best practices and participated in local career fairs with attending job seekers.

**Responsible Department:** Office of the City Manager, Human Resources Department

### CREATE A SENSE OF COMMUNITY

#### Burnaby's 125th Birthday at the Burnaby Public Library

Burnaby Public Library celebrated the City's 125th Birthday in many different ways. Quiz night pitted Library Board members against School Trustees, CUPE officials, Burnaby Now staff and other community leaders to find out who knows the most about Burnaby. The Library also displayed items from our special collection of Burnaby treasures, including school yearbooks from the 1940s and the original BCIT curriculum from 1962.

**Responsible Department:** Burnaby Public Library







## Strategic Goal 4: A Healthy Community

### HEALTHY LIFE

#### Citizen Support Services

Provided numerous programs which promoted a healthy lifestyle for seniors and those in need.

Responsible Department: Office of the City Manager,  
Citizen Support Services Department

### HEALTHY ENVIRONMENT

#### Bi-Weekly Garbage Collection

Bi-weekly garbage collection was implemented in April 2017. Approximately 1,900 residents have requested upsizing of their garbage totes.

Responsible Department: Engineering Department

### LIFELONG LEARNING

#### Youth Leadership Conference

A leadership conference attended by 30 youth focused on building the leaders of tomorrow.

Responsible Departments: Office of the City Manager,  
Human Resources Department

### COMMUNITY INVOLVEMENT

#### Burnaby 125 | Canada 150 Celebrations

Twenty-seventeen marked two historic occasions – Burnaby's 125th and Canada's 150th birthdays – which brought residents of Burnaby together to celebrate all things that make Burnaby a spectacular place to live, work, learn and play with a look back at Burnaby's history through a *Then and Now Exhibit* at the Burnaby Village Museum, Burnaby Neighbourhood History Series, commemorative outdoor street banners, special Eco-sculptures and flower garden features, Celebrate Burnaby Activation Station at local neighbourhood events, artist participation in signature events including three special Canada Day Celebrations, the 125 Weekend of Fun and a volunteer program.

Responsible Departments:

Burnaby Public Library and Parks, Recreation & Cultural Services Department









## Strategic Goal 5: A Dynamic Community

### ECONOMIC OPPORTUNITY

#### Public Wi-Fi

Continued to expand and enhance public Wi-Fi available in City facilities and public libraries across Burnaby in order to connect citizens and businesses.

Responsible Department: Office of the City Manager, Information Technology Department

### COMMUNITY DEVELOPMENT

#### Metrotown Downtown Plan

Advancement of the plan in 2017 provides the opportunity to create a downtown for Burnaby; one that enables the highest order of land use and development supported by social, recreation, entertainment, and cultural amenities important to all of Burnaby's residents, businesses and employees.

Responsible Department: Planning & Building Department

### CITY FACILITIES AND INFRASTRUCTURE

#### New Storm Sewer Extension Contribution and Fee Bylaw

City Council adopted the Storm Sewer Extension Contribution and Fee Bylaw implementing a cost recovery mechanism for the City's costs of extending storm sewer mains to residential lots without this service thereby providing improved drainage performance at an equitable cost.

Responsible Department: Engineering Department



## Strategic Goal 6: A Thriving Community

### ORGANIZATIONAL CULTURE

#### Staff Lunch and Learns

Burnaby Public Library held a series of diversity lunch and learns this year to enhance staff knowledge and understanding of our community. Speakers in 2017 discussed Indigenous people, people who are homeless, the LGBTQ community, and people who are deaf or hard of hearing.

Responsible Department: Burnaby Public Library

### FINANCIAL VIABILITY

#### Asset Management Plans

Asset Management Plans were completed for fire equipment, major civic facilities and water infrastructure in order to efficiently and effectively plan for capital asset replacements.

Responsible Departments: Public Safety & Community Services Department and Engineering Department

### HUMAN RESOURCES

#### Respectful Workplace Training

Provided Respectful Workplace training for all employees.

Responsible Department:  
Office of the City Manager,  
Human Resources Department

### COMMUNICATION

#### Social Media

The Fire Department initiated its own Twitter account which is used to provide periodic updates on department activities to the public.

Responsible Department: Public Safety & Community Services Department





## RELIABLE SERVICES, TECHNOLOGY AND INFORMATION

### **Licence, Inspection and Permit System (LIPS)**

The City launched the first phase of the LIPS Implementation Project in October 2017 delivering a new suite of business applications that will streamline internal business processes, enhance cross-departmental collaboration and information transparency and provide mobile access to support field work.

**Responsible Departments:** Office of the City Manager, Information Technology Department and Planning & Building Department

## TECHNOLOGY AND INNOVATION

### **Point of Sale (POS) System**

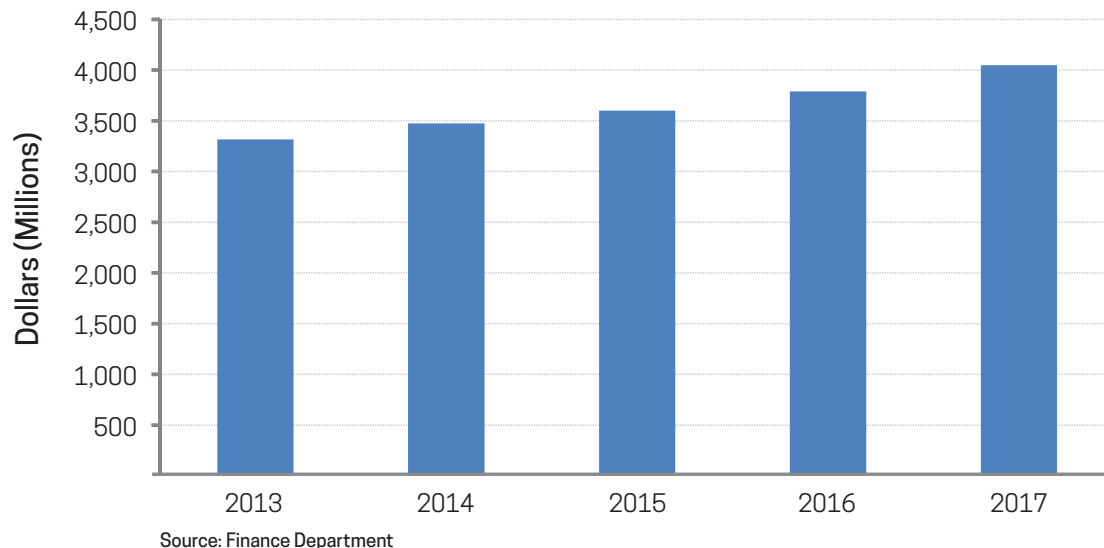
Implementation and the roll out of Point of Sale units to a number of City facilities increasing internal efficiency, reducing the risk of error from manual and duplicate data entry and providing an enhanced reconciliation mechanism between point of sale and the City's financial systems.

**Responsible Departments:** Office of the City Manager, Information Technology Department and Finance Department



# FINANCIAL HIGHLIGHTS

## Consolidated Accumulated Surplus (\$) 2013-2017

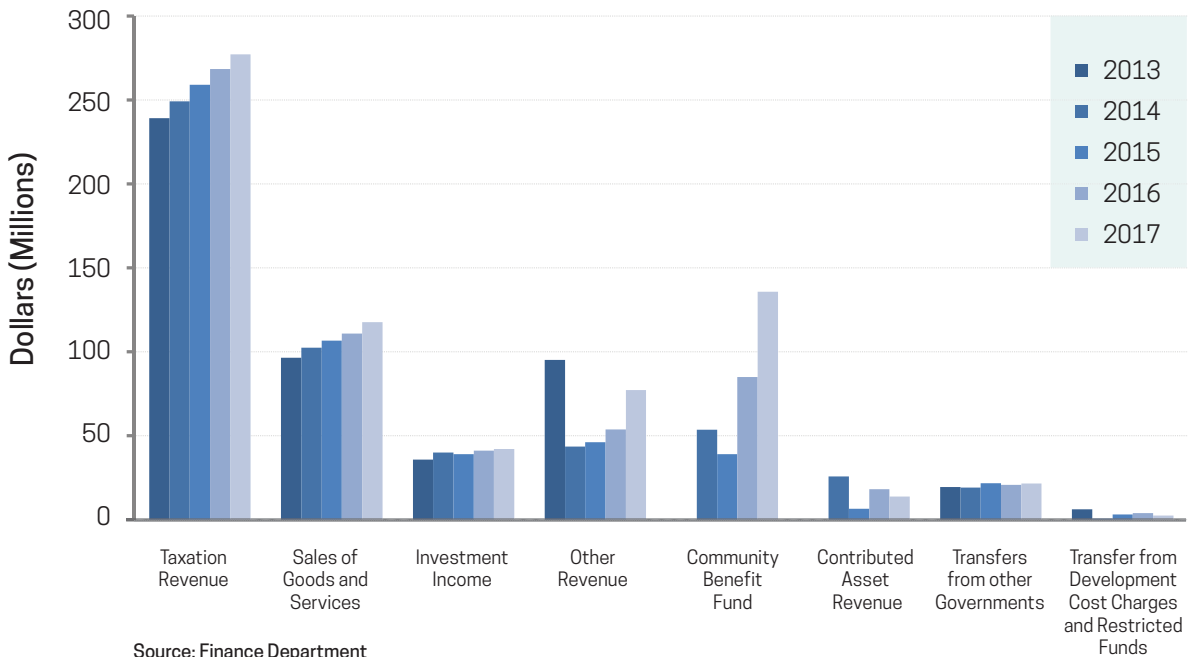


The City's financial position continued to be very robust throughout 2017 with an annual surplus of \$257.4 million (2016 – \$188.3 million), bringing Accumulated Surplus to \$4.0 billion. The accumulated surplus on the Consolidated Statement of Financial Position is a key measure of the City of Burnaby's financial strength and long-term sustainability. Accumulated surplus is the amount by which all assets exceed all liabilities and it is represented by Net Financial Assets, which are City reserves fund and reserves, of \$1.3 billion (2016 – \$1.1 billion) and Non-Financial Assets of \$2.7 billion (2016 – \$2.7 billion), the majority of which are capital assets, such as buildings, recreation centres, parks, roads, water and sewer infrastructure, land and land held for resale, inventory of supplies and prepaid expenses.

The City has a stable revenue base. The majority of the City's revenue is primarily through taxation revenue generated by property taxes and sewer parcel taxes. In 2017, total taxation revenue was \$277.2M representing 40.3% of the City's overall revenue. Two other stable streams of revenue for the City comes through sales of goods and services and investment income, representing 17.1% and 6.1% respectively for 2017. Sales of goods and services primarily comprises various user fees charged to the public for use of City programs and services such as metered water and sewer rates and recreational and cultural program fees. Investment income consists of the interest earned through investing the City's reserve funds and has been very steady the past five years representing an average yield of 3.98%.

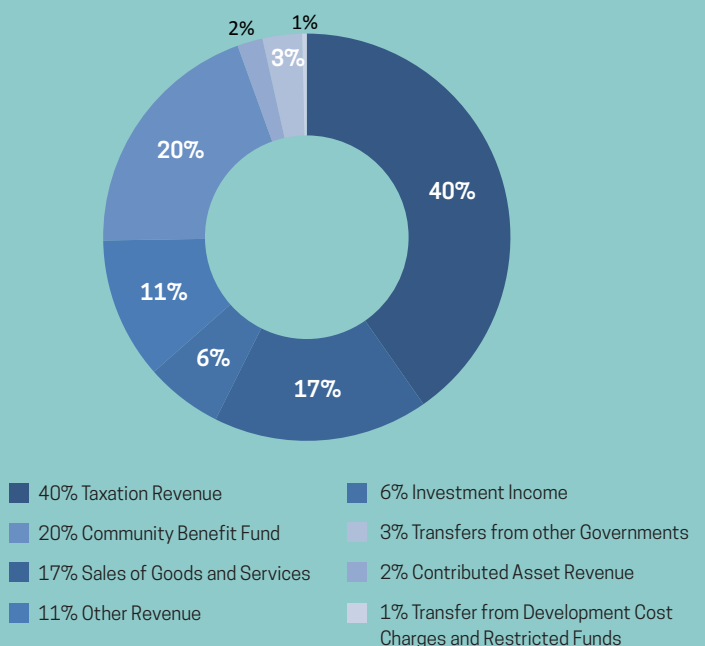


## Consolidated Revenue by Source (\$) 2013-2017

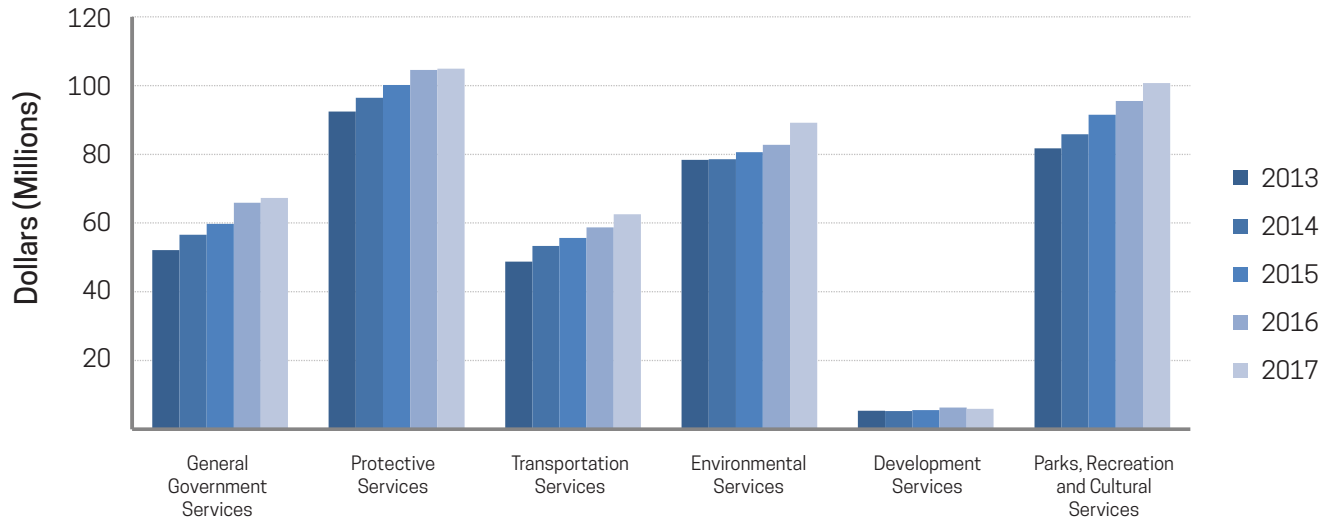


Another significant revenue stream in recent years is community benefit funds that the City receives from developers, representing 19.7% of total revenues in 2017. The level of these funds received by the City is in correlation to the increasing development activity throughout the City and can be variable from year to year. The remaining 16.8% of the City's revenues in 2017 consist of revenue from own sources, contributed asset revenues and various transfers from other governments and restricted funds.

## Consolidated Revenue by Source (%) 2017



## Consolidated Expenses by Function (\$) 2013-2017



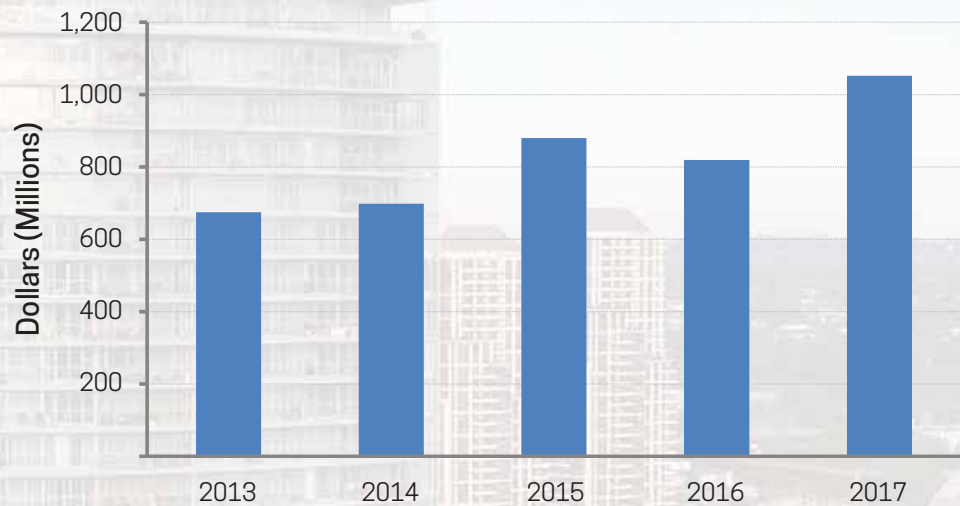
Source: Finance Department

The City of Burnaby's expenditure profile is relatively constant from year to year, comprising six main functions: general government services; protective services; transportation services; environmental services; development services; and parks, recreation and cultural services. General government services accounts for 15.6% of the City's overall expenditures in 2017 and includes the administrative and strategic functions that support the City in their local government operations and capital acquisitions. Protective services accounts for 24.4% and is comprised of activities that provide public safety, including fire services, policing services and bylaw enforcement services. Transportation services accounts for 14.5% and includes the coordination and maintenance of various areas such as roads, sidewalks, traffic/pedestrian signals that

enable the citizens to efficiently and safely travel throughout the City. Environmental services accounts for 20.7% which consists of activities related to collection services for refuse and recycling, provision of clean water and sewer utilities. Development services account for 1.4% consisting of the City's current and long range planning functions. Lastly, parks, recreation and cultural services accounts for the remaining 23.4%, which includes functions related to maintaining the City's 5,400 acres of parks and its golf courses, providing recreational and cultural programs at the City's community centres, and offering library services at the City's four library branches. Growth in expenditures over the past five years is primarily attributable to collective agreement, contract and inflationary increases.



## Value of Building Permits Issued (\$) 2013-2017



Source: Planning & Building Department

The value of the building permits issued by the City in the last five years has been steadily increasing as the development activity continues to increase throughout the lower mainland. In 2017, the City experienced a very strong year in terms of construction activity and development with 1,649 permits issued with a total construction value of \$1.05 billion.

## Consolidated Statement of Financial Position

As at December 31, 2017 with comparative figures for 2016

	2017 Actual (\$)	2016 Actual (\$)
<b>FINANCIAL ASSETS</b>		
Cash and cash equivalents	12,373,125	49,695,464
Investments	1,314,162,327	1,054,362,037
Accounts receivables		
Accrued interest	192,977,991	186,725,496
Taxes	7,463,236	7,310,918
Local improvement frontage tax	3,034,542	3,071,140
Other receivables	23,794,251	16,602,630
	<b>227,270,020</b>	<b>213,710,184</b>
<b>TOTAL FINANCIAL ASSETS</b>	<b>1,553,805,472</b>	<b>1,317,767,685</b>
<b>FINANCIAL LIABILITIES</b>		
Accounts payables and accrued liabilities		
Due to other governments	5,177,445	6,666,466
Accounts payable	49,919,185	50,524,370
Accrued liabilities	18,075,162	18,212,392
	<b>73,171,792</b>	<b>75,403,228</b>
Deposits - damages, servicing and other	56,779,256	40,754,863
Deferred revenue	59,539,011	49,310,680
Development cost charges and restricted funds	98,583,114	84,098,750
<b>TOTAL FINANCIAL LIABILITIES</b>	<b>288,073,173</b>	<b>249,567,521</b>
<b>NET FINANCIAL ASSETS</b>	<b>1,265,732,299</b>	<b>1,068,200,164</b>
<b>NON-FINANCIAL ASSETS</b>		
Tangible capital assets	2,777,215,567	2,716,439,012
Inventory	1,884,440	3,142,884
Prepaid expenses	2,574,919	2,223,253
<b>Total Non-Financial Assets</b>	<b>2,781,674,926</b>	<b>2,721,805,149</b>
<b>ACCUMULATED SURPLUS</b>	<b>4,047,407,225</b>	<b>3,790,005,313</b>

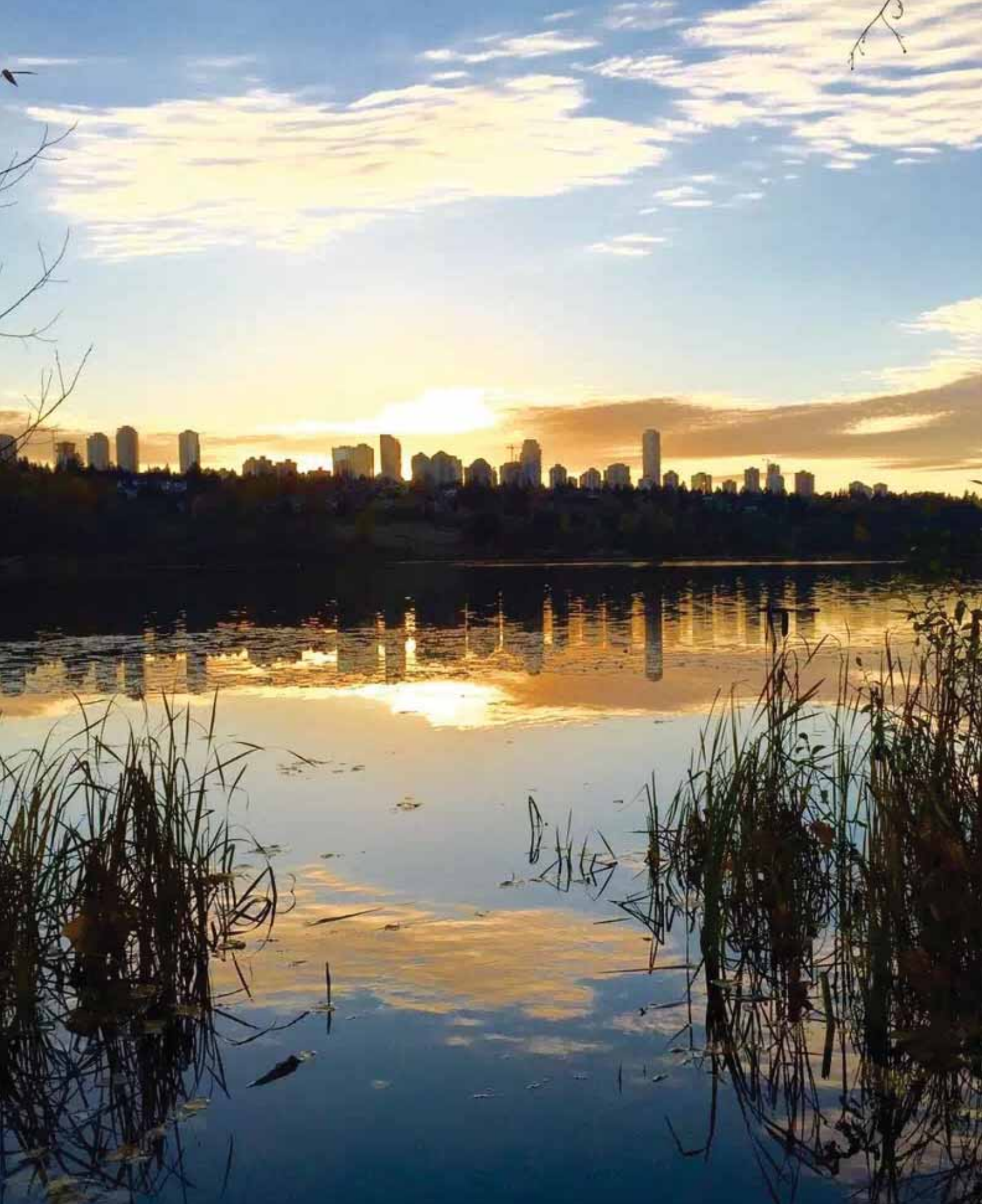


## Consolidated Statement of Operations and Accumulated Surplus

For the year ended December 31, 2017 with comparative figures for 2016

	2017 Budget (\$)	2017 Actual (\$)	2016 Actual (\$)
<b>REVENUES</b>			
Taxation revenue	278,560,200	277,179,817	268,393,843
Sales of goods and services	114,662,700	117,588,096	110,825,212
Investment income	38,529,200	42,134,853	41,192,168
Other revenue	52,162,100	77,297,021	53,749,029
Community benefit fund	40,000,000	135,803,973	85,028,657
Contributed asset revenue	5,000,000	13,840,903	18,178,300
Transfers from other governments	18,111,000	21,566,750	20,702,897
Transfer from development cost charges and restricted funds	2,000,000	2,536,077	3,899,540
<b>TOTAL REVENUES</b>	<b>549,025,200</b>	<b>687,947,490</b>	<b>601,969,646</b>
<b>EXPENSES</b>			
General government services	73,035,000	67,301,101	65,943,505
Protective services	107,186,500	104,872,748	104,491,893
Transportation services	54,239,600	62,526,693	58,705,303
Environmental services	89,847,800	89,123,980	82,734,624
Development services	6,718,000	6,002,735	6,336,011
Parks, recreation and cultural services	100,703,900	100,718,321	95,458,247
<b>TOTAL EXPENSES</b>	<b>431,730,800</b>	<b>430,545,578</b>	<b>413,669,583</b>
Annual Surplus	117,294,400	257,401,912	188,300,063
Accumulated surplus, beginning of year	3,790,005,300	3,790,005,313	3,601,705,250
<b>ACCUMULATED SURPLUS, END OF YEAR</b>	<b>3,907,299,700</b>	<b>4,047,407,225</b>	<b>3,790,005,313</b>

To see full set of financial statements and notes, please refer to the annual municipal report at [www.burnaby.ca/financialplan](http://www.burnaby.ca/financialplan)





# CONTACTS AND LOCATION

## City Hall Location

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

## City Hall Hours

Monday-Wednesday | 8:00 AM - 4:45 PM  
Thursday | 8:00 AM - 8:00 PM  
Friday | 8:00 AM - 4:45 PM



## City Operations

### Office of the City Manager

Phone: 604-294-7101

### City Clerk

Email: [Clerks@burnaby.ca](mailto:Clerks@burnaby.ca)  
Phone: 604-294-7290

### Citizen Support Services

Email: [volunteers@burnaby.ca](mailto:volunteers@burnaby.ca)  
Phone: 604-294-7980

### Human Resources Department

Email: [careers@burnaby.ca](mailto:careers@burnaby.ca)  
Phone: 604-294-7303

### Information Technology Department

Email: [helpdesk@burnaby.ca](mailto:helpdesk@burnaby.ca)  
Phone: 604-294-7939

### Burnaby Public Library Administration

Phone: 604-436-5427

### Fire Station #1

Email: [fire@burnaby.ca](mailto:fire@burnaby.ca)  
Phone: 604-294-7195  
Emergency Phone 911

### RCMP Burnaby Detachment

Phone: 604-646-9999  
Fax: 604-646-9704

### Engineering Department

Email: [engineering@burnaby.ca](mailto:engineering@burnaby.ca)  
Phone: 604-294-7460

### Finance Department

Email: [finance@burnaby.ca](mailto:finance@burnaby.ca)  
Phone: 604-294-7362

### Parks, Recreation & Cultural Services Department

Email: [parks@burnaby.ca](mailto:parks@burnaby.ca)  
Phone: 604-294-7450

### Planning & Building Department

Planning Division  
Email: [planning@burnaby.ca](mailto:planning@burnaby.ca)  
Phone: 604-294-7400

### Building Division

Phone: 604-294-7130  
Email: [building@burnaby.ca](mailto:building@burnaby.ca)



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